

# FY 2021 Bosnia and Herzegovina Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



**WORLD BANK GROUP**

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## Acknowledgements

The Bosnia and Herzegovina 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 Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Bosnia and Herzegovina country team and the independent fielding agency PRIME Communications. In particular, PORG is grateful for the support from Daria Lavrentieva (Senior Country Officer), Jasmina Hadzic (External Affairs Officer), and Sanja Tanic (Program Assistant) who coordinated the survey related activities from Washington, D.C., and Sarajevo, Bosnia and Herzegovina.



Country Opinion Surveys  
THE WORLD BANK GROUP



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## BOSNIA AND HERZEGOVINA





## I. Objectives

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

- *Overall Context*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Work and Engagement on the Ground*
- *World Bank Group's Support in Development Areas*
- *World Bank Group's Knowledge Work and Activities*
- *The Future Role of the World Bank Group in Bosnia and Herzegovina*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From September to November 2020, 399 stakeholders of the WBG in Bosnia and Herzegovina were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from Bosnia and Herzegovina (BiH) Institutions, entities, cantons; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/ contractors working on WBG-supported projects/programs; local governments; independent government institutions; the judiciary system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community based organizations; trade unions; youth groups; academia/research institutes/think tanks; the media, and other organizations.

A total of 191 stakeholders participated in the survey (48% response rate). Respondents filled out the questionnaire via the online survey platform Qualtrics, or they received the questionnaire via email.

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

As a rule, the results in this year's Country Survey are compared to the results of the previous cycle of the Country Survey. In FY'21, the sample differed significantly from the FY'17 one, so the year comparison for these two samples was not conducted as statistically unviable.

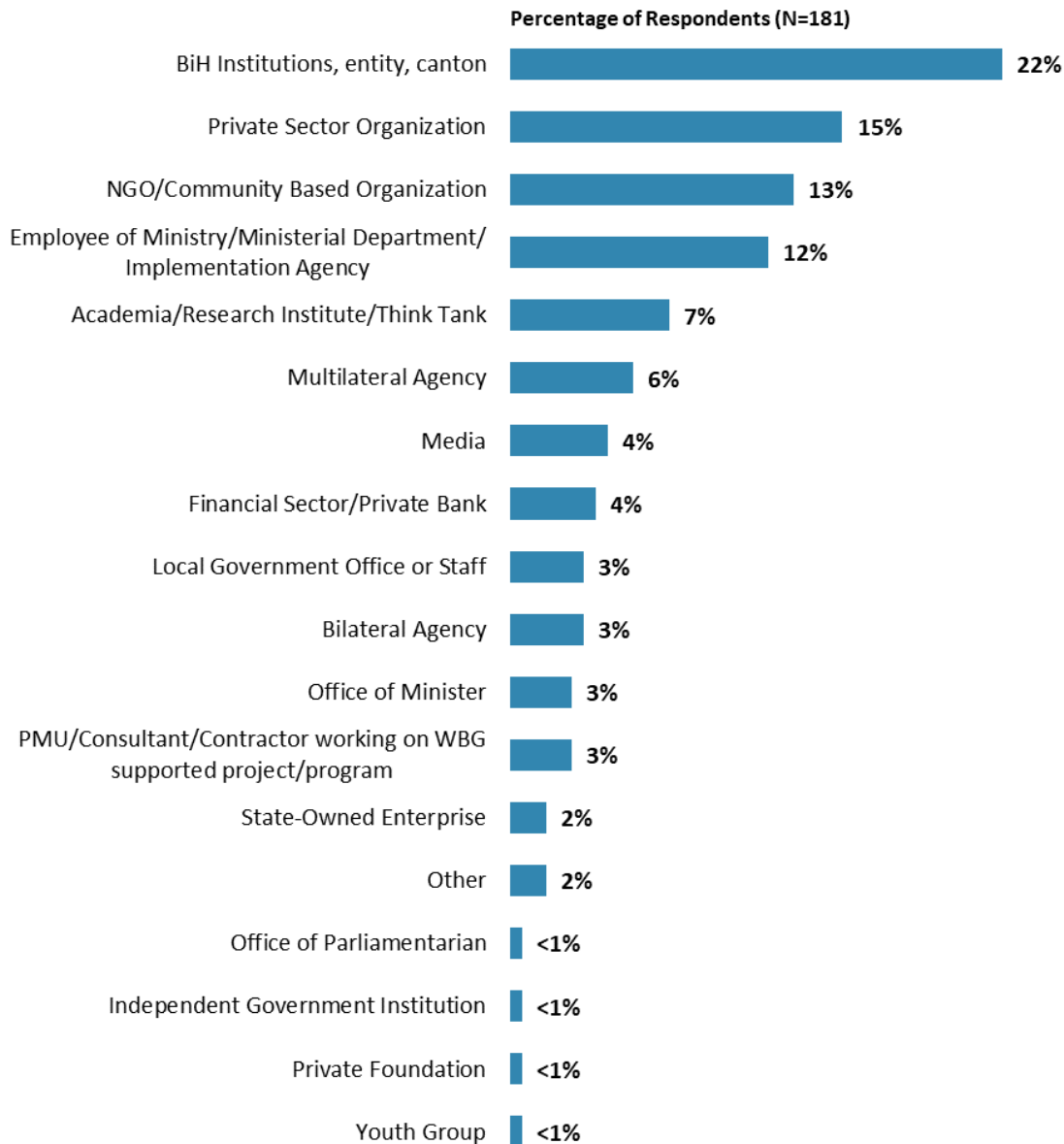
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, and D present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Position

- Note that for further analyses, some respondent groups were combined.<sup>1</sup>



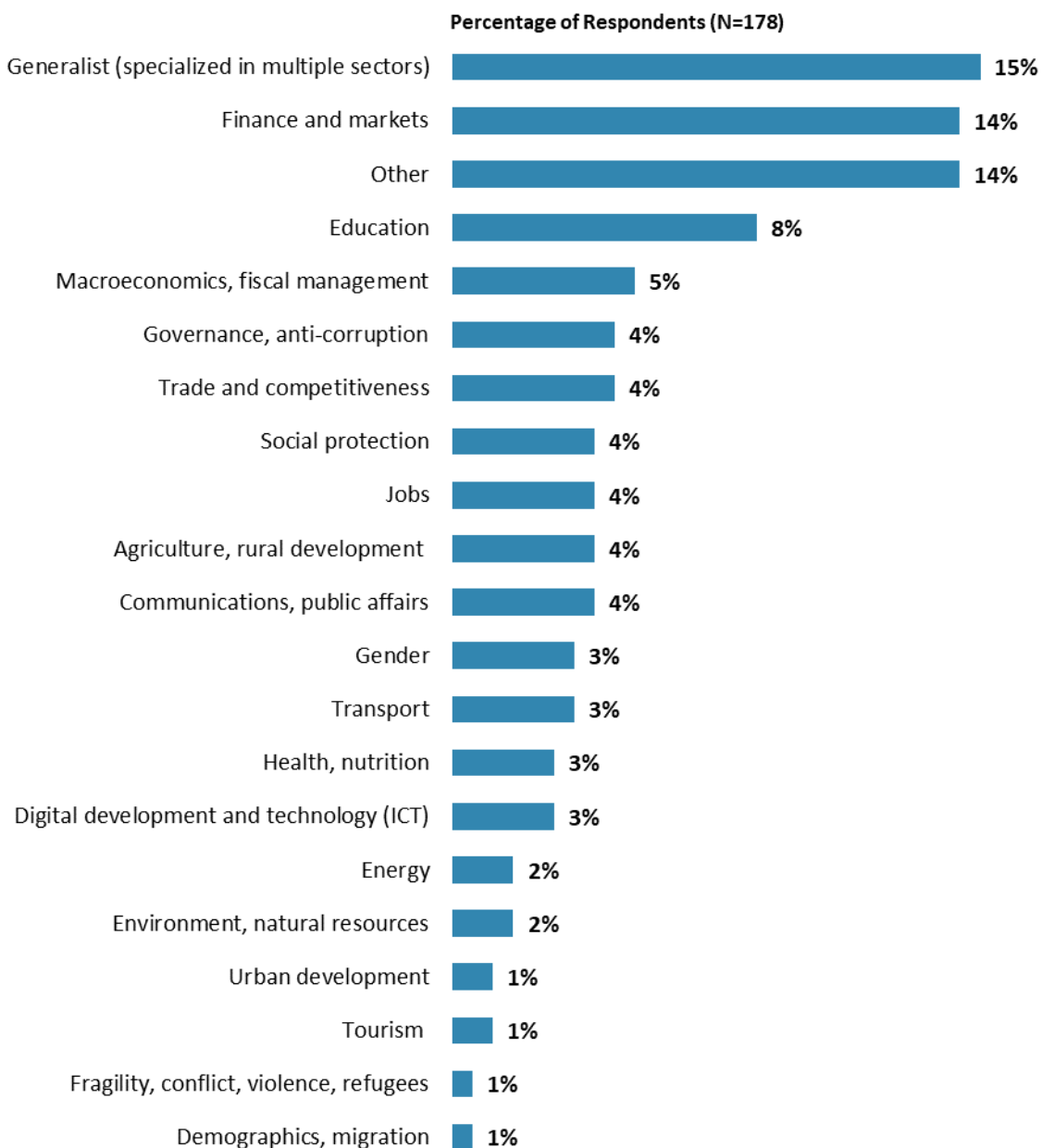
**"Which of the following best describes your current position?"**  
(Respondents chose from a list.)

<sup>1</sup> Respondents from ministries/ministerial departments/implementation agencies were combined with respondents from PMUs/consultants/contractors working on WBG projects; respondents from bilateral agencies were combined with those from multilateral agencies; responses from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community based organizations, private foundations, and youth groups were combined in the "CSO" category. A small number of respondents from the office of a parliamentarian, from independent government institutions, and from state-owned enterprises were combined in the "Other" category. There were no respondents from the judicial system and from trade unions.



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

#### Area of Primary Specialization



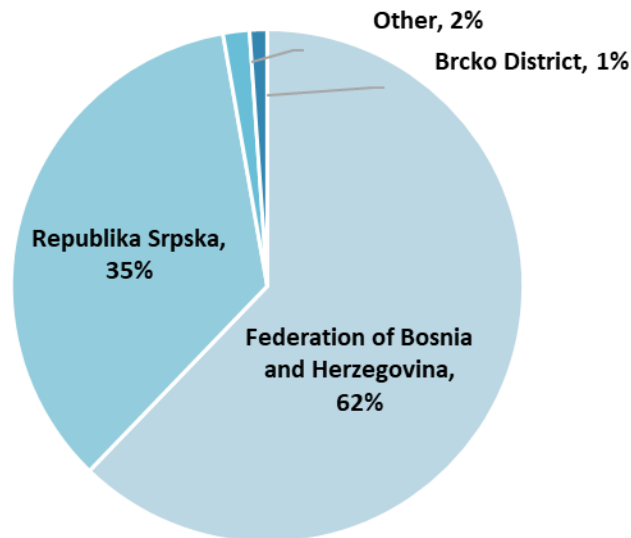
**"Please identify the primary specialization of your work."**  
(Respondents chose from a list.)



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

#### Geographic Locations

Percentage of Respondents (N=180)

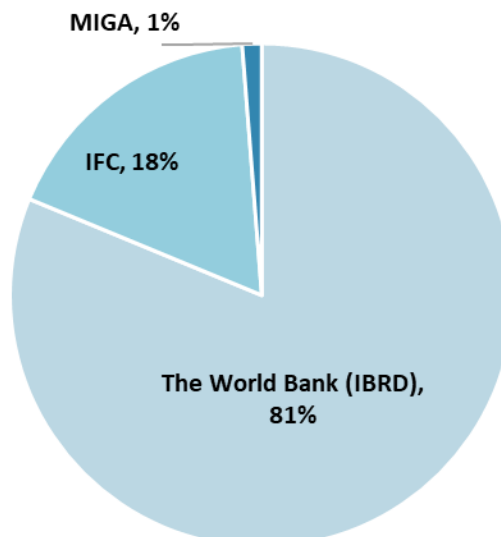


"Which best represents your geographic location?"  
(Respondents chose from a list.)

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

Percentage of Respondents (N=80)



"Which of the following agencies of the World Bank Group  
do you primarily collaborate/work with in Bosnia and Herzegovina?"  
(Respondents chose from a list.)

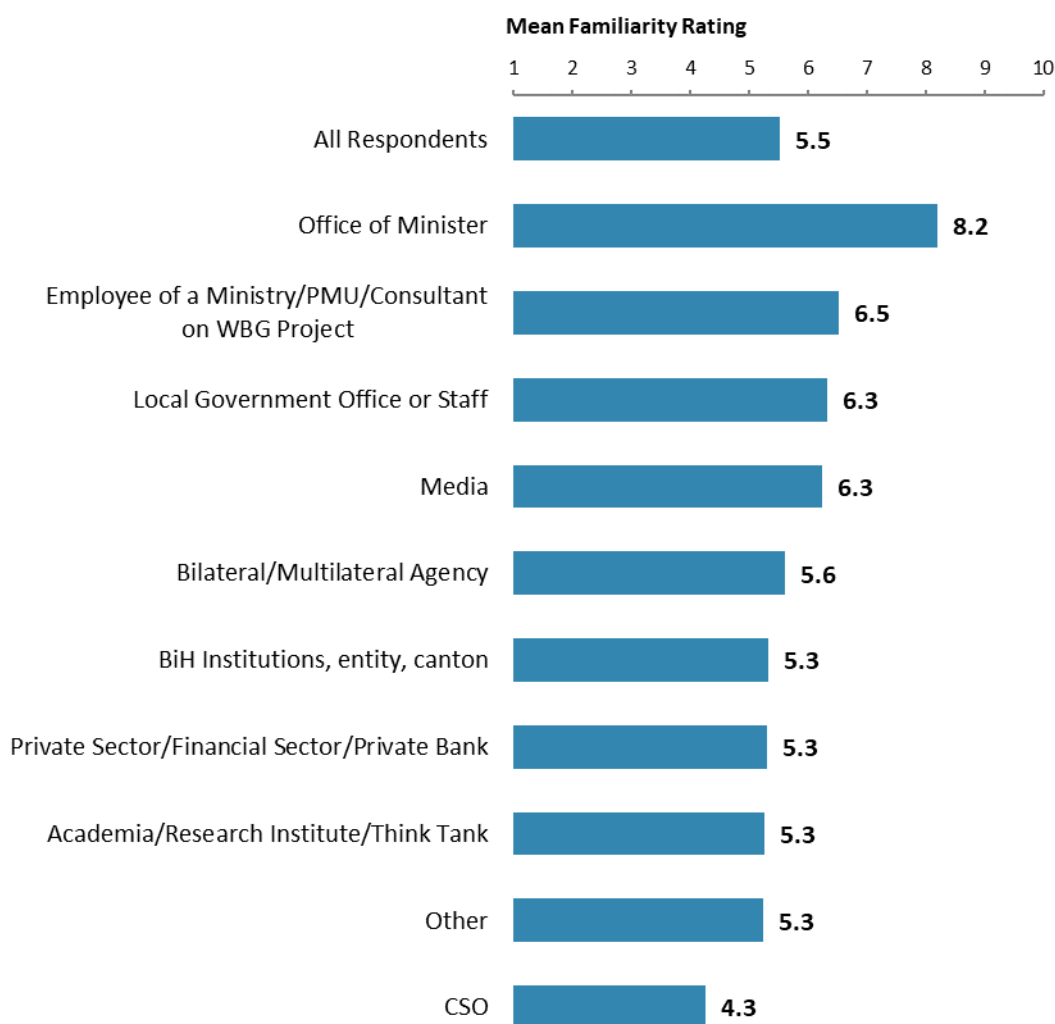
Note: no respondents select "ICSID" response option



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

#### Familiarity with the World Bank Group

- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their agreement that the WBG plays a relevant role in Bosnia and Herzegovina's development; and significantly, moderately correlated with their ratings for the WBG's overall effectiveness in Bosnia and Herzegovina, and with the ratings of the extent to which the WBG's work helps to achieve development results in Bosnia and Herzegovina.



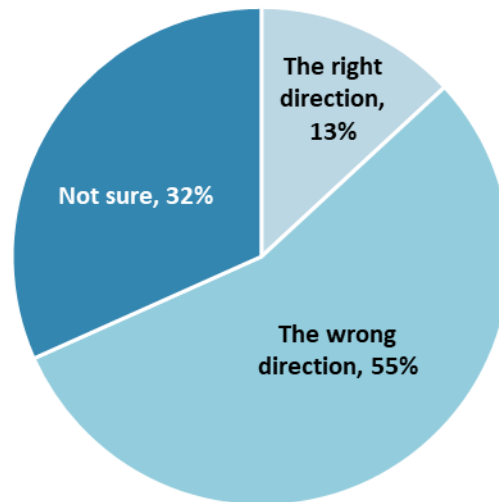
"How familiar are you with the work of the World Bank Group in Bosnia and Herzegovina?" (1-"Not familiar at all", 10-"Extremely familiar")



## IV. Overall Context

### Headed in the Right Direction

Percentage of Respondents (N=183)

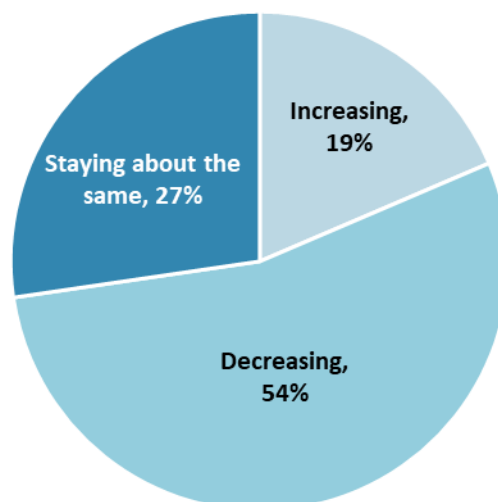


"In general, would you say that Bosnia and Herzegovina is headed in ... ?"  
(Respondents chose from a list.)

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### Perceptions of Economic Opportunity

Percentage of Respondents (N=183)

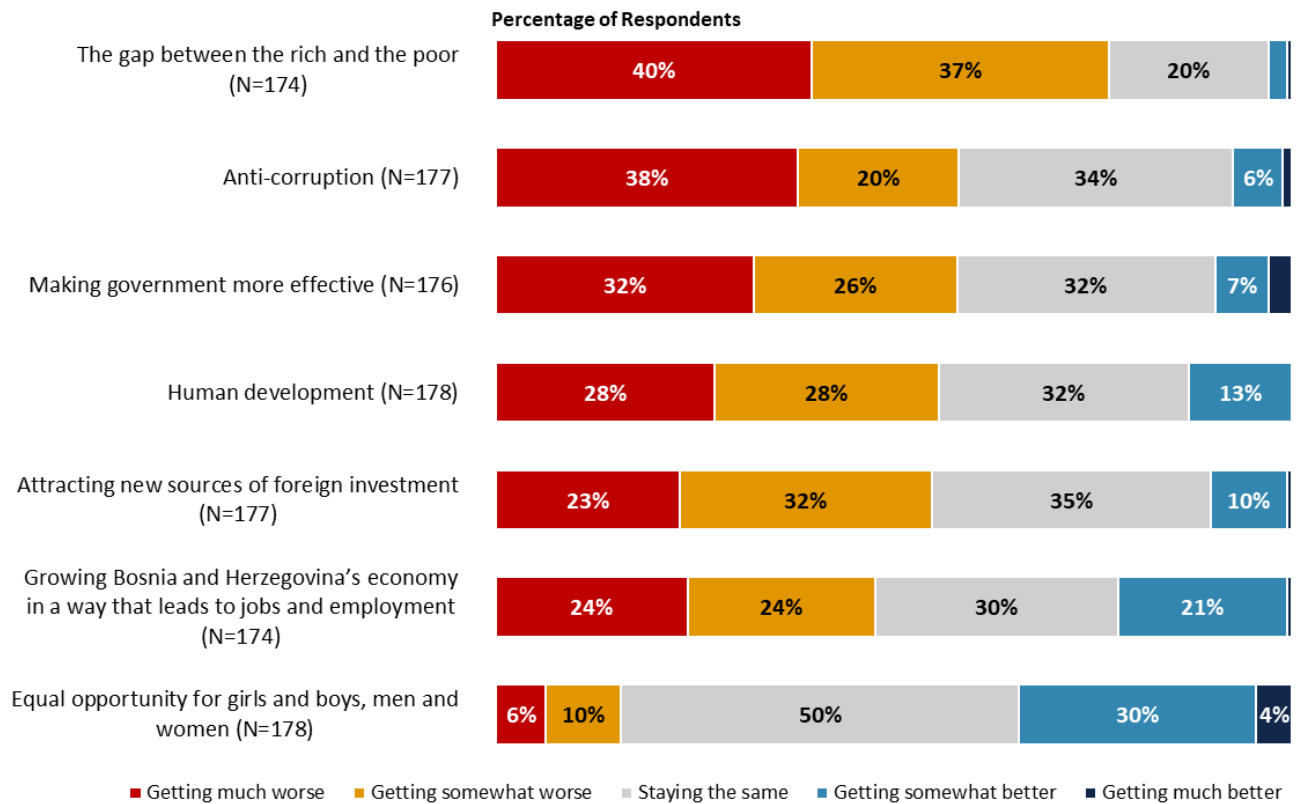


"Do you think that economic opportunity for citizens in Bosnia and Herzegovina is ... ?"  
(Respondents chose from a list.)



