



Bosnia and Herzegovina

The World Bank Group
Country Opinion Survey FY14

Report of Findings
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Country Opinion Surveys
THE WORLD BANK GROUP

Acknowledgements

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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 Bosnia and Herzegovina perceive the World Bank Group;
- Obtain systematic feedback from stakeholders in Bosnia and Herzegovina regarding:
 - Their views regarding the general environment in Bosnia and Herzegovina;
 - Their overall attitudes toward the World Bank Group in Bosnia and Herzegovina;
 - 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 Bosnia and Herzegovina; and
 - Perceptions of the World Bank Group's future role in Bosnia and Herzegovina.
- Use data to help inform Bosnia and Herzegovina country team's strategy.

II. Methodology

From April to June 2014, 300 stakeholders of the World Bank Group in Bosnia and Herzegovina were invited to provide their opinions on the WBG's assistance to the country by participating in a country survey. 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. A total of 109 stakeholders participated in the survey (36% response rate).

Respondents received questionnaires via post or email and returned them accordingly.

Respondents were asked about: general issues facing Bosnia and Herzegovina; 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 Bosnia and Herzegovina; and the WBG's communication and information sharing. 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.

In addition, when possible, responses from respondents completing this year's country survey were compared to responses from the 105 respondents (50% response rate) who completed the country survey in FY '07. Because of the length of time since this past survey, these comparisons are only presented in the Appendix (see page 136).

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

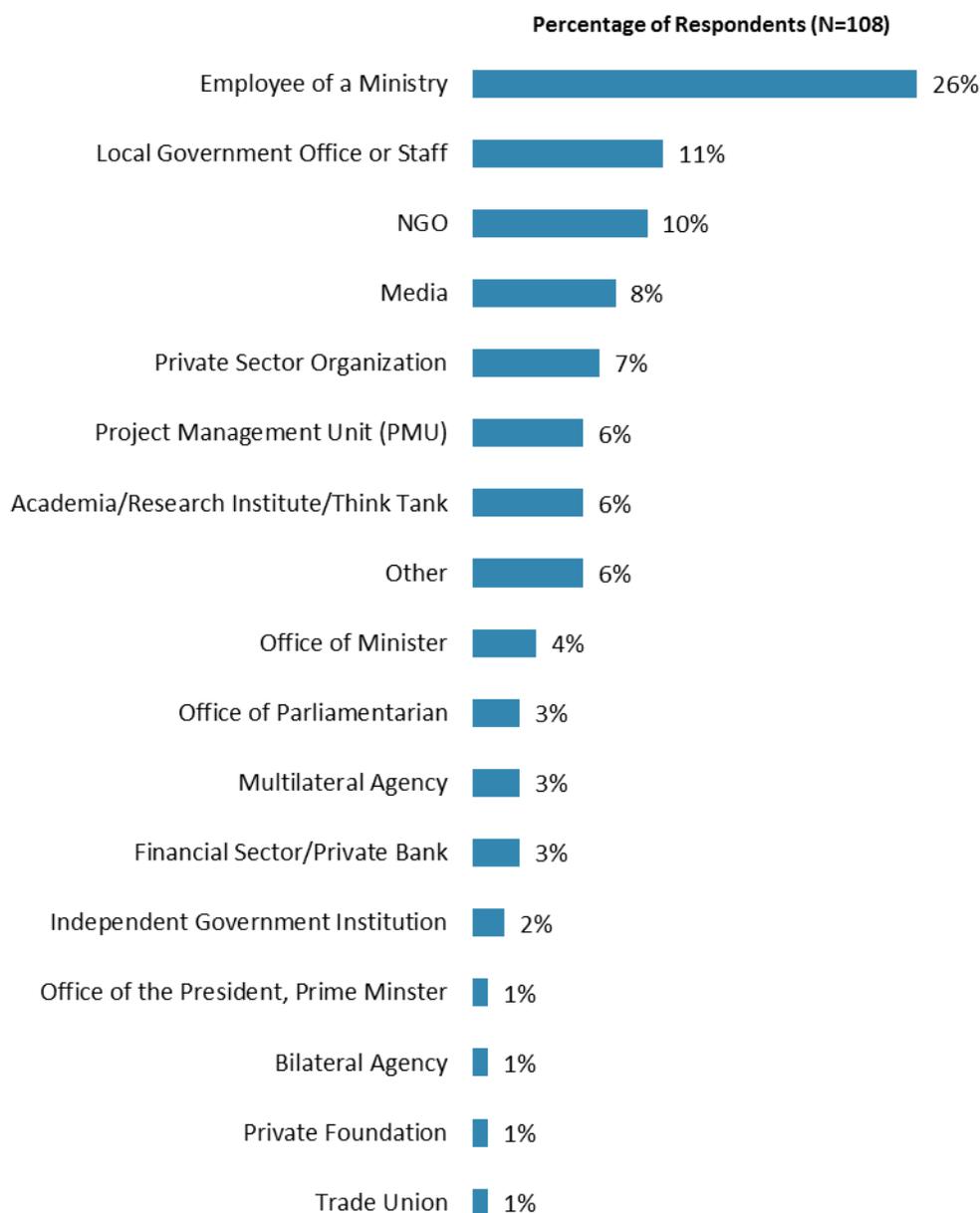
II. Methodology (continued)

- B. Overall Attitudes toward the World Bank Group: Respondents were asked to rate their familiarity with the WBG, its effectiveness in Bosnia and Herzegovina, 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 Bosnia and Herzegovina, 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 Bosnia and Herzegovina, the extent to which the WBG meets Bosnia and Herzegovina's needs for knowledge services and financial instruments, the extent to which the WBG measures and corrects its work in real time and builds/strengthens existing country systems, 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 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 Group: Respondents were asked to rate the extent to which various aspects of the WBG's technical assistance/advisory work contribute to solving Bosnia and Herzegovina's development challenges and their agreement with a series of statements regarding working with the WBG. Respondents were asked to indicate if the WBG operates with too much risk and if it is adequately staffed in Bosnia and Herzegovina.
- F. The Future Role of the World Bank Group in Bosnia and Herzegovina: Respondents were asked to indicate what the WBG should do to make itself of greater value, which of its services the WBG should offer more of in Bosnia and Herzegovina, and which areas would benefit most from the WBG playing a leading role versus other development partners.
- 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 with the WBG, with which WBG agencies they work, their exposure to the WBG in Bosnia and Herzegovina, and their geographic location. Respondents were also asked if their projects involved both the World Bank and the IFC, and if so, to indicate their view of the two institutions working together.

III. Demographics of the Sample

Current Position

- For further analyses, the few respondents from the office of Minister were combined with the respondents from the office of the President, respondents from the financial sector/private banks were combined with those from the private sector, and the few respondents from the office of a Parliamentarian, bilateral agencies, multilateral agencies, independent government institutions, trade unions, and private foundations were included in the “Other” category.

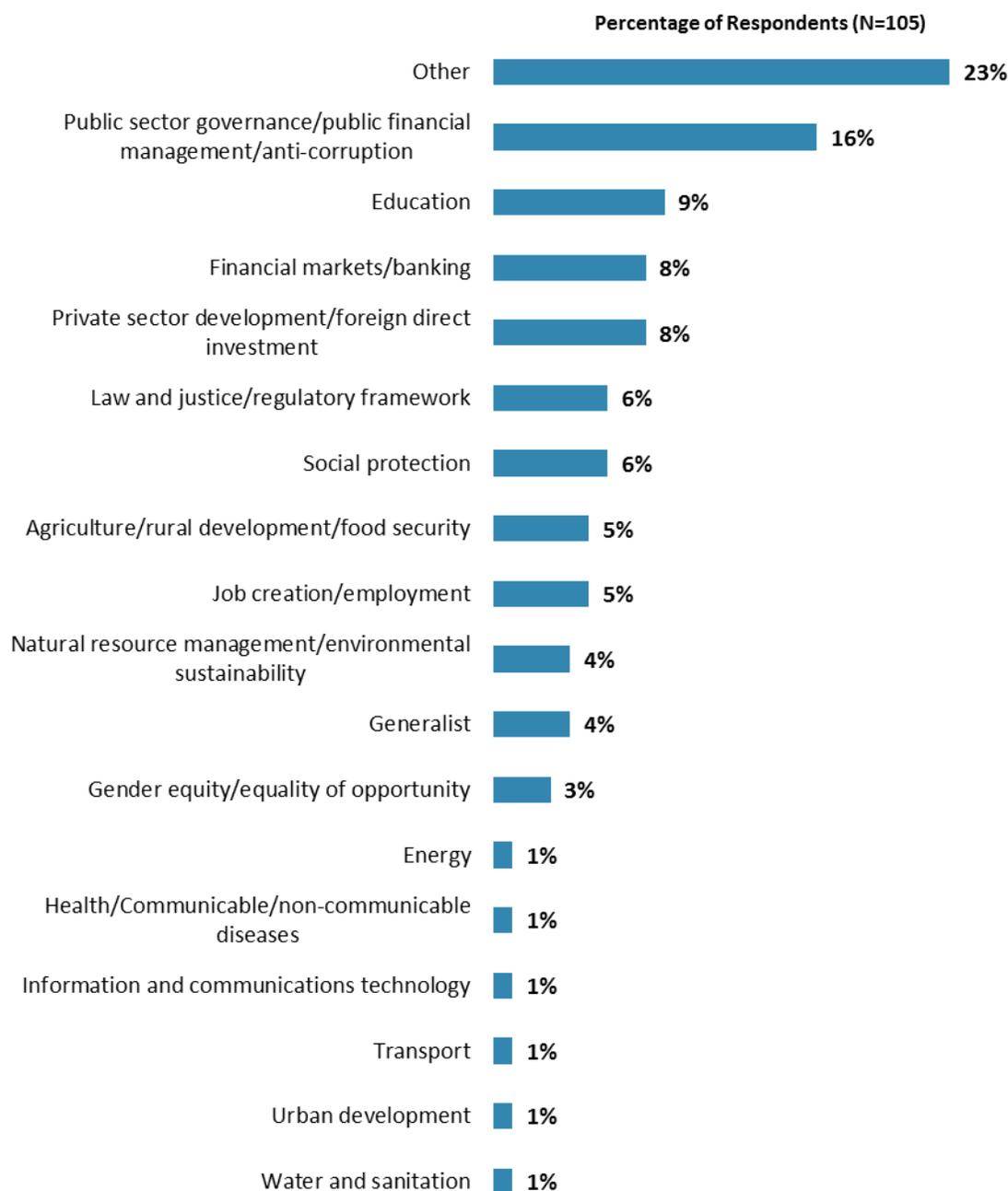


“Which of the following best describes your current position?” (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Area of Primary Specialization

- Key comparisons across respondents' specializations can be found in the Appendix (see page 140).

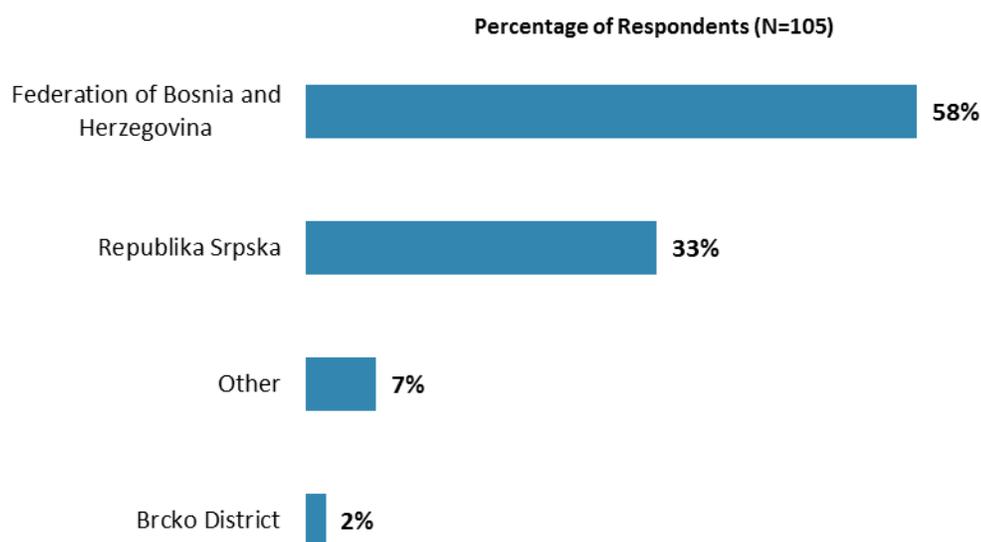


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Geographic Location

- Because of the small number of respondents, those from Brcko District were combined with those from “Other” areas, creating one “Other Areas” category. 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 100).

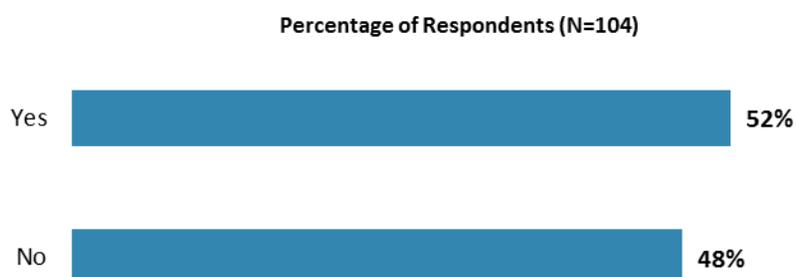


“Which best represents your geographic location?” (Respondents chose from a list.)

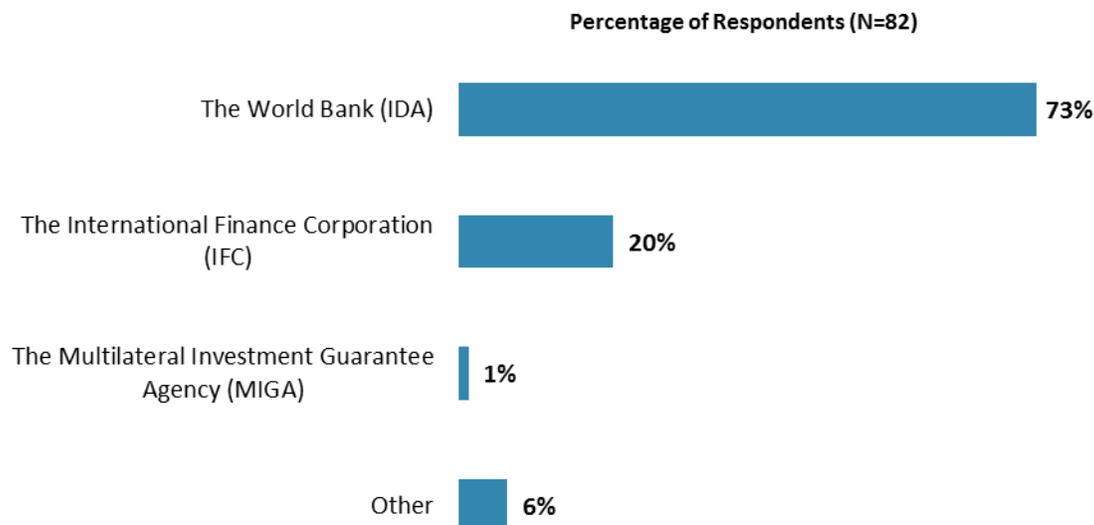
III. Demographics of the Sample (continued)

Collaboration with the World Bank Group

- Differences in responding, based on collaboration with the World Bank Group in Bosnia and Herzegovina, can be found in the Appendix (see page 118).



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

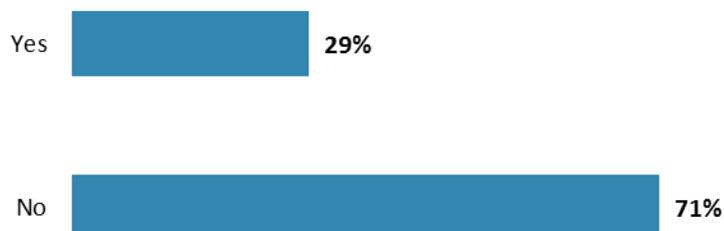


"Which of the following agencies of the World Bank Group do you primarily engage with in Bosnia and Herzegovina? (Select only ONE response)" (Respondents chose from a list.)

III. Demographics of the Sample (continued)

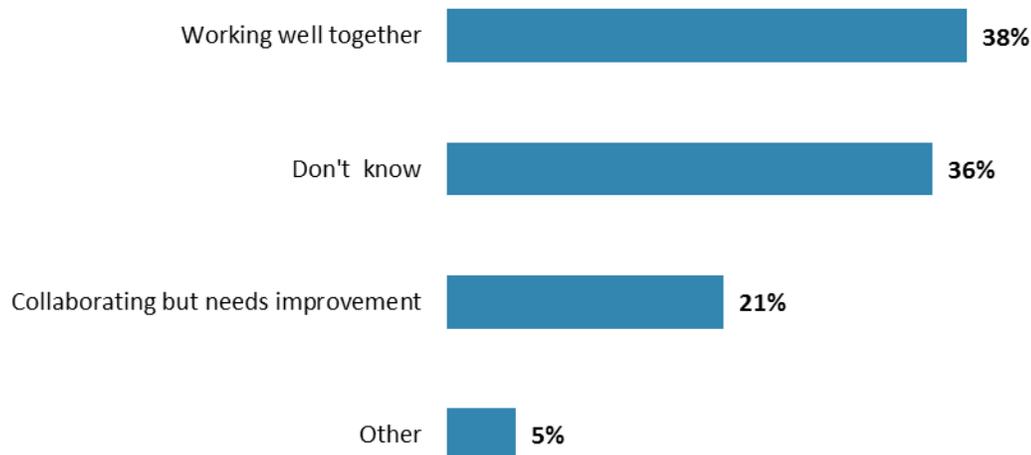
The World Bank and IFC

Percentage of Respondents (N=87)



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

Percentage of Respondents (N=39)

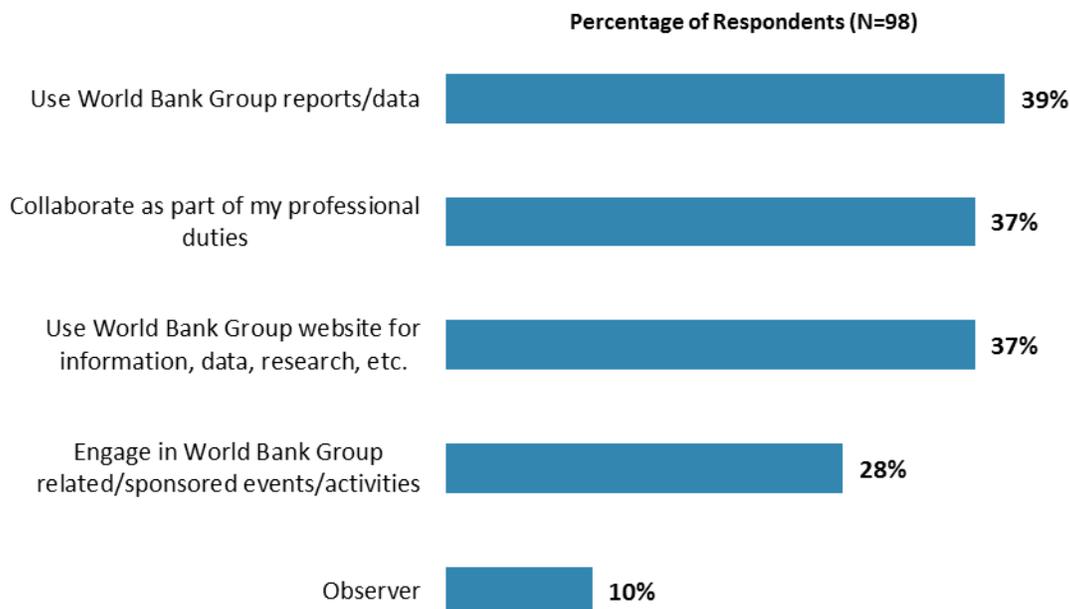


"If yes, what was your view on the two institutions working together in Bosnia and Herzegovina?
(Select only ONE response)" (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Exposure to the World Bank Group

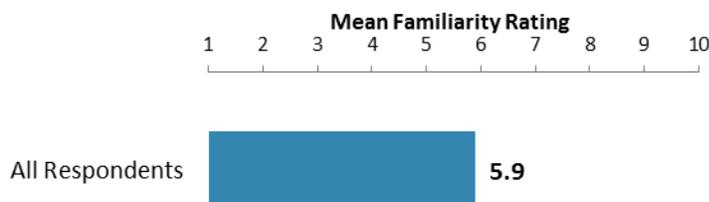
- Differences in responses to the indicator questions, based on exposure to the World Bank Group in Bosnia and Herzegovina, can be found in the Appendix (see page 148). Please note that where these two factors appear to have a significant relationship with overall views of the WBG, it is highlighted in yellow in that table.



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

Familiarity with the World Bank Group

- Respondents' ratings of familiarity with the World Bank Group were significantly, moderately correlated with their perceptions of the WBG's overall effectiveness, the WBG's work achieving development results, and the WBG's relevance to development in Bosnia and Herzegovina.

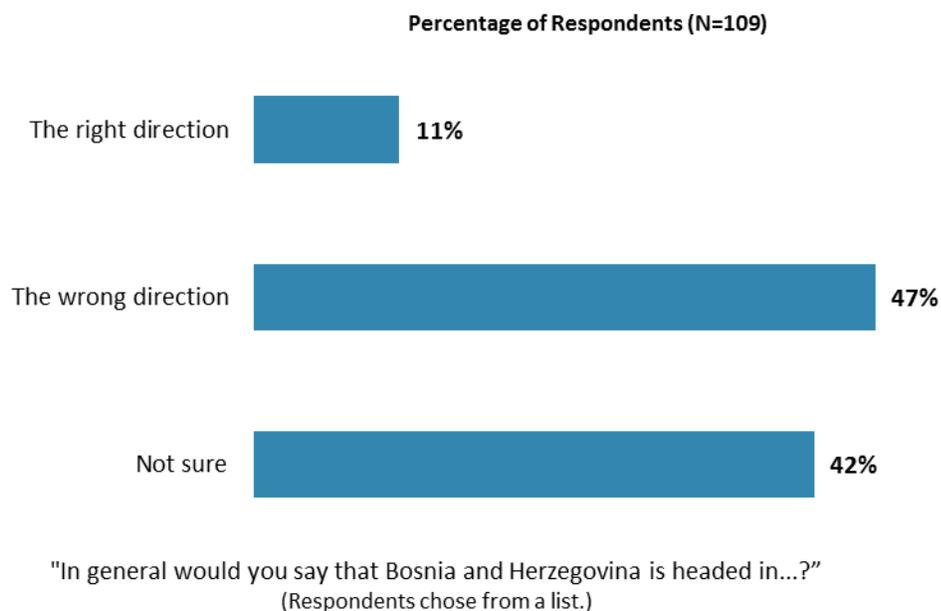


"How familiar are you with the work of the World Bank Group in Bosnia and Herzegovina?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

IV. General Issues Facing Bosnia and Herzegovina

Bosnia and Herzegovina Heading in the Wrong Direction?

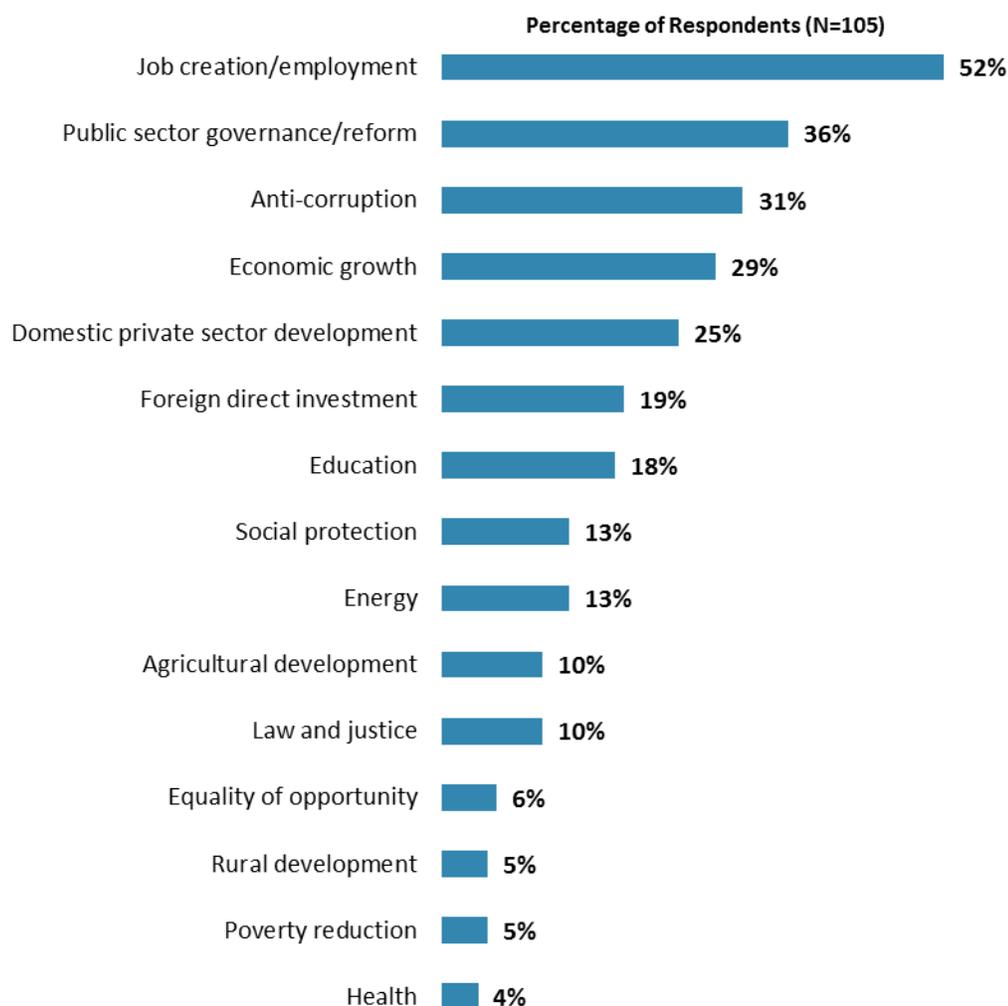
- Respondents who collaborated with the WBG in Bosnia and Herzegovina were significantly *less* likely to indicate that Bosnia and Herzegovina is headed in the wrong direction, and significantly more likely to indicate that there were not sure, compared to respondents who do not collaborate with the WBG.



IV. General Issues Facing Bosnia and Herzegovina (continued)

Development Priority

- Respondents from the office of the President/Minister were significantly more likely to indicate energy as one of the most important development priorities facing Bosnia and Herzegovina compared to respondents from other stakeholder groups.
- Respondents who collaborate with the WBG were significantly more likely to indicate energy, anti-corruption, and law and justice as one of the most important development priorities compared to respondents who do not collaborate with the WBG, who were significantly more likely to indicate job creation/employment as one of the most important development priorities facing Bosnia and Herzegovina.

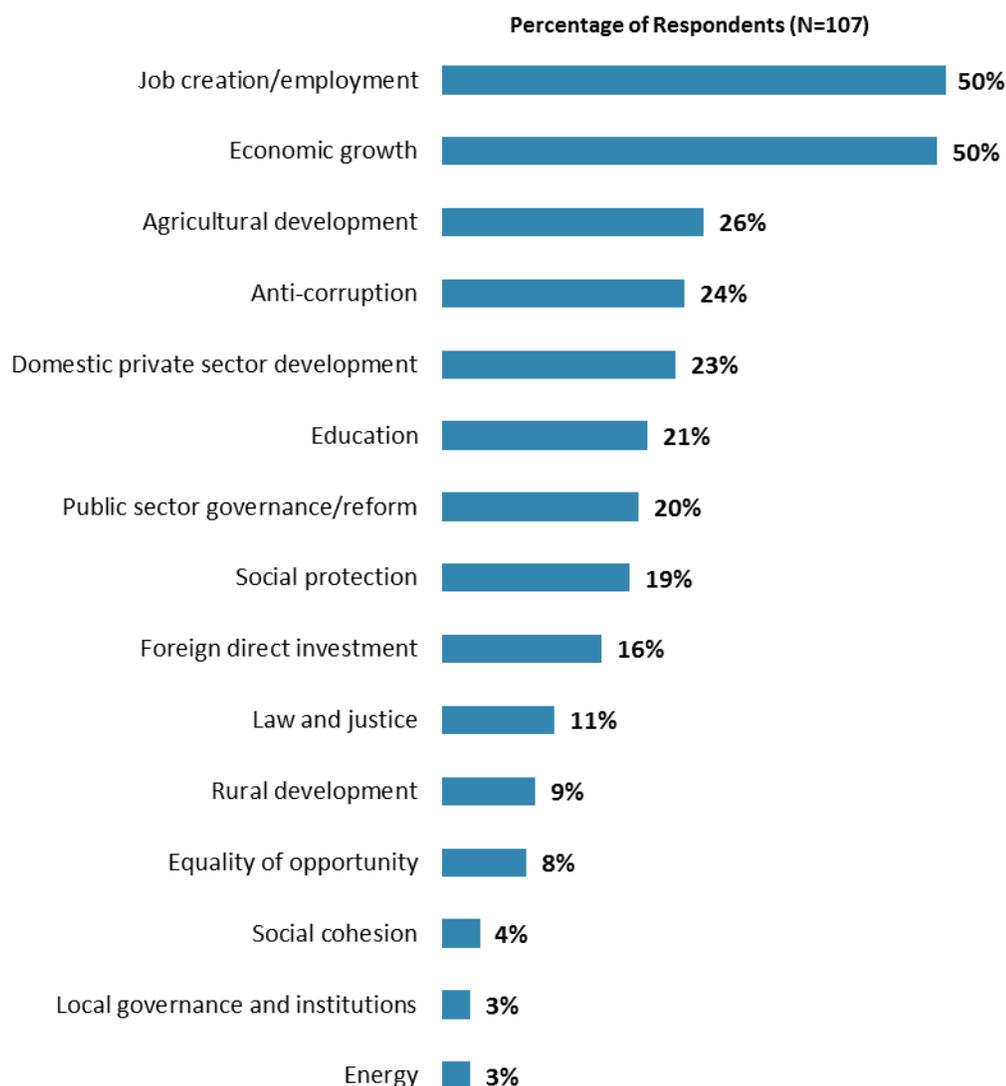


"Listed below are a number of development priorities in Bosnia and Herzegovina. Please identify which of the following you consider the most important development priorities in BH. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 15 shown.)

IV. General Issues Facing Bosnia and Herzegovina (continued)

Factors Contributing to Poverty Reduction

- Respondents from the office of the President/Minister were significantly more likely to indicate agricultural development and anti-corruption as factors contributing to reducing poverty compared to respondents from other stakeholder groups. Respondents from the media were also significantly more likely to indicate anti-corruption as a factor contributing to reducing poverty compared to respondents from other stakeholder groups.

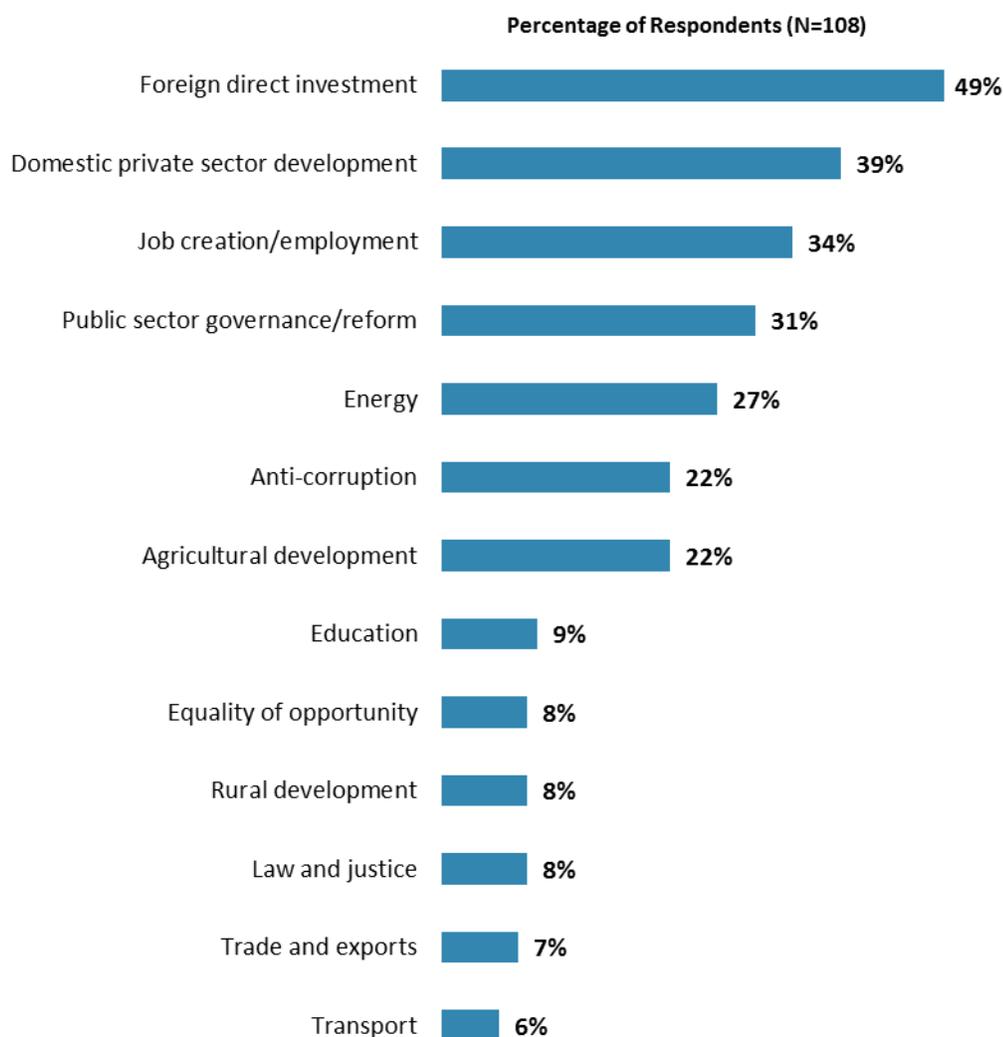


“Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Bosnia and Herzegovina?”
(Respondents chose from a list. Responses combined. Top 15 shown.)

IV. General Issues Facing Bosnia and Herzegovina (continued)

Factors Contributing to Economic Growth

- Employees of a ministry and respondents from local government and private sector/financial sector/private banks were significantly *less* likely to indicate public sector governance/reform as a factor contributing to economic growth compared to respondents from other stakeholder groups.
- Respondents who collaborate with the WBG were significantly *less* likely to indicate foreign direct investment compared to respondents who do not collaborate with the WBG as a factor contributing to economic growth.

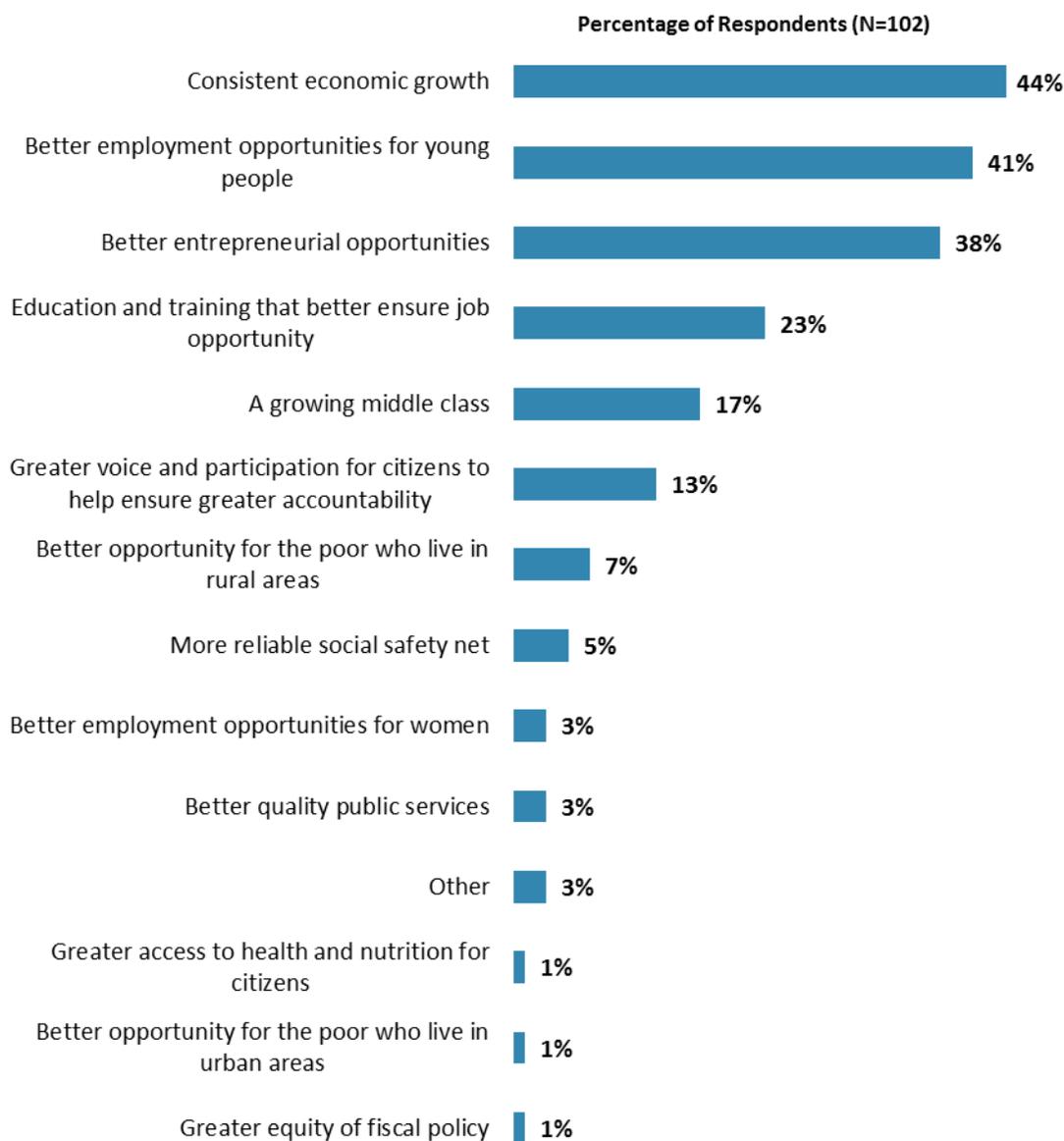


“Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Bosnia and Herzegovina? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 13 shown.)

IV. General Issues Facing Bosnia and Herzegovina (continued)

Achieving “Shared Prosperity”

- Respondents who collaborate with the WBG were significantly more likely to indicate better employment opportunities for young people compared to respondents who do not collaborate with the WBG as ways to achieve “shared prosperity” in Bosnia and Herzegovina.



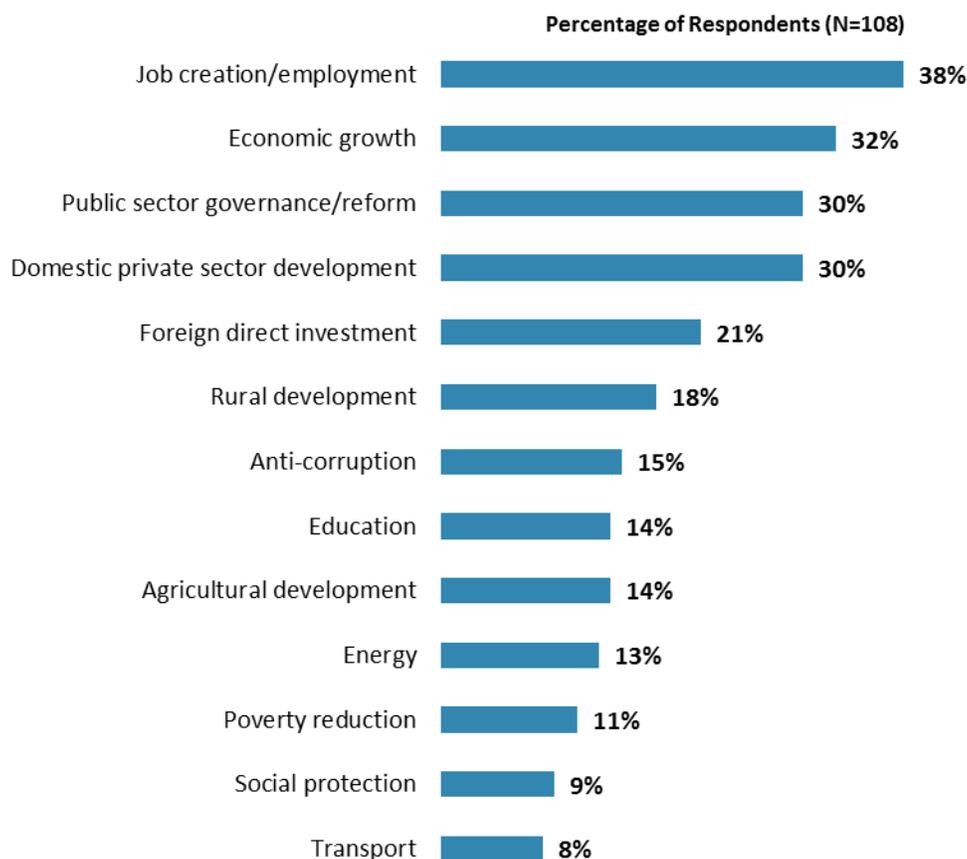
“When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Bosnia and Herzegovina? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

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 from the office of the President/Minister were significantly more likely to indicate public sector governance/reform as an area in which the WBG should focus its resources compared to respondents from other stakeholder groups. Employees of ministries and respondents from NGOs, the media, and other organizations were significantly *less* likely to indicate economic growth as an area in which the WBG should focus its resources compared to respondents from other stakeholder groups.

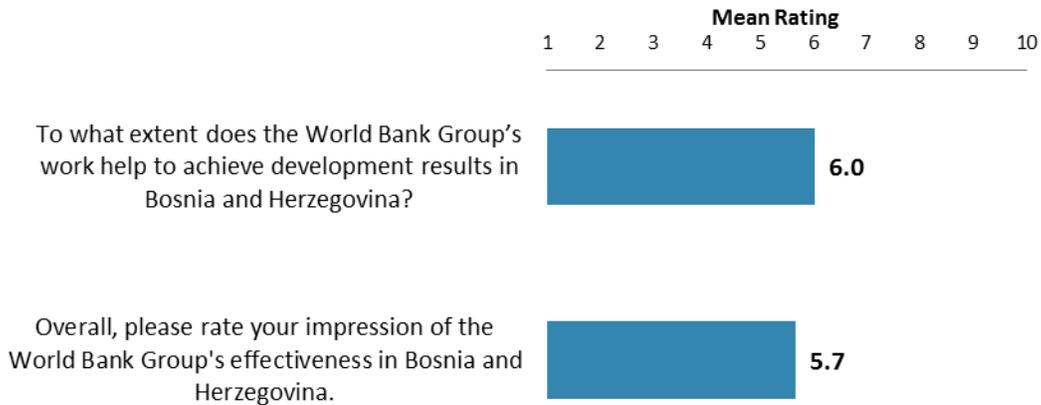


“When thinking about how the World Bank Group can have the most impact on development results in Bosnia and Herzegovina, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in BH? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 13 shown.)

