



## World Bank Group Country Survey FY14 – ALBANIA

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Albania or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Albania, greater insight into how the Bank's work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Albania.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you'll be candid.

Finally, the survey relates to the World Bank Group's work. The World Bank Group consists of the International Bank for Reconstruction and Development (IBRD), which lends to governments of middle-income and creditworthy low-income countries; the International Development Association (IDA), which provides interest-free loans and grants to governments of the poorest countries; 3) the International Finance Corporation (IFC), which is focused exclusively on the private sector to help developing countries achieve sustainable growth by financing investment, mobilizing capital in international financial markets, and providing advisory services to businesses and governments; 4) the Multilateral Investment Guarantee Agency (MIGA), which works to promote foreign direct investment into developing countries to support economic growth, reduce poverty, and improve people's lives and fulfills this mandate by offering political risk insurance (guarantees) to investors and lenders; and 5) the International Centre for Settlement of Investment Disputes (ICSID), which provides international facilities for conciliation and arbitration of investment disputes. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

**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. If you feel that you do not have an adequate amount of information on a subject, please check "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 A: GENERAL ISSUES FACING ALBANIA

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

## SECTION A: GENERAL ISSUES

**A2. Listed below are a number of development priorities in Albania.**

**Please identify which of the following you consider the most important development priorities in Albania? (Choose no more than THREE)**

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

**A3. Poverty reduction is a broad term that encompasses work in many different areas.**

**Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Albania? (Choose no more than THREE)**

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

## SECTION A: GENERAL ISSUES

### A4. Economic growth can be driven by a number of factors.

Which THREE areas below do you believe would contribute most to generating economic growth in Albania? (Choose no more than THREE)

1	Energy	15	Regulatory framework
2	Gender equity	16	Trade and exports
3	Equality of opportunity (i.e., equity)	17	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Social protection (e.g., pensions, targeted social assistance)	18	Domestic private sector development
5	EU integration	19	Job creation/employment
6	Climate change (e.g., mitigation, adaptation)	20	Agricultural development
7	Anti corruption	21	Food security
8	Disaster management	22	Transport (e.g., roads, bridges, transportation)
9	Rural development	23	Natural resource management (e.g., oil, gas, mining)
10	Foreign direct investment	24	Environmental sustainability
11	Urban development	25	Health
12	Water and sanitation	26	Law and justice (e.g., judicial system)
13	Education	27	Crime and violence
14	Information and communications technology	28	Financial markets

**A5. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Albania? (Choose no more than TWO)**

1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Better governance (incl. anti corruption)
6	Greater access to health and nutrition for citizens
7	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
8	A growing middle class
9	Better opportunity for the poor who live in rural areas
10	Better opportunity for the poor who live in urban areas
11	Consistent economic growth
12	More reliable social safety net
13	Greater equity of fiscal policy
14	Education and training that better ensure job opportunity
15	Better quality public services
16	Other (please specify): _____

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

**B1. There are several institutions in the World Bank Group that work in developing countries around the world. How familiar are you with their work in Albania?**

		1 - Not familiar at all								Extremely familiar - 10	
1	The World Bank (IBRD)	1	2	3	4	5	6	7	8	9	10
2	International Finance Corporation (IFC)	1	2	3	4	5	6	7	8	9	10

**B2. Overall, please rate your impression of the World Bank Group member organization's effectiveness in Albania.**

		1 - Not effective at all								Very effective - 10		Don't know
1	The World Bank (IBRD)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	International Finance Corporation (IFC)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Albania solve its most complicated development challenges?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

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

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

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

**B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Albania?**

		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy and economic advice	<input type="checkbox"/>	<input type="checkbox"/>
4	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Capacity development (e.g., institutional development, training for staff at state institutions)	<input type="checkbox"/>	<input type="checkbox"/>
7	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
8	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
9	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (knowledge exchange)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

**How effectively do the World Bank Group's activities below support Albania's efforts to achieve development results?**

		Not effective at all										Very effective	Don't know
B6	Convening/facilitating	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B7	Data	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B8	Policy and economic advice	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B9	Studies/analyses	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B10	Financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	Technical assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B12	Mobilizing third party financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B13	Donor coordination	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B14	Linkage to non-Bank expertise (knowledge exchange)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**The World Bank Group can provide capacity building support in a number of ways in Albania. To which degree would Albania benefit, if capacity building were to support...?**

		To no degree at all										To a very significant degree	Don't know
B15	Groups outside of government (e.g., civil society, media) to help them more effectively engage and participate in development efforts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	The public sector, related to implementation of specific development projects on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	The public sector, related to strengthening institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	The private sector, related to institutional and policy change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

**How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Albania?** (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
B19	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B20	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B21	Policy advice/design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**When thinking about how to improve capacity building in Albania to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?** (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")