## IV. Overall Context (continued)

### Perceptions of Improvement and Decline in Specific Areas

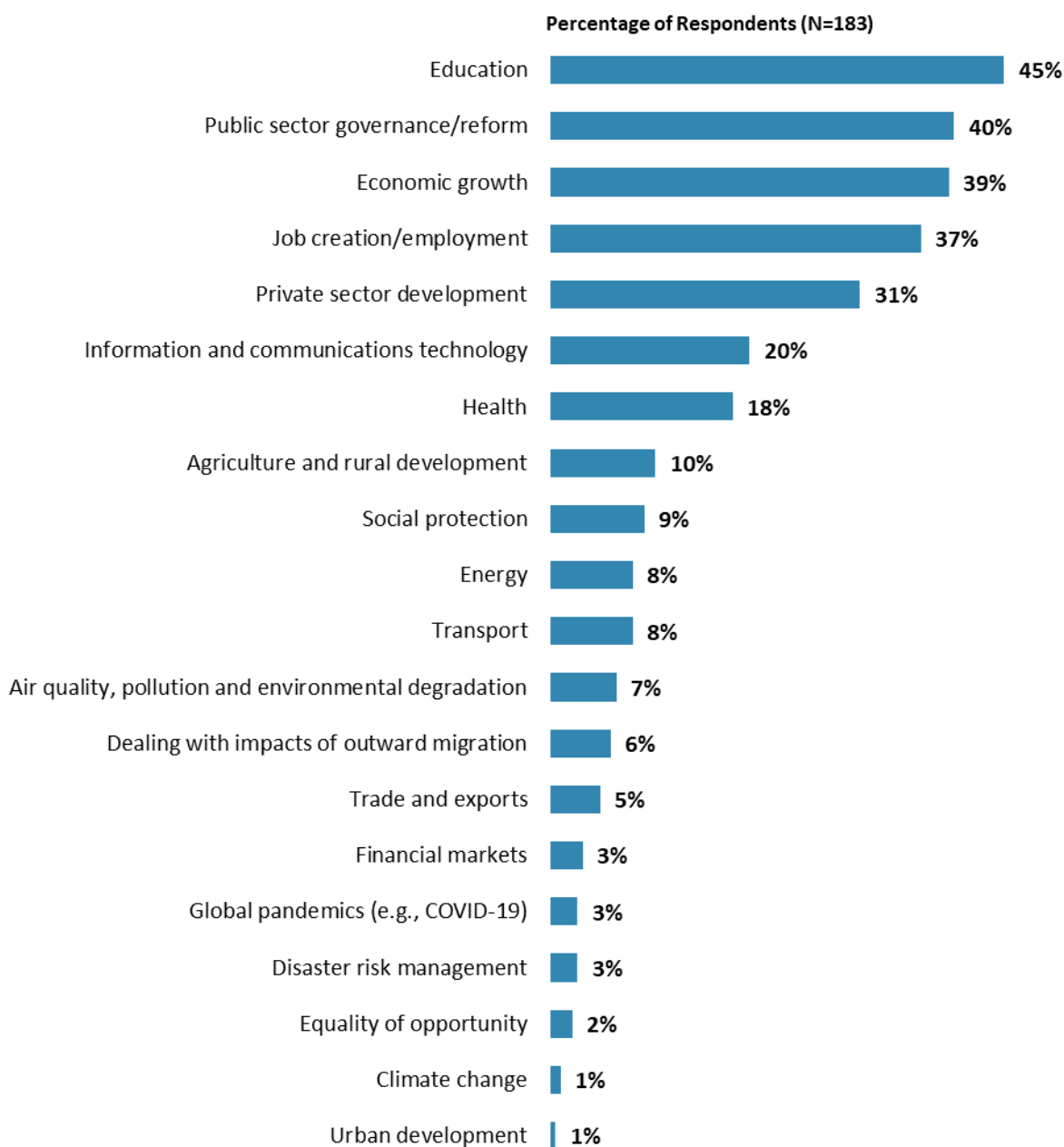


"Please describe the direction Bosnia and Herzegovina is moving in, when considering ... ?"  
(Respondents chose from a list.)



## IV. Overall Context (continued)

### Development Priority

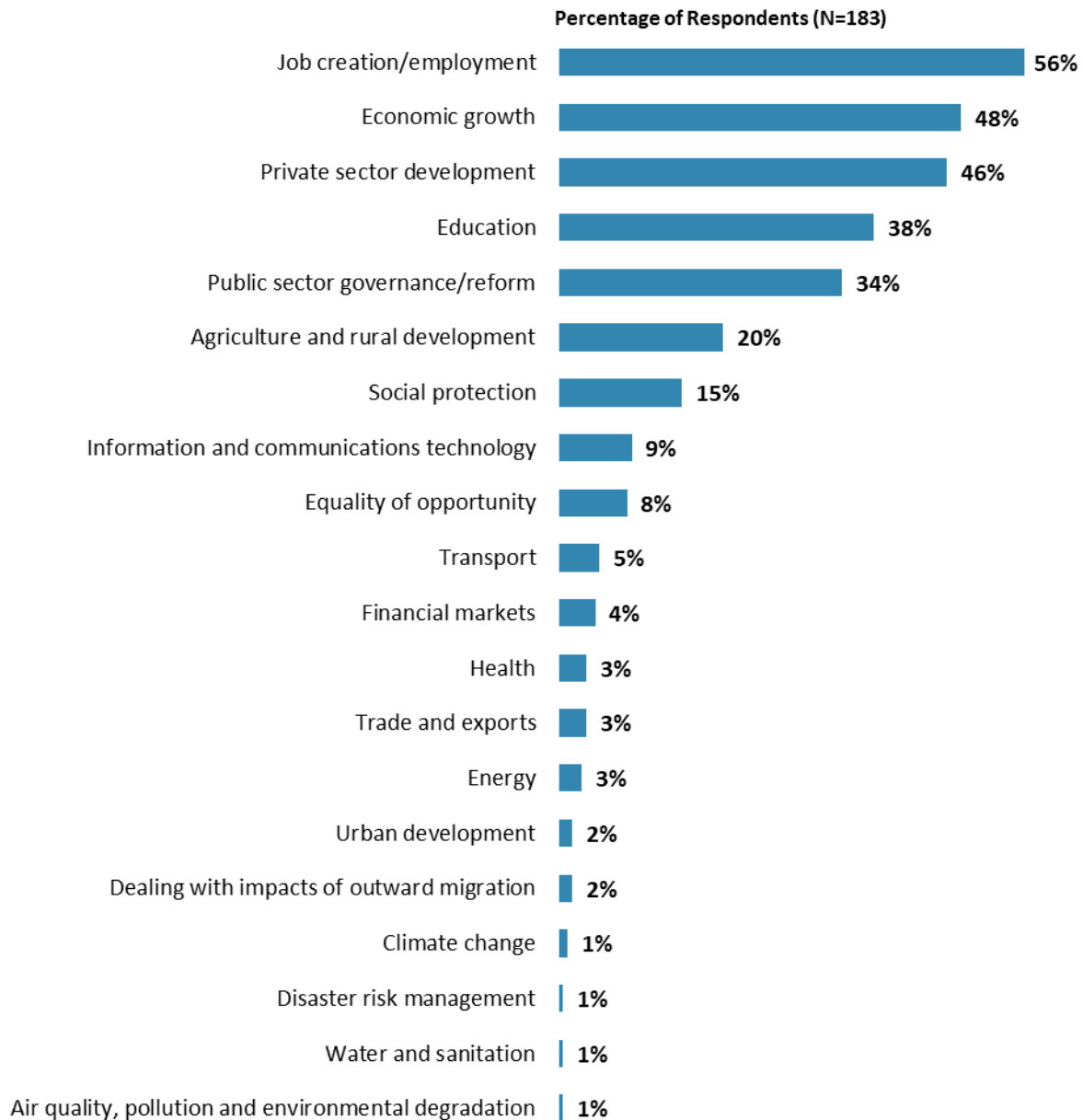


**"Listed below are a number of development priorities in Bosnia and Herzegovina. Please identify which of the following you consider the most important development priorities in Bosnia and Herzegovina. (Choose no more than THREE)"**  
(Respondents chose from a list. Responses combined.)



## IV. Overall Context (continued)

### What Would Contribute Most to Reducing Poverty

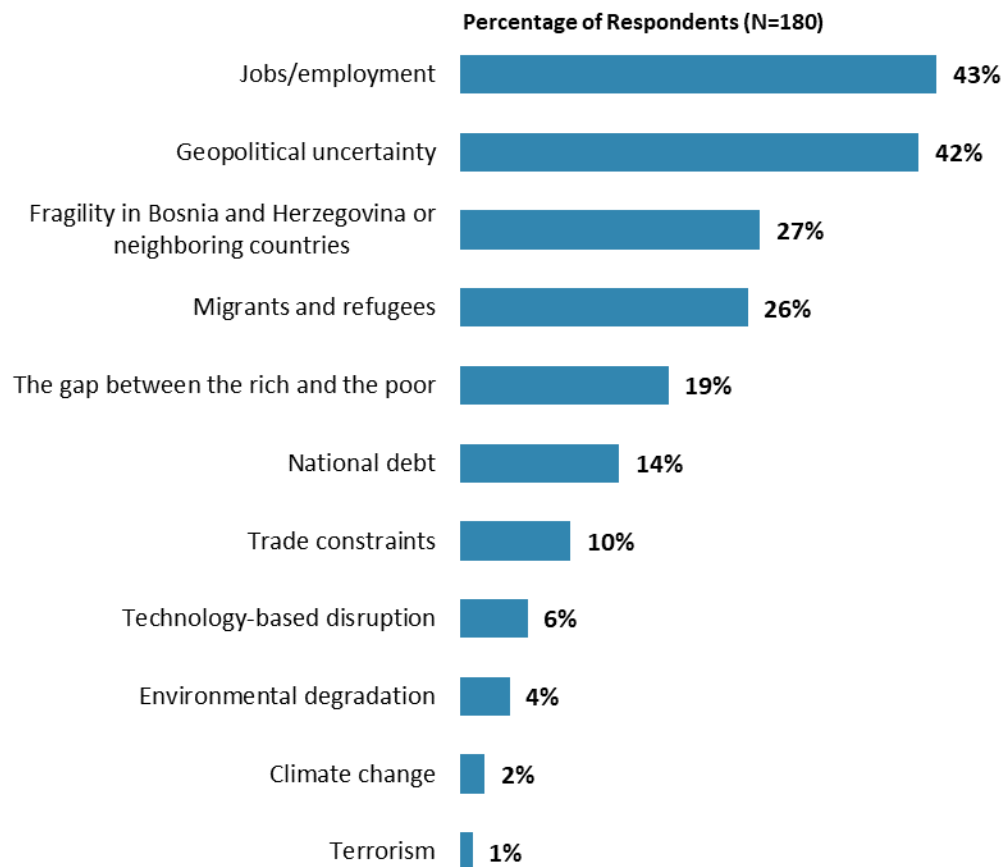


**"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Bosnia and Herzegovina? (Choose no more than THREE)"**  
(Respondents chose from a list. Responses combined.)



## IV. Overall Context (continued)

### The Impact of Global Challenges on Bosnia and Herzegovina

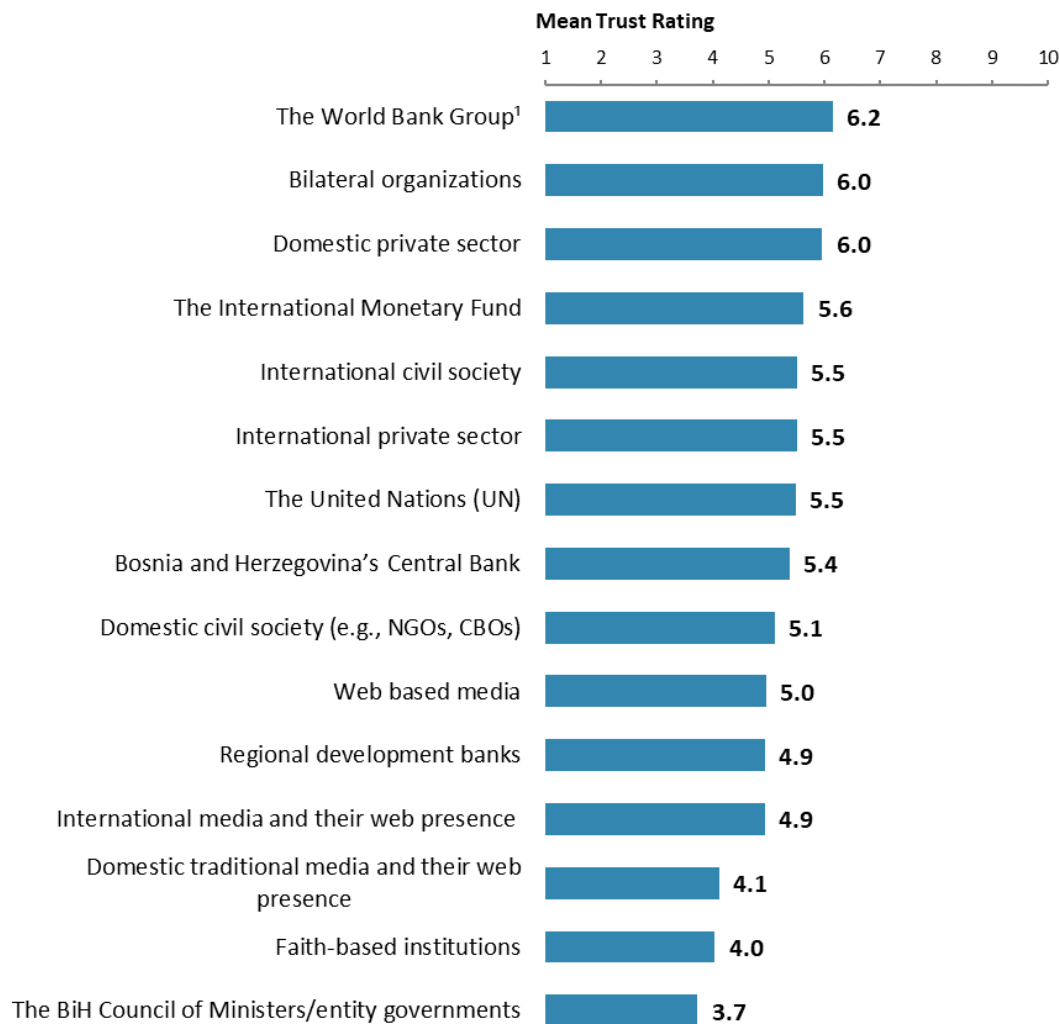


**"Listed below are global challenges. Which do you think have the most serious impact on Bosnia and Herzegovina? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



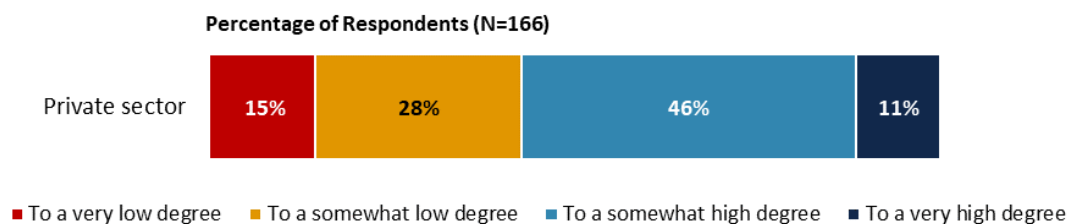
## IV. Overall Context (continued)

### 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")  
*Indicator Question*

### Trust in the Private Sector

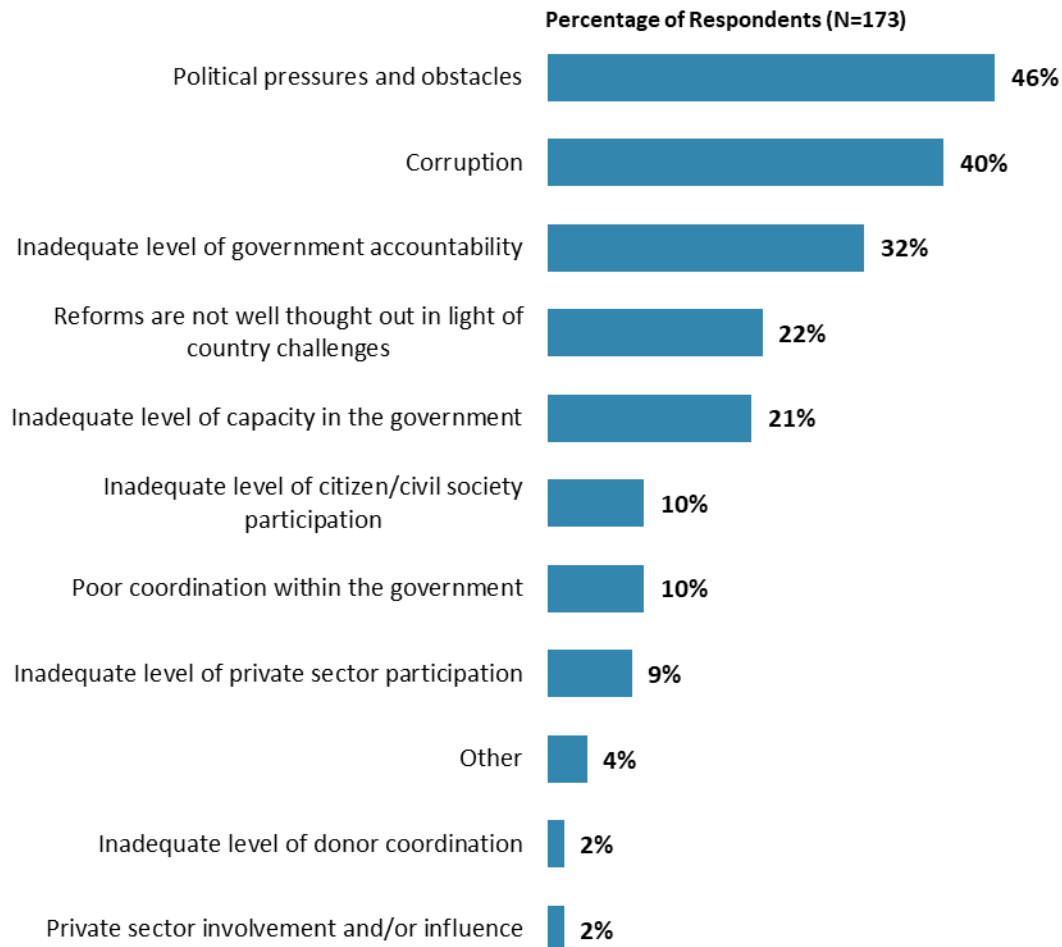


**"To what extent do you trust private sector to engage in public service delivery in Bosnia and Herzegovina?"**  
(Respondents chose from a list.)



## IV. Overall Context (continued)

### Attributions for Slow/Failed Reform Efforts



**"When economic and/or social reform efforts fail or are slow to take place in Bosnia and Herzegovina, 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

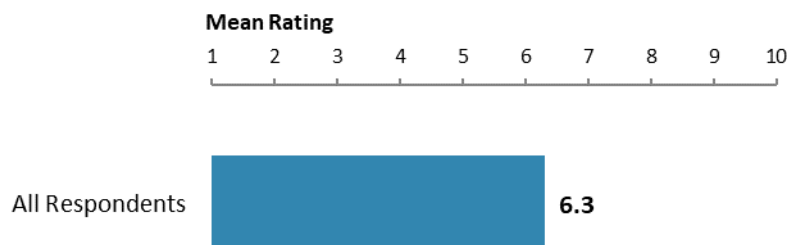
### The World Bank Group's Overall Effectiveness (*Indicator Question*)



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

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

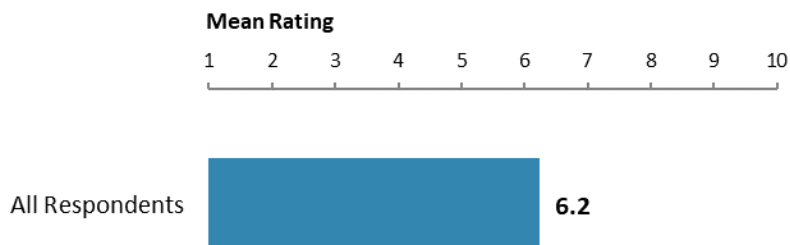


"To what extent does the World Bank Group's work help to achieve development results in Bosnia and Herzegovina?" (1-"To no degree at all", 10-"To a very significant degree")



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

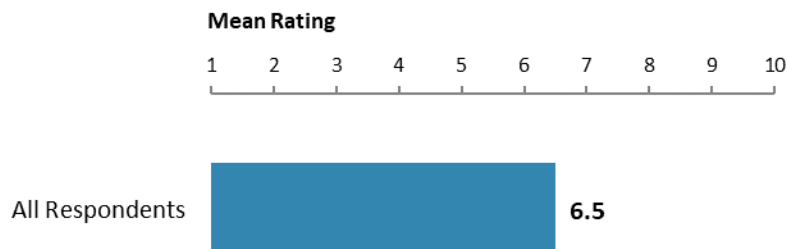
### Influence on Bosnia and Herzegovina's Development Agenda (*Indicator Question*)



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

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### WBG Staff Preparedness



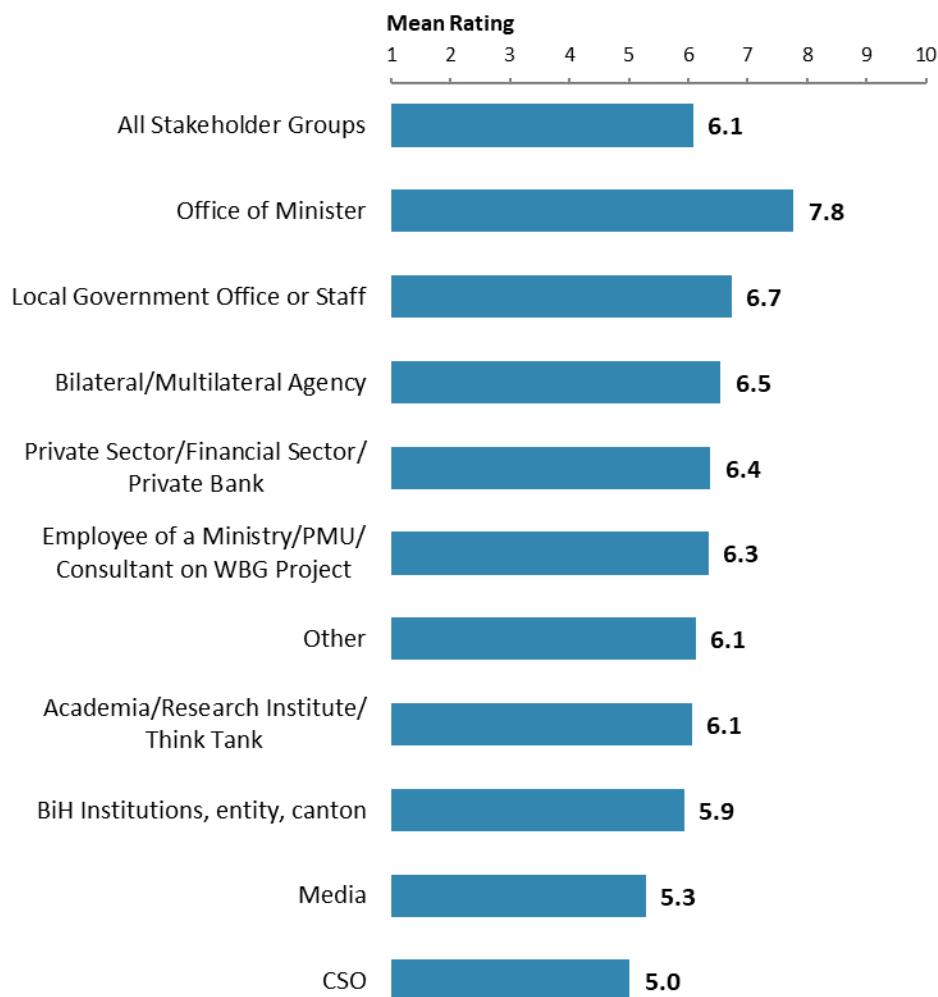
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Bosnia and Herzegovina solve its most complicated development challenges?" (1-"To no degree at all", 10-"To a very significant degree")



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-eight COS indicator questions (mean rating = 6.7) compared to respondents who do not collaborate with the WBG (mean rating = 5.6). Responses for individual indicator questions by exposure to the WBG can be found in Appendix D (page 70).
- **Stakeholder groups:** Respondents from the office of a minister had the highest mean ratings for the aggregated responses to the twenty-eight COS indicator questions, whereas respondents from CSO had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 50).

