



# Armenia

The World Bank  
Country Survey FY 2013

Report of Findings  
November 2012

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## I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank in gaining a better understanding of how stakeholders in Armenia perceive the Bank;
- Obtain systematic feedback from stakeholders in Armenia regarding:
  - Their views regarding the general environment in Armenia;
  - Their overall attitudes toward the World Bank in Armenia;
  - Overall impressions of the World Bank's effectiveness and results, knowledge and research, and communication and information sharing in Armenia; and
  - Perceptions of the World Bank's future role in Armenia.
- Use data to help inform the Armenia country team's strategy.

## II. Methodology

In September-October 2012, 213 stakeholders of the World Bank in Armenia were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Participants in the survey were drawn from among the office of the President; the office of the Prime Minister; the office of a Minister; the office of a Parliamentarian; employees of a ministry, ministerial department, or implementation agency; consultants/contractors working on World Bank-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community-based organizations (CBOs); the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; and the judiciary branch. A total of 192 stakeholders participated in the country survey (90% response rate).

Respondents received questionnaires via courier and returned them accordingly. Respondents were asked about: general issues facing Armenia; their overall attitudes toward the Bank; the World Bank's effectiveness and results; the Bank's knowledge; working with the World Bank; the Bank's future role in Armenia; and the Bank's communication and information sharing in Armenia.

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

- A. General Issues Facing Armenia: Respondents were asked to indicate whether Armenia is headed in the right direction, what they thought were the top three most important development priorities, and which areas would contribute most to reducing poverty and generating economic growth in Armenia.

## II. Methodology (continued)

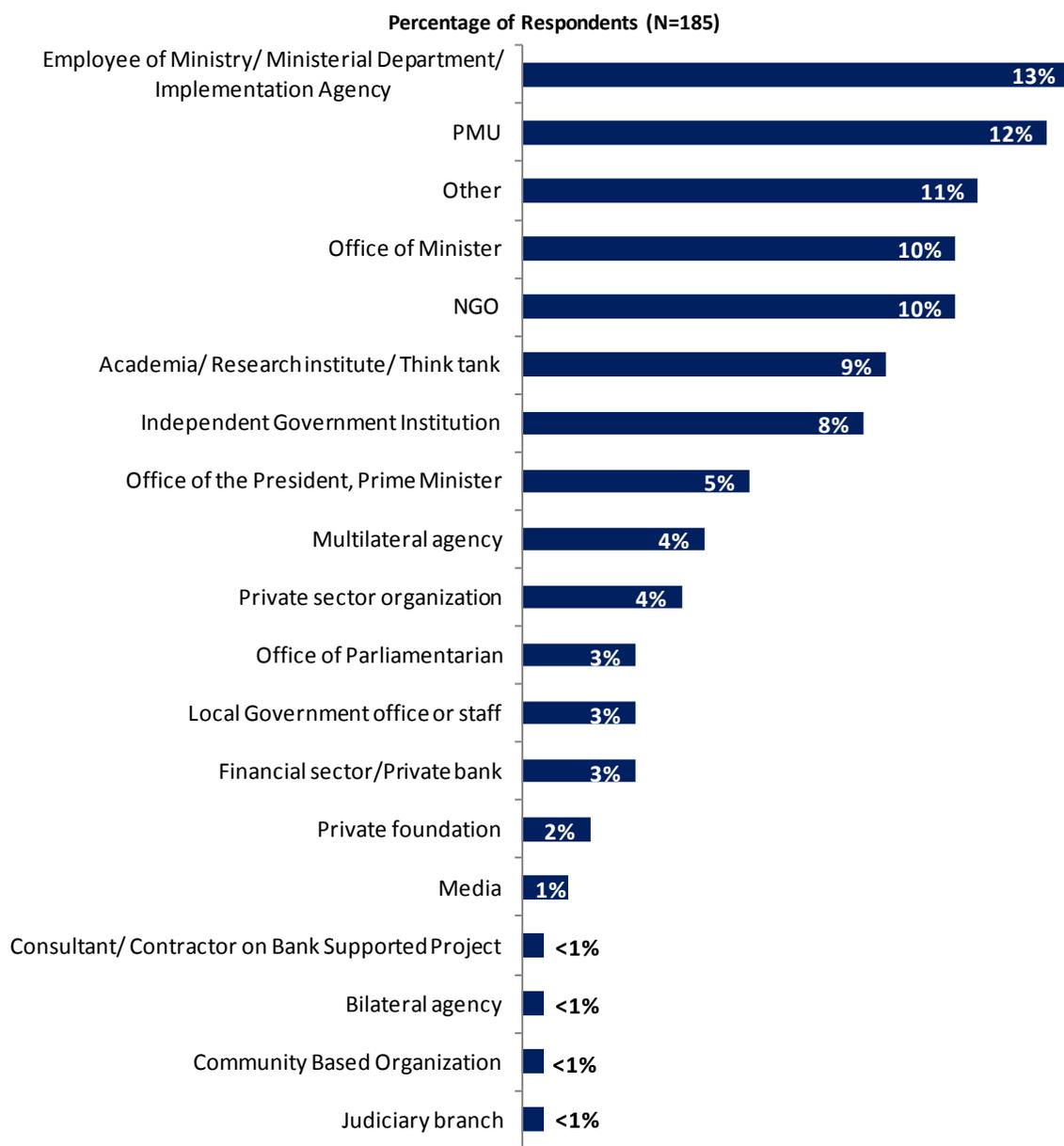
- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in Armenia, Bank staff preparedness to help Armenia solve its development challenges, their agreement with various statements regarding the Bank's work, and the extent to which the Bank is an effective development partner. Respondents were also asked to indicate the sectoral areas on which it would be most productive for the Bank to focus its resources, the Bank's greatest values and greatest weaknesses in its work, the most and least effective instruments in helping to reduce poverty in Armenia, with which stakeholder groups the Bank should collaborate more, and to what reasons respondents attributed failed or slow reform efforts.
- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve development results in Armenia, the extent to which the Bank meets Armenia's need for knowledge services and financial instruments, and the Bank's level of effectiveness across thirty-one development areas, such as economic growth, governance and anti corruption, job creation, and others.
- D. The World Bank's Knowledge: Respondents were asked to indicate how frequently they consult Bank knowledge/research, the areas on which the Bank should focus its research efforts, and to rate the effectiveness and quality of the Bank's knowledge/research, including how significant of a contribution it makes to development results, its technical quality, and the extent to which Armenia received value for money from the Bank's fee-for-service products.
- E. Working with the World Bank: Respondents were asked to rate their level of agreement with a series of statements regarding working with the Bank, such as the World Bank's "Safeguard Policy" requirements being reasonable, the Bank imposing reasonable conditions on its lending, disbursing funds promptly, increasing Armenia's institutional capacity, and providing effective implementation support.
- F. The Future Role of the World Bank in Armenia: Respondents were asked to rate how significant a role the Bank should play in Armenia's development in the near future and to indicate what the Bank should do to make itself of greater value in Armenia.
- G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the Bank, and their usage and evaluation of the Bank's websites. Respondents were asked about their awareness of the Bank's Access to Information policy, past information requests from the Bank, and their level of agreement that they use more data from the World Bank as a result of the Bank's Open Data policy. Respondents were also asked about their level of agreement that they know how to find information from the Bank and that the Bank is responsive to information requests.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the World Bank, their exposure to the Bank in Armenia, and their geographic location.

When possible, responses from respondents completing this year's country survey were compared to responses from the 171 respondents (90% response rate) who completed the survey in FY 2005 and the 212 respondents (96% response rate) who completed the survey in FY 2003. Notations and/or charts are included when these comparisons were possible.

### III. Demographics of the Sample

#### Current Position

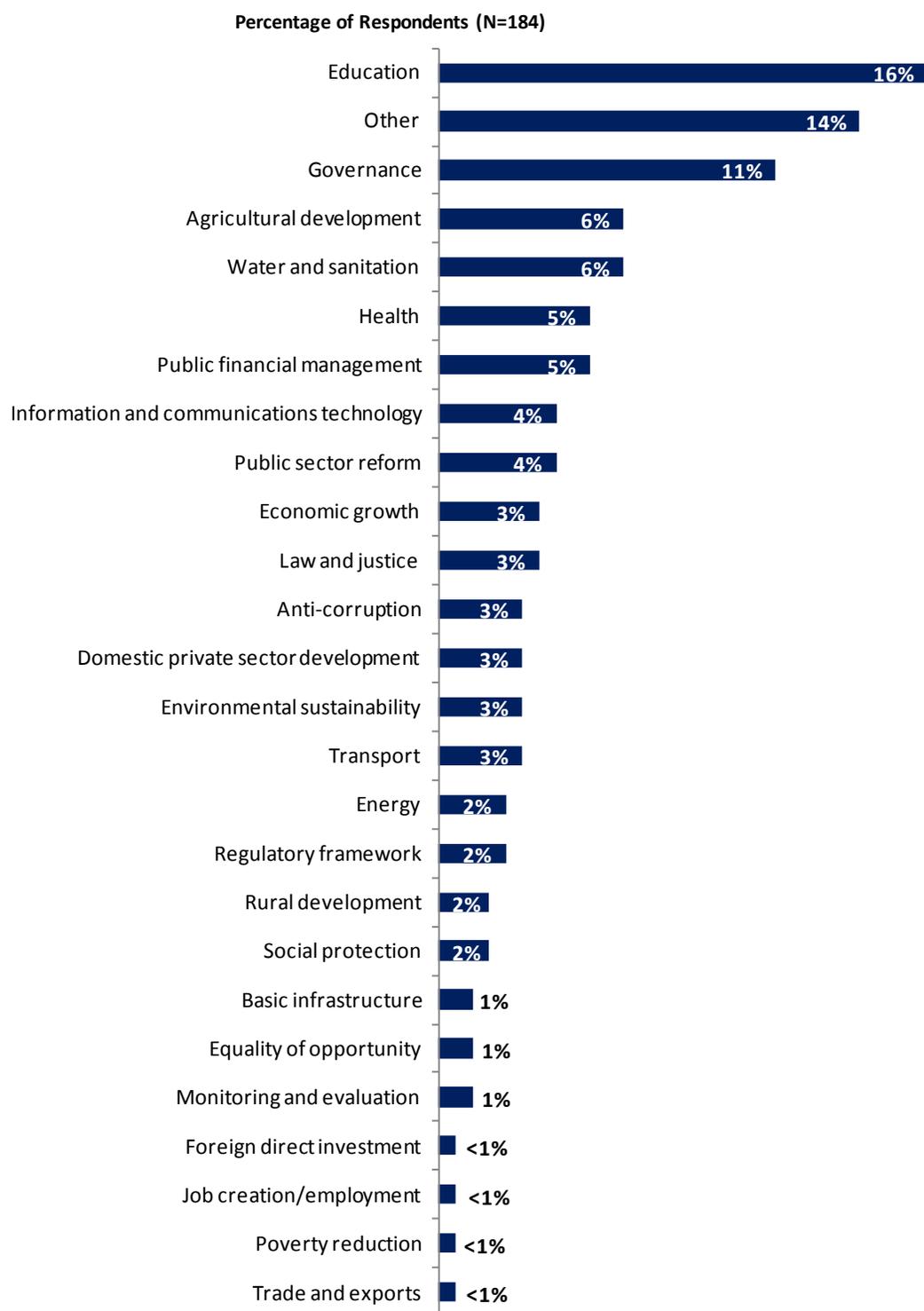
- For further analyses, the small number of respondents from the office of the President and the office of the Prime Minister were combined with respondents from the office of Minister; consultants/contractors working on Bank-supported projects were combined with respondents from PMUs; respondents from private foundations were combined with those from NGOs and CBOs; respondents from the financial sector and private banks were combined with those from private sector organizations; and the few respondents from the office of Parliamentarian, local government, the media, and the judiciary branch were included in the “Other” category. Note that there were no respondents from trade unions and faith-based groups.



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

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

#### Area of Primary Specialization

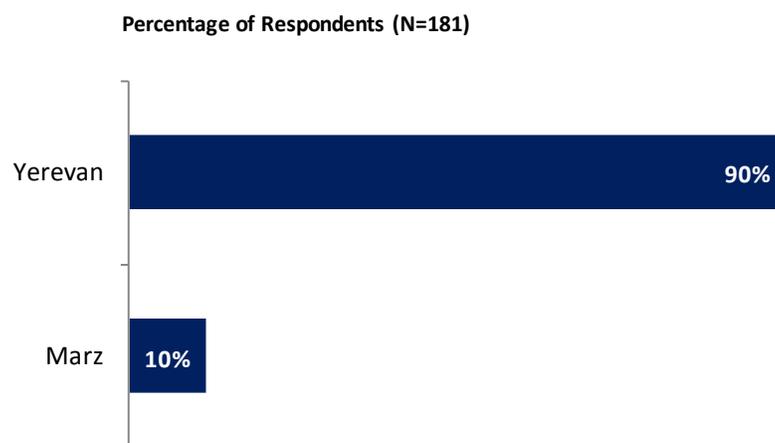


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

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

#### Geographic Location

- The vast majority of respondents indicated that they were located in Yerevan. Because of the small number of respondents from different provinces (marzer), these locations were combined in the “Marz” category for all further analyses.
- Responses across both geographic locations for all country survey questions can be found in the Appendix C (see page 83). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.

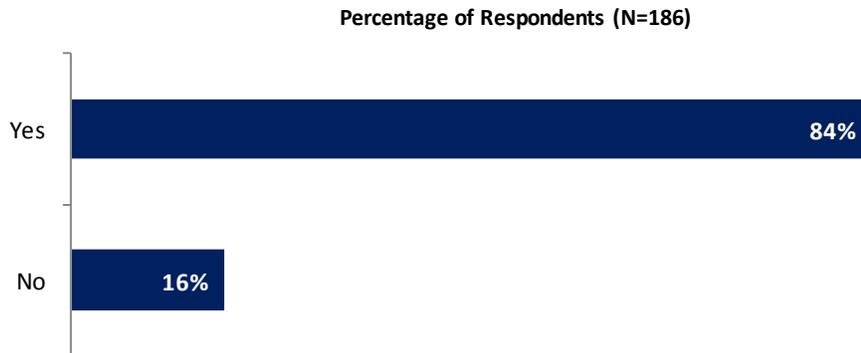


“Which best represents your geographic location?” (Respondents chose from a list.)

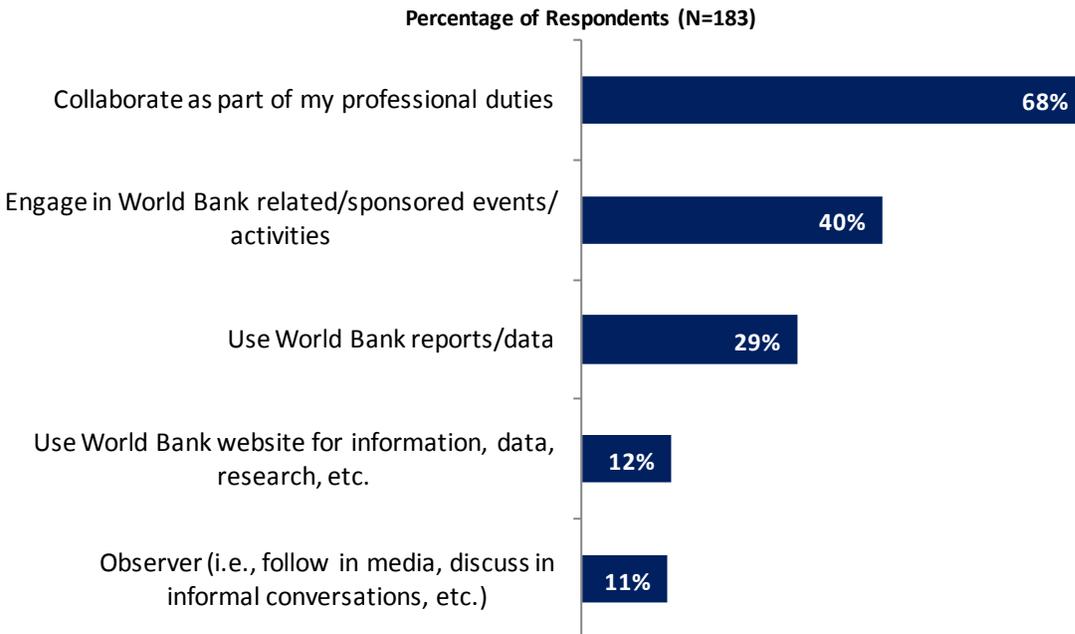
### III. Demographics of the Sample (continued)

#### Collaboration with and Exposure to the World Bank

- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in Armenia, can be found in the Appendix E (see page 97). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.



"Currently, do you professionally collaborate/work with the World Bank in your country?"

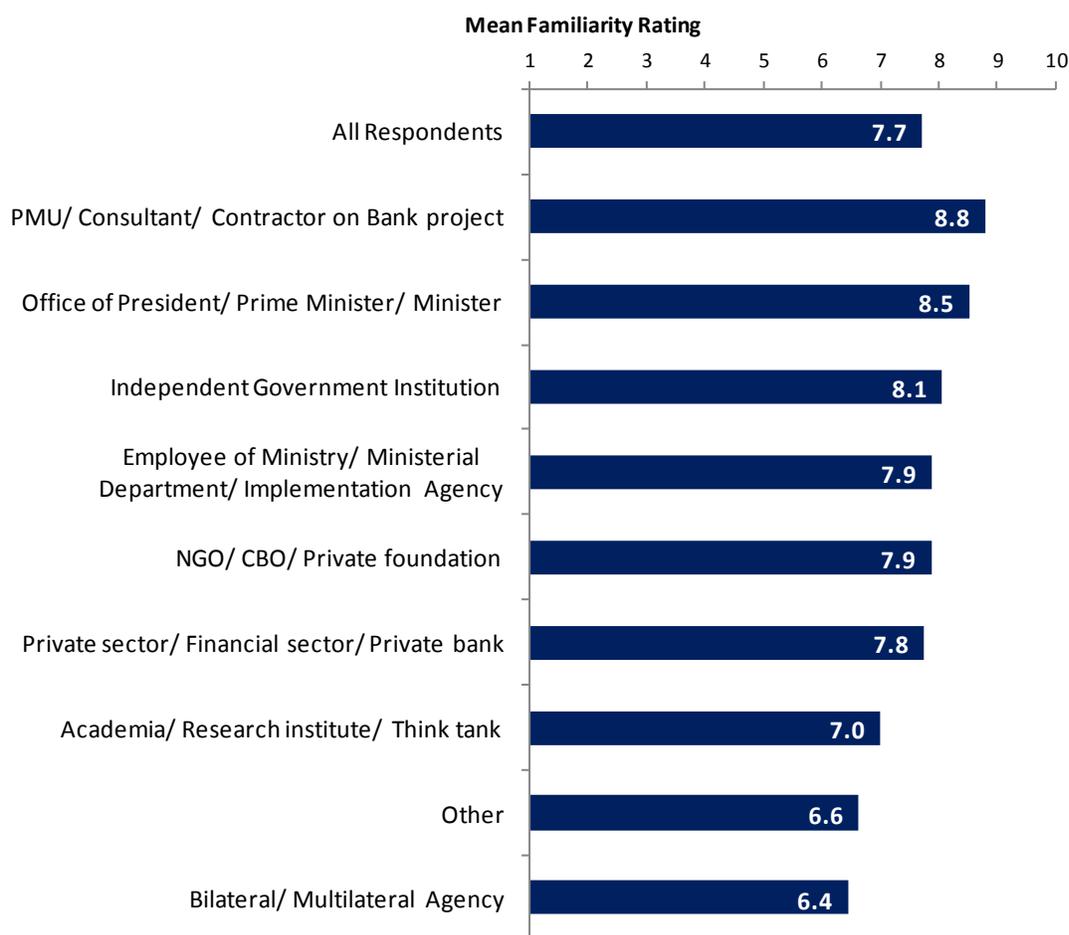


"Which of the following describes most of your exposure to the World Bank in Armenia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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

#### Familiarity with the World Bank

- Across all respondents, familiarity with the World Bank received a mean rating of 7.7; this was statistically similar to the mean ratings received in the FY '05 country survey (7.8) and the FY '03 country survey (8.0).
  - Respondents from PMUs/consultants/contractors on Bank supported projects and the office of the President/Prime Minister/Minister indicated the highest levels of familiarity whereas respondents from bilateral/multilateral agencies and “other” organizations indicated significantly lower levels.
  - It should be noted that respondents’ ratings of familiarity with the Bank were significantly, strongly correlated with their perceptions of the Bank’s overall effectiveness in Armenia, the Bank’s ability to help achieve development results, and the Bank’s relevance to Armenia’s development.

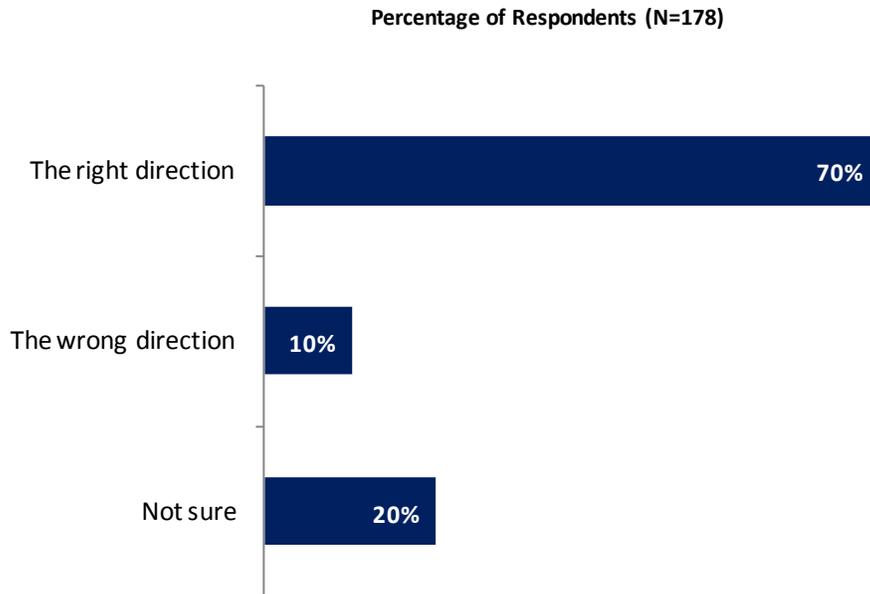


“How familiar are you with the work of the World Bank in Armenia on a ten-point scale?”  
 (1 - “Not familiar at all”, 10 - “Extremely familiar”)

## IV. General Issues Facing Armenia

### Headed in the Right Direction

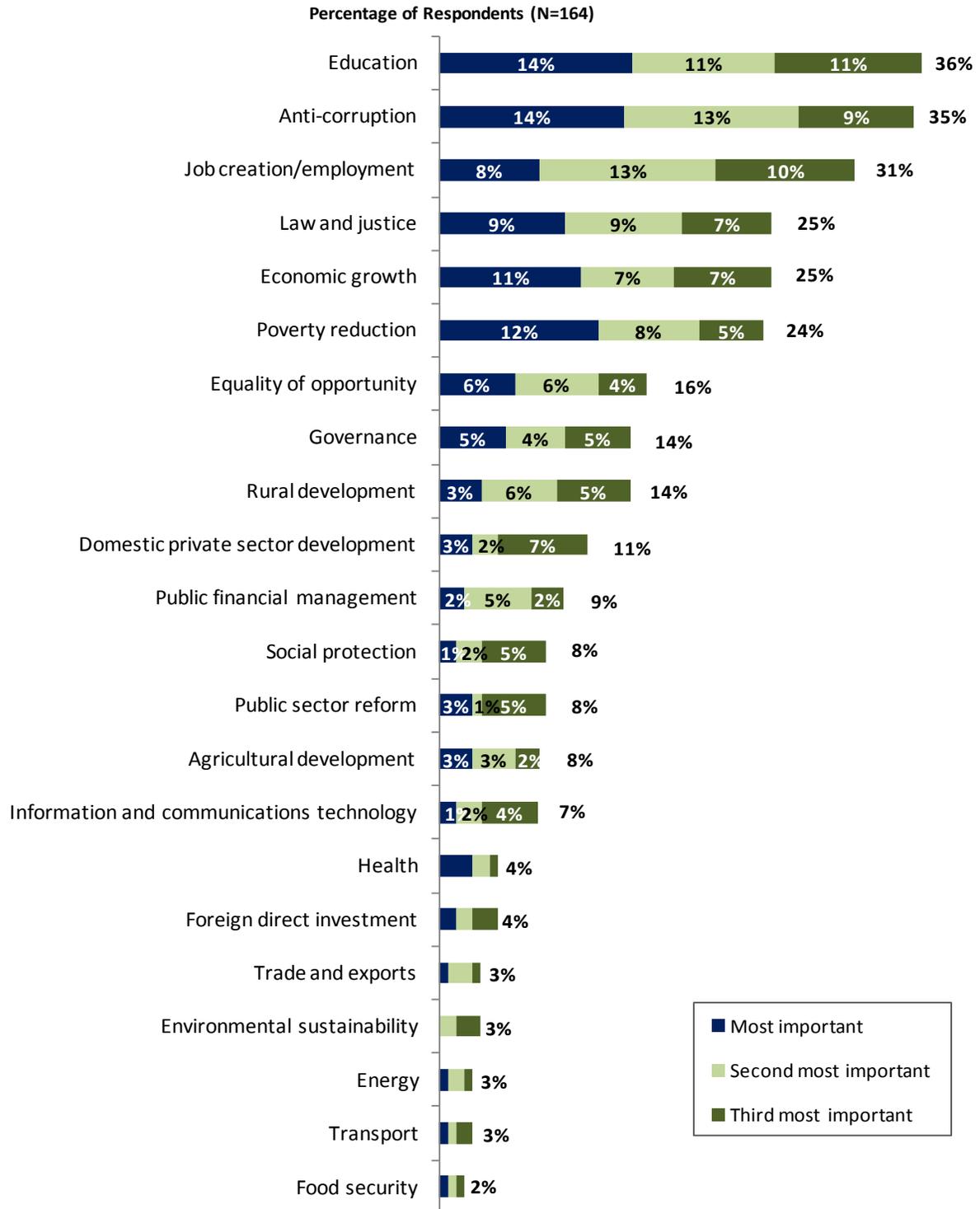
- A majority of respondents across most stakeholder groups indicated that Armenia was headed in the right direction, except respondents from NGOs/CBOs/private foundations who were more likely to indicate that Armenia was headed in the wrong direction and respondents from bilateral/multilateral agencies who tended to indicate that they were not sure whether Armenia was headed in the right or wrong direction.



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

## IV. General Issues Facing Armenia (continued)

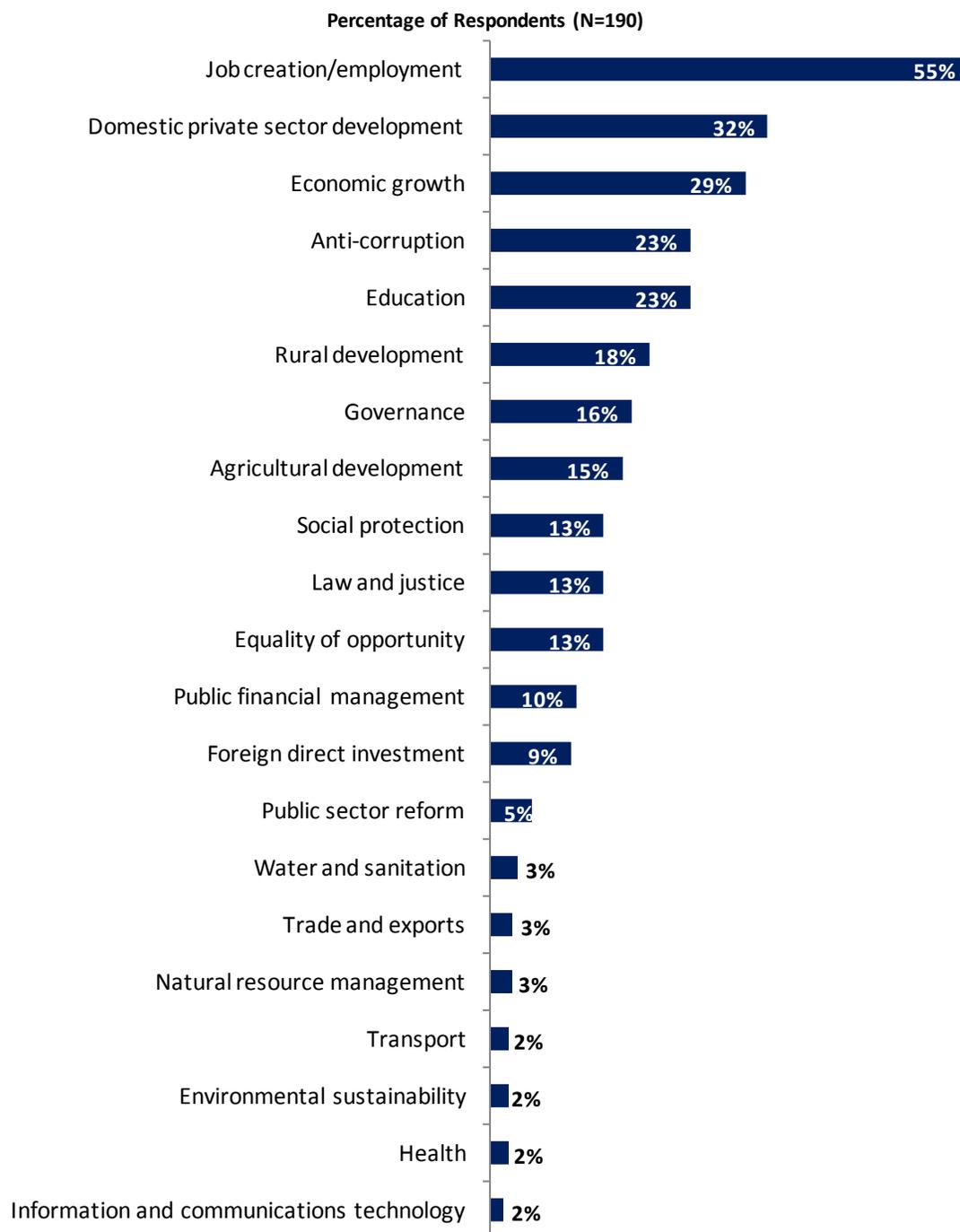
### Development Priority



When considering development priorities, which ONE development priority below is the most important in Armenia? Which ONE is the second most important priority? Which ONE is the third most important priority?  
 (Respondents chose from a list.)

