

# FY19 FYR Macedonia Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



February 2019



## Acknowledgements

The FYR Macedonia 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, Jessica Cameron, and Antonina Redko oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the FYR Macedonia country team and the independent fielding agency PUBLIK Consulting, Training and Services. In particular, PORG is grateful for the support from Anita Bozinovska (Program Assistant) who coordinated the survey related activities from Skopje, FYR Macedonia.



Country **Opinion** Surveys  
THE WORLD BANK GROUP



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## I. Objectives

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

- *General Issues Facing FYR Macedonia*
- *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 FYR Macedonia*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From December 2018, 336 stakeholders of the WBG in FYR Macedonia 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 agencies, multilateral agencies, private sector organizations, the financial sector/private banks, private foundations, NGOs/community-based organizations (CBOs), the media, independent government institutions, trade unions, faith-based groups, youth groups, academia/research institutes/think tanks, and the judiciary branch.

A total of 183 stakeholders participated in the survey (54% response rate). Respondents received an invitation via email and completed the questionnaire online.

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.

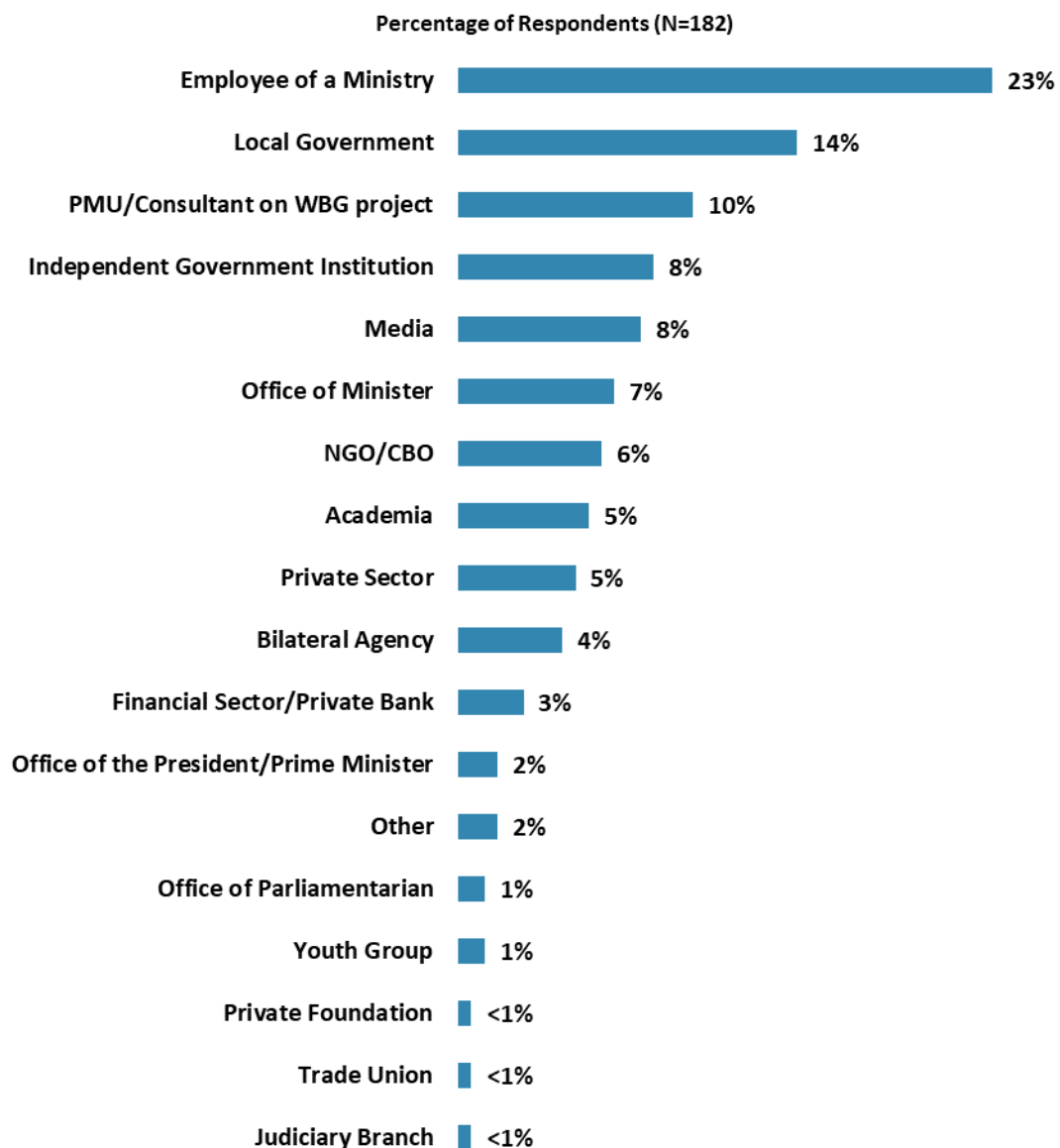
The results of this year's Country Survey were compared to those of the Country Survey conducted in FY '17 (response rate was 52%, N = 206). The data were weighted to reach similar stakeholder compositions across both survey years, allowing for more statistically reliable comparisons. Note, stakeholders 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 '17 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 86).



### III. Demographics of the Sample

#### Current Position

- For all further analyses, the small number of respondents from the office of the President/Prime Minister were combined with those from the office of a Minister; the few respondents from the financial sector/private banks were combined with those from the private sector; and the few respondents from private foundations, trade unions, and youth groups were combined with those from NGOs/CBOs to create a “Civil Society” category. The two respondents from the office of a Parliamentarian and the judiciary branch were combined with the three respondents who indicated “Other” but were still too few to be included in further analyses.

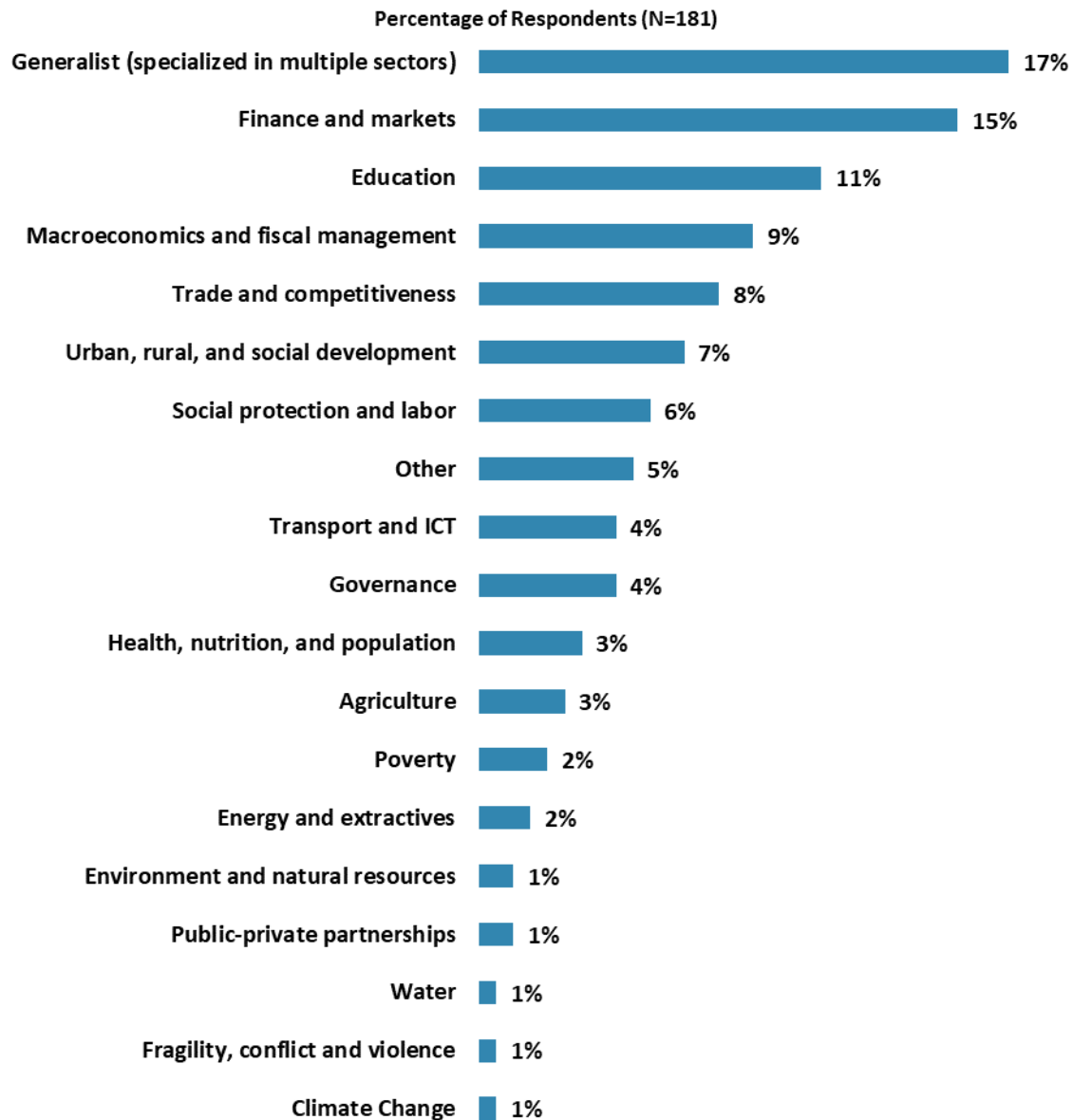


“Which of the following best describes your current position? (Select only ONE response)”  
(Respondents chose from a list.)



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

#### Area of Primary Specialization

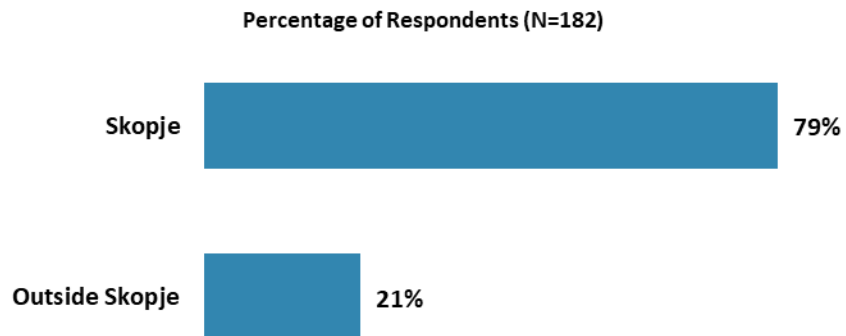


"Please identify the primary specialization of your work. (Select only ONE response)"  
(Respondents chose from a list.)



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

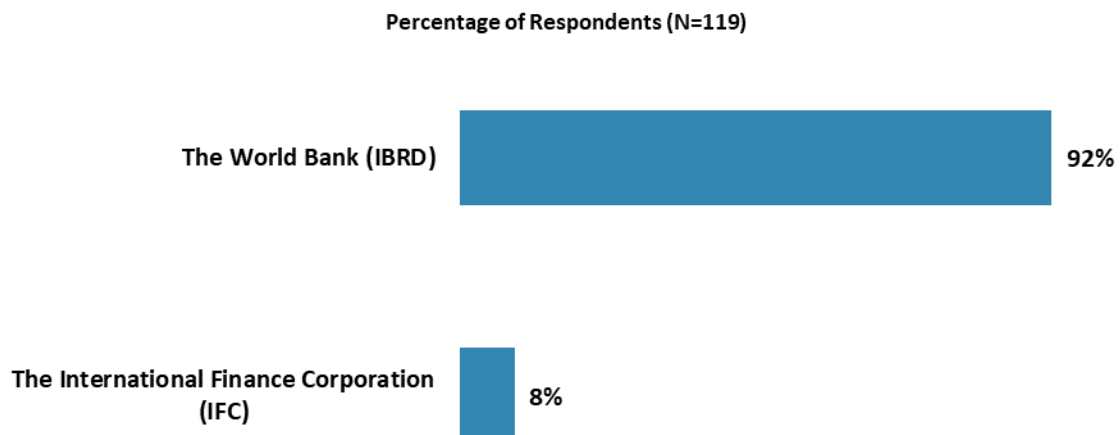
#### Geographic Locations



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

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



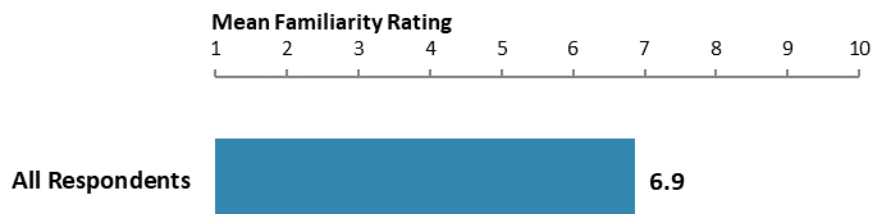
"If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in FYR Macedonia? (Select only ONE response)" (Respondents choose from a list)



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey indicated significantly higher levels of familiarity with the WBG (weighted mean rating = 6.9) compared to respondents from the FY '17 Country Survey (weighted mean rating = 6.1).
- **Locations:** Respondents from Skopje indicated significantly higher levels of familiarity with the WBG (mean rating = 7.2) compared to respondents from Outside of Skopje (mean rating = 5.8).
- **Collaboration:** Respondents who said that they collaborate with the WBG indicated significantly higher levels of familiarity with the WBG (mean rating = 7.4) compared to those who said that they do not collaborate with the WBG (mean rating = 5.9).
- **Impact of Familiarity:** Respondents' ratings of familiarity with the WBG were strongly, significantly correlated with their ratings for the WBG's overall effectiveness in FYR Macedonia. Also, respondents' ratings of familiarity with the WBG were moderately, significantly correlated with their ratings of the extent to which the WBG's work helps to achieve development results in FYR Macedonia and their agreement that the WBG plays a relevant role in FYR Macedonia's development.



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

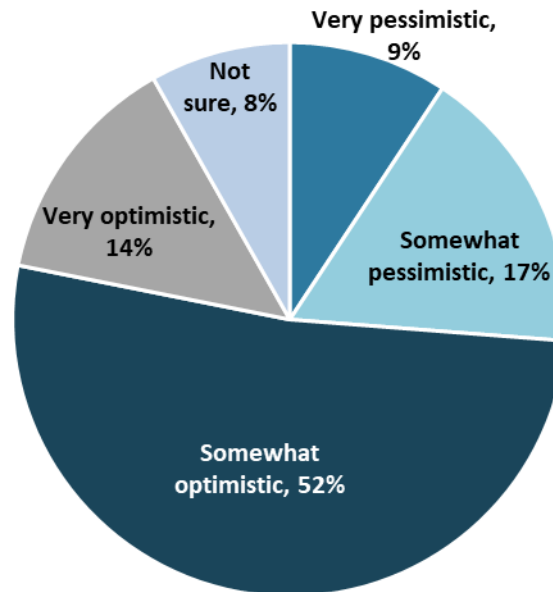




## IV. General Issues Facing FYR Macedonia

### Optimism for the Future of FYR Macedonia

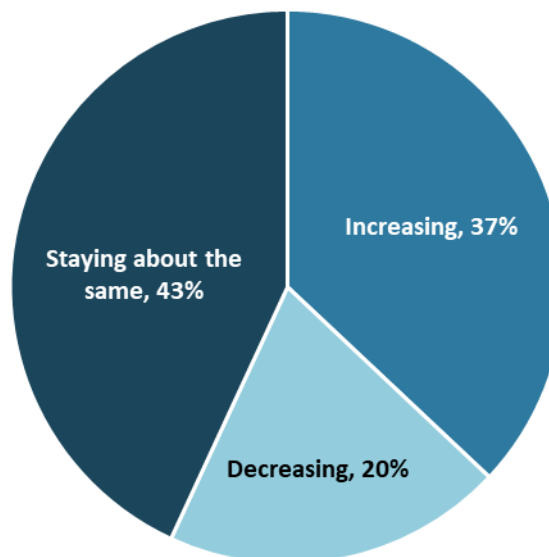
Percentage of Respondents (N=183)



"When you think about the future in FYR Macedonia, are you ... ?" (Respondents chose from a list.)

### Perceptions of Economic Opportunity

Percentage of Respondents (N=181)

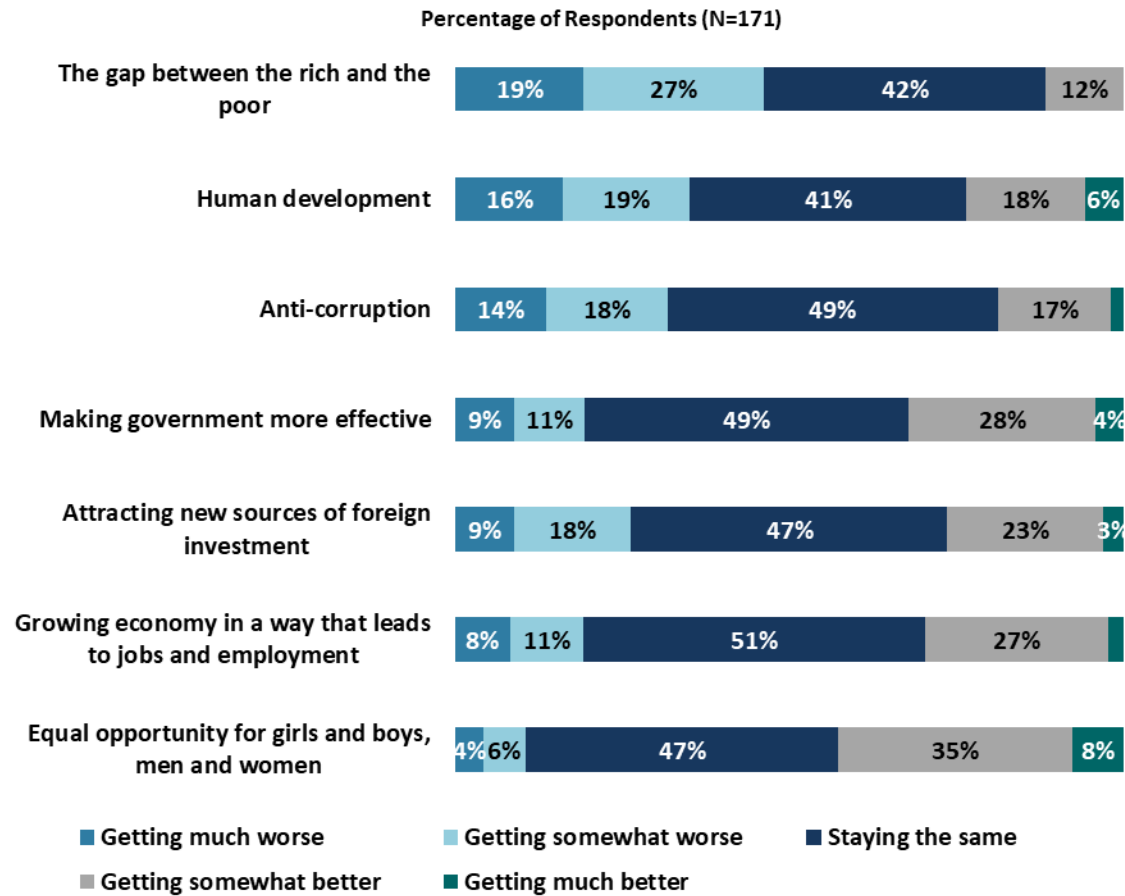


"Do you think that economic opportunity for citizens in FYR Macedonia is ... ?"  
(Respondents chose from a list.)



## IV. General Issues Facing FYR Macedonia (continued)

### Perceptions of Improvement and Decline in Specific Areas



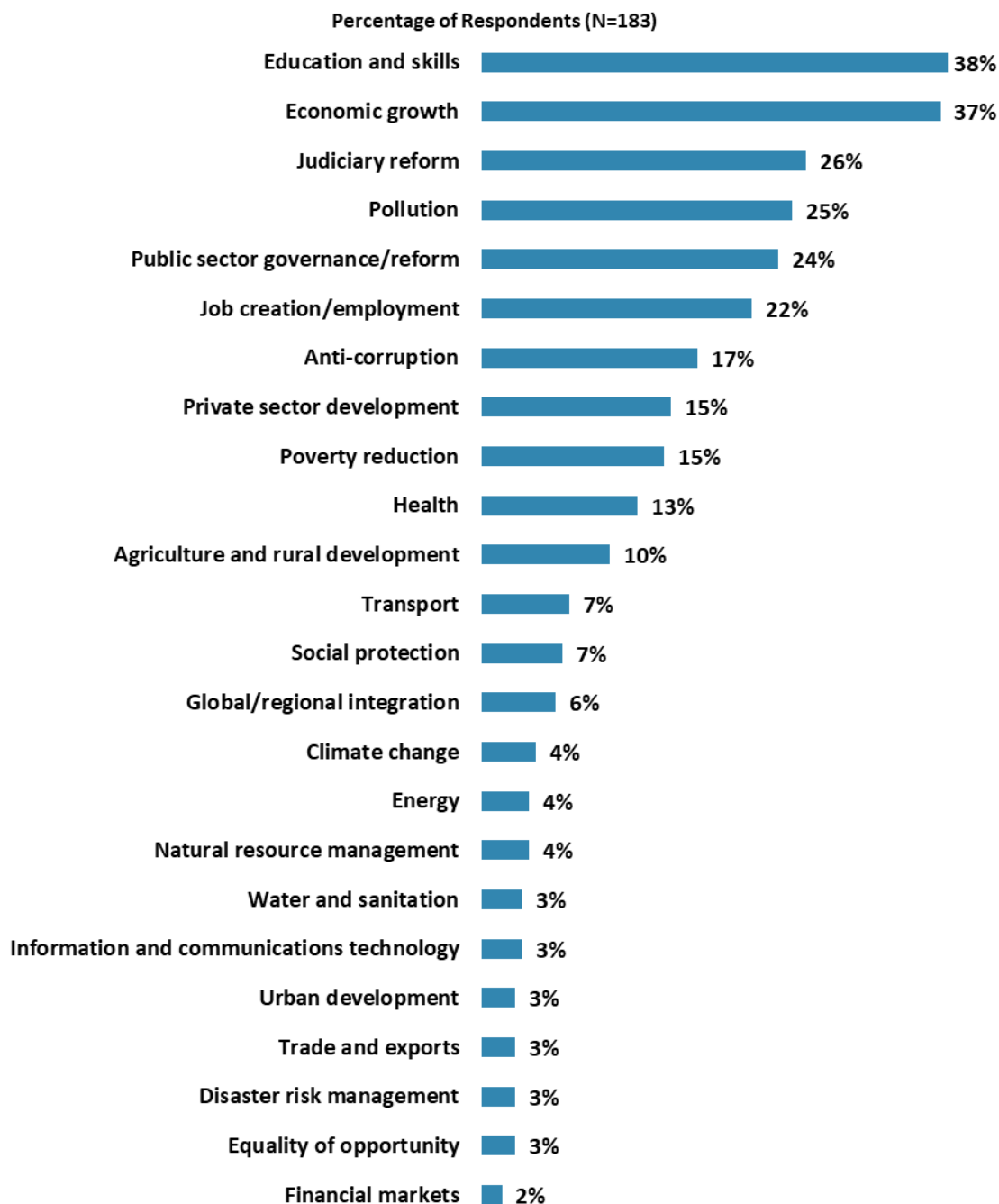
"Please describe the direction the country is moving in, when considering...?"  
(Respondents chose from a list.)



## IV. General Issues Facing FYR Macedonia (continued)

### Development Priority

- **Year comparison:** Respondents in the FY '17 Country Survey indicated that the most important development priorities in FYR Macedonia were economic growth (percentage of respondents = 37%), EU integration (33%), job creation/employment (29%), education (25%), and public sector governance/reform (23%).



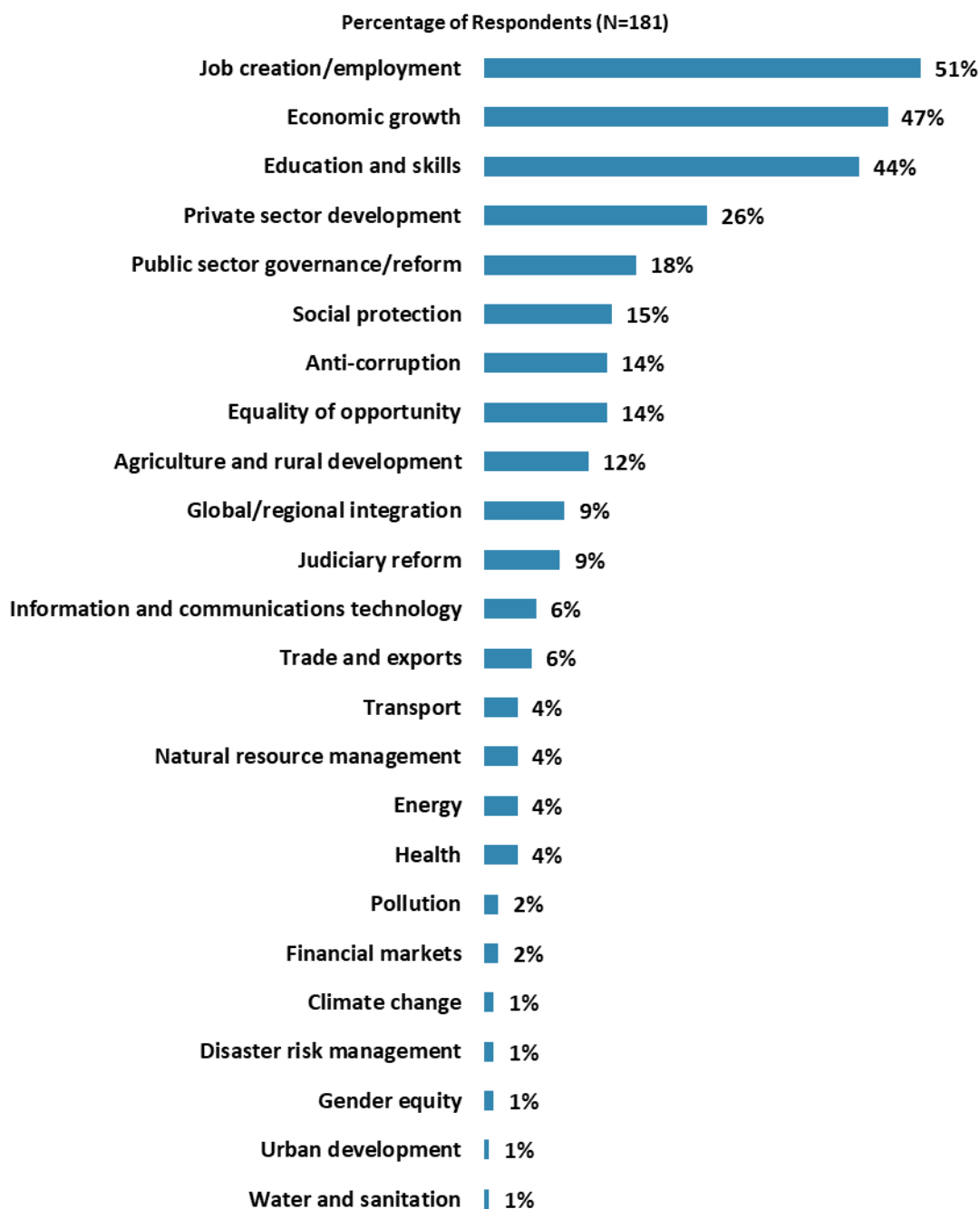
"Listed below are a number of development priorities in FYR Macedonia. Please identify which of the following you consider the most important development priorities in FYR Macedonia. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing FYR Macedonia (continued)

### Factors Contributing to Poverty Reduction

- **Year comparison:** Respondents in the FY '17 Country Survey indicated that the areas that would contribute most to poverty reduction in FYR Macedonia were job creation/employment (percentage of respondents = 52%), economic growth (44%), and private sector development (39%), followed by education (29%).

