

FY 2022 Bulgaria Country Opinion Survey Report

THE WORLD BANK GROUP

Business Intelligence Team



September 2022



Acknowledgements

The Bulgaria Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Business Intelligence (BI) team, led by José De Buerba (Senior External Affairs Officer). Yulia Danilina, Jessica Cameron, Nan Lin, and Sofya Gubaydullina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. BI acknowledges the significant contribution from the Bulgaria country team and independent fielding agency ESTAT LTD. In particular, BI is grateful for the support from Ivelina Todorova Taushanova (Senior External Affairs Officer) and Adela Ivanova Delcheva Nachkova (Operations Assistant), who coordinated the survey related activities from Sofia, Bulgaria.



Country Opinion Surveys
THE WORLD BANK GROUP



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BULGARIA





I. Objectives

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

1. What opinion do key stakeholders have of the WBG when it comes to its effectiveness, relevance, alignment with Bulgaria's development priorities, and other key indicators? Are opinions improving or declining?
2. What areas of development are perceived to be the most important? Have the priorities changed over the past three years?
3. How the WBG is perceived as a development partner? Are opinions improving or declining?
4. What do key stakeholder value the most, and the least when it comes to the WBGs work at the country level? What are the priorities looking forward?
5. Are stakeholders familiar with the WBG's financial products? Are there differences among stakeholder groups in terms of familiarity?
6. What opinion do key stakeholders have of the WBG knowledge products and their quality? Are opinions improving or declining?
7. What are the preferred communication channels and which channels are reported to be used the most? Are there differences among stakeholder groups in terms of preferred channels?

From May to June of 2022, a total of 449 stakeholders who work in the area of socioeconomic development in Bulgaria were invited to participate in the survey. Among them were representatives from the government, civil society, bilateral and multilateral organizations, private sector, academia, and the media. A total of 210 stakeholders completed the survey (47% response rate). Respondents received the questionnaire link via email and completed the questionnaire online.

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.

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. Appendix B presents data on selected questions. Additional data breakdowns are available upon request.



II. Demographics of the Sample (continued)

Current Affiliation

- Note that for further analyses, some respondent groups were combined (for details see Appendix C).

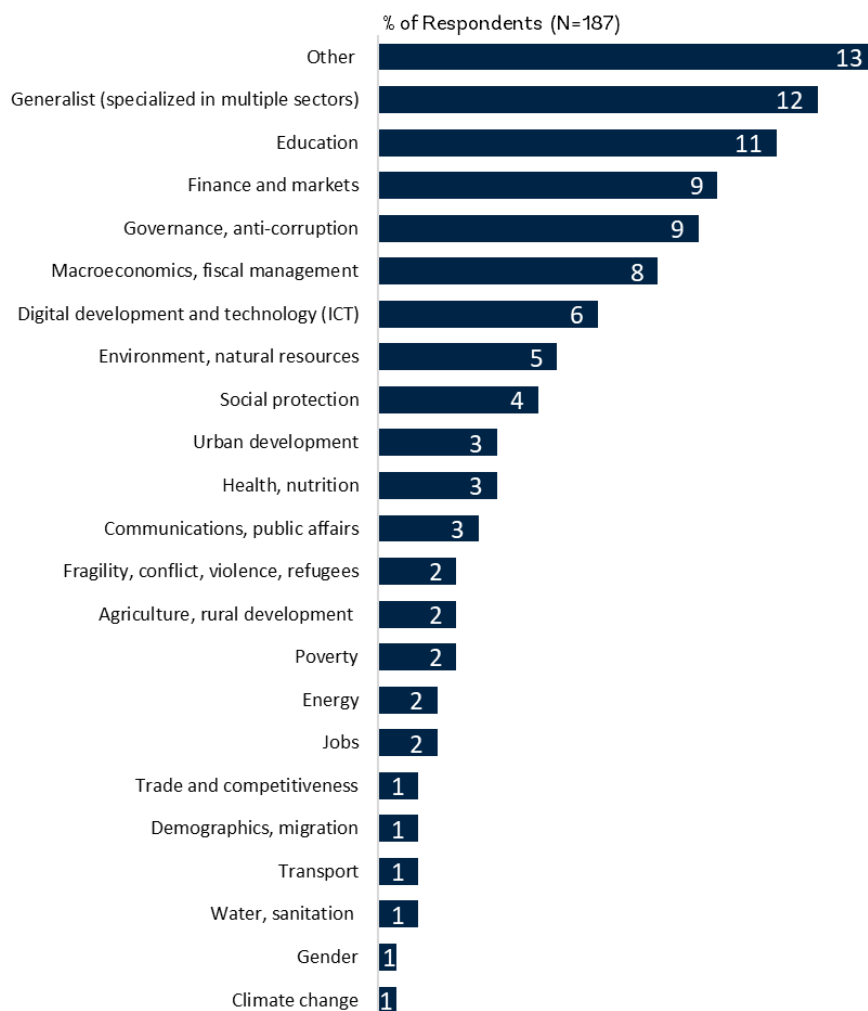


"Which of the following best describes your current affiliation?
(Select only 1 response)"
Respondents chose from a list.



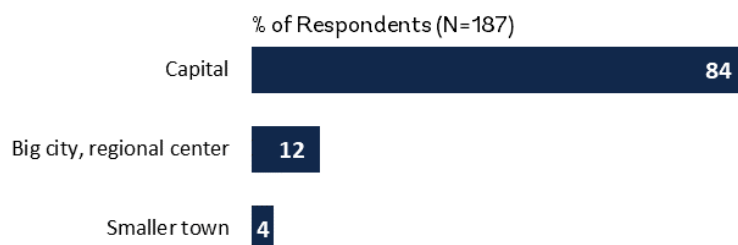
II. Demographics of the Sample (continued)

Area of Primary Specialization



"Please identify the primary specialization of your work. (Select only 1 response)"
Respondents chose from a list.

Geographic Locations



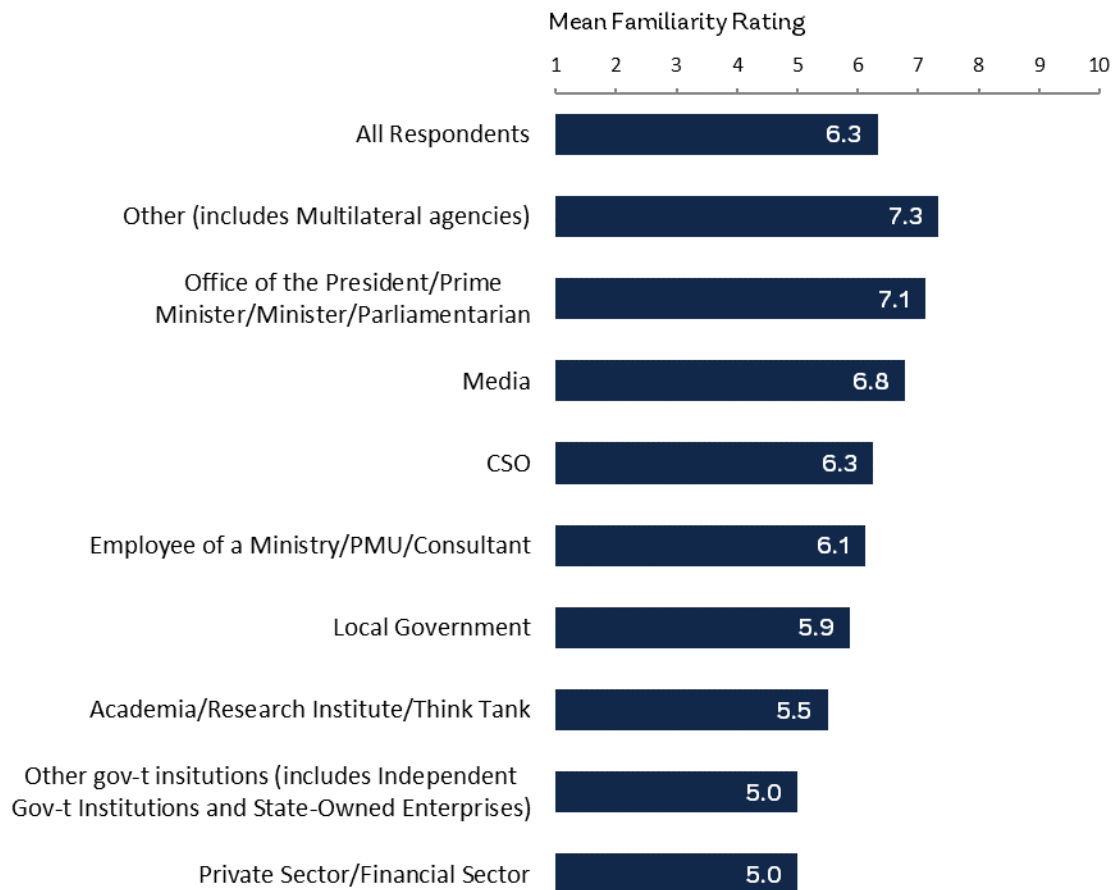
"Which best represents your geographic location?"
(Respondents chose from a list.)



II. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of familiarity with the WBG compared to respondents in the FY' 18 Country Survey (FY' 22 mean = 6.2; FY' 18 mean = 6.0).
- **Collaboration:** Respondents who collaborate with the WBG also reported significantly higher levels of familiarity with the work of the WBG compared to respondents who do not collaborate (mean familiarity of collaborators = 7.0; mean familiarity of non-collaborators = 5.6).
- **Stakeholder groups:** Respondents across stakeholder groups had statistically similar levels of familiarity with the work of the World Bank.



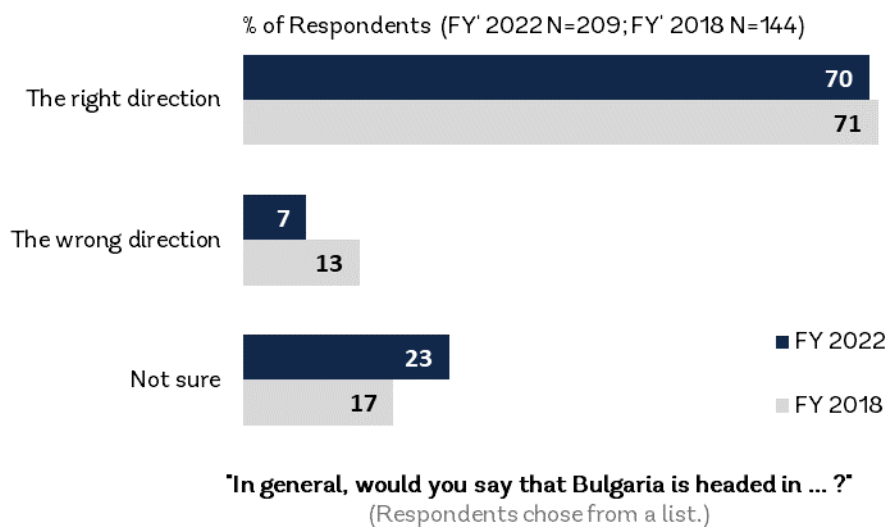
"How familiar are you with the work of the World Bank in Bulgaria?"
(1-"Not familiar at all", 10-"Extremely familiar")



III. Overall Context

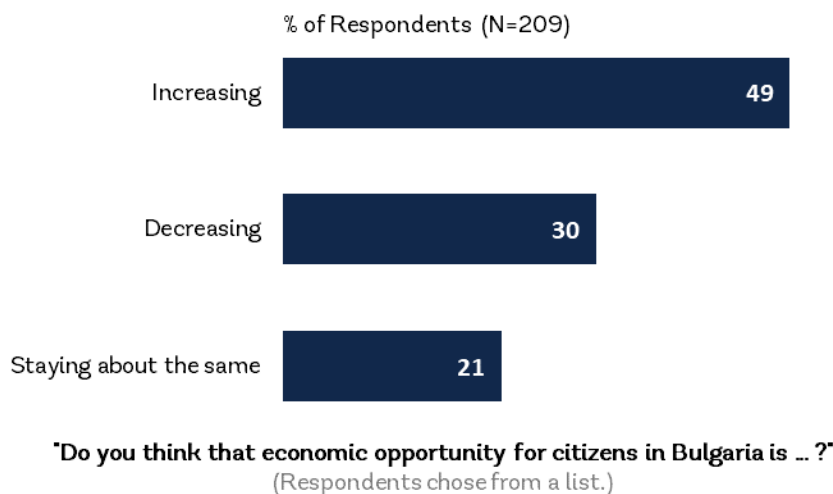
Country Direction

Overall, respondents continue to believe that Bulgaria is headed in the right direction. However, respondents from the “Media” are the least optimistic – only 20% of them think that the country is headed in the right direction.



Perceptions of Economic Opportunity

Respondents are less optimistic about the economic opportunity for citizens in the country – only 49 % believing that it is increasing.





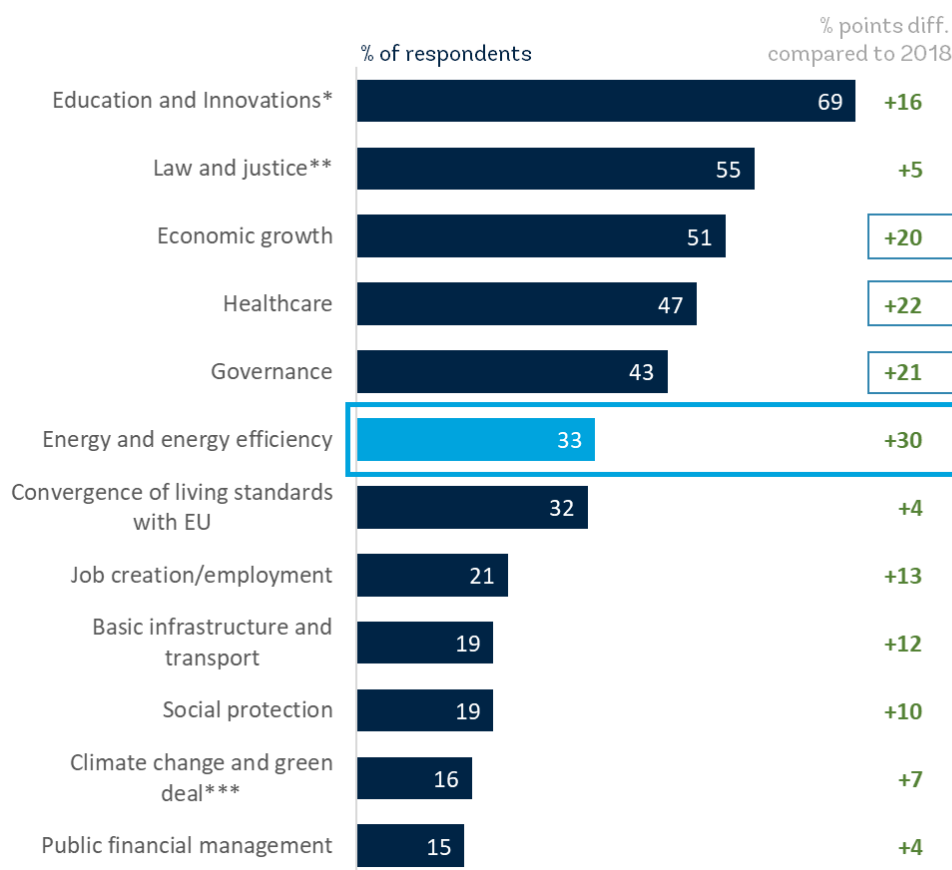
III. Overall Context (continued)

Development Priority

In 2022, “Education and Innovations”, “Law and justice”, and “Economic growth” continue to be the most important development priorities in Bulgaria, according to the respondents.