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

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

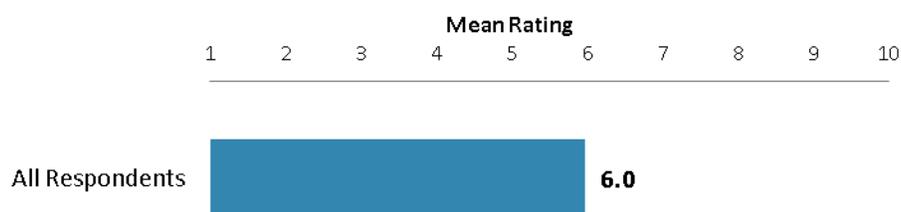
- Respondents from Republika Srpska gave significantly higher ratings for the WBG's effectiveness in Bosnia and Herzegovina compared to respondents from other geographic locations. Respondents across all geographic locations gave statistically similar ratings for the extent to which the WBG's work achieves development results in Bosnia and Herzegovina.
- Respondents who collaborate with the WBG gave significantly higher ratings for the WBG's effectiveness in Bosnia and Herzegovina and for the extent to which the WBG's work achieves development results in Bosnia and Herzegovina compared to respondents who do not collaborate with the WBG.



(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)

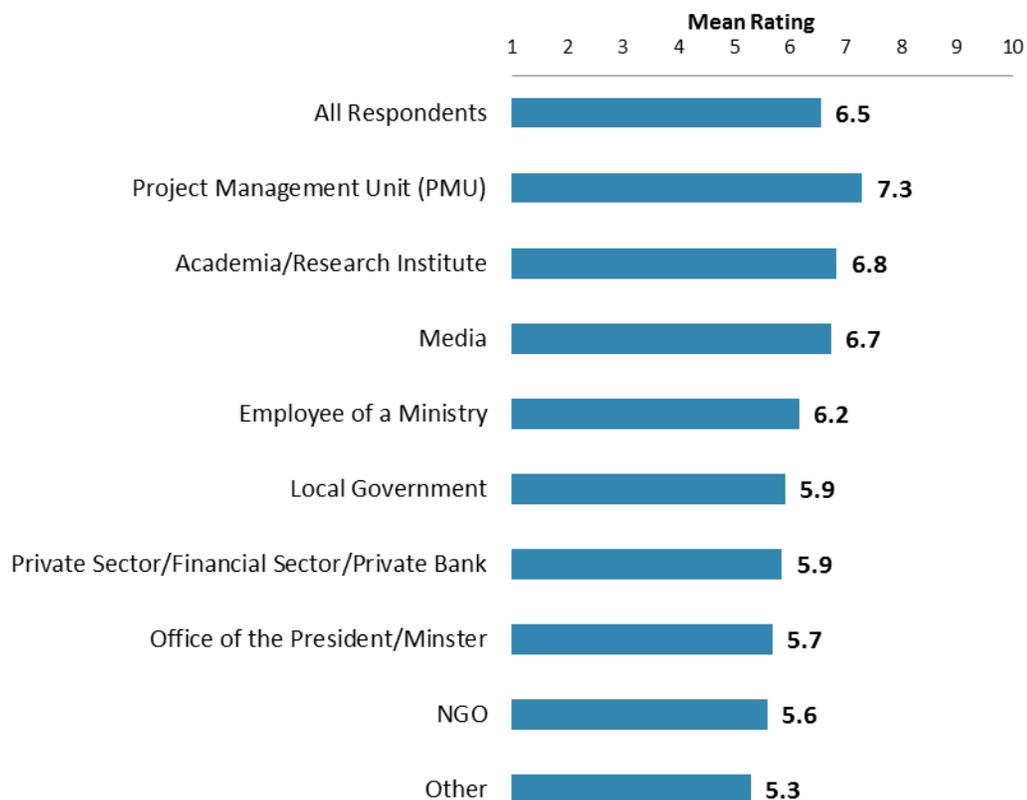
Staff Preparedness (*Indicator Question*)



“To what extent do you agree that the World Bank Group’s staff is well prepared (e.g., skills and knowledge) to help Bosnia and Herzegovina solve its most complicated development challenges?”
(1-“To no degree at all”, 10-“To a very significant degree”)

Overall Ratings for Indicator Questions

- Respondents from PMUs gave the highest ratings across all of the country survey indicator questions whereas respondents from the office of the President/Minister, NGOs, and other organizations gave lower ratings, although not significantly so. Responses for individual indicator questions by stakeholder groups can be found in the Appendix (see page 149).

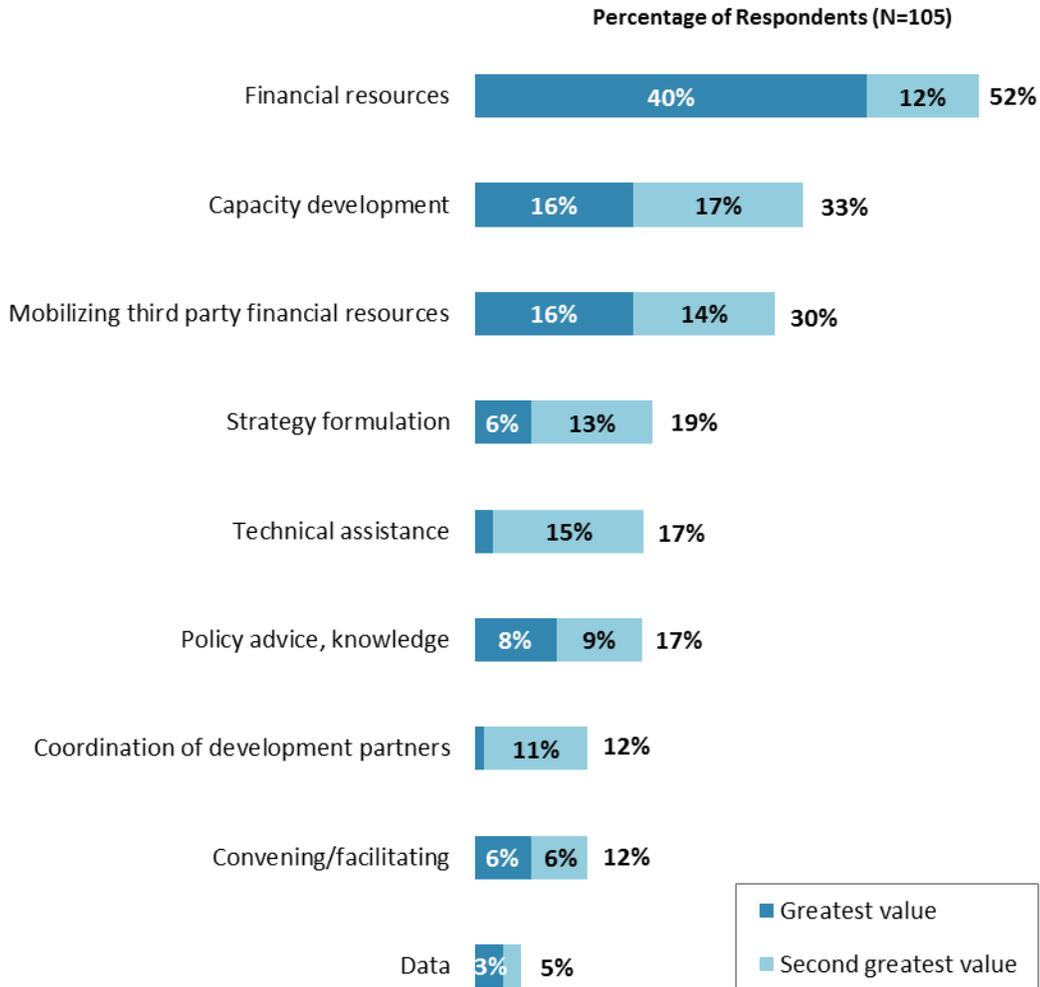


Mean Ratings across all Indicator Questions, all asked on 1 to 10 scales

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

WBG Activities: Greatest Value

- Respondents from the office of the President/Minister were significantly more likely to indicate that strategy formulation was the greatest value of the WBG compared to respondents from other stakeholder groups.

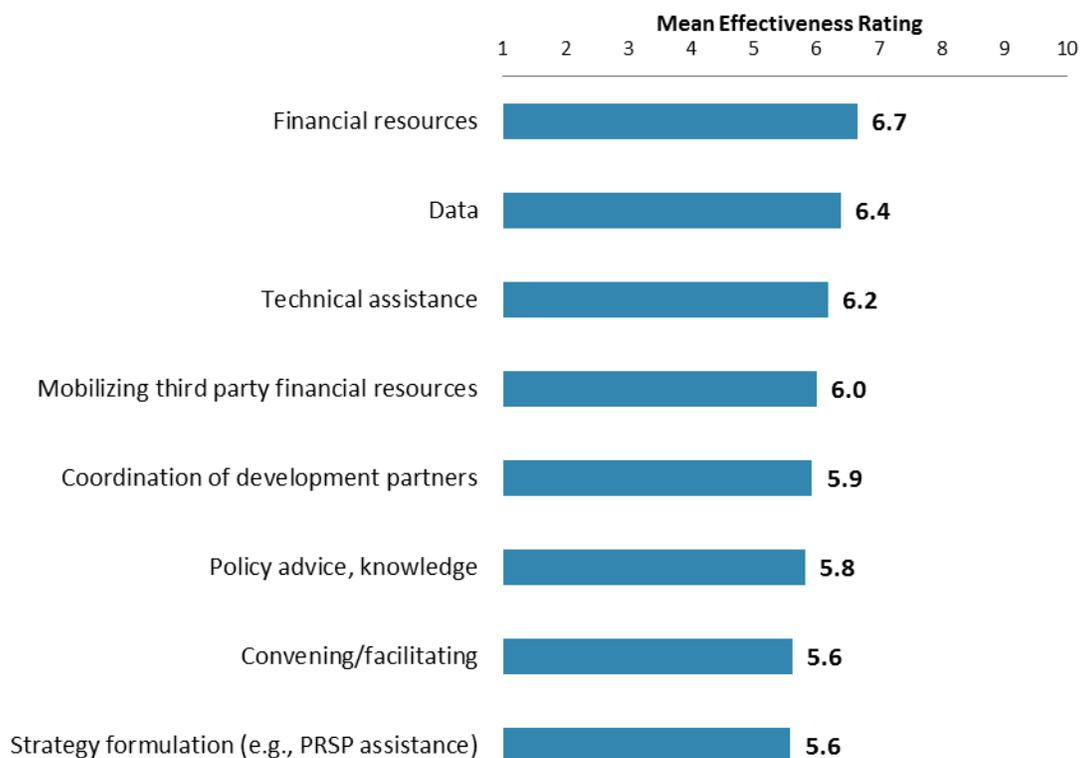


“When thinking about the World Bank Group’s role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Bosnia and Herzegovina?”
 (Respondents chose from a list.)

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

WBG Activities: Effectiveness

- Respondents who collaborate with the WBG gave significantly higher ratings for the effectiveness of the WBG's convening/facilitating and strategy formulation compared to respondents who do not collaborate with the WBG.

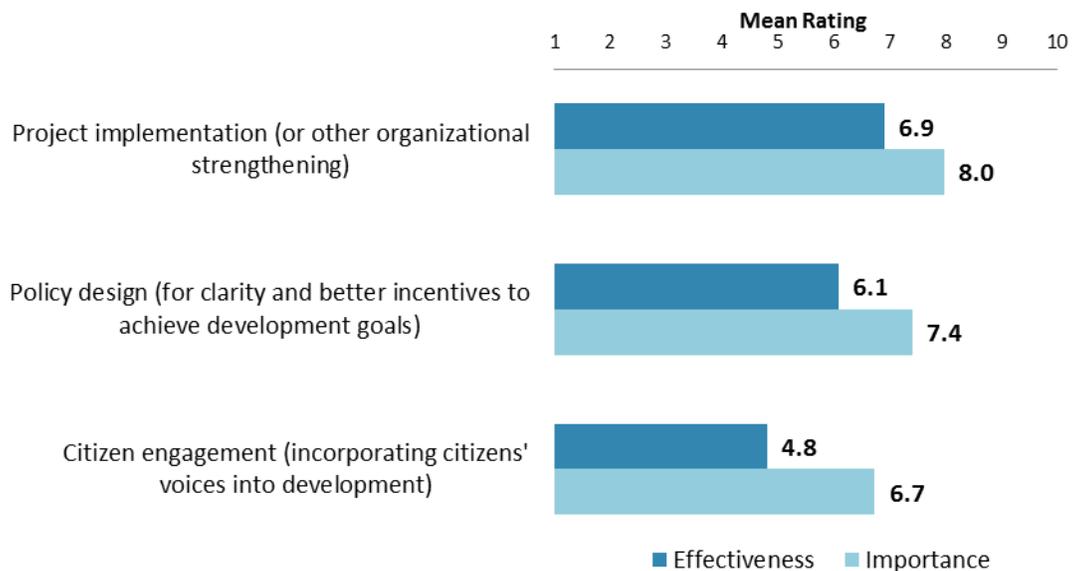


“How effectively do the World Bank Group's activities below support Bosnia and Herzegovina's efforts to achieve development results?” (1-“Not effective at all”, 10-“Very effective”)

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

Capacity Building

- Respondents from PMUs gave the highest ratings for the WBG’s effectiveness at project implementation whereas respondents from other organizations gave significantly lower ratings. Respondents from PMUs, NGOs, and the media gave the highest ratings for the importance of the WBG being involved in citizen engagement whereas respondents from the office of the President/Minister gave significantly lower ratings.
- Respondents who collaborate with the WBG gave significantly higher ratings for the WBG’s effectiveness at project implementation and policy design compared to respondents who do not collaborate with the WBG.



“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 Bosnia and Herzegovina?”

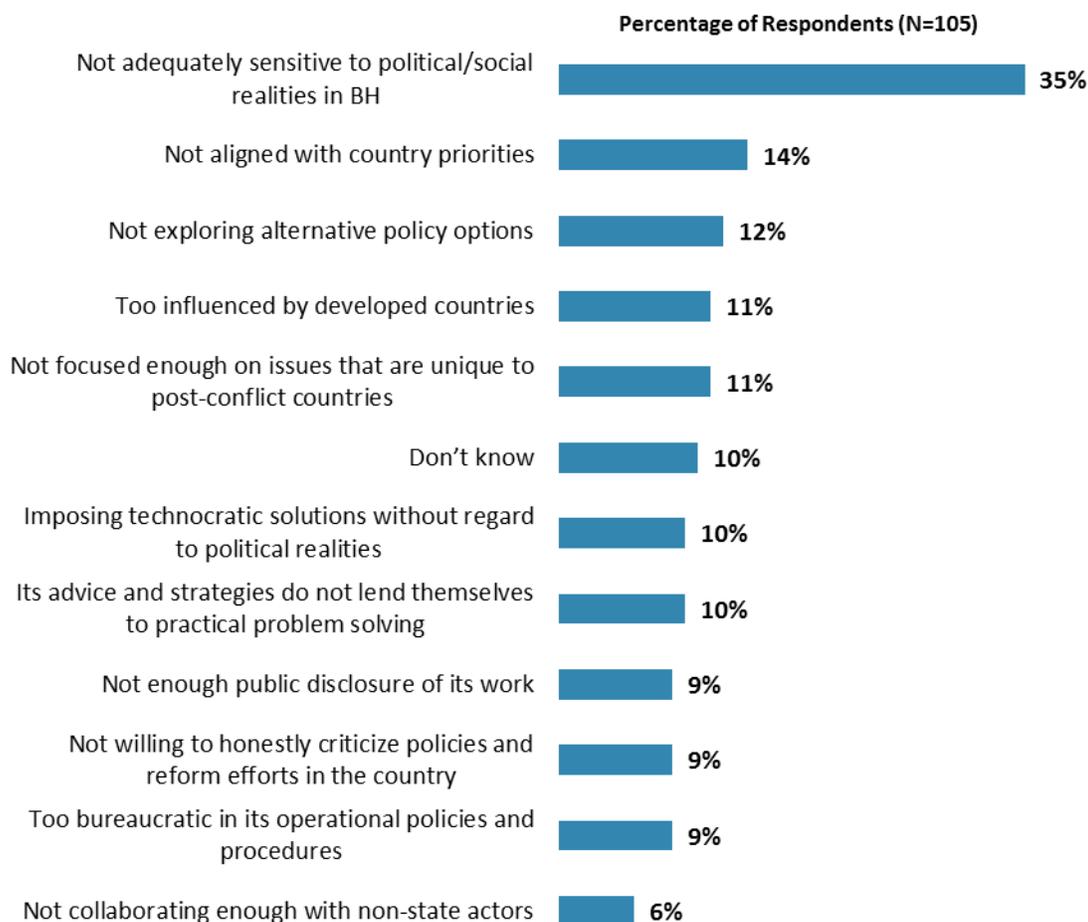
“When thinking about how to improve capacity building in Bosnia and Herzegovina to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?”

(1-“Not effective/important at all”, 10-“Very effective/important”)

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

Greatest Weakness

- Respondents from the office of the President/Minister were significantly more likely to indicate that the WBG's greatest weaknesses are not exploring alternative policy options and that its advice and strategies do not lend themselves to practical problem solving compared to respondents from other stakeholder groups. Respondents from NGOs were significantly more likely to indicate that the WBG's greatest weakness is not enough public disclosure of its work compared to respondents from other stakeholder groups. Respondents from academia were significantly more likely to indicate that the WBG's greatest weakness is not being aligned with country priorities compared to respondents from other stakeholder groups.
- Respondents who collaborate with the WBG were significantly more likely to indicate that the WBG's greatest weakness is not exploring alternative policy options compared to respondents who do not collaborate with the WBG, who were significantly more likely to indicate that its greatest weakness is not enough public disclosure of its work.

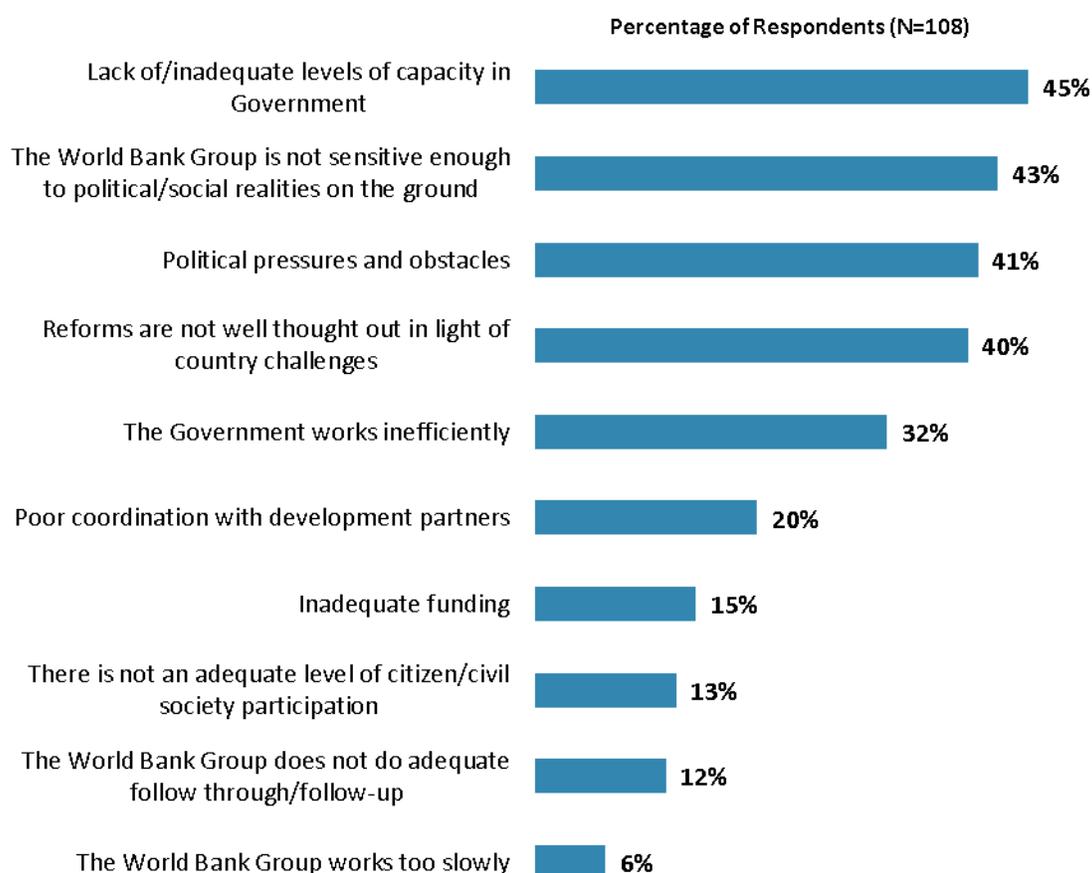


“Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in Bosnia and Herzegovina? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined. Top 12 shown.)

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

Attributing Failed/Slow Reform Efforts

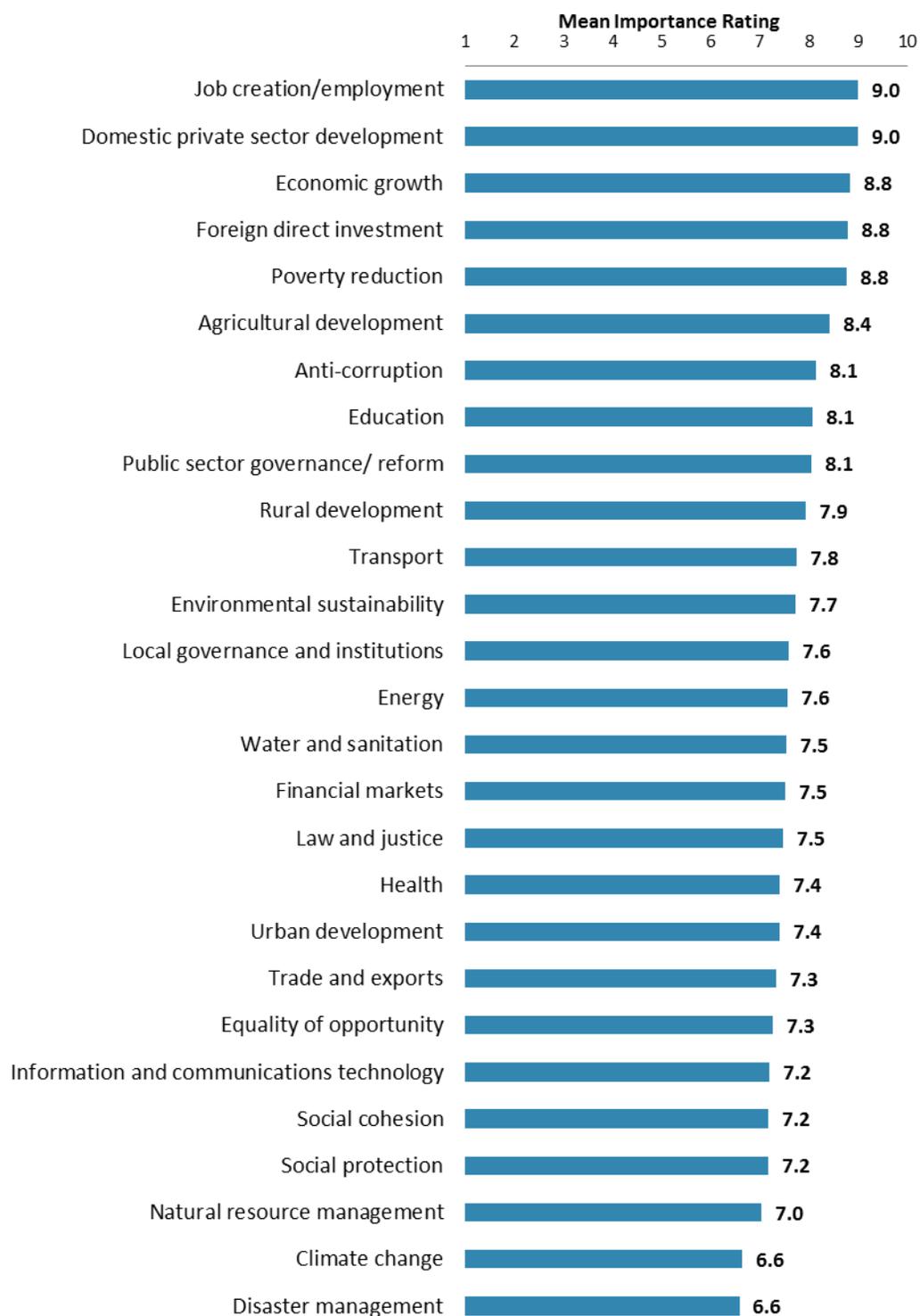
- Compared to respondents from other stakeholder groups, respondents from the office of the President/Minister were significantly more likely to indicate that they attributed failed or slow reform efforts to political pressures and obstacles; respondents from the office of the President/Minister, local government, and NGOs were significantly more likely to indicate that they attributed failed or slow reform efforts to the Government working inefficiently; and respondents from NGOs and the media were significantly more likely to indicate that they attributed failed or slow reform efforts to an inadequate level of citizen/civil society participation.
- Respondents who collaborate with the WBG were significantly more likely to indicate that they attribute failed or slow reform efforts to political pressures and obstacles compared to respondents who do not collaborate with the WBG, who were significantly more likely to indicate poor coordination with development partners and that the World Bank Group works too slowly.



“When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)”
(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 Bosnia and Herzegovina?" (1-"Not important at all", 10-"Very important")

VI. Sectors: Importance and Effectiveness (continued)

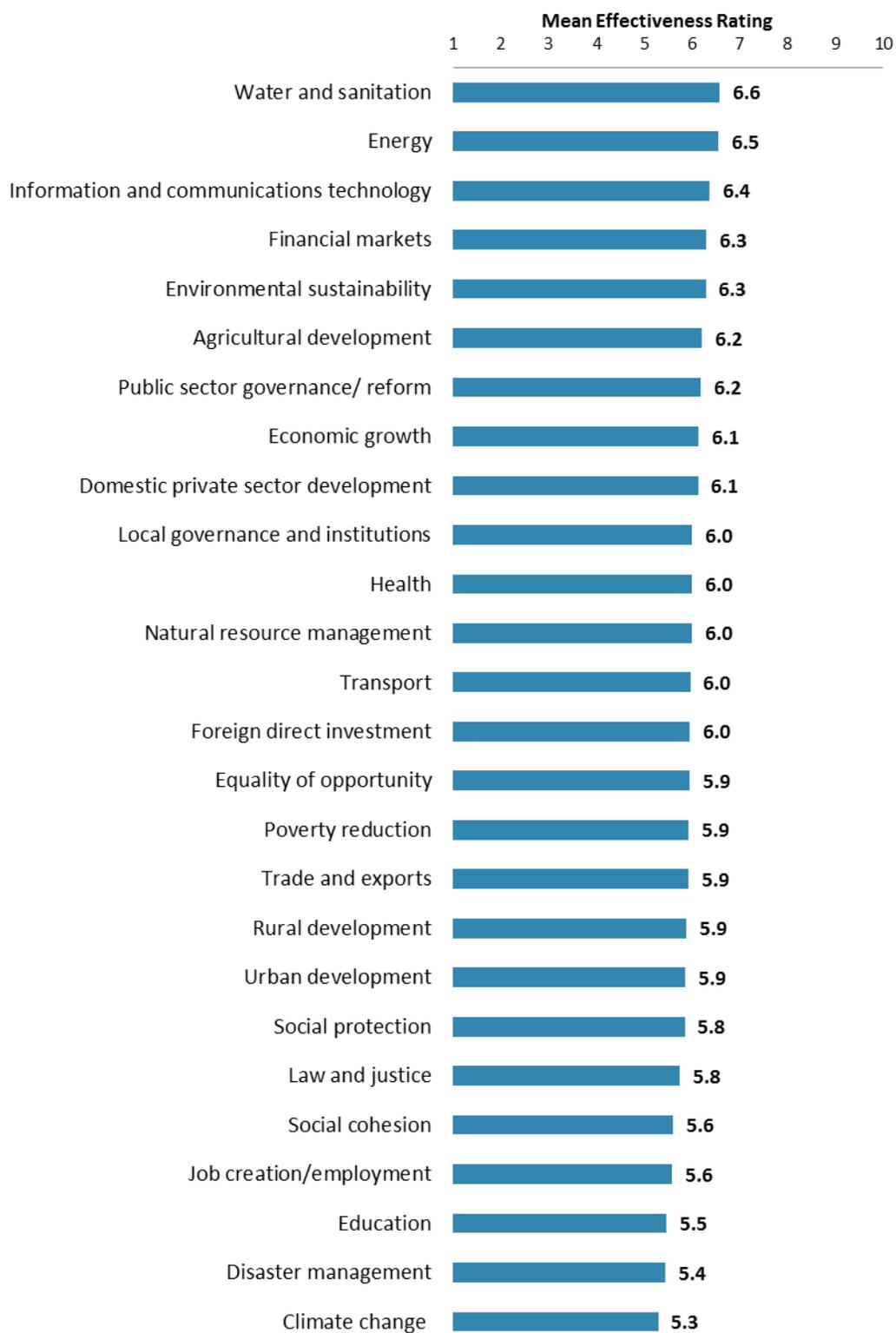
Importance of Specific Areas (continued)

- There were statistically significant stakeholder group differences among thirteen of these twenty-seven areas of development. For the most part, respondents from PMUs tended to give the highest ratings of importance across these areas whereas respondents from the office of the President/Minister tended to give significantly lower ratings of importance. Those areas that had significant stakeholder group differences were:
 - “Urban development”;
 - “Environmental sustainability”;
 - “Poverty reduction”;
 - “Foreign direct investment”;
 - “Water and sanitation”;
 - “Disaster management”;
 - “Social cohesion”;
 - “Equality of opportunity”;
 - “Health”;
 - “Rural development”;
 - “Education”;
 - “Climate change”; and
 - “Agricultural development”.

- Respondents who collaborate with the WBG gave significantly higher ratings of importance for “Energy”, “Disaster management”, “Public sector governance/reform”, “Social cohesion”, “Financial markets”, “Equality of opportunity”, “Health”, “Social protection”, “Climate change”, and “Natural resource management” compared to respondents who do not collaborate with the WBG.

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 BH?" (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 55), suggesting that primarily informed stakeholders responded to these questions. A complete breakdown by stakeholder groups can be found in Appendix B (see page 73), by geographic locations in Appendix C (see page 100), by WBG-collaborators in Appendix D (see page 118), and by respondents' specializations/sectors in Appendix F (see page 140).
- There were statistically significant stakeholder group differences among seven of these twenty-six areas of development. For the most part, respondents from PMUs tended to give the highest ratings for the Bank's effectiveness across these areas whereas respondents from other organizations tended to give significantly lower ratings of importance. Those areas that had significant stakeholder group differences were:
 - "Local governance and institutions";
 - "Water and sanitation";
 - "Energy";
 - "Public sector governance/reform";
 - "Health";
 - "Climate change"; and
 - "Agricultural development".
- Respondents who collaborate with the WBG gave significantly higher ratings for the WBG's effectiveness across all but four of these twenty-six areas of development areas compared to respondents who do not collaborate with the WBG. Those areas that *did not* have significant differences were:
 - "Water and sanitation";
 - "Financial markets";
 - "Equality of opportunity"; and
 - "Health".

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 Bosnia and Herzegovina, bivariate correlational analyses were conducted using respondents' ratings of the twenty-six 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.

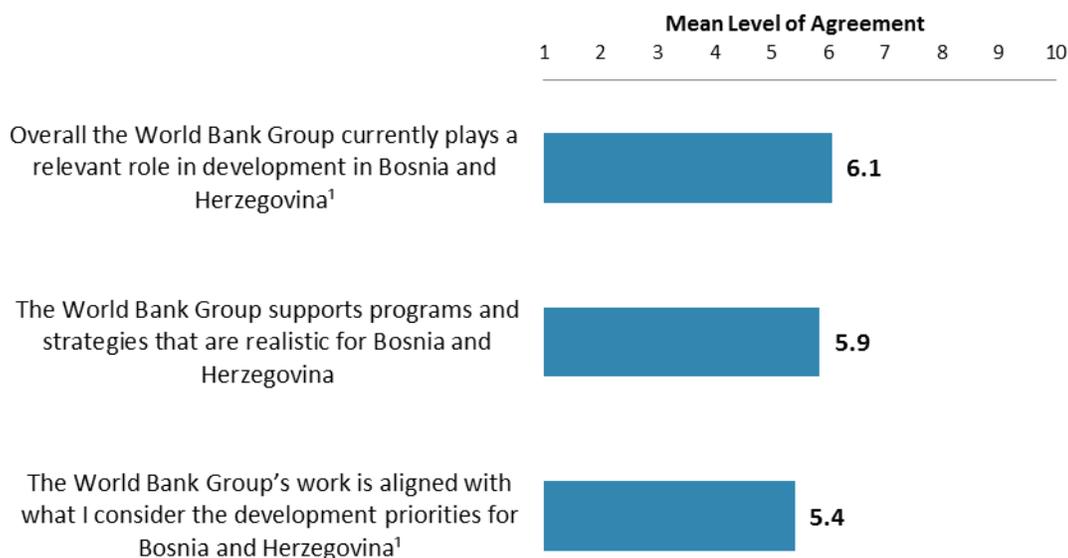
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Bosnia and Herzegovina. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at local governance and institutions;
 - The WBG's effectiveness at rural development;
 - The WBG's effectiveness at public sector governance/reform; and
 - The WBG's effectiveness at water and sanitation.

- 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 Bosnia and Herzegovina, 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 urban development;
 - The WBG's effectiveness at education;
 - The WBG's effectiveness at economic growth; and
 - The WBG's effectiveness at foreign direct investment.

VII. How the World Bank Group Operates

The World Bank Group's Work in Bosnia and Herzegovina

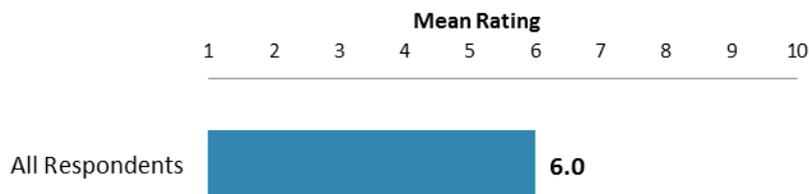
- Respondents who collaborate with the WBG gave significantly higher levels of agreement that the WBG plays a relevant role in development and that the WBG's work is aligned with what they considered the development priorities for Bosnia and Herzegovina compared to respondents who do not collaborate with the WBG.



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

Strengthening Existing Country Systems

- Respondents who collaborate with the WBG gave significantly higher ratings that the WBG helps to build/strengthen existing country systems in Bosnia and Herzegovina compared to respondents who do not collaborate with the WBG.

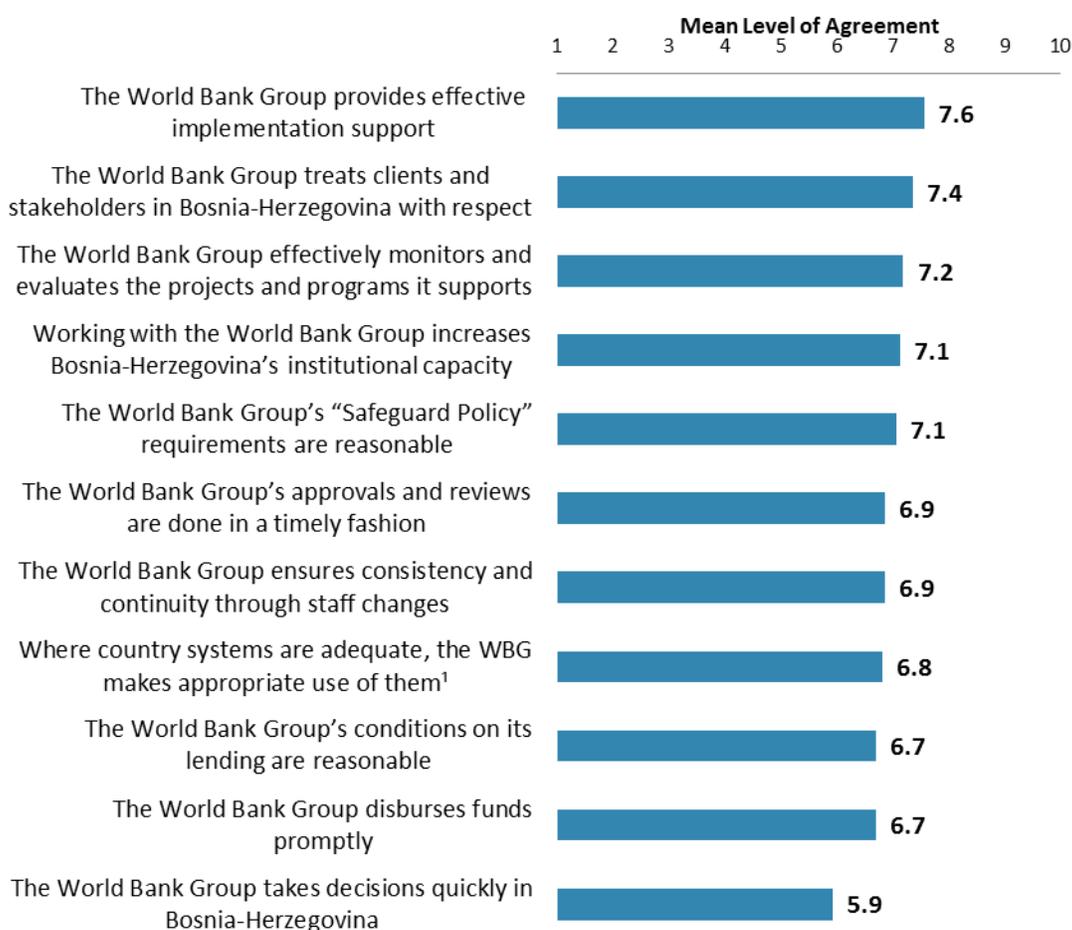


"To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Bosnia-Herzegovina?" (1-"To no degree at all", 10-"To a very significant degree")

VII. How the World Bank Group Operates (continued)

Overall Perceptions

- Respondents from the media and academia had the highest levels of agreement that “Working with the World Bank Group increases Bosnia-Herzegovina’s institutional capacity” whereas respondents from local government and other organizations had significantly lower levels of agreement. Respondents from private sector/financial sector/private banks and academia had the highest levels of agreement that “Where country systems are adequate, the World Bank Group makes appropriate use of them” whereas employees of ministries and respondents from local government had significantly lower levels of agreement.

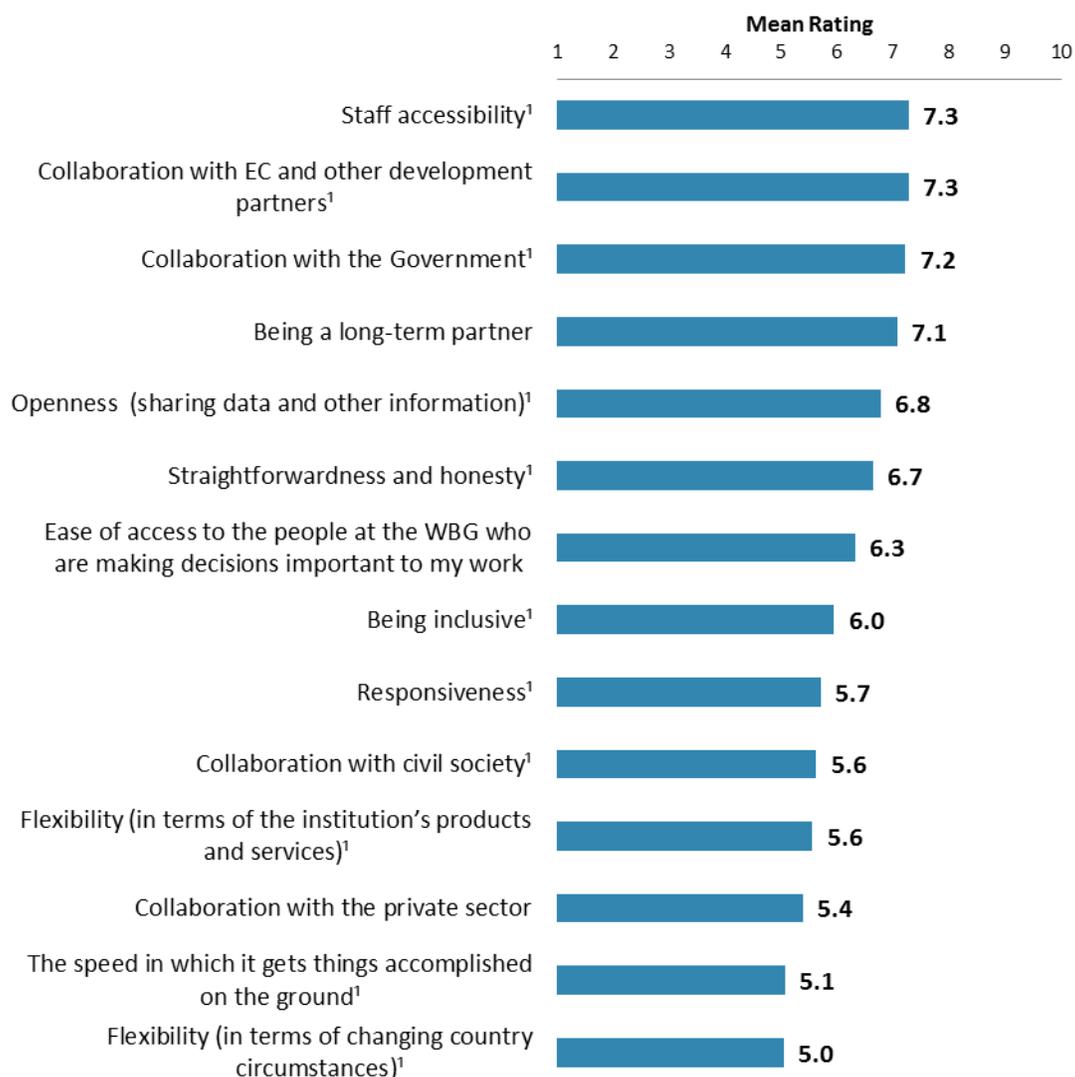


“To what extent do you agree/disagree with the following statements?”
 (1-“Strongly disagree”, 10-“Strongly agree”) ¹Indicator Question

VII. How the World Bank Group Operates (continued)

The World Bank Group as an Effective Development Partner

- Respondents from PMUs and academia had the highest ratings for “Collaboration with EC and other development partners” whereas respondents from other organizations had significantly lower ratings.
- Respondents from Federation of Bosnia and Herzegovina had significantly lower ratings for “Flexibility (in terms of the institution’s products and services)” compared to respondents from other locations. Respondents from Republika Srpska had the highest ratings for “Collaboration with the Government” whereas respondents from Federation of Bosnia and Herzegovina had significantly lower ratings. Respondents from Republika Srpska had the highest ratings for “Collaboration with EC and other development partners” whereas respondents from Other Areas had significantly lower ratings.

