



## **World Bank Group Country Survey FY 2023 – Serbia**

The World Bank Group is interested in gauging your views as someone involved in development in Serbia. 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 Serbia.

The survey is very short and should take about 5 minutes, so we ask you to please answer all questions. If you feel that you do not have enough information on a subject to answer a question, please select "Don't know". Your responses will be anonymous, with only the aggregate results reported. None of the results will be attributable to a specific individual. We hope you'll be candid.

If you have any questions about this survey, please contact us at:  
[countrysurveys@worldbankgroup.org](mailto:countrysurveys@worldbankgroup.org)

Please click the arrow below 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	Office of the President, Prime Minister, Minister
2	Office of a Parliamentarian (National Assembly, Legislative body)
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 or Staff
5	Bilateral or Multilateral Agency (e.g., embassy, development organization, development bank, UN Agency)
6	Civil Society Organization: local and regional (NGO; Community Based Organization; Private Foundation; Professional / Trade association, Faith-Based Group, Youth Group)
7	Private Sector: Private Company / Financial Sector Organization / Private Bank
8	Academia/Research Institute/Think Tank
9	Media
10	Other (please specify)

**2. How familiar are you with the work of the World Bank Group in Serbia?**

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/IDA, IFC, MIGA, ICSID) in your country?**

1	Yes
2	No (Skip to the question 5)

**4. Which, if any, of the following agencies of the World Bank Group do you primarily collaborate/work with in Serbia? (Select only 1 response)**

1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

**5. What's your gender?**

1	Female
2	Male

## OVERALL CONTEXT AND ATTITUDES TOWARD THE WORLD BANK IN SERBIA

A1. 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	2	3	4	5	6	7	8	9	10	
1	The national/federal government											<input type="checkbox"/>
2	Serbia's Central Bank											<input type="checkbox"/>
3	The World Bank Group											<input type="checkbox"/>
4	The International Monetary Fund											<input type="checkbox"/>
5	The United Nations (UN)											<input type="checkbox"/>
6	Regional development banks											<input type="checkbox"/>
7	Private sector											<input type="checkbox"/>
8	Civil society (e.g., NGOs, CBOs)											<input type="checkbox"/>
9	Youth organizations											<input type="checkbox"/>
10	Local government											<input type="checkbox"/>
11	Media											<input type="checkbox"/>

A2. How effective has the World Bank Group been in achieving development results in Serbia?												
1	2	3	4	5	6	7	8	9	10			
										<input type="checkbox"/>		
Not effective at all									Very effective	Don't know		

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Serbia?												
		Strongly disagree					Strongly agree					Don't know
		1	2	3	4	5	6	7	8	9	10	
A3	The World Bank Group currently plays a relevant role in development in Serbia.											<input type="checkbox"/>
A4	The World Bank Group's work is well aligned with what I consider the development priorities for Serbia.											<input type="checkbox"/>
A5	The World Bank Group's work helps end extreme poverty in Serbia.											<input type="checkbox"/>

## OVERALL CONTEXT AND ATTITUDES TOWARD THE WORLD BANK IN SERBIA

<b>A6. To what extent does the World Bank Group influence the development agenda in Serbia?</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>A7. How significant a contribution do you believe the World Bank Group's <u>knowledge work and activities</u> make to development results in Serbia?</b>											
<i>Knowledge work and activities include 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 or through Reimbursable Advisory Services (RAS).</i>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not significant at all									Very significant		Don't know

## EFFECTIVENESS OF WORLD BANK WORK AND ENGAGEMENT IN SERBIA

**To what extent is the WBG an effective development partner in Serbia, 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	
<b>B1</b>	Responsiveness to needs											<input type="checkbox"/>
<b>B2</b>	Access to WBG staff and experts											<input type="checkbox"/>
<b>B3</b>	Collaboration with the national/federal government											<input type="checkbox"/>
<b>B4</b>	Collaboration with private sector											<input type="checkbox"/>
<b>B5</b>	Collaboration with civil society (e.g., NGOs, CBOs)											<input type="checkbox"/>
<b>B6</b>	Collaboration with other donors and development partners											<input type="checkbox"/>
<b>B7</b>	Regional development banks											<input type="checkbox"/>
<b>B8</b>	Local government											<input type="checkbox"/>

**B9. 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	Forest fires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Decreased crop yields/food insecurity	<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	Air pollution	<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 (for example, cyclones or sea-level surges)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Increase erosion of shoreline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Unsafe drinking water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Diminished water supply for people and the economy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## COMMUNICATION PREFERENCES

### C1. Do you recall seeing or hearing anything about the WBG in the last 30 days?

1	Yes
2	No ( <i>skip to C5</i> )

### C2. Where do you recall seeing or hearing this information? (Check all that apply)

1	Television (TV)
2	Radio
3	Newspapers (Print or online)
4	Event / conference / seminar (in person or online)
5	WBG Website
6	Social media
7	Direct contact with WBG staff (e.g., in person, virtually, phone, email)
8	Blogs
9	Podcasts
10	e-Newsletters
11	Direct messaging (e.g., WhatsApp, Telegram, Viber)
12	Other (please specify): _____

Ask only if "Social media" is selected in C2

### C3. On what social media platforms do you recall seeing this information? (Check all that apply)

1	Facebook
2	Instagram
3	Twitter
4	LinkedIn
5	YouTube
6	WhatsApp
7	Other (please specify): _____

## COMMUNICATION PREFERENCES

### C4. 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 to provide debt relief for developing countries
4	WBG global economic forecasts
5	WBG research or work in support for education systems in developing countries
6	WBG work or research on energy (increasing energy supply, reducing dependence of fossil fuels)
7	WBG work or research on creating more and better jobs
8	WBG work or research on human capital (improving health care, nutrition, education, and jobs and skills)
9	Other (please specify): _____

### C5. 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 helps address <b>the current food crisis</b> and enables greater preparedness <b>to future food security crises</b>	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
2	The WBG supports countries to ensure transition to more <b>diversified and cleaner sources of energy</b>	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
3	The WBG helps countries <b>boost climate resilience</b> and mitigate the effects of <b>climate challenge</b>	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
4	The WBG provides support to improve access and quality of <b>education</b> in developing countries.	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
5	The WBG is committed to comprehensive <b>debt solutions</b> that bring significant benefits to people in poor countries	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
6	The WBG supports countries to strengthen their <b>human capital</b> through improving health care, nutrition, education, jobs, and skills	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

**Thank you for completing this survey!**