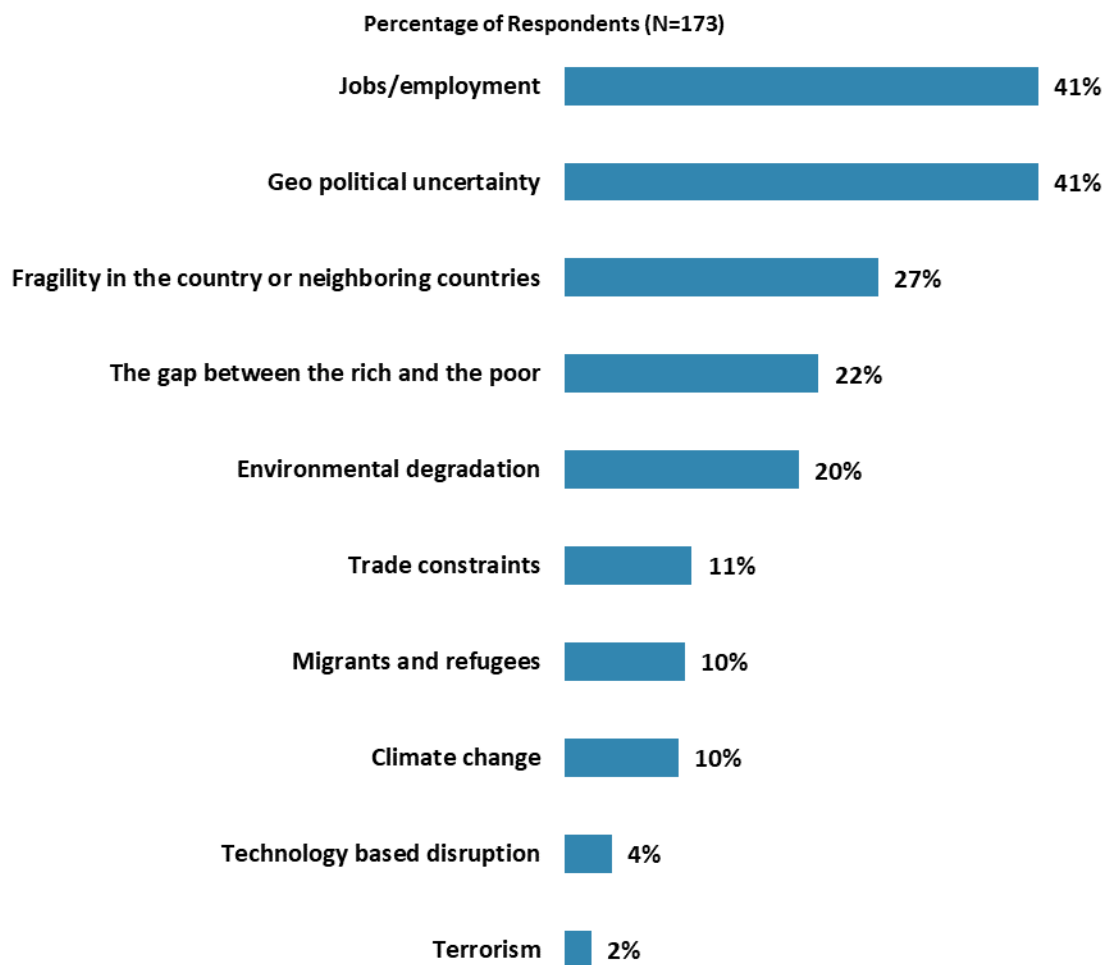


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in FYR Macedonia?" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing FYR Macedonia (continued)

### The Impact of Global Challenges on FYR Macedonia



"Listed below are global challenges. Which do you think have the most serious impact of FYR Macedonia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing FYR Macedonia (continued)

### Trust in Institutions



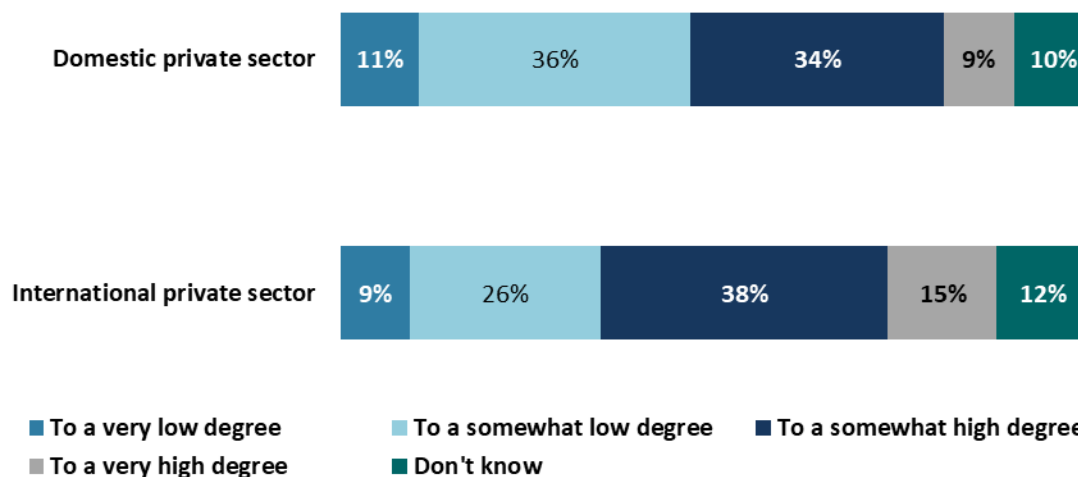
"To what extent do you trust each of the following groups to do what is right?"  
(1-"To no degree at all", 10-"To a very significant degree")



## IV. General Issues Facing FYR Macedonia (continued)

### Trust in the Private Sector

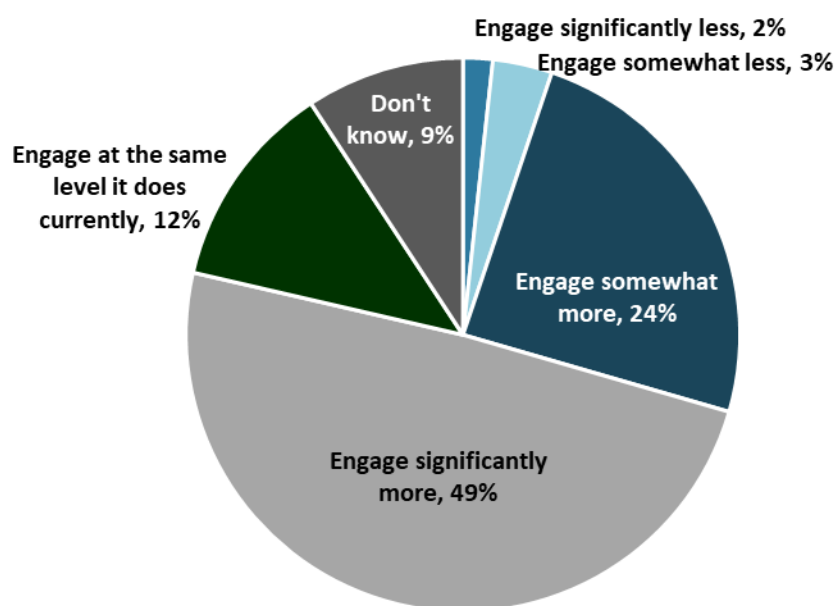
Percentage of Respondents (N=171)



"To what extent do you trust \_\_\_\_ to engage in public service delivery in FYR Macedonia?"  
(Respondents chose from a list.)

### Civil Society Engagement

Percentage of Respondents (N=173)

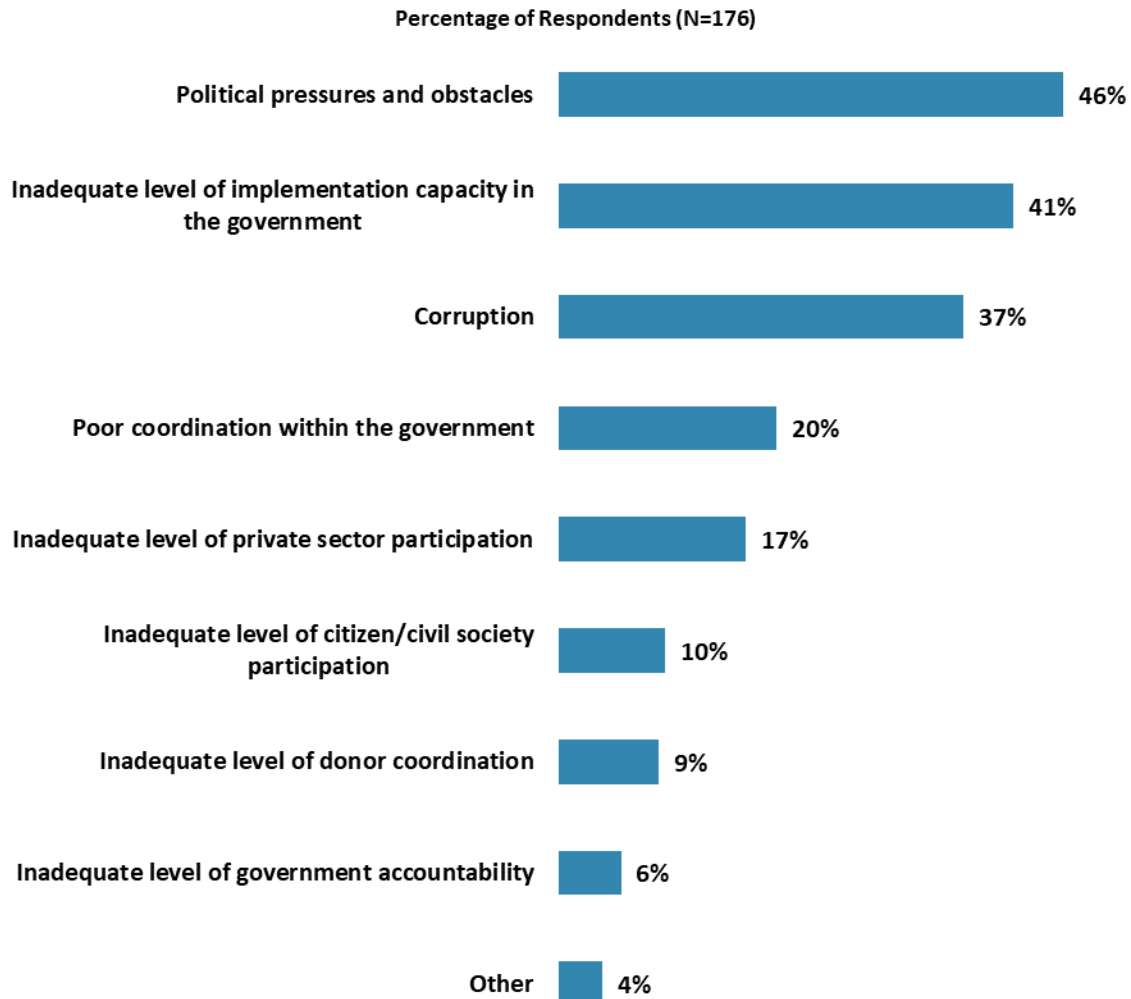


"When thinking about development efforts in FYR Macedonia, do you think that civil society (e.g., NGOs, CBOs) should ... ?" (Respondents chose from a list.)



## IV. General Issues Facing FYR Macedonia (continued)

### Attributions for Slow/Failed Reform Efforts



"When economic and/or social reform efforts fail or are slow to take place in FYR Macedonia, which of the following would you attribute this to? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



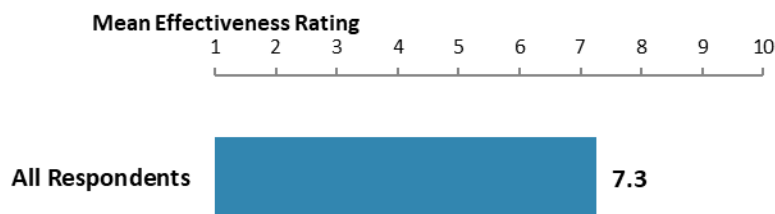


## V. Overall Attitudes toward the World Bank Group

*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 higher ratings for the WBG’s effectiveness in FYR Macedonia (weighted mean rating = 7.3) compared to respondents from the FY ‘17 Country Survey (weighted mean rating = 6.6).
- **Locations:** Respondents from Skopje gave significantly higher ratings for the WBG’s effectiveness in FYR Macedonia (mean rating = 7.5) compared to respondents from Outside of Skopje (mean rating = 6.4).
- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for the WBG’s effectiveness in FYR Macedonia (mean rating = 7.6) compared to those who said that they do not collaborate with the WBG (mean rating = 6.4).



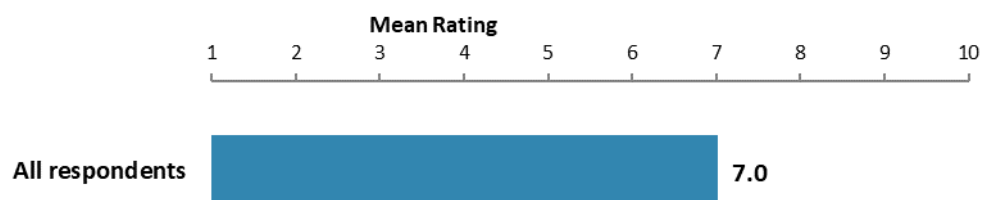
"Overall, please rate your impression of the World Bank Group’s effectiveness in FYR Macedonia."  
(1 - "Not effective at all", 10 - "Very effective")



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

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

- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the extent to which the WBG achieves development results (weighted mean rating = 7.0) compared to respondents from the FY '17 Country Survey (weighted mean rating = 6.6).
- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for the extent to which the WBG achieves development results (mean rating = 7.4) compared to those who said that they do not collaborate with the WBG (mean rating = 6.1).

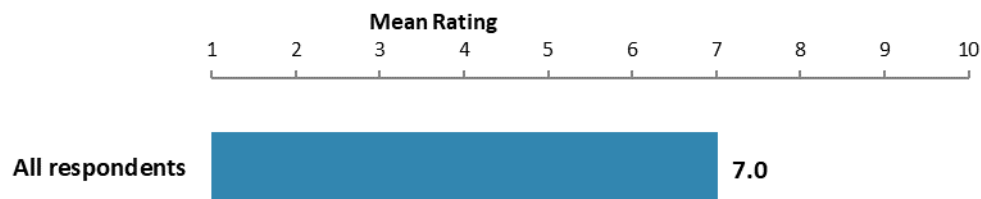


"To what extent does the World Bank Group's work help to achieve development results in FYR Macedonia?" (1 - "To no degree at all", 10 - "To a very significant degree")

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### Influence on FYR Macedonia's Development Agenda

- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for the extent to which the WBG influences FYR Macedonia's development agenda (mean rating = 7.4) compared to those who said that they do not collaborate with the WBG (mean rating = 6.1).



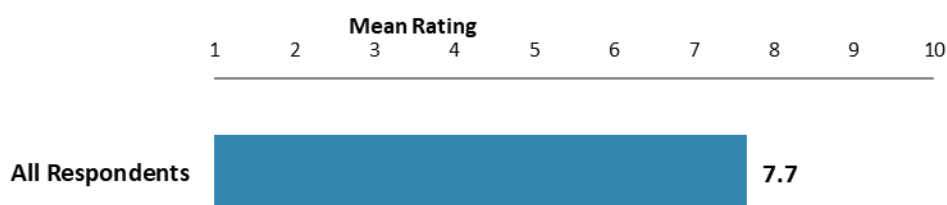
"To what extent does the World Bank Group influence the development agenda in FYR Macedonia?" (1 - "To no degree at all", 10 - "To a very significant degree")



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

### WBG Staff Preparedness

- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the extent to which the WBG's staff is well prepared (weighted mean rating = 7.7) compared to respondents from the FY '17 Country Survey (weighted mean rating = 7.4).
- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for the extent to which the WBG's staff is well prepared (mean rating = 8.0) compared to those who said that they do not collaborate with the WBG (mean rating = 6.8).



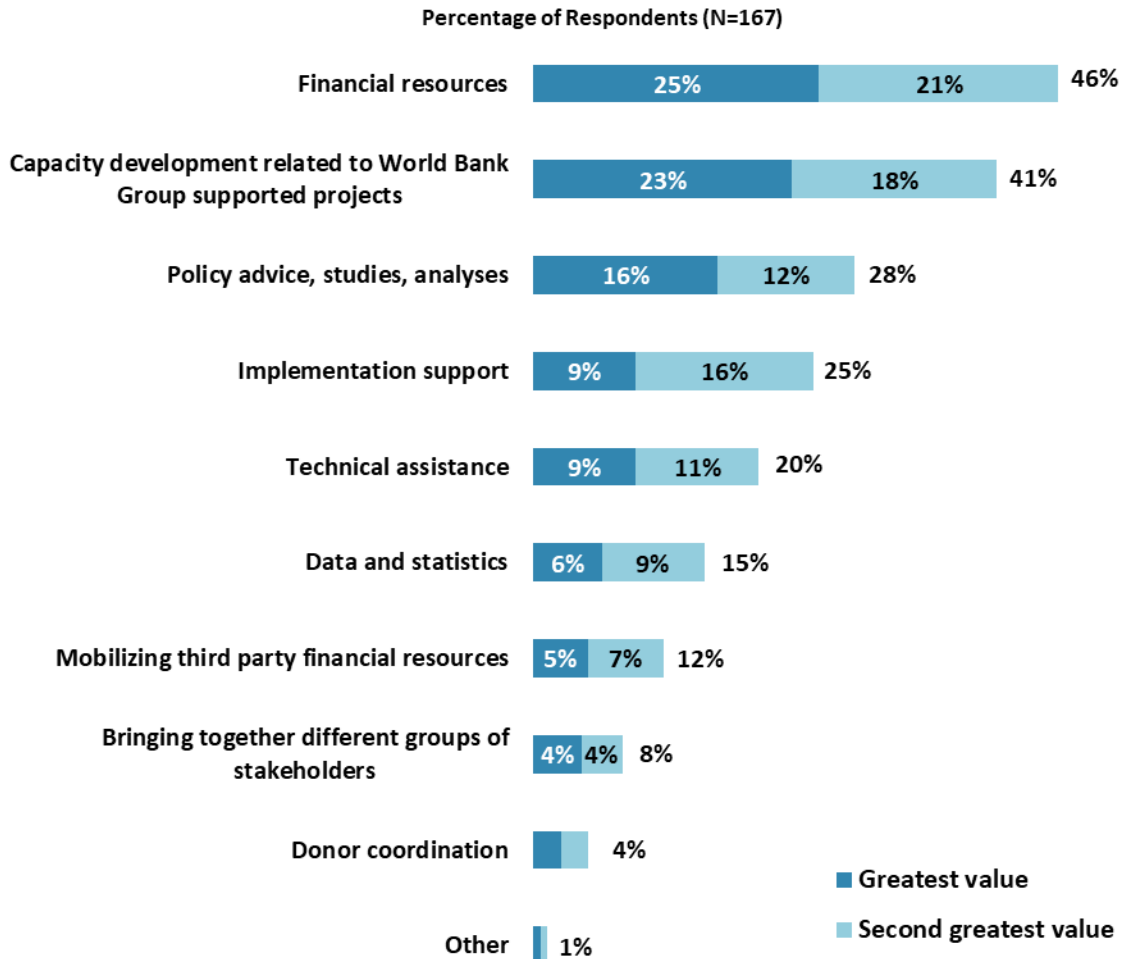
"To what extent do you believe the World Bank Group's staff is well prepared to help FYR Macedonia solve its most complicated development challenges?"  
(1-"To no degree at all", 10-"To a very significant degree")



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

### Greatest Value

- **Year comparison:** Respondents in the FY '17 Country Survey indicated that the WBG's greatest values to FYR Macedonia were its financial resources (percentage of respondents = 40%), capacity development related to WBG-supported projects (33%), policy advice, studies, analyses (30%), and implantation support (25%).



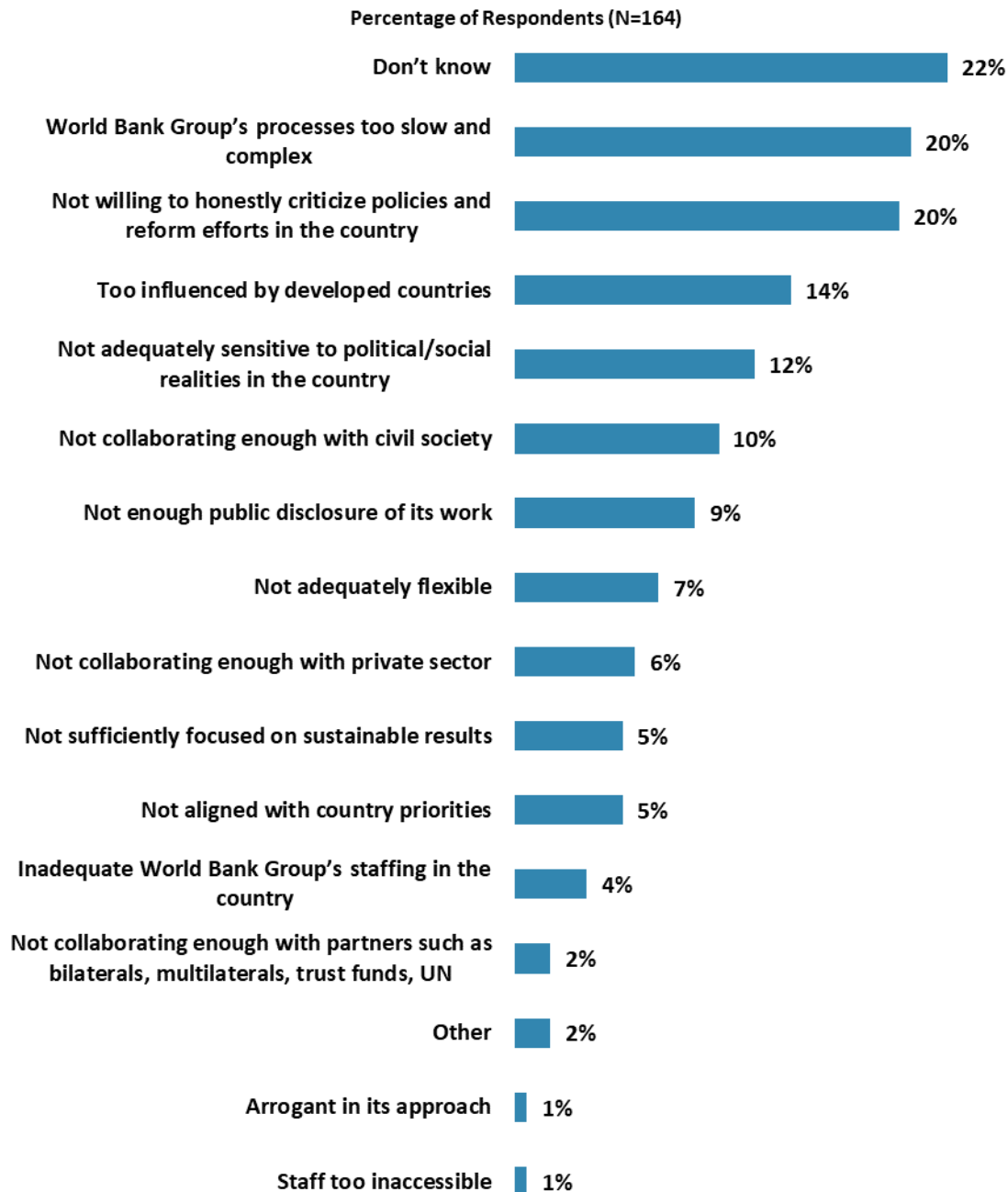
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in FYR Macedonia?" (Respondents chose from a list.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the FY '17 Country Survey indicated that the WBG's greatest weakness in its work in FYR Macedonia was not being willing to honestly criticize policies and reform efforts in the country (percentage of respondents = 23%), followed by the WBG's processes being too slow (18%) and not enough public disclosure of its work (16%), with 19% of respondents indicated that they didn't know.