## IV. General Issues Facing Armenia (continued)

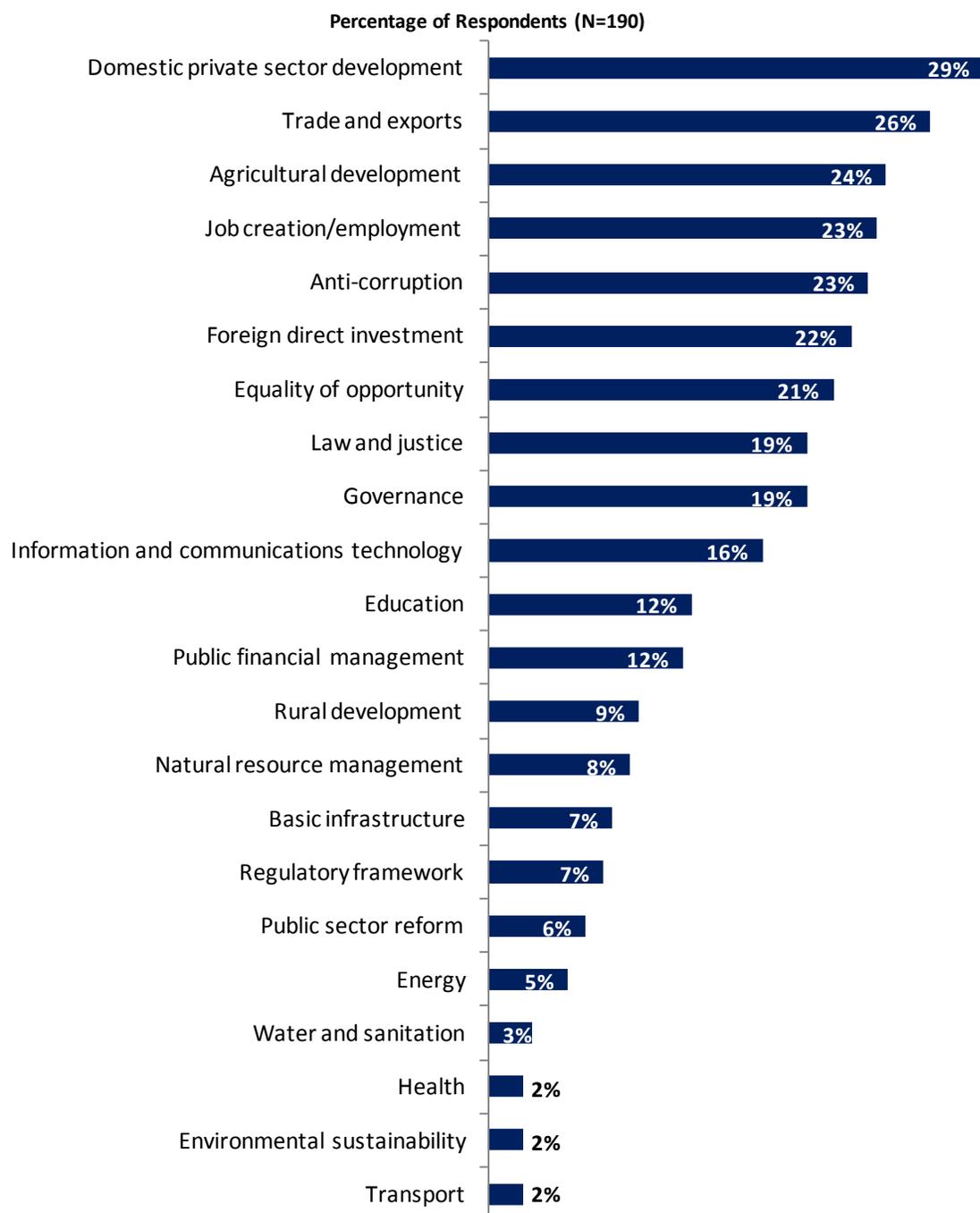
### What Would Contribute Most to Reducing Poverty



“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 Armenia? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

## IV. General Issues Facing Armenia (continued)

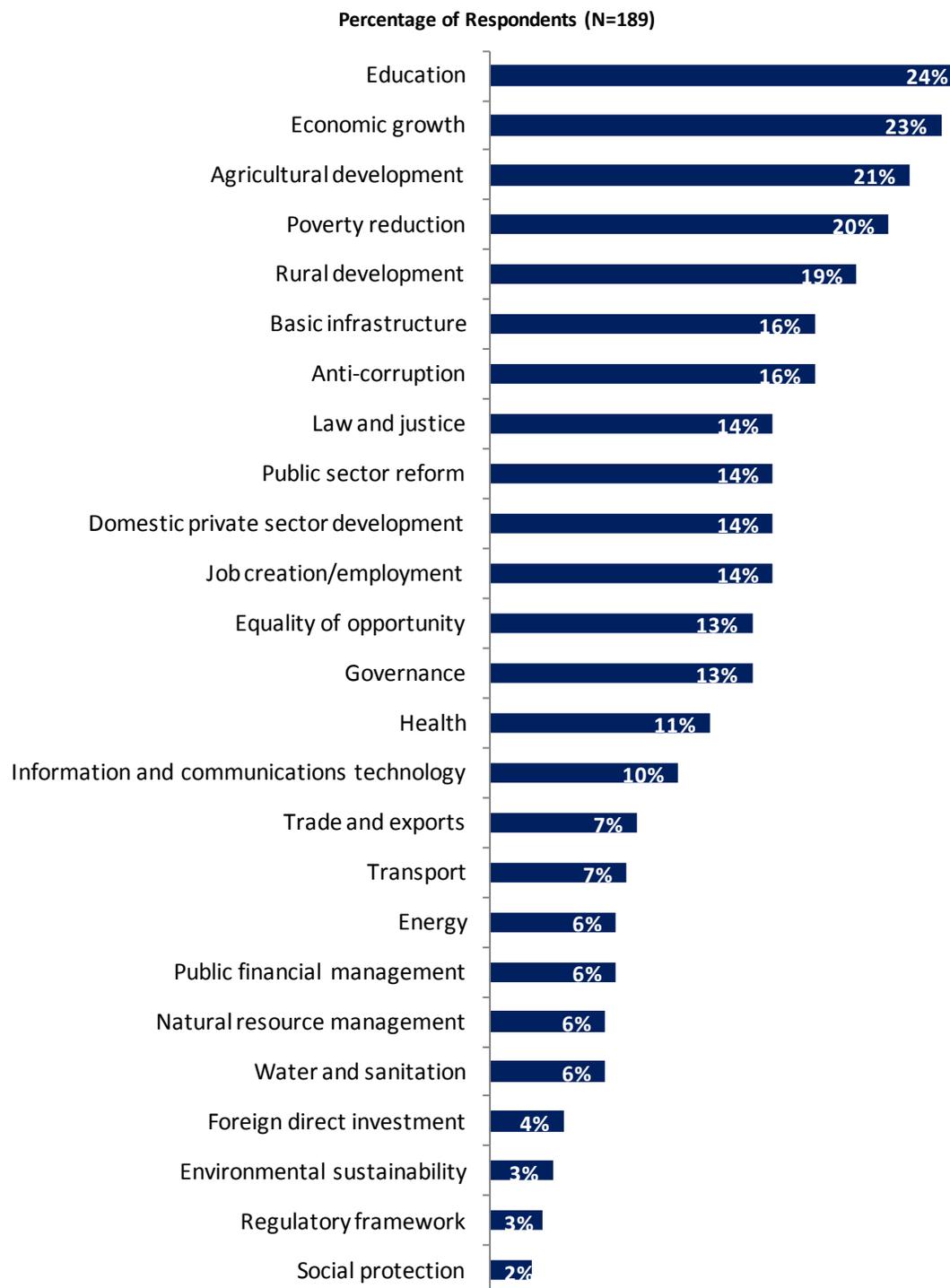
### What Would Contribute Most to Generating Economic Growth



“Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Armenia? (Choose no more than THREE)”  
(Respondents chose from a list. Responses combined.)

## V. Overall Attitudes toward the World Bank

### Where the World Bank Should Focus its Resources



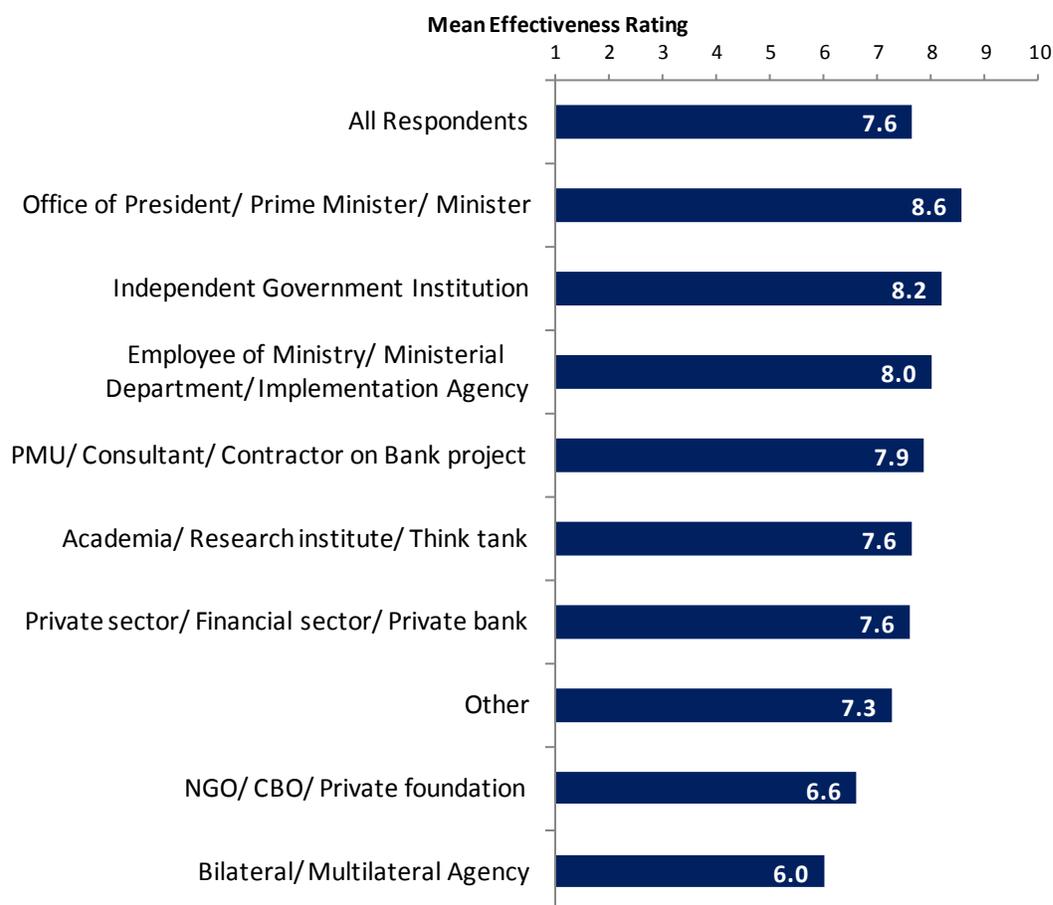
“When thinking about how the World Bank can have the most impact on development results in Armenia, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Armenia? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

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

As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Survey. These will be aggregated for the Bank’s annual Corporate Scorecard.

### The World Bank’s Overall Effectiveness (*Indicator Question*)

- Across all respondents, ratings of the World Bank’s overall effectiveness in Armenia received a mean rating of 7.6; this was statistically similar to the mean ratings received in the FY ’05 country survey (7.6) and the FY ’03 country survey (7.8).
- Respondents from the office of the President/Prime Minister/Minister and independent government institutions gave the highest ratings whereas respondents from bilateral/multilateral agencies and NGOs/CBOs/private foundations gave significantly lower ratings.
- Respondents from Yerevan and other geographic areas gave statistically similar ratings for the World Bank’s overall effectiveness in Armenia.

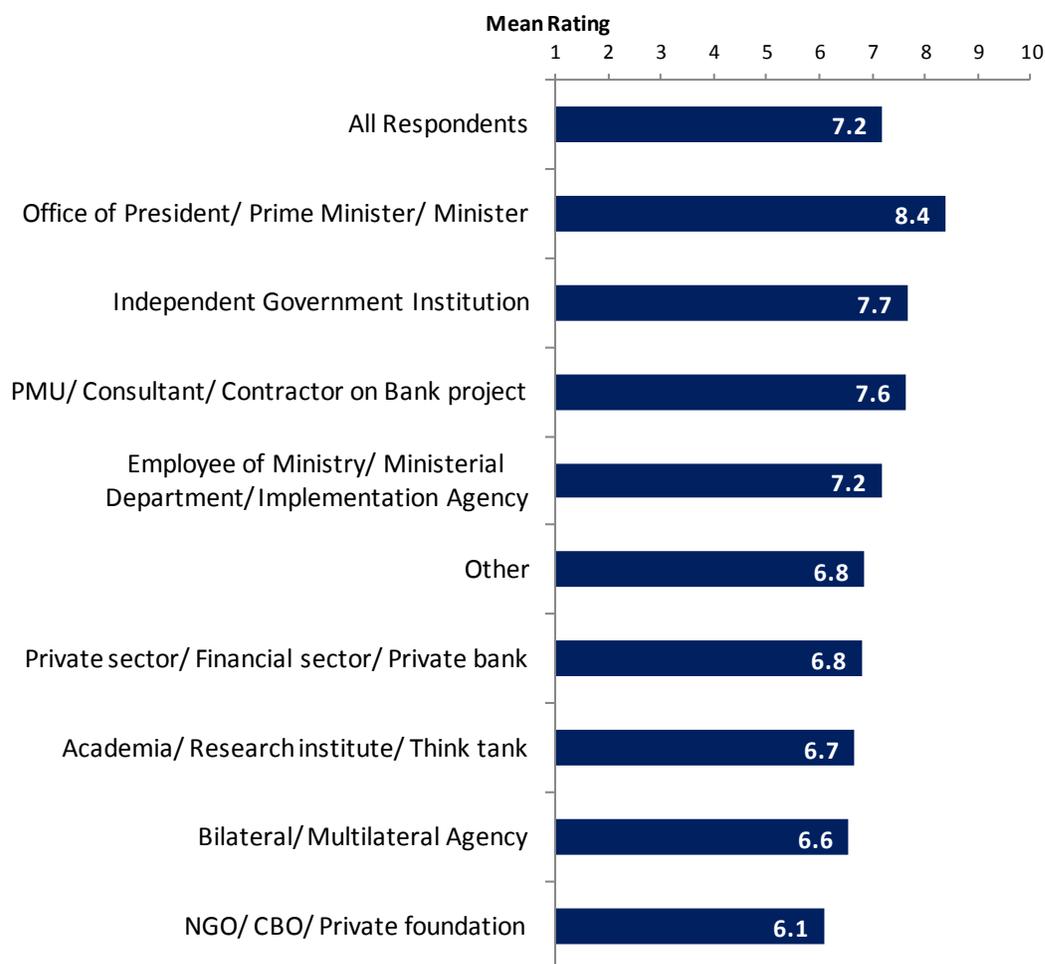


“Overall, please rate your impression of the World Bank’s effectiveness in Armenia, on a ten point scale.” (1-“Not effective at all”, 10-“Very effective”)

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

### Achieving Development Results (*Indicator Question*)

- Respondents from the office of the President/Prime Minister/Minister gave the highest ratings for the World Bank helping achieve development results in Armenia whereas respondents from NGOs/CBOs/private foundations gave significantly lower ratings.
- Respondents from Yerevan and other geographic areas gave statistically similar ratings.

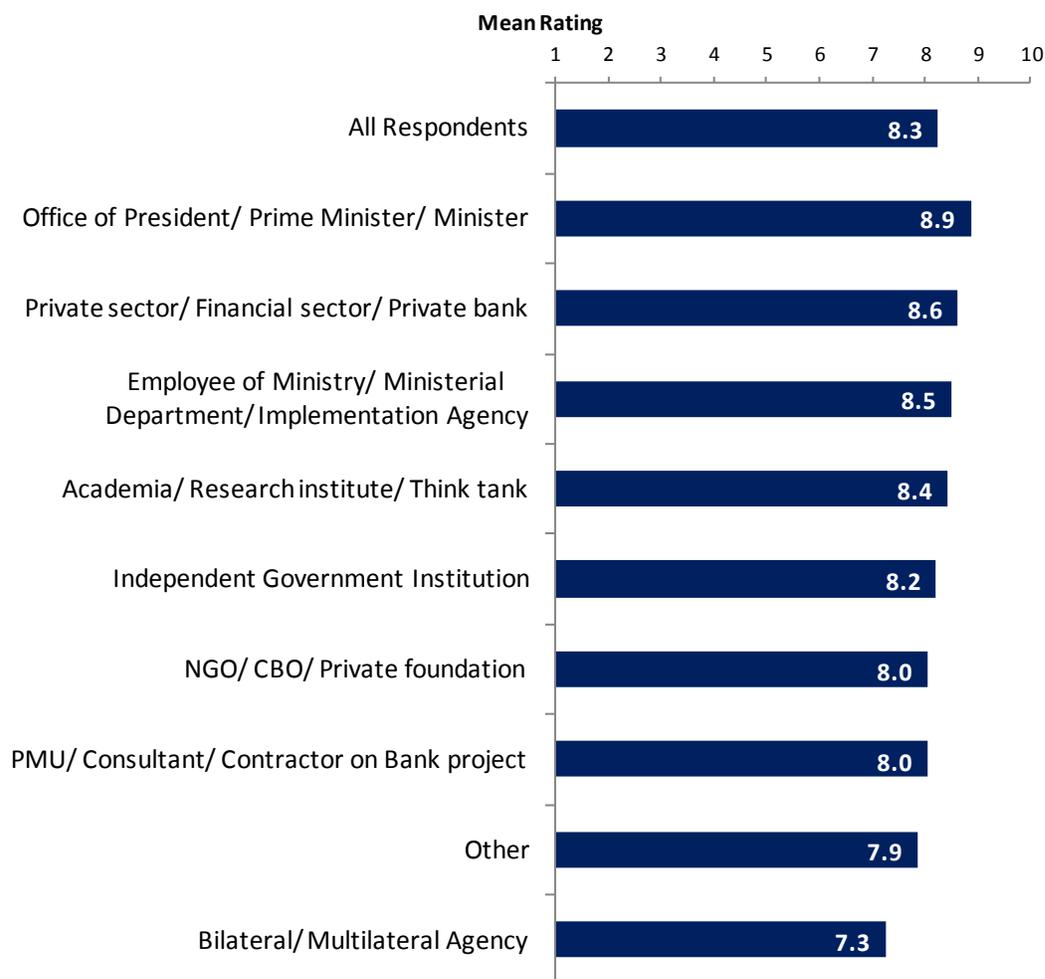


"To what extent does the World Bank's work help to achieve development results in Armenia, on a ten point scale?" (1-"To no degree at all", 10-"To a very significant degree")

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

### Staff Preparedness (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the World Bank's staff being well prepared to help Armenia solve its most complicated development challenges.

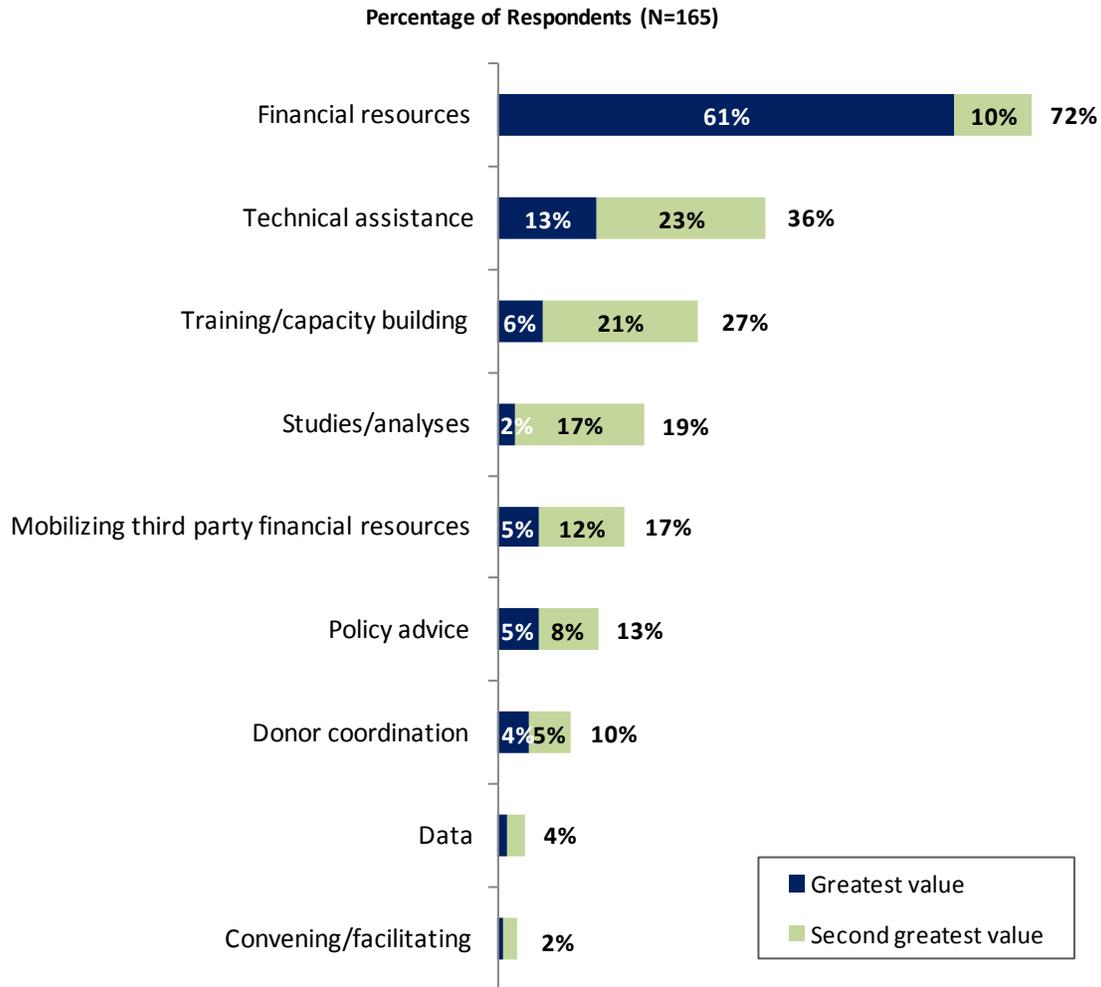


"To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Armenia solve its most complicated development challenges, on a ten point scale?"  
*(1-"To no degree at all", 10-"To a very significant degree")*

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

### Greatest Value

- Respondents in the FY '05 country survey\* indicated that the World Bank's greatest values to Armenia were financial resources (63%) and the Bank's knowledge (42%).

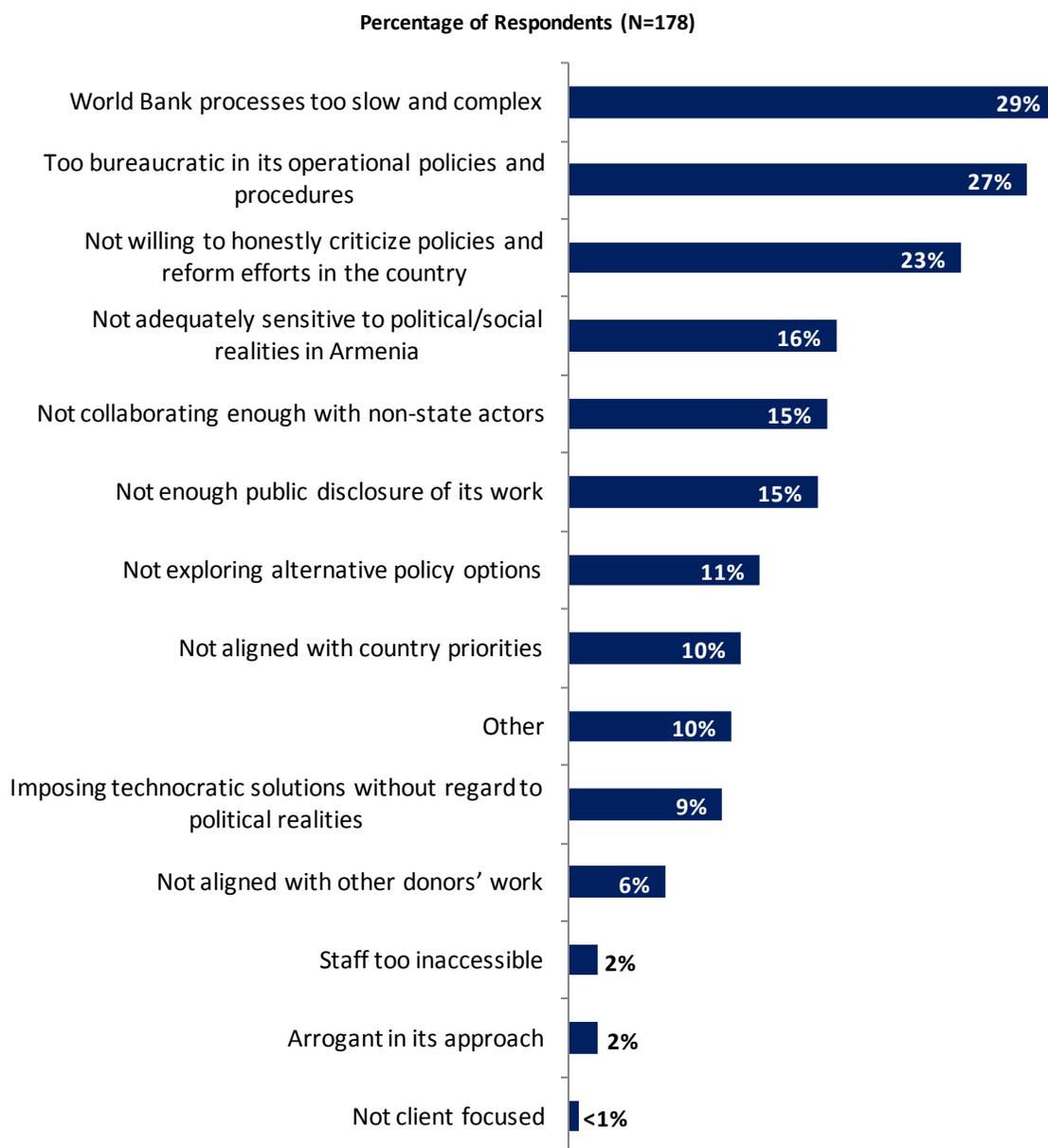


“When thinking about the World Bank’s role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Armenia?” (Respondents chose from a list.)

\*Not all of the response options provided in the FY '13 survey were provided in the FY '05 survey.

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

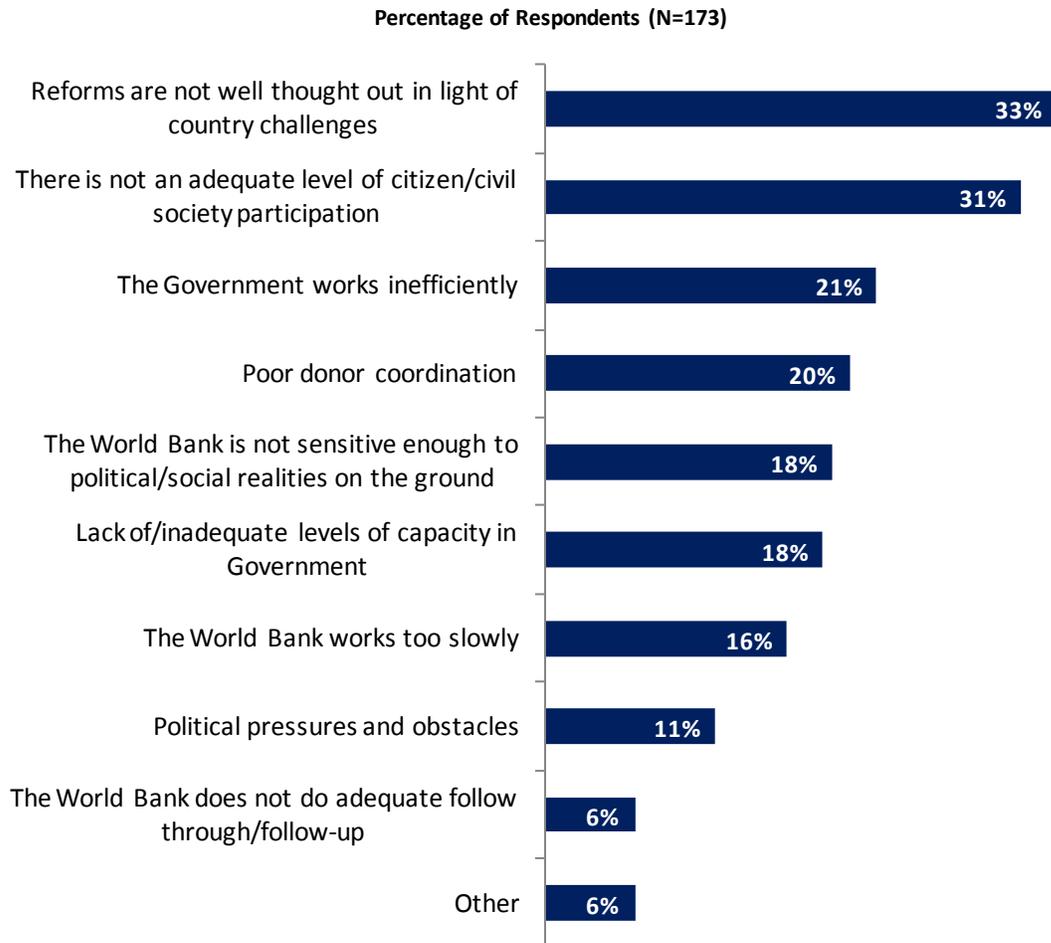
### Greatest Weakness



“Which of the following do you identify as the World Bank’s greatest WEAKNESSES in its work in Armenia? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

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

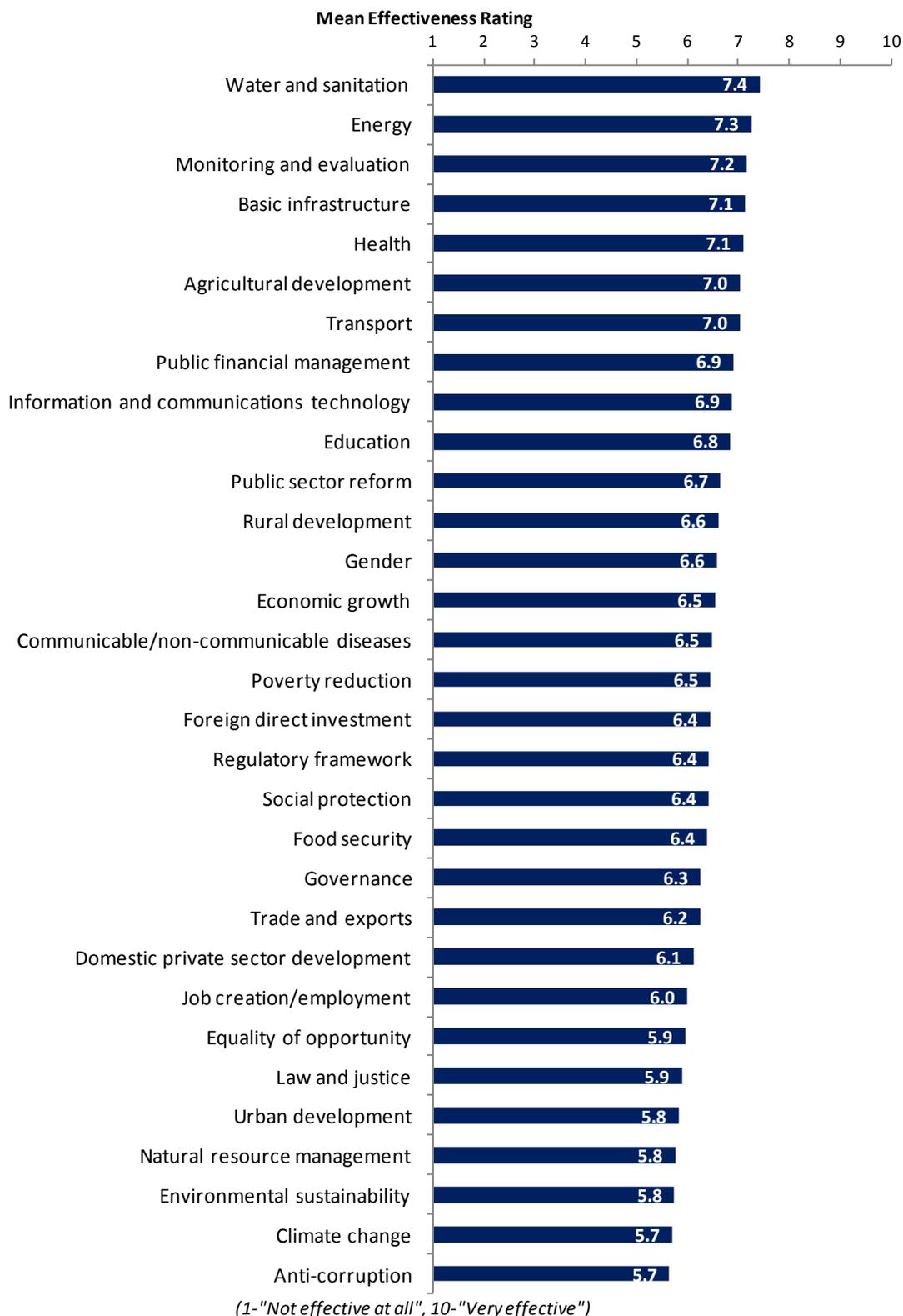
### Attributing Slow or Failed Reform Efforts



"When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

## VI. Sectoral Effectiveness

### Specific Areas of Effectiveness



## VI. Sectoral Effectiveness (continued)

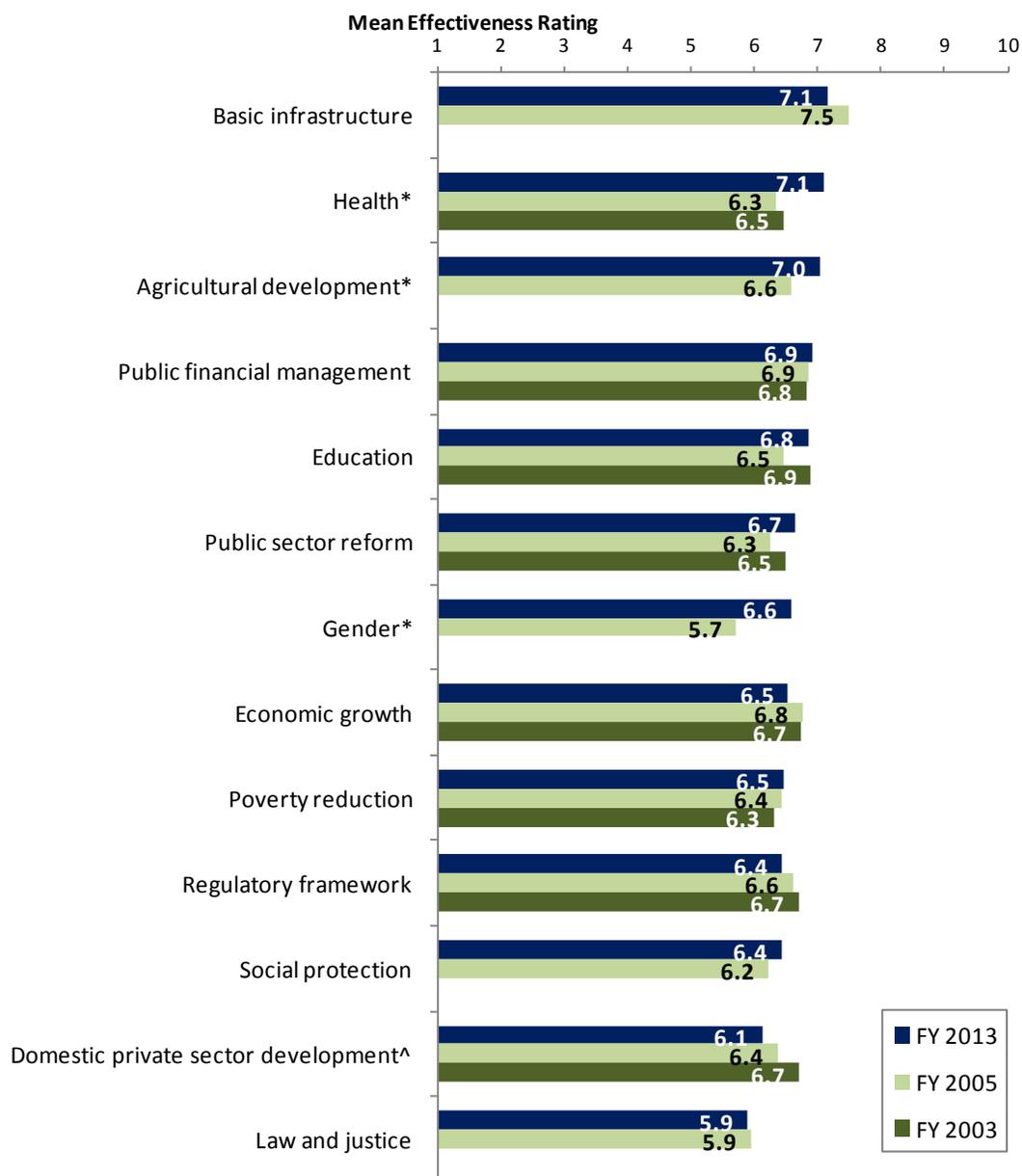
### Specific Areas of Effectiveness (continued)

- There were significant stakeholder differences in their ratings of the Bank's effectiveness across twenty-two of these thirty-one areas. For the most part, respondents from the office of the President/Prime Minister/Minister and independent government institutions had the highest ratings across these areas whereas respondents from bilateral/multilateral agencies, NGOs/CBOs/private foundations, and academia/research institutes/think tanks tended to have significantly lower ratings for the Bank's effectiveness across these areas. Those areas with significant stakeholder group differences were:
  - "Water and sanitation";
  - "Energy";
  - "Health";
  - "Agricultural development";
  - "Public financial management";
  - "Information and communications technology";
  - "Education";
  - "Public sector reform";
  - "Rural development";
  - "Gender";
  - "Economic growth";
  - "Communicable/non-communicable diseases";
  - "Poverty reduction";
  - "Foreign direct investment";
  - "Regulatory framework";
  - "Governance";
  - "Domestic private sector development";
  - "Equality of opportunity";
  - "Law and justice";
  - "Natural resource management";
  - "Climate change"; and
  - "Anti-corruption".
  
