



Serbia

The World Bank Group Country Opinion Survey FY14

Report of Findings
June 2014



CountryOpinionSurveys
THE WORLD BANK GROUP

Acknowledgements

The Serbia 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 Serbia country team and the local fielding agency Ipsos Strategic Marketing. In particular, PORG is grateful to Tony Verheijen (Country Manager) and Vesna Kostic (Senior Communications Officer) for their ongoing support throughout the Country Opinion Survey process.

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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 Serbia perceive the World Bank Group;
- Obtain systematic feedback from stakeholders in Serbia regarding:
 - Their views regarding the general environment in Serbia;
 - Their overall attitudes toward the World Bank Group in Serbia;
 - Overall impressions of the World Bank Group's effectiveness and results, project/program related issues, knowledge work and activities, and communication and information sharing in Serbia; and
 - Perceptions of the World Bank Group's future role in Serbia.
- Use data to help inform Serbia country team's strategy.

II. Methodology

From November 2013 to January 2014, stakeholders of the World Bank Group in Serbia were invited to provide their opinions on the WBG's assistance to the country by participating in a country survey. Paper questionnaires were sent to 34 potential respondents via courier or post. Of those, 6 were completed and returned via courier or post (18% response rate). Online questionnaires were sent to 608 potential respondents via email. Of those, 247 were completed (41% response rate).

Participants in the survey were drawn from among the office of the President or Prime Minister; the office of a Minister; the office of a Parliamentarian; employees of a ministry, ministerial department, or implementation agency; consultants/contractors working on World Bank Group-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral agencies; multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community-based organizations (CBOs); the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; and the judiciary branch.

Respondents were asked about: general issues facing Serbia; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Serbia; and the WBG's communication and information sharing in Serbia. In addition, every country that engages in the Country Survey must include specific indicator questions that will be aggregated for the WBG's annual Corporate Scorecard. These questions are identified throughout the survey report.

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

II. Methodology (continued)

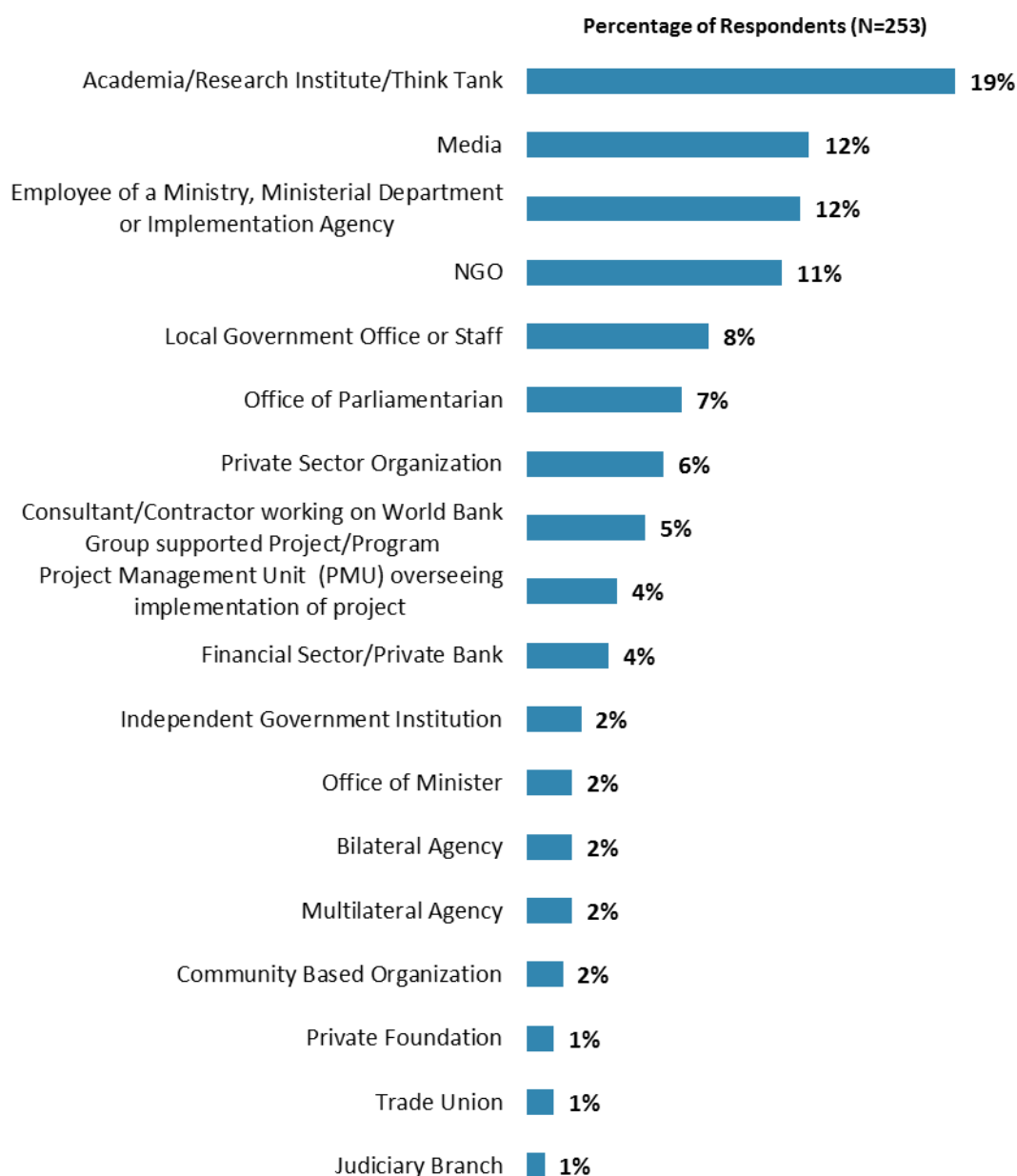
- B. Overall Attitudes toward the World Bank Group: Respondents were asked to rate their familiarity with the WBG, its effectiveness in Serbia, WBG staff preparedness, the effectiveness of its activities, to what extent it should provide capacity building support to certain groups, the importance and effectiveness of the WBG's current capacity building work, their agreement with various statements regarding the WBG's work, and the extent to which it is an effective development partner. Respondents were also asked to indicate the sectoral areas on which it would be most productive for the WBG to focus its resources, the WBG's greatest values and greatest weaknesses, its most effective instruments, with which stakeholder groups the WBG should collaborate more, if the WBG should have more or less of a local presence in Serbia, and to what they attributed slowed or failed 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 Serbia, the extent to which the WBG meets Serbia's needs for knowledge services and financial instruments, the extent to which the WBG's internal evaluation mechanisms hold it accountable for achieving results, and the importance of the WBG's involvement and the WBG's level of effectiveness across twenty-seven development areas. Respondents were also asked to indicate if WBG decisions regarding its Serbia program were made primarily in country or at Headquarters.
- D. The World Bank Group's Knowledge Work and Activities: Respondents were asked to indicate how frequently they consult WBG knowledge work and to rate the quality of the WBG's knowledge work and activities, including how significant of a contribution it makes to development results and its technical quality.
- E. Working with the World Bank: Respondents were asked to rate the extent to which various aspects of the WBG's delivery work contributes to solving Serbia's development challenges and their level of agreement with a series of statements regarding working with the WBG. Respondents were also asked to indicate if the WBG operates with too much risk.
- F. The Future Role of the World Bank Group in Serbia: Respondents were asked to indicate what the WBG should do to make itself of greater value in Serbia and which of its services the WBG should offer more of in Serbia.
- 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, their Internet access, and their usage and evaluation of the WBG's websites. Respondents were 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 World Bank Group as a result of the WBG's Open Data policy. Respondents were also asked to evaluate the WBG's information accessibility and responsiveness to information requests.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they currently collaborate or have ever collaborated with the WBG in Serbia, what their position was when they did work with the WBG, with which WBG agencies they work, their exposure to the WBG in Serbia, and their geographic location.

In addition, when possible, responses from respondents completing this year's survey were compared to responses from the 291 respondents (56% response rate) who completed the country survey in FY '07. Notations and/or charts are included when these comparisons were possible.

III. Demographics of the Sample

Current Position

- For further analyses, the few respondents from PMUs were combined with consultants working on WBG-supported projects; the few respondents from the financial sector/private banks were combined with those from the private sector; those from multilateral agencies were combined with those from bilateral agencies; respondents from private foundations and CBOs were combined with those from NGOs; and the few respondents from the office of a Ministry, independent government institutions, and the judiciary branch were included in the “Other” category.

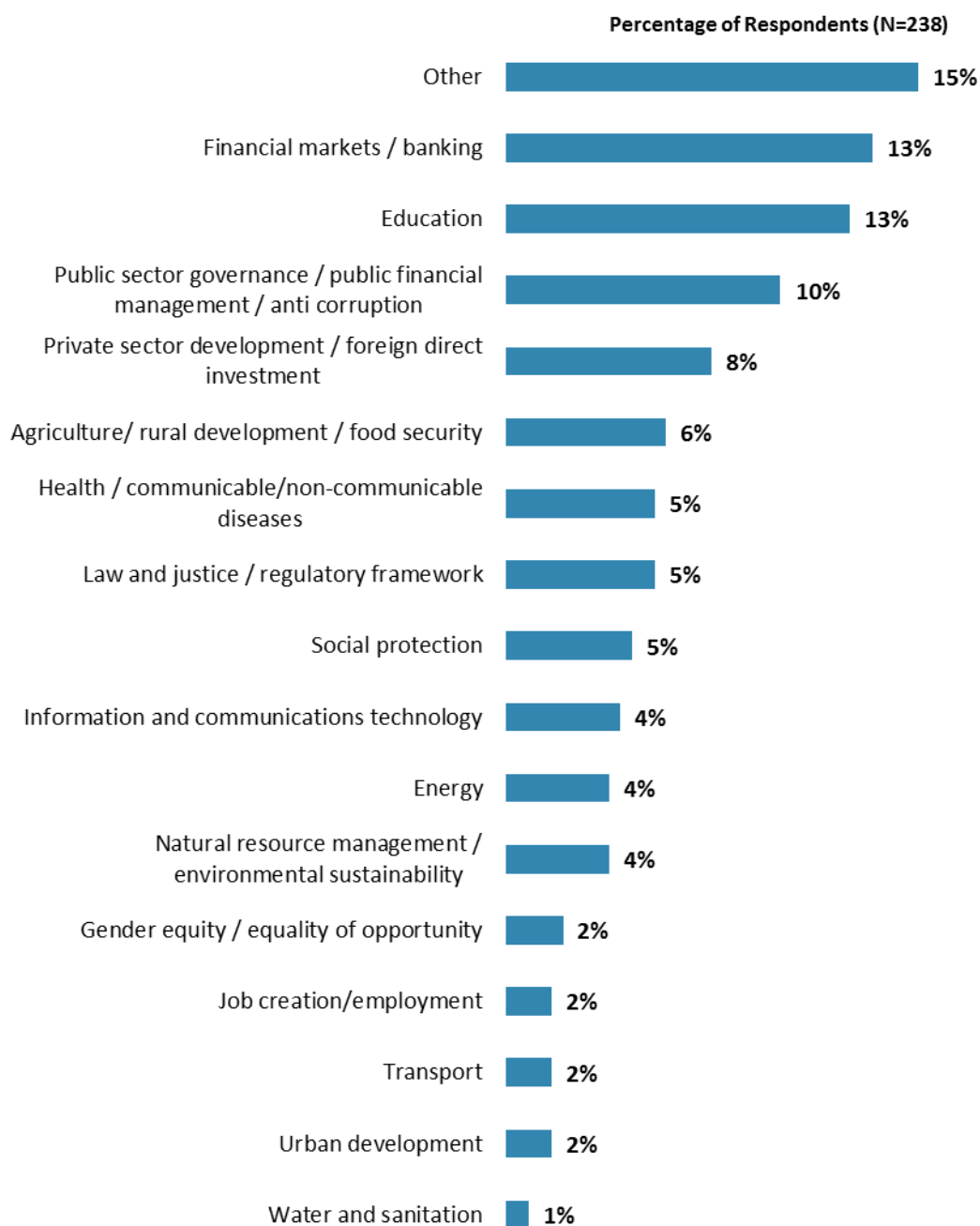


“Which of the following best describes your current position?” (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Area of Primary Specialization

- Key comparisons across respondents' specializations can be found in the Appendix (see page 132).

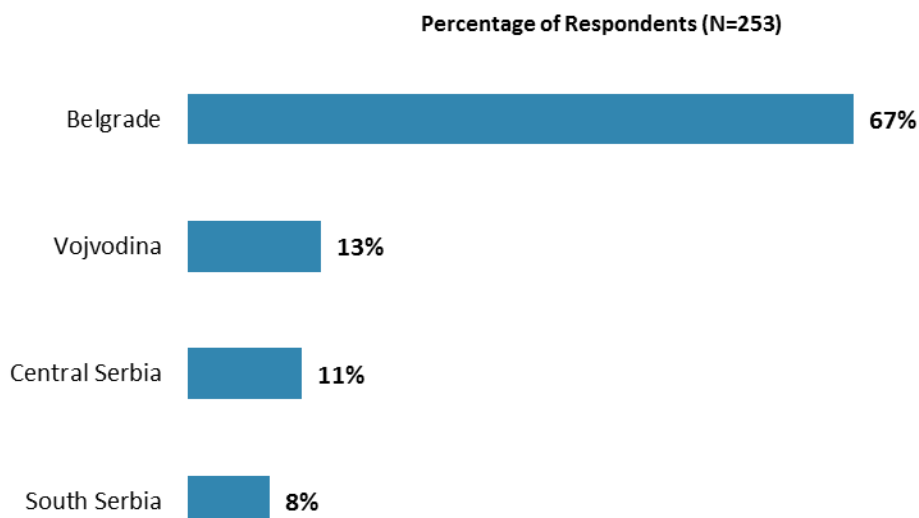


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Geographic Location

- The majority of respondents were from Belgrade. Only significant geographic location differences in ratings of indicator questions will be discussed in the body of this report. All geographic locations comparisons can be found in the Appendix (see page 97).

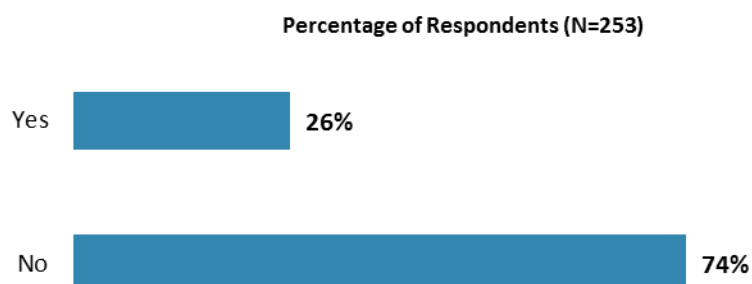


“Which best represents your geographic location?” (Respondents chose from a list.)

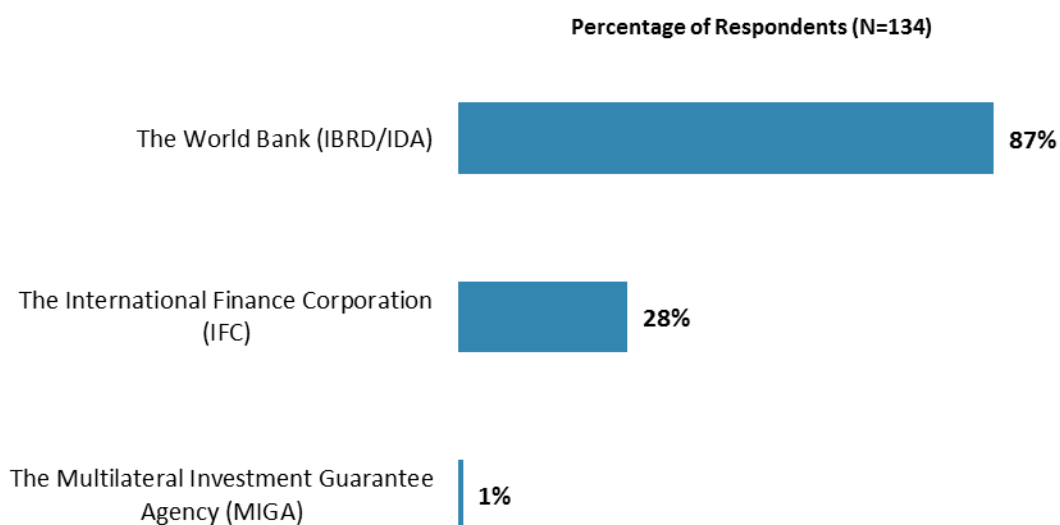
III. Demographics of the Sample (continued)

Collaboration with the World Bank Group

- Differences in responding, based on collaboration with the World Bank Group in Serbia, can be found in the Appendix (see page 112).



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



"Which of the following agencies of the World Bank Group do you work with in Serbia?
(Select all that apply)" (Respondents chose from a list. Responses combined.)

III. Demographics of the Sample (continued)

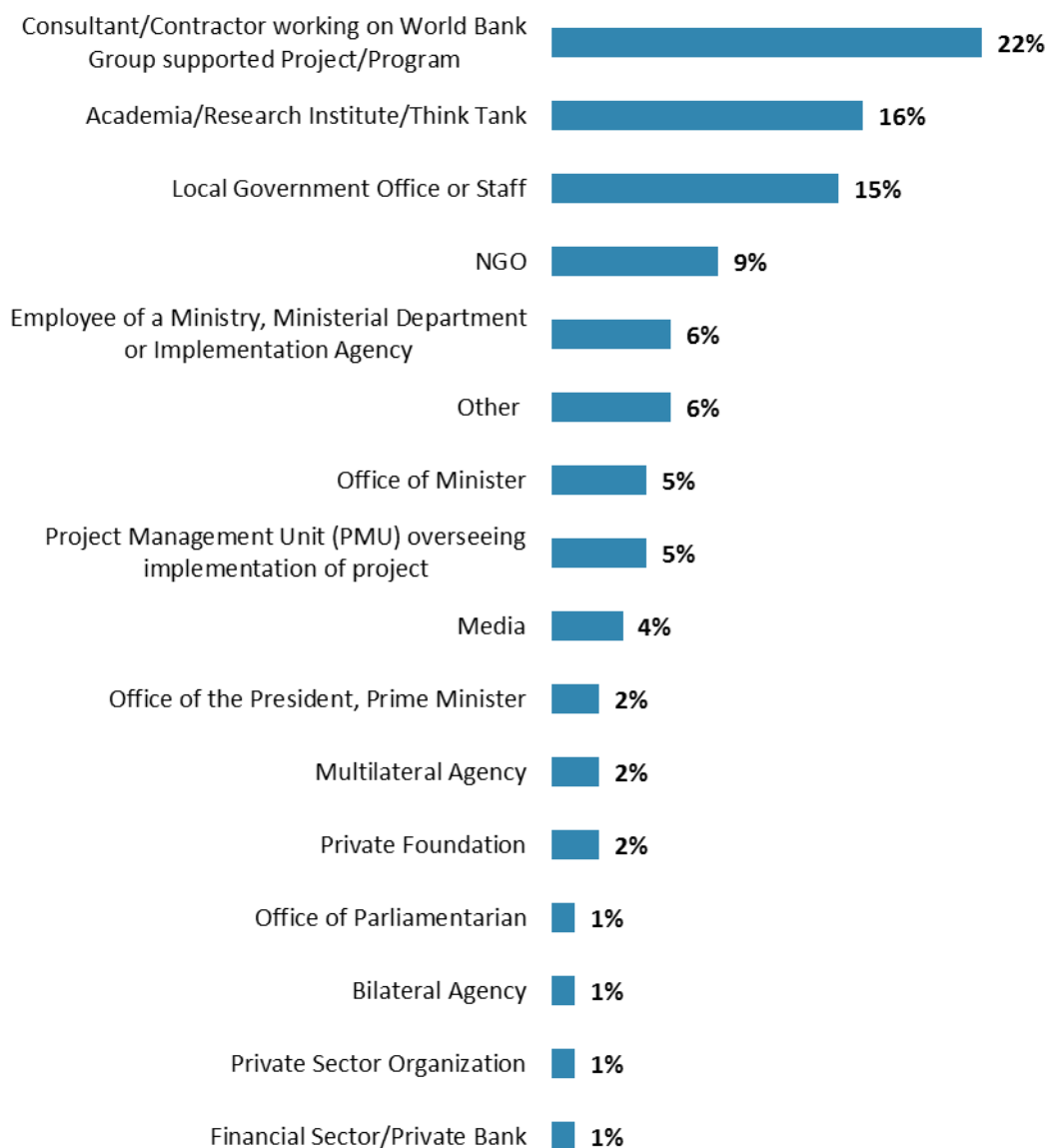
Past Collaboration with the World Bank Group

Percentage of Respondents (N=187)



"Have you professionally collaborated/worked with the World Bank Group during the past five years?"

Percentage of Respondents (N=81)

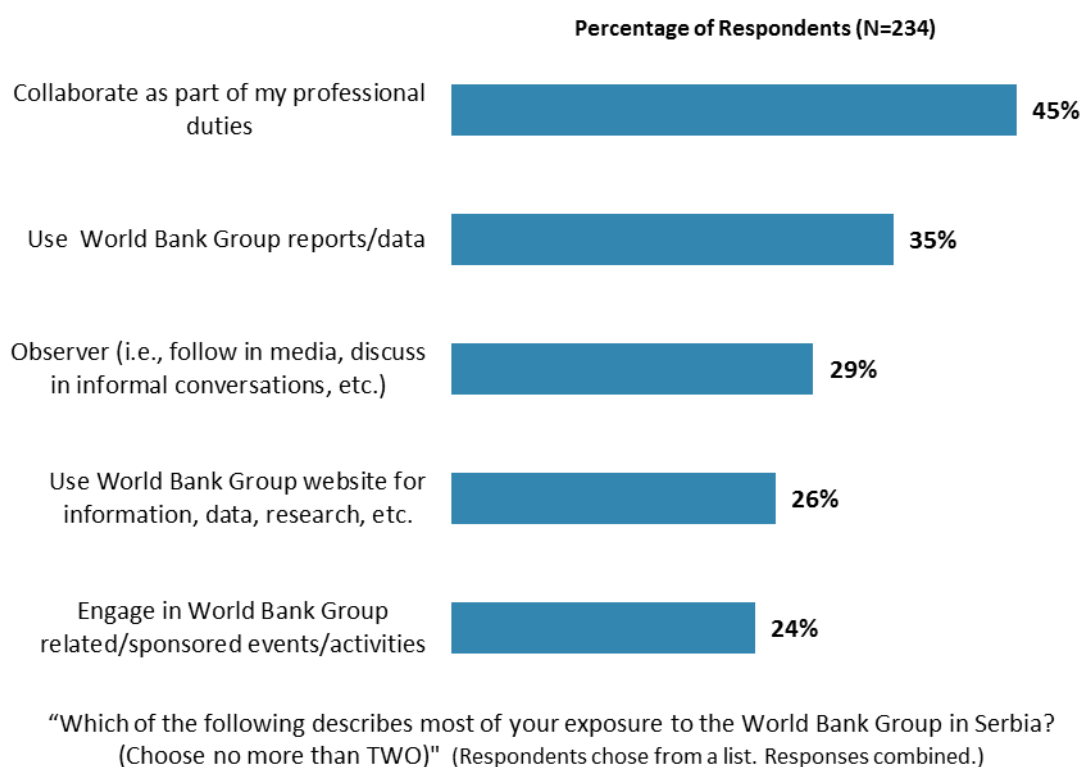


"Which of the following best describes your position, when you collaborated/worked with the World Bank Group in the past?" (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Exposure to the World Bank Group

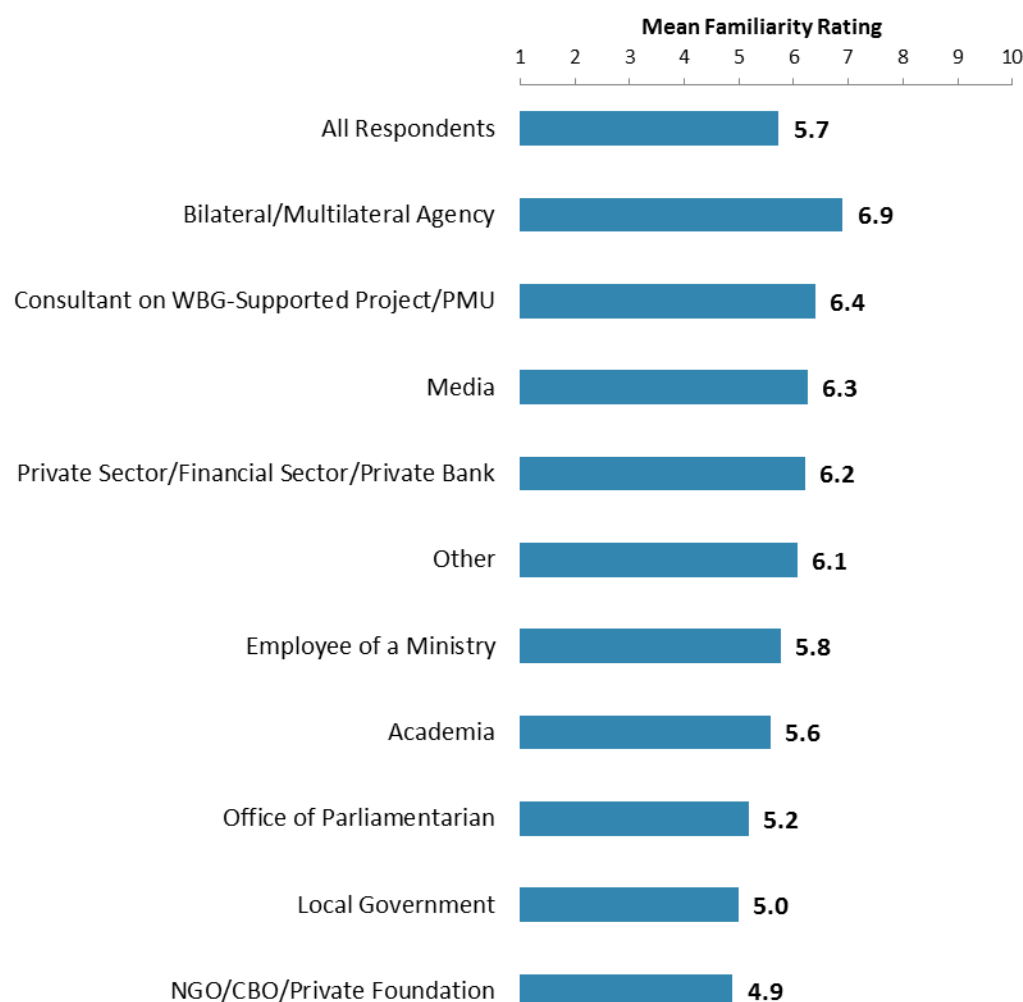
- Differences in responses to the indicator questions, based on exposure to the World Bank Group in Serbia, can be found in the Appendix (see page 146). Please note that where these two factors appear to have a significant relationship with overall views of the WBG, it is highlighted in yellow in that table.



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- Respondents' familiarity with the World Bank Group in Serbia in this country survey was significantly lower compared to that of respondents in the FY '07 country survey (6.3).
- Respondents from bilateral/multilateral agencies had the highest levels of familiarity with the World Bank Group in Serbia whereas respondents from local government and NGOs/CBOs/private foundations had the lowest levels of familiarity; however, this did not reach statistical significance.
- Respondents' ratings of familiarity with the World Bank Group were significantly, strongly correlated with their perceptions of the World Bank Group's overall effectiveness in Serbia and significantly, moderately correlated to perceptions of the World Bank Group's ability to help achieve development results and that the World Bank Group currently plays a relevant role in development in Serbia.

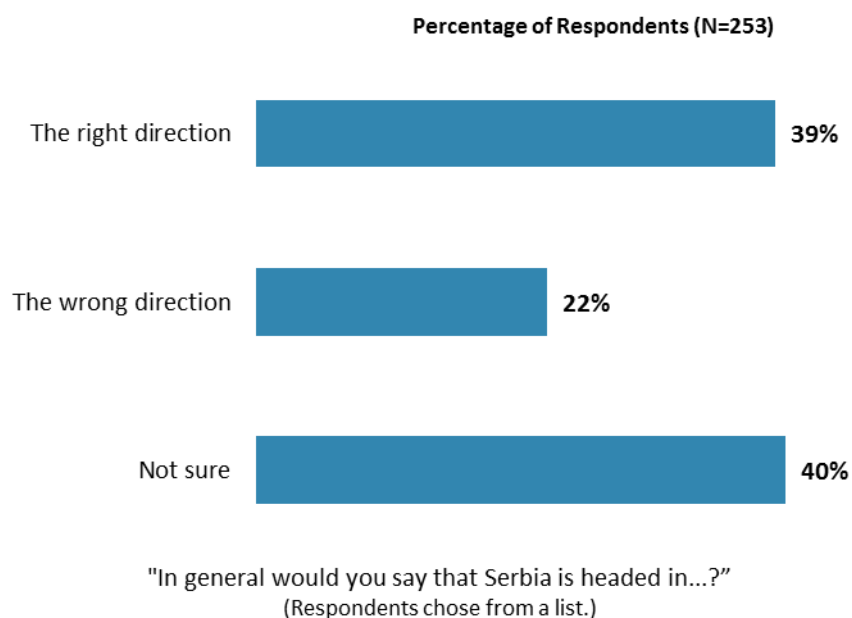


"How familiar are you with the work of the World Bank Group in Serbia?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

IV. General Issues Facing Serbia

Serbia Heading in the Right Direction

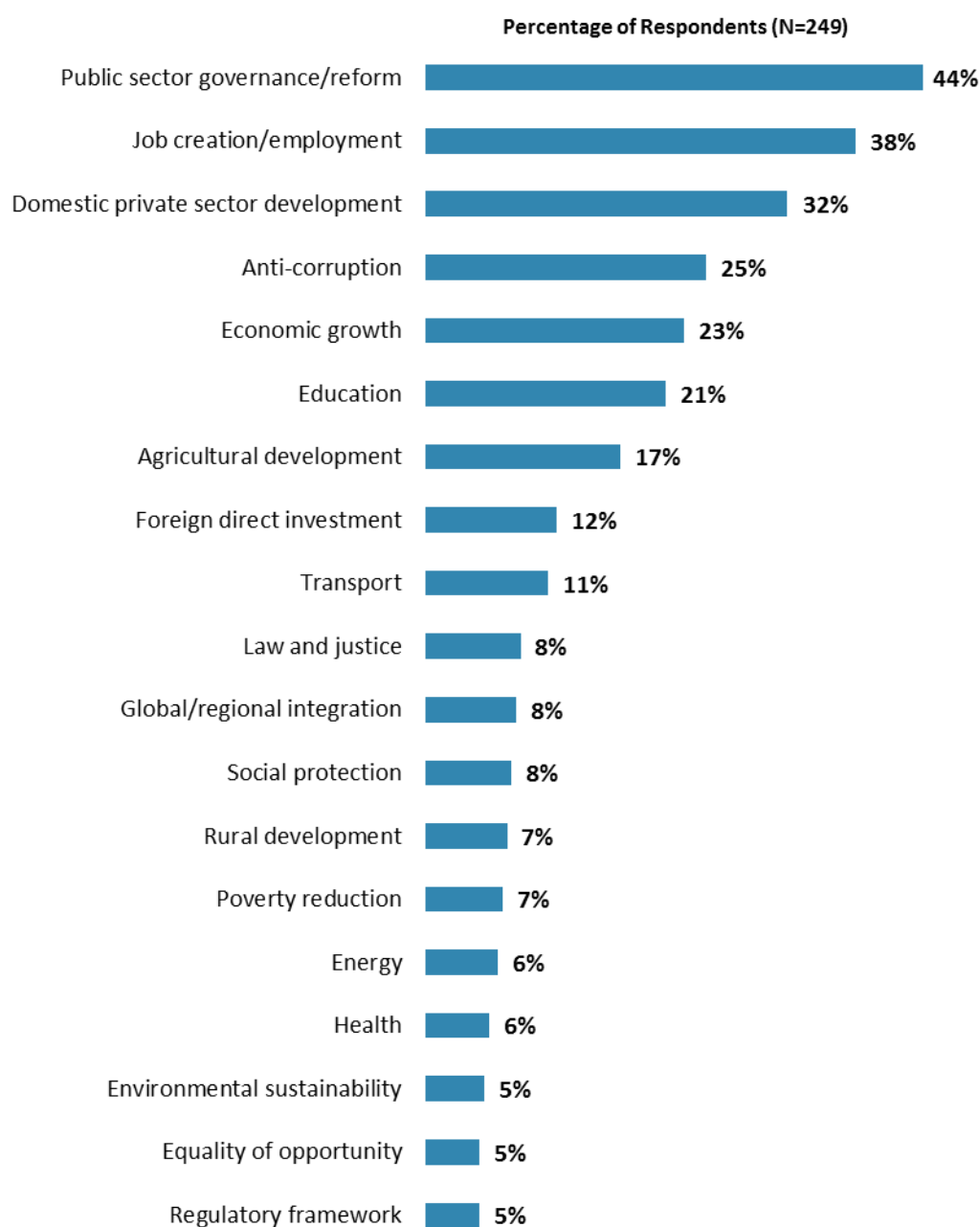
- Respondents from the office of a Parliamentarian and bilateral/multilateral agencies were significantly more likely to indicate that Serbia is headed in the right direction compared to respondents from other stakeholder groups. A plurality of employees of ministries and respondents from local government, the media, and other organizations also indicated that Serbia is headed in the right direction.
- A majority of consultants on WBG-supported projects/PMUs and respondents from academia, as well as pluralities of respondents from the private sector/financial sector/private banks and NGOs/CBOs/private foundations, indicated that they were not sure whether Serbia was headed in the right or wrong direction.



IV. General Issues Facing Serbia (continued)

Development Priority

- Respondents in the FY '07 country survey indicated that economic growth (61%) was the most important development priority for Serbia.

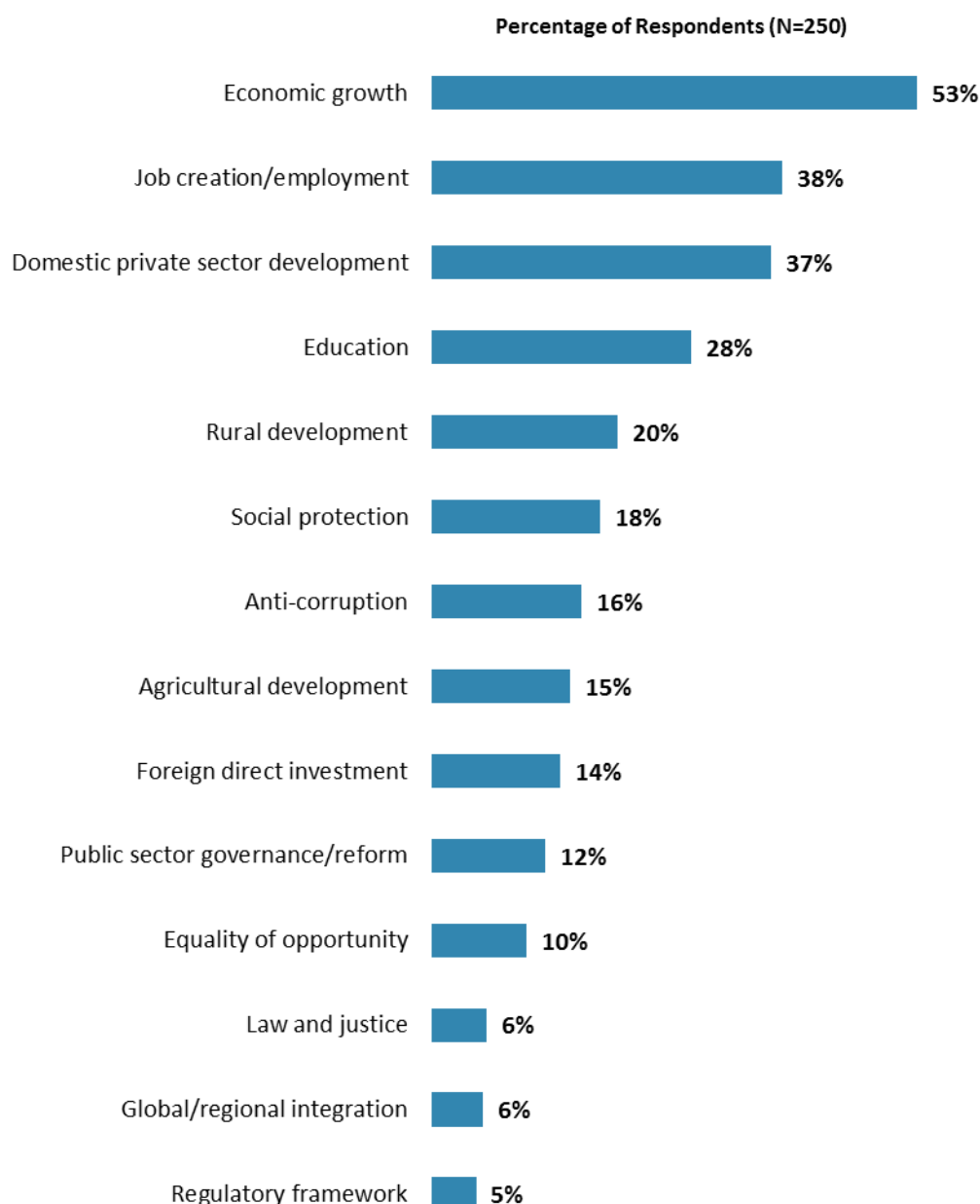


"Listed below are a number of development priorities in Serbia. Please identify which of the following you consider the most important development priorities in Serbia. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 19 shown.)

IV. General Issues Facing Serbia (continued)

Factors Contributing to Poverty Reduction

- Respondents in the FY '07 country survey indicated that increasing income generating activities/employment (57%), private sector development (42%), and increasing foreign direct investment (40%) would contribute most to poverty reduction in Serbia.

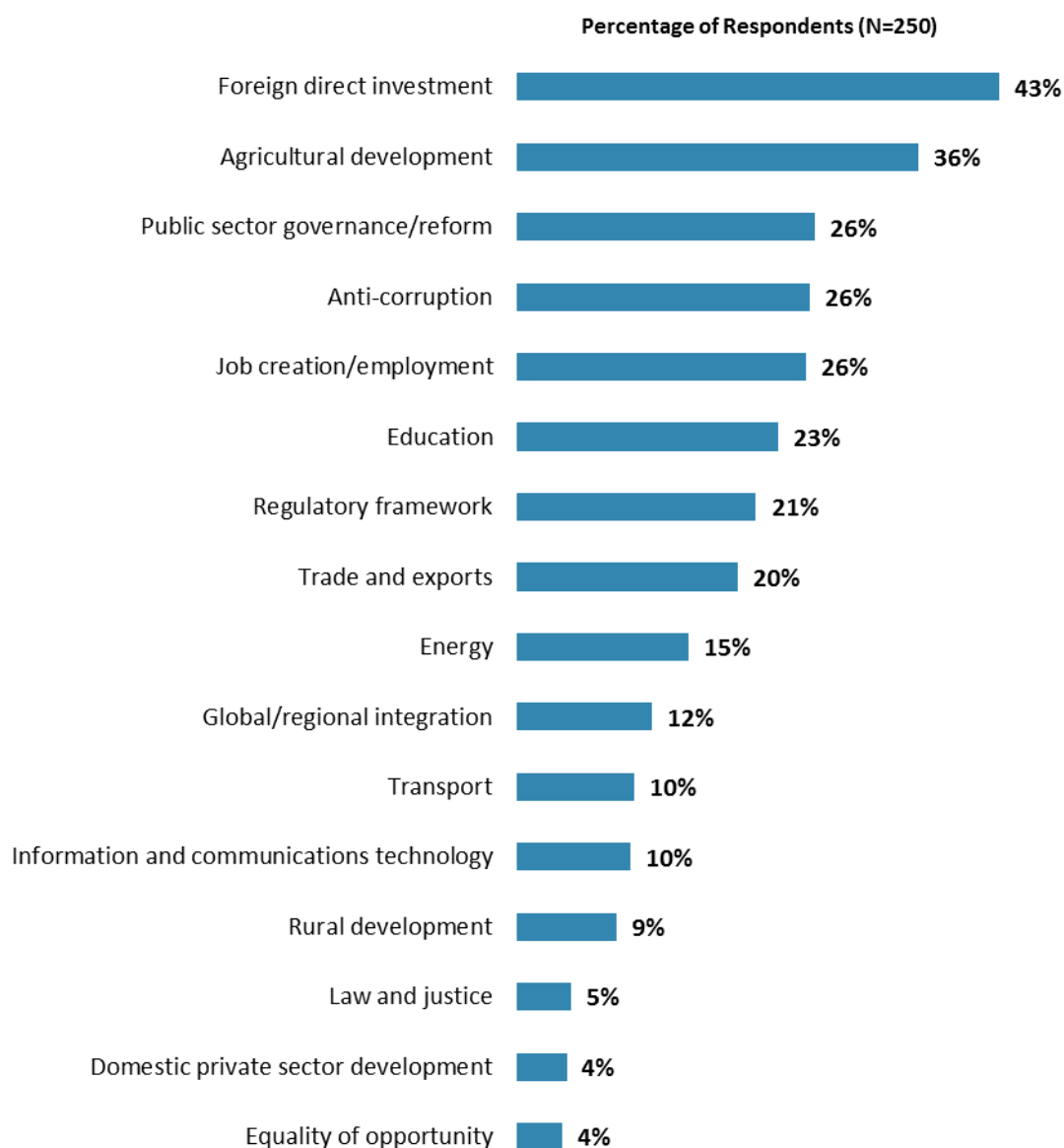


“Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Serbia?”
(Respondents chose from a list. Responses combined. Top 14 shown.)

IV. General Issues Facing Serbia (continued)

Factors Contributing to Economic Growth

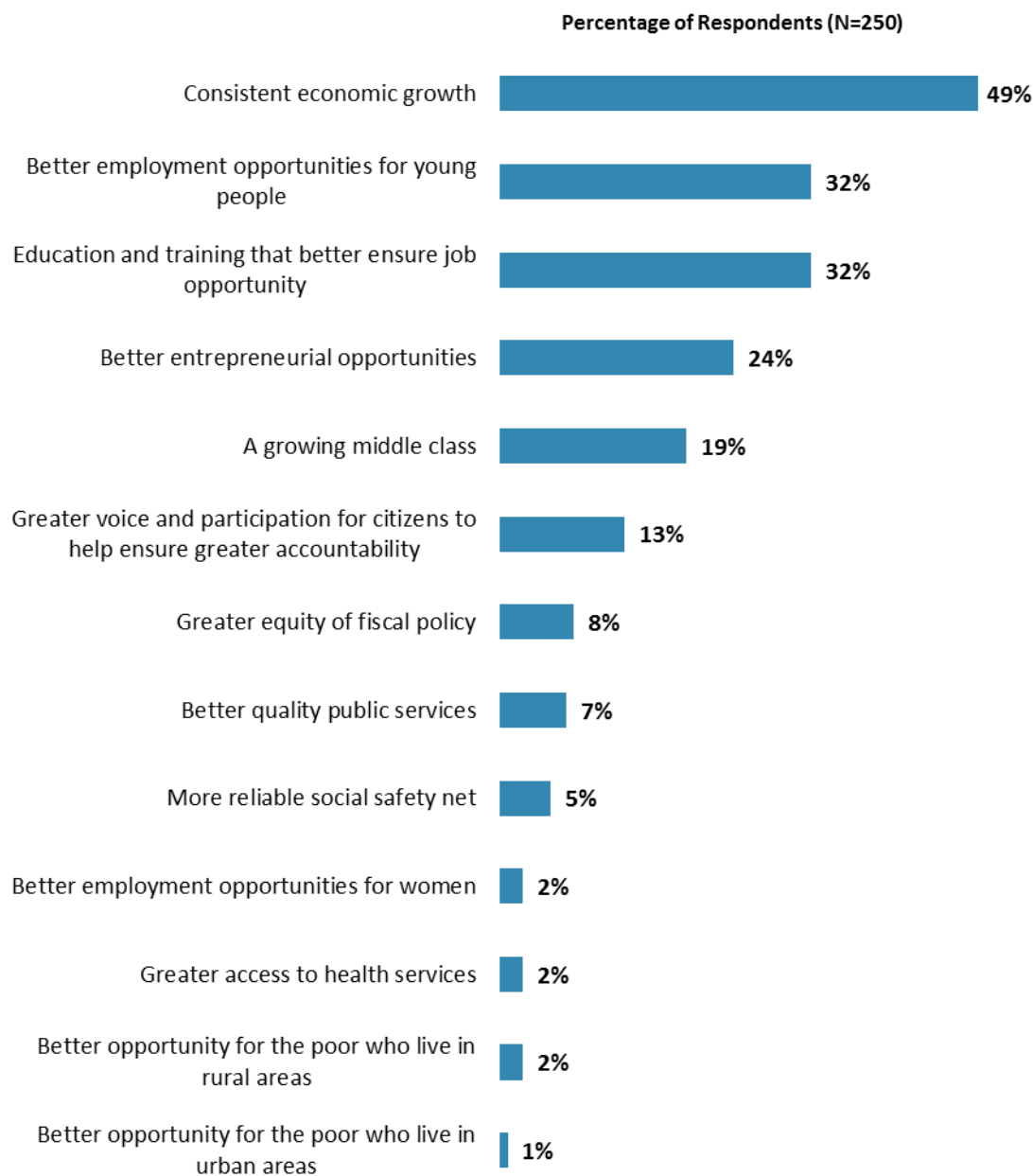
- Although respondents from most stakeholder groups indicated that foreign direct investment and agricultural development would contribute most to generating economic growth in Serbia, consultants on WBG-supported projects/PMUs were more likely to indicate anti-corruption, respondents from bilateral/multilateral agencies indicated regulatory framework, respondents from academia indicated education, and respondents from other organizations indicated that job creation/employment would contribute most to economic growth.



“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 Serbia? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 16 shown.)

