

# FY 2016 Georgia Country Opinion Survey Report

## THE WORLD BANK GROUP

Public Opinion Research Group

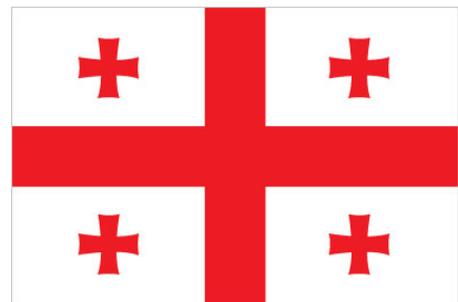


July 2016



## Acknowledgements

The Georgia Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Svetlana Markova, Jessica Cameron, Jing Guo, and Calita Woods. Isabel Tepedino, Dania Mendoza, and Noreen Wambui 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 Georgia country team and the local fielding agency ACT. In particular, PORG is grateful for the support from Sophie Devnosadze (Operations Analyst) who coordinated the survey related activities from Tbilisi, Georgia.



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 Georgia perceive the WBG. The survey explored:

- *General Issues Facing Georgia*
- *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 Georgia*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From February to April 2016, 308 stakeholders of the WBG in Georgia 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; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 166 stakeholders participated in the survey (54% response rate).

Respondents received and returned the questionnaires via courier or email. Respondents were asked about: general issues facing Georgia; 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 Georgia; and the WBG's communication and information sharing.

Every country that engages in the Country Opinion Survey (COS) 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.

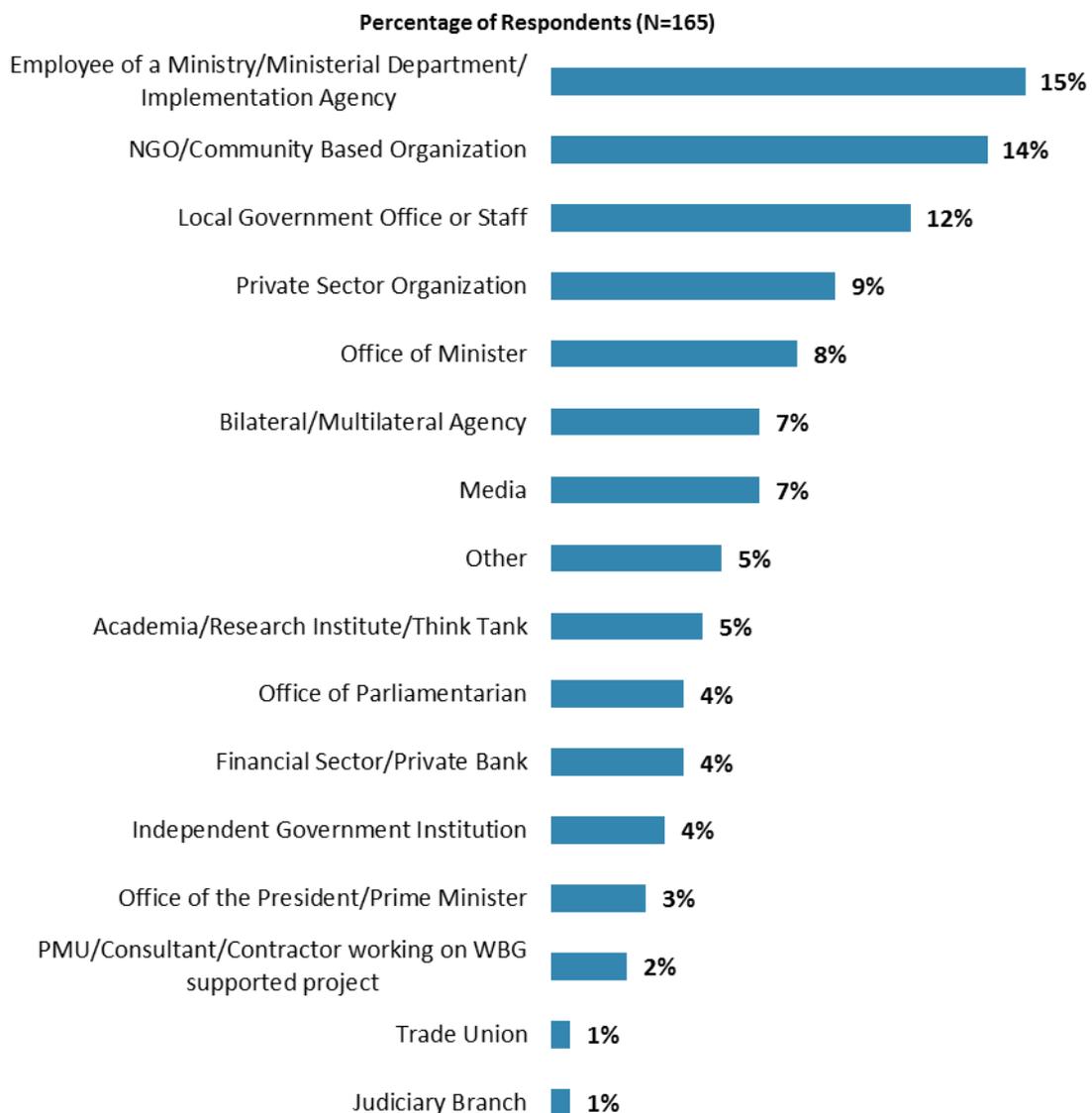
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'13 (response rate is 59%, N=162). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. 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'13 COS report and the non-weighted data presented in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 93).



### III. Demographics of the Sample

#### Current Position

- For further analyses, the small number of respondents from the Office of the President/Prime Minister were combined with respondents from the office of a minister; PMUs/consultants/contractors on WBG supported projects were combined with employees of ministries/ministerial departments/implementation agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community based organizations and trade unions were combined in the “CSO” category; and the few respondents from independent government institutions and the judiciary branch were included in the “Other” category. There were no respondents from private foundations, youth groups, and faith-based groups.

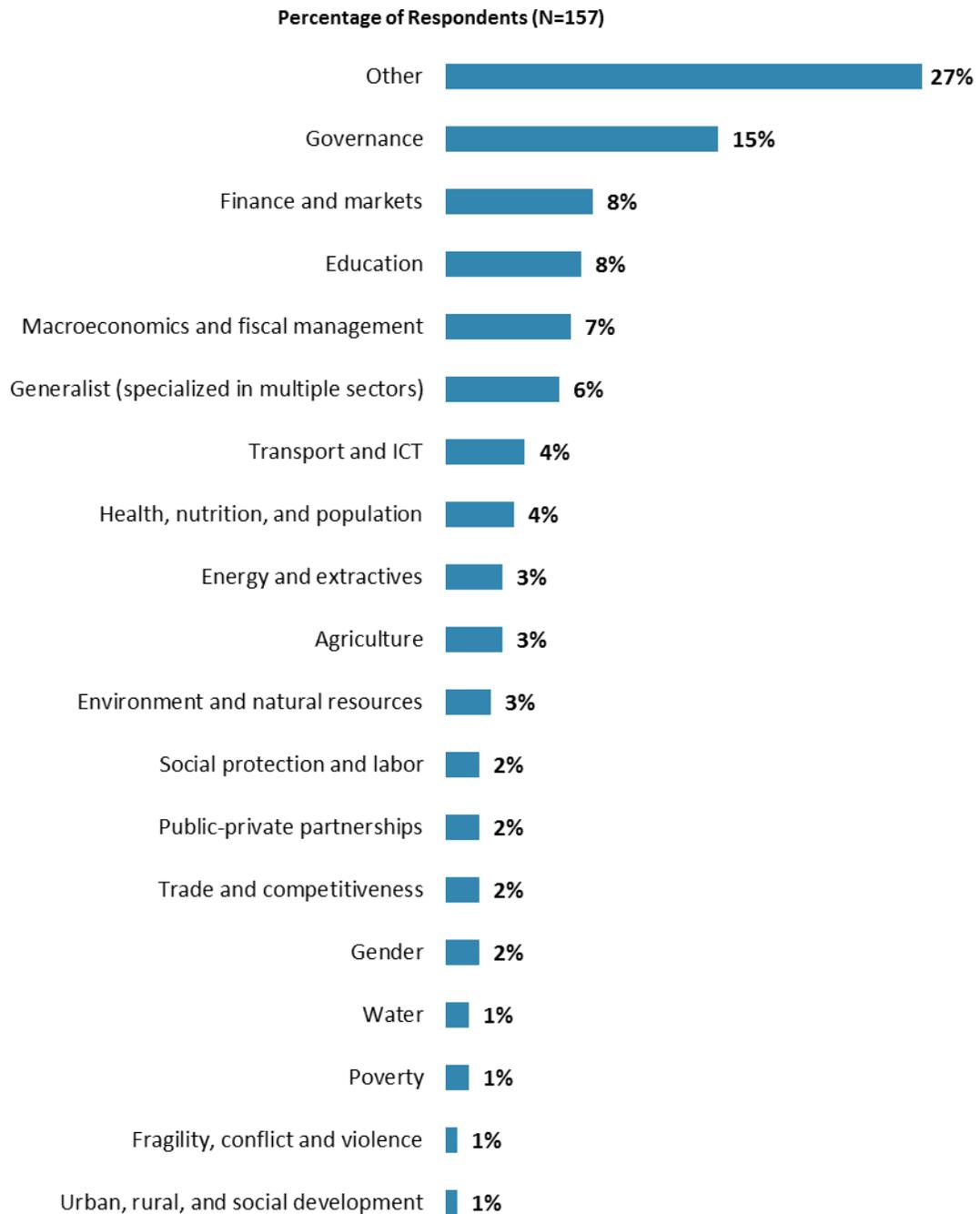


“Which of the following best describes your current position?” (Respondents chose from a list.)



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

#### Area of Primary Specialization



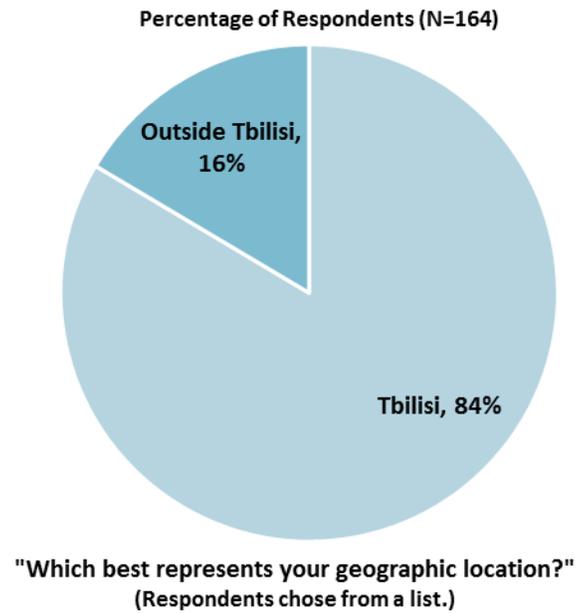
**“Please identify the primary specialization of your work.” (Respondents chose from a list.)**



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

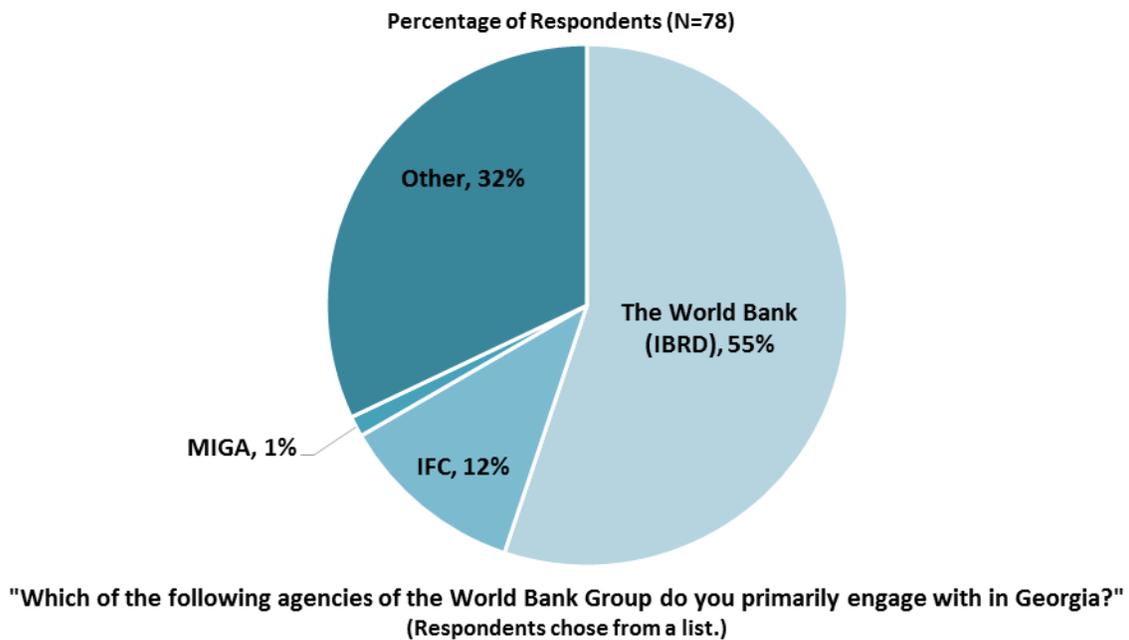
#### Geographic Locations

- Geographic location comparisons can be found in Appendix C (page 84).



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

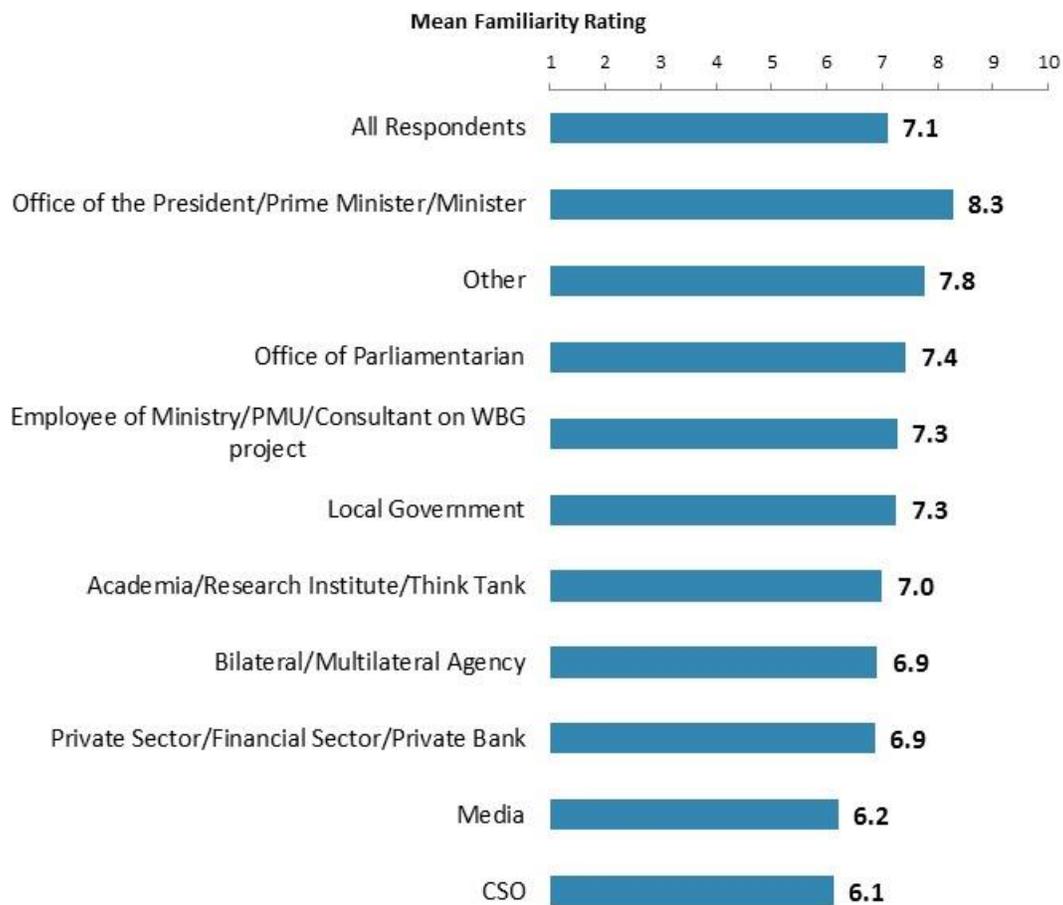




### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'13 Country Survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'16 = 7.0; weighted mean in FY'13 = 7.1)<sup>1</sup>.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Georgia, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in Georgia, and the extent to which the WBG contributes to the country's development results.



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

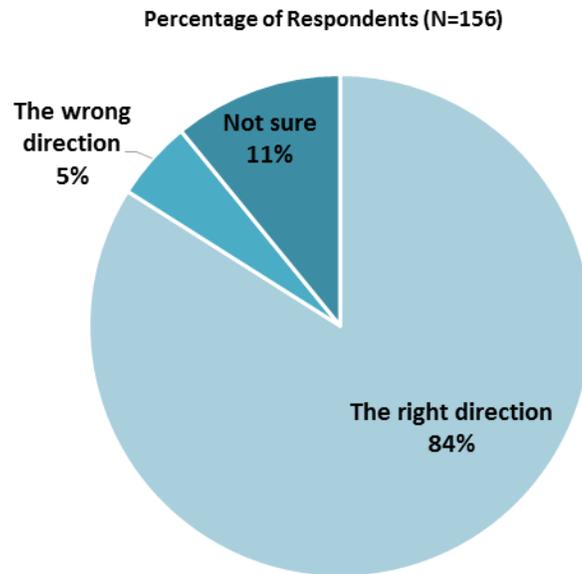
<sup>1</sup> Please refer to Appendix E (page 93) for more details on weighting. The means in the chart were calculated based on un-weighted data.



## IV. General Issues Facing Georgia

### Headed in the Right Direction

- **Stakeholder groups:** In this year's Country Survey, most respondents across stakeholder groups indicated that Georgia is headed in the right direction, whereas respondents from CSOs were least positive about the prospect of Georgia.



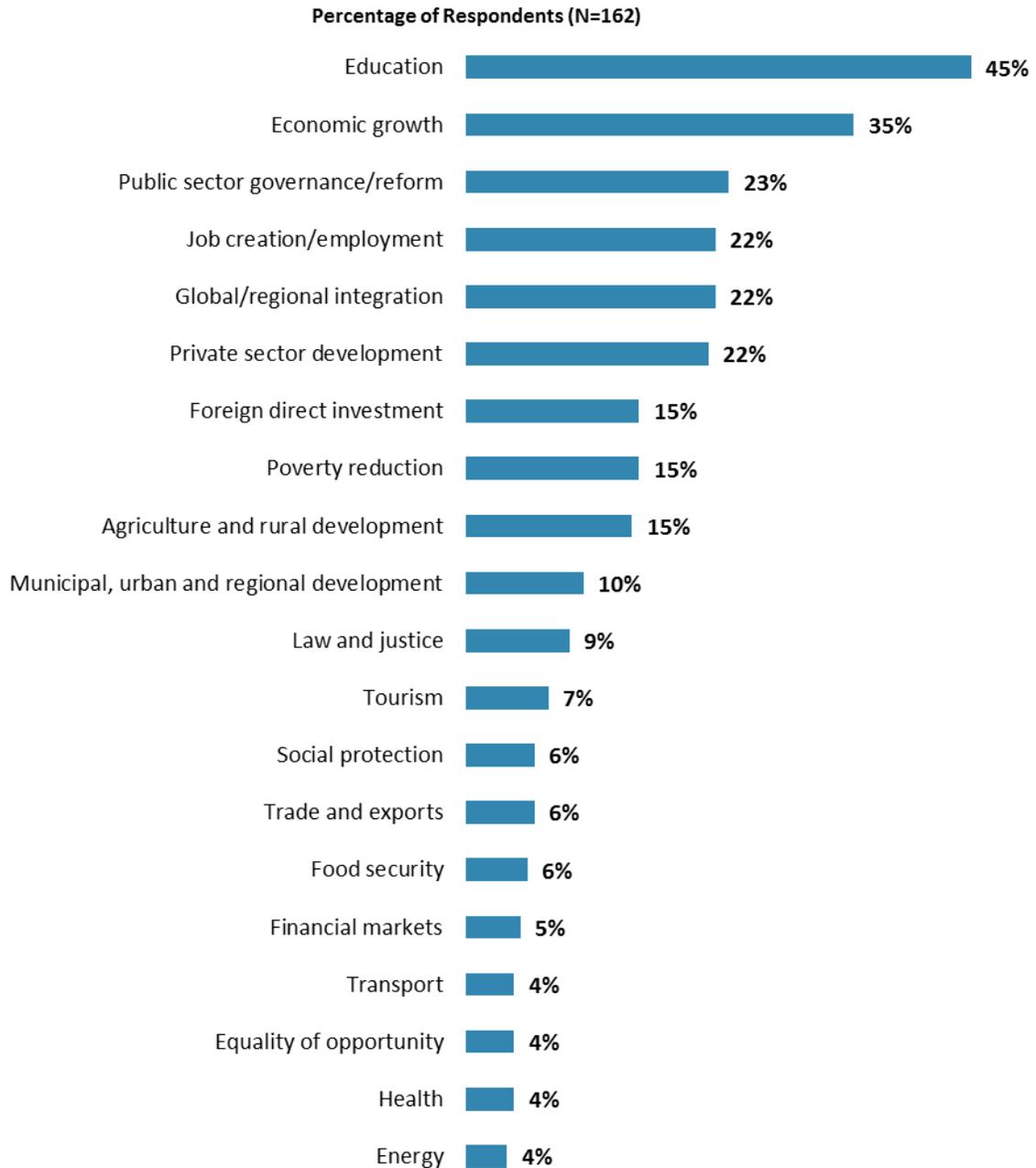
"In general, would you say that Georgia is headed in ... ?"  
(Respondents chose from a list.)



## IV. General Issues Facing Georgia (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the most important development priorities in Georgia were “*education*” (43%), “*economic growth*” (31%), and “*job creation/employment*” (30%).



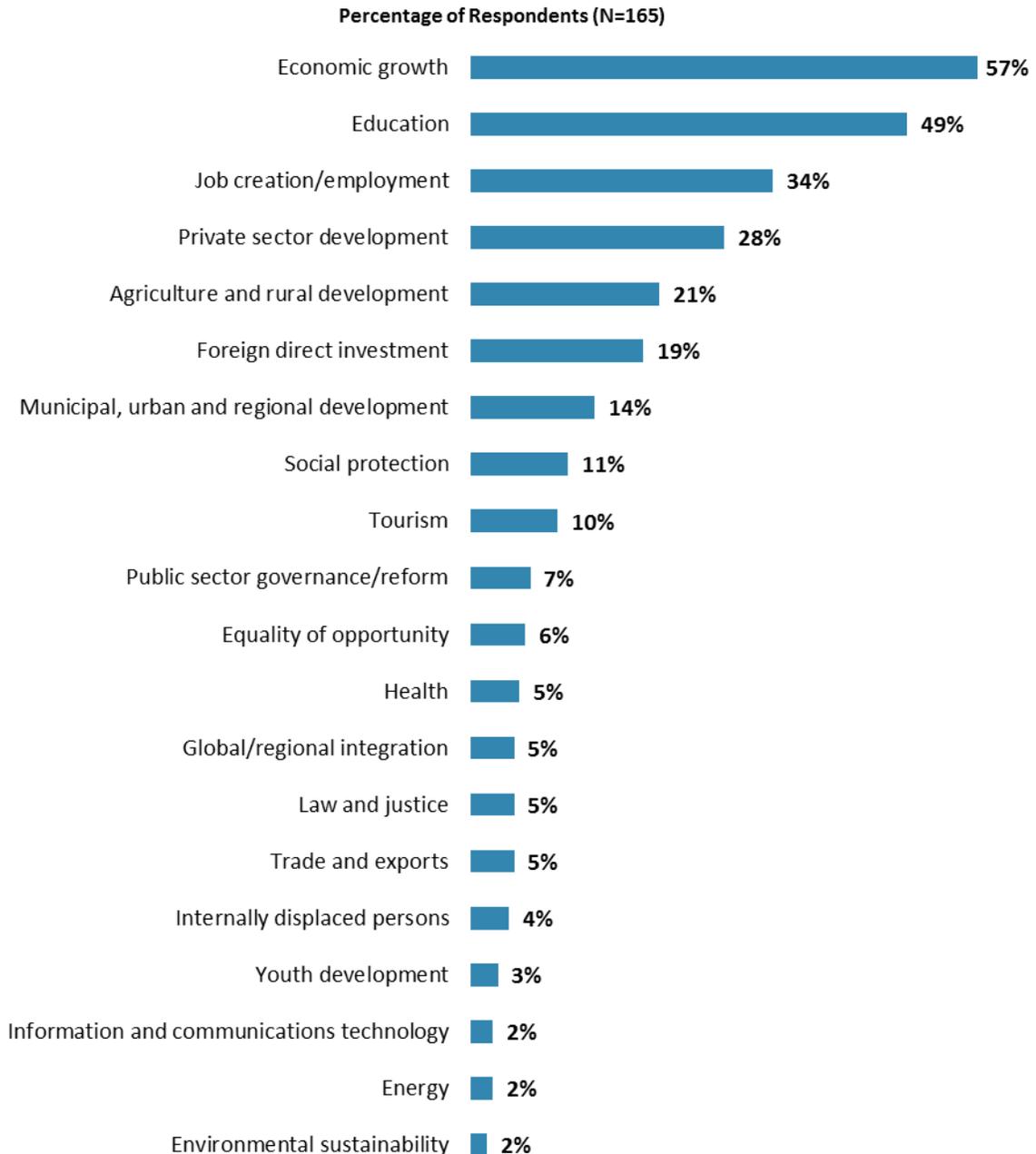
"Listed below are a number of development priorities in Georgia. Please identify which of the following you consider the most important development priorities in Georgia. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined. Top 20 of 35 response options shown.)



## IV. General Issues Facing Georgia (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'13 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Georgia were “*economic growth*” (56%) and “*job creation/employment*” (43%).



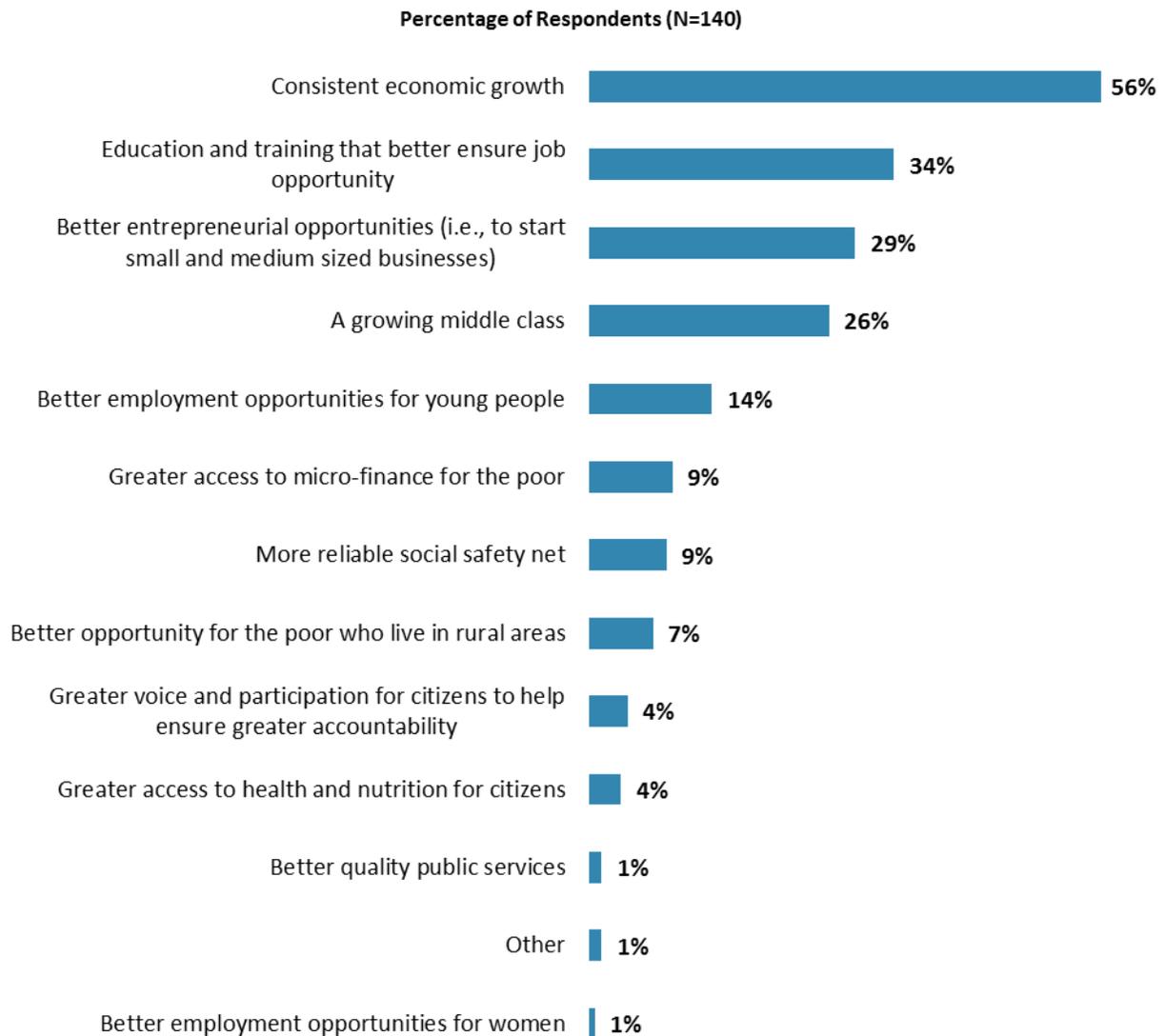
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Georgia? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 20 of 34 response options shown.)



## IV. General Issues Facing Georgia (continued)

### Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’13 Country Survey, respondents indicated that the greatest contributors to “shared prosperity” in Georgia were “*a growing middle class*” (52%), “*consistent economic growth*” (38%), “*better entrepreneurial opportunities*” (30%), and “*education and training that better ensure job opportunity*” (27%).

