



# Moldova

The World Bank  
Country Opinion Survey FY 2013

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

## II. Methodology

In July-August 2012, 378 stakeholders of the World Bank in Moldova 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; the financial sector/private banks; NGOs, including community-based organizations (CBOs); the media; independent government institutions; trade unions; academia/research institutes/think tanks; and the judiciary branch. A total of 303 stakeholders participated in the country survey (80%).

Respondents received questionnaires via post, courier, or email and returned them accordingly, or completed questionnaires with a representative of the fielding agency. Respondents were asked about: general issues facing Moldova; 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 Moldova; and the Bank's communication and information sharing in Moldova.

- A. General Issues facing Moldova: Respondents were asked to indicate whether Moldova is headed in the right direction, what they thought were the top three most important development priorities, which areas would contribute most to economic growth and better standards of living in Moldova, and which sectors should the Government prioritize in order to help reverse the migration of citizens out of Moldova.

## II. Methodology (continued)

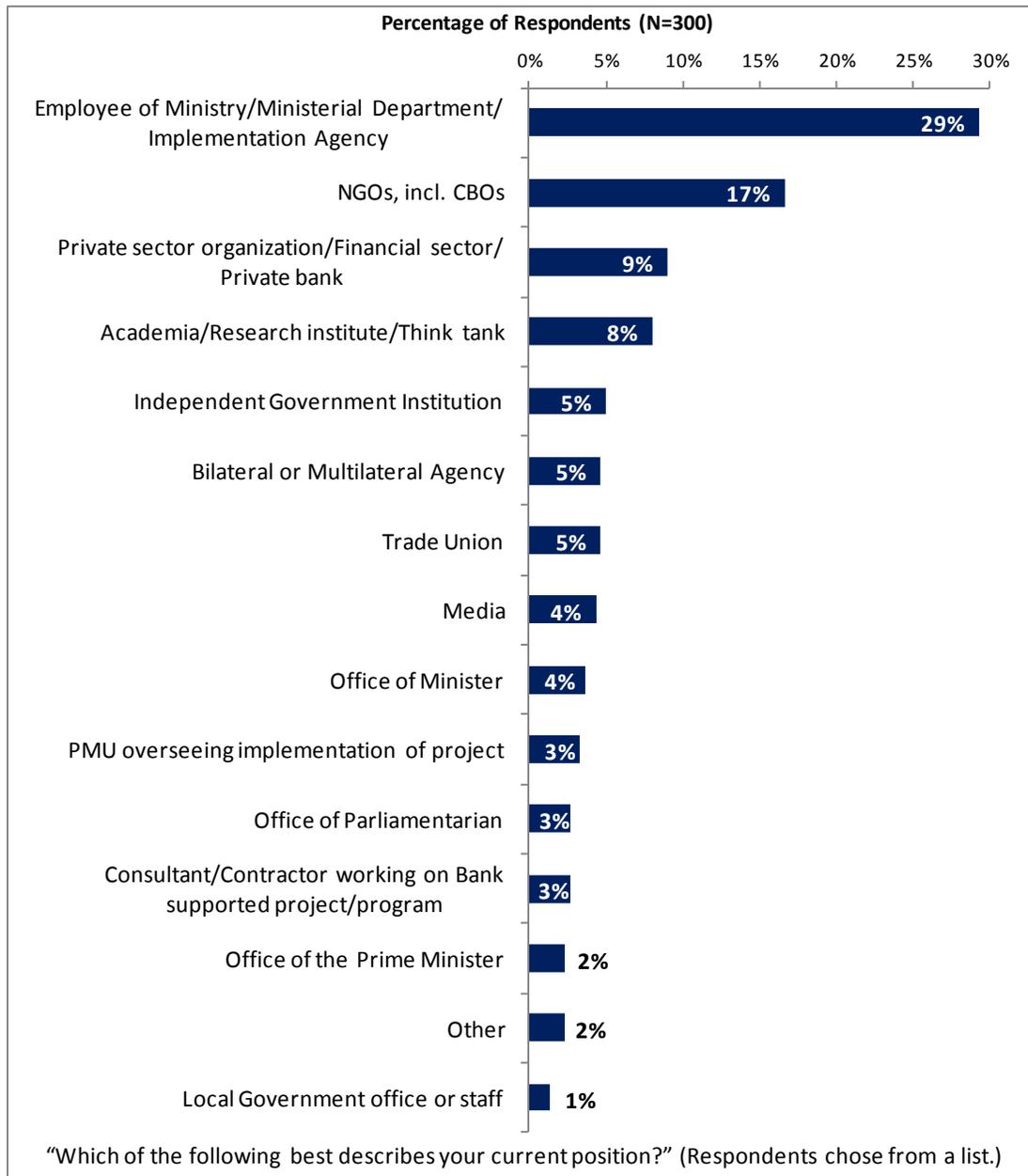
- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in Moldova, Bank staff preparedness, the extent to which the Bank should seek to influence the global development agenda, their agreement with various statements 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 Moldova, with which 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 Moldova, the extent to which the Bank meets Moldova's need for knowledge services and financial instruments, and the Bank's level of effectiveness across twenty-two 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 Bank's effectiveness at providing linkage to non-Bank expertise.
- 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 Moldova's institutional capacity, and providing effective implementation support.
- F. The Future Role of the World Bank in Moldova: Respondents were asked to rate how significant a role the Bank should play in Moldova's development in the near future and to indicate what the Bank should do to make itself of greater value in Moldova.
- G. Communication and Information Sharing: Respondents were asked to indicate where 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 Moldova, and their geographic location.

When possible, responses from respondents completing this year's country survey were compared to responses from the 194 respondents (78% response rate) who completed the country survey in FY 2008 and the 251 respondents (84% 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

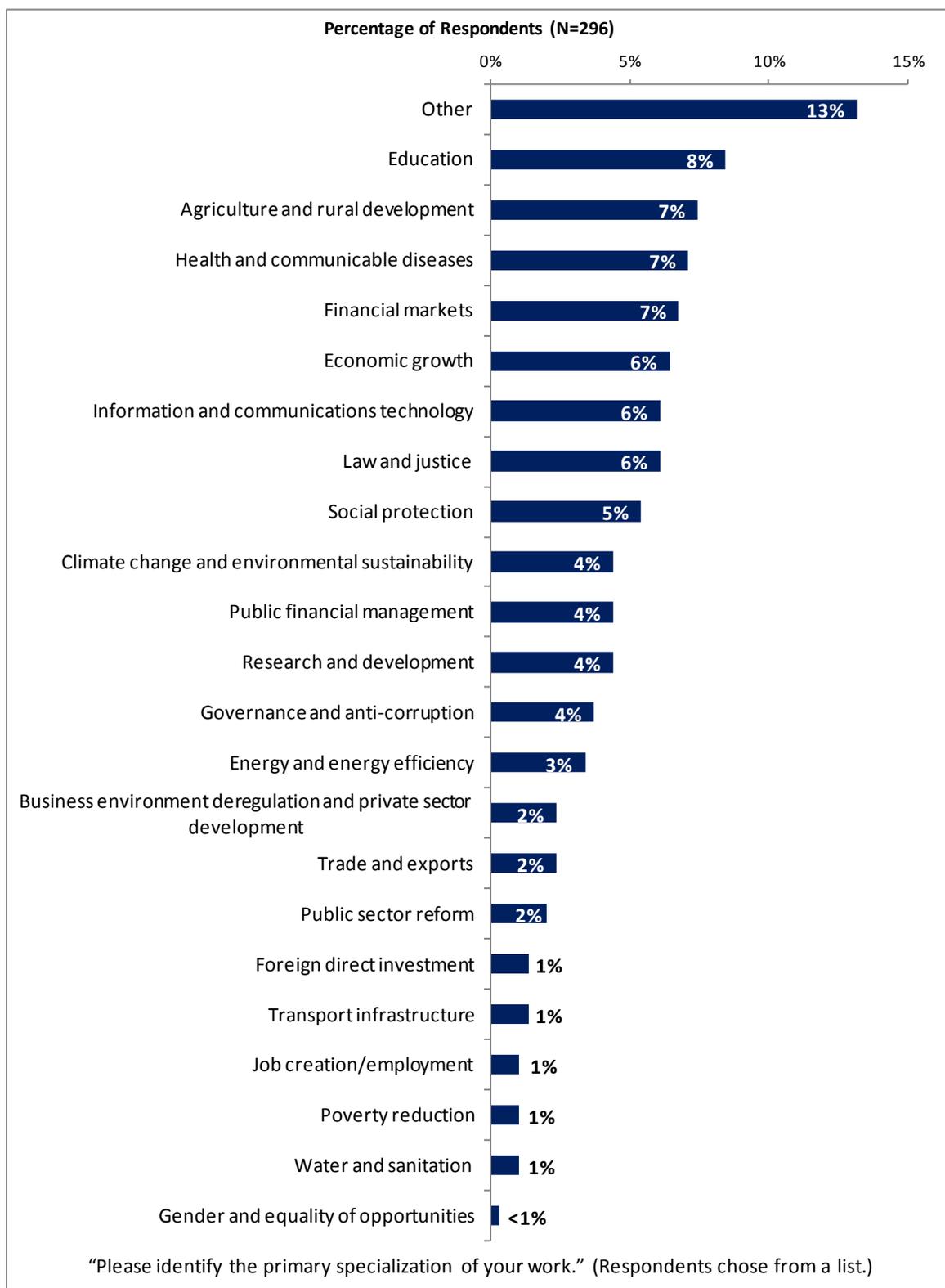
#### Current Position

- For further analyses, the small number of respondents from the office of the 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 trade unions were combined with those from NGOs and CBOs; and the few respondents from the office of Parliamentarian and local government officials were included in the “Other” category. Note that there were no respondents from the office of the President and the judiciary branch.



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

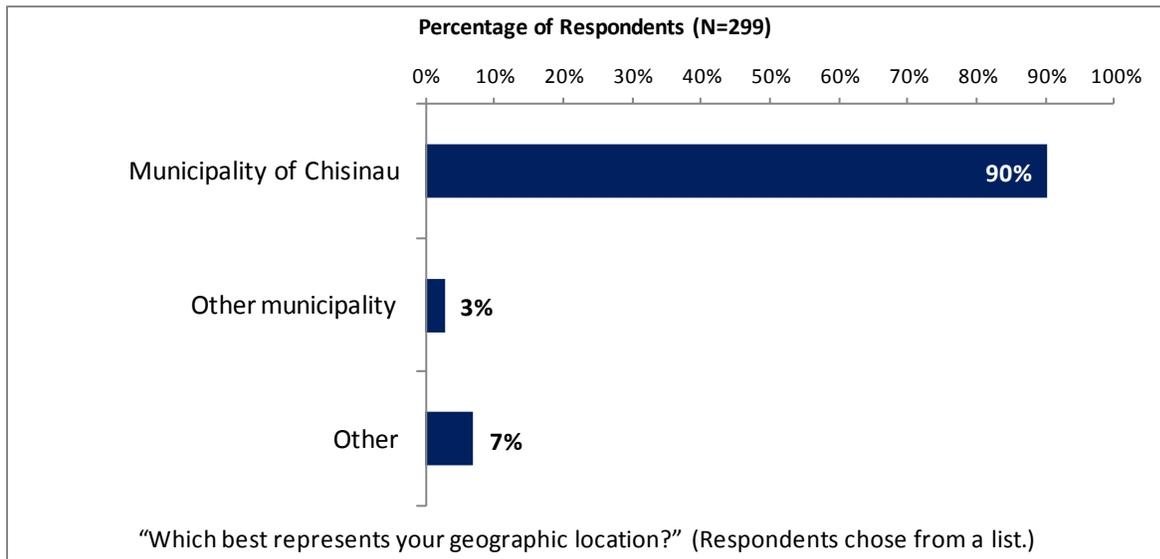
#### Area of Primary Specialization



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

#### Geographic Location

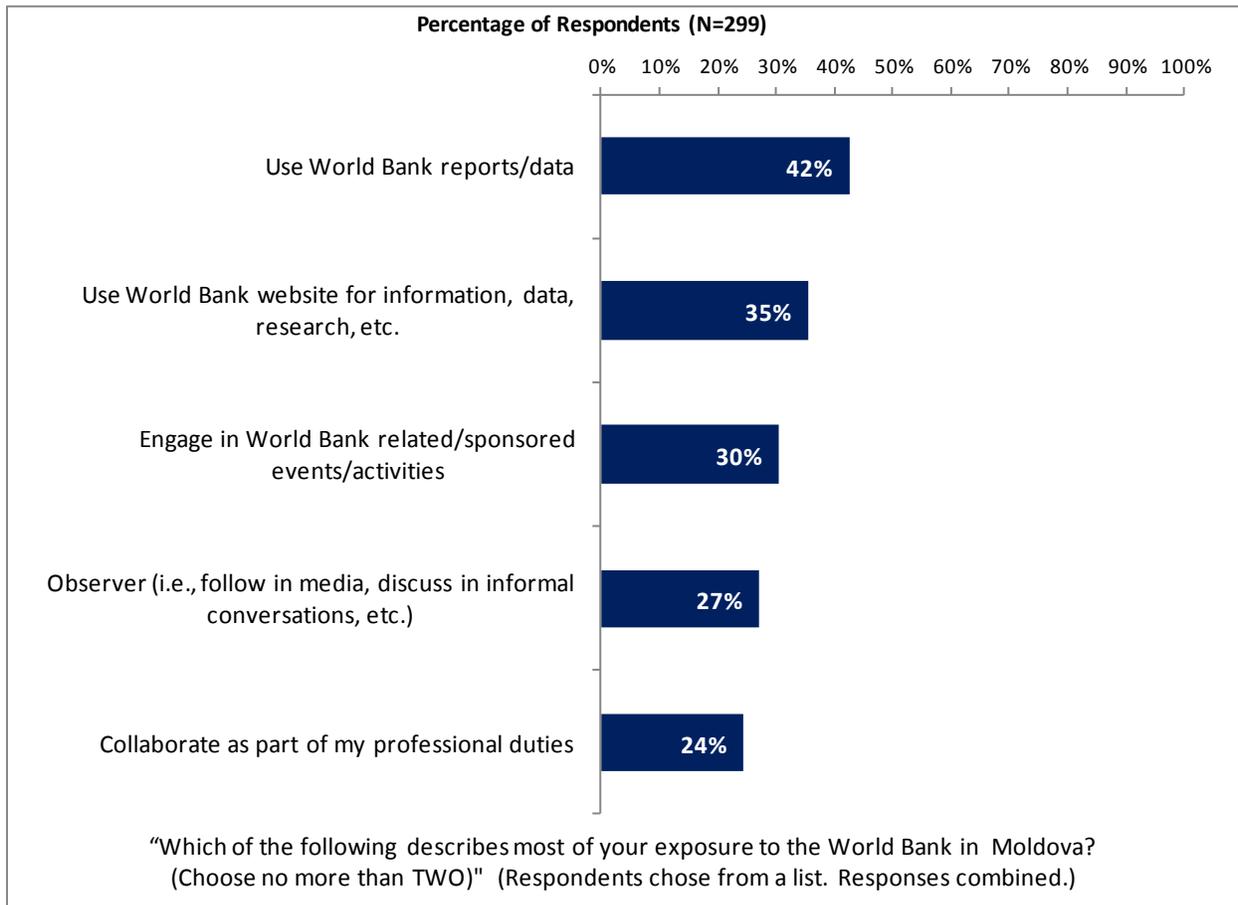
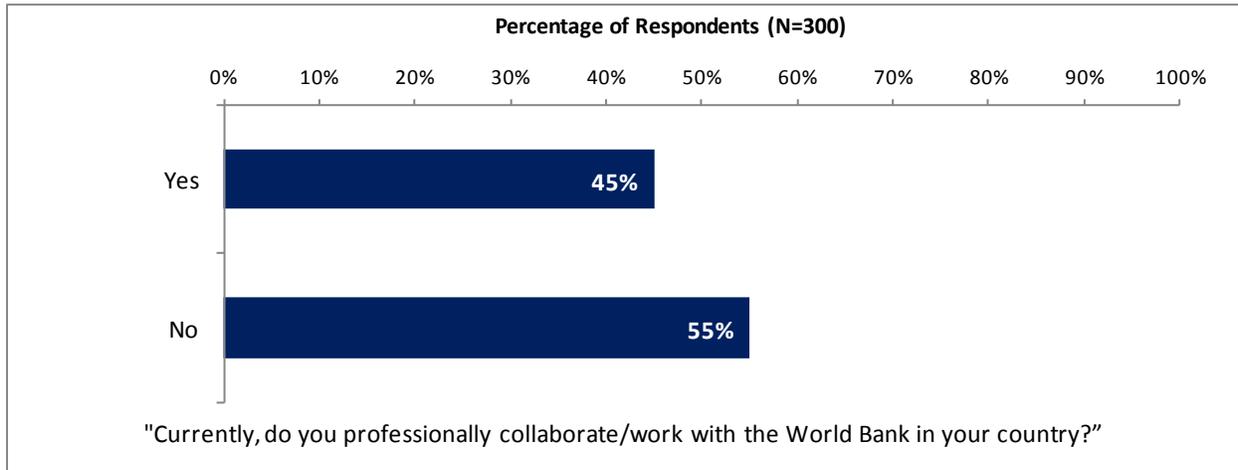
- The vast majority of respondents indicated that they were located in the municipality of Chisinau. Because of the small number of respondents from other municipalities and other areas, these locations were included in the “Other” category for all further analyses.
- Responses across both geographic locations for all country survey questions can be found in the Appendix (see page 81). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.



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

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

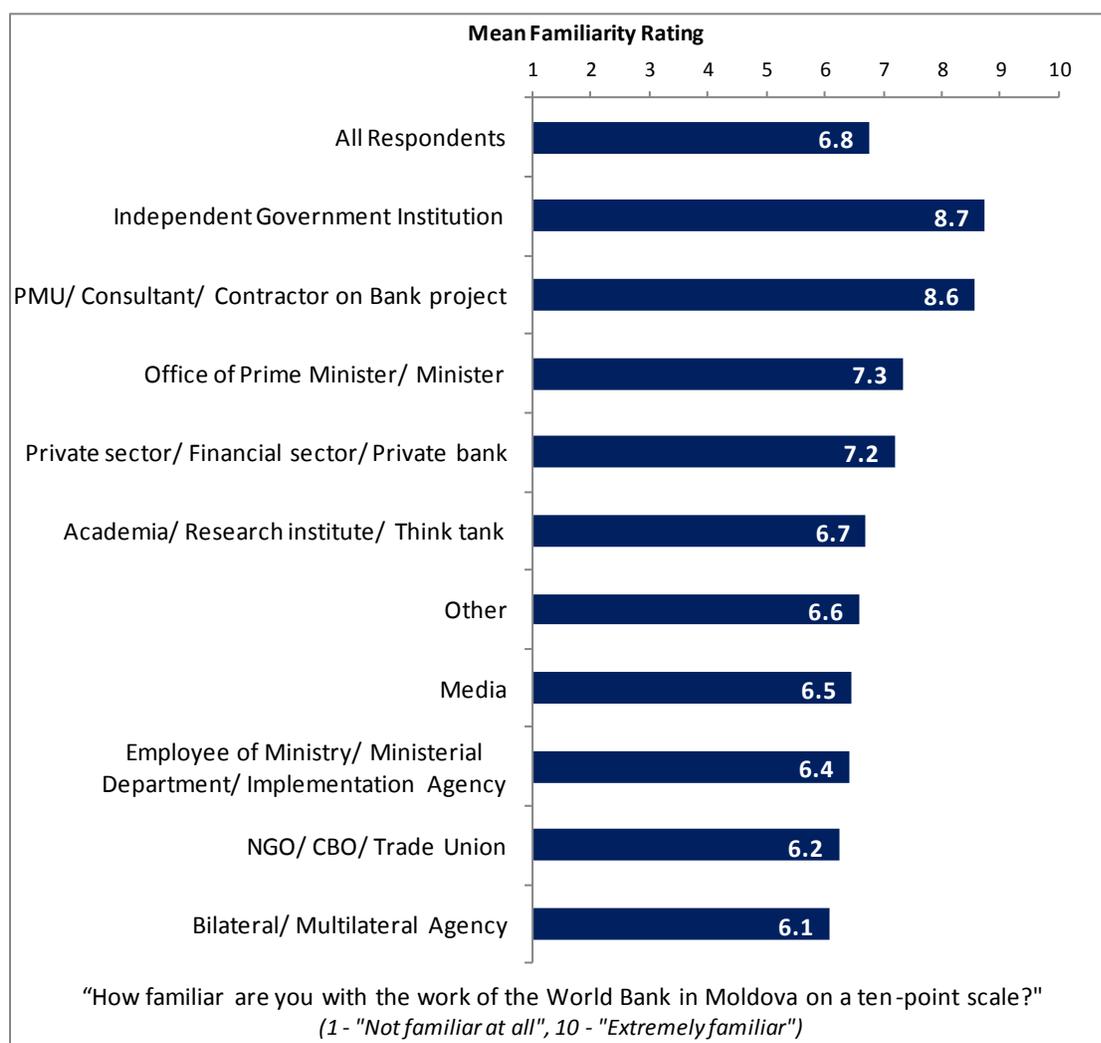
- Differences in responding to indicator questions based on collaborating with and exposure to the World Bank in Moldova can be found in the Appendix (see page 95).



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

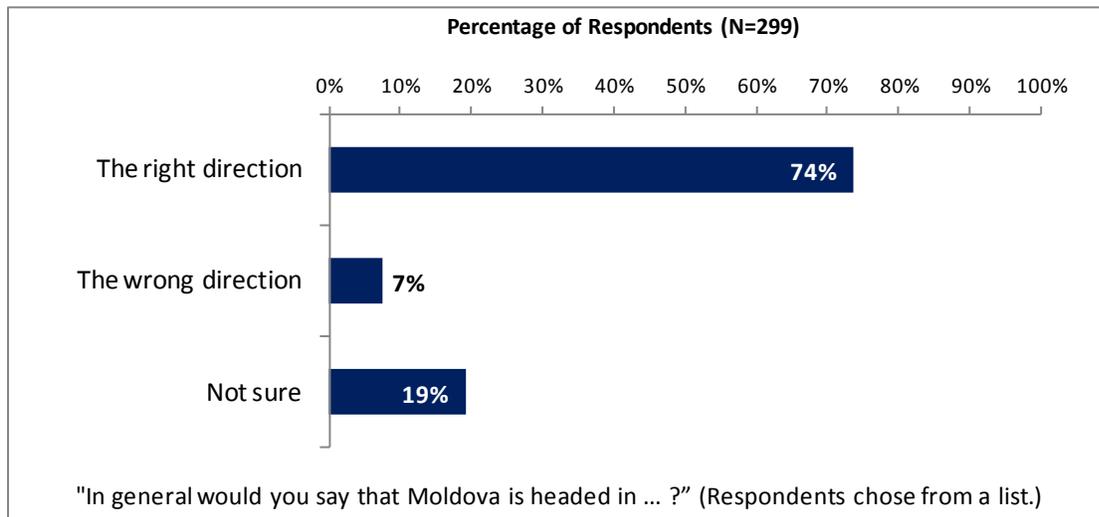
#### Familiarity with the World Bank

- Across all respondents, familiarity with the World Bank received a mean rating of 6.8; this was significantly lower than the mean rating received in the FY '03 country survey (7.3) and statistically similar to the mean rating received in the FY '08 country survey (7.1).
  - Respondents from independent government institutions and PMUs/consultants/contractors on Bank supported projects indicated the highest levels of familiarity whereas respondents from bilateral/multilateral agencies and NGOs/CBOs/trade unions 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 Moldova, the Bank's ability to help achieve development results, and the Bank's relevance to Moldova's development.



## IV. General Issues facing Moldova

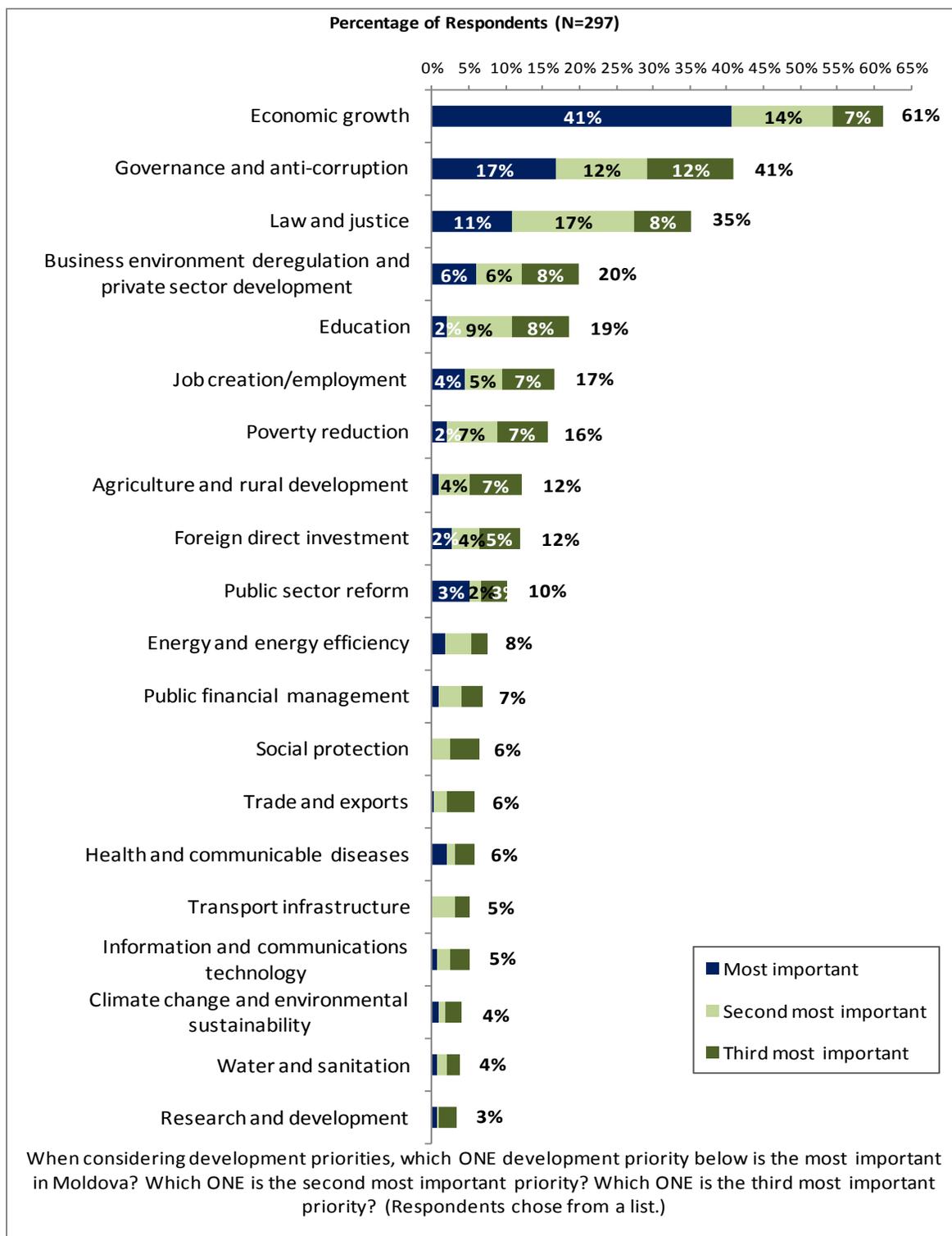
### Headed in the Right Direction



## IV. General Issues facing Moldova (continued)

### Development Priority

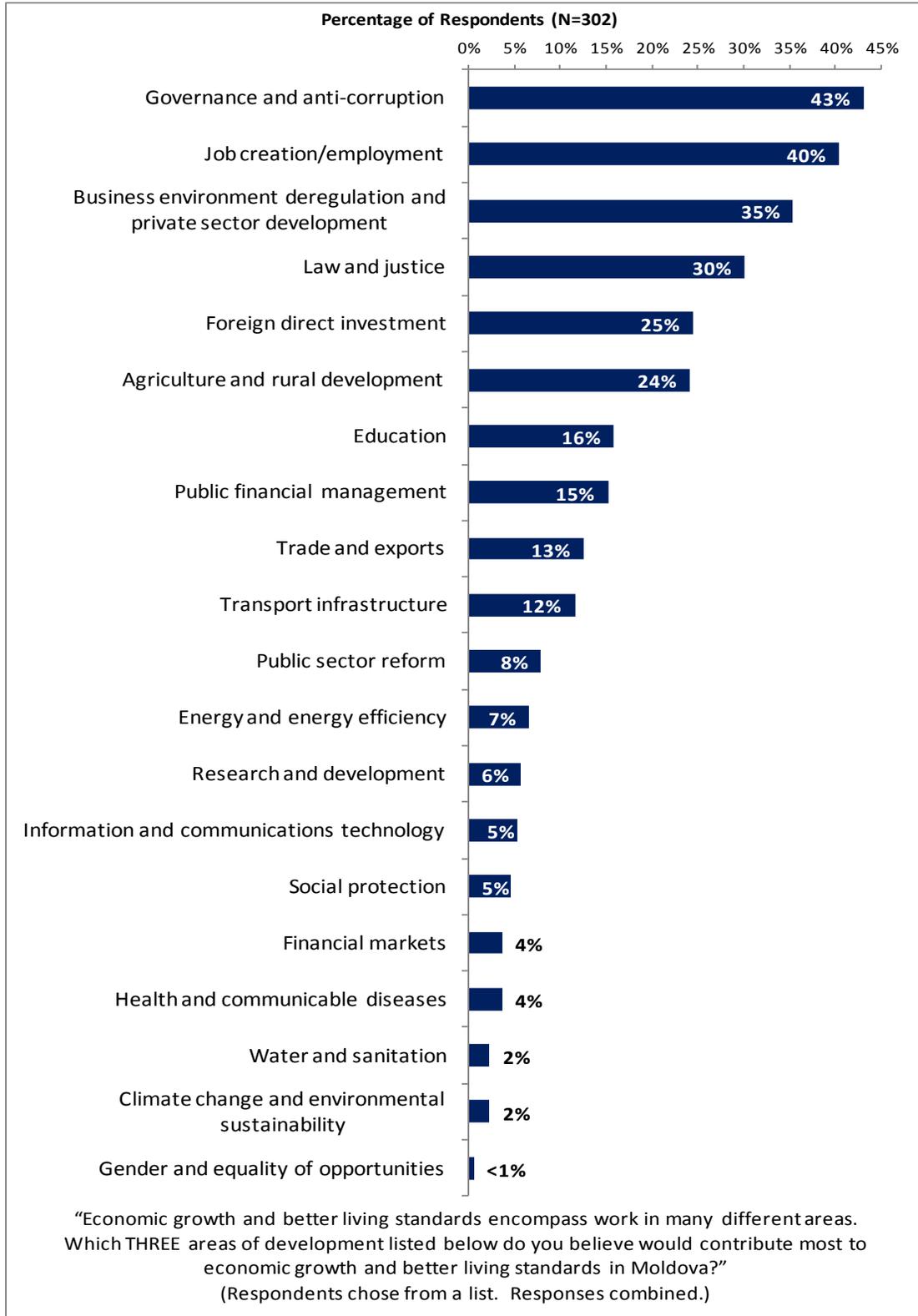
- In the FY '08 country survey\*, economic growth (47%) and government effectiveness/governance (42%) were considered most important development priorities for Moldova.



\*Not all of the response options provided in the FY '13 survey were provided in the FY '08 survey.

