

# FY17 Albania Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



## Acknowledgements

The Albania 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), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jing Guo, and Jessica Cameron oversaw design, reporting, and analysis. Calita Woods, Dania Mendoza, and Noreen Wambui provided data support. PORG acknowledges the significant contribution from the Albania country team and the local fielding agency IDRA Research & Consulting. In particular, PORG is grateful for the support from Ana Gjokutaj (Senior Communications Officer) who coordinated the survey related activities from Tirana, Albania.





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## ALBANIA





## I. Objectives

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

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

## II. Methodology

From April to May 2017, 530 stakeholders of the WBG in Albania were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey (COS). Participants were drawn from the office of the President/Prime Minister, office of a Minister, office of a Parliamentarian, employees of ministries/ministerial departments/implementation agencies, Project Management Units (PMUs) overseeing implementation of WBG projects or consultants/contractors working on WBG-supported projects/programs, local government officials or staff, bilateral/multilateral agencies, private sector organizations, private foundations, the financial sector/private banks, NGOs/community-based organizations (CBOs), the media, independent government institutions, trade unions, faith-based groups, youth groups, academia/research institutes/think tanks, and the judiciary branch.

A total of 332 stakeholders participated in the survey (63% response rate). Respondents received an invitation via email and completed the questionnaire online or received the questionnaire via courier/post and returned it accordingly.

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

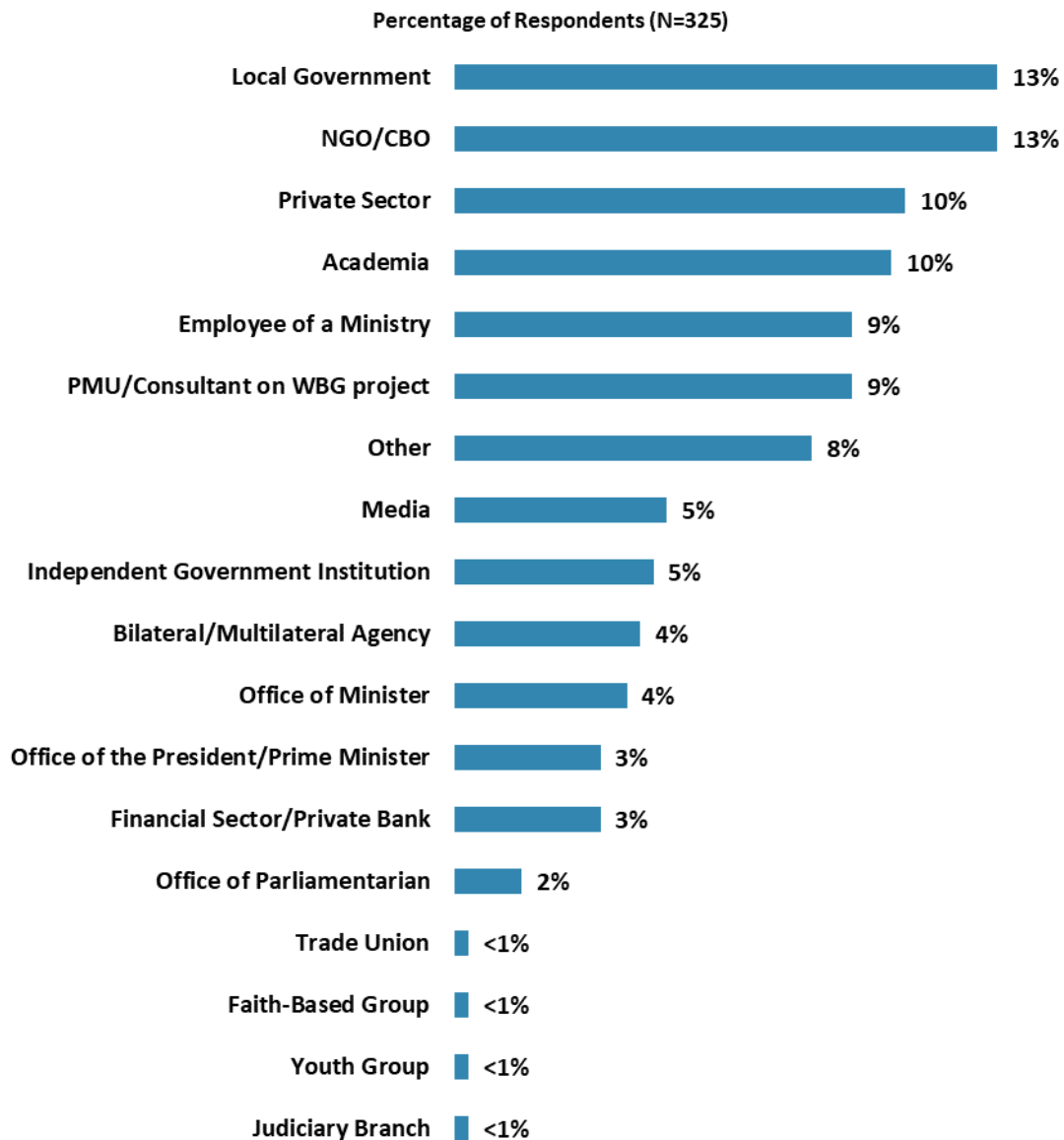
The results of this year's Country Survey were compared to those of the Country Survey conducted in FY '14 (response rate was 48%, N = 248). The data were weighted to reach similar stakeholder compositions across the two survey years, allowing for more statistically reliable comparisons. Note, there were insufficient numbers of respondents from local government in FY14 to be included in these analyses. Also, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons. 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 '14 COS report and the non-weighted data presented in this report. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (see page 89).



### III. Demographics of the Sample

#### Current Position

- For all further analyses, the small number of respondents from the financial sector/private banks were combined with those from the private sector. The few respondents from the office of a Parliamentarian, trade unions, faith-based groups, youth groups, and the judiciary were included in the “Other” category

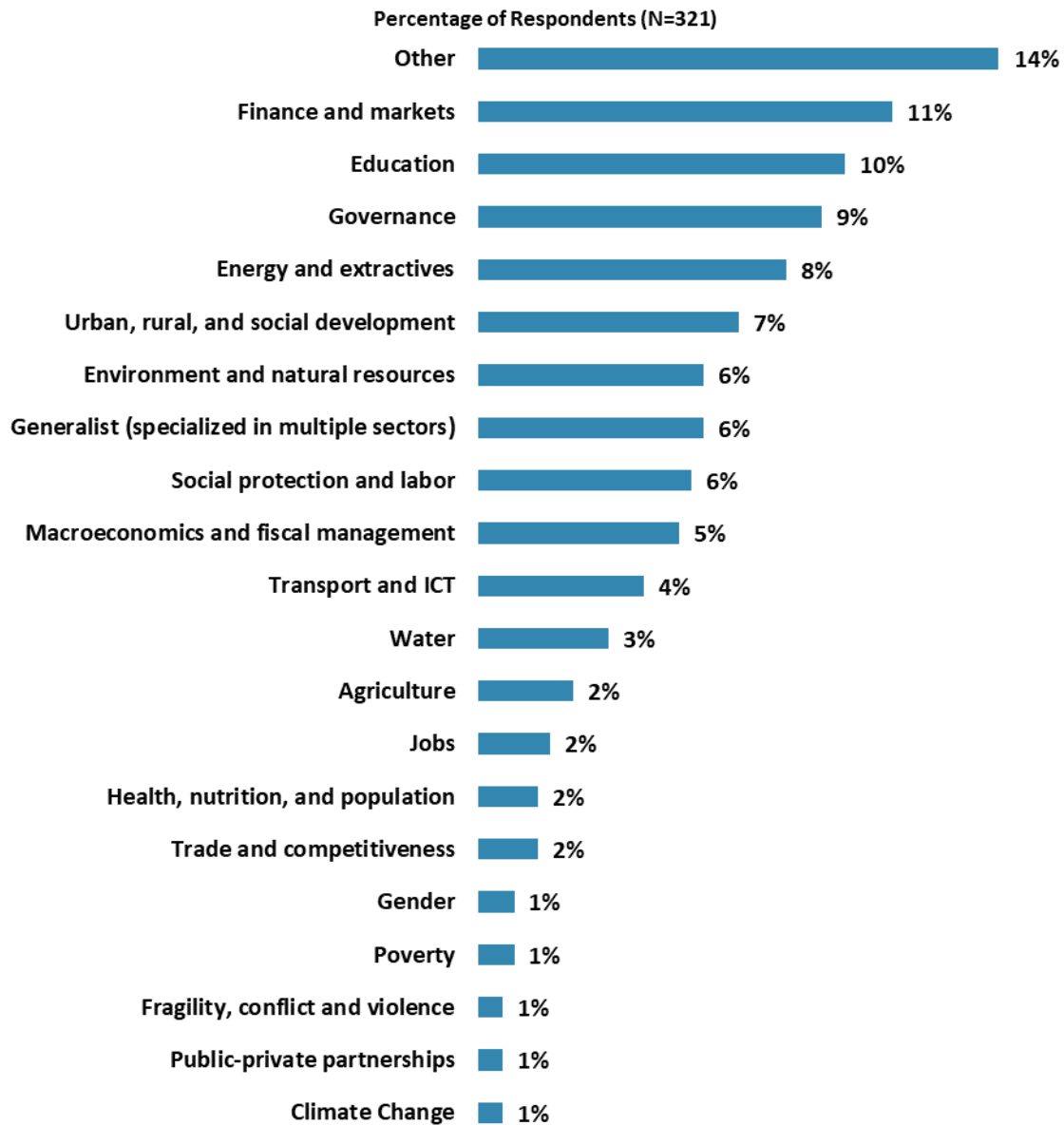


“Which of the following best describes your current position? (Select only ONE response)”  
(Respondents chose from a list.)



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

#### Area of Primary Specialization



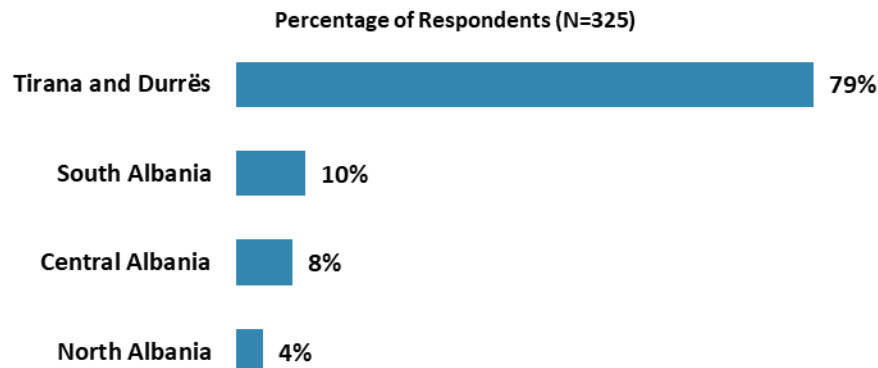
"Please identify the primary specialization of your work. (Select only ONE response)"  
(Respondents chose from a list.)



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

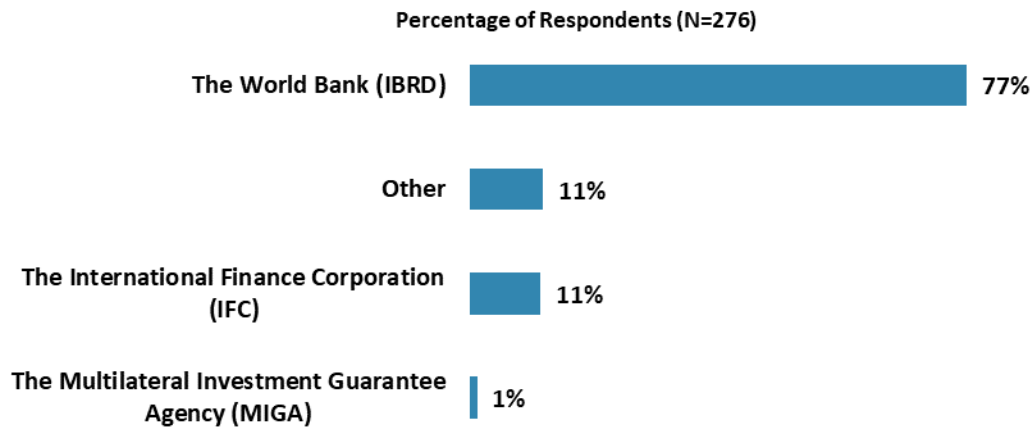
#### Geographic Locations

- Because of the small number of respondents from South Albania, Central Albania, and North Albania, these geographic locations were combined into an “Other Areas” category for all further analyses.



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

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



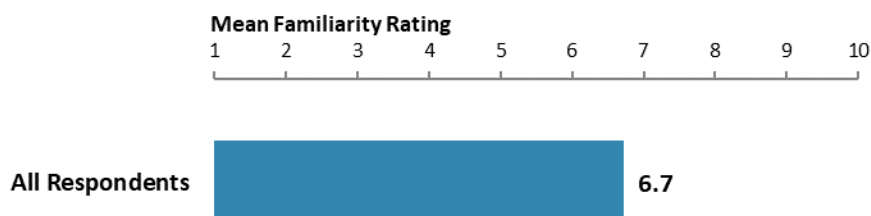
“Which of the following agencies of the World Bank Group do you primarily engage with in Albania? (Select only ONE response)” (Respondents choose from a list)



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey indicated significantly lower levels of familiarity with the WBG compared to respondents from the FY '14 Country Survey (weighted mean in FY '17 = 6.8; weighted mean in FY '14 = 7.6)<sup>1</sup>.
- **Stakeholders:** Respondents from the office of the President/Prime Minister, the office of Minister, and PMUs/Consultants on WBG-supported projects indicated the highest levels of familiarity with the WBG whereas respondents from local government and NGOs/CBOs indicated significantly lower levels of familiarity.
- **Location:** Respondents from Tirana and Durrës indicated significantly higher levels of familiarity with the WBG (mean rating = 6.9) compared to respondents from Other Areas (mean rating = 5.9).
- **Collaboration:** Respondents who collaborate with the WBG indicated significantly higher levels of familiarity with the WBG (mean rating = 7.5) compared to respondents who do not collaborate with the WBG (mean rating = 5.7).
- **Impact of Familiarity:** Respondents' ratings of familiarity with the WBG were strongly, significantly correlated with their ratings of the WBG's overall effectiveness in Albania, and moderately, significantly correlated with their ratings of the extent to which the WBG's work helps to achieve development results and the extent to which the WBG plays a relevant role in development in Albania.



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

<sup>1</sup>Please refer to Appendix E (page 89) for more details on weighting. The mean in the chart was calculated based on un-weighted data.

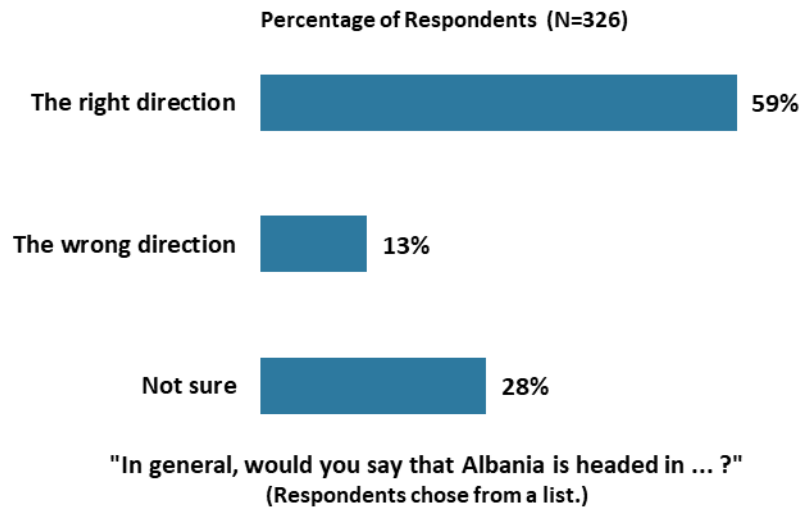




## IV. General Issues Facing Albania

### Headed in the Right Direction

- **Year comparison:** Respondents in the FY '14 Country Survey had statistically similar rates of indicating that Albania was headed in the right direction (percentage of respondents = 68%), the wrong direction (6%), and being not sure (26%).

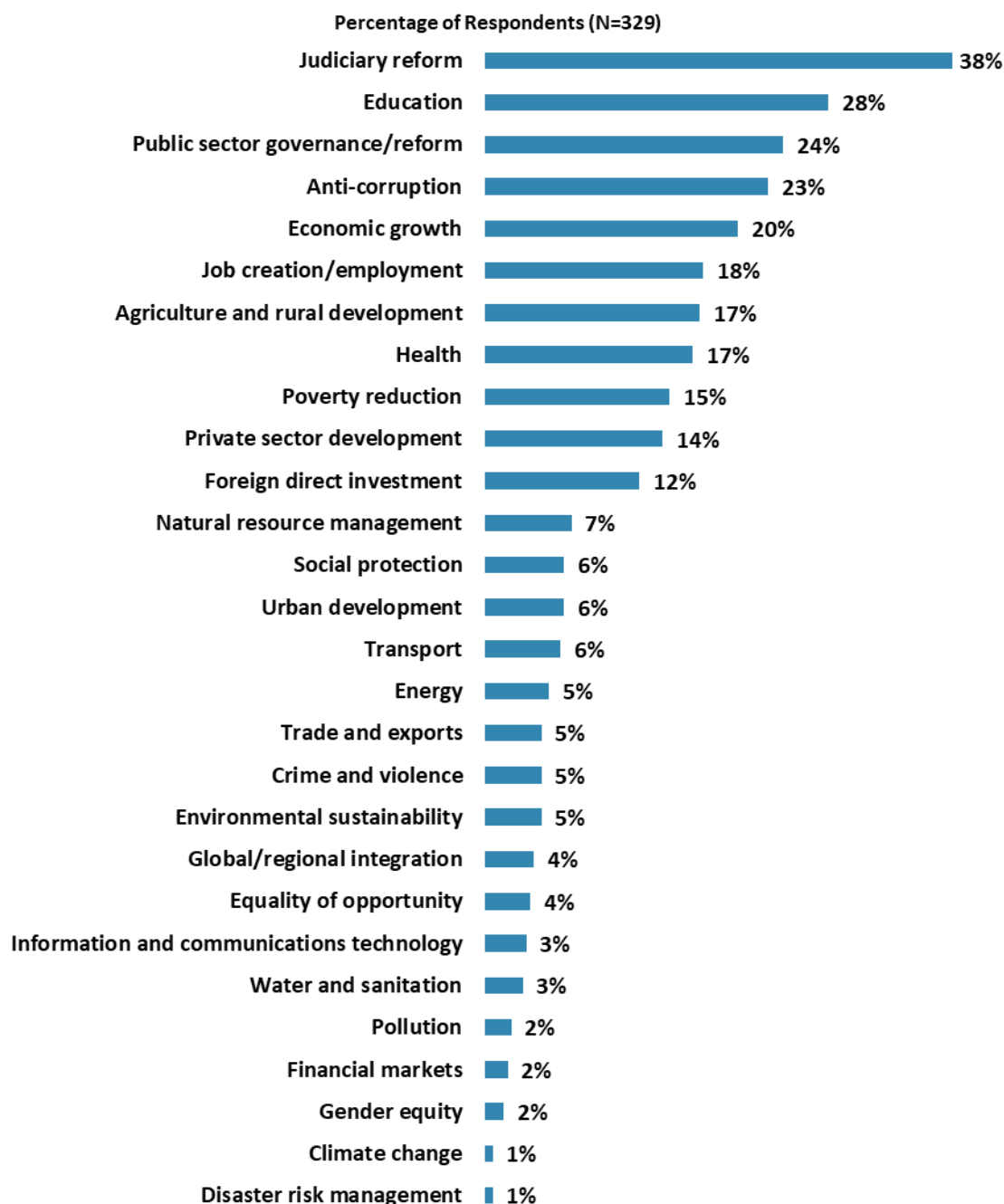




## IV. General Issues Facing Albania (continued)

### Development Priority

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that the most important development priorities in Albania were anti-corruption (percentage of respondents = 33%), public sector governance/reform (31%), and law and justice (30%), followed by education (22%) and job creation/employment (19%).



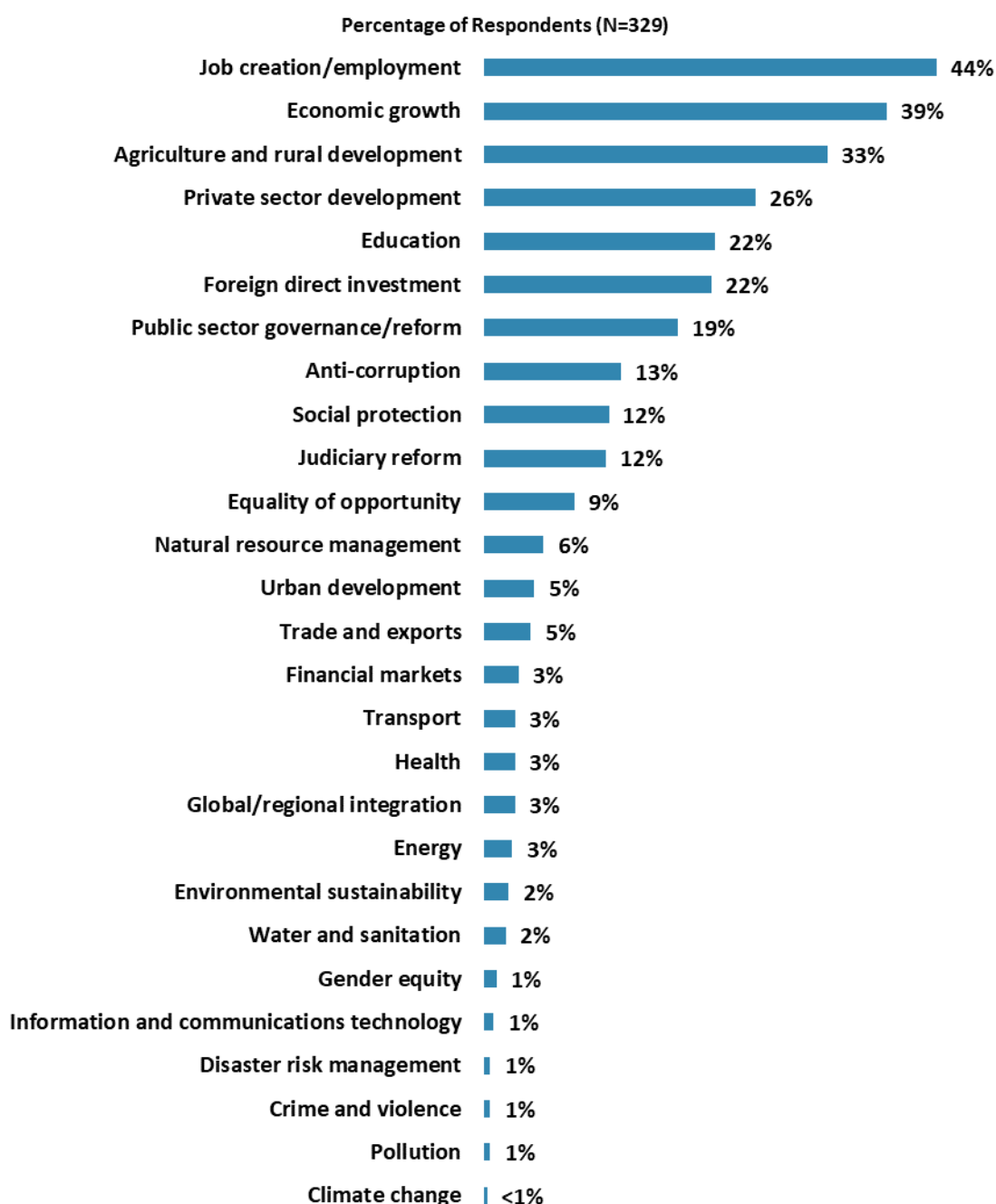
"Listed below are a number of development priorities in Albania. Please identify which of the following you consider the most important development priorities in Albania. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Albania (continued)

### Factors Contributing to Poverty Reduction

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that the areas that would contribute most to poverty reduction in Albania were economic growth (percentage of respondents = 41%), job creation/employment (39%), and domestic private sector development (31%), followed by agriculture development (21%) and rural development (20%).



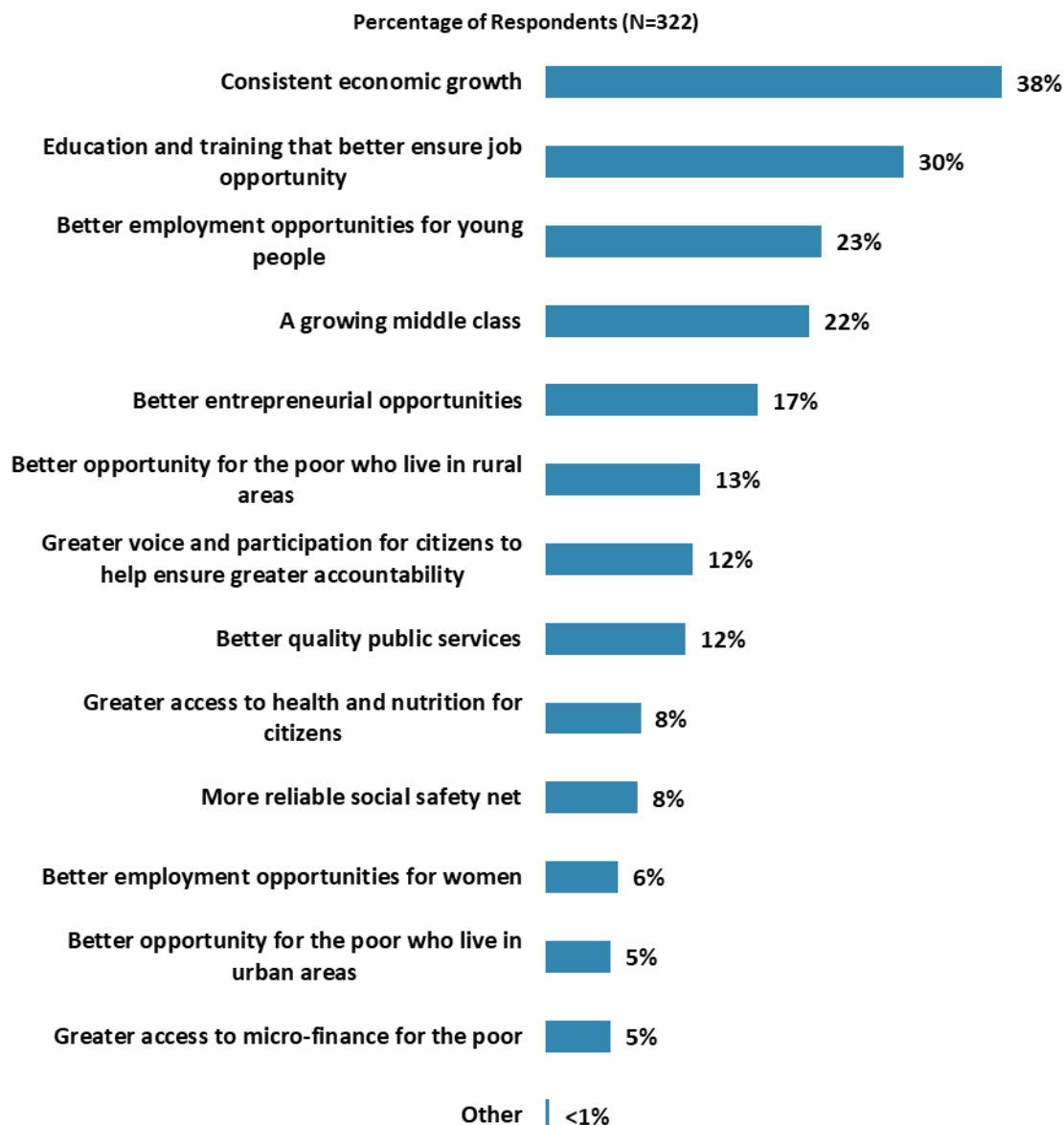
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Albania?" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Albania (continued)

### Factors Contributing to “Shared Prosperity”

- **Year comparison:** Respondents in the FY ‘14 Country Survey indicated that shared prosperity in Albania would be achieved through better governance (percentage of respondents = 28%), consistent economic growth (26%), better employment opportunities for young people (22%), and better entrepreneurial opportunities (20%), followed by a growing middle class (17%) and education and training that better ensure job opportunity (17%).