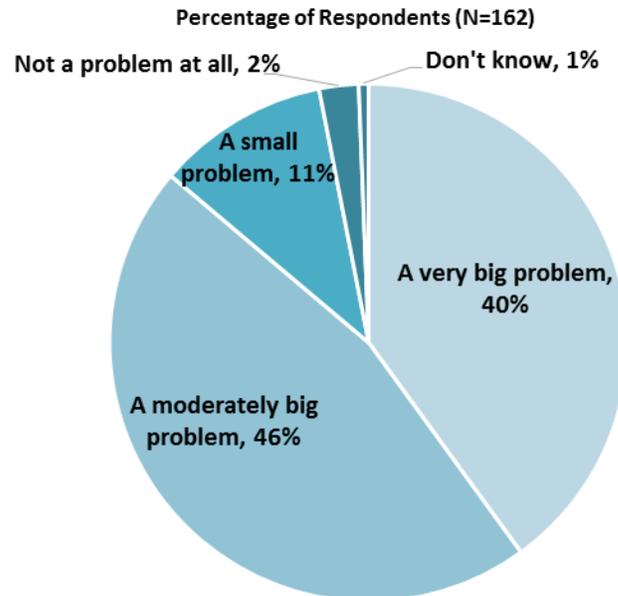


**"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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



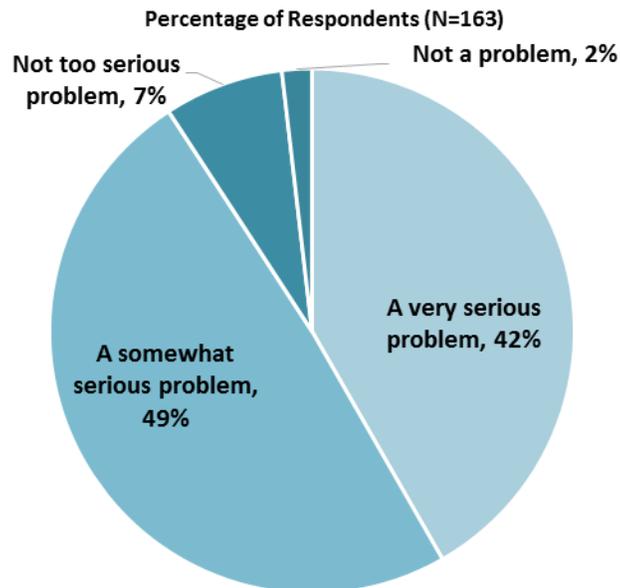
## IV. General Issues Facing Georgia (continued)

### Gap between the Rich and the Poor



"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 Georgia?" (Respondents chose from a list.)

### Global Climate Change



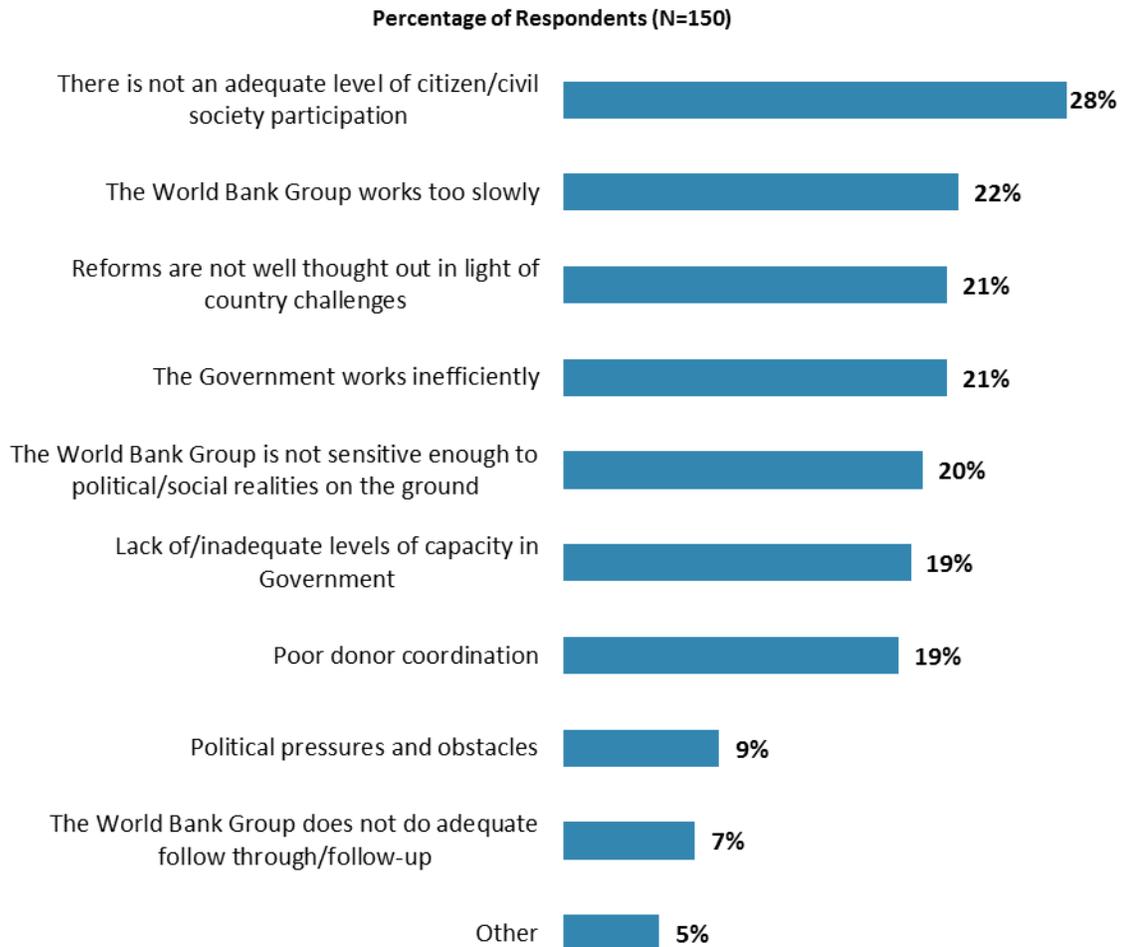
"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list.) (Note: no respondents chose "don't know")



## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'13 Country Survey most often attributed failed or slow World Bank assisted reform efforts to that *"there is not an adequate level of citizen/civil society participation"* (36%).



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



## 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<sup>2</sup> (Indicator Question)



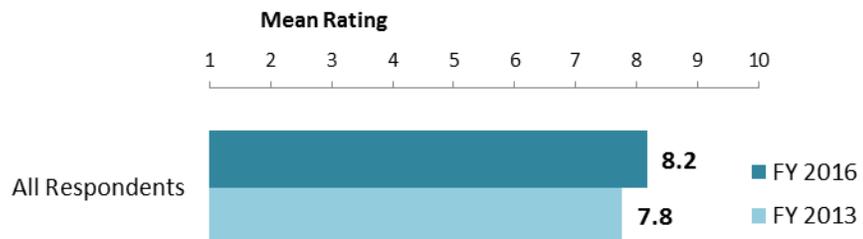
**"Overall, please rate your impression of the World Bank Group's effectiveness in Georgia."**  
(1 - "Not effective at all", 10 - "Very effective")

### Achieving Development Results (Indicator Question)



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

### WBG Staff Preparedness



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

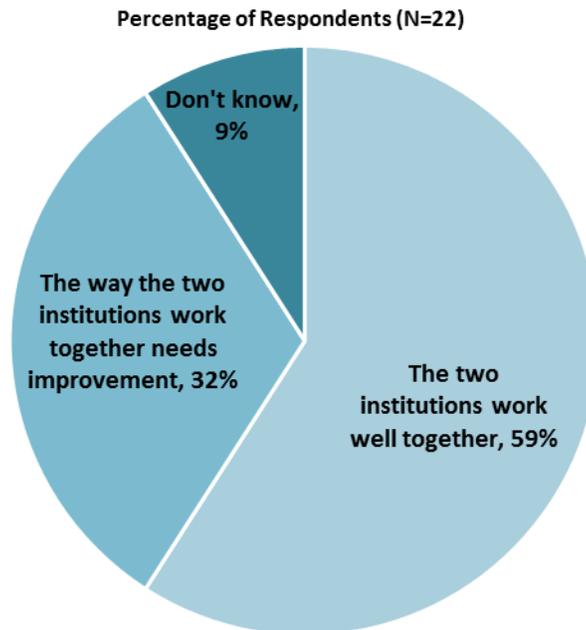
<sup>2</sup>All means presented in the charts on this page were calculated based on weighted data from FY’16 and FY’13.



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

### The World Bank and the IFC Working Together

- Only those stakeholders who responded “Yes” to the question “*Do your projects involve both the World Bank and the IFC?*” provided their views on the working relationship between the World Bank and the IFC.



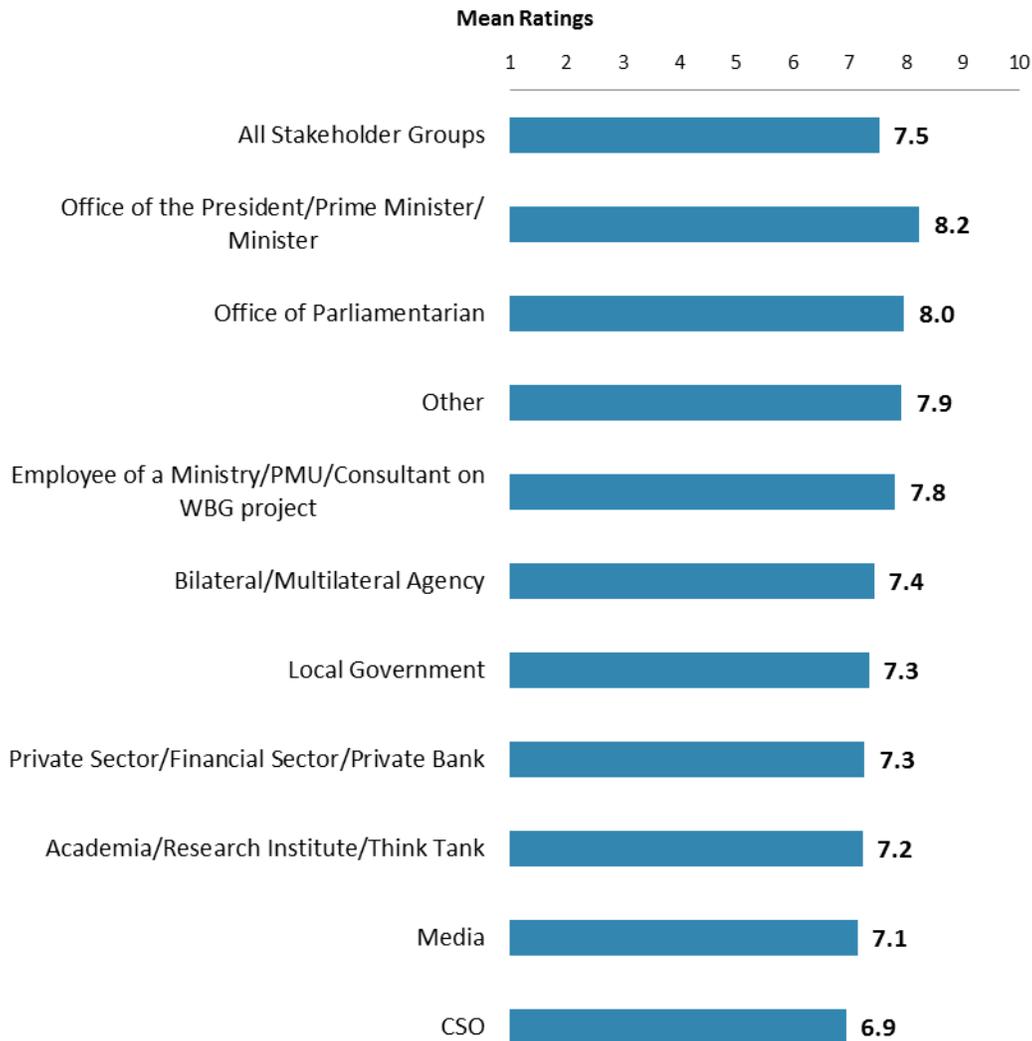
“If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Georgia?” (Respondents chose from a list.)  
(Note: no respondents chose “the two institutions do not work well together.”)



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents across stakeholder groups gave statistically similar overall ratings for the twenty six indicator questions. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 61).



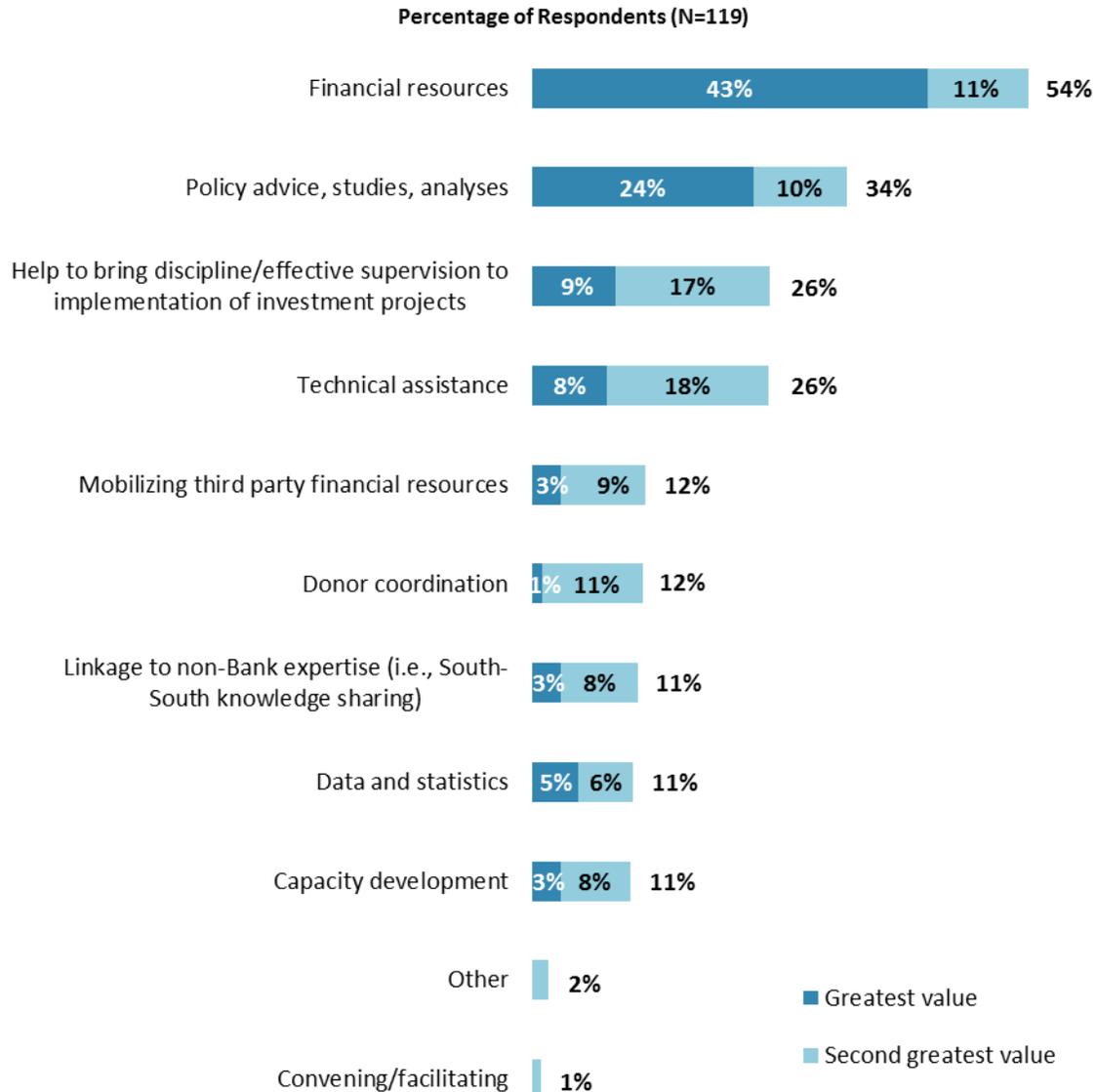
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest value to Georgia was its "*financial resources*": "*investment lending*" (69%) and "*policy based lending/budget support to the Government*" (45%).



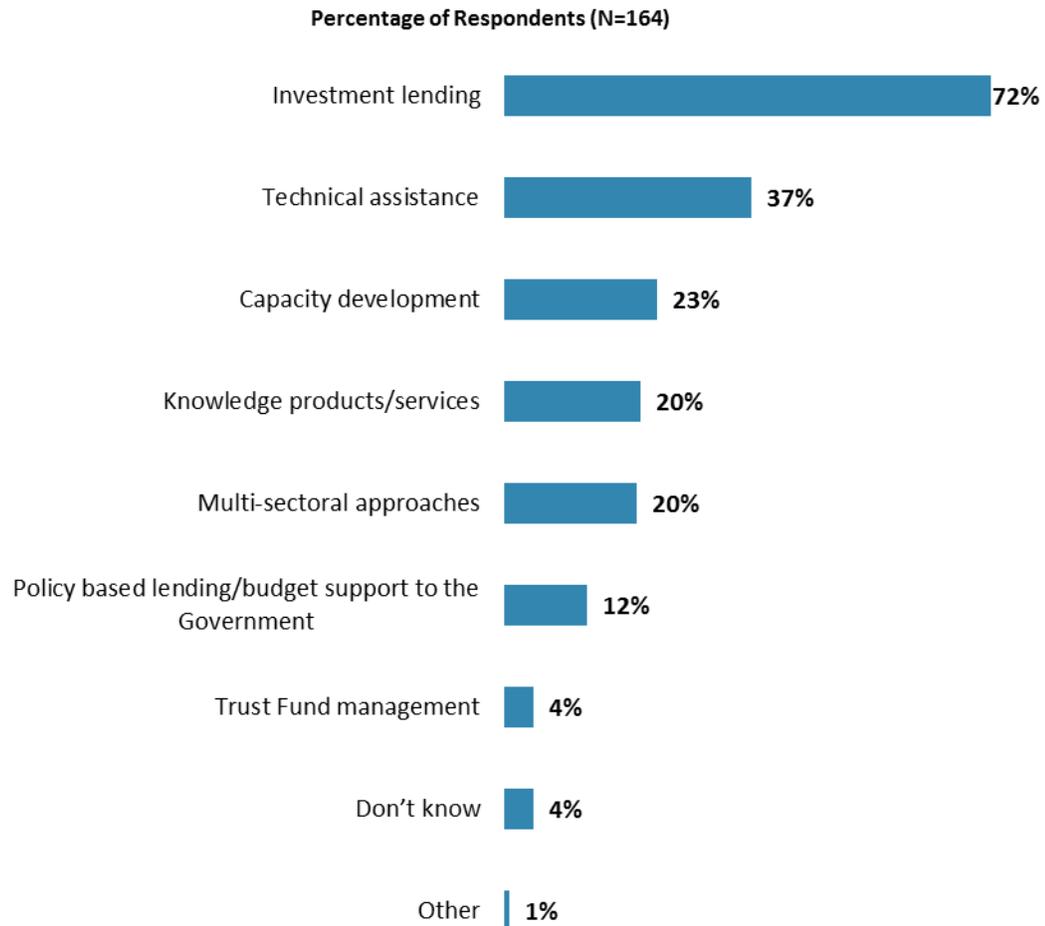
**"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Georgia?"**  
(Respondents chose from a list.)



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

### Most Effective Instruments in Reducing Poverty

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the most effective World Bank's instrument in reducing poverty in Georgia was “investment lending” (69%).



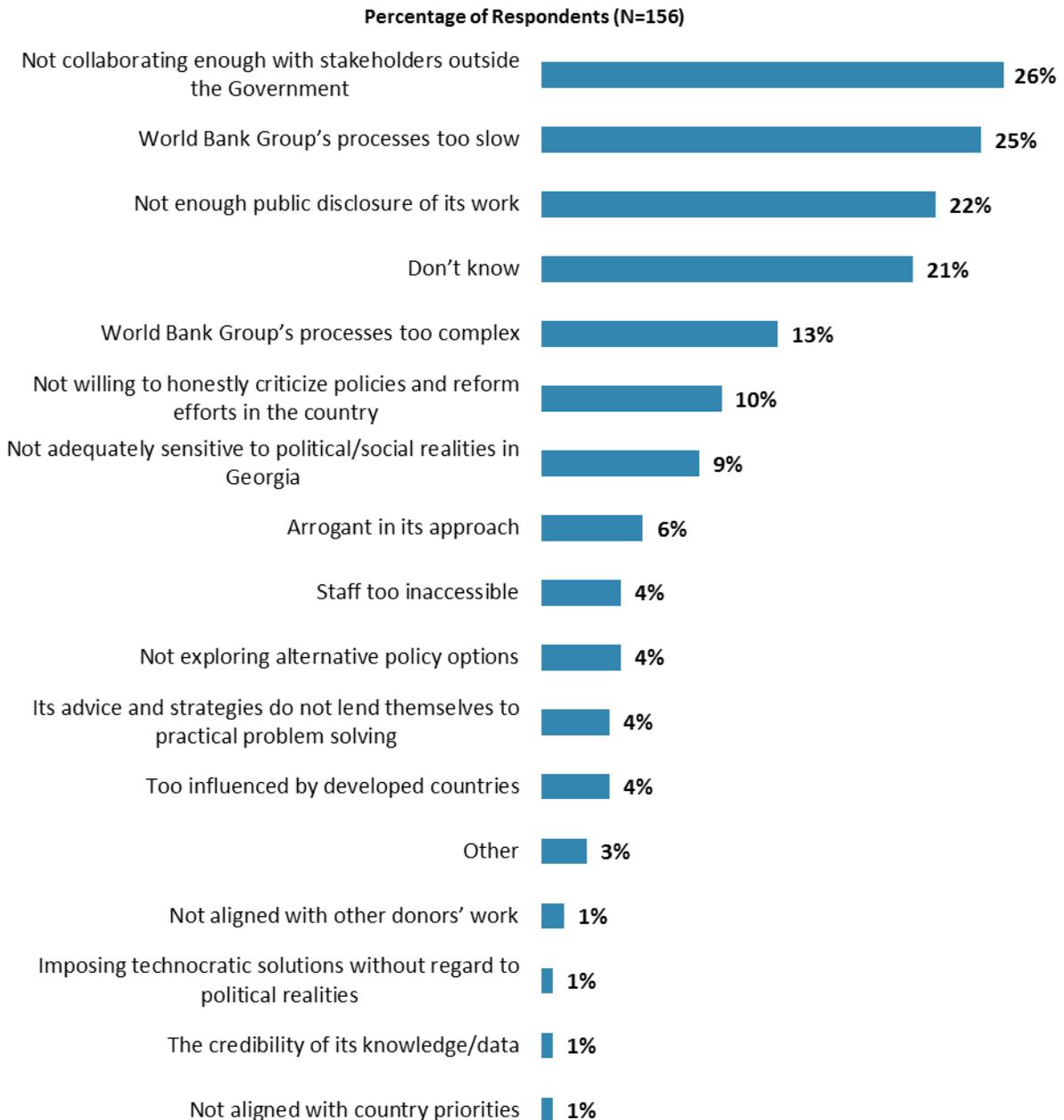
**“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Georgia? (Choose no more than TWO)”**  
(Respondents chose from a list. Responses combined.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest weaknesses in its work in Georgia were "*not enough public disclosure of its work*" (32%) and "*not willing to honestly criticize policies and reform efforts in the country*" (32%).

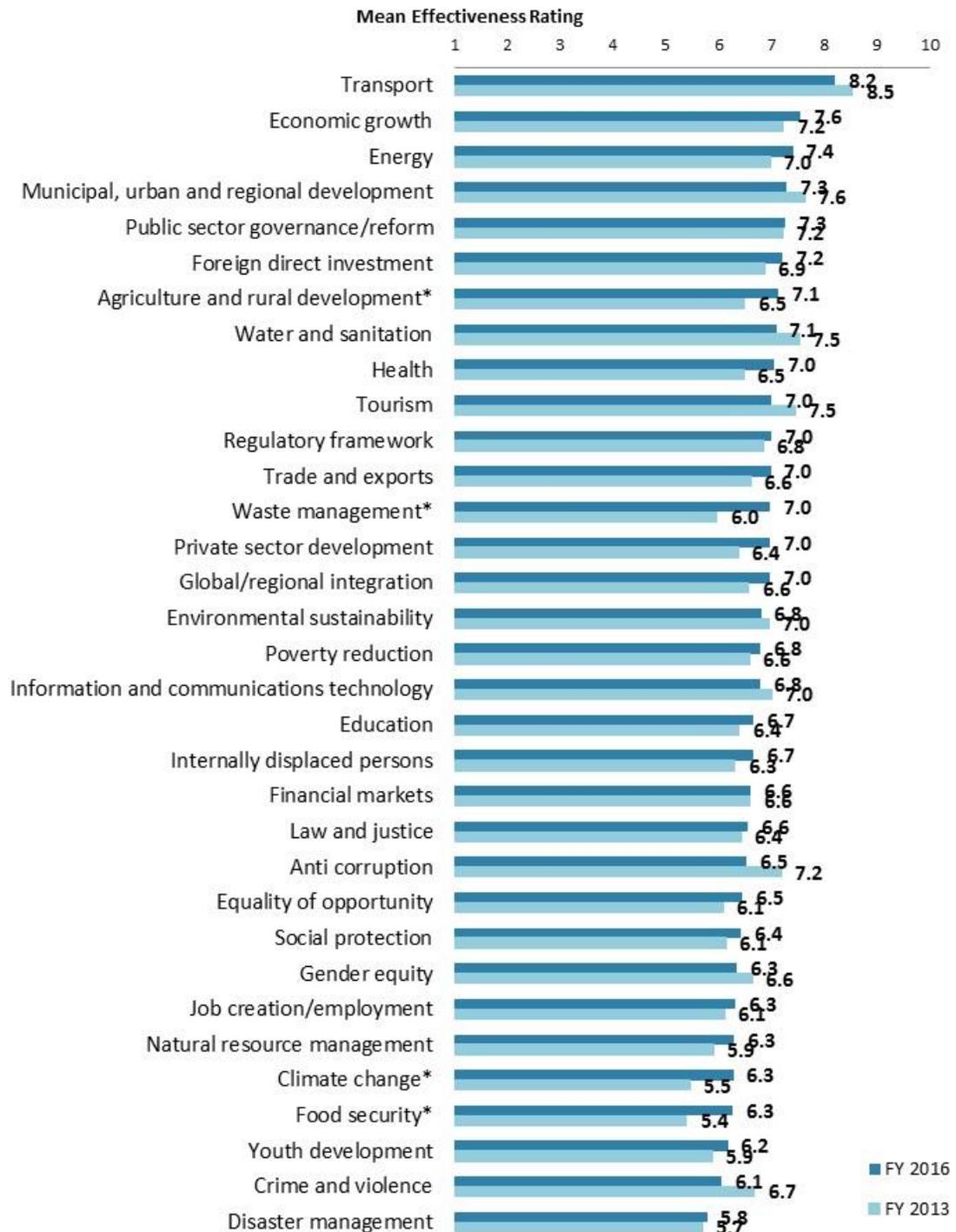


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Georgia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

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



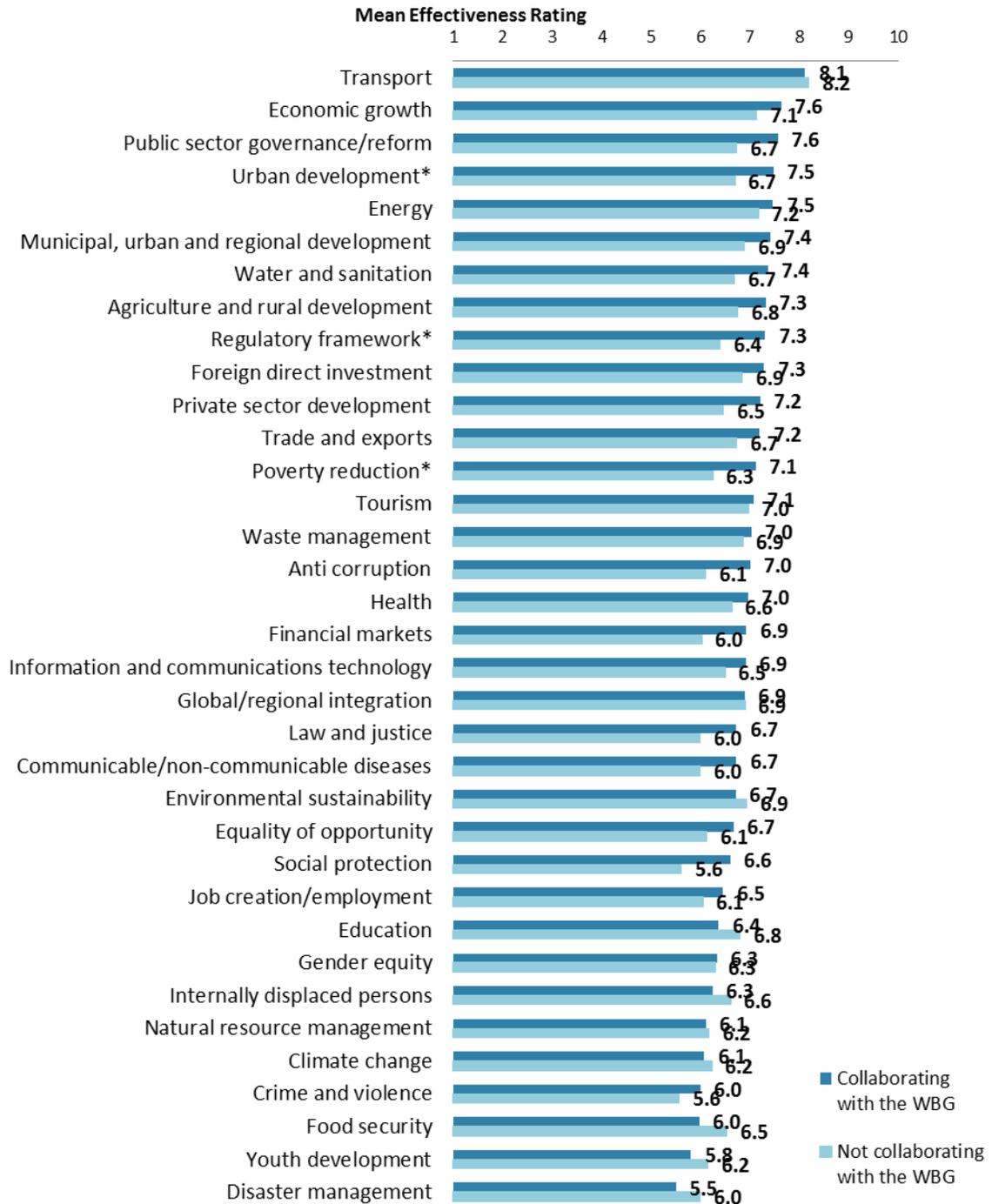
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Georgia?" (1-"Not effective at all", 10-"Very effective")  
 (\*Significantly different between FY 2016 and FY 2013)

<sup>3</sup>All means presented in this chart are calculated based on weighted data. See Appendix E for details.