- There were significant differences between geographic locations across three of these thirty-one areas. In all three instances, respondents from Yerevan had significantly lower ratings for the Bank's effectiveness across these areas than respondents from other locations. Those areas with significant differences were:
  - "Regulatory framework";
  - "Governance"; and
  - "Natural resource management".
  
- Responses across all stakeholder groups, geographic locations, and country surveys can be found in the Appendix.

## VI. Sectoral Effectiveness (continued)

### Specific Areas of Effectiveness (continued)

- Respondents in this year's country survey gave significantly higher ratings for the Bank's effectiveness compared to respondents in the FY'05 country survey in the following sectors: health, agricultural development, and gender. Respondents in this year's country survey gave significantly lower ratings for the Bank's effectiveness in domestic private sector development compared to respondents in the FY'03 country survey.



(^FY 2013 significantly different from FY 2003; \*FY 2013 significantly different from FY 2005.)

## VI. Sectoral Effectiveness (continued)

### Drivers of Effectiveness

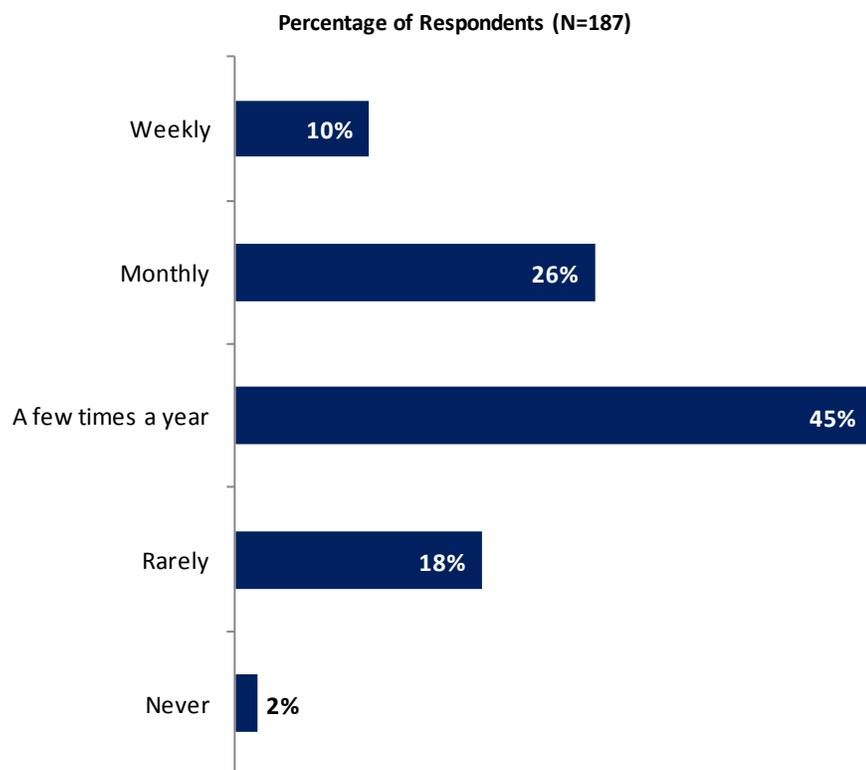
To determine the key drivers of respondents' ratings of the Bank's overall effectiveness and ratings of its ability to help achieve development results in Armenia, bivariate correlational analyses were conducted using respondents' ratings of the thirty-one specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the Bank's ability to help achieve development results increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the Bank's overall effectiveness or perceptions of the Bank's ability to help achieve development results.

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in Armenia. The areas determined to be key drivers from these analyses were:
  - Anti-corruption;
  - Poverty reduction; and
  - Equality of opportunity.
  
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's ability to help achieve development results in Armenia, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - Job creation/employment;
  - Economic growth;
  - Anti-corruption; and
  - Governance.

## VII. World Bank Knowledge and Instruments

### Knowledge: Frequency of Use

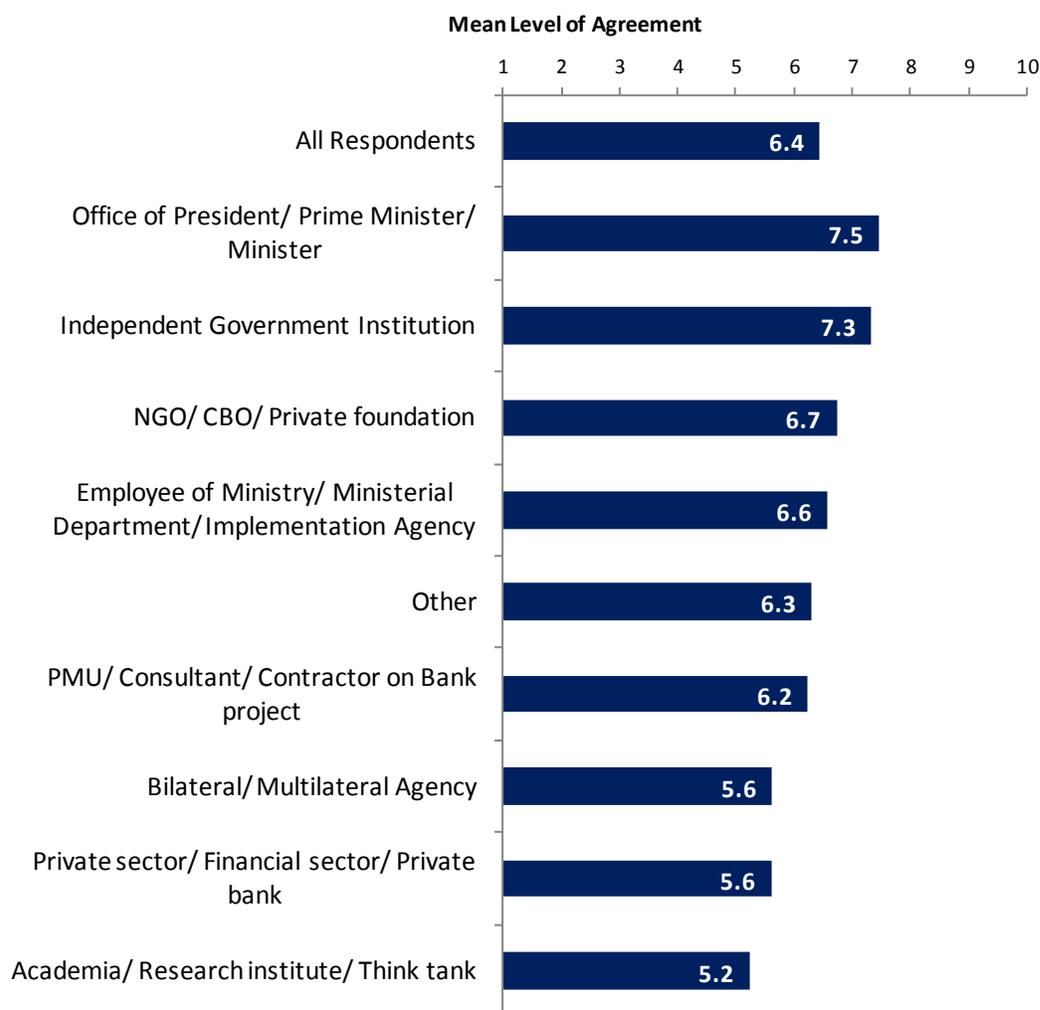


“How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?” (Respondents chose from a list.)

## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Meeting Armenia's Knowledge Needs (Indicator Question)

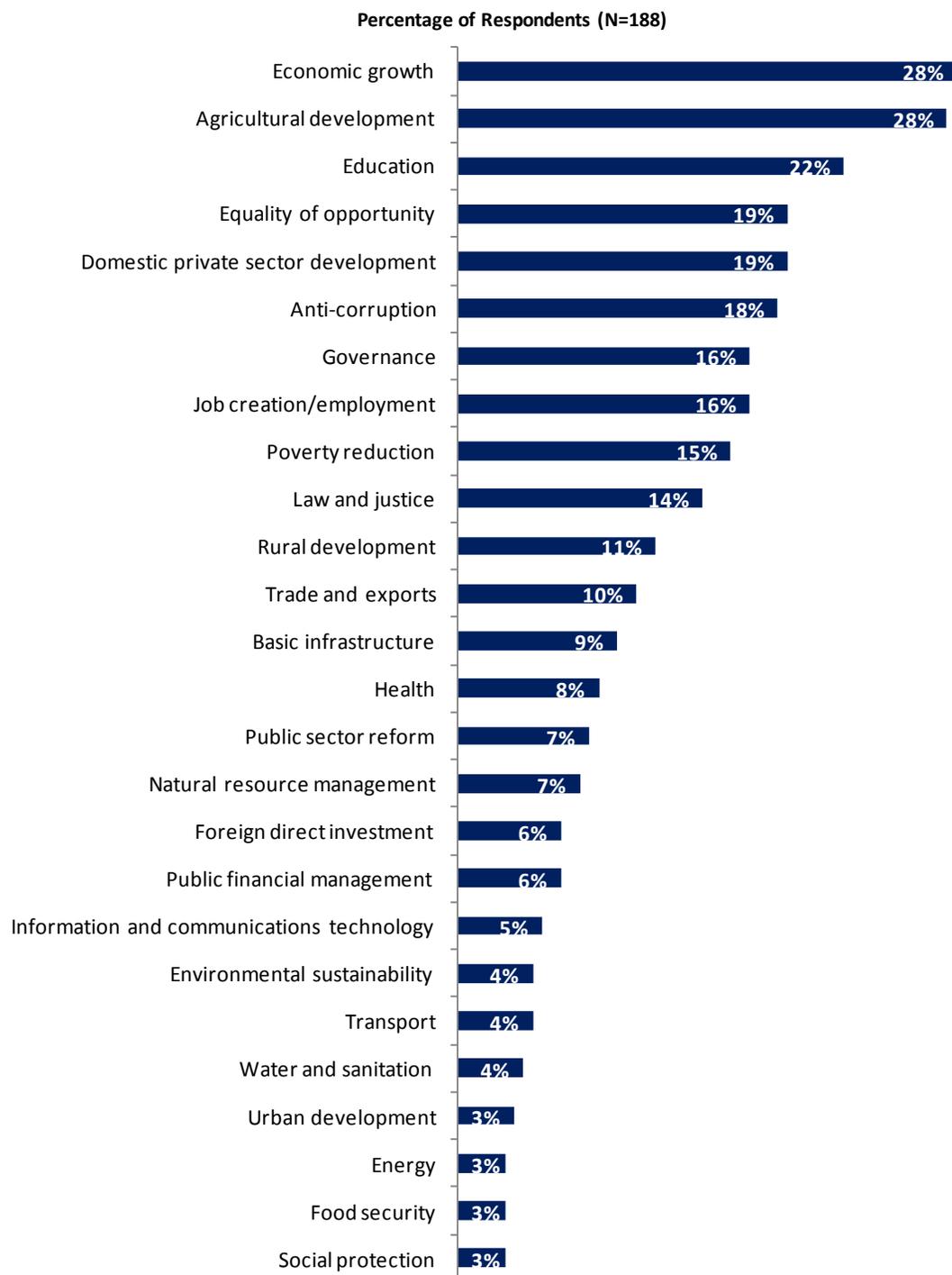
- Respondents from the office of the President/Prime Minister/Minister and independent government institutions had the highest levels of agreement that the World Bank meets Armenia's needs for knowledge services whereas respondents from academia/research institutes/ think tanks had significantly lower levels of agreement.
- Respondents across both geographic locations had statistically similar levels of agreement.



"The World Bank meets Armenia's needs for knowledge services (e.g., research, analysis, data, technical assistance), on a ten point scale." (1-"Strongly disagree", 10-"Strongly agree")

## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Focusing Bank Research

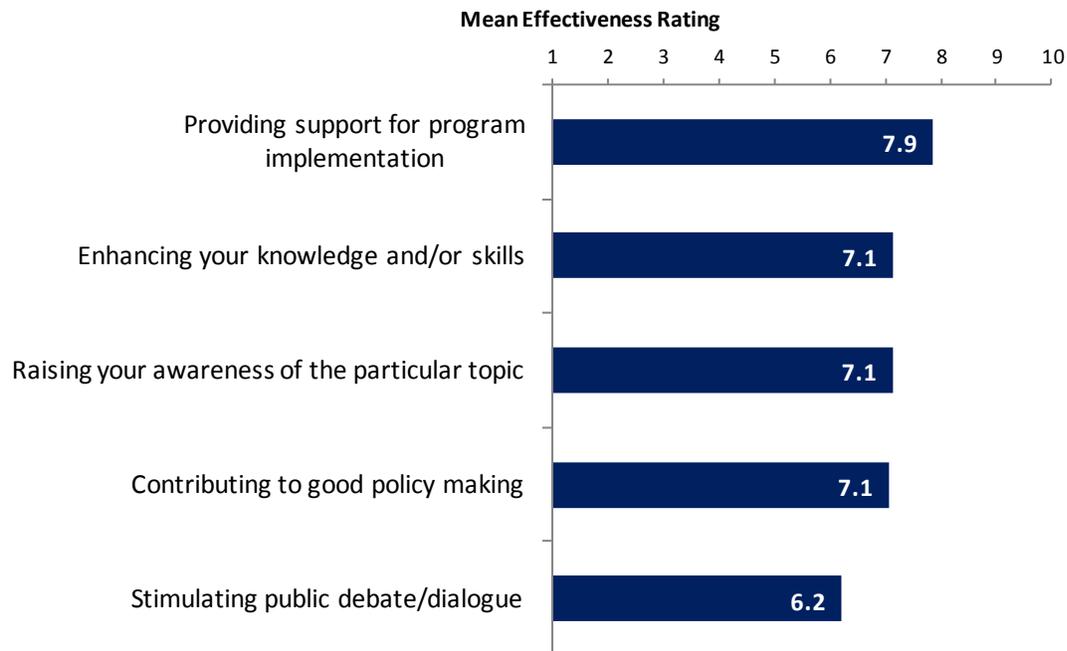


“When thinking about the development challenges in Armenia, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Effectiveness

- There were significant stakeholder group differences in their ratings of the World Bank's knowledge and research effectiveness at all of these aspects, except raising awareness of the particular topic. For the most part, respondents from the office of the President/Prime Minister/Minister tended to give the highest ratings for the Bank's effectiveness at these four aspects whereas respondents from bilateral/multilateral agencies tended to give significantly lower ratings.
- There were significant differences between geographic locations. Respondents from Yerevan gave significantly higher ratings for the Bank's knowledge and research effectiveness at raising awareness of the particular topic than respondents from other geographic areas in Armenia.

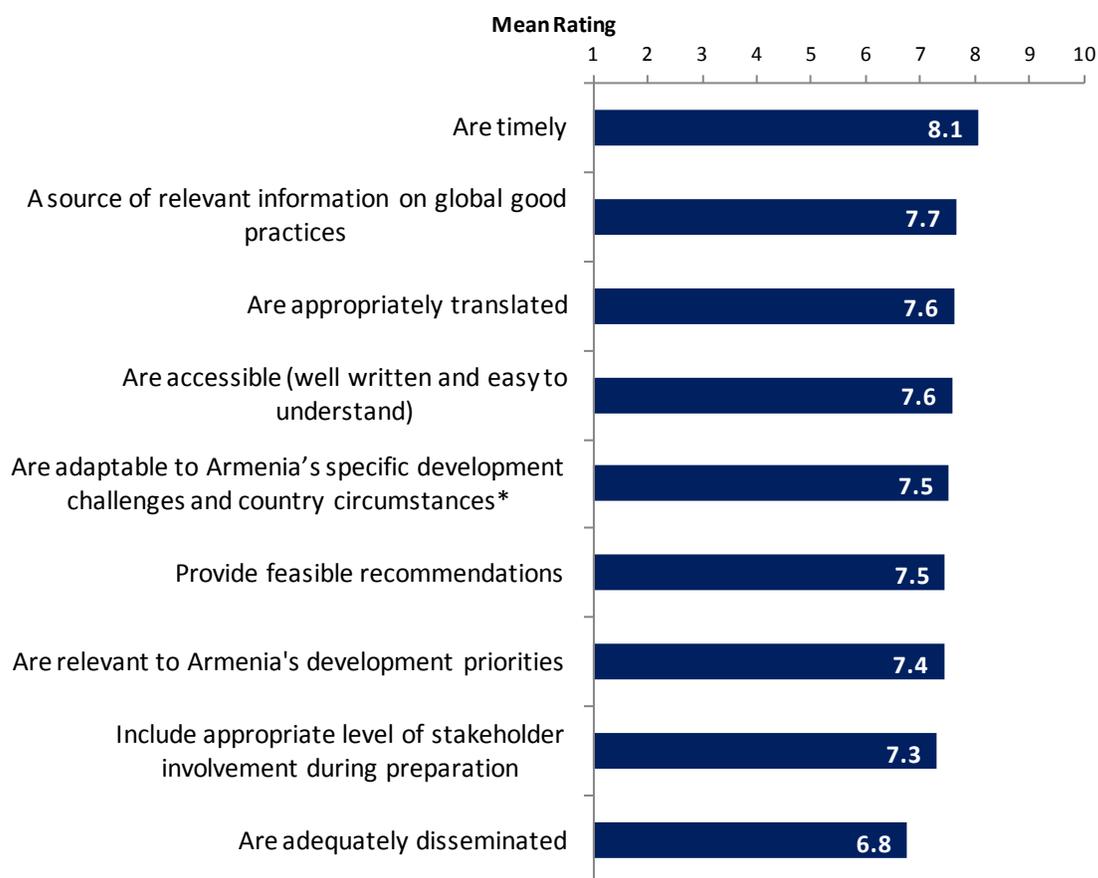


"How effective do you believe the World Bank's knowledge and research are at ... in Armenia?"  
 (1- "Not effective at all", 10- "Very effective")

## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Qualities

- Respondents in this year's country survey gave significantly higher ratings for the Bank's knowledge and research being adaptable to Armenia's specific development challenges and country circumstances compared to respondents in the FY '05 and FY '03 country surveys.
- There were significant differences between stakeholder groups across two of these qualities of the World Bank's knowledge and research: being accessible (well written and easy to understand) and including appropriate level of stakeholder involvement during preparation. Respondents from the office of the President/Prime Minister/Minister gave the highest ratings regarding these two qualities of the Bank's knowledge and research whereas respondents from bilateral/multilateral agencies gave significantly lower ratings.
- There were significant differences between geographic locations. Respondents from Yerevan gave significantly higher ratings for the accessibility and adequate dissemination of the Bank's knowledge and research in Armenia than respondents from other geographic areas.

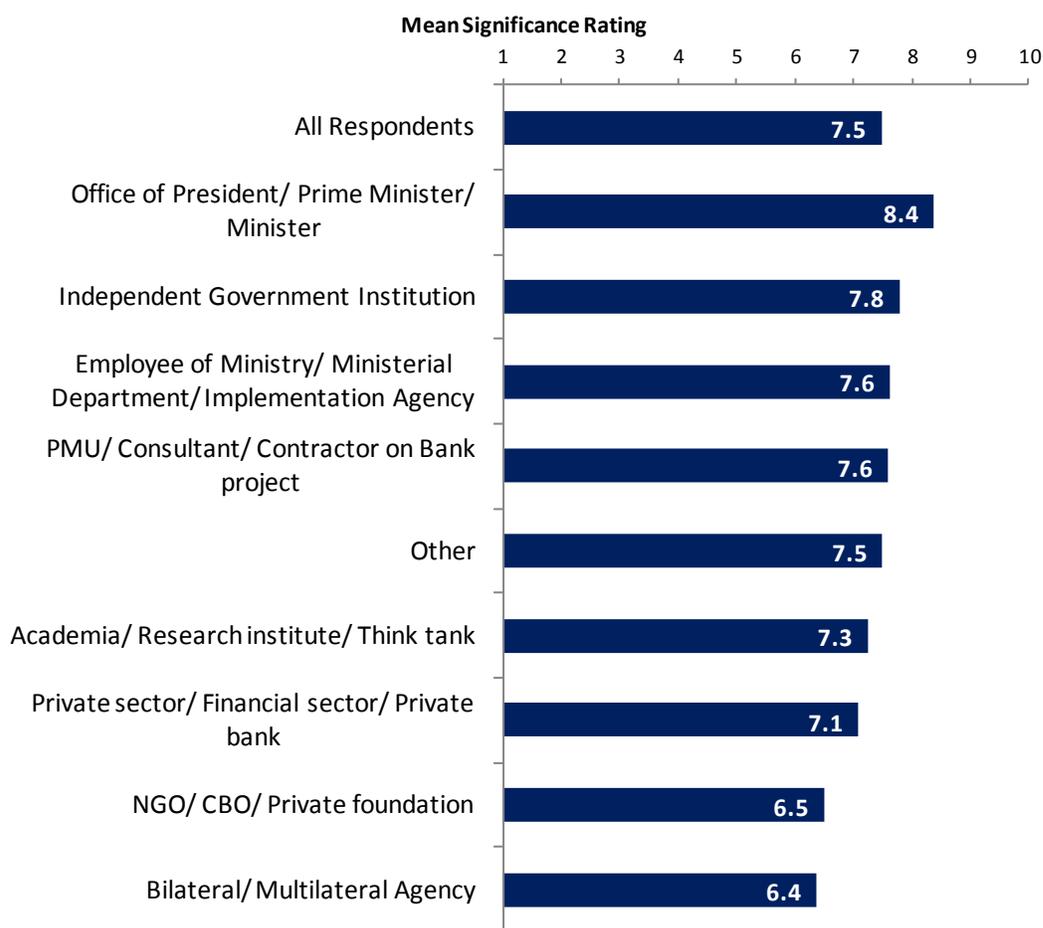


"To what extent do you believe that the World Bank's knowledge and research... in Armenia?"  
 (1-"To no degree at all", 10-"To a very significant degree") **\*Indicator Question**

## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Contribution (*Indicator Question*)

- Respondents from the office of the President/Prime Minister/Minister gave the highest ratings for the significance of the contribution that the World Bank's knowledge and research make to development results in Armenia whereas respondents from bilateral/multilateral agencies and NGOs/CBOs/private foundations gave significantly lower ratings.
- Respondents across both geographic locations gave statistically similar ratings.

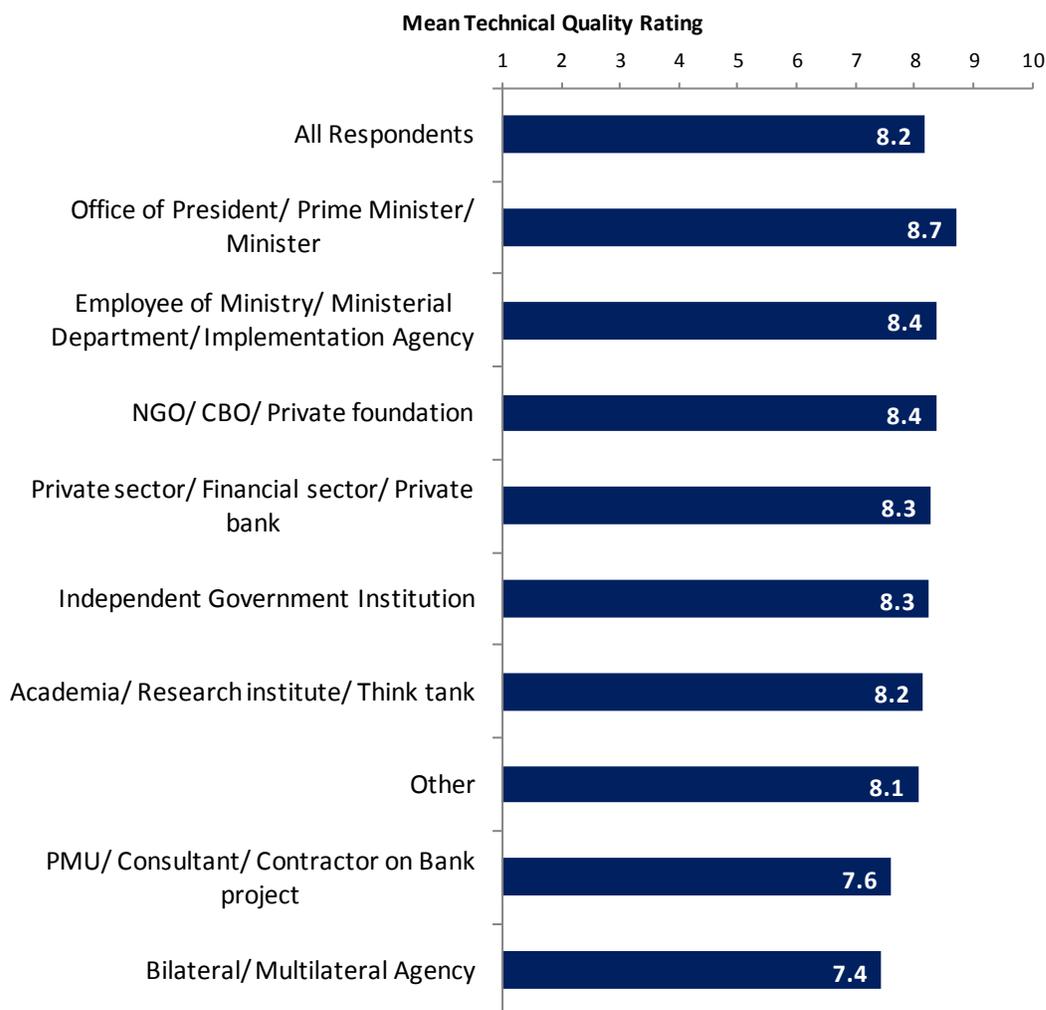


“Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale?  
(1-“Not significant at all”, 10-“Very significant”)

## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Technical Quality (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the technical quality of the World Bank's knowledge and research.

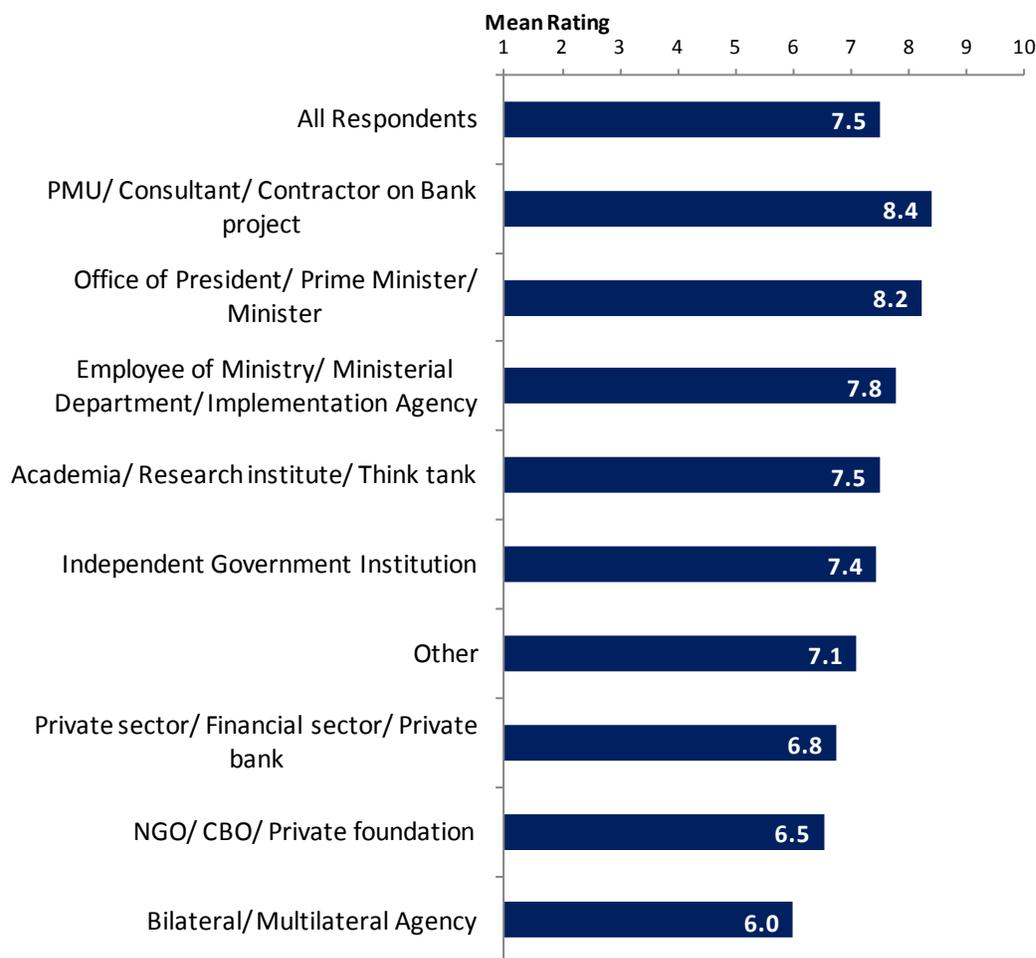


"Overall, how would you rate the technical quality of the World Bank's knowledge/research, on a ten point scale?" (1-"Very low technical quality", 10-"Very high technical quality")

## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: World Bank' Fee-For-Service Products/Services

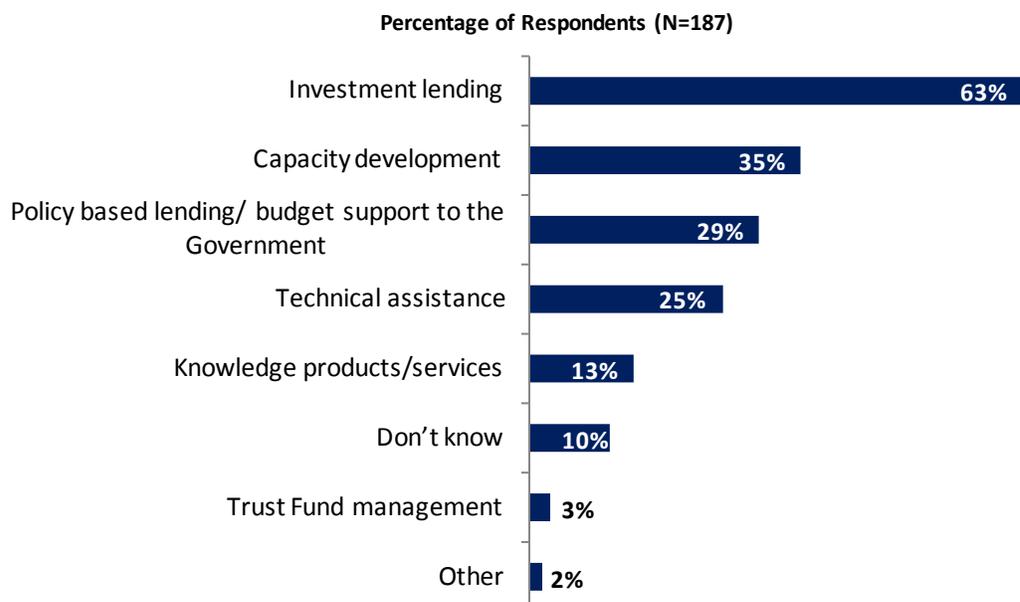
- Respondents from PMUs/consultants/contractors on Bank supported projects and respondents from the office of the President/Prime Minister/Minister gave the highest ratings for the extent to which Armenia received value for money from the World Bank's products/services that were paid for on a fee for service basis whereas respondents from bilateral/multilateral agencies gave significantly lower ratings.