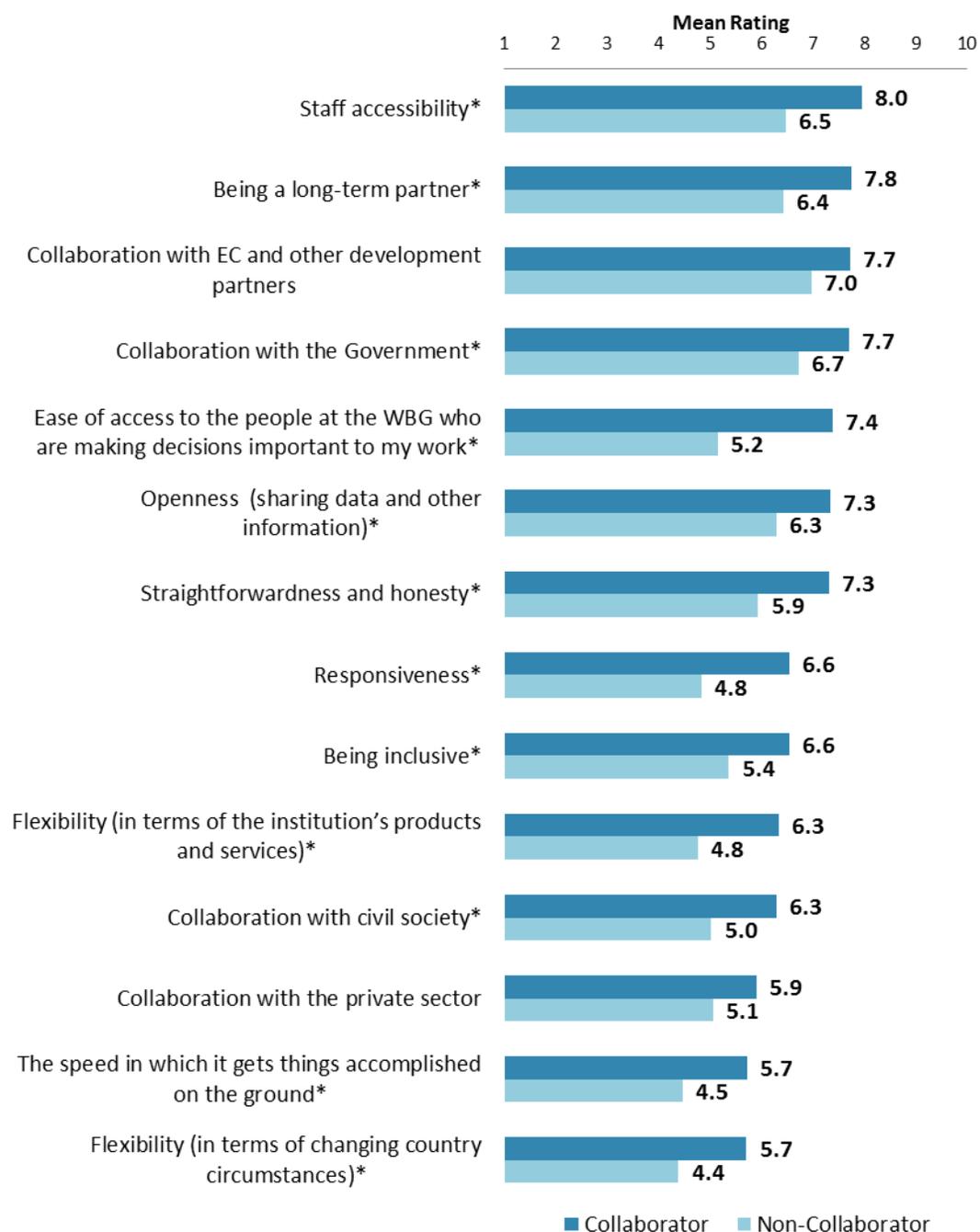


“To what extent is the World Bank Group an effective development partner in BH, in terms of each of the following?” (1-“To no degree at all”, 10-“To a very significant degree”) ¹Indicator Question

VII. How the World Bank Group Operates (continued)

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

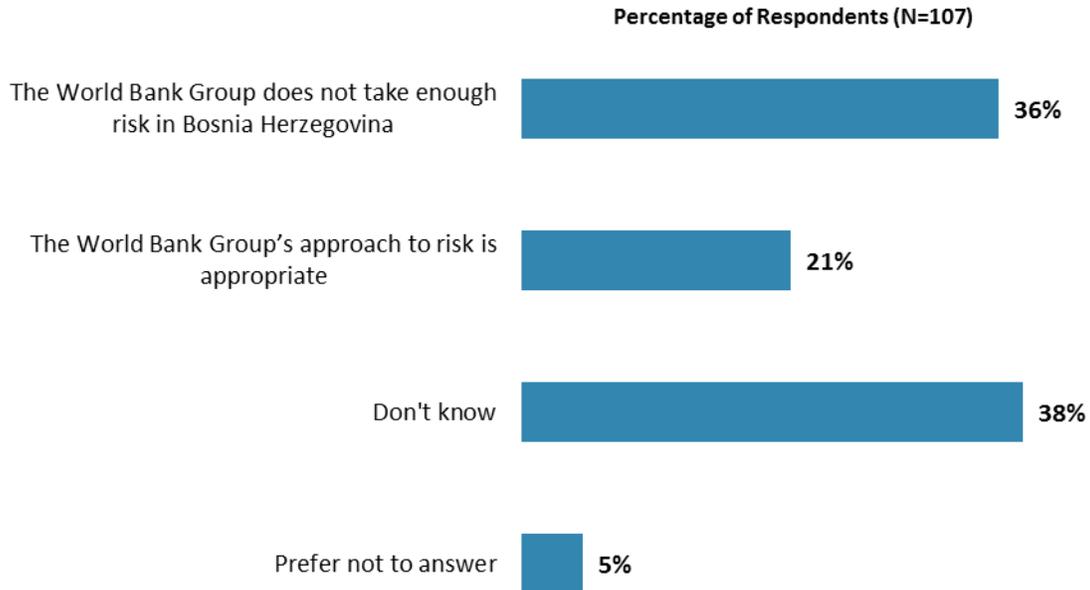
- Respondents who indicated that they collaborated with the WBG gave higher ratings across all aspects of the WBG being an effective development partner compared to respondents who indicated that they did not collaborate, significantly so for all but two.



"To what extent is the World Bank Group an effective development partner in Bosnia and Herzegovina, 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

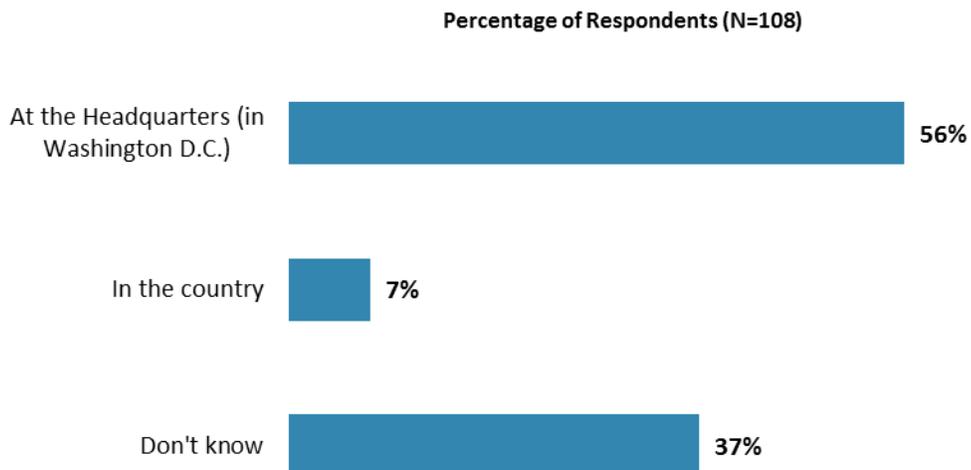
VII. How the World Bank Group Operates (continued)

Risk-Taking



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

Where Decisions are Made

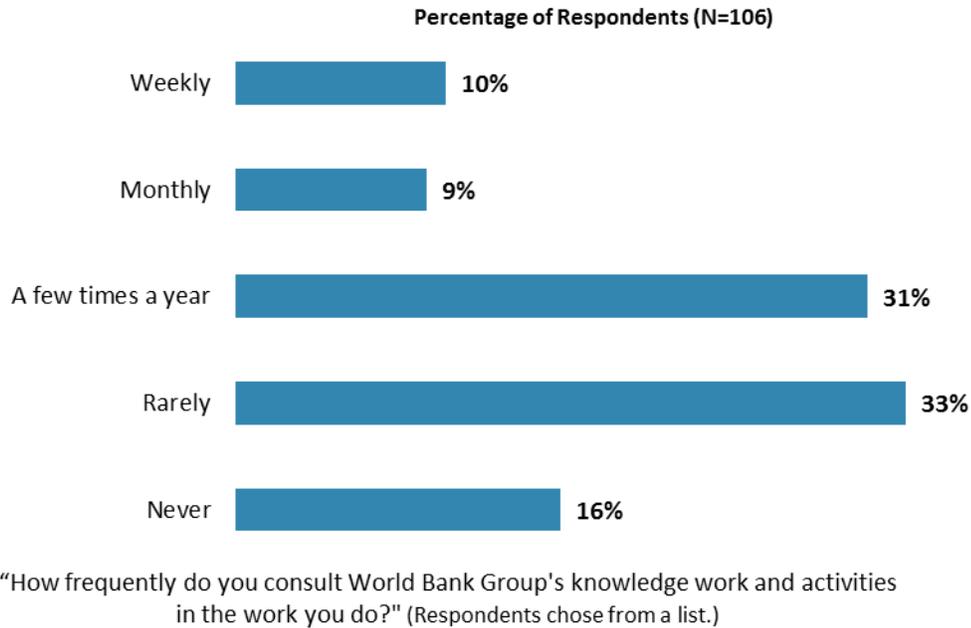


"Where are the World Bank Group's decisions made primarily that support the program in Bosnia and Herzegovina?" (Respondents chose from a list.)

VIII. World Bank Group Knowledge and Instruments

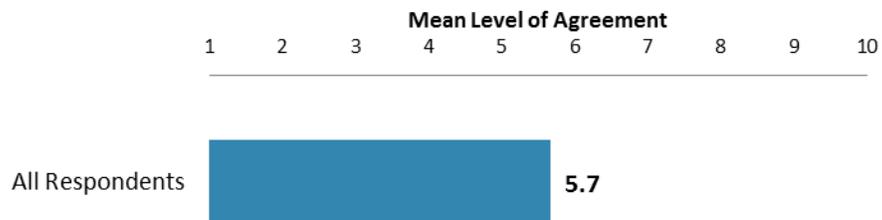
Frequency of Consulting World Bank Group Knowledge Work and Activities

- Respondents who indicated that they collaborate with the WBG reported significantly more frequent usage of WBG knowledge work and activities (30% indicated weekly/monthly usage) compared to respondents who indicated that they did not collaborate (more than two-thirds indicated rarely or never using).



Meeting Bosnia and Herzegovina’s Knowledge Needs (*Indicator Question*)

- Respondents who indicated that they collaborate with the WBG had significantly higher levels of agreement that the WBG meets Bosnia and Herzegovina’s needs for knowledge services compared to respondents who do not collaborate with the WBG.



“The World Bank Group meets Bosnia and Herzegovina'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 from the media and academia had the highest ratings for “Are source of relevant information on global good practices” whereas respondents from the office of the President/Minister and other organizations had significantly lower ratings.
- Respondents who indicated that they collaborate with the WBG gave higher ratings across all of these aspects of the WBG’s knowledge work and activities compared to respondents who do not collaborate with the WBG, significantly so for all but “Are source of relevant information on global good practices”, “Enhance your knowledge and/or skills”, and “Are translated enough into local language”.



“In Bosnia & Herzegovina, 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)

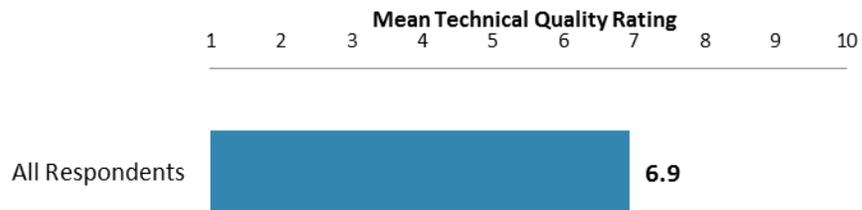
Contribution of the WBG’s Knowledge Work and Activities (Indicator Question)

- Respondents who indicated that they collaborate with the WBG had significantly higher ratings regarding the significance of the contribution of the WBG’s knowledge work compared to respondents who indicated that they do not collaborate with the WBG.



“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)

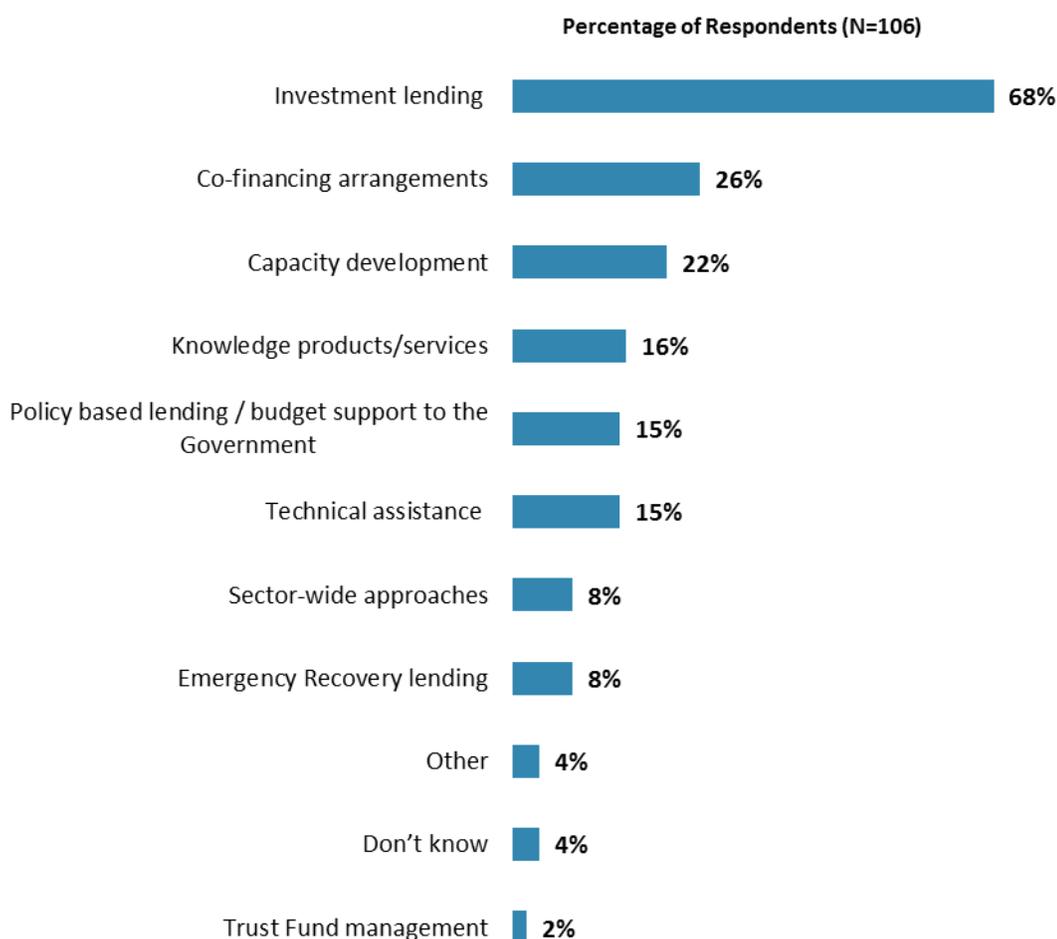


“Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?” (1- "Very low technical quality", 10- "Very high technical quality")

VIII. World Bank Group Knowledge and Instruments (continued)

Most Effective Instruments

- Respondents from the office of the President/Minister were significantly more likely to indicate that sector-wide approaches are one of the WBG's most effective instruments in reducing poverty compared to respondents from other stakeholder groups.
- Respondents who collaborate with the WBG were significantly more likely to indicate that sector-wide approaches are one of the WBG's most effective instruments in reducing poverty compared to respondents who do not collaborate with the WBG, who were significantly more likely to indicate that they don't know.



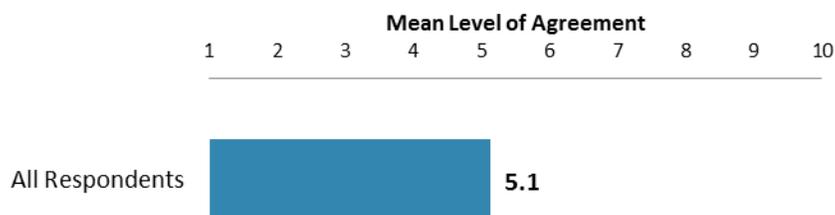
“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Bosnia and Herzegovina? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)

VIII. World Bank Group Knowledge and Instruments (continued)

Meeting Bosnia and Herzegovina's Needs for Financial Instruments

(Indicator Question)

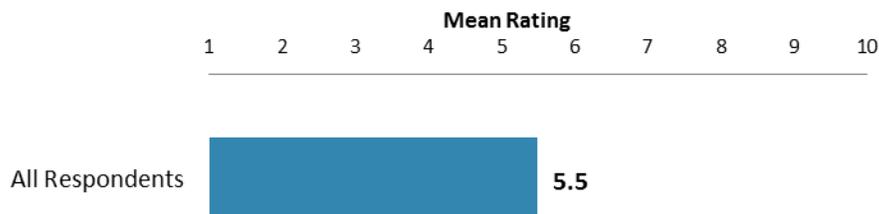
- Respondents who indicated that they collaborate with the WBG had significantly higher levels of agreement that the WBG's financial instruments meet the needs of Bosnia and Herzegovina compared to respondents who indicated that they do not collaborate with the WBG.



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

Measuring and Correcting in Real Time

- Respondents who collaborate with the WBG had significantly higher ratings that the WBG measures and corrects its work in real time in Bosnia and Herzegovina compared to respondents who do not collaborate with the WBG.

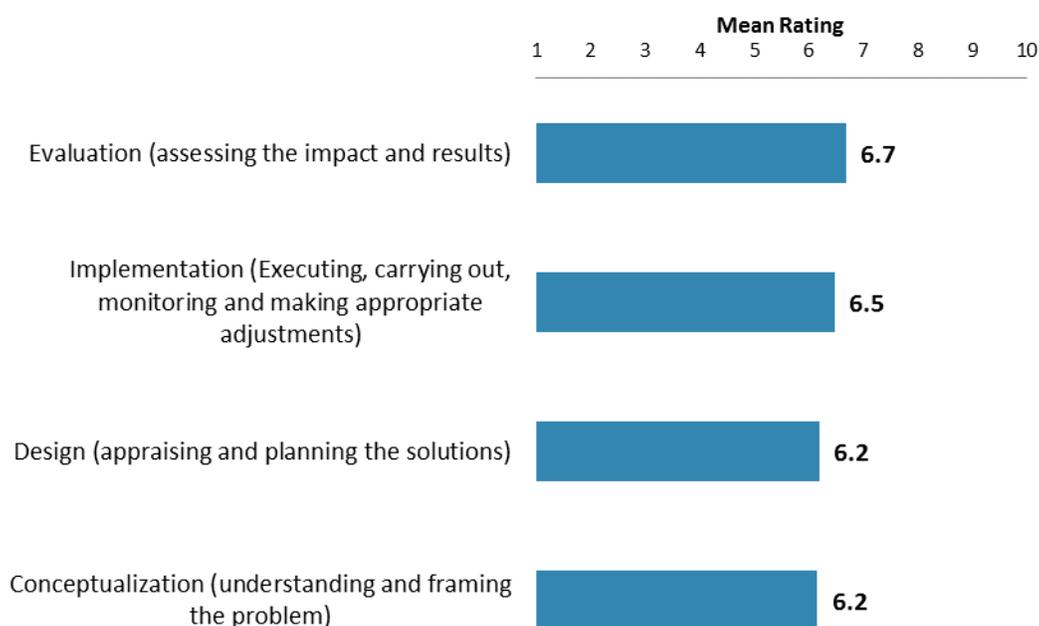


"To what extent do you believe the World Bank Group measures and corrects its work in real time in Bosnia and Herzegovina?" (1-"To no degree at all", 10-"To a very significant degree")

VIII. World Bank Group Knowledge and Instruments (continued)

Technical Assistance/Advisory Work

- Respondents from the office of the President/Minister and academia gave significantly higher ratings that the WBG's delivery work contributes to implementation and evaluation compared to respondents from local government and other organizations.
- Respondents who collaborate with the WBG gave significantly higher ratings that the WBG's delivery work contributes to evaluation, design, and implementation compared to respondents who do not collaborate with the WBG.

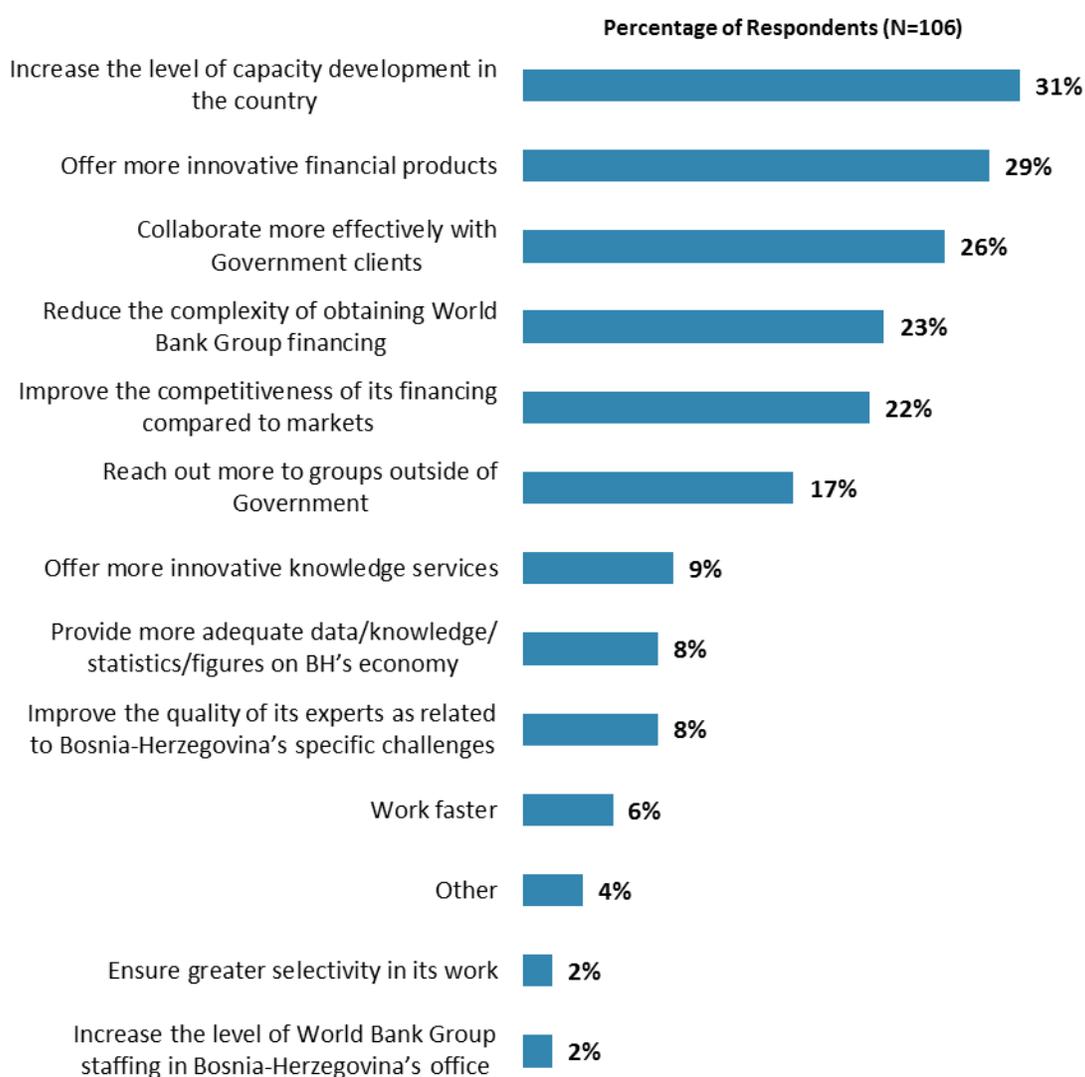


"To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Bosnia and Herzegovina's development challenges?" (1-"To no degree at all", 10-"To a very significant degree")

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

Making the World Bank Group of Greater Value

- Respondents from NGOs were significantly more likely to indicate that the WBG should reach out more to groups outside of Government compared to respondents from other stakeholder groups.
- Respondents who do not collaborate with the WBG who were significantly more likely to indicate that the WBG should reduce the complexity of obtaining WBG financing compared to respondents who indicated that they collaborate with the WBG.

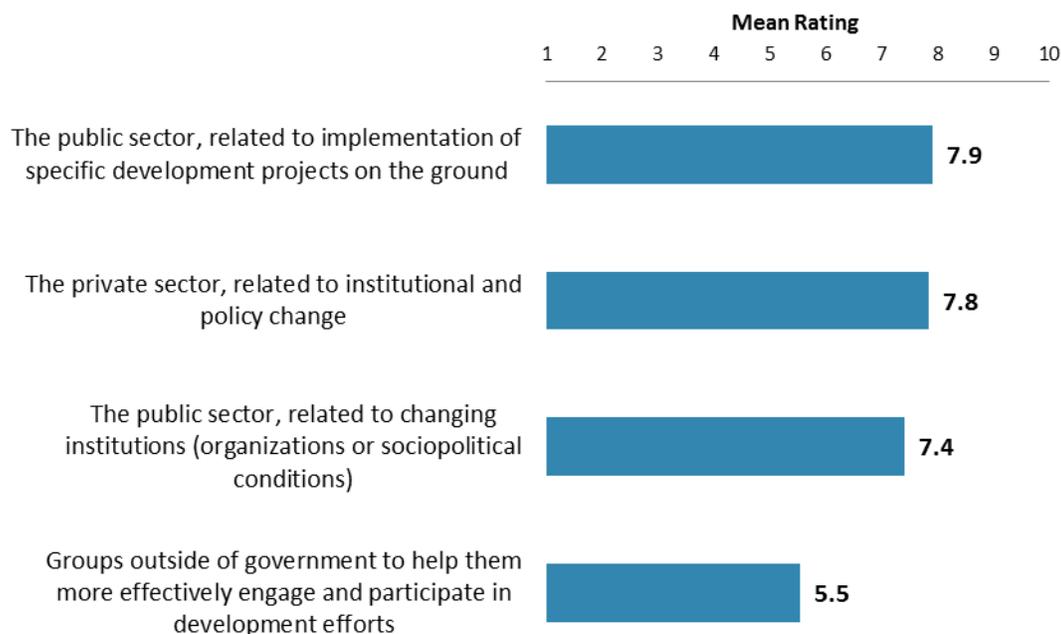


“Which of the following SHOULD the World Bank Group do to make itself of greater value in Bosnia and Herzegovina? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

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

Capacity Building

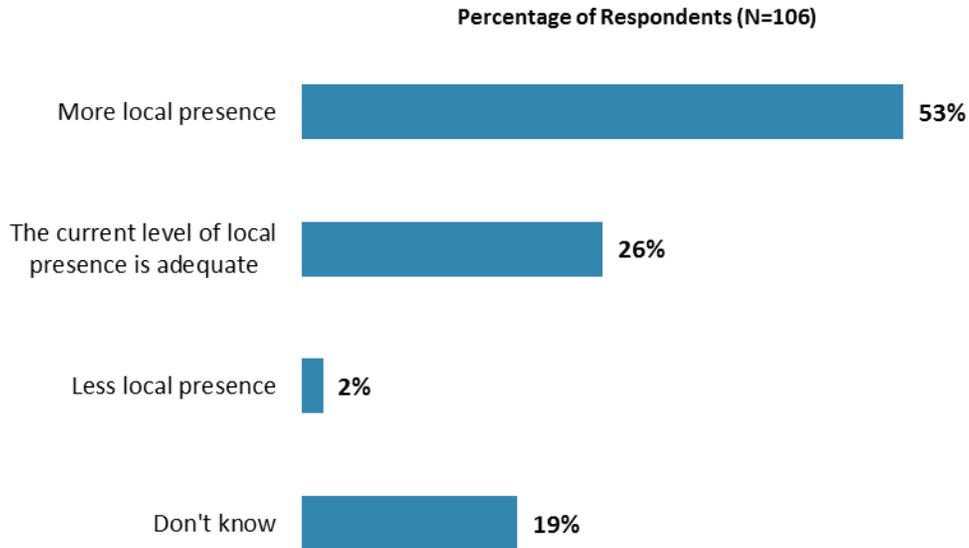
- Respondents from NGOs gave the highest ratings for the extent to which Bosnia and Herzegovina would benefit from WBG capacity building support to groups outside of government to help them more effectively engage and participate in development efforts whereas respondents from the office of the President/Minister gave significantly lower ratings. Respondents from local government, the media, and academia gave the highest ratings for the extent to which Bosnia and Herzegovina would benefit from WBG capacity building support to the public sector, related to implementation of specific development projects, whereas respondents from other organizations gave significantly lower ratings.



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

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

Local Presence in Bosnia and Herzegovina



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

WBG Staffing in Bosnia and Herzegovina

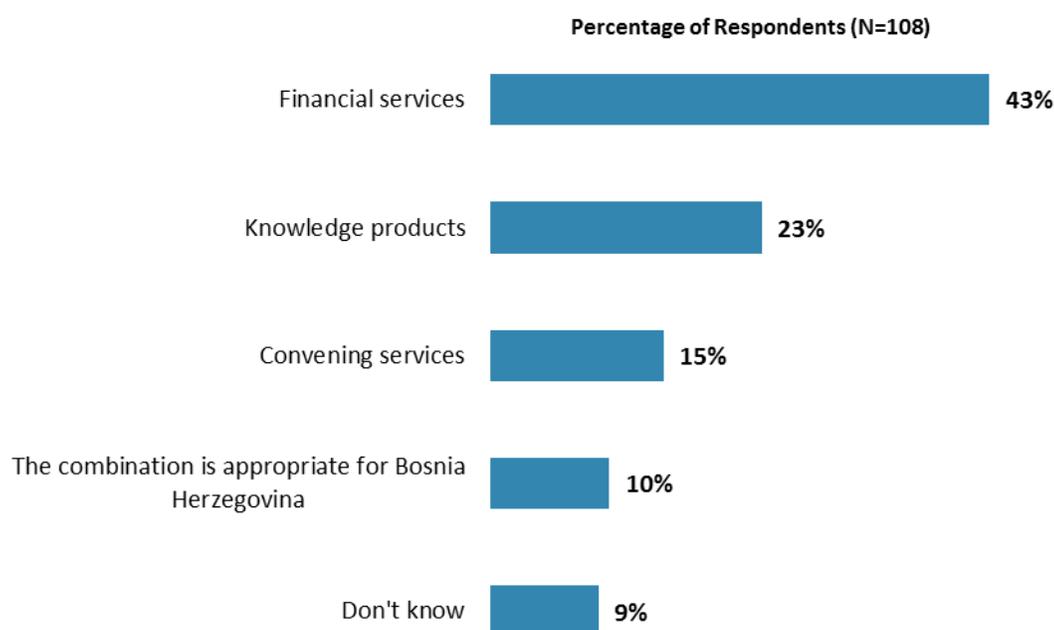


"To what extent do you believe the World Bank Group is adequately staffed in Bosnia and Herzegovina?" (1 - "To no degree at all", 10 - "To a very significant degree")

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

Focusing Services

- Respondents from local government, private sector/financial sector/private banks, NGOs, the media, and other organizations indicated that the WBG should offer more financial services in Bosnia and Herzegovina. Respondents from the office of the President/Minister and academia indicated that the WBG should offer more knowledge products in Bosnia and Herzegovina. Respondents from PMUs indicated that the combination of services is appropriate.

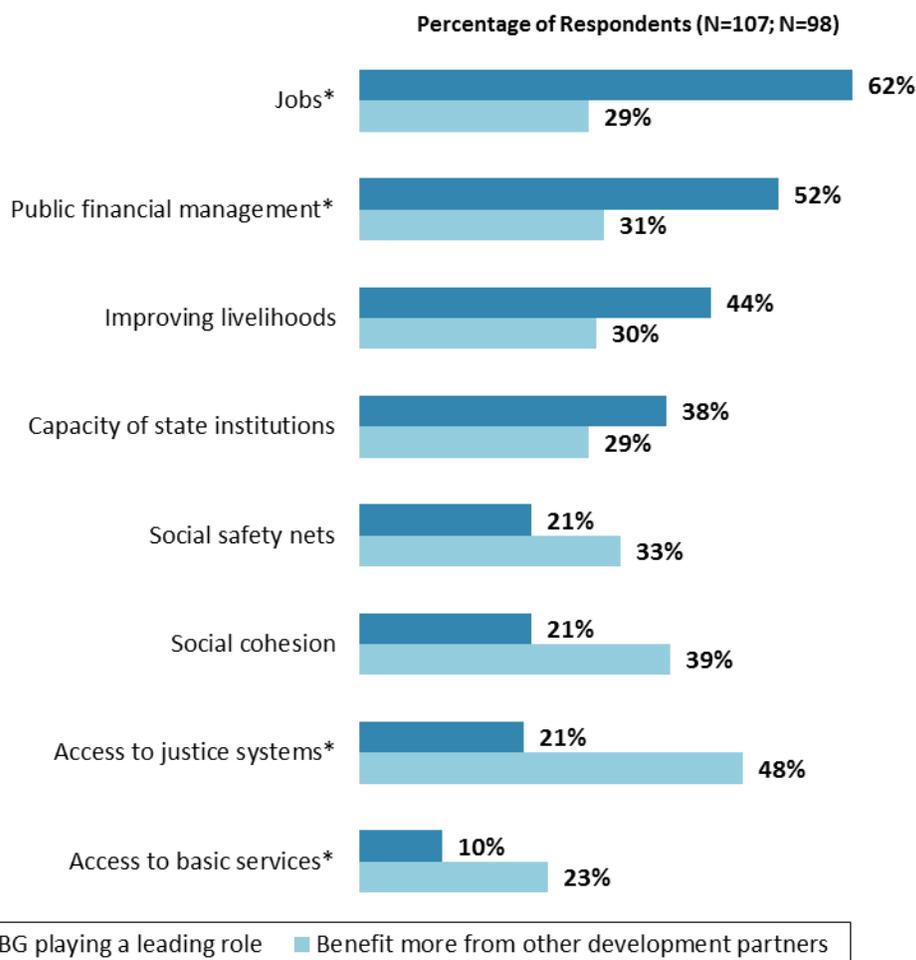


“When considering the combination of services that the World Bank Group offers in BH, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Bosnia and Herzegovina? (Select only ONE response)”
(Respondents chose from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

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

The Role of the WBG vs. Other Development Partners

- Respondents were significantly more likely to indicate that the WBG should play a leading role in jobs and public financial management rather than other development partners, whom respondents indicated should play a leading role in access to justice systems and access to basic services.
- Respondents from PMUs and academia were significantly more likely to indicate that other development partners should play a leading role in social safety nets in Bosnia and Herzegovina compared to respondents from other stakeholder groups.
- Respondents who collaborate with the WBG were significantly more likely to indicate that the WBG should play a leading role in capacity of state institutions in Bosnia and Herzegovina compared to respondents who do not collaborate with the WBG.



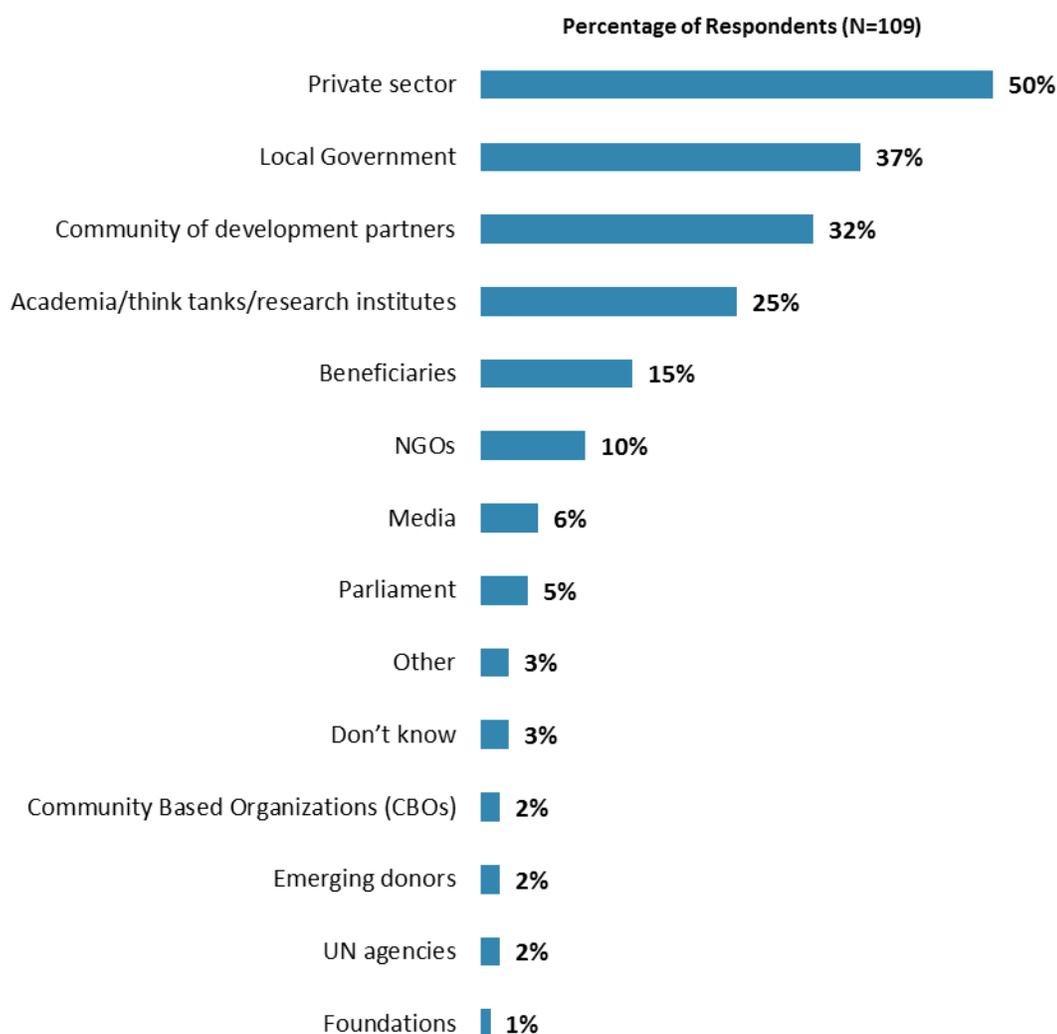
“Which THREE areas would benefit most from the WBG playing a leading role among international partners in BH? Which THREE areas below would benefit most from other development partners in BH?” (Respondents chose from a list. Responses combined.)

*Significantly different between WBG and Other Development Partners playing a leading role

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

Collaborating with Stakeholders in Bosnia and Herzegovina

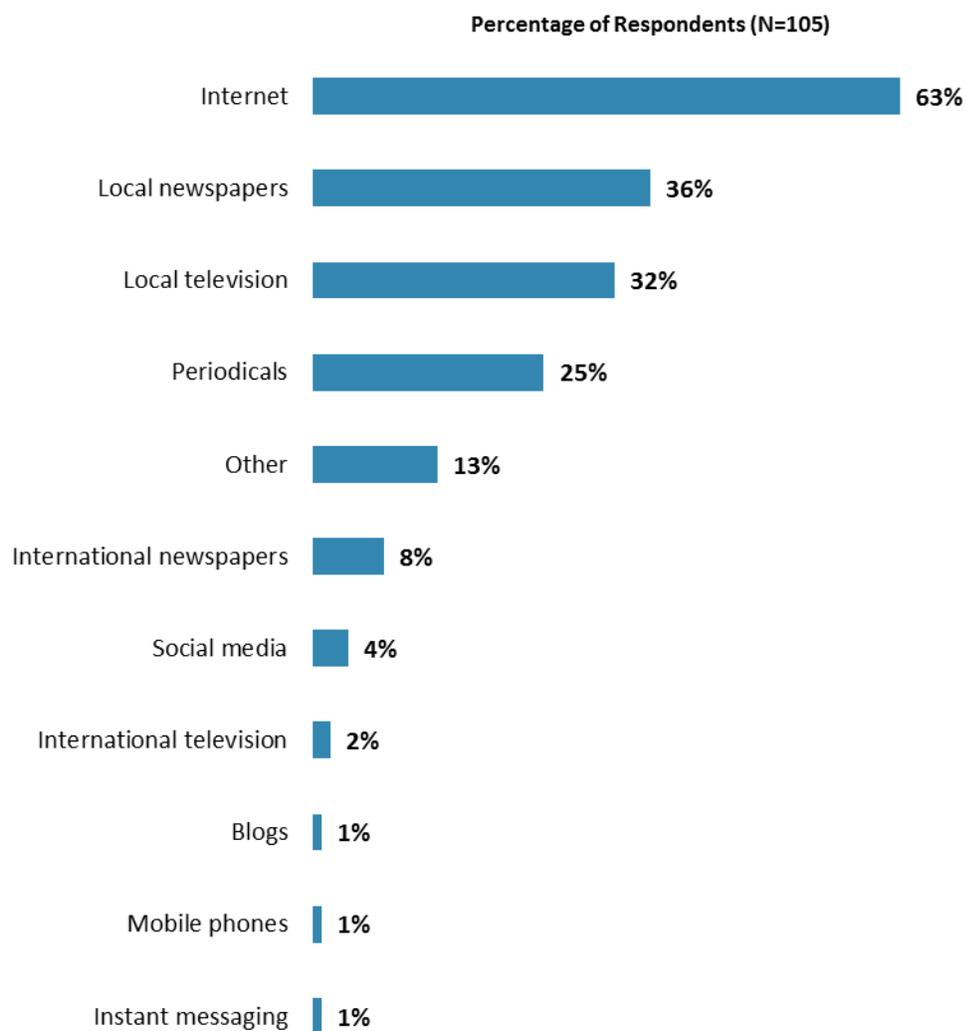
- Compared to respondents from other stakeholder groups, respondents from the office of the President/Minister and academia were significantly more likely to indicate that the WBG should collaborate more with academia and respondents from NGOs were significantly more likely to indicate that the WBG should collaborate more with NGOs.