## VI. Sectoral Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<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 Georgia?" (1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between collaborators and non-collaborators with the WBG)

<sup>4</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 54) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



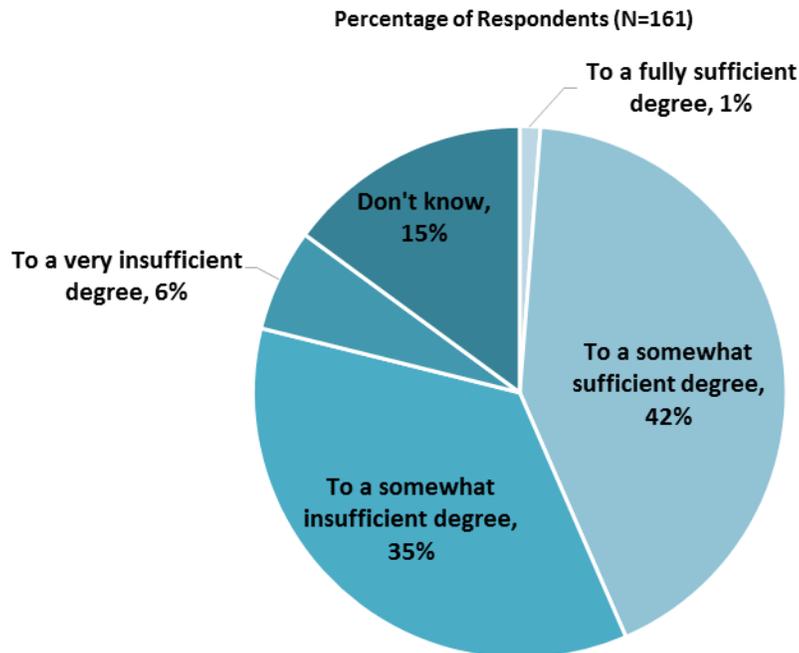
## VI. Sectoral Effectiveness (continued)

### The 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 Georgia?"**  
(1 - "To no degree at all", 10 - "To a very significant degree")

### Helping the Poorest



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



## VI. Sectoral 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 Georgia, bivariate correlational analyses were conducted using respondents' ratings of the thirty five specific areas of effectiveness.

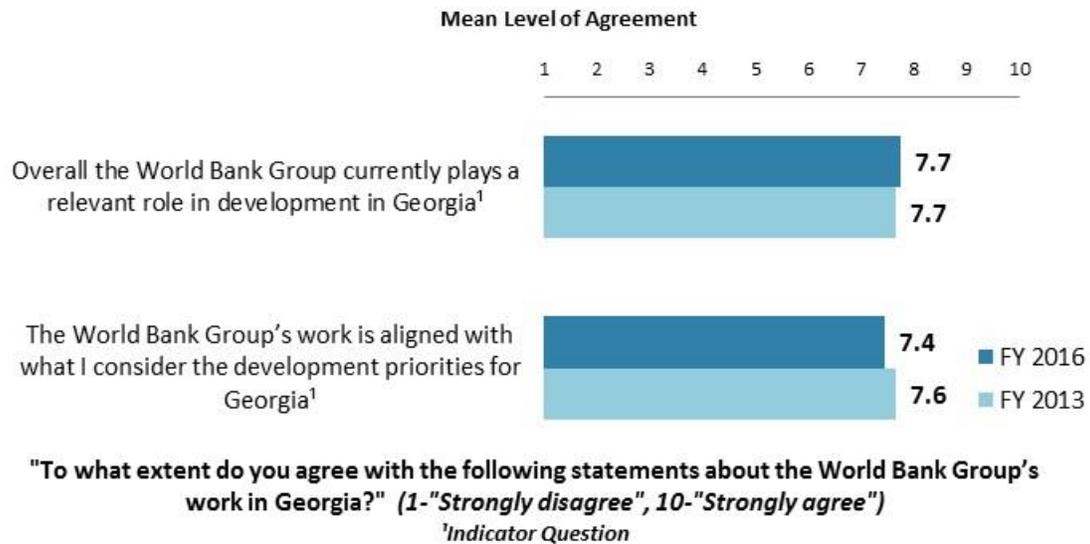
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the WBG's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the WBG's ability to help achieve development results increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the WBG's overall effectiveness or perceptions of the WBG's ability to help achieve development results.

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Georgia. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at social protection;
  - The WBG's effectiveness at law and justice; and
  - The WBG's effectiveness at information and communications technology.
  
- 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 Georgia, 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 social protection;
  - The WBG's effectiveness at economic growth; and
  - The WBG's effectiveness at regulatory framework.

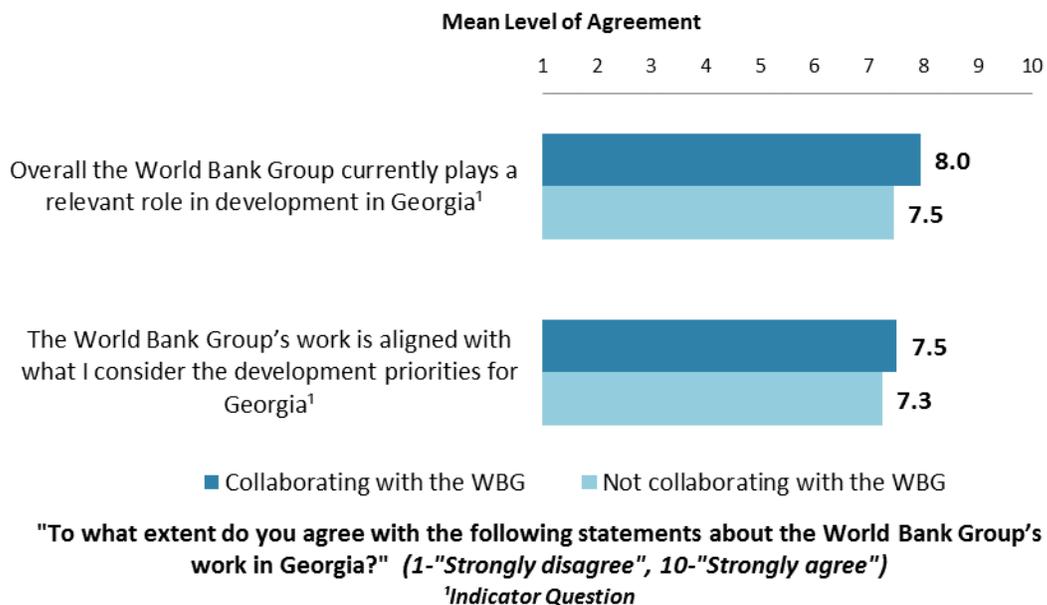


## VII. How the World Bank Group Operates

### The World Bank Group's Work in Georgia: Year Comparison<sup>5</sup>



### The World Bank Group's Work in Georgia: Collaboration



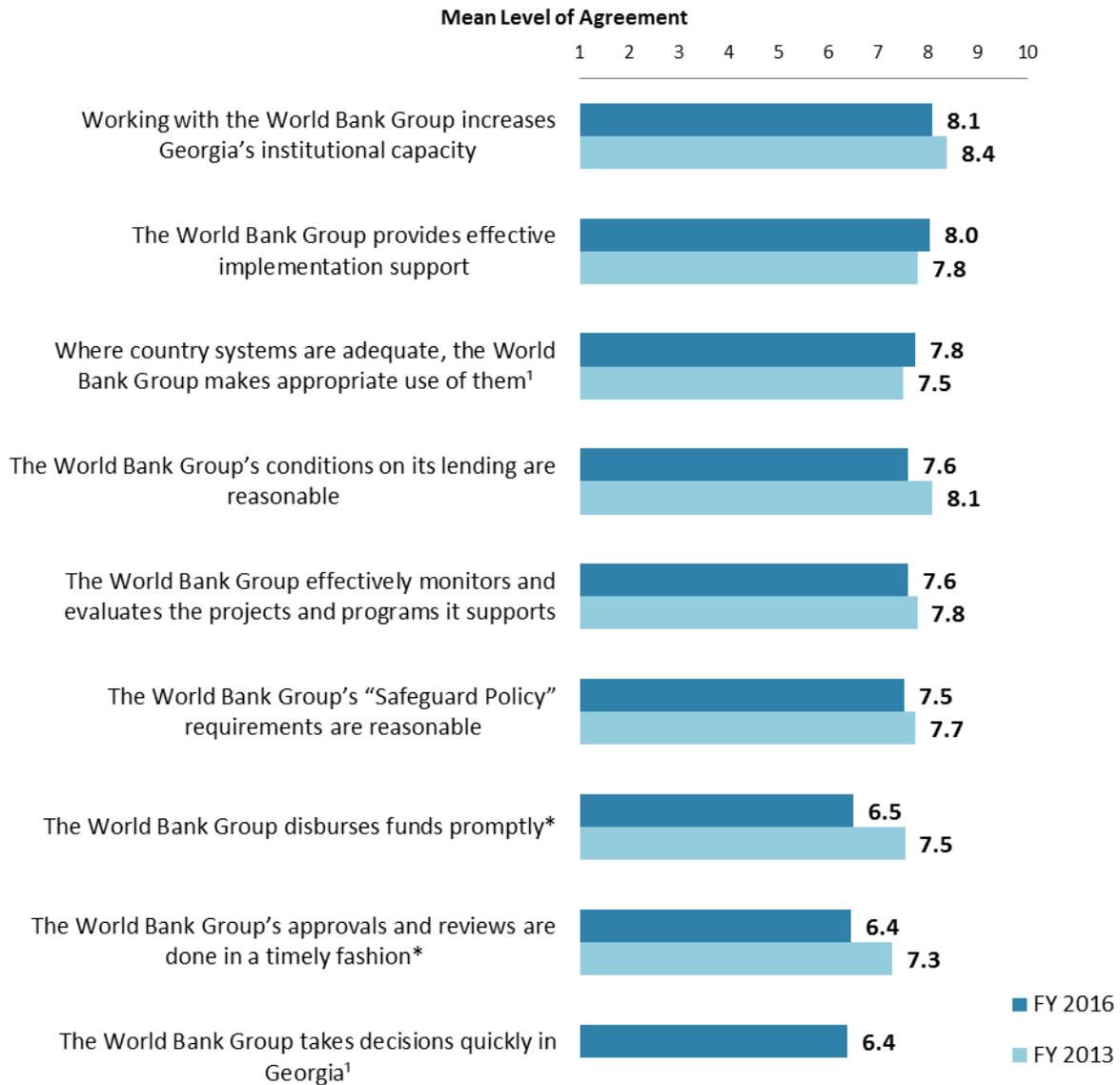
<sup>5</sup> Means in the chart were calculated based on weighted data.



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

### Overall Perceptions: Year Comparison<sup>6</sup>

- **Year comparison:** As indicated in the chart, respondents in this year's Country Survey had significantly lower levels of agreement with several statements below compared to respondents in the FY'13 Country Survey.



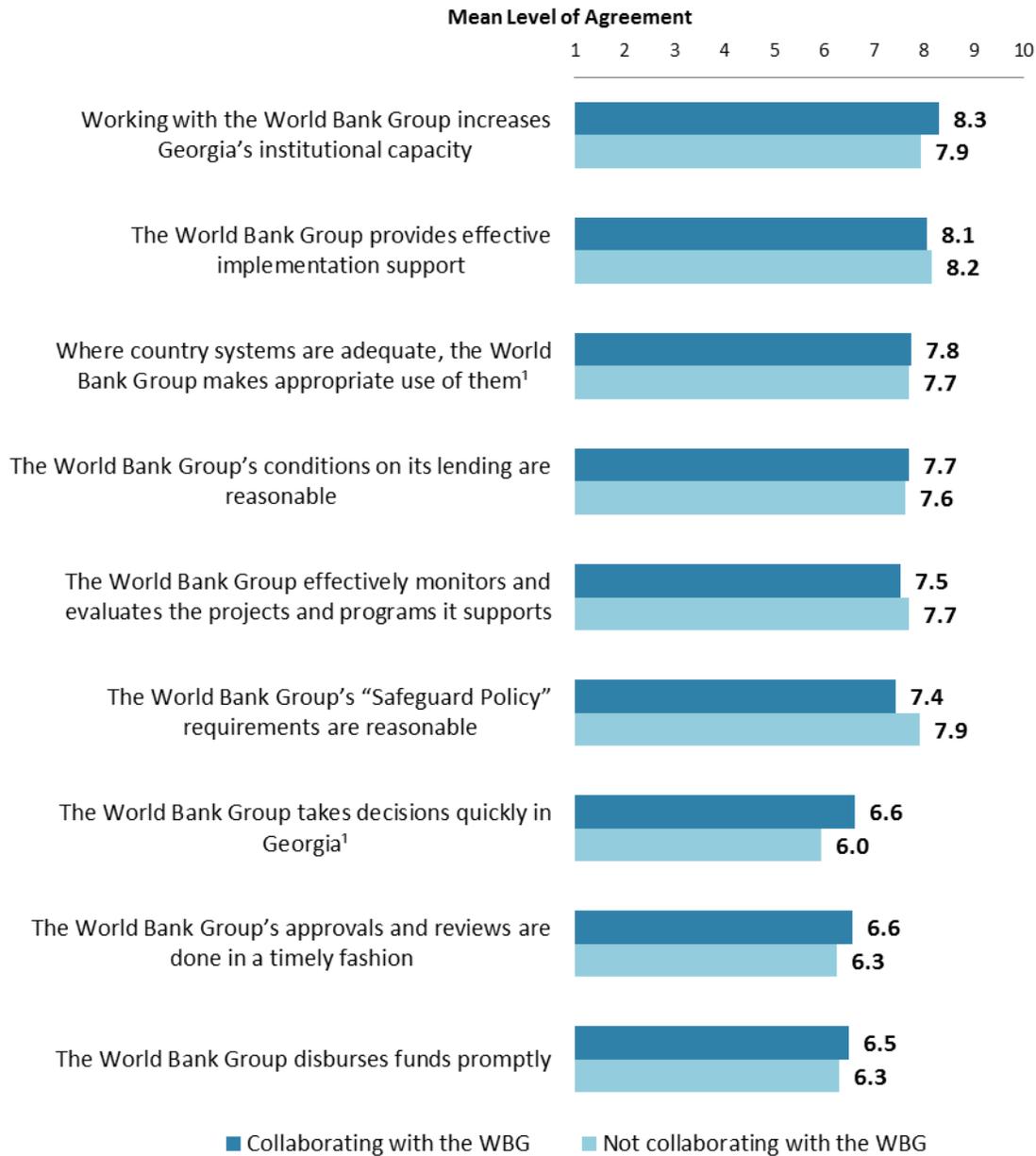
**"To what extent do you agree/disagree with the following statements?"**  
*(1-"Strongly disagree", 10-"Strongly agree")*  
*(\*Significantly different between FY 2016 and FY 2013)*  
*<sup>1</sup>Indicator Question*

<sup>6</sup> Means in the chart were calculated based on weighted data.



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

### Overall Perceptions: Collaboration

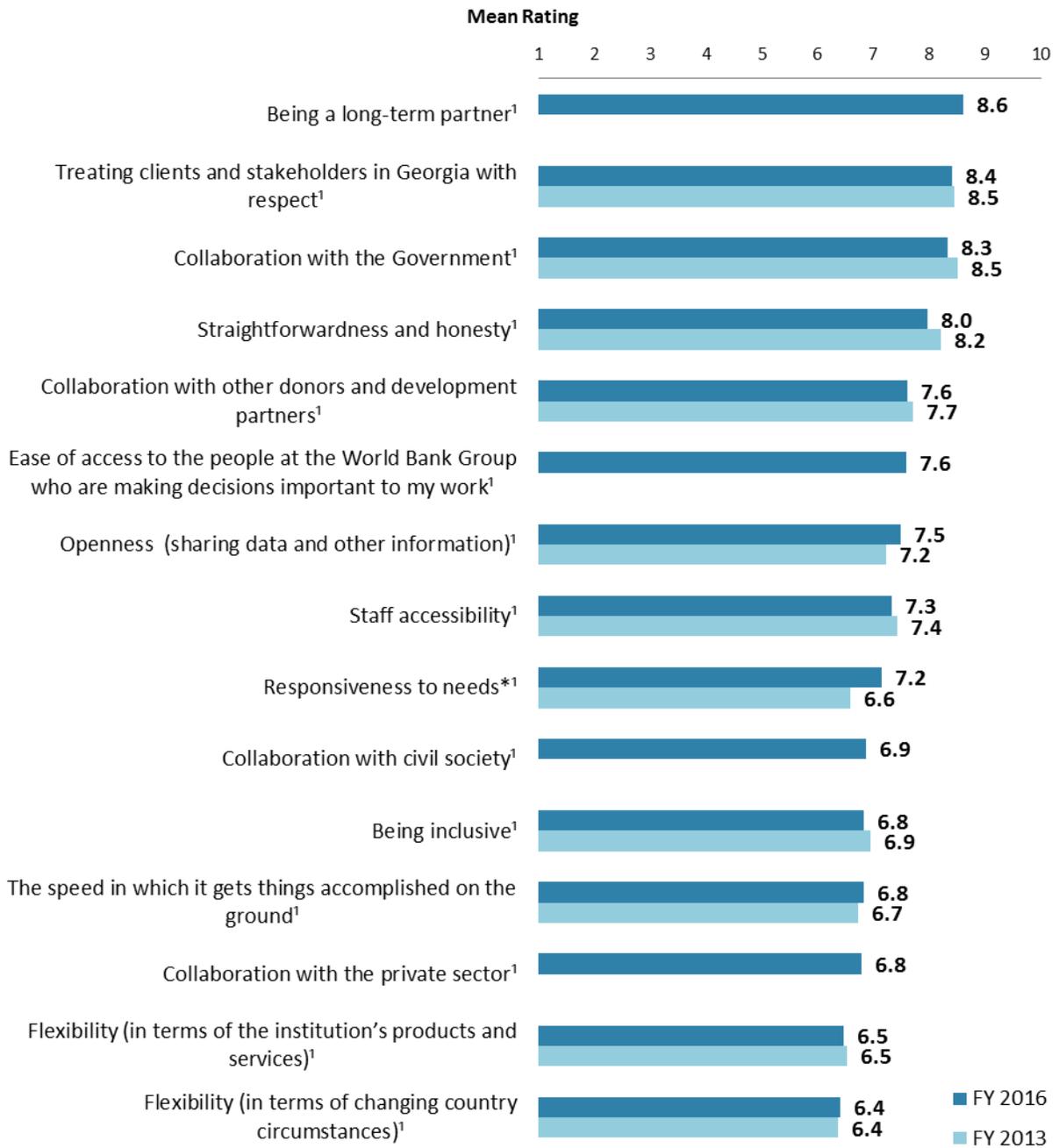


"To what extent do you agree/disagree with the following statements?"  
(1-"Strongly disagree", 10-"Strongly agree")  
*Indicator Question*



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

### The WBG as an Effective Development Partner: Year Comparison<sup>7</sup>



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

(\*Significantly different between FY 2016 and FY 2013)

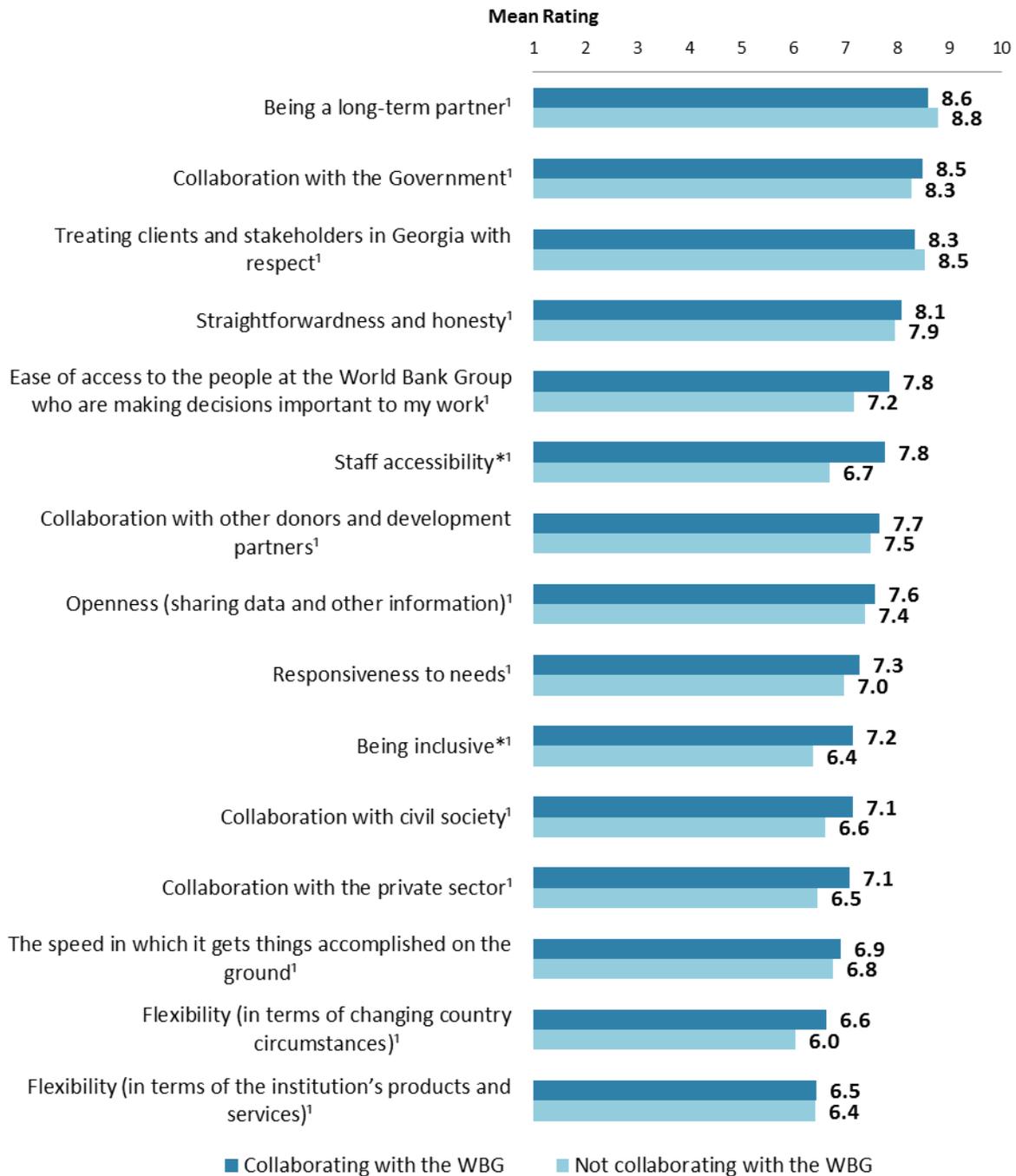
<sup>1</sup>Indicator Question

<sup>7</sup> Means in the chart were calculated based on weighted data.



## 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 Georgia, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

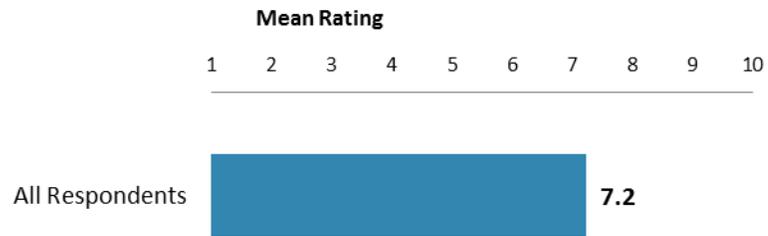
(\*Significantly different between collaborators and non-collaborators with the WBG)

<sup>1</sup>Indicator Question



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

### Internal Measuring and Monitoring



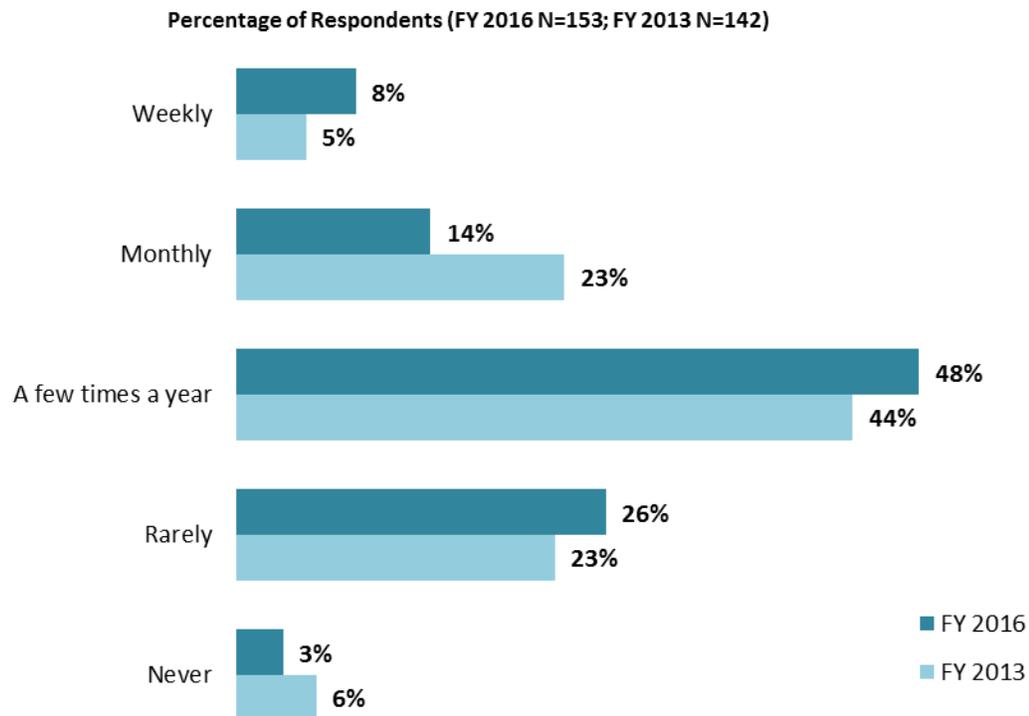
**"To what extent do you believe the World Bank Group measures and corrects its work in real time in Georgia?" (1-"To no degree at all", 10-"To a very significant degree")**



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

### Frequency of Consulting WBG Knowledge Work and Activities<sup>8</sup>

- **Stakeholder groups:** In this year's Country Survey, respondents from the Office of the President/Prime Minister/Minister and PMUs/consultants on WBG-supported projects indicated the most frequent usage of the WBG's knowledge work and activities compared to respondents from other stakeholder groups.



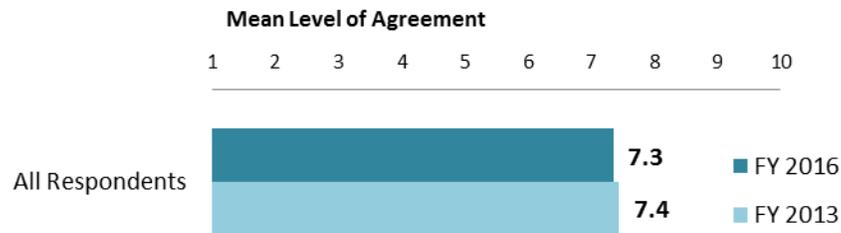
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"  
(Respondents chose from a list.)

<sup>8</sup> Percentages in the chart were calculated based on weighted data.