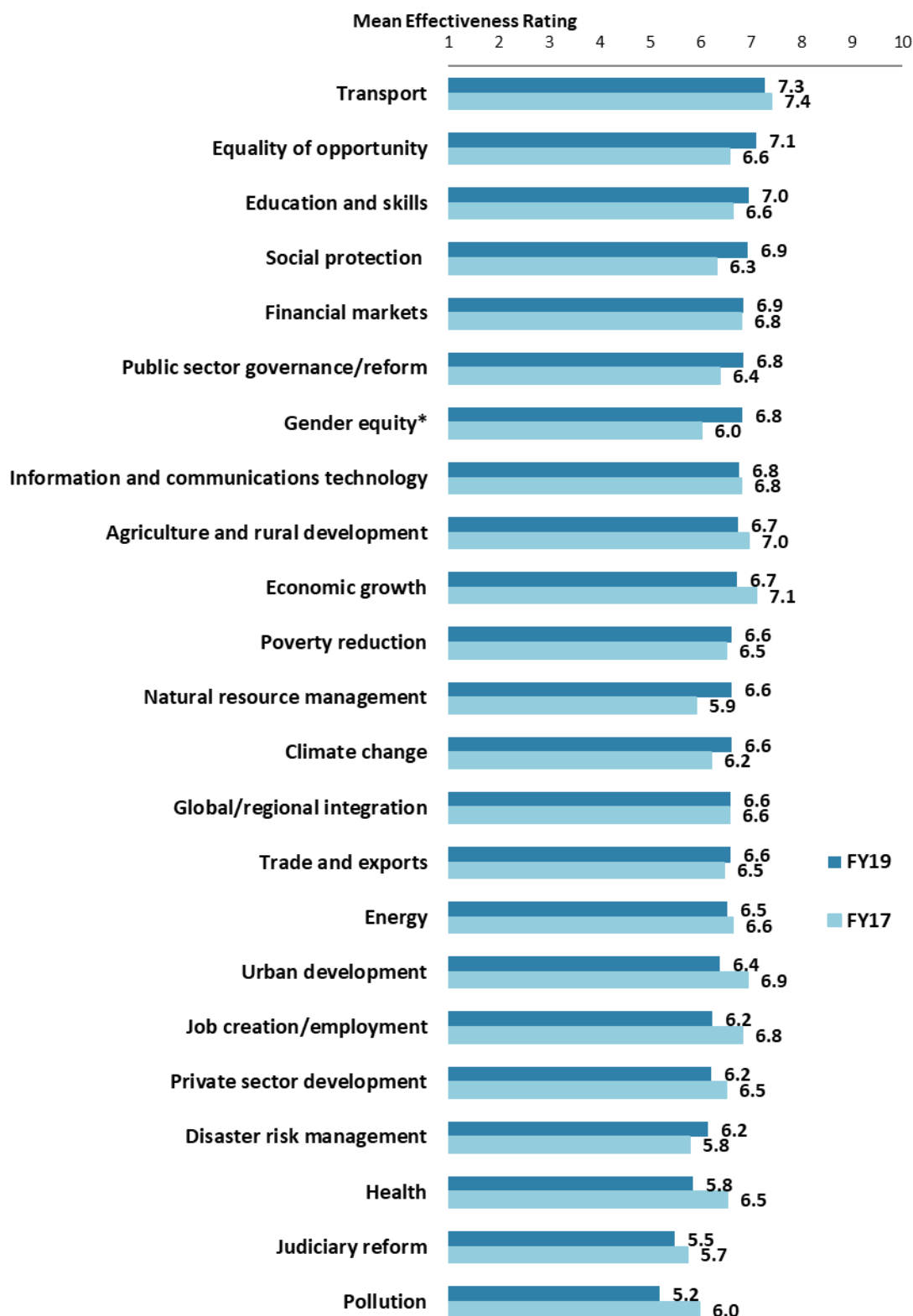


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in FYR Macedonia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison

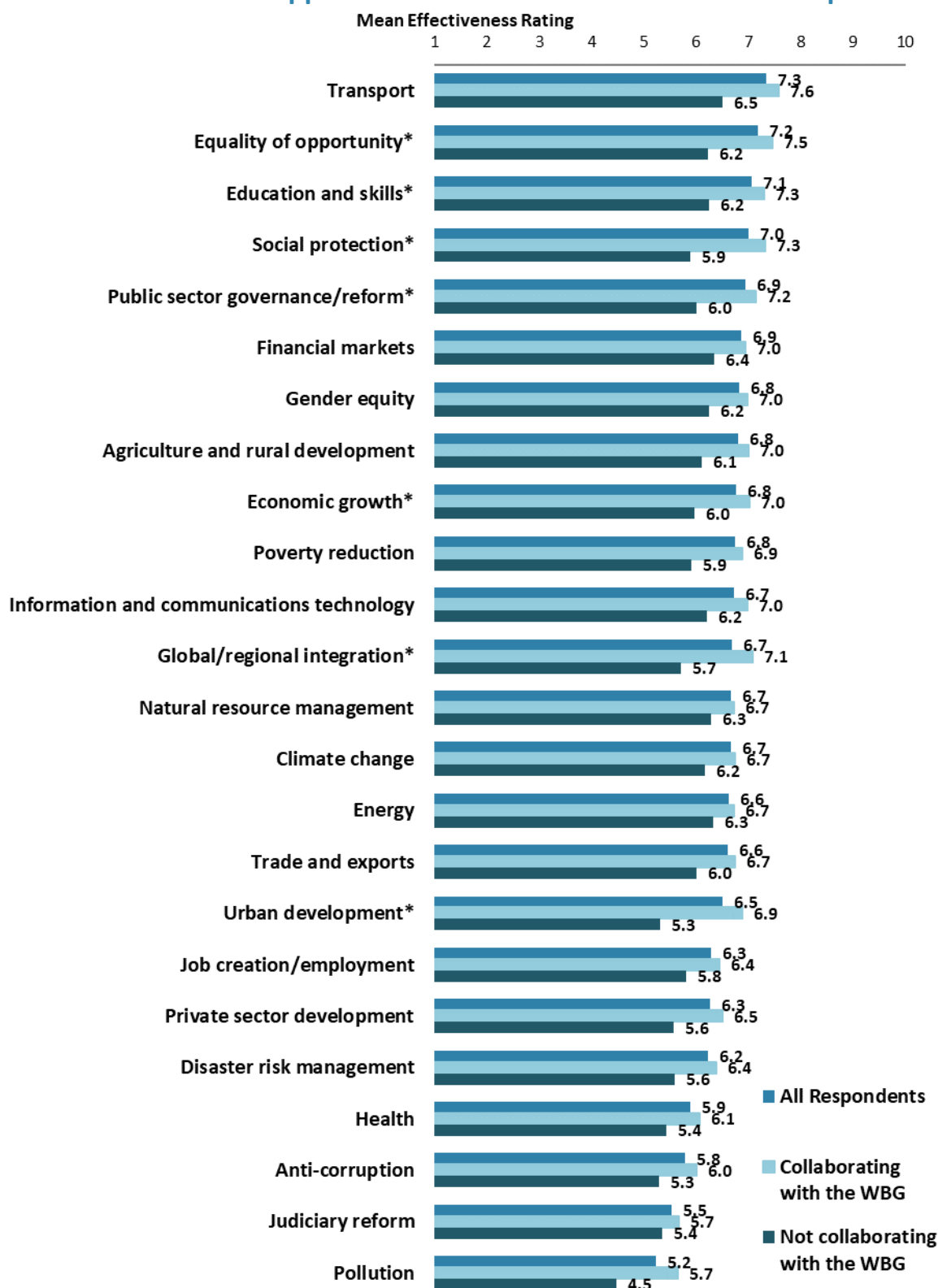


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in FYR Macedonia?" (1-"Not effective at all", 10-"Very effective")  
Means calculated using weighted data. (\*Significantly different between FY19 and FY17)



## VI. Sectoral Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration Comparison

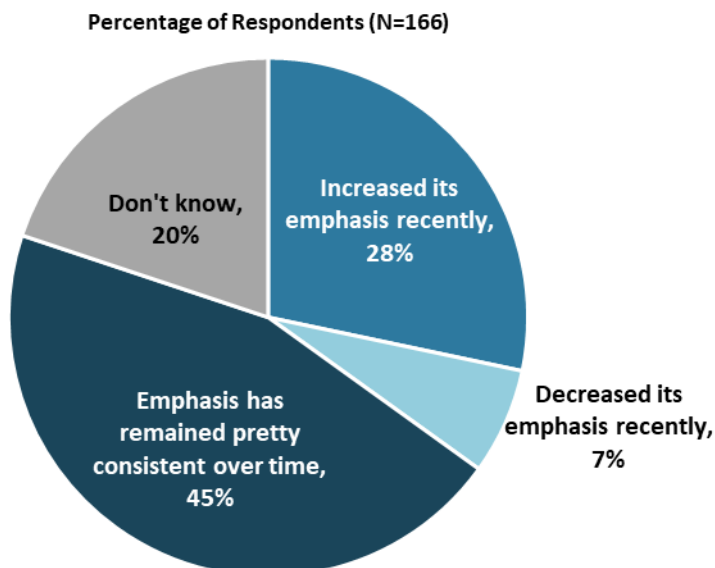


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in FYR Macedonia?" (1-"Not effective at all", 10-"Very effective")  
 (\*Significantly different between collaborators and non-collaborators)



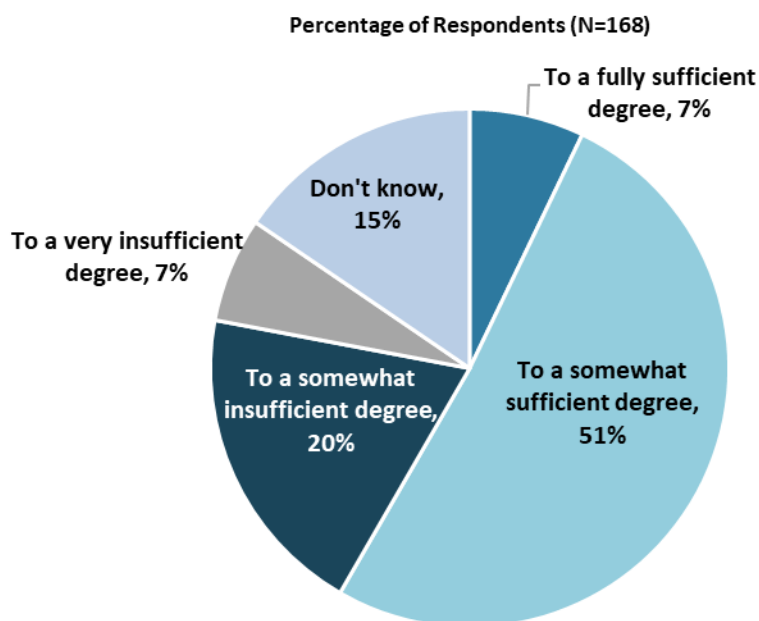
## VI. Sectoral Effectiveness (continued)

### The WBG's Human Capital Investment



"From your perspective, which of the following best describes the WBG's current emphasis on investing in human capital (e.g., education, health, social protection)?" (Respondents chose from a list.)

### Helping the Poorest



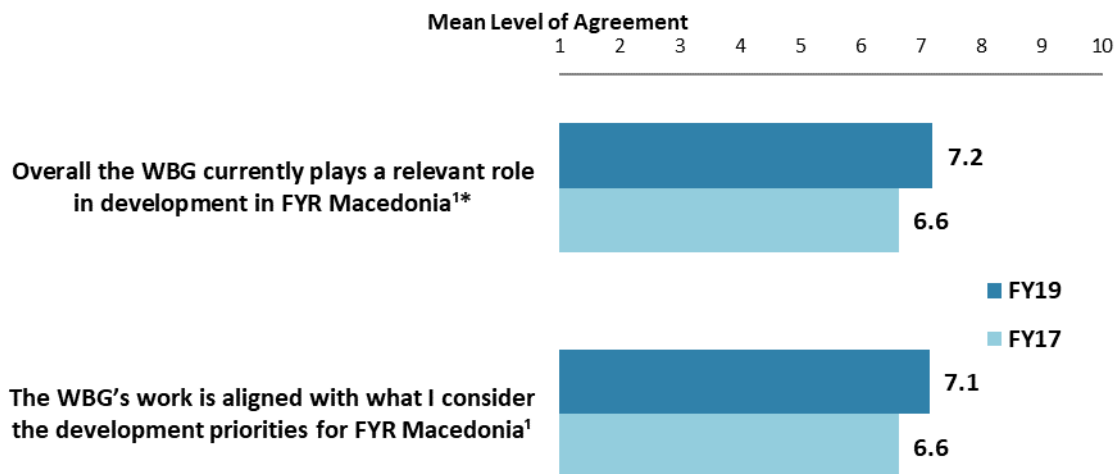
"To what extent do you believe that the World Bank Group's work and support help the poorest in FYR Macedonia? (Select only ONE response)" (Respondents chose from a list.)





## VII. How the World Bank Group Operates

### The World Bank Group's Work in FYR Macedonia: Year Comparison

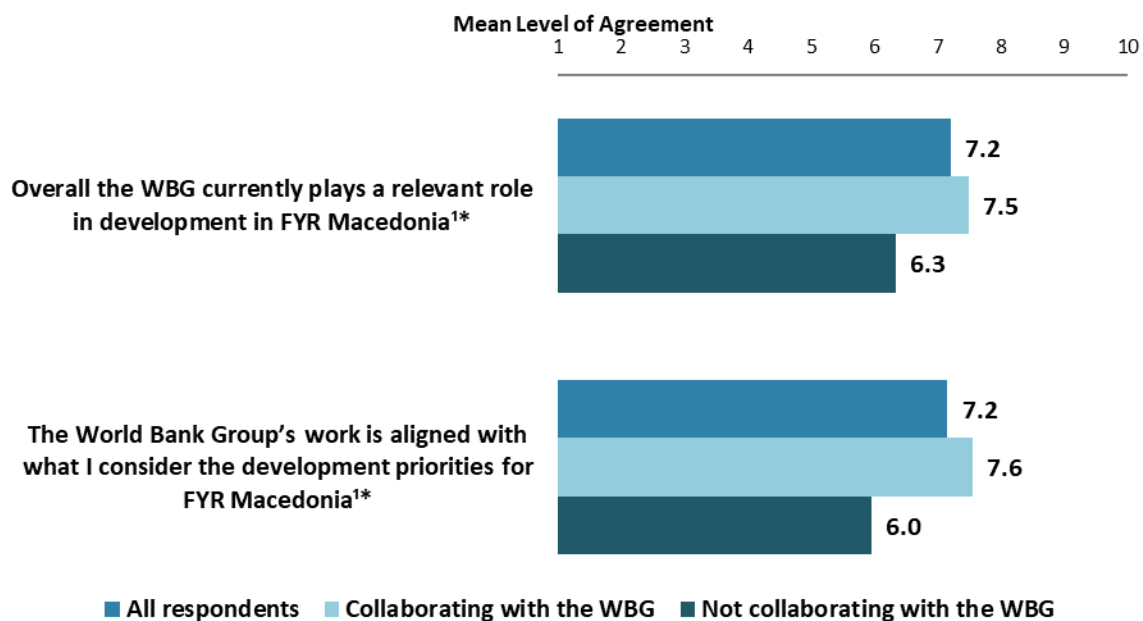


"To what extent do you agree with the following statements about the World Bank Group's work in FYR Macedonia?" (1-"Strongly disagree", 10-"Strongly agree")

Means based on weighted data. (\*Significantly different between FY19 and FY17) <sup>1</sup>Indicator Question

### The World Bank Group's Work in FYR Macedonia: Collaboration Comparison

- **Locations:** Respondents from Skopje had significantly higher levels of agreement that the WBG plays a relevant role and is aligned with development priorities (mean ratings = 7.4 and 7.4, respectively) compared to respondents from Outside of Skopje (mean ratings = 6.4 and 6.3, respectively).



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

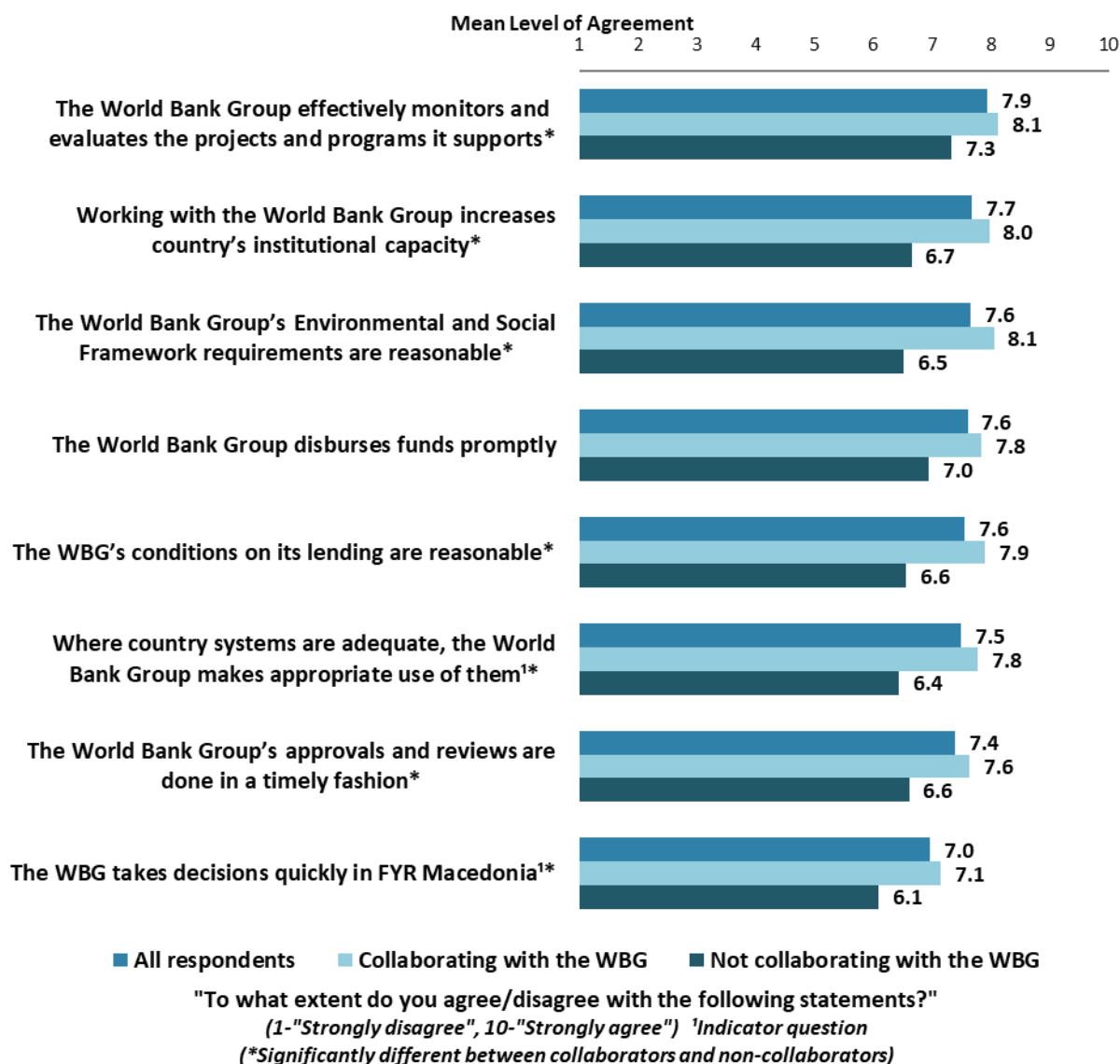
(\*Significantly different between collaborators and non-collaborators) <sup>1</sup>Indicator Question



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

### Overall Perceptions

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement regarding all of these aspects related to how the WBG operates compared to respondents from the FY '17 Country Survey (see Appendix E, page 86).





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

### The WBG as an Effective Development Partner

- **Year comparison:** Respondents in this year's Country Survey had statistically similar ratings of the WBG as an effective development partner as compared to respondents from the FY '17 Country Survey (see Appendix E, page 86).
- **Locations:** Respondents from Skopje gave significantly higher ratings for the WBG's flexibility with changing country circumstances (mean rating = 6.7) compared to respondents from Outside Skopje (mean rating = 5.7).



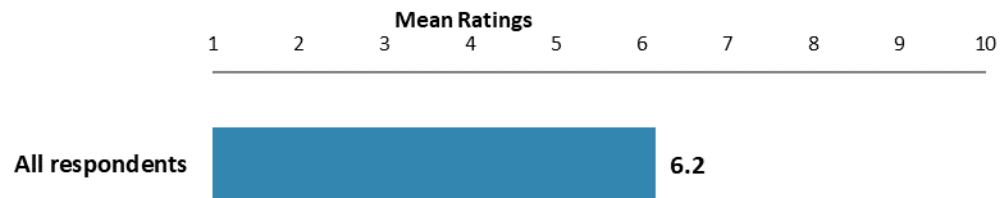
"To what extent is the World Bank Group an effective development partner in FYR Macedonia, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

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



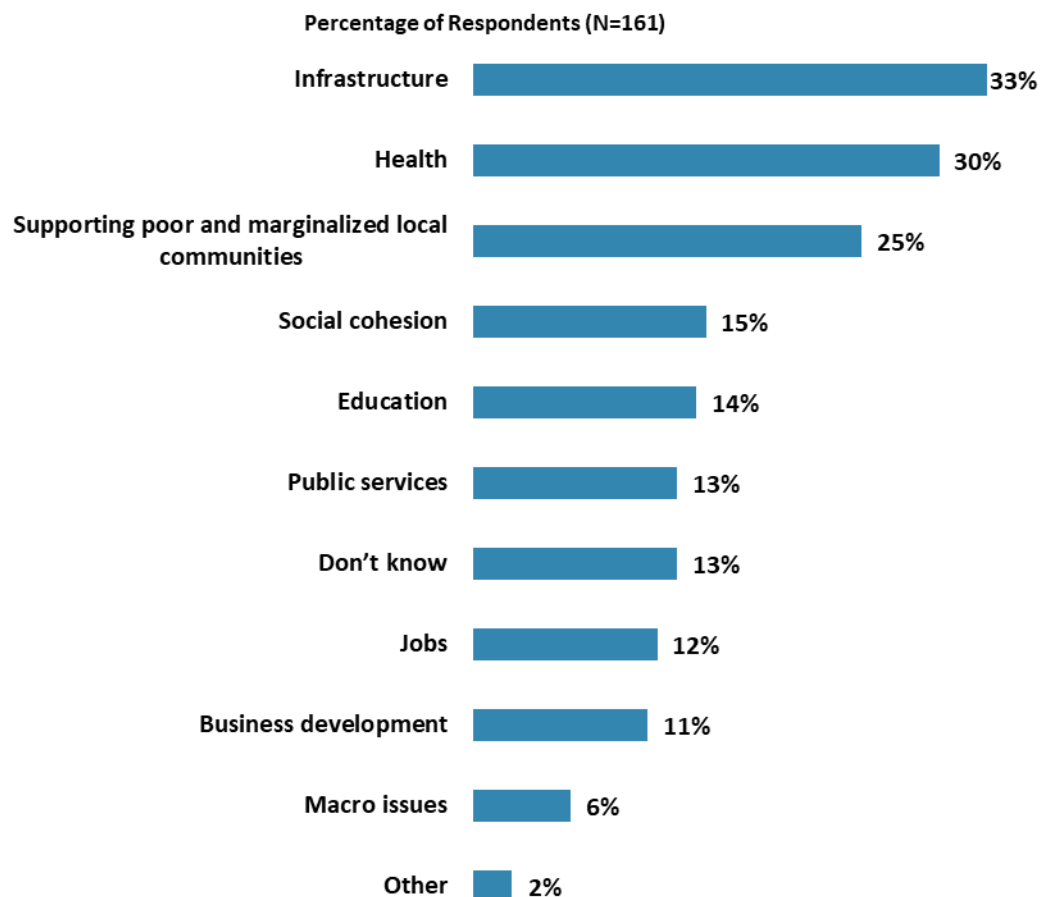
## VII. How the World Bank Group Operates (continued)

### Donor Community's Response to the Refugee Crisis



"To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in FYR Macedonia?"  
(1-"To no degree at all", 10-"To a very significant degree")

### Preferred WBG Resources for the Refugee Crisis



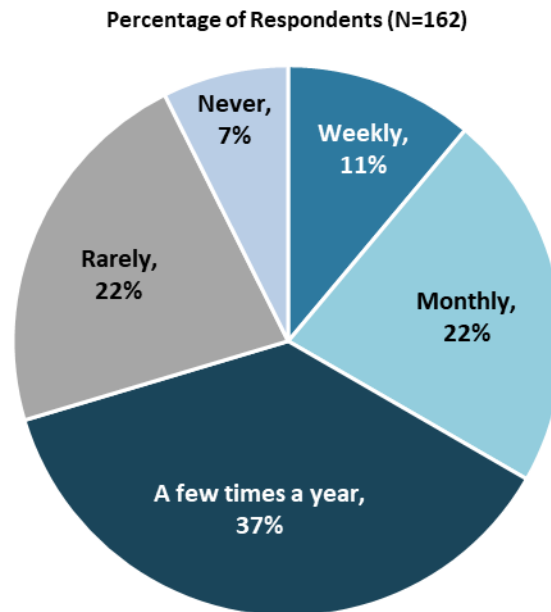
"In case of a new refugee crisis, in which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support in FYR Macedonia?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

### Frequency of Consulting WBG Knowledge Work and Activities

- **Year comparison:** Respondents in the FY '17 Country Survey indicated statistically similar frequencies of consulting WBG knowledge work and activities as respondents in this year's Country Survey.



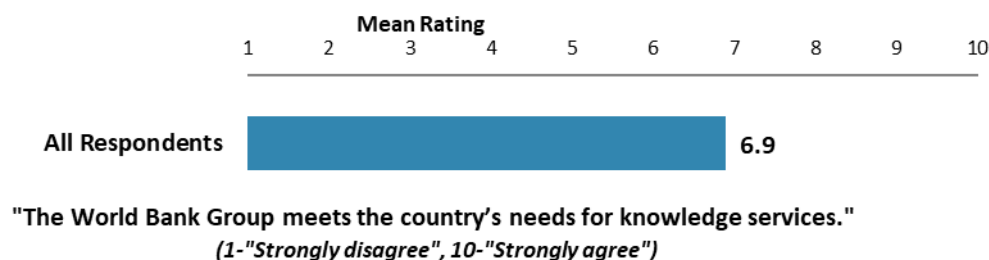
"How frequently do you consult World Bank Group knowledge work and activities in the work you do?" (Respondents chose from a list.)



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

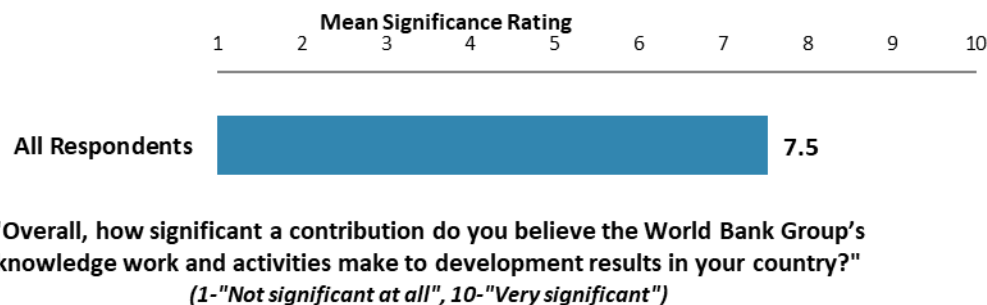
### Meeting FYR Macedonia's Knowledge Needs (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement that the WBG meets the country's needs for knowledge services (weighted mean rating = 6.8) compared to respondents from the FY '17 Country Survey (weighted mean rating = 6.7).
- **Collaboration:** Respondents who said that they collaborate with the WBG had significantly higher levels of agreement that the WBG meets the country's needs for knowledge services (mean rating = 7.1) compared to those who said that they do not collaborate with the WBG (mean rating = 6.2).