The share of respondents who selected “Energy and energy efficiency” among the top development priorities has gone markedly up, from only 3% in FY’ 18 to 33% in FY’ 22.

More respondents in FY’ 22 selected “Healthcare”, Economic growth”, and “Governance” among the top development priorities. This increase (as well as increase across all other development priorities) is partially attributable to the change in the methodology¹, but the highest increases may also suggest a heightened prominence of these priorities in Bulgaria.



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

Respondents chose from a list. Responses combined.
Top 12 out of 20 shown

Note: n=208

* In FY’ 18, this option was “Education”

** In FY’ 18, this option was “Judiciary reform”

*** In FY’ 18, this option was “Climate change”

¹ In FY’ 18, respondents were offered to select up to three priorities from the list, while in FY’ 22 – up to five.



III. Overall Context (continued)

Trust in Institutions

Respondents expressed relatively high level of trust in the WBG “to do what is right”, along with the private sector and the EU institutions. Notably, respondents reported much less trust in the UN, and particularly in the WHO.



"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")

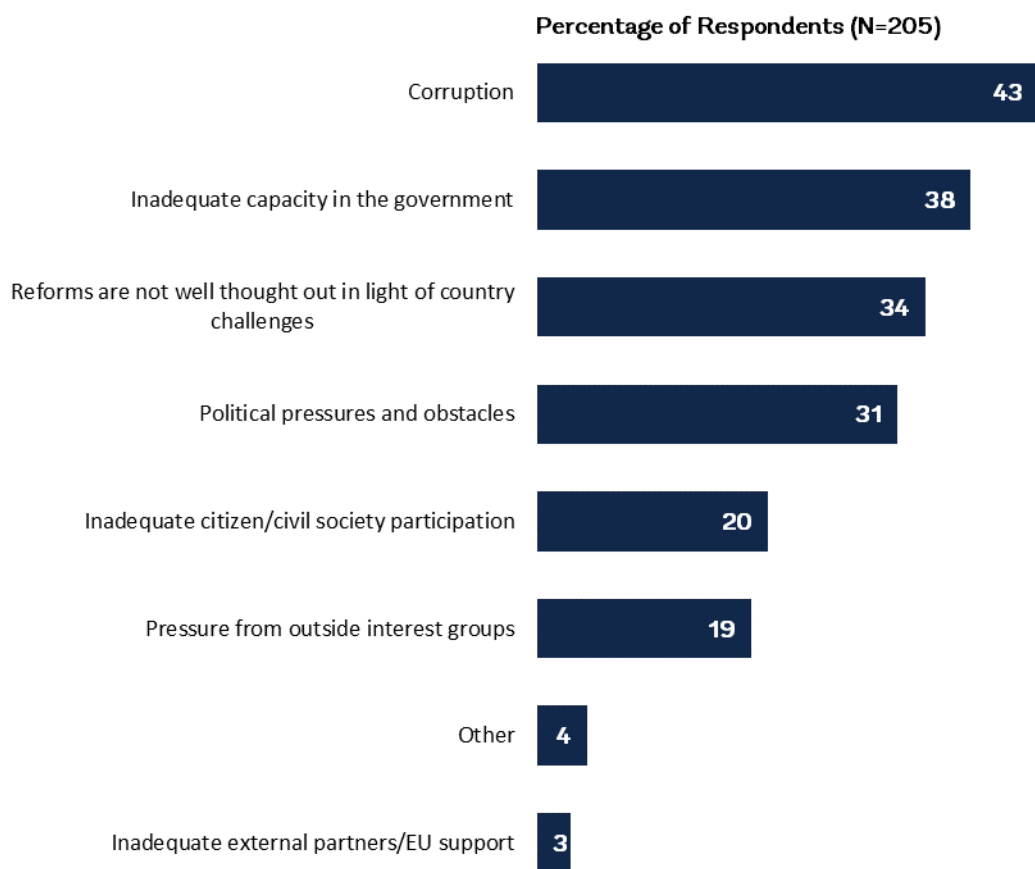
¹Indicator Question



III. Overall Context (continued)

Attributions for Slow/Failed Reform Efforts

Respondents from civil society organizations were significantly more likely to attribute slow or failed reform efforts in Bulgaria to corruption (65%) than respondents from independent government institutions and state-owned enterprises (17%).



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

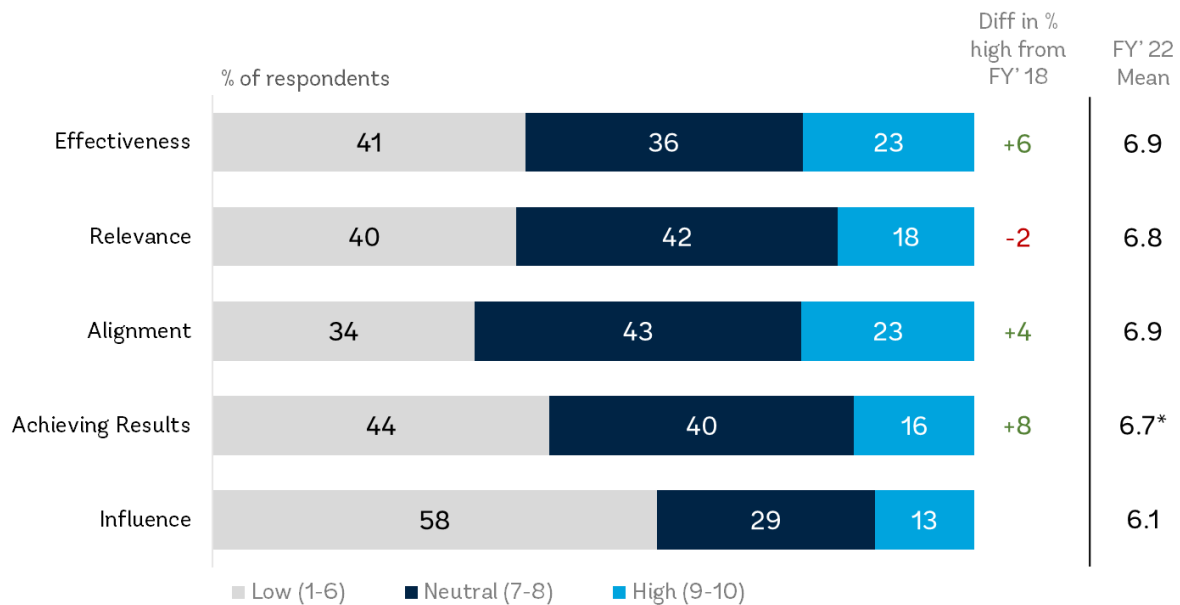
(Respondents chose from a list. Responses combined.)



IV. Overall Attitudes toward the World Bank Group

Key Performance Indicator Questions²

There were slight improvements in the perceptions of the WBG in terms of its effectiveness and alignment with Bulgaria's development priorities, and a significant (although still moderate) improvement in terms of the perceived ability to achieve development results. The WBG's perceived relevance has somewhat decreased, while its ability to influence the development agenda in Bulgaria was ranked the lowest among the key indicator questions.



² Questions included in this analysis:

- B4_1 Overall, please rate your impression of the effectiveness of these organizations in Bulgaria: The World Bank (IBRD) (1-"Not effective at all", 10-"Very effective")
- B2 Overall, the World Bank Group currently plays a relevant role in development in Bulgaria (1-"Strongly disagree", 10-"Strongly agree")
- B3 The World Bank Group's work is aligned with what I consider the development priorities for Bulgaria (1-"Strongly disagree", 10-"Strongly agree")
- B5 To what extent does the World Bank Group's work help to achieve development results in Bulgaria? (1-"To no degree at all", 10-"To a very significant degree")
- B6 To what extent does the World Bank Group influence the development agenda in Bulgaria?



IV. Overall Attitudes toward the World Bank Group (continued)

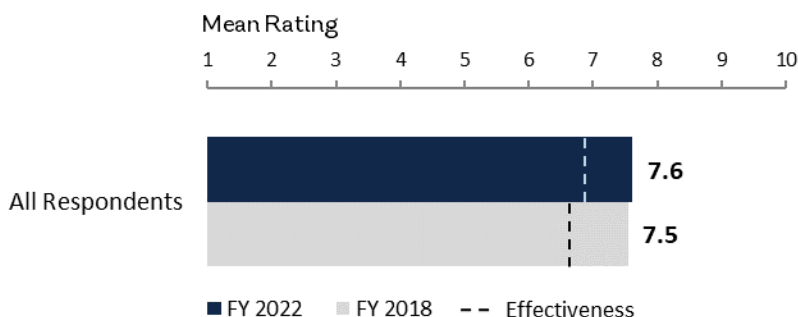
Greatest Value

Year comparison: Respondents in Bulgaria continue to value WBG's policy advice, studies, and analyses the most among other activities (54% in FY' 18 and 46% in FY' 22), along with the WBG's global knowledge (38%). Notably, fewer respondents in FY' 22 selected implementation support among the most valued activities—only 11%, compared to 38% in FY' 18.



"When thinking about the World Bank Group's role in Bulgaria, which activity do you VALUE the most? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)

The level of preparedness of the WBG staff is ranked higher than the perceived level of overall effectiveness of the institution in the country, and this perception hasn't changed since FY' 18.



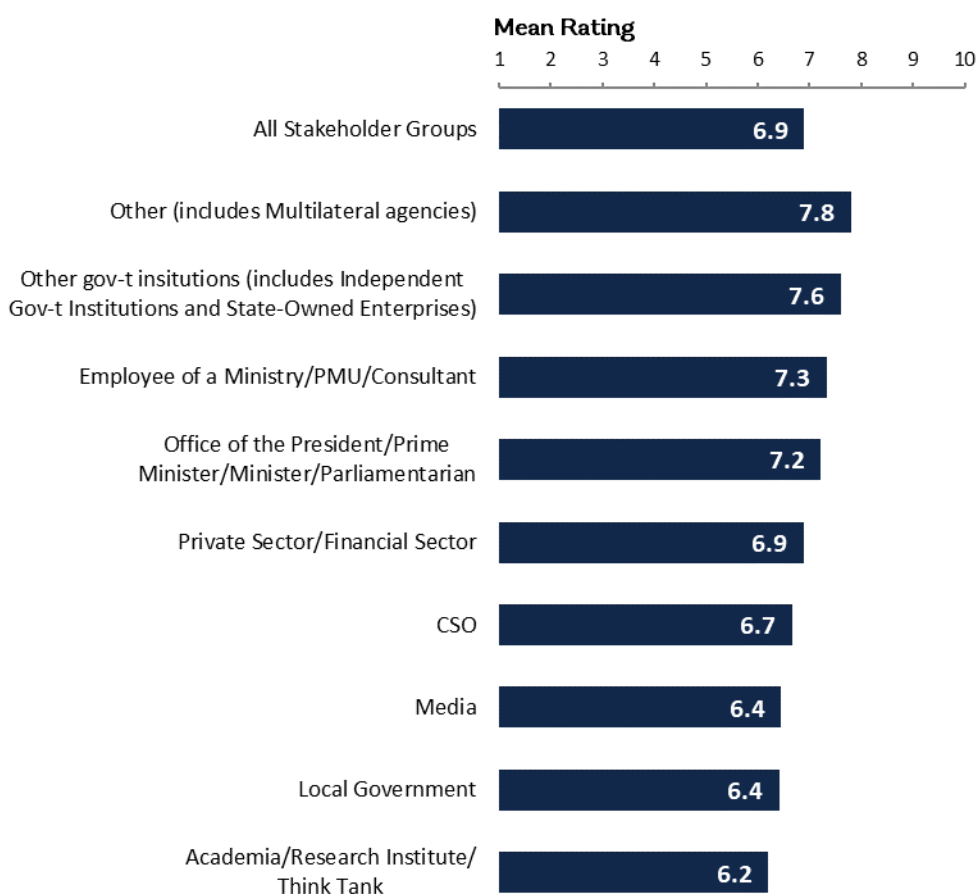
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Bulgaria solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")



IV. 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-four COS indicator questions (mean rating = 7.3) compared to respondents who do not collaborate with the WBG (mean rating = 6.5).
- **Stakeholder groups:** Respondents from Bilateral and Multilateral agencies and from “Other” organizations had the highest mean ratings for the Academia had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 38).



