

FY 2021 India  
Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



August 2021

Public Disclosure Authorized

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## Acknowledgements

The India Country Opinion Survey is part of the County Opinion Survey Program series of the World Bank Group. This report was prepared by the Strategic Insights Group, led by Sharon Felzer (Senior Communications Officer, Head of the Strategic Insights Group). Svetlana Markova, Jessica Cameron, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. We acknowledge the significant contribution from the India country team and independent fielding agency Public Division, Kantar. In particular, Strategic Insights Group is grateful for the support from Patsy D'Cruz (Senior External Affairs Assistant), who coordinated the survey related activities from New Delhi, India.



Country Opinion Surveys  
THE WORLD BANK GROUP



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## INDIA





## I. Objectives

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

## II. Methodology

From February to April 2021, 1,419 stakeholders of the WBG in India were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; independent government institutions; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community based organizations; youth groups; academia/research institutes/think tanks; the media; and other organizations.

A total of 440 stakeholders participated in the survey (31% response rate). Respondents received the questionnaire via a courier or via email and returned it accordingly, or they 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.

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'18 (response rate was 32%, N=315). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'18 COS report and the non-weighted data presented in appendices A, B, C and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 87).

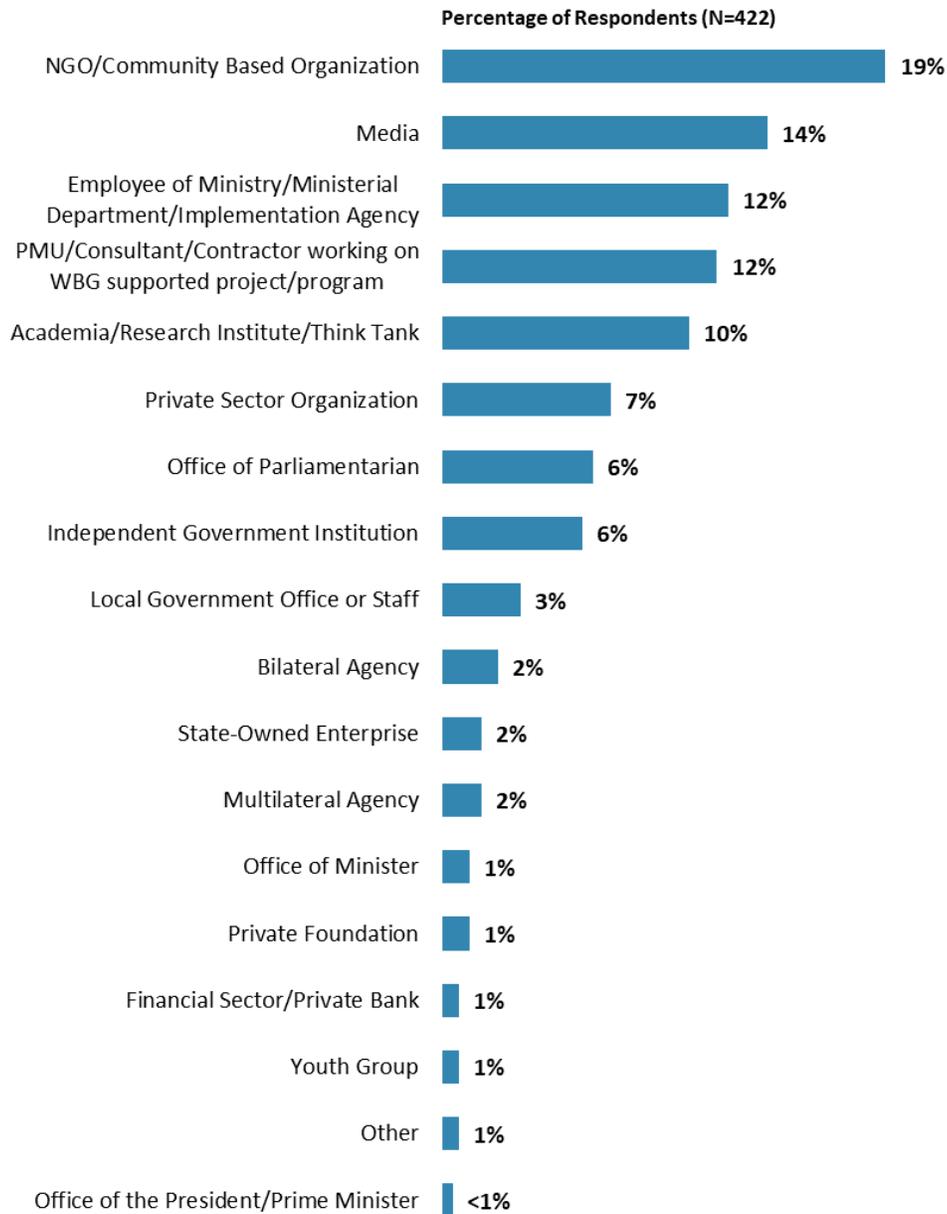
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Position

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



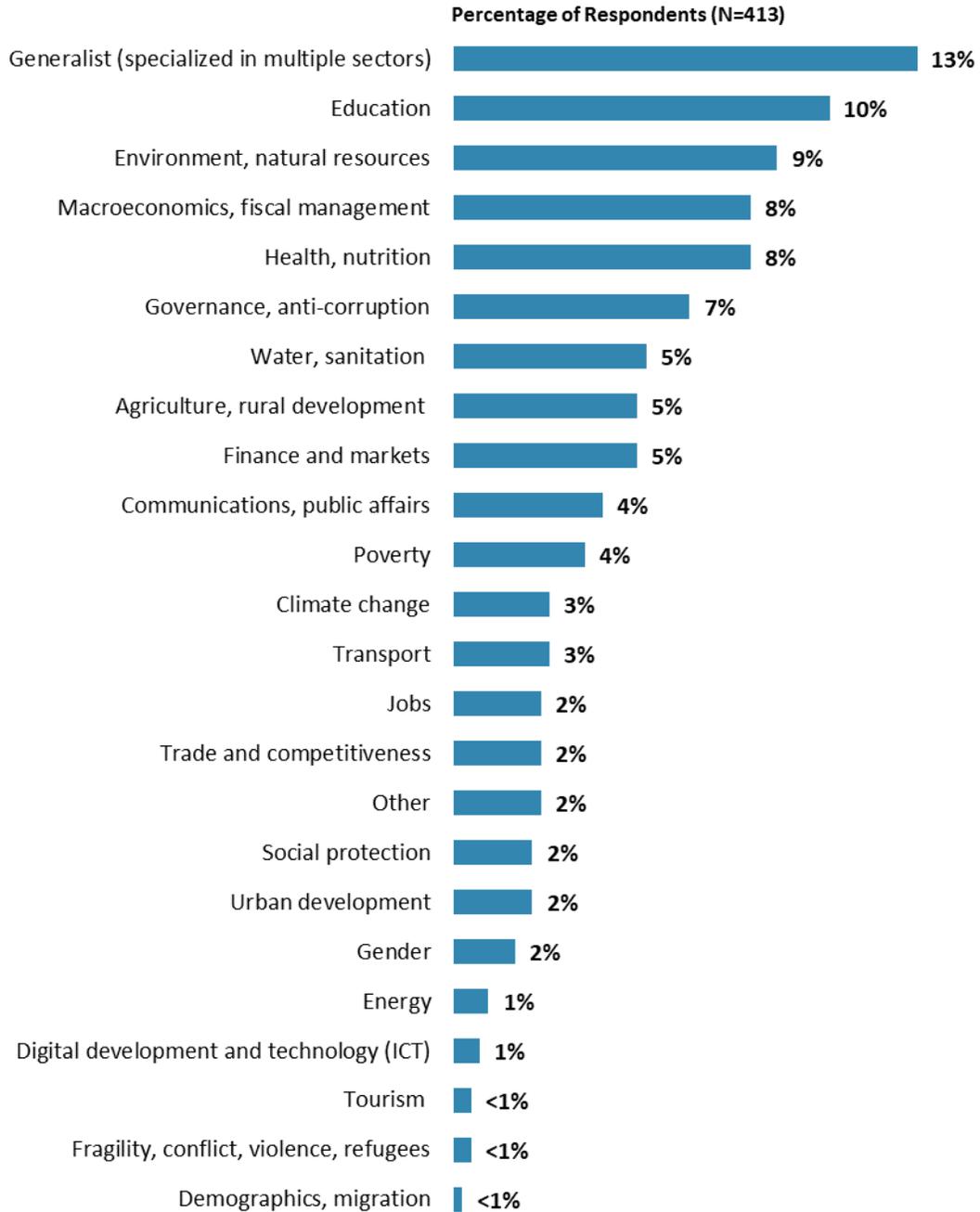
**“Which of the following best describes your current position?”**  
(Respondents chose from a list.)

<sup>1</sup> Employees of ministries/ministerial departments/implementation agencies were combined with PMUs/consultants/contractors working on WBG supported projects; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from private foundations, NGOs/community based organizations, and from youth groups were combined into a “CSO” category. The small number of the respondents from the office of the President/Prime Minister, office of a minister, and from state-owned enterprises were included in the “Other” category.



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

#### Area of Primary Specialization

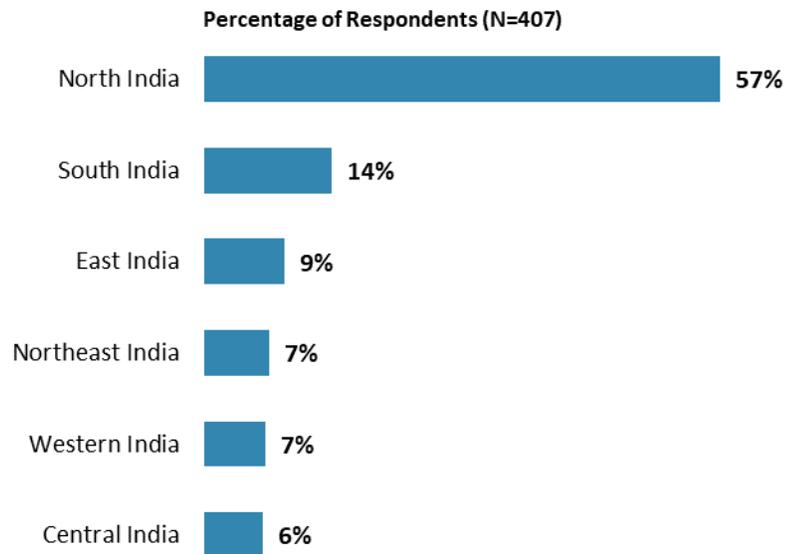


**“Please identify the primary specialization of your work.”**  
(Respondents chose from a list.)



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

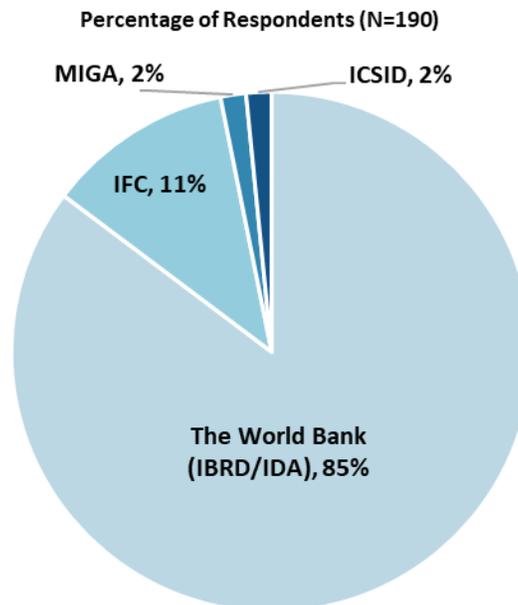
#### Geographic Locations



"Which best represents your geographic location?"

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



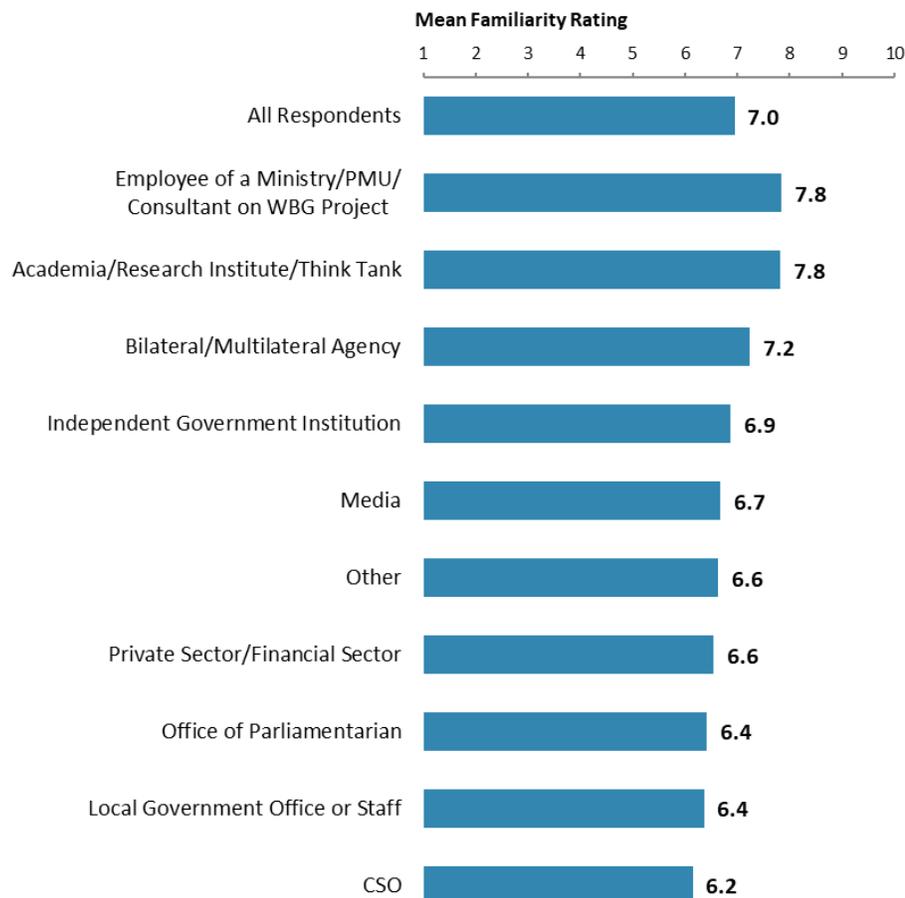
"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in India?"  
(Respondents chose from a list.)



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of familiarity with the WBG compared to respondents in the FY'18 Country Survey (weighted mean in FY'21 = 6.9; weighted mean in FY'18 = 6.2)<sup>2</sup>.
- **Impact of familiarity:** Respondents' ratings of familiarity<sup>3</sup> with the WBG were significantly, strongly correlated with their ratings for the WBG's overall effectiveness<sup>4</sup> in India, with their agreement that the WBG plays a relevant role in India's development, and with their ratings of the extent to which the WBG's work helps achieve development results in India.



"How familiar are you with the work of the World Bank (IBRD/IDA) in India?"  
(1-"Not familiar at all", 10-"Extremely familiar")

<sup>2</sup> The means in the chart were calculated based on un-weighted data. Please refer to Appendix D (page 87) for more details on weighting.

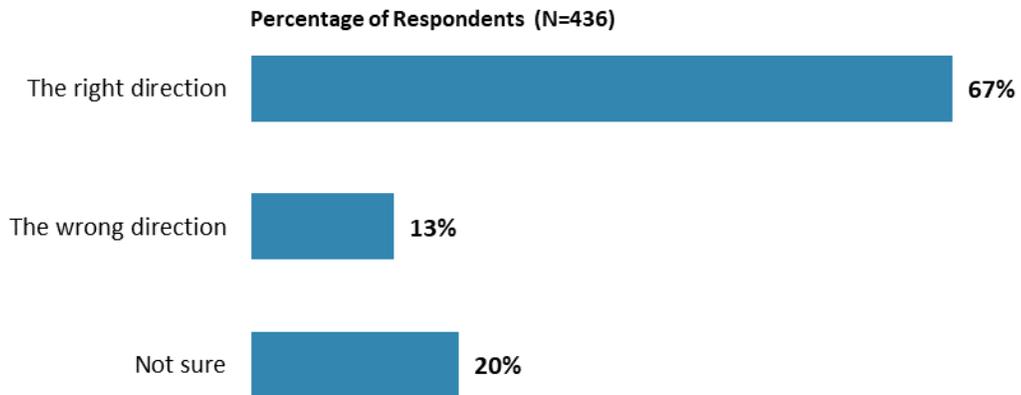
<sup>3</sup> In FY 2021, the question about familiarity was asked separately about the World Bank and the IFC (B1\_1 and B1\_2). Only variable B1\_1 (World Bank) was used in this calculation.

<sup>4</sup> In FY 2021, the question about effectiveness was asked separately about the World Bank and the IFC (B4\_1 and B4\_2). Only variable B4\_1 (World Bank) was used in this calculation.



## IV. Overall Context

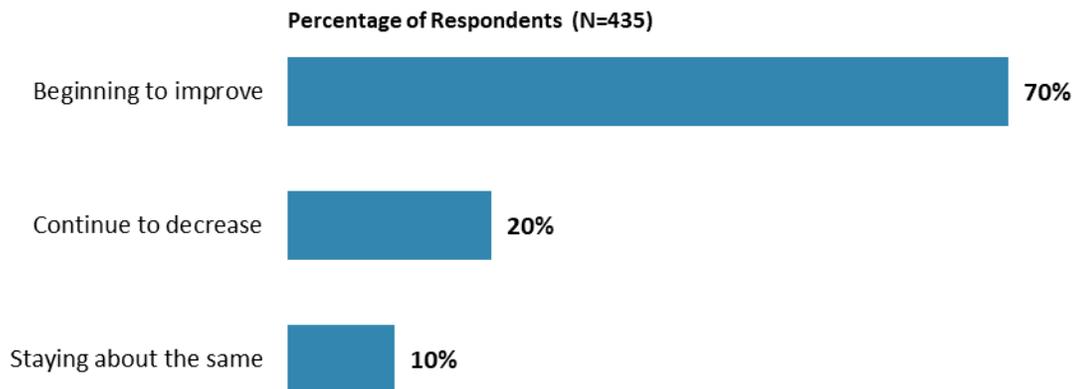
### Headed in the Right Direction



**"In the present post-lockdown scenario, would you say that India is headed in ... ?"**  
(Respondents chose from a list.)

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### Perceptions of Economic Opportunity



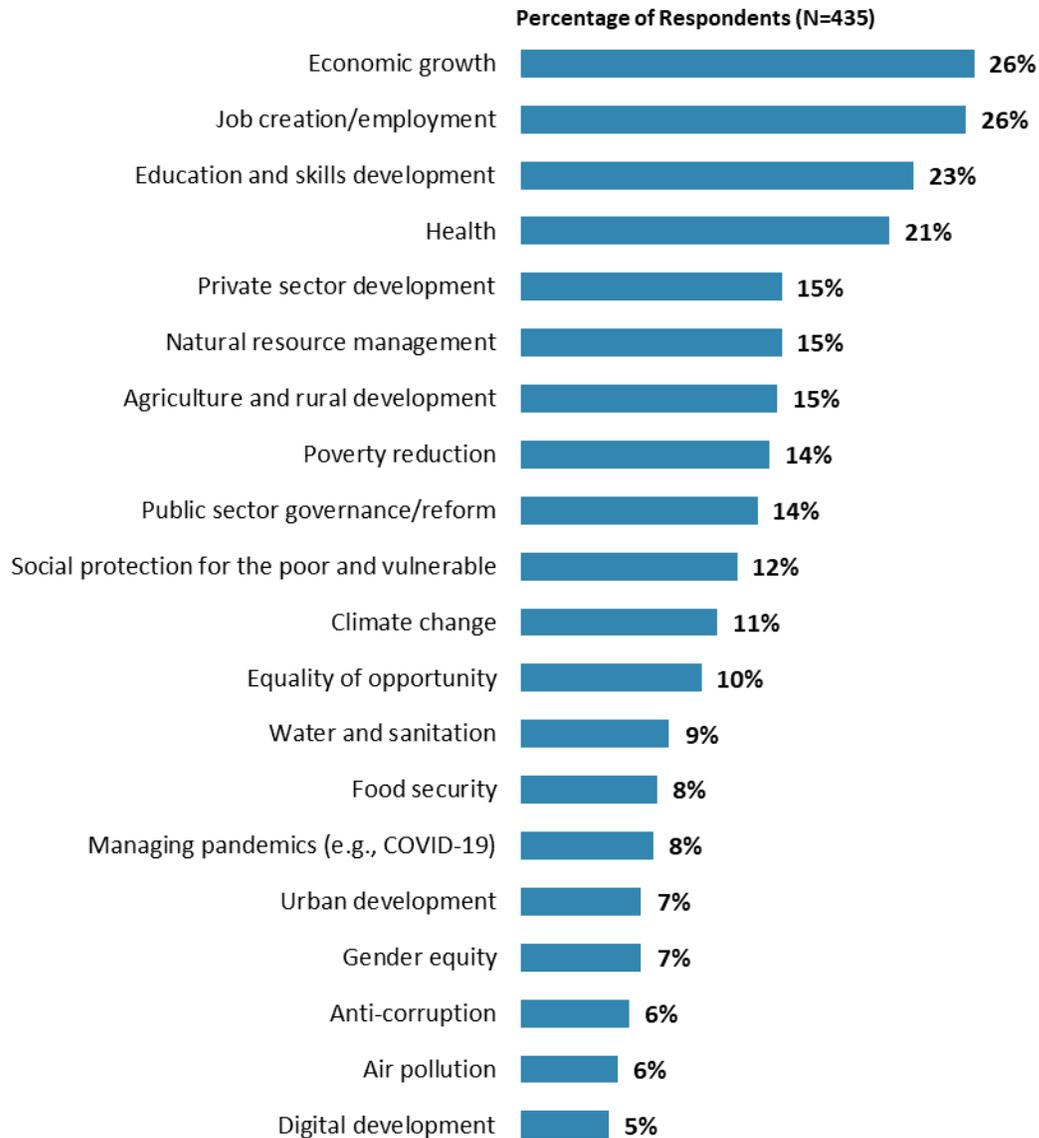
**"How has easing of COVID-19 related restrictions impacted economic opportunities for India's citizens?"**  
(Respondents chose from a list.)



## IV. Overall Context (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the most important development priorities in India were “*education and skills development*” (38%), “*job creation/employment*” (31%), “*agriculture and rural development*” (25%), “*poverty reduction*” (24%), and “*health and sanitation*” (20%).



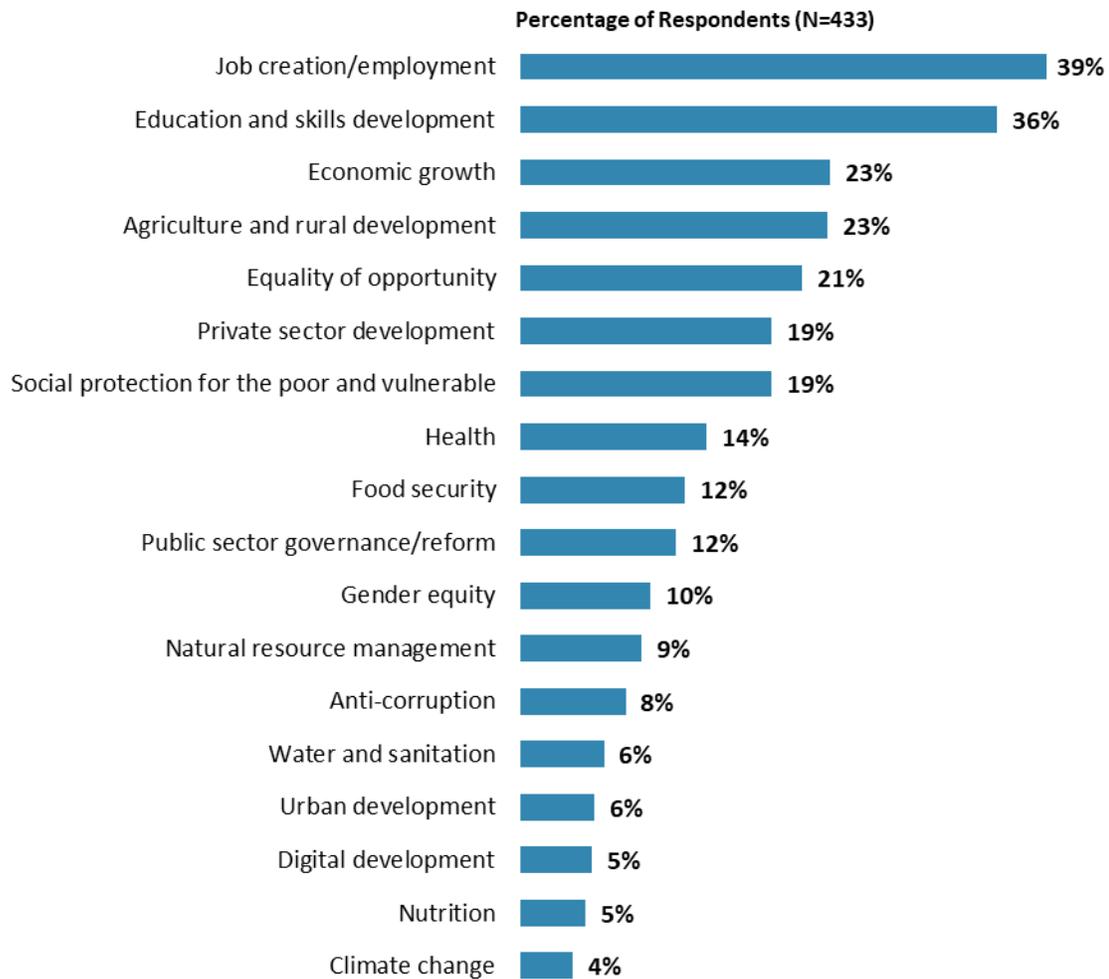
"Listed below are a number of development priorities in India. Please identify which of the following you consider the most important development priorities in India. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined. Top 20 of 28 response options shown)



## IV. Overall Context (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the biggest contributors to poverty reduction in India were “*agriculture and rural development*” (49%), “*education and skills development*” (48%), “*job creation/employment*” (39%), “*economic growth*” (19%), and “*equality of opportunity*” (19%).