"To what extent do you believe that Armenia received value for money from the World Bank's products/services that were paid for on a fee for service basis), on a ten point scale?"  
 (1-"To no degree at all", 10-"To a very significant degree")

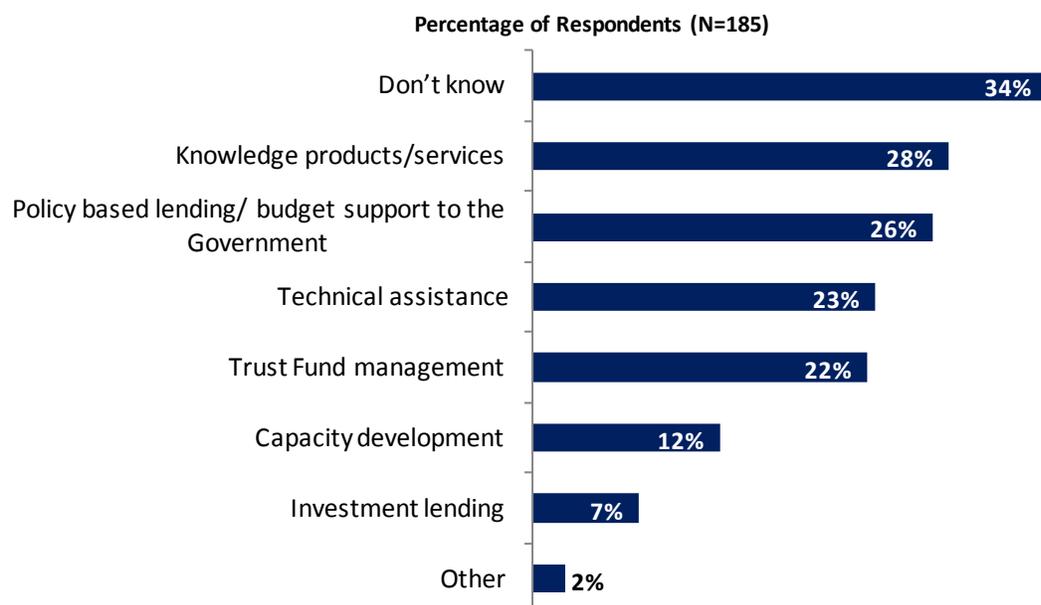
## VII. World Bank Knowledge and Instruments (continued)

### Instruments: Most Effective



“Which World Bank instruments do you believe are the MOST effective in reducing poverty in Armenia? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

### Instruments: Least Effective

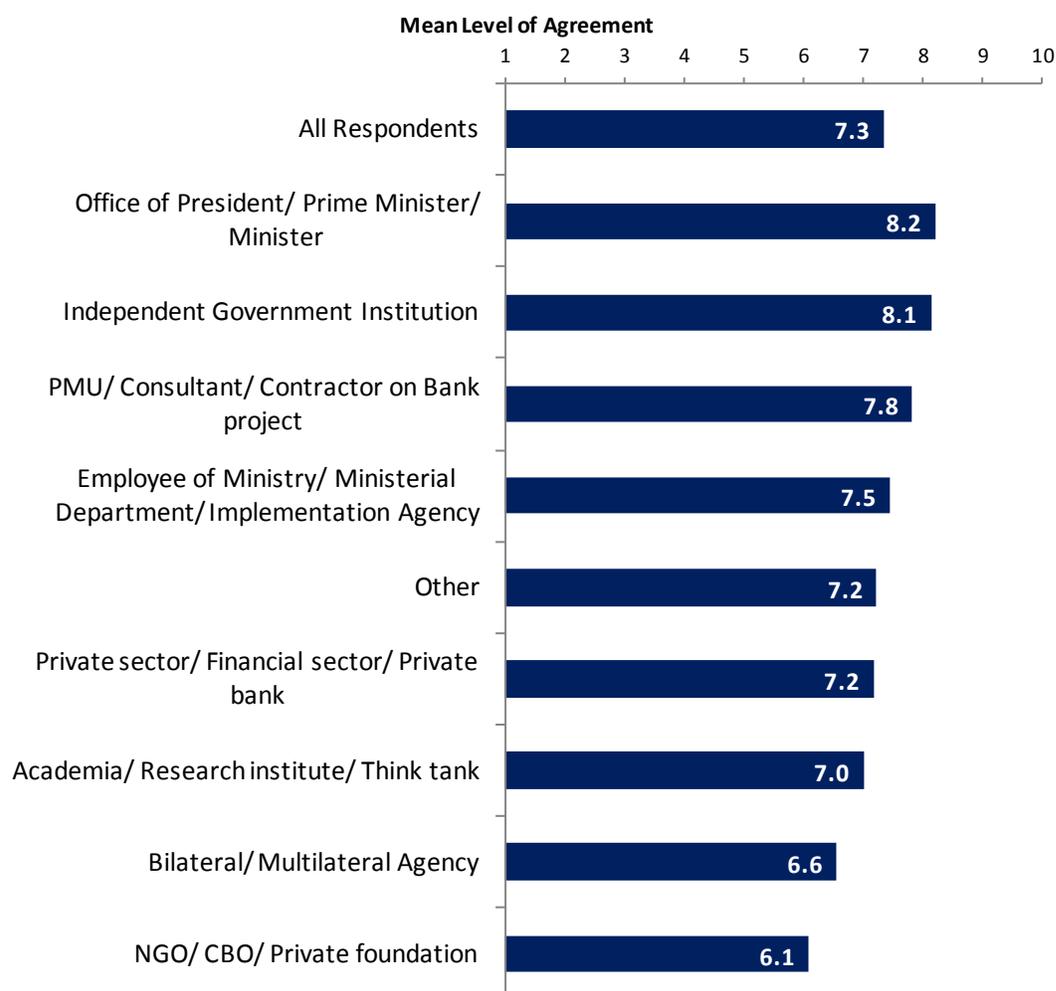


“Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Armenia? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

## VII. World Bank Knowledge and Instruments (continued)

### Instruments: Meeting Armenia's Needs (*Indicator Question*)

- Respondents from the office of the President/Prime Minister/Minister and independent government institutions had the highest levels of agreement that the Bank's financial instruments meet Armenia's needs whereas respondents from NGOs/CBOs/private foundations had significantly lower levels of agreement.
- Respondents across both geographic locations had statistically similar levels of agreement.

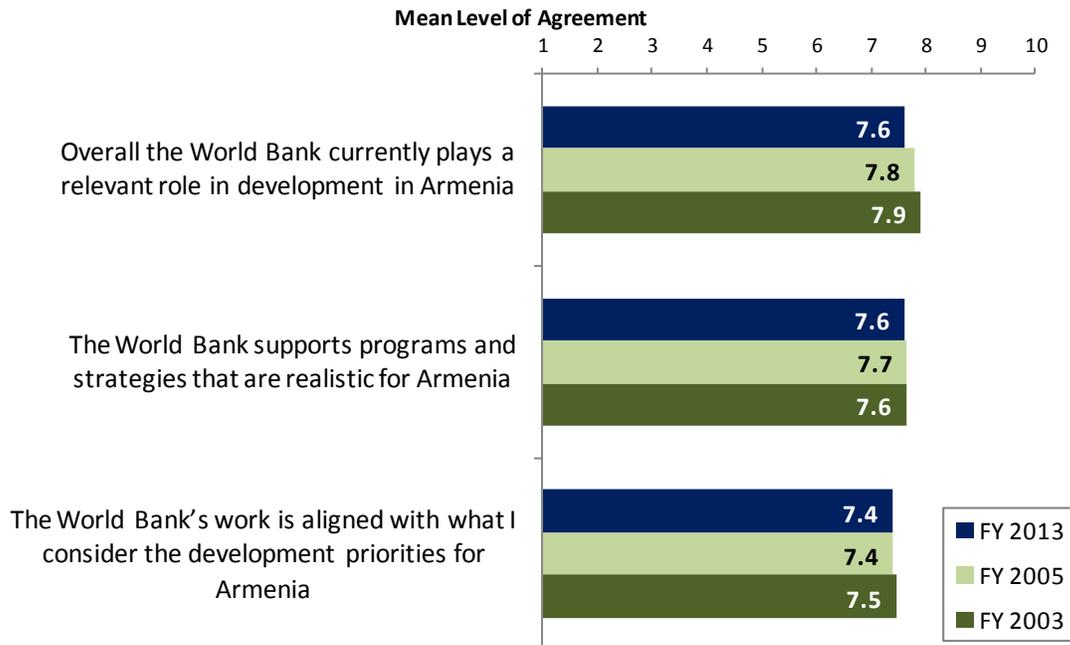


"The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, etc.) meet the needs of Armenia, on a ten point scale." (1-"Strongly disagree", 10-"Strongly agree")

## VIII. How the World Bank Operates

### The World Bank's Work in Armenia

- Respondents in this year's country survey had statistically similar levels of agreement with all of these statements about the World Bank's work in Armenia compared to respondents in the FY '05 country survey and the FY '03 country survey.
- There were significant stakeholder group differences in their levels of agreement regarding all of these aspects of the Bank's work in Armenia. For the most part, respondents from the office of the President/Prime Minister/Minister and independent government institutions tended to have the highest levels of agreement with these statements, whereas respondents from bilateral/multilateral agencies and NGOs/CBOs/private foundations tended to have significantly lower levels of agreement.
- Respondents across both geographic locations had statistically similar levels of agreement.

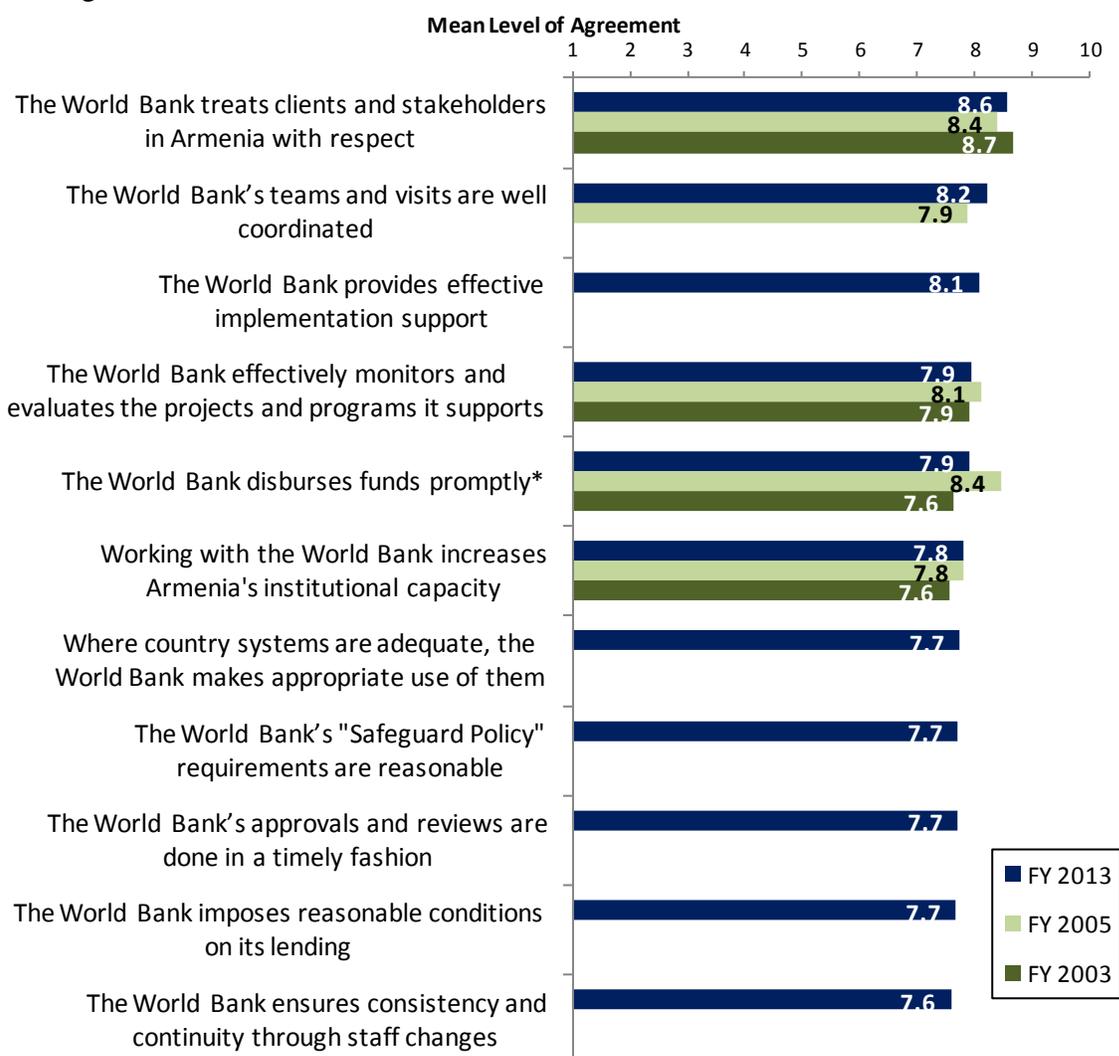


"To what extent do you agree with the following statements about the World Bank's work in Armenia, on a ten point scale?" (1-"Strongly disagree", 10-"Strongly agree")

## VIII. How the World Bank Operates (continued)

### Overall Perceptions

- Respondents in this year's country survey had significantly lower levels of agreement that the World Bank disburses funds promptly compared to respondents from the FY '05 country survey.
- There were significant stakeholder group differences in their levels of agreement across four of these aspects of how the Bank operates: "The World Bank's teams and visits are well coordinated"; "The World Bank effectively monitors and evaluates the projects and programs it supports"; "Working with the World Bank increases Armenia's institutional capacity"; and "Where country systems are adequate, the World Bank makes appropriate use of them". Respondents from the office of the President/Prime Minister/Minister tended to have the highest levels of agreement with these statements whereas respondents from bilateral/multilateral agencies tended to have significantly lower levels of agreement.

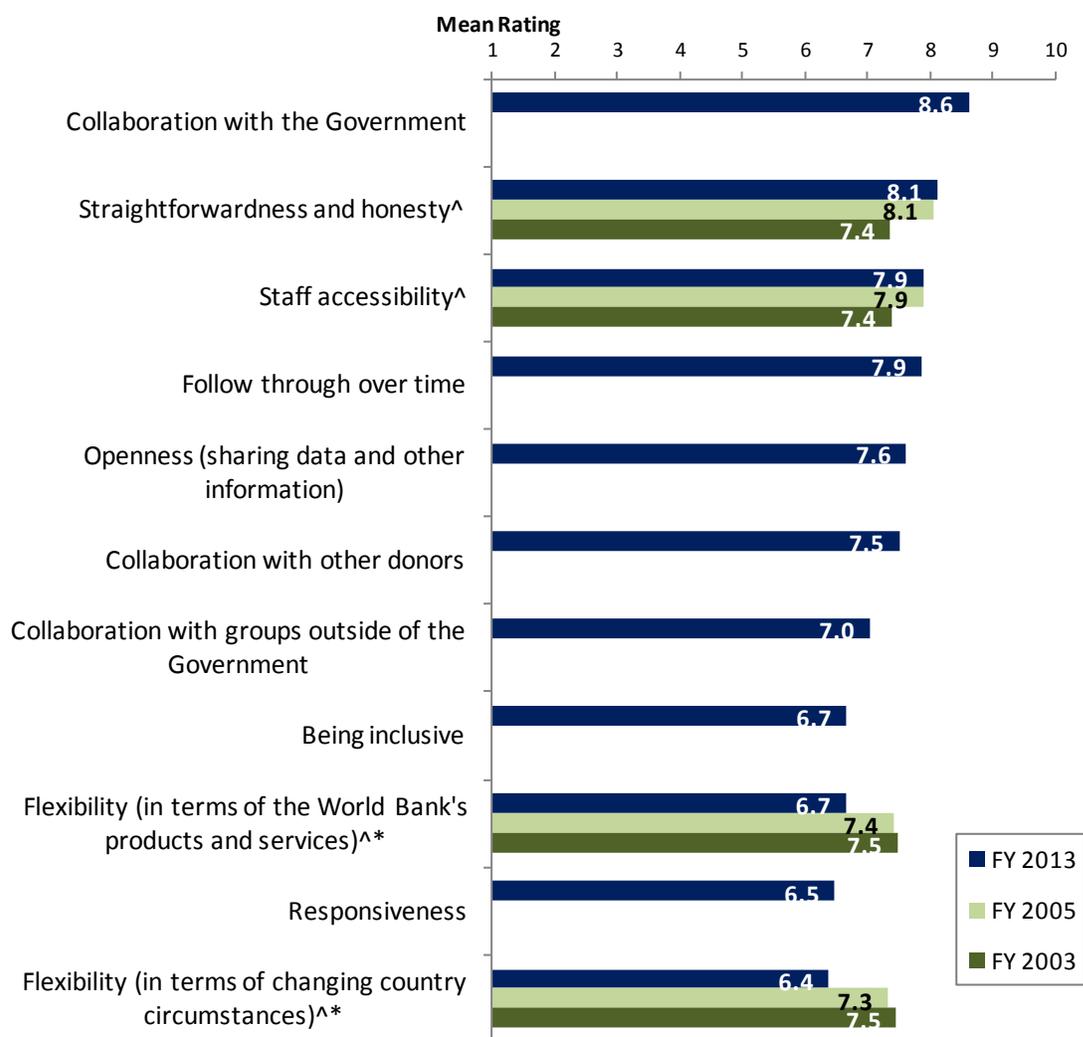


"To what extent do you agree/disagree with the following statements, on a ten point scale?"  
 (1-"Strongly disagree", 10-"Strongly agree") (\* FY 2013 significantly different from FY 2005)

## VIII. How the World Bank Operates (continued)

### The World Bank as an Effective Development Partner

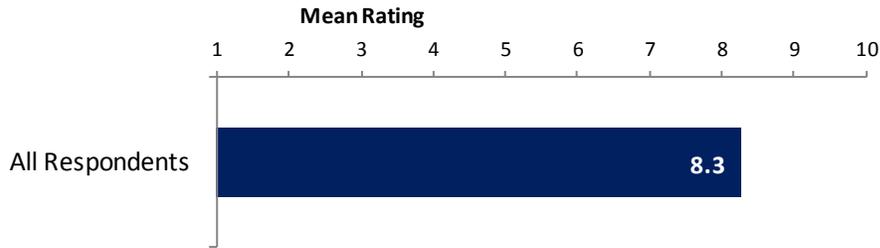
- Respondents in this year's country survey had significantly higher ratings for the Bank being an effective development partner in terms of straightforwardness and honesty and staff accessibility compared to respondents from the FY '03 country survey. Respondents in this year's country survey had significantly lower ratings for the Bank's flexibility (in terms Bank's products and services and changing country circumstances) compared to respondents from the FY '05 country survey and the FY '03 country survey.
- There were significant stakeholder group differences in their ratings across all of these aspects, except Bank's collaboration with the Government and following through over time. For the most part, respondents from the office of the President/Prime Minister/Minister tended to give the highest ratings for these aspects whereas respondents from bilateral/multilateral agencies tended to give significantly lower ratings.



"To what extent is the World Bank an effective development partner in Armenia in terms of each of the following, on a ten point scale?" (1-"To no degree at all", 10-"To a very significant degree")  
 (^ FY 2013 significantly different from FY 2003; \* FY 2013 significantly different from FY 2005.)

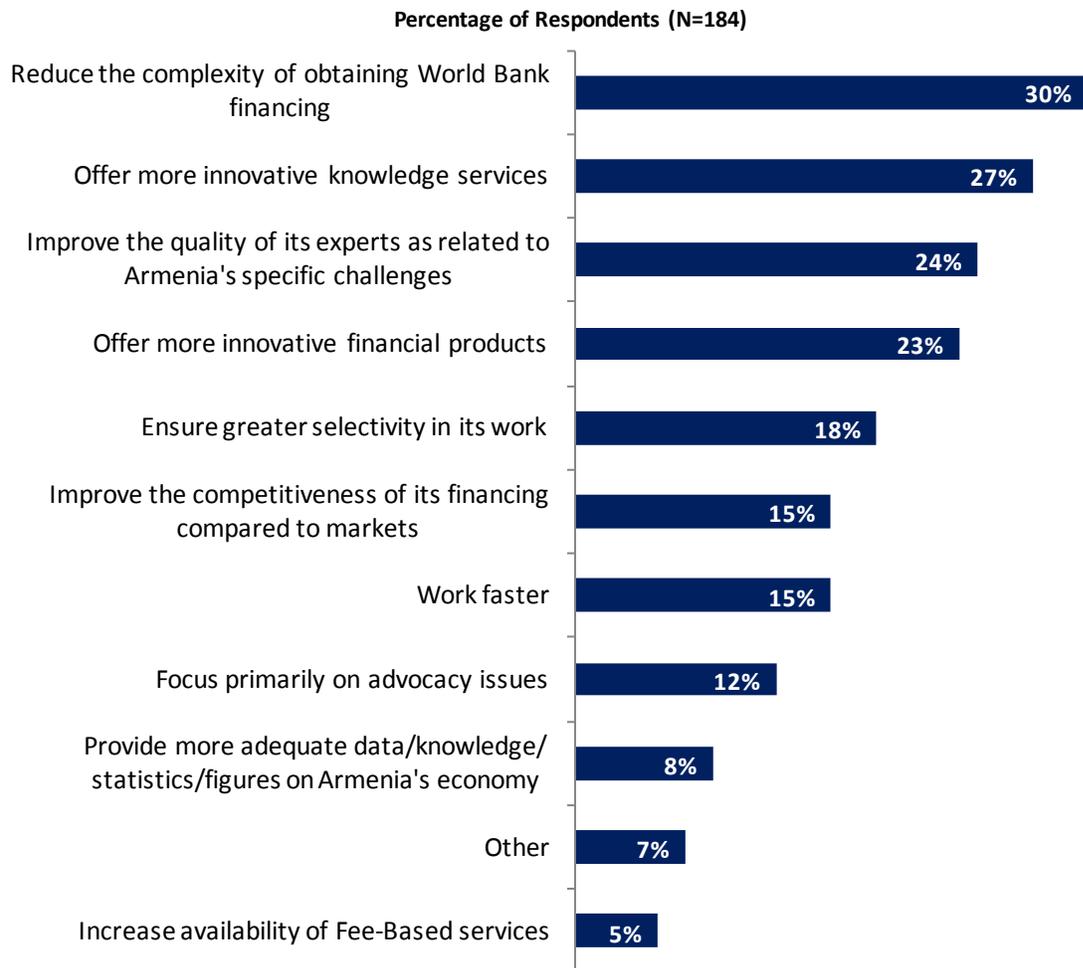
## IX. The Future Role of the World Bank in Armenia

### Role Significance



“How significant a role do you believe the Bank SHOULD play in Armenia’s development in the near future, on a ten point scale?” (1-“Not significant at all”, 10-“Very significant role”)

### Making the World Bank of Greater Value

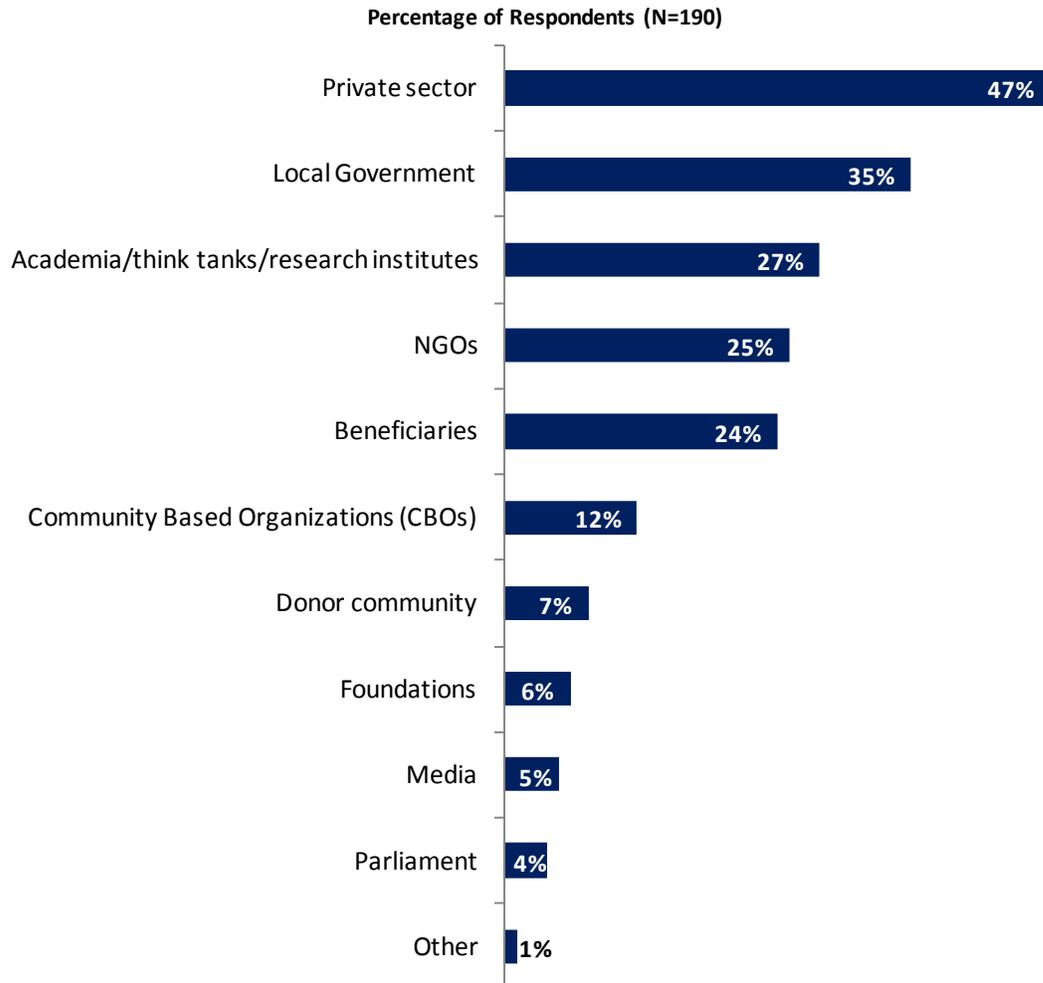


“Which of the following SHOULD the World Bank do to make itself of greater value in Armenia? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

## IX. The Future Role of the World Bank in Armenia (continued)

### Collaborating with Stakeholders in Armenia

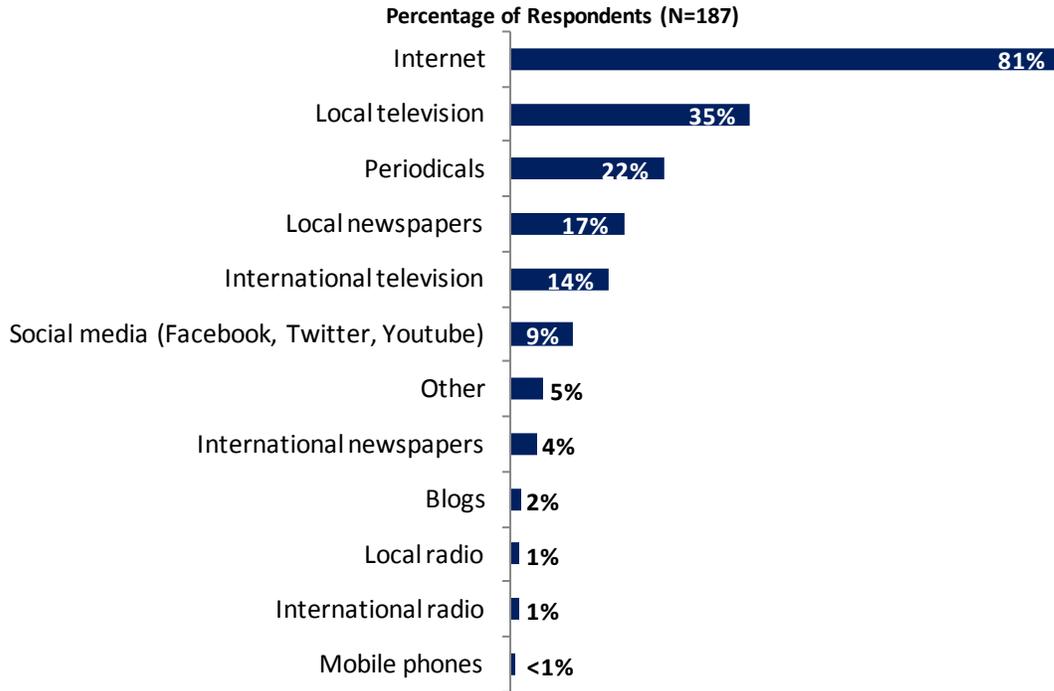
- Respondents indicated that the World Bank should work more closely with the private sector and local governments to ensure better development results in Armenia.



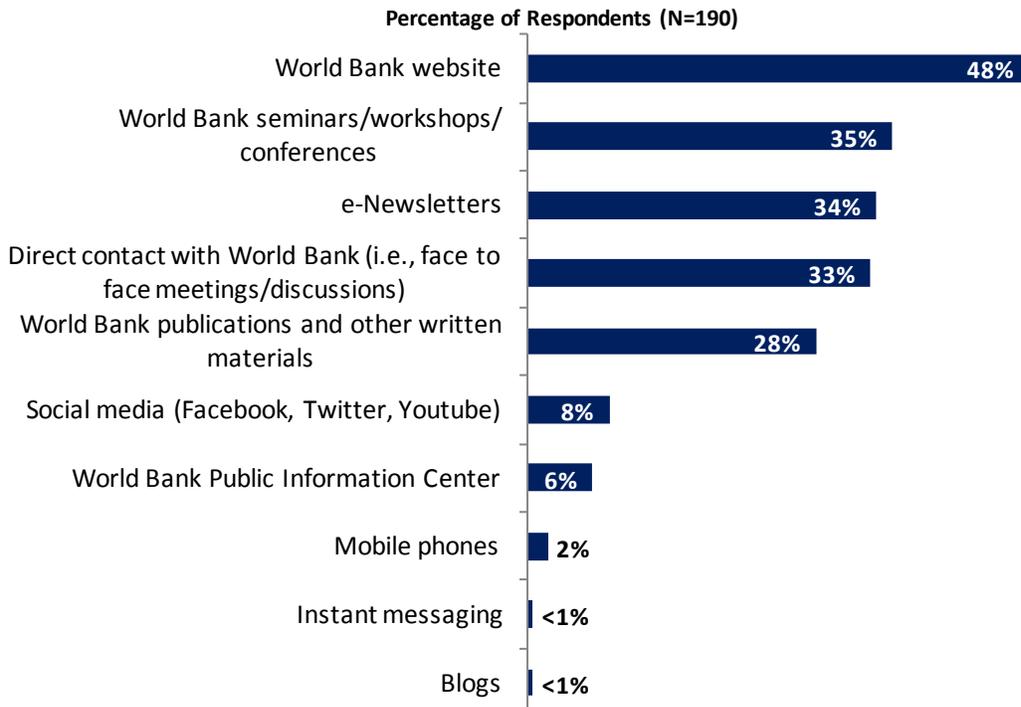
“In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)”  
(Respondents chose from a list. Responses combined.)

# X. Communication and Openness

## Information Sources



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

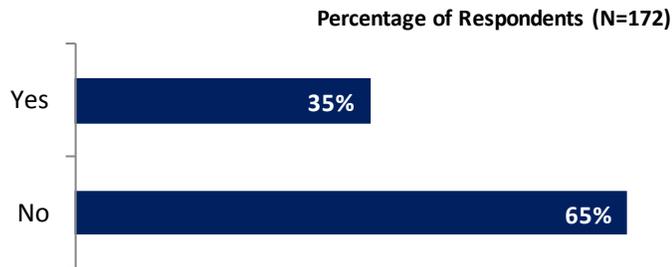


“How would you prefer to receive information from the World Bank? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

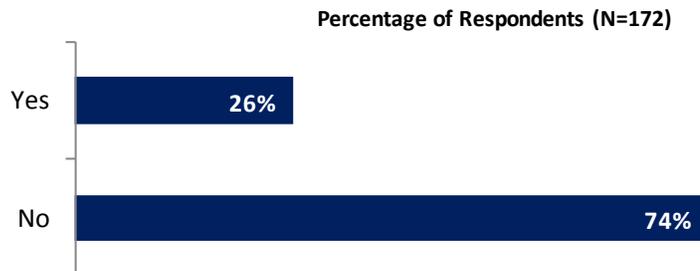
## X. Communication and Openness (continued)

### Access to Information

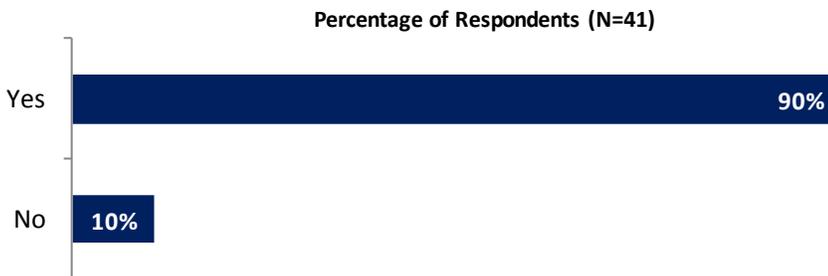
- Although respondents from the office of the President/Prime Minister/Minister and NGOs/CBOs/private foundations were significantly more likely to be aware of the Bank's Access to Information Policy compared to respondents from other stakeholder groups, respondents across all stakeholder groups had statistically similar rates of requesting information from the World Bank in the past year and obtaining their requested information.



"Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?"



"Have you requested information from the World Bank on its activities in the past year?"

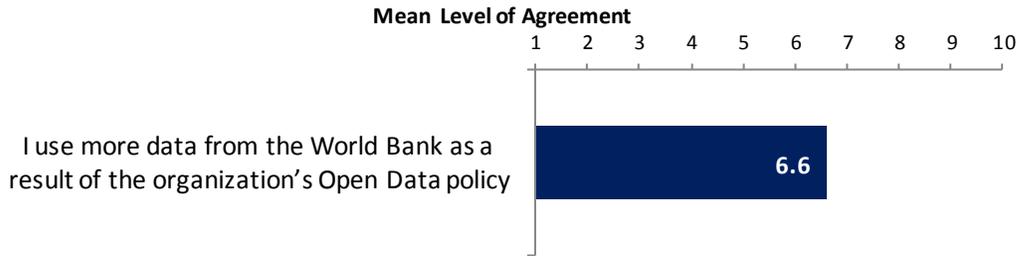


"Were you able to obtain this information?"

## X. Communication and Openness (continued)

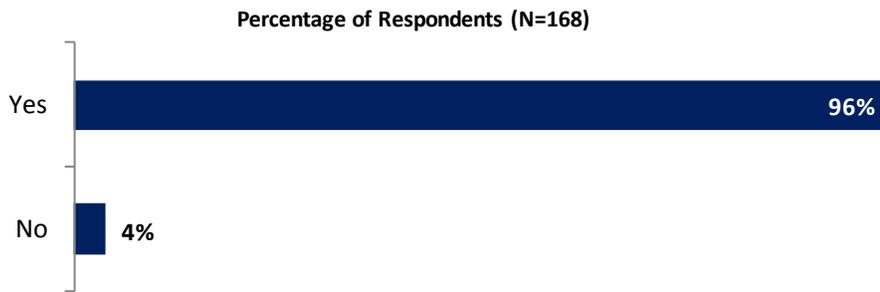
### Access to Information (continued)

- Respondents from Yerevan had significantly higher levels of agreement that they used more data from the World Bank as a result of the organization’s Open Data policy than respondents from other geographic locations.