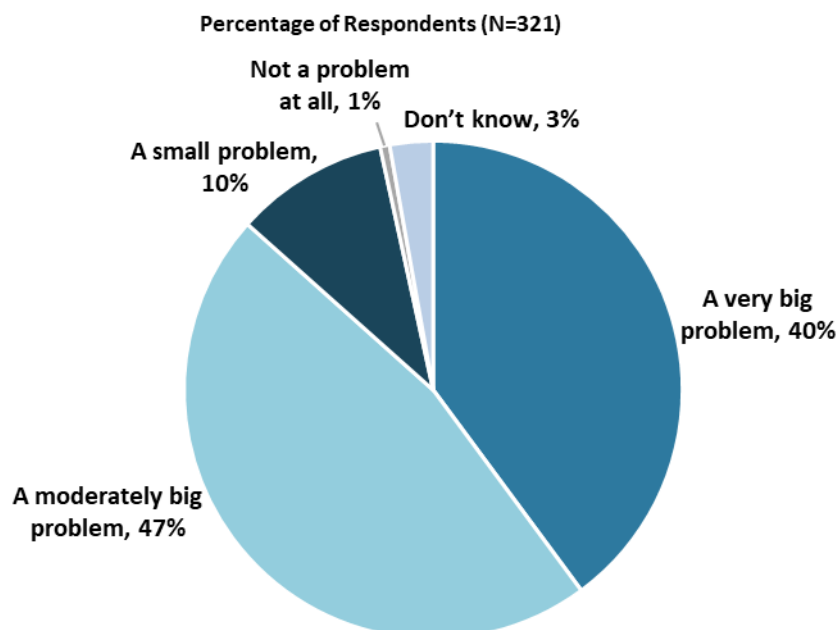


"When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Albania? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



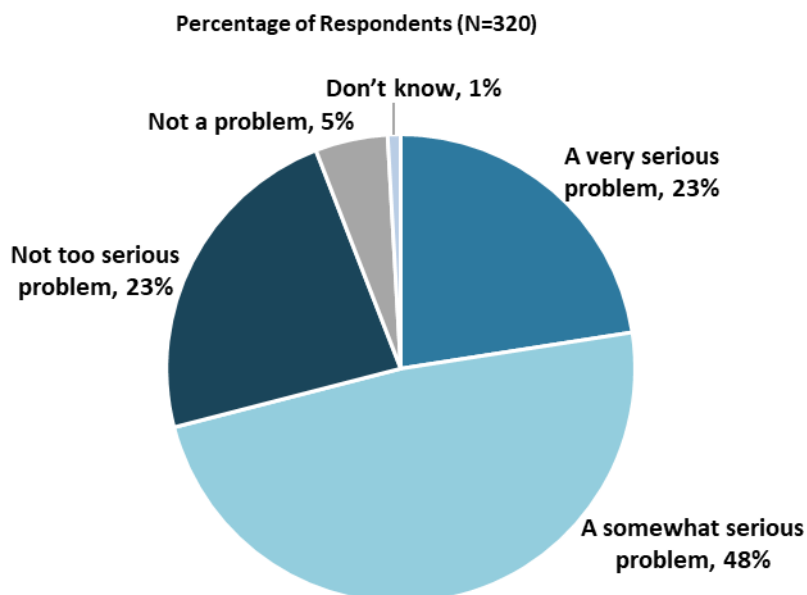
## IV. General Issues Facing Albania (continued)

### 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 Albania? (Select only ONE response)" (Respondents chose from a list.)

### Global Climate Change

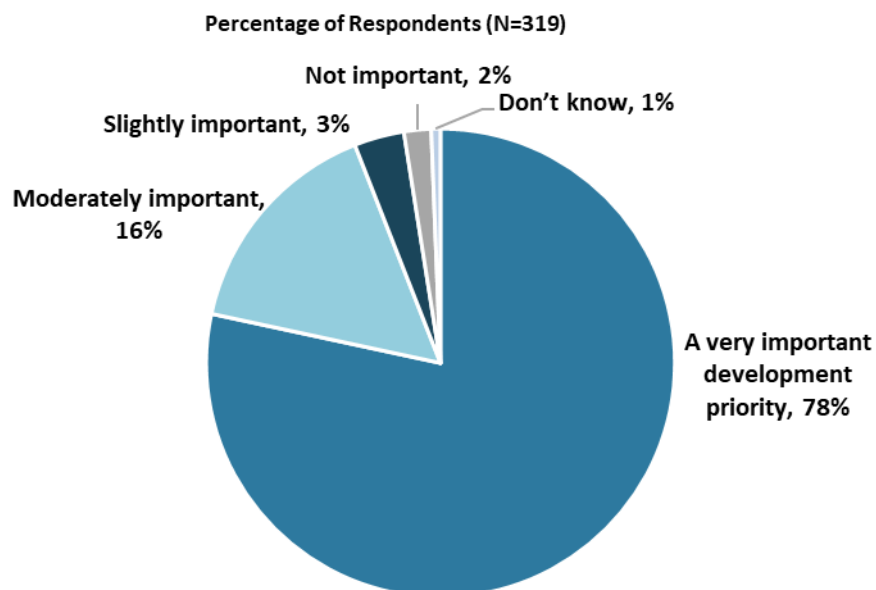


"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)" (Respondents chose from a list.)



## IV. General Issues Facing Albania (continued)

### Childhood Development is a Priority



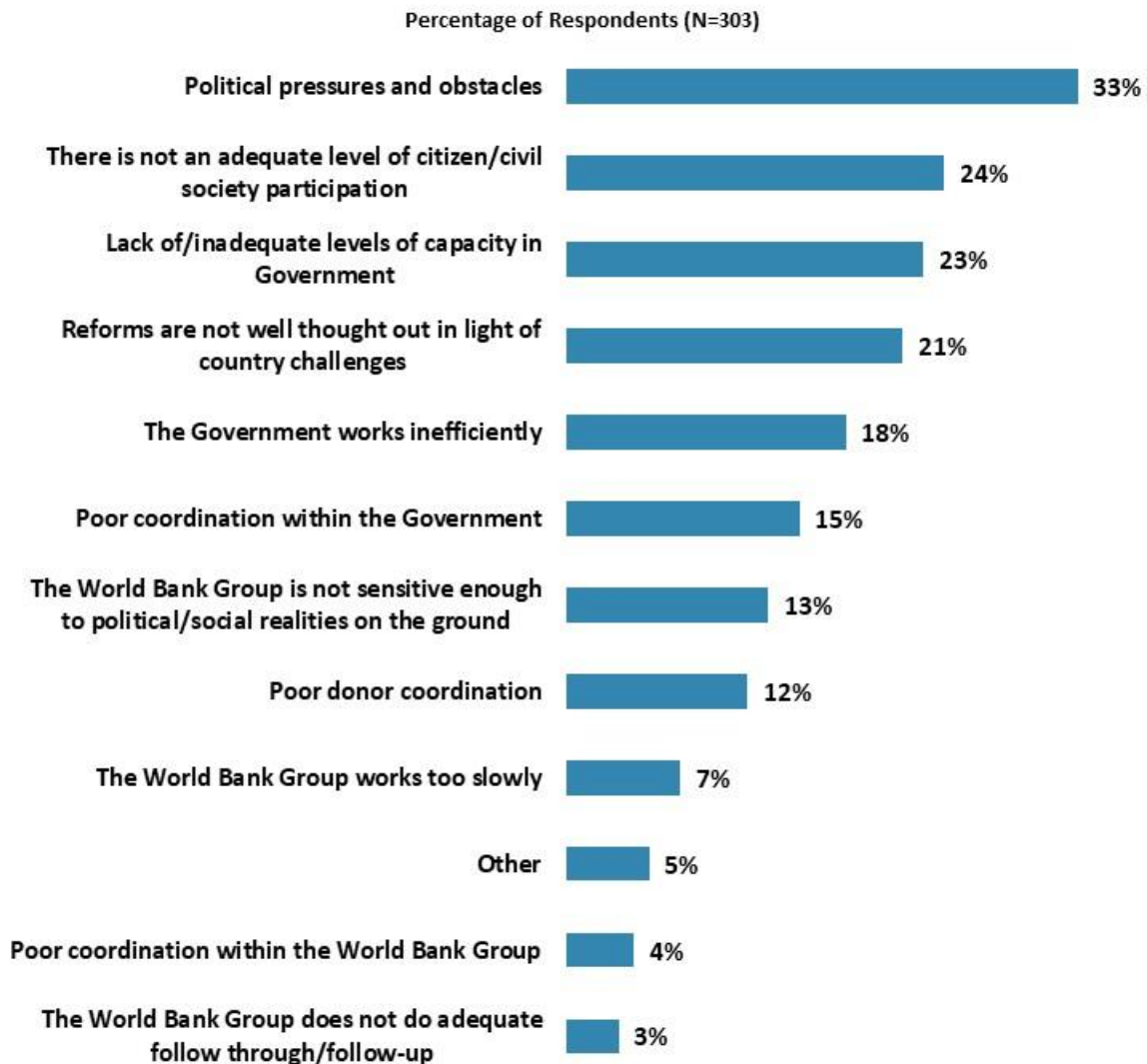
"In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Albania? (Select only ONE response)" (Respondents chose from a list.)



## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that they attributed slow or failed WBG-assisted reform efforts to inadequate levels of capacity in Government (percentage of respondents = 38%) and political pressures and obstacles (38%), followed by an inadequate level of citizen/civil society participation (25%) and reforms not being well thought out in light of country challenges (22%).



"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 THREE)"  
(Respondents chose from a list. Responses combined.)



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

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

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

- **Year comparison:** Respondents in this year’s Country Survey gave significantly lower ratings for the WBG’s effectiveness in Albania (weighted mean = 7.4) compared to respondents from the FY ‘14 Country Survey (weighted mean = 7.8)<sup>2</sup>.
- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects and independent government institutions gave the highest ratings for the WBG’s effectiveness whereas respondents from NGOs/CBOs gave significantly lower ratings.
- **Location:** Respondents from Tirana and Durrës gave significantly higher ratings for the WBG’s effectiveness (mean rating = 7.5) compared to respondents from Other Areas (mean rating = 6.9).
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the WBG’s effectiveness (mean rating = 7.8) compared to respondents who do not collaborate with the WBG (mean rating = 6.7).



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

<sup>2</sup>Please refer to Appendix E (page 89) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.

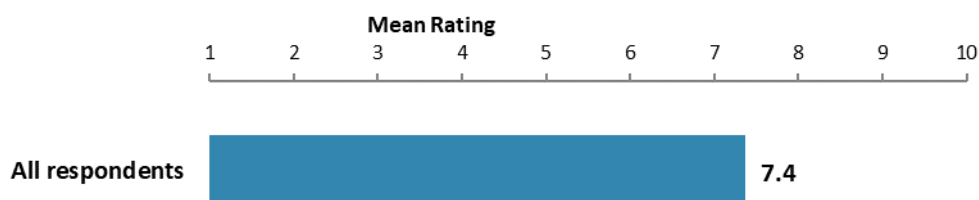




## V. Overall Attitudes toward the World Bank Group (continued)

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

- **Year comparison:** Respondents in this year's Country Survey gave significantly lower ratings for the extent to which the WBG achieves development results (weighted mean = 7.3) compared to respondents from the FY '14 Country Survey (weighted mean = 7.8)<sup>3</sup>.
- **Stakeholders:** Employees of ministries and respondents from PMUs/Consultants on WBG-supported projects gave the highest ratings for the extent to which the WBG achieves development results whereas respondents from academia and other organizations gave significantly lower ratings.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the extent to which the WBG achieves development results (mean rating = 7.6) compared to respondents who do not collaborate with the WBG (mean rating = 6.9).



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

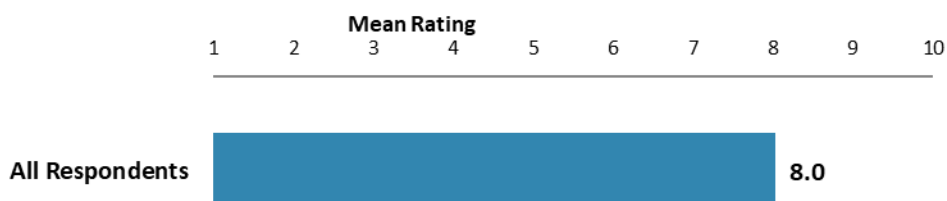
<sup>3</sup>Please refer to Appendix E (page 89) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



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

### WBG Staff Preparedness

- **Year comparison:** Respondents in this year's Country Survey gave significantly lower ratings for the WBG's staff being well prepared (weighted mean = 8.0) compared to respondents from the FY '14 Country Survey (weighted mean = 8.7)<sup>4</sup>.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the WBG's staff being well prepared (mean rating = 8.2) compared to respondents who do not collaborate with the WBG (mean rating = 7.7).



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

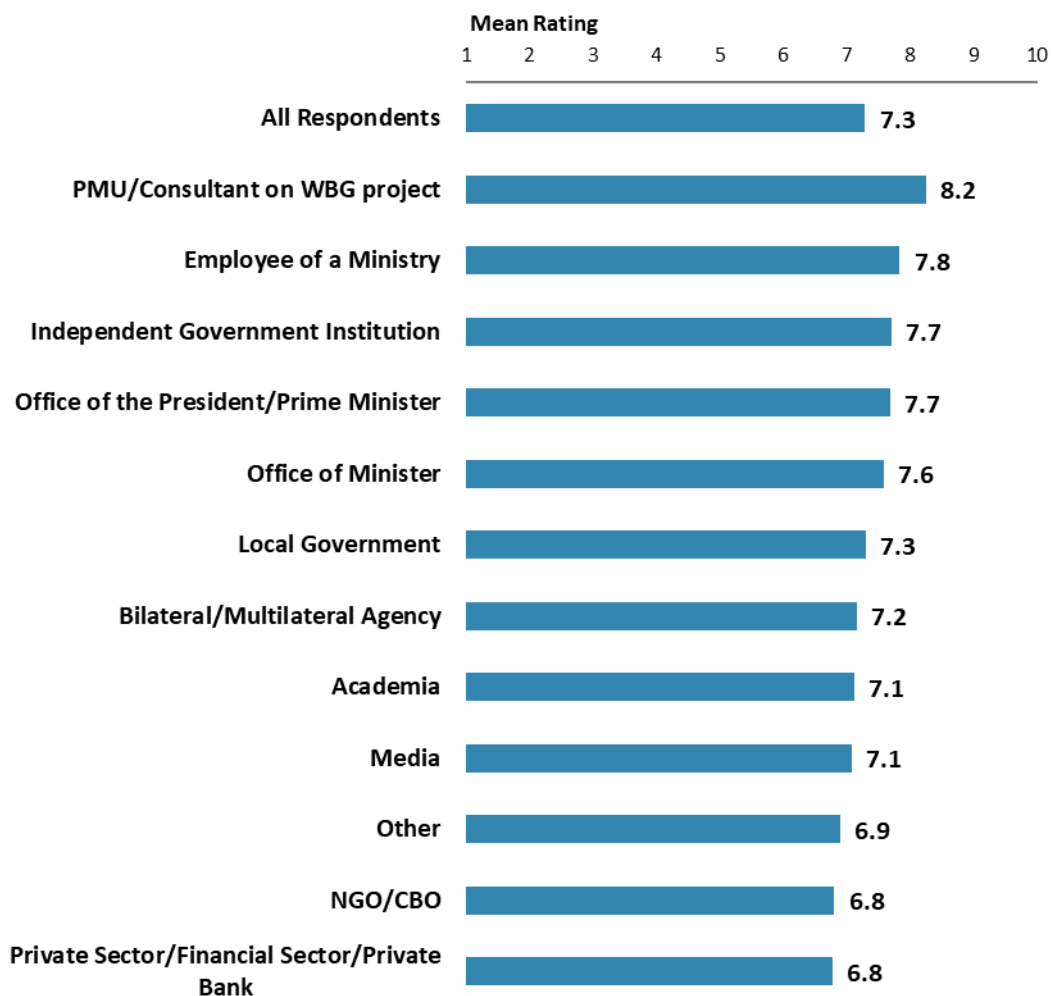
<sup>4</sup>Please refer to Appendix E (page 89) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects had the highest mean ratings for the aggregated responses to the twenty-six COS indicator questions whereas respondents from the private sector/financial sector/private banks, NGOs/CBOs, and other organizations had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 63).
- **Collaboration:** Respondents who collaborate with the WBG had a significantly higher mean rating for the aggregated responses to the twenty-six COS indicator questions (mean rating = 7.6) compared to respondents who do not collaborate with the WBG (mean rating = 6.9). Responses for individual indicator questions by exposure to the WBG can be found in Appendix D (see page 82).



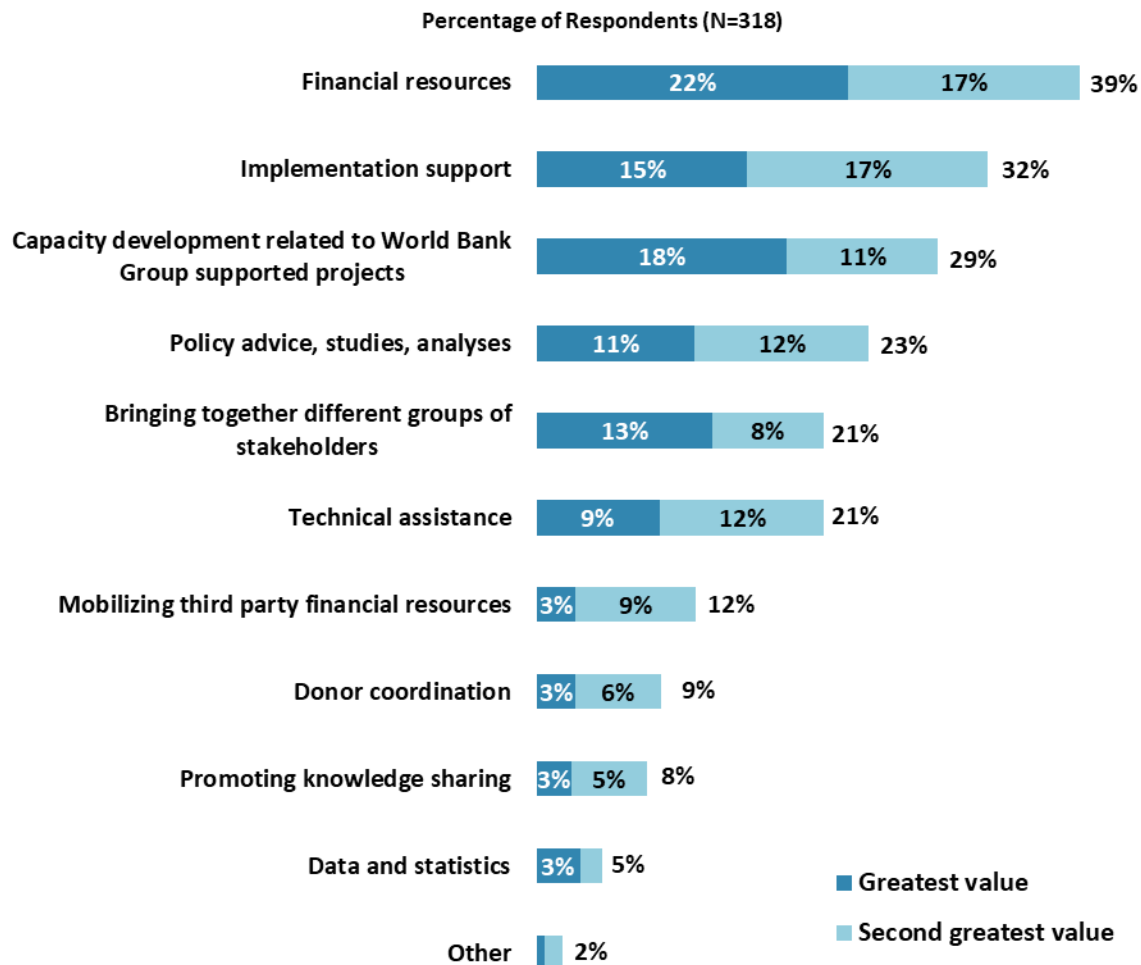
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that the WBG's greatest value to Albania was its financial resources (percentage of respondents = 56%), followed by its policy and economic advice (28%), capacity development (23%), mobilizing third party financial resources (22%), and technical assistance (21%).

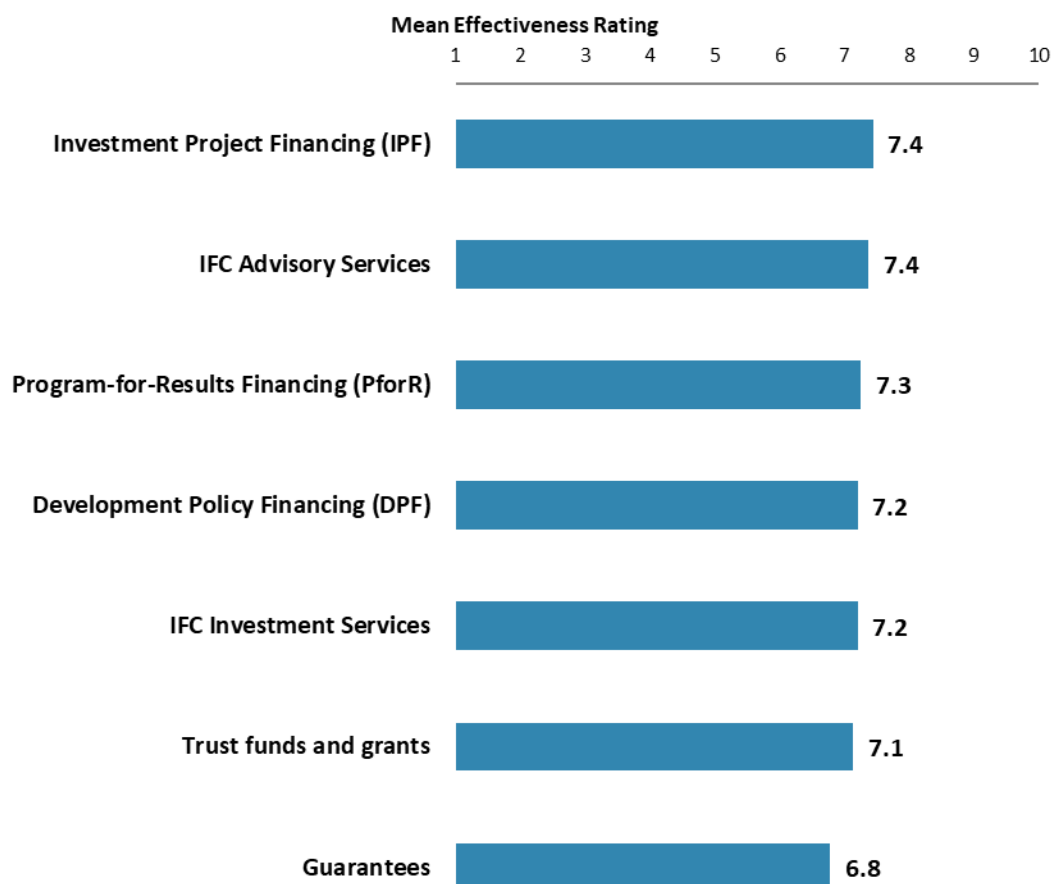


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Albania?" (Respondents chose from a list.)



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

### Effectiveness of WBG's Instruments in Reducing Poverty



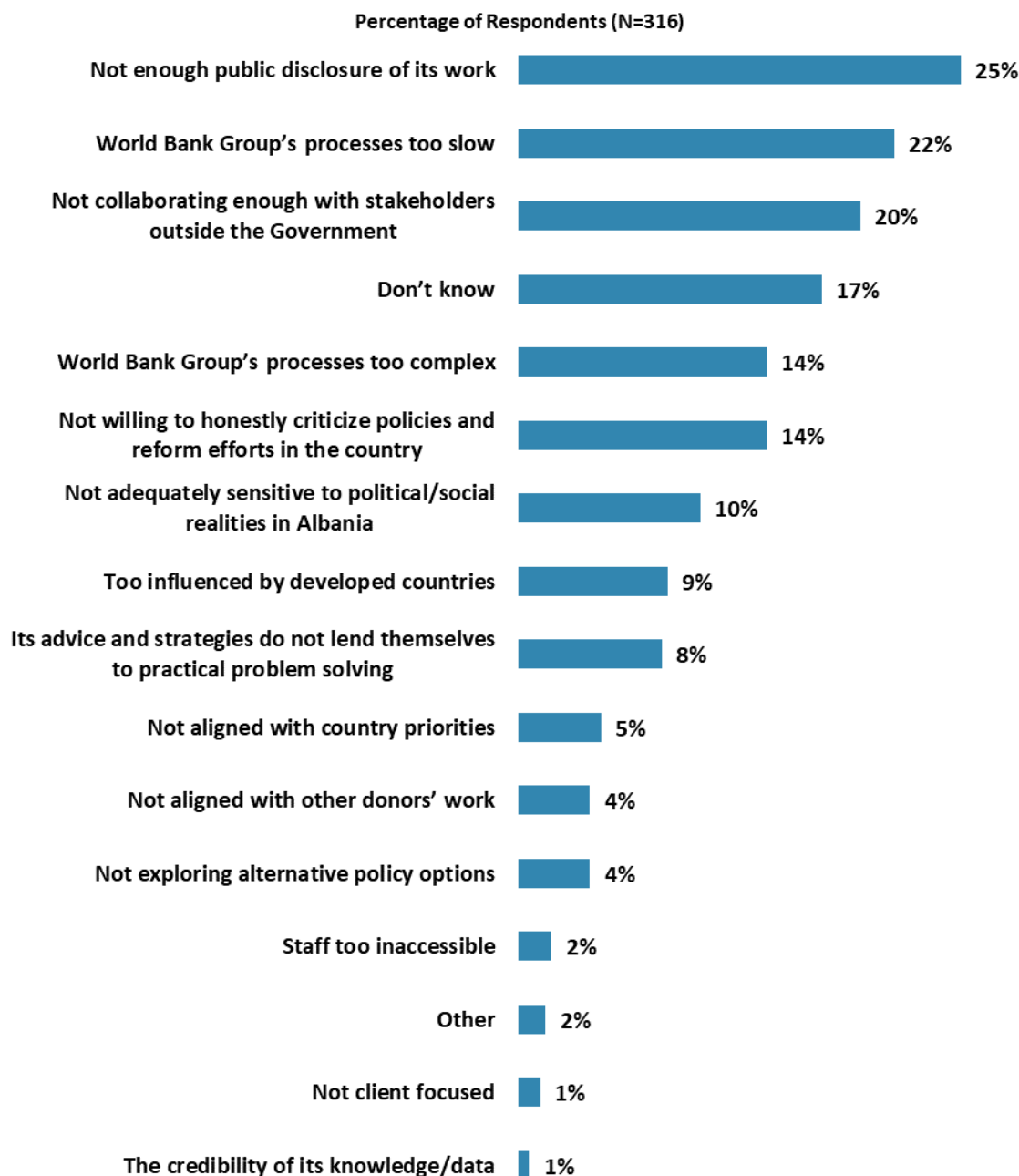
"How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Albania Government's efforts to reduce poverty?" (1-"Not effective at all", 10-"Very effective")



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

### Greatest Weakness

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that the WBG's greatest weakness in its work in Albania was not being willing to honestly criticize policies and reform efforts in the country (percentage of respondents = 23%), followed by not enough public disclosure of its work (16%), being too bureaucratic in its operational policies and procedures (16%), and its processes being too slow (15%).



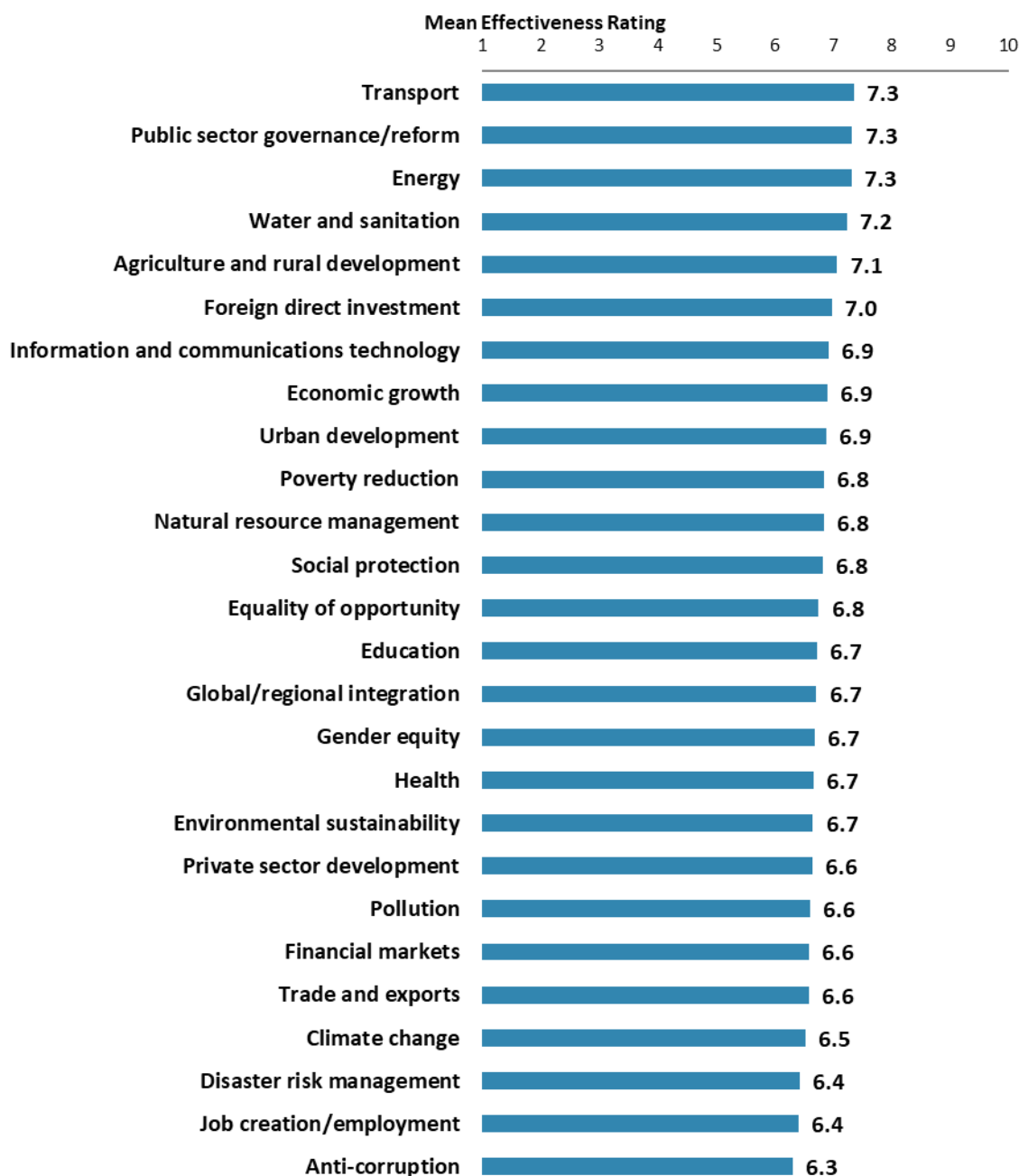
"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Albania? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

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

- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the WBG's effectiveness at energy, water and sanitation, pollution, and natural resource management (mean ratings = 7.7, 7.6, 7.0, and 7.3, respectively) compared to respondents who do not collaborate with the WBG (mean ratings = 6.8, 6.9, 6.1, and 6.3, respectively).

