



World Bank Group Country Survey FY 2023 – Armenia

The World Bank Group is interested in gauging your views as someone involved in development in Armenia. The following survey will give us greater insight into how the Bank’s work is perceived by its clients, partners, opinion leaders, and decision makers in Armenia.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. None of the results will be attributable to a specific individual. We hope you’ll be candid. If you feel that you do not have enough information on a subject to answer a question, please select “Don’t know”.

Please click the “Forward” button to begin the survey. By starting the survey, you indicate that you have read the purpose of the survey and voluntarily agree to participate.

1. Which of the following best describes your current affiliation? (Select only 1 response)	
1	Prime Minister, Minister
2	Office of a Parliamentarian (National Assembly)
3	Government Institution: Employee of a Ministry / Ministerial Department / Project Implementation Unit / Independent Government Institution (e.g., Central Bank, Regulatory or Oversight Agency) / Judiciary / State-Owned Enterprise
4	Local Government Office
5	Multilateral Agency (e.g., development organization, development bank, UN Agency)
6	Civil Society Organization: local and regional (NGO; Community Based Organization; Private Foundation; Professional group) and Media
7	Private Sector: Private Company / Financial Sector Organization / Private Bank
8	Academia/Research Institute/Think Tank
9	Other (please specify)

2. How familiar are you with the work of the World Bank Group in Armenia?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all									Extremely familiar

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC) in your country?	
1	Yes
2	No

4. Which, if any, of the following agencies of the World Bank Group do you primarily collaborate/work within Armenia? (Select only 1 response)	
1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)
3	None of the above, I do not currently collaborate with the World Bank Group

SECTION A: OVERALL CONTEXT AND ATTITUDES TOWARD THE WORLD BANK GROUP IN ARMENIA

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

A2. To what extent, do you trust each of the following groups to do what is right?													
		To no degree at all					To a very significant degree					Don't know	
1	The national government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Local government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Parliament	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Armenia's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Delegation of the European Union	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Civil society (e.g., NGOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Academia/think tanks/research institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Media	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

A3. How effective has the World Bank Group been in achieving development results in Armenia?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not effective at all									Very effective		Don't know

SECTION A: OVERALL CONTEXT AND ATTITUDES TOWARD THE WORLD BANK GROUP IN ARMENIA

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Armenia?													
		Strongly disagree								Strongly agree			Don't know
		1	2	3	4	5	6	7	8	9	10		
A4	The World Bank Group currently plays a relevant role in development in Armenia.												<input type="checkbox"/>
A5	The World Bank Group's work is well aligned with what I consider the development priorities for Armenia.												<input type="checkbox"/>
A6	The World Bank Group's work helps end extreme poverty in Armenia												<input type="checkbox"/>

A7. To what extent does the World Bank Group influence the development agenda in Armenia?														
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		

A8. How significant a contribution do you believe the World Bank Group's <u>knowledge work</u> and activities make to development results in Armenia?														
<i>Knowledge work includes analytical reports, data, policy notes, hands-on advice, and knowledge-sharing workshops or training programs. This may be delivered as part of ongoing WBG operations.</i>														
1	2	3	4	5	6	7	8	9	10					<input type="checkbox"/>
Not significant at all									Very significant			Don't know		