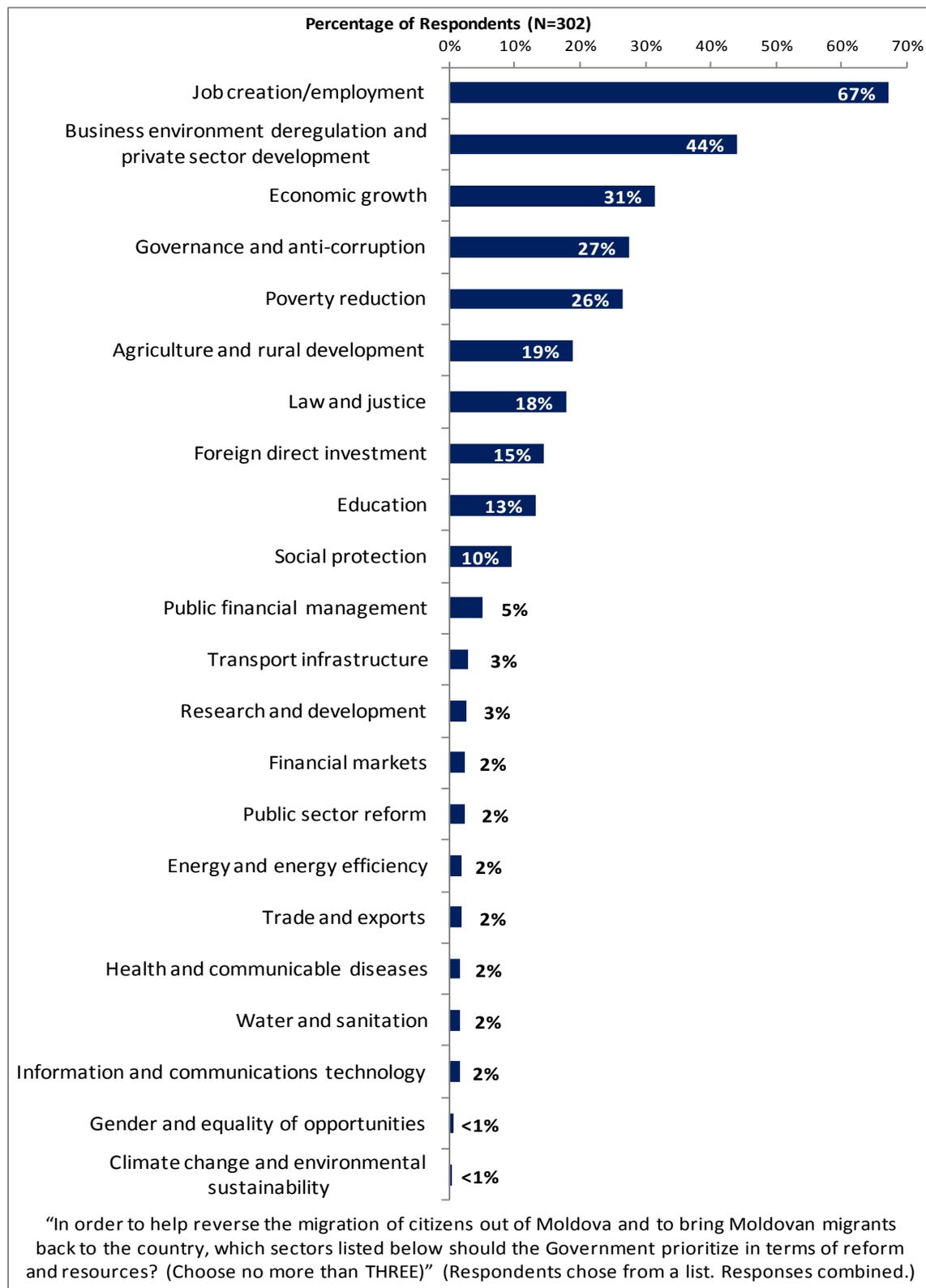
## IV. General Issues facing Moldova (continued)

### Economic Growth and Better Living Standards



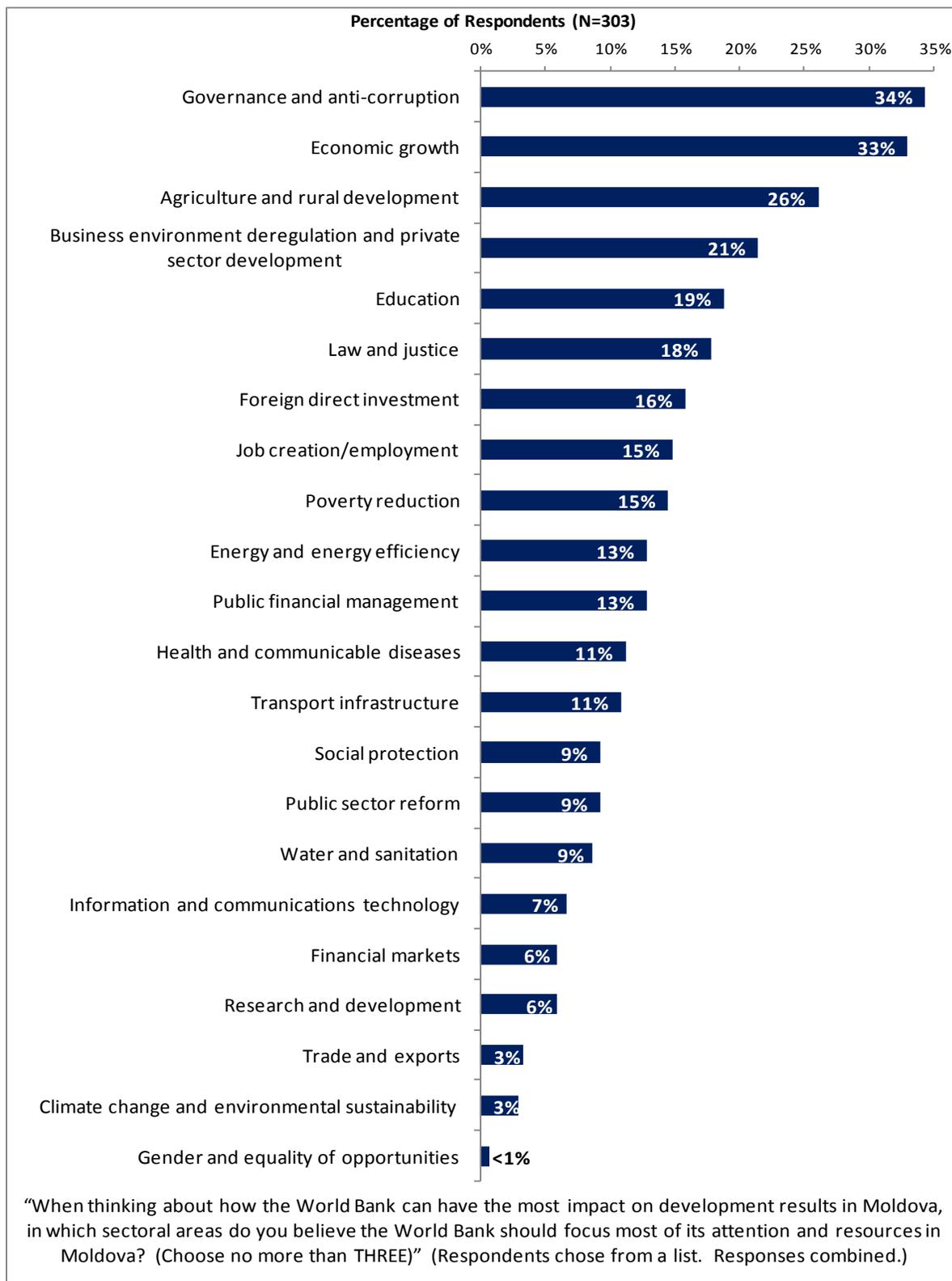
## IV. General Issues facing Moldova (continued)

### Reversing Migration of Citizens out of Moldova



## V. Overall Attitudes toward the World Bank

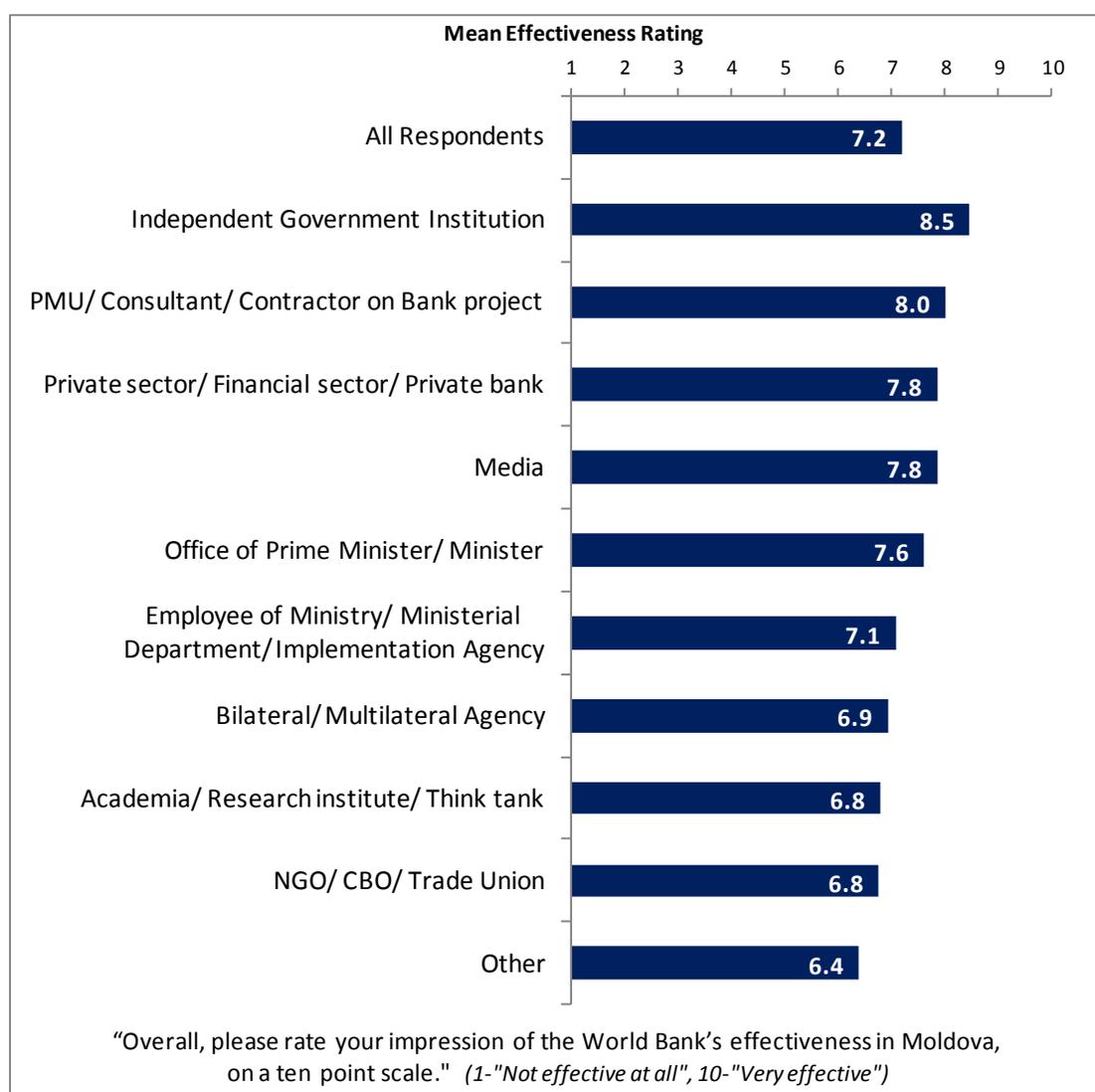
### Focusing World Bank Resources



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

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

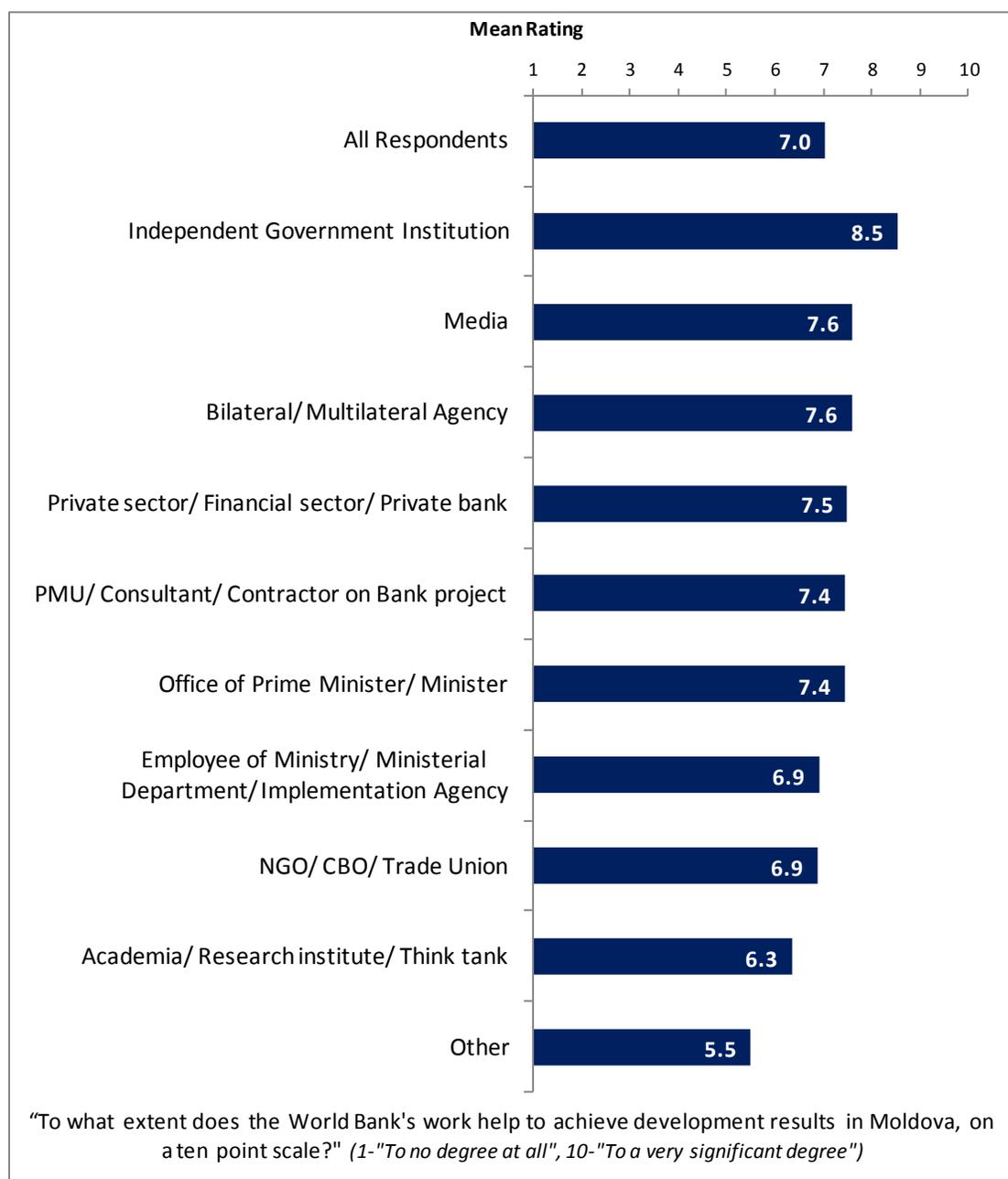
- Across all respondents, ratings of the World Bank's overall effectiveness in Moldova received a mean rating of 7.2; this was statistically similar to the mean rating received in the FY '08 country survey (7.5) and the mean rating received in the FY '03 country survey (7.4).
- Respondents from independent government institutions and PMUs/consultants/contractors on Bank supported projects gave the highest ratings whereas respondents from "other" organizations gave significantly lower ratings.
- Respondents from Chisinau gave significantly lower ratings for the World Bank's overall effectiveness in Moldova than respondents from other geographic areas.



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

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

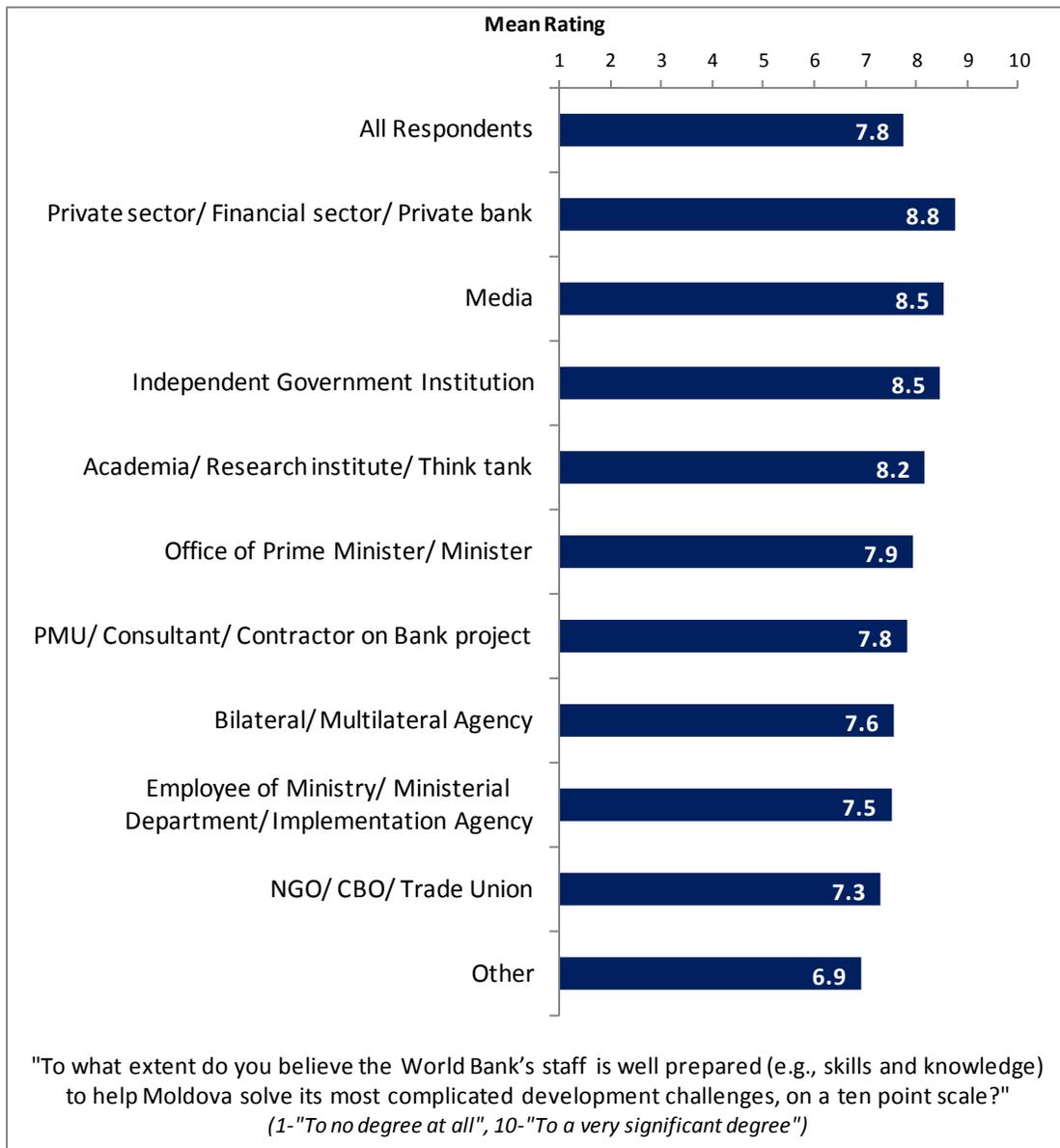
- Respondents from independent government institutions gave the highest ratings whereas respondents from academia/research institutes/think tanks and “other” organizations gave significantly lower ratings for the World Bank helping achieve development results in Moldova.



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

### Staff Preparedness (*Indicator Question*)

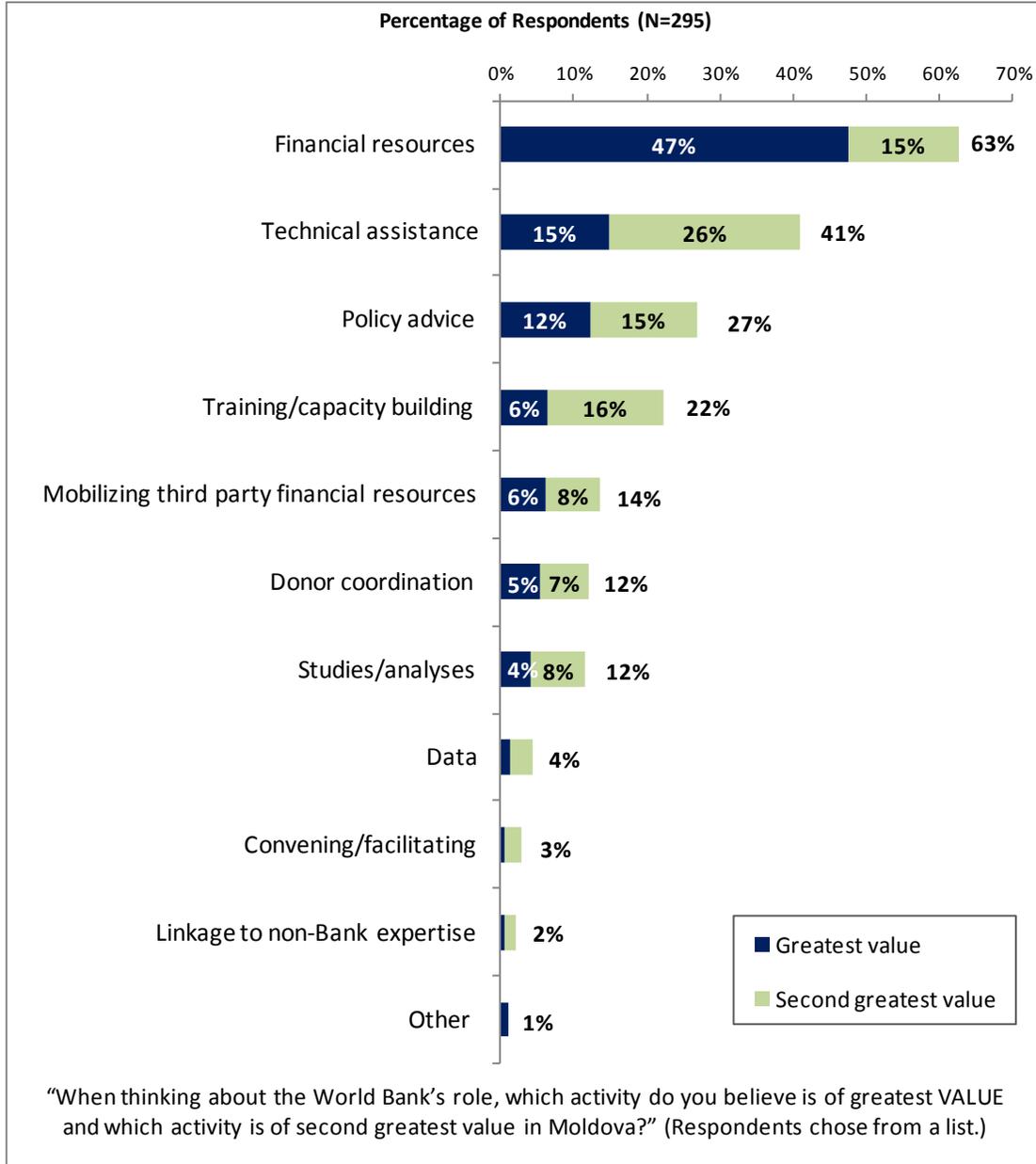
- Respondents from private sector organizations/financial sector/private banks, independent government institutions, and the media gave the highest ratings whereas respondents from “other” organizations gave significantly lower ratings for the World Bank’s staff being well prepared to help Moldova solve its most complicated development challenges.
- Respondents from Chisinau gave significantly lower ratings for the Bank’s staff preparedness than respondents from other geographic areas.



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

### Greatest Value

- Respondents in the FY '08 country survey\* indicated that the World Bank's greatest values to Moldova were policy and economic advice (42%), financial resources (38%), and the Bank's knowledge (33%).

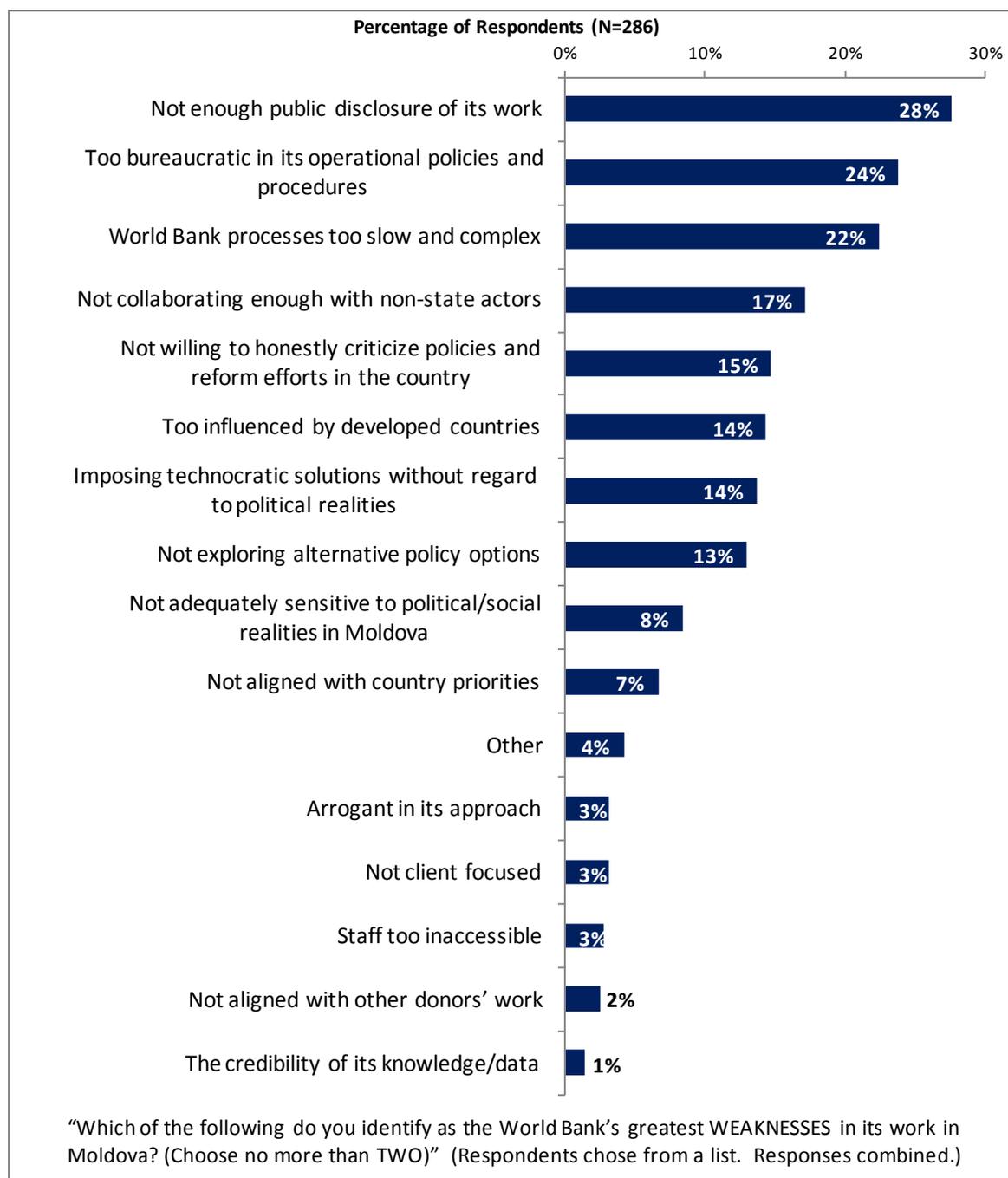


\*Not all of the response options provided in the FY '13 survey were provided in the FY '08 survey.

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

### Greatest Weakness

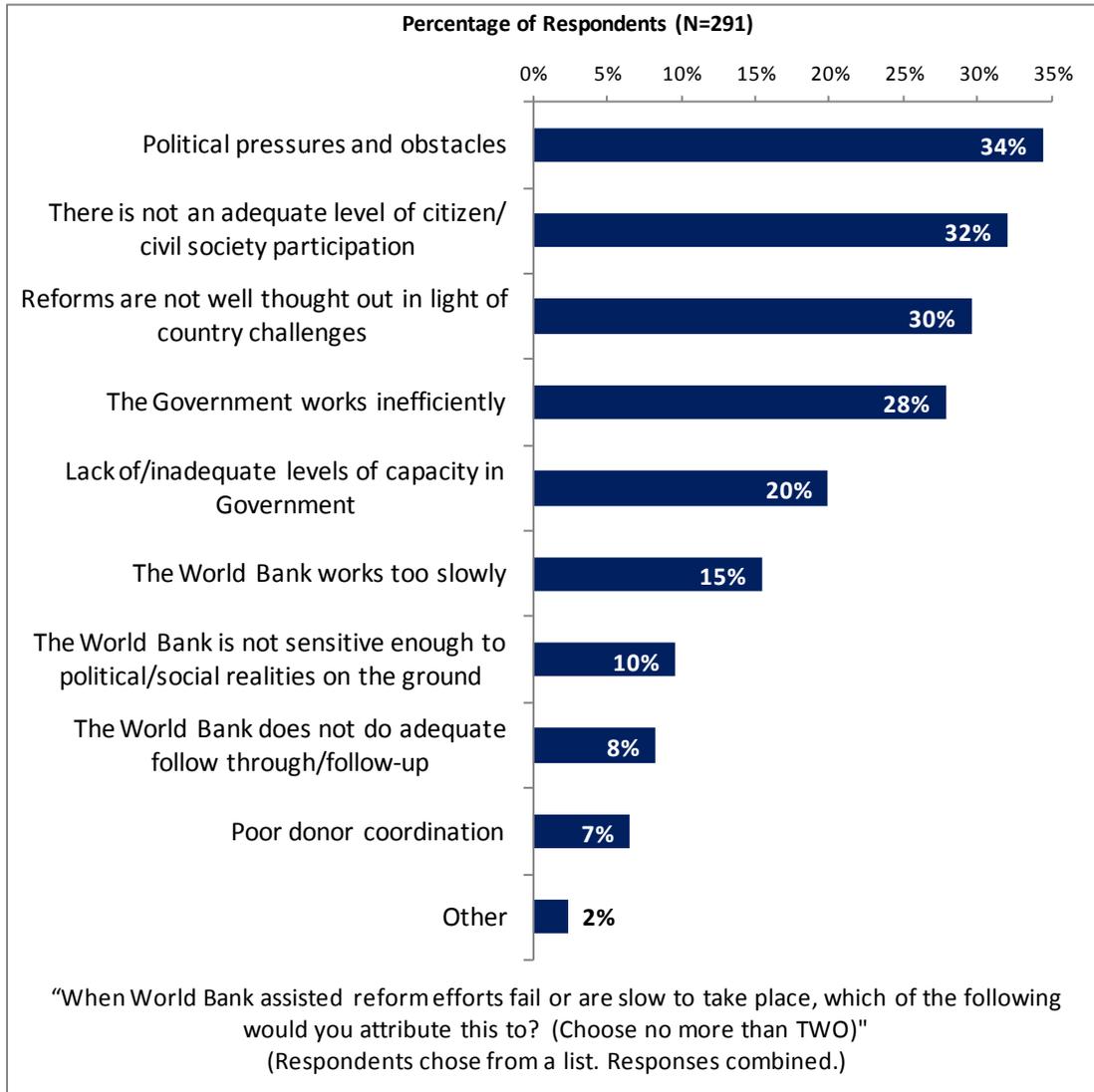
- Respondents in the FY '08 country survey\* indicated that the World Bank's greatest weaknesses in its work were being too bureaucratic in its operational policies and procedures (57%) and not exploring alternative policy options (52%) in Moldova.



\*Not all of the response options provided in the FY '13 survey were provided in the FY '08 survey.

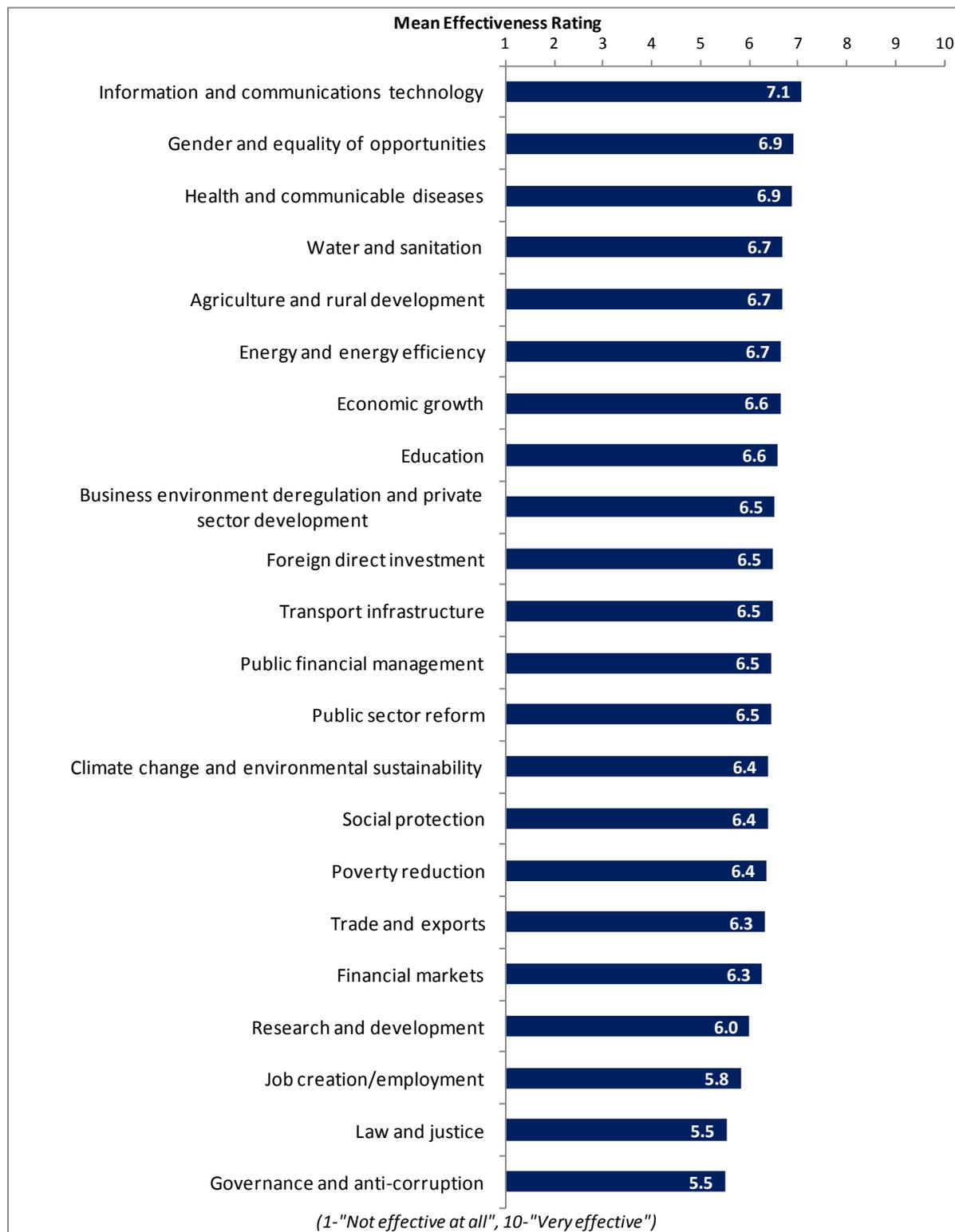
## V. Overall Attitudes toward the World Bank (continued)

### Attributing Slow or Failed Reform Efforts



## VI. Sectoral Effectiveness

### Specific Areas of Effectiveness



## VI. Sectoral Effectiveness (continued)

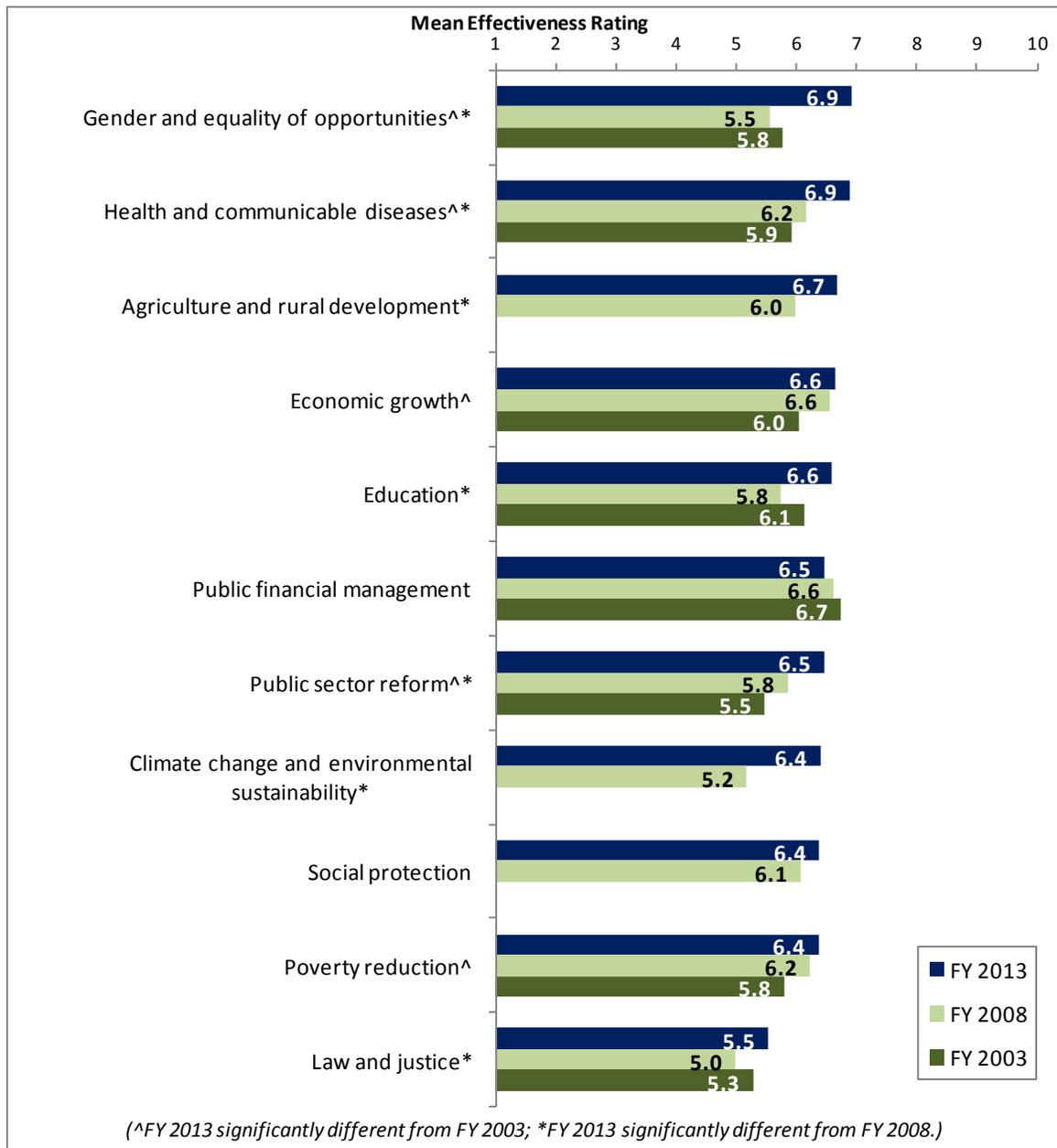
### Specific Areas of Effectiveness (continued)

- There were significant stakeholder differences in their ratings of the Bank's effectiveness across fifteen of these twenty-two areas. For the most part, respondents from independent government institutions, PMUs/consultants/contractors on Bank supported projects, and private sector organizations/financial sector/private banks had the highest ratings across these areas whereas respondents from academia/research institutes/think tanks and "other" organizations tended to have significantly lower ratings for the Bank's effectiveness across these areas. Those areas with significant stakeholder group differences were:
  - "Information and communications technology";
  - "Gender and equality of opportunities";
  - "Agriculture and rural development";
  - "Economic growth";
  - "Education";
  - "Business environment deregulation and private sector development";
  - "Foreign direct investment";
  - "Public sector reform";
  - "Climate change and environmental sustainability";
  - "Social protection";
  - "Poverty reduction";
  - "Trade and exports";
  - "Financial markets";
  - "Research and development"; and
  - "Job creation/employment".
  