IV. General Issues Facing Serbia (continued)

Achieving “Shared Prosperity”



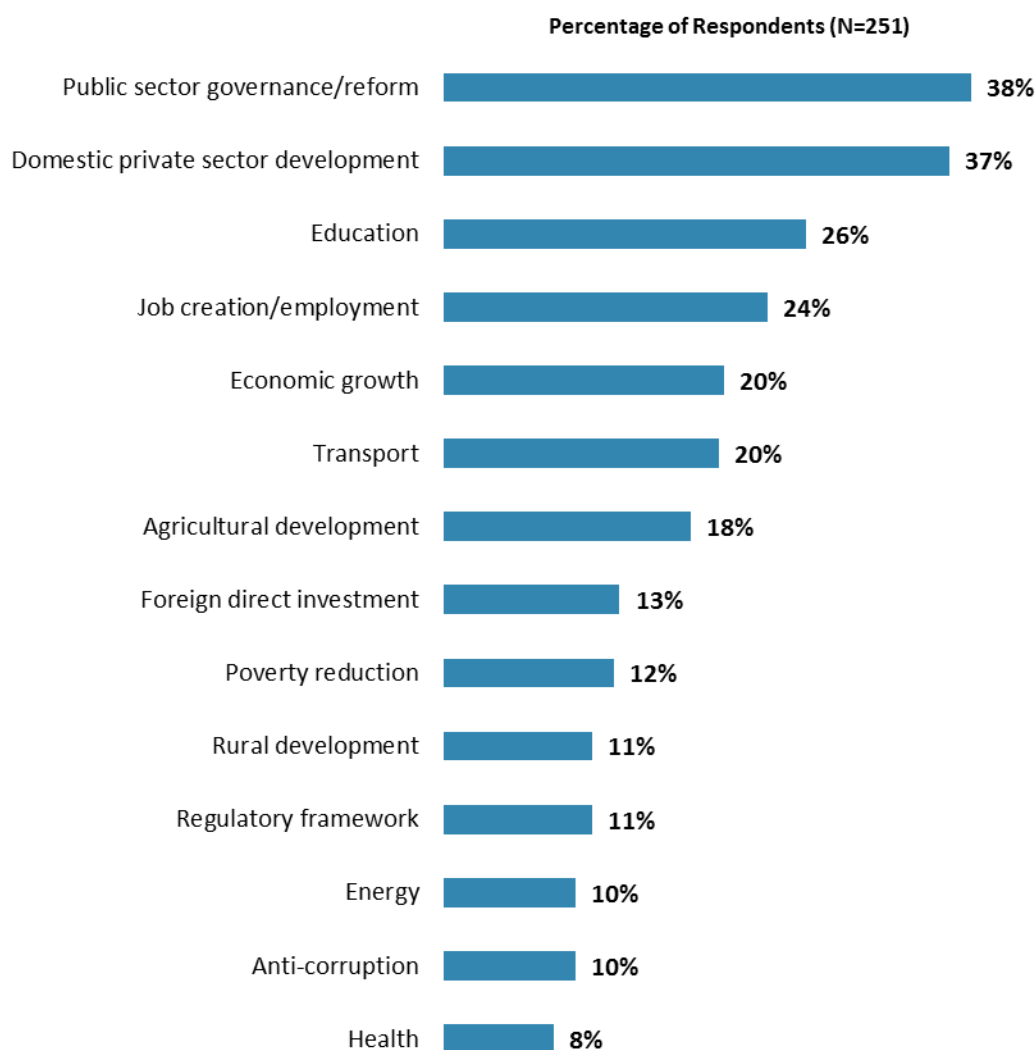
“When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Serbia? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)

V. Overall Attitudes toward the World Bank Group

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 Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

Focusing World Bank Group Resources

- Respondents in the FY '07 country survey indicated that it would be most productive for the WBG to focus most of its resources on economic growth (34%) in Serbia.
- Respondents from bilateral/multilateral agencies indicated that it would be most productive for the WBG to focus on education and respondents from other organizations indicated that it would be most productive for the WBG to focus on transport.

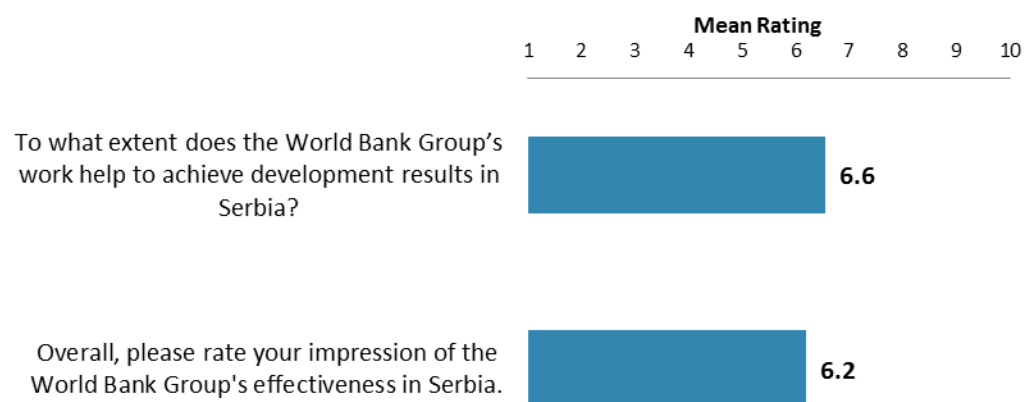


“When thinking about how the World Bank Group can have the most impact on development results in Serbia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Serbia? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined. Top 14 shown.)

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

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

- Respondents' ratings for the World Bank Group's effectiveness in this country survey were significantly lower than that of respondents in the FY '07 country survey (6.7).
- Consultants on WBG-supported projects/PMUs and respondents from the private sector/financial sector/private banks gave the highest ratings for the extent to which the WBG's work achieves development results in Serbia whereas respondents from local government, bilateral/multilateral agencies, and academia gave significantly lower ratings. Respondents across all stakeholder groups had statistically similar ratings for the WBG's effectiveness in Serbia.
- Respondents who collaborated with the WBG gave significantly higher ratings for the extent to which the WBG's work achieves development results in Serbia (7.3) compared to respondents who indicated that they did not collaborate with the WBG (6.2). Similarly, respondents who collaborated with the WBG gave significantly higher ratings for the WBG's effectiveness in Serbia (7.0) compared to respondents who did not collaborate with the WBG (5.9).
- Respondents across all geographic locations gave statistically similar ratings for the extent to which the WBG's work achieves development results in Serbia and for the WBG's effectiveness in Serbia.

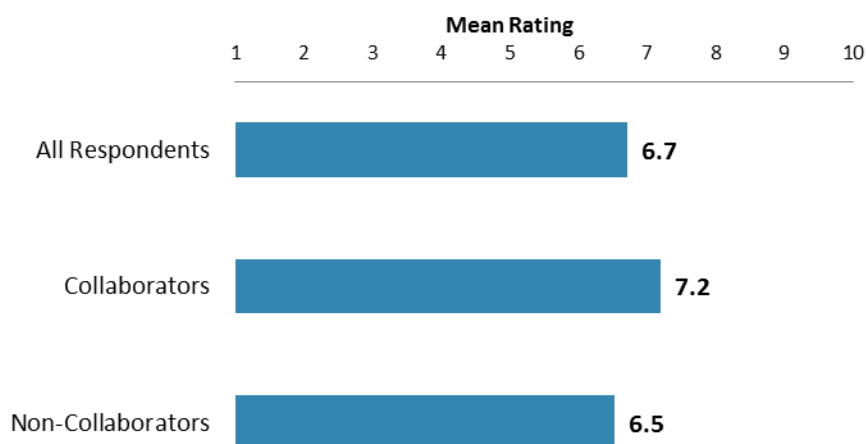


(1- "To no degree at all", 10- "To a very significant degree" and 1- "Not effective at all", 10- "Very effective")

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

Staff Preparedness *(Indicator Question)*

- Respondents who collaborated with the WBG gave significantly higher ratings for the extent to which the World Bank Group's staff is well prepared to help Serbia solve its most complicated development challenges compared to respondents who indicated that they did not collaborate with the WBG.
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the extent to which the World Bank Group's staff is well prepared to help Serbia solve its most complicated development challenges.

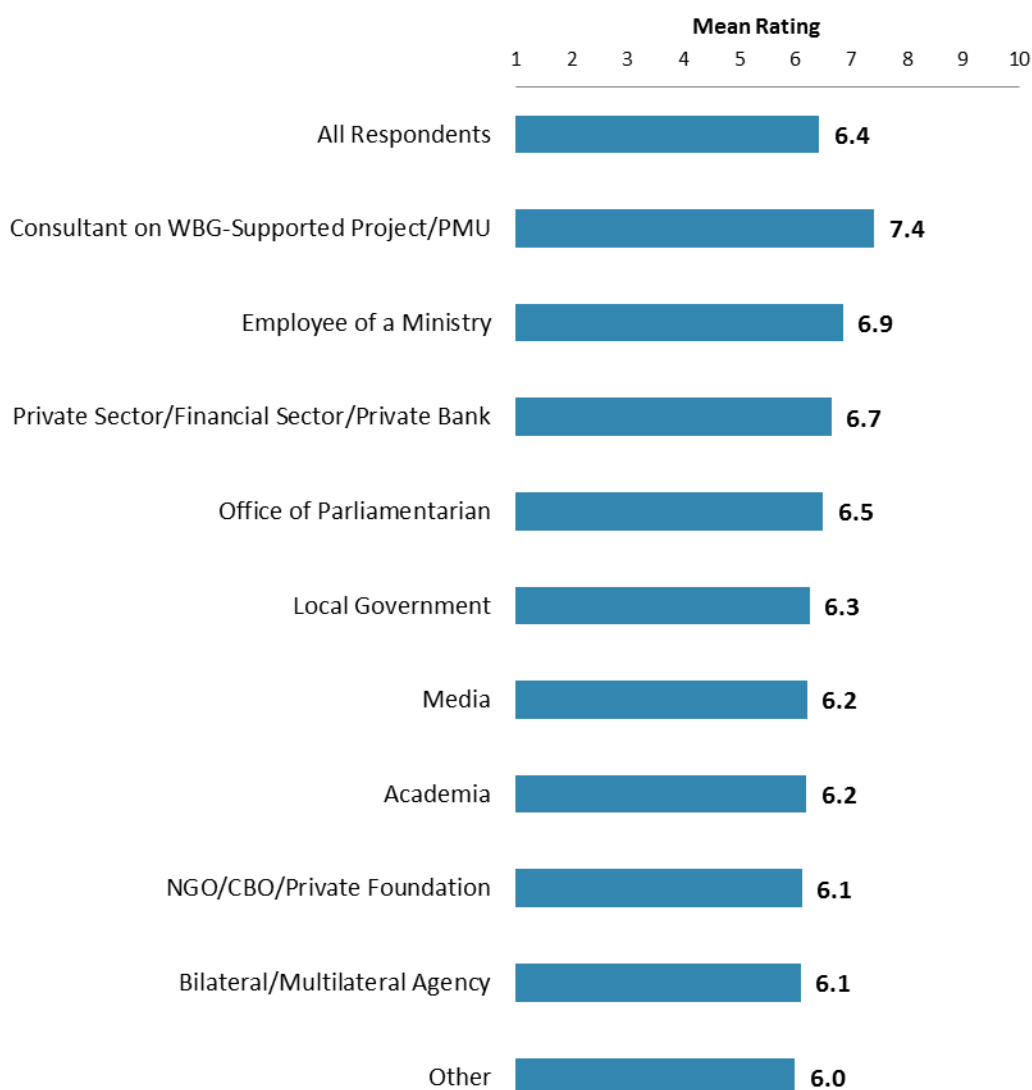


"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Serbia solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

V. Overall Attitudes toward the World Bank (continued)

Overall Ratings for Indicator Questions

- Consultants on WBG-supported projects/PMUs gave the highest ratings across all of the country survey indicator questions whereas respondents from NGOs/CBOs/private foundations, bilateral/multilateral agencies, and other organizations gave the lowest ratings; however, this did not reach statistical significance. Responses for individual indicator questions by stakeholder groups can be found in the Appendix (see page 147).

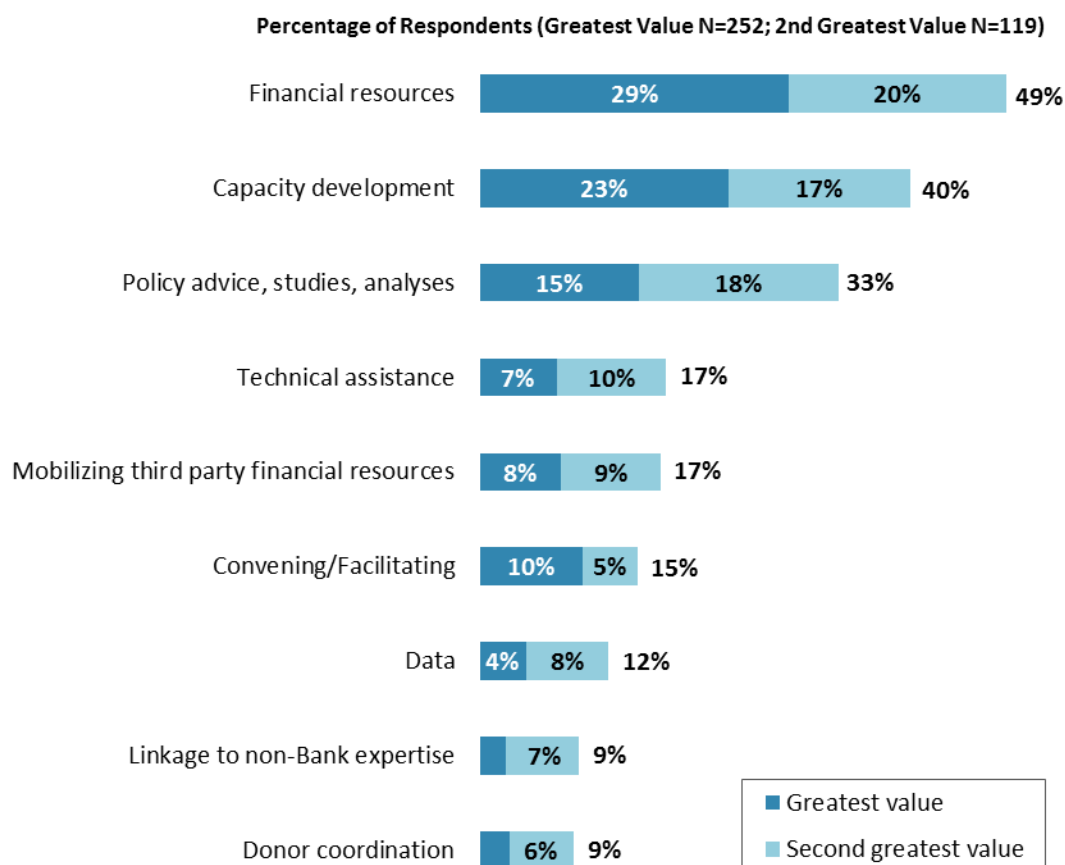


Mean Ratings across all Indicator Questions, all asked on 1 to 10 scales

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

WBG Activities: Greatest Value

- Respondents in the FY '07 country survey indicated that the WBG's greatest values to Serbia were the WBG's knowledge (46%), its financial resources (40%), and policy and economic advice (35%).

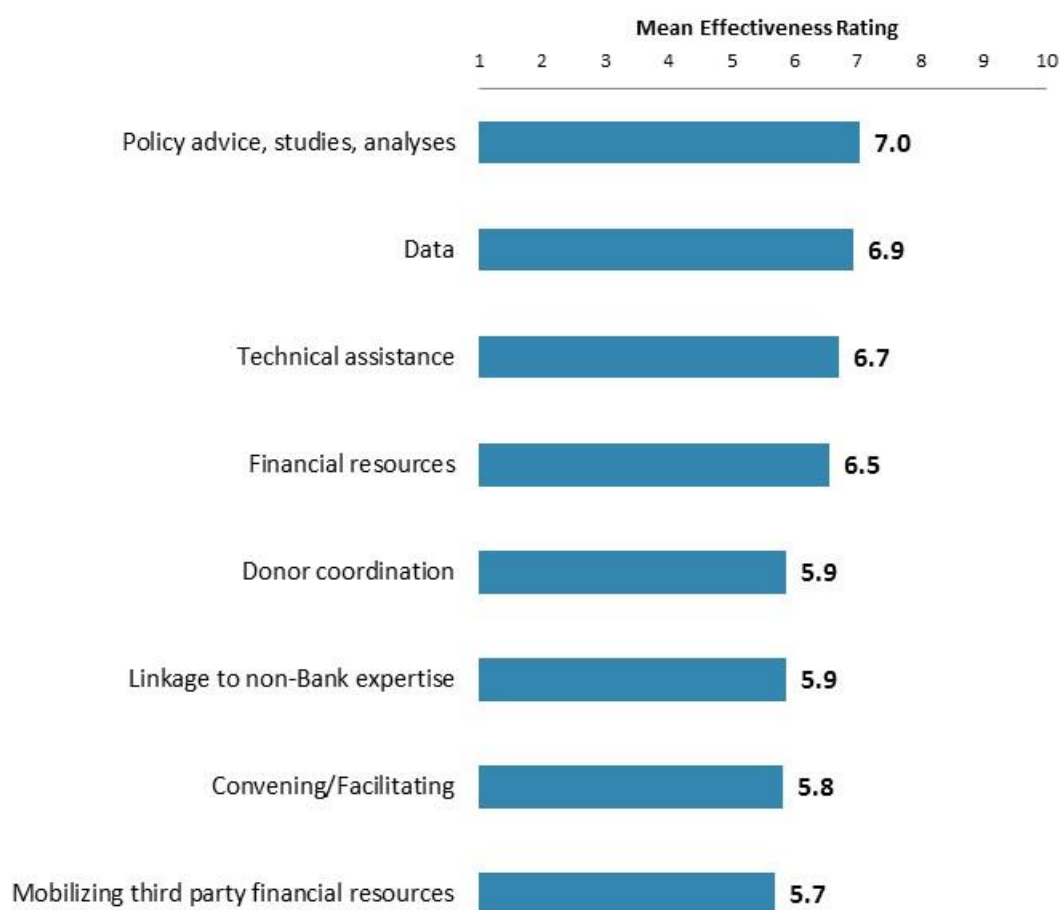


“When thinking about the World Bank Group’s role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Serbia?” (Respondents chose from a list.)

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

WBG Activities: Effectiveness

- Consultants on WBG-supported projects/PMUs gave the highest ratings for the effectiveness of the WBG's financial resources whereas respondents from bilateral/multilateral agencies and the media gave significantly lower ratings. Consultants on WBG-supported projects/PMUs also gave the highest ratings for the effectiveness of the WBG's technical assistance whereas respondents from local government, NGOs/CBOs/private foundations, and other organizations gave significantly lower ratings.

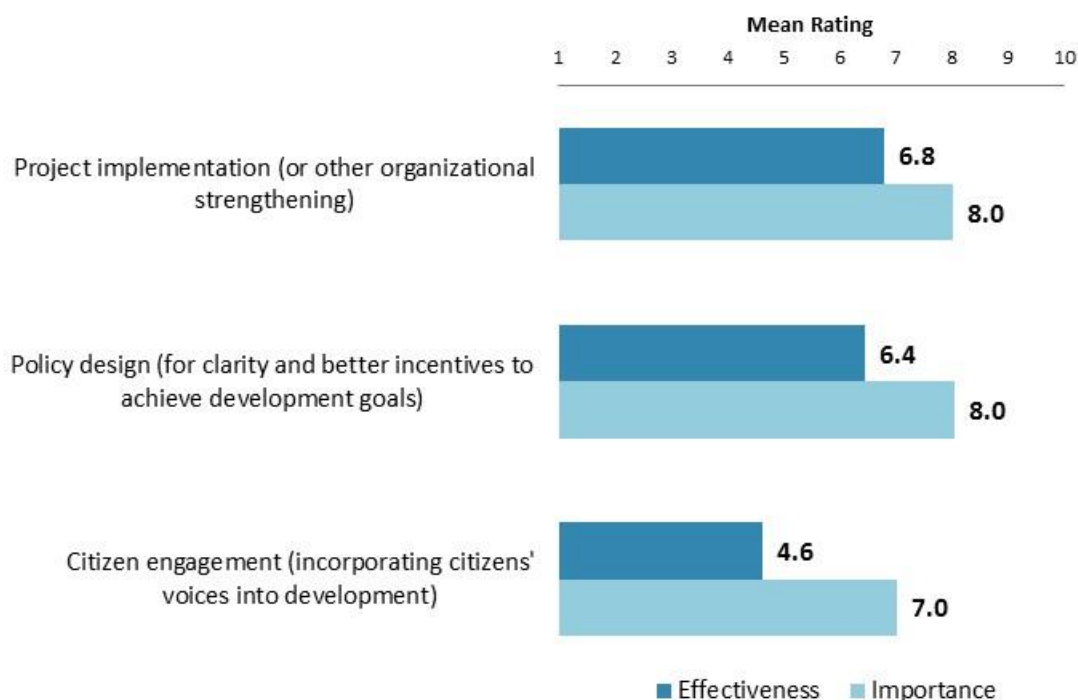


"How effectively do the World Bank Group's activities below support Serbia's efforts to achieve development results?" (1- "Not effective at all", 10- "Very effective")

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

Capacity Building

- Consultants on WBG-supported projects/PMUs gave the highest ratings for the effectiveness of the WBG's capacity building work in project implementation whereas respondents from other organizations gave significantly lower ratings.
- Consultants on WBG-supported projects/PMUs 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. Respondents from NGOs/CBOs/private foundations and consultants on WBG-supported projects/PMUs gave the highest ratings for the importance of the WBG being involved in citizen engagement capacity building whereas respondents from bilateral/multilateral agencies and other organizations gave significantly lower ratings.



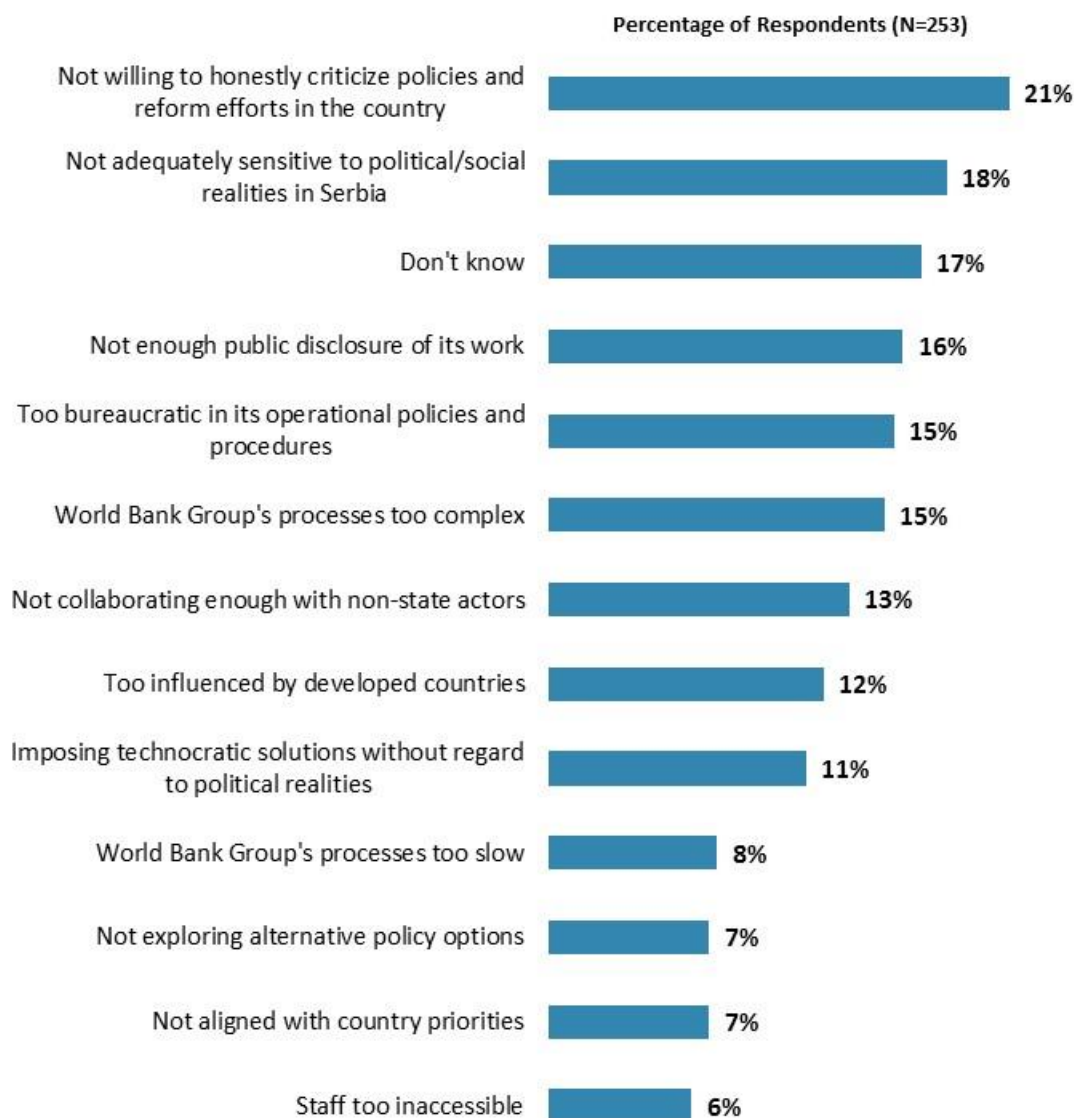
"How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Serbia?"

"When thinking about how to improve capacity building in Serbia 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 effective/important at all", 10-"Very effective/important")

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

Greatest Weakness

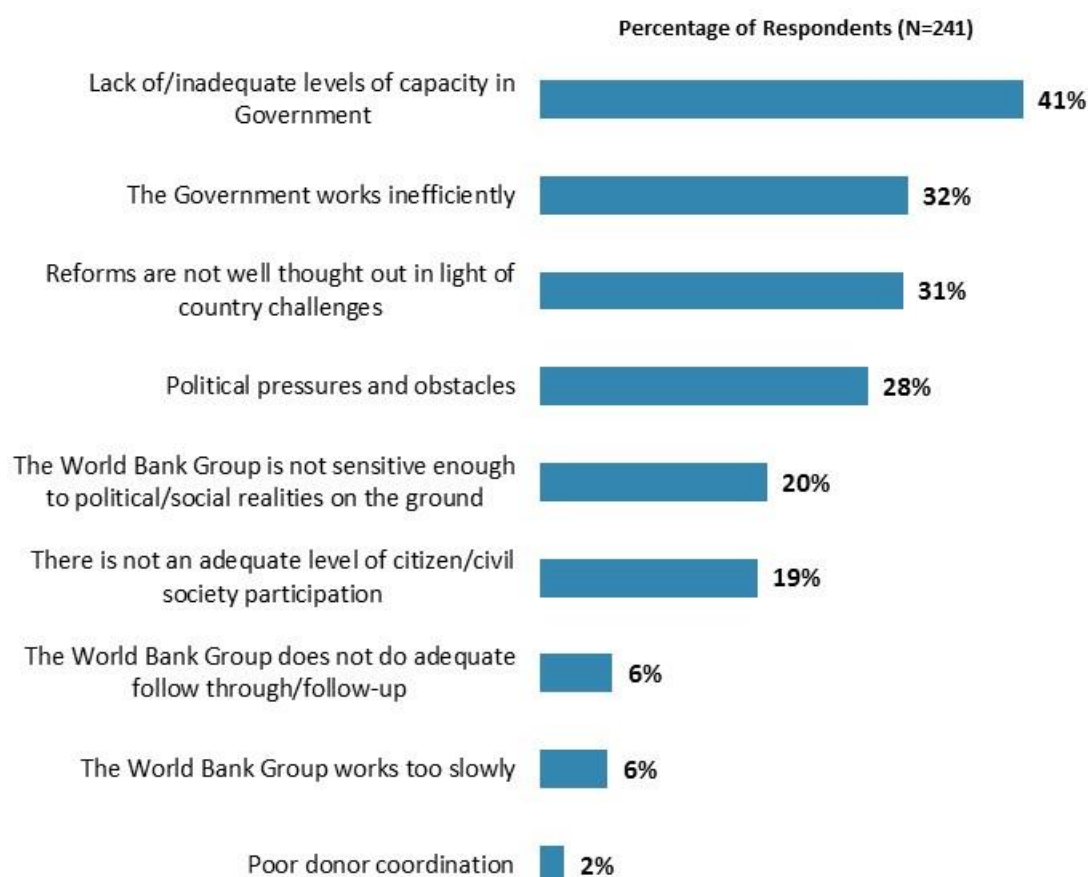


“Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in Serbia? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined. Top 13 shown.)

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

Attributing Failed/Slow Reform Efforts

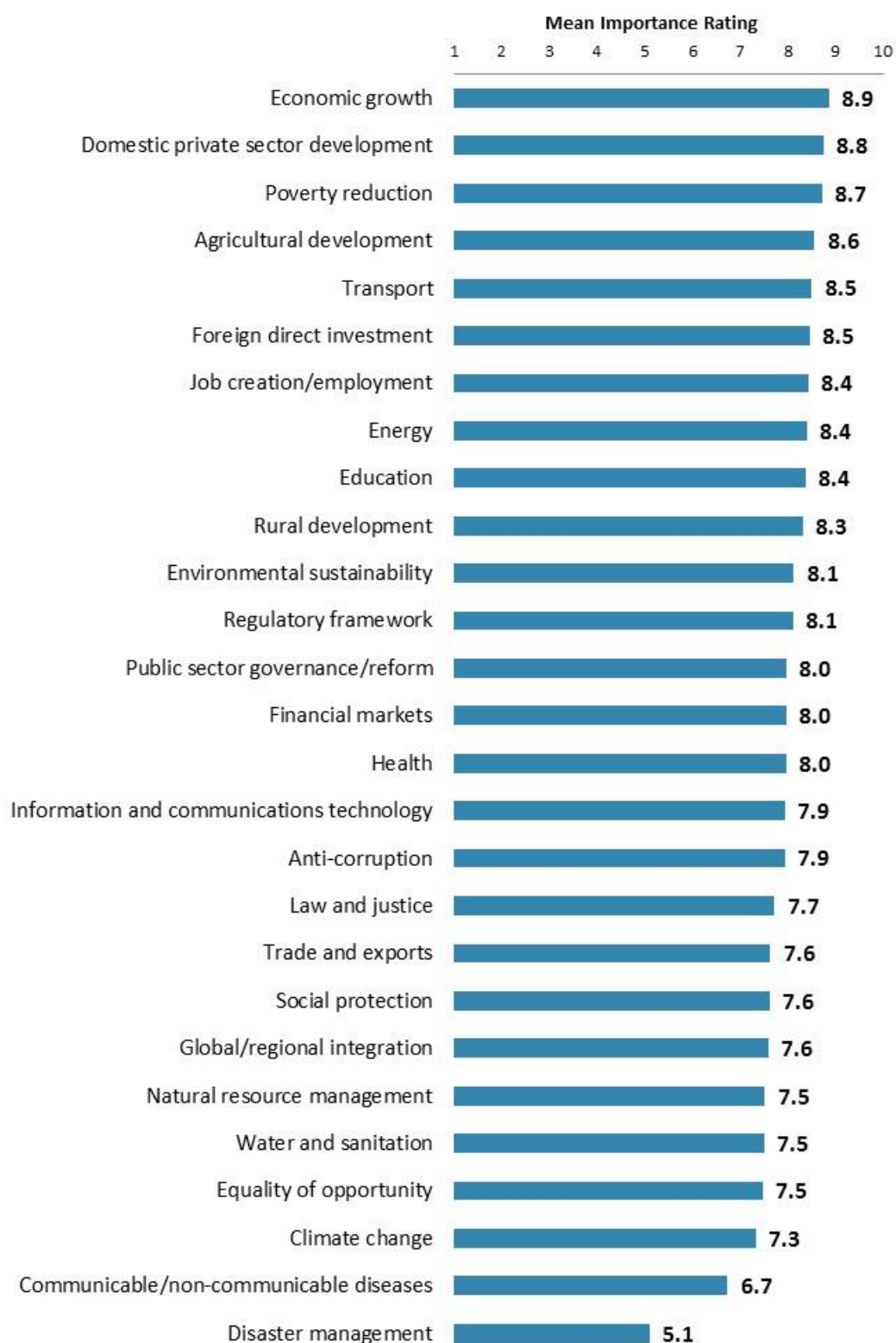
- Respondents who collaborate with the WBG were significantly more likely to indicate that they attribute failed or slow reform efforts to a lack of/inadequate levels of capacity in Government (53%), and significantly less likely to indicate an inadequate level of citizen/civil society participation (9%), compared to respondents who do not collaborate with the WBG (37% and 22%, respectively).



"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.)

VI. Sectors: Importance and Effectiveness

Importance of Specific Areas



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

VI. Sectors: Importance and Effectiveness (continued)

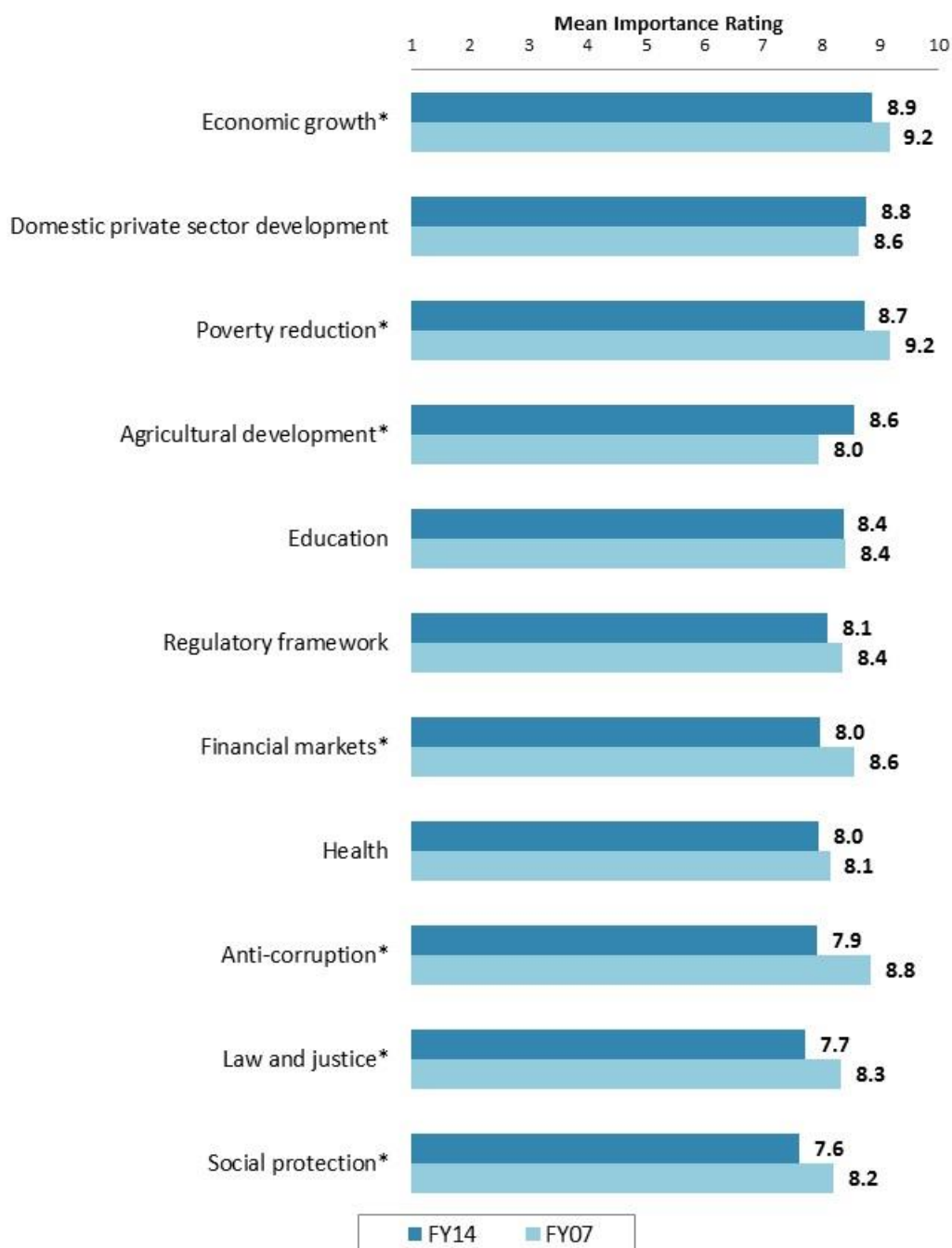
Importance of Specific Areas (continued)

- There were statistically significant stakeholder group differences among five of these twenty-seven areas of development. Those areas with significant stakeholder group differences were:
 - Consultants on WBG-supported projects/PMUs gave the highest importance ratings for the WBG being involved in “Environmental sustainability” whereas respondents from bilateral/multilateral agencies and other organizations gave significantly lower ratings;
 - Respondents from the office of a Parliamentarian gave the highest importance ratings for the WBG being involved in “Domestic private sector development” whereas respondents from bilateral/multilateral agencies and other organizations gave significantly lower ratings;
 - Consultants on WBG-supported projects/PMUs and respondents from the office of a Parliamentarian gave the highest importance ratings for the WBG being involved in “Trade and exports” whereas respondents from local government and bilateral/multilateral agencies gave significantly lower ratings;
 - Respondents from the office of a Parliamentarian gave the highest importance ratings for the WBG being involved in “Financial markets” whereas respondents from local government and bilateral/multilateral agencies gave significantly lower ratings; and
 - Respondents from NGOs/CBOs/private foundations and the office of a Parliamentarian gave the highest importance ratings for the WBG being involved in “Climate change” whereas respondents from bilateral/multilateral agencies gave significantly lower ratings.

VI. Sectors: Importance and Effectiveness (continued)

Importance of Specific Areas (continued)

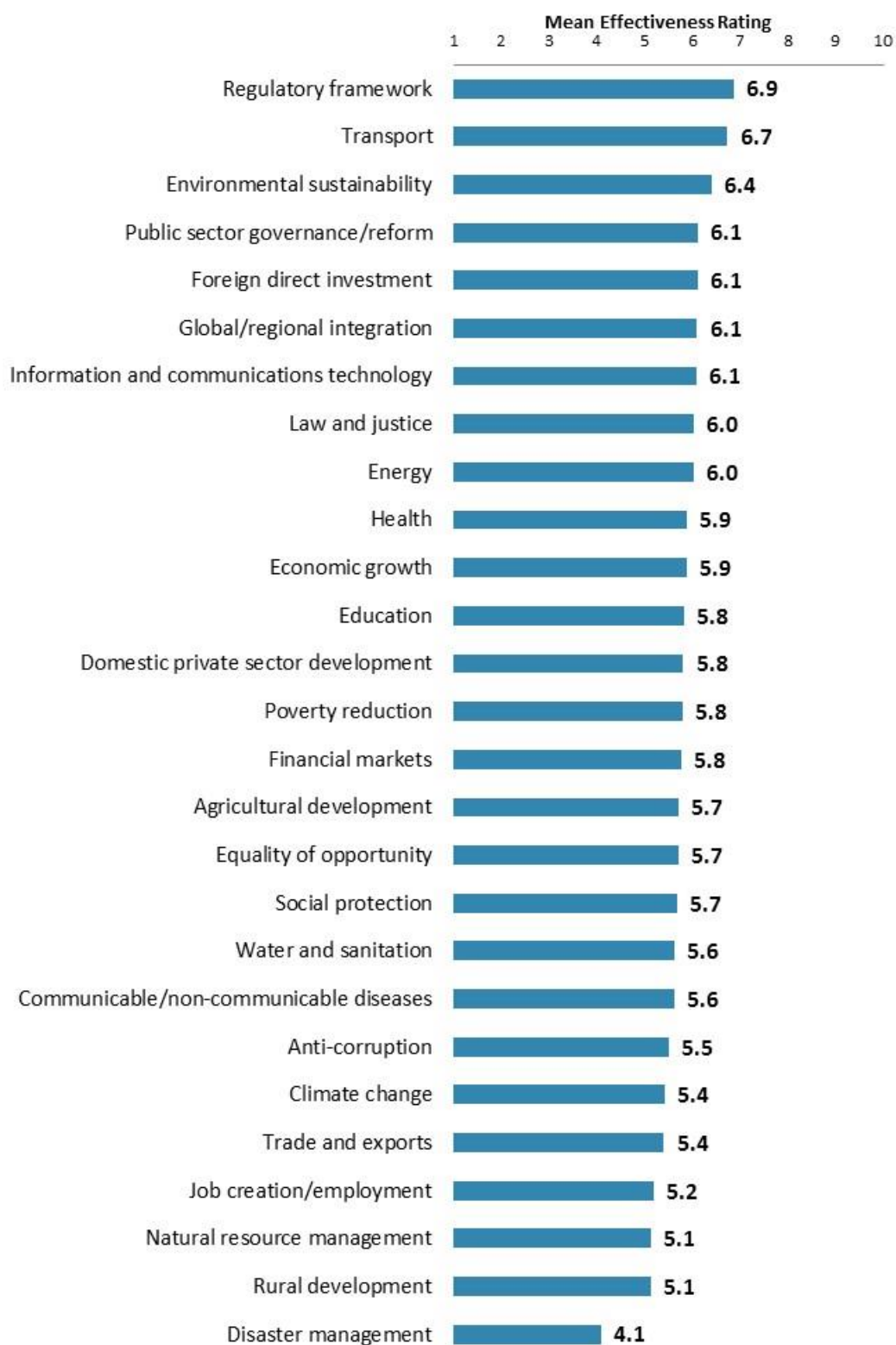
- For those areas of development that could be compared, respondents in this year's country survey tended to give lower importance ratings for the WBG being involved compared to respondents from the FY '07 country survey. Those differences that reached statistical significance are noted in the chart.



(*Significantly different between FY14 and FY07)

VI. Sectors: Importance and Effectiveness (continued)

Effectiveness of Specific Areas



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Serbia?" (1-"Not effective at all", 10-"Very effective")

VI. Sectors: Importance and Effectiveness (continued)

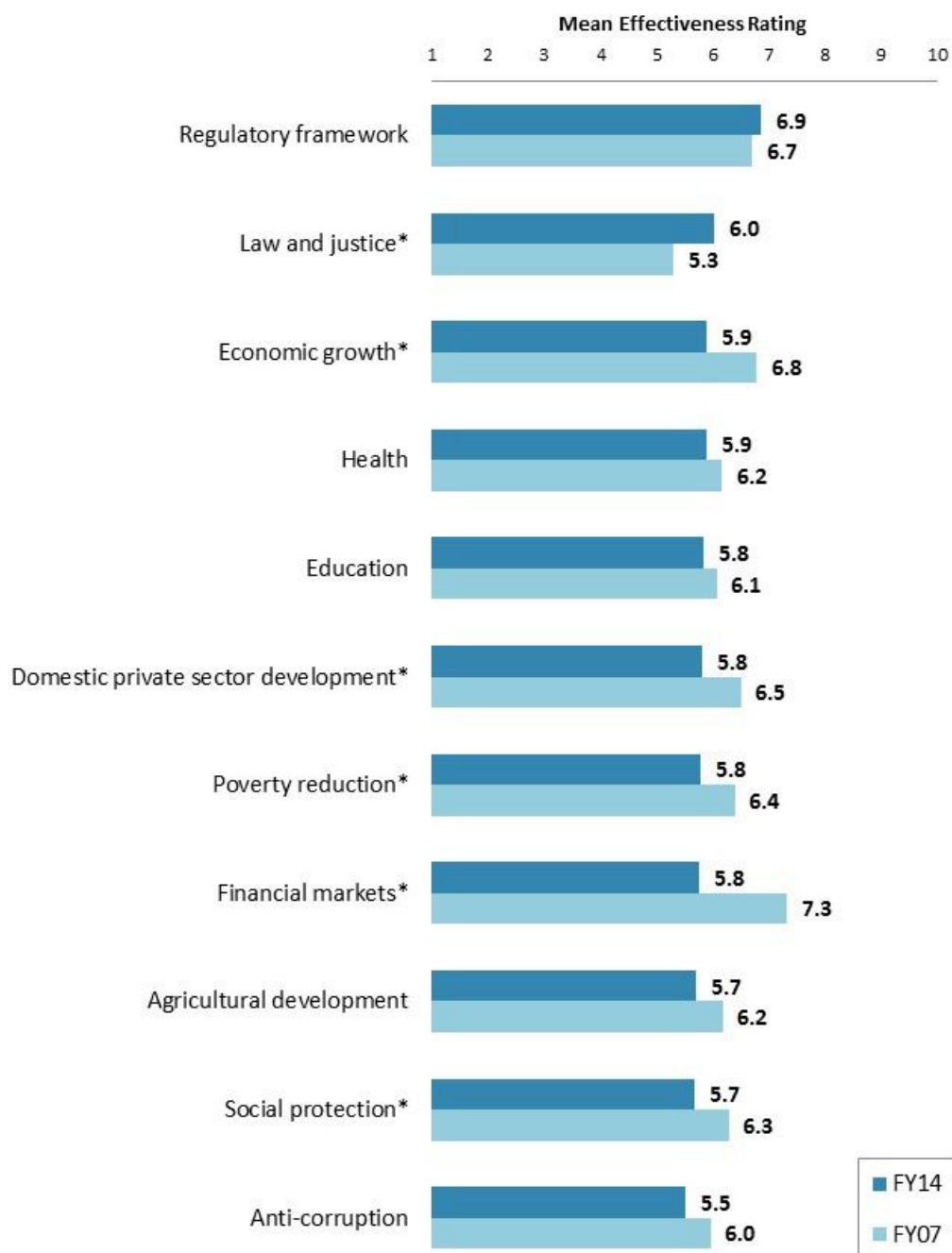
Effectiveness of Specific Areas (continued)

- Please note the complete breakdown of respondents' effectiveness ratings for the WBG's work in these development areas can be found in the Appendix. In addition to the aggregate mean ratings for each area, respondents who indicated that they "Don't Know" are reported in Appendix A (see page 58), suggesting that primarily informed stakeholders responded to these questions. A complete breakdown by stakeholder groups can be found in Appendix B (see page 75), by geographic locations in Appendix C (see page 97), by WBG-collaborators in Appendix D (see page 112), and by respondents' specializations/sectors in Appendix F (see page 132).
- There were statistically significant stakeholder group differences among just three of these twenty-seven areas of development. Those areas with significant stakeholder group differences were:
 - Respondents from the private sector/financial sector/private banks gave the highest ratings for the WBG's effectiveness at "Environmental sustainability" whereas respondents from bilateral/multilateral agencies gave significantly lower ratings;
 - Respondents from NGOs/CBOs/private foundations gave the highest ratings for the WBG's effectiveness at "Global/regional integration" whereas respondents from bilateral/multilateral agencies gave significantly lower ratings; and
 - Respondents from NGOs/CBOs/private foundations gave the highest ratings for the WBG's effectiveness at "Natural resource management" whereas respondents from the media gave significantly lower ratings.
- Respondents who indicated that they collaborated with the WBG gave significantly higher ratings for the WBG's effectiveness across five of these twenty-seven areas of development compared to those who indicated that they did not collaborate with the WBG. Those areas with significant stakeholder group differences were:
 - "Anti-corruption";
 - "Environmental sustainability";
 - "Regulatory framework";
 - "Domestic private sector development"; and
 - "Public sector governance/reform".

VI. Sectors: Importance and Effectiveness (continued)

Effectiveness of Specific Areas (continued)

- For those areas of development that could be compared, respondents in this year's country survey tended to give lower ratings for the WBG's effectiveness across many areas compared to respondents from the FY '07 country survey. Those differences that reached statistical significance are noted in the chart.



(*Significantly different between FY14 and FY07)

VI. Sectors: 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 Serbia, bivariate correlational analyses were conducted using respondents' ratings of the twenty-seven specific areas of effectiveness.