“Please rate how much you agree with the following statements, on a ten point scale.”  
 (1-“Strongly disagree”, 10-“Strongly agree”)

### Internet Access



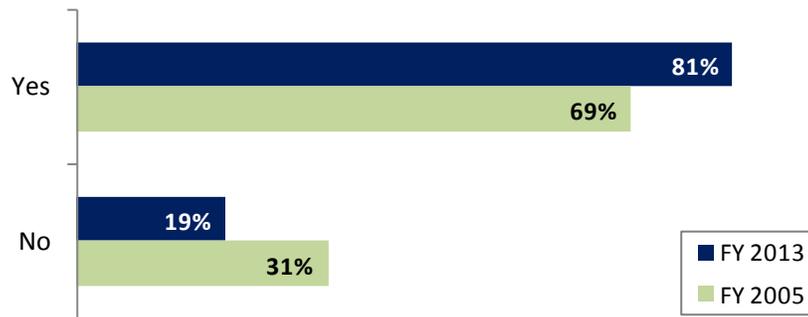
“Do you have access to the Internet?”

## X. Communication and Openness (continued)

### Website Usage

- A majority of respondents across most stakeholder groups indicated that they use/have used the World Bank website, except respondents from academia/research institutes/think tanks.

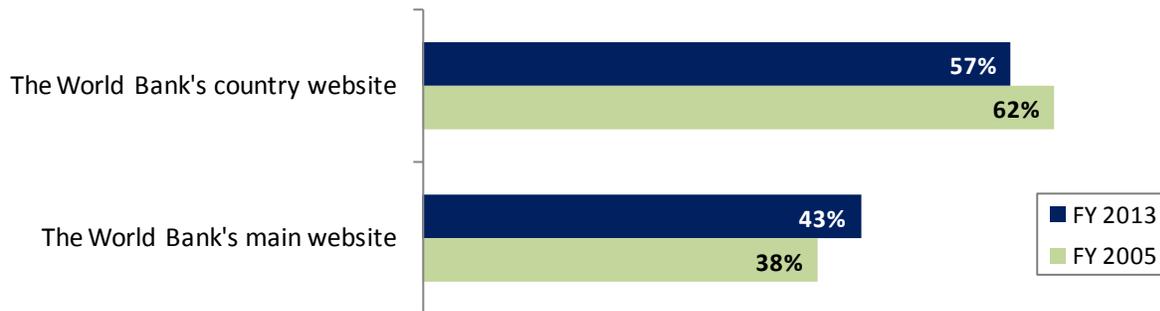
Percentage of Respondents (FY 2013 N=178; FY 2005 N=170)



"Do you use/have you used the World Bank website?"

- Respondents from Yerevan were significantly more likely to use the World Bank's main website whereas respondents from other geographic locations tended to use more the World Bank's country website.

Percentage of Respondents (FY 2013 N=150; FY 2005 N=117)

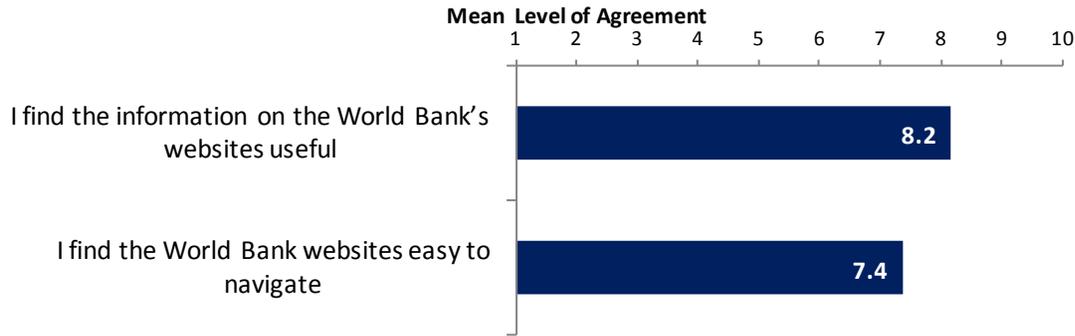


"Which do you primarily use?"

## X. Communication and Openness (continued)

### Website Evaluation

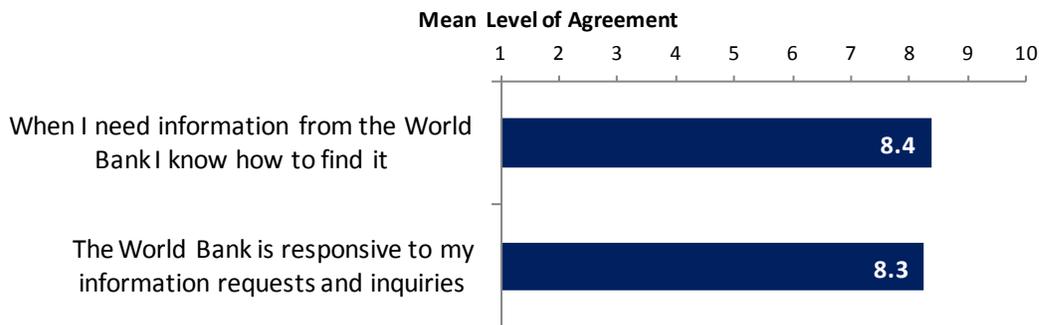
- Respondents from Yerevan had significantly higher levels of agreement that the World Bank websites are easy to navigate whereas respondents from other geographic locations had significantly lower levels of agreement.



"Please rate how much you agree with the following statements, on a ten point scale."  
(1-"Strongly disagree", 10-"Strongly agree")

### Information Sharing

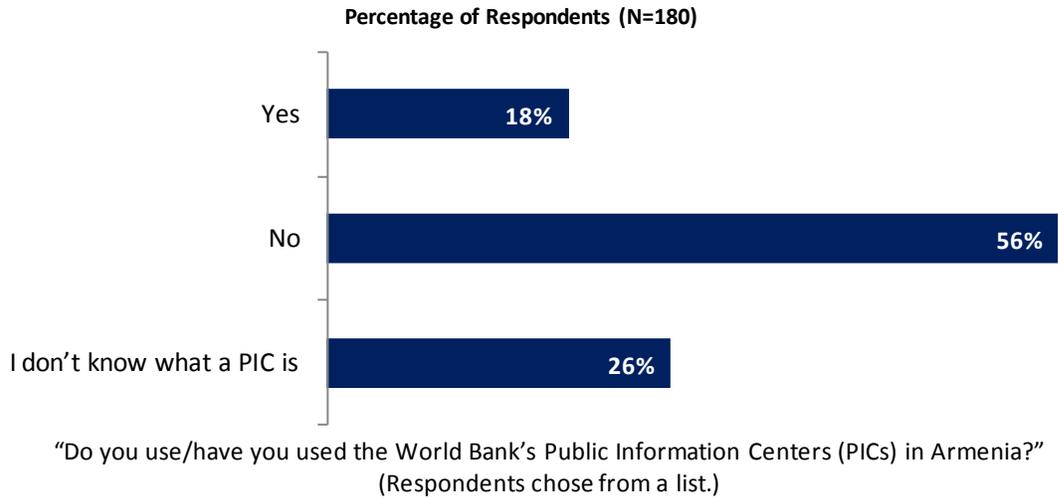
- Respondents from NGOs/CBOs/private foundations, the office of the President/Prime Minister/Minister, and academia/research institutes/think tanks had the highest levels of agreement that the Bank is responsive to information requests and inquiries whereas respondents from bilateral/multilateral agencies had significantly lower levels of agreement.



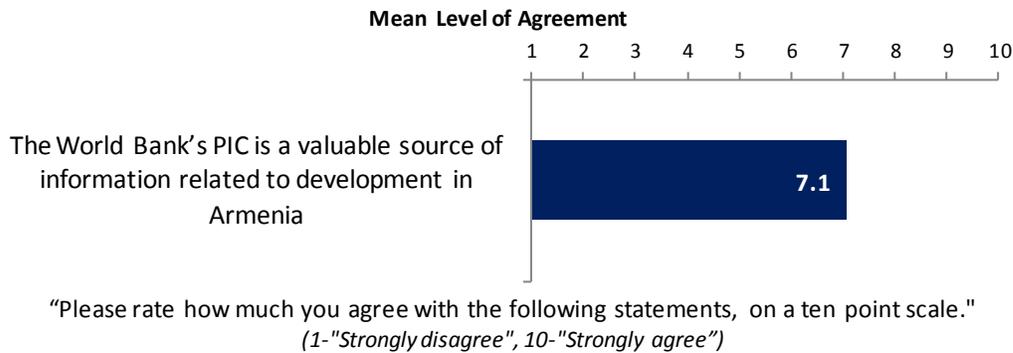
"Please rate how much you agree with the following statements, on a ten point scale."  
(1-"Strongly disagree", 10-"Strongly agree")

## X. Communication and Openness (continued)

### Public Information Services



- Respondents from Yerevan had significantly higher levels of agreement that the World Bank’s PIC is a valuable source of information related to development in Armenia whereas respondents from other geographic locations had significantly lower levels of agreement.



## XI. Appendices

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### ARMENIA



## Appendix A: Responses to All Questions across All Respondents (N=192)

### A. General Issues Facing Armenia

1. In general, would you say that Armenia is headed in...?	Percentage of Respondents (N=178)
The right direction	70.2%
The wrong direction	10.1%
Not sure	19.7%

2. When considering development priorities, which ONE development priority below is the most important in Armenia? Which ONE is the second most important priority? Which ONE is the third most important priority?	Percentage of Respondents (N=164)			
	<i>Most Important</i>	<i>2<sup>nd</sup> Most Important</i>	<i>3<sup>rd</sup> Most Important</i>	<i>Combined</i>
Education	14.4%	10.6%	11.0%	36.0%
Anti-corruption	13.8%	13.1%	8.5%	35.4%
Job creation/employment	7.5%	13.1%	10.4%	31.0%
Law and justice	9.4%	8.8%	6.7%	24.8%
Economic growth	10.6%	6.9%	7.3%	24.8%
Poverty reduction	11.9%	7.5%	4.9%	24.3%
Equality of opportunity	5.6%	6.3%	3.7%	15.5%
Governance	5.0%	4.4%	4.9%	14.3%
Rural development	3.1%	5.6%	5.5%	14.2%
Domestic private sector development	2.5%	1.9%	6.7%	11.1%
Public financial management	1.9%	5.0%	2.4%	9.3%
Social protection	1.3%	1.9%	4.9%	8.0%
Public sector reform	2.5%	0.6%	4.9%	8.0%
Agricultural development	2.5%	3.1%	1.8%	7.5%
Information and communications technology	1.3%	1.9%	4.3%	7.4%
Health	2.5%	1.3%	0.6%	4.4%
Foreign direct investment	1.3%	1.3%	1.8%	4.3%
Trade and exports	0.6%	1.9%	0.6%	3.1%
Environmental sustainability	0.0%	1.3%	1.8%	3.1%
Energy	0.6%	1.3%	0.6%	2.5%
Transport	0.6%	0.6%	1.2%	2.5%
Food security	0.6%	0.6%	0.6%	1.9%
Urban development	0.6%	0.0%	0.6%	1.2%
Climate change	0.0%	0.6%	0.6%	1.2%
Water and sanitation	0.0%	0.0%	1.2%	1.2%
Regulatory framework	0.0%	0.0%	1.2%	1.2%
Communicable/non-communicable diseases	0.0%	0.0%	1.2%	1.2%
Natural resource management	0.0%	0.0%	1.2%	1.2%
Basic infrastructure	0.0%	0.6%	0.0%	0.6%
Gender	0.0%	0.0%	0.0%	0.0%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%

**A. General Issues Facing Armenia (continued)**

<b>3. 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 Armenia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=190)</b>
Job creation/employment	55.3%
Domestic private sector development	32.1%
Economic growth	29.5%
Anti-corruption	23.2%
Education	23.2%
Rural development	18.4%
Governance	16.3%
Agricultural development	15.3%
Social protection	13.2%
Law and justice	13.2%
Equality of opportunity	13.2%
Public financial management	10.0%
Foreign direct investment	9.5%
Public sector reform	4.7%
Water and sanitation	3.2%
Trade and exports	2.6%
Natural resource management	2.6%
Transport	2.1%
Environmental sustainability	2.1%
Health	2.1%
Information and communications technology	1.6%
Monitoring and evaluation	1.1%
Gender	1.1%
Regulatory framework	1.1%
Basic infrastructure	1.1%
Food security	1.1%
Urban development	0.5%
Communicable/non-communicable diseases	0.0%
Energy	0.0%
Climate change	0.0%

**A. General Issues Facing Armenia (continued)**

<b>4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Armenia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=190)</b>
Domestic private sector development	29.5%
Trade and exports	26.3%
Agricultural development	23.7%
Job creation/employment	23.2%
Anti-corruption	22.6%
Foreign direct investment	21.6%
Equality of opportunity	20.5%
Law and justice	18.9%
Governance	18.9%
Information and communications technology	16.3%
Education	12.1%
Public financial management	11.6%
Rural development	8.9%
Natural resource management	8.4%
Basic infrastructure	7.4%
Regulatory framework	6.8%
Public sector reform	5.8%
Energy	4.7%
Water and sanitation	2.6%
Health	2.1%
Environmental sustainability	2.1%
Transport	2.1%
Social protection	1.1%
Urban development	0.5%
Food security	0.0%
Climate change	0.0%
Communicable/non-communicable diseases	0.0%
Gender	0.0%
Monitoring and evaluation	0.0%

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

<b>Familiarity</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank in Armenia, on a ten-point scale? (1-Not familiar at all, 10-Extremely familiar)	192	7.72	1.87

<b>Overall Effectiveness</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank's effectiveness in Armenia, on a ten-point scale. (1-Not effective at all, 10-Very effective)	179	7.65	1.80

<b>Staff Preparedness</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Armenia solve its most complicated development challenges, on a ten-point scale? (1-To no degree at all, 10-To a very significant degree)	168	8.25	1.50

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

<b>4. When thinking about how the World Bank can have the most impact on development results in Armenia, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Armenia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=189)</b>
Education	23.8%
Economic growth	22.8%
Agricultural development	21.2%
Poverty reduction	20.1%
Rural development	18.5%
Basic infrastructure	16.4%
Anti-corruption	16.4%
Law and justice	14.3%
Public sector reform	14.3%
Domestic private sector development	14.3%
Job creation/employment	14.3%
Equality of opportunity	13.2%
Governance	13.2%
Health	11.1%
Information and communications technology	9.5%
Trade and exports	7.4%
Transport	6.9%
Energy	6.3%
Public financial management	6.3%
Natural resource management	5.8%
Water and sanitation	5.8%
Foreign direct investment	3.7%
Environmental sustainability	3.2%
Regulatory framework	2.6%
Social protection	2.1%
Food security	1.1%
Urban development	1.1%
Monitoring and evaluation	0.5%
Climate change	0.0%
Communicable/non-communicable diseases	0.0%
Gender	0.0%

<b>5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Armenia?</b>	<b>Percentage of Respondents (N=165)</b>		
	<b>Greatest Value</b>	<b>2<sup>nd</sup> Greatest Value</b>	<b>Combined</b>
Financial resources	61.2%	10.4%	71.6%
Technical assistance	13.3%	22.6%	35.9%
Training/capacity building	6.1%	20.7%	26.8%
Studies/analyses	2.4%	17.1%	19.5%
Mobilizing third party financial resources	5.5%	11.6%	17.0%
Policy advice	5.5%	7.9%	13.4%
Donor coordination	4.2%	5.5%	9.7%
Data	1.2%	2.4%	3.7%
Convening/facilitating	0.6%	1.8%	2.4%
Other	0.0%	0.0%	0.0%

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

<b>6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Armenia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=178)</b>
World Bank processes too slow and complex	28.7%
Too bureaucratic in its operational policies and procedures	27.0%
Not willing to honestly criticize policies and reform efforts in the country	23.0%
Not adequately sensitive to political/social realities in Armenia	15.7%
Not collaborating enough with non-state actors	15.2%
Not enough public disclosure of its work	14.6%
Not exploring alternative policy options	11.2%
Not aligned with country priorities	10.1%
Other	9.6%
Imposing technocratic solutions without regard to political realities	9.0%
Not aligned with other donors' work	5.6%
Staff too inaccessible	1.7%
Arrogant in its approach	1.7%
Not client focused	0.6%
The credibility of its knowledge/data	0.0%

<b>7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Armenia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=187)</b>
Investment lending	63.1%
Capacity development	34.8%
Policy based lending/ budget support to the Government	29.4%
Technical assistance	24.6%
Knowledge products/services	13.4%
Don't know	10.2%
Trust Fund management	2.7%
Other	1.6%

<b>8. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Armenia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=185)</b>
Don't know	34.1%
Knowledge products/services	27.6%
Policy based lending/ budget support to the Government	26.5%
Technical assistance	22.7%
Trust Fund management	22.2%
Capacity development	12.4%
Investment lending	7.0%
Other	2.2%

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

<b>9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=190)</b>
Private sector	47.4%
Local Government	35.3%
Academia/think tanks/research institutes	27.4%
NGOs	24.7%
Beneficiaries	23.7%
Community Based Organizations (CBOs)	11.6%
Donor community	7.4%
Foundations	5.8%
Media	4.7%
Parliament	3.7%
Other	1.1%

<b>To what extent do you agree with the following statements about the World Bank's work in Armenia, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>		
	<b>N</b>	<b>Mean</b>	<b>SD</b>
10. Overall the World Bank currently plays a relevant role in development in Armenia	181	7.63	1.90
11. The World Bank's work is aligned with what I consider the development priorities for Armenia	179	7.39	1.96
12. The World Bank supports programs and strategies that are realistic for Armenia	181	7.61	1.87
13. The World Bank treats clients and stakeholders in Armenia with respect	180	8.58	1.59

<b>To what extent is the World Bank an effective development partner in Armenia in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)</b>	<b>Degree</b>		
	<b>N</b>	<b>Mean</b>	<b>SD</b>
14. Responsiveness	166	6.48	2.20
15. Flexibility (in terms of the World Bank's products and services)	157	6.66	2.05
16. Flexibility (in terms of changing country circumstances)	155	6.39	2.09
17. Being inclusive	137	6.67	1.98
18. Openness (sharing data and other information)	171	7.63	1.96
19. Staff accessibility	167	7.89	1.88
20. Straightforwardness and honesty	160	8.12	1.88
21. Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	127	7.04	2.20
22. Collaboration with the Government	158	8.62	1.32
23. Collaboration with other donors	121	7.51	1.86
24. Follow through over time	152	7.87	2.00

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

<b>25. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=173)</b>
Reforms are not well thought out in light of country challenges	32.9%
There is not an adequate level of citizen/civil society participation	30.6%
The Government works inefficiently	21.4%
Poor donor coordination	19.7%
The World Bank is not sensitive enough to political/social realities on the ground	18.5%
Lack of/inadequate levels of capacity in Government	17.9%
The World Bank works too slowly	15.6%
Political pressures and obstacles	11.0%
The World Bank does not do adequate follow through/follow-up	5.8%
Other	5.8%

### C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Armenia, on a ten point scale? (1-Not effective at all, 10-Very effective)	Effectiveness		
	N	Mean	SD
1. Governance	143	6.26	1.98
2. Urban development	114	5.82	2.05
3. Environmental sustainability	124	5.75	2.33
4. Equality of opportunity	135	5.95	2.42
5. Health	131	7.09	2.01
6. Energy	124	7.25	2.05
7. Food security	97	6.39	2.00
8. Climate change	90	5.70	2.42
9. Agricultural development	134	7.03	1.95
10. Trade and exports	106	6.25	2.09
11. Economic growth	140	6.54	2.15
12. Law and justice	123	5.89	2.48
13. Regulatory framework	116	6.43	1.99
14. Communicable/non-communicable diseases	76	6.47	2.05
15. Basic infrastructure	132	7.14	1.96
16. Natural resource management	107	5.76	2.46
17. Rural development	132	6.60	2.24
18. Education	144	6.84	2.12
19. Social protection	117	6.42	2.32
20. Transport	124	7.02	2.12
21. Poverty reduction	145	6.46	2.23
22. Public sector reform	138	6.65	2.04
23. Information and communications technology	122	6.88	1.97
24. Gender	97	6.58	2.05
25. Domestic private sector development	120	6.12	2.16
26. Foreign direct investment	115	6.44	2.25
27. Water and sanitation	137	7.42	1.93
28. Anti-corruption	127	5.65	2.53
29. Monitoring and evaluation	122	7.16	1.96
30. Public financial management	126	6.90	1.98
31. Job creation/employment	120	5.99	2.29

Achieving Development Results	N	Mean	SD
32. To what extent does the World Bank's work help to achieve development results in Armenia, on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	176	7.19	1.94

**C. World Bank Effectiveness and Results (continued)**

<b>To what extent do you agree with the following statements about the World Bank in Armenia, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
33. The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, etc.) meet the needs of Armenia	176	7.34	1.97
34. The World Bank meets Armenia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	160	6.44	2.14

**D. The World Bank's Knowledge**

<b>1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?</b>	<b>Percentage of Respondents (N=187)</b>
Weekly	9.6%
Monthly	25.7%
A few times a year	45.5%
Rarely	17.6%
Never	1.6%

<b>2. When thinking about the development challenges in Armenia, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=188)</b>
Economic growth	28.2%
Agricultural development	27.7%
Education	21.8%
Equality of opportunity	18.6%
Domestic private sector development	18.6%
Anti-corruption	18.1%
Governance	16.5%
Job creation/employment	16.5%
Poverty reduction	15.4%
Law and justice	13.8%
Rural development	11.2%
Trade and exports	10.1%
Basic infrastructure	9.0%
Health	8.0%
Public sector reform	7.4%
Natural resource management	6.9%
Foreign direct investment	5.9%
Public financial management	5.9%
Information and communications technology	4.8%
Environmental sustainability	4.3%
Transport	4.3%
Water and sanitation	3.7%
Urban development	3.2%
Energy	2.7%
Food security	2.7%
Social protection	2.7%
Climate change	2.1%
Regulatory framework	2.1%
Monitoring and evaluation	1.6%
Gender	0.5%
Communicable/non-communicable diseases	0.0%

**D. The World Bank's Knowledge (continued)**

How effective do you believe the World Bank's knowledge and research are at ... in Armenia? (1-Not effective at all, 10-Very effective)	Level of Effectiveness		
	N	Mean	SD
3. Raising your awareness of the particular topic	161	7.12	2.08
4. Stimulating public debate/dialogue	137	6.20	2.15
5. Enhancing your knowledge and/or skills	165	7.13	2.13
6. Contributing to good policy making	152	7.06	2.11
7. Providing support for program implementation	167	7.86	1.70

To what extent do you believe that the World Bank's knowledge and research ... Armenia? (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
8. Are timely	167	8.07	1.56
9. Include appropriate level of stakeholder involvement during preparation	156	7.30	1.99
10. Are relevant to Armenia's development priorities	154	7.42	1.83
11. Provide feasible recommendations	162	7.46	1.71
12. Are accessible (well written and easy to understand)	168	7.57	1.65
13. A source of relevant information on global good practices	168	7.65	1.85
14. Are adequately disseminated	154	6.75	2.28
15. Are appropriately translated	150	7.61	1.90
16. Are adaptable to Armenia's specific development challenges and country circumstances	162	7.52	1.69

Overall Evaluations	N	Mean	SD
17. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale? (1-Not significant at all, 10-Very significant)	181	7.48	1.80
18. Overall, how would you rate the technical quality of the World Bank's knowledge/research, on a ten point scale? (1-Very low technical quality, 10-Very high technical quality)	175	8.19	1.43
19. To what extent do you believe that Armenia received value for money from the World Bank's products/services that were paid for on a fee for service basis? (1- To no degree at all, 10-To a very significant degree)	122	7.51	1.77

### E. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
1. The World Bank disburses funds promptly	156	7.91	1.77
2. The World Bank effectively monitors and evaluates the projects and programs it supports	163	7.93	1.73
3. The World Bank's approvals and reviews are done in a timely fashion	150	7.71	1.72
4. The World Bank's "Safeguard Policy" requirements are reasonable	112	7.71	1.61
5. The World Bank imposes reasonable conditions on its lending	142	7.68	1.64
6. Working with the World Bank increases Armenia's institutional capacity	170	7.81	1.78
7. The World Bank ensures consistency and continuity through staff changes	122	7.58	1.81
8. The World Bank's teams and visits are well coordinated	146	8.21	1.57
9. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	112	7.74	1.83
10. The World Bank provides effective implementation support (i.e., supervision of projects)	153	8.08	1.54

### F. The Future Role of the World Bank in Armenia

The Bank's Role	N	Mean	SD
1. How significant a role do you believe the Bank SHOULD play in Armenia's development in the near future, on a ten point scale? (1-Not a significant role at all, 10-Very significant role)	180	8.26	1.74

2. Which of the following SHOULD the World Bank do to make itself of greater value in Armenia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=184)
Reduce the complexity of obtaining World Bank financing	30.4%
Offer more innovative knowledge services	27.2%
Improve the quality of its experts as related to Armenia's specific challenges	23.9%
Offer more innovative financial products	22.8%
Ensure greater selectivity in its work	17.9%
Improve the competitiveness of its financing compared to markets	15.2%
Work faster	15.2%
Focus primarily on advocacy issues	12.0%
Provide more adequate data/knowledge/statistics/figures on Armenia's economy	8.2%
Other	6.5%
Increase availability of Fee-Based services	4.9%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Armenia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=187)</b>
Internet	80.7%
Local television	35.3%
Periodicals	22.5%
Local newspapers	16.6%
International television	14.4%
Social media (Facebook, Twitter, Youtube)	9.1%
Other	4.8%
International newspapers	3.7%
Blogs	1.6%
Local radio	1.1%
International radio	1.1%
Mobile phones	0.5%
Instant messaging	0.0%

<b>2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=190)</b>
World Bank website	48.4%
World Bank seminars/workshops/conferences	35.3%
e-Newsletters	33.7%
Direct contact with World Bank (i.e., face to face meetings/discussions)	33.2%
World Bank publications and other written materials	27.9%
Social media (Facebook, Twitter, Youtube)	7.9%
World Bank Public Information Center	6.3%
Mobile phones	2.1%
Instant messaging	0.5%
Blogs	0.5%
Other	0.0%

<b>3. Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?</b>	<b>Percentage of Respondents (N=172)</b>
Yes	34.9%
No	65.1%

<b>4. Have you requested information from the World Bank on its activities in the past year?</b>	<b>Percentage of Respondents (N=172)</b>
Yes	25.6%
No	74.4%

<b>5. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=41)</b>
Yes	90.2%
No	9.8%

<b>6. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=168)</b>
Yes	96.4%
No	3.6%

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

7. Do you use/have used the World Bank website?	Percentage of Respondents (N=178)
Yes	81.5%
No	18.5%

8. Which do you primarily use?	Percentage of Respondents (N=150)
The World Bank's country website	57.3%
The World Bank's main website	42.7%

9. Do you use/have you used the World Bank's Public Information Centers (PICs) in Armenia?	Percentage of Respondents (N=180)
Yes	18.3%
No	55.6%
I don't know what PIC is	26.1%

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
10. I use more data from the World Bank as a result of the organization's Open Data policy	119	6.60	2.56
11. The World Bank's PIC is a valuable source of information related to development in Armenia	51	7.06	2.19
12. I find the World Bank websites easy to navigate	137	7.37	1.93
13. I find the information on the World Bank's websites useful	139	8.17	1.46
14. When I need information from the World Bank I know how to find it	162	8.36	1.89
15. The World Bank is responsive to my information requests and inquiries	132	8.25	1.78

**H. Background Information**

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=185)
Employee of a Ministry, Ministerial Department or Implementation Agency	13.0%
Project Management Unit (PMU) overseeing implementation of project	12.4%
Other	10.8%
Office of Minister	10.3%
NGO	10.3%
Academia/Research institute/Think tank	8.6%
Independent Government Institution (i.e., Regulatory Agency, Central Bank)	8.1%
Office of the President, Prime Minister	5.4%
Multilateral agency	4.3%
Private sector organization	3.8%
Office of Parliamentarian	2.7%
Local Government office or staff	2.7%
Financial sector/Private bank	2.7%
Private foundation	1.6%
Media	1.1%
Consultant/Contractor working on World Bank supported project/program	0.5%
Bilateral agency	0.5%
Community Based Organization	0.5%
Judiciary branch	0.5%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=184)</b>
Education	15.8%
Other	13.6%
Governance	10.9%
Agricultural development	6.0%
Water and sanitation	6.0%
Health	4.9%
Public financial management	4.9%
Information and communications technology	3.8%
Public sector reform	3.8%
Economic growth	3.3%
Law and justice	3.3%
Anti-corruption	2.7%
Domestic private sector development	2.7%
Environmental sustainability	2.7%
Transport	2.7%
Energy	2.2%
Regulatory framework	2.2%
Rural development	1.6%
Social protection	1.6%
Basic infrastructure	1.1%
Equality of opportunity	1.1%
Monitoring and evaluation	1.1%
Foreign direct investment	0.5%
Job creation/employment	0.5%
Poverty reduction	0.5%
Trade and exports	0.5%

<b>3. Currently, do you professionally collaborate/work with the World Bank in your country?</b>	<b>Percentage of Respondents (N=186)</b>
Yes	83.9%
No	16.1%

<b>4. Which of the following describes most of your exposure to the World Bank in Armenia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (N=183)</b>
Collaborate as part of my professional duties	67.8%
Engage in World Bank related/sponsored events/activities	40.4%
Use World Bank reports/data	29.0%
Use World Bank website for information, data, research, etc.	12.0%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	11.5%

<b>5. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=181)</b>
Yerevan	89.5%
Marz	10.5%

## Appendix B: Responses to All Questions by Stakeholder Groups

### A. General Issues facing Armenia

In general, would you say that Armenia is headed in...?\*

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The right direction	92.9%	82.6%	57.1%	44.4%	63.6%	40.9%	86.7%	56.3%	79.3%
The wrong direction	3.6%	4.3%	0.0%	0.0%	9.1%	50.0%	0.0%	12.5%	6.9%
Not sure	3.6%	13.0%	42.9%	55.6%	27.3%	9.1%	13.3%	31.3%	13.8%

\*Significantly different between stakeholder groups

When considering development priorities, which ONE development priority below is the most important in Armenia? Which ONE is the second most important priority? Which ONE is the third most important priority?

1st Most Important	Office of President/Prime Minister/Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Rural development	4.0%	0.0%	0.0%	0.0%	0.0%	8.7%	0.0%	0.0%	7.4%
Education	8.0%	10.0%	5.9%	22.2%	12.5%	8.7%	33.3%	36.4%	14.8%
Social protection	0.0%	5.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	20.0%	10.0%	11.8%	22.2%	12.5%	0.0%	6.7%	0.0%	18.5%
Public sector reform	0.0%	10.0%	5.9%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%
Information and communications technology	0.0%	0.0%	5.9%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	4.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	3.7%
Foreign direct investment	0.0%	5.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption*	4.0%	0.0%	11.8%	11.1%	0.0%	43.5%	26.7%	0.0%	11.1%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	4.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%
Job creation/employment	8.0%	15.0%	0.0%	11.1%	12.5%	8.7%	0.0%	9.1%	7.4%
Governance	4.0%	5.0%	5.9%	11.1%	0.0%	0.0%	6.7%	9.1%	7.4%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	5.0%	17.6%	0.0%	12.5%	13.0%	6.7%	0.0%	0.0%
Health	8.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	3.7%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	8.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.4%
Trade and exports	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	12.0%	20.0%	5.9%	0.0%	25.0%	8.7%	6.7%	9.1%	7.4%
Law and justice	12.0%	5.0%	11.8%	11.1%	12.5%	4.3%	13.3%	18.2%	7.4%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

### A. General Issues facing Armenia (continued)

When considering development priorities, which ONE development priority below is the most important in Armenia? Which ONE is the second most important priority? Which ONE is the third most important priority?

2 <sup>nd</sup> Most Important	Office of President/Prime Minister/Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Rural development	8.0%	5.0%	0.0%	11.1%	11.1%	8.7%	0.0%	9.1%	0.0%
Education	8.0%	10.0%	5.9%	22.2%	0.0%	13.0%	6.7%	18.2%	14.8%
Social protection	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	13.3%	0.0%	0.0%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%
Poverty reduction	8.0%	10.0%	17.6%	11.1%	11.1%	0.0%	6.7%	0.0%	7.4%
Public sector reform	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%
Information and communications technology	4.0%	0.0%	0.0%	0.0%	0.0%	8.7%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	0.0%	0.0%	0.0%	0.0%	8.7%	0.0%	0.0%	3.7%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	6.7%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	8.0%	10.0%	17.6%	11.1%	22.2%	17.4%	6.7%	27.3%	7.4%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	8.0%	5.0%	5.9%	11.1%	11.1%	0.0%	0.0%	0.0%	7.4%
Job creation/employment	28.0%	5.0%	11.8%	22.2%	22.2%	8.7%	13.3%	9.1%	7.4%
Governance	0.0%	15.0%	5.9%	11.1%	0.0%	0.0%	6.7%	0.0%	3.7%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	4.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%
Equality of opportunity*	4.0%	0.0%	0.0%	0.0%	11.1%	13.0%	0.0%	27.3%	3.7%
Health	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%
Energy	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	4.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%
Trade and exports	4.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%
Economic growth	8.0%	15.0%	17.6%	0.0%	0.0%	0.0%	13.3%	0.0%	3.7%
Law and justice	0.0%	10.0%	0.0%	0.0%	0.0%	13.0%	26.7%	9.1%	14.8%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**A. General Issues facing Armenia (continued)**

When considering development priorities, which ONE development priority below is the most important in Armenia? Which ONE is the second most important priority? Which ONE is the third most important priority?

