



# Albania

The World Bank Group  
Country Survey FY 2014

Report of Findings  
August 2014



Country Opinion Surveys  
THE WORLD BANK GROUP

## Acknowledgements

The Albania Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Svetlana Markova, Jessica Cameron and Jing Guo. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Albania country team and the local fielding agency IDRA Research & Consulting. In particular, PORG is grateful to Tahseen Sayed (Country Manager) and Ana Gjokutaj (Senior Communications Officer) for their ongoing support throughout the Country Opinion Survey process.

# Table of Contents

- I. Objectives .....3
- II. Methodology.....3
- III. Demographics of the Sample.....5
- IV. General Issues Facing Albania .....11
- V. Overall Attitudes toward the World Bank Group.....16
- VI. Sectoral Importance and Effectiveness.....25
- VII. How the World Bank Group Operates .....31
- VIII. World Bank Group’s Knowledge and Instruments .....35
- IX. The Future Role of the World Bank Group in Albania .....40
- X. Communication and Openness.....44
- XI. Appendices.....50



## I. Objectives

This survey was designed to achieve the following objectives:

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

## II. Methodology

In April—May 2014, 512 stakeholders of the World Bank Group in Albania were invited to provide their opinions on the World Bank Group’s assistance to the country by participating in a country survey. Participants in the survey were drawn from the office of the President; the office of the Prime Minister; office of a minister; office of a parliamentarian; ministries, ministerial departments, or implementation agencies; consultants/contractors working on World Bank Group-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community based organizations; the media; independent government institutions; trade unions; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 248 stakeholders participated in the survey (48% response rate).

Respondents received the questionnaire via post, courier or email and returned it accordingly. Respondents were asked about: general issues facing Albania; their overall attitudes toward the World Bank Group (WBG); the WBG’s effectiveness and results; the WBG’s knowledge work and activities; working with the WBG; the WBG’s future role in Albania; and the WBG’s communication and information sharing in Albania.

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

- A. General Issues Facing Albania: Respondents were asked to indicate whether Albania is headed in the right direction, what they thought were the top three most important development priorities in the country, which areas would contribute most to reducing poverty and generating economic growth in Albania, and how “shared prosperity” would be best achieved in Albania.

## II. Methodology (continued)

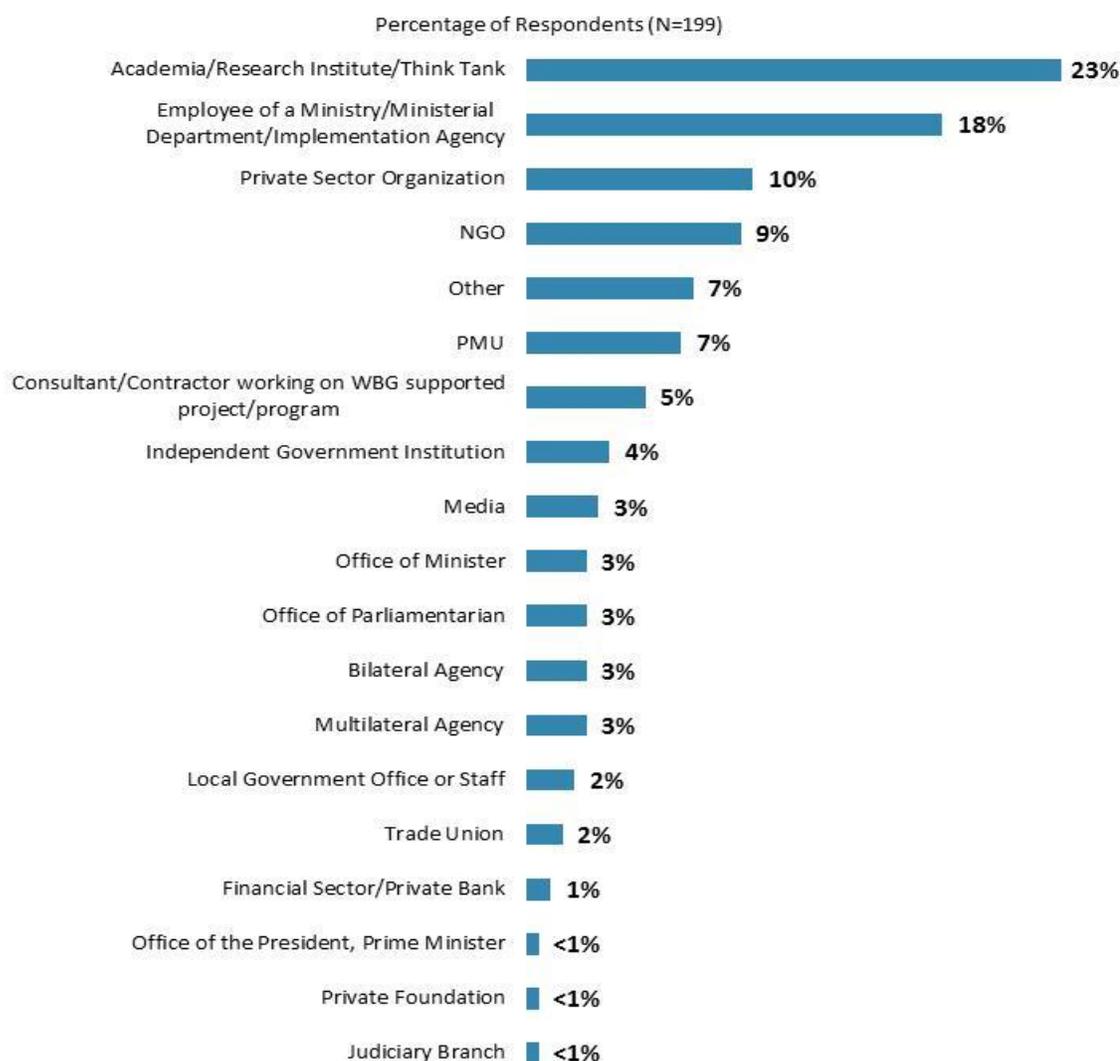
- B. Overall Attitudes toward the World Bank Group (WBG): Respondents were asked to rate their familiarity with the WBG, the WBG's effectiveness in Albania, WBG staff preparedness to help Albania solve its development challenges, their agreement with various statements regarding the WBG's work, and the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

When possible, responses from respondents completing this year's country survey were compared to responses from 198 respondents (58% response rate) who completed the survey in FY 2012 and 200 respondents (73% response rate) who completed the country survey in FY 2010. Notations and/or charts are included when these comparisons were possible.

### III. Demographics of the Sample

#### Current Position

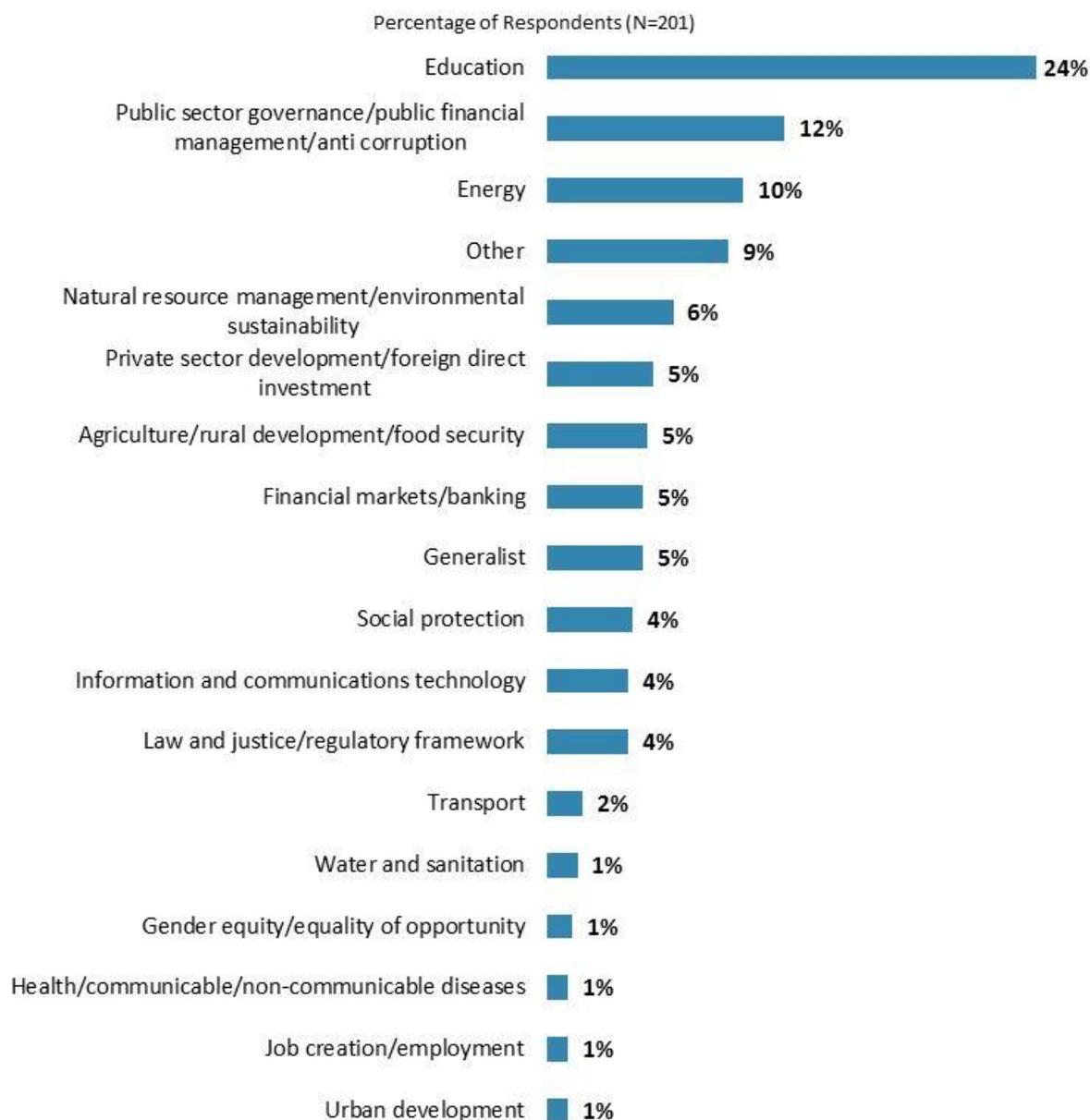
- For further analyses, a small number of respondents from the office of the President, Prime Minister were combined with respondents from the office of a minister; consultants/contractors working on World Bank Group-supported projects/programs were combined with respondents from PMUs; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs, trade unions, and private foundations were combined into the “CSO” category; and the few respondents from the office of a parliamentarian, local government, and the judiciary branch were included in the “Other” category. There were no respondents from community based organizations.
- Note that the number of respondents from academia/research institutes/think tanks (39% in the original respondent base) was weighted for all analyses in order to reduce sampling bias and make FY14 and FY12 sample frames comparable (see Appendix F for details).



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

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

#### Area of Primary Specialization



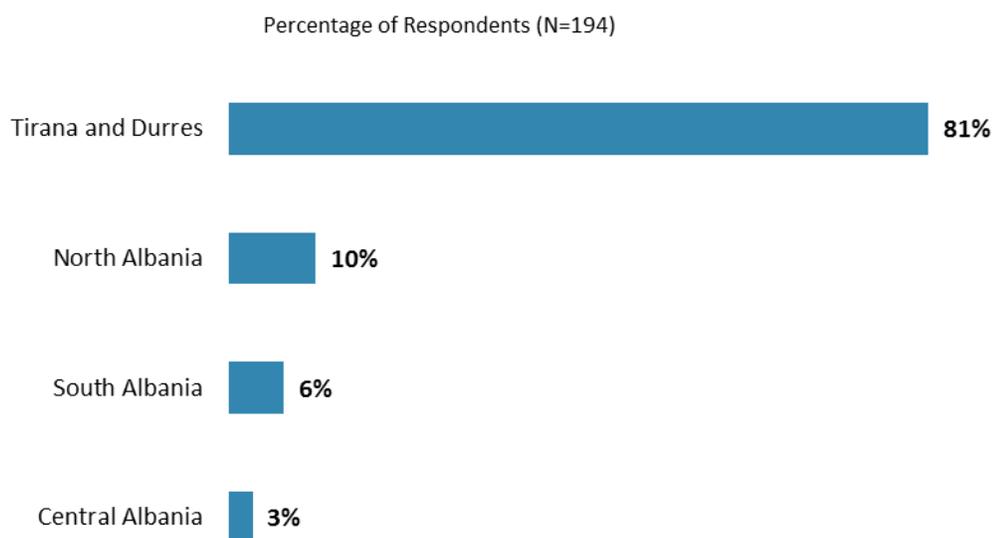
“Please identify the primary specialization of your work.” (Respondents chose from a list.)

*When more than 15% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix I), analyses are done to see these respondents' views about the development priorities in Albania, the areas of development that would contribute most to poverty reduction and economic growth, which areas the WBG should focus its attention and resources on, and importance and effectiveness of the WBG's work in specific sectors.*

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

#### Geographic Location

- The majority of respondents indicated that they were located in Tirana and Durres. Because of the small number of respondents from other areas, these locations were combined under the “Other” category for all further analyses.
- Responses across geographic locations for all country survey questions can be found in Appendix C (see page 92). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.



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

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

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

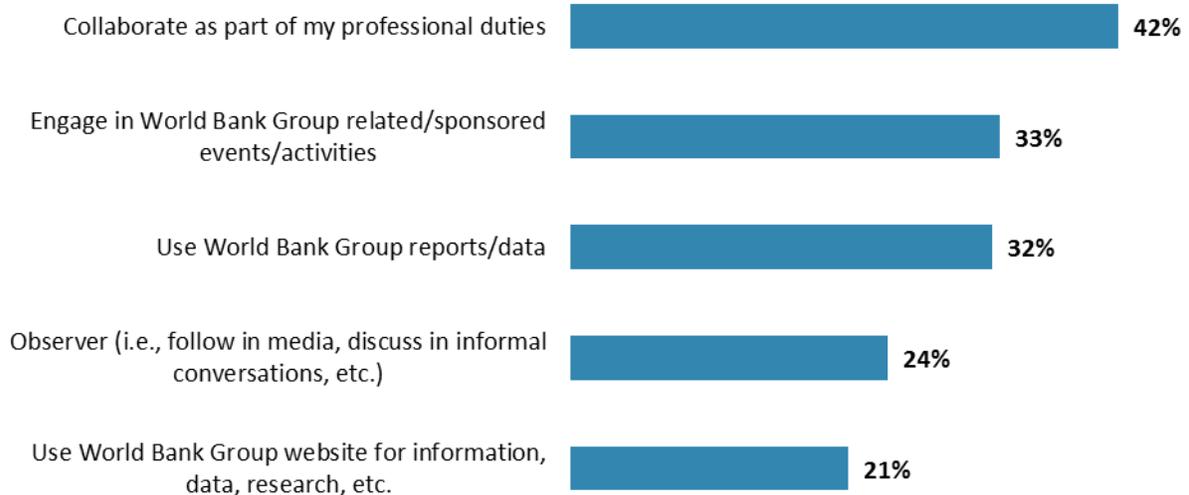
- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank Group in Albania, can be found in Appendix G (see page 133). Please note that where these two factors appear to have a significant relationship with overall views of the World Bank Group, it is highlighted in yellow in that table.

Percentage of Respondents (N=196)



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

Percentage of Respondents (N=183)

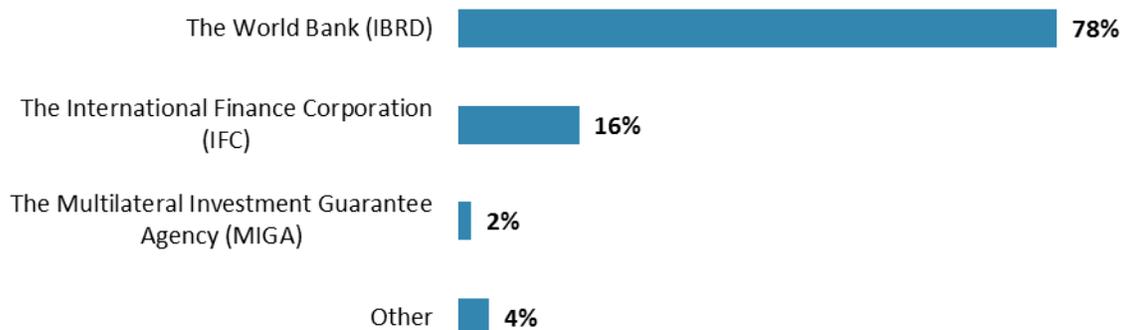


"Which of the following describes most of your exposure to the World Bank Group in Albania? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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

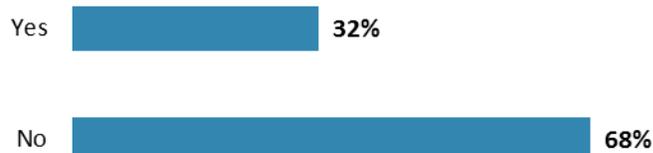
#### Exposure to Agencies and Collaboration within the World Bank Group

Percentage of Respondents (N=149)



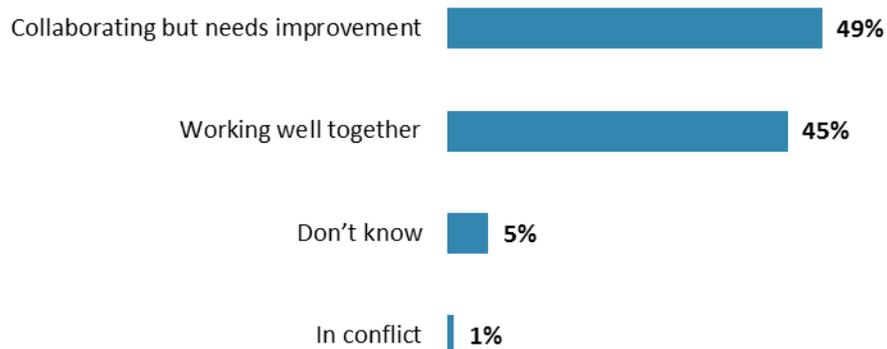
"Which of the following agencies of the World Bank Group do you primarily engage with in Albania?"  
(Respondents chose from a list.)

Percentage of Respondents (N=176)



"Do your projects involve both the World Bank and the IFC?"

Percentage of Respondents (N=56)

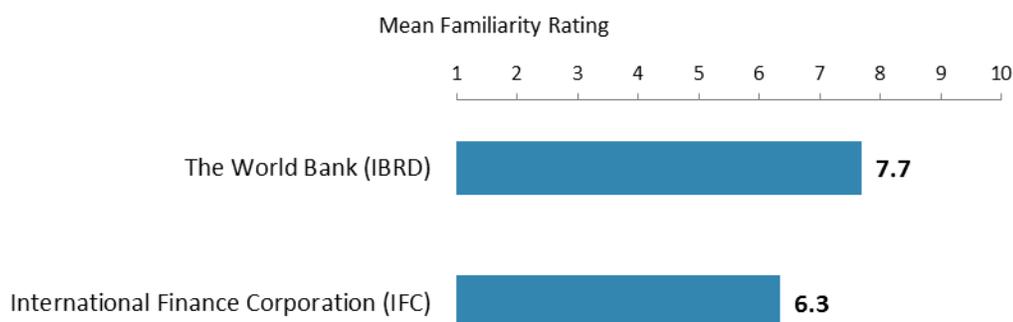


"If yes, what was your view on the two institutions working together in Albania?"  
(Respondents chose from a list.)

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

#### Familiarity with the World Bank Group

- Respondents who professionally collaborated/worked with the WBG had significantly higher levels of familiarity with the World Bank (IBRD) than respondents who indicated that they did not collaborate with the WBG.
- Respondents from Tirana and Durres had significantly higher levels of familiarity with the World Bank (IBRD) and the IFC than respondents from other geographic locations in Albania.
- Respondents in this year's country survey had significantly higher levels of familiarity with the World Bank (IBRD) in Albania compared to respondents from the FY '12 and FY '10 country surveys (6.7 and 7.2 respectively).<sup>1</sup>
- Respondents' ratings of familiarity with the World Bank and the IFC were significantly, strongly correlated with their perceptions of the overall effectiveness of the World Bank and the IFC (respectively) in Albania, and significantly, moderately correlated with their perceptions of the WBG's relevance to Albania's development, and the WBG's ability to help achieve development results in Albania.



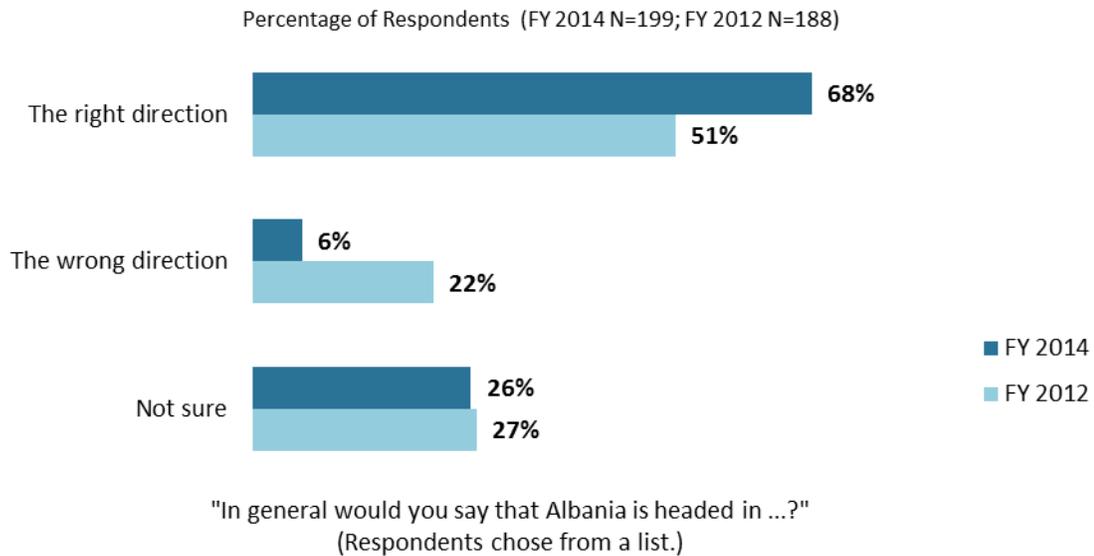
"There are several institutions in the World Bank Group that work in developing countries around the world. How familiar are you with their work in Albania?"  
 (1 - "Not familiar at all", 10 - "Extremely familiar")

<sup>1</sup> In the FY'12 and FY'10 country surveys, this question was asked in the following way: "How familiar are you with the work of the World Bank in Albania?"

## IV. General Issues Facing Albania

### Headed in the Right Direction

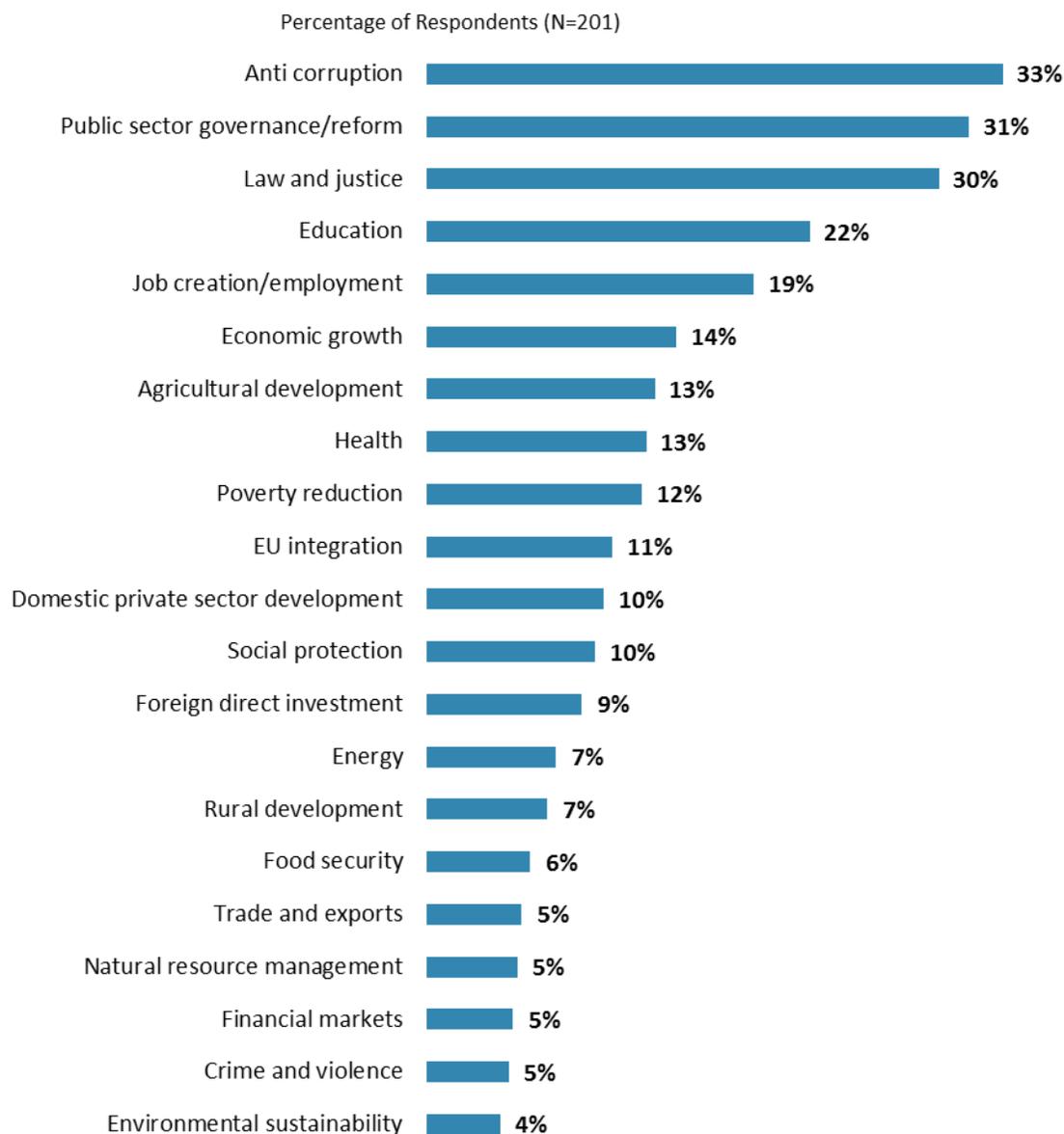
- Respondents in this year's country survey were significantly *more* likely to indicate that Albania is headed in the right direction compared to respondents from the FY '12 country survey.
- A majority of respondents across all stakeholder groups indicated that Albania is headed in the right direction.



## IV. General Issues Facing Albania (continued)

### Development Priority

- Respondents who collaborate with the WBG were significantly more likely to indicate public sector governance/reform as the most important development priority for Albania compared to those who do not collaborate with the WBG.
- In the FY'12 country survey\*, education (36%) and law and justice (27%) were considered the most important development priorities for Albania.



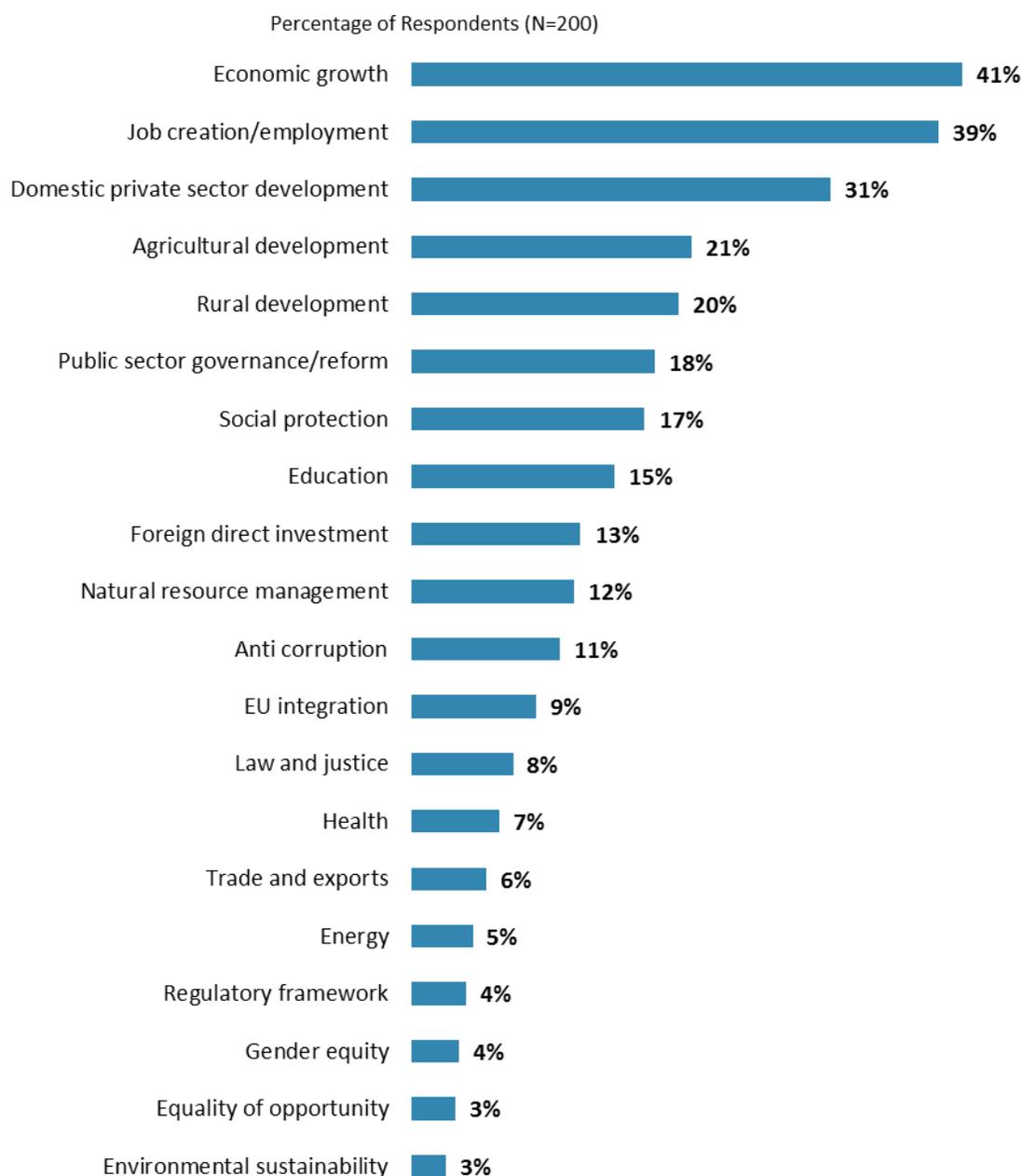
"Listed below are a number of development priorities in Albania. Please identify which of the following you consider the most important development priorities in Albania.

(Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

\*Not all of the response options provided in the FY '14 survey were provided in the FY '12 survey.

## IV. General Issues Facing Albania (continued)

### Factors Contributing to Poverty Reduction

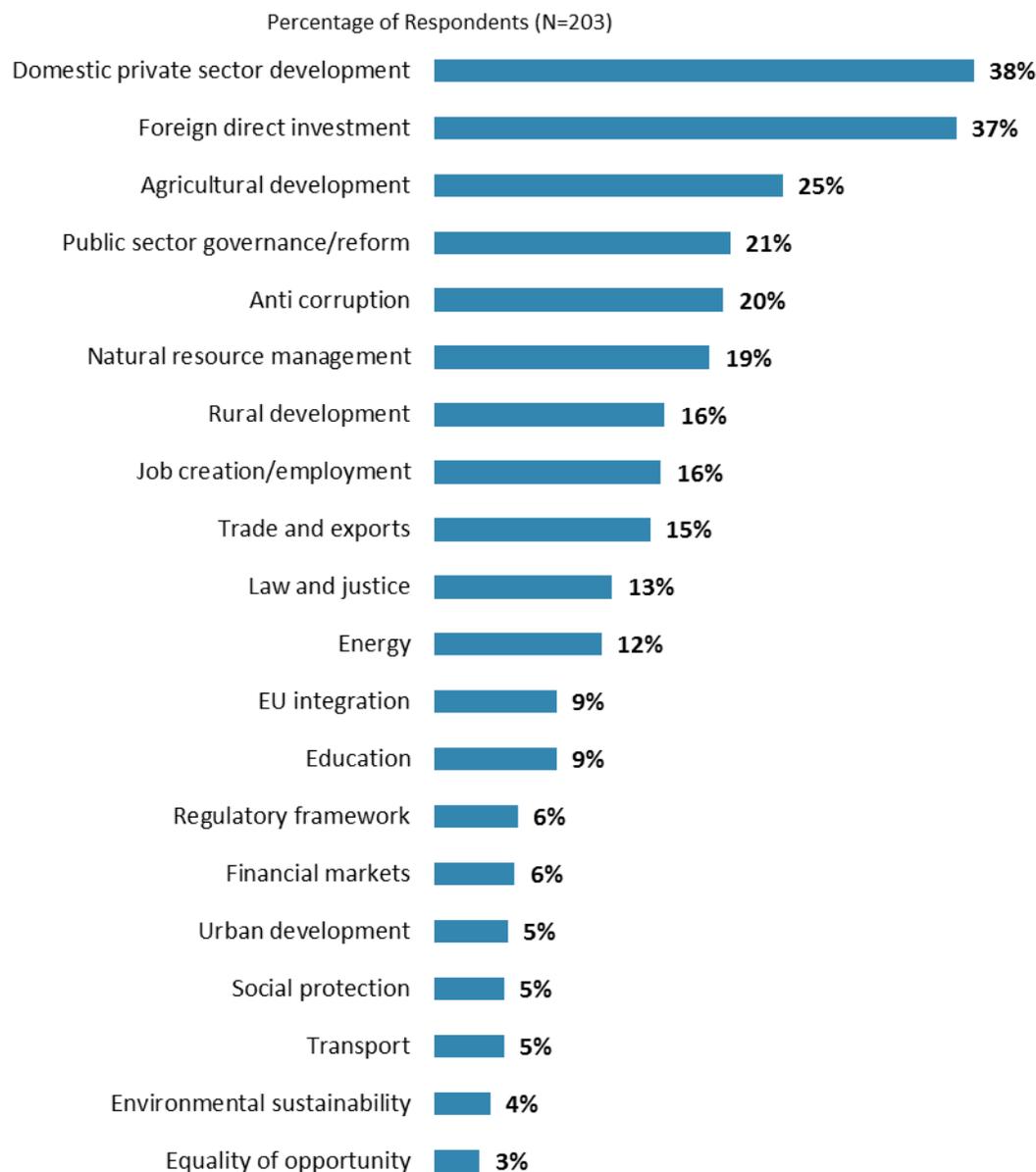


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Albania? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

## IV. General Issues Facing Albania (continued)

### Factors Contributing to Economic Growth

- In the FY '12 country survey\*, respondents indicated that agriculture and rural development (33%) and foreign direct investment (27%) would contribute most to generating economic growth in Albania.

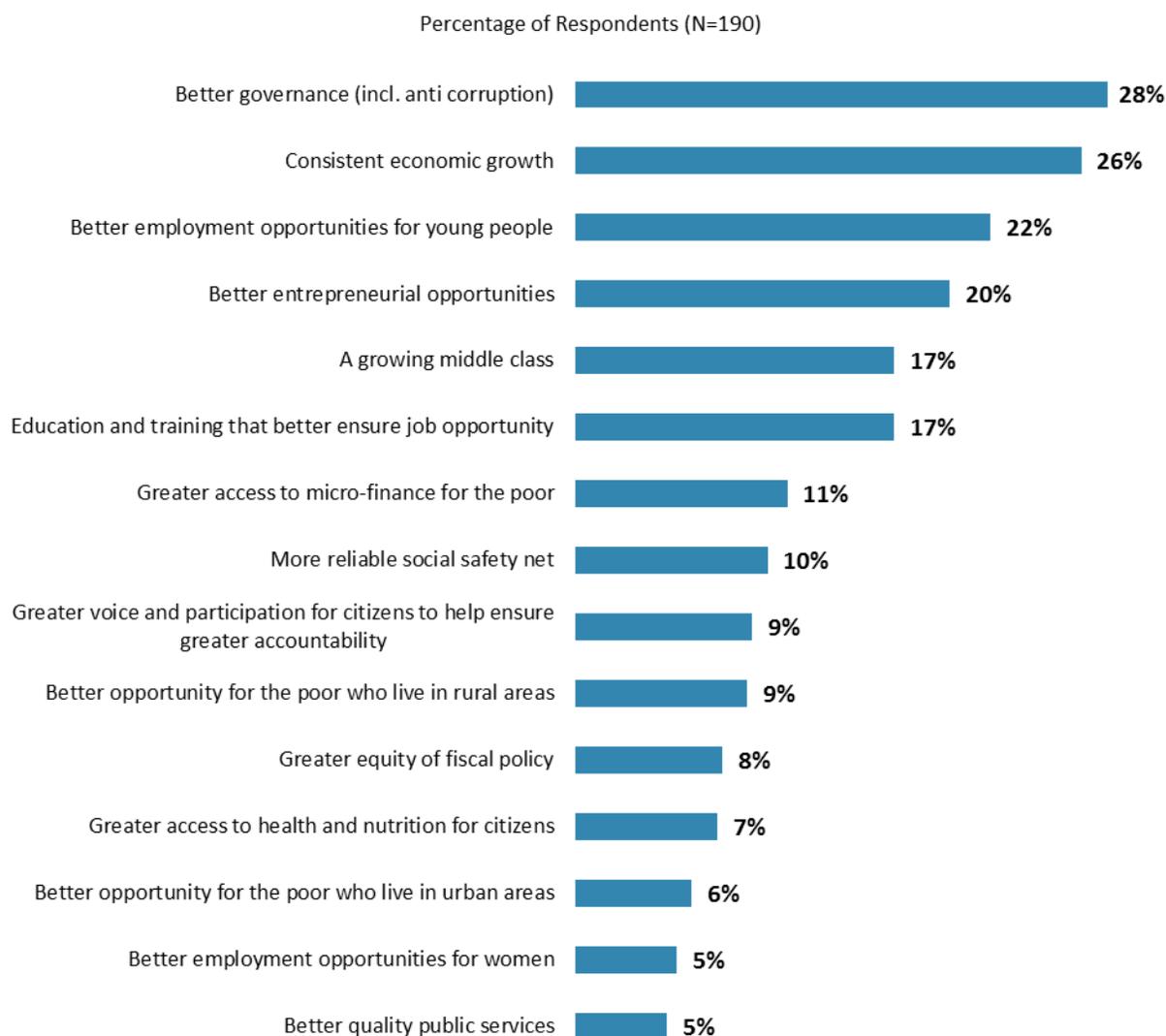


"Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Albania? (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined.)

\*Not all of the response options provided in the FY '14 survey were provided in the FY '12 survey.

## IV. General Issues Facing Albania (continued)

### Achieving "Shared Prosperity"

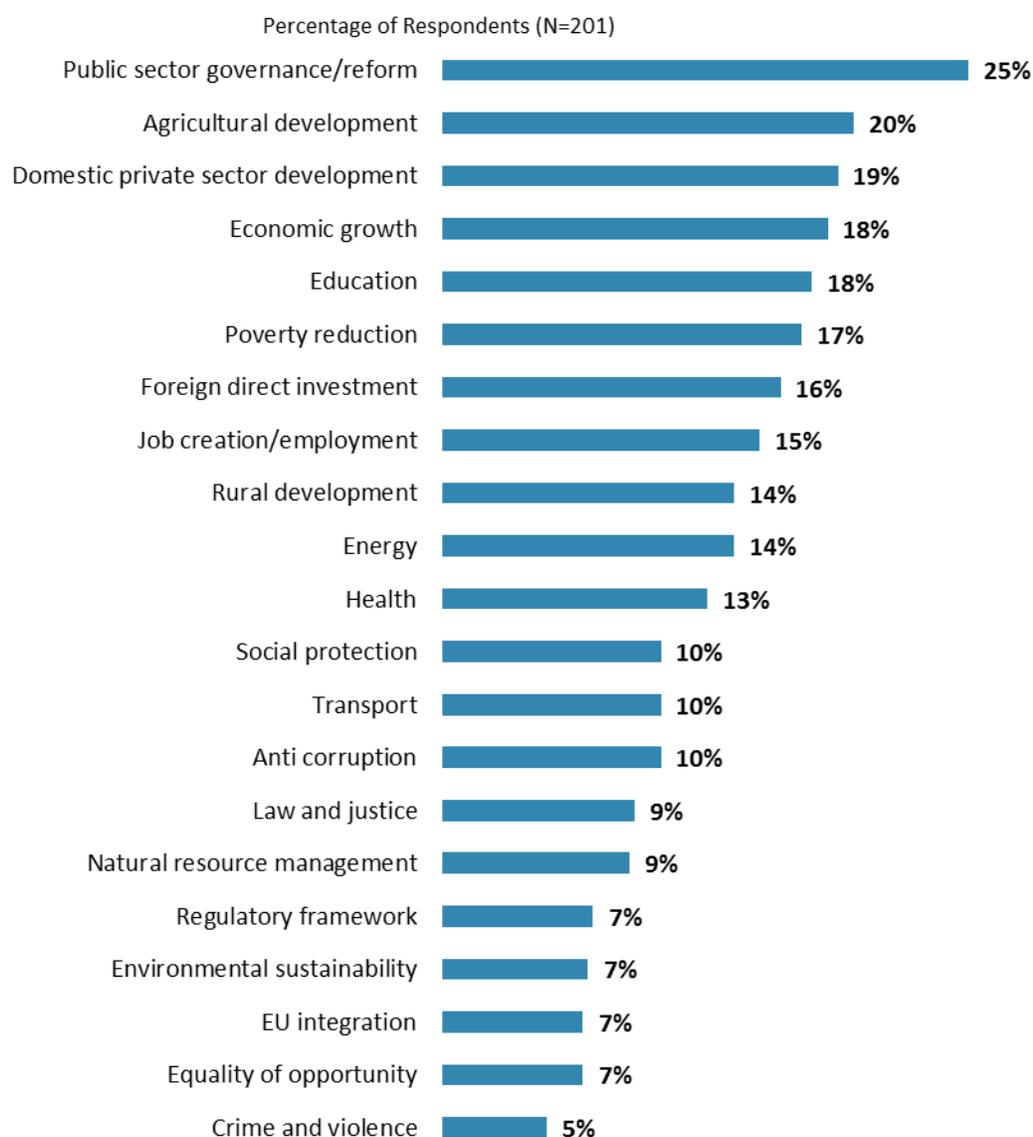


"When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Albania? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

## V. Overall Attitudes toward the World Bank Group

### Focusing World Bank Group Resources

- Respondents from the education sector were significantly more likely to indicate that the WBG should focus on education compared to respondents from other sectors.
- In the FY'12 country survey\*, respondents indicated that the WBG should focus on agriculture and rural development (30%) and education (28%).



