

Cambodia Country Partnership Framework 2019-2023

Summary of Online Consultation Survey

January 21, 2018 to February 8, 2019

Respondents: 11 people filled in the English survey form and 7 responded in the Khmer survey form

Introduction: The online survey—both English and Khmer versions—was posted on the World Bank country website to seek views from the public on how the World Bank Group can have the most impact on Cambodia’s development.

How can the WBG can have the most impact on development results in Cambodia?

The areas selected are listed from the most respondents choosing this option to fewest.

- Social Protection and safety net
- Creating jobs
- Improve education quality
- Access to finance
- Reducing poverty and inequality
- Improve public services delivery
- Agriculture and food security
- Enhancing governance and public-sector efficiency
- Improving health quality and nutrition
- Rural Development
- Disaster Resilience, Climate change, Environment Sustainability
- Trade
- Citizen engagement, voice and Social Accountability
- Regional and Global Cooperation
- Water and Sanitation
- Transport, Information and Communication Technology
- Urban Development

In your view, which of the following would contribute most to improving the efficiency of the government to deliver services to citizens and boost private sector development?

The areas selected are listed from the most respondents choosing this option to fewest.

- Provide support for Small and Medium-size Enterprises (SMEs)
- Advance public administration reform and strengthen public service delivery
- Expand and improve sustainable infrastructure services
- Advance decentralization and strengthen local government capacity
- Increase financial inclusion, especially for women
- Establish targeted skills building programs for youth and other groups
- Strengthen public sector accountability and public finance
- Improve business environment to enhance competitiveness

- Enhance financial sector development
- Establish targeted skills building programs for youth and other groups
- Support transition to digital economy
- Promote efficient trade practices (customs, document processing etc) to reduce private sector transaction costs
- Create ecosystem to foster innovation

Improving Education

The areas selected are listed from the most respondents choosing this option to fewest.

- Roll out decentralization to build greater management autonomy at provincial, district and schools level
- Develop sustainable policies to modernize education sector management
- Improve equitable access and quality of education to address late school entry and reduce early school drop-out rates
- Provide lifelong learning opportunities for teachers
- Make performance and budget information publicly available and strengthen community/parent feedback systems
- Expand access to early childhood education
- Expand school-based management to all schools
- Strengthen institutional management and accountability of higher education
- Reduce informal fee at schools
- Expand access to early childhood education
- Make class sizes smaller

Improving Health

The areas selected are listed from the most respondents choosing this option to fewest.

- Enhance knowledge and competencies of health professionals
- Eliminate fake/substandard drugs
- Allocate more qualified staff to sub-national level, particularly remote health
- Ensure availability of drugs supply at public health facilities
- Make performance and budget information publicly available and strengthen community/patient feedback systems
- Modernize health centers/hospitals infrastructure and equipment
- Reduce stunting through enhanced focus on nutrition
- Eliminate unregistered/unqualified private health providers

Improving Agriculture

The areas selected are listed from the most respondents choosing this option to fewest.

- Promote farmers organizations
- Support small-scale farmers to enhance productivity and access to markets for increased income
- Better access to irrigation
- Increase provision of infrastructure (roads, electricity, etc.) in rural areas

- Better access to quality inputs (seeds, fertilizers, plant protection)
- Support small-scale farmers to enhance productivity and access to markets for increased income
- More diversify agriculture production
- Introduce modern ICT in Cambodian farming systems
- More access to public extension services
- Improve roads accessibility and connectivity between different road networks
- Enhance domestic agri-businesses
- Water supply improvement
- Shift to (certified) organic production systems

Improving natural resources

The areas selected are listed from the most respondents choosing this option to fewest.

- Strengthen community-based groups that are managing natural resources such as fisheries, forestry and agriculture
- Improve natural resources management
- Embed climate change adaptation/mitigation measures across development policies
- Optimize water resources use and mobilize non-conventional water resources
- Adopt preemptive policies to mitigate disaster risk and prepare for disaster impacts
- Improve drainage and waste management particularly in urban areas
- Strengthen the resilience of infrastructure and networks to mitigate disaster impacts
- Improve drainage and waste management particularly in urban areas

Improving governance, strengthening institutions and promoting citizen engagement

The areas selected are listed from the most respondents choosing this option to fewest.

- Encourage more partnership between government, civil society and the private sector in the delivery of services
- Strengthen systems for public service providers to respond to citizen feedback on service quality
- Give more voice to citizens in the design and delivery of government programs
- Transfer responsibilities from national to subnational (i.e. district) level to enhance responsiveness to citizens
- Strengthen the overall accountability framework within government
- Have more transparent procurement
- Expand access to information to improve transparency in the use of public funds

How can the WBG best involve stakeholders (e.g., youth, CSOs, media, citizens, etc.) in monitoring WBG-supported programs?

Comments from respondents are listed below in no particular order.

- Regular monitoring forum: involve stakeholders on a quarterly basis
- Quarterly monitoring reports should be available for the public
- Online monitoring/feedback platform for WBG supported programs to get inputs from the public
- Regular media campaigns to raise awareness and monitor ongoing progress

- Engage all stakeholders throughout the whole project or program implementation cycle, emphasizing the rule of law principles
- Youth capacity building on technology
- Establish a mechanism easily accessible by the public to report on work e.g., mobile number or Facebook account so that everyone can share texts or photos
- WBG can best involve in youth to create new ideas related to helping their communities (Ex. Proposed products to help farmers retain their long-term cash flow)
- Media outreach
- Independent consultation with groups through in-depth interviews
- More collaboration