“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

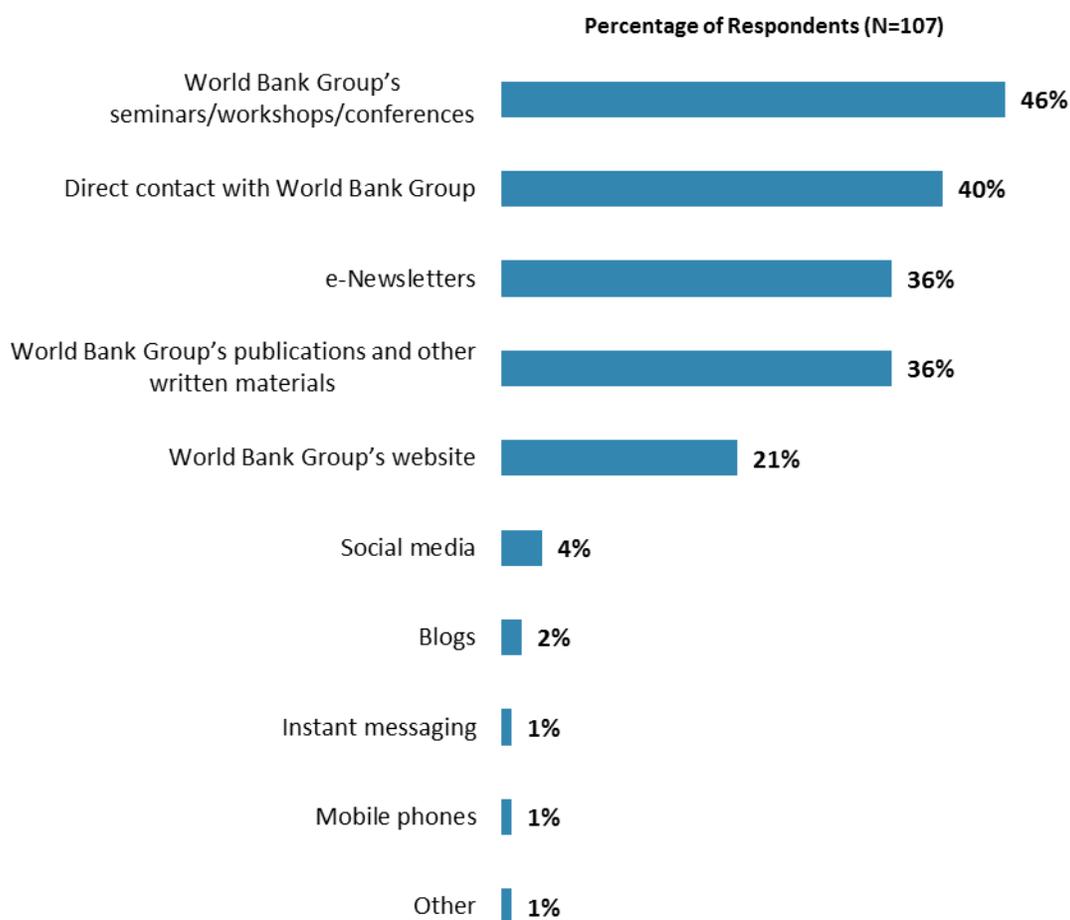


“How do you get most of your information about economic and social development issues in Bosnia and Herzegovina? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)

X. Communication and Openness (continued)

Preferred Information Sources

- Respondents from local government and private sector/financial sector/private banks were significantly more likely to prefer e-Newsletters compared to respondents from other stakeholder groups.
- Respondents who collaborate with the WBG were significantly more likely to prefer seminars/workshops/conferences compared to respondents who do not collaborate with the WBG, who were significantly more likely to prefer e-Newsletters.

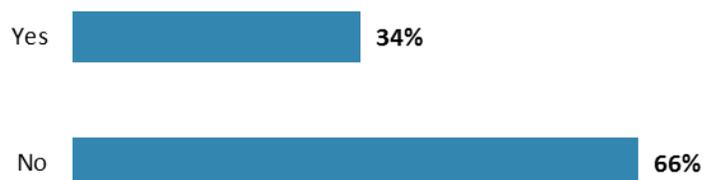


“How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

X. Communication and Openness (continued)

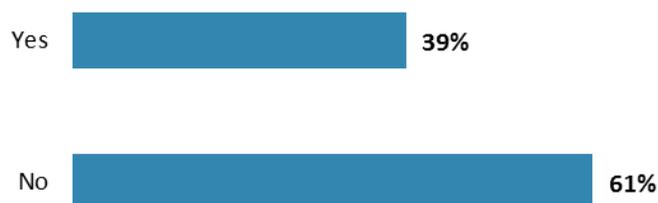
Access to Information

Percentage of Respondents (N=86)



“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?”

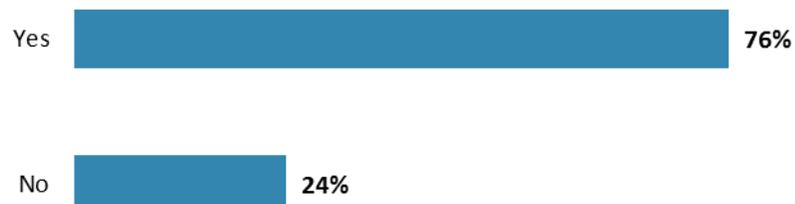
Percentage of Respondents (N=87)



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

- Respondents who collaborate with the WBG were significantly more likely to have obtained their requested information compared to respondents who do not collaborate with the WBG.

Percentage of Respondents (N=41)



“Were you able to obtain this information?”

X. Communication and Openness (continued)

Access to Information (continued)

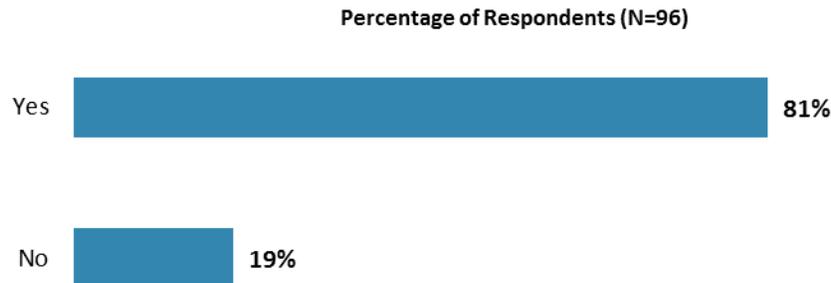
- Respondents who collaborate with the WBG had significantly higher levels of agreement that they consult the WBG's data more often than they did a few years ago compared to respondents who do not collaborate with the WBG.



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

Website Usage

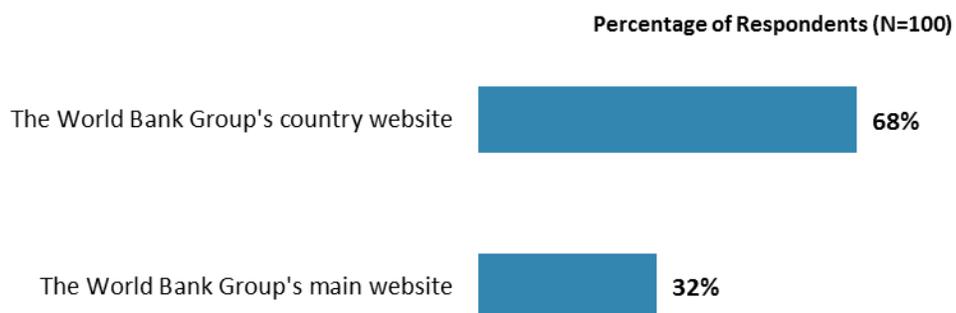
- Nearly all respondents indicated that they had access to the Internet (97%).



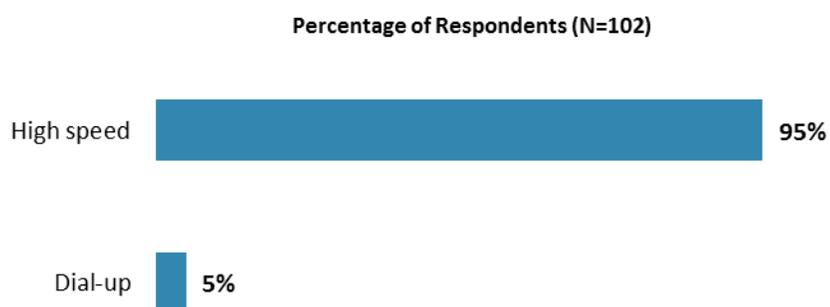
"Do you use/have you used the World Bank Group website?"

X. Communication and Openness (continued)

Website Usage (continued)



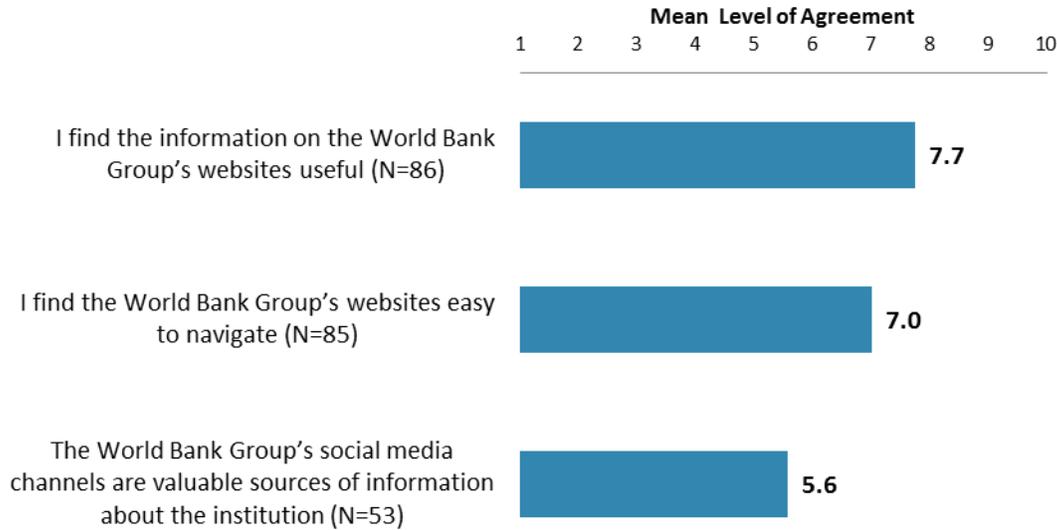
“Which do you primarily use?” (Respondents chose from a list.)



“Which Internet connection do you use primarily when visiting a World Bank Group website?”
(Respondents chose from a list.)

X. Communication and Openness (continued)

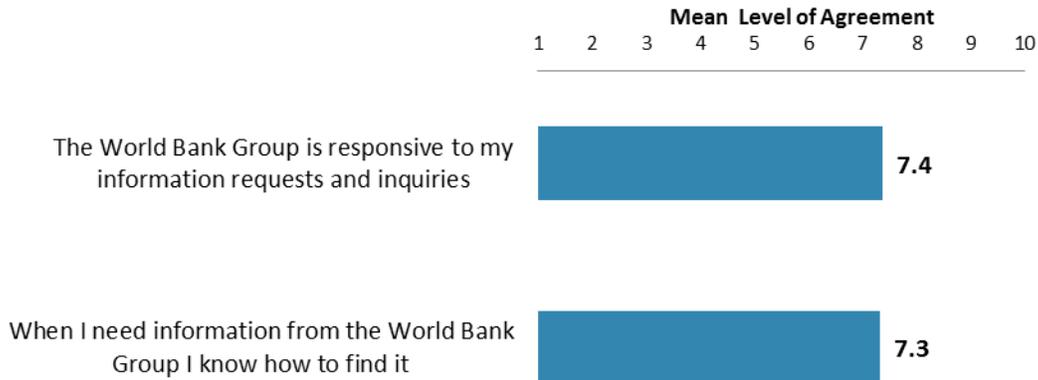
Website/Social Media Evaluation



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

Information Sharing

- Respondents who collaborate with the WBG had significantly higher levels of agreement that when they need information from the WBG they know how to find it and that the WBG is responsive to their information requests compared to respondents who do not collaborate with the WBG.



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

XI. Appendices

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BOSNIA AND HERZEGOVINA



Appendix A: Responses to All Questions across All Respondents (N=109)

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 Bosnia and Herzegovina

1. In general would you say that Bosnia and Herzegovina is headed in...?	Percentage of Respondents (N=109)
The right direction	11.0%
The wrong direction	46.8%
Not sure	42.2%

2. Listed below are a number of development priorities in Bosnia and Herzegovina. Please identify which of the following you consider the most important development priorities in Bosnia and Herzegovina. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=105)
Job creation/employment	52.4%
Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	36.2%
Anti-corruption	31.4%
Economic growth	28.6%
Domestic private sector development	24.8%
Foreign direct investment	19.0%
Education	18.1%
Social protection (e.g., pensions, targeted social assistance)	13.3%
Energy	13.3%
Agricultural development	10.5%
Law and justice (e.g., judicial system)	10.5%
Equality of opportunity (i.e., equity)	5.7%
Rural development	4.8%
Poverty reduction	4.8%
Health	3.8%
Transport (e.g., roads, bridges, transportation)	2.9%
Trade and exports	2.9%
Natural resource management (e.g., oil, gas, mining)	2.9%
Financial markets	1.9%
Local governance and institutions	1.9%
Disaster management	1.9%
Environmental sustainability	1.0%
Social cohesion	1.0%
Information and communications technology	1.0%
Water and sanitation	0.0%
Urban development	0.0%
Climate change (e.g., mitigation, adaptation)	0.0%

A. General Issues Facing Bosnia and Herzegovina (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 Bosnia and Herzegovina? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=107)
Job creation/employment	50.5%
Economic growth	49.5%
Agricultural development	26.2%
Anti-corruption	24.3%
Domestic private sector development	23.4%
Education	20.6%
Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19.6%
Social protection (e.g., pensions, targeted social assistance)	18.7%
Foreign direct investment	15.9%
Law and justice (e.g., judicial system)	11.2%
Rural development	9.3%
Equality of opportunity (i.e., equity)	8.4%
Social cohesion	3.7%
Local governance and institutions	2.8%
Energy	2.8%
Natural resource management (e.g., oil, gas, mining)	1.9%
Financial markets	1.9%
Trade and exports	1.9%
Water and sanitation	0.9%
Transport (e.g., roads, bridges, transportation)	0.9%
Information and communications technology	0.9%
Health	0.9%
Disaster management	0.9%
Climate change (e.g., mitigation, adaptation)	0.0%
Urban development	0.0%
Environmental sustainability	0.0%

A. General Issues Facing Bosnia and Herzegovina (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 Bosnia and Herzegovina? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=108)
Foreign direct investment	49.1%
Domestic private sector development	38.9%
Job creation/employment	34.3%
Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	30.6%
Energy	26.9%
Anti-corruption	22.2%
Agricultural development	22.2%
Education	9.3%
Equality of opportunity (i.e., equity)	8.3%
Rural development	8.3%
Law and justice (e.g., judicial system)	8.3%
Trade and exports	7.4%
Transport (e.g., roads, bridges, transportation)	5.6%
Natural resource management (e.g., oil, gas, mining)	3.7%
Local governance and institutions	3.7%
Social protection (e.g., pensions, targeted social assistance)	2.8%
Information and communications technology	2.8%
Environmental sustainability	2.8%
Urban development	1.9%
Financial markets	1.9%
Climate change (e.g., mitigation, adaptation)	0.9%
Water and sanitation	0.9%
Social cohesion	0.9%
Disaster management	0.0%
Health	0.0%

A. General Issues Facing Bosnia and Herzegovina (continued)

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 Bosnia and Herzegovina? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=102)
Consistent economic growth	44.1%
Better employment opportunities for young people	41.2%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	38.2%
Education and training that better ensure job opportunity	22.5%
A growing middle class	16.7%
Greater voice and participation for citizens to help ensure greater accountability	12.7%
Better opportunity for the poor who live in rural areas	6.9%
More reliable social safety net	4.9%
Better employment opportunities for women	2.9%
Better quality public services	2.9%
Other	2.9%
Greater access to health and nutrition for citizens	1.0%
Better opportunity for the poor who live in urban areas	1.0%
Greater equity of fiscal policy	1.0%
Greater access to micro-finance for the poor	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 Bosnia and Herzegovina? (1-Not familiar at all, 10-Extremely familiar)	109	0	5.89	2.29

Overall Effectiveness	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Bosnia and Herzegovina.* (1-Not effective at all, 10-Very effective)	94	14	5.67	2.06

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 Bosnia and Herzegovina solve its most complicated development challenges?*(1-To no degree at all, 10-To a very significant degree)	82	25	5.98	2.34

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

4. When thinking about how the World Bank Group can have the most impact on development results in Bosnia and Herzegovina, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Bosnia and Herzegovina? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=108)
Job creation/employment	38.0%
Economic growth	32.4%
Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	29.6%
Domestic private sector development	29.6%
Foreign direct investment	21.3%
Rural development	17.6%
Anti-corruption	14.8%
Education	13.9%
Agricultural development	13.9%
Energy	13.0%
Poverty reduction	11.1%
Social protection (e.g., pensions, targeted social assistance)	9.3%
Transport (e.g., roads, bridges, transportation)	8.3%
Law and justice (e.g., judicial system)	7.4%
Equality of opportunity (i.e., equity)	6.5%
Water and sanitation	5.6%
Trade and exports	4.6%
Natural resource management (e.g., oil, gas, mining)	4.6%
Health	2.8%
Local governance and institutions	2.8%
Social cohesion	1.9%
Environmental sustainability	1.9%
Financial markets	0.9%
Urban development	0.9%
Climate change (e.g., mitigation, adaptation)	0.9%
Disaster management	0.9%
Information and communications technology	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 Bosnia and Herzegovina?	Percentage of Respondents (N=105)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	40.0%	11.5%	51.5%
Capacity development (e.g., institutional development, training for staff at state and entity institutions)	16.2%	17.3%	33.5%
Mobilizing third party financial resources	16.2%	14.4%	30.6%
Strategy formulation (e.g., PRSP assistance)	5.7%	12.5%	18.2%
Technical assistance	1.9%	15.4%	17.3%
Policy advice, knowledge	8.6%	8.7%	17.2%
Convening/facilitating	5.7%	5.8%	11.5%
Coordination of development partners	1.0%	10.6%	11.5%
Data	2.9%	1.9%	4.8%
Other	2.9%	0.0%	2.9%

How effectively to the World Bank Groups' activities below support Bosnia and Herzegovina's efforts to achieve development results? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Convening/Facilitating	73	28	5.62	2.19
7. Data	85	16	6.39	2.11
8. Policy advice, knowledge	82	16	5.82	2.50
9. Financial resources	89	15	6.65	2.30
10. Technical assistance	84	16	6.19	2.04
11. Mobilizing third party financial resources	75	26	6.00	2.32
12. Coordination of development partners	78	20	5.94	2.16
13. Strategy formulation (e.g., PRSP assistance)	83	21	5.59	2.34

The World Bank Group can provide capacity building support in a number of ways in Bosnia and Herzegovina. To what degree would Bosnia and Herzegovina 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 (e.g., civil society, media) to help them more effectively engage and participate in development efforts	100	4	5.54	2.93
15. The public sector , related to implementation of specific development projects on the ground	105	2	7.91	2.06
16. The public sector , related to changing institutions (organizations or sociopolitical conditions)	99	3	7.40	2.33
17. The private sector , related to institutional and policy change	100	5	7.83	2.17

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 Bosnia and Herzegovina? (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
18. Project implementation (or other organizational strengthening)	76	33	6.91	2.48
19. Citizen engagement (incorporating citizens' voices into development)	51	54	4.80	2.18
20. Policy design (for clarity and better incentives to achieve development goals)	63	44	6.08	2.32

When thinking about how to improve capacity building in Bosnia and Herzegovina 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
21. Project implementation (or other organizational strengthening)	96	12	7.98	2.01
22. Citizen engagement (incorporating citizens' voices into development)	79	24	6.73	2.54
23. Policy design (for clarity and better incentives to achieve development goals)	81	26	7.41	2.30

24. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bosnia and Herzegovina? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=105)
Not adequately sensitive to political/social realities in BH	35.2%
Not aligned with country priorities	14.3%
Not exploring alternative policy options	12.4%
Too influenced by developed countries	11.4%
Not focused enough on issues that are unique to post-conflict countries	11.4%
Don't know	10.5%
Imposing technocratic solutions without regard to political realities	9.5%
Its advice and strategies do not lend themselves to practical problem solving	9.5%
Not enough public disclosure of its work	8.6%
Not willing to honestly criticize policies and reform efforts in the country	8.6%
Too bureaucratic in its operational policies and procedures	8.6%
Not collaborating enough with non-state actors	5.7%
World Bank Group's processes too slow	4.8%
Not aligned with other development partners' work	4.8%
World Bank Group's processes too complex	3.8%
Not client focused	3.8%
Other	3.8%
Staff too inaccessible	1.9%
Arrogant in its approach	1.0%
The credibility of its knowledge/data	0.0%
Inadequate number of World Bank Group staff members located in the country	0.0%

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

25. Which of the World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Bosnia and Herzegovina? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=106)
Investment lending (financing specific projects)	67.9%
Co-financing arrangements (i.e., with other development partners)	26.4%
Capacity development (e.g., institutional development, training for staff at state and entity institutions)	21.7%
Knowledge products/services (analytical work, studies, surveys, etc.)	16.0%
Policy based lending / budget support to the Government	15.1%
Technical assistance (advice, best practice, international experience, etc.)	15.1%
Sector-wide approaches	8.5%
Emergency Recovery lending	8.5%
Other	3.8%
Don't know	3.8%
Trust Fund management	1.9%

26. 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=109)
Private sector	49.5%
Local Government	36.7%
Community of development partners	32.1%
Academia/think tanks/research institutes	24.8%
Beneficiaries	14.7%
NGOs	10.1%
Media	5.5%
Parliament	4.6%
Other	2.8%
Don't know	2.8%
Community Based Organizations (CBOs)	1.8%
Emerging donors	1.8%
UN agencies	1.8%
Foundations	0.9%

To what extent do you agree with the following statements about the World Bank Group's work in Bosnia and Herzegovina? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
27. Overall the World Bank Group currently plays a relevant role in development in Bosnia and Herzegovina*	96	11	6.07	2.35
28. The World Bank Group's work is aligned with what I consider the development priorities for Bosnia and Herzegovina*	91	13	5.42	2.25
29. The World Bank Group supports programs and strategies that are realistic for Bosnia and Herzegovina	89	17	5.85	2.20
30. The World Bank Group treats clients and stakeholders in Bosnia and Herzegovina with respect	89	16	7.37	2.20

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

To what extent is the World Bank Group an effective development partner in Bosnia and Herzegovina, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
31. Responsiveness*	89	17	5.71	2.26
32. Flexibility (in terms of the institution's products and services)*	85	19	5.56	2.12
33. Flexibility (in terms of changing country circumstances)*	82	21	5.05	2.28
34. Being inclusive*	80	22	5.95	2.16
35. Openness (sharing data and other information)*	84	20	6.77	2.43
36. Staff accessibility*	90	13	7.29	2.22
37. Straightforwardness and honesty*	83	21	6.65	2.53
38. Ease of access to the people at the World Bank Group who are making decisions important to my work	80	24	6.33	2.72
39. Collaboration with civil society*	68	33	5.63	2.12
40. Collaboration with the Government*	84	19	7.23	1.87
41. Collaboration with EC and other development partners*	64	39	7.28	2.18
42. Collaboration with the private sector	68	34	5.40	2.08
43. The speed in which it gets things accomplished on the ground*	77	24	5.08	2.03
44. Being a long-term partner	84	19	7.07	2.34

45. To be a more effective development partner in Bosnia and Herzegovina, do you believe that the World Bank Group should have...?	Percentage of Respondents (N=106)
More local presence	52.8%
The current level of local presence is adequate	26.4%
Less local presence	1.9%
Don't know	18.9%

46. 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=108)
Lack of/inadequate levels of capacity in Government	45.4%
The World Bank Group is not sensitive enough to political/social realities on the ground	42.6%
Political pressures and obstacles	40.7%
Reforms are not well thought out in light of country challenges	39.8%
The Government works inefficiently	32.4%
Poor coordination with development partners	20.4%
Inadequate funding	14.8%
There is not an adequate level of citizen/civil society participation	13.0%
The World Bank Group does not do adequate follow through/follow-up	12.0%
The World Bank Group works too slowly	6.5%
Other	0.9%

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 Bosnia and Herzegovina? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti-corruption	97	5	8.14	2.25
2. Information and communications technology	95	6	7.19	2.33
3. Transport (e.g., roads, bridges, transportation)	100	3	7.75	1.98
4. Law and justice (e.g., judicial system)	99	3	7.47	2.47
5. Urban development	91	10	7.40	2.16
6. Environmental sustainability	90	10	7.72	2.17
7. Poverty reduction	100	2	8.76	1.76
8. Domestic private sector development	100	3	9.00	1.38
9. Foreign direct investment	97	5	8.78	1.87
10. Local governance and institutions	94	6	7.60	2.17
11. Water and sanitation	93	6	7.55	2.16
12. Trade and exports	94	6	7.34	2.14
13. Economic growth	101	1	8.84	1.68
14. Energy	95	6	7.57	2.41
15. Disaster management	91	7	6.58	2.55
16. Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	96	4	8.05	2.11
17. Job creation/employment	101	2	9.01	1.65
18. Social cohesion	97	3	7.18	2.47
19. Financial markets	93	7	7.53	2.23
20. Equality of opportunity (i.e., equity)	92	9	7.27	2.61
21. Health	90	9	7.40	2.40
22. Rural development	97	4	7.94	2.20
23. Education	93	6	8.06	2.27
24. Social protection (e.g., pensions, targeted social assistance)	95	6	7.17	2.62
25. Climate change (e.g., mitigation, adaptation)	89	9	6.63	2.70
26. Agricultural development	95	5	8.43	1.74
27. Natural resource management (e.g., oil, gas, mining)	95	6	7.04	2.62

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 Bosnia and Herzegovina? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Information and communications technology	36	70	6.36	2.29
2. Transport (e.g., roads, bridges, transportation)	53	53	5.96	2.17
3. Law and justice (e.g., judicial system)	48	56	5.75	2.24
4. Urban development	49	56	5.86	2.25
5. Environmental sustainability	56	50	6.29	2.11
6. Poverty reduction	68	37	5.93	2.41
7. Domestic private sector development	64	41	6.13	2.25
8. Foreign direct investment	60	45	5.95	2.34
9. Local governance and institutions	64	41	6.00	2.16
10. Water and sanitation	58	47	6.59	2.12
11. Trade and exports	53	51	5.92	2.03
12. Economic growth	69	36	6.14	2.32
13. Energy	59	45	6.54	2.25
14. Disaster management	43	60	5.44	2.19
15. Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	70	32	6.19	2.26
16. Job creation/employment	63	42	5.59	2.43
17. Social cohesion	54	51	5.61	2.28
18. Financial markets	59	46	6.31	2.18
19. Equality of opportunity (i.e., equity)	55	50	5.95	2.30
20. Health	56	49	6.00	2.28
21. Rural development	62	43	5.87	2.29
22. Education	57	45	5.46	2.64
23. Social protection (e.g., pensions, targeted social assistance)	52	53	5.85	2.36
24. Climate change (e.g., mitigation, adaptation)	48	57	5.29	2.43
25. Agricultural development	61	43	6.21	2.29
26. Natural resource management (e.g., oil, gas, mining)	42	62	6.00	2.13

3. Where are the World Bank Group's decisions made primarily that support the program in Bosnia and Herzegovina?	Percentage of Respondents (N=108)
At the Headquarters (in Washington D.C.)	55.6%
In the country	7.4%
Don't know	37.0%

Achieving Development Results	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Bosnia and Herzegovina?*(1-To no degree at all, 10-To a very significant degree)	92	16	6.03	2.12

C. World Bank Group Effectiveness and Results (continued)

Existing Country Systems	N	DK	Mean	SD
5. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Bosnia-Herzegovina? (1-To no degree at all, 10-To a very significant degree)	84	25	6.00	2.00

To what extent do you agree with the following statements about the World Bank Group in Bosnia and Herzegovina? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
6. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Bosnia and Herzegovina*	90	19	5.12	2.33
7. The World Bank Group meets Bosnia and Herzegovina's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	84	22	5.67	2.48

Internal Evaluation Mechanisms	N	DK	Mean	SD
8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Bosnia and Herzegovina? (1-To no degree at all, 10-To a very significant degree)	74	35	5.50	2.11

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=106)
Weekly	10.4%
Monthly	9.4%
A few times a year	31.1%
Rarely	33.0%
Never	16.0%

In Bosnia and Herzegovina, 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	79	26	5.53	2.18
3. Include appropriate level of stakeholder involvement during preparation	74	28	5.38	2.26
4. Are relevant to Bosnia and Herzegovina's development priorities	76	27	6.09	2.37
5. Lead to practical solutions	80	23	5.94	2.11
6. Are accessible (well written and easy to understand)	82	20	6.32	2.17
7. Are source of relevant information on global good practices	84	19	6.98	1.94
8. Enhance your knowledge and/or skills	85	18	7.13	2.14
9. Are adequately disseminated	76	27	6.39	2.19
10. Are translated enough into local language	73	31	6.42	2.43
11. Are adaptable to Bosnia and Herzegovina's specific development challenges and country circumstances*	78	24	6.29	1.98

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)	85	20	6.09	1.94
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)	84	20	6.94	1.77

E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Bosnia and Herzegovina'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)	82	22	6.16	2.09
2. Design (appraising and planning the solutions)	79	25	6.19	2.02
3. Implementation (executing, carrying out, monitoring and making appropriate adjustments)	79	24	6.48	2.14
4. Evaluation (assessing the impact and results)	78	24	6.68	2.32

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	58	45	6.71	2.42
6. The World Bank Group effectively monitors and evaluates the projects and programs it supports	74	31	7.19	2.28
7. The World Bank Group's approvals and reviews are done in a timely fashion	70	34	6.86	2.23
8. The World Bank Group's "Safeguard Policy" requirements are reasonable	54	50	7.07	2.05
9. The World Bank Group's requirements on its lending are reasonable	69	34	6.71	2.09
10. The World Bank Group takes decisions quickly in Bosnia and Herzegovina	67	37	5.93	2.29
11. Working with the World Bank Group increases Bosnia and Herzegovina's institutional capacity	85	20	7.13	2.22
12. The World Bank Group ensures consistency and continuity through staff changes	56	48	6.86	2.31
13. Where country systems are adequate (e.g., procurement, financial mgmt., etc.), the World Bank Group makes appropriate use of them*	61	43	6.82	2.09
14. The World Bank Group provides effective implementation support (i.e., supervision of projects)	66	38	7.56	1.95

15. Which of the following best describes the way the World Bank Group operates in Bosnia and Herzegovina?	Percentage of Respondents (N=107)
The World Bank Group takes too much risk in Bosnia and Herzegovina	-
The World Bank Group does not take enough risk in Bosnia Herzegovina	36.4%
The World Bank Group's approach to risk is appropriate	20.6%
Don't know	38.3%
Prefer not to answer	4.7%

E. Working with the World Bank Group (continued)

Staffing in Bosnia and Herzegovina	N	DK	Mean	SD
16. To what extent do you believe the World Bank Group is adequately staffed in Bosnia and Herzegovina? (1-To no degree at all, 10-To a very significant degree)	54	52	6.39	1.99

F. The Future Role of the World Bank Group in Bosnia and Herzegovina

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Bosnia and Herzegovina? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=106)
Increase the level of capacity development in the country	31.1%
Offer more innovative financial products	29.2%
Collaborate more effectively with Government clients (e.g., state, entity, cantonal, municipal)	26.4%
Reduce the complexity of obtaining World Bank Group financing	22.6%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	21.7%
Reach out more to groups outside of Government	17.0%
Offer more innovative knowledge services	9.4%
Provide more adequate data/knowledge/statistics/figures on Bosnia-Herzegovina's economy	8.5%
Improve the quality of its experts as related to Bosnia-Herzegovina's specific challenges	8.5%
Work faster	5.7%
Other	3.8%
Ensure greater selectivity in its work	1.9%
Increase the level of World Bank Group staffing in Bosnia-Herzegovina's office	1.9%

2. When considering the combination of services that the World Bank Group offers in Bosnia and Herzegovina, 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 Bosnia and Herzegovina? (Select only ONE response)	Percentage of Respondents (N=108)
Financial services	42.6%
Knowledge products	23.1%
Convening services	14.8%
None of the above	-
The combination is appropriate for Bosnia-Herzegovina	10.2%
Don't know	9.3%

F. The Future Role of the World Bank Group in Bosnia and Herzegovina (continued)

3. Please answer the following questions. (Choose no more than THREE for each column)	Which THREE areas below would benefit most from the WBG playing a leading role among international partners in BH? (Responses Combined; N=107)	Which THREE areas below would benefit most from other development partners in BH? (Responses Combined; N=98)
Jobs	61.7%	28.6%
Public financial management	52.3%	30.6%
Improving livelihoods	43.9%	29.6%
Capacity of state institutions	38.3%	28.6%
Social safety nets	21.5%	32.7%
Social cohesion	21.5%	38.8%
Access to justice systems	20.6%	48.0%
Access to basic services	10.3%	23.5%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Bosnia and Herzegovina? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=105)
Internet	62.9%
Local newspapers	36.2%
Local television	32.4%
Periodicals	24.8%
Other	13.3%
International newspapers	7.6%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	3.8%
International television	1.9%
Blogs	1.0%
Mobile phones	1.0%
Instant messaging	1.0%
Local radio	0.0%
International radio	0.0%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=107)
World Bank Group's seminars/workshops/conferences	45.8%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	40.2%
e-Newsletters	35.5%
World Bank Group's publications and other written materials	35.5%
World Bank Group's website	21.5%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	3.7%
Blogs	1.9%
Instant messaging	0.9%
Mobile phones	0.9%
Other	0.9%

G. Communication and Information Sharing (continued)

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=86)
Yes	33.7%
No	66.3%

4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=87)
Yes	39.1%
No	60.9%

5. Were you able to obtain this information?	Percentage of Respondents (N=41)
Yes	75.6%
No	24.4%

6. Do you have access to the Internet?	Percentage of Respondents (N=100)
Yes	97.0%
No	3.0%

7. Do you use/have used the World Bank Group website?	Percentage of Respondents (N=96)
Yes	81.3%
No	18.8%

8. Which do you primarily use?	Percentage of Respondents (N=100)
The World Bank Group's country website	68.0%
The World Bank Group's main website	32.0%

9. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=102)
High speed	95.1%
Dial-up	4.9%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. I use/consult World Bank Group's data more often than I did a few years ago	97	7	6.05	2.69
11. I find the World Bank Group's websites easy to navigate.	85	14	7.00	2.03
12. I find the information on the World Bank Group's websites useful.	86	12	7.74	2.00
13. The World Bank Group's social media channels are valuable sources of information about the institution.	53	48	5.57	2.54
14. When I need information from the World Bank Group I know how to find it.	97	8	7.31	2.47
15. The World Bank Group is responsive to my information requests and inquiries.	70	31	7.36	2.09

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=108)
Employee of a Ministry, Ministerial Department or Implementation Agency	25.9%
Local Government Office or Staff	11.1%
NGO	10.2%
Media	8.3%
Private Sector Organization	7.4%
Project Management Unit (PMU) overseeing implementation of project	6.5%
Academia/Research Institute/Think Tank	6.5%
Other	6.5%
Office of Minister	3.7%
Office of Parliamentarian	2.8%
Multilateral Agency	2.8%
Financial Sector/Private Bank	2.8%
Independent Government Institution	1.9%
Office of the President, Prime Minister	.9%
Bilateral Agency	.9%
Private Foundation	.9%
Trade Union	.9%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=105)
Other	22.9%
Public sector governance/public financial management/anti-corruption	16.2%
Education	8.6%
Financial markets/banking	7.6%
Private sector development/foreign direct investment	7.6%
Law and justice/regulatory framework	5.7%
Social protection	5.7%
Agriculture/rural development/food security	4.8%
Job creation/employment	4.8%
Natural resource management/environmental sustainability	3.8%
Generalist	3.8%
Gender equity/equality of opportunity	2.9%
Energy	1.0%
Health/Communicable/non-communicable diseases	1.0%
Information and communications technology	1.0%
Transport	1.0%
Urban development	1.0%
Water and sanitation	1.0%

3. Currently, do you professionally collaborate/work with the World Bank Group in your country?	Percentage of Respondents (N=104)
Yes	51.9%
No	48.1%

H. Background Information (continued)

4. Which of the following agencies of the World Bank Group do you primarily engage with in Bosnia and Herzegovina? (Select only ONE response)	Percentage of Respondents (N=82)
The World Bank (IDA)	73.2%
The International Finance Corporation (IFC)	19.5%
The Multilateral Investment Guarantee Agency (MIGA)	1.2%
Other	6.1%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=87)
Yes	28.7%
No	71.3%

6. If yes, what was your view on the two institutions working together in Bosnia and Herzegovina? (Select only ONE response)	Percentage of Respondents (N=39)
Working well together	38.5%
Don't know	35.9%
Collaborating but needs improvement	20.5%
Other	5.1%
In conflict	-

7. Which of the following describes most of your exposure to the World Bank Group in Bosnia and Herzegovina? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=98)
Use World Bank Group reports/data	38.8%
Collaborate as part of my professional duties	36.7%
Use World Bank Group website for information, data, research, etc.	36.7%
Engage in World Bank Group related/sponsored events/activities	27.6%
Observer	10.2%

8. Which best represents your geographic location?	Percentage of Respondents (N=105)
Federation of Bosnia and Herzegovina	58.1%
Republika Srpska	33.3%
Other	6.7%
Brcko District	1.9%

Appendix B: Responses to All Questions by Stakeholder Groups

**Office of the President/Minister N=5 ● Employee of a Ministry N=28 ● PMU N=7 ● Local Government N=12
Private Sector/Financial Sector/Private Bank N=11 ● NGO N=11 ● Media N=9 ● Academia N=7 ● Other N=18**

A. General Issues Facing Bosnia and Herzegovina

In general, how would you say that Bosnia and Herzegovina is headed in...?