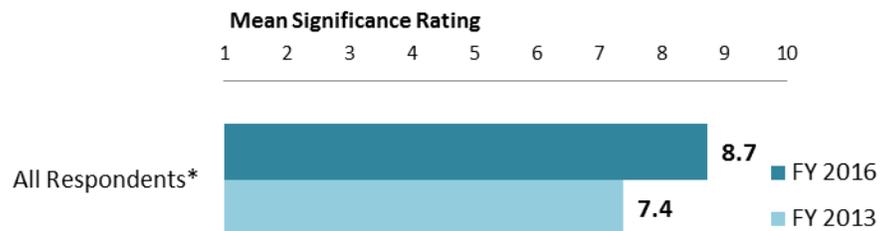
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Georgia's Knowledge Needs<sup>9</sup> (Indicator Question)



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

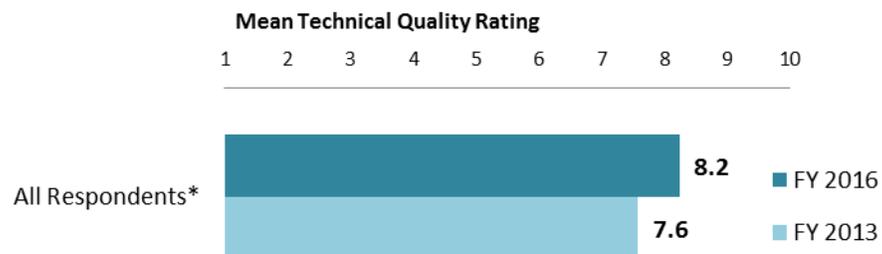
### Contribution of the WBG's Knowledge Work and Activities (Indicator Question)



"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")  
(\*Significantly different between FY 2016 and FY 2013)

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



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

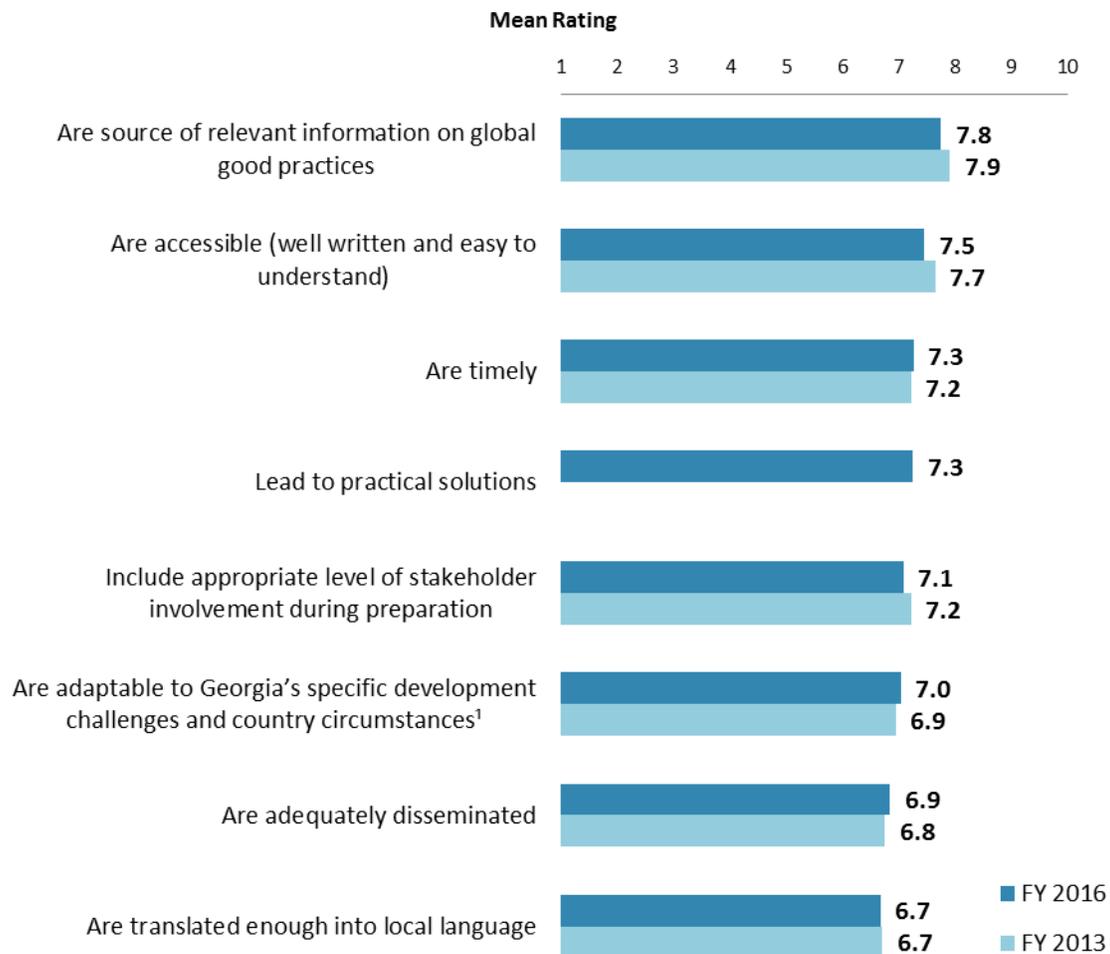
(\*Significantly different between FY 2016 and FY 2013)

<sup>9</sup> All means in the charts on this page were calculated based on weighted data.



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

### Qualities of the WBG's Knowledge Work and Activities<sup>10</sup>



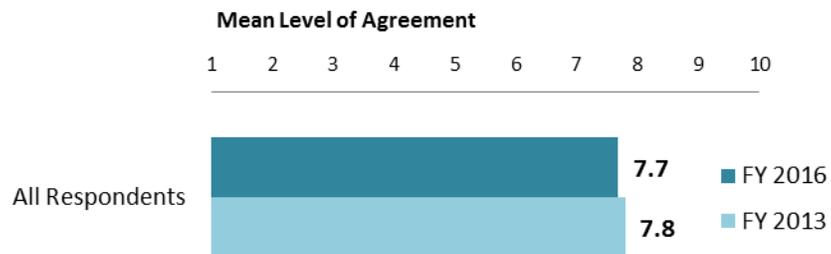
"In Georgia, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")  
<sup>1</sup>Indicator Question

<sup>10</sup> Means in the chart were calculated based on weighted data.



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

### Meeting Georgia's Needs for Financial Instruments<sup>11</sup> (*Indicator Question*)



**"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Georgia."**  
(1-"Strongly disagree", 10-"Strongly agree")

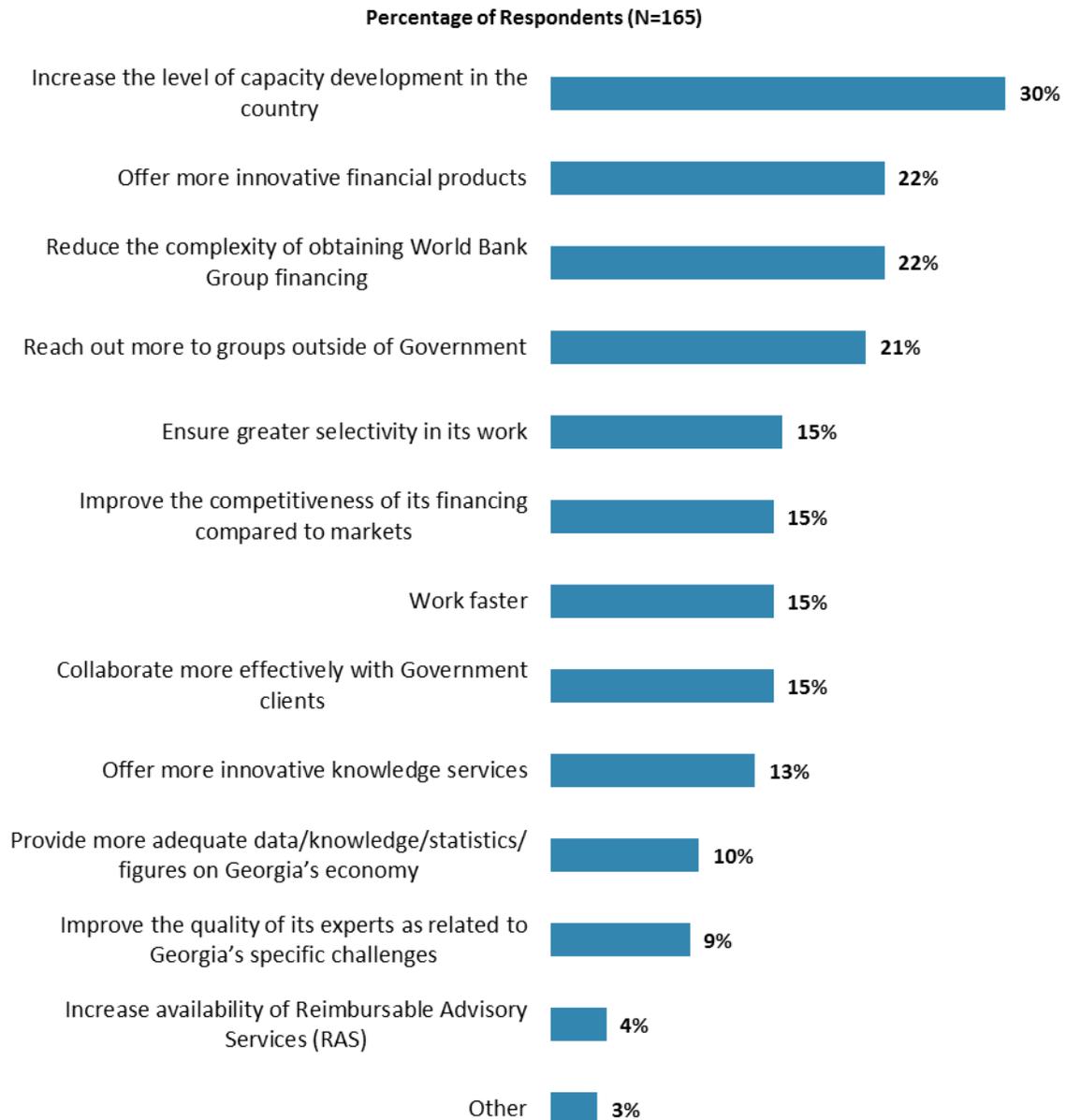
<sup>11</sup> Means in the chart were calculated based on weighted data.



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

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should “*improve the quality of its experts as related to Georgia’s specific challenges*” (34%), “*offer more innovative financial products*” (29%), and “*reduce the complexity of obtaining World Bank financing*” (27%) to make itself of greater value in Georgia.



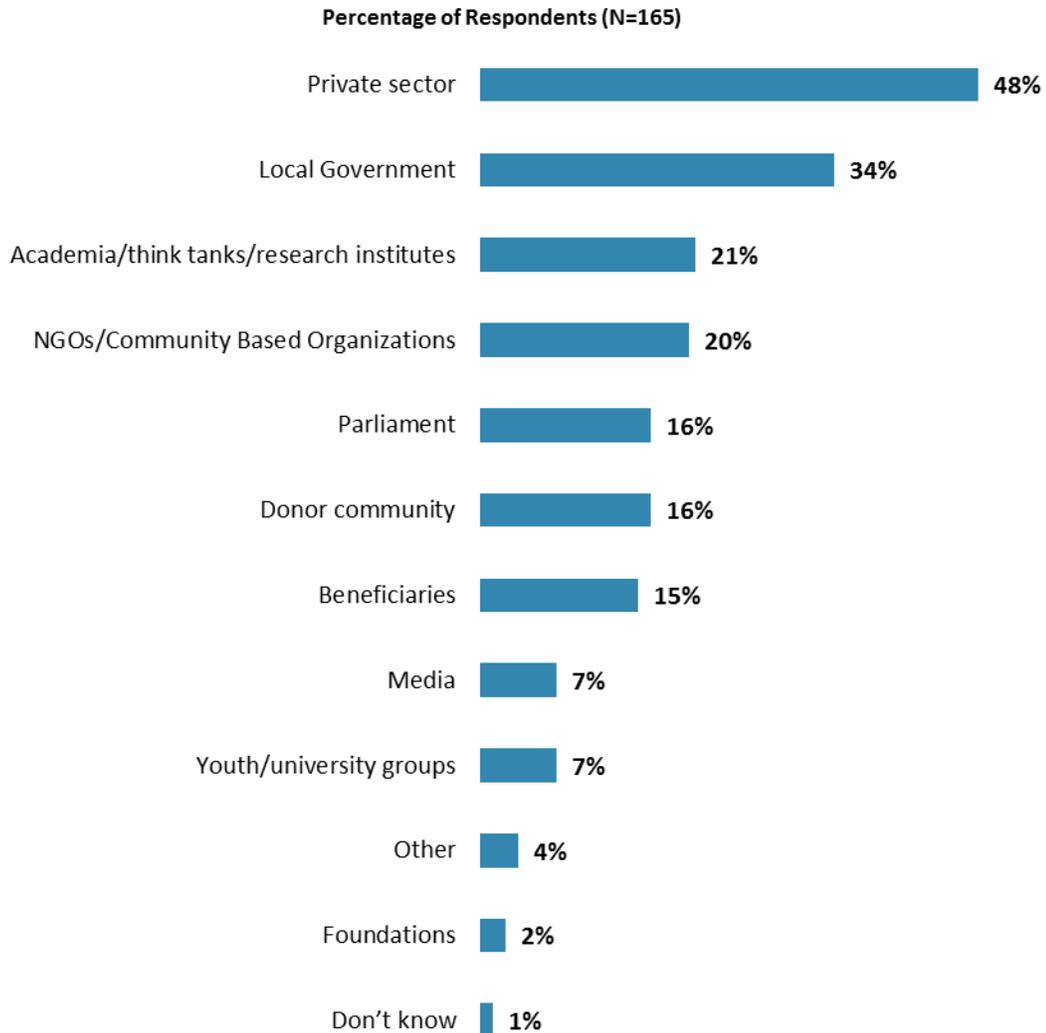
**"Which of the following SHOULD the World Bank Group do to make itself of greater value in Georgia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



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

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

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should work more with “*private sector*” (48%), “*local government*” (35%), “*NGOs*” (33%), and “*academia/think tanks/research institutes*” (26%) to ensure better development results in Georgia.



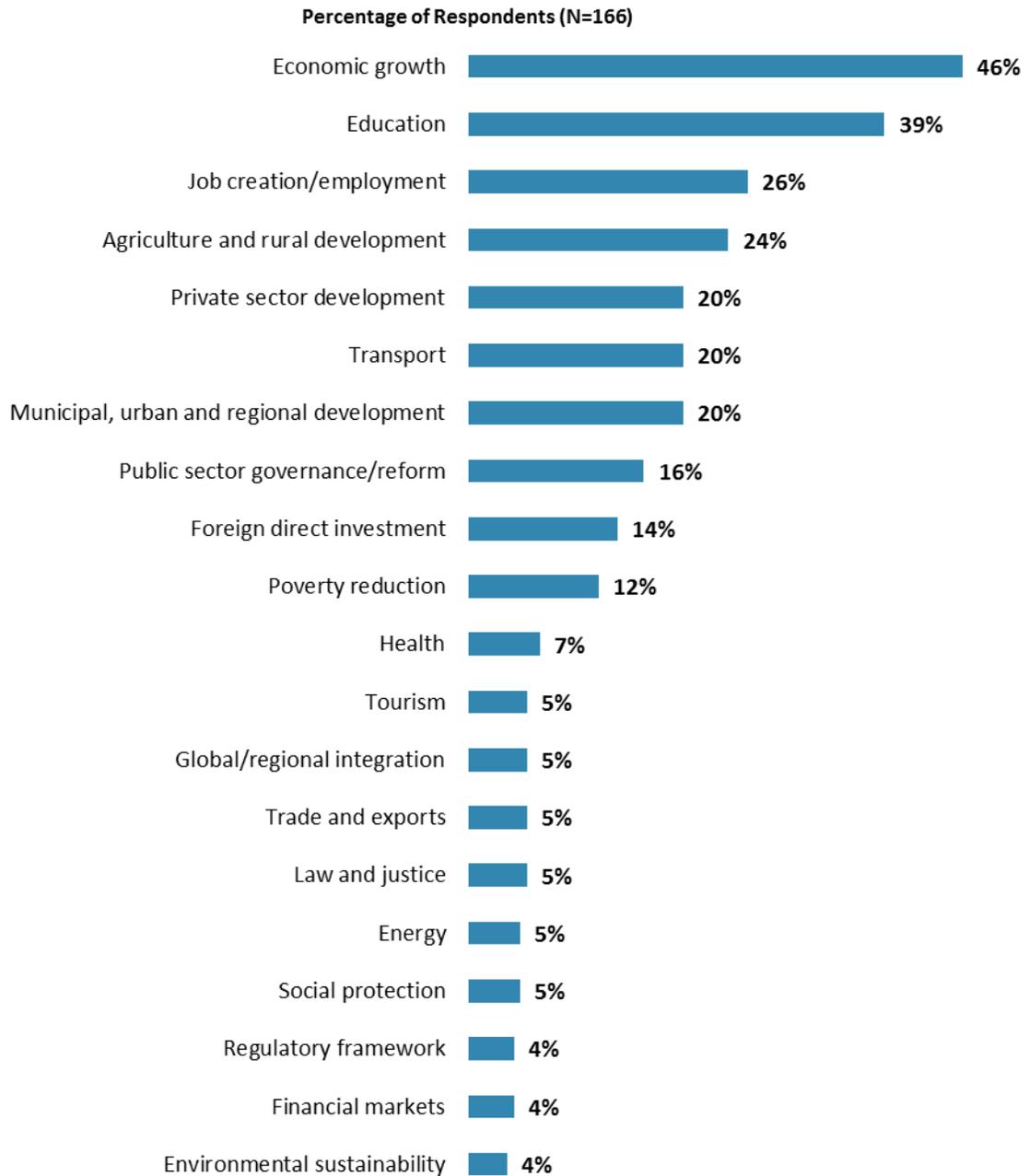
**"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"**  
(Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should focus its resources on “*education*” (36%) and “*agriculture and rural development*” (28%).

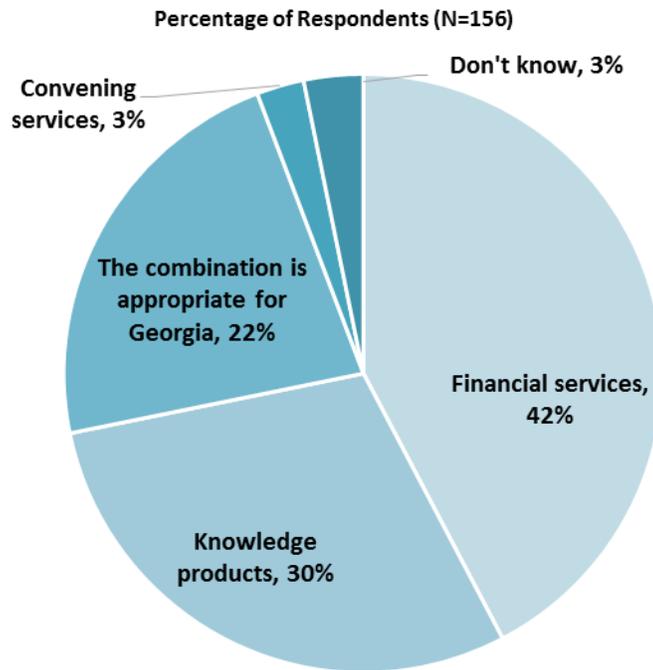


“When thinking about how the World Bank Group can have the most impact on development results in Georgia, in which sectoral areas do you believe the WBG should focus most of its resources in Georgia? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 20 of 35 response options shown.)



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

### Future Combination of the WBG Services



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

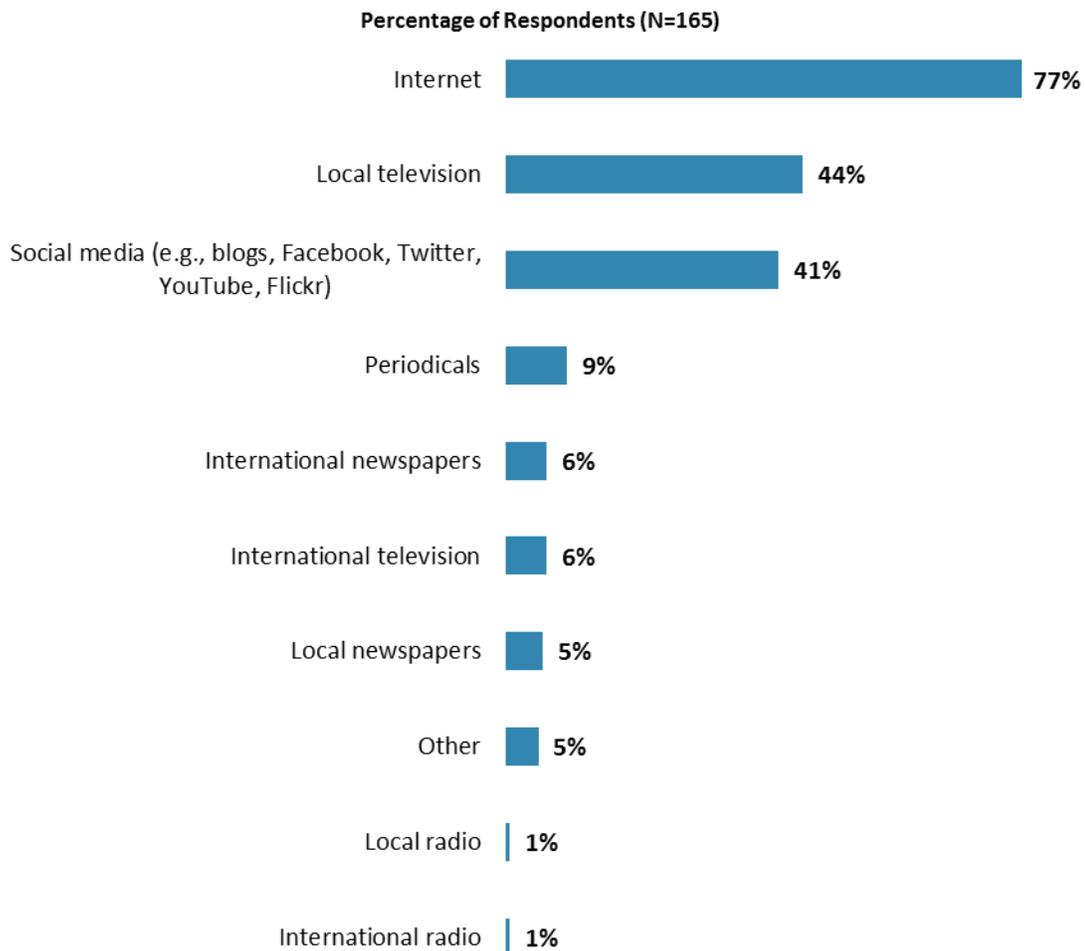


## X. Communication and Outreach

*Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 61) for all responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY’13 Country Survey indicated that they got most of their information about economic and social development issues in Georgia from “*Internet*” (81%).



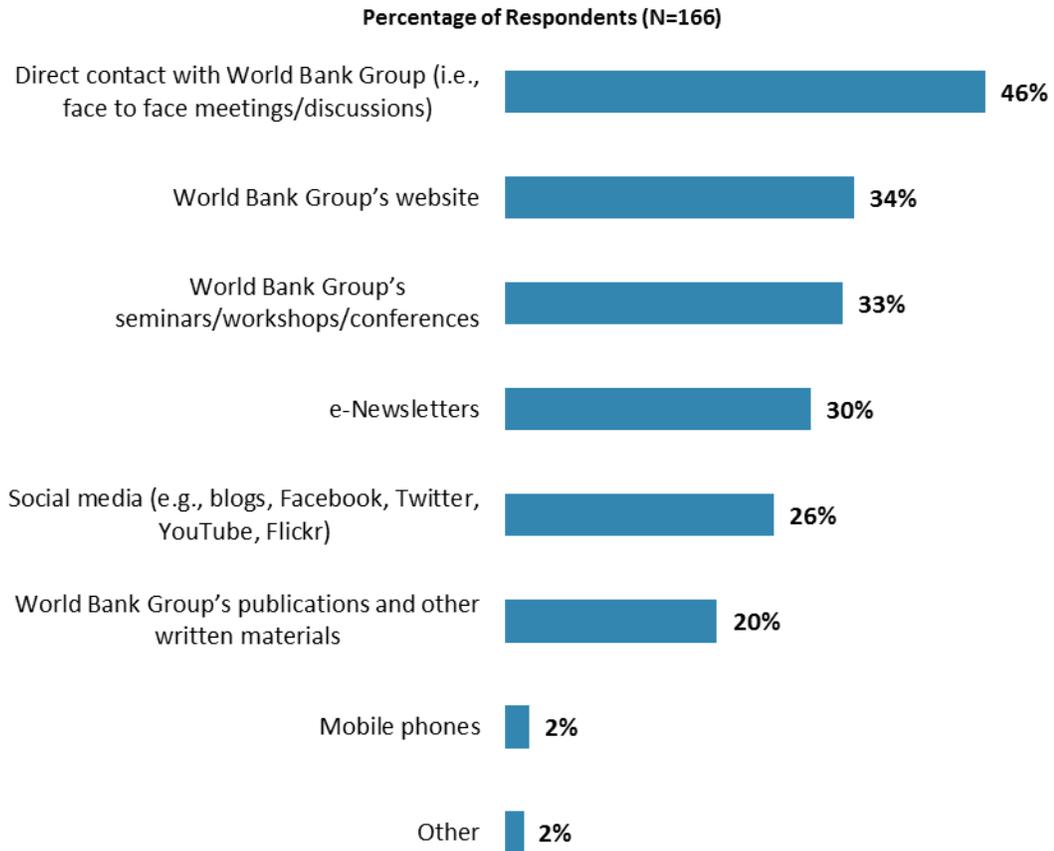
**"How do you get most of your information about economic and social development issues in Georgia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that they would prefer to receive information from the World Bank through “*World Bank seminars/workshops/conferences*” (43%) and “*World Bank website*” (42%).



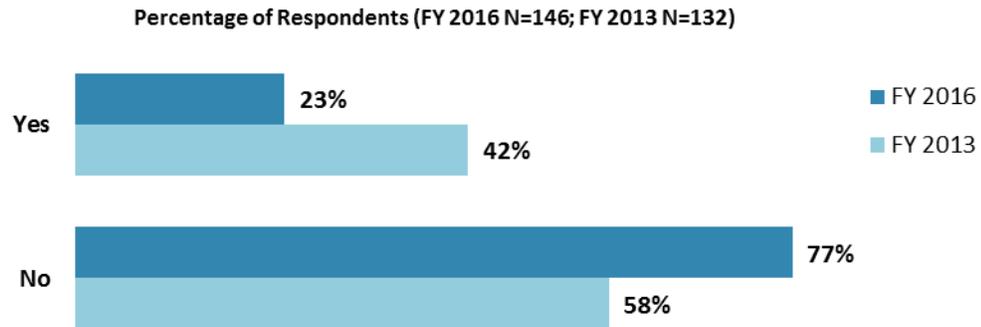
"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Access to Information<sup>12</sup>

- **Year comparison:** This year's respondents were significantly *less* aware of the WBG's Access to Information Policies compared to respondents in the FY'13 Country Survey.

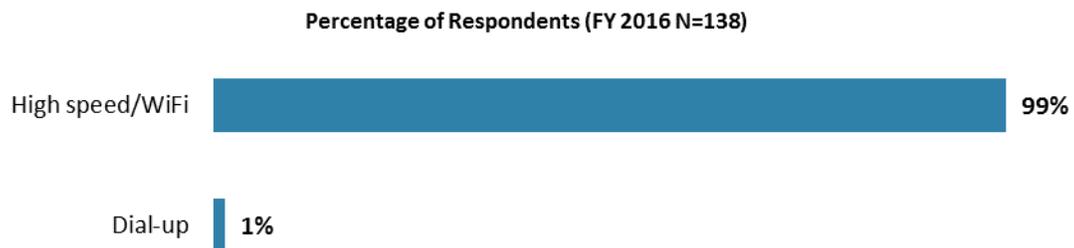


"Are you aware of the World Bank Group's Access to Information Policies under which the WBG discloses any information in its possession that is not on a list of exceptions?"

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### Access to the Internet

- All respondents in this year's Country Survey indicated that they had access to the Internet.



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

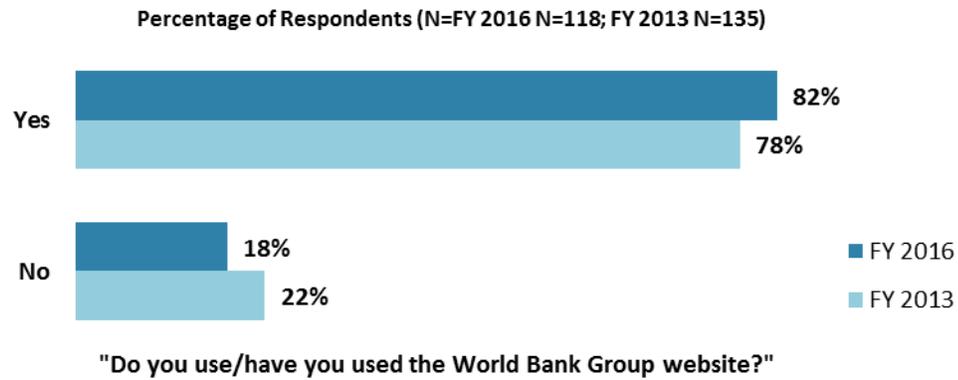
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<sup>12</sup> Percentages presented in this chart were calculated based on weighted data.

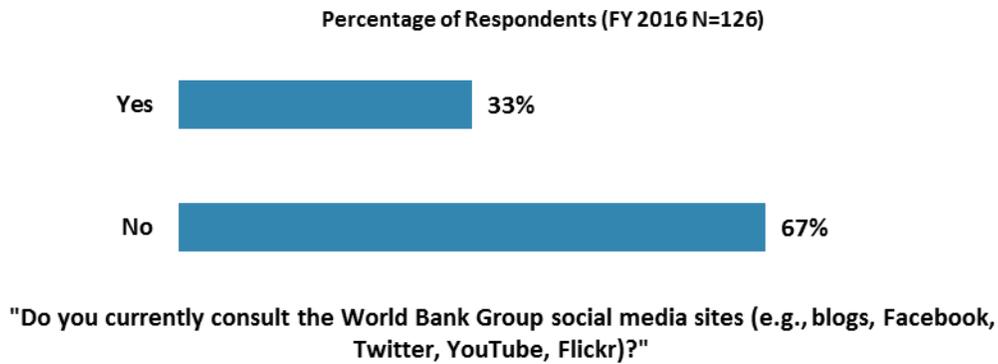


## X. Communication and Outreach (continued)

### The WBG Website Usage<sup>13</sup>



### Use of the WBG's Social Media Channels



<sup>13</sup> Percentages presented in this chart were calculated based on weighted data.