"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in India?"

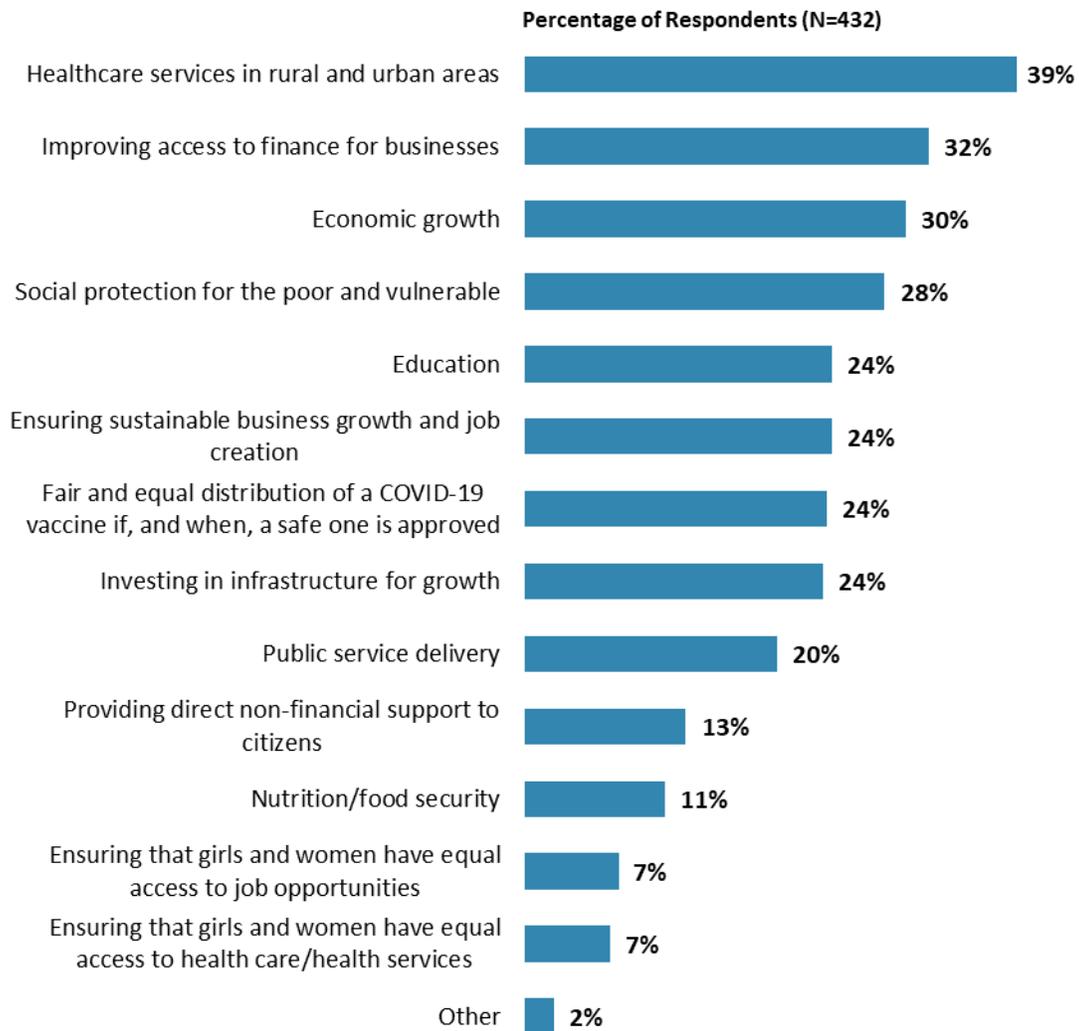
(Choose no more than THREE)" (Respondents chose from a list. Responses combined.

Top 18 of 26 response options shown)



## IV. Overall Context (continued)

### COVID-19 Pandemic: Where the Government of India Should Focus Efforts

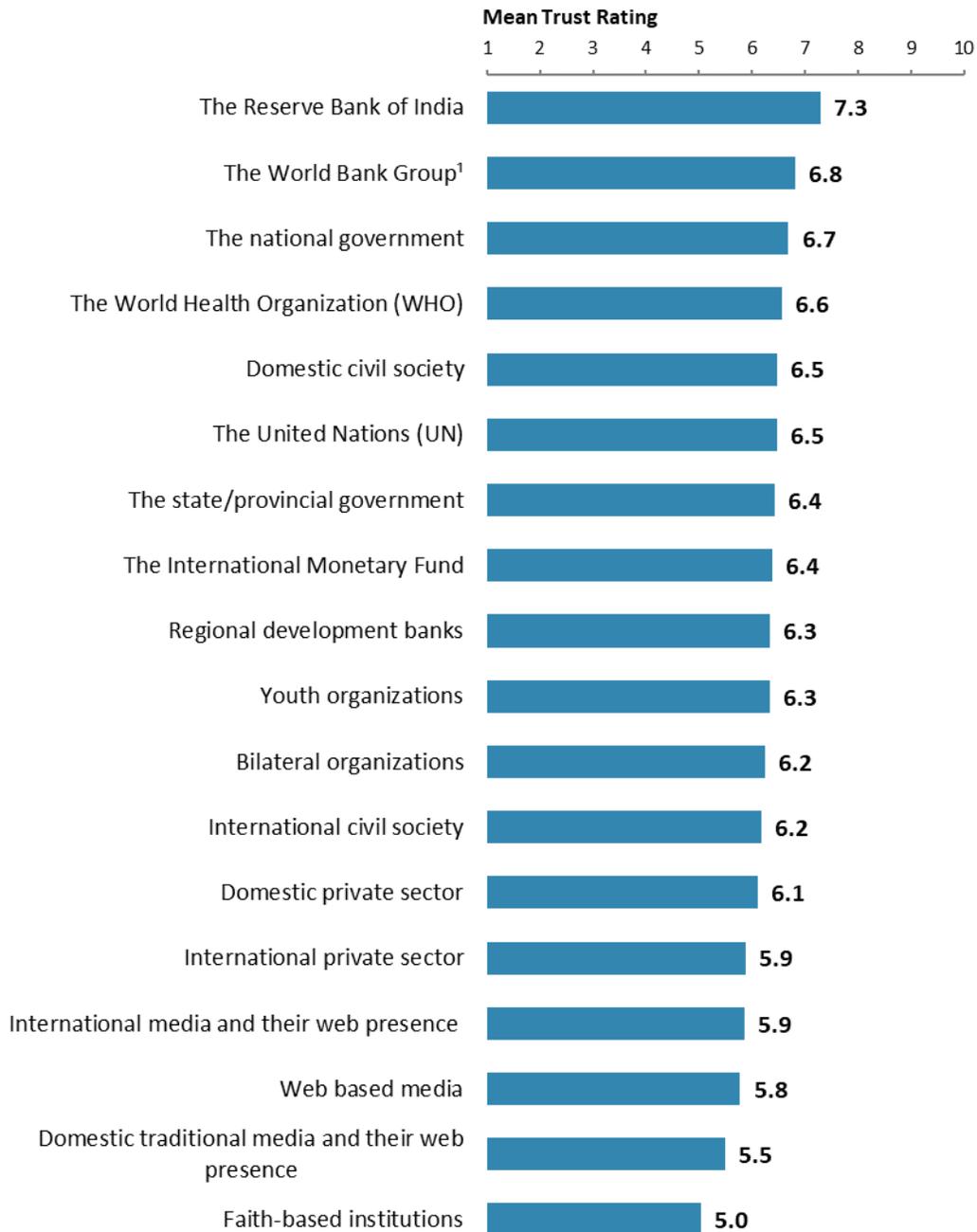


**"The COVID-19 pandemic has stressed many aspects of India's growth and development. In which areas would you like to see the Indian government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)"**  
(Respondents chose from a list. Responses combined.)



## IV. Overall Context (continued)

### Trust in Institutions



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

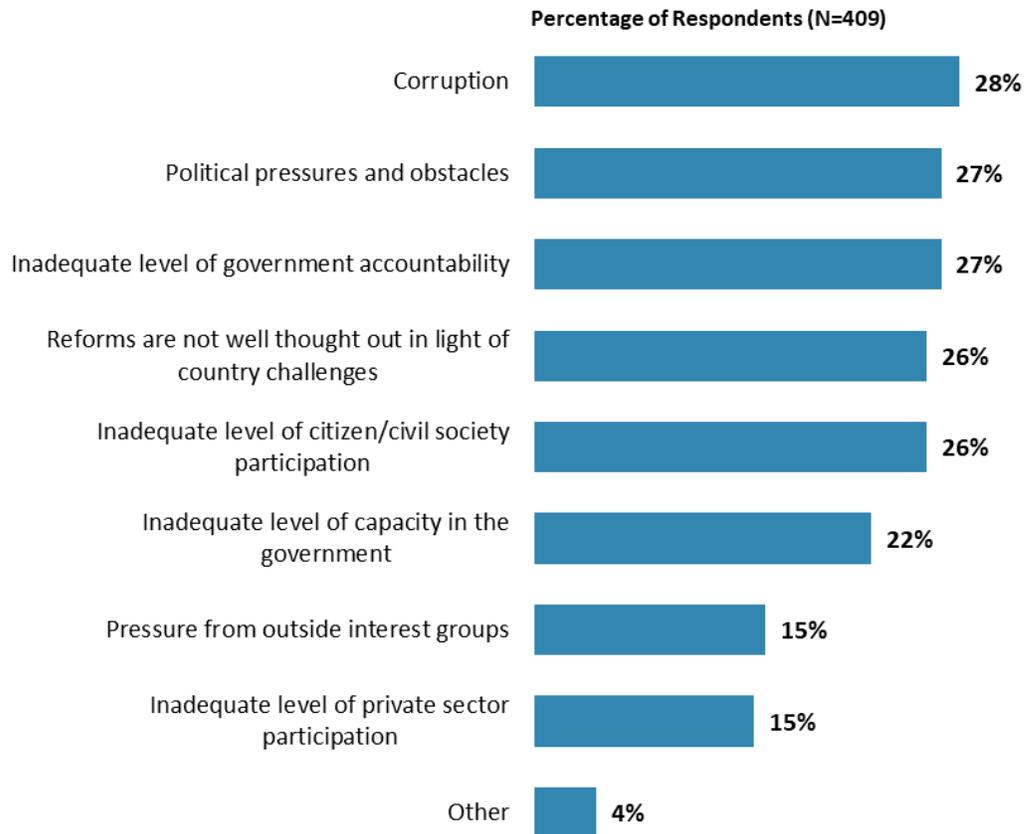
*(1-"To no degree at all", 10-"To a very significant degree")*

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



## IV. Overall Context (continued)

### Attributions for Slow/Failed Reform Efforts

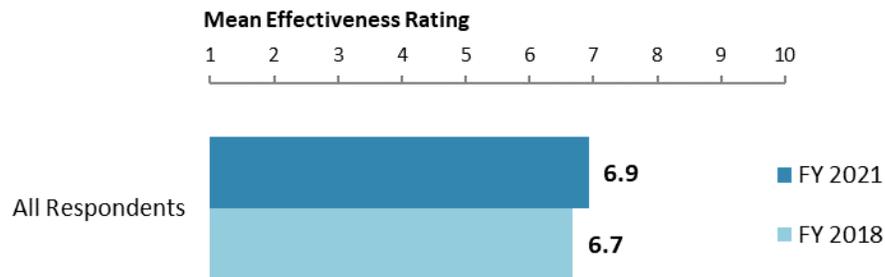


**"When economic and/or social reform efforts fail or are slow to take place in India, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



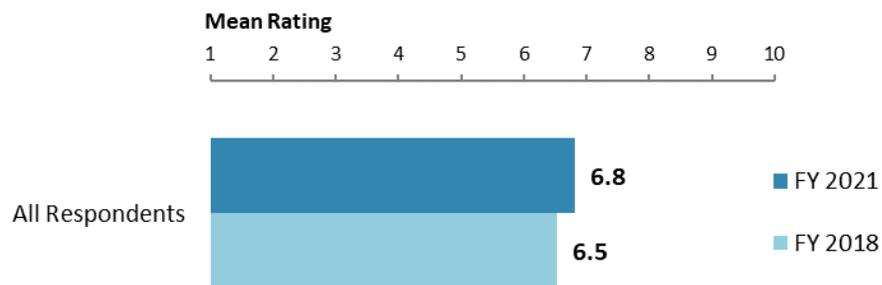
## V. Overall Attitudes toward the World Bank Group

### The World Bank Group's Overall Effectiveness<sup>5</sup> (Indicator Question)



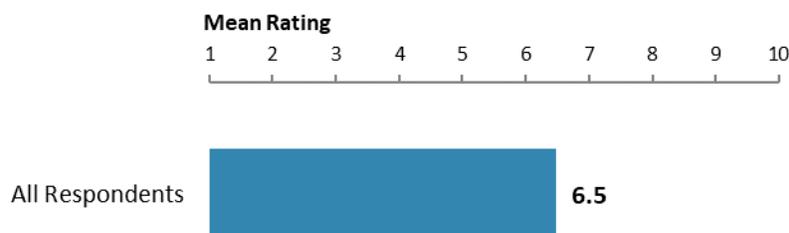
"Overall, please rate your impression of the World Bank Group's effectiveness in India." (1-"Not effective at all", 10-"Very effective")

### Achieving Development Results (Indicator Question)



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

### Influence on India's Development Agenda (Indicator Question)



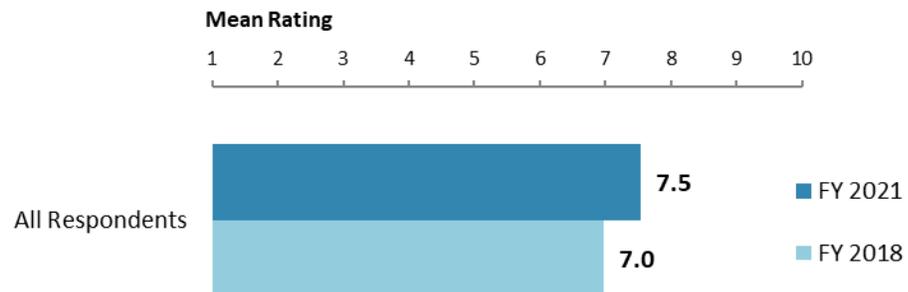
"To what extent does the World Bank Group influence the development agenda in India?" (1-"To no degree at all", 10-"To a very significant degree")

<sup>5</sup> Means in the first two charts on this page were calculated based on weighted data.



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

### WBG Staff Preparedness<sup>6</sup>



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

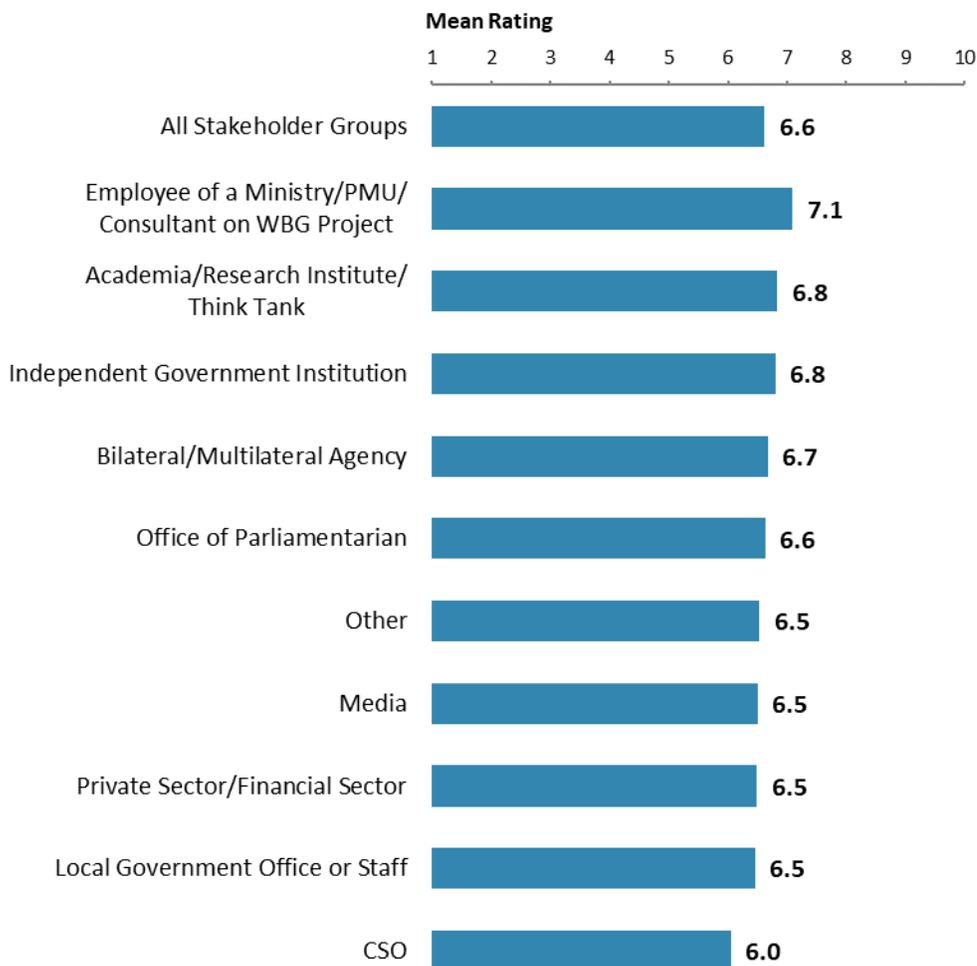
<sup>6</sup> Means in this chart were calculated based on weighted data.



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-nine COS indicator questions (mean rating = 7.0) compared to respondents who do not collaborate with the WBG (mean rating = 6.3).
- **Stakeholder groups:** Respondents from ministries/PMU/consultants on WBG projects had the highest mean ratings for the aggregated responses to the twenty-nine COS indicator questions, whereas respondents from CSOs had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 63).



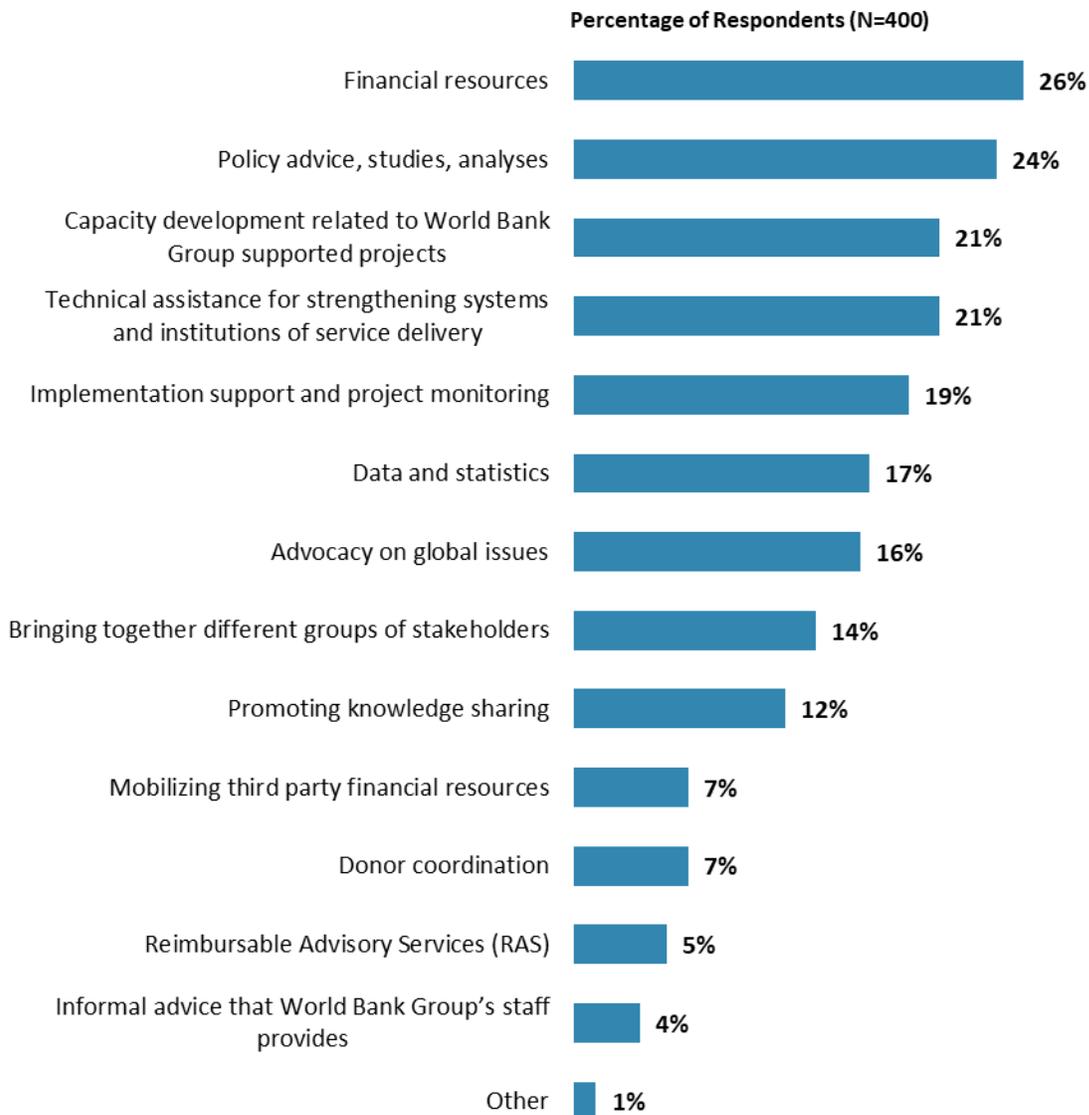
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG's greatest values to India were “*technical assistance for strengthening systems and institutions for service delivery*” (36%), “*financial resources*” (32%), “*policy advice studies, analyses*” (27%), and “*implementation support and project monitoring*” (26%).



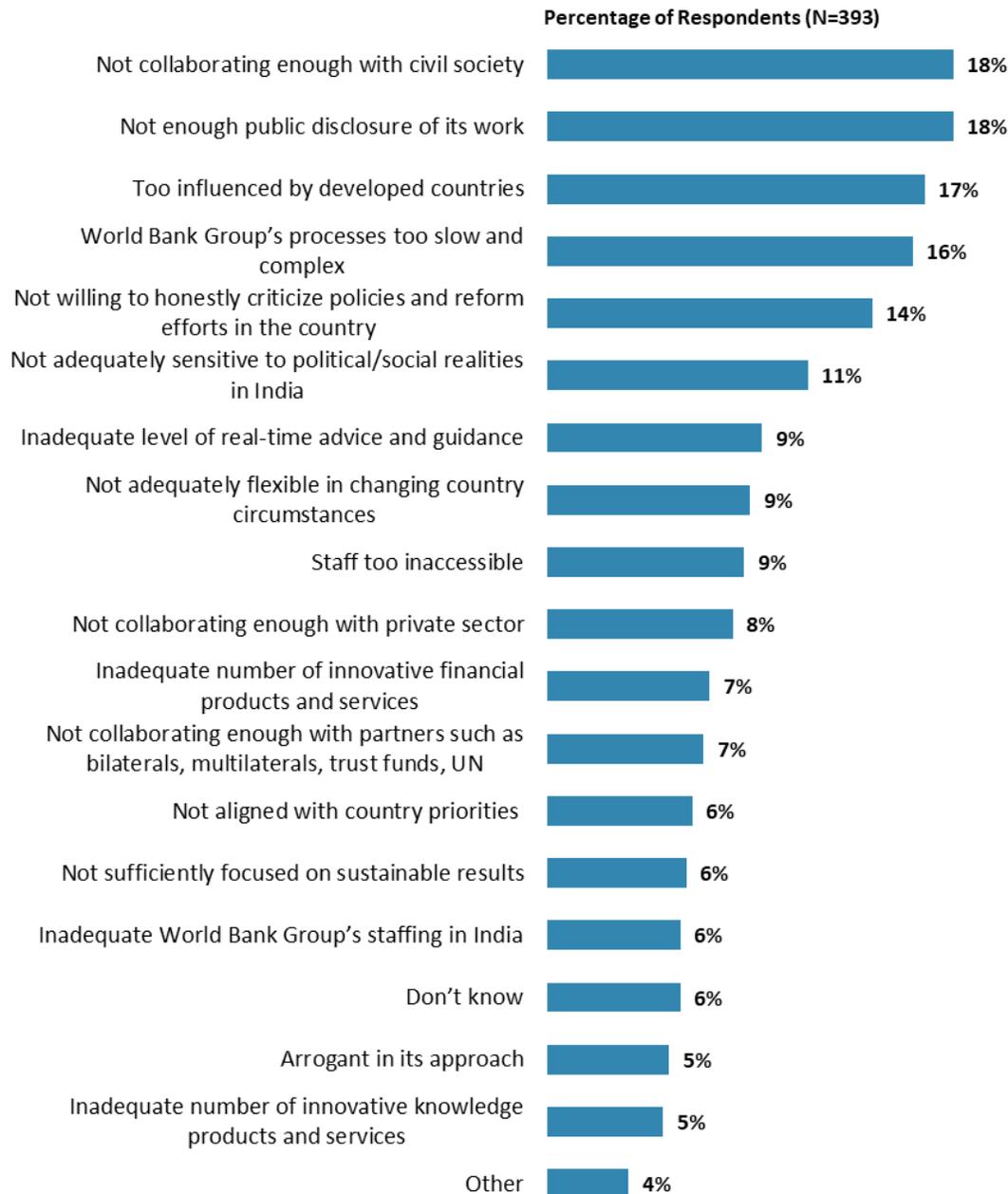
**“When thinking about the World Bank Group’s role in India, which activity do you VALUE the most? (Choose no more than TWO)”**  
(Respondents chose from a list. Responses combined.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG's greatest weaknesses in its work in India were “not collaborating enough with civil society” (23%) and “World Bank Group's processes too complex and slow” (21%).



