



## **World Bank Group Country Survey FY 2021 – Croatia**

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

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. please

Finally, the survey relates to the World Bank Group's work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. In Croatia, The World Bank (IBRD) and IFC (International Finance Corporation) have been present since 1993. 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

### A1. In general, would you say that Croatia is headed in ... ?

1	The right direction
2	The wrong direction
3	Not sure

### A2. Do you think that economic opportunity for citizens in Croatia over the next two to three years is ... ?

1	Increasing
2	Decreasing
3	Staying about the same

### A3. Listed below are a number of development priorities in Croatia.

Please identify which of the following you consider the most important development priorities in Croatia. (Choose no more than 5)

1	Water, sanitation, and solid waste management	14	Judiciary reform
2	Energy and energy efficiency	15	Anti-corruption
3	Private sector development/business environment	16	Agriculture and rural development
4	Disaster risk management (e.g., earthquakes, floods)	17	Innovation and research and development (R&D)
5	Financial markets	18	Health
6	Global/regional integration	19	Natural resource management and biodiversity
7	Convergence with income levels of the European Union (EU) and entry into the euro area	20	Climate change and the environment
8	Regional and urban development	21	Poverty reduction
9	Social protection (e.g., pensions, targeted social assistance, social inclusion)	22	Global pandemics (e.g., COVID-19)
10	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23	Demographic trends (i.e. rapidly aging society, shrinking population, migration)
11	Job creation/employment	24	Education
12	Information and communications technology	25	Regional disparities
13	Equality of opportunity and gender equity (closing the gap between women and men, and boys and girls)	26	Transport (e.g., roads, railways, ports)

## 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 Croatia? (Choose no more than 3)**

1	Judiciary reform	13	Natural resource management and biodiversity
2	Innovation and research and development (R&D)	14	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
3	Demographic trends (i.e. rapidly aging society, shrinking population, migration)	15	Equality of opportunity and gender equity (closing the gap between women and men, and boys and girls)
4	Disaster risk management (e.g., earthquakes, floods)	16	Water, sanitation, and solid waste management
5	Social protection (e.g., pensions, targeted social assistance, social inclusion)	17	Health
6	Climate change and the environment	18	Education
7	Information and communications technology	19	Job creation/employment
8	Regional disparities	20	Private sector development/business environment
9	Anti-corruption	21	Regional and urban development
10	Agriculture and rural development	22	Financial markets
11	Energy and energy efficiency	23	Convergence with income levels of the European Union (EU) and entry into the euro area
12	Transport (e.g., roads, railways, ports)	24	Global/regional integration

**A5. The COVID-19 pandemic has stressed many aspects of Croatia's growth and development. In which areas would you like to see the Croatian government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than 3)**

1	Fair and equal distribution of a COVID-19 vaccine
2	Healthcare
3	Providing direct financial support to businesses (business support packages)
4	Poverty and inequality (e.g., strengthening the social safety net, social assistance)
5	Regional disparities
6	Education
7	Supporting favorable business environment
8	Public service delivery and Public Administration (e.g., strengthening policies, institutions)
9	Other (please specify): _____

## SECTION A: OVERALL CONTEXT

**A6. When economic and/or social reform efforts fail or are slow to take place in Croatia, which of the following would you attribute this to? (Choose no more than 2)**

1	Corruption
2	Inadequate level of private sector participation
3	Inadequate level of citizen/civil society participation
4	Political pressures and obstacles
5	Inadequate level of government accountability
6	Inadequate level of capacity in the government
7	Reforms are not well thought out in light of the country challenges
8	Pressure from outside interest groups (e.g., private sector, unions)
9	Other (please specify): _____

**A7. 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 national/local government	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
2	European Commission and the EU Institutions	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 World Health Organization (WHO)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
5	Regional development banks (i.e. European Investment Bank, European Bank for Reconstruction and Development)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
6	Croatia's Central Bank	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
7	The private sector	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
8	Civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
9	Media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
10	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"/>

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

<b>B1. How familiar are you with the work of these organizations in Croatia?</b>											
		Not familiar at all								Extremely familiar	
1	The World Bank (IBRD)	1	2	3	4	5	6	7	8	9	10
2	The International Finance Corporation (IFC) - the World Bank Group's private sector arm	1	2	3	4	5	6	7	8	9	10

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

<b>B4. Overall, please rate your impression of the effectiveness of these organizations in Croatia.</b>												
		Not effective at all								Very effective		Don't know
1	The World Bank (IBRD)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>B5. To what extent does the World Bank Group's work help to achieve development results in Croatia?</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 Croatia?</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	

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

**B7. When thinking about the World Bank Group's role in Croatia, which activity do you VALUE the most? (Choose no more than 2)**

1	Global advocacy
2	Technical assistance, including Reimbursable Advisory Services (RAS) and implementation support
3	Bringing together different groups of stakeholders
4	Policy advice, studies, analyses and promoting knowledge sharing
5	Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)
6	Coordination with the European commission and international partners
7	Financial resources
8	Mobilizing third party financial resources, including EU funds
9	Capacity development related to World Bank Group supported projects
10	Other (please specify): _____

**B8. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Croatia? (Choose no more than 2)**

1	Not aligned with country priorities
2	Not adequately flexible in changing country circumstances
3	Staff inaccessible
4	Not collaborating enough with private sector
5	Not collaborating enough with partners such as bilaterals, multilaterals, International Financial Institutions (IFIs), UN, European Commission
6	Not enough public disclosure of its work
7	Not adequately sensitive to political/social realities in Croatia
8	World Bank Group's processes too slow and complex
9	Not sufficiently focused on sustainable results
10	Not willing to honestly criticize policies and reform efforts of Croatia
11	Inadequate number of innovative financial products and services
12	Inadequate level of real-time advice and guidance
13	Inadequate number of innovative knowledge products and services
14	Not collaborating enough with civil society (e.g., NGOs, CBOs)
15	Other (please specify): _____
16	Don't know