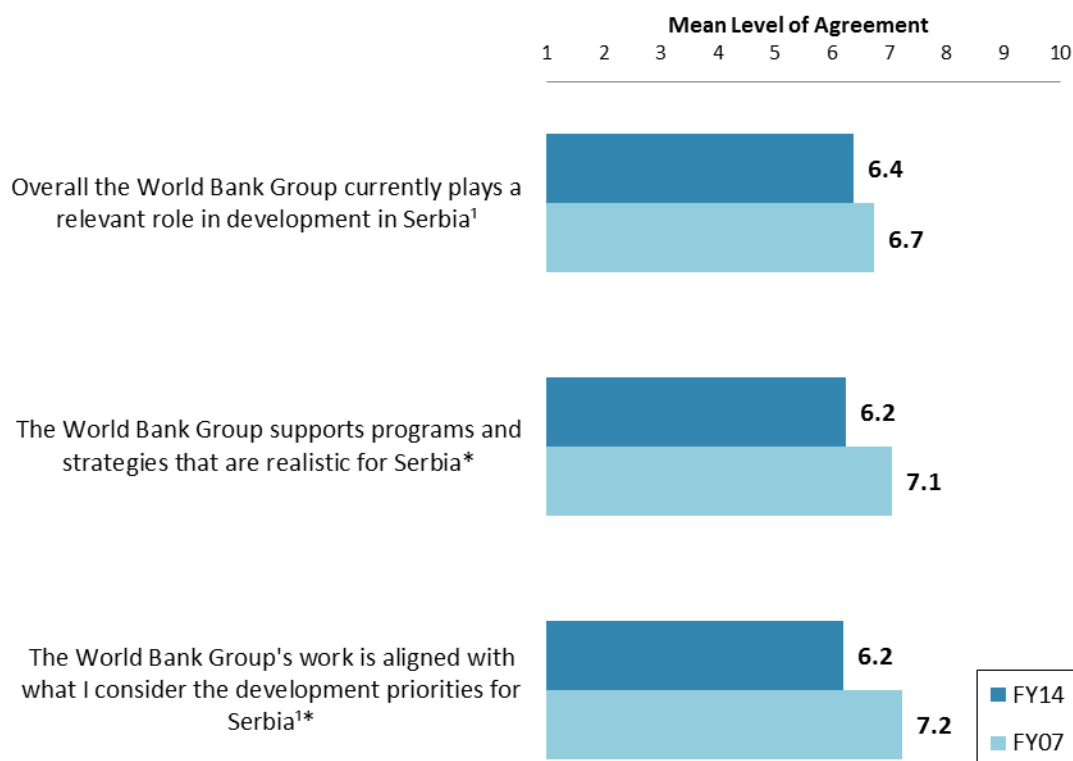
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the WBG's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings 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 WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Serbia. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at job creation/employment;
 - The WBG's effectiveness at economic growth; and
 - The WBG's effectiveness at regulatory framework.
- 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 Serbia, 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 job creation/employment;
 - The WBG's effectiveness at public sector governance/reform;
 - The WBG's effectiveness at foreign direct investment;
 - The WBG's effectiveness at domestic private sector development; and
 - The WBG's effectiveness at economic growth.

VII. How the World Bank Group Operates

The World Bank Group's Work in Serbia

- Respondents in this year's country survey had significantly lower levels of agreement that the World Bank Group supports programs and strategies that are realistic for Serbia and that the World Bank Group is aligned with their development priorities for Serbia compared to respondents from the FY '07 country survey.
- Consultants on WBG-supported projects/PMUs had the highest levels of agreement that the World Bank Group supports programs and strategies that are realistic for Serbia whereas respondents from local government and bilateral/multilateral agencies had significantly lower levels of agreement.
- Respondents who collaborated with the WBG had significantly higher levels of agreement that the World Bank Group currently plays a relevant role in development in Serbia (7.2), that the World Bank Group is aligned with their development priorities (7.0), and that the World Bank Group supports programs and strategies that are realistic for Serbia (7.0).

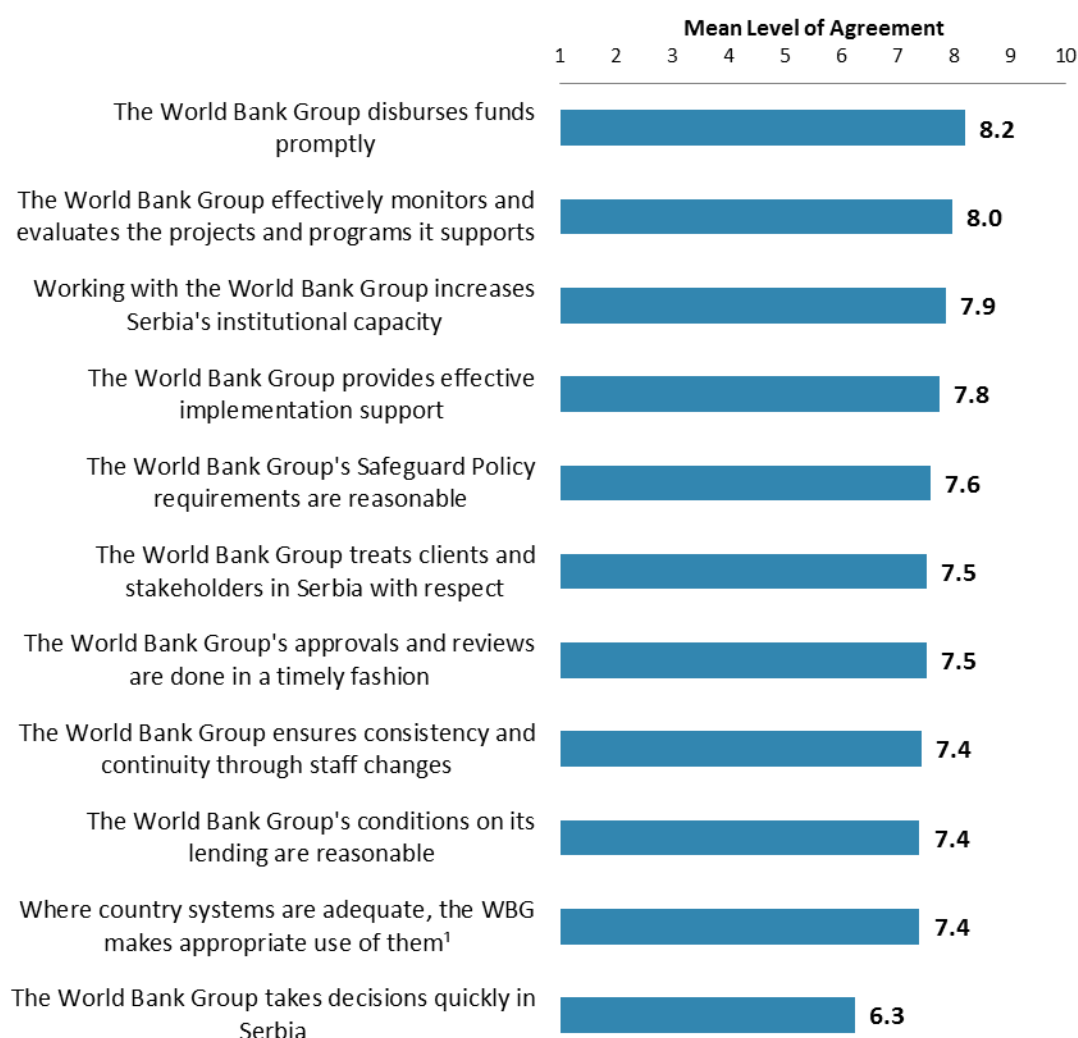


"To what extent do you agree with the following statements about the World Bank Group's work in Serbia?" (1-"Strongly disagree", 10-"Strongly agree") ¹Indicator Question
 (*Significantly different between FY14 and FY07)

VII. How the World Bank Group Operates (continued)

Overall Perceptions

- Respondents in this year's country survey had statistically similar levels of agreement across all areas that could be compared to respondents from the FY '07 country survey.
- Respondents who collaborated with the WBG had significantly higher levels of agreement that the World Bank Group treats clients and stakeholders in Serbia with respect (8.4) compared to respondents who did not collaborate with the WBG (7.2).
- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement across all of these aspects of the World Bank Group's operations.

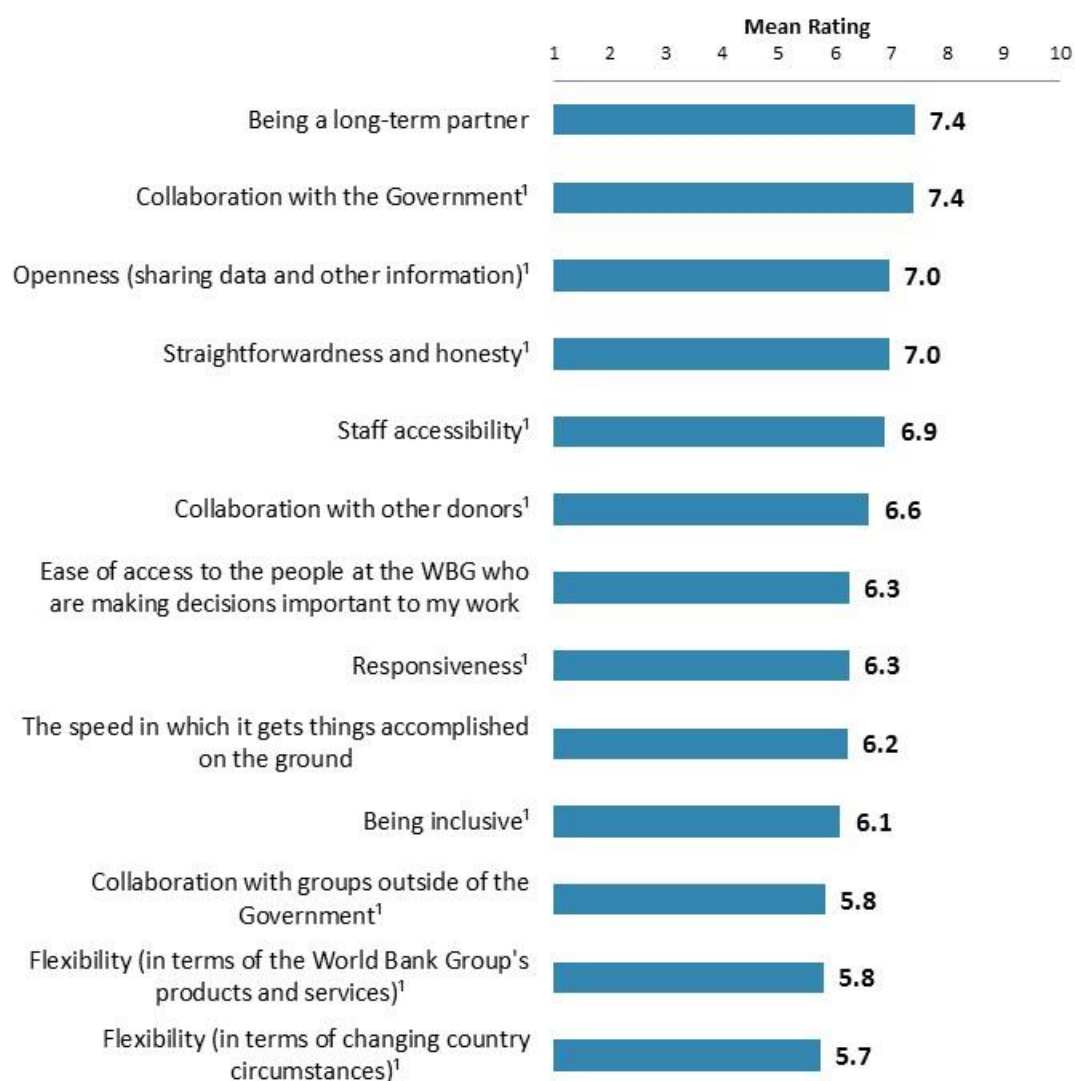


"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree") ¹Indicator Question

VII. How the World Bank Group Operates (continued)

The World Bank Group as an Effective Development Partner

- Respondents in this country survey had statistically similar ratings for the WBG's staff accessibility and straightforwardness compared to respondents from the FY '07 survey.
- Consultants on WBG-supported projects/PMUs gave the highest ratings for the WBG's inclusiveness whereas respondents from bilateral/multilateral agencies and the media gave significantly lower ratings. Consultants on WBG-supported projects/PMUs gave the highest ratings for the WBG's staff accessibility whereas respondents from the office of a Parliamentarian gave significantly lower ratings. Consultants on WBG-supported projects/PMUs and respondents from the private sector/finance sector/private banks gave the highest ratings for the WBG's straightforwardness and honesty whereas respondents from bilateral/multilateral agencies and the media gave significantly lower ratings. Consultants on WBG-supported projects/PMUs gave the highest ratings for the WBG's ease of access to decision-makers whereas respondents from local government gave significantly lower ratings.

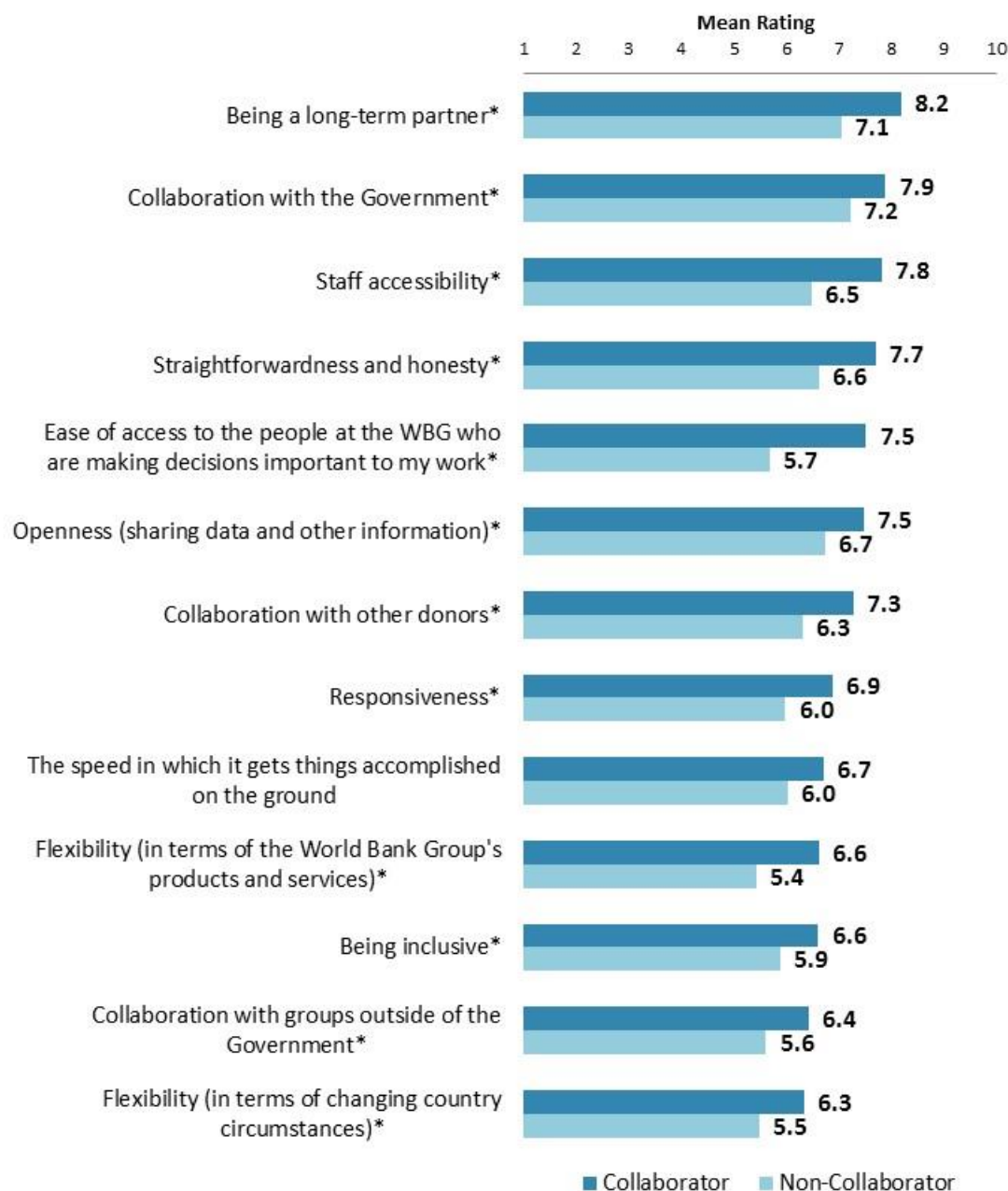


"To what extent is the World Bank Group an effective development partner in Serbia, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree") ¹Indicator Question

VII. How the World Bank Group Operates (continued)

The World Bank Group as an Effective Development Partner (continued)

- Respondents who indicated that they collaborated with the World Bank Group gave higher ratings across all of these aspects of the WBG being an effective development partner compared to respondents who indicated that they did not collaborate. Those differences that reached statistical significance are noted in the chart.

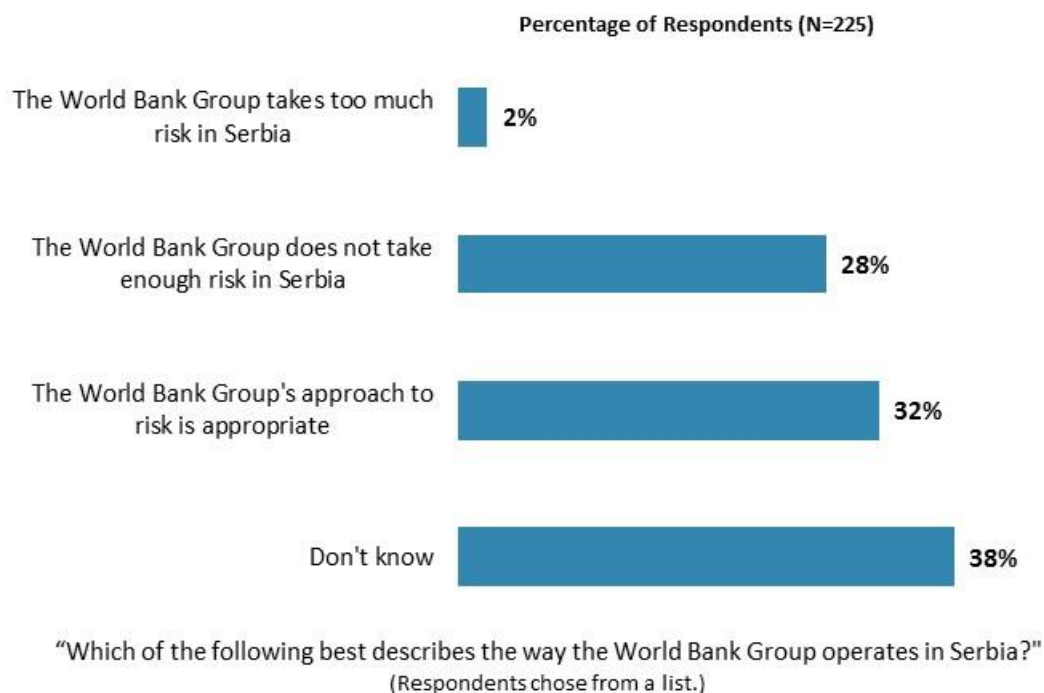


"To what extent is the World Bank Group an effective development partner in Serbia, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

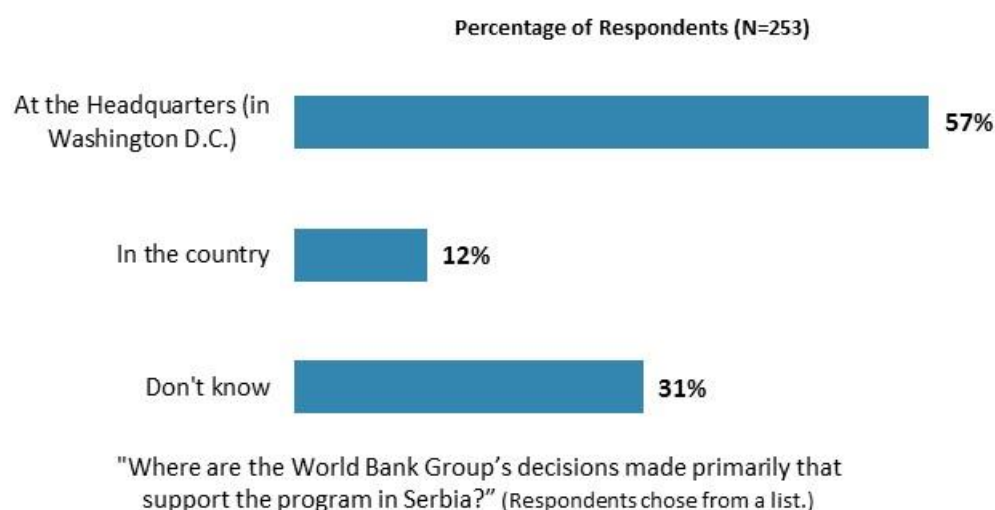
*Significantly different between those who collaborate and those who do not

VII. How the World Bank Group Operates (continued)

Risk-Taking

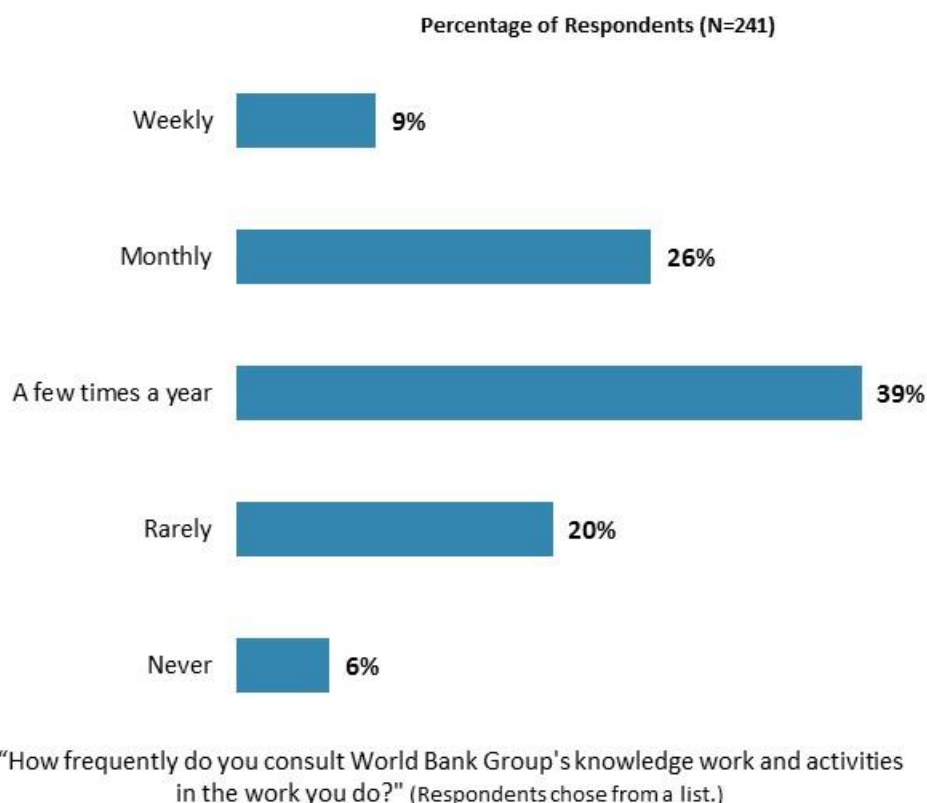


Where Decisions are Made



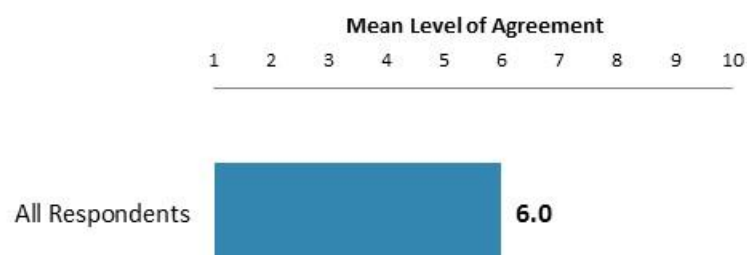
VIII. World Bank Group Knowledge and Instruments

Frequency of Consulting World Bank Group Knowledge Work and Activities



Meeting Serbia's Knowledge Needs (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations, as well as those who collaborate with the WBG and those who do not, had statistically similar levels of agreement that the World Bank Group meets Serbia's needs for knowledge services.

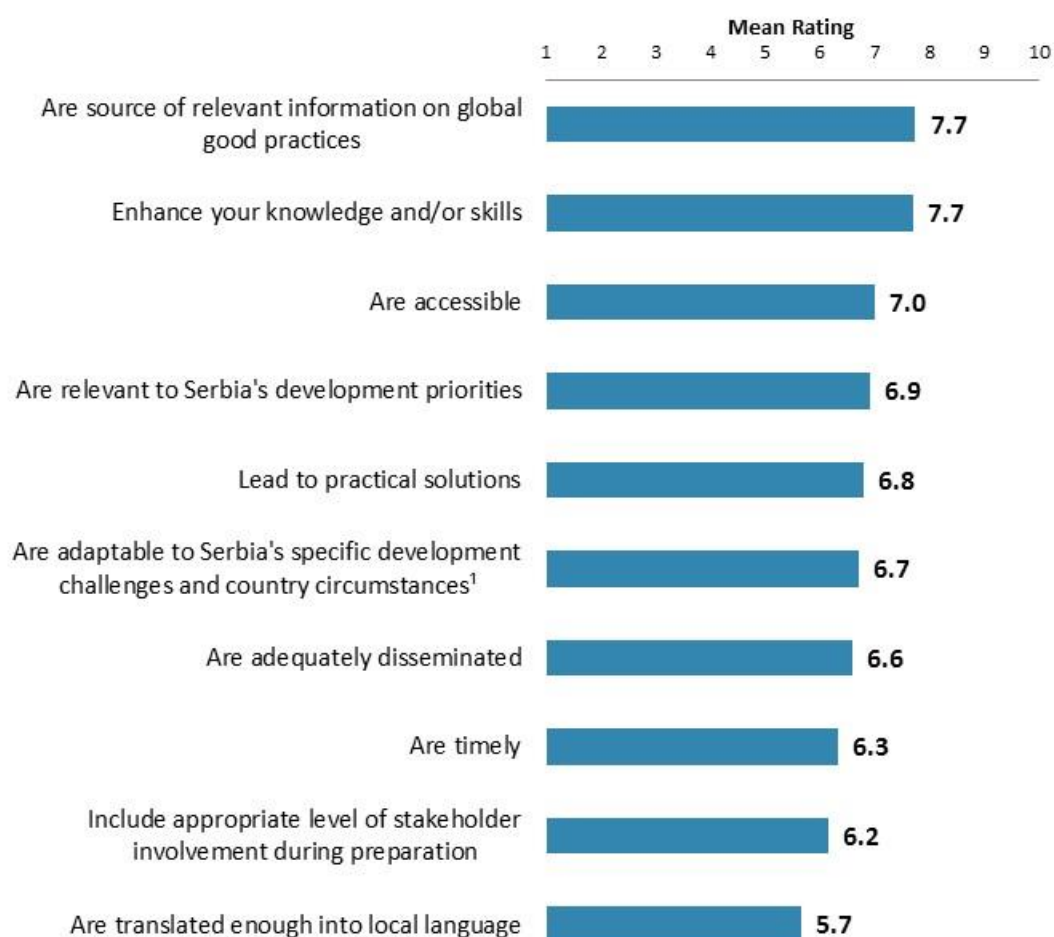


"The World Bank Group meets Serbia's needs for knowledge services"
(1-"Strongly disagree", 10-"Strongly agree")

VIII. World Bank Group Knowledge and Instruments (continued)

Qualities of the WBG's Knowledge Work and Activities

- Respondents in this country survey gave statistically similar ratings for the WBG's knowledge work and activities being a source of relevant information on global good practices and being adaptable to Serbia's circumstances compared to respondents from the FY '07 country survey.
- Consultants on WBG-supported projects/PMUs gave the highest ratings that the WBG's knowledge work and activities enhance knowledge and/or skills whereas respondents from the office of a Parliamentarian gave significantly lower ratings.
- Respondents who collaborate with the WBG gave significantly higher ratings that the WBG's knowledge work and activities are adaptable to Serbia's specific development challenges and country circumstances (7.5) compared to respondents who do not collaborate with the WBG (6.4).

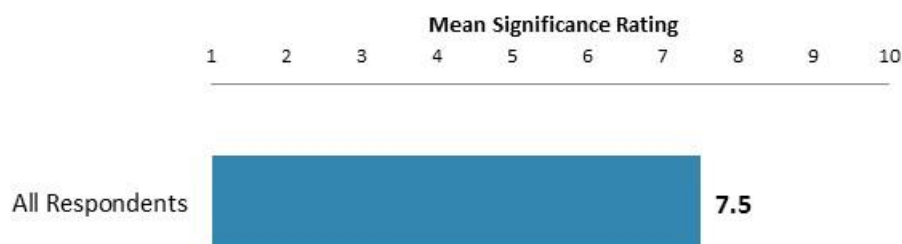


"In Serbia, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1- "To no degree at all", 10- "To a very significant degree") ¹Indicator Question

VIII. World Bank Group Knowledge and Instruments (continued)

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

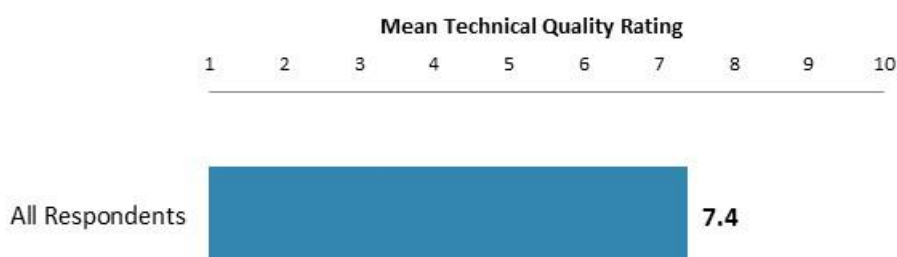
- Respondents across all stakeholder groups and geographic locations, as well as those who collaborate with the WBG and those who do not, had statistically similar ratings regarding the significance of the contribution of the WBG's knowledge work.



"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*)

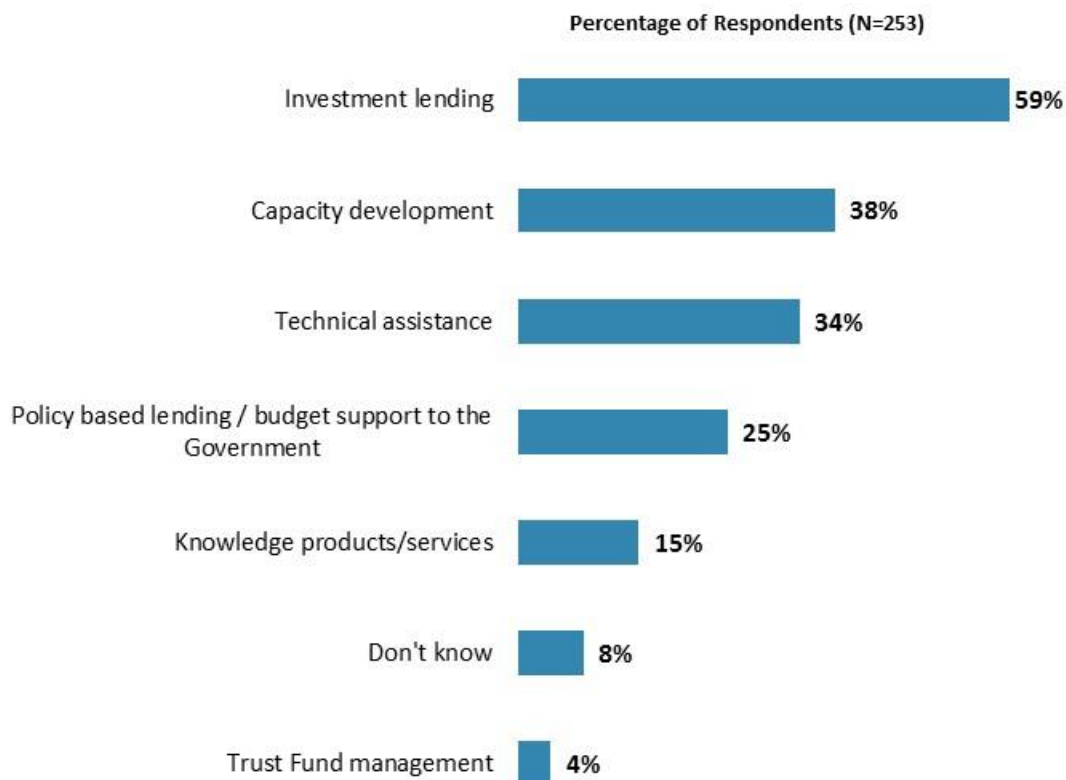
- Respondents across all stakeholder groups and geographic locations, as well as those who collaborate with the WBG and those who do not, had statistically similar ratings regarding the technical quality of the WBG's knowledge work.



"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 Knowledge and Instruments (continued)

Most Effective Instruments



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

VIII. World Bank Group Knowledge and Instruments (continued)

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

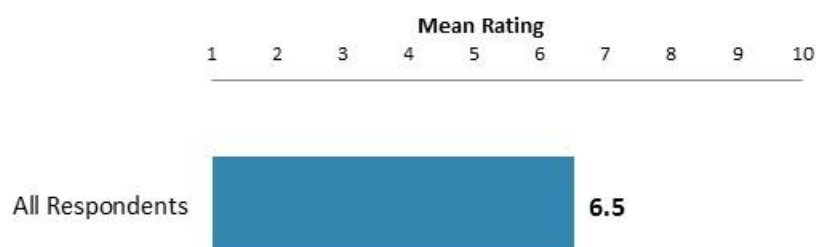
- Respondents from the office of a Parliamentarian had the highest levels of agreement that the World Bank Group's financial instruments meet the needs of Serbia whereas respondents from academia, bilateral/multilateral agencies, local government, the media, and other organizations had significantly lower levels of agreement.
- Respondents across all geographic locations, as well as those who collaborate with the WBG and those who do not, had statistically similar levels of agreement that the World Bank Group's financial instruments meet the needs of Serbia.



"The World Bank Group's financial instruments meet the needs of Serbia"
(1-"Strongly disagree", 10-"Strongly agree")

VIII. World Bank Group Knowledge and Instruments (continued)

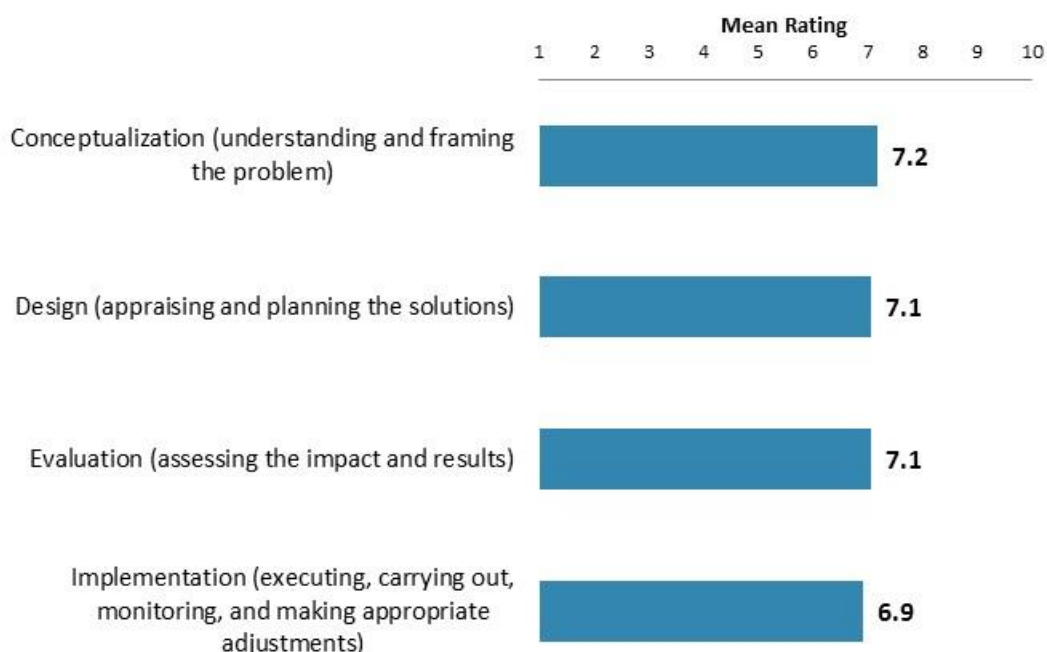
Internal Evaluation Mechanisms



"To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Serbia?"
(1-"To no degree at all", 10-"To a very significant degree")

Delivery Work

- Consultants on WBG-supported projects/PMUs gave the highest ratings for the extent to which the World Bank Group's delivery work contributes to evaluation whereas respondents from bilateral/multilateral agencies gave significantly lower ratings.
- Respondents who collaborate with the WBG gave significantly higher ratings for the extent to which the WBG's delivery work contributes to conceptualization (7.7) and design (7.5) compared to respondents who do not collaborate (7.0 and 6.9, respectively).

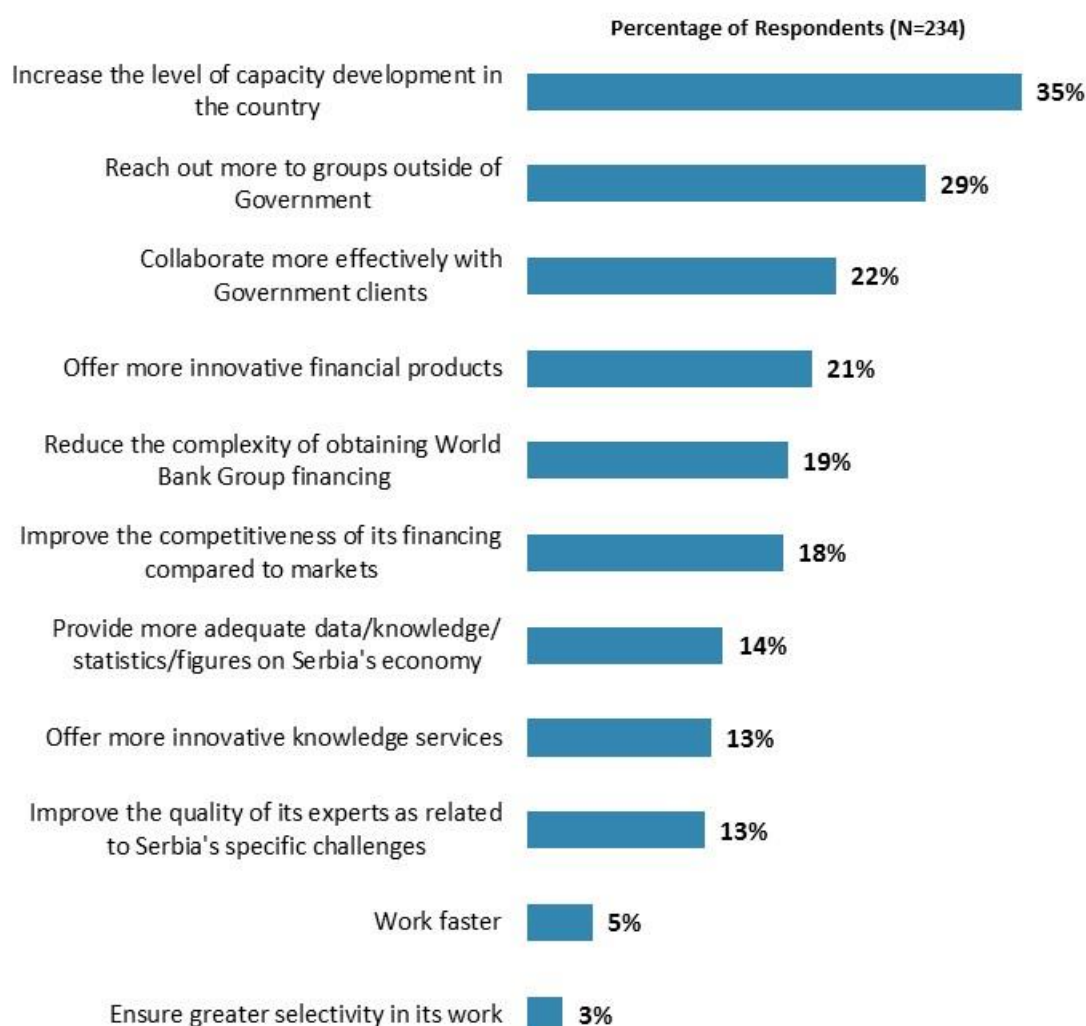


"To what extent does each of the following aspects of the World Bank Group's delivery work contribute to solving Serbia's development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

IX. The Future Role of the World Bank Group in Serbia

Making the World Bank Group of Greater Value

- Although a plurality of respondents from most stakeholder groups indicated that the WBG should increase capacity development and reach out to groups outside of Government, respondents from the office of a Parliamentarian indicated that the WBG should provide more adequate data/knowledge/statistics/figures on Serbia's economy, respondents from the private sector/financial sector/private banks indicated that the WBG should offer more innovative financial products, and respondents from other organizations indicated that the WBG should improve the competitiveness of its financing compared to markets and improve the quality of its experts as related to Serbia's specific challenges.
- Respondents who collaborate with the WBG were significantly more likely to indicate that the WBG should collaborate more effectively with Government clients (34%), offer more innovative financial products (30%), and provide more adequate data/knowledge/statistics/figures on Serbia's economy (22%) compared to respondents who do not collaborate with the WBG (18%, 17%, and 11%, respectively).

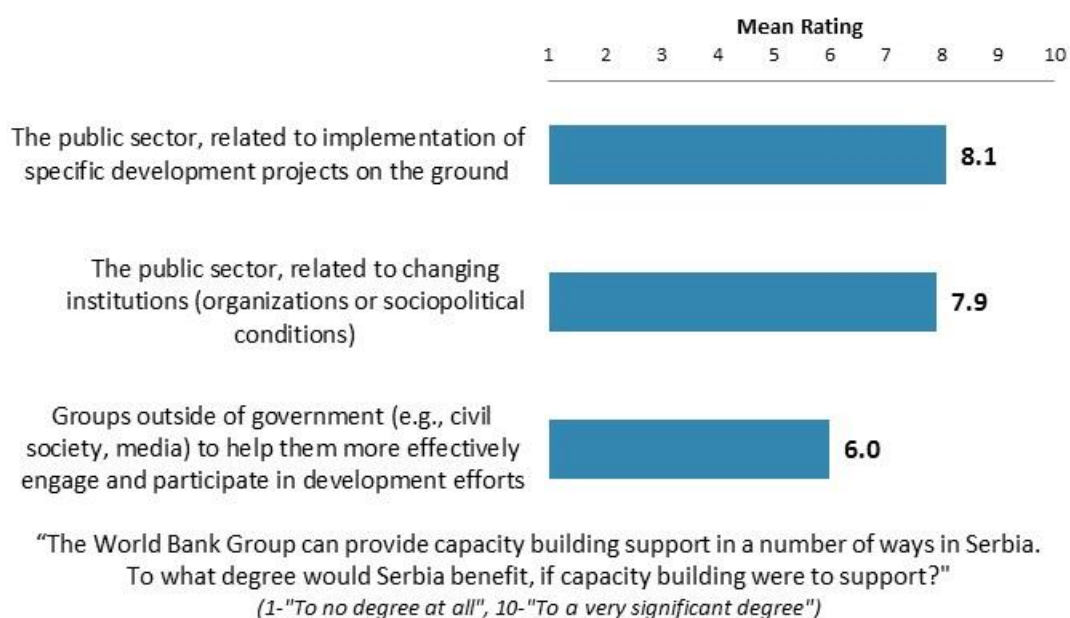


"Which of the following SHOULD the World Bank Group do to make itself of greater value in Serbia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

IX. The Future Role of the World Bank Group in Serbia (continued)

Capacity Building

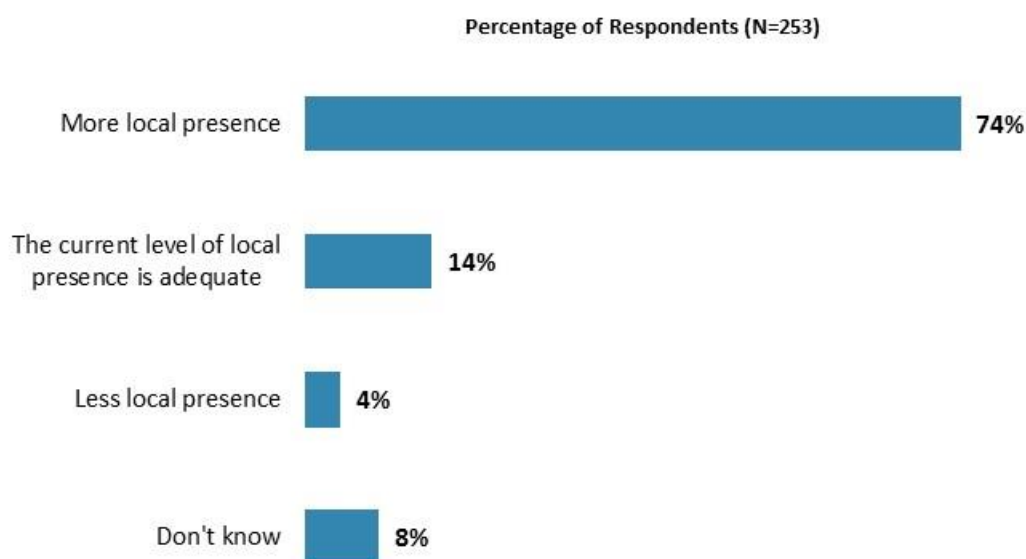
- Respondents from NGOs/CBOs/private foundations gave the highest ratings for the extent which Serbia would benefit from WBG capacity building support to groups outside of government whereas respondents from other organizations gave significantly lower ratings.



IX. The Future Role of the World Bank Group in Serbia (continued)

Local Presence in Serbia

- A majority of respondents across all stakeholder groups indicated that the World Bank Group should have more local presence in Serbia, except respondents from bilateral/multilateral agencies who were more likely to indicate that the current level of local presence is adequate.

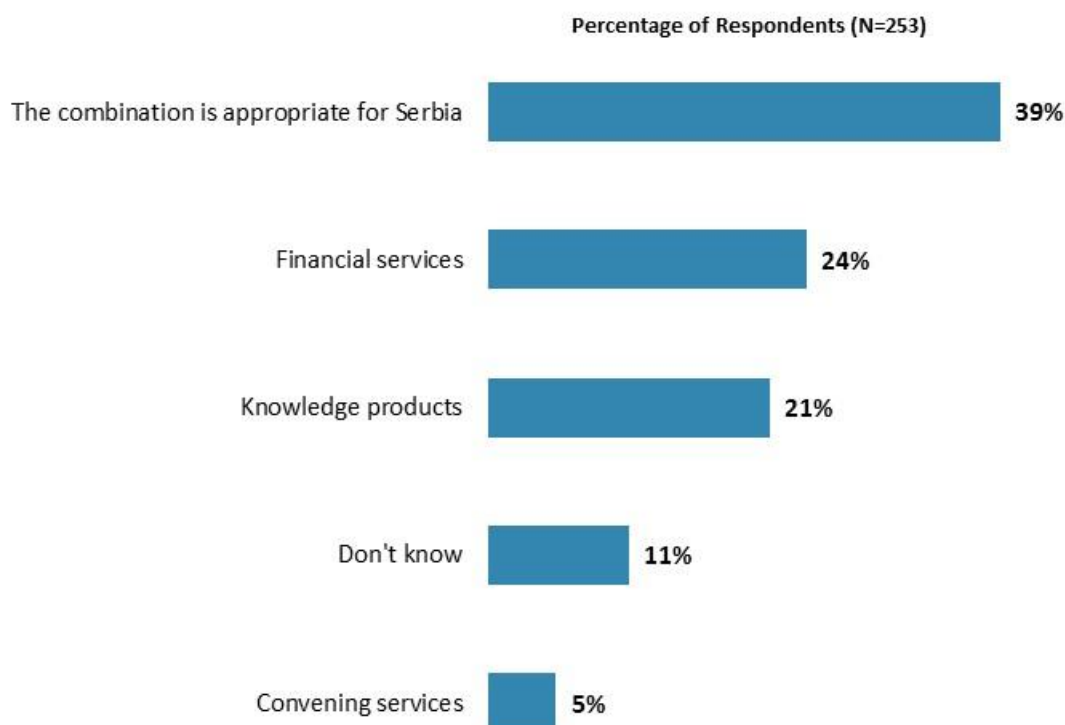


"To be a more effective development partner in Serbia, do you believe that the World Bank Group should have...?" (Respondents chose from a list.)