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



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

### Effectiveness of WBG’s Support in Sectoral Areas: Year Comparison<sup>7</sup>



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

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

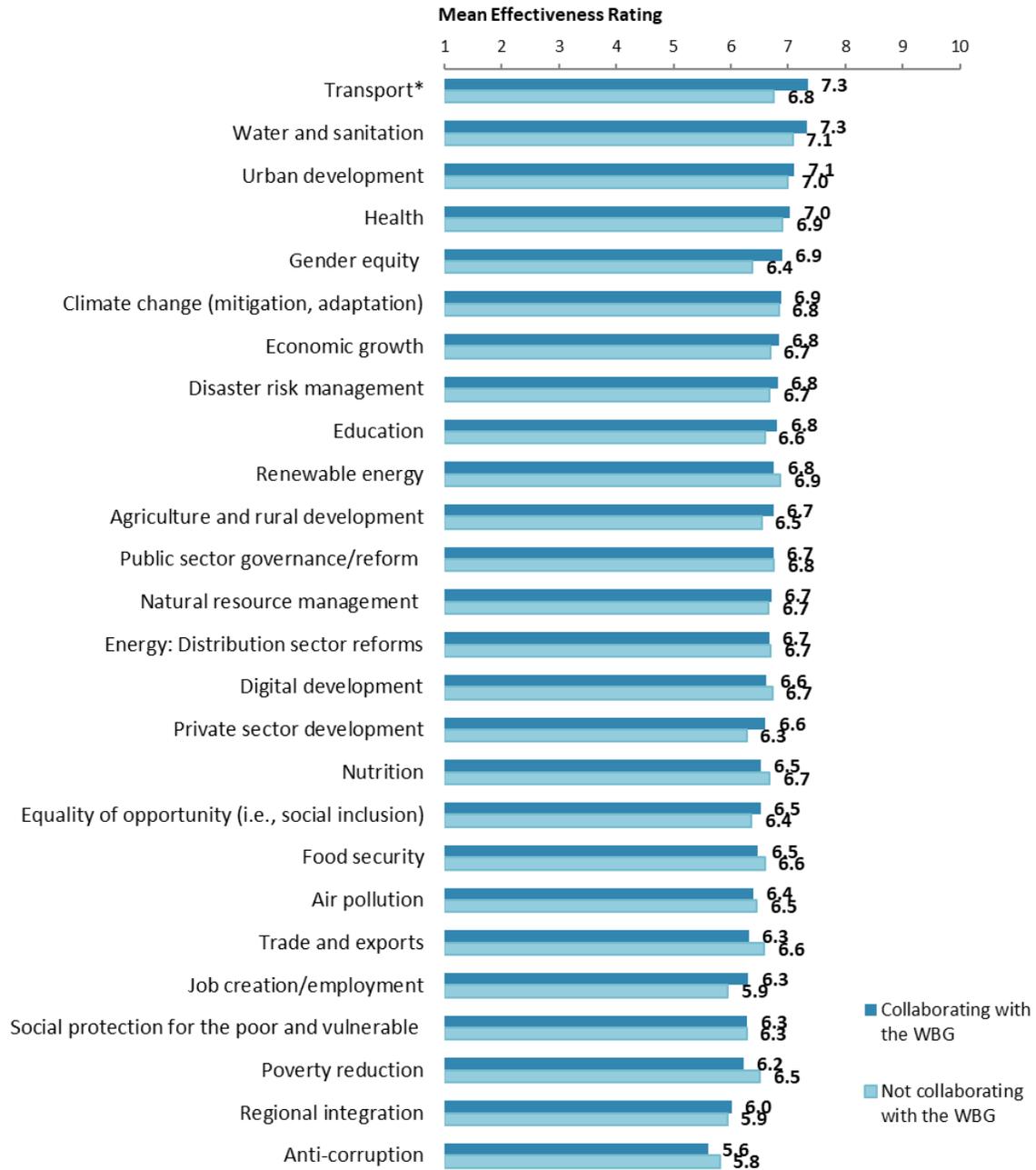
*(\*Significantly different between FY 2021 and FY 2018)*

<sup>7</sup> Means presented in this chart were calculated based on weighted data. See Appendix D for details.



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

### Effectiveness of WBG’s Support in Sectoral Areas: Collaboration<sup>8</sup>



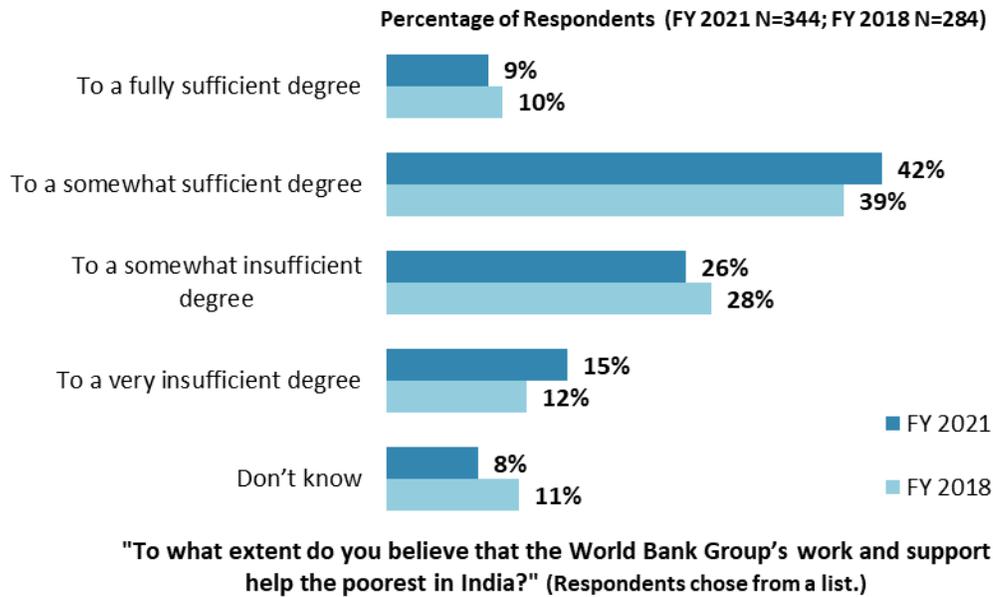
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in India?"**  
*(1-"Not effective at all", 10-"Very effective")*  
*(\*Significantly different between collaborators and non-collaborators)*

<sup>8</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 44) that primarily informed stakeholders responded to this question. Respondents were given the option of “don’t know” if they did not have exposure to the WBG’s work in certain development areas.

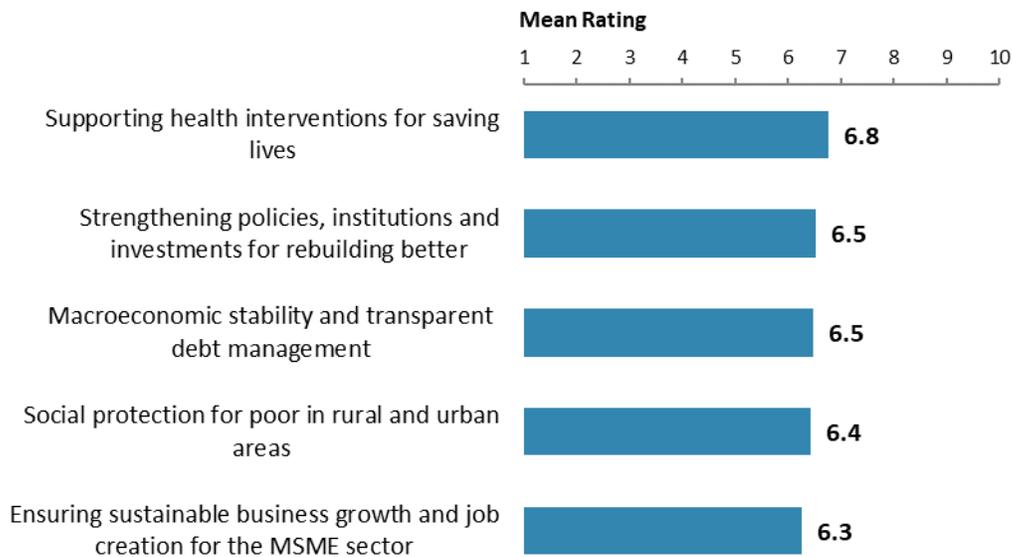


## VI. WBG's Support in Development Areas (continued)

### Helping the Poorest<sup>9</sup>



### Support related to COVID-19 outbreak



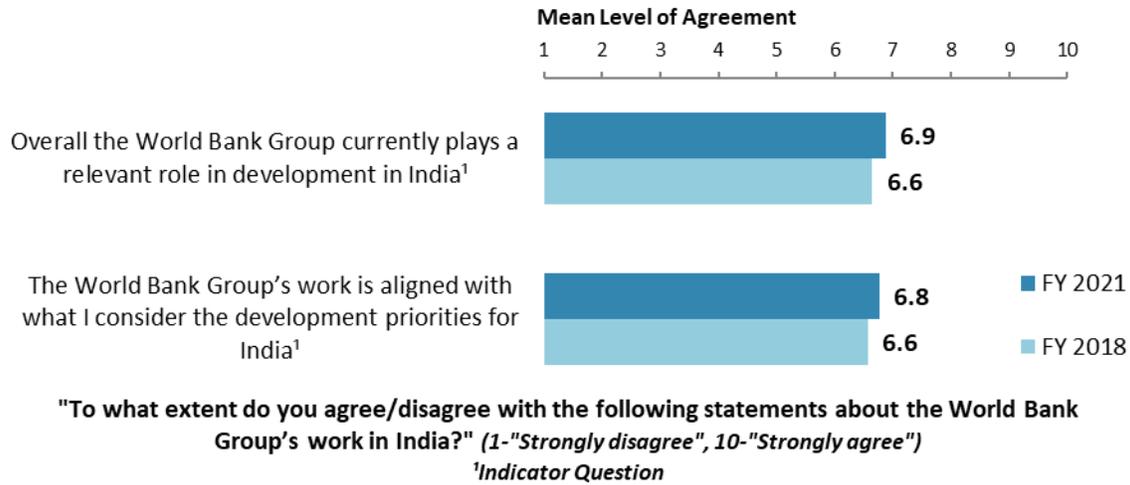
**"The World Bank Group has provided fast track support to India related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:"**  
(1 - "Not effective at all", 10 - "Very effective")

<sup>9</sup> Percentages presented in this chart were calculated based on weighted data.



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

### The World Bank Group’s Work in India: Year Comparison<sup>10</sup>



### The World Bank Group’s Work in India: Collaboration

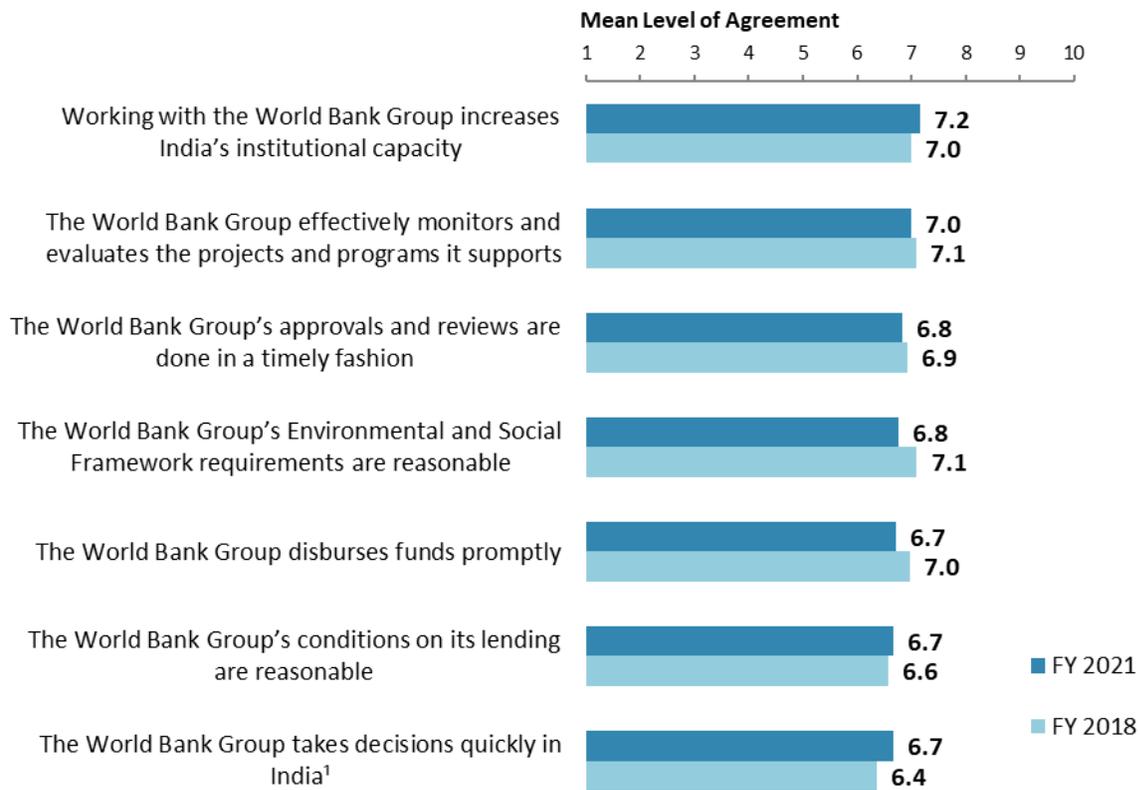


<sup>10</sup> Means in this chart were calculated based on weighted data.



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

### Overall Perceptions: Year Comparison<sup>11</sup>



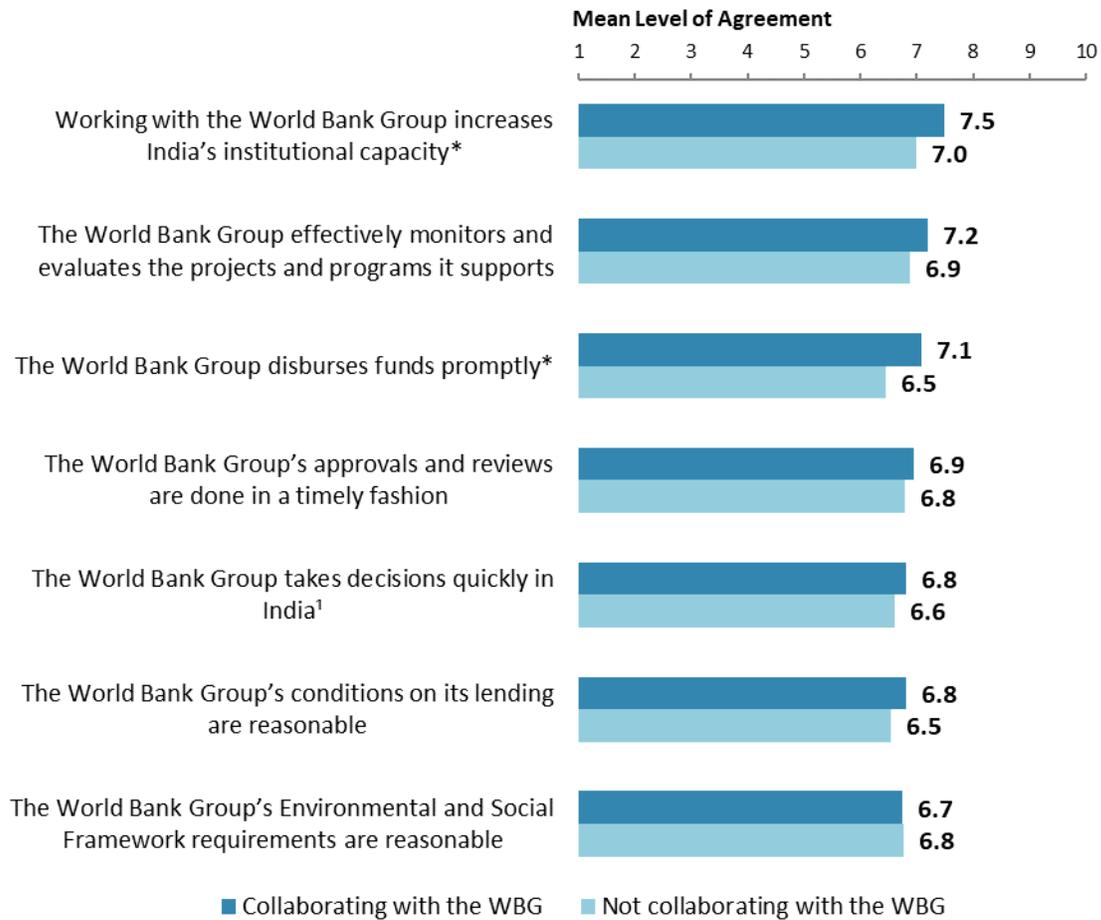
"To what extent do you agree/disagree with the following statements?"  
(1-"Strongly disagree", 10-"Strongly agree")  
<sup>1</sup>Indicator Question

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



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

### Overall Perceptions: Collaboration



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

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

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

<sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner: Year Comparison<sup>12</sup>



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

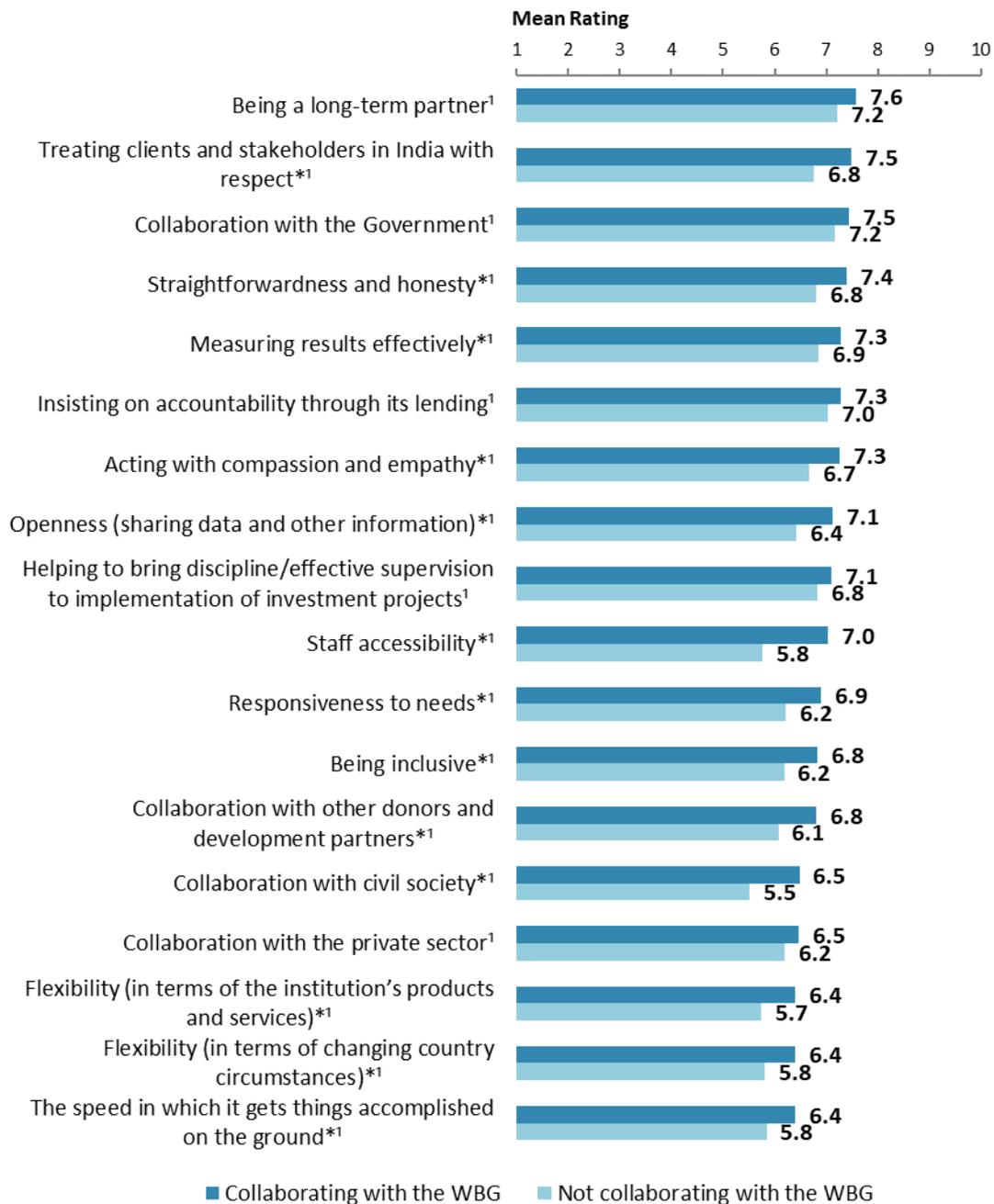
*<sup>1</sup>Indicator Question*

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



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

### The WBG as an Effective Development Partner: Collaboration



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

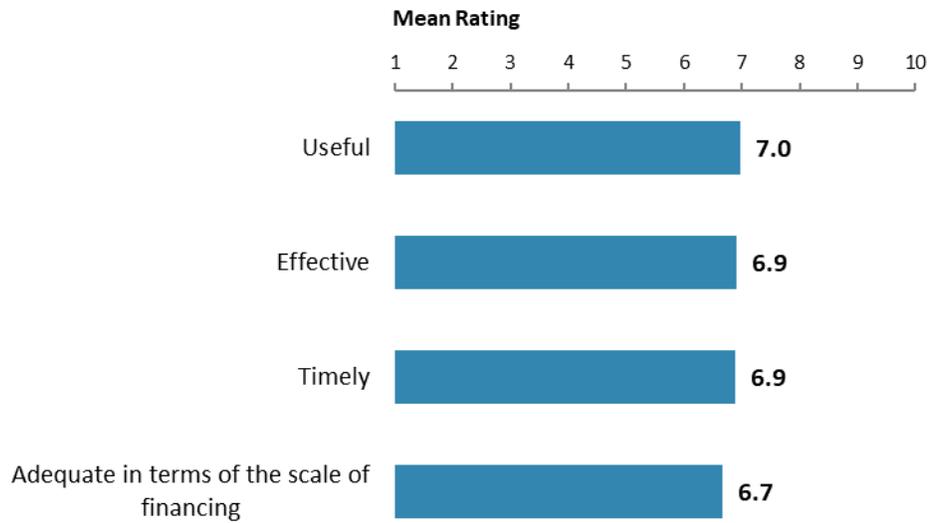
*(\*Significantly different between collaborators and non-collaborators)*

<sup>1</sup>Indicator Question



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

### Real Time COVID-19 Support

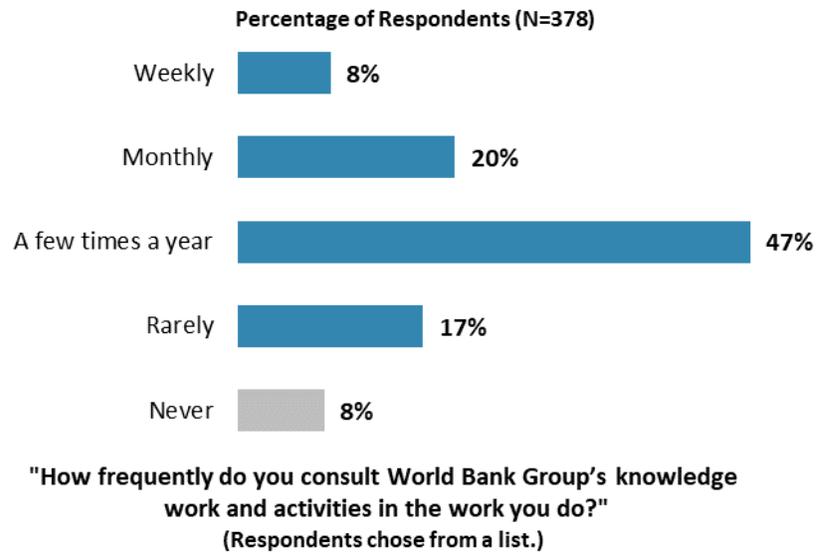


**"The World Bank Group has provided real time advice, guidance, and financial support to the Government of India for the COVID-19 response. To what extent do you believe that the World Bank Group's support throughout this crisis was ... "**  
*(1-"To no degree at all", 10-"To a very significant degree")*

