

# FY15 Bulgaria Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



July 2015



## Acknowledgements

The Bulgaria Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Jessica Cameron, Svetlana Markova, and Jing Guo. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Bulgaria country team and the local fielding company ESTAT Agency. In particular, PORG is grateful for the support from Ivelina Taushanova (Communications Officer) in Sofia, Bulgaria.



Country Opinion Surveys  
THE WORLD BANK GROUP



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## I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Bulgaria perceive the WBG. The survey explored:

- *General Issues facing Bulgaria*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in Bulgaria*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From May to June 2015, 495 stakeholders of the WBG in Bulgaria were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the office of the President/Prime Minister, office of a Minister, office of a Parliamentarian, employees of ministries/ministerial departments/implementation agencies, Project Management Units (PMUs) overseeing implementation of a project or consultants working on WBG-supported projects, local governments, bilateral/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, youth groups, academia/research institutes/think tanks, and the judiciary branch. A total of 183 stakeholders participated in the survey (37% response rate).

Respondents were asked to complete the questionnaire online (429 potential respondents) or received the questionnaire via post (66 potential respondents). Respondents were asked about: general issues facing Bulgaria; 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 Bulgaria; and the WBG's communication and information sharing.

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

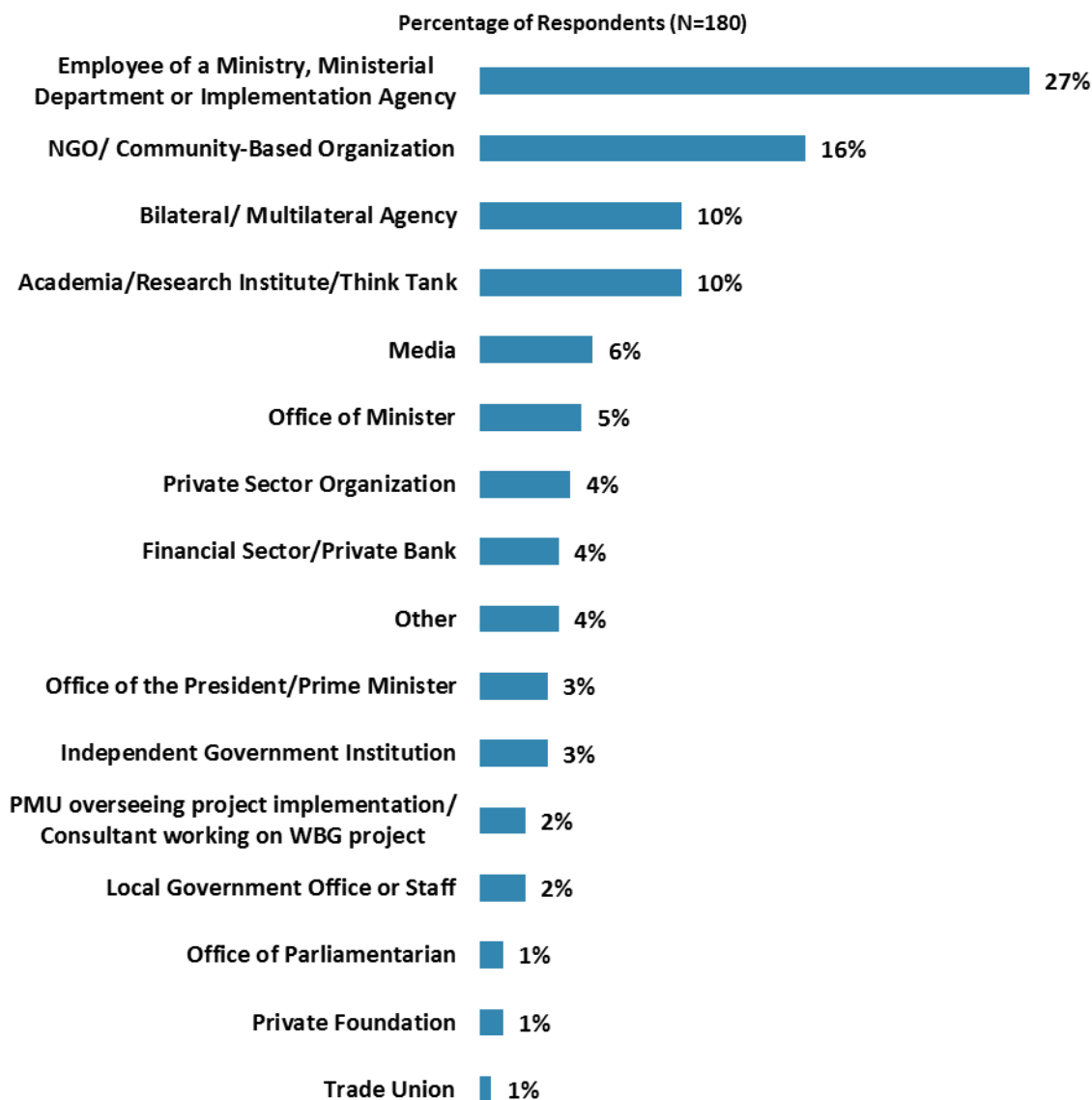
The results in this year's Country Survey were compared to the Country Survey conducted in FY '12 (response rate was 43%, N=173). The data were weighted to reach similar stakeholder compositions across the two survey years, allowing for more statistically reliable comparisons. Stakeholder groups which were not present in both fiscal years were not included in these comparisons, nor were respondents who identified themselves as "other" in the stakeholder category options. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY '12 COS report and the non-weighted data presented in this report. For the weighted stakeholder breakdown and year comparison results, please see appendix E (page 115).



### III. Demographics of the Sample

#### Current Position

- For all further analyses, the small number of respondents from the financial sector/private banks were combined with those from private sector organizations. The few respondents from the office of a Parliamentarian, PMUs/Consultants on WBG projects, local government, private foundations, and trade unions were included in the “Other” category. Note that there were no respondents from faith-based groups, youth groups, or the judiciary branch.

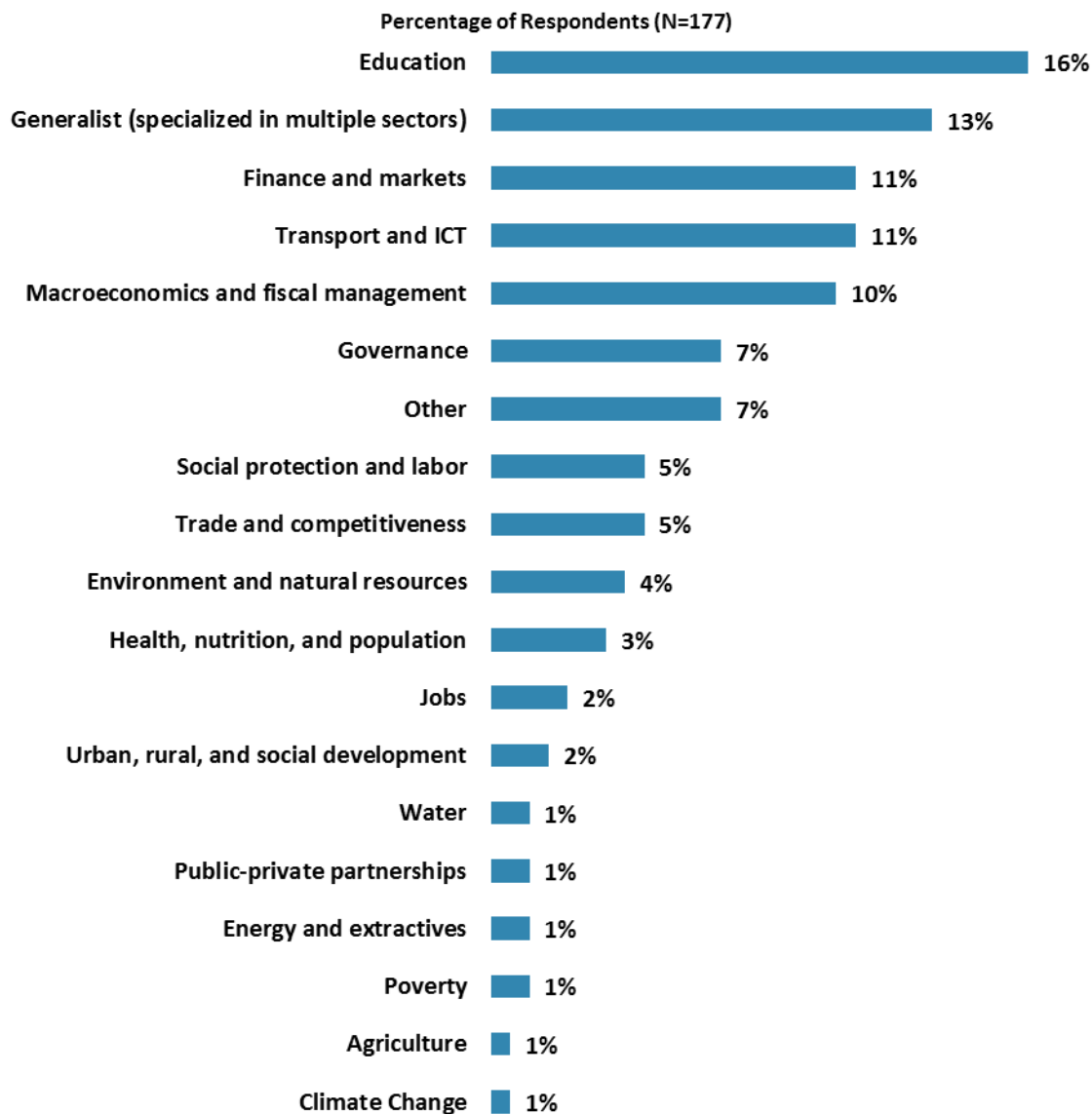


“Which of the following best describes your current position? (Select only ONE response)”  
(Respondents chose from a list.)



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

#### Area of Primary Specialization



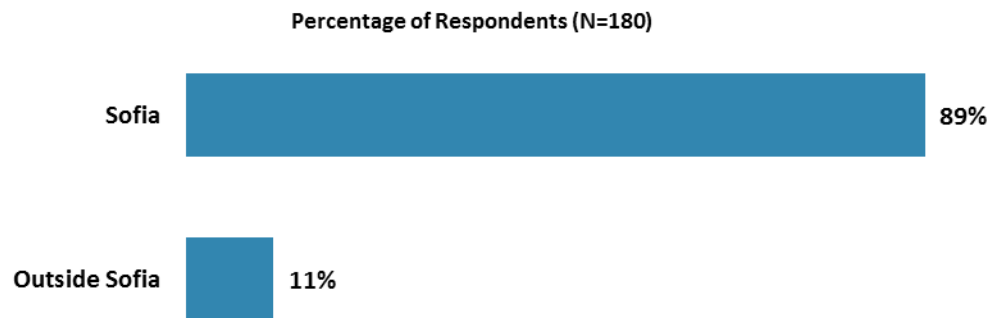
"Please identify the primary specialization of your work. (Select only ONE response)"  
(Respondents chose from a list.)



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

#### Geographic Location

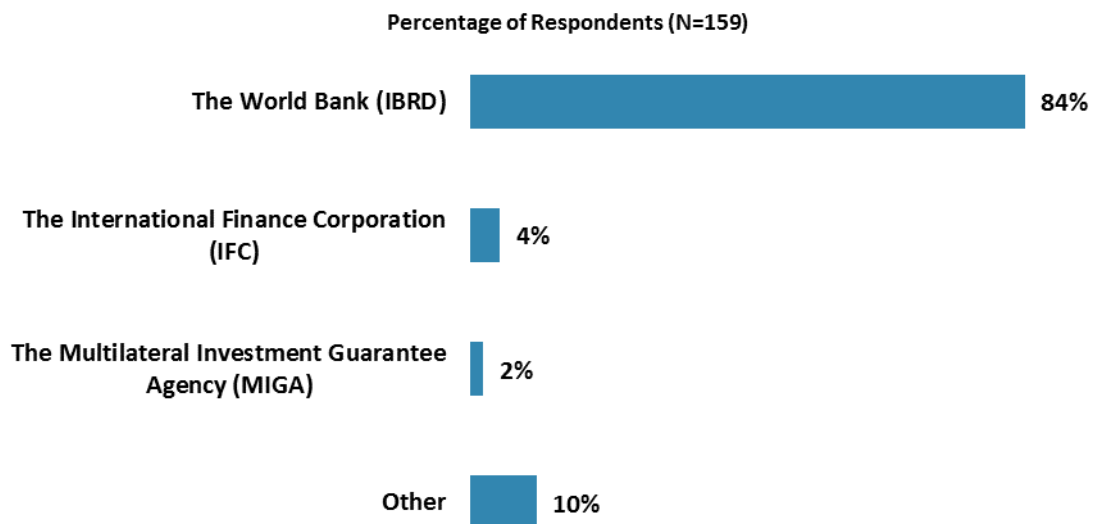
- Because of the small number of respondents from outside Sofia, statistical comparisons between geographic locations were not possible.



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

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



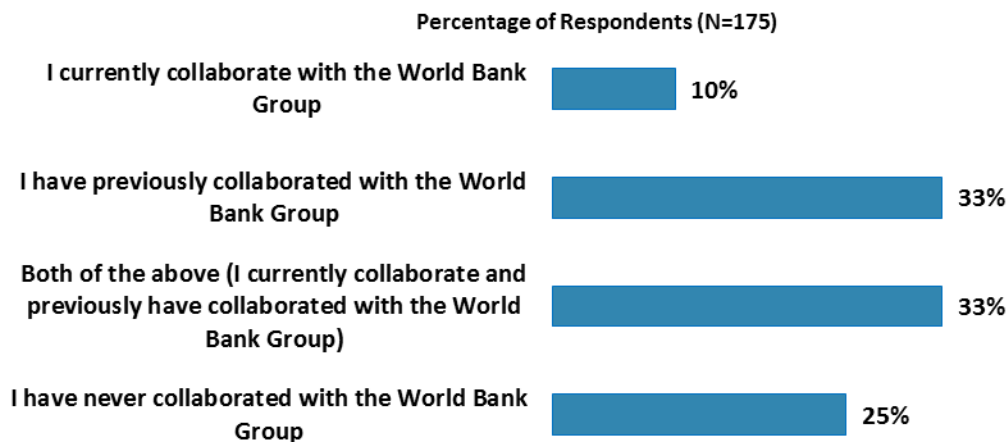
"Which of the following agencies of the World Bank Group do you primarily engage with in Bulgaria? (Select only ONE response)" (Respondents choose from a list)



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

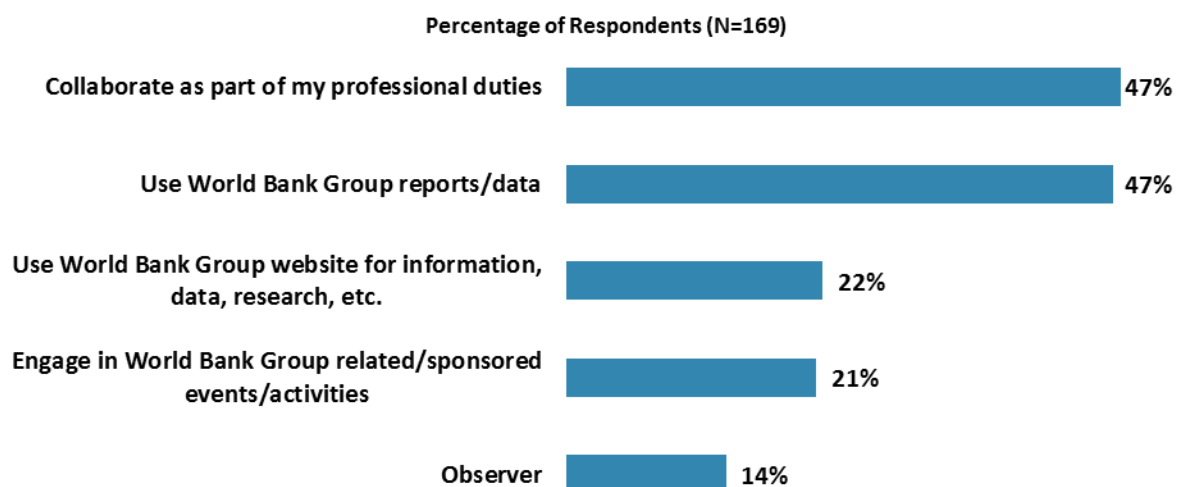
#### Collaboration with the WBG

- For all further analyses, respondents who indicated that they had previously collaborated with the WBG were combined with those who had never collaborated to make one group of those not currently collaborating with the WBG, and those who indicated both (that they currently collaborate and had collaborated in the past) were combined with those who currently collaborate to create one group of those currently collaborating.



"Which of the following best describes your level of interaction with the World Bank Group in your country? (Select only ONE response)" (Respondents choose from a list)

#### Exposure to the WBG in Bulgaria



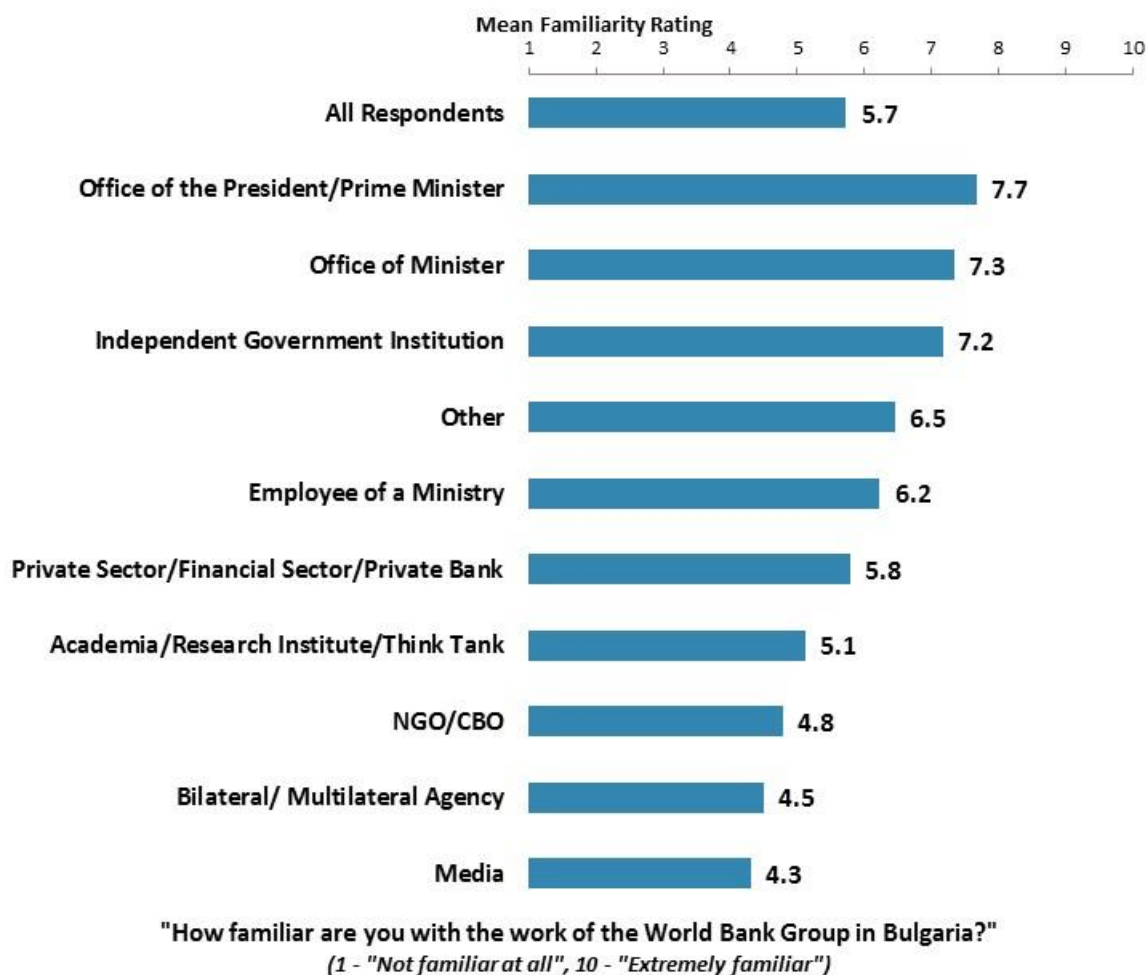
"Which of the following describes most of your exposure to the World Bank Group in Bulgaria? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly *lower* ratings of familiarity with the WBG (weighted mean = 5.7) compared to respondents from the FY '12 Country Survey (weighted mean = 6.8)<sup>1</sup>.
- **Stakeholders:** As shown in the chart below, respondents from government institutions had significantly higher ratings of familiarity with the WBG compared to respondents from those outside of government.
- **Impact of Familiarity:** Respondents' levels of familiarity with the WBG were significantly, moderately correlated with their perceptions of the WBG's overall effectiveness in Bulgaria, the extent to which the WBG achieves development results in Bulgaria, and agreement that the WBG plays a relevant role in development in Bulgaria.



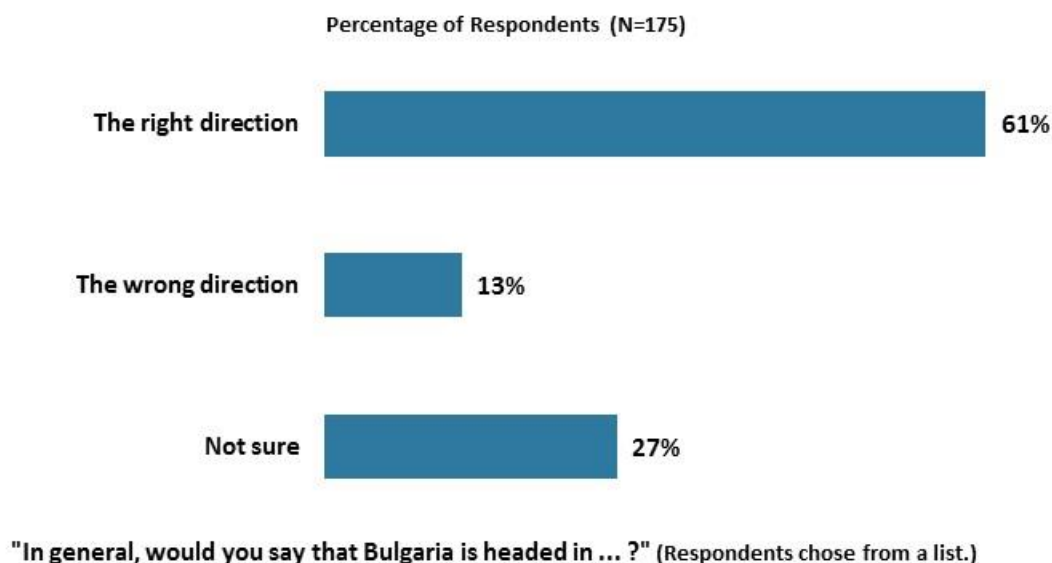
<sup>1</sup> Please refer to Appendix E (page 115) for more details on weighting for year comparisons. The means in the chart were calculated based on un-weighted data.



## IV. General Issues Facing Bulgaria

### Headed in the Right Direction

- **Year comparison:** Respondents in this year's Country Survey were significantly *less* likely to indicate that Bulgaria is headed in the right direction (weighted percentage of respondents = 58%) compared to respondents from the FY '12 Country Survey (weighted percentage of respondents = 76%)<sup>2</sup>.



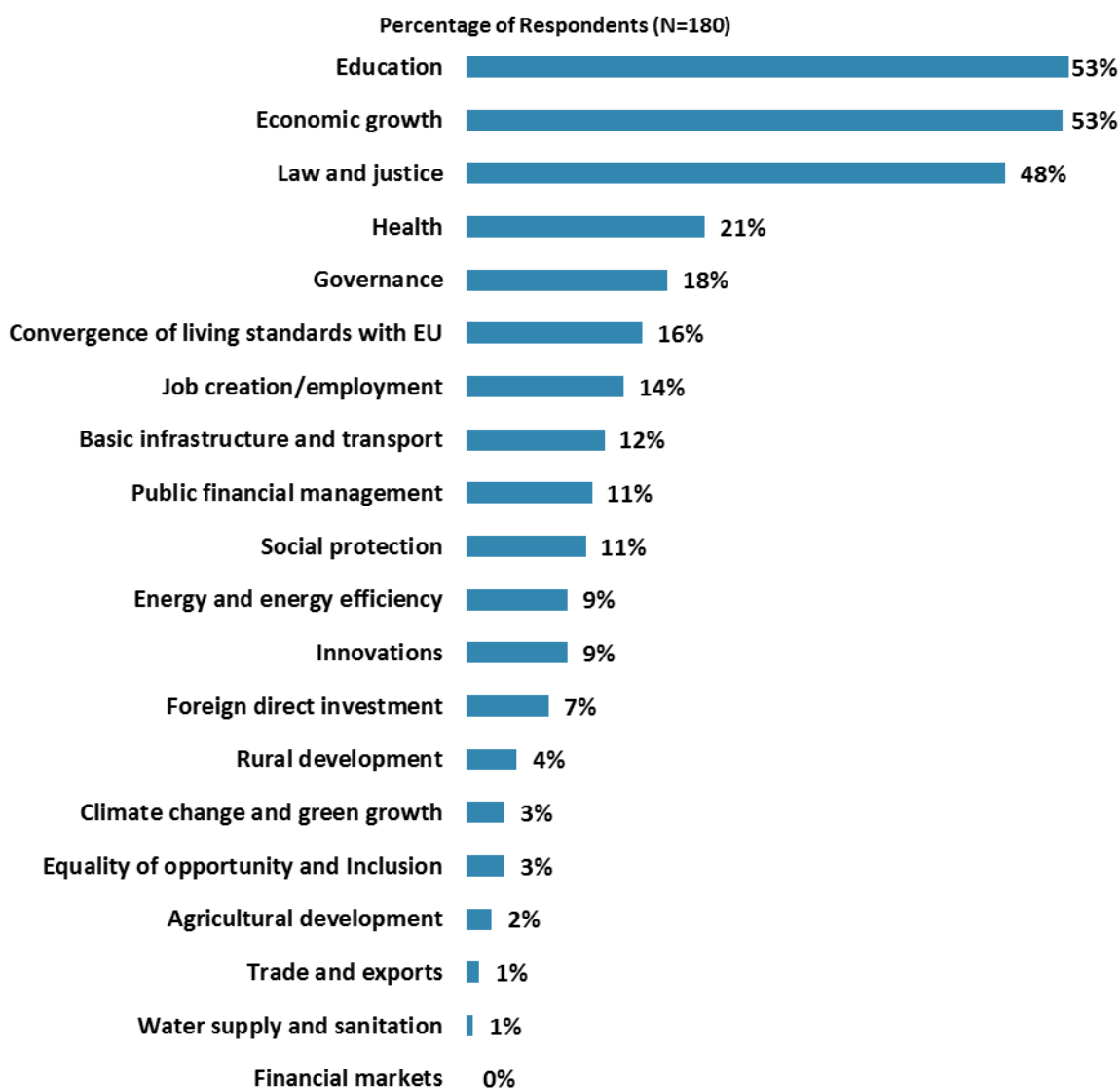
<sup>2</sup> Please refer to Appendix E (page 115) for more details on weighting for year comparisons. The percentages in the chart were calculated based on un-weighted data.



## IV. General Issues Facing Bulgaria (continued)

### Development Priority

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the most important development priority in Bulgaria was economic growth (70%), followed by education (41%), convergence with EU living standards (28%), business environment and private sector development (26%), law and justice (23%), and health (20%).
- **Education sector:** Respondents from the education sector were significantly more likely to indicate that education was the most important development priority in Bulgaria (89%) compared to respondents from all other sectors (46%). Respondents from all other sectors were more likely to indicate economic growth (54%) and law and justice (49%) as the most important development priorities for Bulgaria.



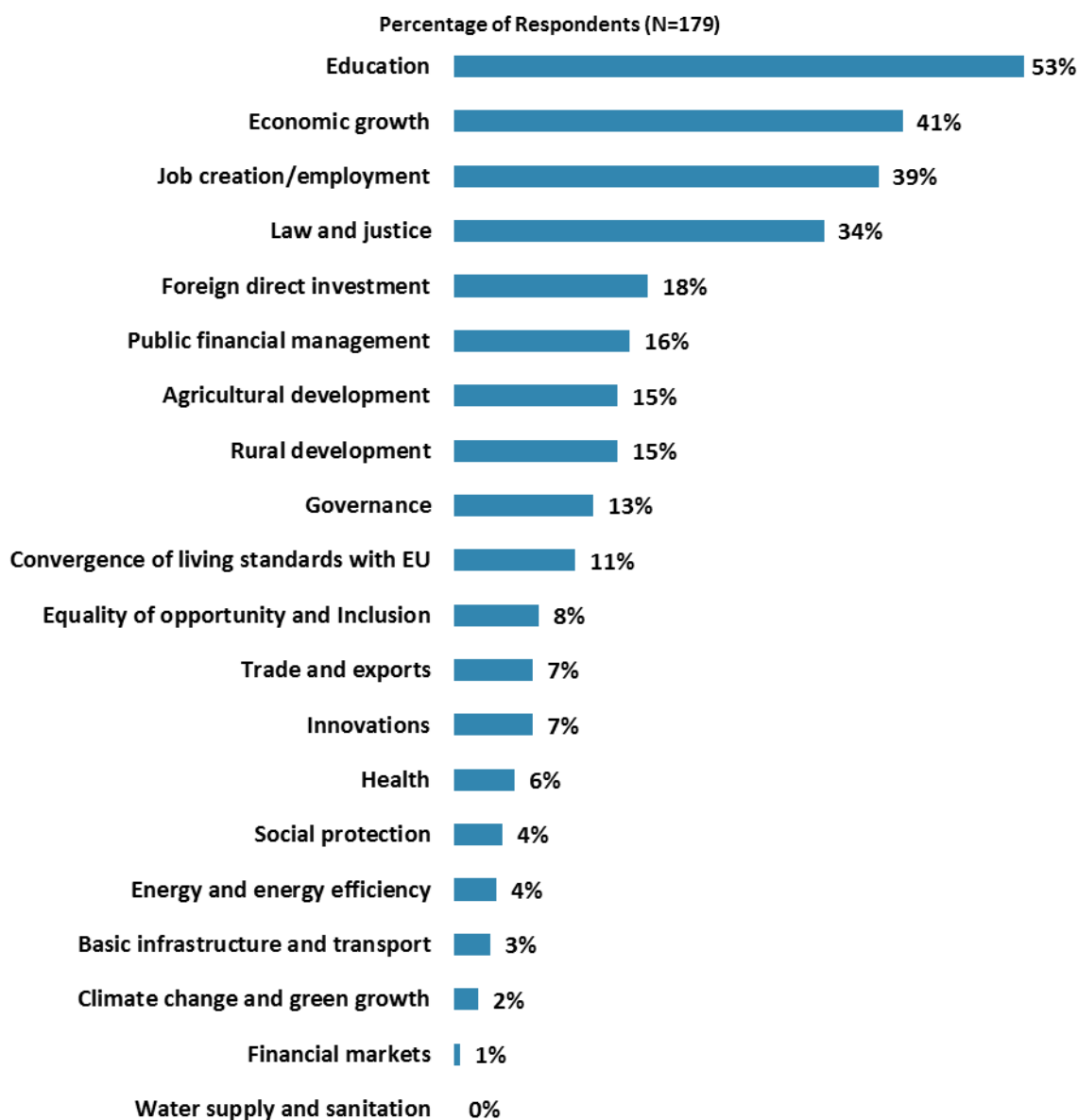
"Listed below are a number of development priorities in Bulgaria. Please identify which of the following you consider the most important development priorities in Bulgaria. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Bulgaria (continued)

### What Would Contribute Most to Reducing Poverty

- **Education sector:** Respondents from the education sector were more likely to indicate that education would contribute most to reducing poverty in Bulgaria (68%) compared to respondents from all other sectors (49%); however, this difference did not reach statistical significance and respondents from other sectors were still most likely to indicate education as contributing most to reducing poverty in Bulgaria.



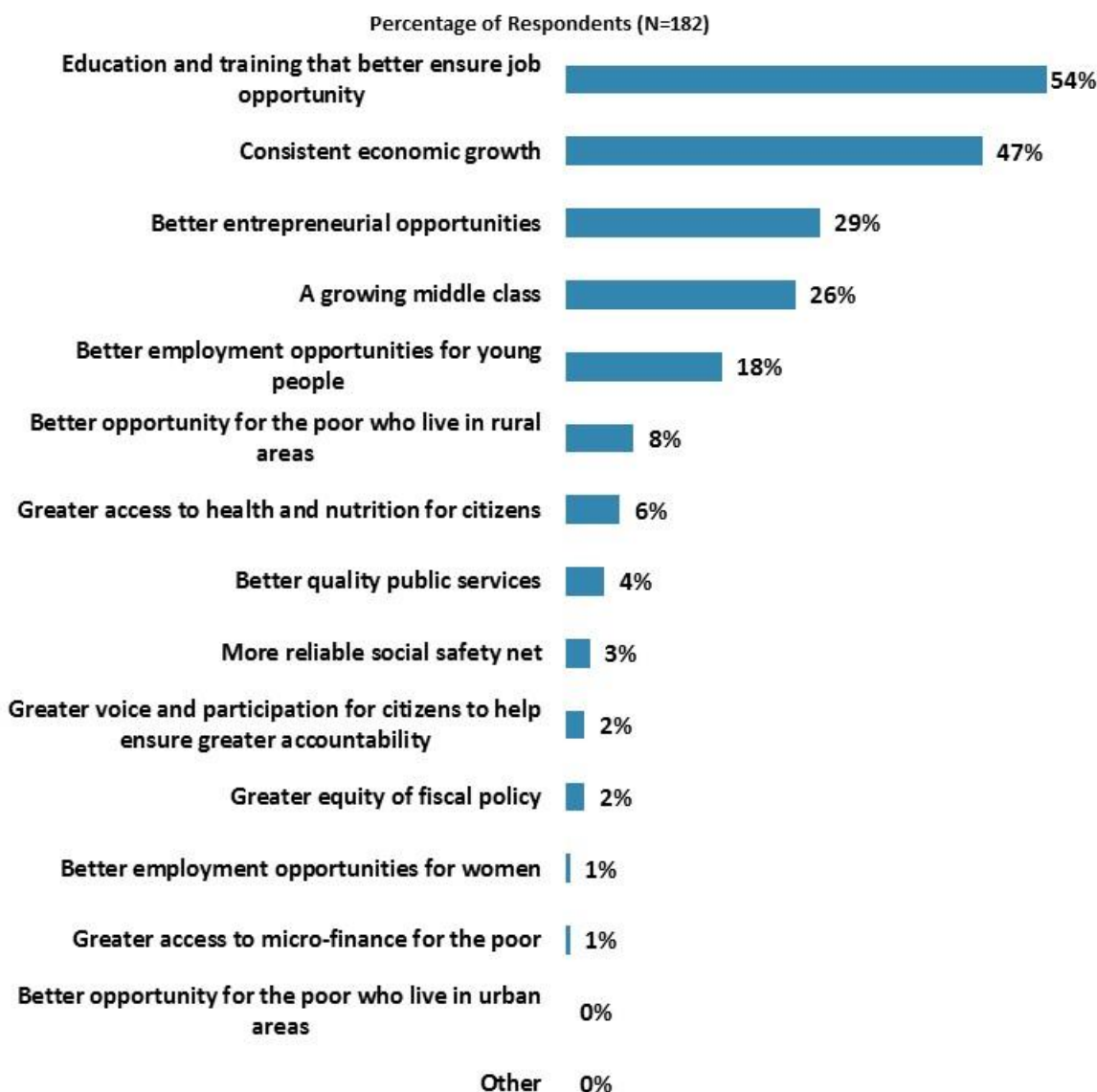
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Bulgaria?" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Bulgaria (continued)

### Factors Contributing to “Shared Prosperity”

- **Education sector:** Respondents from the education sector were significantly more likely to indicate that education and training that better ensure job opportunity would contribute most to “Shared Prosperity” in Bulgaria (71%) compared to respondents from all other sectors (51%). Respondents from all other sectors were more likely to indicate that consistent economic growth would contribute most (50%) compared to respondents from the education sector (36%), but this difference did not reach statistical significance.

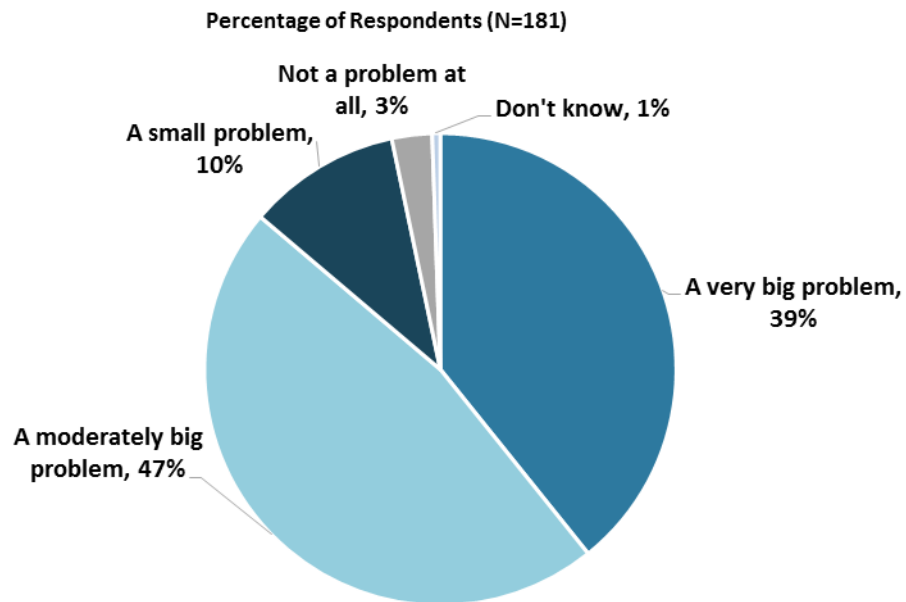


"When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Bulgaria? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



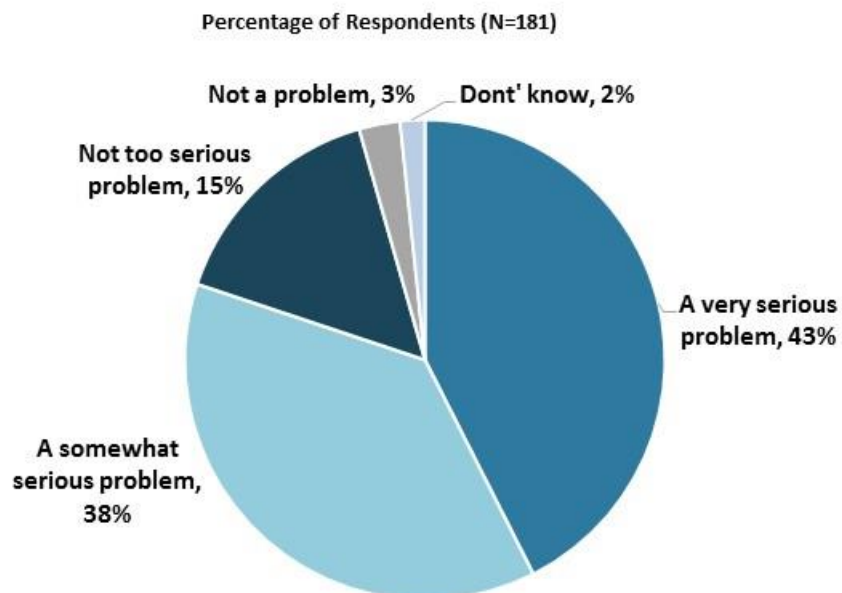
## IV. General Issues Facing Bulgaria (continued)

### Assessing the Gap between the Rich and the Poor in Bulgaria



"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)"  
(Respondents chose from a list.)