## XI. Appendices

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**Georgia**





## Appendix A: Responses to All Questions across All Respondents (N=166)

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 Georgia

1. In general would you say that Georgia is headed in ... ?	Percentage of Respondents (N=156)
The right direction	84.0%
The wrong direction	5.1%
Not sure	10.9%

2. Listed below are a number of development priorities in Georgia. Please identify which of the following you consider the most important development priorities in Georgia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=162)
Education	45.1%
Economic growth	34.6%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23.5%
Job creation/employment	22.2%
Global/regional integration	22.2%
Private sector development	21.6%
Foreign direct investment	15.4%
Poverty reduction	15.4%
Agriculture and rural development	14.8%
Municipal, urban and regional development	10.5%
Law and justice (e.g., judicial system)	9.3%
Tourism	7.4%
Social protection (e.g., pensions, targeted social assistance)	6.2%
Trade and exports	6.2%
Food security	5.6%
Financial markets	4.9%
Transport (e.g., roads, bridges, transportation)	4.3%
Equality of opportunity (i.e., equity)	4.3%
Health	4.3%
Energy	3.7%
Environmental sustainability	3.1%
Urban development	2.5%
Gender equity	1.9%
Youth development	1.9%
Information and communications technology	1.9%
Waste management	1.2%
Crime and violence	0.6%
Regulatory framework	0.6%
Natural resource management (e.g., oil, gas, mining)	0.6%
Internally displaced persons (housing, social inclusion)	0.6%
Climate change (e.g., mitigation, adaptation)	0.6%
Water and sanitation	0.0%
Anti corruption	0.0%
Communicable/non-communicable diseases	0.0%
Disaster management	0.0%

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

<b>3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Georgia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=165)</b>
Economic growth	57.0%
Education	49.1%
Job creation/employment	33.9%
Private sector development	28.5%
Agriculture and rural development	21.2%
Foreign direct investment	19.4%
Municipal, urban and regional development	13.9%
Social protection (e.g., pensions, targeted social assistance)	10.9%
Tourism	9.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	6.7%
Equality of opportunity (i.e., equity)	6.1%
Health	5.5%
Global/regional integration	4.8%
Law and justice (e.g., judicial system)	4.8%
Trade and exports	4.8%
Internally displaced persons (housing, social inclusion)	4.2%
Youth development	3.0%
Information and communications technology	2.4%
Energy	2.4%
Environmental sustainability	1.8%
Urban development	1.2%
Regulatory framework	1.2%
Anti corruption	1.2%
Financial markets	1.2%
Food security	1.2%
Climate change (e.g., mitigation, adaptation)	0.6%
Gender equity	0.6%
Transport (e.g., roads, bridges, transportation)	0.6%
Communicable/non-communicable diseases	0.6%
Water and sanitation	0.0%
Crime and violence	0.0%
Waste management	0.0%
Natural resource management (e.g., oil, gas, mining)	0.0%
Disaster management	0.0%

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

<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 Georgia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=140)</b>
Consistent economic growth	56.4%
Education and training that better ensure job opportunity	33.6%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	29.3%
A growing middle class	26.4%
Better employment opportunities for young people	13.6%
Greater access to micro-finance for the poor	9.3%
More reliable social safety net	8.6%
Better opportunity for the poor who live in rural areas	7.1%
Greater voice and participation for citizens to help ensure greater accountability	4.3%
Greater access to health and nutrition for citizens	3.6%
Better quality public services	1.4%
Other	1.4%
Better employment opportunities for women	0.7%
Better opportunity for the poor who live in urban areas	0.0%
Greater equity of fiscal policy	0.0%

<b>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 Georgia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=162)</b>
A very big problem	40.1%
A moderately big problem	46.3%
A small problem	10.5%
Not a problem at all	2.5%
Don't know	0.6%

<b>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)</b>	<b>Percentage of Respondents (N=163)</b>
A very serious problem	41.7%
A somewhat serious problem	49.1%
Not too serious problem	7.4%
Not a problem	1.8%
Don't know	0.0%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Georgia? (1-Not familiar at all, 10-Extremely familiar)	165	0	7.09	2.11

<b>Effectiveness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in Georgia. (1-Not effective at all, 10-Very effective)	148	17	7.66	1.89

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Georgia solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	134	29	8.17	1.59

**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 Georgia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Georgia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=166)</b>
Economic growth	45.8%
Education	38.6%
Job creation/employment	25.9%
Agriculture and rural development	24.1%
Private sector development	19.9%
Transport (e.g., roads, bridges, transportation)	19.9%
Municipal, urban and regional development	19.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16.3%
Foreign direct investment	13.9%
Poverty reduction	12.0%
Health	6.6%
Tourism	5.4%
Global/regional integration	5.4%
Trade and exports	5.4%
Law and justice (e.g., judicial system)	5.4%
Energy	4.8%
Social protection (e.g., pensions, targeted social assistance)	4.8%
Regulatory framework	4.2%
Financial markets	4.2%
Environmental sustainability	3.6%
Equality of opportunity (i.e., equity)	3.0%
Youth development	3.0%
Information and communications technology	3.0%
Water and sanitation	1.2%
Internally displaced persons (housing, social inclusion)	1.2%
Gender equity	0.6%
Urban development	0.6%
Food security	0.6%
Communicable/non-communicable diseases	0.6%
Crime and violence	0.0%
Climate change (e.g., mitigation, adaptation)	0.0%
Natural resource management (e.g., oil, gas, mining)	0.0%
Waste management	0.0%
Anti corruption	0.0%
Disaster management	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Georgia?	Percentage of Respondents (N=119)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Financial resources	43.0%	10.9%	53.9%
Policy advice, studies, analyses	24.0%	10.1%	34.1%
Help to bring discipline/effective supervision to implementation of investment projects	9.0%	16.8%	25.8%
Technical assistance	8.0%	17.6%	25.6%
Mobilizing third party financial resources	3.0%	9.2%	12.2%
Donor coordination	1.0%	10.9%	11.9%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	3.0%	8.4%	11.4%
Data and statistics	5.0%	5.9%	10.9%
Capacity development	3.0%	7.6%	10.6%
Other	0.0%	1.7%	1.7%
Convening/facilitating	0.0%	0.8%	0.8%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Georgia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=156)
Not collaborating enough with stakeholders outside the Government	26.3%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	25.0%
Not enough public disclosure of its work	22.4%
Don't know	21.2%
World Bank Group's processes too complex	13.5%
Not willing to honestly criticize policies and reform efforts in the country	10.3%
Not adequately sensitive to political/social realities in Georgia	9.0%
Arrogant in its approach	5.8%
Staff too inaccessible	4.5%
Not exploring alternative policy options	4.5%
Its advice and strategies do not lend themselves to practical problem solving	3.8%
Too influenced by developed countries	3.8%
Other	2.6%
Not aligned with other donors' work	1.3%
Imposing technocratic solutions without regard to political realities	0.6%
The credibility of its knowledge/data	0.6%
Not aligned with country priorities	0.6%
Not client focused	0.0%

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

<b>7. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Georgia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=164)</b>
Investment lending (financing specific projects)	72.0%
Technical assistance (advice, best practice, international experience, etc.)	36.6%
Capacity development	22.6%
Knowledge products/services (analytical work, studies, surveys, etc.)	20.1%
Multi-sectoral approaches	19.5%
Policy based lending/budget support to the Government	12.2%
Trust Fund management	4.3%
Don't know	4.3%
Other	0.6%

<b>8. To what extent do you believe that the World Bank Group's work and support help the poorest in Georgia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=161)</b>
To a fully sufficient degree	1.2%
To a somewhat sufficient degree	42.2%
To a somewhat insufficient degree	35.4%
To a very insufficient degree	6.2%
Don't know	14.9%

<b>9. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=165)</b>
Private sector	47.9%
Local Government	33.9%
Academia/think tanks/research institutes	20.6%
NGOs/Community Based Organizations	20.0%
Parliament	16.4%
Donor community	16.4%
Beneficiaries	15.2%
Media	7.3%
Youth/university groups	7.3%
Other	3.6%
Foundations	2.4%
Don't know	1.2%

<b>To what extent do you agree with the following statements about the World Bank Group's work in Georgia? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
10. Overall the World Bank Group currently plays a relevant role in development in Georgia*	152	9	7.73	1.78
11. The World Bank Group's work is aligned with what I consider the development priorities for Georgia*	151	9	7.40	1.84

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

To what extent is the World Bank Group an effective development partner in Georgia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	138	18	7.13	1.74
13. Flexibility (in terms of the institution's products and services)*	131	21	6.47	1.99
14. Flexibility (in terms of changing country circumstances)*	133	20	6.41	2.02
15. Being inclusive*	129	24	6.84	2.07
16. Openness (sharing data and other information)*	140	13	7.49	2.03
17. Collaboration with the Government*	143	14	8.36	1.45
18. The speed in which it gets things accomplished on the ground*	124	27	6.85	2.01
19. Ease of access to the people at the World Bank Group who are making decisions important to my work*	128	24	7.57	2.05
20. Collaboration with civil society*	124	30	6.90	2.18
21. Staff accessibility*	133	20	7.32	2.10
22. Collaboration with other donors and development partners*	119	37	7.58	1.78
23. Collaboration with the private sector*	118	37	6.80	2.01
24. Straightforwardness and honesty*	127	26	8.02	1.77
25. Treating clients and stakeholders in Georgia with respect*	130	24	8.38	1.68
26. Being a long-term partner*	140	16	8.57	1.75

27. 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)	Percentage of Respondents (Responses Combined; N=150)
There is not an adequate level of citizen/civil society participation	28.0%
The World Bank Group works too slowly	22.0%
Reforms are not well thought out in light of country challenges	21.3%
The Government works inefficiently	21.3%
The World Bank Group is not sensitive enough to political/social realities on the ground	20.0%
Lack of/inadequate levels of capacity in Government	19.3%
Poor donor coordination	18.7%
Political pressures and obstacles	8.7%
The World Bank Group does not do adequate follow through/follow-up	7.3%
Other	5.3%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Georgia? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Crime and violence	129	21	4.83	2.82
2. Financial markets	148	8	8.24	2.00
3. Transport (e.g., roads, bridges, transportation)	156	4	8.62	1.64
4. Anti corruption	141	13	6.46	2.56
5. Law and justice (e.g., judicial system)	142	13	6.94	2.50
6. Urban development	150	7	8.14	1.93
7. Environmental sustainability	148	7	8.03	1.84
8. Trade and exports	149	7	8.04	1.91
9. Information and communications technology	148	9	7.54	2.26
10. Poverty reduction	154	5	8.68	1.80
11. Gender equity	144	9	6.53	2.58
12. Private sector development	156	4	8.67	1.75
13. Foreign direct investment	154	4	8.91	1.47
14. Water and sanitation	148	8	7.43	2.15
15. Regulatory framework	146	8	7.42	2.06
16. Economic growth	155	4	8.97	1.38
17. Energy	149	6	7.95	1.90
18. Disaster management	143	10	6.75	2.37
19. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	151	7	8.12	2.00
20. Job creation/employment	152	6	7.69	2.40
21. Communicable/non-communicable diseases	137	14	5.96	2.44
22. Equality of opportunity (i.e., equity)	144	10	6.92	2.47
23. Social protection (e.g., pensions, targeted social assistance)	147	7	6.78	2.46
24. Agriculture and rural development	155	5	8.03	2.07
25. Global/regional integration	149	6	8.07	1.82
26. Food security	148	9	6.77	2.34
27. Natural resource management (e.g., oil, gas, mining)	148	7	6.76	2.36
28. Health	147	7	7.21	2.22
29. Climate change (e.g., mitigation, adaptation)	149	7	7.23	2.35
30. Municipal, urban and regional development	154	6	8.45	1.54
31. Education	153	6	8.61	1.85
32. Internally displaced persons (housing, social inclusion)	147	8	7.14	2.37
33. Youth development	149	5	7.09	2.44
34. Tourism	156	4	7.90	2.05
35. Waste management	147	9	7.54	2.11

**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 Georgia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Gender equity	65	91	6.35	1.88
2. Information and communications technology	73	81	6.77	2.04
3. Transport (e.g., roads, bridges, transportation)	119	40	8.18	1.67
4. Crime and violence	53	105	5.98	2.29
5. Law and justice (e.g., judicial system)	66	91	6.50	2.43
6. Urban development	103	52	7.18	1.93
7. Environmental sustainability	89	65	6.89	2.03
8. Regulatory framework	82	71	7.00	1.97
9. Communicable/non-communicable diseases	60	90	6.45	2.30
10. Poverty reduction	113	40	6.83	2.02
11. Anti corruption	73	80	6.67	2.40
12. Private sector development	100	55	6.95	2.14
13. Foreign direct investment	99	57	7.18	2.22
14. Water and sanitation	83	71	7.14	2.07
15. Trade and exports	80	70	7.05	1.79
16. Economic growth	112	43	7.47	2.12
17. Health	85	70	6.89	2.30
18. Disaster management	53	98	5.83	2.42
19. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	102	49	7.25	2.11
20. Job creation/employment	95	61	6.39	2.09
21. Financial markets	93	61	6.61	2.48
22. Equality of opportunity (i.e., equity)	74	79	6.50	2.30
23. Energy	86	68	7.40	1.75
24. Agriculture and rural development	98	59	7.17	2.05
25. Global/regional integration	80	74	6.95	1.94
26. Food security	57	94	6.33	2.11
27. Education	103	52	6.59	2.36
28. Social protection (e.g., pensions, targeted social assistance)	81	71	6.31	2.63
29. Climate change (e.g., mitigation, adaptation)	65	86	6.22	2.11
30. Municipal, urban and regional development	102	52	7.26	1.77
31. Natural resource management (e.g., oil, gas, mining)	64	90	6.20	2.20
32. Internally displaced persons (housing, social inclusion)	84	69	6.49	2.59
33. Youth development	61	92	6.11	2.33
34. Tourism	85	70	7.07	2.19
35. Waste management	69	83	7.00	2.07

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

<b>Achieving Development Results*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent does the World Bank Group's work help to achieve development results in Georgia? (1-To no degree at all, 10-To a very significant degree)	151	14	7.70	1.72

<b>To what extent do you agree with the following statements about the World Bank Group in Georgia? (1-Strongly disagree, 10-Strongly agree)</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Georgia*	152	14	7.66	1.80
5. The World Bank Group meets Georgia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	143	19	7.35	1.97

<b>Measuring and Correcting Work</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
6. To what extent do you believe the World Bank Group measures and corrects its work in real time in Georgia? (1-To no degree at all, 10-To a very significant degree)	125	41	7.23	1.96

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

<b>1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	<b>Percentage of Respondents (N=162)</b>
Weekly	9.3%
Monthly	15.4%
A few times a year	47.5%
Rarely	24.1%
Never	3.7%

<b>In Georgia, 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)</b>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Are timely	132	21	7.20	2.03
3. Include appropriate level of stakeholder involvement during preparation	128	28	7.09	1.96
4. Lead to practical solutions	134	24	7.30	1.94
5. Are accessible (well written and easy to understand)	141	17	7.56	1.99
6. Are source of relevant information on global good practices	137	21	7.80	1.93
7. Are adequately disseminated	131	24	6.94	2.27
8. Are translated enough into local language	109	47	6.70	2.50
9. Are adaptable to Georgia's specific development challenges and country circumstances*	142	16	7.04	2.03

<b>Overall Evaluations</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
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)	158	8	8.73	1.42
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)	144	21	8.22	1.54

**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	104	54	6.41	2.01
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	131	30	7.57	1.79
3. The World Bank Group's approvals and reviews are done in a timely fashion	112	46	6.46	2.31
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	81	77	7.54	1.92
5. The World Bank Group's conditions on its lending are reasonable	92	66	7.66	1.91
6. The World Bank Group takes decisions quickly in Georgia*	120	36	6.36	2.16
7. Working with the World Bank Group increases Georgia's institutional capacity	141	16	8.11	1.86
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	104	54	7.71	1.73
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	122	38	8.08	1.74

WBG Promoting PPP in Georgia	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 Georgia? (1-To no degree at all, 10-To a very significant degree)	144	20	8.04	1.78

11. Which of the following best describes the World Bank Group's support in Georgia? (Select only ONE response)	Percentage of Respondents (N=165)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Georgia	34.5%
The World Bank Group is not sufficiently selective in Georgia, and it is involved in too many areas of development	46.1%
Don't know	19.4%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Georgia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=165)
Increase the level of capacity development in the country	29.7%
Offer more innovative financial products	21.8%
Reduce the complexity of obtaining World Bank Group financing	21.8%
Reach out more to groups outside of Government	20.6%
Ensure greater selectivity in its work	15.2%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	14.5%
Work faster	14.5%
Collaborate more effectively with Government clients (e.g., national, state, local)	14.5%
Offer more innovative knowledge services	13.3%
Provide more adequate data/knowledge/statistics/figures on Georgia's economy	9.7%
Improve the quality of its experts as related to Georgia's specific challenges	9.1%
Increase availability of Reimbursable Advisory Services (RAS)	3.6%
Other	3.0%

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

<b>2. When considering the combination of services that the World Bank Group offers in Georgia, 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 Georgia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=156)</b>
Financial services	42.3%
Knowledge products	29.5%
The combination is appropriate for Georgia	22.4%
Don't know	3.2%
Convening services	2.6%
None of the above	0.0%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Georgia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=165)</b>
Internet	77.0%
Local television	44.2%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	40.6%
Periodicals	9.1%
International newspapers	6.1%
International television	6.1%
Local newspapers	5.5%
Other	4.8%
Local radio	0.6%
International radio	0.6%

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=166)</b>
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	46.4%
World Bank Group's website	33.7%
World Bank Group's seminars/workshops/conferences	32.5%
e-Newsletters	29.5%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	25.9%
World Bank Group's publications and other written materials	20.5%
Mobile phones	2.4%
Other	1.8%

<b>3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=156)</b>
Yes	23.7%
No	76.3%

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

4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)	Percentage of Respondents (N=36)
World Bank Group's website	52.8%
World Bank Group's seminars/workshops/conferences	16.7%
Colleagues/Friends/Peer organizations	16.7%
News/Media	8.3%
Other	5.6%
World Bank Group's e-Newsletters	0.0%

5. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=150)
Yes	18.7%
No	81.3%

6. Were you able to obtain this information?	Percentage of Respondents (N=26)
Yes	96.2%
No	3.8%

7. Do you have access to the Internet?	Percentage of Respondents (N=128)
Yes	100.0%
No	0.0%

8. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=128)
Yes	82.8%
No	17.2%

9. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Percentage of Respondents (N=126)
Yes	33.3%
No	66.7%

10. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=138)
High speed/WiFi	98.6%
Dial-up	1.4%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
11. I find the World Bank Group's websites easy to navigate.	124	21	7.73	1.83
12. I find the information on the World Bank Group's websites useful.	126	18	8.44	1.51
13. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	71	78	7.51	2.43
14. 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.)	121	24	7.95	2.30
15. The World Bank Group is responsive to my information requests and inquiries	97	45	8.21	1.88

**H. Background Information**

<b>1. Which of the following best describes your current position? (Select only ONE response)</b>	<b>Percentage of Respondents (N=165)</b>
Employee of a Ministry, Ministerial Department or Implementation Agency	15.2%
NGO/Community Based Organization	13.9%
Local Government Office or Staff	11.5%
Private Sector Organization	9.1%
Office of Minister	7.9%
Bilateral/Multilateral Agency	6.7%
Media (press, radio, TV, web, etc.)	6.7%
Other	5.5%
Academia/Research Institute/Think Tank	4.8%
Office of Parliamentarian	4.2%
Financial Sector/Private Bank	4.2%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	3.6%
Office of the President, Prime Minister	3.0%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	2.4%
Trade Union	0.6%
Judiciary Branch	0.6%

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=157)</b>
Other	26.8%
Governance	15.3%
Finance and markets	8.3%
Education	7.6%
Macroeconomics and fiscal management	7.0%
Generalist (specialized in multiple sectors)	6.4%
Transport and ICT	4.5%
Health, nutrition, and population	3.8%
Energy and extractives	3.2%
Agriculture	3.2%
Environment and natural resources	2.5%
Social protection and labor	1.9%
Public-private partnerships	1.9%
Trade and competitiveness	1.9%
Gender	1.9%
Water	1.3%
Poverty	1.3%
Fragility, conflict and violence	0.6%
Urban, rural, and social development	0.6%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)</b>	<b>Percentage of Respondents (N=159)</b>
Yes	56.6%
No	43.4%

**H. Background Information (continued)**

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Georgia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=78)</b>
The World Bank (IBRD)	55.1%
The International Finance Corporation (IFC)	11.5%
The Multilateral Investment Guarantee Agency (MIGA)	1.3%
Other	32.1%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=126)</b>
Yes	19.8%
No	80.2%

<b>6. If yes, what was your view of how the two institutions work together in Georgia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=22)</b>
The two institutions work well together	59.1%
The way the two institutions work together needs improvement	31.8%
The two institutions do not work well together	0.0%
Don't know	9.1%

<b>7. Which of the following describes most of your exposure to the World Bank Group in Georgia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=145)</b>
Collaborate as part of my professional duties	53.8%
Use World Bank Group reports/data	34.5%
Engage in World Bank Group related/sponsored events/activities	29.7%
Use World Bank Group website for information, data, research, etc.	29.7%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	13.1%

<b>8. What's your gender?</b>	<b>Percentage of Respondents (N=164)</b>
Female	32.9%
Male	67.1%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=164)</b>
Tbilisi	83.5%
Outside Tbilisi	16.5%



## Appendix B: Responses to All Questions by Stakeholder Groups<sup>14</sup>

- Office of President/Prime Minister/Minister N=18
- Office of Parliamentarian N=7
- Employee of a Ministry/PMU/Consultant on WBG-supported Project N=29
- Local Government N=19
- Bilateral/Multilateral Agency N=11
- Private Sector/Financial Sector/Private Bank N=22
- CSO N=24
- Media N=11
- Academia/Research Institute/Think Tank N=8
- Other N=16

### A. General Issues facing Georgia

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tanks	Other
The right direction	100.0%	71.4%	92.6%	100.0%	100.0%	81.8%	50.0%	72.7%	87.5%	85.7%
The wrong direction	0.0%	28.6%	0.0%	0.0%	0.0%	4.5%	4.5%	18.2%	0.0%	14.3%
Not sure	0.0%	0.0%	7.4%	0.0%	0.0%	13.6%	45.5%	9.1%	12.5%	0.0%

\*Significantly different between stakeholder groups

<sup>14</sup> Only 165 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.



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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Global/regional integration	47.1%	14.3%	17.2%	5.3%	10.0%	27.3%	30.4%	18.2%	37.5%	13.3%
Food security	0.0%	0.0%	6.9%	10.5%	0.0%	0.0%	8.7%	9.1%	25.0%	0.0%
Public sector governance/reform	47.1%	28.6%	17.2%	10.5%	30.0%	27.3%	17.4%	36.4%	37.5%	6.7%
Social protection	0.0%	0.0%	10.3%	5.3%	10.0%	4.5%	8.7%	0.0%	12.5%	6.7%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	9.1%	0.0%	6.7%
Private sector development	17.6%	28.6%	13.8%	31.6%	20.0%	18.2%	17.4%	45.5%	12.5%	26.7%
Foreign direct investment	11.8%	14.3%	10.3%	26.3%	20.0%	22.7%	0.0%	36.4%	12.5%	13.3%
Urban development	0.0%	0.0%	0.0%	5.3%	0.0%	4.5%	0.0%	9.1%	0.0%	6.7%
Tourism*	0.0%	0.0%	6.9%	26.3%	10.0%	4.5%	0.0%	0.0%	0.0%	20.0%
Energy	0.0%	14.3%	3.4%	0.0%	0.0%	9.1%	4.3%	0.0%	0.0%	0.0%
Job creation/employment	23.5%	28.6%	24.1%	10.5%	50.0%	27.3%	8.7%	18.2%	37.5%	20.0%
Agriculture and rural development	11.8%	0.0%	20.7%	26.3%	10.0%	9.1%	13.0%	9.1%	12.5%	13.3%
Financial markets	11.8%	14.3%	0.0%	5.3%	0.0%	13.6%	0.0%	0.0%	0.0%	6.7%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	6.9%	0.0%	0.0%	0.0%	13.0%	0.0%	0.0%	0.0%
Waste management	0.0%	0.0%	3.4%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	5.9%	0.0%	3.4%	5.3%	10.0%	0.0%	8.7%	0.0%	0.0%	6.7%
Health	5.9%	14.3%	10.3%	0.0%	0.0%	0.0%	8.7%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	5.9%	14.3%	20.7%	10.5%	10.0%	18.2%	30.4%	9.1%	0.0%	13.3%
Transport	5.9%	0.0%	6.9%	0.0%	10.0%	9.1%	0.0%	0.0%	0.0%	6.7%
Education	29.4%	28.6%	44.8%	47.4%	30.0%	36.4%	60.9%	54.5%	50.0%	60.0%
Municipal, urban and regional development	11.8%	14.3%	10.3%	31.6%	0.0%	13.6%	8.7%	0.0%	0.0%	0.0%
Trade and exports	11.8%	14.3%	6.9%	0.0%	0.0%	13.6%	4.3%	9.1%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%
Anti corruption	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Youth development	0.0%	0.0%	3.4%	0.0%	10.0%	0.0%	4.3%	0.0%	0.0%	0.0%
Law and justice	0.0%	28.6%	6.9%	5.3%	20.0%	4.5%	17.4%	9.1%	0.0%	13.3%
Regulatory framework	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
Economic growth	41.2%	42.9%	37.9%	26.3%	40.0%	31.8%	26.1%	27.3%	37.5%	46.7%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	3.4%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Internally displaced persons	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups



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

The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Georgia? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity*	0.0%	0.0%	6.9%	0.0%	18.2%	0.0%	20.8%	0.0%	0.0%	6.3%
Municipal, urban and regional development	33.3%	0.0%	6.9%	26.3%	9.1%	19.0%	4.2%	27.3%	0.0%	6.3%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%
Internally displaced persons	5.6%	0.0%	0.0%	10.5%	0.0%	9.5%	0.0%	9.1%	0.0%	6.3%
Global/regional integration	5.6%	0.0%	0.0%	0.0%	9.1%	9.5%	4.2%	9.1%	25.0%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%
Economic growth	55.6%	85.7%	65.5%	57.9%	36.4%	61.9%	50.0%	54.5%	37.5%	56.3%
Urban development	0.0%	0.0%	6.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%
Social protection*	0.0%	0.0%	10.3%	10.5%	0.0%	9.5%	37.5%	0.0%	25.0%	0.0%
Law and justice	5.6%	0.0%	0.0%	0.0%	9.1%	9.5%	4.2%	18.2%	0.0%	6.3%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%
Youth development	0.0%	0.0%	6.9%	0.0%	18.2%	4.8%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	5.6%	0.0%	6.9%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%
Anti corruption	0.0%	14.3%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Education	66.7%	14.3%	58.6%	36.8%	36.4%	57.1%	54.2%	45.5%	25.0%	50.0%
Foreign direct investment*	16.7%	42.9%	6.9%	42.1%	27.3%	28.6%	0.0%	45.5%	0.0%	12.5%
Energy	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	12.5%	0.0%
Public sector governance/reform	0.0%	0.0%	6.9%	5.3%	9.1%	14.3%	16.7%	0.0%	0.0%	0.0%
Waste management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development	27.8%	0.0%	37.9%	31.6%	27.3%	14.3%	33.3%	18.2%	62.5%	18.8%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	6.9%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%
Health	0.0%	14.3%	3.4%	5.3%	0.0%	4.8%	8.3%	0.0%	0.0%	12.5%
Agriculture and rural development	22.2%	28.6%	17.2%	26.3%	27.3%	14.3%	20.8%	9.1%	25.0%	31.3%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	38.9%	42.9%	37.9%	31.6%	54.5%	23.8%	12.5%	18.2%	37.5%	62.5%
Tourism	16.7%	28.6%	3.4%	15.8%	9.1%	9.5%	0.0%	18.2%	0.0%	12.5%
Financial markets	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%
Trade and exports	0.0%	0.0%	6.9%	0.0%	0.0%	0.0%	8.3%	18.2%	12.5%	6.3%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	12.5%	0.0%

\*Significantly different between stakeholder groups



**A. General Issues facing Georgia (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 Georgia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tanks	Other
Consistent economic growth	52.9%	83.3%	60.0%	68.8%	18.2%	57.9%	60.0%	57.1%	66.7%	50.0%
More reliable social safety net*	0.0%	0.0%	12.0%	0.0%	36.4%	5.3%	15.0%	14.3%	0.0%	0.0%
Greater access to micro-finance for the poor	5.9%	0.0%	16.0%	0.0%	18.2%	10.5%	10.0%	14.3%	16.7%	0.0%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	0.0%	0.0%	12.5%	9.1%	0.0%	10.0%	0.0%	16.7%	0.0%
Greater access to health and nutrition for citizens	0.0%	0.0%	4.0%	0.0%	0.0%	5.3%	15.0%	0.0%	0.0%	0.0%
Better entrepreneurial opportunities	52.9%	50.0%	32.0%	43.8%	18.2%	21.1%	20.0%	0.0%	16.7%	16.7%
A growing middle class	11.8%	0.0%	24.0%	18.8%	27.3%	36.8%	30.0%	57.1%	0.0%	41.7%
Better opportunity for the poor who live in rural areas	17.6%	0.0%	4.0%	0.0%	9.1%	10.5%	5.0%	0.0%	33.3%	0.0%
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%
Better employment opportunities for young people	11.8%	0.0%	12.0%	25.0%	18.2%	15.8%	5.0%	28.6%	0.0%	16.7%
Better employment opportunities for women	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Greater equity of fiscal policy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education and training that better ensure job opportunity	35.3%	66.7%	32.0%	18.8%	45.5%	36.8%	25.0%	14.3%	50.0%	41.7%
Better quality public services	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%

\*Significantly different between stakeholder groups

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 Georgia?\*( Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tanks	Other
A very big problem	27.8%	50.0%	37.9%	61.1%	27.3%	33.3%	58.3%	30.0%	50.0%	25.0%
A moderately big problem	72.2%	16.7%	55.2%	33.3%	54.5%	57.1%	33.3%	60.0%	25.0%	31.3%
A small problem	0.0%	16.7%	6.9%	5.6%	18.2%	4.8%	4.2%	10.0%	25.0%	31.3%
Not a problem at all	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	4.2%	0.0%	0.0%	12.5%
Don't know	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tanks	Other
A very serious problem	55.6%	66.7%	34.5%	47.4%	36.4%	33.3%	33.3%	40.0%	50.0%	50.0%
A somewhat serious problem	38.9%	16.7%	62.1%	47.4%	63.6%	38.1%	62.5%	50.0%	37.5%	37.5%
Not too serious problem	5.6%	16.7%	3.4%	5.3%	0.0%	23.8%	4.2%	10.0%	0.0%	6.3%
Not a problem	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	12.5%	6.3%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%