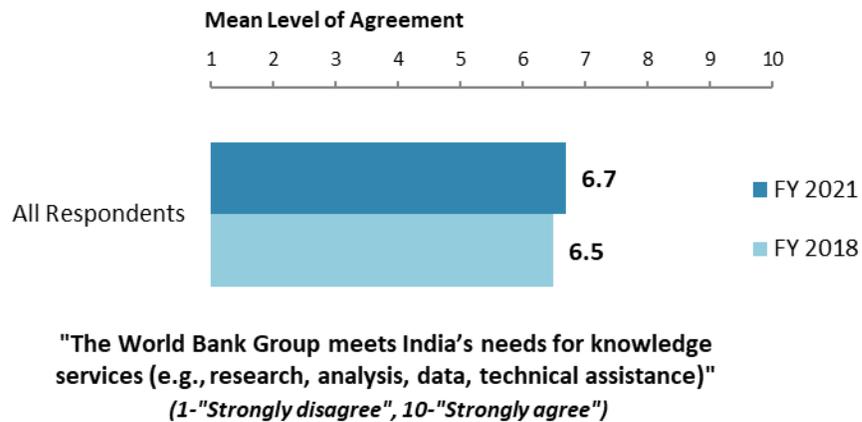


## VIII. World Bank Group's Knowledge and Instruments

### Frequency of Consulting WBG Knowledge Work and Activities



### Meeting India's Knowledge Needs<sup>13</sup> (Indicator Question)



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



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

### Contribution of the WBG's Knowledge Work and Activities<sup>14</sup> (Indicator Question)



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

### Technical Quality of the WBG's Knowledge Work and Activities (Indicator Question)



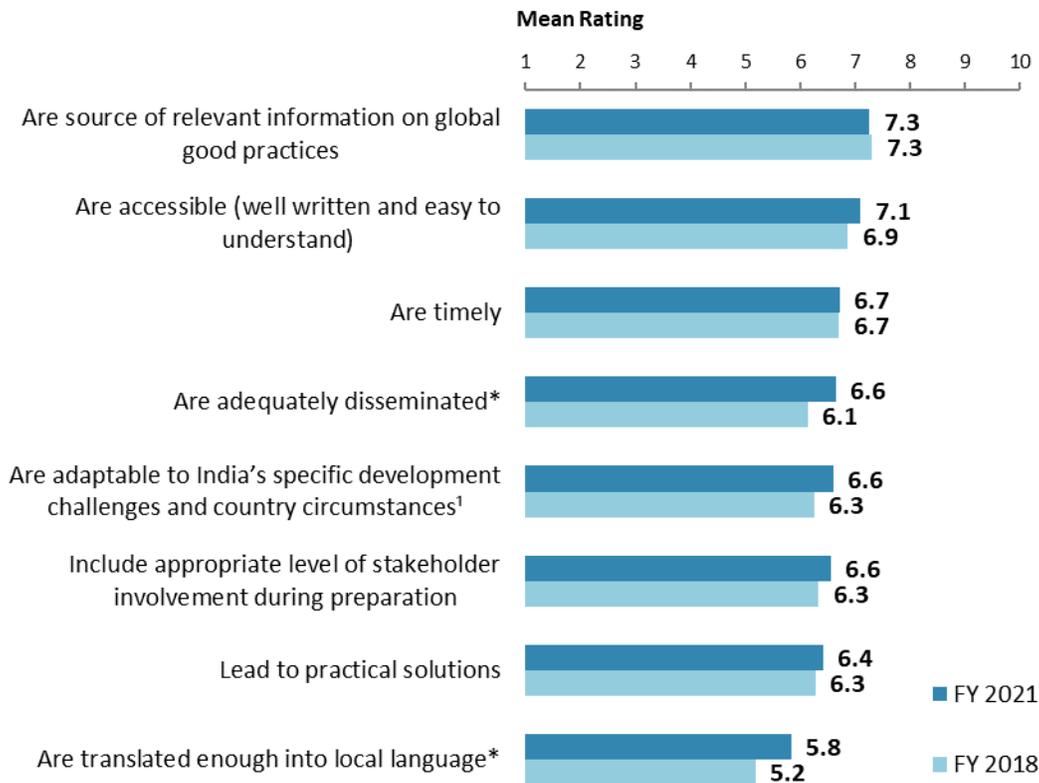
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"  
(1-"Very low technical quality", 10-"Very high technical quality")

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



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

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



"In India, 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 2021 and FY 2018)

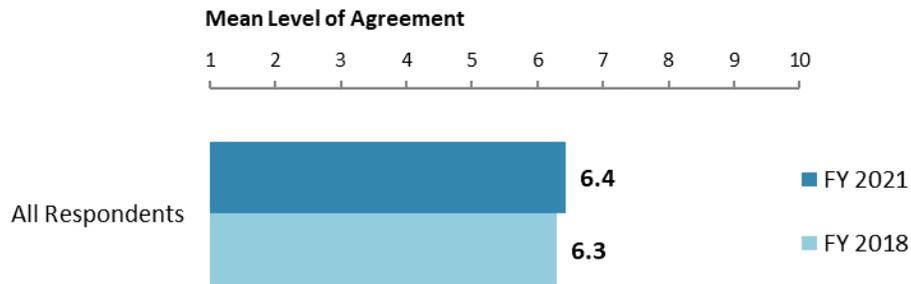
<sup>1</sup>Indicator Question

<sup>15</sup> Means in this chart were calculated based on weighted data.



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

### Meeting India's Needs for Financial Instruments<sup>16</sup> (Indicator Question)



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

### WBG's Global Advocacy Role (Indicator Question)



"How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?"  
(1-"Not important at all", 10-"Very important")

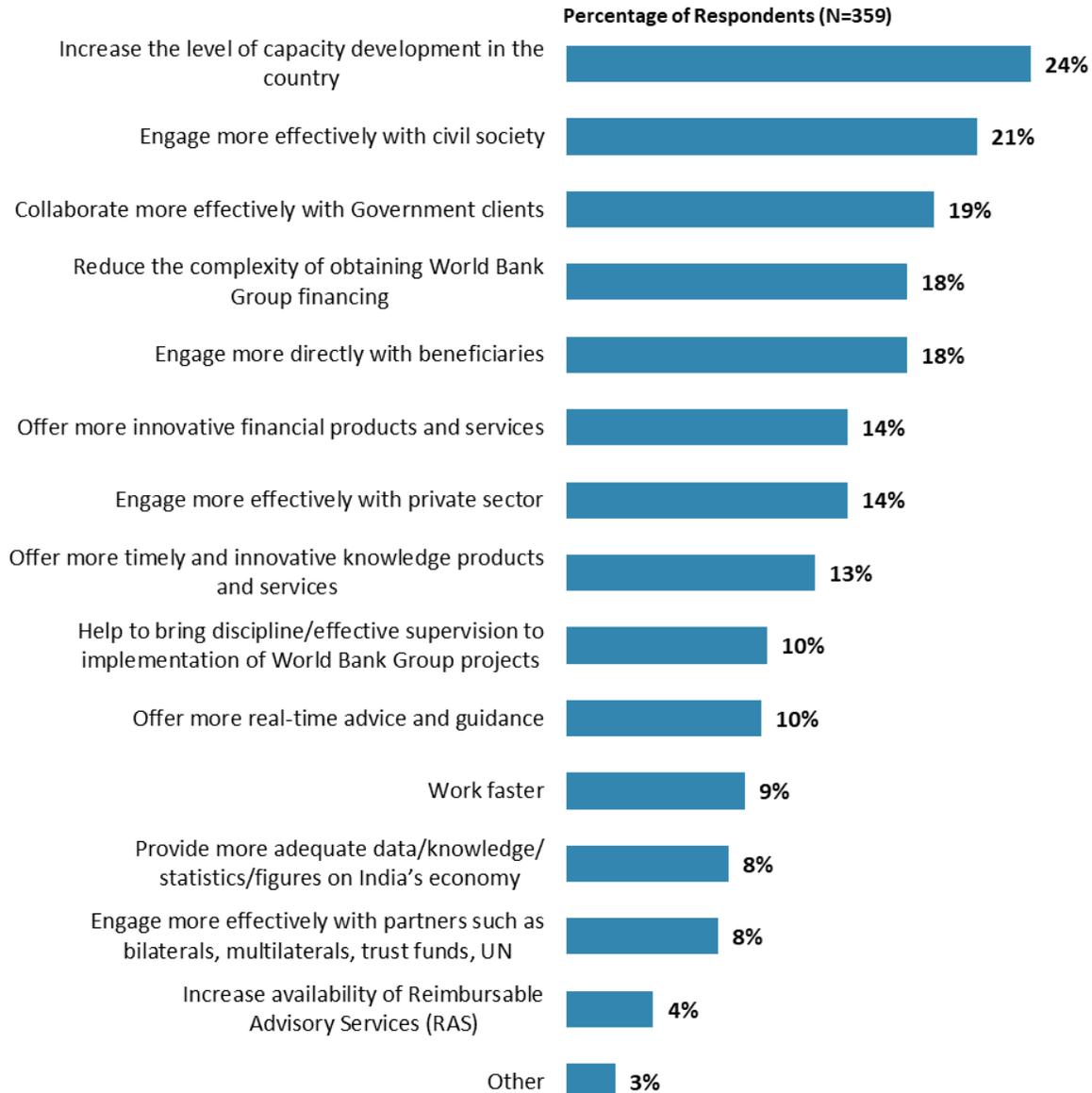
<sup>16</sup> Means in this chart were calculated based on weighted data.



## IX. The Future Role of the World Bank Group in India

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG should “*work more with civil society and beneficiary representatives*” (39%) and “*increase the level of capacity development in the country*” (28%) to make itself of greater value in India.



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



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

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

- **Year comparison:** Respondents in the FY'18 Country Survey indicated that the WBG should collaborate more with “*NGOs/community-based organizations*” (43%) and “*local government*” (34%) to ensure better development results in India.



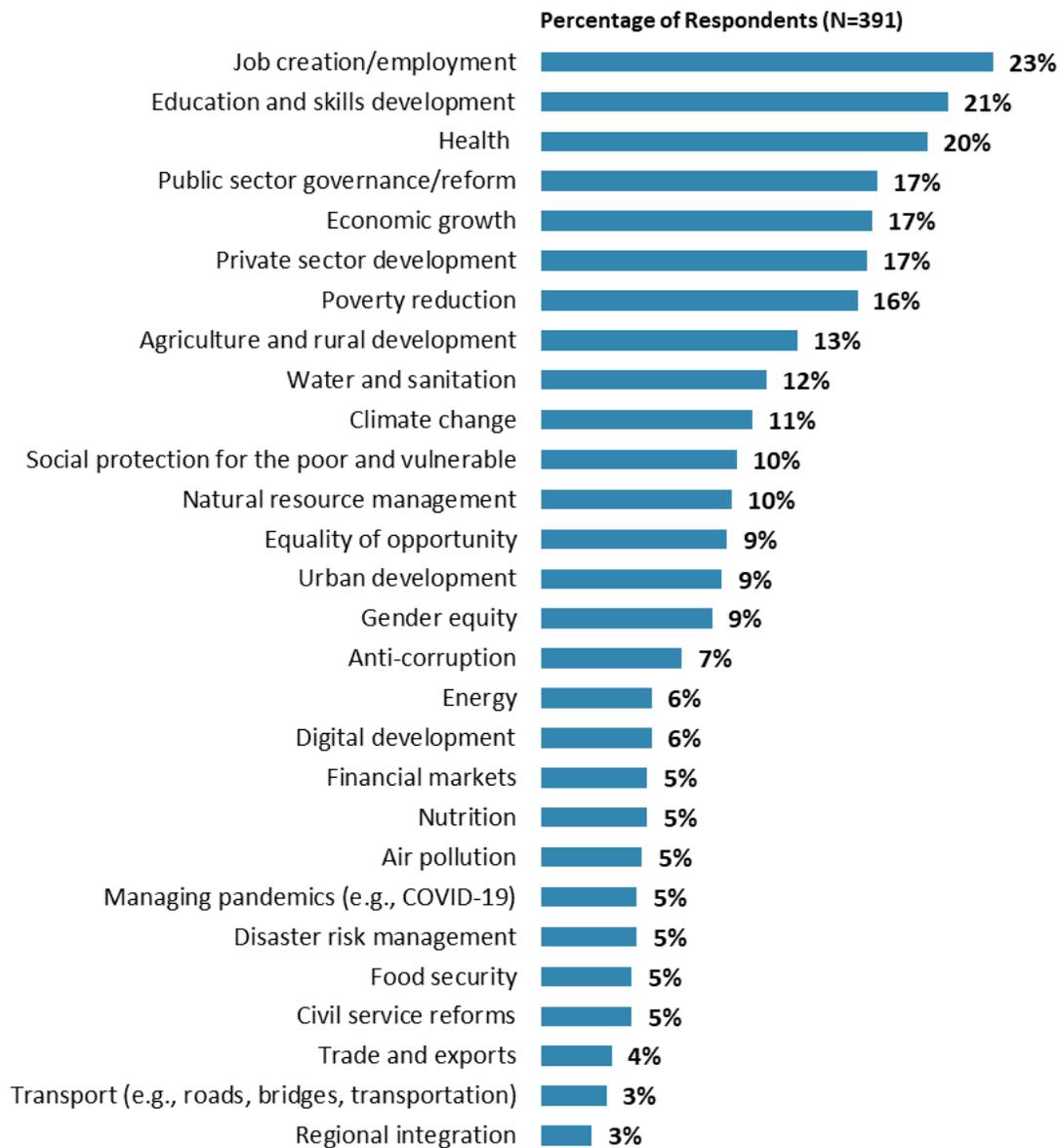
**"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG should focus its resources on “*education and skills development*” (33%), “*agriculture and rural development*” (33%), “*poverty reduction*” (24%), “*health and sanitation*” (19%), and “*job creation/employment*” (19%).

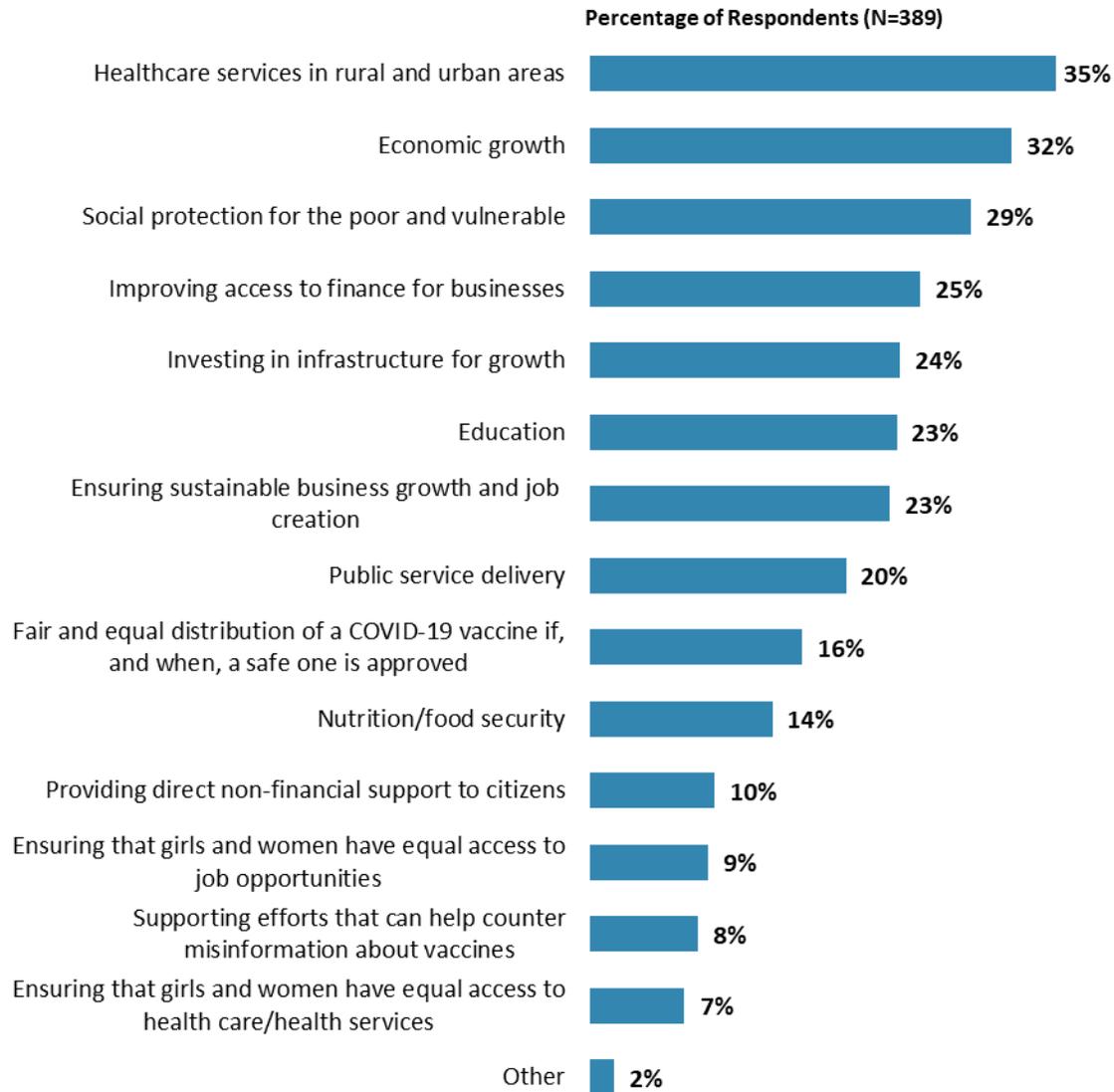


**“When thinking about how the World Bank Group can have the most impact on development results in India, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in India? (Choose no more than THREE)”**  
 (Respondents chose from a list.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



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

### COVID-19 Pandemic: Where the World Bank Group Should Focus Efforts



**"The COVID-19 pandemic has stressed many aspects of India's growth and development. Which areas do you identify as most important for the World Bank Group to focus its efforts and support related to the impact of COVID-19 in India over the next six months to a year? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)**

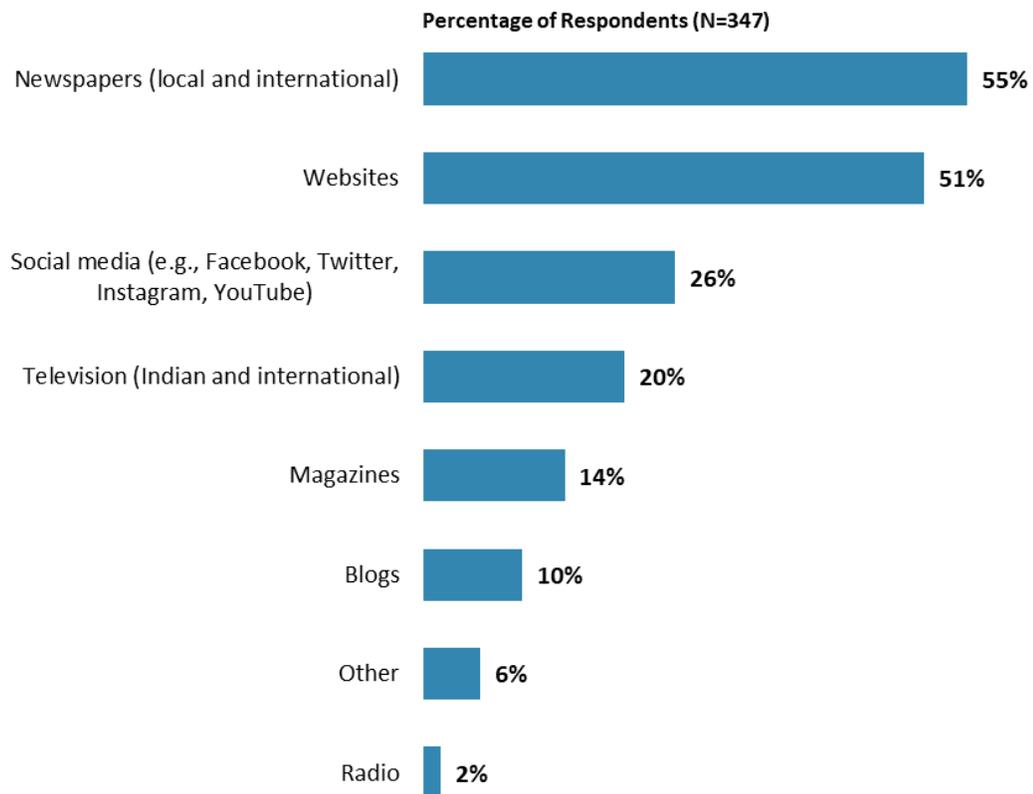


## X. Communication and Outreach

*Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 63) for selected responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY’18 Country Survey indicated that they got most of their information about economic and social development issues in India from “*newspapers*” (71%) and from the “*Internet*” (59%).



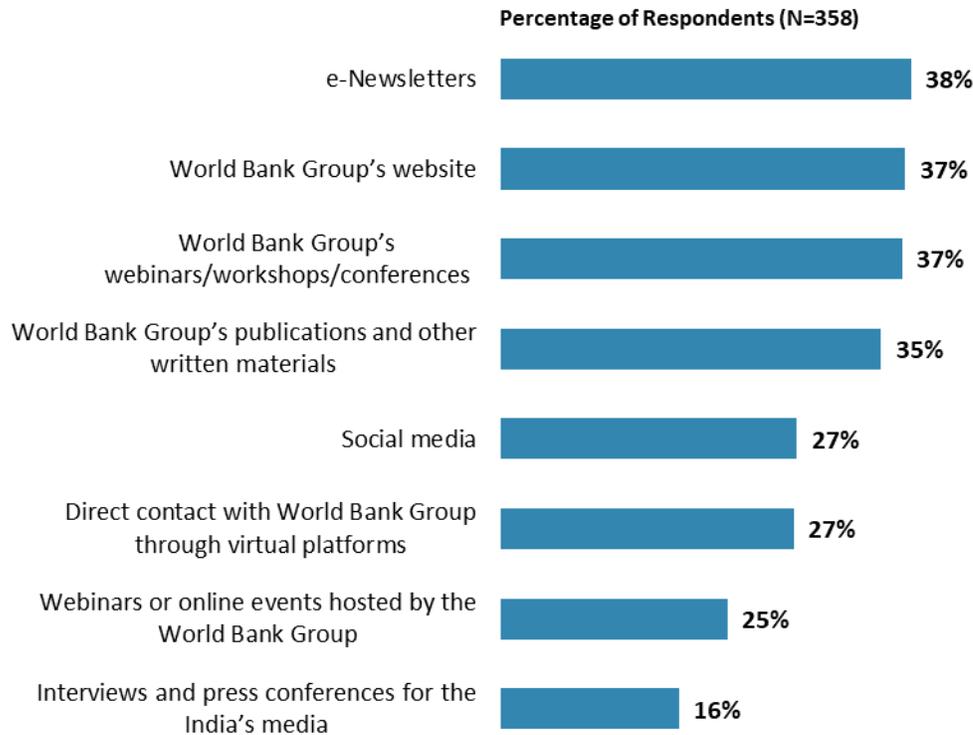
**"How do you get most of your information about economic and social development issues in India? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that they would prefer to receive information from the WBG through “*WBG’s seminars/workshops/conferences*” (41%), “*WBG’s publications and other written materials*” (35%), and through the “*World Bank Group’s website*” (33%).

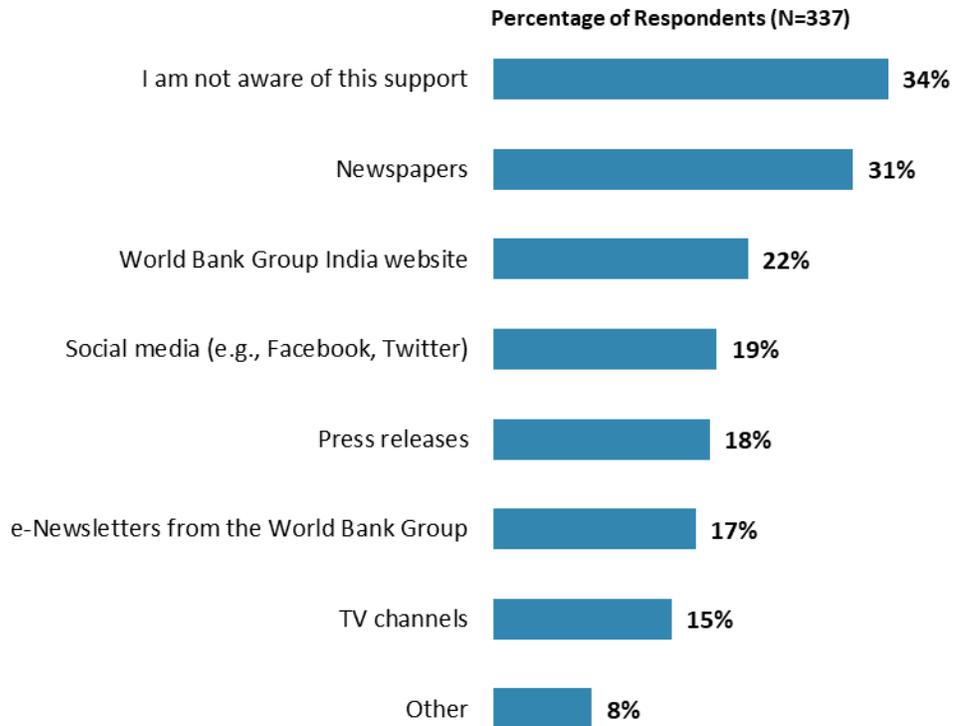


**"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



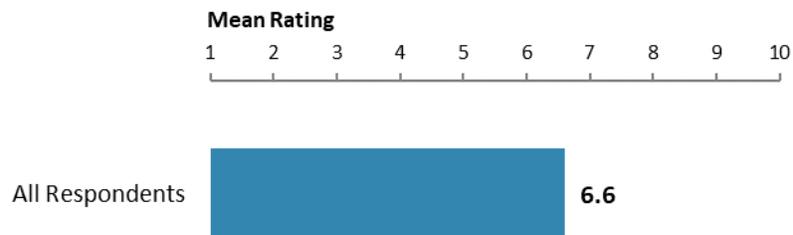
## X. Communication and Outreach (continued)

### COVID-19 – Related Support: Information Sources



**"The World Bank Group has provided support of \$2.75 billion to India to combat the COVID-19 pandemic. If you are aware of this support, what was the source of your information? (Select ALL that apply)"**  
(Respondents chose from a list. Responses combined.)