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

- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the significance of the contribution of the WBG's knowledge work and activities (weighted mean rating = 7.5) compared to respondents from the FY '17 Country Survey (weighted mean rating = 7.2).
- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for the significance of the contribution of the WBG's knowledge work and activities (mean rating = 7.7) compared to those who said that they do not collaborate with the WBG (mean rating = 6.8).





## 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 statistically similar ratings for the technical quality of the WBG's knowledge work and activities (weighted mean rating = 7.7) compared to respondents from the FY '17 Country Survey (weighted mean rating = 7.5).
- **Locations:** Respondents from Skopje gave significantly higher ratings for the technical quality of the WBG's knowledge work and activities (mean rating = 7.8) compared to respondents from Outside Skopje (mean rating = 7.0).
- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for the technical quality of the WBG's knowledge work and activities (mean rating = 8.0) compared to those who said that they do not collaborate with the WBG (mean rating = 6.8).



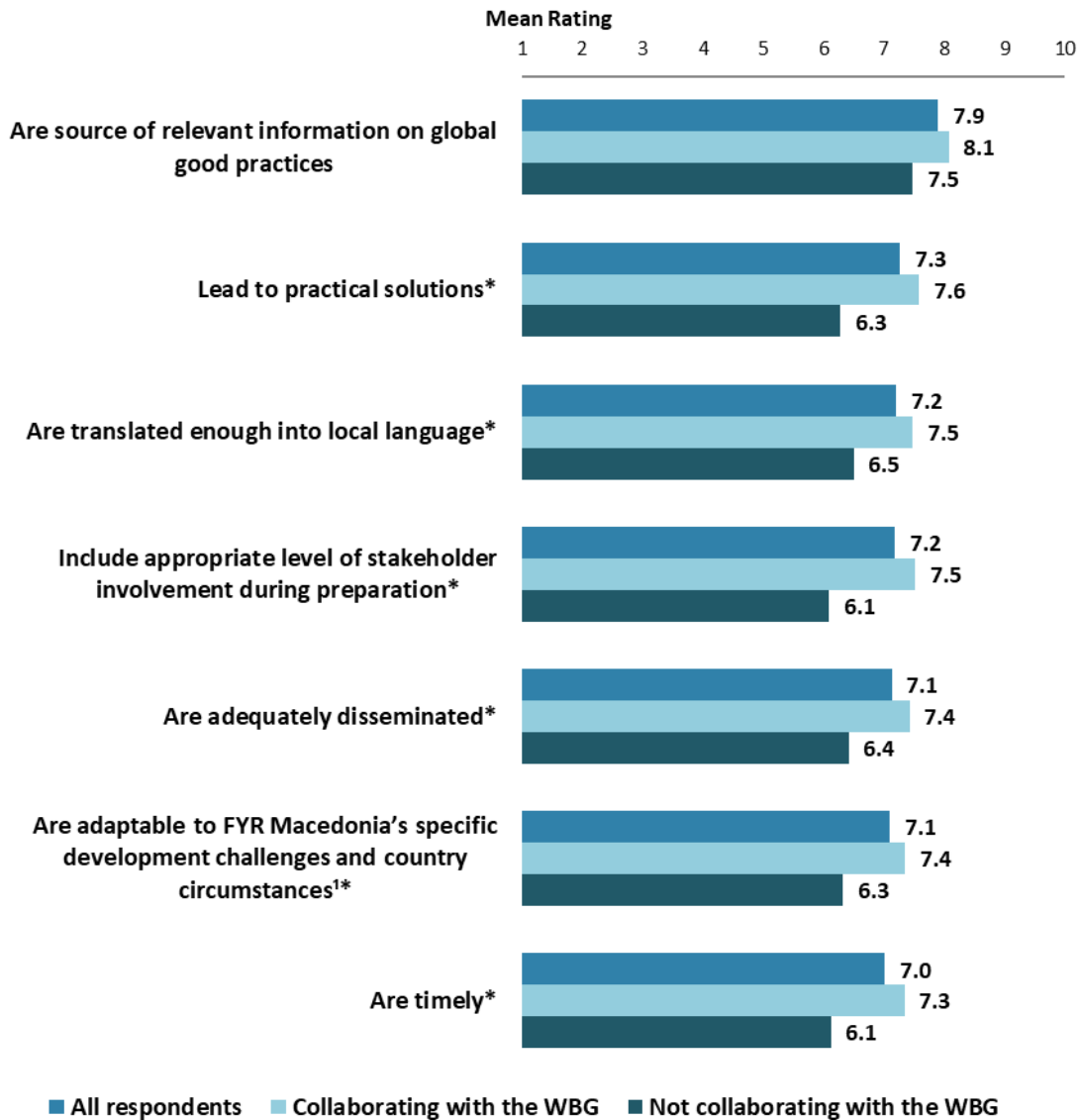
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")



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

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

- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings regarding these aspects of the WBG's knowledge work and activities as compared to respondents from the FY '17 Country Survey (see Appendix E, page 86).



"In FYR Macedonia, 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) ¹Indicator Question

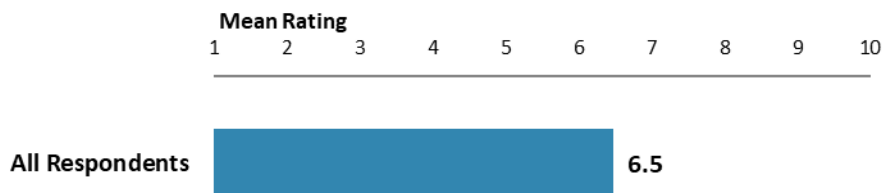




## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting FYR Macedonia'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 meets the country's needs (weighted mean rating = 6.4) compared to respondents from the FY '17 Country Survey (weighted mean rating = 6.4).



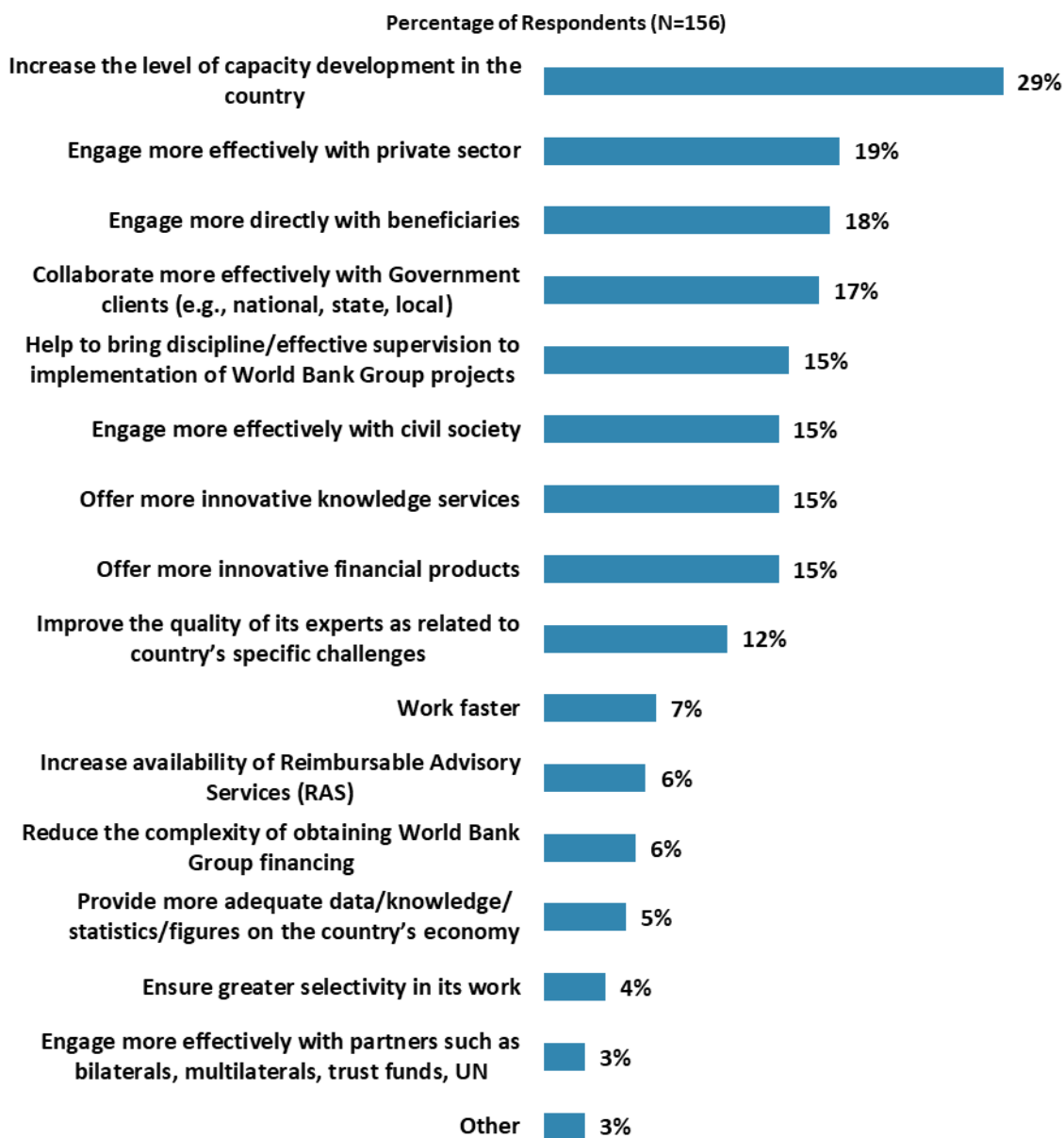
"The World Bank Groups's financial instruments meet the needs of the country."  
(1-"Strongly disagree", 10-"Strongly agree")



## IX. The Future Role of the WBG in FYR Macedonia

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY '17 Country Survey indicated that, to make itself of greater value, the WBG should reach out more to groups outside of Government (percentage of respondents = 33%), followed by increasing the level of capacity development in the country (23%) and offering more innovative financial products (22%).



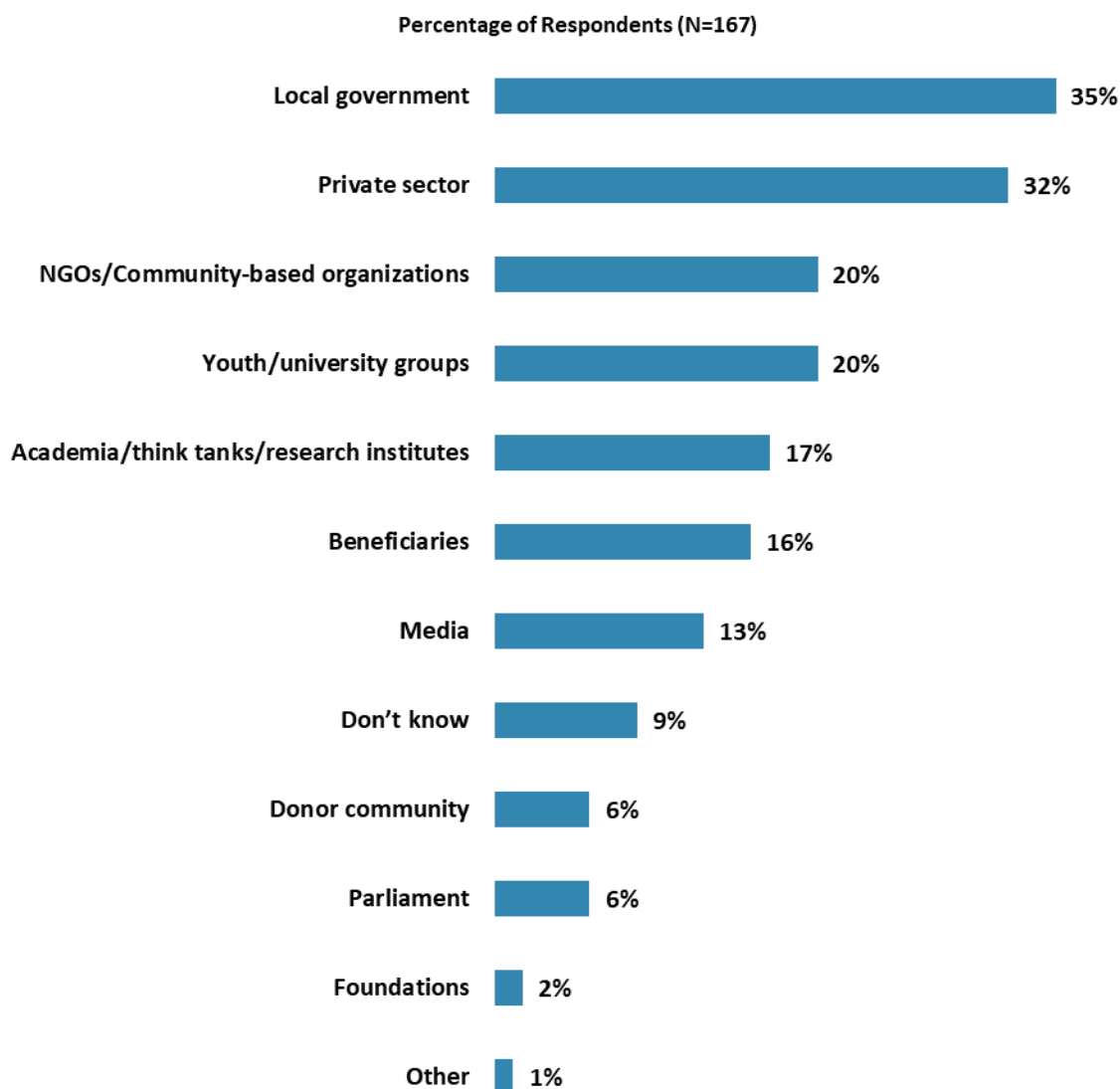
"Which of the following SHOULD the World Bank Group do to make itself of greater value in FYR Macedonia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the FY '17 Country Survey indicated that, to ensure better development results in FYR Macedonia, the WBG should collaborate more with the private sector (percentage of respondents = 55%), followed by local government (24%), NGOs/CBOs (19%), academia/think tanks/research institutes (19%), and youth/university groups (19%).



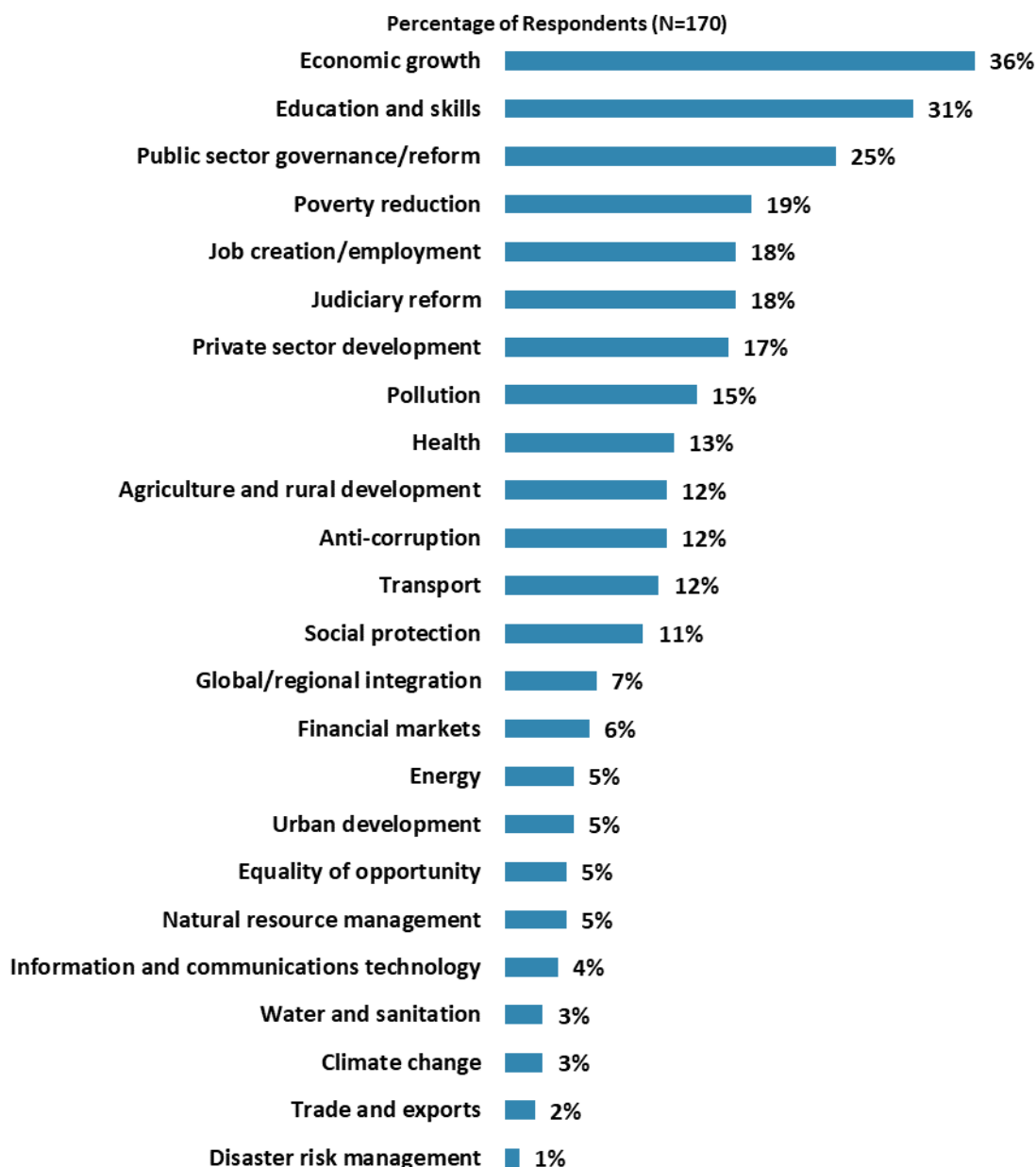
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the FY '17 Country Survey indicated that the WBG should focus its resources on economic growth (percentage of respondents = 35%), private sector development (29%), public sector governance/reform (28%), and job creation/employment (27%).



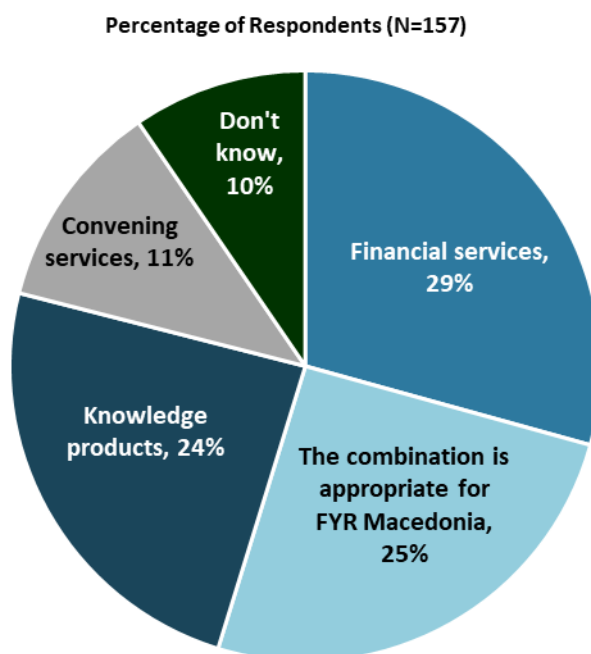
“When thinking about how the World Bank Group can have the most impact on development results in FYR Macedonia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in FYR Macedonia? (Choose no more than THREE)”  
(Respondents chose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



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

### Future Combination of the WBG services

- **Year comparison:** Compared to respondents in this year's Country Survey, respondents in the FY '17 Country Survey indicated statistically similar combination of services that the WBG should offer more of in FYR Macedonia.



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

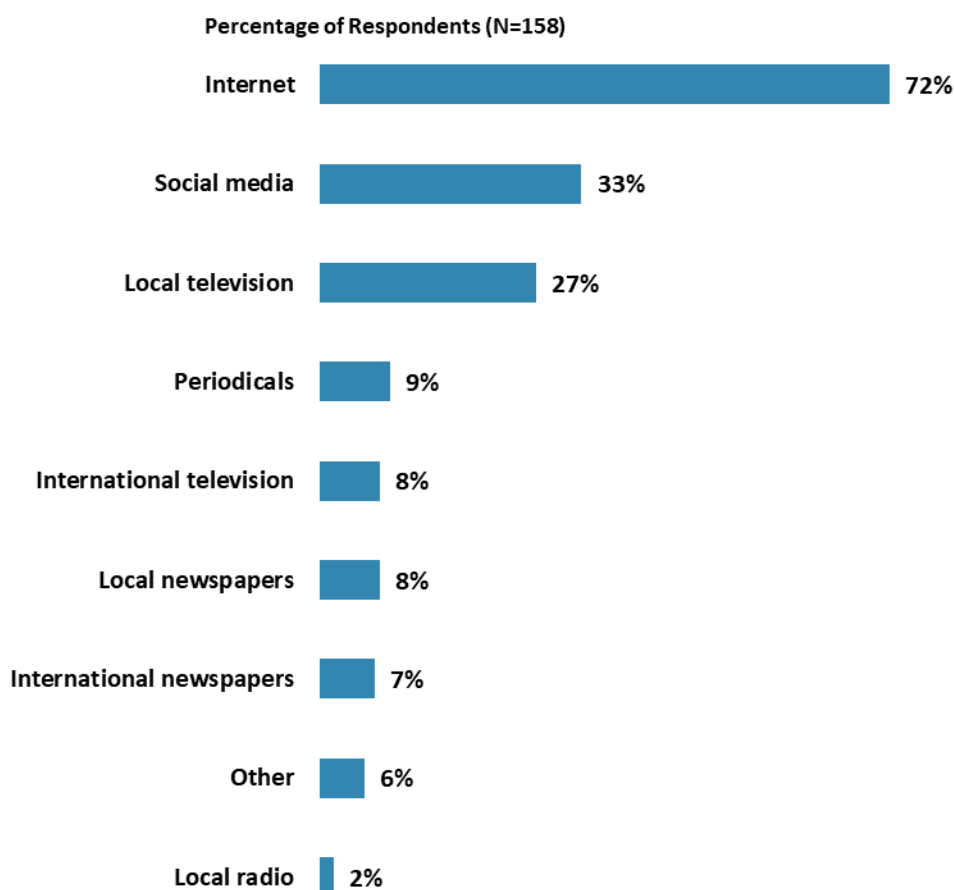


## X. Communication and Outreach

*When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 55) for all responses by stakeholder groups.*

### Information Sources

- **Year comparison:** Respondents in the FY '17 Country Survey indicated that they got most of their information about economic and social development issues from the Internet (percentage of respondents = 84%), followed by local television (25%) and social media (21%).



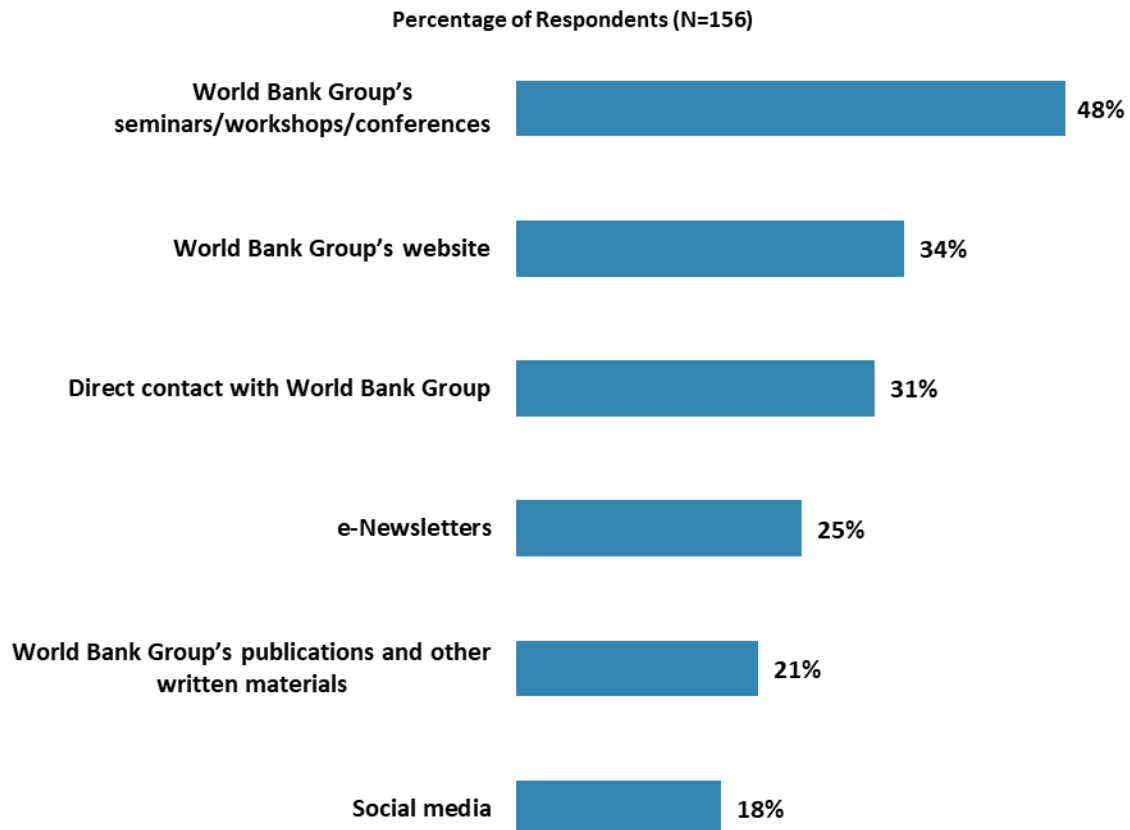
"How do you get most of your information about economic and social development issues in FYR Macedonia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the FY '17 Country Survey indicated that they preferred to get their information from the WBG's seminars/workshops/conferences (percentage of respondents = 44%), the World Bank website (34%), direct contact with the WBG (31%), and the WBG's publications and other written materials (29%).