“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)”  
(Respondents chose from a list. Responses combined.)

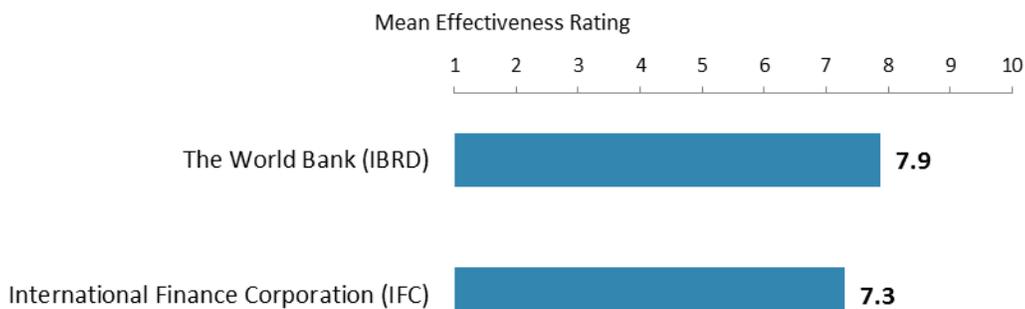
\*Not all of the response options provided in the FY '14 survey were provided in the FY '12 survey.

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

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

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

- Respondents across all stakeholder groups gave statistically similar ratings for the World Bank’s (IBRD) overall effectiveness and the IFC’s overall effectiveness in Albania.
- Respondents from Tirana and Durres gave significantly higher ratings for the IFC’s overall effectiveness than respondents from other geographic locations in Albania.
- Respondents in this year’s country survey gave significantly higher ratings for the World Bank’s (IBRD) overall effectiveness in Albania compared to respondents from the FY’12 country survey (7.1).<sup>2</sup>



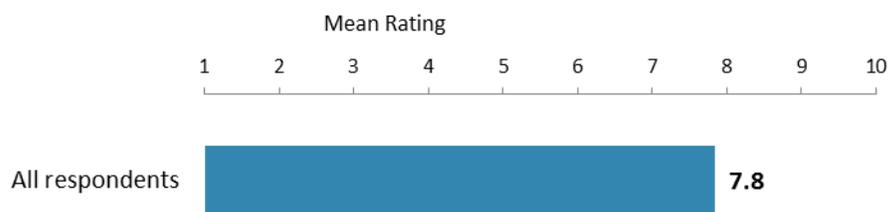
"Overall, please rate your impression of the World Bank Group member organization’s effectiveness in Albania?" (1 - "Not effective at all", 10 - "Very effective")

<sup>2</sup> In the FY’12 country survey, this question was asked in the following way: “Overall, please rate your impression of the World Bank’s effectiveness in Albania.”

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

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

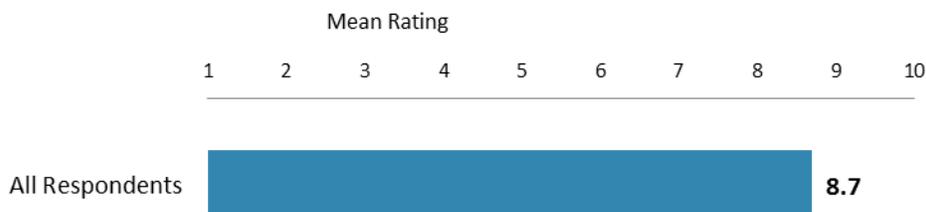
- Respondents in this year's country survey gave significantly higher ratings for the extent to which the WBG's work helps to achieve development results in Albania compared to respondents from the FY '12 country survey (7.1).
- Respondents from PMUs/consultants/contractors on WBG-supported projects gave the highest ratings for the extent to which the WBG's work helps to achieve development results in Albania, whereas respondents from the media gave significantly lower ratings.



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

### Staff Preparedness (*Indicator Question*)

- Respondents in this year's country survey gave significantly higher ratings for the extent to which the WBG's staff is well prepared to help Albania solve its most complicated development challenges compared to respondents from the FY '12 country survey (7.8).
- Respondents across all stakeholder groups, geographic locations, and levels of collaboration with the WBG gave statistically similar ratings.

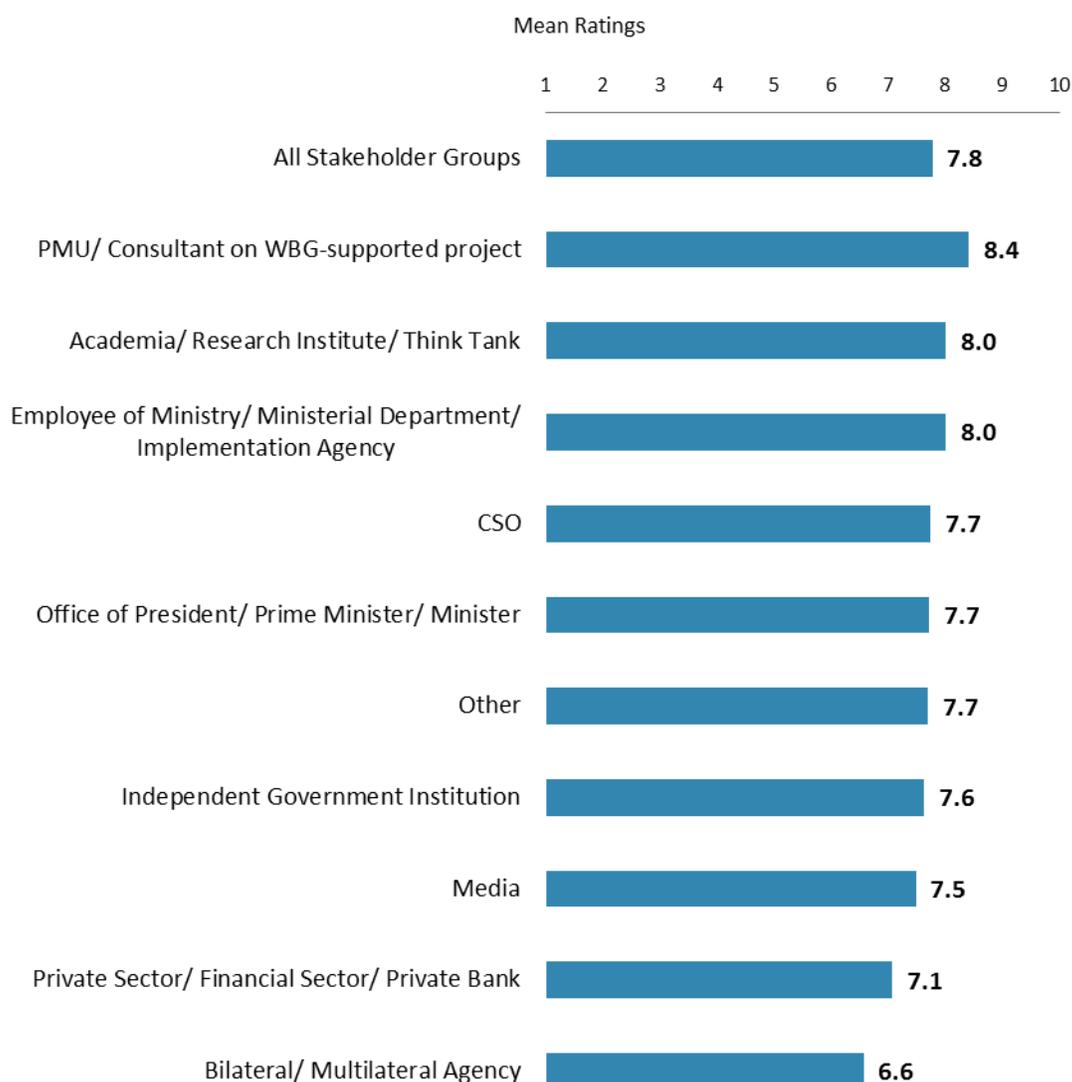


"To what extent do you believe the World Bank Group's staff is well prepared to help Albania solve its most complicated development challenges?"  
(1-"To no degree at all", 10-"To a very significant degree")

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

### Overall Ratings for Indicator Questions by Stakeholder Groups\*

- There were significant differences across stakeholder groups in their aggregated responses to twenty seven indicator questions (responses to individual indicator questions across all stakeholder groups can be found in Appendix H, page 134).
- Respondents from PMUs/consultants/contractors on WBG-supported projects gave the highest ratings across all of the country survey indicator questions whereas respondents from bilateral/multilateral agencies gave significantly lower ratings.



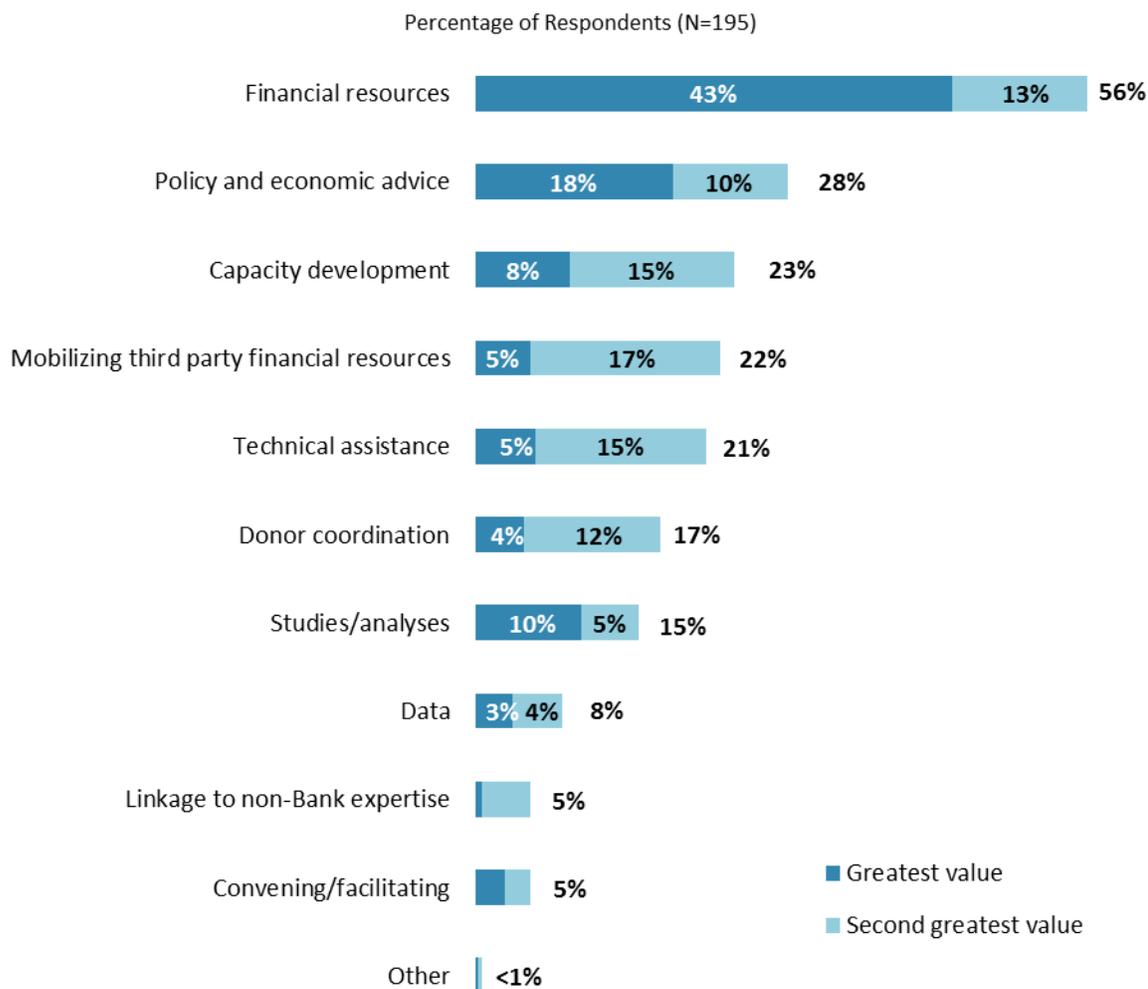
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

\* Responses to all twenty seven indicator questions can be found in Appendices G and H.

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

### WBG Activities: Greatest Value

- Respondents in the FY'12 country survey\* indicated that the WBG's greatest values to Albania were the WBG's financial resources (59%) and its policy and economic advice (37%).



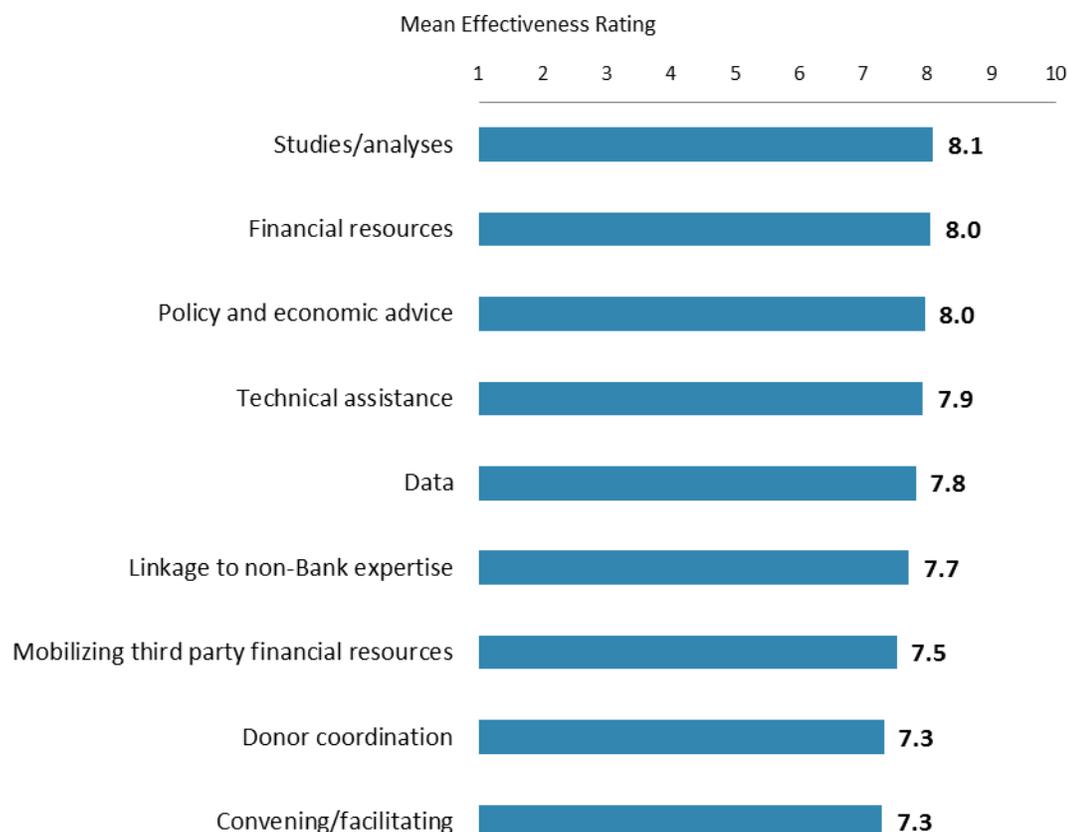
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Albania?" (Respondents chose from a list.)

\*Not all of the response options provided in the FY '14 survey were provided in the FY '12 survey.

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

### WBG Activities: Effectiveness

- There were significant differences across stakeholder groups in their ratings of effectiveness of the WBG's activities in Albania. For the most part, respondents from PMUs/consultants/contractors on WBG-supported projects tended to give the highest ratings, whereas respondents from bilateral/multilateral agencies and the media tended to give significantly lower ratings (see Appendix B for details).
- Respondents who professionally collaborate/work with the WBG gave significantly higher ratings for the effectiveness of the WBG's technical assistance than those respondents who do not collaborate.

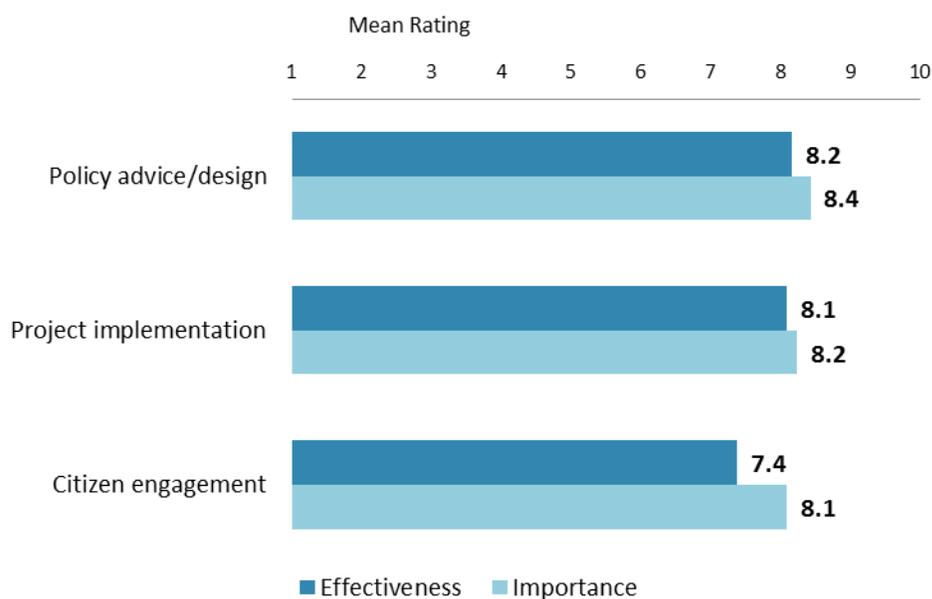


"How effectively do the World Bank Group's activities support Albania's efforts to achieve development results?" (1 - "Not effective at all", 10 - "Very effective")

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

### WBG Activities: Capacity Building

- Respondents from PMUs/consultants/contractors on WBG-supported projects and CSOs gave the highest ratings for the effectiveness of the WBG's capacity building work in citizen engagement, whereas respondents from the office of President/Prime Minister/Minister gave significantly lower ratings.
- Respondents from the office of President/Prime Minister/Minister gave the highest ratings for the importance of the WBG being involved in project implementation capacity building, whereas respondents from bilateral/multilateral agencies gave significantly lower ratings. Employees of ministries/ministerial departments/implementation agencies gave the highest ratings for the importance of the WBG being involved in citizen engagement capacity building, whereas respondents from bilateral/multilateral agencies gave significantly lower ratings.



"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?"

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

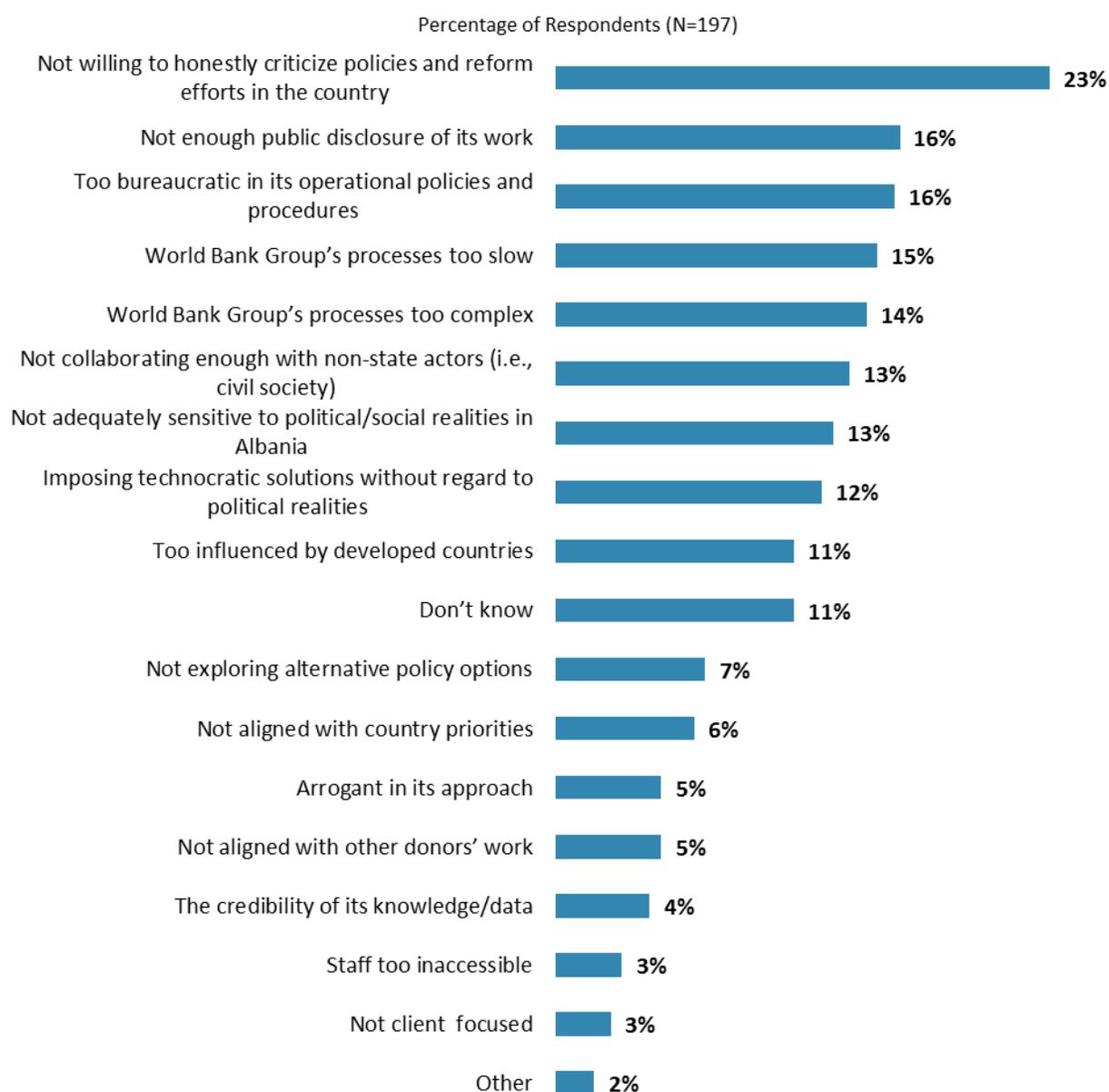
"When thinking about how to improve capacity building in Albania to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?"

(1-"Not important at all", 10-"Very important")

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

### Greatest Weakness

- Respondents from independent government institutions and the media were significantly more likely to indicate that the WBG's greatest weakness was "not willing to honestly criticize policies and reform efforts in the country" compared to respondents from other stakeholder groups.
- Respondents in the FY'12 country survey\* indicated that the WBG's greatest weaknesses were "not willing to honestly criticize policies and reform efforts in the country" (24%) and being "too bureaucratic in its operational policies and procedures" (24%).



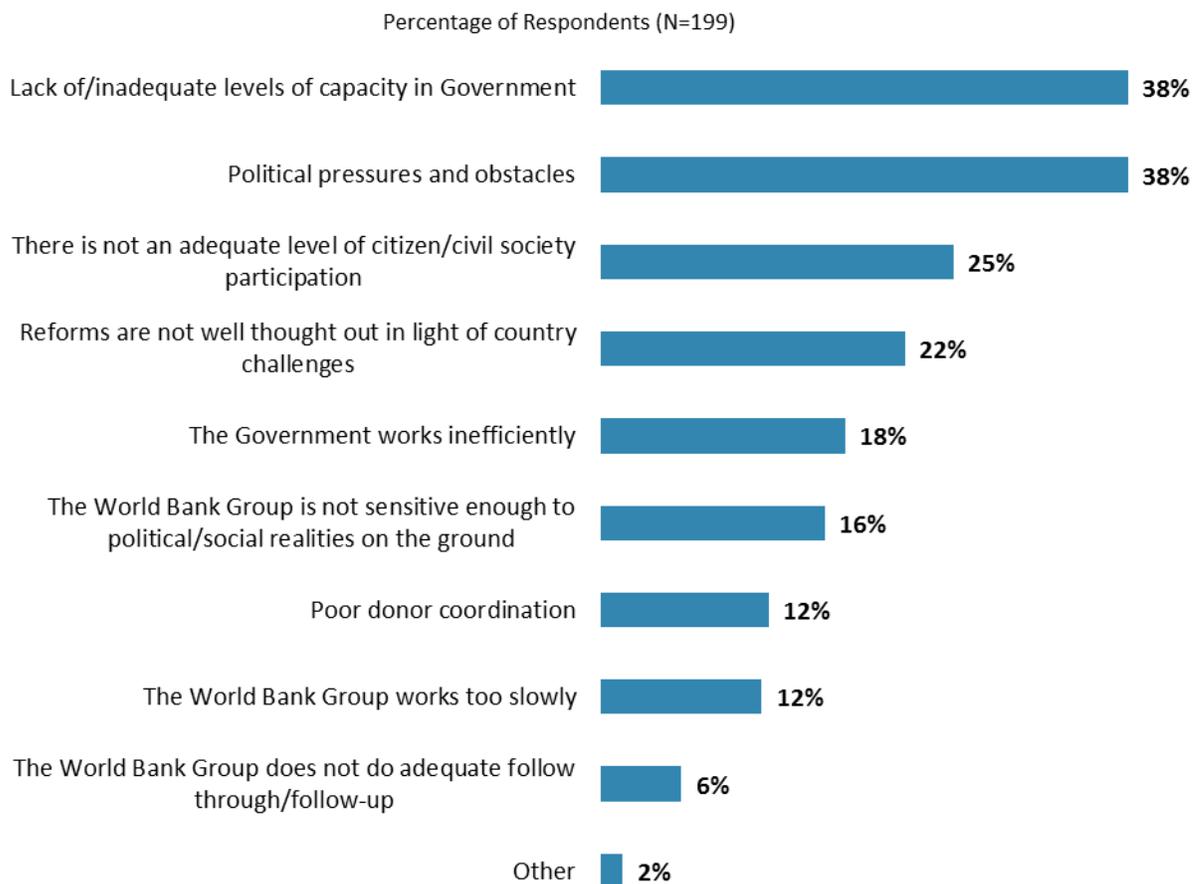
"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Albania? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

\*Not all of the response options provided in the FY '14 survey were provided in the FY '12 survey.

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

### Attributing Slow or Failed Reform Efforts

- Respondents in the FY'12 country survey\* attributed slow or failed reform efforts to political pressures and obstacles (42%) and to the Government working inefficiently (36%).

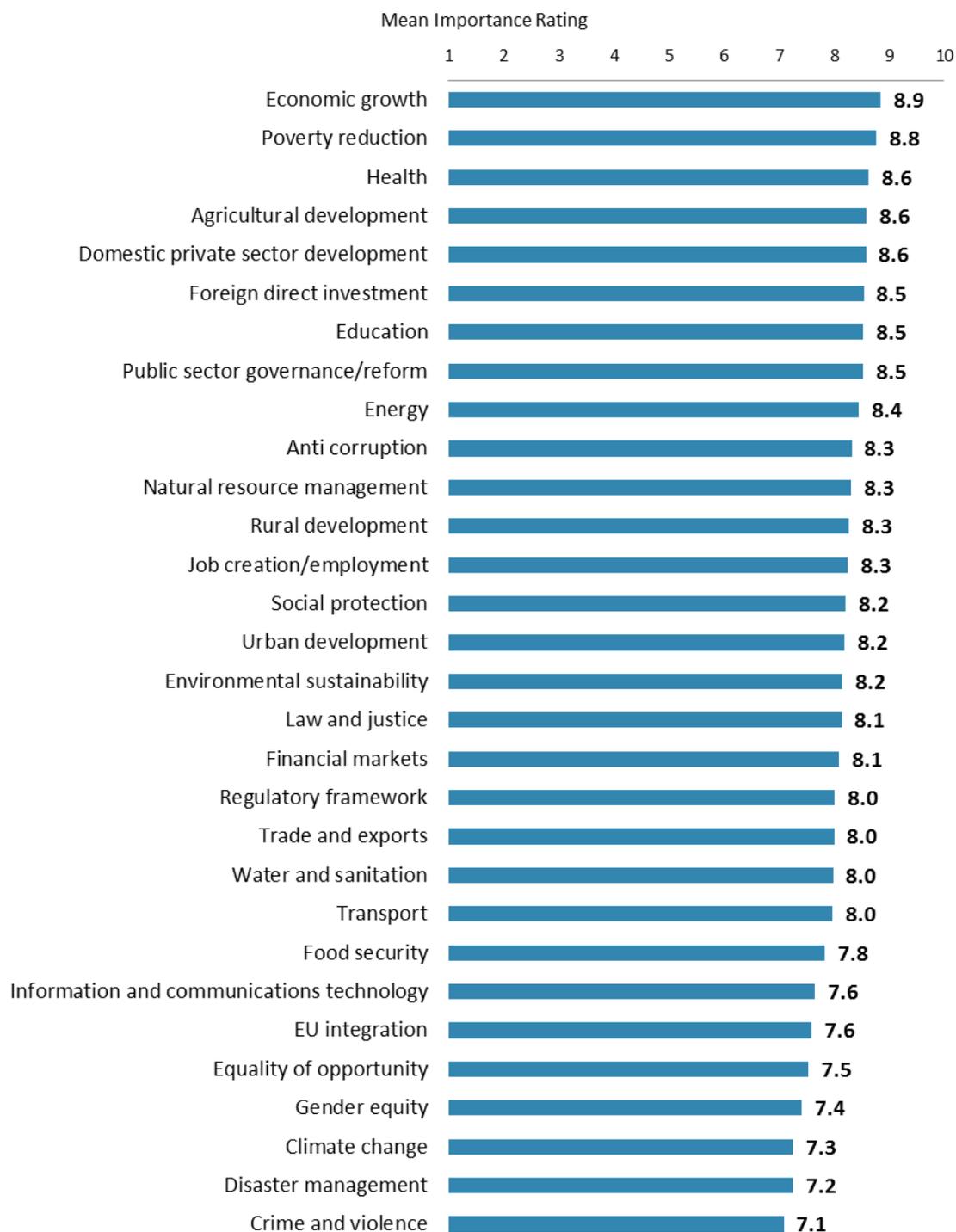


"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

\*Not all of the response options provided in the FY '14 survey were provided in the FY '12 survey.

## VI. Sectoral Importance and Effectiveness

### Sectoral Importance



"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Albania?" (1-"Not important at all", 10-"Very important")

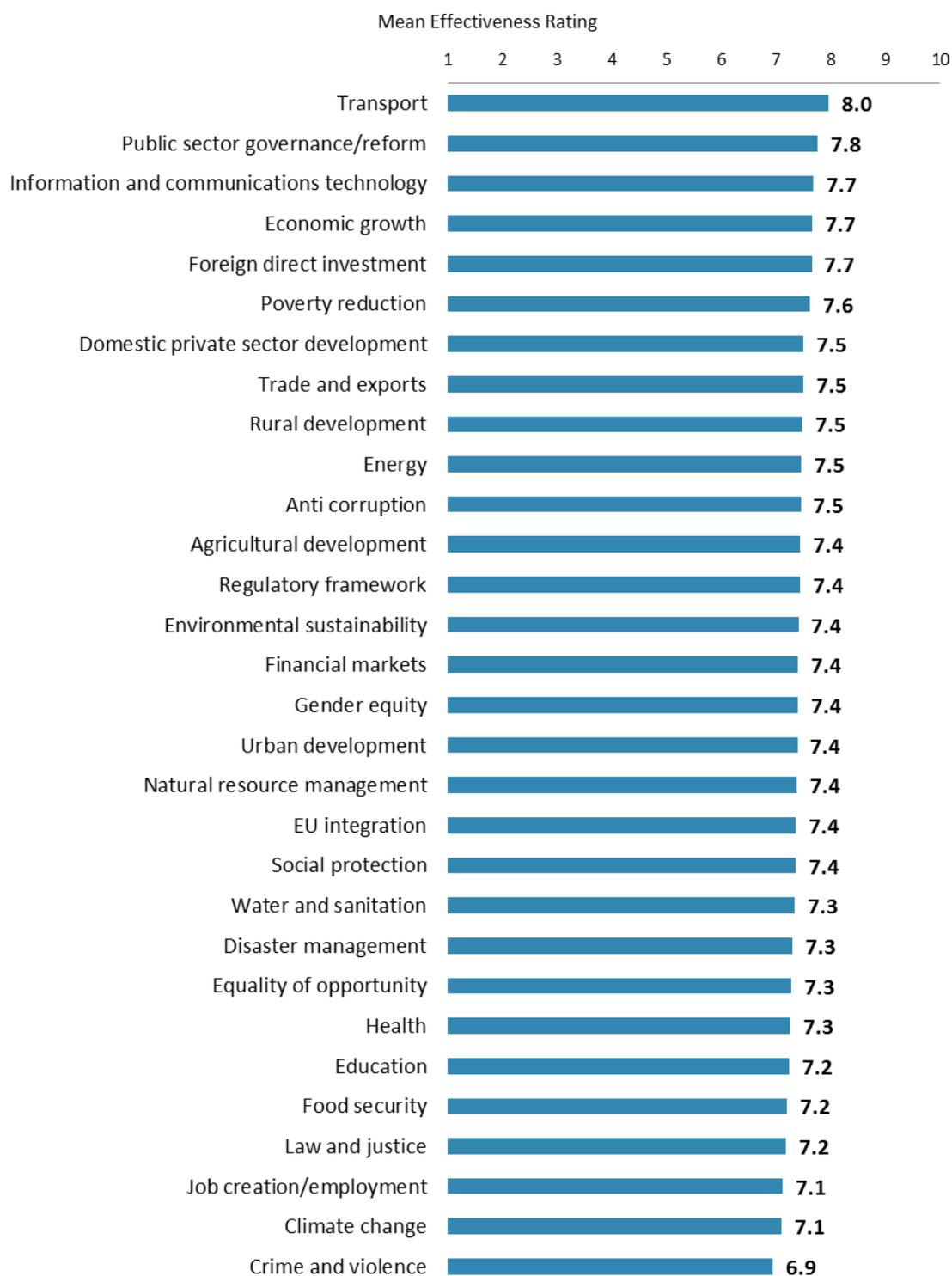
## VI. Sectoral Importance and Effectiveness (continued)

### Sectoral Importance (continued)

- There were statistically significant stakeholder group differences among eight of these thirty areas of development. For the most part, respondents from independent government institutions tended to give the highest importance ratings across these areas, whereas respondents from bilateral/multilateral agencies tended to give significantly lower importance ratings. Ratings across all areas by stakeholder groups can be found in Appendix B (see page 71). Those areas with significant stakeholder group differences were:
  - “Crime and violence”;
  - “Law and justice”;
  - “Urban development”;
  - “Environmental sustainability”;
  - “Trade and exports”;
  - “Rural development”;
  - “EU integration”; and
  - “Food security”.
- Respondents who collaborate with the WBG gave significantly lower importance ratings for “Anti-corruption”, “Information and communications technology”, and “EU integration” compared to respondents who do not collaborate with the WBG. Ratings across all areas by collaboration can be found in Appendix D (see page 107).
- Respondents from the education sector gave statistically similar importance ratings for “Education” compared to respondents from other sectors.

## VI. Sectoral Importance and Effectiveness (continued)

### Specific Areas of Effectiveness



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

## VI. Sectoral Importance and Effectiveness (continued)

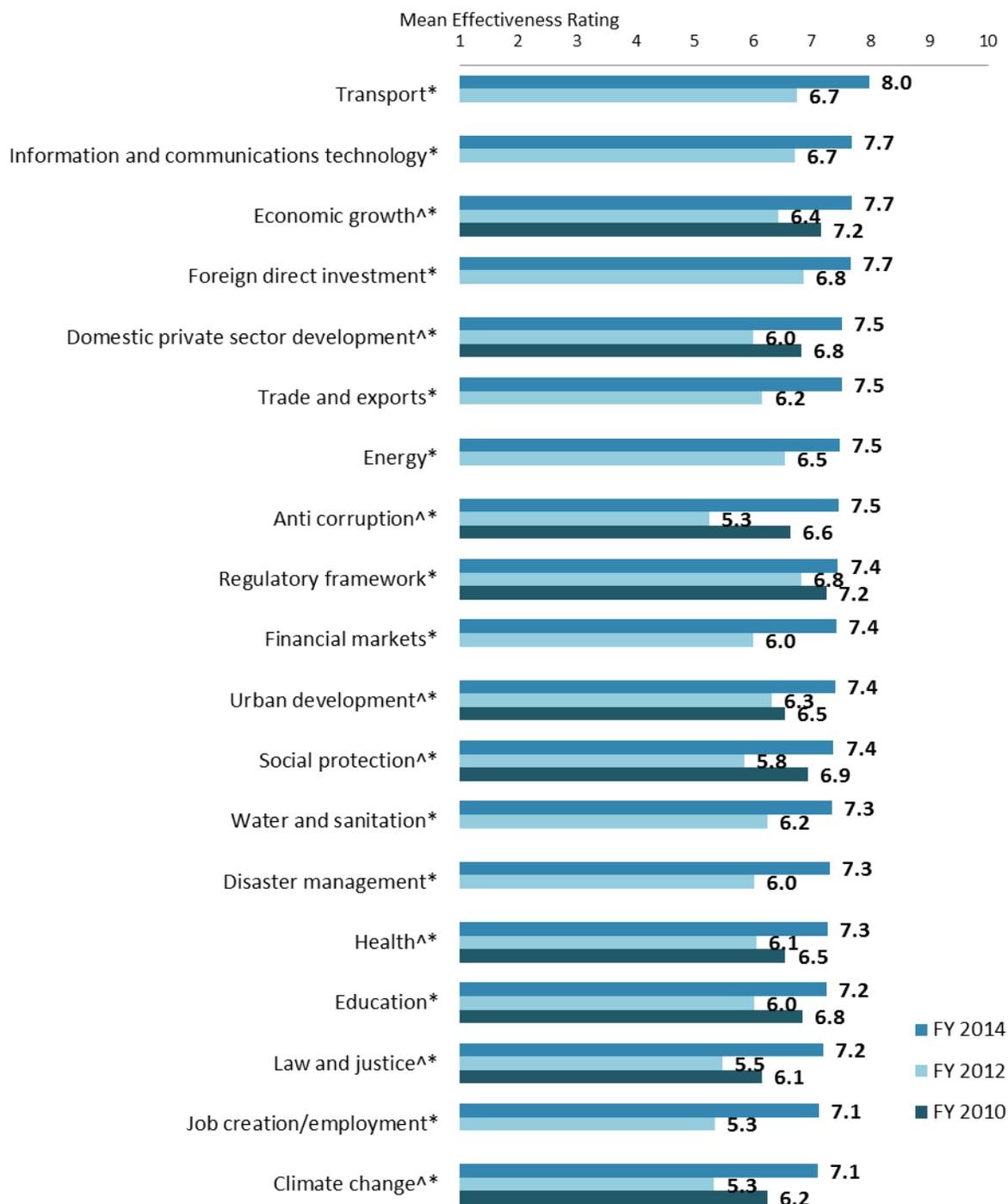
### Specific Areas of Effectiveness (continued)

- There were statistically significant differences across stakeholder groups in their ratings of the WBG's effectiveness across eight of these thirty development areas in Albania. For the most part, respondents from CSOs tended to give the highest ratings for the WBG's effectiveness, whereas respondents from the media tended to give significantly lower ratings. Ratings across all areas by stakeholder groups can be found in Appendix B (see page 71). Those areas with significant stakeholder group differences were:
  - "Anti-corruption";
  - "Urban development";
  - "Domestic private sector development";
  - "Foreign direct investment";
  - "Trade and exports";
  - "Economic growth";
  - "Energy"; and
  - "Education".
- Respondents who collaborate with the WBG gave significantly lower effectiveness ratings for "Anti-corruption" and "Information and communications technology" compared to respondents who do not collaborate with the WBG. Ratings across all areas by collaboration can be found in Appendix D (see page 107).
- Respondents from the education sector gave significantly higher effectiveness ratings for "Education" compared to respondents from other sectors. Ratings across all areas by sectors can be found in Appendix E (see page 122).
- Note in the Appendix on the sectoral effectiveness (Appendix A, page 63) that primarily informed stakeholders responded to this question.

## VI. Sectoral Importance and Effectiveness (continued)

### Specific Areas of Effectiveness (continued)

- Respondents in this year's country survey gave significantly higher ratings for the WBG's effectiveness across nearly all areas that could be compared to respondents from the FY'12 and FY'10 surveys. Statistically significant differences are noted in the chart.



## VI. Sectoral Importance and Effectiveness (continued)

### Drivers of Effectiveness

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

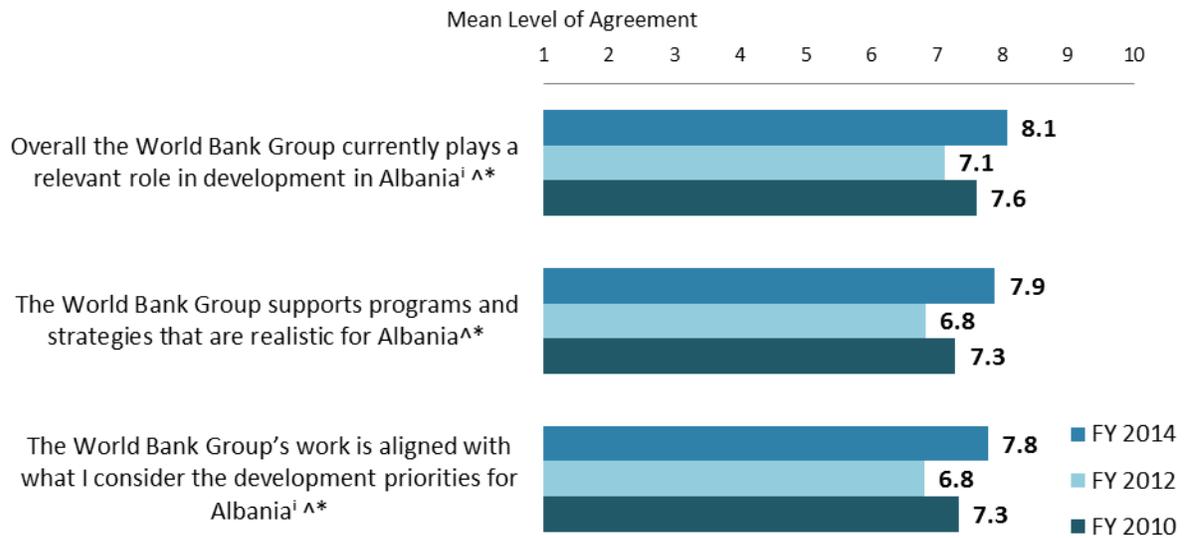
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the WBG's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the WBG's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the WBG'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 WBG's overall effectiveness or perceptions of the WBG'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 overall effectiveness of the World Bank (IBRD) and the IFC, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the World Bank's and IFC's overall effectiveness in Albania. The areas determined to be key drivers from these analyses were:
  - The World Bank's effectiveness at social protection;
  - The World Bank's effectiveness at food security;
  - The World Bank's effectiveness at equality of opportunity; and
  - The World Bank's effectiveness at anti-corruption.
  - The IFC's effectiveness at urban development;
  - The IFC's effectiveness at crime and violence; and
  - The IFC's effectiveness at 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 WBG's ability to help achieve development results in Albania, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at equality of opportunity;
  - The WBG's effectiveness at health;
  - The WBG's effectiveness at foreign direct investment;
  - The WBG's effectiveness at education; and
  - The WBG's effectiveness at rural development.