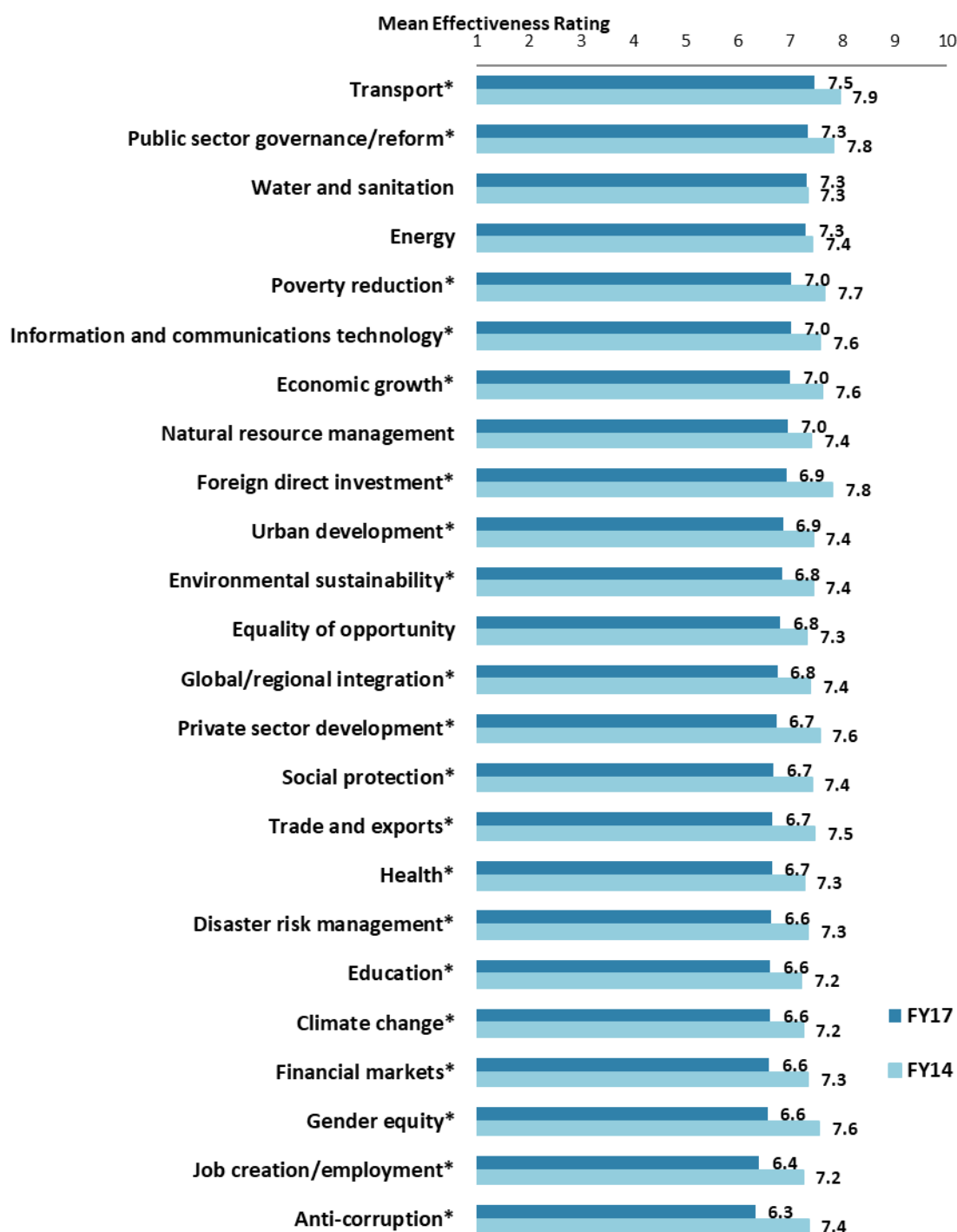


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Albania?" (1-"Not effective at all", 10-"Very effective")



## VI. Sectoral Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>5</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 Albania" (1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between FY17 and FY14)

<sup>5</sup>Please refer to Appendix E (page 89) for more details on weighting for year comparisons. The means in the chart were calculated based on weighted data.

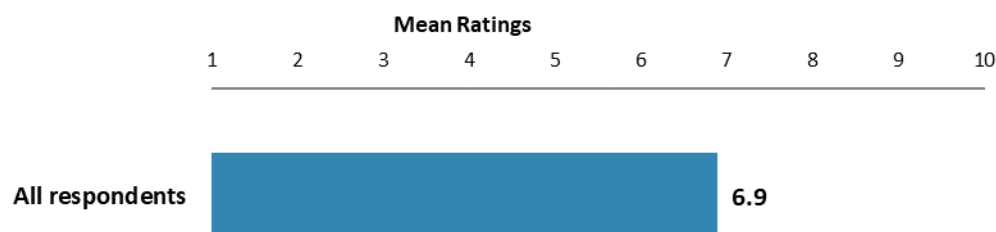




## VI. Sectoral Effectiveness (continued)

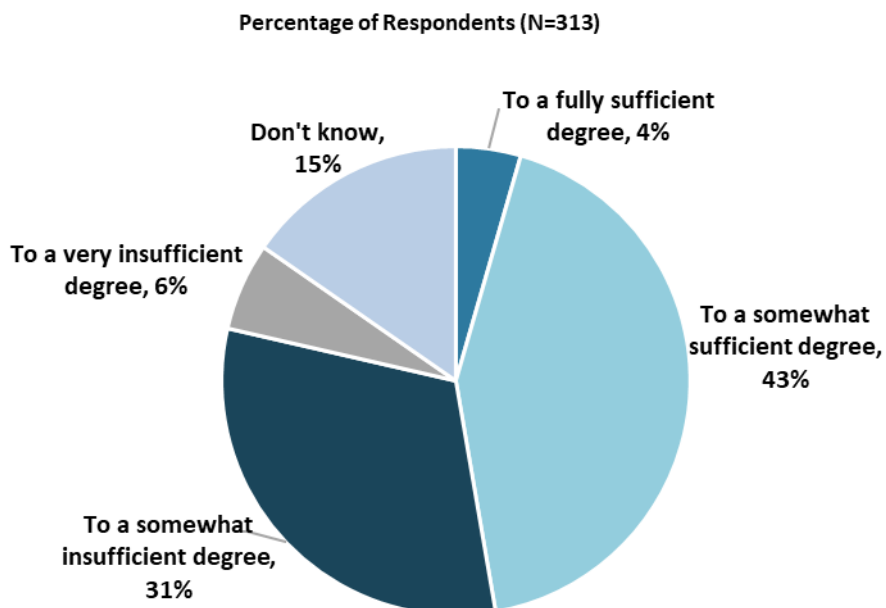
### The WBG Promoting Private Public Partnerships

- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for extent to which the WBG helps to promote private public partnerships in Albania (mean rating = 7.1) compared to respondents who do not collaborate with the WBG (mean rating = 6.5).



"To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Albania?"  
(1-"To no degree at all", 10-"To a very significant degree")

### Helping the Poorest



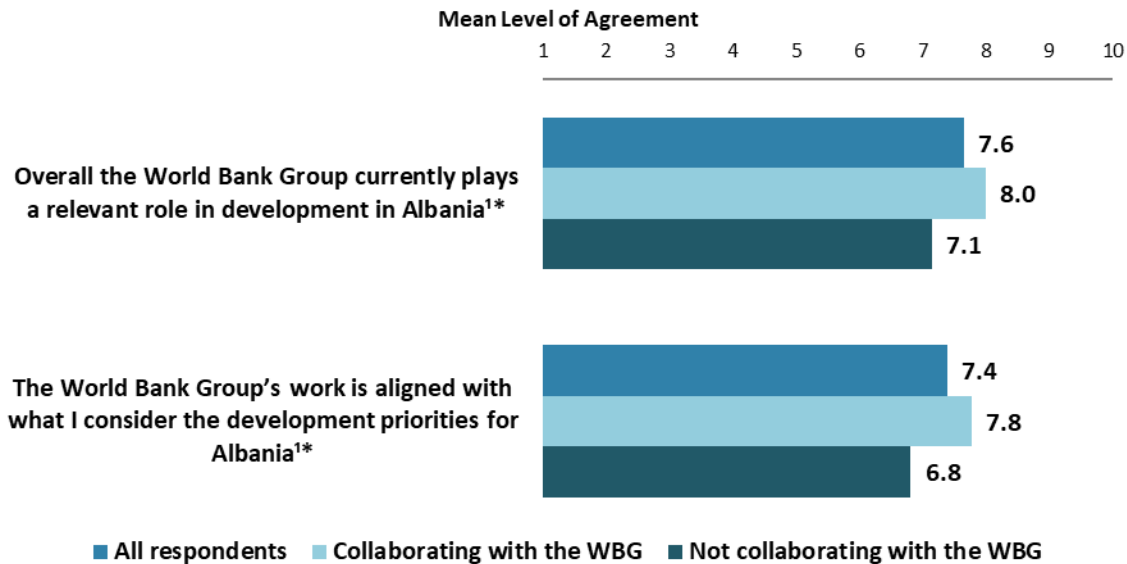
"To what extent do you believe that the World Bank Group's work and support help the poorest in Albania? (Select only ONE response)" (Respondents chose from a list.)



## VII. How the World Bank Group Operates

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

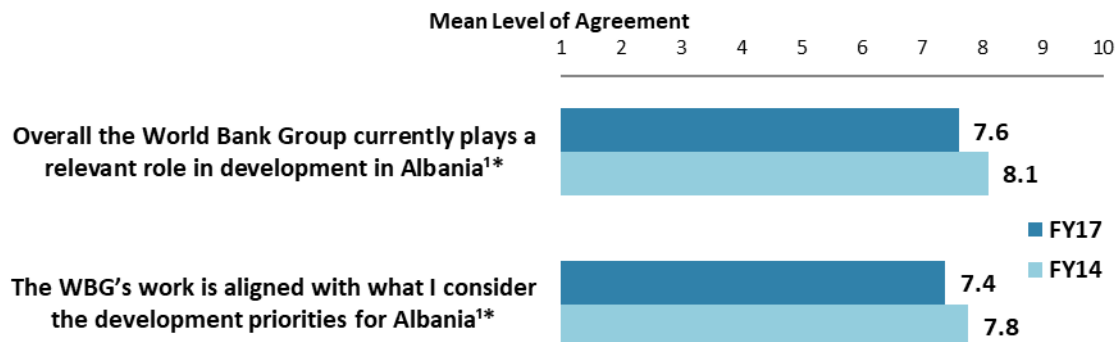
- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects had the highest levels of agreement for these aspects of the WBG's work whereas respondents from private sector/financial sector/private banks, NGOs/CBOs, academia, and other organizations had significantly lower levels of agreement (see Appendix B, page 63).



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

(\*Significantly different between collaborators and non-collaborators) <sup>1</sup>Indicator Question

### The World Bank Group's Work in Albania: Year Comparison<sup>6</sup>



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

(\*Significantly different between FY17 and FY14) <sup>1</sup>Indicator Question

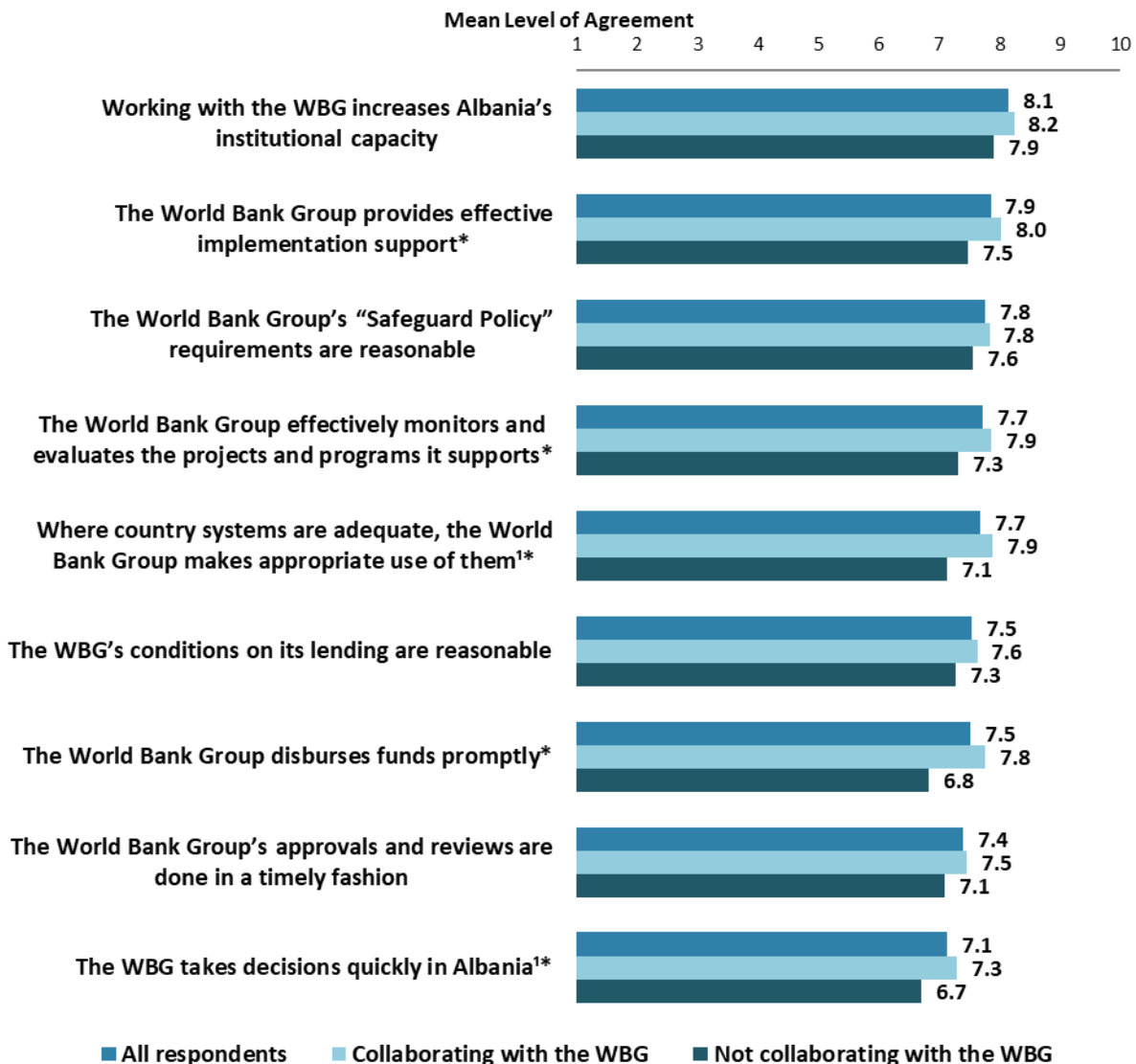
<sup>6</sup>Please refer to Appendix E (page 89) for more details on weighting for year comparisons. The means in the chart were calculated based on weighted data.



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

### Overall Perceptions

- **Stakeholders:** Employees of ministries and respondents from PMUs/Consultants on WBG-supported projects had the highest levels of agreement that the WBG disbursed funds promptly and that the WBG effectively monitors its projects whereas respondents from the media and other organizations tended to have significantly lower levels of agreement (see Appendix B, page 63, for a full breakdown).

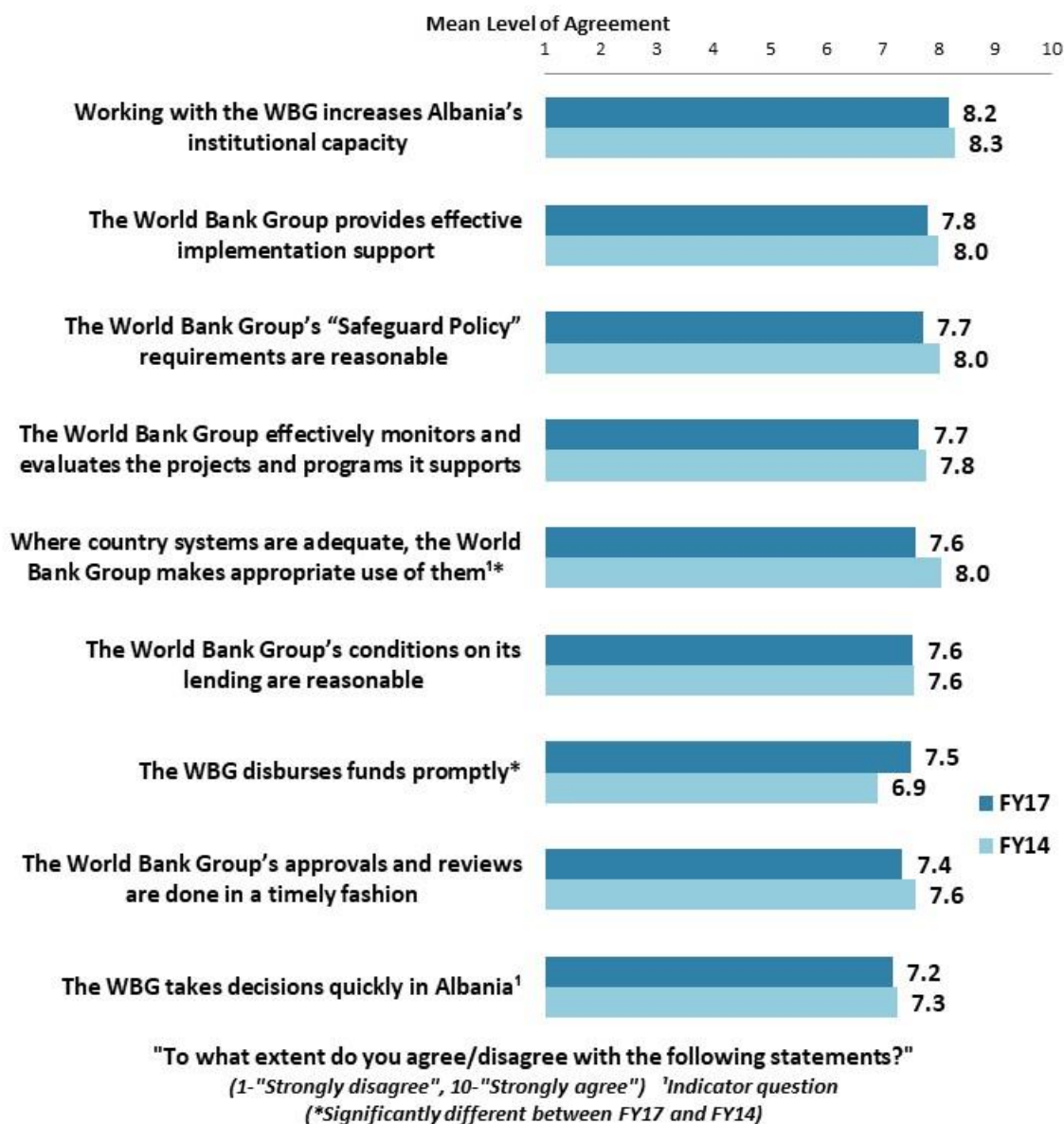


"To what extent do you agree/disagree with the following statements?"  
 (1-"Strongly disagree", 10-"Strongly agree") <sup>1</sup>Indicator question  
 (\*Significantly different between collaborators and non-collaborators)



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

### Overall Perceptions: Year Comparison<sup>7</sup>



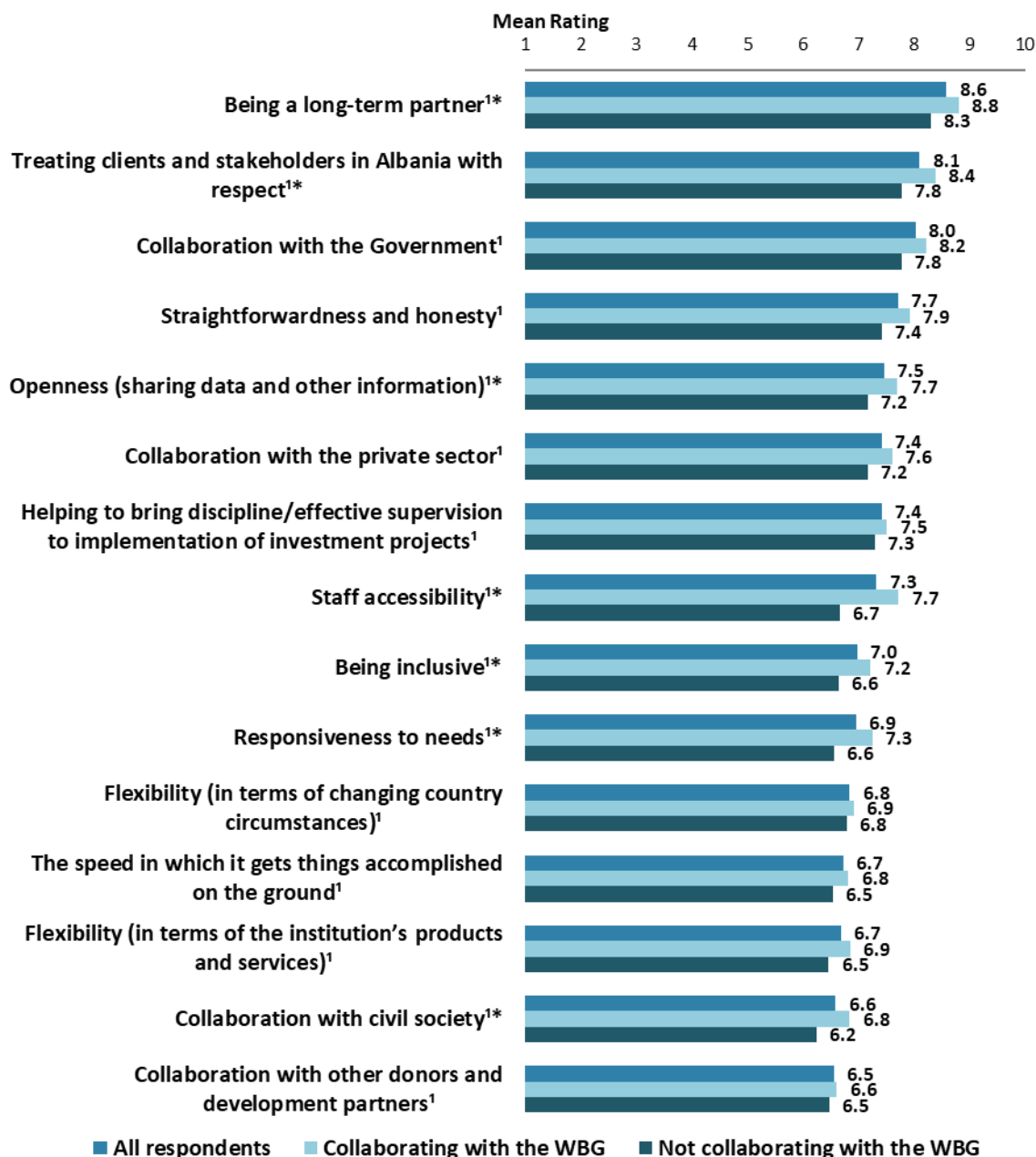
<sup>7</sup>Please refer to Appendix E (page 89) for more details on weighting for year comparisons. The means in the chart were calculated based on weighted data.



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

### The WBG as an Effective Development Partner

- **Stakeholders:** There were stakeholder group differences across seven of these aspects of the WBG being an effective development partner for Albania. Respondents from PMUs/Consultants on WBG-supported projects tended to give the highest ratings for these aspects whereas respondents from NGOs/CBOs and the media tended to give significantly lower ratings (see Appendix B, page 63, for a full breakdown).



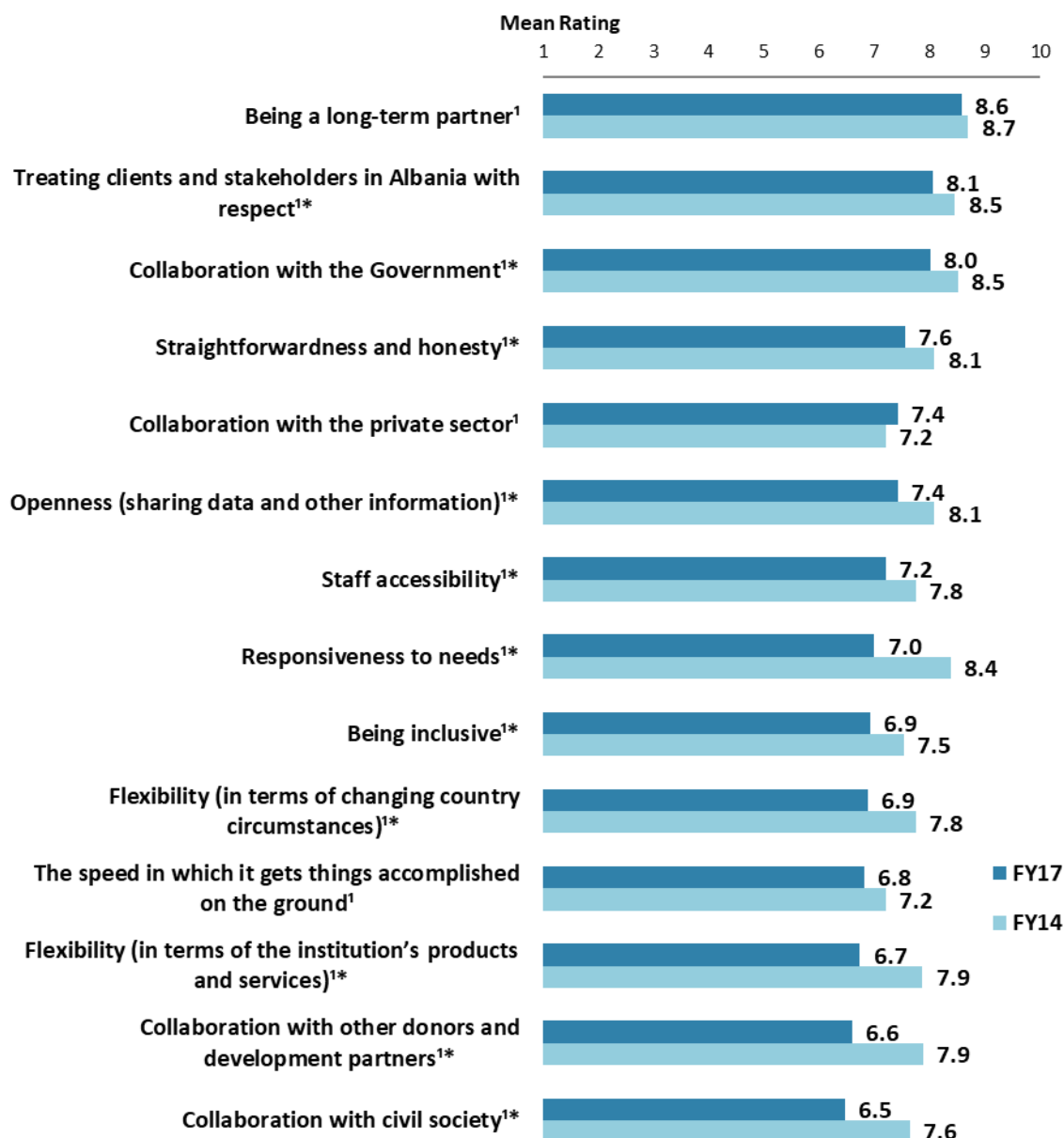
"To what extent is the World Bank Group an effective development partner in Albania, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

(\*Significantly different between collaborators and non-collaborators) <sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner: Year Comparison<sup>8</sup>



"To what extent is the World Bank Group an effective development partner in Albania in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY17 and FY14) <sup>1</sup>Indicator Question

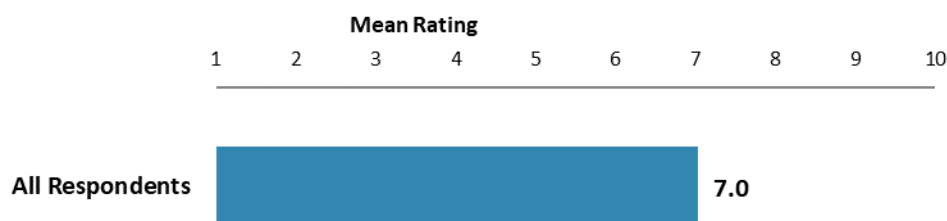
<sup>8</sup>Please refer to Appendix E (page 89 for more details on weighting for year comparisons. The means in the chart were calculated based on weighted data.



