

Appendix F: Kosovo FY 2013 Questionnaire



World Bank Client Survey FY13 – Kosovo

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

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

SECTION A: GENERAL ISSUES

A2. Listed below are a number of development priorities in Kosovo.			
Please identify which of the following you consider the most important development priorities in Kosovo? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	19	Education
2	Transport (e.g., roads, bridges, transportation)	20	Poverty reduction
3	Security/stabilization/reconstruction	21	Food security
4	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Social cohesion
5	Global/regional integration	23	Climate change (e.g., mitigation, adaptation)
6	Gender	24	Agricultural development
7	Domestic private sector development	25	Trade and exports
8	Foreign direct investment	26	Crime and violence
9	Water and sanitation	27	Economic growth
10	Energy	28	Law and justice (e.g., judicial system)
11	Regional conflict and tensions	29	Regulatory framework
12	Job creation/employment	30	Communicable/non-communicable diseases
13	Rural development	31	Basic infrastructure
14	Financial markets	32	Local governance and institutions
15	Urban development	33	Natural resource management (e.g., oil, gas, mining)
16	Environmental sustainability	34	Anti corruption
17	Equality of opportunity (i.e., equity)	35	Disaster management
18	Health	36	Information and communications technology

SECTION A: GENERAL ISSUES

A3. 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 Kosovo? (Choose no more than THREE)			
1	Water and sanitation	19	Security/stabilization/reconstruction
2	Equality of opportunity (i.e., equity)	20	Anti corruption
3	Economic growth	21	Domestic private sector development
4	Climate change (e.g., mitigation, adaptation)	22	Foreign direct investment
5	Regional conflict and tensions	23	Energy
6	Global/regional integration	24	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Gender	25	Social cohesion
8	Rural development	26	Education
9	Urban development	27	Natural resource management (e.g., oil, gas, mining)
10	Regulatory framework	28	Environmental sustainability
11	Local governance and institutions	29	Health
12	Basic infrastructure	30	Agricultural development
13	Social protection (e.g., pensions, targeted social assistance)	31	Disaster management
14	Law and justice (e.g., judicial system)	32	Job creation/employment
15	Transport (e.g., roads, bridges, transportation)	33	Financial markets
16	Crime and violence	34	Trade and exports
17	Communicable/non-communicable diseases	35	Food security
18	Information and communications technology		

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SECTION A: GENERAL ISSUES

A4. 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 Kosovo? (Choose no more than THREE)			
1	Energy	18	Social cohesion
2	Gender	19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
3	Equality of opportunity (i.e., equity)	20	Domestic private sector development
4	Global/regional integration	21	Job creation/employment
5	Social protection (e.g., pensions, targeted social assistance)	22	Agricultural development
6	Climate change (e.g., mitigation, adaptation)	23	Food security
7	Anti corruption	24	Transport (e.g., roads, bridges, transportation)
8	Disaster management	25	Security/stabilization/reconstruction
9	Regional conflict and tensions	26	Education
10	Rural development	27	Natural resource management (e.g., oil, gas, mining)
11	Foreign direct investment	28	Environmental sustainability
12	Urban development	29	Health
13	Water and sanitation	30	Basic infrastructure
14	Trade and exports	31	Law and justice (e.g., judicial system)
15	Information and communications technology	32	Local governance and institutions
16	Regulatory framework	33	Crime and violence
17	Communicable/non-communicable diseases	34	Financial markets

A5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Kosovo? (Choose no more than TWO)	
1	A growing middle class
2	Better employment opportunities for young people
3	Better employment opportunities for women
4	Education and training that better ensure job opportunity
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	Greater access to micro-finance for the poor
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	Greater voice and participation for citizens to help ensure greater accountability
12	Better quality public services
13	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

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

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

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

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

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 Kosovo?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources: investment lending	<input type="checkbox"/>	<input type="checkbox"/>
2	Financial resources: policy based lending / budget support to the Government	<input type="checkbox"/>	<input type="checkbox"/>
3	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
4	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
5	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
6	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
7	Data	<input type="checkbox"/>	<input type="checkbox"/>
8	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
9	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
10	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
11	Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
12	Strategy formulation (e.g., PRSP assistance)	<input type="checkbox"/>	<input type="checkbox"/>
13	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Kosovo? (Choose no more than TWO)	
1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Kosovo
4	Not enough public disclosure of its work
5	Arrogant in its approach
6	Not aligned with country priorities
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	Imposing technocratic solutions without regard to political realities
11	World Bank processes too slow and complex
12	Too bureaucratic in its operational policies and procedures
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Not client focused
16	Its advice and strategies do not lend themselves to practical problem solving
17	Not focused enough on issues that are unique to post-conflict countries
18	Inadequate number of World Bank staff members located in the country
19	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK**B7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Kosovo? (Choose no more than TWO)**