IX. The Future Role of the World Bank Group in Serbia (continued)

Focusing Services

- Although a plurality of respondents from most stakeholder groups indicated that the current combination of services is appropriate, respondents from bilateral/multilateral agencies indicated that the WBG should focus on knowledge products and respondents from other organization indicated that the WBG should focus on financial services.
- Respondents who collaborate with the WBG were significantly more likely to indicate that the WBG should focus more on its knowledge products (30%), and significantly less likely to say that they don't know (3%) compared to respondents who do not collaborate with the WBG (18% and 13%, respectively).

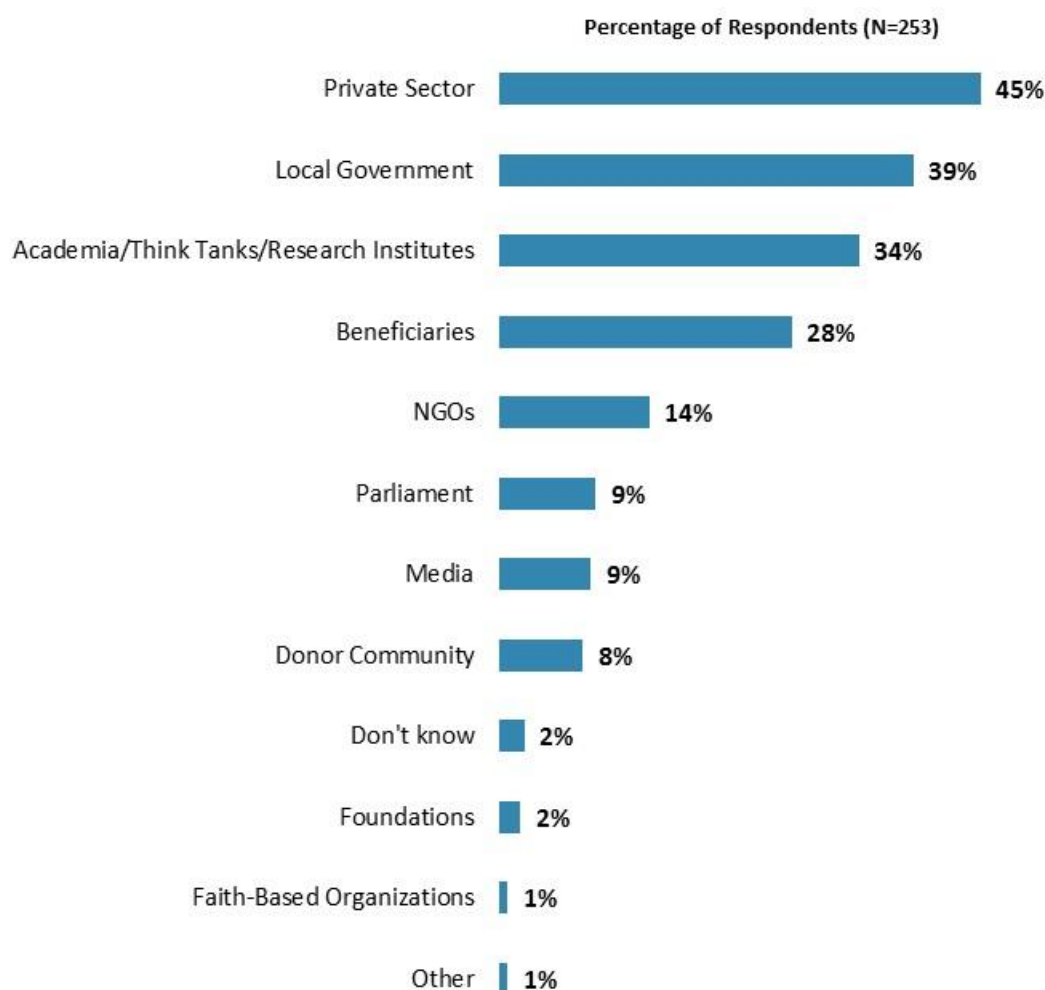


"When considering the combination of services that the World Bank Group offers in Serbia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Serbia? (Select only ONE response)"
(Respondents chose from a list.)

IX. The Future Role of the World Bank Group in Serbia (continued)

Collaborating with Stakeholders in Serbia

- Employees of ministries and respondents from bilateral/multilateral agencies, the private sector/financial sector/private banks, the media, and other organizations indicated that the WBG should collaborate more with the private sector.
- Respondents from the office of a Parliamentarian, consultants on WBG-supported projects/PMUs, and respondents from local government indicated that the WBG should collaborate more with local government.
- Respondents from NGOs/CBOs/private foundations indicated that the WBG should collaborate more with NGOs.
- Respondents from academia indicated that the WBG should collaborate more with academia/research institutes/think tanks.

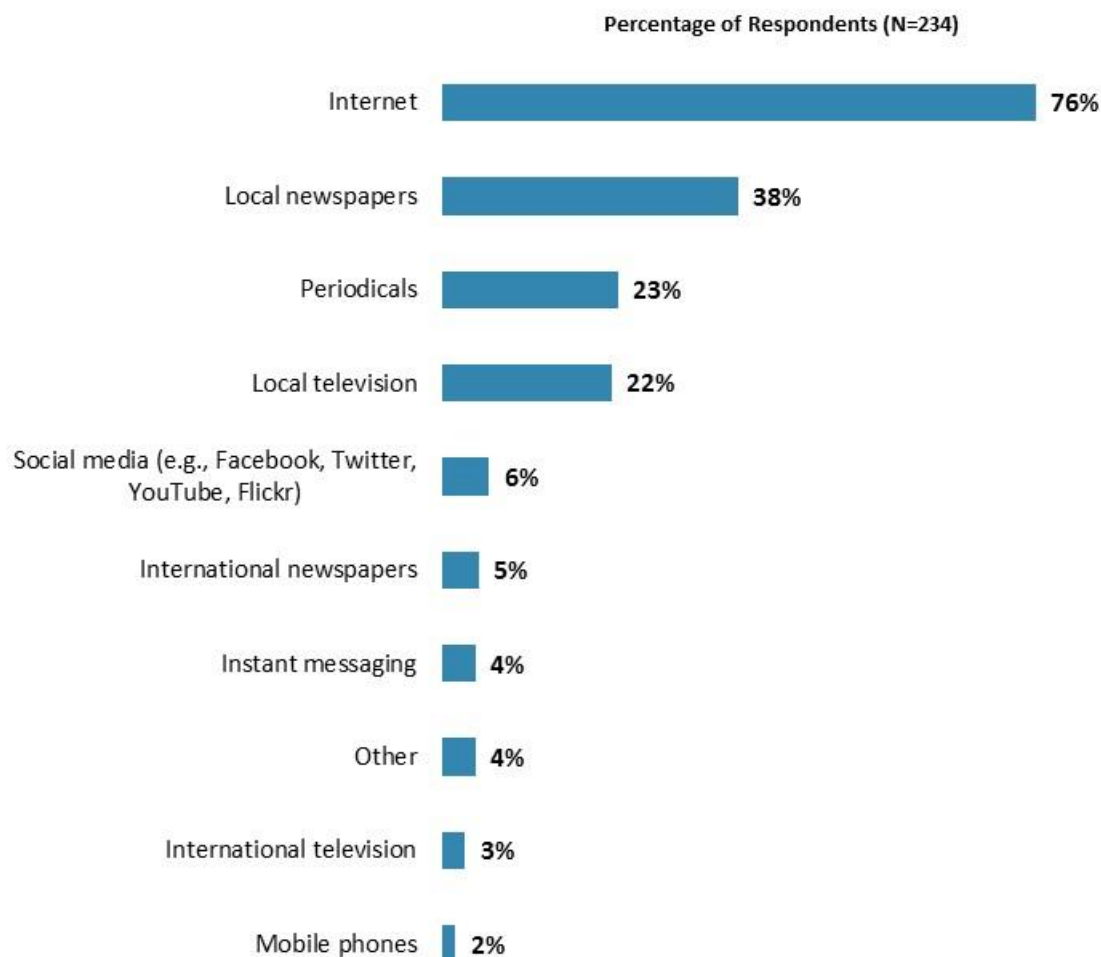


"In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there?" (Respondents chose from a list. Responses combined.)

X. Communication and Openness

Information Sources

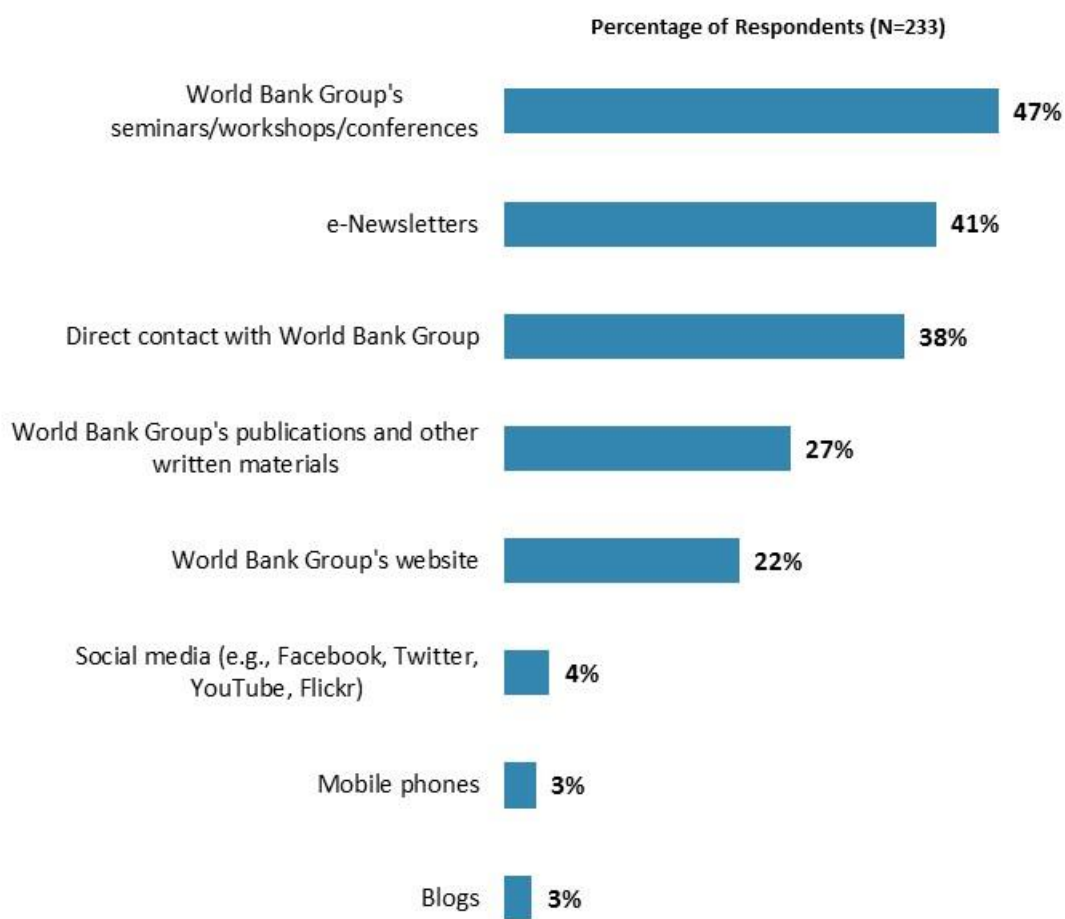
- Respondents in the FY '07 country survey indicated that they got most of their information about economic and social development issues in Serbia from the Internet (53%) and local newspapers (51%).



“How do you get most of your information about economic and social development issues in Serbia? (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

- Respondents from the office of a Parliamentarian, the media, and other organizations were significantly more likely to have requested information from the WBG in the past year compared to respondents from other stakeholder groups.

Percentage of Respondents (N=253)



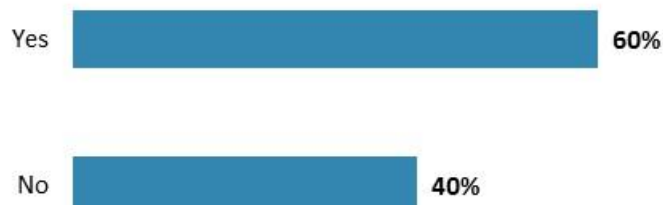
“Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?”

Percentage of Respondents (N=253)



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

Percentage of Respondents (N=48)



“Were you able to obtain this information?”

X. Communication and Openness (continued)

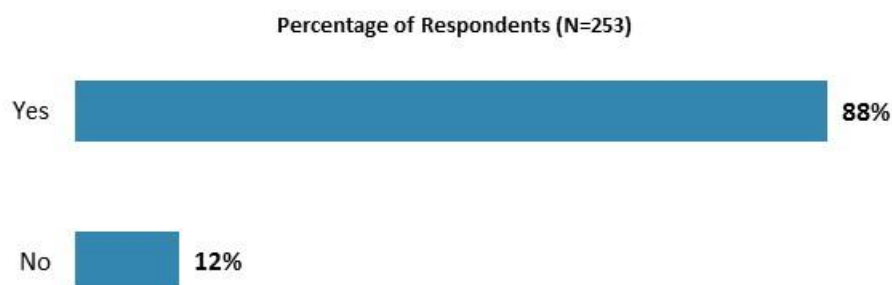
Access to Information (continued)

- Respondents who indicated that they collaborate with the WBG had significantly higher levels of agreement that they use the WBG's data more often (7.1) compared to respondents who indicated that they do not collaborate with the WBG (5.4).



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

Internet Access

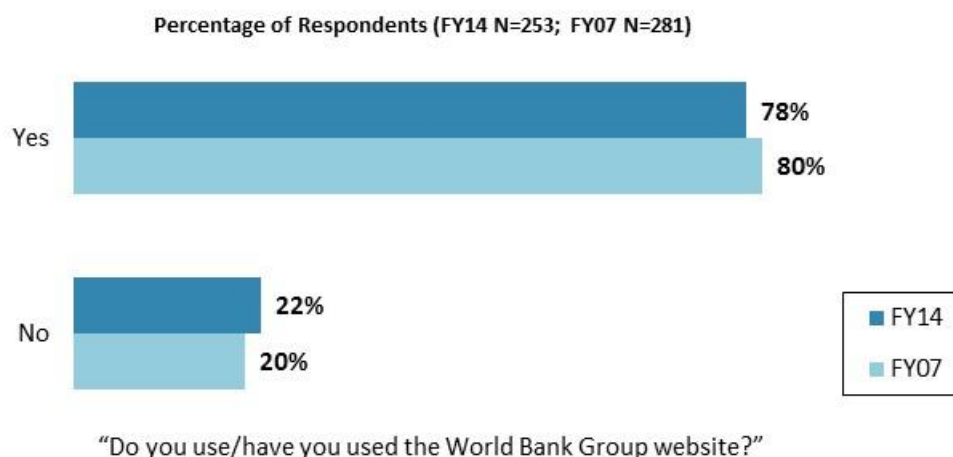


"Do you have access to the Internet:"

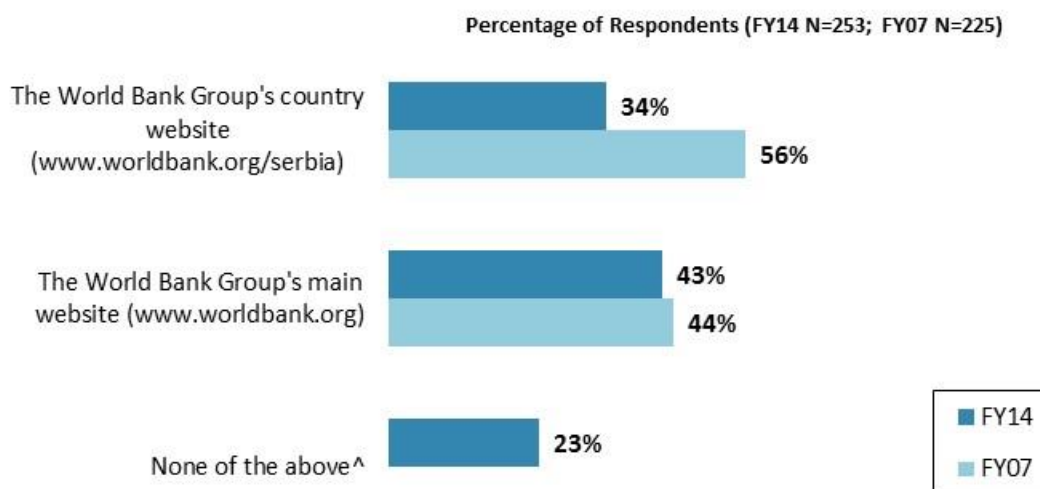
X. Communication and Openness (continued)

Website Usage

- Respondents in this year's survey indicated statistically similar rates of usage for the World Bank Group's website compared to respondents from the FY '07 country survey.
- Respondents who indicated that they collaborate with the World Bank Group were significantly more likely to have used the World Bank Group's website (88%) compared to respondents who indicated that they do not collaborate with the WBG (75%).



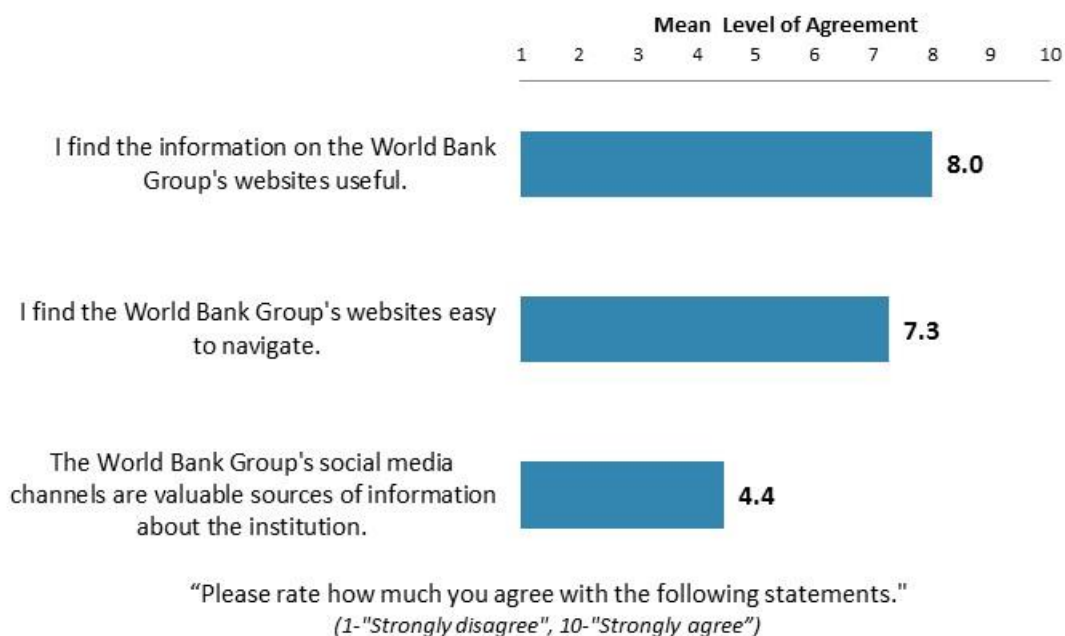
- Respondents in this year's country survey indicated significantly lower usage for the WBG's country website compared to respondents from the FY '07 survey (but note the change in response options indicated in the chart).
- Respondents who collaborate with the WBG indicated significantly more usage of the WBG's main website (58%) and were significantly less likely to indicate none of the above (8%) compared to respondents who do not collaborate with the WBG (37% and 29%, respectively).



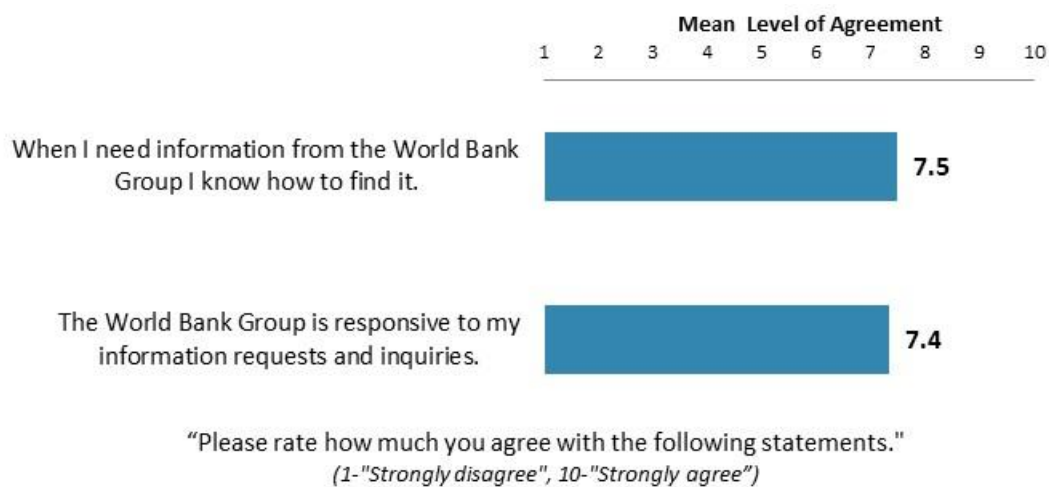
[^]This response option not given in FY07, only those who indicated website usage were asked to respond

X. Communication and Openness (continued)

Website/Social Media Evaluation



Information Sharing



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SERBIA



Appendix A:

Responses to All Questions across Collaborating Respondents (N=253)

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 Serbia

1. In general would you say that Serbia is headed in...?	Percentage of Respondents (N=253)
The right direction	50.2%
The wrong direction	25.9%
Not sure	23.9%

2. Listed below are a number of development priorities in Serbia. Please identify which of the following you consider the most important development priorities in Serbia. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=249)
Public sector governance/reform	44.2%
Job creation/employment	38.2%
Domestic private sector development	32.1%
Anti-corruption	24.9%
Economic growth	22.9%
Education	21.3%
Agricultural development	17.3%
Foreign direct investment	11.6%
Transport	10.8%
Law and justice	8.4%
Global/regional integration	8.0%
Social protection	7.6%
Rural development	7.2%
Poverty reduction	6.8%
Energy	6.4%
Health	5.6%
Environmental sustainability	5.2%
Equality of opportunity	4.8%
Regulatory framework	4.8%
Information and communications technology	3.2%
Natural resource management	2.8%
Trade and exports	1.6%
Water and sanitation	0.4%
Financial markets	0.4%
Climate change	0.4%
Communicable/non-communicable diseases	0.0%
Disaster management	0.0%

A. General Issues Facing Serbia (continued)

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 Serbia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=250)
Economic growth	53.2%
Job creation/employment	38.4%
Domestic private sector development	37.2%
Education	28.4%
Rural development	20.4%
Social protection	18.4%
Anti-corruption	16.4%
Agricultural development	15.2%
Foreign direct investment	14.0%
Public sector governance/reform	12.4%
Equality of opportunity	10.4%
Law and justice	6.0%
Global/regional integration	5.6%
Regulatory framework	4.8%
Transport	3.6%
Health	3.2%
Information and communications technology	2.4%
Energy	2.4%
Natural resource management	2.4%
Environmental sustainability	1.6%
Water and sanitation	1.2%
Trade and exports	0.8%
Climate change	0.4%
Communicable/non-communicable diseases	0.0%
Disaster management	0.0%
Financial markets	0.0%

A. General Issues Facing Serbia (continued)

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 Serbia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=250)
Foreign direct investment	42.8%
Agricultural development	35.6%
Public sector governance/reform	26.4%
Anti-corruption	26.0%
Job creation/employment	25.6%
Education	23.2%
Regulatory framework	21.2%
Trade and exports	19.6%
Energy	15.2%
Global/regional integration	12.0%
Transport	10.4%
Information and communications technology	10.0%
Rural development	8.8%
Law and justice	4.8%
Domestic private sector development	4.4%
Equality of opportunity	4.0%
Natural resource management	2.8%
Financial markets	2.8%
Environmental sustainability	1.6%
Social protection	0.8%
Water and sanitation	0.8%
Health	0.8%
Climate change	0.0%
Disaster management	0.0%
Communicable/non-communicable diseases	0.0%

5. When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Serbia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=250)
Consistent economic growth	49.2%
Better employment opportunities for young people	32.0%
Education and training that better ensure job opportunity	32.0%
Better entrepreneurial opportunities	24.0%
A growing middle class	19.2%
Greater voice and participation for citizens to help ensure greater accountability	12.8%
Greater equity of fiscal policy	7.6%
Better quality public services	6.8%
More reliable social safety net	5.2%
Better employment opportunities for women	2.4%
Greater access to health services	2.4%
Better opportunity for the poor who live in rural areas	2.4%
Better opportunity for the poor who live in urban areas	0.8%
Other	0.0%

B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Serbia? (1-Not familiar at all, 10-Extremely familiar)	253	0	5.73	2.48

Overall Effectiveness	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Serbia.* (1-Not effective at all, 10-Very effective)	218	35	6.20	2.10

Staff Preparedness	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 Serbia solve its most complicated development challenges?*(1-To no degree at all, 10-To a very significant degree)	217	36	6.71	2.14

4. When thinking about how the World Bank Group can have the most impact on development results in Serbia, in which sectoral areas do you believe the World Bank Group should focus most of its attention and resources in Serbia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=251)
Public sector governance/reform	38.2%
Domestic private sector development	36.7%
Education	26.3%
Job creation/employment	23.5%
Economic growth	20.3%
Transport	19.9%
Agricultural development	17.9%
Foreign direct investment	12.7%
Poverty reduction	12.4%
Rural development	10.8%
Regulatory framework	10.8%
Energy	9.6%
Anti-corruption	9.6%
Health	8.0%
Global/regional integration	6.0%
Financial markets	5.6%
Law and justice	5.6%
Social protection	5.2%
Environmental sustainability	4.8%
Equality of opportunity	4.4%
Information and communications technology	4.0%
Trade and exports	1.6%
Water and sanitation	1.2%
Climate change	0.8%
Natural resource management	0.4%
Communicable/non-communicable diseases	0.0%
Disaster management	0.0%

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 Serbia?	Percentage of Respondents		
	Greatest Value (N=252)	2 nd Greatest Value (N=191)	Combined
Financial resources	28.6%	20.2%	48.7%
Capacity development	23.0%	16.8%	39.8%
Policy advice, studies, analyses	14.7%	18.5%	33.2%
Technical assistance	7.1%	10.1%	17.2%
Mobilizing third party financial resources	7.5%	9.2%	16.8%
Convening/Facilitating	9.5%	5.0%	14.6%
Data	4.4%	7.6%	11.9%
Linkage to non-Bank expertise	2.4%	6.7%	9.1%
Donor coordination	2.8%	5.9%	8.7%
Other	0.0%	0.0%	0.0%

How effectively to the World Bank Groups' activities below support Serbia's efforts to achieve development results? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Convening/facilitating	202	51	5.82	2.28
7. Data	218	35	6.94	2.24
8. Policy advice, studies, analyses	224	29	7.03	2.10
9. Financial resources	221	32	6.54	2.20
10. Technical assistance	218	35	6.70	2.10
11. Mobilizing third party financial resources	191	62	5.69	2.31
12. Donor coordination	204	49	5.86	2.29
13. Linkage to non-Bank expertise	172	81	5.86	2.33

The World Bank Group can provide capacity building support in a number of ways in Serbia. To what degree would Serbia benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
14. Groups outside of government to help them more effectively engage and participate in development efforts	240	13	5.98	2.92
15. The public sector , related to implementation of specific development projects on the ground	241	12	8.07	2.18
16. The public sector , related to changing institutions	240	13	7.89	2.29

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 Serbia? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know") (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
17. Project implementation (or other organizational strengthening)	217	36	6.78	2.31
18. Citizen engagement (incorporating citizens' voices into development)	164	89	4.63	2.39
19. Policy design (for clarity and better incentives to achieve development goals)	200	53	6.45	2.37

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

When thinking about how to improve capacity building in Serbia 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") (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
20. Project implementation (or other organizational strengthening)	237	16	8.01	2.17
21. Citizen engagement (incorporating citizens' voices into development)	208	45	7.02	2.62
22. Policy design (for clarity and better incentives to achieve development goals)	227	26	8.03	2.17

23. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Serbia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=253)
Not willing to honestly criticize policies and reform efforts in the country	20.6%
Not adequately sensitive to political/social realities in Serbia	17.8%
Don't know	16.6%
Not enough public disclosure of its work	15.8%
Too bureaucratic in its operational policies and procedures	15.4%
World Bank Group's processes too complex	15.0%
Not collaborating enough with non-state actors	13.4%
Too influenced by developed countries	12.3%
Imposing technocratic solutions without regard to political realities	11.5%
World Bank Group's processes too slow	7.5%
Not exploring alternative policy options	7.1%
Not aligned with country priorities	7.1%
Staff too inaccessible	6.3%
Not client focused	2.0%
Arrogant in its approach	1.6%
Not aligned with other donors' work	1.6%
The credibility of its knowledge/data	0.0%
Other	0.0%

24. Which of the World Bank Group's instruments do you believe are the MOST effective in promoting economic development in Serbia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=253)
Investment lending	59.3%
Capacity development	38.3%
Technical assistance	34.0%
Policy based lending / budget support to the Government	25.3%
Knowledge products/services	14.6%
Don't know	7.9%
Trust Fund management	4.0%
Other	0.0%

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

25. 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; N=253)
Private Sector	45.5%
Local Government	39.1%
Academia/Think Tanks/Research Institutes	34.0%
Beneficiaries	27.7%
NGOs	14.2%
Parliament	9.1%
Media	8.7%
Donor Community	7.9%
Don't know	2.4%
Foundations	2.0%
Faith-Based Organizations	0.8%
Other	0.8%

To what extent do you agree with the following statements about the World Bank Group's work in Serbia? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
26. Overall the World Bank Group currently plays a relevant role in development in Serbia*	230	23	6.37	2.49
27. The World Bank Group's work is aligned with what I consider the development priorities for Serbia*	213	40	6.19	2.39
28. The World Bank Group supports programs and strategies that are realistic for Serbia	219	34	6.24	2.37
29. The World Bank Group treats clients and stakeholders in Serbia with respect	216	37	7.52	2.30

To what extent is the World Bank Group an effective development partner in Serbia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
30. Responsiveness*	201	52	6.25	2.28
31. Flexibility (in terms of the World Bank Group's products and services)*	197	56	5.81	2.20
32. Flexibility (in terms of changing country circumstances)*	201	52	5.74	2.22
33. Being inclusive*	198	55	6.10	2.20
34. Openness (sharing data and other information)*	207	46	6.96	2.24
35. Staff accessibility*	205	48	6.90	2.47
36. Straightforwardness and honesty*	199	51	6.96	2.45
37. Ease of access to the people at the World Bank Group who are making decisions important to my work	199	54	6.26	2.60
38. Collaboration with groups outside of the Government*	171	82	5.84	2.36
39. Collaboration with the Government*	189	64	7.40	1.95
40. Collaboration with other donors*	155	98	6.61	2.14
41. The speed in which it gets things accomplished on the ground*	193	60	6.23	2.25
42. Being a long-term partner	188	64	7.42	2.19

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

43. To be a more effective development partner in Serbia, do you believe that the World Bank Group should have...?	Percentage of Respondents (N=253)
More local presence	73.5%
The current level of local presence is adequate	14.2%
Less local presence	4.0%
Don't know	8.3%

44. 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=241)
Lack of/inadequate levels of capacity in Government	41.5%
The Government works inefficiently	31.5%
Reforms are not well thought out in light of country challenges	31.1%
Political pressures and obstacles	28.2%
The World Bank Group is not sensitive enough to political/social realities on the ground	19.5%
There is not an adequate level of citizen/civil society participation	18.7%
The World Bank Group does not do adequate follow through/follow-up	6.2%
The World Bank Group works too slowly	5.8%
Poor donor coordination	2.1%
Other	0.0%

C. World Bank Group 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 Serbia? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti-corruption	234	18	7.93	2.40
2. Information and communications technology	237	16	7.94	2.14
3. Transport	238	15	8.50	1.86
4. Law and justice	234	19	7.72	2.45
5. Environmental sustainability	235	18	8.13	2.17
6. Regulatory framework	231	22	8.11	2.21
7. Communicable/non-communicable diseases	224	29	6.74	2.77
8. Poverty reduction	243	10	8.73	1.62
9. Domestic private sector development	244	9	8.76	1.66
10. Foreign direct investment	240	13	8.45	1.87
11. Water and sanitation	233	20	7.52	2.30
12. Trade and exports	236	17	7.64	2.18
13. Economic growth	240	13	8.86	1.58
14. Energy	236	17	8.40	1.78
15. Disaster management	221	32	5.10	2.64
16. Public sector governance/reform	238	15	7.97	2.37
17. Job creation/employment	238	15	8.44	1.85
18. Financial markets	236	17	7.97	2.01
19. Equality of opportunity	234	19	7.48	2.36
20. Health	232	21	7.96	2.05
21. Rural development	233	19	8.30	1.95
22. Global/regional integration	236	17	7.59	2.33
23. Education	241	12	8.37	1.92
24. Social protection	237	16	7.63	2.24
25. Climate change	231	22	7.34	2.40
26. Agricultural development	239	14	8.56	1.79
27. Natural resource management	230	23	7.52	2.37

C. World Bank Group 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 Serbia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti-corruption	159	94	5.52	2.58
2. Information and communications technology	149	104	6.09	2.49
3. Transport	176	77	6.74	2.38
4. Law and justice	149	104	6.03	2.43
5. Environmental sustainability	162	91	6.41	2.44
6. Regulatory framework	174	79	6.86	2.26
7. Communicable/non-communicable diseases	116	137	5.61	2.62
8. Poverty reduction	180	73	5.79	2.47
9. Domestic private sector development	175	78	5.81	2.35
10. Foreign direct investment	160	93	6.11	2.24
11. Water and sanitation	129	124	5.61	2.33
12. Trade and exports	142	111	5.41	2.09
13. Economic growth	162	91	5.89	2.36
14. Energy	156	97	6.03	2.30
15. Disaster management	105	148	4.09	2.35
16. Public sector governance/reform	183	70	6.11	2.37
17. Job creation/employment	167	86	5.19	2.37
18. Financial markets	150	103	5.76	2.23
19. Equality of opportunity	145	108	5.70	2.55
20. Health	140	113	5.89	2.45
21. Rural development	131	122	5.14	2.51
22. Global/regional integration	155	98	6.10	2.35
23. Education	168	85	5.83	2.41
24. Social protection	160	93	5.68	2.47
25. Climate change	134	119	5.41	2.44
26. Agricultural development	150	103	5.71	2.43
27. Natural resource management	121	129	5.14	2.41

3. Where are the World Bank Group's decisions made primarily that support the program in Serbia?	Percentage of Respondents (N=253)
At the Headquarters (in Washington D.C.)	56.9%
In the country	11.9%
Don't know	31.2%

Achieving Development Results	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Serbia?*	210	43	6.55	2.29
(1-To no degree at all, 10-To a very significant degree)				

C. World Bank Group Effectiveness and Results (continued)

To what extent do you agree with the following statements about the World Bank Group in Serbia? (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/grants, Program 4 Result, etc.) meet the needs of Serbia*	199	54	5.53	2.33
6. The World Bank Group meets Serbia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	204	48	5.97	2.29

Internal Evaluation Mechanisms	N	DK	Mean	SD
7. To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Serbia? (1-To no degree at all, 10-To a very significant degree)	146	107	6.51	2.30

D. The World Bank Group's Knowledge Work and Activities
(i.e., Analysis, Studies, 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=241)
Weekly	8.7%
Monthly	26.1%
A few times a year	39.4%
Rarely	19.9%
Never	5.8%

In Serbia, 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	190	63	6.33	2.00
3. Include appropriate level of stakeholder involvement during preparation	180	73	6.15	2.05
4. Are relevant to Serbia's development priorities	198	55	6.91	2.12
5. Lead to practical solutions	196	57	6.79	2.26
6. Are accessible (well written and easy to understand)	198	54	6.99	2.30
7. Are source of relevant information on global good practices	201	52	7.75	1.86
8. Enhance your knowledge and/or skills	205	48	7.70	2.00
9. Are adequately disseminated	202	51	6.58	2.32
10. Are translated enough into local language	186	67	5.65	2.43
11. Are adaptable to Serbia's specific development challenges and country circumstances*	202	50	6.70	2.19

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)	211	42	7.73	2.20
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)	200	52	7.62	1.83

E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's delivery work contribute to solving Serbia's development challenges? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. Conceptualization (understanding and framing the problem)	198	55	7.18	2.20
2. Design (appraising and planning the solutions)	196	57	7.06	2.05
3. Implementation (executing, carrying out, monitoring, and making appropriate adjustments)	196	57	6.91	2.24
4. Evaluation (assessing the impact and results)	192	60	7.05	2.25

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
5. The World Bank Group disburses funds promptly	161	92	8.20	2.01
6. The World Bank Group effectively monitors and evaluates the projects and programs it supports	195	58	7.97	2.02
7. The World Bank Group's approvals and reviews are done in a timely fashion	164	89	7.52	2.15
8. The World Bank Group's "Safeguard Policy" requirements are reasonable	154	99	7.59	2.05
9. The World Bank Group's conditions on its lending are reasonable	169	84	7.40	2.13
10. The World Bank Group takes decisions quickly in Serbia	176	77	6.25	2.43
11. Working with the World Bank Group increases Serbia's institutional capacity	202	51	7.86	2.12
12. The World Bank Group ensures consistency and continuity through staff changes	144	109	7.44	2.08
13. Where country systems are adequate, the World Bank Group makes appropriate use of them*	144	109	7.40	2.19
14. The World Bank Group provides effective implementation support	187	65	7.75	1.96

15. Which of the following best describes the way the World Bank Group operates in Serbia?	Percentage of Respondents (N=225)
The World Bank Group takes too much risk in Serbia	2.2%
The World Bank Group does not take enough risk in Serbia	28.0%
The World Bank Group's approach to risk is appropriate	32.0%
Don't know	37.8%
Prefer not to answer	-

F. The Future Role of the World Bank Group in Serbia

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Serbia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=234)
Increase the level of capacity development in the country	35.5%
Reach out more to groups outside of Government	28.6%
Collaborate more effectively with Government clients	22.2%
Offer more innovative financial products	20.5%
Reduce the complexity of obtaining World Bank Group financing	18.8%
Improve the competitiveness of its financing compared to markets	18.4%
Provide more adequate data/knowledge/ statistics/figures on Serbia's economy	14.1%
Offer more innovative knowledge services	13.2%
Improve the quality of its experts as related to Serbia's specific challenges	12.8%
Work faster	4.7%
Ensure greater selectivity in its work	2.6%
Other	0.0%

2. When considering the combination of services that the World Bank Group offers in Serbia, 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 Serbia?	Percentage of Respondents (N=206)
The combination is appropriate for Serbia	38.7%
Financial services	24.1%
Knowledge products	21.3%
Don't know	10.7%
Convening services	5.1%
None of the above	-

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Serbia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=234)
Internet	76.1%
Local newspapers	38.0%
Periodicals	22.6%
Local television	21.8%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	6.0%
International newspapers	4.7%
Instant messaging	4.3%
Other	4.3%
International television	3.0%
Mobile phones	1.7%
Local radio	1.3%
Blogs	1.3%
International radio	0.4%

G. Communication and Information Sharing (continued)

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=233)
World Bank Group's seminars/workshops/conferences	46.8%
e-Newsletters	40.8%
Direct contact with World Bank Group	37.8%
World Bank Group's publications and other written materials	27.0%
World Bank Group's website	22.3%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	4.3%
Mobile phones	3.0%
Blogs	2.6%
Other	0.0%

3. Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?	Percentage of Respondents (N=253)
Yes	13.8%
No	86.2%

4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=253)
Yes	19.0%
No	81.0%

5. Were you able to obtain this information?	Percentage of Respondents (N=48)
Yes	60.4%
No	39.6%

6. Do you have access to the Internet?	Percentage of Respondents (N=253)
Yes	87.7%
No	12.3%

7. Do you use/have used the World Bank Group website?	Percentage of Respondents (N=253)
Yes	78.3%
No	21.7%

8. Which do you primarily use?	Percentage of Respondents (N=253)
The World Bank Group's country website (www.worldbank.org/serbia)	34.0%
The World Bank Group's main website (www.worldbank.org)	42.7%
None of the above	23.3%

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
9. I use/consult World Bank Group's data more often than I did a few years ago	219	34	5.85	3.11
10. I find the World Bank Group's websites easy to navigate.	195	58	7.27	2.28
11. I find the information on the World Bank Group's websites useful.	191	62	7.99	2.12
12. The World Bank Group's social media channels are valuable sources of information about the institution.	149	104	4.45	2.95
13. When I need information from the World Bank Group I know how to find it.	204	49	7.50	2.78
14. The World Bank Group is responsive to my information requests and inquiries.	139	114	7.35	2.49

H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=253)
Academia/Research Institute/Think Tank	18.6%
Media	12.3%
Employee of a Ministry, Ministerial Department or Implementation Agency	11.9%
NGO	11.1%
Local Government Office or Staff	7.9%
Office of Parliamentarian	6.7%
Private Sector Organization	5.9%
Consultant/Contractor working on World Bank Group supported Project/Program	5.1%
Project Management Unit (PMU) overseeing implementation of project	4.0%
Financial Sector/Private Bank	3.6%
Independent Government Institution	2.4%
Office of Minister	2.0%
Bilateral Agency	2.0%
Multilateral Agency	2.0%
Community Based Organization	1.6%
Private Foundation	1.2%
Trade Union	1.2%
Judiciary Branch	.8%

H. Background Information (continued)

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=238)
Other	15.1%
Financial markets / banking	13.4%
Education	12.6%
Public sector governance / public financial management / anti-corruption	10.1%
Private sector development / foreign direct investment	7.6%
Agriculture/ rural development / food security	5.9%
Health / communicable/non-communicable diseases	5.5%
Law and justice / regulatory framework	5.5%
Social protection	4.6%
Information and communications technology	4.2%
Energy	3.8%
Natural resource management / environmental sustainability	3.8%
Gender equity / equality of opportunity	2.1%
Job creation/employment	1.7%
Transport	1.7%
Urban development	1.7%
Water and sanitation	.8%

3a. Currently, do you professionally collaborate/work with the World Bank Group in your country?	Percentage of Respondents (N=253)
Yes	26.1%
No	73.9%

3b. Have you professionally collaborated/worked with the World Bank Group during the past five years?	Percentage of Respondents (N=253)
Yes	26.1%
No	73.9%

3c. Which of the following best describes your position, when you collaborated/ worked with the World Bank Group in the past? (Select only ONE response)	Percentage of Respondents (N=81)
Consultant/Contractor working on World Bank Group supported Project/Program	22.2%
Academia/Research Institute/Think Tank	16.0%
Local Government Office or Staff	14.8%
NGO	8.6%
Employee of a Ministry, Ministerial Department or Implementation Agency	6.2%
Other	6.2%
Office of Minister	4.9%
Project Management Unit (PMU) overseeing implementation of project	4.9%
Media	3.7%
Office of the President, Prime Minister	2.5%
Multilateral Agency	2.5%
Private Foundation	2.5%
Office of Parliamentarian	1.2%
Bilateral Agency	1.2%
Private Sector Organization	1.2%
Financial Sector/Private Bank	1.2%

4. Which of the following agencies of the World Bank Group do you work with in Serbia? (Select all that apply)	Percentage of Respondents (N=134)
The World Bank (IBRD/IDA)	87.3%
The International Finance Corporation (IFC)	27.6%
The Multilateral Investment Guarantee Agency (MIGA)	0.7%

5. Which of the following describes most of your exposure to the World Bank Group in Serbia? (Choose no more than TWO)	Percentage of Respondents (N=234)
Collaborate as part of my professional duties	45.3%
Use World Bank Group reports/data	35.5%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	29.1%
Use World Bank Group website for information, data, research, etc.	26.1%
Engage in World Bank Group related/sponsored events/activities	24.4%

6. Which best represents your geographic location?	Percentage of Respondents (N=253)
Belgrade	66.8%
Vojvodina	13.4%
Central Serbia	11.5%
South Serbia	8.3%

Appendix B: Responses to All Questions by Stakeholder Groups

Office of a Parliamentarian N=17 ● Employee of a Ministry N=30 ● Consultant on WBG project/PMU N=23
 Local Government N=20 ● Bilateral/Multilateral Agency N=10 ● Private Sector/Financial Sector/Private Bank N=24
 NGO/CBO/Private Foundation N=35 ● Media N=31 ● Academia N=47 ● Other N=16

A. General Issues Facing Serbia

In general, how would you say that Serbia is headed in...?*

Percentage of Respondents	Office of a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
The right direction	76.5%	36.7%	39.1%	40.0%	60.0%	41.7%	25.7%	38.7%	25.5%	50.0%
The wrong direction	5.9%	30.0%	8.7%	35.0%	30.0%	12.5%	31.4%	32.3%	17.0%	6.3%
Not sure	17.6%	33.3%	52.2%	25.0%	10.0%	45.8%	42.9%	29.0%	57.4%	43.8%