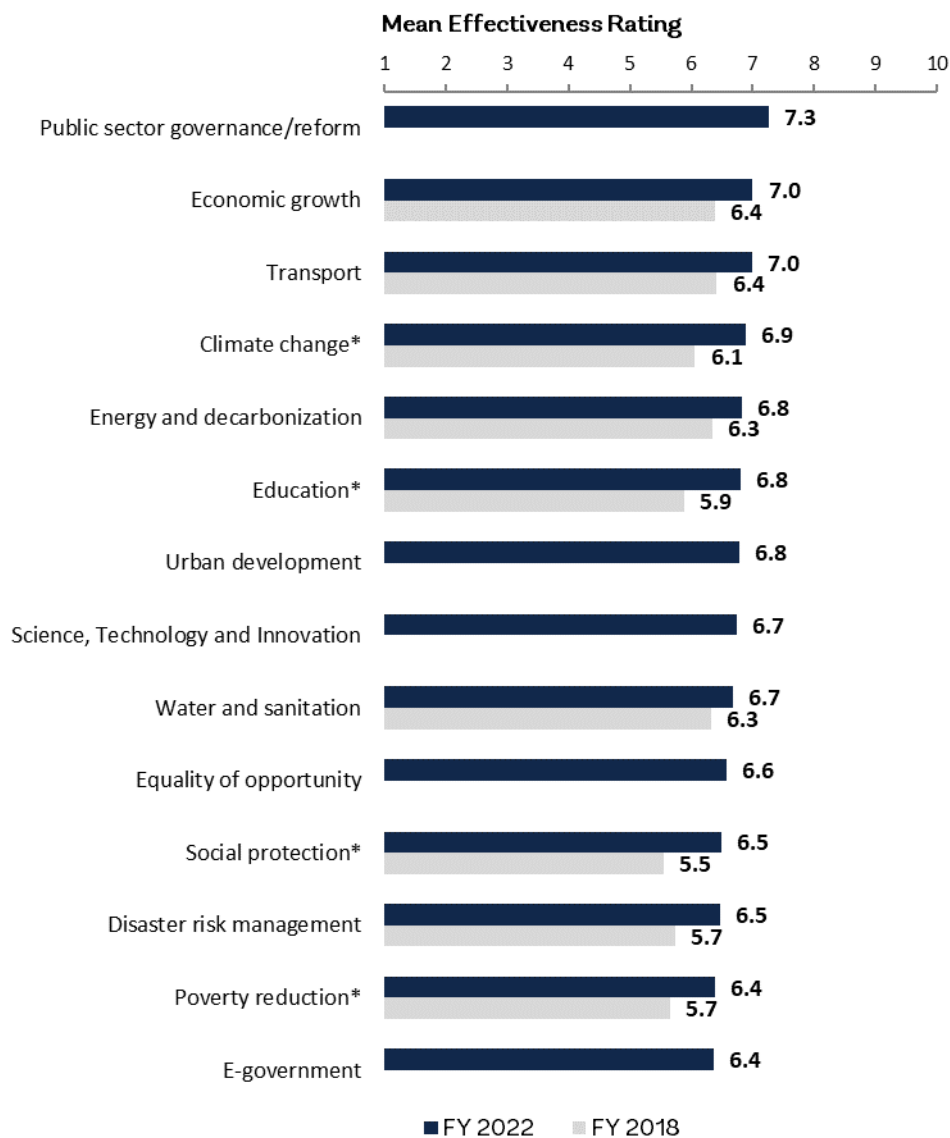
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



V. World Bank Group's Support in Development Areas

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison³

Perceptions of the WBG's performance in different sectoral areas are moderately positive and have improved across all sectoral areas compared to FY' 18, with statistically significant improvements in the top priority area of education.



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bulgaria?"

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

(*Significantly different between FY 2021 and FY 2018)

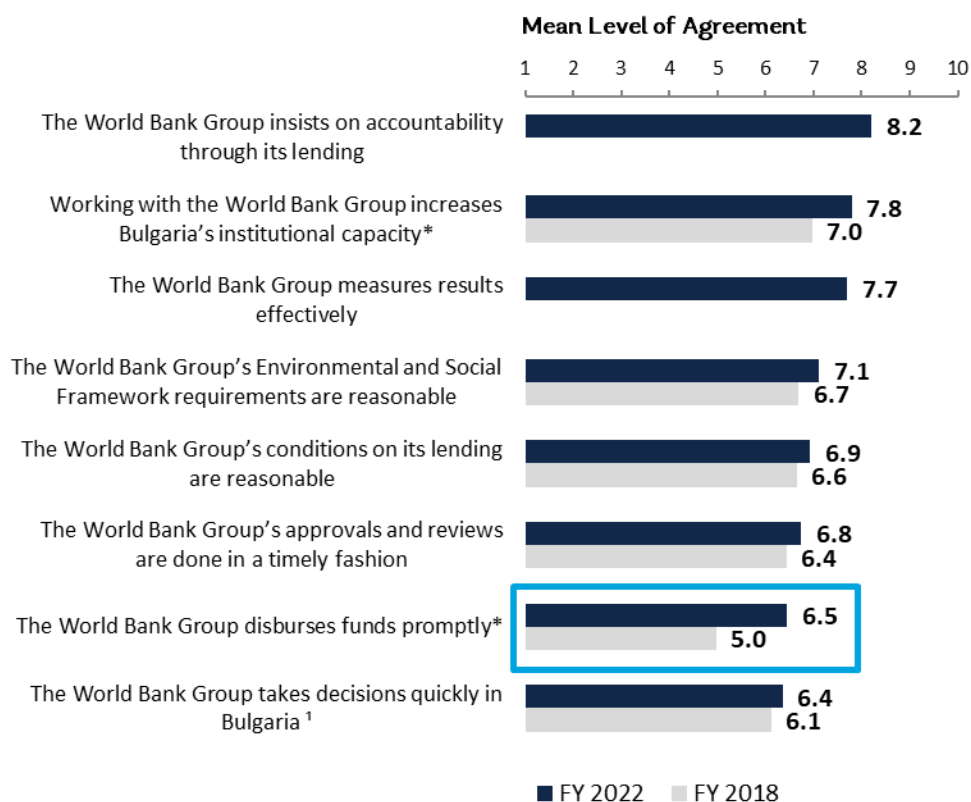
³ Note that only informed stakeholders primarily responded to this question. Respondents were given the option of "Don't Know" if they did not have exposure to the WBG's work in certain development areas. In addition, responses from respondents who indicated little or no familiarity with the WB (a rating of 1 or 2 out of 10) were not included in the analyses.



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

Overall Perceptions⁴

Perceptions of the way the WBG operates on the ground have slightly improved; respondents tend to give higher rankings of the WBG's insistence on accountability, its contribution to increasing Bulgaria's institutional capacity (significant increase in rating), and its effective measurement of results. Respondents give relatively lower rankings for the speed of the WBG's operations—although there has been a significant increase in the perceptions of how promptly the WBG disburses funds.



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

(*Significantly different between FY 2022 and FY 2018)

¹Indicator Question

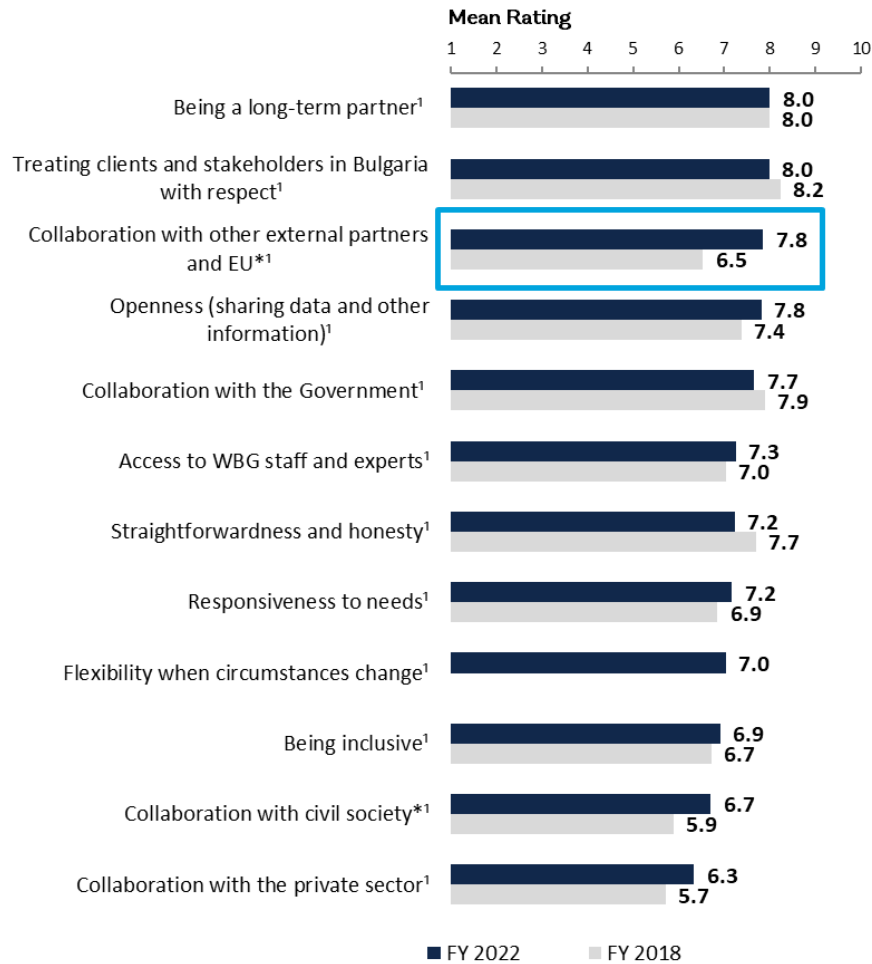
⁴ Responses from respondents who indicated little or no familiarity with the WB (a rating of 1 or 2 out of 10) were not included in the analyses.



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

The WBG as an Effective Development Partner⁵

Year comparison: The WBG is regarded as respectful and open long-term partner that collaborates well with other partners and the EU (significant increase in rating) and with the Government of Bulgaria. There was a significant improvement in the perceptions of the WBG's collaboration with civil society, although the rankings for inclusivity and collaboration with the private sector and with civil society continue to be relatively lower than for other attributes.



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

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

(*Significantly different between FY 2022 and FY 2018)

¹Indicator Question

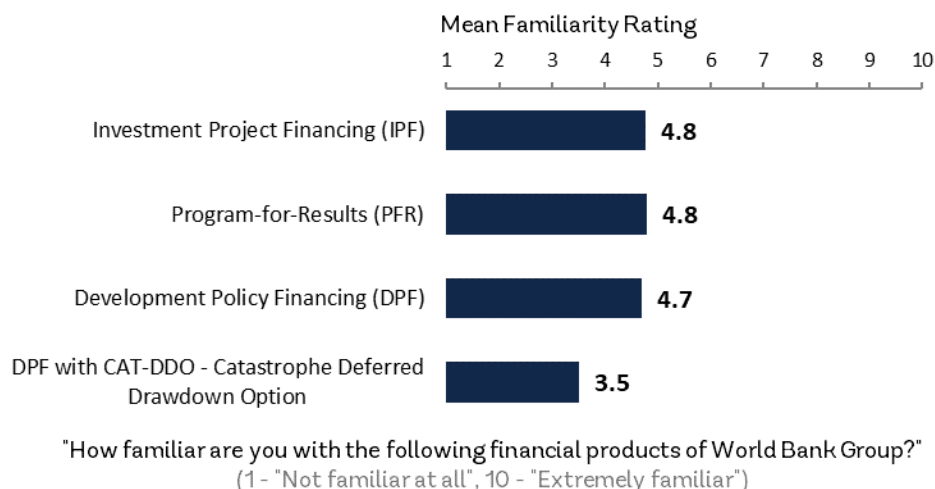
⁵ Responses from respondents who indicated little or no familiarity with the WB (a rating of 1 or 2 out of 10) were not included in the analyses.



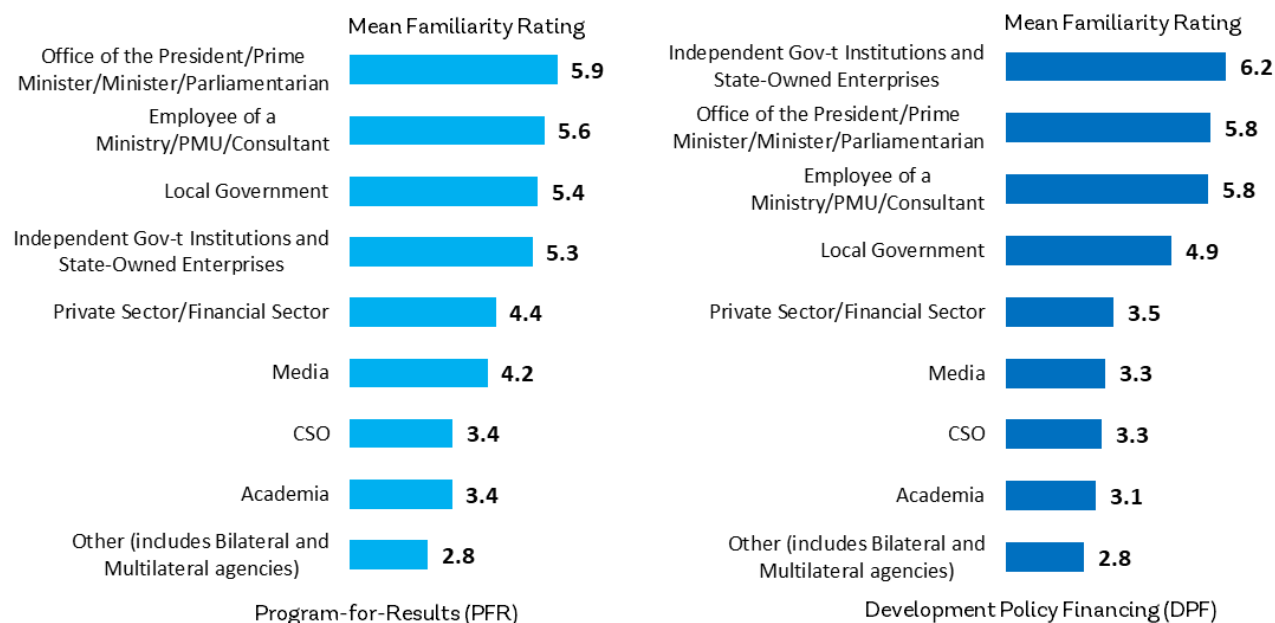
VI. WBG's Work and Engagement on the Ground (continued)

Familiarity with WBG's financial products

Respondents reported relatively low levels of familiarity with the WBG's financial instruments.⁶ There were no statistically significant differences in familiarity between those who collaborate with the WBG and those who don't.