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

### Internal Measuring and Monitoring

- **Year comparison:** Respondents in this year's Country Survey gave significantly lower ratings that the WBG measures and corrects its work in real time (weighted mean = 7.0) compared to respondents from the FY '14 Country Survey (weighted mean = 7.9)<sup>9</sup>.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings that the WBG measures and corrects its work in real time (mean rating = 7.3) compared to respondents who do not collaborate with the WBG (mean rating = 6.6).



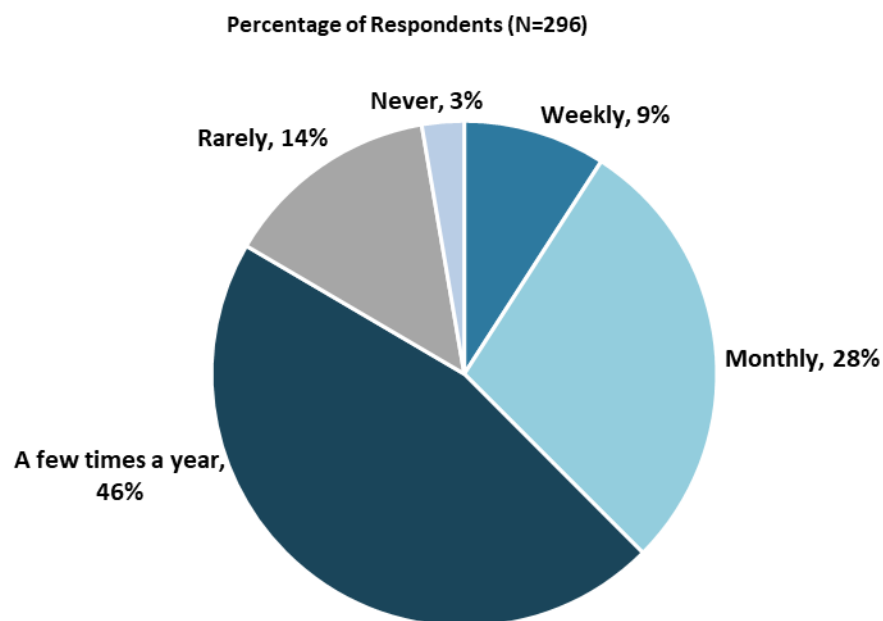
"To what extent do you believe the World Bank Group measures and corrects its work in real time in Albania?" (1-"To no degree at all", 10-"To a very significant degree")

<sup>9</sup>Please refer to Appendix E (page 89) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



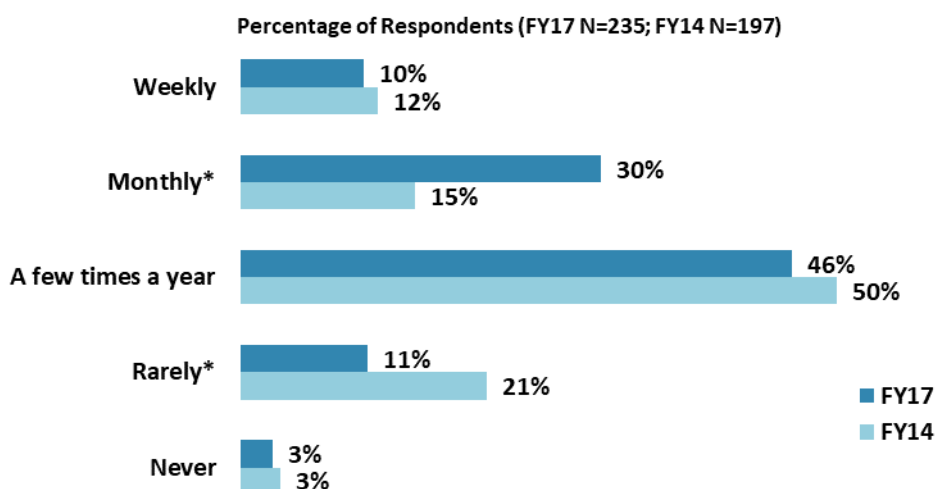
## VIII. World Bank Group's Knowledge and Instruments

### Frequency of Consulting WBG Knowledge Work and Activities



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

### Frequency of Consulting WBG Knowledge: Year Comparison<sup>10</sup>



"How frequently do you consult World Bank Group knowledge work and activities in the work you do?" (Respondents chose from a list.) \*Significantly different between FY17 and FY14

<sup>10</sup>Please refer to Appendix E (page 89) for more details on weighting for year comparisons. The percentages in the chart were calculated based on weighted data.

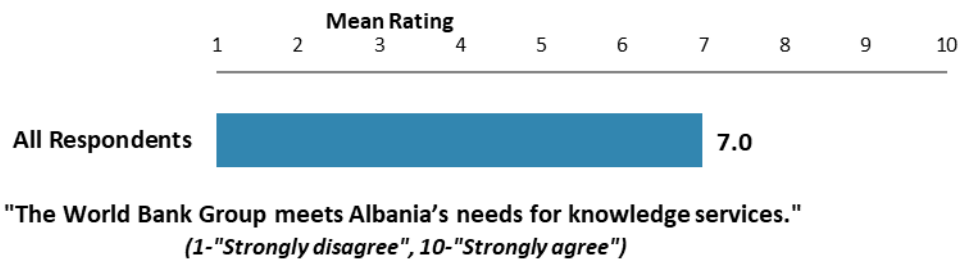




## VIII. World Bank Group's Knowledge and Instruments (continued)

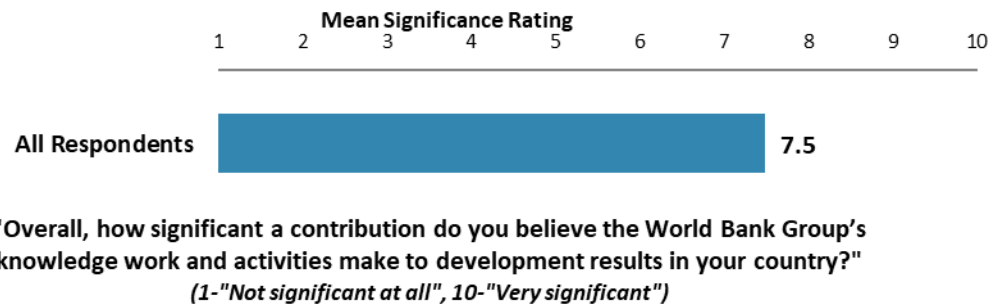
### Meeting Albania's Knowledge Needs (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey had significantly lower levels of agreement that the WBG meets Albania's needs for knowledge services (weighted mean = 6.9) compared to respondents from the FY '14 Country Survey (weighted mean = 7.5)<sup>11</sup>.



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

- **Year comparison:** Respondents in this year's Country Survey gave statistically lower ratings for the significance of the contribution of the WBG's knowledge work and activities (weighted mean = 7.5) compared to respondents from the FY '14 Country Survey (weighted mean = 8.2)<sup>11</sup>.



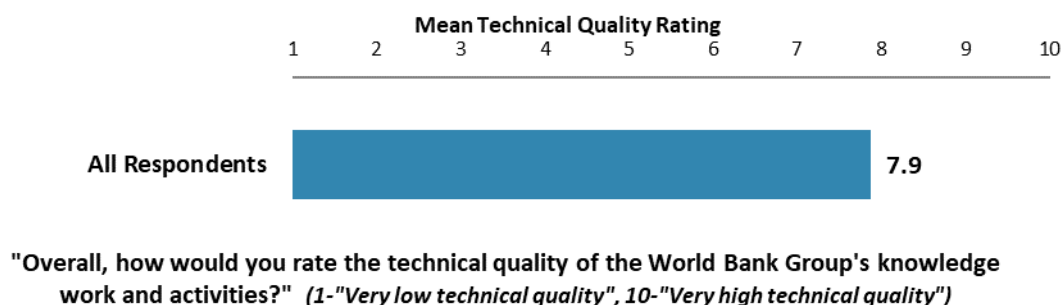
<sup>11</sup>Please refer to Appendix E (page 89) for more details on weighting for year comparisons. The means in the charts were calculated based on un-weighted data.



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

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

- **Year comparison:** Respondents in this year's Country Survey gave significantly lower ratings for the technical quality of the WBG's knowledge work and activities (weighted mean = 7.9) compared to respondents from the FY '14 Country Survey (weighted mean = 8.3)<sup>12</sup>.
- **Location:** Respondents from Tirana and Durrës gave significantly higher ratings for the technical quality of the WBG's knowledge work and activities (mean rating = 8.0) compared to respondents from Other Areas (mean rating = 7.5).
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the technical quality of the WBG's knowledge work and activities (mean rating = 8.1) compared to respondents who do not collaborate with the WBG (mean rating = 7.6).

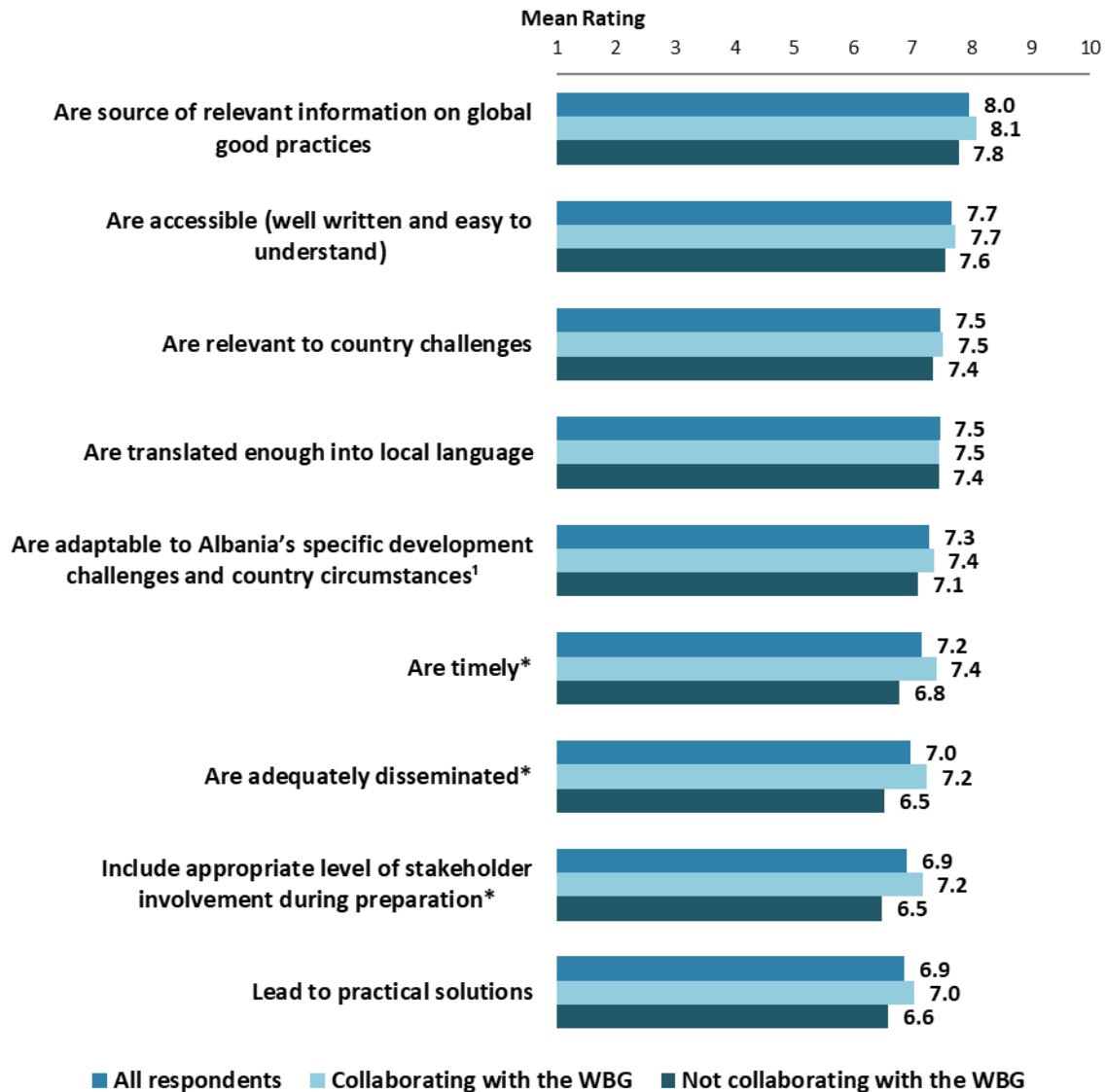


<sup>12</sup>Please refer to Appendix E (page 89) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



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

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



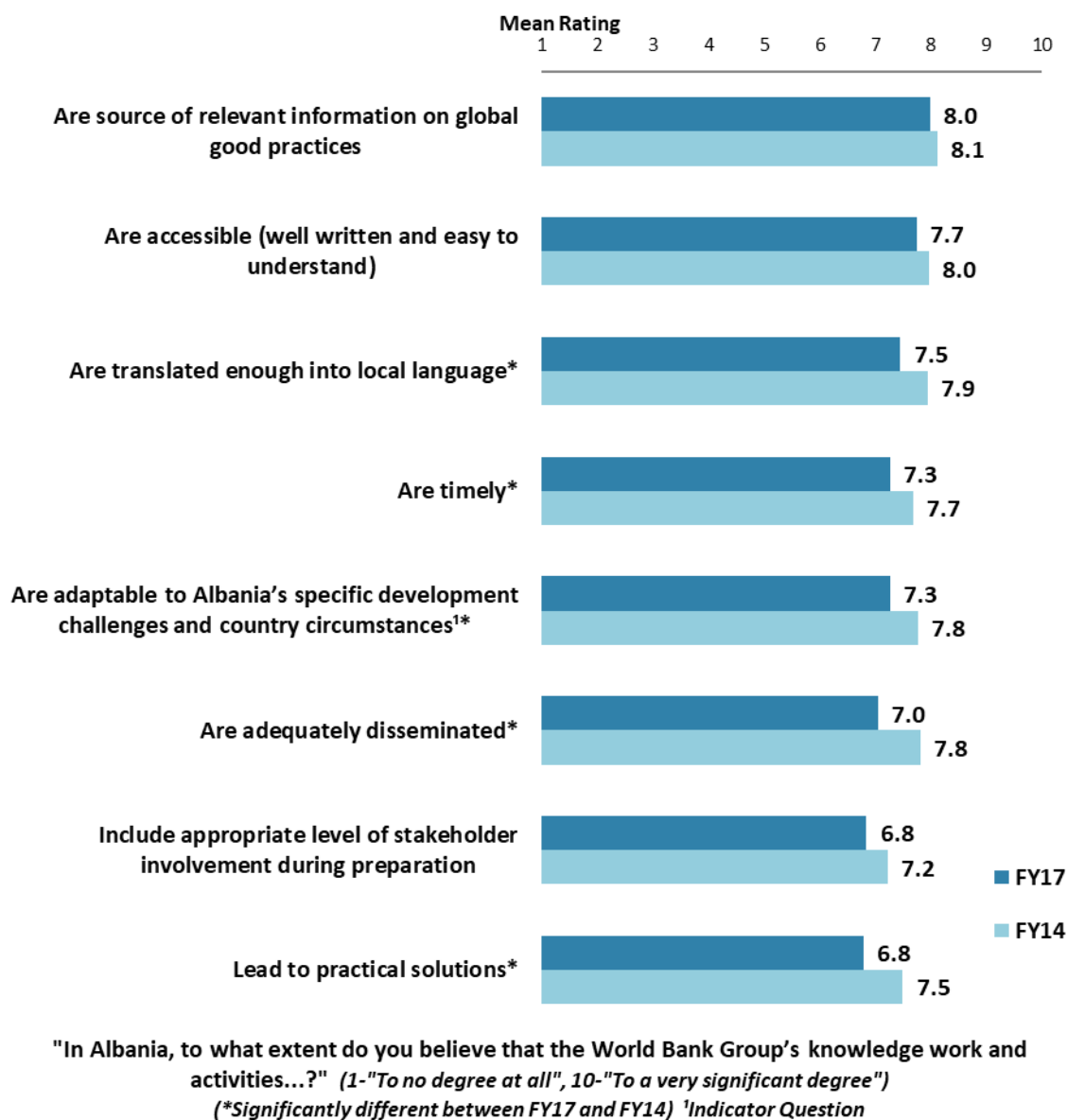
"In Albania, to what extent do you believe that the World Bank Group's knowledge work and activities..." (1-"To no degree at all", 10-"To a very significant degree")

(\*Significantly different between collaborators and non-collaborators) <sup>1</sup>Indicator Question



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

### Qualities of the WBG's Knowledge Work and Activities: Year Comparison<sup>13</sup>



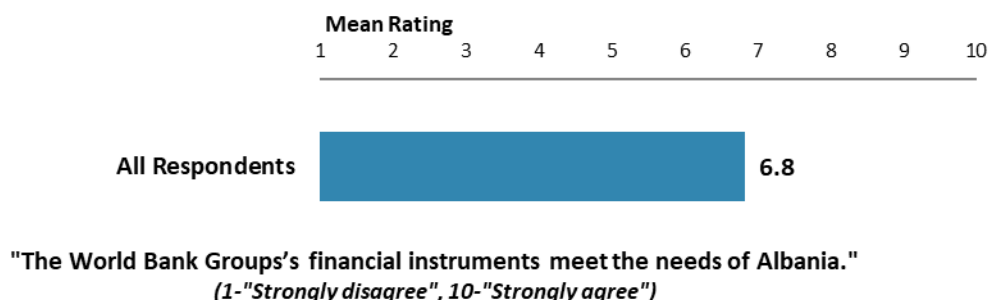
<sup>13</sup>Please refer to Appendix E (page 89) for more details on weighting for year comparisons. The means in the chart were calculated based on weighted data.



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

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

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement that the WBG's financial instruments meet Albania's needs (weighted mean = 6.7) compared to respondents from the FY '14 Country Survey (weighted mean = 7.0)<sup>14</sup>.
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher levels of agreement that the WBG's financial instruments meet Albania's needs (mean rating = 7.1) compared to respondents who do not collaborate with the WBG (mean rating = 6.3).



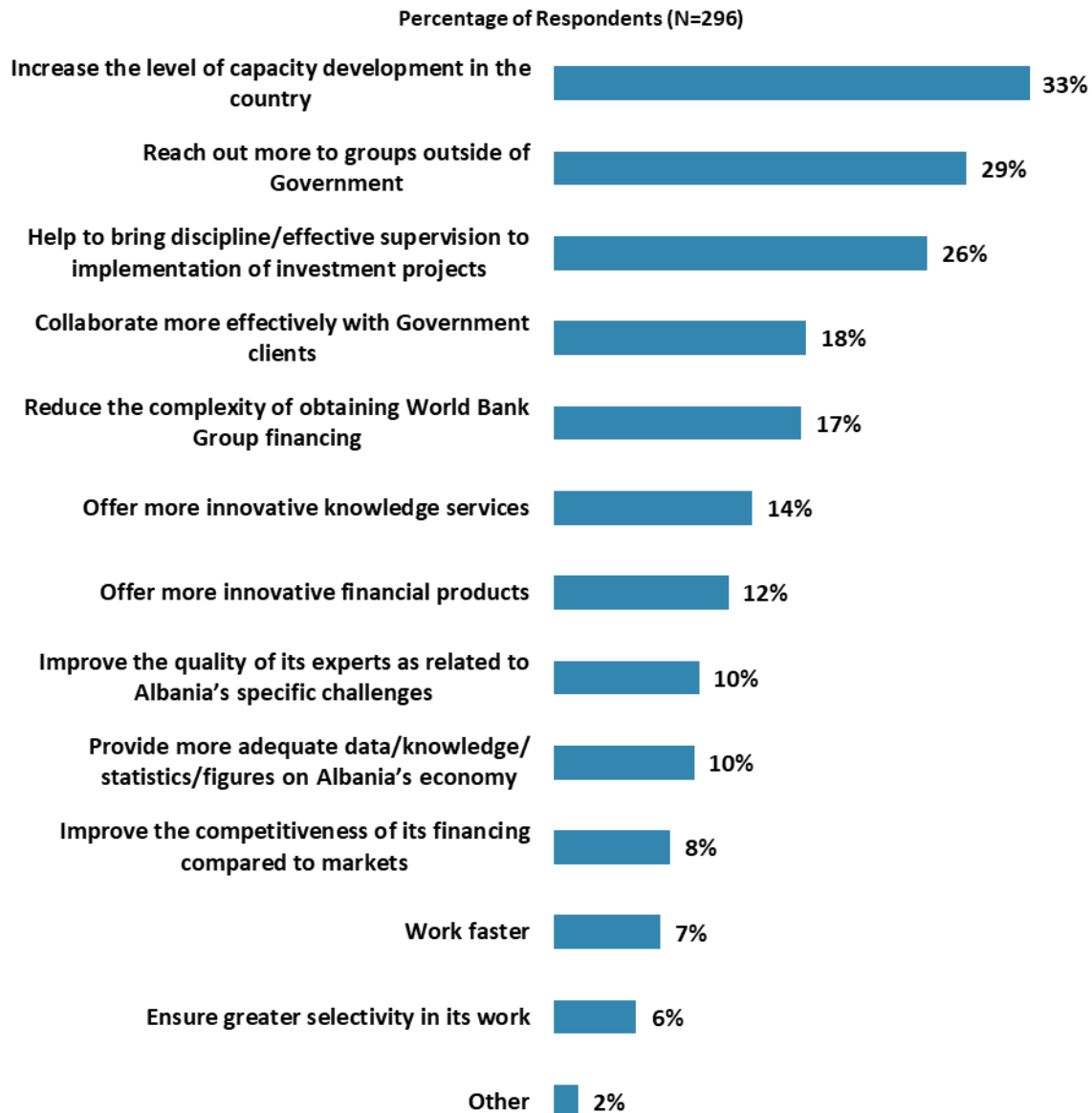
<sup>14</sup>Please refer to Appendix E (page 89) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



## IX. The Future Role of the WBG in Albania

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that, to make itself of greater value, the WBG should offer more innovative financial products (percentage of respondents = 26%), collaborate more effectively with Government clients (24%), reach out more to groups outside of Government (23%), and increase the level of capacity development in Albania (22%).



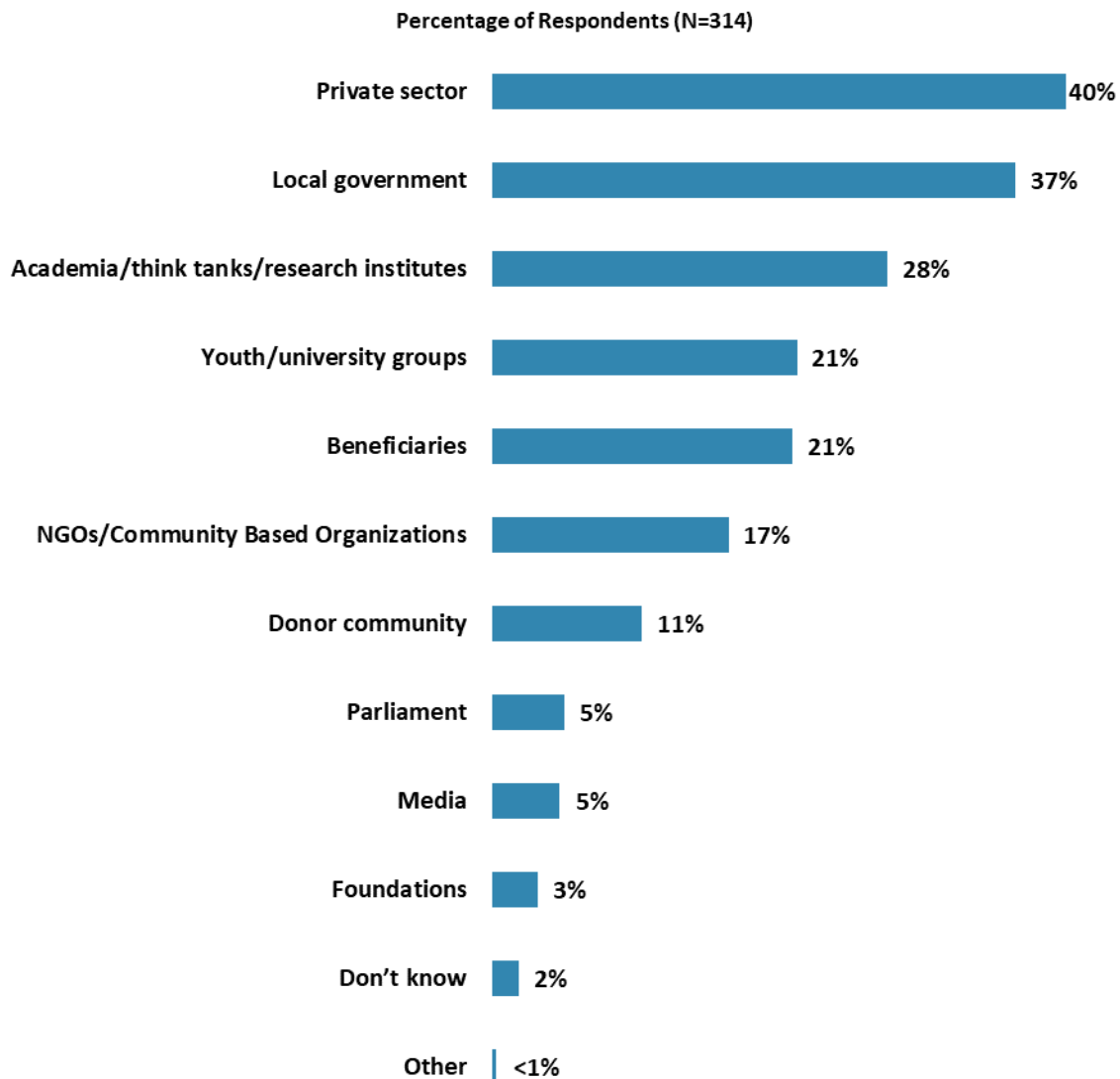
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Albania? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that, to ensure better development results in Albania, the WBG should collaborate more with the private sector (percentage of respondents = 42%) and local government (34%), followed by academia/think tanks/research institutes (27%), donor community (23%), and beneficiaries (21%).



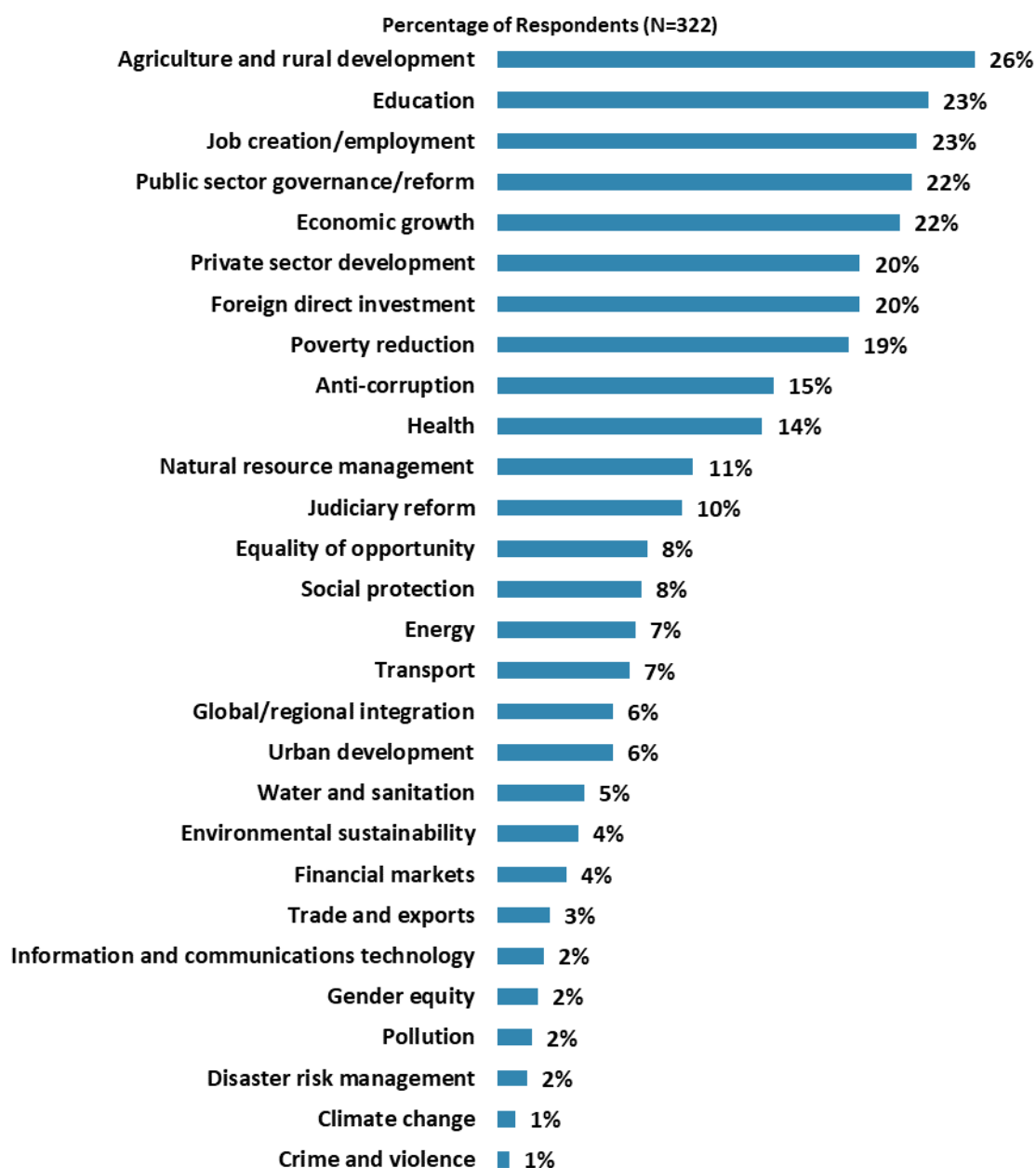
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that the WBG should focus its resources on public sector governance/reform (percentage of respondents = 25%), followed by agricultural development (20%), domestic private sector development (19%), economic growth (18%), education (18%), and poverty reduction (17%).