### COVID-19 – Related Support: Information Quality

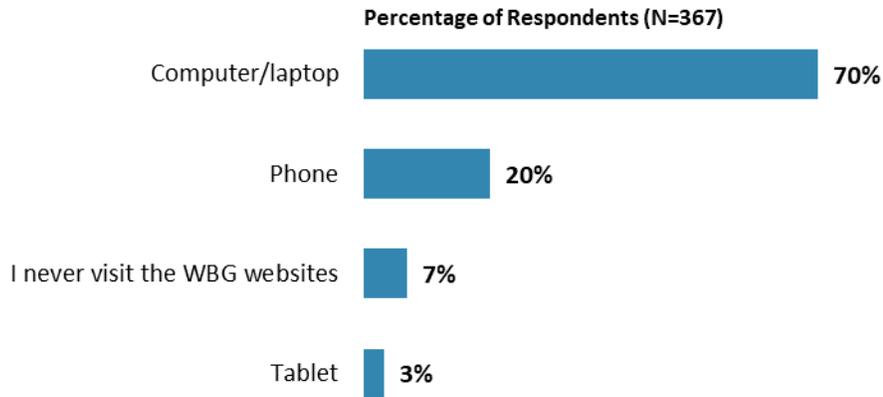


**"How would you rate the information provided by the World Bank Group on the COVID-19 related support through info notes, press releases, social media channels, and videos?" (1-"Not informative at all", 10-"Very informative")**



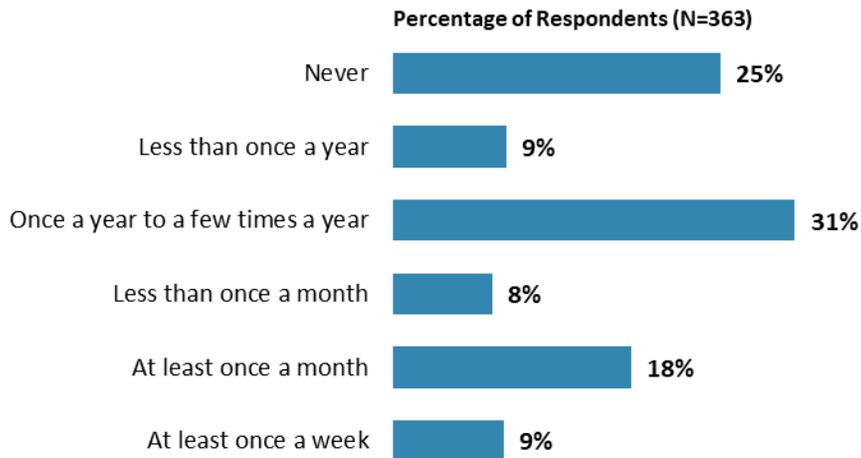
## X. Communication and Outreach (continued)

### Devices used to access WBG website



"What do you use primarily when visiting a World Bank Group website?"  
(Respondents chose from a list.)

### WBG Interaction Frequency

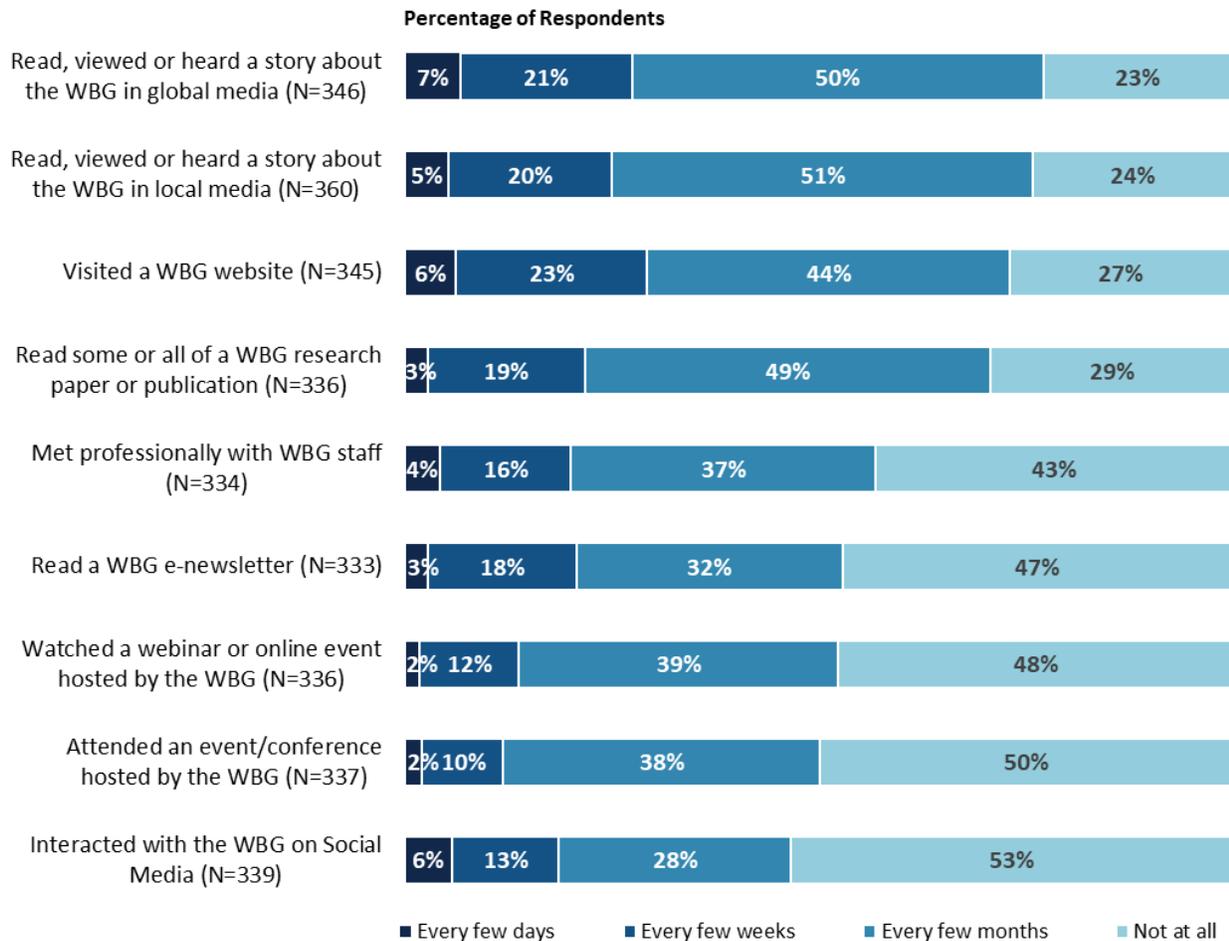


"How frequently do you interact with the World Bank Group now in India?"  
(Respondents chose from a list.)



## X. Communication and Outreach (continued)

### Frequency of Specific WBG Interactions



**"Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?" (Respondents chose from a list.)**



## XI. Appendices

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### INDIA





## Appendix A: Responses to All Questions across All Respondents (N=440)

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

### A. Overall Context

<b>1. In the present post-lockdown scenario, would you say that India is headed in ... ?</b>	<b>Percentage of Respondents (N=436)</b>
The right direction	66.7%
The wrong direction	13.5%
Not sure	19.7%

<b>2. How has easing of COVID-19 related restrictions impacted economic opportunities for India’s citizens?</b>	<b>Percentage of Respondents (N=435)</b>
Beginning to improve	69.9%
Continue to decrease	19.8%
Staying about the same	10.3%

**A. Overall Context (continued)**

<b>3. Listed below are a number of development priorities in India. Please identify which of the following you consider the most important development priorities in India. (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=435)</b>
Economic growth	26.0%
Job creation/employment	25.5%
Education and skills development	22.5%
Health (including health services delivery)	21.1%
Private sector development (e.g., development of micro, small and medium enterprises (MSMEs), ease of doing business)	14.9%
Natural resource management (e.g., environment, water, forests)	14.9%
Agriculture and rural development	14.7%
Poverty reduction	14.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	13.6%
Social protection for the poor and vulnerable (e.g., pensions, targeted social assistance)	12.4%
Climate change (mitigation, adaptation)	11.3%
Equality of opportunity (i.e., social inclusion)	10.3%
Water and sanitation	8.5%
Food security	7.8%
Managing pandemics (e.g., COVID-19)	7.6%
Urban development	6.9%
Gender equity (closing the gap between women and men, and boys and girls)	6.9%
Anti-corruption	6.2%
Air pollution	5.5%
Digital development	5.1%
Civil service reforms	4.4%
Trade and exports	4.1%
Nutrition	4.1%
Regional integration	3.7%
Energy	3.2%
Disaster risk management	2.8%
Transport (e.g., roads, bridges, transportation)	2.5%
Financial markets	2.3%

**A. Overall Context (continued)**

<b>4. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in India? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=433)</b>
Job creation/employment	39.3%
Education and skills development	35.6%
Economic growth	23.1%
Agriculture and rural development	22.9%
Equality of opportunity (i.e., social inclusion)	21.0%
Private sector development (e.g., development of micro, small and medium enterprises (MSMEs), ease of doing business)	18.7%
Social protection for the poor and vulnerable (e.g., pensions, targeted social assistance)	18.7%
Health (including health services delivery)	13.9%
Food security	12.2%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	11.5%
Gender equity (closing the gap between women and men, and boys and girls)	9.7%
Natural resource management (e.g., environment, water, forests)	9.0%
Anti-corruption	7.9%
Water and sanitation	6.2%
Urban development	5.5%
Digital development	5.3%
Nutrition	4.8%
Climate change (mitigation, adaptation)	3.9%
Financial markets	3.5%
Transport (e.g., roads, bridges, transportation)	3.2%
Trade and exports	3.2%
Civil service reforms	2.8%
Air pollution	2.3%
Disaster risk management	2.1%
Energy	2.1%
Regional integration	2.1%

**A. Overall Context (continued)**

<b>5. The COVID-19 pandemic has stressed many aspects of India's growth and development. In which areas would you like to see the Indian government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=432)</b>
Healthcare services in rural and urban areas	38.9%
Improving access to finance for businesses (especially micro, small and medium enterprises (MSMEs) and small businesses)	31.9%
Economic growth	30.1%
Social protection for the poor and vulnerable (strengthening the social safety net, social assistance)	28.5%
Education	24.3%
Ensuring sustainable business growth and job creation	24.3%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved	23.8%
Investing in infrastructure for growth	23.6%
Public service delivery (strengthening policies, institutions to deliver public services)	19.9%
Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens	12.7%
Nutrition/food security	11.1%
Ensuring that girls and women have equal access to job opportunities	7.4%
Ensuring that girls and women have equal access to health care/health services	6.7%
Other	2.3%

<b>6. When economic and/or social reform efforts fail or are slow to take place in India, which of the following would you attribute this to? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=409)</b>
Corruption	28.4%
Political pressures and obstacles	27.1%
Inadequate level of government accountability	27.1%
Reforms are not well thought out in light of country challenges	26.2%
Inadequate level of citizen/civil society participation	26.2%
Inadequate level of capacity in the government	22.5%
Pressure from outside interest groups (e.g., private sector, unions)	15.4%
Inadequate level of private sector participation	14.7%
Other	4.2%

**A. Overall Context (continued)**

7. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national government	394	10	6.69	2.51
2. The state/provincial government	389	6	6.43	2.17
3. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	362	27	6.24	2.17
4. The World Bank Group*	383	9	6.82	2.20
5. The International Monetary Fund	339	45	6.39	2.20
6. The United Nations (UN)	367	17	6.47	2.30
7. The World Health Organization (WHO)	377	8	6.56	2.26
8. Regional development banks (e.g., AIIB, NDB, ADB)	357	28	6.34	2.19
9. The Reserve Bank of India	377	10	7.29	2.13
10. International private sector	356	23	5.88	2.12
11. Domestic private sector	372	8	6.10	2.09
12. International civil society (e.g., NGOs, CBOs)	368	16	6.17	2.12
13. Domestic civil society (e.g., NGOs, CBOs)	373	7	6.48	1.96
14. Youth organizations	360	22	6.34	2.02
15. Faith-based institutions	340	40	5.04	2.33
16. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	372	8	5.49	2.32
17. International media and their web presence	368	13	5.86	2.14
18. Web based media (i.e., blogs, social media, other web-based news and information sources)	366	12	5.78	2.23

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

1. How familiar are you with the work of these organizations in India? (1-Not familiar at all, 10-Extremely familiar)	Familiarity			
	N	DK	Mean	SD
1. The World Bank (IBRD/IDA)	409	n/a	6.92	2.31
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	398	n/a	5.57	2.71

To what extent do you agree/disagree with the following statements about the World Bank Group's work in India? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in India*	394	16	6.93	2.24
3. The World Bank Group's work is aligned with what I consider the development priorities for India*	379	19	6.79	2.20

4. Overall, please rate your impression of the effectiveness of these organizations in India. (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. The World Bank (IBRD/IDA)*	386	18	6.96	2.08
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm*	304	85	6.43	2.19

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in India?*(1-To no degree at all, 10-To a very significant degree)	381	24	6.90	2.10

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

<b>Influencing the Development Agenda</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
6. To what extent does the World Bank Group influence the development agenda in India?* (1-To no degree at all, 10-To a very significant degree)	364	24	6.49	2.03

<b>7. To what extent do you believe that the World Bank Group's work and support help the poorest in India? (Select only ONE response)</b>	<b>Percentage of Respondents (N=387)</b>
To a fully sufficient degree	8.5%
To a somewhat sufficient degree	44.2%
To a somewhat insufficient degree	25.6%
To a very insufficient degree	14.5%
Don't know	7.2%

<b>8. When thinking about the World Bank Group's role in India, which activity do you VALUE the most? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=400)</b>
Financial resources	25.5%
Policy advice, studies, analyses	24.0%
Capacity development related to World Bank Group supported projects	20.8%
Technical assistance for strengthening systems and institutions of service delivery	20.8%
Implementation support and project monitoring	19.0%
Data and statistics	16.8%
Advocacy on global issues (e.g., climate resilience, pollution, poverty, debt)	16.3%
Bringing together different groups of stakeholders	13.8%
Promoting knowledge sharing	12.0%
Mobilizing third party financial resources	6.5%
Donor coordination	6.5%
Reimbursable Advisory Services (RAS)	5.3%
Informal advice that World Bank Group's staff provides (e.g., just-in-time notes, informal discussions)	3.8%
Other	1.3%

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

<b>9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in India? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=393)</b>
Not collaborating enough with civil society (e.g., NGOs, CBOs)	17.8%
Not enough public disclosure of its work	17.8%
Too influenced by developed countries	16.5%
World Bank Group's processes too slow and complex (e.g., safeguards, procurement)	16.0%
Not willing to honestly criticize policies and reform efforts in the country	14.2%
Not adequately sensitive to political/social realities in India	11.5%
Inadequate level of real-time advice and guidance	9.4%
Not adequately flexible in changing country circumstances	8.9%
Staff too inaccessible	8.7%
Not collaborating enough with private sector	8.1%
Inadequate number of innovative financial products and services	7.1%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	6.9%
Not aligned with country priorities	6.4%
Not sufficiently focused on sustainable results	6.1%
Inadequate World Bank Group's staffing in India	5.9%
Don't know	5.9%
Arrogant in its approach	5.3%
Inadequate number of innovative knowledge products and services	5.1%
Other	3.6%

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

<b>10. When thinking about how the World Bank Group can have the most impact on development results in India, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in India? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=391)</b>
Job creation/employment	23.0%
Education and skills development	20.7%
Health (including health services delivery)	19.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17.1%
Economic growth	16.9%
Private sector development (e.g., development of micro, small and medium enterprises (MSMEs), ease of doing business)	16.6%
Poverty reduction	16.1%
Agriculture and rural development	13.0%
Water and sanitation	11.5%
Climate change (mitigation, adaptation)	10.7%
Social protection for the poor and vulnerable (e.g., pensions, targeted social assistance)	10.0%
Natural resource management (e.g., environment, water, forests)	9.7%
Equality of opportunity (i.e., social inclusion)	9.5%
Urban development	9.2%
Gender equity (closing the gap between women and men, and boys and girls)	8.7%
Anti-corruption	7.2%
Energy	5.6%
Digital development	5.6%
Financial markets	5.4%
Nutrition	5.4%
Air pollution	5.1%
Managing pandemics (e.g., COVID-19)	4.9%
Disaster risk management	4.9%
Food security	4.6%
Civil service reforms	4.6%
Trade and exports	3.6%
Transport (e.g., roads, bridges, transportation)	3.3%
Regional integration	2.6%

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

<b>11. The COVID-19 pandemic has stressed many aspects of India's growth and development. Which areas do you identify as most important for the World Bank Group to focus its efforts and support related to the impact of COVID-19 in India over the next six months to a year? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=389)</b>
Healthcare services in rural and urban areas	35.5%
Economic growth	32.1%
Social protection for the poor and vulnerable (strengthening the social safety net, social assistance)	29.0%
Improving access to finance for businesses (especially micro, small and medium enterprises (MSMEs) and small businesses)	25.2%
Investing in infrastructure for growth	23.7%
Education	23.4%
Ensuring sustainable business growth and job creation	22.9%
Public service delivery (strengthening policies, institutions to deliver public services)	19.5%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved	16.2%
Nutrition/food security	13.9%
Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens	9.5%
Ensuring that girls and women have equal access to job opportunities	9.0%
Supporting efforts that can help counter misinformation about vaccines	8.2%
Ensuring that girls and women have equal access to health care/health services	7.2%
Other	1.8%

<b>12. What do you immediately think of when you hear about the IFC? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=384)</b>
Multi-lateral financial institution	31.0%
World Bank	29.9%
Development institution	23.2%
Investment Bank	20.3%
Financial Advisory Solutions	20.3%
Public-private partnerships	16.4%
Private Sector Solutions	15.6%
Do not have enough information to say	14.6%
Impact Investor	10.2%
Innovation and Entrepreneurship	9.6%
Venture Capital	9.1%
Thought leader	5.2%
Asset Manager	4.7%
None of these	2.9%
Other	1.6%

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

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help India solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	343	43	6.68	2.14

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

To what extent is the World Bank Group an effective development partner in India, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Responsiveness to needs*	353	27	6.53	2.12
3. Flexibility (in terms of the institution's products and services)*	333	36	6.05	2.10
4. Flexibility (in terms of changing country circumstances)*	333	33	6.08	1.97
5. Being inclusive*	342	26	6.49	2.05
6. Openness (sharing data and other information)*	348	16	6.76	2.10
7. Collaboration with the Government*	341	20	7.29	1.90
8. The speed in which it gets things accomplished on the ground*	327	34	6.11	2.02
9. Helping to bring discipline/effective supervision to implementation of investment projects*	326	36	6.95	1.94
10. Collaboration with civil society*	324	39	5.98	2.18
11. Staff accessibility*	335	28	6.40	2.38
12. Collaboration with other donors and development partners*	287	73	6.43	2.01
13. Collaboration with the private sector*	289	71	6.32	1.88
14. Straightforwardness and honesty*	327	33	7.09	2.09
15. Treating clients and stakeholders in India with respect*	325	36	7.11	2.10
16. Being a long-term partner*	336	28	7.38	1.99
17. Acting with compassion and empathy	323	38	6.96	2.10
18. Insisting on accountability through its lending (e.g., performance-based financing/resources tied to results)	326	36	7.14	1.99
19. Measuring results effectively	327	30	7.07	2.00

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
20. The quantum of World Bank Group lending is adequate for India's needs	327	44	5.67	2.40
21. The World Bank Group disburses funds promptly	295	70	6.76	2.11
22. The World Bank Group effectively monitors and evaluates the projects and programs it supports	330	32	7.03	2.03
23. The World Bank Group's approvals and reviews are done in a timely fashion	301	59	6.87	2.01
24. The World Bank Group's Environmental and Social Framework requirements are reasonable	302	54	6.73	2.11
25. The World Bank Group's conditions on its lending are reasonable	291	60	6.64	1.98
26. The World Bank Group takes decisions quickly in India*	292	63	6.71	2.09
27. Working with the World Bank Group increases India's institutional capacity	334	22	7.22	2.11

To what extent do you agree/disagree with the following statements about the World Bank Group in India? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
29. The World Bank Group meets India's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	338	29	6.69	2.09

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

<b>Reimbursable Advisory Services</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
30. To what extent do you believe that India received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? <i>(1-To no degree at all, 10-To a very significant degree)</i>	221	145	6.75	1.90

<b>31. The World Bank Group has provided real time advice, guidance, and financial support to the Government of India for the COVID-19 response. To what extent do you believe that the World Bank Group's support throughout this crisis was ... (1-To no degree at all, 10-To a very significant degree)</b>	<b>Rating</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. Timely	280	91	6.89	2.12
2. Effective	271	91	6.90	2.05
3. Useful	272	88	6.98	2.04
4. Adequate in terms of the scale of financing	248	110	6.67	2.04

<b>Global role of advocacy</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
32. How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?* <i>(1-Not important at all, 10-Very important)</i>	334	29	7.43	2.15

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

1. How <b>EFFECTIVE</b> do you believe the World Bank Group is in terms of the work it does in the following areas of development in India? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection for the poor and vulnerable (e.g., pensions, targeted social assistance)	224	123	6.28	2.33
2. Gender equity (closing the gap between women and men, and boys and girls)	240	97	6.62	2.15
3. Private sector development	216	119	6.44	2.02
4. Education	241	93	6.70	1.96
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	239	89	6.74	2.02
6. Regional integration	190	143	6.00	2.28
7. Food security	203	128	6.54	2.08
8. Urban development	240	92	7.03	1.92
9. Energy: Distribution sector reforms	223	106	6.67	2.07
10. Renewable energy	222	106	6.82	2.05
11. Water and sanitation	258	72	7.19	1.95
12. Air pollution	216	116	6.44	2.32
13. Job creation/employment	212	117	6.13	2.20
14. Health	251	86	6.96	1.99
15. Nutrition	226	103	6.62	2.04
16. Transport (e.g., roads, bridges, transportation)	234	99	7.01	1.98
17. Agriculture and rural development	235	93	6.64	2.05
18. Trade and exports	194	131	6.51	2.01
19. Natural resource management (e.g., environment, water, forests)	233	96	6.70	2.11
20. Climate change (mitigation, adaptation)	244	85	6.88	2.19
21. Poverty reduction	248	83	6.39	2.18
22. Anti-corruption	206	122	5.78	2.59
23. Economic growth	251	82	6.78	1.98
24. Disaster risk management	226	101	6.77	2.18
25. Equality of opportunity (i.e., social inclusion)	230	99	6.46	2.28
26. Digital development	207	120	6.71	2.06

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

2. The World Bank Group has provided fast track support to India related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas: (1-Not effective at all, 10-Very effective)	Effectiveness				
	N	NA	DK	Mean	SD
1. Supporting health interventions for saving lives	249	6	103	6.76	2.10
2. Social protection for poor in rural and urban areas (social assistance/social safety nets)	236	7	106	6.43	2.15
3. Ensuring sustainable business growth and job creation for the MSME sector	229	5	113	6.26	2.18
4. Strengthening policies, institutions and investments for rebuilding better	244	7	96	6.51	2.12
5. Macroeconomic stability and transparent debt management	210	10	123	6.48	2.13

**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=378)
Weekly	8.5%
Monthly	19.8%
A few times a year	46.8%
Rarely	16.9%
Never	7.9%

In India, 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	336	30	6.75	1.95
3. Include appropriate level of stakeholder involvement during preparation	316	41	6.63	2.03
4. Lead to practical solutions	322	31	6.46	1.97
5. Are accessible (well written and easy to understand)	336	21	7.09	1.94
6. Are source of relevant information on global good practices	336	21	7.23	1.84
7. Are adequately disseminated	326	30	6.72	2.01
8. Are translated enough into local language	266	87	5.86	2.40
9. Are adaptable to India's specific development challenges and country circumstances*	322	30	6.63	2.08

Overall Evaluations	N	DK	Mean	SD
10. 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)	350	19	6.70	2.10
11. 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)	344	20	7.26	1.92

**F. The Future Role of the World Bank Group in India**

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in India? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=359)</b>
Increase the level of capacity development in the country	24.0%
Engage more effectively with civil society (e.g., NGOs, CBOs)	21.2%
Collaborate more effectively with Government clients (e.g., national, state, local)	18.9%
Reduce the complexity of obtaining World Bank Group financing	17.5%
Engage more directly with beneficiaries	17.5%
Offer more innovative financial products and services	14.5%
Engage more effectively with private sector	14.5%
Offer more timely and innovative knowledge products and services	12.8%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	10.3%
Offer more real-time advice and guidance	10.0%
Work faster	9.2%
Provide more adequate data/knowledge/statistics/figures on India's economy	8.4%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	7.8%
Increase availability of Reimbursable Advisory Services (RAS)	4.5%
Other	2.5%

<b>2. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=369)</b>
NGOs/Community Based Organizations	34.7%
Local government	31.4%
Beneficiaries	27.6%
Academia/think tanks/research institutes	24.4%
Private sector	18.7%
Youth/university groups	13.0%
Media	12.2%
Parliament	10.0%
Foundations	7.0%
Donor community	6.2%
Don't know	2.7%
Other	1.9%

**G. Communication and Information Sharing**

<b>1. How frequently do you interact with the World Bank Group now in India?</b>	<b>Percentage of Respondents (N=363)</b>
Rarely	25.3%
Less than once a year	8.8%
Once a year to a few times a year	31.1%
Less than once a month	7.7%
At least once a month	18.5%
At least once a week	8.5%

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

<b>2. How do you get most of your information about economic and social development issues in India? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=347)</b>
Newspapers (local and international)	55.3%
Websites	51.0%
Social media (e.g., Facebook, Twitter, Instagram, YouTube)	25.6%
Television (Indian and international)	20.5%
Magazines	14.4%
Blogs	10.1%
Other	5.8%
Radio	1.7%

<b>3. How would you prefer to receive information from the World Bank Group? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=358)</b>
e-Newsletters	38.0%
World Bank Group's website	37.4%
World Bank Group's webinars/workshops/conferences	37.2%
World Bank Group's publications and other written materials	35.2%
Social media (e.g., blogs, Facebook, Twitter, YouTube)	27.4%
Direct contact with World Bank Group through virtual platforms (i.e., Webex, Zoom meetings, etc.)	27.1%
Webinars or online events hosted by the World Bank Group	20.9%
Interviews and press conferences for the India's media	16.5%