Respondents from government institutions reported significantly higher levels of familiarity with Program-for-Results and Development Policy Financing. For the rest of the products differences among stakeholder groups were not significant.



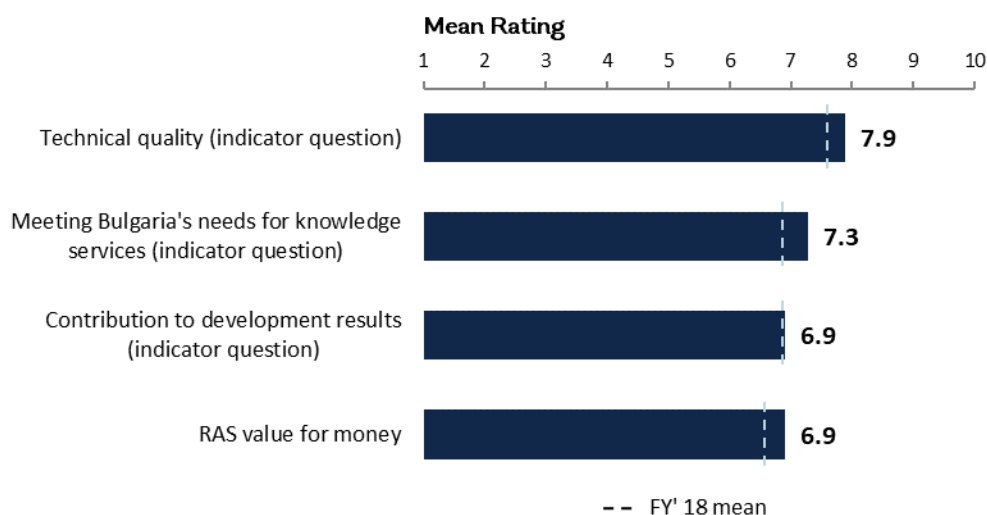
⁶ The charts on this page show the data for respondents who reported some familiarity with the work of the World Bank—3 and higher on a 10-point scale (question B1_1).



VII. World Bank Group's Knowledge and Instruments

Perceptions of the WBG's Knowledge Work and Activities⁷

Respondents give the highest rankings for the technical quality of the WBG's knowledge products, but somewhat lower rankings when it comes to the contribution to development results and RAS value-for-money. There were small, but non-significant, increases in all questions, except for the contribution to development results.



⁷ Questions included in this analysis:

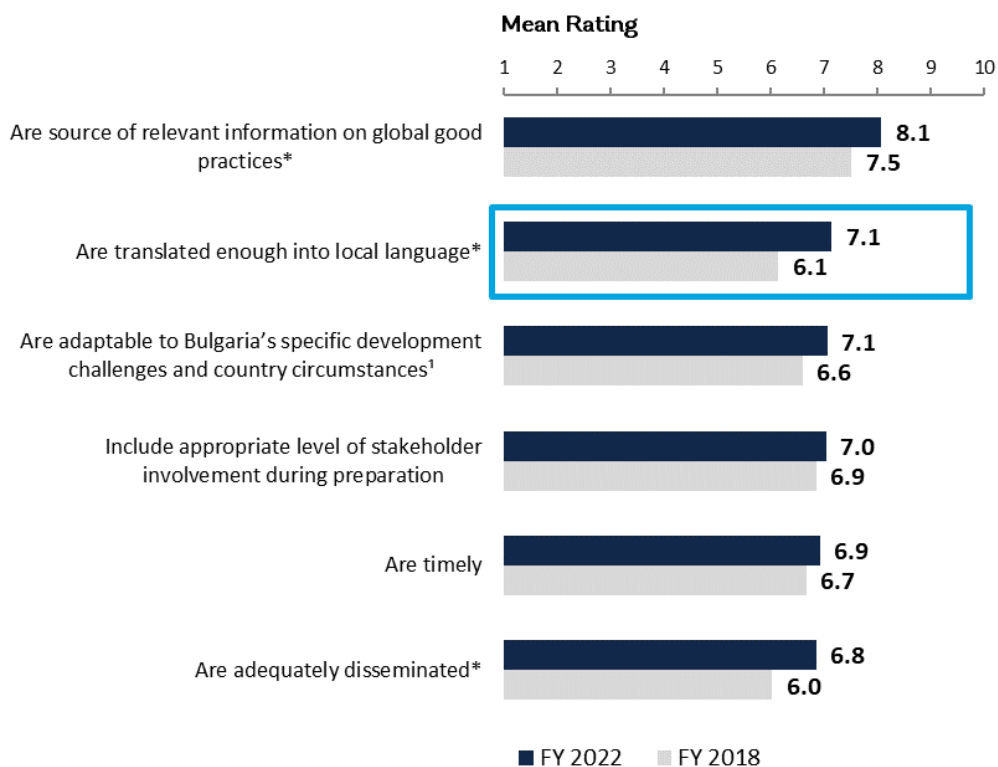
- E9 Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? (1-"Very low technical quality", 10-"Very high technical quality")
- C23 The World Bank Group meets Bulgaria's needs for knowledge services (e.g., Reimbursable Advisory Services, research, analysis, data, technical assistance) (1-"Strongly disagree", 10-"Strongly agree")
- 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-"Not significant at all", 10-"Very significant")
- C24 To what extent do you believe that Bulgaria received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-"To no degree at all", 10-"To a very significant degree")



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

Attributes of the WBG's Knowledge Work and Activities

The WBG received the highest rating for its knowledge products being a source of relevant information on global good practices (mean=8.1), but somewhat lower ratings for its work being timely (mean=6.9) and adequately disseminated (mean=6.8), although the latter one has significantly improved compared to FY' 18.



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

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

(*Significantly different between FY 2022 and FY 2018)

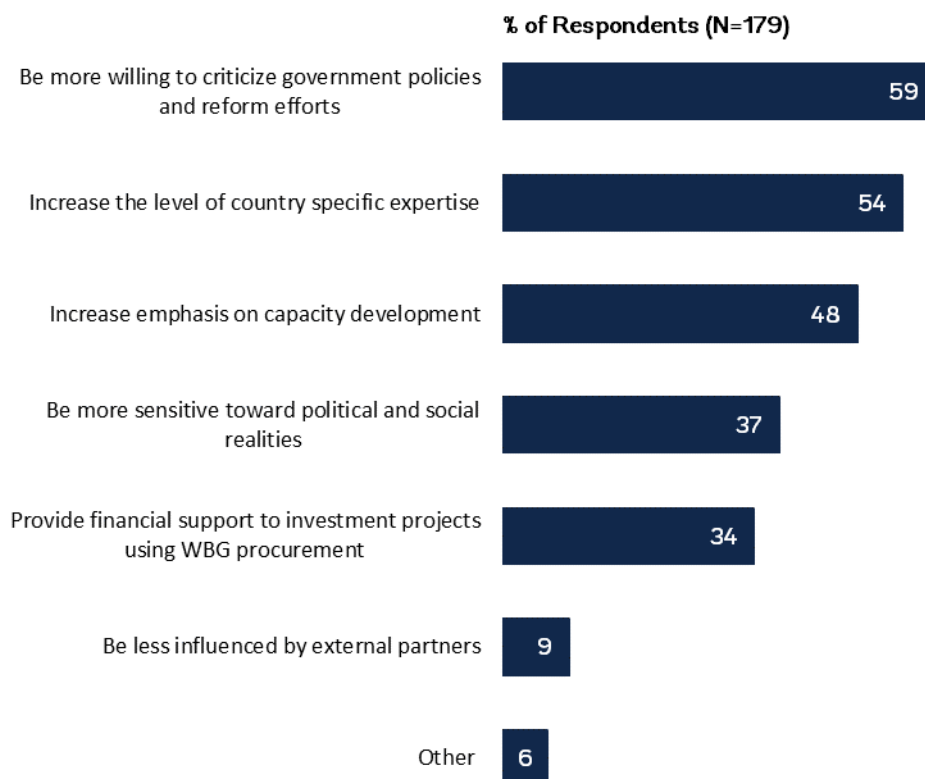
¹Indicator Question



VIII. The Future Role of the World Bank Group in Bulgaria

Making the World Bank Group of Greater Value

While respondents ranked highly the WBG's knowledge products as a source of global good practices, over half of them (54%) thought the institution could increase the level of country-specific expertise, and the majority (59%) saw value in being more critical of the government policies and reform efforts.



"Which of the following SHOULD the WBG do to improve its advice and guidance in Bulgaria? (Choose no more than 3)"

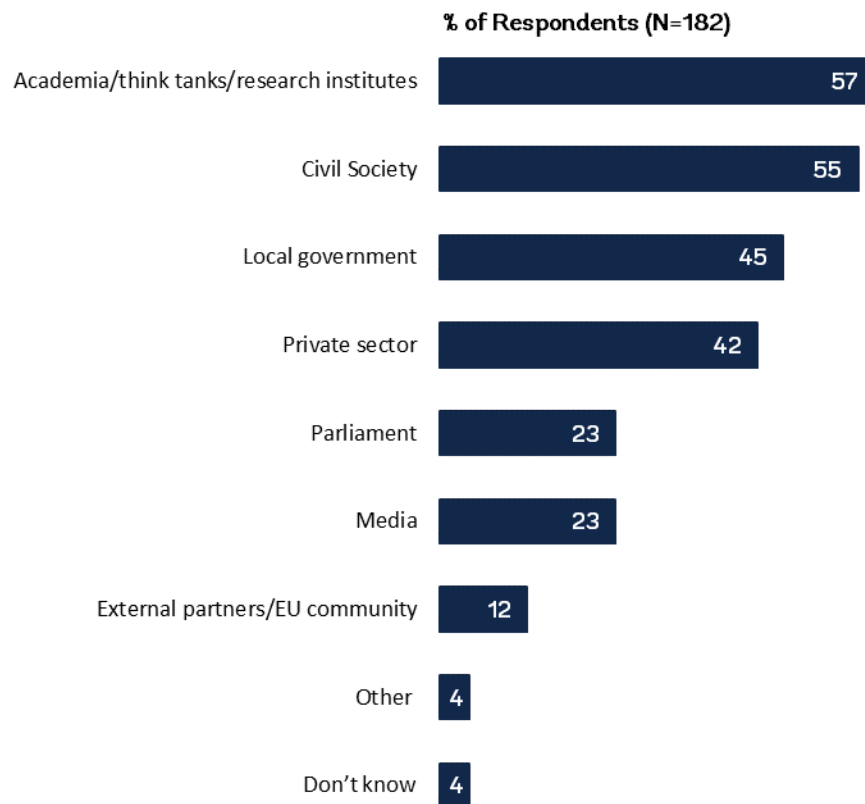
(Respondents chose from a list. Responses combined.)



VIII. The Future Role of the WBG in Bulgaria (continued)

The World Bank Group Should Collaborate More with ...

Consistently with the findings of the FY' 18 survey, respondents selected the academia, civil society, local governments, and the private sector as the groups the WBG should collaborate more with in Bulgaria.



"In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Bulgaria?
(Choose no more than 3)"

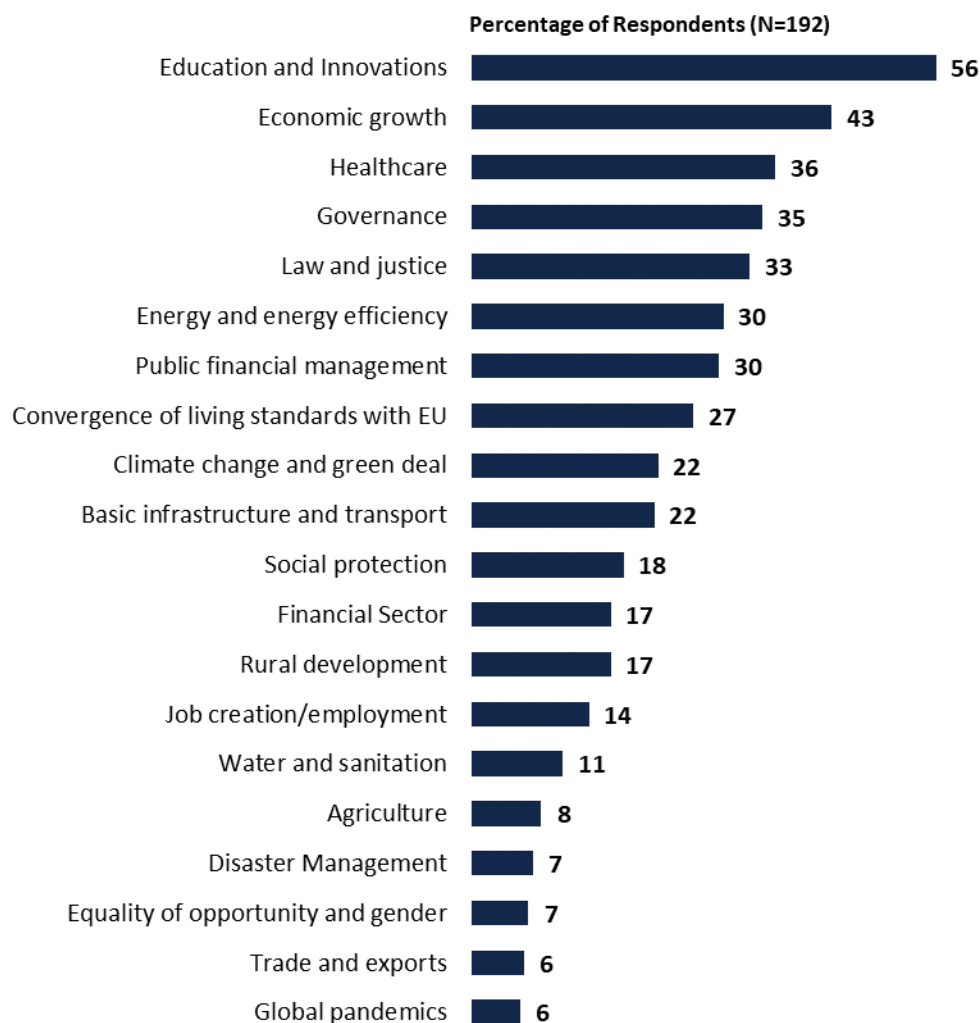
(Respondents chose from a list. Responses combined.)