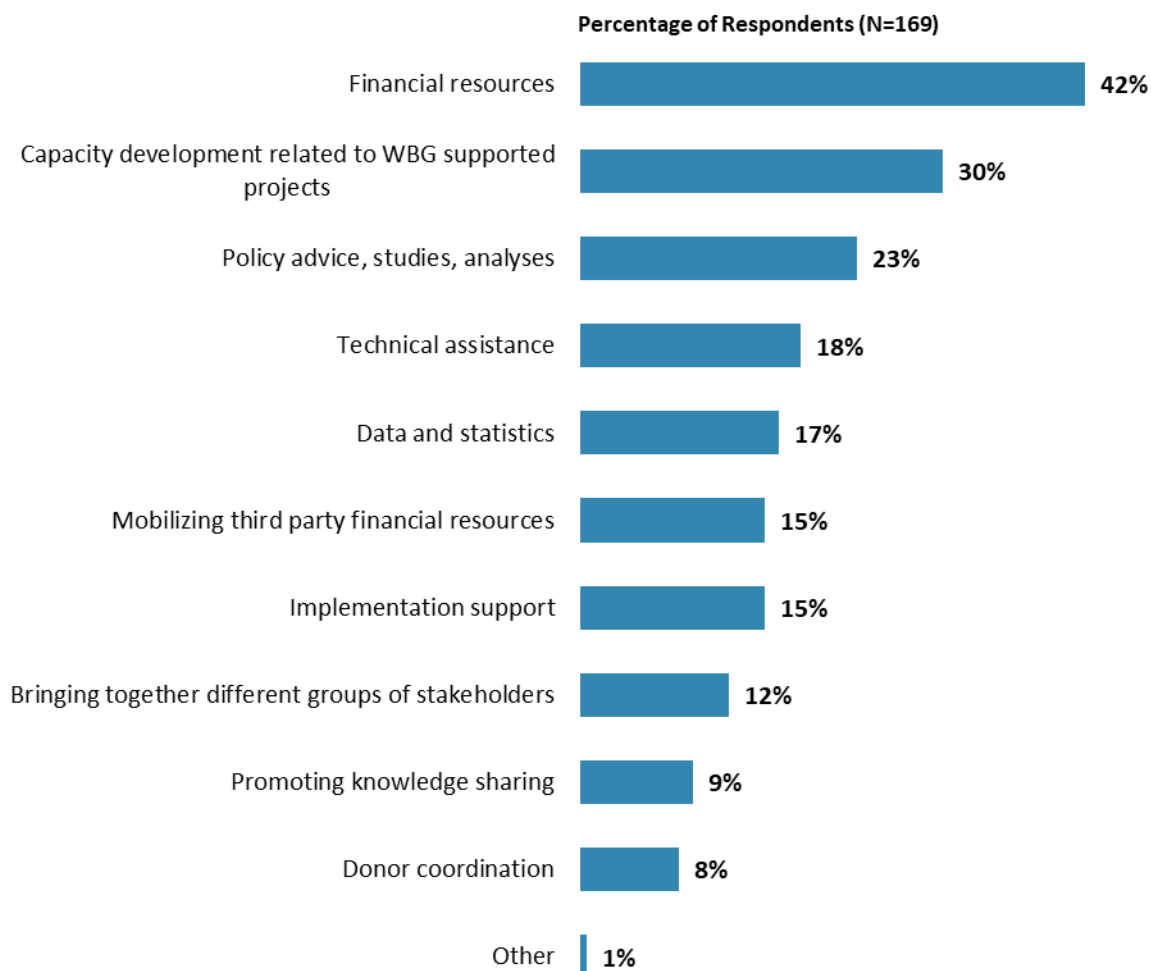


Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

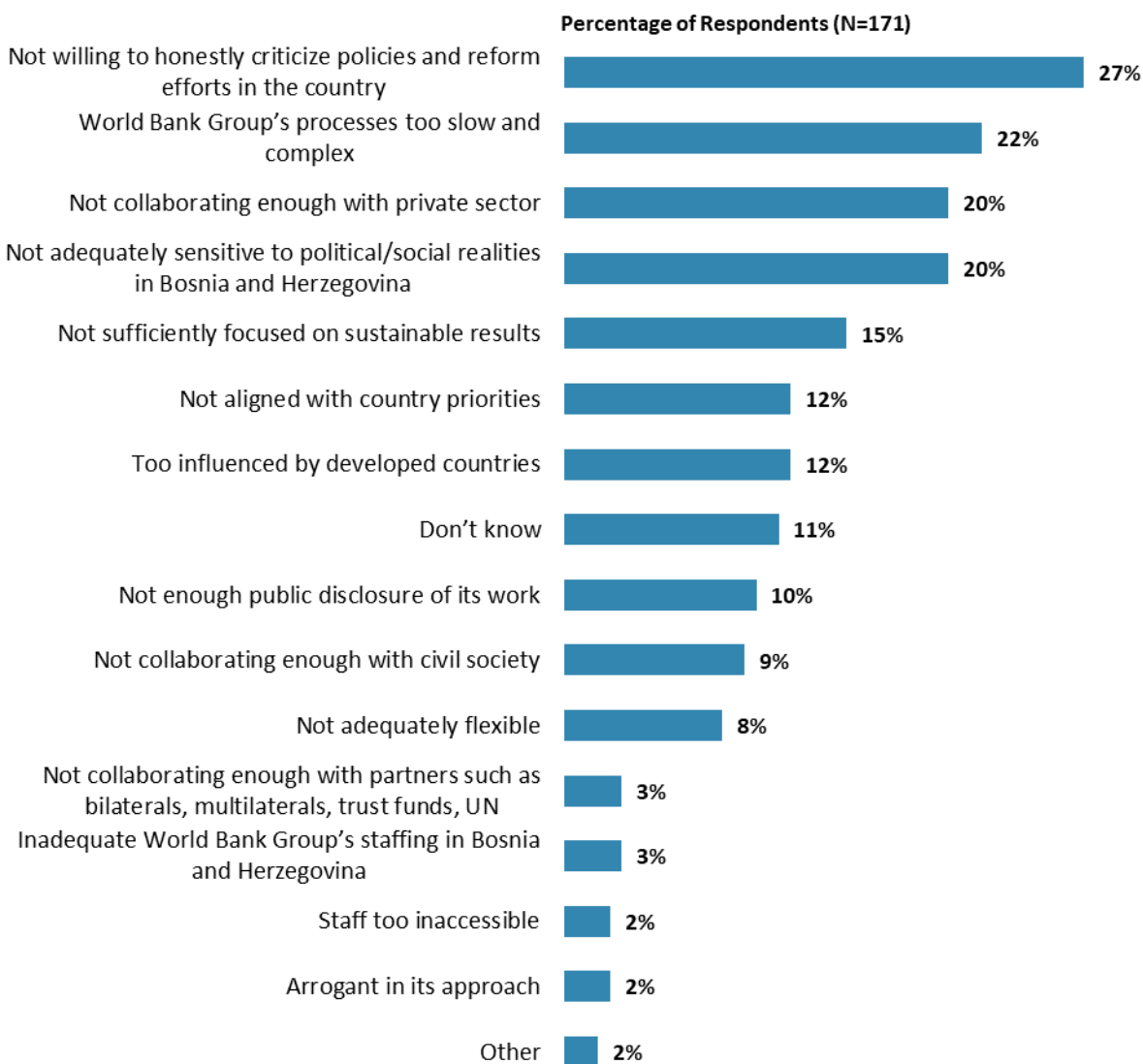


**“When thinking about the World Bank Group’s role in Bosnia and Herzegovina, which activity do you VALUE the most? (Choose no more than TWO)”**  
(Respondents chose from a list. Responses combined.)



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

### Greatest Weakness

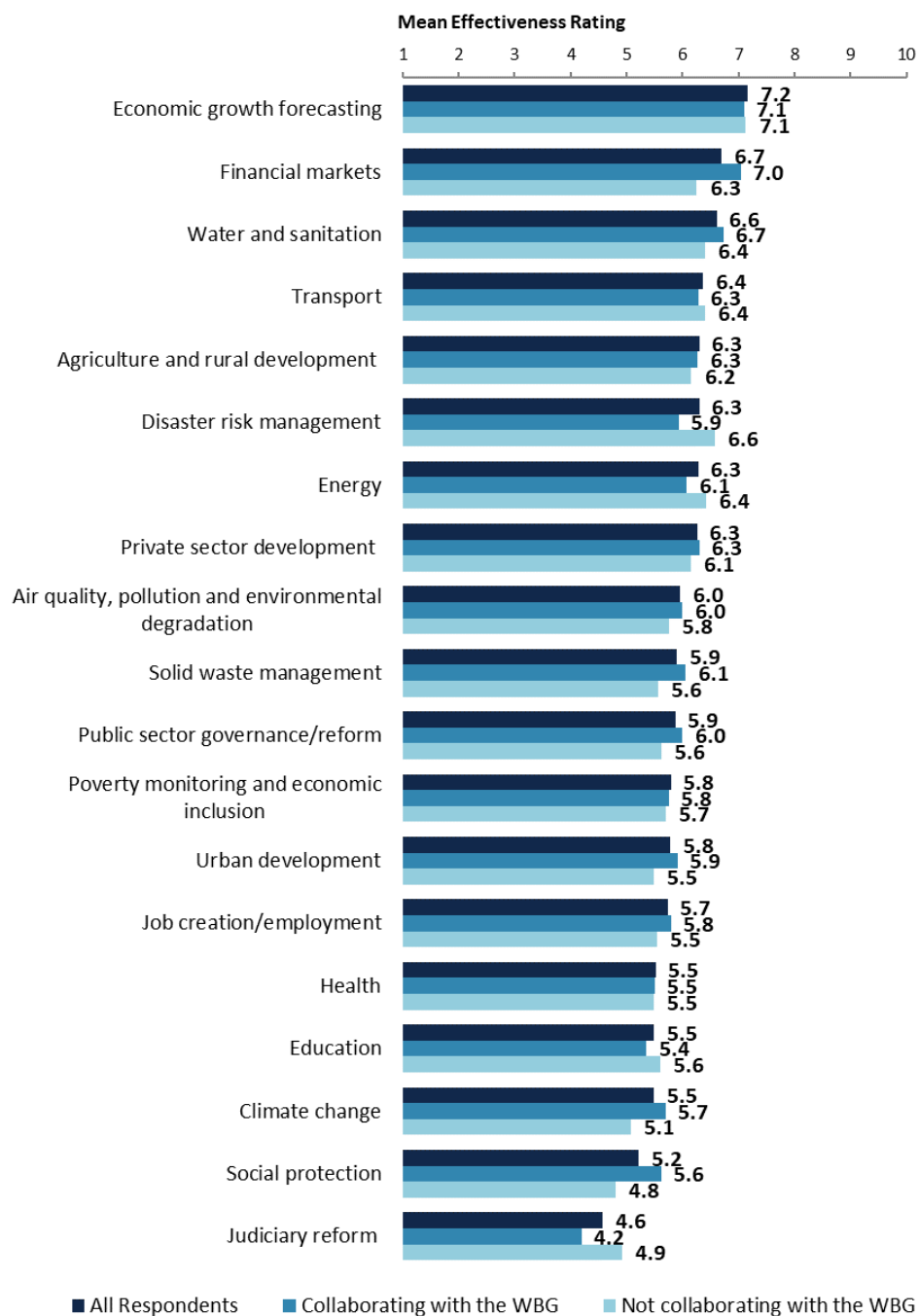


**"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bosnia and Herzegovina? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## VI. WBG's Support in Development Areas

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>2</sup>



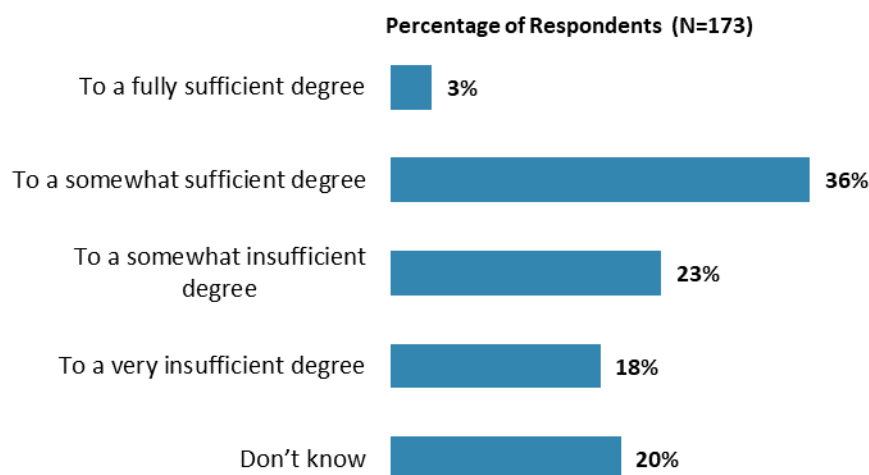
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bosnia and Herzegovina?"**  
(1-"To no degree at all", 10-"To a very significant degree")

<sup>2</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 36) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



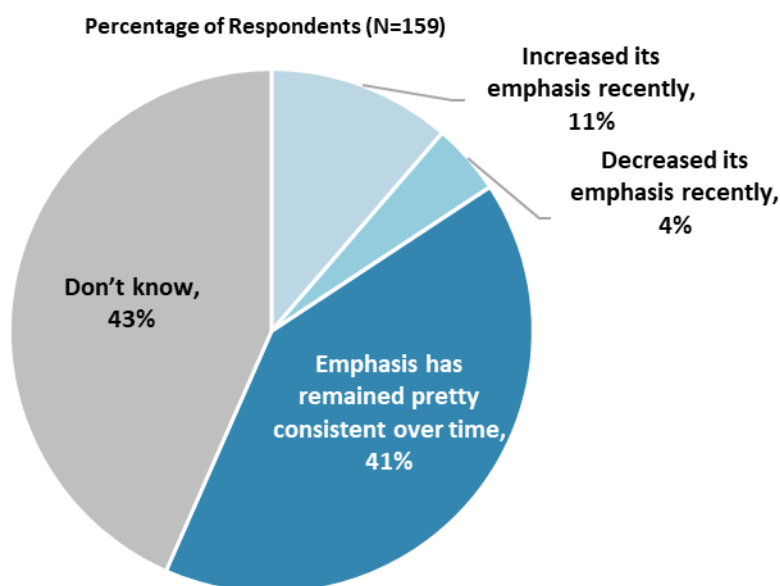
## VI. WBG's Support in Development Areas (continued)

### Helping the Poorest



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

### The WBG's Human Capital Investment

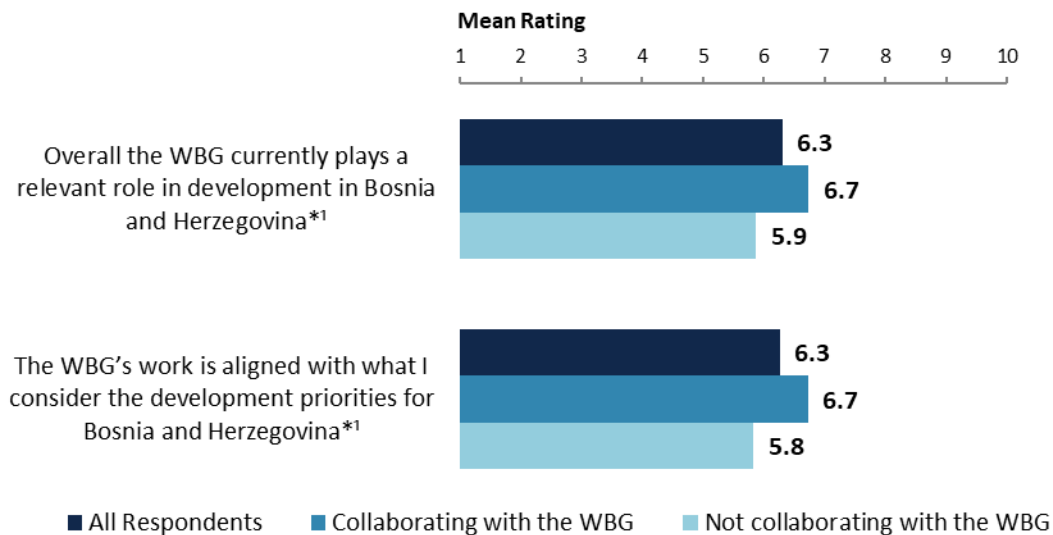


"From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?" (Respondents chose from a list.)