## VII. How the World Bank Group Operates

### The World Bank Group’s Work in Albania

- Respondents in this year’s country survey had significantly *higher* levels of agreement with all three statements about the WBG’s work in Albania compared to respondents in the FY’12 and FY’10 country surveys.
- Respondents across all stakeholder groups, geographic locations, and levels of collaboration with the WBG had statistically similar levels of agreement with these statements (including the indicator questions).



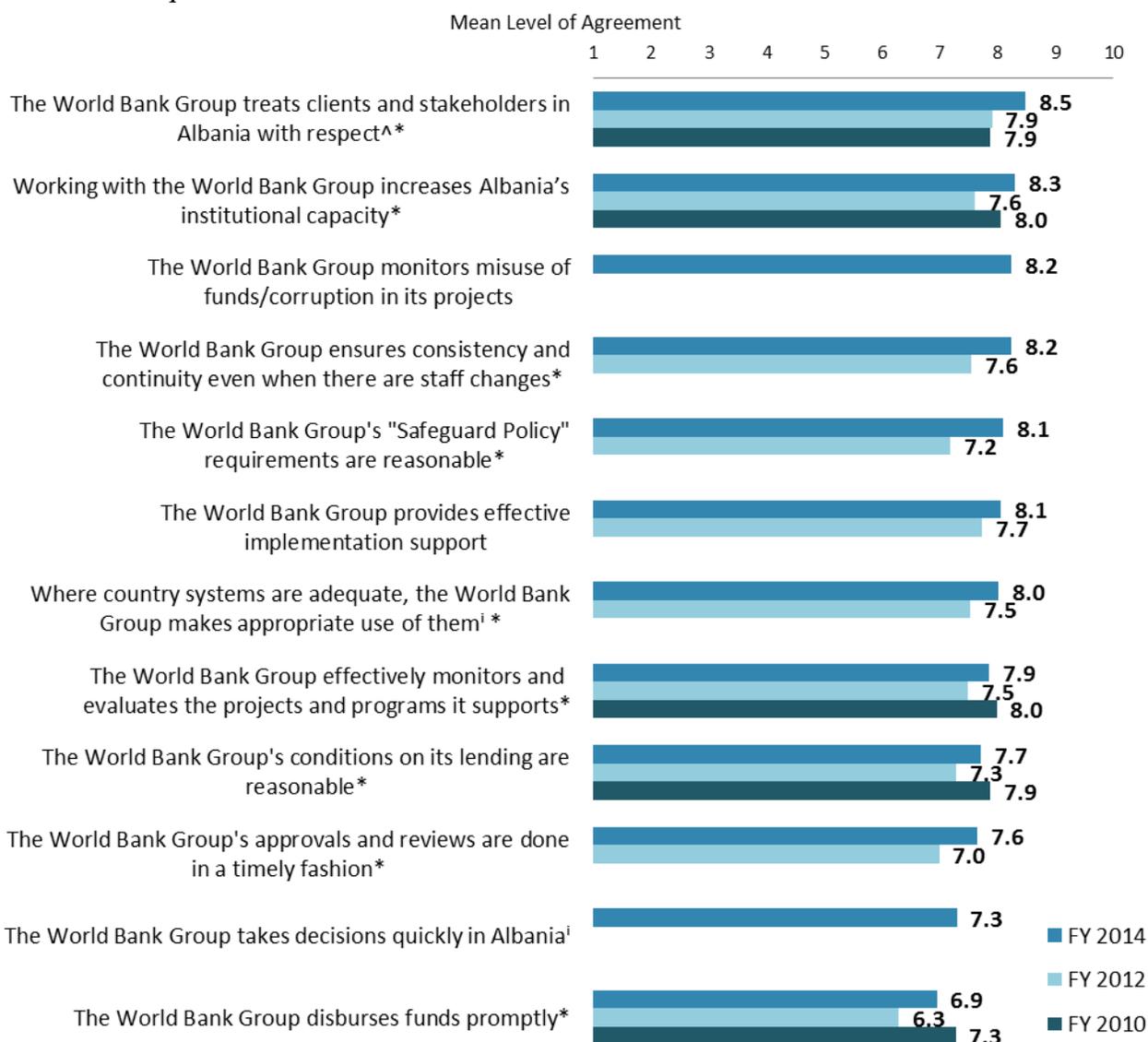
"To what extent do you agree with the following statements about the World Bank Group’s work in Albania?" (1-"Strongly disagree", 10-"Strongly agree")

<sup>^</sup>Significantly different between FY 2014 and FY 2010; <sup>\*</sup>Significantly different between FY 2014 and FY 2012  
<sup>i</sup>Indicator Question

## VII. How the World Bank Group Operates (continued)

### Overall Perceptions

- Respondents in this year's country survey had significantly *higher* levels of agreement with nearly all statements that could be compared to respondents from the FY'12 country survey and some statements that could be compared to respondents from the FY'10 country survey. Statistically significant differences are noted in the chart.
- Respondents across all stakeholder groups, geographic locations, and levels of collaboration with the WBG had statistically similar levels of agreement with the indicator questions.



"To what extent do you agree/disagree with the following statements?" (1-"Strongly disagree", 10-"Strongly agree")

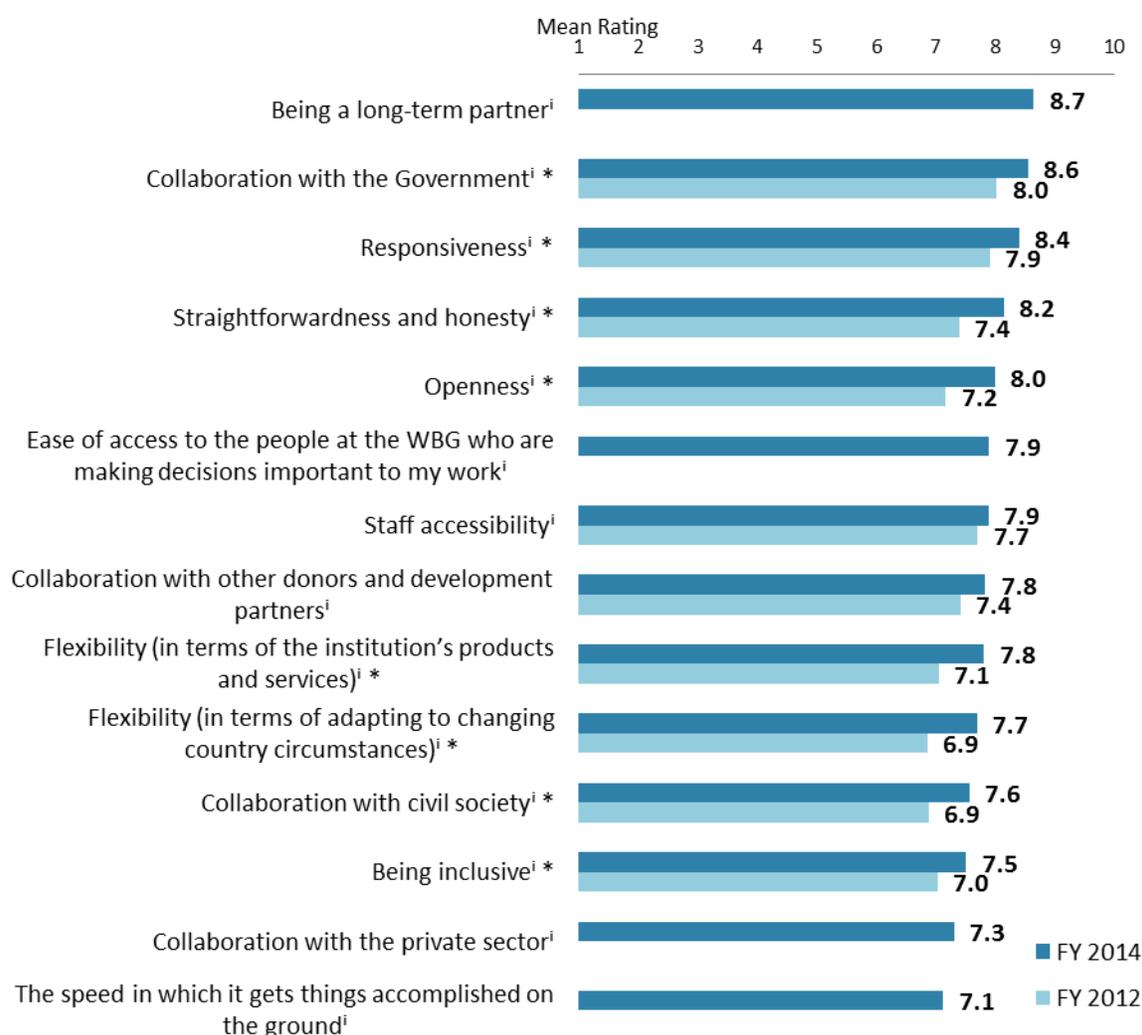
<sup>^</sup>Significantly different between FY 2014 and FY 2010; \*Significantly different between FY 2014 and FY 2012

<sup>i</sup>Indicator Question

## VII. How the World Bank Group Operates (continued)

### The World Bank Group as an Effective Development Partner

- Respondents in this year's country survey gave significantly *higher* ratings for nearly all qualities of the WBG as an effective development partner that could be compared to respondents from the FY'12 country survey. Statistically significant differences are noted in the chart.
- Respondents who professionally collaborate/work with the WBG had significantly higher ratings for the WBG's openness and staff accessibility compared to respondents who do not collaborate.
- There were significant stakeholder group differences in their ratings for a number of these qualities (see Appendix B for details).



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

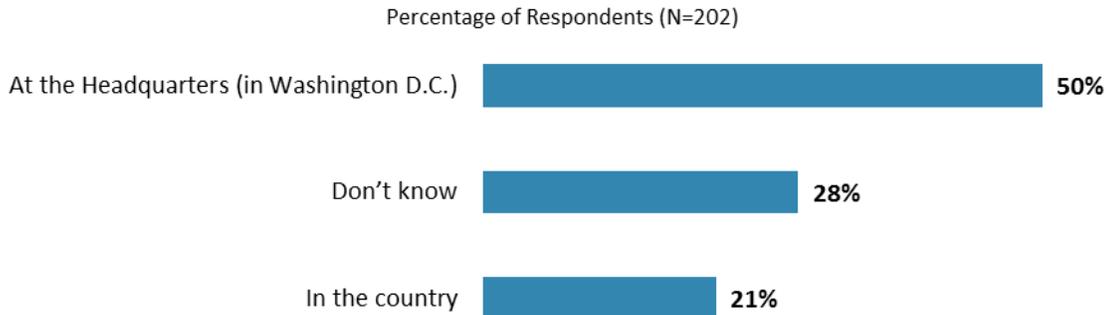
\*Significantly different between FY 2014 and FY 2012

<sup>i</sup>Indicator Question

## VII. How the World Bank Group Operates (continued)

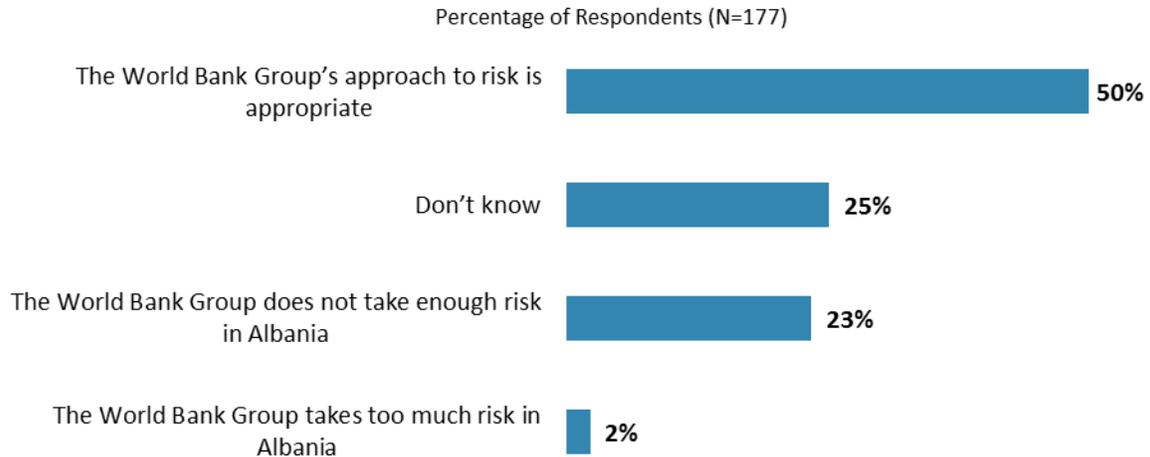
### Making Decisions about the WBG Program in Albania

- Respondents who collaborate with the WBG were significantly more likely to indicate that the WBG's decisions that support the program in Albania are made primarily at the Headquarters compared to respondents who do not collaborate with the WBG.



"Where are the World Bank Group's decisions made primarily that support the program in Albania?"  
(Respondents chose from a list.)

### The World Bank Group's Approach to Risk in Albania

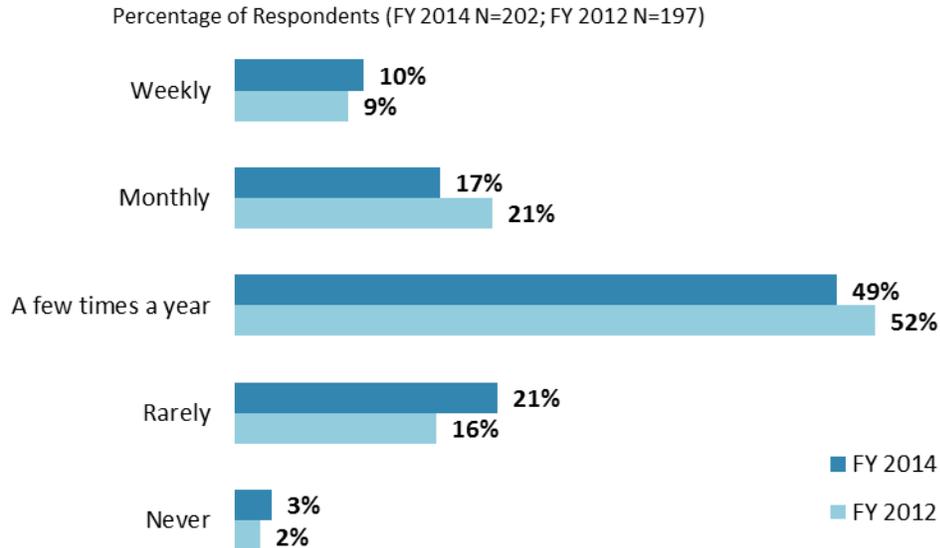


"Which of the following best describes the way the World Bank Group operates in Albania?"  
(Respondents chose from a list.)

## VIII. World Bank Group’s Knowledge and Instruments

### Frequency of Consulting World Bank Group’s Knowledge Work and Activities

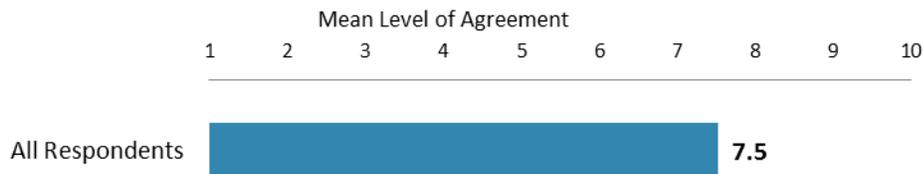
- Respondents who collaborate with the WBG were significantly more likely to indicate that they consulted WBG’s knowledge work and activities *more often* (weekly and monthly) than respondents who do not collaborate with the WBG.



"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)

### Meeting Albania’s Knowledge Needs (*Indicator Question*)

- Respondents in this year’s country survey had significantly *higher* levels of agreement that the WBG meets Albania’s needs for knowledge services compared to respondents from the FY ’12 country survey (6.8).
- Respondents from CSOs had the highest levels of agreement that the WBG meets Albania’s needs for knowledge services, whereas respondents from the private sector/ financial sector/private banks had significantly lower levels of agreement.

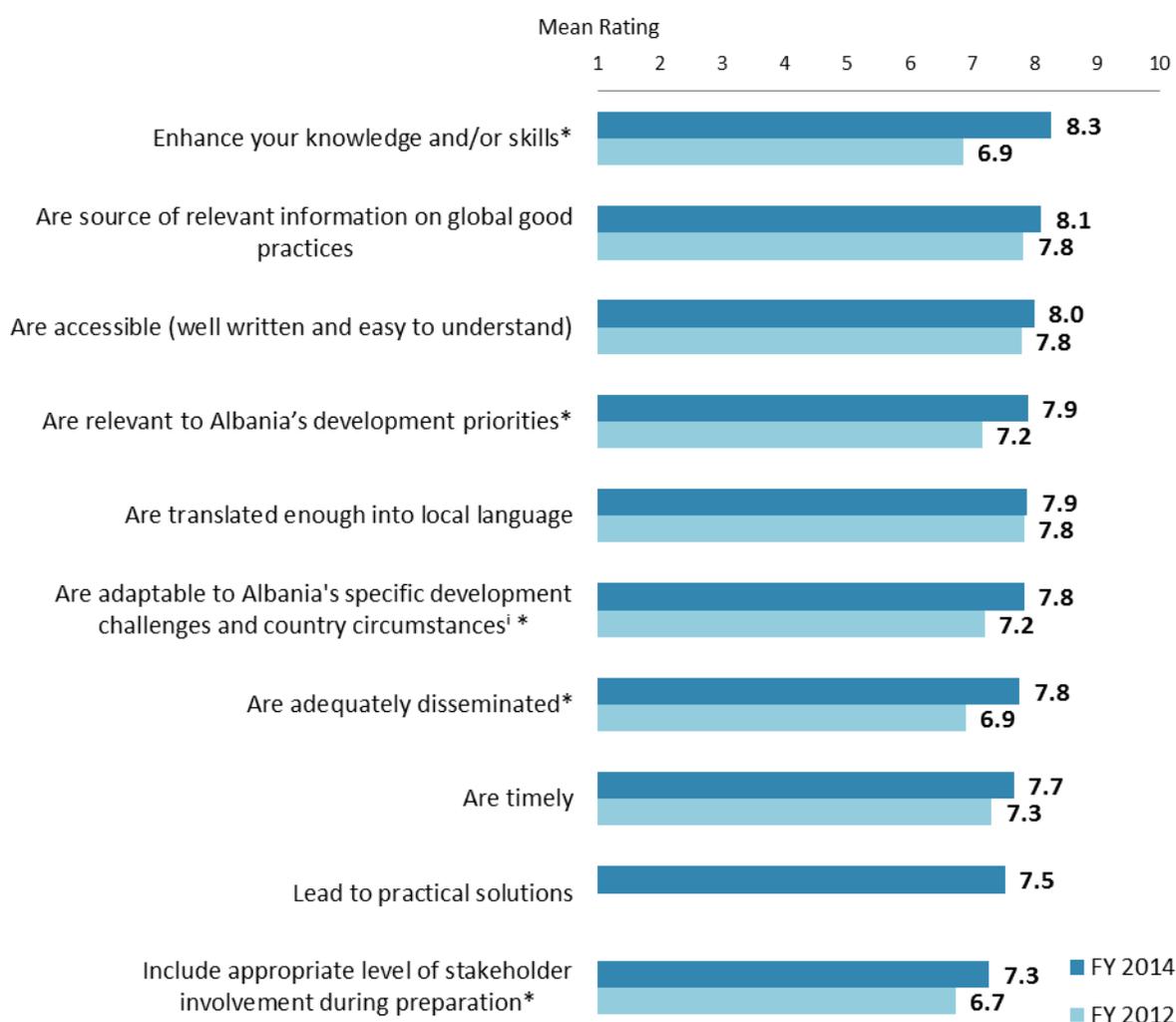


"The World Bank Group meets Albania’s needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

## VIII. World Bank Group’s Knowledge and Instruments (continued)

### Qualities of the WBG’s Knowledge Work and Activities

- Respondents in this year’s country survey gave significantly *higher* ratings for five of these qualities of the WBG’s knowledge work and activities that could be compared to respondents from the FY’12 country survey (including the indicator question). Statistically significant differences are noted in the chart.
- There were statistically significant stakeholder group differences across a number of these aspects of the WBG’s knowledge (including the indicator question). For the most part, respondents from independent government institutions tended to give the highest ratings, whereas respondents from bilateral/multilateral agencies tended to give significantly lower ratings (see Appendix B for details).



"In Albania, to what extent do you believe that the World Bank Group’s knowledge work and activities:"  
 (1- "To no degree at all", 10- "To a very significant degree")

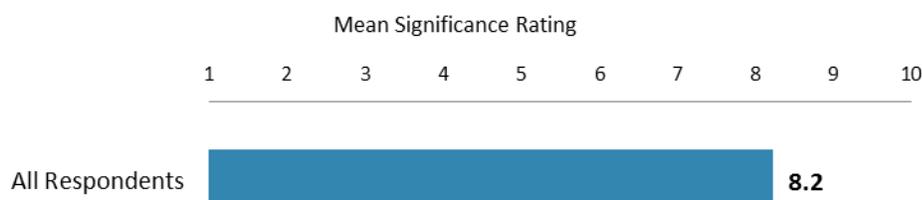
\*Significantly different between FY 2014 and FY 2012

<sup>i</sup>Indicator Question

## VIII. World Bank Group's Knowledge and Instruments (continued)

### Contribution of the WBG's Knowledge Work and Activities (*Indicator Question*)

- Respondents in this year's country survey had significantly *higher* ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Albania compared to respondents from the FY '12 country survey (7.7).
- Respondents from PMUs/consultants/contractors on WBG-supported projects and CSOs had the highest ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Albania, whereas respondents from the private sector/financial sector/private banks and bilateral/multilateral agencies had significantly lower ratings.



"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"  
(1-"Not significant at all", 10-"Very significant")

### Technical Quality of the WBG's Knowledge Work and Activities (*Indicator Question*)

- Respondents in this year's country survey had significantly *higher* ratings for the technical quality of the WBG's knowledge work and activities compared to respondents from the FY '12 country survey (8.1).
- Respondents from PMUs/consultants/contractors on WBG-supported projects and independent government institutions had the highest ratings for the technical quality of the WBG's knowledge work and activities, whereas respondents from the private sector/financial sector/private banks had significantly lower ratings.

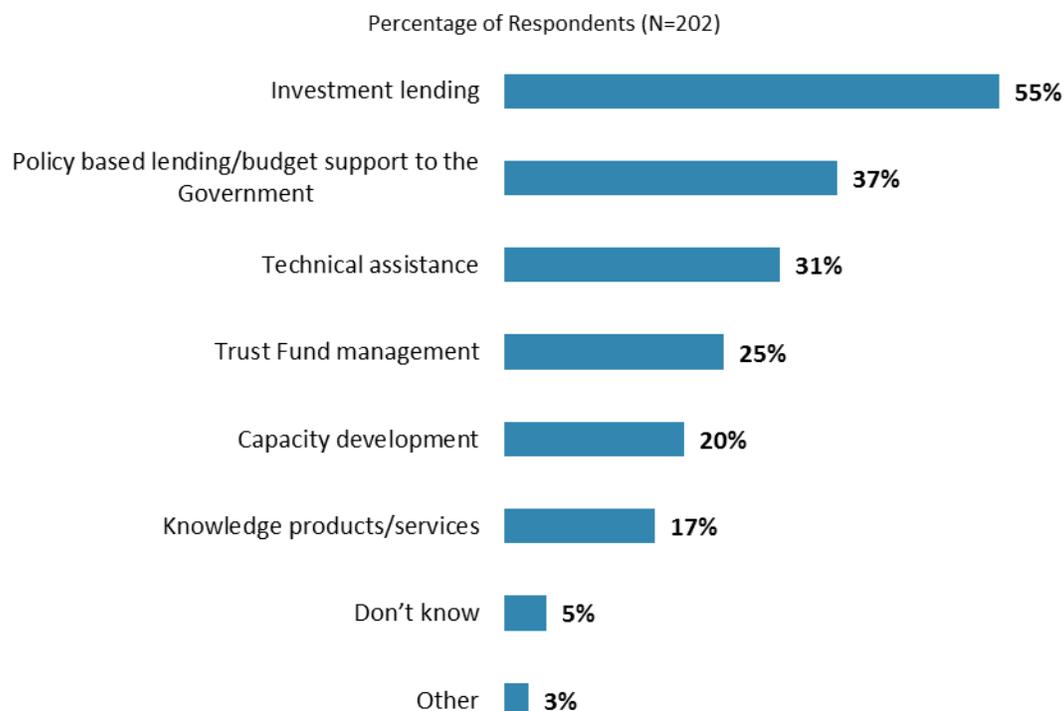


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

## VIII. World Bank Group's Knowledge and Instruments (continued)

### Most Effective Instruments in Reducing Poverty

- While respondents across nearly all stakeholder groups tended to indicate “investment lending” as the WBG’s most effective instrument in reducing poverty in Albania, a majority of respondents from bilateral/multilateral agencies indicated “policy based lending/budget support to the Government” as the WBG’s most effective instrument.

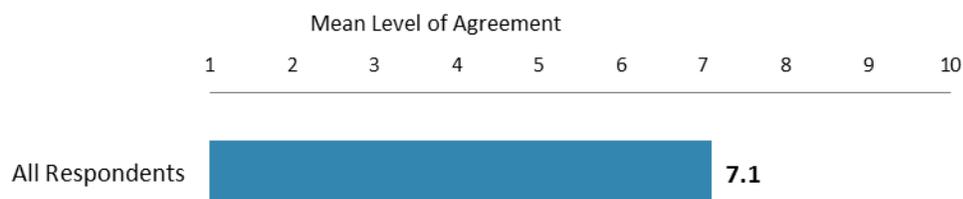


“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Albania? (Choose no more than TWO)”  
(Respondents chose from a list. Responses combined.)

## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Albania's Needs for Financial Instruments (*Indicator Question*)

- Respondents in this year's country survey had significantly *higher* levels of agreement that the WBG's financial instruments meet Albania's needs compared to respondents from the FY '12 country survey (6.6).
- Respondents from PMUs/consultants/contractors on WBG-supported projects had the highest levels of agreement that the WBG's financial instruments meet Albania's needs, whereas respondents from the media had significantly lower levels of agreement.



"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-"Strongly disagree", 10-"Strongly agree")

### The World Bank Group's Internal Monitoring Mechanisms

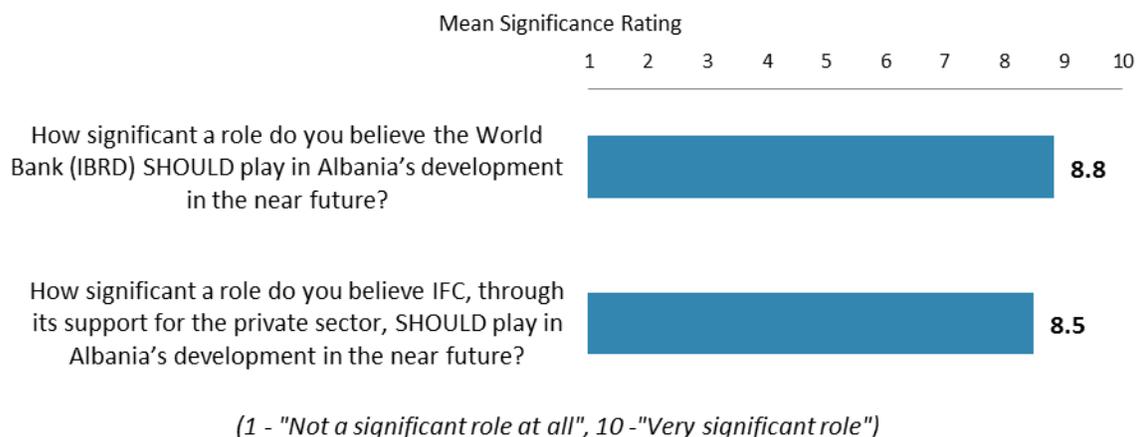


"To what extent do you believe the World Bank Group measures and corrects its work in real time in Albania?" (1-"To no degree at all", 10-"To a very significant degree")

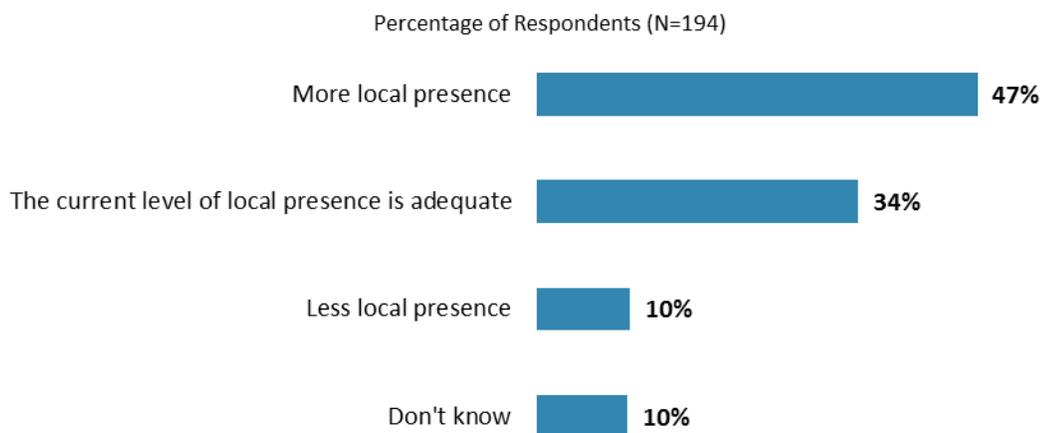
## IX. The Future Role of the World Bank Group in Albania

### Role Significance

- Respondents in this year's country survey had significantly *higher* ratings for the significance of the World Bank's (IBRD) future role in Albania's development compared to respondents from the FY '12 and FY '10 country surveys (8.4 and 8.2 respectively).
- Respondents across all stakeholder groups, geographic locations, and levels of collaboration with the WBG had statistically similar ratings for the World Bank's (IBRD) and the IFC's future role in Albania's development.



### World Bank Group's Presence in Albania

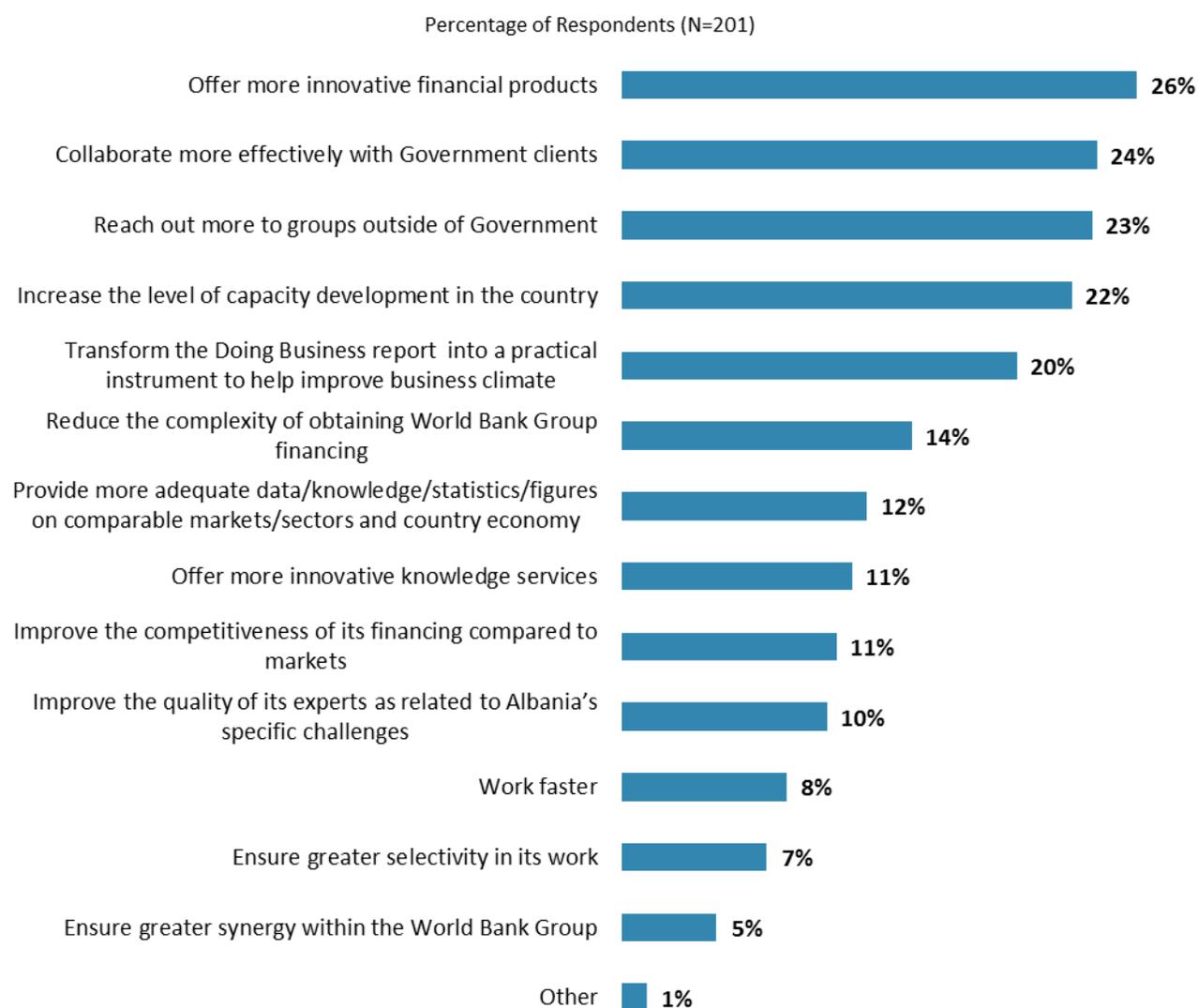


"To be a more effective development partner in Albania, do you believe that the World Bank Group should have... ?" (Respondents chose from a list.)

## IX. The Future Role of the WBG in Albania (continued)

### Making the World Bank Group of Greater Value

- Respondents who collaborate with the WBG were significantly more likely to indicate that the WBG should increase the level of capacity development in the country in order to make itself of greater value in Albania compared to respondents who do not collaborate with the WBG.
- Respondents in the FY'12 country survey\* indicated that the WBG should reduce the complexity of obtaining its financing (29%).

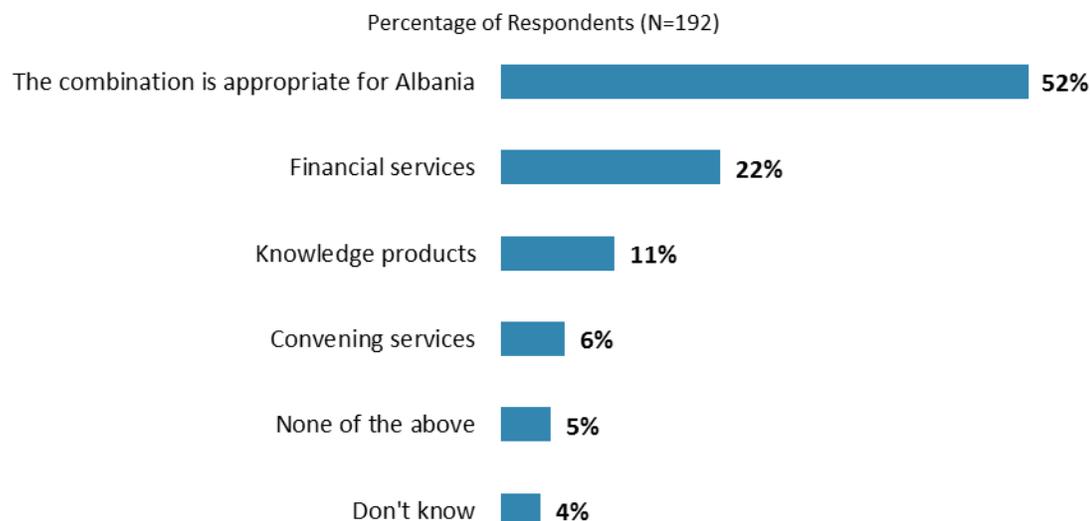


"Which of the following SHOULD the World Bank Group do to make itself of greater value in Albania? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

\*Not all of the response options provided in the FY '14 survey were provided in the FY '12 survey.

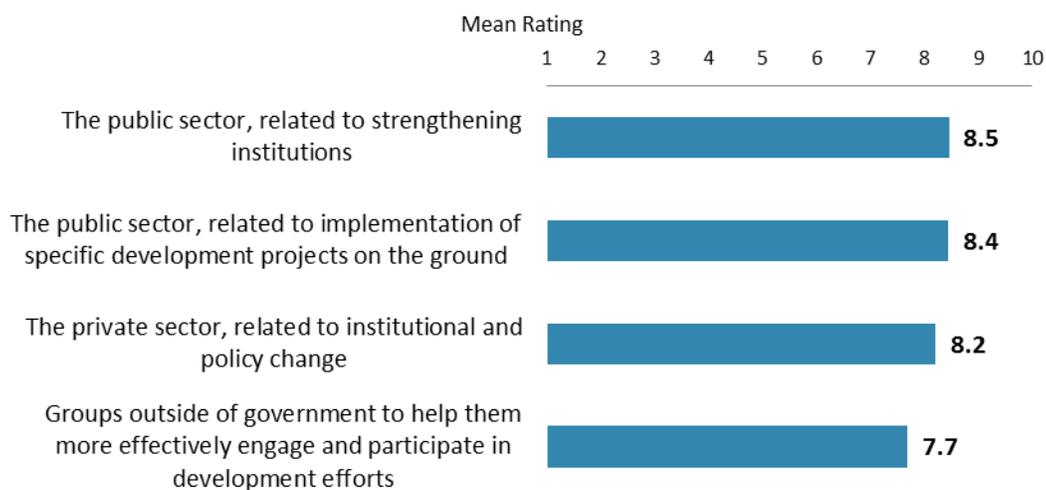
## IX. The Future Role of the WBG in Albania (continued)

### World Bank Group's Services in Albania



"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?" (Respondents chose from a list.)

### Capacity Building Support

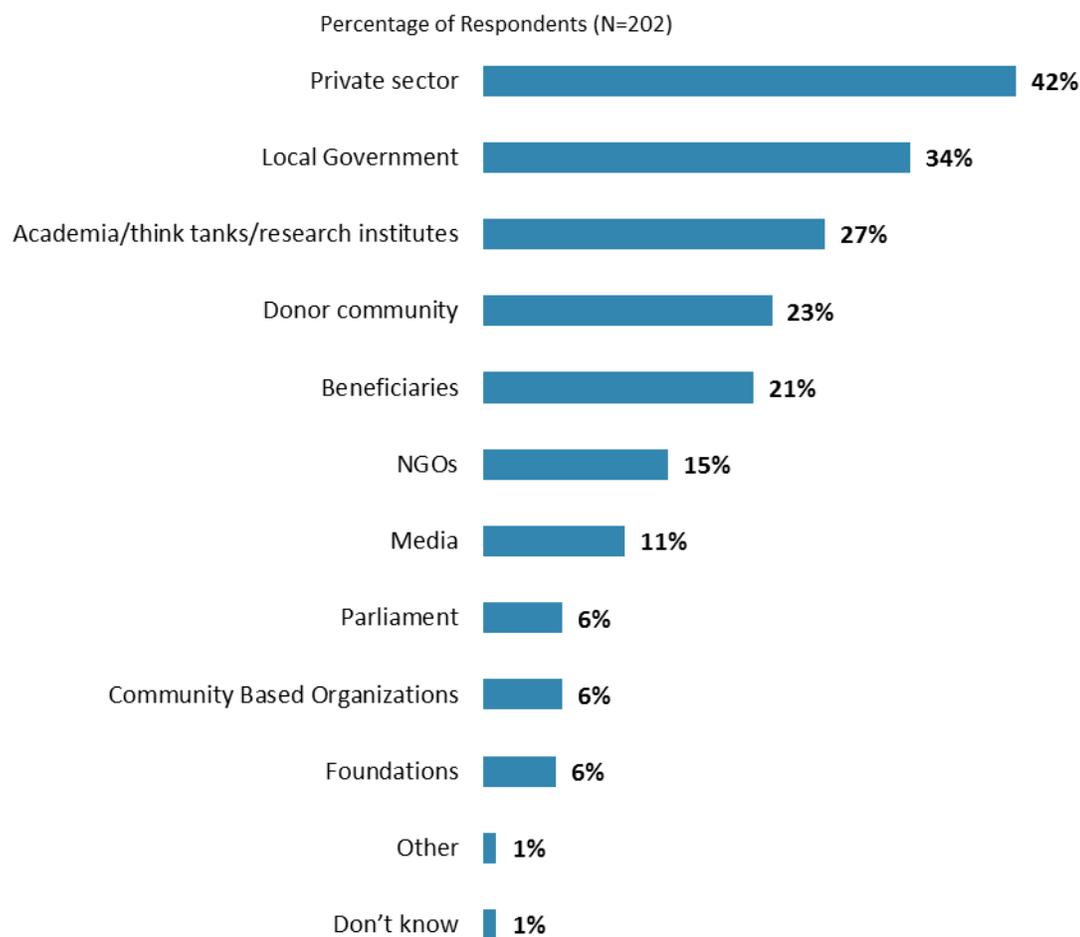


"The World Bank Group can provide capacity building support in a number of ways in Albania. To which degree would Albania benefit, if capacity building were to support...?"  
(1-"To no degree at all", 10-"To a very significant degree")

## IX. The Future Role of the WBG in Albania (continued)

### Collaborating with Stakeholders in Albania

- Respondents in the FY'12 country survey\* indicated that the WBG should work more closely with the private sector (49%) and local governments (47%) to ensure better development results in Albania.