VIII. The Future Role of the WBG in Bulgaria (continued)

Where the World Bank Group Should Focus its Resources

Overall, the areas where respondents would like the WBG to focus its resources in Bulgaria in FY' 22 are aligned with the top development priorities and are very similar to those reported in the FY' 18 survey, with a notable exception of energy that increased in prominence by 23 percentage points, from just 7% in FY' 18 to 30% in FY' 22.



“When thinking about how the World Bank Group can have the most impact on development results in Bulgaria, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Bulgaria?
(Choose no more than 5)”

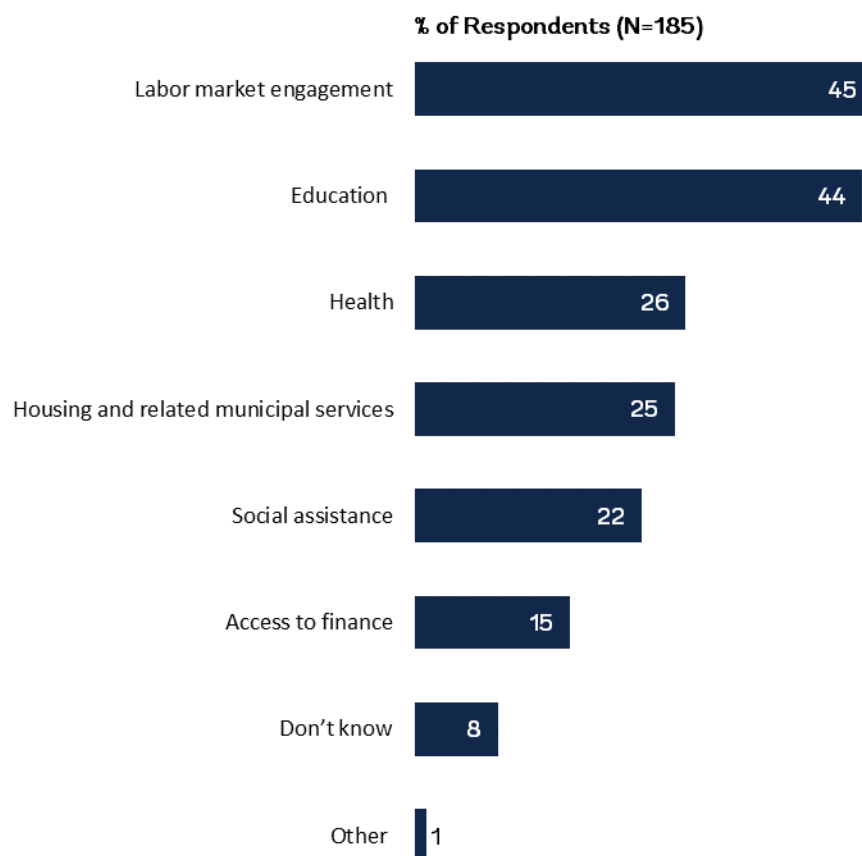
(Respondents chose from a list. Responses combined.)



VIII. The Future Role of the WBG in Bulgaria (continued)

Providing support to refugees

Labor market engagement and education were the two areas where a plurality of stakeholders suggested that the WBG's resources and support could be of most help to support refugees in Bulgaria.



"In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugees in Bulgaria? (Choose no more than 2)"

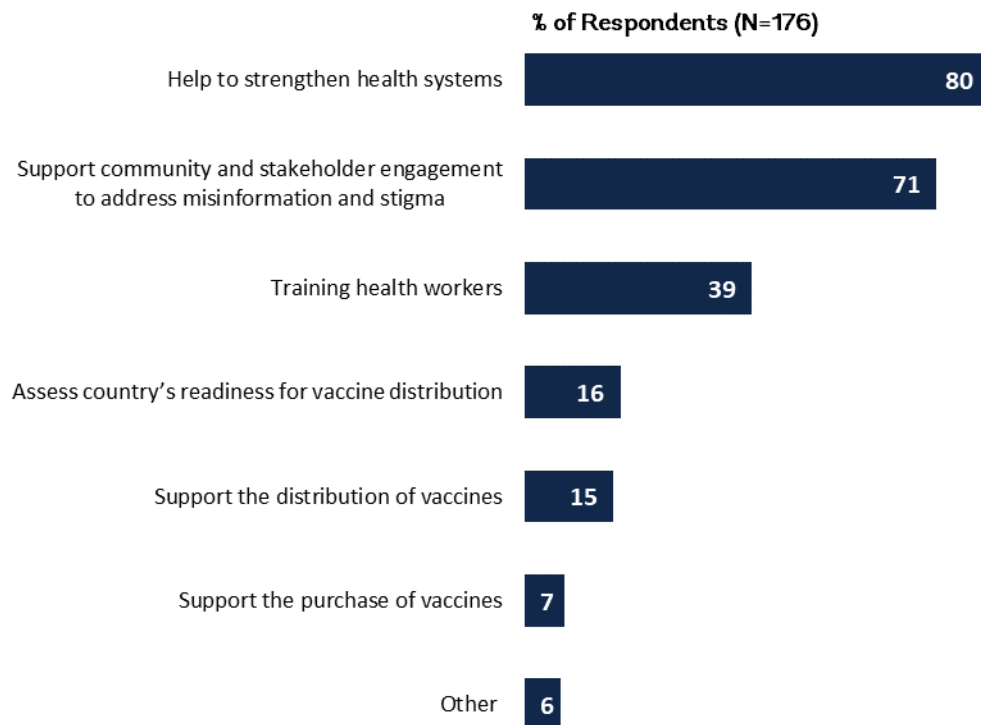
(Respondents chose from a list. Responses combined.)



VIII. The Future Role of the World Bank Group in Bulgaria

Support related to COVID-19 outbreak

The vast majority of respondents indicated that the areas that would benefit most from the WBG's support when it comes to the issue of access to COVID-19 vaccines were strengthening the country's health systems (80%) and addressing the issue of misinformation (71%). The latter came relatively high on the list, which may indicate that the spread of misinformation about vaccines is an area of high concern for respondents in Bulgaria.



"Which THREE areas below would benefit most from the World Bank Group's support to help ensure that Bulgaria has fair and equitable access to the vaccines necessary to alter the course of the COVID-19 pandemic? (Choose no more than 3)"

(Respondents chose from a list. Responses combined.)

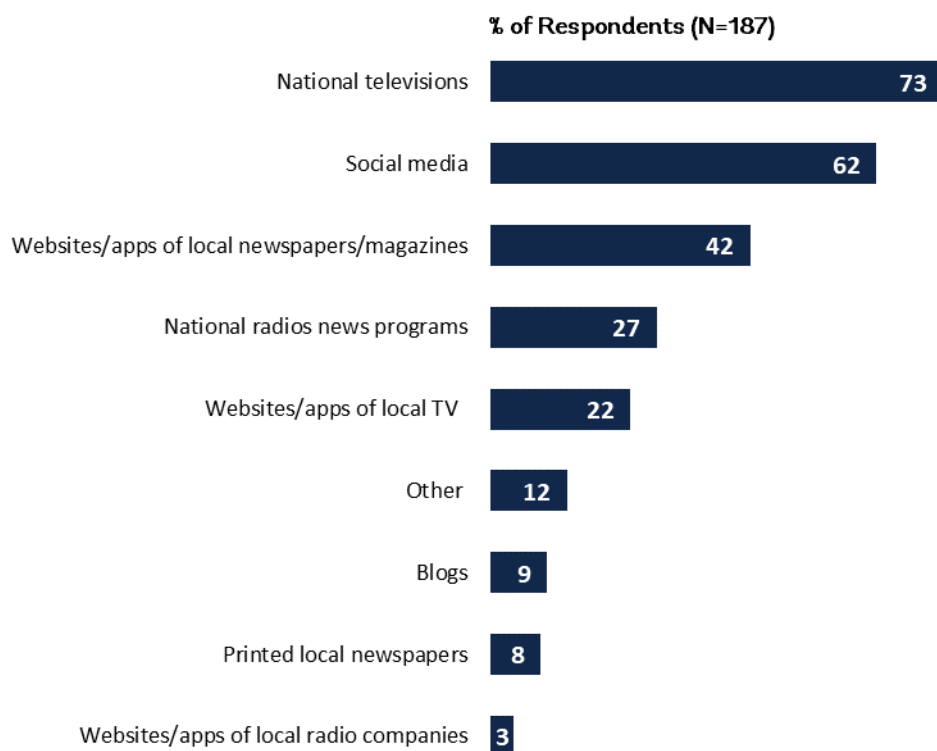


IX. Communication and Outreach

Note: When considering communication methods for the World Bank Group's future outreach, please see Appendix A (page 28) for reported frequency of interactions with key forms of World Bank Group communications.

General Information Sources

In FY' 22, there was a notable increase in the number of respondents who use social media as their main source of news (62% in FY' 22 vs. 16% in FY' 18). Although national television remains a commonly used source of information, respondents across all stakeholder groups reported supplementing it with a variety of online news sources. Notably, respondents from CSOs and multilateral organizations (the "Other" category in Appendix B) were the most likely to use online media channels (including social media) among their main information sources.



"Which would you say are your MAIN sources of news about economic and social development issues in Bulgaria? (Choose no more than 3)"

(Respondents chose from a list. Responses combined.)

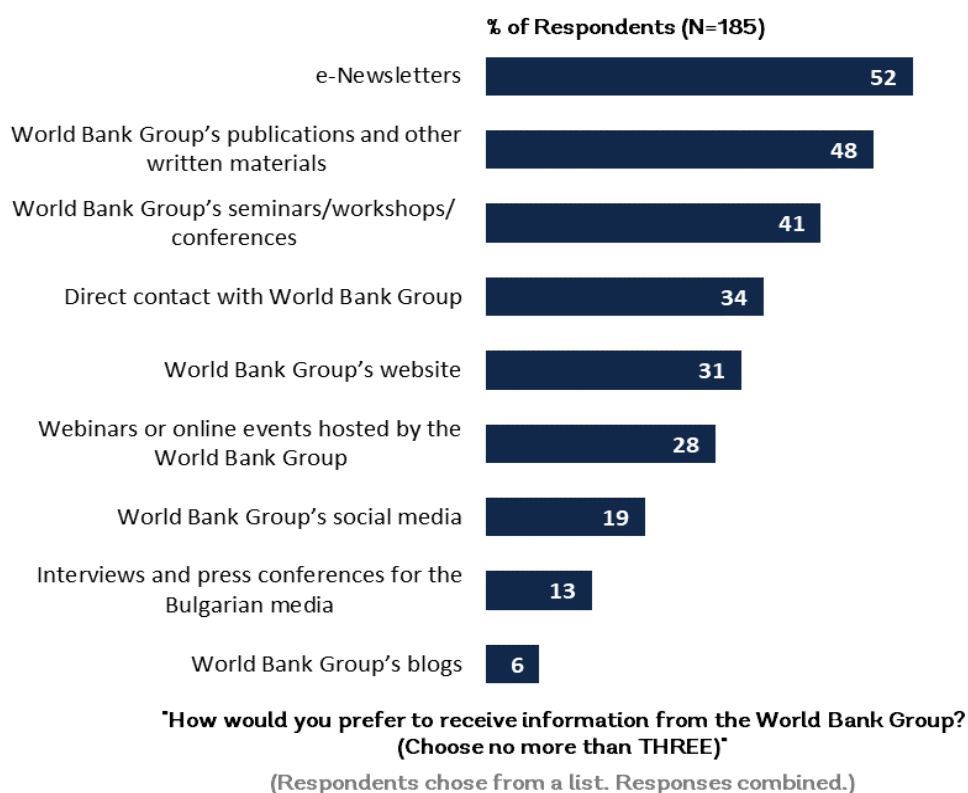


IX. Communication and Outreach (continued)

Preferred Information Sources⁸

Similar to FY' 18, respondents suggested that e-Newsletters remain their preferred way of receiving information from the WBG (44% in FY' 18 and 52% in FY' 22). This finding should be interpreted critically, considering that, when asked about the frequency of their interactions with the WBG in the last six months, respondents were most likely to mention visiting a WBG website, reading a WBG research publication, and hearing a story about the WBG in local media, while reading a WBG e-Newsletter was the least frequently mentioned activity (see Appendix A for details).

WBG's social media remain relatively low on the list of preferred ways of receiving information from the WBG (19% in FY' 22 and 15% in FY' 18), even though in FY' 22 social media were the second most popular channel of news for the respondents.



⁸ Note: When considering communication methods for the World Bank Group's future outreach, please see Appendix A for reported frequency of interactions with key forms of World Bank Group communications.



X. Appendices

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Appendix A: Responses to All Questions across All Respondents (N=210)

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 (*).