Percentage of Respondents	Office of the President/ Minister	Employee of a Ministry	PMU	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia	Other
The right direction	-	14.3%	28.6%	16.7%	27.3%	9.1%	-	-	-
The wrong direction	-	35.7%	28.6%	33.3%	45.5%	72.7%	66.7%	71.4%	61.1%
Not sure	100.0%	50.0%	42.9%	50.0%	27.3%	18.2%	33.3%	28.6%	38.9%

A. General Issues Facing Bosnia and Herzegovina (continued)

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

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	PMU	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia	Other
Social protection	0.0%	14.8%	28.6%	16.7%	9.1%	11.1%	11.1%	16.7%	11.1%
Transport	0.0%	0.0%	0.0%	8.3%	9.1%	0.0%	11.1%	0.0%	0.0%
Public sector governance/reform	20.0%	22.2%	28.6%	41.7%	36.4%	44.4%	55.6%	66.7%	38.9%
Domestic private sector development	40.0%	14.8%	0.0%	25.0%	54.5%	22.2%	33.3%	33.3%	22.2%
Foreign direct investment	0.0%	11.1%	28.6%	33.3%	18.2%	11.1%	33.3%	33.3%	16.7%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy*	80.0%	18.5%	0.0%	8.3%	0.0%	0.0%	11.1%	0.0%	16.7%
Job creation/employment	80.0%	40.7%	28.6%	83.3%	63.6%	66.7%	33.3%	50.0%	50.0%
Rural development	0.0%	7.4%	14.3%	8.3%	0.0%	11.1%	0.0%	0.0%	0.0%
Financial markets	0.0%	3.7%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	14.8%	0.0%	0.0%	0.0%	22.2%	0.0%	0.0%	0.0%
Health	0.0%	7.4%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education	0.0%	22.2%	0.0%	0.0%	18.2%	22.2%	22.2%	16.7%	27.8%
Poverty reduction	0.0%	7.4%	14.3%	0.0%	0.0%	0.0%	11.1%	16.7%	0.0%
Social cohesion	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	20.0%	11.1%	28.6%	8.3%	18.2%	11.1%	0.0%	0.0%	5.6%
Trade and exports	0.0%	7.4%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%
Economic growth	0.0%	37.0%	42.9%	25.0%	18.2%	22.2%	22.2%	33.3%	33.3%
Law and justice	0.0%	14.8%	14.3%	0.0%	9.1%	22.2%	0.0%	0.0%	11.1%
Local governance and institutions	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	5.6%
Natural resource management	0.0%	7.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Anti-corruption	60.0%	33.3%	42.9%	8.3%	18.2%	22.2%	44.4%	33.3%	38.9%
Disaster management*	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

A. General Issues Facing Bosnia and Herzegovina (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 Bosnia and Herzegovina? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	PMU	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia	Other
Water and sanitation	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	18.5%	0.0%	0.0%	0.0%	9.1%	11.1%	14.3%	5.9%
Economic growth	20.0%	63.0%	71.4%	50.0%	36.4%	36.4%	33.3%	28.6%	64.7%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	0.0%	11.1%	14.3%	0.0%	0.0%	9.1%	11.1%	28.6%	11.8%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	0.0%	3.7%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	5.9%
Social protection	0.0%	25.9%	14.3%	25.0%	0.0%	27.3%	0.0%	28.6%	23.5%
Law and justice	0.0%	11.1%	0.0%	16.7%	18.2%	9.1%	11.1%	0.0%	11.8%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%
Anti-corruption*	60.0%	18.5%	42.9%	16.7%	9.1%	9.1%	66.7%	28.6%	11.8%
Domestic private sector development	20.0%	18.5%	0.0%	41.7%	36.4%	27.3%	22.2%	42.9%	11.8%
Foreign direct investment	20.0%	11.1%	28.6%	25.0%	18.2%	9.1%	22.2%	14.3%	11.8%
Energy	20.0%	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Public sector governance/reform	60.0%	7.4%	14.3%	8.3%	18.2%	27.3%	33.3%	14.3%	29.4%
Social cohesion	0.0%	3.7%	14.3%	0.0%	9.1%	0.0%	0.0%	0.0%	5.9%
Education	0.0%	14.8%	14.3%	16.7%	27.3%	36.4%	11.1%	28.6%	23.5%
Natural resource management	0.0%	3.7%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Agricultural development*	80.0%	14.8%	28.6%	50.0%	36.4%	27.3%	22.2%	14.3%	11.8%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%
Job creation/employment	20.0%	63.0%	42.9%	33.3%	63.6%	45.5%	33.3%	42.9%	64.7%
Financial markets	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	9.1%	9.1%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

A. General Issues Facing Bosnia and Herzegovina (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 Bosnia and Herzegovina? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	PMU	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia	Other
Energy	80.0%	35.7%	28.6%	25.0%	9.1%	9.1%	22.2%	28.6%	23.5%
Equality of opportunity	0.0%	17.9%	0.0%	16.7%	0.0%	18.2%	0.0%	0.0%	0.0%
Social protection	0.0%	3.6%	0.0%	0.0%	9.1%	0.0%	11.1%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Anti-corruption	0.0%	17.9%	42.9%	16.7%	0.0%	27.3%	44.4%	28.6%	29.4%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	0.0%	7.1%	14.3%	8.3%	9.1%	9.1%	11.1%	0.0%	11.8%
Foreign direct investment	80.0%	46.4%	57.1%	66.7%	36.4%	36.4%	33.3%	57.1%	52.9%
Urban development	0.0%	0.0%	0.0%	8.3%	9.1%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	20.0%	7.1%	14.3%	0.0%	9.1%	0.0%	0.0%	28.6%	5.9%
Information and communications technology	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Social cohesion	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Public sector governance/reform*	60.0%	14.3%	42.9%	8.3%	18.2%	54.5%	55.6%	28.6%	41.2%
Domestic private sector development	40.0%	46.4%	14.3%	50.0%	45.5%	45.5%	22.2%	28.6%	35.3%
Job creation/employment	0.0%	35.7%	28.6%	16.7%	36.4%	54.5%	33.3%	28.6%	41.2%
Agricultural development	20.0%	28.6%	28.6%	25.0%	36.4%	9.1%	11.1%	42.9%	5.9%
Transport	0.0%	7.1%	14.3%	0.0%	9.1%	0.0%	11.1%	0.0%	5.9%
Education	0.0%	7.1%	0.0%	8.3%	18.2%	18.2%	11.1%	14.3%	5.9%
Natural resource management	0.0%	3.6%	0.0%	8.3%	0.0%	0.0%	0.0%	14.3%	5.9%
Environmental sustainability	0.0%	3.6%	14.3%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Law and justice	0.0%	7.1%	0.0%	8.3%	9.1%	9.1%	11.1%	0.0%	11.8%
Local governance and institutions	0.0%	0.0%	0.0%	16.7%	9.1%	0.0%	0.0%	0.0%	5.9%
Financial markets	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	11.1%	0.0%	0.0%

*Significantly different between stakeholder groups

A. General Issues Facing Bosnia and Herzegovina (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 Bosnia and Herzegovina?
(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	PMU	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia	Other
Better employment opportunities for young people	80.0%	40.0%	42.9%	41.7%	20.0%	20.0%	62.5%	42.9%	47.1%
Better employment opportunities for women	0.0%	8.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%
Greater access to micro-finance for the poor	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	12.0%	42.9%	16.7%	0.0%	20.0%	12.5%	0.0%	11.8%
Greater access to health and nutrition for citizens	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Better entrepreneurial opportunities	20.0%	28.0%	28.6%	50.0%	60.0%	20.0%	25.0%	85.7%	41.2%
A growing middle class	0.0%	24.0%	0.0%	8.3%	30.0%	20.0%	37.5%	0.0%	11.8%
Better opportunity for the poor who live in rural areas	0.0%	12.0%	0.0%	8.3%	0.0%	0.0%	25.0%	14.3%	0.0%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Consistent economic growth	60.0%	36.0%	71.4%	33.3%	60.0%	60.0%	0.0%	28.6%	52.9%
More reliable social safety net	0.0%	12.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	5.9%
Greater equity of fiscal policy	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Education and training that better ensure job opportunity	20.0%	24.0%	14.3%	16.7%	30.0%	40.0%	12.5%	14.3%	23.5%
Better quality public services	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Other	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	5.9%

B. Overall Attitudes toward the World Bank Group

	Office of the President/Minister			Employee of a Ministry			PMU			Local Government			Private Sector/ Financial Sector/ Private Bank			NGO			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
How familiar are you with the work of the World Bank Group in Bosnia and Herzegovina?	5	7.60	0.89	28	5.54	2.24	7	7.43	2.23	12	4.75	2.63	11	5.64	1.63	11	5.91	3.15	9	6.78	1.56	7	7.00	1.83	18	5.56	2.15

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

	Office of the President/Minister			Employee of a Ministry			PMU			Local Government			Private Sector/ Financial Sector/ Private Bank			NGO			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
Overall, please rate your impression of the World Bank Group's effectiveness in Bosnia and Herzegovina.	5	6.20	1.79	21	5.57	1.72	7	7.14	0.90	10	4.70	2.26	10	5.20	1.99	8	6.13	2.17	9	6.67	1.80	7	6.57	2.15	16	4.88	2.39

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

	Office of the President/Minister			Employee of a Ministry			PMU			Local Government			Private Sector/ Financial Sector/ Private Bank			NGO			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
To what extent do you believe the WBG's staff is well prepared to help Bosnia and Herzegovina solve its most complicated development challenges?	5	5.40	2.19	18	5.83	2.31	7	7.14	1.68	11	5.91	2.43	7	5.86	2.91	7	7.71	1.80	4	6.75	1.50	7	7.00	2.24	15	4.53	2.26

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

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

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

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	PMU	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia	Other
Social protection	0.0%	7.1%	0.0%	16.7%	9.1%	9.1%	11.1%	0.0%	17.6%
Public sector governance/reform*	80.0%	14.3%	57.1%	25.0%	18.2%	45.5%	44.4%	14.3%	29.4%
Transport	0.0%	3.6%	14.3%	8.3%	9.1%	0.0%	11.1%	14.3%	17.6%
Poverty reduction	0.0%	21.4%	0.0%	16.7%	0.0%	0.0%	11.1%	0.0%	17.6%
Rural development	0.0%	14.3%	28.6%	8.3%	0.0%	27.3%	22.2%	57.1%	17.6%
Domestic private sector development	40.0%	28.6%	0.0%	25.0%	45.5%	18.2%	44.4%	42.9%	29.4%
Foreign direct investment	0.0%	17.9%	42.9%	41.7%	9.1%	0.0%	33.3%	14.3%	29.4%
Water and sanitation	0.0%	10.7%	14.3%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	25.0%	0.0%	0.0%	18.2%	0.0%	11.1%	28.6%	11.8%
Social cohesion	0.0%	3.6%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	100.0%	28.6%	28.6%	25.0%	54.5%	45.5%	22.2%	57.1%	35.3%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Urban development	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Equality of opportunity	0.0%	10.7%	0.0%	0.0%	0.0%	18.2%	11.1%	0.0%	5.9%
Health	0.0%	3.6%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	5.9%
Education	0.0%	14.3%	14.3%	8.3%	27.3%	36.4%	0.0%	0.0%	5.9%
Climate change	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	20.0%	25.0%	28.6%	8.3%	9.1%	0.0%	22.2%	0.0%	5.9%
Trade and exports	0.0%	7.1%	0.0%	0.0%	18.2%	9.1%	0.0%	0.0%	0.0%
Economic growth*	60.0%	21.4%	57.1%	58.3%	36.4%	18.2%	11.1%	57.1%	17.6%
Law and justice	0.0%	3.6%	0.0%	8.3%	9.1%	27.3%	0.0%	0.0%	5.9%
Local governance and institutions	0.0%	3.6%	0.0%	8.3%	0.0%	9.1%	0.0%	0.0%	0.0%
Natural resource management	0.0%	7.1%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	11.8%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	0.0%	17.9%	14.3%	8.3%	0.0%	27.3%	22.2%	0.0%	23.5%
Disaster management	0.0%	0.0%	0.0%	8.3%	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 Bosnia and Herzegovina?

Greatest Value	Office of the			Private Sector/					
Percentage of Respondents	President/ Minister	Employee of a Ministry	PMU	Local Government	Financial Sector/ Private Bank	NGO	Media	Academia	Other
Convening/facilitating	0.0%	0.0%	14.3%	0.0%	9.1%	9.1%	0.0%	14.3%	12.5%
Data	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	12.5%
Policy advice, knowledge	20.0%	7.1%	0.0%	10.0%	0.0%	0.0%	22.2%	14.3%	6.3%
Financial resources	20.0%	53.6%	28.6%	60.0%	45.5%	36.4%	22.2%	28.6%	31.3%
Capacity development	0.0%	14.3%	42.9%	10.0%	0.0%	27.3%	33.3%	28.6%	6.3%
Technical assistance	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%
Mobilizing third party financial resources	60.0%	14.3%	14.3%	20.0%	18.2%	0.0%	22.2%	0.0%	18.8%
Coordination of development partners	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%
Strategy formulation	0.0%	7.1%	0.0%	0.0%	27.3%	0.0%	11.1%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	14.3%	6.3%

2nd Greatest Value	Office of the			Private Sector/					
Percentage of Respondents	President/ Minister	Employee of a Ministry	PMU	Local Government	Financial Sector/ Private Bank	NGO	Media	Academia	Other
Convening/facilitating	0.0%	7.1%	14.3%	0.0%	20.0%	9.1%	0.0%	0.0%	0.0%
Data	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%
Policy advice, knowledge	0.0%	3.6%	0.0%	0.0%	0.0%	18.2%	11.1%	28.6%	18.8%
Financial resources	0.0%	7.1%	28.6%	0.0%	10.0%	9.1%	22.2%	14.3%	18.8%
Capacity development	0.0%	17.9%	0.0%	20.0%	40.0%	27.3%	0.0%	28.6%	12.5%
Technical assistance	20.0%	21.4%	14.3%	20.0%	0.0%	18.2%	33.3%	0.0%	6.3%
Mobilizing third party financial resources	0.0%	25.0%	14.3%	20.0%	10.0%	18.2%	0.0%	0.0%	12.5%
Coordination of development partners	20.0%	7.1%	14.3%	20.0%	0.0%	0.0%	11.1%	14.3%	18.8%
Strategy formulation*	60.0%	3.6%	14.3%	20.0%	20.0%	0.0%	11.1%	14.3%	6.3%
Other	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)

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

	Office of the President/Minister			Employee of a Ministry			PMU			Local Government			Private Sector/ Financial Sector/ Private Bank			NGO			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
Convening/facilitating	2	7.00	1.41	18	5.78	2.26	6	7.17	1.84	8	6.38	2.39	5	4.80	3.27	5	5.60	1.67	6	5.33	1.51	7	5.29	2.14	16	4.81	2.14
Data	5	4.80	2.49	19	6.53	1.93	5	5.80	2.28	8	6.13	2.17	7	6.57	2.23	9	7.89	1.69	7	6.14	1.68	7	7.71	1.89	18	5.72	2.19
Policy advice, knowledge	5	5.00	2.83	18	6.61	2.30	5	5.80	2.28	9	5.22	1.99	7	5.71	3.15	8	7.50	1.69	6	4.50	2.74	7	6.57	2.44	17	4.94	2.63
Financial resources	5	5.40	1.95	20	7.15	2.16	7	8.86	1.07	10	6.10	2.28	8	7.38	2.39	8	6.13	1.81	7	7.14	2.19	7	5.71	2.14	17	5.94	2.70
Technical assistance	5	5.40	1.52	18	6.17	1.89	6	7.17	2.32	10	6.10	2.18	6	6.17	2.48	9	6.78	1.92	7	6.43	2.23	6	5.67	1.03	17	5.94	2.46
Mobilizing third party financial resources	5	5.80	1.10	15	5.80	2.48	6	8.17	0.41	9	6.11	2.57	4	5.50	2.65	8	6.75	2.19	6	5.50	1.87	7	6.00	1.29	15	5.27	3.04
Coordination of development partners	5	6.00	1.41	16	6.06	2.08	5	6.80	2.17	10	6.60	2.07	7	5.86	2.55	8	6.50	2.00	6	5.50	0.84	6	5.83	1.33	15	5.00	3.00
Strategy formulation	5	5.80	1.30	18	5.67	2.17	5	7.20	2.17	10	5.40	2.50	5	6.00	2.83	9	6.67	1.73	7	4.00	2.08	7	5.86	3.34	16	5.06	2.38

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

	Office of the President/Minister			Employee of a Ministry			PMU			Local Government			Private Sector/ Financial Sector/ Private Bank			NGO			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
Groups outside of government to help them more effectively engage and participate in development efforts*	5	3.80	1.79	23	5.30	2.87	5	6.20	2.17	12	5.33	2.67	10	4.70	3.23	11	8.55	2.34	9	5.89	2.85	7	5.00	1.83	17	4.65	3.18
The public sector, related to implementation of specific development projects on the ground*	5	7.00	0.71	25	8.04	2.01	7	8.00	2.77	12	8.67	1.37	10	8.00	2.26	11	8.36	1.57	9	8.67	1.00	7	8.86	1.35	18	6.28	2.52
The public sector, related to changing institutions (organizations or sociopolitical conditions)	5	7.40	2.61	24	7.21	2.32	6	6.50	2.88	11	7.64	2.11	10	7.60	3.06	10	8.20	1.32	8	8.00	1.20	7	8.86	0.69	17	6.24	2.75
The private sector, related to institutional and policy change	5	7.40	0.89	24	7.75	2.27	5	7.00	3.39	11	7.82	1.25	11	7.09	2.95	11	8.55	1.21	9	8.56	1.42	7	8.57	2.15	17	7.65	2.62

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

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 Bosnia and Herzegovina?

	Office of the President/Minister			Employee of a Ministry			PMU			Local Government			Private Sector/ Financial Sector/ Private Bank			NGO			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
Project implementation (or other organizational strengthening)*	2	7.50	0.71	19	7.21	1.81	6	9.17	0.98	8	6.38	3.34	5	6.40	2.30	7	8.00	1.29	7	7.14	1.35	7	7.57	2.94	15	5.07	2.99
Citizen engagement (incorporating citizens' voices into development)	1	7.00	.	13	4.46	2.07	1	5.00	.	4	5.75	1.26	2	6.50	2.12	6	5.17	2.14	4	5.25	0.50	6	5.17	3.06	14	4.00	2.48
Policy design (for clarity and better incentives to achieve development goals)	5	6.20	1.10	17	6.24	2.08	2	6.50	3.54	5	7.60	2.70	3	5.67	3.22	7	7.14	1.46	4	6.00	1.41	6	7.17	2.23	14	4.36	2.56

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

When thinking about how to improve capacity building in Bosnia and Herzegovina 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 the President/Minister			Employee of a Ministry			PMU			Local Government			Private Sector/ Financial Sector/ Private Bank			NGO			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
Project implementation (or other organizational strengthening)	5	6.80	1.30	24	8.33	1.20	7	9.14	1.57	10	8.10	2.28	7	8.57	1.13	11	7.55	2.70	8	7.63	1.77	7	9.14	1.22	17	7.00	2.72
Citizen engagement (incorporating citizens' voices into development)*	4	3.75	3.50	19	6.68	2.08	3	8.67	1.16	8	6.63	2.56	7	6.43	3.26	9	8.33	1.23	6	8.50	1.23	7	6.29	1.98	16	6.00	2.99
Policy design (for clarity and better incentives to achieve development goals)	5	6.40	1.52	21	7.71	2.03	3	7.67	0.58	10	6.50	3.14	5	7.00	2.92	9	8.33	1.94	6	6.67	2.34	7	8.86	1.46	15	7.07	2.60

(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 Bosnia and Herzegovina? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	PMU	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia	Other
Not exploring alternative policy options*	60.0%	7.4%	28.6%	0.0%	0.0%	9.1%	11.1%	20.0%	16.7%
Not adequately sensitive to political/social realities in BH	40.0%	29.6%	28.6%	45.5%	45.5%	18.2%	44.4%	20.0%	44.4%
Staff too inaccessible	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	5.6%
Not enough public disclosure of its work*	0.0%	11.1%	14.3%	0.0%	9.1%	36.4%	0.0%	0.0%	0.0%
Arrogant in its approach	0.0%	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not aligned with country priorities*	20.0%	3.7%	0.0%	27.3%	9.1%	9.1%	33.3%	60.0%	11.1%
The credibility of its knowledge/data	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	0.0%	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	11.1%
Not willing to honestly criticize policies and reform efforts in the country	0.0%	7.4%	28.6%	0.0%	9.1%	18.2%	0.0%	20.0%	5.6%
Too influenced by developed countries	0.0%	14.8%	14.3%	9.1%	27.3%	0.0%	11.1%	0.0%	11.1%
Imposing technocratic solutions without regard to political realities	0.0%	18.5%	0.0%	0.0%	0.0%	0.0%	22.2%	20.0%	11.1%
World Bank Group's processes too slow	0.0%	7.4%	14.3%	0.0%	9.1%	0.0%	0.0%	20.0%	0.0%
Too bureaucratic in its operational policies and procedures	0.0%	7.4%	14.3%	0.0%	18.2%	18.2%	11.1%	0.0%	5.6%
Not aligned with other development partners' work	0.0%	7.4%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	11.1%
Not collaborating enough with non-state actors	0.0%	0.0%	0.0%	9.1%	9.1%	27.3%	11.1%	0.0%	0.0%
Not client focused	0.0%	0.0%	0.0%	0.0%	9.1%	9.1%	0.0%	0.0%	11.1%
Its advice and strategies do not lend themselves to practical problem solving*	60.0%	3.7%	0.0%	9.1%	0.0%	18.2%	11.1%	0.0%	11.1%
Not focused enough on issues that are unique to post-conflict countries	20.0%	14.8%	14.3%	9.1%	0.0%	18.2%	11.1%	0.0%	11.1%
Inadequate number of World Bank Group staff members located in the country	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	7.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%
Don't know	0.0%	11.1%	14.3%	27.3%	18.2%	0.0%	11.1%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses Combined)	Office of the			Local Government	Private Sector/ Financial Sector/ Private Bank		NGO	Media	Academia	Other
	President/ Minister	Employee of a Ministry	PMU							
Capacity development	0.0%	17.9%	28.6%	33.3%	18.2%	45.5%	11.1%	20.0%	11.8%	
Policy based lending / budget support to the Government	0.0%	17.9%	14.3%	8.3%	9.1%	9.1%	44.4%	0.0%	11.8%	
Knowledge products/services	0.0%	14.3%	14.3%	0.0%	36.4%	9.1%	11.1%	20.0%	29.4%	
Investment lending	100.0%	57.1%	71.4%	66.7%	45.5%	72.7%	77.8%	100.0%	76.5%	
Technical assistance	20.0%	21.4%	28.6%	16.7%	18.2%	9.1%	11.1%	0.0%	5.9%	
Trust Fund management	0.0%	3.6%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Co-financing arrangements	0.0%	35.7%	0.0%	50.0%	27.3%	18.2%	11.1%	20.0%	29.4%	
Sector-wide approaches*	80.0%	10.7%	14.3%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	
Emergency Recovery lending	0.0%	3.6%	14.3%	0.0%	27.3%	0.0%	11.1%	20.0%	11.8%	
Other	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	11.1%	0.0%	11.8%	
Don't know	0.0%	3.6%	0.0%	8.3%	0.0%	9.1%	0.0%	20.0%	0.0%	

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of the			Local Government	Private Sector/ Financial Sector/ Private Bank		NGO	Media	Academia	Other
	President/ Minister	Employee of a Ministry	PMU							
Academia/think tanks/research institutes*	60.0%	39.3%	14.3%	8.3%	9.1%	9.1%	22.2%	85.7%	5.6%	
Community of development partners	20.0%	32.1%	42.9%	41.7%	27.3%	18.2%	33.3%	0.0%	50.0%	
Media	0.0%	3.6%	28.6%	0.0%	18.2%	0.0%	11.1%	0.0%	0.0%	
NGOs*	0.0%	3.6%	0.0%	8.3%	0.0%	63.6%	0.0%	0.0%	11.1%	
Local Government	20.0%	35.7%	42.9%	75.0%	18.2%	18.2%	44.4%	57.1%	27.8%	
Private sector	100.0%	42.9%	14.3%	50.0%	81.8%	36.4%	55.6%	42.9%	50.0%	
Parliament	0.0%	0.0%	28.6%	0.0%	9.1%	0.0%	0.0%	14.3%	5.6%	
Community Based Organizations (CBOs)	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	11.1%	0.0%	0.0%	
Beneficiaries	0.0%	17.9%	14.3%	8.3%	0.0%	18.2%	22.2%	0.0%	27.8%	
Foundations	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Emerging donors	0.0%	3.6%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	
UN agencies	0.0%	3.6%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	
Other*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	
Don't know	0.0%	3.6%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	

*Significantly different between stakeholder groups

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

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

	Office of the President/Minister			Employee of a Ministry			PMU			Local Government			Private Sector/ Financial Sector/ Private Bank			NGO			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
Overall the World Bank Group currently plays a relevant role in development in Bosnia and Herzegovina	5	4.80	1.79	22	6.05	1.81	7	8.00	1.83	9	5.67	2.40	9	5.33	2.60	10	6.00	2.31	9	7.11	2.57	7	6.86	2.97	18	5.50	2.55
The World Bank Group's work is aligned with what I consider the development priorities for Bosnia and Herzegovina	5	4.60	1.95	21	5.29	2.15	6	6.67	1.51	8	5.13	2.75	10	5.50	2.72	10	6.10	1.73	8	5.88	2.53	6	7.00	2.00	17	4.29	2.09
The World Bank Group supports programs and strategies that are realistic for Bosnia and Herzegovina	5	4.40	2.19	21	5.62	1.77	6	6.67	2.25	10	5.70	2.98	8	6.75	2.55	9	6.44	1.42	8	6.25	1.91	7	7.29	1.89	15	4.73	2.25
The World Bank Group treats clients and stakeholders in Bosnia and Herzegovina with respect	5	7.20	1.10	21	7.14	2.03	5	8.60	1.34	9	6.11	2.80	7	7.71	2.22	9	8.33	1.32	9	8.22	2.17	7	8.14	1.77	17	6.59	2.67

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

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

	Office of the President/Minister			Employee of a Ministry			PMU			Local Government			Private Sector/ Financial Sector/ Private Bank			NGO			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
Responsiveness	5	5.20	2.17	19	5.68	2.26	5	8.20	1.10	9	6.44	2.92	9	5.00	2.83	10	5.20	1.93	9	6.00	1.80	7	5.57	1.40	16	5.31	2.33
Flexibility (in terms of the institution's products and services)	5	5.40	2.19	19	5.79	2.35	5	7.40	0.89	7	5.71	2.36	8	4.50	2.62	10	4.60	1.43	9	5.67	2.00	7	5.86	1.77	15	5.67	2.19
Flexibility (in terms of changing country circumstances)	5	4.00	2.24	17	5.12	2.55	5	6.00	2.00	7	4.57	2.88	7	4.57	2.30	10	4.80	1.87	9	5.89	2.15	6	6.50	2.26	16	4.56	2.16
Being inclusive	5	4.60	2.61	21	6.10	1.76	5	8.40	1.67	7	5.86	2.85	6	6.50	2.74	9	5.33	2.29	8	6.00	1.31	7	6.29	1.89	12	5.25	2.26
Openness (sharing data and other information)	5	5.60	1.95	19	6.47	2.09	6	7.50	2.17	7	5.71	2.69	9	7.33	2.65	8	7.75	1.75	9	6.89	2.67	6	8.17	1.84	15	6.27	3.08
Staff accessibility	5	7.40	1.52	20	6.70	2.11	6	8.50	1.23	8	7.38	2.13	10	7.70	2.06	8	6.75	2.92	9	7.89	2.15	7	7.29	2.63	17	7.18	2.58
Straightforwardness and honesty	5	7.00	1.41	17	6.00	2.42	5	6.80	2.78	9	5.67	3.20	9	7.22	3.03	7	7.43	1.81	9	7.56	2.13	7	7.57	1.99	15	6.13	2.85
Ease of access to the people at the World Bank Group who are making decisions important to my work	5	5.80	1.30	19	6.05	2.61	4	9.00	1.41	7	5.86	3.24	8	6.25	3.66	6	7.33	1.86	8	7.00	2.73	7	6.14	2.34	16	5.75	3.07
Collaboration with civil society	3	6.00	0.00	16	5.88	1.71	1	4.00	.	6	4.50	2.59	3	6.00	2.00	9	5.33	2.74	8	5.88	2.30	7	7.29	1.60	15	5.07	2.19
Collaboration with the Government	5	7.60	0.89	21	7.00	1.73	4	8.75	1.26	9	7.00	2.24	7	7.00	1.83	8	7.13	2.30	9	7.56	1.24	7	8.71	1.25	14	6.36	2.21
Collaboration with EC and other development partners*	5	7.20	0.45	13	7.23	1.64	2	9.50	0.71	6	7.50	2.07	4	6.75	3.20	7	6.57	2.57	7	8.43	0.98	7	9.29	0.76	13	5.77	2.62
Collaboration with the private sector	5	6.40	0.89	13	5.08	1.94				6	4.00	2.00	7	5.29	3.30	7	6.14	1.57	8	5.13	1.46	7	6.43	1.40	15	5.27	2.46
The speed in which it gets things accomplished on the ground	5	5.40	0.89	15	4.87	1.85	4	7.25	2.22	7	5.43	2.70	9	4.89	2.62	7	5.14	1.35	8	5.25	1.49	7	5.86	1.22	15	4.07	2.28
Being a long-term partner	5	7.40	0.55	21	7.10	1.95	4	8.75	0.96	8	6.50	2.78	8	7.00	2.27	9	7.33	1.87	9	7.78	2.33	5	7.00	2.92	15	6.27	3.26

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

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	PMU	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia	Other
More local presence	-	42.9%	42.9%	58.3%	72.7%	80.0%	55.6%	100.0%	41.2%
The current level of local presence is adequate	100.0%	28.6%	57.1%	-	9.1%	10.0%	33.3%	-	35.3%
Less local presence	-	-	-	8.3%	-	-	-	-	5.9%
Don't know	-	28.6%	-	33.3%	18.2%	10.0%	11.1%	-	17.6%

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 the President/ Minister	Employee of a Ministry	PMU	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia	Other
The World Bank Group does not do adequate follow through/follow-up	0.0%	17.9%	0.0%	16.7%	9.1%	0.0%	0.0%	14.3%	22.2%
The World Bank Group is not sensitive enough to political/social realities on the ground	40.0%	42.9%	28.6%	33.3%	36.4%	27.3%	55.6%	57.1%	55.6%
Lack of/inadequate levels of capacity in Government	60.0%	42.9%	71.4%	41.7%	45.5%	63.6%	44.4%	14.3%	38.9%
There is not an adequate level of citizen/civil society participation*	0.0%	3.6%	0.0%	25.0%	0.0%	45.5%	33.3%	0.0%	11.1%
Poor coordination with development partners	0.0%	21.4%	14.3%	33.3%	18.2%	18.2%	0.0%	42.9%	22.2%
The World Bank Group works too slowly	0.0%	7.1%	0.0%	8.3%	0.0%	0.0%	11.1%	0.0%	16.7%
The Government works inefficiently*	60.0%	21.4%	0.0%	50.0%	36.4%	63.6%	33.3%	42.9%	16.7%
Political pressures and obstacles*	100.0%	42.9%	85.7%	33.3%	27.3%	18.2%	33.3%	28.6%	38.9%
Reforms are not well thought out in light of country challenges	40.0%	50.0%	42.9%	16.7%	27.3%	18.2%	44.4%	71.4%	44.4%
Inadequate funding	0.0%	17.9%	0.0%	16.7%	0.0%	27.3%	11.1%	28.6%	16.7%
Other	0.0%	0.0%	0.0%	0.0%	9.1%	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 Bosnia and Herzegovina? (1-Not important at all, 10-Very important)

	Office of the President/Minister			Employee of a Ministry			PMU			Local Government			Private Sector/ Financial Sector/ Private Bank			NGO			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
Anti-corruption	5	7.80	2.17	23	8.39	1.70	5	8.60	1.34	10	8.80	1.32	10	6.80	3.23	10	9.20	2.20	9	8.44	1.59	7	7.57	3.10	18	7.67	2.66
Information and communications technology	5	6.60	1.52	22	7.50	2.13	5	9.40	0.89	10	7.10	2.18	9	6.56	3.13	11	8.00	2.19	9	6.67	2.65	7	7.71	2.06	17	6.24	2.41
Transport	5	7.40	1.95	23	8.13	1.22	6	8.67	1.21	10	8.40	1.58	11	7.18	2.18	11	7.55	2.51	9	7.67	1.80	7	9.00	1.00	18	6.72	2.65
Law and justice	5	8.00	3.08	24	7.58	2.39	5	8.00	1.58	10	7.50	2.46	10	7.00	3.30	11	7.82	2.32	9	7.67	2.45	7	8.86	1.46	18	6.44	2.57
Urban development*	5	5.60	1.52	22	8.00	1.63	4	8.00	1.16	9	7.67	2.00	9	7.11	2.47	10	7.70	2.11	9	7.56	1.74	7	9.14	1.57	16	5.94	2.70
Environmental sustainability*	5	6.00	2.12	22	8.59	1.26	4	9.25	0.50	8	7.75	3.01	9	6.33	2.18	10	8.70	1.16	9	8.44	1.59	6	7.33	1.97	17	6.65	2.74
Poverty reduction*	5	7.20	2.39	24	9.17	1.13	4	9.25	0.96	11	9.36	1.03	11	9.45	0.69	11	9.45	0.82	9	9.22	1.09	7	7.71	2.06	18	7.50	2.71
Domestic private sector development	5	8.80	0.45	24	8.92	1.10	5	9.00	1.23	10	8.90	1.60	11	9.45	0.93	11	8.82	1.54	9	9.33	1.12	7	9.29	0.95	18	8.78	2.13
Foreign direct investment*	5	7.80	2.68	22	9.14	1.36	4	9.50	0.58	10	9.20	1.62	11	9.73	0.47	11	8.55	1.29	9	8.44	1.88	7	6.71	3.20	18	8.78	2.18
Local governance and institutions	5	8.60	0.55	22	7.27	1.96	4	9.00	0.82	8	8.25	2.05	10	6.80	2.62	11	7.91	1.87	9	8.11	1.45	7	7.00	3.51	18	7.33	2.50
Water and sanitation*	5	5.20	1.79	22	8.55	1.10	5	9.00	0.71	8	8.38	2.13	10	6.40	2.84	11	7.36	2.66	9	8.00	1.41	6	7.67	1.63	17	6.65	2.37
Trade and exports	5	5.00	1.41	20	7.75	2.02	4	8.25	0.96	9	7.22	2.44	11	7.00	2.93	11	7.64	2.20	9	7.22	1.79	7	8.00	1.41	18	7.22	2.16
Economic growth	5	8.40	0.89	24	8.75	1.73	5	9.40	0.89	11	8.64	2.73	11	8.55	1.21	11	9.18	0.87	9	9.11	1.69	7	9.14	1.07	18	8.78	2.10
Energy	5	7.60	0.89	22	8.36	1.79	4	9.25	0.50	9	7.33	3.12	11	6.36	3.26	10	7.70	2.00	9	7.56	3.05	7	8.71	1.38	18	6.56	2.41
Disaster management*	5	4.00	2.24	20	7.95	1.73	4	8.00	0.82	9	6.56	3.05	11	5.45	2.84	10	7.50	2.59	8	7.25	2.32	7	6.86	1.95	17	5.18	2.40
Public sector governance/ reform	5	8.40	0.89	23	7.61	2.19	5	8.20	1.30	9	7.56	2.30	10	7.90	2.60	11	8.73	1.95	9	8.33	1.73	7	9.43	1.13	17	7.71	2.57
Job creation/employment	5	8.60	0.55	25	9.00	1.58	5	9.00	1.23	11	8.73	2.69	11	9.00	1.55	11	9.27	0.91	9	9.11	1.27	7	9.86	0.38	17	8.76	2.20
Social cohesion*	5	5.80	1.79	24	8.13	1.80	4	8.75	0.96	9	7.56	3.09	10	5.40	2.80	11	7.64	2.80	9	7.44	1.42	7	7.71	1.60	18	6.11	2.89
Financial markets	5	6.20	1.79	22	7.86	1.91	4	9.00	1.16	8	9.00	1.20	11	7.45	2.88	11	7.82	2.23	8	7.38	1.41	7	6.14	2.97	17	6.94	2.49
Equality of opportunity*	5	5.00	1.41	23	8.13	2.01	4	9.00	1.16	7	7.86	3.13	9	5.67	3.08	11	7.82	2.40	8	7.50	2.20	7	8.14	2.67	18	6.22	2.90
Health*	5	5.80	1.79	21	8.33	1.62	4	8.50	0.58	8	7.38	3.07	10	5.90	3.25	9	8.22	1.64	9	8.56	1.24	7	7.43	1.90	17	6.29	2.87
Rural development*	5	6.20	1.10	23	8.91	1.51	6	9.33	0.82	10	8.20	2.66	9	6.33	2.65	10	8.40	1.43	9	8.67	1.12	7	8.71	0.95	18	6.44	2.77
Education*	5	6.80	2.17	23	8.43	1.90	5	8.60	1.67	8	9.13	0.84	10	7.00	2.63	10	9.40	0.70	9	8.89	1.05	7	9.57	0.54	16	5.94	3.04
Social protection	5	6.60	1.52	24	7.79	2.00	4	8.75	0.96	8	7.00	3.07	10	5.70	2.98	10	7.70	3.37	9	7.78	1.20	7	5.57	3.69	18	7.06	2.78
Climate change*	5	4.20	2.17	20	8.10	1.52	5	8.20	1.10	8	6.50	2.20	10	4.50	3.14	9	6.89	3.55	8	8.38	1.85	7	7.29	2.50	17	5.24	2.46
Agricultural development*	5	7.60	0.89	22	8.91	1.31	5	9.20	0.45	10	9.30	0.82	9	7.78	1.64	11	8.64	0.92	8	8.75	0.89	7	9.14	1.46	18	7.17	2.81
Natural resource management	5	6.20	2.39	23	7.96	1.89	4	8.25	0.96	9	7.11	2.71	11	6.45	3.17	10	7.60	3.03	9	6.56	2.46	7	7.00	3.22	17	6.06	2.88

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

	Office of the President/Minister			Employee of a Ministry			PMU			Local Government			Private Sector/ Financial Sector/ Private Bank			NGO			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
Information and communications technology	4	8.00	0.00	7	6.86	1.86	2	9.50	0.71	3	6.00	1.00	2	5.00	5.66	2	7.50	0.71	5	5.20	2.49	4	6.75	1.50	7	4.86	2.41
Transport	5	7.20	0.45	8	6.38	1.06	3	5.67	3.22	5	6.20	2.17	6	5.83	2.79	4	6.75	2.22	6	6.00	2.28	5	6.00	2.92	11	4.82	2.36
Law and justice	5	7.00	1.73	8	6.00	2.00				5	5.80	1.64	4	4.50	3.11	5	7.00	1.41	5	5.20	1.64	5	7.00	1.87	11	4.55	2.73
Urban development	5	7.00	1.73	9	6.33	1.58	1	5.00	.	5	5.80	2.59	5	6.20	2.68	4	6.50	1.92	5	4.40	2.07	6	7.17	1.47	9	4.33	2.78
Environmental sustainability	2	6.00	2.83	12	7.33	1.23	3	6.00	3.61	6	6.33	2.73	5	6.00	1.41	4	7.00	2.58	7	6.29	0.76	7	6.57	1.27	10	4.80	2.94
Poverty reduction	2	5.50	2.12	14	6.57	1.95	1	5.00	.	6	6.50	2.07	6	5.00	2.97	8	6.63	2.20	8	5.88	1.81	7	7.29	1.50	16	4.69	3.11
Domestic private sector development	5	7.00	0.00	11	5.91	1.76	1	7.00	.	5	5.80	2.78	8	6.00	3.21	7	6.57	1.62	8	5.75	2.05	7	7.43	2.07	12	5.33	2.81
Foreign direct investment	4	7.00	0.00	10	6.20	2.15	2	6.50	2.12	5	5.60	2.51	7	7.14	2.41	7	6.29	1.98	6	5.50	2.43	7	5.86	3.58	12	4.83	2.21
Local governance and institutions*	4	7.00	0.00	8	7.50	1.07	1	4.00	.	7	6.14	2.19	8	5.75	1.91	6	6.50	2.35	7	5.43	1.40	7	7.43	1.90	16	4.63	2.53
Water and sanitation*	5	6.60	1.52	11	7.00	1.10	3	9.00	0.00	6	6.83	2.48	4	6.50	1.92	4	7.50	2.65	6	6.50	1.64	6	7.83	1.33	13	4.77	2.49
Trade and exports	5	6.20	1.79	8	6.50	1.51	3	6.67	2.52	5	5.80	2.17	3	7.00	3.00	6	6.17	1.47	6	5.33	1.03	5	6.60	2.07	12	4.92	2.64
Economic growth	5	7.20	0.45	12	6.33	1.88	2	6.00	2.83	5	6.20	1.92	7	6.71	2.14	7	6.57	2.51	8	5.50	2.14	7	7.29	2.75	16	5.06	2.84
Energy*	5	7.80	0.45	11	6.00	1.55	3	8.67	1.53	5	6.20	2.17	5	6.40	3.05	5	7.40	1.14	6	7.50	1.87	7	7.43	2.37	12	4.83	2.66
Disaster management	5	5.20	1.79	8	6.25	1.98	2	7.50	0.71	5	5.00	2.24	2	6.50	3.54	3	7.67	2.52	5	5.40	2.07	5	5.40	0.89	8	3.50	2.14
Public sector governance/ reform*	5	7.20	1.30	11	6.82	1.33	3	8.00	1.00	6	6.00	2.61	6	4.50	2.26	8	7.25	2.05	8	6.13	1.89	6	7.67	2.50	17	4.82	2.38
Job creation/employment	2	6.00	1.41	9	6.33	2.06	3	6.00	1.00	5	5.20	2.05	8	5.88	3.18	7	5.86	2.12	7	5.57	2.64	7	6.86	1.68	15	4.27	2.82
Social cohesion	2	5.50	2.12	11	5.91	1.81	2	6.00	1.41	4	5.25	2.22	2	5.00	4.24	7	6.43	2.37	6	5.83	2.04	7	6.43	2.15	13	4.54	2.79
Financial markets	5	6.20	1.79	9	5.89	2.09	2	7.00	0.00	5	7.40	1.34	7	7.29	2.43	6	6.33	1.75	7	5.43	2.23	7	6.00	3.06	11	6.18	2.48
Equality of opportunity	5	6.40	1.95	9	6.56	2.46	1	5.00	.	5	6.20	1.64	2	6.00	2.83	6	6.17	2.23	7	5.00	1.73	7	7.00	2.24	13	5.15	2.94
Health*	5	5.60	1.52	8	7.00	1.20	3	8.67	0.58	5	6.00	1.58	4	6.75	3.95	4	7.25	2.50	6	6.00	1.41	6	6.67	0.82	15	4.27	2.55
Rural development	5	4.80	1.79	11	6.45	1.75	4	8.25	1.71	5	6.60	2.07	4	4.75	2.63	5	6.20	2.59	8	6.00	2.00	7	6.71	1.38	13	4.46	2.76
Education	5	6.60	2.61	8	6.13	2.42	2	6.50	2.12	5	6.40	1.95	4	5.25	4.03	5	6.40	2.88	6	5.67	1.97	7	5.86	2.67	15	3.73	2.55
Social protection	2	6.00	1.41	10	5.90	2.18	1	4.00	.	5	7.00	1.41	3	4.67	3.51	4	7.25	2.22	7	7.00	1.83	7	5.29	2.69	13	5.00	2.68
Climate change*	5	3.80	1.79	8	7.00	1.31	2	8.50	0.71	4	4.50	1.29	3	3.67	3.79	4	7.25	2.63	5	5.20	1.30	7	5.14	2.19	10	4.20	2.78
Agricultural development*	5	7.40	0.89	11	7.36	0.81	3	7.33	2.89	6	6.50	1.76	6	5.33	2.73	6	6.00	2.19	6	6.50	2.51	6	7.00	1.27	12	4.25	2.86
Natural resource management	4	7.75	0.50	9	6.22	1.48				4	6.00	1.16	2	4.50	3.54	3	5.67	1.16	5	7.40	2.30	6	6.67	2.25	9	4.22	2.33

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	PMU	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia	Other
At the Headquarters (in Washington D.C.)	100.0%	42.9%	57.1%	41.7%	45.5%	50.0%	88.9%	85.7%	55.6%
In the country	-	-	-	16.7%	27.3%	10.0%	-	-	11.1%
Don't know	-	57.1%	42.9%	41.7%	27.3%	40.0%	11.1%	14.3%	33.3%

C. World Bank Group Effectiveness and Results (continued)

	Office of the President/Minister			Employee of a Ministry			PMU			Local Government			Private Sector/ Financial Sector/ Private Bank			NGO			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
To what extent does the World Bank Group's work help to achieve development results in Bosnia and Herzegovina?	5	6.60	1.52	20	5.75	1.68	7	7.57	1.27	8	6.63	2.72	9	6.11	2.57	10	6.20	2.10	9	6.56	1.88	7	6.29	2.29	17	4.76	2.22

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

	Office of the President/Minister			Employee of a Ministry			PMU			Local Government			Private Sector/ Financial Sector/ Private Bank			NGO			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
To what extent does the WBG help to build/ strengthen existing country systems in Bosnia and Herzegovina?	55	7.51	2.14	131	7.53	2.00	54	7.70	1.87	12	7.00	1.48	28	8.04	1.90	75	7.37	2.63	25	7.88	1.64	18	6.39	1.50	32	8.19	1.40

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

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

	Office of the President/Minister			Employee of a Ministry			PMU			Local Government			Private Sector/ Financial Sector/ Private Bank			NGO			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
The World Bank Group's financial instruments meet the needs of Bosnia and Herzegovina	5	3.40	2.61	19	5.95	1.96	7	6.43	2.07	7	5.00	2.52	10	5.10	2.64	10	5.30	2.58	8	5.50	1.93	7	4.29	2.06	17	4.29	2.37
The World Bank Group meets Bosnia and Herzegovina's needs for knowledge services	5	3.80	1.79	16	5.63	1.63	7	6.57	2.82	7	5.00	2.52	8	5.88	2.75	11	5.45	3.11	7	5.43	2.30	7	7.71	2.75	16	5.44	2.42

	Office of the President/Minister			Employee of a Ministry			PMU			Local Government			Private Sector/ Financial Sector/ Private Bank			NGO			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
To what extent do you believe the World Bank Group measures and corrects its work in real time in Bosnia-Herzegovina?	2	5.00	4.24	15	5.53	1.46	6	6.50	1.87	7	4.86	1.57	9	5.44	2.65	9	5.78	2.44	7	6.14	1.68	6	6.50	2.59	13	4.46	2.18

(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 the President/Minister	Employee of a Ministry	PMU	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia	Other
Weekly	20.0%	10.7%	42.9%	8.3%	-	10.0%	-	-	11.8%
Monthly	20.0%	7.1%	-	8.3%	9.1%	40.0%	11.1%	-	-
A few times a year	60.0%	35.7%	14.3%	16.7%	45.5%	10.0%	55.6%	16.7%	29.4%
Rarely	-	25.0%	42.9%	25.0%	45.5%	30.0%	22.2%	66.7%	47.1%
Never	-	21.4%	-	41.7%	-	10.0%	11.1%	16.7%	11.8%

In Bosnia and Herzegovina, 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 the President/Minister			Employee of a Ministry			PMU			Local Government			Private Sector/ Financial Sector/ Private Bank			NGO			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
Are timely	5	4.60	1.95	17	5.41	1.81	6	6.00	2.10	6	5.33	1.75	8	5.13	2.64	8	6.88	2.36	7	5.86	1.95	6	5.83	2.32	16	5.13	2.60
Include appropriate level of stakeholder involvement during preparation	5	4.60	1.95	16	5.25	2.02	5	6.60	1.52	6	5.83	1.84	8	5.63	2.88	7	5.86	3.13	7	5.57	1.81	6	5.67	2.34	14	4.57	2.53
Are relevant to Bosnia-Herzegovina's development	5	4.80	2.39	18	6.00	2.20	6	6.50	2.43	6	6.17	2.04	8	6.25	2.71	7	7.00	2.31	5	6.20	1.79	6	7.17	2.48	15	5.47	2.80
Lead to practical solutions	5	4.80	1.79	18	6.33	1.46	6	7.17	1.33	6	6.67	1.63	8	5.63	2.56	8	6.00	2.27	7	6.14	1.57	6	7.17	2.32	16	4.69	2.60
Are accessible (well written and easy to understand)	5	5.80	2.49	18	5.89	2.22	5	5.40	1.82	6	6.83	1.94	9	6.78	2.86	8	6.50	2.20	8	7.63	2.07	6	6.83	0.41	17	5.88	2.21
Are source of relevant information on global good practices*	5	5.80	1.79	20	6.55	1.64	5	7.00	1.58	6	7.17	1.84	9	7.00	2.12	8	7.63	1.69	8	8.75	0.89	6	8.67	1.03	17	6.00	2.26
Enhance your knowledge and/or skills	5	6.40	0.89	20	7.05	1.79	6	7.83	2.14	6	6.50	2.43	9	6.78	3.15	8	7.75	2.38	8	8.00	1.07	6	8.67	1.51	17	6.35	2.32
Are adequately disseminated	5	6.60	0.89	18	6.33	2.20	6	7.00	1.79	5	6.40	2.07	6	6.17	2.56	8	6.50	2.62	8	7.38	1.60	6	7.17	1.47	14	5.29	2.76
Are translated enough into local language	5	6.80	1.30	16	4.94	2.54	6	5.50	1.52	6	6.33	1.97	8	7.63	2.72	6	6.83	2.48	7	7.71	1.98	6	7.83	2.40	13	6.31	2.53
Are adaptable to Bosnia-Herzegovina's specific development challenges and country circumstances	5	6.00	1.41	18	6.22	1.77	5	5.60	1.67	6	7.00	2.19	8	6.38	2.88	7	7.00	2.24	7	6.86	1.46	6	5.83	1.60	16	6.00	2.28

*Significantly different between stakeholder groups

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

	Office of the President/Minister			Employee of a Ministry			PMU			Local Government			Private Sector/ Financial Sector/ Private Bank			NGO			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
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	5	6.20	1.10	20	6.20	1.20	7	7.00	1.73	7	5.43	2.64	9	5.89	2.57	9	6.33	1.94	8	6.38	1.06	5	6.80	2.95	15	5.40	2.35
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	5	6.40	0.89	22	6.73	1.49	7	7.57	1.40	7	5.57	2.23	7	7.43	1.72	8	7.25	2.32	8	7.25	1.49	4	8.75	1.26	16	6.75	1.98

(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 technical assistance/advisory work contribute to solving Bosnia and Herzegovina's development challenges?