- There were significant differences between geographic locations across two of these twenty-two areas. In both instances, respondents from Chisinau had significantly lower ratings for the Bank's effectiveness across these areas than respondents from other locations. Those areas with significant differences were:
  - "Climate change and environmental sustainability"; and
  - "Research and development".
  
- 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'08 country survey in the following sectors: gender, health, agriculture and rural development, education, public sector reform, climate change, and law and justice. Respondents in this year's country survey also gave significantly higher ratings for the Bank's effectiveness at gender, health, economic growth, public sector reform, and poverty reduction compared to respondents in the FY'03 country survey.



## VI. Sectoral Effectiveness (continued)

### Drivers of Effectiveness

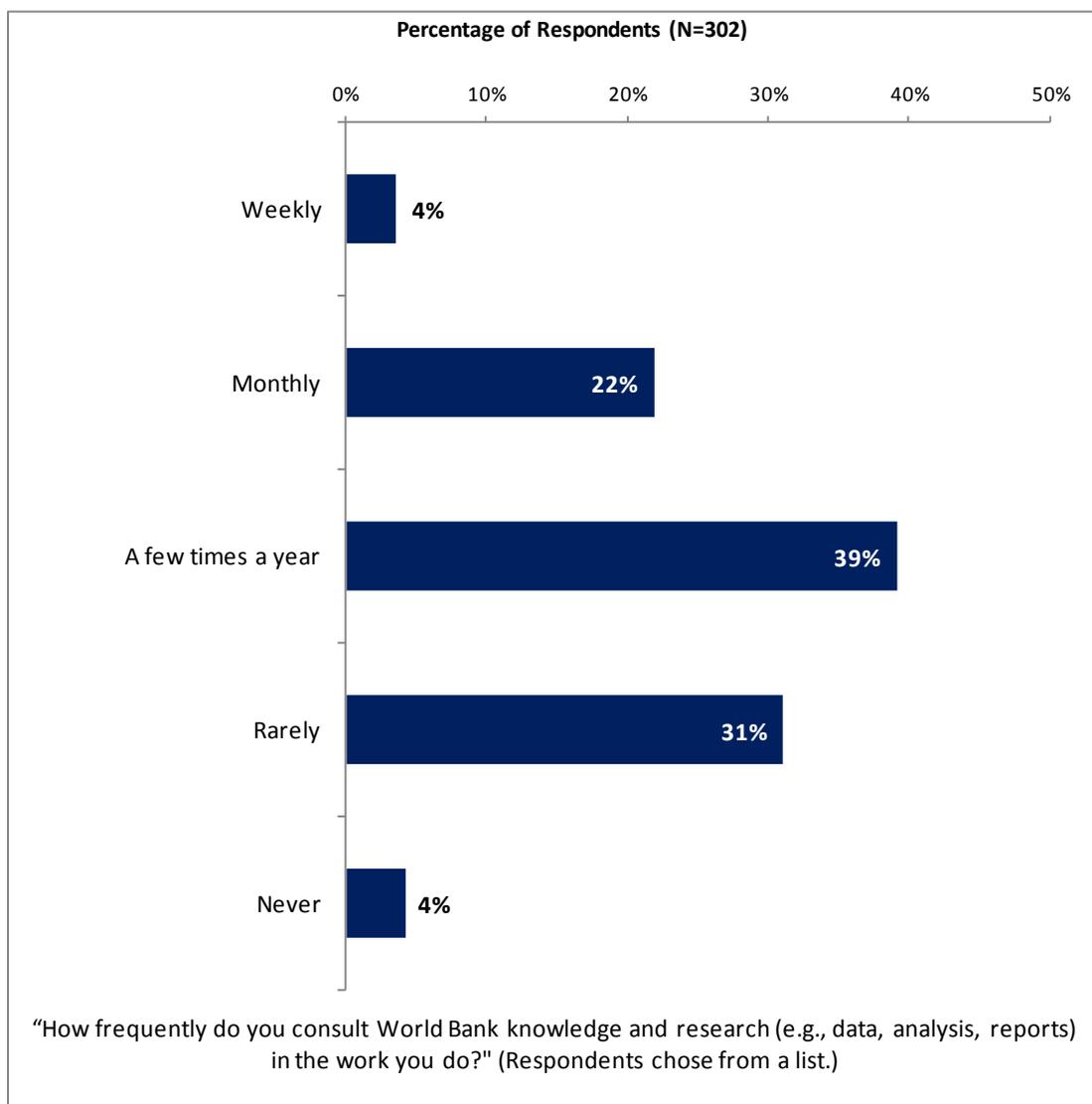
To determine the key drivers of respondents' ratings of the Bank's overall effectiveness and ratings of its ability to help achieve development results in Moldova, bivariate correlational analyses were conducted using respondents' ratings of the twenty-two specific areas of effectiveness.

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 Moldova. The areas determined to be key drivers from these analyses were:
  - Economic growth;
  - Business environment deregulation and private sector development; and
  - Trade and exports.
  
- 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 Moldova, 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:
  - Economic growth;
  - Job creation/employment;
  - Poverty reduction;
  - Trade and exports; and
  - Education.

## VII. World Bank Knowledge and Instruments

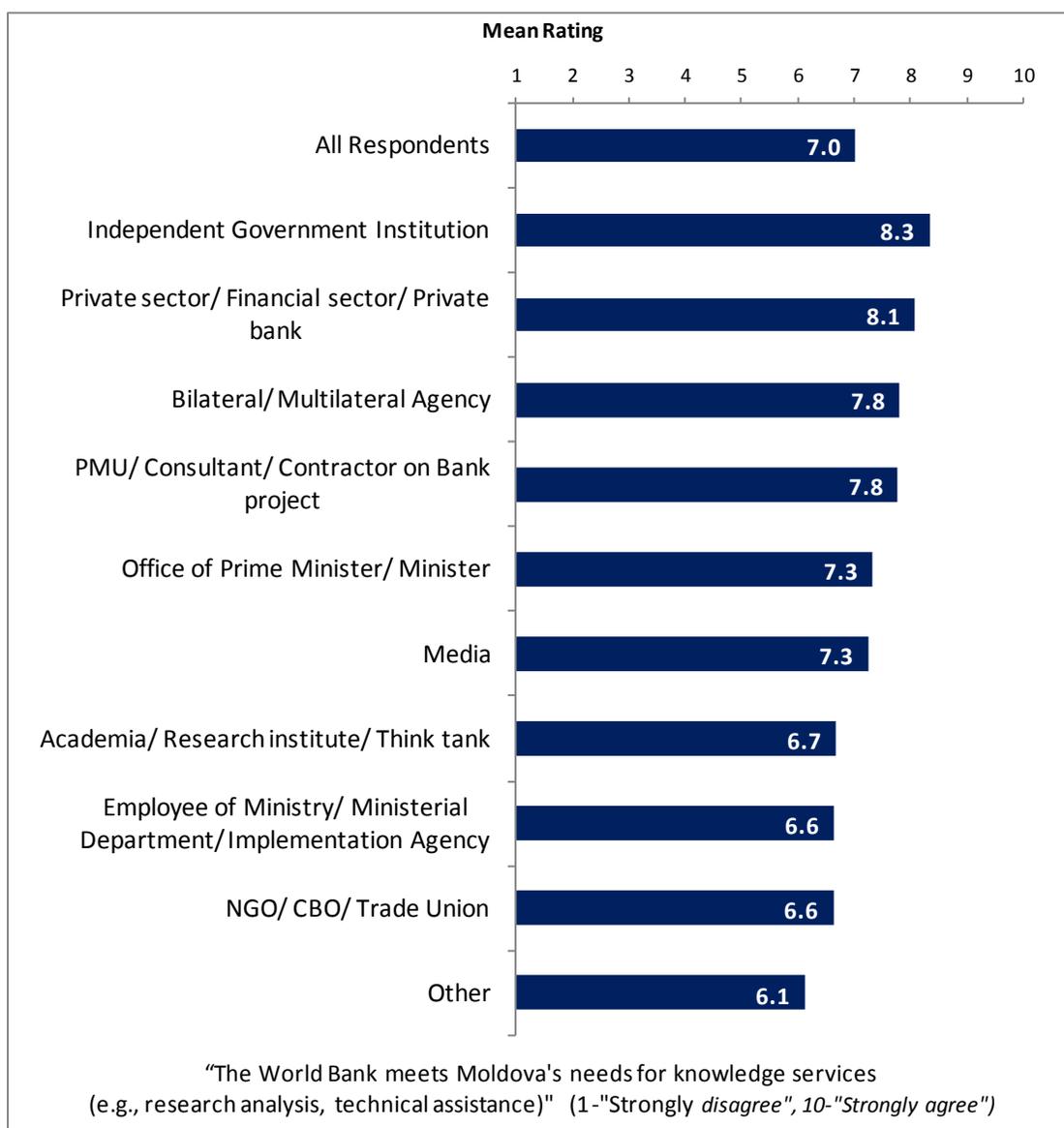
### Knowledge: Frequency of Use



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

### Knowledge: Meeting Moldova's Knowledge Needs (*Indicator Question*)

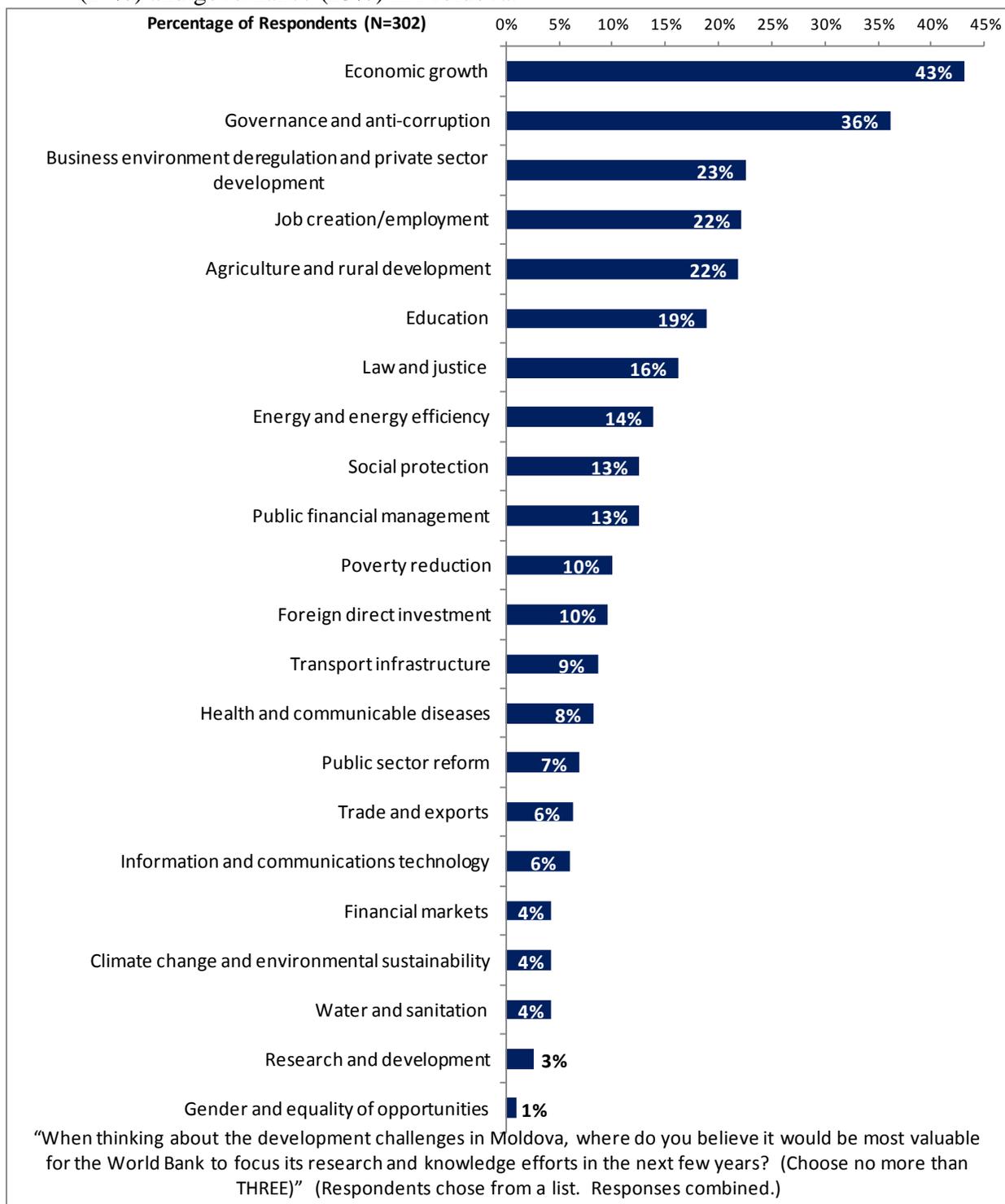
- Respondents from independent government institutions and private sector organizations/ financial sector/private banks gave the highest ratings for the World Bank meeting Moldova's needs for knowledge services whereas respondents from "other" organizations gave significantly lower ratings.



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

### Knowledge: Focusing Bank Research

- Respondents in the FY '08 country survey\* indicated that it would be most valuable for the Bank to focus on enhanced business environment for private sector development (24%) and governance (23%) in Moldova.

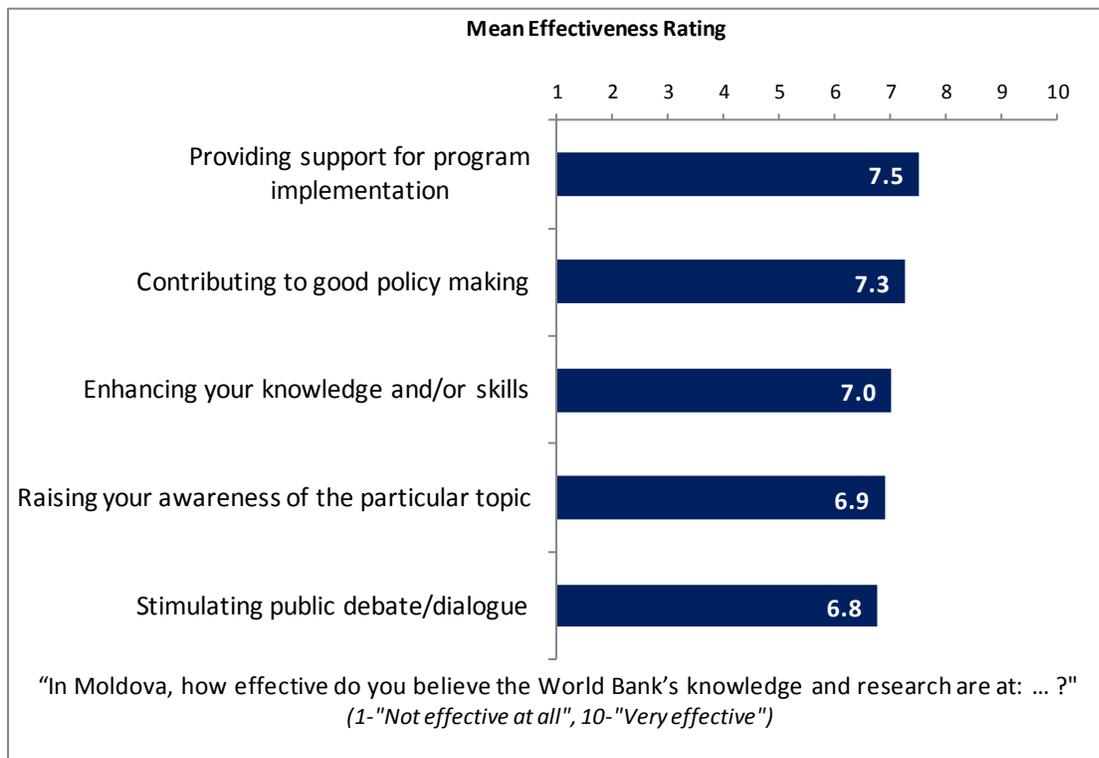


\*Not all of the response options provided in the FY '13 survey were provided in the FY '08 survey.

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

### Knowledge: Effectiveness

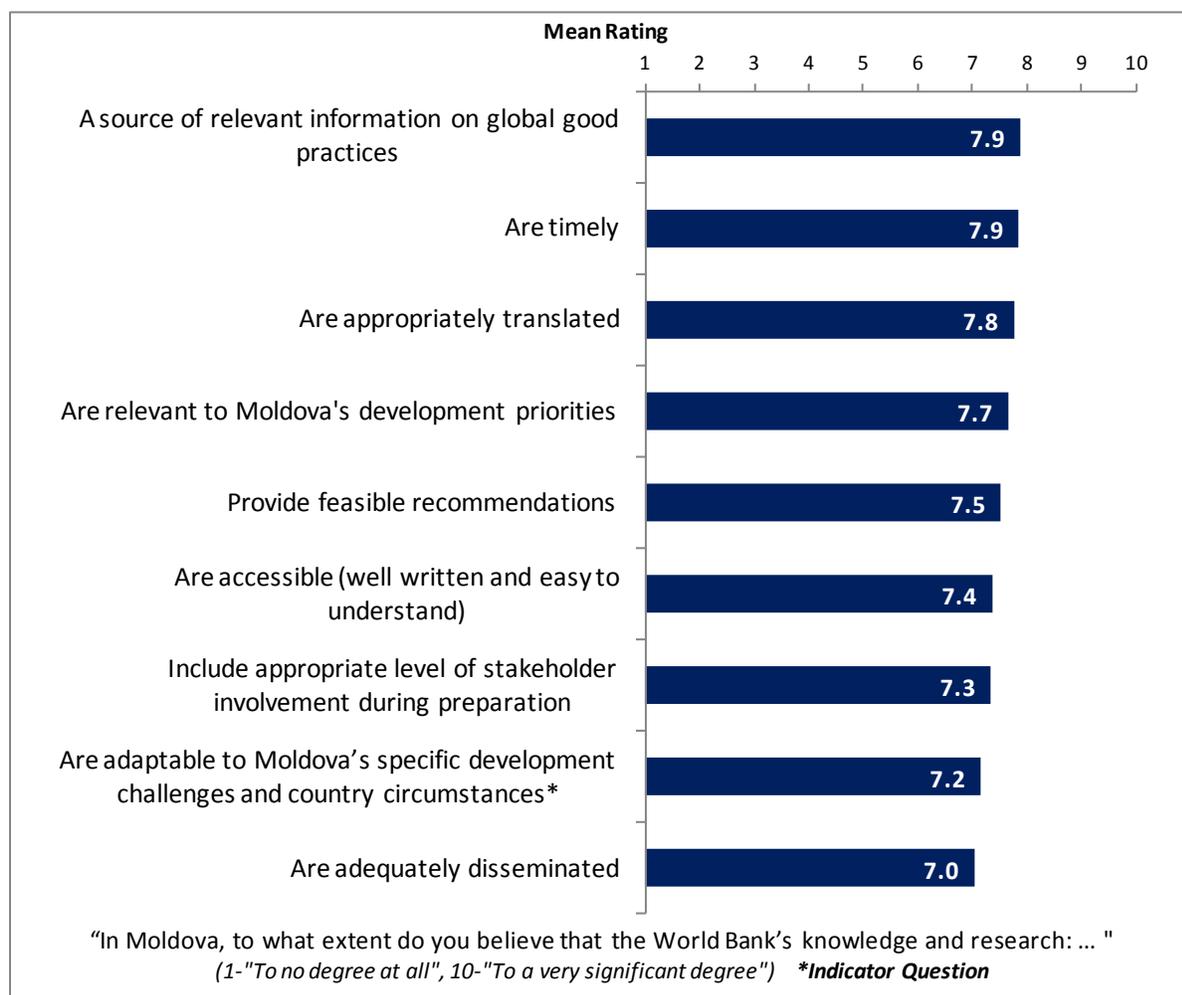
- There were significant stakeholder group differences in their ratings of the World Bank's knowledge and research effectiveness at all five of these aspects. For the most part, respondents from independent government institutions and PMUs/consultants/contractors on Bank supported projects gave the highest ratings for the Bank's effectiveness whereas respondents from "other" organizations gave significantly lower ratings.
- There were significant differences between two geographic locations. Respondents from Chisinau gave significantly lower ratings for the Bank's knowledge and research effectiveness at providing support for program implementation than respondents from other geographic areas in Moldova.



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

### Knowledge: Qualities

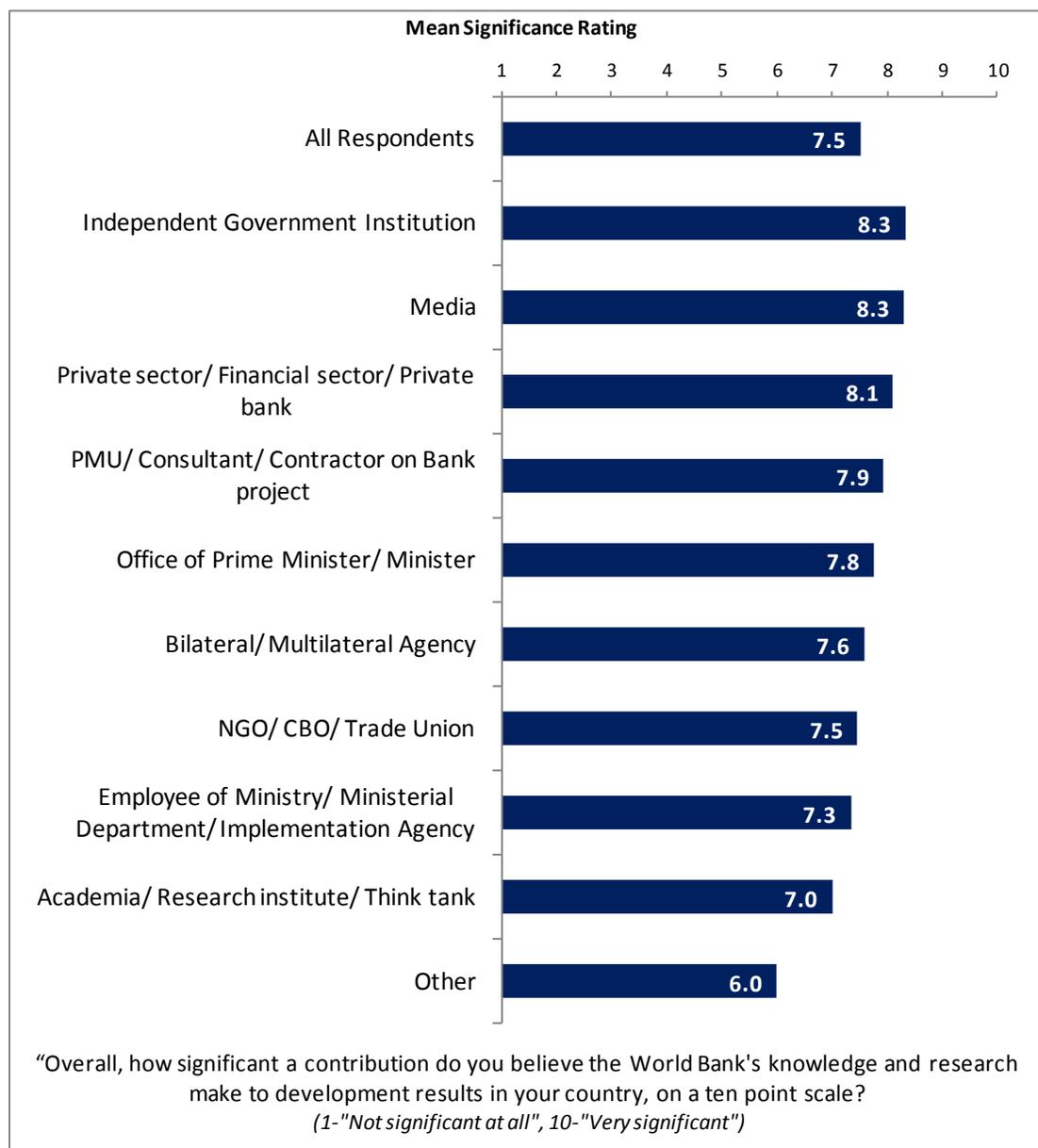
- Respondents in this year's country survey gave significantly higher ratings for the Bank's knowledge and research being adaptable to Moldova's specific development challenges and country circumstances compared to respondents in the FY '08 and FY '03 country surveys.
- There were significant differences between stakeholder groups across four of these qualities of the World Bank's knowledge and research: timeliness, providing feasible recommendations, including appropriate level of stakeholder involvement during preparation, and dissemination. For the most part, respondents from independent government institutions, PMUs/consultants/contractors on Bank supported projects, and private sector organizations/financial sector/private banks gave the highest ratings regarding these four aspects of the Bank's knowledge and research whereas respondents from "other" organizations tended to give significantly lower ratings.
- There were significant differences between two geographic locations. Respondents from Chisinau gave significantly lower ratings for the relevance of the Bank's knowledge and research to Moldova's development priorities than respondents from other areas.



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

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

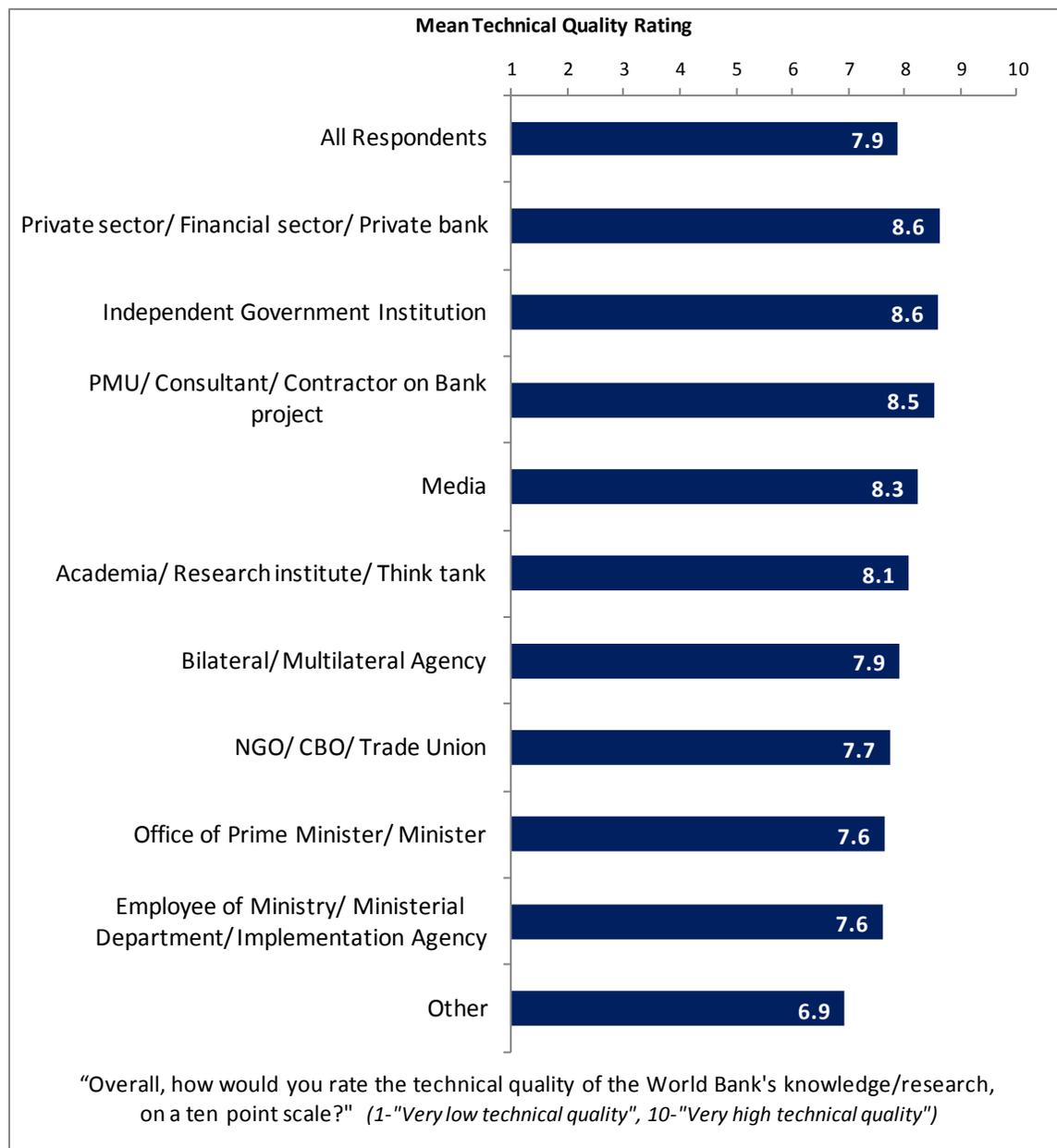
- Respondents from independent government institutions, the media, and private sector organizations/financial sector/private banks gave the highest ratings for the significance of the contribution that the World Bank's knowledge and research make to development results in Moldova whereas respondents from "other" organizations gave significantly lower ratings.



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

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

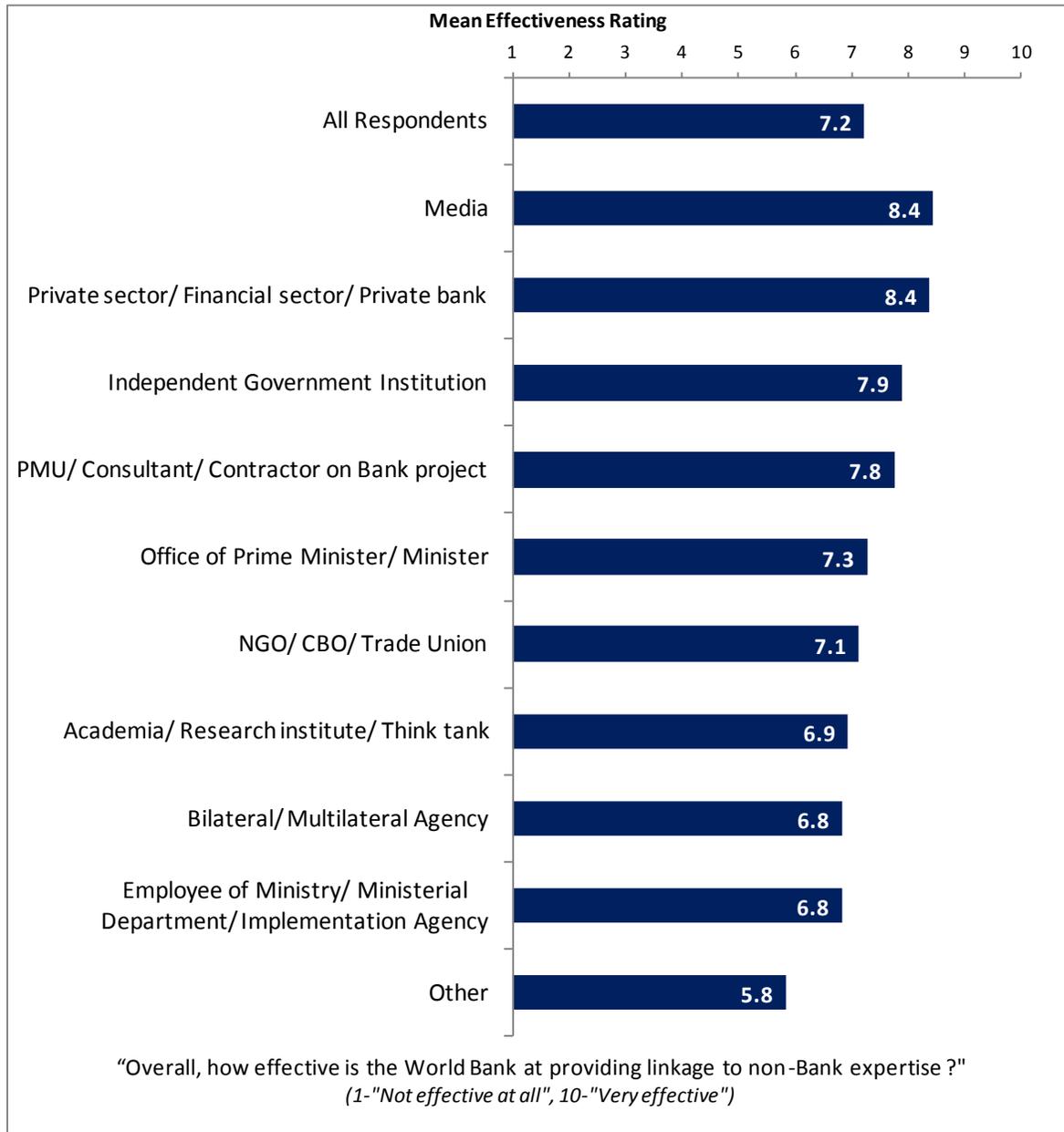
- Respondents from private sector organizations/financial sector/private banks, independent government institutions, and PMUs/consultants/contractors on Bank supported projects gave the highest ratings for the technical quality of the World Bank's knowledge and research whereas respondents from "other" organizations gave significantly lower ratings.