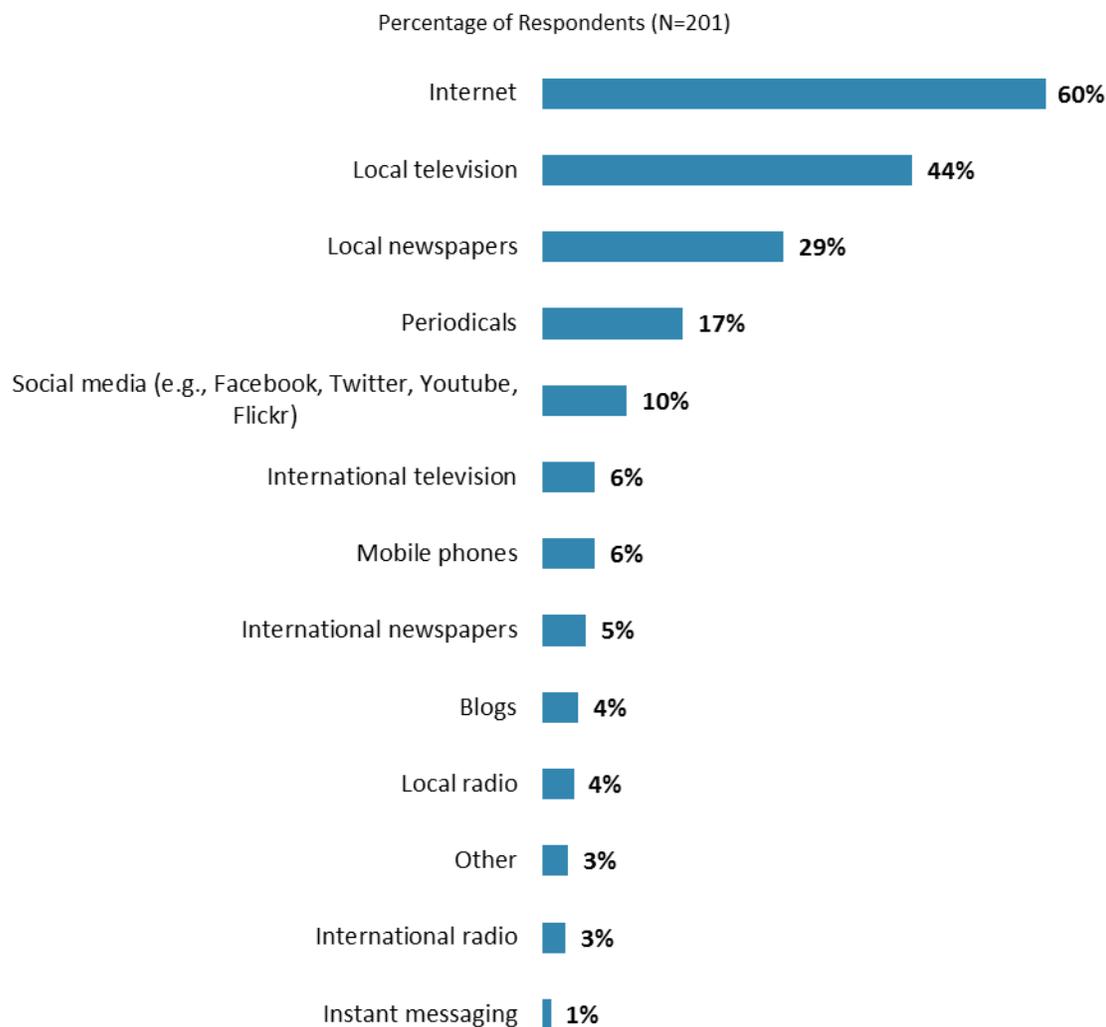


"In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there?" (Respondents chose from a list. Responses combined.)

\*Not all of the response options provided in the FY '14 survey were provided in the FY '12 survey.

## X. Communication and Openness

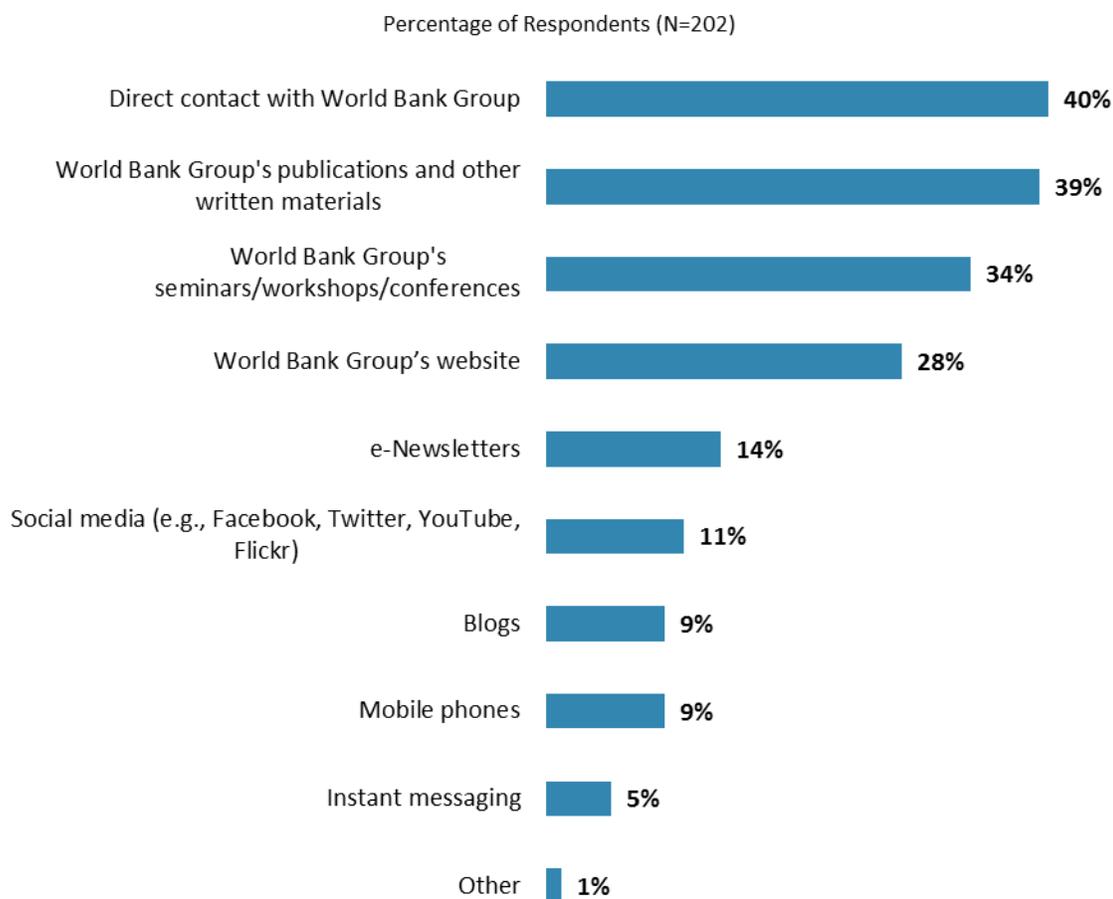
### General Information Sources



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

## X. Communication and Openness (continued)

### Preferred Information Sources

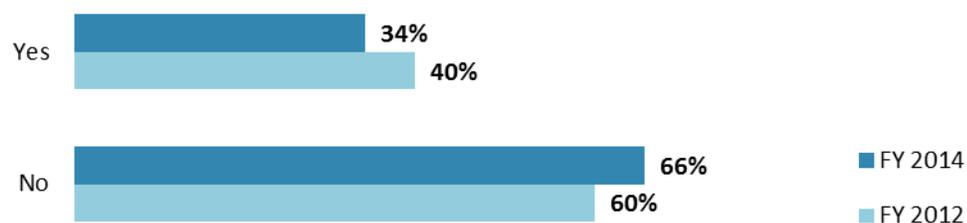


"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

## X. Communication and Openness (continued)

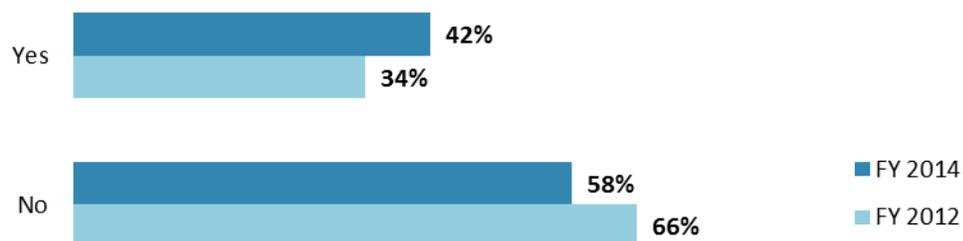
### Access to Information

Percentage of Respondents (FY 2014 N=179; FY 2012 N=177)



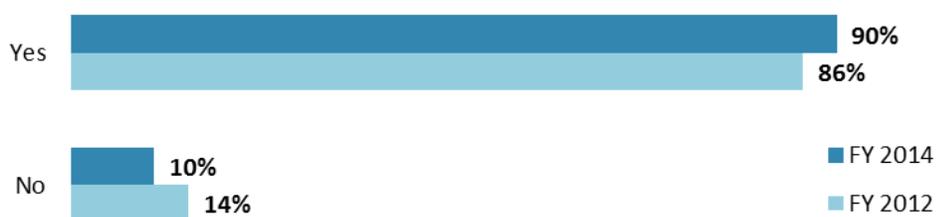
"Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?"

Percentage of Respondents (FY 2014 N=184; FY 2012 N=170)



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

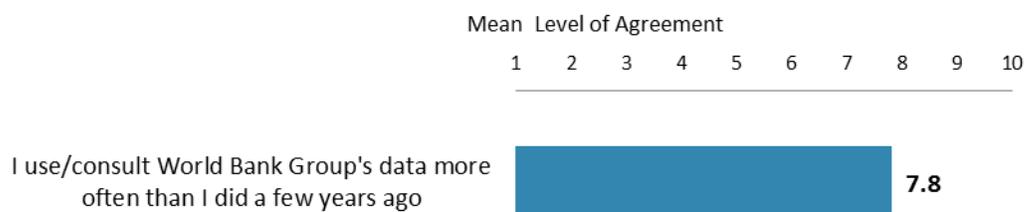
Percentage of Respondents (FY 2014 N=72; FY 2012 N=58)



"Were you able to obtain this information?"

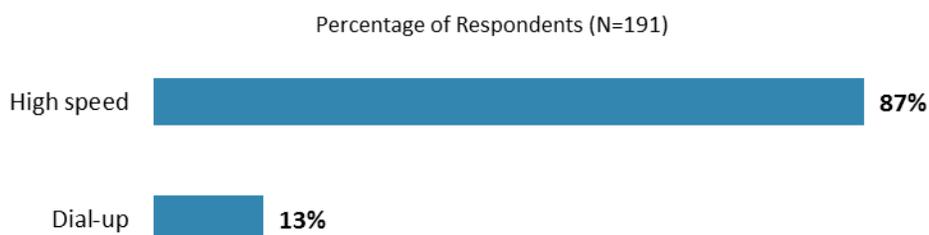
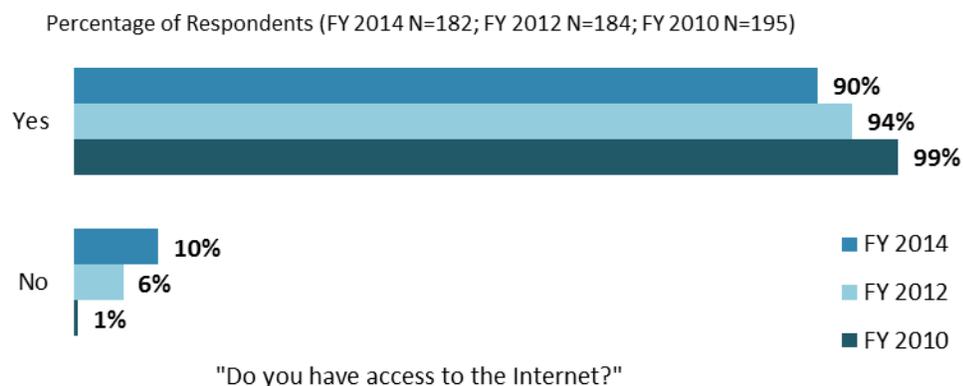
## X. Communication and Openness (continued)

### Access to Information (continued)



"Please rate how much you agree with the following statements"  
(1-"Strongly disagree", 10-"Strongly agree")

### Internet Access

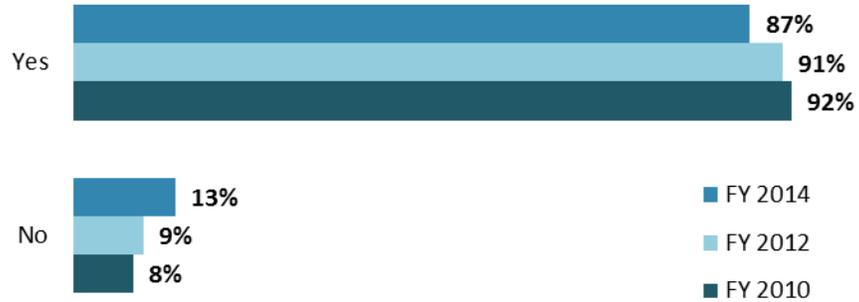


"Which Internet connection do you use primarily when visiting a World Bank Group website?"

## X. Communication and Openness (continued)

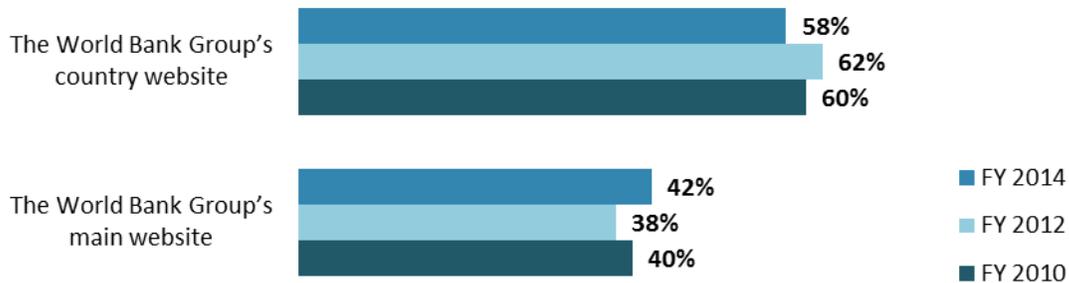
### Website Usage

Percentage of Respondents (FY 2014 N=186; FY 2012 N=188; FY 2010 N=192)



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

Percentage of Respondents (FY 2014 N=198; FY 2012 N=191; FY 2010 N=184)

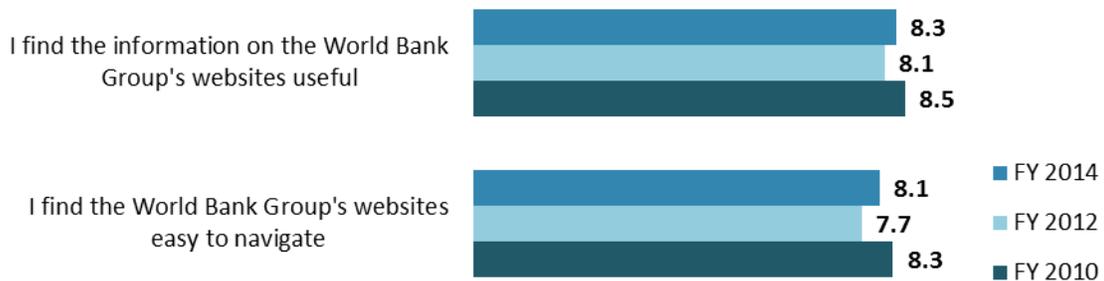


"Which do you primarily use?"

### Website Evaluation

Mean Level of Agreement

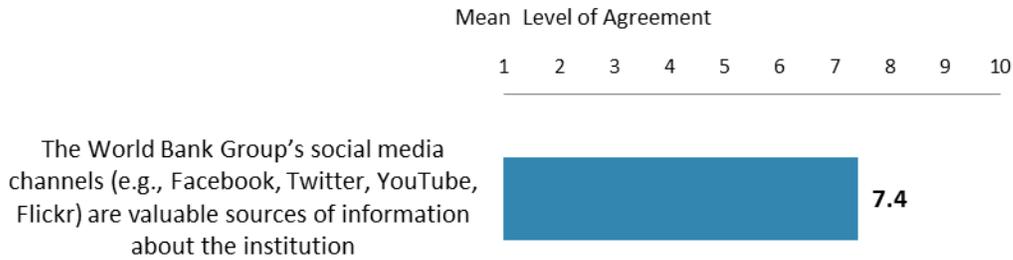
1 2 3 4 5 6 7 8 9 10



"Please rate how much you agree with the following statements"  
(1-"Strongly disagree", 10-"Strongly agree")

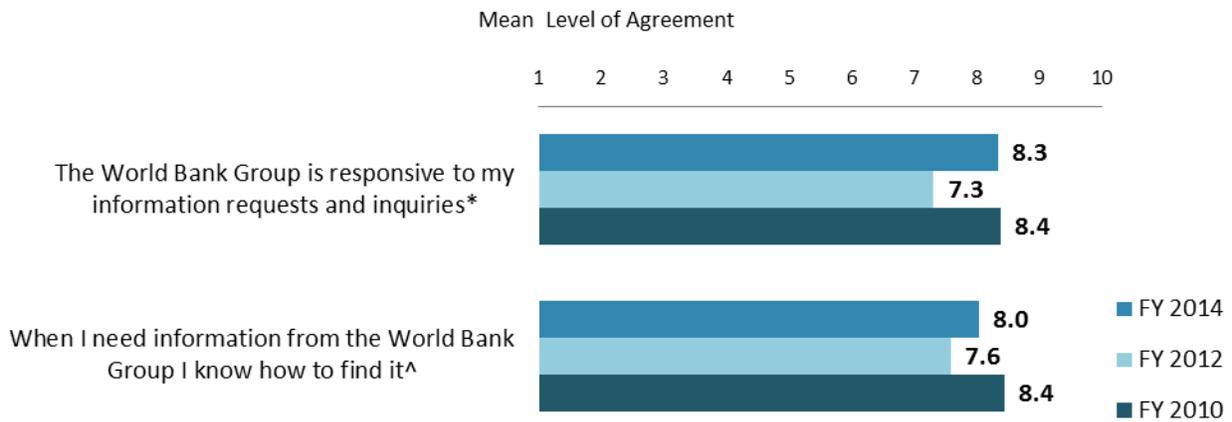
## X. Communication and Openness (continued)

### Evaluation of WBG’s Social Media Channels



"Please rate how much you agree with the following statements"  
 (1-"Strongly disagree", 10-"Strongly agree")

### Information Sharing



"Please rate how much you agree with the following statements" (1-"Strongly disagree", 10-"Strongly agree")  
 ^Significantly different between FY 2014 and FY 2010; \*Significantly different between FY 2014 and FY 2012

## XI. Appendices

A. Responses to All Questions across All Respondents .....	51
B. Responses to All Questions by Stakeholder Groups .....	69
C. Responses to All Questions by Geographic Location .....	90
D. Responses to All Questions by Levels of Collaboration.....	105
E. Responses to Key Questions by Specializations/Sectors.....	120
F. Responses to All Questions by Year.....	126
G. Indicator Questions as a Function of Exposure to the WBG .....	131
H. Indicator Questions by Stakeholder Groups.....	132
I. WBG Country Survey FY 2014 – Albania Questionnaire.....	133

### Albania



## Appendix A: Responses to All Questions across All Respondents (N=248<sup>3</sup>)

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they "Don't know" (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (\*).

### A. General Issues Facing Albania

1. In general would you say that Albania is headed in ... ?	Percentage of Respondents (N=199)
The right direction	67.6%
The wrong direction	6.0%
Not sure	26.4%

2. 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)	Percentage of Respondents (Responses Combined; N=201)
Anti corruption	33.4%
Public sector governance/reform	31.4%
Law and justice	29.7%
Education	22.2%
Job creation/employment	19.0%
Economic growth	14.5%
Agricultural development	13.2%
Health	12.7%
Poverty reduction	12.5%
EU integration	10.7%
Domestic private sector development	10.2%
Social protection	9.7%
Foreign direct investment	9.0%
Energy	7.5%
Rural development	7.0%
Food security	6.0%
Trade and exports	5.5%
Natural resource management	5.2%
Financial markets	5.0%
Crime and violence	4.7%
Environmental sustainability	4.2%
Water and sanitation	3.7%
Urban development	3.7%
Transport	3.5%
Regulatory framework	3.5%
Gender equity	3.2%
Equality of opportunity	3.2%
Information and communications technology	2.7%
Climate change	1.0%
Disaster management	0.7%

<sup>3</sup> Note that the number of respondents from academia/research institutes/think tanks was weighted (original N=90, Weight=0.5, Weighted N=45); therefore, the final sample N=203.

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

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Albania? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=200)</b>
Economic growth	40.8%
Job creation/employment	39.0%
Domestic private sector development	31.0%
Agricultural development	20.8%
Rural development	19.8%
Public sector governance/reform	18.0%
Social protection	17.3%
Education	15.0%
Foreign direct investment	12.5%
Natural resource management	12.0%
Anti corruption	11.0%
EU integration	9.3%
Law and justice	7.5%
Health	6.5%
Trade and exports	5.5%
Energy	4.5%
Regulatory framework	4.0%
Gender equity	3.5%
Equality of opportunity	3.3%
Environmental sustainability	2.5%
Financial markets	2.3%
Food security	2.3%
Climate change	1.8%
Urban development	1.8%
Water and sanitation	1.5%
Crime and violence	1.5%
Transport	1.3%
Information and communications technology	0.5%
Disaster management	0.5%

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

<b>4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Albania? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=203)</b>
Domestic private sector development	38.2%
Foreign direct investment	36.9%
Agricultural development	24.6%
Public sector governance/reform	20.9%
Anti corruption	20.4%
Natural resource management	19.5%
Rural development	16.3%
Job creation/employment	16.0%
Trade and exports	15.3%
Law and justice	12.6%
Energy	11.8%
EU integration	8.6%
Education	8.6%
Regulatory framework	5.9%
Financial markets	5.7%
Urban development	5.2%
Social protection	4.9%
Transport	4.9%
Environmental sustainability	3.9%
Equality of opportunity	3.2%
Food security	2.7%
Health	2.7%
Climate change	1.7%
Information and communications technology	1.5%
Crime and violence	1.5%
Gender equity	1.0%
Water and sanitation	1.0%
Disaster management	0.7%

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

5. 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)	Percentage of Respondents (Responses Combined; N=190)
Better governance (incl. anti corruption)	27.7%
Consistent economic growth	26.4%
Better employment opportunities for young people	21.6%
Better entrepreneurial opportunities	19.5%
A growing middle class	16.6%
Education and training that better ensure job opportunity	16.6%
Greater access to micro-finance for the poor	11.1%
More reliable social safety net	10.0%
Greater voice and participation for citizens to help ensure greater accountability	9.2%
Better opportunity for the poor who live in rural areas	9.0%
Greater equity of fiscal policy	7.7%
Greater access to health and nutrition for citizens	7.4%
Better opportunity for the poor who live in urban areas	6.1%
Better employment opportunities for women	5.3%
Better quality public services	4.7%
Other	0.0%

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

<b>Familiarity: 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, 10-Extremely familiar)</b>	N	DK	Mean	SD
1a. The World Bank (IBRD)	200	0	7.68	2.06
1b. International Finance Corporation (IFC)	196	0	6.34	2.56

<b>Overall Effectiveness: Overall, please rate your impression of the World Bank Group member organization's effectiveness in Albania.* (1-Not effective at all, 10-Very effective)</b>	N	DK	Mean	SD
2a. The World Bank (IBRD)	187	14	7.87	1.71
2b. International Finance Corporation (IFC)	145	49	7.29	1.93

<b>Staff Preparedness*</b>	N	DK	Mean	SD
3. 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-To no degree at all, 10-To a very significant degree)	171	28	8.70	1.31

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

<b>4. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=201)</b>
Public sector governance/reform	25.1%
Agricultural development	19.7%
Domestic private sector development	18.9%
Economic growth	18.4%
Education	17.7%
Poverty reduction	17.2%
Foreign direct investment	16.2%
Job creation/employment	15.2%
Rural development	13.9%
Energy	13.9%
Health	12.7%
Social protection	10.4%
Transport	10.4%
Anti corruption	10.4%
Law and justice	9.2%
Natural resource management	9.0%
Regulatory framework	7.2%
Environmental sustainability	7.0%
EU integration	6.7%
Equality of opportunity	6.7%
Crime and violence	5.0%
Food security	4.5%
Water and sanitation	4.2%
Financial markets	4.2%
Gender equity	4.0%
Trade and exports	3.7%
Information and communications technology	2.0%
Climate change	1.5%
Urban development	1.2%
Disaster management	0.2%

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

5. 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?	Percentage of Respondents (N=195)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Financial resources	42.9%	13.5%	56.4%
Policy and economic advice	17.7%	10.4%	28.1%
Capacity development	8.5%	14.8%	23.3%
Mobilizing third party financial resources	4.9%	17.1%	22.0%
Technical assistance	5.4%	15.3%	20.7%
Donor coordination	4.4%	12.2%	16.6%
Studies/analyses	9.5%	5.2%	14.7%
Data	3.3%	4.4%	7.8%
Linkage to non-Bank expertise	0.5%	4.4%	4.9%
Convening/facilitating	2.6%	2.3%	4.9%
Other	0.3%	0.3%	0.5%

How effectively do the World Bank Group's activities below support Albania's efforts to achieve development results? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Convening/facilitating	154	46	7.29	2.14
7. Data	162	34	7.82	1.72
8. Policy and economic advice	167	30	7.96	1.75
9. Studies/analyses	167	26	8.08	1.68
10. Financial resources	167	31	8.05	1.61
11. Technical assistance	173	27	7.93	1.74
12. Mobilizing third party financial resources	138	58	7.51	1.87
13. Donor coordination	150	48	7.32	2.25
14. Linkage to non-Bank expertise	128	69	7.71	1.93

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...? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
15. Groups outside of government to help them more effectively engage and participate in development efforts	182	15	7.69	2.08
16. The public sector, related to implementation of specific development projects on the ground	194	7	8.45	1.46
17. The public sector, related to strengthening institutions	188	12	8.46	1.43
18. The private sector, related to institutional and policy change	187	12	8.21	1.61

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

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? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
19. Project implementation	154	47	8.09	1.70
20. Citizen engagement	131	68	7.37	1.73
21. Policy advice/design	152	50	8.16	1.52

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? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
22. Project implementation	169	30	8.23	1.78
23. Citizen engagement	153	46	8.08	1.78
24. Policy advice/design	172	29	8.42	1.71

25. 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)	Percentage of Respondents (Responses Combined; N=197)
Not willing to honestly criticize policies and reform efforts in the country	22.6%
Not enough public disclosure of its work	15.8%
Too bureaucratic in its operational policies and procedures	15.5%
World Bank Group's processes too slow	14.8%
World Bank Group's processes too complex	14.2%
Not collaborating enough with non-state actors (i.e., civil society)	13.5%
Not adequately sensitive to political/social realities in Albania	12.7%
Imposing technocratic solutions without regard to political realities	12.2%
Too influenced by developed countries	10.9%
Don't know	10.9%
Not exploring alternative policy options	6.9%
Not aligned with country priorities	6.4%
Arrogant in its approach	4.8%
Not aligned with other donors' work	4.8%
The credibility of its knowledge/data	4.3%
Staff too inaccessible	3.1%
Not client focused	2.5%
Other	1.8%

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

<b>26. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Albania? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=202)</b>
Investment lending	55.3%
Policy based lending/budget support to the Government	37.2%
Technical assistance	30.8%
Trust Fund management	24.6%
Capacity development	20.1%
Knowledge products/services	16.9%
Don't know	4.7%
Other	2.7%

<b>27. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=202)</b>
Private sector	42.1%
Local Government	33.7%
Academia/think tanks/research institutes	27.0%
Donor community	22.8%
Beneficiaries	21.3%
NGOs	14.6%
Media	11.1%
Parliament	6.2%
Community Based Organizations	6.2%
Foundations	5.7%
Other	1.0%
Don't know	1.0%

<b>To what extent do you agree with the following statements about the World Bank Group's work in Albania? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
28. Overall the World Bank Group currently plays a relevant role in development in Albania*	200	3	8.07	1.81
29. The World Bank Group's work is aligned with what I consider the development priorities for Albania*	195	8	7.77	1.73
30. The World Bank Group supports programs and strategies that are realistic for Albania	194	9	7.88	1.74
31. The World Bank Group treats clients and stakeholders in Albania with respect	183	19	8.48	1.46

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

To what extent is the World Bank Group an effective development partner in Albania, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
32. Responsiveness*	182	17	8.40	1.47
33. Flexibility (in terms of the institution's products and services)*	175	21	7.81	1.44
34. Flexibility (in terms of adapting to changing country circumstances)*	176	21	7.70	1.58
35. Being inclusive*	170	24	7.52	1.77
36. Openness*	182	13	8.00	1.71
37. Staff accessibility*	167	29	7.89	1.77
38. Straightforwardness and honesty*	172	22	8.15	1.74
39. Ease of access to the people at the World Bank Group who are making decisions important to my work*	156	39	7.90	1.71
40. Collaboration with civil society*	157	40	7.57	1.88
41. Collaboration with the Government*	178	19	8.55	1.28
42. Collaboration with other donors and development partners*	168	31	7.84	1.76
43. Collaboration with the private sector*	141	52	7.32	1.84
44. The speed in which it gets things accomplished on the ground*	164	29	7.13	1.95
45. Being a long-term partner*	180	18	8.65	1.46

46. To be a more effective development partner in Albania, do you believe that the World Bank Group should have... ? (Select only ONE response)	Percentage of Respondents (N=194)
More local presence	46.6%
The current level of local presence is adequate	34.0%
Less local presence	9.8%
Don't know	9.5%

47. 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)	Percentage of Respondents (Responses Combined; N=199)
Lack of/inadequate levels of capacity in Government	38.0%
Political pressures and obstacles	38.0%
There is not an adequate level of citizen/civil society participation	25.4%
Reforms are not well thought out in light of country challenges	21.9%
The Government works inefficiently	17.6%
The World Bank Group is not sensitive enough to political/social realities on the ground	16.1%
Poor donor coordination	12.1%
The World Bank Group works too slowly	11.6%
The World Bank Group does not do adequate follow through/follow-up	5.8%
Other	1.5%

### C. World Bank Group's Effectiveness and Results

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Albania? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti corruption	192	7	8.32	1.94
2. Information and communications technology	182	12	7.65	1.78
3. Transport	186	11	7.97	1.80
4. Crime and violence	177	17	7.09	2.40
5. Law and justice	180	15	8.14	1.98
6. Urban development	182	11	8.20	1.63
7. Environmental sustainability	185	12	8.16	1.56
8. Regulatory framework	177	16	8.01	1.64
9. Poverty reduction	190	8	8.77	1.36
10. Gender equity	182	13	7.41	2.08
11. Domestic private sector development	185	10	8.58	1.54
12. Foreign direct investment	186	9	8.54	1.64
13. Water and sanitation	183	10	7.98	1.74
14. Trade and exports	176	20	8.00	1.74
15. Economic growth	184	9	8.86	1.30
16. Energy	184	8	8.45	1.61
17. Disaster management	177	16	7.25	2.00
18. Public sector governance/reform	187	8	8.53	1.53
19. Job creation/employment	183	13	8.25	1.84
20. Financial markets	177	19	8.09	1.72
21. Equality of opportunity	180	16	7.53	1.94
22. Health	184	10	8.63	1.44
23. Rural development	189	7	8.27	1.55
24. EU integration	177	16	7.59	2.29
25. Food security	180	15	7.83	2.20
26. Education	185	13	8.53	1.65
27. Social protection	184	12	8.21	1.71
28. Climate change	178	18	7.26	2.09
29. Agricultural development	189	6	8.59	1.66
30. Natural resource management	184	14	8.31	1.69

**C. World Bank Group's Effectiveness and Results (continued)**

2. 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? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti corruption	118	77	7.45	2.01
2. Information and communications technology	112	82	7.68	1.71
3. Transport	130	65	7.97	1.41
4. Crime and violence	94	101	6.94	2.34
5. Law and justice	102	92	7.18	2.09
6. Urban development	126	67	7.39	1.89
7. Environmental sustainability	129	67	7.41	1.87
8. Regulatory framework	133	62	7.44	1.79
9. Poverty reduction	139	55	7.62	1.73
10. Gender equity	122	73	7.41	2.08
11. Domestic private sector development	118	75	7.51	1.92
12. Foreign direct investment	129	62	7.65	1.82
13. Water and sanitation	120	74	7.34	1.98
14. Trade and exports	110	85	7.50	1.75
15. Economic growth	137	57	7.67	1.67
16. Energy	135	56	7.46	1.94
17. Disaster management	105	86	7.30	2.06
18. Public sector governance/reform	135	58	7.77	1.64
19. Job creation/employment	124	71	7.12	2.17
20. Financial markets	107	85	7.41	2.13
21. Equality of opportunity	113	80	7.28	1.92
22. Health	129	64	7.26	1.96
23. Rural development	129	66	7.48	1.73
24. EU integration	114	79	7.36	2.16
25. Food security	105	89	7.20	2.13
26. Education	122	73	7.24	2.10
27. Social protection	127	68	7.36	1.73
28. Climate change	110	83	7.10	2.16
29. Agricultural development	128	68	7.44	1.78
30. Natural resource management	103	92	7.38	1.82

3. Where are the World Bank Group's decisions made primarily that support the program in Albania? (Select only ONE response)	Percentage of Respondents (N=202)
At the Headquarters (in Washington D.C.)	50.5%
In the country	21.0%
Don't know	28.5%

Achieving Development Results	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Albania?* (1-To no degree at all, 10-To a very significant degree)	194	8	7.84	1.71

**C. World Bank Group's Effectiveness and Results (continued)**

To what extent do you agree with the following statements about the World Bank Group in Albania? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Results, etc.) meet the needs of Albania*	185	17	7.10	1.87
6. The World Bank Group meets Albania's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	182	21	7.52	1.80

Measuring Results	N	DK	Mean	SD
7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Albania? (1-To no degree at all, 10-To a very significant degree)	154	44	7.90	1.67

**D. The World Bank Group's Knowledge Work and Activities (i.e., Analysis, Studies, Research, Data, Reports, Conferences)**

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=202)
Weekly	10.4%
Monthly	16.6%
A few times a year	48.8%
Rarely	21.3%
Never	3.0%

In Albania, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	186	16	7.68	1.82
3. Include appropriate level of stakeholder involvement during preparation	173	29	7.27	1.80
4. Are relevant to Albania's development priorities	189	13	7.90	1.53
5. Lead to practical solutions	185	18	7.53	1.75
6. Are accessible (well written and easy to understand)	184	15	8.00	1.54
7. Are source of relevant information on global good practices	181	21	8.11	1.48
8. Enhance your knowledge and/or skills	188	13	8.27	1.54
9. Are adequately disseminated	175	22	7.77	1.81
10. Are translated enough into local language	163	38	7.88	1.66
11. Are adaptable to Albania's specific development challenges and country circumstances*	184	18	7.83	1.64

**D. The World Bank Group's Knowledge Work and Activities (continued)**

Overall Evaluations	N	DK	Mean	SD
12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	190	11	8.23	1.45
13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	190	12	8.39	1.34

**E. Working with the World Bank Group**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	156	46	6.95	2.45
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	187	16	7.85	1.66
3. The World Bank Group's approvals and reviews are done in a timely fashion	160	41	7.64	1.75
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	157	44	8.09	1.48
5. The World Bank Group's conditions on its lending are reasonable	160	41	7.71	1.75
6. The World Bank Group takes decisions quickly in Albania*	153	46	7.29	1.87
7. Working with the World Bank Group increases Albania's institutional capacity	186	15	8.30	1.55
8. The World Bank Group ensures consistency and continuity even when there are staff changes	168	33	8.23	1.54
9. Where country systems are adequate, the World Bank Group makes appropriate use of them*	156	45	8.02	1.65
10. The World Bank Group provides effective implementation support	177	25	8.06	1.71
11. The World Bank Group monitors misuse of funds/corruption in its projects	154	48	8.24	1.50

12. Which of the following best describes the way the World Bank Group operates in Albania? (Select only ONE response)	Percentage of Respondents (N=177)
The World Bank Group takes too much risk in Albania	2.3%
The World Bank Group does not take enough risk in Albania	23.2%
The World Bank Group's approach to risk is appropriate	49.6%
Don't know	24.9%

**F. The Future Role of the World Bank Group in Albania**

Future Collaboration	N	DK	Mean	SD
1. How significant a role do you believe the World Bank (IBRD) SHOULD play in Albania's development in the near future? (1-Not a significant role at all, 10-Very significant role)	197	6	8.85	1.24
2. 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-Not a significant role at all, 10-Very significant role)	182	22	8.50	1.46

**F. The Future Role of the World Bank Group in Albania (continued)**

<b>3. Which of the following SHOULD the World Bank Group do to make itself of greater value in Albania? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=201)</b>
Offer more innovative financial products	25.6%
Collaborate more effectively with Government clients	23.6%
Reach out more to groups outside of Government	23.4%
Increase the level of capacity development in the country	22.4%
Transform the Doing Business report into a practical instrument to help improve business climate	19.7%
Reduce the complexity of obtaining World Bank Group financing	14.4%
Provide more adequate data/knowledge/statistics/figures on comparable markets/sectors and country economy	12.2%
Offer more innovative knowledge services	11.4%
Improve the competitiveness of its financing compared to markets	10.7%
Improve the quality of its experts as related to Albania's specific challenges	10.2%
Work faster	8.2%
Ensure greater selectivity in its work	7.2%
Ensure greater synergy within the World Bank Group	4.7%
Other	1.2%

<b>4. 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)</b>	<b>Percentage of Respondents (N=192)</b>
The combination is appropriate for Albania	52.0%
Financial services	21.7%
Knowledge products	11.2%
Convening services	6.3%
None of the above	5.0%
Don't know	3.9%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Albania? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=202)</b>
Internet	59.8%
Local television	43.9%
Local newspapers	28.5%
Periodicals	16.6%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	9.9%
International television	6.2%
Mobile phones	6.2%
International newspapers	5.2%
Blogs	4.2%
Local radio	3.7%
Other	3.0%
International radio	2.7%
Instant messaging	1.0%

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

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=202)</b>
Direct contact with World Bank Group	39.9%
World Bank Group's publications and other written materials	39.1%
World Bank Group's seminars/workshops/conferences	33.7%
World Bank Group's website	28.2%
e-Newsletters	13.9%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	10.9%
Blogs	9.4%
Mobile phones	9.4%
Instant messaging	5.2%
Other	1.2%

<b>3. 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>	<b>Percentage of Respondents (N=179)</b>
Yes	33.8%
No	66.2%

<b>4. Have you requested information from the World Bank Group on its activities in the past year?</b>	<b>Percentage of Respondents (N=184)</b>
Yes	41.7%
No	58.3%

<b>5. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=72)</b>
Yes	90.2%
No	9.8%

<b>6. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=182)</b>
Yes	89.8%
No	10.2%

<b>7. Do you use/have used the World Bank Group's website?</b>	<b>Percentage of Respondents (N=186)</b>
Yes	86.8%
No	13.2%

<b>8. Which do you primarily use?</b>	<b>Percentage of Respondents (N=198)</b>
The World Bank Group's country website	58.0%
The World Bank Group's main website	42.0%

<b>9. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=191)</b>
High speed	86.6%
Dial-up	13.4%

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

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. I use/consult World Bank Group's data more often than I did a few years ago	189	8	7.81	2.08
11. I find the World Bank Group's websites easy to navigate	185	13	8.05	1.63
12. I find the information on the World Bank Group's websites useful	185	13	8.34	1.52
13. The World Bank Group's social media channels are valuable sources of information about the institution	129	72	7.42	1.97
14. When I need information from the World Bank Group I know how to find it	191	9	8.03	2.19
15. The World Bank Group is responsive to my information requests and inquiries	159	38	8.33	1.57

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=199)
Academia/Research Institute/Think Tank	22.6%
Employee of a Ministry, Ministerial Department, Implementation Agency	17.6%
Private Sector Organization	9.5%
NGO	9.0%
Other	7.0%
PMU	6.5%
Consultant/Contractor working on World Bank supported project/program	5.0%
Independent Government Institution	3.5%
Media	3.0%
Office of Minister	2.5%
Office of Parliamentarian	2.5%
Bilateral Agency	2.5%
Multilateral Agency	2.5%
Local Government Office or Staff	2.0%
Trade Union	1.5%
Financial Sector/Private Bank	1.0%
Office of the President, Prime Minister	0.5%
Private Foundation	0.5%
Judiciary Branch	0.5%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=201)</b>
Education	24.1%
Public sector governance/public financial management/anti-corruption	11.7%
Energy	9.7%
Other	9.0%
Natural resource management/environmental sustainability	6.2%
Private sector development/foreign direct investment	5.2%
Agriculture/rural development/food security	5.0%
Financial markets/banking	4.7%
Generalist	4.7%
Social protection	4.2%
Information and communications technology	4.0%
Law and justice/regulatory framework	4.0%
Transport	1.7%
Water and sanitation	1.5%
Gender equity/equality of opportunity	1.2%
Health/communicable/non-communicable diseases	1.0%
Job creation/employment	1.0%
Urban development	1.0%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?</b>	<b>Percentage of Respondents (N=196)</b>
Yes	53.6%
No	46.4%

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Albania? (Select only ONE response)</b>	<b>Percentage of Respondents (N=149)</b>
The World Bank (IBRD)	78.5%
The International Finance Corporation (IFC)	15.8%
The Multilateral Investment Guarantee Agency (MIGA)	1.7%
Other	4.0%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=176)</b>
Yes	32.2%
No	67.8%

<b>6. If yes, what was your view on the two institutions working together in Albania? (Select only ONE response)</b>	<b>Percentage of Respondents (N=56)</b>
Collaborating but needs improvement	49.1%
Working well together	44.6%
Don't know	5.4%
In conflict	0.9%
Other	0.0%

**H. Background Information (continued)**

<b>7. Which of the following describes most of your exposure to the World Bank Group in Albania? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=183)</b>
Collaborate as part of my professional duties	41.5%
Engage in World Bank Group related/sponsored events/activities	32.5%
Use World Bank Group reports/data	32.0%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	24.0%
Use World Bank Group website for information, data, research, etc.	21.0%

<b>8. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=194)</b>
Tirana and Durrës	80.7%
North Albania	10.1%
South Albania	6.4%
Central Albania	2.8%

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

### A. General Issues facing Albania

In general would you say that Albania is headed in...?