	Office of the President/Minister			Employee of a Ministry			PMU			Local Government			Private Sector/ Financial Sector/ Private Bank			NGO			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
Conceptualization (understanding and framing the problem)	5	5.40	0.89	20	6.40	1.93	5	6.00	1.87	6	5.17	1.47	9	6.22	2.73	8	7.13	1.96	6	6.83	1.84	5	7.40	1.67	17	5.47	2.55
Design (appraising and planning the solutions)	5	6.00	1.41	20	6.80	1.67	5	6.00	1.73	6	4.17	1.84	9	6.22	2.64	8	6.50	1.77	6	7.50	1.38	4	7.50	1.92	15	5.33	2.19
Implementation (executing, carrying out, monitoring, and making appropriate adjustments)*	5	8.20	1.10	20	6.90	2.08	4	7.00	0.82	6	5.00	1.41	9	6.67	2.45	9	6.67	1.87	6	6.50	1.87	4	8.50	1.73	15	5.13	2.36
Evaluation (assessing the impact and results)*	5	8.40	0.89	19	6.84	2.12	4	7.50	1.92	6	4.83	1.94	8	6.38	2.88	9	6.78	1.99	7	8.00	1.29	4	9.00	2.00	15	5.40	2.53

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

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)

	Office of the President/Minister			Employee of a Ministry			PMU			Local Government			Private Sector/ Financial Sector/ Private Bank			NGO			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
The World Bank Group disburses funds promptly	5	9.00	1.73	11	6.36	2.42	7	8.00	1.00	5	5.60	3.05	6	7.67	2.66	4	7.50	1.92	5	6.20	3.03	6	5.83	2.04	9	5.33	2.24
The World Bank Group effectively monitors and evaluates the projects and programs it supports	5	6.20	1.64	18	6.50	2.48	7	7.71	1.80	6	7.67	1.86	8	7.88	2.36	7	7.57	2.30	6	8.50	1.38	6	9.00	1.55	11	5.73	2.45
The World Bank Group's approvals and reviews are done in a timely fashion	5	8.60	0.55	16	6.06	2.05	7	7.57	2.15	6	6.33	1.97	8	7.38	2.39	6	7.00	2.45	6	8.33	1.63	6	7.00	2.97	10	5.60	2.22
The World Bank Group's "Safeguard Policy" requirements are reasonable	4	8.25	0.50	11	6.36	1.96	4	6.25	0.50	6	6.00	2.90	7	7.14	2.19	5	7.80	1.30	5	7.80	0.84	6	8.33	1.75	6	6.67	3.14
The World Bank Group's conditions on its lending are reasonable	5	6.00	1.41	15	6.53	2.00	4	6.50	0.58	6	5.67	2.58	7	7.00	2.45	9	6.89	2.52	5	7.80	0.84	6	8.17	1.72	12	6.33	2.39
The World Bank Group takes decisions quickly in Bosnia-Herzegovina	5	6.00	1.41	14	5.50	2.47	5	6.00	1.41	5	5.20	3.70	7	6.71	3.04	9	6.78	2.05	6	6.33	1.51	6	5.50	2.07	10	5.50	2.42
Working with the World Bank Group increases Bosnia-Herzegovina's institutional capacity*	5	7.80	0.45	21	6.48	2.23	7	7.86	1.22	6	5.83	3.13	7	7.57	1.72	10	7.80	2.53	9	8.33	0.87	6	8.67	1.63	14	5.93	2.53
The World Bank Group ensures consistency and continuity through staff changes	2	7.50	0.71	11	5.91	2.47	6	6.33	2.58	4	6.50	1.73	4	7.75	1.71	7	8.14	1.95	5	8.60	1.34	5	8.00	3.46	12	5.75	1.87
Where country systems are adequate, the World Bank Group makes appropriate use of them*	5	6.20	2.39	14	5.64	2.31	5	7.80	1.64	5	5.80	2.05	4	8.75	0.96	7	7.57	2.15	5	7.80	1.10	6	8.17	1.33	10	6.20	1.81
The World Bank Group provides effective implementation support	5	7.00	1.41	14	7.57	1.70	7	8.43	1.13	6	6.83	2.48	7	7.14	2.61	6	8.17	1.47	6	8.50	1.05	6	8.67	1.51	9	6.22	2.54

*Significantly different between stakeholder groups

E. Working with the World Bank Group (continued)

Which of the following best describes the way the World Bank Group operates in Bosnia and Herzegovina?

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	PMU	Local Government	Private Sector/Financial Sector/Private Bank	NGO	Media	Academia	Other
The World Bank Group takes too much risk in Bosnia and Herzegovina	-	-	-	-	-	-	-	-	-
The World Bank Group does not take enough risk in Bosnia and Herzegovina	80.0%	25.9%	14.3%	36.4%	45.5%	27.3%	33.3%	28.6%	55.6%
The World Bank Group's approach to risk is appropriate	20.0%	22.2%	28.6%	9.1%	9.1%	36.4%	33.3%	28.6%	11.1%
Don't know	-	48.1%	57.1%	45.5%	45.5%	27.3%	22.2%	28.6%	33.3%
Prefer not to answer	-	3.7%	-	9.1%	-	9.1%	11.1%	14.3%	-

	Office of the President/Minister			Employee of a Ministry			PMU			Local Government			Private Sector/Financial Sector/Private Bank			NGO			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
To what extent do you believe the World Bank Group is adequately staffed in Bosnia and Herzegovina?	2	6.50	0.71	9	5.56	1.81	6	6.17	1.94	5	6.60	1.67	5	5.80	1.92	7	7.29	1.60	6	6.83	2.32	5	6.80	3.03	9	6.33	2.29

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

F. The Future Role of the World Bank Group in Bosnia and Herzegovina

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

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	PMU	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia	Other
Provide more adequate data/knowledge/ statistics/figures on BH's economy	0.0%	18.5%	0.0%	0.0%	0.0%	9.1%	22.2%	0.0%	5.9%
Collaborate more effectively with Government clients	60.0%	25.9%	0.0%	54.5%	9.1%	18.2%	11.1%	14.3%	35.3%
Offer more innovative financial products	60.0%	22.2%	42.9%	36.4%	18.2%	27.3%	33.3%	57.1%	17.6%
Improve the competitiveness of its financing compared to markets	40.0%	11.1%	28.6%	18.2%	45.5%	18.2%	11.1%	0.0%	35.3%
Reach out more to groups outside of Government*	0.0%	7.4%	14.3%	0.0%	9.1%	54.5%	22.2%	28.6%	23.5%
Improve the quality of its experts as related to Bosnia-Herzegovina's specific challenges	20.0%	22.2%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	5.9%
Offer more innovative knowledge services	0.0%	14.8%	0.0%	0.0%	9.1%	0.0%	11.1%	28.6%	11.8%
Ensure greater selectivity in its work	0.0%	3.7%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Increase the level of capacity development in the country	0.0%	40.7%	57.1%	27.3%	36.4%	36.4%	33.3%	14.3%	17.6%
Reduce the complexity of obtaining World Bank Group financing	20.0%	14.8%	14.3%	36.4%	18.2%	9.1%	22.2%	42.9%	35.3%
Work faster	0.0%	3.7%	0.0%	9.1%	9.1%	9.1%	0.0%	0.0%	11.8%
Increase the level of World Bank Group staffing in Bosnia-Herzegovina's office	0.0%	0.0%	14.3%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	3.7%	0.0%	0.0%	9.1%	0.0%	11.1%	14.3%	0.0%

*Significantly different between stakeholder groups

When considering the combination of services that the World Bank Group offers in Bosnia and Herzegovina, 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 Bosnia and Herzegovina?*

Percentage of Respondents	Office of the President/ Minister	Employee of a Ministry	PMU	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia	Other
Financial services	-	32.1%	14.3%	72.7%	45.5%	54.5%	55.6%	28.6%	55.6%
Knowledge products	80.0%	28.6%	-	9.1%	27.3%	9.1%	22.2%	57.1%	11.1%
Convening services	-	17.9%	14.3%	-	18.2%	18.2%	22.2%	14.3%	16.7%
The combination is appropriate for Bosnia Herzegovina	20.0%	7.1%	42.9%	9.1%	-	18.2%	-	-	11.1%
Don't know	-	14.3%	28.6%	9.1%	9.1%	-	-	-	5.6%
None of the above	-	-	-	-	-	-	-	-	-

*Significantly different between stakeholder groups

F. The Future Role of the World Bank Group in Bosnia and Herzegovina (continued)

Please answer the following questions. Which THREE areas would benefit most from the WBG playing a leading role among international partners in Bosnia and Herzegovina? Which THREE areas below would benefit most from other donors in Bosnia and Herzegovina? (Choose no more than THREE for each)

Benefit from WBG Playing a Leading Role Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
Social safety nets	0.0%	25.9%	0.0%	25.0%	18.2%	36.4%	22.2%	0.0%
Public financial management	80.0%	40.7%	28.6%	58.3%	72.7%	45.5%	55.6%	71.4%
Access to justice systems	60.0%	18.5%	0.0%	33.3%	9.1%	18.2%	22.2%	0.0%
Access to basic services	0.0%	18.5%	0.0%	16.7%	9.1%	0.0%	11.1%	14.3%
Capacity of state institutions	60.0%	33.3%	85.7%	16.7%	27.3%	54.5%	22.2%	42.9%
Jobs	40.0%	55.6%	57.1%	66.7%	72.7%	36.4%	66.7%	100.0%
Improving livelihoods	20.0%	51.9%	71.4%	33.3%	63.6%	27.3%	44.4%	42.9%
Social cohesion	0.0%	25.9%	14.3%	25.0%	9.1%	36.4%	0.0%	28.6%

Benefit from Other Donors Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	CBO	Academia	Other
Social safety nets*	25.0%	30.4%	83.3%	16.7%	45.5%	20.0%	12.5%	71.4%
Public financial management	75.0%	30.4%	16.7%	25.0%	18.2%	10.0%	50.0%	42.9%
Access to justice systems	75.0%	47.8%	16.7%	41.7%	36.4%	60.0%	50.0%	42.9%
Access to basic services	0.0%	34.8%	16.7%	16.7%	18.2%	20.0%	0.0%	42.9%
Capacity of state institutions	0.0%	21.7%	0.0%	41.7%	54.5%	10.0%	37.5%	28.6%
Jobs	75.0%	34.8%	33.3%	41.7%	27.3%	20.0%	25.0%	0.0%
Improving livelihoods	0.0%	39.1%	16.7%	25.0%	27.3%	30.0%	12.5%	57.1%
Social cohesion	0.0%	30.4%	66.7%	50.0%	45.5%	40.0%	37.5%	14.3%

*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 Bosnia and Herzegovina? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	PMU	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia	Other
Local newspapers	40.0%	44.4%	28.6%	41.7%	40.0%	18.2%	33.3%	57.1%	25.0%
International newspapers	0.0%	0.0%	14.3%	0.0%	30.0%	9.1%	0.0%	0.0%	18.8%
Local radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	20.0%	40.7%	42.9%	50.0%	40.0%	27.3%	22.2%	0.0%	25.0%
International television	0.0%	7.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Periodicals	0.0%	22.2%	28.6%	8.3%	40.0%	27.3%	33.3%	57.1%	18.8%
Internet	20.0%	63.0%	85.7%	83.3%	40.0%	81.8%	44.4%	85.7%	56.3%
Social media	0.0%	0.0%	0.0%	0.0%	10.0%	18.2%	0.0%	0.0%	6.3%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%
Instant messaging	0.0%	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other*	60.0%	11.1%	0.0%	0.0%	0.0%	0.0%	22.2%	0.0%	31.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of the President/ Minister	Employee of a Ministry	PMU	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia	Other
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	5.9%
Direct contact with World Bank Group	60.0%	37.0%	42.9%	16.7%	36.4%	63.6%	33.3%	42.9%	47.1%
e-Newsletters*	20.0%	33.3%	0.0%	66.7%	72.7%	36.4%	22.2%	14.3%	29.4%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
World Bank Group's seminars/workshops/conferences	80.0%	55.6%	57.1%	50.0%	45.5%	18.2%	55.6%	57.1%	17.6%
World Bank Group's publications and other written materials	0.0%	33.3%	42.9%	8.3%	27.3%	45.5%	44.4%	57.1%	52.9%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Social media	0.0%	0.0%	0.0%	8.3%	0.0%	18.2%	11.1%	0.0%	0.0%
World Bank Group's website	40.0%	22.2%	57.1%	25.0%	18.2%	9.1%	0.0%	28.6%	17.6%
Other	0.0%	3.7%	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 the President/ Minister	Employee of a Ministry	PMU	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia	Other
Yes	20.0%	28.6%	-	44.4%	22.2%	33.3%	62.5%	100.0%	27.8%
No	80.0%	71.4%	100.0%	55.6%	77.8%	66.7%	37.5%	-	72.2%

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	Office of the President/Minister	Employee of a Ministry	PMU	Local Government	Private Sector/Financial Sector/Private Bank	NGO	Media	Academia	Other
Yes	80.0%	26.1%	-	30.0%	45.5%	25.0%	71.4%	50.0%	40.0%
No	20.0%	73.9%	100.0%	70.0%	54.5%	75.0%	28.6%	50.0%	60.0%

Were you able to obtain this information?

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	PMU	Local Government	Private Sector/Financial Sector/Private Bank	NGO	Media	Academia	Other
Yes	100.0%	55.6%	-	100.0%	80.0%	100.0%	83.3%	66.7%	57.1%
No	-	44.4%	-	-	20.0%	-	16.7%	33.3%	42.9%

Do you have access to the Internet?

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	PMU	Local Government	Private Sector/Financial Sector/Private Bank	NGO	Media	Academia	Other
Yes	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%	100.0%	88.9%
No	-	-	-	8.3%	-	-	-	-	11.1%

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

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	PMU	Local Government	Private Sector/Financial Sector/Private Bank	NGO	Media	Academia	Other
Yes	100.0%	76.0%	80.0%	58.3%	100.0%	90.0%	77.8%	100.0%	82.4%
No	-	24.0%	20.0%	41.7%	-	10.0%	22.2%	-	17.6%

Which do you primarily use?

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	PMU	Local Government	Private Sector/Financial Sector/Private Bank	NGO	Media	Academia	Other
The World Bank Group's country website	80.0%	74.1%	16.7%	88.9%	54.5%	72.7%	75.0%	85.7%	56.3%
The World Bank Group's main website	20.0%	25.9%	83.3%	11.1%	45.5%	27.3%	25.0%	14.3%	43.8%

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

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	PMU	Local Government	Private Sector/Financial Sector/Private Bank	NGO	Media	Academia	Other
High speed	100.0%	84.6%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Dial-up	-	15.4%	14.3%	-	-	-	-	-	-

G. Communication and Information Sharing (continued)

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

	Office of the President/Minister			Employee of a Ministry			PMU			Local Government			Private Sector/ Financial Sector/ Private Bank			NGO			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
I use/consult World Bank Group's data more often than I did a few years ago	5	7.60	0.89	26	5.85	2.77	4	8.00	2.45	9	5.44	3.13	10	5.10	2.38	11	5.45	3.45	8	6.50	2.45	7	6.14	2.41	17	6.47	2.60
I find the World Bank Group's websites easy to navigate.	5	5.60	2.19	23	7.30	2.10	5	8.60	1.67	6	6.83	2.86	9	7.00	1.80	9	6.56	2.24	7	7.57	1.72	6	7.33	1.97	15	6.40	1.68
I find the information on the World Bank Group's websites useful.	5	8.80	0.45	23	7.48	2.15	6	8.83	1.17	6	7.33	2.81	9	7.00	2.18	8	8.13	2.03	7	8.14	1.57	6	8.67	1.37	16	7.25	2.11
The World Bank Group's social media channels are valuable sources of information about the institution	1	8.00	.	11	5.73	2.37	1	7.00	.	5	4.60	2.19	5	4.60	2.88	8	5.88	2.48	6	7.33	3.08	4	3.50	1.92	12	5.50	2.54
When I need information from the World Bank Group I know how to find it	5	5.00	4.12	25	7.32	2.16	7	8.43	1.90	8	7.13	2.42	10	7.50	2.72	11	6.45	2.91	8	8.50	1.51	6	7.50	3.33	17	7.41	2.03
The World Bank Group is responsive to my information requests and inquiries	5	7.00	1.41	17	6.76	2.08	6	8.00	2.00	5	7.40	2.30	7	7.00	2.58	7	8.00	1.41	7	8.00	1.63	4	6.75	3.78	12	7.67	2.19

H. Background Information

Which of the following agencies of the World Bank Group do you work with in Bosnia and Herzegovina? (Select only ONE response)

Percentage of Respondents	Office of the President/Minister	Employee of a Ministry	PMU	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia	Other
The World Bank (IDA)	40.0%	77.3%	100.0%	72.7%	57.1%	71.4%	100.0%	100.0%	61.5%
The International Finance Corporation (IFC)	60.0%	13.6%	-	-	42.9%	28.6%	-	-	30.8%
The Multilateral Investment Guarantee Agency (MIGA)	-	-	-	9.1%	-	-	-	-	-
Other	-	9.1%	-	18.2%	-	-	-	-	7.7%

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

Percentage of Respondents (Responses Combined)	Office of the President/Minister	Employee of a Ministry	PMU	Local Government	Private Sector/ Financial Sector/ Private Bank	NGO	Media	Academia	Other
Observer	0.0%	7.7%	0.0%	22.2%	9.1%	10.0%	14.3%	0.0%	20.0%
Use World Bank Group reports/data	40.0%	30.8%	14.3%	11.1%	36.4%	60.0%	57.1%	57.1%	53.3%
Engage in World Bank Group related/sponsored events/activities	0.0%	30.8%	14.3%	33.3%	36.4%	30.0%	28.6%	28.6%	26.7%
Collaborate as part of my professional duties	80.0%	46.2%	71.4%	33.3%	27.3%	20.0%	14.3%	28.6%	20.0%
Use World Bank Group website for information, data, research, etc.	80.0%	34.6%	28.6%	22.2%	36.4%	30.0%	42.9%	42.9%	40.0%

Appendix C: Responses to All Questions across Geographic Locations

Federation of Bosnia and Herzegovina N=61 ● Republika Srpska N=35 ● Other Areas N=9

A. General Issues Facing Bosnia and Herzegovina

In general, how would you say that Bosnia and Herzegovina is headed in...?

Percentage of Respondents	Federation of Bosnia and Herzegovina	Republika Srpska	Other Areas
The right direction	14.8%	8.6%	-
The wrong direction	50.8%	42.9%	44.4%
Not sure	34.4%	48.6%	55.6%

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

Percentage of Respondents (Responses Combined)	Federation of Bosnia and Herzegovina	Republika Srpska	Other Areas
Social protection	19.0%	5.9%	0.0%
Transport	0.0%	5.9%	11.1%
Public sector governance/reform	41.4%	32.4%	33.3%
Domestic private sector development	19.0%	29.4%	33.3%
Foreign direct investment	15.5%	20.6%	33.3%
Water and sanitation	0.0%	0.0%	0.0%
Energy	10.3%	20.6%	0.0%
Job creation/employment	60.3%	35.3%	55.6%
Rural development	3.4%	5.9%	11.1%
Financial markets	3.4%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%
Environmental sustainability	1.7%	0.0%	0.0%
Equality of opportunity	6.9%	5.9%	0.0%
Health	1.7%	8.8%	0.0%
Education*	20.7%	8.8%	44.4%
Poverty reduction	1.7%	8.8%	0.0%
Social cohesion*	0.0%	0.0%	11.1%
Climate change	0.0%	0.0%	0.0%
Agricultural development	8.6%	14.7%	11.1%
Trade and exports	1.7%	5.9%	0.0%
Economic growth	22.4%	38.2%	33.3%
Law and justice	10.3%	8.8%	22.2%
Local governance and institutions	3.4%	0.0%	0.0%
Natural resource management	3.4%	2.9%	0.0%
Anti-corruption	31.0%	38.2%	0.0%
Disaster management	3.4%	0.0%	0.0%
Information and communications technology	1.7%	0.0%	0.0%

*Significantly different between locations

A. General Issues Facing Bosnia and Herzegovina (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 Bosnia and Herzegovina? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Federation of Bosnia and Herzegovina		
		Republika Srpska	Other Areas
Water and sanitation	1.7%	0.0%	0.0%
Equality of opportunity	10.2%	8.6%	0.0%
Economic growth	47.5%	54.3%	33.3%
Climate change	0.0%	0.0%	0.0%
Rural development	5.1%	14.3%	11.1%
Urban development	0.0%	0.0%	0.0%
Local governance and institutions	3.4%	0.0%	11.1%
Social protection*	23.7%	5.7%	33.3%
Law and justice	11.9%	5.7%	11.1%
Transport	1.7%	0.0%	0.0%
Information and communications technology	1.7%	0.0%	0.0%
Anti-corruption	28.8%	22.9%	11.1%
Domestic private sector development	18.6%	28.6%	33.3%
Foreign direct investment	18.6%	14.3%	11.1%
Energy	0.0%	8.6%	0.0%
Public sector governance/reform	20.3%	22.9%	11.1%
Social cohesion*	1.7%	2.9%	22.2%
Education	15.3%	22.9%	44.4%
Natural resource management	3.4%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%
Health	0.0%	2.9%	0.0%
Agricultural development	27.1%	28.6%	22.2%
Disaster management	0.0%	2.9%	0.0%
Job creation/employment	50.8%	48.6%	44.4%
Financial markets	1.7%	2.9%	0.0%
Trade and exports	3.4%	0.0%	0.0%

*Significantly different between locations

A. General Issues Facing Bosnia and Herzegovina (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 Bosnia and Herzegovina? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Federation of Bosnia and Herzegovina		
	Federation of Bosnia and Herzegovina	Republika Srpska	Other Areas
Energy	18.3%	40.0%	22.2%
Equality of opportunity	10.0%	8.6%	0.0%
Social protection	3.3%	2.9%	0.0%
Climate change	1.7%	0.0%	0.0%
Anti-corruption*	13.3%	40.0%	11.1%
Disaster management	0.0%	0.0%	0.0%
Rural development	10.0%	5.7%	11.1%
Foreign direct investment	53.3%	42.9%	44.4%
Urban development	1.7%	0.0%	11.1%
Water and sanitation	1.7%	0.0%	0.0%
Trade and exports	8.3%	8.6%	0.0%
Information and communications technology*	0.0%	8.6%	0.0%
Social cohesion	1.7%	0.0%	0.0%
Public sector governance/reform	36.7%	20.0%	44.4%
Domestic private sector development	40.0%	31.4%	44.4%
Job creation/employment	40.0%	22.9%	33.3%
Agricultural development	16.7%	31.4%	11.1%
Transport	3.3%	5.7%	22.2%
Education	8.3%	11.4%	11.1%
Natural resource management	1.7%	5.7%	11.1%
Environmental sustainability	3.3%	2.9%	0.0%
Health	0.0%	0.0%	0.0%
Law and justice	11.7%	2.9%	11.1%
Local governance and institutions	3.3%	2.9%	11.1%
Financial markets	1.7%	2.9%	0.0%

*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Federation of Bosnia and Herzegovina		
	Federation of Bosnia and Herzegovina	Republika Srpska	Other Areas
Better employment opportunities for young people	40.0%	47.1%	33.3%
Better employment opportunities for women	1.8%	5.9%	0.0%
Greater access to micro-finance for the poor	0.0%	0.0%	0.0%
Greater voice and participation for citizens to help ensure greater accountability	12.7%	14.7%	11.1%
Greater access to health and nutrition for citizens	1.8%	0.0%	0.0%
Better entrepreneurial opportunities	32.7%	41.2%	55.6%
A growing middle class	16.4%	17.6%	11.1%
Better opportunity for the poor who live in rural areas	12.7%	0.0%	0.0%
Better opportunity for the poor who live in urban areas	1.8%	0.0%	0.0%
Consistent economic growth	49.1%	35.3%	44.4%
More reliable social safety net	7.3%	0.0%	11.1%
Greater equity of fiscal policy	1.8%	0.0%	0.0%
Education and training that better ensure job opportunity	18.2%	26.5%	22.2%
Better quality public services	3.6%	2.9%	0.0%
Other	0.0%	8.8%	0.0%

B. Overall Attitudes toward the World Bank Group

	Federation of Bosnia and Herzegovina			Republika Srpska			Other Areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Bosnia and Herzegovina?	61	5.57	2.50	35	6.60	1.68	9	5.44	2.07

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

	Federation of Bosnia and Herzegovina			Republika Srpska			Other Areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Bosnia and Herzegovina.*	49	5.24	1.90	34	6.35	1.94	8	5.13	3.00

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

	Federation of Bosnia and Herzegovina			Republika Srpska			Other Areas		
	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 Bosnia and Herzegovina solve its most complicated development challenges?	44	5.61	2.55	28	6.50	1.80	7	6.14	3.13

(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 Bosnia and Herzegovina, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Bosnia and Herzegovina? (Choose no more than THREE) *Significantly different between locations

Percentage of Respondents (Responses Combined)	Federation of Bosnia and Herzegovina			Republika Srpska			Other Areas		
Social protection	11.7%			2.9%			22.2%		
Public sector governance/reform	31.7%			25.7%			44.4%		
Transport	10.0%			8.6%			0.0%		
Poverty reduction	10.0%			5.7%			11.1%		
Rural development	16.7%			22.9%			11.1%		
Domestic private sector development	28.3%			25.7%			33.3%		
Foreign direct investment	20.0%			28.6%			11.1%		
Water and sanitation	6.7%			5.7%			0.0%		
Energy	11.7%			17.1%			11.1%		
Social cohesion	0.0%			2.9%			11.1%		
Job creation/employment	35.0%			42.9%			33.3%		
Financial markets	1.7%			0.0%			0.0%		
Urban development	1.7%			0.0%			0.0%		
Environmental sustainability	1.7%			0.0%			0.0%		
Equality of opportunity	8.3%			5.7%			0.0%		
Health	1.7%			2.9%			11.1%		
Education	10.0%			17.1%			22.2%		
Climate change	1.7%			0.0%			0.0%		
Agricultural development	10.0%			20.0%			11.1%		
Trade and exports	6.7%			2.9%			0.0%		
Economic growth	30.0%			34.3%			44.4%		
Law and justice*	13.3%			0.0%			0.0%		
Local governance and institutions	3.3%			2.9%			0.0%		
Natural resource management	6.7%			2.9%			0.0%		
Information and communications technology	0.0%			0.0%			0.0%		
Anti-corruption	15.0%			14.3%			22.2%		
Disaster management	1.7%			0.0%			0.0%		

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

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

Greatest Value Percentage of Respondents	Federation of Bosnia and Herzegovina		
	Republika Srpska	Other Areas	
Convening/facilitating	3.4%	11.8%	0.0%
Data	3.4%	0.0%	12.5%
Policy advice, knowledge	8.5%	5.9%	25.0%
Financial resources	44.1%	35.3%	25.0%
Capacity development*	10.2%	26.5%	0.0%
Technical assistance	3.4%	0.0%	0.0%
Mobilizing third party financial resources	18.6%	14.7%	12.5%
Coordination of development partners	1.7%	0.0%	0.0%
Strategy formulation	5.1%	2.9%	25.0%
Other	3.4%	2.9%	0.0%

*Significantly different between locations

2 nd Greatest Value Percentage of Respondents	Federation of Bosnia and Herzegovina		
	Republika Srpska	Other Areas	
Convening/facilitating	6.8%	6.1%	0.0%
Data	1.7%	3.0%	0.0%
Policy advice, knowledge	5.1%	12.1%	12.5%
Financial resources	10.2%	18.2%	0.0%
Capacity development	18.6%	18.2%	12.5%
Technical assistance	15.3%	12.1%	37.5%
Mobilizing third party financial resources	15.3%	12.1%	0.0%
Coordination of development partners	10.2%	9.1%	25.0%
Strategy formulation	15.3%	6.1%	12.5%
Other	0.0%	0.0%	0.0%

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

	Federation of Bosnia and Herzegovina			Republika Srpska			Other Areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Convening/facilitating	33	5.36	2.33	30	5.97	1.79	8	5.25	3.20
Data	43	6.12	2.11	31	6.84	1.95	8	5.63	2.72
Policy advice, knowledge	40	5.58	2.58	31	6.03	2.37	8	5.63	3.07
Financial resources	47	6.43	2.47	31	7.35	1.85	8	5.50	2.73
Technical assistance	44	6.25	2.07	29	6.21	1.88	8	5.50	2.83
Mobilizing third party financial resources	39	5.59	2.57	26	6.73	1.82	8	5.63	2.45
Coordination of development partners	38	5.87	2.43	30	6.07	1.53	8	5.25	2.92
Strategy formulation (e.g., PRSP assistance)	44	5.48	2.37	28	5.75	2.21	8	5.50	2.98

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

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

	Federation of Bosnia and Herzegovina			Republika Srpska			Other Areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Groups outside of government (e.g., civil society, media) to help them more effectively engage and participate in development efforts	55	5.60	2.91	32	5.31	3.12	9	5.89	3.02
The public sector, related to implementation of specific development projects on the ground	58	7.98	1.83	34	7.82	2.24	9	7.56	3.01
The public sector, related to changing institutions (organizations or sociopolitical conditions)	53	7.28	2.50	33	7.21	2.22	9	8.22	1.92
The private sector, related to institutional and policy change	54	7.93	2.19	33	7.67	2.15	9	7.11	2.37

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

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

	Federation of Bosnia and Herzegovina			Republika Srpska			Other Areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	37	6.84	2.63	31	7.29	2.18	7	5.29	2.63
Citizen engagement (incorporating citizens' voices into development)	26	4.65	2.13	19	4.79	2.10	5	5.00	2.92
Policy design (for clarity and better incentives to achieve development goals)	33	5.85	2.31	21	6.52	2.23	7	5.29	2.81

When thinking about how to improve capacity building in Bosnia and Herzegovina to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)

	Federation of Bosnia and Herzegovina			Republika Srpska			Other Areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	52	7.75	2.20	33	8.27	1.55	8	7.63	2.45
Citizen engagement (incorporating citizens' voices into development)	42	6.83	2.58	26	6.50	2.50	8	6.50	3.02
Policy design (for clarity and better incentives to achieve development goals)	42	7.38	2.31	28	6.82	2.45	8	8.88	0.84

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 Bosnia and Herzegovina? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Federation of Bosnia and Herzegovina	Republika Srpska	Other Areas
Not exploring alternative policy options	10.0%	18.8%	11.1%
Not adequately sensitive to political/social realities in BH	33.3%	40.6%	33.3%
Staff too inaccessible	0.0%	3.1%	11.1%
Not enough public disclosure of its work*	15.0%	0.0%	0.0%
Arrogant in its approach	1.7%	0.0%	0.0%
Not aligned with country priorities	10.0%	25.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%
World Bank Group's processes too complex	3.3%	3.1%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	10.0%	3.1%	22.2%
Too influenced by developed countries*	3.3%	25.0%	11.1%
Imposing technocratic solutions without regard to political realities	10.0%	12.5%	0.0%
World Bank Group's processes too slow	8.3%	0.0%	0.0%
Too bureaucratic in its operational policies and procedures	8.3%	6.3%	22.2%
Not aligned with other development partners' work	6.7%	0.0%	11.1%
Not collaborating enough with non-state actors	6.7%	6.3%	0.0%
Not client focused	3.3%	0.0%	11.1%
Its advice and strategies do not lend themselves to practical problem solving	11.7%	3.1%	22.2%
Not focused enough on issues that are unique to post-conflict countries	13.3%	9.4%	11.1%
Inadequate number of World Bank Group staff members located in the country	0.0%	0.0%	0.0%
Other	1.7%	6.3%	11.1%
Don't know	10.0%	9.4%	11.1%

*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Federation of Bosnia and Herzegovina	Republika Srpska	Other Areas
Capacity development	18.3%	21.2%	44.4%
Policy based lending / budget support to the Government	15.0%	12.1%	33.3%
Knowledge products/services	15.0%	18.2%	22.2%
Investment lending	70.0%	66.7%	55.6%
Technical assistance	13.3%	24.2%	0.0%
Trust Fund management	0.0%	6.1%	0.0%
Co-financing arrangements	28.3%	21.2%	11.1%
Sector-wide approaches	10.0%	6.1%	11.1%
Emergency Recovery lending	10.0%	6.1%	0.0%
Other	3.3%	6.1%	0.0%
Don't know	3.3%	3.0%	11.1%

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)	Federation of Bosnia and Herzegovina		
		Republika Srpska	Other Areas
Academia/think tanks/research institutes	19.7%	28.6%	44.4%
Community of development partners	27.9%	40.0%	33.3%
Media	3.3%	11.4%	0.0%
NGOs*	13.1%	0.0%	22.2%
Local Government*	42.6%	37.1%	0.0%
Private sector	50.8%	51.4%	44.4%
Parliament	4.9%	2.9%	11.1%
Community Based Organizations (CBOs)	1.6%	2.9%	0.0%
Beneficiaries	13.1%	11.4%	33.3%
Foundations	1.6%	0.0%	0.0%
Emerging donors	3.3%	0.0%	0.0%
UN agencies	1.6%	2.9%	0.0%
Other	3.3%	2.9%	0.0%
Don't know	3.3%	0.0%	0.0%

*Significantly different between locations

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

(1-Strongly disagree, 10-Strongly agree)

	Federation of Bosnia and Herzegovina			Republika Srpska			Other Areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Bosnia-Herzegovina	52	5.79	2.45	33	6.67	1.98	8	5.38	3.25
The World Bank Group's work is aligned with what I consider the development priorities for Bosnia-Herzegovina	48	5.06	2.05	31	6.06	2.29	9	5.44	2.96
The World Bank Group supports programs and strategies that are realistic for Bosnia-Herzegovina	44	5.70	2.15	33	6.12	2.09	9	6.00	2.96
The World Bank Group treats clients and stakeholders in Bosnia-Herzegovina with respect	47	7.43	2.07	31	7.71	1.95	9	6.44	3.21

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

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

	Federation of Bosnia and Herzegovina			Republika Srpska			Other Areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	48	5.33	2.41	30	6.23	1.94	9	6.00	2.40
Flexibility (in terms of the institution's products and services)*	46	5.00	2.17	31	6.23	1.84	6	6.33	2.16
Flexibility (in terms of changing country circumstances)	46	4.61	2.22	27	5.70	2.16	7	5.29	2.98
Being inclusive	45	5.69	2.41	27	6.11	1.74	5	7.40	1.82
Openness (sharing data and other information)	45	6.69	2.45	28	6.93	2.34	9	6.67	2.74
Staff accessibility	50	7.10	2.25	31	7.58	2.06	7	6.86	2.85
Straightforwardness and honesty	47	6.45	2.38	28	6.93	2.71	6	6.33	3.14
Ease of access to the people at the World Bank Group who are making decisions important to my work	43	5.88	2.49	28	7.04	2.82	7	6.29	3.35
Collaboration with civil society	39	5.31	2.27	22	6.09	1.54	5	5.60	3.21
Collaboration with the Government*	45	6.69	2.10	29	7.97	1.30	8	7.25	1.49
Collaboration with EC and other development partners*	36	7.03	2.16	20	8.20	1.44	7	5.86	3.24
Collaboration with the private sector	39	5.36	2.17	22	5.27	2.00	5	6.40	1.82
The speed in which it gets things accomplished on the ground	42	4.83	2.13	26	5.54	1.77	7	4.71	2.14
Being a long-term partner	45	6.76	2.36	28	7.75	2.01	8	6.63	2.93

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

Percentage of Respondents	Federation of Bosnia and Herzegovina		
	Republika Srpska	Other Areas	
More local presence	52.5%	54.3%	55.6%
The current level of local presence is adequate	27.1%	28.6%	22.2%
Less local presence	1.7%	-	-
Don't know	18.6%	17.1%	22.2%

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)	Federation of Bosnia and Herzegovina		
	Republika Srpska	Other Areas	
The World Bank Group does not do adequate follow through/follow-up	13.3%	5.7%	33.3%
The World Bank Group is not sensitive enough to political/social realities on the ground	36.7%	54.3%	33.3%
Lack of/inadequate levels of capacity in Government	51.7%	31.4%	66.7%
There is not an adequate level of citizen/civil society participation	20.0%	5.7%	0.0%
Poor coordination with development partners	21.7%	14.3%	22.2%
The World Bank Group works too slowly	8.3%	2.9%	0.0%
The Government works inefficiently	36.7%	25.7%	22.2%
Political pressures and obstacles	38.3%	42.9%	66.7%
Reforms are not well thought out in light of country challenges	31.7%	54.3%	22.2%
Inadequate funding	11.7%	17.1%	22.2%
Other	1.7%	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 Bosnia and Herzegovina? (1-Not important at all, 10-Very important)

	Federation of Bosnia and Herzegovina			Republika Srpska			Other Areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti-corruption	54	8.39	2.23	31	7.94	1.98	9	7.44	2.96
Information and communications technology	53	7.26	2.25	31	7.29	2.24	8	6.13	2.80
Transport	56	7.79	2.03	32	7.78	1.85	9	7.33	1.94
Law and justice	55	7.82	2.37	32	7.28	2.36	9	6.11	2.93
Urban development	50	7.20	2.42	29	7.62	1.86	9	7.22	1.79
Environmental sustainability	51	7.75	2.35	28	7.64	2.06	8	7.38	1.69
Poverty reduction	58	8.95	1.84	31	8.39	1.76	8	8.75	1.04
Domestic private sector development	57	8.91	1.65	31	9.16	0.93	9	8.78	0.83
Foreign direct investment	55	8.75	2.05	30	8.83	1.84	9	8.78	0.67
Local governance and institutions	54	7.91	2.00	29	7.34	2.21	8	6.75	3.15
Water and sanitation	53	7.53	2.35	29	7.62	1.88	8	7.00	2.14
Trade and exports	54	7.20	2.33	29	7.14	1.92	8	8.50	1.41
Economic growth	58	8.90	1.94	31	8.74	1.32	9	8.56	1.33
Energy	53	7.53	2.56	30	7.73	2.41	9	7.44	1.59
Disaster management	50	6.14	2.73	29	7.34	1.95	9	6.56	3.21
Public sector governance/ reform	54	8.11	2.14	31	7.81	2.27	8	8.88	0.64
Job creation/employment	58	9.00	1.94	31	9.00	1.29	9	8.89	0.78
Social cohesion	55	7.40	2.68	30	6.80	1.90	9	6.33	2.87
Financial markets	53	7.72	2.37	28	7.32	2.04	9	7.56	2.24
Equality of opportunity	53	7.23	2.72	28	7.57	2.35	8	6.25	3.11
Health	51	7.41	2.48	28	7.50	1.93	8	6.50	3.51
Rural development	54	7.78	2.52	31	8.19	1.74	9	7.44	1.74
Education	51	8.25	2.37	31	7.68	2.12	8	7.88	2.59
Social protection	54	7.46	2.85	30	6.80	2.22	8	6.88	2.64
Climate change	50	6.32	2.85	28	7.29	2.21	8	5.88	3.36
Agricultural development	54	8.48	1.77	30	8.57	1.43	9	7.33	2.35
Natural resource management	52	6.85	2.72	31	7.00	2.78	9	7.56	1.24