Background Information

Which of the following best describes your current affiliation? (Select only 1 response)	Percentage of Respondents (N=210)
NGO/Community Based Organization	21.4%
Employee of Ministry, Ministerial Department, Implementation Agency	21.0%
Academia/Research Institute/Think Tank	14.3%
Office of a Minister	7.6%
Local Government Office or Staff	5.7%
Private Sector Organization	5.2%
Media (press, radio, TV, web, etc.)	4.8%
Financial Sector/Private Bank	3.8%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	3.3%
Office of a member of Parliament/Legislative body	2.4%
State-Owned Enterprise	2.4%
Multilateral Agency (UN, regional development bank)	2.4%
Office of the President, Prime Minister	1.4%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	1.4%
Professional/Trade association	1.4%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	1.0%
Other	0.5%
Judicial System (e.g., courts)	0.0%
Bilateral Agency (e.g., embassy, diplomatic, military)	0.0%
Faith-Based Group	0.0%
Youth Group	0.0%

Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in Bulgaria?	Percentage of Respondents (N=210)
Yes	43.8%
No	56.2%

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Bulgaria? (Select only 1 response)	Percentage of Respondents (N=92)
The World Bank (IBRD)	96.7%
The International Finance Corporation (IFC)	3.3%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

**A. Overall Context**

1. In general, would you say that Bulgaria is headed in ... ?	Percentage of Respondents (N=209)
The right direction	69.9%
The wrong direction	7.2%
Not sure	23.0%

2. Do you think that economic opportunity for citizens in Bulgaria is ... ?	Percentage of Respondents (N=209)
Increasing	48.8%
Decreasing	30.1%
Staying about the same	21.1%

3. Please identify which of the following development priorities you consider the most important in Bulgaria. (Choose no more than 5)	Percentage of Respondents (Responses Combined; N=208)
Education and Innovations	69.2%
Law and justice (e.g., judicial system)	55.3%
Economic growth	51.0%
Healthcare	46.6%
Governance (i.e., government effectiveness)	43.3%
Energy and energy efficiency	33.2%
Convergence of living standards with EU	32.2%
Job creation/employment	20.7%
Social protection (e.g., pensions, targeted social assistance)	18.2%
Basic infrastructure and transport (e.g., roads, bridges, transportation)	18.2%
Climate change (e.g., mitigation, adaptation) and green deal	15.9%
Public financial management (e.g., public expenditure, fiscal system reform)	14.9%
Rural development	10.6%
Financial Sector	8.7%
Agriculture	8.2%
Equality of opportunity and gender (i.e., equity)	6.7%
Trade and exports	5.3%
Water and sanitation	4.8%
Disaster Management	4.3%
Global pandemics (e.g., COVID-18)	1.9%

**A. Overall Context (continued)**

4. When economic and/or social reform efforts fail or are slow to take place in Bulgaria, which of the following would you attribute this to? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=205)
Corruption	43.4%
Inadequate capacity in the government	37.6%
Reforms are not well thought out in light of country challenges	33.7%
Political pressures and obstacles	31.2%
Inadequate citizen/civil society participation	20.0%
Pressure from outside interest groups (e.g., private sector, unions)	18.5%
Other	4.4%
Inadequate external partners/EU support	2.9%

5. To what extent do you trust each of the following groups to do what is right?* (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national government	189	2	6.82	2.65
2. Parliament	200	3	6.24	2.85
3. EU institutions (incl. EC and EU Parliament)	186	3	7.12	2.36
4. The World Bank Group*	172	23	6.97	2.17
5. The International Monetary Fund	166	28	6.44	2.38
6. The United Nations (UN)	170	21	5.78	2.63
7. The World Health Organization (WHO)	177	14	5.40	2.80
8. Bulgaria's Central Bank	187	11	6.94	2.34
9. Private Sector	189	3	7.21	2.04
10. Civil Society	181	2	6.91	2.38
11. Media	180	3	5.42	2.62
12. Academia	180	4	6.28	2.49

B. Overall Attitudes toward the World Bank Group

1. How familiar are you with the work of these organizations in Bulgaria? (1-Not familiar at all, 10-Extremely familiar)	Familiarity			
	N	DK	Mean	SD
1. The World Bank (IBRD)	205	N/A	6.22	2.32
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	187	N/A	4.06	2.65

**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 Bulgaria? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in Bulgaria*	173	32	6.75	1.93
3. The World Bank Group's work is aligned with what I consider the development priorities for Bulgaria*	163	36	6.94	1.98

4. Overall, please rate your impression of the effectiveness of these organizations in Bulgaria. <i>(1-Not effective at all, 10-Very effective)</i>	Effectiveness			
	N	DK	Mean	SD
1. The World Bank (IBRD)*	173	28	6.90	1.91
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm*	118	69	6.13	2.04

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Bulgaria?* <i>(1-To no degree at all, 10-To a very significant degree)</i>	165	34	6.69	1.86

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Bulgaria?* <i>(1-To no degree at all, 10-To a very significant degree)</i>	161	34	6.11	2.06

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Bulgaria? <i>(Select only 1 response)</i>	Percentage of Respondents (N=200)
To a fully sufficient degree	2.0%
To a somewhat sufficient degree	27.5%
To a somewhat insufficient degree	21.0%
To a very insufficient degree	15.5%
Don't know	34.0%

8. When thinking about the World Bank Group's role in Bulgaria, which activity do you VALUE the most? <i>(Choose no more than 2)</i>	Percentage of Respondents (Responses Combined; N=185)
Formal policy advice, studies, analyses	45.6%
Bringing in the best of global knowledge in policymaking	38.5%
Data and statistics	24.6%
Technical assistance	24.1%
Financial resources	22.6%
Bringing together different groups of stakeholders	12.3%
Implementation support	10.8%
External partners/EU coordination	8.7%
Other	1.0%

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

9. When thinking about how the World Bank Group can have the most impact on development results in Bulgaria, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Bulgaria? (Choose no more than 5)	Percentage of Respondents (Responses Combined; N=182)
Education and Innovations	55.7%
Economic growth	43.2%
Healthcare	36.5%
Governance (i.e., government effectiveness)	34.9%
Law and justice (e.g., judicial system)	33.3%
Energy and energy efficiency	30.2%
Public financial management (e.g., public expenditure, fiscal system reform)	29.7%
Convergence of living standards with EU	26.6%
Climate change (e.g., mitigation, adaptation) and green deal	22.4%
Basic infrastructure and transport (e.g., roads, bridges, transportation)	21.9%
Social protection (e.g., pensions, targeted social assistance)	18.2%
Financial Sector	16.7%
Rural development	16.7%
Job creation/employment	14.1%
Water and sanitation	10.9%
Agriculture	8.3%
Disaster Management	7.3%
Equality of opportunity and gender (i.e., equity)	6.8%
Trade and exports	6.3%
Global pandemics (e.g., COVID-18)	5.7%

10. What do you immediately think of when you hear about the IFC? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=185)
World Bank	39.5%
Multi-lateral financial institution	28.7%
Development institution	22.1%
Financial advisory solutions	22.1%
Don't know	14.9%
Investment bank	13.8%
Innovation and entrepreneurship	11.8%
Impact investor	11.8%
Private sector solutions	11.8%
Public-private partnerships	8.7%
Venture capital	4.1%
Asset manager	3.6%
None of the above	3.1%
Thought leader	2.1%
Other	0.5%

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

Staff Preparedness	N	DK	Mean	SD
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Bulgaria solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	158	24	7.61	1.83

To what extent is the World Bank Group an effective development partner in Bulgaria, 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. Collaboration with the private sector*	122	47	6.34	2.04
3. Being inclusive*	143	27	6.92	1.86
4. Straightforwardness and honesty*	145	24	7.23	2.16
5. Access to WBG staff and experts	142	28	7.25	1.93
6. Being a long-term partner*	159	15	8.00	1.72
7. Responsiveness to needs*	146	23	7.16	2.22
8. Collaboration with the Government*	155	16	7.66	1.71
9. Flexibility when circumstances change*	135	34	7.03	2.13
10. Collaboration with civil society*	135	34	6.70	2.25
11. Treating clients and stakeholders in Bulgaria with respect*	143	26	7.99	1.96
12. Openness (sharing data and other information) *	157	13	7.82	1.99
13. Collaboration with other external partners and EU	133	36	7.85	1.79

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
14. The World Bank Group takes decisions quickly in Bulgaria*	113	55	6.36	2.30
15. The World Bank Group's approvals and reviews are done in a timely fashion	124	43	6.75	2.15
16. The World Bank Group's conditions on its lending are reasonable	93	77	6.94	2.18
17. The World Bank Group disburses funds promptly	79	87	6.46	2.26
18. The World Bank Group's Environmental and Social Framework requirements are reasonable	110	56	7.12	1.91
19. The World Bank Group insists on accountability through its lending (e.g., performance-based financing/resources tied to results)	124	44	8.21	1.74
20. The World Bank Group measures results effectively	131	37	7.71	1.90
21. Working with the World Bank Group increases Bulgaria's institutional capacity	151	18	7.80	2.09

22. How familiar are you with the following financial products of World Bank Group? (1-Not familiar at all, 10-Extremely familiar)	Familiarity			
	N	DK	Mean	SD
1. Investment Project Financing (IPF)	187	N/A	4.51	3.40
2. Program-for-Results (PFR)	187	N/A	4.51	3.28
3. Development Policy Financing (DPF)	183	N/A	4.42	3.28
4. DPF with CAT-DDO - Catastrophe Deferred Drawdown Option	181	N/A	3.32	3.22

To what extent do you agree/disagree with the following statement about the World Bank Group in Bulgaria? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
23. The World Bank Group meets Bulgaria's needs for knowledge services (e.g., Reimbursable Advisory Services, research, analysis, data, technical assistance)	150	27	7.27	2.06

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
24. To what extent do you believe that Bulgaria received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	118	56	6.90	2.11

**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 Bulgaria? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	69	97	6.49	2.01
2. Poverty reduction	72	93	6.38	2.13
3. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	101	64	7.27	1.94
4. Equality of opportunity (i.e., social inclusion)	71	93	6.58	2.30
5. Education	90	74	6.80	2.20
6. Science, Technology and Innovation	86	78	6.74	2.08
7. Climate change (e.g., mitigation, adaptation)	76	88	6.88	2.03
8. Energy and decarbonization	70	94	6.83	2.26
9. E-government	59	103	6.36	2.45
10. Disaster risk management	56	108	6.46	2.35
11. Water and sanitation	68	97	6.68	2.26
12. Economic growth	83	82	7.00	2.05
13. Urban development	60	104	6.78	2.33
14. Transport (e.g., roads, bridges, transportation)	61	104	6.98	2.22

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=186)
Weekly	4.3%
Monthly	11.3%
A few times a year	37.1%
Rarely	30.6%
Never	16.7%

In Bulgaria, 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	123	21	6.92	2.09
3. Include appropriate level of stakeholder involvement during preparation	127	17	7.03	2.20
4. Are source of relevant information on global good practices	136	9	8.07	1.91
5. Are adequately disseminated	129	13	6.84	2.28
6. Are translated enough into local language	123	22	7.15	2.38
7. Are adaptable to Bulgaria's specific development challenges and country circumstances*	123	20	7.06	2.20

Overall Evaluations	N	DK	Mean	SD
8. 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)	134	15	6.90	1.90
9. 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)	133	13	7.89	1.90

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

1. Which of the following SHOULD the WBG do to improve its advice and guidance in Bulgaria? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=179)
Be more willing to criticize government policies and reform efforts	58.7%
Increase the level of country specific expertise	54.2%
Increase emphasis on capacity development	48.0%
Be more sensitive toward political and social realities	37.4%
Provide financial support to investment projects using WBG procurement	34.1%
Be less influenced by external partners	8.9%
Other	6.1%

2. In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Bulgaria? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=182)
Academia/think tanks/research institutes	57.1%
Civil Society	54.9%
Local government	45.1%
Private sector	41.8%
Parliament	23.1%
Media	23.1%
External partners/EU community	11.5%
Other	3.8%
Don't know	3.8%

3. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugees in Bulgaria? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=185)
Labor market engagement	44.9%
Education	43.8%
Health	26.5%
Housing and related municipal services	25.4%
Social assistance	22.2%
Access to finance	15.1%
Don't know	8.1%

4. Which THREE areas below would benefit most from the World Bank Group's support to help ensure that Bulgaria has fair and equitable access to the vaccines necessary to alter the course of the COVID-18 pandemic? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=176)
Help to strengthen health systems	80.1%
Support community and stakeholder engagement to address misinformation and stigma	71.0%
Training health workers	39.2%
Assess country's readiness for vaccine distribution	16.5%
Support the distribution of vaccines	15.3%
Support the purchase of vaccines	6.8%
Other	6.3%

**G. Communication and Information Sharing**

1. Which would you say are your MAIN sources of news about economic and social development issues in Bulgaria? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=187)
National televisions	72.7%
Social media (e.g., Facebook, Twitter, YouTube, Telegram, TikTok)	62.0%
Websites/apps of local newspapers/magazines	41.7%
National radios news programs	26.7%
Websites/apps of local TV	22.5%
Other	12.3%
Blogs	9.1%
Printed local newspapers	8.0%
Websites/apps of local radio companies	3.7%

2. How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=185)
e-Newsletters	52.4%
World Bank Group's publications and other written materials	47.6%
World Bank Group's seminars/workshops/ conferences	41.1%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	34.1%
World Bank Group's website	31.4%
Webinars or online events hosted by the World Bank Group	28.1%
World Bank Group's social media	18.5%
Interviews and press conferences for the Bulgarian media	13.0%
World Bank Group's blogs	6.5%

3. What do you use primarily when visiting a World Bank Group website? (Select only 1 response)	Percentage of Respondents (N=186)
Computer/laptop	75.8%
Mobile	12.4%
I never visit the WBG websites	11.8%

4. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	175	2.3%	13.7%	54.3%	29.7%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	175	2.9%	22.9%	43.4%	30.9%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	169	1.8%	7.7%	26.0%	64.5%
Visited a WBG website (e.g., read a blog, used data)	175	6.3%	16.6%	51.4%	25.7%
Attended an event/conference hosted by the WBG	167	1.2%	3.0%	31.7%	64.1%
Attended/participated in a webinar or online event hosted by the WBG	170	0.6%	4.7%	30.6%	64.1%
Read some or all of a WBG research paper or publication	175	3.4%	13.1%	57.1%	26.3%
Met professionally with WBG staff	168	1.8%	7.1%	33.3%	57.7%
Read a WBG e-newsletter	169	1.8%	4.7%	29.0%	64.5%



H. Background Information

1. Please identify the primary specialization of your work. (Select only 1 response)	Percentage of Respondents (N=187)
Other	13.4%
Generalist (specialized in multiple sectors)	11.8%
Education	10.7%
Finance and markets	9.1%
Governance, anti-corruption	8.6%
Macroeconomics, fiscal management	7.5%
Digital development and technology (ICT)	5.9%
Environment, natural resources	4.8%
Social protection	4.3%
Health, nutrition	3.2%
Urban development	3.2%
Communications, public affairs	2.7%
Poverty	2.1%
Agriculture, rural development	2.1%
Fragility, conflict, violence, refugees	2.1%
Jobs	1.6%
Energy	1.6%
Water, sanitation	1.1%
Transport	1.1%
Demographics, migration	1.1%
Trade and competitiveness	1.1%
Climate change	0.5%
Gender	0.5%
Tourism	0.0%

2. What's your gender?	Percentage of Respondents (N=187)
Female	51.9%
Male	48.1%

3. Within your organization, would you describe yourself as	Percentage of Respondents (N=186)
Junior level	0.5%
Mid-level staff	9.7%
Mid-level decision-maker / manager	30.1%
Senior level	59.7%

4. What's your age?	Percentage of Respondents (N=186)
25 and under	0.0%
26-35	7.0%
36-45	27.4%
46-55	42.5%
56 and above	23.1%

5. Which best represents your geographic location?	Percentage of Respondents (N=187)
Capital	84.5%
Big city, regional center	11.8%
Smaller town	3.7%



Appendix B: Responses to Selected Questions by Stakeholder Groups

- Office of President/Chief Minister/Minister/Parliamentarian N=24 ● Employee of a Ministry/PMU/Consultant N=46 ● Local Government Office or Staff N=12
 ● Independent Government Institution/State-Owned Enterprise (Other Government Institutions) N=12 ● Private Sector Organization/Financial Sector/Private Bank (Private Sector) N=18
 ● Private Foundation/NGO/Community Based Organization/Professional/Trade association (CSO) N=51 ● Academia/Research Institute/Think Tank (Academia) N=30 ● Media N=10 ● Other⁹ N=6

Background Information

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

Percentage of Respondents	Office of President/ Minister/ Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Other Government Institutions	Private Sector	CSO	Academia	Media	Other
Yes	62.5%	54.3%	58.3%	66.7%	36.8%	27.5%	13.3%	70.0%	83.3%
No	37.5%	45.7%	41.7%	33.3%	63.2%	72.5%	86.7%	30.0%	16.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Minister/ Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Other Government Institutions	Private Sector	CSO	Academia	Media	Other
The World Bank (IBRD)	93.3%	100.0%	100.0%	100.0%	100.0%	92.9%	75.0%	100.0%	100.0%
The International Finance Corporation (IFC)	6.7%	0.0%	0.0%	0.0%	0.0%	7.1%	25.0%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

A. Overall Context

In general, would you say that Bulgaria is headed in ...?