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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Georgia?	18	8.28	1.53	7	7.43	1.27	29	7.28	1.89	19	7.26	1.82	11	6.91	2.34	22	6.86	2.32	24	6.13	2.29	10	6.20	2.35	8	7.00	1.60	16	7.75	2.46

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Georgia.*	17	8.53	1.50	6	7.50	1.05	29	7.83	1.51	18	7.89	1.84	9	8.00	2.18	18	7.50	1.54	19	6.05	2.17	10	7.30	2.67	7	8.00	1.63	14	8.21	1.85

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Georgia solve its most complicated development challenges?	18	8.50	1.58	4	8.50	1.29	28	8.46	1.00	15	7.67	1.50	9	8.22	2.22	14	8.36	1.08	19	7.42	2.14	6	8.17	1.17	6	8.00	1.55	14	8.43	2.03

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Health	5.6%	0.0%	17.2%	0.0%	0.0%	4.5%	12.5%	0.0%	0.0%	6.3%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	11.1%	14.3%	17.2%	26.3%	36.4%	13.6%	25.0%	9.1%	37.5%	18.8%
Agriculture and rural development	27.8%	0.0%	17.2%	31.6%	18.2%	27.3%	16.7%	36.4%	37.5%	31.3%
Global/regional integration	5.6%	0.0%	3.4%	5.3%	9.1%	4.5%	8.3%	0.0%	25.0%	0.0%
Youth development	0.0%	0.0%	6.9%	5.3%	9.1%	0.0%	4.2%	0.0%	0.0%	0.0%
Job creation/employment*	44.4%	0.0%	13.8%	42.1%	9.1%	27.3%	16.7%	54.5%	25.0%	25.0%
Public sector governance/reform	16.7%	0.0%	24.1%	10.5%	45.5%	13.6%	16.7%	9.1%	25.0%	0.0%
Social protection	0.0%	0.0%	3.4%	0.0%	18.2%	4.5%	12.5%	0.0%	12.5%	0.0%
Municipal, urban and regional development*	27.8%	14.3%	17.2%	52.6%	18.2%	18.2%	16.7%	0.0%	0.0%	12.5%
Foreign direct investment*	38.9%	28.6%	10.3%	10.5%	9.1%	9.1%	4.2%	27.3%	0.0%	6.3%
Education	16.7%	42.9%	44.8%	42.1%	27.3%	36.4%	41.7%	36.4%	50.0%	50.0%
Energy	0.0%	14.3%	6.9%	5.3%	0.0%	4.5%	8.3%	0.0%	12.5%	0.0%
Tourism	0.0%	14.3%	6.9%	15.8%	0.0%	4.5%	0.0%	9.1%	0.0%	6.3%
Gender equity	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	14.3%	3.4%	5.3%	0.0%	9.1%	0.0%	0.0%	0.0%	12.5%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%
Environmental sustainability*	0.0%	0.0%	6.9%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%
Economic growth*	61.1%	85.7%	55.2%	15.8%	18.2%	54.5%	33.3%	45.5%	37.5%	56.3%
Private sector development	5.6%	14.3%	13.8%	21.1%	18.2%	27.3%	25.0%	36.4%	12.5%	18.8%
Water and sanitation	5.6%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	5.6%	0.0%	0.0%	0.0%	0.0%	4.5%	4.2%	18.2%	0.0%	0.0%
Trade and exports	11.1%	14.3%	3.4%	0.0%	9.1%	9.1%	0.0%	9.1%	0.0%	6.3%
Internally displaced persons	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%
Equality of opportunity	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	12.5%
Law and justice	5.6%	28.6%	3.4%	0.0%	9.1%	9.1%	0.0%	0.0%	12.5%	6.3%
Regulatory framework	0.0%	14.3%	3.4%	5.3%	0.0%	9.1%	4.2%	0.0%	0.0%	6.3%
Communicable/non-communicable diseases	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Waste management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	5.6%	0.0%	10.3%	5.3%	36.4%	4.5%	20.8%	9.1%	12.5%	18.8%
Anti corruption	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups



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

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

Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Policy advice, studies, analyses	13.3%	25.0%	16.7%	30.8%	40.0%	35.7%	22.2%	20.0%	60.0%	7.7%
Data and statistics	0.0%	25.0%	5.6%	0.0%	20.0%	0.0%	5.6%	0.0%	0.0%	7.7%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial resources	60.0%	50.0%	33.3%	46.2%	40.0%	21.4%	55.6%	60.0%	40.0%	38.5%
Capacity development	0.0%	0.0%	5.6%	0.0%	0.0%	14.3%	5.6%	0.0%	0.0%	0.0%
Technical assistance	13.3%	0.0%	16.7%	0.0%	0.0%	7.1%	5.6%	0.0%	0.0%	15.4%
Help to bring discipline/effective supervision to implementation of investment projects	6.7%	0.0%	5.6%	23.1%	0.0%	14.3%	0.0%	20.0%	0.0%	15.4%
Mobilizing third party financial resources	6.7%	0.0%	5.6%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%
Donor coordination	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	5.6%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	15.4%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

2nd Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Policy advice, studies, analyses	5.9%	0.0%	5.6%	0.0%	20.0%	14.3%	15.8%	20.0%	0.0%	15.4%
Data and statistics	5.9%	20.0%	0.0%	0.0%	10.0%	0.0%	10.5%	20.0%	0.0%	7.7%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial resources	11.8%	20.0%	11.1%	0.0%	10.0%	14.3%	5.3%	20.0%	0.0%	23.1%
Capacity development	0.0%	0.0%	5.6%	15.4%	10.0%	7.1%	21.1%	0.0%	0.0%	0.0%
Technical assistance	29.4%	20.0%	33.3%	15.4%	20.0%	7.1%	10.5%	0.0%	40.0%	0.0%
Help to bring discipline/effective supervision to implementation of investment projects	5.9%	20.0%	16.7%	15.4%	0.0%	21.4%	21.1%	0.0%	40.0%	30.8%
Mobilizing third party financial resources	5.9%	20.0%	11.1%	15.4%	0.0%	14.3%	0.0%	20.0%	0.0%	15.4%
Donor coordination	11.8%	0.0%	5.6%	30.8%	10.0%	14.3%	5.3%	0.0%	20.0%	7.7%
Linkage to non-Bank expertise	11.8%	0.0%	11.1%	7.7%	10.0%	7.1%	10.5%	20.0%	0.0%	0.0%
Other	11.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%



**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 Georgia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Too influenced by developed countries	16.7%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%
Not exploring alternative policy options	0.0%	0.0%	3.6%	0.0%	10.0%	0.0%	8.7%	11.1%	25.0%	0.0%
Not collaborating enough with stakeholders outside the Government	11.1%	14.3%	14.3%	23.5%	50.0%	23.8%	47.8%	22.2%	37.5%	28.6%
Its advice and strategies do not lend themselves to practical problem solving	0.0%	0.0%	0.0%	0.0%	10.0%	14.3%	4.3%	0.0%	0.0%	0.0%
Not enough public disclosure of its work	16.7%	28.6%	10.7%	17.6%	0.0%	23.8%	21.7%	33.3%	62.5%	35.7%
Arrogant in its approach	11.1%	0.0%	3.6%	5.9%	20.0%	4.8%	8.7%	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	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex*	16.7%	28.6%	21.4%	35.3%	0.0%	4.8%	8.7%	11.1%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	5.6%	14.3%	10.7%	0.0%	10.0%	9.5%	8.7%	33.3%	25.0%	7.1%
Staff too inaccessible	5.6%	0.0%	3.6%	17.6%	0.0%	0.0%	4.3%	11.1%	0.0%	0.0%
Imposing technocratic solutions without regard to political realities	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%
World Bank Group's processes too slow*	22.2%	14.3%	42.9%	23.5%	30.0%	42.9%	8.7%	22.2%	25.0%	0.0%
Not aligned with other donors' work	5.6%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not aligned with country priorities	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%
Not adequately sensitive to political/social realities in Georgia	5.6%	14.3%	7.1%	0.0%	20.0%	4.8%	17.4%	11.1%	0.0%	14.3%
Other	5.6%	0.0%	3.6%	0.0%	0.0%	4.8%	4.3%	0.0%	0.0%	0.0%
Don't know	16.7%	28.6%	17.9%	23.5%	10.0%	23.8%	21.7%	22.2%	0.0%	42.9%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Trust Fund management	0.0%	0.0%	3.4%	10.5%	9.1%	4.5%	0.0%	0.0%	12.5%	6.3%
Knowledge products/services	27.8%	42.9%	20.7%	10.5%	27.3%	9.1%	34.8%	10.0%	0.0%	18.8%
Capacity development	27.8%	28.6%	20.7%	15.8%	0.0%	45.5%	30.4%	20.0%	12.5%	6.3%
Technical assistance	11.1%	28.6%	37.9%	42.1%	45.5%	36.4%	39.1%	40.0%	37.5%	50.0%
Investment lending	77.8%	85.7%	79.3%	94.7%	45.5%	68.2%	52.2%	70.0%	75.0%	68.8%
Policy based lending/budget support to the Government	27.8%	0.0%	10.3%	10.5%	9.1%	0.0%	17.4%	0.0%	37.5%	6.3%
Multi-sectoral approaches	27.8%	14.3%	17.2%	10.5%	27.3%	13.6%	13.0%	10.0%	25.0%	43.8%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	3.4%	0.0%	9.1%	9.1%	4.3%	20.0%	0.0%	0.0%



**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 Georgia? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tanks			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 a fully sufficient degree	0.0%			0.0%			0.0%			0.0%			0.0%			9.1%			0.0%			4.3%			0.0%			0.0%			0.0%		
To a somewhat sufficient degree	70.6%			42.9%			42.9%			44.4%			54.5%			27.3%			17.4%			10.0%			75.0%			62.5%					
To a somewhat insufficient degree	23.5%			42.9%			32.1%			44.4%			27.3%			50.0%			39.1%			50.0%			12.5%			25.0%					
To a very insufficient degree	5.9%			0.0%			3.6%			5.6%			0.0%			0.0%			17.4%			20.0%			0.0%			6.3%					
Don't know	0.0%			14.3%			21.4%			5.6%			9.1%			22.7%			21.7%			20.0%			12.5%			6.3%					

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 President/Prime Minister/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tanks			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
Parliament*	5.6%			85.7%			20.7%			5.3%			18.2%			13.6%			13.0%			9.1%			0.0%			25.0%		
Donor community	33.3%			14.3%			13.8%			10.5%			27.3%			13.6%			21.7%			9.1%			12.5%			6.3%		
Media*	11.1%			0.0%			0.0%			5.3%			18.2%			4.5%			0.0%			45.5%			12.5%			0.0%		
Local Government*	38.9%			14.3%			48.3%			89.5%			9.1%			9.1%			13.0%			18.2%			12.5%			50.0%		
Private sector*	44.4%			57.1%			44.8%			26.3%			27.3%			86.4%			21.7%			81.8%			50.0%			50.0%		
Academia/think tanks/research institutes*	11.1%			0.0%			24.1%			21.1%			27.3%			22.7%			13.0%			0.0%			75.0%			25.0%		
NGOs/Community Based Organizations*	0.0%			14.3%			13.8%			15.8%			9.1%			4.5%			78.3%			18.2%			12.5%			6.3%		
Youth/university groups	11.1%			0.0%			10.3%			5.3%			18.2%			9.1%			4.3%			9.1%			0.0%			0.0%		
Beneficiaries	27.8%			14.3%			13.8%			10.5%			18.2%			18.2%			8.7%			0.0%			25.0%			18.8%		
Foundations	0.0%			0.0%			3.4%			0.0%			0.0%			0.0%			4.3%			9.1%			0.0%			6.3%		
Other	0.0%			0.0%			0.0%			5.3%			0.0%			4.5%			13.0%			0.0%			0.0%			6.3%		
Don't know	0.0%			0.0%			0.0%			0.0%			9.1%			0.0%			4.3%			0.0%			0.0%			0.0%		

\*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Georgia	17	8.35	1.87	7	8.29	1.50	27	7.93	1.57	19	7.16	2.14	10	7.90	1.45	20	7.40	1.70	19	7.00	1.91	9	8.56	1.24	8	7.75	1.58	15	7.80	2.01
The World Bank Group's work is aligned with what I consider the development priorities for Georgia*	17	8.35	1.77	7	8.14	1.57	27	7.85	1.63	17	6.82	1.94	10	7.50	1.96	20	6.95	1.50	19	6.32	2.03	9	7.33	1.00	8	7.88	1.55	16	7.63	2.16

\*Significantly different between stakeholder groups



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

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	17	7.59	1.94	6	6.67	1.37	25	7.36	1.32	15	7.07	2.31	10	7.20	2.04	16	7.25	1.65	16	6.50	1.46	9	7.00	1.80	7	6.43	0.98	16	7.38	2.13
Flexibility (in terms of the institution's products and services)	17	6.82	2.35	6	6.67	2.16	24	6.88	1.78	14	6.64	2.27	9	6.11	2.09	15	6.60	1.96	17	5.47	1.81	6	5.83	1.17	6	5.83	1.47	16	7.00	2.07
Flexibility (in terms of changing country circumstances)	18	7.44	2.25	5	6.40	2.97	23	6.61	1.62	15	6.00	1.96	9	6.44	2.01	16	6.25	1.91	16	5.44	1.90	7	6.00	1.83	7	6.00	1.63	16	6.81	2.40
Being inclusive*	18	8.11	2.14	5	6.40	2.88	23	7.30	1.55	12	5.92	1.83	9	6.78	2.44	16	6.81	2.17	15	5.80	1.82	7	5.71	1.70	7	6.00	1.53	16	7.56	2.06
Openness (sharing data and other information)	18	8.39	1.75	7	7.86	1.46	26	7.69	1.93	14	7.36	1.69	10	6.90	2.28	15	7.47	2.13	19	7.05	2.44	7	5.71	1.50	8	7.25	1.83	15	8.13	2.13
Collaboration with the Government	18	8.67	1.53	7	8.57	1.13	27	8.30	1.46	16	8.44	1.59	9	8.22	1.20	16	8.50	1.15	18	7.94	1.66	8	7.62	1.77	8	8.00	1.41	15	8.93	1.33
The speed in which it gets things accomplished on the ground	17	7.29	1.99	5	7.40	1.82	24	7.33	1.55	13	6.77	1.92	9	5.78	2.17	14	6.29	2.16	12	5.75	2.30	7	5.86	1.86	7	7.29	1.70	15	7.80	2.18
Ease of access to the people at the World Bank Group who are making decisions important to my work*	17	8.06	2.28	6	6.83	2.04	26	8.23	1.68	13	7.00	2.08	9	7.22	2.44	13	8.00	1.53	15	6.67	2.38	6	5.33	1.51	6	8.17	1.94	16	8.13	1.71
Collaboration with civil society	15	8.07	2.37	6	7.33	1.97	20	6.90	1.59	13	7.23	1.48	6	6.33	2.42	14	7.21	2.22	19	5.95	2.61	7	6.14	2.61	8	6.38	2.13	15	7.13	2.23
Staff accessibility	17	8.00	2.29	6	8.00	1.79	27	7.78	1.69	15	6.53	2.03	9	7.44	2.19	13	7.38	2.36	15	6.73	2.05	7	5.29	1.89	7	7.00	2.71	16	7.88	1.89
Collaboration with other donors and development partners	17	7.94	1.92	5	9.40	0.89	21	7.33	1.43	14	8.00	1.18	10	7.50	2.17	12	6.92	2.19	12	6.83	2.04	6	7.33	1.21	6	8.00	1.55	15	7.80	1.90
Collaboration with the private sector	16	7.81	1.94	4	7.00	2.94	19	6.89	1.37	13	6.62	1.45	5	7.40	2.41	15	6.07	2.71	15	6.87	1.77	8	5.25	1.67	8	6.50	2.14	14	7.36	1.95
Straightforwardness and honesty	18	8.67	1.53	6	8.50	1.05	24	7.92	1.72	11	8.55	1.21	8	7.25	2.12	16	7.88	1.71	13	7.15	2.34	9	7.00	2.18	8	8.00	1.85	13	9.08	0.95
Treating clients and stakeholders in Georgia with respect	18	8.61	1.88	6	9.00	0.89	25	8.08	1.82	13	8.54	1.45	9	8.22	1.86	15	8.67	1.23	13	7.62	1.89	7	8.00	1.53	8	8.88	1.73	15	8.67	1.84
Being a long-term partner	18	8.94	1.66	7	8.86	2.19	27	8.78	1.42	16	8.56	1.46	10	8.40	2.07	16	8.44	1.55	15	7.93	2.12	7	8.71	2.14	7	8.14	2.12	16	8.75	1.98

\*Significantly different between stakeholder groups



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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
The Government works inefficiently*	5.9%	14.3%	12.5%	0.0%	18.2%	9.5%	59.1%	50.0%	12.5%	25.0%
Poor donor coordination	35.3%	14.3%	8.3%	35.3%	0.0%	9.5%	9.1%	20.0%	37.5%	33.3%
The World Bank Group is not sensitive enough to political/social realities on the ground	17.6%	42.9%	16.7%	23.5%	27.3%	14.3%	18.2%	20.0%	37.5%	8.3%
Lack of/inadequate levels of capacity in Government*	0.0%	42.9%	12.5%	0.0%	45.5%	38.1%	18.2%	0.0%	37.5%	25.0%
There is not an adequate level of citizen/civil society participation	29.4%	42.9%	37.5%	35.3%	9.1%	14.3%	31.8%	40.0%	25.0%	16.7%
The World Bank Group works too slowly	29.4%	14.3%	25.0%	41.2%	0.0%	33.3%	13.6%	30.0%	0.0%	8.3%
The World Bank Group does not do adequate follow through/follow-up	0.0%	0.0%	8.3%	0.0%	9.1%	9.5%	4.5%	10.0%	12.5%	16.7%
Political pressures and obstacles*	0.0%	0.0%	4.2%	0.0%	45.5%	23.8%	4.5%	0.0%	0.0%	8.3%
Reforms are not well thought out in light of country challenges	17.6%	0.0%	33.3%	29.4%	18.2%	23.8%	13.6%	20.0%	25.0%	16.7%
Other	11.8%	14.3%	4.2%	0.0%	0.0%	4.8%	4.5%	0.0%	0.0%	16.7%

\*Significantly different between stakeholder groups

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

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Crime and violence	17	4.76	3.05	7	4.86	2.19	24	4.58	2.86	13	5.62	2.60	8	3.62	2.50	18	4.67	3.03	15	4.73	3.33	7	6.14	2.54	7	5.14	2.48	12	4.83	3.07
Financial markets	17	8.24	2.11	7	9.29	0.76	27	7.70	2.03	14	8.36	1.82	10	8.40	1.90	21	8.67	1.65	19	7.95	2.39	11	9.27	1.01	7	6.43	2.99	14	8.43	1.95
Transport	18	9.06	1.63	7	8.86	1.86	27	8.11	1.63	17	8.65	1.73	10	8.10	1.91	21	8.76	1.70	21	8.81	1.40	10	9.00	1.25	8	9.13	1.81	16	8.38	1.75
Anti corruption	17	5.65	2.94	7	7.00	2.16	25	6.00	2.55	12	5.75	2.30	10	7.40	2.72	20	6.85	2.16	19	6.32	2.60	9	8.00	2.24	7	6.71	2.98	14	6.71	2.67
Law and justice	18	6.39	2.70	7	7.71	2.14	24	5.83	2.70	13	6.69	2.14	9	7.11	2.09	20	7.50	2.04	19	6.89	2.42	9	8.33	2.35	7	7.00	3.21	15	7.80	2.68
Urban development*	17	8.76	1.60	7	8.57	1.51	25	7.32	2.01	17	8.47	1.50	9	7.44	1.88	20	8.60	1.76	22	8.45	1.50	9	9.11	0.78	8	6.13	3.04	15	8.20	2.37
Environmental sustainability	18	8.61	1.33	7	7.29	1.98	26	7.46	1.73	13	8.15	1.68	9	7.89	1.45	19	8.05	1.78	22	8.45	1.65	10	8.40	1.71	8	7.38	3.02	15	8.27	2.40
Trade and exports	17	8.47	1.37	7	7.29	2.43	27	8.07	1.49	15	8.00	1.69	10	7.90	1.60	20	7.85	2.56	19	8.21	1.62	10	9.00	1.05	7	7.29	2.06	16	7.81	2.86
Information and communications technology*	17	8.24	1.30	7	6.29	2.87	27	7.63	1.94	15	8.33	0.82	10	6.80	1.99	20	7.35	2.41	19	7.68	2.43	10	8.70	1.42	7	4.86	2.79	15	7.67	3.11
Poverty reduction	18	9.28	1.32	7	8.29	1.50	25	8.52	1.56	17	8.29	2.14	10	8.60	1.71	20	8.45	1.85	23	8.57	1.95	10	9.80	0.42	7	7.00	3.27	16	9.38	1.41
Gender equity	17	6.59	2.98	7	6.00	2.38	25	5.72	2.56	15	6.33	1.84	10	8.00	2.11	18	6.33	2.25	20	7.05	2.91	10	7.40	1.78	6	4.50	3.21	15	7.20	2.88
Private sector development	17	9.00	1.66	7	9.00	1.00	27	8.00	1.59	18	8.83	1.95	10	9.30	1.06	21	8.57	2.01	22	8.45	1.84	10	9.20	1.55	7	8.57	1.72	16	9.13	1.75
Foreign direct investment	17	9.41	1.06	7	9.43	1.13	26	8.65	1.29	18	8.61	1.69	10	9.10	1.37	20	8.90	2.10	22	8.64	1.14	10	9.40	1.07	7	8.43	1.90	16	9.19	1.56
Water and sanitation*	17	8.53	1.37	7	7.29	2.29	25	6.08	2.48	15	7.27	1.83	8	7.00	1.60	21	7.95	2.16	21	8.00	1.41	10	7.60	2.01	8	6.50	2.00	15	7.87	2.80
Regulatory framework*	17	7.59	1.46	7	6.86	2.61	26	6.23	2.34	15	7.33	1.72	8	8.75	1.28	20	8.10	1.41	19	7.26	2.08	10	7.80	1.81	7	6.86	1.95	16	8.44	2.31
Economic growth	17	9.24	1.20	7	9.43	1.51	27	8.63	1.33	17	8.53	1.62	10	9.20	1.03	21	9.24	1.48	22	8.91	1.27	9	9.67	0.50	8	8.00	2.00	16	9.25	1.29
Energy*	17	7.88	1.36	7	7.43	2.70	25	6.84	2.21	15	8.07	1.49	10	8.10	1.73	19	8.21	2.18	22	8.32	1.36	10	8.90	0.99	7	6.71	2.29	16	8.81	1.80
Disaster management	17	6.59	2.24	7	7.00	2.38	26	6.15	2.51	13	6.62	1.61	8	7.00	2.00	19	6.37	2.52	20	6.70	2.41	10	8.40	1.51	7	6.29	1.60	15	7.80	2.96
Public sector governance/reform*	18	8.72	1.56	7	7.43	2.51	27	7.15	2.55	16	7.56	2.28	10	9.20	0.92	19	8.68	1.38	20	8.25	1.41	10	8.70	1.42	7	7.43	2.37	16	8.44	2.19
Job creation/employment	17	8.59	1.70	7	7.86	3.18	25	6.96	2.11	15	7.73	2.09	10	8.30	2.06	21	7.24	2.61	21	7.33	2.52	11	8.91	1.76	8	7.25	2.96	16	7.87	3.07
Communicable/non-communicable diseases	16	6.44	2.13	6	7.17	2.56	22	5.32	2.53	14	6.29	1.54	9	5.22	2.39	19	5.79	2.37	20	5.75	2.69	8	7.13	1.73	7	5.14	2.27	15	6.53	3.25
Equality of opportunity	17	7.41	2.18	6	6.50	2.51	24	6.13	2.64	15	6.53	1.64	9	8.22	1.48	20	6.45	2.46	20	7.00	2.83	10	7.60	2.01	7	7.29	2.87	15	7.40	3.14
Social protection	17	7.59	1.94	7	6.43	2.76	24	6.17	2.73	15	6.80	1.93	10	7.50	2.07	20	6.60	2.78	20	6.50	2.40	10	7.80	1.93	7	5.43	3.31	16	7.19	2.56
Agriculture and rural development	18	8.67	1.61	7	7.86	3.18	28	7.68	2.07	16	8.19	1.52	10	7.70	1.77	21	7.95	1.88	22	7.55	2.54	10	9.20	0.92	7	8.57	1.81	15	7.80	2.81
Global/regional integration	18	8.44	1.58	7	7.57	1.51	26	7.31	2.22	16	8.38	1.54	10	7.50	1.78	18	8.00	2.30	22	8.05	1.59	9	8.67	1.12	6	8.33	1.86	16	8.94	1.57
Food security	17	6.94	1.92	7	6.57	3.10	26	6.00	2.47	15	7.20	2.01	10	6.80	1.62	19	6.95	2.41	21	6.38	2.48	10	8.40	1.51	7	6.29	2.81	15	6.93	2.79
Natural resource management	17	7.59	1.87	7	5.71	3.73	25	5.76	2.40	14	7.43	1.99	10	6.80	1.23	20	6.45	2.68	21	7.19	1.54	10	7.40	2.12	7	5.00	3.00	16	7.56	2.61
Health	16	7.38	1.50	7	8.00	2.31	26	6.27	2.68	15	7.80	1.47	8	6.00	2.14	20	7.50	1.73	22	7.27	2.47	10	8.10	1.29	7	6.14	2.73	15	7.80	2.65
Climate change	18	7.94	1.47	7	6.86	3.02	25	6.04	2.62	15	7.40	2.16	10	7.90	0.99	20	6.65	2.80	22	7.23	2.47	10	8.10	2.02	6	7.50	1.52	15	8.20	2.31
Municipal, urban and regional development	18	8.89	1.28	7	8.71	1.89	28	8.00	1.28	16	8.56	1.71	9	8.11	1.17	21	8.67	1.39	22	8.73	0.88	10	8.80	1.32	7	7.14	2.91	15	8.60	1.99
Education	18	8.11	2.49	7	9.57	1.13	26	8.42	1.53	16	8.69	1.62	10	7.60	2.01	20	8.85	1.66	22	8.68	1.89	10	9.30	1.34	8	8.63	1.77	15	8.73	2.37
Internally displaced persons	18	7.39	2.33	7	7.71	2.21	25	6.76	2.24	13	7.77	2.13	9	5.78	1.99	21	6.86	2.92	20	6.65	2.48	10	7.20	1.99	8	7.13	1.81	15	8.67	2.23
Youth development	18	6.50	2.79	6	6.83	3.54	25	6.52	2.29	15	7.73	2.02	10	6.80	1.75	21	7.48	2.79	22	6.91	1.93	10	7.80	1.87	6	6.83	3.31	16	7.69	2.80
Tourism*	17	8.41	2.06	7	8.14	2.34	28	7.36	1.89	17	8.71	1.45	10	6.70	2.06	21	8.48	2.20	21	7.33	1.77	10	8.50	1.65	8	6.25	3.06	16	8.63	1.71
Waste management	17	8.18	1.78	7	8.00	1.91	24	6.38	2.06	15	8.00	1.96	10	7.50	1.27	19	7.42	2.69	22	7.95	1.50	10	7.80	2.39	7	7.00	1.73	15	8.00	2.56