*Significantly different between stakeholder groups

A. General Issues Facing Serbia (continued)

Listed below are a number of development priorities in Serbia. Please identify which of the following you consider the most important development priorities in Serbia. (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
Social protection	5.9%	13.8%	4.3%	0.0%	0.0%	0.0%	17.1%	6.5%	6.5%	13.3%
Transport	23.5%	13.8%	4.3%	10.5%	0.0%	20.8%	5.7%	9.7%	10.9%	6.7%
Public sector governance/reform	35.3%	27.6%	39.1%	47.4%	80.0%	33.3%	42.9%	58.1%	43.5%	60.0%
Global/regional integration	5.9%	0.0%	17.4%	0.0%	10.0%	4.2%	8.6%	9.7%	13.0%	6.7%
Domestic private sector development	35.3%	31.0%	30.4%	42.1%	40.0%	37.5%	20.0%	38.7%	32.6%	20.0%
Foreign direct investment	17.6%	10.3%	8.7%	26.3%	0.0%	8.3%	8.6%	9.7%	10.9%	20.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
Anti-corruption	17.6%	20.7%	26.1%	10.5%	20.0%	29.2%	28.6%	29.0%	26.1%	33.3%
Job creation/employment	41.2%	37.9%	34.8%	57.9%	20.0%	25.0%	34.3%	54.8%	30.4%	46.7%
Rural development	0.0%	6.9%	17.4%	10.5%	0.0%	8.3%	8.6%	3.2%	8.7%	0.0%
Financial markets	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	13.0%	5.3%	0.0%	8.3%	2.9%	3.2%	10.9%	0.0%
Equality of opportunity	0.0%	3.4%	4.3%	0.0%	20.0%	0.0%	14.3%	0.0%	4.3%	6.7%
Health	11.8%	6.9%	0.0%	5.3%	0.0%	8.3%	5.7%	6.5%	6.5%	0.0%
Education*	23.5%	27.6%	17.4%	0.0%	50.0%	12.5%	22.9%	9.7%	34.8%	13.3%
Poverty reduction	5.9%	6.9%	13.0%	5.3%	0.0%	4.2%	11.4%	9.7%	2.2%	6.7%
Energy	0.0%	10.3%	8.7%	5.3%	0.0%	4.2%	11.4%	6.5%	2.2%	13.3%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%
Agricultural development*	17.6%	27.6%	4.3%	42.1%	20.0%	33.3%	11.4%	9.7%	10.9%	6.7%
Trade and exports	5.9%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	3.2%	0.0%	0.0%
Economic growth	29.4%	20.7%	26.1%	10.5%	30.0%	20.8%	22.9%	12.9%	28.3%	33.3%
Law and justice	11.8%	6.9%	8.7%	0.0%	10.0%	12.5%	11.4%	9.7%	6.5%	6.7%
Regulatory framework	5.9%	3.4%	0.0%	5.3%	0.0%	12.5%	8.6%	3.2%	2.2%	6.7%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management*	0.0%	3.4%	13.0%	10.5%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	10.3%	8.7%	5.3%	0.0%	4.2%	0.0%	0.0%	2.2%	0.0%

*Significantly different between stakeholder groups

A. General Issues Facing Serbia (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 Serbia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
Water and sanitation	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	2.1%	0.0%
Equality of opportunity	5.9%	10.3%	0.0%	0.0%	0.0%	8.3%	22.9%	9.7%	14.9%	13.3%
Economic growth	58.8%	51.7%	69.6%	52.6%	80.0%	37.5%	37.1%	64.5%	48.9%	60.0%
Climate change	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration*	11.8%	0.0%	4.3%	0.0%	30.0%	0.0%	5.7%	3.2%	8.5%	6.7%
Rural development	23.5%	24.1%	21.7%	31.6%	10.0%	41.7%	17.1%	6.5%	14.9%	20.0%
Regulatory framework	0.0%	0.0%	4.3%	5.3%	10.0%	12.5%	5.7%	3.2%	6.4%	0.0%
Social protection	0.0%	31.0%	8.7%	10.5%	20.0%	12.5%	17.1%	22.6%	23.4%	26.7%
Law and justice	0.0%	3.4%	0.0%	5.3%	10.0%	8.3%	2.9%	12.9%	8.5%	6.7%
Transport	5.9%	0.0%	0.0%	10.5%	0.0%	4.2%	2.9%	0.0%	4.3%	13.3%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology*	0.0%	0.0%	13.0%	0.0%	10.0%	0.0%	0.0%	0.0%	2.1%	6.7%
Anti-corruption	23.5%	6.9%	13.0%	10.5%	10.0%	20.8%	14.3%	19.4%	17.0%	33.3%
Domestic private sector development	47.1%	24.1%	39.1%	31.6%	20.0%	50.0%	45.7%	41.9%	34.0%	26.7%
Foreign direct investment*	41.2%	24.1%	13.0%	21.1%	0.0%	12.5%	14.3%	12.9%	2.1%	6.7%
Education	23.5%	44.8%	17.4%	15.8%	30.0%	16.7%	28.6%	16.1%	42.6%	33.3%
Energy	0.0%	3.4%	8.7%	0.0%	0.0%	0.0%	2.9%	6.5%	0.0%	0.0%
Public sector governance/reform	11.8%	6.9%	4.3%	10.5%	30.0%	20.8%	22.9%	6.5%	10.6%	6.7%
Natural resource management	0.0%	3.4%	0.0%	5.3%	0.0%	4.2%	0.0%	3.2%	4.3%	0.0%
Environmental sustainability	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	2.9%	0.0%	4.3%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	3.4%	4.3%	5.3%	0.0%	4.2%	0.0%	6.5%	4.3%	0.0%
Agricultural development	11.8%	17.2%	30.4%	31.6%	20.0%	16.7%	0.0%	9.7%	14.9%	13.3%
Job creation/employment	35.3%	34.5%	43.5%	52.6%	20.0%	25.0%	54.3%	48.4%	29.8%	26.7%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.5%	0.0%	0.0%

*Significantly different between stakeholder groups

A. General Issues Facing Serbia (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 Serbia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
Energy*	29.4%	20.7%	8.7%	31.6%	10.0%	4.2%	8.6%	25.8%	12.8%	0.0%
Equality of opportunity	0.0%	6.9%	0.0%	5.3%	0.0%	4.2%	0.0%	9.7%	6.4%	0.0%
Social protection	0.0%	3.4%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	17.6%	6.9%	17.4%	0.0%	20.0%	12.5%	14.3%	9.7%	14.9%	6.7%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption*	17.6%	20.7%	56.5%	10.5%	20.0%	20.8%	22.9%	16.1%	31.9%	40.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	11.8%	6.9%	4.3%	15.8%	0.0%	16.7%	17.1%	6.5%	4.3%	0.0%
Foreign direct investment	58.8%	51.7%	52.2%	31.6%	20.0%	33.3%	48.6%	48.4%	38.3%	26.7%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	2.1%	0.0%
Education*	35.3%	10.3%	8.7%	15.8%	40.0%	33.3%	25.7%	9.7%	38.3%	13.3%
Information and communications technology	5.9%	17.2%	13.0%	15.8%	20.0%	4.2%	8.6%	9.7%	6.4%	6.7%
Regulatory framework	5.9%	17.2%	13.0%	10.5%	60.0%	25.0%	25.7%	19.4%	25.5%	20.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	29.4%	10.3%	17.4%	10.5%	10.0%	20.8%	25.7%	29.0%	14.9%	26.7%
Public sector governance/reform	17.6%	24.1%	34.8%	10.5%	40.0%	25.0%	17.1%	22.6%	36.2%	40.0%
Domestic private sector development	0.0%	3.4%	8.7%	10.5%	0.0%	4.2%	5.7%	3.2%	4.3%	0.0%
Job creation/employment	17.6%	24.1%	21.7%	31.6%	20.0%	20.8%	25.7%	35.5%	19.1%	46.7%
Agricultural development*	35.3%	51.7%	26.1%	68.4%	10.0%	45.8%	22.9%	41.9%	21.3%	40.0%
Transport	11.8%	3.4%	8.7%	10.5%	10.0%	20.8%	14.3%	6.5%	4.3%	26.7%
Natural resource management*	5.9%	13.8%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.7%	0.0%	4.3%	0.0%
Health	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%
Law and justice	0.0%	3.4%	4.3%	5.3%	20.0%	4.2%	5.7%	3.2%	6.4%	0.0%
Financial markets	0.0%	3.4%	0.0%	10.5%	0.0%	4.2%	2.9%	3.2%	0.0%	6.7%

*Significantly different between stakeholder groups

A. General Issues Facing Serbia (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 Serbia? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
Better employment opportunities for young people	41.2%	37.9%	21.7%	36.8%	20.0%	25.0%	22.9%	25.8%	42.6%	40.0%
Better employment opportunities for women	5.9%	3.4%	0.0%	5.3%	0.0%	0.0%	2.9%	6.5%	0.0%	0.0%
Greater voice and participation for citizens to help ensure greater accountability	5.9%	17.2%	8.7%	10.5%	30.0%	4.2%	20.0%	12.9%	8.5%	20.0%
Greater access to health services	0.0%	6.9%	0.0%	0.0%	0.0%	0.0%	0.0%	3.2%	4.3%	6.7%
Better entrepreneurial opportunities	23.5%	17.2%	30.4%	42.1%	30.0%	29.2%	22.9%	25.8%	21.3%	0.0%
A growing middle class	29.4%	27.6%	17.4%	10.5%	10.0%	33.3%	17.1%	16.1%	12.8%	20.0%
Better opportunity for the poor who live in rural areas	0.0%	0.0%	4.3%	5.3%	0.0%	4.2%	5.7%	3.2%	0.0%	0.0%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.7%	0.0%	0.0%	0.0%
Consistent economic growth	52.9%	48.3%	73.9%	42.1%	30.0%	50.0%	40.0%	54.8%	48.9%	40.0%
More reliable social safety net	0.0%	0.0%	17.4%	0.0%	0.0%	4.2%	5.7%	9.7%	4.3%	6.7%
Greater equity of fiscal policy*	0.0%	0.0%	17.4%	15.8%	10.0%	8.3%	0.0%	16.1%	2.1%	20.0%
Education and training that better ensure job opportunity*	35.3%	24.1%	4.3%	26.3%	40.0%	29.2%	42.9%	22.6%	46.8%	40.0%
Better quality public services	5.9%	10.3%	4.3%	0.0%	10.0%	8.3%	11.4%	3.2%	6.4%	6.7%
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

	Office of a Parliamentarian			Employee of a Ministry			Consultant on WBG Project/PMU			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/Private Foundation			Media			Academia/ Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Serbia?	17	5.18	2.33	30	5.77	2.40	23	6.39	2.92	20	5.00	1.97	10	6.90	2.56	24	6.21	2.60	35	4.89	2.21	31	6.26	2.24	47	5.57	2.47	16	6.06	3.07

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

	Office of a Parliamentarian			Employee of a Ministry			Consultant on WBG Project/PMU			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/Private Foundation			Media			Academia/ Research Institute			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 Group's effectiveness in Serbia.	16	6.19	2.32	25	6.60	1.83	21	6.67	2.52	16	6.31	2.30	10	6.10	1.60	20	6.95	1.96	27	5.63	2.19	29	5.90	1.95	41	5.93	2.04	13	6.15	2.27

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

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

	Office of a Parliamentarian			Employee of a Ministry			Consultant on WBG Project/PMU			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/Private Foundation			Media			Academia/ Research Institute			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 Serbia solve its most complicated development challenges?	15	7.20	2.24	26	7.00	2.04	22	6.91	2.02	15	6.67	1.72	10	6.60	2.17	21	7.10	1.92	28	6.18	2.33	27	6.52	2.21	40	6.65	2.21	13	6.46	2.67

(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 Serbia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Serbia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
Social protection	0.0%	10.3%	4.3%	5.0%	10.0%	0.0%	2.9%	9.7%	2.1%	13.3%
Public sector governance/reform	17.6%	44.8%	39.1%	25.0%	50.0%	37.5%	31.4%	45.2%	46.8%	33.3%
Transport*	41.2%	10.3%	8.7%	30.0%	20.0%	16.7%	11.4%	16.1%	21.3%	46.7%
Poverty reduction	5.9%	20.7%	13.0%	20.0%	0.0%	8.3%	17.1%	6.5%	6.4%	26.7%
Global/regional integration	11.8%	6.9%	4.3%	5.0%	0.0%	0.0%	11.4%	6.5%	6.4%	0.0%
Domestic private sector development	47.1%	34.5%	39.1%	35.0%	10.0%	50.0%	37.1%	45.2%	34.0%	13.3%
Rural development	5.9%	13.8%	0.0%	15.0%	10.0%	12.5%	17.1%	6.5%	12.8%	6.7%
Foreign direct investment	29.4%	6.9%	13.0%	25.0%	20.0%	12.5%	5.7%	9.7%	12.8%	6.7%
Water and sanitation*	11.8%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
Energy	23.5%	13.8%	4.3%	5.0%	0.0%	4.2%	8.6%	9.7%	6.4%	26.7%
Job creation/employment	17.6%	17.2%	34.8%	25.0%	0.0%	41.7%	20.0%	19.4%	19.1%	40.0%
Financial markets	0.0%	13.8%	4.3%	0.0%	10.0%	8.3%	2.9%	9.7%	2.1%	6.7%
Environmental sustainability	0.0%	3.4%	8.7%	10.0%	0.0%	0.0%	11.4%	0.0%	6.4%	0.0%
Equality of opportunity	0.0%	3.4%	0.0%	5.0%	10.0%	4.2%	8.6%	3.2%	6.4%	0.0%
Health	5.9%	10.3%	4.3%	5.0%	0.0%	8.3%	5.7%	12.9%	12.8%	0.0%
Education*	29.4%	17.2%	26.1%	15.0%	60.0%	12.5%	34.3%	16.1%	40.4%	13.3%
Climate change	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%
Agricultural development	23.5%	20.7%	17.4%	35.0%	10.0%	20.8%	5.7%	22.6%	12.8%	20.0%
Trade and exports	0.0%	3.4%	0.0%	0.0%	0.0%	4.2%	2.9%	0.0%	2.1%	0.0%
Economic growth	5.9%	17.2%	30.4%	20.0%	30.0%	16.7%	11.4%	32.3%	17.0%	33.3%
Law and justice	5.9%	3.4%	8.7%	0.0%	20.0%	4.2%	8.6%	3.2%	6.4%	0.0%
Regulatory framework	11.8%	6.9%	8.7%	0.0%	20.0%	16.7%	17.1%	16.1%	6.4%	6.7%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	5.9%	6.9%	17.4%	5.0%	0.0%	12.5%	17.1%	9.7%	6.4%	6.7%
Information & communications technology	0.0%	13.8%	4.3%	0.0%	10.0%	4.2%	0.0%	0.0%	6.4%	0.0%
Disaster management	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 (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 Serbia?

Greatest Value	Office of a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
Percentage of Respondents										
Convening/Facilitating	23.5%	10.0%	8.7%	0.0%	0.0%	16.7%	5.7%	6.5%	12.8%	6.7%
Data*	5.9%	0.0%	0.0%	10.0%	0.0%	4.2%	8.6%	3.2%	0.0%	20.0%
Policy advice, studies, analyses*	11.8%	3.3%	4.3%	0.0%	40.0%	8.3%	14.3%	16.1%	23.4%	40.0%
Financial resources	35.3%	23.3%	52.2%	40.0%	20.0%	25.0%	17.1%	41.9%	21.3%	13.3%
Capacity development	5.9%	30.0%	8.7%	15.0%	20.0%	29.2%	31.4%	25.8%	29.8%	6.7%
Technical assistance	0.0%	10.0%	17.4%	10.0%	20.0%	4.2%	8.6%	0.0%	6.4%	0.0%
Mobilizing third party financial resources	17.6%	13.3%	4.3%	10.0%	0.0%	4.2%	5.7%	6.5%	6.4%	6.7%
Donor coordination	0.0%	3.3%	0.0%	15.0%	0.0%	4.2%	5.7%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	6.7%	4.3%	0.0%	0.0%	4.2%	2.9%	0.0%	0.0%	6.7%
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

2 nd Greatest Value	Office of a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
Percentage of Respondents										
Convening/Facilitating	0.0%	5.9%	14.3%	8.3%	0.0%	9.1%	5.6%	0.0%	4.5%	0.0%
Data	0.0%	5.9%	14.3%	0.0%	25.0%	18.2%	5.6%	0.0%	9.1%	14.3%
Policy advice, studies, analyses	44.4%	5.9%	0.0%	16.7%	25.0%	9.1%	11.1%	33.3%	27.3%	14.3%
Financial resources	22.2%	5.9%	14.3%	25.0%	0.0%	36.4%	22.2%	8.3%	18.2%	57.1%
Capacity development	22.2%	23.5%	14.3%	8.3%	25.0%	0.0%	27.8%	16.7%	13.6%	14.3%
Technical assistance	0.0%	17.6%	14.3%	25.0%	0.0%	0.0%	5.6%	8.3%	13.6%	0.0%
Mobilizing third party financial resources	0.0%	11.8%	0.0%	0.0%	25.0%	9.1%	5.6%	25.0%	13.6%	0.0%
Donor coordination	11.1%	5.9%	14.3%	8.3%	0.0%	0.0%	11.1%	8.3%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	17.6%	14.3%	8.3%	0.0%	18.2%	5.6%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

	Office of a Parliamentarian			Employee of a Ministry			Consultant on WBG Project/PMU			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/Private Foundation			Media			Academia/ Research Institute			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	11	6.00	2.57	24	6.42	2.24	19	6.58	2.24	14	4.93	2.53	9	6.22	2.17	18	5.28	2.08	29	6.00	2.35	26	5.00	1.86	38	5.79	2.41	14	6.14	2.28
Data	11	7.73	2.24	25	6.76	2.03	20	7.10	2.43	16	6.13	2.13	10	6.70	1.89	20	6.40	2.14	31	7.13	2.54	31	7.00	2.21	40	7.05	2.29	14	7.36	2.24
Policy advice, studies, analyses	13	7.08	2.93	25	6.56	1.98	20	7.70	2.06	17	7.00	2.21	10	7.60	1.84	20	6.45	2.06	31	6.87	2.13	30	6.77	1.81	43	7.26	2.09	15	7.47	2.17
Financial resources*	13	7.54	1.98	27	7.04	2.18	19	8.21	1.72	18	6.28	1.90	9	5.89	1.90	20	6.65	2.32	30	6.23	2.30	30	5.90	2.17	40	6.15	2.05	15	6.13	2.53
Technical assistance*	12	7.17	1.99	27	6.70	2.18	20	8.30	1.42	16	6.19	2.26	10	6.40	2.32	20	6.60	2.14	29	6.10	2.02	27	6.89	1.87	42	6.57	2.19	15	6.20	2.08
Mobilizing third party financial resources	11	5.73	2.72	22	6.55	2.65	17	6.35	2.67	14	5.43	2.31	8	5.00	1.93	19	5.32	2.43	26	5.88	2.14	26	5.73	1.95	35	5.31	2.23	13	5.08	2.10
Donor coordination	11	5.45	2.42	24	6.79	2.28	19	6.21	2.55	15	5.67	2.23	10	5.60	2.68	19	5.00	1.94	27	6.26	2.12	27	5.81	1.98	38	5.71	2.48	14	5.43	2.34
Linkage to non-Bank expertise	9	7.22	2.86	22	6.41	2.48	15	6.27	2.37	12	5.92	2.23	7	5.57	1.99	17	4.82	1.94	21	5.62	2.20	24	6.29	1.99	32	5.22	2.39	13	6.15	2.61

(1-Not effective at all, 10-Very effective) *Significantly different between stakeholder groups

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

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

	Office of a Parliamentarian			Employee of a Ministry			Consultant on WBG Project/PMU			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/Private Foundation			Media			Academia/ Research Institute			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*	16	5.19	2.86	25	6.32	2.70	23	6.17	3.03	19	5.42	2.85	9	6.00	2.12	23	5.22	2.61	35	8.03	2.62	31	5.58	3.02	43	5.70	2.92	16	4.81	2.90
The public sector, related to implementation of specific development projects on the ground	16	7.94	2.74	28	8.43	1.64	23	8.96	1.67	18	8.17	1.72	9	7.00	2.18	23	7.96	2.27	35	8.26	2.67	29	7.55	2.08	44	7.86	2.09	16	8.06	2.54
The public sector, related to changing institutions	16	7.69	2.39	28	8.46	1.67	23	8.13	2.42	18	7.06	2.69	9	7.78	1.72	24	7.58	2.67	34	8.21	2.50	29	7.55	2.03	44	7.89	2.14	15	8.13	2.75

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

	Office of a Parliamentarian			Employee of a Ministry			Consultant on WBG Project/PMU			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/Private Foundation			Media			Academia/ Research Institute			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 (or other organizational strengthening)*	14	6.93	2.65	27	7.11	2.08	23	8.35	2.17	17	6.76	1.89	8	6.00	2.14	18	7.22	2.13	26	6.42	2.73	30	6.17	2.05	41	6.76	2.15	13	5.31	2.43
Citizen engagement (incorporating citizens' voices into development)	10	5.40	2.72	21	5.10	2.39	16	4.75	1.84	10	6.10	2.23	10	4.10	1.10	10	5.40	2.95	22	5.09	2.72	25	3.56	1.78	29	4.21	2.76	11	3.91	1.97
Policy design (for clarity and better incentives to achieve development goals)	14	6.57	2.71	26	6.69	1.96	20	7.25	2.61	13	6.69	1.60	10	6.60	2.07	13	6.38	2.96	24	6.25	2.23	30	5.60	2.50	37	6.68	2.40	13	5.92	2.43

(1-Not effective at all, 10-Very effective) *Significantly different between stakeholder groups

When thinking about how to improve capacity building in Serbia 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?

	Office of a Parliamentarian			Employee of a Ministry			Consultant on WBG Project/PMU			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/Private Foundation			Media			Academia/ Research Institute			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 (or other organizational strengthening)*	15	8.53	1.81	28	7.82	2.26	23	9.17	1.19	19	8.26	1.49	9	5.89	2.62	19	8.68	1.70	35	8.54	2.13	30	7.53	2.26	44	7.50	2.46	15	7.33	2.19
Citizen engagement (incorporating citizens' voices into development)*	14	6.57	2.17	22	7.18	2.44	21	7.95	2.46	16	6.44	2.87	9	5.22	2.59	15	7.27	2.52	32	8.09	2.51	27	6.48	2.41	39	7.10	2.76	13	5.62	2.66
Policy design (for clarity and better incentives to achieve development goals)	15	7.80	2.27	28	7.82	1.96	21	9.19	1.37	17	7.76	2.36	10	7.00	2.49	19	8.21	2.12	33	8.58	1.99	29	7.28	2.59	40	8.13	2.10	15	7.80	2.15

(1-Not important at all, 10-Very important) *Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses Combined)	Office of a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
Staff too inaccessible	5.9%	0.0%	8.7%	5.0%	0.0%	4.2%	8.6%	9.7%	8.5%	6.3%
Not exploring alternative policy options	11.8%	10.0%	8.7%	10.0%	10.0%	4.2%	2.9%	6.5%	8.5%	0.0%
Not adequately sensitive to political/social realities in Serbia	17.6%	26.7%	26.1%	25.0%	20.0%	4.2%	11.4%	19.4%	12.8%	25.0%
Not enough public disclosure of its work*	35.3%	6.7%	17.4%	10.0%	20.0%	29.2%	25.7%	3.2%	12.8%	6.3%
Arrogant in its approach*	0.0%	3.3%	0.0%	15.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not aligned with country priorities	5.9%	3.3%	13.0%	5.0%	20.0%	8.3%	8.6%	3.2%	4.3%	12.5%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex	11.8%	13.3%	13.0%	15.0%	0.0%	20.8%	8.6%	16.1%	21.3%	18.8%
Not willing to honestly criticize policies and reform efforts in the country*	5.9%	20.0%	17.4%	20.0%	60.0%	25.0%	14.3%	32.3%	21.3%	0.0%
Too influenced by developed countries	5.9%	10.0%	0.0%	25.0%	0.0%	12.5%	11.4%	22.6%	14.9%	6.3%
Imposing technocratic solutions without regard to political realities	5.9%	13.3%	17.4%	5.0%	10.0%	16.7%	11.4%	9.7%	10.6%	12.5%
World Bank Group's processes too slow	0.0%	20.0%	17.4%	5.0%	0.0%	4.2%	5.7%	6.5%	6.4%	0.0%
Too bureaucratic in its operational policies and procedures	5.9%	20.0%	17.4%	10.0%	20.0%	16.7%	5.7%	16.1%	19.1%	25.0%
Not aligned with other donors' work	0.0%	0.0%	4.3%	5.0%	10.0%	4.2%	0.0%	0.0%	0.0%	0.0%
Not collaborating enough with non-state actors	23.5%	3.3%	8.7%	0.0%	10.0%	16.7%	22.9%	6.5%	21.3%	12.5%
Not client focused	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	3.2%	2.1%	6.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	17.6%	20.0%	8.7%	20.0%	10.0%	8.3%	25.7%	12.9%	12.8%	31.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
Capacity development*	23.5%	33.3%	21.7%	20.0%	60.0%	54.2%	45.7%	32.3%	53.2%	25.0%
Policy based lending / budget support to the Government*	52.9%	30.0%	34.8%	25.0%	10.0%	16.7%	11.4%	35.5%	17.0%	31.3%
Knowledge products/services	11.8%	13.3%	21.7%	10.0%	20.0%	8.3%	8.6%	6.5%	19.1%	37.5%
Investment lending	52.9%	53.3%	69.6%	75.0%	40.0%	66.7%	54.3%	77.4%	44.7%	62.5%
Technical assistance	17.6%	33.3%	17.4%	35.0%	40.0%	41.7%	42.9%	35.5%	40.4%	18.8%
Trust Fund management	5.9%	0.0%	4.3%	5.0%	10.0%	4.2%	5.7%	6.5%	2.1%	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	5.9%	13.3%	13.0%	5.0%	10.0%	4.2%	8.6%	0.0%	8.5%	12.5%

*Significantly different between stakeholder groups

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)	Office of a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
Academia/Think Tanks/Research Inst.*	11.8%	30.0%	26.1%	15.0%	40.0%	33.3%	31.4%	16.1%	74.5%	18.8%
Donor Community	11.8%	6.7%	17.4%	15.0%	20.0%	4.2%	5.7%	6.5%	4.3%	0.0%
Media*	11.8%	3.3%	0.0%	0.0%	20.0%	20.8%	0.0%	32.3%	4.3%	0.0%
NGOs*	0.0%	3.3%	13.0%	0.0%	20.0%	4.2%	60.0%	3.2%	12.8%	6.3%
Local Government*	64.7%	36.7%	43.5%	90.0%	20.0%	29.2%	40.0%	41.9%	17.0%	31.3%
Private Sector*	47.1%	46.7%	21.7%	45.0%	50.0%	79.2%	31.4%	51.6%	38.3%	62.5%
Parliament*	35.3%	6.7%	8.7%	0.0%	10.0%	0.0%	2.9%	16.1%	8.5%	12.5%
Beneficiaries	17.6%	30.0%	34.8%	25.0%	10.0%	16.7%	17.1%	32.3%	36.2%	43.8%
Foundations	0.0%	6.7%	0.0%	5.0%	0.0%	4.2%	2.9%	0.0%	0.0%	0.0%
Faith-Based Organizations	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	2.9%	0.0%	0.0%	0.0%
Other*	0.0%	0.0%	8.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	10.0%	4.3%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	6.3%

*Significantly different between stakeholder groups

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

	Office of a Parliamentarian			Employee of a Ministry			Consultant on WBG Project/PMU			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/Private Foundation			Media			Academia/ Research Institute			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 Serbia	16	7.06	2.82	28	6.46	2.25	22	7.55	2.35	18	5.56	2.33	10	5.70	2.63	21	6.76	2.39	30	6.83	2.47	30	5.73	2.10	43	5.81	2.68	12	6.67	2.67
The World Bank Group's work is aligned with what I consider the development priorities for Serbia	14	5.93	2.95	23	6.52	2.25	23	7.43	1.90	16	5.44	2.28	9	5.11	1.90	20	6.05	2.24	29	6.62	2.51	27	5.81	2.50	41	5.80	2.36	11	6.73	2.65
The World Bank Group supports programs and strategies that are realistic for Serbia*	14	6.36	2.74	26	6.50	2.03	21	7.62	1.63	16	5.19	2.74	10	4.90	1.85	20	5.95	2.35	28	6.71	2.51	29	5.83	2.44	43	6.02	2.35	12	6.83	2.41
The World Bank Group treats clients and stakeholders in Serbia with respect	14	7.64	2.13	27	7.74	1.99	21	8.62	1.43	16	7.06	2.65	10	7.10	2.42	20	7.55	2.52	29	7.83	2.33	26	6.96	2.62	40	7.05	2.40	13	7.92	2.18

*Significantly different between stakeholder groups

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

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

	Office of a Parliamentarian			Employee of a Ministry			Consultant on WBG Project/PMU			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/Private Foundation			Media			Academia/ Research Institute			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	9	7.22	1.72	23	6.87	2.05	23	7.48	2.43	16	6.06	1.48	10	5.10	2.81	19	6.16	1.89	26	6.00	2.43	26	6.15	2.20	39	5.67	2.44	10	6.00	2.21
Flexibility (in terms of the World Bank Group's products and	11	6.64	2.01	22	6.14	1.91	21	6.52	2.44	16	5.75	1.69	10	4.90	2.13	20	6.65	2.37	24	5.21	2.06	25	5.40	2.16	38	5.55	2.50	10	5.40	1.35
Flexibility (in terms of changing country circumstances)	11	6.27	2.37	21	6.19	2.09	23	6.13	2.60	16	5.63	1.93	10	4.80	1.55	20	6.25	2.29	25	5.40	2.38	27	5.48	2.29	38	5.47	2.19	10	5.90	1.91
Being inclusive*	11	6.64	2.69	25	6.44	1.81	20	7.55	2.28	14	6.50	1.65	8	5.38	2.07	18	6.67	2.00	27	5.81	2.19	28	5.29	2.23	38	5.50	2.31	9	6.11	1.45
Openness (sharing data and other information)	11	6.73	3.17	23	6.91	2.09	21	8.10	2.10	14	6.57	1.60	9	7.00	2.35	20	7.30	1.98	27	6.70	2.20	29	6.76	2.57	41	6.66	2.42	12	7.25	1.29
Staff accessibility*	9	5.67	3.94	24	7.46	2.09	22	8.32	1.59	16	6.25	1.88	10	7.10	2.28	20	7.45	2.54	24	6.50	2.74	28	6.64	2.67	40	6.28	2.57	12	7.33	1.23
Straightforwardness and honesty*	10	6.60	3.37	25	7.32	2.19	19	8.47	1.71	15	6.67	1.59	10	6.20	2.66	20	8.20	1.47	23	6.65	2.52	28	6.11	2.82	38	6.50	2.69	11	7.09	1.92
Ease of access to the people at the World Bank Group who are making decisions important to my work*	7	6.57	3.05	23	6.30	2.40	23	7.87	2.20	17	5.24	2.66	10	6.80	2.57	19	6.63	2.43	26	5.62	2.33	28	5.86	2.66	34	5.76	2.92	12	7.08	2.02
Collaboration with groups outside of the Government	8	6.63	3.20	16	5.56	1.71	17	7.12	3.08	12	5.42	2.54	9	6.22	1.79	15	5.73	2.31	28	6.00	2.16	21	5.90	1.76	36	5.03	2.66	9	6.11	1.27
Collaboration with the Government	10	8.10	1.66	23	7.04	2.16	19	8.00	2.21	13	7.31	1.80	10	7.20	1.81	15	7.27	1.49	24	7.67	1.76	29	7.34	2.04	35	6.89	2.14	11	8.09	1.58
Collaboration with other donors	6	6.00	3.41	16	6.19	2.11	18	7.56	2.50	12	6.58	1.78	10	6.70	2.00	15	6.20	1.57	18	7.22	1.96	22	6.36	2.01	29	6.28	2.40	9	7.00	1.58
The speed in which it gets things accomplished on the ground	8	6.88	2.23	24	6.46	1.87	21	7.14	2.31	15	6.73	2.19	10	4.90	2.18	19	6.58	2.27	24	6.50	2.40	26	5.46	2.25	35	6.06	2.27	11	5.18	1.83
Being a long-term partner	9	8.33	1.94	23	7.43	2.17	20	8.30	2.18	12	7.50	1.88	8	7.00	2.27	18	7.50	1.89	23	6.83	2.17	26	7.73	2.38	38	6.68	2.34	11	8.18	1.66

*Significantly different between stakeholder groups

To be a more effective development partner in Serbia, do you believe that the World Bank Group should have...?

Percentage of Respondents	Office of a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
More local presence	64.7%	66.7%	87.0%	70.0%	40.0%	87.5%	77.1%	71.0%	76.6%	68.8%
The current level of local presence is adequate	17.6%	13.3%	13.0%	15.0%	50.0%	4.2%	11.4%	12.9%	14.9%	12.5%
Less local presence	-	6.7%	-	5.0%	10.0%	-	8.6%	6.5%	2.1%	-
Don't know	17.6%	13.3%	-	10.0%	-	8.3%	2.9%	9.7%	6.4%	18.8%

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

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 a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
The World Bank Group does not do adequate follow through/follow-up	0.0%	14.3%	4.3%	0.0%	10.0%	18.2%	0.0%	10.0%	4.3%	0.0%
There is not an adequate level of citizen/civil society participation	14.3%	21.4%	26.1%	21.1%	0.0%	18.2%	26.5%	3.3%	19.1%	28.6%
The World Bank Group is not sensitive enough to political/social realities on the ground	35.7%	21.4%	26.1%	10.5%	20.0%	18.2%	11.8%	23.3%	21.3%	7.1%
Lack of/inadequate levels of capacity in Government	28.6%	50.0%	34.8%	36.8%	40.0%	40.9%	47.1%	36.7%	44.7%	42.9%
Poor donor coordination	7.1%	7.1%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	2.1%	0.0%
The World Bank Group works too slowly	0.0%	0.0%	8.7%	5.3%	10.0%	4.5%	5.9%	3.3%	8.5%	14.3%
The Government works inefficiently	14.3%	21.4%	34.8%	36.8%	30.0%	22.7%	20.6%	50.0%	40.4%	28.6%
Political pressures and obstacles	28.6%	25.0%	30.4%	47.4%	60.0%	18.2%	35.3%	26.7%	21.3%	7.1%
Reforms are not well thought out in light of country challenges	35.7%	25.0%	26.1%	15.8%	20.0%	45.5%	41.2%	33.3%	29.8%	28.6%
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

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

	Office of a Parliamentarian			Employee of a Ministry			Consultant on WBG Project/PMU			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/Private Foundation			Media			Academia/ Research Institute			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	13	8.23	2.83	27	8.44	1.63	22	8.05	1.79	19	7.26	3.30	10	6.80	2.44	24	8.29	2.16	31	8.68	1.97	31	7.58	2.67	43	7.70	2.50	14	7.36	2.76
Information and communications technology	13	8.15	2.76	27	8.15	1.61	22	8.91	1.51	19	7.79	2.72	10	6.40	3.20	23	7.70	1.58	33	8.15	2.20	30	7.43	1.91	45	8.00	2.24	15	7.87	2.00
Transport	13	9.08	2.50	27	8.30	1.51	22	9.32	1.00	19	8.53	1.35	10	7.40	3.24	23	8.22	1.88	33	8.36	1.83	31	8.68	1.78	45	8.42	1.97	15	8.53	1.89
Law and justice	12	6.83	3.22	27	8.26	1.75	22	8.23	2.33	19	6.89	3.02	10	6.60	2.68	23	8.61	1.44	31	8.00	2.50	31	7.65	2.07	45	7.64	2.63	14	6.86	3.06
Environmental sustainability*	12	8.50	2.54	27	7.67	1.88	22	9.00	1.11	19	7.95	2.27	10	6.50	2.55	24	8.63	1.31	33	8.76	1.58	31	8.16	2.05	43	8.02	2.70	14	6.64	2.85
Regulatory framework	11	8.18	2.75	27	8.04	1.63	22	8.55	2.06	19	7.00	3.00	10	8.00	2.11	24	8.79	1.44	29	8.34	2.26	31	8.10	1.92	44	8.00	2.47	14	7.79	2.58
Communicable/non-communicable diseases	13	6.77	3.14	26	6.69	2.67	22	7.55	2.76	19	5.95	3.27	10	5.20	2.44	23	6.87	2.47	29	6.62	2.80	27	7.11	2.55	41	7.15	2.91	14	5.79	2.42
Poverty reduction	13	9.15	1.28	28	8.61	1.50	23	8.91	1.38	20	8.20	2.29	10	7.30	2.06	24	8.71	1.60	34	9.06	1.30	31	9.00	1.46	46	8.72	1.73	14	8.71	1.44
Domestic private sector development*	13	9.69	0.63	28	8.64	1.31	23	8.78	1.65	20	8.65	1.60	10	7.80	2.30	24	9.17	1.27	34	8.94	1.74	31	8.90	1.42	47	8.72	1.78	14	7.57	2.34
Foreign direct investment	13	9.31	1.44	28	8.68	1.34	23	8.78	1.76	20	8.50	1.73	10	7.20	2.25	23	8.39	1.80	33	8.15	2.21	31	8.45	1.90	45	8.58	2.05	14	7.86	1.66
Water and sanitation	13	8.62	1.66	25	7.60	2.40	22	7.36	2.61	20	7.40	2.16	10	6.10	2.38	24	7.33	2.33	32	7.44	2.46	30	7.63	2.28	43	7.58	2.25	14	7.79	2.19
Trade and exports*	13	8.62	1.81	26	8.12	2.23	22	8.55	1.63	20	6.60	2.26	10	6.40	2.22	24	7.83	1.99	32	7.22	2.54	31	7.29	2.27	44	7.75	2.09	14	7.79	1.76
Economic growth	13	9.15	1.57	26	8.88	1.34	22	9.09	1.15	20	8.75	1.83	10	8.40	1.78	24	9.17	1.37	34	8.76	1.79	31	8.94	1.57	45	8.69	1.74	15	8.73	1.67
Energy	13	9.08	1.32	26	8.42	1.65	23	8.78	1.45	20	8.90	1.45	10	6.80	2.04	23	8.39	1.59	32	8.22	2.41	31	8.42	1.77	43	8.37	1.62	15	8.07	1.83
Disaster management	12	5.50	3.43	22	5.45	2.15	22	6.09	2.83	19	4.47	2.88	10	4.30	2.26	21	5.19	2.46	31	4.87	2.80	30	4.73	2.56	40	5.15	2.61	14	5.14	2.51
Public sector governance/reform	12	8.42	1.88	27	7.78	1.91	23	8.43	2.54	20	7.50	2.61	10	8.00	1.76	23	8.57	2.21	34	7.88	2.77	30	7.50	2.75	44	8.11	2.16	15	7.73	2.52
Job creation/employment	12	9.00	1.48	28	8.29	1.86	23	8.65	1.64	20	8.80	1.88	10	7.30	1.25	23	8.78	1.59	34	8.38	2.06	29	8.28	1.96	45	8.24	2.06	14	8.79	1.67
Financial markets*	13	8.92	1.94	28	8.39	1.60	23	8.61	2.04	19	6.74	2.45	10	6.60	1.58	23	8.57	1.88	32	8.22	2.08	30	7.40	1.91	44	7.95	1.87	14	7.64	1.95
Equality of opportunity	12	7.33	2.31	27	7.89	1.87	23	7.57	2.27	18	6.50	2.68	10	6.00	2.26	23	7.61	2.41	33	7.85	2.40	30	7.17	2.45	44	7.91	2.28	14	7.29	2.64
Health	12	8.42	2.11	26	8.12	1.88	23	8.09	2.04	18	6.61	3.01	10	6.70	1.89	23	8.35	1.85	32	8.25	1.72	30	8.17	1.86	44	8.00	1.91	14	7.86	2.41
Rural development	13	9.15	1.73	25	8.48	1.58	23	8.52	2.43	18	9.00	1.33	10	6.80	2.15	24	8.17	2.37	33	8.64	1.43	30	8.23	1.74	43	8.00	2.01	14	7.57	2.41
Global/regional integration	13	8.15	2.44	28	7.39	2.28	23	8.13	1.98	19	6.89	2.89	10	6.50	1.96	23	8.30	1.80	32	8.03	2.38	30	6.87	2.61	44	7.70	2.13	14	7.29	2.49
Education	13	8.77	1.54	28	8.29	1.84	23	8.83	1.47	20	7.30	2.62	10	8.30	1.89	23	8.57	1.27	34	8.62	2.02	30	8.30	2.00	46	8.39	2.03	14	8.21	2.05
Social protection	13	7.69	2.46	27	7.89	1.89	23	8.09	2.17	20	6.80	3.11	10	6.00	2.16	23	7.43	2.02	32	7.97	2.07	30	7.47	2.33	46	7.89	2.00	13	7.69	2.50
Climate change*	13	7.92	2.47	23	7.74	1.94	23	7.30	2.57	20	6.00	3.15	10	5.00	2.40	23	7.91	1.86	34	8.03	1.88	29	6.93	2.20	42	7.62	2.38	14	7.14	2.71
Agricultural development	13	9.62	0.77	26	8.54	1.82	23	9.04	1.49	20	8.50	1.96	10	7.80	1.87	24	8.75	1.54	34	8.79	1.49	30	8.57	1.63	45	8.09	2.29	14	8.07	1.82
Natural resource management	13	8.77	2.49	24	8.29	1.73	23	8.04	2.21	20	7.45	2.61	10	7.30	1.57	23	7.57	2.29	30	7.10	2.44	30	7.00	2.51	43	7.26	2.55	14	7.14	2.54

*Significantly different between stakeholder groups

C. World Bank Group Effectiveness and Results (continued)

How EFFECTIVE do you believe the World Bank is in terms of the work it does in the following areas of development in Serbia? (1-Not effective at all, 10-Very effective)

	Office of a Parliamentarian			Employee of a Ministry			Consultant on WBG Project/PMU			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/Private Foundation			Media			Academia/ Research Institute			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	9	5.78	2.22	13	6.77	2.68	16	7.00	2.53	11	5.36	2.80	10	4.40	2.55	12	5.50	2.94	20	5.75	2.65	24	4.75	2.58	35	5.40	2.35	9	4.22	1.64
Information and communications technology	10	5.90	2.51	13	7.23	2.52	17	7.35	2.60	10	6.30	2.21	8	4.75	3.24	10	5.80	2.94	16	6.25	2.54	22	5.36	2.32	34	6.18	2.25	9	4.78	1.56
Transport	10	7.10	3.28	17	7.24	2.05	16	6.88	2.96	14	6.50	2.38	10	6.00	2.63	13	7.00	2.24	21	6.90	2.72	28	7.18	2.09	38	6.34	2.13	9	5.89	1.97
Law and justice	10	7.00	2.49	12	7.17	2.41	13	6.54	2.54	9	6.67	2.00	9	4.78	1.99	11	6.18	2.27	18	6.50	3.17	25	5.44	2.04	33	5.73	2.35	9	5.00	2.35
Environmental sustainability*	9	6.44	2.96	14	7.07	2.46	19	7.47	2.25	12	7.00	1.81	8	4.75	2.05	15	7.80	2.01	17	5.71	2.85	26	6.46	2.01	32	5.72	2.51	10	5.20	2.30
Regulatory framework	9	7.78	2.49	19	7.47	2.01	16	7.63	2.25	12	7.08	1.83	10	7.00	1.56	16	7.38	1.82	18	6.28	2.93	27	6.74	2.51	36	6.39	2.06	11	5.64	2.50
Communicable/non-communicable diseases	8	5.88	3.14	12	6.42	3.45	11	6.18	2.93	7	6.00	2.77	8	4.25	2.49	8	6.13	2.70	10	6.30	3.09	17	5.65	1.69	26	4.85	2.49	9	5.44	1.88
Poverty reduction	9	5.44	3.75	16	6.69	2.47	17	6.12	2.40	13	5.54	2.79	8	4.75	2.25	15	6.07	2.28	27	6.37	2.37	27	5.37	2.42	38	5.58	2.38	10	5.30	2.21
Domestic private sector development	10	6.00	3.46	20	6.50	1.76	16	6.31	1.99	12	5.08	2.81	8	5.00	2.00	17	6.59	2.29	23	5.65	2.50	26	5.54	2.49	34	5.59	2.23	9	5.44	2.24
Foreign direct investment	10	6.20	3.36	15	6.73	2.25	15	6.60	2.26	11	5.00	1.73	6	5.33	1.97	15	6.53	2.17	23	5.61	2.41	26	6.00	2.25	30	6.30	2.12	9	6.22	1.56
Water and sanitation	10	6.00	2.98	11	6.45	2.54	12	5.92	1.83	11	5.64	2.42	6	4.83	2.48	12	5.75	1.87	10	5.50	2.59	21	5.29	2.47	29	5.48	2.34	7	5.29	2.22
Trade and exports	10	5.80	3.19	14	6.07	1.98	12	5.50	1.83	8	5.50	1.77	7	5.71	2.14	12	5.25	2.09	15	5.33	2.35	24	4.79	1.98	31	5.48	2.00	9	5.22	1.99
Economic growth	10	6.40	3.57	15	6.40	2.17	13	6.54	2.50	11	5.00	2.32	8	6.00	1.85	17	6.29	2.37	20	5.45	2.21	26	5.81	2.47	32	5.81	2.31	10	5.30	2.00
Energy	10	6.40	3.50	15	6.00	1.85	15	6.53	2.59	10	5.60	2.17	7	4.86	2.19	12	5.92	1.98	19	5.68	2.56	27	6.41	2.39	31	6.10	2.12	10	5.70	1.77
Disaster management	6	3.67	3.39	9	4.44	1.24	10	4.80	2.53	10	5.60	2.88	7	3.43	2.94	8	3.63	2.07	7	3.86	2.85	18	3.22	1.90	22	4.18	2.22	8	4.13	1.96
Public sector governance/reform	8	6.50	3.55	19	6.37	1.71	19	7.00	2.81	15	6.33	1.68	10	6.30	2.16	14	6.57	2.03	21	6.43	2.27	27	5.56	2.76	39	5.69	2.25	11	5.09	2.55
Job creation/employment	9	5.44	3.43	17	6.24	2.20	17	6.35	2.29	11	4.91	1.76	8	5.38	2.26	13	6.08	2.33	23	4.96	2.10	25	4.44	2.31	35	4.66	2.45	9	4.44	2.07
Financial markets	9	6.44	3.36	14	5.64	1.95	15	6.73	2.52	9	5.44	1.67	9	5.56	1.88	11	6.73	1.95	17	5.35	2.55	25	5.24	2.03	32	6.00	2.10	9	4.33	1.87
Equality of opportunity	8	5.88	3.83	11	5.82	2.18	15	6.67	2.35	9	6.22	2.54	7	5.29	1.89	13	6.23	2.39	16	6.38	2.78	22	5.05	2.80	34	5.38	2.35	10	4.60	2.32
Health	9	6.00	3.50	11	5.82	2.09	17	6.65	2.55	9	6.33	1.80	6	5.83	2.93	12	6.33	2.61	10	5.80	2.94	24	5.17	2.39	32	6.03	2.12	10	5.10	2.60
Rural development	9	5.33	3.64	11	5.45	2.34	15	6.73	2.12	9	6.00	2.35	6	4.83	2.32	11	5.73	2.37	14	5.07	2.73	20	3.75	2.31	27	4.93	2.22	9	4.33	2.45
Global/regional integration*	8	6.38	3.58	16	6.88	1.67	14	7.00	2.22	11	5.73	2.45	8	4.50	2.20	14	6.14	1.99	17	7.41	2.09	24	5.04	2.01	34	5.97	2.46	9	5.78	2.33
Education	9	5.22	3.31	15	6.33	1.84	16	6.31	2.50	11	6.55	2.21	6	4.83	2.56	15	6.13	2.67	22	7.18	2.65	26	4.96	1.99	38	5.45	2.10	10	5.00	2.40
Social protection	9	4.89	3.06	16	5.94	2.57	16	6.38	2.39	11	6.09	2.30	7	5.43	2.88	10	5.80	2.39	18	6.72	2.40	26	5.00	2.23	37	5.51	2.49	10	4.90	2.42
Climate change	8	5.75	3.92	10	5.10	1.60	13	6.77	1.83	11	5.82	2.18	7	3.86	2.73	14	6.21	2.12	15	6.27	2.52	20	4.30	1.98	26	4.88	2.55	10	5.50	2.37
Agricultural development	9	5.56	3.58	14	6.29	2.30	14	6.29	2.70	11	5.91	2.02	7	5.14	2.19	15	6.33	2.53	17	6.00	2.76	24	5.21	1.89	31	5.39	2.40	8	5.13	2.64
Natural resource management*	8	5.13	3.83	10	5.70	1.57	13	5.92	2.60	8	6.25	2.71	8	4.38	2.26	8	5.25	1.67	10	7.00	2.54	20	3.85	1.57	27	4.63	2.32	9	5.33	2.12

Where are the World Bank Group's decisions made primarily that support the program in Serbia?