Percentage of Respondents	Office of	Employee	PMU/	Bilateral/	Private Sector/	CSO	Media	Independent		
	President/Prime Minister/Minister	of Ministry	Consultant on WBG Project	Multilateral Agency	Financial Sector/ Private Bank			Institution	Academia	Other
The right direction	83.3%	91.2%	54.5%	80.0%	60.0%	61.9%	50.0%	71.4%	54.3%	75.0%
The wrong direction	0.0%	2.9%	4.5%	10.0%	0.0%	4.8%	0.0%	0.0%	15.2%	3.6%
Not sure	16.7%	5.9%	40.9%	10.0%	40.0%	33.3%	50.0%	28.6%	30.4%	21.4%

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)

Percentage of Respondents (Responses Combined)	Office of	Employee	PMU/	Bilateral/	Private Sector/	CSO	Media	Independent		
	President/Prime Minister/Minister	of Ministry	Consultant on WBG Project	Multilateral Agency	Financial Sector/ Private Bank			Institution	Academia	Other
Social protection	0.0%	11.4%	8.7%	30.0%	14.3%	9.1%	16.7%	14.3%	7.9%	0.0%
Transport	16.7%	2.9%	4.3%	0.0%	0.0%	0.0%	16.7%	14.3%	2.2%	3.8%
Public sector governance/reform	0.0%	34.3%	30.4%	60.0%	28.6%	36.4%	50.0%	42.9%	22.5%	30.8%
EU integration	16.7%	11.4%	21.7%	0.0%	9.5%	4.5%	0.0%	0.0%	7.9%	19.2%
Gender equity	0.0%	5.7%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	5.6%	0.0%
Domestic private sector development	0.0%	14.3%	8.7%	0.0%	14.3%	4.5%	0.0%	0.0%	12.4%	15.4%
Foreign direct investment	0.0%	8.6%	8.7%	0.0%	14.3%	9.1%	0.0%	28.6%	4.5%	15.4%
Water and sanitation	0.0%	2.9%	4.3%	10.0%	14.3%	4.5%	0.0%	0.0%	1.1%	0.0%
Anti corruption	50.0%	22.9%	34.8%	50.0%	33.3%	45.5%	33.3%	28.6%	27.0%	38.5%
Job creation/employment	16.7%	28.6%	13.0%	0.0%	9.5%	18.2%	16.7%	0.0%	24.7%	23.1%
Rural development	0.0%	11.4%	4.3%	10.0%	9.5%	9.1%	16.7%	0.0%	6.7%	0.0%
Financial markets	0.0%	2.9%	4.3%	0.0%	9.5%	4.5%	0.0%	0.0%	9.0%	3.8%
Urban development	16.7%	2.9%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	10.1%	0.0%
Environmental sustainability	0.0%	2.9%	0.0%	20.0%	0.0%	0.0%	16.7%	14.3%	3.4%	7.7%
Equality of opportunity	0.0%	2.9%	4.3%	0.0%	0.0%	4.5%	0.0%	0.0%	7.9%	0.0%
Health	16.7%	14.3%	17.4%	20.0%	9.5%	9.1%	0.0%	14.3%	14.6%	7.7%
Education*	83.3%	14.3%	21.7%	20.0%	19.0%	27.3%	0.0%	42.9%	25.8%	11.5%
Poverty reduction	16.7%	8.6%	8.7%	0.0%	19.0%	18.2%	33.3%	14.3%	13.5%	7.7%
Energy	0.0%	8.6%	4.3%	20.0%	14.3%	0.0%	16.7%	0.0%	4.5%	11.5%
Food security	0.0%	8.6%	0.0%	0.0%	9.5%	13.6%	0.0%	14.3%	4.5%	3.8%
Climate change	0.0%	2.9%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	17.1%	30.4%	0.0%	9.5%	18.2%	0.0%	14.3%	10.1%	7.7%
Trade and exports	0.0%	2.9%	4.3%	0.0%	0.0%	13.6%	0.0%	14.3%	6.7%	7.7%
Crime and violence	0.0%	0.0%	4.3%	0.0%	9.5%	4.5%	16.7%	0.0%	10.1%	0.0%
Economic growth	50.0%	11.4%	13.0%	0.0%	4.8%	9.1%	33.3%	14.3%	13.5%	26.9%
Law and justice	16.7%	37.1%	30.4%	60.0%	38.1%	13.6%	33.3%	28.6%	19.1%	34.6%
Regulatory framework	0.0%	0.0%	4.3%	0.0%	4.8%	0.0%	0.0%	0.0%	6.7%	7.7%
Natural resource management	0.0%	8.6%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	10.1%	7.7%
Disaster management	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	4.8%	9.1%	0.0%	0.0%	3.4%	3.8%

\*Significantly different between stakeholder groups

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

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Albania? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Independent Government				
						CSO	Media	Institution	Academia	Other
Water and sanitation	0.0%	2.9%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	2.3%	0.0%
Equality of opportunity	0.0%	5.7%	0.0%	10.0%	0.0%	0.0%	0.0%	14.3%	5.7%	0.0%
Economic growth	66.7%	48.6%	43.5%	10.0%	42.9%	31.8%	33.3%	57.1%	35.2%	46.2%
Climate change	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	5.7%	0.0%
EU integration	33.3%	8.6%	13.0%	10.0%	0.0%	4.5%	33.3%	0.0%	14.8%	0.0%
Gender equity	0.0%	2.9%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	6.8%	3.8%
Rural development	0.0%	34.3%	26.1%	20.0%	23.8%	13.6%	33.3%	42.9%	8.0%	11.5%
Urban development	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.7%	0.0%
Regulatory framework	0.0%	2.9%	0.0%	0.0%	4.8%	4.5%	0.0%	0.0%	11.4%	0.0%
Social protection	33.3%	17.1%	13.0%	20.0%	19.0%	18.2%	0.0%	28.6%	23.9%	3.8%
Law and justice	0.0%	2.9%	8.7%	20.0%	4.8%	13.6%	0.0%	14.3%	9.1%	3.8%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	1.1%	0.0%
Crime and violence	0.0%	0.0%	4.3%	0.0%	0.0%	4.5%	0.0%	0.0%	2.3%	0.0%
Information and communications technology*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%
Anti corruption*	0.0%	2.9%	21.7%	30.0%	9.5%	0.0%	50.0%	14.3%	6.8%	15.4%
Domestic private sector development	16.7%	40.0%	30.4%	20.0%	33.3%	31.8%	16.7%	14.3%	20.5%	50.0%
Foreign direct investment	16.7%	11.4%	4.3%	10.0%	19.0%	13.6%	0.0%	42.9%	9.1%	15.4%
Education	0.0%	17.1%	13.0%	30.0%	14.3%	13.6%	33.3%	14.3%	13.6%	11.5%
Energy	0.0%	5.7%	8.7%	0.0%	0.0%	9.1%	0.0%	0.0%	4.5%	3.8%
Public sector governance/reform	33.3%	11.4%	13.0%	30.0%	23.8%	18.2%	0.0%	14.3%	20.5%	19.2%
Natural resource management	0.0%	8.6%	8.7%	0.0%	0.0%	18.2%	16.7%	0.0%	15.9%	26.9%
Environmental sustainability	0.0%	0.0%	0.0%	10.0%	0.0%	4.5%	0.0%	0.0%	4.5%	3.8%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%
Health	0.0%	2.9%	8.7%	10.0%	0.0%	4.5%	0.0%	0.0%	15.9%	3.8%
Agricultural development	16.7%	25.7%	26.1%	20.0%	28.6%	13.6%	16.7%	14.3%	14.8%	23.1%
Job creation/employment	66.7%	34.3%	47.8%	30.0%	57.1%	50.0%	33.3%	0.0%	27.3%	42.3%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	14.3%	3.4%	3.8%
Trade and exports	0.0%	5.7%	4.3%	0.0%	9.5%	9.1%	0.0%	14.3%	4.5%	3.8%
Food security	0.0%	2.9%	0.0%	0.0%	4.8%	4.5%	0.0%	0.0%	3.4%	0.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Independent Government				
						CSO	Media	Institution	Academia	Other
Energy	0.0%	17.1%	13.0%	20.0%	14.3%	0.0%	33.3%	14.3%	4.4%	17.9%
Gender equity*	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%
Equality of opportunity	0.0%	2.9%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	7.8%	3.6%
Social protection	0.0%	0.0%	8.7%	0.0%	4.8%	9.1%	0.0%	0.0%	11.1%	0.0%
EU integration	16.7%	0.0%	8.7%	10.0%	14.3%	9.1%	16.7%	0.0%	12.2%	7.1%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	3.3%	3.6%
Anti corruption	16.7%	8.6%	21.7%	40.0%	28.6%	18.2%	16.7%	14.3%	18.9%	28.6%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%
Rural development	0.0%	22.9%	13.0%	20.0%	14.3%	22.7%	33.3%	14.3%	17.8%	3.6%
Foreign direct investment	66.7%	51.4%	21.7%	30.0%	42.9%	50.0%	33.3%	28.6%	26.7%	32.1%
Urban development	0.0%	8.6%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	10.0%	3.6%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%
Education	0.0%	2.9%	13.0%	0.0%	4.8%	13.6%	33.3%	28.6%	12.2%	0.0%
Information and communications technology	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	3.6%
Regulatory framework*	0.0%	0.0%	13.0%	30.0%	0.0%	0.0%	16.7%	14.3%	4.4%	7.1%
Trade and exports	0.0%	25.7%	13.0%	0.0%	9.5%	13.6%	0.0%	14.3%	20.0%	14.3%
Public sector governance/reform	0.0%	28.6%	13.0%	10.0%	19.0%	18.2%	33.3%	42.9%	14.4%	32.1%
Domestic private sector development	100.0%	40.0%	43.5%	30.0%	47.6%	36.4%	16.7%	28.6%	25.6%	42.9%
Job creation/employment	16.7%	17.1%	21.7%	10.0%	14.3%	22.7%	0.0%	28.6%	14.4%	10.7%
Agricultural development	0.0%	28.6%	26.1%	20.0%	33.3%	27.3%	33.3%	14.3%	20.0%	25.0%
Food security	0.0%	0.0%	8.7%	0.0%	4.8%	0.0%	0.0%	0.0%	5.6%	0.0%
Transport	16.7%	2.9%	0.0%	0.0%	4.8%	4.5%	16.7%	14.3%	6.7%	3.6%
Natural resource management	33.3%	20.0%	21.7%	10.0%	14.3%	22.7%	0.0%	0.0%	21.1%	25.0%
Environmental sustainability	16.7%	0.0%	8.7%	0.0%	4.8%	4.5%	0.0%	0.0%	2.2%	7.1%
Health	0.0%	2.9%	0.0%	0.0%	4.8%	0.0%	16.7%	0.0%	5.6%	0.0%
Law and justice*	0.0%	11.4%	8.7%	50.0%	19.0%	4.5%	0.0%	28.6%	12.2%	7.1%
Crime and violence	0.0%	0.0%	8.7%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%
Financial markets	0.0%	2.9%	8.7%	10.0%	0.0%	0.0%	0.0%	14.3%	7.8%	10.7%

\*Significantly different between stakeholder groups

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

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)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister			Employee of Ministry			PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			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
Better employment opportunities for young people		16.7%			21.2%			30.0%			20.0%			15.0%			13.6%			33.3%			16.7%			20.3%			29.6%			
Better employment opportunities for women		0.0%			15.2%			0.0%			10.0%			5.0%			4.5%			0.0%			0.0%			5.1%			0.0%			
Greater access to micro-finance for the poor		16.7%			15.2%			0.0%			0.0%			25.0%			18.2%			0.0%			0.0%			12.7%			3.7%			
Greater voice and participation for citizens to help ensure greater accountability		0.0%			0.0%			15.0%			10.0%			10.0%			18.2%			0.0%			0.0%			13.9%			7.4%			
Better governance (incl. anti corruption)		50.0%			15.2%			25.0%			50.0%			20.0%			27.3%			33.3%			33.3%			31.6%			29.6%			
Greater access to health and nutrition for citizens		16.7%			3.0%			15.0%			10.0%			15.0%			0.0%			0.0%			16.7%			7.6%			3.7%			
Better entrepreneurial opportunities		0.0%			27.3%			10.0%			20.0%			10.0%			18.2%			33.3%			0.0%			20.3%			29.6%			
A growing middle class		0.0%			15.2%			35.0%			0.0%			25.0%			13.6%			16.7%			50.0%			11.4%			11.1%			
Better opportunity for the poor who live in rural areas		0.0%			18.2%			5.0%			0.0%			0.0%			13.6%			16.7%			16.7%			7.6%			7.4%			
Better opportunity for the poor who live in urban areas		0.0%			0.0%			5.0%			0.0%			5.0%			4.5%			0.0%			0.0%			11.4%			14.8%			
Consistent economic growth		33.3%			24.2%			25.0%			10.0%			40.0%			18.2%			16.7%			33.3%			32.9%			22.2%			
More reliable social safety net		33.3%			12.1%			15.0%			10.0%			10.0%			9.1%			0.0%			0.0%			7.6%			7.4%			
Greater equity of fiscal policy		0.0%			12.1%			10.0%			0.0%			5.0%			18.2%			16.7%			0.0%			3.8%			3.7%			
Education and training that better ensure job opportunity*		33.3%			15.2%			5.0%			60.0%			15.0%			13.6%			16.7%			16.7%			13.9%			14.8%			
Better quality public services		0.0%			6.1%			5.0%			0.0%			0.0%			9.1%			0.0%			16.7%			0.0%			11.1%			
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 Group

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, 10-Extremely familiar)

	Office of President/ Prime Minister/ Minister			Employee of Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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 (IBRD)	6	8.33	1.21	34	8.15	1.44	23	8.70	1.26	10	6.50	2.64	21	7.29	2.37	22	7.32	2.15	6	7.67	3.44	6	7.67	2.88	45	7.26	2.28	27	7.85	1.63
International Finance Corporation (IFC)	5	7.60	2.07	32	7.06	2.50	22	6.05	2.44	10	5.00	2.94	21	7.29	2.61	22	5.77	2.58	6	6.50	2.95	6	5.00	2.45	45	6.58	2.23	27	5.59	2.74

Overall, please rate your impression of the World Bank Group member organization's effectiveness in Albania. (1-Not effective at all, 10-Very effective)

	Office of President/ Prime Minister/ Minister			Employee of Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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 (IBRD)	6	7.83	1.17	33	8.03	1.36	22	8.09	2.29	9	6.11	1.17	19	7.47	1.65	20	7.65	2.16	5	7.40	1.67	7	8.14	1.35	41	8.01	1.57	25	8.36	1.58
International Finance Corporation (IFC)	4	7.25	2.50	28	7.54	1.77	15	7.53	1.77	6	5.67	1.63	17	6.65	2.40	12	7.58	1.24	5	6.80	1.92	5	6.00	2.45	37	7.57	1.89	16	7.63	1.93

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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 Group's staff is well prepared to help Albania solve its most complicated development challenges?	5	8.60	1.34	29	8.45	1.38	22	8.82	1.14	9	7.89	1.62	18	8.33	1.19	16	9.00	1.21	4	8.00	0.82	6	8.83	0.75	38	8.97	1.13	24	8.92	1.69

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

**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)**

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Social protection	16.7%	11.8%	8.7%	20.0%	9.5%	13.6%	0.0%	28.6%	2.2%	14.8%
Public sector governance/reform	33.3%	26.5%	21.7%	50.0%	19.0%	22.7%	16.7%	57.1%	16.7%	29.6%
Transport	16.7%	0.0%	8.7%	10.0%	14.3%	18.2%	16.7%	14.3%	13.3%	7.4%
Poverty reduction	16.7%	14.7%	13.0%	0.0%	14.3%	18.2%	33.3%	14.3%	25.6%	14.8%
EU integration	0.0%	8.8%	13.0%	0.0%	0.0%	4.5%	0.0%	0.0%	10.0%	7.4%
Gender equity	0.0%	5.9%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	8.9%	0.0%
Crime and violence	0.0%	5.9%	4.3%	0.0%	0.0%	4.5%	0.0%	0.0%	11.1%	3.7%
Domestic private sector development	33.3%	8.8%	13.0%	0.0%	28.6%	27.3%	33.3%	14.3%	17.8%	25.9%
Rural development	0.0%	29.4%	21.7%	20.0%	9.5%	18.2%	16.7%	0.0%	8.9%	0.0%
Foreign direct investment	16.7%	20.6%	17.4%	0.0%	19.0%	4.5%	16.7%	14.3%	16.7%	22.2%
Water and sanitation	0.0%	0.0%	13.0%	10.0%	9.5%	4.5%	0.0%	0.0%	1.1%	3.7%
Energy	16.7%	17.6%	17.4%	30.0%	23.8%	0.0%	16.7%	42.9%	4.4%	11.1%
Job creation/employment	33.3%	23.5%	8.7%	10.0%	4.8%	13.6%	16.7%	14.3%	14.4%	18.5%
Financial markets	0.0%	5.9%	4.3%	10.0%	0.0%	0.0%	0.0%	14.3%	7.8%	0.0%
Urban development	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	3.7%
Environmental sustainability	0.0%	11.8%	4.3%	10.0%	0.0%	13.6%	0.0%	0.0%	6.7%	7.4%
Equality of opportunity	16.7%	2.9%	4.3%	0.0%	0.0%	13.6%	0.0%	14.3%	12.2%	3.7%
Health	16.7%	14.7%	17.4%	20.0%	19.0%	9.1%	16.7%	0.0%	14.4%	0.0%
Education	33.3%	14.7%	13.0%	20.0%	23.8%	13.6%	50.0%	14.3%	16.7%	14.8%
Food security	16.7%	0.0%	8.7%	0.0%	4.8%	4.5%	0.0%	0.0%	6.7%	3.7%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	2.2%	3.7%
Agricultural development	0.0%	20.6%	26.1%	0.0%	23.8%	22.7%	16.7%	0.0%	21.1%	22.2%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	13.6%	0.0%	0.0%	7.8%	3.7%
Economic growth	16.7%	14.7%	17.4%	30.0%	23.8%	13.6%	33.3%	14.3%	17.8%	18.5%
Law and justice	0.0%	5.9%	13.0%	20.0%	23.8%	4.5%	0.0%	14.3%	7.8%	3.7%
Regulatory framework	0.0%	2.9%	0.0%	10.0%	4.8%	9.1%	0.0%	14.3%	10.0%	14.8%
Natural resource management	16.7%	8.8%	21.7%	10.0%	4.8%	0.0%	0.0%	0.0%	6.7%	14.8%
Anti corruption	0.0%	11.8%	8.7%	0.0%	14.3%	18.2%	16.7%	14.3%	4.4%	14.8%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	2.2%	7.4%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%

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

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?

Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Independent Government				
						CSO	Media	Institution	Academia	Other
Convening/facilitating*	16.7%	0.0%	0.0%	0.0%	0.0%	9.5%	16.7%	0.0%	2.4%	0.0%
Data	16.7%	0.0%	4.3%	22.2%	0.0%	4.8%	0.0%	0.0%	3.5%	0.0%
Policy and economic advice	0.0%	9.1%	30.4%	11.1%	23.8%	4.8%	0.0%	42.9%	20.0%	23.1%
Studies/analyses	0.0%	3.0%	8.7%	22.2%	14.3%	14.3%	16.7%	0.0%	8.2%	11.5%
Financial resources*	50.0%	72.7%	47.8%	11.1%	42.9%	42.9%	16.7%	42.9%	29.4%	38.5%
Capacity development	16.7%	3.0%	4.3%	11.1%	4.8%	9.5%	16.7%	14.3%	12.9%	7.7%
Technical assistance	0.0%	6.1%	4.3%	22.2%	0.0%	4.8%	0.0%	0.0%	5.9%	7.7%
Mobilizing third party financial resources	0.0%	6.1%	0.0%	0.0%	9.5%	0.0%	33.3%	0.0%	5.9%	3.8%
Donor coordination	0.0%	0.0%	0.0%	0.0%	4.8%	4.8%	0.0%	0.0%	10.6%	7.7%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%

\*Significantly different between stakeholder groups

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Independent Government				
						CSO	Media	Institution	Academia	Other
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	3.5%	7.7%
Data	0.0%	0.0%	4.3%	22.2%	9.5%	0.0%	0.0%	0.0%	5.9%	3.8%
Policy and economic advice	16.7%	6.3%	8.7%	11.1%	4.8%	19.0%	20.0%	0.0%	11.8%	11.5%
Studies/analyses	16.7%	9.4%	0.0%	0.0%	0.0%	9.5%	0.0%	0.0%	9.4%	0.0%
Financial resources	16.7%	6.3%	13.0%	33.3%	9.5%	14.3%	20.0%	28.6%	9.4%	19.2%
Capacity development	16.7%	28.1%	21.7%	11.1%	14.3%	4.8%	20.0%	14.3%	15.3%	0.0%
Technical assistance	0.0%	15.6%	17.4%	11.1%	19.0%	14.3%	0.0%	14.3%	12.9%	23.1%
Mobilizing third party financial resources	33.3%	12.5%	21.7%	0.0%	28.6%	23.8%	0.0%	28.6%	11.8%	15.4%
Donor coordination	0.0%	18.8%	4.3%	11.1%	14.3%	4.8%	20.0%	14.3%	10.6%	19.2%
Linkage to non-Bank expertise	0.0%	3.1%	8.7%	0.0%	0.0%	4.8%	20.0%	0.0%	8.2%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%

**B. Overall Attitudes toward the World Bank Group (continued)****How effectively do the World Bank Group's activities below support Albania's efforts to achieve development results? (1-Not effective at all, 10-Very effective)**

	Office of President/ Prime Minister/ Minister			Employee of Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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
Convening/facilitating*	3	6.33	2.52	30	7.60	1.75	14	7.93	2.37	9	4.89	2.09	16	6.31	2.55	15	7.47	2.26	3	5.33	3.51	5	7.20	1.10	40	7.70	1.68	19	7.79	2.15
Data	5	7.20	1.10	29	8.00	1.77	16	8.56	1.03	9	8.22	1.09	16	7.75	1.44	18	7.50	2.53	3	8.33	0.58	6	6.67	2.16	41	7.93	1.50	19	7.32	2.08
Policy and economic advice	5	7.80	1.48	29	8.03	1.92	18	8.61	1.24	8	8.13	1.96	16	7.56	1.71	17	8.06	2.22	4	7.00	1.15	5	8.00	1.22	41	7.85	1.68	24	7.88	1.87
Studies/analyses	5	7.60	1.14	30	8.00	2.03	18	7.89	2.22	8	8.63	0.52	16	8.00	1.21	17	7.71	2.23	4	8.25	0.96	5	8.60	0.55	42	8.22	1.46	22	8.23	1.63
Financial resources*	5	8.00	1.87	30	8.13	1.76	18	9.28	0.89	9	7.33	1.22	18	7.06	1.59	15	7.60	2.20	4	6.50	1.00	7	9.14	0.90	39	8.00	1.43	22	8.36	1.18
Technical assistance*	5	7.40	1.67	31	8.29	1.47	18	8.50	2.20	9	6.78	1.48	17	6.76	1.82	20	7.75	2.17	4	6.25	0.50	6	8.33	0.82	41	8.23	1.36	22	8.23	1.66
Mobilizing third party financial resources	3	7.00	2.65	25	7.60	1.87	13	8.00	2.38	5	6.60	0.89	14	6.79	1.93	14	7.50	2.24	4	5.00	0.82	6	7.83	1.47	37	7.75	1.63	17	7.94	1.56
Donor coordination*	5	7.00	1.41	28	7.50	2.27	17	8.94	1.14	8	4.38	2.62	15	6.80	2.14	12	7.00	2.30	3	4.33	1.53	5	7.60	0.89	38	7.92	1.48	19	6.74	2.96
Linkage to non-Bank expertise*	2	8.00	1.41	23	7.35	2.40	15	8.67	1.54	5	5.00	2.35	13	7.00	1.47	13	7.54	2.37	3	6.67	0.58	4	8.50	1.29	34	7.99	1.47	16	8.25	1.77

\*Significantly different between stakeholder groups

**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...?**

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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
Groups outside of government to help them more effectively engage and participate in development efforts*	6	7.33	1.63	31	6.97	1.91	19	8.58	1.57	8	5.63	2.62	17	7.53	2.55	20	8.80	1.11	6	8.33	1.03	4	7.50	1.91	45	8.22	1.45	26	6.85	2.88
The public sector, related to implementation of specific development projects on the ground	6	8.00	1.41	33	8.67	1.34	23	8.78	1.35	8	7.13	2.47	21	8.29	1.38	20	8.95	1.10	5	7.40	2.70	5	8.40	0.89	45	8.39	1.25	28	8.43	1.62
The public sector, related to strengthening institutions	6	8.67	1.03	33	8.67	1.02	23	8.61	1.34	9	8.22	1.92	20	7.55	2.11	18	8.78	1.17	5	7.60	1.82	5	8.80	0.45	42	8.57	1.32	27	8.52	1.45
The private sector, related to institutional and policy change*	6	8.33	1.21	32	8.03	1.62	19	8.68	1.16	8	6.75	1.67	21	7.48	2.11	20	8.30	1.17	5	8.40	1.34	6	7.67	2.25	43	8.59	1.28	27	8.52	1.87

\*Significantly different between stakeholder groups

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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
Project implementation	5	8.00	0.71	27	8.44	1.40	19	8.89	1.29	6	6.50	0.84	14	7.57	2.31	16	8.50	1.26	3	6.67	1.53	7	8.14	1.68	36	8.04	1.51	21	7.67	2.39
Citizen engagement*	3	6.00	1.00	24	7.29	1.49	12	8.25	1.54	5	6.40	2.30	12	6.92	1.44	17	8.24	1.25	4	6.50	1.29	5	6.60	1.52	35	7.74	1.55	14	6.36	2.56
Policy advice/design	5	8.00	1.41	31	8.13	1.59	17	8.41	1.33	6	8.33	1.03	14	7.71	1.27	16	8.50	1.10	3	6.33	1.53	5	7.80	1.64	35	8.51	1.37	20	7.75	2.15

\*Significantly different between stakeholder groups

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

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? (1-Not important at all, 10-Very important)

	Office of President/ Prime Minister/ Minister			Employee of Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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
Project implementation*	5	9.20	0.45	29	8.69	1.37	21	8.57	2.06	9	6.11	2.03	16	7.75	2.38	19	8.26	1.45	4	7.25	2.63	5	8.80	0.45	38	8.24	1.45	23	8.30	1.87
Citizen engagement*	4	7.50	1.91	26	8.62	1.36	19	8.58	1.30	9	6.11	3.18	13	8.38	1.39	19	8.47	1.22	4	7.00	1.41	4	8.00	0.82	37	8.32	1.56	18	7.06	2.26
Policy advice/design	5	9.20	0.84	30	8.40	1.92	19	8.95	0.91	9	8.89	1.62	19	7.74	2.51	19	8.58	1.43	4	6.75	1.71	4	8.00	0.82	39	8.45	1.35	24	8.42	1.98

\*Significantly different between stakeholder groups

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)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Staff too inaccessible	0.0%	0.0%	4.8%	0.0%	0.0%	9.1%	0.0%	0.0%	6.7%	0.0%
Not exploring alternative policy options	0.0%	3.0%	4.8%	0.0%	9.5%	4.5%	16.7%	14.3%	7.9%	11.5%
Not adequately sensitive to political/social realities in Albania	0.0%	12.1%	23.8%	0.0%	19.0%	4.5%	16.7%	0.0%	18.0%	7.7%
Not enough public disclosure of its work	33.3%	9.1%	9.5%	10.0%	19.0%	9.1%	0.0%	0.0%	22.5%	26.9%
Arrogant in its approach	0.0%	3.0%	9.5%	0.0%	0.0%	4.5%	0.0%	0.0%	10.1%	3.8%
Not aligned with country priorities	0.0%	6.1%	9.5%	0.0%	9.5%	9.1%	0.0%	0.0%	10.1%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	9.5%	0.0%	0.0%	9.1%	0.0%	14.3%	7.9%	0.0%
World Bank Group's processes too complex*	33.3%	33.3%	9.5%	10.0%	14.3%	13.6%	0.0%	14.3%	4.5%	11.5%
Not willing to honestly criticize policies and reform efforts in the country*	16.7%	18.2%	28.6%	30.0%	38.1%	27.3%	50.0%	57.1%	12.4%	7.7%
Too influenced by developed countries	16.7%	6.1%	14.3%	10.0%	9.5%	13.6%	0.0%	0.0%	19.1%	3.8%
Imposing technocratic solutions without regard to political realities	0.0%	18.2%	9.5%	0.0%	4.8%	27.3%	16.7%	0.0%	6.7%	19.2%
World Bank Group's processes too slow*	0.0%	18.2%	9.5%	0.0%	28.6%	4.5%	50.0%	14.3%	9.0%	23.1%
Too bureaucratic in its operational policies and procedures*	33.3%	33.3%	0.0%	10.0%	9.5%	0.0%	16.7%	28.6%	10.1%	26.9%
Not aligned with other donors' work*	0.0%	0.0%	0.0%	40.0%	9.5%	4.5%	0.0%	0.0%	5.6%	0.0%
Not collaborating enough with non-state actors (i.e., civil society)	16.7%	6.1%	9.5%	30.0%	4.8%	31.8%	0.0%	0.0%	16.9%	11.5%
Not client focused	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	16.7%	14.3%	4.5%	0.0%
Other*	0.0%	3.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%
Don't know	16.7%	6.1%	19.0%	10.0%	4.8%	9.1%	0.0%	0.0%	12.4%	19.2%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Independent Government				
						CSO	Media	Institution	Academia	Other
Capacity development	16.7%	17.1%	17.4%	10.0%	23.8%	19.0%	0.0%	28.6%	25.8%	21.4%
Policy based lending/budget support to the Government*	50.0%	45.7%	34.8%	90.0%	23.8%	33.3%	16.7%	28.6%	27.0%	42.9%
Knowledge products/services*	0.0%	11.4%	4.3%	40.0%	9.5%	19.0%	50.0%	0.0%	24.7%	17.9%
Investment lending*	50.0%	57.1%	60.9%	0.0%	61.9%	47.6%	83.3%	57.1%	50.6%	71.4%
Technical assistance	33.3%	37.1%	43.5%	30.0%	28.6%	28.6%	16.7%	42.9%	29.2%	17.9%
Trust Fund management	33.3%	28.6%	21.7%	0.0%	19.0%	42.9%	16.7%	14.3%	25.8%	21.4%
Other	16.7%	2.9%	4.3%	0.0%	4.8%	0.0%	0.0%	0.0%	1.1%	3.6%
Don't know	0.0%	0.0%	4.3%	10.0%	4.8%	4.8%	16.7%	0.0%	7.9%	3.6%

\*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 Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Independent Government				
						CSO	Media	Institution	Academia	Other
Academia/think tanks/research institutes	16.7%	41.2%	39.1%	10.0%	14.3%	22.7%	16.7%	28.6%	32.2%	14.3%
Donor community*	33.3%	38.2%	13.0%	60.0%	33.3%	4.5%	16.7%	28.6%	11.1%	21.4%
Media	0.0%	2.9%	4.3%	20.0%	4.8%	4.5%	33.3%	14.3%	21.1%	14.3%
NGOs*	33.3%	2.9%	13.0%	10.0%	9.5%	40.9%	16.7%	14.3%	16.7%	7.1%
Local Government	66.7%	44.1%	30.4%	20.0%	9.5%	45.5%	16.7%	42.9%	26.7%	42.9%
Private sector*	0.0%	38.2%	34.8%	10.0%	81.0%	36.4%	50.0%	14.3%	37.8%	60.7%
Parliament	16.7%	0.0%	8.7%	10.0%	4.8%	0.0%	16.7%	0.0%	12.2%	3.6%
Community Based Organizations	0.0%	5.9%	4.3%	10.0%	0.0%	4.5%	16.7%	14.3%	10.0%	3.6%
Beneficiaries	16.7%	23.5%	34.8%	20.0%	28.6%	27.3%	0.0%	0.0%	15.6%	17.9%
Foundations	16.7%	0.0%	4.3%	0.0%	0.0%	4.5%	16.7%	14.3%	10.0%	7.1%
Other	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%
Don't know	0.0%	0.0%	0.0%	10.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)****To what extent do you agree with the following statements about the World Bank Group's work in Albania? (1-Strongly disagree, 10-Strongly agree)**

	Office of President/ Prime Minister/ Minister			Employee of Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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 Group currently plays a relevant role in development in Albania	6	8.50	0.84	35	7.94	1.47	23	8.91	1.41	9	7.22	2.64	21	7.95	2.38	21	7.95	1.94	6	8.33	1.63	7	8.00	1.53	44	8.07	1.80	28	7.82	1.85
The World Bank Group's work is aligned with what I consider the development priorities for Albania	6	7.83	0.75	35	8.03	1.58	22	8.41	1.59	9	7.22	1.99	21	7.05	2.13	20	7.90	1.86	6	7.17	1.60	6	7.67	1.21	43	7.99	1.43	27	7.37	2.04
The World Bank Group supports programs and strategies that are realistic for Albania	6	8.33	1.03	34	7.97	1.60	23	8.13	1.79	8	7.13	1.73	20	7.65	1.87	22	7.82	2.26	6	6.17	2.40	6	7.67	1.37	42	8.22	1.49	27	7.78	1.63
The World Bank Group treats clients and stakeholders in Albania with respect	6	9.17	1.17	32	8.44	1.32	21	8.57	1.54	5	7.80	0.84	21	8.43	1.33	21	8.33	1.74	5	8.60	1.34	6	8.50	1.05	39	8.49	1.54	27	8.52	1.65

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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	5	8.00	1.58	32	8.41	1.56	22	8.82	1.44	4	7.50	1.00	18	8.28	1.53	20	8.85	1.35	6	7.17	1.94	6	8.17	1.60	43	8.54	1.40	26	8.12	1.40
Flexibility (in terms of the institution's products and services)	5	7.40	1.52	31	7.87	1.31	19	8.42	1.30	5	7.00	0.71	17	7.53	1.07	19	8.00	1.60	5	7.20	1.64	5	7.40	0.55	42	8.11	1.33	27	7.33	1.90
Flexibility (in terms of adapting to changing country circumstances)*	5	8.00	0.71	31	7.52	1.36	21	8.62	1.28	6	7.67	1.03	17	7.00	1.94	19	7.95	1.58	5	6.20	1.48	5	7.60	0.89	42	8.10	1.49	25	7.04	1.77
Being inclusive*	5	7.40	1.82	31	7.87	1.48	16	8.06	1.44	7	5.29	2.14	17	6.88	2.15	19	7.37	1.98	5	7.40	1.34	5	7.00	1.41	42	8.05	1.51	23	7.13	1.79
Openness	5	8.00	1.41	32	8.25	1.41	21	8.38	1.69	9	6.89	2.62	18	7.61	1.42	19	8.05	1.65	6	8.33	2.66	5	6.80	2.17	43	8.45	1.43	24	7.38	1.88
Staff accessibility	6	7.67	2.34	28	8.04	1.57	20	8.65	1.53	9	7.56	1.94	15	6.73	2.31	18	7.39	2.12	5	7.80	1.64	5	7.40	0.89	39	7.92	1.68	22	8.45	1.22
Straightforwardness and honesty*	5	8.00	1.22	32	8.63	1.13	18	7.78	2.44	7	6.29	1.98	17	7.35	2.00	18	8.89	1.28	6	7.33	1.97	6	7.67	1.51	41	8.33	1.58	22	8.45	1.74
Ease of access to the people at the World Bank Group who are making decisions important to my work*	4	7.00	2.16	26	7.96	1.48	20	8.80	1.06	7	6.29	2.21	14	6.79	2.08	15	7.80	1.47	5	7.20	1.79	5	7.80	1.10	37	8.15	1.72	23	8.22	1.65
Collaboration with civil society	6	7.50	1.52	28	7.75	1.62	16	7.56	2.19	6	6.00	2.53	17	6.94	2.01	21	7.95	2.11	5	7.00	0.71	4	8.25	0.50	39	8.13	1.42	15	6.60	2.29
Collaboration with the Government	6	8.17	2.64	32	8.84	1.14	21	9.00	0.95	8	8.75	0.89	19	8.26	1.56	14	8.43	1.22	6	8.00	1.79	5	8.60	0.89	42	8.46	1.17	25	8.40	1.26
Collaboration with other donors and development partners*	6	8.17	0.98	32	8.25	1.32	18	8.56	1.76	9	4.67	2.06	16	7.75	1.57	13	8.08	1.26	4	7.50	1.29	5	7.60	1.14	40	8.01	1.47	25	7.60	2.16
Collaboration with the private sector*	4	5.50	2.08	25	7.44	1.61	12	7.67	1.67	2	7.50	0.71	19	6.42	2.46	11	8.18	1.17	4	5.50	1.00	4	7.50	1.29	40	7.69	1.78	20	7.25	1.71
The speed in which it gets things accomplished on the ground*	5	7.20	1.92	28	7.32	1.85	18	7.78	1.70	7	5.71	1.60	15	6.47	2.17	18	7.72	2.16	4	4.75	1.71	6	5.83	2.23	39	7.78	1.39	24	6.46	2.08
Being a long-term partner	6	8.33	1.97	31	8.94	1.39	21	8.86	2.03	7	8.43	1.40	18	8.39	1.33	17	9.06	0.83	6	9.00	1.26	5	8.40	0.89	42	8.55	1.43	27	8.33	1.49

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of	Employee	PMU/	Bilateral/	Private Sector/	Independent				
	President/Prime Minister/Minister	of Ministry	Consultant on WBG Project	Multilateral Agency	Financial Sector/ Private Bank	CSO	Media	Government Institution	Academia	Other
More local presence	40.0%	44.1%	47.4%	40.0%	55.0%	50.0%	50.0%	42.9%	44.4%	48.1%
The current level of local presence is adequate	60.0%	41.2%	31.6%	50.0%	25.0%	22.7%	16.7%	42.9%	26.7%	44.4%
Less local presence	0.0%	0.0%	15.8%	0.0%	10.0%	27.3%	0.0%	0.0%	15.6%	3.7%
Don't know	0.0%	14.7%	5.3%	10.0%	10.0%	0.0%	33.3%	14.3%	13.3%	3.7%

**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)**

Percentage of Respondents (Responses Combined)	Office of	Employee	PMU/	Bilateral/	Private Sector/	Independent				
	President/Prime Minister/Minister	of Ministry	Consultant on WBG Project	Multilateral Agency	Financial Sector/ Private Bank	CSO	Media	Government Institution	Academia	Other
The World Bank Group does not do adequate follow through/follow-up	0.0%	0.0%	4.5%	0.0%	9.5%	0.0%	16.7%	14.3%	10.1%	7.4%
There is not an adequate level of citizen/civil society participation	33.3%	30.3%	13.6%	20.0%	28.6%	22.7%	0.0%	0.0%	37.1%	22.2%
The World Bank Group is not sensitive enough to political/social realities on the ground	0.0%	15.2%	9.1%	10.0%	14.3%	27.3%	33.3%	14.3%	13.5%	22.2%
Lack of/inadequate levels of capacity in Government	33.3%	30.3%	63.6%	50.0%	42.9%	40.9%	50.0%	28.6%	30.3%	29.6%
Poor donor coordination	0.0%	21.2%	0.0%	20.0%	0.0%	13.6%	0.0%	14.3%	15.7%	14.8%
The World Bank Group works too slowly	16.7%	15.2%	4.5%	10.0%	9.5%	13.6%	16.7%	28.6%	6.7%	14.8%
The Government works inefficiently	16.7%	6.1%	9.1%	20.0%	33.3%	18.2%	33.3%	0.0%	22.5%	18.5%
Political pressures and obstacles	66.7%	33.3%	59.1%	40.0%	23.8%	36.4%	33.3%	42.9%	39.3%	29.6%
Reforms are not well thought out in light of country challenges	33.3%	21.2%	22.7%	30.0%	23.8%	22.7%	16.7%	14.3%	19.1%	22.2%
Other	0.0%	6.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%

### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Albania? (1-Not important at all, 10-Very important)