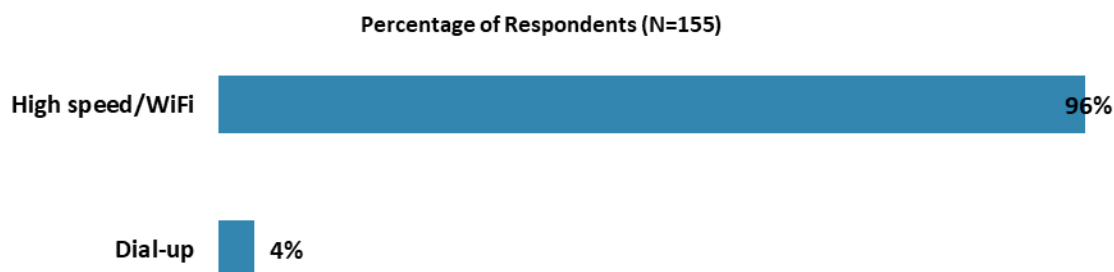
"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

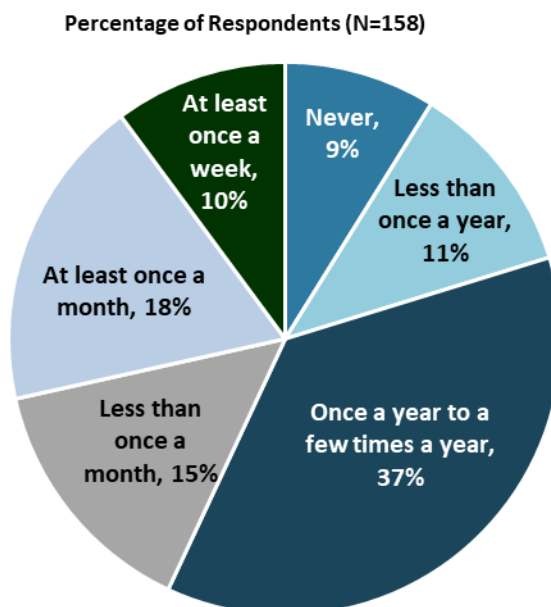
### Internet Connection

- **Year comparison:** Compared to respondents in this year's Country Survey, respondents in the FY '17 Country Survey indicated statistically similar Internet connections.



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

### WBG Interaction Frequency



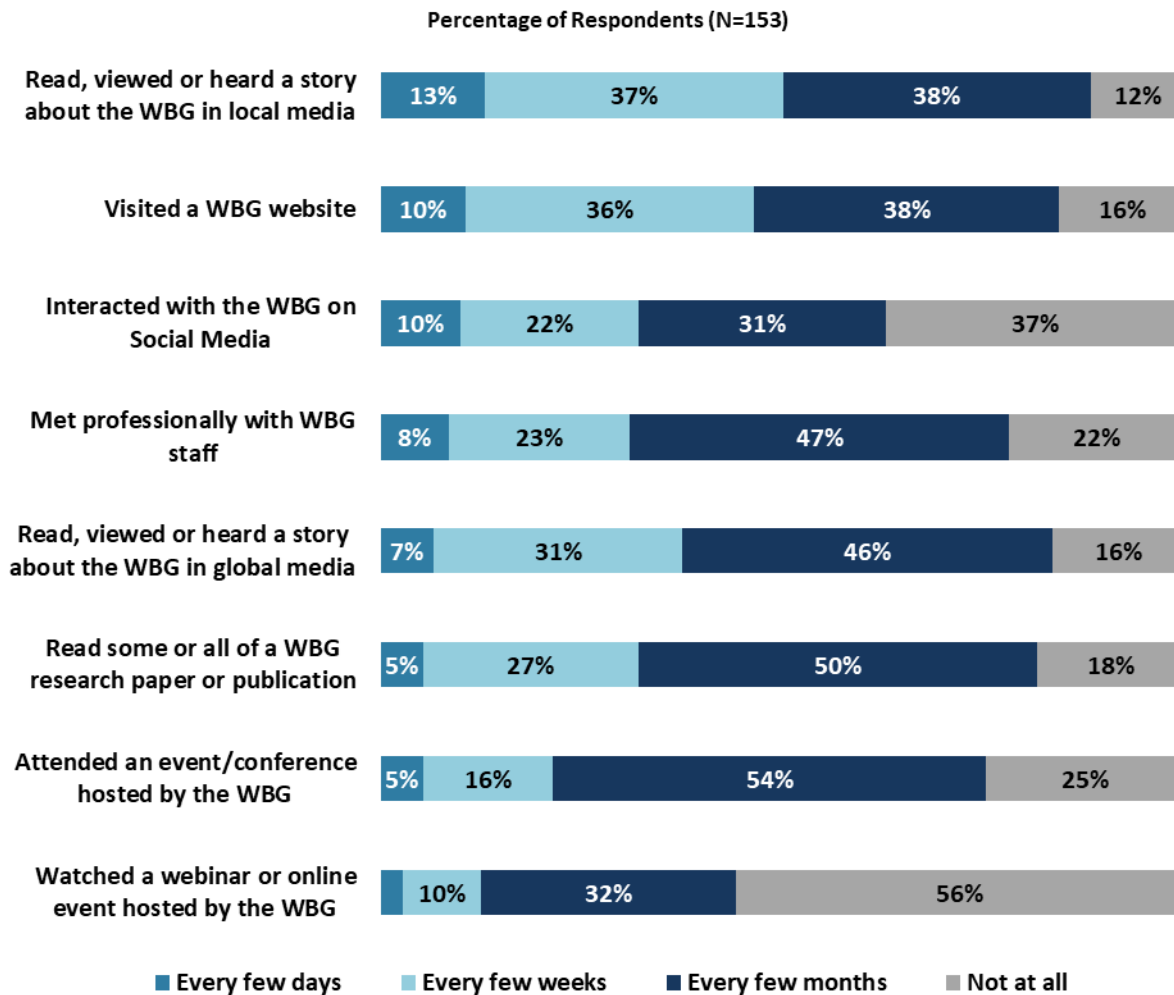
"How frequently do you interact with the World Bank Group now in FYR Macedonia?"  
(Respondents chose from a list.)





## X. Communication and Outreach (continued)

### Frequency of Specific WBG Interactions



"Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?" (Respondents chose from a list.)



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**FYR MACEDONIA**





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

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they “Don’t know” (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (\*).

### A. General Issues Facing FYR Macedonia

1. When you think about the future in FYR Macedonia, are you ... ?	Percentage of Respondents (N=183)
Very pessimistic	9.3%
Somewhat pessimistic	16.9%
Somewhat optimistic	51.9%
Very optimistic	13.7%
Not sure	8.2%

2. Do you think that economic opportunity for citizens in FYR Macedonia is ... ?	Percentage of Respondents (N=181)
Increasing	37.0%
Decreasing	19.9%
Staying about the same	43.1%

3. Listed below are a number of development priorities in FYR Macedonia. Please identify which of the following you consider the most important development priorities in FYR Macedonia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=183)
Education and skills	37.7%
Economic growth	37.2%
Judiciary reform	26.2%
Pollution	25.1%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	24.0%
Job creation/employment	21.9%
Anti-corruption	17.5%
Private sector development	15.3%
Poverty reduction	14.8%
Health	12.6%
Agriculture and rural development	10.4%
Transport (e.g., roads, bridges, transportation)	7.1%
Social protection (e.g., pensions, targeted social assistance)	6.6%
Global/regional integration	6.0%
Climate change (e.g., mitigation, adaptation)	4.4%
Energy	3.8%
Natural resource management (renewables)	3.8%
Water and sanitation	3.3%
Information and communications technology	3.3%
Urban development	2.7%
Trade and exports	2.7%
Disaster risk management	2.7%
Equality of opportunity (i.e., social inclusion)	2.7%
Financial markets	1.6%
Gender equity (closing the gap between women and men, and boys and girls)	0.0%

**A. General Issues Facing FYR Macedonia (continued)**

<b>4. 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 FYR Macedonia? (Choose no more than 3)</b>	<b>Percentage of Respondents (Responses Combined; N=181)</b>
Job creation/employment	50.8%
Economic growth	47.0%
Education and skills	43.6%
Private sector development	26.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17.7%
Social protection (e.g., pensions, targeted social assistance)	14.9%
Anti-corruption	14.4%
Equality of opportunity (i.e., social inclusion)	14.4%
Agriculture and rural development	12.2%
Global/regional integration	9.4%
Judiciary reform	8.8%
Information and communications technology	6.1%
Trade and exports	5.5%
Transport (e.g., roads, bridges, transportation)	3.9%
Natural resource management (renewables)	3.9%
Energy	3.9%
Health	3.9%
Pollution	1.7%
Financial markets	1.7%
Climate change (e.g., mitigation, adaptation)	1.1%
Disaster risk management	1.1%
Gender equity (closing the gap between women and men, and boys and girls)	1.1%
Urban development	0.6%
Water and sanitation	0.6%

<b>5. 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>	<b>Percentage of Respondents (Responses Combined; N=118)</b>
Education and training that better ensure job opportunity	46.6%
Better employment opportunities for young people	22.0%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	21.2%
Consistent economic growth	14.4%
Greater access to health and nutrition for citizens	13.6%
A growing middle class	13.6%
Greater voice and participation for citizens to help ensure greater accountability	13.6%
Better opportunity for the poor who live in rural areas	11.9%
Greater access to micro-finance for the poor	10.2%
Better quality public services	10.2%
More reliable social safety net	6.8%
Better opportunity for the poor who live in urban areas	5.1%
Better employment opportunities for women	1.7%
Other	0.9%

**A. General Issues Facing FYR Macedonia (continued)**

6. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national/federal government	157	12	5.12	2.18
2. Local/municipal government	163	6	4.66	2.05
3. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	149	17	6.30	2.10
4. The World Bank Group	160	9	7.11	2.01
5. The International Monetary Fund	144	22	6.28	2.18
6. UN	143	24	6.18	2.36
7. Regional development banks (e.g., EBRD, EIB)	141	25	6.46	2.14
8. FYR Macedonia's Central Bank	149	19	6.65	2.34
9. International private sector	142	23	5.83	2.17
10. Domestic private sector	156	10	5.60	2.02
11. International civil society (e.g., NGOs, CBOs)	149	17	5.84	2.40
12. Domestic civil society (e.g., NGOs, CBOs)	159	8	5.53	2.38
13. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	165	4	4.52	2.08
14. International media and their web presence	152	16	5.24	2.04
15. Web based media (i.e., blogs, social media, other web-based news and information sources)	162	6	5.41	2.40

7. Please describe the direction the country is moving in, when considering ...					
	Percentage of Respondents (N=450)				
	Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
Human development (e.g., health, education, and social protection)	16.1%	19.0%	41.4%	17.8%	5.7%
Equal opportunity for girls and boys, men and women	4.1%	6.4%	46.8%	35.1%	7.6%
Growing FYR Macedonia's economy in a way that leads to jobs and employment	8.1%	11.0%	51.2%	27.3%	2.3%
The gap between the rich and the poor	19.1%	27.2%	42.2%	11.6%	
Making government more effective	8.8%	10.5%	48.5%	28.1%	4.1%
Anti-corruption	13.5%	18.2%	49.4%	17.1%	1.8%
Attracting new sources of foreign investment	8.8%	17.5%	47.4%	23.4%	2.9%

**A. General Issues Facing FYR Macedonia (continued)**

8. Listed below are global challenges. Which do you think have the most serious impact of FYR Macedonia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=173)
Jobs/employment	41.0%
Geo political uncertainty	41.0%
Fragility in the country or neighboring countries	27.2%
The gap between the rich and the poor	22.0%
Environmental degradation	20.2%
Trade constraints	11.0%
Migrants and refugees	10.4%
Climate change	9.8%
Technology based disruption	4.0%
Terrorism	2.3%

9. When thinking about development efforts in FYR Macedonia, do you think that civil society (e.g., NGOs, CBOs) should ... ?	Percentage of Respondents (N=173)
Engage significantly less	1.7%
Engage somewhat less	3.5%
Engage somewhat more	24.3%
Engage significantly more	49.1%
Engage at the same level it does currently	12.1%
Don't know	9.2%

To what extent do you trust _____ to engage in public service delivery in FYR Macedonia?					
	Percentage of Respondents (N=171)				
	To a very low degree	To a somewhat low degree	To a somewhat high degree	To a very high degree	Don't know
10. Domestic private sector	10.5%	36.3%	33.9%	9.4%	9.9%
11. International private sector	9.3%	25.6%	38.4%	14.5%	12.2%

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

(1-Not familiar at all, 10-Extremely familiar)	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in FYR Macedonia?	170		6.86	2.18

(1-Not effective at all, 10-Very effective)	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in FYR Macedonia.*	160	11	7.26	1.99

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared to help FYR Macedonia solve its most complicated development challenges?	154	16	7.66	2.00

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

<b>4. When thinking about how the World Bank Group can have the most impact on development results in FYR Macedonia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in FYR Macedonia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=170)</b>
Economic growth	35.9%
Education and skills	31.2%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25.3%
Poverty reduction	18.8%
Job creation/employment	17.6%
Judiciary reform	17.6%
Job creation/employment	17.6%
Private sector development	17.1%
Pollution	14.7%
Pollution	14.7%
Health	12.9%
Agriculture and rural development	12.4%
Anti-corruption	12.4%
Transport (e.g., roads, bridges, transportation)	11.8%
Social protection (e.g., pensions, targeted social assistance)	10.6%
Global/regional integration	7.1%
Financial markets	6.5%
Energy	5.3%
Urban development	5.3%
Equality of opportunity (i.e., social inclusion)	4.7%
Natural resource management (renewables)	4.7%
Information and communications technology	4.1%
Water and sanitation	2.9%
Climate change (e.g., mitigation, adaptation)	2.9%
Trade and exports	2.4%
Disaster risk management	1.2%
Gender equity (closing the gap between women and men, and boys and girls)	0.0%

<b>5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in FYR Macedonia?</b>	<b>Percentage of Respondents (N=167)</b>		
	<b>Greatest Value</b>	<b>2<sup>nd</sup> Greatest Value</b>	<b>Combined</b>
Financial resources	25.1%	21.1%	46.2%
Capacity development related to World Bank Group supported projects	22.8%	18.1%	40.8%
Policy advice, studies, analyses	16.2%	12.0%	28.2%
Implementation support	9.0%	15.7%	24.6%
Technical assistance	9.0%	10.8%	19.8%
Data and statistics	6.0%	9.0%	15.0%
Mobilizing third party financial resources	4.8%	6.6%	11.4%
Bringing together different groups of stakeholders	4.2%	3.6%	7.8%
Donor coordination	2.4%	2.4%	4.8%
Other	0.6%	0.6%	1.2%

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

<b>6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in FYR Macedonia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=164)</b>
Don't know	22.0%
World Bank Group's processes too slow and complex	20.1%
Not willing to honestly criticize policies and reform efforts in the country	19.5%
Too influenced by developed countries	14.0%
Not adequately sensitive to political/social realities in the country	12.2%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	10.4%
Not enough public disclosure of its work	9.1%
Not adequately flexible	7.3%
Not collaborating enough with private sector	6.1%
Not sufficiently focused on sustainable results	5.5%
Not aligned with country priorities	5.5%
Inadequate World Bank Group's staffing in the country	3.7%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	1.8%
Other	1.8%
Arrogant in its approach	0.6%
Staff too inaccessible	0.6%

<b>7. To what extent do you believe that the World Bank Group's work and support help the poorest in FYR Macedonia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=168)</b>
To a fully sufficient degree	7.1%
To a somewhat sufficient degree	51.2%
To a somewhat insufficient degree	19.6%
To a very insufficient degree	6.5%
Don't know	15.5%

<b>8. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?</b>	<b>Percentage of Respondents (N=166)</b>
Increased its emphasis recently	28.3%
Decreased its emphasis recently	6.6%
Emphasis has remained pretty consistent over time	45.2%
Don't know	19.9%



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

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=167)
Local government	35.3%
Private sector	32.3%
NGOs/Community-based organizations	20.4%
Youth/university groups	20.4%
Academia/think tanks/research institutes	17.4%
Beneficiaries	16.2%
Media	13.2%
Don't know	9.0%
Donor community	6.0%
Parliament	6.0%
Foundations	1.8%
Other	1.2%

To what extent do you agree with the following statements about the World Bank Group's work in FYR Macedonia? (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 FYR Macedonia*	156	10	7.20	2.21
11. The World Bank Group's work is aligned with what I consider the development priorities for FYR Macedonia*	150	14	7.15	2.34

To what extent is the World Bank Group an effective development partner in FYR Macedonia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Mean Rating			
	N	DK	Mean	SD
12. Responsiveness to needs*	138	21	6.83	2.09
13. Flexibility (in terms of the institution's products and services)*	136	22	6.49	2.21
14. Flexibility (in terms of changing country circumstances)*	138	20	6.51	2.18
15. Being inclusive*	139	20	6.88	2.11
16. Openness (sharing data and other information)*	145	10	7.45	2.09
17. Collaboration with the Government*	139	21	7.80	1.89
18. The speed in which it gets things accomplished on the ground*	136	22	6.57	2.28
19. Helping to bring discipline/effective supervision to implementation of investment projects*	132	29	7.04	2.26
20. Collaboration with civil society*	118	37	6.47	2.32
21. Staff accessibility*	121	35	7.21	2.24
22. Collaboration with other donors and development partners*	118	38	7.08	2.09
23. Collaboration with the private sector*	117	39	6.37	2.02
24. Straightforwardness and honesty*	132	24	7.84	2.01
25. Treating clients and stakeholders in the country with respect*	136	20	8.12	2.15
26. Being a long-term partner*	145	16	8.32	1.94

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

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in FYR Macedonia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	75	79	7.01	2.33
2. Gender equity (closing the gap between women and men, and boys and girls)	68	84	6.82	1.80
3. Private sector development	85	68	6.26	1.92
4. Education and skills	102	51	7.07	2.02
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	99	55	6.95	2.20
6. Global/regional integration	71	82	6.68	2.22
7. Urban development	62	92	6.50	2.32
8. Energy	68	84	6.62	2.10
9. Pollution	70	82	5.24	2.70
10. Job creation/employment	82	72	6.28	2.46
11. Health	63	89	5.89	2.65
12. Financial markets	78	78	6.86	2.20
13. Transport (e.g., roads, bridges, transportation)	89	66	7.34	2.32
14. Agriculture and rural development	70	82	6.80	2.26
15. Trade and exports	66	87	6.61	2.20
16. Natural resource management (renewables)	68	83	6.66	2.23
17. Climate change (e.g., mitigation, adaptation)	67	83	6.66	2.42
18. Poverty reduction	88	63	6.75	2.31
19. Anti-corruption	70	80	5.79	2.47
20. Judiciary reform	66	85	5.53	2.51
21. Economic growth	97	58	6.77	2.24
22. Disaster risk management	56	95	6.23	2.40
23. Equality of opportunity (i.e., social inclusion)	72	81	7.18	1.95
24. Information and communications technology	63	90	6.73	2.26

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in FYR Macedonia?*	154	9	7.01	2.09

(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 influence the development agenda in FYR Macedonia?	149	12	7.01	2.08

To what extent do you agree with the following statements about the World Bank Group in FYR Macedonia? (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, etc.) meet the needs of the country*	144	21	6.47	2.10
5. The World Bank Group meets the country's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	143	19	6.89	2.09

**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=162)
Weekly	11.1%
Monthly	22.2%
A few times a year	37.0%
Rarely	22.2%
Never	7.4%

In FYR Macedonia, 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	137	23	7.01	2.20
3. Include appropriate level of stakeholder involvement during preparation	130	27	7.18	2.18
4. Lead to practical solutions	137	22	7.27	2.12
5. Are source of relevant information on global good practices	139	21	7.89	2.03
6. Are adequately disseminated	138	22	7.13	2.25
7. Are translated enough into local language	125	34	7.20	2.41
8. Are adaptable to FYR Macedonia's specific development challenges and country circumstances*	133	25	7.10	2.21

Overall Evaluations	N	DK	Mean	SD
9. 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)	147	12	7.53	1.92
10. 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)	142	19	7.71	1.85

**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	88	69	7.60	1.88
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	130	28	7.94	1.75
3. The World Bank Group's approvals and reviews are done in a timely fashion	119	40	7.39	2.18
4. The World Bank Group's Environmental and Social Framework requirements are reasonable	91	66	7.65	1.95
5. The World Bank Group's conditions on its lending are reasonable	101	57	7.55	2.05
6. The World Bank Group takes decisions quickly in FYR Macedonia*	105	51	6.96	2.32
7. Working with the World Bank Group increases country's institutional capacity	128	31	7.68	2.12
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	99	57	7.48	2.17

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
1. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in FYR Macedonia?	101	59	6.16	2.28

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

<b>10. In case of a new refugee crisis, in which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support in FYR Macedonia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=161)</b>
Infrastructure	32.9%
Health	29.8%
Supporting poor and marginalized local communities	24.8%
Social cohesion	14.9%
Education	14.3%
Public services	13.0%
Don't know	13.0%
Jobs	11.8%
Business development	11.2%
Macro issues (fiscal accounts, balance of payments, etc.)	6.2%
Other	2.5%

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in FYR Macedonia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=156)</b>
Increase the level of capacity development in the country	28.8%
Engage more effectively with private sector	18.6%
Engage more directly with beneficiaries	17.9%
Collaborate more effectively with Government clients (e.g., national, state, local)	17.3%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	15.4%
Engage more effectively with civil society (e.g., NGOs, CBOs)	14.7%
Offer more innovative knowledge services	14.7%
Offer more innovative financial products	14.7%
Improve the quality of its experts as related to country's specific challenges	11.5%
Work faster	7.1%
Increase availability of Reimbursable Advisory Services (RAS)	6.4%
Reduce the complexity of obtaining World Bank Group financing	5.8%
Provide more adequate data/knowledge/statistics/figures on the country's economy	5.1%
Ensure greater selectivity in its work	3.8%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	2.6%
Other	2.6%

<b>2. When considering the combination of services that the World Bank Group offers in FYR Macedonia, 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 the country? (Select only ONE response)</b>	<b>Percentage of Respondents (N=157)</b>
Financial services	29.3%
The combination is appropriate for FYR Macedonia	25.5%
Knowledge products	24.2%
Convening services	11.5%
Don't know	9.6%
None of the above	-

**G. Communication and Information Sharing**

1. How frequently do you interact with the World Bank Group now in FYR Macedonia?	Percentage of Respondents (N=158)
Never	8.9%
Less than once a year	11.4%
Once a year to a few times a year	36.7%
Less than once a month	14.6%
At least once a month	18.4%
At least once a week	10.1%

2. How do you get most of your information about economic and social development issues in FYR Macedonia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=158)
Internet	71.5%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	32.9%
Local television	27.2%
Periodicals	8.9%
International television	7.6%
Local newspapers	7.6%
International newspapers	7.0%
Other	5.7%
Local radio	1.9%
International radio	0.0%

3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=156)
World Bank Group's seminars/workshops/conferences	48.1%
World Bank Group's website	34.0%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	31.4%
e-Newsletters	25.0%
World Bank Group's publications and other written materials	21.2%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	17.9%

4. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=155)
High speed/WiFi	96.1%
Dial-up	3.9%

5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	Percentage of Respondents (N=153)			
	Every few days	Every few weeks	Every few months	Not at all
1. Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	13.0%	37.0%	38.3%	11.7%
2. Visited a WBG website (e.g. read a blog, used data)	10.5%	35.9%	37.9%	15.7%
3. Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)	9.8%	22.2%	30.7%	37.3%
4. Met professionally with WBG staff	8.4%	22.6%	47.1%	21.9%
5. Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	6.6%	30.9%	46.1%	16.4%
6. Read some or all of a WBG research paper or publication	5.2%	26.8%	49.7%	18.3%
7. Attended an event/conference hosted by the WBG	5.2%	16.2%	53.9%	24.7%
8. Watched a webinar or online event hosted by the WBG	2.6%	9.9%	31.6%	55.9%

**H. Background Information**

<b>1. Which of the following best describes your current position? (Select only ONE response)</b>	<b>Percentage of Respondents (N=182)</b>
Employee of a Ministry, Ministerial Department or Implementation Agency	22.5%
Local Government Office or Staff	14.3%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	9.9%
Independent Government Institution	8.2%
Media	7.7%
Office of Minister	6.6%
NGO/Community Based Organization	6.0%
Academia/Research Institute/Think Tank	5.5%
Private Sector Organization	4.9%
Bilateral Agency	4.4%
Financial Sector/Private Bank	2.7%
Office of the President, Prime Minister	1.6%
Other	1.6%
Office of Parliamentarian	1.1%
Youth Group	1.1%
Private Foundation	.5%
Trade Union	.5%
Judiciary Branch	.5%

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=181)</b>
Generalist (specialized in multiple sectors)	17.1%
Finance and markets	15.5%
Education	11.0%
Macroeconomics and fiscal management	8.8%
Trade and competitiveness	7.7%
Urban, rural, and social development	6.6%
Social protection and labor	5.5%
Other	5.0%
Transport and ICT	4.4%
Governance	4.4%
Health, nutrition, and population	3.3%
Agriculture	2.8%
Poverty	2.2%
Energy and extractives	1.7%
Environment and natural resources	1.1%
Public-private partnerships	1.1%
Water	.6%
Fragility, conflict and violence	.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=181)</b>
Yes	66.9%
No	33.1%

**H. Background Information (continued)**

<b>4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in FYR Macedonia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=119)</b>
The World Bank (IBRD)	91.6%
The International Finance Corporation (IFC)	8.4%
The Multilateral Investment Guarantee Agency (MIGA)	-
International Centre for Settlement of Investment Disputes (ICSID)	-

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=112)</b>
Yes	49.1%
No	50.9%

<b>6. Which of the following describes most of your exposure to the World Bank Group in FYR Macedonia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=176)</b>
Collaborate as part of my professional duties	54.5%
Use World Bank Group reports/data	31.3%
Engage in World Bank Group related/sponsored events/activities	30.7%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	18.2%
Use World Bank Group website for information, data, research, etc.	13.1%

<b>7. What's your gender?</b>	<b>Percentage of Respondents (N=182)</b>
Female	52.2%
Male	47.8%

<b>8. What's your age?</b>	<b>Percentage of Respondents (N=183)</b>
25 and under	1.1%
26-35	15.3%
36-45	43.7%
46-55	33.9%
56 and above	6.0%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=182)</b>
Skopje	78.6%
Outside Skopje	21.4%



## Appendix B: Responses to All Questions by Stakeholder Groups<sup>1</sup>

Office of the President/Prime Minister/Minister N=15 ● Employee of a Ministry N=41 ● PMU/Consultant on WBG-supported project N=18 ●  
 Local Government N=26 ● Bilateral Agency N=8 ● Private Sector/Financial Sector/Private Bank N=14 ● Civil Society N=15 ●  
 Media N=14 ● Independent Government Institution N=15 ● Academia N=10

### A. General Issues Facing FYR Macedonia

When you think about the future in FYR Macedonia, are you ... ?