Percentage of Respondents	Office of President/ Minister/ Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Other Government Institutions	Private Sector	CSO	Academia	Media	Other
The right direction*	83.3%	68.9%	41.7%	83.3%	84.2%	72.5%	70.0%	20.0%	66.7%
The wrong direction	4.2%	2.2%	16.7%	0.0%	0.0%	7.8%	10.0%	30.0%	16.7%
Not sure	12.5%	28.9%	41.7%	16.7%	15.8%	18.6%	20.0%	50.0%	16.7%

*Significantly different between stakeholder groups

⁹ Includes the following categories: Multilateral Agency (N=5) and Other (N=1). There were no respondents from the judicial system, bilateral agencies, faith-based groups, and youth groups.

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of President/ Minister/ Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Other Government Institutions	Private Sector	CSO	Academia	Media	Other
Trade and exports	8.3%	6.7%	0.0%	8.3%	5.6%	3.9%	3.3%	10.0%	0.0%
Education and Innovations*	66.7%	57.8%	33.3%	50.0%	72.2%	78.4%	83.3%	90.0%	83.3%
Equality of opportunity and gender*	8.3%	2.2%	0.0%	0.0%	5.6%	11.8%	3.3%	0.0%	50.0%
Economic growth*	62.5%	60.0%	75.0%	58.3%	66.7%	43.1%	36.7%	20.0%	16.7%
Climate change and green deal	4.2%	17.8%	8.3%	8.3%	11.1%	27.5%	10.0%	10.0%	33.3%
Governance	50.0%	33.3%	50.0%	58.3%	44.4%	54.9%	20.0%	50.0%	50.0%
Convergence of living standards with EU	25.0%	37.8%	41.7%	25.0%	22.2%	23.5%	53.3%	10.0%	50.0%
Energy and energy efficiency	41.7%	22.2%	50.0%	25.0%	22.2%	35.3%	43.3%	40.0%	16.7%
Public financial management	8.3%	13.3%	25.0%	33.3%	22.2%	7.8%	20.0%	20.0%	0.0%
Social protection*	12.5%	26.7%	8.3%	25.0%	0.0%	18.6%	16.7%	20.0%	66.7%
Basic infrastructure and transport	25.0%	11.1%	41.7%	25.0%	11.1%	15.7%	26.7%	30.0%	0.0%
Law and justice	50.0%	42.2%	33.3%	83.3%	50.0%	66.7%	53.3%	80.0%	50.0%
Global pandemics	0.0%	6.7%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%
Financial Sector*	8.3%	2.2%	25.0%	25.0%	22.2%	2.0%	10.0%	10.0%	0.0%
Rural development	12.5%	6.7%	16.7%	0.0%	11.1%	13.7%	16.7%	0.0%	0.0%
Healthcare	45.8%	42.2%	33.3%	25.0%	38.9%	54.9%	53.3%	50.0%	66.7%
Water and sanitation	0.0%	8.9%	16.7%	0.0%	5.6%	2.0%	3.3%	10.0%	0.0%
Agriculture	20.8%	11.1%	0.0%	0.0%	5.6%	2.0%	10.0%	20.0%	0.0%
Disaster Management	0.0%	11.1%	0.0%	0.0%	0.0%	3.9%	6.7%	0.0%	0.0%
Job creation/employment	12.5%	26.7%	33.3%	8.3%	16.7%	21.6%	23.3%	10.0%	16.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/ Minister/ Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Other Government Institutions	Private Sector	CSO	Academia	Media	Other
Political pressures and obstacles	33.3%	33.3%	16.7%	25.0%	40.0%	31.4%	30.0%	30.0%	33.3%
Inadequate external partners/EU support	4.2%	2.2%	8.3%	0.0%	6.7%	3.9%	0.0%	0.0%	0.0%
Pressure from outside interest groups	37.5%	22.2%	8.3%	16.7%	13.3%	7.8%	23.3%	20.0%	16.7%
Corruption*	33.3%	31.1%	25.0%	16.7%	53.3%	64.7%	40.0%	60.0%	50.0%
Inadequate capacity in the government	25.0%	31.1%	41.7%	33.3%	53.3%	39.2%	36.7%	60.0%	50.0%
Inadequate citizen/civil society participation	29.2%	15.6%	33.3%	25.0%	6.7%	17.6%	30.0%	10.0%	0.0%
Reforms are not well thought out in light of country challenges	16.7%	35.6%	50.0%	66.7%	26.7%	33.3%	33.3%	20.0%	33.3%
Other	12.5%	6.7%	8.3%	0.0%	0.0%	2.0%	3.3%	0.0%	0.0%

*Significantly different between stakeholder groups

**A. Overall Context (continued)**

	Office of President/ Minister/ Parliamentarian		Employee of a Ministry/ PMU/ Consultant		Local Government		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	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?	21	7.10	38	6.53	11	8.18	9	7.78	13	7.15	43	6.93	23	7.04	8	5.62	6	7.33

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

B. Overall Attitudes Toward the World Bank Group

How familiar are you with the work of these organizations in Bulgaria? (1-Not familiar at all, 10-Extremely familiar)

	Office of President/ Minister/ Parliamentarian		Employee of a Ministry/ PMU/ Consultant		Local Government		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD)*	23	7.43	46	6.87	12	6.25	12	6.67	18	5.94	49	5.37	30	5.37	9	6.78	6	7.00
The International Finance Corporation (IFC), the World Bank Group's private sector arm	23	4.78	42	3.67	12	4.08	12	5.67	14	4.86	49	3.45	30	3.67	9	5.22	6	4.17

*Significantly different between stakeholder groups

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

	Office of President/ Minister/ Parliamentarian		Employee of a Ministry/ PMU/ Consultant		Local Government		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	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 Bulgaria	22	7.32	42	7.07	11	6.27	11	7.64	16	6.06	37	6.38	22	6.27	7	6.57	5	8.00
The World Bank Group's work is aligned with what I consider the development priorities for Bulgaria	22	6.86	39	7.38	10	6.40	11	8.09	12	6.75	37	6.51	21	6.57	7	6.71	4	8.00

Overall, please rate your impression of the effectiveness of these organizations in Bulgaria. (1-Not effective at all, 10-Very effective)

	Office of President/ Minister/ Parliamentarian		Employee of a Ministry/ PMU/ Consultant		Local Government		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD)	22	7.14	44	7.18	8	7.00	10	8.20	16	6.50	36	6.81	23	5.96	8	6.38	6	7.50
The International Finance Corporation (IFC), the World Bank Group's private sector arm	17	6.18	24	6.54	6	6.50	9	7.44	12	5.42	25	5.68	15	5.60	8	5.75	3	8.00

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

	Office of President/ Minister/ Parliamentarian		Employee of a Ministry/ PMU/ Consultant		Local Government		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	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 Bulgaria?	23	6.61	42	6.74	7	7.00	11	7.91	15	6.33	35	6.80	21	5.86	6	6.33	5	7.80

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

	Office of President/ Minister/ Parliamentarian		Employee of a Ministry/ PMU/ Consultant		Local Government		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	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 Bulgaria?*	23	6.39	36	6.47	8	5.38	12	6.83	12	5.75	36	6.14	22	5.59	7	3.86	5	7.80

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

When thinking about how the World Bank Group can have the most impact on development results in Bulgaria, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Bulgaria? (Choose no more than 5)

Percentage of Respondents (Responses combined)	Office of President/ Minister/ Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Other Government Institutions	Private Sector	CSO	Academia	Media	Other
Global pandemics	0.0%	11.6%	10.0%	16.7%	0.0%	2.2%	7.1%	0.0%	0.0%
Trade and exports	0.0%	14.0%	10.0%	8.3%	0.0%	4.3%	3.6%	0.0%	16.7%
Public financial management	21.7%	27.9%	30.0%	41.7%	40.0%	26.1%	25.0%	33.3%	66.7%
Agriculture	8.7%	4.7%	0.0%	0.0%	13.3%	6.5%	17.9%	22.2%	0.0%
Convergence of living standards with EU	17.4%	27.9%	30.0%	25.0%	26.7%	28.3%	35.7%	22.2%	0.0%
Climate change and green deal	30.4%	27.9%	0.0%	8.3%	13.3%	18.6%	25.0%	22.2%	50.0%
Basic infrastructure and transport*	26.1%	7.0%	40.0%	33.3%	6.7%	26.1%	25.0%	55.6%	0.0%
Education and Innovations	65.2%	51.2%	50.0%	16.7%	46.7%	63.0%	71.4%	33.3%	66.7%
Social protection*	8.7%	16.3%	10.0%	33.3%	13.3%	18.6%	21.4%	0.0%	66.7%
Healthcare*	65.2%	32.6%	20.0%	41.7%	26.7%	39.1%	17.9%	44.4%	50.0%
Energy and energy efficiency	43.5%	27.9%	50.0%	25.0%	46.7%	21.7%	28.6%	22.2%	16.7%
Disaster Management	0.0%	9.3%	0.0%	0.0%	0.0%	10.9%	10.7%	22.2%	0.0%
Financial Sector	17.4%	9.3%	30.0%	25.0%	26.7%	10.9%	25.0%	0.0%	33.3%
Water and sanitation	4.3%	9.3%	30.0%	8.3%	6.7%	8.7%	10.7%	33.3%	16.7%
Rural development	21.7%	9.3%	30.0%	8.3%	26.7%	21.7%	10.7%	22.2%	0.0%
Economic growth	56.5%	58.1%	60.0%	33.3%	53.3%	30.4%	32.1%	22.2%	33.3%
Equality of opportunity and gender	4.3%	0.0%	0.0%	0.0%	6.7%	17.4%	3.6%	11.1%	16.7%
Law and justice	30.4%	23.3%	10.0%	66.7%	40.0%	43.5%	28.6%	33.3%	16.7%
Job creation/employment*	8.7%	14.0%	40.0%	0.0%	6.7%	10.9%	28.6%	0.0%	16.7%
Governance	13.0%	34.9%	30.0%	41.7%	26.7%	45.7%	46.4%	22.2%	16.7%

*Significantly different between stakeholder groups

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

	Office of President/ Minister/ Parliamentarian		Employee of a Ministry/ PMU/ Consultant		Local Government		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe the World Bank Group's staff is well prepared to help Bulgaria solve its most complicated development challenges?	22	7.36	43	7.77	6	7.17	10	8.10	15	8.07	34	7.50	18	7.11	5	7.20	5	8.60

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

	Office of President/ Minister/ Parliamentarian		Employee of a Ministry/ PMU/ Consultant		Local Government		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Collaboration with the private sector*	19	6.42	27	7.04	6	6.17	10	7.90	10	4.80	26	5.81	14	5.93	7	5.57	3	8.00
Being inclusive	20	6.55	32	7.47	6	7.17	10	7.90	10	6.20	35	6.54	17	6.76	7	6.29	6	7.83
Straightforwardness and honesty	20	6.80	38	7.45	6	7.67	7	8.14	10	7.30	34	7.62	20	5.95	4	7.00	6	7.83
Access to WBG staff and experts	19	7.00	35	7.80	6	7.00	9	7.78	11	7.18	32	7.12	18	6.44	6	7.00	6	7.83
Being a long-term partner	20	7.85	39	8.31	7	8.43	9	8.89	14	7.71	37	7.92	19	7.26	8	7.50	6	8.83
Responsiveness to needs	20	7.70	38	7.84	6	7.50	9	8.00	10	6.40	34	6.68	18	5.94	5	6.60	6	7.67
Collaboration with the Government*	20	7.90	39	8.10	6	7.83	9	8.89	9	6.56	37	7.32	21	7.10	8	7.50	6	7.83
Flexibility when circumstances change	19	7.00	35	7.69	6	7.50	9	8.33	9	5.67	31	6.39	16	6.56	5	7.40	5	7.20
Collaboration with civil society	18	6.78	27	7.22	6	6.00	10	8.40	10	5.60	34	6.26	19	6.42	6	6.33	5	7.80
Treating clients and stakeholders in Bulgaria with respect	21	8.19	37	8.35	6	7.33	9	8.78	10	7.10	33	8.00	16	7.31	5	7.80	6	7.83
Openness (sharing data and other information)	19	7.74	40	8.35	7	8.29	10	8.60	11	7.82	36	7.31	20	7.00	8	7.88	6	8.33
Collaboration with other external partners and EU	19	7.95	33	8.33	7	8.29	10	8.60	8	7.38	31	7.23	13	7.31	7	7.71	5	8.40

*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)