	Office of President/ Prime Minister/ Minister			Employee of Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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
Anti corruption	6	8.67	1.51	33	7.82	2.13	21	8.86	1.56	9	6.78	3.27	19	8.74	1.91	21	8.38	2.04	6	8.17	2.23	7	9.86	0.38	44	8.18	1.70	26	8.50	1.70
Information and communications technology	5	7.40	0.89	31	7.87	1.43	19	7.68	1.45	8	6.00	1.77	18	8.33	1.33	21	7.48	1.72	6	8.50	1.76	6	8.00	2.68	45	7.73	1.74	23	7.09	2.41
Transport	6	8.50	1.05	30	8.23	1.79	19	7.84	1.95	9	5.89	2.67	18	8.17	1.65	22	8.05	1.33	6	8.50	1.97	6	8.67	1.37	43	7.94	1.45	27	7.89	2.21
Crime and violence*	6	5.83	2.79	28	7.18	2.13	18	7.22	2.32	9	3.67	2.40	17	8.35	2.00	20	7.05	2.11	5	5.60	2.19	6	8.00	3.52	45	7.78	1.91	23	6.39	2.48
Law and justice*	6	7.83	1.94	29	8.24	1.60	19	8.53	1.93	9	7.00	3.08	17	9.18	1.13	20	7.85	2.08	5	6.00	2.65	7	9.14	1.21	44	8.36	1.75	24	7.50	2.27
Urban development*	6	7.17	2.64	31	8.48	1.46	15	8.60	1.24	9	6.44	1.13	19	8.37	2.14	21	8.14	1.24	6	7.50	2.88	6	9.50	0.84	42	8.33	1.24	27	8.04	1.72
Environmental sustainability*	6	8.50	1.22	32	8.16	1.37	18	9.28	1.07	8	7.00	2.00	17	8.29	1.83	22	8.05	1.25	6	6.83	1.83	6	8.83	0.98	44	8.14	1.46	26	7.85	1.85
Regulatory framework	6	7.33	2.16	29	7.79	1.40	17	8.00	1.94	9	7.89	1.05	15	8.47	1.51	20	7.45	1.67	6	6.83	1.94	6	9.33	0.52	43	8.24	1.58	26	8.19	1.81
Poverty reduction	6	9.67	0.52	32	9.03	1.20	20	9.00	1.26	9	7.44	1.74	19	8.95	1.31	21	8.67	1.15	6	8.17	2.79	6	9.00	1.55	44	8.64	1.17	27	8.78	1.42
Gender equity	5	6.60	2.97	32	7.69	2.04	18	7.22	2.26	9	5.56	2.35	17	7.47	2.12	21	8.00	1.73	6	6.00	2.83	6	8.00	1.26	42	7.77	1.82	26	7.12	2.07
Domestic private sector development	6	8.67	1.21	31	8.65	1.54	17	8.71	1.49	9	7.11	2.37	18	9.33	0.77	22	8.68	1.32	6	8.50	2.07	6	8.83	1.17	43	8.63	1.25	27	8.19	1.98
Foreign direct investment	5	7.60	2.70	30	9.03	1.27	19	8.26	2.40	8	7.63	1.85	18	8.50	1.76	22	8.64	1.36	6	8.17	2.71	7	8.86	1.46	44	8.68	1.24	27	8.37	1.52
Water and sanitation	6	8.00	0.89	31	8.29	1.66	17	8.18	1.85	9	6.33	2.18	19	7.89	2.13	20	8.30	1.22	6	8.00	1.26	6	9.00	0.89	43	7.88	1.62	26	7.81	2.02
Trade and exports*	5	8.00	0.71	29	8.14	1.68	15	7.47	2.17	7	5.86	2.34	16	8.50	0.89	22	7.91	1.95	6	8.00	1.79	6	8.67	1.21	45	8.36	1.29	25	7.72	2.15
Economic growth	6	9.33	0.52	31	9.10	1.08	18	8.83	1.82	8	8.00	1.77	18	8.94	1.39	20	8.75	1.29	6	8.33	1.86	6	9.50	0.84	45	8.74	1.23	26	8.92	1.06
Energy	6	8.50	1.22	31	9.00	0.97	17	8.41	2.09	9	8.33	1.73	18	7.83	2.77	21	8.19	1.21	6	9.00	1.10	5	9.00	0.71	43	8.16	1.38	28	8.68	1.59
Disaster management	5	8.00	1.87	32	7.78	1.43	15	7.47	2.00	9	6.22	2.91	16	7.50	1.86	20	6.35	2.16	6	7.83	2.79	6	7.50	2.35	42	7.50	1.77	26	6.62	2.14
Public sector governance/reform	6	8.83	1.17	35	8.43	1.40	17	9.12	1.54	9	8.78	1.09	19	8.53	1.81	21	8.38	1.32	6	7.33	3.14	6	8.17	1.94	43	8.57	1.50	25	8.52	1.29
Job creation/employment	6	8.00	1.55	31	8.10	1.89	18	8.50	1.62	9	6.89	2.80	17	8.82	1.29	21	8.10	2.21	6	7.50	3.08	6	9.33	0.52	44	8.55	1.44	25	7.96	1.93
Financial markets	6	7.67	1.75	30	8.10	1.42	16	8.38	1.31	7	6.86	3.08	17	7.76	2.36	22	8.23	1.51	6	6.83	2.64	6	8.50	1.76	42	8.38	1.26	25	8.16	1.86
Equality of opportunity	6	8.00	1.79	31	7.39	1.58	17	7.76	2.02	8	7.13	1.55	17	7.18	2.58	22	8.14	1.73	6	6.67	2.58	6	7.83	1.33	43	7.91	1.79	24	6.71	2.24
Health	6	8.67	0.82	30	8.43	1.74	18	8.72	1.53	9	8.89	1.27	19	8.74	1.28	19	8.74	1.19	6	8.17	1.83	6	9.50	0.84	45	8.58	1.53	26	8.54	1.42
Rural development*	6	6.50	2.88	34	8.71	1.09	18	8.00	1.85	9	7.44	2.35	18	8.33	1.19	22	8.50	1.14	6	9.17	1.33	6	9.33	0.82	44	8.28	1.36	26	7.88	1.75
EU integration*	5	8.60	1.67	29	7.00	2.69	17	7.65	2.57	7	3.43	1.40	16	8.44	1.86	20	8.00	1.62	6	8.00	1.41	6	9.00	0.63	45	7.98	1.89	26	7.23	2.39
Food security*	4	8.00	1.83	31	7.94	1.63	16	7.94	2.77	9	3.89	2.62	16	8.50	1.37	21	8.10	2.10	6	8.17	1.60	6	8.83	1.60	44	8.21	1.92	27	7.41	2.31
Education	6	9.67	0.52	30	8.67	1.52	19	8.95	1.31	9	8.33	1.66	17	8.47	1.42	21	8.33	1.83	6	8.67	2.16	6	9.00	1.67	44	8.36	1.92	27	8.22	1.58
Social protection	6	8.17	2.71	34	8.09	2.11	17	8.24	1.75	9	7.89	1.54	17	8.29	1.26	21	8.10	2.14	6	8.17	1.60	6	9.17	0.75	43	8.30	1.51	25	8.16	1.43
Climate change	6	7.00	1.26	31	7.32	2.29	16	6.88	2.85	9	6.11	2.67	17	7.24	1.99	17	7.53	1.37	6	7.33	1.63	6	8.17	0.98	43	7.66	2.03	27	6.85	2.07
Agricultural development	6	7.83	2.04	34	8.74	1.08	18	8.39	2.79	9	7.00	1.73	18	9.39	0.85	21	8.71	1.27	5	9.00	1.00	6	9.17	0.98	44	8.54	1.52	28	8.46	1.99
Natural resource management	6	8.00	1.67	32	8.53	1.27	19	8.32	2.31	9	7.78	2.54	17	8.24	1.60	18	8.17	2.28	6	7.33	2.07	6	8.83	1.17	43	8.20	1.45	28	8.71	1.33

\*Significantly different between stakeholder groups

### C. World Bank Group's Effectiveness and Results (continued)

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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
Anti corruption*	3	7.33	3.06	23	7.74	2.30	8	8.88	1.36	4	6.75	0.96	9	5.67	2.55	12	8.25	1.36	3	5.33	2.52	4	6.75	1.26	37	7.47	1.74	15	7.47	1.92
Information and communications technology	1	6.00		20	7.80	1.54	11	8.36	1.63	4	6.75	0.96	8	7.13	2.17	12	8.42	1.31	4	5.50	2.52	3	8.00	1.00	36	7.58	1.40	13	7.85	2.34
Transport	4	7.75	1.50	25	8.12	1.74	12	9.00	1.28	4	7.50	0.58	11	7.45	1.13	13	8.08	1.26	5	7.20	1.10	4	8.00	0.82	36	7.90	1.44	16	7.75	1.29
Crime and violence	2	6.50	3.54	17	6.88	2.32	7	6.14	2.97	1	2.00		6	6.00	2.90	11	8.45	1.29	3	5.67	3.06	4	5.75	3.20	33	7.42	1.88	10	6.40	2.46
Law and justice	2	8.50	0.71	18	6.72	2.16	7	7.43	2.15	4	5.00	2.16	10	6.90	2.51	12	8.25	1.42	3	5.33	2.52	4	7.25	0.50	32	7.61	1.87	10	6.60	2.50
Urban development*	2	7.50	3.54	23	7.61	1.99	11	7.73	1.68	3	5.67	0.58	11	6.36	1.69	12	8.42	1.93	5	5.60	2.07	4	8.00	0.82	36	7.68	1.67	19	6.95	1.99
Environmental sustainability	3	6.33	3.21	27	7.89	1.22	13	8.23	1.96	5	6.40	3.44	10	6.80	1.48	12	7.75	1.66	5	6.20	1.64	3	7.67	0.58	33	7.65	1.95	18	6.56	1.92
Regulatory framework	2	5.50	2.12	26	7.19	1.70	12	7.50	1.73	7	6.57	2.07	11	7.36	2.20	12	8.42	1.24	4	6.25	1.71	4	8.00	0.00	36	7.72	1.67	19	7.26	2.13
Poverty reduction	5	6.60	2.30	30	7.63	1.77	11	8.18	1.89	5	7.20	1.30	11	7.36	1.43	13	8.31	1.38	5	7.40	0.89	6	7.17	1.47	35	7.74	1.59	18	7.28	2.35
Gender equity	3	7.00	2.65	23	7.35	2.08	9	7.33	2.92	4	7.00	1.83	8	7.25	1.83	15	8.60	0.91	5	6.00	2.12	3	7.00	1.00	37	7.77	1.91	15	6.27	2.55
Domestic private sector development*	2	4.00	1.41	21	7.14	1.98	12	8.33	1.83	3	6.67	1.53	10	7.40	2.17	12	8.58	1.31	5	7.20	1.48	4	7.25	1.50	33	7.76	1.88	16	6.88	2.00
Foreign direct investment*	3	8.33	0.58	26	7.65	1.41	12	8.25	1.60	3	7.00	1.73	11	6.64	2.58	12	9.08	1.00	4	7.25	1.26	4	8.00	1.15	35	7.69	1.68	19	6.89	2.38
Water and sanitation	2	4.00	1.41	23	7.43	1.56	12	7.00	3.19	4	6.50	2.38	11	7.64	1.21	12	8.83	0.83	5	6.20	1.92	3	7.67	1.53	33	7.26	2.03	15	7.20	1.86
Trade and exports*	2	7.50	0.71	19	7.32	1.77	7	8.00	1.63	4	5.25	3.10	9	6.56	2.19	11	8.64	1.03	5	5.80	1.64	4	7.50	0.58	36	7.76	1.56	13	7.85	1.41
Economic growth*	4	6.75	2.50	27	7.96	1.51	14	7.71	2.09	6	6.50	1.05	12	6.75	1.71	10	8.60	0.70	5	6.00	1.87	5	8.00	0.71	37	8.04	1.60	17	7.47	1.62
Energy*	3	6.33	2.89	25	7.72	1.51	14	7.79	2.42	6	7.00	1.90	13	7.08	1.75	12	8.50	1.09	5	4.40	3.05	4	7.00	2.16	35	7.68	1.71	18	7.28	1.96
Disaster management	2	7.00	4.24	21	7.19	2.23	8	7.88	2.17	4	5.50	1.29	11	7.36	2.06	8	8.38	1.41	5	6.40	1.82	2	6.00	1.41	31	7.47	1.89	13	7.15	2.51
Public sector governance/reform	2	8.00	0.00	27	7.96	1.48	11	8.36	1.50	6	8.17	0.41	11	7.00	1.48	13	8.69	1.03	5	6.60	2.07	4	7.75	0.96	37	7.74	1.80	19	7.16	2.01
Job creation/employment	3	8.00	2.65	22	6.50	2.26	11	7.36	3.14	5	5.20	2.05	8	7.25	1.04	13	8.31	1.38	5	6.20	2.59	5	7.40	1.14	36	7.32	1.90	16	6.94	2.54
Financial markets	2	6.50	0.71	21	6.86	2.33	9	8.22	2.86	4	6.25	3.59	7	6.43	1.90	10	8.60	0.84	5	5.60	2.61	4	7.50	1.29	33	7.69	1.90	12	7.83	1.70
Equality of opportunity	3	7.67	2.52	23	6.91	2.07	8	8.25	1.67	4	5.75	1.71	8	6.38	2.00	12	8.25	1.22	5	6.00	2.92	3	6.33	0.58	35	7.68	1.81	12	7.00	1.76
Health	4	6.75	2.22	24	7.04	2.10	13	7.85	1.41	6	6.33	2.07	11	6.09	1.97	12	8.42	1.24	5	6.60	2.51	4	7.00	0.82	36	7.50	2.06	14	7.21	2.01
Rural development	4	7.75	0.96	26	7.77	1.68	13	8.08	1.93	4	7.00	1.15	11	6.64	1.86	12	8.00	1.21	5	6.60	1.67	4	7.25	0.50	35	7.50	1.83	15	7.07	2.09
EU integration	4	6.25	2.75	22	7.50	2.22	10	7.20	2.86	3	4.33	1.15	7	7.29	1.70	11	8.18	1.40	5	6.80	2.59	4	7.25	0.50	35	7.70	1.90	13	7.00	2.71
Food security	3	7.33	2.52	19	6.79	2.07	9	7.33	2.78	2	5.50	0.71	8	6.63	2.39	11	8.73	0.90	5	6.00	2.55	3	7.33	1.15	34	7.34	2.19	11	7.00	2.00
Education*	4	5.75	2.75	22	7.18	2.17	12	7.83	2.04	4	6.25	1.26	10	5.30	2.58	10	8.90	0.88	5	6.80	1.48	4	8.00	0.82	36	7.50	2.06	15	7.00	1.77
Social protection	4	8.25	0.96	25	7.20	1.98	9	7.56	1.42	7	6.57	0.98	10	7.10	1.60	11	8.55	1.13	5	6.20	2.39	3	7.33	0.58	37	7.41	1.75	16	7.25	1.98
Climate change	3	7.00	2.00	21	7.05	2.91	10	7.80	1.99	4	7.00	1.41	9	6.56	2.24	12	8.25	1.14	5	6.40	2.51	2	6.00	1.41	32	7.33	1.97	12	5.75	1.86
Agricultural development	4	6.75	0.96	25	7.56	1.33	15	6.93	2.60	3	7.00	1.73	10	7.20	1.69	12	8.50	1.51	5	6.60	1.82	4	7.75	1.26	34	7.62	1.74	16	7.13	2.00
Natural resource management	2	7.00	2.83	20	7.50	1.64	9	7.56	2.19	4	6.00	1.41	6	8.00	0.89	9	8.00	1.41	5	6.40	2.51	4	7.50	1.29	34	7.35	1.94	10	7.20	2.15

\*Significantly different between stakeholder groups

### C. World Bank Group's Effectiveness and Results (continued)

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government		
								Institution	Academia	Other
At the Headquarters (in Washington D.C.)	83.3%	71.4%	63.6%	20.0%	57.1%	36.4%	66.7%	57.1%	23.9%	60.7%
In the country	16.7%	11.4%	22.7%	50.0%	14.3%	13.6%	16.7%	0.0%	37.0%	14.3%
Don't know	0.0%	17.1%	13.6%	30.0%	28.6%	50.0%	16.7%	42.9%	39.1%	25.0%

\*Significantly different between stakeholder groups

	Office of President/ Prime Minister/ Minister			Employee of Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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 does the World Bank Group's work help to achieve development results in Albania?*	6	8.00	0.89	33	8.00	1.37	23	8.65	1.27	8	6.88	1.36	20	6.55	2.24	21	8.52	1.57	5	6.00	1.73	7	8.00	1.15	43	7.94	1.53	28	7.75

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

To what extent do you agree with the following statements about the World Bank Group in Albania? (1-Strongly disagree, 10-Strongly agree)

	Office of President/ Prime Minister/ Minister			Employee of Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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 Group's financial instruments meet the needs of Albania*	6	7.50	1.52	33	7.09	1.79	20	8.35	1.23	8	7.00	1.85	20	6.00	2.38	18	7.67	1.61	5	4.40	1.82	7	6.86	1.46	43	7.14	1.66	25	7.04
The World Bank Group meets Albania's needs for knowledge services*	6	7.00	1.10	35	7.60	1.52	19	7.74	1.33	9	8.00	1.32	18	6.11	2.52	17	8.53	1.77	5	6.40	2.51	6	7.17	1.94	43	7.79	1.67	24	7.33	1.71

\*Significantly different between stakeholder groups

	Office of President/ Prime Minister/ Minister			Employee of Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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 Group measures and corrects its work in real time in Albania?	4	8.00	1.63	29	7.97	1.76	17	8.41	1.46	7	6.57	1.99	15	7.33	1.72	15	7.93	1.79	4	7.50	1.29	6	8.00	0.63	39	8.15	1.61	18	7.72

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

### D. The World Bank Group's Knowledge Work and Activities

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?\*

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Weekly	50.0%	8.8%	17.4%	10.0%	9.5%	9.1%	33.3%	0.0%	2.2%	10.7%
Monthly	0.0%	23.5%	30.4%	40.0%	9.5%	4.5%	0.0%	14.3%	15.2%	14.3%
A few times a year	50.0%	58.8%	47.8%	20.0%	52.4%	50.0%	50.0%	71.4%	47.8%	39.3%
Rarely	0.0%	8.8%	0.0%	30.0%	28.6%	27.3%	16.7%	0.0%	30.4%	35.7%
Never	0.0%	0.0%	4.3%	0.0%	0.0%	9.1%	0.0%	14.3%	4.3%	0.0%

\*Significantly different between stakeholder groups

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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
Are timely	6	7.67	1.75	32	7.38	1.77	21	8.38	1.50	9	6.78	2.05	18	6.89	2.19	20	8.30	1.34	6	7.17	2.64	5	7.80	0.84	43	7.95	1.59	26	7.50	2.18
Include appropriate level of stakeholder involvement during preparation*	6	7.00	1.41	32	7.44	1.52	19	7.95	1.54	7	5.43	2.15	18	6.33	2.25	17	7.82	1.47	4	6.00	2.94	5	8.60	0.55	42	7.42	1.65	23	7.13	1.87
Are relevant to Albania's development priorities	6	8.33	1.03	34	7.79	1.57	20	8.25	1.16	9	7.11	1.36	20	7.00	1.89	19	8.21	1.36	6	7.33	2.34	7	8.43	1.13	43	8.13	1.46	25	8.00	1.50
Lead to practical solutions	6	7.17	1.17	34	7.74	1.58	21	8.00	1.79	9	6.33	1.58	20	6.55	2.48	19	7.79	2.07	6	7.33	1.86	6	7.67	1.03	41	7.94	1.32	23	7.26	1.51
Are accessible (well written and easy to understand)	6	7.50	0.55	34	7.74	1.38	21	8.19	2.18	9	7.78	2.05	18	7.83	1.89	19	8.05	1.22	5	7.40	1.14	6	8.83	0.75	42	8.25	1.49	24	8.00	1.35
Are source of relevant information on global good practices	6	7.83	1.47	35	8.17	1.32	20	8.25	1.71	9	7.44	1.74	18	7.89	1.37	18	8.44	1.62	5	7.20	1.10	6	8.50	0.55	40	8.31	1.52	24	7.88	1.57
Enhance your knowledge and/or skills	6	8.33	0.52	34	8.29	1.38	22	8.77	1.07	9	8.00	1.32	20	7.55	1.67	19	8.37	1.92	5	8.80	1.10	7	8.71	0.49	42	8.54	1.52	24	7.71	1.97
Are adequately disseminated*	5	8.80	1.10	33	7.76	1.52	21	8.00	1.82	8	5.50	2.45	17	7.41	1.91	19	7.63	2.17	5	7.80	1.79	4	8.75	0.50	41	8.12	1.54	22	7.68	1.86
Are translated enough into local language	4	7.50	1.73	32	7.41	1.85	19	7.74	1.73	2	9.00	1.41	14	7.93	1.27	17	8.24	1.35	6	9.17	0.98	6	7.50	2.74	41	8.05	1.60	22	7.82	1.59
Are adaptable to Albania's specific development challenges and country circumstances*	6	7.83	1.33	33	8.12	1.47	19	8.11	1.33	8	6.88	1.73	19	6.68	2.11	18	7.83	2.07	5	6.80	1.92	7	8.29	1.11	43	8.19	1.48	26	7.88	1.37

\*Significantly different between stakeholder groups

	Office of President/ Prime Minister/ Minister			Employee of Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	6	8.00	1.41	34	8.12	1.41	22	8.95	1.25	9	7.56	1.24	19	7.32	1.70	18	8.72	0.83	6	8.00	1.67	6	8.50	0.55	44	8.45	1.21	26	7.96	1.91
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	5	7.80	0.84	34	8.53	1.24	22	8.91	0.97	9	8.33	0.50	20	7.40	2.11	19	8.74	0.93	5	8.40	0.89	7	8.86	0.90	41	8.27	1.46	28	8.50	1.17

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) \*Significantly different between stakeholder groups

**E. Working with the World Bank Group**

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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 Group disburses funds promptly*	5	5.60	2.61	27	6.89	2.08	20	8.65	1.93	6	5.67	2.25	15	6.13	2.67	17	7.00	2.98	5	5.20	3.03	5	7.80	1.64	35	7.29	1.87	21	6.29	2.88
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	6	7.50	1.76	33	8.36	1.29	23	8.57	1.53	8	6.13	1.46	18	7.11	1.81	19	8.00	2.11	5	6.20	2.28	6	8.33	1.21	42	7.96	1.31	27	7.63	1.64
The World Bank Group's approvals and reviews are done in a timely fashion	5	7.40	1.67	32	7.72	1.82	21	7.95	1.60	6	6.00	1.26	14	7.00	1.92	14	7.64	2.44	3	7.00	1.73	5	8.00	1.00	39	7.77	1.60	21	7.95	1.66
The World Bank Group's "Safeguard Policy" requirements are reasonable	5	7.20	1.48	31	8.23	1.28	16	8.63	1.20	5	7.80	0.84	15	7.87	1.13	15	7.80	2.11	5	6.80	3.11	5	8.20	0.45	38	8.30	1.34	22	8.05	1.56
The World Bank Group's conditions on its lending are reasonable	5	7.20	1.30	29	7.90	1.54	18	8.56	1.38	6	7.17	2.48	18	6.89	2.11	14	7.07	2.70	5	7.40	0.89	5	7.20	1.79	38	7.80	1.39	22	8.14	1.55
The World Bank Group takes decisions quickly in Albania	5	7.00	2.35	27	7.52	1.74	19	7.68	2.31	7	6.43	1.90	13	6.92	1.66	14	7.00	2.29	4	6.25	1.89	6	7.33	1.37	37	7.73	1.49	21	6.86	2.03
Working with the World Bank Group increases Albania's institutional capacity	6	8.67	1.21	33	8.39	1.39	22	8.77	1.27	8	7.25	1.28	17	7.65	2.21	18	9.00	1.24	6	7.50	1.87	6	8.83	0.98	42	8.15	1.60	28	8.25	1.48
The World Bank Group ensures consistency and continuity even when there are staff changes	6	7.33	2.73	31	8.65	1.11	20	8.40	1.79	6	8.17	0.75	17	8.18	0.95	16	8.63	1.86	4	7.75	1.71	6	8.33	1.37	39	8.05	1.48	23	7.91	1.83
Where country systems are adequate, the World Bank Group makes appropriate use of them	5	8.60	1.52	29	8.24	1.15	18	8.00	2.20	7	7.14	2.41	13	7.54	1.66	13	8.62	1.39	4	7.50	1.73	6	8.33	1.21	38	8.00	1.39	23	7.87	2.10
The World Bank Group provides effective implementation support	6	7.00	3.16	31	8.45	1.41	22	8.59	1.92	7	6.57	2.07	16	8.00	1.51	17	8.24	1.20	6	7.50	1.52	6	8.67	1.03	40	8.05	1.38	26	7.69	2.15
The World Bank Group monitors misuse of funds/corruption in its projects	5	8.60	1.52	31	8.58	1.39	16	8.63	1.26	7	7.29	1.25	13	7.92	1.38	13	8.08	1.44	6	7.67	1.86	5	8.80	1.10	36	8.06	1.50	22	8.32	1.89

\*Significantly different between stakeholder groups

Which of the following best describes the way the World Bank Group operates in Albania? (Select only ONE response)\*

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
The World Bank Group takes too much risk in Albania	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	2.6%	4.2%
The World Bank Group does not take enough risk in Albania	16.7%	14.3%	15.0%	20.0%	37.5%	18.2%	50.0%	50.0%	23.1%	25.0%
The World Bank Group's approach to risk is appropriate	66.7%	75.0%	70.0%	50.0%	56.3%	22.7%	16.7%	33.3%	43.6%	41.7%
Don't know	16.7%	10.7%	15.0%	30.0%	6.3%	59.1%	0.0%	16.7%	30.8%	29.2%

\*Significantly different between stakeholder groups

**F. The Future Role of the World Bank Group in Albania**

	Office of President/ Prime Minister/ Minister			Employee of Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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 (IBRD) SHOULD play in Albania's development in the near future?	5	9.00	0.71	35	8.91	1.15	22	9.41	0.80	8	8.13	0.99	20	8.70	1.34	22	9.00	1.45	6	8.33	2.25	7	9.14	0.69	44	8.72	1.25	28	8.71	1.33
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?	5	8.60	0.89	32	8.53	1.34	19	8.79	1.03	7	6.71	2.69	20	8.50	1.36	19	9.16	1.12	6	8.33	2.73	4	8.50	1.29	44	8.47	1.40	26	8.35	1.41

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

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Provide more adequate data/knowledge/statistics/figures on comparable markets/sectors and country economy	16.7%	17.6%	9.1%	0.0%	19.0%	22.7%	16.7%	0.0%	10.0%	3.6%
Collaborate more effectively with Government clients	66.7%	23.5%	13.6%	10.0%	28.6%	13.6%	0.0%	28.6%	23.3%	35.7%
Offer more innovative financial products	16.7%	29.4%	27.3%	20.0%	33.3%	18.2%	50.0%	28.6%	23.3%	21.4%
Improve the competitiveness of its financing compared to markets	0.0%	8.8%	9.1%	10.0%	0.0%	22.7%	16.7%	0.0%	18.9%	3.6%
Reach out more to groups outside of Government*	16.7%	8.8%	13.6%	50.0%	19.0%	45.5%	33.3%	42.9%	31.1%	7.1%
Improve the quality of its experts as related to Albania's specific challenges	16.7%	2.9%	13.6%	0.0%	19.0%	13.6%	16.7%	0.0%	12.2%	7.1%
Offer more innovative knowledge services	33.3%	8.8%	9.1%	0.0%	19.0%	9.1%	0.0%	14.3%	15.6%	7.1%
Ensure greater selectivity in its work	0.0%	8.8%	0.0%	20.0%	0.0%	4.5%	0.0%	0.0%	12.2%	10.7%
Increase the level of capacity development in the country*	0.0%	26.5%	31.8%	30.0%	4.8%	13.6%	0.0%	42.9%	17.8%	39.3%
Reduce the complexity of obtaining World Bank Group financing	0.0%	17.6%	27.3%	20.0%	14.3%	4.5%	16.7%	0.0%	8.9%	21.4%
Work faster	0.0%	8.8%	4.5%	0.0%	9.5%	13.6%	33.3%	28.6%	3.3%	7.1%
Ensure greater synergy within the World Bank Group	0.0%	8.8%	4.5%	0.0%	4.8%	4.5%	0.0%	0.0%	5.6%	3.6%
Transform the Doing Business report into a practical instrument to help improve business climate	33.3%	23.5%	27.3%	10.0%	28.6%	9.1%	16.7%	0.0%	14.4%	25.0%
Other	0.0%	2.9%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%

\*Significantly different between stakeholder groups

**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)**

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Financial services	16.7%	25.8%	19.0%	0.0%	15.0%	13.6%	66.7%	42.9%	17.4%	32.0%
Knowledge products	16.7%	9.7%	4.8%	30.0%	10.0%	9.1%	16.7%	14.3%	13.0%	8.0%
Convening services	0.0%	0.0%	4.8%	0.0%	5.0%	13.6%	16.7%	0.0%	10.9%	4.0%
None of the above	0.0%	0.0%	4.8%	0.0%	10.0%	4.5%	0.0%	0.0%	13.0%	0.0%
The combination is appropriate for Albania	66.7%	61.3%	61.9%	70.0%	60.0%	50.0%	0.0%	42.9%	39.1%	52.0%
Don't know	0.0%	3.2%	4.8%	0.0%	0.0%	9.1%	0.0%	0.0%	6.5%	4.0%

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Independent Government				
						CSO	Media	Institution	Academia	Other
Local newspapers	33.3%	37.1%	26.1%	50.0%	52.4%	22.7%	16.7%	33.3%	19.1%	14.3%
International newspapers	0.0%	5.7%	8.7%	0.0%	4.8%	4.5%	0.0%	0.0%	3.4%	10.7%
Local radio	16.7%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	16.7%	5.6%	3.6%
International radio	0.0%	0.0%	4.3%	0.0%	4.8%	0.0%	0.0%	0.0%	5.6%	3.6%
Local television	16.7%	45.7%	52.2%	30.0%	42.9%	45.5%	50.0%	66.7%	39.3%	46.4%
International television	0.0%	11.4%	8.7%	0.0%	0.0%	9.1%	0.0%	0.0%	10.1%	0.0%
Periodicals	16.7%	22.9%	8.7%	10.0%	9.5%	13.6%	0.0%	0.0%	23.6%	21.4%
Internet	66.7%	68.6%	52.2%	70.0%	66.7%	50.0%	66.7%	66.7%	48.3%	67.9%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	16.7%	5.7%	8.7%	0.0%	4.8%	13.6%	0.0%	0.0%	20.2%	7.1%
Blogs	16.7%	0.0%	4.3%	0.0%	0.0%	9.1%	16.7%	0.0%	7.9%	0.0%
Mobile phones*	16.7%	0.0%	0.0%	0.0%	0.0%	9.1%	33.3%	0.0%	12.4%	7.1%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	3.6%
Other	0.0%	0.0%	4.3%	10.0%	4.8%	0.0%	0.0%	0.0%	2.2%	7.1%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Independent Government				
						CSO	Media	Institution	Academia	Other
Blogs*	33.3%	0.0%	8.7%	20.0%	4.8%	18.2%	16.7%	0.0%	15.6%	0.0%
Direct contact with World Bank Group*	66.7%	42.9%	52.2%	30.0%	42.9%	31.8%	66.7%	66.7%	10.0%	64.3%
e-Newsletters	0.0%	17.1%	21.7%	10.0%	23.8%	13.6%	16.7%	0.0%	13.3%	3.6%
Instant messaging	0.0%	0.0%	0.0%	10.0%	4.8%	9.1%	0.0%	0.0%	10.0%	7.1%
World Bank Group's seminars/workshops/conferences	0.0%	45.7%	39.1%	10.0%	38.1%	31.8%	16.7%	50.0%	26.7%	39.3%
World Bank Group's publications and other written materials	50.0%	54.3%	30.4%	50.0%	47.6%	18.2%	0.0%	33.3%	37.8%	42.9%
Mobile phones*	0.0%	2.9%	4.3%	0.0%	0.0%	22.7%	16.7%	0.0%	22.2%	3.6%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	16.7%	2.9%	4.3%	20.0%	9.5%	18.2%	16.7%	16.7%	15.6%	7.1%
World Bank Group's website	33.3%	31.4%	30.4%	40.0%	28.6%	18.2%	33.3%	16.7%	28.9%	25.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	3.6%

\*Significantly different between stakeholder groups

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 a list of exceptions?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Independent Government				
						CSO	Media	Institution	Academia	Other
Yes	20.0%	27.6%	31.6%	40.0%	29.4%	30.0%	66.7%	14.3%	47.6%	24.0%
No	80.0%	72.4%	68.4%	60.0%	70.6%	70.0%	33.3%	85.7%	52.4%	76.0%

**G. Communication and Information Sharing (continued)****Have you requested information from the World Bank Group on its activities in the past year?**

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Yes	60.0%	25.8%	21.1%	44.4%	42.1%	35.0%	50.0%	71.4%	46.5%	60.0%
No	40.0%	74.2%	78.9%	55.6%	57.9%	65.0%	50.0%	28.6%	53.5%	40.0%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Yes	100.0%	100.0%	100.0%	100.0%	87.5%	71.4%	100.0%	100.0%	78.9%	100.0%
No	0.0%	0.0%	0.0%	0.0%	12.5%	28.6%	0.0%	0.0%	21.1%	0.0%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Yes	75.0%	93.8%	85.7%	87.5%	89.5%	94.7%	100.0%	83.3%	81.4%	100.0%
No	25.0%	6.3%	14.3%	12.5%	10.5%	5.3%	0.0%	16.7%	18.6%	0.0%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Yes	75.0%	85.3%	90.0%	87.5%	95.2%	88.9%	83.3%	85.7%	81.8%	88.0%
No	25.0%	14.7%	10.0%	12.5%	4.8%	11.1%	16.7%	14.3%	18.2%	12.0%

**Which do you primarily use?**

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia	Other
The World Bank Group's country website	83.3%	60.0%	30.4%	80.0%	71.4%	70.0%	83.3%	50.0%	50.0%	55.6%
The World Bank Group's main website	16.7%	40.0%	69.6%	20.0%	28.6%	30.0%	16.7%	50.0%	50.0%	44.4%

**Which Internet connection do you use primarily when visiting a World Bank Group website?**

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia	Other
High speed	100.0%	91.2%	90.9%	90.0%	95.2%	85.0%	83.3%	83.3%	75.6%	84.6%
Dial-up	0.0%	8.8%	9.1%	10.0%	4.8%	15.0%	16.7%	16.7%	24.4%	15.4%

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

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Office of President/ Prime Minister/ Minister			Employee of Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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/consult World Bank Group's data more often than I did a few years ago*	6	8.17	1.94	31	7.84	1.70	20	9.50	0.69	10	6.40	2.63	19	7.63	1.95	22	7.59	2.32	5	7.80	1.10	6	8.33	1.51	45	7.82	1.92	25	7.08	2.75
I find the World Bank Group's websites easy to navigate	5	8.00	1.00	32	8.22	1.39	22	8.82	1.14	10	6.70	2.26	18	8.17	1.42	21	8.10	1.64	5	8.60	1.14	5	7.60	2.70	43	8.08	1.41	24	7.50	2.15
I find the information on the World Bank Group's websites useful*	5	8.60	1.14	32	8.41	1.60	21	9.33	0.97	9	7.22	2.39	19	8.05	1.22	21	7.95	1.72	5	8.20	1.48	5	8.80	1.30	44	8.45	1.26	24	8.04	1.65
The World Bank Group's social media channels are valuable sources of information about the institution*	4	6.25	1.71	21	7.90	1.55	12	7.67	2.02	5	4.20	2.86	14	7.71	1.54	13	7.92	0.95	4	6.75	2.06	3	7.33	2.31	38	7.84	1.79	15	6.40	2.47
When I need information from the World Bank Group I know how to find it*	5	9.40	0.55	34	8.21	2.00	22	8.95	1.25	10	6.30	3.16	19	8.21	1.78	21	7.05	2.65	5	9.20	0.84	6	9.17	0.98	43	7.95	2.20	26	7.69	2.45
The World Bank Group is responsive to my information requests and inquiries*	4	8.50	0.58	28	8.43	1.67	20	8.70	1.22	9	6.56	2.74	17	8.00	1.58	14	8.36	0.84	5	9.20	0.84	5	9.40	0.55	37	8.28	1.53	20	8.45	1.54

\*Significantly different between stakeholder groups

**H. Background Information**

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Yes	80.0%	81.8%	78.3%	66.7%	35.0%	31.8%	66.7%	33.3%	31.8%	57.1%
No	20.0%	18.2%	21.7%	33.3%	65.0%	68.2%	33.3%	66.7%	68.2%	42.9%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
The World Bank (IBRD)	75.0%	100.0%	77.8%	85.7%	47.1%	92.9%	100.0%	80.0%	74.2%	65.2%
The International Finance Corporation (IFC)	25.0%	0.0%	22.2%	14.3%	41.2%	7.1%	0.0%	20.0%	12.9%	21.7%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.5%	4.3%
Other	0.0%	0.0%	0.0%	0.0%	11.8%	0.0%	0.0%	0.0%	6.5%	8.7%

Do your projects involve both the World Bank and the IFC?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of Ministry	PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Yes	60.0%	30.0%	35.0%	25.0%	38.9%	20.0%	66.7%	0.0%	33.3%	33.3%
No	40.0%	70.0%	65.0%	75.0%	61.1%	80.0%	33.3%	100.0%	66.7%	66.7%

**H. Background Information (continued)**

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

Percentage of Respondents	Office of	Employee	PMU/	Bilateral/	Private Sector/	Independent				
	President/Prime Minister/Minister	of Ministry	Consultant on WBG Project	Multilateral Agency	Financial Sector/ Private Bank	CSO	Media	Institution	Academia	Other
Working well together	66.7%	77.8%	42.9%	0.0%	28.6%	50.0%	0.0%	0.0%	38.5%	50.0%
Collaborating but needs improvement	33.3%	22.2%	57.1%	100.0%	57.1%	50.0%	100.0%	0.0%	46.2%	37.5%
In conflict	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	7.7%	12.5%

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

Percentage of Respondents (Responses Combined)	Office of	Employee	PMU/	Bilateral/	Private Sector/	Independent				
	President/Prime Minister/Minister	of Ministry	Consultant on WBG Project	Multilateral Agency	Financial Sector/ Private Bank	CSO	Media	Institution	Academia	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	20.0%	6.1%	10.0%	0.0%	15.0%	40.0%	50.0%	16.7%	48.7%	19.2%
Use World Bank Group reports/data	20.0%	39.4%	20.0%	12.5%	40.0%	25.0%	50.0%	83.3%	34.6%	19.2%
Engage in World Bank Group related/sponsored events/activities*	40.0%	42.4%	55.0%	37.5%	20.0%	50.0%	0.0%	33.3%	16.7%	26.9%
Collaborate as part of my professional duties*	60.0%	57.6%	60.0%	75.0%	35.0%	10.0%	33.3%	50.0%	15.4%	61.5%
Use World Bank Group website for information, data, research, etc.*	0.0%	9.1%	5.0%	25.0%	55.0%	20.0%	16.7%	0.0%	26.9%	23.1%

\*Significantly different between stakeholder groups

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

### A. General Issues facing Albania

In general would you say that Albania is headed in ...?

Percentage of Respondents	Tirana & Dures	Other
The right direction	70.8%	55.3%
The wrong direction	5.2%	10.6%
Not sure	24.0%	34.0%

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)

Percentage of Respondents (Responses Combined)	Tirana & Dures	Other
Social protection	9.7%	9.7%
Transport	2.6%	6.5%
Public sector governance/reform	34.1%	22.6%
EU integration	12.0%	6.5%
Gender equity	2.9%	4.3%
Domestic private sector development	10.4%	9.7%
Foreign direct investment*	11.4%	1.1%
Water and sanitation	4.9%	0.0%
Anti corruption	32.1%	37.6%
Job creation/employment	17.9%	22.6%
Rural development	6.8%	7.5%
Financial markets	5.5%	3.2%
Urban development	4.9%	0.0%
Environmental sustainability	4.5%	3.2%
Equality of opportunity	3.6%	2.2%
Health	13.0%	11.8%
Education	19.5%	31.2%
Poverty reduction	10.4%	19.4%
Energy	7.5%	7.5%
Food security	6.2%	5.4%
Climate change	0.6%	2.2%
Agricultural development	15.6%	5.4%
Trade and exports	5.8%	4.3%
Crime and violence	3.2%	9.7%
Economic growth	13.0%	19.4%
Law and justice	28.2%	34.4%
Regulatory framework	3.9%	2.2%
Natural resource management	5.8%	3.2%
Disaster management	0.6%	1.1%
Information and communications technology	1.6%	6.5%

\*Significantly different between locations

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

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Albania? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Tirana & Durrës	Other
Water and sanitation	1.6%	1.1%
Equality of opportunity	3.3%	3.2%
Economic growth	40.1%	43.0%
Climate change*	0.7%	5.4%
EU integration	8.5%	11.8%
Gender equity	2.6%	6.5%
Rural development*	22.8%	9.7%
Urban development	2.0%	1.1%
Regulatory framework	3.6%	5.4%
Social protection	16.6%	19.4%
Law and justice	7.2%	8.6%
Transport*	0.3%	4.3%
Crime and violence*	0.3%	5.4%
Information and communications technology	0.7%	0.0%
Anti corruption	11.1%	10.8%
Domestic private sector development*	34.5%	19.4%
Foreign direct investment	14.0%	7.5%
Education	15.6%	12.9%
Energy	5.5%	1.1%
Public sector governance/reform	19.2%	14.0%
Natural resource management	10.7%	16.1%
Environmental sustainability	3.3%	0.0%
Disaster management	0.7%	0.0%
Health	6.5%	6.5%
Agricultural development	20.5%	21.5%
Job creation/employment	35.5%	50.5%
Financial markets	2.6%	1.1%
Trade and exports	4.9%	7.5%
Food security	2.6%	1.1%

\*Significantly different between locations

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

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

Percentage of Respondents (Responses Combined)	Tirana & Durrës	Other
Energy*	14.4%	3.2%
Gender equity	1.0%	1.1%
Equality of opportunity	3.8%	1.1%
Social protection	4.8%	5.4%
EU integration*	6.1%	17.2%
Climate change	1.9%	1.1%
Anti corruption	18.5%	26.9%
Disaster management	1.0%	0.0%
Rural development	18.8%	7.5%
Foreign direct investment	38.0%	33.3%
Urban development	4.8%	6.5%
Water and sanitation	0.6%	2.2%
Education	8.9%	7.5%
Information and communications technology	1.9%	0.0%
Regulatory framework	5.8%	6.5%
Trade and exports	15.0%	16.1%
Public sector governance/reform	20.8%	21.5%
Domestic private sector development	39.9%	32.3%
Job creation/employment	15.7%	17.2%
Agricultural development	24.0%	26.9%
Food security	2.6%	3.2%
Transport*	3.2%	10.8%
Natural resource management	20.1%	17.2%
Environmental sustainability	3.5%	5.4%
Health	3.2%	1.1%
Law and justice	12.5%	12.9%
Crime and violence	1.3%	2.2%
Financial markets	5.4%	6.5%

\*Significantly different between locations

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)

Percentage of Respondents (Responses Combined)	Tirana & Durrës	Other
Better employment opportunities for young people*	16.6%	38.2%
Better employment opportunities for women	5.5%	4.5%
Greater access to micro-finance for the poor	12.4%	6.7%
Greater voice and participation for citizens to help ensure greater accountability	7.2%	15.7%
Better governance (incl. anti corruption)	27.6%	28.1%
Greater access to health and nutrition for citizens	7.6%	6.7%
Better entrepreneurial opportunities	19.7%	19.1%
A growing middle class	19.0%	9.0%
Better opportunity for the poor who live in rural areas	10.0%	5.6%
Better opportunity for the poor who live in urban areas	6.6%	4.5%
Consistent economic growth	28.3%	20.2%
More reliable social safety net	10.3%	9.0%
Greater equity of fiscal policy	8.3%	5.6%
Education and training that better ensure job opportunity	15.5%	20.2%
Better quality public services	4.1%	6.7%
Other	0.0%	0.0%

\*Significantly different between locations

### B. Overall Attitudes toward the World Bank Group

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, 10-Extremely familiar)

	Tirana & Durres			Other		
	N	Mean	SD	N	Mean	SD
The World Bank (IBRD)*	154	7.96	1.95	46	6.76	2.17
International Finance Corporation (IFC)*	150	6.73	2.44	46	5.08	2.56

\*Significantly different between locations

Overall, please rate your impression of the World Bank Group member organization's effectiveness in Albania. (1-Not effective at all, 10-Very effective)

	Tirana & Durres			Other		
	N	Mean	SD	N	Mean	SD
The World Bank (IBRD)	146	8.00	1.65	41	7.41	1.86
International Finance Corporation (IFC)*	114	7.51	1.77	31	6.48	2.26

\*Significantly different between locations

	Tirana & Durres			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Albania solve its most complicated development challenges?	135	8.74	1.23	36	8.51	1.57

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

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)

Percentage of Respondents (Responses Combined)	Tirana & Durres	Other
	Social protection	12.6%
Public sector governance/reform	24.6%	26.9%
Transport	10.4%	10.8%
Poverty reduction	15.2%	23.7%
EU integration	6.1%	8.6%
Gender equity	3.6%	5.4%
Crime and violence	3.6%	9.7%
Domestic private sector development	21.4%	10.8%
Rural development	15.9%	7.5%
Foreign direct investment	16.5%	15.1%
Water and sanitation	5.5%	0.0%
Energy	15.5%	8.6%
Job creation/employment	13.9%	19.4%
Financial markets	4.5%	3.2%
Urban development	1.0%	2.2%
Environmental sustainability	7.8%	4.3%
Equality of opportunity	5.8%	9.7%
Health	12.6%	12.9%
Education	16.5%	21.5%
Food security	5.2%	2.2%
Climate change	1.9%	0.0%
Agricultural development	18.8%	22.6%
Trade and exports	3.6%	4.3%
Economic growth	16.2%	25.8%
Law and justice	9.1%	9.7%
Regulatory framework	6.8%	8.6%
Natural resource management	10.0%	5.4%
Anti corruption	10.7%	9.7%
Information and communications technology	2.3%	1.1%
Disaster management	0.3%	0.0%

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

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?