Percentage of Respondents	Office of the President/PM /Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral Agency	Private/ Financial Sector/ Bank	Civil Society	Media	Independent Government Institution	Academia
Very pessimistic	6.7%	12.2%	5.6%	3.8%	12.5%	14.3%	20.0%	7.1%	6.7%	
Somewhat pessimistic		7.3%	50.0%	11.5%		7.1%	13.3%	42.9%	6.7%	50.0%
Somewhat optimistic	60.0%	48.8%	22.2%	61.5%	87.5%	57.1%	53.3%	35.7%	60.0%	50.0%
Very optimistic	33.3%	19.5%	11.1%	15.4%		14.3%	6.7%		20.0%	
Not sure		12.2%	11.1%	7.7%		7.1%	6.7%	14.3%	6.7%	

Do you think that economic opportunity for citizens in FYR Macedonia is ... ?

Percentage of Respondents	Office of the President/PM /Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral Agency	Private/ Financial Sector/ Bank	Civil Society	Media	Independent Government Institution	Academia
Increasing	73.3%	29.3%	33.3%	42.3%	50.0%	50.0%	53.3%	14.3%	15.4%	30.0%
Decreasing	6.7%	14.6%	33.3%	19.2%	12.5%	14.3%	6.7%	28.6%	38.5%	40.0%
Staying about the same	20.0%	56.1%	33.3%	38.5%	37.5%	35.7%	40.0%	57.1%	46.2%	30.0%

<sup>1</sup>All but one respondent provided their current position. For these analyses, respondents from the office of the President/Prime Minister and the office of a Minister were combined into one category; respondents from the financial sector/private banks were combined with those from the private sector; and respondents from private foundations, trade unions, and youth groups were combined with those from NGOs/CBOs into a "Civil Society" category. The few respondents from the office of a Parliamentarian, judiciary branch, and other organizations were excluded from further analyses.



**A. General Issues Facing FYR Macedonia (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/PM /Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral Agency	Private/ Financial Sector/ Bank	Civil Society	Media	Independent Government Institution	Academia
Inadequate level of implementation capacity in the government*	33.3%	39.5%	61.1%	37.5%	62.5%	14.3%	14.3%	53.8%	66.7%	40.0%
Poor coordination within the government*	40.0%	15.8%	5.6%	37.5%	25.0%	35.7%	14.3%	7.7%	6.7%	10.0%
Inadequate level of government accountability*	0.0%	7.9%	5.6%	0.0%	37.5%	0.0%	7.1%	0.0%	6.7%	10.0%
Corruption	33.3%	31.6%	33.3%	29.2%	12.5%	42.9%	42.9%	69.2%	40.0%	40.0%
Political pressures and obstacles	66.7%	47.4%	55.6%	29.2%	37.5%	35.7%	50.0%	30.8%	26.7%	70.0%
Inadequate level of private sector participation	13.3%	26.3%	5.6%	16.7%	12.5%	28.6%	14.3%	15.4%	20.0%	10.0%
Inadequate level of citizen/civil society participation*	0.0%	2.6%	5.6%	12.5%	0.0%	21.4%	42.9%	7.7%	6.7%	10.0%
Inadequate level of donor coordination	6.7%	13.2%	5.6%	12.5%	0.0%	14.3%	0.0%	7.7%	13.3%	0.0%
Other	0.0%	2.6%	5.6%	0.0%	12.5%	7.1%	7.1%	7.7%	6.7%	0.0%

\*Significantly different between stakeholder groups

**A. General Issues Facing FYR Macedonia (continued)**

To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)

	Office of the President/PM/ Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral Agency		Private/ Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The national/federal government*	13	6.85	34	5.35	15	4.47	21	4.71	8	4.88	13	4.54	12	5.75	14	4.43	15	5.93	8	4.13
Local/municipal government*	13	5.00	35	4.31	15	4.13	23	6.91	8	4.38	13	3.77	14	4.86	14	3.93	15	4.60	8	3.63
Bilateral organizations	14	6.71	34	6.44	17	5.88	21	5.38	8	7.38	8	5.50	12	8.00	11	6.36	12	6.08	8	6.12
The World Bank Group	15	7.27	36	7.11	17	7.47	22	6.45	8	7.50	10	6.70	13	7.77	12	7.33	14	6.93	8	6.88
The International Monetary Fund	14	6.57	30	6.43	14	6.14	20	5.70	8	6.75	9	5.78	9	6.44	13	5.92	14	7.00	8	6.38
UN	15	6.47	31	6.45	15	6.13	21	4.95	8	7.38	8	5.50	11	6.91	12	5.50	11	6.73	8	6.63
Regional development banks	13	6.54	28	6.71	13	6.31	22	6.00	8	7.00	9	5.89	8	6.63	13	6.46	15	6.87	8	6.75
FYR Macedonia's Central Bank	14	6.79	31	6.45	15	6.13	20	6.25	7	7.29	12	6.17	9	5.89	12	6.75	15	7.93	8	7.50
International private sector	14	5.93	31	6.42	12	5.50	21	5.24	8	5.88	10	5.80	8	5.50	13	5.46	12	6.50	8	6.38
Domestic private sector	15	5.60	31	5.90	14	4.86	22	5.36	8	6.00	12	5.83	12	6.08	14	5.50	15	6.13	7	4.86
International civil society*	15	6.13	31	5.71	16	4.88	20	5.25	7	6.29	9	5.11	13	8.15	13	5.23	12	5.42	8	7.13
Domestic civil society*	15	5.60	33	5.48	16	4.81	22	4.86	8	6.75	12	4.67	13	8.62	14	4.64	13	4.92	8	6.25
Domestic traditional media and their web presence*	15	4.40	35	4.14	17	4.12	22	4.18	8	5.13	12	3.83	14	5.14	14	6.50	15	4.13	8	4.25
International media and their web presence	15	5.67	32	5.19	17	4.76	21	4.48	6	6.17	10	5.50	10	5.80	14	5.14	15	5.33	8	5.63
Web based media	15	5.93	33	4.88	17	4.88	23	6.17	7	5.14	11	5.55	14	5.93	14	4.93	15	5.67	8	5.13

\*Significantly different between stakeholder groups



# A. General Issues Facing FYR Macedonia (continued)

Please describe the direction the country is moving in, when considering ... (1-Getting much worse, 5-Getting much better)

	Office of the President/PM/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Human development	15	3.33	38	2.68	17	2.29	24	3.21	8	2.50	13	2.62	15	3.13	14	2.79	15	2.67	9	2.22
Equal opportunity for girls and boys, men and women	15	3.73	37	3.30	17	3.06	24	3.67	8	3.50	13	3.31	15	3.00	14	3.29	15	3.47	8	3.00
Growing FYR Macedonia's economy in a way that leads to jobs and employment*	15	3.93	37	2.89	17	2.53	24	3.00	8	3.00	13	3.08	15	3.20	14	3.14	15	3.27	9	2.56
The gap between the rich and the poor	15	2.93	38	2.42	17	2.00	24	2.67	8	2.75	13	2.15	15	2.73	14	2.14	15	2.47	9	2.44
Making government more effective	15	3.73	36	3.08	17	2.65	24	3.25	8	2.75	13	2.92	15	3.33	14	3.00	15	2.93	9	2.67
Anti-corruption	15	3.00	36	2.78	17	2.71	23	3.00	8	2.63	13	2.69	15	2.73	14	2.43	15	2.67	9	2.44
Attracting new sources of foreign investment	15	3.53	36	2.86	17	2.47	23	3.00	8	3.13	13	2.92	15	2.87	14	2.79	15	3.20	9	2.56

\*Significantly different between stakeholder groups

**A. General Issues Facing FYR Macedonia (continued)**

Listed below are global challenges. Which do you think have the most serious impact of FYR Macedonia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral Agency	Private/ Financial Sector/ Bank	Civil Society	Media	Independent Government Institution	Academia
Jobs/employment*	33.3%	34.2%	35.3%	41.7%	85.7%	30.8%	26.7%	28.6%	80.0%	66.7%
Trade constraints	20.0%	7.9%	0.0%	12.5%	28.6%	23.1%	0.0%	7.1%	20.0%	11.1%
Climate change	26.7%	10.5%	11.8%	12.5%	0.0%	0.0%	6.7%	14.3%	6.7%	0.0%
Terrorism	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	13.3%	7.1%	0.0%	0.0%
Migrants and refugees	0.0%	10.5%	11.8%	20.8%	0.0%	23.1%	6.7%	14.3%	0.0%	0.0%
Technology based disruption	6.7%	13.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%
Geo political uncertainty	40.0%	36.8%	17.6%	33.3%	42.9%	53.8%	66.7%	35.7%	46.7%	55.6%
The gap between the rich and the poor	26.7%	21.1%	17.6%	25.0%	0.0%	15.4%	13.3%	42.9%	20.0%	22.2%
Environmental degradation	26.7%	26.3%	17.6%	16.7%	28.6%	23.1%	20.0%	21.4%	6.7%	11.1%
Fragility in the country or neighboring countries	13.3%	34.2%	52.9%	20.8%	14.3%	23.1%	20.0%	21.4%	20.0%	22.2%

\*Significantly different between stakeholder groups

When thinking about development efforts in FYR Macedonia, do you think that civil society (e.g., NGOs, CBOs) should ... ? (1-Engage significantly less, 5-Engage significantly more)

	Office of the President/PM/ Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral Agency		Private/ Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
When thinking about development efforts in FYR Macedonia, do you think that civil society should ... ?*	15	4.53	32	4.22	14	4.07	21	4.24	7	4.29	12	4.33	15	4.87	14	4.36	13	3.38	9	4.78

\*Significantly different between stakeholder groups

To what extent do you trust \_\_\_\_\_ to engage in public service delivery in FYR Macedonia? (1-To a very low degree, 4-To a very low degree)

	Office of the President/PM/ Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral Agency		Private/ Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Domestic private sector	15	2.47	32	2.44	15	2.53	22	2.45	7	2.57	12	2.75	12	2.50	13	2.46	12	2.42	9	2.22
International private sector	13	2.62	32	2.69	16	2.75	21	2.90	7	2.86	12	2.17	11	2.82	13	2.69	12	2.67	9	2.22

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

	Office of the President/PM/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia	
	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 World Bank Group in FYR Macedonia?	15	7.60	38	6.92	17	7.41	23	7.00	7	7.71	12	5.42	14	6.00	14	6.07	15	7.27	9	7.56

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

	Office of the President/PM/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia	
	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 FYR Macedonia.	15	7.53	34	7.56	16	7.75	23	7.13	7	7.00	11	6.09	12	6.50	13	7.08	15	7.67	9	7.78

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

	Office of the President/PM/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia	
	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 FYR Macedonia solve its most complicated development challenges?	15	8.47	35	7.80	16	7.69	22	7.18	7	8.14	11	7.00	8	7.38	11	7.55	15	7.80	9	8.00

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

Percentage of Respondents (Responses combined)	Office of the President/PM /Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral Agency	Private/ Financial Sector/ Bank	Civil Society	Media	Independent Government Institution	Academia
Pollution	40.0%	15.8%	23.5%	8.7%	0.0%	16.7%	0.0%	21.4%	0.0%	11.1%
Job creation/employment	13.3%	5.3%	29.4%	30.4%	0.0%	8.3%	20.0%	28.6%	20.0%	22.2%
Health	26.7%	13.2%	11.8%	4.3%	0.0%	8.3%	13.3%	28.6%	20.0%	0.0%
Private sector development	13.3%	13.2%	17.6%	8.7%	28.6%	41.7%	6.7%	14.3%	33.3%	11.1%
Education and skills*	20.0%	36.8%	41.2%	8.7%	71.4%	16.7%	46.7%	21.4%	13.3%	44.4%
Public sector governance/reform*	13.3%	28.9%	0.0%	21.7%	57.1%	41.7%	13.3%	21.4%	40.0%	44.4%
Financial markets	0.0%	13.2%	0.0%	4.3%	0.0%	0.0%	6.7%	14.3%	6.7%	0.0%
Social protection*	20.0%	7.9%	29.4%	0.0%	28.6%	0.0%	20.0%	7.1%	6.7%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	6.7%	5.3%	5.9%	0.0%	0.0%	0.0%	0.0%	14.3%	13.3%	0.0%
Water and sanitation	0.0%	5.3%	0.0%	8.7%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%
Global/regional integration	6.7%	2.6%	11.8%	17.4%	0.0%	8.3%	0.0%	0.0%	6.7%	22.2%
Urban development	0.0%	2.6%	5.9%	21.7%	0.0%	8.3%	0.0%	0.0%	6.7%	0.0%
Disaster risk management	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity*	6.7%	2.6%	0.0%	4.3%	0.0%	8.3%	26.7%	0.0%	0.0%	0.0%
Climate change	13.3%	5.3%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	5.3%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%
Poverty reduction*	20.0%	31.6%	17.6%	0.0%	0.0%	16.7%	6.7%	42.9%	6.7%	22.2%
Natural resource management	6.7%	5.3%	0.0%	17.4%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%
Information and communications technology	0.0%	7.9%	0.0%	0.0%	0.0%	0.0%	6.7%	7.1%	6.7%	11.1%
Transport	6.7%	5.3%	23.5%	26.1%	28.6%	8.3%	6.7%	0.0%	13.3%	11.1%
Agriculture & rural development*	13.3%	7.9%	5.9%	34.8%	0.0%	0.0%	13.3%	14.3%	6.7%	0.0%
Judiciary reform	6.7%	15.8%	23.5%	17.4%	0.0%	16.7%	20.0%	21.4%	20.0%	33.3%
Economic growth	53.3%	26.3%	11.8%	43.5%	57.1%	50.0%	26.7%	21.4%	60.0%	55.6%
Anti-corruption	6.7%	15.8%	17.6%	8.7%	14.3%	25.0%	20.0%	7.1%	0.0%	11.1%

\*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 FYR Macedonia?

Greatest Value Percentage of Respondents	Office of the President/PM /Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral Agency	Private/ Financial Sector/ Bank	Civil Society	Media	Independent Government Institution	Academia
Bringing together different groups of stakeholders	0.0%	10.8%	0.0%	4.2%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%
Capacity development related to World Bank Group supported	26.7%	21.6%	23.5%	29.2%	0.0%	25.0%	0.0%	50.0%	20.0%	11.1%
Technical assistance	26.7%	10.8%	0.0%	4.2%	0.0%	8.3%	0.0%	7.1%	20.0%	11.1%
Policy advice, studies, analyses*	6.7%	13.5%	17.6%	4.2%	71.4%	0.0%	25.0%	14.3%	0.0%	55.6%
Financial resources	33.3%	21.6%	29.4%	29.2%	28.6%	25.0%	25.0%	14.3%	26.7%	22.2%
Data and statistics	0.0%	2.7%	5.9%	8.3%	0.0%	0.0%	16.7%	7.1%	13.3%	0.0%
Implementation support	0.0%	16.2%	11.8%	8.3%	0.0%	25.0%	8.3%	0.0%	6.7%	0.0%
Mobilizing third party financial resources	6.7%	2.7%	11.8%	4.2%	0.0%	16.7%	0.0%	7.1%	0.0%	0.0%
Donor coordination	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	8.3%	0.0%	6.7%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%

2nd Greatest Value Percentage of Respondents	Office of the President/PM /Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral Agency	Private/ Financial Sector/ Bank	Civil Society	Media	Independent Government Institution	Academia
Bringing together different groups of stakeholders	0.0%	0.0%	5.9%	4.2%	0.0%	0.0%	8.3%	7.1%	13.3%	0.0%
Capacity development related to World Bank Group supported	13.3%	18.9%	17.6%	29.2%	0.0%	25.0%	16.7%	14.3%	20.0%	11.1%
Technical assistance	6.7%	16.2%	5.9%	4.2%	42.9%	0.0%	0.0%	7.1%	13.3%	22.2%
Policy advice, studies, analyses	13.3%	16.2%	11.8%	8.3%	0.0%	8.3%	8.3%	14.3%	13.3%	11.1%
Financial resources	33.3%	10.8%	35.3%	25.0%	0.0%	25.0%	33.3%	21.4%	6.7%	22.2%
Data and statistics	6.7%	16.2%	0.0%	8.3%	28.6%	8.3%	8.3%	0.0%	0.0%	11.1%
Implementation support	20.0%	13.5%	17.6%	8.3%	28.6%	25.0%	16.7%	21.4%	20.0%	0.0%
Mobilizing third party financial resources	6.7%	2.7%	5.9%	4.2%	0.0%	8.3%	8.3%	14.3%	6.7%	22.2%
Donor coordination	0.0%	5.4%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)****Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in FYR Macedonia? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Office of the President/PM /Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral Agency	Private/ Financial Sector/ Bank	Civil Society	Media	Independent Government Institution	Academia
Not sufficiently focused on sustainable results	0.0%	5.4%	5.9%	8.3%	0.0%	16.7%	0.0%	0.0%	7.7%	11.1%
Not collaborating enough with civil society (e.g., NGOs, CBOs)*	14.3%	5.4%	5.9%	8.3%	0.0%	0.0%	38.5%	0.0%	0.0%	44.4%
Not enough public disclosure of its work	14.3%	8.1%	0.0%	4.2%	14.3%	8.3%	15.4%	14.3%	7.7%	0.0%
Arrogant in its approach	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%
Inadequate World Bank Group's staffing in the country	7.1%	5.4%	5.9%	4.2%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	7.1%	13.5%	29.4%	8.3%	28.6%	16.7%	15.4%	28.6%	30.8%	44.4%
Staff too inaccessible	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%
Not collaborating enough with private sector	7.1%	5.4%	5.9%	8.3%	0.0%	16.7%	7.7%	0.0%	7.7%	0.0%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	0.0%	0.0%	0.0%	4.2%	14.3%	0.0%	0.0%	0.0%	7.7%	0.0%
Not aligned with country priorities	7.1%	10.8%	5.9%	0.0%	0.0%	8.3%	0.0%	7.1%	0.0%	11.1%
Not adequately sensitive to political/social realities in the country	21.4%	5.4%	11.8%	12.5%	14.3%	8.3%	7.7%	21.4%	15.4%	22.2%
Too influenced by developed countries	14.3%	18.9%	17.6%	4.2%	14.3%	8.3%	7.7%	28.6%	15.4%	0.0%
World Bank Group's processes too slow and complex	35.7%	16.2%	23.5%	37.5%	42.9%	16.7%	7.7%	7.1%	15.4%	0.0%
Not adequately flexible	0.0%	8.1%	11.8%	16.7%	14.3%	0.0%	7.7%	0.0%	7.7%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	7.7%	0.0%
Don't know	7.1%	29.7%	23.5%	29.2%	14.3%	33.3%	30.8%	7.1%	15.4%	11.1%



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

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

Percentage of Respondents	Office of the President/PM /Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral Agency	Private/ Financial Sector/ Bank	Civil Society	Media	Independent Government Institution	Academia
To a fully sufficient degree		10.8%	11.8%	4.2%					13.3%	25.0%
To a somewhat sufficient degree	86.7%	43.2%	58.8%	54.2%	28.6%	25.0%	50.0%	71.4%	53.3%	25.0%
To a somewhat insufficient degree	6.7%	24.3%	23.5%	16.7%	42.9%	33.3%	7.1%	14.3%	13.3%	37.5%
To a very insufficient degree		2.7%	5.9%	4.2%		16.7%	14.3%	14.3%	6.7%	12.5%
Don't know	6.7%	18.9%		20.8%	28.6%	25.0%	28.6%		13.3%	

From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?

Percentage of Respondents	Office of the President/PM /Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral Agency	Private/ Financial Sector/ Bank	Civil Society	Media	Independent Government Institution	Academia
Increased its emphasis recently	40.0%	25.0%	37.5%	16.7%	57.1%	16.7%	35.7%	21.4%	20.0%	25.0%
Decreased its emphasis recently		2.8%	6.3%	8.3%	14.3%		14.3%	14.3%		25.0%
Emphasis has remained pretty consistent over time	46.7%	52.8%	50.0%	37.5%	28.6%	66.7%	28.6%	35.7%	53.3%	50.0%
Don't know	13.3%	19.4%	6.3%	37.5%		16.7%	21.4%	28.6%	26.7%	

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

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

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral Agency	Private/ Financial Sector/ Bank	Civil Society	Media	Independent Government Institution	Academia
Donor community	6.7%	2.7%	11.8%	4.3%	28.6%	8.3%	7.1%	7.1%	0.0%	0.0%
Academia/think tanks/research institutes*	6.7%	21.6%	23.5%	4.3%	14.3%	33.3%	0.0%	0.0%	26.7%	62.5%
Parliament	20.0%	5.4%	5.9%	4.3%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%
NGOs/CBOs*	26.7%	16.2%	0.0%	13.0%	14.3%	16.7%	85.7%	7.1%	0.0%	50.0%
Beneficiaries	20.0%	27.0%	17.6%	4.3%	14.3%	0.0%	0.0%	21.4%	26.7%	12.5%
Local government*	53.3%	16.2%	35.3%	69.6%	71.4%	16.7%	21.4%	21.4%	40.0%	37.5%
Media*	13.3%	10.8%	0.0%	4.3%	14.3%	16.7%	7.1%	57.1%	13.3%	0.0%
Private sector*	20.0%	21.6%	35.3%	34.8%	14.3%	66.7%	21.4%	35.7%	60.0%	12.5%
Foundations	0.0%	5.4%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%
Youth/university groups	13.3%	18.9%	29.4%	17.4%	14.3%	16.7%	14.3%	35.7%	13.3%	25.0%
Other	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%
Don't know	0.0%	18.9%	11.8%	17.4%	0.0%	8.3%	7.1%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

	Office of the President/PM/ Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral Agency		Private/ Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in development in FYR Macedonia	15	7.07	34	7.26	17	7.88	22	6.68	7	8.14	9	6.11	10	7.20	14	6.57	15	7.80	8	7.13
The WBG's work is aligned with what I consider the development priorities for FYR Macedonia	14	7.07	34	7.24	17	7.76	22	7.14	7	8.86	10	6.40	9	6.56	13	6.08	14	7.57	7	6.43



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

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

	Office of the President/PM/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs	11	7.73	31	6.84	16	7.31	20	6.55	6	7.00	9	6.11	9	5.78	12	6.83	13	7.54	8	6.50
Flexibility (in terms of the institution's products and services)	13	7.54	29	6.86	16	7.06	21	5.57	6	6.00	7	5.57	9	6.00	12	6.17	12	6.75	8	6.00
Flexibility (in terms of changing country circumstances)	13	7.38	29	6.66	16	7.19	21	5.62	6	6.00	8	5.50	10	6.10	13	6.62	12	7.00	8	6.13
Being inclusive	12	7.25	30	6.77	17	7.53	21	7.00	6	7.17	10	5.40	8	5.75	13	7.23	11	7.55	8	6.00
Openness (sharing data and other information)	13	7.46	31	7.26	15	7.53	20	7.25	7	8.29	10	6.60	11	7.55	13	8.00	13	7.69	8	7.12
Collaboration with the Government	13	8.62	30	7.60	16	8.38	19	7.53	6	7.67	8	6.50	11	8.09	12	7.58	13	8.15	8	7.38
The speed in which it gets things accomplished on the ground	13	6.54	29	6.86	17	7.24	21	6.52	6	4.83	7	5.71	9	6.11	12	6.83	12	6.25	7	6.43
Helping to bring discipline/ effective supervision to implementation of investment projects	11	7.00	30	7.10	16	7.56	23	7.78	4	6.00	6	5.83	9	5.89	10	6.70	12	6.75	7	7.00
Collaboration with civil society	10	6.50	22	6.95	14	6.86	18	7.17	5	6.20	8	5.13	11	5.64	11	6.82	7	6.71	8	5.13
Staff accessibility	10	7.50	26	7.15	16	8.00	19	7.16	6	9.00	7	5.43	7	5.86	9	6.89	12	7.50	7	6.57
Collaboration with other donors and development partners	13	7.54	25	7.00	15	7.60	15	7.73	7	7.86	7	5.14	8	6.25	10	6.90	9	6.44	5	6.80
Collaboration with the private sector	13	6.62	21	6.62	14	6.50	16	6.25	5	7.20	11	5.27	8	6.38	11	6.36	10	6.20	6	6.33
Straightforwardness and honesty	12	7.58	28	7.71	17	8.18	18	8.22	5	8.20	9	6.67	8	8.00	11	8.18	13	7.46	7	7.86
Treating clients and stakeholders in the country with respect	11	7.91	30	8.10	17	8.59	20	8.40	5	9.20	10	7.00	9	6.89	12	8.50	11	7.73	7	8.14
Being a long-term partner	13	8.77	34	8.26	17	8.88	20	8.15	6	9.50	10	7.50	9	7.67	12	8.25	12	8.08	7	8.00