Percentage of Respondents	Office of a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
At the Headquarters (in Washington D.C.)	23.5%	66.7%	69.6%	50.0%	80.0%	54.2%	57.1%	54.8%	59.6%	50.0%
In the country	29.4%	10.0%	4.3%	10.0%	10.0%	12.5%	17.1%	12.9%	6.4%	12.5%
Don't know	47.1%	23.3%	26.1%	40.0%	10.0%	33.3%	25.7%	32.3%	34.0%	37.5%

C. World Bank Group Effectiveness and Results (continued)

	Office of a Parliamentarian			Employee of a Ministry			Consultant on WBG Project/PMU			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/Private Foundation			Media			Academia/ Research Institute			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 Serbia?*	12	7.08	2.75	25	7.20	2.12	21	7.67	1.93	16	6.00	1.90	10	6.00	1.76	18	7.56	1.85	26	6.27	2.38	28	6.04	2.50	42	5.95	2.48	12	6.33	1.88

(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 Serbia? (1-Strongly disagree, 10-Strongly agree)

	Office of a Parliamentarian			Employee of a Ministry			Consultant on WBG Project/PMU			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/Private Foundation			Media			Academia/ Research Institute			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 Serbia*	10	7.30	2.31	22	6.00	2.05	21	6.19	2.89	16	4.94	1.57	9	5.11	1.45	19	6.37	2.77	23	5.74	2.26	25	4.44	1.90	42	5.21	2.32	12	4.83	2.29
The World Bank Group meets Serbia's needs for knowledge services	10	6.40	2.27	23	6.39	2.06	21	6.52	2.70	16	5.63	1.59	10	5.90	2.28	18	5.78	2.05	25	5.60	2.52	26	6.19	2.42	43	5.79	2.43	12	5.50	2.20

*Significantly different between stakeholder groups

	Office of a Parliamentarian			Employee of a Ministry			Consultant on WBG Project/PMU			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/Private Foundation			Media			Academia/ Research Institute			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 internal evaluation mechanisms hold the institution accountable for achieving results in Serbia?	8	6.63	2.26	20	6.65	2.28	19	6.53	2.67	11	6.64	1.29	8	5.75	1.75	13	7.92	1.85	14	6.43	2.44	20	5.85	3.00	24	6.50	2.17	9	6.11	1.76

(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 a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
Weekly	28.6%	13.8%	21.7%	-	-	-	3.0%	10.0%	6.5%	6.7%
Monthly	7.1%	24.1%	26.1%	15.8%	50.0%	18.2%	15.2%	40.0%	32.6%	33.3%
A few times a year	28.6%	31.0%	34.8%	47.4%	50.0%	50.0%	51.5%	33.3%	37.0%	33.3%
Rarely	28.6%	24.1%	13.0%	31.6%	-	22.7%	24.2%	13.3%	19.6%	13.3%
Never	7.1%	6.9%	4.3%	5.3%	-	9.1%	6.1%	3.3%	4.3%	13.3%

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

In Serbia, 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 a Parliamentarian			Employee of a Ministry			Consultant on WBG Project/PMU			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/Private Foundation			Media			Academia/ Research Institute			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	9	6.33	2.40	22	6.59	1.62	21	6.90	2.07	15	6.53	1.96	10	6.10	2.03	18	6.50	1.98	24	6.33	2.33	22	6.00	2.07	38	6.08	2.03	11	5.82	1.66
Include appropriate level of stakeholder involvement during preparation	9	6.44	2.19	21	6.62	1.88	21	7.19	2.48	13	6.00	2.04	9	6.44	1.13	15	5.87	1.85	24	6.04	1.88	19	5.63	2.31	38	5.61	1.99	11	6.36	1.91
Are relevant to Serbia's development priorities	11	6.64	2.62	21	6.71	1.93	21	7.76	1.87	15	7.20	1.74	10	6.90	1.60	17	6.76	2.22	24	6.75	2.49	26	6.31	2.21	41	6.95	2.09	12	7.33	2.31
Lead to practical solutions	9	6.67	3.54	23	7.13	2.14	22	7.55	1.79	15	7.27	1.71	10	6.50	1.90	19	6.58	2.43	23	6.39	2.57	24	6.33	2.32	39	6.74	2.27	12	6.58	2.28
Are accessible	10	6.90	3.45	23	7.30	2.14	22	7.86	2.10	15	6.07	2.46	10	6.80	1.62	18	6.83	2.33	25	6.48	1.92	26	6.92	2.48	38	7.11	2.43	11	7.27	1.95
Are source of relevant information on global good practices	10	7.40	2.84	24	7.38	1.84	19	8.37	1.50	15	7.47	1.96	10	8.30	1.06	17	8.29	1.16	27	7.15	1.88	26	7.81	1.98	41	7.80	2.05	12	7.92	1.51
Enhance your knowledge and/or skills*	10	6.20	3.65	24	7.29	1.90	21	8.86	1.39	16	7.44	1.50	10	7.70	1.34	17	8.35	1.27	27	7.30	1.90	26	7.50	2.12	42	7.81	2.19	12	8.08	1.44
Are adequately disseminated	9	5.44	3.28	24	6.58	1.84	21	7.67	2.29	16	6.50	1.90	10	7.00	1.70	17	5.94	2.41	25	6.56	1.96	27	6.74	2.33	41	6.34	2.83	12	6.75	1.87
Are translated enough into local language	9	5.56	2.79	20	5.75	2.34	21	5.52	2.93	15	5.67	2.44	8	5.75	2.05	16	5.38	2.66	25	4.68	1.73	26	6.38	2.47	36	5.92	2.69	10	5.70	1.42
Are adaptable to Serbia's specific development challenges and country circumstances	11	6.27	3.17	23	6.83	1.70	20	7.50	2.07	15	6.73	2.12	10	6.30	2.06	17	6.59	2.21	27	6.56	1.97	26	6.38	2.26	41	6.88	2.48	12	6.33	1.92

*Significantly different between stakeholder groups

	Office of a Parliamentarian			Employee of a Ministry			Consultant on WBG Project/PMU			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/Private Foundation			Media			Academia/ Research Institute			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?	9	8.33	2.83	23	7.57	1.83	22	8.59	1.74	15	8.07	1.44	10	6.70	1.89	19	8.11	1.70	29	7.55	2.53	27	7.37	2.56	44	7.52	2.41	13	7.92	2.22
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	9	7.78	2.39	25	7.68	1.68	21	8.19	1.66	16	7.44	1.63	10	7.60	1.43	18	7.72	1.81	25	7.40	1.76	23	7.91	2.02	41	7.22	2.07	12	7.67	1.78

(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 does each of the following aspects of the World Bank Group's delivery work contribute to solving Serbia's development challenges?

	Office of a Parliamentarian			Employee of a Ministry			Consultant on WBG Project/PMU			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/Private Foundation			Media			Academia/ Research Institute			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
Conceptualization (understanding and framing the problem)	11	6.64	3.04	24	6.83	1.90	20	8.30	1.38	13	7.23	2.20	10	6.10	1.66	16	7.19	2.48	25	7.20	2.12	26	6.42	2.28	39	7.46	2.45	14	7.93	1.44
Design (appraising and planning the solutions)	10	6.20	3.05	24	6.92	1.69	19	8.21	1.32	13	7.69	1.80	9	6.22	1.64	16	7.13	2.50	26	7.00	2.10	28	6.50	1.77	37	7.00	2.39	14	7.64	1.34
Implementation (executing, carrying out, monitoring, and making appropriate adjustments)	10	7.10	2.96	23	6.83	1.85	21	8.05	1.60	14	7.00	2.32	9	6.00	1.80	16	7.25	2.54	26	6.69	2.45	25	6.44	2.18	38	6.74	2.40	14	7.07	2.13
Evaluation (assessing the impact and results)*	10	6.70	3.06	24	7.13	1.78	19	8.68	1.29	12	7.25	2.09	10	5.50	2.55	16	7.81	1.91	23	6.65	2.64	25	6.56	2.08	39	6.72	2.36	14	7.50	1.91

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

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

	Office of a Parliamentarian			Employee of a Ministry			Consultant on WBG Project/PMU			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/Private Foundation			Media			Academia/ Research Institute			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	8	8.88	1.36	24	7.92	2.04	19	8.68	1.92	13	8.08	1.38	6	7.67	1.97	15	8.67	2.29	21	8.48	1.89	20	7.65	2.32	27	8.07	2.34	8	8.13	1.46
The World Bank Group effectively monitors and evaluates the projects and programs it supports	10	9.00	1.25	25	7.88	1.74	20	8.85	1.53	15	8.40	1.12	9	7.11	2.09	18	7.83	2.81	27	7.89	2.26	24	7.71	2.26	37	7.73	1.94	10	7.60	2.22
The World Bank Group's approvals and reviews are done in a timely fashion	8	8.00	1.77	23	6.96	2.27	21	8.10	1.55	13	7.62	1.76	7	6.29	2.75	16	7.94	1.69	20	8.15	2.21	20	6.70	2.45	28	7.39	2.50	8	8.13	1.64
The World Bank Group's Safeguard Policy requirements are reasonable	9	7.56	2.19	17	6.71	2.17	17	7.88	2.34	12	7.50	1.68	5	7.40	1.34	17	8.24	1.92	18	7.83	1.76	21	7.14	2.10	31	7.77	2.26	7	7.71	1.89
The World Bank Group's conditions on its lending are reasonable	9	7.56	2.46	21	7.29	2.33	18	8.61	1.72	12	6.75	1.82	8	6.75	2.38	19	7.11	2.60	13	6.62	1.50	25	7.24	2.30	32	7.78	1.85	12	7.33	2.15
The World Bank Group takes decisions quickly in Serbia	8	7.50	2.45	23	6.43	2.59	20	7.25	2.17	15	5.93	2.25	9	4.78	2.59	16	6.38	2.34	21	6.76	2.32	21	5.67	2.76	31	5.87	2.55	12	5.83	1.19
Working with the World Bank Group increases Serbia's institutional capacity	10	8.60	1.35	25	7.56	2.22	22	8.77	1.93	15	8.07	1.67	9	6.56	1.88	16	7.69	2.39	26	7.69	2.29	28	7.57	2.73	39	7.72	1.92	12	8.58	1.08
The World Bank Group ensures consistency and continuity through staff changes	9	7.44	2.83	21	7.33	2.15	16	8.13	2.03	10	7.30	1.42	8	6.38	2.33	11	7.55	2.58	17	7.47	2.15	20	7.00	2.62	22	7.68	1.29	10	7.70	1.34
Where country systems are adequate, the World Bank Group makes appropriate use of them	10	8.40	2.01	15	7.07	2.28	18	7.94	2.13	13	7.31	1.70	8	6.63	2.26	15	6.80	2.51	14	7.57	2.14	20	7.05	2.59	24	7.71	2.07	7	7.14	1.86
The World Bank Group provides effective implementation support	9	8.78	1.30	22	7.68	2.19	21	8.10	2.26	15	8.27	1.34	9	6.89	2.47	15	7.53	1.77	25	7.84	2.04	25	7.40	2.24	36	7.81	1.77	10	7.10	1.52

E. Working with the World Bank Group (continued)

Which of the following best describes the way the World Bank Group operates in Serbia?

Percentage of Respondents	Office of a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
The World Bank Group takes too much risk in Serbia	7.1%	3.4%	-	-	-	5.0%	-	-	4.8%	-
The World Bank Group does not take enough risk in Serbia	35.7%	20.7%	38.9%	5.9%	60.0%	20.0%	34.4%	25.0%	26.2%	33.3%
The World Bank Group's approach to risk is appropriate	28.6%	41.4%	44.4%	52.9%	30.0%	40.0%	9.4%	39.3%	19.0%	40.0%
Don't know	28.6%	34.5%	16.7%	41.2%	10.0%	35.0%	56.3%	35.7%	50.0%	26.7%

F. The Future Role of the World Bank Group in Serbia

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

Percentage of Respondents (Responses Combined)	Office of a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
Provide more adequate data/knowledge/statistics/figures on Serbia's economy	42.9%	7.1%	18.2%	15.8%	20.0%	18.2%	9.1%	13.8%	11.6%	0.0%
Collaborate more effectively with Government clients	21.4%	32.1%	31.8%	26.3%	30.0%	9.1%	21.2%	20.7%	16.3%	21.4%
Offer more innovative financial products	7.1%	21.4%	13.6%	21.1%	20.0%	36.4%	15.2%	27.6%	16.3%	28.6%
Improve the competitiveness of its financing compared to markets	21.4%	7.1%	13.6%	10.5%	30.0%	18.2%	12.1%	31.0%	18.6%	35.7%
Reach out more to groups outside of Government*	28.6%	17.9%	13.6%	31.6%	20.0%	22.7%	54.5%	17.2%	39.5%	14.3%
Improve the quality of its experts as related to Serbia's specific challenges	0.0%	7.1%	13.6%	15.8%	0.0%	13.6%	15.2%	10.3%	14.0%	35.7%
Offer more innovative knowledge services	14.3%	17.9%	22.7%	0.0%	20.0%	18.2%	15.2%	3.4%	14.0%	7.1%
Ensure greater selectivity in its work	0.0%	0.0%	4.5%	5.3%	10.0%	4.5%	0.0%	0.0%	4.7%	0.0%
Increase the level of capacity development in the country	35.7%	50.0%	45.5%	42.1%	20.0%	27.3%	30.3%	37.9%	30.2%	28.6%
Reduce the complexity of obtaining World Bank Group financing	21.4%	25.0%	9.1%	21.1%	30.0%	13.6%	18.2%	20.7%	20.9%	7.1%
Work faster	7.1%	3.6%	0.0%	5.3%	0.0%	4.5%	0.0%	10.3%	7.0%	7.1%
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

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

When considering the combination of services that the World Bank Group offers in Serbia, 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 Serbia?*

Percentage of Respondents	Office of a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
Financial services	29.4%	30.0%	34.8%	30.0%	20.0%	16.7%	11.4%	25.8%	19.1%	37.5%
Knowledge products	11.8%	20.0%	17.4%	15.0%	60.0%	20.8%	17.1%	16.1%	27.7%	25.0%
Convening services	5.9%	3.3%	4.3%	5.0%	-	12.5%	2.9%	12.9%	2.1%	-
None of the above	-	-	-	-	-	-	-	-	-	-
The combination is appropriate for Serbia	35.3%	43.3%	39.1%	35.0%	20.0%	33.3%	51.4%	35.5%	40.4%	31.3%
Don't know	17.6%	3.3%	4.3%	15.0%	-	16.7%	17.1%	9.7%	10.6%	6.3%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Office of a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
Local newspapers	35.7%	35.7%	31.8%	27.8%	50.0%	27.3%	33.3%	62.1%	38.6%	35.7%
International newspapers	7.1%	7.1%	4.5%	0.0%	20.0%	9.1%	0.0%	3.4%	4.5%	0.0%
Local radio	7.1%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%
International radio	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	14.3%	21.4%	18.2%	22.2%	0.0%	31.8%	27.3%	20.7%	15.9%	42.9%
International television	0.0%	3.6%	4.5%	5.6%	0.0%	4.5%	3.0%	0.0%	4.5%	0.0%
Periodicals	35.7%	28.6%	4.5%	22.2%	20.0%	18.2%	15.2%	13.8%	36.4%	28.6%
Internet	71.4%	75.0%	81.8%	100.0%	80.0%	72.7%	84.8%	69.0%	68.2%	64.3%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	0.0%	7.1%	13.6%	5.6%	20.0%	4.5%	9.1%	6.9%	0.0%	0.0%
Blogs	0.0%	0.0%	4.5%	5.6%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.9%	4.5%	0.0%
Instant messaging	0.0%	0.0%	4.5%	5.6%	10.0%	9.1%	0.0%	3.4%	6.8%	7.1%
Other	7.1%	0.0%	0.0%	0.0%	0.0%	9.1%	3.0%	6.9%	6.8%	7.1%

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)	Office of a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
Blogs	14.3%	3.7%	4.5%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	7.1%
Direct contact with World Bank Group*	28.6%	22.2%	59.1%	42.1%	50.0%	36.4%	36.4%	64.3%	25.0%	21.4%
e-Newsletters	28.6%	44.4%	27.3%	52.6%	50.0%	54.5%	39.4%	28.6%	47.7%	28.6%
World Bank Group's seminars/ workshops/conferences	50.0%	51.9%	50.0%	57.9%	20.0%	45.5%	51.5%	46.4%	43.2%	35.7%
World Bank Group's publications and other written materials	28.6%	18.5%	27.3%	15.8%	30.0%	27.3%	21.2%	21.4%	36.4%	50.0%
Mobile phones*	7.1%	3.7%	0.0%	0.0%	10.0%	0.0%	0.0%	14.3%	0.0%	0.0%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	7.1%	7.4%	4.5%	0.0%	0.0%	4.5%	9.1%	3.6%	0.0%	7.1%
World Bank Group's website	7.1%	29.6%	18.2%	26.3%	20.0%	18.2%	24.2%	10.7%	25.0%	42.9%
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

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

Percentage of Respondents	Office of a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
Yes	11.8%	10.0%	17.4%	15.0%	10.0%	20.8%	5.7%	19.4%	8.5%	31.3%
No	88.2%	90.0%	82.6%	85.0%	90.0%	79.2%	94.3%	80.6%	91.5%	68.8%

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

Percentage of Respondents	Office of a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
Yes	41.2%	13.3%	17.4%	15.0%	20.0%	8.3%	11.4%	35.5%	12.8%	31.3%
No	58.8%	86.7%	82.6%	85.0%	80.0%	91.7%	88.6%	64.5%	87.2%	68.8%

*Significantly different between stakeholder groups

Were you able to obtain this information?

Percentage of Respondents	Office of a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
Yes	57.1%	75.0%	50.0%	66.7%	100.0%	-	25.0%	81.8%	33.3%	80.0%
No	42.9%	25.0%	50.00%	33.30%	-	100.0%	75.00%	18.2%	66.70%	20.0%

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

Percentage of Respondents	Office of a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
Yes	82.4%	93.3%	91.3%	95.0%	90.0%	83.3%	85.7%	87.1%	85.1%	87.5%
No	82.4%	93.3%	91.3%	95.0%	90.0%	83.3%	85.7%	87.1%	85.1%	87.5%

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

Percentage of Respondents	Office of a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
Yes	58.8%	80.0%	91.3%	75.0%	80.0%	75.0%	85.7%	74.2%	80.9%	68.8%
No	41.2%	20.0%	8.7%	25.0%	20.0%	25.0%	14.3%	25.8%	19.1%	31.3%

Which do you primarily use?

Percentage of Respondents	Office of a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
The World Bank Group's country website	35.3%	23.3%	21.7%	60.0%	40.0%	25.0%	45.7%	51.6%	19.1%	31.3%
The World Bank Group's main website	17.6%	60.0%	69.6%	20.0%	50.0%	41.7%	34.3%	22.6%	57.4%	37.5%
None of the above	47.1%	16.7%	8.7%	20.0%	10.0%	33.3%	20.0%	25.8%	23.4%	31.3%

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

	Office of a Parliamentarian			Employee of a Ministry			Consultant on WBG Project/PMU			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/Private Foundation			Media			Academia/ Research Institute			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	13	6.23	3.47	28	5.61	3.00	20	7.00	3.46	18	6.22	2.58	10	5.20	3.08	20	5.65	3.05	30	5.20	3.20	28	5.96	3.27	40	5.60	3.14	12	6.67	2.84
I find the World Bank Group's websites easy to navigate.	12	6.25	3.28	24	7.71	1.90	22	7.95	2.08	15	7.93	1.62	8	6.63	1.92	16	7.31	2.33	24	7.46	1.79	26	6.58	2.75	37	7.30	2.36	11	6.64	2.25
I find the information on the World Bank Group's websites useful.	11	7.18	3.49	23	8.17	1.83	21	8.00	2.39	15	8.07	1.53	8	7.50	1.41	16	8.56	1.59	24	8.00	1.62	25	7.28	2.89	37	8.22	1.95	11	8.64	1.57
The World Bank Group's social media channels are valuable sources of information about the institution.	9	5.44	3.43	19	5.11	2.58	15	5.93	3.43	14	4.43	2.82	8	3.75	2.71	14	3.64	2.98	14	4.43	2.77	23	4.13	3.25	25	3.52	2.71	8	5.00	2.33
When I need information from the World Bank Group I know how to find it.	10	6.50	3.66	25	7.52	2.47	21	7.90	2.66	19	7.16	2.83	9	7.00	2.78	16	6.50	3.20	25	7.68	2.70	29	8.31	2.51	38	7.26	3.10	12	8.25	1.60
The World Bank Group is responsive to my information requests and inquiries.	7	5.14	4.06	16	7.50	1.90	15	8.80	1.74	11	7.64	1.96	8	7.38	2.67	11	7.36	2.25	14	6.21	2.23	24	7.88	2.46	25	6.92	2.83	8	7.63	2.13

H. Background Information

Which of the following agencies of the World Bank Group do you work with in Serbia? (Select all that apply)

Percentage of Respondents (Responses Combined)	Office of a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
The World Bank (IBRD)*	100.0%	94.1%	88.2%	72.7%	100.0%	50.0%	91.7%	94.1%	90.5%	100.0%
International Finance Corporation (IFC)	16.7%	11.8%	17.6%	27.3%	30.0%	64.3%	25.0%	41.2%	14.3%	33.3%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of a Parliamentarian	Employee of a Ministry	Consultant on WBG Project/ PMU	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Academia/ Research Institute	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)	42.9%	25.0%	22.7%	26.3%	0.0%	45.5%	30.3%	34.5%	25.6%	28.6%
Use World Bank Group reports/data*	42.9%	17.9%	9.1%	15.8%	80.0%	22.7%	45.5%	55.2%	41.9%	35.7%
Engage in World Bank Group related/sponsored events/activities	35.7%	28.6%	36.4%	21.1%	20.0%	22.7%	27.3%	3.4%	25.6%	28.6%
Collaborate as part of my professional duties*	7.1%	57.1%	72.7%	47.4%	60.0%	40.9%	36.4%	37.9%	41.9%	57.1%
Use World Bank Group website for information, data, research, etc.	21.4%	35.7%	18.2%	42.1%	10.0%	27.3%	33.3%	27.6%	20.9%	7.1%

*Significantly different between stakeholder groups

Appendix C: Responses to All Questions across Geographic Locations

Belgrade N=169 • Vojvodina N=34 • Central Serbia N=29 • South Serbia N=21

A. General Issues Facing Serbia

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

Percentage of Respondents	Belgrade	Vojvodina	Central Serbia	South Serbia
The right direction	37.3%	35.3%	44.8%	47.6%
The wrong direction	22.5%	14.7%	20.7%	28.6%
Not sure	40.2%	50.0%	34.5%	23.8%

Listed below are a number of development priorities in Serbia. Please identify which of the following you consider the most important development priorities in Serbia. (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Belgrade	Vojvodina	Central Serbia	South Serbia
Social protection	9.0%	6.3%	3.4%	4.8%
Transport	12.6%	9.4%	3.4%	9.5%
Public sector governance/reform	48.5%	43.8%	24.1%	38.1%
Global/regional integration	7.8%	12.5%	6.9%	4.8%
Domestic private sector development	29.9%	28.1%	44.8%	38.1%
Foreign direct investment*	7.8%	6.3%	31.0%	23.8%
Water and sanitation	0.0%	0.0%	3.4%	0.0%
Anti-corruption	26.3%	34.4%	13.8%	14.3%
Job creation/employment	37.7%	25.0%	44.8%	52.4%
Rural development	6.0%	9.4%	10.3%	9.5%
Financial markets	0.6%	0.0%	0.0%	0.0%
Environmental sustainability	4.2%	6.3%	6.9%	9.5%
Equality of opportunity	6.6%	0.0%	0.0%	4.8%
Health	3.6%	12.5%	6.9%	9.5%
Education*	26.3%	9.4%	13.8%	9.5%
Poverty reduction	6.6%	12.5%	3.4%	4.8%
Energy	6.0%	9.4%	3.4%	9.5%
Climate change	0.6%	0.0%	0.0%	0.0%
Agricultural development*	12.0%	28.1%	24.1%	33.3%
Trade and exports	0.6%	3.1%	6.9%	0.0%
Economic growth	24.6%	21.9%	24.1%	9.5%
Law and justice	9.0%	12.5%	6.9%	0.0%
Regulatory framework	6.0%	3.1%	0.0%	4.8%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%
Natural resource management	1.8%	3.1%	3.4%	9.5%
Disaster management	0.0%	0.0%	0.0%	0.0%
Information and communications technology	3.0%	3.1%	6.9%	0.0%

**Significantly different between locations*

A. General Issues Facing Serbia (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 Serbia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Belgrade	Vojvodina	Central Serbia	South Serbia
Water and sanitation	1.2%	0.0%	3.4%	0.0%
Equality of opportunity*	14.4%	0.0%	0.0%	9.5%
Economic growth	52.7%	60.6%	51.7%	47.6%
Climate change	0.6%	0.0%	0.0%	0.0%
Global/regional integration	6.6%	6.1%	3.4%	0.0%
Rural development	18.6%	18.2%	34.5%	19.0%
Regulatory framework	5.4%	6.1%	0.0%	4.8%
Social protection	19.8%	18.2%	13.8%	14.3%
Law and justice	7.2%	6.1%	0.0%	4.8%
Transport*	3.6%	0.0%	0.0%	14.3%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%
Information and communications technology	2.4%	3.0%	0.0%	4.8%
Anti-corruption	16.8%	12.1%	17.2%	19.0%
Domestic private sector development	32.3%	48.5%	48.3%	42.9%
Foreign direct investment	12.0%	12.1%	24.1%	19.0%
Education*	35.9%	21.2%	6.9%	9.5%
Energy	2.4%	0.0%	3.4%	4.8%
Public sector governance/reform	12.0%	18.2%	13.8%	4.8%
Natural resource management*	1.2%	9.1%	0.0%	4.8%
Environmental sustainability	1.2%	0.0%	6.9%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%
Health	3.0%	6.1%	3.4%	0.0%
Agricultural development	12.6%	21.2%	27.6%	9.5%
Job creation/employment	37.1%	30.3%	37.9%	61.9%
Financial markets	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.6%	0.0%	3.4%	0.0%

*Significantly different between locations

A. General Issues Facing Serbia (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 Serbia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Belgrade	Vojvodina	Central Serbia	South Serbia
Energy	13.8%	18.2%	13.8%	23.8%
Equality of opportunity	4.2%	6.1%	3.4%	0.0%
Social protection	1.2%	0.0%	0.0%	0.0%
Global/regional integration	15.6%	9.1%	3.4%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%
Anti-corruption	28.1%	33.3%	20.7%	4.8%
Disaster management	0.0%	0.0%	0.0%	0.0%
Rural development	6.6%	12.1%	13.8%	14.3%
Foreign direct investment	40.7%	36.4%	55.2%	52.4%
Water and sanitation	0.6%	0.0%	3.4%	0.0%
Education	23.4%	18.2%	20.7%	33.3%
Information and communications technology	10.2%	9.1%	6.9%	14.3%
Regulatory framework	25.1%	15.2%	13.8%	9.5%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%
Trade and exports	19.2%	18.2%	20.7%	23.8%
Public sector governance/reform	30.5%	27.3%	13.8%	9.5%
Domestic private sector development	3.6%	6.1%	6.9%	4.8%
Job creation/employment	23.4%	30.3%	31.0%	28.6%
Agricultural development	30.5%	39.4%	44.8%	57.1%
Transport	9.6%	6.1%	10.3%	23.8%
Natural resource management	3.0%	3.0%	3.4%	0.0%
Environmental sustainability	1.8%	0.0%	3.4%	0.0%
Health	0.0%	3.0%	3.4%	0.0%
Law and justice	6.0%	3.0%	3.4%	0.0%
Financial markets	3.0%	3.0%	3.4%	0.0%

When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Serbia? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Belgrade	Vojvodina	Central Serbia	South Serbia
Better employment opportunities for young people	29.3%	30.3%	37.9%	47.6%
Better employment opportunities for women	2.4%	3.0%	3.4%	0.0%
Greater voice and participation for citizens to help ensure greater accountability	16.2%	3.0%	10.3%	4.8%
Greater access to health services	3.6%	0.0%	0.0%	0.0%
Better entrepreneurial opportunities*	20.4%	33.3%	41.4%	14.3%
A growing middle class	19.2%	18.2%	20.7%	19.0%
Better opportunity for the poor who live in rural areas	2.4%	0.0%	3.4%	4.8%
Better opportunity for the poor who live in urban areas	0.0%	3.0%	0.0%	4.8%
Consistent economic growth*	47.9%	66.7%	31.0%	57.1%
More reliable social safety net	4.8%	6.1%	6.9%	4.8%
Greater equity of fiscal policy	6.6%	6.1%	13.8%	9.5%
Education and training that better ensure job opportunity	35.9%	24.2%	20.7%	28.6%
Better quality public services	9.0%	0.0%	3.4%	4.8%
Other	0.0%	0.0%	0.0%	0.0%

*Significantly different between locations

B. Overall Attitudes toward the World Bank Group

	Belgrade			Vojvodina			Central Serbia			South Serbia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Serbia?*	169	6.08	2.45	34	4.44	2.41	29	5.31	2.49	21	5.62	2.18

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between locations

	Belgrade			Vojvodina			Central Serbia			South Serbia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Serbia.	152	6.26	2.06	26	5.69	1.74	22	6.05	2.54	18	6.56	2.38

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

	Belgrade			Vojvodina			Central Serbia			South Serbia		
	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 Serbia solve its most complicated development challenges?	153	6.65	2.09	24	6.71	1.99	21	6.86	2.52	19	7.05	2.37

(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 Serbia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Serbia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Belgrade	Vojvodina	Central Serbia	South Serbia
Social protection	6.6%	0.0%	0.0%	9.5%
Public sector governance/reform*	44.3%	29.4%	27.6%	19.0%
Transport	20.4%	11.8%	17.2%	33.3%
Poverty reduction	12.0%	17.6%	6.9%	14.3%
Global/regional integration	6.6%	8.8%	3.4%	0.0%
Domestic private sector development	35.3%	41.2%	41.4%	33.3%
Rural development	8.4%	8.8%	17.2%	23.8%
Foreign direct investment*	9.6%	26.5%	20.7%	4.8%
Water and sanitation*	0.6%	0.0%	6.9%	0.0%
Energy	9.6%	2.9%	17.2%	9.5%
Job creation/employment	20.4%	32.4%	24.1%	33.3%
Financial markets	7.2%	0.0%	6.9%	0.0%
Environmental sustainability	3.6%	2.9%	10.3%	9.5%
Equality of opportunity	5.4%	0.0%	3.4%	4.8%
Health	8.4%	5.9%	3.4%	14.3%
Education	27.5%	11.8%	31.0%	33.3%
Climate change	1.2%	0.0%	0.0%	0.0%
Agricultural development	14.4%	32.4%	20.7%	19.0%
Trade and exports	0.6%	5.9%	3.4%	0.0%
Economic growth	19.2%	29.4%	13.8%	23.8%
Law and justice	6.6%	8.8%	0.0%	0.0%
Regulatory framework	13.2%	5.9%	10.3%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%
Natural resource management*	0.0%	0.0%	0.0%	4.8%
Anti-corruption	10.2%	11.8%	10.3%	0.0%
Information and communications technology	4.2%	2.9%	3.4%	4.8%
Disaster management	0.0%	0.0%	0.0%	0.0%

*Significantly different between locations

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 Serbia?

Greatest Value				
Percentage of Respondents	Belgrade	Vojvodina	Central Serbia	South Serbia
Convening/Facilitating	7.7%	11.8%	13.8%	14.3%
Data	4.2%	5.9%	3.4%	4.8%
Policy advice, studies, analyses*	20.8%	2.9%	3.4%	0.0%
Financial resources	25.6%	23.5%	37.9%	47.6%
Capacity development	26.8%	20.6%	6.9%	19.0%
Technical assistance	5.4%	14.7%	6.9%	9.5%
Mobilizing third party financial resources	7.7%	14.7%	3.4%	0.0%
Donor coordination*	0.6%	2.9%	13.8%	4.8%
Linkage to non-Bank expertise*	1.2%	2.9%	10.3%	0.0%
Other	0.0%	0.0%	0.0%	0.0%

*Significantly different between locations

2 nd Greatest Value				
Percentage of Respondents	Belgrade	Vojvodina	Central Serbia	South Serbia
Convening/Facilitating*	2.5%	0.0%	14.3%	18.2%
Data	7.5%	7.1%	14.3%	0.0%
Policy advice, studies, analyses	22.5%	21.4%	0.0%	9.1%
Financial resources	20.0%	28.6%	7.1%	27.3%
Capacity development	15.0%	28.6%	7.1%	27.3%
Technical assistance	11.3%	0.0%	14.3%	9.1%
Mobilizing third party financial resources	12.5%	0.0%	7.1%	0.0%
Donor coordination	3.8%	14.3%	7.1%	9.1%
Linkage to non-Bank expertise*	5.0%	0.0%	28.6%	0.0%
Other	0.0%	0.0%	0.0%	0.0%

*Significantly different between locations

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

	Belgrade			Vojvodina			Central Serbia			South Serbia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Convening/facilitating	140	5.77	2.23	22	4.95	2.44	21	6.76	2.36	19	6.11	2.16
Data	150	7.03	2.16	26	6.23	2.61	23	7.43	2.23	19	6.58	2.24
Policy advice, studies, analyses	155	7.01	2.05	26	6.85	2.22	23	7.26	2.40	20	7.15	2.03
Financial resources	152	6.47	2.21	26	6.00	2.28	23	6.91	2.13	20	7.35	1.95
Technical assistance	153	6.71	2.04	23	6.17	2.31	22	6.68	2.61	20	7.20	1.58
Mobilizing third party financial resources	131	5.61	2.29	21	5.67	2.31	21	6.00	2.76	18	5.89	2.00
Donor coordination	140	5.81	2.35	23	5.91	2.15	22	5.73	2.60	19	6.32	1.67
Linkage to non-Bank expertise	120	5.72	2.39	20	6.45	2.04	19	5.74	2.68	13	6.46	1.39

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

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

	Belgrade			Vojvodina			Central Serbia			South Serbia		
	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	159	6.06	2.94	33	5.33	3.15	27	6.07	2.97	21	6.33	2.29
The public sector, related to implementation of specific development projects on the ground	163	8.13	2.12	32	7.91	2.09	25	7.96	2.48	21	8.00	2.53
The public sector, related to changing institutions	163	8.09	2.18	31	7.58	2.26	26	7.27	2.79	20	7.55	2.50

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 Serbia?

	Belgrade			Vojvodina			Central Serbia			South Serbia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	144	6.77	2.21	27	6.04	2.55	26	6.92	2.84	20	7.70	1.59
Citizen engagement (incorporating citizens' voices into development)*	113	4.34	2.33	18	4.67	2.54	18	4.78	2.39	15	6.60	1.88
Policy design (for clarity and better incentives to achieve development goals)	138	6.56	2.35	26	6.15	2.71	19	5.68	2.47	17	6.82	1.70

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

When thinking about how to improve capacity building in Serbia 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?

	Belgrade			Vojvodina			Central Serbia			South Serbia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	159	7.87	2.24	31	7.90	2.04	27	8.26	2.18	20	8.90	1.71
Citizen engagement (incorporating citizens' voices into development)	142	6.92	2.64	26	6.85	2.81	22	7.41	2.54	18	7.61	2.36
Policy design (for clarity and better incentives to achieve development goals)	156	8.15	2.15	30	7.23	2.24	24	8.04	2.40	17	8.29	1.69

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

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

Percentage of Respondents (Responses Combined)	Belgrade	Vojvodina	Central Serbia	South Serbia
Staff too inaccessible	7.1%	2.9%	10.3%	0.0%
Not exploring alternative policy options	7.7%	8.8%	3.4%	4.8%
Not adequately sensitive to political/social realities in Serbia	18.3%	14.7%	17.2%	19.0%
Not enough public disclosure of its work	14.2%	20.6%	20.7%	14.3%
Arrogant in its approach	0.6%	2.9%	6.9%	0.0%
Not aligned with country priorities	6.5%	8.8%	10.3%	4.8%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex	13.6%	11.8%	13.8%	33.3%
Not willing to honestly criticize policies and reform efforts in the country	24.3%	8.8%	13.8%	19.0%
Too influenced by developed countries*	10.1%	26.5%	6.9%	14.3%
Imposing technocratic solutions without regard to political realities	11.2%	17.6%	10.3%	4.8%
World Bank Group's processes too slow	8.9%	0.0%	10.3%	4.8%
Too bureaucratic in its operational policies and procedures*	18.9%	5.9%	17.2%	0.0%
Not aligned with other donors' work	1.2%	2.9%	0.0%	4.8%
Not collaborating enough with non-state actors	14.2%	5.9%	6.9%	28.6%
Not client focused	1.8%	0.0%	3.4%	4.8%
Other	0.0%	0.0%	0.0%	0.0%
Don't know	14.2%	26.5%	20.7%	14.3%

*Significantly different between locations

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 Serbia? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Belgrade	Vojvodina	Central Serbia	South Serbia
Capacity development	39.6%	26.5%	34.5%	52.4%
Policy based lending / budget support to the Government	26.6%	23.5%	27.6%	14.3%
Knowledge products/services	16.0%	14.7%	17.2%	0.0%
Investment lending	56.2%	67.6%	51.7%	81.0%
Technical assistance	35.5%	32.4%	34.5%	23.8%
Trust Fund management	3.6%	5.9%	6.9%	0.0%
Other	0.0%	0.0%	0.0%	0.0%
Don't know	7.7%	8.8%	6.9%	9.5%

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)	Belgrade	Vojvodina	Central Serbia	South Serbia
Academia/Think Tanks/Research Institutes	38.5%	29.4%	17.2%	28.6%
Donor Community	8.3%	5.9%	0.0%	19.0%
Media	9.5%	11.8%	6.9%	0.0%
NGOs	17.2%	8.8%	10.3%	4.8%
Local Government*	33.1%	35.3%	62.1%	61.9%
Private Sector*	42.0%	55.9%	65.5%	28.6%
Parliament	10.7%	11.8%	3.4%	0.0%
Beneficiaries	27.2%	32.4%	27.6%	23.8%
Foundations	2.4%	0.0%	0.0%	4.8%
Faith-Based Organizations	1.2%	0.0%	0.0%	0.0%
Other	1.2%	0.0%	0.0%	0.0%
Don't know	2.4%	0.0%	0.0%	9.5%

*Significantly different between locations

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

	Belgrade			Vojvodina			Central Serbia			South Serbia		
	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 Serbia	155	6.32	2.45	27	6.48	2.34	27	5.89	3.06	21	7.29	2.03
The World Bank Group's work is aligned with what I consider the development priorities for Serbia	146	6.25	2.36	23	6.13	1.98	24	5.29	2.81	20	6.95	2.40
The World Bank Group supports programs and strategies that are realistic for Serbia*	150	6.35	2.25	24	5.67	2.08	24	5.29	3.06	21	7.24	2.30
The World Bank Group treats clients and stakeholders in Serbia with respect	149	7.57	2.15	24	7.21	2.57	25	7.44	2.96	18	7.67	2.28

*Significantly different between locations

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

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

	Belgrade			Vojvodina			Central Serbia			South Serbia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	138	5.99	2.30	23	6.48	2.09	23	6.70	2.51	17	7.47	1.55
Flexibility (in terms of the World Bank Group's products and services)	134	5.68	2.20	22	6.05	2.17	24	5.79	2.62	17	6.53	1.38
Flexibility (in terms of changing country circumstances)	137	5.64	2.26	22	5.50	2.33	24	5.96	2.10	18	6.50	1.95
Being inclusive	136	5.82	2.16	21	6.52	2.38	24	6.92	2.30	17	6.65	1.77
Openness (sharing data and other information)	144	7.01	2.16	22	6.64	2.68	24	6.71	2.69	17	7.35	1.66
Staff accessibility	142	7.01	2.40	22	6.36	2.84	24	6.71	2.90	17	6.88	1.93
Straightforwardness and honesty	136	6.96	2.39	23	6.74	2.73	24	6.92	2.83	16	7.31	2.02
Ease of access to the people at the World Bank Group who are making decisions important to my work	137	6.27	2.57	22	5.45	2.56	24	6.38	3.20	16	7.13	1.67
Collaboration with groups outside of the Government	114	5.65	2.15	19	5.84	2.32	22	6.09	3.29	16	6.81	2.32
Collaboration with the Government	131	7.32	2.01	20	7.60	1.76	20	7.40	2.16	18	7.72	1.57
Collaboration with other donors	105	6.56	2.22	18	6.50	2.09	16	6.31	2.09	16	7.38	1.67
The speed in which it gets things accomplished on the ground	133	5.99	2.17	20	6.80	2.44	23	6.61	2.55	17	6.88	2.03
Being a long-term partner	132	7.47	2.12	21	7.29	2.41	21	7.14	2.74	14	7.57	1.70

To be a more effective development partner in Serbia, do you believe that the World Bank Group should have...?

Percentage of Respondents	Belgrade	Vojvodina	Central Serbia	South Serbia
More local presence	72.2%	73.5%	75.9%	81.0%
The current level of local presence is adequate	16.0%	8.8%	13.8%	9.5%
Less local presence	3.6%	5.9%	6.9%	-
Don't know	8.3%	11.8%	3.4%	9.5%

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)	Belgrade	Vojvodina	Central Serbia	South Serbia
The World Bank Group does not do adequate follow through/follow-up	6.9%	2.9%	6.9%	5.6%
There is not an adequate level of citizen/civil society participation	20.6%	11.8%	20.7%	11.1%
The World Bank Group is not sensitive enough to political/social realities on the ground	21.9%	17.6%	17.2%	5.6%
Lack of/inadequate levels of capacity in Government	43.8%	26.5%	41.4%	50.0%
Poor donor coordination	1.9%	5.9%	0.0%	0.0%
The World Bank Group works too slowly	6.3%	2.9%	3.4%	11.1%
The Government works inefficiently	30.0%	23.5%	37.9%	50.0%
Political pressures and obstacles	26.9%	32.4%	31.0%	27.8%
Reforms are not well thought out in light of country challenges	29.4%	50.0%	20.7%	27.8%
Other	0.0%	0.0%	0.0%	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 Serbia? (1-Not important at all, 10-Very important)

	Belgrade			Vojvodina			Central Serbia			South Serbia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti-corruption	157	7.92	2.36	32	8.16	2.25	26	7.62	2.86	19	8.05	2.46
Information and communications technology	156	7.87	2.03	34	7.94	2.40	27	8.00	2.75	20	8.35	1.63
Transport	158	8.44	1.86	33	8.42	1.60	26	8.50	2.47	21	9.14	1.28
Law and justice	155	7.75	2.43	32	7.13	2.38	27	7.33	3.04	20	8.90	1.29
Environmental sustainability	155	8.02	2.19	33	8.15	1.79	27	7.85	2.84	20	9.30	0.98
Regulatory framework	155	8.27	2.05	31	7.52	2.61	27	7.48	2.93	18	8.67	1.24
Communicable/non-communicable diseases	144	6.86	2.69	32	6.31	2.67	28	6.21	3.19	20	7.25	2.92
Poverty reduction	161	8.71	1.59	33	8.27	1.99	28	8.93	1.59	21	9.33	1.07
Domestic private sector development	161	8.63	1.76	34	8.82	1.53	28	9.39	0.99	21	8.81	1.69
Foreign direct investment	159	8.28	1.99	34	8.62	1.67	26	9.15	1.26	21	8.57	1.78
Water and sanitation	154	7.35	2.37	32	7.38	2.37	27	7.70	2.20	20	8.75	1.41
Trade and exports	157	7.61	2.16	32	7.44	2.34	27	7.89	2.28	20	7.85	2.08
Economic growth	160	8.80	1.55	32	8.69	1.86	27	9.37	1.25	21	8.90	1.79
Energy*	158	8.22	1.82	32	8.50	1.81	26	8.62	1.84	20	9.40	0.75
Disaster management	144	5.08	2.63	32	4.75	2.49	27	5.07	2.77	18	6.00	2.72
Public sector governance/reform	158	8.03	2.38	33	7.55	2.41	26	8.15	2.54	21	8.05	2.06
Job creation/employment	157	8.31	1.84	33	8.21	2.13	27	9.07	1.39	21	8.95	1.88
Financial markets	156	7.92	1.93	33	7.55	2.44	26	8.38	1.72	21	8.57	2.06
Equality of opportunity	155	7.47	2.40	32	7.06	2.30	26	7.46	2.34	21	8.24	2.07
Health	154	8.02	1.99	32	7.63	2.04	26	7.50	2.60	20	8.65	1.63
Rural development*	152	8.02	2.09	32	8.44	1.88	28	9.07	1.27	21	9.14	1.15
Global/regional integration	156	7.47	2.28	33	7.70	2.37	26	7.65	2.83	21	8.19	1.97
Education*	159	8.49	1.82	34	7.50	2.31	27	8.37	2.06	21	8.90	1.48
Social protection	157	7.64	2.16	33	6.97	2.44	27	7.67	2.65	20	8.60	1.64
Climate change	152	7.20	2.38	32	7.09	2.56	26	7.88	2.41	21	8.00	2.28
Agricultural development	156	8.38	1.84	34	8.56	1.78	28	9.00	1.66	21	9.29	1.42
Natural resource management	154	7.33	2.40	30	7.73	2.18	26	7.58	2.70	20	8.55	1.73

*Significantly different between locations

C. World Bank Group Effectiveness and Results (continued)

How EFFECTIVE do you believe the World Bank is in terms of the work it does in the following areas of development in Serbia? (1-Not effective at all, 10-Very effective)

	Belgrade			Vojvodina			Central Serbia			South Serbia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti-corruption	108	5.46	2.59	20	5.55	2.11	17	4.88	2.85	14	6.64	2.71
Information and communications technology	100	5.93	2.57	19	6.32	2.26	18	6.06	2.67	12	7.17	1.80
Transport*	120	6.60	2.25	19	6.00	2.40	19	6.95	2.99	18	8.22	1.99
Law and justice	100	5.89	2.38	18	6.00	2.30	15	5.93	2.89	16	7.06	2.44
Environmental sustainability	105	6.17	2.46	22	6.36	2.32	18	6.50	2.62	17	7.82	1.88
Regulatory framework	119	6.90	2.23	23	6.83	2.46	18	6.28	2.52	14	7.36	1.91
Communicable/non-communicable diseases	76	5.47	2.65	14	5.43	2.24	14	5.21	3.07	12	7.17	1.99
Poverty reduction	125	5.87	2.42	19	5.37	3.04	20	4.85	2.08	16	6.88	2.25
Domestic private sector development	118	5.75	2.31	21	5.81	2.96	20	5.15	2.08	16	7.13	1.71
Foreign direct investment	106	6.02	2.16	21	6.19	2.99	17	5.82	1.98	16	6.88	1.96
Water and sanitation	82	5.79	2.29	18	4.50	2.75	14	5.14	1.70	15	6.40	2.13
Trade and exports	98	5.39	2.15	16	4.94	2.38	15	5.27	1.62	13	6.31	1.55
Economic growth	109	5.94	2.26	21	5.29	2.99	18	5.61	2.59	14	6.79	1.67
Energy	105	6.11	2.22	19	5.16	2.65	17	5.71	2.62	15	6.87	1.73
Disaster management	69	4.04	2.31	13	3.92	2.14	12	3.67	2.10	11	5.00	3.07
Public sector governance/reform	127	6.22	2.35	19	5.68	2.63	20	5.25	2.22	17	6.82	2.33
Job creation/employment	114	5.24	2.43	19	4.74	2.51	18	4.56	2.31	16	6.13	1.54
Financial markets	104	5.76	2.21	19	5.63	2.65	13	5.62	2.22	14	6.07	1.98
Equality of opportunity	99	5.61	2.61	17	5.53	2.53	15	5.47	2.42	14	6.86	2.14
Health	95	5.89	2.53	15	5.20	2.43	15	5.53	2.30	15	6.93	1.87
Rural development	85	4.99	2.56	17	5.00	2.78	14	4.50	2.14	15	6.73	1.75
Global/regional integration	103	6.06	2.35	21	6.43	2.50	17	5.18	2.24	14	7.07	1.94
Education	113	5.76	2.38	20	5.45	2.44	19	5.58	2.50	16	7.13	2.28
Social protection*	111	5.74	2.51	18	4.94	2.34	15	4.73	2.12	16	6.94	2.18
Climate change	86	5.35	2.45	18	5.33	2.79	15	4.73	2.25	15	6.53	2.00
Agricultural development*	95	5.65	2.42	20	5.40	2.42	19	4.89	2.49	16	7.44	1.75
Natural resource management*	81	5.11	2.43	12	4.67	2.23	15	4.27	2.31	13	6.77	1.88

*Significantly different between locations

Where are the World Bank Group's decisions made primarily that support the program in Serbia?