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Gender equity	9	7.22	2.22	3	6.67	1.53	10	5.90	2.18	10	6.00	1.25	5	6.00	2.24	3	7.33	0.58	9	5.78	2.17	5	6.00	1.41	2	6.00	1.41	9	7.00	2.12
Information and communications technology*	12	8.25	1.71	2	8.50	0.71	10	6.00	2.16	10	6.30	1.25	3	6.33	3.06	5	5.00	2.55	10	6.50	1.78	7	6.29	1.80	4	6.50	1.29	9	7.78	2.33
Transport	15	8.87	1.64	6	8.83	1.33	18	8.17	1.62	15	8.13	1.85	7	7.43	1.99	15	7.60	1.55	15	7.93	1.67	8	8.38	0.92	7	8.14	2.04	12	8.50	1.88
Crime and violence	8	7.50	2.98	2	6.50	3.54	8	5.00	1.93	6	5.50	1.05	3	5.67	3.51	5	7.20	2.59	6	4.67	2.07	5	6.00	1.41	2	5.50	0.71	8	6.13	2.36
Law and justice	9	7.67	2.12	3	6.67	3.21	8	4.75	1.49	7	5.71	1.50	5	7.00	2.92	8	7.50	2.39	6	5.00	3.52	7	6.57	1.90	3	6.67	1.53	10	7.10	2.77
Urban development	12	7.75	2.01	5	5.80	3.27	15	6.60	1.45	15	7.20	2.27	6	7.33	2.25	12	7.50	1.73	13	6.54	1.98	8	7.50	1.20	6	7.00	1.90	10	8.20	1.48
Environmental sustainability	13	7.54	2.22	2	5.50	3.54	11	5.73	2.65	13	7.08	1.93	7	6.71	1.89	9	6.56	1.59	13	6.77	1.88	7	6.29	1.25	5	7.20	1.48	8	8.75	1.39
Regulatory framework	9	7.89	2.26	3	8.33	2.89	12	6.33	1.92	10	5.90	1.79	6	6.83	2.32	11	7.27	1.10	9	6.00	2.35	7	6.86	1.21	4	7.00	1.41	11	8.36	1.69
Communicable/non-communicable diseases	7	8.00	2.16	3	7.67	1.15	9	5.22	1.92	8	6.50	1.77	3	6.00	3.00	6	7.00	2.68	9	4.56	1.94	6	6.50	1.38	2	7.00	2.83	7	7.86	2.73
Poverty reduction	14	7.71	2.02	5	6.60	2.30	20	7.25	1.77	13	6.54	2.30	8	6.63	2.45	12	6.08	2.15	17	5.94	2.01	8	7.25	1.49	5	6.00	1.58	10	7.90	1.66
Anti corruption	10	7.70	2.31	2	6.50	3.54	13	6.31	2.43	7	5.86	1.68	3	6.33	3.06	9	6.33	1.66	10	5.80	3.39	7	5.71	1.80	3	6.67	1.53	9	8.89	1.62
Private sector development*	13	8.54	1.56	5	6.60	3.05	13	6.15	1.72	11	6.91	2.34	6	7.17	1.72	10	5.40	2.84	15	7.47	1.55	8	6.38	1.77	6	6.33	2.16	12	7.75	1.86
Foreign direct investment	14	8.50	2.07	5	8.00	2.35	12	6.42	2.19	13	6.92	2.22	5	6.40	2.19	10	6.00	2.83	12	7.17	1.95	8	7.88	1.81	6	6.17	1.83	13	7.69	2.18
Water and sanitation	13	7.92	2.14	5	7.80	1.30	12	5.92	2.43	12	6.33	1.92	5	6.80	1.79	9	8.44	1.24	9	6.33	2.18	7	7.57	2.23	4	7.25	1.71	7	7.86	1.86
Trade and exports	12	7.58	2.07	3	7.00	2.65	11	6.27	1.49	9	7.22	1.56	5	6.20	1.92	10	6.60	1.84	10	7.20	1.32	7	6.86	1.57	4	6.00	2.45	9	8.56	1.33
Economic growth	15	8.60	1.80	5	8.00	2.92	17	7.06	2.05	12	7.17	1.47	9	8.11	1.54	13	6.69	2.84	13	7.46	1.13	8	7.25	1.91	5	7.00	1.87	14	7.50	3.06
Health	10	8.20	2.49	3	8.67	1.53	14	6.64	2.02	11	6.45	1.81	6	7.33	1.86	7	6.57	2.64	12	5.83	1.85	7	7.43	1.13	3	7.67	2.31	12	6.58	3.50
Disaster management	11	6.00	3.46	3	8.00	1.73	6	4.33	1.51	9	5.33	1.87	4	6.50	2.08	3	7.00	1.73	5	5.40	2.51	5	5.20	2.59	2	6.50	2.12	5	6.40	2.30
Public sector governance/reform	13	8.38	2.22	6	7.83	2.40	13	6.54	2.30	13	7.00	1.91	9	8.00	1.80	9	6.67	1.87	15	6.80	2.01	7	6.43	2.99	5	7.00	1.87	12	7.83	1.64
Job creation/employment	14	6.86	2.54	4	6.75	3.30	14	5.57	1.74	10	6.40	1.96	8	7.38	1.85	10	5.30	2.36	12	6.75	1.71	8	5.75	1.83	6	6.00	0.89	9	7.44	2.19
Financial markets	13	7.46	2.30	5	7.00	3.67	11	5.91	1.51	11	6.91	2.07	8	7.63	1.77	14	5.21	3.40	10	7.10	1.91	8	5.88	3.04	5	6.00	2.00	8	7.50	2.14
Equality of opportunity	14	7.57	2.31	2	6.00	2.83	10	5.80	1.99	10	6.90	2.38	5	7.20	1.92	4	6.50	0.58	10	5.00	2.91	7	6.29	1.98	4	5.75	0.96	8	7.13	2.64
Energy	11	7.73	2.00	3	8.00	1.73	10	6.60	1.84	13	7.69	1.38	7	7.57	1.99	9	7.22	1.92	11	6.55	2.11	7	7.86	1.07	5	7.20	1.30	9	8.11	1.76
Agriculture and rural development	15	7.87	2.03	4	6.25	3.30	14	6.86	1.79	11	6.82	2.04	7	7.14	1.68	10	6.60	2.32	13	6.38	2.43	7	8.57	0.98	5	6.80	1.10	11	8.00	2.00
Global/regional integration	14	7.79	2.15	2	8.00	1.41	9	6.22	1.09	11	6.73	1.90	5	5.80	2.59	7	6.71	1.70	8	6.63	2.13	6	6.17	2.04	7	7.14	1.57	11	7.73	2.05
Food security	8	6.88	2.95	2	8.00	1.41	7	4.86	1.35	8	6.13	2.17	5	6.20	1.92	4	7.25	1.50	9	5.78	1.86	6	6.83	1.83	3	5.33	3.51	5	7.60	1.52
Education	13	6.31	3.22	3	8.67	1.53	18	6.89	1.75	11	7.18	1.60	6	7.00	1.79	10	6.30	2.21	15	5.53	2.23	8	6.25	2.60	6	6.33	1.63	12	7.08	3.42
Social protection	11	7.36	2.54	2	10.00	0.00	13	5.92	2.50	8	7.00	2.00	6	7.83	1.94	7	5.29	3.77	13	5.31	2.59	7	5.71	2.36	4	6.00	1.41	10	6.00	2.91
Climate change	10	6.30	2.67	1	8.00	-	10	5.70	2.00	9	6.22	2.05	6	6.83	1.72	5	6.40	2.41	8	5.88	2.75	7	6.00	1.41	2	5.50	0.71	7	6.71	2.43
Municipal, urban and regional development	13	8.00	1.91	5	7.00	3.24	18	6.94	1.63	14	7.21	1.85	7	7.00	1.53	10	7.40	1.58	11	6.91	1.58	7	6.86	1.35	5	7.00	1.41	12	7.83	2.04
Natural resource management	10	6.00	2.94	2	8.00	2.83	8	5.75	2.19	8	6.25	1.28	5	7.00	1.87	5	5.40	2.88	8	6.25	1.58	7	6.29	1.98	2	5.50	0.71	9	6.44	2.92
Internally displaced persons	15	6.93	2.96	3	9.00	0.00	10	5.70	1.95	12	6.67	1.97	5	7.00	2.35	8	6.75	2.55	9	5.56	2.51	7	5.57	2.82	4	7.50	1.73	11	6.27	3.64
Youth development	9	7.33	2.78	2	7.00	2.83	6	5.83	0.98	9	6.44	2.19	5	6.40	2.41	5	4.60	2.30	8	5.00	2.88	5	6.00	1.87	4	6.25	0.96	8	6.25	2.82
Tourism	13	6.92	2.81	2	9.50	0.71	13	6.46	1.56	13	7.69	1.60	5	7.60	2.70	10	6.30	2.79	8	7.25	1.98	6	5.83	2.14	4	6.75	1.26	11	7.91	2.12
Waste management	11	7.27	2.37	4	8.00	1.41	8	5.63	2.00	10	7.60	1.51	5	6.60	2.30	6	7.67	0.82	9	7.11	2.80	6	5.67	2.07	3	6.33	1.53	7	7.71	1.98

\*Significantly different between stakeholder groups



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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Georgia?*	17	8.53	2.21	7	8.14	1.57	27	7.78	1.50	18	8.06	1.39	10	8.00	1.41	18	6.72	1.74	20	6.80	1.64	9	7.89	1.36	8	7.50	1.51	16	8.19	1.83

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

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Georgia*	18	8.50	1.72	7	8.00	2.38	26	8.15	1.41	17	7.59	1.77	9	7.89	1.83	20	6.35	2.16	21	6.95	1.36	10	7.60	1.35	7	7.71	1.38	16	8.38	1.82
The World Bank Group meets Georgia's needs for knowledge services*	18	8.50	1.58	6	8.33	1.51	25	7.60	1.68	15	6.93	1.83	8	7.63	2.33	18	6.33	2.30	20	7.10	1.80	9	6.67	1.80	8	6.38	2.26	15	7.93	2.09

\*Significantly different between stakeholder groups

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Georgia?	16	8.31	1.85	5	8.20	1.79	21	7.38	1.24	16	7.44	1.63	8	7.00	1.51	14	5.86	1.96	13	6.62	1.98	9	7.22	2.05	7	7.00	1.15	15	7.33	3.04

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



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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tanks	Other
Weekly	29.4%	0.0%	17.9%	0.0%	9.1%	0.0%	8.3%	0.0%	0.0%	13.3%
Monthly	5.9%	28.6%	10.7%	0.0%	36.4%	14.3%	8.3%	36.4%	0.0%	40.0%
A few times a year	58.8%	57.1%	39.3%	63.2%	45.5%	52.4%	41.7%	36.4%	50.0%	33.3%
Rarely	5.9%	0.0%	32.1%	21.1%	9.1%	28.6%	37.5%	27.3%	50.0%	13.3%
Never	0.0%	14.3%	0.0%	15.8%	0.0%	4.8%	4.2%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other				
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean
Are timely	18	8.17	2.01	6	8.17	1.17	22	7.50	1.50	15	6.60	2.16	9	7.56	2.19	15	7.00	2.14	17	6.71	1.72	7	6.29	1.38	7	6.29	2.21	15	7.07	2.81		
Include appropriate level of stakeholder involvement during preparation*	17	8.29	1.83	6	8.17	1.47	23	7.35	1.94	12	6.50	1.57	7	6.86	2.54	15	6.93	2.09	17	5.94	1.39	8	6.50	1.60	7	6.43	2.30	15	7.53	2.17		
Lead to practical solutions*	18	8.39	1.75	6	8.50	1.52	23	7.52	1.62	15	7.47	1.55	8	7.63	1.85	15	6.47	2.72	17	6.47	1.62	9	6.56	2.01	7	5.57	1.51	15	7.80	1.74		
Are accessible (well written and easy to understand)*	18	8.11	1.71	7	7.57	2.51	23	7.48	1.97	15	7.20	1.32	9	7.56	2.74	17	7.29	2.59	20	7.60	1.31	8	5.88	1.73	8	6.63	2.62	15	9.00	1.13		
Are source of relevant information on global good practices	17	8.71	1.65	6	8.67	1.21	24	7.58	1.77	14	7.07	2.02	9	7.78	2.73	16	7.63	2.33	19	8.00	1.53	8	6.50	1.31	8	6.75	2.76	15	8.60	1.18		
Are adequately disseminated*	17	8.41	2.00	6	7.67	2.58	23	7.09	1.76	13	6.54	1.98	8	7.50	2.45	15	6.53	2.80	19	6.21	2.07	7	5.57	1.27	8	5.00	1.93	15	7.80	2.40		
Are translated enough into local language	14	7.50	2.14	4	8.25	1.26	22	5.91	2.47	14	6.64	2.34	5	6.40	2.61	12	6.83	2.59	11	7.73	2.45	8	5.88	2.36	8	5.00	3.30	11	7.55	2.30		
Are adaptable to Georgia's specific development challenges and country circumstances	17	8.18	1.67	7	7.86	2.48	24	7.12	1.85	17	7.24	1.75	8	7.13	2.23	16	6.19	2.23	20	6.85	1.69	9	6.22	2.44	8	5.50	1.31	15	7.40	2.38		

\*Significantly different between stakeholder groups

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other				
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	18	9.06	1.43	7	9.29	0.76	27	8.63	1.21	18	8.67	1.50	10	8.10	1.85	19	8.42	1.54	23	8.61	1.44	11	9.36	1.21	8	8.13	1.81	16	9.19	1.22		
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	18	8.89	1.45	7	8.43	1.13	24	8.54	1.28	17	8.35	1.37	9	8.22	1.99	16	7.56	1.75	22	8.00	1.38	8	7.75	1.28	7	7.00	2.00	15	8.40	1.76		

(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 President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	16	6.81	2.46	4	7.25	0.96	22	6.73	1.58	15	5.33	1.76	7	6.57	2.51	12	6.42	2.23	8	6.00	2.20	6	5.83	1.72	5	7.40	1.82	9	6.44	2.24
The World Bank Group effectively monitors and evaluates the projects and programs it supports	18	7.89	2.05	5	9.20	0.84	26	7.46	1.84	17	7.41	1.73	9	6.56	2.30	14	7.93	1.49	13	7.31	1.03	8	7.13	1.89	5	7.80	2.17	15	7.73	1.91
The World Bank Group's approvals and reviews are done in a timely fashion	18	7.56	2.59	5	7.60	1.82	23	6.48	2.27	14	5.50	2.03	7	6.57	2.15	11	6.45	2.62	8	5.25	2.25	7	5.43	1.72	6	6.50	2.17	12	6.67	2.39
The World Bank Group's "Safeguard Policy" requirements are reasonable	10	7.50	2.55	3	9.00	1.00	14	7.21	1.42	11	7.36	2.11	7	8.71	1.25	7	8.00	1.29	8	6.75	2.71	7	6.57	2.23	4	8.00	2.16	10	7.80	1.40
The World Bank Group's conditions on its lending are reasonable*	15	8.60	2.06	4	8.50	1.29	15	7.27	1.53	11	7.27	1.79	7	8.71	1.50	8	7.00	1.93	9	6.44	2.60	7	6.57	1.99	4	7.75	1.89	12	8.42	1.08
The World Bank Group takes decisions quickly in Georgia	17	7.41	2.37	6	7.00	1.79	23	6.26	1.94	13	5.31	1.97	7	7.57	1.90	15	5.73	2.40	9	5.22	1.99	9	6.11	2.15	6	6.33	1.21	14	6.86	2.38
Working with the World Bank Group increases Georgia's institutional capacity	17	8.82	2.01	7	8.57	1.51	25	7.88	1.90	15	7.47	2.00	9	8.78	1.09	17	7.88	1.73	18	7.39	2.20	10	8.50	1.84	8	8.00	2.07	14	8.64	1.45
Where country systems are adequate, the World Bank Group makes appropriate use of them	16	8.31	2.12	5	8.20	1.48	19	7.68	1.70	12	7.08	1.73	5	8.20	1.30	12	7.42	1.31	9	7.56	1.42	8	7.25	1.67	5	7.60	2.41	12	8.00	2.04
The World Bank Group provides effective implementation support	17	8.76	2.05	7	8.71	0.95	23	7.91	1.50	15	7.67	1.91	4	8.00	1.63	13	7.77	1.54	12	7.08	2.23	9	7.89	1.90	7	8.14	1.86	14	8.86	1.03

\*Significantly different between stakeholder groups

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Georgia?	18	8.83	1.58	7	8.00	1.15	25	8.04	1.34	16	7.75	2.05	5	7.80	2.95	19	8.00	1.91	18	8.06	1.55	11	7.45	1.92	8	7.25	2.38	16	8.44	1.90

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

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tanks	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Georgia	55.6%	28.6%	37.9%	10.5%	72.7%	36.4%	21.7%	18.2%	12.5%	43.8%
The World Bank Group is not sufficiently selective in Georgia, and it is involved in too many areas of development	38.9%	42.9%	55.2%	73.7%	9.1%	36.4%	34.8%	63.6%	75.0%	37.5%
Don't know	5.6%	28.6%	6.9%	15.8%	18.2%	27.3%	43.5%	18.2%	12.5%	18.8%

\*Significantly different between stakeholder groups



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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Offer more innovative financial products	33.3%	57.1%	10.3%	26.3%	18.2%	9.1%	20.8%	20.0%	37.5%	25.0%
Ensure greater selectivity in its work	16.7%	28.6%	13.8%	15.8%	9.1%	4.5%	16.7%	20.0%	12.5%	18.8%
Provide more adequate data/knowledge/statistics/figures on Georgia's economy	11.1%	14.3%	6.9%	10.5%	0.0%	9.1%	12.5%	0.0%	12.5%	18.8%
Improve the competitiveness of its financing compared to markets	11.1%	42.9%	17.2%	10.5%	0.0%	13.6%	8.3%	20.0%	12.5%	25.0%
Reach out more to groups outside of Government*	0.0%	0.0%	6.9%	15.8%	45.5%	22.7%	66.7%	20.0%	12.5%	0.0%
Increase the level of capacity development in the country	33.3%	14.3%	41.4%	10.5%	45.5%	40.9%	33.3%	0.0%	12.5%	31.3%
Improve the quality of its experts as related to Georgia's specific challenges*	11.1%	0.0%	17.2%	5.3%	0.0%	9.1%	0.0%	0.0%	37.5%	6.3%
Offer more innovative knowledge services	11.1%	14.3%	17.2%	0.0%	36.4%	13.6%	12.5%	0.0%	25.0%	12.5%
Collaborate more effectively with Government clients*	22.2%	0.0%	24.1%	31.6%	0.0%	0.0%	8.3%	20.0%	0.0%	18.8%
Work faster*	11.1%	0.0%	13.8%	21.1%	18.2%	27.3%	4.2%	50.0%	0.0%	0.0%
Reduce the complexity of obtaining World Bank Group financing*	27.8%	28.6%	13.8%	47.4%	0.0%	22.7%	4.2%	30.0%	37.5%	25.0%
Increase availability of Reimbursable Advisory Services (RAS)	5.6%	0.0%	3.4%	0.0%	0.0%	0.0%	4.2%	10.0%	0.0%	12.5%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	4.2%	10.0%	0.0%	6.3%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Financial services	44.4%	80.0%	25.9%	52.9%	27.3%	38.1%	45.8%	63.6%	42.9%	42.9%
Knowledge products	22.2%	0.0%	40.7%	29.4%	36.4%	33.3%	29.2%	18.2%	28.6%	28.6%
Convening services	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	9.1%	14.3%	7.1%
None of the above	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The combination is appropriate for Georgia	33.3%	20.0%	25.9%	17.6%	18.2%	23.8%	20.8%	9.1%	14.3%	21.4%
Don't know	0.0%	0.0%	7.4%	0.0%	9.1%	4.8%	4.2%	0.0%	0.0%	0.0%



**G. Communication and Information Sharing**

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Social media	38.9%	28.6%	37.9%	42.1%	36.4%	40.9%	50.0%	50.0%	37.5%	37.5%
International newspapers*	0.0%	0.0%	3.4%	0.0%	36.4%	9.1%	8.3%	10.0%	0.0%	0.0%
Local radio	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
International radio	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	55.6%	57.1%	58.6%	52.6%	27.3%	31.8%	25.0%	50.0%	62.5%	31.3%
International television	5.6%	0.0%	6.9%	10.5%	0.0%	4.5%	4.2%	20.0%	12.5%	0.0%
Local newspapers	0.0%	0.0%	3.4%	5.3%	9.1%	13.6%	4.2%	10.0%	0.0%	6.3%
Internet	66.7%	85.7%	75.9%	68.4%	72.7%	81.8%	83.3%	50.0%	87.5%	93.8%
Periodicals	16.7%	28.6%	6.9%	0.0%	0.0%	4.5%	12.5%	10.0%	0.0%	18.8%
Other	0.0%	0.0%	3.4%	5.3%	9.1%	4.5%	8.3%	0.0%	0.0%	12.5%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Direct contact with World Bank Group	72.2%	57.1%	48.3%	36.8%	45.5%	40.9%	37.5%	54.5%	25.0%	43.8%
Mobile phones*	0.0%	0.0%	0.0%	15.8%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%
World Bank Group's seminars/workshops/conferences	38.9%	14.3%	51.7%	31.6%	18.2%	22.7%	20.8%	27.3%	25.0%	50.0%
World Bank Group's publications and other written materials	27.8%	14.3%	13.8%	15.8%	36.4%	13.6%	16.7%	36.4%	12.5%	31.3%
World Bank Group's website	22.2%	42.9%	31.0%	26.3%	36.4%	27.3%	45.8%	18.2%	62.5%	37.5%
Social media*	5.6%	57.1%	6.9%	36.8%	27.3%	31.8%	41.7%	27.3%	50.0%	12.5%
e-Newsletters	16.7%	14.3%	37.9%	26.3%	0.0%	54.5%	37.5%	18.2%	25.0%	25.0%
Other	0.0%	0.0%	0.0%	5.3%	0.0%	4.5%	0.0%	9.1%	0.0%	0.0%

\*Significantly different between stakeholder groups

**Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?**

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Yes	20.0%	0.0%	18.5%	33.3%	30.0%	19.0%	29.2%	22.2%	25.0%	31.3%
No	80.0%	100.0%	81.5%	66.7%	70.0%	81.0%	70.8%	77.8%	75.0%	68.8%

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

If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tanks	Other
World Bank Group's seminars/workshops/conferences	33.3%	0.0%	20.0%	40.0%	0.0%	0.0%	0.0%	50.0%	0.0%	20.0%
World Bank Group's website	33.3%	0.0%	60.0%	60.0%	0.0%	50.0%	71.4%	50.0%	0.0%	80.0%
World Bank Group's e-Newsletters	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
News/Media	33.3%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	50.0%	0.0%
Colleagues/Friends/Peer organizations	0.0%	0.0%	20.0%	0.0%	66.7%	25.0%	14.3%	0.0%	50.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	14.3%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tanks	Other
Yes	37.5%	33.3%	8.7%	11.8%	40.0%	23.8%	8.3%	44.4%	0.0%	6.7%
No	62.5%	66.7%	91.3%	88.2%	60.0%	76.2%	91.7%	55.6%	100.0%	93.3%

\*Significantly different between stakeholder groups

Were you able to obtain this information?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tanks	Other
Yes	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	75.0%	0.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tanks	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tanks	Other
Yes	66.7%	100.0%	89.5%	64.3%	100.0%	72.2%	88.2%	87.5%	83.3%	92.3%
No	33.3%	0.0%	10.5%	35.7%	0.0%	27.8%	11.8%	12.5%	16.7%	7.7%



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

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

Percentage of Respondents	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tanks			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
Yes	60.0%			0.0%			47.4%			30.8%			10.0%			16.7%			29.4%			37.5%			16.7%			58.3%		
No	40.0%			100.0%			52.6%			69.2%			90.0%			83.3%			70.6%			62.5%			83.3%			41.7%		

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tanks			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
High speed/WiFi	100.0%			100.0%			100.0%			100.0%			100.0%			100.0%			100.0%			100.0%			87.5%			90.9%		
Dial-up	0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			12.5%			9.1%		

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
	I find the World Bank Group's websites easy to navigate	14	8.64	2.13	7	8.14	1.77	20	8.05	1.43	12	6.75	1.66	11	6.82	2.18	14	7.86	1.41	19	7.00	1.97	6	8.17	1.60	5	7.60	1.82	15	8.40
I find the information on the World Bank Group's websites useful	14	9.00	1.66	7	8.57	1.62	20	8.70	1.38	13	7.77	1.59	11	8.09	1.76	14	8.29	0.83	20	8.15	1.46	6	8.83	2.04	5	8.00	1.87	15	8.93	1.44
The World Bank Group's social media channels are valuable sources of information about the institution	12	9.00	0.95	3	7.33	1.15	12	8.33	1.83	10	6.80	2.97	2	9.00	1.41	6	8.17	1.33	8	6.75	2.60	6	6.33	3.27	2	6.00	1.41	9	6.56	3.40
When I need information from the World Bank Group I know how to find it	14	8.79	1.48	6	7.67	1.75	23	8.52	2.11	11	7.00	2.72	9	7.56	2.51	14	7.64	2.50	18	7.50	2.18	5	8.20	2.05	5	8.40	2.07	15	7.93	3.15
The World Bank Group is responsive to my information requests and inquiries	13	8.92	1.19	4	8.00	1.41	21	8.62	1.28	7	7.57	1.27	9	8.00	2.18	11	8.55	1.69	8	7.75	1.83	4	8.00	1.83	4	8.00	2.16	15	7.80	3.05



**H. Background Information**

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tanks	Other
Yes	88.2%	42.9%	64.3%	52.6%	90.9%	61.9%	21.7%	30.0%	25.0%	71.4%
No	11.8%	57.1%	35.7%	47.4%	9.1%	38.1%	78.3%	70.0%	75.0%	28.6%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tanks	Other
The World Bank (IBRD)	55.6%	66.7%	72.7%	50.0%	88.9%	33.3%	27.3%	0.0%	40.0%	100.0%
The International Finance Corporation (IFC)	11.1%	0.0%	0.0%	0.0%	11.1%	58.3%	0.0%	0.0%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%
Other	33.3%	33.3%	27.3%	50.0%	0.0%	0.0%	72.7%	100.0%	60.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tanks	Other
Yes	30.8%	0.0%	17.4%	40.0%	36.4%	27.8%	0.0%	0.0%	14.3%	11.1%
No	69.2%	100.0%	82.6%	60.0%	63.6%	72.2%	100.0%	100.0%	85.7%	88.9%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tanks	Other
The two institutions work well together	25.0%	0.0%	33.3%	50.0%	100.0%	66.7%	0.0%	0.0%	100.0%	100.0%
The way the two institutions work together needs improvement	75.0%	0.0%	33.3%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	33.3%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%



**H. Background Information (continued)**

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Observer*	6.7%	14.3%	0.0%	35.7%	0.0%	21.1%	22.7%	30.0%	0.0%	0.0%
Use World Bank Group reports/data	33.3%	57.1%	19.2%	14.3%	27.3%	47.4%	45.5%	50.0%	0.0%	46.2%
Engage in World Bank Group related/sponsored events/activities	33.3%	14.3%	53.8%	28.6%	9.1%	26.3%	18.2%	10.0%	57.1%	30.8%
Collaborate as part of my professional duties	66.7%	42.9%	65.4%	42.9%	72.7%	57.9%	31.8%	40.0%	57.1%	61.5%
Use World Bank Group website for information, data, research, etc.	20.0%	42.9%	19.2%	42.9%	27.3%	15.8%	45.5%	50.0%	28.6%	23.1%

\*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tanks	Other
Female	35.3%	0.0%	37.9%	26.3%	36.4%	33.3%	54.2%	27.3%	37.5%	12.5%
Male	64.7%	100.0%	62.1%	73.7%	63.6%	66.7%	45.8%	72.7%	62.5%	87.5%



## Appendix C: Responses to Indicator Questions by Geographic Location<sup>15</sup>

- Tbilisi N=137
- Outside Tbilisi N=27

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

	Tbilisi			Outside Tbilisi		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Georgia.	122	7.72	1.76	24	7.17	2.41

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

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

(1-Strongly disagree, 10-Strongly agree)

	Tbilisi			Outside Tbilisi		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Georgia	128	7.79	1.70	23	7.30	2.14
The World Bank Group's work is aligned with what I consider the development priorities for Georgia	129	7.46	1.83	21	6.95	1.88

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

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

	Tbilisi			Outside Tbilisi		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	116	7.11	1.65	21	7.19	2.23
Flexibility (in terms of the institution's products and services)	112	6.54	1.91	18	5.89	2.37
Flexibility (in terms of changing country circumstances)	112	6.46	1.98	20	5.95	2.21
Being inclusive*	111	6.96	2.01	17	5.82	2.16
Openness (sharing data and other information)	120	7.54	2.06	19	7.05	1.78
Collaboration with the Government	120	8.42	1.38	22	8.00	1.75
The speed in which it gets things accomplished on the ground	106	6.97	1.89	17	6.00	2.57
Ease of access to the people at the World Bank Group who are making decisions important to my work	111	7.68	2.00	16	6.69	2.24
Collaboration with civil society	106	6.91	2.22	18	6.83	1.98
Staff accessibility	113	7.42	2.15	19	6.58	1.61
Collaboration with other donors and development partners	100	7.58	1.80	18	7.50	1.76
Collaboration with the private sector	99	6.81	2.06	18	6.67	1.75
Straightforwardness and honesty	108	8.05	1.71	18	7.83	2.20
Treating clients and stakeholders in Georgia with respect	110	8.46	1.63	19	7.84	1.95
Being a long-term partner	119	8.66	1.69	20	7.95	2.04

\*Significantly different between geographic locations

<sup>15</sup> Only 164 respondents provided information about their geographic location. Only these respondents were included in the analysis presented in this appendix.

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

	Tbilisi			Outside Tbilisi		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Georgia?	126	7.60	1.72	23	8.13	1.66

*(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 Georgia?***(1-Strongly disagree, 10-Strongly agree)*

	Tbilisi			Outside Tbilisi		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Georgia	126	7.65	1.77	24	7.63	2.00
The World Bank Group meets Georgia's needs for knowledge services	121	7.31	1.97	20	7.40	2.04

**D. The World Bank Group's Knowledge Work and Activities****In Georgia, 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)*

	Tbilisi			Outside Tbilisi		
	N	Mean	SD	N	Mean	SD
Are adaptable to Georgia's specific development challenges and country circumstances	121	7.01	2.01	20	7.05	2.14

	Tbilisi			Outside Tbilisi		
	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?	131	8.76	1.38	25	8.48	1.64
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	121	8.17	1.55	21	8.33	1.49

*(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)**

	Tbilisi			Outside Tbilisi		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Georgia	100	6.46	2.11	18	5.50	2.26
Where country systems are adequate, the World Bank Group makes appropriate use of them	87	7.79	1.72	15	7.07	1.75



## Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>16</sup>

*Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY16 Georgia COS questionnaire: All 10-point scale questions and question B4 “When thinking about how the World Bank Group can have the most impact on development results in Georgia, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Georgia?”*

- Collaborating with the WBG N=90
- Not collaborating with the WBG N=69

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

	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 Georgia?*	90	7.64	1.76	68	6.37	2.29

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

	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 Georgia.	83	7.90	1.72	59	7.27	2.12

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

	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's staff is well prepared to help Georgia solve its most complicated development challenges?	79	8.25	1.51	49	8.02	1.74

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

<sup>16</sup> Only 159 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.