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

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

	Office of the President/PM/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Social protection	8	7.50	13	7.77	11	8.18	10	6.10	4	5.50	5	6.20	5	6.20	6	6.00	5	7.60	4	6.50
Gender equity	5	6.60	14	7.21	8	7.00	12	6.58			4	5.50	5	5.80	8	7.00	4	7.00	5	7.40
Private sector development	9	7.33	14	6.57	8	5.38	12	6.33	5	5.80	9	5.44	7	6.29	6	5.50	7	7.29	6	6.17
Education and skills	11	7.64	20	7.70	12	7.42	14	6.93	4	6.25	7	5.43	9	6.67	9	6.56	6	8.00	7	6.00
Public sector governance/reform	10	7.70	20	7.50	10	6.50	14	7.21	6	6.83	6	5.83	7	5.71	8	7.25	7	7.43	7	5.14
Global/regional integration	6	7.33	15	7.07	7	5.86	12	6.92	1	8.00	5	5.20	6	5.33	5	7.20	7	7.14	5	6.80
Urban development	6	7.50	12	7.17	5	5.60	13	7.23	1	8.00	4	4.75	4	5.00	7	6.71	3	4.67	5	5.40
Energy	9	7.44	10	6.30	4	4.75	13	7.15	4	5.75	4	6.25	5	7.60	7	7.43	3	6.67	6	5.00
Pollution	6	4.33	12	5.17	5	4.60	15	6.87	2	6.00	5	4.20	4	4.75	6	6.67	6	5.00	6	3.00
Job creation/employment	10	7.40	14	6.50	7	5.00	12	6.33	4	6.50	7	5.43	5	6.20	7	6.43	6	6.50	6	5.67
Health	5	6.80	12	5.58	4	3.75	12	6.17	2	5.50	5	4.80	5	6.00	5	7.20	5	6.80	5	5.60
Financial markets	7	7.00	13	7.08	6	5.83	12	6.50	3	7.00	7	6.86	4	7.25	7	7.57	11	6.91	6	6.17
Transport	8	7.88	14	7.14	10	7.90	16	7.88	3	7.67	7	5.29	5	7.00	8	7.38	9	7.00	6	7.33
Agriculture and rural development	5	7.20	14	7.21	5	5.40	15	6.93	2	8.00	7	5.00	5	6.20	8	7.88	3	6.67	4	6.25
Trade and exports	5	7.00	15	7.07	5	4.60	10	6.10	2	8.00	7	5.00	2	6.50	8	7.63	5	6.40	5	7.40
Natural resource management	6	6.50	11	6.36	5	5.20	15	7.07	3	5.33	3	5.67	5	6.40	8	7.50	6	7.33	4	6.50
Climate change	7	6.00	13	6.46	5	5.20	11	7.27	3	6.00	3	6.00	6	6.00	8	7.38	5	7.60	4	6.75
Poverty reduction	10	7.50	16	6.94	7	6.29	13	7.15	6	5.50	5	4.20	5	6.00	9	6.67	8	7.13	6	7.00
Anti-corruption	5	6.60	13	6.46	6	4.50	12	6.50	3	3.00	5	4.20	4	5.50	8	6.50	5	6.40	5	5.20
Judiciary reform	3	5.67	13	6.38	6	4.67	13	6.15	3	3.00	6	4.83	4	6.25	6	6.00	3	5.33	5	4.60
Economic growth	10	7.60	18	7.17	7	5.14	14	6.71	5	6.20	8	5.63	6	6.17	8	7.25	10	7.50	7	6.71
Disaster risk management	5	7.00	11	6.18	4	4.00	13	6.77	1	3.00	3	6.33	4	4.75	6	6.83	3	7.33	4	5.50
Equality of opportunity	7	8.14	15	7.27	9	8.00	12	7.17	1	7.00	5	5.00	4	5.50	7	6.71	4	7.50	5	7.60
Information and communications technology	5	8.20	14	6.57	7	6.86	13	7.38			4	7.00	3	6.67	5	6.20	4	5.00	5	6.20

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

	Office of the President/PM/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia	
	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 FYR Macedonia?	13	6.85	34	7.41	17	7.71	20	7.05	7	6.43	10	5.40	11	7.00	14	6.43	15	7.27	8	7.00

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

	Office of the President/PM/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia	
	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 influence the development agenda in FYR Macedonia?	12	6.92	32	7.41	16	8.00	19	7.00	7	6.57	10	5.40	11	6.82	14	6.79	15	7.00	8	6.75

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

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

	Office of the President/PM/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia	
	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 the country	12	5.42	29	6.55	14	7.14	20	6.55	7	6.43	11	5.09	10	6.70	14	6.50	15	7.00	8	6.50
The WBG meets the country's needs for knowledge services	11	6.00	34	7.38	15	7.67	19	6.84	6	6.50	10	6.10	10	7.40	12	6.33	13	6.92	8	5.63



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

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

Percentage of Respondents	Office of the President/PM/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Bilateral Agency	Private/Financial Sector/ Bank	Civil Society	Media	Independent Government Institution	Academia
Weekly	7.7%	8.6%	29.4%	8.3%	14.3%		7.7%	7.7%	6.7%	37.5%
Monthly	30.8%	17.1%	41.2%	12.5%	28.6%	16.7%	23.1%	15.4%	26.7%	12.5%
A few times a year	53.8%	45.7%	23.5%	29.2%	42.9%	25.0%	30.8%	38.5%	33.3%	37.5%
Rarely	7.7%	22.9%		37.5%	14.3%	33.3%	30.8%	38.5%	26.7%	
Never		5.7%	5.9%	12.5%		25.0%	7.7%		6.7%	12.5%

\*Significantly different between stakeholder groups

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

	Office of the President/PM/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are timely	11	7.55	29	7.28	16	7.69	20	6.90	7	6.57	9	5.89	8	6.38	12	6.58	14	7.36	7	6.57
Include appropriate level of stakeholder involvement during preparation	11	7.73	30	7.43	16	7.94	18	7.17	4	7.25	8	5.88	9	6.44	9	6.89	14	7.29	7	5.43
Lead to practical solutions	11	7.64	30	7.60	16	7.81	20	7.35	7	6.14	9	6.11	9	6.56	10	6.90	14	7.64	7	6.86
Are source of relevant information on global good practices	12	7.83	31	8.03	16	8.37	20	7.70	7	7.29	8	6.88	9	8.33	11	7.82	14	8.07	7	8.57
Are adequately disseminated	11	6.73	31	7.65	16	7.69	20	7.00	7	6.86	9	5.89	9	6.78	11	7.45	13	7.77	7	5.71
Are translated enough into local language	10	7.40	27	7.52	16	8.19	20	6.45	4	8.00	9	6.33	8	7.88	11	7.18	12	7.25	5	4.80
Are adaptable to FYR Macedonia's specific development challenges and country circumstances	11	7.82	30	7.43	15	7.27	19	7.11	5	6.60	9	6.22	9	6.89	11	6.73	14	6.93	7	6.29

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

	Office of the President/PM/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia	
	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?	13	7.77	33	7.42	16	8.13	20	7.45	7	7.00	10	6.90	10	7.30	11	8.18	15	7.60	7	6.29
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	13	7.54	31	7.68	16	8.25	20	7.25	6	8.83	10	6.40	10	7.40	10	8.10	14	7.64	7	8.14

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

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

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

	Office of the President/PM/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group disburses funds promptly	7	6.71	16	8.37	15	7.87	20	7.65	2	7.00	7	6.00	3	7.00	5	7.40	5	8.60	5	7.80
The WBG effectively monitors and evaluates the projects and programs it supports	13	8.00	28	7.89	17	8.35	23	8.13	3	6.67	10	6.30	4	7.75	10	7.80	11	8.36	7	8.86
The WBG's approvals and reviews are done in a timely fashion	11	7.27	26	7.58	17	7.88	22	7.18	3	5.67	9	5.67	3	7.00	7	8.14	11	7.55	6	8.67
The WBG's Environmental and Social Framework requirements are reasonable	8	7.50	18	7.39	13	9.15	20	7.20	2	8.00	6	5.83	5	7.20	6	8.33	7	7.71	3	8.67
The WBG's conditions on its lending are reasonable	7	7.14	19	7.21	12	8.75	22	7.41	3	8.67	9	6.22	3	6.67	7	8.29	9	7.22	7	8.29
The WBG takes decisions quickly in FYR Macedonia	10	6.80	25	7.12	14	7.93	21	6.38	4	6.00	7	5.57	2	6.00	8	7.63	6	6.33	5	8.00
Working with the WBG increases country's institutional capacity	11	7.73	30	7.57	15	8.13	21	7.57	6	6.67	7	5.71	6	7.00	10	8.20	12	8.25	7	8.43
Where country systems are adequate, the WBG makes appropriate use of them	9	6.78	23	7.57	14	8.21	19	7.21	4	8.75	4	5.00	4	7.00	8	8.00	6	6.33	6	8.50

	Office of the President/PM/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia	
	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 donor community is doing enough to support the government's efforts related to refugees in FYR Macedonia?	8	5.88	20	6.65	9	4.44	17	6.24	4	8.00	6	5.17	8	6.38	10	5.80	8	7.00	7	6.14

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



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

In case of a new refugee crisis, in which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support in FYR Macedonia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/PM /Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral Agency	Private/ Financial Sector/ Bank	Civil Society	Media	Independent Government Institution	Academia
Macro issues (fiscal accounts, balance of payments, etc.)	7.7%	2.9%	0.0%	12.5%	0.0%	8.3%	0.0%	0.0%	26.7%	0.0%
Infrastructure	38.5%	25.7%	17.6%	25.0%	42.9%	41.7%	30.8%	61.5%	26.7%	50.0%
Business development*	7.7%	8.6%	5.9%	4.2%	14.3%	25.0%	15.4%	7.7%	6.7%	50.0%
Supporting poor and marginalized local communities*	30.8%	31.4%	52.9%	37.5%	0.0%	16.7%	7.7%	15.4%	13.3%	0.0%
Education	0.0%	11.4%	5.9%	20.8%	28.6%	8.3%	30.8%	7.7%	6.7%	37.5%
Health	30.8%	28.6%	35.3%	16.7%	14.3%	50.0%	30.8%	46.2%	33.3%	12.5%
Jobs	30.8%	8.6%	11.8%	16.7%	14.3%	0.0%	7.7%	15.4%	6.7%	0.0%
Social cohesion	23.1%	22.9%	17.6%	12.5%	14.3%	16.7%	7.7%	15.4%	6.7%	0.0%
Public services*	15.4%	11.4%	17.6%	0.0%	14.3%	16.7%	23.1%	7.7%	0.0%	50.0%
Other	7.7%	0.0%	0.0%	4.2%	0.0%	8.3%	0.0%	0.0%	6.7%	0.0%
Don't know	0.0%	14.3%	11.8%	16.7%	28.6%	0.0%	15.4%	7.7%	26.7%	0.0%



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

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

Percentage of Respondents (Responses combined)	Office of the President/PM /Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral Agency	Private/ Financial Sector/ Bank	Civil Society	Media	Independent Government Institution	Academia
Improve the quality of its experts as related to country's specific challenges	0.0%	15.2%	26.7%	17.4%	0.0%	16.7%	0.0%	7.7%	0.0%	25.0%
Engage more effectively with private sector	23.1%	9.1%	13.3%	26.1%	0.0%	33.3%	15.4%	23.1%	20.0%	37.5%
Provide more adequate data/ knowledge/statistics/figures on the country's economy	0.0%	6.1%	0.0%	4.3%	0.0%	8.3%	0.0%	0.0%	20.0%	12.5%
Engage more effectively with civil society (e.g., NGOs, CBOs)*	15.4%	9.1%	13.3%	0.0%	0.0%	0.0%	61.5%	23.1%	6.7%	50.0%
Increase the level of capacity development in the country	30.8%	45.5%	26.7%	30.4%	28.6%	33.3%	23.1%	7.7%	20.0%	12.5%
Engage more directly with beneficiaries	0.0%	21.2%	13.3%	13.0%	28.6%	16.7%	7.7%	46.2%	26.7%	0.0%
Offer more innovative knowledge services	23.1%	15.2%	26.7%	4.3%	0.0%	16.7%	23.1%	7.7%	20.0%	12.5%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	7.7%	6.1%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Offer more innovative financial products	38.5%	6.1%	20.0%	17.4%	0.0%	0.0%	0.0%	15.4%	26.7%	25.0%
Ensure greater selectivity in its work	0.0%	6.1%	6.7%	0.0%	14.3%	0.0%	0.0%	7.7%	0.0%	12.5%
Collaborate more effectively with Government clients*	23.1%	12.1%	13.3%	21.7%	71.4%	0.0%	30.8%	0.0%	20.0%	0.0%
Work faster	15.4%	9.1%	6.7%	4.3%	28.6%	8.3%	0.0%	7.7%	0.0%	0.0%
Reduce the complexity of obtaining World Bank Group financing*	7.7%	0.0%	0.0%	21.7%	0.0%	0.0%	0.0%	7.7%	6.7%	0.0%
Increase availability of Reimbursable Advisory Services	0.0%	6.1%	13.3%	4.3%	0.0%	8.3%	0.0%	15.4%	6.7%	12.5%
Help to bring discipline/effective supervision to implementation of WBG projects	15.4%	15.2%	6.7%	13.0%	14.3%	41.7%	15.4%	23.1%	6.7%	0.0%
Other	0.0%	3.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of the President/PM /Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral Agency	Private/ Financial Sector/ Bank	Civil Society	Media	Independent Government Institution	Academia
Financial services	50.0%	14.7%	40.0%	50.0%	14.3%	16.7%	7.7%	46.2%	26.7%	25.0%
Knowledge products	16.7%	32.4%	13.3%	8.3%		33.3%	38.5%	30.8%	20.0%	37.5%
Convening services	16.7%	17.6%		8.3%			7.7%	7.7%	33.3%	
None of the above										
The combination is appropriate for FYR Macedonia	16.7%	23.5%	33.3%	16.7%	71.4%	41.7%	23.1%	15.4%	20.0%	37.5%
Don't know		11.8%	13.3%	16.7%	14.3%	8.3%	23.1%			

**G. Communication and Information Sharing**

How frequently do you interact with the World Bank Group now in FYR Macedonia?

Percentage of Respondents	Office of the President/PM /Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral Agency	Private/ Financial Sector/ Bank	Civil Society	Media	Independent Government Institution	Academia
Never		5.7%	6.3%	9.1%		16.7%	30.8%	7.7%		25.0%
Less than once a year	7.7%	2.9%		9.1%		8.3%	38.5%	30.8%	6.7%	25.0%
Once a year to a few times a year	38.5%	37.1%	6.3%	40.9%	28.6%	58.3%	30.8%	15.4%	80.0%	25.0%
Less than once a month		22.9%	12.5%	27.3%	28.6%	16.7%		15.4%		
At least once a month	38.5%	17.1%	31.3%	13.6%	42.9%			23.1%	13.3%	25.0%
At least once a week	15.4%	14.3%	43.8%					7.7%		

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)****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/PM /Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral Agency	Private/ Financial Sector/ Bank	Civil Society	Media	Independent Government Institution	Academia
World Bank Group's publications and other written materials	7.7%	29.4%	18.8%	18.2%	42.9%	25.0%	23.1%	16.7%	20.0%	12.5%
e-Newsletters	0.0%	29.4%	25.0%	36.4%	0.0%	33.3%	46.2%	25.0%	20.0%	12.5%
Social media*	46.2%	5.9%	25.0%	9.1%	14.3%	8.3%	30.8%	25.0%	13.3%	0.0%
Direct contact with WBG	46.2%	29.4%	25.0%	40.9%	71.4%	8.3%	7.7%	33.3%	33.3%	50.0%
World Bank Group's website	15.4%	35.3%	31.3%	27.3%	42.9%	58.3%	38.5%	41.7%	33.3%	25.0%

*\*Significantly different between stakeholder groups***Which Internet connection do you use primarily when visiting a World Bank Group website?**

Percentage of Respondents	Office of the President/PM /Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral Agency	Private/ Financial Sector/ Bank	Civil Society	Media	Independent Government Institution	Academia
High Speed/WiFi	100.0%	91.2%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Dial-up		8.8%		10.0%						

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

Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)? (1-Not at all, 4-Every few days)

	Office of the President/PM/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Read, viewed or heard a story about the WBG in local media	13	2.77	32	2.22	16	2.94	21	2.52	7	2.57	12	2.83	13	2.15	13	2.46	15	2.53	8	2.38
Read, viewed or heard a story about the WBG in global media	13	2.31	31	2.10	16	2.50	21	2.57	6	2.00	12	2.58	13	1.85	13	2.08	15	2.20	8	2.63
Interacted with the WBG on Social Media*	13	2.46	32	1.78	16	2.81	21	1.90	7	1.57	12	2.33	12	1.83	13	2.00	15	1.73	8	2.13
Visited a WBG website	13	2.54	33	2.15	16	2.69	20	2.55	7	2.43	12	2.17	12	2.33	13	2.08	15	2.60	8	2.88
Attended an event/conference hosted by the WBG	13	2.15	32	2.09	16	2.25	21	2.19	7	2.14	12	1.67	13	1.46	13	1.77	15	2.07	8	2.25
Watched a webinar or online event hosted by the WBG	13	1.46	31	1.68	16	1.81	21	1.71	7	1.29	12	1.75	12	1.00	13	1.54	15	1.60	8	1.75
Read some or all of a WBG research paper or publication	12	2.42	32	2.19	16	2.19	21	2.10	7	2.14	12	2.17	13	1.92	13	1.85	15	2.27	8	2.75
Met professionally with WBG staff*	13	2.77	34	2.29	16	2.75	22	2.05	7	2.57	12	2.00	11	1.09	13	1.69	15	2.07	8	2.13

\*Significantly different between stakeholder groups

**H. Background Information**

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

Percentage of Respondents (Responses combined)	Office of the President/PM/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Bilateral Agency	Private/Financial Sector/ Bank	Civil Society	Media	Independent Government Institution	Academia
Observer*	6.7%	5.1%	6.3%	7.7%	12.5%	46.2%	42.9%	35.7%	13.3%	50.0%
Use WBG reports/data *	20.0%	23.1%	12.5%	15.4%	75.0%	38.5%	35.7%	42.9%	53.3%	50.0%
Engage in WBG related/sponsored events/activities *	40.0%	41.0%	50.0%	34.6%	12.5%	23.1%	7.1%	7.1%	46.7%	0.0%
Collaborate as part of my professional duties*	86.7%	69.2%	75.0%	61.5%	75.0%	15.4%	14.3%	28.6%	46.7%	40.0%
Use World Bank Group website for information, data, research, etc.*	13.3%	2.6%	0.0%	3.8%	12.5%	30.8%	42.9%	28.6%	6.7%	20.0%

\*Significantly different between stakeholder groups

Appendix C: Responses to Indicator Questions by Geographic Location<sup>2</sup>

Skopje N=143 ● Outside Skopje N=39

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

	City of Skopje			Outside Skopje		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in FYR Macedonia?*	129	7.19	2.01	35	5.77	2.37

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

	City of Skopje			Outside Skopje		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in FYR Macedonia.*	123	7.51	1.86	32	6.41	2.11

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

	City of Skopje			Outside Skopje		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help FYR Macedonia solve its most complicated development challenges?*	118	7.88	1.84	31	6.97	2.32

*(1-To no degree at all, 10-To a very significant degree) \*Significantly different geographic locations.***To what extent do you agree with the following statements about the World Bank Group's work in FYR Macedonia?**

	City of Skopje			Outside Skopje		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in FYR Macedonia*	121	7.36	2.17	30	6.43	2.34
The World Bank Group's work is aligned with what I consider the development priorities for FYR Macedonia*	117	7.35	2.27	30	6.30	2.49

*(1-Strongly disagree, 10-Strongly agree) \*Significantly different geographic locations.*<sup>2</sup>All but one respondent provided their geographic location.

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

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

	City of Skopje			Outside Skopje		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	105	7.03	2.06	30	6.27	1.98
Flexibility (in terms of the institution's products and services)	104	6.63	2.26	29	5.83	2.00
Flexibility (in terms of changing country circumstances)*	107	6.70	2.17	29	5.69	2.09
Being inclusive	106	6.92	2.11	30	6.63	2.21
Openness (sharing data and other information)	112	7.55	2.12	29	6.97	2.03
Collaboration with the Government	110	7.88	1.82	26	7.42	2.19
The speed in which it gets things accomplished on the ground	104	6.60	2.28	29	6.34	2.37
Helping to bring discipline/effective supervision to implementation of investment projects	98	7.04	2.22	30	6.97	2.53
Collaboration with civil society	90	6.56	2.27	24	6.25	2.27
Staff accessibility	95	7.35	2.21	24	6.58	2.38
Collaboration with other donors and development partners	91	7.15	2.07	23	6.70	2.31
Collaboration with the private sector	91	6.52	2.06	24	5.75	1.85
Straightforwardness and honesty	102	7.81	2.08	26	7.85	1.89
Treating clients and stakeholders in the country with respect	105	8.14	2.12	27	7.81	2.34
Being a long-term partner	114	8.37	1.96	26	8.00	1.94

\*Significantly different geographic locations.

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

	City of Skopje			Outside Skopje		
	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in FYR Macedonia?	121	7.12	2.11	28	6.54	2.08

(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 FYR Macedonia?

	City of Skopje			Outside Skopje		
	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of the country	112	6.49	2.06	28	6.25	2.35
The World Bank Group meets the country's needs for knowledge services	112	6.89	2.17	26	6.73	1.93

(1-Strongly disagree, 10-Strongly agree)

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

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

	City of Skopje			Outside Skopje		
	N	Mean	SD	N	Mean	SD
Are adaptable to FYR Macedonia's specific development challenges and country circumstances	105	7.13	2.27	25	6.80	2.04

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

	City of Skopje			Outside Skopje		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	115	7.52	1.96	27	7.37	1.84
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	112	7.81	1.83	25	6.96	1.81

(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)

	City of Skopje			Outside Skopje		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in FYR Macedonia	81	7.10	2.40	21	6.19	1.99
Where country systems are adequate, the World Bank Group makes appropriate use of them	77	7.53	2.23	20	7.15	1.98





## Appendix D: Responses to Select Questions by Collaboration with the WBG<sup>3</sup>

- Collaborating with the WBG N=121    ● Not collaborating with the WBG N=60

### A. General Issues Facing FYR Macedonia

To what extent do you trust each of the following groups to do what is right?

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The national/federal government	107	5.29	2.24	45	4.78	1.96
Local/municipal government	110	4.82	2.06	47	4.36	2.06
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	107	6.21	2.03	37	6.59	2.36
The World Bank Group	112	7.20	1.88	42	6.88	2.43
The International Monetary Fund	99	6.48	2.19	39	5.85	2.24
UN	102	6.14	2.44	37	6.24	2.25
Regional development banks (e.g., EBRD, EIB)	98	6.61	2.05	38	6.21	2.41
FYR Macedonia's Central Bank	100	6.84	2.24	42	6.12	2.55
International private sector*	98	6.14	2.14	38	5.24	2.02
Domestic private sector	104	5.76	1.89	45	5.38	2.06
International civil society (e.g., NGOs, CBOs)	102	5.65	2.33	41	6.32	2.61
Domestic civil society (e.g., NGOs, CBOs)	107	5.37	2.28	46	5.83	2.67
Domestic traditional media and their web presence	112	4.42	2.13	47	4.66	2.00
International media and their web presence	106	5.21	2.03	41	5.27	2.12
Web based media	109	5.25	2.47	47	5.72	2.19

(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

### 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 FYR Macedonia?*	113	7.37	1.89	50	5.86	2.34

(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 FYR Macedonia.*	109	7.64	1.81	45	6.42	2.08

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

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

<sup>3</sup>All but two respondents indicated whether they currently collaborate with the World Bank Group (H3).

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

	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 FYR Macedonia solve its most complicated development challenges?*	108	8.03	1.75	40	6.78	2.29

(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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not Collaborating with the WBG
Pollution	16.8%	9.8%
Job creation/employment	15.9%	21.6%
Health	14.2%	11.8%
Private sector development	16.8%	17.6%
Education and skills	32.7%	23.5%
Public sector governance/reform	23.0%	29.4%
Financial markets	6.2%	5.9%
Social protection	11.5%	9.8%
Gender equity	0.0%	0.0%
Energy	5.3%	3.9%
Water and sanitation	3.5%	2.0%
Global/regional integration	7.1%	5.9%
Urban development	7.1%	2.0%
Disaster risk management	1.8%	0.0%
Equality of opportunity	3.5%	7.8%
Climate change	3.5%	2.0%
Trade and exports	2.7%	2.0%
Poverty reduction	19.5%	15.7%
Natural resource management	4.4%	5.9%
Information and communications technology	3.5%	5.9%
Transport	12.4%	11.8%
Agriculture and rural development	11.5%	11.8%
Judiciary reform	15.9%	21.6%
Economic growth	38.1%	35.3%
Anti-corruption	12.4%	13.7%

**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 FYR Macedonia? (1-Strongly disagree, 10-Strongly agree)**

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in FYR Macedonia*	110	7.49	2.04	41	6.34	2.51
The WBG's work is aligned with what I consider the development priorities for FYR Macedonia*	109	7.55	2.13	38	5.95	2.56

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

**To what extent is the World Bank Group an effective development partner in FYR Macedonia, 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*	99	7.26	1.86	35	5.74	2.24
Flexibility (in terms of the institution's products and services)*	98	6.77	2.20	34	5.62	2.13
Flexibility (in terms of changing country circumstances)*	97	6.78	2.10	38	5.76	2.26
Being inclusive*	99	7.30	1.99	36	5.69	2.08
Openness (sharing data and other information)	100	7.64	2.02	40	6.95	2.29
Collaboration with the Government*	98	8.07	1.72	38	7.08	2.16
The speed in which it gets things accomplished on the ground	97	6.75	2.30	35	6.00	2.22
Helping to bring discipline/effective supervision to implementation of investment projects*	92	7.39	2.13	35	6.03	2.43
Collaboration with civil society	79	6.76	2.05	35	5.89	2.62
Staff accessibility*	86	7.72	2.11	32	5.84	2.08
Collaboration with other donors and development partners*	82	7.46	1.98	32	6.03	2.13
Collaboration with the private sector*	79	6.71	1.92	36	5.58	2.09
Straightforwardness and honesty*	95	8.07	1.92	33	7.09	2.21
Treating clients and stakeholders in the country with respect*	95	8.44	1.83	36	7.08	2.67
Being a long-term partner*	104	8.63	1.67	35	7.31	2.41

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



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

How EFFECTIVE do you believe the WBG is in terms of the work it does in the following areas of development in FYR Macedonia? (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 (e.g., pensions, targeted social assistance)*	54	7.33	2.32	17	5.88	2.21
Gender equity (closing the gap between women and men, and boys and girls)	48	6.98	1.73	17	6.24	1.86
Private sector development	62	6.50	1.84	21	5.57	2.04
Education and skills*	74	7.30	1.82	25	6.24	2.42
Public sector governance/reform*	72	7.15	2.14	22	6.00	2.35
Global/regional integration*	48	7.08	2.15	21	5.71	2.15
Urban development*	44	6.89	2.18	16	5.31	2.47
Energy	47	6.72	2.09	18	6.33	2.17
Pollution	46	5.65	2.70	21	4.48	2.54
Job creation/employment	57	6.44	2.41	21	5.81	2.66
Health	42	6.07	2.50	18	5.44	2.83
Financial markets	59	6.95	2.24	17	6.35	2.12
Transport (e.g., roads, bridges, transportation)	64	7.59	2.08	22	6.50	2.91
Agriculture and rural development	48	7.00	2.03	20	6.10	2.67
Trade and exports	47	6.74	2.15	17	6.00	2.32
Natural resource management (renewables)	48	6.73	2.35	18	6.28	1.93
Climate change (e.g., mitigation, adaptation)	47	6.74	2.55	18	6.17	2.04
Poverty reduction	65	6.89	2.23	20	5.90	2.38
Anti-corruption	49	6.00	2.46	17	5.29	2.34
Judiciary reform	45	5.67	2.47	17	5.35	2.57
Economic growth*	69	7.03	2.11	24	5.96	2.60
Disaster risk management	39	6.38	2.47	15	5.60	2.29
Equality of opportunity (i.e., social inclusion)*	51	7.47	1.89	18	6.22	2.02
Information and communications technology	45	6.98	2.25	15	6.20	1.90