### Assessing Global Climate Change



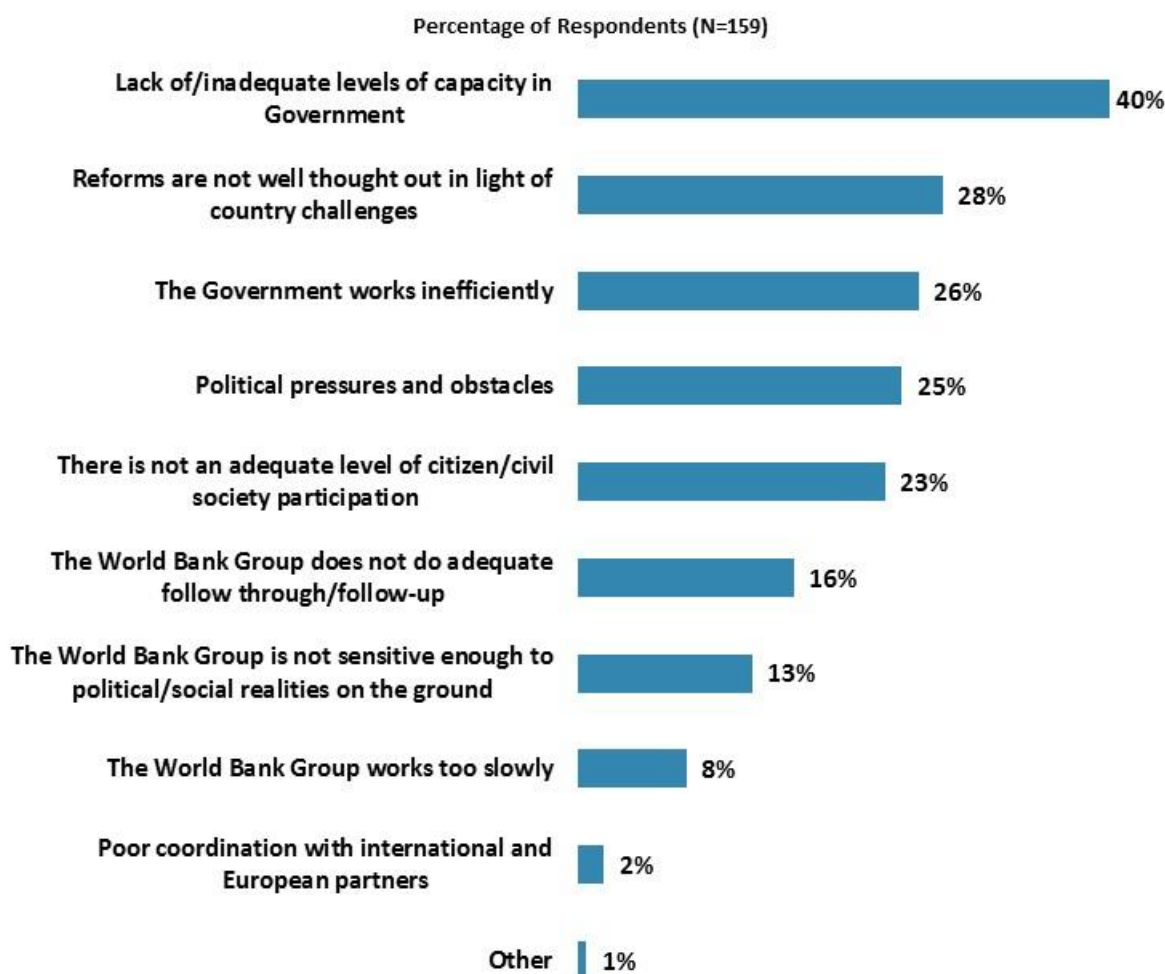
"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)" (Respondents chose from a list.)



## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they most often attributed failed or slow World Bank assisted reform efforts to reforms not being well thought out in light of country challenges (35%), inadequate government capacity (32%), the government working inefficiently (32%), or an inadequate level of citizen/civil society participation (29%).



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

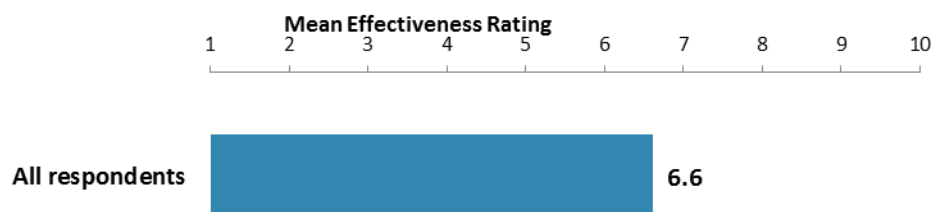


## V. Overall Attitudes toward the World Bank Group (continued)

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

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

- **Year comparison:** Respondents in this year’s Country Survey had statistically similar ratings for the WBG’s overall effectiveness in Bulgaria compared to respondents from the FY ’12 Country Survey.
- **Stakeholders:** Respondents from the office of a Minister had the highest ratings for the WBG’s overall effectiveness in Bulgaria whereas respondents from NGOs/CBOS and academia had significantly lower ratings.

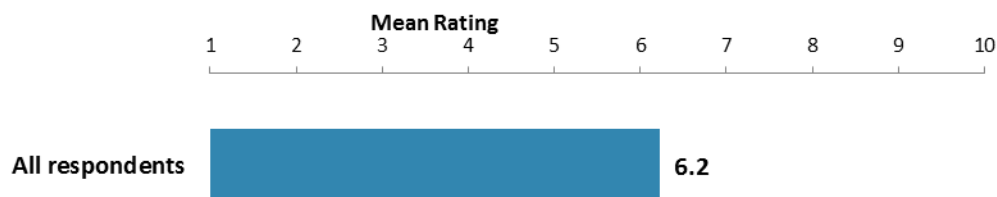


"Overall, please rate your impression of the World Bank Group’s effectiveness in Bulgaria."  
(1 - "Not effective at all", 10 - "Very effective")

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

- **Year comparison:** Respondents in this year’s Country Survey had statistically similar ratings for the extent to which the WBG achieves development results in Bulgaria compared to respondents from the FY ’12 Country Survey.



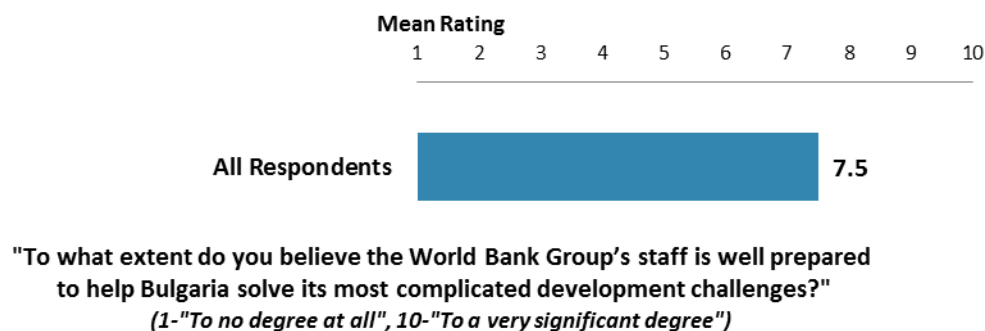
"To what extent does the World Bank Group’s work help to achieve development results in Bulgaria?" (1 - "To no degree at all", 10 - "To a very significant degree")



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

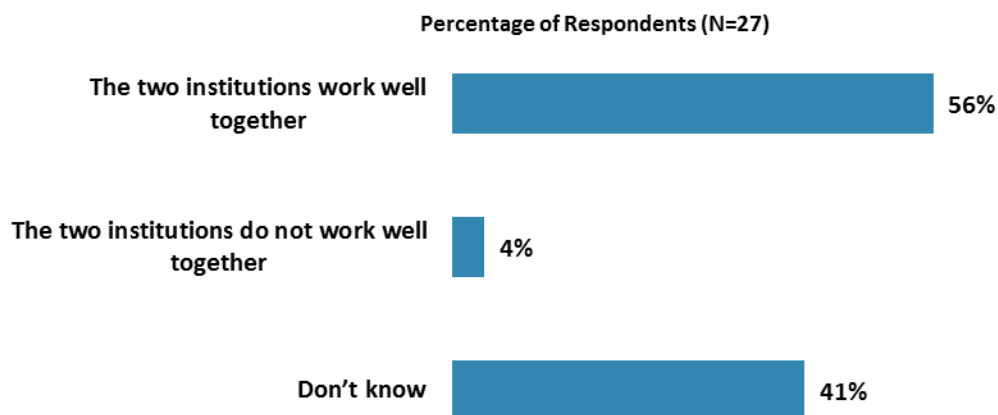
### WBG Staff Preparedness

- **Year comparison:** Respondents in this year's Country Survey had statistically similar ratings for the extent to which the WBG's staff is well prepared to help Bulgaria solve its development challenges compared to respondents from the FY '12 Country Survey.



### World Bank and IFC Working Together

- **Stakeholders:** Respondents from the office of the President/Prime Minister were the only stakeholder groups to indicate that the World Bank and IFC do not work well together. The full breakdown of stakeholder group responding to this question can be found in Appendix B (see page 67).



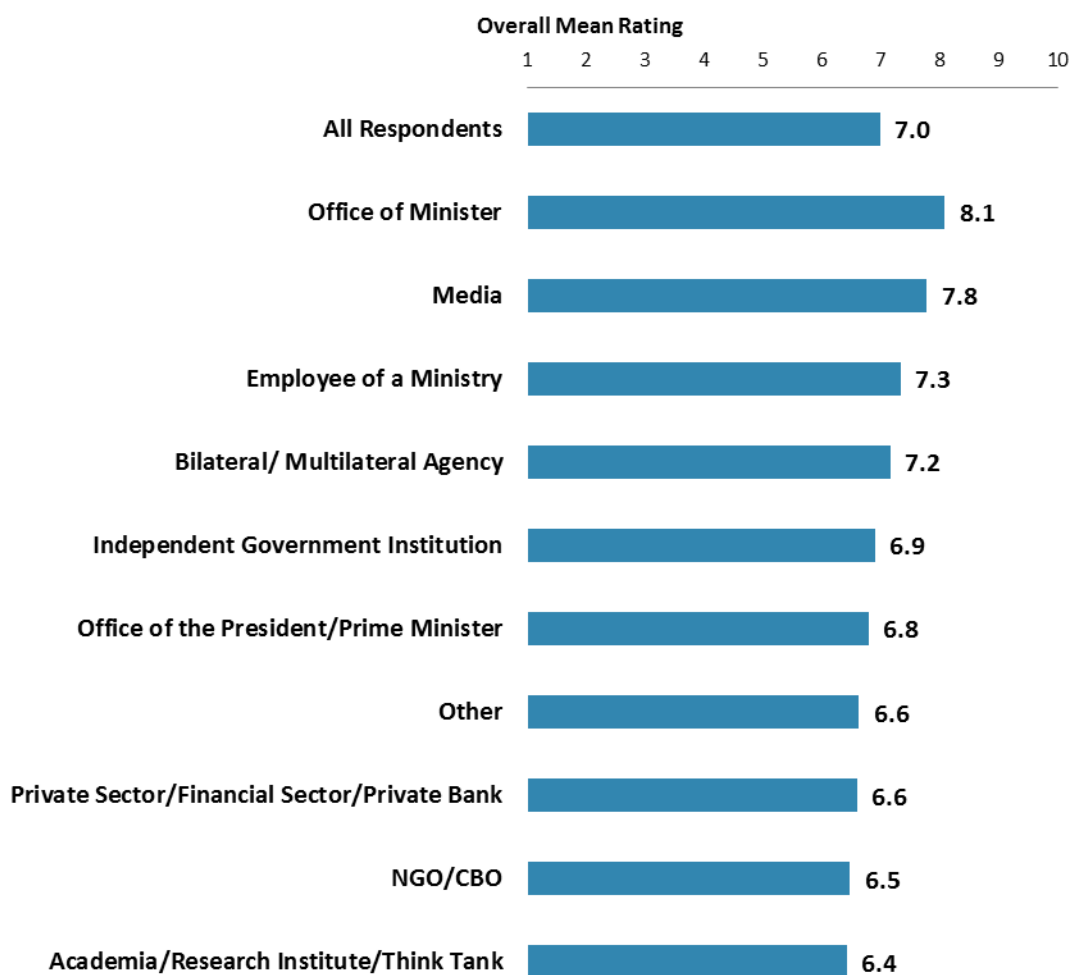
"If your projects involve both the World Bank and IFC, what was your view of how the two institutions work together in Bulgaria?" (Respondents chose from a list.)



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholders:** Although there was a strong trend that respondents from the office of a Minister had the highest mean rating for the aggregated responses to the twenty-five COS indicator questions and respondents from academia, NGOs/CBOs, private sector/financial sector/private banks, and other organizations had the lowest mean ratings, this difference did not reach statistical significance. Responses for individual indicator questions by stakeholder groups can be found in Appendix G (see page 122).
- **Collaboration:** Respondents who are currently collaborating with the WBG had significantly higher ratings across the aggregated responses to the twenty-five COS indicator questions (mean rating = 7.3) compared to respondents who are not collaborating with the WBG (mean rating = 6.5). Responses for individual indicator questions by collaboration can be found in Appendix F (see page 121).



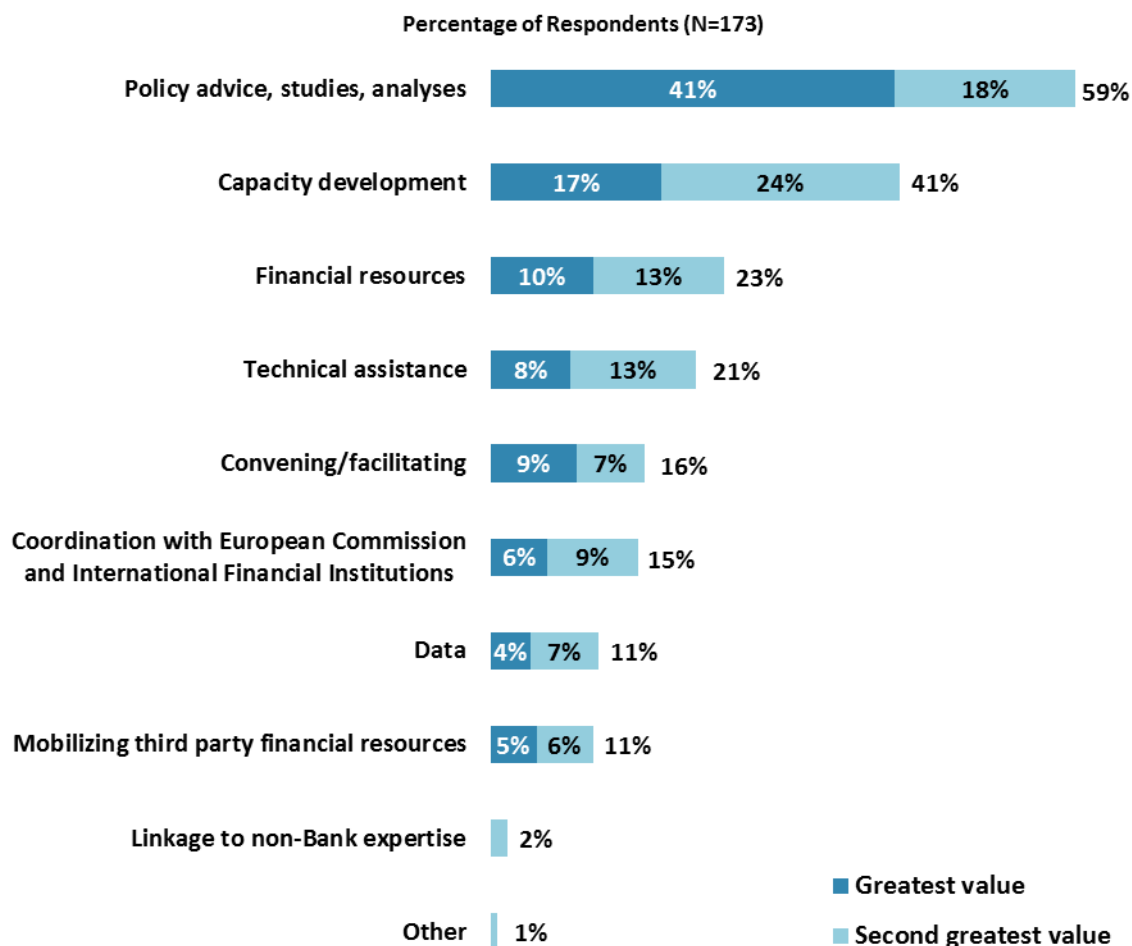
*Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10*



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

### Greatest Value

- **Year comparison:** Over half of all respondents in the FY '12 Country Survey indicated that the World Bank's greatest value to Bulgaria was its knowledge and advisory services (52%). The Bank's financial resources were also considered of great value (44%).



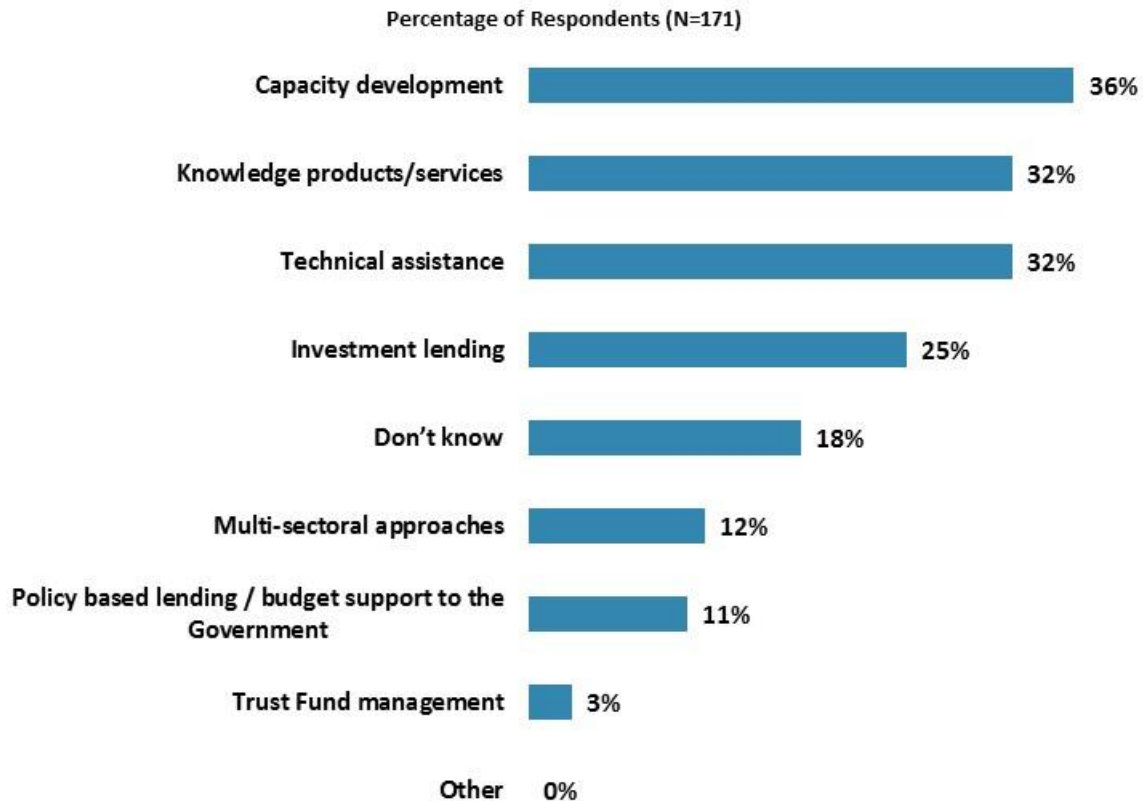
"When thinking about the World Bank Group's role, which ONE activity do you believe is of greatest VALUE and which ONE activity is of second greatest value in Bulgaria?" (Respondents chose from a list.)



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

### Most Effective Instruments in Reducing Poverty

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that the World Bank's investment lending was its most effective instrument in improving living standards in Bulgaria (61%).

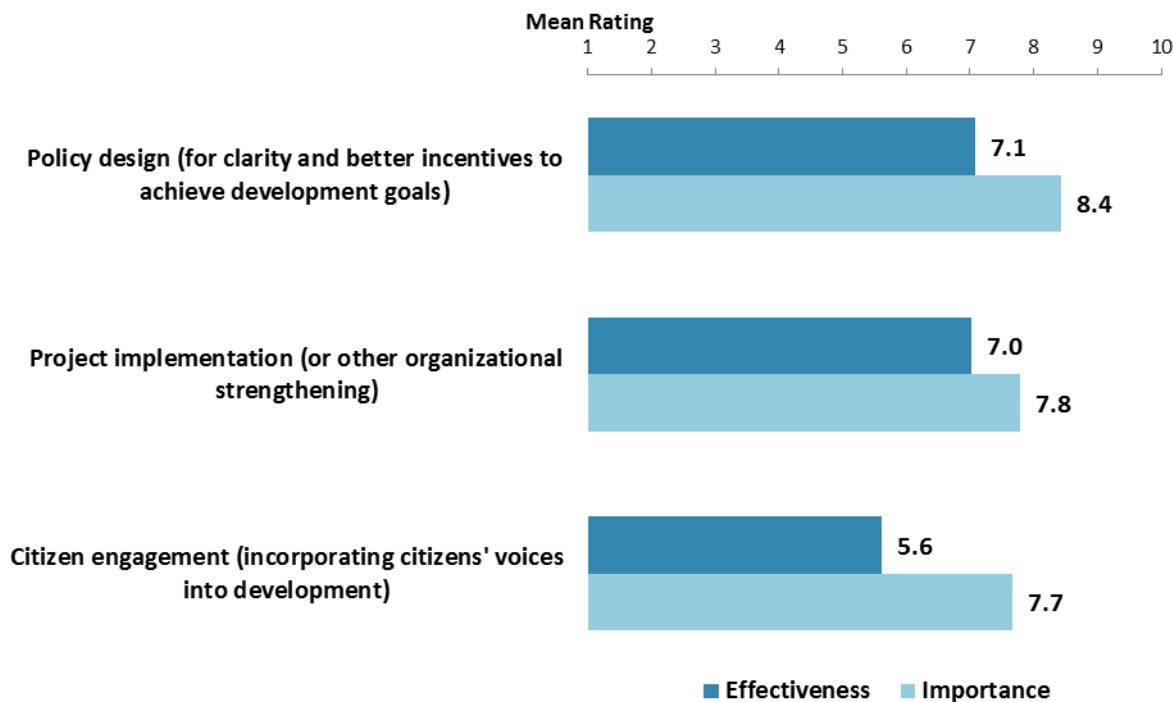


"Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Bulgaria? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

### Importance and Effectiveness of WBG's Capacity Building Work



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

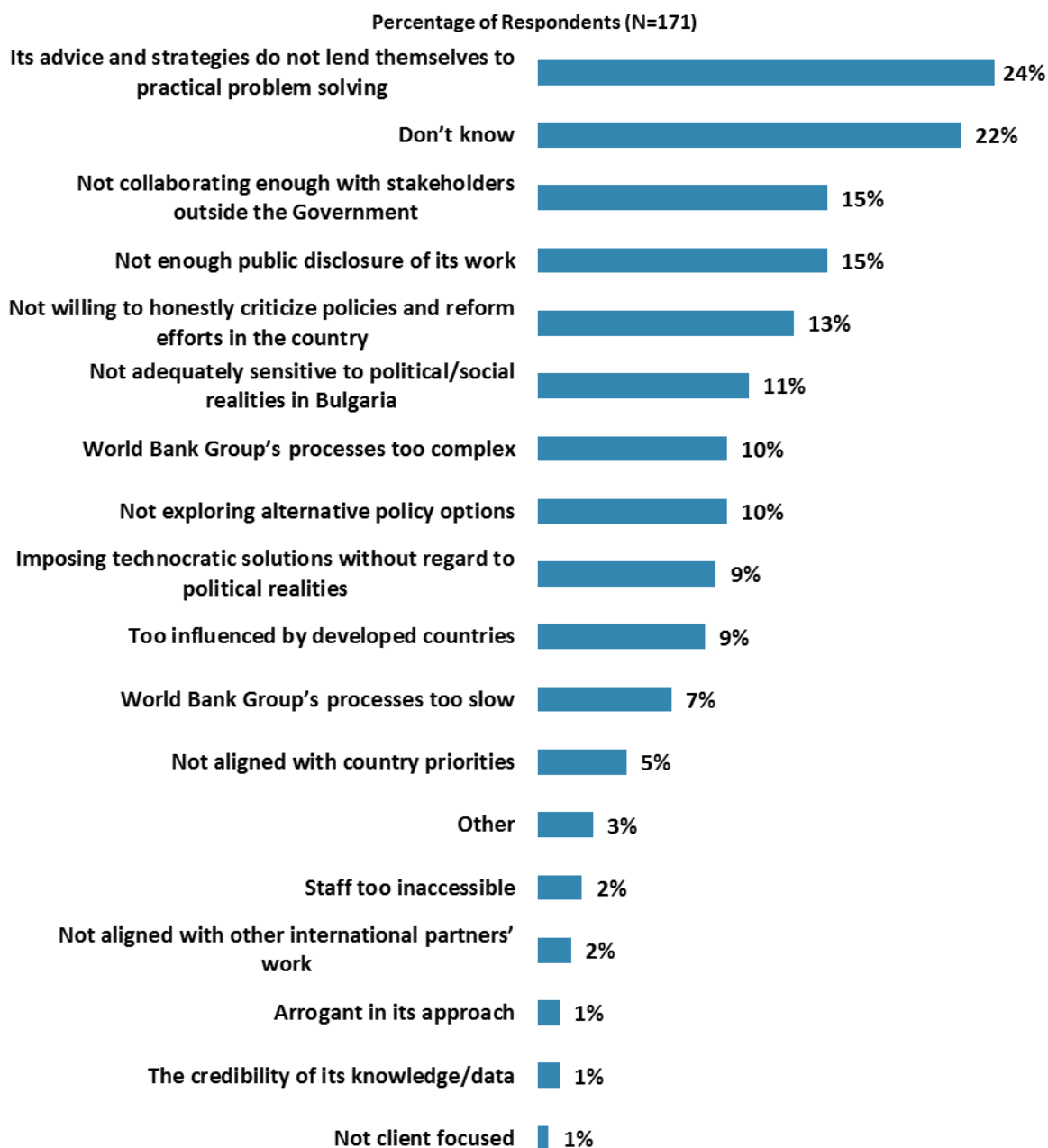
"When thinking about how to improve capacity building in Bulgaria to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?" (1 - "Not important at all", 10 - "Very important")



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

### Greatest Weakness

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that the World Bank's greatest weaknesses in its work in Bulgaria were not enough public disclosure of its work (23%), being too influenced by developed countries (23%), and imposing technocratic solutions without regard to political realities (22%).



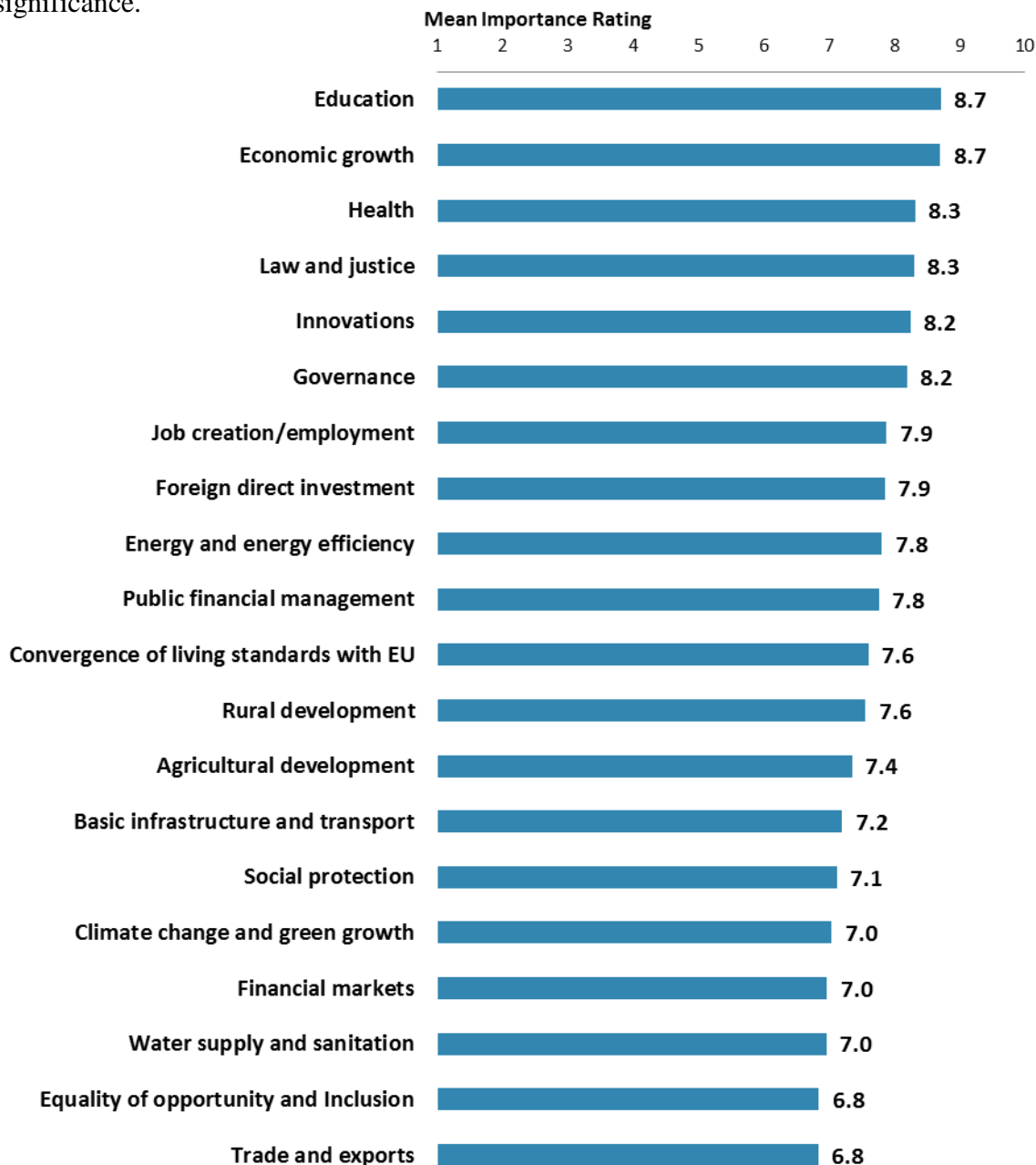
"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bulgaria? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## VI. Sectoral Importance and Effectiveness

### Importance of WBG's Support in Sectoral Areas

- **Stakeholders:** Respondents from the office of the President/Prime Minister had significantly lower ratings of importance for the WBG's involvement in agricultural development, trade and exports, and rural development compared to respondents from other stakeholder groups.
- **Education sector:** Respondents from the education sector had higher ratings of importance for the WBG's involvement in education (mean rating = 9.3) compared to respondents from all other sectors (mean rating = 8.6); however, this difference did not reach statistical significance.



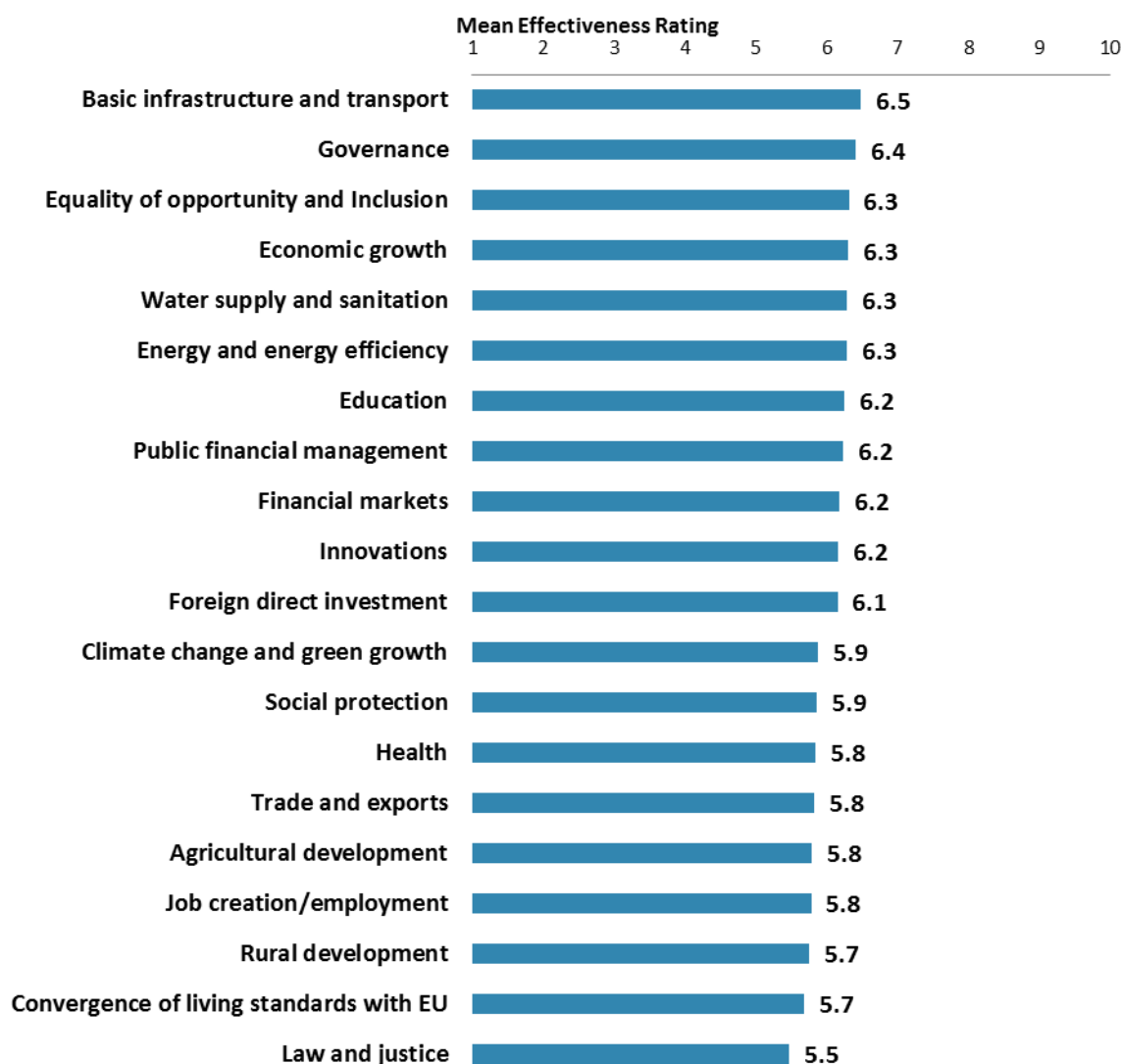
"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Bulgaria?" (1-"Not important at all", 10-"Very important")



## VI. Sectoral Importance and Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas<sup>3</sup>

- **Stakeholders:** There were significant stakeholder group differences across several development areas. For the most part, respondents from bilateral/multilateral agencies tended to have the highest ratings for the WBG's effectiveness across these areas whereas respondents from the office of the President/Prime Minister tended to have significantly lower ratings. Comparisons of stakeholder groups' effectiveness ratings by can be found in Appendix B (see page 67).
- **Collaboration:** Respondents who are collaborating with the WBG had significantly higher ratings for the WBG's effectiveness in basic infrastructure/transport and water supply/sanitation compared to respondents who are not collaborating with the WBG. A full breakdown of ratings by collaboration can be found in Appendix C (see page 87).