Greatest Value Percentage of Respondents	Tirana & Durres		Other
	Convening/facilitating	3.0%	
Data	3.0%		4.5%
Policy and economic advice	18.3%		15.7%
Studies/analyses*	7.0%		18.0%
Financial resources	46.7%		30.3%
Capacity development	7.0%		13.5%
Technical assistance	7.0%		0.0%
Mobilizing third party financial resources	4.3%		6.7%
Donor coordination	3.7%		6.7%
Linkage to non-Bank expertise	0.0%		2.2%
Other	0.0%		1.1%

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Tirana & Durres		Other
	Convening/facilitating*	1.0%	
Data	3.4%		8.0%
Policy and economic advice	9.4%		13.8%
Studies/analyses	4.4%		8.0%
Financial resources	12.4%		17.2%
Capacity development	17.4%		5.7%
Technical assistance	16.8%		10.3%
Mobilizing third party financial resources	17.1%		17.2%
Donor coordination	13.1%		9.2%
Linkage to non-Bank expertise	4.7%		3.4%
Other	0.3%		0.0%

\*Significantly different between locations

How effectively do the World Bank Group's activities below support Albania's efforts to achieve development results?  
(1-Not effective at all, 10-Very effective)

	Tirana & Durres			Other		
	N	Mean	SD	N	Mean	SD
Convening/facilitating	118	7.41	2.14	36	6.89	2.13
Data	124	7.90	1.77	38	7.57	1.57
Policy and economic advice	131	7.99	1.76	36	7.83	1.71
Studies/analyses	129	8.10	1.72	38	8.04	1.55
Financial resources	133	8.12	1.61	34	7.76	1.60
Technical assistance	136	7.92	1.78	37	7.95	1.58
Mobilizing third party financial resources	108	7.41	1.82	30	7.88	2.00
Donor coordination	117	7.30	2.29	33	7.37	2.15
Linkage to non-Bank expertise	99	7.65	1.88	30	7.88	2.12

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

	Tirana & Durres			Other		
	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts	138	7.60	2.13	44	7.97	1.93
The public sector, related to implementation of specific development projects on the ground	151	8.51	1.36	44	8.21	1.77
The public sector, related to strengthening institutions	145	8.43	1.40	43	8.58	1.55
The private sector, related to institutional and policy change	146	8.21	1.61	41	8.25	1.67

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

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

	Tirana & Durres			Other		
	N	Mean	SD	N	Mean	SD
Project implementation*	122	8.23	1.66	32	7.56	1.79
Citizen engagement	101	7.52	1.73	31	6.89	1.67
Policy advice/design	120	8.20	1.50	32	7.98	1.60

\*Significantly different between locations

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? (1-Not important at all, 10-Very important)

	Tirana & Durres			Other		
	N	Mean	SD	N	Mean	SD
Project implementation	133	8.35	1.65	36	7.78	2.15
Citizen engagement*	120	8.32	1.50	33	7.23	2.36
Policy advice/design	137	8.48	1.74	35	8.20	1.59

\*Significantly different between locations

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)

Percentage of Respondents (Responses Combined)	Tirana & Durres	Other
Staff too inaccessible	3.0%	3.3%
Not exploring alternative policy options	6.6%	7.8%
Not adequately sensitive to political/social realities in Albania	13.5%	10.0%
Not enough public disclosure of its work*	12.9%	25.6%
Arrogant in its approach	3.6%	8.9%
Not aligned with country priorities	6.9%	4.4%
The credibility of its knowledge/data	4.6%	3.3%
World Bank Group's processes too complex	16.2%	7.8%
Not willing to honestly criticize policies and reform efforts in the country	22.4%	23.3%
Too influenced by developed countries	11.6%	8.9%
Imposing technocratic solutions without regard to political realities	13.5%	7.8%
World Bank Group's processes too slow	15.2%	13.3%
Too bureaucratic in its operational policies and procedures	16.2%	13.3%
Not aligned with other donors' work	5.6%	2.2%
Not collaborating enough with non-state actors (i.e., civil society)	12.9%	15.6%
Not client focused	3.0%	1.1%
Other	1.7%	2.2%
Don't know	10.6%	12.2%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Tirana & Durres	Other
Capacity development	21.2%	16.3%
Policy based lending/budget support to the Government	36.3%	40.2%
Knowledge products/services	17.0%	16.3%
Investment lending	55.9%	53.3%
Technical assistance	31.8%	27.2%
Trust Fund management	22.2%	32.6%
Other	3.5%	0.0%
Don't know	4.5%	5.4%

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

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)

Percentage of Respondents (Responses Combined)	Tirana & Durres	Other
Academia/think tanks/research institutes	26.0%	30.1%
Donor community	24.4%	17.2%
Media	9.3%	17.2%
NGOs*	11.9%	23.7%
Local Government	32.8%	36.6%
Private sector	45.0%	32.3%
Parliament	5.8%	7.5%
Community Based Organizations	6.4%	5.4%
Beneficiaries	23.8%	12.9%
Foundations	5.5%	6.5%
Other	1.0%	1.1%
Don't know	0.6%	2.2%

\*Significantly different between locations

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

(1-Strongly disagree, 10-Strongly agree)

	Tirana & Durres			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Albania	156	8.19	1.75	45	7.63	1.94
The World Bank Group's work is aligned with what I consider the development priorities for Albania	151	7.80	1.77	44	7.68	1.60
The World Bank Group supports programs and strategies that are realistic for Albania	152	7.90	1.77	42	7.80	1.64
The World Bank Group treats clients and stakeholders in Albania with respect	145	8.54	1.35	39	8.25	1.80

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

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

	Tirana & Durres			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness	141	8.45	1.46	41	8.23	1.52
Flexibility (in terms of the institution's products and services)	136	7.88	1.38	39	7.59	1.64
Flexibility (in terms of adapting to changing country circumstances)	137	7.70	1.62	39	7.71	1.47
Being inclusive	129	7.53	1.74	42	7.48	1.87
Openness	138	8.06	1.62	44	7.82	1.99
Staff accessibility	130	7.98	1.76	38	7.56	1.77
Straightforwardness and honesty	131	8.10	1.77	41	8.33	1.67
Ease of access to the people at the World Bank Group who are making decisions important to my work	119	8.00	1.62	37	7.56	1.96
Collaboration with civil society	122	7.58	1.88	35	7.51	1.88
Collaboration with the Government	140	8.55	1.27	39	8.57	1.32
Collaboration with other donors and development partners	130	7.91	1.75	38	7.57	1.81
Collaboration with the private sector	109	7.32	1.81	32	7.30	1.96
The speed in which it gets things accomplished on the ground	128	7.10	1.93	36	7.24	2.05
Being a long-term partner	140	8.69	1.39	41	8.52	1.67

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

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

Percentage of Respondents	Tirana & Durres	Other
More local presence	43.7%	54.3%
The current level of local presence is adequate	37.7%	21.7%
Less local presence	9.3%	13.0%
Don't know	9.3%	10.9%

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)

Percentage of Respondents (Responses Combined)	Tirana & Durres	Other
The World Bank Group does not do adequate follow through/follow-up	5.2%	7.8%
There is not an adequate level of citizen/civil society participation	25.1%	26.7%
The World Bank Group is not sensitive enough to political/social realities on the ground	16.6%	14.4%
Lack of/inadequate levels of capacity in Government	40.7%	28.9%
Poor donor coordination	13.0%	8.9%
The World Bank Group works too slowly	11.1%	13.3%
The Government works inefficiently	16.6%	21.1%
Political pressures and obstacles	36.5%	43.3%
Reforms are not well thought out in light of country challenges	20.8%	25.6%
Other	2.0%	0.0%

### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Albania? (1-Not important at all, 10-Very important)

	Tirana & Durres			Other		
	N	Mean	SD	N	Mean	SD
Anti corruption	147	8.41	1.86	45	8.03	2.17
Information and communications technology	138	7.75	1.72	44	7.33	1.93
Transport	142	8.08	1.73	44	7.58	1.99
Crime and violence	131	7.11	2.43	46	7.02	2.36
Law and justice	135	8.24	1.94	45	7.84	2.08
Urban development	138	8.21	1.70	45	8.15	1.42
Environmental sustainability*	140	8.29	1.52	45	7.74	1.63
Regulatory framework	133	7.98	1.70	44	8.09	1.45
Poverty reduction	146	8.79	1.34	44	8.69	1.43
Gender equity	138	7.54	1.98	44	7.02	2.36
Domestic private sector development	140	8.65	1.56	45	8.37	1.48
Foreign direct investment	141	8.57	1.72	45	8.44	1.35
Water and sanitation	138	8.07	1.72	45	7.73	1.80
Trade and exports	132	7.96	1.80	44	8.11	1.57
Economic growth	138	8.86	1.34	46	8.86	1.18
Energy	141	8.49	1.64	44	8.30	1.49
Disaster management	137	7.19	2.02	40	7.45	1.95
Public sector governance/reform*	144	8.66	1.43	44	8.10	1.76
Job creation/employment	138	8.20	1.91	46	8.40	1.64
Financial markets	136	8.08	1.79	42	8.13	1.50
Equality of opportunity	135	7.52	1.92	46	7.56	2.03
Health	140	8.70	1.37	44	8.43	1.66
Rural development	144	8.31	1.53	45	8.16	1.64
EU integration	132	7.52	2.35	45	7.80	2.10
Food security	136	7.84	2.20	44	7.78	2.23
Education*	141	8.67	1.51	44	8.07	1.98
Social protection	142	8.32	1.75	43	7.85	1.55
Climate change	136	7.40	2.07	42	6.80	2.10
Agricultural development	144	8.69	1.59	45	8.27	1.84
Natural resource management	141	8.41	1.68	43	8.00	1.70

\*Significantly different between locations

### C. World Bank Group's Effectiveness and Results (continued)

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

	Tirana & Durres			Other		
	N	Mean	SD	N	Mean	SD
Anti corruption	92	7.60	1.93	26	6.92	2.25
Information and communications technology	86	7.79	1.57	26	7.31	2.07
Transport	101	8.05	1.31	29	7.66	1.69
Crime and violence	72	7.09	2.17	22	6.44	2.82
Law and justice	79	7.24	1.86	24	7.00	2.75
Urban development*	98	7.57	1.77	28	6.75	2.17
Environmental sustainability*	100	7.72	1.57	29	6.36	2.41
Regulatory framework	103	7.58	1.67	31	6.95	2.13
Poverty reduction	108	7.75	1.62	31	7.16	2.01
Gender equity	94	7.58	1.87	29	6.82	2.61
Domestic private sector development	92	7.58	1.80	26	7.27	2.34
Foreign direct investment	100	7.69	1.71	30	7.51	2.17
Water and sanitation*	96	7.54	1.76	24	6.52	2.58
Trade and exports	82	7.60	1.58	28	7.22	2.20
Economic growth	106	7.75	1.63	31	7.38	1.80
Energy*	106	7.63	1.71	29	6.81	2.58
Disaster management	81	7.49	1.98	25	6.67	2.26
Public sector governance/reform*	108	7.92	1.45	27	7.17	2.19
Job creation/employment*	94	7.40	1.94	31	6.25	2.58
Financial markets	80	7.58	2.01	27	6.91	2.44
Equality of opportunity	89	7.38	1.82	24	6.90	2.27
Health	101	7.37	1.85	28	6.86	2.31
Rural development	100	7.62	1.64	29	7.03	2.01
EU integration	87	7.25	2.16	28	7.71	2.15
Food security	79	7.38	1.93	26	6.65	2.61
Education	93	7.23	2.06	29	7.26	2.25
Social protection	99	7.51	1.67	28	6.84	1.87
Climate change	85	7.17	2.14	25	6.84	2.26
Agricultural development	102	7.59	1.64	27	6.87	2.16
Natural resource management	80	7.56	1.71	24	6.77	2.10

\*Significantly different between locations

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

Percentage of Respondents	Tirana & Durres	Other
At the Headquarters (in Washington D.C.)	57.3%	27.7%
In the country	21.0%	21.3%
Don't know	21.7%	51.1%

\*Significantly different between locations

	Tirana & Durres			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Albania?	152	7.85	1.74	42	7.77	1.64

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

### C. World Bank Group's Effectiveness and Results (continued)

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

(1-Strongly disagree, 10-Strongly agree)

	Tirana & Durres			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Albania	146	7.21	1.88	40	6.70	1.83
The World Bank Group meets Albania's needs for knowledge services	140	7.58	1.75	42	7.30	1.95

	Tirana & Durres			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Albania?	119	8.00	1.65	36	7.54	1.69

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

### D. The World Bank Group's Knowledge Work and Activities

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

Percentage of Respondents	Tirana & Durres	Other
Weekly	10.9%	8.5%
Monthly	17.9%	12.8%
A few times a year	48.7%	48.9%
Rarely	19.9%	25.5%
Never	2.6%	4.3%

In Albania, to what extent do you believe that the World Bank Group's knowledge work and activities:

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

	Tirana & Durres			Other		
	N	Mean	SD	N	Mean	SD
Are timely	145	7.75	1.86	41	7.40	1.69
Include appropriate level of stakeholder involvement during preparation	135	7.41	1.78	39	6.82	1.83
Are relevant to Albania's development priorities	148	7.94	1.48	41	7.73	1.70
Lead to practical solutions	146	7.54	1.79	39	7.47	1.57
Are accessible (well written and easy to understand)	144	8.06	1.47	41	7.79	1.77
Are source of relevant information on global good practices	143	8.19	1.44	38	7.82	1.61
Enhance your knowledge and/or skills	148	8.24	1.57	40	8.39	1.44
Are adequately disseminated	137	7.79	1.76	38	7.68	2.00
Are translated enough into local language	126	7.82	1.71	37	8.09	1.45
Are adaptable to Albania's specific development challenges and country circumstances	147	7.81	1.65	38	7.92	1.63

	Tirana & Durres			Other		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	148	8.26	1.49	43	8.11	1.31
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	151	8.47	1.35	39	8.10	1.28

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

### E. Working with the World Bank Group

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

	Tirana & Durres			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	125	7.08	2.47	31	6.43	2.35
The World Bank Group effectively monitors and evaluates the projects and programs it supports	146	7.91	1.69	42	7.65	1.56
The World Bank Group's approvals and reviews are done in a timely fashion	125	7.67	1.76	35	7.55	1.75
The World Bank Group's "Safeguard Policy" requirements are reasonable	122	8.07	1.51	35	8.19	1.38
The World Bank Group's conditions on its lending are reasonable	128	7.74	1.85	32	7.57	1.26
The World Bank Group takes decisions quickly in Albania	118	7.39	1.78	36	6.97	2.13
Working with the World Bank Group increases Albania's institutional capacity	143	8.35	1.48	43	8.13	1.77
The World Bank Group ensures consistency and continuity even when there are staff changes	134	8.30	1.48	34	7.97	1.76
Where country systems are adequate, the World Bank Group makes appropriate use of them	119	8.15	1.47	38	7.60	2.09
The World Bank Group provides effective implementation support	136	8.12	1.71	41	7.85	1.73
The World Bank Group monitors misuse of funds/corruption in its projects	121	8.36	1.41	33	7.80	1.72

Which of the following best describes the way the World Bank Group operates in Albania? (Select only ONE response)\*

Percentage of Respondents	Tirana & Durres	Other
The World Bank Group takes too much risk in Albania	2.9%	0.0%
The World Bank Group does not take enough risk in Albania	22.8%	24.4%
The World Bank Group's approach to risk is appropriate	54.4%	34.1%
Don't know	19.9%	41.5%

\*Significantly different between locations

### F. The Future Role of the World Bank Group in Albania

	Tirana & Durres			Other		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank (IBRD) SHOULD play in Albania's development in the near future?	153	8.92	1.23	45	8.60	1.28
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?	141	8.54	1.41	41	8.37	1.65

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

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

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

Percentage of Respondents (Responses Combined)	Tirana & Durres	Other
Provide more adequate data/knowledge/statistics/figures on comparable markets/sectors and country economy	12.6%	10.8%
Collaborate more effectively with Government clients	24.9%	19.4%
Offer more innovative financial products	26.9%	21.5%
Improve the competitiveness of its financing compared to markets	10.7%	10.8%
Reach out more to groups outside of Government	24.9%	18.3%
Improve the quality of its experts as related to Albania's specific challenges	9.7%	11.8%
Offer more innovative knowledge services	9.1%	19.4%
Ensure greater selectivity in its work	5.8%	11.8%
Increase the level of capacity development in the country	24.6%	15.1%
Reduce the complexity of obtaining World Bank Group financing	13.9%	16.1%
Work faster	7.4%	10.8%
Ensure greater synergy within the World Bank Group	3.6%	8.6%
Transform the Doing Business report into a practical instrument to help improve business climate	20.4%	17.2%
Other	1.6%	0.0%

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)

Percentage of Respondents	Tirana & Durres	Other
Financial services	23.0%	17.0%
Knowledge products	10.1%	14.9%
Convening services	7.4%	4.3%
None of the above	4.7%	6.4%
The combination is appropriate for Albania	51.4%	51.1%
Don't know	3.4%	6.4%

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Tirana & Durres	Other
Local newspapers	31.0%	20.4%
International newspapers	5.5%	4.3%
Local radio	3.9%	3.2%
International radio	2.6%	3.2%
Local television	46.1%	36.6%
International television	5.5%	8.6%
Periodicals	16.1%	18.3%
Internet	57.1%	68.8%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	9.0%	12.9%
Blogs	3.2%	7.5%
Mobile phones	5.5%	8.6%
Instant messaging	1.3%	0.0%
Other	3.5%	1.1%

**G. Communication and Information Sharing (continued)****How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Tirana & Durres	Other
Blogs	8.4%	12.9%
Direct contact with World Bank Group	41.5%	34.4%
e-Newsletters	15.4%	8.6%
Instant messaging	4.5%	7.5%
World Bank Group's seminars/workshops/conferences	33.1%	35.5%
World Bank Group's publications and other written materials	39.2%	38.7%
Mobile phones	9.0%	10.8%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	11.9%	7.5%
World Bank Group's website	26.0%	35.5%
Other	1.3%	1.1%

**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?**

Percentage of Respondents	Tirana & Durres	Other
Yes	33.1%	36.4%
No	66.9%	63.6%

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

Percentage of Respondents	Tirana & Durres	Other
Yes	42.1%	40.9%
No	57.9%	59.1%

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

Percentage of Respondents	Tirana & Durres	Other
Yes	90.7%	88.9%
No	9.3%	11.1%

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

Percentage of Respondents	Tirana & Durres	Other
Yes	90.6%	86.0%
No	9.4%	14.0%

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

Percentage of Respondents	Tirana & Durres	Other
Yes	88.8%	79.5%
No	11.2%	20.5%

*\*Significantly different between locations***Which do you primarily use?**

Percentage of Respondents	Tirana & Durres	Other
The World Bank Group's country website	57.2%	60.9%
The World Bank Group's main website	42.8%	39.1%

**Which Internet connection do you use primarily when visiting a World Bank Group website?**

Percentage of Respondents	Tirana & Durres	Other
High speed	86.5%	86.0%
Dial-up	13.5%	14.0%

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

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Tirana & Durres			Other		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago	145	7.92	2.02	44	7.45	2.25
I find the World Bank Group's websites easy to navigate	144	8.16	1.47	42	7.67	2.09
I find the information on the World Bank Group's websites useful*	144	8.48	1.33	42	7.86	1.97
The World Bank Group's social media channels are valuable sources of information about the institution*	98	7.63	1.77	31	6.77	2.40
When I need information from the World Bank Group I know how to find it*	147	8.20	2.05	44	7.44	2.56
The World Bank Group is responsive to my information requests and inquiries*	123	8.54	1.34	37	7.63	2.05

\*Significantly different between locations

### H. Background Information

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

Percentage of Respondents	Tirana & Durres	Other
Yes	58.7%	35.7%
No	41.3%	64.3%

\*Significantly different between locations

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

Percentage of Respondents	Tirana & Durres	Other
The World Bank (IBRD)	81.0%	65.5%
The International Finance Corporation (IFC)	14.9%	20.7%
The Multilateral Investment Guarantee Agency (MIGA)	.8%	6.9%
Other	3.3%	6.9%

Do your projects involve both the World Bank and the IFC?

Percentage of Respondents	Tirana & Durres	Other
Yes	31.7%	34.2%
No	68.3%	65.8%

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

Percentage of Respondents	Tirana & Durres	Other
Working well together	52.3%	15.4%
Collaborating but needs improvement	38.6%	84.6%
In conflict	2.3%	0.0%
Other	0.0%	0.0%
Don't know	6.8%	0.0%

\*Significantly different between locations

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

Percentage of Respondents (Responses combined)	Tirana & Durres	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)	21.6%	33.3%
Use World Bank Group reports/data	32.6%	29.3%
Engage in World Bank Group related/sponsored events/activities*	36.8%	16.0%
Collaborate as part of my professional duties	44.0%	32.0%
Use World Bank Group website for information, data, research, etc.*	15.8%	41.3%

\*Significantly different between locations

## Appendix D: Responses to All Questions by Levels of Collaboration

### A. General Issues facing Albania

In general would you say that Albania is headed in ...?

Percentage of Respondents	Collaborators	Non-collaborators
The right direction	72.5%	59.8%
The wrong direction	4.9%	8.7%
Not sure	22.5%	31.5%

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)

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Social protection	11.1%	7.8%
Transport	5.3%	1.7%
Public sector governance/reform*	38.0%	24.0%
EU integration	11.5%	9.5%
Gender equity	4.8%	1.7%
Domestic private sector development	10.6%	8.9%
Foreign direct investment	7.7%	11.2%
Water and sanitation	2.4%	5.6%
Anti corruption	29.8%	37.4%
Job creation/employment	18.8%	20.7%
Rural development	5.3%	9.5%
Financial markets	4.8%	4.5%
Urban development	2.9%	5.0%
Environmental sustainability	3.4%	5.6%
Equality of opportunity	3.8%	2.8%
Health	15.4%	9.5%
Education	21.2%	21.2%
Poverty reduction*	7.2%	18.4%
Energy	9.6%	3.9%
Food security	4.8%	7.8%
Climate change	1.9%	0.0%
Agricultural development	13.9%	12.3%
Trade and exports	3.8%	7.8%
Crime and violence	3.4%	6.7%
Economic growth	14.9%	12.8%
Law and justice	33.2%	26.3%
Regulatory framework	3.4%	3.9%
Natural resource management	4.3%	6.1%
Disaster management	0.5%	1.1%
Information and communications technology	2.4%	3.4%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Albania? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Collaborators		Non-collaborators	
Water and sanitation	1.0%		2.2%	
Equality of opportunity	2.9%		3.4%	
Economic growth	41.8%		41.6%	
Climate change	2.4%		1.1%	
EU integration	10.1%		7.9%	
Gender equity	3.4%		3.9%	
Rural development	23.6%		15.7%	
Urban development	1.4%		2.2%	
Regulatory framework*	1.4%		7.3%	
Social protection	16.8%		16.9%	
Law and justice	4.3%		11.2%	
Transport	0.0%		2.8%	
Crime and violence	1.0%		2.2%	
Information and communications technology	1.0%		0.0%	
Anti corruption	12.0%		10.1%	
Domestic private sector development*	38.9%		23.0%	
Foreign direct investment	11.5%		14.6%	
Education	18.3%		11.2%	
Energy	4.8%		3.9%	
Public sector governance/reform	16.3%		21.3%	
Natural resource management	13.0%		11.8%	
Environmental sustainability	1.4%		3.9%	
Disaster management	0.5%		0.6%	
Health	5.8%		7.9%	
Agricultural development	19.2%		19.1%	
Job creation/employment	38.5%		37.6%	
Financial markets	0.5%		4.5%	
Trade and exports	4.8%		5.6%	
Food security	1.9%		2.8%	

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Energy*	18.1%	4.9%
Gender equity	0.5%	1.6%
Equality of opportunity	3.8%	2.7%
Social protection	4.8%	5.5%
EU integration	10.0%	6.6%
Climate change	1.0%	2.7%
Anti corruption	21.9%	20.3%
Disaster management	0.5%	1.1%
Rural development	12.4%	22.0%
Foreign direct investment	40.5%	30.2%
Urban development	5.7%	4.9%
Water and sanitation	0.0%	2.2%
Education	8.1%	9.9%
Information and communications technology	1.4%	1.6%
Regulatory framework	6.7%	4.9%
Trade and exports	17.1%	11.0%
Public sector governance/reform	20.5%	21.4%
Domestic private sector development	39.0%	37.9%
Job creation/employment	12.9%	18.7%
Agricultural development	20.0%	29.7%
Food security	2.9%	2.7%
Transport	5.2%	3.8%
Natural resource management	15.7%	24.7%
Environmental sustainability	4.3%	3.8%
Health	1.9%	3.8%
Law and justice	10.5%	14.8%
Crime and violence	1.4%	1.6%
Financial markets*	9.5%	1.6%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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)

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Better employment opportunities for young people	17.6%	26.2%
Better employment opportunities for women	7.3%	3.5%
Greater access to micro-finance for the poor	12.4%	10.5%
Greater voice and participation for citizens to help ensure greater accountability	8.8%	10.5%
Better governance (incl. anti corruption)	24.9%	30.2%
Greater access to health and nutrition for citizens	5.7%	9.9%
Better entrepreneurial opportunities	20.2%	16.9%
A growing middle class	18.1%	14.0%
Better opportunity for the poor who live in rural areas	5.7%	12.2%
Better opportunity for the poor who live in urban areas	8.3%	4.1%
Consistent economic growth	24.9%	29.7%
More reliable social safety net	11.9%	5.8%
Greater equity of fiscal policy	9.3%	6.4%
Education and training that better ensure job opportunity	17.6%	15.7%
Better quality public services	6.2%	3.5%
Other	0.0%	0.0%

### B. Overall Attitudes toward the World Bank Group

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, 10-Extremely familiar)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank (IBRD)*	103	8.03	1.83	90	7.30	2.28
International Finance Corporation (IFC)	99	6.70	2.52	90	6.02	2.54

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Overall, please rate your impression of the World Bank Group member organization's effectiveness in Albania. (1-Not effective at all, 10-Very effective)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank (IBRD)	100	8.03	1.61	81	7.70	1.85
International Finance Corporation (IFC)	71	7.56	1.82	69	7.25	1.90

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Albania solve its most complicated development challenges?	89	8.73	1.24	78	8.71	1.33

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

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)

Percentage of Respondents (Responses Combined)	Collaborators		Non-collaborators	
Social protection	12.1%		9.3%	
Public sector governance/reform	27.2%		24.2%	
Transport	9.7%		12.1%	
Poverty reduction	12.6%		22.5%	
EU integration	6.8%		7.1%	
Gender equity	3.9%		4.4%	
Crime and violence	5.3%		4.9%	
Domestic private sector development	15.5%		22.0%	
Rural development	17.0%		11.5%	
Foreign direct investment	18.4%		13.7%	
Water and sanitation	2.9%		6.0%	
Energy	13.6%		13.7%	
Job creation/employment	16.5%		11.5%	
Financial markets	1.9%		6.0%	
Urban development	1.9%		0.5%	
Environmental sustainability	8.3%		6.0%	
Equality of opportunity	8.7%		4.9%	
Health	13.6%		12.6%	
Education	17.0%		16.5%	
Food security	3.9%		4.4%	
Climate change	1.5%		1.6%	
Agricultural development	19.4%		19.2%	
Trade and exports	2.4%		5.5%	
Economic growth	18.9%		18.1%	
Law and justice	9.2%		8.8%	
Regulatory framework	4.9%		10.4%	
Natural resource management	11.2%		6.0%	
Anti corruption	10.7%		11.0%	
Information and communications technology	1.0%		3.3%	
Disaster management	0.5%		0.0%	

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

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?

Greatest Value		
Percentage of Respondents	Collaborators	Non-collaborators
Convening/facilitating	2.0%	3.5%
Data	2.9%	4.1%
Policy and economic advice	19.0%	17.1%
Studies/analyses	8.3%	10.6%
Financial resources	44.9%	38.8%
Capacity development	10.2%	5.9%
Technical assistance	5.4%	5.9%
Mobilizing third party financial resources	2.4%	8.2%
Donor coordination	4.4%	4.7%
Linkage to non-Bank expertise	0.0%	1.2%
Other	0.5%	0.0%

2 <sup>nd</sup> Greatest Value		
Percentage of Respondents	Collaborators	Non-collaborators
Convening/facilitating	2.0%	3.0%
Data	3.9%	5.4%
Policy and economic advice	8.4%	13.7%
Studies/analyses	6.4%	2.4%
Financial resources	10.8%	16.7%
Capacity development	17.2%	13.1%
Technical assistance	17.7%	12.5%
Mobilizing third party financial resources	17.7%	16.1%
Donor coordination	10.3%	13.1%
Linkage to non-Bank expertise	5.4%	3.6%
Other	0.0%	0.6%

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Convening/facilitating	80	7.32	2.07	68	7.36	2.23
Data	85	7.94	1.70	72	7.80	1.69
Policy and economic advice	91	7.93	1.73	72	8.01	1.79
Studies/analyses	89	8.22	1.64	73	7.99	1.74
Financial resources	90	8.28	1.50	71	7.85	1.64
Technical assistance*	94	8.29	1.40	73	7.55	2.01
Mobilizing third party financial resources	73	7.54	1.88	60	7.61	1.75
Donor coordination	79	7.43	2.24	67	7.27	2.33
Linkage to non-Bank expertise	66	7.72	2.05	59	7.77	1.80

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts	94	7.44	2.03	83	8.03	2.11
The public sector, related to implementation of specific development projects on the ground	102	8.52	1.50	86	8.36	1.44
The public sector, related to strengthening institutions*	97	8.67	1.33	84	8.23	1.53
The private sector, related to institutional and policy change	96	8.23	1.55	85	8.25	1.66

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation	82	8.05	1.74	68	8.15	1.68
Citizen engagement*	67	7.09	1.77	62	7.72	1.63
Policy advice/design	83	8.30	1.43	64	8.03	1.59

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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? (1-Not important at all, 10-Very important)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation	91	8.37	1.57	72	8.11	1.94
Citizen engagement	80	8.10	1.70	69	8.20	1.65
Policy advice/design	91	8.64	1.62	76	8.18	1.78

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)

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Staff too inaccessible	2.0%	4.4%
Not exploring alternative policy options	7.0%	7.2%
Not adequately sensitive to political/social realities in Albania	16.0%	9.4%
Not enough public disclosure of its work	11.5%	21.1%
Arrogant in its approach	3.5%	6.7%
Not aligned with country priorities	5.5%	7.8%
The credibility of its knowledge/data	2.5%	6.7%
World Bank Group's processes too complex	14.5%	12.8%
Not willing to honestly criticize policies and reform efforts in the country	22.5%	20.0%
Too influenced by developed countries	12.0%	10.6%
Imposing technocratic solutions without regard to political realities	16.0%	8.9%
World Bank Group's processes too slow	16.5%	13.9%
Too bureaucratic in its operational policies and procedures*	20.0%	9.4%
Not aligned with other donors' work	3.5%	6.7%
Not collaborating enough with non-state actors (i.e., civil society)	12.0%	16.1%
Not client focused	1.5%	3.9%
Other	2.0%	0.6%
Don't know	9.5%	13.3%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Capacity development	21.4%	18.9%
Policy based lending/budget support to the Government	38.6%	36.1%
Knowledge products/services	18.1%	16.7%
Investment lending	54.3%	56.7%
Technical assistance	36.7%	24.4%
Trust Fund management	23.8%	22.8%
Other	1.4%	4.4%
Don't know*	1.9%	8.3%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

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)

Percentage of Respondents (Responses Combined)	Collaborators		Non-collaborators	
Academia/think tanks/research institutes	21.6%		31.9%	
Donor community	26.9%		16.5%	
Media	13.0%		9.9%	
NGOs	14.4%		15.9%	
Local Government	38.0%		29.1%	
Private sector	39.9%		46.2%	
Parliament	5.8%		7.1%	
Community Based Organizations	5.8%		7.1%	
Beneficiaries	25.0%		15.9%	
Foundations*	1.9%		10.4%	
Other	1.0%		1.1%	
Don't know	0.0%		2.2%	

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

(1-Strongly disagree, 10-Strongly agree)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Albania	105	8.06	1.81	88	8.10	1.83
The World Bank Group's work is aligned with what I consider the development priorities for Albania	104	7.87	1.69	84	7.67	1.78
The World Bank Group supports programs and strategies that are realistic for Albania	100	8.10	1.59	88	7.65	1.89
The World Bank Group treats clients and stakeholders in Albania with respect	95	8.63	1.32	82	8.30	1.56

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness	95	8.30	1.61	81	8.60	1.25
Flexibility (in terms of the institution's products and services)	92	7.83	1.36	78	7.88	1.53
Flexibility (in terms of adapting to changing country circumstances)	91	7.79	1.39	79	7.63	1.80
Being inclusive	89	7.67	1.46	76	7.45	2.05
Openness*	95	8.34	1.42	80	7.67	1.86
Staff accessibility*	90	8.24	1.39	71	7.52	2.08
Straightforwardness and honesty	89	8.31	1.50	77	8.01	2.00
Ease of access to the people at the World Bank Group who are making decisions important to my work	84	8.08	1.46	65	7.78	1.94
Collaboration with civil society	79	7.57	1.60	75	7.60	2.13
Collaboration with the Government	94	8.69	1.09	79	8.43	1.44
Collaboration with other donors and development partners	88	7.91	1.76	73	7.91	1.72
Collaboration with the private sector	69	7.22	1.66	69	7.43	2.02
The speed in which it gets things accomplished on the ground	86	7.10	1.95	74	7.31	1.86
Being a long-term partner	94	8.88	1.21	80	8.48	1.63

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

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

Percentage of Respondents	Collaborators	Non-collaborators
More local presence	44.7%	49.4%
The current level of local presence is adequate	41.7%	25.9%
Less local presence	5.8%	16.5%
Don't know	7.8%	8.2%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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)

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
The World Bank Group does not do adequate follow through/follow-up	2.9%	9.5%
There is not an adequate level of citizen/civil society participation	23.5%	29.1%
The World Bank Group is not sensitive enough to political/social realities on the ground	14.7%	17.9%
Lack of/inadequate levels of capacity in Government	42.6%	32.4%
Poor donor coordination	9.3%	14.0%
The World Bank Group works too slowly	12.7%	10.1%
The Government works inefficiently	15.7%	20.7%
Political pressures and obstacles	38.7%	36.3%
Reforms are not well thought out in light of country challenges	24.5%	19.0%
Other	2.0%	1.1%

### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Albania? (1-Not important at all, 10-Very important)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Anti corruption*	98	8.04	2.07	87	8.82	1.50
Information and communications technology*	94	7.41	1.86	81	8.02	1.55
Transport	95	7.87	1.81	85	8.18	1.65
Crime and violence	90	6.88	2.23	81	7.47	2.47
Law and justice	90	8.03	1.96	83	8.42	1.87
Urban development	93	8.11	1.82	83	8.29	1.40
Environmental sustainability	94	8.29	1.52	85	8.05	1.58
Regulatory framework	92	8.06	1.55	79	7.94	1.78
Poverty reduction	98	8.84	1.40	85	8.74	1.26
Gender equity	92	7.51	2.06	83	7.43	2.03
Domestic private sector development	94	8.43	1.78	84	8.77	1.24
Foreign direct investment	91	8.58	1.71	88	8.52	1.59
Water and sanitation	94	7.97	1.71	82	7.96	1.83
Trade and exports	87	8.02	1.74	82	8.04	1.70
Economic growth	93	8.87	1.30	84	8.86	1.29
Energy	93	8.57	1.61	84	8.30	1.63
Disaster management	91	7.30	1.93	80	7.21	2.09
Public sector governance/reform	97	8.70	1.50	84	8.40	1.52
Job creation/employment	93	8.12	1.95	83	8.48	1.61
Financial markets	89	7.96	1.82	81	8.23	1.66
Equality of opportunity	90	7.47	1.92	84	7.58	2.01
Health	94	8.59	1.52	83	8.65	1.37
Rural development	96	8.30	1.60	86	8.34	1.34
EU integration*	89	7.22	2.51	82	8.12	1.89
Food security	92	7.69	2.34	83	8.01	1.99
Education	94	8.52	1.66	85	8.52	1.69
Social protection	94	8.23	1.67	83	8.17	1.82
Climate change	91	7.08	2.17	80	7.54	1.96
Agricultural development	97	8.75	1.44	85	8.46	1.84
Natural resource management	93	8.36	1.63	84	8.31	1.76

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

### C. World Bank Group's Effectiveness and Results (continued)

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Anti corruption*	61	7.02	2.19	54	7.99	1.65
Information and communications technology*	58	7.28	1.81	52	8.13	1.48
Transport	66	7.97	1.44	61	7.97	1.35
Crime and violence	43	6.81	2.43	49	7.06	2.29
Law and justice	50	7.24	2.11	50	7.20	2.06
Urban development	62	7.28	1.88	60	7.55	1.89
Environmental sustainability	68	7.68	1.64	57	7.26	1.93
Regulatory framework	67	7.41	1.74	61	7.62	1.84
Poverty reduction	75	7.79	1.59	60	7.50	1.86
Gender equity	62	7.62	1.99	58	7.29	2.14
Domestic private sector development	61	7.64	1.85	55	7.44	2.01
Foreign direct investment	69	7.67	1.69	57	7.67	2.01
Water and sanitation	60	7.52	1.83	55	7.12	2.18
Trade and exports	52	7.56	1.71	53	7.67	1.58
Economic growth	72	7.71	1.67	59	7.70	1.61
Energy	68	7.53	1.97	62	7.46	1.86
Disaster management	50	7.34	2.13	52	7.42	1.97
Public sector governance/reform	71	7.84	1.57	60	7.70	1.68
Job creation/employment	65	7.06	2.26	56	7.38	1.93
Financial markets	51	7.33	2.30	52	7.50	2.04
Equality of opportunity	55	7.15	1.94	54	7.45	1.93
Health	66	7.31	1.86	60	7.21	2.12
Rural development	66	7.49	1.64	60	7.49	1.88
EU integration	53	7.07	2.39	57	7.68	1.95
Food security	50	7.15	1.89	52	7.29	2.37
Education	60	7.17	1.95	57	7.33	2.25
Social protection	65	7.32	1.84	58	7.45	1.65
Climate change	55	7.05	2.31	52	7.19	2.07
Agricultural development	67	7.45	1.62	58	7.45	1.94
Natural resource management	50	7.24	1.84	51	7.56	1.82

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents	Collaborators	Non-collaborators
At the Headquarters (in Washington D.C.)	57.5%	41.1%
In the country	15.1%	28.9%
Don't know	27.4%	30.0%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Albania?	102	7.97	1.58	85	7.75	1.87

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

### C. World Bank Group's Effectiveness and Results (continued)

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

(1-Strongly disagree, 10-Strongly agree)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Albania	97	7.09	1.80	81	7.13	1.98
The World Bank Group meets Albania's needs for knowledge services	95	7.68	1.58	81	7.34	2.03

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Albania?	84	8.02	1.54	67	7.85	1.77

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

### D. The World Bank Group's Knowledge Work and Activities

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?\*

Percentage of Respondents	Collaborators	Non-collaborators
Weekly	16.2%	2.2%
Monthly	22.9%	9.8%
A few times a year	43.8%	56.5%
Rarely	15.2%	27.2%
Never	1.9%	4.3%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

In Albania, to what extent do you believe that the World Bank Group's knowledge work and activities:

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely	98	7.65	1.71	81	7.82	1.92
Include appropriate level of stakeholder involvement during preparation	91	7.30	1.62	75	7.37	1.97
Are relevant to Albania's development priorities	100	7.88	1.40	82	8.04	1.57
Lead to practical solutions	95	7.61	1.55	83	7.47	1.99
Are accessible (well written and easy to understand)	98	8.02	1.31	81	8.02	1.74
Are source of relevant information on global good practices	99	8.07	1.46	75	8.27	1.46
Enhance your knowledge and/or skills	97	8.31	1.43	84	8.26	1.67
Are adequately disseminated	93	7.76	1.57	76	7.90	2.01
Are translated enough into local language	82	7.73	1.59	77	8.12	1.66
Are adaptable to Albania's specific development challenges and country circumstances	95	7.96	1.39	83	7.73	1.86

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	100	8.30	1.39	83	8.24	1.49
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	103	8.46	1.14	81	8.36	1.55