## VII. World Bank Group's Work and Engagement on the Ground

### The World Bank Group's Work in Bosnia and Herzegovina: Collaboration



**"To what extent do you agree/disagree with the following statements about the World Bank Group's work in Bosnia and Herzegovina?"**

**(1-"Strongly disagree", 10-"Strongly agree")**

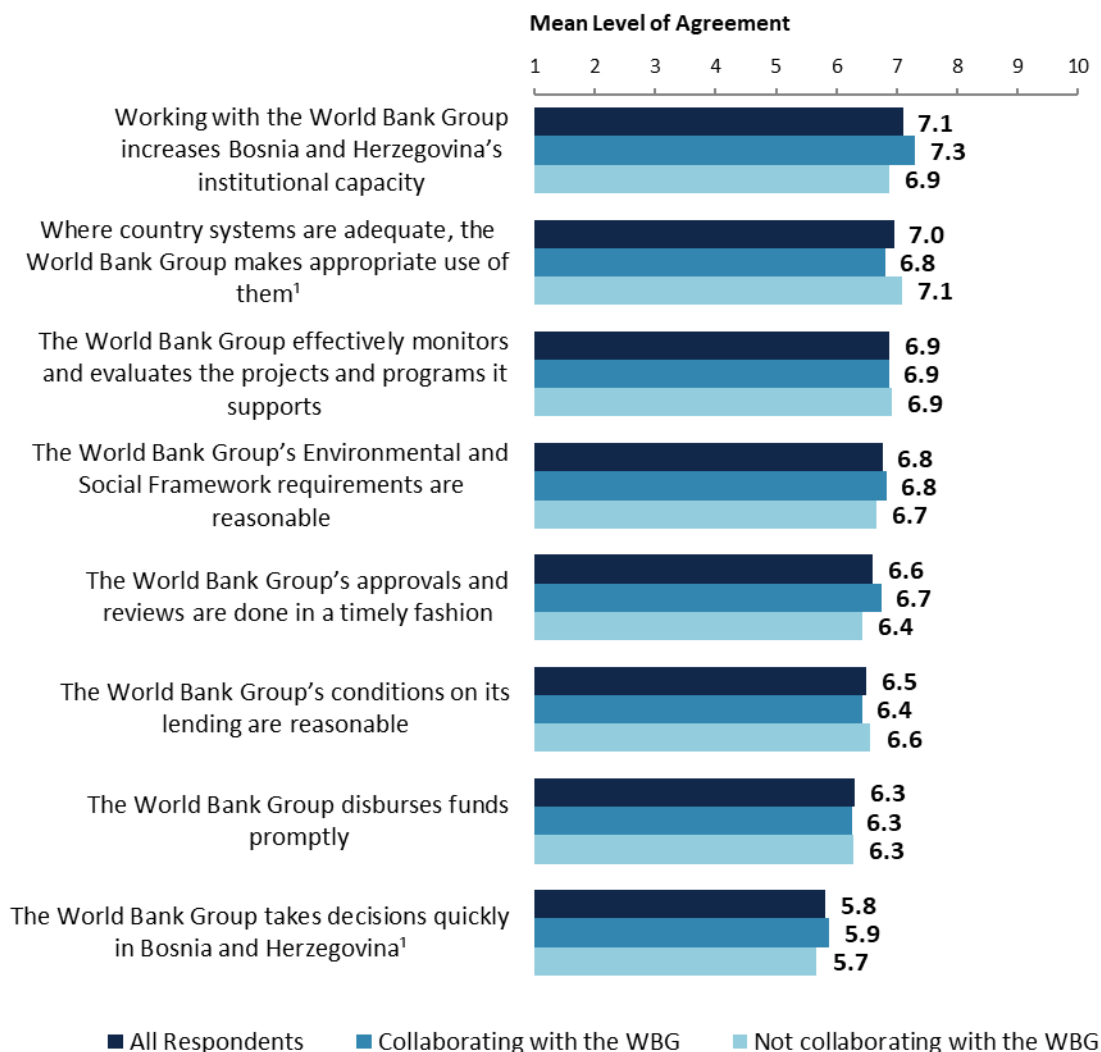
**(\*Significantly different between collaborators and non-collaborators)**

**<sup>1</sup>Indicator Question**



## VII. WBG's Work and Engagement on the Ground (continued)

### Overall Perceptions: Collaboration

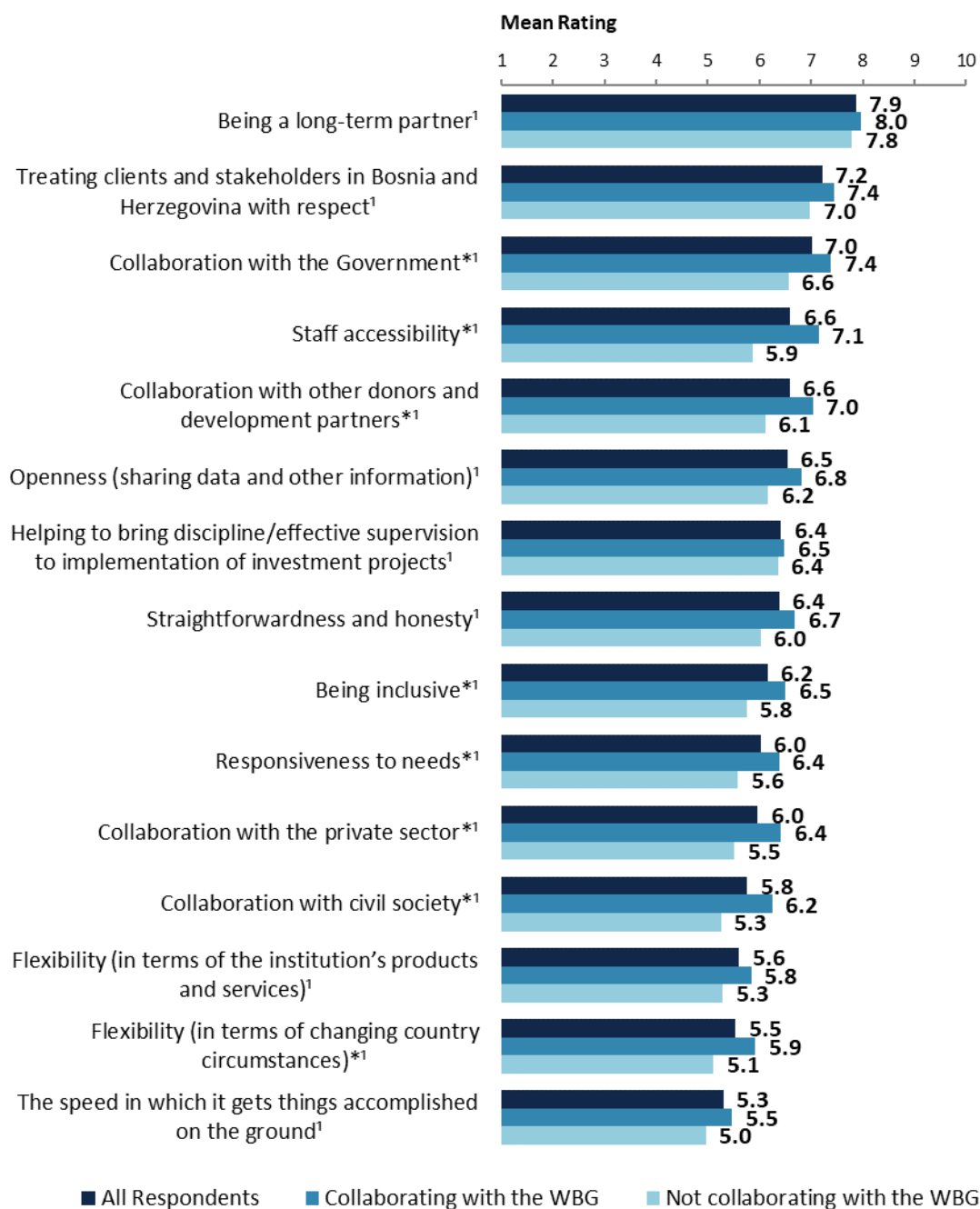


"To what extent do you agree/disagree with the following statements?"  
(1-"Strongly disagree", 10-"Strongly agree")  
<sup>1</sup>Indicator Question



## VII. WBG's Work and Engagement on the Ground (continued)

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



**"To what extent is the World Bank Group an effective development partner in Bosnia and Herzegovina, in terms of each of the following?"**

*(1-"Strongly disagree", 10-"Strongly agree")*

*(\*Significantly different between collaborators and non-collaborators)*

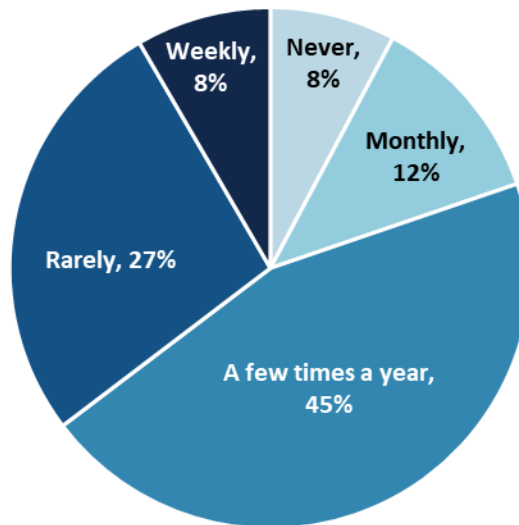
*<sup>1</sup>Indicator Question*



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

### Frequency of Consulting WBG Knowledge Work and Activities

Percentage of Respondents (N=167)

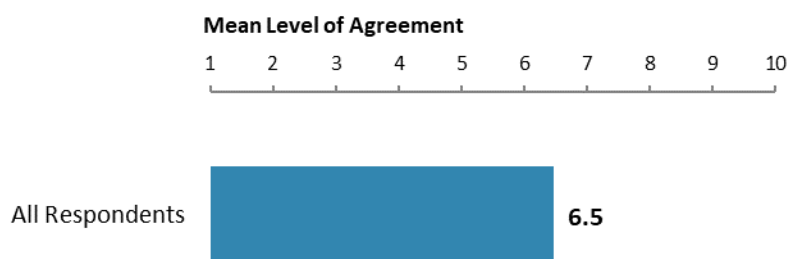


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"  
(Respondents chose from a list.)



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

### Meeting Bosnia and Herzegovina's Knowledge Needs (*Indicator Question*)



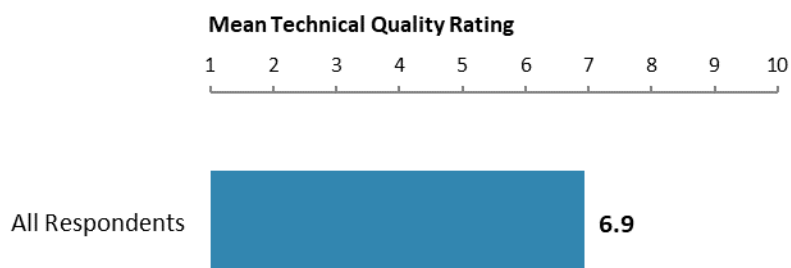
**"The World Bank Group meets Bosnia and Herzegovina's needs for knowledge services (e.g., research, analysis, data, technical assistance)"**  
(1-"Strongly disagree", 10-"Strongly agree")

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



**"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"**  
(1-"Not significant at all", 10-"Very significant")

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

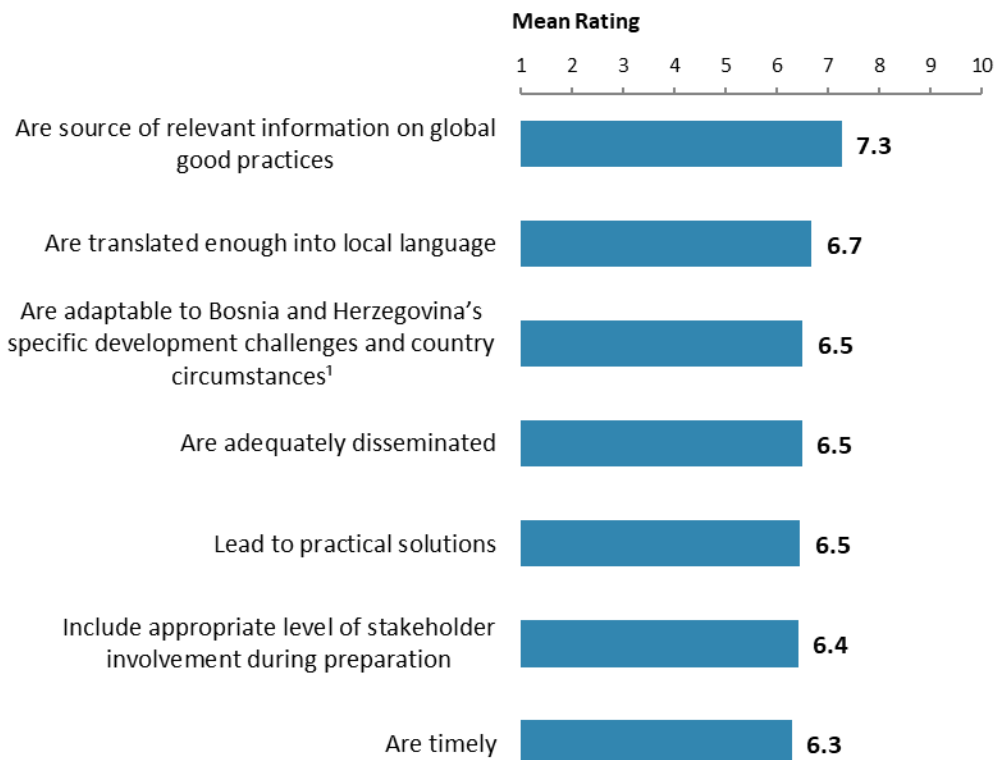


**"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"**  
(1-"Very low technical quality", 10-"Very high technical quality")



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

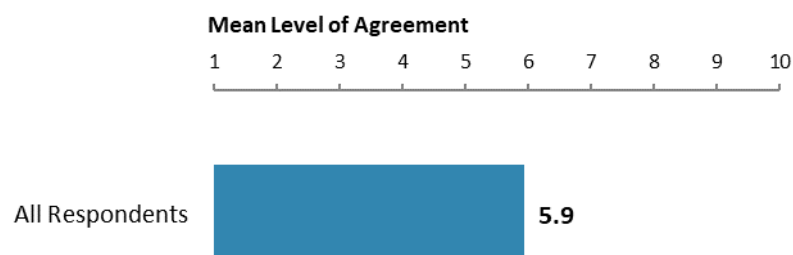
### Qualities of the WBG's Knowledge Work and Activities



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

<sup>1</sup>Indicator Question

### Meeting Bosnia and Herzegovina's Needs for Financial Instruments (Indicator Question)

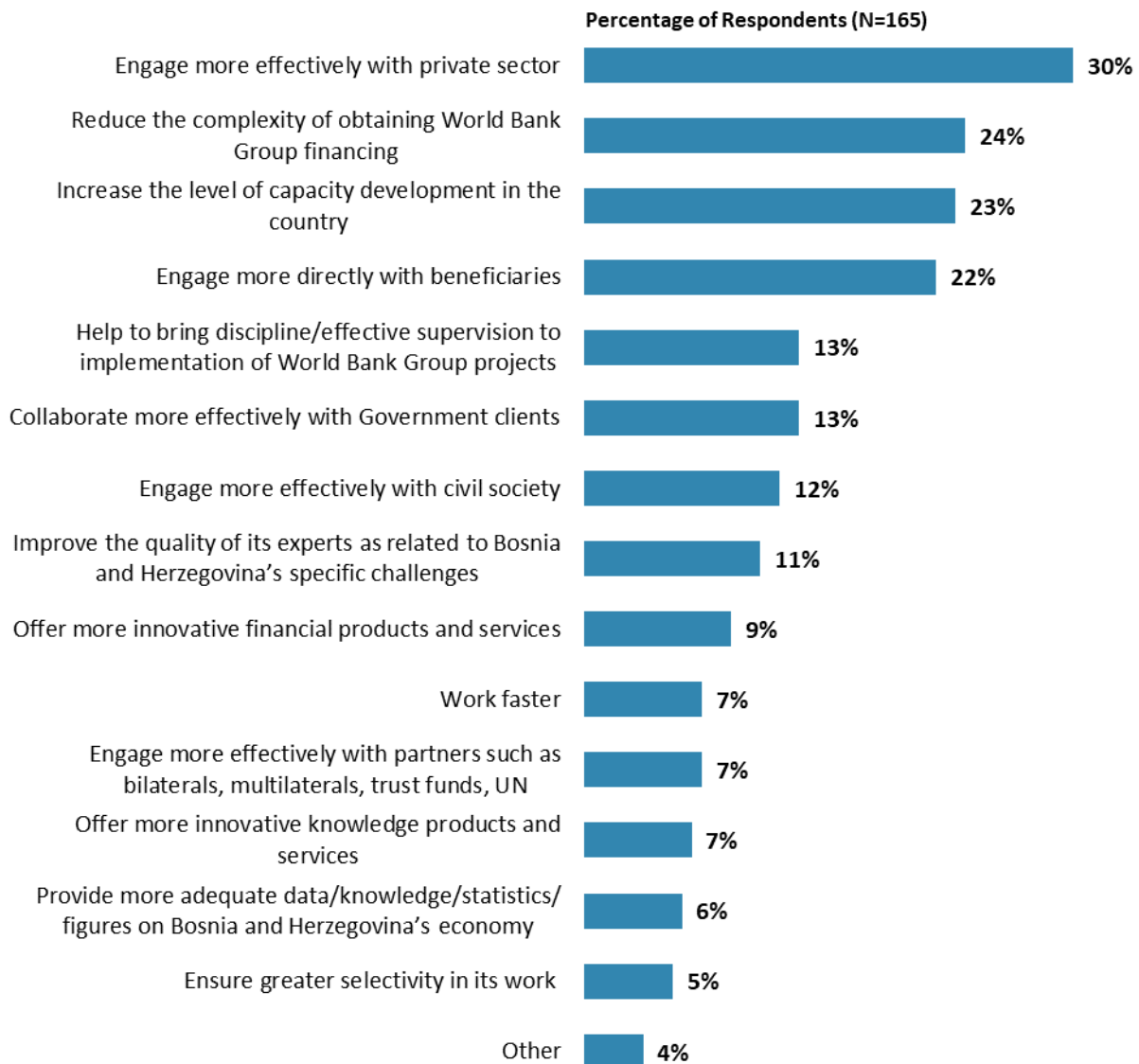


"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Bosnia and Herzegovina" (1-"Strongly disagree", 10-"Strongly agree")



## IX. The Future Role of the WBG in Bosnia and Herzegovina

### Making the World Bank Group of Greater Value

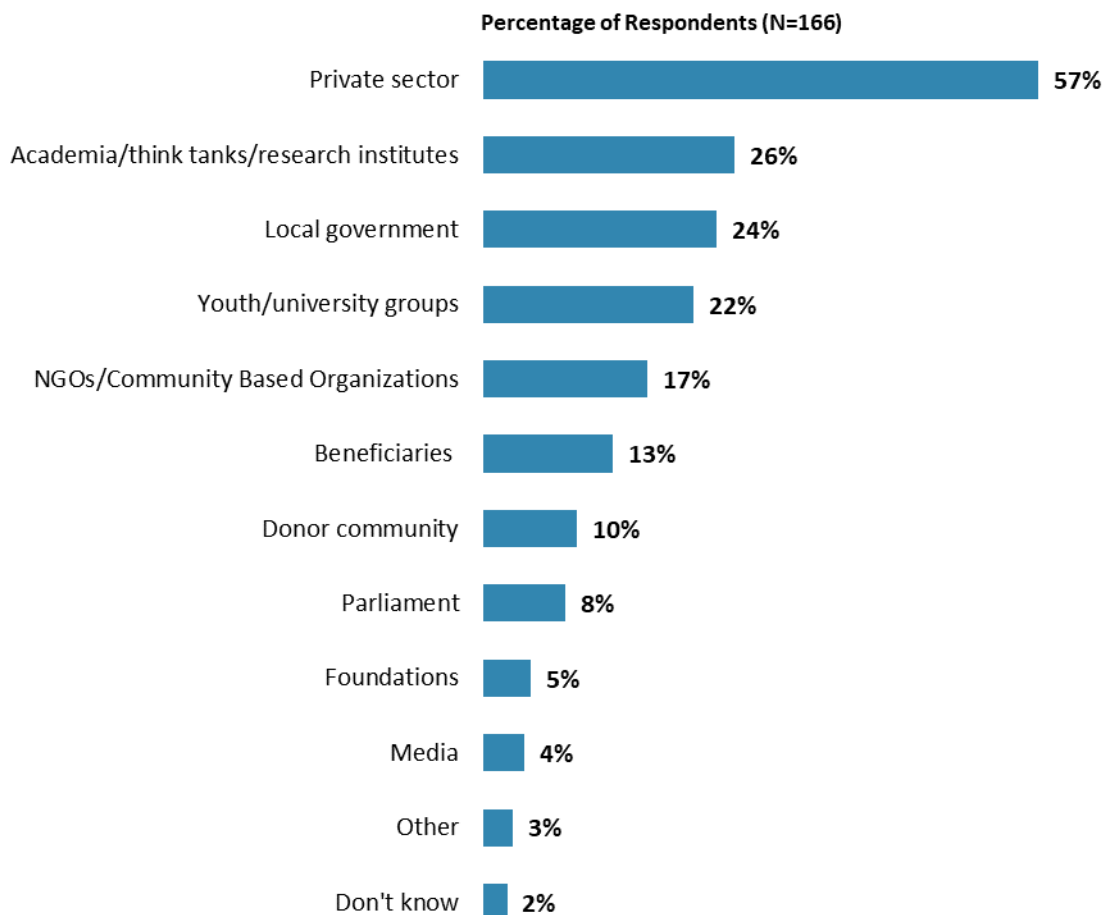


**"Which of the following SHOULD the World Bank Group do to make itself of greater value in Bosnia and Herzegovina? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## IX. The Future Role of the WBG in Bosnia and Herzegovina (continued)

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

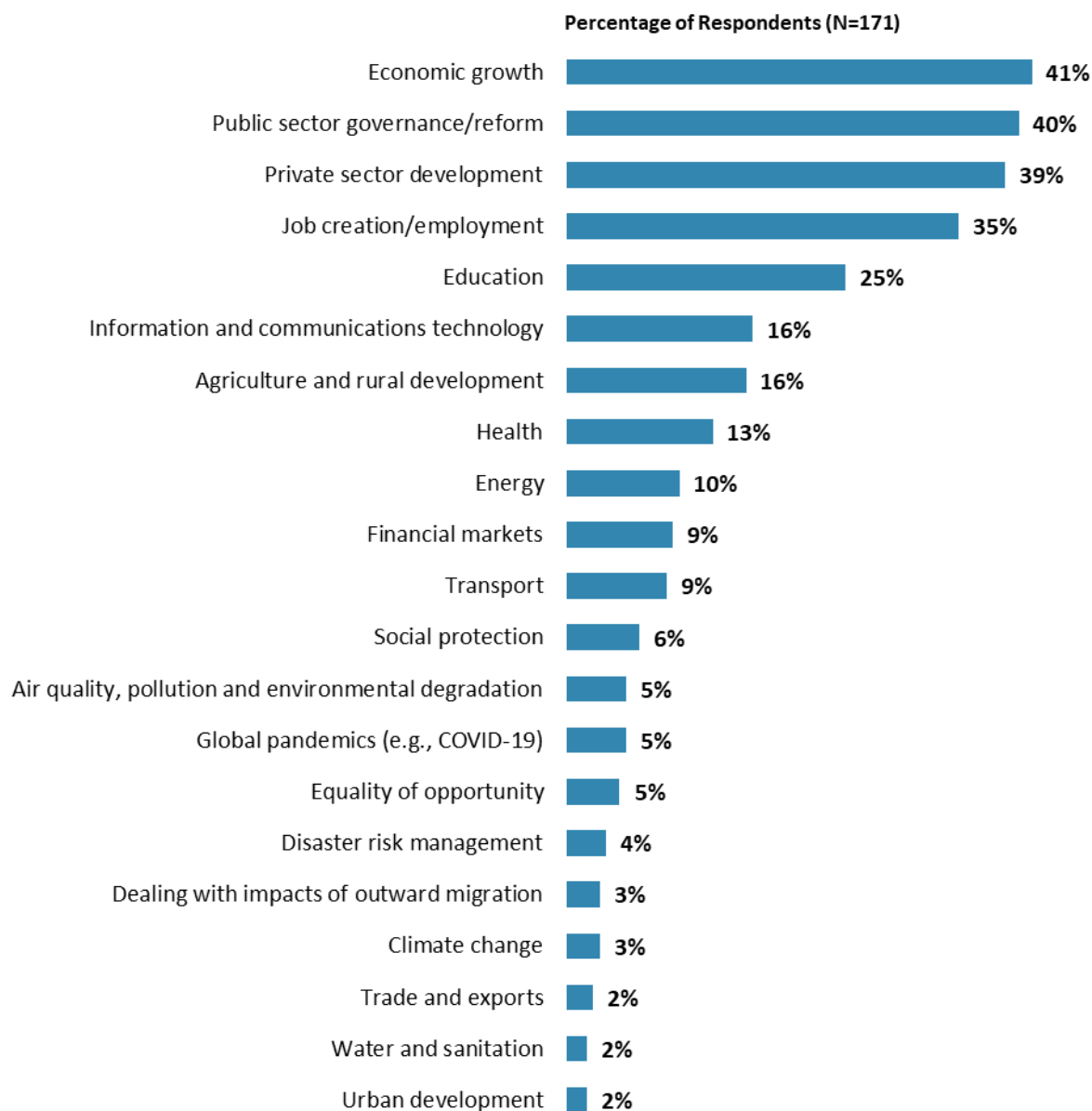


**"In addition to the regular relations with BiH Institutions and entity governments, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## IX. The Future Role of the WBG in Bosnia and Herzegovina (continued)