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

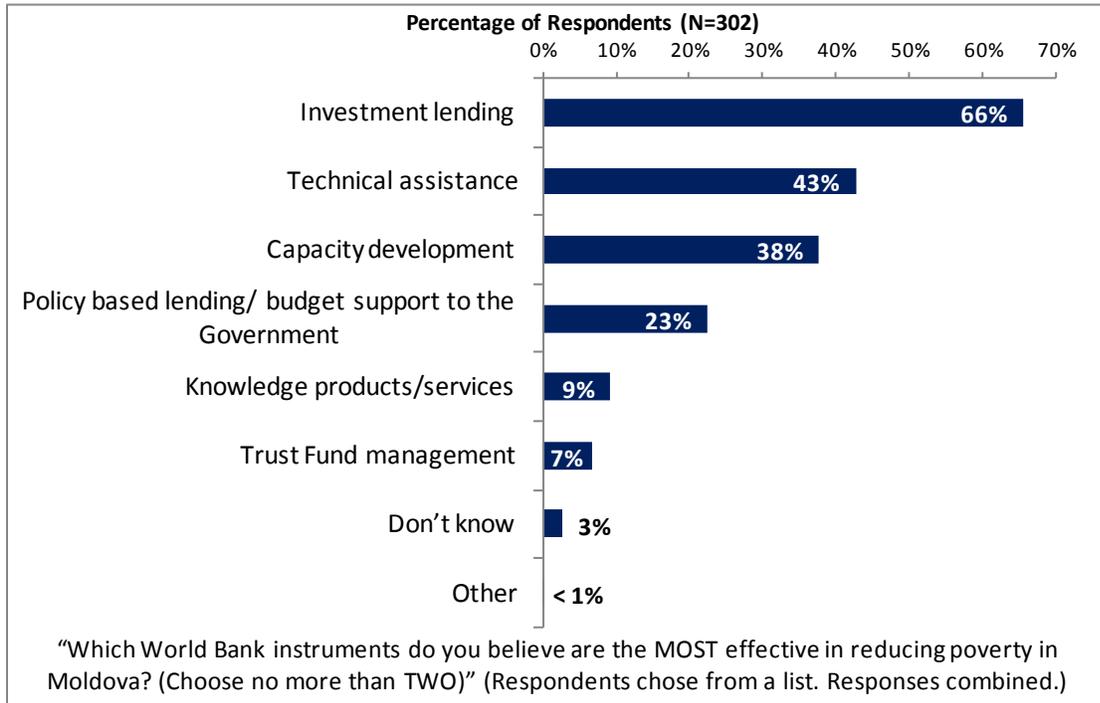
### Knowledge: Linkage to Non-Bank Expertise

- Respondents from the media and private sector organizations/financial sector/private banks gave the highest ratings for the World Bank's effectiveness at providing linkage to non-Bank expertise whereas respondents from "other" organizations gave significantly lower ratings.

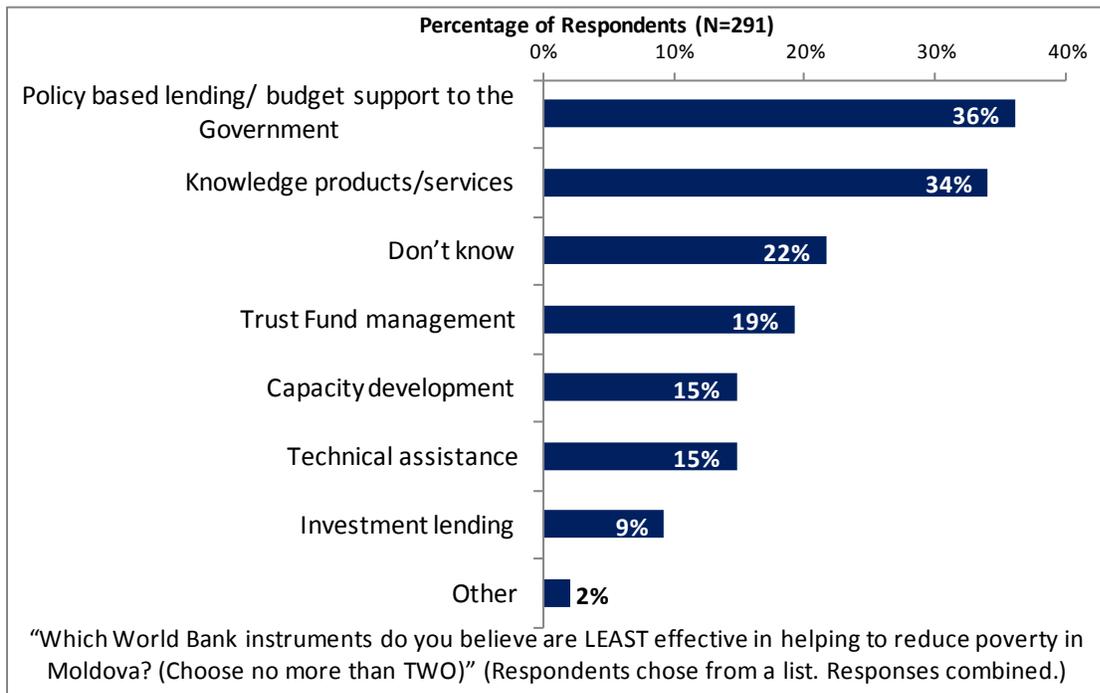


## VII. World Bank Knowledge and Instruments (continued)

### Instruments: Most Effective



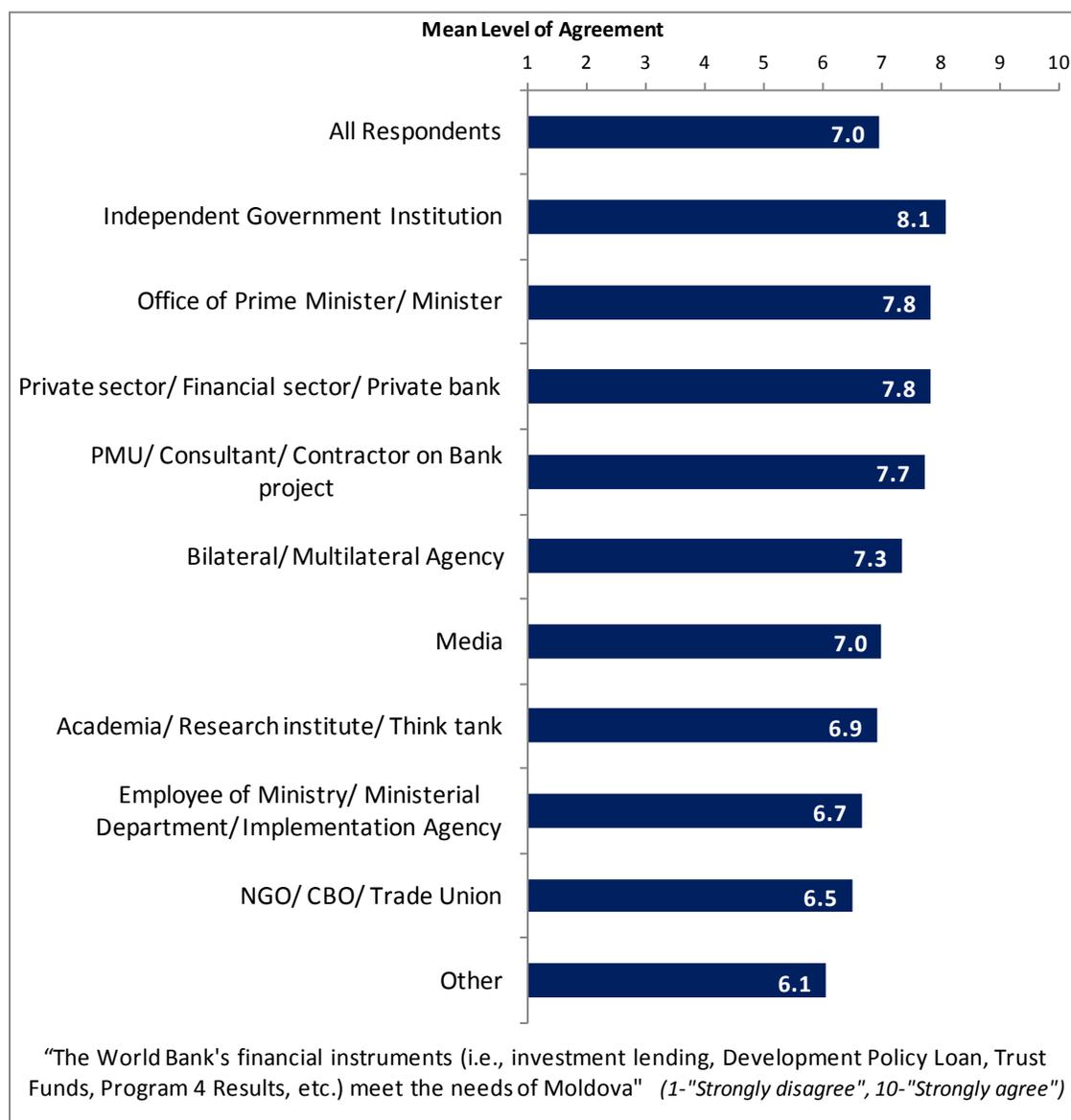
### Instruments: Least Effective



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

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

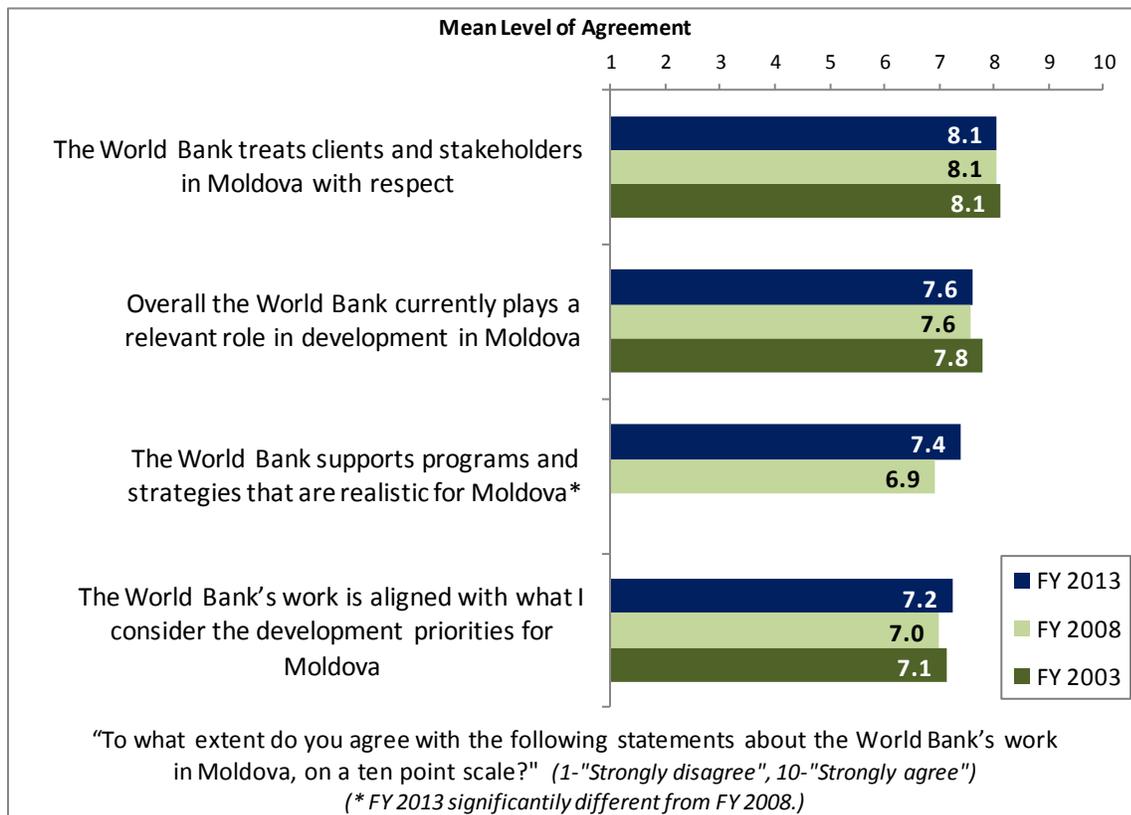
- Respondents from independent government institutions had the highest levels of agreement that the Bank's financial instruments meet Moldova's needs whereas respondents from "other" organizations and NGOs/CBOs/trade unions had significantly lower levels of agreement.



## VIII. How the World Bank Operates

### The World Bank's Work in Moldova

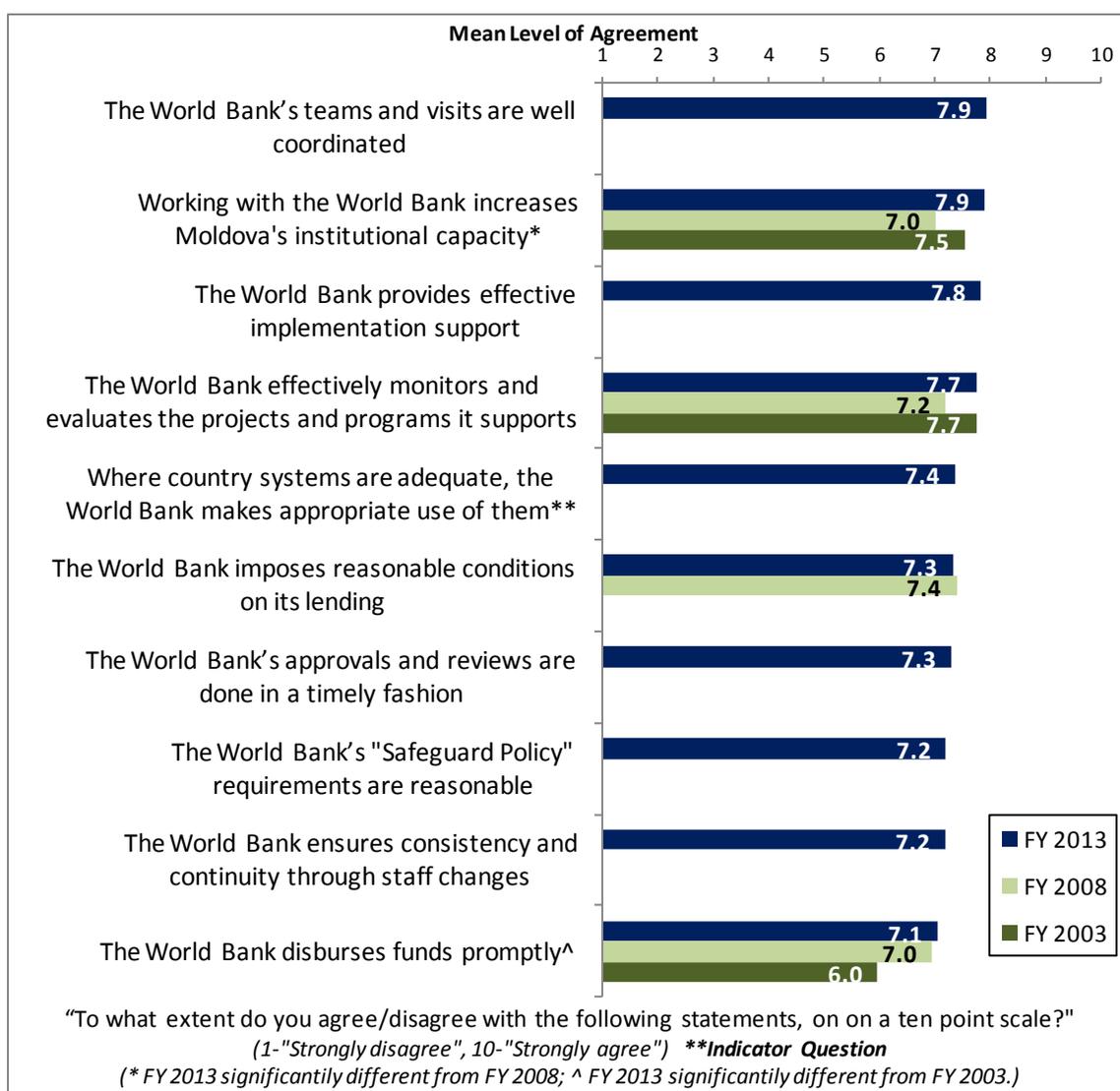
- Respondents in this year's country survey had significantly higher levels of agreement that the World Bank's programs and strategies are realistic for Moldova compared to respondents from the FY '08 country survey.
- There were significant stakeholder group differences in their levels of agreement regarding all of these aspects of the Bank's work in Moldova. For the most part, respondents from independent government institutions, PMUs/consultants/contractors on Bank supported projects, bilateral/multilateral agencies, and the private sector tended to have the highest levels of agreement with these statements, whereas respondents from "other" organizations tended to have significantly lower levels of agreement.
- There were significant differences between two geographic locations. Respondents from Chisinau had significantly lower levels of agreement that the Bank currently plays a relevant role in development in Moldova and treats its clients and stakeholders with respect than respondents from other geographic areas.



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

### Overall Perceptions

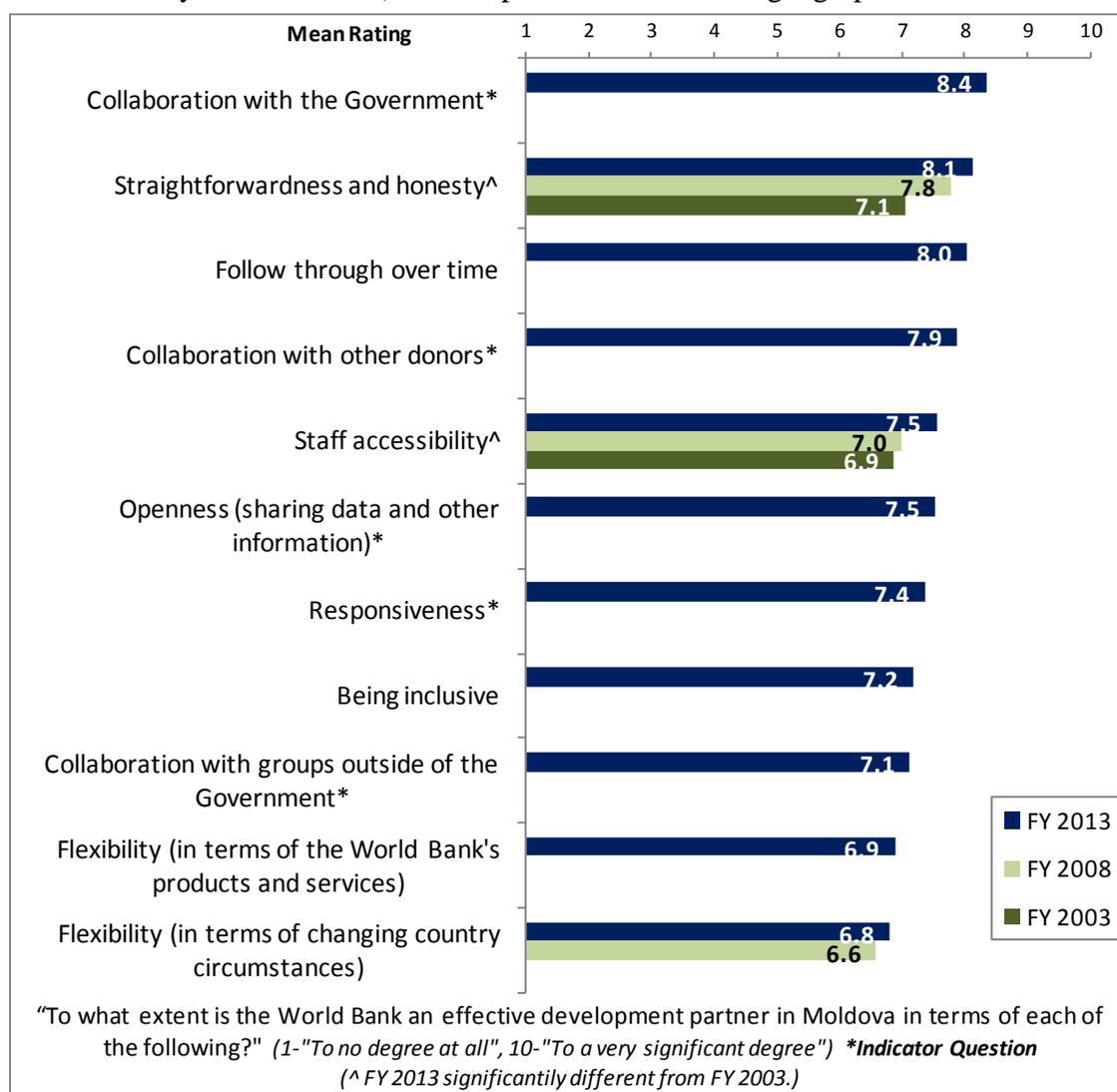
- Respondents in this year's country survey had significantly higher levels of agreement that working with the Bank increases Moldova's institutional capacity compared to respondents from the FY '08 country survey. Respondents in this year's country survey also had significantly higher levels of agreement that the World Bank disburses funds promptly compared to respondents from the FY '03 country survey.
- There were significant stakeholder group differences in their levels of agreement across all of these aspects of how the Bank operates, except that the Bank provides effective implementation support and makes appropriate use of country systems. Respondents from independent government institutions and PMUs/consultants/contractors on Bank supported projects tended to have the highest levels of agreement with these statements whereas respondents from bilateral/multilateral agencies and "other" organizations tended to have significantly lower levels of agreement.



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

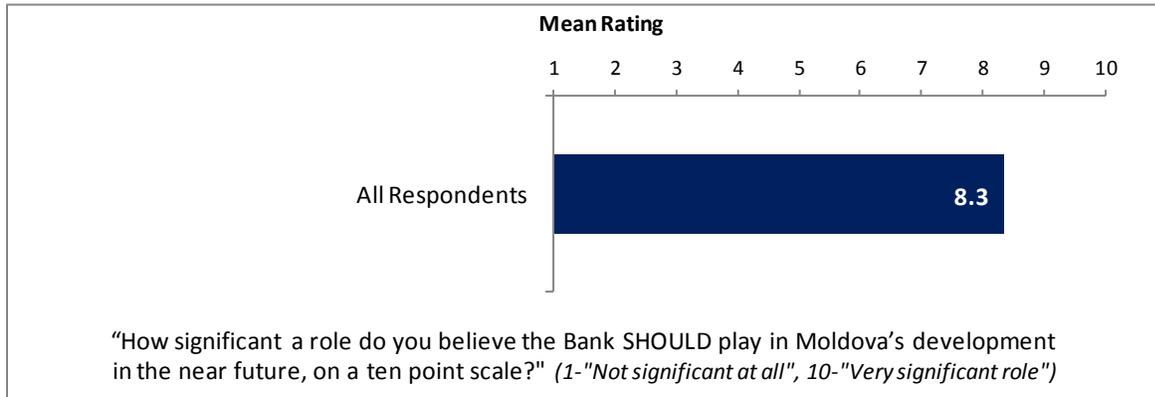
### The World Bank as an Effective Development Partner

- 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.
- There were significant stakeholder group differences in their ratings across five of these aspects: straightforwardness and honesty, following through over time, responsiveness, inclusiveness, and collaboration with groups outside of the Government. Respondents from independent government institutions and the private sector tended to have the highest ratings for these five aspects whereas respondents from bilateral/multilateral agencies and "other" organizations tended to have significantly lower ratings.
- There were significant differences between two geographic locations. Respondents from Chisinau gave significantly lower ratings for responsiveness, inclusiveness, collaboration with groups outside of the Government, and flexibility (products and services; changing country circumstances) than respondents from other geographic areas.

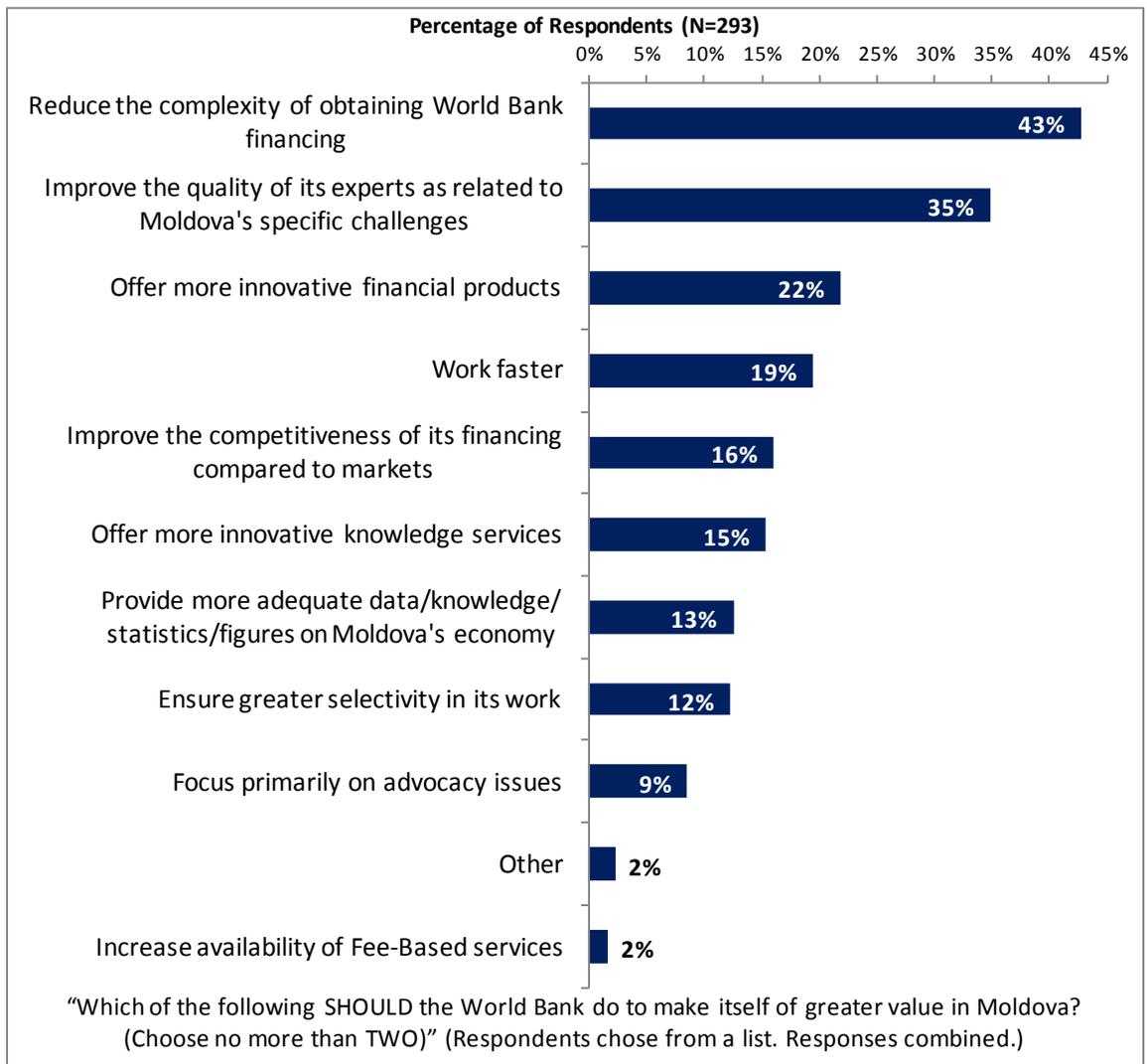


## IX. The Future Role of the World Bank in Moldova

### Role Significance



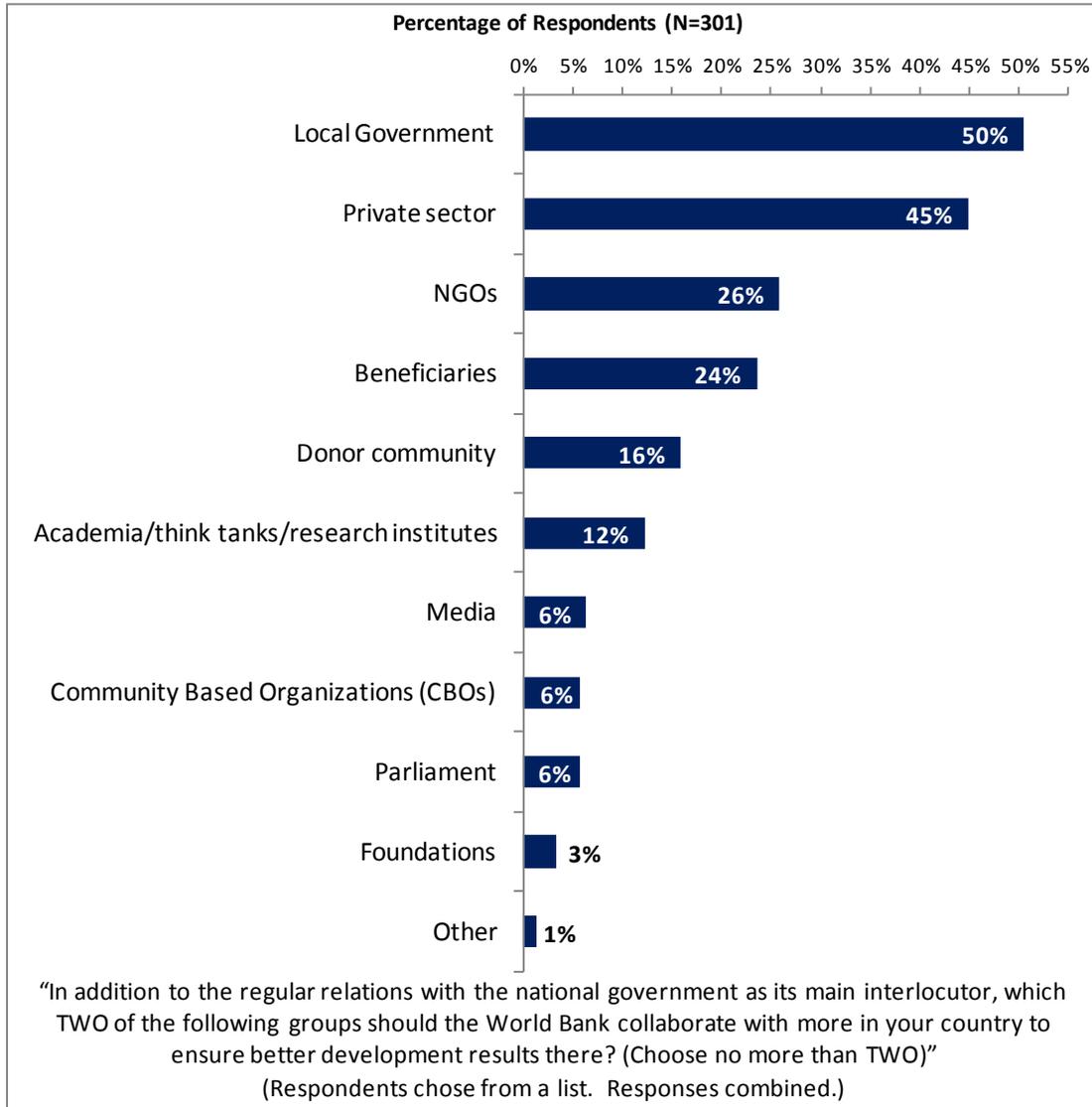
### Making the World Bank of Greater Value



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

### Collaborating in Moldova

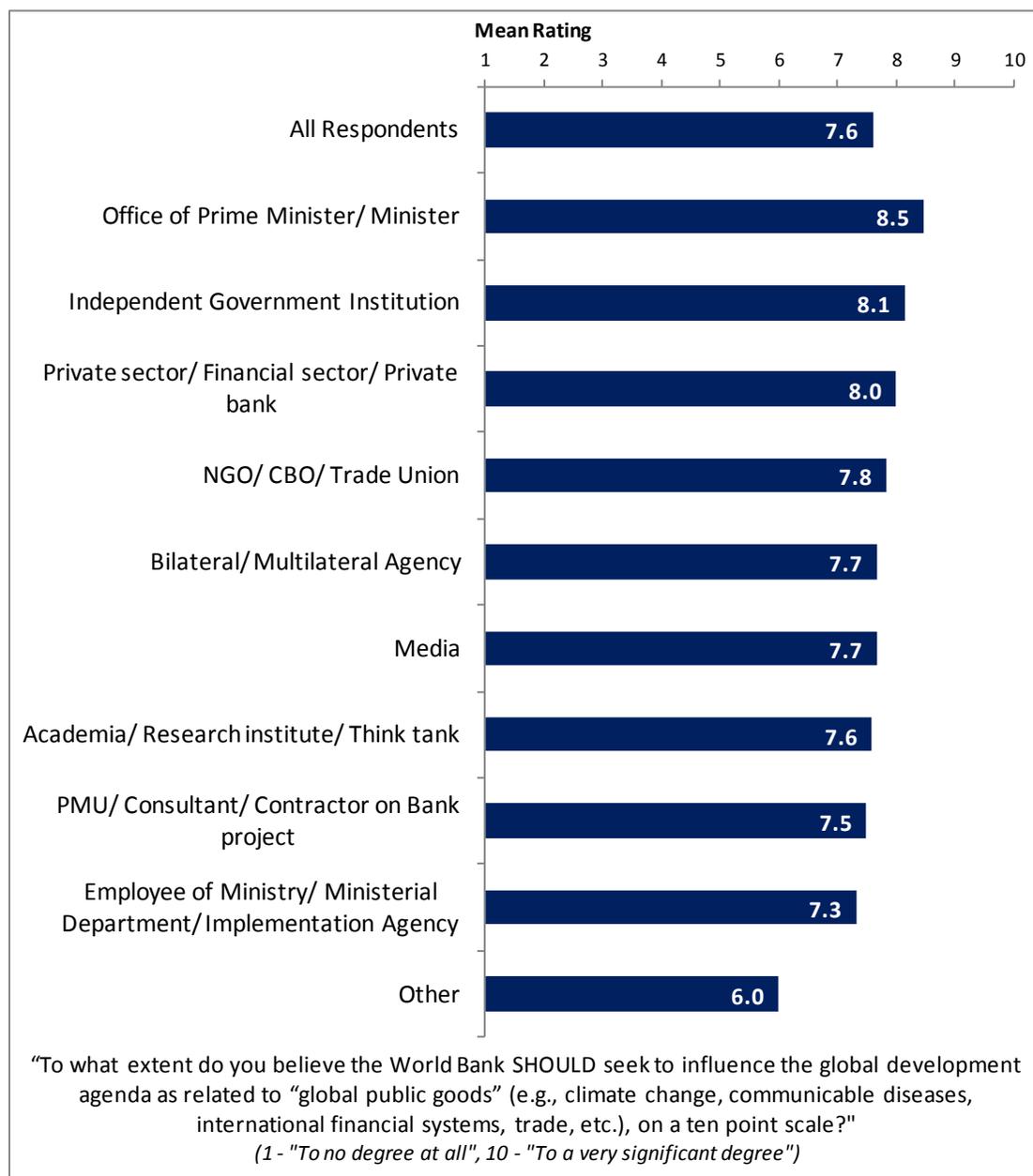
- Respondents indicated that the World Bank should work more closely with local governments and the private sector to ensure better development results in Moldova.