SECTION B: DEVELOPMENT PRIORITIES IN ARMENIA

B1. Which areas should the World Bank Group prioritize in its work in Armenia to have the most impact on development results in the country? (Choose no more than 5)	
1	Education: enhanced access to good quality educational services for skills development and employability
2	Transport: reliable national roads, road safety, sustainable transportation
3	Social protection and labor market programs: sustainable pension system, targeted social assistance, social safety nets, public works programs
4	Equality of opportunity: social inclusion
5	Gender equity: Close the gender gap on economic opportunities, social support, and political representation
6	Trade: access to markets, tariffs, customs
7	Urban development: urban planning, institutions; cultural heritage restoration
8	Social protection: pensions, targeted social assistance, social safety nets
9	Job creation / employment: labor policies, public works programs, skills development
10	Health: improved access to good quality health care services, stronger primary health systems, pandemic preparedness, COVID-19 pandemic response; eradicating infectious diseases, nutrition.
11	Water supply and irrigation
12	Addressing inadequate level of capacity in the government, including low institutional impact of reforms/programs
13	Climate change: mitigation, adaptation
14	Tourism development
15	Digital Development: Broadband access and affordability, digital transformation of the government, open data, digital skills development, etc.
16	Agriculture and food security: more productive and sustainable agriculture, adoption of digital technologies to increase sector efficiency
17	Regional integration: promote common physical and institutional infrastructure
18	Public sector governance: effective and transparent government institutions (executive, legislative and judicial), public financial management, procurement, public spending efficiency, effective tax administration
19	Energy: renewable energy, reliable electricity transmission, distribution infrastructure
20	Environment / Natural resource management: sustainable pasture, sustainable land and water resource management and governance, mineral sector governance, pollution, etc.
21	Disaster risk management: risk assessments, risk reduction, preparedness, recovery, and reconstruction
22	Anti-corruption
23	Private sector development: firm productivity and competitiveness
24	Other (Please specify): _____

SECTION B: DEVELOPMENT PRIORITIES IN ARMENIA

Listed below are the same development priorities divided by major themes. Please tell us how effective you think the World Bank Group (WBG) has been at achieving development results in Armenia for each area of development. If you have NO exposure to/experience in working in any of the areas below, please respond “Don’t know”

How EFFECTIVE has the WBG been in achieving development results in each of these areas of human development in Armenia? <i>(If you have NO exposure to/experience in working in any of the sectors listed below, please respond “Don’t know”)</i>													
B2. Human Development:		Not effective at all										Very effective	Don't know
1	Education: better, more resilient, and equitable education systems	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Health: universal health coverage, stronger primary health systems, pandemic preparedness, COVID-19 pandemic response; eradicating infectious diseases, nutrition.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Social protection: targeted social assistance, social safety nets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Equality of opportunity: social inclusion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Gender equity: Close the gender gap on economic opportunities, social support, and political representation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

How EFFECTIVE has the WBG been in achieving development results in each of these areas of infrastructure in Armenia? <i>(If you have NO exposure to/experience in working in any of the sectors listed below, please respond “Don’t know”)</i>													
B3. Infrastructure:		Not effective at all										Very effective	Don't know
1	Transport: reliable national and rural roads, road safety, sustainable transportation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Digital Development: Digital transformation of the government, open data, digital platforms, digital skills development, etc.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Regional integration: promote common physical and institutional infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Energy: reliable electricity transmission, distribution infrastructure, renewable energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: DEVELOPMENT PRIORITIES IN ARMENIA

How **EFFECTIVE** has the WBG been in achieving development results in each of these areas of **finance/institutions/economic growth** in Armenia?

(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

<u>B4. Finance / Institutions / Economic growth:</u>		Not effective at all										Very effective	Don't know
1	Public sector governance: effective and transparent government institutions, public financial management, procurement, public spending efficiency, effective tax administration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Trade: access to markets, tariffs, customs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Tourism development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Private sector development: firm productivity and competitiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

How **EFFECTIVE** has the WBG been in achieving development results in each of these areas of **environmental sustainability** in Armenia?