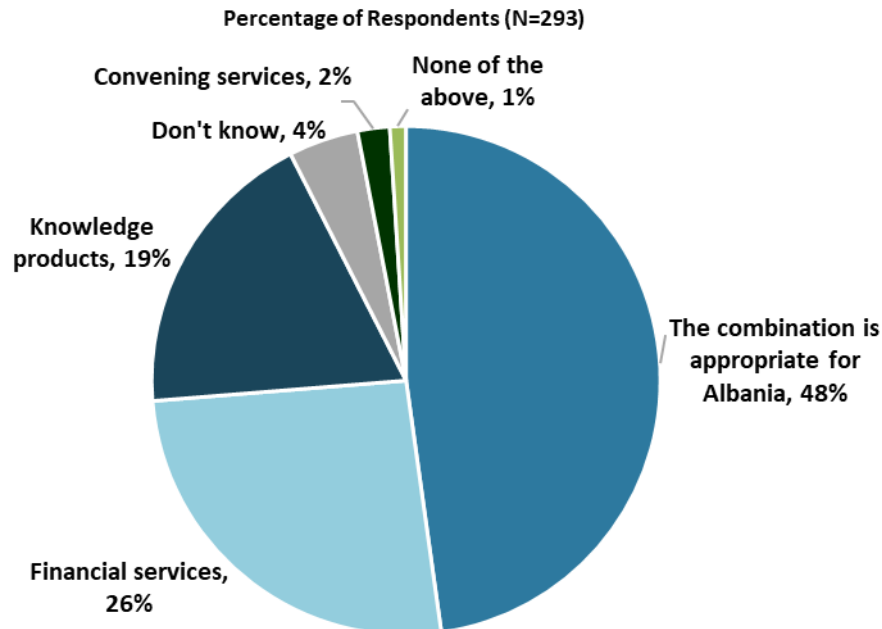
“When thinking about how the World Bank Group can have the most impact on development results in Albania, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Albania? (Choose no more than THREE)”  
(Respondents chose from a list.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





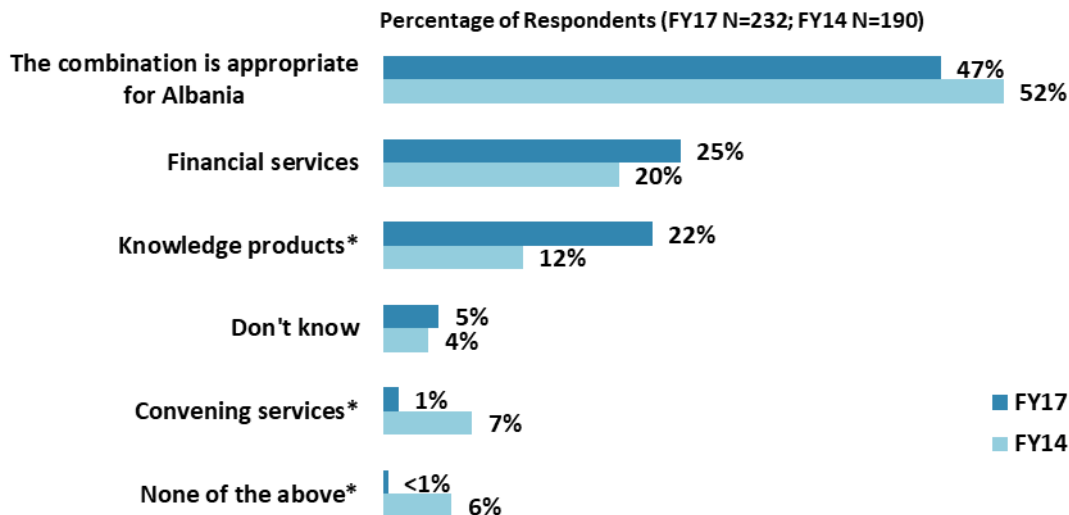
## IX. The Future Role of the WBG in Albania (continued)

### Future Combination of the WBG services



"When considering the combination of services that the World Bank Group offers in Albania, 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 Albania?" (Respondents chose from a list.)

### Future Combination of the WBG services: Year Comparison<sup>15</sup>



"When considering the combination of services that the World Bank Group offers in Albania, 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 Albania?" (Respondents chose from a list.)

\*Significantly different between FY17 and FY14

<sup>15</sup>Please refer to Appendix E (page 89) for more details on weighting for year comparisons. The percentages in the chart were calculated based on weighted data.

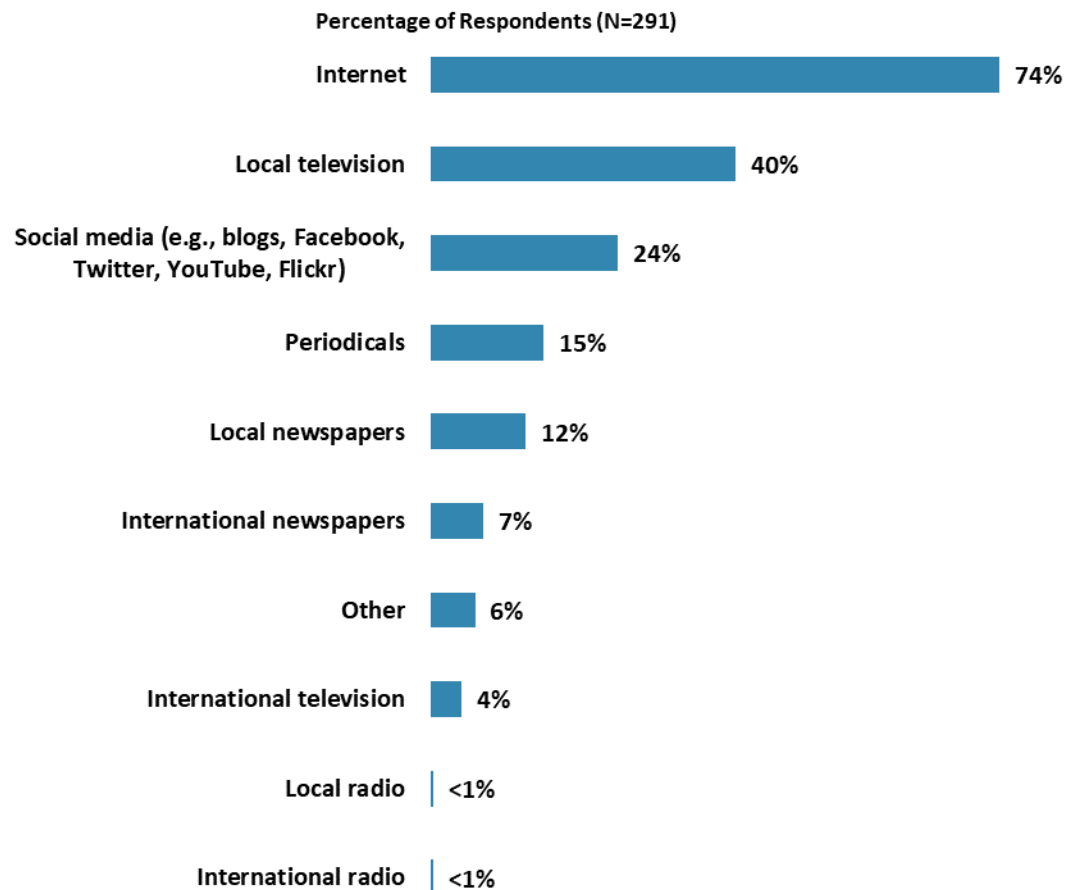


## X. Communication and Outreach

*When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 63) for all responses by stakeholder groups.*

### Information Sources

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that they got most of their information about economic and social development issues from the Internet (percentage of respondents = 60%), local television (44%), and local newspapers (29%).



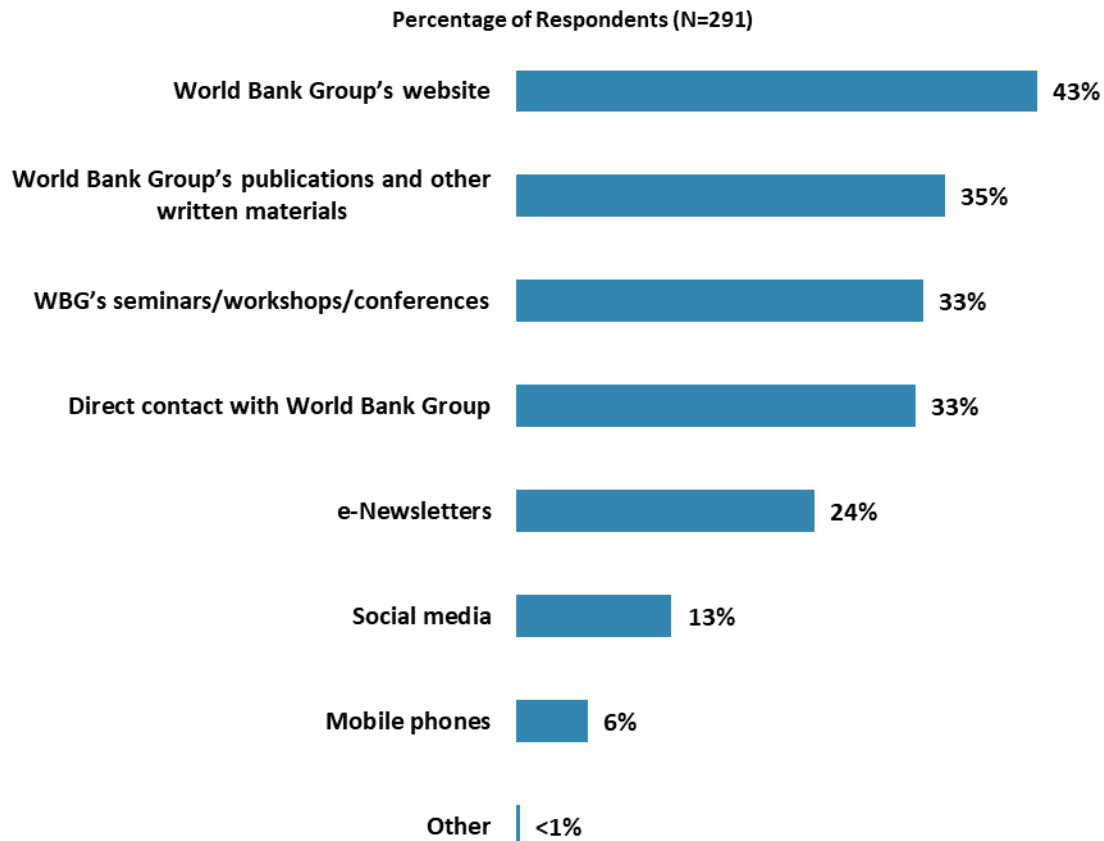
"How do you get most of your information about economic and social development issues in Albania? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that they preferred to get their information from direct contact with the WBG (percentage of respondents = 40%), the WBG's publications and other written materials (39%), the WBG's seminars/workshops/conferences (34%) and the WBG's website (28%).



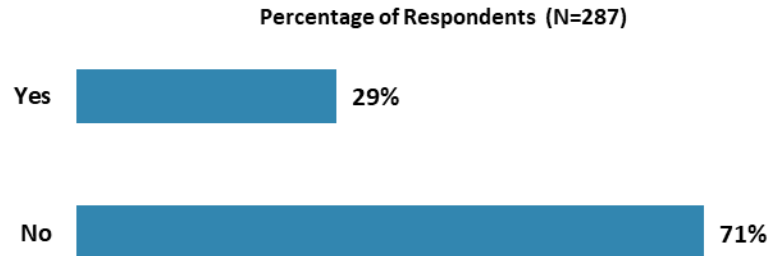
"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Access to Information

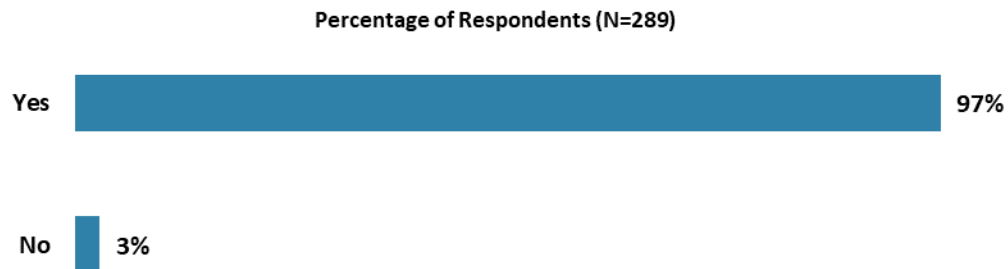
- **Year comparison:** Respondents in this year's Country Survey indicated statistically similar rates of awareness for the WBG's Access to Information Policy (weighted percentage of respondents, "Yes" = 28%) as respondents in the FY '14 Country Survey (weighted percentage of respondents, "Yes" = 36%)<sup>16</sup>.



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

### Access to Internet

- **Year comparison:** Respondents in this year's Country Survey indicated significantly higher rates of Internet access (weighted percentage of respondents, "Yes" = 98%) as respondents in the FY '14 Country Survey (weighted percentage of respondents, "Yes" = 88%)<sup>16</sup>.



"Do you have reliable access to the Internet?"

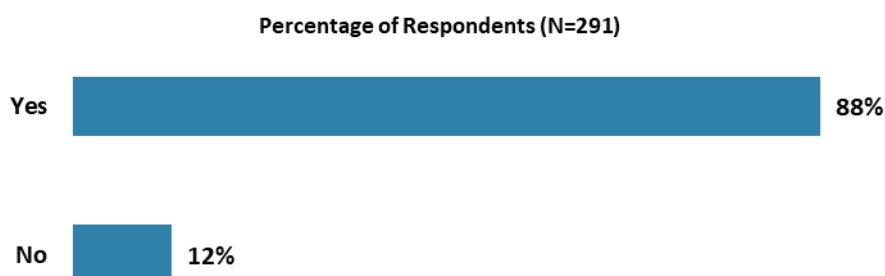
<sup>16</sup>Please refer to Appendix E (page 89) for more details on weighting for year comparisons. The percentages in the charts were calculated based on un-weighted data.



## X. Communication and Outreach (continued)

### WBG Website Usage

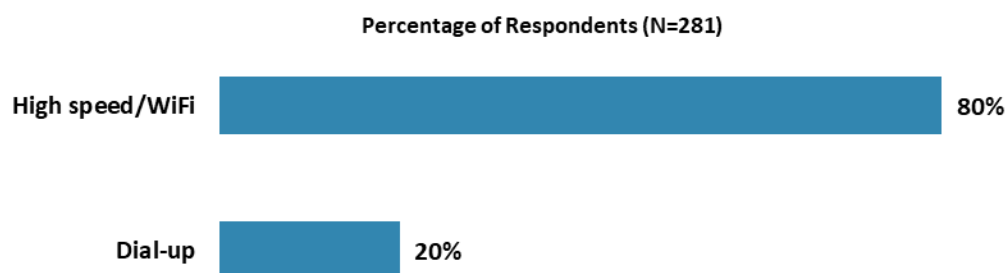
- **Year comparison:** Respondents in this year's Country Survey indicated statistically similar rates of usage of the WBG's website (weighted percentage of respondents, "Yes" = 91%) as respondents in the FY '14 Country Survey (weighted percentage of respondents, "Yes" = 86%)<sup>17</sup>.



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

### Internet Connection

- **Year comparison:** Respondents in this year's Country Survey indicated statistically similar rates of Internet connection for the WBG's website (weighted percentage of respondents, "High speed/WiFi" = 83%) as respondents in the FY '14 Country Survey (weighted percentage of respondents, "High speed/WiFi" = 87%)<sup>17</sup>.



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

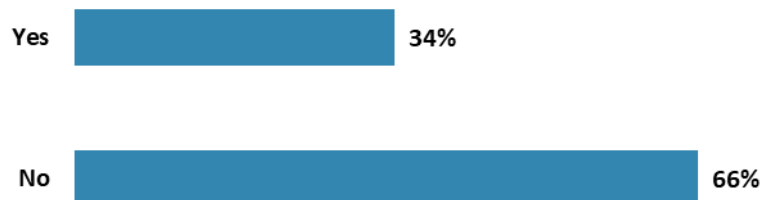
<sup>17</sup>Please refer to Appendix E (page 89) for more details on weighting for year comparisons. The percentages in the charts were calculated based on un-weighted data.



## X. Communication and Outreach (continued)

### WBG Social Media Usage

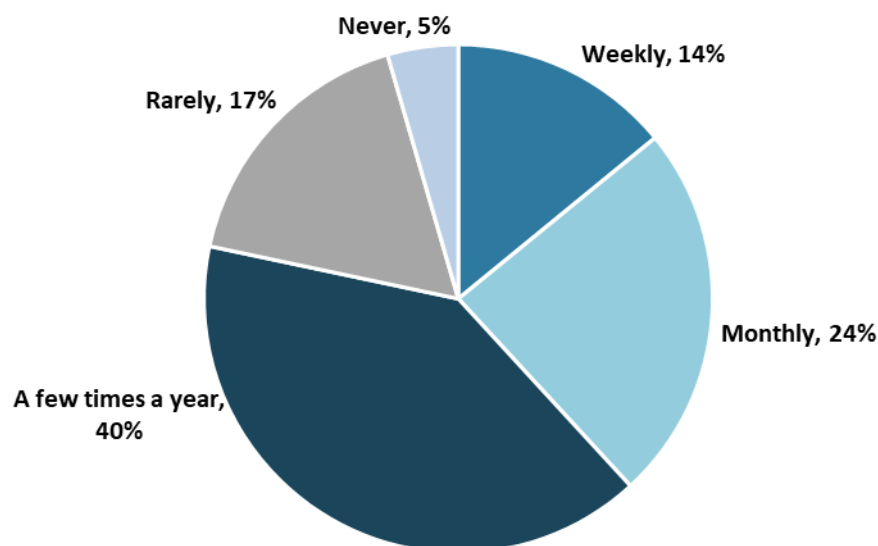
Percentage of Respondents (N=289)



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

### Frequency WBG Social Media Usage

Percentage of Respondents (N=291)



"How frequently do you consult the World Bank Group's website and/or social media channels for information/knowledge that you can use in your work??" (Respondents chose from a list.)

## XI. Appendices

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### ALBANIA





## Appendix A: Responses to All Questions across All Respondents (N=101)

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 Albania

1. In general would you say that Albania is headed in ...?	Percentage of Respondents (N=326)
The right direction	58.9%
The wrong direction	13.2%
Not sure	27.9%

2. Listed below are a number of development priorities in Albania. Please identify which of the following you consider the most important development priorities in Albania? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=329)
Judiciary reform	37.7%
Education	27.7%
Public sector governance/reform	24.0%
Anti-corruption	22.8%
Economic growth	20.4%
Job creation/employment	17.6%
Agriculture and rural development	17.3%
Health	16.7%
Poverty reduction	14.9%
Private sector development	14.3%
Foreign direct investment	12.5%
Natural resource management	7.0%
Social protection	6.4%
Urban development	6.4%
Transport	6.1%
Energy	5.2%
Trade and exports	4.6%
Crime and violence	4.6%
Environmental sustainability	4.6%
Global/regional integration	4.0%
Equality of opportunity	3.6%
Information and communications technology	3.3%
Water and sanitation	3.0%
Pollution	2.1%
Financial markets	1.8%
Gender equity	1.5%
Climate change	0.6%
Disaster risk management	0.6%



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

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Albania? (Choose no more than 3)</b>	<b>Percentage of Respondents (Responses Combined; N=329)</b>
Job creation/employment	44.1%
Economic growth	39.2%
Agriculture and rural development	33.4%
Private sector development	26.4%
Education	22.5%
Foreign direct investment	22.2%
Public sector governance/reform	18.8%
Anti-corruption	13.4%
Social protection	12.2%
Judiciary reform	11.9%
Equality of opportunity	8.8%
Natural resource management	5.8%
Urban development	4.9%
Trade and exports	4.6%
Financial markets	3.3%
Transport	3.0%
Health	3.0%
Global/regional integration	3.0%
Energy	2.7%
Environmental sustainability	2.4%
Water and sanitation	2.1%
Gender equity	1.2%
Information and communications technology	0.9%
Disaster risk management	0.6%
Crime and violence	0.6%
Pollution	0.6%
Climate change	0.3%

**A. General Issues Facing Albania (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 Albania? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=322)</b>
Consistent economic growth	37.6%
Education and training that better ensure job opportunity	29.5%
Better employment opportunities for young people	22.7%
A growing middle class	21.7%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	17.4%
Better opportunity for the poor who live in rural areas	12.7%
Greater voice and participation for citizens to help ensure greater accountability	12.1%
Better quality public services	11.5%
Greater access to health and nutrition for citizens	7.8%
More reliable social safety net	7.5%
Better employment opportunities for women	5.9%
Better opportunity for the poor who live in urban areas	5.3%
Greater access to micro-finance for the poor	5.3%
Other	0.3%

<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 Albania? (Select only ONE response)</b>	<b>Percentage of Respondents (N=321)</b>
A very big problem	39.9%
A moderately big problem	46.7%
A small problem	10.0%
Not a problem at all	0.6%
Don't know	2.8%

<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=320)</b>
A very serious problem	22.5%
A somewhat serious problem	48.4%
Not too serious problem	23.1%
Not a problem	5.0%
Don't know	0.9%

<b>7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Albania? (Select only ONE response)</b>	<b>Percentage of Respondents (N=319)</b>
A very important development priority	78.4%
A moderately important development priority	15.7%
A slightly important development priority	3.4%
Not an important development priority	1.9%
Don't know	0.6%

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

<i>(1-Not familiar at all, 10-Extremely familiar)</i>	<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 Albania?	321		6.72	2.30

<i>(1-Not effective at all, 10-Very effective)</i>	<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 Albania.	294	25	7.32	1.90

<i>(1-To no degree at all, 10-To a very significant degree)</i>	<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 to help Albania solve its most complicated development challenges?	265	52	8.03	1.76

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Albania, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Albania? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=322)</b>
Agriculture and rural development	25.8%
Education	23.3%
Job creation/employment	22.7%
Public sector governance/reform	22.4%
Economic growth	21.7%
Private sector development	19.6%
Foreign direct investment	19.6%
Poverty reduction	18.9%
Anti-corruption	14.9%
Health	14.3%
Natural resource management	10.6%
Judiciary reform	9.9%
Equality of opportunity	8.1%
Social protection	7.8%
Energy	7.5%
Transport	7.1%
Global/regional integration	6.2%
Urban development	6.2%
Water and sanitation	4.7%
Environmental sustainability	4.3%
Financial markets	3.7%
Trade and exports	2.8%
Information and communications technology	2.5%
Gender equity	2.2%
Pollution	1.9%
Disaster risk management	1.6%
Climate change	0.9%
Crime and violence	0.6%

**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 Albania?	Percentage of Respondents (N=318)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Financial resources	22.3%	16.6%	38.9%
Implementation support	15.1%	17.3%	32.3%
Capacity development related to World Bank Group supported projects	17.9%	10.9%	28.8%
Policy advice, studies, analyses	11.3%	12.5%	23.8%
Technical assistance	8.8%	11.8%	20.6%
Bringing together different groups of stakeholders	12.6%	8.0%	20.6%
Mobilizing third party financial resources	2.8%	8.6%	11.5%
Donor coordination	2.8%	6.1%	8.9%
Promoting knowledge sharing	2.5%	5.4%	7.9%
Data and statistics	3.1%	1.6%	4.7%
Other	0.6%	1.3%	1.9%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Albania? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=316)
Not enough public disclosure of its work	25.3%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	21.5%
Not collaborating enough with stakeholders outside the Government	19.6%
Don't know	17.4%
World Bank Group's processes too complex	14.2%
Not willing to honestly criticize policies and reform efforts in the country	14.2%
Not adequately sensitive to political/social realities in Albania	10.4%
Too influenced by developed countries	8.5%
Its advice and strategies do not lend themselves to practical problem solving	8.2%
Not aligned with country priorities	4.7%
Not aligned with other donors' work	4.1%
Not exploring alternative policy options	4.1%
Staff too inaccessible	1.9%
Other	1.6%
Not client focused	1.3%
The credibility of its knowledge/data	0.6%
Arrogant in its approach	0.0%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Albania? (Select only ONE response)	Percentage of Respondents (N=313)
To a fully sufficient degree	4.5%
To a somewhat sufficient degree	42.8%
To a somewhat insufficient degree	31.3%
To a very insufficient degree	6.1%
Don't know	15.3%

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

8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Albania Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	N/A	Mean	SD
1. Investment Project Financing (IPF)	177	119	7.45	1.84
2. Development Policy Financing (DPF)	168	117	7.21	2.00
3. Program-for-Results Financing (PforR)	140	142	7.26	1.97
4. Trust funds and grants	148	135	7.14	2.01
5. Guarantees	100	176	6.78	2.15
6. IFC Investment Services	114	166	7.20	2.13
7. IFC Advisory Services	131	152	7.37	2.11

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)	Percentage of Respondents (Responses Combined; N=314)
Private sector	40.1%
Local government	36.6%
Academia/think tanks/research institutes	27.7%
Youth/university groups	21.3%
Beneficiaries	21.0%
NGOs/Community Based Organizations	16.6%
Donor community	10.5%
Parliament	5.1%
Media	4.8%
Foundations	3.2%
Don't know	1.9%
Other	0.3%

To what extent do you agree with the following statements about the World Bank Group's work in Albania? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in Albania*	294	17	7.65	1.91
11. The World Bank Group's work is aligned with what I consider the development priorities for Albania*	284	20	7.38	1.86

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

To what extent is the World Bank Group an effective development partner in Albania, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Level of Agreement			
	N	DK	Mean	SD
12. Responsiveness to needs*	266	27	6.95	1.87
13. Flexibility (in terms of the institution's products and services)*	253	40	6.68	1.92
14. Flexibility (in terms of changing country circumstances)*	256	36	6.84	1.96
15. Being inclusive*	255	41	6.98	2.06
16. Openness (sharing data and other information)*	261	30	7.46	2.07
17. Collaboration with the Government*	276	21	8.03	1.84
18. The speed in which it gets things accomplished on the ground*	246	45	6.72	2.05
19. Helping to bring discipline/effective supervision to implementation of investment projects*	261	35	7.42	2.00
20. Collaboration with civil society*	236	57	6.58	2.11
21. Staff accessibility*	222	64	7.32	2.09
22. Collaboration with other donors and development partners*	206	84	6.55	1.99
23. Collaboration with the private sector*	234	62	7.42	1.90
24. Straightforwardness and honesty*	251	43	7.71	2.09
25. Treating clients and stakeholders in Albania with respect*	237	58	8.10	1.81
26. Being a long-term partner*	275	22	8.58	1.67

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 3)	Percentage of Respondents (Responses Combined; N=303)
Political pressures and obstacles	32.7%
There is not an adequate level of citizen/civil society participation	24.1%
Lack of/inadequate levels of capacity in Government	22.8%
Reforms are not well thought out in light of country challenges	21.5%
The Government works inefficiently	17.8%
Poor coordination within the Government	14.9%
The World Bank Group is not sensitive enough to political/social realities on the ground	12.9%
Poor donor coordination	11.6%
The World Bank Group works too slowly	7.3%
Other	5.3%
Poor coordination within the World Bank Group	4.3%
The World Bank Group does not do adequate follow through/follow-up	3.3%

**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 Albania? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Social protection	270	10	7.94	2.14
2. Gender equity	269	6	7.27	2.27
3. Private sector development	282	5	8.21	1.93
4. Education	275	3	8.70	1.79
5. Public sector governance/reform	279	6	8.59	1.66
6. Global/regional integration	266	18	7.70	2.01
7. Foreign direct investment	278	10	8.46	1.78
8. Urban development	273	11	7.99	1.90
9. Energy	275	12	8.08	1.92
10. Water and sanitation	275	11	8.19	1.90
11. Pollution	270	11	8.18	1.97
12. Job creation/employment	278	10	8.58	1.96
13. Health	274	13	8.47	1.95
14. Financial markets	260	21	7.84	1.86
15. Transport	271	11	8.17	1.85
16. Agriculture and rural development	278	9	8.60	1.77
17. Trade and exports	259	21	7.72	1.85
18. Crime and violence	259	22	7.05	2.54
19. Natural resource management	274	11	8.04	1.93
20. Climate change	276	9	7.47	2.24
21. Poverty reduction	274	12	8.72	1.85
22. Anti-corruption	272	13	8.40	2.03
23. Judiciary reform	271	15	8.00	2.51
24. Economic growth	279	11	8.77	1.67
25. Disaster risk management	268	16	7.45	2.14
26. Equality of opportunity	269	15	7.81	2.10
27. Environmental sustainability	278	10	7.72	2.03
28. Information and communications technology	271	14	7.66	2.04