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

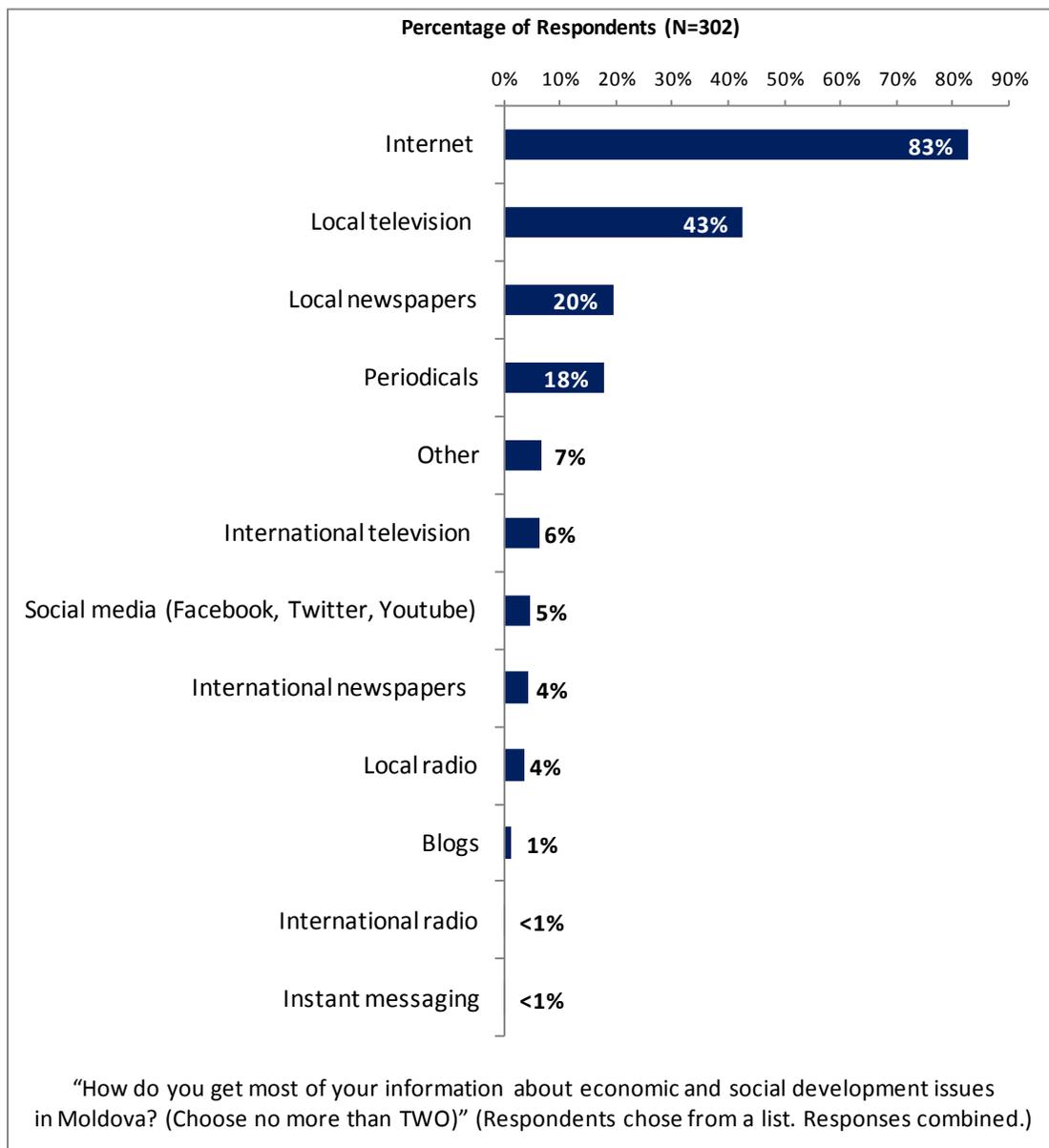
### Influencing the Global Development Agenda

- Respondents from the office of the Prime Minister/Minister, independent government institutions, and private sector organizations/financial sector/private banks gave the highest ratings whereas respondents from “other” organizations gave significantly lower ratings for the extent to which the World Bank should seek to influence the global development agenda as related to “global public goods”.



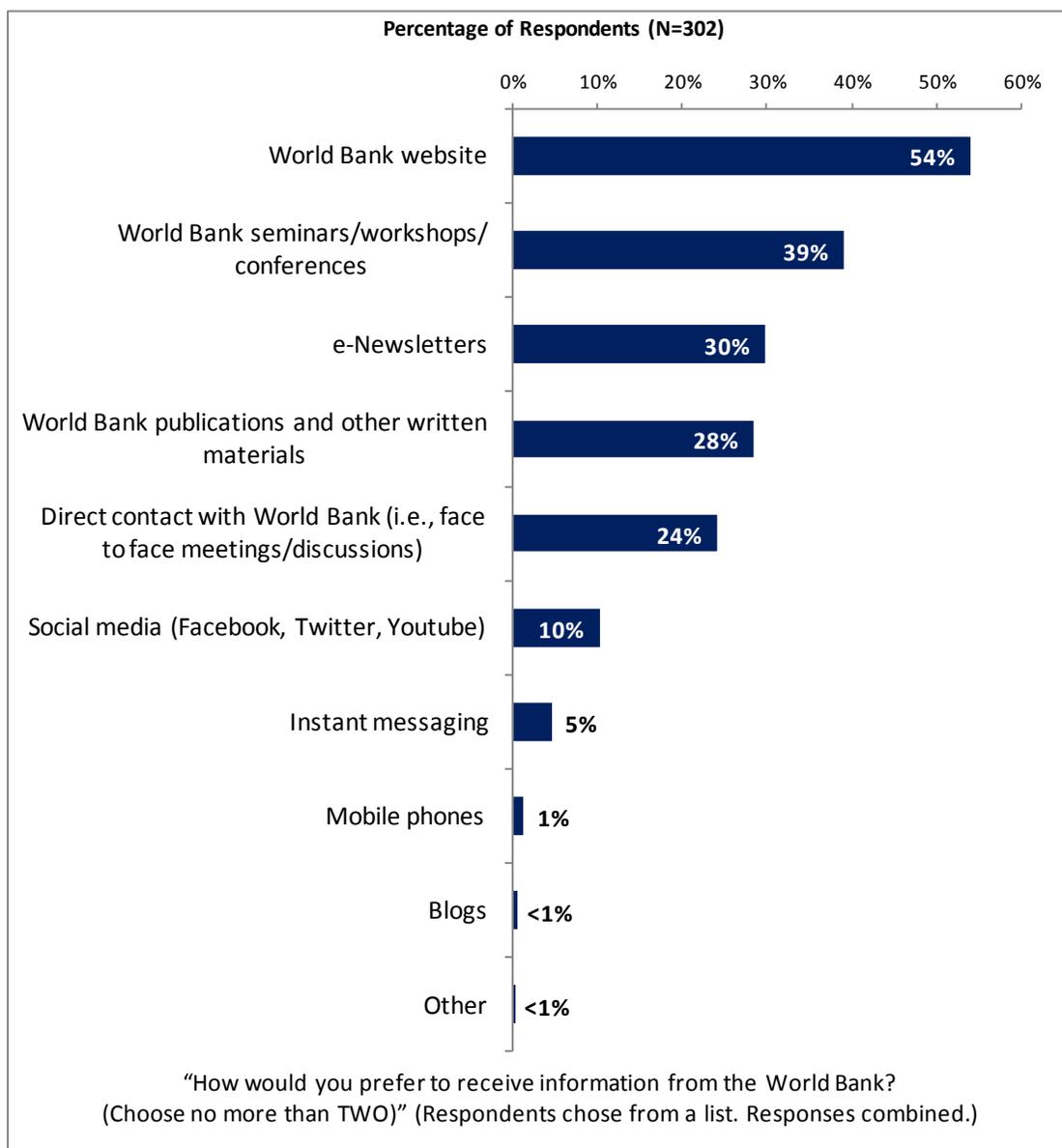
## X. Communication and Openness

### Information Sources



## X. Communication and Openness (continued)

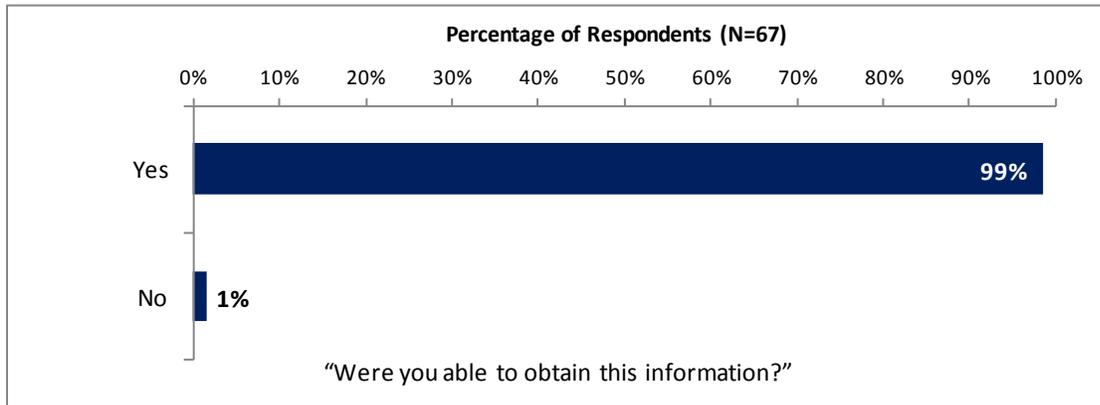
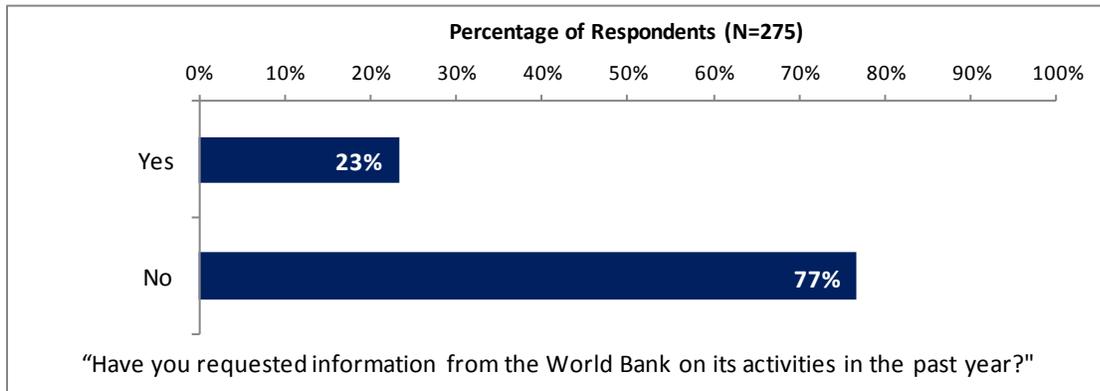
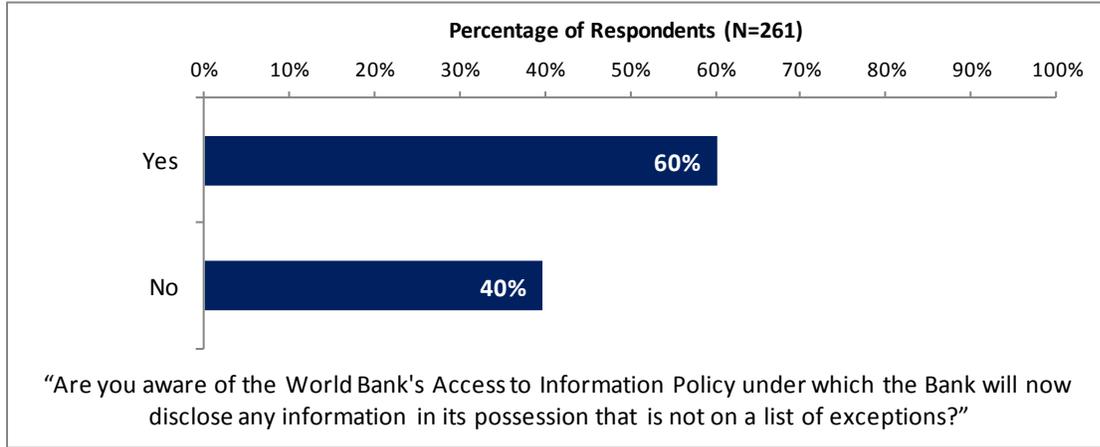
### Information Sources (continued)



## X. Communication and Openness (continued)

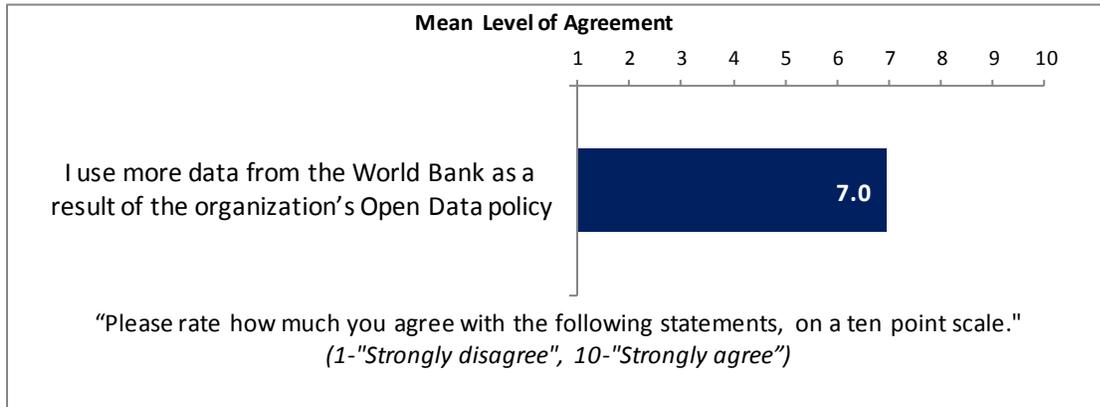
### Access to Information

- Although respondents from PMUs/consultants/contractors on Bank supported projects 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.

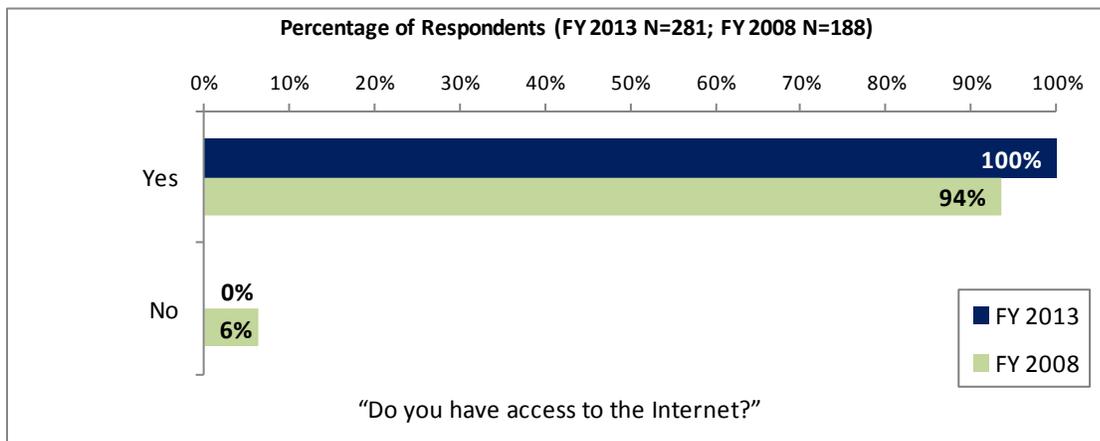


## X. Communication and Openness (continued)

### Access to Information (continued)

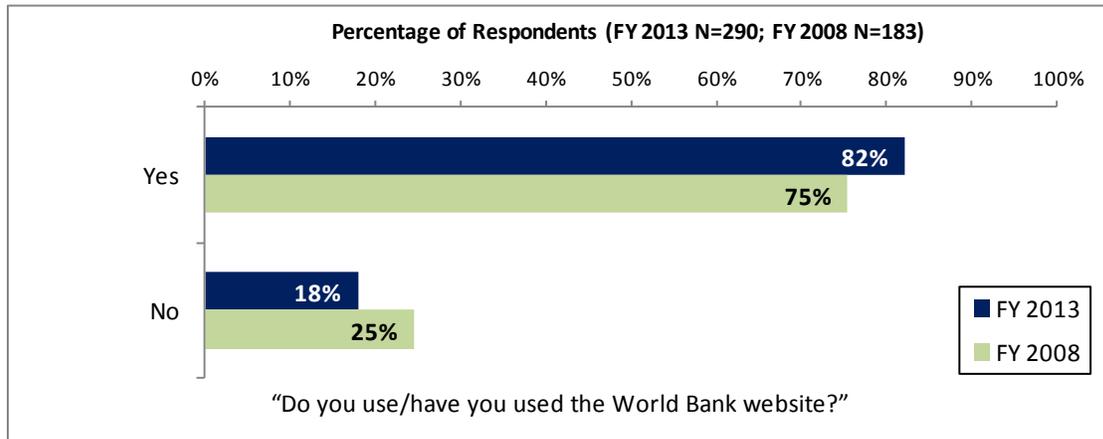


### Internet Access

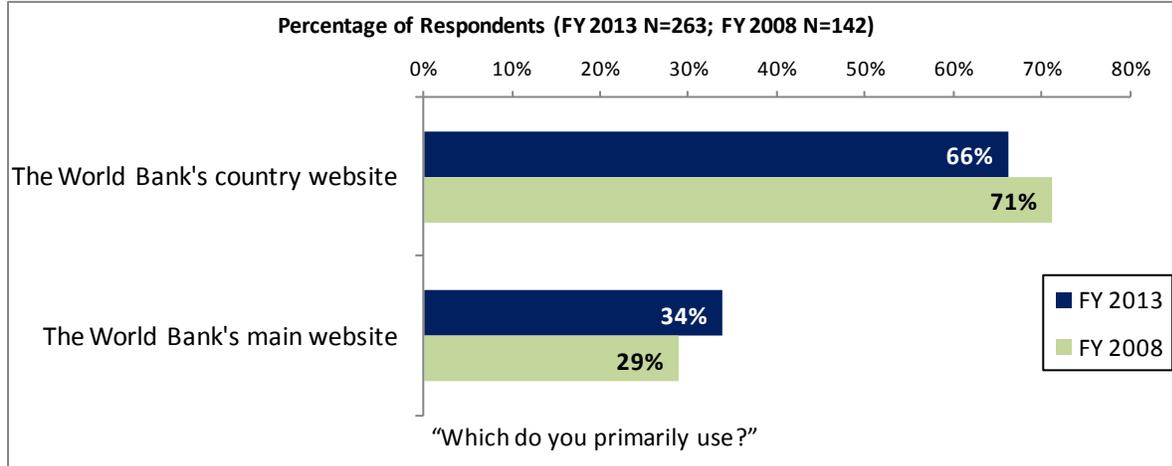


## X. Communication and Openness (continued)

### Website Usage



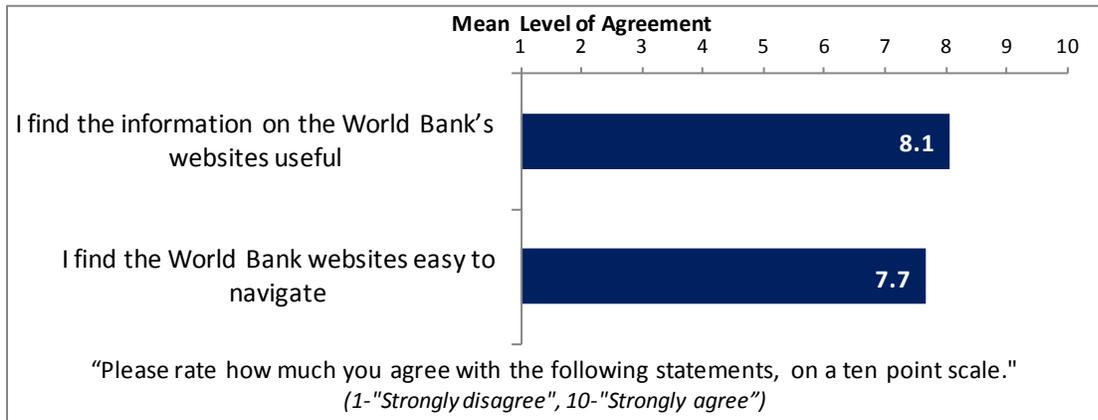
- Respondents from the office of the Prime Minister/Minister and the media were significantly more likely to use the World Bank's country website whereas respondents from private sector organizations/financial sector/private banks tended to use more the World Bank's main website.



## X. Communication and Openness (continued)

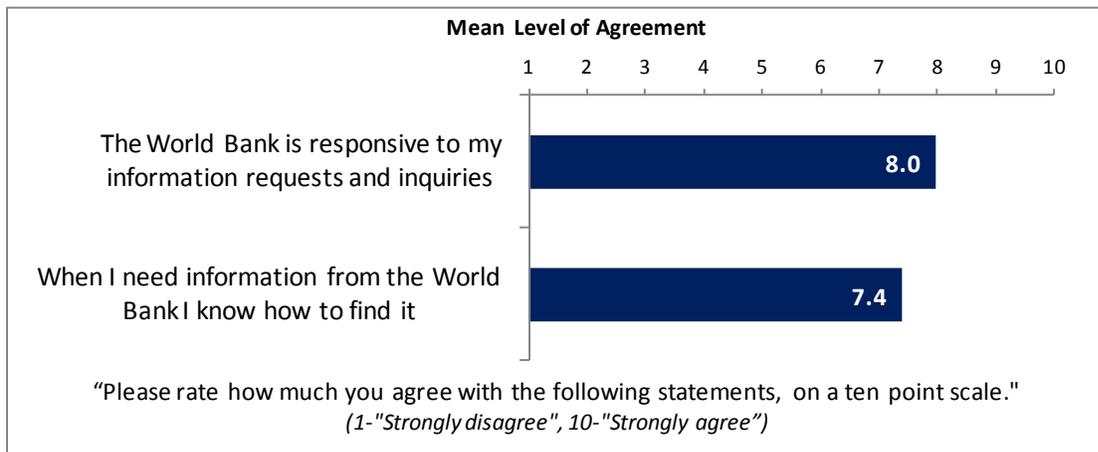
### Website Evaluation

- Respondents from the media and academia/research institutes/think tanks had the highest levels of agreement that the World Bank websites are easy to navigate whereas respondents from bilateral/multilateral agencies had significantly lower levels of agreement



### Information Sharing

- Respondents from PMUs/consultants/contractors on Bank supported projects and independent government institutions had the highest levels of agreement that they know how to find information from the World Bank whereas respondents from bilateral/multilateral agencies had significantly lower levels of agreement.



## XI. Appendices

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### MOLDOVA



## Appendix A: Responses to All Questions across All Respondents (N=303)

### A. General Issues facing Moldova

1. In general, would you say that Moldova is headed in...?	Percentage of Respondents (N=299)
The right direction	73.6%
The wrong direction	7.4%
Not sure	19.1%

2. When considering development priorities, which ONE development priority below is the most important in Moldova? Which ONE is the second most important priority? Which ONE is the third most important priority?	Percentage of Respondents (N=297)			
	<i>Most Important</i>	<i>2<sup>nd</sup> Most Important</i>	<i>3<sup>rd</sup> Most Important</i>	<i>Combined</i>
Economic growth	40.7%	13.6%	6.8%	61.1%
Governance and anti-corruption	16.8%	12.2%	11.9%	40.9%
Law and justice	10.8%	16.7%	7.8%	35.2%
Business environment deregulation and private sector development	6.1%	6.1%	7.8%	20.0%
Education	2.0%	8.8%	7.8%	18.7%
Job creation/employment	4.4%	5.1%	7.1%	16.6%
Poverty reduction	2.0%	6.8%	6.8%	15.6%
Agriculture and rural development	1.0%	4.1%	7.1%	12.2%
Foreign direct investment	2.7%	3.7%	5.4%	11.9%
Public sector reform	5.1%	1.7%	3.4%	10.1%
Energy and energy efficiency	1.7%	3.7%	2.0%	7.5%
Public financial management	1.0%	3.1%	2.7%	6.8%
Social protection	0.0%	2.4%	4.1%	6.4%
Trade and exports	0.3%	1.7%	3.7%	5.8%
Health and communicable diseases	2.0%	1.0%	2.7%	5.8%
Transport infrastructure	0.0%	3.1%	2.0%	5.1%
Information and communications technology	0.7%	1.7%	2.7%	5.1%
Climate change and environmental sustainability	1.0%	0.7%	2.4%	4.1%
Water and sanitation	0.7%	1.4%	1.7%	3.7%
Research and development	0.7%	0.3%	2.4%	3.4%
Financial markets	0.0%	1.4%	0.7%	2.0%
Gender and equality of opportunities	0.3%	0.7%	1.0%	2.0%

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

<b>3. Economic growth and better living standards encompass work in many different areas. Which THREE areas of development listed below do you believe would contribute most to economic growth and better living standards in Moldova? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=302)</b>
Governance and anti-corruption	43.0%
Job creation/employment	40.4%
Business environment deregulation and private sector development	35.4%
Law and justice	30.1%
Foreign direct investment	24.5%
Agriculture and rural development	24.2%
Education	15.9%
Public financial management	15.2%
Trade and exports	12.6%
Transport infrastructure	11.6%
Public sector reform	7.9%
Energy and energy efficiency	6.6%
Research and development	5.6%
Information and communications technology	5.3%
Social protection	4.6%
Financial markets	3.6%
Health and communicable diseases	3.6%
Water and sanitation	2.3%
Climate change and environmental sustainability	2.3%
Gender and equality of opportunities	0.7%

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

<b>4. In order to help reverse the migration of citizens out of Moldova and to bring Moldovan migrants back to the country, which sectors listed below should the Government prioritize in terms of reform and resources? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=302)</b>
Job creation/employment	67.2%
Business environment deregulation and private sector development	44.0%
Economic growth	31.5%
Governance and anti-corruption	27.5%
Poverty reduction	26.5%
Agriculture and rural development	18.9%
Law and justice	17.9%
Foreign direct investment	14.6%
Education	13.2%
Social protection	9.6%
Public financial management	5.0%
Transport infrastructure	3.0%
Research and development	2.6%
Financial markets	2.3%
Public sector reform	2.3%
Energy and energy efficiency	2.0%
Trade and exports	2.0%
Health and communicable diseases	1.7%
Water and sanitation	1.7%
Information and communications technology	1.7%
Gender and equality of opportunities	0.7%
Climate change and environmental sustainability	0.3%

**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 Moldova, on a ten-point scale? (1-Not familiar at all, 10-Extremely familiar)	303	6.76	1.99

<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 Moldova, on a ten-point scale. (1-Not effective at all, 10-Very effective)	288	7.19	1.96

<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 Moldova solve its most complicated development challenges, on a ten-point scale? (1-To no degree at all, 10-To a very significant degree)	244	7.76	1.68

**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 Moldova, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Moldova? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=303)</b>
Governance and anti-corruption	34.3%
Economic growth	33.0%
Agriculture and rural development	26.1%
Business environment deregulation and private sector development	21.5%
Education	18.8%
Law and justice	17.8%
Foreign direct investment	15.8%
Job creation/employment	14.9%
Poverty reduction	14.5%
Energy and energy efficiency	12.9%
Public financial management	12.9%
Health and communicable diseases	11.2%
Transport infrastructure	10.9%
Social protection	9.2%
Public sector reform	9.2%
Water and sanitation	8.6%
Information and communications technology	6.6%
Financial markets	5.9%
Research and development	5.9%
Trade and exports	3.3%
Climate change and environmental sustainability	3.0%
Gender and equality of opportunities	0.7%

<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 Moldova?</b>	<b>Percentage of Respondents (N=295)</b>		
	<b>Greatest Value</b>	<b>2<sup>nd</sup> Greatest Value</b>	<b>Combined</b>
Financial resources	47.5%	15.1%	62.6%
Technical assistance	14.9%	26.1%	41.0%
Policy advice	12.2%	14.8%	27.0%
Training/capacity building	6.4%	15.8%	22.2%
Mobilizing third party financial resources	6.1%	7.6%	13.7%
Donor coordination	5.4%	6.5%	12.0%
Studies/analyses	4.1%	7.6%	11.6%
Data	1.4%	3.1%	4.4%
Convening/facilitating	0.7%	2.1%	2.7%
Linkage to non-Bank expertise	0.7%	1.4%	2.1%
Other	1.0%	0.0%	1.0%

**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 Moldova? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=286)</b>
Not enough public disclosure of its work	27.6%
Too bureaucratic in its operational policies and procedures	23.8%
World Bank processes too slow and complex	22.4%
Not collaborating enough with non-state actors	17.1%
Not willing to honestly criticize policies and reform efforts in the country	14.7%
Too influenced by developed countries	14.3%
Imposing technocratic solutions without regard to political realities	13.6%
Not exploring alternative policy options	12.9%
Not adequately sensitive to political/social realities in Moldova	8.4%
Not aligned with country priorities	6.6%
Other	4.2%
Arrogant in its approach	3.1%
Not client focused	3.1%
Staff too inaccessible	2.8%
Not aligned with other donors' work	2.4%
The credibility of its knowledge/data	1.4%

<b>7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Moldova? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=302)</b>
Investment lending	65.6%
Technical assistance	42.7%
Capacity development	37.7%
Policy based lending/ budget support to the Government	22.5%
Knowledge products/services	9.3%
Trust Fund management	6.6%
Don't know	2.6%
Other	0.3%

<b>8. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Moldova? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=291)</b>
Policy based lending/ budget support to the Government	36.1%
Knowledge products/services	34.0%
Don't know	21.6%
Trust Fund management	19.2%
Capacity development	14.8%
Technical assistance	14.8%
Investment lending	9.3%
Other	2.1%

<b>Global Development Agenda</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
9. 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? (1-To no degree at all, 10-To a very significant degree)	279	7.60	2.02

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

<b>10. 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=301)</b>
Local Government	50.5%
Private sector	44.9%
NGOs	25.9%
Beneficiaries	23.6%
Donor community	15.9%
Academia/think tanks/research institutes	12.3%
Media	6.3%
Community Based Organizations (CBOs)	5.6%
Parliament	5.6%
Foundations	3.3%
Other	1.3%

<b>To what extent do you agree with the following statements about the World Bank's work in Moldova, 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>
11. Overall the World Bank currently plays a relevant role in development in Moldova	294	7.61	1.88
12. The World Bank's work is aligned with what I consider the development priorities for Moldova	285	7.24	1.86
13. The World Bank supports programs and strategies that are realistic for Moldova	285	7.39	1.84
14. The World Bank treats clients and stakeholders in Moldova with respect	263	8.06	1.78

<b>To what extent is the World Bank an effective development partner in Moldova 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>
15. Responsiveness	269	7.36	1.85
16. Flexibility (in terms of the institution's products and services)	255	6.88	1.78
17. Flexibility (in terms of changing country circumstances)	253	6.80	1.81
18. Being inclusive	208	7.18	1.70
19. Openness (sharing data and other information)	255	7.53	1.86
20. Staff accessibility	247	7.55	1.74
21. Straightforwardness and honesty	257	8.12	1.63
22. Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	233	7.13	1.88
23. Collaboration with the Government	265	8.36	1.37
24. Collaboration with other donors	213	7.88	1.54
25. Follow through over time	226	8.04	1.45

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

<b>26. 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=291)</b>
Political pressures and obstacles	34.4%
There is not an adequate level of citizen/civil society participation	32.0%
Reforms are not well thought out in light of country challenges	29.6%
The Government works inefficiently	27.8%
Lack of/inadequate levels of capacity in Government	19.9%
The World Bank works too slowly	15.5%
The World Bank is not sensitive enough to political/social realities on the ground	9.6%
The World Bank does not do adequate follow through/follow-up	8.2%
Poor donor coordination	6.5%
Other	2.4%

**C. World Bank Effectiveness and Results**

<b>How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Moldova, on a ten point scale? (1-Not effective at all, 10-Very effective)</b>	<b>Effectiveness</b>		
	<b>N</b>	<b>Mean</b>	<b>SD</b>
1. Economic growth	262	6.63	1.87
2. Job creation/employment	235	5.82	2.00
3. Public sector reform	254	6.45	2.05
4. Law and justice	208	5.53	2.05
5. Public financial management	238	6.45	1.94
6. Governance and anti-corruption	239	5.49	2.24
7. Business environment deregulation and private sector development	241	6.53	2.14
8. Foreign direct investment	223	6.48	2.08
9. Financial markets	189	6.27	2.10
10. Trade and exports	196	6.32	1.95
11. Agriculture and rural development	242	6.69	2.18
12. Water and sanitation	230	6.69	2.03
13. Poverty reduction	245	6.36	2.25
14. Transport infrastructure	217	6.47	1.98
15. Energy and energy efficiency	213	6.66	2.10
16. Information and communications technology	225	7.08	1.96
17. Health and communicable diseases	220	6.89	2.00
18. Education	229	6.59	2.16
19. Research and development	197	6.01	2.24
20. Social protection	214	6.38	2.23
21. Gender and equality of opportunities	184	6.92	2.14
22. Climate change and environmental sustainability	189	6.39	2.30

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

Achieving Development Results	N	Mean	SD
23. To what extent does the World Bank's work help to achieve development results in Moldova, on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	282	7.04	1.79

To what extent do you agree with the following statements about the World Bank in Moldova, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	N	Mean	SD
24. The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Moldova	275	6.96	1.87
25. The World Bank meets Moldova's needs for knowledge services (e.g., research analysis, technical assistance)	268	7.03	1.94

### D. The World Bank's Knowledge

1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?	Percentage of Respondents (N=302)
Weekly	3.6%
Monthly	21.9%
A few times a year	39.1%
Rarely	31.1%
Never	4.3%

2. When thinking about the development challenges in Moldova, 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; N=302)
Economic growth	43.0%
Governance and anti-corruption	36.1%
Business environment deregulation and private sector development	22.5%
Job creation/employment	22.2%
Agriculture and rural development	21.9%
Education	18.9%
Law and justice	16.2%
Energy and energy efficiency	13.9%
Social protection	12.6%
Public financial management	12.6%
Poverty reduction	9.9%
Foreign direct investment	9.6%
Transport infrastructure	8.6%
Health and communicable diseases	8.3%
Public sector reform	7.0%
Trade and exports	6.3%
Information and communications technology	6.0%
Financial markets	4.3%
Climate change and environmental sustainability	4.3%
Water and sanitation	4.3%
Research and development	2.6%
Gender and equality of opportunities	1.0%

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

In Moldova, how effective do you believe the World Bank's knowledge and research are at: ... (1-Not effective at all, 10-Very effective)	Level of Effectiveness		
	N	Mean	SD
3. Raising your awareness of the particular topic	271	6.90	2.01
4. Stimulating public debate/dialogue	259	6.77	2.09
5. Enhancing your knowledge and/or skills	280	7.02	2.11
6. Contributing to good policy making	284	7.27	1.94
7. Providing support for program implementation	283	7.52	1.91