3 <sup>rd</sup> Most Important	Office of President/Prime Minister/Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Rural development	7.4%	5.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	14.8%
Education	3.7%	20.0%	5.6%	0.0%	33.3%	21.7%	6.7%	8.3%	7.4%
Social protection	3.7%	5.0%	16.7%	11.1%	0.0%	0.0%	6.7%	0.0%	3.7%
Transport	3.7%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	7.4%	0.0%	0.0%	0.0%	0.0%	13.0%	6.7%	8.3%	3.7%
Public sector reform	7.4%	5.0%	5.6%	0.0%	0.0%	0.0%	20.0%	8.3%	0.0%
Information and communications technology	0.0%	15.0%	5.6%	0.0%	0.0%	4.3%	0.0%	0.0%	7.4%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	3.7%	10.0%	5.6%	11.1%	0.0%	8.7%	13.3%	0.0%	7.4%
Foreign direct investment	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	6.7%	0.0%	3.7%
Water and sanitation	0.0%	5.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	14.8%	5.0%	0.0%	22.2%	11.1%	4.3%	6.7%	16.7%	7.4%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	3.7%	0.0%	5.6%	0.0%	0.0%	0.0%	6.7%	0.0%	3.7%
Job creation/employment	7.4%	5.0%	11.1%	0.0%	11.1%	13.0%	6.7%	25.0%	11.1%
Governance	3.7%	0.0%	5.6%	22.2%	11.1%	4.3%	0.0%	0.0%	7.4%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	3.7%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%
Equality of opportunity	0.0%	10.0%	5.6%	0.0%	0.0%	0.0%	13.3%	8.3%	0.0%
Health	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%
Food security	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	3.7%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	3.7%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%
Economic growth	11.1%	5.0%	0.0%	22.2%	11.1%	4.3%	0.0%	0.0%	7.4%
Law and justice*	0.0%	5.0%	5.6%	0.0%	22.2%	21.7%	6.7%	0.0%	3.7%
Regulatory framework	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%
Communicable/non-communicable diseases	7.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%

\*Significantly different between stakeholder groups

**A. General Issues facing Armenia (continued)**

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 Armenia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Domestic private sector development	20.7%	33.3%	29.2%	33.3%	45.5%	30.4%	33.3%	25.0%	39.4%
Foreign direct investment	6.9%	4.2%	12.5%	0.0%	0.0%	8.7%	13.3%	6.3%	15.2%
Water and sanitation	10.3%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	6.1%
Anti-corruption*	13.8%	20.8%	16.7%	22.2%	9.1%	52.2%	13.3%	31.3%	27.3%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	3.0%
Public financial management	6.9%	16.7%	8.3%	11.1%	36.4%	4.3%	6.7%	12.5%	6.1%
Job creation/employment	62.1%	66.7%	58.3%	55.6%	36.4%	47.8%	46.7%	56.3%	54.5%
Rural development	37.9%	12.5%	12.5%	22.2%	18.2%	26.1%	6.7%	18.8%	9.1%
Education*	31.0%	8.3%	12.5%	11.1%	36.4%	13.0%	26.7%	50.0%	24.2%
Social protection	6.9%	20.8%	4.2%	44.4%	18.2%	17.4%	13.3%	6.3%	12.1%
Transport	3.4%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector reform	0.0%	4.2%	4.2%	11.1%	0.0%	8.7%	20.0%	6.3%	0.0%
Information and communications technology	3.4%	0.0%	4.2%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	4.2%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%
Governance	13.8%	29.2%	12.5%	11.1%	0.0%	21.7%	6.7%	12.5%	24.2%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	6.3%	6.1%
Economic growth	37.9%	41.7%	29.2%	44.4%	45.5%	8.7%	40.0%	12.5%	18.2%
Law and justice*	3.4%	12.5%	25.0%	11.1%	0.0%	17.4%	40.0%	18.8%	3.0%
Regulatory framework	0.0%	0.0%	0.0%	11.1%	0.0%	4.3%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Natural resource management	6.9%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Environmental sustainability	6.9%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	3.0%
Equality of opportunity	10.3%	8.3%	8.3%	0.0%	9.1%	21.7%	13.3%	31.3%	15.2%
Health	0.0%	4.2%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	13.8%	16.7%	20.8%	11.1%	18.2%	4.3%	13.3%	6.3%	18.2%

\*Significantly different between stakeholder groups

### A. General Issues facing Armenia (continued)

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Armenia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/ Private Foundation			Independent Government Institution			Academia/ Research institute/ Think tank			Other			
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	
Health	0.0%			4.2%			8.3%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			3.0%
Energy	3.4%			8.3%			0.0%			0.0%			0.0%			4.3%			0.0%			6.3%			9.1%			
Food security	0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			
Climate change	0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			
Public sector reform	6.9%			4.2%			4.2%			11.1%			0.0%			4.3%			13.3%			12.5%			3.0%			
Information and communications technology	10.3%			16.7%			20.8%			0.0%			27.3%			30.4%			6.7%			6.3%			18.2%			
Trade and exports	37.9%			33.3%			12.5%			22.2%			36.4%			13.0%			26.7%			31.3%			24.2%			
Law and justice	17.2%			16.7%			20.8%			33.3%			27.3%			13.0%			20.0%			25.0%			15.2%			
Regulatory framework	3.4%			8.3%			12.5%			11.1%			0.0%			8.7%			0.0%			6.3%			6.1%			
Communicable/non-communicable diseases	0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			
Basic infrastructure	17.2%			8.3%			8.3%			11.1%			9.1%			0.0%			6.7%			0.0%			6.1%			
Natural resource management	10.3%			4.2%			8.3%			0.0%			0.0%			13.0%			0.0%			18.8%			12.1%			
Public financial management	6.9%			16.7%			12.5%			0.0%			18.2%			8.7%			6.7%			18.8%			12.1%			
Job creation/employment	37.9%			20.8%			29.2%			33.3%			27.3%			8.7%			13.3%			12.5%			24.2%			
Governance	3.4%			25.0%			16.7%			11.1%			9.1%			26.1%			20.0%			25.0%			27.3%			
Urban development	3.4%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			
Environmental sustainability	6.9%			4.2%			0.0%			0.0%			0.0%			4.3%			0.0%			0.0%			0.0%			
Equality of opportunity*	3.4%			16.7%			20.8%			0.0%			9.1%			39.1%			60.0%			25.0%			12.1%			
Rural development*	27.6%			4.2%			4.2%			0.0%			9.1%			4.3%			0.0%			0.0%			15.2%			
Education	17.2%			4.2%			20.8%			11.1%			9.1%			13.0%			0.0%			31.3%			6.1%			
Social protection	0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			6.3%			3.0%			
Transport	6.9%			0.0%			4.2%			0.0%			0.0%			4.3%			0.0%			0.0%			0.0%			
Agricultural development	31.0%			25.0%			16.7%			33.3%			36.4%			8.7%			20.0%			12.5%			33.3%			
Gender	0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			
Domestic private sector development	24.1%			37.5%			25.0%			44.4%			36.4%			30.4%			40.0%			18.8%			24.2%			
Foreign direct investment	20.7%			20.8%			25.0%			33.3%			27.3%			17.4%			46.7%			12.5%			15.2%			
Water and sanitation	0.0%			0.0%			8.3%			0.0%			0.0%			0.0%			0.0%			0.0%			9.1%			
Anti-corruption*	3.4%			20.8%			12.5%			33.3%			9.1%			47.8%			20.0%			31.3%			21.2%			
Monitoring and evaluation	0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			

\*Significantly different between stakeholder groups

### B. Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on Bank supported project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Private foundation			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Armenia?*	29	8.52	1.68	24	7.88	1.51	24	8.79	1.59	9	6.44	2.13	12	7.75	2.01	23	7.87	1.42	15	8.07	1.28	16	7.00	2.00	33	6.64	2.00

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between stakeholder groups

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on Bank supported project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Private foundation			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Armenia.*	28	8.57	1.32	21	8.00	1.38	23	7.87	2.12	8	6.00	1.85	10	7.60	1.96	23	6.61	1.88	15	8.20	0.86	14	7.64	2.24	30	7.27	1.72

(1-Not effective at all, 10-Very effective) \*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on Bank supported project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Private foundation			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help Armenia solve its most complicated development challenges?	28	8.86	1.08	18	8.50	0.99	24	8.04	1.85	4	7.25	2.50	8	8.63	1.06	23	8.04	1.58	14	8.21	1.19	14	8.43	1.65	28	7.86	1.74

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

When thinking about how the World Bank can have the most impact on development results in Armenia, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Armenia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Equality of opportunity	3.4%	8.3%	17.4%	0.0%	16.7%	26.1%	6.7%	18.8%	12.1%
Health	13.8%	12.5%	13.0%	0.0%	16.7%	0.0%	0.0%	18.8%	18.2%
Energy*	3.4%	0.0%	4.3%	33.3%	16.7%	8.7%	0.0%	6.3%	3.0%
Food security	0.0%	4.2%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	31.0%	12.5%	21.7%	0.0%	25.0%	17.4%	20.0%	0.0%	36.4%
Trade and exports	10.3%	8.3%	0.0%	0.0%	25.0%	0.0%	20.0%	0.0%	9.1%
Economic growth	31.0%	33.3%	13.0%	22.2%	16.7%	17.4%	13.3%	25.0%	27.3%
Law and justice	10.3%	4.2%	13.0%	11.1%	33.3%	17.4%	26.7%	18.8%	9.1%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	8.7%	6.7%	6.3%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure*	31.0%	25.0%	4.3%	33.3%	16.7%	13.0%	26.7%	0.0%	9.1%
Natural resource management	10.3%	0.0%	13.0%	11.1%	0.0%	8.7%	0.0%	6.3%	3.0%
Rural development	24.1%	20.8%	21.7%	22.2%	16.7%	8.7%	13.3%	12.5%	24.2%
Education	20.7%	20.8%	21.7%	11.1%	16.7%	26.1%	26.7%	50.0%	21.2%
Social protection	0.0%	4.2%	4.3%	11.1%	0.0%	0.0%	6.7%	0.0%	0.0%
Transport	3.4%	12.5%	13.0%	11.1%	8.3%	0.0%	0.0%	0.0%	12.1%
Poverty reduction	20.7%	16.7%	21.7%	33.3%	8.3%	26.1%	20.0%	12.5%	21.2%
Public sector reform	10.3%	16.7%	17.4%	11.1%	16.7%	4.3%	33.3%	12.5%	12.1%
Information and communications technology	10.3%	12.5%	13.0%	0.0%	0.0%	21.7%	6.7%	6.3%	6.1%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	17.2%	12.5%	4.3%	33.3%	8.3%	26.1%	20.0%	12.5%	6.1%
Foreign direct investment	3.4%	4.2%	4.3%	0.0%	8.3%	0.0%	6.7%	12.5%	0.0%
Water and sanitation	0.0%	8.3%	17.4%	0.0%	0.0%	0.0%	0.0%	6.3%	12.1%
Anti-corruption	3.4%	12.5%	17.4%	0.0%	25.0%	34.8%	13.3%	18.8%	15.2%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%
Public financial management	6.9%	8.3%	8.7%	11.1%	0.0%	4.3%	6.7%	6.3%	6.1%
Job creation/employment	13.8%	16.7%	8.7%	11.1%	0.0%	8.7%	6.7%	37.5%	15.2%
Governance	10.3%	20.8%	8.7%	22.2%	16.7%	13.0%	13.3%	12.5%	12.1%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	3.0%
Environmental sustainability	10.3%	4.2%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Armenia?

<b>Greatest Value</b>	<b>Office of President/Prime Minister/Minister</b>	<b>Employee of Ministry/ Ministerial Dep/ Implementation Agency</b>	<b>PMU/Consultant/ Contractor on Bank project</b>	<b>Bilateral/ Multilateral Agency</b>	<b>Private Sector/ Financial Sector/ Private Bank</b>	<b>NGO/CBO/ Private Foundation</b>	<b>Independent Government Institution</b>	<b>Academia/ Research institute/ Think tank</b>	<b>Other</b>
Financial resources	50.0%	71.4%	78.9%	66.7%	50.0%	59.1%	71.4%	50.0%	56.0%
Mobilizing third party financial resources	7.7%	4.8%	0.0%	0.0%	10.0%	4.5%	7.1%	7.1%	8.0%
Technical assistance	23.1%	4.8%	5.3%	11.1%	10.0%	13.6%	14.3%	14.3%	16.0%
Policy advice	7.7%	0.0%	0.0%	0.0%	20.0%	4.5%	0.0%	14.3%	4.0%
Donor coordination	11.5%	4.8%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	8.0%
Data	0.0%	4.8%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Training/capacity building	0.0%	9.5%	5.3%	11.1%	10.0%	4.5%	7.1%	7.1%	8.0%
Studies/analyses	0.0%	0.0%	0.0%	11.1%	0.0%	9.1%	0.0%	7.1%	0.0%
Convening/facilitating	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

<b>2<sup>nd</sup> Greatest Value</b>	<b>Office of President/Prime Minister/Minister</b>	<b>Employee of Ministry/ Ministerial Dep/ Implementation Agency</b>	<b>PMU/Consultant/ Contractor on Bank project</b>	<b>Bilateral/ Multilateral Agency</b>	<b>Private Sector/ Financial Sector/ Private Bank</b>	<b>NGO/CBO/ Private Foundation</b>	<b>Independent Government Institution</b>	<b>Academia/ Research institute/ Think tank</b>	<b>Other</b>
Financial resources	15.4%	0.0%	0.0%	11.1%	40.0%	13.6%	14.3%	7.7%	7.7%
Mobilizing third party financial resources	15.4%	14.3%	16.7%	11.1%	10.0%	9.1%	0.0%	7.7%	11.5%
Technical assistance*	7.7%	19.0%	44.4%	22.2%	20.0%	13.6%	42.9%	0.0%	34.6%
Policy advice	19.2%	4.8%	0.0%	11.1%	0.0%	4.5%	14.3%	15.4%	3.8%
Donor coordination	7.7%	9.5%	11.1%	0.0%	0.0%	0.0%	0.0%	7.7%	7.7%
Data	3.8%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	7.7%	0.0%
Training/capacity building	19.2%	28.6%	16.7%	11.1%	10.0%	27.3%	14.3%	38.5%	15.4%
Studies/analyses	11.5%	14.3%	11.1%	33.3%	10.0%	22.7%	14.3%	15.4%	19.2%
Convening/facilitating	0.0%	9.5%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

<b>Percentage of Respondents (Responses Combined)</b>	<b>Office of President/Prime Minister/Minister</b>	<b>Employee of Ministry/ Ministerial Dep/ Implementation Agency</b>	<b>PMU/Consultant/ Contractor on Bank project</b>	<b>Bilateral/ Multilateral Agency</b>	<b>Private Sector/ Financial Sector/ Private Bank</b>	<b>NGO/CBO/ Private Foundation</b>	<b>Independent Government Institution</b>	<b>Academia/ Research institute/ Think tank</b>	<b>Other</b>
Imposing technocratic solutions without regard to political realities	14.8%	0.0%	8.3%	22.2%	0.0%	14.3%	7.7%	0.0%	13.3%
Not exploring alternative policy options	14.8%	12.5%	0.0%	11.1%	0.0%	23.8%	7.7%	6.7%	16.7%
Too bureaucratic in its operational policies and procedures*	48.1%	29.2%	33.3%	0.0%	10.0%	14.3%	46.2%	13.3%	20.0%
Staff too inaccessible	3.7%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	3.3%
Arrogant in its approach*	0.0%	0.0%	0.0%	22.2%	0.0%	0.0%	0.0%	0.0%	3.3%
Not client focused	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	14.8%	12.5%	16.7%	22.2%	30.0%	47.6%	15.4%	40.0%	23.3%
Not enough public disclosure of its work	11.1%	12.5%	4.2%	33.3%	20.0%	9.5%	7.7%	26.7%	23.3%
World Bank processes too slow and complex	33.3%	29.2%	29.2%	22.2%	40.0%	9.5%	38.5%	20.0%	36.7%
Not aligned with country priorities	3.7%	12.5%	16.7%	11.1%	10.0%	9.5%	0.0%	6.7%	16.7%
Not aligned with other donors' work*	0.0%	20.8%	0.0%	11.1%	20.0%	0.0%	0.0%	0.0%	3.3%
Not collaborating enough with non-state actors	11.1%	16.7%	12.5%	0.0%	20.0%	23.8%	23.1%	20.0%	6.7%
Not adequately sensitive to political/social realities in Armenia	7.4%	20.8%	29.2%	0.0%	0.0%	14.3%	23.1%	26.7%	10.0%
Other	3.7%	4.2%	16.7%	11.1%	0.0%	19.0%	7.7%	13.3%	6.7%

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank (continued)****Which World Bank instruments do you believe are the MOST effective in reducing poverty in Armenia? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Investment lending*	71.4%	54.2%	87.5%	44.4%	75.0%	47.8%	46.7%	40.0%	75.0%
Capacity development	25.0%	33.3%	45.8%	22.2%	41.7%	34.8%	46.7%	46.7%	31.3%
Policy based lending/ budget support to the Government	39.3%	33.3%	16.7%	33.3%	33.3%	13.0%	46.7%	20.0%	31.3%
Knowledge products/services	10.7%	16.7%	4.2%	11.1%	8.3%	34.8%	6.7%	13.3%	9.4%
Technical assistance*	28.6%	16.7%	8.3%	33.3%	25.0%	26.1%	40.0%	53.3%	12.5%
Trust Fund management	0.0%	4.2%	8.3%	0.0%	0.0%	4.3%	0.0%	0.0%	3.1%
Other	3.6%	4.2%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%
Don't know	3.6%	8.3%	8.3%	11.1%	0.0%	17.4%	0.0%	13.3%	18.8%

\*Significantly different between stakeholder groups

**Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Armenia? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Investment lending	7.4%	0.0%	4.2%	22.2%	0.0%	8.7%	14.3%	12.5%	3.2%
Capacity development	7.4%	25.0%	0.0%	33.3%	16.7%	8.7%	7.1%	6.3%	16.1%
Policy based lending/ budget support to the Government*	22.2%	8.3%	29.2%	22.2%	33.3%	47.8%	7.1%	62.5%	12.9%
Knowledge products/services	18.5%	33.3%	33.3%	33.3%	16.7%	13.0%	28.6%	31.3%	38.7%
Technical assistance*	14.8%	20.8%	37.5%	22.2%	8.3%	26.1%	14.3%	0.0%	41.9%
Trust Fund management	29.6%	16.7%	4.2%	33.3%	33.3%	26.1%	35.7%	25.0%	19.4%
Other	3.7%	0.0%	0.0%	0.0%	8.3%	4.3%	0.0%	6.3%	0.0%
Don't know	37.0%	37.5%	37.5%	0.0%	33.3%	30.4%	42.9%	18.8%	38.7%

\*Significantly different between stakeholder groups

**In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Independent Government Institution	Academia/ Research institute/ Think tank	Other
NGOs*	17.2%	12.5%	8.3%	11.1%	16.7%	73.9%	26.7%	31.3%	21.2%
Local Government	44.8%	45.8%	29.2%	11.1%	16.7%	17.4%	40.0%	37.5%	48.5%
Beneficiaries*	34.5%	37.5%	37.5%	0.0%	8.3%	4.3%	26.7%	12.5%	24.2%
Private sector	51.7%	29.2%	50.0%	44.4%	83.3%	47.8%	60.0%	31.3%	42.4%
Community Based Organizations (CBOs)	3.4%	20.8%	16.7%	22.2%	0.0%	4.3%	0.0%	12.5%	18.2%
Donor community	6.9%	4.2%	8.3%	22.2%	0.0%	8.7%	0.0%	0.0%	12.1%
Foundations	3.4%	0.0%	4.2%	11.1%	8.3%	21.7%	0.0%	6.3%	3.0%
Academia/think tanks/research institutes*	31.0%	25.0%	25.0%	11.1%	33.3%	13.0%	33.3%	68.8%	18.2%
Parliament	3.4%	4.2%	4.2%	11.1%	0.0%	0.0%	6.7%	0.0%	6.1%
Media	0.0%	12.5%	4.2%	11.1%	8.3%	4.3%	0.0%	0.0%	3.0%
Other	0.0%	0.0%	4.2%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

To what extent do you agree with the following statements about the World Bank's work in Armenia, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on Bank supported project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Private foundation			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Armenia*	29	8.52	1.12	24	7.54	1.35	24	7.96	2.24	8	6.88	2.23	10	7.60	2.17	23	6.48	2.02	15	8.27	1.53	15	7.53	2.00	28	7.21	2.10
The World Bank's work is aligned with what I consider the development priorities for Armenia*	28	8.64	1.25	24	6.92	1.47	23	7.09	2.57	9	6.89	2.32	12	7.42	1.88	23	6.74	2.24	15	8.00	1.46	14	6.93	1.59	27	7.30	1.96
The World Bank supports programs and strategies that are realistic for Armenia*	29	8.55	1.38	24	7.46	1.47	24	7.50	2.50	9	6.11	2.15	11	7.36	1.86	22	6.91	1.93	15	8.33	1.45	14	7.50	1.61	28	7.46	1.82
The World Bank treats clients and stakeholders in Armenia with respect	29	9.07	1.25	22	8.73	1.03	24	8.79	1.69	8	7.88	2.17	12	8.25	1.71	23	8.26	1.94	15	9.07	0.96	15	8.33	1.88	27	8.22	1.72

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on Bank supported project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Private foundation			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness*	28	7.57	1.71	23	6.00	2.04	21	7.48	2.36	9	5.89	2.03	10	6.00	2.58	22	6.18	1.79	13	6.46	2.03	12	6.83	2.33	27	5.41	2.37
Flexibility (in terms of the World Bank's products and services)*	27	7.96	1.26	22	6.41	2.04	21	7.05	2.27	7	5.43	1.27	8	6.75	2.38	23	6.00	2.15	13	6.85	1.82	10	7.40	1.65	25	5.76	2.15
Flexibility (in terms of changing country circumstances)*	26	7.62	1.79	22	5.82	1.92	21	6.52	1.89	6	5.50	1.87	9	5.67	1.94	22	6.27	2.10	12	6.50	1.73	10	7.20	2.20	27	5.74	2.44
Being inclusive*	22	8.00	1.48	22	6.59	1.62	17	6.82	1.98	5	5.20	2.05	7	6.86	1.21	19	6.16	2.43	12	7.08	1.44	10	6.90	1.85	22	5.86	2.17
Openness (sharing data and other information)*	27	8.81	1.39	24	7.42	1.77	22	7.95	1.56	9	6.44	1.88	10	8.40	1.17	23	6.87	2.44	14	8.14	1.46	13	7.62	1.89	27	6.93	2.15
Staff accessibility*	27	8.63	1.15	22	7.68	1.76	23	8.13	1.87	9	5.67	1.58	10	8.60	0.97	22	8.18	2.08	14	8.57	1.09	11	8.00	2.37	26	7.27	2.03
Straightforwardness and honesty*	27	8.93	1.07	23	8.61	1.23	21	7.95	2.04	8	7.25	2.25	10	8.00	2.26	19	7.53	1.95	14	8.86	0.95	11	7.55	2.70	25	7.48	2.26
Collaboration with groups outside of the Government*	23	8.61	0.99	18	7.22	1.73	14	7.36	2.17	5	4.80	2.05	10	7.00	1.76	20	6.05	2.52	9	7.44	1.67	9	6.44	2.19	18	6.67	2.68
Collaboration with the Government	28	9.14	0.89	23	8.52	0.90	19	8.00	2.47	7	8.00	1.15	9	8.56	0.73	21	8.95	0.86	15	8.87	1.06	11	8.73	1.35	23	8.22	1.31
Collaboration with other donors*	25	8.44	1.56	19	7.47	1.12	12	7.50	1.78	9	5.89	2.26	8	7.50	1.60	13	7.54	2.15	11	8.09	1.45	7	8.00	1.53	16	6.69	2.12
Follow through over time	26	8.58	1.72	23	8.13	1.71	21	8.05	1.91	7	7.14	1.86	8	7.63	2.39	19	6.63	2.54	12	7.67	1.44	13	8.54	1.66	21	7.57	2.23

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank (continued)****When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The World Bank works too slowly	7.4%	13.0%	21.7%	0.0%	10.0%	17.4%	30.8%	15.4%	20.7%
The Government works inefficiently*	18.5%	4.3%	8.7%	37.5%	20.0%	47.8%	23.1%	30.8%	17.2%
There is not an adequate level of citizen/civil society participation	29.6%	34.8%	34.8%	12.5%	30.0%	26.1%	23.1%	53.8%	27.6%
Poor donor coordination	25.9%	30.4%	26.1%	0.0%	20.0%	4.3%	0.0%	15.4%	27.6%
The World Bank does not do adequate follow through/follow-up	7.4%	4.3%	0.0%	0.0%	10.0%	4.3%	7.7%	0.0%	13.8%
Lack of/inadequate levels of capacity in Government	25.9%	13.0%	13.0%	50.0%	20.0%	21.7%	7.7%	15.4%	13.8%
Political pressures and obstacles*	0.0%	4.3%	13.0%	25.0%	40.0%	17.4%	7.7%	7.7%	6.9%
Reforms are not well thought out in light of country challenges	18.5%	43.5%	52.2%	50.0%	10.0%	30.4%	30.8%	38.5%	27.6%
The World Bank is not sensitive enough to political/social realities on the ground	18.5%	17.4%	13.0%	12.5%	20.0%	13.0%	30.8%	7.7%	27.6%
Other	14.8%	0.0%	4.3%	0.0%	0.0%	13.0%	7.7%	0.0%	3.4%

\*Significantly different between stakeholder groups

### C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Armenia, on a ten point scale? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on Bank supported project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Private foundation			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Governance*	25	7.40	1.15	21	6.00	1.73	17	6.82	1.94	7	5.29	1.98	9	5.78	1.92	22	5.41	2.26	11	7.27	1.35	11	5.73	2.53	19	6.00	2.03
Urban development	20	6.65	1.14	17	5.29	1.96	15	6.07	2.37	4	3.75	1.26	7	6.14	2.79	16	5.63	1.96	7	5.86	2.41	9	6.56	2.46	18	5.50	1.98
Environmental sustainability	20	7.10	2.22	17	5.88	1.80	18	6.28	1.99	4	5.00	2.16	8	5.50	2.67	19	4.89	2.42	8	6.50	2.14	10	5.10	2.77	18	5.17	2.28
Equality of opportunity*	22	7.73	1.42	17	5.82	2.16	17	6.71	2.52	6	3.67	1.75	9	5.56	2.70	22	5.05	2.26	12	6.25	2.26	9	5.56	3.05	19	5.37	2.34
Health*	24	8.13	1.92	18	6.78	1.59	20	7.75	1.65	7	5.86	2.97	6	6.67	1.86	18	6.11	2.05	9	7.89	1.76	10	6.40	1.71	18	7.17	1.69
Energy*	22	8.45	1.30	17	6.71	1.79	20	7.55	2.04	4	6.25	3.86	7	7.14	2.27	16	6.63	1.67	10	8.30	1.42	8	6.13	2.90	17	6.76	1.99
Food security	18	7.50	1.76	13	6.62	1.56	13	6.31	2.14	1	3.00		6	5.17	2.64	11	5.73	2.15	7	6.71	1.98	10	5.60	2.17	18	6.50	1.65
Climate change*	17	7.35	2.06	14	5.71	1.82	10	5.40	2.07	3	2.33	2.31	5	4.40	3.21	11	5.09	2.34	7	6.86	2.27	8	4.00	2.14	15	5.93	2.31
Agricultural development*	26	8.00	1.98	18	6.94	1.26	18	7.06	2.29	6	6.50	2.66	8	7.13	1.13	17	6.59	1.62	9	7.11	2.37	10	5.40	1.90	20	7.25	1.68
Trade and exports	19	6.95	2.34	15	6.00	1.60	12	6.17	2.33	5	6.20	2.49	9	6.89	2.15	12	5.75	2.05	8	6.75	2.05	8	5.00	2.00	17	6.24	1.99
Economic growth*	25	7.68	1.80	17	6.65	1.66	17	6.76	2.39	7	6.14	2.04	10	6.60	2.17	19	6.00	2.13	9	7.44	2.01	12	4.17	2.41	22	6.64	1.50
Law and justice*	21	7.95	1.47	15	6.07	2.37	17	6.12	2.47	4	5.00	2.94	7	5.57	2.57	21	4.81	2.16	10	6.70	2.11	8	3.88	2.03	19	5.32	2.67
Regulatory framework*	21	7.81	1.25	17	6.59	1.70	13	5.77	2.92	4	5.25	2.50	9	5.89	1.54	16	5.38	1.59	8	7.25	1.83	10	5.80	1.99	17	6.82	1.70
Communicable/non-communicable diseases*	17	7.71	1.31	13	7.15	1.28	8	5.50	2.56	3	4.00	3.61	3	3.33	1.15	9	5.67	1.58	4	8.25	1.71	6	4.83	1.33	13	6.85	1.63
Basic infrastructure	24	8.00	1.82	18	7.33	1.28	16	6.88	2.92	6	7.17	2.14	8	6.50	2.56	16	6.81	1.83	10	7.60	1.78	10	6.10	1.73	23	7.17	1.37
Natural resource management*	18	7.17	1.72	18	5.56	1.85	14	5.64	2.62	4	7.25	0.96	6	3.67	2.34	13	4.62	2.84	6	7.00	2.61	10	4.30	2.91	17	6.41	2.09
Rural development*	25	7.92	1.91	18	6.61	1.65	18	6.22	2.76	5	6.40	2.30	8	6.38	2.13	16	5.69	2.21	8	7.63	2.56	10	5.40	2.37	22	6.50	1.87
Education*	24	7.75	1.57	20	7.10	1.86	21	7.57	1.69	5	6.60	2.88	8	5.25	1.91	19	5.53	2.50	10	7.50	1.78	14	6.43	2.71	21	7.00	1.52
Social protection	19	7.68	1.73	15	6.20	1.86	15	6.20	2.62	7	6.29	2.36	7	6.14	2.54	14	5.71	2.64	10	7.40	2.22	10	5.50	2.80	19	6.37	1.95
Transport	23	8.17	1.72	17	6.53	1.50	13	7.00	2.24	6	6.67	2.66	9	6.22	2.44	15	6.20	2.18	10	7.80	2.44	10	6.80	1.69	20	7.20	2.04
Poverty reduction*	26	7.92	1.09	21	7.05	1.69	16	6.31	2.55	7	5.14	2.67	10	5.30	2.16	21	5.57	2.27	10	7.70	2.11	11	5.00	2.68	22	6.45	1.79
Public sector reform*	26	7.42	1.30	20	7.05	1.61	17	6.53	2.40	5	5.80	2.17	8	6.50	1.93	19	5.32	2.58	12	7.75	1.14	12	5.58	2.35	18	7.17	1.42
Information and communications technology*	25	8.12	1.09	18	7.17	1.65	17	7.06	2.01	3	5.00	2.65	8	6.00	2.07	17	6.41	2.09	6	7.00	1.79	11	5.55	2.46	16	6.75	1.81
Gender*	18	7.61	1.20	13	6.31	1.75	13	6.62	2.69	1	2.00		6	5.50	2.07	14	5.79	2.04	6	6.83	1.83	9	6.67	2.24	15	7.00	1.56
Domestic private sector development*	23	7.35	1.40	15	5.60	1.84	16	6.69	2.44	3	5.67	3.21	10	6.30	1.83	14	5.14	2.11	9	6.44	2.40	8	5.00	1.77	21	5.81	2.34
Foreign direct investment*	25	7.96	1.43	14	6.00	2.04	16	7.63	2.45	2	7.50	2.12	9	4.67	1.73	14	5.50	1.91	8	6.25	2.43	9	5.11	2.26	17	6.12	1.96
Water and sanitation*	25	8.44	1.39	16	7.13	1.36	17	7.65	1.93	5	7.40	2.30	8	6.88	2.10	19	6.84	1.92	11	7.82	1.99	10	6.10	2.38	25	7.60	1.78
Anti-corruption*	21	7.48	1.69	18	6.39	1.85	14	5.79	2.89	6	3.83	2.71	8	4.63	2.67	21	4.14	2.22	10	6.60	1.96	10	4.50	2.68	17	5.71	2.54
Monitoring and evaluation	24	8.17	1.31	20	7.10	1.55	15	7.47	2.39	3	7.00	3.46	5	5.80	2.49	18	6.39	1.75	10	7.70	1.77	10	6.70	2.45	16	7.06	1.65
Public financial management*	23	8.00	1.38	19	7.37	1.16	15	6.67	2.50	3	6.33	2.08	9	5.56	1.67	17	5.82	2.13	9	8.22	1.39	9	6.33	2.55	21	6.90	1.61
Job creation/employment	24	7.17	1.76	14	5.50	2.03	20	6.35	2.32	3	6.00	3.61	7	5.29	2.06	14	5.50	2.28	8	5.88	2.23	11	4.36	2.50	18	6.33	2.25

\*Significantly different between stakeholder groups

### C. World Bank Effectiveness and Results (continued)

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on Bank supported project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Private foundation			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Armenia?*	29	8.38	1.27	23	7.17	1.47	22	7.64	1.87	9	6.56	2.01	10	6.80	1.32	23	6.09	2.50	15	7.67	1.29	15	6.67	2.35	26	6.85	1.87

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

### To what extent do you agree with the following statements about the World Bank in Armenia, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on Bank supported project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Private foundation			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Armenia*	29	8.21	1.24	20	7.45	1.70	23	7.83	2.21	9	6.56	2.35	12	7.17	1.47	23	6.09	2.66	15	8.13	1.51	14	7.00	2.11	26	7.23	1.66
The World Bank meets Armenia's needs for knowledge services*	26	7.46	1.75	21	6.57	2.36	21	6.24	2.17	8	5.63	2.88	10	5.60	1.58	22	6.73	2.29	12	7.33	1.67	13	5.23	1.74	23	6.30	1.87

\*Significantly different between stakeholder groups

### D. The World Bank's Knowledge

#### How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Weekly	17.2%	4.3%	12.5%	0.0%	9.1%	13.0%	7.1%	20.0%	3.0%
Monthly	27.6%	34.8%	37.5%	22.2%	27.3%	26.1%	21.4%	13.3%	15.2%
A few times a year	41.4%	52.2%	41.7%	44.4%	45.5%	43.5%	57.1%	40.0%	51.5%
Rarely	13.8%	8.7%	8.3%	33.3%	18.2%	17.4%	14.3%	26.7%	21.2%
Never	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%