Percentage of Respondents	Belgrade	Vojvodina	Central Serbia	South Serbia
At the Headquarters (in Washington D.C.)	59.8%	55.9%	37.9%	61.9%
In the country	11.2%	11.8%	20.7%	4.8%
Don't know	29.0%	32.4%	41.4%	33.3%

	Belgrade			Vojvodina			Central Serbia			South Serbia		
	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 Serbia?	145	6.50	2.26	24	7.17	2.81	23	6.00	2.28	18	6.83	1.72

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

C. World Bank Group Effectiveness and Results (continued)

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

(1-Strongly disagree, 10-Strongly agree)

	Belgrade			Vojvodina			Central Serbia			South Serbia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Serbia	134	5.48	2.30	26	6.08	2.51	22	4.82	2.32	17	6.06	2.28
The World Bank Group meets Serbia's needs for knowledge services	139	6.01	2.29	26	6.35	2.26	22	4.86	2.36	17	6.41	1.91

	Belgrade			Vojvodina			Central Serbia			South Serbia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Serbia?	95	6.42	2.23	17	6.94	2.30	18	6.61	2.59	16	6.44	2.48

(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	Belgrade	Vojvodina	Central Serbia	South Serbia
Weekly	8.8%	2.9%	17.9%	5.0%
Monthly	33.3%	11.8%	7.1%	20.0%
A few times a year	40.3%	35.3%	32.1%	50.0%
Rarely	13.8%	35.3%	32.1%	25.0%
Never	3.8%	14.7%	10.7%	-

*Significantly different between locations

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

	Belgrade			Vojvodina			Central Serbia			South Serbia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	127	6.28	2.05	24	6.04	2.01	23	6.22	1.86	16	7.25	1.73
Include appropriate level of stakeholder involvement during preparation	122	6.09	2.03	23	6.00	2.22	19	6.16	1.95	16	6.81	2.07
Are relevant to Serbia's development priorities	137	6.96	2.09	24	6.38	2.26	21	6.86	2.50	16	7.38	1.63
Lead to practical solutions	135	6.69	2.24	24	6.42	2.41	21	7.10	2.49	16	7.75	1.73
Are accessible*	136	7.25	2.04	24	5.92	2.70	22	5.68	2.89	16	8.19	1.64
Are source of relevant information on global good practices	137	7.88	1.80	24	7.58	2.13	23	7.57	1.93	17	7.18	1.85
Enhance your knowledge and/or skills	140	7.79	1.93	24	7.17	2.48	23	7.48	2.19	18	8.00	1.46
Are adequately disseminated	139	6.50	2.33	23	6.09	2.70	23	6.65	2.15	17	7.82	1.51
Are translated enough into local language	124	5.60	2.38	22	5.18	2.58	23	5.91	2.76	17	6.29	2.20
Are adaptable to Serbia's specific development challenges and country circumstances	135	6.81	2.11	26	6.00	2.47	22	6.77	2.47	19	6.79	2.02

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

	Belgrade			Vojvodina			Central Serbia			South Serbia		
	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?	142	7.60	2.18	26	8.08	2.21	25	8.00	2.57	18	7.94	1.83
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	136	7.68	1.78	21	7.48	1.86	24	7.29	2.27	19	7.68	1.64

(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 does each of the following aspects of the World Bank Group's delivery work contribute to solving Serbia's development challenges?

	Belgrade			Vojvodina			Central Serbia			South Serbia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	134	7.19	2.15	22	7.09	2.29	23	6.96	2.71	19	7.47	1.87
Design (appraising and planning the solutions)	134	6.96	1.99	21	7.19	2.23	23	7.13	2.58	18	7.56	1.54
Implementation (executing, carrying out, monitoring, and making appropriate adjustments)	131	6.79	2.19	21	7.00	2.41	25	6.68	2.58	19	7.95	1.81
Evaluation (assessing the impact and results)	130	6.93	2.20	21	6.95	2.29	23	7.22	2.70	18	7.83	1.95

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

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

	Belgrade			Vojvodina			Central Serbia			South Serbia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	107	8.33	1.93	20	8.15	1.53	19	7.58	2.97	15	8.20	1.61
The World Bank Group effectively monitors and evaluates the projects and programs it supports	132	7.74	2.12	23	8.13	1.82	23	8.61	1.78	17	8.71	1.36
The World Bank Group's approvals and reviews are done in a timely fashion	110	7.43	2.16	17	7.71	1.86	23	7.57	2.56	14	7.93	1.86
The World Bank Group's Safeguard Policy requirements are reasonable	100	7.57	1.97	19	7.58	1.98	21	7.57	2.62	14	7.79	2.01
The World Bank Group's conditions on its lending are reasonable	114	7.55	2.13	18	6.39	2.15	21	7.33	2.39	16	7.50	1.55
The World Bank Group takes decisions quickly in Serbia	119	6.05	2.38	21	6.19	2.29	21	6.57	2.94	15	7.47	1.96
Working with the World Bank Group increases Serbia's institutional capacity	138	7.66	2.21	23	8.30	1.89	22	8.18	1.92	19	8.37	1.86
The World Bank Group ensures consistency and continuity through staff changes	100	7.39	2.10	15	7.33	2.41	15	7.87	2.00	14	7.43	1.79
Where country systems are adequate, the World Bank Group makes appropriate use of them	90	7.19	2.17	20	7.70	2.13	19	7.84	2.48	15	7.67	2.06
The World Bank Group provides effective implementation support	125	7.54	2.09	22	7.86	1.58	22	8.41	1.71	18	8.28	1.53

Which of the following best describes the way the World Bank Group operates in Serbia?

Percentage of Respondents	Belgrade	Vojvodina	Central Serbia	South Serbia
The World Bank Group takes too much risk in Serbia	.7%	6.7%	7.4%	-
The World Bank Group does not take enough risk in Serbia	29.5%	23.3%	25.9%	26.3%
The World Bank Group's approach to risk is appropriate	31.5%	26.7%	40.7%	31.6%
Don't know	38.3%	43.3%	25.9%	42.1%

F. The Future Role of the World Bank Group in Serbia

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

Percentage of Respondents (Responses Combined)	Belgrade	Vojvodina	Central Serbia	South Serbia
Provide more adequate data/knowledge/statistics/figures on Serbia's economy	16.4%	12.1%	10.7%	4.8%
Collaborate more effectively with Government clients	23.7%	21.2%	10.7%	28.6%
Offer more innovative financial products	17.8%	27.3%	25.0%	23.8%
Improve the competitiveness of its financing compared to markets	18.4%	18.2%	21.4%	14.3%
Reach out more to groups outside of Government	28.3%	27.3%	28.6%	33.3%
Improve the quality of its experts as related to Serbia's specific challenges	13.8%	9.1%	10.7%	14.3%
Offer more innovative knowledge services	14.5%	15.2%	0.0%	19.0%
Ensure greater selectivity in its work	2.0%	9.1%	0.0%	0.0%
Increase the level of capacity development in the country	36.2%	33.3%	35.7%	33.3%
Reduce the complexity of obtaining World Bank Group financing	17.8%	12.1%	32.1%	19.0%
Work faster	4.6%	3.0%	7.1%	4.8%
Other	0.0%	0.0%	0.0%	0.0%

When considering the combination of services that the World Bank Group offers in Serbia, 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 Serbia?

Percentage of Respondents	Belgrade	Vojvodina	Central Serbia	South Serbia
Financial services	20.1%	23.5%	37.9%	38.1%
Knowledge products	23.7%	17.6%	17.2%	14.3%
Convening services	4.7%	2.9%	3.4%	14.3%
None of the above	-	-	-	-
The combination is appropriate for Serbia	40.8%	38.2%	34.5%	28.6%
Don't know	10.7%	17.6%	6.9%	4.8%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Belgrade	Vojvodina	Central Serbia	South Serbia
Local newspapers	41.8%	31.3%	28.6%	33.3%
International newspapers	5.9%	3.1%	0.0%	4.8%
Local radio	1.3%	0.0%	3.6%	0.0%
International radio	0.7%	0.0%	0.0%	0.0%
Local television	22.9%	25.0%	10.7%	23.8%
International television	2.0%	6.3%	3.6%	4.8%
Periodicals	21.6%	34.4%	17.9%	19.0%
Internet	75.2%	75.0%	85.7%	71.4%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	5.9%	3.1%	7.1%	9.5%
Blogs	1.3%	3.1%	0.0%	0.0%
Mobile phones	1.3%	3.1%	0.0%	4.8%
Instant messaging*	3.3%	0.0%	14.3%	4.8%
Other	5.2%	3.1%	0.0%	4.8%

*Significantly different between locations

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)	Belgrade	Vojvodina	Central Serbia	South Serbia
Blogs	1.3%	3.0%	7.1%	4.8%
Direct contact with World Bank Group	34.4%	30.3%	57.1%	47.6%
e-Newsletters	44.4%	45.5%	28.6%	23.8%
World Bank Group's seminars/ workshops/conferences*	44.4%	60.6%	28.6%	66.7%
World Bank Group's publications and other written materials*	32.5%	15.2%	25.0%	9.5%
Mobile phones	3.3%	0.0%	3.6%	4.8%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	4.6%	3.0%	3.6%	4.8%
World Bank Group's website	21.9%	27.3%	25.0%	14.3%
Other	0.0%	0.0%	0.0%	0.0%

*Significantly different between locations

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

Percentage of Respondents	Belgrade	Vojvodina	Central Serbia	South Serbia
Yes	12.4%	8.8%	17.2%	28.6%
No	87.6%	91.2%	82.8%	71.4%

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

Percentage of Respondents	Belgrade	Vojvodina	Central Serbia	South Serbia
Yes	21.9%	17.6%	17.2%	-
No	78.1%	82.4%	82.8%	100.0%

Were you able to obtain this information?

Percentage of Respondents	Belgrade	Vojvodina	Central Serbia	South Serbia
Yes	59.5%	83.3%	40.0%	-
No	40.5%	16.7%	60.0%	-

Do you have access to the Internet?

Percentage of Respondents	Belgrade	Vojvodina	Central Serbia	South Serbia
Yes	85.8%	91.2%	89.7%	95.2%
No	14.2%	8.8%	10.3%	4.8%

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

Percentage of Respondents	Belgrade	Vojvodina	Central Serbia	South Serbia
Yes	81.7%	64.7%	65.50%	90.5%
No	18.3%	35.3%	34.50%	9.50%

Which do you primarily use?

Percentage of Respondents	Belgrade	Vojvodina	Central Serbia	South Serbia
The World Bank Group's country website	30.2%	32.4%	44.8%	52.4%
The World Bank Group's main website	51.5%	26.5%	17.2%	33.3%
None of the above	18.3%	41.2%	37.9%	14.3%

G. Communication and Information Sharing (continued)

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

	Belgrade			Vojvodina			Central Serbia			South Serbia		
	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	146	6.15	2.99	30	4.87	3.33	26	5.08	3.31	17	6.24	3.19
I find the World Bank Group's websites easy to navigate.	135	7.35	2.11	20	7.00	2.70	22	6.55	3.02	18	7.83	1.82
I find the information on the World Bank Group's websites useful.*	135	8.16	1.83	19	7.32	2.98	20	6.90	2.85	17	8.65	1.69
The World Bank Group's social media channels are valuable sources of information about the institution.	90	4.42	2.80	23	4.43	3.46	22	4.14	2.88	14	5.14	3.30
When I need information from the World Bank Group I know how to find it.	138	7.82	2.52	25	6.80	3.07	25	6.88	3.38	16	6.81	3.19
The World Bank Group is responsive to my information requests and inquiries.	99	7.37	2.28	17	6.88	2.96	15	7.00	3.46	8	8.75	1.58

*Significantly different between locations

H. Background Information

Which of the following agencies of the World Bank Group do you work with in Serbia? (Select all that apply)

Percentage of Respondents (Responses Combined)	Belgrade	Vojvodina	Central Serbia	South Serbia
The World Bank (IBRD)	88.5%	69.2%	92.3%	91.7%
International Finance Corporation (IFC)	30.2%	38.5%	15.4%	8.3%
The Multilateral Investment Guarantee Agency (MIGA)	1.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents (Responses Combined)	Belgrade	Vojvodina	Central Serbia	South Serbia
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	23.7%	54.5%	28.6%	28.6%
Use World Bank Group reports/data*	42.8%	21.2%	25.0%	19.0%
Engage in World Bank Group related/sponsored events/activities	24.3%	21.2%	32.1%	19.0%
Collaborate as part of my professional duties	48.7%	33.3%	42.9%	42.9%
Use World Bank Group website for information, data, research, etc.	27.0%	18.2%	17.9%	42.9%

*Significantly different between locations

Appendix D: Responses to All Questions across Collaborators

Collaborators N=66 ● Non-Collaborators N=187

A. General Issues Facing Serbia

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

Percentage of Respondents	Collaborators	Non-Collaborators
The right direction	39.4%	38.5%
The wrong direction	18.2%	23.0%
Not sure	42.4%	38.5%

Listed below are a number of development priorities in Serbia. Please identify which of the following you consider the most important development priorities in Serbia. (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Social protection	6.3%	8.1%
Transport	12.5%	10.3%
Public sector governance/reform*	56.3%	40.0%
Global/regional integration	10.9%	7.0%
Domestic private sector development	25.0%	34.6%
Foreign direct investment	17.2%	9.7%
Water and sanitation	1.6%	0.0%
Anti-corruption	31.3%	22.7%
Job creation/employment	31.3%	40.5%
Rural development	4.7%	8.1%
Financial markets	0.0%	0.5%
Environmental sustainability	4.7%	5.4%
Equality of opportunity	7.8%	3.8%
Health	3.1%	6.5%
Education	17.2%	22.7%
Poverty reduction	6.3%	7.0%
Energy	6.3%	6.5%
Climate change	1.6%	0.0%
Agricultural development*	1.6%	22.7%
Trade and exports	0.0%	2.2%
Economic growth	29.7%	20.5%
Law and justice	10.9%	7.6%
Regulatory framework*	9.4%	3.2%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	1.6%	3.2%
Disaster management	0.0%	0.0%
Information and communications technology	3.1%	3.2%

**Significantly different between collaborators and non-collaborators*

A. General Issues Facing Serbia (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 Serbia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Water and sanitation*	4.7%	0.0%
Equality of opportunity	6.3%	11.8%
Economic growth	60.9%	50.5%
Climate change	0.0%	0.5%
Global/regional integration	7.8%	4.8%
Rural development	18.8%	21.0%
Regulatory framework	7.8%	3.8%
Social protection	18.8%	18.3%
Law and justice	7.8%	5.4%
Transport	4.7%	3.2%
Communicable/non-communicable diseases	0.0%	0.0%
Information and communications technology	3.1%	2.2%
Anti-corruption	12.5%	17.7%
Domestic private sector development	35.9%	37.6%
Foreign direct investment	15.6%	13.4%
Education	23.4%	30.1%
Energy	0.0%	3.2%
Public sector governance/reform	14.1%	11.8%
Natural resource management	1.6%	2.7%
Environmental sustainability	3.1%	1.1%
Disaster management	0.0%	0.0%
Health	4.7%	2.7%
Agricultural development	12.5%	16.1%
Job creation/employment	35.9%	39.2%
Financial markets	0.0%	0.0%
Trade and exports	0.0%	1.1%

*Significantly different between collaborators and non-collaborators

A. General Issues Facing Serbia (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 Serbia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Energy	10.9%	16.7%
Equality of opportunity	0.0%	5.4%
Social protection	1.6%	0.5%
Global/regional integration	18.8%	9.7%
Climate change	0.0%	0.0%
Anti-corruption	28.1%	25.3%
Disaster management	0.0%	0.0%
Rural development	4.7%	10.2%
Foreign direct investment	43.8%	42.5%
Water and sanitation	1.6%	0.5%
Education	20.3%	24.2%
Information and communications technology	10.9%	9.7%
Regulatory framework	23.4%	20.4%
Communicable/non-communicable diseases	0.0%	0.0%
Trade and exports	17.2%	20.4%
Public sector governance/reform	34.4%	23.7%
Domestic private sector development	6.3%	3.8%
Job creation/employment	25.0%	25.8%
Agricultural development	26.6%	38.7%
Transport	10.9%	10.2%
Natural resource management	3.1%	2.7%
Environmental sustainability	1.6%	1.6%
Health	1.6%	0.5%
Law and justice	4.7%	4.8%
Financial markets	4.7%	2.2%

When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Serbia? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Better employment opportunities for young people	23.4%	34.9%
Better employment opportunities for women	0.0%	3.2%
Greater voice and participation for citizens to help ensure greater accountability	15.6%	11.8%
Greater access to health services	3.1%	2.2%
Better entrepreneurial opportunities	18.8%	25.8%
A growing middle class	18.8%	19.4%
Better opportunity for the poor who live in rural areas	1.6%	2.7%
Better opportunity for the poor who live in urban areas	1.6%	0.5%
Consistent economic growth	51.6%	48.4%
More reliable social safety net*	10.9%	3.2%
Greater equity of fiscal policy	7.8%	7.5%
Education and training that better ensure job opportunity	35.9%	30.6%
Better quality public services	9.4%	5.9%
Other	0.0%	0.0%

*Significantly different between collaborators and non-collaborators

B. Overall Attitudes toward the World Bank Group

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Serbia?*	66	6.67	2.28	187	5.40	2.47

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between collaborators and non-collaborators

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Serbia.*	61	7.00	2.00	157	5.89	2.06

(1-Not effective at all, 10-Very effective) *Significantly different between collaborators and non-collaborators

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 Serbia solve its most complicated development challenges?*	62	7.19	2.03	155	6.52	2.15

(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Social protection	3.1%	5.9%
Public sector governance/reform*	57.8%	31.6%
Transport	14.1%	21.9%
Poverty reduction	14.1%	11.8%
Global/regional integration	7.8%	5.3%
Domestic private sector development	26.6%	40.1%
Rural development	4.7%	12.8%
Foreign direct investment	14.1%	12.3%
Water and sanitation	1.6%	1.1%
Energy	9.4%	9.6%
Job creation/employment	23.4%	23.5%
Financial markets	9.4%	4.3%
Environmental sustainability	4.7%	4.8%
Equality of opportunity	1.6%	5.3%
Health	6.3%	8.6%
Education	21.9%	27.8%
Climate change*	3.1%	0.0%
Agricultural development	17.2%	18.2%
Trade and exports	0.0%	2.1%
Economic growth	21.9%	19.8%
Law and justice*	10.9%	3.7%
Regulatory framework*	18.8%	8.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	0.0%	0.5%
Anti-corruption	6.3%	10.7%
Information and communications technology	0.0%	5.3%
Disaster management	0.0%	0.0%

*Significantly different between collaborators and non-collaborators

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 Serbia?

Greatest Value		
Percentage of Respondents	Collaborators	Non-Collaborators
Convening/Facilitating	7.7%	10.2%
Data	3.1%	4.8%
Policy advice, studies, analyses*	30.8%	9.1%
Financial resources	21.5%	31.0%
Capacity development	18.5%	24.6%
Technical assistance	10.8%	5.9%
Mobilizing third party financial resources	6.2%	8.0%
Donor coordination	1.5%	3.2%
Linkage to non-Bank expertise	0.0%	3.2%
Other	0.0%	0.0%

*Significantly different between collaborators and non-collaborators

2 nd Greatest Value		
Percentage of Respondents	Collaborators	Non-Collaborators
Convening/Facilitating	2.9%	5.9%
Data	11.8%	5.9%
Policy advice, studies, analyses	8.8%	22.4%
Financial resources	17.6%	21.2%
Capacity development	23.5%	14.1%
Technical assistance	14.7%	8.2%
Mobilizing third party financial resources	8.8%	9.4%
Donor coordination	5.9%	5.9%
Linkage to non-Bank expertise	5.9%	7.1%
Other	0.0%	0.0%

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Convening/facilitating	59	6.29	2.35	143	5.62	2.23
Data	61	7.41	2.12	157	6.75	2.26
Policy advice, studies, analyses	63	7.33	1.93	161	6.91	2.15
Financial resources	62	7.00	2.03	159	6.36	2.24
Technical assistance*	62	7.27	1.78	156	6.47	2.17
Mobilizing third party financial resources*	53	6.28	2.20	138	5.46	2.32
Donor coordination	58	6.34	2.21	146	5.67	2.30
Linkage to non-Bank expertise*	44	6.52	2.24	128	5.63	2.32

(1-Not effective at all, 10-Very effective) *Significantly different between collaborators and non-collaborators

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

The World Bank Group can provide capacity building support in a number of ways in Serbia. To what degree would Serbia 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	65	6.14	2.77	175	5.93	2.98
The public sector, related to implementation of specific development projects on the ground	64	8.45	2.12	177	7.93	2.19
The public sector, related to changing institutions*	63	8.60	1.96	177	7.63	2.35

*Significantly different between collaborators and non-collaborators

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 Serbia?

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	59	7.42	2.00	158	6.54	2.37
Citizen engagement (incorporating citizens' voices into development)	46	5.07	2.14	118	4.46	2.47
Policy design (for clarity and better incentives to achieve development goals)*	58	7.17	1.92	142	6.15	2.47

(1-Not effective at all, 10-Very effective) *Significantly different between collaborators and non-collaborators

When thinking about how to improve capacity building in Serbia 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?

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	61	8.44	1.72	176	7.86	2.30
Citizen engagement (incorporating citizens' voices into development)	52	7.21	2.40	156	6.96	2.70
Policy design (for clarity and better incentives to achieve development goals)	59	8.44	1.70	168	7.89	2.30

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

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

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Staff too inaccessible	7.6%	5.9%
Not exploring alternative policy options	10.6%	5.9%
Not adequately sensitive to political/social realities in Serbia	12.1%	19.8%
Not enough public disclosure of its work	9.1%	18.2%
Arrogant in its approach	1.5%	1.6%
Not aligned with country priorities	9.1%	6.4%
The credibility of its knowledge/data	0.0%	0.0%
World Bank Group's processes too complex	15.2%	15.0%
Not willing to honestly criticize policies and reform efforts in the country	22.7%	19.8%
Too influenced by developed countries	10.6%	12.8%
Imposing technocratic solutions without regard to political realities	7.6%	12.8%
World Bank Group's processes too slow	10.6%	6.4%
Too bureaucratic in its operational policies and procedures	19.7%	13.9%
Not aligned with other donors' work	0.0%	2.1%
Not collaborating enough with non-state actors	9.1%	15.0%
Not client focused	1.5%	2.1%
Other	0.0%	0.0%
Don't know	19.7%	15.5%

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Capacity development	33.3%	40.1%
Policy based lending / budget support to the Government	27.3%	24.6%
Knowledge products/services	21.2%	12.3%
Investment lending	57.6%	59.9%
Technical assistance	30.3%	35.3%
Trust Fund management	4.5%	3.7%
Other	0.0%	0.0%
Don't know	7.6%	8.0%

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	36.4%	33.2%
Donor Community	9.1%	7.5%
Media	7.6%	9.1%
NGOs	9.1%	16.0%
Local Government	39.4%	39.0%
Private Sector	48.5%	44.4%
Parliament	9.1%	9.1%
Beneficiaries	22.7%	29.4%
Foundations	1.5%	2.1%
Faith-Based Organizations	0.0%	1.1%
Other*	3.0%	0.0%
Don't know	3.0%	2.1%

*Significantly different between collaborators and non-collaborators

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

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 Serbia*	63	7.21	2.21	167	6.06	2.52
The World Bank Group's work is aligned with what I consider the development priorities for Serbia*	60	7.02	2.08	153	5.87	2.44
The World Bank Group supports programs and strategies that are realistic for Serbia*	61	6.95	1.94	158	5.97	2.47
The World Bank Group treats clients and stakeholders in Serbia with respect*	63	8.35	1.81	153	7.18	2.40

(1-Strongly disagree, 10-Strongly agree) *Significantly different between collaborators and non-collaborators

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness*	61	6.89	2.20	140	5.98	2.26
Flexibility (in terms of the World Bank Group's products and services)*	62	6.63	2.23	135	5.43	2.08
Flexibility (in terms of changing country circumstances)*	61	6.33	2.32	140	5.48	2.13
Being inclusive*	57	6.61	2.12	141	5.89	2.20
Openness (sharing data and other information)*	63	7.48	1.97	144	6.74	2.32
Staff accessibility*	63	7.81	2.09	142	6.49	2.52
Straightforwardness and honesty*	61	7.70	2.08	138	6.63	2.53
Ease of access to the people at the World Bank Group who are making decisions important to my work*	62	7.52	2.23	137	5.69	2.56
Collaboration with groups outside of the Government*	47	6.43	2.20	124	5.61	2.39
Collaboration with the Government*	53	7.89	1.61	136	7.21	2.04
Collaboration with other donors*	47	7.28	1.95	108	6.32	2.16
The speed in which it gets things accomplished on the ground	60	6.70	2.03	133	6.02	2.31
Being a long-term partner*	61	8.20	1.74	127	7.05	2.29

(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators

To be a more effective development partner in Serbia, do you believe that the World Bank Group should have...?

Percentage of Respondents	Collaborators	Non-Collaborators
More local presence	74.2%	73.3%
The current level of local presence is adequate	21.2%	11.8%
Less local presence	1.5%	4.8%
Don't know	3.0%	10.2%

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	3.1%	7.3%
There is not an adequate level of citizen/civil society participation*	9.4%	22.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	14.1%	21.5%
Lack of/inadequate levels of capacity in Government*	53.1%	37.3%
Poor donor coordination	1.6%	2.3%
The World Bank Group works too slowly	7.8%	5.1%
The Government works inefficiently	34.4%	30.5%
Political pressures and obstacles	34.4%	26.0%
Reforms are not well thought out in light of country challenges	29.7%	31.6%
Other	0.0%	0.0%

*Significantly different between collaborators and non-collaborators

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 Serbia? (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	64	7.77	2.37	170	7.99	2.42
Information and communications technology	64	8.03	2.33	173	7.90	2.07
Transport	65	8.54	2.03	173	8.49	1.80
Law and justice	63	8.00	2.33	171	7.61	2.50
Environmental sustainability	65	8.15	2.17	170	8.12	2.17
Regulatory framework	65	8.49	1.98	166	7.96	2.29
Communicable/non-communicable diseases	61	6.54	2.76	163	6.81	2.78
Poverty reduction	64	9.02	1.19	179	8.63	1.74
Domestic private sector development	64	8.92	1.41	180	8.70	1.74
Foreign direct investment	63	8.67	1.54	177	8.37	1.98
Water and sanitation*	63	8.29	1.77	170	7.23	2.42
Trade and exports	63	7.94	1.92	173	7.53	2.27
Economic growth	65	8.98	1.34	175	8.81	1.67
Energy	64	8.70	1.61	172	8.29	1.83
Disaster management	61	5.84	2.57	160	4.83	2.62
Public sector governance/reform*	64	8.77	1.93	174	7.68	2.45
Job creation/employment	63	8.59	1.71	175	8.39	1.90
Financial markets	63	8.32	1.87	173	7.85	2.05
Equality of opportunity	63	7.43	2.33	171	7.50	2.37
Health	62	8.15	2.12	170	7.89	2.03
Rural development	62	8.26	2.13	171	8.32	1.89
Global/regional integration	64	8.05	2.00	172	7.42	2.42
Education	64	8.75	1.69	177	8.24	1.99
Social protection*	63	8.17	1.96	174	7.43	2.31
Climate change	62	7.82	2.27	169	7.16	2.43
Agricultural development	62	8.85	1.37	177	8.46	1.91
Natural resource management	62	8.00	2.12	168	7.34	2.44

*Significantly different between collaborators and non-collaborators

C. World Bank Group Effectiveness and Results (continued)

How EFFECTIVE do you believe the World Bank is in terms of the work it does in the following areas of development in Serbia? (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*	44	6.43	2.49	115	5.17	2.53
Information and communications technology	43	6.67	2.52	106	5.86	2.46
Transport	49	7.14	2.09	127	6.58	2.47
Law and justice	36	6.67	2.37	113	5.83	2.43
Environmental sustainability*	46	7.04	2.26	116	6.16	2.47
Regulatory framework*	54	7.61	2.11	120	6.53	2.26
Communicable/non-communicable diseases	34	6.12	2.60	82	5.40	2.62
Poverty reduction	49	6.33	2.18	131	5.60	2.55
Domestic private sector development*	48	6.65	2.05	127	5.50	2.39
Foreign direct investment	42	6.57	2.15	118	5.94	2.26
Water and sanitation	33	5.88	2.00	96	5.52	2.43
Trade and exports	35	5.74	1.93	107	5.30	2.13
Economic growth	43	6.44	2.18	119	5.69	2.41
Energy	44	6.52	2.11	112	5.83	2.35
Disaster management	28	4.54	2.29	77	3.92	2.36
Public sector governance/reform*	55	6.67	2.25	128	5.88	2.40
Job creation/employment	43	5.77	2.41	124	4.99	2.34
Financial markets	42	5.93	2.29	108	5.69	2.22
Equality of opportunity	36	6.22	2.59	109	5.53	2.52
Health	39	6.46	2.46	101	5.67	2.42
Rural development	32	5.69	2.36	99	4.96	2.55
Global/regional integration	40	6.43	2.18	115	5.99	2.40
Education	43	6.14	2.38	125	5.73	2.42
Social protection	43	6.19	2.44	117	5.49	2.46
Climate change	38	5.89	2.45	96	5.22	2.43
Agricultural development	38	6.26	2.44	112	5.53	2.42
Natural resource management	33	5.58	2.31	88	4.98	2.44

*Significantly different between collaborators and non-collaborators

Where are the World Bank Group's decisions made primarily that support the program in Serbia?

Percentage of Respondents	Collaborators	Non-Collaborators
At the Headquarters (in Washington D.C.)	63.6%	54.5%
In the country	13.6%	11.2%
Don't know	22.7%	34.2%

C. World Bank Group Effectiveness and Results (continued)

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 Serbia?*	62	7.29	1.98	148	6.24	2.35

(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators

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

(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 Serbia	56	6.00	2.31	143	5.35	2.33
The World Bank Group meets Serbia's needs for knowledge services	60	6.32	2.48	144	5.82	2.20

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 internal evaluation mechanisms hold the institution accountable for achieving results in Serbia?	42	6.93	2.26	104	6.34	2.30

(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	21.2%	4.0%
Monthly	31.8%	24.0%
A few times a year	37.9%	40.0%
Rarely	7.6%	24.6%
Never	1.5%	7.4%

*Significantly different between collaborators and non-collaborators

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely*	61	7.02	1.87	129	6.00	1.99
Include appropriate level of stakeholder involvement during preparation*	53	6.81	1.98	127	5.87	2.02
Are relevant to Serbia's development priorities*	61	7.75	1.69	137	6.53	2.19
Lead to practical solutions*	61	7.49	1.81	135	6.47	2.38
Are accessible*	61	7.84	1.90	137	6.61	2.37
Are source of relevant information on global good practices*	60	8.32	1.40	141	7.50	1.98
Enhance your knowledge and/or skills*	61	8.39	1.43	144	7.40	2.13
Are adequately disseminated*	61	7.48	1.93	141	6.20	2.37
Are translated enough into local language	53	5.85	2.38	133	5.57	2.45
Are adaptable to Serbia's specific development challenges and country circumstances*	58	7.47	1.84	144	6.39	2.25

(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators

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?	63	8.06	2.07	148	7.59	2.24
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	62	7.92	1.77	138	7.48	1.85

(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 does each of the following aspects of the World Bank Group's delivery work contribute to solving Serbia's development challenges?

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)*	59	7.71	1.84	139	6.96	2.30
Design (appraising and planning the solutions)*	59	7.54	1.72	137	6.85	2.15
Implementation (executing, carrying out, monitoring, and making appropriate adjustments)	58	7.33	2.06	138	6.74	2.30
Evaluation (assessing the impact and results)	56	7.34	2.13	136	6.93	2.30

(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators

E. Working with the World Bank Group (continued)

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	46	8.35	2.11	115	8.15	1.97
The World Bank Group effectively monitors and evaluates the projects and programs it supports	56	8.14	2.06	139	7.91	2.00
The World Bank Group's approvals and reviews are done in a timely fashion	50	7.88	1.96	114	7.36	2.23
The World Bank Group's Safeguard Policy requirements are reasonable	43	7.72	2.10	111	7.54	2.04
The World Bank Group's conditions on its lending are reasonable	49	7.84	1.91	120	7.22	2.20
The World Bank Group takes decisions quickly in Serbia	56	6.21	2.46	120	6.27	2.42
Working with the World Bank Group increases Serbia's institutional capacity	60	8.25	1.71	142	7.69	2.25
The World Bank Group ensures consistency and continuity through staff changes	46	7.87	1.97	98	7.23	2.11
Where country systems are adequate, the World Bank Group makes appropriate use of them	41	7.63	2.05	103	7.30	2.24
The World Bank Group provides effective implementation support	54	7.83	1.96	133	7.72	1.97

Which of the following best describes the way the World Bank Group operates in Serbia?

Percentage of Respondents	Collaborators	Non-Collaborators
The World Bank Group takes too much risk in Serbia	1.6%	2.5%
The World Bank Group does not take enough risk in Serbia	33.3%	25.9%
The World Bank Group's approach to risk is appropriate	31.7%	32.1%
Don't know	33.3%	39.5%

F. The Future Role of the World Bank Group in Serbia

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Provide more adequate data/knowledge/statistics/figures on Serbia's economy*	21.9%	11.2%
Collaborate more effectively with Government clients*	34.4%	17.6%
Offer more innovative financial products*	29.7%	17.1%
Improve the competitiveness of its financing compared to markets	10.9%	21.2%
Reach out more to groups outside of Government	21.9%	31.2%
Improve the quality of its experts as related to Serbia's specific challenges	10.9%	13.5%
Offer more innovative knowledge services	10.9%	14.1%
Ensure greater selectivity in its work	3.1%	2.4%
Increase the level of capacity development in the country	37.5%	34.7%
Reduce the complexity of obtaining World Bank Group financing	10.9%	21.8%
Work faster	3.1%	5.3%
Other	0.0%	0.0%

*Significantly different between collaborators and non-collaborators

F. The Future Role of the World Bank Group in Serbia

When considering the combination of services that the World Bank Group offers in Serbia, 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 Serbia?*

Percentage of Respondents	Collaborators	Non-Collaborators
Financial services	21.2%	25.1%
Knowledge products	30.3%	18.2%
Convening services	6.1%	4.8%
None of the above	39.4%	38.5%
The combination is appropriate for Serbia	3.0%	13.4%
Don't know	21.2%	25.1%

*Significantly different between collaborators and non-collaborators

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Local newspapers	34.4%	39.4%
International newspapers	7.8%	3.5%
Local radio	0.0%	1.8%
International radio	0.0%	0.6%
Local television	20.3%	22.4%
International television	3.1%	2.9%
Periodicals	15.6%	25.3%
Internet	70.3%	78.2%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	9.4%	4.7%
Blogs	1.6%	1.2%
Mobile phones	3.1%	1.2%
Instant messaging	4.7%	4.1%
Other	6.3%	3.5%

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	3.1%	2.4%
Direct contact with World Bank Group	45.3%	34.9%
e-Newsletters	35.9%	42.6%
World Bank Group's seminars/workshops/conferences	53.1%	44.4%
World Bank Group's publications and other written materials	28.1%	26.6%
Mobile phones	0.0%	4.1%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	3.1%	4.7%
World Bank Group's website	25.0%	21.3%
Other	0.0%	0.0%

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

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	19.7%	11.8%
No	80.3%	88.2%

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	Collaborators	Non-Collaborators
Yes	18.2%	19.3%
No	81.8%	80.7%

Were you able to obtain this information?

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	83.3%	52.8%
No	16.7%	47.2%

Do you have access to the Internet?

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	92.4%	86.1%
No	7.6%	13.9%

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

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	87.9%	74.9%
No	12.1%	25.1%

*Significantly different between collaborators and non-collaborators

Which do you primarily use?*

Percentage of Respondents	Collaborators	Non-Collaborators
The World Bank Group's country website	34.8%	33.7%
The World Bank Group's main website	57.6%	37.4%
None of the above	7.6%	28.9%

*Significantly different between collaborators and non-collaborators

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*	64	7.05	2.90	155	5.36	3.07
I find the World Bank Group's websites easy to navigate.	61	7.66	2.07	134	7.09	2.35
I find the information on the World Bank Group's websites useful.	61	8.21	2.03	130	7.88	2.15
The World Bank Group's social media channels are valuable sources of information about the institution.	41	5.20	3.10	108	4.17	2.85
When I need information from the World Bank Group I know how to find it.	64	8.03	2.57	140	7.26	2.85
The World Bank Group is responsive to my information requests and inquiries.	47	7.89	2.64	92	7.08	2.38

*Significantly different between collaborators and non-collaborators

H. Background Information

Which of the following agencies of the World Bank Group do you work with in Serbia? (Select all that apply)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
The World Bank (IBRD)	87.9%	86.8%
International Finance Corporation (IFC)	29.3%	26.3%
The Multilateral Investment Guarantee Agency (MIGA)	1.7%	0.0%

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	1.6%	39.4%
Use World Bank Group reports/data	39.1%	34.1%
Engage in World Bank Group related/sponsored events/activities*	35.9%	20.0%
Collaborate as part of my professional duties*	82.8%	31.2%
Use World Bank Group website for information, data, research, etc.*	12.5%	31.2%

*Significantly different between collaborators and non-collaborators

Appendix E: Responses to All Questions across Country Surveys¹

FY07 N=291 • FY14 N=253

B. Overall Attitudes toward the World Bank Group

	FY07			FY14		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Serbia?*	288	6.35	2.27	253	5.73	2.48

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY07 and FY14 surveys.

	FY07			FY14		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Serbia.*	261	6.70	2.04	218	6.20	2.10

(1-Not effective at all, 10-Very effective) *Significantly different between FY07 and FY14 surveys.

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

	FY07			FY14		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Serbia	279	6.74	2.28	230	6.37	2.49
The World Bank Group's work is aligned with what I consider the development priorities for Serbia*	279	7.22	2.04	213	6.19	2.39
The World Bank Group supports programs and strategies that are realistic for Serbia*	274	7.05	2.08	219	6.24	2.37
The World Bank Group treats clients and stakeholders in Serbia with respect	254	7.67	2.24	216	7.52	2.30

(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY07 and FY14 surveys.

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

	FY07			FY14		
	N	Mean	SD	N	Mean	SD
Staff accessibility	243	6.75	2.24	205	6.90	2.47
Straightforwardness and honesty	238	6.97	2.70	199	6.96	2.45

(1-To no degree at all, 10-To a very significant degree) Responses to these questions in FY07 were converted from a 5-pt. scale to a 10-pt. scale for comparison.

¹ Only those questions with similar response options/scales could be included in these comparisons.

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

	FY07			FY14		
	N	Mean	SD	N	Mean	SD
Anti-corruption*	276	8.84	1.75	234	7.93	2.40
Law and justice*	270	8.34	2.06	234	7.72	2.45
Regulatory framework	269	8.36	1.80	231	8.11	2.22
Poverty reduction*	278	9.17	1.37	243	8.73	1.62
Domestic private sector development	268	8.64	1.62	244	8.76	1.66
Economic growth*	278	9.16	1.37	240	8.86	1.58
Financial markets*	271	8.56	1.72	236	7.97	2.01
Health	270	8.14	1.89	232	7.96	2.05
Education	271	8.41	1.93	241	8.37	1.92
Social protection*	273	8.20	1.79	237	7.63	2.24
Agricultural development*	268	7.95	1.91	239	8.56	1.79

Responses to these questions in FY07 were converted from a 5-pt. scale to a 10-pt. scale for comparison.

*Significantly different between FY07 and FY14 surveys.

How EFFECTIVE do you believe the World Bank is in terms of the work it does in the following areas of development in Serbia? (1-Not effective at all, 10-Very effective)

	FY07			FY14		
	N	Mean	SD	N	Mean	SD
Anti-corruption	249	5.96	2.52	159	5.52	2.58
Law and justice*	233	5.29	2.16	149	6.03	2.43
Regulatory framework	247	6.70	2.00	174	6.86	2.26
Poverty reduction*	259	6.39	1.94	180	5.79	2.47
Domestic private sector development*	243	6.50	1.90	175	5.81	2.35
Economic growth*	256	6.78	1.99	162	5.89	2.36
Financial markets*	249	7.31	1.88	150	5.76	2.23
Health	239	6.16	2.13	140	5.89	2.45
Education	236	6.07	2.29	168	5.83	2.41
Social protection*	243	6.28	2.04	160	5.68	2.47
Agricultural development	230	6.17	2.02	150	5.71	2.43

Responses to these questions in FY07 were converted from a 5-pt. scale to a 10-pt. scale for comparison.

*Significantly different between FY07 and FY14 surveys.

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

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

	FY07			FY14		
	N	Mean	SD	N	Mean	SD
Are source of relevant information on global good practices	266	7.94	1.93	201	7.75	1.86
Are adaptable to Serbia's specific development challenges and country circumstances	264	6.89	2.20	202	6.70	2.19

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

E. Working with the World Bank Group

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

	FY07			FY14		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	133	7.72	2.35	161	8.20	2.01
The World Bank Group effectively monitors and evaluates the projects and programs it supports	144	7.95	2.02	195	7.97	2.02
The World Bank Group's conditions on its lending are reasonable	139	7.80	1.95	169	7.40	2.13
Working with the World Bank Group increases Serbia's institutional capacity	151	7.76	2.02	202	7.86	2.12

G. Communication and Information Sharing

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

Percentage of Respondents	FY07 (N=281)	FY14 (N=253)
Yes	80.1%	78.3%
No	19.9%	21.7%

Which do you primarily use?*

Percentage of Respondents	FY07 (N=225)	FY14 (N=253)
The World Bank Group's country website	55.6%	34.0%
The World Bank Group's main website	44.4%	42.7%
None of the above^	-	23.3%

^This response option not given in FY07 – only those who indicated website usage were asked to answer this question.

*Significantly different between FY07 and FY14 surveys.

