



World Bank Group Country Survey FY15 – Bulgaria

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

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 BULGARIA

A1. In general would you say that Bulgaria 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 Bulgaria.

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

1	Social protection (e.g., pensions, targeted social assistance)	11	Governance (i.e., government effectiveness, public administration)
2	Basic infrastructure and transport (e.g., roads, bridges, transportation)	12	Equality of opportunity and Inclusion (e.g., gender, Roma inclusion)
3	Economic growth	13	Job creation/employment
4	Energy and energy efficiency	14	Law and justice (e.g., judicial system)
5	Water supply and sanitation (i.e., WSS companies)	15	Innovations
6	Public financial management (e.g., public expenditure, efficiency of public spending)	16	Financial markets (e.g., banking and pension funds management)
7	Convergence of living standards with EU	17	Agricultural development
8	Education	18	Trade and exports
9	Health	19	Foreign direct investment
10	Climate change (e.g., mitigation, adaptation, disaster management) and green growth	20	Rural development

A3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 Bulgaria? (Choose no more than THREE)

1	Financial markets (e.g., banking and pension funds management)	11	Public financial management (e.g., public expenditure, efficiency of public spending)
2	Agricultural development	12	Convergence of living standards with EU
3	Trade and exports	13	Education
4	Foreign direct investment	14	Health
5	Rural development	15	Climate change (e.g., mitigation, adaptation, disaster management) and green growth
6	Governance (i.e., government effectiveness, public administration)	16	Social protection (e.g., pensions, targeted social assistance)
7	Equality of opportunity and Inclusion (e.g., gender, Roma inclusion)	17	Basic infrastructure and transport (e.g., roads, bridges, transportation)
8	Job creation/employment	18	Economic growth
9	Law and justice (e.g., judicial system)	19	Energy and energy efficiency
10	Innovations	20	Water supply and sanitation (i.e., WSS companies)

SECTION A: GENERAL ISSUES

A4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Bulgaria? (Choose no more than TWO)

1	Greater access to health and nutrition for citizens
2	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
3	A growing middle class
4	Better opportunity for the poor who live in rural areas
5	Better opportunity for the poor who live in urban areas
6	Consistent economic growth
7	Better employment opportunities for young people
8	Better employment opportunities for women
9	Greater access to micro-finance for the poor
10	Greater voice and participation for citizens to help ensure greater accountability
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): _____

A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Bulgaria? (Select only ONE response)

1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don’t know

A6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)

1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don’t know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in Bulgaria?									
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 Bulgaria.										
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 Bulgaria 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 Bulgaria, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Bulgaria? (Choose no more than THREE)											
1	Agricultural development					11	Convergence of living standards with EU				
2	Trade and exports					12	Education				
3	Foreign direct investment					13	Health				
4	Governance (i.e., government effectiveness, public administration)					14	Social protection (e.g., pensions, targeted social assistance)				
5	Equality of opportunity and Inclusion (e.g., gender, Roma inclusion)					15	Basic infrastructure and transport (e.g., roads, bridges, transportation)				
6	Job creation/employment					16	Economic growth				
7	Law and justice (e.g., judicial system)					17	Energy and energy efficiency				
8	Innovations					18	Water supply and sanitation (i.e., WSS companies)				
9	Financial markets (e.g., banking and pension funds management)					19	Public financial management (e.g., public expenditure, efficiency of public spending)				
10	Rural development					20	Climate change (e.g., mitigation, adaptation, disaster management) and green growth				

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 Bulgaria?		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<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 with the European Commission and International Financial Institutions	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

How 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 Bulgaria? (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
B6	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B7	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B8	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 Bulgaria 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
B9	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B10	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bulgaria? (Choose no more than TWO)

1	Arrogant in its approach
2	Not client focused
3	The credibility of its knowledge/data
4	World Bank Group's processes too complex
5	Not willing to honestly criticize policies and reform efforts in the country
6	Staff too inaccessible
7	Not exploring alternative policy options
8	Not collaborating enough with stakeholders outside the Government
9	Its advice and strategies do not lend themselves to practical problem solving
10	Not enough public disclosure of its work
11	Too influenced by developed countries
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other international partners' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in Bulgaria
17	Other (please specify): _____
18	Don't know

B13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Bulgaria? (Choose no more than TWO)

1	Trust Fund management
2	Knowledge products/services (analytical work, studies, surveys, etc.)
3	Investment lending (financing specific projects)
4	Technical assistance (advice, best practice, international experience, etc.)
5	Capacity development
6	Policy based lending / budget support to the Government
7	Multi-sectoral approaches
8	Other (please specify): _____
9	Don't know

B14. To what extent do you believe that the World Bank Group's work and support help the poorest in Bulgaria? (Select only ONE response)

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

**B15. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?
(Choose no more than TWO)**

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

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

		Strongly disagree										Strongly agree										Don't know
B16	Overall the World Bank Group currently plays a relevant role in development in Bulgaria	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	The World Bank Group's work is aligned with what I consider the development priorities for Bulgaria	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	The World Bank Group supports programs and strategies that are realistic for Bulgaria	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B19	The World Bank Group treats clients and stakeholders in Bulgaria with respect	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