**D. The World Bank's Knowledge (continued)**

When thinking about the development challenges in Armenia, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years?  
(Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Climate change	6.9%	4.2%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	31.0%	33.3%	39.1%	25.0%	33.3%	8.7%	20.0%	18.8%	36.4%
Trade and exports	6.9%	12.5%	4.3%	25.0%	16.7%	4.3%	0.0%	12.5%	15.2%
Economic growth	34.5%	41.7%	17.4%	37.5%	25.0%	17.4%	33.3%	25.0%	27.3%
Law and justice	3.4%	8.3%	8.7%	12.5%	16.7%	17.4%	26.7%	18.8%	18.2%
Regulatory framework	0.0%	8.3%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	3.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	13.8%	8.3%	8.7%	37.5%	8.3%	0.0%	13.3%	6.3%	6.1%
Natural resource management	13.8%	0.0%	8.7%	0.0%	0.0%	8.7%	0.0%	0.0%	15.2%
Governance	20.7%	29.2%	17.4%	12.5%	0.0%	8.7%	26.7%	12.5%	12.1%
Urban development	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	6.7%	0.0%	12.1%
Environmental sustainability	10.3%	8.3%	0.0%	0.0%	0.0%	4.3%	0.0%	6.3%	3.0%
Equality of opportunity	6.9%	16.7%	17.4%	0.0%	16.7%	39.1%	26.7%	12.5%	15.2%
Health	10.3%	4.2%	21.7%	0.0%	0.0%	0.0%	0.0%	18.8%	9.1%
Energy*	0.0%	0.0%	0.0%	12.5%	16.7%	0.0%	0.0%	0.0%	6.1%
Food security	6.9%	8.3%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender*	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	17.2%	8.3%	8.7%	37.5%	25.0%	26.1%	20.0%	12.5%	24.2%
Foreign direct investment	6.9%	8.3%	8.7%	0.0%	8.3%	4.3%	6.7%	12.5%	0.0%
Water and sanitation	3.4%	8.3%	8.7%	0.0%	0.0%	0.0%	6.7%	0.0%	3.0%
Anti-corruption*	6.9%	8.3%	13.0%	12.5%	25.0%	52.2%	20.0%	25.0%	6.1%
Monitoring and evaluation	0.0%	4.2%	0.0%	0.0%	0.0%	4.3%	6.7%	0.0%	0.0%
Public financial management	6.9%	4.2%	8.7%	0.0%	8.3%	13.0%	0.0%	0.0%	6.1%
Job creation/employment	27.6%	20.8%	17.4%	12.5%	8.3%	8.7%	0.0%	18.8%	15.2%
Rural development	13.8%	8.3%	4.3%	12.5%	16.7%	17.4%	0.0%	18.8%	12.1%
Education	24.1%	12.5%	21.7%	12.5%	16.7%	21.7%	20.0%	56.3%	12.1%
Social protection	3.4%	0.0%	4.3%	0.0%	0.0%	0.0%	6.7%	6.3%	3.0%
Transport	6.9%	4.2%	8.7%	0.0%	8.3%	0.0%	0.0%	0.0%	6.1%
Poverty reduction	6.9%	8.3%	13.0%	0.0%	8.3%	26.1%	20.0%	12.5%	30.3%
Public sector reform	6.9%	8.3%	4.3%	12.5%	8.3%	4.3%	26.7%	6.3%	0.0%
Information and communications technology	3.4%	8.3%	13.0%	0.0%	8.3%	8.7%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**D. The World Bank's Knowledge (continued)**

How effective do you believe the World Bank's knowledge and research are at ... in Armenia? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on Bank supported project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Private foundation			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Raising your awareness of the particular topic	27	7.89	1.78	23	6.87	2.03	18	7.28	1.78	7	5.71	2.63	10	6.70	2.26	22	7.27	2.19	14	7.36	1.69	13	7.00	2.20	23	6.57	2.11
Stimulating public debate/ dialogue*	25	7.32	1.65	20	6.30	1.66	12	6.58	1.93	8	4.63	2.33	11	4.91	2.77	20	5.80	2.04	11	6.64	1.63	8	6.38	1.92	20	6.25	2.53
Enhancing your knowledge and/or skills*	28	8.07	1.56	23	6.61	2.17	19	7.84	1.61	8	6.00	3.12	9	6.78	2.17	22	6.59	2.36	14	7.57	1.79	13	7.46	1.66	26	6.65	2.28
Contributing to good policy making*	29	8.21	1.50	21	7.00	1.90	16	7.19	2.43	8	6.50	2.33	9	6.67	2.00	21	6.14	2.33	13	7.62	1.66	13	7.23	2.01	20	6.55	2.21
Providing support for program implementation*	29	8.45	1.43	22	7.68	1.70	21	8.48	1.47	8	6.00	2.45	11	7.82	1.47	21	7.33	1.62	14	8.29	1.38	13	7.92	1.04	26	7.69	1.78

\*Significantly different between stakeholder groups

To what extent do you believe that the World Bank's knowledge and research ... in Armenia? (1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on Bank supported project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Private foundation			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	28	8.32	1.61	23	8.17	1.44	19	8.37	1.64	7	6.86	1.68	11	8.00	1.26	21	7.71	1.74	15	8.67	1.35	15	8.33	1.18	26	7.73	1.66
Include appropriate level of stakeholder involvement during preparation*	28	8.07	1.51	23	7.43	1.31	20	8.05	1.79	7	5.86	1.77	8	7.25	2.31	20	6.55	2.42	14	7.86	1.35	12	6.75	1.96	24	6.67	2.51
Are relevant to Armenia's development priorities	25	8.04	1.77	23	7.43	1.12	16	8.06	1.48	8	6.75	1.67	10	6.90	2.23	21	6.90	2.49	15	7.80	1.66	14	6.93	2.02	21	7.24	1.76
Provide feasible recommendations	27	8.11	1.37	23	7.30	1.29	20	7.35	2.25	8	6.13	2.36	10	7.30	1.70	22	6.86	1.86	15	8.00	1.41	13	7.62	1.39	23	7.57	1.62
Are accessible (well written and easy to understand)*	27	8.33	1.39	23	7.30	1.55	20	7.30	1.92	8	6.50	1.60	11	8.18	1.40	22	7.73	1.86	15	7.93	1.39	15	7.53	1.68	26	6.96	1.56
A source of relevant information on global good practices	27	8.19	1.82	23	7.52	1.78	21	7.38	2.48	8	7.13	1.46	10	8.00	1.15	22	7.86	1.32	14	7.93	1.49	15	7.27	2.37	27	7.37	2.00
Are adequately disseminated	25	7.64	2.12	22	6.68	1.39	18	6.83	2.85	8	5.88	2.10	11	6.18	2.09	20	6.95	2.89	13	7.46	1.71	14	6.64	1.78	21	6.19	2.44
Are appropriately translated	27	8.26	1.40	23	7.22	1.98	18	7.28	2.30	5	7.20	1.64	9	7.44	1.81	19	8.32	1.77	15	7.93	1.58	10	6.50	2.37	23	7.26	1.91
Are adaptable to Armenia's specific development challenges and country circumstances	27	8.30	1.32	21	7.43	1.89	19	7.68	1.70	8	6.63	1.60	11	7.64	1.63	21	6.90	1.64	14	7.93	1.77	14	6.93	2.06	26	7.50	1.56

\*Significantly different between stakeholder groups

**D. The World Bank's Knowledge (continued)**

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on Bank supported project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Private foundation			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?*	29	8.38	1.95	24	7.63	1.41	22	7.59	1.87	8	6.38	1.69	11	7.09	1.64	22	6.50	2.06	14	7.79	1.31	16	7.25	1.84	30	7.50	1.53
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	28	8.71	1.05	24	8.38	1.10	23	7.61	1.85	9	7.44	1.51	11	8.27	1.27	22	8.36	1.43	12	8.25	1.66	13	8.15	1.52	29	8.07	1.31
To what extent do you believe that Armenia received value for money from the World Bank's products/services that were paid for on a fee for service basis?*	26	8.23	1.53	18	7.78	1.31	15	8.40	1.40	4	6.00	2.16	8	6.75	2.43	17	6.53	2.10	9	7.44	1.13	6	7.50	1.05	19	7.11	1.85

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality; 1- To no degree at all, 10-To a very significant degree) \*Significantly different between stakeholder groups

**E. Working with the World Bank**

To what extent do you agree/disagree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on Bank supported project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Private foundation			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	29	8.17	1.61	20	8.15	1.60	24	8.17	1.86	4	6.50	3.11	7	8.43	1.90	20	8.00	1.52	12	7.92	1.24	12	8.25	1.36	25	7.00	1.96
The World Bank effectively monitors and evaluates the projects and programs it supports*	29	8.52	1.24	23	8.26	1.32	23	8.26	1.60	5	7.40	2.07	7	8.00	1.15	20	6.65	2.50	12	8.25	1.22	13	7.92	1.26	27	7.59	1.89
The World Bank's approvals and reviews are done in a timely fashion	28	8.25	1.11	20	8.00	1.45	23	7.57	1.88	4	6.50	2.38	7	8.57	1.62	19	7.42	1.64	12	8.00	1.13	11	7.91	1.58	22	6.82	2.11
The World Bank's "Safeguard Policy" requirements are reasonable	23	8.35	1.30	15	8.00	1.25	17	7.82	1.98	2	8.50	0.71	7	6.57	2.07	15	7.33	1.45	8	8.00	1.51	8	7.50	1.41	16	7.44	1.46
The World Bank imposes reasonable conditions on its lending	26	8.19	1.23	21	7.95	1.47	21	7.43	1.99	4	7.50	0.58	9	7.33	1.58	17	7.06	2.25	11	8.09	1.14	11	7.45	1.69	20	7.75	1.29
Working with the World Bank increases Armenia's institutional capacity*	28	8.57	1.10	23	8.04	1.49	21	7.86	2.01	7	6.29	2.50	8	7.88	1.36	22	6.82	2.42	15	8.80	1.01	13	7.69	1.84	29	7.45	1.43
The World Bank ensures consistency and continuity through staff changes	26	8.15	1.19	18	7.72	1.45	16	7.25	2.41	2	6.50	0.71	6	7.67	1.63	14	6.57	2.50	11	8.27	1.19	10	7.90	1.45	18	7.06	1.98
The World Bank's teams and visits are well coordinated*	27	8.70	1.10	22	8.59	1.33	22	8.41	1.79	3	5.67	3.21	6	8.50	1.52	19	8.16	1.07	13	8.15	1.28	12	7.75	1.36	20	7.40	2.01
Where country systems are adequate, the World Bank makes appropriate use of them*	23	8.61	1.03	19	8.11	1.15	20	7.55	2.04				4	7.75	3.20	13	6.15	2.76	6	7.83	1.47	10	8.10	1.37	17	7.35	1.54
The World Bank provides effective implementation support	29	8.72	1.10	22	8.45	1.01	23	7.96	1.69	2	7.00	1.41	6	8.17	2.14	19	7.79	1.36	12	8.17	1.11	12	7.42	2.11	24	7.67	1.61

\*Significantly different between stakeholder groups

### F. The Future Role of the World Bank in Armenia

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on Bank supported project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Private foundation			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Armenia's development in the near future?*	29	8.97	0.91	24	8.21	1.61	24	8.58	2.00	8	7.00	2.14	11	8.82	1.40	23	7.35	2.42	15	8.93	1.03	16	8.13	1.15	24	7.83	1.81

(1-Not a significant role at all, 10-Very significant role) \*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Improve the quality of its experts as related to Armenia's specific challenges	37.9%	21.7%	26.1%	22.2%	9.1%	31.8%	20.0%	25.0%	16.1%
Reduce the complexity of obtaining World Bank financing	41.4%	30.4%	30.4%	0.0%	9.1%	31.8%	40.0%	31.3%	32.3%
Focus primarily on advocacy issues*	3.4%	8.7%	26.1%	11.1%	18.2%	31.8%	0.0%	0.0%	6.5%
Improve the competitiveness of its financing compared to markets	20.7%	13.0%	8.7%	11.1%	9.1%	13.6%	20.0%	18.8%	16.1%
Ensure greater selectivity in its work*	10.3%	13.0%	4.3%	55.6%	18.2%	36.4%	20.0%	6.3%	22.6%
Provide more adequate data/knowledge/statistics/figures on Armenia's economy	0.0%	8.7%	8.7%	11.1%	18.2%	4.5%	6.7%	12.5%	9.7%
Offer more innovative financial products*	20.7%	17.4%	34.8%	11.1%	36.4%	0.0%	0.0%	31.3%	41.9%
Offer more innovative knowledge services	27.6%	34.8%	17.4%	22.2%	45.5%	31.8%	26.7%	50.0%	12.9%
Increase availability of Fee-Based services	10.3%	0.0%	4.3%	0.0%	0.0%	0.0%	6.7%	6.3%	9.7%
Work faster*	20.7%	17.4%	17.4%	0.0%	9.1%	0.0%	33.3%	0.0%	25.8%
Other	0.0%	8.7%	4.3%	22.2%	9.1%	9.1%	0.0%	6.3%	3.2%

\*Significantly different between stakeholder groups

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Local newspapers*	18.5%	12.5%	20.8%	33.3%	25.0%	4.3%	6.7%	40.0%	6.3%
International newspapers	3.7%	0.0%	0.0%	11.1%	0.0%	0.0%	13.3%	13.3%	0.0%
Local radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%
International radio	0.0%	0.0%	4.2%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%
Local television	22.2%	41.7%	41.7%	11.1%	50.0%	34.8%	40.0%	40.0%	37.5%
International television	14.8%	12.5%	16.7%	0.0%	8.3%	30.4%	20.0%	6.7%	9.4%
Periodicals	29.6%	25.0%	25.0%	22.2%	0.0%	8.7%	26.7%	6.7%	40.6%
Internet	92.6%	83.3%	75.0%	77.8%	91.7%	78.3%	80.0%	66.7%	81.3%
Social media (Facebook, Twitter, Youtube)*	7.4%	4.2%	0.0%	11.1%	8.3%	26.1%	0.0%	20.0%	6.3%
Blogs*	3.7%	0.0%	0.0%	22.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Mobile phones	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	3.7%	8.3%	4.2%	0.0%	0.0%	8.7%	0.0%	6.7%	3.1%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Independent Government Institution	Academia/ Research institute/ Think tank	Other
World Bank website	51.7%	50.0%	45.8%	22.2%	41.7%	65.2%	46.7%	37.5%	50.0%
Direct contact with World Bank (i.e., face to face meetings/discussions)	44.8%	25.0%	29.2%	44.4%	25.0%	26.1%	33.3%	12.5%	40.6%
e-Newsletters*	20.7%	16.7%	33.3%	55.6%	58.3%	26.1%	26.7%	62.5%	37.5%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%
World Bank seminars/workshops/conferences	44.8%	50.0%	50.0%	11.1%	33.3%	21.7%	26.7%	50.0%	21.9%
World Bank Public Information Center	0.0%	12.5%	12.5%	0.0%	16.7%	4.3%	0.0%	12.5%	3.1%
World Bank publications and other written materials*	27.6%	33.3%	8.3%	22.2%	25.0%	43.5%	60.0%	12.5%	28.1%
Mobile phones	6.9%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social media (Facebook, Twitter, Youtube)	0.0%	0.0%	8.3%	22.2%	0.0%	8.7%	6.7%	12.5%	15.6%
Blogs*	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?\*

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	63.0%	18.2%	33.3%	0.0%	18.2%	56.5%	41.7%	31.3%	23.3%
No	37.0%	81.8%	66.7%	100.0%	81.8%	43.5%	58.3%	68.8%	76.7%

\*Significantly different between stakeholder groups

Have you requested information from the World Bank on its activities in the past year?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	23.1%	9.5%	33.3%	55.6%	30.0%	26.1%	23.1%	12.5%	33.3%
No	76.9%	90.5%	66.7%	44.4%	70.0%	73.9%	76.9%	87.5%	66.7%

Were you able to obtain this information?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	100.0%	100.0%	85.7%	80.0%	100.0%	100.0%	100.0%	100.0%	80.0%
No	0.0%	0.0%	14.3%	20.0%	0.0%	0.0%	0.0%	0.0%	20.0%

Do you have access to the Internet?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	95.8%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.3%
No	4.2%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.7%

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

Do you use/have used the World Bank website?\*

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	85.2%	95.7%	87.5%	66.7%	77.8%	95.5%	92.9%	50.0%	72.4%
No	14.8%	4.3%	12.5%	33.3%	22.2%	4.5%	7.1%	50.0%	27.6%

\*Significantly different between stakeholder groups

Which do you primarily use?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The World Bank's country website	54.5%	54.5%	42.9%	66.7%	37.5%	65.2%	53.8%	55.6%	76.0%
The World Bank's main website	45.5%	45.5%	57.1%	33.3%	62.5%	34.8%	46.2%	44.4%	24.0%

Do you use/have you used the World Bank's Public Information Centers (PICs) in Armenia?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	14.8%	12.5%	14.3%	0.0%	9.1%	36.4%	14.3%	18.8%	29.0%
No	77.8%	75.0%	47.6%	44.4%	54.5%	36.4%	57.1%	56.3%	45.2%
I don't know what a PIC is	7.4%	12.5%	38.1%	55.6%	36.4%	27.3%	28.6%	25.0%	25.8%

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant on Bank supported project			Bilateral/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Private foundation			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use more data from the World Bank as a result of the organization's Open Data policy	24	6.96	2.44	16	6.50	2.19	13	7.08	3.17	3	4.00	2.65	6	5.33	3.14	19	6.58	2.52	10	7.70	1.83	9	6.67	2.87	19	6.11	2.51
The World Bank's PIC is a valuable source of information related to development in Armenia	11	7.27	2.28	6	7.00	1.10	3	9.00	1.73				2	5.50	0.71	11	7.36	1.57	3	6.00	1.73	4	8.50	1.29	11	6.09	3.18
I find the World Bank websites easy to navigate	22	7.91	1.63	20	6.90	1.80	18	7.56	2.18	6	7.67	1.37	8	7.25	1.39	21	7.29	1.76	14	8.36	1.95	7	7.43	1.51	20	6.45	2.46
I find the information on the World Bank's websites useful	22	8.82	1.14	19	7.58	1.61	17	8.35	1.17	6	8.00	1.55	8	8.13	1.25	21	8.10	1.89	15	8.53	1.41	7	8.57	0.98	22	7.59	1.37
When I need information from the World Bank I know how to find it	25	8.80	1.47	24	8.50	1.53	20	8.45	2.14	8	6.38	3.16	9	7.44	2.74	21	8.52	1.83	14	8.36	2.10	13	8.62	1.19	25	8.32	1.60
The World Bank is responsive to my information requests and inquiries*	23	8.78	1.35	18	8.06	1.73	20	8.20	1.67	5	5.80	3.11	4	8.00	2.16	21	8.90	1.14	10	8.20	1.48	9	8.78	1.39	21	7.90	2.00

\*Significantly different between stakeholder groups

## H. Background Information

Currently, do you professionally collaborate/work with the World Bank in your country?\*

Percentage of Respondents	Office of Prime Minister/Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	96.3%	95.7%	83.3%	77.8%	100.0%	69.6%	100.0%	62.5%	78.8%
No	3.7%	4.3%	16.7%	22.2%	0.0%	30.4%	0.0%	37.5%	21.2%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of Prime Minister/Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	7.1%	4.2%	4.3%	0.0%	10.0%	21.7%	0.0%	31.3%	19.4%
Use World Bank reports/data	39.3%	16.7%	8.7%	22.2%	30.0%	52.2%	33.3%	37.5%	25.8%
Engage in World Bank related/sponsored events/activities*	21.4%	41.7%	73.9%	22.2%	50.0%	47.8%	40.0%	31.3%	25.8%
Collaborate as part of my professional duties	78.6%	79.2%	60.9%	66.7%	60.0%	43.5%	73.3%	62.5%	74.2%
Use World Bank website for information, data, research, etc.	14.3%	12.5%	0.0%	33.3%	10.0%	21.7%	6.7%	6.3%	12.9%

\*Significantly different between stakeholder groups

## Appendix C: Responses to All Questions by Geographic Location

### A. General Issues facing Armenia

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

Percentage of Respondents	Yerevan	Marz
The right direction	68.0%	93.8%
The wrong direction	11.8%	0.0%
Not sure	20.3%	6.3%

When considering development priorities, which ONE development priority below is the most important in Armenia? Which ONE is the second most important priority? Which ONE is the third most important priority?

1 <sup>st</sup> Most Important		
Percentage of Respondents	Yerevan	Marz
Rural development*	1.4%	23.1%
Education	13.7%	15.4%
Social protection	1.4%	0.0%
Transport*	0.0%	7.7%
Poverty reduction	10.8%	23.1%
Public sector reform	2.9%	0.0%
Information and communications technology	1.4%	0.0%
Gender	0.0%	0.0%
Domestic private sector development	2.2%	7.7%
Foreign direct investment	1.4%	0.0%
Water and sanitation	0.0%	0.0%
Anti-corruption	15.8%	0.0%
Monitoring and evaluation	0.0%	0.0%
Public financial management	2.2%	0.0%
Job creation/employment	6.5%	15.4%
Governance	5.8%	0.0%
Urban development	0.7%	0.0%
Environmental sustainability	0.0%	0.0%
Equality of opportunity	5.8%	0.0%
Health	2.9%	0.0%
Energy	0.0%	0.0%
Food security	0.7%	0.0%
Climate change	0.0%	0.0%
Agricultural development	2.2%	7.7%
Trade and exports	0.7%	0.0%
Economic growth	12.2%	0.0%
Law and justice	9.4%	0.0%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Basic infrastructure	0.0%	0.0%
Natural resource management	0.0%	0.0%

\*Significantly different between locations

### A. General Issues facing Armenia (continued)

When considering development priorities, which ONE development priority below is the most important in Armenia? Which ONE is the second most important priority? Which ONE is the third most important priority?

<b>2<sup>nd</sup> Most Important</b>		
<b>Percentage of Respondents</b>	<b>Yerevan</b>	<b>Marz</b>
Rural development	5.0%	0.0%
Education	11.5%	0.0%
Social protection	2.2%	0.0%
Transport*	0.0%	7.1%
Poverty reduction*	5.0%	28.6%
Public sector reform	0.7%	0.0%
Information and communications technology	2.2%	0.0%
Gender	0.0%	0.0%
Domestic private sector development	2.2%	0.0%
Foreign direct investment	1.4%	0.0%
Water and sanitation	0.0%	0.0%
Anti-corruption	13.7%	14.3%
Monitoring and evaluation	0.0%	0.0%
Public financial management	5.0%	7.1%
Job creation/employment	13.7%	7.1%
Governance	5.0%	0.0%
Urban development	0.0%	0.0%
Environmental sustainability	1.4%	0.0%
Equality of opportunity	6.5%	0.0%
Health	1.4%	0.0%
Energy	1.4%	0.0%
Food security	0.7%	0.0%
Climate change	0.7%	0.0%
Agricultural development*	2.2%	14.3%
Trade and exports	2.2%	0.0%
Economic growth	7.2%	7.1%
Law and justice	8.6%	7.1%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Basic infrastructure*	0.0%	7.1%
Natural resource management	0.0%	0.0%
<b>3<sup>rd</sup> Most Important</b>		
<b>Percentage of Respondents</b>	<b>Yerevan</b>	<b>Marz</b>
Rural development	5.6%	7.1%
Education	11.9%	7.1%
Social protection	5.6%	0.0%
Transport	1.4%	0.0%
Poverty reduction	4.2%	0.0%
Public sector reform	5.6%	0.0%
Information and communications technology	4.2%	7.1%
Gender	0.0%	0.0%
Domestic private sector development	7.0%	7.1%
Foreign direct investment	2.1%	0.0%
Water and sanitation	1.4%	0.0%
Anti-corruption	9.8%	0.0%
Monitoring and evaluation	0.0%	0.0%
Public financial management	2.1%	7.1%
Job creation/employment	9.1%	14.3%
Governance	5.6%	0.0%
Urban development	0.7%	0.0%
Environmental sustainability	2.1%	0.0%
Equality of opportunity	3.5%	7.1%
Health	0.0%	0.0%
Energy	0.7%	0.0%
Food security	0.7%	0.0%
Climate change	0.7%	0.0%
Agricultural development*	0.7%	14.3%
Trade and exports	0.7%	0.0%
Economic growth	5.6%	14.3%
Law and justice	7.0%	7.1%
Regulatory framework	1.4%	0.0%
Communicable/non-communicable diseases	1.4%	0.0%
Basic infrastructure	0.0%	0.0%
Natural resource management*	0.7%	7.1%

\*Significantly different between locations

### A. General Issues facing Armenia (continued)

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 Armenia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Yerevan	Marz
Domestic private sector development	30.4%	47.4%
Foreign direct investment	8.1%	21.1%
Water and sanitation*	1.2%	15.8%
Anti-corruption	25.5%	15.8%
Monitoring and evaluation	1.2%	0.0%
Public financial management	10.6%	5.3%
Job creation/employment	57.1%	52.6%
Rural development	18.0%	15.8%
Education	24.2%	10.5%
Social protection	15.5%	0.0%
Transport*	1.2%	10.5%
Public sector reform	5.6%	0.0%
Information and communications technology	1.9%	0.0%
Gender	0.6%	5.3%
Governance	17.4%	5.3%
Urban development*	0.0%	5.3%
Trade and exports	1.9%	5.3%
Economic growth	31.1%	10.5%
Law and justice	11.8%	10.5%
Regulatory framework	1.2%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Basic infrastructure*	0.0%	10.5%
Natural resource management*	1.9%	10.5%
Environmental sustainability	1.9%	5.3%
Equality of opportunity	14.9%	0.0%
Health	2.5%	0.0%
Energy	0.0%	0.0%
Food security	0.6%	5.3%
Climate change	0.0%	0.0%
Agricultural development*	13.0%	31.6%

\*Significantly different between locations

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Armenia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Yerevan	Marz
Health	2.5%	0.0%
Energy	3.8%	10.5%
Food security	0.0%	0.0%
Climate change	0.0%	0.0%
Public sector reform	6.3%	0.0%
Information and communications technology*	18.1%	0.0%
Trade and exports	26.3%	26.3%
Law and justice	18.8%	10.5%
Regulatory framework	8.1%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Basic infrastructure	7.5%	10.5%
Natural resource management	8.1%	15.8%
Public financial management	11.3%	5.3%
Job creation/employment	21.3%	36.8%
Governance	19.4%	10.5%
Urban development	0.6%	0.0%
Environmental sustainability	2.5%	0.0%
Equality of opportunity	23.1%	5.3%
Rural development*	6.3%	21.1%
Education	11.9%	10.5%
Social protection	0.6%	5.3%
Transport	1.9%	5.3%
Agricultural development*	21.9%	42.1%
Gender	0.0%	0.0%
Domestic private sector development	30.0%	31.6%
Foreign direct investment	23.1%	15.8%
Water and sanitation*	0.6%	21.1%
Anti-corruption	24.4%	15.8%
Monitoring and evaluation	0.0%	0.0%

\*Significantly different between locations

### B. Overall Attitudes toward the World Bank

	Which best represents your geographic location?					
	Yerevan			Marz		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Armenia?	162	7.77	1.84	19	7.32	2.03

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

	Which best represents your geographic location?					
	Yerevan			Marz		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Armenia.	151	7.64	1.82	18	7.83	1.79

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

	Which best represents your geographic location?					
	Yerevan			Marz		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help Armenia solve its most complicated development challenges?	141	8.33	1.43	17	7.65	2.09

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

When thinking about how the World Bank can have the most impact on development results in Armenia, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Armenia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Which best represents your geographic location?	
	Yerevan	Marz
Equality of opportunity	13.8%	10.5%
Health	12.5%	5.3%
Energy	6.3%	10.5%
Food security	1.3%	0.0%
Climate change	0.0%	0.0%
Agricultural development*	20.0%	42.1%
Trade and exports	8.8%	0.0%
Economic growth	21.9%	15.8%
Law and justice	14.4%	10.5%
Regulatory framework	3.1%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Basic infrastructure	16.9%	15.8%
Natural resource management	5.0%	5.3%
Rural development*	15.0%	47.4%
Education	23.8%	21.1%
Social protection	1.9%	0.0%
Transport*	5.6%	21.1%
Poverty reduction	21.3%	15.8%
Public sector reform	14.4%	5.3%
Information and communications technology	10.6%	0.0%
Gender	0.0%	0.0%
Domestic private sector development	15.0%	10.5%
Foreign direct investment	3.8%	0.0%
Water and sanitation*	4.4%	21.1%
Anti-corruption	18.1%	10.5%
Monitoring and evaluation	0.6%	0.0%
Public financial management	6.9%	0.0%
Job creation/employment	13.1%	21.1%
Governance	14.4%	5.3%
Urban development	0.6%	5.3%
Environmental sustainability	3.1%	0.0%

\*Significantly different between locations

### B. Overall Attitudes toward the World Bank (continued)

When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Armenia?