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

	Federation of Bosnia and Herzegovina			Republika Srpska			Other Areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Information and communications technology	14	6.50	2.44	17	6.47	1.97	4	6.00	3.56
Transport	27	5.93	2.32	19	6.47	1.65	6	4.83	2.79
Law and justice	27	5.93	2.32	16	5.44	2.03	4	5.50	3.11
Urban development	24	6.00	2.28	18	6.00	2.06	6	4.67	2.81
Environmental sustainability	27	6.19	2.42	22	6.68	1.62	6	5.17	2.32
Poverty reduction	35	5.54	2.31	23	6.52	2.47	8	5.50	2.83
Domestic private sector development	34	6.18	2.05	22	6.00	2.76	7	6.29	1.80
Foreign direct investment	32	5.66	2.15	21	6.19	2.77	6	6.67	1.97
Local governance and institutions	34	5.88	2.19	21	6.24	2.00	8	5.63	2.67
Water and sanitation	29	6.62	2.41	21	6.81	1.63	7	5.86	2.41
Trade and exports	27	5.70	2.25	18	6.33	1.68	7	5.71	2.22
Economic growth	36	6.00	2.29	23	6.48	2.43	8	6.00	2.62
Energy	29	6.34	2.18	21	7.05	2.40	7	5.86	2.48
Disaster management	20	5.55	2.52	18	5.33	1.72	4	5.50	3.11
Public sector governance/ reform	38	6.18	2.37	24	6.29	2.07	7	5.57	2.57
Job creation/employment	33	5.27	2.50	21	5.95	2.27	8	5.88	2.85
Social cohesion	28	5.32	2.36	19	5.84	2.17	6	5.83	2.48
Financial markets	31	5.87	2.20	20	6.70	2.18	7	7.00	2.08
Equality of opportunity	31	5.74	2.22	17	6.12	2.34	6	6.00	2.83
Health	29	5.86	2.49	19	6.21	1.69	7	5.71	3.04
Rural development	32	5.31	2.13	23	6.74	1.98	6	5.33	3.50
Education	30	5.30	2.62	20	5.45	2.52	6	5.83	3.55
Social protection	26	5.38	2.47	19	6.21	2.04	6	6.33	2.94
Climate change	22	4.91	2.58	20	5.75	1.97	5	5.00	3.74
Agricultural development	31	5.87	2.36	24	6.83	1.71	5	5.20	3.90
Natural resource management	20	5.75	2.05	16	6.38	2.36	5	5.80	2.17

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

Percentage of Respondents	Federation of Bosnia and Herzegovina			Republika Srpska			Other Areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
At the Headquarters (in Washington D.C.)	55.0%			62.9%			44.4%		
In the country	8.3%			5.7%			11.1%		
Don't know	36.7%			31.4%			44.4%		

	Federation of Bosnia and Herzegovina			Republika Srpska			Other Areas		
	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 Bosnia and Herzegovina?	48	5.90	2.09	33	6.39	2.03	8	6.00	2.67

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

C. World Bank Group Effectiveness and Results (continued)

	Federation of Bosnia and Herzegovina			Republika Srpska			Other Areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the WBG help to build/ strengthen existing country systems in Bosnia and Herzegovina?	44	5.84	1.95	30	6.37	1.94	8	5.63	2.72

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

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

(1-Strongly disagree, 10-Strongly agree)

	Federation of Bosnia and Herzegovina			Republika Srpska			Other Areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Bosnia and Herzegovina	48	4.79	2.46	31	5.48	2.10	8	5.63	2.67
The World Bank Group meets Bosnia and Herzegovina's needs for knowledge services	44	5.39	2.68	30	6.17	2.12	7	5.43	2.82

	Federation of Bosnia and Herzegovina			Republika Srpska			Other Areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Bosnia and Herzegovina?	38	5.32	2.02	26	6.00	2.10	7	5.00	2.71

(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	Federation of Bosnia and Herzegovina			Republika Srpska			Other Areas		
Weekly	5.2%			20.0%			11.1%		
Monthly	10.3%			8.6%			11.1%		
A few times a year	34.5%			20.0%			44.4%		
Rarely	32.8%			40.0%			22.2%		
Never	17.2%			11.4%			11.1%		

In Bosnia and Herzegovina, 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)

	Federation of Bosnia and Herzegovina			Republika Srpska			Other Areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	39	5.28	2.19	30	5.63	1.99	8	5.88	2.95
Include appropriate level of stakeholder involvement during preparation	39	5.26	2.25	26	5.50	2.29	7	5.86	2.67
Are relevant to Bosnia-Herzegovina's development priorities	38	5.87	2.37	28	6.14	2.37	8	6.75	2.71
Lead to practical solutions	41	5.51	2.16	29	6.52	1.92	8	5.63	2.39
Are accessible (well written and easy to understand)	42	6.10	2.36	30	6.40	2.03	8	7.13	1.89
Are source of relevant information on global good practices	43	6.95	2.14	31	7.10	1.80	8	6.63	1.77
Enhance your knowledge and/or skills	43	6.88	2.30	32	7.59	1.92	8	6.50	2.20
Are adequately disseminated	39	6.03	2.50	27	6.89	1.55	8	6.13	2.42
Are translated enough into local language	38	6.37	2.59	27	6.59	2.15	6	6.50	2.51
Are adaptable to Bosnia-Herzegovina's specific development challenges and country circumstances	39	6.28	2.06	29	6.14	1.89	8	6.63	2.26

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

	Federation of Bosnia and Herzegovina			Republika Srpska			Other Areas		
	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?	46	5.85	1.90	29	6.41	1.82	8	6.13	2.70
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	48	6.63	1.94	27	7.30	1.44	7	7.86	1.57

(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 technical assistance/advisory work contribute to solving Bosnia and Herzegovina's development challenges? (1-To no degree at all, 10-To a very significant degree)

	Federation of Bosnia and Herzegovina			Republika Srpska			Other Areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	44	5.70	2.09	28	6.75	1.76	8	6.50	3.02
Design (appraising and planning the solutions)	42	5.76	1.97	27	6.89	1.72	8	6.25	2.92
Implementation (Executing, carrying out, monitoring and making appropriate adjustments)	43	6.30	2.22	26	7.04	1.73	8	6.13	2.75
Evaluation (assessing the impact and results)	43	6.47	2.33	25	7.52	1.61	8	5.75	3.28

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

	Federation of Bosnia and Herzegovina			Republika Srpska			Other Areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	29	7.21	2.50	24	6.13	2.19	4	7.00	3.16
The World Bank Group effectively monitors and evaluates the projects and programs it supports	39	7.26	2.25	28	7.43	2.24	6	5.83	2.79
The World Bank Group's approvals and reviews are done in a timely fashion	38	7.00	2.33	26	6.96	2.07	5	5.40	2.51
The World Bank Group's "Safeguard Policy" requirements are reasonable	30	7.20	2.43	20	7.10	1.52	3	5.67	0.58
The World Bank Group's conditions on its lending are reasonable	40	6.63	2.20	22	7.00	2.00	6	6.50	1.87
The World Bank Group takes decisions quickly in Bosnia-Herzegovina	39	5.97	2.39	22	5.91	2.33	5	5.80	1.79
Working with the World Bank Group increases Bosnia-Herzegovina's institutional capacity	46	7.00	2.45	30	7.57	1.65	7	6.00	2.83
The World Bank Group ensures consistency and continuity through staff changes	29	6.62	2.58	22	7.23	2.07	4	7.00	1.63
Where country systems are adequate, the World Bank Group makes appropriate use of them	32	6.88	2.25	23	6.65	2.10	5	7.40	1.14
The World Bank Group provides effective implementation support	34	7.24	2.18	27	8.00	1.71	4	7.75	0.96

E. Working with the World Bank Group (continued)

Which of the following best describes the way the World Bank Group operates in Bosnia and Herzegovina?

Percentage of Respondents	Federation of Bosnia and Herzegovina			Republika Srpska	Other Areas
The World Bank Group takes too much risk in Bosnia and Herzegovina	-	-	-	-	-
The World Bank Group does not take enough risk in Bosnia and Herzegovina	44.1%			25.7%	33.3%
The World Bank Group's approach to risk is appropriate	15.3%			28.6%	33.3%
Don't know	33.9%			42.9%	33.3%
Prefer not to answer	6.8%			2.9%	-

	Federation of Bosnia and Herzegovina			Republika Srpska			Other Areas		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Bosnia and Herzegovina?	29	6.48	1.86	18	6.39	2.00	6	6.00	2.90

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

F. The Future Role of the World Bank Group in Bosnia and Herzegovina

Which of the following SHOULD the World Bank Group do to make itself of greater value in Bosnia and Herzegovina?

(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Federation of Bosnia and Herzegovina			Republika Srpska	Other Areas
Provide more adequate data/knowledge/statistics/figures on BH's economy*	1.7%			14.3%	22.2%
Collaborate more effectively with Government clients	31.0%			17.1%	33.3%
Offer more innovative financial products	29.3%			28.6%	33.3%
Improve the competitiveness of its financing compared to markets	22.4%			20.0%	33.3%
Reach out more to groups outside of Government	17.2%			17.1%	22.2%
Improve the quality of its experts as related to Bosnia-Herzegovina's specific challenges	6.9%			11.4%	0.0%
Offer more innovative knowledge services*	3.4%			20.0%	0.0%
Ensure greater selectivity in its work	1.7%			2.9%	0.0%
Increase the level of capacity development in the country	39.7%			22.9%	22.2%
Reduce the complexity of obtaining World Bank Group financing	25.9%			22.9%	0.0%
Work faster	3.4%			5.7%	22.2%
Increase the level of World Bank Group staffing in Bosnia-Herzegovina's office	1.7%			0.0%	11.1%
Other	3.4%			2.9%	0.0%

*Significantly different between locations

F. The Future Role of the World Bank Group in Bosnia and Herzegovina (continued)

When considering the combination of services that the World Bank Group offers in Bosnia and Herzegovina, 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 Bosnia and Herzegovina?

Percentage of Respondents	Federation of Bosnia and Herzegovina		
	Federation of Bosnia and Herzegovina	Republika Srpska	Other Areas
Financial services	43.3%	40.0%	44.4%
Knowledge products	18.3%	28.6%	33.3%
Convening services	18.3%	11.4%	11.1%
The combination is appropriate for Bosnia Herzegovina	13.3%	8.6%	-
Don't know	6.7%	11.4%	11.1%
None of the above	-	-	-

Please answer the following questions. Which THREE areas would benefit most from the WBG playing a leading role among international partners in Bosnia and Herzegovina? Which THREE areas below would benefit most from other donors in Bosnia and Herzegovina? (Choose no more than THREE for each)

Benefit from WBG Playing a Leading Role Percentage of Respondents (Responses Combined)	Federation of Bosnia and Herzegovina		
	Federation of Bosnia and Herzegovina	Republika Srpska	Other Areas
Social safety nets	25.0%	14.7%	22.2%
Public financial management	53.3%	52.9%	66.7%
Access to justice systems	26.7%	8.8%	11.1%
Access to basic services	6.7%	17.6%	11.1%
Capacity of state institutions	35.0%	41.2%	66.7%
Jobs	56.7%	70.6%	55.6%
Improving livelihoods	41.7%	47.1%	44.4%
Social cohesion	25.0%	8.8%	22.2%

Benefit from Other Donors Percentage of Respondents (Responses Combined)	Federation of Bosnia and Herzegovina		
	Federation of Bosnia and Herzegovina	Republika Srpska	Other Areas
Social safety nets	32.1%	43.3%	11.1%
Public financial management*	41.1%	13.3%	22.2%
Access to justice systems	53.6%	36.7%	55.6%
Access to basic services*	12.5%	36.7%	55.6%
Capacity of state institutions	32.1%	23.3%	11.1%
Jobs	37.5%	13.3%	22.2%
Improving livelihoods	23.2%	40.0%	33.3%
Social cohesion*	30.4%	50.0%	66.7%

*Significantly different between locations

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Federation of Bosnia and Herzegovina	Republika Srpska	Other Areas
Local newspapers	40.7%	29.4%	25.0%
International newspapers	5.1%	8.8%	12.5%
Local radio	0.0%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%
Local television	28.8%	35.3%	50.0%
International television	0.0%	5.9%	0.0%
Periodicals*	15.3%	38.2%	25.0%
Internet	67.8%	52.9%	75.0%
Social media	3.4%	5.9%	0.0%
Blogs	0.0%	2.9%	0.0%
Mobile phones	1.7%	0.0%	0.0%
Instant messaging	0.0%	2.9%	0.0%
Other	15.3%	14.7%	0.0%

*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Federation of Bosnia and Herzegovina	Republika Srpska	Other Areas
Blogs	3.3%	0.0%	0.0%
Direct contact with World Bank Group	41.0%	38.2%	50.0%
e-Newsletters*	39.3%	20.6%	62.5%
Instant messaging	1.6%	0.0%	0.0%
World Bank Group's seminars/workshops/conferences*	41.0%	58.8%	12.5%
World Bank Group's publications and other written materials	36.1%	41.2%	25.0%
Mobile phones	1.6%	0.0%	0.0%
Social media	4.9%	2.9%	0.0%
World Bank Group's website	16.4%	32.4%	25.0%
Other	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	Federation of Bosnia and Herzegovina	Republika Srpska	Other Areas
Yes	27.1%	35.7%	62.5%
No	72.9%	64.3%	37.5%

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

Percentage of Respondents	Federation of Bosnia and Herzegovina	Republika Srpska	Other Areas
Yes	43.5%	36.7%	37.5%
No	56.5%	63.3%	62.5%

Were you able to obtain this information?

Percentage of Respondents	Federation of Bosnia and Herzegovina	Republika Srpska	Other Areas
Yes	76.9%	75.0%	66.7%
No	23.1%	25.0%	33.3%

G. Communication and Information Sharing (continued)

Do you have access to the Internet?

Percentage of Respondents	Federation of Bosnia and Herzegovina		
	Republika Srpska	Other Areas	
Yes	94.5%	100.0%	100.0%
No	5.5%	-	-

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

Percentage of Respondents	Federation of Bosnia and Herzegovina		
	Republika Srpska	Other Areas	
Yes	78.8%	87.1%	77.8%
No	21.2%	12.9%	22.2%

Which do you primarily use?

Percentage of Respondents	Federation of Bosnia and Herzegovina		
	Republika Srpska	Other Areas	
The World Bank Group's country website	73.7%	54.8%	77.8%
The World Bank Group's main website	26.3%	45.2%	22.2%

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

Percentage of Respondents	Federation of Bosnia and Herzegovina		
	Republika Srpska	Other Areas	
High speed	94.7%	97.0%	88.9%
Dial-up	5.3%	3.0%	11.1%

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

	Federation of Bosnia and Herzegovina			Republika Srpska			Other Areas		
	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	53	5.89	2.81	33	6.42	2.57	9	5.33	2.69
I find the World Bank Group's websites easy to navigate.	48	6.63	2.34	29	7.45	1.53	6	7.50	1.05
I find the information on the World Bank Group's websites useful.	47	7.62	2.13	31	7.90	1.97	6	7.67	1.37
The World Bank Group's social media channels are valuable sources of information about the institution	33	5.52	2.58	14	5.57	2.59	5	5.60	2.88
When I need information from the World Bank Group I know how to find it	53	7.30	2.65	34	7.44	2.34	8	7.25	2.05
The World Bank Group is responsive to my information requests and inquiries	38	7.16	2.06	25	7.48	2.29	7	8.00	1.41

H. Background Information

Which of the following agencies of the World Bank Group do you work with in Bosnia and Herzegovina?*(
(Select only ONE response)

Percentage of Respondents	Federation of Bosnia and Herzegovina		
	Federation of Bosnia and Herzegovina	Republika Srpska	Other Areas
The World Bank (IDA)	67.4%	96.2%	44.4%
The International Finance Corporation (IFC)	21.7%	3.8%	44.4%
The Multilateral Investment Guarantee Agency (MIGA)	2.2%	-	-
Other	8.7%	-	11.1%

*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Federation of Bosnia and Herzegovina		
	Federation of Bosnia and Herzegovina	Republika Srpska	Other Areas
Observer	12.3%	9.4%	0.0%
Use World Bank Group reports/data	38.6%	37.5%	50.0%
Engage in World Bank Group related/sponsored events/activities	22.8%	34.4%	37.5%
Collaborate as part of my professional duties	33.3%	40.6%	50.0%
Use World Bank Group website for information, data, research, etc.	36.8%	40.6%	12.5%

Appendix D: Responses to All Questions across Collaborators

Collaborators N=54 ● Non-Collaborators N=50

A. General Issues Facing Bosnia and Herzegovina

In general, how would you say that Bosnia and Herzegovina is headed in...?*

Percentage of Respondents	Collaborators	Non-Collaborators
The right direction	11.1%	12.0%
The wrong direction	37.0%	62.0%
Not sure	51.9%	26.0%

*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Social protection	11.8%	12.2%
Transport	0.0%	6.1%
Public sector governance/reform	33.3%	42.9%
Domestic private sector development	17.6%	30.6%
Foreign direct investment	19.6%	20.4%
Water and sanitation	0.0%	0.0%
Energy*	19.6%	6.1%
Job creation/employment*	41.2%	61.2%
Rural development	5.9%	4.1%
Financial markets	2.0%	2.0%
Urban development	0.0%	0.0%
Environmental sustainability	0.0%	2.0%
Equality of opportunity	5.9%	6.1%
Health	3.9%	2.0%
Education	13.7%	22.4%
Poverty reduction	5.9%	2.0%
Social cohesion	2.0%	0.0%
Climate change	0.0%	0.0%
Agricultural development	9.8%	12.2%
Trade and exports	5.9%	0.0%
Economic growth	33.3%	26.5%
Law and justice*	17.6%	2.0%
Local governance and institutions	2.0%	2.0%
Natural resource management	3.9%	2.0%
Anti-corruption*	41.2%	22.4%
Disaster management	0.0%	2.0%
Information and communications technology	0.0%	2.0%

*Significantly different between collaborators and non-collaborators

A. General Issues Facing Bosnia and Herzegovina (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 Bosnia and Herzegovina? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Water and sanitation	1.9%	0.0%
Equality of opportunity	9.4%	8.2%
Economic growth	52.8%	44.9%
Climate change	0.0%	0.0%
Rural development	9.4%	10.2%
Urban development	0.0%	0.0%
Local governance and institutions	1.9%	4.1%
Social protection	18.9%	18.4%
Law and justice	5.7%	12.2%
Transport	1.9%	0.0%
Information and communications technology	0.0%	2.0%
Anti-corruption	26.4%	20.4%
Domestic private sector development	28.3%	20.4%
Foreign direct investment	15.1%	18.4%
Energy	5.7%	0.0%
Public sector governance/reform	17.0%	24.5%
Social cohesion	5.7%	2.0%
Education	17.0%	22.4%
Natural resource management	1.9%	2.0%
Environmental sustainability	0.0%	0.0%
Health	1.9%	0.0%
Agricultural development	30.2%	22.4%
Disaster management	0.0%	2.0%
Job creation/employment	41.5%	59.2%
Financial markets	1.9%	2.0%
Trade and exports	3.8%	0.0%

A. General Issues Facing Bosnia and Herzegovina (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 Bosnia and Herzegovina? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Energy	33.3%	18.4%
Equality of opportunity	9.3%	6.1%
Social protection	1.9%	4.1%
Climate change	1.9%	0.0%
Anti-corruption	24.1%	22.4%
Disaster management	0.0%	0.0%
Rural development	11.1%	6.1%
Foreign direct investment*	40.7%	61.2%
Urban development	1.9%	2.0%
Water and sanitation	0.0%	2.0%
Trade and exports	7.4%	8.2%
Information and communications technology	3.7%	2.0%
Social cohesion	0.0%	2.0%
Public sector governance/reform	29.6%	32.7%
Domestic private sector development	38.9%	36.7%
Job creation/employment	33.3%	34.7%
Agricultural development	27.8%	14.3%
Transport	3.7%	8.2%
Education	9.3%	10.2%
Natural resource management	1.9%	6.1%
Environmental sustainability	3.7%	2.0%
Health	0.0%	0.0%
Law and justice	9.3%	4.1%
Local governance and institutions	1.9%	6.1%
Financial markets	0.0%	4.1%

*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Better employment opportunities for young people*	51.9%	31.1%
Better employment opportunities for women	1.9%	4.4%
Greater access to micro-finance for the poor	0.0%	0.0%
Greater voice and participation for citizens to help ensure greater accountability	15.4%	11.1%
Greater access to health and nutrition for citizens	0.0%	0.0%
Better entrepreneurial opportunities	36.5%	40.0%
A growing middle class	9.6%	24.4%
Better opportunity for the poor who live in rural areas	3.8%	11.1%
Better opportunity for the poor who live in urban areas	0.0%	2.2%
Consistent economic growth	46.2%	42.2%
More reliable social safety net	3.8%	6.7%
Greater equity of fiscal policy	1.9%	0.0%
Education and training that better ensure job opportunity	21.2%	22.2%
Better quality public services	3.8%	0.0%
Other	3.8%	2.2%

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 Bosnia and Herzegovina?*	54	6.43	1.97	50	5.48	2.49

(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 Bosnia and Herzegovina.*	51	6.37	1.85	39	4.87	2.05

(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 Bosnia and Herzegovina solve its most complicated development challenges?	45	6.42	2.15	33	5.42	2.59

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
	Social protection	11.1%
Public sector governance/reform	27.8%	34.7%
Transport	9.3%	8.2%
Poverty reduction	9.3%	10.2%
Rural development	20.4%	16.3%
Domestic private sector development	22.2%	34.7%
Foreign direct investment	16.7%	28.6%
Water and sanitation	9.3%	2.0%
Energy	11.1%	16.3%
Social cohesion	3.7%	0.0%
Job creation/employment	37.0%	36.7%
Financial markets	0.0%	2.0%
Urban development	0.0%	2.0%
Environmental sustainability	0.0%	4.1%
Equality of opportunity	7.4%	6.1%
Health	3.7%	2.0%
Education	11.1%	14.3%
Climate change	0.0%	2.0%
Agricultural development	18.5%	10.2%
Trade and exports	5.6%	4.1%
Economic growth	38.9%	24.5%
Law and justice	5.6%	8.2%
Local governance and institutions	5.6%	0.0%
Natural resource management	3.7%	6.1%
Information and communications technology	0.0%	0.0%
Anti-corruption	18.5%	12.2%
Disaster management	0.0%	0.0%

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

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

Greatest Value		
Percentage of Respondents	Collaborators	Non-Collaborators
Convening/facilitating	3.8%	8.5%
Data	1.9%	4.3%
Policy advice, knowledge	9.4%	4.3%
Financial resources	32.1%	48.9%
Capacity development	22.6%	8.5%
Technical assistance	1.9%	2.1%
Mobilizing third party financial resources	18.9%	14.9%
Coordination of development partners	1.9%	0.0%
Strategy formulation	3.8%	8.5%
Other	3.8%	2.1%

2 nd Greatest Value		
Percentage of Respondents	Collaborators	Non-Collaborators
Convening/facilitating	9.4%	2.2%
Data	0.0%	4.3%
Policy advice, knowledge	11.3%	4.3%
Financial resources	9.4%	15.2%
Capacity development	13.2%	23.9%
Technical assistance	22.6%	8.7%
Mobilizing third party financial resources	11.3%	15.2%
Coordination of development partners	13.2%	8.7%
Strategy formulation	7.5%	15.2%
Other	0.0%	0.0%

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Convening/facilitating*	39	6.28	1.97	32	4.84	2.26
Data	43	6.60	2.08	39	6.21	2.15
Policy advice, knowledge	42	6.26	2.46	37	5.32	2.53
Financial resources	46	6.98	2.12	40	6.35	2.53
Technical assistance	45	6.44	1.90	36	5.89	2.27
Mobilizing third party financial resources	41	6.39	2.21	32	5.59	2.46
Coordination of development partners	43	6.28	1.99	33	5.45	2.37
Strategy formulation (e.g., PRSP assistance)*	41	6.20	2.29	38	5.08	2.31

*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 Bosnia and Herzegovina. To what degree would Bosnia and Herzegovina benefit, if capacity building were to support...?

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 (e.g., civil society, media) to help them more effectively engage and participate in development efforts	49	5.57	2.64	46	5.33	3.26
The public sector , related to implementation of specific development projects on the ground	51	7.96	1.96	49	7.76	2.21
The public sector , related to changing institutions (organizations or sociopolitical conditions)	48	7.31	2.30	46	7.26	2.39
The private sector , related to institutional and policy change	50	7.82	1.92	46	7.74	2.47

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	44	7.50	2.05	31	6.19	2.79
Citizen engagement (incorporating citizens' voices into development)	26	5.15	2.19	24	4.46	2.21
Policy design (for clarity and better incentives to achieve development goals)*	36	6.58	2.14	25	5.40	2.42

*Significantly different between collaborators and non-collaborators

When thinking about how to improve capacity building in Bosnia and Herzegovina to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	52	8.19	1.83	41	7.66	2.23
Citizen engagement (incorporating citizens' voices into development)	43	6.70	2.50	33	6.67	2.70
Policy design (for clarity and better incentives to achieve development goals)	44	7.36	2.06	34	7.35	2.65

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 Bosnia and Herzegovina? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Not exploring alternative policy options*	21.6%	4.1%
Not adequately sensitive to political/social realities in BH	35.3%	34.7%
Staff too inaccessible	2.0%	2.0%
Not enough public disclosure of its work*	0.0%	18.4%
Arrogant in its approach	0.0%	2.0%
Not aligned with country priorities	9.8%	18.4%
The credibility of its knowledge/data	0.0%	0.0%
World Bank Group's processes too complex	2.0%	6.1%
Not willing to honestly criticize policies and reform efforts in the country	9.8%	8.2%
Too influenced by developed countries	9.8%	12.2%
Imposing technocratic solutions without regard to political realities	11.8%	8.2%
World Bank Group's processes too slow	3.9%	6.1%
Too bureaucratic in its operational policies and procedures	13.7%	4.1%
Not aligned with other development partners' work	5.9%	4.1%
Not collaborating enough with non-state actors	2.0%	8.2%
Not client focused	2.0%	6.1%
Its advice and strategies do not lend themselves to practical problem solving	15.7%	4.1%
Not focused enough on issues that are unique to post-conflict countries	9.8%	14.3%
Inadequate number of World Bank Group staff members located in the country	0.0%	0.0%
Other	3.9%	4.1%
Don't know	11.8%	6.1%

*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Capacity development	26.9%	14.3%
Policy based lending / budget support to the Government	15.4%	14.3%
Knowledge products/services	15.4%	18.4%
Investment lending	65.4%	73.5%
Technical assistance	21.2%	8.2%
Trust Fund management	3.8%	0.0%
Co-financing arrangements	19.2%	30.6%
Sector-wide approaches*	15.4%	2.0%
Emergency Recovery lending	5.8%	10.2%
Other	5.8%	2.0%
Don't know*	0.0%	8.2%

*Significantly different between collaborators and non-collaborators

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	29.6%	20.0%
Community of development partners	33.3%	34.0%
Media	5.6%	6.0%
NGOs	7.4%	12.0%
Local Government	31.5%	44.0%
Private sector	59.3%	40.0%
Parliament	7.4%	2.0%
Community Based Organizations (CBOs)	0.0%	4.0%
Beneficiaries	14.8%	16.0%
Foundations	1.9%	0.0%
Emerging donors	0.0%	2.0%
UN agencies	3.7%	0.0%
Other	0.0%	6.0%
Don't know	0.0%	2.0%

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Bosnia-Herzegovina*	50	6.68	2.18	43	5.35	2.45
The World Bank Group's work is aligned with what I consider the development priorities for Bosnia-Herzegovina*	47	6.00	2.28	41	4.85	2.09
The World Bank Group supports programs and strategies that are realistic for Bosnia-Herzegovina	47	6.17	2.14	39	5.59	2.26
The World Bank Group treats clients and stakeholders in Bosnia-Herzegovina with respect*	49	8.00	1.68	38	6.76	2.47

*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 Bosnia and Herzegovina, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness*	47	6.55	1.98	40	4.83	2.23
Flexibility (in terms of the institution's products and services)*	44	6.34	1.88	39	4.77	2.11
Flexibility (in terms of changing country circumstances)*	42	5.71	2.42	38	4.39	1.95
Being inclusive*	42	6.55	1.94	35	5.37	2.28
Openness (sharing data and other information)*	44	7.34	2.24	38	6.29	2.49
Staff accessibility*	48	7.96	1.76	40	6.48	2.50
Straightforwardness and honesty*	45	7.31	2.21	36	5.94	2.66
Ease of access to the people at the World Bank Group who are making decisions important to my work*	44	7.39	2.41	34	5.15	2.55
Collaboration with civil society*	34	6.29	1.80	32	5.03	2.24
Collaboration with the Government*	46	7.70	1.60	36	6.72	1.97
Collaboration with EC and other development partners	30	7.73	1.91	33	6.97	2.33
Collaboration with the private sector	32	5.91	1.77	34	5.06	2.27
The speed in which it gets things accomplished on the ground*	39	5.72	1.69	36	4.47	2.21
Being a long-term partner*	44	7.75	1.92	37	6.43	2.54

*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents	Collaborators	Non-Collaborators
More local presence	45.3%	62.5%
The current level of local presence is adequate	35.8%	18.8%
Less local presence	1.9%	-
Don't know	17.0%	18.8%

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	9.3%	16.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	42.6%	42.0%
Lack of/inadequate levels of capacity in Government	51.9%	38.0%
There is not an adequate level of citizen/civil society participation	11.1%	16.0%
Poor coordination with development partners*	11.1%	30.0%
The World Bank Group works too slowly*	0.0%	12.0%
The Government works inefficiently	33.3%	32.0%
Political pressures and obstacles*	53.7%	28.0%
Reforms are not well thought out in light of country challenges	44.4%	32.0%
Inadequate funding	14.8%	14.0%
Other	0.0%	2.0%

*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 Bosnia and Herzegovina? (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	47	8.53	1.56	47	7.64	2.73
Information and communications technology	46	7.43	2.03	46	6.76	2.54
Transport	48	8.08	1.62	49	7.31	2.22
Law and justice	48	7.88	2.10	48	6.94	2.75
Urban development	44	7.32	2.03	44	7.32	2.30
Environmental sustainability	44	7.82	2.05	43	7.49	2.30
Poverty reduction	48	8.67	1.88	49	8.78	1.67
Domestic private sector development	49	9.02	1.15	48	8.92	1.61
Foreign direct investment	46	8.80	1.66	48	8.69	2.10
Local governance and institutions	45	7.91	2.03	46	7.39	2.30
Water and sanitation	46	7.80	1.89	44	7.16	2.40
Trade and exports	44	7.36	1.88	47	7.17	2.36
Economic growth	49	9.12	1.05	49	8.49	2.12
Energy*	45	8.40	1.56	47	6.72	2.78
Disaster management*	42	7.10	2.33	46	6.00	2.68
Public sector governance/ reform*	47	8.57	1.50	46	7.46	2.50
Job creation/employment	49	9.31	0.90	49	8.65	2.14
Social cohesion*	46	7.67	1.97	48	6.52	2.76
Financial markets*	42	8.05	1.46	48	7.06	2.68
Equality of opportunity*	42	7.93	2.22	47	6.55	2.80
Health*	43	7.84	2.09	44	6.82	2.59
Rural development	48	8.25	1.91	46	7.48	2.44
Education	45	8.16	2.03	45	7.89	2.54
Social protection*	46	7.72	2.24	46	6.61	2.87
Climate change*	42	7.19	2.54	44	5.93	2.72
Agricultural development	46	8.57	1.39	47	8.23	2.04
Natural resource management*	46	7.59	2.27	46	6.35	2.82

*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 Bosnia and Herzegovina? (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
Information and communications technology*	19	7.37	1.42	16	5.25	2.67
Transport*	27	6.70	1.77	25	5.24	2.33
Law and justice*	23	6.52	2.00	24	5.04	2.29
Urban development*	25	6.92	1.78	23	4.83	2.19
Environmental sustainability*	29	7.03	1.96	26	5.58	1.98
Poverty reduction*	34	6.59	2.48	32	5.25	2.23
Domestic private sector development*	33	6.88	2.04	30	5.40	2.21
Foreign direct investment*	30	7.07	2.13	29	4.90	2.01
Local governance and institutions*	30	6.93	1.87	33	5.21	2.10
Water and sanitation	34	7.06	1.81	23	5.96	2.42
Trade and exports*	29	6.62	1.64	23	5.13	2.20
Economic growth*	34	7.00	2.12	33	5.30	2.30
Energy*	30	7.53	1.72	27	5.56	2.33
Disaster management*	24	6.46	1.74	18	4.28	2.02
Public sector governance/ reform*	37	7.08	1.75	32	5.25	2.37
Job creation/employment*	29	6.34	2.32	33	5.00	2.39
Social cohesion*	26	6.46	2.02	27	4.85	2.28
Financial markets	29	6.83	1.91	29	5.83	2.36
Equality of opportunity	27	6.52	2.17	27	5.44	2.36
Health	30	6.53	2.19	25	5.44	2.29
Rural development*	34	6.50	2.30	27	5.15	2.09
Education*	27	6.56	2.59	29	4.45	2.34
Social protection*	27	6.56	2.03	24	5.08	2.55
Climate change *	25	6.04	2.15	22	4.50	2.56
Agricultural development*	34	7.03	1.85	26	5.19	2.45
Natural resource management*	21	6.86	1.42	20	5.15	2.46

*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents	Collaborators	Non-Collaborators
At the Headquarters (in Washington D.C.)	59.3%	57.1%
In the country	7.4%	6.1%
Don't know	33.3%	36.7%

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 Bosnia and Herzegovina?*	49	6.73	1.69	40	5.30	2.31

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

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 help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Bosnia-Herzegovina?*	46	6.72	1.63	36	5.17	2.13

(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 Bosnia and Herzegovina?

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 Bosnia and Herzegovina*	45	5.87	2.20	42	4.38	2.31
The World Bank Group meets Bosnia and Herzegovina's needs for knowledge services*	42	6.43	2.09	39	4.97	2.71

(1-Strongly disagree, 10-Strongly agree) *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 measures and corrects its work in real time in Bosnia and Herzegovina?*	37	6.43	1.80	34	4.59	2.05

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

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	20.4%	-
Monthly	9.3%	8.5%
A few times a year	38.9%	23.4%
Rarely	24.1%	46.8%
Never	7.4%	21.3%

*Significantly different between collaborators and non-collaborators

In Bosnia and Herzegovina, 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*	44	6.32	1.84	33	4.48	2.21
Include appropriate level of stakeholder involvement during preparation*	42	6.29	1.94	30	4.27	2.16
Are relevant to Bosnia-Herzegovina's development priorities*	43	6.60	2.37	31	5.39	2.23
Lead to practical solutions*	45	6.51	1.95	33	5.12	2.15
Are accessible (well written and easy to understand)*	45	6.78	1.94	35	5.74	2.37
Are source of relevant information on global good practices	47	7.21	1.76	35	6.69	2.19
Enhance your knowledge and/or skills	48	7.52	1.73	35	6.66	2.53
Are adequately disseminated*	44	7.07	1.74	30	5.37	2.44
Are translated enough into local language	42	6.67	2.19	29	6.21	2.69
Are adaptable to Bosnia-Herzegovina's specific development challenges and country circumstances*	44	6.77	1.64	32	5.59	2.27

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

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

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?*	46	6.76	1.40	37	5.27	2.24
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	48	7.25	1.41	34	6.56	2.18

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

*Significantly different between collaborators and non-collaborators

E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Bosnia and Herzegovina's development challenges? (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
Conceptualization (understanding and framing the problem)	43	6.56	1.92	36	5.75	2.27
Design (appraising and planning the solutions)*	42	6.79	1.52	34	5.53	2.40
Implementation (Executing, carrying out, monitoring and making appropriate adjustments)*	40	7.03	1.56	36	6.06	2.55
Evaluation (assessing the impact and results)*	41	7.34	1.70	34	6.15	2.70

*Significantly different between collaborators and non-collaborators

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	34	7.09	1.91	23	6.26	2.99
The World Bank Group effectively monitors and evaluates the projects and programs it supports	44	7.07	2.05	29	7.48	2.57
The World Bank Group's approvals and reviews are done in a timely fashion	41	7.15	1.96	28	6.50	2.59
The World Bank Group's "Safeguard Policy" requirements are reasonable	29	7.34	1.26	24	6.83	2.71
The World Bank Group's conditions on its lending are reasonable	37	6.73	1.68	31	6.71	2.55
The World Bank Group takes decisions quickly in Bosnia-Herzegovina	37	6.03	1.98	29	5.86	2.67
Working with the World Bank Group increases Bosnia-Herzegovina's institutional capacity	48	7.21	2.02	35	7.03	2.54
The World Bank Group ensures consistency and continuity through staff changes	35	6.71	2.20	20	7.25	2.47
Where country systems are adequate, the World Bank Group makes appropriate use of them	37	6.57	2.02	23	7.30	2.18
The World Bank Group provides effective implementation support	40	7.73	1.75	25	7.40	2.22

E. Working with the World Bank Group (continued)

Which of the following best describes the way the World Bank Group operates in Bosnia and Herzegovina?

Percentage of Respondents	Collaborators	Non-Collaborators
The World Bank Group takes too much risk in Bosnia and Herzegovina	-	-
The World Bank Group does not take enough risk in Bosnia and Herzegovina	33.3%	41.7%
The World Bank Group's approach to risk is appropriate	29.6%	12.5%
Don't know	35.2%	37.5%
Prefer not to answer	1.9%	8.3%

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 is adequately staffed in Bosnia-Herzegovina?	32	6.53	1.70	21	6.29	2.37

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

F. The Future Role of the World Bank Group in Bosnia and Herzegovina

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Provide more adequate data/knowledge/statistics/figures on BH's economy	9.4%	6.3%
Collaborate more effectively with Government clients	30.2%	18.8%
Offer more innovative financial products	28.3%	33.3%
Improve the competitiveness of its financing compared to markets	18.9%	27.1%
Reach out more to groups outside of Government	15.1%	20.8%
Improve the quality of its experts as related to Bosnia-Herzegovina's specific challenges	9.4%	6.3%
Offer more innovative knowledge services	13.2%	6.3%
Ensure greater selectivity in its work	1.9%	2.1%
Increase the level of capacity development in the country	34.0%	29.2%
Reduce the complexity of obtaining World Bank Group financing*	11.3%	35.4%
Work faster	7.5%	4.2%
Increase the level of World Bank Group staffing in Bosnia-Herzegovina's office	3.8%	0.0%
Other	1.9%	4.2%

*Significantly different between collaborators and non-collaborators

F. The Future Role of the World Bank Group in Bosnia and Herzegovina (continued)

When considering the combination of services that the World Bank Group offers in Bosnia and Herzegovina, 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 Bosnia and Herzegovina?

Percentage of Respondents	Collaborators	Non-Collaborators
Financial services	33.3%	53.1%
Knowledge products	29.6%	16.3%
Convening services	18.5%	12.2%
The combination is appropriate for Bosnia Herzegovina	11.1%	10.2%
Don't know	7.4%	8.2%
None of the above	-	-

Please answer the following questions. Which THREE areas would benefit most from the WBG playing a leading role among international partners in Bosnia and Herzegovina? Which THREE areas below would benefit most from other donors in Bosnia and Herzegovina? (Choose no more than THREE for each)

Benefit from WBG Playing a Leading Role		
Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Social safety nets	15.1%	26.5%
Public financial management	54.7%	55.1%
Access to justice systems	22.6%	16.3%
Access to basic services	11.3%	10.2%
Capacity of state institutions*	50.9%	28.6%
Jobs	56.6%	67.3%
Improving livelihoods	35.8%	51.0%
Social cohesion	17.0%	24.5%

*Significantly different between collaborators and non-collaborators

Benefit from Other Donors		
Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Social safety nets	37.0%	31.3%
Public financial management	26.1%	35.4%
Access to justice systems	47.8%	50.0%
Access to basic services	26.1%	22.9%
Capacity of state institutions	21.7%	33.3%
Jobs	28.3%	27.1%
Improving livelihoods	34.8%	25.0%
Social cohesion	37.0%	41.7%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Local newspapers	30.8%	41.7%
International newspapers	3.8%	12.5%
Local radio	0.0%	0.0%
International radio	0.0%	0.0%
Local television	38.5%	27.1%
International television	3.8%	0.0%
Periodicals	26.9%	22.9%
Internet	63.5%	62.5%
Social media	3.8%	4.2%
Blogs	0.0%	2.1%
Mobile phones	0.0%	2.1%
Instant messaging	0.0%	2.1%
Other	13.5%	12.5%

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	1.9%	2.0%
Direct contact with World Bank Group	38.5%	44.0%
e-Newsletters*	26.9%	46.0%
Instant messaging	0.0%	2.0%
World Bank Group's seminars/workshops/conferences*	57.7%	30.0%
World Bank Group's publications and other written materials	34.6%	40.0%
Mobile phones	0.0%	2.0%
Social media	3.8%	4.0%
World Bank Group's website	25.0%	20.0%
Other	0.0%	0.0%

*Significantly different between collaborators and non-collaborators

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	37.5%	29.5%
No	62.5%	70.5%

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

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	48.8%	30.0%
No	51.2%	70.0%

Were you able to obtain this information?*

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	91.7%	50.0%
No	8.3%	50.0%

*Significantly different between collaborators and non-collaborators

G. Communication and Information Sharing (continued)

Do you have access to the Internet?

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	100.0%	93.8%
No	-	6.3%

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

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	89.1%	73.9%
No	10.9%	26.1%

Which do you primarily use?

Percentage of Respondents	Collaborators	Non-Collaborators
The World Bank Group's country website	67.9%	65.9%
The World Bank Group's main website	32.1%	34.1%

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

Percentage of Respondents	Collaborators	Non-Collaborators
High speed	92.5%	97.8%
Dial-up	7.5%	2.2%

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*	52	6.83	2.44	43	5.16	2.74
I find the World Bank Group's websites easy to navigate.	47	7.09	1.80	36	6.94	2.24
I find the information on the World Bank Group's websites useful.	48	8.02	1.80	36	7.47	2.10
The World Bank Group's social media channels are valuable sources of information about the institution	28	5.86	2.37	24	5.33	2.75
When I need information from the World Bank Group I know how to find it*	52	7.92	2.28	43	6.72	2.51
The World Bank Group is responsive to my information requests and inquiries*	47	7.98	1.66	22	6.14	2.36

*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 Bosnia and Herzegovina?*(
(Select only ONE response)

Percentage of Respondents	Collaborators	Non-Collaborators
The World Bank (IDA)	79.6%	61.5%
The International Finance Corporation (IFC)	18.5%	19.2%
The Multilateral Investment Guarantee Agency (MIGA)	1.9%	-
Other	-	19.2%

*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Observer*	1.9%	18.2%
Use World Bank Group reports/data*	28.8%	52.3%
Engage in World Bank Group related/sponsored events/activities*	40.4%	13.6%
Collaborate as part of my professional duties*	57.7%	11.4%
Use World Bank Group website for information, data, research, etc.*	26.9%	50.0%

*Significantly different between collaborators and non-collaborators

Appendix E: Responses to Questions across Country Surveys

Comparing responses across country surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed and to facilitate comparisons, all 5-point scales used in FY07 were converted to 10-point scales as utilized in FY14. Note that the small number of stakeholders in FY14 and FY07 made it impractical to weight the samples to have equivalent stakeholder groups.