**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 Albania? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection	143	135	6.83	2.04
2. Gender equity	129	147	6.68	2.11
3. Private sector development	152	116	6.64	1.86
4. Education	152	122	6.72	2.02
5. Public sector governance/reform	202	73	7.32	1.92
6. Global/regional integration	124	151	6.71	1.95
7. Foreign direct investment	153	125	6.97	2.10
8. Urban development	161	113	6.88	2.07
9. Energy	184	92	7.32	2.16
10. Water and sanitation	165	111	7.23	2.03
11. Pollution	135	139	6.60	2.12
12. Job creation/employment	140	135	6.40	2.19
13. Health	149	127	6.66	2.25
14. Financial markets	129	146	6.59	2.22
15. Transport	169	107	7.35	1.95
16. Agriculture and rural development	166	109	7.07	2.15
17. Trade and exports	121	150	6.59	1.99
18. Natural resource management	146	130	6.84	2.16
19. Climate change	129	146	6.52	2.13
20. Poverty reduction	170	105	6.84	2.26
21. Anti-corruption	158	117	6.30	2.39
22. Economic growth	175	99	6.90	2.16
23. Disaster risk management	130	145	6.42	2.17
24. Equality of opportunity	142	131	6.75	2.23
25. Environmental sustainability	140	137	6.65	2.07
26. Information and communications technology	132	142	6.92	2.05

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Albania?*	275	23	7.37	1.82

To what extent do you agree with the following statements about the World Bank Group in Albania? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Albania*	264	34	6.82	2.03
5. The World Bank Group meets Albania's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	257	37	6.98	2.10



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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=296)
Weekly	9.1%
Monthly	28.4%
A few times a year	45.9%
Rarely	13.9%
Never	2.7%

In Albania, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	248	41	7.17	1.97
3. Include appropriate level of stakeholder involvement during preparation	249	42	6.91	2.07
4. Lead to practical solutions	261	30	6.87	1.94
5. Are accessible (well written and easy to understand)	270	18	7.66	1.86
6. Are source of relevant information on global good practices	263	24	7.96	1.82
7. Are relevant to country challenges	267	22	7.47	1.83
8. Are adequately disseminated	251	38	6.97	2.17
9. Are translated enough into local language	239	51	7.46	2.08
10. Are adaptable to Albania's specific development challenges and country circumstances*	268	24	7.28	1.85

Overall Evaluations	N	DK	Mean	SD
11. 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)	268	30	7.49	1.71
12. 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)	269	28	7.88	1.66

**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	194	95	7.51	2.07
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	245	47	7.71	1.98
3. The World Bank Group's approvals and reviews are done in a timely fashion	209	76	7.39	2.03
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	196	89	7.77	1.85
5. The World Bank Group's conditions on its lending are reasonable	187	100	7.55	1.97
6. The World Bank Group takes decisions quickly in Albania*	203	80	7.13	1.98
7. Working with the World Bank Group increases Albania's institutional capacity	256	31	8.14	1.81
8. Where country systems are adequate, the World Bank Group makes appropriate use of them*	190	93	7.67	2.12
9. The World Bank Group provides effective implementation support	245	41	7.85	1.97

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

<i>(1-To no degree at all, 10-To a very significant degree)</i>	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 Albania?	203	90	6.88	1.97

<i>(1-To no degree at all, 10-To a very significant degree)</i>	N	DK	Mean	SD
11. To what extent do you believe the World Bank Group measures and corrects its work in real time in Albania?	207	84	7.04	2.03

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Albania? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=296)</b>
Increase the level of capacity development in the country	33.1%
Reach out more to groups outside of Government	28.7%
Help to bring discipline/effective supervision to implementation of investment projects	26.0%
Collaborate more effectively with Government clients	17.6%
Reduce the complexity of obtaining World Bank Group financing	17.2%
Offer more innovative knowledge services	13.9%
Offer more innovative financial products	12.2%
Improve the quality of its experts as related to Albania's specific challenges	10.1%
Provide more adequate data/knowledge/ statistics/figures on Albania's economy	9.8%
Improve the competitiveness of its financing compared to markets	8.1%
Work faster	7.4%
Ensure greater selectivity in its work	5.7%
Other	1.7%

<b>2. When considering the combination of services that the World Bank Group offers in Albania, 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 Albania? (Select only ONE response)</b>	<b>Percentage of Respondents (N=293)</b>
The combination is appropriate for Albania	47.8%
Financial services	25.9%
Knowledge products	18.8%
Don't know	4.4%
Convening services	2.0%
None of the above	1.0%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Albania? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=291)</b>
Internet	74.2%
Local television	39.9%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	24.4%
Periodicals	14.8%
Local newspapers	12.4%
International newspapers	6.9%
Other	5.8%
International television	4.1%
Local radio	0.3%
International radio	0.3%

<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=291)</b>
World Bank Group's website	42.6%
World Bank Group's publications and other written materials	35.1%
World Bank Group's seminars/workshops/conferences	33.3%
Direct contact with World Bank Group	32.6%
e-Newsletters	24.4%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	12.7%
Mobile phones	5.8%
Other	0.3%

<b>3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=287)</b>
Yes	29.3%
No	70.7%

<b>4. Do you have reliable access to the Internet?</b>	<b>Percentage of Respondents (N=289)</b>
Yes	97.2%
No	2.8%

<b>5. Do you use/have you used the World Bank Group website?</b>	<b>Percentage of Respondents (N=291)</b>
Yes	88.3%
No	11.7%

<b>6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?</b>	<b>Percentage of Respondents (N=289)</b>
Yes	33.9%
No	66.1%

<b>7. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=281)</b>
High speed/WiFi	80.1%
Dial-up	19.9%



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

8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	Percentage of Respondents (N=291)
Weekly	14.1%
Monthly	24.1%
A few times a year	40.2%
Rarely	17.2%
Never	4.5%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. I find the World Bank Group's websites easy to navigate.	249	8	8.16	1.64
10. I find the information on the World Bank Group's websites useful.	246	10	8.41	1.52
11. The World Bank Group's social media channels are valuable sources of information about the institution	159	128	7.64	2.12
12. When I need information from the World Bank Group I know how to find it	262	27	7.94	2.26
13. The World Bank Group is responsive to my information requests and inquiries	198	88	8.23	1.92

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=325)
Local Government Office or Staff	12.6%
NGO/Community Based Organization	12.6%
Private Sector Organization	10.5%
Academia/Research Institute/Think Tank	10.2%
Employee of a Ministry, Ministerial Department or Implementation Agency	9.2%
PMU/Consultant/Contractor working on World Bank Group supported project	9.2%
Other	8.3%
Media	4.9%
Independent Government Institution	4.6%
Bilateral/Multilateral Agency	4.3%
Office of Minister	4.0%
Office of the President, Prime Minister	3.4%
Financial Sector/Private Bank	3.4%
Office of Parliamentarian	1.5%
Trade Union	.3%
Faith-Based Group	.3%
Youth Group	.3%
Judiciary Branch	.3%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=321)</b>
Other	13.7%
Finance and markets	10.9%
Education	9.7%
Governance	9.0%
Energy and extractives	8.1%
Urban, rural, and social development	6.9%
Environment and natural resources	5.9%
Generalist (specialized in multiple sectors)	5.9%
Social protection and labor	5.6%
Macroeconomics and fiscal management	5.3%
Transport and ICT	4.4%
Water	3.4%
Agriculture	2.5%
Jobs	1.9%
Health, nutrition, and population	1.6%
Trade and competitiveness	1.6%
Gender	.9%
Poverty	.9%
Fragility, conflict and violence	.6%
Public-private partnerships	.6%
Climate Change	.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=318)</b>
Yes	56.6%
No	43.4%

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Albania? (Select only ONE response)</b>	<b>Percentage of Respondents (N=276)</b>
The World Bank (IBRD)	76.8%
Other	11.2%
The International Finance Corporation (IFC)	10.9%
The Multilateral Investment Guarantee Agency (MIGA)	1.1%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=318)</b>
Yes	43.4%
No	56.6%

<b>6. If yes, what was your view of how the two institutions work together in Albania? (Choose no more than TWO)</b>	<b>Percentage of Respondents (N=142)</b>
The two institutions work well together	65.5%
The way the two institutions work together needs improvement	23.9%
The two institutions do not work well together	0.7%
Don't know	9.9%

**H. Background Information (continued)**

<b>7. Which of the following describes most of your exposure to the World Bank Group in Albania? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=319)</b>
Collaborate as part of my professional duties	47.0%
Use World Bank Group reports/data	37.0%
Use World Bank Group website for information, data, research, etc.	28.8%
Engage in World Bank Group related/sponsored events/activities	28.5%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	12.9%

<b>8. What's your gender?</b>	<b>Percentage of Respondents (N=326)</b>
Female	45.4%
Male	54.6%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=325)</b>
Tirana and Durrës	79.1%
South Albania	9.5%
Central Albania	7.7%
North Albania	3.7%

## Appendix B: Responses to All Questions by Stakeholder Groups<sup>18</sup>

Office of the President/Prime Minister N=11 ● Office of Minister N=13 ● Employee of a Ministry N=30 ● PMU/Consultant on WBG-supported project N=30 ● Local Government N=41 ● Bilateral/Multilateral Agency N=14 ● Private Sector/Financial Sector/Private Bank N=45 ● NGO/CBO N=41 ● Media N=16 ● Independent Government Institution N=15 ● Academia N=33 ● Other N=36

### A. General Issues facing Albania

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

Percentage of Respondents	Office of the President/Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
The right direction	100.0%	84.6%	70.0%	75.0%	73.2%	85.7%	50.0%	36.6%	43.8%	66.7%	33.3%	50.0%
The wrong direction		7.7%	6.7%		7.3%	7.1%	18.2%	14.6%	12.5%	13.3%	33.3%	19.4%
Not sure		7.7%	23.3%	25.0%	19.5%	7.1%	31.8%	48.8%	43.8%	20.0%	33.3%	30.6%

\*Significantly different between stakeholder groups

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

	Office of President/PM		Office of Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How familiar are you with the work of the WBG in Albania?*	11	7.82	13	8.31	29	7.31	28	8.00	40	5.93	14	6.57	42	6.52	39	5.77	16	6.75	15	7.13	33	6.30	36	6.61

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

	Office of President/PM		Office of Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, please rate your impression of the WBG's effectiveness in Albania.*	11	8.09	12	7.83	28	8.07	27	8.63	36	7.14	13	6.92	40	6.78	33	6.39	16	6.81	11	8.45	29	7.34	33	6.91

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

<sup>18</sup>Only 325 respondents provided their stakeholder categorization. Thus, only these respondents were included in the analysis presented in this Appendix.



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

	Office of President/PM		Office of Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe the WBG's staff is well prepared to help Albania solve its most complicated development challenges?	11	8.36	11	8.09	27	8.19	26	8.96	32	8.16	13	7.23	35	7.46	29	7.86	13	7.85	12	8.50	21	7.95	31	7.90

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Energy	18.2%	15.4%	0.0%	14.3%	10.0%	7.1%	4.8%	5.1%	12.5%	6.7%	0.0%	8.3%
Water and sanitation	0.0%	0.0%	3.3%	7.1%	10.0%	7.1%	4.8%	0.0%	0.0%	13.3%	3.0%	5.6%
Pollution	0.0%	0.0%	0.0%	3.6%	5.0%	0.0%	0.0%	0.0%	0.0%	6.7%	3.0%	2.8%
Job creation/employment	18.2%	53.8%	26.7%	28.6%	25.0%	28.6%	14.3%	17.9%	12.5%	20.0%	27.3%	19.4%
Health	27.3%	0.0%	23.3%	14.3%	10.0%	14.3%	9.5%	20.5%	6.3%	20.0%	15.2%	11.1%
Financial markets	0.0%	0.0%	3.3%	0.0%	5.0%	0.0%	2.4%	0.0%	6.3%	20.0%	3.0%	8.3%
Social protection	0.0%	7.7%	3.3%	7.1%	7.5%	14.3%	9.5%	12.8%	6.3%	6.7%	6.1%	5.6%
Gender equity	0.0%	0.0%	0.0%	0.0%	2.5%	0.0%	4.8%	5.1%	0.0%	0.0%	3.0%	2.8%
Private sector development	18.2%	15.4%	26.7%	17.9%	15.0%	35.7%	21.4%	7.7%	31.3%	40.0%	12.1%	16.7%
Education	27.3%	30.8%	20.0%	17.9%	15.0%	21.4%	33.3%	20.5%	18.8%	33.3%	30.3%	22.2%
Public sector governance/reform	18.2%	15.4%	20.0%	7.1%	17.5%	21.4%	26.2%	30.8%	25.0%	13.3%	30.3%	30.6%
Global/regional integration	9.1%	0.0%	10.0%	3.6%	12.5%	0.0%	4.8%	10.3%	0.0%	0.0%	9.1%	2.8%
Foreign direct investment	18.2%	15.4%	20.0%	7.1%	30.0%	28.6%	21.4%	10.3%	18.8%	6.7%	24.2%	22.2%
Urban development	18.2%	0.0%	0.0%	7.1%	17.5%	7.1%	4.8%	7.7%	6.3%	0.0%	3.0%	2.8%
Judiciary reform	9.1%	15.4%	3.3%	10.7%	5.0%	21.4%	21.4%	7.7%	18.7%	0.0%	6.1%	8.3%
Economic growth	36.4%	23.1%	30.0%	25.0%	12.5%	14.3%	21.4%	23.1%	18.8%	13.3%	21.2%	22.2%
Disaster risk management*	0.0%	15.4%	0.0%	7.1%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	9.1%	23.1%	3.3%	3.6%	7.5%	7.1%	4.8%	20.5%	12.5%	6.7%	6.1%	2.8%
Environmental sustainability	0.0%	7.7%	6.7%	3.6%	0.0%	7.1%	2.4%	10.3%	0.0%	6.7%	6.1%	2.8%
Information and communications technology	0.0%	15.4%	3.3%	0.0%	5.0%	0.0%	2.4%	2.6%	0.0%	0.0%	0.0%	2.8%
Transport	18.2%	0.0%	6.7%	14.3%	12.5%	7.1%	7.1%	2.6%	6.3%	6.7%	0.0%	2.8%
Agriculture and rural development	27.3%	15.4%	23.3%	28.6%	32.5%	0.0%	23.8%	17.9%	25.0%	26.7%	39.4%	27.8%
Trade and exports	0.0%	0.0%	3.3%	0.0%	2.5%	0.0%	0.0%	7.7%	12.5%	0.0%	0.0%	5.6%
Crime and violence	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	10.0%	17.9%	12.5%	14.3%	4.8%	12.8%	25.0%	6.7%	9.1%	11.1%
Climate change	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	2.4%	0.0%	0.0%	6.7%	0.0%	0.0%
Poverty reduction	18.2%	7.7%	30.0%	14.3%	15.0%	21.4%	14.3%	25.6%	25.0%	0.0%	27.3%	19.4%
Anti-corruption	9.1%	15.4%	3.3%	25.0%	7.5%	7.1%	19.0%	17.9%	0.0%	26.7%	15.2%	19.4%

\*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 Albania?

Greatest Value Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Bringing together different groups of stakeholders	9.1%	15.4%	13.3%	11.1%	12.5%	14.3%	16.7%	15.8%	6.3%	14.3%	9.1%	11.4%
Capacity development related to WBG-supported projects	9.1%	38.5%	10.0%	14.8%	25.0%	7.1%	21.4%	13.2%	6.3%	0.0%	21.2%	25.7%
Technical assistance	18.2%	0.0%	13.3%	3.7%	10.0%	0.0%	7.1%	7.9%	6.3%	28.6%	9.1%	5.7%
Policy advice, studies, analyses	27.3%	7.7%	10.0%	7.4%	7.5%	28.6%	7.1%	13.2%	6.3%	0.0%	12.1%	20.0%
Financial resources	27.3%	15.4%	33.3%	18.5%	32.5%	21.4%	26.2%	13.2%	43.8%	28.6%	6.1%	14.3%
Data and statistics	0.0%	0.0%	3.3%	3.7%	0.0%	7.1%	2.4%	7.9%	0.0%	7.1%	3.0%	2.9%
Promoting knowledge sharing	0.0%	7.7%	3.3%	0.0%	2.5%	7.1%	0.0%	0.0%	0.0%	0.0%	9.1%	2.9%
Implementation support	9.1%	0.0%	10.0%	29.6%	7.5%	7.1%	16.7%	21.1%	18.7%	21.4%	24.2%	5.7%
Mobilizing third party financial resources	0.0%	7.7%	0.0%	3.7%	0.0%	7.1%	0.0%	5.3%	12.5%	0.0%	0.0%	5.7%
Donor coordination	0.0%	7.7%	3.3%	7.4%	0.0%	0.0%	2.4%	2.6%	0.0%	0.0%	6.1%	2.9%
Other	0.0%	0.0%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%

2nd Greatest Value Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Bringing together different groups of stakeholders	18.2%	0.0%	10.0%	15.4%	5.0%	0.0%	7.3%	8.1%	12.5%	14.3%	6.3%	5.7%
Capacity development related to WBG-supported projects	9.1%	15.4%	10.0%	23.1%	2.5%	0.0%	17.1%	5.4%	18.8%	21.4%	3.1%	11.4%
Technical assistance	18.2%	23.1%	13.3%	0.0%	10.0%	30.8%	12.2%	10.8%	6.3%	21.4%	9.4%	11.4%
Policy advice, studies, analyses	18.2%	0.0%	10.0%	3.8%	22.5%	23.1%	19.5%	10.8%	0.0%	7.1%	15.6%	5.7%
Financial resources	0.0%	15.4%	13.3%	3.8%	15.0%	30.8%	9.8%	16.2%	12.5%	21.4%	21.9%	31.4%
Data and statistics	0.0%	0.0%	0.0%	0.0%	2.5%	0.0%	0.0%	5.4%	0.0%	0.0%	3.1%	2.9%
Promoting knowledge sharing	18.2%	0.0%	3.3%	7.7%	0.0%	0.0%	7.3%	8.1%	0.0%	0.0%	12.5%	5.7%
Implementation support	9.1%	30.8%	20.0%	15.4%	22.5%	0.0%	19.5%	21.6%	31.3%	0.0%	12.5%	14.3%
Mobilizing third party financial resources	9.1%	7.7%	10.0%	19.2%	7.5%	7.7%	7.3%	8.1%	12.5%	0.0%	9.4%	5.7%
Donor coordination	0.0%	7.7%	6.7%	11.5%	10.0%	7.7%	0.0%	2.7%	6.3%	14.3%	6.3%	5.7%
Other	0.0%	0.0%	3.3%	0.0%	2.5%	0.0%	0.0%	2.7%	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 Albania? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
WBG's processes too slow*	40.0%	61.5%	20.0%	11.1%	32.5%	14.3%	22.5%	15.8%	12.5%	26.7%	15.2%	14.3%
Not aligned with other donors' work	0.0%	7.7%	0.0%	0.0%	7.5%	14.3%	5.0%	2.6%	6.3%	6.7%	0.0%	5.7%
Not aligned with country priorities	0.0%	7.7%	3.3%	3.7%	10.0%	0.0%	0.0%	7.9%	6.3%	0.0%	3.0%	8.6%
WBG's processes too complex	20.0%	7.7%	16.7%	7.4%	25.0%	21.4%	10.0%	10.5%	12.5%	26.7%	0.0%	22.9%
Not willing to honestly criticize policies and reform efforts in the country*	0.0%	15.4%	10.0%	14.8%	12.5%	14.3%	30.0%	7.9%	37.5%	13.3%	6.1%	11.4%
Staff too inaccessible	0.0%	7.7%	3.3%	3.7%	2.5%	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Not adequately sensitive to political/social realities in Albania	0.0%	7.7%	3.3%	11.1%	5.0%	0.0%	15.0%	7.9%	18.8%	6.7%	15.2%	22.9%
Too influenced by developed countries	0.0%	15.4%	13.3%	7.4%	7.5%	7.1%	5.0%	5.3%	18.8%	20.0%	12.1%	0.0%
Not exploring alternative policy options	10.0%	0.0%	3.3%	3.7%	5.0%	0.0%	5.0%	5.3%	6.3%	6.7%	6.1%	0.0%
Not collaborating enough with stakeholders outside the Government	30.0%	7.7%	20.0%	29.6%	7.5%	14.3%	22.5%	36.8%	6.3%	13.3%	24.2%	14.3%
Its advice and strategies do not lend themselves to practical problem solving	10.0%	0.0%	13.3%	3.7%	7.5%	0.0%	10.0%	2.6%	12.5%	20.0%	12.1%	8.6%
Not enough public disclosure of its work*	30.0%	7.7%	23.3%	18.5%	35.0%	14.3%	12.5%	36.8%	43.8%	0.0%	30.3%	28.6%
Arrogant in its approach	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not client focused	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%	6.1%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	2.5%	0.0%	0.0%	0.0%	6.1%	2.9%
Don't know	10.0%	7.7%	23.3%	37.0%	10.0%	35.7%	12.5%	18.4%	0.0%	13.3%	18.2%	17.1%

\*Significantly different between stakeholder groups

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

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Albania Government's efforts to reduce poverty?

	Office of President/PM		Office of Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Investment Project Financing (IPF)	4	8.25	11	7.91	14	8.36	20	7.90	21	7.29	8	7.00	22	7.41	16	6.75	11	6.18	8	7.63	16	7.94	22	6.95
Development Policy Financing (DPF)	5	7.40	7	7.57	13	7.38	14	7.64	19	7.32	8	7.50	20	7.05	18	6.67	10	6.30	9	8.11	18	7.28	24	6.96
Program-for-Results Financing (PforR)	6	8.33	7	7.00	12	7.92	14	8.00	11	7.36	5	6.80	17	6.76	17	7.00	8	6.75	9	7.67	14	7.50	17	6.47
Trust funds and grants	4	8.00	7	7.14	10	8.10	12	7.25	20	7.45	7	7.43	18	7.33	19	6.79	7	6.29	9	7.89	17	6.47	16	6.62
Guarantees	3	6.00	5	6.80	8	7.38	6	8.00	14	6.71	4	4.75	15	6.73	10	6.50	7	7.00	5	7.00	11	7.09	11	6.36
IFC Investment Services	3	5.67	4	6.00	6	7.83	10	8.30	11	7.55	5	5.80	22	6.95	13	7.00	7	6.43	6	7.50	10	8.20	16	7.13
IFC Advisory Services	5	6.80	5	6.40	9	8.89	8	8.38	14	7.14	5	6.40	24	7.04	16	7.13	5	7.00	6	8.00	13	7.85	20	7.25

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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Beneficiaries*	18.2%	38.5%	23.3%	46.4%	15.4%	14.3%	24.4%	13.5%	31.3%	20.0%	3.3%	11.8%
Youth/university groups*	36.4%	15.4%	13.3%	21.4%	20.5%	14.3%	7.3%	21.6%	18.8%	46.7%	40.0%	20.6%
Private sector*	36.4%	38.5%	46.7%	46.4%	38.5%	21.4%	56.1%	10.8%	50.0%	53.3%	26.7%	58.8%
Local government*	54.5%	38.5%	33.3%	25.0%	89.7%	64.3%	22.0%	29.7%	18.8%	26.7%	23.3%	26.5%
Donor community	9.1%	0.0%	16.7%	14.3%	7.7%	28.6%	7.3%	5.4%	18.8%	0.0%	6.7%	17.6%
NGOs/CBOs*	9.1%	7.7%	16.7%	0.0%	7.7%	14.3%	9.8%	70.3%	0.0%	0.0%	13.3%	14.7%
Academia/think tanks/research institutes*	27.3%	30.8%	10.0%	32.1%	10.3%	7.1%	26.8%	32.4%	12.5%	26.7%	73.3%	26.5%
Parliament	0.0%	7.7%	10.0%	0.0%	0.0%	7.1%	12.2%	0.0%	6.3%	6.7%	0.0%	11.8%
Foundations	0.0%	7.7%	6.7%	3.6%	5.1%	0.0%	2.4%	2.7%	0.0%	0.0%	3.3%	0.0%
Media*	9.1%	7.7%	3.3%	0.0%	2.6%	7.1%	2.4%	5.4%	37.5%	6.7%	0.0%	0.0%
Other*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%
Don't know	0.0%	0.0%	3.3%	0.0%	0.0%	7.1%	4.9%	0.0%	0.0%	0.0%	3.3%	0.0%

\*Significantly different between stakeholder groups

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

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

	Office of President/PM		Office of Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the WBG currently plays a relevant role in development in Albania*	11	8.00	12	8.33	28	8.36	27	8.85	39	7.49	13	7.92	36	7.19	32	7.16	15	7.40	14	8.00	30	7.07	32	7.03
The WBG's work is aligned with what I consider the development priorities for Albania*	10	8.10	12	8.00	26	7.81	28	8.64	37	7.35	13	7.77	35	6.66	32	6.66	13	7.08	14	7.64	30	7.20	30	7.00

\*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 Albania, in terms of each of the following?

	Office of President/PM		Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs*	9	7.78	12	7.25	21	7.76	25	7.84	36	6.75	10	6.70	33	6.64	30	6.40	14	5.64	15	7.67	28	7.00	29	6.66
Flexibility (in terms of the institution's products and services)*	10	6.60	13	6.62	25	7.48	24	7.71	33	6.79	7	6.00	31	6.35	24	5.96	14	6.14	15	7.40	25	6.60	28	6.21
Flexibility (in terms of changing country circumstances)	9	6.78	13	7.08	24	7.33	24	7.54	32	6.88	8	6.50	31	6.52	26	6.69	14	6.36	14	6.71	28	6.89	29	6.59
Being inclusive*	10	7.20	13	7.46	21	7.57	25	8.40	35	7.14	10	6.70	32	6.13	24	6.25	12	6.25	15	7.53	26	6.73	27	6.52
Openness (sharing data and other information)	9	7.22	13	8.08	23	7.57	26	8.35	32	7.69	10	7.30	31	7.00	29	7.34	14	7.14	15	8.07	27	7.11	29	6.97
Collaboration with the Government*	10	8.50	13	8.62	27	8.70	25	8.76	34	8.26	10	7.00	35	7.23	29	7.83	14	7.36	14	8.50	28	8.00	31	7.58
The speed in which it gets things accomplished on the ground*	10	6.80	12	6.83	24	7.04	23	7.74	33	6.94	8	5.75	34	6.09	23	6.70	11	5.73	15	7.20	25	7.16	26	6.00
Helping to bring discipline/effective supervision to implementation of investment projects*	9	7.00	12	7.58	26	7.92	26	8.77	35	7.77	8	7.00	32	6.78	25	7.04	12	7.08	14	7.79	28	7.18	30	6.70
Collaboration with civil society	7	7.00	12	6.92	18	6.61	20	7.40	34	7.26	9	6.00	26	6.54	32	5.53	11	5.73	11	7.18	26	6.50	27	6.56
Staff accessibility*	9	7.78	11	8.36	19	7.37	24	8.37	26	7.62	9	7.22	32	7.28	21	6.05	9	6.78	11	7.91	21	6.62	26	7.04
Collaboration with other donors and development partners	8	7.25	11	6.73	17	6.94	15	7.13	28	7.04	6	5.33	27	6.30	19	5.74	12	6.08	11	7.27	23	6.87	26	5.81
Collaboration with the private sector	8	7.87	11	7.82	23	7.65	20	7.55	31	7.90	7	7.14	31	7.19	24	6.83	11	7.18	12	8.08	26	7.65	26	6.54
Straightforwardness and honesty	9	7.56	12	7.92	22	7.68	24	8.79	33	8.12	9	6.78	31	7.58	25	7.56	14	7.00	15	7.73	25	7.24	28	7.43
Treating clients and stakeholders in Albania with respect	8	8.25	11	8.18	21	8.33	23	8.87	35	8.43	7	7.71	33	8.03	22	7.73	11	8.00	14	8.43	23	7.96	26	7.27
Being a long-term partner	10	8.80	13	8.31	29	8.72	25	9.44	35	8.77	10	7.80	35	8.06	28	8.50	14	8.50	15	8.93	26	8.77	30	8.20

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

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

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Reforms are not well thought out in light of country challenges	10.0%	23.1%	17.2%	30.8%	15.4%	9.1%	17.9%	20.0%	37.5%	26.7%	13.8%	38.2%
Poor coordination within the Government	10.0%	15.4%	20.7%	3.8%	5.1%	36.4%	17.9%	14.3%	25.0%	0.0%	20.7%	20.6%
The World Bank Group does not do adequate follow through/follow-up	0.0%	0.0%	0.0%	0.0%	5.1%	9.1%	2.6%	2.9%	12.5%	0.0%	6.9%	2.9%
Political pressures and obstacles	20.0%	23.1%	41.4%	38.5%	30.8%	27.3%	33.3%	28.6%	37.5%	66.7%	34.5%	20.6%
The Government works inefficiently*	10.0%	7.7%	13.8%	15.4%	2.6%	18.2%	33.3%	14.3%	6.3%	26.7%	24.1%	29.4%
Poor donor coordination	20.0%	15.4%	10.3%	7.7%	17.9%	9.1%	2.6%	20.0%	6.3%	6.7%	6.9%	11.8%
The World Bank Group is not sensitive enough to political/social realities on the ground	30.0%	7.7%	3.4%	7.7%	15.4%	9.1%	10.3%	14.3%	18.8%	20.0%	24.1%	8.8%
Lack of/inadequate levels of capacity in Government	20.0%	30.8%	20.7%	23.1%	17.9%	45.5%	33.3%	20.0%	6.3%	26.7%	17.2%	23.5%
There is not an adequate level of citizen/civil society participation	10.0%	38.5%	27.6%	26.9%	35.9%	9.1%	20.5%	25.7%	25.0%	6.7%	31.0%	17.6%
The WBG works too slowly*	0.0%	30.8%	10.3%	3.8%	12.8%	0.0%	7.7%	2.9%	6.3%	0.0%	3.4%	2.9%
Poor coordination within the WBG	20.0%	0.0%	3.4%	3.8%	0.0%	0.0%	2.6%	8.6%	0.0%	0.0%	6.9%	5.9%
Other*	10.0%	0.0%	3.4%	0.0%	10.3%	9.1%	0.0%	14.3%	0.0%	6.7%	0.0%	0.0%