Greatest Value		
Percentage of Respondents	Yerevan	Marz
Financial resources	60.4%	84.6%
Mobilizing third party financial resources	4.9%	0.0%
Technical assistance	14.6%	0.0%
Policy advice	5.6%	0.0%
Donor coordination	3.5%	7.7%
Data	1.4%	0.0%
Training/capacity building	6.9%	0.0%
Studies/analyses	2.8%	0.0%
Convening/facilitating	0.0%	7.7%
Other	0.0%	0.0%

2 <sup>nd</sup> Greatest Value		
Percentage of Respondents	Yerevan	Marz
Financial resources	8.3%	0.0%
Mobilizing third party financial resources	11.8%	16.7%
Technical assistance	22.2%	41.7%
Policy advice	7.6%	8.3%
Donor coordination	4.9%	8.3%
Data	2.8%	0.0%
Training/capacity building	21.5%	16.7%
Studies/analyses	18.8%	8.3%
Convening/facilitating	2.1%	0.0%
Other	0.0%	0.0%

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

Percentage of Respondents (Responses Combined)	Yerevan	Marz
Imposing technocratic solutions without regard to political realities	8.4%	11.8%
Not exploring alternative policy options	11.6%	11.8%
Too bureaucratic in its operational policies and procedures	27.7%	11.8%
Staff too inaccessible	1.9%	0.0%
Arrogant in its approach	1.9%	0.0%
Not client focused	0.6%	0.0%
The credibility of its knowledge/data	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	25.2%	5.9%
Not enough public disclosure of its work	14.8%	17.6%
World Bank processes too slow and complex	27.1%	47.1%
Not aligned with country priorities	9.0%	17.6%
Not aligned with other donors' work	5.8%	5.9%
Not collaborating enough with non-state actors	14.2%	23.5%
Not adequately sensitive to political/social realities in Armenia	16.1%	11.8%
Other*	8.4%	23.5%

\*Significantly different between locations

Which World Bank instruments do you believe are the MOST effective in reducing poverty in Armenia? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Yerevan	Marz
Investment lending*	58.9%	89.5%
Capacity development	34.2%	42.1%
Policy based lending/ budget support to the Government	30.4%	26.3%
Knowledge products/services	14.6%	10.5%
Technical assistance	25.3%	10.5%
Trust Fund management	3.2%	0.0%
Other	1.9%	0.0%
Don't know	10.8%	10.5%

\*Significantly different between locations

## B. Overall Attitudes toward the World Bank (continued)

Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Armenia? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Which best represents your geographic location?	
	Yerevan	Marz
Investment lending	8.3%	0.0%
Capacity development	14.1%	0.0%
Policy based lending/ budget support to the Government	26.9%	26.3%
Knowledge products/services*	24.4%	52.6%
Technical assistance	23.1%	26.3%
Trust Fund management	22.4%	26.3%
Other	1.9%	5.3%
Don't know	32.1%	42.1%

\*Significantly different between locations

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Which best represents your geographic location?	
	Yerevan	Marz
NGOs	26.7%	15.8%
Local Government*	30.4%	68.4%
Beneficiaries	22.4%	36.8%
Private sector	48.4%	47.4%
Community Based Organizations (CBOs)	11.8%	10.5%
Donor community	8.1%	0.0%
Foundations	6.2%	5.3%
Academia/think tanks/research institutes	28.6%	15.8%
Parliament	3.7%	0.0%
Media	5.6%	0.0%
Other	1.2%	0.0%

\*Significantly different between locations

To what extent do you agree with the following statements about the World Bank's work in Armenia, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Yerevan			Marz		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Armenia	154	7.60	1.88	17	7.82	2.27
The World Bank's work is aligned with what I consider the development priorities for Armenia	152	7.45	1.91	17	7.00	2.42
The World Bank supports programs and strategies that are realistic for Armenia	153	7.67	1.80	18	7.39	2.48
The World Bank treats clients and stakeholders in Armenia with respect	154	8.62	1.60	16	8.44	1.71

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

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

	Which best represents your geographic location?					
	Yerevan			Marz		
	N	Mean	SD	N	Mean	SD
Responsiveness	142	6.45	2.18	16	6.31	2.65
Flexibility (in terms of the World Bank's products and services)	137	6.66	2.06	13	6.38	2.33
Flexibility (in terms of changing country circumstances)	132	6.32	2.04	16	6.69	2.60
Being inclusive	120	6.72	1.89	12	6.00	2.80
Openness (sharing data and other information)	147	7.61	1.97	16	7.31	2.09
Staff accessibility	142	7.99	1.83	17	7.12	2.37
Straightforwardness and honesty	139	8.14	1.87	15	7.80	2.24
Collaboration with groups outside of the Government	112	7.08	2.25	10	6.50	2.07
Collaboration with the Government	137	8.65	1.30	13	8.38	1.61
Collaboration with other donors	109	7.50	1.88	5	7.60	1.67
Follow through over time	134	7.80	2.07	11	8.55	1.21

### B. Overall Attitudes toward the World Bank (continued)

When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Yerevan	Marz
The World Bank works too slowly	16.9%	6.3%
The Government works inefficiently*	24.3%	0.0%
There is not an adequate level of citizen/civil society participation*	27.0%	56.3%
Poor donor coordination	18.9%	37.5%
The World Bank does not do adequate follow through/follow-up	5.4%	12.5%
Lack of/inadequate levels of capacity in Government*	20.3%	0.0%
Political pressures and obstacles	10.8%	18.8%
Reforms are not well thought out in light of country challenges	31.8%	31.3%
The World Bank is not sensitive enough to political/social realities on the ground	18.2%	18.8%
Other	5.4%	6.3%

\*Significantly different between locations

### C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Armenia, on a ten point scale? (1-Not effective at all, 10-Very effective)

	Which best represents your geographic location?					
	Yerevan			Marz		
	N	Mean	SD	N	Mean	SD
Governance*	124	6.12	1.99	11	7.45	1.63
Urban development	98	5.80	1.99	10	6.30	2.50
Environmental sustainability	105	5.68	2.31	11	6.45	2.42
Equality of opportunity	116	5.84	2.44	12	6.83	2.04
Health	114	7.01	2.05	11	8.00	1.67
Energy	107	7.19	2.13	8	7.75	1.39
Food security	83	6.29	2.00	9	7.56	1.67
Climate change	79	5.52	2.41	9	6.67	2.24
Agricultural development	113	7.04	1.92	13	7.31	2.14
Trade and exports	94	6.23	2.01	8	6.88	2.42
Economic growth	122	6.54	2.19	10	6.90	1.91
Law and justice	107	5.79	2.44	10	6.30	3.23
Regulatory framework*	104	6.37	1.92	6	8.17	1.83
Communicable/non-communicable diseases	67	6.36	2.09	7	7.43	1.40
Basic infrastructure	113	7.12	1.87	12	8.08	1.56
Natural resource management*	92	5.48	2.38	9	7.44	2.35
Rural development	114	6.55	2.25	12	6.83	2.52
Education	124	6.79	2.12	11	7.91	1.58
Social protection	102	6.36	2.33	9	7.22	2.33
Transport	105	7.04	2.09	12	7.50	2.32
Poverty reduction	126	6.40	2.29	12	7.17	1.90
Public sector reform	120	6.60	2.09	10	7.30	1.57
Information and communications technology	106	6.77	1.93	9	7.44	2.30
Gender	83	6.42	2.10	8	7.13	1.55
Domestic private sector development	103	6.00	2.13	12	6.83	2.59
Foreign direct investment	98	6.30	2.28	11	7.45	2.21
Water and sanitation	115	7.33	1.89	15	7.87	2.17
Anti-corruption	112	5.54	2.54	8	6.38	2.13
Monitoring and evaluation	108	7.06	1.98	9	7.78	1.92
Public financial management	109	6.87	2.00	10	7.70	1.57
Job creation/employment	103	5.96	2.30	11	6.09	2.70

\*Significantly different between locations

### C. World Bank Effectiveness and Results (continued)

	Which best represents your geographic location?					
	Yerevan			Marz		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Armenia?	152	7.20	1.91	15	7.20	2.51

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

### To what extent do you agree with the following statements about the World Bank in Armenia, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Yerevan			Marz		
	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Armenia	152	7.38	1.97	14	6.71	2.43
The World Bank meets Armenia's needs for knowledge services	138	6.52	2.17	13	5.92	1.93

### D. The World Bank's Knowledge

#### How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?

Percentage of Respondents	Yerevan	Marz
Weekly	10.7%	0.0%
Monthly	27.7%	10.5%
A few times a year	43.4%	52.6%
Rarely	18.2%	21.1%
Never	0.0%	15.8%

#### When thinking about the development challenges in Armenia, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Yerevan	Marz
Climate change	2.5%	0.0%
Agricultural development*	24.5%	57.9%
Trade and exports	8.8%	21.1%
Economic growth	28.3%	26.3%
Law and justice	14.5%	10.5%
Regulatory framework	1.9%	5.3%
Communicable/non-communicable diseases	0.0%	0.0%
Basic infrastructure	8.2%	10.5%
Natural resource management	6.3%	10.5%
Governance	16.4%	10.5%
Urban development*	1.9%	10.5%
Environmental sustainability	4.4%	0.0%
Equality of opportunity	20.8%	5.3%
Health	8.2%	10.5%
Energy	2.5%	5.3%
Food security	2.5%	5.3%
Gender	0.6%	0.0%
Domestic private sector development	18.9%	21.1%
Foreign direct investment	5.0%	0.0%
Water and sanitation	4.4%	0.0%
Anti-corruption	20.1%	10.5%
Monitoring and evaluation	1.9%	0.0%
Public financial management	6.3%	0.0%
Job creation/employment	17.0%	15.8%
Rural development	10.7%	10.5%
Education	22.6%	10.5%
Social protection	3.1%	0.0%
Transport*	1.9%	21.1%
Poverty reduction	15.7%	15.8%
Public sector reform	8.8%	0.0%
Information and communications technology	5.0%	5.3%

\*Significantly different between locations

**D. The World Bank's Knowledge (continued)****How effective do you believe the World Bank's knowledge and research are at ... in Armenia?***(1-Not effective at all, 10-Very effective)*

	Which best represents your geographic location?					
	Yerevan			Marz		
	N	Mean	SD	N	Mean	SD
Raising your awareness of the particular topic*	141	7.22	2.12	11	5.82	1.25
Stimulating public debate/dialogue	124	6.23	2.17	8	5.88	1.89
Enhancing your knowledge and/or skills	144	7.17	2.20	14	6.79	1.63
Contributing to good policy making	134	7.11	2.10	9	6.11	2.52
Providing support for program implementation	144	7.85	1.72	15	8.00	1.81

*\*Significantly different between locations***To what extent do you believe that the World Bank's knowledge and research ... in Armenia?***(1-To no degree at all, 10-To a very significant degree)*

	Which best represents your geographic location?					
	Yerevan			Marz		
	N	Mean	SD	N	Mean	SD
Are timely	144	8.14	1.54	14	7.50	1.91
Include appropriate level of stakeholder involvement during preparation	136	7.35	1.99	12	6.75	2.18
Are relevant to Armenia's development priorities	138	7.46	1.83	10	6.80	2.15
Provide feasible recommendations	141	7.52	1.64	13	7.00	2.52
Are accessible (well written and easy to understand)*	146	7.69	1.63	14	6.36	1.78
A source of relevant information on global good practices	145	7.70	1.77	15	7.27	2.71
Are adequately disseminated*	137	6.87	2.26	10	5.30	2.75
Are appropriately translated	129	7.66	1.83	13	7.46	2.50
Are adaptable to Armenia's specific development challenges and country circumstances	139	7.50	1.74	15	7.67	1.63

*\*Significantly different between locations*

	Which best represents your geographic location?					
	Yerevan			Marz		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	155	7.46	1.85	17	7.71	1.49
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	150	8.19	1.45	16	8.13	1.54
To what extent do you believe that Armenia received value for money from the World Bank's products/services that were paid for on a fee for service basis?	105	7.47	1.80	11	7.73	1.85

*(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality; 1- To no degree at all, 10-To a very significant degree)*

### E. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Yerevan			Marz		
	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly*	133	8.00	1.67	14	6.79	2.29
The World Bank effectively monitors and evaluates the projects and programs it supports	138	7.90	1.73	16	7.94	1.95
The World Bank's approvals and reviews are done in a timely fashion	130	7.76	1.71	12	7.08	1.68
The World Bank's "Safeguard Policy" requirements are reasonable	98	7.79	1.60	8	6.75	1.98
The World Bank imposes reasonable conditions on its lending*	123	7.75	1.58	11	6.73	2.24
Working with the World Bank increases Armenia's institutional capacity	146	7.77	1.85	15	8.00	1.07
The World Bank ensures consistency and continuity through staff changes	108	7.65	1.79	8	6.75	2.38
The World Bank's teams and visits are well coordinated	125	8.23	1.43	13	7.62	2.72
Where country systems are adequate, the World Bank makes appropriate use of them	97	7.76	1.84	8	6.75	2.05
The World Bank provides effective implementation support	130	8.12	1.55	14	7.50	1.65

\*Significantly different between locations

### F. The Future Role of the World Bank in Armenia

	Which best represents your geographic location?					
	Yerevan			Marz		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Armenia's development in the near future?	156	8.26	1.76	15	8.27	1.71

(1-Not a significant role at all, 10-Very significant role)

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

Percentage of Respondents (Responses Combined)	Yerevan	Marz
Improve the quality of its experts as related to Armenia's specific challenges	26.9%	0.0%
Reduce the complexity of obtaining World Bank financing	29.5%	47.4%
Focus primarily on advocacy issues	12.2%	10.5%
Improve the competitiveness of its financing compared to markets	14.1%	10.5%
Ensure greater selectivity in its work	17.9%	26.3%
Provide more adequate data/knowledge/statistics/figures on Armenia's economy	7.7%	15.8%
Offer more innovative financial products	21.2%	36.8%
Offer more innovative knowledge services	28.2%	10.5%
Increase availability of Fee-Based services	3.8%	10.5%
Work faster	13.5%	26.3%
Other	7.1%	5.3%

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Yerevan	Marz
Local newspapers	14.6%	15.8%
International newspapers	3.8%	0.0%
Local radio	1.3%	0.0%
International radio	1.3%	0.0%
Local television	36.1%	31.6%
International television	13.9%	15.8%
Periodicals	20.9%	36.8%
Internet	82.3%	73.7%
Social media (Facebook, Twitter, Youtube)	10.1%	5.3%
Blogs	1.9%	0.0%
Mobile phones*	0.0%	5.3%
Instant messaging	0.0%	0.0%
Other	5.1%	5.3%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Yerevan	Marz
World Bank website	47.2%	63.2%
Direct contact with World Bank (i.e., face to face meetings/discussions)	32.9%	36.8%
e-Newsletters	35.4%	21.1%
Instant messaging*	0.0%	5.3%
World Bank seminars/workshops/conferences	36.0%	31.6%
World Bank Public Information Center	7.5%	0.0%
World Bank publications and other written materials	26.1%	31.6%
Mobile phones	2.5%	0.0%
Social media (Facebook, Twitter, Youtube)	7.5%	10.5%
Blogs	0.6%	0.0%
Other	0.0%	0.0%

\*Significantly different between locations

Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?

Percentage of Respondents	Yerevan	Marz
Yes	36.1%	16.7%
No	63.9%	83.3%

Have you requested information from the World Bank on its activities in the past year?

Percentage of Respondents	Yerevan	Marz
Yes	27.2%	11.8%
No	72.8%	88.2%

Were you able to obtain this information?

Percentage of Respondents	Yerevan	Marz
Yes	91.9%	50.0%
No	8.1%	50.0%

Do you have access to the Internet?

Percentage of Respondents	Yerevan	Marz
Yes	97.9%	84.2%
No	2.1%	15.8%

Do you use/have used the World Bank website?

Percentage of Respondents	Yerevan	Marz
Yes	83.6%	61.1%
No	16.4%	38.9%

Which do you primarily use?\*

Percentage of Respondents	Yerevan	Marz
The World Bank's country website	54.6%	85.7%
The World Bank's main website	45.4%	14.3%

\*Significantly different between locations

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

Do you use/have you used the World Bank's Public Information Centers (PICs) in Armenia?

Percentage of Respondents	Yerevan	Marz
Yes	18.7%	16.7%
No	56.8%	50.0%
I don't know what a PIC is	24.5%	33.3%

Please rate how much you agree with the following statements, on a ten point scale.

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Yerevan			Marz		
	N	Mean	SD	N	Mean	SD
I use more data from the World Bank as a result of the organization's Open Data policy*	102	6.76	2.56	11	4.82	2.56
The World Bank's PIC is a valuable source of information related to development in Armenia*	44	7.45	1.81	7	4.57	2.88
I find the World Bank websites easy to navigate*	123	7.49	1.84	8	5.25	2.60
I find the information on the World Bank's websites useful	123	8.21	1.47	10	7.50	1.51
When I need information from the World Bank I know how to find it	141	8.40	1.91	14	7.79	2.08
The World Bank is responsive to my information requests and inquiries	118	8.31	1.73	10	7.30	2.45

\*Significantly different between locations

### H. Background Information

Currently, do you professionally collaborate/work with the World Bank in your country?\*

Percentage of Respondents	Yerevan	Marz
Yes	86.8%	57.9%
No	13.2%	42.1%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Yerevan	Marz
Observer (i.e., follow in media, discuss in informal conversations, etc.)	10.2%	22.2%
Use World Bank reports/data	29.9%	22.2%
Engage in World Bank related/sponsored events/activities	40.8%	38.9%
Collaborate as part of my professional duties	68.8%	66.7%
Use World Bank website for information, data, research, etc.	12.7%	5.6%

## Appendix D: Responses to All Questions by Year<sup>1</sup>

FY '03 Response Number = 212 • FY '05 Response Number = 171 • FY '13 Response Number = 192

### B. Overall Attitudes toward the World Bank

	year								
	FY 2003			FY 2005			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Armenia?	211	7.97	1.65	171	7.75	1.91	192	7.72	1.87

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

	year								
	FY 2003			FY 2005			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Armenia.	208	7.84	1.63	171	7.63	1.80	179	7.65	1.80

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

### To what extent do you agree with the following statements about the World Bank's work in Armenia, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

	year								
	FY 2003			FY 2005			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Armenia	209	7.91	1.75	170	7.79	2.16	181	7.63	1.90
The World Bank's work is aligned with what I consider the development priorities for Armenia	206	7.46	1.87	168	7.40	2.17	179	7.39	1.96
The World Bank supports programs and strategies that are realistic for Armenia	206	7.64	1.79	170	7.66	1.94	181	7.61	1.87
The World Bank treats clients and stakeholders in Armenia with respect	206	8.66	1.57	166	8.40	2.17	180	8.58	1.59

### To what extent is the World Bank an effective development partner in Armenia in terms of each of the following?

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

	year								
	FY 2003			FY 2005			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Flexibility (in terms of the World Bank's products and services) <sup>**</sup>	177	7.48	1.87	144	7.42	1.94	157	6.66	2.05
Flexibility (in terms of changing country circumstances) <sup>**</sup>	182	7.47	1.86	143	7.33	1.91	155	6.39	2.09
Staff accessibility <sup>^</sup>	202	7.38	2.09	165	7.90	1.97	167	7.89	1.88
Straightforwardness and honesty <sup>^</sup>	205	7.37	1.91	163	8.05	1.83	160	8.12	1.88

<sup>^</sup>Significantly different between FY13 and FY03 country surveys; <sup>\*\*</sup>Significantly different between FY13 and FY05 country surveys.

<sup>1</sup> Only those questions that were asked in the FY '03, FY '05, and FY '13 country surveys, with similar response scales/options, are presented.

### C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Armenia, on a ten point scale? (1-Not effective at all, 10-Very effective)

	year								
	FY 2003			FY 2005			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Health*	186	6.46	2.00	149	6.35	1.98	131	7.09	2.01
Agricultural development*				156	6.58	1.76	134	7.03	1.95
Economic growth	207	6.73	1.70	169	6.75	1.72	140	6.54	2.15
Law and justice				160	5.94	1.95	123	5.89	2.48
Regulatory framework	195	6.69	1.77	151	6.60	1.66	116	6.43	1.99
Basic infrastructure				164	7.48	1.67	132	7.14	1.96
Education	195	6.90	1.92	158	6.47	1.80	144	6.84	2.12
Social protection				153	6.22	1.94	117	6.42	2.32
Poverty reduction	204	6.31	1.82	166	6.44	1.77	145	6.46	2.23
Public sector reform	198	6.49	1.73	157	6.26	1.81	138	6.65	2.04
Gender*				136	5.72	1.89	97	6.58	2.05
Domestic private sector development*	202	6.70	1.80	160	6.36	1.71	120	6.12	2.16
Public financial management	201	6.81	1.76	157	6.86	1.92	126	6.90	1.98

<sup>A</sup>Significantly different between FY13 and FY03 country surveys; <sup>\*</sup>Significantly different between FY13 and FY05 country surveys.

### D. The World Bank's Knowledge

To what extent do you believe that the World Bank's knowledge and research ... in Armenia?

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

	year								
	FY 2003			FY 2005			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are adaptable to Armenia's specific development challenges and country circumstances <sup>A</sup>	205	6.64	1.75	163	6.70	1.86	162	7.52	1.69

<sup>A</sup>Significantly different between FY13 and FY03 country surveys; <sup>\*</sup>Significantly different between FY13 and FY05 country surveys.

### E. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

	year								
	FY 2003			FY 2005			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly*	175	7.64	2.08	141	8.45	1.59	156	7.91	1.77
The World Bank effectively monitors and evaluates the projects and programs it supports	182	7.90	1.92	141	8.11	1.99	163	7.93	1.73
Working with the World Bank increases Armenia's institutional capacity	172	7.55	1.79	143	7.81	1.71	170	7.81	1.78
The World Bank's teams and visits are well coordinated				134	7.89	1.98	146	8.21	1.57

<sup>\*</sup>Significantly different between FY13 and FY05 country surveys.

### G. Communication and Information Sharing

Do you use/have used the World Bank website?

Percentage of Respondents	2005	2013
Yes	68.8%	81.5%
No	31.2%	18.5%

Which do you primarily use?

Percentage of Respondents	2005	2013
The World Bank's country website	61.5%	57.3%
The World Bank's main website	38.5%	42.7%

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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank in your country?		Which of the following describes most of your exposure to the World Bank in Armenia? (Choose no more than TWO)									
	No Mean	Yes Mean	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank's effectiveness in Armenia.	7.04	7.75	7.68	7.50	7.70	7.58	7.87	7.38	7.24	7.86	7.67	7.64
To what extent do you believe the World Bank's staff is well prepared to help Armenia solve its most complicated development challenges?	7.60	8.38	8.32	8.05	8.22	8.46	8.33	8.24	8.11	8.38	8.30	8.21
Overall the World Bank currently plays a relevant role in development in Armenia	7.04	7.73	7.74	6.62	7.60	7.63	7.64	7.57	7.27	7.77	7.62	7.57
The World Bank's work is aligned with what I consider the development priorities for Armenia	6.60	7.53	7.50	6.39	7.31	7.55	7.31	7.48	7.16	7.48	7.40	7.24
Responsiveness	5.96	6.57	6.53	6.17	6.57	6.31	6.56	6.39	6.08	6.68	6.56	6.00
Openness (sharing data and other information)	6.75	7.80	7.73	6.76	7.60	7.66	7.59	7.65	7.23	7.79	7.70	7.00
Collaboration with groups outside of the Government	5.87	7.18	7.16	6.00	7.00	7.07	7.22	6.71	6.59	7.24	6.98	7.36
Collaboration with the Government	8.68	8.62	8.62	8.63	8.53	8.83	8.66	8.56	8.61	8.63	8.64	8.53
Collaboration with other donors	6.60	7.62	7.54	7.15	7.36	7.78	7.63	7.26	7.06	7.67	7.64	6.31
To what extent does the World Bank's work help to achieve development results in Armenia?	6.36	7.34	7.23	6.80	7.20	7.12	7.27	7.03	6.73	7.39	7.21	6.91
The World Bank's financial instruments meet the needs of Armenia	6.35	7.51	7.40	6.85	7.29	7.44	7.42	7.22	7.09	7.46	7.38	7.05
The World Bank meets Armenia's needs for knowledge services	5.30	6.68	6.57	5.61	6.33	6.73	6.61	6.24	5.98	6.70	6.51	6.00
The World Bank's knowledge and research are adaptable to Armenia's specific development challenges and country circumstances	6.75	7.66	7.63	6.90	7.47	7.68	7.43	7.70	7.39	7.60	7.58	7.24
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	6.68	7.62	7.53	7.05	7.49	7.42	7.61	7.25	6.98	7.71	7.46	7.50
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	7.79	8.26	8.24	7.95	8.24	8.13	8.23	8.17	8.00	8.30	8.21	8.19
Where country systems are adequate, the World Bank makes appropriate use of them	6.70	7.84	7.86	6.93	7.78	7.66	7.61	7.95	7.76	7.74	7.79	7.42

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix F: Armenia FY 2013 Questionnaire



### **World Bank Country Survey FY13 – Armenia**

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Armenia or who observe activities related to social and economic development. The following survey is meant to give the World Bank's team that works in Armenia, greater insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in Armenia. The World Bank commissioned an independent firm to oversee the logistics of this effort in Armenia. This ensures anonymity and confidentiality. We hope you'll be candid. 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.**

**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: GENERAL ISSUES FACING ARMENIA**

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

**SECTION A: GENERAL ISSUES**

<b>A2. When considering development priorities, which ONE development priority below is the most important in Armenia? Which ONE is the second most important priority? Which ONE is the third most important priority?</b>		<b>FIRST priority (Choose only ONE)</b>	<b>SECOND priority (Choose only ONE)</b>	<b>THIRD priority (Choose only ONE)</b>
<b>Choose only ONE for each column</b>				
1	Rural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Social protection (e.g., pensions, targeted social assistance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Transport (e.g., rural roads)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Poverty reduction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Public sector reform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Information and communications technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Domestic private sector development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Water and sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Monitoring and evaluation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Public financial management (e.g., public expenditure, fiscal system reform)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Job creation/employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Governance (i.e., government effectiveness)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Urban development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Environmental sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Equality of opportunity (i.e., equity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Food security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Climate change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Agricultural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Law and justice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Communicable/non-communicable diseases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Basic infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	Natural resource management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION A: GENERAL ISSUES**

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>	
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Armenia? (Choose no more than THREE)</b>	
1	Domestic private sector development
2	Foreign direct investment
3	Water and sanitation
4	Anti-corruption
5	Monitoring and evaluation
6	Public financial management (e.g., public expenditure, fiscal system reform)
7	Job creation/employment
8	Rural development
9	Education
10	Social protection (e.g., pensions, targeted social assistance)
11	Transport (e.g., rural roads)
12	Public sector reform
13	Information and communications technology
14	Gender
15	Governance (i.e., government effectiveness)
16	Urban development
17	Trade and exports
18	Economic growth
19	Law and justice
20	Regulatory framework
21	Communicable/non-communicable diseases
22	Basic infrastructure
23	Natural resource management
24	Environmental sustainability
25	Equality of opportunity (i.e., equity)
26	Health
27	Energy
28	Food security
29	Climate change
30	Agricultural development

**SECTION A: GENERAL ISSUES**

<b>A4. Economic growth can be driven by a number of factors.</b>	
<b>Which THREE areas below do you believe would contribute most to generating economic growth in Armenia? (Choose no more than THREE)</b>	
1	Health
2	Energy
3	Food security
4	Climate change
5	Public sector reform
6	Information and communications technology
7	Trade and exports
8	Law and justice
9	Regulatory framework
10	Communicable/non-communicable diseases
11	Basic infrastructure
12	Natural resource management
13	Public financial management (e.g., public expenditure, fiscal system reform)
14	Job creation/employment
15	Governance (i.e., government effectiveness)
16	Urban development
17	Environmental sustainability
18	Equality of opportunity (i.e., equity)
19	Rural development
20	Education
21	Social protection (e.g., pensions, targeted social assistance)
22	Transport (e.g., rural roads)
23	Agricultural development
24	Gender
25	Domestic private sector development
26	Foreign direct investment
27	Water and sanitation
28	Anti-corruption
29	Monitoring and evaluation

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

<b>B1. How familiar are you with the work of the World Bank in Armenia, on a ten point scale?</b>									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

<b>B2. Overall, please rate your impression of the World Bank's effectiveness in Armenia, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all								Very effective		Don't know

<b>B3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Armenia solve its most complicated development challenges, on a ten point scale?</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

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

<b>B4. When thinking about how the World Bank can have the most impact on development results in Armenia, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Armenia? (Choose no more than THREE)</b>	
1	Equality of opportunity (i.e., equity)
2	Health
3	Energy
4	Food security
5	Climate change
6	Agricultural development
7	Trade and exports
8	Economic growth
9	Law and justice
10	Regulatory framework
11	Communicable/non-communicable diseases
12	Basic infrastructure
13	Natural resource management
14	Rural development
15	Education
16	Social protection (e.g., pensions, targeted social assistance)
17	Transport (e.g., rural roads)
18	Poverty reduction
19	Public sector reform
20	Information and communications technology
21	Gender
22	Domestic private sector development
23	Foreign direct investment
24	Water and sanitation
25	Anti-corruption
26	Monitoring and evaluation
27	Public financial management (e.g., public expenditure, fiscal system reform)
28	Job creation/employment
29	Governance (i.e., government effectiveness)
30	Urban development
31	Environmental sustainability

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

<b>B5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Armenia?</b>		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
2	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
5	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
6	Data	<input type="checkbox"/>	<input type="checkbox"/>
7	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
8	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
9	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Armenia? (Choose no more than TWO)</b>	
1	Imposing technocratic solutions without regard to political realities
2	Not exploring alternative policy options
3	Too bureaucratic in its operational policies and procedures
4	Staff too inaccessible
5	Arrogant in its approach
6	Not client focused
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Not enough public disclosure of its work
10	World Bank processes too slow and complex
11	Not aligned with country priorities
12	Not aligned with other donors' work
13	Not collaborating enough with non-state actors
14	Not adequately sensitive to political/social realities in Armenia
15	Other (please specify): _____

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

<b>B7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Armenia? (Choose no more than TWO)</b>	
1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Knowledge products/services (analytical work, studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

<b>B8. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Armenia? (Choose no more than TWO)</b>	
1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Knowledge products/services (analytical work, studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

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

**B9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)**

1	NGOs
2	Local Government
3	Beneficiaries
4	Private sector
5	Community Based Organizations (CBOs)
6	Donor community
7	Foundations
8	Academia/think tanks/research institutes
9	Parliament
10	Media
11	Other (please specify): _____

**To what extent do you agree with the following statements about the World Bank's work in Armenia, on a ten point scale?**

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B10</b>	Overall the World Bank currently plays a relevant role in development in Armenia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B11</b>	The World Bank's work is aligned with what I consider the development priorities for Armenia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B12</b>	The World Bank supports programs and strategies that are realistic for Armenia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B13</b>	The World Bank treats clients and stakeholders in Armenia with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

<b>To what extent is the World Bank an effective development partner in Armenia, 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	
<b>B14</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B15</b>	Flexibility (in terms of the World Bank's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B16</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B17</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B18</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B19</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B20</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B21</b>	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B22</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B23</b>	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B24</b>	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>B25. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)</b>	
1	The World Bank works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
5	The World Bank does not do adequate follow through/follow-up
6	Lack of/inadequate levels of capacity in Government
7	Political pressures and obstacles
8	Reforms are not well thought out in light of country challenges
9	The World Bank is not sensitive enough to political/social realities on the ground
10	Other (please specify): _____

## SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Armenia, on a ten point scale?		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
C1	Governance (i.e., government effectiveness)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C2	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C3	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C4	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C5	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C6	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C8	Climate change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C9	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C10	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C11	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C12	Law and justice	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C13	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C14	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C15	Basic infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C16	Natural resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C17	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C18	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C19	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C20	Transport (e.g., rural roads)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C21	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C22	Public sector reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C24	Gender	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C25	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C26	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C27	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C28	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C29	Monitoring and evaluation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C30	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C31	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS**

<b>C32. To what extent does the World Bank's work help to achieve development results in Armenia, on a ten point scale?</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 do you agree with the following statements about the World Bank in Armenia, on a ten point scale?</b>												
		Strongly disagree					Strongly agree					Don't know
<b>C33</b>	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, etc.) meet the needs of Armenia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C34</b>	The World Bank meets Armenia'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"/>

**SECTION D: THE WORLD BANK'S KNOWLEDGE**

<b>D1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?</b>	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

**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 D: THE WORLD BANK'S KNOWLEDGE**

**D2. When thinking about the development challenges in Armenia, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)**

1	Climate change
2	Agricultural development
3	Trade and exports
4	Economic growth
5	Law and justice
6	Regulatory framework
7	Communicable/non-communicable diseases
8	Basic infrastructure
9	Natural resource management
10	Governance (i.e., government effectiveness)
11	Urban development
12	Environmental sustainability
13	Equality of opportunity (i.e., equity)
14	Health
15	Energy
16	Food security
17	Gender
18	Domestic private sector development
19	Foreign direct investment
20	Water and sanitation
21	Anti-corruption
22	Monitoring and evaluation
23	Public financial management (e.g., public expenditure, fiscal system reform)
24	Job creation/employment
25	Rural development
26	Education
27	Social protection (e.g., pensions, targeted social assistance)
28	Transport (e.g., rural roads)
29	Poverty reduction
30	Public sector reform
31	Information and communications technology

## SECTION D: THE WORLD BANK'S KNOWLEDGE

How effective do you believe the World Bank's knowledge and research are at ... in Armenia?												
		Not effective at all								Very effective		Don't know
<b>D3</b>	Raising your awareness of the particular topic	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D4</b>	Stimulating public debate/dialogue	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D5</b>	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D6</b>	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D7</b>	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent do you believe that the World Bank's knowledge and research ... in Armenia?												
		To no degree at all								To a very significant degree		Don't know
<b>D8</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D9</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D10</b>	Are relevant to Armenia's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D11</b>	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D12</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D13</b>	A source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D14</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D15</b>	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D16</b>	Are adaptable to Armenia's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D17. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale?												
1		2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
Not significant at all								Very significant			Don't know	

**SECTION D: THE WORLD BANK'S KNOWLEDGE**

<b>D18. Overall, how would you rate the technical quality of the World Bank's knowledge/research, on a ten point scale?</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

<b>D19. To what extent do you believe that Armenia received value for money from the World Bank's products/services that were paid for on a fee for service basis?</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 E: WORKING WITH THE WORLD BANK**

To what extent do you agree/disagree with the following statements, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E1</b>	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E2</b>	The World Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E3</b>	The World Bank's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E4</b>	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E5</b>	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E6</b>	Working with the World Bank increases Armenia's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E7</b>	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E8</b>	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E9</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E10</b>	The World Bank provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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## SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN ARMENIA

<b>F1. How significant a role do you believe the World Bank SHOULD play in Armenia's development in the near future, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not a significant role at all									Very significant role	Don't know

<b>F2. Which of the following SHOULD the World Bank do to make itself of greater value in Armenia? (Choose no more than TWO)</b>	
1	Improve the quality of its experts as related to Armenia's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advocacy issues
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
5	Ensure greater selectivity in its work
6	Provide more adequate data/knowledge/statistics/figures on Armenia's economy
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Increase availability of Fee-Based services
10	Work faster
11	Others (please specify): _____

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How do you get most of your information about economic and social development issues in Armenia? (Choose no more than TWO)**

1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

**G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)**

1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-newsletters
4	Instant messaging
5	World Bank seminars/workshops/conferences
6	World Bank Public Information Center
7	World Bank publications and other written materials
8	Mobile phones
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Others (please specify): _____

<b>G3</b>	Are you aware of the World Bank's Access to Information Policy under which the Bank now discloses any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Have you requested information from the World Bank on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	<b>Yes</b>	<b>No</b>
<b>G5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you use/have you used the World Bank website?	<b>Yes</b>	<b>No</b>

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G8. Which do you primarily use?</b>	
1	The World Bank's country website (www.worldbank.org.am)
2	The World Bank's main website (www.worldbank.org)

<b>G9. Do you use/have you used the World Bank's Public Information Centers (PICs) in Armenia?</b>	
1	Yes
2	No
3	I don't know what PIC is

<b>Please rate how much you agree with the following statements, on a ten point scale.</b>													
		<b>Strongly disagree</b>										<b>Strongly agree</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>G10</b>	I use more data from the World Bank as a result of the organization's Open Data policy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G11</b>	The World Bank's PIC is a valuable source of information related to development in Armenia. <i>(Only answer if you have used the PIC)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G12</b>	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G13</b>	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G14</b>	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G15</b>	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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**SECTION H: BACKGROUND INFORMATION**

<b>H1. Which of the following best describes your current position? (Please mark only ONE response)</b>	
1	Office of the President, Prime Minister
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Consultant/Contractor working on World Bank supported Project/Program
6	Project Management Unit (PMU) overseeing implementation of project
7	Local Government Office or Staff
8	Bilateral Agency
9	Multilateral Agency
10	Private Sector Organization
11	Private Foundation
12	Financial Sector/Private Bank
13	NGO
14	Community Based Organization
15	Media (Press, Radio, TV, Web, etc.)
16	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
17	Trade Union
18	Faith-Based Group
19	Academia/Research Institute/Think Tank
20	Judiciary Branch
21	Other (please specify): _____

**SECTION H: BACKGROUND INFORMATION**

<b>H2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	
1	Agricultural development
2	Anti-corruption
3	Basic infrastructure
4	Climate change
5	Communicable/non-communicable diseases
6	Domestic private sector development
7	Economic growth
8	Education
9	Energy
10	Environmental sustainability
11	Equality of opportunity (i.e., equity)
12	Food security
13	Foreign direct investment
14	Gender
15	Governance (i.e., government effectiveness)
16	Health
17	Information and communications technology
18	Job creation/employment
19	Law and justice
20	Monitoring and evaluation
21	Natural resource management
22	Poverty reduction
23	Public financial management (e.g., public expenditure, fiscal system reform)
24	Public sector reform
25	Regulatory framework
26	Rural development
27	Social protection (e.g., pensions, targeted social assistance)
28	Transport (e.g., rural roads)
29	Trade and exports
30	Urban development
31	Water and sanitation
32	Other (please specify): _____

**SECTION H: BACKGROUND INFORMATION**

<b>H3. Currently, do you professionally collaborate/work with the World Bank in your country?</b>	
1	Yes
2	No

<b>H4. Which of the following describes most of your exposure to the World Bank in Armenia? (Choose no more than TWO)</b>	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank reports/data
3	Engage in World Bank related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank website for information, data, research, etc.

<b>H5. Which best represents your geographic location?</b>	
1	Yerevan
2	Marz ( <i>please indicate the name of your marz and community</i> ) _____ _____

**Thank you for completing the survey!**