

## Appendix F: Croatia FY 2012 Questionnaire



### **World Bank Country Survey FY12 – Croatia**

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Croatia 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 Croatia, 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 Croatia. The World Bank commissioned an independent firm to oversee the logistics of this effort in Croatia. 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 CROATIA**

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

**SECTION A: GENERAL ISSUES FACING CROATIA (CONT...)**

<b>A2. Listed below are a number of development priorities in Croatia.</b>				
<b>Please identify which of these you consider the 1st, 2nd, and 3d most important development priority</b>		<b>FIRST priority (Choose only ONE)</b>	<b>SECOND priority (Choose only ONE)</b>	<b>THIRD priority (Choose only ONE)</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., roads, bridges, transportation)	<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	Regional integration	<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	Financial markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Urban development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Environmental sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Equality of opportunity (i.e., equity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	EU integration and EU income convergence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Climate change (e.g., mitigation, adaptation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Agricultural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Crime and violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Law and justice (e.g., judicial system)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	Communicable/non-communicable diseases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	Basic infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33	Natural resource management (e.g., oil, gas, mining)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34	Global integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35	Disaster management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36	Information and communications technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION A: GENERAL ISSUES FACING CROATIA (CONT...)**

<b>A3. The EU integration process encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to achieving EU integration and EU income convergence for Croatia? (Choose no more than THREE)</b>	
1	Water and sanitation
2	Equality of opportunity (i.e., equity)
3	Economic growth
4	Climate change (e.g., mitigation, adaptation)
5	Disaster management
6	Regional integration
7	Gender
8	Rural development
9	Urban development
10	Education
11	Regulatory framework
12	Basic infrastructure
13	Social protection (e.g., pensions, targeted social assistance)
14	Law and justice (e.g., judicial system)
15	Transport (e.g., roads, bridges, transportation)
16	Crime and violence
17	Communicable/non-communicable diseases
18	Information and communications technology
19	Anti corruption
20	Domestic private sector development
21	Foreign direct investment
22	Global integration
23	Energy
24	Public sector reform
25	Monitoring and evaluation
26	Governance (i.e., government effectiveness)
27	Natural resource management (e.g., oil, gas, mining)
28	Environmental sustainability
29	Health
30	Public financial management (e.g., public expenditure, fiscal system reform)
31	Agricultural development
32	Job creation/employment
33	Financial markets
34	Trade and exports
35	Poverty reduction

**SECTION A: GENERAL ISSUES FACING CROATIA (CONT...)**

<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 Croatia? (Choose no more than THREE)</b>	
1	Energy
2	Equality of opportunity (i.e., equity)
3	Social protection (e.g., pensions, targeted social assistance)
4	Global integration
5	Climate change (e.g., mitigation, adaptation)
6	Anti corruption
7	Disaster management
8	Rural development
9	Foreign direct investment
10	Urban development
11	Water and sanitation
12	Education
13	Information and communications technology
14	Regulatory framework
15	Communicable/non-communicable diseases
16	Trade and exports
17	Public sector reform
18	Regional integration
19	Domestic private sector development
20	Job creation/employment
21	Agricultural development
22	EU integration and EU income convergence
23	Governance (i.e., government effectiveness)
24	Transport (e.g., roads, bridges, transportation)
25	Monitoring and evaluation
26	Gender
27	Natural resource management (e.g., oil, gas, mining)
28	Environmental sustainability
29	Health
30	Basic infrastructure
31	Law and justice (e.g., judicial system)
32	Crime and violence
33	Public financial management (e.g., public expenditure, fiscal system reform)
34	Financial markets

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

<b>B1. How familiar are you with the work of the World Bank in Croatia, 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 Croatia, 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 Croatia 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

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)**

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

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)**

<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 Croatia?</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 (advice, best practice, international experience)	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
5	Coordination with international and European partners	<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	Knowledge products/studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
9	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., global knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	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 Croatia? (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	Too influenced by developed countries
10	Not enough public disclosure of its work
11	World Bank processes too slow and complex
12	Not aligned with country priorities
13	Not aligned with European institutions' and International Financial Institutions' work
14	Not collaborating enough with non-state actors
15	Not adequately sensitive to political/social realities in Croatia
16	Other (please specify): _____

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)**

<b>B7. Which World Bank instruments do you believe are the MOST effective in helping Croatia achieve EU integration and EU income convergence? (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 Croatia achieve EU integration and EU income convergence? (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>B9. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods” (e.g., climate change, communicable diseases, international financial systems, trade, etc.), 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

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)**

<b>B10. 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>	
1	NGOs
2	Local Government
3	Beneficiaries
4	Private sector
5	Community Based Organizations (CBOs)
6	European Commission
7	European institutions
8	International Financial Institutions
9	Foundations
10	Academia/think tanks/research institutes
11	Parliament
12	Media
13	Other (please specify): _____

<b>To what extent do you agree with the following statements about the World Bank's work in Croatia, 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>B11</b>	Overall the World Bank currently plays a relevant role in development in Croatia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B12</b>	The World Bank's work is aligned with what I consider the development priorities for this country	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B13</b>	The World Bank supports programs and strategies that are realistic for Croatia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B14</b>	The World Bank treats clients and stakeholders in Croatia with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)**