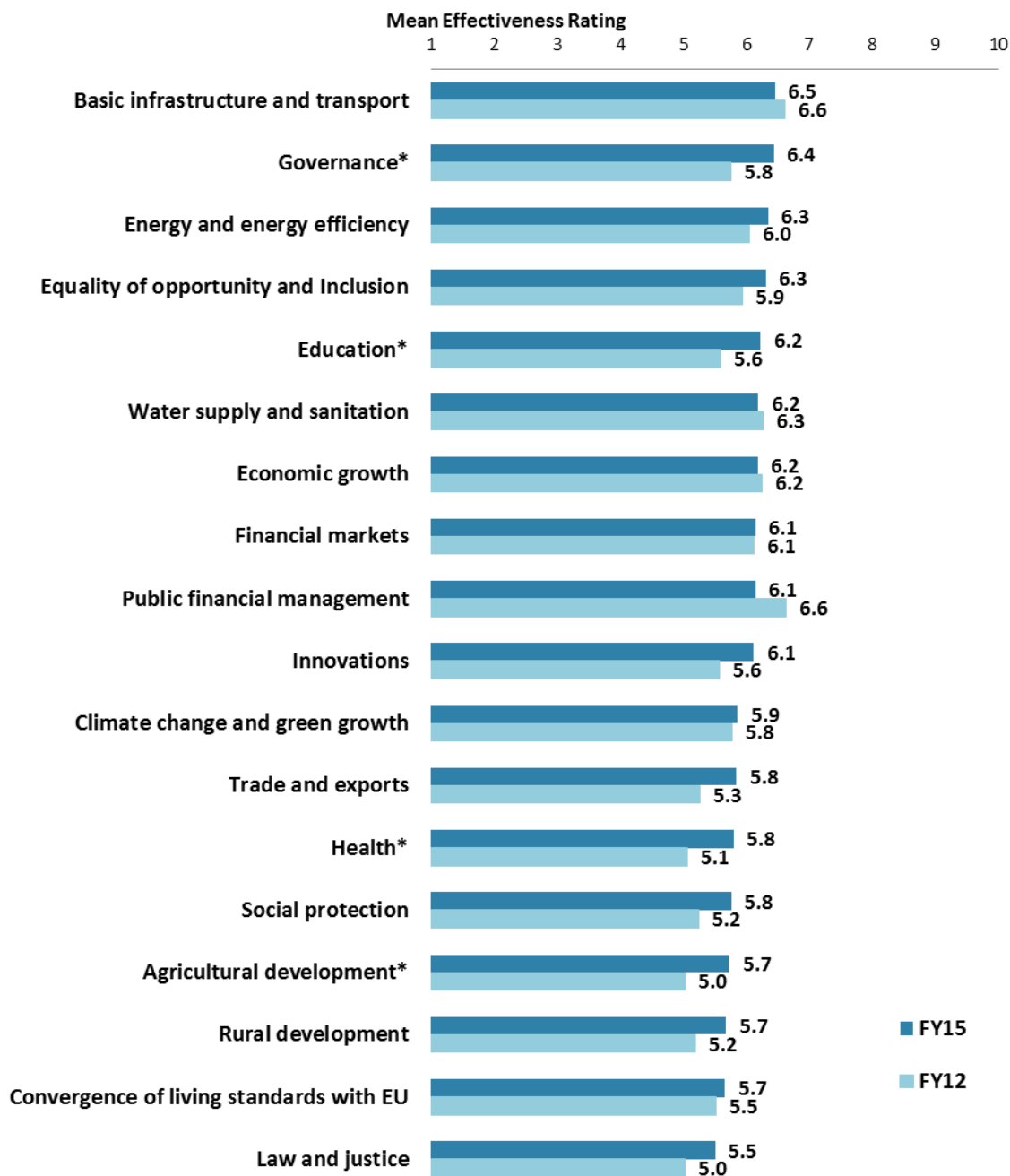
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bulgaria?" (1-"Not effective at all", 10-"Very effective")

<sup>3</sup> Note, primarily informed stakeholders responded to these questions. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas. See Appendix A (page 53) for details.



## VI. Sectoral Importance and Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>4</sup>



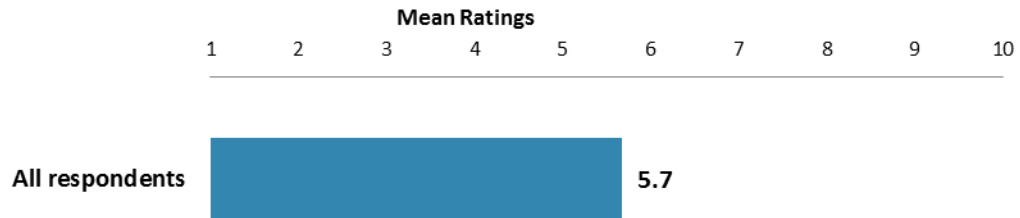
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bulgaria?" (1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between FY15 and FY12)

<sup>4</sup>All means presented in this chart are calculated based on weighted data. See Appendix E (page 115) for details.



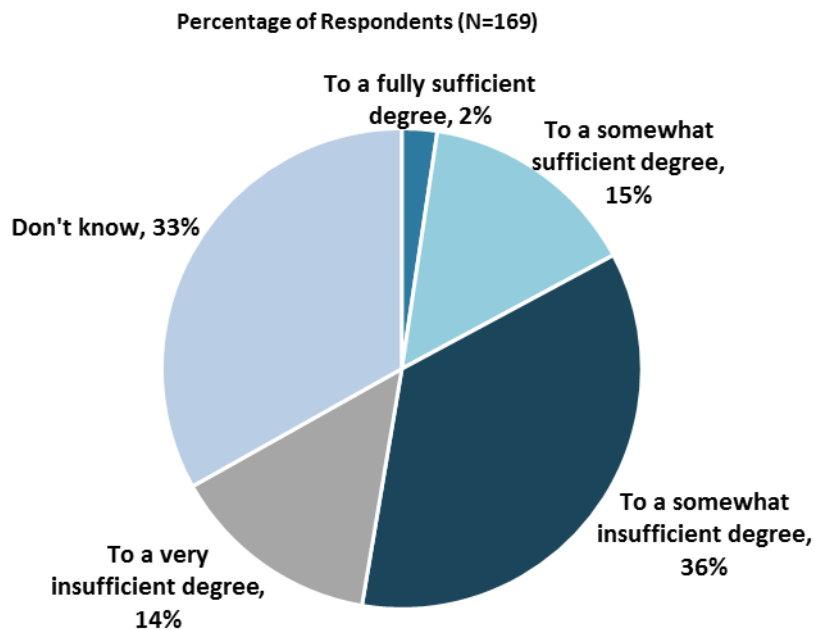
## VI. Sectoral Importance and Effectiveness (continued)

### WBG Promoting Private Public Partnerships



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

### Helping the Poorest in Bulgaria



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



## VI. Sectoral Importance and Effectiveness (continued)

### Drivers of Effectiveness

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

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group'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 Bank Group'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 Bank Group's overall effectiveness or perceptions of the WBG's ability to help achieve development results.

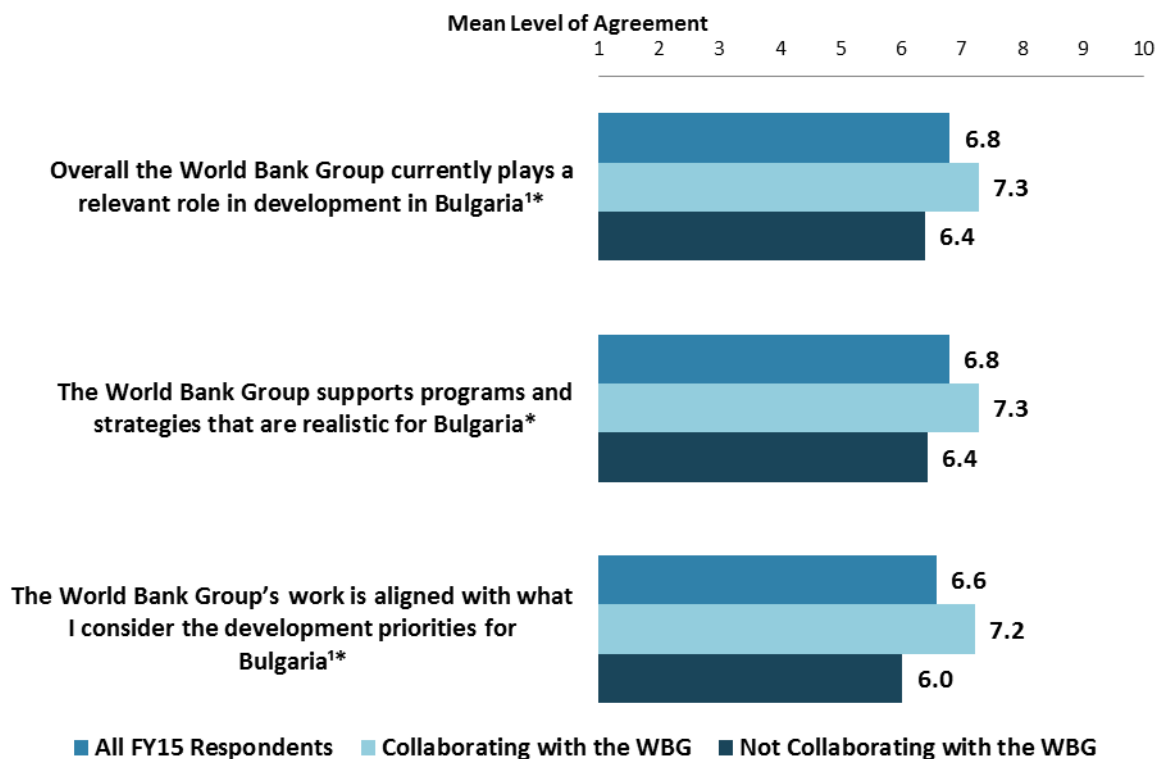
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank Group's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank Group's overall effectiveness in Bulgaria. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at energy and energy efficiency;
  - The WBG's effectiveness at water supply and sanitation;
  - The WBG's effectiveness at basic infrastructure and transport; and
  - The WBG's effectiveness at public financial management.
- 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 Bulgaria, 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 energy and energy efficiency;
  - The WBG's effectiveness at economic growth;
  - The WBG's effectiveness at social protection;
  - The WBG's effectiveness at public financial management; and
  - The WBG's effectiveness at education.



## VII. How the World Bank Group Operates

### The World Bank Group's Work in Bulgaria

- **Year comparison:** Respondents in the FY'12 Country Survey and this year's Country Survey had statistically similar levels of agreement regarding these aspects of the WBG's work in Bulgaria.
- **Stakeholders:** Respondents from media had the highest levels of agreement that the WBG currently plays a relevant role in development work in Bulgaria whereas respondents from NGOs/CBOs had significantly lower levels of agreement.
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher levels of agreement across these aspects of the WBG's work in Bulgaria 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 Bulgaria?" (1-"Strongly disagree", 10-"Strongly agree") <sup>1</sup>Indicator Question

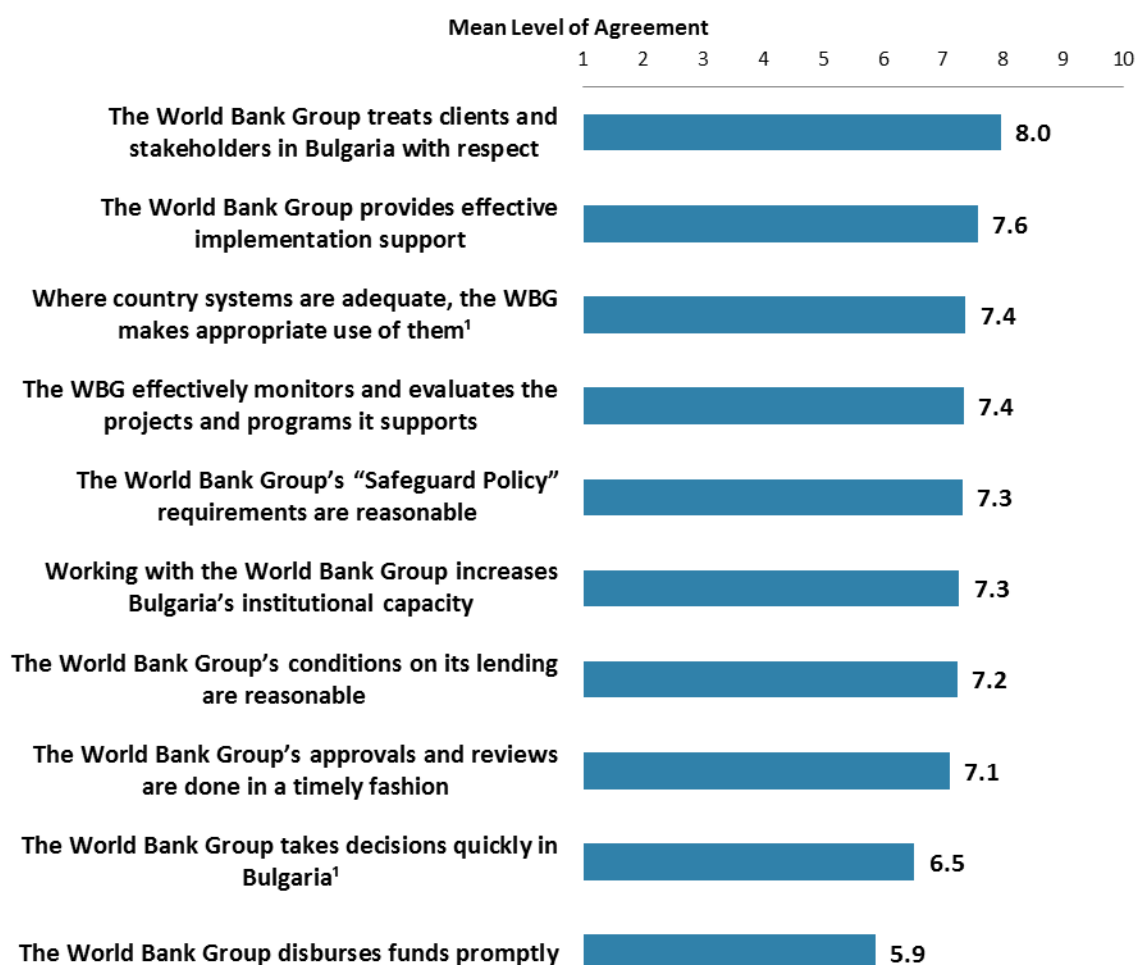
<sup>\*</sup>Significantly different between those who collaborate and those who do not



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

### Overall Perceptions

- **Year comparison:** Respondents in the FY'12 Country Survey and this year's Country Survey had statistically similar levels of agreement regarding these aspects of how the WBG operates in Bulgaria.
- **Stakeholders:** Respondents from media and office of a Minister had the highest levels of agreement that the WBG takes decisions quickly in Bulgaria whereas respondents from private sector/financial sector/private banks had significantly lower levels of agreement.

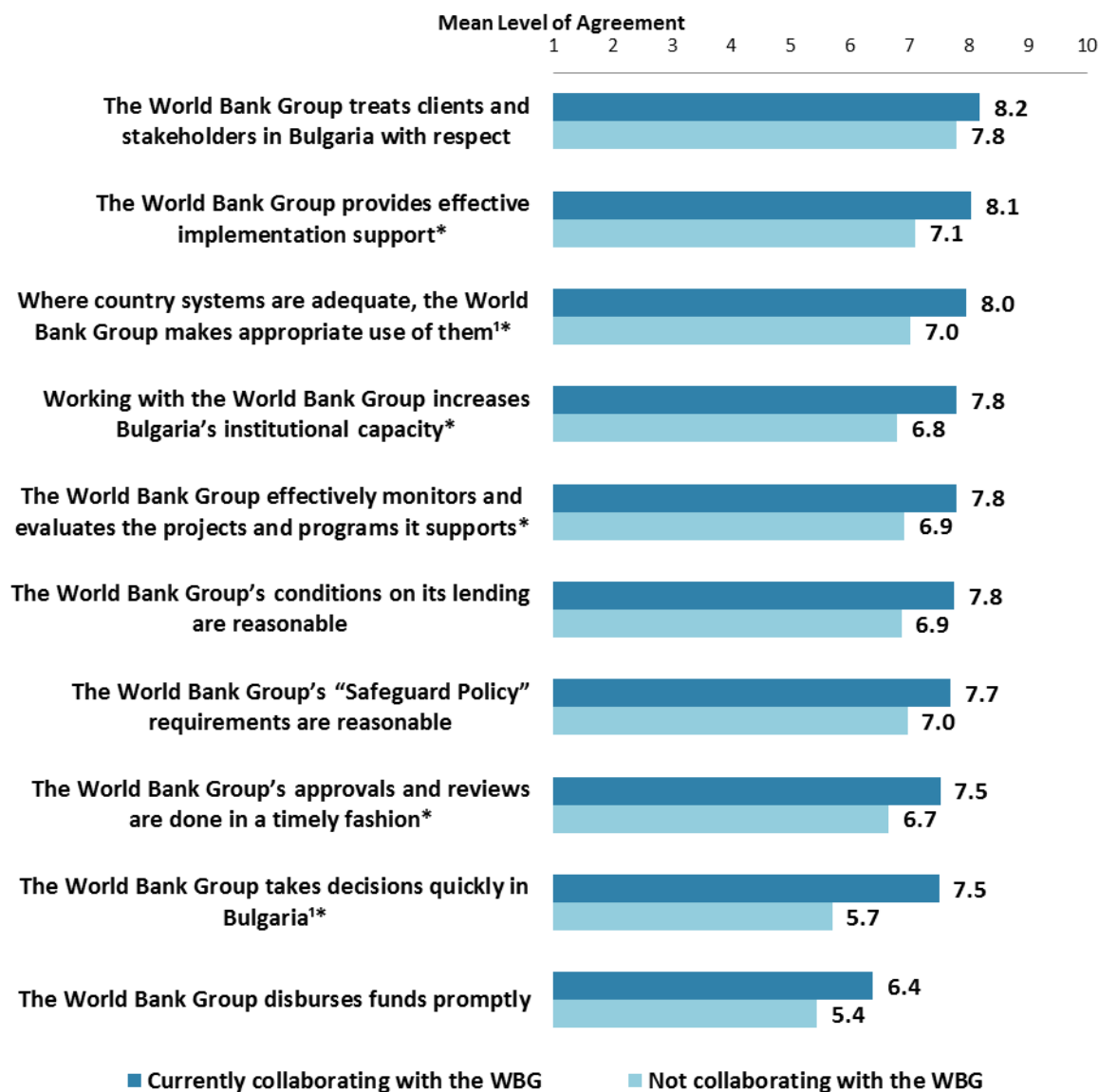


"To what extent do you agree/disagree with the following statements?"  
(1- "Strongly disagree", 10- "Strongly agree") <sup>1</sup>Indicator Question



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

### Overall Perceptions: Collaboration



"To what extent do you agree/disagree with the following statements?"  
(1-"Strongly disagree", 10-"Strongly agree") <sup>1</sup>Indicator question  
(\*Significantly different between those who are collaborating and those who are not)



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

### The WBG as an Effective Development Partner

- **Year comparison:** Respondents in the FY'12 Country Survey and this year's Country Survey had statistically similar ratings regarding these aspects of the WBG as an effective development partner in Bulgaria.
- **Stakeholders:** Employees of ministries and respondents from the office of a Minister and the media had the highest ratings for the WBG's responsiveness whereas respondents from the office of the President/Prime Minister, bilateral/multilateral agencies, academia, and other organizations had significantly lower ratings. Employees of ministries and respondents from the office of a Minister and the media had the highest ratings for the WBG's institutional flexibility whereas respondents from the office of the President/Prime Minister, private sector/financial sector/private banks, and NGOs/CBOs had significantly lower ratings.

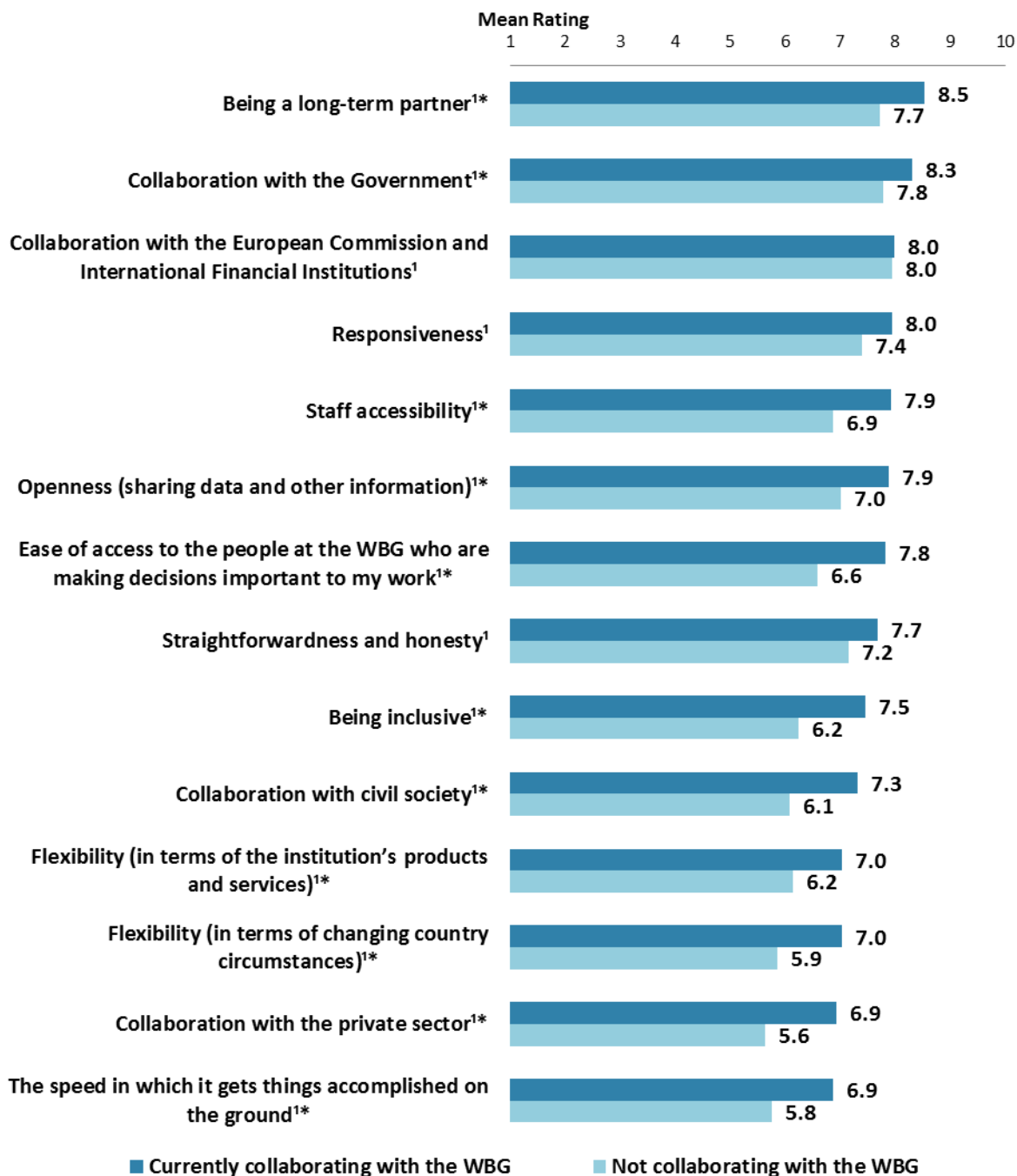


"To what extent is the World Bank Group an effective development partner in Bulgaria, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree") <sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner: Collaboration

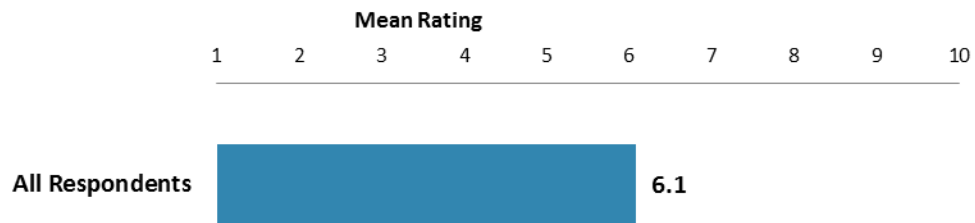


"To what extent is the World Bank Group an effective development partner in Bulgaria, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree") <sup>1</sup>Indicator Question  
 (\*Significantly different between those who are currently collaborating and those who are not)



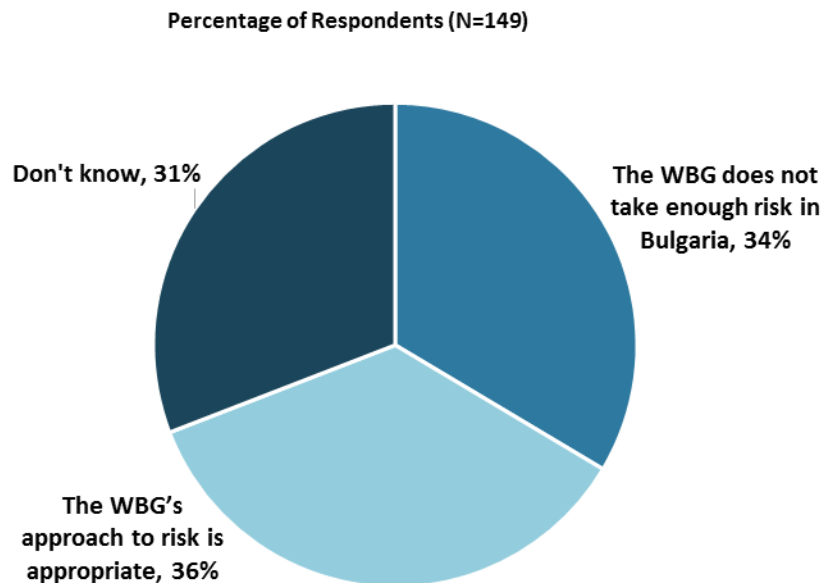
## VII. How the World Bank Group Operates (continued)

### Internal Measuring and Monitoring



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

### The WBG's Approach to Risk in Bulgaria



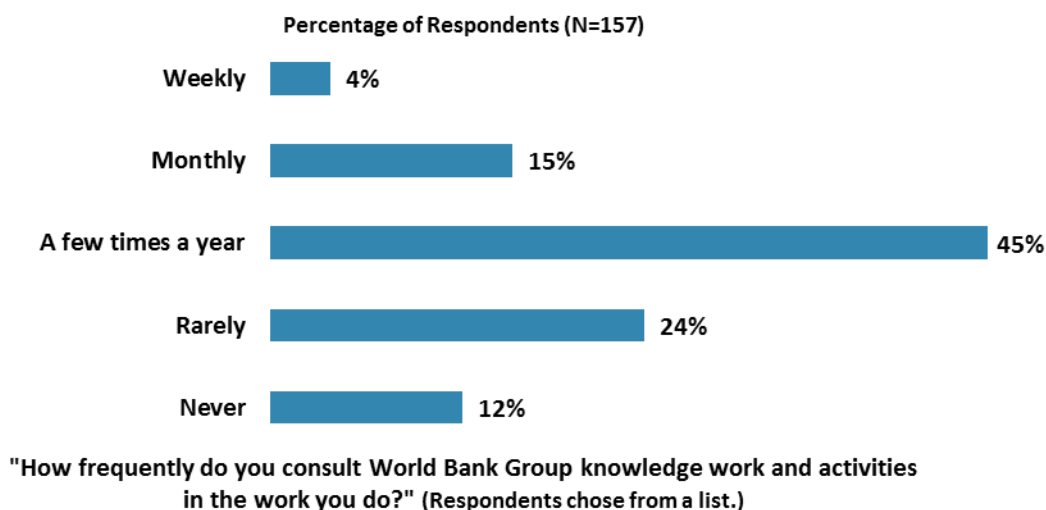
"Which of the following best describes the way the World Bank Group operates in Bulgaria? (Select only ONE response)" (Respondents chose from a list.)



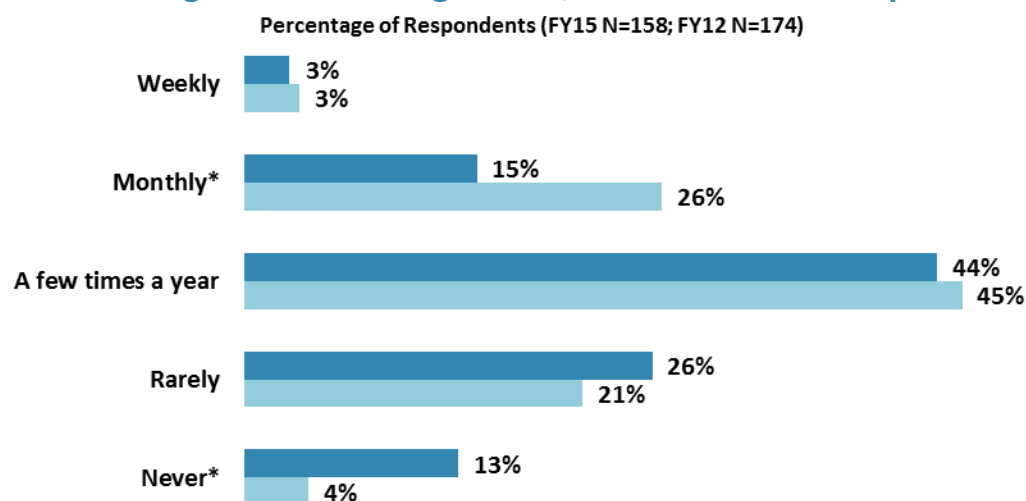
## VIII. World Bank Group's Knowledge and Instruments

### Frequency of Consulting WBG Knowledge Work/Activities

- **Stakeholders:** Respondents the office of the President/Prime Minister, the office of a Minister, and independent government institutions indicated the most frequent usage of the WBG's knowledge work and activities whereas respondents from the media indicated significantly less frequent usage.
- **Collaboration:** Respondents who are currently collaborating with the WBG indicated significantly most frequent usage of the WBG's knowledge work and activities (27% weekly/monthly) than respondents who are not collaborating with the WBG (52% rarely/never).



### Frequency of Consulting WBG Knowledge Work/Activities: Year Comparison<sup>5</sup>



"How frequently do you consult World Bank Group knowledge work and activities in the work you do?" (Respondents chose from a list.) \*Significantly different between FY15 and FY12  
(This chart presents weighted FY15 and FY12 data)

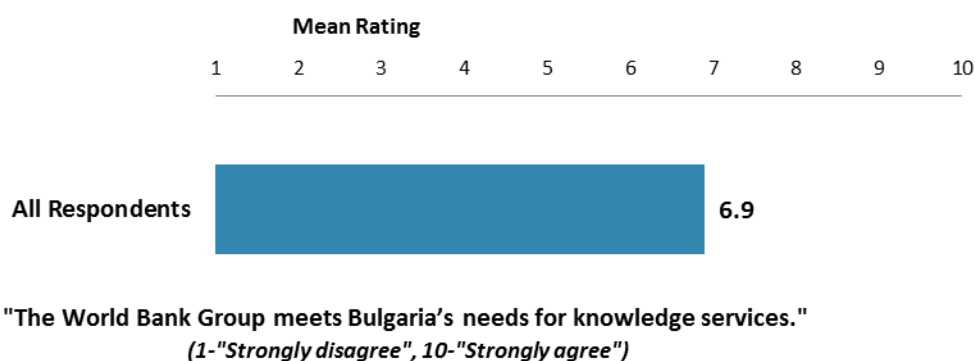
<sup>5</sup>All percentages presented in this chart are calculated based on weighted data. See Appendix E (page 115) for details.



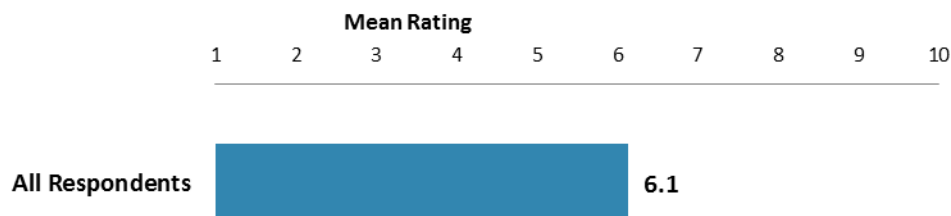
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Bulgaria's Knowledge Needs (*Indicator Question*)

- **Year comparison:** Respondents in the FY'12 Country Survey and this year's Country Survey had statistically similar levels of agreement that the WBG meets Bulgaria's needs for knowledge services.
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher levels of agreement that the WBG meets Bulgaria's needs for knowledge services (mean rating = 7.6) compared to respondents who do not collaborate with the WBG (mean rating = 6.3).



### RAS Value for Money



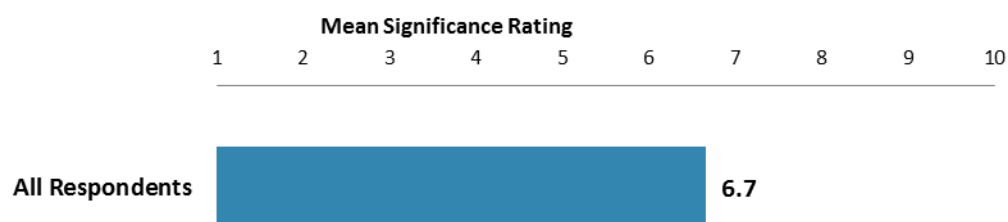
"To what extent do you believe that Bulgaria received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?" (1-"To no degree at all", 10-"To a very significant degree")



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

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

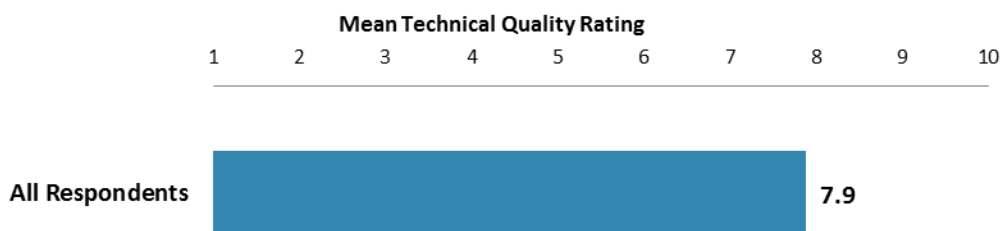
- **Year comparison:** Respondents in the FY'12 Country Survey and this year's Country Survey had statistically similar ratings for the significant contribution of the WBG's knowledge work and activities.



"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*)

- **Year comparison:** Respondents in the FY'12 Country Survey and this year's Country Survey had statistically similar ratings for technical quality of the WBG's knowledge work and activities.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for technical quality of the WBG's knowledge work and activities (mean rating = 8.2) compared to respondents who do not collaborate with the WBG (mean rating = 7.6).



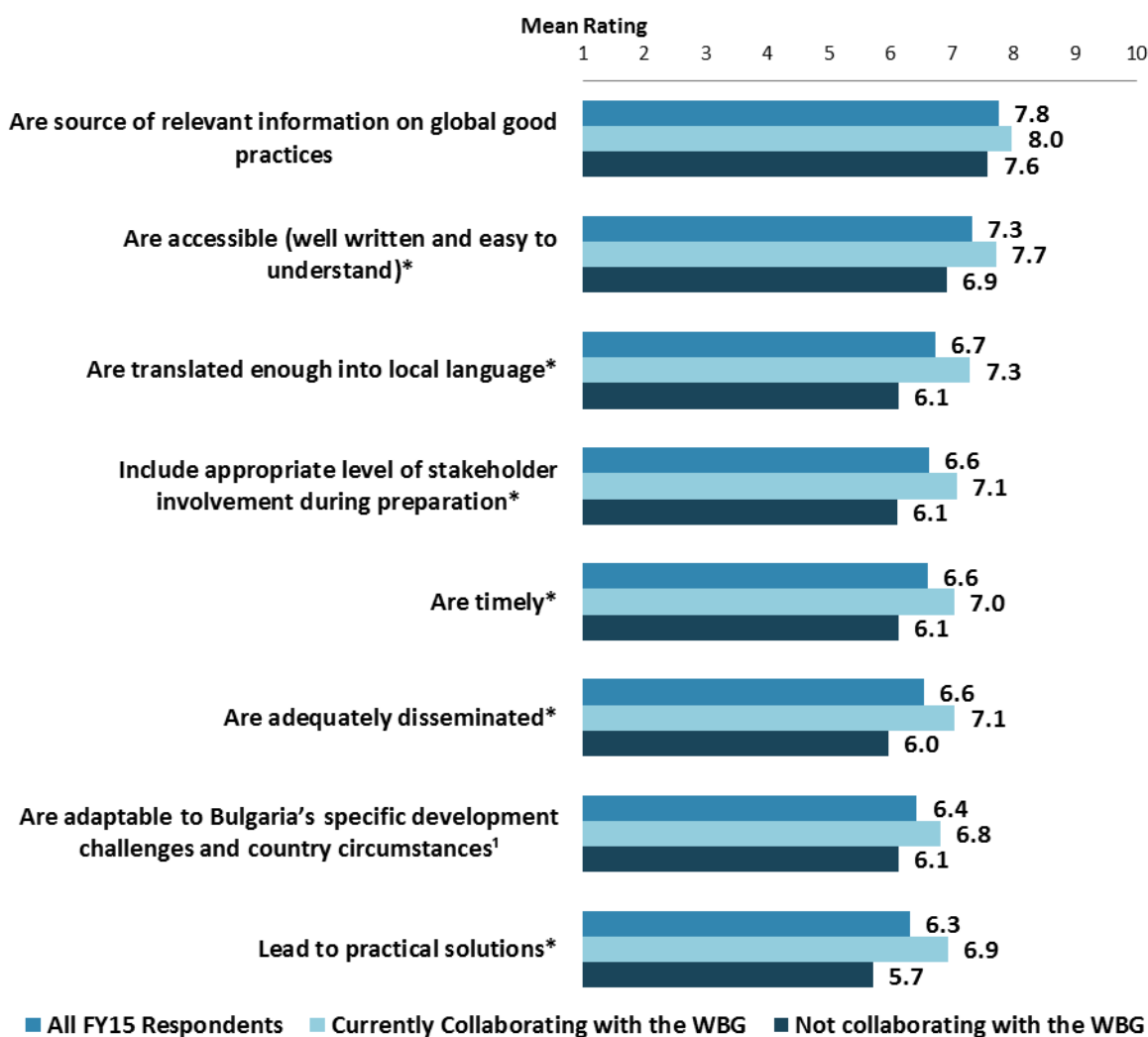
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")



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

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

- **Year comparison:** Respondents in this year's Country Survey had significantly *lower* ratings for the WBG's knowledge work being translated enough (weighted mean = 6.5) and leading to practical solutions (weighted mean = 6.2) compared to respondents from the FY '12 Country Survey (weighted means = 7.3 and 6.8, respectively) <sup>6</sup>.
- **Collaboration:** Respondents who collaborate with the WBG gave higher ratings for all of these aspects of the WBG's knowledge work and activities compared to respondents who do not collaborate with the WBG. Those differences that reached statistical significance are indicated in the chart below.