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

### E. Working with the World Bank Group

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	88	7.02	2.30	64	6.97	2.59
The World Bank Group effectively monitors and evaluates the projects and programs it supports	100	7.97	1.50	82	7.78	1.83
The World Bank Group's approvals and reviews are done in a timely fashion	89	7.66	1.54	66	7.79	1.95
The World Bank Group's "Safeguard Policy" requirements are reasonable	83	8.21	1.35	71	8.04	1.59
The World Bank Group's conditions on its lending are reasonable*	83	8.05	1.36	72	7.36	2.06
The World Bank Group takes decisions quickly in Albania	81	7.54	1.64	67	7.06	2.13
Working with the World Bank Group increases Albania's institutional capacity	99	8.45	1.35	82	8.18	1.73
The World Bank Group ensures consistency and continuity even when there are staff changes	90	8.47	1.22	72	8.01	1.87
Where country systems are adequate, the World Bank Group makes appropriate use of them	83	8.15	1.54	67	8.06	1.64
The World Bank Group provides effective implementation support	93	8.25	1.50	80	7.89	1.92
The World Bank Group monitors misuse of funds/corruption in its projects	79	8.34	1.38	71	8.28	1.49

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Which of the following best describes the way the World Bank Group operates in Albania? (Select only ONE response)\*

Percentage of Respondents	Collaborators	Non-collaborators
The World Bank Group takes too much risk in Albania	3.2%	1.2%
The World Bank Group does not take enough risk in Albania	18.3%	29.6%
The World Bank Group's approach to risk is appropriate	59.1%	38.3%
Don't know	19.4%	30.9%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

### F. The Future Role of the World Bank Group in Albania

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank (IBRD) SHOULD play in Albania's development in the near future?	103	8.78	1.29	88	8.99	1.16
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?	92	8.46	1.49	84	8.66	1.29

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

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

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Provide more adequate data/knowledge/statistics/figures on comparable markets/sectors and country economy	11.7%	11.5%
Collaborate more effectively with Government clients	23.8%	23.6%
Offer more innovative financial products	26.7%	24.2%
Improve the competitiveness of its financing compared to markets	10.2%	12.1%
Reach out more to groups outside of Government	19.4%	29.7%
Improve the quality of its experts as related to Albania's specific challenges	9.2%	11.0%
Offer more innovative knowledge services	10.7%	11.5%
Ensure greater selectivity in its work	4.9%	9.3%
Increase the level of capacity development in the country*	29.1%	16.5%
Reduce the complexity of obtaining World Bank Group financing	17.5%	11.0%
Work faster	7.3%	7.7%
Ensure greater synergy within the World Bank Group	3.9%	6.0%
Transform the Doing Business report into a practical instrument to help improve business climate	19.9%	20.9%
Other	1.0%	1.6%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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)

Percentage of Respondents	Collaborators	Non-collaborators
Financial services	21.0%	21.6%
Knowledge products	8.0%	14.8%
Convening services	5.0%	8.0%
None of the above	3.0%	8.0%
The combination is appropriate for Albania	61.0%	40.9%
Don't know	2.0%	6.8%

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Local newspapers	24.4%	32.2%
International newspapers	6.7%	3.9%
Local radio	1.9%	6.1%
International radio	2.4%	3.3%
Local television	43.1%	45.6%
International television*	11.0%	1.1%
Periodicals	13.4%	20.6%
Internet*	66.0%	51.7%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	7.7%	12.8%
Blogs	2.9%	5.0%
Mobile phones	3.3%	10.0%
Instant messaging	1.9%	0.0%
Other	3.8%	2.2%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**G. Communication and Information Sharing (continued)****How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Collaborators	Non-collaborators
Blogs	6.2%	11.7%
Direct contact with World Bank Group*	49.0%	29.4%
e-Newsletters	13.8%	12.2%
Instant messaging	4.8%	6.1%
World Bank Group's seminars/workshops/conferences	35.7%	30.6%
World Bank Group's publications and other written materials	38.1%	42.2%
Mobile phones	6.7%	13.3%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	9.0%	13.9%
World Bank Group's website	29.5%	25.6%
Other	1.4%	1.1%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**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?**

Percentage of Respondents	Collaborators	Non-collaborators
Yes	37.5%	28.6%
No	62.5%	71.4%

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

Percentage of Respondents	Collaborators	Non-collaborators
Yes	40.6%	42.7%
No	59.4%	57.3%

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

Percentage of Respondents	Collaborators	Non-collaborators
Yes	89.5%	90.6%
No	10.5%	9.4%

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

Percentage of Respondents	Collaborators	Non-collaborators
Yes	90.5%	88.9%
No	9.5%	11.1%

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

Percentage of Respondents	Collaborators	Non-collaborators
Yes	88.8%	85.4%
No	11.2%	14.6%

**Which do you primarily use?\***

Percentage of Respondents	Collaborators	Non-collaborators
The World Bank Group's country website	49.0%	66.3%
The World Bank Group's main website	51.0%	33.7%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**Which Internet connection do you use primarily when visiting a World Bank Group website?\***

Percentage of Respondents	Collaborators	Non-collaborators
High speed	92.9%	77.6%
Dial-up	7.1%	22.4%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago	98	7.98	1.82	84	7.59	2.36
I find the World Bank Group's websites easy to navigate	96	8.14	1.54	83	7.98	1.74
I find the information on the World Bank Group's websites useful	95	8.54	1.37	84	8.18	1.58
The World Bank Group's social media channels are valuable sources of information about the institution	62	7.37	1.86	62	7.54	2.08
When I need information from the World Bank Group I know how to find it*	97	8.37	1.74	87	7.75	2.47
The World Bank Group is responsive to my information requests and inquiries*	83	8.62	1.22	71	8.11	1.75

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

### H. Background Information

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

Percentage of Respondents	Collaborators	Non-collaborators
The World Bank (IBRD)	78.0%	77.6%
The International Finance Corporation (IFC)	17.0%	14.3%
The Multilateral Investment Guarantee Agency (MIGA)	3.0%	0.0%
Other	2.0%	8.2%

Do your projects involve both the World Bank and the IFC?\*

Percentage of Respondents	Collaborators	Non-collaborators
Yes	47.5%	13.0%
No	52.5%	87.0%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents	Collaborators	Non-collaborators
Working well together	45.8%	30.0%
Collaborating but needs improvement	45.8%	60.0%
In conflict	2.1%	0.0%
Other	0.0%	0.0%
Don't know	6.3%	10.0%

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

Percentage of Respondents (Responses combined)	Collaborators	Non-collaborators
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	9.7%	41.6%
Use World Bank Group reports/data	28.2%	36.1%
Engage in World Bank Group related/sponsored events/activities*	40.5%	22.3%
Collaborate as part of my professional duties*	59.5%	19.3%
Use World Bank Group website for information, data, research, etc.*	14.4%	29.5%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

## Appendix E: Responses to Key Questions by Specializations/Sectors

*In instances where more than 15% of respondents come from a specific sector, additional analyses are conducted to further examine their perceptions as opposed to those from other sectors. In the case of Albania, there were 24% of respondents from the Education sector.*

### Education Specialists vs. Others

Education N=49 ● All Others N=153

#### A. General Issues facing Albania

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)

Percentage of Respondents (Responses Combined)	Education	All Others
Social protection	7.4%	9.9%
Transport	1.1%	4.3%
Public sector governance/reform*	17.0%	35.6%
EU integration	8.5%	10.9%
Gender equity	5.3%	2.0%
Domestic private sector development	10.6%	10.2%
Foreign direct investment	5.3%	10.2%
Water and sanitation	2.1%	4.3%
Anti corruption	22.3%	37.3%
Job creation/employment	22.3%	18.2%
Rural development	3.2%	8.3%
Financial markets	8.5%	4.0%
Urban development*	10.6%	1.7%
Environmental sustainability	5.3%	4.0%
Equality of opportunity*	7.4%	1.3%
Health	11.7%	13.2%
Education	26.6%	21.1%
Poverty reduction*	21.3%	9.9%
Energy	4.3%	8.6%
Food security	7.4%	5.6%
Climate change	0.0%	1.3%
Agricultural development	16.0%	12.5%
Trade and exports	8.5%	4.6%
Crime and violence	7.4%	4.0%
Economic growth	21.3%	12.5%
Law and justice*	14.9%	34.0%
Regulatory framework*	8.5%	2.0%
Natural resource management	5.3%	5.3%
Disaster management*	3.2%	0.0%
Information and communications technology	4.3%	2.3%

\*Significantly different between specializations

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

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Albania? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Education	All Others
Water and sanitation	0.0%	2.0%
Equality of opportunity	3.2%	2.6%
Economic growth	34.4%	42.6%
Climate change*	6.5%	0.3%
EU integration*	17.2%	6.9%
Gender equity	6.5%	2.6%
Rural development*	6.5%	23.4%
Urban development*	5.4%	0.7%
Regulatory framework*	12.9%	1.3%
Social protection	15.1%	17.5%
Law and justice	7.5%	7.6%
Transport	3.2%	0.7%
Crime and violence	2.2%	1.3%
Information and communications technology	0.0%	0.7%
Anti corruption	4.3%	13.2%
Domestic private sector development*	15.1%	36.3%
Foreign direct investment	8.6%	13.2%
Education	17.2%	14.5%
Energy	8.6%	3.3%
Public sector governance/reform	15.1%	19.1%
Natural resource management	19.4%	9.9%
Environmental sustainability	4.3%	2.0%
Disaster management	1.1%	0.3%
Health*	16.1%	3.6%
Agricultural development	19.4%	20.8%
Job creation/employment	28.0%	42.9%
Financial markets	5.4%	1.3%
Trade and exports	9.7%	4.3%
Food security	5.4%	1.3%

\*Significantly different between specializations

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

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

Percentage of Respondents (Responses Combined)	Education	All Others
Energy*	1.0%	15.4%
Gender equity*	4.1%	0.0%
Equality of opportunity	7.2%	2.0%
Social protection*	11.3%	3.0%
EU integration	12.4%	7.5%
Climate change*	5.2%	0.7%
Anti corruption	17.5%	21.0%
Disaster management	2.1%	0.3%
Rural development	21.6%	14.8%
Foreign direct investment	26.8%	40.0%
Urban development	9.3%	3.9%
Water and sanitation	2.1%	0.7%
Education	12.4%	7.5%
Information and communications technology	3.1%	1.0%
Regulatory framework	4.1%	6.6%
Trade and exports	19.6%	13.4%
Public sector governance/reform	13.4%	23.6%
Domestic private sector development*	19.6%	43.9%
Job creation/employment	17.5%	15.7%
Agricultural development	14.4%	28.2%
Food security	5.2%	2.0%
Transport	8.2%	3.9%
Natural resource management	18.6%	19.3%
Environmental sustainability	3.1%	4.3%
Health*	8.2%	1.0%
Law and justice	17.5%	11.1%
Crime and violence	4.1%	0.7%
Financial markets	5.2%	5.9%

\*Significantly different between specializations

### B. Overall Attitudes toward the World Bank Group

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)

Percentage of Respondents (Responses Combined)	Education	All Others
Social protection*	1.0%	13.0%
Public sector governance/reform	19.6%	27.2%
Transport	8.2%	11.3%
Poverty reduction	25.8%	14.0%
EU integration*	13.4%	4.7%
Gender equity	7.2%	2.3%
Crime and violence	6.2%	4.0%
Domestic private sector development	19.6%	18.9%
Rural development	7.2%	16.3%
Foreign direct investment	14.4%	16.9%
Water and sanitation	4.1%	3.7%
Energy*	4.1%	17.3%
Job creation/employment	16.5%	15.0%
Financial markets	6.2%	3.7%
Urban development	1.0%	1.3%
Environmental sustainability	5.2%	7.6%
Equality of opportunity	9.3%	6.0%
Health	12.4%	13.0%
Education*	28.9%	14.3%
Food security	8.2%	3.3%
Climate change	3.1%	1.0%
Agricultural development	18.6%	20.3%
Trade and exports	5.2%	3.3%
Economic growth	15.5%	19.6%
Law and justice	8.2%	9.6%
Regulatory framework	10.3%	5.6%
Natural resource management	11.3%	8.3%
Anti corruption	5.2%	12.3%
Information and communications technology	1.0%	2.3%
Disaster management	1.0%	0.0%

\*Significantly different between specializations

### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Albania? (1-Not important at all, 10-Very important)

	Education			All Others		
	N	Mean	SD	N	Mean	SD
Anti corruption	49	8.39	1.68	142	8.30	2.03
Information and communications technology	47	7.53	1.78	133	7.67	1.78
Transport	45	8.11	1.58	139	7.90	1.87
Crime and violence	49	7.53	2.16	126	6.90	2.48
Law and justice	47	8.24	1.61	131	8.10	2.10
Urban development	46	8.16	1.46	135	8.19	1.70
Environmental sustainability	48	7.96	1.50	135	8.21	1.59
Regulatory framework	47	7.96	1.87	128	8.00	1.56
Poverty reduction	48	8.62	1.23	140	8.80	1.40
Gender equity	46	7.51	2.04	134	7.36	2.11
Domestic private sector development	48	8.59	1.34	136	8.57	1.62
Foreign direct investment	48	8.52	1.67	136	8.55	1.63
Water and sanitation	48	7.98	1.42	133	7.96	1.85
Trade and exports	49	8.37	1.49	125	7.86	1.81
Economic growth	49	8.82	1.30	133	8.86	1.31
Energy	48	8.17	1.59	135	8.53	1.61
Disaster management	46	7.42	1.84	129	7.16	2.06
Public sector governance/reform	48	8.61	1.37	138	8.49	1.59
Job creation/employment*	48	8.75	1.12	134	8.08	2.03
Financial markets	47	8.42	1.20	129	7.96	1.87
Equality of opportunity	48	7.95	1.65	131	7.37	2.04
Health	49	8.76	1.24	133	8.58	1.52
Rural development	48	8.24	1.36	140	8.27	1.62
EU integration*	49	8.33	1.55	126	7.29	2.46
Food security	48	8.25	1.77	130	7.65	2.34
Education	48	8.76	1.29	135	8.43	1.76
Social protection	48	8.34	1.73	135	8.15	1.72
Climate change	46	7.67	2.07	130	7.08	2.08
Agricultural development	48	8.40	1.87	139	8.64	1.59
Natural resource management	47	8.33	1.53	135	8.29	1.76

\*Significantly different between specializations

**C. World Bank Group's Effectiveness and Results (continued)**

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

	Education			All Others		
	N	Mean	SD	N	Mean	SD
Anti corruption	40	7.84	1.94	77	7.23	2.03
Information and communications technology	41	8.00	1.52	70	7.47	1.79
Transport	41	8.10	1.37	89	7.90	1.43
Crime and violence	38	7.44	2.09	55	6.58	2.47
Law and justice	36	7.59	1.77	66	6.95	2.24
Urban development*	40	7.91	1.73	84	7.16	1.90
Environmental sustainability	38	7.59	1.90	89	7.33	1.88
Regulatory framework	42	7.71	1.61	91	7.30	1.87
Poverty reduction	41	7.67	1.88	97	7.59	1.68
Gender equity	41	7.59	2.13	81	7.30	2.07
Domestic private sector development	39	7.66	2.18	80	7.43	1.79
Foreign direct investment	40	7.80	1.61	89	7.58	1.92
Water and sanitation	38	7.41	2.08	82	7.31	1.95
Trade and exports	41	7.85	1.50	69	7.29	1.87
Economic growth	42	7.80	1.84	94	7.61	1.60
Energy	40	7.73	1.58	94	7.34	2.08
Disaster management	38	7.70	1.94	67	7.07	2.11
Public sector governance/reform	41	7.94	1.84	92	7.71	1.54
Job creation/employment	43	7.54	2.00	81	6.88	2.24
Financial markets	39	7.92	1.80	67	7.09	2.27
Equality of opportunity*	40	7.86	1.80	72	6.97	1.94
Health	41	7.72	2.04	88	7.04	1.89
Rural development	40	7.68	1.85	89	7.40	1.68
EU integration	41	7.88	1.98	73	7.08	2.21
Food security*	40	7.76	1.99	65	6.85	2.15
Education*	42	7.99	1.90	81	6.85	2.10
Social protection	41	7.68	1.60	85	7.19	1.78
Climate change*	38	7.74	1.93	72	6.76	2.22
Agricultural development	40	7.76	1.77	89	7.29	1.77
Natural resource management*	40	7.91	1.68	64	7.05	1.85

\*Significantly different between specializations

## Appendix F: Responses to All Questions by Year<sup>4</sup>

FY '10 Response Number = 198 • FY '12 Response Number = 200 • FY '14 Response Number = 203<sup>5</sup>

### A. General Issues facing Albania

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

Percentage of Respondents	FY 2012	FY 2014
The right direction	51.1%	65.2%
The wrong direction	21.8%	7.8%
Not sure	27.1%	27.0%

\*Significantly different between FY14 and FY12 country surveys

### B. Overall Attitudes toward the World Bank Group

	FY 2010			FY 2012			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Albania?^*	197	7.17	1.73	197	6.70	2.15	200	7.68	2.06

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

^Significantly different between FY14 and FY10 country surveys; \*Significantly different between FY14 and FY12 country surveys

	FY 2010			FY 2012			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Albania.*	193	7.80	1.53	189	7.08	1.87	187	7.87	1.71

(1-Not effective at all, 10-Very effective) \*Significantly different between FY14 and FY12 country surveys

	FY 2012			FY 2014		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Albania solve its most complicated development challenges?*	175	7.77	1.60	171	8.70	1.31

(1- To no degree at all, 10-To a very significant degree) \*Significantly different between FY14 and FY12 country surveys

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2010			FY 2012			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Albania^*	192	7.59	1.57	192	7.11	2.14	200	8.07	1.81
The World Bank Group's work is aligned with what I consider the development priorities for Albania^*	189	7.33	1.64	181	6.80	2.07	195	7.77	1.73
The World Bank Group supports programs and strategies that are realistic for Albania^*	186	7.27	1.44	179	6.82	2.05	194	7.88	1.74
The World Bank Group treats clients and stakeholders in Albania with respect^*	182	7.87	1.91	180	7.90	1.97	183	8.48	1.46

^Significantly different between FY14 and FY10 country surveys; \*Significantly different between FY14 and FY12 country surveys

<sup>4</sup> Only those questions that were asked in the FY '10, FY'12, and FY '14 country surveys, with similar response scales/options, are presented.

<sup>5</sup> Note that in the FY'14 country survey, the number of respondents from academia/research institutes/think tanks was weighted (original N=90, Weight=0.5, Weighted N=45); therefore, the final sample N=203 in FY'14.

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

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

	FY 2012			FY 2014		
	N	Mean	SD	N	Mean	SD
Responsiveness*	186	7.92	1.84	182	8.40	1.47
Flexibility (in terms of the institution's products and services)*	174	7.05	1.89	175	7.81	1.44
Flexibility (in terms of adapting to changing country circumstances)*	176	6.86	1.93	176	7.70	1.58
Being inclusive*	174	7.04	1.98	170	7.52	1.77
Openness*	187	7.17	2.29	182	8.00	1.71
Staff accessibility	168	7.71	2.24	167	7.89	1.77
Straightforwardness and honesty*	176	7.40	2.16	172	8.15	1.74
Collaboration with civil society*	161	6.89	2.14	157	7.57	1.88
Collaboration with the Government*	174	8.03	1.74	178	8.55	1.28
Collaboration with other donors and development partners	152	7.42	2.16	168	7.84	1.76

\*Significantly different between FY14 and FY12 country surveys

### C. World Bank Group's Effectiveness and Results

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

	FY 2010			FY 2012			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption^*	163	6.62	2.11	156	5.25	2.42	118	7.45	2.01
Information and communications technology*				145	6.70	1.92	112	7.68	1.71
Transport*				161	6.75	2.14	130	7.97	1.41
Law and justice^*	145	6.14	2.23	147	5.47	2.20	102	7.18	2.09
Urban development^*	158	6.53	1.92	152	6.32	1.97	126	7.39	1.89
Regulatory framework*	155	7.24	1.61	141	6.81	1.91	133	7.44	1.79
Domestic private sector development^*	157	6.81	1.75	144	6.00	2.25	118	7.51	1.92
Foreign direct investment*				142	6.85	2.01	129	7.65	1.82
Water and sanitation*				150	6.23	2.18	120	7.34	1.98
Trade and exports*				132	6.15	2.07	110	7.50	1.75
Economic growth^*	170	7.15	1.49	159	6.42	2.14	137	7.67	1.67
Energy*				149	6.54	2.06	135	7.46	1.94
Disaster management*				141	6.01	2.36	105	7.30	2.06
Job creation/employment*				151	5.34	2.16	124	7.12	2.17
Financial markets*				130	5.98	2.12	107	7.41	2.13
Health^*	151	6.54	2.11	151	6.05	2.20	129	7.26	1.96
Education*	159	6.83	1.76	155	6.01	2.21	122	7.24	2.10
Social protection^*	156	6.93	1.80	149	5.84	2.39	127	7.36	1.73
Climate change^*	137	6.23	2.10	130	5.33	2.31	110	7.10	2.16

^Significantly different between FY14 and FY10 country surveys; \*Significantly different between FY14 and FY12 country surveys

**C. World Bank Group's Effectiveness and Results (continued)**

	FY 2012			FY 2014		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Albania?*	192	7.13	1.92	194	7.84	1.71

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY14 and FY12 country surveys

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2012			FY 2014		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Albania*	179	6.59	2.09	185	7.10	1.87
The World Bank Group meets Albania's needs for knowledge services*	177	6.82	2.03	182	7.52	1.80

\*Significantly different between FY14 and FY12 country surveys

**D. The World Bank Group's Knowledge Work and Activities****How frequently do you consult World Bank Group's knowledge work and activities in the work you do?**

Percentage of Respondents	FY 2012	FY 2014
Weekly	9.1%	10.3%
Monthly	20.8%	16.7%
A few times a year	51.8%	48.8%
Rarely	16.2%	21.2%
Never	2.0%	3.0%

**In Albania, to what extent do you believe that the World Bank Group's knowledge work and activities:**

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

	FY 2012			FY 2014		
	N	Mean	SD	N	Mean	SD
Are timely	183	7.32	1.94	186	7.68	1.82
Include appropriate level of stakeholder involvement during preparation*	174	6.73	2.09	173	7.27	1.80
Are relevant to Albania's development priorities*	180	7.16	1.91	189	7.90	1.53
Are accessible (well written and easy to understand)	183	7.79	1.67	184	8.00	1.54
Are source of relevant information on global good practices	177	7.82	1.74	181	8.11	1.48
Enhance your knowledge and/or skills*	179	6.85	2.30	188	8.27	1.54
Are adequately disseminated*	167	6.90	2.09	175	7.77	1.81
Are translated enough into local language	165	7.83	1.71	163	7.88	1.66
Are adaptable to Albania's specific development challenges and country circumstances*	185	7.21	1.77	184	7.83	1.64

\*Significantly different between FY14 and FY12 country surveys

	FY 2012			FY 2014		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	186	7.66	1.79	190	8.23	1.45
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	181	8.09	1.58	190	8.39	1.34

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

\*Significantly different between FY14 and FY12 country surveys

### E. Working with the World Bank Group

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

	FY 2010			FY 2012			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	114	7.27	2.05	163	6.29	2.43	156	6.95	2.45
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	127	7.98	1.75	180	7.48	1.95	187	7.85	1.66
The World Bank Group's approvals and reviews are done in a timely fashion*				164	6.99	2.10	160	7.64	1.75
The World Bank Group's "Safeguard Policy" requirements are reasonable*				162	7.19	1.95	157	8.09	1.48
The World Bank Group's conditions on its lending are reasonable*	163	7.87	1.73	158	7.28	1.94	160	7.71	1.75
Working with the World Bank Group increases Albania's institutional capacity*	122	8.05	1.57	184	7.60	1.97	186	8.30	1.55
The World Bank Group ensures consistency and continuity even when there are staff changes*				140	7.55	1.76	168	8.23	1.54
Where country systems are adequate, the World Bank Group makes appropriate use of them*				161	7.53	2.00	156	8.02	1.65
The World Bank Group provides effective implementation support				176	7.72	1.82	177	8.06	1.71

\*Significantly different between FY14 and FY12 country surveys

### F. The Future Role of the World Bank Group in Albania

	FY 2010			FY 2012			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Albania's development in the near future?^*	192	8.15	1.51	191	8.38	1.72	197	8.85	1.24

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

^Significantly different between FY14 and FY10 country surveys; \*Significantly different between FY14 and FY12 country surveys

### G. Communication and Information Sharing

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?

Percentage of Respondents	FY 2012	FY 2014
Yes	39.5%	33.9%
No	60.5%	66.1%

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

Percentage of Respondents	FY 2012	FY 2014
Yes	34.1%	41.8%
No	65.9%	58.2%

Were you able to obtain this information?

Percentage of Respondents	FY 2012	FY 2014
Yes	86.2%	90.3%
No	13.8%	9.7%

**G. Communication and Information Sharing (continued)****Do you have access to the Internet?^**

Percentage of Respondents	FY 2010	FY 2012	FY 2014
Yes	99.5%	94.0%	89.6%
No	0.5%	6.0%	10.4%

^Significantly different between FY14 and FY10 country surveys

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

Percentage of Respondents	FY 2010	FY 2012	FY 2014
Yes	92.2%	91.0%	86.6%
No	7.8%	9.0%	13.4%

**Which do you primarily use?**

Percentage of Respondents	FY 2010	FY 2012	FY 2014
The World Bank Group's country website	60.3%	62.3%	58.1%
The World Bank Group's main website	39.7%	37.7%	41.9%

**Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)**

	FY 2010			FY 2012			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	171	8.29	1.43	175	7.75	1.90	185	8.05	1.63
I find the information on the World Bank Group's websites useful	176	8.51	1.38	177	8.15	1.71	185	8.34	1.52
When I need information from the World Bank Group I know how to find it^	179	8.44	1.58	182	7.58	2.40	191	8.03	2.19
The World Bank Group is responsive to my information requests and inquiries*	169	8.37	1.51	156	7.31	2.21	159	8.33	1.57

^Significantly different between FY14 and FY10 country surveys; \*Significantly different between FY14 and FY12 country surveys

**H. Background Information****Currently, do you professionally collaborate/work with the World Bank Group in your country?**

Percentage of Respondents	FY 2012	FY 2014
Yes	53.4%	53.6%
No	46.6%	46.4%

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

Percentage of Respondents (Responses combined)	FY 2012	FY 2014
Observer (i.e., follow in media, discuss in informal conversations, etc.)	19.7%	24.0%
Use World Bank Group reports/data	41.5%	32.0%
Engage in World Bank Group related/sponsored events/activities*	22.3%	32.5%
Collaborate as part of my professional duties	37.3%	41.5%
Use World Bank Group website for information, data, research, etc.*	40.9%	21.0%

\*Significantly different between FY14 and FY12 country surveys

## Appendix G: Indicator Questions as a Function of Exposure to the World Bank Group

Indicator Question	Currently, do you professionally collaborate/work with the WBG in your country?		Which of the following describes most of your exposure to the World Bank in Albania? (Choose no more than TWO)									
			Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
	No Mean	Yes Mean	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 (IBRD) effectiveness in Albania.	7.70	8.03	7.84	8.40	8.03	7.86	7.95	8.04	7.96	8.00	8.11	7.43
Overall, please rate your impression of the IFC's effectiveness in Albania.	7.25	7.56	7.16	7.92	7.51	7.10	7.34	7.44	7.40	7.33	7.51	6.80
To what extent do you believe the WBG's staff is well prepared to help Albania solve its most complicated development challenges?	8.71	8.73	8.63	8.92	8.62	8.88	8.67	8.75	8.72	8.67	8.87	8.03
Overall the WBG currently plays a relevant role in development in Albania	8.10	8.06	8.09	8.17	8.08	8.16	8.04	8.24	8.03	8.21	8.20	7.73
The WBG's work is aligned with what I consider the development priorities for Albania	7.67	7.87	7.71	8.00	7.70	7.94	7.68	7.99	7.85	7.68	7.94	7.18
Responsiveness	8.60	8.30	8.31	8.74	8.34	8.60	8.30	8.67	8.61	8.16	8.50	8.11
Flexibility (in terms of the institution's products and services)	7.88	7.83	7.70	8.21	7.87	7.76	7.76	7.97	8.08	7.47	7.89	7.59
Flexibility (in terms of adapting to changing country circumstances)	7.63	7.79	7.66	7.78	7.76	7.55	7.55	7.98	7.78	7.56	7.74	7.48
Being inclusive	7.45	7.67	7.35	7.92	7.43	7.61	7.42	7.65	7.73	7.14	7.67	6.79
Openness	7.67	8.34	8.02	8.00	7.94	8.17	7.91	8.24	8.10	7.88	8.10	7.70
Staff accessibility	7.52	8.24	7.91	7.79	7.95	7.73	7.71	8.24	7.86	7.92	7.99	7.45
Straightforwardness and honesty	8.01	8.31	8.12	8.28	8.17	8.16	8.01	8.51	8.19	8.13	8.24	7.88
Ease of access to the people at the WBG who are making decisions important to my work	7.78	8.08	7.89	8.01	7.93	7.91	7.89	8.01	7.90	7.97	8.08	7.36
Collaboration with civil society	7.60	7.57	7.59	7.35	7.46	7.68	7.48	7.64	7.66	7.30	7.54	7.48
Collaboration with the Government	8.43	8.69	8.67	8.25	8.56	8.59	8.40	8.92	8.37	8.83	8.63	8.31
Collaboration with other donors and development partners	7.91	7.91	7.92	7.84	7.75	8.27	7.86	7.99	8.01	7.75	8.07	7.29
Collaboration with the private sector	7.43	7.22	7.24	7.51	7.36	7.25	7.31	7.33	7.39	7.20	7.42	6.98
The speed in which it gets things accomplished on the ground	7.31	7.10	7.13	7.33	7.07	7.42	7.17	7.19	7.36	6.93	7.31	6.64
Being a long-term partner	8.48	8.88	8.71	8.62	8.57	8.94	8.64	8.77	8.59	8.82	8.76	8.41
To what extent does the WBG's work help to achieve development results in Albania?	7.75	7.97	7.75	8.18	7.89	7.77	7.74	8.11	7.99	7.68	8.09	6.91
The WBG's financial instruments meet the needs of Albania	7.13	7.09	7.04	7.40	7.27	6.83	7.06	7.28	7.17	7.07	7.35	6.30
The WBG meets Albania's needs for knowledge services	7.34	7.68	7.42	7.68	7.51	7.43	7.35	7.77	7.66	7.22	7.63	6.93
The WBG's knowledge work and activities are adaptable to Albania's specific development challenges and country circumstances	7.73	7.96	7.80	8.16	7.77	8.11	7.89	7.88	7.96	7.78	8.02	7.36
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	8.24	8.30	8.10	8.75	8.27	8.22	8.24	8.27	8.35	8.12	8.39	7.70
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	8.36	8.46	8.41	8.55	8.43	8.46	8.32	8.68	8.54	8.32	8.57	7.90
The WBG takes decisions quickly in Albania	7.06	7.54	7.18	7.68	7.32	7.27	7.23	7.44	7.33	7.28	7.42	6.85
Where country systems are adequate, the WBG makes appropriate use of them	8.06	8.15	8.24	7.87	8.06	8.34	8.07	8.35	8.17	8.13	8.24	7.79

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix H: Indicator Questions by Stakeholder Groups

Indicator Question	Office of President/ Prime Minister/ Minister			Employee of Ministry			PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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 (IBRD) effectiveness in Albania	6	7.83	1.17	33	8.03	1.36	22	8.09	2.29	9	6.11	1.17	19	7.47	1.65	20	7.65	2.16	5	7.40	1.67	7	8.14	1.35	41	8.01	1.57	25	8.36
Overall, please rate your impression of the IFC's effectiveness in Albania	4	7.25	2.50	28	7.54	1.77	15	7.53	1.77	6	5.67	1.63	17	6.65	2.40	12	7.58	1.24	5	6.80	1.92	5	6.00	2.45	37	7.57	1.89	16	7.63	1.93
To what extent do you believe the WBG's staff is well prepared to help Albania solve its most complicated development challenges?	5	8.60	1.34	29	8.45	1.38	22	8.82	1.14	9	7.89	1.62	18	8.33	1.19	16	9.00	1.21	4	8.00	0.82	6	8.83	0.75	38	8.97	1.13	24	8.92	1.69
Overall the WBG currently plays a relevant role in development in Albania	6	8.50	0.84	35	7.94	1.47	23	8.91	1.41	9	7.22	2.64	21	7.95	2.38	21	7.95	1.94	6	8.33	1.63	7	8.00	1.53	44	8.07	1.80	28	7.82	1.85
The WBG's work is aligned with what I consider the development priorities for Albania	6	7.83	0.75	35	8.03	1.58	22	8.41	1.59	9	7.22	1.99	21	7.05	2.13	20	7.90	1.86	6	7.17	1.60	6	7.67	1.21	43	7.99	1.43	27	7.37	2.04
Responsiveness	5	8.00	1.58	32	8.41	1.56	22	8.82	1.44	4	7.50	1.00	18	8.28	1.53	20	8.85	1.35	6	7.17	1.94	6	8.17	1.60	43	8.54	1.40	26	8.12	1.40
Flexibility (in terms of the institution's products and services)	5	7.40	1.52	31	7.87	1.31	19	8.42	1.30	5	7.00	0.71	17	7.53	1.07	19	8.00	1.60	5	7.20	1.64	5	7.40	0.55	42	8.11	1.33	27	7.33	1.90
Flexibility (in terms of adapting to changing country circumstances)*	5	8.00	0.71	31	7.52	1.36	21	8.62	1.28	6	7.67	1.03	17	7.00	1.94	19	7.95	1.58	5	6.20	1.48	5	7.60	0.89	42	8.10	1.49	25	7.04	1.77
Being inclusive*	5	7.40	1.82	31	7.87	1.48	16	8.06	1.44	7	5.29	2.14	17	6.88	2.15	19	7.37	1.98	5	7.40	1.34	5	7.00	1.41	42	8.05	1.51	23	7.13	1.79
Openness	5	8.00	1.41	32	8.25	1.41	21	8.38	1.69	9	6.89	2.62	18	7.61	1.42	19	8.05	1.65	6	8.33	2.66	5	6.80	2.17	43	8.45	1.43	24	7.38	1.88
Staff accessibility	6	7.67	2.34	28	8.04	1.57	20	8.65	1.53	9	7.56	1.94	15	6.73	2.31	18	7.39	2.12	5	7.80	1.64	5	7.40	0.89	39	7.92	1.68	22	8.45	1.22
Straightforwardness and honesty*	5	8.00	1.22	32	8.63	1.13	18	7.78	2.44	7	6.29	1.98	17	7.35	2.00	18	8.89	1.28	6	7.33	1.97	6	7.67	1.51	41	8.33	1.58	22	8.45	1.74
Ease of access to the people at the WBG who are making decisions important to my work*	4	7.00	2.16	26	7.96	1.48	20	8.80	1.06	7	6.29	2.21	14	6.79	2.08	15	7.80	1.47	5	7.20	1.79	5	7.80	1.10	37	8.15	1.72	23	8.22	1.65
Collaboration with civil society	6	7.50	1.52	28	7.75	1.62	16	7.56	2.19	6	6.00	2.53	17	6.94	2.01	21	7.95	2.11	5	7.00	0.71	4	8.25	0.50	39	8.13	1.42	15	6.60	2.29
Collaboration with the Government	6	8.17	2.64	32	8.84	1.14	21	9.00	0.95	8	8.75	0.89	19	8.26	1.56	14	8.43	1.22	6	8.00	1.79	5	8.60	0.89	42	8.46	1.17	25	8.40	1.26
Collaboration with other donors and development partners*	6	8.17	0.98	32	8.25	1.32	18	8.56	1.76	9	4.67	2.06	16	7.75	1.57	13	8.08	1.26	4	7.50	1.29	5	7.60	1.14	40	8.01	1.47	25	7.60	2.16
Collaboration with the private sector*	4	5.50	2.08	25	7.44	1.61	12	7.67	1.67	2	7.50	0.71	19	6.42	2.46	11	8.18	1.17	4	5.50	1.00	4	7.50	1.29	40	7.69	1.78	20	7.25	1.71
The speed in which it gets things accomplished on the ground*	5	7.20	1.92	28	7.32	1.85	18	7.78	1.70	7	5.71	1.60	15	6.47	2.17	18	7.72	2.16	4	4.75	1.71	6	5.83	2.23	39	7.78	1.39	24	6.46	2.08
Being a long-term partner	6	8.33	1.97	31	8.94	1.39	21	8.86	2.03	7	8.43	1.40	18	8.39	1.33	17	9.06	0.83	6	9.00	1.26	5	8.40	0.89	42	8.55	1.43	27	8.33	1.49
To what extent does the WBG's work help to achieve development results in Albania?*	6	8.00	0.89	33	8.00	1.37	23	8.65	1.27	8	6.88	1.36	20	6.55	2.24	21	8.52	1.57	5	6.00	1.73	7	8.00	1.15	43	7.94	1.53	28	7.75	1.99
The WBG's financial instruments meet the needs of Albania*	6	7.50	1.52	33	7.09	1.79	20	8.35	1.23	8	7.00	1.85	20	6.00	2.38	18	7.67	1.61	5	4.40	1.82	7	6.86	1.46	43	7.14	1.66	25	7.04	1.90
The WBG meets Albania's needs for knowledge services*	6	7.00	1.10	35	7.60	1.52	19	7.74	1.33	9	8.00	1.32	18	6.11	2.52	17	8.53	1.77	5	6.40	2.51	6	7.17	1.94	43	7.79	1.67	24	7.33	1.71
The WBG's knowledge work and activities are adaptable to Albania's specific development challenges and country circumstances*	6	7.83	1.33	33	8.12	1.47	19	8.11	1.33	8	6.88	1.73	19	6.68	2.11	18	7.83	2.07	5	6.80	1.92	7	8.29	1.11	43	8.19	1.48	26	7.88	1.37
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?*	6	8.00	1.41	34	8.12	1.41	22	8.95	1.25	9	7.56	1.24	19	7.32	1.70	18	8.72	0.83	6	8.00	1.67	6	8.50	0.55	44	8.45	1.21	26	7.96	1.91
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?*	5	7.80	0.84	34	8.53	1.24	22	8.91	0.97	9	8.33	0.50	20	7.40	2.11	19	8.74	0.93	5	8.40	0.89	7	8.86	0.90	41	8.27	1.46	28	8.50	1.17
The WBG takes decisions quickly in Albania	5	7.00	2.35	27	7.52	1.74	19	7.68	2.31	7	6.43	1.90	13	6.92	1.66	14	7.00	2.29	4	6.25	1.89	6	7.33	1.37	37	7.73	1.49	21	6.86	2.03
Where country systems are adequate, the WBG makes appropriate use of them	5	8.60	1.52	29	8.24	1.15	18	8.00	2.20	7	7.14	2.41	13	7.54	1.66	13	8.62	1.39	4	7.50	1.73	6	8.33	1.21	38	8.00	1.39	23	7.87	2.10

\*Significantly different between stakeholder groups

## Appendix I: Albania FY 2014 Questionnaire



### **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**

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

**SECTION A: GENERAL ISSUES**

<b>A2. Listed below are a number of development priorities in Albania.</b>			
<b>Please identify which of the following you consider the most important development priorities in Albania? (Choose no more than THREE)</b>			
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

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Albania? (Choose no more than THREE)</b>			
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**

<b>A4. Economic growth can be driven by a number of factors.</b>			
<b>Which THREE areas below do you believe would contribute most to generating economic growth in Albania? (Choose no more than THREE)</b>			
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

<b>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)</b>	
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	2	3	4	5	6	7	8	9	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	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
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
										<input type="checkbox"/>

**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**

<b>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>		<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"/>

<b>How effectively do the World Bank Group's activities below support Albania's efforts to achieve development results?</b>													
		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B6</b>	Convening/facilitating	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B7</b>	Data	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B8</b>	Policy and economic advice	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B9</b>	Studies/analyses	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B10</b>	Financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B11</b>	Technical assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B12</b>	Mobilizing third party financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B13</b>	Donor coordination	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B14</b>	Linkage to non-Bank expertise (knowledge exchange)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>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...?</b>													
		<b>To no degree at all</b>										<b>To a very significant degree</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B15</b>	<b>Groups outside of government</b> (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"/>	
<b>B16</b>	<b>The public sector</b> , related to implementation of specific development projects on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B17</b>	<b>The public sector</b> , related to strengthening institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B18</b>	<b>The private sector</b> , 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
		1	2	3	4	5	6	7	8	9	10		
<b>B19</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B20</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B21</b>	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
		1	2	3	4	5	6	7	8	9	10		
<b>B22</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B23</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B24</b>	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
		1	2	3	4	5	6	7	8	9	10		
<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**

<b>To what extent is the World Bank Group an effective development partner in Albania, in terms of each of the following?</b>		<b>To no degree at all</b>										<b>To a very significant degree</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B32</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B33</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B34</b>	Flexibility (in terms of adapting to changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B35</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B36</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B37</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B38</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B40</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B41</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B42</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B43</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B44</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B45</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<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**

<b>C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Albania?</b>													
		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

<b>In Albania, to what extent do you believe that the World Bank Group's knowledge work and activities:</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>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D4</b>	Are relevant to Albania's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D5</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D6</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D7</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D8</b>	Enhance your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D9</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D10</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D11</b>	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		
		Not significant at all										Very significant	Don't know
		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		
		Very low technical quality										Very high technical quality	Don't know
		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	<input type="checkbox"/>	
<b>E1</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E2</b>	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"/>	
<b>E3</b>	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"/>	
<b>E4</b>	The World Bank Group'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 Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E6</b>	The World Bank Group takes decisions quickly in Albania	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E7</b>	Working with the World Bank Group increases Albania's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E8</b>	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"/>	
<b>E9</b>	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"/>	
<b>E10</b>	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"/>	
<b>E11</b>	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"/>	

<b>E12. Which of the following best describes the way the World Bank Group operates in Albania? (Select only ONE response)</b>	
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

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

<b>F1. How significant a role do you believe the World Bank (IBRD) SHOULD play in Albania's development in the near future?</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. 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?</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>F3. Which of the following SHOULD the World Bank Group do to make itself of greater value in Albania? (Choose no more than TWO)</b>	
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): _____

<b>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)</b>	
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**

<b>G1. How do you get most of your information about economic and social development issues in Albania? (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 (e.g., Facebook, Twitter, YouTube, Flickr)
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 Group? (Choose no more than TWO)</b>	
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**

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

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

<b>Please rate how much you agree with the following statements.</b>														
		<b>Strongly disagree</b>										<b>Strongly agree</b>		<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G10</b>	I use/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"/>
<b>G11</b>	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"/>
<b>G12</b>	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"/>
<b>G13</b>	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"/>
<b>G14</b>	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"/>
<b>G15</b>	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"/>

**PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.**

**SECTION H: BACKGROUND INFORMATION**

<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 Durres
2	North Albania
3	Central Albania
4	South Albania

**Thank you for completing the survey!**