\*Significantly different between stakeholder groups



### 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 Albania?

	Office of President/PM		Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Social protection*	5	7.40	9	7.56	11	7.64	12	7.67	21	7.33	6	8.17	13	6.85	17	6.35	10	6.70	4	6.00	19	6.11	14	5.36
Gender equity	4	7.00	7	6.86	8	7.13	11	7.27	21	7.24	6	6.67	14	6.29	17	6.82	7	6.29	5	6.40	15	6.47	11	5.27
Private sector development*	4	6.00	8	7.13	12	8.08	8	7.00	22	6.68	4	7.00	18	5.39	15	6.67	13	6.62	9	7.00	17	7.00	19	6.00
Education	5	6.80	7	7.14	12	7.08	14	7.50	25	7.20	3	8.00	15	5.93	18	7.11	10	6.30	6	6.33	19	6.32	15	5.73
Public sector governance/reform*	9	7.89	8	7.25	19	7.84	20	8.00	29	7.59	7	8.14	23	6.57	17	6.88	14	7.36	9	8.22	22	7.27	22	6.14
Global/regional integration	5	7.40	7	6.71	9	6.56	5	7.20	23	7.09	4	7.00	13	5.77	10	6.60	12	7.08	5	7.40	14	7.14	14	5.57
Foreign direct investment	6	6.83	9	7.11	13	7.08	10	8.10	24	7.33	4	5.50	18	6.22	13	7.15	12	6.67	7	7.57	14	7.14	19	6.42
Urban development*	5	7.40	8	7.75	14	7.21	14	8.00	28	7.11	4	8.25	17	5.76	16	7.31	14	6.50	5	6.80	17	6.65	15	5.33
Energy	5	7.40	10	7.50	15	7.53	18	8.22	23	7.48	7	8.43	22	7.18	16	7.38	13	7.15	9	7.78	20	6.90	22	6.18
Water and sanitation*	5	6.20	8	7.75	15	7.60	17	7.94	25	7.52	4	7.75	20	7.75	15	7.40	9	6.67	7	7.57	18	7.33	18	5.39
Pollution	5	6.80	8	7.38	10	5.60	16	7.94	25	6.52	2	8.50	14	6.36	11	6.55	8	6.63	5	6.60	12	6.58	15	5.73
Job creation/employment	4	7.25	8	7.25	9	5.44	11	7.45	27	6.74	3	8.33	13	4.92	12	6.25	10	5.60	7	7.43	18	6.56	15	5.93
Health	4	7.50	9	6.78	12	6.92	13	7.46	25	6.72	4	8.25	14	6.71	14	6.71	11	6.36	8	6.25	17	6.41	14	5.29
Financial markets	5	6.60	7	6.43	9	6.22	5	5.80	22	6.50	3	9.00	18	6.00	11	6.73	11	6.82	10	8.30	11	6.27	14	6.43
Transport	6	8.50	8	7.37	14	7.86	17	7.76	29	7.31	6	8.17	16	7.00	15	7.87	12	6.50	8	7.63	17	7.53	18	6.22
Agriculture and rural development*	6	8.17	8	6.75	15	7.93	17	7.71	27	7.15	3	7.67	16	7.25	15	7.53	12	6.42	7	6.29	20	7.20	16	5.13
Trade and exports	5	6.40	8	6.63	8	6.75	7	6.86	22	6.68	2	8.50	13	6.15	12	6.92	10	6.50	6	6.17	14	6.93	11	5.73
Natural resource management	5	6.40	7	6.86	12	7.17	16	8.19	22	6.59	2	8.00	17	7.41	13	6.62	9	5.78	7	7.14	16	6.94	17	5.71
Climate change	3	5.67	8	6.75	12	7.00	13	7.69	20	5.75	1	7.00	14	7.00	13	7.00	6	6.50	5	6.20	14	6.29	17	5.82
Poverty reduction	4	7.00	9	7.56	12	6.92	16	7.75	26	6.27	6	8.00	17	6.29	19	6.95	12	6.42	8	7.50	20	7.35	18	5.78
Anti-corruption	5	6.80	10	6.40	10	6.20	11	7.36	26	6.19	8	6.50	18	6.22	14	6.36	12	5.50	8	7.25	18	6.22	15	5.73
Economic growth	5	7.40	10	7.10	14	6.93	16	7.56	26	6.73	7	7.14	21	6.52	16	6.69	12	7.25	9	7.78	18	7.11	17	5.88
Disaster risk management	3	6.67	9	6.67	9	7.11	8	7.13	22	5.86	3	7.00	15	6.20	12	6.83	9	6.44	5	6.80	16	6.75	15	5.60
Equality of opportunity	6	7.50	7	6.43	11	6.64	12	7.42	24	7.33	5	7.20	16	5.62	15	6.60	9	7.00	5	7.00	18	7.39	11	5.09
Environmental sustainability	4	5.25	7	7.00	13	6.46	14	7.79	21	6.38	3	7.00	17	6.18	14	7.29	8	6.13	6	6.83	14	7.21	15	6.07
Information and communications technology	7	6.86	8	7.00	10	5.90	11	7.55	21	6.90	4	8.25	15	6.53	13	7.31	9	7.22	5	7.20	14	7.43	11	5.82

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

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

	Office of President/PM		Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the WBG's work help to achieve development results in Albania?*	9	7.56	13	7.92	27	8.19	26	8.38	36	7.36	10	7.10	32	7.13	28	7.07	15	7.20	15	7.33	28	6.75	30	6.57

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

	Office of President/PM		Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The WBG's financial instruments meet the needs of Albania	9	7.11	11	7.36	27	7.56	25	7.56	34	6.82	10	7.10	31	6.45	25	6.28	14	6.64	13	7.15	29	6.21	30	6.20
The WBG meets Albania's needs for knowledge services	9	7.89	11	7.36	24	7.79	25	7.44	32	6.81	9	6.89	28	6.75	27	6.81	15	6.93	15	7.53	29	6.31	28	6.32

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

#### How frequently do you consult World Bank Group's knowledge work and activities in the work you do?\* (Select only ONE response)

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Weekly	12.5%	25.0%	16.7%	7.4%			5.3%	2.9%	28.6%	21.4%	6.7%	12.5%
Monthly	50.0%	25.0%	30.0%	37.0%	20.5%	27.3%	28.9%	17.6%	21.4%	35.7%	33.3%	34.4%
A few times a year	25.0%	41.7%	30.0%	48.1%	48.7%	54.5%	57.9%	50.0%	42.9%	28.6%	53.3%	37.5%
Rarely		8.3%	16.7%	7.4%	28.2%	9.1%	5.3%	23.5%	7.1%	14.3%	6.7%	15.6%
Never	12.5%		6.7%		2.6%	9.1%	2.6%	5.9%				

\*Significantly different between stakeholder groups

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

In Albania, 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/PM		Office of Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are timely	8	8.00	12	7.00	24	7.50	26	7.77	31	6.61	7	7.57	28	6.82	27	7.00	13	6.92	14	7.29	26	7.38	28	6.86
Include appropriate level of stakeholder involvement during preparation	8	7.88	12	6.75	25	7.48	24	7.67	32	6.91	8	7.38	31	6.19	26	6.35	11	6.45	14	7.36	25	6.64	28	6.82
Lead to practical solutions	9	6.44	12	6.83	24	7.08	24	7.50	33	6.94	8	6.50	32	6.75	27	6.37	14	6.71	15	6.67	28	6.82	30	6.93
Are accessible (well written and easy to understand)	9	7.78	12	7.17	26	7.88	25	8.00	37	7.19	8	6.88	33	7.48	28	7.29	14	8.14	15	7.93	28	8.21	31	7.77
Are source of relevant information on global good practices	9	8.00	12	7.75	27	8.11	22	8.00	32	7.44	8	7.50	31	7.94	30	8.23	13	8.08	15	8.20	28	8.07	31	7.97
Are relevant to country challenges	9	7.22	12	7.33	28	7.89	24	7.83	35	7.37	8	7.50	30	7.37	29	7.10	13	7.38	15	7.27	28	7.89	32	7.22
Are adequately disseminated	9	7.22	11	7.27	26	7.50	22	7.82	34	6.65	8	6.63	29	6.66	28	5.75	11	7.45	13	7.69	27	7.19	30	6.97
Are translated enough into local language	8	8.50	13	7.38	26	7.50	22	7.50	32	7.50	5	7.00	23	7.52	27	6.85	13	8.54	13	7.85	28	7.54	27	7.00
Are adaptable to Albania's specific development challenges and country circumstances	9	7.56	12	7.67	27	7.41	24	7.79	35	7.34	8	7.13	31	7.03	29	6.69	14	7.64	14	7.07	29	7.48	31	6.90

	Office of President/PM		Office of Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	9	8.33	13	7.46	26	8.08	22	8.36	36	7.42	9	7.33	30	7.07	29	7.31	14	7.43	15	7.40	28	7.29	32	6.97
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	9	8.44	12	7.67	27	8.15	24	8.75	35	7.80	9	8.00	34	7.53	29	7.66	12	7.42	15	8.20	27	7.70	31	7.55

(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/PM		Office of Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The WBG disburses funds promptly*	8	6.88	11	7.55	18	8.67	25	8.88	28	7.32	3	6.00	26	7.35	12	7.08	5	6.60	14	7.50	17	6.88	23	6.61
The WBG effectively monitors and evaluates the projects and programs it supports*	8	7.38	12	7.75	24	8.67	27	8.74	32	7.81	7	7.86	32	7.22	25	7.28	11	6.82	14	7.64	19	7.42	28	7.11
The WBG's approvals and reviews are done in a timely fashion	8	6.25	11	7.18	21	8.19	24	8.04	28	7.36	6	7.17	28	7.43	16	7.06	6	6.33	15	7.73	18	7.17	25	6.72
The World Bank Group's "Safeguard Policy" requirements are reasonable	7	7.29	10	7.50	17	8.29	23	8.52	30	8.00	3	7.33	26	7.35	17	7.65	9	7.33	12	7.67	16	7.63	22	7.23
The World Bank Group's conditions on its lending are reasonable	7	7.00	9	7.78	19	8.11	15	8.00	29	7.45	3	7.67	26	6.96	16	7.13	11	7.45	12	8.00	16	7.63	21	7.43
The World Bank Group takes decisions quickly in Albania	8	6.88	11	6.91	19	7.84	21	8.14	27	6.96	6	7.00	25	6.80	16	6.06	6	6.17	15	7.47	19	7.26	26	6.92
Working with the WBG increases Albania's institutional capacity	9	8.11	12	7.83	25	8.56	26	8.65	34	8.24	7	8.43	32	7.94	27	7.70	12	8.67	15	8.13	24	8.33	29	7.38
Where country systems are adequate, the WBG makes appropriate use of them	6	7.83	9	7.56	19	7.89	23	8.57	28	7.71	4	8.00	24	7.38	18	7.17	9	8.44	12	7.08	14	7.21	21	7.29
The World Bank Group provides effective implementation support	9	8.00	10	7.70	25	8.56	27	8.70	33	7.94	6	8.33	30	7.50	25	7.44	11	8.00	15	7.53	20	7.45	29	7.10

\*Significantly different between stakeholder groups

	Office of President/PM		Office of Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe that the WBG's work helps to find solutions that promote private public partnerships in Albania?	5	7.80	11	6.73	19	7.00	12	7.58	32	7.16	5	7.20	26	6.81	20	6.55	13	6.54	9	6.78	18	6.67	28	6.43

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

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

	Office of President/PM		Office of Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe the WBG measures and corrects its work in real time in Albania?	7	7.43	12	6.83	21	7.48	19	8.11	30	7.20	4	7.00	26	6.88	20	5.85	9	6.33	12	6.67	16	7.19	27	7.00

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

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

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Ensure greater selectivity in its work	0.0%	7.7%	6.9%	11.1%	2.6%	0.0%	0.0%	6.1%	7.1%	13.3%	3.3%	9.1%
Provide more adequate data/ knowledge/ statistics/figures on Albania's economy	11.1%	15.4%	10.3%	0.0%	0.0%	0.0%	8.1%	24.2%	21.4%	6.7%	13.3%	12.1%
Offer more innovative knowledge services	0.0%	38.5%	24.1%	14.8%	7.7%	20.0%	10.8%	9.1%	14.3%	13.3%	13.3%	12.1%
Collaborate more effectively with Government clients*	11.1%	0.0%	20.7%	14.8%	38.5%	10.0%	24.3%	12.1%	7.1%	20.0%	13.3%	9.1%
Work faster	22.2%	7.7%	6.9%	7.4%	12.8%	10.0%	5.4%	6.1%	0.0%	6.7%	3.3%	9.1%
Reduce the complexity of obtaining World Bank Group financing*	66.7%	0.0%	6.9%	14.8%	43.6%	10.0%	10.8%	9.1%	7.1%	6.7%	10.0%	24.2%
Help to bring discipline/effective supervision to implementation of investment projects*	11.1%	23.1%	17.2%	29.6%	15.4%	40.0%	16.2%	24.2%	42.9%	53.3%	23.3%	42.4%
Offer more innovative financial products	11.1%	0.0%	24.1%	22.2%	17.9%	20.0%	13.5%	6.1%	14.3%	0.0%	10.0%	3.0%
Improve the competitiveness of its financing compared to markets*	11.1%	0.0%	17.2%	11.1%	7.7%	0.0%	16.2%	3.0%	28.6%	0.0%	3.3%	0.0%
Reach out more to groups outside of Government*	33.3%	23.1%	10.3%	22.2%	15.4%	40.0%	35.1%	45.5%	14.3%	20.0%	46.7%	33.3%
Increase the level of capacity development in the country	11.1%	53.8%	31.0%	40.7%	17.9%	30.0%	29.7%	30.3%	35.7%	60.0%	33.3%	33.3%
Improve the quality of its experts as related to Albania's specific challenges	11.1%	23.1%	6.9%	3.7%	5.1%	10.0%	13.5%	15.2%	7.1%	0.0%	20.0%	6.1%
Other	0.0%	7.7%	3.4%	3.7%	0.0%	0.0%	2.7%	3.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

## G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
World Bank Group's publications and other written materials*	33.3%	50.0%	44.8%	22.2%	24.3%	33.3%	18.9%	30.3%	28.6%	33.3%	53.3%	60.6%
e-Newsletters	33.3%	25.0%	17.2%	25.9%	13.5%	11.1%	35.1%	30.3%	28.6%	20.0%	10.0%	39.4%
World Bank Group's seminars/workshops/conferences*	33.3%	33.3%	41.4%	55.6%	54.1%	22.2%	18.9%	30.3%	0.0%	26.7%	43.3%	15.2%
Mobile phones*	0.0%	0.0%	0.0%	3.7%	2.7%	11.1%	8.1%	12.1%	28.6%	0.0%	0.0%	6.1%
Direct contact with WBG*	44.4%	25.0%	48.3%	44.4%	54.1%	22.2%	29.7%	21.2%	14.3%	20.0%	23.3%	18.2%
World Bank Group's website	55.6%	33.3%	31.0%	40.7%	24.3%	66.7%	54.1%	39.4%	57.1%	53.3%	50.0%	39.4%
Social media	0.0%	8.3%	6.9%	3.7%	13.5%	22.2%	16.2%	24.2%	28.6%	26.7%	3.3%	6.1%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Yes	22.2%	33.3%	25.0%	26.9%	39.5%	10.0%	33.3%	12.9%	28.6%	33.3%	33.3%	34.4%
No	77.8%	66.7%	75.0%	73.1%	60.5%	90.0%	66.7%	87.1%	71.4%	66.7%	66.7%	65.6%

Do you have reliable access to the Internet?

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Yes	100.0%	100.0%	100.0%	100.0%	89.2%	100.0%	94.6%	100.0%	91.7%	100.0%	96.7%	100.0%
No					10.8%		5.4%		8.3%		3.3%	

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Yes	88.9%	83.3%	86.2%	85.2%	67.6%	90.0%	89.2%	93.9%	100.0%	93.3%	93.3%	97.0%
No	11.1%	16.7%	13.8%	14.8%	32.4%	10.0%	10.8%	6.1%		6.7%	6.7%	3.0%

\*Significantly different between stakeholder groups

## G. Communication and Information Sharing (continued)

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Yes	44.4%	25.0%	28.6%	15.4%	42.1%	20.0%	40.5%	30.3%	46.2%	46.7%	30.0%	34.4%
No	55.6%	75.0%	71.4%	84.6%	57.9%	80.0%	59.5%	69.7%	53.8%	53.3%	70.0%	65.6%

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

\*Significantly different between stakeholder groups

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
High Speed/WiFi	88.9%	83.3%	72.0%	84.0%	51.4%	100.0%	91.7%	90.6%	61.5%	73.3%	86.2%	84.4%
Dial-up	11.1%	16.7%	28.0%	16.0%	48.6%		8.3%	9.4%	38.5%	26.7%	13.8%	15.6%

How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?\*

\*Significantly different between stakeholder groups

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Weekly	33.3%	33.3%	13.8%	22.2%	5.4%		8.1%	3.1%	35.7%	20.0%	10.0%	18.2%
Monthly	22.2%	8.3%	20.7%	25.9%	24.3%	20.0%	27.0%	25.0%	50.0%	33.3%	23.3%	18.2%
A few times a year	11.1%	33.3%	31.0%	44.4%	37.8%	60.0%	43.2%	50.0%	7.1%	33.3%	46.7%	45.5%
Rarely	22.2%	16.7%	27.6%	7.4%	29.7%	10.0%	13.5%	18.8%	7.1%	13.3%	10.0%	18.2%
Never	11.1%	8.3%	6.9%		2.7%	10.0%	8.1%	3.1%			10.0%	

## H. Background Information

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Observer*	18.2%	0.0%	10.0%	0.0%	25.6%	14.3%	9.1%	16.2%	50.0%	0.0%	6.1%	11.4%
Use World Bank Group reports/data*	36.4%	38.5%	36.7%	10.0%	25.6%	50.0%	22.7%	48.6%	37.5%	42.9%	72.7%	34.3%
Engage in World Bank Group related/sponsored events/activities	18.2%	30.8%	30.0%	46.7%	28.2%	14.3%	29.5%	37.8%	0.0%	35.7%	30.3%	17.1%
Collaborate as part of my professional duties*	63.6%	46.2%	63.3%	83.3%	41.0%	78.6%	68.2%	5.4%	18.8%	64.3%	9.1%	51.4%
Use World Bank Group website for information, data, research, etc.*	18.2%	7.7%	23.3%	16.7%	17.9%	21.4%	20.5%	40.5%	56.3%	0.0%	66.7%	31.4%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Indicator Questions by Geographic Location<sup>19</sup>

Tirana and Durrës N=257 ● Other Areas N=68

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

	Tirana and Durrës			Other Areas		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Albania?*	251	6.91	2.26	66	5.94	2.37

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different geographic locations.

	Tirana and Durrës			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Albania.*	230	7.45	1.87	60	6.87	1.92

(1-Not effective at all, 10-Very effective) \*Significantly different geographic locations.

	Tirana and Durrës			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Albania solve its most complicated development challenges?	205	8.06	1.78	56	7.91	1.72

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

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

	Tirana and Durrës			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Albania	227	7.70	1.95	62	7.37	1.78
The WBG's work is aligned with what I consider the development priorities for Albania	222	7.44	1.94	58	7.16	1.60

(1-Strongly disagree, 10-Strongly agree)

<sup>19</sup>Only 325 respondents provided their geographic location. Thus, only these respondents were included in the analysis presented in this Appendix.



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

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

	Tirana and Durrës			Other Areas		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	205	7.00	1.94	57	6.75	1.70
Flexibility (in terms of the institution's products and services)	196	6.66	2.02	52	6.79	1.59
Flexibility (in terms of changing country circumstances)	199	6.80	2.05	52	7.00	1.68
Being inclusive	196	6.96	2.16	54	7.04	1.67
Openness (sharing data and other information)	205	7.45	2.15	51	7.53	1.75
Collaboration with the Government	216	8.06	1.86	54	7.85	1.82
The speed in which it gets things accomplished on the ground	192	6.74	2.09	50	6.70	1.87
Helping to bring discipline/effective supervision to implementation of investment projects	202	7.40	2.08	54	7.52	1.71
Collaboration with civil society	180	6.48	2.21	53	6.98	1.77
Staff accessibility	170	7.36	2.20	46	7.15	1.65
Collaboration with other donors and development partners	161	6.55	2.01	43	6.53	2.00
Collaboration with the private sector	179	7.46	1.96	50	7.24	1.69
Straightforwardness and honesty	194	7.65	2.16	51	7.82	1.87
Treating clients and stakeholders in Albania with respect	178	8.15	1.83	54	7.98	1.79
Being a long-term partner	214	8.64	1.68	55	8.38	1.67

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

	Tirana and Durrës			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in Albania?	212	7.37	1.82	57	7.35	1.84

(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 Albania?

	Tirana and Durrës			Other Areas		
	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of Albania	203	6.84	2.02	55	6.65	2.08
The World Bank Group meets Albania's needs for knowledge services	200	7.02	2.08	52	6.83	2.19

(1-Strongly disagree, 10-Strongly agree)

**D. The World Bank Group's Knowledge Work and Activities****In Albania, to what extent do you believe that the World Bank Group's knowledge work and activities:**

	Tirana and Durrës			Other Areas		
	N	Mean	SD	N	Mean	SD
Are adaptable to Albania's specific development challenges and country circumstances	207	7.28	1.89	55	7.25	1.71

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

	Tirana and Durrës			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	206	7.55	1.75	56	7.25	1.55
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	207	7.98	1.69	56	7.46	1.54

*(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)**\*Significantly different geographic locations.***E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Tirana and Durrës			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Albania	158	7.22	2.04	40	6.80	1.76
Where country systems are adequate, the World Bank Group makes appropriate use of them	146	7.73	2.12	39	7.38	2.18



## Appendix D: Responses to Select Questions by Collaboration with the WBG<sup>20</sup>

Currently collaborating with the WBG N=180 ● Not collaborating with the WBG N=138

### 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 Albania?*	175	7.50	1.89	135	5.71	2.43

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

\*Significantly different between those who collaborate with the WBG and those who do not.

	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 Albania.*	167	7.77	1.75	116	6.71	1.91

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

\*Significantly different between those who collaborate with the WBG and those who do not.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Albania solve its most complicated development challenges?*	158	8.24	1.57	99	7.68	1.97

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

\*Significantly different between those who collaborate with the WBG and those who do not.

<sup>20</sup>Only 318 respondents provided the information about their 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 Albania, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Albania? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Currently collaborating with the WBG	Not collaborating with the WBG
Agriculture and rural development	29.0%	22.2%
Private sector development*	23.9%	13.3%
Job creation/employment	23.9%	20.7%
Education	22.2%	25.2%
Economic growth	20.5%	24.4%
Public sector governance/reform	19.9%	25.9%
Foreign direct investment	18.8%	19.3%
Poverty reduction	17.6%	21.5%
Anti-corruption	16.5%	12.6%
Health	14.8%	13.3%
Natural resource management	11.9%	9.6%
Judiciary reform	9.1%	11.1%
Energy	8.5%	6.7%
Transport	7.4%	5.9%
Social protection	6.8%	8.9%
Equality of opportunity	6.8%	10.4%
Water and sanitation	5.1%	3.7%
Environmental sustainability	4.5%	4.4%
Urban development	4.5%	8.1%
Financial markets	4.0%	3.0%
Gender equity	3.4%	0.7%
Global/regional integration*	2.8%	10.4%
Disaster risk management	2.3%	0.7%
Pollution	2.3%	1.5%
Climate change	1.7%	0.0%
Trade and exports	1.7%	3.7%
Information and communications technology	1.1%	4.4%
Crime and violence	1.1%	0.0%

\*Significantly different between those who collaborate with the WBG and those who do not.

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

	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 Albania*	169	7.99	1.68	116	7.14	2.13
The WBG's work is aligned with what I consider the development priorities for Albania*	165	7.77	1.70	113	6.81	1.98

(1-Strongly disagree, 10-Strongly agree)

\*Significantly different between those who collaborate with the WBG and those who do not.

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

To what extent is the World Bank Group an effective development partner in Albania, 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*	152	7.25	1.82	106	6.56	1.89
Flexibility (in terms of the institution's products and services)	149	6.85	1.96	95	6.46	1.87
Flexibility (in terms of changing country circumstances)	147	6.91	1.98	100	6.78	1.97
Being inclusive*	147	7.22	2.01	99	6.64	2.08
Openness (sharing data and other information)*	149	7.70	2.00	102	7.16	2.14
Collaboration with the Government	155	8.21	1.89	110	7.78	1.75
The speed in which it gets things accomplished on the ground	148	6.82	1.98	90	6.53	2.19
Helping to bring discipline/effective supervision to implementation of investment projects	152	7.51	2.02	100	7.29	2.00
Collaboration with civil society*	129	6.84	2.05	99	6.24	2.18
Staff accessibility*	134	7.72	2.02	80	6.66	2.06
Collaboration with other donors and development partners	116	6.61	1.96	81	6.47	2.13
Collaboration with the private sector	130	7.60	1.82	96	7.17	2.00
Straightforwardness and honesty	145	7.92	2.13	95	7.41	2.00
Treating clients and stakeholders in Albania with respect*	134	8.38	1.72	93	7.77	1.91
Being a long-term partner*	158	8.80	1.56	106	8.30	1.78

\*Significantly different between those who collaborate with the WBG and those who do not.



### C. World Bank Group's Sectoral 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 Albania? (1-Not important at all, 10-Very important)

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	144	7.89	2.12	115	8.04	2.13
Gender equity	144	7.22	2.30	114	7.33	2.28
Private sector development	155	8.21	1.93	116	8.22	1.90
Education	147	8.74	1.70	117	8.68	1.85
Public sector governance/reform	152	8.53	1.72	117	8.72	1.57
Global/regional integration	149	7.62	2.01	107	7.81	2.05
Foreign direct investment	154	8.47	1.84	114	8.46	1.72
Urban development	151	7.96	1.91	112	8.13	1.86
Energy	152	8.18	1.92	113	7.96	1.95
Water and sanitation	153	8.25	1.83	111	8.12	2.00
Pollution	148	8.34	1.81	111	7.98	2.18
Job creation/employment	154	8.65	1.95	114	8.49	2.00
Health	148	8.43	1.92	116	8.49	2.02
Financial markets	147	7.73	1.82	103	8.01	1.89
Transport	151	8.09	1.82	111	8.29	1.92
Agriculture and rural development	156	8.62	1.69	112	8.57	1.90
Trade and exports	146	7.58	1.91	104	7.90	1.79
Crime and violence	142	6.80	2.64	107	7.32	2.44
Natural resource management	149	7.97	1.95	115	8.13	1.94
Climate change	154	7.50	2.22	111	7.44	2.35
Poverty reduction	153	8.71	1.75	110	8.85	1.85
Anti-corruption	146	8.49	1.95	116	8.31	2.15
Judiciary reform	147	7.86	2.59	114	8.18	2.46
Economic growth	154	8.70	1.72	114	8.87	1.64
Disaster risk management	148	7.45	2.12	110	7.45	2.23
Equality of opportunity*	146	7.56	2.17	113	8.17	2.01
Environmental sustainability	152	7.72	2.07	115	7.74	2.02
Information and communications technology	149	7.51	2.05	112	7.86	2.06

\*Significantly different between those who collaborate with the WBG and those who do not.

**C. World Bank Group's Sectoral 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 Albania? (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	81	6.96	2.15	57	6.68	1.93
Gender equity	75	6.75	2.20	49	6.67	2.07
Private sector development	89	6.63	1.95	57	6.67	1.82
Education	84	6.73	2.13	62	6.74	1.93
Public sector governance/reform	118	7.53	1.85	75	7.04	2.01
Global/regional integration	66	6.71	1.94	52	6.63	1.97
Foreign direct investment	90	7.00	2.14	55	6.82	2.05
Urban development	94	7.00	2.15	60	6.75	2.01
Energy*	114	7.67	2.05	64	6.81	2.22
Water and sanitation*	93	7.60	1.85	66	6.86	2.16
Pollution*	79	7.00	2.09	50	6.10	2.09
Job creation/employment	74	6.58	2.27	59	6.15	2.10
Health	81	6.77	2.28	60	6.45	2.24
Financial markets	74	6.64	2.38	48	6.69	2.01
Transport	96	7.55	1.92	66	7.20	1.92
Agriculture and rural development	93	7.20	2.16	64	6.89	2.14
Trade and exports	63	6.57	2.05	51	6.57	2.02
Natural resource management*	84	7.30	2.14	56	6.30	2.09
Climate change	75	6.80	2.20	49	6.24	2.03
Poverty reduction	94	6.93	2.26	68	6.74	2.30
Anti-corruption	87	6.52	2.47	63	6.02	2.24
Economic growth	102	7.07	2.14	64	6.70	2.19
Disaster risk management	74	6.68	2.11	49	6.12	2.27
Equality of opportunity	78	6.69	2.32	56	6.82	2.14
Environmental sustainability	80	6.76	2.06	52	6.58	2.14
Information and communications technology	73	6.92	1.96	51	6.96	2.20

\*Significantly different between those who collaborate with the WBG and those who do not.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in Albania?*	157	7.61	1.62	107	6.94	2.02

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

\*Significantly different between those who collaborate with the WBG and those who do not.