"In Bulgaria, 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") 'Indicator Question  
(\*Significantly different between those who collaborate with the WBG and those who do not)

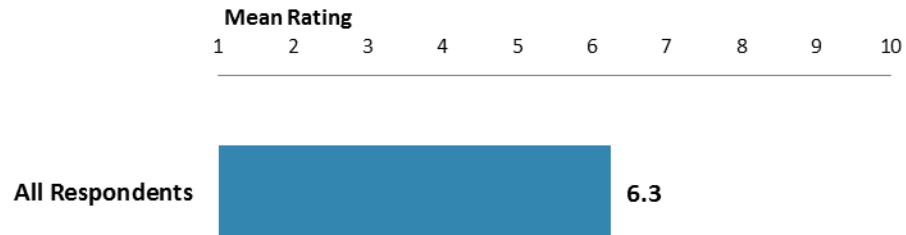
<sup>6</sup> Please refer to Appendix E (page 115) for more details on weighting for year comparisons. The means in the chart were calculated based on un-weighted data.



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

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

- **Year comparison:** Respondents in the FY'12 Country Survey and this year's Country Survey had statistically similar levels of agreement that the WBG's financial instruments meet Bulgaria's needs.

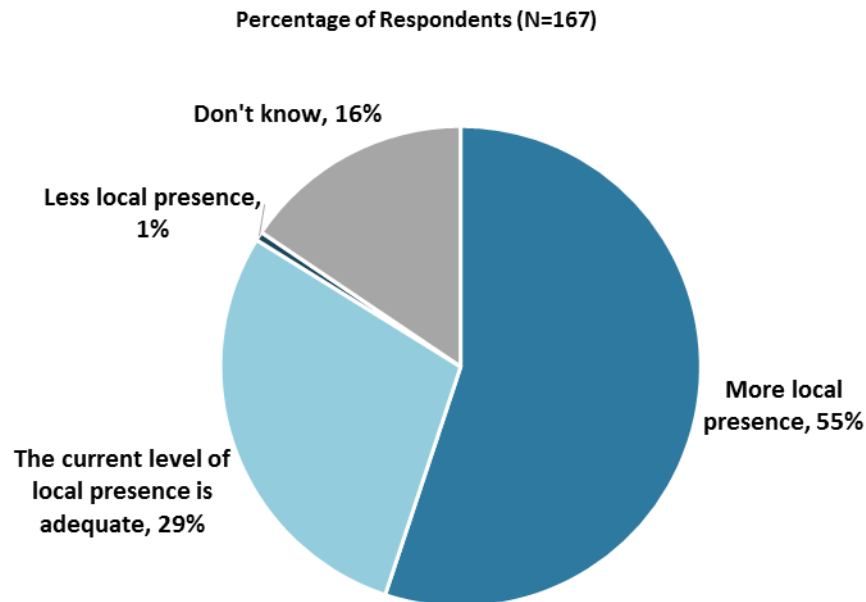


"The World Bank Group's financial instruments meet the needs of Bulgaria."  
(1-"Strongly disagree", 10-"Strongly agree")



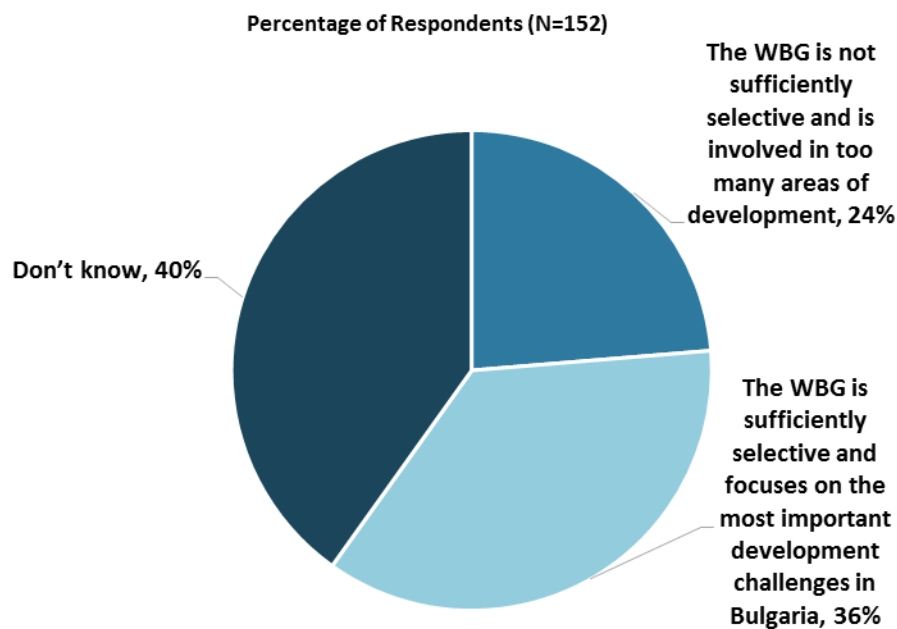
## IX. The Future Role of the World Bank Group in Bulgaria

### The World Bank Group's Local Presence in Bulgaria



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

### Selectivity of the World Bank Group's Support



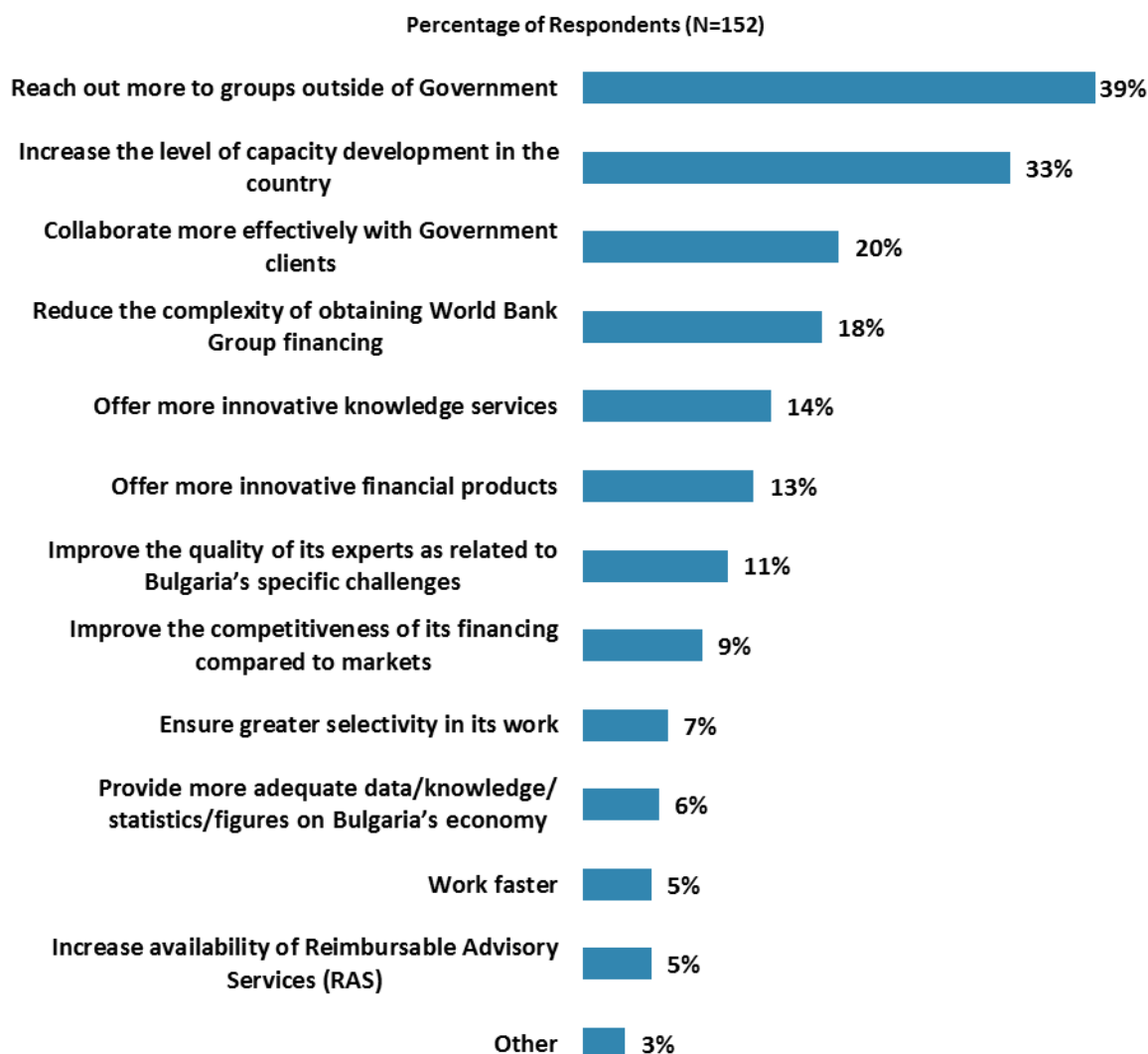
"Which of the following best describes the World Bank Group's support in Bulgaria? (Select only ONE response)" (Respondents chose from a list.)



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

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank should offer more innovative knowledge services (43%) and reduce the complexity of obtaining Bank financing (34%) to make itself of greater value in Bulgaria.
- **Stakeholders:** Respondents from the office of a Minister were significantly more likely to indicate that the WBG should collaborate more effectively with Government clients compared to respondents from other stakeholder groups.



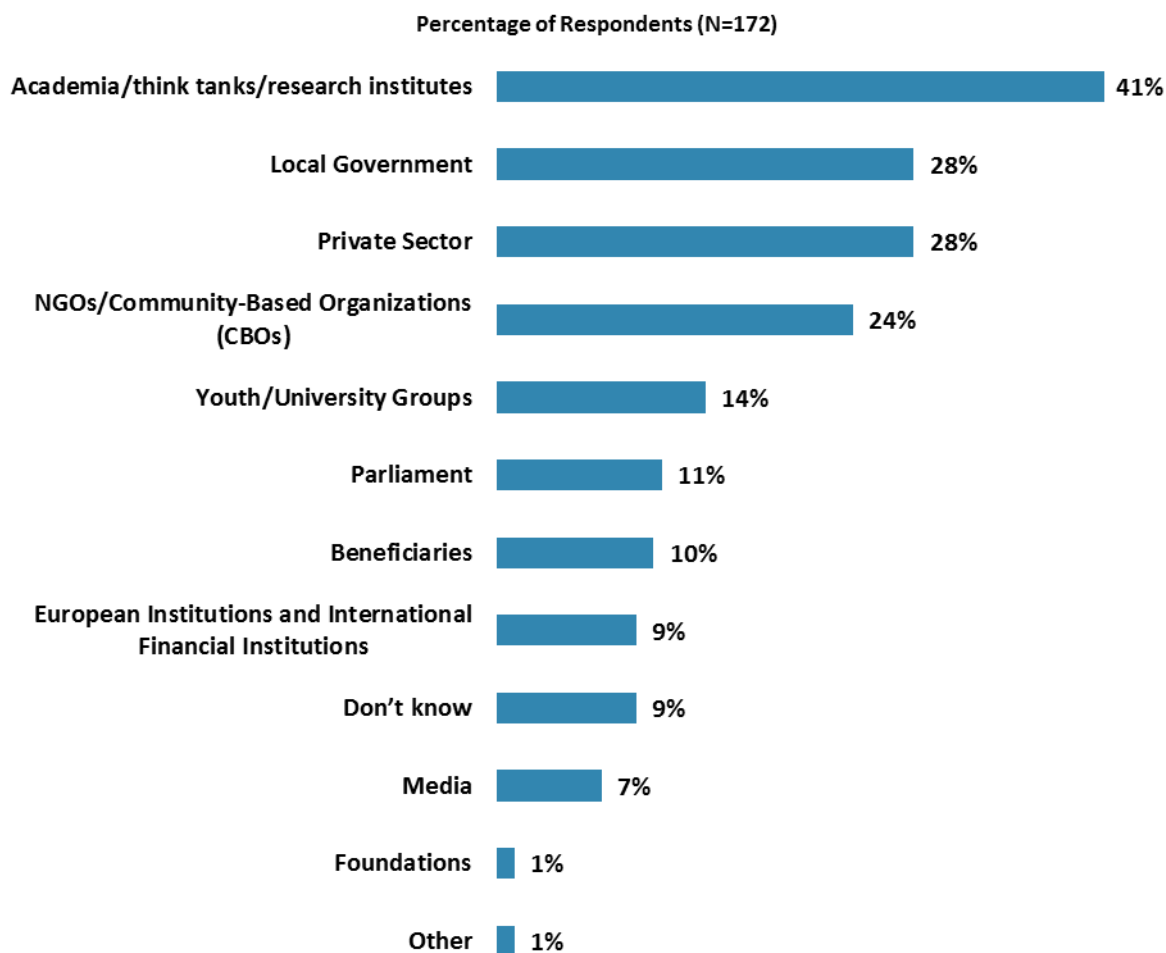
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Bulgaria? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

### World Bank Group Should Collaborate More with...

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank should work more with local government (47%), private sector (39%), academia (31%), and NGOs (28%) to ensure better development results in Bulgaria.



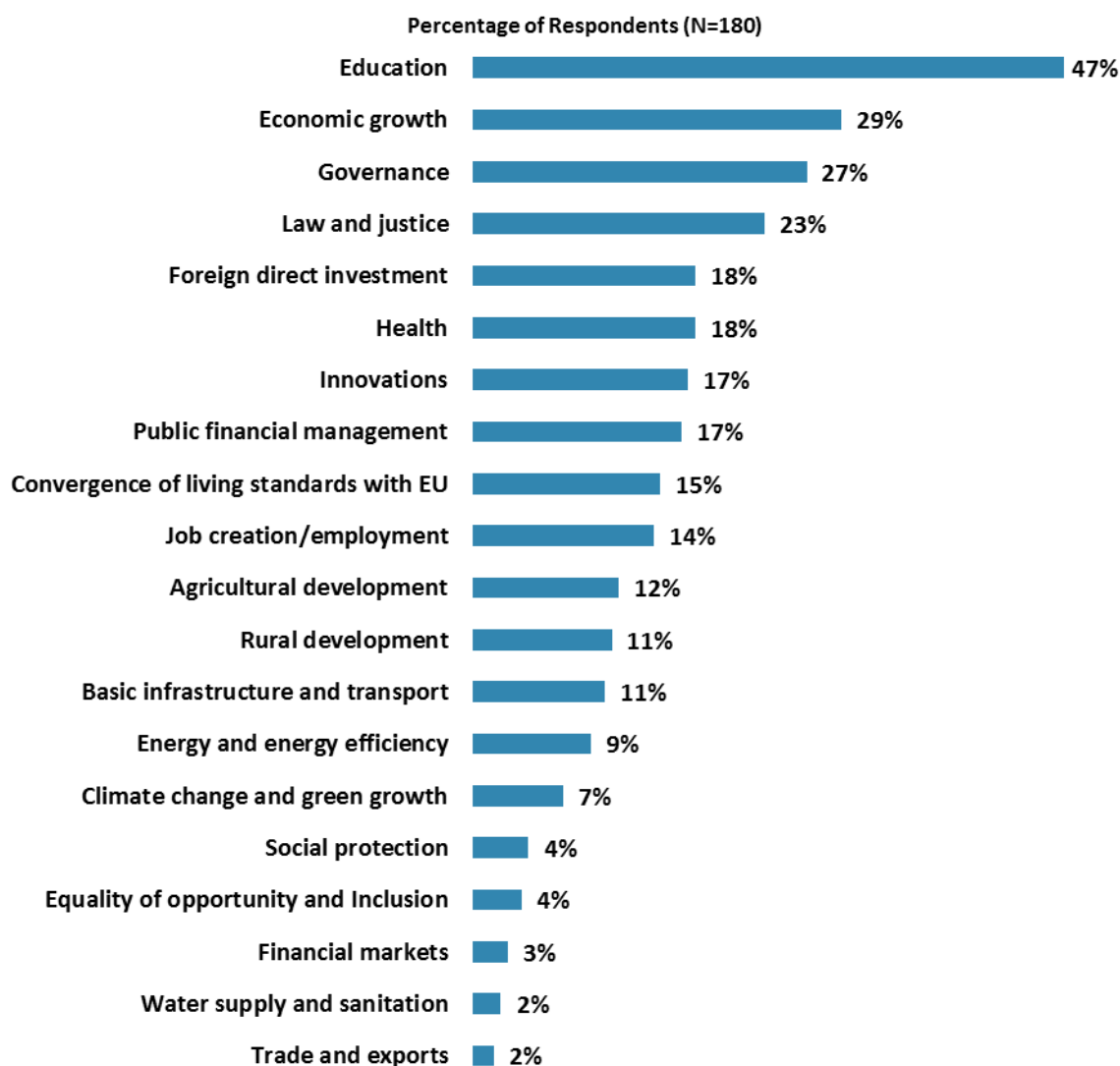
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



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

### Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank should focus its resources on education (43%) and business environment and private sector development (37%), followed by economic growth (25%).
- **Stakeholders:** Although respondents from most stakeholder groups indicated education and economic growth, respondents from the office of the President/Prime Minister were more likely to indicate that the WBG should focus its resources on governance.
- **Education sector:** Respondents from the education sector were significantly more likely to indicate that that the WBG should focus its resources on education (71%) compared to respondents from all other sectors (43%); however, respondents from other sectors were still most likely to indicate that that the WBG should focus its resources on education.



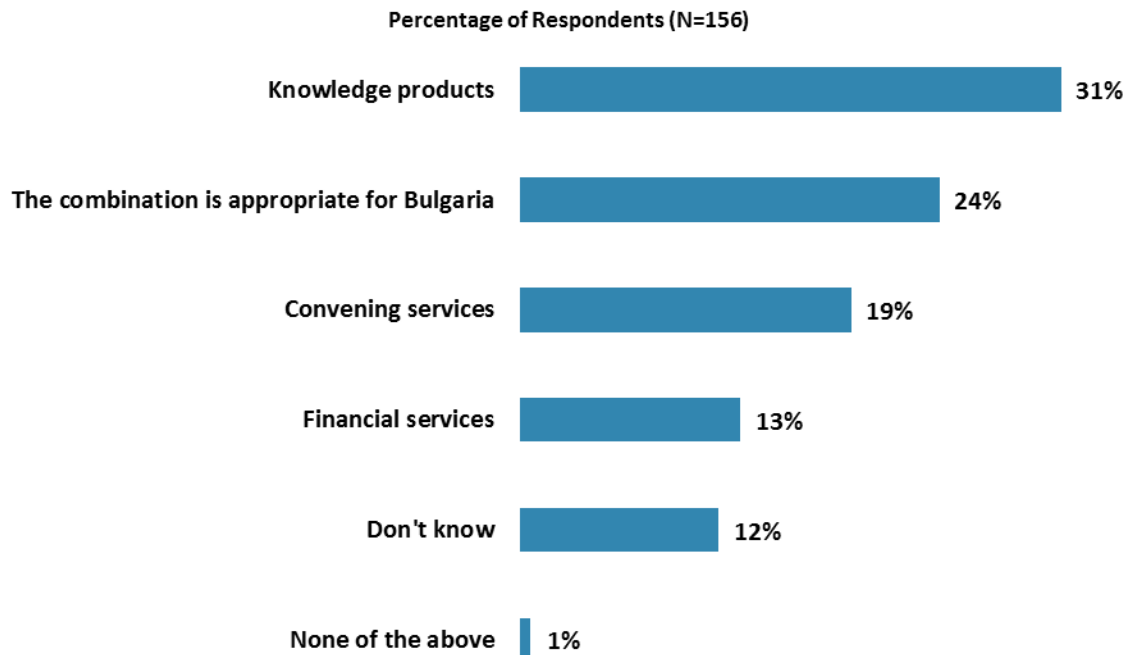
“When thinking about how the World Bank Group can have the most impact on development results in Bulgaria, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Bulgaria? (Choose no more than THREE)”  
(Respondents chose from a list. Responses combined.)



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

### Future Combination of the WBG services

- **Stakeholders:** Respondents from the office of the President/Prime Minister were significantly more likely to indicate that the WBG should offer more convening services in Bulgaria compared to respondents from other stakeholder groups.



"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)" (Respondents chose from a list.)

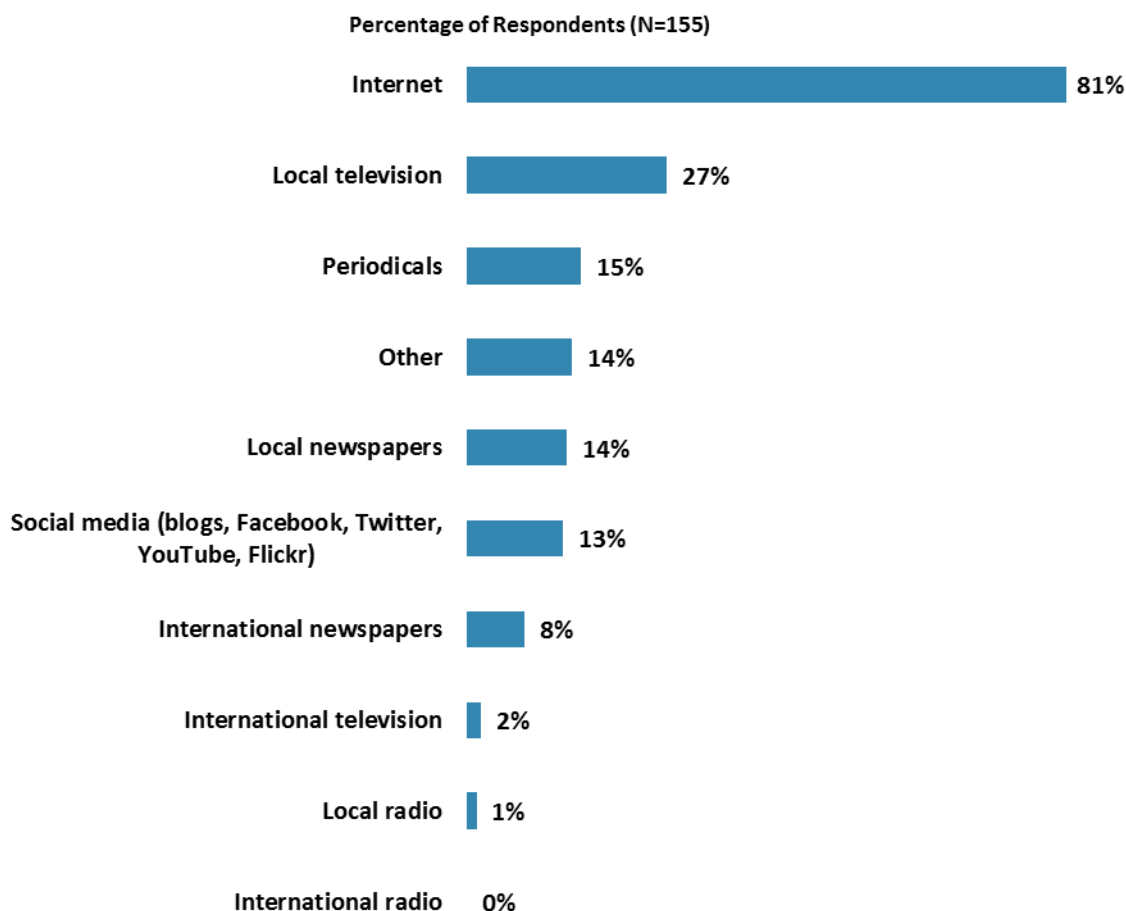


## X. Communication and Outreach

*When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 67) for all responses by stakeholder groups.*

### Information Sources

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they got most of their information about economic and social development issues in Bulgaria from the Internet (75%).



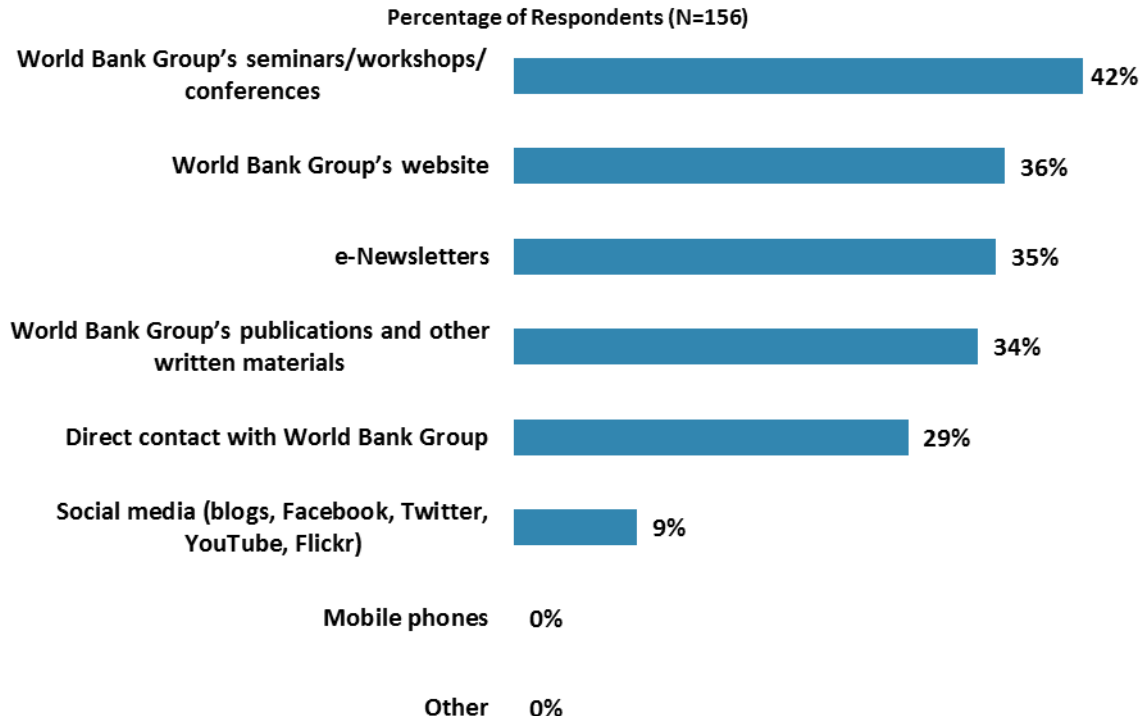
"How do you get most of your information about economic and social development issues in Bulgaria? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they would prefer to receive information from World Bank website (51%), followed by direct contact with World Bank staff (36%) and e-Newsletters (34%).
- **Stakeholders:** Respondents from the office of the President/Prime Minister indicated that they would prefer to receive information from WBG publications. Respondents from the office of a Minister, the private sector/financial sector/private banks, the media, and independent government institutions indicated that they would prefer to receive information from the WBG website. Employees of ministries and respondents from bilateral/multilateral agencies and other organizations indicated that they would prefer to receive information from WBG seminars. Respondents from academia indicated that they would prefer to receive information from e-Newsletters.
- **Collaboration:** Respondents who are collaborating with the WBG were significantly more likely to indicate that they would prefer to receive information from WBG seminars (52%) compared to respondents who do not collaborate with the WBG (35%), who were significantly more likely to indicate that they would prefer to receive information from e-Newsletters (44%) compared to respondents who are collaborating (23%).



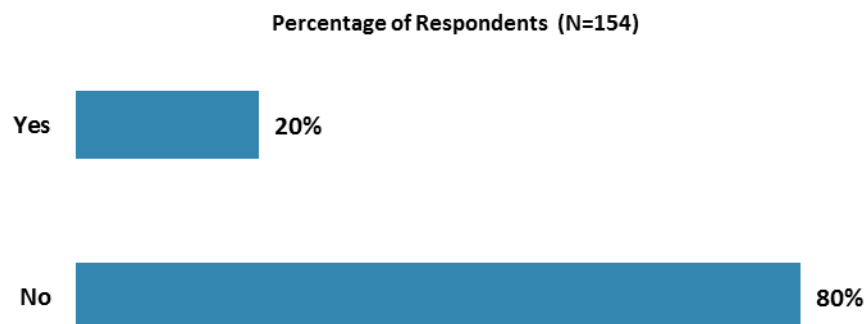
"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

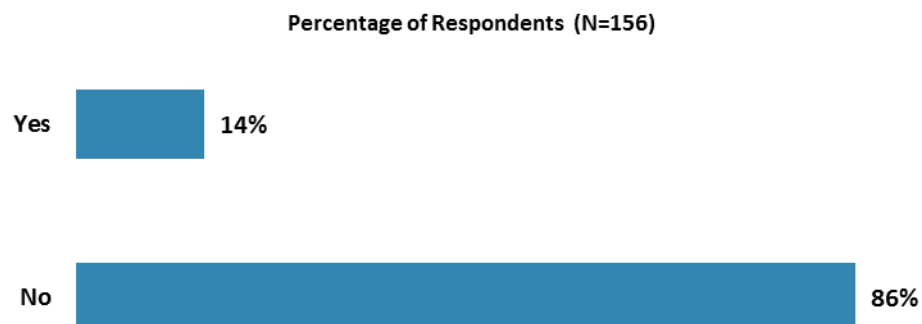
### Access to Information

- **Year comparison:** Respondents in this year's Country Survey were significantly *less* likely to indicate that they were aware of the WBG's Access to Information Policy (weighted percentage of respondents = 22%) compared to respondents from the FY '12 Country Survey (weighted percentage of respondents = 32%)<sup>7</sup>.



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

- **Year comparison:** Respondents in this year's Country Survey were significantly *less* likely to indicate that they had requested information from the WBG in the past year (weighted percentage of respondents = 13%) compared to respondents from the FY '12 Country Survey (weighted percentage of respondents = 23%)<sup>7</sup>.
- **Collaboration:** Respondents who are collaborating with the WBG were significantly more likely to have requested information from the WBG in the past year (23%) compared to respondents who are not collaborating with the WBG (8%).



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

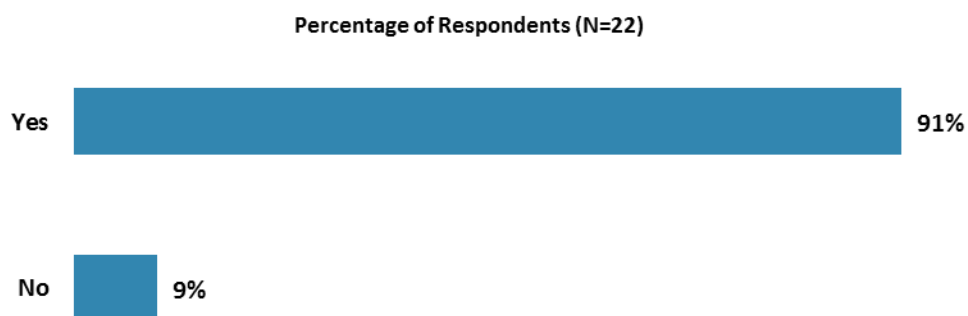
<sup>7</sup> Please refer to Appendix E for more details on weighting for year comparisons. The percentages in the charts were calculated based on un-weighted data.



## X. Communication and Outreach (continued)

### Access to Information (continued)

- **Year comparison:** Respondents in the FY'12 Country Survey and this year's Country Survey had statistically similar rates of obtaining information from the WBG.

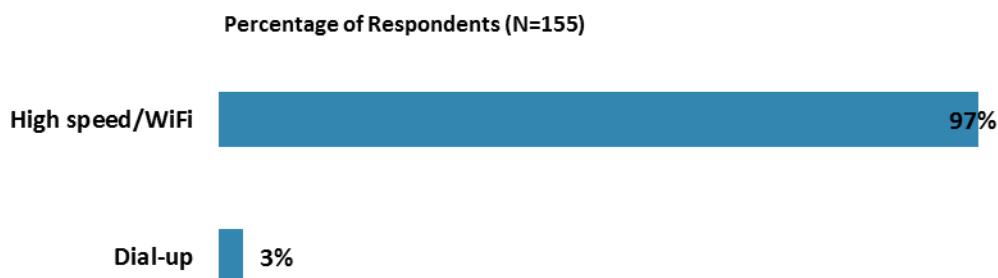


"Were you able to obtain this information?"

---

### Access to the Internet

- **Year comparison:** Respondents in this year's Country Survey, and in the FY '12 Country Survey, all had 100% Internet access.



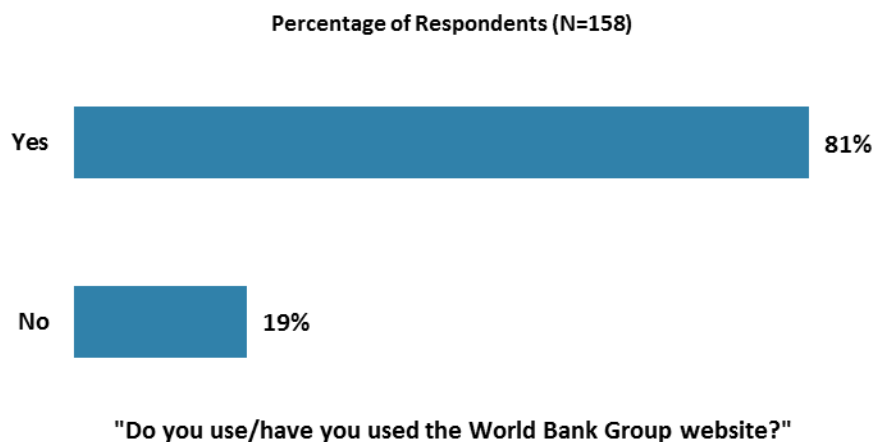
"Which Internet connection do you use primarily when visiting a World Bank Group website?"  
(Respondents chose from a list.)



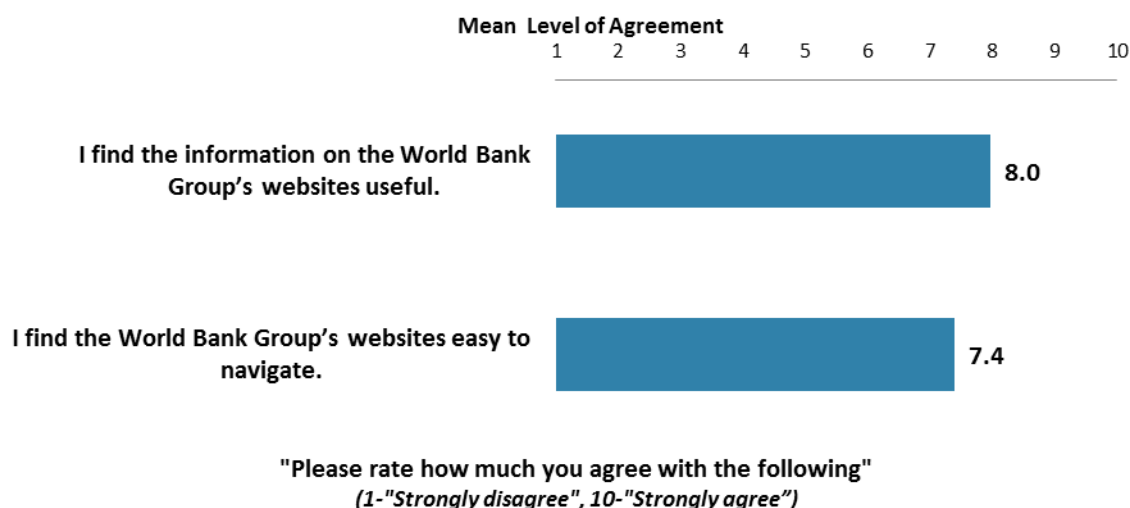
## X. Communication and Outreach (continued)

### WBG Website Usage and Evaluation

- **Year comparison:** Respondents in this year's Country Survey were significantly *less* likely to indicate that they used the WBG's website (weighted percentage of respondents = 81%) compared to respondents from the FY '12 Country Survey (weighted percentage of respondents = 89%)<sup>8</sup>.



- **Year comparison:** Respondents in the FY'12 Country Survey and this year's Country Survey had statistically similar levels of agreement regarding the WBG's websites.



<sup>8</sup> Please refer to Appendix E (page 115) for more details on weighting for year comparisons. The percentages in the chart were calculated based on un-weighted data.



## X. Communication and Outreach (continued)

### WBG Social Media and Evaluation

Percentage of Respondents (N=153)



"Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?" (Respondents chose from a list.)

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

The World Bank Group's social media channels are valuable sources of information about the institution



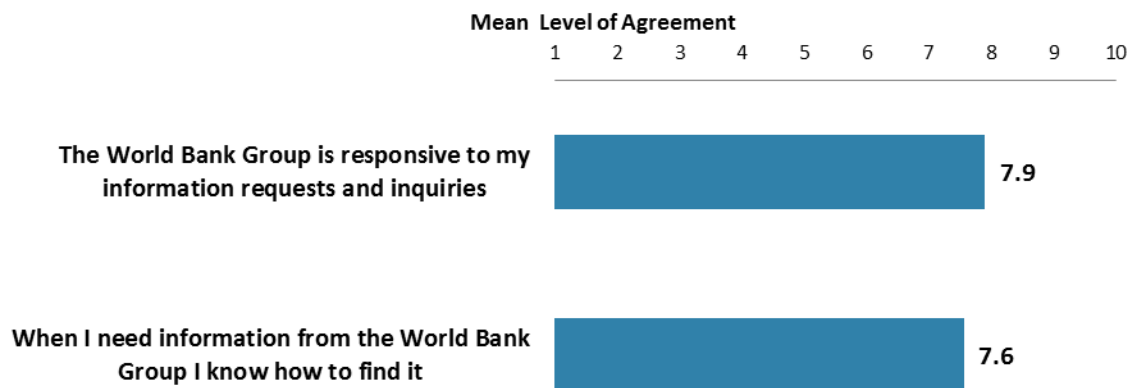
"Please rate how much you agree with the following statements" (1-"Strongly disagree", 10-"Strongly agree")



## X. Communication and Outreach (continued)

### Information Sharing

- **Year comparison:** Respondents in the FY'12 Country Survey and this year's Country Survey had statistically similar levels of agreement regarding the WBG's information sharing.
- **Stakeholders:** Employees of ministries and respondents from the office of the President/Prime Minister and the media had the highest levels of agreement that the WBG is responsive to their information requests whereas respondent from academia had significantly lower levels of agreement. Respondents from the office of the President/Prime Minister and the media had the highest levels of agreement that when they need information from the WBG they know how to find it whereas respondent from academia had significantly lower levels of agreement.
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher levels of agreement that the WBG is responsive to their information requests (mean rating = 8.3) compared to respondents who do not collaborate with the WBG (mean rating = 7.3).