(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

<u>B5. Environmental Sustainability:</u>		Not effective at all										Very effective	Don't know
1	Environment / Natural resource management: sustainable pasture, sustainable land and water resource management and governance, mineral sector governance, pollution, etc.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Agriculture and food security: more productive and sustainable agriculture	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Urban development: cultural heritage restoration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Disaster risk management: risk assessments, risk reduction, preparedness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: DEVELOPMENT PRIORITIES IN ARMENIA

B6. What is your level of concern for each of the potential impacts of climate change as it affects your country?		Not concerned at all	A little concerned	Somewhat concerned	Very concerned
1	Unsafe drinking water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Air pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Climate-driven migration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	More frequent and severe floods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	More frequent and severe droughts / heatwaves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Effects on public health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Decreased crop yields/food insecurity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Extinction of plant/animal species	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Land and forest degradation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Loss of jobs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Increase in natural disasters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Forest fires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION C: EFFECTIVENESS OF WORLD BANK GROUP WORK AND ENGAGEMENT IN ARMENIA

C1. When thinking about the WBG’s role in Armenia, which activity or activities do you VALUE the most? (Choose no more than 2)

1	Bringing together different stakeholder groups (including other development agencies and donors) to support Armenia’s development efforts
2	Providing data and statistics
3	Producing research on local/global development issues (e.g., reports, publications, research papers)
4	Providing advisory services and analytics to support design or implementation of policies
5	Providing financial resources (i.e., investment lending, Development Policy Loans, Trust Funds)
6	Capacity building and training
7	Mobilizing third-party financial resources
8	Don’t know
9	Other (please specify): _____

To what extent is the WBG an effective development partner in Armenia, in terms of each of the following?

		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
C2	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	Access to WBG staff and experts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Flexibility when circumstances change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C6. Which THREE of the following groups should the WBG collaborate with more in Armenia? (Choose no more than 3)

1	The national government
2	Local government
3	Parliament
4	Private sector
5	Civil society (e.g., NGOs) and media
6	Other donors and development partners
7	Academia/think tanks/research institutions
8	Don’t know
9	Other (please specify): _____

SECTION C: EFFECTIVENESS OF WORLD BANK GROUP WORK AND ENGAGEMENT IN ARMENIA

C7. To what extent is the WBG an effective development partner in Armenia, in terms of collaborating with the following groups:

		To no degree at all					To a very significant degree					Don't know
1	The national government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Local government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Civil society (e.g., NGOs) and media	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Academia/think tanks/research institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

The following questions ask about **the WBG’s financial support to Armenia**. If you have **NO** exposure to, or experience with, the WBG’s financing – please respond “Don’t know”

C8. To what extent do you agree/disagree with the following statements?

		Strongly disagree					Strongly agree					Don't know
1	The WBG’s financial instruments meet the needs of Armenia (i.e., investment lending, Development Policy Loan, Trust Funds/Grants).	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	The conditions of the WBG’s financing are competitive compared to markets.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The WBG insists on accountability through its lending (e.g., performance-based financing, resources tied to results).	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The WBG provides financial support in a timely manner.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION C: EFFECTIVENESS OF WORLD BANK GROUP WORK AND ENGAGEMENT IN ARMENIA

The following questions ask about **the WBG’s advisory services and analytical (knowledge) work in Armenia.**

Advisory services and analytics are non-lending activities that help clients or audiences advance a development objective. These may include analytical reports, data, policy notes, hands-on advice, and knowledge-sharing workshops or training programs. Advisory services and analytics may be delivered as part of ongoing World Bank Group operations or through Reimbursable Advisory Services (RAS).

C9. Have you used the WBG’s advisory services and analytics in the past?	
1	Yes
2	No
3	Not sure

C10. To what extent do you agree/disagree with the following statements?												
<i>(If you have NO exposure to, or experience with, the World Bank Group’s advisory services and analytical work – please respond “Don’t know”)</i>												
		Strongly disagree								Strongly agree		Don't know
1	I am satisfied with the quality of the WBG’s advisory services and analytical work in Armenia.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	The WBG’s advisory services and analytical work are timely .	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The WBG brings global expertise to Armenia as part of its advisory services and analytical work.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The WBG’s advice and recommendations are tailored to Armenia’s context.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	I anticipate using the WBG's advisory services and analytical work in the future.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION D: COMMUNICATION AND INFORMATION SHARING