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

**B9. When thinking about how the World Bank Group can have the most impact on development results in Croatia, which sectors do you believe the World Bank Group should prioritize with its engagement in Croatia? (Choose no more than 3)**

1	Social protection (e.g., pensions, targeted social assistance, social inclusion)	14	Global pandemics (e.g., COVID-19)
2	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	15	Demographic trends (i.e. rapidly aging society, shrinking population, migration)
3	Equality of opportunity and gender equity (closing the gap between women and men, and boys and girls)	16	Transport (e.g., roads, railways, ports)
4	Private sector development/business environment	17	Agriculture and rural development
5	Education	18	Innovation and research and development (R&D)
6	Energy and energy efficiency	19	Anti-corruption
7	Global/regional integration	20	Natural resource management and biodiversity
8	Convergence with income levels of the European Union (EU) and entry into the euro area	21	Climate change and the environment
9	Health	22	Regional disparities
10	Financial markets	23	Information and communications technology
11	Water, sanitation, and solid waste management	24	Judiciary reform
12	Job creation/employment	25	Disaster risk management (e.g., earthquakes, floods)
13	Regional and urban development	26	Poverty reduction

**B10. What comes to mind when you hear about the International Finance Corporation (The IFC) (Choose no more than 3)**

1	Multi-lateral financial institution	9	Thought leader
2	Public-private partnership	10	Venture capital
3	Asset Manager	11	Innovation and Entrepreneurship
4	Development institution	12	Investment Bank
5	Private sector solutions	13	None of the above
6	World Bank	14	Don't know
7	Financial advisory solutions	15	Other (please specify): _____
8	Impact investor		

## 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 Croatia 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

To what extent is the World Bank Group an effective development partner in Croatia, in terms of each of the following?														
		To no degree at all						To a very significant degree						Don't know
		1	2	3	4	5	6	7	8	9	10			
<b>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 Croatia 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"/>		
<b>C17</b>	Acting with compassion and empathy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>C18</b>	Insisting on accountability through its operations (e.g., performance-based financing/resources tied to results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>C19</b>	Measuring results effectively	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
<b>C20</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C21</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>C22</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>C23</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>C24</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>C25</b>	The World Bank Group takes decisions quickly in Croatia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C26</b>	Working with the World Bank Group increases Croatia's institutional capacity	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 Croatia?													
		Strongly disagree										Strongly agree	Don't know
<b>C27</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Program-for-Results, etc.) meet the needs of Croatia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C28</b>	The World Bank Group meets Croatia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>C29. To what extent do you believe that Croatia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?</b>													
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>			
To no degree at all									To a very significant degree	Don't know			

<b>C30. How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?</b>													
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>			
Not important at all									Very important	Don't know			

## 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 Croatia? (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, social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Equality of opportunity and gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development/business environment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Regional and urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Energy and energy efficiency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Water, sanitation, and solid waste management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Convergence with income levels of the European Union (EU) and entry into the euro area	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Transport (e.g., roads, railways, ports)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Innovation and research and development (R&D)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Natural resource management and biodiversity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Climate change and the environment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Disaster risk management (e.g., earthquakes, floods)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

In Croatia, to what extent do you believe that the World Bank Group's knowledge work and activities:												
		To no degree at all					To a very significant degree					Don't know
<b>E1</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E2</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E3</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E4</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	Are adaptable to Croatia's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E8. 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	

E9. 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 CROATIA

**F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Croatia? (Choose no more than 2)**

1	Provide more adequate data/knowledge/statistics/figures on Croatia's economy
2	Engage more effectively with partners such as the European Commission
3	Collaborate more effectively with Government clients (e.g., national, state, local)
4	Work faster
5	Reduce the complexity of obtaining World Bank Group financing
6	Offer more real-time advice and guidance
7	Increase availability of Reimbursable Advisory Services (RAS)
8	Help to bring discipline/effective supervision to implementation of World Bank Group projects
9	Offer more innovative knowledge products and services
10	Offer more innovative financial products and services
11	Ensure greater selectivity in its work
12	Engage more effectively with private sector
13	Improve the quality of its experts as related to Croatia's specific challenges
14	Engage more directly with beneficiaries
15	Increase the level of capacity development in the country
16	Engage more effectively with civil society (e.g., NGOs, CBOs)
17	Other (please specify): _____

**F2. 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 2)**

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

## SECTION G: COMMUNICATION AND INFORMATION SHARING

### G1. How frequently do you interact with the World Bank Group now in Croatia?

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

### G2. How would you prefer to receive information from the World Bank Group? (Choose no more than 3)

1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	Interviews and press conferences for the Croatia's media

### G3. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?

		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 1 response)</b>			
1	Office of the President, Prime Minister	11	Multilateral Agency/IFIs (EBRD, EIB)
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	NGO/Community Based Organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	15	Trade Union
6	Local Government Office or Staff	16	European Commission
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 1 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

## SECTION H: BACKGROUND INFORMATION

**H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Croatia? (Select only 1 response)**

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

**H5. Which of the following describes most of your exposure to the World Bank Group in Croatia? (Choose no more than 2)**

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.

**H6. What's your gender?**

1	Female
2	Male

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

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

**H8. Which best represents your geographic location?**

1	Zagreb region
2	Other urban region
3	Rural areas

**Thank you for completing the survey!**