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



## XI. Appendices

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**Bulgaria**





## Appendix A: Responses to All Questions across All Respondents (N=183)

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 Bulgaria

1. In general would you say that Bulgaria is headed in ... ?	Percentage of Respondents (N=175)
The right direction	60.6%
The wrong direction	12.6%
Not sure	26.9%

2. 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)	Percentage of Respondents (Responses Combined; N=180)
Education	53.3%
Economic growth	52.8%
Law and justice	47.8%
Health	21.1%
Governance	17.8%
Convergence of living standards with EU	15.6%
Job creation/employment	13.9%
Basic infrastructure and transport	12.2%
Public financial management	11.1%
Social protection	10.6%
Energy and energy efficiency	8.9%
Innovations	8.9%
Foreign direct investment	7.2%
Rural development	4.4%
Climate change and green growth	3.3%
Equality of opportunity and Inclusion	3.3%
Agricultural development	2.2%
Trade and exports	1.1%
Water supply and sanitation	0.6%
Financial markets	0.0%

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

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Bulgaria? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=179)</b>
Education	52.5%
Economic growth	41.3%
Job creation/employment	39.1%
Law and justice	34.1%
Foreign direct investment	17.9%
Public financial management	16.2%
Agricultural development	15.1%
Rural development	15.1%
Governance	12.8%
Convergence of living standards with EU	11.2%
Equality of opportunity and Inclusion	7.8%
Trade and exports	7.3%
Innovations	7.3%
Health	5.6%
Social protection	4.5%
Energy and energy efficiency	3.9%
Basic infrastructure and transport	3.4%
Climate change and green growth	2.2%
Financial markets	0.6%
Water supply and sanitation	0.0%

<b>4. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=182)</b>
Education and training that better ensure job opportunity	53.8%
Consistent economic growth	46.7%
Better entrepreneurial opportunities	28.6%
A growing middle class	25.8%
Better employment opportunities for young people	17.6%
Better opportunity for the poor who live in rural areas	7.7%
Greater access to health and nutrition for citizens	6.0%
Better quality public services	4.4%
More reliable social safety net	2.7%
Greater voice and participation for citizens to help ensure greater accountability	2.2%
Greater equity of fiscal policy	2.2%
Better employment opportunities for women	0.5%
Greater access to micro-finance for the poor	0.5%
Better opportunity for the poor who live in urban areas	0.0%
Other	0.0%

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

5. 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)	Percentage of Respondents (N=181)
A very big problem	39.2%
A moderately big problem	47.0%
A small problem	10.5%
Not a problem at all	2.8%
Don't know	0.6%

6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)	Percentage of Respondents (N=181)
A very serious problem	42.5%
A somewhat serious problem	37.6%
Not too serious problem	15.5%
Not a problem	2.8%
Don't know	1.7%

**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 Bulgaria? (1-Not familiar at all, 10-Extremely familiar)	179	0	5.73	2.29

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Bulgaria? (1-Not effective at all, 10-Very effective)	150	25	6.61	1.85

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 Bulgaria solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	140	35	7.50	1.76

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

<b>4. When thinking about how the World Bank Group can have the most impact on development results in 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)</b>	<b>Percentage of Respondents (Responses Combined; N=180)</b>
Education	47.2%
Economic growth	29.4%
Governance	26.7%
Law and justice	23.3%
Foreign direct investment	17.8%
Health	17.8%
Innovations	17.2%
Public financial management	16.7%
Convergence of living standards with EU	15.0%
Job creation/employment	14.4%
Agricultural development	11.7%
Rural development	11.1%
Basic infrastructure and transport	10.6%
Energy and energy efficiency	9.4%
Climate change and green growth	7.2%
Social protection	4.4%
Equality of opportunity and Inclusion	3.9%
Financial markets	2.8%
Water supply and sanitation	2.2%
Trade and exports	1.7%

<b>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 Bulgaria?</b>	<b>Percentage of Respondents (N=173)</b>		
	<b>Greatest Value</b>	<b>2<sup>nd</sup> Greatest Value</b>	<b>Combined</b>
Policy advice, studies, analyses	41.0%	18.5%	59.5%
Capacity development	17.3%	24.3%	41.6%
Financial resources	10.4%	13.3%	23.7%
Technical assistance	8.1%	12.7%	20.8%
Convening/facilitating	8.7%	6.9%	15.6%
Coordination with the European Commission and International Financial Institutions	5.8%	9.2%	15.0%
Data	4.0%	6.9%	11.0%
Mobilizing third party financial resources	4.6%	5.8%	10.4%
Linkage to non-Bank expertise	0.0%	1.7%	1.7%
Other	0.0%	0.6%	0.6%

<b>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?</b> (1-Not effective at all, 10-Very effective)	<b>Effectiveness</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
6. Project implementation (or other organizational strengthening)	111	62	7.03	1.87
7. Citizen engagement (incorporating citizens' voices into development)	88	83	5.61	1.91
8. Policy design (for clarity and better incentives to achieve development goals)	127	45	7.08	1.93

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

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? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
9. Project implementation (or other organizational strengthening)	129	43	7.79	2.10
10. Citizen engagement (incorporating citizens' voices into development)	112	55	7.67	2.08
11. Policy design (for clarity and better incentives to achieve development goals)	137	34	8.42	1.69

12. 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)	Percentage of Respondents (Responses Combined; N=171)
Its advice and strategies do not lend themselves to practical problem solving	24.0%
Don't know	22.2%
Not collaborating enough with stakeholders outside the Government	15.2%
Not enough public disclosure of its work	15.2%
Not willing to honestly criticize policies and reform efforts in the country	13.5%
Not adequately sensitive to political/social realities in Bulgaria	11.1%
World Bank Group's processes too complex	9.9%
Not exploring alternative policy options	9.9%
Imposing technocratic solutions without regard to political realities	9.4%
Too influenced by developed countries	8.8%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	7.0%
Not aligned with country priorities	4.7%
Other	2.9%
Staff too inaccessible	2.3%
Not aligned with other international partners' work	1.8%
Arrogant in its approach	1.2%
The credibility of its knowledge/data	1.2%
Not client focused	0.6%

13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Bulgaria? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=171)
Capacity development	36.3%
Knowledge products/services	32.2%
Technical assistance	32.2%
Investment lending	25.1%
Don't know	18.1%
Multi-sectoral approaches	11.7%
Policy based lending / budget support to the Government	10.5%
Trust Fund management	2.9%
Other	0.0%

14. To what extent do you believe that the World Bank Group's work and support help the poorest in Bulgaria? (Select only ONE response)	Percentage of Respondents (N=169)
To a fully sufficient degree	2.4%
To a somewhat sufficient degree	14.8%
To a somewhat insufficient degree	35.5%
To a very insufficient degree	14.2%
Don't know	33.1%

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

15. 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)	Percentage of Respondents (Responses Combined; N=172)
Academia/think tanks/research institutes	40.7%
Local Government	27.9%
Private Sector	27.9%
NGOs/Community-Based Organizations (CBOs)	23.8%
Youth/University Groups	14.0%
Parliament	11.0%
Beneficiaries	10.5%
European Institutions and International Financial Institutions	9.3%
Don't know	9.3%
Media	7.0%
Foundations	1.2%
Other	1.2%

To what extent do you agree with the following statements about the World Bank Group's work in Bulgaria? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
16. Overall the World Bank Group currently plays a relevant role in development in Bulgaria*	149	20	6.81	2.00
17. The World Bank Group's work is aligned with what I consider the development priorities for Bulgaria*	138	29	6.58	2.09
18. The World Bank Group supports programs and strategies that are realistic for Bulgaria	141	26	6.79	1.96
19. The World Bank Group treats clients and stakeholders in Bulgaria with respect	141	26	7.96	1.81

To what extent is the World Bank Group an effective development partner in Bulgaria, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Level of Agreement			
	N	DK	Mean	SD
20. Responsiveness*	110	45	7.67	1.86
21. Flexibility (in terms of the institution's products and services)*	108	48	6.63	2.02
22. Flexibility (in terms of changing country circumstances)*	113	44	6.47	2.04
23. Being inclusive*	103	53	6.84	1.89
24. Openness (sharing data and other information)*	131	26	7.48	2.12
25. Staff accessibility*	126	31	7.47	2.11
26. Straightforwardness and honesty*	117	39	7.46	2.02
27. Ease of access to the people at the World Bank Group who are making decisions important to my work*	115	42	7.30	2.31
28. Collaboration with civil society*	97	60	6.60	2.19
29. Collaboration with the Government*	116	39	8.03	1.46
30. Collaboration with the European Commission on International Financial Institutions*	88	68	7.93	1.48
31. Collaboration with the private sector*	80	76	6.18	2.21
32. The speed in which it gets things accomplished on the ground*	114	42	6.38	2.25
33. Being a long-term partner*	124	33	8.15	1.72

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

<b>34. To be a more effective development partner in Bulgaria, do you believe that the World Bank Group should have...? (Select only ONE response)</b>	<b>Percentage of Respondents (N=167)</b>
More local presence	55.1%
The current level of local presence is adequate	28.7%
Less local presence	0.6%
Don't know	15.6%

<b>35. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=159)</b>
Lack of/inadequate levels of capacity in Government	40.3%
Reforms are not well thought out in light of country challenges	27.7%
The Government works inefficiently	25.8%
Political pressures and obstacles	24.5%
There is not an adequate level of citizen/civil society participation	23.3%
The World Bank Group does not do adequate follow through/follow-up	16.4%
The World Bank Group is not sensitive enough to political/social realities on the ground	13.2%
The World Bank Group works too slowly	8.2%
Poor coordination with international and European partners	1.9%
Other	0.6%

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

<b>1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Bulgaria?</b> (1-Not important at all, 10-Very important)	<b>Importance</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. Convergence of living standards with EU	143	9	7.61	2.45
2. Basic infrastructure and transport	141	11	7.20	2.36
3. Economic growth	148	7	8.71	1.49
4. Energy and energy efficiency	135	18	7.81	1.87
5. Water supply and sanitation	130	19	6.96	2.09
6. Public financial management	140	12	7.76	2.04
7. Social protection	135	15	7.13	2.40
8. Education	146	9	8.72	1.68
9. Health	142	11	8.32	1.94
10. Climate change and green growth	132	19	7.05	2.62
11. Governance	141	10	8.19	2.05
12. Equality of opportunity and Inclusion	134	14	6.84	2.67
13. Job creation/employment	139	10	7.88	2.09
14. Law and justice	137	14	8.30	2.03
15. Innovations	137	12	8.25	1.97
16. Financial markets	126	21	6.97	2.52
17. Agricultural development	133	17	7.35	2.44
18. Trade and exports	123	23	6.84	2.53
19. Foreign direct investment	129	20	7.85	2.05
20. Rural development	133	15	7.56	2.45

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bulgaria? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Convergence of living standards with EU	69	82	5.68	2.45
2. Basic infrastructure and transport	77	74	6.48	2.10
3. Economic growth	84	65	6.30	2.07
4. Energy and energy efficiency	68	79	6.28	1.94
5. Water supply and sanitation	75	76	6.28	2.21
6. Public financial management	79	70	6.23	1.92
7. Social protection	80	69	5.86	2.19
8. Education	95	55	6.24	2.23
9. Health	79	69	5.84	2.31
10. Climate change and green growth	65	83	5.88	2.10
11. Governance	91	58	6.41	2.24
12. Equality of opportunity and Inclusion	81	69	6.31	2.14
13. Job creation/employment	77	73	5.78	2.41
14. Law and justice	64	84	5.47	2.35
15. Innovations	73	75	6.16	2.25
16. Financial markets	66	83	6.18	2.31
17. Agricultural development	61	88	5.79	2.42
18. Trade and exports	62	87	5.82	2.16
19. Foreign direct investment	67	83	6.15	2.16
20. Rural development	59	89	5.75	2.47

3. Where are the World Bank Group's decisions made primarily that support the program in Bulgaria? (Select only ONE response)	Percentage of Respondents (N=153)
At the Headquarters (in Washington D.C.)	31.4%
In the country	14.4%
Don't know	54.2%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Bulgaria? (1-To no degree at all, 10-To a very significant degree)	118	37	6.22	1.89

To what extent do you agree with the following statements about the World Bank Group in Bulgaria? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Bulgaria*	102	52	6.25	1.96
6. The World Bank Group meets Bulgaria's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	123	30	6.89	2.11

Reimbursable Advisory Services (RAS)	N	DK	Mean	SD
7. To what extent do you believe that Bulgaria received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree)	102	52	6.14	2.33

Measuring and Correcting Work	N	DK	Mean	SD
8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Bulgaria? (1-To no degree at all, 10-To a very significant degree)	94	60	6.09	2.20

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=157)
Weekly	3.8%
Monthly	15.3%
A few times a year	45.2%
Rarely	23.6%
Never	12.1%

In Bulgaria, 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	120	31	6.62	2.13
3. Include appropriate level of stakeholder involvement during preparation	115	34	6.63	2.29
4. Lead to practical solutions	124	27	6.32	2.11
5. Are accessible (well written and easy to understand)	131	20	7.34	1.97
6. Are source of relevant information on global good practices	127	25	7.77	1.77
7. Are adequately disseminated	120	31	6.55	2.27
8. Are translated enough into local language	116	36	6.73	2.46
9. Are adaptable to Bulgaria's specific development challenges and country circumstances*	122	29	6.43	2.01

Overall Evaluations	N	DK	Mean	SD
10. 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)	128	27	6.66	1.86
11. 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)	124	32	7.88	1.61

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	64	87	5.88	2.41
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	99	51	7.35	1.90
3. The World Bank Group's approvals and reviews are done in a timely fashion	94	54	7.12	1.97
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	59	91	7.32	2.00
5. The World Bank Group's conditions on its lending are reasonable	65	84	7.25	2.03
6. The World Bank Group takes decisions quickly in Bulgaria*	76	73	6.53	2.31
7. Working with the World Bank Group increases Bulgaria's institutional capacity	109	39	7.28	1.88
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	66	83	7.38	1.85
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	92	58	7.58	1.86

**E. Working with the World Bank Group (continued)**

WBG Promoting PPP in Bulgaria	N	DK	Mean	SD
10. 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-To no degree at all, 10-To a very significant degree)	74	77	5.68	2.10

11. Which of the following best describes the way the World Bank Group operates in Bulgaria? (Select only one response)	Percentage of Respondents (N=149)
The World Bank Group takes too much risk in Bulgaria	0.0%
The World Bank Group does not take enough risk in Bulgaria	33.6%
The World Bank Group's approach to risk is appropriate	35.6%
Don't know	30.9%

12. Which of the following best describes the World Bank Group's support in Bulgaria? (Select only one response)	Percentage of Respondents (N=152)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Bulgaria	36.2%
The World Bank Group is not sufficiently selective in Bulgaria, and it is involved in too many areas of development	23.7%
Don't know	40.1%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Bulgaria? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=152)
Reach out more to groups outside of Government	39.5%
Increase the level of capacity development in the country	32.9%
Collaborate more effectively with Government clients	19.7%
Reduce the complexity of obtaining World Bank Group financing	18.4%
Offer more innovative knowledge services	14.5%
Offer more innovative financial products	13.2%
Improve the quality of its experts as related to Bulgaria's specific challenges	11.2%
Improve the competitiveness of its financing compared to markets	9.2%
Ensure greater selectivity in its work	6.6%
Provide more adequate data/knowledge/statistics/figures on Bulgaria's economy	5.9%
Work faster	5.3%
Increase availability of Reimbursable Advisory Services (RAS)	5.3%
Other	3.3%

2. 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)	Percentage of Respondents (N=156)
Knowledge products	31.4%
The combination is appropriate for Bulgaria	24.4%
Convening services	19.2%
Financial services	12.8%
Don't know	11.5%
None of the above	.6%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Bulgaria? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=155)</b>
Internet	81.3%
Local television	27.1%
Periodicals	15.5%
Other	14.2%
Local newspapers	13.5%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	12.9%
International newspapers	7.7%
International television	1.9%
Local radio	1.3%
International radio	0.0%

<b>2. How would you prefer to obtain information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=156)</b>
World Bank Group's seminars/workshops/ conferences	41.7%
World Bank Group's website	35.9%
e-Newsletters	35.3%
World Bank Group's publications and other written materials	34.0%
Direct contact with World Bank Group	28.8%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	9.0%
Mobile phones	0.0%
Other	0.0%

<b>3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=154)</b>
Yes	20.1%
No	79.9%

<b>4. Have you requested information from the World Bank Group on its activities in the past year?</b>	<b>Percentage of Respondents (N=156)</b>
Yes	14.1%
No	85.9%

<b>5. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=22)</b>
Yes	90.9%
No	9.1%

<b>6. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=158)</b>
Yes	100.0%
No	-

<b>7. Do you use/have you used the World Bank Group website?</b>	<b>Percentage of Respondents (N=158)</b>
Yes	81.0%
No	19.0%

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

8. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Percentage of Respondents (N=153)
Yes	13.7%
No	86.3%

9. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=155)
High speed/WiFi	96.8%
Dial-up	3.2%

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 find the World Bank Group's websites easy to navigate	117	35	7.38	1.83
11. I find the information on the World Bank Group's websites useful	118	31	7.96	1.54
12. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	43	102	6.23	2.87
13. When I need information from the World Bank Group I know how to find it	121	30	7.57	2.35
14. The World Bank Group is responsive to my information requests and inquiries	84	65	7.90	2.03

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=124)
Employee of a Ministry, Ministerial Department or Implementation Agency	27.2%
NGO/ Community-Based Organization	16.1%
Bilateral/ Multilateral Agency	10.0%
Academia/Research Institute/Think Tank	10.0%
Media	5.6%
Office of Minister	5.0%
Private Sector Organization	4.4%
Financial Sector/Private Bank	3.9%
Other	3.9%
Office of the President/Prime Minister	3.3%
Independent Government Institution	3.3%
PMU overseeing implementation of project/Consultant/Contractor working on WBG supported project/program	2.2%
Local Government Office or Staff	2.2%
Office of Parliamentarian	1.1%
Private Foundation	1.1%
Trade Union	0.6%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=177)</b>
Education	15.8%
Generalist (specialized in multiple sectors)	13.0%
Finance and markets	10.7%
Transport and ICT	10.7%
Macroeconomics and fiscal management	10.2%
Governance	6.8%
Other	6.8%
Social protection and labor	4.5%
Trade and competitiveness	4.5%
Environment and natural resources	4.0%
Health, nutrition, and population	3.4%
Jobs	2.3%
Urban, rural, and social development	1.7%
Water	1.1%
Public-private partnerships	1.1%
Energy and extractives	1.1%
Poverty	1.1%
Agriculture	0.6%
Climate Change	0.6%

<b>3. Which one of the following best describes your level of interaction with the World Bank Group in your country? (Select only ONE response)</b>	<b>Percentage of Respondents (N=175)</b>
I have previously collaborated with the World Bank Group	32.6%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	32.6%
I have never collaborated with the World Bank Group	24.6%
I currently collaborate with the World Bank Group	10.3%

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Bulgaria? (Select only ONE response)</b>	<b>Percentage of Respondents (N=159)</b>
The World Bank (IBRD)	83.6%
The International Finance Corporation (IFC)	4.4%
The Multilateral Investment Guarantee Agency (MIGA)	1.9%
Other	10.1%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=165)</b>
Yes	12.1%
No	87.9%

<b>6. If yes, what was your view of how the two institutions work together in Bulgaria? (Select only ONE response)</b>	<b>Percentage of Respondents (N=27)</b>
The two institutions work well together	55.6%
The way the two institutions work together needs improvement	0.0%
The two institutions do not work well together	3.7%
Don't know	40.7%

**H. Background Information (continued)**

<b>7. Which of the following describes most of your exposure to the World Bank Group in Bulgaria? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=169)</b>
Collaborate as part of my professional duties	47.3%
Use World Bank Group reports/data	46.7%
Use World Bank Group website for information, data, research, etc.	21.9%
Engage in World Bank Group related/sponsored events/activities	21.3%
Observer	13.6%

<b>8. What's your gender?</b>	<b>Percentage of Respondents (N=179)</b>
Female	44.1%
Male	55.9%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=180)</b>
Sofia	89.4%
Outside Sofia	10.6%



## Appendix B: Responses to All Questions by Stakeholder Groups<sup>9</sup>

Office of the President/Prime Minister N=6 ● Office of a Minister N=9 ● Employee of a Ministry N= 49 ●  
Bilateral/Multilateral Agency N=18 ● Private Sector/Financial Sector/Private Bank N=15 ● NGO/CBO N=29 ●  
Media N=10 ● Independent Government Institution N=6 ● Academia N=19 ● Other N=22

### A. General Issues facing Bulgaria

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
The right direction	80.0%	100.0%	63.8%	72.2%	53.3%	42.9%	60.0%	50.0%	52.9%	57.9%
The wrong direction	20.0%	-	4.3%	11.1%	13.3%	25.0%	10.0%	33.3%	17.6%	10.5%
Not sure	-	-	31.9%	16.7%	33.3%	32.1%	30.0%	16.7%	29.4%	31.6%

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?

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Social protection	0.0%	22.2%	10.4%	16.7%	0.0%	6.9%	10.0%	33.3%	11.1%	10.0%
Basic infrastructure and transport	0.0%	0.0%	18.8%	5.6%	20.0%	3.4%	10.0%	16.7%	11.1%	15.0%
Economic growth	40.0%	11.1%	58.3%	50.0%	40.0%	69.0%	60.0%	50.0%	44.4%	50.0%
Energy and energy efficiency	0.0%	0.0%	2.1%	11.1%	13.3%	10.3%	20.0%	16.7%	5.6%	15.0%
Water supply and sanitation	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	40.0%	11.1%	8.3%	16.7%	33.3%	6.9%	0.0%	0.0%	11.1%	5.0%
Convergence of living standards with EU	0.0%	22.2%	14.6%	5.6%	6.7%	10.3%	40.0%	33.3%	27.8%	15.0%
Education	80.0%	44.4%	50.0%	27.8%	60.0%	72.4%	40.0%	50.0%	61.1%	50.0%
Health	0.0%	33.3%	20.8%	27.8%	33.3%	13.8%	30.0%	0.0%	27.8%	15.0%
Climate change and green growth	0.0%	11.1%	2.1%	0.0%	0.0%	3.4%	10.0%	0.0%	0.0%	10.0%
Governance	40.0%	22.2%	20.8%	27.8%	13.3%	10.3%	0.0%	33.3%	27.8%	5.0%
Equality of opportunity and Inclusion	0.0%	0.0%	2.1%	0.0%	6.7%	3.4%	0.0%	0.0%	0.0%	15.0%
Job creation/employment	0.0%	33.3%	12.5%	16.7%	0.0%	10.3%	20.0%	0.0%	5.6%	30.0%
Law and justice	60.0%	55.6%	39.6%	66.7%	53.3%	44.8%	30.0%	50.0%	61.1%	45.0%
Innovations	40.0%	22.2%	10.4%	5.6%	13.3%	10.3%	0.0%	0.0%	5.6%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	0.0%	4.2%	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	5.0%
Trade and exports	0.0%	0.0%	0.0%	5.6%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment	0.0%	0.0%	8.3%	11.1%	6.7%	6.9%	20.0%	0.0%	0.0%	10.0%
Rural development	0.0%	11.1%	8.3%	0.0%	0.0%	3.4%	0.0%	16.7%	0.0%	5.0%

<sup>9</sup> Only 180 respondents provided the information about their current positions. Thus, only these respondents were included in the across-stakeholder analysis presented in this appendix.

**A. General Issues facing Bulgaria (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 Bulgaria? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	11.1%	22.4%	5.6%	13.3%	10.7%	0.0%	16.7%	22.2%	10.5%
Trade and exports	20.0%	0.0%	6.1%	11.1%	13.3%	3.6%	10.0%	16.7%	0.0%	5.3%
Foreign direct investment	40.0%	11.1%	14.3%	33.3%	33.3%	21.4%	30.0%	0.0%	0.0%	10.5%
Rural development	0.0%	33.3%	16.3%	16.7%	6.7%	17.9%	10.0%	16.7%	11.1%	15.8%
Governance	20.0%	33.3%	6.1%	27.8%	26.7%	10.7%	20.0%	0.0%	11.1%	0.0%
Equality of opportunity and Inclusion	0.0%	0.0%	4.1%	5.6%	13.3%	10.7%	10.0%	0.0%	5.6%	21.1%
Job creation/employment	40.0%	33.3%	38.8%	38.9%	6.7%	46.4%	30.0%	33.3%	44.4%	63.2%
Law and justice	20.0%	44.4%	36.7%	27.8%	53.3%	17.9%	30.0%	33.3%	38.9%	42.1%
Innovations	40.0%	11.1%	6.1%	5.6%	13.3%	7.1%	0.0%	0.0%	5.6%	5.3%
Public financial management	40.0%	22.2%	18.4%	16.7%	13.3%	21.4%	0.0%	33.3%	16.7%	0.0%
Convergence of living standards with EU	0.0%	0.0%	8.2%	16.7%	0.0%	14.3%	20.0%	33.3%	16.7%	10.5%
Education	60.0%	66.7%	40.8%	38.9%	60.0%	53.6%	80.0%	83.3%	61.1%	47.4%
Health	0.0%	11.1%	2.0%	16.7%	6.7%	3.6%	0.0%	16.7%	5.6%	5.3%
Climate change and green growth	0.0%	11.1%	2.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	5.3%
Social protection	0.0%	0.0%	8.2%	5.6%	0.0%	0.0%	0.0%	0.0%	5.6%	10.5%
Basic infrastructure and transport	0.0%	0.0%	8.2%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	5.3%
Economic growth	20.0%	11.1%	53.1%	33.3%	40.0%	42.9%	50.0%	16.7%	38.9%	42.1%
Energy and energy efficiency	0.0%	0.0%	4.1%	0.0%	0.0%	10.7%	0.0%	0.0%	11.1%	0.0%
Water supply and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

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)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Greater access to health and nutrition for citizens	0.0%	11.1%	2.0%	11.1%	13.3%	10.3%	0.0%	0.0%	5.6%	0.0%
Better entrepreneurial opportunities	60.0%	11.1%	28.6%	27.8%	20.0%	44.8%	40.0%	33.3%	27.8%	5.0%
A growing middle class	20.0%	22.2%	14.3%	33.3%	33.3%	20.7%	60.0%	33.3%	16.7%	45.0%
Better opportunity for the poor who live in rural areas	20.0%	0.0%	8.2%	16.7%	0.0%	6.9%	0.0%	0.0%	0.0%	20.0%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Consistent economic growth	20.0%	55.6%	61.2%	50.0%	46.7%	44.8%	50.0%	16.7%	38.9%	30.0%
Better employment opportunities for young people	0.0%	55.6%	16.3%	16.7%	13.3%	13.8%	20.0%	16.7%	5.6%	20.0%
Better employment opportunities for women	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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%	5.0%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	10.0%
More reliable social safety net	20.0%	0.0%	4.1%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	5.0%
Greater equity of fiscal policy	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	5.0%
Education and training that better ensure job opportunity	40.0%	44.4%	55.1%	44.4%	53.3%	58.6%	20.0%	83.3%	83.3%	50.0%
Better quality public services	20.0%	0.0%	4.1%	0.0%	6.7%	0.0%	10.0%	16.7%	5.6%	5.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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?

Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
A very big problem	60.0%	22.2%	32.7%	50.0%	26.7%	34.5%	70.0%	16.7%	44.4%	55.0%
A moderately big problem	40.0%	55.6%	55.1%	50.0%	66.7%	44.8%	20.0%	83.3%	22.2%	35.0%
A small problem	-	22.2%	10.2%	-	-	17.2%	10.0%	-	27.8%	5.0%
Not a problem at all	-	-	-	-	6.7%	3.4%	-	-	5.6%	5.0%
Don't know	-	-	2.0%	-	-	-	-	-	-	-

In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?

Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
A very serious problem	60.0%	66.7%	46.9%	61.1%	26.7%	39.3%	40.0%	33.3%	22.2%	40.0%
A somewhat serious problem	20.0%	33.3%	36.7%	27.8%	40.0%	39.3%	20.0%	33.3%	55.6%	50.0%
Not too serious problem	20.0%	-	14.3%	5.6%	26.7%	17.9%	40.0%	33.3%	11.1%	5.0%
Not a problem	-	-	-	-	6.7%	3.6%	-	-	11.1%	-
Don't know	-	-	2.0%	5.6%	-	-	-	-	-	5.0%

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

	Office of the President/Prime Minister			Office of a Minister			Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Bulgaria?*	6	7.67	2.16	9	7.33	1.58	48	6.23	2.09	18	4.50	2.07	14	5.79	1.67	28	4.79	2.28	10	4.30	1.89	6	7.17	2.64	18	5.11	2.30	20	6.45	1.99

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between stakeholder groups

	Office of the President/Prime Minister			Office of a Minister			Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Bulgaria.*	5	6.40	0.55	9	8.11	1.27	42	6.57	1.56	11	7.18	1.66	12	6.92	1.73	23	5.83	2.42	8	7.25	1.91	5	6.40	2.70	15	5.67	1.72	18	6.78	1.48

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

	Office of the President/Prime Minister			Office of a Minister			Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Bulgaria solve its most complicated development challenges?	5	8.00	1.23	9	8.56	1.01	40	7.45	1.45	12	8.00	1.21	11	7.45	1.57	20	6.75	2.34	6	7.83	1.94	5	8.00	1.87	14	6.93	2.37	16	7.50	1.75

(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 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)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Agricultural development	0.0%	22.2%	18.4%	0.0%	14.3%	3.6%	10.0%	16.7%	5.6%	10.0%
Trade and exports	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%
Foreign direct investment	0.0%	11.1%	14.3%	27.8%	28.6%	21.4%	10.0%	0.0%	22.2%	15.0%
Governance	66.7%	33.3%	24.5%	33.3%	21.4%	28.6%	20.0%	16.7%	16.7%	30.0%
Equality of opportunity and Inclusion*	0.0%	0.0%	2.0%	0.0%	0.0%	3.6%	0.0%	0.0%	5.6%	20.0%
Job creation/employment	16.7%	22.2%	6.1%	27.8%	0.0%	21.4%	10.0%	16.7%	16.7%	20.0%
Law and justice	0.0%	11.1%	24.5%	27.8%	35.7%	25.0%	10.0%	16.7%	27.8%	25.0%
Innovations	33.3%	11.1%	20.4%	27.8%	14.3%	17.9%	0.0%	0.0%	16.7%	15.0%
Financial markets*	0.0%	11.1%	2.0%	5.6%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%
Rural development	0.0%	22.2%	16.3%	0.0%	7.1%	10.7%	20.0%	16.7%	0.0%	15.0%
Convergence of living standards with EU	0.0%	22.2%	16.3%	5.6%	0.0%	21.4%	40.0%	16.7%	11.1%	15.0%
Education	16.7%	33.3%	46.9%	38.9%	42.9%	57.1%	70.0%	33.3%	61.1%	40.0%
Health	16.7%	22.2%	18.4%	16.7%	28.6%	14.3%	20.0%	33.3%	16.7%	10.0%
Social protection	16.7%	0.0%	2.0%	5.6%	7.1%	3.6%	0.0%	16.7%	5.6%	5.0%
Basic infrastructure and transport	16.7%	11.1%	10.2%	16.7%	21.4%	0.0%	10.0%	16.7%	11.1%	10.0%
Economic growth	0.0%	33.3%	28.6%	22.2%	21.4%	35.7%	40.0%	16.7%	33.3%	35.0%
Energy and energy efficiency	33.3%	0.0%	4.1%	5.6%	7.1%	10.7%	0.0%	16.7%	22.2%	15.0%
Water supply and sanitation	0.0%	0.0%	4.1%	0.0%	0.0%	0.0%	10.0%	0.0%	5.6%	0.0%
Public financial management	33.3%	22.2%	18.4%	16.7%	28.6%	17.9%	0.0%	33.3%	11.1%	5.0%
Climate change and green growth	16.7%	11.1%	8.2%	5.6%	0.0%	7.1%	10.0%	0.0%	5.6%	10.0%

\*Significantly different between 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 Bulgaria?

Greatest Value Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Convening/facilitating*	0.0%	0.0%	14.9%	0.0%	7.7%	7.4%	44.4%	0.0%	5.9%	0.0%
Data	20.0%	0.0%	2.1%	5.6%	0.0%	7.4%	0.0%	0.0%	0.0%	5.0%
Policy advice, studies, analyses*	40.0%	66.7%	31.9%	55.6%	69.2%	33.3%	0.0%	83.3%	47.1%	35.0%
Financial resources	0.0%	11.1%	8.5%	11.1%	7.7%	11.1%	11.1%	0.0%	5.9%	25.0%
Capacity development	20.0%	22.2%	21.3%	11.1%	7.7%	22.2%	33.3%	0.0%	11.8%	10.0%
Technical assistance	0.0%	0.0%	12.8%	11.1%	7.7%	3.7%	0.0%	16.7%	11.8%	5.0%
Mobilizing third party financial resources	20.0%	0.0%	2.1%	5.6%	0.0%	7.4%	11.1%	0.0%	5.9%	5.0%
Coordination with the European Commission and International Financial Institutions	0.0%	0.0%	6.4%	0.0%	0.0%	7.4%	0.0%	0.0%	11.8%	15.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Convening/facilitating	20.0%	11.1%	2.1%	16.7%	0.0%	7.4%	0.0%	0.0%	11.8%	10.0%
Data	20.0%	0.0%	10.6%	5.6%	7.7%	3.7%	0.0%	0.0%	0.0%	10.0%
Policy advice, studies, analyses	20.0%	22.2%	23.4%	5.6%	0.0%	18.5%	33.3%	16.7%	17.6%	25.0%
Financial resources	0.0%	22.2%	17.0%	27.8%	7.7%	7.4%	11.1%	16.7%	11.8%	0.0%
Capacity development	0.0%	11.1%	25.5%	11.1%	30.8%	33.3%	11.1%	50.0%	29.4%	25.0%
Technical assistance	20.0%	11.1%	6.4%	11.1%	23.1%	7.4%	33.3%	0.0%	23.5%	15.0%
Mobilizing third party financial resources	0.0%	11.1%	2.1%	0.0%	15.4%	11.1%	11.1%	0.0%	0.0%	10.0%
Coordination with the European Commission and International Financial Institutions	20.0%	0.0%	10.6%	22.2%	7.7%	7.4%	0.0%	16.7%	5.9%	5.0%
Linkage to non-Bank expertise	0.0%	11.1%	0.0%	0.0%	7.7%	3.7%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

	Office of the President/Prime Minister			Office of a Minister			Employee of a Ministry			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	5	7.60	1.14	8	8.50	0.76	31	7.06	2.07	6	7.17	1.17	6	6.17	1.33	19	6.37	2.41	3	5.67	1.53	5	6.60	1.14	14	6.93	2.02	12	7.58	1.08
Citizen engagement (incorporating citizens' voices into development)	4	6.75	0.96	6	5.67	1.86	18	5.67	1.50	5	7.20	0.84	7	5.29	1.89	20	5.50	2.33	4	5.75	0.50	4	5.50	2.65	10	4.60	2.12	9	6.11	1.76
Policy design (for clarity and better incentives to achieve development goals)	5	7.00	1.58	9	8.33	0.87	37	6.89	1.79	8	7.38	1.19	9	7.11	1.76	20	7.00	2.36	4	7.50	1.29	5	7.20	2.59	14	6.29	2.27	15	7.67	1.68

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

	Office of the President/Prime Minister			Office of a Minister			Employee of a Ministry			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/CBO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	4	8.00	1.41	9	8.78	1.39	34	7.12	2.64	11	8.09	1.58	7	6.43	1.27	21	8.33	1.65	5	9.20	0.84	6	8.50	1.23	15	7.73	2.28	15	7.93	2.25
Citizen engagement (incorporating citizens' voices into development)	4	7.00	2.71	9	8.22	2.86	24	6.92	2.43	11	7.45	2.25	8	7.25	1.91	21	8.57	1.72	4	7.00	2.00	5	7.60	2.07	13	7.54	1.39	12	8.50	1.09
Policy design (for clarity and better incentives to achieve development goals)	5	8.60	1.52	9	9.67	0.71	36	7.92	1.87	12	8.17	1.27	10	8.70	0.95	23	8.70	1.64	5	8.20	1.30	4	7.75	1.50	16	8.31	2.47	16	9.00	1.03

**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 Bulgaria? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Arrogant in its approach	0.0%	0.0%	2.1%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not client focused	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	5.3%
World Bank Group's processes too complex	0.0%	22.2%	6.4%	5.9%	7.1%	11.5%	0.0%	33.3%	11.8%	15.8%
Not willing to honestly criticize policies and reform efforts in the country	40.0%	0.0%	10.6%	0.0%	21.4%	11.5%	12.5%	0.0%	29.4%	15.8%
Staff too inaccessible	0.0%	0.0%	0.0%	5.9%	0.0%	3.8%	0.0%	0.0%	5.9%	5.3%
Not exploring alternative policy options	0.0%	0.0%	12.8%	0.0%	21.4%	23.1%	0.0%	0.0%	5.9%	5.3%
Not collaborating enough with stakeholders outside the Government*	20.0%	0.0%	4.3%	11.8%	14.3%	26.9%	0.0%	16.7%	29.4%	31.6%
Its advice and strategies do not lend themselves to practical problem solving	40.0%	22.2%	36.2%	5.9%	21.4%	11.5%	25.0%	33.3%	23.5%	15.8%
Not enough public disclosure of its work	20.0%	11.1%	4.3%	35.3%	7.1%	26.9%	0.0%	16.7%	11.8%	26.3%
Too influenced by developed countries	20.0%	11.1%	12.8%	5.9%	7.1%	7.7%	0.0%	0.0%	17.6%	0.0%
Imposing technocratic solutions without regard to political realities	20.0%	11.1%	10.6%	0.0%	0.0%	7.7%	12.5%	33.3%	5.9%	15.8%
World Bank Group's processes too slow*	20.0%	22.2%	4.3%	0.0%	28.6%	3.8%	0.0%	0.0%	5.9%	5.3%
Not aligned with other international partners' work	0.0%	0.0%	4.3%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not aligned with country priorities	0.0%	0.0%	2.1%	0.0%	7.1%	7.7%	0.0%	16.7%	17.6%	0.0%
Not adequately sensitive to political/social realities in Bulgaria	20.0%	22.2%	19.1%	0.0%	0.0%	11.5%	25.0%	16.7%	5.9%	0.0%
Other	0.0%	11.1%	2.1%	5.9%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	33.3%	23.4%	41.2%	28.6%	11.5%	50.0%	0.0%	11.8%	21.1%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Trust Fund management	0.0%	0.0%	0.0%	6.3%	0.0%	7.4%	11.1%	0.0%	0.0%	5.3%
Knowledge products/services*	40.0%	44.4%	31.3%	6.3%	28.6%	37.0%	0.0%	33.3%	62.5%	36.8%
Investment lending	20.0%	33.3%	22.9%	18.8%	21.4%	22.2%	22.2%	0.0%	31.3%	36.8%
Technical assistance	0.0%	33.3%	39.6%	37.5%	42.9%	25.9%	0.0%	50.0%	37.5%	26.3%
Capacity development	40.0%	44.4%	31.3%	31.3%	21.4%	48.1%	44.4%	50.0%	25.0%	42.1%
Policy based lending / budget support to the Government	20.0%	22.2%	14.6%	6.3%	21.4%	7.4%	22.2%	0.0%	0.0%	0.0%
Multi-sectoral approaches	40.0%	11.1%	12.5%	6.3%	7.1%	18.5%	11.1%	16.7%	6.3%	5.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	20.0%	0.0%	16.7%	37.5%	28.6%	11.1%	33.3%	16.7%	18.8%	10.5%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
To a fully sufficient degree	-	-	4.4%	-	-	3.8%	-	-	5.9%	-
To a somewhat sufficient degree	-	11.1%	15.6%	18.8%	7.1%	15.4%	20.0%	-	11.8%	21.1%
To a somewhat insufficient degree	80.0%	44.4%	26.7%	31.3%	42.9%	34.6%	40.0%	66.7%	23.5%	36.8%
To a very insufficient degree	20.0%	11.1%	11.1%	12.5%	14.3%	19.2%	10.0%	-	29.4%	10.5%
Don't know	-	33.3%	42.2%	37.5%	35.7%	26.9%	30.0%	33.3%	29.4%	31.6%