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



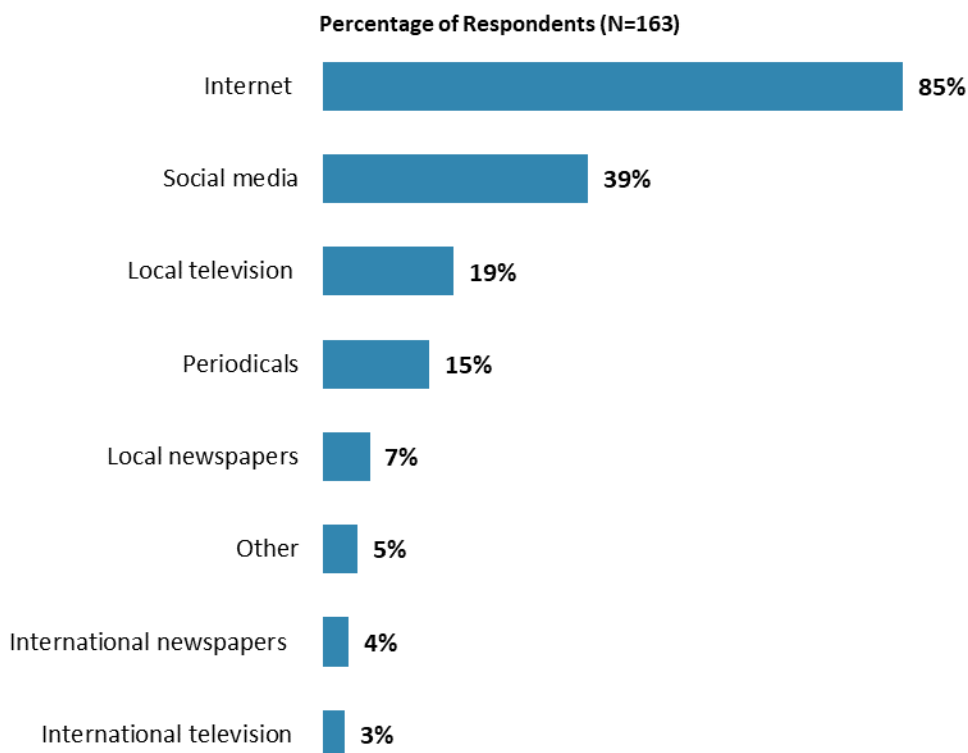
**“When thinking about how the World Bank Group can have the most impact on development results in Bosnia and Herzegovina, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Bosnia and Herzegovina? (Choose no more than THREE)”**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



## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 50) for selected responses by stakeholder groups.*

### General Information Sources

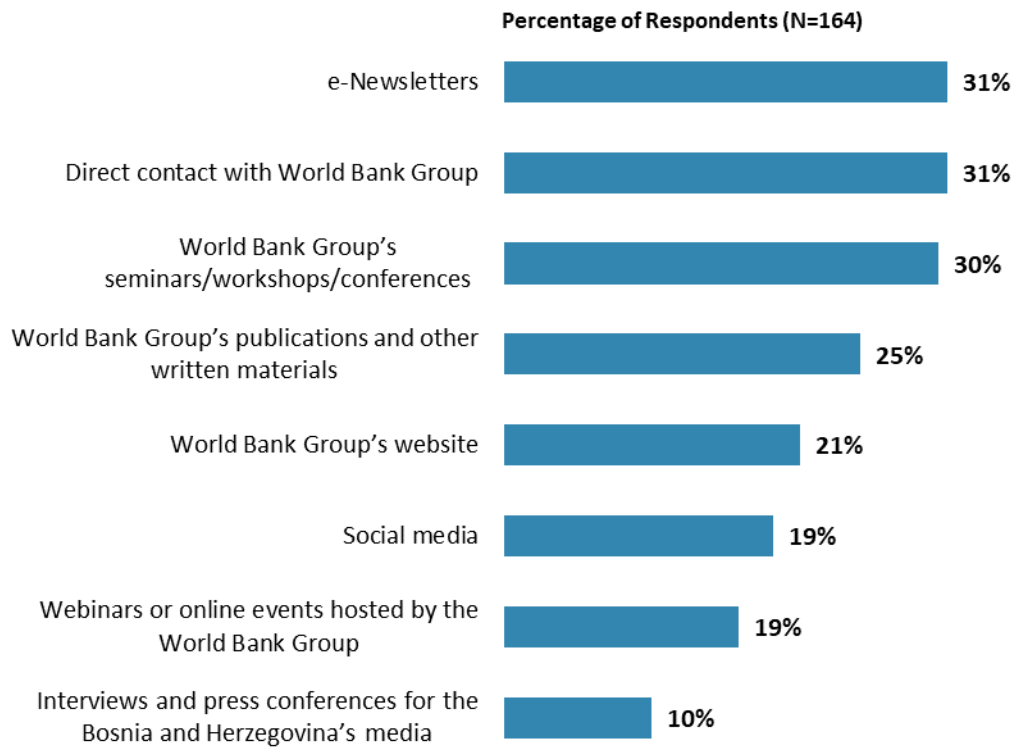


**"How do you get most of your information about economic and social development issues in Bosnia and Herzegovina? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources



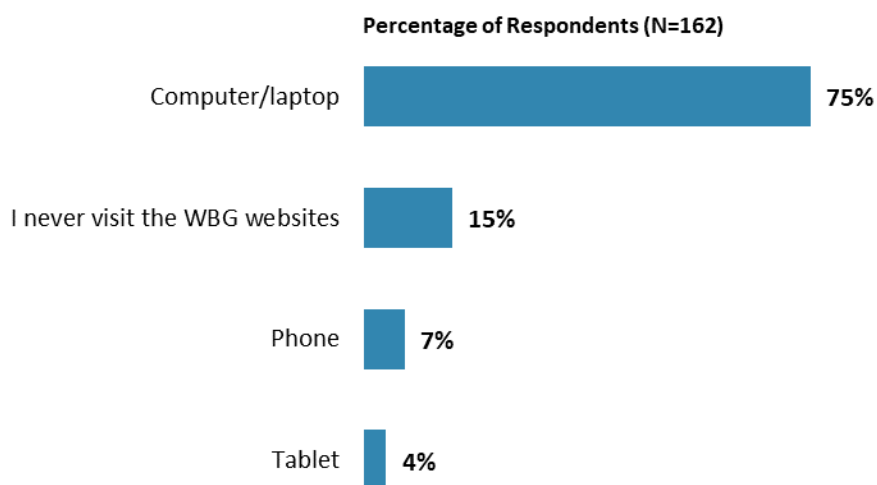
**"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)"**

**(Respondents chose from a list. Responses combined.)**



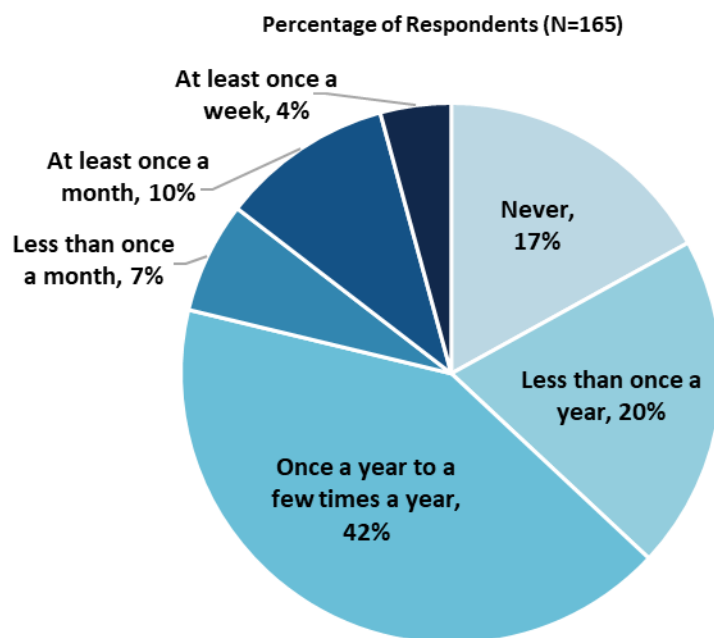
## X. Communication and Outreach (continued)

### Devices used to access WBG website



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

### WBG Interaction Frequency

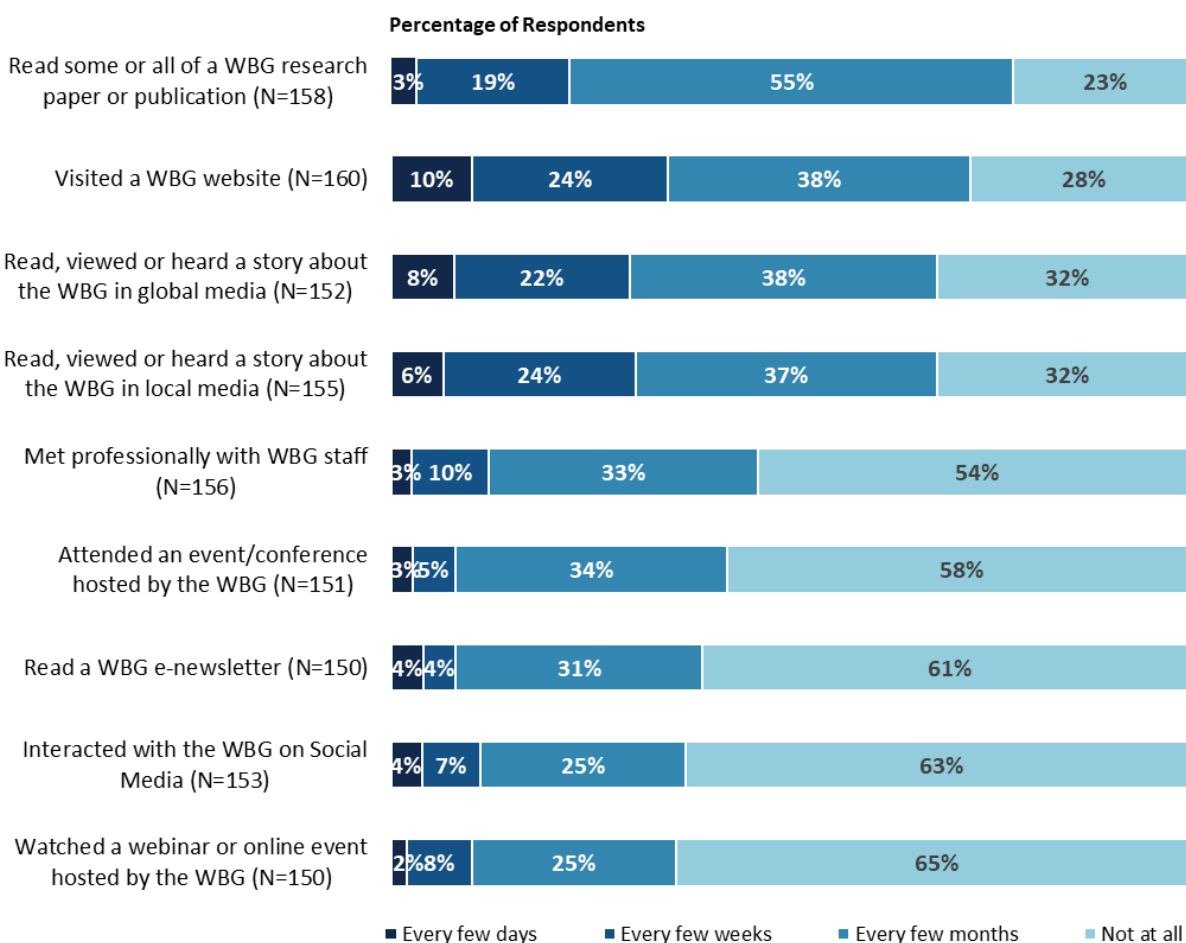


"How frequently do you interact with the World Bank Group now in Bosnia and Herzegovina?" (Respondents chose from a list.)



## 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.)**



## XI. Appendices

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### BOSNIA AND HERZEGOVINA





## Appendix A: Responses to All Questions across All Respondents (N=191)

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. Overall Context

1. In general, would you say that Bosnia and Herzegovina is headed in ... ?	Percentage of Respondents (N=183)
The right direction	13.1%
The wrong direction	55.2%
Not sure	31.7%

2. Do you think that economic opportunity for citizens in Bosnia and Herzegovina is ... ?	Percentage of Respondents (N=183)
Increasing	18.6%
Decreasing	54.1%
Staying about the same	27.3%

3. Listed below are a number of development priorities in Bosnia and Herzegovina. Please identify which of the following you consider the most important development priorities in Bosnia and Herzegovina. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=183)
Education	44.8%
Public sector governance/reform (i.e., government effectiveness, public financial management, anticorruption)	39.9%
Economic growth	39.3%
Job creation/employment	36.6%
Private sector development (including improving business environment)	30.6%
Information and communications technology (including digital connectivity)	19.7%
Health (i.e., reforming health care insurance and health care services)	18.0%
Agriculture and rural development (including forestry, irrigation, & food safety)	10.4%
Social protection (e.g., pensions, targeted social assistance)	9.3%
Energy (including transitioning from coal)	8.2%
Transport (e.g., roads, bridges, transportation)	8.2%
Air quality, pollution and environmental degradation	6.6%
Dealing with impacts of outward migration	6.0%
Trade and exports	4.9%
Financial markets (including access to finance)	3.3%
Global pandemics (e.g., COVID-19)	2.7%
Disaster risk management (including floods, earthquakes, draughts)	2.7%
Equality of opportunity (e.g. social inclusion of women, youth, and Roma)	2.2%
Climate change (e.g., mitigation, adaptation)	1.1%
Urban development	0.5%
Water and sanitation	0.0%

**A. Overall Context (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 Bosnia and Herzegovina? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=183)</b>
Job creation/employment	55.7%
Economic growth	48.1%
Private sector development (including improving business environment)	46.4%
Education	37.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, anticorruption)	33.9%
Agriculture and rural development (including forestry, irrigation, & food safety)	19.7%
Social protection (e.g., pensions, targeted social assistance)	14.8%
Information and communications technology (including digital connectivity)	8.7%
Equality of opportunity (e.g. social inclusion of women, youth, and Roma)	8.2%
Transport (e.g., roads, bridges, transportation)	4.9%
Financial markets (including access to finance)	4.4%
Health (i.e., reforming health care insurance and health care services)	3.3%
Trade and exports	3.3%
Energy (including transitioning from coal)	2.7%
Urban development	1.6%
Dealing with impacts of outward migration	1.6%
Climate change (e.g., mitigation, adaptation)	1.1%
Disaster risk management (including floods, earthquakes, draughts)	0.5%
Water and sanitation	0.5%
Air quality, pollution and environmental degradation	0.5%

<b>5. Please describe the direction Bosnia and Herzegovina is moving in, when considering... ?</b>	<b>N</b>	<b>Direction</b>				
		<b>Getting much worse</b>	<b>Getting somewhat worse</b>	<b>Staying the same</b>	<b>Getting somewhat better</b>	<b>Getting much better</b>
1. Human development (e.g., health, education, and social protection)	178	27.5%	28.1%	31.5%	12.9%	0.0%
2. Equal opportunity for girls and boys, men and women	178	6.2%	9.6%	50.0%	29.8%	4.5%
3. Growing Bosnia and Herzegovina's economy in a way that leads to jobs and employment	174	24.1%	23.6%	30.5%	21.3%	0.6%
4. The gap between the rich and the poor	174	39.7%	37.4%	20.1%	2.3%	0.6%
5. Making government more effective	176	32.4%	25.6%	32.4%	6.8%	2.8%
6. Anti-corruption	177	37.9%	20.3%	34.5%	6.2%	1.1%
7. Attracting new sources of foreign investment	177	23.2%	31.6%	35.0%	9.6%	0.6%

**A. Overall Context (continued)**

<b>6. Listed below are global challenges. Which do you think have the most serious impact on Bosnia and Herzegovina? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=180)</b>
Jobs/employment	43.3%
Geopolitical uncertainty	41.7%
Fragility in Bosnia and Herzegovina or neighboring countries	27.2%
Migrants and refugees	26.1%
The gap between the rich and the poor	18.9%
National debt	14.4%
Trade constraints	10.0%
Technology-based disruption	6.1%
Environmental degradation	4.4%
Climate change	2.2%
Terrorism	1.1%

<b>7. When economic and/or social reform efforts fail or are slow to take place in Bosnia and Herzegovina, which of the following would you attribute this to? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=173)</b>
Political pressures and obstacles	45.7%
Corruption	40.5%
Inadequate level of government accountability	32.4%
Reforms are not well thought out in light of country challenges	22.0%
Inadequate level of capacity in the government	20.8%
Inadequate level of citizen/civil society participation	9.8%
Poor coordination within the government	9.8%
Inadequate level of private sector participation	8.7%
Other	4.0%
Inadequate level of donor coordination	1.7%
Private sector involvement and/or influence	1.7%

<b>8. To what extent do you trust each of the following groups to do what is right?</b> (1-To no degree at all, 10-To a very significant degree)	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. The BiH Council of Ministers/entity governments	160	10	3.73	2.01
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	148	20	5.97	2.19
3. The World Bank Group*	152	19	6.15	2.14
4. The International Monetary Fund	146	21	5.63	2.19
5. The United Nations (UN)	148	20	5.49	2.39
6. Regional development banks	138	26	4.93	2.09
7. Bosnia and Herzegovina's Central Bank	156	11	5.38	2.36
8. International private sector	135	28	5.50	2.34
9. Domestic private sector	157	10	5.96	2.11
10. International civil society (e.g., NGOs, CBOs)	154	13	5.51	2.03
11. Domestic civil society (e.g., NGOs, CBOs)	154	12	5.11	2.25
12. Faith-based institutions	157	13	4.04	2.27
13. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	165	5	4.12	2.23
14. International media and their web presence	158	11	4.93	2.21
15. Web based media (i.e., blogs, social media, other web-based news and information sources)	165	5	4.96	2.21

**A. Overall Context (continued)**

9. To what extent do you trust private sector to engage in public service delivery in Bosnia and Herzegovina?	Percentage of Respondents (N=166)
To a very low degree	14.5%
To a somewhat low degree	28.3%
To a somewhat high degree	45.8%
To a very high degree	11.4%
Don't know	0.0%

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

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Bosnia and Herzegovina? (1-Not familiar at all, 10-Extremely familiar)	173	n/a	5.48	2.39

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Bosnia and Herzegovina? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in Bosnia and Herzegovina*	148	23	6.30	2.16
3. The World Bank Group's work is aligned with what I consider the development priorities for Bosnia and Herzegovina*	152	21	6.26	2.20

Effectiveness	N	DK	Mean	SD
4. Overall, please rate your impression of the World Bank Group's effectiveness in Bosnia and Herzegovina.* (1-Not effective at all, 10-Very effective)	146	27	6.23	2.01

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Bosnia and Herzegovina?* (1-To no degree at all, 10-To a very significant degree)	146	26	6.30	1.99

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Bosnia and Herzegovina?* (1-To no degree at all, 10-To a very significant degree)	148	26	6.24	2.10

7. To what extent do you believe that the World Bank Group's work and support help the poorest people in Bosnia and Herzegovina? (Select only ONE response)	Percentage of Respondents (N=173)
To a fully sufficient degree	3.5%
To a somewhat sufficient degree	35.8%
To a somewhat insufficient degree	23.1%
To a very insufficient degree	17.9%
Don't know	19.7%

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

<b>8. When thinking about the World Bank Group's role in Bosnia and Herzegovina, which activity do you VALUE the most? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=169)</b>
Financial resources	42.0%
Capacity development related to World Bank Group supported projects	30.2%
Policy advice, studies, analyses	23.1%
Technical assistance	18.3%
Data and statistics	16.6%
Mobilizing third party financial resources	15.4%
Implementation support	15.4%
Bringing together different groups of stakeholders	12.4%
Promoting knowledge sharing	9.5%
Donor coordination	8.3%
Other	0.6%