Appendix F: Responses to Key Questions by Respondents' Specializations/Sectors

C. World Bank 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 Serbia? (1-Not important at all, 10-Very important)

	Agriculture / rural development / food security		Education		Energy		Financial markets / banking		Gender equity / equality of opportunity		Health / communicable / non-communicable diseases		Information and comm. technology		Job creation/ employment		Law and justice / regulatory framework		Natural resource management / environmental sustainability		Private sector development / foreign direct investment		Public sector governance / public financial mgmt. / anti-corruption		Social protection		Transport		Urban development		Water and sanitation		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Anti-corruption	13	7.69	27	8.30	9	7.56	31	7.61	5	7.40	13	8.85	9	8.78	4	6.00	12	8.33	9	9.11	16	7.56	22	7.68	11	6.45	4	7.50	4	8.75	1	9.00	35	7.97
Information and communications technology	12	7.75	29	8.38	9	6.89	30	8.03	5	6.40	13	9.15	9	8.78	4	7.75	13	8.38	9	8.00	17	6.82	22	7.50	11	7.91	4	8.75	4	8.25	2	10.00	35	7.71
Transport	12	8.50	27	8.63	9	8.11	31	8.71	5	8.20	13	9.08	9	9.22	4	7.50	13	8.38	9	8.33	17	8.29	23	8.09	11	8.00	4	9.00	4	8.25	2	10.00	36	8.67
Law and justice	13	8.15	28	7.64	8	8.38	30	8.13	5	8.00	13	8.00	9	8.22	4	5.75	13	7.38	9	9.00	16	7.19	23	6.74	10	5.80	4	8.75	4	9.50	2	9.50	35	7.77
Environmental sustainability	13	8.92	27	8.33	9	7.22	30	7.83	5	8.00	13	9.00	9	8.89	4	6.00	12	8.83	9	9.67	17	7.94	22	7.64	11	7.36	4	8.00	4	9.75	2	10.00	35	7.66
Regulatory framework*	12	8.17	26	8.27	9	8.11	31	8.68	5	7.80	13	8.15	9	9.00	4	6.00	12	7.83	9	9.22	16	7.63	23	7.83	10	5.60	4	9.00	4	10.00	1	10.00	35	8.09
Communicable/non-communicable diseases	12	7.83	24	7.17	8	7.00	30	6.93	5	6.00	13	8.00	8	7.88	4	5.50	13	6.38	9	6.33	16	6.13	22	5.86	10	6.40	4	8.25	3	8.67	1	9.00	33	6.15
Poverty reduction	13	8.85	29	9.31	7	8.57	32	8.50	5	8.60	13	9.31	10	9.60	4	9.25	13	8.69	9	8.67	18	8.17	24	8.29	11	8.91	4	9.50	4	8.50	2	10.00	36	8.53
Domestic private sector development*	13	8.77	30	8.90	7	9.00	32	8.75	5	5.60	13	9.23	10	9.20	4	9.00	13	8.46	9	9.22	18	8.83	24	8.17	11	8.45	4	9.50	4	8.50	2	10.00	36	8.94
Foreign direct investment	13	8.31	27	8.74	7	8.43	32	8.31	5	7.20	13	8.46	9	9.44	4	8.75	13	8.23	9	7.89	18	8.67	24	7.71	11	8.36	4	9.50	4	8.25	2	10.00	36	8.78
Water and sanitation	12	8.33	26	8.04	7	8.86	31	7.35	5	5.40	13	8.23	9	7.89	4	7.00	13	8.00	9	5.89	18	6.94	23	7.17	10	7.80	4	9.50	4	9.00	1	10.00	35	7.03
Trade and exports	13	8.15	27	8.30	7	7.86	31	7.26	5	6.00	13	7.85	10	9.20	4	6.25	13	7.85	9	7.78	18	6.61	23	7.00	10	8.20	4	9.50	4	8.25	1	10.00	35	7.37
Economic growth	13	9.00	28	9.29	8	9.25	32	8.44	5	8.40	13	8.92	10	9.80	4	7.50	13	8.62	9	8.89	18	8.89	24	8.33	10	9.10	4	9.50	4	9.50	2	10.00	34	8.79
Energy	12	8.58	26	8.19	8	8.75	31	8.39	5	7.40	13	8.77	10	9.50	4	7.75	13	8.46	9	7.89	18	7.94	23	7.91	10	8.60	4	9.50	4	9.75	1	10.00	36	8.61
Disaster management	12	6.00	25	5.24	8	4.63	31	5.06	5	3.40	13	6.31	8	5.63	4	4.75	11	4.45	9	4.78	17	4.65	23	4.52	9	5.56	2	8.50	3	7.00	1	9.00	32	4.94
Public sector governance/reform	13	7.38	26	8.38	8	8.88	31	7.87	5	7.20	13	9.08	9	9.44	4	6.50	13	7.92	9	7.89	18	7.72	23	7.09	11	6.91	4	9.50	4	9.75	2	10.00	36	7.94
Job creation/employment*	13	8.31	28	9.11	7	9.00	31	7.77	5	7.40	13	8.77	9	9.78	4	9.00	13	8.69	9	8.22	18	7.89	23	7.39	11	8.45	4	9.75	4	8.75	2	10.00	36	8.53
Financial markets*	12	7.75	28	9.04	7	8.43	31	7.68	5	6.80	13	9.08	10	9.10	4	7.50	13	7.62	9	9.00	17	7.06	23	6.87	11	7.73	3	9.33	3	8.67	2	9.50	36	7.81
Equality of opportunity*	13	8.38	26	8.38	7	9.14	31	7.29	5	9.40	13	7.92	9	7.44	4	6.75	13	7.38	9	8.33	18	6.28	22	6.50	11	8.18	3	6.00	4	7.50	2	9.00	35	6.91
Health*	13	8.92	27	8.41	7	9.14	30	7.83	5	7.60	13	8.85	9	9.44	4	7.00	13	8.15	9	7.44	17	7.12	22	6.86	11	8.64	3	8.67	4	9.25	1	9.00	35	7.31
Rural development*	13	9.15	28	9.00	7	9.00	30	7.67	5	8.00	13	8.85	9	9.78	4	8.75	13	8.54	9	8.44	17	8.18	22	7.36	11	7.64	3	6.33	4	9.00	2	9.00	34	7.91
Global/regional integration	13	7.69	27	8.26	8	7.25	31	7.81	5	7.20	13	7.92	9	8.67	4	6.00	13	6.62	9	8.33	18	7.22	23	6.78	10	7.00	3	9.00	4	9.75	2	10.00	35	7.43
Education*	13	7.77	30	9.20	8	8.38	31	8.29	5	8.40	13	8.92	9	9.44	4	7.25	13	8.08	9	8.44	18	7.00	23	8.17	11	8.00	4	9.25	4	10.00	2	9.50	35	8.51
Social protection*	13	7.54	29	8.79	7	8.86	31	7.65	5	8.00	13	8.46	9	9.00	4	6.50	13	6.31	9	7.56	17	6.18	24	6.88	11	8.36	4	5.50	4	8.25	1	9.00	34	7.53
Climate change*	13	8.23	28	7.96	8	7.38	29	7.24	5	5.40	13	8.08	8	8.13	4	6.50	13	5.77	9	8.22	18	6.89	23	6.43	9	7.89	4	5.50	4	10.00	2	10.00	33	7.36
Agricultural development*	13	8.92	30	9.07	7	9.00	30	8.00	5	8.00	13	9.08	10	9.70	4	9.00	13	9.23	9	8.11	18	8.33	23	7.35	11	8.36	4	9.50	4	8.75	2	10.00	34	8.50
Natural resource management	13	8.00	26	7.73	8	8.25	30	6.90	5	6.00	13	7.54	8	8.38	4	6.25	13	8.46	9	7.89	18	7.33	22	6.95	9	6.78	4	6.75	4	8.25	1	9.00	34	7.94

*Significantly different between sectors

C. World Bank Effectiveness and Results (continued)

How EFFECTIVE do you believe the World Bank is in terms of the work it does in the following areas of development in Serbia? (1-Not effective at all, 10-Very effective)

	Agriculture / rural development / food security		Education		Energy		Financial markets / banking		Gender equity / equality of opportunity		Health / communicable / non-communicable diseases		Information and comm. technology		Job creation/ employment		Law and justice / regulatory framework		Natural resource management / environmental sustainability		Private sector development / foreign direct investment		Public sector governance / public financial mgmt. / anti-corruption		Social protection		Transport		Urban development		Water and sanitation		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Anti-corruption	13	7.69	27	8.30	9	7.56	31	7.61	5	7.40	13	8.85	9	8.78	4	6.00	12	8.33	9	9.11	16	7.56	22	7.68	11	6.45	4	7.50	4	8.75	1	9.00	35	7.97
Information and communications	12	7.75	29	8.38	9	6.89	30	8.03	5	6.40	13	9.15	9	8.78	4	7.75	13	8.38	9	8.00	17	6.82	22	7.50	11	7.91	4	8.75	4	8.25	2	10.00	35	7.71
Transport	12	8.50	27	8.63	9	8.11	31	8.71	5	8.20	13	9.08	9	9.22	4	7.50	13	8.38	9	8.33	17	8.29	23	8.09	11	8.00	4	9.00	4	8.25	2	10.00	36	8.67
Law and justice	13	8.15	28	7.64	8	8.38	30	8.13	5	8.00	13	8.00	9	8.22	4	5.75	13	7.38	9	9.00	16	7.19	23	6.74	10	5.80	4	8.75	4	9.50	2	9.50	35	7.77
Environmental sustainability	13	8.92	27	8.33	9	7.22	30	7.83	5	8.00	13	9.00	9	8.89	4	6.00	12	8.83	9	9.67	17	7.94	22	7.64	11	7.36	4	8.00	4	9.75	2	10.00	35	7.66
Regulatory framework*	12	8.17	26	8.27	9	8.11	31	8.68	5	7.80	13	8.15	9	9.00	4	6.00	12	7.83	9	9.22	16	7.63	23	7.83	10	5.60	4	9.00	4	10.00	1	10.00	35	8.09
Communicable/non-communicable diseases	12	7.83	24	7.17	8	7.00	30	6.93	5	6.00	13	8.00	8	7.88	4	5.50	13	6.38	9	6.33	16	6.13	22	5.86	10	6.40	4	8.25	3	8.67	1	9.00	33	6.15
Poverty reduction	13	8.85	29	9.31	7	8.57	32	8.50	5	8.60	13	9.31	10	9.60	4	9.25	13	8.69	9	8.67	18	8.17	24	8.29	11	8.91	4	9.50	4	8.50	2	10.00	36	8.53
Domestic private sector development*	13	8.77	30	8.90	7	9.00	32	8.75	5	5.60	13	9.23	10	9.20	4	9.00	13	8.46	9	9.22	18	8.83	24	8.17	11	8.45	4	9.50	4	8.50	2	10.00	36	8.94
Foreign direct investment	13	8.31	27	8.74	7	8.43	32	8.31	5	7.20	13	8.46	9	9.44	4	8.75	13	8.23	9	7.89	18	8.67	24	7.71	11	8.36	4	9.50	4	8.25	2	10.00	36	8.78
Water and sanitation	12	8.33	26	8.04	7	8.86	31	7.35	5	5.40	13	8.23	9	7.89	4	7.00	13	8.00	9	5.89	18	6.94	23	7.17	10	7.80	4	9.50	4	9.00	1	10.00	35	7.03
Trade and exports	13	8.15	27	8.30	7	7.86	31	7.26	5	6.00	13	7.85	10	9.20	4	6.25	13	7.85	9	7.78	18	6.61	23	7.00	10	8.20	4	9.50	4	8.25	1	10.00	35	7.37
Economic growth	13	9.00	28	9.29	8	9.25	32	8.44	5	8.40	13	8.92	10	9.80	4	7.50	13	8.62	9	8.89	18	8.89	24	8.33	10	9.10	4	9.50	4	9.50	2	10.00	34	8.79
Energy	12	8.58	26	8.19	8	8.75	31	8.39	5	7.40	13	8.77	10	9.50	4	7.75	13	8.46	9	7.89	18	7.94	23	7.91	10	8.60	4	9.50	4	9.75	1	10.00	36	8.61
Disaster management	12	6.00	25	5.24	8	4.63	31	5.06	5	3.40	13	6.31	8	5.63	4	4.75	11	4.45	9	4.78	17	4.65	23	4.52	9	5.56	2	8.50	3	7.00	1	9.00	32	4.94
Public sector governance/reform	13	7.38	26	8.38	8	8.88	31	7.87	5	7.20	13	9.08	9	9.44	4	6.50	13	7.92	9	7.89	18	7.72	23	7.09	11	6.91	4	9.50	4	9.75	2	10.00	36	7.94
Job creation/ employment*	13	8.31	28	9.11	7	9.00	31	7.77	5	7.40	13	8.77	9	9.78	4	9.00	13	8.69	9	8.22	18	7.89	23	7.39	11	8.45	4	9.75	4	8.75	2	10.00	36	8.53
Financial markets*	12	7.75	28	9.04	7	8.43	31	7.68	5	6.80	13	9.08	10	9.10	4	7.50	13	7.62	9	9.00	17	7.06	23	6.87	11	7.73	3	9.33	3	8.67	2	9.50	36	7.81
Equality of opportunity*	13	8.38	26	8.38	7	9.14	31	7.29	5	9.40	13	7.92	9	7.44	4	6.75	13	7.38	9	8.33	18	6.28	22	6.50	11	8.18	3	6.00	4	7.50	2	9.00	35	6.91
Health*	13	8.92	27	8.41	7	9.14	30	7.83	5	7.60	13	8.85	9	9.44	4	7.00	13	8.15	9	7.44	17	7.12	22	6.86	11	8.64	3	8.67	4	9.25	1	9.00	35	7.31
Rural development*	13	9.15	28	9.00	7	9.00	30	7.67	5	8.00	13	8.85	9	9.78	4	8.75	13	8.54	9	8.44	17	8.18	22	7.36	11	7.64	3	6.33	4	9.00	2	9.00	34	7.91
Global/regional integration	13	7.69	27	8.26	8	7.25	31	7.81	5	7.20	13	7.92	9	8.67	4	6.00	13	6.62	9	8.33	18	7.22	23	6.78	10	7.00	3	9.00	4	9.75	2	10.00	35	7.43
Education*	13	7.77	30	9.20	8	8.38	31	8.29	5	8.40	13	8.92	9	9.44	4	7.25	13	8.08	9	8.44	18	7.00	23	8.17	11	8.00	4	9.25	4	10.00	2	9.50	35	8.51
Social protection*	13	7.54	29	8.79	7	8.86	31	7.65	5	8.00	13	8.46	9	9.00	4	6.50	13	6.31	9	7.56	17	6.18	24	6.88	11	8.36	4	5.50	4	8.25	1	9.00	34	7.53
Climate change*	13	8.23	28	7.96	8	7.38	29	7.24	5	5.40	13	8.08	8	8.13	4	6.50	13	5.77	9	8.22	18	6.89	23	6.43	9	7.89	4	5.50	4	10.00	2	10.00	33	7.36
Agricultural development*	13	8.92	30	9.07	7	9.00	30	8.00	5	8.00	13	9.08	10	9.70	4	9.00	13	9.23	9	8.11	18	8.33	23	7.35	11	8.36	4	9.50	4	8.75	2	10.00	34	8.50
Natural resource management	13	8.00	26	7.73	8	8.25	30	6.90	5	6.00	13	7.54	8	8.38	4	6.25	13	8.46	9	7.89	18	7.33	22	6.95	9	6.78	4	6.75	4	8.25	1	9.00	34	7.94

*Significantly different between sectors

In instances where more than 10% 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 Serbia, there were 13% of respondents from the Financial Markets/Banking sector and 13% of respondents from the Education sector

Financial Markets/Banking Sector vs. Others

Financial Markets/Banking Sector N=32 ● All Others N=206

A. General Issues Facing Serbia

Listed below are a number of development priorities in Serbia. Please identify which of the following you consider the most important development priorities in Serbia. (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Financial Markets/ Banking Sector	All Others
Social protection	9.4%	7.9%
Transport	12.5%	9.9%
Public sector governance/reform	50.0%	44.6%
Global/regional integration	9.4%	8.4%
Domestic private sector development	37.5%	31.7%
Foreign direct investment	15.6%	11.4%
Water and sanitation	0.0%	0.5%
Anti-corruption	34.4%	24.8%
Job creation/employment	43.8%	36.6%
Rural development	0.0%	7.9%
Financial markets	0.0%	0.5%
Environmental sustainability	3.1%	5.0%
Equality of opportunity	0.0%	5.4%
Health	3.1%	5.4%
Education*	3.1%	24.8%
Poverty reduction	12.5%	6.4%
Energy	3.1%	5.9%
Climate change	0.0%	0.5%
Agricultural development	15.6%	17.3%
Trade and exports*	6.3%	1.0%
Economic growth	12.5%	23.8%
Law and justice	9.4%	8.4%
Regulatory framework	9.4%	3.5%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	0.0%	3.0%
Disaster management	0.0%	0.0%
Information and communications technology	3.1%	3.5%

*Significantly different between sectors

A. General Issues Facing Serbia (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 Serbia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Financial Markets/ Banking Sector	All Others
Water and sanitation	0.0%	1.5%
Equality of opportunity	6.3%	10.8%
Economic growth	53.1%	52.7%
Climate change	0.0%	0.5%
Global/regional integration	6.3%	5.9%
Rural development	25.0%	18.2%
Regulatory framework	6.3%	4.4%
Social protection	25.0%	17.7%
Law and justice*	15.6%	4.9%
Transport	0.0%	4.4%
Communicable/non-communicable diseases	0.0%	0.0%
Information and communications technology	0.0%	3.0%
Anti-corruption	15.6%	16.7%
Domestic private sector development	53.1%	35.5%
Foreign direct investment	15.6%	13.3%
Education	21.9%	29.1%
Energy	0.0%	2.5%
Public sector governance/reform	18.8%	11.8%
Natural resource management	0.0%	2.5%
Environmental sustainability	0.0%	2.0%
Disaster management	0.0%	0.0%
Health	3.1%	3.4%
Agricultural development*	3.1%	17.2%
Job creation/employment	31.3%	39.4%
Financial markets	0.0%	0.0%
Trade and exports	0.0%	1.0%

*Significantly different between sectors

A. General Issues Facing Serbia (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 Serbia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Financial Markets/ Banking Sector	
		All Others
Energy	12.5%	14.8%
Equality of opportunity	3.1%	4.4%
Social protection	0.0%	1.0%
Global/regional integration	18.8%	10.8%
Climate change	0.0%	0.0%
Anti-corruption	31.3%	25.6%
Disaster management	0.0%	0.0%
Rural development	6.3%	7.9%
Foreign direct investment	46.9%	42.4%
Water and sanitation	3.1%	0.5%
Education	12.5%	23.6%
Information and communications technology	6.3%	10.8%
Regulatory framework	15.6%	22.7%
Communicable/non-communicable diseases	0.0%	0.0%
Trade and exports	21.9%	19.7%
Public sector governance/reform	28.1%	26.1%
Domestic private sector development	0.0%	4.9%
Job creation/employment*	40.6%	24.1%
Agricultural development	34.4%	35.5%
Transport	6.3%	10.8%
Natural resource management	3.1%	3.0%
Environmental sustainability	0.0%	2.0%
Health	0.0%	1.0%
Law and justice	6.3%	4.9%
Financial markets	3.1%	3.0%

*Significantly different between sectors

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 Serbia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Serbia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Financial Markets/ Banking Sector	All Others
Social protection	6.3%	4.9%
Public sector governance/reform	40.6%	38.7%
Transport	18.8%	20.6%
Poverty reduction	6.3%	14.2%
Global/regional integration	3.1%	6.9%
Domestic private sector development	34.4%	35.3%
Rural development	6.3%	11.3%
Foreign direct investment	21.9%	10.8%
Water and sanitation	3.1%	1.0%
Energy	15.6%	7.8%
Job creation/employment	34.4%	22.1%
Financial markets*	15.6%	4.4%
Environmental sustainability	0.0%	5.9%
Equality of opportunity	0.0%	5.4%
Health	9.4%	7.4%
Education*	9.4%	27.5%
Climate change	0.0%	1.0%
Agricultural development	18.8%	18.1%
Trade and exports	0.0%	2.0%
Economic growth	21.9%	20.6%
Law and justice	12.5%	4.9%
Regulatory framework	9.4%	11.3%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	0.0%	0.5%
Anti-corruption	9.4%	9.3%
Information and communications technology	3.1%	4.4%
Disaster management	0.0%	0.0%

*Significantly different between sectors

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

	Financial Markets/ Banking Sector			All Others		
	N	Mean	SD	N	Mean	SD
Anti-corruption	31	7.61	2.60	194	7.95	2.40
Information and communications technology	30	8.03	1.61	198	7.91	2.23
Transport	31	8.71	1.40	198	8.48	1.94
Law and justice	30	8.13	1.83	196	7.64	2.56
Environmental sustainability	30	7.83	2.18	196	8.18	2.19
Regulatory framework	31	8.68	1.70	192	8.02	2.30
Communicable/non-communicable diseases	30	6.93	2.68	185	6.72	2.81
Poverty reduction	32	8.50	1.72	202	8.79	1.62
Domestic private sector development	32	8.75	1.63	203	8.74	1.70
Foreign direct investment	32	8.31	1.77	199	8.48	1.90
Water and sanitation	31	7.35	2.15	193	7.56	2.35
Trade and exports	31	7.26	2.27	196	7.69	2.19
Economic growth	32	8.44	1.70	199	8.92	1.58
Energy	31	8.39	1.73	196	8.43	1.79
Disaster management	31	5.06	2.58	182	5.13	2.66
Public sector governance/reform	31	7.87	2.28	198	8.01	2.38
Job creation/employment*	31	7.77	1.93	199	8.51	1.85
Financial markets	31	7.68	1.96	196	8.04	2.00
Equality of opportunity	31	7.29	2.09	194	7.53	2.37
Health	30	7.83	1.86	193	7.98	2.09
Rural development	30	7.67	2.34	194	8.38	1.89
Global/regional integration	31	7.81	2.17	196	7.58	2.36
Education	31	8.29	1.66	201	8.42	1.96
Social protection	31	7.65	1.89	197	7.63	2.33
Climate change	29	7.24	2.17	194	7.37	2.46
Agricultural development	30	8.00	2.07	200	8.64	1.75
Natural resource management	30	6.90	2.70	191	7.63	2.29

*Significantly different between sectors

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

How **EFFECTIVE** do you believe the World Bank is in terms of the work it does in the following areas of development in Serbia? (1-Not effective at all, 10-Very effective)

	Financial Markets/ Banking Sector			All Others		
	N	Mean	SD	N	Mean	SD
Anti-corruption	19	5.16	2.19	135	5.61	2.64
Information and communications technology	19	5.53	1.54	125	6.18	2.60
Transport	23	6.70	2.31	146	6.82	2.37
Law and justice	20	5.85	1.87	125	6.08	2.55
Environmental sustainability	22	7.05	2.17	135	6.30	2.46
Regulatory framework	26	7.46	1.88	145	6.77	2.33
Communicable/non-communicable diseases	15	5.73	1.44	99	5.61	2.79
Poverty reduction	23	5.22	2.43	151	5.90	2.47
Domestic private sector development	26	6.23	2.16	142	5.78	2.37
Foreign direct investment	24	6.58	2.21	129	6.09	2.20
Water and sanitation	17	5.65	1.97	107	5.61	2.38
Trade and exports	21	5.38	1.56	115	5.40	2.18
Economic growth	25	5.88	2.17	131	5.92	2.40
Energy	24	6.17	2.30	127	5.99	2.29
Disaster management	16	3.88	2.03	86	4.20	2.40
Public sector governance/reform	25	5.96	2.28	152	6.14	2.40
Job creation/employment	23	4.91	2.45	138	5.29	2.32
Financial markets	24	5.71	2.05	122	5.76	2.27
Equality of opportunity	22	5.32	2.77	118	5.79	2.50
Health	21	5.62	2.56	115	5.94	2.43
Rural development	18	4.94	2.49	109	5.12	2.49
Global/regional integration	24	5.92	2.17	128	6.13	2.38
Education	24	5.29	2.26	141	5.93	2.41
Social protection	22	5.18	2.50	135	5.73	2.46
Climate change	19	5.26	2.51	112	5.46	2.46
Agricultural development	22	5.64	2.42	124	5.70	2.43
Natural resource management	17	4.65	2.18	100	5.19	2.42

Education Sector vs. Others

Education Sector N=30 ● All Others N=208

A. General Issues Facing Serbia

Listed below are a number of development priorities in Serbia. Please identify which of the following you consider the most important development priorities in Serbia. (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Education Sector	All Others
Social protection	16.7%	6.9%
Transport	13.3%	9.8%
Public sector governance/reform	40.0%	46.1%
Global/regional integration	13.3%	7.8%
Domestic private sector development	30.0%	32.8%
Foreign direct investment	10.0%	12.3%
Water and sanitation	0.0%	0.5%
Anti-corruption*	10.0%	28.4%
Job creation/employment*	20.0%	40.2%
Rural development	13.3%	5.9%
Financial markets	0.0%	0.5%
Environmental sustainability*	13.3%	3.4%
Equality of opportunity	6.7%	4.4%
Health	3.3%	5.4%
Education*	56.7%	16.7%
Poverty reduction	6.7%	7.4%
Energy	0.0%	6.4%
Climate change*	3.3%	0.0%
Agricultural development	13.3%	17.6%
Trade and exports	0.0%	2.0%
Economic growth	16.7%	23.0%
Law and justice	10.0%	8.3%
Regulatory framework	0.0%	4.9%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	0.0%	2.9%
Disaster management	0.0%	0.0%
Information and communications technology	3.3%	3.4%

*Significantly different between sectors

A. General Issues Facing Serbia (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 Serbia? (Choose no more than **THREE**)

Percentage of Respondents (Responses Combined)	Education Sector	All Others
Water and sanitation	0.0%	1.5%
Equality of opportunity	16.7%	9.3%
Economic growth*	26.7%	56.6%
Climate change	0.0%	0.5%
Global/regional integration	3.3%	6.3%
Rural development	20.0%	19.0%
Regulatory framework	3.3%	4.9%
Social protection	23.3%	18.0%
Law and justice	3.3%	6.8%
Transport	6.7%	3.4%
Communicable/non-communicable diseases	0.0%	0.0%
Information and communications technology	3.3%	2.4%
Anti-corruption	13.3%	17.1%
Domestic private sector development	40.0%	37.6%
Foreign direct investment	6.7%	14.6%
Education*	53.3%	24.4%
Energy	0.0%	2.4%
Public sector governance/reform	10.0%	13.2%
Natural resource management	3.3%	2.0%
Environmental sustainability*	6.7%	1.0%
Disaster management	0.0%	0.0%
Health	0.0%	3.9%
Agricultural development	10.0%	16.1%
Job creation/employment	46.7%	37.1%
Financial markets	0.0%	0.0%
Trade and exports	0.0%	1.0%

*Significantly different between sectors

A. General Issues Facing Serbia (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 Serbia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Education Sector	All Others
Energy	3.3%	16.1%
Equality of opportunity	3.3%	4.4%
Social protection	0.0%	1.0%
Global/regional integration	6.7%	12.7%
Climate change	0.0%	0.0%
Anti-corruption	36.7%	24.9%
Disaster management	0.0%	0.0%
Rural development	10.0%	7.3%
Foreign direct investment	36.7%	43.9%
Water and sanitation	0.0%	1.0%
Education*	40.0%	19.5%
Information and communications technology	13.3%	9.8%
Regulatory framework	20.0%	22.0%
Communicable/non-communicable diseases	0.0%	0.0%
Trade and exports	16.7%	20.5%
Public sector governance/reform	13.3%	28.3%
Domestic private sector development	6.7%	3.9%
Job creation/employment	23.3%	26.8%
Agricultural development	36.7%	35.1%
Transport	13.3%	9.8%
Natural resource management	3.3%	2.9%
Environmental sustainability*	10.0%	0.5%
Health	0.0%	1.0%
Law and justice	0.0%	5.9%
Financial markets	3.3%	2.9%

*Significantly different between sectors

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 Serbia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Serbia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Education Sector	All Others
Social protection	0.0%	5.8%
Public sector governance/reform	26.7%	40.8%
Transport	13.3%	21.4%
Poverty reduction	6.7%	14.1%
Global/regional integration	3.3%	6.8%
Domestic private sector development	40.0%	34.5%
Rural development	20.0%	9.2%
Foreign direct investment	10.0%	12.6%
Water and sanitation	3.3%	1.0%
Energy	0.0%	10.2%
Job creation/employment	23.3%	23.8%
Financial markets	0.0%	6.8%
Environmental sustainability*	16.7%	3.4%
Equality of opportunity	3.3%	4.9%
Health	3.3%	8.3%
Education*	63.3%	19.4%
Climate change	3.3%	0.5%
Agricultural development	13.3%	18.9%
Trade and exports*	6.7%	1.0%
Economic growth	13.3%	21.8%
Law and justice	6.7%	5.8%
Regulatory framework	6.7%	11.7%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	0.0%	0.5%
Anti-corruption	6.7%	9.7%
Information and communications technology	3.3%	4.4%
Disaster management	0.0%	0.0%

*Significantly different between sectors

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

	Education Sector			All Others		
	N	Mean	SD	N	Mean	SD
Anti-corruption	27	8.30	2.09	198	7.85	2.47
Information and communications technology	29	8.38	2.21	199	7.86	2.15
Transport	27	8.63	2.13	202	8.50	1.84
Law and justice	28	7.64	2.53	198	7.71	2.48
Environmental sustainability	27	8.33	2.30	199	8.11	2.18
Regulatory framework	26	8.27	2.27	197	8.09	2.23
Communicable/non-communicable diseases	24	7.17	2.63	191	6.70	2.80
Poverty reduction*	29	9.31	1.04	205	8.67	1.69
Domestic private sector development	30	8.90	1.81	205	8.72	1.67
Foreign direct investment	27	8.74	2.19	204	8.42	1.84
Water and sanitation	26	8.04	2.05	198	7.46	2.35
Trade and exports	27	8.30	2.02	200	7.54	2.21
Economic growth	28	9.29	1.15	203	8.79	1.65
Energy	26	8.19	2.23	201	8.45	1.72
Disaster management	25	5.24	2.63	188	5.10	2.65
Public sector governance/reform	26	8.38	1.98	203	7.94	2.41
Job creation/employment*	28	9.11	1.42	202	8.32	1.91
Financial markets*	28	9.04	1.26	199	7.84	2.04
Equality of opportunity*	26	8.38	2.12	199	7.38	2.34
Health	27	8.41	1.89	196	7.90	2.08
Rural development*	28	9.00	1.70	196	8.18	1.98
Global/regional integration	27	8.26	1.91	200	7.52	2.38
Education*	30	9.20	1.30	202	8.29	1.97
Social protection*	29	8.79	1.47	199	7.47	2.32
Climate change	28	7.96	2.10	195	7.26	2.46
Agricultural development	30	9.07	1.53	200	8.48	1.83
Natural resource management	26	7.73	2.31	195	7.50	2.37

*Significantly different between sectors

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

How EFFECTIVE do you believe the World Bank is in terms of the work it does in the following areas of development in Serbia? (1-Not effective at all, 10-Very effective)

	Education Sector			All Others		
	N	Mean	SD	N	Mean	SD
Anti-corruption	19	5.79	2.80	135	5.52	2.57
Information and communications technology	18	6.56	2.53	126	6.03	2.50
Transport	18	7.22	2.67	151	6.75	2.32
Law and justice	17	6.18	2.70	128	6.03	2.44
Environmental sustainability	19	6.16	2.81	138	6.44	2.38
Regulatory framework	17	6.35	2.32	154	6.93	2.28
Communicable/non-communicable diseases	14	5.36	2.74	100	5.66	2.65
Poverty reduction	21	6.57	2.11	153	5.71	2.50
Domestic private sector development	16	5.81	2.29	152	5.86	2.35
Foreign direct investment	12	6.58	1.68	141	6.13	2.24
Water and sanitation	11	5.82	2.75	113	5.59	2.29
Trade and exports	15	6.07	2.22	121	5.31	2.07
Economic growth	15	6.00	2.36	141	5.91	2.36
Energy	15	5.73	2.22	136	6.05	2.30
Disaster management	8	4.63	2.00	94	4.11	2.37
Public sector governance/reform	17	6.41	1.97	160	6.08	2.42
Job creation/employment	17	5.35	2.15	144	5.22	2.36
Financial markets	16	6.56	2.10	130	5.65	2.23
Equality of opportunity	17	6.82	1.88	123	5.56	2.59
Health	15	6.33	1.84	121	5.83	2.51
Rural development	14	6.07	2.20	113	4.97	2.49
Global/regional integration	15	6.13	2.92	137	6.09	2.28
Education	23	6.52	2.41	142	5.73	2.38
Social protection	20	6.30	2.23	137	5.56	2.49
Climate change	14	6.00	2.80	117	5.36	2.42
Agricultural development	16	5.94	2.62	130	5.66	2.41
Natural resource management	12	5.67	2.84	105	5.05	2.33

Appendix G: Indicator Questions as a Function of Exposure to the WBG

Indicator Question	H3a. Currently, do you professionally collaborate/work with the World Bank?		H5. Which of the following describes most of your exposure to the World Bank in Serbia? (Choose no more than TWO)									
	No Mean	Yes Mean	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
Overall, please rate your impression of the World Bank Group's effectiveness in Serbia	5.89	7.00	6.56	5.25	6.29	6.13	5.90	7.19	5.87	6.63	6.32	5.98
To what extent do you believe the World Bank Group's staff is well prepared to help Serbia solve its most complicated development challenges?	6.52	7.19	7.03	5.92	6.83	6.65	6.50	7.51	6.57	6.95	6.78	6.71
Overall the World Bank Group currently plays a relevant role in development in Serbia	6.06	7.21	6.60	5.88	6.51	6.25	6.18	7.11	6.28	6.56	6.30	6.71
The World Bank Group's work is aligned with what I consider the development priorities for Serbia	5.87	7.02	6.34	5.86	6.23	6.20	5.92	7.12	6.07	6.38	6.28	6.06
Responsiveness	5.98	6.89	6.29	6.18	6.53	5.83	6.09	6.74	6.18	6.35	6.33	6.08
Flexibility (in terms of the World Bank Group's products and services)	5.43	6.63	5.89	5.66	6.07	5.45	5.62	6.43	5.65	6.02	5.90	5.66
Flexibility (in terms of changing country circumstances)	5.48	6.33	5.88	5.36	5.96	5.44	5.57	6.30	5.61	5.91	5.83	5.56
Being inclusive	5.89	6.61	6.19	5.93	6.41	5.67	5.85	6.88	6.02	6.24	6.26	5.76
Openness (sharing data and other information)	6.74	7.48	7.19	6.45	7.09	6.88	6.81	7.57	6.75	7.26	7.14	6.65
Staff accessibility	6.49	7.81	7.19	6.18	7.18	6.58	6.73	7.56	6.45	7.43	7.02	6.77
Straightforwardness and honesty	6.63	7.70	7.21	6.52	7.13	6.92	6.86	7.58	6.73	7.36	7.19	6.65
Collaboration with groups outside of the Government	5.61	6.43	5.82	5.93	5.92	5.74	5.60	6.53	5.69	6.01	5.97	5.46
Collaboration with the Government	7.21	7.89	7.51	7.29	7.54	7.31	7.23	8.11	7.47	7.42	7.44	7.47
Collaboration with other donors	6.32	7.28	6.77	6.27	6.51	6.85	6.41	7.35	6.73	6.56	6.65	6.66
The speed in which it gets things accomplished on the ground	6.02	6.70	6.34	6.21	6.61	5.73	6.05	7.04	6.23	6.38	6.28	6.37
To what extent does the World Bank Group's work help to achieve development results in Serbia?	6.24	7.29	6.64	6.39	6.65	6.46	6.21	7.64	6.47	6.69	6.68	6.29
The World Bank Group's financial instruments meet the needs of Serbia	5.35	6.00	5.53	5.54	5.50	5.58	5.27	6.36	5.57	5.49	5.72	5.00
The World Bank Group meets Serbia's needs for knowledge services	5.82	6.32	5.92	5.98	6.09	5.68	5.81	6.30	5.77	6.10	5.99	5.78
Are adaptable to Serbia's specific development challenges and country circumstances	6.39	7.47	6.89	6.08	6.61	6.83	6.49	7.25	6.55	6.84	6.72	6.62
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.59	8.06	7.74	7.61	7.74	7.66	7.60	8.02	7.57	7.85	7.74	7.64
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.48	7.92	7.70	7.31	7.65	7.55	7.42	8.16	7.52	7.71	7.58	7.69
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.30	7.63	7.45	7.23	7.48	7.26	7.17	8.03	7.38	7.42	7.47	7.19

Yellow highlight indicates significant difference between Yes and No mean.

Appendix H: Indicator Questions as a Function of Stakeholder Group

	Office of a Parliamentarian			Employee of a Ministry			Consultant on WBG Project/PMU			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO/Private Foundation			Media			Academia/ Research Institute			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 Group's effectiveness in Serbia	16	6.19	2.32	25	6.60	1.83	21	6.67	2.52	16	6.31	2.30	10	6.10	1.60	20	6.95	1.96	27	5.63	2.19	29	5.90	1.95	41	5.93	2.04	13	6.15	2.27
To what extent do you believe the World Bank Group's staff is well prepared to help Serbia solve its most complicated development challenges?	15	7.20	2.24	26	7.00	2.04	22	6.91	2.02	15	6.67	1.72	10	6.60	2.17	21	7.10	1.92	28	6.18	2.33	27	6.52	2.21	40	6.65	2.21	13	6.46	2.67
Overall the World Bank Group currently plays a relevant role in development in Serbia	16	7.06	2.82	28	6.46	2.25	22	7.55	2.35	18	5.56	2.33	10	5.70	2.63	21	6.76	2.39	30	6.83	2.47	30	5.73	2.10	43	5.81	2.68	12	6.67	2.67
The World Bank Group's work is aligned with what I consider the development priorities for Serbia	14	5.93	2.95	23	6.52	2.25	23	7.43	1.90	16	5.44	2.28	9	5.11	1.90	20	6.05	2.24	29	6.62	2.51	27	5.81	2.50	41	5.80	2.36	11	6.73	2.65
Responsiveness	9	7.22	1.72	23	6.87	2.05	23	7.48	2.43	16	6.06	1.48	10	5.10	2.81	19	6.16	1.89	26	6.00	2.43	26	6.15	2.20	39	5.67	2.44	10	6.00	2.21
Flexibility (in terms of the World Bank Group's products and services)	11	6.64	2.01	22	6.14	1.91	21	6.52	2.44	16	5.75	1.69	10	4.90	2.13	20	6.65	2.37	24	5.21	2.06	25	5.40	2.16	38	5.55	2.50	10	5.40	1.35
Flexibility (in terms of changing country circumstances)	11	6.27	2.37	21	6.19	2.09	23	6.13	2.60	16	5.63	1.93	10	4.80	1.55	20	6.25	2.29	25	5.40	2.38	27	5.48	2.29	38	5.47	2.19	10	5.90	1.91
Being inclusive*	11	6.64	2.69	25	6.44	1.81	20	7.55	2.28	14	6.50	1.65	8	5.38	2.07	18	6.67	2.00	27	5.81	2.19	28	5.29	2.23	38	5.50	2.31	9	6.11	1.45
Openness (sharing data and other information)	11	6.73	3.17	23	6.91	2.09	21	8.10	2.10	14	6.57	1.60	9	7.00	2.35	20	7.30	1.98	27	6.70	2.20	29	6.76	2.57	41	6.66	2.42	12	7.25	1.29
Staff accessibility*	9	5.67	3.94	24	7.46	2.09	22	8.32	1.59	16	6.25	1.88	10	7.10	2.28	20	7.45	2.54	24	6.50	2.74	28	6.64	2.67	40	6.28	2.57	12	7.33	1.23
Straightforwardness and honesty*	10	6.60	3.37	25	7.32	2.19	19	8.47	1.71	15	6.67	1.59	10	6.20	2.66	20	8.20	1.47	23	6.65	2.52	28	6.11	2.82	38	6.50	2.69	11	7.09	1.92
Collaboration with groups outside of the Government	8	6.63	3.20	16	5.56	1.71	17	7.12	3.08	12	5.42	2.54	9	6.22	1.79	15	5.73	2.31	28	6.00	2.16	21	5.90	1.76	36	5.03	2.66	9	6.11	1.27
Collaboration with the Government	10	8.10	1.66	23	7.04	2.16	19	8.00	2.21	13	7.31	1.80	10	7.20	1.81	15	7.27	1.49	24	7.67	1.76	29	7.34	2.04	35	6.89	2.14	11	8.09	1.58
Collaboration with other donors	6	6.00	3.41	16	6.19	2.11	18	7.56	2.50	12	6.58	1.78	10	6.70	2.00	15	6.20	1.57	18	7.22	1.96	22	6.36	2.01	29	6.28	2.40	9	7.00	1.58
The speed in which it gets things accomplished on the ground	8	6.88	2.23	24	6.46	1.87	21	7.14	2.31	15	6.73	2.19	10	4.90	2.18	19	6.58	2.27	24	6.50	2.40	26	5.46	2.25	35	6.06	2.27	11	5.18	1.83
To what extent does the World Bank Group's work help to achieve development results in Serbia?*	12	7.08	2.75	25	7.20	2.12	21	7.67	1.93	16	6.00	1.90	10	6.00	1.76	18	7.56	1.85	26	6.27	2.38	28	6.04	2.50	42	5.95	2.48	12	6.33	1.88
The World Bank Group's financial instruments meet the needs of Serbia*	10	7.30	2.31	22	6.00	2.05	21	6.19	2.89	16	4.94	1.57	9	5.11	1.45	19	6.37	2.77	23	5.74	2.26	25	4.44	1.90	42	5.21	2.32	12	4.83	2.29
The World Bank Group meets Serbia's needs for knowledge services	10	6.40	2.27	23	6.39	2.06	21	6.52	2.70	16	5.63	1.59	10	5.90	2.28	18	5.78	2.05	25	5.60	2.52	26	6.19	2.42	43	5.79	2.43	12	5.50	2.20
Are adaptable to Serbia's specific development challenges and country circumstances	11	6.27	3.17	23	6.83	1.70	20	7.50	2.07	15	6.73	2.12	10	6.30	2.06	17	6.59	2.21	27	6.56	1.97	26	6.38	2.26	41	6.88	2.48	12	6.33	1.92
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	9	8.33	2.83	23	7.57	1.83	22	8.59	1.74	15	8.07	1.44	10	6.70	1.89	19	8.11	1.70	29	7.55	2.53	27	7.37	2.56	44	7.52	2.41	13	7.92	2.22
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	9	7.78	2.39	25	7.68	1.68	21	8.19	1.66	16	7.44	1.63	10	7.60	1.43	18	7.72	1.81	25	7.40	1.76	23	7.91	2.02	41	7.22	2.07	12	7.67	1.78
Where country systems are adequate, the World Bank Group makes appropriate use of them	10	8.40	2.01	15	7.07	2.28	18	7.94	2.13	13	7.31	1.70	8	6.63	2.26	15	6.80	2.51	14	7.57	2.14	20	7.05	2.59	24	7.71	2.07	7	7.14	1.86

*Significantly different between stakeholder groups

Appendix I: Serbia FY 2014 Questionnaire



World Bank Group Country Survey FY14 – Serbia

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Serbia or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Serbia, 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 Serbia.

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 IBRD, IDA, IFC, MIGA, and ICSID. 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 SERBIA

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

SECTION A: GENERAL ISSUES

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

A3. Poverty reduction is a broad term that encompasses work in many different areas.			
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Serbia? (Choose no more than THREE)			
1	Water and sanitation	14	Domestic private sector development
2	Equality of opportunity (i.e., equity)	15	Foreign direct investment
3	Economic growth	16	Education
4	Climate change (e.g., mitigation, adaptation)	17	Energy
5	Global/regional integration	18	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
6	Rural development	19	Natural resource management (e.g., oil, gas, mining)
7	Regulatory framework	20	Environmental sustainability
8	Social protection (e.g., pensions, targeted social assistance)	21	Disaster management
9	Law and justice (e.g., judicial system)	22	Health
10	Transport (e.g., roads, bridges, transportation)	23	Agricultural development
11	Communicable/non-communicable diseases	24	Job creation/employment
12	Information and communications technology	25	Financial markets
13	Anti corruption	26	Trade and exports

SECTION A: GENERAL ISSUES

A4. Economic growth can be driven by a number of factors.			
Which THREE areas below do you believe would contribute most to generating economic growth in Serbia? (Choose no more than THREE)			
1	Energy	14	Communicable/non-communicable diseases
2	Equality of opportunity (i.e., equity)	15	Trade and exports
3	Social protection (e.g., pensions, targeted social assistance)	16	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Global/regional integration	17	Domestic private sector development
5	Climate change (e.g., mitigation, adaptation)	18	Job creation/employment
6	Anti corruption	19	Agricultural development
7	Disaster management	20	Transport (e.g., roads, bridges, transportation)
8	Rural development	21	Natural resource management (e.g., oil, gas, mining)
9	Foreign direct investment	22	Environmental sustainability
10	Water and sanitation	23	Health
11	Education	24	Law and justice (e.g., judicial system)
12	Information and communications technology	25	Financial markets
13	Regulatory framework		

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in Serbia?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

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

B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Serbia solve its most complicated development challenges?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all					To a very significant degree					Don't know

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Serbia?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Convening/Facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development (e.g., training staff in health, education sector, setting up an agency for business registration and training staff)	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

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

The World Bank Group can provide capacity building support in a number of ways in Serbia. To what degree would Serbia benefit, if capacity building were to support...?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B14	Groups outside of government (e.g., civil society, media) to help them more effectively engage and participate in development efforts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B15	The public sector , related to implementation of specific development projects on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	The public sector , related to changing institutions (organizations or sociopolitical conditions)	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 Serbia? (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		
B17	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B18	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B19	Policy 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 Serbia 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		
B20	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B21	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B22	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

B23. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Serbia? (Choose no more than TWO)

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Serbia
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
16	Not client focused
17	Other (please specify): _____
18	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B24. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Serbia? (Choose no more than TWO)

1	Capacity development (e.g., training staff in health, education sector, setting up an agency for business registration and training staff)
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

B25. 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	Beneficiaries
9	Foundations
10	Faith based organizations
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 Serbia?

		Strongly disagree										Strongly agree	Don't know
B26	Overall the World Bank Group currently plays a relevant role in development in Serbia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B27	The World Bank Group's work is aligned with what I consider the development priorities for Serbia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B28	The World Bank Group supports programs and strategies that are realistic for Serbia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B29	The World Bank Group treats clients and stakeholders in Serbia with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

To what extent is the World Bank Group an effective development partner in Serbia in terms of each of the following?		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B30	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B31	Flexibility (in terms of the World Bank Group's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B32	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B33	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B34	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B35	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B36	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B37	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"/>	
B38	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B39	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B40	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B41	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B42	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B43. To be a more effective development partner in Serbia, 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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B44. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

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

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Serbia?													
		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	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	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"/>	
17	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	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 Serbia? (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	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	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Domestic private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	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"/>
17	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	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 Serbia? (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 Serbia?											
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 Serbia?														
		Strongly disagree										Strongly agree		Don't know
C5	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Serbia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C6	The World Bank Group meets Serbia'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's internal evaluation mechanisms hold the institution accountable for achieving results in Serbia?											
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)

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

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

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

D13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?												
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 does each of the following aspect of the World Bank Group's delivery work contribute to solving Serbia's development challenges?

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
E1	Conceptualization (understanding and framing the problem)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E2	Design (appraising and planning the solutions)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E3	Implementation (Executing, carrying out, monitoring and making appropriate adjustments)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E4	Evaluation (assessing the impact and results)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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		
E5	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E6	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"/>
E7	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"/>
E8	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E9	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E10	The World Bank Group takes decisions quickly in Serbia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E11	Working with the World Bank Group increases Serbia's institutional capacity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E12	The World Bank Group ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E13	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"/>
E14	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"/>

E15. Which of the following best describes the way the World Bank Group operates in Serbia? (Select only one response)

1	The World Bank Group takes too much risk in Serbia
2	The World Bank Group does not take enough risk in Serbia
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 SERBIA

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Serbia? (Choose no more than TWO)	
1	Provide more adequate data/knowledge/statistics/figures on Serbia's 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 Serbia'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	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Serbia, 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 Serbia? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Serbia
6	Don't know

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Serbia? (Choose no more than TWO)	
1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (e.g., Facebook, Twitter, Youtube, Flickr)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	
1	Blogs
2	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
3	e-Newsletters
4	World Bank Group's seminars/workshops/conferences
5	World Bank Group's publications and other written materials
6	Mobile phones
7	Social media (e.g., Facebook, Twitter, Youtube, Flickr)
8	World Bank Group's website
9	Other (please specify): _____

G3	Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	Yes	No
G4	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	Yes	No
G5	Were you able to obtain this information?	Yes	No
G6	Do you have access to the Internet?	Yes	No
G7	Do you use/have you used the World Bank Group website?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING

G8. Which do you primarily use? (Select only ONE response)	
1	The World Bank Group's country website (www.worldbank.org/serbia)
2	The World Bank Group's main website (www.worldbank.org)
3	None of the above

Please rate how much you agree with the following statements.													
		Strongly disagree								Strongly agree		Don't know	
G9	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"/>	
G10	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"/>	
G11	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"/>	
G12	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"/>	
G13	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"/>	
G14	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (Select only ONE response)	
1	Office of the President, Prime Minister
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Consultant/Contractor working on World Bank 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	Faith-Based Group
19	Academia/Research Institute/Think Tank
20	Judiciary Branch
21	Other (please specify): _____

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

SECTION H: BACKGROUND INFORMATION**H3a. Currently, do you professionally collaborate/work with the World Bank Group in your country?**

1	Yes
2	No

H3b. Have you professionally collaborated/worked with the World Bank Group during the past five years?

1	Yes
2	No

H3c. Which of the following best describes your position, when you collaborated/worked with the World Bank Group in the past? (Select only ONE response)

1	Office of the President, Prime Minister
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Consultant/Contractor working on World Bank 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	Faith-Based Group
19	Academia/Research Institute/Think Tank
20	Judiciary Branch
21	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION

H4. Which of the following agencies of the World Bank Group do you work with in Serbia? (Select all that apply)	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	None

H5. Which of the following describes most of your exposure to the World Bank Group in Serbia? (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.

H6. Which best represents your geographic location?	
1	Belgrade
2	Vojvodina
3	Central Serbia
4	South Serbia

Thank you for completing the survey!