To what extent is the World Bank an effective development partner in Croatia, in terms of each of the following?												
		To no degree at all								To a very significant degree		Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B15</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B16</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>B17</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B18</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B19</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B20</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B21</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B22</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>B23</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B24</b>	Collaboration with international and European partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B25</b>	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>B26. 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 coordination with international and European partners
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 Croatia, on a ten point scale?												
		Not effective at all								Very effective		Don't know
C1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	Basic infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Gender	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C17	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C18	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C19	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C20	Monitoring and evaluation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C21	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C22	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C23	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C24	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C25	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C26	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C27	Global integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C28	Governance (i.e., government effectiveness)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C29	EU integration and EU income convergence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C30	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C31	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C32	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C33	Public sector reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C34	Regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C35	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C36	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS (CONT...)**

<b>C37. To what extent does the World Bank's work help to achieve development results in Croatia, 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 Croatia, on a ten point scale?</b>													
		Strongly disagree										Strongly agree	Don't know
<b>C38</b>	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Croatia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C39</b>	The World Bank meets Croatia'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****D1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?**

1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

**SECTION D: THE WORLD BANK'S KNOWLEDGE (CONT...)**

**D2. When thinking about the development challenges in Croatia, 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	Public sector reform
2	Gender
3	Education
4	Domestic private sector development
5	Foreign direct investment
6	Water and sanitation
7	Trade and exports
8	Economic growth
9	Energy
10	Disaster management
11	Monitoring and evaluation
12	Governance (i.e., government effectiveness)
13	Social protection (e.g., pensions, targeted social assistance)
14	Climate change (e.g., mitigation, adaptation)
15	Poverty reduction
16	Law and justice (e.g., judicial system)
17	Anti corruption
18	Financial markets
19	Equality of opportunity (i.e., equity)
20	Urban development
21	Crime and violence
22	Regional integration
23	Information and communications technology
24	Transport (e.g., roads, bridges, transportation)
25	Agricultural development
26	Natural resource management (e.g., oil, gas, mining)
27	Public financial management (e.g., public expenditure, fiscal system reform)
28	Job creation/employment
29	Health
30	Rural development
31	Global integration
32	EU integration and EU income convergence
33	Environmental sustainability
34	Regulatory framework
35	Basic infrastructure
36	Communicable/non-communicable diseases

**SECTION D: THE WORLD BANK'S KNOWLEDGE (CONT...)**

<b>How effective do you believe the World Bank's knowledge and research are at ... in Croatia?</b>													
		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"/>	

<b>To what extent do you believe that the World Bank's knowledge and research ... in Croatia?</b>													
		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 Croatia'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 Croatia's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>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?</b>												
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 (CONT...)**

<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. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., global knowledge sharing, etc.)?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not effective at all						Very effective				Don't know	

<b>D20. To what extent do you believe Croatia COULD receive value for money from the World Bank's products/services offered 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		
<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 Croatia'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"/>	

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN CROATIA**

<b>F1. How significant a role do you believe the World Bank SHOULD play in Croatia's EU integration and EU income convergence 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

**F2. Which of the following SHOULD the World Bank do to make itself of greater value in Croatia? (Choose no more than TWO)**

1	Improve the quality of its experts as related to Croatia'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 Croatia's economy
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Introduce Fee-Based services
10	Increase EU funds absorption
11	Work faster
12	Others (please specify): _____

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G1. How do you get most of your information about economic and social development issues in Croatia? (Choose no more than TWO)</b>	
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): _____

<b>G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)</b>	
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 will now disclose 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 (CONT...)**

<b>G8. Which do you primarily use?</b>	
1	The World Bank's country website (www.worldbank.hr)
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 Croatia?</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			<input type="checkbox"/>
<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 Croatia. <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"/>

**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	International Partners
9	Bilateral Agency
10	Multilateral Agency
11	Private Sector Organization
12	Private Foundation
13	Financial Sector/Private Bank
14	NGO
15	Community Based Organization
16	Media (Press, Radio, TV, Web, etc.)
17	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
18	Trade Union
19	Academia/Research Institute/Think Tank
20	Judiciary Branch
21	Other (please specify): _____

**SECTION H: BACKGROUND INFORMATION (CONT...)**

<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 (e.g., mitigation, adaptation)
5	Communicable/non-communicable diseases
6	Crime and violence
7	Disaster management
8	Domestic private sector development
9	Economic growth
10	Education
11	Energy
12	Environmental sustainability
13	Equality of opportunity (i.e., equity)
14	EU integration and EU income convergence
15	Financial markets
16	Foreign direct investment
17	Gender
18	Global integration
19	Governance (i.e., government effectiveness)
20	Health
21	Information and communications technology
22	Job creation/employment
23	Law and justice (e.g., judicial system)
24	Monitoring and evaluation
25	Natural resource management (e.g., oil, gas, mining)
26	Poverty reduction
27	Public financial management (e.g., public expenditure, fiscal system reform)
28	Public sector reform
29	Regional integration
30	Regulatory framework
31	Rural development
32	Social protection (e.g., pensions, targeted social assistance)
33	Trade and exports
34	Transport (e.g., roads, bridges, transportation)
35	Urban development
36	Water and sanitation
37	Other (please specify): _____

**SECTION H: BACKGROUND INFORMATION (CONT...)**

<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 Croatia? (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	Zagreb area
2	Continental Croatia
3	Dalmatia
4	Istria
5	Kvarner
6	Slavonia

**Thank you for completing the survey!**