\*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 FYR Macedonia?*	107	7.35	1.89	41	6.10	2.42

(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 Effectiveness and Results (continued)**

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in FYR Macedonia?*	103	7.36	1.87	40	6.13	2.44

(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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of the country	100	6.64	1.87	39	5.90	2.59
The WBG meets the country's needs for knowledge services*	100	7.10	1.95	37	6.19	2.45

(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 FYR Macedonia, 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*	98	7.34	2.06	34	6.12	2.51
Include appropriate level of stakeholder involvement during preparation*	93	7.51	1.93	32	6.09	2.64
Lead to practical solutions*	99	7.58	1.95	33	6.27	2.44
Are source of relevant information on global good practices	101	8.07	1.88	33	7.48	2.39
Are adequately disseminated*	99	7.42	2.13	34	6.41	2.54
Are translated enough into local language*	88	7.48	2.28	34	6.50	2.49
Are adaptable to FYR Macedonia's specific development challenges and country circumstances*	95	7.35	2.18	34	6.32	2.23

(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?*	105	7.71	1.74	36	6.83	2.32
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	100	7.95	1.65	36	6.81	2.14

(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	65	7.83	1.81	20	6.95	2.11
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	96	8.12	1.64	30	7.33	2.02
The WBG's approvals and reviews are done in a timely fashion*	86	7.63	2.06	28	6.61	2.49
The World Bank Group's Environmental and Social Framework requirements are reasonable*	65	8.05	1.75	23	6.52	2.15
The World Bank Group's conditions on its lending are reasonable*	71	7.90	1.82	27	6.56	2.39
The World Bank Group takes decisions quickly in FYR Macedonia	80	7.14	2.27	22	6.09	2.45
Working with the WBG increases country's institutional capacity*	93	7.97	1.91	31	6.65	2.47
Where country systems are adequate, the World Bank Group makes appropriate use of them*	74	7.77	2.03	23	6.43	2.35

\*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 donor community is doing enough to support the government's efforts related to refugees in FYR Macedonia?	67	6.28	2.33	30	5.87	2.15

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



## Appendix E: Responses to Select Questions by Year<sup>4</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 FY17 and FY19 were weighted to have equivalent stakeholder groups.*

Original Distribution		
Percentage of Respondents	FY17	FY19
Office of the President/Prime Minister/Minister	6.5%	8.4%
Government institutions (includes office of Parliamentarian, employees of ministries, independent government institutions, PMU/Consultants on WBG supported projects, and judiciary)	33.7%	43.0%
Bilateral/Multilateral Agency	7.0%	4.5%
Private sector (includes financial sector/private banks)	12.6%	7.8%
Academia	8.0%	5.6%
Media	11.1%	7.8%
Civil society (includes NGOs/CBOs, private foundations, trade unions, and youth groups)	10.6%	8.4%
Local Government	10.6%	14.5%
<b>Total Number of Respondents (Un-Weighted)</b>	<b>199</b>	<b>179</b>

*The weighted stakeholder breakdown is presented below:*

Weighted Distribution		
Percentage of Respondents	FY17	FY19
Office of the President/Prime Minister/Minister	7.5%	7.5%
Government institutions	38.6%	38.6%
Bilateral/Multilateral Agency	6.1%	6.1%
Private sector	10.2%	10.2%
Academia	7.1%	7.1%
Media	9.1%	9.1%
Civil society	9.1%	9.1%
Local Government	12.2%	12.2%
<b>Total Number of Respondents (Weighted)</b>	<b>197</b>	<b>179</b>

*All data presented in this Appendix are weighted. As a result, means of the FY19 data and the total number of respondents indicated will be slightly different than the aggregated responses in Appendix A. Similarly, responses from FY17 respondents and the total number of respondents indicated may differ from those reported in that COS report.*

<sup>4</sup>Only those questions that were asked in the FY '17 and FY '19 country opinion surveys, with similar response scales/options, are presented.

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

	FY17			FY19		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in FYR Macedonia?*	192	6.13	2.28	167	6.86	2.17

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between FY19 and FY17 respondents

	FY17			FY19		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in FYR Macedonia.*	171	6.64	2.03	158	7.26	1.95

(1-Not effective at all, 10-Very effective) \*Significantly different between FY19 and FY17 respondents

	FY17			FY19		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help FYR Macedonia solve its most complicated development challenges?	167	7.38	1.93	150	7.70	1.94

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

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

Percentage of Respondents	FY17	FY19
To a fully sufficient degree	4.8%	6.9%
To a somewhat sufficient degree*	38.8%	49.9%
To a somewhat insufficient degree	22.8%	20.7%
To a very insufficient degree	10.2%	7.2%
Don't know	23.3%	15.2%

\*Significantly different between FY19 and FY17 respondents

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

	FY17			FY19		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in FYR Macedonia*	162	6.62	2.08	153	7.19	2.22
The World Bank Group's work is aligned with what I consider the development priorities for FYR Macedonia	164	6.63	2.17	148	7.13	2.37

\*Significantly different between FY19 and FY17 respondents



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

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

	FY17			FY19		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	119	6.62	2.09	135	6.84	2.07
Flexibility (in terms of the institution's products and services)	123	6.23	2.22	134	6.44	2.20
Flexibility (in terms of changing country circumstances)	118	6.09	2.22	136	6.47	2.17
Being inclusive	125	6.66	2.21	138	6.82	2.12
Openness (sharing data and other information)	131	7.12	2.26	143	7.44	2.08
Collaboration with the Government	118	7.33	2.08	137	7.76	1.92
The speed in which it gets things accomplished on the ground	120	6.15	2.19	133	6.49	2.27
Helping to bring discipline/effective supervision to implementation of investment projects	111	6.81	2.31	127	6.95	2.28
Collaboration with civil society	107	6.13	2.40	117	6.41	2.30
Staff accessibility	135	7.46	2.37	119	7.16	2.29
Collaboration with other donors and development partners	98	6.83	2.25	116	7.02	2.13
Collaboration with the private sector	93	5.90	2.39	117	6.33	2.06
Straightforwardness and honesty	126	7.42	2.12	129	7.82	2.02
Treating clients and stakeholders in the country with respect	129	7.82	2.27	134	8.09	2.18
Being a long-term partner	133	8.24	2.09	142	8.31	1.98



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

	FY17			FY19		
	N	Mean	SD	N	Mean	SD
Social protection	61	6.31	2.34	73	6.94	2.36
Gender equity*	60	6.01	2.04	66	6.83	1.82
Private sector development	82	6.51	2.09	85	6.20	1.95
Education and skills	79	6.64	2.13	101	6.96	2.07
Public sector governance/reform	79	6.38	2.27	98	6.84	2.22
Global/regional integration	56	6.57	2.00	69	6.60	2.22
Urban development	60	6.92	2.20	60	6.38	2.38
Energy	69	6.64	2.26	67	6.52	2.12
Pollution	61	5.98	2.56	68	5.18	2.71
Job creation/employment	80	6.82	2.23	81	6.22	2.51
Health	57	6.52	2.39	62	5.84	2.69
Financial markets	65	6.80	2.05	78	6.85	2.19
Transport	78	7.40	2.20	88	7.26	2.38
Agriculture and rural development	65	6.95	2.29	69	6.73	2.32
Trade and exports	61	6.46	2.29	66	6.60	2.22
Natural resource management	45	5.92	2.55	67	6.61	2.22
Climate change	59	6.20	2.51	66	6.61	2.40
Poverty reduction	81	6.51	2.47	88	6.62	2.35
Judiciary reform	53	5.73	2.62	65	5.48	2.51
Economic growth	86	7.09	2.23	96	6.71	2.30
Disaster risk management	49	5.78	2.54	54	6.15	2.44
Equality of opportunity	62	6.56	2.58	70	7.09	1.99
Information and communications technology	58	6.80	2.35	59	6.77	2.13

\*Significantly different between FY19 and FY17 respondents.

	FY17			FY19		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in FYR Macedonia?	145	6.59	2.06	152	6.95	2.11

(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 FYR Macedonia?

	FY17			FY19		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of the country	136	6.35	2.27	144	6.43	2.13
The World Bank Group meets the country's needs for knowledge services	142	6.66	2.28	141	6.82	2.12

(1-Strongly disagree, 10-Strongly agree)



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

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

Percentage of Respondents	FY17	FY19
Weekly	7.4%	11.4%
Monthly	19.6%	21.6%
A few times a year	39.9%	36.7%
Rarely	23.1%	22.6%
Never	10.0%	7.8%

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

	FY17			FY19		
	N	Mean	SD	N	Mean	SD
Are timely	111	6.95	2.07	134	6.95	2.23
Include appropriate level of stakeholder involvement during preparation	121	6.88	2.10	126	7.07	2.24
Lead to practical solutions	122	6.95	2.06	134	7.18	2.17
Are source of relevant information on global good practices	128	7.82	1.88	136	7.90	2.03
Are adequately disseminated	119	6.81	2.33	135	7.08	2.31
Are translated enough into local language	111	6.73	2.41	121	7.19	2.41
Are adaptable to FYR Macedonia's specific development challenges and country circumstances	118	6.72	2.21	131	7.02	2.24

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

	FY17			FY19		
	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?	141	7.16	2.13	144	7.49	1.93
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	137	7.53	1.90	139	7.69	1.86

(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?

	FY17			FY19		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	90	7.71	1.98	84	7.54	1.92
The World Bank Group effectively monitors and evaluates the projects and programs it supports	125	7.89	1.70	125	7.88	1.78
The World Bank Group's approvals and reviews are done in a timely fashion	106	7.49	2.03	114	7.35	2.20
The World Bank Group's conditions on its lending are reasonable	95	7.40	2.06	99	7.54	2.07
The World Bank Group takes decisions quickly in FYR Macedonia	104	6.76	2.24	101	6.92	2.35
Working with the WBG increases country's institutional capacity	119	7.65	2.14	125	7.62	2.15
Where country systems are adequate, the World Bank Group makes appropriate use of them	83	7.52	2.22	96	7.48	2.18

(1-Strongly disagree, 10-Strongly agree)

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

When considering the combination of services that the World Bank Group offers in FYR Macedonia, 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 the country?

Percentage of Respondents	FY17	FY19
Financial services	40.1%	28.7%
Knowledge products	23.2%	23.9%
Convening services	2.3%	10.7%
None of the above	1.1%	
The combination is appropriate for FYR Macedonia	21.5%	27.3%
Don't know	11.9%	9.5%

**G. Communication and Information Sharing**

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

Percentage of Respondents	FY17	FY19
High speed/WiFi	94.8%	96.6%
Dial-up	5.2%	3.4%

**H. Background Information**

Currently, do you professionally collaborate/work with the WBG (IBRD, IFC, MIGA, ICSID) in your country?

Percentage of Respondents	FY17	FY19
Yes	66.7%	65.1%
No	33.2%	34.9%

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in FYR Macedonia?\*

Percentage of Respondents	FY17	FY19
The World Bank (IBRD)	84.6%	90.9%
The International Finance Corporation (IFC)	6.0%	9.1%
International Centre for Settlement of Investment Disputes (ICSID)	9.3%	

\*Significantly different between FY19 and FY17 respondents.

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

Percentage of Respondents	FY17	FY19
Yes	39.8%	49.7%
No	60.2%	50.3%

**H. Background Information (continued)**

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

Percentage of Respondents (Responses combined)	FY17	FY19
Observer	17.1%	20.2%
Use World Bank Group reports/data	33.7%	32.7%
Engage in World Bank Group related/sponsored events/activities	26.3%	28.4%
Collaborate as part of my professional duties	49.3%	52.6%
Use WBG website for information, data, research, etc.	20.2%	14.3%

What's your gender?

Percentage of Respondents	FY17	FY19
Female	53.8%	51.3%
Male	46.2%	48.7%

Which best represents your geographic location?

Percentage of Respondents	FY17	FY19
Skopje	81.2%	78.8%
Outside Skopje	18.8%	21.2%

## 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 FYR Macedonia? (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 FYR Macedonia.	6.42	7.64	7.62	5.81	7.23	7.48	7.23	7.48	6.76	7.75	7.24	7.76
Overall the World Bank Group currently plays a relevant role in development in FYR Macedonia	6.34	7.49	7.63	4.96	7.09	7.42	7.02	7.59	6.45	7.79	7.04	8.20
The World Bank Group's work is aligned with what I consider the development priorities for FYR Macedonia	5.95	7.55	7.63	4.79	7.08	7.32	7.01	7.50	6.32	7.81	7.00	8.21
Responsiveness to needs	5.74	7.26	7.26	5.09	6.71	7.23	6.80	7.05	6.16	7.45	6.84	7.12
Flexibility (in terms of the institution's products and services)	5.62	6.77	6.84	4.82	6.44	6.63	6.37	6.78	5.65	7.12	6.40	7.18
Flexibility (in terms of changing country circumstances)	5.76	6.78	6.86	4.86	6.41	6.79	6.51	6.58	5.84	7.05	6.40	7.30
Being inclusive	5.69	7.30	7.28	5.29	6.97	6.80	6.84	7.10	6.07	7.53	6.83	7.40
Openness (sharing data and other information)	6.95	7.64	7.80	5.88	7.39	7.62	7.56	7.23	6.80	7.97	7.29	8.43
Collaboration with the Government	7.08	8.07	8.09	6.38	7.86	7.75	7.68	8.15	7.19	8.30	7.75	8.25
The speed in which it gets things accomplished on the ground	6.00	6.75	6.93	4.90	6.69	6.40	6.39	7.02	5.96	7.07	6.45	7.56
Helping to bring discipline/effective supervision to implementation of investment projects	6.03	7.39	7.45	5.10	7.13	6.89	6.89	7.37	6.39	7.56	6.94	7.93
Collaboration with civil society	5.89	6.76	6.90	4.85	6.74	6.09	6.31	7.13	5.94	7.00	6.46	6.89
Staff accessibility	5.84	7.72	7.65	5.21	7.26	7.22	7.13	7.53	6.30	7.90	7.13	7.89
Collaboration with other donors and development partners	6.03	7.46	7.38	5.65	7.07	7.08	7.01	7.21	6.45	7.47	6.96	7.86
Collaboration with the private sector	5.58	6.71	6.65	5.41	6.18	6.94	6.39	6.45	6.11	6.62	6.24	7.28
Straightforwardness and honesty	7.09	8.07	8.12	6.30	7.74	8.02	7.70	8.10	7.48	8.10	7.69	8.76
Treating clients and stakeholders in the country with respect	7.08	8.44	8.42	6.50	8.06	8.17	8.01	8.26	7.49	8.60	7.95	8.95
Being a long-term partner	7.31	8.63	8.63	6.68	8.16	8.62	8.28	8.38	7.79	8.74	8.18	9.10
To what extent does the World Bank Group's work help to achieve development results in FYR Macedonia?	6.10	7.35	7.34	5.35	7.04	6.98	6.86	7.38	6.49	7.43	6.96	7.38
The WBG's financial instruments meet the needs of the country	5.90	6.64	6.78	4.70	6.35	6.59	6.32	6.67	6.08	6.70	6.38	6.67
The WBG meets the country's needs for knowledge services	6.19	7.10	7.18	5.23	6.86	6.86	6.80	7.00	6.29	7.29	6.81	7.10
Are adaptable to FYR Macedonia's specific development challenges and country circumstances	6.32	7.35	7.37	5.35	7.07	7.02	6.87	7.44	6.32	7.63	6.98	7.50
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.83	7.71	7.68	6.48	7.51	7.48	7.42	7.67	7.28	7.65	7.40	8.11
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.81	7.95	7.95	6.00	7.63	7.70	7.60	7.77	7.11	8.04	7.52	8.47
The World Bank Group takes decisions quickly in FYR Macedonia	6.09	7.14	7.18	5.08	6.91	6.91	6.79	7.14	6.13	7.40	6.82	7.70
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.43	7.77	7.76	5.42	7.41	7.60	7.48	7.46	6.55	8.07	7.39	8.22

Yellow highlight indicates significant difference between Yes and No means.

## Appendix G: FYR Macedonia FY19 Questionnaire



### **World Bank Group Country Survey FY 2019 – FYR Macedonia**

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

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 FYR MACEDONIA

<b>A1. When you think about the future in FYR Macedonia, are you ... ?</b>	
1	Very pessimistic
2	Somewhat pessimistic
3	Somewhat optimistic
4	Very optimistic
5	Not sure

<b>A2. Do you think that economic opportunity for citizens in FYR Macedonia is ... ?</b>	
1	Increasing
2	Decreasing
3	Staying about the same

<b>A3. Listed below are a number of development priorities in FYR Macedonia.</b>			
<b>Please identify which of the following you consider the most important development priorities in FYR Macedonia. (Choose no more than THREE)</b>			
1	Global/regional integration	14	Climate change (e.g., mitigation, adaptation)
2	Private sector development	15	Trade and exports
3	Education and skills	16	Information and communications technology
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Natural resource management (renewables)
5	Urban development	18	Poverty reduction
6	Energy	19	Anti-corruption
7	Gender equity (closing the gap between women and men, and boys and girls)	20	Agriculture and rural development
8	Water and sanitation	21	Judiciary reform
9	Pollution	22	Economic growth
10	Job creation/employment	23	Disaster risk management
11	Social protection (e.g., pensions, targeted social assistance)	24	Transport (e.g., roads, bridges, transportation)
12	Health	25	Equality of opportunity (i.e., social inclusion)
13	Financial markets		



## SECTION A: GENERAL ISSUES

**A4. 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 FYR Macedonia? (Choose no more than THREE)**

1	Transport (e.g., roads, bridges, transportation)	13	Global/regional integration
2	Anti-corruption	14	Social protection (e.g., pensions, targeted social assistance)
3	Judiciary reform	15	Urban development
4	Natural resource management (renewables)	16	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
5	Agriculture and rural development	17	Gender equity (closing the gap between women and men, and boys and girls)
6	Trade and exports	18	Private sector development
7	Climate change (e.g., mitigation, adaptation)	19	Education and skills
8	Economic growth	20	Water and sanitation
9	Disaster risk management	21	Pollution
10	Equality of opportunity (i.e., social inclusion)	22	Job creation/employment
11	Information and communications technology	23	Health
12	Energy	24	Financial markets

**A5. When economic and/or social reform efforts fail or are slow to take place in FYR Macedonia, which of the following would you attribute this to? (Choose no more than TWO)**

1	Inadequate level of implementation capacity in the government
2	Poor coordination within the government
3	Inadequate level of government accountability
4	Corruption
5	Political pressures and obstacles
6	Inadequate level of private sector participation
7	Inadequate level of citizen/civil society participation
8	Inadequate level of donor coordination
9	Other (please specify): _____

## SECTION A: GENERAL ISSUES

A6. To what extent do you trust each of the following groups to do what is right?													
		To no degree at all					To a very significant degree					Don't know	
		1	2	3	4	5	6	7	8	9	10		
1	The national/federal government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Local/municipal government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Regional development banks (e.g., EBRD, EIB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	FYR Macedonia's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

A7. Please describe the direction the country is moving in, when considering ... ?						
		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1	Human development (e.g., health, education, and social protection)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Equal opportunity for girls and boys, men and women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Growing FYR Macedonia's economy in a way that leads to jobs and employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The gap between the rich and the poor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Making government more effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Attracting new sources of foreign investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## SECTION A: GENERAL ISSUES

**A8. Listed below are global challenges. Which do you think have the most serious impact on FYR Macedonia? (Choose no more than TWO)**

1	Jobs/employment	6	Technology based disruption
2	Trade constraints	7	Geo political uncertainty
3	Climate change	8	The gap between the rich and the poor
4	Terrorism	9	Environmental degradation
5	Migrants and refugees	10	Fragility in the country or neighboring countries

**A9. When thinking about development efforts in FYR Macedonia, do you think that civil society (e.g., NGOs, CBOs) should ... ?**

1	Engage significantly less
2	Engage somewhat less
3	Engage somewhat more
4	Engage significantly more
5	Engage at the same level it does currently
6	Don't know

**A10. To what extent do you trust domestic private sector to engage in public service delivery in FYR Macedonia?**

1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

**A11. To what extent do you trust international private sector to engage in public service delivery in FYR Macedonia?**

1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
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 FYR Macedonia?</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 FYR Macedonia.</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 FYR Macedonia 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 FYR Macedonia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in FYR Macedonia? (Choose no more than THREE)</b>			
1	Pollution	14	Disaster risk management
2	Job creation/employment	15	Equality of opportunity (i.e., social inclusion)
3	Health	16	Climate change (e.g., mitigation, adaptation)
4	Private sector development	17	Trade and exports
5	Education and skills	18	Poverty reduction
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Natural resource management (renewables)
7	Financial markets	20	Information and communications technology
8	Social protection (e.g., pensions, targeted social assistance)	21	Transport (e.g., roads, bridges, transportation)
9	Gender equity (closing the gap between women and men, and boys and girls)	22	Agriculture and rural development
10	Energy	23	Judiciary reform
11	Water and sanitation	24	Economic growth
12	Global/regional integration	25	Anti-corruption
13	Urban development		

## 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 FYR Macedonia?</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	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
8	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
9	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
10	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 FYR Macedonia? (Choose no more than TWO)</b>	
1	Not sufficiently focused on sustainable results
2	Not collaborating enough with civil society (e.g., NGOs, CBOs)
3	Not enough public disclosure of its work
4	Arrogant in its approach
5	Inadequate World Bank Group's staffing in the country
6	Not willing to honestly criticize policies and reform efforts in the country
7	Staff too inaccessible
8	Not collaborating enough with private sector
9	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
10	Not aligned with country priorities
11	Not adequately sensitive to political/social realities in the country
12	Too influenced by developed countries
13	World Bank Group's processes too slow and complex
14	Not adequately flexible
15	Other (please specify): _____
16	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 FYR Macedonia? (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. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?**

1	Increased its emphasis recently
2	Decreased its emphasis recently
3	Emphasis has remained pretty consistent over time
4	Don't know

**B9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)**

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

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

		Strongly disagree										Strongly agree	Don't know
<b>B10</b>	Overall the World Bank Group currently plays a relevant role in development in FYR Macedonia	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 FYR Macedonia	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 FYR Macedonia, 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 the country with respect											<input type="checkbox"/>
<b>B26</b>	Being a long-term partner											<input type="checkbox"/>

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

C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in FYR Macedonia? (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 (closing the gap between women and men, and boys and girls)	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 and skills	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	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Natural resource management (renewables)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	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. To what extent does the World Bank Group's work help to achieve development results in FYR Macedonia?											
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

C3. To what extent does the World Bank Group influence the development agenda in FYR Macedonia?											
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 FYR Macedonia?												
		Strongly disagree								Strongly agree		Don't know
C4	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of the country	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group meets the country'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"/>

## 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 FYR Macedonia, 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
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D4</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D5</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D6</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D7</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D8</b>	Are adaptable to FYR Macedonia's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**D9. 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

**D10. 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 Environmental and Social Framework 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 FYR Macedonia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Working with the World Bank Group increases country'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. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in FYR Macedonia?											
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	

E10. FYR Macedonia experienced refugee crisis in the past. In case of new refugee crisis, in which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support in FYR Macedonia? (Choose no more than TWO)	
1	Macro issues (fiscal accounts, balance of payments, etc.)
2	Infrastructure
3	Business development
4	Supporting poor and marginalized local communities
5	Education
6	Health
7	Jobs
8	Social cohesion
9	Public services
10	Other (please specify): _____
11	Don't know

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

<b>F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in FYR Macedonia? (Choose no more than TWO)</b>	
1	Improve the quality of its experts as related to country's specific challenges
2	Engage more effectively with private sector
3	Provide more adequate data/knowledge/statistics/figures on the country's economy
4	Engage more effectively with civil society (e.g., NGOs, CBOs)
5	Increase the level of capacity development in the country
6	Engage more directly with beneficiaries
7	Offer more innovative knowledge services
8	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
9	Offer more innovative financial products
10	Ensure greater selectivity in its work
11	Collaborate more effectively with Government clients (e.g., national, state, local)
12	Work faster
13	Reduce the complexity of obtaining World Bank Group financing
14	Increase availability of Reimbursable Advisory Services (RAS)
15	Help to bring discipline/effective supervision to implementation of World Bank Group projects
16	Other (please specify): _____

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

## SECTION G: COMMUNICATION AND INFORMATION SHARING

<b>G1. How frequently do you interact with the World Bank Group now in FYR Macedonia?</b>	
1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

<b>G2. How do you get most of your information about economic and social development issues in FYR Macedonia? (Choose no more than TWO)</b>			
1	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Periodicals
5	Local television	10	Other (please specify): _____

<b>G3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>			
1	World Bank Group's seminars/workshops/conferences	4	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
2	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
3	e-Newsletters	6	World Bank Group's website

<b>G4. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	
1	High speed/WiFi
2	Dial-up

<b>G5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?</b>					
		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g. read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## SECTION H: BACKGROUND INFORMATION

<b>H1. Which of the following best describes your current affiliation? (Select only ONE response)</b>			
1	Office of the President, Prime Minister	11	Private Foundation
2	Office of Minister	12	NGO/Community Based Organization
3	Office of Parliamentarian	13	Media (press, radio, TV, web, etc.)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	15	Trade Union
6	Local Government Office or Staff	16	Faith-Based Group
7	Bilateral Agency	17	Youth Group
8	Multilateral Agency	18	Academia/Research Institute/Think Tank
9	Private Sector Organization	19	Judiciary Branch
10	Financial Sector/Private Bank	20	Other (please specify): _____

<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, MIGA, ICSID) in your country?</b>	
1	Yes
2	No

## SECTION H: BACKGROUND INFORMATION

**H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in FYR Macedonia? (Select only ONE response)**

1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

**H5. Do your projects involve both the World Bank and the IFC?**

1	Yes
2	No

**H6. Which of the following describes most of your exposure to the World Bank Group in FYR Macedonia? (Choose no more than TWO)**

1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

**H7. What's your gender?**

1	Female
2	Male

**H8. What's your age?**

1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

**H9. Which best represents your geographic location?**

1	Skopje
2	Outside Skopje

**Thank you for completing the survey!**