FY07 N=105 ● FY14 N=109

Background Information

Which of the following best describes your current position? (Select only ONE response)

Percentage of Respondents	FY07 (N=103)	FY14 (N=108)
Employees of a Ministry	28.2%	25.9%
Other	6.8%	16.7%
Local Government	1.9%	11.1%
Private Sector	1.9%	10.2%
NGO	21.4%	10.2%
Media	6.8%	8.3%
Academia	2.9%	6.5%
Project Management Unit (PMU)	-	6.5%
Office of the President/Minster	17.5%	4.6%
Bilateral or Multilateral Agency	10.7%	-
Independent Government Institution	1.9%	-

Which best represents your geographic location?

Percentage of Respondents	FY07 (N=103)	FY14 (N=105)
Federation of Bosnia and Herzegovina	63.1%	58.1%
Republika Srpska	29.1%	33.3%
Brcko District		1.9%
Other	7.8%	6.7%

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 Bosnia and Herzegovina?	101	6.40	2.17	109	5.89	2.29

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

	FY07			FY14		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Bosnia and Herzegovina.*	94	7.47	1.66	94	5.67	2.06

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

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

	FY07			FY14		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Bosnia and Herzegovina*	99	7.57	2.02	96	6.07	2.35
The World Bank Group's work is aligned with what I consider the development priorities for Bosnia and Herzegovina*	98	6.66	2.34	91	5.42	2.25
The World Bank Group supports programs and strategies that are realistic for Bosnia and Herzegovina*	97	6.64	2.05	89	5.85	2.20
The World Bank Group treats clients and stakeholders in Bosnia and Herzegovina with respect	96	7.52	2.27	89	7.37	2.20

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

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

	FY07			FY14		
	N	Mean	SD	N	Mean	SD
Staff accessibility	93	7.15	2.46	90	7.29	2.22
Straightforwardness and honesty*	91	7.58	2.58	83	6.65	2.53

(1-To no degree at all, 10-To a very significant degree) *Significantly different FY14 and FY07 country surveys

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

	FY07			FY14		
	N	Mean	SD	N	Mean	SD
Anti-corruption	97	7.87	2.52	97	8.14	2.25
Law and justice (e.g., judicial system)	92	7.16	2.31	99	7.47	2.47
Urban development*	92	6.33	2.28	91	7.40	2.17
Poverty reduction*	99	7.95	2.01	100	8.76	1.76
Domestic private sector development*	94	8.25	1.90	100	9.00	1.38
Economic growth*	100	8.31	1.70	101	8.84	1.68
Financial markets*	97	8.31	1.81	93	7.53	2.23
Health	95	7.58	2.08	90	7.40	2.40
Education	94	7.56	2.30	93	8.06	2.27
Social protection	94	7.65	2.40	95	7.17	2.62
Agricultural development*	93	7.63	2.03	95	8.43	1.74
Natural resource management*	95	7.75	2.23	95	7.04	2.62

*Significantly different FY14 and FY07 country surveys

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

	FY07			FY14		
	N	Mean	SD	N	Mean	SD
Law and justice (e.g., judicial system)	80	5.39	2.37	48	5.75	2.24
Urban development	79	5.16	2.10	49	5.86	2.25
Poverty reduction	94	5.98	1.98	68	5.93	2.42
Domestic private sector development	87	6.46	2.08	64	6.13	2.25
Economic growth	93	6.06	1.93	69	6.14	2.32
Financial markets*	89	7.04	2.00	59	6.31	2.18
Health	88	5.70	2.40	56	6.00	2.28
Education	87	5.78	2.45	57	5.46	2.64
Social protection	86	5.79	2.23	52	5.85	2.36
Agricultural development	81	5.86	2.12	61	6.21	2.29
Natural resource management	81	6.14	1.99	42	6.00	2.13

*Significantly different FY14 and FY07 country surveys

The World Bank Group's Knowledge Work and Activities

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

	FY07			FY14		
	N	Mean	SD	N	Mean	SD
Include appropriate level of stakeholder involvement during preparation*	72	7.25	2.15	74	5.38	2.26
Lead to practical solutions*	73	7.55	2.03	80	5.94	2.11
Are source of relevant information on global good practices	88	7.44	2.05	84	6.98	1.94
Are adequately disseminated	73	6.99	2.38	76	6.39	2.19
Are adaptable to Bosnia-Herzegovina's specific development challenges and country circumstances	91	6.56	2.05	78	6.29	1.98

(1-To no degree at all, 10-To a very significant degree) *Significantly different FY14 and FY07 country surveys

Working with the World Bank Group

To what extent do you agree/disagree with the following statements?

	FY07			FY14		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	69	8.14	2.22	58	6.71	2.42
The World Bank Group effectively monitors and evaluates the projects and programs it supports	77	7.71	2.23	74	7.19	2.28
The World Bank Group's conditions on its lending are reasonable	92	6.97	2.36	69	6.71	2.09
Working with the World Bank Group increases Bosnia-Herzegovina's institutional capacity	74	7.49	2.00	85	7.13	2.22

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

Communication and Information Sharing

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

Percentage of Respondents	FY07	FY14
Yes	74.5%	81.3%
No	25.5%	18.8%

Which do you primarily use?

Percentage of Respondents	FY07	FY14
The World Bank Group's country website	77.3%	68.0%
The World Bank Group's main website	22.7%	32.0%

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 Bosnia and Herzegovina?

	Agriculture/ rural development / food security		Education		Financial markets / banking		Gender equity / equality of opportunity		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		Generalist		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
Anti-corruption	3	8.00	7	7.00	8	7.50	3	10.00	5	9.60	6	8.50	4	7.50	8	7.88	15	8.67	5	9.00	3	8.00	26	8.31
Information and communications technology	3	7.00	7	6.86	8	7.38	3	9.33	4	8.00	6	8.33	4	8.25	8	6.88	15	7.40	5	8.00	3	6.33	25	6.48
Transport	3	7.00	7	7.86	8	8.00	3	6.33	5	8.80	6	7.83	4	7.75	8	7.13	15	7.93	5	8.80	3	7.00	29	7.62
Law and justice	3	7.33	7	8.43	8	8.13	3	6.67	4	8.00	6	7.33	4	7.00	8	6.50	16	7.50	5	7.80	3	7.00	28	7.82
Urban development	2	7.50	7	8.43	8	6.38	3	10.00	4	5.50	6	7.33	4	8.25	8	7.63	13	7.46	4	8.00	3	7.67	26	7.04
Environmental sustainability	2	6.00	7	6.57	8	7.50	3	9.33	4	7.25	6	7.67	4	8.75	8	8.38	12	6.92	4	8.75	3	8.00	26	7.88
Poverty reduction	2	9.50	8	7.13	8	9.25	3	9.67	5	8.20	6	8.83	4	9.50	8	8.63	15	8.60	6	9.33	3	9.33	28	8.79
Domestic private sector dev.	2	8.50	8	8.13	8	9.63	3	8.33	5	9.00	6	8.83	4	9.25	8	8.75	15	8.80	5	9.60	3	9.33	29	9.21
Foreign direct investment	2	9.50	8	6.25	8	9.63	3	8.67	5	9.00	6	9.33	4	9.25	8	9.00	13	8.54	5	9.00	3	8.00	28	9.04
Local governance and institutions	2	7.00	7	5.86	8	8.25	3	8.00	4	9.25	6	8.17	4	7.50	8	7.63	14	7.93	4	8.00	3	7.33	27	7.63
Water and sanitation	3	7.33	7	6.43	8	8.38	3	6.67	5	7.00	6	8.33	4	8.50	8	7.88	14	7.50	4	7.75	3	9.33	25	7.20
Trade and exports	2	8.50	8	7.13	8	8.13	3	8.00	5	6.60	5	8.80	4	7.25	8	8.00	13	7.15	4	6.50	3	7.33	27	7.00
Economic growth	3	9.33	8	8.25	8	8.88	3	9.33	5	10.00	6	9.33	4	8.75	8	9.13	16	8.19	6	9.50	3	7.33	27	8.93
Energy	2	6.50	7	7.29	8	8.50	3	8.00	5	6.80	6	8.50	4	7.25	8	7.88	12	7.50	5	9.40	3	9.33	28	7.11
Disaster management	2	6.00	7	6.29	8	7.75	3	9.00	5	5.20	5	7.80	4	7.75	8	7.13	12	6.00	5	7.40	2	5.00	26	6.04
Public sector governance/reform	3	6.67	8	7.75	8	8.50	3	7.67	5	8.80	6	8.00	4	8.25	7	7.86	14	8.64	4	8.75	3	6.33	27	8.15
Job creation/employment	3	7.00	9	8.89	8	9.63	3	8.00	5	10.00	6	9.17	4	9.00	8	9.25	15	8.53	6	9.50	3	8.00	27	9.15
Social cohesion	2	7.00	7	6.86	8	7.88	3	7.67	5	5.20	6	8.33	4	7.50	7	8.43	15	7.40	6	9.33	3	7.00	27	6.59
Financial markets	2	6.50	7	6.00	8	7.88	3	8.67	4	9.00	6	9.33	4	8.50	8	8.63	13	7.46	6	8.50	3	6.67	25	7.00
Equality of opportunity	2	8.00	8	8.00	8	7.75	3	8.33	4	4.50	6	7.83	4	8.25	7	8.14	13	7.23	5	8.80	3	7.67	26	6.54
Health	2	5.50	7	6.29	8	8.13	2	7.00	5	4.60	6	8.00	3	8.00	7	8.57	13	7.46	4	9.00	3	8.00	26	7.62
Rural development	4	8.50	8	7.38	8	7.88	3	9.33	5	5.80	6	8.50	4	7.75	7	9.00	14	7.57	5	9.20	3	8.00	28	7.96
Education	3	6.00	7	8.71	8	7.75	3	7.67	5	5.60	6	8.83	3	7.33	7	9.00	12	8.17	4	9.25	3	7.67	28	8.32
Social protection*	2	6.00	7	4.43	8	8.00	3	7.33	5	5.20	6	7.83	4	6.75	7	8.14	13	7.00	5	10.00	3	7.67	28	7.36
Climate change	3	6.00	7	6.71	7	7.29	2	9.50	5	4.00	6	7.83	4	7.25	7	7.86	12	6.67	4	7.00	3	8.00	25	6.28
Agricultural development	3	8.67	8	8.25	8	8.88	3	9.33	4	9.25	6	8.17	4	8.00	7	8.86	13	8.31	5	9.00	3	8.00	27	8.48
Natural resource management	2	6.50	7	6.86	8	8.13	3	7.67	5	5.00	6	8.50	4	6.00	8	8.25	13	7.15	5	8.20	3	6.67	27	6.81

(1-Not important at all, 10-Very important) *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 Bosnia and Herzegovina? (1-Not effective at all, 10-Very effective)

	Agriculture/ rural development / food security		Education		Financial markets / banking		Gender equity / equality of opportunity		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		Generalist		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
Information and communications technology	2	8.00	4	5.75	4	6.25			1	8.00	3	7.00	2	5.50	4	6.25	4	6.25					12	6.25
Transport	2	5.50	5	5.00	5	6.80			3	6.33	4	6.25	2	5.50	6	6.83	8	6.38	1	7.00	1	8.00	13	5.46
Law and justice	1	3.00	6	6.83	4	5.75			2	7.00	5	6.40	1	4.00	6	6.83	7	5.86	1	3.00			12	5.67
Urban development	1	8.00	6	6.50	5	6.60			1	7.00	4	5.75	2	5.50	7	7.14	7	5.43	1	5.00			14	5.14
Environmental sustainability	2	6.50	7	6.14	5	7.60			2	7.00	4	5.75	4	7.50	7	7.43	8	5.88	2	6.00	1	7.00	12	5.42
Poverty reduction	1	3.00	7	6.43	6	7.17	1	6.00	3	5.33	3	7.67	2	5.00	8	7.88	11	6.09	4	6.25	1	7.00	18	4.89
Domestic private sector development	1	3.00	7	7.14	6	6.83			2	6.50	3	7.67	2	4.50	8	7.25	9	6.00	3	6.67	2	9.00	19	5.00
Foreign direct investment	1	8.00	7	5.29	6	6.83			2	6.50	4	6.25	2	5.50	8	7.63	8	5.88	2	6.00			19	5.05
Local governance and institutions	1	7.00	7	6.71	6	7.17	1	6.00	3	5.67	4	6.25	2	6.50	7	7.86	10	5.90	1	4.00			19	5.21
Water and sanitation	1	7.00	5	6.40	4	7.75			3	6.67	4	7.00	3	7.67	7	7.29	9	6.67	2	7.00	1	9.00	17	5.82
Trade and exports	1	7.00	6	5.00	4	6.75			2	7.50	3	7.33	2	6.00	7	7.00	9	5.56	1	4.00	1	4.00	16	5.75
Economic growth	1	6.00	7	6.86	6	7.00			2	7.00	4	6.75	3	5.33	8	8.00	10	6.20	2	6.50	1	4.00	23	5.30
Energy	1	2.00	7	6.43	5	7.20			2	6.50	4	7.00	3	7.00	7	7.43	8	6.38	3	6.67			17	6.47
Disaster management	3	6.00	6	4.83	4	5.50			1	8.00	3	5.67	2	6.00	5	7.20	6	4.67					12	5.25
Public sector governance/ reform	2	5.00	7	6.86	5	6.20	1	7.00	3	5.33	5	7.00	2	6.00	8	8.00	11	5.82	1	8.00	1	9.00	21	5.81
Job creation/employment	2	4.50	7	5.57	6	6.33	1	5.00	2	5.50	4	7.50	2	5.00	6	7.33	10	5.70	3	7.00	1	10.00	17	4.35
Social cohesion	1	2.00	6	5.17	4	6.00	1	6.00	2	4.50	3	6.67	2	6.00	6	7.67	11	5.82	5	5.80			11	5.09
Financial markets	1	6.00	7	5.00	6	6.33	1	6.00	2	8.50	4	8.25	2	6.00	6	7.83	10	5.80	1	7.00	2	6.50	16	6.00
Equality of opportunity			7	6.14	4	5.50	1	8.00	2	5.00	3	6.67	2	5.50	6	8.00	10	5.60	2	6.50	1	7.00	15	5.60
Health	1	6.00	7	5.71	5	7.00			2	4.50	4	7.25	1	5.00	6	8.00	9	5.78	1	8.00			18	5.44
Rural development	3	9.00	7	6.00	5	6.60			2	4.50	4	6.50	2	5.00	7	7.43	9	5.56	2	4.50	1	8.00	18	5.06
Education	1	8.00	7	5.00	4	6.25			2	5.00	3	7.33	2	6.50	6	8.33	9	5.11	2	4.00	1	6.00	17	4.71
Social protection			7	5.00	4	5.50			2	5.00	3	6.67	2	6.00	4	7.50	10	6.00	5	5.80	1	8.00	14	5.57
Climate change	2	5.00	6	3.50	4	6.25			2	5.50	3	5.67	3	7.33	6	7.33	7	5.86					14	4.43
Agricultural development	3	6.33	6	5.17	5	7.00			3	6.00	4	6.75	2	5.50	8	7.63	8	6.25	2	5.00	1	8.00	18	6.00
Natural resource management			5	5.20	4	5.75			1	7.00	3	5.67	2	6.00	6	6.83	7	5.71					14	6.14

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 Bosnia and Herzegovina, there were 16% of respondents from the Public sector governance/public financial management/anti-corruption sector.

Public Sector vs. Others

Public Sector Governance/Public Financial Management/Anti-Corruption Sector N=17

All Others N=88

A. General Issues Facing Bosnia and Herzegovina

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

Percentage of Respondents (Responses Combined)	Public Sector	All Others
Social protection	23.5%	11.9%
Transport	0.0%	3.6%
Public sector governance/reform	47.1%	33.3%
Domestic private sector development	23.5%	23.8%
Foreign direct investment	17.6%	19.0%
Water and sanitation	0.0%	0.0%
Energy	17.6%	13.1%
Job creation/employment	70.6%	47.6%
Rural development	5.9%	4.8%
Financial markets	0.0%	2.4%
Urban development	0.0%	0.0%
Environmental sustainability	0.0%	1.2%
Equality of opportunity	5.9%	6.0%
Health	0.0%	4.8%
Education	23.5%	15.5%
Poverty reduction	0.0%	6.0%
Social cohesion	0.0%	1.2%
Climate change	0.0%	0.0%
Agricultural development	11.8%	9.5%
Trade and exports	0.0%	3.6%
Economic growth	11.8%	33.3%
Law and justice	11.8%	10.7%
Local governance and institutions	0.0%	2.4%
Natural resource management	0.0%	3.6%
Anti-corruption	17.6%	35.7%
Disaster management*	11.8%	0.0%
Information and communications technology	0.0%	0.0%

*Significantly different between sectors

A. General Issues Facing Bosnia and Herzegovina (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 Bosnia and Herzegovina? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Public Sector	All Others
Water and sanitation	0.0%	1.2%
Equality of opportunity	5.9%	9.3%
Economic growth	52.9%	50.0%
Climate change	0.0%	0.0%
Rural development	0.0%	11.6%
Urban development	0.0%	0.0%
Local governance and institutions	5.9%	1.2%
Social protection*	41.2%	15.1%
Law and justice	0.0%	11.6%
Transport	0.0%	1.2%
Information and communications technology	0.0%	1.2%
Anti-corruption	11.8%	26.7%
Domestic private sector development	23.5%	23.3%
Foreign direct investment	17.6%	15.1%
Energy	5.9%	2.3%
Public sector governance/reform	23.5%	18.6%
Social cohesion	0.0%	4.7%
Education	11.8%	22.1%
Natural resource management	0.0%	2.3%
Environmental sustainability	0.0%	0.0%
Health	0.0%	1.2%
Agricultural development	41.2%	23.3%
Disaster management	0.0%	1.2%
Job creation/employment	58.8%	48.8%
Financial markets	0.0%	2.3%
Trade and exports	0.0%	2.3%

*Significantly different between sectors

A. General Issues Facing Bosnia and Herzegovina (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 Bosnia and Herzegovina? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Public Sector	All Others
Energy	23.5%	28.7%
Equality of opportunity	17.6%	6.9%
Social protection	5.9%	2.3%
Climate change	0.0%	1.1%
Anti-corruption	11.8%	24.1%
Disaster management	0.0%	0.0%
Rural development	11.8%	8.0%
Foreign direct investment	58.8%	46.0%
Urban development	5.9%	1.1%
Water and sanitation	0.0%	1.1%
Trade and exports	5.9%	8.0%
Information and communications technology	5.9%	2.3%
Social cohesion	0.0%	1.1%
Public sector governance/reform	29.4%	29.9%
Domestic private sector development	47.1%	36.8%
Job creation/employment	29.4%	36.8%
Agricultural development	23.5%	23.0%
Transport	5.9%	4.6%
Education	0.0%	11.5%
Natural resource management	5.9%	3.4%
Environmental sustainability	0.0%	3.4%
Health	0.0%	0.0%
Law and justice	5.9%	8.0%
Local governance and institutions	5.9%	2.3%
Financial markets	0.0%	2.3%

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

Percentage of Respondents (Responses Combined)	Public Sector	All Others
Social protection*	29.4%	5.7%
Public sector governance/reform	41.2%	25.3%
Transport	11.8%	8.0%
Poverty reduction	11.8%	10.3%
Rural development	17.6%	17.2%
Domestic private sector development	23.5%	29.9%
Foreign direct investment	29.4%	19.5%
Water and sanitation	5.9%	5.7%
Energy	11.8%	13.8%
Social cohesion	5.9%	1.1%
Job creation/employment	35.3%	37.9%
Financial markets	0.0%	1.1%
Urban development*	5.9%	0.0%
Environmental sustainability	0.0%	2.3%
Equality of opportunity	5.9%	6.9%
Health	5.9%	2.3%
Education	0.0%	16.1%
Climate change	0.0%	1.1%
Agricultural development	17.6%	13.8%
Trade and exports	0.0%	5.7%
Economic growth*	11.8%	37.9%
Law and justice	5.9%	8.0%
Local governance and institutions	0.0%	3.4%
Natural resource management	0.0%	5.7%
Information and communications technology	0.0%	0.0%
Anti-corruption	17.6%	14.9%
Disaster management*	5.9%	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 Bosnia and Herzegovina? (1-Not important at all, 10-Very important)

	Public Sector Gov./ Public Financial Mgmt./Anti- Corruption Sector			All Others		
	N	Mean	SD	N	Mean	SD
Anti-corruption	15	8.67	1.72	78	8.21	2.18
Information and communications technology	15	7.40	2.17	76	7.20	2.42
Transport (e.g., roads, bridges, transportation)	15	7.93	2.09	81	7.70	1.99
Law and justice (e.g., judicial system)	16	7.50	2.56	79	7.61	2.35
Urban development	13	7.46	2.60	75	7.37	2.12
Environmental sustainability	12	6.92	3.00	75	7.83	2.02
Poverty reduction	15	8.60	2.06	81	8.77	1.74
Domestic private sector development	15	8.80	1.21	81	9.04	1.42
Foreign direct investment	13	8.54	2.03	80	8.80	1.89
Local governance and institutions	14	7.93	1.94	76	7.66	2.15
Water and sanitation	14	7.50	2.21	76	7.57	2.16
Trade and exports	13	7.15	2.19	77	7.40	2.05
Economic growth	16	8.19	2.34	81	8.98	1.53
Energy	12	7.50	2.68	79	7.68	2.27
Disaster management	12	6.00	2.70	75	6.69	2.56
Public sector governance/ reform	14	8.64	1.50	78	8.04	2.05
Job creation/employment	15	8.53	2.45	82	9.09	1.49
Social cohesion	15	7.40	2.87	78	7.28	2.26
Financial markets	13	7.46	1.85	76	7.70	2.10
Equality of opportunity (i.e., equity)	13	7.23	2.80	76	7.36	2.56
Health	13	7.46	2.96	73	7.49	2.26
Rural development	14	7.57	2.56	81	8.04	2.12
Education	12	8.17	2.41	77	8.09	2.21
Social protection (e.g., pensions, targeted social assistance)	13	7.00	2.89	78	7.24	2.55
Climate change (e.g., mitigation, adaptation)	12	6.67	2.35	73	6.78	2.65
Agricultural development	13	8.31	1.70	78	8.58	1.59
Natural resource management (e.g., oil, gas, mining)	13	7.15	2.82	78	7.18	2.50

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

	Public Sector Gov./ Public Financial Mgmt./Anti- Corruption Sector			All Others		
	N	Mean	SD	N	Mean	SD
Information and communications technology	4	6.25	1.26	32	6.38	2.41
Transport (e.g., roads, bridges, transportation)	8	6.38	1.60	42	6.00	2.21
Law and justice (e.g., judicial system)	7	5.86	1.07	38	6.03	2.19
Urban development	7	5.43	1.81	41	6.05	2.21
Environmental sustainability	8	5.88	2.48	46	6.46	2.01
Poverty reduction	11	6.09	1.97	54	6.09	2.41
Domestic private sector development	9	6.00	1.50	53	6.23	2.33
Foreign direct investment	8	5.88	1.64	51	5.96	2.47
Local governance and institutions	10	5.90	1.79	51	6.20	2.15
Water and sanitation	9	6.67	2.00	47	6.68	2.10
Trade and exports	9	5.56	1.42	43	6.09	2.07
Economic growth	10	6.20	1.55	57	6.25	2.38
Energy	8	6.38	1.60	49	6.67	2.26
Disaster management	6	4.67	2.07	36	5.69	2.10
Public sector governance/ reform	11	5.82	1.66	56	6.46	2.22
Job creation/employment	10	5.70	1.57	51	5.71	2.52
Social cohesion	11	5.82	1.89	41	5.73	2.29
Financial markets	10	5.80	1.55	48	6.46	2.28
Equality of opportunity (i.e., equity)	10	5.60	1.78	43	6.19	2.32
Health	9	5.78	1.48	45	6.18	2.37
Rural development	9	5.56	2.07	51	6.02	2.28
Education	9	5.11	2.21	45	5.71	2.71
Social protection (e.g., pensions, targeted social assistance)	10	6.00	1.83	42	5.81	2.49
Climate change (e.g., mitigation, adaptation)	7	5.86	1.77	40	5.30	2.47
Agricultural development	8	6.25	1.67	52	6.31	2.29
Natural resource management (e.g., oil, gas, mining)	7	5.71	1.80	35	6.06	2.21

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

Indicator Question	Currently, do you professionally collaborate/work with the WBG?		Which of the following describes most of your exposure to the World Bank in BH? (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 Bosnia-Herzegovina.	4.87	6.37	5.72	6.00	5.72	5.78	5.68	5.88	5.56	6.00	5.95	5.37
To what extent do you believe the WBG's staff is well prepared to help Bosnia-Herzegovina solve its most complicated development challenges?	5.42	6.42	6.01	6.14	5.88	6.30	5.76	6.58	5.90	6.18	6.16	5.75
Overall the World Bank Group currently plays a relevant role in development in Bosnia-Herzegovina	5.35	6.68	6.06	5.89	5.92	6.23	5.90	6.42	5.89	6.31	6.33	5.58
The WBG's work is aligned with what I consider the development priorities for Bosnia-Herzegovina	4.85	6.00	5.49	5.75	5.60	5.40	5.41	5.73	5.42	5.69	5.62	5.31
Responsiveness	4.83	6.55	5.78	5.43	6.02	5.36	5.55	6.20	5.44	6.26	5.95	5.35
Flexibility (in terms of the institution's products and services)	4.77	6.34	5.66	5.50	5.87	5.31	5.55	5.87	5.45	5.97	5.76	5.41
Flexibility (in terms of changing country circumstances)	4.39	5.71	5.16	5.00	5.40	4.81	4.83	5.95	5.27	4.93	5.18	5.08
Being inclusive	5.37	6.55	6.19	5.00	6.10	6.13	5.80	6.78	6.02	6.24	6.50	5.33
Openness (sharing data and other information)	6.29	7.34	7.03	5.67	6.80	7.09	6.79	7.21	6.86	7.04	6.82	7.11
Staff accessibility	6.48	7.96	7.32	7.43	7.10	7.67	7.17	7.71	7.20	7.53	7.45	7.07
Straightforwardness and honesty	5.94	7.31	6.83	6.83	6.65	7.10	6.65	7.22	6.73	6.97	6.82	6.84
Collaboration with civil society	5.03	6.29	5.87	4.43	5.75	5.63	5.40	6.39	5.76	5.61	5.55	6.00
Collaboration with the Government	6.72	7.70	7.34	6.38	7.28	7.18	7.06	7.63	7.20	7.30	7.14	7.46
Collaboration with EC and other development partners	6.97	7.73	7.37	6.67	7.41	7.13	7.20	7.56	7.23	7.41	6.94	7.86
The speed in which it gets things accomplished on the ground	4.47	5.72	5.25	4.57	5.43	4.82	5.04	5.52	4.74	5.89	5.31	4.91
To what extent does the WBG's work help to achieve development results in Bosnia-Herzegovina?	5.30	6.73	6.09	6.43	6.43	5.69	6.08	6.20	5.69	6.79	6.25	5.90
The World Bank Group's financial instruments meet the needs of Bosnia-Herzegovina	4.38	5.87	5.33	4.38	5.26	5.20	5.12	5.52	4.98	5.65	5.42	4.90
The World Bank Group meets Bosnia-Herzegovina's needs for knowledge services	4.97	6.43	5.93	5.29	5.95	5.75	5.60	6.48	5.69	6.13	6.06	5.52
Are adaptable to Bosnia-Herzegovina's specific development challenges and country circumstances	5.59	6.77	6.33	7.25	6.22	6.60	6.12	6.95	6.51	6.18	6.67	5.97
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	5.27	6.76	6.17	6.50	6.42	5.91	5.98	6.77	6.02	6.48	6.40	5.90
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.56	7.25	7.01	7.43	7.02	7.10	6.78	7.76	7.02	7.10	7.28	6.69
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.30	6.57	6.89	7.25	7.00	6.75	6.82	7.11	7.30	6.48	6.73	7.25

Yellow highlight indicates significant difference between Yes and No mean.

Appendix H: Indicator Questions as a Function of Stakeholder Group

	Office of the President/Minister			Employee of a Ministry			PMU			Local Government			Private Sector/ Financial Sector/ Private Bank			NGO			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
Overall, please rate your impression of the WBG's effectiveness in BH.	5	6.20	1.79	21	5.57	1.72	7	7.14	0.90	10	4.70	2.26	10	5.20	1.99	8	6.13	2.17	9	6.67	1.80	7	6.57	2.15	16	4.88	2.39
To what extent do you believe the WBG's staff is well prepared to help BH solve its most complicated development challenges?	5	5.40	2.19	18	5.83	2.31	7	7.14	1.68	11	5.91	2.43	7	5.86	2.91	7	7.71	1.80	4	6.75	1.50	7	7.00	2.24	15	4.53	2.26
Overall the WBG currently plays a relevant role in development in Bosnia-Herzegovina	5	4.80	1.79	22	6.05	1.81	7	8.00	1.83	9	5.67	2.40	9	5.33	2.60	10	6.00	2.31	9	7.11	2.57	7	6.86	2.97	18	5.50	2.55
The WBG's work is aligned with what I consider the development priorities for BH	5	4.60	1.95	21	5.29	2.15	6	6.67	1.51	8	5.13	2.75	10	5.50	2.72	10	6.10	1.73	8	5.88	2.53	6	7.00	2.00	17	4.29	2.09
Responsiveness	5	5.20	2.17	19	5.68	2.26	5	8.20	1.10	9	6.44	2.92	9	5.00	2.83	10	5.20	1.93	9	6.00	1.80	7	5.57	1.40	16	5.31	2.33
Flexibility (in terms of the institution's products and services)	5	5.40	2.19	19	5.79	2.35	5	7.40	0.89	7	5.71	2.36	8	4.50	2.62	10	4.60	1.43	9	5.67	2.00	7	5.86	1.77	15	5.67	2.19
Flexibility (in terms of changing country circumstances)	5	4.00	2.24	17	5.12	2.55	5	6.00	2.00	7	4.57	2.88	7	4.57	2.30	10	4.80	1.87	9	5.89	2.15	6	6.50	2.26	16	4.56	2.16
Being inclusive	5	4.60	2.61	21	6.10	1.76	5	8.40	1.67	7	5.86	2.85	6	6.50	2.74	9	5.33	2.29	8	6.00	1.31	7	6.29	1.89	12	5.25	2.26
Openness (sharing data and other information)	5	5.60	1.95	19	6.47	2.09	6	7.50	2.17	7	5.71	2.69	9	7.33	2.65	8	7.75	1.75	9	6.89	2.67	6	8.17	1.84	15	6.27	3.08
Staff accessibility	5	7.40	1.52	20	6.70	2.11	6	8.50	1.23	8	7.38	2.13	10	7.70	2.06	8	6.75	2.92	9	7.89	2.15	7	7.29	2.63	17	7.18	2.58
Straightforwardness and honesty	5	7.00	1.41	17	6.00	2.42	5	6.80	2.78	9	5.67	3.20	9	7.22	3.03	7	7.43	1.81	9	7.56	2.13	7	7.57	1.99	15	6.13	2.85
Collaboration with civil society	3	6.00	0.00	16	5.88	1.71	1	4.00	.	6	4.50	2.59	3	6.00	2.00	9	5.33	2.74	8	5.88	2.30	7	7.29	1.60	15	5.07	2.19
Collaboration with the Government	5	7.60	0.89	21	7.00	1.73	4	8.75	1.26	9	7.00	2.24	7	7.00	1.83	8	7.13	2.30	9	7.56	1.24	7	8.71	1.25	14	6.36	2.21
Collaboration with EC and other development partners*	5	7.20	0.45	13	7.23	1.64	2	9.50	0.71	6	7.50	2.07	4	6.75	3.20	7	6.57	2.57	7	8.43	0.98	7	9.29	0.76	13	5.77	2.62
The speed in which it gets things accomplished on the ground	5	5.40	0.89	15	4.87	1.85	4	7.25	2.22	7	5.43	2.70	9	4.89	2.62	7	5.14	1.35	8	5.25	1.49	7	5.86	1.22	15	4.07	2.28
To what extent does the WBG's work help to achieve development results in BH?	5	6.60	1.52	20	5.75	1.68	7	7.57	1.27	8	6.63	2.72	9	6.11	2.57	10	6.20	2.10	9	6.56	1.88	7	6.29	2.29	17	4.76	2.22
The WBG's financial instruments meet the needs of BH	5	3.40	2.61	19	5.95	1.96	7	6.43	2.07	7	5.00	2.52	10	5.10	2.64	10	5.30	2.58	8	5.50	1.93	7	4.29	2.06	17	4.29	2.37
The WBG meets BH's needs for knowledge services	5	3.80	1.79	16	5.63	1.63	7	6.57	2.82	7	5.00	2.52	8	5.88	2.75	11	5.45	3.11	7	5.43	2.30	7	7.71	2.75	16	5.44	2.42
Are adaptable to BH's specific development challenges and country circumstances	5	6.00	1.41	18	6.22	1.77	5	5.60	1.67	6	7.00	2.19	8	6.38	2.88	7	7.00	2.24	7	6.86	1.46	6	5.83	1.60	16	6.00	2.28
Overall, how significant a contribution do you believe the WBG's knowledge work & activities make to development results in your country?	5	6.20	1.10	20	6.20	1.20	7	7.00	1.73	7	5.43	2.64	9	5.89	2.57	9	6.33	1.94	8	6.38	1.06	5	6.80	2.95	15	5.40	2.35
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	5	6.40	0.89	22	6.73	1.49	7	7.57	1.40	7	5.57	2.23	7	7.43	1.72	8	7.25	2.32	8	7.25	1.49	4	8.75	1.26	16	6.75	1.98
Where country systems are adequate, the World Bank Group makes appropriate use of them*	5	6.20	2.39	14	5.64	2.31	5	7.80	1.64	5	5.80	2.05	4	8.75	0.96	7	7.57	2.15	5	7.80	1.10	6	8.17	1.33	10	6.20	1.81

*Significantly different between stakeholder groups

Appendix I: Bosnia and Herzegovina FY 2014 Questionnaire



World Bank Group Country Survey FY14 – Bosnia and Herzegovina

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

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 BOSNIA AND HERZEGOVINA

A1. In general would you say that Bosnia and Herzegovina 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 Bosnia and Herzegovina.			
Please identify which of the following you consider the most important development priorities in BH? (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	Social cohesion
4	Domestic private sector development	18	Climate change (e.g., mitigation, adaptation)
5	Foreign direct investment	19	Agricultural development
6	Water and sanitation	20	Trade and exports
7	Energy	21	Economic growth
8	Job creation/employment	22	Law and justice (e.g., judicial system)
9	Rural development	23	Local governance and institutions
10	Financial markets	24	Natural resource management (e.g., oil, gas, mining)
11	Urban development	25	Anti corruption
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 Bosnia and Herzegovina? (Choose no more than THREE)			
1	Water and sanitation	14	Foreign direct investment
2	Equality of opportunity (i.e., equity)	15	Energy
3	Economic growth	16	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Climate change (e.g., mitigation, adaptation)	17	Social cohesion
5	Rural development	18	Education
6	Urban development	19	Natural resource management (e.g., oil, gas, mining)
7	Local governance and institutions	20	Environmental sustainability
8	Social protection (e.g., pensions, targeted social assistance)	21	Health
9	Law and justice (e.g., judicial system)	22	Agricultural development
10	Transport (e.g., roads, bridges, transportation)	23	Disaster management
11	Information and communications technology	24	Job creation/employment
12	Anti corruption	25	Financial markets
13	Domestic private sector development	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 Bosnia and Herzegovina? (Choose no more than THREE)		
1	Energy	14 Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
2	Equality of opportunity (i.e., equity)	15 Domestic private sector development
3	Social protection (e.g., pensions, targeted social assistance)	16 Job creation/employment
4	Climate change (e.g., mitigation, adaptation)	17 Agricultural development
5	Anti corruption	18 Transport (e.g., roads, bridges, transportation)
6	Disaster management	19 Education
7	Rural development	20 Natural resource management (e.g., oil, gas, mining)
8	Foreign direct investment	21 Environmental sustainability
9	Urban development	22 Health
10	Water and sanitation	23 Law and justice (e.g., judicial system)
11	Trade and exports	24 Local governance and institutions
12	Information and communications technology	25 Financial markets
13	Social cohesion	

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 BH? (Choose no more than TWO)	
1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	More reliable social safety net
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

* The World Bank Group aims to promote income growth of the bottom 40 percent of the population in each country. This involves achieving economic growth which is inclusive of all sections of the society. Inclusion demands equity so that it becomes the focus point.

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in Bosnia and Herzegovina?									
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 BH.										
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 BH 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 BH, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in BH? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	15	Equality of opportunity (i.e., equity)
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16	Health
3	Transport (e.g., roads, bridges, transportation)	17	Education
4	Poverty reduction	18	Climate change (e.g., mitigation, adaptation)
5	Rural development	19	Agricultural development
6	Domestic private sector development	20	Trade and exports
7	Foreign direct investment	21	Economic growth
8	Water and sanitation	22	Law and justice (e.g., judicial system)
9	Energy	23	Local governance and institutions
10	Social cohesion	24	Natural resource management (e.g., oil, gas, mining)
11	Job creation/employment	25	Information and communications technology
12	Financial markets	26	Anti corruption
13	Urban development	27	Disaster management
14	Environmental sustainability		

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 Bosnia and Herzegovina?		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, knowledge	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development (e.g., institutional development, training for staff at state and entity institutions)	<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	Coordination of development partners	<input type="checkbox"/>	<input type="checkbox"/>
9	Strategy formulation (e.g., PRSP assistance)	<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 BH'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, knowledge	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	Coordination of development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B13	Strategy formulation (e.g., PRSP assistance)	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 BH. To which degree would BH 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"/>	
B17	The private sector , related to institutional and policy change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in BH? (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		
B18	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B19	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B20	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 BH 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		
B21	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B24. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in BH? (Choose no more than TWO)

1	Not exploring alternative policy options
2	Not adequately sensitive to political/social realities in BH
3	Staff too inaccessible
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 development partners' work
15	Not collaborating enough with non-state actors
16	Not client focused
17	Its advice and strategies do not lend themselves to practical problem solving
18	Not focused enough on issues that are unique to post-conflict countries
19	Inadequate number of World Bank Group staff members located in the country
20	Other (please specify): _____
21	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**B25. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Bosnia and Herzegovina? (Choose no more than TWO)**

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

B26. 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	Community of development partners
3	Media
4	NGOs
5	Local Government
6	Private sector
7	Parliament
8	Community Based Organizations (CBOs)
9	Beneficiaries
10	Foundations
11	Emerging donors
12	UN agencies
13	Other (please specify): _____
14	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B27	Overall the World Bank Group currently plays a relevant role in development in BH	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B28	The World Bank Group's work is aligned with what I consider the development priorities for BH	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B29	The World Bank Group supports programs and strategies that are realistic for BH	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B30	The World Bank Group treats clients and stakeholders in BH 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 Bosnia and Herzegovina, 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		
B31	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B32	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B33	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B34	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B35	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B36	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B37	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B38	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"/>	
B39	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B40	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B41	Collaboration with EC and other development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B42	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B43	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B44	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B45. To be a more effective development partner in BH, 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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B46. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)

1	The World Bank Group does not do adequate follow through/follow-up
2	The World Bank Group is not sensitive enough to political/social realities on the ground
3	Lack of/inadequate levels of capacity in Government
4	There is not an adequate level of citizen/civil society participation
5	Poor coordination with development partners
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	Inadequate funding
11	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 Bosnia and Herzegovina?												
		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	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Local governance and institutions	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	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
19	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
20	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
21	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
22	Rural development	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 BH? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Urban development	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	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Domestic private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Local governance and institutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	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"/>
16	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Social cohesion	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	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	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 BH? (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 BH?											
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

C5. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in BH?											
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 Bosnia and Herzegovina?																					
										Strongly disagree		Strongly agree		Don't know							
C6	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of BH										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	The World Bank Group meets BH'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"/>

C8. To what extent do you believe the World Bank Group measures and corrects its work in real time in BH?											
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 Bosnia and Herzegovina, 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
		1	2	3	4	5	6	7	8	9	10		
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 BH'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 BH'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		
		Not significant at all										Very significant	Don't know
												<input type="checkbox"/>	

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		
		Very low technical quality										Very high technical quality	Don't know
												<input type="checkbox"/>	

SECTION E: WORKING WITH THE WORLD BANK GROUP

To what extent does each of the following aspects of the World Bank Group's technical assistance/ advisory work contribute to solving BH'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 BH	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E11	Working with the World Bank Group increases BH'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"/>

SECTION E: WORKING WITH THE WORLD BANK GROUP

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

1	The World Bank Group takes too much risk in BH
2	The World Bank Group does not take enough risk in BH
3	The World Bank Group's approach to risk is appropriate
4	Don't know
5	Prefer not to answer

E16. To what extent do you believe the World Bank Group is adequately staffed in BH?

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 F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN BOSNIA AND HERZEGOVINA

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in BH? (Choose no more than TWO)

1	Provide more adequate data/knowledge/statistics/figures on BH's economy
2	Collaborate more effectively with Government clients (e.g., state, entity, cantonal, municipal)
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 BH'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	Increase the level of World Bank Group staffing in BH's office
13	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in BH, 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 BH? (Select only ONE response)

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

F3. Please answer the following questions: (Choose no more than THREE for each column)

		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in BH?	B. Which THREE areas below would benefit most from other development partners in BH?
1	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
4	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
6	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
7	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
8	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>

SECTION G: COMMUNICATION AND INFORMATION SHARING

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

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

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/bosniaandherzegovina)
2	The World Bank Group's main website (www.worldbank.org)

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

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

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

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (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	11	Natural resource management / environmental sustainability
2	Climate change / disaster management	12	Private sector development / foreign direct investment
3	Education	13	Public sector governance / public financial management / anti corruption
4	Energy	14	Social protection
5	Financial markets / banking	15	Transport
6	Gender equity / equality of opportunity	16	Urban development
7	Health / communicable/non-communicable diseases	17	Water and sanitation
8	Information and communications technology	18	Generalist
9	Job creation/employment	19	Other (please specify): _____
10	Law and justice / regulatory framework		

SECTION H: BACKGROUND INFORMATION

H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?	
1	Yes
2	No

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Bosnia and Herzegovina? (Select only ONE response)	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____

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

H6. If yes, what was your view on the two institutions working together in BH? (Select only ONE response)	
1	Working well together
2	Collaborating but needs improvement
3	In conflict
4	Other
5	Don't know

H7. Which of the following describes most of your exposure to the World Bank Group in BH? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H8. Which best represents your geographic location?	
1	Federation of Bosnia and Herzegovina
2	Republika Srpska
3	Brcko District
4	Other

Thank you for completing the survey!