		To no degree at all										To a very significant degree										Don't know
B20	Responsiveness	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Being inclusive	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B25	Staff accessibility	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B26	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B27	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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B28	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B29	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B30	Collaboration with the European Commission and International Financial Institutions	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B31	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B32	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B33	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B34. To be a more effective development partner in Bulgaria, 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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B35. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

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

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Bulgaria?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Convergence of living standards with EU	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Basic infrastructure and transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Energy and energy efficiency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Water supply and sanitation (i.e., WSS companies)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Public financial management (e.g., public expenditure, efficiency of public spending)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Climate change (e.g., mitigation, adaptation, disaster management) and green growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Governance (i.e., government effectiveness, public administration)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Equality of opportunity and Inclusion (e.g., gender, Roma inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Innovations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Financial markets (e.g., banking and pension funds management)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Rural development	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 Bulgaria? *(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	Convergence of living standards with EU	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Basic infrastructure and transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Energy and energy efficiency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Water supply and sanitation (i.e., WSS companies)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Public financial management (e.g., public expenditure, efficiency of public spending)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Climate change (e.g., mitigation, adaptation, disaster management) and green growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Governance (i.e., government effectiveness, public administration)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Equality of opportunity and Inclusion (e.g., gender, Roma inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Innovations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Financial markets (e.g., banking and pension funds management)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Rural development	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 Bulgaria? (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 Bulgaria?

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 Bulgaria?

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

C7. To what extent do you believe that Bulgaria received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?

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

C8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Bulgaria?

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 Bulgaria, 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	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Are adaptable to Bulgaria's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

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

D11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

SECTION E: WORKING WITH THE WORLD BANK GROUP

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	The World Bank Group takes decisions quickly in Bulgaria	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Working with the World Bank Group increases Bulgaria's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	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"/>	
E9	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"/>	

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Bulgaria?												
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	

E11. Which of the following best describes the way the World Bank Group operates in Bulgaria? (Select only one response)	
1	The World Bank Group takes too much risk in Bulgaria
2	The World Bank Group does not take enough risk in Bulgaria
3	The World Bank Group's approach to risk is appropriate
4	Don't know

E12. Which of the following best describes the World Bank Group's support in Bulgaria? (Select only one response)	
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Bulgaria
2	The World Bank Group is not sufficiently selective in Bulgaria, and it is involved in too many areas of development
3	Don't know

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN BULGARIA

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

1	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
2	Reach out more to groups outside of Government
3	Provide more adequate data/knowledge/statistics/figures on Bulgaria's economy
4	Ensure greater selectivity in its work
5	Offer more innovative financial products
6	Work faster
7	Improve the quality of its experts as related to Bulgaria's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Increase the level of capacity development in the country
11	Reduce the complexity of obtaining World Bank Group financing
12	Increase availability of Reimbursable Advisory Services (RAS)
13	Other (please specify): _____

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

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

SECTION G: COMMUNICATION AND INFORMATION SHARING

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

1	Periodicals	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
5	Local television	10	Other (please specify): _____

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

1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	5	World Bank Group's website
2	e-Newsletters	6	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	Mobile phones
4	World Bank Group's publications and other written materials	8	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
G8	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Yes	No

G9. Which Internet connection do you use primarily when visiting a World Bank Group website?

1	High speed/WiFi
2	Dial-up

SECTION G: COMMUNICATION AND INFORMATION SHARING

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 find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G11	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G12	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G13	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G14	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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	11	NGO/Community Based Organization
2	Office of Minister	12	Media (press, radio, TV, web, etc.)
3	Office of Parliamentarian	13	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Trade Union
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	15	Faith-Based Group
6	Local Government Office or Staff	16	Youth Group
7	Bilateral/Multilateral Agency	17	Academia/Research Institute/Think Tank
8	Private Sector Organization	18	Judiciary Branch
9	Private Foundation	19	Other (please specify): _____
10	Financial Sector/Private Bank		

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate Change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

H3. Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)	
1	I currently collaborate with the World Bank Group
2	I have previously collaborated with the World Bank Group
3	Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)
4	I have never collaborated with the World Bank Group

SECTION H: BACKGROUND INFORMATION

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

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

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

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

**H6. If yes, what was your view of how the two institutions work together in Bulgaria?
(Select only ONE response)**

- | | |
|---|--|
| 1 | The two institutions work well together |
| 2 | The way the two institutions work together needs improvement |
| 3 | The two institutions do not work well together |
| 4 | Don't know |

**H7. Which of the following describes most of your exposure to the World Bank Group in Bulgaria?
(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. What's your gender?

- | | |
|---|--------|
| 1 | Female |
| 2 | Male |

H9. Which best represents your geographic location?

- | | |
|---|---------------|
| 1 | Sofia |
| 2 | Outside Sofia |

Thank you for completing the survey!