In Moldova, to what extent do you believe that the World Bank's knowledge and research: ... (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
8. Are timely	276	7.86	1.84
9. Include appropriate level of stakeholder involvement during preparation	254	7.34	1.78
10. Are relevant to Moldova's development priorities	278	7.65	1.78
11. Provide feasible recommendations	269	7.53	1.78
12. Are accessible (well written and easy to understand)	280	7.36	1.92
13. A source of relevant information on global good practices	277	7.88	1.66
14. Are adequately disseminated	258	7.03	1.97
15. Are appropriately translated	249	7.76	1.92
16. Are adaptable to Moldova's specific development challenges and country circumstances	272	7.15	1.93

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)	289	7.51	1.81
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)	274	7.89	1.57
19. Overall, how effective is the World Bank at providing linkage to non-Bank expertise? (1-Not effective at all, 10-Very effective)	188	7.22	1.83

### 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	208	7.05	2.17
2. The World Bank effectively monitors and evaluates the projects and programs it supports	269	7.74	1.96
3. The World Bank's approvals and reviews are done in a timely fashion	244	7.30	1.86
4. The World Bank's "Safeguard Policy" requirements are reasonable	203	7.21	1.93
5. The World Bank imposes reasonable conditions on its lending	239	7.32	2.04
6. Working with the World Bank increases Moldova's institutional capacity	281	7.90	1.87
7. The World Bank ensures consistency and continuity through staff changes	183	7.19	1.82
8. The World Bank's teams and visits are well coordinated	229	7.93	1.73
9. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	168	7.36	1.96
10. The World Bank provides effective implementation support (i.e., supervision of projects)	264	7.83	1.93

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

The Bank's Role	N	Mean	SD
1. How significant a role do you believe the Bank SHOULD play in Moldova's development in the near future, on a ten point scale? (1-Not a significant role at all, 10-Very significant role)	297	8.35	1.75

2. Which of the following SHOULD the World Bank do to make itself of greater value in Moldova? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=293)
Reduce the complexity of obtaining World Bank financing	42.7%
Improve the quality of its experts as related to Moldova's specific challenges	34.8%
Offer more innovative financial products	21.8%
Work faster	19.5%
Improve the competitiveness of its financing compared to markets	16.0%
Offer more innovative knowledge services	15.4%
Provide more adequate data/knowledge/statistics/figures on Moldova's economy	12.6%
Ensure greater selectivity in its work	12.3%
Focus primarily on advocacy issues	8.5%
Other	2.4%
Increase availability of Fee-Based services	1.7%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Moldova? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=302)</b>
Internet	82.8%
Local television	42.7%
Local newspapers	19.5%
Periodicals	17.9%
Other	6.6%
International television	6.3%
Social media (Facebook, Twitter, Youtube)	4.6%
International newspapers	4.3%
Local radio	3.6%
Blogs	1.3%
International radio	0.3%
Instant messaging	0.3%
Mobile phones	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=302)</b>
World Bank website	54.0%
World Bank seminars/workshops/conferences	39.1%
e-Newsletters	29.8%
World Bank publications and other written materials	28.5%
Direct contact with World Bank (i.e., face to face meetings/discussions)	24.2%
Social media (Facebook, Twitter, Youtube)	10.3%
Instant messaging	4.6%
Mobile phones	1.3%
Blogs	0.7%
Other	0.3%

<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=261)</b>
Yes	60.2%
No	39.8%

<b>4. Have you requested information from the World Bank on its activities in the past year?</b>	<b>Percentage of Respondents (N=275)</b>
Yes	23.3%
No	76.7%

<b>5. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=67)</b>
Yes	98.5%
No	1.5%

<b>6. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=281)</b>
Yes	100.0%
No	0.0%

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

<b>7. Do you use/have used the World Bank website?</b>	<b>Percentage of Respondents (N=290)</b>
Yes	82.1%
No	17.9%

<b>8. Which do you primarily use?</b>	<b>Percentage of Respondents (N=263)</b>
The World Bank's country website	66.2%
The World Bank's main website	33.8%

<b>Please rate how much you agree with the following statements, 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>
9. I use more data from the World Bank as a result of the organization's Open Data policy	242	6.95	2.35
10. I find the World Bank websites easy to navigate	249	7.66	1.75
11. I find the information on the World Bank's websites useful	248	8.06	1.52
12. When I need information from the World Bank I know how to find it	257	7.39	2.21
13. The World Bank is responsive to my information requests and inquiries	209	7.97	1.87

**H. Background Information**

<b>1. Which of the following best describes your current position? (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=300)</b>
Employee of a Ministry, Ministerial Department or Implementation Agency	29.3%
NGOs, including CBOs	16.7%
Private sector organization, Financial sector/Private bank	9.0%
Academia/Research institute/Think tank	8.0%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	5.0%
Bilateral or Multilateral Agency	4.7%
Trade Union	4.7%
Media (Press, Radio, TV, Web, etc.)	4.3%
Office of Minister	3.7%
Project Management Unit (PMU) overseeing implementation of project	3.3%
Office of Parliamentarian	2.7%
Consultant/Contractor working on World Bank supported Project/Program	2.7%
Office of the Prime Minister	2.3%
Other	2.3%
Local Government office or staff	1.3%

**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=296)</b>
Other	13.2%
Education	8.4%
Agriculture and rural development	7.4%
Health and communicable diseases	7.1%
Financial markets	6.8%
Economic growth	6.4%
Information and communications technology	6.1%
Law and justice	6.1%
Social protection	5.4%
Climate change and environmental sustainability	4.4%
Public financial management	4.4%
Research and development	4.4%
Governance and anti-corruption	3.7%
Energy and energy efficiency	3.4%
Business environment deregulation and private sector development	2.4%
Trade and exports	2.4%
Public sector reform	2.0%
Foreign direct investment	1.4%
Transport infrastructure	1.4%
Job creation/employment	1.0%
Poverty reduction	1.0%
Water and sanitation	1.0%
Gender and equality of opportunities	0.3%

<b>3. Currently, do you professionally collaborate/work with the World Bank in your country?</b>	<b>Percentage of Respondents (N=300)</b>
Yes	45.0%
No	55.0%

<b>4. Which of the following describes most of your exposure to the World Bank in Moldova? (Choose no more than TWO)</b>	<b>Percentage of Respondents (N=299)</b>
Use World Bank reports/data	42.5%
Use World Bank website for information, data, research, etc.	35.5%
Engage in World Bank related/sponsored events/activities	30.4%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	27.1%
Collaborate as part of my professional duties	24.4%

<b>5. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=299)</b>
Municipality of Chisinau	90.3%
Other municipality	2.7%
Other	7.0%

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

### A. General Issues facing Moldova

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

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	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The right direction	83.3%	75.9%	83.3%	76.9%	77.8%	69.4%	84.6%	80.0%	66.7%	42.1%
The wrong direction	0.0%	2.3%	11.1%	7.7%	3.7%	12.9%	15.4%	0.0%	8.3%	21.1%
Not sure	16.7%	21.8%	5.6%	15.4%	18.5%	17.7%	0.0%	20.0%	25.0%	36.8%

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

1st Most Important	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	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Economic growth*	64.7%	36.5%	33.3%	23.1%	40.7%	33.3%	30.8%	80.0%	41.7%	52.6%
Energy and energy efficiency	5.9%	3.5%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector reform	5.9%	7.1%	11.1%	23.1%	3.7%	0.0%	7.7%	0.0%	0.0%	5.3%
Gender and equality of opportunities	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Law and justice	5.9%	8.2%	11.1%	30.8%	11.1%	12.7%	23.1%	13.3%	8.3%	0.0%
Business environment deregulation and private sector development*	0.0%	4.7%	11.1%	0.0%	0.0%	6.3%	15.4%	0.0%	20.8%	5.3%
Information and communications technology	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change and environmental sustainability	0.0%	0.0%	5.6%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	5.9%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agriculture and rural development	0.0%	2.4%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%
Transport infrastructure	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	0.0%	7.1%	0.0%	0.0%	0.0%	6.3%	7.7%	0.0%	0.0%	10.5%
Health and communicable diseases	0.0%	4.7%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	4.2%	0.0%
Foreign direct investment	0.0%	2.4%	5.6%	0.0%	7.4%	3.2%	0.0%	0.0%	0.0%	0.0%
Education*	0.0%	0.0%	16.7%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Research and development	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%
Poverty reduction	5.9%	3.5%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	5.3%
Governance and anti-corruption	5.9%	11.8%	5.6%	23.1%	33.3%	23.8%	15.4%	6.7%	20.8%	15.8%
Public financial management	0.0%	1.2%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	5.3%

\*Significantly different between stakeholder groups

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

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

2 <sup>nd</sup> Most Important	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	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Economic growth	11.8%	18.8%	16.7%	15.4%	7.4%	18.0%	7.7%	0.0%	8.3%	5.6%
Energy and energy efficiency	0.0%	3.5%	16.7%	0.0%	3.7%	4.9%	7.7%	0.0%	0.0%	0.0%
Public sector reform	0.0%	1.2%	0.0%	7.7%	0.0%	3.3%	0.0%	0.0%	0.0%	5.6%
Gender and equality of opportunities	0.0%	1.2%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Law and justice	11.8%	14.1%	11.1%	30.8%	25.9%	9.8%	30.8%	26.7%	16.7%	22.2%
Business environment deregulation and private sector development	11.8%	4.7%	5.6%	0.0%	18.5%	3.3%	7.7%	13.3%	0.0%	5.6%
Information and communications technology	0.0%	1.2%	0.0%	0.0%	0.0%	1.6%	7.7%	6.7%	0.0%	0.0%
Financial markets*	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Trade and exports	0.0%	3.5%	5.6%	0.0%	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change and environmental sustainability	5.9%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation*	0.0%	1.2%	0.0%	15.4%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%
Agriculture and rural development	5.9%	2.4%	11.1%	7.7%	7.4%	4.9%	0.0%	0.0%	0.0%	5.6%
Transport infrastructure	0.0%	5.9%	0.0%	0.0%	7.4%	0.0%	0.0%	6.7%	0.0%	0.0%
Job creation/employment	5.9%	8.2%	0.0%	0.0%	3.7%	9.8%	0.0%	0.0%	0.0%	0.0%
Health and communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%	6.7%	4.2%	0.0%
Foreign direct investment	0.0%	3.5%	5.6%	0.0%	0.0%	4.9%	0.0%	13.3%	4.2%	5.6%
Education*	5.9%	4.7%	5.6%	0.0%	3.7%	13.1%	7.7%	6.7%	33.3%	5.6%
Social protection	5.9%	2.4%	0.0%	0.0%	3.7%	0.0%	7.7%	0.0%	0.0%	11.1%
Research and development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%
Poverty reduction	23.5%	7.1%	0.0%	0.0%	3.7%	6.6%	7.7%	0.0%	0.0%	16.7%
Governance and anti-corruption	11.8%	8.2%	22.2%	23.1%	3.7%	14.8%	7.7%	0.0%	25.0%	16.7%
Public financial management	0.0%	5.9%	0.0%	0.0%	3.7%	1.6%	7.7%	0.0%	4.2%	0.0%

\*Significantly different between stakeholder groups

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

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

3 <sup>rd</sup> Most Important	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	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Economic growth	5.9%	7.1%	11.1%	7.1%	3.7%	8.2%	7.7%	14.3%	0.0%	5.3%
Energy and energy efficiency	5.9%	3.5%	0.0%	0.0%	0.0%	1.6%	7.7%	0.0%	0.0%	0.0%
Public sector reform*	0.0%	1.2%	0.0%	21.4%	3.7%	3.3%	0.0%	7.1%	4.2%	5.3%
Gender and equality of opportunities	0.0%	0.0%	0.0%	7.1%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%
Law and justice	0.0%	3.5%	16.7%	7.1%	7.4%	13.1%	7.7%	7.1%	12.5%	5.3%
Business environment deregulation and private sector development	5.9%	5.9%	0.0%	14.3%	3.7%	6.6%	0.0%	21.4%	12.5%	15.8%
Information and communications technology	0.0%	5.9%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%	0.0%	10.5%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	1.2%	5.6%	0.0%	7.4%	3.3%	0.0%	0.0%	8.3%	15.8%
Climate change and environmental sustainability	0.0%	4.7%	5.6%	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	3.5%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%
Agriculture and rural development	23.5%	7.1%	5.6%	0.0%	11.1%	6.6%	7.7%	7.1%	4.2%	0.0%
Transport infrastructure	5.9%	3.5%	5.6%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%
Job creation/employment	0.0%	11.8%	11.1%	0.0%	3.7%	6.6%	7.7%	7.1%	4.2%	5.3%
Health and communicable diseases	5.9%	1.2%	5.6%	14.3%	0.0%	3.3%	0.0%	7.1%	0.0%	0.0%
Foreign direct investment	11.8%	4.7%	5.6%	0.0%	7.4%	8.2%	0.0%	7.1%	4.2%	0.0%
Education	5.9%	4.7%	5.6%	21.4%	7.4%	9.8%	15.4%	0.0%	12.5%	0.0%
Social protection	11.8%	3.5%	0.0%	0.0%	3.7%	4.9%	7.7%	0.0%	0.0%	10.5%
Research and development	0.0%	2.4%	0.0%	0.0%	7.4%	0.0%	7.7%	0.0%	8.3%	0.0%
Poverty reduction	5.9%	5.9%	5.6%	0.0%	11.1%	8.2%	7.7%	7.1%	4.2%	10.5%
Governance and anti-corruption	11.8%	15.3%	11.1%	0.0%	14.8%	4.9%	15.4%	7.1%	16.7%	15.8%
Public financial management	0.0%	3.5%	5.6%	0.0%	3.7%	1.6%	7.7%	0.0%	4.2%	0.0%

\*Significantly different between stakeholder groups

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

Economic growth and better living standards encompass work in many different areas. Which THREE areas of development listed below do you believe would contribute most to economic growth and better living standards in Moldova? (Choose no more than THREE)

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	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Job creation/employment	38.9%	44.3%	33.3%	50.0%	37.0%	38.1%	7.7%	26.7%	41.7%	63.2%
Public sector reform*	11.1%	3.4%	16.7%	14.3%	0.0%	12.7%	15.4%	0.0%	0.0%	21.1%
Law and justice*	16.7%	27.3%	16.7%	57.1%	44.4%	30.2%	53.8%	40.0%	29.2%	10.5%
Public financial management	16.7%	14.8%	27.8%	14.3%	18.5%	15.9%	23.1%	0.0%	12.5%	10.5%
Business environment deregulation and private sector development	38.9%	29.5%	33.3%	28.6%	18.5%	46.0%	30.8%	40.0%	50.0%	31.6%
Financial markets*	5.6%	4.5%	0.0%	0.0%	3.7%	1.6%	0.0%	26.7%	0.0%	0.0%
Governance and anti-corruption	22.2%	35.2%	27.8%	50.0%	44.4%	50.8%	46.2%	60.0%	54.2%	52.6%
Trade and exports	22.2%	12.5%	11.1%	0.0%	18.5%	11.1%	15.4%	20.0%	8.3%	10.5%
Research and development*	5.6%	10.2%	0.0%	0.0%	3.7%	1.6%	0.0%	0.0%	20.8%	0.0%
Agriculture and rural development*	16.7%	26.1%	38.9%	21.4%	48.1%	23.8%	0.0%	6.7%	12.5%	26.3%
Water and sanitation	5.6%	2.3%	0.0%	7.1%	0.0%	3.2%	0.0%	0.0%	4.2%	0.0%
Transport infrastructure*	5.6%	21.6%	11.1%	0.0%	14.8%	3.2%	23.1%	13.3%	4.2%	0.0%
Energy and energy efficiency	11.1%	10.2%	11.1%	0.0%	0.0%	4.8%	7.7%	6.7%	8.3%	0.0%
Information and communications technology	0.0%	9.1%	5.6%	7.1%	7.4%	0.0%	7.7%	13.3%	0.0%	5.3%
Health and communicable diseases	5.6%	4.5%	0.0%	7.1%	3.7%	1.6%	0.0%	6.7%	4.2%	0.0%
Education	11.1%	8.0%	27.8%	28.6%	14.8%	15.9%	23.1%	6.7%	33.3%	21.1%
Social protection	5.6%	5.7%	0.0%	0.0%	0.0%	7.9%	7.7%	0.0%	0.0%	5.3%
Gender and equality of opportunities	0.0%	0.0%	0.0%	0.0%	3.7%	1.6%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment	50.0%	27.3%	27.8%	0.0%	18.5%	20.6%	23.1%	33.3%	16.7%	26.3%
Climate change and environmental sustainability	11.1%	1.1%	5.6%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

In order to help reverse the migration of citizens out of Moldova and to bring Moldovan migrants back to the country, which sectors listed below should the Government prioritize in terms of reform and resources? (Choose no more than THREE)

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			Media			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			
Education	11.1%			11.4%			27.8%			28.6%			7.4%			9.4%			7.7%			0.0%			25.0%			21.1%		
Climate change and environmental sustainability	5.6%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%		
Financial markets*	5.6%			1.1%			0.0%			0.0%			3.7%			1.6%			0.0%			21.4%			0.0%			0.0%		
Job creation/employment	44.4%			75.0%			61.1%			64.3%			55.6%			65.6%			76.9%			71.4%			62.5%			73.7%		
Public financial management*	5.6%			4.5%			27.8%			7.1%			0.0%			3.1%			0.0%			0.0%			4.2%			5.3%		
Transport infrastructure	0.0%			5.7%			0.0%			0.0%			3.7%			1.6%			15.4%			0.0%			0.0%			0.0%		
Law and justice	11.1%			12.5%			11.1%			28.6%			37.0%			17.2%			23.1%			14.3%			20.8%			21.1%		
Poverty reduction	33.3%			29.5%			22.2%			7.1%			48.1%			23.4%			23.1%			14.3%			12.5%			21.1%		
Business environment deregulation and private sector development	44.4%			43.2%			38.9%			50.0%			48.1%			42.2%			38.5%			35.7%			54.2%			52.6%		
Foreign direct investment	16.7%			9.1%			16.7%			7.1%			14.8%			20.3%			15.4%			28.6%			16.7%			10.5%		
Health and communicable diseases	0.0%			2.3%			0.0%			7.1%			0.0%			1.6%			0.0%			7.1%			0.0%			0.0%		
Gender and equality of opportunities	0.0%			1.1%			0.0%			0.0%			0.0%			1.6%			0.0%			0.0%			0.0%			0.0%		
Agriculture and rural development	33.3%			18.2%			16.7%			14.3%			22.2%			21.9%			15.4%			21.4%			12.5%			10.5%		
Water and sanitation	5.6%			1.1%			0.0%			7.1%			0.0%			0.0%			0.0%			0.0%			8.3%			0.0%		
Energy and energy efficiency	5.6%			3.4%			0.0%			0.0%			0.0%			1.6%			0.0%			0.0%			4.2%			0.0%		
Governance and anti-corruption	33.3%			21.6%			38.9%			35.7%			33.3%			26.6%			38.5%			14.3%			25.0%			31.6%		
Economic growth	27.8%			34.1%			27.8%			14.3%			7.4%			40.6%			30.8%			35.7%			29.2%			36.8%		
Information and communications technology	0.0%			4.5%			0.0%			0.0%			3.7%			0.0%			0.0%			0.0%			0.0%			0.0%		
Social protection	5.6%			15.9%			0.0%			14.3%			7.4%			7.8%			7.7%			21.4%			4.2%			0.0%		
Research and development*	11.1%			1.1%			0.0%			0.0%			0.0%			3.1%			0.0%			0.0%			12.5%			0.0%		
Public sector reform	0.0%			1.1%			5.6%			0.0%			0.0%			3.1%			7.7%			7.1%			4.2%			0.0%		
Trade and exports	0.0%			0.0%			0.0%			7.1%			7.4%			1.6%			0.0%			7.1%			0.0%			5.3%		

\*Significantly different between stakeholder groups

### B. Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																													
	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			Media			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	N	Mean	SD
How familiar are you with the work of the World Bank in Moldova?*	18	7.33	1.46	88	6.42	1.95	18	8.56	1.15	14	6.07	1.33	27	7.19	1.73	64	6.23	2.10	13	6.46	1.85	15	8.73	1.10	24	6.71	1.90	19	6.58	2.24

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

	Which of the following best describes your current position?																													
	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			Media			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	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Moldova.*	18	7.61	1.79	82	7.07	1.90	18	8.00	1.50	13	6.92	1.50	26	7.85	1.76	58	6.76	2.11	13	7.85	1.28	15	8.47	1.36	24	6.79	1.79	18	6.39	2.55

(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 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			Media			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	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help Moldova solve its most complicated development challenges?*	15	7.93	1.75	69	7.51	1.59	16	7.81	1.76	9	7.56	1.13	24	8.75	.99	53	7.30	1.97	11	8.55	.82	15	8.47	1.46	18	8.17	1.25	12	6.92	2.35

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

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

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	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Health and communicable diseases	11.1%	17.0%	5.6%	14.3%	3.7%	7.8%	0.0%	13.3%	25.0%	0.0%
Water and sanitation	11.1%	14.8%	5.6%	14.3%	0.0%	7.8%	0.0%	6.7%	4.2%	5.3%
Governance and anti-corruption*	33.3%	21.6%	38.9%	28.6%	55.6%	42.2%	46.2%	20.0%	29.2%	52.6%
Social protection	5.6%	9.1%	0.0%	7.1%	11.1%	10.9%	7.7%	20.0%	8.3%	10.5%
Transport infrastructure*	0.0%	18.2%	5.6%	35.7%	3.7%	6.3%	15.4%	6.7%	8.3%	0.0%
Education	22.2%	15.9%	16.7%	7.1%	22.2%	25.0%	23.1%	0.0%	33.3%	5.3%
Law and justice*	5.6%	12.5%	27.8%	7.1%	40.7%	15.6%	46.2%	6.7%	20.8%	10.5%
Economic growth	16.7%	34.1%	22.2%	21.4%	25.9%	43.8%	23.1%	26.7%	29.2%	47.4%
Foreign direct investment*	44.4%	11.4%	5.6%	0.0%	25.9%	15.6%	23.1%	20.0%	8.3%	21.1%
Business environment deregulation and private sector development	16.7%	20.5%	16.7%	7.1%	18.5%	21.9%	15.4%	26.7%	29.2%	36.8%
Gender and equality of opportunities	0.0%	1.1%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%
Financial markets*	0.0%	3.4%	5.6%	7.1%	7.4%	3.1%	0.0%	53.3%	0.0%	5.3%
Job creation/employment	11.1%	10.2%	16.7%	35.7%	18.5%	18.8%	0.0%	6.7%	16.7%	21.1%
Public sector reform	11.1%	9.1%	11.1%	14.3%	7.4%	10.9%	0.0%	0.0%	8.3%	15.8%
Trade and exports	5.6%	1.1%	5.6%	0.0%	0.0%	4.7%	15.4%	6.7%	0.0%	5.3%
Energy and energy efficiency*	16.7%	10.2%	33.3%	7.1%	11.1%	7.8%	23.1%	20.0%	25.0%	0.0%
Climate change and environmental sustainability	11.1%	3.4%	5.6%	0.0%	0.0%	4.7%	0.0%	0.0%	0.0%	0.0%
Agriculture and rural development	27.8%	35.2%	27.8%	28.6%	18.5%	25.0%	23.1%	20.0%	12.5%	21.1%
Public financial management	16.7%	11.4%	22.2%	35.7%	11.1%	7.8%	15.4%	13.3%	4.2%	21.1%
Information and communications technology	5.6%	9.1%	5.6%	14.3%	14.8%	3.1%	0.0%	6.7%	0.0%	0.0%
Research and development*	5.6%	8.0%	0.0%	0.0%	0.0%	1.6%	7.7%	6.7%	25.0%	0.0%
Poverty reduction	22.2%	19.3%	5.6%	7.1%	3.7%	14.1%	15.4%	20.0%	12.5%	10.5%

\*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 Moldova?

<b>Greatest Value</b>	<b>Office of 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/ Trade Union</b>	<b>Media</b>	<b>Independent Government Institution</b>	<b>Academia/ Research institute/ Think tank</b>	<b>Other</b>
Financial resources	58.8%	54.8%	55.6%	50.0%	42.3%	36.5%	15.4%	40.0%	45.8%	66.7%
Mobilizing third party financial resources	5.9%	4.8%	5.6%	0.0%	11.5%	7.9%	7.7%	0.0%	8.3%	5.6%
Technical assistance	11.8%	16.7%	11.1%	14.3%	34.6%	12.7%	7.7%	20.0%	12.5%	0.0%
Policy advice	11.8%	8.3%	11.1%	14.3%	3.8%	17.5%	7.7%	20.0%	20.8%	11.1%
Donor coordination	5.9%	3.6%	11.1%	0.0%	0.0%	7.9%	23.1%	6.7%	0.0%	0.0%
Data	0.0%	2.4%	0.0%	0.0%	3.8%	1.6%	0.0%	0.0%	0.0%	0.0%
Training/capacity building*	5.9%	4.8%	0.0%	7.1%	3.8%	6.3%	30.8%	6.7%	12.5%	0.0%
Studies/analyses	0.0%	3.6%	0.0%	14.3%	0.0%	6.3%	0.0%	0.0%	0.0%	16.7%
Convening/facilitating*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	6.7%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	1.2%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	5.6%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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 Moldova?

<b>2<sup>nd</sup> Greatest Value</b>	<b>Office of 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/ Trade Union</b>	<b>Media</b>	<b>Independent Government Institution</b>	<b>Academia/ Research institute/ Think tank</b>	<b>Other</b>
Financial resources	17.6%	10.7%	5.6%	7.7%	23.1%	16.7%	23.1%	13.3%	25.0%	11.1%
Mobilizing third party financial resources	0.0%	9.5%	5.6%	7.7%	11.5%	11.7%	7.7%	0.0%	0.0%	0.0%
Technical assistance*	29.4%	21.4%	33.3%	30.8%	11.5%	33.3%	7.7%	60.0%	25.0%	22.2%
Policy advice*	23.5%	15.5%	16.7%	38.5%	3.8%	5.0%	30.8%	6.7%	16.7%	27.8%
Donor coordination	0.0%	9.5%	11.1%	0.0%	11.5%	5.0%	0.0%	0.0%	8.3%	5.6%
Data*	17.6%	4.8%	0.0%	7.7%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Training/capacity building	5.9%	22.6%	22.2%	0.0%	15.4%	10.0%	23.1%	6.7%	12.5%	27.8%
Studies/analyses	5.9%	4.8%	0.0%	7.7%	11.5%	15.0%	0.0%	0.0%	8.3%	5.6%
Convening/facilitating	0.0%	0.0%	5.6%	0.0%	3.8%	1.7%	7.7%	13.3%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	1.2%	0.0%	0.0%	3.8%	1.7%	0.0%	0.0%	4.2%	0.0%
Other	0.0%	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 (continued)****Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Moldova? (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	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Imposing technocratic solutions without regard to political realities	17.6%	17.1%	12.5%	21.4%	4.2%	14.8%	8.3%	6.7%	8.3%	16.7%
Not exploring alternative policy options	23.5%	7.3%	12.5%	14.3%	8.3%	9.8%	16.7%	20.0%	16.7%	22.2%
Too bureaucratic in its operational policies and procedures	35.3%	26.8%	37.5%	14.3%	12.5%	26.2%	8.3%	40.0%	12.5%	16.7%
Staff too inaccessible	0.0%	6.1%	0.0%	0.0%	4.2%	0.0%	8.3%	6.7%	0.0%	0.0%
Arrogant in its approach	0.0%	6.1%	6.3%	7.1%	0.0%	1.6%	0.0%	0.0%	4.2%	0.0%
Not client focused	0.0%	1.2%	0.0%	0.0%	4.2%	4.9%	0.0%	0.0%	8.3%	5.6%
The credibility of its knowledge/data	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	8.3%	6.7%	0.0%	5.6%
Not willing to honestly criticize policies and reform efforts in the country*	0.0%	6.1%	12.5%	21.4%	20.8%	19.7%	41.7%	13.3%	16.7%	22.2%
Too influenced by developed countries	29.4%	18.3%	12.5%	7.1%	4.2%	19.7%	0.0%	6.7%	12.5%	5.6%
Not enough public disclosure of its work	17.6%	30.5%	18.8%	35.7%	33.3%	19.7%	41.7%	20.0%	45.8%	16.7%
World Bank processes too slow and complex	23.5%	24.4%	37.5%	14.3%	20.8%	14.8%	0.0%	46.7%	16.7%	33.3%
Not aligned with country priorities	5.9%	7.3%	0.0%	0.0%	8.3%	8.2%	8.3%	0.0%	8.3%	11.1%
Not aligned with other donors' work	0.0%	2.4%	6.3%	7.1%	8.3%	0.0%	0.0%	0.0%	0.0%	5.6%
Not collaborating enough with non-state actors*	17.6%	4.9%	0.0%	14.3%	37.5%	34.4%	25.0%	6.7%	12.5%	11.1%
Not adequately sensitive to political/social realities in Moldova	17.6%	13.4%	0.0%	0.0%	4.2%	3.3%	8.3%	6.7%	4.2%	22.2%
Other*	0.0%	0.0%	6.3%	21.4%	8.3%	6.6%	0.0%	0.0%	8.3%	0.0%

\*Significantly different between stakeholder groups

**Which World Bank instruments do you believe are the MOST effective in reducing poverty in Moldova? (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	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Investment lending	55.6%	65.9%	44.4%	64.3%	77.8%	60.9%	69.2%	93.3%	66.7%	66.7%
Capacity development*	50.0%	38.6%	44.4%	21.4%	22.2%	43.8%	53.8%	6.7%	50.0%	22.2%
Policy based lending/ budget support to the Government	27.8%	27.3%	33.3%	14.3%	14.8%	21.9%	15.4%	13.3%	12.5%	27.8%
Knowledge products/services	0.0%	8.0%	11.1%	28.6%	7.4%	10.9%	0.0%	0.0%	16.7%	11.1%
Technical assistance	33.3%	38.6%	33.3%	57.1%	63.0%	43.8%	38.5%	66.7%	33.3%	33.3%
Trust Fund management	22.2%	4.5%	16.7%	0.0%	3.7%	6.3%	7.7%	6.7%	4.2%	5.6%
Other	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	5.6%	3.4%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	4.2%	5.6%

\*Significantly different between stakeholder groups

**Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Moldova? (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	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Investment lending	0.0%	6.1%	5.9%	0.0%	16.0%	11.1%	15.4%	6.7%	20.8%	5.6%
Capacity development	5.9%	8.5%	0.0%	14.3%	16.0%	22.2%	15.4%	20.0%	20.8%	22.2%
Policy based lending/ budget support to the Government*	17.6%	23.2%	29.4%	64.3%	52.0%	49.2%	38.5%	33.3%	41.7%	16.7%
Knowledge products/services	52.9%	42.7%	23.5%	35.7%	28.0%	23.8%	30.8%	33.3%	25.0%	50.0%
Technical assistance*	29.4%	23.2%	11.8%	0.0%	8.0%	9.5%	0.0%	0.0%	8.3%	38.9%
Trust Fund management	23.5%	20.7%	23.5%	28.6%	20.0%	11.1%	7.7%	33.3%	29.2%	11.1%
Other	0.0%	1.2%	5.9%	0.0%	4.0%	3.2%	0.0%	6.7%	0.0%	0.0%
Don't know	23.5%	22.0%	41.2%	21.4%	24.0%	20.6%	23.1%	13.3%	16.7%	16.7%

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																													
	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			Media			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	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"?	17	8.47	1.28	78	7.32	1.80	18	7.50	2.20	12	7.67	1.56	27	8.00	1.88	59	7.83	2.17	12	7.67	2.27	14	8.14	1.10	22	7.59	1.92	17	6.00	3.12

(1-To no degree at all, 10-To a very significant degree) \*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 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	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
NGOs*	22.2%	11.5%	11.1%	21.4%	22.2%	62.5%	23.1%	0.0%	20.8%	22.2%
Local Government*	44.4%	78.2%	72.2%	64.3%	18.5%	35.9%	15.4%	46.7%	20.8%	50.0%
Beneficiaries	44.4%	26.4%	33.3%	14.3%	25.9%	15.6%	7.7%	46.7%	16.7%	16.7%
Private sector*	44.4%	43.7%	33.3%	21.4%	77.8%	34.4%	53.8%	46.7%	45.8%	55.6%
Community Based Organizations (CBOs)*	0.0%	6.9%	0.0%	28.6%	0.0%	7.8%	7.7%	0.0%	4.2%	0.0%
Donor community	27.8%	11.5%	16.7%	42.9%	18.5%	12.5%	23.1%	20.0%	12.5%	11.1%
Foundations	0.0%	2.3%	5.6%	0.0%	3.7%	6.3%	15.4%	0.0%	0.0%	0.0%
Academia/think tanks/research institutes*	11.1%	4.6%	0.0%	7.1%	7.4%	9.4%	7.7%	13.3%	70.8%	11.1%
Parliament*	5.6%	4.6%	22.2%	0.0%	0.0%	4.7%	0.0%	6.7%	0.0%	22.2%
Media*	0.0%	3.4%	0.0%	0.0%	18.5%	6.3%	46.2%	0.0%	4.2%	0.0%
Other	0.0%	1.1%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	4.2%	0.0%

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																													
	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			Media			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	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Moldova*	18	8.11	2.05	85	7.60	1.77	18	8.28	1.49	13	8.38	1.19	25	8.16	1.18	62	7.13	2.01	13	8.08	1.26	15	9.27	.96	24	6.67	1.71	18	6.33	2.63
The World Bank's work is aligned with what I consider the development priorities for Moldova*	15	8.07	1.67	82	7.30	1.68	18	8.22	1.80	13	7.54	1.27	25	7.52	1.64	60	6.67	1.86	13	7.62	1.50	15	8.40	1.40	24	6.71	1.94	18	5.83	2.60
The World Bank supports programs and strategies that are realistic for Moldova*	16	7.38	2.22	83	7.55	1.72	18	7.89	1.64	13	7.92	1.19	23	8.17	1.37	60	6.80	1.96	13	7.46	1.27	15	8.40	1.50	24	7.08	1.44	18	6.06	2.60
The World Bank treats clients and stakeholders in Moldova with respect*	16	8.13	2.09	72	7.83	1.75	18	8.78	1.35	11	8.36	.92	25	8.80	1.41	60	7.82	2.03	12	8.58	1.08	15	8.87	1.46	21	7.43	1.72	11	7.09	2.21