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Health	5.6%	8.7%
Crime and violence	0.0%	0.0%
Transport	22.2%	18.8%
Agriculture and rural development	27.8%	17.4%
Global/regional integration	4.4%	7.2%
Youth development	3.3%	2.9%
Job creation/employment	22.2%	29.0%
Public sector governance/reform	16.7%	17.4%
Social protection	2.2%	7.2%
Municipal, urban and regional development	22.2%	18.8%
Foreign direct investment	14.4%	13.0%
Education	40.0%	36.2%
Energy	6.7%	2.9%
Tourism	5.6%	5.8%
Gender equity	1.1%	0.0%
Financial markets	3.3%	5.8%
Urban development	0.0%	1.4%
Environmental sustainability	3.3%	4.3%
Economic growth	46.7%	42.0%
Private sector development	15.6%	24.6%
Water and sanitation	1.1%	1.4%
Food security	0.0%	1.4%
Climate change	0.0%	0.0%
Information and communications technology	2.2%	4.3%
Trade and exports	5.6%	4.3%
Internally displaced persons	2.2%	0.0%
Equality of opportunity	3.3%	2.9%
Law and justice	6.7%	2.9%
Regulatory framework	3.3%	5.8%
Communicable/non-communicable diseases	1.1%	0.0%
Natural resource management	0.0%	0.0%
Waste management	0.0%	0.0%
Poverty reduction	11.1%	13.0%
Anti corruption	0.0%	0.0%
Disaster management	0.0%	0.0%

**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 Georgia?

(1-Strongly disagree, 10-Strongly agree)

	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 Georgia	86	7.95	1.83	60	7.45	1.69
The World Bank Group's work is aligned with what I consider the development priorities for Georgia	86	7.51	1.91	59	7.25	1.76

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	79	7.27	1.90	53	6.98	1.46
Flexibility (in terms of the institution's products and services)	77	6.45	2.06	49	6.43	1.93
Flexibility (in terms of changing country circumstances)	77	6.64	2.09	50	6.04	1.83
Being inclusive*	74	7.15	2.16	48	6.38	1.85
Openness (sharing data and other information)	83	7.57	2.03	52	7.37	2.02
Collaboration with the Government	81	8.49	1.33	57	8.26	1.47
The speed in which it gets things accomplished on the ground	77	6.91	2.03	44	6.77	2.01
Ease of access to the people at the World Bank Group who are making decisions important to my work	77	7.84	2.08	45	7.16	2.00
Collaboration with civil society	65	7.14	2.03	52	6.62	2.34
Staff accessibility*	78	7.76	1.86	49	6.69	2.30
Collaboration with other donors and development partners	72	7.65	1.82	44	7.48	1.73
Collaboration with the private sector	67	7.07	1.94	47	6.47	2.07
Straightforwardness and honesty	73	8.08	1.82	49	7.94	1.70
Treating clients and stakeholders in Georgia with respect	75	8.33	1.85	48	8.52	1.37
Being a long-term partner	80	8.59	1.81	53	8.77	1.40

\*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Crime and violence	74	4.70	2.88	49	5.00	2.68
Financial markets	82	7.98	2.12	60	8.57	1.83
Transport	88	8.55	1.64	61	8.74	1.58
Anti corruption*	79	6.94	2.47	56	5.82	2.52
Law and justice	79	7.20	2.32	56	6.41	2.64
Urban development	83	8.19	1.88	61	8.08	2.06
Environmental sustainability	80	7.93	1.84	61	8.13	1.89
Trade and exports	84	8.12	1.75	59	7.88	2.16
Information and communications technology	83	7.59	2.08	59	7.41	2.49
Poverty reduction	84	8.73	1.87	63	8.54	1.79
Gender equity	80	6.76	2.58	58	6.31	2.53
Private sector development	88	8.58	1.90	62	8.73	1.60
Foreign direct investment	87	8.84	1.46	61	8.95	1.55
Water and sanitation	82	7.68	1.94	60	7.03	2.31
Regulatory framework*	82	7.68	1.87	58	6.97	2.21
Economic growth	88	8.92	1.43	61	9.00	1.33
Energy	83	8.05	1.85	60	7.75	1.95
Disaster management	80	6.77	2.35	57	6.60	2.37
Public sector governance/reform	85	8.20	1.98	59	7.90	2.03
Job creation/employment	85	7.64	2.31	61	7.89	2.54
Communicable/non-communicable diseases	73	5.97	2.32	58	5.95	2.65
Equality of opportunity	79	7.22	2.30	59	6.59	2.70
Social protection	82	6.93	2.35	59	6.44	2.68
Agriculture and rural development	87	8.18	1.85	61	7.75	2.37
Global/regional integration	81	8.05	1.72	61	8.03	1.98
Food security	83	6.73	2.37	59	6.88	2.36
Natural resource management*	84	7.05	2.18	58	6.24	2.60
Health	81	7.09	2.24	60	7.28	2.23
Climate change	82	7.30	2.13	60	7.03	2.63
Municipal, urban and regional development	86	8.37	1.53	61	8.52	1.56
Education*	85	8.22	2.09	61	9.11	1.34
Internally displaced persons	80	7.16	2.32	60	6.92	2.46
Youth development	83	7.05	2.33	59	6.93	2.63
Tourism	89	7.92	2.11	61	7.79	2.03
Waste management	81	7.52	2.12	60	7.53	2.10

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Gender equity	35	6.34	2.00	27	6.30	1.79
Information and communications technology	39	6.92	2.22	32	6.50	1.83
Transport	69	8.12	1.69	47	8.19	1.65
Crime and violence	27	6.00	2.45	23	5.57	1.95
Law and justice	37	6.73	2.39	27	6.00	2.47
Urban development*	60	7.48	1.73	40	6.70	2.11
Environmental sustainability	51	6.71	1.96	35	6.94	2.09
Regulatory framework*	49	7.31	1.94	31	6.39	1.89
Communicable/non-communicable diseases	30	6.73	2.30	28	6.00	2.29
Poverty reduction*	65	7.12	2.02	44	6.25	1.94
Anti corruption	40	7.00	2.34	31	6.10	2.41
Private sector development	57	7.21	2.07	41	6.46	2.16
Foreign direct investment	56	7.29	2.26	40	6.85	2.14
Water and sanitation	49	7.37	2.15	32	6.69	1.93
Trade and exports	45	7.20	1.87	33	6.73	1.64
Economic growth	67	7.64	2.31	42	7.14	1.82
Health	46	6.96	2.43	35	6.63	2.16
Disaster management	30	5.50	2.64	21	6.00	1.97
Public sector governance/reform	60	7.57	2.16	40	6.73	1.99
Job creation/employment	52	6.46	2.06	39	6.05	2.06
Financial markets	54	6.93	2.28	36	6.03	2.74
Equality of opportunity	41	6.68	2.22	30	6.13	2.40
Energy	49	7.47	1.70	35	7.17	1.81
Agriculture and rural development	57	7.33	1.85	38	6.76	2.28
Global/regional integration	46	6.89	2.05	31	6.90	1.78
Food security	31	5.97	2.21	24	6.54	1.82
Education	59	6.37	2.59	41	6.80	1.98
Social protection	47	6.60	2.72	31	5.61	2.38
Climate change	37	6.08	2.07	26	6.23	2.18
Municipal, urban and regional development	61	7.41	1.65	38	6.89	1.93
Natural resource management	38	6.11	2.35	24	6.17	1.97
Internally displaced persons	48	6.25	2.88	33	6.61	2.09
Youth development	32	5.81	2.55	26	6.15	1.95
Tourism	52	7.08	2.21	31	6.97	2.21
Waste management	39	7.03	2.10	28	6.86	2.09

\*Significantly different between collaborators and non-collaborators

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

	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 Georgia?*	83	7.95	1.63	61	7.38	1.83

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

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

(1-Strongly disagree, 10-Strongly agree)

	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 Georgia*	83	7.99	1.76	62	7.34	1.76
The World Bank Group meets Georgia's needs for knowledge services	78	7.64	1.85	58	7.02	2.10

\*Significantly different between collaborators and non-collaborators

	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 Georgia?	73	7.38	1.93	46	7.02	2.01

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

**D. The World Bank Group's Knowledge Work and Activities****In Georgia, 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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	76	7.42	2.23	49	6.86	1.72
Include appropriate level of stakeholder involvement during preparation*	74	7.51	1.97	47	6.47	1.80
Lead to practical solutions*	78	7.67	1.76	49	6.76	2.13
Are accessible (well written and easy to understand)*	82	7.90	1.80	52	6.98	2.18
Are source of relevant information on global good practices	78	8.00	1.93	53	7.60	1.93
Are adequately disseminated*	75	7.41	2.14	50	6.26	2.26
Are translated enough into local language	64	6.55	2.30	41	6.98	2.82
Are adaptable to Georgia's specific development challenges and country circumstances*	82	7.38	1.92	54	6.57	2.14

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	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?	85	8.66	1.49	66	8.91	1.30
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	80	8.31	1.57	58	8.12	1.52

(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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	68	6.49	2.06	32	6.31	1.91
The World Bank Group effectively monitors and evaluates the projects and programs it supports	82	7.54	1.85	42	7.71	1.60
The World Bank Group's approvals and reviews are done in a timely fashion	73	6.58	2.33	32	6.25	2.29
The World Bank Group's "Safeguard Policy" requirements are reasonable	54	7.43	1.99	26	7.92	1.67
The World Bank Group's conditions on its lending are reasonable	61	7.70	1.99	27	7.63	1.62
The World Bank Group takes decisions quickly in Georgia	76	6.62	2.14	38	5.95	2.22
Working with the World Bank Group increases Georgia's institutional capacity	81	8.30	1.87	54	7.94	1.82
Where country systems are adequate, the World Bank Group makes appropriate use of them	60	7.75	1.80	38	7.71	1.69
The World Bank Group provides effective implementation support	74	8.07	1.88	41	8.17	1.46

	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 Georgia?	76	8.18	1.80	62	7.89	1.74

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

**G. Communication and Information Sharing**

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

	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.	75	7.77	1.93	43	7.63	1.68
I find the information on the World Bank Group's websites useful.	76	8.49	1.50	45	8.44	1.41
The World Bank Group's social media channels are valuable sources of information about the institution	46	7.37	2.58	20	8.15	1.69
When I need information from the World Bank Group I know how to find it	77	8.06	2.34	40	7.77	2.30
The World Bank Group is responsive to my information requests and inquiries	71	8.39	1.92	22	7.82	1.62



## Appendix E: Responses to Selected Questions by Year<sup>17</sup>

*All data presented in this appendix are weighted. As a result, means of the FY 2016 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2013 respondents and the total number of respondents indicated may differ from those reported in the FY 2013 COS report.*

FY 2013 Number of comparable respondents = 146 • FY 2016 Number of comparable respondents = 156

*By weighting, the FY 2013 and FY 2016 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:*

Percentage of Respondents	FY 2013	FY 2016
Office of the President/Prime Minister/Minister	10%	10%
Office of Parliamentarian	4%	4%
Government institutions	25%	25%
Local Government	10%	10%
Bilateral/multilateral agencies	7%	7%
Civil society	17%	17%
Private sector	13%	13%
Academia	7%	7%
Media	7%	7%

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Georgia? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	144	7.11	2.17	155	7.02	2.08

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Georgia. <i>(1-Not effective at all, 10-Very effective)</i>	129	7.72	1.57	139	7.62	1.89

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Georgia solve its most complicated development challenges? <i>(1-To no degree at all, 10-To a very significant degree)</i>	123	7.77	1.90	125	8.18	1.54

<sup>17</sup> Only those questions that were asked in the FY '13 and FY '16 country opinion surveys, with similar response scales/options, are presented.

**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 Georgia?

(1-Strongly disagree, 10-Strongly agree)

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Georgia	129	7.66	1.76	143	7.74	1.74
The World Bank Group's work is aligned with what I consider the development priorities for Georgia	133	7.65	1.66	141	7.44	1.80

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

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	126	6.58	2.06	128	7.15	1.67
Flexibility (in terms of the institution's products and services)	124	6.53	1.98	121	6.46	1.96
Flexibility (in terms of changing country circumstances)	123	6.36	2.02	123	6.42	1.97
Being inclusive	117	6.95	2.04	119	6.84	2.03
Openness (sharing data and other information)	128	7.24	2.16	132	7.49	2.01
Collaboration with the Government	120	8.51	1.29	134	8.33	1.44
The speed in which it gets things accomplished on the ground	112	6.74	2.02	115	6.83	1.98
Ease of access to the people at the World Bank Group who are making decisions important to my work				118	7.59	2.06
Collaboration with civil society				115	6.86	2.21
Staff accessibility	127	7.44	2.15	123	7.33	2.10
Collaboration with other donors and development partners	103	7.71	1.70	109	7.62	1.74
Collaboration with the private sector				109	6.80	1.99
Straightforwardness and honesty	129	8.22	1.91	120	7.97	1.81
Treating clients and stakeholders in Georgia with respect	126	8.46	1.55	121	8.41	1.66
Being a long-term partner				130	8.61	1.72

\*Significantly different between FY2016 and FY2013

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Gender equity	79	6.63	2.16	59	6.34	1.91
Information and communications technology	85	7.00	2.01	68	6.79	2.02
Transport	116	8.54	1.41	110	8.21	1.65
Crime and violence	63	6.68	2.19	49	6.07	2.30
Law and justice	74	6.43	2.27	60	6.56	2.40
Environmental sustainability	85	6.95	1.98	82	6.81	2.03
Regulatory framework	86	6.85	1.66	77	7.00	2.00
Poverty reduction	102	6.58	2.30	107	6.80	2.03
Anti corruption	88	7.19	2.18	68	6.54	2.41
Private sector development	95	6.37	2.22	92	6.98	2.14
Foreign direct investment	88	6.87	1.87	90	7.22	2.23
Water and sanitation	84	7.53	2.02	77	7.09	2.10
Trade and exports	80	6.62	1.75	75	6.99	1.81
Economic growth	105	7.23	1.90	102	7.56	1.95
Health	87	6.48	2.06	78	7.05	2.08
Disaster management	63	5.70	2.14	48	5.78	2.42
Public sector governance/reform	103	7.22	2.01	95	7.26	2.14
Job creation/employment	95	6.13	2.31	89	6.32	2.01
Financial markets	82	6.60	2.02	88	6.61	2.47
Equality of opportunity	74	6.10	2.40	68	6.46	2.27
Energy	91	6.99	2.14	79	7.41	1.80
Agriculture and rural development*	99	6.50	2.04	90	7.14	2.05
Global/regional integration	82	6.58	2.11	74	6.98	1.94
Food security*	77	5.39	2.25	54	6.26	2.16
Education	98	6.39	2.07	96	6.65	2.23
Social protection	87	6.15	2.21	75	6.42	2.58
Climate change*	65	5.47	2.12	60	6.28	2.13
Municipal, urban and regional development	109	7.63	1.88	94	7.29	1.75
Natural resource management	69	5.90	2.13	57	6.29	2.10
Internally displaced persons	80	6.31	2.24	76	6.65	2.43
Youth development	82	5.88	2.34	57	6.18	2.33
Tourism	92	7.45	1.63	77	7.00	2.17
Waste management*	80	5.97	2.48	65	6.98	2.12

\*Significantly different between FY2016 and FY2013

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Georgia?	128	7.65	1.54	141	7.70	1.69

(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 Georgia?

(1-Strongly disagree, 10-Strongly agree)

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Georgia	117	7.79	1.81	142	7.68	1.77
The World Bank Group meets Georgia's needs for knowledge services	125	7.44	1.94	133	7.35	1.97

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

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

Percentage of Respondents	FY 2013	FY 2016
Weekly	4.9%	8.5%
Monthly	23.2%	13.7%
A few times a year	43.7%	48.4%
Rarely	22.5%	26.1%
Never	5.6%	3.3%

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

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Are timely	121	7.22	1.97	123	7.26	1.91
Include appropriate level of stakeholder involvement during preparation	111	7.23	1.78	119	7.09	1.96
Lead to practical solutions				125	7.25	1.95
Are accessible (well written and easy to understand)	121	7.65	1.76	132	7.46	2.02
Are source of relevant information on global good practices	119	7.92	1.67	129	7.75	1.98
Are adequately disseminated	114	6.75	2.17	124	6.85	2.26
Are translated enough into local language	101	6.71	2.35	105	6.68	2.56
Are adaptable to Georgia's specific development challenges and country circumstances	119	6.94	1.85	133	7.04	1.99

	FY 2013			FY 2016		
	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?*	127	7.38	1.70	148	8.72	1.43
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	129	7.58	1.79	135	8.23	1.54

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

\*Significantly different between FY2016 and FY2013

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

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	84	7.54	1.93	98	6.51	1.97
The World Bank Group effectively monitors and evaluates the projects and programs it supports	112	7.78	2.05	121	7.60	1.77
The World Bank Group's approvals and reviews are done in a timely fashion*	104	7.28	2.13	103	6.45	2.27
The World Bank Group's "Safeguard Policy" requirements are reasonable	80	7.74	1.79	76	7.53	1.97
The World Bank Group's conditions on its lending are reasonable	97	8.07	1.61	85	7.60	1.96
The World Bank Group takes decisions quickly in Georgia				110	6.37	2.12
Working with the World Bank Group increases Georgia's institutional capacity	127	8.37	1.67	133	8.09	1.89
Where country systems are adequate, the World Bank Group makes appropriate use of them	98	7.50	2.17	95	7.75	1.70
The World Bank Group provides effective implementation support	109	7.80	1.88	113	8.03	1.78

\*Significantly different between FY2016 and FY2013

**G. Communication and Information Sharing**

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

Percentage of Respondents	FY 2013	FY 2016
Yes	42.4%	22.6%
No	57.6%	77.4%

\*Significantly different between FY2016 and FY2013

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

Percentage of Respondents	FY 2013	FY 2016
Yes	22.0%	18.3%
No	78.0%	81.7%

Were you able to obtain this information?

Percentage of Respondents	FY 2013	FY 2016
Yes	96.6%	95.8%
No	3.4%	4.2%

Do you have access to the Internet?

Percentage of Respondents	FY 2013	FY 2016
Yes	98.5%	100.0%
No	1.5%	0.0%

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

Percentage of Respondents	FY 2013	FY 2016
Yes	77.8%	82.2%
No	22.2%	17.8%

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

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	105	7.36	2.05	114	7.67	1.84
I find the information on the World Bank Group's websites useful	107	8.28	1.72	116	8.42	1.50
When I need information from the World Bank Group I know how to find it*	115	7.39	2.40	111	8.04	2.16
The World Bank Group is responsive to my information requests and inquiries	87	8.14	2.00	87	8.38	1.54

\*Significantly different between FY2016 and FY2013



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Georgia? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB 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 Georgia.	7.27	7.90	7.57	7.00	7.31	7.85	7.31	7.93	7.22	7.76	7.65	7.14
Overall the World Bank Group currently plays a relevant role in development in Georgia	7.45	7.95	7.76	6.94	7.54	7.86	7.52	8.00	7.54	7.76	7.62	7.76
The World Bank Group's work is aligned with what I consider the development priorities for Georgia	7.25	7.51	7.41	6.56	7.36	7.22	7.09	7.81	7.10	7.49	7.30	7.35
Responsiveness to needs	6.98	7.27	7.11	6.60	7.01	7.11	6.92	7.33	6.86	7.22	7.09	6.94
Flexibility (in terms of the institution's products and services)	6.43	6.45	6.32	6.33	6.28	6.39	6.30	6.36	6.17	6.45	6.16	6.69
Flexibility (in terms of changing country circumstances)	6.04	6.64	6.38	5.62	6.38	6.16	6.13	6.66	6.12	6.47	6.30	6.31
Being inclusive	6.38	7.15	6.88	5.38	6.64	6.82	6.51	7.11	6.46	6.96	6.78	6.56
Openness (sharing data and other information)	7.37	7.57	7.40	7.31	7.40	7.38	7.21	7.76	7.47	7.32	7.37	7.43
Collaboration with the Government	8.26	8.49	8.32	8.07	8.26	8.34	8.32	8.22	8.27	8.30	8.20	8.50
The speed in which it gets things accomplished on the ground	6.77	6.91	6.81	5.67	6.49	7.13	6.56	7.00	6.80	6.65	6.60	7.00
Ease of access to the people at the World Bank Group who are making decisions important to my work	7.16	7.84	7.62	5.78	7.37	7.64	7.35	7.72	7.10	7.75	7.51	7.39
Collaboration with civil society	6.62	7.14	6.65	7.54	6.89	6.54	6.46	7.31	6.60	6.91	6.86	6.52
Staff accessibility	6.69	7.76	7.41	5.80	7.12	7.52	7.00	7.80	6.75	7.69	7.42	6.91
Collaboration with other donors and development partners	7.48	7.65	7.48	7.73	7.56	7.39	7.38	7.76	7.40	7.59	7.36	7.90
Collaboration with the private sector	6.47	7.07	6.78	5.92	6.68	6.68	6.51	7.00	6.55	6.81	6.72	6.59
Straightforwardness and honesty	7.94	8.08	8.01	8.00	8.16	7.71	7.96	8.10	7.76	8.21	7.91	8.23
Treating clients and stakeholders in Georgia with respect	8.52	8.33	8.30	8.75	8.36	8.32	8.33	8.37	8.18	8.48	8.23	8.65
Being a long-term partner	8.77	8.59	8.50	8.54	8.58	8.37	8.54	8.44	8.28	8.70	8.39	8.78
To what extent does the World Bank Group's work help to achieve development results in Georgia?	7.38	7.95	7.66	7.12	7.65	7.49	7.42	7.95	7.35	7.80	7.56	7.66
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Georgia	7.34	7.99	7.59	7.19	7.64	7.37	7.42	7.80	7.24	7.80	7.57	7.45
The World Bank Group meets Georgia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	7.02	7.64	7.39	6.38	7.36	7.09	7.07	7.68	7.18	7.34	7.33	7.12
The World Bank Group's knowledge work and activities are adaptable to Georgia's specific development challenges and country circumstances	6.57	7.38	6.91	7.29	7.10	6.73	6.85	7.19	6.66	7.23	7.05	6.73
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	8.91	8.66	8.70	8.74	8.62	8.86	8.81	8.48	8.77	8.65	8.59	9.00
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	8.12	8.31	8.13	8.19	8.13	8.16	8.11	8.19	7.92	8.34	8.15	8.11
The World Bank Group takes decisions quickly in Georgia	5.95	6.62	6.32	6.00	6.18	6.44	6.30	6.24	6.16	6.39	6.15	6.67
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	7.71	7.75	7.84	6.54	7.55	7.84	7.70	7.56	7.35	7.92	7.60	7.79

Yellow highlight indicates significant difference between Yes and No means.



## Appendix G: Georgia FY 2016 Questionnaire



### **World Bank Group Country Survey FY16 – Georgia**

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

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 GEORGIA**

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

<b>A2. Listed below are a number of development priorities in Georgia.</b>			
<b>Please identify which of the following you consider the most important development priorities in Georgia? (Choose no more than THREE)</b>			
1	Global/regional integration	19	Climate change (e.g., mitigation, adaptation)
2	Food security	20	Poverty reduction
3	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21	Transport (e.g., roads, bridges, transportation)
4	Social protection (e.g., pensions, targeted social assistance)	22	Education
5	Gender equity	23	Municipal, urban and regional development
6	Private sector development	24	Trade and exports
7	Foreign direct investment	25	Crime and violence
8	Urban development	26	Anti corruption
9	Tourism	27	Youth development
10	Energy	28	Law and justice (e.g., judicial system)
11	Job creation/employment	29	Regulatory framework
12	Agriculture and rural development	30	Communicable/non-communicable diseases
13	Financial markets	31	Natural resource management (e.g., oil, gas, mining)
14	Water and sanitation	32	Economic growth
15	Environmental sustainability	33	Disaster management
16	Waste management	34	Information and communications technology
17	Equality of opportunity (i.e., equity)	35	Internally displaced persons (housing, social inclusion)
18	Health		

**SECTION A: GENERAL ISSUES**

**A3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas.**

**Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Georgia? (Choose no more than THREE)**

1	Water and sanitation	18	Anti corruption
2	Equality of opportunity (i.e., equity)	19	Education
3	Municipal, urban and regional development	20	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	21	Energy
5	Internally displaced persons (housing, social inclusion)	22	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
6	Global/regional integration	23	Waste management
7	Gender equity	24	Private sector development
8	Economic growth	25	Natural resource management (e.g., oil, gas, mining)
9	Urban development	26	Environmental sustainability
10	Regulatory framework	27	Health
11	Social protection (e.g., pensions, targeted social assistance)	28	Agriculture and rural development
12	Law and justice (e.g., judicial system)	29	Disaster management
13	Transport (e.g., roads, bridges, transportation)	30	Job creation/employment
14	Youth development	31	Tourism
15	Crime and violence	32	Financial markets
16	Communicable/non-communicable diseases	33	Trade and exports
17	Information and communications technology	34	Food security

**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 Georgia?**

**(Choose no more than TWO)**

1	Consistent economic growth
2	More reliable social safety net
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Better employment opportunities for young people
11	Better employment opportunities for women
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 Georgia? (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 Georgia?</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 Georgia.</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 Georgia 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 Georgia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Georgia? (Choose no more than THREE)</b>			
1	Health	19	Economic growth
2	Crime and violence	20	Private sector development
3	Transport (e.g., roads, bridges, transportation)	21	Water and sanitation
4	Agriculture and rural development	22	Food security
5	Global/regional integration	23	Climate change (e.g., mitigation, adaptation)
6	Youth development	24	Information and communications technology
7	Job creation/employment	25	Trade and exports
8	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	26	Internally displaced persons (housing, social inclusion)
9	Social protection (e.g., pensions, targeted social assistance)	27	Equality of opportunity (i.e., equity)
10	Municipal, urban and regional development	28	Law and justice (e.g., judicial system)
11	Foreign direct investment	29	Regulatory framework
12	Education	30	Communicable/non-communicable diseases
13	Energy	31	Natural resource management (e.g., oil, gas, mining)
14	Tourism	32	Waste management
15	Gender equity	33	Poverty reduction
16	Financial markets	34	Anti corruption
17	Urban development	35	Disaster management
18	Environmental sustainability		

**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 Georgia?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Convening/facilitating	<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	Help to bring discipline/effective supervision to implementation of investment projects	<input type="checkbox"/>	<input type="checkbox"/>
8	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
9	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Georgia? (Choose no more than TWO)</b>	
1	Too influenced by developed countries
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Staff too inaccessible
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 donors' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in Georgia
17	Other (please specify): _____
18	Don't know

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****B7. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Georgia? (Choose no more than TWO)**

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

**B8. To what extent do you believe that the World Bank Group's work and support help the poorest in Georgia? (Select only ONE response)**

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

**B9. 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	Parliament	7	NGOs/Community Based Organizations (CBOs)
2	Donor community	8	Youth/university groups
3	Media	9	Beneficiaries
4	Local Government	10	Foundations
5	Private sector	11	Other (please specify): _____
6	Academia/think tanks/research institutes	12	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B10</b>	Overall the World Bank Group currently plays a relevant role in development in Georgia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B11</b>	The World Bank Group's work is aligned with what I consider the development priorities for Georgia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

<b>To what extent is the World Bank Group an effective development partner in Georgia, in terms of each of the following?</b>		<b>To no degree at all</b>										<b>To a very significant degree</b>		<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10			
<b>B12</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
<b>B13</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>B14</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
<b>B15</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
<b>B16</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
<b>B17</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
<b>B18</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>B19</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>B20</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
<b>B21</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
<b>B22</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
<b>B23</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
<b>B24</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
<b>B25</b>	Treating clients and stakeholders in Georgia with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
<b>B26</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	

<b>B27. 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)</b>	
1	The Government works inefficiently
2	Poor donor coordination
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	There is not an adequate level of citizen/civil society participation
6	The World Bank Group works too slowly
7	The World Bank Group does not do adequate follow through/follow-up
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

<b>C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Georgia?</b>												
		Not important at all									Very important	Don't know
		1	2	3	4	5	6	7	8	9	10	
1	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
19	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
21	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
23	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
24	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
27	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
28	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
30	Municipal, urban and regional development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
31	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
32	Internally displaced persons (housing, social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
33	Youth development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
34	Tourism	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
35	Waste management	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 Georgia?** (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	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Crime and violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
30	Municipal, urban and regional development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
31	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
32	Internally displaced persons (housing, social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
33	Youth development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
34	Tourism	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
35	Waste management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

<b>C3. To what extent does the World Bank Group's work help to achieve development results in Georgia?</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 Georgia?</b>																					
											Strongly disagree		Strongly agree		Don't know						
<b>C4</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Georgia										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
	<b>C5</b>	The World Bank Group meets Georgia's needs for knowledge services (e.g., research, analysis, data, technical assistance)										1	2	3	4	5	6	7	8	9	10

<b>C6. To what extent do you believe the World Bank Group measures and corrects its work in real time in Georgia?</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 Georgia, 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 Georgia’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
<b>E1</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E2</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E3</b>	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E4</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E5</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E6</b>	The World Bank Group takes decisions quickly in Georgia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E7</b>	Working with the World Bank Group increases Georgia's institutional capacity	1	2	3	4	5	6	7	8	9	10	<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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E9</b>	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

**E11. Which of the following best describes the World Bank Group's support in Georgia? (Select only one response)**

1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Georgia
2	The World Bank Group is not sufficiently selective in Georgia, 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 GEORGIA**

<b>F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Georgia? (Choose no more than TWO)</b>	
1	Offer more innovative financial products
2	Ensure greater selectivity in its work
3	Provide more adequate data/knowledge/statistics/figures on Georgia's economy
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Increase the level of capacity development in the country
7	Improve the quality of its experts as related to Georgia's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Work faster
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 Georgia, 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 Georgia? (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 Georgia
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 Georgia? (Choose no more than TWO)**

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

**G2. How would you prefer to receive 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	Mobile phones	6	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	e-Newsletters
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 Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions? (If YES please go to Question G4; if NO please go to G5)	Yes	No

**G4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)**

1	World Bank Group's seminars/workshops/conferences
2	World Bank Group's website
3	World Bank Group's e-Newsletters
4	News/Media
5	Colleagues/Friends/Peer organizations
6	Other (please specify): _____

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G5</b>	Have you requested information from the World Bank Group on its activities in the past year? <b>(If YES please go to Question G6; if NO please go to G7)</b>	<b>Yes</b>	<b>No</b>
<b>G6</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G8</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>
<b>G9</b>	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	<b>Yes</b>	<b>No</b>

<b>G10. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	
1	High speed/WiFi
2	Dial-up

<b>Please rate how much you agree with the following statements.</b>														
		<b>Strongly disagree</b>										<b>Strongly agree</b>		<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10	1	2	Don't know
<b>G11</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	1	2	<input type="checkbox"/>
<b>G12</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	1	2	<input type="checkbox"/>
<b>G13</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	1	2	<input type="checkbox"/>
<b>G14</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	1	2	<input type="checkbox"/>
<b>G15</b>	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	1	2	<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. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)</b>	
1	Yes
2	No

**SECTION H: BACKGROUND INFORMATION**

**H4. Which of the following agencies of the World Bank Group do you primarily engage with in Georgia? (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 Georgia?  
(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 Georgia?  
(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 | Tbilisi         |
| 2 | Outside Tbilisi |

**Thank you for completing the survey!**