		Not important at all										Very important	Don't know
B22	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B23	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B24	Policy advice/design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**B25. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Albania? (Choose no more than TWO)**

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Albania
4	Not enough public disclosure of its work
5	Arrogant in its approach
6	Not aligned with country priorities
7	The credibility of its knowledge/data
8	World Bank Group's processes too complex
9	Not willing to honestly criticize policies and reform efforts in the country
10	Too influenced by developed countries
11	Imposing technocratic solutions without regard to political realities
12	World Bank Group's processes too slow
13	Too bureaucratic in its operational policies and procedures
14	Not aligned with other donors' work
15	Not collaborating enough with non-state actors (i.e., civil society)
16	Not client focused
17	Other (please specify): _____
18	Don't know

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

**B26. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Albania? (Choose no more than TWO)**

1	Capacity development (e.g., institutional development, training for staff at state institutions)
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management (managing funds of development partners)
7	Other (please specify): _____
8	Don't know

**B27. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)**

1	Academia/think tanks/research institutes
2	Donor community
3	Media
4	NGOs
5	Local Government
6	Private sector
7	Parliament
8	Community Based Organizations (CBOs)
9	Beneficiaries
10	Foundations
11	Other (please specify): _____
12	Don't know

**To what extent do you agree with the following statements about the World Bank Group's work in Albania?**

		Strongly disagree										Strongly agree	Don't know
<b>B28</b>	Overall the World Bank Group currently plays a relevant role in development in Albania	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B29</b>	The World Bank Group's work is aligned with what I consider the development priorities for Albania	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B30</b>	The World Bank Group supports programs and strategies that are realistic for Albania	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B31</b>	The World Bank Group treats clients and stakeholders in Albania with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

To what extent is the World Bank Group an effective development partner in Albania, 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>B32</b>	Responsiveness											<input type="checkbox"/>	
<b>B33</b>	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>	
<b>B34</b>	Flexibility (in terms of adapting to changing country circumstances)											<input type="checkbox"/>	
<b>B35</b>	Being inclusive											<input type="checkbox"/>	
<b>B36</b>	Openness (sharing data and other information)											<input type="checkbox"/>	
<b>B37</b>	Staff accessibility											<input type="checkbox"/>	
<b>B38</b>	Straightforwardness and honesty											<input type="checkbox"/>	
<b>B39</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work											<input type="checkbox"/>	
<b>B40</b>	Collaboration with civil society											<input type="checkbox"/>	
<b>B41</b>	Collaboration with the Government											<input type="checkbox"/>	
<b>B42</b>	Collaboration with other donors and development partners											<input type="checkbox"/>	
<b>B43</b>	Collaboration with the private sector											<input type="checkbox"/>	
<b>B44</b>	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>	
<b>B45</b>	Being a long-term partner											<input type="checkbox"/>	

**B46. To be a more effective development partner in Albania, do you believe that the World Bank Group should have... ? (Select only ONE response)**

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
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**B47. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

1	The World Bank Group does not do adequate follow through/follow-up
2	There is not an adequate level of citizen/civil society participation
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	Poor donor coordination
6	The World Bank Group works too slowly
7	The Government works inefficiently
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____



## SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Albania?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	EU integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Albania? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	EU integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

**C3. Where are the World Bank Group's decisions made primarily that support the program in Albania? (Select only ONE response)**

1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

**C4. To what extent does the World Bank Group's work help to achieve development results in Albania?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all					To a very significant degree					Don't know

**To what extent do you agree with the following statements about the World Bank Group in Albania?**

		Strongly disagree										Strongly agree	Don't know
<b>C5</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Albania	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C6</b>	The World Bank Group meets Albania's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Albania?**

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

<b>D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

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

<b>D12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b>												
1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
Not significant at all									Very significant		Don't know	

<b>D13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>												
1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
Very low technical quality									Very high technical quality		Don't know	

## SECTION E: WORKING WITH THE WORLD BANK GROUP

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	The World Bank Group's "Safeguard Policy" <sup>1</sup> requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	The World Bank Group takes decisions quickly in Albania	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Working with the World Bank Group increases Albania's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	The World Bank Group ensures consistency and continuity even when there are staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E9	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E10	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E11	The World Bank Group monitors misuse of funds / corruption in its projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E12. Which of the following best describes the way the World Bank Group operates in Albania? (Select only one response)	
1	The World Bank Group takes too much risk in Albania
2	The World Bank Group does not take enough risk in Albania
3	The World Bank Group's approach to risk is appropriate
4	Don't know
5	Prefer not to answer

<sup>1</sup> The World Bank's environmental and social safeguard policies are a cornerstone of its support to sustainable poverty reduction. The objective of these policies is to prevent and mitigate undue harm to people and their environment in the development process. These policies provide guidelines for bank and borrower staffs in the identification, preparation, and implementation of programs and projects.

## SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN ALBANIA

**F1. How significant a role do you believe the World Bank (IBRD) SHOULD play in Albania's development in the near future?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not a significant role at all									Very significant role	Don't know

**F2. How significant a role do you believe IFC, through its support for the private sector, SHOULD play in Albania's development in the near future?**

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

**F3. Which of the following SHOULD the World Bank Group do to make itself of greater value in Albania? (Choose no more than TWO)**

1	Provide more adequate data/knowledge/statistics/figures on comparable markets/sectors and country economy
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Offer more innovative financial products
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Improve the quality of its experts as related to Albania's specific challenges
7	Offer more innovative knowledge services
8	Ensure greater selectivity in its work
9	Increase the level of capacity development in the country
10	Reduce the complexity of obtaining World Bank Group financing
11	Work faster
12	Ensure greater synergy within the World Bank Group (IBRD, IFC, and MIGA)
13	Transform the Doing Business report into a practical instrument to help improve business climate
14	Other (please specify): _____

**F4. When considering the combination of services that the World Bank Group offers in Albania, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Albania? (Select only ONE response)**

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Albania
6	Don't know

## SECTION G: COMMUNICATION AND INFORMATION SHARING

**G1. How do you get most of your information about economic and social development issues in Albania? (Choose no more than TWO)**

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

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

1	Blogs
2	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
3	e-Newsletters
4	Instant messaging
5	World Bank Group's seminars/workshops/conferences
6	World Bank Group's publications and other written materials
7	Mobile phones
8	Social media (e.g., Facebook, Twitter, YouTube, Flickr)
9	World Bank Group's website
10	Other (please specify): _____

<b>G3</b>	Are you aware of the World Bank Group's Access to Information Policy under which the WBG 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 Group 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 Group website?	<b>Yes</b>	<b>No</b>

## SECTION G: COMMUNICATION AND INFORMATION SHARING

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

G9. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed
2	Dial-up

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
G10	I use/consult World Bank Group's data more often than I did a few years ago	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G11	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G12	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G13	The World Bank Group's social media channels (e.g., Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G14	When I need information from the World Bank Group 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"/>
G15	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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## SECTION H: BACKGROUND INFORMATION

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

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Agriculture/ rural development / food security	11	Natural resource management / environmental sustainability
2	Climate change / disaster management	12	Private sector development / foreign direct investment
3	Education	13	Public sector governance / public financial management / anti corruption
4	Energy	14	Social protection
5	Financial markets / banking	15	Transport
6	Gender equity / equality of opportunity	16	Urban development
7	Health / communicable/non-communicable diseases	17	Water and sanitation
8	Information and communications technology	18	Generalist
9	Job creation/employment	19	Other (please specify): _____
10	Law and justice / regulatory framework		

## SECTION H: BACKGROUND INFORMATION

**H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?**

- |   |     |
|---|-----|
| 1 | Yes |
| 2 | No  |

**H4. Which of the following agencies of the World Bank Group do you primarily engage with in Albania? (Select only ONE response)**

- |   |   |
|---|---|
| 1 | The World Bank (IBRD)                               |
| 2 | The International Finance Corporation (IFC)         |
| 3 | The Multilateral Investment Guarantee Agency (MIGA) |
| 4 | Other (please specify): _____                       |

**H5. Do your projects involve both the World Bank and the IFC?**  
*(If YES please go to Question H6; If NO please go to H7)*

- |   |     |
|---|-----|
| 1 | Yes |
| 2 | No  |

**H6. If yes, what was your view on the two institutions working together in Albania? (Select only ONE response)**

- |   |                                     |
|---|-------------------------------------|
| 1 | Working well together               |
| 2 | Collaborating but needs improvement |
| 3 | In conflict                         |
| 4 | Other (please specify): _____       |
| 5 | Don't know                          |

**H7. Which of the following describes most of your exposure to the World Bank Group in Albania? (Choose no more than TWO)**

- |   |   |
|---|---|
| 1 | Observer (i.e., follow in media, discuss in informal conversations, etc.) |
| 2 | Use World Bank Group reports/data   |
| 3 | Engage in World Bank Group related/sponsored events/activities            |
| 4 | Collaborate as part of my professional duties                             |
| 5 | Use World Bank Group website for information, data, research, etc.        |

**H8. Which best represents your geographic location?**

- |   |                   |
|---|-------------------|
| 1 | Tirana and Durrës |
| 2 | North Albania     |
| 3 | Central Albania   |
| 4 | South Albania     |

**Thank you for completing the survey!**