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)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Academia/think tanks/research institutes*	40.0%	55.6%	45.8%	11.8%	35.7%	34.6%	33.3%	33.3%	76.5%	36.8%
European Institutions and International Financial Institutions	0.0%	11.1%	8.3%	11.8%	14.3%	3.8%	0.0%	0.0%	17.6%	15.8%
Media*	0.0%	0.0%	4.2%	0.0%	14.3%	11.5%	33.3%	0.0%	0.0%	5.3%
Local Government*	0.0%	44.4%	33.3%	29.4%	14.3%	23.1%	11.1%	66.7%	0.0%	47.4%
Private Sector*	60.0%	33.3%	14.6%	29.4%	50.0%	23.1%	55.6%	66.7%	29.4%	15.8%
Parliament	0.0%	22.2%	14.6%	11.8%	28.6%	0.0%	0.0%	0.0%	11.8%	10.5%
NGOs/Community-Based Organizations (CBOs)*	40.0%	0.0%	14.6%	11.8%	14.3%	69.2%	11.1%	16.7%	11.8%	26.3%
Youth/University Groups	40.0%	11.1%	6.3%	17.6%	14.3%	15.4%	22.2%	16.7%	29.4%	5.3%
Beneficiaries	20.0%	11.1%	12.5%	5.9%	0.0%	0.0%	11.1%	0.0%	11.8%	31.6%
Foundations	0.0%	0.0%	2.1%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%
Other*	0.0%	0.0%	0.0%	11.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	16.7%	17.6%	7.1%	7.7%	11.1%	0.0%	5.9%	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 Bulgaria? (1-Strongly disagree, 10-Strongly agree)

	Office of the President/Prime Minister			Office of a Minister			Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Bulgaria*	5	7.60	1.14	9	7.56	1.33	41	7.15	1.85	12	6.75	1.66	12	7.08	1.98	24	5.58	2.39	6	8.67	1.03	6	6.17	2.48	14	6.21	1.81	18	7.06	2.04
The World Bank Group's work is aligned with what I consider the development priorities for Bulgaria	5	6.20	1.48	9	6.67	2.00	40	7.08	1.89	10	7.60	0.52	11	6.55	2.21	22	5.68	2.44	5	7.60	0.55	5	6.80	3.27	13	5.62	2.10	17	6.53	2.29
The World Bank Group supports programs and strategies that are realistic for Bulgaria	5	6.60	1.67	8	7.75	1.67	41	7.22	1.73	10	7.40	0.84	12	6.75	1.91	23	5.78	2.43	6	8.00	1.10	5	6.60	2.97	14	6.14	1.83	16	6.63	2.09
The World Bank Group treats clients and stakeholders in Bulgaria with respect	5	7.40	2.41	9	8.56	1.74	40	8.33	1.62	10	7.20	1.75	12	7.42	1.56	24	7.88	2.15	6	9.00	1.67	6	7.33	2.81	13	7.62	1.61	15	7.93	1.49

\*Significantly different between stakeholder groups

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

	Office of the President/Prime Minister			Office of a Minister			Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness*	5	6.80	2.86	6	8.67	1.21	37	8.38	1.61	8	6.88	1.36	7	7.43	1.27	12	8.00	1.35	3	9.00	1.73	6	7.00	2.19	10	6.70	1.95	15	6.80	2.27
Flexibility (in terms of the institution's products and services)*	4	5.50	1.92	6	7.67	1.51	35	7.26	1.99	6	6.50	1.87	11	5.36	1.91	14	5.86	1.88	3	8.67	1.53	5	6.40	1.82	10	6.10	1.66	13	6.62	2.33
Flexibility (in terms of changing country circumstances)	5	6.00	1.58	7	7.14	1.68	37	7.08	2.02	6	6.33	1.86	11	5.36	2.29	15	5.67	1.99	3	8.00	1.73	6	6.50	2.07	11	5.91	1.97	11	6.73	2.20
Being inclusive	4	7.00	1.41	6	7.83	1.33	31	7.42	1.71	6	6.00	1.55	9	6.44	1.33	15	6.27	1.98	3	8.33	2.08	6	6.83	2.56	10	6.00	1.89	12	6.75	2.42
Openness (sharing data and other information)	5	7.20	1.10	7	8.71	1.80	39	8.00	1.86	11	6.45	2.58	10	7.50	1.18	19	6.79	2.46	4	9.00	1.41	6	7.17	2.23	14	7.64	1.82	15	6.67	2.64
Staff accessibility	5	7.60	2.07	7	8.57	1.40	39	8.26	1.67	9	7.11	1.97	12	7.08	1.93	18	6.56	2.23	3	8.33	2.08	6	7.50	1.64	11	6.27	2.69	15	7.00	2.59
Straightforwardness and honesty	5	6.00	1.00	6	9.50	0.84	36	7.69	2.01	6	7.00	2.10	10	7.90	1.45	18	7.28	2.02	3	8.67	2.31	6	6.67	2.50	12	6.50	2.36	14	7.36	1.87
Ease of access to the people at the World Bank Group who are making decisions important to my work	5	7.00	1.58	7	8.14	1.77	36	7.64	2.23	8	7.88	1.81	10	6.70	2.11	16	6.50	2.61	4	9.00	2.00	5	7.20	2.68	9	6.00	2.55	14	7.36	2.59
Collaboration with civil society	3	6.00	0.00	5	7.40	2.41	22	6.82	1.76	5	7.20	2.17	10	6.90	1.79	22	5.95	2.40	4	8.75	1.50	4	6.75	2.63	12	6.42	2.15	10	6.00	3.06
Collaboration with the Government	5	8.00	1.58	7	8.71	0.95	35	8.40	1.17	6	7.33	1.21	10	7.60	1.08	19	7.63	2.17	3	8.67	2.31	6	7.50	1.52	10	7.50	0.53	14	8.21	1.53
Collaboration with the European Commission and International Financial Institutions	2	7.00	1.41	3	8.67	1.16	25	7.92	1.41	5	8.00	1.00	8	7.63	1.30	17	8.18	1.63	4	9.00	2.00	5	7.00	1.23	8	7.75	1.04	11	7.91	2.02
Collaboration with the private sector	3	6.00	1.00	4	5.50	1.73	17	6.65	1.77	3	8.00	1.00	11	5.91	2.74	16	6.00	2.50	3	8.00	1.73	4	5.75	3.20	10	5.60	1.35	9	5.89	2.93
The speed in which it gets things accomplished on the ground	4	5.50	2.08	6	7.50	1.52	35	6.89	2.07	5	6.40	2.30	10	5.90	1.97	19	5.47	2.55	4	8.75	1.89	5	6.40	2.61	11	5.73	1.74	14	6.07	2.62
Being a long-term partner	5	8.00	1.23	6	9.00	1.10	40	8.35	1.53	9	7.89	1.54	9	7.56	1.74	20	8.45	1.57	4	9.00	2.00	6	7.00	2.53	12	7.75	1.42	12	7.83	2.59

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
More local presence	80.0%	55.6%	37.5%	57.1%	38.5%	77.8%	55.6%	50.0%	52.9%	72.2%
The current level of local presence is adequate	20.0%	33.3%	39.6%	7.1%	46.2%	11.1%	22.2%	50.0%	35.3%	22.2%
Less local presence	-	-	-	-	-	-	-	-	5.9%	-
Don't know	-	11.1%	22.9%	35.7%	15.4%	11.1%	22.2%	-	5.9%	5.6%

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/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Lack of/inadequate levels of capacity in Government	40.0%	55.6%	27.3%	38.5%	46.2%	30.8%	62.5%	66.7%	58.8%	41.2%
There is not an adequate level of citizen/civil society participation	20.0%	11.1%	18.2%	38.5%	15.4%	30.8%	37.5%	33.3%	11.8%	29.4%
The World Bank Group works too slowly	0.0%	0.0%	9.1%	0.0%	23.1%	11.5%	0.0%	0.0%	0.0%	17.6%
The Government works inefficiently	40.0%	22.2%	15.9%	46.2%	38.5%	15.4%	25.0%	0.0%	41.2%	29.4%
The World Bank Group does not do adequate follow through/follow-up	20.0%	22.2%	11.4%	15.4%	7.7%	30.8%	0.0%	33.3%	23.5%	5.9%
Poor coordination with international and European partners	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	11.8%
The World Bank Group is not sensitive enough to political/social realities on the ground	20.0%	11.1%	20.5%	7.7%	15.4%	7.7%	0.0%	0.0%	17.6%	11.8%
Political pressures and obstacles	40.0%	22.2%	22.7%	30.8%	23.1%	23.1%	25.0%	33.3%	17.6%	29.4%
Reforms are not well thought out in light of country challenges	20.0%	22.2%	43.2%	7.7%	23.1%	26.9%	12.5%	16.7%	29.4%	17.6%
Other	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%



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

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

	Office of the President/Prime Minister			Office of a Minister			Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Convergence of living standards with EU	5	7.40	3.13	7	8.57	1.62	42	7.43	2.60	12	7.83	1.59	12	6.25	2.67	23	7.35	3.02	5	8.60	1.95	5	6.80	3.27	16	7.88	2.16	15	8.87	0.92
Basic infrastructure and transport	5	6.20	3.63	6	8.33	1.63	40	7.28	2.46	13	8.31	0.95	11	6.82	2.32	21	6.00	2.68	6	8.17	2.14	5	7.20	1.64	16	6.88	1.82	16	8.00	2.03
Economic growth	5	7.80	2.78	9	8.78	1.64	44	8.80	1.30	13	8.54	1.13	12	8.33	1.92	24	8.96	1.76	5	8.80	1.64	5	7.40	1.34	15	8.80	1.32	15	9.00	1.00
Energy and energy efficiency	5	7.80	1.30	6	7.33	2.34	38	7.53	2.18	13	8.62	1.04	12	6.75	2.14	22	7.55	1.68	5	8.00	1.87	4	8.50	1.29	14	8.43	1.74	15	8.27	1.53
Water supply and sanitation	5	7.80	1.30	6	7.67	1.51	38	6.61	2.32	12	8.42	1.00	11	6.36	2.25	20	6.05	2.31	5	6.80	2.49	4	6.50	1.00	12	7.25	1.82	16	7.81	1.72
Public financial management	5	7.60	2.61	8	7.88	2.59	41	7.41	2.00	14	8.00	0.96	12	8.25	2.01	22	8.36	1.76	6	7.33	2.50	4	7.25	1.71	13	8.69	1.55	14	7.14	2.38
Social protection	5	5.60	3.65	6	7.17	3.43	42	7.12	2.54	13	7.62	1.19	11	6.64	2.29	22	7.00	2.62	5	8.80	1.64	4	6.50	1.73	12	7.42	2.02	14	7.57	1.87
Education	5	8.20	3.03	9	9.00	1.80	40	8.50	1.92	14	8.64	1.22	11	8.27	2.05	24	9.13	1.60	5	9.20	1.10	5	8.40	1.52	16	8.75	1.73	16	8.88	0.89
Health	5	6.20	3.96	8	9.25	1.75	42	8.12	2.04	13	8.46	1.33	11	7.45	2.88	22	8.36	1.59	6	8.67	1.51	4	8.50	1.73	14	8.86	1.61	16	8.75	0.93
Climate change and green growth	5	6.60	3.29	7	7.57	3.41	37	7.62	2.07	11	8.09	1.51	12	5.75	3.25	21	6.57	2.73	6	7.00	2.76	4	6.25	3.59	14	6.50	2.90	14	7.64	2.13
Governance	5	8.60	1.34	7	8.43	2.70	43	7.84	2.21	13	8.69	1.18	12	8.75	1.60	24	8.67	1.66	6	8.33	2.07	4	8.00	2.16	13	8.08	1.66	13	7.85	2.64
Equality of opportunity and Inclusion	5	5.60	2.88	6	6.67	3.88	41	6.76	2.86	13	8.23	1.30	10	5.90	2.81	22	6.95	3.02	5	7.00	2.12	4	6.50	1.29	13	6.38	2.43	14	7.36	2.56
Job creation/employment	5	6.80	2.95	8	7.75	2.55	40	7.78	2.13	13	8.46	1.20	11	6.45	2.46	23	7.61	2.15	5	7.60	2.88	4	7.50	2.38	13	8.54	1.39	16	9.00	1.37
Law and justice	5	5.40	4.04	7	7.43	2.70	40	8.20	2.13	13	8.92	1.12	10	9.00	0.82	21	8.57	1.81	6	8.50	1.64	4	7.50	1.92	15	8.73	1.53	15	8.40	2.10
Innovations	5	8.80	1.30	7	9.14	1.57	40	8.50	1.47	11	8.09	1.45	11	7.36	2.06	22	7.73	2.83	5	7.80	2.95	4	6.75	4.03	15	8.27	1.75	16	8.88	1.09
Financial markets	5	5.40	3.78	6	7.33	3.20	36	7.39	2.33	12	7.33	2.19	11	6.09	2.98	21	6.57	2.80	5	7.40	1.82	4	7.00	4.08	11	7.27	1.62	14	6.93	2.30
Agricultural development*	5	3.80	2.95	7	7.57	3.21	37	7.92	2.01	13	7.85	1.95	11	5.82	2.68	21	6.62	2.48	6	8.33	1.63	4	6.00	3.74	13	7.85	2.12	15	8.13	1.81
Trade and exports*	5	4.20	3.56	6	7.33	3.27	36	7.28	2.15	12	7.42	2.07	9	4.67	2.83	21	7.10	2.45	5	7.60	1.52	4	5.25	3.10	12	7.33	2.31	12	6.75	2.70
Foreign direct investment	5	7.80	2.95	7	8.71	1.98	37	8.11	1.58	11	7.55	2.12	10	5.80	2.66	22	8.09	1.85	4	8.75	1.50	5	6.40	3.13	12	7.75	2.01	15	8.27	1.87
Rural development*	5	4.60	3.36	7	8.00	3.61	37	7.92	2.11	14	7.93	2.09	10	6.40	2.63	22	6.68	2.59	5	9.00	1.41	4	6.50	3.87	13	7.62	2.06	15	8.73	1.16

\*Significantly different between stakeholder groups

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

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

	Office of the President/Prime Minister			Office of a Minister			Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Convergence of living standards with EU*	3	2.00	1.73	3	6.67	1.53	23	6.26	2.07	5	8.00	1.41	4	6.75	1.50	9	4.44	2.70	3	5.00	2.65	3	4.67	3.22	7	5.29	2.29	9	5.44	2.74
Basic infrastructure and transport	3	7.67	1.16	4	7.50	1.73	21	6.95	1.66	6	7.67	1.03	8	6.88	2.53	11	4.82	2.64	3	7.67	1.16	3	6.00	1.73	8	5.75	1.83	9	6.00	2.50
Economic growth	3	6.00	2.00	5	8.00	1.87	23	6.61	2.11	6	7.83	1.17	8	5.50	2.33	14	5.64	2.10	3	7.67	0.58	3	5.67	2.31	9	5.67	1.50	10	5.80	2.35
Energy and energy efficiency*	3	6.33	2.08	4	8.00	1.41	19	6.37	1.61	5	7.40	1.34	6	7.00	2.61	11	4.73	1.95	3	7.67	0.58	2	5.00	2.83	9	5.67	1.58	6	6.67	2.07
Water supply and sanitation	3	7.00	2.65	3	7.67	0.58	22	6.73	2.07	6	7.83	1.33	7	5.71	2.56	12	4.50	2.43	3	7.67	1.16	2	6.50	0.71	7	5.57	1.72	9	6.44	2.35
Public financial management	3	5.67	1.53	3	8.00	1.73	21	6.10	1.81	6	7.17	1.33	8	5.63	2.56	13	6.23	2.39	3	7.67	0.58	4	7.25	2.99	9	5.56	1.51	9	5.78	0.97
Social protection*	3	2.00	1.73	2	6.00	2.83	25	6.28	2.07	6	7.33	1.21	6	5.00	2.28	14	5.29	2.61	3	7.67	0.58	3	6.67	1.16	9	5.33	1.50	9	6.11	1.97
Education*	3	4.00	3.00	7	7.43	2.15	28	6.71	1.98	6	8.00	1.41	7	4.86	2.55	17	5.71	2.39	3	6.33	0.58	3	5.33	2.89	11	5.09	1.87	10	7.10	1.79
Health*	3	2.33	2.31	4	7.75	2.63	24	6.29	2.12	6	7.83	1.33	7	5.00	2.71	12	5.00	2.13	4	6.50	0.58	3	5.00	2.65	8	5.00	1.93	8	6.13	2.17
Climate change and green growth*	2	1.50	0.71	3	6.67	2.31	15	6.20	2.04	5	7.20	1.30	4	5.00	2.16	14	5.57	2.28	3	6.33	0.58	3	8.00	1.00	7	5.14	1.57	9	5.89	2.09
Governance	3	7.33	3.06	5	7.40	2.97	29	6.31	2.39	6	8.00	1.27	8	6.25	1.98	14	6.21	2.08	2	6.50	0.71	4	7.50	3.11	10	5.20	1.32	10	6.10	2.47
Equality of opportunity and Inclusion*	3	2.33	1.53	3	5.33	2.52	26	6.96	2.13	6	7.33	1.51	4	5.00	0.82	17	6.29	2.37	2	7.50	0.71	3	7.00	1.73	7	5.00	1.63	9	6.67	1.41
Job creation/employment	3	2.67	1.16	3	7.00	3.00	22	6.18	2.46	6	7.83	1.47	7	5.43	2.99	13	5.23	2.42	3	6.33	0.58	3	5.00	3.61	8	4.88	1.46	9	6.00	2.24
Law and justice	3	2.33	1.53	4	6.75	2.75	15	5.33	2.02	6	7.67	1.63	6	4.83	2.71	11	5.91	2.74	3	5.67	1.53	3	4.67	3.22	8	4.75	1.67	5	5.40	2.07
Innovations	3	6.67	1.53	4	6.50	1.73	22	6.27	2.05	6	7.33	1.21	6	5.67	2.88	13	5.31	2.90	3	6.00	1.73	3	5.67	4.04	6	5.83	1.84	7	7.00	2.31
Financial markets	2	3.00	2.83	3	7.33	2.52	15	6.47	2.13	6	6.83	0.98	8	5.75	2.96	13	6.31	2.72	3	7.33	1.53	4	5.75	3.20	7	5.71	2.22	5	5.80	1.10
Agricultural development*	2	1.00	0.00	5	6.20	2.39	16	6.56	2.50	6	7.50	0.84	4	5.75	1.50	10	4.50	2.37	2	5.50	2.12	3	5.00	3.46	7	5.14	1.86	6	6.67	2.25
Trade and exports	3	5.33	4.51	3	5.33	2.52	15	5.93	2.09	4	7.75	1.26	6	6.33	2.34	12	5.00	1.95	2	5.50	2.12	3	5.33	3.79	8	5.63	1.77	6	6.50	1.52
Foreign direct investment	3	6.00	3.61	3	6.67	3.51	16	6.63	1.75	5	8.00	1.00	7	5.71	3.20	12	5.50	1.73	3	6.67	2.52	3	5.00	3.46	8	5.63	1.69	7	6.00	1.83
Rural development*	2	1.00	0.00	5	6.80	2.39	13	6.38	2.26	5	8.20	1.10	5	5.00	2.55	11	4.82	2.36	2	5.50	2.12	3	5.33	3.79	7	5.00	1.63	6	6.50	2.35

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
At the Headquarters (in Washington D.C.)	50.0%	11.1%	27.9%	28.6%	33.3%	36.0%	42.9%	83.3%	37.5%	6.3%
In the country	25.0%	66.7%	9.3%	-	16.7%	24.0%	-	-	-	18.8%
Don't know	25.0%	22.2%	62.8%	71.4%	50.0%	40.0%	57.1%	16.7%	62.5%	75.0%

	Office of the President/Prime Minister			Office of a Minister			Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Bulgaria?	4	6.50	0.58	7	7.86	1.68	30	6.67	1.52	9	6.44	1.59	10	6.00	2.00	21	5.38	2.44	5	6.40	2.19	5	6.40	1.95	12	5.67	1.67	14	6.21	1.72

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

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

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

	Office of the President/Prime Minister			Office of a Minister			Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Bulgaria	4	5.25	0.96	6	8.00	1.41	28	6.18	1.83	4	5.50	2.08	9	6.00	2.29	18	6.06	2.26	5	6.00	2.35	5	8.00	1.58	11	5.91	2.02	11	6.45	1.64
The World Bank Group meets Bulgaria's needs for knowledge services	4	7.00	1.41	8	8.38	1.41	36	7.08	2.38	6	7.67	0.52	10	6.20	1.99	22	6.45	2.24	4	7.00	0.82	5	7.20	1.30	13	6.31	2.25	14	6.93	2.34

	Office of the President/Prime Minister			Office of a Minister			Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that Bulgaria received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	3	6.00	0.00	7	7.86	1.35	32	6.16	2.58	5	7.20	1.30	9	5.78	2.28	18	5.78	2.32	4	5.75	2.50	3	6.67	3.22	9	5.44	2.40	11	6.27	2.41

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

	Office of the President/Prime Minister			Office of a Minister			Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Bulgaria?	4	6.00	0.82	5	8.60	1.34	25	6.64	2.18	3	7.67	1.53	9	5.11	2.89	18	5.33	2.17	4	6.25	1.50	4	6.00	2.45	9	5.11	1.97	12	6.00	2.00

(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?\* (Select only ONE response)

Percentage of Respondents	Office of the President/Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Weekly	-	-	4.5%	-	-	-	-	-	-	17.6%
Monthly	50.0%	33.3%	13.6%	21.4%	16.7%	-	-	33.3%	18.8%	17.6%
A few times a year	25.0%	66.7%	52.3%	21.4%	50.0%	57.7%	25.0%	66.7%	43.8%	23.5%
Rarely	25.0%	-	20.5%	35.7%	25.0%	26.9%	50.0%	-	12.5%	35.3%
Never	-	-	9.1%	21.4%	8.3%	15.4%	25.0%	-	25.0%	5.9%

\*Significantly different between stakeholder groups

**D. The World Bank Group's Knowledge Work and Activities (continued)**In Bulgaria, 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/Prime Minister			Office of a Minister			Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	4	7.00	2.16	9	8.11	1.45	38	6.74	2.09	6	8.00	0.63	11	5.82	2.09	19	5.53	2.50	4	6.75	1.26	6	6.83	2.64	10	5.90	2.18	12	7.00	1.65
Include appropriate level of stakeholder involvement during preparation	4	7.75	0.96	8	8.13	1.36	37	6.78	2.12	5	7.80	1.10	10	5.60	2.84	16	5.88	2.66	4	7.25	0.50	6	7.17	2.71	10	6.30	2.67	14	5.93	2.30
Lead to practical solutions	4	6.75	2.06	8	7.88	1.64	39	6.26	2.26	6	7.83	0.98	10	5.40	2.32	20	5.75	2.47	4	7.25	0.50	6	6.83	0.75	11	5.73	1.95	15	6.13	1.81
Are accessible (well written and easy to understand)	4	7.25	1.71	9	8.56	1.24	40	7.18	2.07	7	7.86	1.07	12	7.08	2.07	21	7.10	2.59	5	6.80	1.10	6	8.33	1.03	11	7.27	1.68	15	7.07	2.05
Are source of relevant information on global good practices	4	8.00	1.41	9	8.89	1.05	39	7.64	1.71	7	8.29	0.95	12	7.75	1.87	21	7.62	2.25	4	7.25	0.50	6	8.67	0.82	11	7.09	2.51	14	7.64	1.55
Are adequately disseminated	4	6.00	2.58	9	7.44	1.94	38	6.76	2.03	6	6.67	2.16	11	6.36	2.29	18	5.44	2.57	4	6.50	2.38	6	8.17	0.98	11	6.18	2.75	12	6.50	2.51
Are translated enough into local language	2	7.00	4.24	7	7.71	1.89	39	7.41	2.16	5	7.00	2.35	8	5.50	2.88	19	5.58	2.61	5	6.40	2.19	6	7.17	1.84	11	6.36	2.73	13	6.46	2.70
Are adaptable to Bulgaria's specific development challenges and country circumstances	4	6.25	0.96	8	7.63	1.41	37	6.41	2.09	7	7.71	1.50	10	6.10	1.91	20	6.20	2.42	4	7.00	0.00	6	6.67	1.97	11	5.64	2.34	14	6.21	1.93

	Office of the President/Prime Minister			Office of a Minister			Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	4	7.25	0.96	8	7.63	1.30	37	6.62	1.89	10	7.00	1.16	11	5.91	2.26	20	7.00	1.97	6	6.50	1.98	5	6.80	1.64	12	6.08	1.98	14	6.50	2.14
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	4	8.25	0.96	8	9.00	0.93	38	7.89	1.54	11	7.91	1.45	9	7.11	2.32	18	7.89	1.61	5	7.40	2.19	5	8.20	1.92	12	7.92	1.31	13	7.46	1.81

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

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

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

	Office of the President/Prime Minister			Office of a Minister			Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	3	4.67	1.53	5	7.80	2.17	19	5.89	1.73	3	5.33	3.79	4	5.25	2.22	10	5.00	2.75	2	7.50	2.12	5	6.80	3.27	6	5.17	1.94	7	6.29	3.25
The World Bank Group effectively monitors and evaluates the projects and programs it supports	3	6.67	1.16	8	8.63	1.30	30	7.60	1.96	3	8.33	0.58	7	6.71	2.06	16	6.44	2.28	3	7.67	2.31	5	8.20	1.92	11	7.00	0.89	12	7.08	1.98
The World Bank Group's approvals and reviews are done in a timely fashion	4	6.25	1.50	7	8.00	1.73	32	7.59	1.74	4	7.50	1.73	5	6.00	2.55	14	6.64	2.13	2	8.50	0.71	5	8.00	1.87	9	6.44	1.59	11	6.09	2.34
The World Bank Group's "Safeguard Policy" requirements are reasonable	2	7.50	2.12	4	8.75	1.50	15	8.27	1.28	3	8.00	1.00	4	6.75	2.50	11	6.73	2.05	3	7.33	1.53	3	8.00	2.65	7	6.29	2.29	6	5.50	2.07
The World Bank Group's conditions on its lending are reasonable	2	7.50	2.12	3	7.67	2.08	18	8.11	1.53	3	8.33	1.53	6	5.83	2.32	12	6.83	2.04	2	8.50	0.71	4	7.25	2.22	7	6.14	2.67	7	6.57	1.90
The World Bank Group takes decisions quickly in Bulgaria*	3	6.33	1.53	6	8.17	1.60	21	7.57	1.89	2	6.00	2.83	7	4.86	2.55	13	5.31	2.21	2	8.50	0.71	4	7.50	2.52	6	5.50	1.76	11	6.27	2.65
Working with the World Bank Group increases Bulgaria's institutional capacity	4	6.75	1.89	9	8.44	1.24	33	7.73	1.61	4	7.25	1.71	7	6.71	1.60	19	6.74	2.31	2	7.00	0.00	5	8.00	0.71	11	6.64	2.06	14	6.71	2.23
Where country systems are adequate, the World Bank Group makes appropriate use of them	2	8.00	2.83	5	8.60	1.14	17	7.94	1.35	4	7.50	1.29	4	5.25	0.96	12	7.42	2.35	1	8.00	.	4	8.25	0.50	9	6.78	1.99	7	6.57	2.30
The World Bank Group provides effective implementation support	3	8.67	0.58	5	8.60	1.52	29	8.00	1.79	3	6.67	1.53	6	6.00	2.19	15	7.47	1.77	2	8.50	0.71	5	8.20	1.92	11	7.27	1.42	12	6.67	2.23

\*Significantly different between stakeholder groups

	Office of the President/Prime Minister			Office of a Minister			Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Bulgaria?	3	6.33	0.58	5	5.20	2.78	12	6.50	1.51	6	5.83	2.14	6	4.00	0.63	17	5.59	2.50	2	6.50	0.71	4	6.25	2.22	10	5.50	2.01	9	5.56	2.70

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

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

Percentage of Respondents	Office of the President/Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
The World Bank Group takes too much risk in Bulgaria	-	-	-	-	-	-	-	-	-	-
The World Bank Group does not take enough risk in Bulgaria	75.0%	12.5%	21.4%	25.0%	36.4%	50.0%	25.0%	16.7%	46.7%	43.8%
The World Bank Group's approach to risk is appropriate	25.0%	37.5%	42.9%	25.0%	36.4%	26.9%	25.0%	66.7%	26.7%	37.5%
Don't know	-	50.0%	35.7%	50.0%	27.3%	23.1%	50.0%	16.7%	26.7%	18.8%

**E. Working with the World Bank Group (continued)**

Which of the following best describes the World Bank Group's support in Bulgaria? (Select only ONE response)

Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Bulgaria	50.0%	55.6%	46.5%	46.2%	18.2%	34.6%	25.0%	33.3%	6.3%	40.0%
The World Bank Group is not sufficiently selective in Bulgaria, and it is involved in too many areas of development	25.0%	-	18.6%	-	27.3%	26.9%	12.5%	50.0%	50.0%	33.3%
Don't know	25.0%	44.4%	34.9%	53.8%	54.5%	38.5%	62.5%	16.7%	43.8%	26.7%

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

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Improve the competitiveness of its financing compared to markets	25.0%	0.0%	9.1%	0.0%	0.0%	15.4%	37.5%	16.7%	6.3%	0.0%
Reach out more to groups outside of Government	25.0%	33.3%	27.3%	63.6%	27.3%	42.3%	62.5%	16.7%	50.0%	50.0%
Provide more adequate data/knowledge/statistics/figures on Bulgaria's economy	0.0%	0.0%	6.8%	18.2%	0.0%	7.7%	0.0%	16.7%	6.3%	0.0%
Ensure greater selectivity in its work	0.0%	0.0%	9.1%	0.0%	18.2%	3.8%	12.5%	0.0%	0.0%	12.5%
Offer more innovative financial products	25.0%	22.2%	18.2%	0.0%	18.2%	7.7%	0.0%	33.3%	6.3%	12.5%
Work faster	25.0%	0.0%	0.0%	0.0%	18.2%	11.5%	0.0%	0.0%	0.0%	12.5%
Improve the quality of its experts as related to Bulgaria's specific challenges	0.0%	11.1%	15.9%	0.0%	0.0%	7.7%	0.0%	16.7%	18.8%	18.8%
Offer more innovative knowledge services	25.0%	0.0%	11.4%	27.3%	9.1%	15.4%	12.5%	16.7%	25.0%	12.5%
Collaborate more effectively with Government clients*	0.0%	66.7%	18.2%	18.2%	27.3%	11.5%	0.0%	0.0%	31.3%	18.8%
Increase the level of capacity development in the country	0.0%	55.6%	34.1%	36.4%	45.5%	23.1%	37.5%	66.7%	25.0%	18.8%
Reduce the complexity of obtaining World Bank Group financing	25.0%	11.1%	20.5%	9.1%	9.1%	23.1%	12.5%	16.7%	12.5%	31.3%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	0.0%	6.8%	0.0%	9.1%	7.7%	0.0%	0.0%	12.5%	0.0%
Other*	25.0%	0.0%	0.0%	18.2%	0.0%	3.8%	0.0%	0.0%	6.3%	0.0%

\*Significantly different between stakeholder groups

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

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)

Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Financial services	-	11.1%	15.6%	15.4%	18.2%	19.2%	12.5%	-	-	11.8%
Knowledge products	-	-	22.2%	30.8%	45.5%	46.2%	37.5%	50.0%	37.5%	35.3%
Convening services*	75.0%	22.2%	24.4%	7.7%	9.1%	3.8%	-	16.7%	37.5%	23.5%
None of the above	-	-	-	-	-	-	-	-	6.3%	-
The combination is appropriate for Bulgaria	25.0%	55.6%	26.7%	23.1%	18.2%	23.1%	25.0%	33.3%	6.3%	17.6%
Don't know	-	11.1%	11.1%	23.1%	9.1%	7.7%	25.0%	-	12.5%	11.8%

\*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 Bulgaria? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Periodicals	25.0%	25.0%	4.7%	23.1%	18.2%	11.1%	25.0%	16.7%	18.8%	23.5%
International newspapers	0.0%	0.0%	7.0%	0.0%	27.3%	3.7%	12.5%	16.7%	6.3%	11.8%
Local radio	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	12.5%	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%	0.0%
Local television	25.0%	37.5%	32.6%	30.8%	18.2%	18.5%	12.5%	16.7%	31.3%	29.4%
International television	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	6.3%	5.9%
Local newspapers	25.0%	12.5%	14.0%	38.5%	9.1%	11.1%	12.5%	0.0%	6.3%	11.8%
Internet	100.0%	87.5%	79.1%	84.6%	81.8%	77.8%	62.5%	100.0%	81.3%	88.2%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	25.0%	12.5%	7.0%	15.4%	0.0%	25.9%	37.5%	16.7%	6.3%	5.9%
Other	0.0%	0.0%	20.9%	7.7%	18.2%	18.5%	12.5%	16.7%	12.5%	5.9%

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Direct contact with World Bank Group	25.0%	33.3%	29.5%	50.0%	18.2%	22.2%	25.0%	16.7%	25.0%	35.3%
e-Newsletters	50.0%	33.3%	22.7%	33.3%	54.5%	37.0%	25.0%	50.0%	68.8%	17.6%
World Bank Group's seminars/workshops/ conferences*	25.0%	44.4%	56.8%	50.0%	9.1%	37.0%	25.0%	33.3%	12.5%	70.6%
World Bank Group's publications and other written materials	75.0%	33.3%	38.6%	25.0%	27.3%	29.6%	12.5%	16.7%	50.0%	35.3%
World Bank Group's website*	25.0%	55.6%	31.8%	16.7%	72.7%	25.9%	37.5%	83.3%	31.3%	29.4%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)*	0.0%	0.0%	2.3%	16.7%	0.0%	25.9%	25.0%	0.0%	6.3%	5.9%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Yes	-	11.1%	14.0%	30.8%	18.2%	36.0%	12.5%	50.0%	18.8%	11.8%
No	100.0%	88.9%	86.0%	69.2%	81.8%	64.0%	87.5%	50.0%	81.3%	88.2%

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Yes	-	11.1%	11.4%	46.2%	-	14.8%	25.0%	-	6.3%	18.8%
No	100.0%	88.9%	88.6%	53.8%	100.0%	85.2%	75.0%	100.0%	93.8%	81.3%

Were you able to obtain this information?

Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Yes	-	100.0%	100.0%	83.3%	-	75.0%	100.0%	-	100.0%	100.0%
No	-	-	-	16.7%	-	25.0%	-	-	-	-

Do you have access to the Internet?

Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	-	-	-	-	-	-	-	-	-	-

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Yes	100.0%	62.5%	84.4%	76.9%	81.8%	81.5%	75.0%	100.0%	75.0%	76.5%
No	-	37.5%	15.6%	23.1%	18.2%	18.5%	25.0%	-	25.0%	23.5%

Do you currently consult the World Bank Group social media sites?

Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Yes	-	28.6%	7.0%	30.8%	10.0%	11.5%	37.5%	16.7%	12.5%	11.8%
No	100.0%	71.4%	93.0%	69.2%	90.0%	88.5%	62.5%	83.3%	87.5%	88.2%

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

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

Percentage of Respondents	Office of the President/Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
High speed/WiFi	100.0%	100.0%	95.5%	100.0%	100.0%	96.2%	87.5%	100.0%	100.0%	93.8%
Dial-up	-	-	4.5%	-	-	3.8%	12.5%	-	-	6.3%

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

	Office of the President/Prime Minister			Office of a Minister			Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	3	7.67	1.16	5	6.60	2.51	35	7.51	2.05	10	6.90	1.29	9	7.11	2.57	19	6.95	1.47	4	7.25	0.96	6	8.33	1.03	12	7.42	2.19	12	7.83	1.47
I find the information on the World Bank Group's websites useful.	3	8.00	2.00	6	8.17	1.60	35	7.97	1.69	10	7.60	1.17	9	8.00	1.50	19	7.89	1.37	4	7.50	0.58	6	8.33	1.03	12	8.42	1.68	13	7.54	1.94
The World Bank Group's social media channels are valuable sources of information about the institution	3	3.33	0.58	3	9.33	1.16	6	8.00	1.55	5	5.80	2.28	3	3.00	3.46	10	6.20	3.08	2	7.00	1.41	2	5.00	5.66	5	5.40	3.21	4	7.75	0.96
When I need information from the World Bank Group I know how to find it*	3	9.67	0.58	8	8.25	2.71	36	8.33	1.79	10	6.90	1.91	8	6.63	2.72	20	6.85	2.60	4	9.00	1.16	5	8.60	1.14	13	6.38	2.57	13	6.92	2.81
The World Bank Group is responsive to my information requests and inquiries*	1	10.00	.	6	8.33	3.20	26	8.73	1.12	10	7.00	1.63	4	7.75	2.87	13	7.62	1.90	4	8.75	0.96	4	8.25	1.71	5	4.40	1.34	10	7.70	2.26

\*Significantly different between stakeholder groups

**H. Background Information**

Which one of the following best describes your level of interaction with the World Bank Group in your country? (Select only ONE response)

Percentage of Respondents	Office of the President/Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
I currently collaborate with the World Bank Group	50.0%	11.1%	6.3%	11.8%	-	3.6%	10.0%	16.7%	5.6%	30.0%
I have previously collaborated with the World Bank Group	-	22.2%	39.6%	23.5%	46.7%	42.9%	10.0%	16.7%	44.4%	15.0%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	50.0%	44.4%	43.8%	29.4%	26.7%	14.3%	30.0%	50.0%	22.2%	35.0%
I have never collaborated with the World Bank Group	-	22.2%	10.4%	35.3%	26.7%	39.3%	50.0%	16.7%	27.8%	20.0%

**H. Background Information (continued)**

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
The World Bank (IBRD)	66.7%	100.0%	95.5%	93.3%	50.0%	60.9%	88.9%	83.3%	80.0%	100.0%
The International Finance Corporation (IFC)	16.7%	-	-	-	42.9%	-	-	-	-	-
The Multilateral Investment Guarantee Agency (MIGA)	-	-	-	-	7.1%	8.7%	-	-	-	-
Other	16.7%	-	4.5%	6.7%	-	30.4%	11.1%	16.7%	20.0%	-

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Yes	20.0%	14.3%	11.9%	29.4%	20.0%	-	-	33.3%	-	15.0%
No	80.0%	85.7%	88.1%	70.6%	80.0%	100.0%	100.0%	66.7%	100.0%	85.0%

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
The two institutions work well together	-	100.0%	50.0%	40.0%	100.0%	-	-	100.0%	-	66.7%
The way the two institutions work together needs improvement	-	-	-	-	-	-	-	-	-	-
The two institutions do not work well together	50.0%	-	-	-	-	-	-	-	-	-
Don't know	50.0%	-	50.0%	60.0%	-	100.0%	100.0%	-	-	33.3%

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Observer	16.7%	11.1%	6.5%	17.6%	21.4%	22.2%	22.2%	0.0%	26.7%	0.0%
Use World Bank Group reports/data	66.7%	55.6%	47.8%	47.1%	42.9%	48.1%	55.6%	33.3%	53.3%	27.8%
Engage in WBG related/sponsored events/activities	33.3%	11.1%	26.1%	11.8%	21.4%	11.1%	11.1%	0.0%	20.0%	50.0%
Collaborate as part of my professional duties*	50.0%	66.7%	63.0%	47.1%	42.9%	14.8%	11.1%	83.3%	40.0%	61.1%
Use WBG website for information, data, research, etc.*	16.7%	11.1%	8.7%	11.8%	21.4%	55.6%	33.3%	16.7%	20.0%	22.2%

\*Significantly different between stakeholder groups

What's your gender?\*

Percentage of Respondents	Office of the President/ Prime Minister	Office of a Minister	Employee of a Ministry	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Female	40.0%	22.2%	65.3%	27.8%	14.3%	55.2%	50.0%	50.0%	22.2%	40.0%
Male	60.0%	77.8%	34.7%	72.2%	85.7%	44.8%	50.0%	50.0%	77.8%	60.0%

\*Significantly different between stakeholder groups



## Appendix C: Responses to All Questions by Level of Collaboration with the WBG<sup>10</sup>

Collaborating with the WBG N=75 ● Not collaborating with the WBG N=100

### A. General Issues facing Bulgaria

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

Percentage of Respondents	Currently collaborating with the WBG	Not collaborating with the WBG
The right direction	70.4%	53.1%
The wrong direction	7.0%	15.3%
Not sure	22.5%	31.6%

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?

Percentage of Respondents (Responses combined)	Currently collaborating with the WBG	Not collaborating with the WBG
Social protection	12.2%	10.0%
Basic infrastructure and transport	9.5%	13.0%
Economic growth	45.9%	57.0%
Energy and energy efficiency	9.5%	8.0%
Water supply and sanitation	0.0%	1.0%
Public financial management	12.2%	11.0%
Convergence of living standards with EU	17.6%	14.0%
Education	47.3%	57.0%
Health	21.6%	22.0%
Climate change and green growth*	6.8%	1.0%
Governance*	28.4%	11.0%
Equality of opportunity and Inclusion	4.1%	3.0%
Job creation/employment	16.2%	11.0%
Law and justice	45.9%	50.0%
Innovations	5.4%	12.0%
Financial markets	0.0%	0.0%
Agricultural development	2.7%	2.0%
Trade and exports	0.0%	1.0%
Foreign direct investment	8.1%	7.0%
Rural development	4.1%	5.0%

\*Significantly different between those who are currently collaborating with the WBG and those who are not collaborating with the WBG

<sup>10</sup> Only 175 respondents provided the information about their levels of collaboration with the World Bank Group (question H3 in the questionnaire). Thus only these respondents were included in the analysis presented in this appendix. Response options "I currently collaborate with the WBG" and "both of the above" were combined as "Collaborating with the WBG" for the comparisons in this appendix. "I have previously collaborated with the WBG," and "I have never collaborated with the WBG" were combined as "Not collaborating with the WBG".

**A. General Issues facing Bulgaria (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 Bulgaria? (Choose no more than **THREE**)

Percentage of Respondents (Responses combined)	Currently collaborating with the WBG	Not collaborating with the WBG
Financial markets	0.0%	0.0%
Agricultural development	12.2%	16.2%
Trade and exports	5.4%	7.1%
Foreign direct investment	18.9%	17.2%
Rural development	14.9%	15.2%
Governance	10.8%	15.2%
Equality of opportunity and Inclusion	8.1%	8.1%
Job creation/employment	39.2%	38.4%
Law and justice	36.5%	33.3%
Innovations	8.1%	7.1%
Public financial management	16.2%	16.2%
Convergence of living standards with EU	9.5%	13.1%
Education	52.7%	53.5%
Health	6.8%	5.1%
Climate change and green growth	4.1%	1.0%
Social protection	6.8%	3.0%
Basic infrastructure and transport	4.1%	3.0%
Economic growth	40.5%	40.4%
Energy and energy efficiency	1.4%	6.1%
Water supply and sanitation	0.0%	0.0%

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**)

Percentage of Respondents (Responses combined)	Currently collaborating with the WBG	Not collaborating with the WBG
Greater access to health and nutrition for citizens	2.7%	8.0%
Better entrepreneurial opportunities	26.7%	30.0%
A growing middle class	24.0%	28.0%
Better opportunity for the poor who live in rural areas	8.0%	8.0%
Better opportunity for the poor who live in urban areas	0.0%	0.0%
Consistent economic growth	46.7%	46.0%
Better employment opportunities for young people	18.7%	15.0%
Better employment opportunities for women	0.0%	1.0%
Greater access to micro-finance for the poor	0.0%	1.0%
Greater voice and participation for citizens to help ensure greater accountability	4.0%	1.0%
More reliable social safety net*	6.7%	0.0%
Greater equity of fiscal policy	2.7%	2.0%
Education and training that better ensure job opportunity	52.0%	57.0%
Better quality public services	8.0%	2.0%
Other	0.0%	0.0%

\*Significantly different between those who are currently collaborating with the WBG and those who are not collaborating with the WBG

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

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?

Percentage of Respondents	Currently collaborating with the WBG	Not collaborating with the WBG
A very big problem	38.7%	40.0%
A moderately big problem	52.0%	43.0%
A small problem	9.3%	12.0%
Not a problem at all	-	4.0%
Don't know	-	1.0%

In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?

Percentage of Respondents	Currently collaborating with the WBG	Not collaborating with the WBG
A very serious problem	42.7%	42.4%
A somewhat serious problem	38.7%	38.4%
Not too serious problem	16.0%	15.2%
Not a problem	-	4.0%
Don't know	2.7%	-

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

	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Bulgaria?*	75	6.69	1.83	97	5.03	2.28

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

\*Significantly different between those who are currently collaborating with the WBG and those who are not collaborating with the WBG

	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Bulgaria.*	70	6.89	1.74	76	6.28	1.88

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

\*Significantly different between those who are currently collaborating with the WBG and those who are not collaborating with the WBG

	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Bulgaria solve its most complicated development challenges?	69	7.64	1.73	66	7.29	1.81

(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 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)

Percentage of Respondents (Responses combined)	Currently collaborating with the WBG	Not collaborating with the WBG
Agricultural development	12.0%	10.2%
Trade and exports	0.0%	1.0%
Foreign direct investment	13.3%	21.4%
Governance	25.3%	27.6%
Equality of opportunity and Inclusion	4.0%	4.1%
Job creation/employment	12.0%	15.3%
Law and justice*	13.3%	32.7%
Innovations	13.3%	20.4%
Financial markets	4.0%	2.0%
Rural development	14.7%	8.2%
Convergence of living standards with EU	17.3%	13.3%
Education	46.7%	49.0%
Health	17.3%	17.3%
Social protection	6.7%	3.1%
Basic infrastructure and transport	9.3%	12.2%
Economic growth	32.0%	27.6%
Energy and energy efficiency	10.7%	8.2%
Water supply and sanitation	2.7%	2.0%
Public financial management	21.3%	14.3%
Climate change and green growth	12.0%	4.1%

\*Significantly different between those who are currently collaborating with the WBG and those who are not collaborating with the WBG

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 Percentage of Respondents	Currently collaborating with the WBG	Not collaborating with the WBG
Convening/facilitating	11.1%	7.4%
Data	2.8%	3.2%
Policy advice, studies, analyses*	52.8%	34.7%
Financial resources*	2.8%	15.8%
Capacity development*	9.7%	21.1%
Technical assistance	11.1%	6.3%
Mobilizing third party financial resources	4.2%	5.3%
Coordination with the European Commission and International Financial Institutions	5.6%	6.3%
Linkage to non-Bank expertise	0.0%	0.0%
Other	0.0%	0.0%

\*Significantly different between those who are currently collaborating with the WBG and those who are not collaborating with the WBG

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

<b>2<sup>nd</sup> Greatest Value Percentage of Respondents</b>	<b>Currently collaborating with the WBG</b>	<b>Not collaborating with the WBG</b>
Convening/facilitating	9.7%	5.3%
Data*	11.1%	2.1%
Policy advice, studies, analyses	18.1%	17.9%
Financial resources*	6.9%	17.9%
Capacity development	22.2%	27.4%
Technical assistance	13.9%	12.6%
Mobilizing third party financial resources	4.2%	6.3%
Coordination with the European Commission and International Financial Institutions	11.1%	8.4%
Linkage to non-Bank expertise	1.4%	2.1%
Other	1.4%	0.0%

\*Significantly different between those who are currently collaborating with the WBG and those who are not collaborating 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 Bulgaria? (1-Not effective at all, 10-Very effective)**

	<b>Currently collaborating with the WBG</b>			<b>Not collaborating with the WBG</b>		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	45	7.47	1.50	62	6.63	2.03
Citizen engagement (incorporating citizens' voices into development)	35	5.77	1.86	51	5.55	1.91
Policy design (for clarity and better incentives to achieve development goals)*	61	7.51	1.63	63	6.71	2.04

\*Significantly different between those who are currently collaborating with the WBG and those who are not collaborating with the WBG

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

	<b>Currently collaborating with the WBG</b>			<b>Not collaborating with the WBG</b>		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	52	7.98	1.85	73	7.68	2.27
Citizen engagement (incorporating citizens' voices into development)	44	7.66	2.00	66	7.70	2.14
Policy design (for clarity and better incentives to achieve development goals)	59	8.47	1.36	75	8.40	1.90

**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 Bulgaria?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently collaborating with the WBG	Not collaborating with the WBG
Arrogant in its approach	1.4%	1.1%
Not client focused	0.0%	0.0%
The credibility of its knowledge/data	2.9%	0.0%
World Bank Group's processes too complex	10.0%	10.6%
Not willing to honestly criticize policies and reform efforts in the country	12.9%	13.8%
Staff too inaccessible	1.4%	3.2%
Not exploring alternative policy options	12.9%	7.4%
Not collaborating enough with stakeholders outside the Government	10.0%	20.2%
Its advice and strategies do not lend themselves to practical problem solving*	31.4%	18.1%
Not enough public disclosure of its work	11.4%	19.1%
Too influenced by developed countries	8.6%	8.5%
Imposing technocratic solutions without regard to political realities*	14.3%	5.3%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	10.0%	5.3%
Not aligned with other international partners' work	1.4%	2.1%
Not aligned with country priorities	2.9%	5.3%
Not adequately sensitive to political/social realities in Bulgaria	8.6%	13.8%
Other	4.3%	2.1%
Don't know	20.0%	23.4%

\*Significantly different between those who are currently collaborating with the WBG and those who are not collaborating with the WBG

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Bulgaria?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently collaborating with the WBG	Not collaborating with the WBG
Trust Fund management	2.8%	3.2%
Knowledge products/services	35.2%	30.9%
Investment lending	19.7%	27.7%
Technical assistance	36.6%	29.8%
Capacity development	33.8%	38.3%
Policy based lending / budget support to the Government	11.3%	9.6%
Multi-sectoral approaches	16.9%	8.5%
Other	0.0%	0.0%
Don't know	16.9%	19.1%

To what extent do you believe that the World Bank Group's work and support help the poorest in Bulgaria?

(Select only ONE response)

Percentage of Respondents	Currently collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	-	3.2%
To a somewhat sufficient degree	17.4%	11.7%
To a somewhat insufficient degree	39.1%	34.0%
To a very insufficient degree	13.0%	13.8%
Don't know	30.4%	37.2%

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

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)

Percentage of Respondents (Responses combined)	Currently collaborating with the WBG	Not collaborating with the WBG
Academia/think tanks/research institutes	42.3%	42.1%
European Institutions and International Financial Institutions	11.3%	8.4%
Media	4.2%	8.4%
Local Government	25.4%	30.5%
Private Sector	26.8%	28.4%
Parliament	15.5%	8.4%
NGOs/Community-Based Organizations (CBOs)	23.9%	23.2%
Youth/University Groups	11.3%	14.7%
Beneficiaries	8.5%	10.5%
Foundations	0.0%	2.1%
Other	2.8%	0.0%
Don't know	9.9%	9.5%

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

(1-Strongly disagree, 10-Strongly agree)

	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Bulgaria*	67	7.28	1.91	77	6.39	1.99
The World Bank Group's work is aligned with what I consider the development priorities for Bulgaria*	65	7.22	1.92	69	6.01	2.08
The World Bank Group supports programs and strategies that are realistic for Bulgaria*	65	7.28	1.79	72	6.43	1.98
The World Bank Group treats clients and stakeholders in Bulgaria with respect	67	8.19	1.78	70	7.80	1.73

\*Significantly different between those who are currently collaborating with the WBG and those who are not collaborating with the WBG

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

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

	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness	56	7.95	1.78	50	7.40	1.94
Flexibility (in terms of the institution's products and services)*	53	7.04	1.87	52	6.15	2.08
Flexibility (in terms of changing country circumstances)*	56	7.04	2.03	54	5.85	1.89
Being inclusive*	49	7.47	1.71	51	6.24	1.86
Openness (sharing data and other information)*	62	7.89	2.00	64	7.02	2.16
Staff accessibility*	62	7.92	1.89	60	6.88	2.22
Straightforwardness and honesty	59	7.68	2.01	55	7.16	2.01
Ease of access to the people at the World Bank Group who are making decisions important to my work*	60	7.82	1.98	50	6.58	2.49
Collaboration with civil society*	42	7.31	2.07	53	6.09	2.16
Collaboration with the Government*	55	8.31	1.49	58	7.78	1.35
Collaboration with the European Commission and International Financial Institutions	45	7.98	1.52	42	7.95	1.41
Collaboration with the private sector*	35	6.94	2.11	43	5.63	2.15
The speed in which it gets things accomplished on the ground*	57	6.88	2.22	55	5.76	2.14
Being a long-term partner*	60	8.53	1.44	61	7.72	1.88

\*Significantly different between those who are currently collaborating with the WBG and those who are not collaborating with the WBG

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

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

Percentage of Respondents	Currently collaborating with the WBG	Not collaborating with the WBG
More local presence	46.5%	61.5%
The current level of local presence is adequate	42.3%	18.7%
Less local presence	-	1.1%
Don't know	11.3%	18.7%

When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently collaborating with the WBG	Not collaborating with the WBG
Lack of/inadequate levels of capacity in Government	38.2%	43.0%
There is not an adequate level of citizen/civil society participation	22.1%	24.4%
The World Bank Group works too slowly*	2.9%	12.8%
The Government works inefficiently	30.9%	18.6%
The World Bank Group does not do adequate follow through/follow-up	14.7%	18.6%
Poor coordination with international and European partners	2.9%	1.2%
The World Bank Group is not sensitive enough to political/social realities on the ground	19.1%	9.3%
Political pressures and obstacles	27.9%	23.3%
Reforms are not well thought out in light of country challenges	23.5%	29.1%
Other	1.5%	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 Bulgaria? (1-Not important at all, 10-Very important)

	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Convergence of living standards with EU	56	7.70	2.33	82	7.57	2.55
Basic infrastructure and transport	54	6.78	2.58	81	7.47	2.09
Economic growth	60	8.48	1.50	83	8.86	1.44
Energy and energy efficiency	51	7.84	1.75	79	7.71	1.96
Water supply and sanitation	49	7.00	1.97	76	6.92	2.16
Public financial management	57	7.39	1.93	78	8.09	1.98
Social protection	52	7.02	2.11	78	7.23	2.51
Education	58	8.81	1.49	83	8.65	1.80
Health	56	8.25	1.91	81	8.35	1.96
Climate change and green growth	53	7.21	2.36	75	6.97	2.75
Governance	58	8.24	2.04	78	8.23	1.95
Equality of opportunity and Inclusion	54	6.78	2.60	76	6.83	2.78
Job creation/employment	54	7.76	2.13	80	7.94	2.06
Law and justice	55	7.96	2.38	77	8.56	1.74
Innovations	55	8.02	2.05	77	8.39	1.90
Financial markets	47	6.74	2.63	74	7.03	2.49
Agricultural development	51	7.18	2.54	77	7.44	2.40
Trade and exports	45	6.51	2.62	73	6.96	2.53
Foreign direct investment	49	7.67	2.15	76	7.91	2.01
Rural development	51	7.49	2.56	77	7.56	2.40

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

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

	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Convergence of living standards with EU	35	6.03	2.57	32	5.47	2.27
Basic infrastructure and transport*	34	7.09	1.96	40	6.10	2.07
Economic growth	39	6.74	2.05	43	6.00	1.99
Energy and energy efficiency	30	6.60	1.87	36	6.06	1.94
Water supply and sanitation*	35	6.91	2.04	37	5.78	2.20
Public financial management	35	6.54	1.92	42	6.02	1.93
Social protection	38	6.29	2.24	40	5.60	2.05
Education	46	6.61	2.19	46	5.96	2.16
Health	35	6.06	2.41	42	5.76	2.21
Climate change and green growth	32	5.91	2.33	32	5.97	1.79
Governance	41	6.56	2.39	47	6.21	2.02
Equality of opportunity and Inclusion	38	6.47	2.23	39	6.23	2.06
Job creation/employment	37	5.89	2.66	38	5.82	2.13
Law and justice	28	5.29	2.43	34	5.76	2.27
Innovations	36	6.22	2.29	35	6.17	2.18
Financial markets	30	6.13	2.47	35	6.29	2.19
Agricultural development	29	6.03	2.61	31	5.68	2.20
Trade and exports	26	5.46	2.40	34	6.06	1.83
Foreign direct investment	28	5.96	2.32	37	6.27	1.94
Rural development	27	5.93	2.69	31	5.71	2.24

\*Significantly different between those who are currently collaborating with the WBG and those who are not collaborating with the WBG

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

(Select only ONE response)

Percentage of Respondents	Currently collaborating with the WBG	Not collaborating with the WBG
At the Headquarters (in Washington D.C.)	25.4%	35.3%
In the country	19.0%	10.6%
Don't know	55.6%	54.1%

	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Bulgaria?*	53	6.72	1.71	61	5.85	1.90

(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 Bulgaria?**

	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Bulgaria	41	6.39	2.11	58	6.22	1.89
The World Bank Group meets Bulgaria's needs for knowledge services*	57	7.56	1.81	62	6.29	2.17

(1-Strongly disagree, 10-Strongly agree)

\*Significantly different between those who are currently collaborating with the WBG and those who are not collaborating with the WBG

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

	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Bulgaria received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	40	6.48	2.30	59	5.90	2.30

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

	Currently collaborating with the WBG			Not collaborating with the WBG		
	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 Bulgaria?	41	6.54	2.22	49	5.65	2.13

(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?\*

(Select only ONE response)

Percentage of Respondents	Currently collaborating with the WBG	Not collaborating with the WBG
Weekly	7.6%	-
Monthly	19.7%	11.6%
A few times a year	59.1%	36.0%
Rarely	12.1%	31.4%
Never	1.5%	20.9%

\*Significantly different between those who are currently collaborating with the WBG and those who are not collaborating with the WBG

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

	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely*	56	7.04	2.02	60	6.13	2.15
Include appropriate level of stakeholder involvement during preparation*	55	7.09	2.04	56	6.11	2.44
Lead to practical solutions*	57	6.95	1.96	63	5.73	2.07
Are accessible (well written and easy to understand)*	60	7.73	1.74	67	6.93	2.11
Are source of relevant information on global good practices	58	7.98	1.53	66	7.59	1.94
Are adequately disseminated*	55	7.05	2.13	61	5.97	2.30
Are translated enough into local language*	53	7.30	2.27	60	6.13	2.49
Are adaptable to Bulgaria's specific development challenges and country circumstances	55	6.82	1.84	63	6.13	2.11

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

\*Significantly different between those who are currently collaborating with the WBG and those who are not collaborating with the WBG

	Currently collaborating with the WBG			Not collaborating with the WBG		
	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?	55	6.78	1.69	69	6.49	1.97
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	58	8.17	1.56	63	7.57	1.61

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

\*Significantly different between those who are currently collaborating with the WBG and those who are not collaborating with the WBG

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

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

	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	29	6.38	2.35	34	5.44	2.44
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	43	7.79	1.74	53	6.92	1.93
The World Bank Group's approvals and reviews are done in a timely fashion*	42	7.52	1.85	49	6.65	1.96
The World Bank Group's "Safeguard Policy" requirements are reasonable	26	7.69	1.98	31	6.97	1.99
The World Bank Group's conditions on its lending are reasonable	24	7.75	1.75	38	6.87	2.06
The World Bank Group takes decisions quickly in Bulgaria*	32	7.50	1.81	40	5.70	2.38
Working with the World Bank Group increases Bulgaria's institutional capacity*	46	7.80	1.57	59	6.80	1.96
Where country systems are adequate, the World Bank Group makes appropriate use of them*	25	7.96	1.17	38	7.03	2.10
The World Bank Group provides effective implementation support*	39	8.05	1.50	50	7.10	2.00

\*Significantly different between those who are currently collaborating with the WBG and those who are not collaborating with the WBG

	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Bulgaria?	29	6.21	2.01	43	5.35	2.15

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

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

Percentage of Respondents	Currently collaborating with the WBG	Not collaborating with the WBG
The World Bank Group takes too much risk in Bulgaria	-	-
The World Bank Group does not take enough risk in Bulgaria	25.8%	38.6%
The World Bank Group's approach to risk is appropriate	46.8%	26.5%
Don't know	27.4%	34.9%

Which of the following best describes the World Bank Group's support in Bulgaria?\* (Select only ONE response)

Percentage of Respondents	Currently collaborating with the WBG	Not collaborating with the WBG
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Bulgaria	53.1%	23.8%
The World Bank Group is not sufficiently selective in Bulgaria, and it is involved in too many areas of development	15.6%	28.6%
Don't know	31.3%	47.6%

\*Significantly different between those who are currently collaborating with the WBG and those who are not collaborating with the WBG



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

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

Percentage of Respondents (Responses combined)	Currently collaborating with the WBG	Not collaborating with the WBG
Improve the competitiveness of its financing compared to markets	10.8%	8.4%
Reach out more to groups outside of Government	41.5%	37.3%
Provide more adequate data/knowledge/statistics/figures on Bulgaria's economy	7.7%	4.8%
Ensure greater selectivity in its work	3.1%	9.6%
Offer more innovative financial products	12.3%	14.5%
Work faster	4.6%	6.0%
Improve the quality of its experts as related to Bulgaria's specific challenges	16.9%	7.2%
Offer more innovative knowledge services	15.4%	14.5%
Collaborate more effectively with Government clients*	12.3%	25.3%
Increase the level of capacity development in the country	30.8%	32.5%
Reduce the complexity of obtaining World Bank Group financing	12.3%	22.9%
Increase availability of Reimbursable Advisory Services (RAS)	9.2%	2.4%
Other	4.6%	2.4%

\*Significantly different between those who are currently collaborating with the WBG and those who are not collaborating with the WBG

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)

Percentage of Respondents	Currently collaborating with the WBG	Not collaborating with the WBG
Financial services	7.6%	17.4%
Knowledge products	30.3%	31.4%
Convening services	21.2%	18.6%
None of the above	-	1.2%
The combination is appropriate for Bulgaria*	31.8%	17.4%
Don't know	9.1%	14.0%

\*Significantly different between those who are currently collaborating with the WBG and those who are not collaborating with the WBG

## G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Currently collaborating with the WBG	Not collaborating with the WBG
Periodicals	13.8%	16.5%
International newspapers	7.7%	7.1%
Local radio	0.0%	2.4%
International radio	0.0%	0.0%
Local television	26.2%	28.2%
International television	0.0%	3.5%
Local newspapers	13.8%	12.9%
Internet	86.2%	78.8%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)*	4.6%	18.8%
Other*	21.5%	9.4%

\*Significantly different between those who are currently collaborating with the WBG and those who are not collaborating with the WBG

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

Percentage of Respondents (Responses combined)	Currently collaborating with the WBG	Not collaborating with the WBG
Direct contact with World Bank Group	33.8%	24.4%
e-Newsletters*	23.1%	44.2%
World Bank Group's seminars/workshops/ conferences*	52.3%	34.9%
World Bank Group's publications and other written materials	41.5%	27.9%
World Bank Group's website	35.4%	37.2%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	4.6%	12.8%
Mobile phones	0.0%	0.0%
Other	0.0%	0.0%

\*Significantly different between those who are currently collaborating with the WBG and those who are not collaborating with the WBG

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

Percentage of Respondents	Currently collaborating with the WBG	Not collaborating with the WBG
Yes	23.4%	18.8%
No	76.6%	81.2%

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

Percentage of Respondents	Currently collaborating with the WBG	Not collaborating with the WBG
Yes	23.4%	8.0%
No	76.6%	92.0%

\*Significantly different between those who are currently collaborating with the WBG and those who are not collaborating with the WBG

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

Percentage of Respondents	Currently collaborating with the WBG	Not collaborating with the WBG
Yes	93.3%	85.7%
No	6.7%	14.3%

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

Percentage of Respondents	Currently collaborating with the WBG	Not collaborating with the WBG
Yes	100.0%	100.0%
No	-	-

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

Percentage of Respondents	Currently collaborating with the WBG	Not collaborating with the WBG
Yes	85.1%	76.7%
No	14.9%	23.3%

**Do you currently consult the World Bank Group social media sites?**

Percentage of Respondents	Currently collaborating with the WBG	Not collaborating with the WBG
Yes	16.7%	12.2%
No	83.3%	87.8%

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

Percentage of Respondents	Currently collaborating with the WBG	Not collaborating with the WBG
High speed/WiFi	92.4%	100.0%
Dial-up	7.6%	-

\*Significantly different between those who are currently collaborating with the WBG and those who are not collaborating with the WBG

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

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

	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	51	7.55	1.75	61	7.15	1.90
I find the information on the World Bank Group's websites useful.	52	8.13	1.53	62	7.74	1.54
The World Bank Group's social media channels are valuable sources of information about the institution	18	6.89	2.47	24	5.88	3.10
When I need information from the World Bank Group I know how to find it	55	7.85	2.40	62	7.19	2.30
The World Bank Group is responsive to my information requests and inquiries*	46	8.28	1.88	35	7.29	2.12

\*Significantly different between those who are currently collaborating with the WBG and those who are not collaborating with the WBG

**H. Background Information**

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

Percentage of Respondents	Currently collaborating with the WBG	Not collaborating with the WBG
The World Bank (IBRD)	93.2%	75.9%
The International Finance Corporation (IFC)	1.4%	6.0%
The Multilateral Investment Guarantee Agency (MIGA)	1.4%	2.4%
Other	4.1%	15.7%

\*Significantly different between those who are currently collaborating with the WBG and those who are not collaborating with the WBG

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

Percentage of Respondents	Currently collaborating with the WBG	Not collaborating with the WBG
Yes	17.1%	7.6%
No	82.9%	92.4%

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

Percentage of Respondents	Currently collaborating with the WBG	Not collaborating with the WBG
The two institutions work well together	64.3%	44.4%
The way the two institutions work together needs improvement	-	-
The two institutions do not work well together	-	-
Don't know	35.7%	55.6%

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

Percentage of Respondents	Currently collaborating with the WBG	Not collaborating with the WBG
Observer*	4.1%	22.7%
Use World Bank Group reports/data	50.0%	43.2%
Engage in World Bank Group related/sponsored events/activities	25.7%	18.2%
Collaborate as part of my professional duties*	70.3%	29.5%
Use World Bank Group website for information, data, research, etc.*	10.8%	31.8%

\*Significantly different between those who are currently collaborating with the WBG and those who are not collaborating with the WBG

What's your gender?

Percentage of Respondents	Currently collaborating with the WBG	Not collaborating with the WBG
Female	40.5%	46.0%
Male	59.5%	54.0%



## Appendix D: Responses to All Questions by Gender<sup>11</sup>

Females N=79 ● Males N=100

### A. General Issues facing Bulgaria

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

Percentage of Respondents	Females	Males
The right direction	61.6%	59.6%
The wrong direction	6.8%	16.2%
Not sure	31.5%	24.2%

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?

Percentage of Respondents (Responses combined)	Females	Males
Social protection	12.8%	9.0%
Basic infrastructure and transport	12.8%	11.0%
Economic growth*	62.8%	44.0%
Energy and energy efficiency	9.0%	8.0%
Water supply and sanitation	1.3%	0.0%
Public financial management*	5.1%	16.0%
Convergence of living standards with EU	10.3%	19.0%
Education	48.7%	58.0%
Health	23.1%	20.0%
Climate change and green growth	5.1%	2.0%
Governance	16.7%	18.0%
Equality of opportunity and Inclusion	3.8%	3.0%
Job creation/employment	15.4%	13.0%
Law and justice*	34.6%	59.0%
Innovations	11.5%	7.0%
Financial markets	0.0%	0.0%
Agricultural development	3.8%	1.0%
Trade and exports	2.6%	0.0%
Foreign direct investment	6.4%	8.0%
Rural development	7.7%	2.0%

\*Significantly different between genders

<sup>11</sup> Only 179 respondents provided their demographic information about gender and could be included in the comparisons presented in this appendix.

**A. General Issues facing Bulgaria (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 Bulgaria? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Female	Male
Financial markets	0.0%	0.0%
Agricultural development	14.1%	15.2%
Trade and exports	9.0%	5.1%
Foreign direct investment	15.4%	20.2%
Rural development	20.5%	11.1%
Governance	12.8%	13.1%
Equality of opportunity and inclusion	9.0%	7.1%
Job creation/employment	43.6%	35.4%
Law and justice*	19.2%	46.5%
Innovations	5.1%	9.1%
Public financial management	14.1%	17.2%
Convergence of living standards with EU	12.8%	10.1%
Education	51.3%	54.5%
Health	6.4%	5.1%
Climate change and green growth	2.6%	2.0%
Social protection	5.1%	4.0%
Basic infrastructure and transport	2.6%	4.0%
Economic growth	48.7%	35.4%
Energy and energy efficiency	3.8%	4.0%
Water supply and sanitation	0.0%	0.0%

\*Significantly different between genders

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)

Percentage of Respondents (Responses combined)	Female	Male
Greater access to health and nutrition for citizens	5.1%	6.0%
Better entrepreneurial opportunities	34.2%	24.0%
A growing middle class	26.6%	26.0%
Better opportunity for the poor who live in rural areas	8.9%	7.0%
Better opportunity for the poor who live in urban areas	0.0%	0.0%
Consistent economic growth	49.4%	45.0%
Better employment opportunities for young people	16.5%	18.0%
Better employment opportunities for women	1.3%	0.0%
Greater access to micro-finance for the poor	0.0%	1.0%
Greater voice and participation for citizens to help ensure greater accountability	1.3%	3.0%
More reliable social safety net	2.5%	2.0%
Greater equity of fiscal policy	1.3%	3.0%
Education and training that better ensure job opportunity	51.9%	57.0%
Better quality public services	1.3%	7.0%
Other	0.0%	0.0%

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

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?