<b>4. The World Bank Group has provided support of \$2.75 billion to India to combat the COVID-19 pandemic. If you are aware of this support, what was the source of your information? (Select ALL that apply)</b>	<b>Percentage of Respondents (Responses Combined; N=337)</b>
I am not aware of this support	33.5%
Newspapers	30.6%
World Bank Group India website	21.7%
Social media (e.g., Facebook, Twitter)	19.0%
Press releases	18.4%
e-Newsletters from the World Bank Group	17.2%
TV channels	15.1%
Other	8.3%

<b>COVID-19 related information support</b>	<b>N</b>	<b>NA</b>	<b>Mean</b>	<b>SD</b>
5. How would you rate the information provided by the World Bank Group on the COVID-19 related support through info notes, press releases, social media channels, and videos? (1-Not informative at all, 10-Very informative)	269	80	6.61	2.30

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

<b>6. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)</b>	<b>Percentage of Respondents (N=363)</b>
High speed/WiFi	98.3%
Dial-up	1.7%

<b>7. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)</b>	<b>Percentage of Respondents (N=367)</b>
Computer/laptop	70.3%
Phone	19.6%
I never visit the WBG websites	6.8%
Tablet	3.3%

<b>8. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?</b>	<b>N</b>	<b>Percentage of Respondents</b>			
		<b>Every few days</b>	<b>Every few weeks</b>	<b>Every few months</b>	<b>Not at all</b>
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	360	5.3%	19.7%	50.8%	24.2%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	346	6.6%	20.8%	49.7%	22.8%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	339	5.6%	13.0%	28.0%	53.4%
Visited a WBG website (e.g., read a blog, used data)	345	6.1%	23.2%	43.8%	27.0%
Attended an event/conference hosted by the WBG	337	2.1%	9.8%	38.3%	49.9%
Watched a webinar or online event hosted by the WBG	336	1.8%	11.9%	38.7%	47.6%
Read some or all of a WBG research paper or publication	336	2.7%	19.0%	49.1%	29.2%
Met professionally with WBG staff	334	4.2%	15.9%	36.8%	43.1%
Read a WBG e-newsletter	333	2.7%	18.0%	32.1%	47.1%



## H. Background Information

<b>1. Which of the following best describes your current affiliation? (Select only ONE response)</b>	<b>Percentage of Respondents (N=422)</b>
NGO/Community Based Organization	18.7%
Media (press, radio, TV, web, etc.)	13.7%
Employee of Ministry, Ministerial Department, Implementation Agency	12.1%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	11.6%
Academia/Research Institute/Think Tank	10.4%
Private Sector Organization	7.1%
Office of Parliamentarian	6.4%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	5.9%
Local Government Office or Staff	3.3%
Bilateral Agency (e.g., embassy, diplomatic, military)	2.4%
State-Owned Enterprise	1.7%
Multilateral Agency (e.g., UN, regional development bank)	1.7%
Office of Minister	1.2%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	1.2%
Financial Sector/Private Bank	0.7%
Youth Group	0.7%
Other	0.7%
Office of the President, Prime Minister	0.5%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=413)</b>
Generalist (specialized in multiple sectors)	12.8%
Education	10.4%
Environment, natural resources	9.0%
Macroeconomics, fiscal management	8.2%
Health, nutrition	8.2%
Governance, anti-corruption	6.5%
Water, sanitation	5.3%
Agriculture, rural development	5.1%
Finance and markets	5.1%
Communications, public affairs	4.1%
Poverty	3.6%
Climate change	2.7%
Transport	2.7%
Jobs	2.4%
Trade and competitiveness	2.4%
Other	2.4%
Social protection	2.2%
Urban development	2.2%
Gender	1.7%
Energy	1.0%
Digital development and technology (ICT)	0.7%
Tourism	0.5%
Fragility, conflict, violence, refugees	0.5%
Demographics, migration	0.2%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in India?</b>	<b>Percentage of Respondents (N=422)</b>
Yes	45.7%
No	54.3%

<b>4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in India? (Select only ONE response)</b>	<b>Percentage of Respondents (N=190)</b>
The World Bank (IBRD/IDA)	85.3%
The International Finance Corporation (IFC)	11.6%
The Multilateral Investment Guarantee Agency (MIGA)	1.6%
International Centre for Settlement of Investment Disputes (ICSID)	1.6%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=201)</b>
Yes	36.8%
No	63.2%

**H. Background Information (continued)**

<b>6. Which of the following describes most of your exposure to the World Bank Group in India? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=402)</b>
Collaborate as part of my professional duties	41.0%
Use World Bank Group reports/data	31.8%
Engage in World Bank Group related/sponsored events/activities	31.6%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	26.6%
Use World Bank Group website for information, data, research, etc.	24.1%

<b>7. What's your gender?</b>	<b>Percentage of Respondents (N=410)</b>
Female	20.0%
Male	79.5%
Third gender	0.0%
Other	0.0%
Prefer not to say	0.5%

<b>8. What's your age?</b>	<b>Percentage of Respondents (N=411)</b>
25 and under	2.4%
26-35	8.3%
36-45	23.4%
46-55	35.5%
56 and above	30.4%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=407)</b>
North India	57.0%
South India	14.0%
East India	8.8%
Northeast India	7.1%
Western India	6.6%
Central India	6.4%



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

- Office of Parliamentarian N=27 ● Employee of a Ministry/PMU/Consultant on WBG Project N=100 ● Local Government Office or Staff N=14 ● Independent Government Institution N=25
- Bilateral/Multilateral Agency N=17 ● Private Sector/Financial Sector N=33 (Private Sector) ● CSO N=87 ● Academia/Research Institute/Think Tank (Academia) N=44 ● Media N=58
- Other<sup>18</sup> N=17

### A. Overall Context

In the present post-lockdown scenario, would you say that India is headed in ... ?\*

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
The right direction*	77.8%	80.0%	69.2%	68.0%	70.6%	78.8%	54.0%	59.1%	56.1%	64.7%
The wrong direction*	14.8%	7.0%	7.7%	12.0%	0.0%	9.1%	16.1%	25.0%	24.6%	5.9%
Not sure	7.4%	13.0%	23.1%	20.0%	29.4%	12.1%	29.9%	15.9%	19.3%	29.4%

\*Significantly different between stakeholder groups

How has easing of COVID-19 related restrictions impacted economic opportunities for India's citizens?\*

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Beginning to improve*	51.9%	81.0%	69.2%	75.0%	82.4%	87.9%	59.8%	63.6%	63.2%	70.6%
Continue to decrease*	37.0%	9.0%	23.1%	16.7%	11.8%	9.1%	28.7%	29.5%	17.5%	11.8%
Staying about the same	11.1%	10.0%	7.7%	8.3%	5.9%	3.0%	11.5%	6.8%	19.3%	17.6%

\*Significantly different between stakeholder groups

<sup>17</sup> Only 422 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

<sup>18</sup> Includes the following categories: Office of the President, Prime Minister (N=2), Office of Minister (N=5), State-Owned Enterprise (N=7) and Other (N=3).

**A. Overall Context (continued)**

Listed below are a number of development priorities in India. Please identify which of the following you consider the most important development priorities in India.

(Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Regional integration	11.1%	3.0%	0.0%	12.5%	5.9%	3.1%	2.3%	0.0%	3.5%	0.0%
Food security	7.4%	7.0%	7.1%	16.7%	0.0%	0.0%	10.3%	4.5%	7.0%	11.8%
Urban development	7.4%	8.0%	14.3%	16.7%	5.9%	6.3%	3.4%	9.1%	3.5%	11.8%
Energy	3.7%	7.0%	0.0%	0.0%	0.0%	3.1%	1.1%	6.8%	1.8%	0.0%
Social protection for the poor and vulnerable	3.7%	9.0%	0.0%	8.3%	17.6%	3.1%	17.2%	15.9%	19.3%	23.5%
Gender equity	11.1%	2.0%	14.3%	8.3%	5.9%	3.1%	11.5%	9.1%	5.3%	5.9%
Private sector development*	22.2%	10.0%	7.1%	12.5%	17.6%	37.5%	13.8%	15.9%	12.3%	11.8%
Education and skills development*	11.1%	26.0%	35.7%	33.3%	17.6%	15.6%	14.9%	27.3%	15.8%	47.1%
Public sector governance/reform	11.1%	18.0%	7.1%	16.7%	0.0%	18.8%	12.6%	15.9%	12.3%	5.9%
Water and sanitation	7.4%	12.0%	21.4%	0.0%	11.8%	9.4%	8.0%	6.8%	5.3%	11.8%
Air pollution	0.0%	7.0%	7.1%	4.2%	17.6%	6.3%	6.9%	0.0%	5.3%	0.0%
Job creation/employment	29.6%	25.0%	14.3%	8.3%	17.6%	40.6%	21.8%	34.1%	24.6%	17.6%
Health	29.6%	24.0%	14.3%	37.5%	11.8%	18.8%	18.4%	13.6%	21.1%	23.5%
Financial markets	3.7%	0.0%	7.1%	0.0%	0.0%	0.0%	2.3%	4.5%	3.5%	5.9%
Climate change	7.4%	14.0%	7.1%	0.0%	23.5%	6.3%	17.2%	13.6%	7.0%	5.9%
Poverty reduction	18.5%	7.0%	14.3%	25.0%	29.4%	12.5%	13.8%	11.4%	24.6%	5.9%
Anti-corruption	11.1%	4.0%	7.1%	4.2%	5.9%	6.3%	6.9%	6.8%	5.3%	11.8%
Digital development	7.4%	5.0%	0.0%	12.5%	11.8%	0.0%	3.4%	6.8%	3.5%	11.8%
Transport*	0.0%	3.0%	7.1%	0.0%	11.8%	9.4%	0.0%	0.0%	3.5%	0.0%
Agriculture and rural development	3.7%	14.0%	28.6%	8.3%	11.8%	9.4%	26.4%	11.4%	12.3%	11.8%
Trade and exports	11.1%	4.0%	7.1%	4.2%	5.9%	0.0%	2.3%	6.8%	3.5%	0.0%
Civil service reforms*	0.0%	6.0%	0.0%	0.0%	17.6%	3.1%	0.0%	9.1%	8.8%	0.0%
Natural resource management*	0.0%	25.0%	7.1%	12.5%	11.8%	9.4%	23.0%	6.8%	10.5%	11.8%
Economic growth*	25.9%	25.0%	35.7%	33.3%	17.6%	40.6%	11.5%	34.1%	29.8%	35.3%
Disaster risk management*	18.5%	4.0%	0.0%	0.0%	0.0%	0.0%	1.1%	2.3%	1.8%	0.0%
Equality of opportunity	7.4%	10.0%	0.0%	12.5%	5.9%	9.4%	13.8%	9.1%	12.3%	5.9%
Nutrition*	0.0%	1.0%	0.0%	0.0%	0.0%	3.1%	8.0%	4.5%	12.3%	0.0%
Managing pandemics (e.g., COVID-19)	11.1%	4.0%	0.0%	4.2%	11.8%	3.1%	9.2%	6.8%	14.0%	5.9%

\*Significantly different between stakeholder groups

**A. Overall Context (continued)**

The COVID-19 pandemic has stressed many aspects of India's growth and development. In which areas would you like to see the Indian government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Ensuring that girls and women have equal access to job opportunities	11.5%	5.1%	7.7%	8.0%	5.9%	9.4%	14.0%	0.0%	7.0%	0.0%
Improving access to finance for businesses	30.8%	35.4%	38.5%	20.0%	35.3%	34.4%	33.7%	34.1%	31.6%	25.0%
Investing in infrastructure for growth*	26.9%	24.2%	23.1%	40.0%	23.5%	37.5%	8.1%	36.4%	24.6%	25.0%
Ensuring that girls and women have equal access to health care/health services	3.8%	3.0%	0.0%	4.0%	5.9%	6.3%	11.6%	6.8%	10.5%	6.3%
Providing direct non-financial support to citizens*	23.1%	11.1%	0.0%	16.0%	5.9%	12.5%	23.3%	6.8%	5.3%	12.5%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved	30.8%	19.2%	38.5%	24.0%	29.4%	21.9%	29.1%	11.4%	31.6%	18.8%
Education	23.1%	23.2%	30.8%	44.0%	23.5%	9.4%	16.3%	22.7%	26.3%	37.5%
Healthcare services in rural and urban areas*	26.9%	46.5%	53.8%	48.0%	35.3%	59.4%	29.1%	36.4%	29.8%	50.0%
Economic growth	34.6%	33.3%	23.1%	32.0%	11.8%	25.0%	24.4%	31.8%	38.6%	18.8%
Social protection for the poor and vulnerable	11.5%	28.3%	15.4%	24.0%	58.8%	28.1%	31.4%	36.4%	26.3%	25.0%
Nutrition/food security	11.5%	10.1%	0.0%	8.0%	5.9%	0.0%	17.4%	6.8%	21.1%	12.5%
Public service delivery	23.1%	22.2%	7.7%	16.0%	23.5%	15.6%	20.9%	25.0%	10.5%	31.3%
Ensuring sustainable business growth and job creation	19.2%	28.3%	15.4%	16.0%	29.4%	28.1%	20.9%	29.5%	21.1%	31.3%
Other	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	7.0%	4.5%	0.0%	0.0%

\*Significantly different between stakeholder groups



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

Percentage of Respondents (Responses combined)	Office of Parliamentarian		Employee of a Ministry/PMU/ Consultant		Local Government Office or Staff		Independent Government Institution		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Pressure from outside interest groups	28.0%		18.9%		15.4%		16.7%		12.5%		22.6%		7.3%		7.3%		16.1%		7.1%	
Reforms are not well thought out in light of country challenges*	24.0%		21.1%		38.5%		33.3%		68.8%		6.5%		30.5%		24.4%		25.0%		28.6%	
Corruption*	28.0%		22.2%		30.8%		37.5%		12.5%		35.5%		36.6%		9.8%		35.7%		14.3%	
Inadequate level of private sector participation	16.0%		13.3%		30.8%		8.3%		0.0%		29.0%		11.0%		22.0%		12.5%		28.6%	
Political pressures and obstacles	16.0%		25.6%		23.1%		20.8%		25.0%		35.5%		20.7%		34.1%		37.5%		28.6%	
Inadequate level of citizen/civil society participation*	16.0%		35.6%		15.4%		20.8%		31.3%		19.4%		39.0%		26.8%		14.3%		7.1%	
Inadequate level of government accountability	36.0%		26.7%		15.4%		25.0%		25.0%		22.6%		29.3%		26.8%		23.2%		50.0%	
Inadequate level of capacity in the government	16.0%		25.6%		23.1%		16.7%		25.0%		19.4%		13.4%		39.0%		26.8%		21.4%	
Other	0.0%		3.3%		0.0%		4.2%		0.0%		6.5%		7.3%		7.3%		1.8%		7.1%	

\*Significantly different between stakeholder groups

	Office of Parliamentarian		Employee of a Ministry/PMU/ Consultant		Local Government Office or Staff		Independent Government Institution		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you trust the World Bank Group to do what is right?	24	7.38	92	7.14	11	6.36	22	7.18	17	7.41	29	6.90	72	6.38	38	6.79	52	6.56	15	6.27



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

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

	Office of Parliamentarian		Employee of a Ministry/PMU/ Consultant		Local Government Office or Staff		Independent Government Institution		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD/IDA)*	26	6.42	91	7.84	11	6.36	24	6.88	17	7.24	31	6.55	81	6.15	40	7.83	56	6.68	16	6.63
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	25	5.88	89	5.24	11	3.91	24	6.00	17	6.53	31	6.87	76	5.05	38	6.55	56	5.32	16	5.44

\*Significantly different between stakeholder groups

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

	Office of Parliamentarian		Employee of a Ministry/PMU/ Consultant		Local Government Office or Staff		Independent Government Institution		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in development in India	25	7.00	90	7.37	11	6.55	23	7.35	16	7.44	31	6.35	76	6.49	39	7.36	55	6.60	16	7.00
The World Bank Group's work is aligned with what I consider the development priorities for India	24	6.54	87	7.28	11	6.64	22	7.00	15	7.53	31	6.52	68	6.32	38	7.18	55	6.40	15	7.00

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

	Office of Parliamentarian		Employee of a Ministry/PMU/ Consultant		Local Government Office or Staff		Independent Government Institution		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD/IDA)	25	6.60	90	7.53	11	7.09	24	6.96	16	7.31	29	6.45	71	6.55	38	7.18	54	6.74	14	7.14
The International Finance Corporation (IFC), the World Bank Group's private sector arm	23	6.39	57	6.67	6	5.67	22	6.64	13	7.15	27	6.26	54	6.11	30	7.17	49	5.94	12	7.17

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

	Office of Parliamentarian		Employee of a Ministry/PMU/ Consultant		Local Government Office or Staff		Independent Government Institution		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group's work help to achieve development results in India?	23	7.26	88	7.25	12	7.00	22	7.32	16	7.25	29	6.24	71	6.51	37	6.97	55	6.69	15	7.00

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

	Office of Parliamentarian		Employee of a Ministry/PMU/ Consultant		Local Government Office or Staff		Independent Government Institution		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group influence the development agenda in India?	23	6.70	84	6.73	9	6.22	23	7.04	14	6.79	28	6.21	66	6.18	37	6.76	52	6.21	14	6.50

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

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

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Gender equity*	11.5%	2.2%	0.0%	0.0%	18.8%	6.9%	19.2%	2.7%	7.5%	20.0%
Food security	7.7%	3.3%	0.0%	8.7%	0.0%	0.0%	1.3%	13.5%	3.8%	6.7%
Urban development	7.7%	8.9%	8.3%	4.3%	6.3%	6.9%	9.0%	8.1%	11.3%	20.0%
Energy	0.0%	8.9%	0.0%	4.3%	12.5%	3.4%	5.1%	2.7%	3.8%	6.7%
Job creation/employment	19.2%	20.0%	25.0%	34.8%	12.5%	17.2%	19.2%	21.6%	34.0%	20.0%
Health*	42.3%	26.7%	0.0%	21.7%	12.5%	24.1%	11.5%	16.2%	18.9%	13.3%
Financial markets*	15.4%	0.0%	0.0%	13.0%	0.0%	10.3%	0.0%	8.1%	9.4%	13.3%
Social protection for the poor and vulnerable	7.7%	7.8%	8.3%	21.7%	6.3%	6.9%	10.3%	18.9%	11.3%	0.0%
Private sector development	0.0%	15.6%	16.7%	26.1%	12.5%	34.5%	16.7%	16.2%	18.9%	6.7%
Education and skills development*	11.5%	32.2%	33.3%	13.0%	18.8%	20.7%	11.5%	18.9%	17.0%	33.3%
Public sector governance/reform	7.7%	23.3%	25.0%	4.3%	25.0%	27.6%	17.9%	18.9%	9.4%	13.3%
Regional integration	3.8%	3.3%	0.0%	4.3%	12.5%	0.0%	0.0%	5.4%	0.0%	6.7%
Water and sanitation	11.5%	14.4%	8.3%	4.3%	6.3%	17.2%	10.3%	10.8%	9.4%	13.3%
Air pollution	0.0%	3.3%	16.7%	4.3%	18.8%	10.3%	6.4%	0.0%	3.8%	6.7%
Agriculture and rural development	3.8%	14.4%	8.3%	8.7%	12.5%	13.8%	19.2%	10.8%	11.3%	20.0%
Poverty reduction	11.5%	8.9%	25.0%	17.4%	25.0%	17.2%	19.2%	10.8%	24.5%	0.0%
Anti-corruption	0.0%	6.7%	0.0%	8.7%	6.3%	13.8%	10.3%	8.1%	5.7%	0.0%
Managing pandemics (e.g., COVID-19)	15.4%	1.1%	0.0%	0.0%	0.0%	3.4%	6.4%	5.4%	9.4%	6.7%
Equality of opportunity	7.7%	6.7%	8.3%	8.7%	12.5%	10.3%	15.4%	13.5%	3.8%	13.3%
Nutrition	11.5%	4.4%	0.0%	8.7%	0.0%	0.0%	6.4%	5.4%	9.4%	0.0%
Digital development*	11.5%	4.4%	0.0%	21.7%	6.3%	0.0%	2.6%	10.8%	1.9%	6.7%
Transport	0.0%	3.3%	8.3%	8.7%	6.3%	6.9%	2.6%	0.0%	1.9%	6.7%
Trade and exports*	15.4%	1.1%	0.0%	8.7%	0.0%	0.0%	1.3%	8.1%	3.8%	0.0%
Civil service reforms	7.7%	7.8%	0.0%	4.3%	6.3%	6.9%	2.6%	2.7%	1.9%	6.7%
Natural resource management*	7.7%	16.7%	8.3%	0.0%	12.5%	0.0%	15.4%	2.7%	9.4%	0.0%
Climate change	3.8%	15.6%	16.7%	4.3%	12.5%	3.4%	10.3%	16.2%	7.5%	6.7%
Economic growth	23.1%	11.1%	33.3%	21.7%	12.5%	17.2%	12.8%	13.5%	24.5%	20.0%
Disaster risk management*	0.0%	7.8%	0.0%	4.3%	0.0%	0.0%	3.8%	16.2%	1.9%	0.0%

\*Significantly different between stakeholder groups

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

The COVID-19 pandemic has stressed many aspects of India's growth and development. Which areas do you identify as most important for the World Bank Group to focus its efforts and support related to the impact of COVID-19 in India over the next six months to a year? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Public service delivery	8.0%	27.5%	8.3%	8.7%	25.0%	20.7%	20.0%	23.7%	13.2%	26.7%
Ensuring sustainable business growth and job creation	20.0%	18.7%	16.7%	26.1%	43.8%	27.6%	30.7%	18.4%	15.1%	20.0%
Healthcare services in rural and urban areas	40.0%	40.7%	41.7%	43.5%	43.8%	34.5%	26.7%	39.5%	26.4%	40.0%
Ensuring that girls and women have equal access to job opportunities	8.0%	4.4%	8.3%	8.7%	6.3%	13.8%	14.7%	5.3%	11.3%	6.7%
Improving access to finance for businesses*	32.0%	16.5%	16.7%	8.7%	43.8%	51.7%	32.0%	23.7%	20.8%	20.0%
Investing in infrastructure for growth	20.0%	31.9%	33.3%	21.7%	18.8%	20.7%	9.3%	34.2%	26.4%	26.7%
Education*	24.0%	25.3%	8.3%	47.8%	18.8%	6.9%	13.3%	21.1%	30.2%	26.7%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved	12.0%	17.6%	25.0%	4.3%	18.8%	10.3%	17.3%	23.7%	15.1%	26.7%
Supporting efforts that can help counter misinformation about vaccines	16.0%	3.3%	8.3%	8.7%	6.3%	10.3%	6.7%	13.2%	11.3%	13.3%
Economic growth*	36.0%	31.9%	25.0%	43.5%	0.0%	20.7%	26.7%	26.3%	50.9%	33.3%
Social protection for the poor and vulnerable	12.0%	31.9%	8.3%	21.7%	43.8%	27.6%	38.7%	31.6%	24.5%	13.3%
Nutrition/food security	8.0%	14.3%	16.7%	26.1%	0.0%	6.9%	16.0%	13.2%	15.1%	13.3%
Ensuring that girls and women have equal access to health care/health services	12.0%	5.5%	0.0%	8.7%	0.0%	10.3%	12.0%	0.0%	11.3%	0.0%
Providing direct non-financial support to citizens	24.0%	7.7%	0.0%	13.0%	12.5%	13.8%	4.0%	10.5%	11.3%	0.0%
Other	0.0%	0.0%	8.3%	0.0%	0.0%	3.4%	4.0%	5.3%	0.0%	0.0%

\*Significantly different between stakeholder groups



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

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

	Office of Parliamentarian		Employee of a Ministry/PMU/Consultant		Local Government Office or Staff		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs*	21	6.43	80	7.14	7	6.29	19	6.74	14	7.00	21	6.52	55	5.56	31	6.48	39	6.38	12	7.33
Flexibility (in terms of the institution’s products and services)	19	6.84	80	6.35	7	6.57	20	6.45	14	6.43	23	5.57	44	5.52	30	6.40	37	5.76	12	6.50
Flexibility (in terms of changing country circumstances)	23	6.74	82	6.29	8	7.25	22	6.41	15	6.40	26	5.85	55	5.65	34	6.18	42	5.64	13	5.85
Being inclusive	24	7.00	81	7.05	9	6.44	22	6.55	16	6.06	26	6.31	59	5.76	35	6.51	44	6.50	13	6.23
Openness (sharing data and other information)*	24	6.71	83	7.41	10	7.00	22	6.18	16	6.38	27	6.74	60	6.17	36	7.14	44	6.43	13	7.00
Collaboration with the Government	23	7.09	82	7.72	9	7.00	22	6.55	16	7.38	23	7.35	61	7.16	34	7.79	46	6.87	13	7.00
The speed in which it gets things accomplished on the ground*	24	6.67	88	6.55	8	7.13	22	6.36	14	5.93	24	5.29	55	5.05	30	6.63	38	6.16	12	6.58
Helping to bring discipline/effective supervision to implementation of investment projects*	23	6.91	86	7.51	8	7.13	22	6.77	12	6.50	24	6.63	57	6.18	28	7.29	40	7.00	13	7.31
Collaboration with civil society*	23	6.61	75	6.64	8	5.88	21	6.71	13	5.77	22	5.59	63	4.60	32	6.06	43	6.16	12	6.33
Staff accessibility*	22	6.73	83	7.42	9	6.89	21	6.71	13	5.69	25	6.08	59	5.19	34	6.53	43	5.95	13	6.38
Collaboration with other donors and development partners	22	7.09	63	6.73	7	7.29	21	6.24	15	5.73	21	6.71	52	5.79	27	6.74	37	6.43	11	6.36
Collaboration with the private sector	22	6.91	60	6.52	7	6.71	21	6.19	12	5.92	27	5.85	52	6.19	27	6.30	41	6.34	9	6.22
Straightforwardness and honesty*	22	6.82	82	7.82	8	7.38	21	6.33	12	6.42	27	7.11	57	6.60	32	7.41	43	6.70	12	7.33
Treating clients and stakeholders in India with respect*	23	7.30	82	7.83	8	7.75	20	6.40	12	7.00	27	7.00	53	6.21	31	7.26	44	7.11	13	7.00
Being a long-term partner*	23	7.22	84	7.88	8	7.63	20	6.60	15	7.07	25	7.56	58	6.71	35	7.69	45	7.47	13	7.77
Acting with compassion and empathy*	22	7.36	83	7.52	9	6.89	19	6.68	12	6.50	24	7.21	51	5.88	33	7.15	45	6.80	13	7.23
Insisting on accountability through its lending (e.g., performance-based financing/resources tied to results)*	23	7.04	85	7.76	8	7.75	21	6.38	12	7.08	25	7.24	51	6.47	34	7.44	42	6.69	13	7.31
Measuring results effectively*	24	7.29	84	7.71	8	7.25	20	6.85	14	6.86	23	7.00	53	6.36	34	7.15	43	6.60	13	7.46