<b>9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bosnia and Herzegovina? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=171)</b>
Not willing to honestly criticize policies and reform efforts in the country	26.9%
World Bank Group's processes too slow and complex	21.6%
Not collaborating enough with private sector	19.9%
Not adequately sensitive to political/social realities in Bosnia and Herzegovina	19.9%
Not sufficiently focused on sustainable results	14.6%
Not aligned with country priorities	11.7%
Too influenced by developed countries	11.7%
Don't know	11.1%
Not enough public disclosure of its work	9.9%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	9.4%
Not adequately flexible	8.2%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	2.9%
Inadequate World Bank Group's staffing in Bosnia and Herzegovina	2.9%
Staff too inaccessible	2.3%
Arrogant in its approach	2.3%
Other	1.8%

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

<b>10. When thinking about how the World Bank Group can have the most impact on development results in Bosnia and Herzegovina, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Bosnia and Herzegovina? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=171)</b>
Economic growth	40.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, anticorruption)	39.8%
Private sector development (including improving business environment)	38.6%
Job creation/employment	34.5%
Education	24.6%
Information and communications technology (including digital connectivity)	16.4%
Agriculture and rural development (including forestry, irrigation, & food safety)	15.8%
Health (i.e., reforming health care insurance and health care services)	12.9%
Energy (including transitioning from coal)	9.9%
Financial markets (including access to finance)	9.4%
Transport (e.g., roads, bridges, transportation)	8.8%
Social protection (e.g., pensions, targeted social assistance)	6.4%
Air quality, pollution and environmental degradation	5.3%
Global pandemics (e.g., COVID-19)	5.3%
Equality of opportunity (e.g., social inclusion of women, youth, and Roma)	4.7%
Disaster risk management (including floods, earthquakes, draughts)	3.5%
Dealing with impacts of outward migration	2.9%
Climate change (e.g., mitigation, adaptation)	2.9%
Trade and exports	2.3%
Water and sanitation	1.8%
Urban development	1.8%

**C. World Bank Group's Work and Engagement on the Ground**

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Bosnia and Herzegovina solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	127	42	6.50	2.06

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent is the World Bank Group an effective development partner in Bosnia and Herzegovina, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Responsiveness to needs*	134	30	6.02	1.82
3. Flexibility (in terms of the institution's products and services)*	129	33	5.61	1.97
4. Flexibility (in terms of changing country circumstances)*	136	28	5.54	1.95
5. Being inclusive*	129	33	6.16	2.11
6. Openness (sharing data and other information)*	138	24	6.54	2.12
7. Collaboration with the Government*	129	33	7.01	1.84
8. The speed in which it gets things accomplished on the ground*	132	30	5.30	1.94
9. Helping to bring discipline/effective supervision to implementation of investment projects*	125	38	6.42	2.12
10. Collaboration with civil society*	127	36	5.76	2.22
11. Staff accessibility*	127	34	6.59	2.43
12. Collaboration with other donors and development partners*	120	44	6.58	2.12
13. Collaboration with the private sector*	120	42	5.97	2.16
14. Straightforwardness and honesty*	128	34	6.38	2.24
15. Treating clients and stakeholders in Bosnia and Herzegovina with respect*	130	32	7.22	2.44
16. Being a long-term partner*	138	24	7.87	2.14

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
17. The World Bank Group disburses funds promptly	99	66	6.31	2.09
18. The World Bank Group effectively monitors and evaluates the projects and programs it supports	112	52	6.88	2.19
19. The World Bank Group's approvals and reviews are done in a timely fashion	105	59	6.61	2.07
20. The World Bank Group's Environmental and Social Framework requirements are reasonable	109	54	6.76	1.93
21. The World Bank Group's conditions on its lending are reasonable	109	56	6.50	2.03
22. The World Bank Group takes decisions quickly in Bosnia and Herzegovina*	113	49	5.82	2.15
23. Working with the World Bank Group increases Bosnia and Herzegovina's institutional capacity	130	34	7.10	2.08
24. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	106	57	6.95	2.16

To what extent do you agree/disagree with the following statements about the World Bank Group in Bosnia and Herzegovina? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
25. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Bosnia and Herzegovina*	125	41	5.93	2.04
26. The World Bank Group meets Bosnia and Herzegovina's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	136	28	6.46	2.16

**D. World Bank Group's Support in Development Areas**

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 Bosnia and Herzegovina? (1- Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	65	94	5.22	2.23
2. Private sector development (including business environment)	95	65	6.26	2.10
3. Education	68	92	5.49	2.06
4. Public sector governance/reform (i.e., government effectiveness, public financial management)	91	67	5.87	2.45
5. Urban development	63	96	5.78	2.29
6. Energy	76	82	6.28	2.02
7. Water and sanitation	75	81	6.61	2.15
8. Air quality, pollution and environmental degradation	68	88	5.96	2.33
9. Job creation/employment	88	70	5.73	2.25
10. Health (i.e., reforming health care insurance and health care services)	67	89	5.52	2.34
11. Financial markets (including access to finance)	90	68	6.70	2.22
12. Transport (e.g., roads, bridges, transportation)	68	89	6.37	2.13
13. Agriculture and rural development (including forestry & irrigation)	80	80	6.30	2.18
14. Solid waste management	67	90	5.90	2.37
15. Climate change (e.g., mitigation, adaptation)	61	95	5.49	2.31
16. Poverty monitoring and economic inclusion	72	86	5.79	2.47
17. Judiciary reform (including commercial justice)	65	91	4.57	2.43
18. Economic growth forecasting	95	61	7.16	2.14
19. Disaster risk management (including floods, earthquakes, draughts)	74	83	6.30	2.29

2. 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 (N=159)
Increased its emphasis recently	11.3%
Decreased its emphasis recently	4.4%
Emphasis has remained pretty consistent over time	40.9%
Don't know	43.4%

**E. 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=167)
Weekly	7.8%
Monthly	12.0%
A few times a year	44.9%
Rarely	26.9%
Never	8.4%

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

In Bosnia and Herzegovina, 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	121	37	6.29	2.11
3. Include appropriate level of stakeholder involvement during preparation	114	42	6.41	2.32
4. Lead to practical solutions	127	33	6.45	2.24
5. Are source of relevant information on global good practices	130	32	7.27	2.14
6. Are adequately disseminated and accessible	111	50	6.49	2.16
7. Are translated enough into local language	122	42	6.68	2.36
8. Are adaptable to Bosnia and Herzegovina's specific development challenges and country circumstances*	126	35	6.50	2.10

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)	135	30	6.26	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)	131	34	6.93	1.93

**F. The Future Role of the World Bank Group in Bosnia and Herzegovina**

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Bosnia and Herzegovina? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=165)
Engage more effectively with private sector	30.3%
Reduce the complexity of obtaining World Bank Group financing	23.6%
Increase the level of capacity development in the country	23.0%
Engage more directly with beneficiaries	21.8%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	13.3%
Collaborate more effectively with Government clients (e.g., BiH Institutions, entity, cantonal, municipal)	13.3%
Engage more effectively with civil society (e.g., NGOs, CBOs)	12.1%
Improve the quality of its experts as related to Bosnia and Herzegovina's specific challenges	10.9%
Offer more innovative financial products and services	9.1%
Work faster	7.3%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	7.3%
Offer more innovative knowledge products and services	6.7%
Provide more adequate data/knowledge/statistics/figures on Bosnia and Herzegovina's economy	6.1%
Ensure greater selectivity in its work	5.5%
Other	3.6%

**F. The Future Role of the World Bank Group in Bosnia and Herzegovina (continued)**

<b>2. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=166)</b>
Private sector	57.2%
Academia/think tanks/research institutes	25.9%
Local government	24.1%
Youth/university groups	21.7%
NGOs/Community Based Organizations	16.9%
Beneficiaries	13.3%
Donor community	9.6%
Parliament	8.4%
Foundations	4.8%
Media	4.2%
Other	3.0%
Don't know	2.4%

**G. Communication and Information Sharing**

<b>1. How frequently do you interact with the World Bank Group now in Bosnia and Herzegovina?</b>	<b>Percentage of Respondents (N=165)</b>
Never	17.0%
Less than once a year	20.0%
Once a year to a few times a year	41.8%
Less than once a month	6.7%
At least once a month	10.3%
At least once a week	4.2%

<b>2. How do you get most of your information about economic and social development issues in Bosnia and Herzegovina? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=163)</b>
Internet	84.7%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	38.7%
Local television	19.0%
Periodicals	15.3%
Local newspapers	6.7%
Other	4.9%
International newspapers	3.7%
International television	3.1%
Local radio	0.0%
International radio	0.0%

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

<b>3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=164)</b>
e-Newsletters	31.1%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	31.1%
World Bank Group's seminars/workshops/conferences	30.5%
World Bank Group's publications and other written materials	25.0%
World Bank Group's website	20.7%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	18.9%
Webinars or online events hosted by the World Bank Group	16.5%
Interviews and press conferences for the Bosnia and Herzegovina's media	10.4%

<b>4. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)</b>	<b>Percentage of Respondents (N=162)</b>
Computer/laptop	74.7%
I never visit the WBG websites	14.8%
Phone	6.8%
Tablet	3.7%

<b>5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?</b>	<b>N</b>	<b>Percentage of Respondents</b>			
		<b>Every few days</b>	<b>Every few weeks</b>	<b>Every few months</b>	<b>Not at all</b>
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	155	6.5%	23.9%	37.4%	32.3%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	152	7.9%	21.7%	38.2%	32.2%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	153	3.9%	7.2%	25.5%	63.4%
Visited a WBG website (e.g., read a blog, used data)	160	10.0%	24.4%	37.5%	28.1%
Attended an event/conference hosted by the WBG	151	2.6%	5.3%	33.8%	58.3%
Watched a webinar or online event hosted by the WBG	150	2.0%	8.0%	25.3%	64.7%
Read some or all of a WBG research paper or publication	158	3.2%	19.0%	55.1%	22.8%
Met professionally with WBG staff	156	2.6%	9.6%	33.3%	54.5%
Read a WBG e-newsletter	150	4.0%	4.0%	30.7%	61.3%



## H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=181)
BiH Institutions, entity, canton	22.1%
Private Sector Organization	14.9%
NGO/Community Based Organization	12.7%
Employee of Ministry, Ministerial Department, Implementation Agency	11.6%
Academia/Research Institute/Think Tank	7.2%
Multilateral Agency (UN, regional development bank)	5.5%
Media (press, radio, TV, web, etc.)	4.4%
Financial Sector/Private Bank	3.9%
Local Government Office or Staff	3.3%
Bilateral Agency (e.g., embassy, diplomatic, military)	3.3%
Office of Minister	2.8%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	2.8%
State-Owned Enterprise	1.7%
Other	1.7%
Office of Parliamentarian	0.6%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	0.6%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	0.6%
Youth Group	0.6%
Judicial System (e.g., courts)	0.0%
Trade Union	0.0%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=178)</b>
Generalist (specialized in multiple sectors)	14.6%
Finance and markets	14.0%
Other	14.0%
Education	8.4%
Macroeconomics, fiscal management	5.1%
Governance, anti-corruption	4.5%
Trade and competitiveness	4.5%
Social protection	3.9%
Jobs	3.9%
Agriculture, rural development	3.9%
Communications, public affairs	3.9%
Gender	3.4%
Transport	3.4%
Health, nutrition	2.8%
Digital development and technology (ICT)	2.8%
Energy	1.7%
Environment, natural resources	1.7%
Urban development	1.1%
Tourism	1.1%
Fragility, conflict, violence, refugees	0.6%
Demographics, migration	0.6%
Poverty	0.0%
Climate change	0.0%
Water, sanitation	0.0%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?</b>	<b>Percentage of Respondents (N=179)</b>
Yes	43.0%
No	57.0%

<b>4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Bosnia and Herzegovina? (Select only ONE response)</b>	<b>Percentage of Respondents (N=80)</b>
The World Bank (IBRD)	81.3%
The International Finance Corporation (IFC)	17.5%
The Multilateral Investment Guarantee Agency (MIGA)	1.3%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=89)</b>
Yes	58.4%
No	41.6%

**H. Background Information (continued)**

<b>6. Which of the following describes most of your exposure to the World Bank Group in Bosnia and Herzegovina? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=175)</b>
Collaborate as part of my professional duties	37.7%
Use World Bank Group website for information, data, research, etc.	30.9%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	27.4%
Use World Bank Group reports/data	23.4%
Engage in World Bank Group related/sponsored events/activities	20.0%

<b>7. What's your gender?</b>	<b>Percentage of Respondents (N=180)</b>
Female	40.6%
Male	59.4%

<b>8. What's your age?</b>	<b>Percentage of Respondents (N=182)</b>
25 and under	1.1%
26-35	11.5%
36-45	28.6%
46-55	35.2%
56 and above	23.6%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=180)</b>
Federation of Bosnia and Herzegovina	62.2%
Republika Srpska	35.0%
Other	1.7%
Brcko District	1.1%



## Appendix B: Responses to Selected Questions by Stakeholder Groups<sup>3</sup>

- BiH Institutions, entity, canton N=40   ● Office of Minister N=5   ● Employee of a Ministry/PMU/Consultant on WBG Project N=26   ● Local Government Office or Staff N=6
- Bilateral/Multilateral Agency N=16   ● Private Sector/Financial Sector/Private Bank N=34   ● CSO N=25   ● Academia/Research Institute/Think Tank (Academia) N=13
- Media N=8   ● Other<sup>4</sup> N=8

### A. Overall Context

In general, would you say that Bosnia and Herzegovina is headed in ... ?\*

Percentage of Respondents	BiH Institutions, entity, canton	Office of Minister	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Academia	Media	Other
The right direction	20.0%	40.0%	28.0%	16.7%	12.5%	5.9%	0.0%	0.0%	0.0%	12.5%
The wrong direction	47.5%	0.0%	28.0%	33.3%	62.5%	70.6%	68.0%	69.2%	100.0%	37.5%
Not sure	32.5%	60.0%	44.0%	50.0%	25.0%	23.5%	32.0%	30.8%	0.0%	50.0%

\*Significantly different between stakeholder groups

<sup>3</sup> Only 181 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

<sup>4</sup> Includes the following categories: Office of Parliamentarian (N=1), Independent Government Institution (N=1), State-Owned Enterprise (N=3), and Other (3).

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	BiH Institutions, entity, canton	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office or Staff	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Information and communications technology	30.8%	0.0%	26.9%	16.7%	0.0%	26.5%	12.0%	15.4%	12.5%	12.5%
Air quality, pollution and environmental degradation	7.7%	0.0%	3.8%	0.0%	6.3%	2.9%	12.0%	15.4%	0.0%	0.0%
Social protection	5.1%	0.0%	11.5%	0.0%	6.3%	11.8%	24.0%	0.0%	12.5%	0.0%
Climate change	2.6%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	5.1%	20.0%	11.5%	16.7%	0.0%	0.0%	4.0%	7.7%	0.0%	0.0%
Health	15.4%	40.0%	19.2%	0.0%	12.5%	17.6%	24.0%	30.8%	12.5%	0.0%
Public sector governance/reform*	41.0%	0.0%	15.4%	66.7%	56.3%	55.9%	40.0%	38.5%	37.5%	37.5%
Agriculture and rural development*	5.1%	0.0%	30.8%	16.7%	0.0%	2.9%	12.0%	15.4%	12.5%	12.5%
Economic growth	46.2%	80.0%	34.6%	50.0%	43.8%	35.3%	28.0%	38.5%	37.5%	25.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	12.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%
Job creation/employment	41.0%	60.0%	46.2%	50.0%	25.0%	29.4%	32.0%	15.4%	62.5%	37.5%
Global pandemics (e.g., COVID-19)	2.6%	20.0%	0.0%	0.0%	6.3%	2.9%	4.0%	0.0%	0.0%	0.0%
Dealing with impacts of outward migration	5.1%	0.0%	0.0%	16.7%	6.3%	5.9%	4.0%	0.0%	25.0%	25.0%
Disaster risk management	0.0%	0.0%	3.8%	16.7%	12.5%	0.0%	0.0%	7.7%	0.0%	0.0%
Private sector development	17.9%	0.0%	34.6%	33.3%	25.0%	50.0%	24.0%	46.2%	25.0%	25.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education	51.3%	60.0%	34.6%	16.7%	56.3%	47.1%	28.0%	61.5%	25.0%	62.5%
Energy*	10.3%	0.0%	3.8%	0.0%	6.3%	2.9%	12.0%	0.0%	25.0%	37.5%
Financial markets	2.6%	0.0%	0.0%	0.0%	6.3%	2.9%	0.0%	0.0%	12.5%	12.5%
Transport	10.3%	20.0%	19.2%	0.0%	12.5%	2.9%	8.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	BiH Institutions, entity, canton	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office or Staff	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Reforms are not well thought out in light of country challenges	36.1%	20.0%	16.7%	33.3%	30.8%	14.7%	20.8%	15.4%	12.5%	12.5%
Inadequate level of capacity in the government	16.7%	20.0%	33.3%	16.7%	15.4%	29.4%	12.5%	23.1%	25.0%	0.0%
Inadequate level of citizen/civil society participation	2.8%	20.0%	8.3%	33.3%	7.7%	8.8%	12.5%	15.4%	12.5%	12.5%
Inadequate level of donor coordination	0.0%	20.0%	4.2%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%
Private sector involvement and/or influence	2.8%	0.0%	0.0%	0.0%	0.0%	2.9%	4.2%	0.0%	0.0%	0.0%
Poor coordination within the government	13.9%	20.0%	8.3%	0.0%	7.7%	11.8%	4.2%	7.7%	0.0%	25.0%
Inadequate level of government accountability	19.4%	40.0%	25.0%	16.7%	61.5%	32.4%	41.7%	23.1%	37.5%	37.5%
Political pressures and obstacles*	58.3%	20.0%	58.3%	83.3%	38.5%	32.4%	45.8%	53.8%	12.5%	25.0%
Corruption*	33.3%	0.0%	33.3%	16.7%	38.5%	44.1%	45.8%	38.5%	100.0%	50.0%
Inadequate level of private sector participation*	5.6%	40.0%	0.0%	0.0%	0.0%	23.5%	8.3%	0.0%	0.0%	12.5%
Other*	5.6%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	23.1%	0.0%	12.5%

\*Significantly different between stakeholder groups

	BiH Institutions, entity, canton		Office of Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Media		Other	
	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 trust the World Bank Group to do what is right?	32	5.81	5	8.20	22	6.41	5	7.40	12	6.58	29	6.28	18	5.28	11	6.45	8	5.63	8	5.50

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

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

	BiH Institutions, entity, canton		Office of Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Media		Other	
	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 Bosnia and Herzegovina?*	36	5.33	5	8.20	23	6.52	6	6.33	13	5.62	33	5.30	22	4.27	11	5.27	8	6.25	8	5.25

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

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

	BiH Institutions, entity, canton		Office of Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Media		Other	
	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 Bosnia and Herzegovina	33	5.97	5	7.00	23	6.57	4	8.50	11	5.82	27	6.70	16	5.81	10	6.00	8	5.88	8	6.00
The World Bank Group's work is aligned with what I consider the development priorities for Bosnia and Herzegovina	35	5.66	4	8.25	24	6.29	5	7.60	11	6.00	28	7.18	16	5.69	10	6.20	8	5.50	8	5.63

	BiH Institutions, entity, canton		Office of Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Media		Other	
	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 World Bank Group's effectiveness in Bosnia and Herzegovina.	33	5.79	5	7.80	23	6.30	5	7.20	11	5.64	29	6.72	13	5.46	9	6.67	7	6.14	8	5.75

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

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

	BiH Institutions, entity, canton		Office of Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Media		Other	
	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 World Bank Group's work help to achieve development results in Bosnia and Herzegovina?	31	5.77	5	8.00	24	6.67	5	7.40	11	6.09	29	6.69	15	5.53	9	6.00	6	6.00	8	6.00

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

	BiH Institutions, entity, canton		Office of Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Media		Other	
	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 World Bank Group influence the development agenda in Bosnia and Herzegovina?	32	5.91	5	9.00	22	6.18	5	6.80	11	6.55	29	6.52	16	5.19	10	6.50	7	5.71	8	6.00

*(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 Bosnia and Herzegovina, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Bosnia and Herzegovina? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	BiH Institutions, entity, canton	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office or Staff	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Public sector governance/reform	33.3%	20.0%	32.0%	50.0%	38.5%	48.5%	50.0%	18.2%	62.5%	25.0%
Water and sanitation	2.8%	0.0%	4.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Air quality, pollution and environmental degradation	5.6%	0.0%	4.0%	0.0%	15.4%	0.0%	9.1%	18.2%	0.0%	0.0%
Social protection	5.6%	0.0%	8.0%	0.0%	15.4%	6.1%	9.1%	0.0%	12.5%	0.0%
Job creation/employment	41.7%	40.0%	52.0%	0.0%	15.4%	21.2%	31.8%	54.5%	25.0%	50.0%
Information and communications technology	19.4%	0.0%	12.0%	16.7%	7.7%	12.1%	22.7%	36.4%	0.0%	25.0%
Global pandemics (e.g., COVID-19)	8.3%	0.0%	8.0%	16.7%	15.4%	0.0%	4.5%	0.0%	0.0%	0.0%
Financial markets	8.3%	0.0%	4.0%	16.7%	0.0%	12.1%	9.1%	9.1%	0.0%	25.0%
Energy*	5.6%	0.0%	4.0%	33.3%	23.1%	9.1%	4.5%	0.0%	37.5%	25.0%
Education*	36.1%	20.0%	8.0%	0.0%	23.1%	33.3%	9.1%	54.5%	12.5%	37.5%
Health	16.7%	60.0%	16.0%	0.0%	15.4%	12.1%	4.5%	9.1%	12.5%	0.0%
Dealing with impacts of outward migration	2.8%	0.0%	0.0%	0.0%	7.7%	3.0%	9.1%	0.0%	0.0%	0.0%
Economic growth	50.0%	60.0%	36.0%	66.7%	30.8%	39.4%	36.4%	18.2%	37.5%	62.5%
Disaster risk management	0.0%	0.0%	8.0%	16.7%	7.7%	3.0%	0.0%	9.1%	0.0%	0.0%
Agriculture and rural development	5.6%	20.0%	36.0%	0.0%	15.4%	18.2%	18.2%	9.1%	12.5%	0.0%
Equality of opportunity*	0.0%	20.0%	0.0%	0.0%	7.7%	0.0%	18.2%	0.0%	12.5%	0.0%
Private sector development*	19.4%	20.0%	40.0%	33.3%	30.8%	63.6%	54.5%	36.4%	25.0%	25.0%
Transport	13.9%	40.0%	8.0%	0.0%	15.4%	6.1%	0.0%	0.0%	12.5%	0.0%
Urban development	2.8%	0.0%	0.0%	16.7%	0.0%	3.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	2.8%	0.0%	8.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%
Climate change	5.6%	0.0%	8.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups



### C. World Bank Group's Work and Engagement on the Ground

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

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

	BiH Institutions, entity, canton		Office of Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs	26	5.88	5	7.40	22	6.00	6	6.33	9	6.89	25	6.00	12	5.42	8	5.88	6	5.50	6	6.33
Flexibility (in terms of the institution's products and services)	26	5.35	5	7.40	22	5.59	5	6.20	9	6.22	26	5.19	13	4.85	7	6.57	7	5.29	6	6.00
Flexibility (in terms of changing country circumstances)	29	5.97	5	7.60	22	5.59	6	5.67	10	6.00	27	5.22	13	4.77	8	4.75	7	4.29	6	6.17
Being inclusive	27	5.96	5	8.20	21	5.71	6	7.00	9	6.89	25	6.52	12	5.25	8	5.63	7	5.29	6	6.83
Openness (sharing data and other information)	29	6.07	5	8.40	22	6.27	5	6.60	10	7.10	26	6.62	16	6.63	8	6.38	7	5.71	6	6.83
Collaboration with the Government	26	6.69	5	8.80	21	7.05	5	6.80	11	7.73	24	7.00	14	6.21	6	7.00	7	6.71	6	7.33
The speed in which it gets things accomplished on the ground	28	5.21	5	6.40	22	5.50	5	5.00	9	5.22	25	5.20	15	4.60	6	5.83	7	4.71	6	5.50
Helping to bring discipline/effective supervision to implementation of investment projects	28	6.64	4	7.25	22	6.64	5	6.20	9	7.11	22	6.36	13	5.85	6	6.33	7	4.86	6	6.50
Collaboration with civil society*	25	5.72	4	7.00	19	6.26	5	6.80	10	6.30	23	5.70	17	3.94	7	7.14	7	4.57	6	6.33
Staff accessibility	31	6.81	5	9.00	22	7.18	5	5.80	9	6.89	20	6.05	12	6.00	6	6.33	7	4.57	6	7.00
Collaboration with other donors and development partners	26	6.85	5	7.60	16	6.88	5	7.20	11	6.73	22	6.55	13	5.23	6	6.50	6	5.17	6	7.17
Collaboration with the private sector	25	6.24	5	6.40	16	6.25	5	6.40	6	7.00	26	5.65	14	4.86	8	6.63	6	4.67	6	6.33
Straightforwardness and honesty	28	6.54	5	7.40	22	6.64	5	6.60	10	7.10	22	6.68	13	5.08	7	6.14	7	4.71	6	6.17
Treating clients and stakeholders in Bosnia and Herzegovina with respect	30	7.23	5	9.00	22	6.77	5	7.60	7	7.29	23	7.74	15	6.93	7	6.43	7	6.29	6	7.17
Being a long-term partner	29	7.76	5	9.60	22	7.68	6	7.83	11	8.00	26	7.85	15	7.33	8	8.38	7	7.57	6	8.33

\*Significantly different between stakeholder groups

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	BiH Institutions, entity, canton		Office of Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group takes decisions quickly in Bosnia and Herzegovina	24	6.13	5	6.60	19	5.05	4	5.75	6	6.17	20	6.00	14	5.36	5	6.80	7	5.14	6	6.00
Where country systems are adequate, the World Bank Group makes appropriate use of them	22	7.14	4	8.00	17	6.24	5	7.00	6	7.00	20	7.40	11	6.27	8	7.25	5	5.80	5	7.40

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

	BiH Institutions, entity, canton		Office of Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group's financial instruments meet the needs of Bosnia and Herzegovina	24	5.83	3	5.33	23	5.87	6	6.00	9	6.89	25	5.88	13	5.38	7	6.71	6	4.83	6	6.50
The World Bank Group meets Bosnia and Herzegovina's needs for knowledge services	28	6.79	5	7.60	24	5.92	6	5.83	11	7.64	26	6.50	13	5.85	8	7.00	6	5.00	6	6.50

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	BiH Institutions, entity, canton	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office or Staff	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Increased its emphasis recently	5.9%	25.0%	16.7%	0.0%	27.3%	6.3%	9.5%	20.0%	14.3%	14.3%
Decreased its emphasis recently	8.8%	0.0%	4.2%	16.7%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%
Emphasis has remained pretty consistent over time	44.1%	50.0%	37.5%	0.0%	36.4%	40.6%	42.9%	40.0%	85.7%	28.6%
Don't know	41.2%	25.0%	41.7%	83.3%	36.4%	46.9%	47.6%	40.0%	0.0%	57.1%

**E. 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	BiH Institutions, entity, canton	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office or Staff	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Weekly	8.1%	40.0%	20.0%	0.0%	0.0%	0.0%	0.0%	27.3%	0.0%	0.0%
Monthly	8.1%	20.0%	8.0%	0.0%	36.4%	0.0%	4.5%	18.2%	62.5%	0.0%
A few times a year	48.6%	40.0%	40.0%	50.0%	54.5%	46.9%	54.5%	36.4%	25.0%	28.6%
Rarely	24.3%	0.0%	24.0%	33.3%	0.0%	46.9%	31.8%	18.2%	12.5%	42.9%
Never	10.8%	0.0%	8.0%	16.7%	9.1%	6.3%	9.1%	0.0%	0.0%	28.6%

\*Significantly different between stakeholder groups

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

	BiH Institutions, entity, canton		Office of Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
are adaptable to Bosnia and Herzegovina's specific development challenges and country circumstances	26	7.04	5	7.00	19	6.79	4	6.25	10	6.50	21	6.90	16	5.56	10	5.70	7	5.14	5	7.00

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

	BiH Institutions, entity, canton		Office of Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Media		Other	
	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 World Bank Group's knowledge work and activities make to development results in your country?	29	6.62	4	8.00	21	6.38	5	6.80	10	6.60	26	6.12	16	5.38	10	5.60	7	5.00	4	7.50
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	27	6.93	4	8.00	21	6.52	5	7.60	11	7.00	24	7.08	16	6.75	9	7.33	7	5.71	4	7.75

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

**F. The Future Role of The World Bank Group in Bosnia and Herzegovina**

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

Percentage of Respondents (Responses combined)	BiH Institutions, entity, canton	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office or Staff	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Ensure greater selectivity in its work	8.3%	0.0%	4.2%	0.0%	9.1%	6.1%	4.3%	0.0%	14.3%	0.0%
Engage more directly with beneficiaries	16.7%	20.0%	16.7%	50.0%	18.2%	27.3%	17.4%	36.4%	14.3%	33.3%
Work faster*	2.8%	40.0%	12.5%	0.0%	0.0%	9.1%	0.0%	0.0%	28.6%	16.7%
Offer more innovative knowledge products and services	5.6%	20.0%	4.2%	0.0%	9.1%	6.1%	4.3%	9.1%	28.6%	0.0%
Reduce the complexity of obtaining World Bank Group financing*	22.2%	60.0%	41.7%	66.7%	0.0%	21.2%	17.4%	9.1%	14.3%	16.7%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	19.4%	0.0%	20.8%	0.0%	9.1%	6.1%	13.0%	9.1%	14.3%	16.7%
Offer more innovative financial products and services	8.3%	0.0%	16.7%	0.0%	9.1%	3.0%	13.0%	0.0%	0.0%	33.3%
Collaborate more effectively with Government clients	13.9%	0.0%	20.8%	33.3%	9.1%	12.1%	17.4%	9.1%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Bosnia and Herzegovina's economy	2.8%	20.0%	8.3%	0.0%	9.1%	0.0%	4.3%	27.3%	0.0%	16.7%
Engage more effectively with civil society (e.g., NGOs, CBOs)*	2.8%	0.0%	8.3%	0.0%	9.1%	3.0%	56.5%	0.0%	14.3%	16.7%
Increase the level of capacity development in the country*	33.3%	0.0%	20.8%	33.3%	63.6%	18.2%	4.3%	18.2%	14.3%	16.7%
Engage more effectively with private sector*	22.2%	0.0%	8.3%	16.7%	0.0%	72.7%	30.4%	36.4%	28.6%	16.7%
Improve the quality of its experts as related to Bosnia and Herzegovina's specific challenges	19.4%	40.0%	8.3%	0.0%	9.1%	6.1%	0.0%	18.2%	14.3%	0.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	5.6%	0.0%	0.0%	0.0%	36.4%	9.1%	8.7%	0.0%	0.0%	0.0%
Other	5.6%	0.0%	4.2%	0.0%	9.1%	0.0%	0.0%	18.2%	0.0%	0.0%

\*Significantly different between stakeholder groups

**F. The Future Role of The World Bank Group in Bosnia and Herzegovina (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)	BiH Institutions, entity, canton	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office or Staff	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
NGOs/Community Based Organizations*	5.6%	20.0%	12.5%	16.7%	9.1%	3.0%	78.3%	0.0%	0.0%	16.7%
Youth/university groups	16.7%	0.0%	25.0%	33.3%	0.0%	27.3%	26.1%	27.3%	37.5%	16.7%
Beneficiaries	16.7%	40.0%	25.0%	0.0%	0.0%	12.1%	4.3%	18.2%	12.5%	0.0%
Local government*	33.3%	60.0%	37.5%	83.3%	18.2%	15.2%	8.7%	9.1%	0.0%	16.7%
Foundations	5.6%	0.0%	0.0%	0.0%	9.1%	6.1%	4.3%	0.0%	0.0%	33.3%
Private sector*	50.0%	40.0%	41.7%	33.3%	45.5%	93.9%	47.8%	45.5%	50.0%	66.7%
Donor community	5.6%	20.0%	8.3%	16.7%	36.4%	6.1%	17.4%	0.0%	0.0%	0.0%
Parliament	13.9%	20.0%	16.7%	0.0%	18.2%	6.1%	0.0%	0.0%	0.0%	0.0%
Academia/think tanks/research institutes*	33.3%	0.0%	16.7%	16.7%	36.4%	15.2%	8.7%	63.6%	37.5%	33.3%
Media*	0.0%	0.0%	0.0%	0.0%	0.0%	6.1%	4.3%	0.0%	50.0%	0.0%
Other	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%
Don't know	2.8%	0.0%	8.3%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing**

How frequently do you interact with the World Bank Group now in Bosnia and Herzegovina?\*

Percentage of Respondents	BiH Institutions, entity, canton	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office or Staff	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Never	13.5%	0.0%	8.3%	16.7%	9.1%	18.2%	40.9%	9.1%	0.0%	50.0%
Less than once a year	13.5%	0.0%	12.5%	0.0%	0.0%	27.3%	22.7%	63.6%	28.6%	33.3%
Once a year to a few times a year	48.6%	0.0%	33.3%	83.3%	54.5%	54.5%	31.8%	18.2%	42.9%	16.7%
Less than once a month	13.5%	20.0%	4.2%	0.0%	27.3%	0.0%	0.0%	0.0%	0.0%	0.0%
At least once a month	8.1%	40.0%	29.2%	0.0%	9.1%	0.0%	4.5%	0.0%	28.6%	0.0%
At least once a week	2.7%	40.0%	12.5%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)****How do you get most of your information about economic and social development issues in Bosnia and Herzegovina? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	BiH Institutions, entity, canton	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office or Staff	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Local radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social media*	25.0%	40.0%	40.9%	50.0%	27.3%	42.4%	59.1%	0.0%	50.0%	66.7%
International newspapers	5.6%	0.0%	0.0%	0.0%	18.2%	0.0%	4.5%	9.1%	0.0%	0.0%
Local television	27.8%	0.0%	31.8%	33.3%	9.1%	21.2%	0.0%	18.2%	12.5%	16.7%
Internet	86.1%	100.0%	81.8%	83.3%	81.8%	87.9%	77.3%	100.0%	75.0%	83.3%
Periodicals	11.1%	40.0%	18.2%	0.0%	18.2%	18.2%	9.1%	27.3%	0.0%	16.7%
International television	5.6%	0.0%	4.5%	0.0%	0.0%	6.1%	0.0%	0.0%	0.0%	0.0%
Local newspapers	2.8%	0.0%	0.0%	0.0%	9.1%	15.2%	9.1%	0.0%	12.5%	0.0%
Other	2.8%	0.0%	4.5%	0.0%	18.2%	3.0%	9.1%	0.0%	12.5%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	BiH Institutions, entity, canton	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office or Staff	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
World Bank Group's publications and other written materials	27.8%	20.0%	25.0%	16.7%	45.5%	24.2%	19.0%	45.5%	12.5%	0.0%
e-Newsletters	25.0%	60.0%	16.7%	50.0%	36.4%	36.4%	23.8%	36.4%	12.5%	50.0%
World Bank Group's seminars/workshops/conferences	36.1%	0.0%	37.5%	50.0%	9.1%	27.3%	23.8%	36.4%	37.5%	50.0%
World Bank Group's website	30.6%	40.0%	16.7%	0.0%	9.1%	18.2%	14.3%	27.3%	0.0%	16.7%
Direct contact with World Bank Group*	22.2%	80.0%	33.3%	33.3%	27.3%	30.3%	52.4%	9.1%	50.0%	0.0%
Social media	8.3%	0.0%	16.7%	16.7%	18.2%	24.2%	33.3%	18.2%	25.0%	33.3%
Webinars or online events hosted by the World Bank Group	16.7%	0.0%	12.5%	33.3%	54.5%	18.2%	9.5%	9.1%	12.5%	0.0%
Interviews and press conferences for the Bosnia and Herzegovina's media	13.9%	0.0%	16.7%	0.0%	0.0%	9.1%	0.0%	9.1%	37.5%	16.7%

\*Significantly different between stakeholder groups

**H. Background Information**

Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?\*

Percentage of Respondents	BiH Institutions, entity, canton	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office or Staff	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Yes	50.0%	100.0%	80.0%	66.7%	50.0%	27.3%	16.7%	7.7%	50.0%	25.0%
No	50.0%	0.0%	20.0%	33.3%	50.0%	72.7%	83.3%	92.3%	50.0%	75.0%

\*Significantly different between stakeholder groups

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Bosnia and Herzegovina? (Select only ONE response)

Percentage of Respondents	BiH Institutions, entity, canton	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office or Staff	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
IBRD	75.0%	100.0%	90.5%	40.0%	100.0%	66.7%	75.0%	100.0%	100.0%	100.0%
IFC	25.0%	0.0%	9.5%	60.0%	0.0%	22.2%	25.0%	0.0%	0.0%	0.0%
MIGA	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
ICSID	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	BiH Institutions, entity, canton	Office of Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office or Staff	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Observer	29.7%	0.0%	11.5%	16.7%	25.0%	31.3%	32.0%	33.3%	42.9%	50.0%
Use World Bank Group reports/data*	18.9%	20.0%	15.4%	33.3%	37.5%	9.4%	32.0%	58.3%	0.0%	37.5%
Engage in World Bank Group related/ sponsored events/ activities	21.6%	60.0%	30.8%	16.7%	31.3%	15.6%	16.0%	0.0%	0.0%	0.0%
Collaborate as part of my professional duties*	37.8%	60.0%	61.5%	50.0%	56.3%	37.5%	16.0%	8.3%	42.9%	12.5%
Use World Bank Group website for information, data, research, etc.	27.0%	20.0%	23.1%	16.7%	18.8%	34.4%	40.0%	50.0%	42.9%	25.0%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>5</sup>

*Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY21 Bosnia and Herzegovina COS questionnaire: All 10-point scale questions and questions B7, B9, B10, and F1.*

● Collaborating with the WBG, FY21 N=77

● Not collaborating with the WBG, FY21 N=102

### A. Overall Context

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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The BiH Council of Ministers/entity governments*	67	4.07	2.08	89	3.43	1.90
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	65	6.02	2.25	80	5.88	2.17
The World Bank Group*	69	6.55	2.19	79	5.78	2.07
The International Monetary Fund*	64	6.14	2.20	79	5.19	2.13
The United Nations (UN)	65	5.86	2.40	80	5.16	2.39
Regional development banks*	57	5.40	2.15	77	4.60	2.01
Bosnia and Herzegovina's Central Bank	66	5.65	2.27	85	5.16	2.43
International private sector	59	5.69	2.34	73	5.34	2.37
Domestic private sector	65	6.03	1.98	87	5.97	2.23
International civil society (e.g., NGOs, CBOs)	61	5.41	2.10	88	5.58	2.00
Domestic civil society (e.g., NGOs, CBOs)	61	4.92	2.36	89	5.27	2.22
Faith-based institutions	63	4.52	2.31	89	3.65	2.15
Domestic traditional media and their web presence	67	4.51	2.34	93	3.85	2.13
International media and their web presence	66	5.02	2.38	88	4.89	2.09
Web based media	68	5.06	2.18	92	4.93	2.24

\*Significantly different between collaborators and non-collaborators

### 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 Bosnia and Herzegovina?*	70	6.67	2.05	97	4.63	2.29

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

<sup>5</sup> Only 179 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

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

**To what extent do you agree/disagree with the following statements about the World Bank Group's work in Bosnia and Herzegovina? (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 Bosnia and Herzegovina*	69	6.74	2.12	73	5.88	2.16
The World Bank Group's work is aligned with what I consider the development priorities for Bosnia and Herzegovina*	70	6.73	2.13	76	5.83	2.21

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Bosnia and Herzegovina.*	68	6.63	2.01	72	5.86	1.95

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Bosnia and Herzegovina?*	68	6.90	1.82	72	5.71	2.00

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Bosnia and Herzegovina?*	68	6.76	1.90	74	5.73	2.16

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

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	6.9%	1.1%
To a somewhat sufficient degree	45.8%	26.3%
To a somewhat insufficient degree	22.2%	23.2%
To a very insufficient degree	15.3%	21.1%
Don't know	9.7%	28.4%

\*Significantly different between collaborators and non-collaborators

**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 Bosnia and Herzegovina? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Not sufficiently focused on sustainable results	16.9%	12.8%
Staff too inaccessible	1.4%	3.2%
Not collaborating enough with private sector	14.1%	24.5%
Not aligned with country priorities	15.5%	9.6%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	2.8%	3.2%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	5.6%	11.7%
Not adequately sensitive to political/social realities in Bosnia and Herzegovina	22.5%	19.1%
Too influenced by developed countries	8.5%	12.8%
World Bank Group's processes too slow and complex*	29.6%	14.9%
Not adequately flexible	11.3%	6.4%
Arrogant in its approach	2.8%	2.1%
Not willing to honestly criticize policies and reform efforts in the country	19.7%	30.9%
Not enough public disclosure of its work	5.6%	13.8%
Inadequate World Bank Group's staffing in Bosnia and Herzegovina	4.2%	2.1%
Other	1.4%	2.1%
Don't know	12.7%	9.6%

\*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Public sector governance/reform	36.1%	42.4%
Water and sanitation*	4.2%	0.0%
Air quality, pollution and environmental degradation	2.8%	7.6%
Social protection	9.7%	4.3%
Job creation/employment	37.5%	30.4%
Information and communications technology	12.5%	18.5%
Global pandemics (e.g., COVID-19)	8.3%	3.3%
Financial markets (including access to finance)	6.9%	9.8%
Energy (including transitioning from coal)	9.7%	10.9%
Education*	13.9%	34.8%
Health (i.e., reforming health care insurance and health care services)*	19.4%	7.6%
Dealing with impacts of outward migration	1.4%	3.3%
Economic growth	48.6%	35.9%
Disaster risk management (including floods, earthquakes, draughts)	4.2%	3.3%
Agriculture and rural development (including forestry, irrigation, & food safety)	16.7%	14.1%
Equality of opportunity (e.g., social inclusion of women, youth, and Roma)	2.8%	5.4%
Private sector development (including improving business environment)	31.9%	44.6%
Transport (e.g., roads, bridges, transportation)	11.1%	6.5%
Urban development	1.4%	2.2%
Trade and exports	1.4%	3.3%
Climate change (e.g., mitigation, adaptation)	5.6%	1.1%

\*Significantly different between collaborators and non-collaborators

**C. World Bank Group's Work and Engagement on the Ground**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Bosnia and Herzegovina solve its most complicated development challenges?	65	6.71	2.08	57	6.21	2.08

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

**To what extent is the World Bank Group an effective development partner in Bosnia and Herzegovina, 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*	65	6.38	1.79	64	5.58	1.81
Flexibility (in terms of the institution's products and services)	63	5.84	1.91	62	5.29	2.01
Flexibility (in terms of changing country circumstances)*	67	5.93	1.91	65	5.11	1.95
Being inclusive*	64	6.50	2.00	61	5.75	2.23
Openness (sharing data and other information)	68	6.81	1.93	64	6.17	2.31
Collaboration with the Government*	62	7.39	1.66	62	6.56	1.98
The speed in which it gets things accomplished on the ground	66	5.47	2.00	60	4.97	1.84
Helping to bring discipline/effective supervision to implementation of investment projects	62	6.48	2.05	58	6.36	2.26
Collaboration with civil society*	58	6.24	2.12	63	5.25	2.28
Staff accessibility*	68	7.15	2.31	53	5.87	2.49
Collaboration with other donors and development partners*	59	7.03	2.08	56	6.11	2.12
Collaboration with the private sector*	58	6.41	2.11	58	5.52	2.17
Straightforwardness and honesty	66	6.68	2.18	57	6.02	2.31
Treating clients and stakeholders in Bosnia and Herzegovina with respect	66	7.44	2.33	59	6.98	2.58
Being a long-term partner	67	7.97	2.20	66	7.79	2.09