D1. How do you get most of your information about economic and social development issues in Armenia? (Choose no more than 3)

1	Television (TV)	5	Blogs
2	Social media	6	Radio
3	Newspapers (online)	7	Other (please specify): _____
4	Research papers / Official statistics		

D2. How would you prefer to obtain information from the WBG? (Choose no more than 3)

1	Publications and other written materials	5	Website
2	Direct contact with staff (e.g., in person, virtually, phone, email)	6	Event/conference/ seminar/workshop (in person)
3	Blogs	7	Interviews and press conferences
4	Social media (e.g., Facebook, Twitter)	8	Other (please specify): _____

D3. Do you recall seeing or hearing anything about the WBG in the last 30 days?

1	Yes
2	No [skip to D7 if this option is selected]

D4. Where do you recall seeing or hearing this information? (Check all that apply)

1	Television (TV)
2	Radio
3	Newspapers (online)
4	Social media [Ask D5 if this option is selected]
5	Research papers / Official statistics
6	Blogs
7	Other (please specify): _____

SECTION D: COMMUNICATION AND INFORMATION SHARING

D5. What social media platforms do you recall seeing this information on? (Check all that apply)

1	Facebook
2	Twitter
3	LinkedIn
4	Other (please specify): _____

D6. What topics were included in what you saw or heard? (Check all that apply)

1	WBG work or research on climate change (mitigation, adaptation)
2	WBG work or research on food insecurity
3	WBG work or research on energy (increasing energy supply, reducing dependence of fossil fuels)
4	WBG global economic forecasts
5	WBG work or research on human capital (improving health care, nutrition, education, and jobs and skills)
6	WBG work to improve gender equity and empower women and girls
7	Create more and better jobs
8	Other (please specify): _____

D7. To what extent do you agree with the following statements:

		To no degree at all					To a very significant degree					Don't know
1	The WBG supports countries to ensure transition to more diversified and cleaner sources of energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	The WBG helps countries boost climate resilience and mitigate the effects of climate challenge	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The WBG is committed to comprehensive debt solutions that bring significant benefits to people in poor countries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The WBG supports countries to strengthen their human capital through improving health care, nutrition, education, jobs, and skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The World Bank helps create more and better jobs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	The WBG is improving gender equity and inclusion for women and girls	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION D: COMMUNICATION AND INFORMATION SHARING

D8. Over the past SIX MONTHS, how often did you engage with the WBG in any of the following ways?					
		Every few DAYS	Every few WEEKS	Every few MONTHS	Not at all
1	Read or heard a story about the WBG in media (online, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read or heard a story about the WBG in international media (online, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Read a WBG post / tweet on social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g., read a blog, used its data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended a WBG event/conference/seminar/workshop (in person or online)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Read some, or all, of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Had an exchange with WBG staff, in person, virtually, or by phone/email/text	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION E: BACKGROUND INFORMATION

E1. Which, if any, of the following is the primary specialization of your work?

(Select only 1 response)

1	Education	11	Trade
2	Health	12	Environment / Natural resource management
3	Social protection, labor policies, jobs	13	Climate change
4	Gender	14	Agriculture and food security
5	Transport	15	Urban development
6	Water, sanitation	16	Disaster risk management
7	Digital development	17	Finance and markets
8	Energy / Extractives	18	Generalist (specialize in multiple sectors)
9	Public sector governance, anti-corruption	19	Other (please specify): _____
10	Macroeconomics, fiscal management	20	None of the above

E2. Within your organization, would you describe yourself as

1	Mid-level staff
2	Mid-level decision-maker / manager
3	Senior level

E3. What's your gender?

1	Female
2	Male

E4. What's your age?

1	26-35
2	36-45
3	46-55
4	56 and above

E5. Which best represents your geographic location?

1	Yerevan
2	Region/Marz

Thank you for completing this survey!