Percentage of Respondents	Female	Male
A very big problem	32.9%	45.0%
A moderately big problem	51.9%	42.0%
A small problem	10.1%	11.0%
Not a problem at all	3.8%	2.0%
Don't know	1.3%	-

In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?\*

Percentage of Respondents	Female	Male
A very serious problem	51.3%	37.0%
A somewhat serious problem	41.0%	35.0%
Not too serious problem	5.1%	23.0%
Not a problem	1.3%	3.0%
Don't know	1.3%	2.0%

\*Significantly different between genders

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

	Females			Males		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Bulgaria?	79	5.39	2.13	97	6.06	2.35

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

	Females			Males		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Bulgaria.	64	6.39	1.63	84	6.75	2.00

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

	Females			Males		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Bulgaria solve its most complicated development challenges?	58	7.33	1.68	80	7.61	1.84

(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 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)

Percentage of Respondents (Responses combined)	Female	Male
Agricultural development	8.9%	13.3%
Trade and exports	1.3%	1.0%
Foreign direct investment	15.2%	19.4%
Governance	24.1%	29.6%
Equality of opportunity and Inclusion	2.5%	5.1%
Job creation/employment	15.2%	13.3%
Law and justice	20.3%	26.5%
Innovations	19.0%	16.3%
Financial markets	2.5%	3.1%
Rural development*	17.7%	6.1%
Convergence of living standards with EU	20.3%	11.2%
Education	45.6%	50.0%
Health	21.5%	14.3%
Social protection	5.1%	4.1%
Basic infrastructure and transport*	5.1%	14.3%
Economic growth	31.6%	28.6%
Energy and energy efficiency	5.1%	13.3%
Water supply and sanitation	2.5%	2.0%
Public financial management	16.5%	17.3%
Climate change and green growth	8.9%	6.1%

\*Significantly different between genders

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 Percentage of Respondents	Female	Male
Convening/facilitating*	13.2%	4.2%
Data	3.9%	3.2%
Policy advice, studies, analyses	36.8%	45.3%
Financial resources	10.5%	10.5%
Capacity development	18.4%	16.8%
Technical assistance	5.3%	10.5%
Mobilizing third party financial resources	6.6%	3.2%
Coordination with the European Commission and International Financial Institutions	5.3%	6.3%
Linkage to non-Bank expertise	0.0%	0.0%
Other	0.0%	0.0%

\*Significantly different between genders

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

<b>2<sup>nd</sup> Greatest Value Percentage of Respondents</b>	<b>Female</b>	<b>Male</b>
Convening/facilitating	5.3%	8.4%
Data	6.6%	6.3%
Policy advice, studies, analyses	22.4%	15.8%
Financial resources	11.8%	14.7%
Capacity development	23.7%	25.3%
Technical assistance	15.8%	10.5%
Mobilizing third party financial resources	6.6%	4.2%
Coordination with the European Commission and International Financial Institutions	5.3%	12.6%
Linkage to non-Bank expertise	1.3%	2.1%
Other	1.3%	0.0%

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

	<b>Females</b>			<b>Males</b>		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	45	6.93	2.10	65	7.11	1.72
Citizen engagement (incorporating citizens' voices into development)	37	5.84	1.82	51	5.45	1.97
Policy design (for clarity and better incentives to achieve development goals)	53	7.06	1.84	74	7.09	1.99

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

	<b>Females</b>			<b>Males</b>		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	56	7.68	2.24	72	7.90	1.99
Citizen engagement (incorporating citizens' voices into development)	48	8.00	1.86	64	7.42	2.21
Policy design (for clarity and better incentives to achieve development goals)	57	8.33	1.68	80	8.49	1.70

**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 Bulgaria?  
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Female	Male
Arrogant in its approach	1.3%	1.1%
Not client focused	0.0%	0.0%
The credibility of its knowledge/data	0.0%	2.2%
World Bank Group's processes too complex	10.7%	9.7%
Not willing to honestly criticize policies and reform efforts in the country	12.0%	15.1%
Staff too inaccessible	2.7%	2.2%
Not exploring alternative policy options	12.0%	8.6%
Not collaborating enough with stakeholders outside the Government	14.7%	16.1%
Its advice and strategies do not lend themselves to practical problem solving	26.7%	21.5%
Not enough public disclosure of its work	17.3%	14.0%
Too influenced by developed countries	8.0%	9.7%
Imposing technocratic solutions without regard to political realities	9.3%	9.7%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	5.3%	8.6%
Not aligned with other international partners' work	1.3%	2.2%
Not aligned with country priorities	2.7%	6.5%
Not adequately sensitive to political/social realities in Bulgaria	8.0%	14.0%
Other	1.3%	4.3%
Don't know	22.7%	21.5%

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

Percentage of Respondents (Responses combined)	Female	Male
Trust Fund management	4.0%	2.1%
Knowledge products/services	32.0%	33.0%
Investment lending	30.7%	20.2%
Technical assistance*	22.7%	40.4%
Capacity development	33.3%	39.4%
Policy based lending / budget support to the Government	8.0%	12.8%
Multi-sectoral approaches	14.7%	9.6%
Other	0.0%	0.0%
Don't know	18.7%	17.0%

\*Significantly different between genders

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

Percentage of Respondents	Female	Male
To a fully sufficient degree	2.7%	2.1%
To a somewhat sufficient degree	11.0%	17.0%
To a somewhat insufficient degree	34.2%	37.2%
To a very insufficient degree	16.4%	12.8%
Don't know	35.6%	30.9%

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

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)

Percentage of Respondents (Responses combined)	Female	Male
Academia/think tanks/research institutes	36.8%	43.6%
European Institutions and International Financial Institutions	11.8%	7.4%
Media	2.6%	9.6%
Local Government	34.2%	22.3%
Private Sector	27.6%	28.7%
Parliament*	5.3%	16.0%
NGOs/Community-Based Organizations (CBOs)	19.7%	27.7%
Youth/University Groups	18.4%	10.6%
Beneficiaries	10.5%	10.6%
Foundations	2.6%	0.0%
Other	0.0%	2.1%
Don't know	13.2%	6.4%

\*Significantly different between genders

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

(1-Strongly disagree, 10-Strongly agree)

	Females			Males		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Bulgaria	64	6.80	1.79	83	6.77	2.16
The World Bank Group's work is aligned with what I consider the development priorities for Bulgaria	61	6.69	2.01	76	6.46	2.15
The World Bank Group supports programs and strategies that are realistic for Bulgaria	64	6.77	1.91	76	6.78	2.01
The World Bank Group treats clients and stakeholders in Bulgaria with respect	62	7.98	1.81	78	7.94	1.84

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

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

	Females			Males		
	N	Mean	SD	N	Mean	SD
Responsiveness	52	7.79	1.84	56	7.55	1.91
Flexibility (in terms of the institution's products and services)	44	6.59	1.73	63	6.62	2.21
Flexibility (in terms of changing country circumstances)	48	6.79	1.71	64	6.19	2.23
Being inclusive	41	7.02	1.81	61	6.69	1.95
Openness (sharing data and other information)	57	7.39	2.14	73	7.53	2.12
Staff accessibility	58	7.50	1.94	67	7.42	2.27
Straightforwardness and honesty	51	7.55	1.91	65	7.37	2.13
Ease of access to the people at the World Bank Group who are making decisions important to my work	54	7.19	2.26	60	7.38	2.38
Collaboration with civil society	42	6.40	2.33	54	6.70	2.08
Collaboration with the Government	55	7.93	1.43	60	8.10	1.50
Collaboration with the European Commission and International Financial Institutions	40	7.83	1.57	47	8.00	1.43
Collaboration with the private sector	32	6.13	2.28	47	6.15	2.17
The speed in which it gets things accomplished on the ground	51	6.51	2.22	62	6.23	2.28
Being a long-term partner	55	7.96	1.76	68	8.29	1.69

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

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

Percentage of Respondents	Female	Male
More local presence	56.6%	54.4%
The current level of local presence is adequate	22.4%	33.3%
Less local presence	-	1.1%
Don't know	21.1%	11.1%

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)	Female	Male
Lack of/inadequate levels of capacity in Government*	25.7%	52.3%
There is not an adequate level of citizen/civil society participation	27.1%	20.5%
The World Bank Group works too slowly	8.6%	8.0%
The Government works inefficiently*	17.1%	33.0%
The World Bank Group does not do adequate follow through/follow-up	18.6%	14.8%
Poor coordination with international and European partners	2.9%	1.1%
The World Bank Group is not sensitive enough to political/social realities on the ground	11.4%	13.6%
Political pressures and obstacles	21.4%	27.3%
Reforms are not well thought out in light of country challenges	35.7%	21.6%
Other	1.4%	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 Bulgaria? (1-Not important at all, 10-Very important)

	Females			Males		
	N	Mean	SD	N	Mean	SD
Convergence of living standards with EU*	66	8.06	2.00	76	7.20	2.74
Basic infrastructure and transport	66	7.33	2.12	73	7.12	2.47
Economic growth	70	8.73	1.40	77	8.69	1.59
Energy and energy efficiency	63	7.95	1.68	71	7.65	2.02
Water supply and sanitation	61	7.07	2.03	68	6.82	2.13
Public financial management	63	7.98	1.78	76	7.58	2.24
Social protection*	63	7.56	2.05	71	6.70	2.62
Education	66	8.70	1.50	79	8.72	1.84
Health	67	8.55	1.47	74	8.09	2.27
Climate change and green growth*	62	8.00	2.10	69	6.14	2.75
Governance	66	8.12	2.12	74	8.23	2.00
Equality of opportunity and Inclusion*	61	7.38	2.48	72	6.35	2.74
Job creation/employment	63	7.94	2.06	75	7.84	2.15
Law and justice	62	8.35	1.80	74	8.26	2.23
Innovations	61	8.41	1.88	75	8.12	2.05
Financial markets	56	7.43	2.17	69	6.59	2.75
Agricultural development*	59	8.03	1.84	73	6.78	2.73
Trade and exports*	54	7.41	2.31	68	6.38	2.64
Foreign direct investment	58	8.21	1.57	70	7.57	2.37
Rural development*	58	8.12	1.88	74	7.09	2.75

\*Significantly different between genders

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

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

	Females			Males		
	N	Mean	SD	N	Mean	SD
Convergence of living standards with EU	28	5.64	2.54	40	5.63	2.38
Basic infrastructure and transport	29	6.31	2.25	47	6.53	2.01
Economic growth	32	6.41	2.31	51	6.20	1.93
Energy and energy efficiency	24	6.33	1.95	43	6.19	1.93
Water supply and sanitation	31	6.48	2.52	43	6.07	1.96
Public financial management	30	6.27	1.89	48	6.17	1.96
Social protection	35	6.11	2.34	45	5.67	2.07
Education	39	6.67	1.98	56	5.95	2.35
Health	32	6.22	1.91	47	5.57	2.53
Climate change and green growth*	25	6.64	2.16	40	5.40	1.95
Governance	39	6.69	2.30	52	6.19	2.19
Equality of opportunity and Inclusion	34	6.85	2.23	47	5.91	2.00
Job creation/employment	31	6.19	2.40	46	5.50	2.40
Law and justice	21	5.76	2.34	43	5.33	2.37
Innovations	28	6.57	2.47	45	5.91	2.10
Financial markets	22	6.68	1.99	43	5.88	2.44
Agricultural development	22	6.59	2.52	39	5.33	2.28
Trade and exports*	21	6.62	1.91	41	5.41	2.19
Foreign direct investment*	24	6.88	1.85	43	5.74	2.23
Rural development*	20	6.70	2.41	39	5.26	2.38

\*Significantly different between genders

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

Percentage of Respondents	Female	Male
At the Headquarters (in Washington D.C.)	28.4%	33.3%
In the country	12.2%	16.7%
Don't know	59.5%	50.0%

	Females			Males		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Bulgaria?	50	6.30	1.76	67	6.10	1.95

(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 Bulgaria?**

	Females			Males		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Bulgaria	44	6.32	1.83	57	6.14	2.03
The World Bank Group meets Bulgaria's needs for knowledge services	55	6.96	2.05	67	6.79	2.14

(1-Strongly disagree, 10-Strongly agree)

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

	Females			Males		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Bulgaria received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	44	6.23	2.00	57	6.00	2.53

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

	Females			Males		
	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 Bulgaria?	39	6.38	1.83	54	5.80	2.37

(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?

(Select only ONE response)

Percentage of Respondents	Female	Male
Weekly	4.1%	3.6%
Monthly	15.1%	15.7%
A few times a year	39.7%	49.4%
Rarely	28.8%	19.3%
Never	12.3%	12.0%

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

	Females			Males		
	N	Mean	SD	N	Mean	SD
Are timely	53	6.72	1.92	66	6.50	2.29
Include appropriate level of stakeholder involvement during preparation	51	6.67	2.19	63	6.56	2.37
Lead to practical solutions	57	6.21	1.92	66	6.36	2.24
Are accessible (well written and easy to understand)	60	7.18	2.00	70	7.43	1.93
Are source of relevant information on global good practices	58	7.67	1.64	68	7.82	1.88
Are adequately disseminated	53	6.62	2.10	66	6.45	2.41
Are translated enough into local language	56	6.75	2.40	60	6.72	2.53
Are adaptable to Bulgaria's specific development challenges and country circumstances	54	6.46	1.72	67	6.37	2.22

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

	Females			Males		
	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?	59	6.71	1.66	68	6.56	2.00
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	56	7.80	1.42	67	7.91	1.75

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

**E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Females			Males		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	32	5.69	2.58	31	6.00	2.25
The World Bank Group effectively monitors and evaluates the projects and programs it supports	47	7.47	1.88	51	7.20	1.92
The World Bank Group's approvals and reviews are done in a timely fashion	45	7.13	1.90	48	7.04	2.02
The World Bank Group's "Safeguard Policy" requirements are reasonable	23	7.43	2.00	35	7.17	2.01
The World Bank Group's conditions on its lending are reasonable	23	7.30	1.80	41	7.15	2.15
The World Bank Group takes decisions quickly in Bulgaria	32	6.56	2.29	43	6.44	2.34
Working with the World Bank Group increases Bulgaria's institutional capacity	49	7.33	1.71	60	7.23	2.02
Where country systems are adequate, the World Bank Group makes appropriate use of them	26	7.54	1.56	40	7.28	2.04
The World Bank Group provides effective implementation support	43	7.65	1.86	48	7.46	1.86

	Females			Males		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Bulgaria?	28	5.71	2.07	46	5.65	2.14

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

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

Percentage of Respondents	Female	Male
The World Bank Group takes too much risk in Bulgaria	-	-
The World Bank Group does not take enough risk in Bulgaria	21.4%	44.9%
The World Bank Group's approach to risk is appropriate	31.4%	38.5%
Don't know	47.1%	16.7%

\*Significantly different between genders

**Which of the following best describes the World Bank Group's support in Bulgaria?** (Select only ONE response)

Percentage of Respondents	Female	Male
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Bulgaria	31.9%	39.2%
The World Bank Group is not sufficiently selective in Bulgaria, and it is involved in too many areas of development	18.1%	29.1%
Don't know	50.0%	31.6%

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

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

Percentage of Respondents (Responses combined)	Female	Male
Improve the competitiveness of its financing compared to markets	12.9%	6.2%
Reach out more to groups outside of Government	42.9%	35.8%
Provide more adequate data/knowledge/statistics/figures on Bulgaria's economy	5.7%	6.2%
Ensure greater selectivity in its work	4.3%	8.6%
Offer more innovative financial products	15.7%	11.1%
Work faster	4.3%	6.2%
Improve the quality of its experts as related to Bulgaria's specific challenges	8.6%	13.6%
Offer more innovative knowledge services	15.7%	13.6%
Collaborate more effectively with Government clients*	12.9%	25.9%
Increase the level of capacity development in the country	30.0%	35.8%
Reduce the complexity of obtaining World Bank Group financing*	25.7%	12.3%
Increase availability of Reimbursable Advisory Services (RAS)	4.3%	6.2%
Other*	0.0%	6.2%

\*Significantly different between genders

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)

Percentage of Respondents (Responses combined)	Female	Male
Financial services	13.9%	12.0%
Knowledge products	26.4%	36.1%
Convening services	16.7%	21.7%
None of the above	-	1.2%
The combination is appropriate for Bulgaria	27.8%	20.5%
Don't know	15.3%	8.4%

**G. Communication and Information Sharing**

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

Percentage of Respondents (Responses combined)	Female	Male
Periodicals	14.1%	15.9%
International newspapers	4.2%	11.0%
Local radio	0.0%	2.4%
International radio	0.0%	0.0%
Local television	26.8%	28.0%
International television	1.4%	2.4%
Local newspapers	11.3%	15.9%
Internet	83.1%	81.7%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	16.9%	9.8%
Other	15.5%	12.2%

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

Percentage of Respondents (Responses combined)	Female	Male
Direct contact with World Bank Group*	19.4%	37.8%
e-Newsletters	40.3%	30.5%
World Bank Group's seminars/workshops/ conferences	41.7%	42.7%
World Bank Group's publications and other written materials	31.9%	36.6%
World Bank Group's website	36.1%	35.4%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	11.1%	7.3%
Mobile phones	0.0%	0.0%
Other	0.0%	0.0%

\*Significantly different between genders

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

Percentage of Respondents	Female	Male
Yes	17.1%	22.0%
No	82.9%	78.0%

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

Percentage of Respondents	Female	Male
Yes	7.0%	20.5%
No	93.0%	79.5%

\*Significantly different between genders

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

Percentage of Respondents	Female	Male
Yes	80.0%	94.1%
No	20.0%	5.9%

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

Percentage of Respondents	Female	Male
Yes	100.0%	100.0%
No	-	-

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

Percentage of Respondents	Female	Male
Yes	83.8%	78.0%
No	16.2%	22.0%

**Do you currently consult the World Bank Group social media sites?**

Percentage of Respondents	Female	Male
Yes	8.3%	19.0%
No	91.7%	81.0%

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

Percentage of Respondents	Female	Male
High speed/WiFi	94.4%	98.8%
Dial-up	5.6%	1.2%

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

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

	Females			Males		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	54	7.26	1.94	61	7.44	1.74
I find the information on the World Bank Group's websites useful.	55	7.80	1.54	62	8.06	1.52
The World Bank Group's social media channels are valuable sources of information about the institution	13	6.46	2.67	30	6.13	2.99
When I need information from the World Bank Group I know how to find it	56	7.32	2.47	64	7.75	2.25
The World Bank Group is responsive to my information requests and inquiries	39	7.85	1.81	44	7.91	2.22

**H. Background Information**

Which one of the following best describes your level of interaction with the World Bank Group in your country?  
(Select only ONE response)

Percentage of Respondents	Female	Male
I currently collaborate with the World Bank Group	6.6%	13.3%
I have previously collaborated with the World Bank Group	31.6%	33.7%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	32.9%	31.6%
I have never collaborated with the World Bank Group	28.9%	21.4%

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

Percentage of Respondents	Female	Male
The World Bank (IBRD)	89.7%	79.8%
The International Finance Corporation (IFC)	-	6.7%
The Multilateral Investment Guarantee Agency (MIGA)	1.5%	2.2%
Other	8.8%	11.2%

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

Percentage of Respondents	Female	Male
Yes	15.5%	8.6%
No	84.5%	91.4%

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

Percentage of Respondents	Female	Male
The two institutions work well together	53.8%	54.5%
The way the two institutions work together needs improvement	-	-
The two institutions do not work well together	-	-
Don't know	46.2%	45.5%

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

Percentage of Respondents	Female	Male
Observer	11.0%	16.1%
Use World Bank Group reports/data	49.3%	44.1%
Engage in World Bank Group related/sponsored events/activities	23.3%	19.4%
Collaborate as part of my professional duties	39.7%	53.8%
Use World Bank Group website for information, data, research, etc.	27.4%	18.3%



## Appendix E: Responses to All Questions by Year

*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. Although the FY12 and FY14 samples were fairly similar, the samples from both years were weighted to have equivalent stakeholder groups.*

Original Distribution		
Percentage of Respondents	FY12	FY15
Office of the President/Prime Minister	3%	3%
Government institutions (includes Office of a Minister, Office of a Parliamentarian, employees of ministries, independent government institutions, the judiciary branch, and PMU/Consultants on WBG supported projects)	34%	39%
Local Government	6%	2%
Bilateral/multilateral agencies (includes Diplomatic Corp respondents from FY12)	11%	10%
Civil society (includes NGOs/CBOS, private foundations, and trade unions)	18%	18%
Private sector (includes financial sector/private banks)	13%	8%
Academia	7%	10%
Media	3%	6%
<b>Total Number of Respondents (Un-Weighted)</b>	<b>178</b>	<b>183</b>

*The weighted stakeholder breakdown is presented below:*

Weighted Distribution		
Percentage of Respondents	FY12	FY15
Office of the President/Prime Minister	3%	3%
Government institutions	34%	33%
Local Government	6%	6%
Bilateral/multilateral agencies	11%	12%
Civil society	18%	18%
Private sector	13%	13%
Academia	10%	10%
Media	6%	6%
<b>Total Number of Respondents (Weighted)</b>	<b>176</b>	<b>181</b>

*All data presented in this appendix are weighted. As a result, means of the FY15 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY12 respondents and the total number of respondents indicated may differ from those reported in the FY12 COS report.*

### A. General Issues facing Bulgaria

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

Percentage of Respondents	FY12	FY15
The right direction	75.8%	58.3%
The wrong direction	10.9%	13.0%
Not sure	13.3%	28.8%

\*Significantly different between FY15 and FY12

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Bulgaria?*	174	6.79	1.95	178	5.72	2.19

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between FY15 and FY12

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Bulgaria.	152	6.85	1.75	150	6.58	1.82

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Bulgaria solve its most complicated development challenges?	152	7.43	1.92	133	7.51	1.75

(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's work in Bulgaria?**

(1-Strongly disagree, 10-Strongly agree)

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Bulgaria	169	6.85	1.98	146	6.84	1.93
The World Bank Group's work is aligned with what I consider the development priorities for Bulgaria	165	6.52	2.00	136	6.51	2.10
The World Bank Group supports programs and strategies that are realistic for Bulgaria	163	6.95	1.88	141	6.69	1.99
The World Bank Group treats clients and stakeholders in Bulgaria with respect	160	7.75	1.92	136	7.88	1.81

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

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
Responsiveness	141	7.12	2.01	108	7.51	1.99
Flexibility (in terms of the institution's products and services)	140	6.31	1.96	107	6.42	2.07
Flexibility (in terms of changing country circumstances)	136	5.94	2.01	110	6.30	2.13
Being inclusive	123	6.52	1.88	102	6.66	1.98
Openness (sharing data and other information)	153	7.36	1.90	129	7.35	2.20
Staff accessibility	150	7.35	2.04	124	7.29	2.17
Straightforwardness and honesty	143	7.33	2.11	113	7.47	1.98
Collaboration with civil society	127	6.31	1.90	98	6.51	2.28
Collaboration with the Government	142	8.06	1.57	114	8.00	1.39
Collaboration with the European Commission and International Financial Institutions	117	7.87	1.49	87	7.97	1.45



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

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
Convergence of living standards with EU	116	5.52	2.17	66	5.66	2.54
Basic infrastructure and transport	129	6.61	1.92	76	6.46	2.30
Economic growth	128	6.25	1.88	83	6.19	2.21
Energy and energy efficiency	106	6.05	2.09	66	6.35	1.99
Water supply and sanitation	105	6.26	2.11	75	6.20	2.31
Public financial management	119	6.64	1.73	78	6.15	1.99
Social protection	105	5.24	2.30	78	5.76	2.24
Education*	128	5.59	2.05	93	6.23	2.27
Health*	108	5.07	2.04	78	5.80	2.32
Climate change and green growth	95	5.77	2.11	61	5.86	2.13
Governance*	116	5.77	2.19	86	6.44	2.15
Equality of opportunity and Inclusion	125	5.94	2.37	77	6.31	2.13
Law and justice	96	5.03	2.25	63	5.51	2.40
Innovations	117	5.57	1.96	70	6.12	2.27
Financial markets	98	6.12	2.08	65	6.15	2.38
Agricultural development*	88	5.03	1.68	57	5.73	2.40
Trade and exports	90	5.26	1.92	60	5.84	2.20
Rural development	88	5.20	2.06	56	5.68	2.49

\*Significantly different between FY15 and FY12

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Bulgaria?	154	6.21	1.76	117	6.29	1.85

(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 Bulgaria?**

(1-Strongly disagree, 10-Strongly agree)

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Bulgaria	147	6.52	1.86	100	6.25	1.96
The World Bank Group meets Bulgaria's needs for knowledge services	158	6.75	1.95	122	6.78	2.13

**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	FY12	FY15
Weekly	3.4%	2.8%
Monthly*	26.2%	14.6%
A few times a year	45.1%	43.5%
Rarely	21.2%	25.6%
Never*	4.0%	13.4%

\*Significantly different between FY15 and FY12

**In Bulgaria, 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)

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
Are timely	148	6.64	1.87	116	6.51	2.12
Include appropriate level of stakeholder involvement during preparation	149	6.59	1.90	112	6.43	2.43
Lead to practical solutions*	154	6.80	1.84	123	6.24	2.10
Are accessible (well written and easy to understand)	155	7.06	2.02	130	7.18	2.06
Are source of relevant information on global good practices	160	7.59	1.80	126	7.75	1.79
Are adequately disseminated	154	6.50	2.14	118	6.36	2.37
Are translated enough into local language*	138	7.33	2.04	115	6.47	2.57
Are adaptable to Bulgaria's specific development challenges and country circumstances	148	6.57	1.92	121	6.35	2.03

\*Significantly different between FY15 and FY12

	FY12			FY15		
	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?	165	7.01	1.76	128	6.63	1.87
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	161	7.80	1.57	124	7.76	1.67

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

**E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	113	5.71	1.89	62	5.60	2.49
The World Bank Group effectively monitors and evaluates the projects and programs it supports	141	7.26	1.87	94	7.18	1.97
The World Bank Group's approvals and reviews are done in a timely fashion	128	6.96	1.90	91	6.97	2.07
The World Bank Group's "Safeguard Policy" requirements are reasonable	94	6.91	1.95	58	7.08	2.18
The World Bank Group's conditions on its lending are reasonable	113	6.94	1.90	64	7.00	2.13
Working with the World Bank Group increases Bulgaria's institutional capacity	157	7.55	1.94	107	7.13	1.97
Where country systems are adequate, the World Bank Group makes appropriate use of them	99	6.52	2.11	64	7.17	2.04
The World Bank Group provides effective implementation support	128	7.10	2.08	89	7.34	2.06

**G. Communication and Information Sharing**

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

Percentage of Respondents	FY12	FY15
Yes	32.2%	21.6%
No	67.8%	78.4%

\*Significantly different between FY15 and FY12

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

Percentage of Respondents	FY12	FY15
Yes	23.2%	13.0%
No	76.8%	87.0%

\*Significantly different between FY15 and FY12

Were you able to obtain this information?

Percentage of Respondents	FY12	FY15
Yes	92.1%	89.3%
No	7.9%	10.7%

Do you have access to the Internet?

Percentage of Respondents	FY12	FY15
Yes	100.0%	100.0%
No	-	-

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

Percentage of Respondents	FY12	FY15
Yes	89.3%	81.0%
No	10.7%	19.0%

\*Significantly different between FY15 and FY12

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	146	7.23	1.94	118	7.26	1.86
I find the information on the World Bank Group's websites useful.	143	7.90	1.62	121	7.85	1.58
When I need information from the World Bank Group I know how to find it	154	7.57	2.36	120	7.41	2.43
The World Bank Group is responsive to my information requests and inquiries	112	7.65	2.20	80	7.79	2.00



## H. Background Information

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

Percentage of Respondents (Responses combined)	FY12	FY15
Observer	18.1%	14.7%
Use World Bank Group reports/data	47.3%	46.7%
Engage in World Bank Group related/sponsored events/activities*	36.0%	24.0%
Collaborate as part of my professional duties	39.5%	43.8%
Use World Bank Group website for information, data, research, etc.	29.4%	22.5%

\*Significantly different between FY15 and FY12

Which one of the following best describes your level of interaction with the World Bank Group in your country?\*

Percentage of Respondents	FY12	FY15
Currently collaborating with the WBG	64.5%	38.6%
Not collaborating with the WBG	35.5%	61.4%

\*Significantly different between FY15 and FY12

Which best represents your geographic location?

Percentage of Respondents	FY12	FY15
Sofia	88.2%	85.5%
Outside Sofia	11.8%	14.5%



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

Indicator Question	Which one of the following best describes your level of interaction with the WBG?		Which of the following describes most of your exposure to the World Bank in Bulgaria? (Choose no more than TWO)									
	Never Collaborated	Currently Collaborating	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 Bulgaria.	6.28	6.89	6.77	5.74	6.51	6.79	6.62	6.69	6.33	6.93	6.82	5.90
Overall the World Bank Group currently plays a relevant role in development in Bulgaria	6.39	7.28	6.87	6.71	6.63	7.10	6.79	7.06	6.65	7.06	7.08	6.09
The World Bank Group's work is aligned with what I consider the development priorities for Bulgaria	6.01	7.22	6.77	5.63	6.49	6.80	6.62	6.66	6.32	6.96	6.73	6.22
Responsiveness	7.40	7.95	7.73	7.73	7.82	7.62	7.78	7.58	7.63	7.81	7.75	7.63
Flexibility (in terms of the institution's products and services)	6.15	7.04	6.80	5.73	6.86	6.47	6.70	6.64	6.40	6.90	6.71	6.56
Flexibility (in terms of changing country circumstances)	5.85	7.04	6.61	5.93	6.62	6.41	6.48	6.65	6.12	6.84	6.71	5.56
Being inclusive	6.24	7.47	7.02	5.80	6.96	6.83	6.89	6.93	6.31	7.38	7.07	6.11
Openness (sharing data and other information)	7.02	7.89	7.55	7.25	7.34	7.72	7.59	7.27	7.24	7.77	7.65	6.92
Staff accessibility	6.88	7.92	7.60	7.07	7.52	7.55	7.56	7.47	7.14	7.87	7.73	6.62
Straightforwardness and honesty	7.16	7.68	7.56	7.18	7.62	7.41	7.63	7.23	7.21	7.79	7.67	6.79
Ease of access to the people at the WBG who are making decisions important to my work	6.58	7.82	7.41	6.80	7.20	7.54	7.39	7.27	6.94	7.70	7.45	6.89
Collaboration with civil society	6.09	7.31	6.76	5.75	6.54	6.73	6.55	6.87	6.23	7.04	6.76	6.15
Collaboration with the Government	7.78	8.31	8.08	7.86	8.02	8.09	8.05	8.07	7.69	8.40	8.22	7.36
Collaboration with the European Commission and International Financial Institutions	7.95	7.98	7.95	7.80	8.02	7.83	7.88	8.10	7.86	8.00	7.92	7.95
Collaboration with the private sector	5.63	6.94	6.43	5.00	6.28	6.21	6.08	6.78	5.88	6.63	6.27	6.17
The speed in which it gets things accomplished on the ground	5.76	6.88	6.54	5.50	6.44	6.40	6.45	6.36	6.24	6.58	6.46	6.25
Being a long-term partner	7.72	8.53	8.19	8.27	8.05	8.37	8.22	8.14	7.89	8.47	8.33	7.67
To what extent does the World Bank Group's work help to achieve development results in Bulgaria?	5.85	6.72	6.34	5.75	6.15	6.38	6.11	6.74	5.93	6.62	6.40	5.68
The World Bank Group's financial instruments meet the needs of Bulgaria	6.22	6.39	6.32	6.29	6.29	6.34	6.14	6.95	6.25	6.37	6.31	6.32
The WBG meets Bulgaria's needs for knowledge services	6.29	7.56	7.03	6.38	6.69	7.21	6.92	7.00	6.58	7.30	7.06	6.38
Are adaptable to Bulgaria's specific development challenges and country circumstances	6.13	6.82	6.50	6.43	6.28	6.75	6.50	6.48	6.18	6.79	6.56	6.22
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	6.49	6.78	6.70	6.69	6.78	6.61	6.69	6.73	6.54	6.84	6.68	6.75
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	7.57	8.17	7.96	7.36	7.95	7.84	7.96	7.65	7.47	8.29	7.97	7.57
The WBG takes decisions quickly in Bulgaria	5.70	7.50	6.70	4.25	6.50	6.67	6.54	6.63	5.87	7.07	6.75	5.69
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.03	7.96	7.52	7.38	7.41	7.64	7.55	7.31	7.13	7.88	7.46	7.64

Yellow highlight indicates significant difference between Yes and No means.



## Appendix G: Indicator Questions by Stakeholder Groups

	Office of the President/Prime Minister			Office of a Minister			Employee of a Ministry			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Bulgaria.*	5	6.40	0.55	9	8.11	1.27	42	6.57	1.56	11	7.18	1.66	12	6.92	1.73	23	5.83	2.42	8	7.25	1.91	5	6.40	2.70	15	5.67	1.72	18	6.78	1.48
Overall the World Bank Group currently plays a relevant role in development in Bulgaria*	5	7.60	1.14	9	7.56	1.33	41	7.15	1.85	12	6.75	1.66	12	7.08	1.98	24	5.58	2.39	6	8.67	1.03	6	6.17	2.48	14	6.21	1.81	18	7.06	2.04
The WBG's work is aligned with what I consider the development priorities for Bulgaria	5	6.20	1.48	9	6.67	2.00	40	7.08	1.89	10	7.60	0.52	11	6.55	2.21	22	5.68	2.44	5	7.60	0.55	5	6.80	3.27	13	5.62	2.10	17	6.53	2.29
Responsiveness*	5	6.80	2.86	6	8.67	1.21	37	8.38	1.61	8	6.88	1.36	7	7.43	1.27	12	8.00	1.35	3	9.00	1.73	6	7.00	2.19	10	6.70	1.95	15	6.80	2.27
Flexibility (in terms of the institution's products and services)	4	5.50	1.92	6	7.67	1.51	35	7.26	1.99	6	6.50	1.87	11	5.36	1.91	14	5.86	1.88	3	8.67	1.53	5	6.40	1.82	10	6.10	1.66	13	6.62	2.33
Flexibility (in terms of changing country circumstances)	5	6.00	1.58	7	7.14	1.68	37	7.08	2.02	6	6.33	1.86	11	5.36	2.29	15	5.67	1.99	3	8.00	1.73	6	6.50	2.07	11	5.91	1.97	11	6.73	2.20
Being inclusive	4	7.00	1.41	6	7.83	1.33	31	7.42	1.71	6	6.00	1.55	9	6.44	1.33	15	6.27	1.98	3	8.33	2.08	6	6.83	2.56	10	6.00	1.89	12	6.75	2.42
Openness (sharing data and other information)	5	7.20	1.10	7	8.71	1.80	39	8.00	1.86	11	6.45	2.58	10	7.50	1.18	19	6.79	2.46	4	9.00	1.41	6	7.17	2.23	14	7.64	1.82	15	6.67	2.64
Staff accessibility	5	7.60	2.07	7	8.57	1.40	39	8.26	1.67	9	7.11	1.97	12	7.08	1.93	18	6.56	2.23	3	8.33	2.08	6	7.50	1.64	11	6.27	2.69	15	7.00	2.59
Straightforwardness and honesty	5	6.00	1.00	6	9.50	0.84	36	7.69	2.01	6	7.00	2.10	10	7.90	1.45	18	7.28	2.02	3	8.67	2.31	6	6.67	2.50	12	6.50	2.36	14	7.36	1.87
Ease of access to the people at the WBG who are making decisions important to my work	5	7.00	1.58	7	8.14	1.77	36	7.64	2.23	8	7.88	1.81	10	6.70	2.11	16	6.50	2.61	4	9.00	2.00	5	7.20	2.68	9	6.00	2.55	14	7.36	2.59
Collaboration with civil society	3	6.00	0.00	5	7.40	2.41	22	6.82	1.76	5	7.20	2.17	10	6.90	1.79	22	5.95	2.40	4	8.75	1.50	4	6.75	2.63	12	6.42	2.15	10	6.00	3.06
Collaboration with the Government	5	8.00	1.58	7	8.71	0.95	35	8.40	1.17	6	7.33	1.21	10	7.60	1.08	19	7.63	2.17	3	8.67	2.31	6	7.50	1.52	10	7.50	0.53	14	8.21	1.53
Collaboration with the European Commission and International Financial Institutions	2	7.00	1.41	3	8.67	1.16	25	7.92	1.41	5	8.00	1.00	8	7.63	1.30	17	8.18	1.63	4	9.00	2.00	5	7.00	1.23	8	7.75	1.04	11	7.91	2.02
Collaboration with the private sector	3	6.00	1.00	4	5.50	1.73	17	6.65	1.77	3	8.00	1.00	11	5.91	2.74	16	6.00	2.50	3	8.00	1.73	4	5.75	3.20	10	5.60	1.35	9	5.89	2.93
The speed in which it gets things accomplished on the ground	4	5.50	2.08	6	7.50	1.52	35	6.89	2.07	5	6.40	2.30	10	5.90	1.97	19	5.47	2.55	4	8.75	1.89	5	6.40	2.61	11	5.73	1.74	14	6.07	2.62
Being a long-term partner	5	8.00	1.23	6	9.00	1.10	40	8.35	1.53	9	7.89	1.54	9	7.56	1.74	20	8.45	1.57	4	9.00	2.00	6	7.00	2.53	12	7.75	1.42	12	7.83	2.59
To what extent does the WBG's work help to achieve development results in Bulgaria?	4	6.50	0.58	7	7.86	1.68	30	6.67	1.52	9	6.44	1.59	10	6.00	2.00	21	5.38	2.44	5	6.40	2.19	5	6.40	1.95	12	5.67	1.67	14	6.21	1.72
The World Bank Group's financial instruments meet the needs of Bulgaria	4	5.25	0.96	6	8.00	1.41	28	6.18	1.83	4	5.50	2.08	9	6.00	2.29	18	6.06	2.26	5	6.00	2.35	5	8.00	1.58	11	5.91	2.02	11	6.45	1.64
The World Bank Group meets Bulgaria's needs for knowledge services	4	7.00	1.41	8	8.38	1.41	36	7.08	2.38	6	7.67	0.52	10	6.20	1.99	22	6.45	2.24	4	7.00	0.82	5	7.20	1.30	13	6.31	2.25	14	6.93	2.34
Are adaptable to Bulgaria's specific development challenges and country circumstances	4	6.25	0.96	8	7.63	1.41	37	6.41	2.09	7	7.71	1.50	10	6.10	1.91	20	6.20	2.42	4	7.00	0.00	6	6.67	1.97	11	5.64	2.34	14	6.21	1.93
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	4	7.25	0.96	8	7.63	1.30	37	6.62	1.89	10	7.00	1.16	11	5.91	2.26	20	7.00	1.97	6	6.50	1.98	5	6.80	1.64	12	6.08	1.98	14	6.50	2.14
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	4	8.25	0.96	8	9.00	0.93	38	7.89	1.54	11	7.91	1.45	9	7.11	2.32	18	7.89	1.61	5	7.40	2.19	5	8.20	1.92	12	7.92	1.31	13	7.46	1.81
The World Bank Group takes decisions quickly in Bulgaria*	3	6.33	1.53	6	8.17	1.60	21	7.57	1.89	2	6.00	2.83	7	4.86	2.55	13	5.31	2.21	2	8.50	0.71	4	7.50	2.52	6	5.50	1.76	11	6.27	2.65
Where country systems are adequate, the WBG makes appropriate use of them	2	8.00	2.83	5	8.60	1.14	17	7.94	1.35	4	7.50	1.29	4	5.25	0.96	12	7.42	2.35	1	8.00	.	4	8.25	0.50	9	6.78	1.99	7	6.57	2.30

\*Significantly different between stakeholder groups



## Appendix H: Bulgaria FY 2015 Questionnaire



### **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**

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

**SECTION A: GENERAL ISSUES**

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

<b>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.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Bulgaria? (Choose no more than THREE)</b>			
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**

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

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

<b>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?</b>											
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

<b>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)</b>							
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**

<b>B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Bulgaria?</b>		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy 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"/>

<b>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")</b>													
		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
<b>B6</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B7</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B8</b>	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>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")</b>													
		<b>Not important at all</b>										<b>Very important</b>	<b>Don't know</b>
<b>B9</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B10</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B11</b>	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**

<b>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)</b>	
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

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

<b>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)</b>	
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
		1	2	3	4	5	6	7	8	9	10		
<b>B16</b>	Overall the World Bank Group currently plays a relevant role in development in Bulgaria	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B17</b>	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		<input type="checkbox"/>
<b>B18</b>	The World Bank Group supports programs and strategies that are realistic for Bulgaria	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B19</b>	The World Bank Group treats clients and stakeholders in Bulgaria with respect	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
		1	2	3	4	5	6	7	8	9	10		
<b>B20</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B21</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B22</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B23</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B24</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B25</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B26</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B27</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B28</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B29</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B30</b>	Collaboration with the European Commission and International Financial Institutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B31</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B32</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B33</b>	Being a long-term partner	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)**

☐ More local presence

☐ The current level of local presence is adequate

☐ Less local presence

☐ Don't know

**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**

<b>C3. Where are the World Bank Group's decisions made primarily that support the program in Bulgaria? (Select only ONE response)</b>	
1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

<b>C4. To what extent does the World Bank Group's work help to achieve development results in Bulgaria?</b>											
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

<b>To what extent do you agree with the following statements about the World Bank Group in Bulgaria?</b>												
		Strongly disagree								Strongly agree		Don't know
<b>C5</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Bulgaria	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C6</b>	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"/>

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

<b>C8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Bulgaria?</b>											
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		
<b>D2</b> Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D3</b> Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D4</b> Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D5</b> Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D6</b> Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D7</b> Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D8</b> Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D9</b> 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		
<b>E1</b>	The World Bank Group disburses funds promptly											<input type="checkbox"/>	
<b>E2</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>	
<b>E3</b>	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>	
<b>E4</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>	
<b>E5</b>	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>	
<b>E6</b>	The World Bank Group takes decisions quickly in Bulgaria											<input type="checkbox"/>	
<b>E7</b>	Working with the World Bank Group increases Bulgaria's institutional capacity											<input type="checkbox"/>	
<b>E8</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>	
<b>E9</b>	The World Bank Group provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>	

<b>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?</b>											
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	

<b>E11. Which of the following best describes the way the World Bank Group operates in Bulgaria? (Select only one response)</b>	
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

<b>E12. Which of the following best describes the World Bank Group's support in Bulgaria? (Select only one response)</b>	
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**

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

<b>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)</b>	
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): _____

<b>G3</b>	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?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	<b>Yes</b>	<b>No</b>
<b>G5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>
<b>G8</b>	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	<b>Yes</b>	<b>No</b>

**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		
<b>G10</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G11</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G12</b>	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"/>	
<b>G13</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G14</b>	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION H: BACKGROUND INFORMATION**

<b>H1. Which of the following best describes your current position? (Select only ONE response)</b>			
1	Office of the President, Prime Minister	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		

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
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		

<b>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)</b>	
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!**