\*Significantly different between stakeholder groups

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

	Office of Parliamentarian		Employee of a Ministry/PMU/ Consultant		Local Government Office or Staff		Independent Government Institution		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group takes decisions quickly in India	21	7.00	84	6.95	7	7.29	18	6.44	10	6.50	23	6.30	44	6.25	30	7.00	35	6.57	11	7.27

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

	Office of Parliamentarian		Employee of a Ministry/PMU/ Consultant		Local Government Office or Staff		Independent Government Institution		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group's financial instruments meet the needs of India	23	6.70	80	6.96	6	5.67	20	6.75	13	6.69	25	6.56	51	6.12	34	6.47	42	5.90	11	7.09
The World Bank Group meets India's needs for knowledge services	23	6.43	82	6.93	8	6.75	22	6.59	14	6.93	26	7.08	56	6.55	37	6.78	45	6.29	12	7.08

**The World Bank Group has provided real time advice, guidance, and financial support to the Government of India for the COVID-19 response.****To what extent do you believe that the World Bank Group's support throughout this crisis was... (1-To no degree at all, 10-To a very significant degree)**

	Office of Parliamentarian		Employee of a Ministry/PMU/ Consultant		Local Government Office or Staff		Independent Government Institution		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Timely	23	6.91	68	7.26	7	6.57	20	6.55	12	7.50	14	6.57	51	6.608	25	7.40	39	6.462	9	7.33
Effective	23	6.96	63	6.94	6	7.33	20	6.80	11	7.18	14	6.50	51	6.824	25	7.32	37	6.73	9	7.22
Useful	22	6.86	66	7.15	7	7.29	18	6.44	13	7.38	13	7.08	52	6.865	24	7.21	36	6.833	10	7.10
Adequate in terms of the scale of financing	22	7.00	60	6.73	6	6.50	18	6.61	12	6.75	13	6.38	41	6.51	21	7.14	35	6.26	9	6.89



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

	Office of Parliamentarian		Employee of a Ministry/PMU/ Consultant		Local Government Office or Staff		Independent Government Institution		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?*	22	7.41	83	7.67	7	7.29	21	7.00	15	7.47	24	8.38	64	7.19	32	7.88	43	6.53	12	7.92

(1-Not important at all, 10-Very important) \*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 Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Weekly*	0.0%	18.7%	9.1%	8.7%	0.0%	6.9%	8.3%	2.8%	4.3%	6.7%
Monthly	16.0%	25.3%	18.2%	39.1%	20.0%	10.3%	13.9%	8.3%	19.6%	33.3%
A few times a year*	60.0%	37.4%	36.4%	34.8%	66.7%	55.2%	47.2%	75.0%	41.3%	40.0%
Rarely	12.0%	15.4%	36.4%	13.0%	6.7%	24.1%	16.7%	11.1%	21.7%	6.7%
Never	12.0%	3.3%	0.0%	4.3%	6.7%	3.4%	13.9%	2.8%	13.0%	13.3%

\*Significantly different between stakeholder groups

In India, to what extent do you believe that the World Bank Group’s knowledge work and activities:

	Office of Parliamentarian		Employee of a Ministry/PMU/ Consultant		Local Government Office or Staff		Independent Government Institution		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are adaptable to India’s specific development challenges and country circumstances	23	6.61	69	5.70	6	5.33	19	6.32	8	5.38	14	5.50	51	5.41	25	6.96	31	5.77	10	6.20

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



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

	Office of Parliamentarian		Employee of a Ministry/PMU/ Consultant		Local Government Office or Staff		Independent Government Institution		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	22	6.95	82	6.74	8	7.88	21	6.57	13	6.46	25	7.04	61	6.20	33	7.21	35	6.20	12	6.67
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	24	6.83	89	6.81	8	6.63	23	6.74	13	6.77	27	6.74	65	6.43	33	7.06	43	6.33	13	7.15

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

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

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Provide more adequate data/knowledge/statistics/figures on India's economy*	8.7%	2.3%	9.1%	8.7%	6.7%	18.5%	5.6%	18.8%	15.9%	0.0%
Reduce the complexity of obtaining World Bank Group financing	21.7%	25.0%	18.2%	4.3%	13.3%	18.5%	13.9%	18.8%	9.1%	23.1%
Offer more real-time advice and guidance	13.0%	12.5%	18.2%	13.0%	13.3%	3.7%	5.6%	3.1%	11.4%	15.4%
Increase availability of Reimbursable Advisory Services (RAS)	8.7%	4.5%	18.2%	8.7%	0.0%	3.7%	1.4%	3.1%	4.5%	0.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	13.0%	11.4%	9.1%	17.4%	0.0%	7.4%	12.5%	9.4%	6.8%	7.7%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	4.3%	5.7%	9.1%	13.0%	53.3%	3.7%	5.6%	6.3%	2.3%	15.4%
Offer more innovative financial products and services	26.1%	21.6%	0.0%	8.7%	20.0%	11.1%	9.7%	18.8%	9.1%	7.7%
Engage more effectively with private sector*	17.4%	5.7%	9.1%	34.8%	13.3%	40.7%	11.1%	6.3%	22.7%	7.7%
Engage more effectively with civil society*	13.0%	5.7%	0.0%	13.0%	0.0%	25.9%	52.8%	18.8%	18.2%	23.1%

\*Significantly different between stakeholder groups

**F. The Future Role of The World Bank Group in India (continued)***Continued from previous page*

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Increase the level of capacity development in the country	21.7%	33.0%	27.3%	4.3%	33.3%	18.5%	22.2%	31.3%	18.2%	15.4%
Engage more directly with beneficiaries	4.3%	12.5%	27.3%	13.0%	6.7%	14.8%	16.7%	28.1%	29.5%	30.8%
Offer more timely and innovative knowledge products and services	21.7%	14.8%	9.1%	13.0%	6.7%	3.7%	13.9%	12.5%	11.4%	7.7%
Collaborate more effectively with Government clients	13.0%	27.3%	27.3%	21.7%	20.0%	14.8%	15.3%	18.8%	9.1%	23.1%
Work faster	4.3%	9.1%	9.1%	13.0%	6.7%	11.1%	6.9%	0.0%	15.9%	15.4%
Other	4.3%	5.7%	0.0%	0.0%	0.0%	3.7%	1.4%	0.0%	2.3%	0.0%

**G. Communication and Information Sharing**

How frequently do you interact with the World Bank Group now in India?\*

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Rarely*	20.8%	12.1%	36.4%	4.3%	6.7%	21.4%	42.9%	23.5%	41.9%	28.6%
Less than once a year	12.5%	7.7%	0.0%	8.7%	0.0%	14.3%	12.9%	8.8%	4.7%	14.3%
Once a year to a few times a year*	45.8%	18.7%	18.2%	26.1%	53.3%	39.3%	30.0%	44.1%	32.6%	28.6%
Less than once a month	4.2%	6.6%	18.2%	13.0%	20.0%	7.1%	1.4%	8.8%	11.6%	7.1%
At least once a month*	16.7%	30.8%	27.3%	39.1%	13.3%	17.9%	7.1%	11.8%	9.3%	14.3%
At least once a week*	0.0%	24.2%	0.0%	8.7%	6.7%	0.0%	5.7%	2.9%	0.0%	7.1%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Radio*	0.0%	0.0%	0.0%	9.5%	0.0%	0.0%	1.4%	9.1%	0.0%	0.0%
Magazines	28.6%	10.3%	11.1%	4.8%	6.7%	23.1%	14.3%	12.1%	22.0%	0.0%
Newspapers*	52.4%	60.9%	77.8%	38.1%	53.3%	46.2%	45.7%	51.5%	75.6%	30.8%
Television	14.3%	29.9%	22.2%	28.6%	6.7%	26.9%	17.1%	18.2%	9.8%	7.7%
Websites	47.6%	50.6%	33.3%	47.6%	60.0%	61.5%	48.6%	66.7%	43.9%	61.5%
Blogs*	23.8%	3.4%	22.2%	19.0%	20.0%	3.8%	8.6%	9.1%	7.3%	23.1%
Social media	19.0%	25.3%	33.3%	28.6%	20.0%	26.9%	34.3%	15.2%	19.5%	46.2%
Other	4.8%	4.6%	0.0%	0.0%	13.3%	0.0%	11.4%	6.1%	4.9%	7.7%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
World Bank Group's publications and other written materials	13.6%	40.0%	27.3%	21.7%	40.0%	40.7%	35.7%	41.2%	34.1%	25.0%
e-Newsletters	63.6%	38.9%	27.3%	56.5%	26.7%	37.0%	41.4%	26.5%	31.8%	25.0%
World Bank Group's webinars/workshops/conferences*	31.8%	41.1%	54.5%	8.7%	40.0%	48.1%	41.4%	50.0%	20.5%	33.3%
Social media	9.1%	25.6%	18.2%	43.5%	13.3%	29.6%	32.9%	23.5%	31.8%	25.0%
Direct contact with World Bank Group through virtual platforms	9.1%	30.0%	27.3%	13.0%	53.3%	33.3%	28.6%	26.5%	22.7%	33.3%
World Bank Group's website	36.4%	41.1%	36.4%	13.0%	26.7%	37.0%	37.1%	44.1%	40.9%	58.3%
Webinars or online events hosted by the World Bank Group	18.2%	21.1%	63.6%	17.4%	33.3%	22.2%	18.6%	20.6%	18.2%	16.7%
Interviews and press conferences for the India's media*	31.8%	4.4%	0.0%	26.1%	26.7%	22.2%	11.4%	14.7%	38.6%	8.3%

\*Significantly different between stakeholder groups

The World Bank Group has provided support of \$2.75 billion to India to combat the COVID-19 pandemic. If you are aware of this support, what was the source of your information? (Select ALL that apply)

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Newspapers*	47.6%	39.8%	22.2%	26.3%	20.0%	16.0%	21.2%	36.4%	43.2%	7.7%
TV channels	19.0%	20.5%	0.0%	10.5%	0.0%	12.0%	15.2%	21.2%	15.9%	0.0%
Press releases*	23.8%	16.9%	11.1%	5.3%	40.0%	12.0%	12.1%	18.2%	36.4%	7.7%
Social media	14.3%	18.1%	22.2%	26.3%	20.0%	12.0%	19.7%	18.2%	27.3%	7.7%
e-Newsletters from the World Bank Group*	52.4%	6.0%	0.0%	31.6%	6.7%	16.0%	16.7%	24.2%	18.2%	23.1%
World Bank Group India website	23.8%	22.9%	0.0%	15.8%	26.7%	32.0%	16.7%	36.4%	13.6%	38.5%
Other*	4.8%	15.7%	11.1%	0.0%	26.7%	0.0%	4.5%	6.1%	4.5%	7.7%
I am not aware of this support*	19.0%	22.9%	55.6%	21.1%	20.0%	60.0%	45.5%	42.4%	20.5%	46.2%

\*Significantly different between stakeholder groups

**H. Background Information**

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

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Yes	44.0%	74.5%	64.3%	84.0%	82.4%	57.6%	11.5%	34.1%	22.8%	47.1%
No	56.0%	25.5%	35.7%	16.0%	17.6%	42.4%	88.5%	65.9%	77.2%	52.9%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
The World Bank (IBRD/IDA)	100.0%	91.5%	88.9%	85.7%	85.7%	50.0%	80.0%	93.3%	69.2%	100.0%
The International Finance Corporation (IFC)	0.0%	8.5%	11.1%	4.8%	14.3%	50.0%	10.0%	6.7%	7.7%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	23.1%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%	0.0%	0.0%	9.5%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Observer *	52.2%	7.3%	16.7%	12.0%	17.6%	28.1%	51.2%	16.7%	33.3%	12.5%
Use World Bank Group reports/data*	21.7%	15.6%	50.0%	44.0%	17.6%	25.0%	35.7%	38.1%	52.9%	37.5%
Engage in World Bank Group related/sponsored events/activities*	30.4%	32.3%	16.7%	60.0%	52.9%	40.6%	34.5%	23.8%	13.7%	25.0%
Collaborate as part of my professional duties*	17.4%	67.7%	58.3%	28.0%	64.7%	43.8%	20.2%	35.7%	29.4%	56.3%
Use World Bank Group website for information, data, research, etc.	21.7%	21.9%	8.3%	12.0%	17.6%	21.9%	20.2%	40.5%	33.3%	31.3%

\*Significantly different between stakeholder groups



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

*Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY21 India COS questionnaire: All 10-point scale questions and questions B7, B9, B10, and F1.*

- Collaborating with the WBG, FY21 N=193
- Not collaborating with the WBG, FY21 N=229

### A. Overall Context

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The national government*	176	7.06	2.16	208	6.37	2.74
The state/provincial government*	174	6.75	2.04	206	6.15	2.29
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)*	164	6.55	1.94	190	5.96	2.35
The World Bank Group*	175	7.21	1.97	199	6.49	2.36
The International Monetary Fund*	150	6.67	1.99	181	6.14	2.36
The United Nations (UN)	163	6.64	2.27	195	6.32	2.36
The World Health Organization (WHO)	172	6.51	2.34	196	6.60	2.22
Regional development banks (e.g., AIIB, NDB, ADB)*	164	6.62	2.06	184	6.08	2.32
The Reserve Bank of India	171	7.44	2.05	198	7.16	2.23
International private sector	159	6.04	1.88	188	5.69	2.32
Domestic private sector	170	6.29	1.84	194	5.89	2.30
International civil society (e.g., NGOs, CBOs)	172	6.16	2.25	203	6.53	2.36
Domestic civil society (e.g., NGOs, CBOs)*	168	6.07	1.87	196	6.82	2.00
Youth organizations*	158	6.04	1.99	193	6.55	2.05
Faith-based institutions	150	4.80	2.37	182	5.21	2.30
Domestic traditional media and their web presence	169	5.39	2.23	194	5.53	2.42
International media and their web presence	166	5.85	2.09	194	5.85	2.22
Web based media	165	5.73	2.07	195	5.79	2.37

\*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank (IBRD/IDA)*	180	7.58	2.04	216	6.44	2.37
The International Finance Corporation (IFC), the World Bank Group's private sector arm	177	5.80	2.71	210	5.35	2.72

\*Significantly different between collaborators and non-collaborators

<sup>19</sup> Only 422 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

**B. Overall Attitudes Toward the World Bank Group (continued)****To what extent do you agree/disagree with the following statements about the World Bank Group's work in India?***(1-Strongly disagree, 10-Strongly agree)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in India*	179	7.37	2.14	202	6.53	2.30
The World Bank Group's work is aligned with what I consider the development priorities for India*	174	7.27	2.05	193	6.39	2.28

*\*Significantly different between collaborators and non-collaborators***Overall, please rate your impression of the effectiveness of these organizations in India.***(1-Not effective at all, 10-Very effective)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank (IBRD/IDA)*	179	7.33	1.87	194	6.63	2.22
The International Finance Corporation (IFC), the World Bank Group's private sector arm	130	6.65	2.13	163	6.29	2.27

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in India?*	176	7.30	1.88	193	6.50	2.24

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in India?*	166	6.72	1.93	187	6.30	2.10

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	10.3%	7.5%
To a somewhat sufficient degree	52.3%	37.5%
To a somewhat insufficient degree	19.5%	30.0%
To a very insufficient degree	12.6%	16.0%
Don't know	5.2%	9.0%

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

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Arrogant in its approach	5.4%	5.7%
Inadequate World Bank Group's staffing in India	4.2%	7.5%
Inadequate level of real-time advice and guidance	11.4%	7.5%
Inadequate number of innovative knowledge products and services	5.4%	4.2%
Inadequate number of innovative financial products and services	9.6%	5.2%
Not willing to honestly criticize policies and reform efforts in the country	16.2%	13.2%
Staff too inaccessible	7.2%	9.4%
Not collaborating enough with private sector	8.4%	8.5%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	7.8%	6.6%
Not aligned with country priorities	5.4%	7.1%
Not adequately sensitive to political/social realities in India	13.2%	10.4%
Too influenced by developed countries	16.2%	16.5%
World Bank Group's processes too slow and complex*	27.5%	8.0%
Not adequately flexible in changing country circumstances	12.0%	6.6%
Not sufficiently focused on sustainable results	4.2%	8.0%
Not collaborating enough with civil society*	6.6%	27.4%
Not enough public disclosure of its work*	13.2%	21.2%
Other	3.0%	3.8%
Don't know	5.4%	6.1%

\*Significantly different between collaborators and non-collaborators

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Gender equity	5.7%	11.2%
Food security	2.9%	6.3%
Urban development	8.0%	10.2%
Energy	7.4%	3.9%
Job creation/employment	22.9%	22.4%
Health (including health services delivery)	22.9%	18.0%
Financial markets	5.1%	5.4%
Social protection for the poor and vulnerable	12.0%	8.8%
Private sector development	18.3%	15.6%
Education and skills development*	24.6%	16.6%
Public sector governance/reform*	24.0%	12.2%
Regional integration	3.4%	2.0%
Water and sanitation	9.7%	12.7%
Air pollution	3.4%	6.8%
Agriculture and rural development	12.0%	14.6%
Poverty reduction	14.3%	17.1%
Anti-corruption	6.9%	7.3%
Managing pandemics (e.g., COVID-19)	2.9%	5.9%
Equality of opportunity (i.e., social inclusion)	8.0%	11.2%
Nutrition	4.0%	6.3%
Digital development*	8.6%	2.9%
Transport (e.g., roads, bridges, transportation)	4.6%	2.4%
Trade and exports	3.4%	3.9%
Civil service reforms	5.7%	3.9%
Natural resource management (e.g., environment, water, forests)	9.1%	10.2%
Climate change (mitigation, adaptation)	10.3%	10.7%
Economic growth	18.9%	14.6%
Disaster risk management	2.9%	6.3%

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help India solve its most complicated development challenges?*	163	7.02	1.97	170	6.40	2.26

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

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent is the World Bank Group an effective development partner in India, in terms of each of the following?***(1-To no degree at all, 10-To a very significant degree)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	166	6.90	2.00	177	6.21	2.21
Flexibility (in terms of the institution's products and services)*	160	6.40	2.07	163	5.74	2.12
Flexibility (in terms of changing country circumstances)*	157	6.39	1.91	166	5.81	2.01
Being inclusive*	164	6.84	1.94	168	6.18	2.13
Openness (sharing data and other information)*	165	7.13	2.03	173	6.42	2.14
Collaboration with the Government	162	7.45	1.90	170	7.18	1.90
The speed in which it gets things accomplished on the ground*	160	6.39	2.01	158	5.84	2.03
Helping to bring discipline/effective supervision to implementation of investment projects	155	7.10	1.97	161	6.83	1.92
Collaboration with civil society*	151	6.48	2.04	164	5.51	2.22
Staff accessibility*	166	7.03	2.24	159	5.75	2.36
Collaboration with other donors and development partners*	137	6.80	2.01	141	6.07	1.91
Collaboration with the private sector	135	6.46	1.87	144	6.20	1.92
Straightforwardness and honesty*	160	7.39	2.07	158	6.81	2.08
Treating clients and stakeholders in India with respect*	160	7.49	2.02	155	6.77	2.12
Being a long-term partner	161	7.58	1.99	167	7.22	1.99
Acting with compassion and empathy*	158	7.25	2.05	156	6.67	2.14
Insisting on accountability through its lending	160	7.28	2.00	157	7.03	2.00
Measuring results effectively*	161	7.29	1.90	158	6.85	2.08

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The quantum of World Bank Group lending is adequate for India's needs	148	5.61	2.36	167	5.66	2.46
The World Bank Group disburses funds promptly*	147	7.09	2.20	136	6.46	2.01
The World Bank Group effectively monitors and evaluates the projects and programs it supports	160	7.21	2.05	160	6.88	2.04
The World Bank Group's approvals and reviews are done in a timely fashion	155	6.95	2.06	138	6.79	2.00
The World Bank Group's Environmental and Social Framework requirements are reasonable	146	6.75	2.11	149	6.77	2.10
The World Bank Group's conditions on its lending are reasonable	146	6.81	1.89	136	6.53	2.06
The World Bank Group takes decisions quickly in India	151	6.81	2.12	134	6.61	2.04
Working with the World Bank Group increases India's institutional capacity*	159	7.48	2.06	167	6.99	2.15

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

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

To what extent do you agree/disagree with the following statements about the World Bank Group in India?

(1- Strongly disagree, 10- Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of India*	150	6.78	2.05	156	6.25	2.24
The World Bank Group meets India's needs for knowledge services	163	6.86	2.07	163	6.55	2.12

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that India received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?*	107	7.00	1.87	105	6.48	1.92

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

The World Bank Group has provided real time advice, guidance, and financial support to the Government of India for the COVID-19 response. To what extent do you believe that the World Bank Group's support throughout this crisis was ...

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Timely	129	7.12	2.21	140	6.71	2.08
Effective	124	7.01	2.17	136	6.82	1.99
Useful	125	7.09	2.06	137	6.91	2.06
Adequate in terms of the scale of financing	116	6.89	2.08	121	6.45	2.05

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?	155	7.59	1.96	170	7.29	2.32

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



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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection for the poor and vulnerable	97	6.29	2.46	121	6.28	2.29
Gender equity	109	6.90	2.15	126	6.38	2.17
Private sector development	96	6.60	1.85	114	6.28	2.18
Education	101	6.81	1.94	135	6.59	2.01
Public sector governance/reform	108	6.74	2.07	126	6.75	1.99
Regional integration	81	6.01	2.32	106	5.94	2.26
Food security	81	6.47	1.91	117	6.60	2.22
Urban development	98	7.11	1.88	137	7.00	1.96
Energy: Distribution sector reforms	95	6.67	2.10	125	6.70	2.06
Renewable energy	93	6.75	2.18	124	6.87	2.00
Water and sanitation	115	7.32	1.97	139	7.08	1.96
Air pollution	87	6.39	2.43	124	6.45	2.30
Job creation/employment	94	6.31	2.09	112	5.95	2.33
Health	111	7.04	2.04	135	6.90	1.97
Nutrition	92	6.52	2.15	130	6.68	1.98
Transport (e.g., roads, bridges, transportation)*	103	7.34	1.75	124	6.75	2.17
Agriculture and rural development	102	6.75	1.99	127	6.54	2.13
Trade and exports	79	6.32	2.13	110	6.58	1.95
Natural resource management	102	6.71	2.06	127	6.66	2.19
Climate change (mitigation, adaptation)	106	6.88	2.16	134	6.84	2.25
Poverty reduction	105	6.22	2.24	137	6.51	2.13
Anti-corruption	85	5.61	2.58	115	5.81	2.62
Economic growth	108	6.84	1.99	137	6.69	2.01
Disaster risk management	98	6.82	2.17	123	6.68	2.22
Equality of opportunity (i.e., social inclusion)	96	6.52	2.33	129	6.36	2.28
Digital development	88	6.63	2.12	115	6.73	2.04

\*Significantly different between collaborators and non-collaborators

The World Bank Group has provided fast track support to India related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas: (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Supporting health interventions for saving lives	114	6.86	2.01	129	6.69	2.21
Social protection for poor in rural and urban areas	108	6.52	2.00	123	6.37	2.29
Ensuring sustainable business growth and job creation for the MSME sector	110	6.29	2.05	113	6.19	2.35
Strengthening policies, institutions and investments for rebuilding better	116	6.74	2.10	121	6.31	2.13
Macroeconomic stability and transparent debt management	98	6.59	2.03	104	6.38	2.25

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	164	6.97	1.95	164	6.57	1.97
Include appropriate level of stakeholder involvement during preparation*	159	6.92	1.99	149	6.34	2.06
Lead to practical solutions	162	6.59	2.02	152	6.33	1.94
Are accessible (well written and easy to understand)	165	7.19	2.02	163	7.01	1.89
Are source of relevant information on global good practices	166	7.34	1.87	161	7.19	1.81
Are adequately disseminated*	162	6.94	1.95	156	6.49	2.06
Are translated enough into local language	131	6.02	2.25	126	5.73	2.52
Are adaptable to India's specific development challenges and country circumstances*	161	6.88	2.00	153	6.42	2.15

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	168	6.85	2.02	173	6.57	2.21

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	168	7.50	1.92	166	7.05	1.92

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



### F. The future role of the World Bank Group in India

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Provide more adequate data/knowledge/statistics/figures on India's economy	6.0%	10.9%
Reduce the complexity of obtaining World Bank Group financing	18.7%	16.4%
Offer more real-time advice and guidance*	13.3%	6.6%
Increase availability of Reimbursable Advisory Services (RAS)	3.6%	5.5%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	12.0%	8.7%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	7.8%	8.2%
Offer more innovative financial products and services	18.1%	11.5%
Engage more effectively with private sector	16.9%	13.1%
Engage more effectively with civil society (e.g., NGOs, CBOs)*	9.6%	31.1%
Increase the level of capacity development in the country	27.7%	21.9%
Engage more directly with beneficiaries*	12.7%	21.3%
Offer more timely and innovative knowledge products and services	12.0%	13.7%
Collaborate more effectively with Government clients (e.g., national, state, local)	22.9%	15.3%
Work faster	10.8%	7.7%
Other	3.0%	1.6%

\*Significantly different between collaborators and non-collaborators

### G. Communication and information sharing

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How would you rate the information provided by the World Bank Group on the COVID-19 related support through info notes, press releases, social media channels, and videos?*	132	6.87	1.99	132	6.32	2.53

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



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

All data presented in this appendix are weighted. As a result, means of the FY 2021 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2018 respondents and the total number of respondents indicated may differ from those reported in the FY 2018 COS report.