1	Capacity development
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Co-financing arrangements (i.e., with other donors)
8	Sector-wide approaches
9	Emergency Recovery lending
10	Other (please specify): _____
11	Don't know

B8. 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	Faith based organizations
12	UN and regional peace keeping forces
13	Emerging donors
14	UN agencies
15	Regional organizations (e.g., EU, CEFTA, NATO)
16	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

To what extent do you agree with the following statements about the World Bank's work in Kosovo, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
B9	Overall the World Bank currently plays a relevant role in development in Kosovo	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B10	The World Bank's work is aligned with what I consider the development priorities for Kosovo	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	The World Bank supports programs and strategies that are realistic for Kosovo	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B12	The World Bank treats clients and stakeholders in Kosovo with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

To what extent is the World Bank an effective development partner in Kosovo, in terms of each of the following?													
		To no degree at all										To a very significant degree	Don't know
B13	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B14	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B15	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B19	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B20	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"/>	
B21	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B24	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B25. When World Bank assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)	
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	Ongoing conflict and instability
11	Inadequate funding
12	Other (please specify): _____

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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 Kosovo, 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	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	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C6	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C8	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C9	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C10	Basic infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C11	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C12	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C13	Gender	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C14	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C15	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C16	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C17	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C18	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C19	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C20	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C21	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C22	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C24	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C25	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C26	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C27	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C28	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C29	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C30	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C31	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C32	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C33	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C34	Climate change (e.g., mitigation, adaptation)	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

C37. To what extent does the World Bank's work help to achieve development results in Kosovo, on a ten point scale?											
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

C38. To what extent does the World Bank help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Kosovo, on a ten point scale?											
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

To what extent do you agree with the following statements about the World Bank in Kosovo, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
C39	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Kosovo	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C40	The World Bank meets Kosovo'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"/>	

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SECTION D: THE WORLD BANK'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

D1. When thinking about the development challenges in Kosovo, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years?

(Choose no more than THREE)

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

SECTION D: THE WORLD BANK'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

In Kosovo, to what extent do you believe that the World Bank's knowledge work and activities:													
		To no degree at all										To a very significant degree	Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Are relevant to Kosovo's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Are useful in terms of the work you do	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D10	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D11	Are adaptable to Kosovo's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D12. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities 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	

D13. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Very low technical quality									Very high technical quality	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
E1	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	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"/>	
E3	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"/>	
E4	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	The World Bank's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	Working with the World Bank increases Kosovo's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9	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"/>	
E10	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"/>	

E11. To what extent do you believe the World Bank is adequately staffed in Kosovo, on a ten point scale?											
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

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SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN KOSOVO

F1. How significant a role do you believe the World Bank SHOULD play in Kosovo's development in the near future, on a ten point scale?										
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 Kosovo? (Choose no more than TWO)	
1	Improve the quality of its experts as related to Kosovo'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	Reach out more to groups outside of government
6	Ensure greater selectivity in its work
7	Provide more adequate data/knowledge/statistics/figures on Kosovo's economy
8	Offer more innovative financial products
9	Offer more innovative knowledge services
10	Work faster
11	Increase the level of World Bank staffing in Kosovo's office
12	Other (please specify): _____

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Kosovo? (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 publications and other written materials
7	Mobile phones
8	Social media (Facebook, Twitter, Youtube)
9	Blogs
10	Other (please specify): _____

G3	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?	Yes	No
G4	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)	Yes	No
G5	Were you able to obtain this information?	Yes	No
G6	Do you have access to the Internet?	Yes	No
G7	Do you use/have you used the World Bank website?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING

G8. Which do you primarily use? (Please mark only ONE response)	
1	The World Bank's country website (www.worldbank.org/kosovo)
2	The World Bank's main website (www.worldbank.org)

Please rate how much you agree with the following statements, on a ten point scale.													
		Strongly disagree										Strongly agree	Don't know
G9	I use/consult World Bank data more often than I did a few years ago	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G10	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"/>
G11	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"/>
G12	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"/>
G13	The World Bank is responsive to my information requests and inquiries	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 H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (Please mark only ONE response)	
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): _____

H2. Please identify the primary specialization of your work. (Please mark only ONE response)			
1	Agriculture/ rural development / food security	10	Law and justice / regulatory framework
2	Climate change / disaster management	11	Natural resource management / environmental sustainability
3	Education	12	Private sector development / foreign direct investment
4	Energy	13	Public sector governance / public financial management / anti corruption
5	Financial markets / banking	14	Social protection
6	Gender / equality of opportunity	15	Transport
7	Health / communicable/non-communicable diseases	16	Urban development
8	Information and communications technology	17	Water and sanitation
9	Job creation/employment	18	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION

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

H4. Which of the following describes most of your exposure to the World Bank in Kosovo? (Choose no more than TWO)	
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.

H5. Which best represents your geographic location?	
1	Pristina
2	Outside Pristina

Thank you for completing the survey!