\*Significantly different between stakeholder groups

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

To what extent is the World Bank an effective development partner in Moldova 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 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			Media			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	N	Mean	SD
Responsiveness*	16	7.44	1.59	80	7.28	1.71	18	8.17	1.54	9	7.44	1.42	24	8.42	1.21	56	6.89	2.01	11	8.09	.54	15	8.27	1.16	22	6.77	1.88	16	6.19	3.08
Flexibility (in terms of the World Bank's products and services)	15	6.93	1.75	77	6.82	1.61	18	7.17	1.98	8	7.25	1.16	20	7.65	1.09	53	6.66	1.86	11	7.27	1.62	14	7.36	1.28	21	6.43	1.86	16	6.19	2.97
Flexibility (in terms of changing country circumstances)	14	7.00	1.66	72	6.71	1.59	17	7.12	1.93	11	6.82	1.17	21	7.67	1.28	55	6.64	1.97	10	7.40	1.84	14	7.29	1.44	22	6.27	1.61	15	5.87	3.07
Being inclusive*	11	7.91	.70	61	7.13	1.52	14	7.86	1.51	9	6.89	1.76	12	7.67	1.15	44	6.98	1.70	12	7.92	1.00	13	7.77	1.36	20	6.50	1.76	10	5.80	3.46
Openness (sharing data and other information)	12	8.00	1.60	75	7.44	1.75	17	8.00	2.06	14	7.29	1.64	20	8.05	1.32	55	7.31	2.14	12	7.75	.97	13	8.54	1.56	20	7.45	1.70	15	6.47	2.59
Staff accessibility	13	8.08	1.75	73	7.37	1.57	18	7.94	1.95	12	7.17	1.40	22	8.23	1.19	51	7.39	2.07	12	7.67	.78	13	7.92	1.32	20	7.25	2.05	11	7.00	2.41
Straightforwardness and honesty*	15	8.40	1.59	74	8.01	1.43	18	7.78	1.93	11	7.27	1.62	23	9.13	.63	55	7.84	2.00	12	8.67	1.15	15	8.80	.86	20	8.25	1.41	12	7.42	2.39
Collaboration with groups outside of the Government*	13	7.54	2.18	57	7.40	1.66	15	7.07	1.83	12	6.08	1.56	21	8.05	1.63	56	6.88	2.03	11	7.00	1.18	7	8.71	.95	23	6.78	2.00	16	6.19	2.23
Collaboration with the Government	16	8.88	1.26	78	8.33	1.29	17	8.82	1.24	13	8.38	.51	21	8.67	1.02	54	8.17	1.67	11	8.27	.65	13	8.92	.76	21	8.43	1.16	18	7.44	2.09
Collaboration with other donors	15	8.40	.99	58	8.03	1.30	17	7.94	1.48	13	7.46	1.39	19	7.95	1.18	47	7.57	1.93	8	8.38	.52	8	8.50	1.31	17	7.59	1.66	9	7.33	2.69
Follow through over time*	15	8.73	1.39	66	8.06	1.33	17	8.24	1.75	8	6.88	1.64	20	8.70	.86	47	7.91	1.52	10	7.70	.95	11	8.36	1.36	17	7.88	1.11	13	7.15	2.15

\*Significantly different between stakeholder groups

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 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	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The World Bank works too slowly	16.7%	20.7%	23.5%	7.1%	14.8%	9.5%	7.7%	21.4%	14.3%	5.3%
The Government works inefficiently*	0.0%	18.3%	23.5%	21.4%	37.0%	44.4%	46.2%	7.1%	42.9%	15.8%
There is not an adequate level of citizen/civil society participation*	38.9%	46.3%	29.4%	14.3%	18.5%	34.9%	15.4%	21.4%	19.0%	26.3%
Poor donor coordination	16.7%	6.1%	11.8%	0.0%	7.4%	6.3%	0.0%	0.0%	14.3%	0.0%
The World Bank does not do adequate follow through/follow-up	5.6%	9.8%	5.9%	7.1%	11.1%	7.9%	7.7%	0.0%	14.3%	5.3%
Lack of/inadequate levels of capacity in Government*	5.6%	11.0%	35.3%	78.6%	37.0%	17.5%	15.4%	14.3%	14.3%	15.8%
Political pressures and obstacles	55.6%	29.3%	41.2%	35.7%	37.0%	23.8%	23.1%	50.0%	33.3%	52.6%
Reforms are not well thought out in light of country challenges	27.8%	28.0%	11.8%	14.3%	22.2%	30.2%	53.8%	57.1%	33.3%	36.8%
The World Bank is not sensitive enough to political/social realities on the ground	11.1%	13.4%	5.9%	7.1%	0.0%	9.5%	15.4%	7.1%	0.0%	21.1%
Other	0.0%	2.4%	0.0%	7.1%	0.0%	4.8%	7.7%	0.0%	0.0%	0.0%

\*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 Moldova, on a ten point scale? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																													
	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			Media			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	N	Mean	SD
Economic growth*	17	6.59	1.77	78	6.51	1.82	14	7.14	1.99	12	7.17	.94	22	7.64	.95	50	6.06	2.10	12	7.25	1.14	13	7.62	.77	23	6.13	1.79	18	6.17	2.81
Job creation/employment*	16	6.25	2.38	71	5.68	1.75	15	6.67	1.95	10	6.50	1.43	18	6.94	1.35	47	5.21	2.25	10	6.30	1.06	11	6.82	1.25	22	5.14	1.83	13	4.69	2.72
Public sector reform*	12	6.25	2.22	74	6.61	1.96	16	7.19	1.87	14	7.14	1.29	24	6.67	1.79	52	5.98	2.16	10	6.40	1.26	11	8.18	1.08	22	6.00	1.85	17	5.06	2.86
Law and justice	8	5.25	1.98	56	5.59	1.90	13	6.00	1.22	7	5.00	1.00	21	5.38	2.25	48	5.65	2.47	11	5.18	1.40	9	7.11	1.36	21	5.67	2.01	12	3.75	2.05
Public financial management	13	6.69	2.43	65	6.49	2.01	16	6.81	1.72	11	7.36	.81	23	6.43	1.90	49	6.33	1.96	11	6.00	1.00	10	7.50	1.78	22	6.05	1.76	16	5.63	2.60
Governance and anti-corruption	10	5.90	2.51	70	5.56	2.40	15	5.93	2.34	10	5.60	1.43	22	5.50	1.71	51	5.55	2.44	12	5.42	1.78	8	7.13	1.36	22	4.91	1.82	17	4.12	2.34
Business environment deregulation and private sector development*	11	6.09	2.55	68	6.32	2.28	15	7.20	2.34	13	7.38	.96	24	7.50	1.10	49	6.14	2.10	11	6.55	1.86	11	8.00	1.10	21	6.19	2.09	16	5.25	2.77
Foreign direct investment*	16	7.06	2.29	61	6.62	1.97	13	7.46	1.20	9	7.00	1.41	22	7.32	1.29	46	5.93	2.14	11	6.64	2.16	9	7.56	.88	21	5.76	2.30	13	4.54	2.63
Financial markets*	9	5.44	2.35	51	6.27	2.13	11	7.55	.93	9	7.22	1.48	19	6.95	1.47	36	5.81	2.01	11	6.73	1.56	12	8.00	1.04	17	5.65	2.23	12	4.00	2.66
Trade and exports*	11	5.82	2.18	55	6.35	1.83	12	6.67	1.61	7	6.71	1.80	21	7.43	1.40	37	5.84	2.03	12	7.25	1.36	9	7.78	1.30	18	5.50	2.01	12	4.83	2.44
Agriculture and rural development*	16	7.56	1.93	72	6.75	2.24	18	7.78	1.93	10	7.30	1.49	22	6.86	1.39	50	6.22	2.46	11	6.36	2.11	8	7.13	1.25	19	6.05	1.78	14	5.43	2.85
Water and sanitation	12	7.00	2.22	68	6.76	2.02	18	7.50	2.15	9	7.11	1.69	22	7.18	1.56	48	6.35	2.14	9	6.89	1.54	7	7.57	.79	18	6.17	1.72	17	5.53	2.62
Poverty reduction*	17	7.24	2.19	70	6.49	2.21	14	7.00	2.45	7	6.86	1.77	22	6.41	1.82	50	5.70	2.49	12	6.67	1.97	12	7.67	1.23	21	6.19	1.83	18	5.06	2.73
Transport infrastructure	11	6.91	1.92	59	6.54	2.09	15	7.07	1.67	10	6.50	1.51	21	6.24	1.84	46	6.35	2.09	11	6.45	1.51	9	8.00	1.22	19	6.26	1.82	14	5.07	2.46
Energy and energy efficiency	13	7.23	2.17	58	6.52	2.24	16	7.44	2.13	9	6.33	1.87	22	7.05	1.89	41	6.46	2.10	11	6.73	1.35	8	8.00	1.07	18	6.39	1.88	15	5.33	2.47
Information and communications technology*	9	6.89	2.47	63	6.94	1.87	15	7.80	1.52	13	7.31	1.49	25	7.96	1.31	44	7.02	1.96	12	7.67	.98	8	7.88	1.13	20	6.85	2.11	14	4.86	2.91
Health and communicable diseases	14	6.93	2.43	61	6.87	2.00	17	7.94	1.43	8	6.25	1.75	21	7.10	1.22	45	6.62	2.36	10	7.00	1.15	9	8.22	1.20	21	6.86	1.62	12	5.50	2.71
Education*	13	6.85	2.12	61	6.39	2.11	17	7.24	2.02	12	7.08	2.11	22	6.45	1.50	49	6.63	2.27	11	6.45	1.57	9	8.67	1.00	20	6.60	2.06	13	4.69	3.07
Research and development*	14	6.07	2.13	50	5.98	1.99	12	6.83	1.53	8	6.50	1.60	18	7.00	1.14	44	6.05	2.41	9	5.33	2.24	6	8.33	.52	22	4.91	2.83	12	4.50	2.58
Social protection*	9	6.00	2.55	59	6.36	2.02	14	7.71	2.13	9	7.33	1.32	22	6.64	1.99	45	5.98	2.68	8	5.25	2.05	10	7.90	1.20	20	6.40	1.85	16	5.19	2.37
Gender and equality of opportunities*	8	6.63	2.88	51	6.84	1.94	13	7.08	1.38	7	7.29	1.98	19	7.74	2.02	41	6.54	2.32	8	8.13	1.96	6	8.67	.82	18	7.06	2.31	11	5.00	1.90
Climate change and environmental sustainability*	15	6.27	2.84	48	6.67	1.91	15	7.53	2.10	8	6.75	1.91	18	7.00	1.78	41	6.00	2.52	9	5.44	2.40	7	7.29	.95	15	6.00	2.27	11	4.45	3.05

\*Significantly different between stakeholder groups

	Which of the following best describes your current position?																															
	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			Media			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	N	Mean	SD	N	Mean
To what extent does the World Bank's work help to achieve development results in Moldova?*	18	7.44	1.69	83	6.90	1.65	18	7.44	1.62	12	7.58	1.16	24	7.50	1.18	55	6.87	1.91	13	7.62	1.56	15	8.53	.99	23	6.35	1.64	18	5.50	2.73		

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

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

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

	Which of the following best describes your current position?																													
	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			Media			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	N	Mean	SD
The World Bank's financial instruments meet the needs of Moldova*	17	7.82	2.21	83	6.65	1.80	18	7.72	2.05	12	7.33	.98	22	7.82	.80	53	6.49	1.91	12	7.00	1.71	14	8.07	1.07	23	6.91	1.65	18	6.06	2.58
The World Bank meets Moldova's needs for knowledge services*	15	7.33	1.99	78	6.64	1.87	18	7.78	1.48	11	7.82	.60	23	8.09	.95	56	6.63	1.94	12	7.25	1.60	15	8.33	1.35	22	6.68	2.30	16	6.13	3.05

\*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 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	Media	Independent Government Institution	Academia/Research institute/Think tank	Other
Weekly	0.0%	1.1%	11.1%	0.0%	3.7%	3.1%	7.7%	20.0%	4.2%	0.0%
Monthly	22.2%	18.4%	55.6%	50.0%	11.1%	18.8%	30.8%	20.0%	20.8%	10.5%
A few times a year	44.4%	41.4%	16.7%	28.6%	51.9%	34.4%	38.5%	53.3%	50.0%	21.1%
Rarely	27.8%	33.3%	5.6%	21.4%	29.6%	42.2%	23.1%	6.7%	25.0%	57.9%
Never	5.6%	5.7%	11.1%	0.0%	3.7%	1.6%	0.0%	0.0%	0.0%	10.5%

When thinking about the development challenges in Moldova, 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 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	Media	Independent Government Institution	Academia/Research institute/Think tank	Other
Governance and anti-corruption	27.8%	21.6%	50.0%	42.9%	55.6%	39.1%	38.5%	40.0%	41.7%	44.4%
Social protection	5.6%	17.0%	0.0%	14.3%	11.1%	17.2%	15.4%	6.7%	4.2%	5.6%
Economic growth	44.4%	44.3%	38.9%	50.0%	44.4%	48.4%	46.2%	40.0%	29.2%	27.8%
Education*	22.2%	8.0%	16.7%	7.1%	33.3%	29.7%	23.1%	13.3%	25.0%	16.7%
Job creation/employment	22.2%	33.0%	16.7%	21.4%	11.1%	15.6%	7.7%	13.3%	20.8%	33.3%
Financial markets	5.6%	3.4%	0.0%	7.1%	3.7%	3.1%	7.7%	20.0%	4.2%	0.0%
Information and communications technology	0.0%	10.2%	0.0%	0.0%	11.1%	3.1%	7.7%	6.7%	4.2%	0.0%
Trade and exports	11.1%	5.7%	5.6%	7.1%	11.1%	4.7%	0.0%	0.0%	8.3%	11.1%
Business environment deregulation and private sector development	27.8%	19.3%	22.2%	14.3%	22.2%	21.9%	30.8%	33.3%	33.3%	11.1%
Agriculture and rural development	27.8%	21.6%	27.8%	21.4%	22.2%	28.1%	7.7%	13.3%	12.5%	22.2%
Public financial management	5.6%	12.5%	0.0%	21.4%	14.8%	10.9%	23.1%	6.7%	12.5%	22.2%
Health and communicable diseases	11.1%	13.6%	11.1%	0.0%	0.0%	7.8%	0.0%	20.0%	4.2%	0.0%
Gender and equality of opportunities	0.0%	0.0%	5.6%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%
Transport infrastructure	0.0%	11.4%	5.6%	7.1%	7.4%	6.3%	15.4%	6.7%	12.5%	5.6%
Law and justice*	11.1%	9.1%	22.2%	14.3%	22.2%	12.5%	46.2%	33.3%	12.5%	27.8%
Energy and energy efficiency*	27.8%	18.2%	22.2%	7.1%	3.7%	7.8%	0.0%	20.0%	29.2%	0.0%
Foreign direct investment	11.1%	11.4%	5.6%	0.0%	22.2%	6.3%	0.0%	6.7%	4.2%	22.2%
Public sector reform*	5.6%	4.5%	16.7%	35.7%	0.0%	7.8%	0.0%	0.0%	8.3%	5.6%
Climate change and environmental sustainability	11.1%	4.5%	11.1%	0.0%	0.0%	7.8%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	5.6%	8.0%	0.0%	7.1%	0.0%	3.1%	7.7%	0.0%	4.2%	0.0%
Poverty reduction	16.7%	11.4%	0.0%	0.0%	3.7%	10.9%	15.4%	13.3%	8.3%	16.7%
Research and development*	0.0%	2.3%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	16.7%	5.6%

\*Significantly different between stakeholder groups

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

In Moldova, how effective do you believe the World Bank's knowledge and research are at: ... (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																													
	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			Media			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	N	Mean	SD
Raising your awareness of the particular topic*	17	7.41	1.87	83	6.43	2.13	17	7.65	1.58	10	7.20	1.48	20	7.40	1.19	54	6.89	1.93	12	7.50	1.88	15	8.13	.74	22	7.23	1.72	19	5.42	3.01
Stimulating public debate/dialogue*	16	6.81	2.17	77	6.68	1.85	15	7.20	2.01	11	6.64	2.11	20	7.80	1.06	52	6.44	2.15	12	7.67	1.87	14	8.21	.89	22	6.59	2.38	18	5.06	3.00
Enhancing your knowledge and/or skills*	17	7.24	2.28	83	6.70	2.12	18	8.00	1.37	11	7.00	1.73	25	7.64	1.35	54	6.78	2.05	12	7.58	1.98	15	8.40	1.06	23	7.04	2.23	19	5.58	3.19
Contributing to good policy making*	18	7.17	2.41	84	7.19	1.97	18	7.94	1.51	13	7.08	1.38	23	7.74	1.05	56	7.11	1.84	13	7.77	1.69	15	8.67	.98	23	7.13	1.79	19	5.74	2.98
Providing support for program implementation*	17	7.47	1.94	85	7.32	1.85	18	8.50	1.38	12	7.00	1.76	24	8.00	1.69	57	7.46	1.96	13	8.00	1.22	15	8.53	.99	22	7.73	1.28	18	5.89	3.16

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																															
	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			Media			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	N	Mean	SD	N	Mean
Are timely*	18	8.17	1.86	83	7.59	1.85	18	8.44	1.15	9	8.00	.87	24	8.17	1.49	55	7.58	2.01	12	8.33	1.50	15	8.93	.80	23	8.30	1.11	17	6.59	3.10		
Include appropriate level of stakeholder involvement during preparation*	16	7.44	1.93	74	7.01	1.69	18	7.83	1.58	8	7.38	1.30	25	8.28	.79	47	6.89	1.96	12	7.75	1.36	15	8.47	.64	20	7.40	1.39	17	6.53	3.06		
Are relevant to Moldova's development priorities	17	7.82	1.67	82	7.44	1.83	18	8.11	1.37	12	7.67	.98	24	8.42	1.06	55	7.55	1.85	12	7.92	1.51	15	8.40	1.12	24	7.33	1.58	17	6.82	3.13		
Provide feasible recommendations*	17	7.24	1.89	78	7.31	1.90	18	8.22	1.40	11	7.55	1.04	26	8.42	.76	53	7.34	1.79	11	7.45	1.97	15	8.33	.98	21	7.76	1.09	17	6.29	2.91		
Are accessible (well written and easy to understand)	18	7.06	2.55	83	7.13	1.87	18	8.00	1.41	12	7.50	1.17	25	7.88	1.64	54	7.22	1.95	12	7.75	1.82	15	8.47	.99	22	7.27	2.10	19	6.63	2.63		
A source of relevant information on global good practices	17	7.71	2.31	83	7.78	1.57	18	8.11	1.18	10	7.60	1.35	25	8.52	.96	54	7.72	1.58	12	8.25	1.54	15	8.73	1.28	24	7.92	1.69	17	6.94	2.75		
Are adequately disseminated*	17	6.29	2.08	79	6.92	1.98	16	8.06	.85	10	6.40	1.51	22	7.86	1.08	50	6.64	2.23	12	7.33	1.72	15	8.33	.98	20	6.75	2.43	15	6.60	2.32		
Are appropriately translated	16	7.13	2.53	82	7.60	1.99	16	8.25	1.29	5	7.80	2.28	21	8.57	1.12	49	7.41	2.08	11	8.73	.90	14	8.29	1.27	18	7.56	2.18	15	7.67	1.99		
Are adaptable to Moldova's specific development challenges and country circumstances	18	6.89	1.94	81	6.98	1.87	17	7.88	1.83	12	7.25	1.48	24	7.88	1.19	53	6.81	2.00	11	7.27	1.95	15	8.20	.77	23	7.13	1.96	16	6.38	3.20		

\*Significantly different between stakeholder groups

	Which of the following best describes your current position?																															
	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			Media			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	N	Mean	SD	N	Mean
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?*	17	7.76	1.79	86	7.34	1.75	18	7.94	1.63	12	7.58	1.00	26	8.12	.82	60	7.47	1.96	13	8.31	1.38	15	8.33	.90	23	7.00	1.76	17	6.00	3.04		
Overall, how would you rate the technical quality of the World Bank's knowledge/research?*	17	7.65	1.80	77	7.61	1.61	17	8.53	1.01	12	7.92	1.00	26	8.62	1.06	57	7.74	1.53	12	8.25	1.06	15	8.60	.91	23	8.09	1.08	17	6.94	2.88		
Overall, how effective is the World Bank at providing linkage to non-Bank expertise?*	11	7.27	2.20	51	6.82	1.88	12	7.75	1.14	6	6.83	1.83	21	8.38	.80	37	7.14	1.78	9	8.44	1.13	9	7.89	1.27	18	6.94	1.11	12	5.83	3.19		

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality; 1-Not effective at all, 10-Very effective) \*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 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			Media			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	N	Mean	SD
The World Bank disburses funds promptly*	13	7.08	2.22	59	6.61	2.17	17	8.12	1.90	7	5.71	2.75	21	8.38	.92	44	6.95	2.11	7	8.00	1.00	13	8.00	1.47	17	6.35	2.26	8	5.00	3.30
The World Bank effectively monitors and evaluates the projects and programs it supports*	17	8.29	2.02	81	7.56	1.97	18	8.44	1.29	11	6.36	2.29	24	8.17	1.76	54	7.44	2.15	10	7.50	1.72	14	9.07	.83	22	8.09	1.34	16	7.06	2.57
The World Bank's approvals and reviews are done in a timely fashion*	15	6.73	1.79	76	7.05	1.70	17	8.24	1.44	8	6.00	2.20	22	8.14	1.52	48	7.08	2.22	9	7.78	1.09	14	8.36	.84	21	7.33	1.83	12	6.50	2.28
The World Bank's "Safeguard Policy" requirements are reasonable*	10	6.20	2.70	62	6.85	1.81	15	7.87	1.81	6	7.00	1.79	17	7.82	1.07	42	7.40	1.93	9	7.56	1.88	13	8.38	.96	17	7.41	1.42	10	5.30	3.16
The World Bank imposes reasonable conditions on its lending*	14	7.71	2.58	65	7.03	1.94	17	8.35	1.80	11	7.09	1.58	24	8.42	.88	48	6.85	2.12	11	7.73	1.10	13	8.54	.97	18	7.56	1.82	16	5.31	2.77
Working with the World Bank increases this country's institutional capacity*	18	8.06	2.10	81	7.78	1.75	18	8.28	2.05	14	7.29	1.82	26	8.58	1.06	55	7.76	1.90	12	8.17	1.53	15	9.27	.70	23	8.00	1.17	17	6.24	3.15
The World Bank ensures consistency and continuity through staff changes*	8	5.88	3.09	52	7.04	1.71	16	7.63	1.93	7	6.14	1.86	16	7.69	1.85	40	7.05	1.77	10	7.90	.99	11	8.27	1.10	15	7.40	1.24	6	6.00	2.61
The World Bank's teams and visits are well coordinated*	15	8.20	2.08	72	7.81	1.69	16	8.44	1.71	8	6.25	2.25	21	8.19	1.40	46	7.65	1.99	9	8.56	.73	15	9.00	1.00	16	7.81	1.47	9	7.56	1.33
Where country systems are adequate, the World Bank makes appropriate use of them	8	7.25	3.24	45	6.93	2.07	15	7.73	1.94	8	7.38	1.60	16	8.38	1.09	34	7.50	1.73	8	8.00	.93	11	8.09	1.51	12	6.25	2.34	9	6.44	2.30
The World Bank provides effective implementation support	16	7.94	2.35	77	7.90	1.55	18	8.44	1.76	9	6.78	2.33	24	7.88	2.17	56	7.75	2.06	11	8.09	1.30	15	8.87	.92	20	7.55	1.64	15	6.67	3.04

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																													
	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			Media			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	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Moldova's development in the near future?	18	9.00	1.68	86	8.34	1.55	18	8.61	1.38	13	7.92	1.71	27	8.67	1.75	63	8.14	2.00	13	8.69	1.11	14	9.29	.83	23	8.17	.98	19	7.16	2.91

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

### F. The Future Role of the World Bank in Moldova (continued)

Which of the following SHOULD the World Bank do to make itself of greater value in Moldova? (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	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Improve the quality of its experts as related to Moldova's specific challenges	38.9%	36.1%	38.9%	21.4%	25.9%	36.1%	38.5%	33.3%	39.1%	38.9%
Reduce the complexity of obtaining World Bank financing	44.4%	43.4%	38.9%	42.9%	48.1%	42.6%	30.8%	53.3%	30.4%	50.0%
Focus primarily on advocacy issues	11.1%	9.6%	0.0%	7.1%	7.4%	14.8%	0.0%	0.0%	8.7%	5.6%
Improve the competitiveness of its financing compared to markets	16.7%	16.9%	11.1%	21.4%	22.2%	9.8%	38.5%	6.7%	8.7%	22.2%
Ensure greater selectivity in its work	0.0%	13.3%	0.0%	14.3%	14.8%	14.8%	15.4%	0.0%	17.4%	22.2%
Provide more adequate data/knowledge/statistics/figures on Moldova's economy	11.1%	12.0%	11.1%	7.1%	7.4%	13.1%	15.4%	26.7%	17.4%	5.6%
Offer more innovative financial products	11.1%	22.9%	22.2%	28.6%	22.2%	27.9%	15.4%	20.0%	26.1%	5.6%
Offer more innovative knowledge services	22.2%	8.4%	22.2%	21.4%	18.5%	14.8%	15.4%	26.7%	26.1%	5.6%
Increase availability of Fee-Based services	0.0%	1.2%	0.0%	0.0%	7.4%	1.6%	7.7%	0.0%	0.0%	0.0%
Work faster	33.3%	24.1%	27.8%	14.3%	11.1%	13.1%	7.7%	26.7%	8.7%	22.2%
Other	0.0%	1.2%	5.6%	7.1%	7.4%	1.6%	0.0%	0.0%	4.3%	0.0%

### G. Communication and Information Sharing

How do you get most of your information about economic and social development issues in Moldova? (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	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Local newspapers	11.1%	15.9%	5.6%	30.8%	29.6%	23.4%	23.1%	13.3%	8.3%	31.6%
International newspapers*	0.0%	5.7%	0.0%	15.4%	7.4%	0.0%	0.0%	20.0%	4.2%	0.0%
Local radio	0.0%	2.3%	0.0%	0.0%	11.1%	1.6%	0.0%	6.7%	4.2%	10.5%
International radio	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	16.7%	47.7%	50.0%	38.5%	37.0%	50.0%	15.4%	53.3%	45.8%	26.3%
International television	5.6%	4.5%	16.7%	0.0%	18.5%	3.1%	0.0%	6.7%	8.3%	5.3%
Periodicals*	44.4%	18.2%	5.6%	7.7%	14.8%	14.1%	38.5%	13.3%	29.2%	5.3%
Internet	88.9%	87.5%	83.3%	84.6%	74.1%	81.3%	69.2%	80.0%	87.5%	84.2%
Social media (Facebook, Twitter, Youtube)	0.0%	4.5%	5.6%	0.0%	0.0%	10.9%	15.4%	0.0%	0.0%	0.0%
Blogs	0.0%	2.3%	0.0%	0.0%	3.7%	1.6%	0.0%	0.0%	0.0%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%
Other	5.6%	5.7%	22.2%	7.7%	0.0%	4.7%	15.4%	6.7%	0.0%	15.8%

\*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 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	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
World Bank website	55.6%	62.5%	52.9%	28.6%	44.4%	56.3%	53.8%	53.3%	45.8%	47.4%
Direct contact with World Bank (i.e., face to face meetings/discussions)*	22.2%	15.9%	29.4%	28.6%	44.4%	25.0%	46.2%	40.0%	12.5%	10.5%
e-Newsletters	16.7%	28.4%	29.4%	35.7%	22.2%	37.5%	23.1%	26.7%	45.8%	21.1%
Instant messaging	0.0%	8.0%	5.9%	0.0%	7.4%	3.1%	0.0%	0.0%	8.3%	0.0%
World Bank seminars/workshops/conferences*	33.3%	48.9%	47.1%	50.0%	22.2%	28.1%	30.8%	53.3%	58.3%	21.1%
World Bank publications and other written materials*	50.0%	23.9%	29.4%	57.1%	22.2%	25.0%	30.8%	20.0%	16.7%	52.6%
Mobile phones*	0.0%	1.1%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Social media (Facebook, Twitter, Youtube)*	11.1%	6.8%	0.0%	0.0%	22.2%	18.8%	7.7%	6.7%	0.0%	10.5%
Blogs	0.0%	1.1%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%
Other	5.6%	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 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	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	66.7%	69.1%	81.3%	30.8%	46.2%	60.0%	72.7%	71.4%	52.2%	35.3%
No	33.3%	30.9%	18.8%	69.2%	53.8%	40.0%	27.3%	28.6%	47.8%	64.7%

\*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 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	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	35.3%	17.9%	37.5%	28.6%	12.5%	23.7%	33.3%	42.9%	18.2%	11.8%
No	64.7%	82.1%	62.5%	71.4%	87.5%	76.3%	66.7%	57.1%	81.8%	88.2%

**Were you able to obtain this information?**

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	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**Do you have access to the Internet?**

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	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

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	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	94.1%	73.8%	88.2%	91.7%	85.2%	77.8%	100.0%	100.0%	82.6%	83.3%
No	5.9%	26.2%	11.8%	8.3%	14.8%	22.2%	0.0%	0.0%	17.4%	16.7%

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

Which do you primarily use?\*

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	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The World Bank's country website	82.4%	72.6%	46.7%	69.2%	44.0%	76.4%	84.6%	46.7%	50.0%	64.3%
The World Bank's main website	17.6%	27.4%	53.3%	30.8%	56.0%	23.6%	15.4%	53.3%	50.0%	35.7%

\*Significantly different between stakeholder groups

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 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			Media			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	N	Mean	SD
I use more data from the World Bank as a result of the organization's Open Data policy	17	7.29	2.39	75	6.72	2.26	15	8.07	2.15	6	5.83	2.32	18	7.11	1.81	53	6.49	2.74	12	8.25	1.60	12	8.00	1.65	22	6.86	2.38	11	6.55	2.46
I find the World Bank websites easy to navigate*	15	7.20	1.82	65	7.40	1.62	16	8.06	2.21	13	6.85	1.52	25	8.24	1.01	51	7.10	2.30	13	8.46	.78	15	8.27	1.39	21	8.29	1.15	13	8.23	1.24
I find the information on the World Bank's websites useful	15	7.53	2.03	65	7.83	1.19	16	8.63	2.22	13	7.54	1.33	24	8.58	.88	50	7.86	1.87	13	8.46	.52	15	8.73	.96	21	8.38	1.36	13	7.69	1.97
When I need information from the World Bank I know how to find it*	17	6.88	2.91	68	6.84	2.34	17	8.35	2.26	12	6.50	2.20	22	7.82	1.05	57	7.33	2.32	12	8.08	1.98	15	8.33	1.59	20	7.30	2.32	15	8.13	1.19
The World Bank is responsive to my information requests and inquiries	13	8.23	2.39	57	7.67	1.81	16	8.56	2.22	10	7.80	1.03	15	8.47	1.13	47	7.70	2.11	9	8.44	1.13	14	9.21	.89	15	7.33	2.19	12	7.83	1.64

\*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	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	61.1%	44.8%	83.3%	78.6%	38.5%	27.0%	38.5%	93.3%	25.0%	31.6%
No	38.9%	55.2%	16.7%	21.4%	61.5%	73.0%	61.5%	6.7%	75.0%	68.4%

\*Significantly different between stakeholder groups

Which of the following describes most of your exposure to the World Bank in Moldova? (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	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	22.2%	22.4%	5.6%	14.3%	3.8%	39.1%	23.1%	6.7%	54.2%	52.6%
Use World Bank reports/data*	11.1%	51.8%	11.1%	28.6%	42.3%	46.9%	69.2%	40.0%	45.8%	31.6%
Engage in World Bank related/sponsored events/activities*	50.0%	25.9%	50.0%	21.4%	19.2%	35.9%	15.4%	66.7%	25.0%	10.5%
Collaborate as part of my professional duties*	38.9%	18.8%	66.7%	71.4%	30.8%	4.7%	7.7%	46.7%	16.7%	21.1%
Use World Bank website for information, data, research, etc.	33.3%	41.2%	16.7%	35.7%	53.8%	39.1%	30.8%	13.3%	25.0%	31.6%

\*Significantly different between stakeholder groups

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

### A. General Issues facing Moldova

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

Percentage of Respondents	Chisinau	Other
The right direction	75.3%	53.6%
The wrong direction	7.5%	7.1%
Not sure	17.2%	39.3%

When considering development priorities, which ONE development priority below is the most important in Moldova? 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	Chisinau	Other
Economic growth	40.9%	44.8%
Energy and energy efficiency	1.9%	0.0%
Public sector reform	5.3%	3.4%
Gender and equality of opportunities	0.4%	0.0%
Law and justice	10.6%	6.9%
Business environment deregulation and private sector development	6.8%	0.0%
Information and communications technology	0.8%	0.0%
Financial markets	0.0%	0.0%
Trade and exports	0.4%	0.0%
Climate change and environmental sustainability	0.8%	3.4%
Water and sanitation	0.8%	0.0%
Agriculture and rural development*	0.4%	6.9%
Transport infrastructure	0.0%	0.0%
Job creation/employment	4.2%	6.9%
Health and communicable diseases	2.3%	0.0%
Foreign direct investment	2.3%	6.9%
Education	2.3%	0.0%
Social protection	0.0%	0.0%
Research and development	0.8%	0.0%
Poverty reduction	2.3%	0.0%
Governance and anti-corruption	15.9%	20.7%
Public financial management	1.1%	0.0%

\*Significantly different between locations

2 <sup>nd</sup> Most Important		
Percentage of Respondents	Chisinau	Other
Economic growth	13.8%	13.8%
Energy and energy efficiency	3.1%	10.3%
Public sector reform	1.9%	0.0%
Gender and equality of opportunities	0.8%	0.0%
Law and justice	17.2%	13.8%
Business environment deregulation and private sector development	6.1%	3.4%
Information and communications technology	1.9%	0.0%
Financial markets	1.5%	0.0%
Trade and exports	1.1%	3.4%
Climate change and environmental sustainability	0.8%	0.0%
Water and sanitation	1.5%	0.0%
Agriculture and rural development	3.1%	10.3%
Transport infrastructure	3.4%	0.0%
Job creation/employment	5.0%	6.9%
Health and communicable diseases	1.1%	0.0%
Foreign direct investment	3.4%	6.9%
Education	8.8%	6.9%
Social protection	2.3%	3.4%
Research and development	0.4%	0.0%
Poverty reduction	7.3%	3.4%
Governance and anti-corruption	12.3%	13.8%
Public financial management	3.1%	3.4%

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

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

<b>3<sup>rd</sup> Most Important</b>		
<b>Percentage of Respondents</b>	<b>Chisinau</b>	<b>Other</b>
Economic growth	7.6%	0.0%
Energy and energy efficiency	2.3%	0.0%
Public sector reform	3.4%	3.4%
Gender and equality of opportunities	1.1%	0.0%
Law and justice	7.6%	10.3%
Business environment deregulation and private sector development	8.0%	0.0%
Information and communications technology	2.7%	3.4%
Financial markets	0.8%	0.0%
Trade and exports	3.1%	6.9%
Climate change and environmental sustainability*	1.5%	10.3%
Water and sanitation	1.5%	3.4%
Agriculture and rural development	6.9%	10.3%
Transport infrastructure	2.3%	0.0%
Job creation/employment	7.6%	3.4%
Health and communicable diseases	3.1%	0.0%
Foreign direct investment	5.0%	6.9%
Education	8.8%	0.0%
Social protection	3.8%	6.9%
Research and development	2.3%	3.4%
Poverty reduction*	5.7%	17.2%
Governance and anti-corruption	12.2%	10.3%
Public financial management	2.7%	3.4%

\*Significantly different between locations

Economic growth and better living standards encompass work in many different areas. Which THREE areas of development listed below do you believe would contribute most to economic growth and better living standards in Moldova?