\*Significantly different between collaborators and non-collaborators

**C. World Bank Group's Work and Engagement on the Ground (continued)****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	55	6.25	2.06	40	6.28	2.16
The World Bank Group effectively monitors and evaluates the projects and programs it supports	61	6.87	2.25	46	6.91	2.20
The World Bank Group's approvals and reviews are done in a timely fashion	58	6.74	2.19	42	6.43	1.95
The World Bank Group's Environmental and Social Framework requirements are reasonable	57	6.82	1.93	47	6.66	1.97
The World Bank Group's conditions on its lending are reasonable	56	6.43	2.13	48	6.56	1.97
The World Bank Group takes decisions quickly in Bosnia and Herzegovina	59	5.88	2.23	49	5.67	2.09
Working with the World Bank Group increases Bosnia and Herzegovina's institutional capacity	66	7.30	1.94	58	6.88	2.27
Where country systems are adequate, the World Bank Group makes appropriate use of them	53	6.81	2.09	48	7.08	2.30

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Bosnia and Herzegovina	60	6.12	2.12	60	5.70	1.99
The World Bank Group meets Bosnia and Herzegovina's needs for knowledge services	68	6.57	2.07	63	6.35	2.32

**D. World Bank Group's Support in Development Areas**

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bosnia and Herzegovina? (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	34	5.62	2.03	30	4.80	2.41
Private sector development	51	6.29	1.96	42	6.14	2.26
Education	34	5.35	1.87	32	5.59	2.20
Public sector governance/reform	51	6.00	2.21	37	5.62	2.71
Urban development	34	5.91	2.14	27	5.48	2.42
Energy	40	6.08	1.86	34	6.41	2.16
Water and sanitation	40	6.73	1.96	33	6.39	2.36
Air quality, pollution and environmental degradation	37	6.00	2.17	29	5.76	2.52
Job creation/employment	49	5.80	2.33	37	5.54	2.17
Health	34	5.50	2.49	31	5.48	2.10
Financial markets	48	7.04	2.08	40	6.25	2.34
Transport	36	6.28	2.02	30	6.40	2.24
Agriculture and rural development	44	6.27	2.08	32	6.16	2.32
Solid waste management	35	6.06	2.18	30	5.57	2.54
Climate change	33	5.70	2.24	26	5.08	2.38
Poverty monitoring and economic inclusion	37	5.76	2.44	33	5.70	2.53
Judiciary reform (including commercial justice)	36	4.19	2.41	26	4.92	2.38
Economic growth forecasting	53	7.09	1.97	39	7.13	2.38
Disaster risk management	40	5.93	2.30	30	6.57	2.21

**E. World Bank Group's Knowledge Work and Activities**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	58	6.62	2.11	58	5.91	2.11
Include appropriate level of stakeholder involvement during preparation	61	6.70	2.28	48	5.98	2.40
Lead to practical solutions*	66	6.85	2.14	56	5.95	2.33
Are source of relevant information on global good practices	67	7.33	2.16	58	7.21	2.17
Are adequately disseminated	58	6.72	2.12	48	6.15	2.23
Are translated enough into local language	64	6.88	2.28	53	6.49	2.53
Are adaptable to Bosnia and Herzegovina's specific development challenges and country circumstances	64	6.77	2.15	57	6.21	2.09

\*Significantly different between collaborators and non-collaborators



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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	64	6.70	1.83	66	5.82	1.96

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	64	7.08	2.01	62	6.81	1.89

(1- Very low technical quality, 10- Very high technical quality)

### F. The Future Role of the World Bank Group in Bosnia and Herzegovina

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Ensure greater selectivity in its work	7.1%	4.5%
Engage more directly with beneficiaries	22.9%	22.5%
Work faster*	12.9%	3.4%
Offer more innovative knowledge products and services	7.1%	5.6%
Reduce the complexity of obtaining World Bank Group financing*	32.9%	18.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	8.6%	16.9%
Offer more innovative financial products and services	11.4%	6.7%
Collaborate more effectively with Government clients (e.g., BiH Institutions, entity, cantonal, municipal)	15.7%	12.4%
Provide more adequate data/knowledge/statistics/figures on Bosnia and Herzegovina's economy	4.3%	6.7%
Engage more effectively with civil society (e.g., NGOs, CBOs)*	5.7%	16.9%
Increase the level of capacity development in the country	22.9%	22.5%
Engage more effectively with private sector*	21.4%	37.1%
Improve the quality of its experts as related to Bosnia and Herzegovina's specific challenges	12.9%	7.9%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	8.6%	5.6%
Other*	0.0%	6.7%

\*Significantly different between collaborators and non-collaborators



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Bosnia and Herzegovina? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	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
To what extent do you trust the World Bank Group to do what is right?	5.78	6.55	6.32	5.92	6.18	6.34	6.02	6.97	6.02	6.52	6.35	5.91
Overall the World Bank Group currently plays a relevant role in development in Bosnia and Herzegovina	5.88	6.74	6.58	5.53	6.23	6.67	6.15	6.94	6.06	6.74	6.39	6.21
The World Bank Group's work is aligned with what I consider the development priorities for Bosnia and Herzegovina	5.83	6.73	6.63	5.24	6.13	6.81	6.09	7.03	6.02	6.66	6.25	6.34
Overall, please rate your impression of the World Bank Group's effectiveness in Bosnia and Herzegovina.	5.86	6.63	6.51	5.56	6.18	6.65	6.08	7.00	6.18	6.43	6.24	6.39
To what extent does the World Bank Group's work help to achieve development results in Bosnia and Herzegovina?	5.71	6.90	6.58	5.61	6.36	6.32	6.17	7.00	6.04	6.82	6.44	6.16
To what extent does the World Bank Group influence the development agenda in Bosnia and Herzegovina?	5.73	6.76	6.51	5.61	6.27	6.41	6.04	7.22	6.11	6.58	6.45	5.98
Responsiveness to needs	5.58	6.38	5.98	6.11	6.00	6.03	5.80	6.75	5.95	6.09	6.31	5.41
Flexibility (in terms of the institution's products and services)	5.29	5.84	5.67	5.46	5.52	6.00	5.36	6.54	5.63	5.61	5.88	5.12
Flexibility (in terms of changing country circumstances)	5.11	5.93	5.55	5.55	5.59	5.43	5.38	6.18	5.40	5.75	5.79	5.07
Being inclusive	5.75	6.50	6.16	6.27	6.14	6.34	6.11	6.44	6.08	6.31	6.38	5.78
Openness (sharing data and other information)	6.17	6.81	6.69	5.93	6.29	7.32	6.23	7.57	6.55	6.51	6.71	6.18
Collaboration with the Government	6.56	7.39	7.08	6.75	6.86	7.47	6.83	7.61	6.97	7.06	7.12	6.77
The speed in which it gets things accomplished on the ground	4.97	5.47	5.32	5.04	5.14	5.70	5.13	5.67	5.26	5.25	5.34	5.10
Helping to bring discipline/effective supervision to implementation of investment projects	6.36	6.48	6.47	6.36	6.39	6.65	6.23	7.23	6.39	6.52	6.67	6.00
Collaboration with civil society	5.25	6.24	5.75	5.81	5.60	6.33	5.56	6.43	5.82	5.67	5.96	5.38
Staff accessibility	5.87	7.15	6.63	6.62	6.40	7.46	6.27	7.82	6.76	6.45	6.87	6.12
Collaboration with other donors and development partners	6.11	7.03	6.57	6.57	6.38	7.24	6.43	7.04	6.58	6.54	6.74	6.19
Collaboration with the private sector	5.52	6.41	6.05	5.68	5.78	6.74	5.85	6.44	5.95	6.00	6.25	5.46
Straightforwardness and honesty	6.02	6.68	6.44	6.21	6.19	7.15	6.20	7.03	6.22	6.62	6.64	5.87
Treating clients and stakeholders in Bosnia and Herzegovina with respect	6.98	7.44	7.24	7.16	7.14	7.52	7.00	7.97	7.10	7.38	7.45	6.76
Being a long-term partner	7.79	7.97	7.86	8.03	7.72	8.47	7.76	8.35	7.91	7.88	8.03	7.61
The World Bank Group takes decisions quickly in Bosnia and Herzegovina	5.67	5.88	5.87	5.70	5.69	6.38	5.70	6.33	6.00	5.65	5.78	5.95
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.08	6.81	6.81	7.61	6.94	7.00	6.84	7.36	7.14	6.70	7.12	6.66
The World Bank Group's financial instruments meet the needs of Bosnia and Herzegovina	5.70	6.12	6.03	5.62	5.77	6.54	5.66	7.24	6.07	5.75	5.95	5.91
The World Bank Group meets Bosnia and Herzegovina's needs for knowledge services	6.35	6.57	6.49	6.46	6.29	7.13	6.31	7.14	6.73	6.17	6.51	6.43
In Bosnia and Herzegovina, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Bosnia and Herzegovina's specific development challenges and country circumstances	6.21	6.77	6.53	6.52	6.41	6.87	6.29	7.31	6.51	6.55	6.83	5.95
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	5.82	6.70	6.34	6.00	6.16	6.61	6.01	7.17	6.19	6.37	6.41	6.00
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.81	7.08	6.89	7.17	6.84	7.30	6.75	7.55	7.07	6.78	7.13	6.58

Yellow highlight indicates significant difference between Yes and No means.

## Appendix E: Bosnia and Herzegovina FY21 COS Questionnaire



### **World Bank Group Country Survey FY 2021 – Bosnia and Herzegovina**

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

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: OVERALL CONTEXT

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

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

<b>A3. Listed below are a number of development priorities in Bosnia and Herzegovina.</b>			
<b>Please identify which of the following you consider the most important development priorities in Bosnia and Herzegovina. (Choose no more than THREE)</b>			
1	Information and communications technology (including digital connectivity)	12	Job creation/employment
2	Air quality, pollution and environmental degradation	13	Global pandemics (e.g., COVID-19)
3	Social protection (e.g., pensions, targeted social assistance)	14	Dealing with impacts of outward migration
4	Climate change (e.g., mitigation, adaptation)	15	Disaster risk management (including floods, earthquakes, draughts)
5	Trade and exports	16	Private sector development (including improving business environment)
6	Health (i.e., reforming health care insurance and health care services)	17	Water and sanitation
7	Public sector governance/reform (i.e., government effectiveness, public financial management, anticorruption)	18	Education
8	Agriculture and rural development (including forestry, irrigation, & food safety)	19	Energy (including transitioning from coal)
9	Economic growth	20	Financial markets (including access to finance)
10	Equality of opportunity (e.g. social inclusion of women, youth, and Roma)	21	Transport (e.g., roads, bridges, transportation)
11	Urban development		

## SECTION A: OVERALL CONTEXT

**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 Bosnia and Herzegovina? (Choose no more than THREE)**

1	Health (i.e., reforming health care insurance and health care services)	11	Energy (including transitioning from coal)
2	Public sector governance/reform (i.e., government effectiveness, public financial management, anticorruption)	12	Private sector development (including improving business environment)
3	Urban development	13	Air quality, pollution and environmental degradation
4	Financial markets (including access to finance)	14	Agriculture and rural development (including forestry, irrigation, & food safety)
5	Disaster risk management (including floods, earthquakes, draughts)	15	Information and communications technology (including digital connectivity)
6	Dealing with impacts of outward migration	16	Economic growth
7	Water and sanitation	17	Climate change (e.g., mitigation, adaptation)
8	Education	18	Transport (e.g., roads, bridges, transportation)
9	Equality of opportunity (e.g. social inclusion of women, youth, and Roma)	19	Trade and exports
10	Job creation/employment	20	Social protection (e.g., pensions, targeted social assistance)

**A5. Please describe the direction Bosnia and Herzegovina 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 Bosnia and Herzegovina'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"/>

**A6. Listed below are global challenges. Which do you think have the most serious impact on Bosnia and Herzegovina? (Choose no more than TWO)**

1	Trade constraints	7	National debt
2	Geopolitical uncertainty	8	Environmental degradation
3	Terrorism	9	Climate change
4	Migrants and refugees	10	Technology-based disruption
5	Jobs/employment	11	Fragility in Bosnia and Herzegovina or neighboring countries
6	The gap between the rich and the poor		

## SECTION A: OVERALL CONTEXT

### A7. When economic and/or social reform efforts fail or are slow to take place in Bosnia and Herzegovina, which of the following would you attribute this to? (Choose no more than TWO)

1	Reforms are not well thought out in light of country challenges
2	Inadequate level of capacity in the government
3	Inadequate level of citizen/civil society participation
4	Inadequate level of donor coordination
5	Private sector involvement and/or influence
6	Poor coordination within the government
7	Inadequate level of government accountability
8	Political pressures and obstacles
9	Corruption
10	Inadequate level of private sector participation
11	Other (please specify): _____

### A8. 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	The BiH Council of Ministers/entity governments	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Regional development banks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Bosnia and Herzegovina's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Faith-based institutions	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"/>

### A9. To what extent do you trust private sector to engage in public service delivery in Bosnia and Herzegovina?

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 Bosnia and Herzegovina?</b>										
1	2	3	4	5	6	7	8	9	10	
Not familiar at all								Extremely familiar		

<b>To what extent do you agree/disagree with the following statements about the World Bank Group's work in Bosnia and Herzegovina?</b>																						
												Strongly disagree		Strongly agree		Don't know						
<b>B2</b>	Overall the World Bank Group currently plays a relevant role in development in Bosnia and Herzegovina											1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B3</b>	The World Bank Group's work is aligned with what I consider the development priorities for Bosnia and Herzegovina											1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>B4. Overall, please rate your impression of the World Bank Group's effectiveness in Bosnia and Herzegovina.</b>											
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
Not effective at all								Very effective			Don't know

<b>B5. To what extent does the World Bank Group's work help to achieve development results in Bosnia and Herzegovina?</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>B6. To what extent does the World Bank Group influence the development agenda in Bosnia and Herzegovina?</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>B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Bosnia and Herzegovina? (Select only ONE response)</b>	
1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

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

**B8. When thinking about the World Bank Group's role in Bosnia and Herzegovina, which activity do you VALUE the most? (Choose no more than TWO)**

1	Mobilizing third party financial resources
2	Donor coordination
3	Technical assistance
4	Financial resources
5	Policy advice, studies, analyses
6	Bringing together different groups of stakeholders
7	Data and statistics
8	Promoting knowledge sharing
9	Implementation support
10	Capacity development related to World Bank Group supported projects
11	Other (please specify): _____

**B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bosnia and Herzegovina? (Choose no more than TWO)**

1	Not sufficiently focused on sustainable results
2	Staff too inaccessible
3	Not collaborating enough with private sector
4	Not aligned with country priorities
5	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
6	Not collaborating enough with civil society (e.g., NGOs, CBOs)
7	Not adequately sensitive to political/social realities in Bosnia and Herzegovina
8	Too influenced by developed countries
9	World Bank Group's processes too slow and complex
10	Not adequately flexible
11	Arrogant in its approach
12	Not willing to honestly criticize policies and reform efforts in the country
13	Not enough public disclosure of its work
14	Inadequate World Bank Group's staffing in Bosnia and Herzegovina
15	Other (please specify): _____
16	Don't know

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

**B10. When thinking about how the World Bank Group can have the most impact on development results in Bosnia and Herzegovina, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Bosnia and Herzegovina?**

**(Choose no more than THREE)**

1	Public sector governance/reform (i.e., government effectiveness, public financial management, anticorruption)	12	Dealing with impacts of outward migration
2	Water and sanitation	13	Economic growth
3	Air quality, pollution and environmental degradation	14	Disaster risk management (including floods, earthquakes, draughts)
4	Social protection (e.g., pensions, targeted social assistance)	15	Agriculture and rural development (including forestry, irrigation, & food safety)
5	Job creation/employment	16	Equality of opportunity (e.g., social inclusion of women, youth, and Roma)
6	Information and communications technology (including digital connectivity)	17	Private sector development (including improving business environment)
7	Global pandemics (e.g., COVID-19)	18	Transport (e.g., roads, bridges, transportation)
8	Financial markets (including access to finance)	19	Urban development
9	Energy (including transitioning from coal)	20	Trade and exports
10	Education	21	Climate change (e.g., mitigation, adaptation)
11	Health (i.e., reforming health care insurance and health care services)		

**SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

<b>C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Bosnia and Herzegovina 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>To what extent is the World Bank Group an effective development partner in Bosnia and Herzegovina, in terms of each of the following?</b>												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>C2</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C3</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C4</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C5</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C6</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C7</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C8</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C9</b>	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C10</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C11</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C12</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C13</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C14</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C15</b>	Treating clients and stakeholders in Bosnia and Herzegovina with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C16</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>C17</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C18</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C19</b>	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C20</b>	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"/>	
<b>C21</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C22</b>	The World Bank Group takes decisions quickly in Bosnia and Herzegovina	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C23</b>	Working with the World Bank Group increases Bosnia and Herzegovina's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C24</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

To what extent do you agree/disagree with the following statements about the World Bank Group in Bosnia and Herzegovina?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>C25</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Bosnia and Herzegovina	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C26</b>	The World Bank Group meets Bosnia and Herzegovina'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: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS

**D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bosnia and Herzegovina?** *(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	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Private sector development (including business environment)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Public sector governance/reform (i.e., government effectiveness, public financial management)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Air quality, pollution and environmental degradation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Health (i.e., reforming health care insurance and health care services)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Financial markets (including access to finance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Agriculture and rural development (including forestry & irrigation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Solid waste management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Poverty monitoring and economic inclusion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Judiciary reform (including commercial justice)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Economic growth forecasting	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Disaster risk management (including floods, earthquakes, draughts)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**D2. 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



## SECTION E: WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., analysis, studies, research, data, reports, conferences)

**E1. 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 Bosnia and Herzegovina, 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
E2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	Are adaptable to Bosnia and Herzegovina's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**E9. 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

**E10. 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 F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN BOSNIA AND HERZEGOVINA

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

1	Ensure greater selectivity in its work
2	Engage more directly with beneficiaries
3	Work faster
4	Offer more innovative knowledge products and services
5	Reduce the complexity of obtaining World Bank Group financing
6	Help to bring discipline/effective supervision to implementation of World Bank Group projects
7	Offer more innovative financial products and services
8	Collaborate more effectively with Government clients (e.g., BiH Institutions, entity, cantonal, municipal)
9	Provide more adequate data/knowledge/statistics/figures on Bosnia and Herzegovina's economy
10	Engage more effectively with civil society (e.g., NGOs, CBOs)
11	Increase the level of capacity development in the country
12	Engage more effectively with private sector
13	Improve the quality of its experts as related to Bosnia and Herzegovina's specific challenges
14	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
15	Other (please specify): _____

**F2. In addition to the regular relations with BiH Institutions and entity governments, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)**

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

## SECTION G: COMMUNICATION AND INFORMATION SHARING

<b>G1. How frequently do you interact with the World Bank Group now in Bosnia and Herzegovina?</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 Bosnia and Herzegovina? (Choose no more than TWO)</b>			
1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

<b>G3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>			
1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	World Bank Group's website	8	Interviews and press conferences for the Bosnia and Herzegovina's media

<b>G4. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)</b>	
1	Phone
2	Tablet
3	Computer/laptop
4	I never visit the WBG websites

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<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"/>
9	Read a WBG e-newsletter	<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	BiH Institutions, entity, canton	11	Multilateral Agency (UN, regional development bank)
2	Office of Minister	12	Private Sector Organization
3	Office of Parliamentarian	13	Financial Sector/Private Bank
4	Employee of Ministry, Ministerial Department, Implementation Agency	14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	15	NGO/Community Based Organization
6	Local Government Office or Staff	16	Trade Union
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	17	Youth Group
8	Judicial System (e.g., courts)	18	Academia/Research Institute/Think Tank
9	State-Owned Enterprise	19	Media (press, radio, TV, web, etc.)
10	Bilateral Agency (e.g., embassy, diplomatic, military)	20	Other (please specify): _____

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Poverty	13	Agriculture, rural development
2	Macroeconomics, fiscal management	14	Urban development
3	Governance, anti-corruption	15	Transport
4	Education	16	Digital development and technology (ICT)
5	Health, nutrition	17	Tourism
6	Social protection	18	Fragility, conflict, violence, refugees
7	Jobs	19	Demographics, migration
8	Energy	20	Trade and competitiveness
9	Environment, natural resources	21	Finance and markets
10	Climate change	22	Communications, public affairs
11	Water, sanitation	23	Generalist (specialized in multiple sectors)
12	Gender	24	Other (please specify): _____

<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

<b>H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Bosnia and Herzegovina? (Select only ONE response)</b>	
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)

**SECTION H: BACKGROUND INFORMATION**

<b>H5. Do your projects involve both the World Bank and the IFC?</b>	
1	Yes
2	No

<b>H6. Which of the following describes most of your exposure to the World Bank Group in Bosnia and Herzegovina? (Choose no more than TWO)</b>	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

<b>H7. What's your gender?</b>	
1	Female
2	Male

<b>H8. What's your age?</b>	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

<b>H9. Which best represents your geographic location?</b>	
1	Federation of Bosnia and Herzegovina
2	Republika Srpska
3	Brcko District
4	Other

**Thank you for completing the survey!**