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of Albania*	151	7.11	1.99	103	6.26	2.01
The WBG meets Albania's needs for knowledge services	145	7.17	2.01	104	6.65	2.17

(1-Strongly disagree, 10-Strongly agree)

\*Significantly different between those who collaborate with the WBG and those who do not.

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely*	138	7.40	1.75	101	6.78	2.22
Include appropriate level of stakeholder involvement during preparation*	146	7.17	2.02	94	6.49	2.08
Lead to practical solutions	145	7.03	1.95	106	6.59	1.92
Are accessible (well written and easy to understand)	149	7.73	1.83	111	7.55	1.95
Are source of relevant information on global good practices	148	8.07	1.78	106	7.78	1.88
Are relevant to country challenges	149	7.52	1.77	108	7.35	1.93
Are adequately disseminated*	139	7.24	2.07	103	6.53	2.27
Are translated enough into local language	130	7.46	2.13	100	7.44	2.07
Are adaptable to Albania's specific development challenges and country circumstances	151	7.36	1.85	106	7.10	1.87

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

\*Significantly different between those who collaborate with the WBG and those who do not.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	152	7.63	1.63	105	7.24	1.81
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	156	8.07	1.57	103	7.56	1.74

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

\*Significantly different between those who collaborate with the WBG and those who do not.





### 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*	125	7.76	1.97	62	6.82	2.15
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	144	7.87	1.98	91	7.31	1.96
The World Bank Group's approvals and reviews are done in a timely fashion	134	7.46	2.01	69	7.09	2.04
The World Bank Group's "Safeguard Policy" requirements are reasonable	115	7.83	1.81	71	7.56	1.98
The World Bank Group's conditions on its lending are reasonable	112	7.63	1.99	68	7.28	1.99
The World Bank Group takes decisions quickly in Albania*	124	7.30	2.04	72	6.71	1.86
Working with the WBG increases Albania's institutional capacity	149	8.24	1.69	97	7.91	2.01
Where country systems are adequate, the World Bank Group makes appropriate use of them*	115	7.89	2.04	67	7.13	2.22
The World Bank Group provides effective implementation support*	145	8.02	1.95	89	7.48	2.02

\*Significantly different between those who collaborate with the WBG and those who do not.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the WBG's work helps to find solutions that promote private public partnerships in Albania?*	111	7.11	1.81	83	6.49	2.15

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

\*Significantly different between those who collaborate with the WBG and those who do not.

	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 Albania?*	123	7.27	1.84	77	6.60	2.27

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

\*Significantly different between those who collaborate with the WBG and those who do not.

### 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.	139	8.22	1.52	98	8.13	1.67
I find the information on the World Bank Group's websites useful.	138	8.46	1.46	97	8.40	1.50
The World Bank Group's social media channels are valuable sources of information about the institution	80	7.70	2.14	69	7.54	2.11
When I need information from the World Bank Group I know how to find it	143	8.18	2.10	108	7.63	2.45
The WBG is responsive to my information requests and inquiries*	124	8.44	1.83	67	7.75	2.04

\*Significantly different between those who collaborate with the WBG and those who do not.



## Appendix E: Responses to Select Questions by Year<sup>21</sup>

*Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. To reduce the influence of the former, the samples from both FY14 and FY17 were weighted to have equivalent stakeholder groups.*

Original Distribution		
Percentage of Respondents	FY14	FY17
Office of the President/Prime Minister/Minister	2.7%	9.3%
Government institutions (includes office of Parliamentarian, employees of ministries, independent government institutions, PMU/Consultants on WBG-supported projects, and the judiciary branch)	31.4%	31.5%
Bilateral/Multilateral agencies	4.4%	5.4%
Private sector (includes financial sector/private banks)	9.3%	17.5%
Academia	39.8%	12.8%
Media	2.7%	6.2%
Civil society (includes NGOs/CBOs, private foundations, trade unions, faith-based groups, and youth groups)	9.7%	17.1%
<b>Total Number of Respondents (Un-Weighted)</b>	<b>226</b>	<b>257</b>

*(Note, there were insufficient numbers of respondents from local government in either FY14 to be included in these analyses. Also, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons.)*

**The weighted stakeholder breakdown is presented below:**

Weighted Distribution		
Percentage of Respondents	FY14	FY17
Office of the President/Minister	6.2%	6.2%
Government Institutions	30.8%	30.8%
Bilateral/Multilateral agencies	5.2%	5.2%
Private Sector	13.5%	13.5%
Academia	24.6%	24.6%
Media	4.9%	4.9%
Civil Society	14.8%	14.8%
<b>Total Number of Respondents (Weighted)</b>	<b>198</b>	<b>264</b>

**All data presented in this Appendix are weighted. As a result, means of the FY17 data and the total number of respondents indicated will be slightly different than the aggregated responses in Appendix A. Similarly, responses from FY14 respondents and the total number of respondents indicated may differ from those reported in the FY14 COS report.**

<sup>21</sup> Only those questions that were asked in the FY '14 and FY '17 country opinion surveys, with similar response scales/options, are presented.

**A. General Issues facing Albania****In general would you say that Albania is headed in?**

Percentage of Respondents	FY14	FY17
The right direction	66.0%	53.1%
The wrong direction	6.5%	17.1%
Not sure	27.5%	29.8%

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Albania?*	196	7.60	2.15	257	6.78	2.28

*(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between FY17 and FY14 respondents*

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Albania.*	182	7.76	1.73	234	7.37	1.90

*(1-Not effective at all, 10-Very effective) \*Significantly different between FY17 and FY14 respondents*

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Albania solve its most complicated development challenges?*	164	8.67	1.23	207	7.98	1.82

*(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY17 and FY14 respondents***To what extent do you agree with the following statements about the World Bank Group's work in Albania?**

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Albania*	195	8.09	1.83	233	7.60	2.04
The World Bank Group's work is aligned with what I consider the development priorities for Albania*	189	7.76	1.68	228	7.38	1.93

*(1-Strongly disagree, 10-Strongly agree) \*Significantly different between FY17 and FY14 respondents*

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

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	176	8.39	1.50	212	7.00	1.93
Flexibility (in terms of the institution's products and services)*	168	7.87	1.35	201	6.74	1.96
Flexibility (in terms of changing country circumstances)*	170	7.76	1.54	206	6.88	2.00
Being inclusive*	166	7.54	1.77	202	6.93	2.08
Openness (sharing data and other information)*	177	8.09	1.67	211	7.42	2.12
Collaboration with the Government*	173	8.51	1.36	219	8.02	1.89
The speed in which it gets things accomplished on the ground	158	7.21	1.93	198	6.82	2.06
Collaboration with civil society*	162	7.64	1.80	187	6.47	2.13
Staff accessibility*	163	7.76	1.86	176	7.21	2.15
Collaboration with other donors and development partners*	160	7.88	1.64	161	6.59	1.97
Collaboration with the private sector	138	7.21	1.91	188	7.43	1.98
Straightforwardness and honesty*	168	8.09	1.74	199	7.55	2.18
Treating clients and stakeholders in Albania with respect*	178	8.46	1.45	186	8.05	1.85
Being a long-term partner	174	8.70	1.42	218	8.58	1.72

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY17 and FY14 respondents.



### 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 Albania?

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Social protection	180	8.21	1.76	211	7.85	2.21
Gender equity	178	7.43	2.11	212	7.17	2.34
Private sector development*	181	8.65	1.45	223	8.07	2.05
Education	181	8.58	1.67	216	8.73	1.88
Public sector governance/reform	183	8.51	1.60	222	8.63	1.74
Global/regional integration	171	7.73	2.18	211	7.58	2.12
Foreign direct investment	180	8.52	1.70	221	8.37	1.87
Urban development	178	8.16	1.69	215	7.89	1.96
Energy	179	8.41	1.61	218	8.12	1.97
Water and sanitation	178	8.02	1.66	216	8.26	1.87
Job creation/employment	180	8.30	1.84	221	8.57	1.93
Health	180	8.65	1.41	217	8.43	2.01
Financial markets	174	8.03	1.74	203	7.69	1.92
Transport	183	8.02	1.69	214	8.12	1.89
Trade and exports	171	8.06	1.63	203	7.72	1.92
Crime and violence	174	7.15	2.37	203	7.00	2.64
Natural resource management	177	8.22	1.74	220	8.03	2.00
Climate change	173	7.33	2.01	222	7.57	2.15
Poverty reduction	185	8.77	1.37	220	8.82	1.69
Anti-corruption	189	8.31	1.96	216	8.36	2.04
Judiciary reform	176	8.19	1.94	218	7.87	2.58
Economic growth	180	8.83	1.32	221	8.77	1.72
Disaster risk management	172	7.33	1.98	212	7.51	2.13
Equality of opportunity	178	7.65	1.90	214	7.83	2.11
Environmental sustainability*	181	8.17	1.51	221	7.74	2.04
Information and communications technology	179	7.75	1.64	215	7.77	1.97

(1-Not important at all, 10-Very important) \*Significantly different between FY17 and FY14 respondents.

**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 Albania?

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Social protection*	127	7.41	1.69	120	6.68	2.23
Gender equity*	123	7.55	1.95	104	6.56	2.26
Private sector development*	116	7.56	1.93	119	6.73	1.94
Education*	122	7.21	2.17	124	6.62	2.18
Public sector governance/reform*	130	7.83	1.55	163	7.34	1.97
Global/regional integration*	115	7.38	2.10	92	6.75	1.93
Foreign direct investment*	124	7.81	1.68	113	6.92	2.08
Urban development*	121	7.43	1.92	124	6.86	2.11
Energy	131	7.42	2.01	149	7.29	2.08
Water and sanitation	118	7.33	2.02	132	7.32	1.99
Job creation/employment*	123	7.24	2.09	108	6.40	2.18
Health*	131	7.26	1.99	119	6.65	2.28
Financial markets*	106	7.34	2.14	95	6.60	2.34
Transport*	130	7.94	1.39	131	7.46	1.93
Trade and exports*	110	7.46	1.78	93	6.66	2.05
Natural resource management	105	7.40	1.80	116	6.96	2.08
Climate change*	112	7.24	2.10	100	6.62	2.20
Poverty reduction*	137	7.65	1.63	138	7.02	2.25
Anti-corruption*	117	7.35	2.07	128	6.33	2.43
Economic growth*	133	7.62	1.71	139	7.00	2.22
Disaster risk management*	104	7.34	2.01	101	6.63	2.03
Equality of opportunity	115	7.31	1.98	116	6.81	2.24
Environmental sustainability*	126	7.43	1.86	110	6.84	2.13
Information and communications technology*	111	7.57	1.71	106	7.02	2.03

(1-Not effective at all, 10-Very effective) \*Significantly different between FY17 and FY14 respondents.

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Albania?*	187	7.82	1.72	219	7.31	1.85

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY17 and FY14 respondents.

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Albania	181	7.01	1.94	212	6.73	2.04
The World Bank Group meets Albania's needs for knowledge services*	178	7.47	1.87	211	6.93	2.13

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between FY17 and FY14 respondents.



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

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?\* (Select only ONE response)

Percentage of Respondents	FY14	FY17
Weekly	11.5%	10.3%
Monthly*	14.6%	30.2%
A few times a year	50.0%	46.2%
Rarely*	20.6%	10.6%
Never	3.3%	2.6%

\*Significantly different between FY17 and FY14 respondents.

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Are timely*	182	7.67	1.81	200	7.26	1.98
Include appropriate level of stakeholder involvement during preparation	170	7.22	1.81	199	6.84	2.10
Lead to practical solutions*	183	7.49	1.81	210	6.79	1.95
Are accessible (well written and easy to understand)	180	7.96	1.54	214	7.74	1.84
Are source of relevant information on global good practices	177	8.12	1.46	211	7.98	1.89
Are adequately disseminated*	172	7.81	1.82	200	7.04	2.22
Are translated enough into local language*	158	7.94	1.64	196	7.45	2.16
Are adaptable to Albania's specific development challenges and country circumstances*	178	7.76	1.72	215	7.26	1.91

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY17 and FY14 respondents.

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?*	185	8.22	1.39	212	7.47	1.78
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	182	8.33	1.39	214	7.85	1.69

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

\*Significantly different between FY17 and FY14 respondents.

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

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	153	6.91	2.43	150	7.50	2.16
The World Bank Group effectively monitors and evaluates the projects and programs it supports	181	7.79	1.71	188	7.66	2.08
The World Bank Group's approvals and reviews are done in a timely fashion	153	7.58	1.78	164	7.36	2.11
The World Bank Group's "Safeguard Policy" requirements are reasonable	151	8.02	1.55	148	7.72	1.87
The World Bank Group's conditions on its lending are reasonable	156	7.56	1.81	143	7.55	1.94
The World Bank Group takes decisions quickly in Albania	147	7.26	1.88	159	7.18	2.02
Working with the WBG increases Albania's institutional capacity	179	8.29	1.58	202	8.19	1.80
Where country systems are adequate, the World Bank Group makes appropriate use of them*	149	8.04	1.58	146	7.58	2.11
The World Bank Group provides effective implementation support	171	8.01	1.71	189	7.81	2.01

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between FY17 and FY14 respondents

	FY14			FY17		
	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 Albania?*	150	7.89	1.65	155	6.98	2.06

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY17 and FY14 respondents.

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

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

Percentage of Respondents	FY14	FY17
The combination is appropriate for Albania	51.9%	46.6%
Financial services	19.7%	24.8%
Knowledge products*	11.7%	22.5%
Don't know	3.7%	4.6%
Convening services*	7.4%	1.2%
None of the above*	5.6%	0.3%

\*Significantly different between FY17 and FY14 respondents.





### G. Communication and Information Sharing

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

Percentage of Respondents	FY14	FY17
Yes	36.1%	28.0%
No	63.9%	72.0%

Do you have reliable access to the Internet?\*

Percentage of Respondents	FY14	FY17
Yes	88.4%	98.1%
No	11.6%	1.9%

\*Significantly different between FY17 and FY14 respondents.

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

Percentage of Respondents	FY14	FY17
Yes	85.9%	91.0%
No	14.1%	9.0%

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

Percentage of Respondents	FY14	FY17
High speed/WiFi	86.9%	83.4%
Dial-up	13.1%	16.6%

Please rate how much you agree with the following statements.

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	180	8.11	1.54	207	8.08	1.69
I find the information on the World Bank Group's websites useful.	181	8.33	1.49	205	8.40	1.55
The World Bank Group's social media channels are valuable sources of information about the institution	129	7.53	1.84	121	7.44	2.32
When I need information from the World Bank Group I know how to find it	185	8.07	2.16	210	7.93	2.22
The WBG is responsive to my information requests and inquiries	156	8.32	1.53	163	8.18	2.02

(1-Strongly disagree, 10-Strongly agree)

**H. Background Information****Currently, do you professionally collaborate/work with the WBG (IBRD, IFC, or MIGA) in your country?**

Percentage of Respondents	FY14	FY17
Yes	51.1%	55.1%
No	48.9%	44.9%

**Which of the following agencies of the World Bank Group do you primarily engage with in Albania?**

Percentage of Respondents	FY14	FY17
The World Bank (IBRD)	79.0%	77.8%
The International Finance Corporation (IFC)	15.9%	9.0%
The Multilateral Investment Guarantee Agency (MIGA)	1.8%	0.7%
Other	3.4%	12.4%

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

Percentage of Respondents	FY14	FY17
Yes	34.0%	36.6%
No	66.0%	63.4%

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

Percentage of Respondents (Responses combined)	FY14	FY17
Use World Bank Group reports/data*	34.3%	44.5%
Collaborate as part of my professional duties	36.3%	42.3%
Use World Bank Group website for information, data, research, etc.*	21.3%	34.8%
Engage in World Bank Group related/sponsored events/activities	31.4%	29.6%
Observer*	27.0%	10.5%

*\*Significantly different between FY17 and FY14 respondents.***Which best represents your geographic location?**

Percentage of Respondents	FY14	FY17
Tirana and Durrës	79.4%	88.9%
North Albania	9.9%	2.5%
Central Albania	3.5%	5.7%
South Albania	7.1%	2.9%

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

Indicator Question	Which of the following describes your level of interaction with the WBG?		Which of the following describes your exposure to the World Bank in Albania? (Choose no more than TWO)									
	Not Collaborating	Currently Collaborating	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Albania.	6.71	7.77	7.45	6.38	7.31	7.35	7.22	7.60	7.04	7.65	7.46	7.01
Overall the World Bank Group currently plays a relevant role in development in Albania	7.14	7.99	7.81	6.64	7.69	7.63	7.58	7.87	7.38	7.99	7.77	7.40
The World Bank Group's work is aligned with what I consider the development priorities for Albania	6.81	7.77	7.55	6.33	7.45	7.35	7.31	7.63	7.12	7.72	7.49	7.20
Responsiveness to needs	6.56	7.25	7.11	5.78	7.00	6.85	6.84	7.18	6.71	7.22	6.98	6.85
Flexibility (in terms of the institution's products and services)	6.46	6.85	6.82	5.62	6.78	6.52	6.58	6.94	6.43	6.95	6.72	6.58
Flexibility (in terms of changing country circumstances)	6.78	6.91	6.95	5.93	6.95	6.65	6.73	7.10	6.74	6.94	6.80	6.92
Being inclusive	6.64	7.22	7.18	5.84	7.18	6.72	6.85	7.39	6.73	7.30	7.03	6.94
Openness (sharing data and other information)	7.16	7.70	7.58	6.94	7.54	7.44	7.40	7.73	7.43	7.57	7.52	7.45
Collaboration with the Government	7.78	8.21	8.12	7.27	7.95	8.12	7.91	8.28	7.91	8.13	8.04	7.96
The speed in which it gets things accomplished on the ground	6.53	6.82	6.79	6.04	6.94	6.30	6.49	7.19	6.75	6.66	6.67	6.80
Helping to bring discipline/effective supervision to implementation of investment projects	7.29	7.51	7.48	6.81	7.53	7.22	7.20	7.91	7.36	7.47	7.45	7.31
Collaboration with civil society	6.24	6.84	6.74	5.78	6.83	6.29	6.39	7.16	6.52	6.76	6.64	6.59
Staff accessibility	6.66	7.72	7.42	6.72	7.60	6.88	7.18	7.71	6.83	7.88	7.49	6.91
Collaboration with other donors and development partners	6.47	6.61	6.60	6.12	6.59	6.46	6.38	6.89	6.41	6.70	6.52	6.58
Collaboration with the private sector	7.17	7.60	7.48	6.85	7.47	7.30	7.18	7.91	7.37	7.45	7.47	7.26
Straightforwardness and honesty	7.41	7.92	7.78	7.00	7.84	7.42	7.38	8.38	7.56	7.82	7.76	7.48
Treating clients and stakeholders in Albania with respect	7.77	8.38	8.22	7.30	8.26	7.80	7.89	8.58	7.84	8.41	8.20	7.86
Being a long-term partner	8.30	8.80	8.63	8.13	8.60	8.51	8.44	8.84	8.44	8.71	8.58	8.54
To what extent does the World Bank Group's work help to achieve development results in Albania?	6.94	7.61	7.49	6.34	7.44	7.22	7.26	7.56	7.18	7.55	7.40	7.24
The WBG's financial instruments meet the needs of Albania	6.26	7.11	6.82	6.48	6.86	6.66	6.71	6.96	6.61	6.98	6.78	6.80
The World Bank Group meets Albania's needs for knowledge services	6.65	7.17	7.00	6.82	6.86	7.16	6.92	7.12	7.00	6.96	6.98	6.99
Are adaptable to Albania's specific development challenges and country circumstances	7.10	7.36	7.32	6.93	7.35	7.15	7.20	7.45	7.27	7.28	7.22	7.40
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.24	7.63	7.54	7.03	7.52	7.42	7.38	7.73	7.40	7.58	7.52	7.39
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.56	8.07	7.98	7.00	7.93	7.78	7.67	8.29	7.77	7.98	7.97	7.59
The World Bank Group takes decisions quickly in Albania	6.71	7.30	7.22	6.41	7.23	6.96	7.07	7.28	7.03	7.22	7.14	7.10
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.13	7.89	7.68	7.38	7.77	7.43	7.48	8.02	7.47	7.80	7.70	7.48

Yellow highlight indicates significant difference between Yes and No means.

## Appendix G: Albania FY17 Questionnaire



### **World Bank Group Country Survey FY 2017 – Albania**

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

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 ALBANIA**

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

## SECTION A: GENERAL ISSUES

<b>A2. Listed below are a number of development priorities in Albania.</b>			
<b>Please identify which of the following you consider the most important development priorities in Albania. (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	15	Transport (e.g., roads, bridges, transportation)
2	Gender equity	16	Agriculture and rural development
3	Private sector development	17	Trade and exports
4	Education	18	Crime and violence
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Natural resource management (renewable)
6	Global/regional integration	20	Climate change (e.g., mitigation, adaptation)
7	Foreign direct investment	21	Poverty reduction
8	Urban development	22	Anti corruption
9	Energy	23	Judiciary reform
10	Water and sanitation	24	Economic growth
11	Pollution	25	Disaster risk management
12	Job creation/employment	26	Equality of opportunity (i.e., social inclusion)
13	Health	27	Environmental sustainability
14	Financial markets	28	Information and communications technology

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Albania? (Choose no more than THREE)</b>			
1	Economic growth	15	Water and sanitation
2	Disaster risk management	16	Pollution
3	Equality of opportunity (i.e., social inclusion)	17	Job creation/employment
4	Environmental sustainability	18	Health
5	Information and communications technology	19	Financial markets
6	Social protection (e.g., pensions, targeted social assistance)	20	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Agriculture and rural development	21	Gender equity
8	Trade and exports	22	Private sector development
9	Crime and violence	23	Education
10	Climate change (e.g., mitigation, adaptation)	24	Global/regional integration
11	Transport (e.g., roads, bridges, transportation)	25	Foreign direct investment
12	Energy	26	Urban development
13	Anti corruption	27	Natural resource management (renewable)
14	Judiciary reform		

## 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 Albania? (Choose no more than TWO)**

1	Greater access to health and nutrition for citizens
2	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
3	A growing middle class
4	Better opportunity for the poor who live in rural areas
5	Better opportunity for the poor who live in urban areas
6	Consistent economic growth
7	More reliable social safety net
8	Greater access to micro-finance for the poor
9	Greater voice and participation for citizens to help ensure greater accountability
10	Education and training that better ensure job opportunity
11	Better quality public services
12	Better employment opportunities for young people
13	Better employment opportunities for women
14	Other (please specify): _____

## SECTION A: GENERAL ISSUES

<b>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 Albania? (Select only ONE response)</b>	
1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don't know

<b>A6. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)</b>	
1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don't know

<b>A7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Albania? (Select only ONE response)</b>	
1	A very important development priority
2	A moderately important development priority
3	A slightly important development priority
4	Not an important development priority
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 Albania?</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 Albania.</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 Albania 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 Albania, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Albania? (Choose no more than THREE)</b>			
1	Energy	15	Judiciary reform
2	Water and sanitation	16	Economic growth
3	Pollution	17	Disaster risk management
4	Job creation/employment	18	Equality of opportunity (i.e., social inclusion)
5	Health	19	Environmental sustainability
6	Financial markets	20	Information and communications technology
7	Social protection (e.g., pensions, targeted social assistance)	21	Transport (e.g., roads, bridges, transportation)
8	Gender equity	22	Agriculture and rural development
9	Private sector development	23	Trade and exports
10	Education	24	Crime and violence
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25	Natural resource management (renewable)
12	Global/regional integration	26	Climate change (e.g., mitigation, adaptation)
13	Foreign direct investment	27	Poverty reduction
14	Urban development	28	Anti corruption



## 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 Albania?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<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 Albania? (Choose no more than TWO)</b>	
1	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
2	Not aligned with other donors' work
3	Not aligned with country priorities
4	World Bank Group's processes too complex
5	Not willing to honestly criticize policies and reform efforts in the country
6	Staff too inaccessible
7	Not adequately sensitive to political/social realities in Albania
8	Too influenced by developed countries
9	Not exploring alternative policy options
10	Not collaborating enough with stakeholders outside the Government
11	Its advice and strategies do not lend themselves to practical problem solving
12	Not enough public disclosure of its work
13	Arrogant in its approach
14	Not client focused
15	The credibility of its knowledge/data
16	Other (please specify): _____
17	Don't know

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

**B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Albania? (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

**B8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Albania Government's efforts to reduce poverty? (If you have NO exposure to/experience with the instruments listed below, please select "N/A")**

		Not effective at all										Very effective	N/A
		1	2	3	4	5	6	7	8	9	10		
1	Investment Project Financing (IPF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Development Policy Financing (DPF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Program-for-Results Financing (PforR)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Trust funds and grants	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Guarantees	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	IFC Investment Services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	IFC Advisory Services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

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

		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 Albania	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 Albania	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

To what extent is the World Bank Group an effective development partner in Albania, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>B12</b>	Responsiveness to needs											<input type="checkbox"/>
<b>B13</b>	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
<b>B14</b>	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
<b>B15</b>	Being inclusive											<input type="checkbox"/>
<b>B16</b>	Openness (sharing data and other information)											<input type="checkbox"/>
<b>B17</b>	Collaboration with the Government											<input type="checkbox"/>
<b>B18</b>	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
<b>B19</b>	Helping to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>
<b>B20</b>	Collaboration with civil society											<input type="checkbox"/>
<b>B21</b>	Staff accessibility											<input type="checkbox"/>
<b>B22</b>	Collaboration with other donors and development partners											<input type="checkbox"/>
<b>B23</b>	Collaboration with the private sector											<input type="checkbox"/>
<b>B24</b>	Straightforwardness and honesty											<input type="checkbox"/>
<b>B25</b>	Treating clients and stakeholders in Albania with respect											<input type="checkbox"/>
<b>B26</b>	Being a long-term partner											<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	Reforms are not well thought out in light of country challenges
2	Poor coordination within the Government
3	The World Bank Group does not do adequate follow through/follow-up
4	Political pressures and obstacles
5	The Government works inefficiently
6	Poor donor coordination
7	The World Bank Group is not sensitive enough to political/social realities on the ground
8	Lack of/inadequate levels of capacity in Government
9	There is not an adequate level of citizen/civil society participation
10	The World Bank Group works too slowly
11	Poor coordination within the World Bank Group
12	Other (please specify): _____

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

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Albania?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	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"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Natural resource management (renewable)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Information and communications technology	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 Albania?** *(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	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	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"/>
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Pollution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Natural resource management (renewable)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Information and communications technology	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 Albania?</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

To what extent do you agree with the following statements about the World Bank Group in Albania?												
		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, Program-for-Results, etc.) meet the needs of Albania	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C5</b>	The World Bank Group meets Albania's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

D11. 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	

D12. 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
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	The World Bank Group takes decisions quickly in Albania	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Working with the World Bank Group increases Albania's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Albania?												
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. To what extent do you believe the World Bank Group measures and corrects its work in real time in Albania?												
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	



## SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN ALBANIA

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

<b>F2. When considering the combination of services that the World Bank Group offers in Albania, 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 Albania? (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 Albania
6	Don't know

## SECTION G: COMMUNICATION AND INFORMATION SHARING

<b>G1. How do you get most of your information about economic and social development issues in Albania? (Choose no more than TWO)</b>			
1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

<b>G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>			
1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
4	Mobile phones	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?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Do you have reliable access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G5</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>
<b>G6</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>G7. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	
1	High speed/WiFi
2	Dial-up

<b>G8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?</b>	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

## SECTION G: COMMUNICATION AND INFORMATION SHARING

Please rate how much you agree with the following statements.												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>G9</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>G10</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>G11</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>G12</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>G13</b>	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

## SECTION H: BACKGROUND INFORMATION

<b>H1. Which of the following best describes your current position? (Select only ONE response)</b>			
1	Office of the President, Prime Minister	11	NGO/Community Based Organization
2	Office of Minister	12	Media (press, radio, TV, web, etc.)
3	Office of Parliamentarian	13	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Trade Union
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	15	Faith-Based Group
6	Local Government Office or Staff	16	Youth Group
7	Bilateral/Multilateral Agency	17	Academia/Research Institute/Think Tank
8	Private Sector Organization	18	Judiciary Branch
9	Private Foundation	19	Other (please specify): _____
10	Financial Sector/Private Bank		

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

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

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

## SECTION H: BACKGROUND INFORMATION

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

<b>H6. If yes, what was your view of how the two institutions work together in Albania?</b> <b>(Select only ONE response)</b>	
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

<b>H7. Which of the following describes most of your exposure to the World Bank Group in Albania?</b> <b>(Choose no more than TWO)</b>	
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.

<b>H8. What's your gender?</b>	
1	Female
2	Male

<b>H9. Which best represents your geographic location?</b>	
1	Tirana and Durrës
2	North Albania
3	Central Albania
4	South Albania

**Thank you for completing the survey!**