(Choose no more than THREE)

<b>Percentage of Respondents (Responses Combined)</b>	<b>Chisinau</b>	<b>Other</b>
Job creation/employment	40.9%	41.4%
Public sector reform	8.2%	6.9%
Law and justice*	32.3%	10.3%
Public financial management	15.2%	10.3%
Business environment deregulation and private sector development	35.3%	31.0%
Financial markets	3.3%	6.9%
Governance and anti-corruption	42.8%	48.3%
Trade and exports*	11.2%	24.1%
Research and development	5.9%	3.4%
Agriculture and rural development*	21.2%	51.7%
Water and sanitation	2.2%	3.4%
Transport infrastructure	11.9%	6.9%
Energy and energy efficiency	6.7%	6.9%
Information and communications technology	5.9%	0.0%
Health and communicable diseases	3.7%	0.0%
Education	16.4%	13.8%
Social protection	4.5%	6.9%
Gender and equality of opportunities	0.7%	0.0%
Foreign direct investment*	26.4%	6.9%
Climate change and environmental sustainability	1.9%	6.9%

\*Significantly different between locations

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

In order to help reverse the migration of citizens out of Moldova and to bring Moldovan migrants back to the country, which sectors listed below should the Government prioritize in terms of reform and resources?

(Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Which best represents your geographic location?	
	Chisinau	Other
Education	13.0%	10.3%
Climate change and environmental sustainability	0.4%	0.0%
Financial markets	2.2%	3.4%
Job creation/employment	68.8%	58.6%
Public financial management	4.8%	6.9%
Transport infrastructure	3.3%	0.0%
Law and justice	18.2%	10.3%
Poverty reduction	26.8%	27.6%
Business environment deregulation and private sector development	44.2%	41.4%
Foreign direct investment	15.2%	10.3%
Health and communicable diseases	1.9%	0.0%
Gender and equality of opportunities	0.7%	0.0%
Agriculture and rural development	18.2%	20.7%
Water and sanitation	1.5%	3.4%
Energy and energy efficiency*	1.5%	6.9%
Governance and anti-corruption	26.0%	37.9%
Economic growth	31.6%	34.5%
Information and communications technology	1.5%	3.4%
Social protection	9.3%	10.3%
Research and development	3.0%	0.0%
Public sector reform	2.6%	0.0%
Trade and exports	2.2%	0.0%

\*Significantly different between locations

### B. Overall Attitudes toward the World Bank

	Which best represents your geographic location?					
	Chisinau			Other		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Moldova?	270	6.71	2.00	29	7.03	1.97

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

	Which best represents your geographic location?					
	Chisinau			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Moldova.*	258	7.09	1.98	26	8.19	1.55

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

	Which best represents your geographic location?					
	Chisinau			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help Moldova solve its most complicated development challenges?*	218	7.68	1.69	23	8.48	1.34

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

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

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

Percentage of Respondents (Responses Combined)	Chisinau	Other
Health and communicable diseases*	12.6%	0.0%
Water and sanitation	8.9%	6.9%
Governance and anti-corruption	34.4%	34.5%
Social protection	9.3%	6.9%
Transport infrastructure	11.5%	6.9%
Education	18.1%	20.7%
Law and justice	18.5%	10.3%
Economic growth	32.6%	37.9%
Foreign direct investment*	13.7%	37.9%
Business environment deregulation and private sector development	21.9%	13.8%
Gender and equality of opportunities	0.7%	0.0%
Financial markets	6.7%	0.0%
Job creation/employment	14.1%	24.1%
Public sector reform	9.6%	6.9%
Trade and exports	3.3%	0.0%
Energy and energy efficiency	13.3%	6.9%
Climate change and environmental sustainability*	2.2%	10.3%
Agriculture and rural development	24.4%	37.9%
Public financial management*	14.4%	0.0%
Information and communications technology	7.0%	3.4%
Research and development	5.9%	6.9%
Poverty reduction	14.4%	17.2%

\*Significantly different between locations

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 Moldova?

Greatest Value		
Percentage of Respondents	Chisinau	Other
Financial resources	47.7%	48.3%
Mobilizing third party financial resources	5.7%	6.9%
Technical assistance	15.6%	6.9%
Policy advice	12.2%	10.3%
Donor coordination	5.3%	6.9%
Data	1.5%	0.0%
Training/capacity building	6.9%	3.4%
Studies/analyses	3.4%	10.3%
Convening/facilitating	0.8%	0.0%
Linkage to non-Bank expertise	0.4%	3.4%
Other	0.8%	3.4%

2 <sup>nd</sup> Greatest Value		
Percentage of Respondents	Chisinau	Other
Financial resources	14.0%	24.1%
Mobilizing third party financial resources	7.4%	10.3%
Technical assistance	27.5%	13.8%
Policy advice	14.7%	13.8%
Donor coordination	6.2%	10.3%
Data	3.1%	3.4%
Training/capacity building	15.5%	17.2%
Studies/analyses	7.8%	6.9%
Convening/facilitating	2.3%	0.0%
Linkage to non-Bank expertise	1.6%	0.0%
Other	0.0%	0.0%

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

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

Percentage of Respondents (Responses Combined)	Chisinau	Other
Imposing technocratic solutions without regard to political realities	14.1%	7.4%
Not exploring alternative policy options	13.3%	7.4%
Too bureaucratic in its operational policies and procedures	24.3%	18.5%
Staff too inaccessible	2.7%	3.7%
Arrogant in its approach	3.5%	0.0%
Not client focused	3.1%	3.7%
The credibility of its knowledge/data	1.6%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	15.3%	7.4%
Too influenced by developed countries	14.1%	18.5%
Not enough public disclosure of its work	27.5%	33.3%
World Bank processes too slow and complex	22.4%	18.5%
Not aligned with country priorities	6.7%	7.4%
Not aligned with other donors' work	2.4%	3.7%
Not collaborating enough with non-state actors*	14.9%	37.0%
Not adequately sensitive to political/social realities in Moldova	8.2%	11.1%
Other	4.3%	3.7%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Chisinau	Other
Investment lending	65.4%	65.5%
Capacity development	38.7%	31.0%
Policy based lending/ budget support to the Government	23.8%	13.8%
Knowledge products/services	10.0%	3.4%
Technical assistance	40.9%	51.7%
Trust Fund management	6.7%	6.9%
Other	0.4%	0.0%
Don't know	2.6%	3.4%

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

Percentage of Respondents (Responses Combined)	Chisinau	Other
Investment lending	8.9%	14.3%
Capacity development	14.3%	17.9%
Policy based lending/ budget support to the Government	36.3%	39.3%
Knowledge products/services	34.4%	28.6%
Technical assistance	15.1%	14.3%
Trust Fund management	20.1%	14.3%
Other	1.9%	3.6%
Don't know	21.2%	21.4%

	Which best represents your geographic location?					
	Chisinau			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"?	249	7.48	2.06	26	8.50	1.27

(1-To no degree at all, 10-To a very significant degree) \*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)	Chisinau	Other
NGOs*	20.5%	72.4%
Local Government*	53.4%	24.1%
Beneficiaries	24.6%	13.8%
Private sector	44.8%	44.8%
Community Based Organizations (CBOs)	5.2%	10.3%
Donor community	16.4%	13.8%
Foundations	3.4%	3.4%
Academia/think tanks/research institutes	12.7%	10.3%
Parliament	6.0%	0.0%
Media	6.3%	6.9%
Other	1.5%	0.0%

\*Significantly different between locations

### 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 Moldova, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Chisinau			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Moldova*	263	7.53	1.93	27	8.37	1.15
The World Bank's work is aligned with what I consider the development priorities for Moldova	255	7.21	1.90	26	7.54	1.48
The World Bank supports programs and strategies that are realistic for Moldova	255	7.35	1.89	26	7.77	1.21
The World Bank treats clients and stakeholders in Moldova with respect*	232	7.96	1.83	27	8.78	1.22

\*Significantly different between locations

To what extent is the World Bank an effective development partner in Moldova 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?					
	Chisinau			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness*	239	7.24	1.89	26	8.35	1.20
Flexibility (in terms of the World Bank's products and services)*	227	6.77	1.81	25	7.80	1.22
Flexibility (in terms of changing country circumstances)*	226	6.70	1.83	24	7.63	1.38
Being inclusive*	188	7.10	1.71	19	7.95	1.43
Openness (sharing data and other information)	227	7.47	1.89	25	8.04	1.54
Staff accessibility	219	7.47	1.71	24	8.04	1.88
Straightforwardness and honesty	227	8.05	1.65	26	8.69	1.32
Collaboration with groups outside of the Government*	203	7.02	1.91	28	7.82	1.59
Collaboration with the Government	238	8.31	1.42	25	8.84	.75
Collaboration with other donors	193	7.83	1.57	20	8.35	1.14
Follow through over time	203	8.01	1.48	23	8.30	1.22

\*Significantly different between locations

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)	Which best represents your geographic location?	
	Chisinau	Other
The World Bank works too slowly	15.8%	10.7%
The Government works inefficiently	26.3%	39.3%
There is not an adequate level of citizen/civil society participation	31.7%	39.3%
Poor donor coordination	6.6%	3.6%
The World Bank does not do adequate follow through/follow-up	8.5%	7.1%
Lack of/inadequate levels of capacity in Government	20.8%	14.3%
Political pressures and obstacles	34.4%	35.7%
Reforms are not well thought out in light of country challenges	29.7%	28.6%
The World Bank is not sensitive enough to political/social realities on the ground	10.0%	3.6%
Other	2.7%	0.0%

### 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 Moldova, on a ten point scale? (1-Not effective at all, 10-Very effective)

	Which best represents your geographic location?					
	Chisinau			Other		
	N	Mean	SD	N	Mean	SD
Economic growth	232	6.57	1.86	28	7.14	1.96
Job creation/employment	209	5.76	2.01	24	6.21	1.98
Public sector reform	226	6.42	2.08	26	6.77	1.77
Law and justice	181	5.51	2.00	25	5.64	2.46
Public financial management	210	6.50	1.91	26	6.04	2.18
Governance and anti-corruption	208	5.54	2.23	28	5.04	2.33
Business environment deregulation and private sector development	211	6.54	2.18	27	6.26	1.89
Foreign direct investment	195	6.44	2.14	25	6.80	1.61
Financial markets	166	6.27	2.18	21	6.38	1.47
Trade and exports	170	6.24	1.99	25	6.88	1.69
Agriculture and rural development	212	6.67	2.20	27	6.85	2.11
Water and sanitation	201	6.64	2.04	27	7.26	1.81
Poverty reduction	216	6.34	2.29	27	6.52	2.03
Transport infrastructure	189	6.46	2.06	25	6.68	1.35
Energy and energy efficiency	188	6.61	2.14	23	6.87	1.71
Information and communications technology	199	7.04	1.99	25	7.44	1.80
Health and communicable diseases	195	6.85	2.05	22	7.36	1.50
Education	204	6.53	2.22	23	7.17	1.47
Research and development*	175	5.87	2.23	21	7.14	2.01
Social protection	185	6.28	2.25	27	6.96	2.03
Gender and equality of opportunities	161	6.83	2.21	22	7.50	1.47
Climate change and environmental sustainability*	166	6.27	2.36	22	7.32	1.62

\*Significantly different between locations

	Which best represents your geographic location?					
	Chisinau			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Moldova?	251	7.00	1.83	28	7.43	1.48

(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 Moldova, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Chisinau			Other		
	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Moldova	247	6.89	1.91	25	7.48	1.36
The World Bank meets Moldova's needs for knowledge services	238	6.96	1.97	27	7.48	1.63

### 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	Chisinau	Other
Weekly	4.1%	0.0%
Monthly	22.7%	17.2%
A few times a year	40.5%	27.6%
Rarely	29.0%	44.8%
Never	3.7%	10.3%

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

When thinking about the development challenges in Moldova, 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)	Which best represents your geographic location?	
	Chisinau	Other
Governance and anti-corruption	34.9%	48.3%
Social protection	11.9%	17.2%
Economic growth	43.9%	41.4%
Education	19.3%	13.8%
Job creation/employment	23.4%	13.8%
Financial markets	4.5%	0.0%
Information and communications technology	6.7%	0.0%
Trade and exports	6.3%	6.9%
Business environment deregulation and private sector development*	24.2%	6.9%
Agriculture and rural development*	18.6%	48.3%
Public financial management	12.3%	10.3%
Health and communicable diseases	9.3%	0.0%
Gender and equality of opportunities	1.1%	0.0%
Transport infrastructure	9.3%	0.0%
Law and justice	17.5%	3.4%
Energy and energy efficiency	14.9%	6.9%
Foreign direct investment	9.7%	10.3%
Public sector reform	5.9%	13.8%
Climate change and environmental sustainability	3.7%	10.3%
Water and sanitation	4.1%	6.9%
Poverty reduction	9.3%	17.2%
Research and development	3.0%	0.0%

\*Significantly different between locations

In Moldova, how effective do you believe the World Bank's knowledge and research are at: ...

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

	Which best represents your geographic location?					
	Chisinau			Other		
	N	Mean	SD	N	Mean	SD
Raising your awareness of the particular topic	241	6.83	2.04	26	7.31	1.64
Stimulating public debate/dialogue	230	6.69	2.12	26	7.27	1.80
Enhancing your knowledge and/or skills	248	6.93	2.13	28	7.57	1.91
Contributing to good policy making	255	7.21	1.98	26	7.73	1.51
Providing support for program implementation*	253	7.41	1.97	27	8.41	.84

\*Significantly different between locations

In Moldova, to what extent do you believe that the World Bank's knowledge and research: ...

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

	Which best represents your geographic location?					
	Chisinau			Other		
	N	Mean	SD	N	Mean	SD
Are timely	247	7.80	1.89	27	8.30	1.17
Include appropriate level of stakeholder involvement during preparation	227	7.26	1.83	24	7.96	1.08
Are relevant to Moldova's development priorities*	248	7.57	1.83	27	8.30	.99
Provide feasible recommendations	238	7.45	1.85	28	8.11	.92
Are accessible (well written and easy to understand)	249	7.32	1.99	28	7.79	1.23
A source of relevant information on global good practices	248	7.83	1.72	26	8.27	.96
Are adequately disseminated	231	6.98	2.05	25	7.48	.96
Are appropriately translated	222	7.71	1.99	25	8.04	1.06
Are adaptable to Moldova's specific development challenges and country circumstances	244	7.07	1.95	26	7.77	1.63

\*Significantly different between locations

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

	Which best represents your geographic location?					
	Chisinau			Other		
	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?	259	7.47	1.82	27	8.00	1.73
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	244	7.86	1.57	27	8.07	1.64
Overall, how effective is the World Bank at providing linkage to non-Bank expertise?	164	7.18	1.87	22	7.55	1.57

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality; 1-Not effective at all, 10-Very effective)

**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?					
	Chisinau			Other		
	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly*	186	6.94	2.21	18	8.28	1.45
The World Bank effectively monitors and evaluates the projects and programs it supports	238	7.66	1.97	27	8.33	1.88
The World Bank's approvals and reviews are done in a timely fashion*	219	7.17	1.87	22	8.36	1.40
The World Bank's "Safeguard Policy" requirements are reasonable	182	7.14	1.99	18	7.72	1.18
The World Bank imposes reasonable conditions on its lending	209	7.24	2.07	27	7.81	1.78
Working with the World Bank increases this country's institutional capacity	250	7.84	1.92	27	8.52	1.19
The World Bank ensures consistency and continuity through staff changes	161	7.14	1.89	19	7.58	1.22
The World Bank's teams and visits are well coordinated	202	7.87	1.78	24	8.50	1.10
Where country systems are adequate, the World Bank makes appropriate use of them*	152	7.26	2.01	14	8.43	.85
The World Bank provides effective implementation support*	233	7.73	1.98	27	8.63	1.11

\*Significantly different between locations

**F. The Future Role of the World Bank in Moldova**

	Which best represents your geographic location?					
	Chisinau			Other		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Moldova's development in the near future?	264	8.28	1.81	29	8.93	1.10

(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 Moldova? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Chisinau	Other
Improve the quality of its experts as related to Moldova's specific challenges	36.2%	20.7%
Reduce the complexity of obtaining World Bank financing	41.9%	51.7%
Focus primarily on advocacy issues	8.5%	10.3%
Improve the competitiveness of its financing compared to markets	16.2%	17.2%
Ensure greater selectivity in its work	12.3%	6.9%
Provide more adequate data/knowledge/statistics/figures on Moldova's economy	13.5%	6.9%
Offer more innovative financial products	20.4%	31.0%
Offer more innovative knowledge services	16.5%	6.9%
Increase availability of Fee-Based services	1.9%	0.0%
Work faster	19.6%	17.2%
Other	1.9%	6.9%

## G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Chisinau	Other
Local newspapers	19.0%	27.6%
International newspapers	4.5%	0.0%
Local radio	3.3%	6.9%
International radio	0.4%	0.0%
Local television	42.0%	44.8%
International television	6.3%	6.9%
Periodicals	19.3%	6.9%
Internet	82.9%	82.8%
Social media (Facebook, Twitter, Youtube)	4.5%	6.9%
Blogs	1.1%	3.4%
Mobile phones	0.0%	0.0%
Instant messaging	0.0%	0.0%
Other	7.4%	0.0%

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

Percentage of Respondents (Responses Combined)	Chisinau	Other
World Bank website	53.2%	62.1%
Direct contact with World Bank (i.e., face to face meetings/ discussions)	22.7%	37.9%
e-Newsletters	29.7%	27.6%
Instant messaging	4.5%	0.0%
World Bank seminars/workshops/conferences	40.9%	27.6%
World Bank publications and other written materials*	31.6%	3.4%
Mobile phones	1.1%	3.4%
Social media (Facebook, Twitter, Youtube)*	8.9%	20.7%
Blogs	0.7%	0.0%
Other	0.4%	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	Chisinau	Other
Yes	61.6%	47.6%
No	38.4%	52.4%

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

Percentage of Respondents	Chisinau	Other
Yes	22.8%	28.0%
No	77.2%	72.0%

Were you able to obtain this information?

Percentage of Respondents	Chisinau	Other
Yes	98.3%	100.0%
No	1.7%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Chisinau	Other
Yes	100.0%	100.0%
No	0.0%	0.0%

Do you use/have used the World Bank website?

Percentage of Respondents	Chisinau	Other
Yes	83.3%	75.0%
No	16.7%	25.0%

Which do you primarily use?

Percentage of Respondents	Chisinau	Other
The World Bank's country website	64.8%	83.3%
The World Bank's main website	35.2%	16.7%

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

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?					
	Chisinau			Other		
	N	Mean	SD	N	Mean	SD
I use more data from the World Bank as a result of the organization's Open Data policy	217	6.97	2.31	22	6.55	2.77
I find the World Bank websites easy to navigate*	226	7.59	1.76	20	8.40	1.50
I find the information on the World Bank's websites useful	226	8.01	1.55	20	8.60	1.23
When I need information from the World Bank I know how to find it	231	7.36	2.19	22	7.73	2.59
The World Bank is responsive to my information requests and inquiries	189	7.89	1.90	18	8.78	1.44

\*Significantly different between locations

### H. Background Information

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

Percentage of Respondents	Chisinau	Other
Yes	46.3%	34.5%
No	53.7%	65.5%

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

Percentage of Respondents (Responses Combined)	Chisinau	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)	27.3%	24.1%
Use World Bank reports/data	43.8%	31.0%
Engage in World Bank related/sponsored events/activities	30.7%	27.6%
Collaborate as part of my professional duties	25.8%	10.3%
Use World Bank website for information, data, research, etc.	34.5%	48.3%

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

FY '03 Response Number = 251 • FY '08 Response Number = 194 • FY '13 Response Number = 303

### B. Overall Attitudes toward the World Bank

	year								
	FY 2003			FY 2008			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Moldova? <sup>^</sup>	245	7.29	1.87	186	7.12	1.74	303	6.76	1.99

(1-Not familiar at all, 10-Extremely familiar) <sup>^</sup>Significantly different between FY13 and FY03 country surveys.

	year								
	FY 2003			FY 2008			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Moldova.	241	7.35	1.71	188	7.51	1.74	288	7.19	1.96

(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 Moldova, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

	year								
	FY 2003			FY 2008			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Moldova	244	7.80	1.86	189	7.57	1.82	294	7.61	1.88
The World Bank's work is aligned with what I consider the development priorities for Moldova	231	7.14	2.12	182	6.99	1.93	285	7.24	1.86
The World Bank supports programs and strategies that are realistic for Moldova*				176	6.93	1.98	285	7.39	1.84
The World Bank treats clients and stakeholders in Moldova with respect	225	8.12	2.00	177	8.06	1.95	263	8.06	1.78

\*Significantly different between FY13 and FY08 country surveys.

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

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

	year								
	FY 2003			FY 2008			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Flexibility (in terms of changing country circumstances)				116	6.59	2.10	253	6.80	1.81
Staff accessibility <sup>^</sup>	227	6.88	2.16	175	7.00	2.39	247	7.55	1.74
Straightforwardness and honesty <sup>^</sup>	206	7.06	1.94	171	7.78	2.25	257	8.12	1.63

<sup>^</sup>Significantly different between FY13 and FY03 country surveys.

<sup>1</sup> Only those questions that were asked in the FY '03, FY '08 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 Moldova, on a ten point scale? (1-Not effective at all, 10-Very effective)

	year								
	FY 2003			FY 2008			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Economic growth <sup>^</sup>	234	6.03	1.72	157	6.56	1.92	262	6.63	1.87
Public sector reform <sup>^*</sup>	217	5.47	2.05	148	5.85	2.03	254	6.45	2.05
Law and justice <sup>*</sup>	198	5.27	2.04	144	4.98	2.07	208	5.53	2.05
Public financial management	225	6.74	1.75	157	6.60	2.06	238	6.45	1.94
Agriculture and rural development <sup>*</sup>				154	5.98	2.20	242	6.69	2.18
Poverty reduction <sup>^</sup>	225	5.79	1.80	167	6.23	1.95	245	6.36	2.25
Health and communicable diseases <sup>^*</sup>	204	5.91	1.97	150	6.16	2.11	220	6.89	2.00
Education <sup>*</sup>	211	6.13	1.95	153	5.75	2.27	229	6.59	2.16
Social protection				152	6.06	2.19	214	6.38	2.23
Gender and equality of opportunities <sup>^*</sup>	161	5.77	2.03	136	5.55	2.27	184	6.92	2.14
Climate change and environmental sustainability <sup>*</sup>				139	5.18	2.16	189	6.39	2.30

<sup>^</sup>Significantly different between FY13 and FY03 country surveys; <sup>\*</sup>Significantly different between FY13 and FY08 country surveys.

### D. The World Bank's Knowledge

In Moldova, to what extent do you believe that the World Bank's knowledge and research: ...

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

	year								
	FY 2003			FY 2008			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are adaptable to Moldova's specific development challenges and country circumstances <sup>^*</sup>	226	6.33	1.77	173	6.28	2.07	272	7.15	1.93

<sup>^</sup>Significantly different between FY13 and FY03 country surveys; <sup>\*</sup>Significantly different between FY13 and FY08 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 2008			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly <sup>^</sup>	142	5.97	2.56	102	6.95	2.23	208	7.05	2.17
The World Bank effectively monitors and evaluates the projects and programs it supports	156	7.74	2.21	115	7.20	2.50	269	7.74	1.96
The World Bank imposes reasonable conditions on its lending				160	7.39	2.10	239	7.32	2.04
Working with the World Bank increases this country's institutional capacity <sup>*</sup>	152	7.53	1.94	110	7.01	2.32	281	7.90	1.87

<sup>^</sup>Significantly different between FY13 and FY03 country surveys; <sup>\*</sup>Significantly different between FY13 and FY08 country surveys.

**G. Communication and Information Sharing****Do you have access to the Internet?**

Percentage of Respondents	2008	2013
Yes	93.6%	100.0%
No	6.4%	0.0%

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

Percentage of Respondents	2008	2013
Yes	75.4%	82.1%
No	24.6%	17.9%

**Which do you primarily use?**

Percentage of Respondents	2008	2013
The World Bank's country website	71.1%	66.2%
The World Bank's main website	28.9%	33.8%

## 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 Moldova? (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 Moldova.	6.67	7.79	7.56	6.16	7.05	7.41	6.93	7.77	7.04	7.65	7.22	7.15
To what extent do you believe the World Bank's staff is well prepared to help Moldova solve its most complicated development challenges?	7.34	8.14	7.99	7.00	7.69	7.90	7.59	8.11	7.62	8.18	7.79	7.74
Overall the World Bank currently plays a relevant role in development in Moldova	7.10	8.20	7.98	6.61	7.65	7.53	7.33	8.23	7.37	8.32	7.66	7.50
The World Bank's work is aligned with what I consider the development priorities for Moldova	6.63	7.91	7.64	6.13	7.23	7.25	6.94	7.91	7.00	7.94	7.26	7.18
Responsiveness	6.93	7.81	7.71	6.37	7.34	7.40	7.06	7.99	7.26	7.66	7.39	7.32
Openness (sharing data and other information)	7.19	7.88	7.85	6.56	7.36	7.77	7.31	8.00	7.45	7.76	7.65	7.30
Collaboration with groups outside of the Government	6.72	7.64	7.42	6.42	7.06	7.24	6.98	7.55	7.06	7.37	7.18	7.06
Collaboration with the Government	8.03	8.73	8.59	7.73	8.38	8.33	8.20	8.72	8.26	8.67	8.38	8.32
Collaboration with other donors	7.60	8.16	8.09	7.29	7.88	7.93	7.69	8.34	7.85	8.03	7.90	7.90
To what extent does the World Bank's work help to achieve development results in Moldova?	6.51	7.65	7.39	6.12	7.01	7.11	6.86	7.46	6.82	7.74	6.99	7.16
The World Bank's financial instruments meet the needs of Moldova	6.50	7.46	7.37	5.88	6.89	7.07	6.70	7.53	6.79	7.46	6.97	6.97
The World Bank meets Moldova's needs for knowledge services	6.59	7.52	7.44	5.93	6.89	7.24	6.80	7.56	6.83	7.65	7.05	7.02
The World Bank's knowledge and research are adaptable to Moldova's specific development challenges and country circumstances	6.65	7.68	7.52	6.16	6.99	7.39	6.86	7.79	6.97	7.71	7.28	6.96
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	7.03	8.07	7.88	6.59	7.40	7.70	7.26	8.13	7.38	8.00	7.61	7.38
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	7.55	8.29	8.20	7.08	7.82	8.01	7.70	8.34	7.78	8.26	7.98	7.77
Where country systems are adequate, the World Bank makes appropriate use of them	7.04	7.71	7.73	6.18	7.15	7.65	7.13	7.81	7.21	7.72	7.43	7.23

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix F: Moldova FY 2013 Questionnaire



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

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

<b>A1. In general would you say that Moldova 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 Moldova? 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	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Energy and energy efficiency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Public sector reform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Gender and equality of opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Law and justice (e.g., judicial system)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Business environment deregulation and private sector development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Information and communications technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Financial markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Climate change (including adaptation, mitigation, disaster management) and environmental sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Water and sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Agriculture and rural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Transport infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Job creation/employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Health and communicable diseases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Social protection (e.g., pensions, targeted social assistance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Research and development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Poverty reduction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Governance and anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Public financial management (e.g., public expenditure, fiscal system reform)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION A: GENERAL ISSUES**

<b>A3. Economic growth and better living standards encompass work in many different areas.</b>	
<b>Which THREE areas of development listed below do you believe would contribute most to economic growth and better living standards in Moldova? (Choose no more than THREE)</b>	
1	Job creation/employment
2	Public sector reform
3	Law and justice (e.g., judicial system)
4	Public financial management (e.g., public expenditure, fiscal system reform)
5	Business environment deregulation and private sector development
6	Financial markets
7	Governance and anti-corruption
8	Trade and exports
9	Research and development
10	Agriculture and rural development
11	Water and sanitation
12	Transport infrastructure
13	Energy and energy efficiency
14	Information and communications technology
15	Health and communicable diseases
16	Education
17	Social protection (e.g., pensions, targeted social assistance)
18	Gender and equality of opportunities
19	Foreign direct investment
20	Climate change (including adaptation, mitigation, disaster management) and environmental sustainability

**SECTION A: GENERAL ISSUES**

**A4. In order to help reverse the migration of citizens out of Moldova and to bring Moldovan migrants back to the country, which sectors listed below should the Government prioritize in terms of reform and resources? (Choose no more than THREE)**

1	Education
2	Climate change (including adaptation, mitigation, disaster management) and environmental sustainability
3	Financial markets
4	Job creation/employment
5	Public financial management (e.g., public expenditure, fiscal system reform)
6	Transport infrastructure
7	Law and justice (e.g., judicial system)
8	Poverty reduction
9	Business environment deregulation and private sector development
10	Foreign direct investment
11	Health and communicable diseases
12	Gender and equality of opportunities
13	Agriculture and rural development
14	Water and sanitation
15	Energy and energy efficiency
16	Governance and anti-corruption
17	Economic growth
18	Information and communications technology
19	Social protection (e.g., pensions, targeted social assistance)
20	Research and development
21	Public sector reform
22	Trade and exports

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

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

**B4. When thinking about how the World Bank can have the most impact on development results in Moldova, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Moldova? (Choose no more than THREE)**

1	Health and communicable diseases
2	Water and sanitation
3	Governance and anti-corruption
4	Social protection (e.g., pensions, targeted social assistance)
5	Transport infrastructure
6	Education
7	Law and justice (e.g., judicial system)
8	Economic growth
9	Foreign direct investment
10	Business environment deregulation and private sector development
11	Gender and equality of opportunities
12	Financial markets
13	Job creation/employment
14	Public sector reform
15	Trade and exports
16	Energy and energy efficiency
17	Climate change (including adaptation, mitigation, disaster management) and environmental sustainability
18	Agriculture and rural development
19	Public financial management (e.g., public expenditure, fiscal system reform)
20	Information and communications technology
21	Research and development
22	Poverty reduction

**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 Moldova?</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	Linkage to non-Bank expertise (i.e., South-South 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 Moldova? (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 other donors' work
14	Not collaborating enough with non-state actors
15	Not adequately sensitive to political/social realities in Moldova
16	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 Moldova? (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 Moldova? (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**

**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)**

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 Moldova, on a ten point scale?**

		Strongly disagree										Strongly agree	Don't know
		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 Moldova	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 Moldova	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 Moldova	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B14</b>	The World Bank treats clients and stakeholders in Moldova with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

To what extent is the World Bank an effective development partner in Moldova, in terms of each of the following?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>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 other donors	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 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 Moldova, on a ten point scale?		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>C1</b>	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C2</b>	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C3</b>	Public sector reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C4</b>	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C5</b>	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C6</b>	Governance and anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C7</b>	Business environment deregulation and private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C8</b>	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C9</b>	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C10</b>	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C11</b>	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C12</b>	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C13</b>	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C14</b>	Transport infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C15</b>	Energy and energy efficiency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C16</b>	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C17</b>	Health and communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C18</b>	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C19</b>	Research and development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C20</b>	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C21</b>	Gender and equality of opportunities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C22</b>	Climate change (including adaptation, mitigation, disaster management) and environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

### C23. To what extent does the World Bank's work help to achieve development results in Moldova, 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

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

<b>To what extent do you agree with the following statements about the World Bank in Moldova, 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>C24</b>	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Moldova											<input type="checkbox"/>
<b>C25</b>	The World Bank meets Moldova's needs for knowledge services (e.g., research, analysis, data, technical assistance)											<input type="checkbox"/>

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**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

**D2. When thinking about the development challenges in Moldova, 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	Governance and anti-corruption
2	Social protection (e.g., pensions, targeted social assistance)
3	Economic growth
4	Education
5	Job creation/employment
6	Financial markets
7	Information and communications technology
8	Trade and exports
9	Business environment deregulation and private sector development
10	Agriculture and rural development
11	Public financial management (e.g., public expenditure, fiscal system reform)
12	Health and communicable diseases
13	Gender and equality of opportunities
14	Transport infrastructure
15	Law and justice (e.g., judicial system)
16	Energy and energy efficiency
17	Foreign direct investment
18	Public sector reform
19	Climate change (including adaptation, mitigation, disaster management) and environmental sustainability
20	Water and sanitation
21	Poverty reduction
22	Research and development

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

<b>In Moldova, how effective do you believe the World Bank's knowledge and research are at:</b>													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
<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>In Moldova, to what extent do you believe that the World Bank's knowledge and research:</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>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 Moldova'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 Moldova's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

**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

**D18. Overall, how would you rate the technical quality of the World Bank's knowledge/research, 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

**D19. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.)?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all						Very effective				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 Moldova'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 MOLDOVA**

<b>F1. How significant a role do you believe the World Bank SHOULD play in Moldova'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 Moldova? (Choose no more than TWO)</b>	
1	Improve the quality of its experts as related to Moldova'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 Moldova'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	Other (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 Moldova? (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 publications and other written materials
7	Mobile phones
8	Social media (Facebook, Twitter, Youtube)
9	Blogs
10	Other (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**

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

<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>G9</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>G10</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>G11</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>G12</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>G13</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****H1. Which of the following best describes your current position? (Please mark only ONE response)**

1	Office of the President
2	Office of the Prime-Minister
3	Office of Minister
4	Office of Parliamentarian
5	Employee of a Ministry, Ministerial Department or Implementation Agency
6	Consultant/Contractor working on World Bank supported Project/Program
7	Project Management Unit (PMU) overseeing implementation of project
8	Local Government Office or Staff
9	Bilateral or Multilateral agency
10	Private Sector Organization, Financial Sector/Private Bank
11	NGOs, including CBOs
12	Media (Press, Radio, TV, Web, etc.)
13	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
14	Trade Union
15	Academia/Research Institute/Think Tank
16	Judiciary Branch
17	Other (please specify): _____

**SECTION H: BACKGROUND INFORMATION**

<b>H2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	
1	Agriculture and rural development
2	Business environment deregulation and private sector development
3	Climate change (including adaptation, mitigation, disaster management) and environmental sustainability
4	Economic growth
5	Education
6	Energy and energy efficiency
7	Financial markets
8	Foreign direct investment
9	Gender and equality of opportunities
10	Governance and anti-corruption
11	Health and communicable diseases
12	Information and communications technology
13	Job creation/employment
14	Law and justice (e.g., judicial system)
15	Poverty reduction
16	Public financial management (e.g., public expenditure, fiscal system reform)
17	Public sector reform
18	Research and development
19	Social protection (e.g., pensions, targeted social assistance)
20	Trade and exports
21	Transport infrastructure
22	Water and sanitation
23	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 Moldova? (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	Municipality of Chisinau
2	Other municipality
3	Other

**Thank you for completing the survey!**