- FY 2018 Number of comparable respondents = 301
- FY 2021 Number of comparable respondents = 392

By weighting, the FY 2018 and FY 2021 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2018	FY 2021
Office of the President/Prime Minister/Minister	1.0%	1.0%
Government Institutions	25.0%	25.0%
Local Government	1.5%	1.5%
Bilateral/Multilateral Agency	4.0%	4.0%
Civil Society	29.5%	29.5%
Private Sector	8.0%	8.0%
Academia/Research Institute/Think Tank	13.5%	13.5%
Media	17.5%	17.5%

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in India? <sup>i</sup>	292	6.19	2.18	366	6.91	2.37

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

\*Significantly different between FY2018 and FY2021

<sup>i</sup> In FY 2021, this question was asked separately about the World Bank and the IFC (B1\_1 and B1\_2). For this calculation, question B1\_1 that refers to the World Bank was compared to question B1 from FY 2018 – “How familiar are you with the work of the World Bank Group in India”.

### To what extent do you agree/disagree with the following statements about the World Bank Group’s work in India?

(1-Strongly disagree, 10-Strongly agree)

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in India	261	6.64	1.95	354	6.88	2.31
The World Bank Group’s work is aligned with what I consider the development priorities for India	258	6.57	2.00	338	6.77	2.27

<sup>20</sup> Only those questions that were asked both in FY 2018 and FY 2021 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in India <sup>i</sup>	269	6.68	1.94	343	6.93	2.12

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

<sup>i</sup> In FY 2021, this question was asked separately about the World Bank and the IFC (B4\_1 and B4\_2). For this calculation, question B4\_1 that refers to the World Bank was compared to question B2 from FY 2018 – “Overall, please rate your impression of the World Bank Group's effectiveness in India.”

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in India?	253	6.53	1.80	341	6.82	2.16

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

**To what extent do you believe that the World Bank Group's work and support help the poorest in India?**

**(Select only ONE response)**

Percentage of Respondents	FY 2018	FY 2021
To a fully sufficient degree	9.9%	8.7%
To a somewhat sufficient degree	39.1%	42.4%
To a somewhat insufficient degree	27.8%	25.6%
To a very insufficient degree	12.0%	15.4%
Don't know	11.3%	7.8%

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help India solve its most complicated development challenges?	189	6.97	3.29	221	7.54	2.92

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

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent is the World Bank Group an effective development partner in India, in terms of each of the following?***(1-To no degree at all, 10-To a very significant degree)*

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	240	6.21	2.00	311	6.46	2.21
Flexibility (in terms of the institution's products and services)	225	5.72	2.00	288	5.98	2.17
Flexibility (in terms of changing country circumstances)	225	5.94	2.01	290	5.99	2.07
Being inclusive	232	6.31	2.14	299	6.39	2.14
Openness (sharing data and other information)	243	6.59	2.08	305	6.70	2.17
Collaboration with the Government	245	7.32	1.85	301	7.29	1.96
The speed in which it gets things accomplished on the ground	231	5.84	2.01	282	5.99	2.08
Helping to bring discipline/effective supervision to implementation of investment projects	212	6.56	2.02	281	6.87	2.00
Collaboration with civil society	222	5.49	2.26	287	5.77	2.30
Staff accessibility	221	5.92	2.28	294	6.22	2.47
Collaboration with other donors and development partners	194	6.10	2.08	250	6.35	2.05
Collaboration with the private sector	178	5.90	2.24	254	6.26	1.98
Straightforwardness and honesty	228	7.20	2.16	288	7.04	2.17
Treating clients and stakeholders in India with respect	230	7.10	2.02	283	7.03	2.18
Being a long-term partner	229	7.48	1.97	298	7.34	2.06

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	186	6.98	2.03	249	6.72	2.16
The World Bank Group effectively monitors and evaluates the projects and programs it supports	233	7.09	1.90	289	6.99	2.10
The World Bank Group's approvals and reviews are done in a timely fashion	209	6.92	1.91	257	6.82	2.07
The World Bank Group's Environmental and Social Framework requirements are reasonable <sup>i</sup>	185	7.10	1.84	264	6.76	2.16
The World Bank Group's conditions on its lending are reasonable	180	6.57	1.92	250	6.66	2.05
The World Bank Group takes decisions quickly in India	190	6.35	1.95	252	6.66	2.16
Working with the World Bank Group increases India's institutional capacity	231	6.99	1.96	297	7.16	2.23

<sup>i</sup> In FY 2018, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".**To what extent do you agree/disagree with the following statements about the World Bank Group in India?***(1-Strongly disagree, 10-Strongly agree)*

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of India	237	6.30	1.96	277	6.43	2.25
The World Bank Group meets India's needs for knowledge services	246	6.49	1.93	297	6.69	2.15

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that India received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	140	6.80	1.96	184	6.66	2.03

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

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

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Social protection for the poor and vulnerable <sup>i</sup>	168	5.88	2.26	194	6.26	2.42
Gender equity	190	6.21	2.11	213	6.62	2.22
Private sector development	166	6.26	2.07	192	6.34	2.11
Education <sup>ii</sup>	198	6.45	2.02	218	6.63	2.05
Public sector governance/reform	182	6.46	2.05	211	6.73	2.09
Regional integration	132	5.42	2.33	167	5.89	2.36
Food security	168	6.22	2.18	181	6.56	2.16
Urban development*	189	6.52	1.95	216	7.01	2.04
Energy: Distribution sector reforms <sup>iii</sup>				203	6.71	2.15
Renewable energy <sup>iii</sup>				203	6.81	2.14
Water and sanitation <sup>iii</sup>				232	7.14	2.06
Air pollution <sup>iii</sup>				193	6.36	2.42
Job creation/employment	177	5.97	2.18	184	6.00	2.32
Health <sup>iii</sup>				223	6.95	2.05
Nutrition <sup>iii</sup>				204	6.57	2.12
Transport <sup>iv</sup>	203	7.05	1.93	207	6.95	2.12
Agriculture and rural development	210	6.39	2.17	207	6.60	2.17
Trade and exports	158	6.43	2.12	171	6.51	2.07
Natural resource management*	187	6.20	2.22	209	6.64	2.26
Climate change*	183	6.14	2.05	220	6.81	2.30
Poverty reduction	196	6.37	2.33	224	6.39	2.25
Anti-corruption	165	5.66	2.44	181	5.59	2.67
Economic growth	189	6.72	2.01	223	6.73	2.08
Disaster risk management	168	6.24	2.37	198	6.66	2.28
Equality of opportunity	173	6.03	2.40	201	6.33	2.37
Digital development <sup>iii</sup>				179	6.60	2.12

\*Significantly different between FY2018 and FY2021

<sup>i</sup> In FY18, this option was "Social protection"

<sup>ii</sup> In FY18, this option was "Education and skills development"

<sup>iii</sup> Only FY21 questionnaire had this response option

<sup>iv</sup> In FY18, this option was "Infrastructure – Transport"



### E. The World Bank Group's Knowledge Work and Activities

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

Percentage of Respondents	FY 2018	FY 2021
Weekly	6.4%	8.4%
Monthly	23.4%	18.4%
A few times a year	46.1%	48.2%
Rarely	17.4%	16.6%
Never	6.7%	8.4%

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

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Are timely	222	6.70	2.04	294	6.72	2.03
Include appropriate level of stakeholder involvement during preparation	226	6.33	2.02	271	6.55	2.15
Lead to practical solutions	231	6.27	1.99	280	6.41	2.07
Are accessible (well written and easy to understand)	242	6.87	2.14	292	7.10	2.04
Are source of relevant information on global good practices	225	7.31	1.74	295	7.26	1.92
Are adequately disseminated*	223	6.13	2.06	286	6.64	2.12
Are translated enough into local language*	187	5.18	2.60	228	5.83	2.49
Are adaptable to India's specific development challenges and country circumstances	230	6.25	2.07	284	6.60	2.16

\*Significantly different between FY2018 and FY2021

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	253	6.56	1.91	308	6.66	2.20
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	254	7.30	1.71	302	7.28	1.98

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

### G. Communication and Information Sharing

Which Internet connection do you use primarily when visiting a World Bank Group website?

Percentage of Respondents	FY 2018	FY 2021
High speed/WiFi	98.9%	98.1%
Dial-up	1.1%	1.9%



## Appendix E: Indicator Questions as a Function of Exposure to the World Bank Group

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Not collaborating with the WBG	Collaborating with the WBG
To what extent do you trust the World Bank Group to do what is right?	6.49	7.21
Overall the World Bank Group currently plays a relevant role in development in India	6.53	7.37
The World Bank Group's work is aligned with what I consider the development priorities for India	6.39	7.27
Overall, please rate your impression of the World Bank's effectiveness in India.	6.63	7.33
Overall, please rate your impression of the IFC's effectiveness in India.	6.29	6.65
To what extent does the World Bank Group's work help to achieve development results in India?	6.50	7.30
To what extent does the World Bank Group influence the development agenda in India?	6.30	6.72
Responsiveness to needs	6.21	6.90
Flexibility (in terms of the institution's products and services)	5.74	6.40
Flexibility (in terms of changing country circumstances)	5.81	6.39
Being inclusive	6.18	6.84
Openness (sharing data and other information)	6.42	7.13
Collaboration with the Government	7.18	7.45
The speed in which it gets things accomplished on the ground	5.84	6.39
Helping to bring discipline/effective supervision to implementation of investment projects	6.83	7.10
Collaboration with civil society	5.51	6.48
Staff accessibility	5.75	7.03
Collaboration with other donors and development partners	6.07	6.80
Collaboration with the private sector	6.20	6.46
Straightforwardness and honesty	6.81	7.39
Treating clients and stakeholders in India with respect	6.77	7.49
Being a long-term partner	7.22	7.58
The World Bank Group takes decisions quickly in India	6.61	6.81
The World Bank Group's financial instruments meet the needs of India	6.25	6.78
The World Bank Group meets India's needs for knowledge services	6.55	6.86
How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?	7.29	7.59
In India, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to India's specific development challenges and country circumstances	6.42	6.88
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.57	6.85
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.05	7.50

Yellow highlight indicates significant difference between Yes and No means.



## Appendix F: India FY21 COS Questionnaire



### **World Bank Group Country Survey FY 2021 – India**

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

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

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

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

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

**SECTION A: OVERALL CONTEXT**

<b>A1. In the present post-lockdown scenario, would you say that India is headed in ... ?</b>	
1	The right direction
2	The wrong direction
3	Not sure

<b>A2. How has easing of COVID-19 related restrictions impacted economic opportunities for India's citizens?</b>	
1	Beginning to improve
2	Continue to decrease
3	Staying about the same

<b>A3. Listed below are a number of development priorities in India. Please identify which of the following you consider the most important development priorities in India. (Choose no more than THREE)</b>			
1	Regional integration	15	Climate change (mitigation, adaptation)
2	Food security	16	Poverty reduction
3	Urban development	17	Anti-corruption
4	Energy	18	Digital development
5	Social protection for the poor and vulnerable (e.g., pensions, targeted social assistance)	19	Transport (e.g., roads, bridges, transportation)
6	Gender equity (closing the gap between women and men, and boys and girls)	20	Agriculture and rural development
7	Private sector development (e.g., development of micro, small and medium enterprises (MSMEs), ease of doing business)	21	Trade and exports
8	Education and skills development	22	Civil service reforms
9	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23	Natural resource management (e.g., environment, water, forests)
10	Water and sanitation	24	Economic growth
11	Air pollution	25	Disaster risk management
12	Job creation/employment	26	Equality of opportunity (i.e., social inclusion)
13	Health (including health services delivery)	27	Nutrition
14	Financial markets	28	Managing pandemics (e.g., COVID-19)

**SECTION A: OVERALL CONTEXT**

**A4. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in India? (Choose no more than THREE)**

1	Disaster risk management	14	Air pollution
2	Digital development	15	Financial markets
3	Equality of opportunity (i.e., social inclusion)	16	Job creation/employment
4	Nutrition	17	Health (including health services delivery)
5	Private sector development (e.g., development of micro, small and medium enterprises (MSMEs), ease of doing business)	18	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
6	Agriculture and rural development	19	Gender equity (closing the gap between women and men, and boys and girls)
7	Natural resource management (e.g., environment, water, forests)	20	Social protection for the poor and vulnerable (e.g., pensions, targeted social assistance)
8	Civil service reforms	21	Education and skills development
9	Climate change (mitigation, adaptation)	22	Regional integration
10	Transport (e.g., roads, bridges, transportation)	23	Food security
11	Energy	24	Urban development
12	Anti-corruption	25	Trade and exports
13	Economic growth	26	Water and sanitation

**A5. The COVID-19 pandemic has stressed many aspects of India's growth and development. In which areas would you like to see the Indian government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)**

1	Ensuring that girls and women have equal access to job opportunities
2	Improving access to finance for businesses (especially micro, small and medium enterprises (MSMEs) and small businesses)
3	Investing in infrastructure for growth
4	Ensuring that girls and women have equal access to health care/health services
5	Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens
6	Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved
7	Education
8	Healthcare services in rural and urban areas
9	Economic growth
10	Social protection for the poor and vulnerable (strengthening the social safety net, social assistance)
11	Nutrition/food security
12	Public service delivery (strengthening policies, institutions to deliver public services)
13	Ensuring sustainable business growth and job creation
14	Other (please specify): _____

**SECTION A: OVERALL CONTEXT**

<b>A6. When economic and/or social reform efforts fail or are slow to take place in India, which of the following would you attribute this to? (Choose no more than TWO)</b>	
1	Pressure from outside interest groups (e.g., private sector, unions)
2	Reforms are not well thought out in light of country challenges
3	Corruption
4	Inadequate level of private sector participation
5	Political pressures and obstacles
6	Inadequate level of citizen/civil society participation
7	Inadequate level of government accountability
8	Inadequate level of capacity in the government
9	Other (please specify): _____

<b>A7. To what extent do you trust each of the following groups to do what is right?</b>												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	The national government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	The state/provincial government	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 (e.g., AIIB, NDB, ADB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	The Reserve Bank of India	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"/>

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

<b>B1. How familiar are you with the work of these organizations in India?</b>											
		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										

<b>To what extent do you agree/disagree with the following statements about the World Bank Group's work in India?</b>												
		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 India											<input type="checkbox"/>
B3	The World Bank Group's work is aligned with what I consider the development priorities for India											<input type="checkbox"/>

<b>B4. Overall, please rate your impression of the effectiveness of these organizations in India.</b>												
		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"/>

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

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

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

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****B8. When thinking about the World Bank Group's role in India, which activity do you VALUE the most? (Choose no more than TWO)**

1	Implementation support and project monitoring
2	Mobilizing third party financial resources
3	Donor coordination
4	Reimbursable Advisory Services (RAS)
5	Bringing together different groups of stakeholders
6	Capacity development related to World Bank Group supported projects
7	Technical assistance for strengthening systems and institutions of service delivery
8	Policy advice, studies, analyses
9	Informal advice that World Bank Group's staff provides (e.g., just-in-time notes, informal discussions)
10	Advocacy on global issues (e.g., climate resilience, pollution, poverty, debt)
11	Financial resources
12	Data and statistics
13	Promoting knowledge sharing
14	Other (please specify): _____

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

1	Arrogant in its approach
2	Inadequate World Bank Group's staffing in India
3	Inadequate level of real-time advice and guidance
4	Inadequate number of innovative knowledge products and services
5	Inadequate number of innovative financial products and services
6	Not willing to honestly criticize policies and reform efforts in the country
7	Staff too inaccessible
8	Not collaborating enough with private sector
9	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
10	Not aligned with country priorities
11	Not adequately sensitive to political/social realities in India
12	Too influenced by developed countries
13	World Bank Group's processes too slow and complex (e.g., safeguards, procurement)
14	Not adequately flexible in changing country circumstances
15	Not sufficiently focused on sustainable results
16	Not collaborating enough with civil society (e.g., NGOs, CBOs)
17	Not enough public disclosure of its work
18	Other (please specify): _____
19	Don't know

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

**B10. When thinking about how the World Bank Group can have the most impact on development results in India, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in India? (Choose no more than THREE)**

1	Gender equity (closing the gap between women and men, and boys and girls)	15	Agriculture and rural development
2	Food security	16	Poverty reduction
3	Urban development	17	Anti-corruption
4	Energy	18	Managing pandemics (e.g., COVID-19)
5	Job creation/employment	19	Equality of opportunity (i.e., social inclusion)
6	Health (including health services delivery)	20	Nutrition
7	Financial markets	21	Digital development
8	Social protection for the poor and vulnerable (e.g., pensions, targeted social assistance)	22	Transport (e.g., roads, bridges, transportation)
9	Private sector development (e.g., development of micro, small and medium enterprises (MSMEs), ease of doing business)	23	Trade and exports
10	Education and skills development	24	Civil service reforms
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25	Natural resource management (e.g., environment, water, forests)
12	Regional integration	26	Climate change (mitigation, adaptation)
13	Water and sanitation	27	Economic growth
14	Air pollution	28	Disaster risk management

**B11. The COVID-19 pandemic has stressed many aspects of India's growth and development. Which areas do you identify as most important for the World Bank Group to focus its efforts and support related to the impact of COVID-19 in India over the next six months to a year? (Choose no more than THREE)**

1	Public service delivery (strengthening policies, institutions to deliver public services)
2	Ensuring sustainable business growth and job creation
3	Healthcare services in rural and urban areas
4	Ensuring that girls and women have equal access to job opportunities
5	Improving access to finance for businesses (especially micro, small and medium enterprises (MSMEs) and small businesses)
6	Investing in infrastructure for growth
7	Education
8	Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved
9	Supporting efforts that can help counter misinformation about vaccines
10	Economic growth
11	Social protection for the poor and vulnerable (strengthening the social safety net, social assistance)
12	Nutrition/food security
13	Ensuring that girls and women have equal access to health care/health services
14	Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens
15	Other (please specify): _____

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

<b>B12. What do you immediately think of when you hear about the IFC? (Choose no more than THREE)</b>			
1	Development institution	9	Impact Investor
2	Investment Bank	10	Venture Capital
3	Asset Manager	11	Innovation and Entrepreneurship
4	Multi-lateral financial institution	12	Public-private partnerships
5	Private Sector Solutions	13	None of these
6	World Bank	14	Other (please specify): _____
7	Financial Advisory Solutions	15	Do not have enough information to say
8	Thought leader		

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

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

<b>To what extent is the World Bank Group an effective development partner in India, in terms of each of the following?</b>												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C2</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C3</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C4</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C5</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C6</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C7</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C8</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C9</b>	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C10</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C11</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C12</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C13</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C14</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C15</b>	Treating clients and stakeholders in India with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C16</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C17</b>	Acting with compassion and empathy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C18</b>	Insisting 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"/>
<b>C19</b>	Measuring results effectively	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
<b>C20</b>	The quantum of World Bank Group lending is adequate for India's needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C21</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C22</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C23</b>	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"/>
<b>C24</b>	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"/>
<b>C25</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C26</b>	The World Bank Group takes decisions quickly in India	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C27</b>	Working with the World Bank Group increases India's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent do you agree/disagree with the following statements about the World Bank Group in India?												
		Strongly disagree								Strongly agree		Don't know
<b>C28</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of India	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C29</b>	The World Bank Group meets India's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>C30. To what extent do you believe that India received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?</b>												
	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree	Don't know		

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

<b>C31. The World Bank Group has provided real time advice, guidance, and financial support to the Government of India for the COVID-19 response. To what extent do you believe that the World Bank Group's support throughout this crisis was ...</b>		<b>To no degree at all</b>					<b>To a very significant degree</b>					<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10	
1	Timely											<input type="checkbox"/>
2	Effective											<input type="checkbox"/>
3	Useful											<input type="checkbox"/>
4	Adequate in terms of the scale of financing											<input type="checkbox"/>

<b>C32. How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?</b>												
1	2	3	4	5	6	7	8	9	10			
										<input type="checkbox"/>		
<b>Not important at all</b>								<b>Very important</b>		<b>Don't know</b>		

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

<b>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 India? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")</b>		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
1	Social protection for the poor and vulnerable (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy: Distribution sector reforms	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Renewable energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Air pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Nutrition	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Natural resource management (e.g., environment, water, forests)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Climate change (mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Digital development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

**D2. The World Bank Group has provided fast track support to India related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:**

		Not effective at all										Very effective		N/A	Don't know
		1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>	<input type="checkbox"/>
1	Supporting health interventions for saving lives	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>	<input type="checkbox"/>
2	Social protection for poor in rural and urban areas (social assistance/social safety nets)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>	<input type="checkbox"/>
3	Ensuring sustainable business growth and job creation for the MSME sector	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>	<input type="checkbox"/>
4	Strengthening policies, institutions and investments for rebuilding better	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>	<input type="checkbox"/>
5	Macroeconomic stability and transparent debt management	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>	<input type="checkbox"/>



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

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

<b>In India, to what extent do you believe that the World Bank Group's knowledge work and activities:</b>												
		To no degree at all					To a very significant degree					Don't know
<b>E2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E4</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E8</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E9</b>	Are adaptable to India's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>E10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b>											
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
Not significant at all								Very significant		Don't know	

<b>E11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>											
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 INDIA****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in India? (Choose no more than TWO)**

1	Provide more adequate data/knowledge/statistics/figures on India's economy
2	Reduce the complexity of obtaining World Bank Group financing
3	Offer more real-time advice and guidance
4	Increase availability of Reimbursable Advisory Services (RAS)
5	Help to bring discipline/effective supervision to implementation of World Bank Group projects
6	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
7	Offer more innovative financial products and services
8	Engage more effectively with private sector
9	Engage more effectively with civil society (e.g., NGOs, CBOs)
10	Increase the level of capacity development in the country
11	Engage more directly with beneficiaries
12	Offer more timely and innovative knowledge products and services
13	Collaborate more effectively with Government clients (e.g., national, state, local)
14	Work faster
15	Other (please specify): _____

**F2. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)**

1	Academia/think tanks/research institutes	7	Private sector
2	Parliament	8	Local government
3	Foundations	9	Donor community
4	Media	10	NGOs/Community Based Organizations
5	Beneficiaries	11	Other (please specify): _____
6	Youth/university groups	12	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How frequently do you interact with the World Bank Group now in India?**

1	Rarely
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

**G2. How do you get most of your information about economic and social development issues in India? (Choose no more than TWO)**

1	Radio	5	Websites
2	Magazines	6	Blogs
3	Newspapers (local and international)	7	Social media (e.g., Facebook, Twitter, Instagram, YouTube)
4	Television (Indian and international)	8	Other (please specify): _____

**G3. How would you prefer to receive information from the World Bank Group? (Choose no more than THREE)**

1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group through virtual platforms (i.e., Webex, Zoom meetings, etc.)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's webinars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	Social media (e.g., blogs, Facebook, Twitter, YouTube)	8	Interviews and press conferences for the India's media

**G4. The World Bank Group has provided support of \$2.75 billion to India to combat the COVID-19 pandemic. If you are aware of this support, what was the source of your information? (Select ALL that apply)**

1	Newspapers
2	TV channels
3	Press releases
4	Social media (e.g., Facebook, Twitter)
5	e-Newsletters from the World Bank Group
6	World Bank Group India website
7	Other (please specify): _____
8	I am not aware of this support

**G5. How would you rate the information provided by the World Bank Group on the COVID-19 related support through info notes, press releases, social media channels, and videos?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not informative at all										Very informative	Did not receive information

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

**G6. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)**

1	High speed/WiFi
2	Dial-up

**G7. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)**

1	Phone
2	Tablet
3	Computer/laptop
4	I never visit the WBG websites

**G8. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?**

		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g., read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

<b>H1. Which of the following best describes your current affiliation? (Select only ONE response)</b>			
1	Office of the President, Prime Minister	10	Multilateral Agency (e.g., UN, regional development bank)
2	Office of Minister	11	Private Sector Organization
3	Office of Parliamentarian	12	Financial Sector/Private Bank
4	Employee of Ministry, Ministerial Department, Implementation Agency	13	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	14	NGO/Community Based Organization
6	Local Government Office or Staff	15	Youth Group
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	16	Academia/Research Institute/Think Tank
8	State-Owned Enterprise	17	Media (press, radio, TV, web, etc.)
9	Bilateral Agency (e.g., embassy, diplomatic, military)	18	Other (please specify): _____

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Poverty	13	Agriculture, rural development
2	Macroeconomics, fiscal management	14	Urban development
3	Governance, anti-corruption	15	Transport
4	Education	16	Digital development and technology (ICT)
5	Health, nutrition	17	Tourism
6	Social protection	18	Fragility, conflict, violence, refugees
7	Jobs	19	Demographics, migration
8	Energy	20	Trade and competitiveness
9	Environment, natural resources	21	Finance and markets
10	Climate change	22	Communications, public affairs
11	Water, sanitation	23	Generalist (specialized in multiple sectors)
12	Gender	24	Other (please specify): _____

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

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

**SECTION H: BACKGROUND INFORMATION**

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

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

<b>H7. What's your gender?</b>	
1	Female
2	Male
3	Third gender
4	Other: _____
5	Prefer not to say

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

<b>H9. Which best represents your geographic location?</b>	
1	Central India
2	East India
3	North India
4	Northeast India
5	South India
6	Western India

**Thank you for completing the survey!**