	Office of President/ Minister/ Parliamentarian		Employee of a Ministry/ PMU/ Consultant		Local Government		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	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 Bulgaria*	18	6.67	29	7.31	6	6.67	9	7.33	9	4.67	22	5.77	14	5.71	4	4.00	2	8.00
The World Bank Group's approvals and reviews are done in a timely fashion*	20	7.05	29	7.48	6	6.50	10	7.40	9	5.00	27	6.96	15	5.93	6	4.50	2	8.50
The World Bank Group's conditions on its lending are reasonable	16	6.94	18	7.22	5	7.40	7	7.57	12	6.58	17	7.06	13	6.08	4	7.50	1	6.00
The World Bank Group disburses funds promptly	15	6.53	13	7.00	5	7.00	8	7.12	9	5.78	13	6.46	11	5.64	4	6.25	1	6.00
The World Bank Group's Environmental and Social Framework requirements are reasonable*	17	7.18	22	8.41	7	7.00	10	7.10	9	5.89	24	7.17	14	6.36	6	6.00	1	6.00
The World Bank Group insists on accountability through its lending (e.g., performance-based financing/resources tied to results)	16	7.62	26	8.88	7	8.43	11	8.27	10	7.70	30	8.27	17	7.59	4	8.75	3	8.67
The World Bank Group measures results effectively	18	7.56	33	7.91	6	7.50	9	8.22	9	6.22	28	8.00	19	7.37	5	7.40	4	9.25
Working with the World Bank Group increases Bulgaria's institutional capacity	19	7.53	37	7.97	6	7.50	11	8.27	11	7.73	35	8.20	20	7.20	6	6.50	6	8.17

*Significantly different between stakeholder groups

How familiar are you with the following financial products of World Bank Group? (1-Not familiar at all, 10-Extremely familiar)

	Office of President/ Minister/ Parliamentarian		Employee of a Ministry/ PMU/ Consultant		Local Government		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Investment Project Financing (IPF)	21	5.00	46	5.74	10	5.30	11	4.82	13	4.23	45	3.47	26	4.00	9	3.89	6	3.00
Program-for-Results (PFR)*	21	5.86	44	5.55	10	5.40	11	5.27	17	4.41	44	3.41	25	3.40	9	4.22	6	2.83
Development Policy Financing (DPF)*	21	5.81	44	5.77	10	4.90	11	6.18	13	3.54	44	3.27	25	3.12	9	3.33	6	2.83
DPF with CAT-DDO - Catastrophe Deferred Drawdown Option	21	3.95	44	4.41	10	4.50	11	3.27	13	2.77	43	2.26	24	3.29	9	2.22	6	1.83

*Significantly different between stakeholder groups

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

	Office of President/ Minister/ Parliamentarian		Employee of a Ministry/ PMU/ Consultant		Local Government		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group meets Bulgaria' needs for knowledge services	18	7.44	44	7.64	7	6.86	10	7.70	11	6.82	30	7.37	18	6.89	6	5.33	6	7.33

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

	Office of President/ Minister/ Parliamentarian		Employee of a Ministry/ PMU/ Consultant		Local Government		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe that Bulgaria received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	15	6.40	36	7.03	6	6.67	9	7.67	8	6.88	21	6.86	15	6.80	3	7.00	5	6.80

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

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?

	Office of President/ Minister/ Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Other Government Institutions	Private Sector	CSO	Academia	Media	Other
Percentage of Respondents									
Weekly*	0.0%	10.9%	0.0%	0.0%	0.0%	0.0%	0.0%	22.2%	16.7%
Monthly	5.3%	10.9%	10.0%	36.4%	5.9%	11.9%	11.5%	11.1%	0.0%
A few times a year	52.6%	45.7%	10.0%	18.2%	35.3%	38.1%	23.1%	33.3%	66.7%
Rarely	31.6%	21.7%	40.0%	36.4%	41.2%	28.6%	38.5%	33.3%	16.7%
Never	10.5%	10.9%	40.0%	9.1%	17.6%	21.4%	26.9%	0.0%	0.0%

*Significantly different between stakeholder groups

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

	Office of President/ Minister/ Parliamentarian		Employee of a Ministry/ PMU/ Consultant		Local Government		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are adaptable to Bulgaria's specific development challenges and country circumstances	15	7.67	33	7.18	5	5.80	9	7.78	9	5.89	25	6.96	16	6.88	6	6.83	5	7.80

	Office of President/ Minister/ Parliamentarian		Employee of a Ministry/ PMU/ Consultant		Local Government		Other Government Institutions		Private Sector		CSO		Academia		Media		Other	
	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?	14	7.43	36	7.00	6	6.17	10	6.90	10	5.70	29	7.10	17	6.65	7	6.43	5	8.20
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	15	7.87	39	7.79	6	6.50	10	8.60	8	7.75	25	8.20	19	7.58	6	8.17	5	8.60

(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 Bulgaria**Which of the following **SHOULD** the WBG do to improve its advice and guidance in Bulgaria? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of President/ Minister/ Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Other Government Institutions	Private Sector	CSO	Academia	Media	Other
Increase the level of country specific expertise*	29.2%	69.6%	16.7%	41.7%	31.6%	39.2%	53.3%	60.0%	50.0%
Be less influenced by external partners	8.3%	2.2%	16.7%	16.7%	5.3%	7.8%	10.0%	10.0%	0.0%
Be more willing to criticize government policies and reform efforts	50.0%	45.7%	58.3%	50.0%	47.4%	51.0%	50.0%	80.0%	16.7%
Increase emphasis on capacity development	25.0%	47.8%	25.0%	58.3%	31.6%	41.2%	46.7%	30.0%	66.7%
Be more sensitive toward political and social realities*	41.7%	15.2%	33.3%	16.7%	21.1%	41.2%	46.7%	40.0%	16.7%
Provide financial support to investment projects using WBG procurement	16.7%	28.3%	50.0%	50.0%	36.8%	21.6%	33.3%	20.0%	33.3%
Other	8.3%	2.2%	8.3%	0.0%	10.5%	9.8%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

In addition to its regular relations, which **THREE** of the following should the World Bank Group collaborate with more in Bulgaria? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of President/ Minister/ Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Other Government Institutions	Private Sector	CSO	Academia	Media	Other
Private sector	36.8%	28.9%	40.0%	72.7%	69.2%	37.2%	48.1%	44.4%	40.0%
External partners/EU community	5.3%	11.1%	10.0%	9.1%	15.4%	23.3%	0.0%	0.0%	20.0%
Civil Society*	47.4%	33.3%	60.0%	54.5%	38.5%	81.4%	66.7%	44.4%	40.0%
Local government	52.6%	60.0%	60.0%	45.5%	30.8%	37.2%	25.9%	55.6%	40.0%
Parliament*	47.4%	33.3%	20.0%	18.2%	38.5%	4.7%	14.8%	11.1%	40.0%
Media	21.1%	11.1%	10.0%	27.3%	15.4%	32.6%	22.2%	55.6%	40.0%
Academia/think tanks/research institutes*	42.1%	51.1%	50.0%	54.5%	38.5%	58.1%	100.0%	44.4%	20.0%
Other	0.0%	6.7%	0.0%	0.0%	15.4%	4.7%	0.0%	0.0%	0.0%
Don't know	10.5%	4.4%	0.0%	0.0%	7.7%	0.0%	0.0%	11.1%	20.0%

*Significantly different between stakeholder groups

**G. Communication and Information Sharing**

Which would you say are your MAIN sources of news about economic and social development issues in Bulgaria? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of President/ Minister/ Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Other Government Institutions	Private Sector	CSO	Academia	Media	Other
National televisions	84.2%	73.9%	100.0%	72.7%	52.9%	65.1%	74.1%	77.8%	80.0%
National radios news programs	31.6%	26.1%	20.0%	27.3%	23.5%	25.6%	37.0%	22.2%	0.0%
Printed local newspapers	15.8%	4.3%	20.0%	0.0%	5.9%	2.3%	14.8%	22.2%	0.0%
Websites/apps of local TV*	21.1%	13.0%	40.0%	63.6%	29.4%	11.6%	29.6%	33.3%	0.0%
Websites/apps of local radio companies	0.0%	2.2%	0.0%	9.1%	0.0%	4.7%	3.7%	11.1%	20.0%
Websites/apps of local newspapers/magazines*	42.1%	18.6%	20.0%	27.3%	41.2%	62.8%	51.9%	55.6%	60.0%
Social media*	78.9%	60.9%	90.0%	54.5%	23.5%	74.4%	55.6%	44.4%	60.0%
Blogs	10.5%	8.7%	10.0%	0.0%	5.9%	16.3%	3.7%	11.1%	0.0%
Other*	0.0%	17.4%	0.0%	9.1%	41.2%	11.6%	3.7%	11.1%	0.0%

*Significantly different between stakeholder groups

How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of President/ Minister/ Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Other Government Institutions	Private Sector	CSO	Academia	Media	Other
World Bank Group's publications and other written materials	47.4%	54.5%	20.0%	45.5%	52.9%	44.2%	40.7%	55.6%	80.0%
e-Newsletters	57.9%	52.3%	50.0%	54.5%	52.9%	46.5%	66.7%	55.6%	0.0%
World Bank Group's seminars/workshops/conferences	52.6%	38.6%	80.0%	63.6%	41.2%	30.2%	40.7%	22.2%	20.0%
World Bank Group's blogs	5.3%	11.4%	0.0%	0.0%	5.9%	4.7%	7.4%	11.1%	0.0%
World Bank Group's social media	31.6%	15.9%	10.0%	18.2%	11.8%	32.6%	11.1%	0.0%	20.0%
Direct contact with World Bank Group*	26.3%	31.8%	60.0%	18.2%	52.9%	41.9%	3.7%	55.6%	60.0%
World Bank Group's website	42.1%	27.3%	30.0%	54.5%	23.5%	30.2%	37.0%	11.1%	20.0%
Webinars or online events hosted by the World Bank Group*	10.5%	22.7%	50.0%	0.0%	23.5%	41.9%	29.6%	22.2%	60.0%
Interviews and press conferences for the Bulgarian media*	10.5%	0.0%	0.0%	9.1%	11.8%	11.6%	37.0%	44.4%	0.0%

*Significantly different between stakeholder groups

What do you use primarily when visiting a World Bank Group website? (Select only 1 response)

Percentage of Respondents	Office of President/ Minister/ Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Other Government Institutions	Private Sector	CSO	Academia	Media	Other
Mobile*	31.6%	8.7%	20.0%	36.4%	5.9%	9.3%	7.7%	0.0%	0.0%
Computer/laptop	63.2%	84.8%	60.0%	54.5%	70.6%	76.7%	73.1%	100.0%	100.0%
I never visit the WBG websites	5.3%	6.5%	20.0%	9.1%	23.5%	14.0%	18.2%	0.0%	0.0%

*Significantly different between stakeholder group

Appendix C: Methodology

From May to June 2022, 449 stakeholders of the WBG in Bulgaria were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a member of parliamentarian/legislative body; ministries, ministerial departments, and implementation agencies; project management units (PMUs) overseeing implementation of WBG projects; consultants and contractors working on WBG-supported projects and programs; local governments; independent government institutions; the judicial system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector and private banks; private foundations; NGOs and community based organizations; professional and trade associations; faith-based groups; youth groups; from the academia, research institutes, and think tanks; the media; and other organizations.

A total of 210 stakeholders participated in the survey (47% response rate). Respondents completed the questionnaire via an online platform.

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.

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 and C present data on selected questions. Additional data breakdowns are available upon request.

Year comparison

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY' 18 (response rate was 79%, N=396). Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed.

Percentage of Respondents	Original Distribution	
	FY 2018	FY 2022
Office of the President; Office of the Prime Minister; Office of Minister	6.8%	8.0%
Office of Parliamentarian	7.6%	3.7%
Government Institutions (includes employees of ministries, PMUs/Consultants on WBG-supported projects, independent government institutions, and the judiciary)	25.1%	23.9%
Local Government Office or Staff	9.2%	11.3%
Bilateral/Multilateral Agency (e.g., embassy, diplomatic, military; UN, regional development bank)	3.5%	1.2%
Civil Society (includes NGOs/CBOs, private foundations, youth groups, trade associations, and faith-based groups)	22.2%	25.8%
Private Sector (includes private sector organization and financial sector/private banks)	11.1%	6.4%
Academia/Research Institute/Think Tank	7.0%	12.0%
Media	7.6%	7.7%
Total Number of Respondents (Un-Weighted)	370	326

(Note, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons.)

In FY' 22, respondents who indicated little or no familiarity with the World Bank and IFC (a rating of 1 or 2 out of 10) were not asked questions in sections C and D. Furthermore, respondents who reported never using WBG's knowledge products (questions E1, option 5), were not asked questions E2-E9. For year comparison, the 2018 data was edited accordingly for consistency.

Stakeholder analysis

For the analysis by stakeholder group (Appendix B), responses to the question “Which of the following best describes your current affiliation?” were recoded:

Option code	Which of the following best describes your current position?	n	Valid Percent	Recoded	n recoded
1	Office of the President, Prime Minister	3	1.4%	1	24
2	Office of a Minister	16	7.6%	1	
3	Office of a member of Parliament/Legislative body	5	2.4%	1	
4	Employee of Ministry, Ministerial Department, Implementation Agency	44	21.0%	2	46
5	Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG	2	1.0%	2	
6	Local Government Office or Staff	12	5.7%	3	12
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	7	3.3%	4	12
8	Judicial System (e.g., courts)	0		-	
9	State-Owned Enterprise	5	2.4%	4	
10	Bilateral Agency (e.g., embassy, diplomatic, military)	0		-	-
11	Multilateral Agency (UN, regional development bank)	5	2.4%	9	
12	Private Sector Organization	11	5.2%	5	19
13	Financial Sector/Private Bank	8	3.8%	5	
14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	3	1.4%	6	51
15	NGO/Community Based Organization	45	21.4%	6	
16	Professional/Trade association	3	1.4%	6	
17	Faith-Based Group	0		-	-
18	Youth Group	0		-	-
19	Academia/Research Institute/Think Tank	30	14.3%	7	30
20	Media (press, radio, TV, web, etc.)	10	4.8%	8	10
21	Other	1	0.5%	9	6
	Total	210	100%	-	210

Appendix D: Bulgaria FY22 COS Questionnaire



World Bank Group Country Survey FY 2022 – Bulgaria

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

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. We ask you to please answer all questions on the very first page. If you prefer not to answer any question on other pages, 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.

BACKGROUND INFORMATION

Which of the following best describes your current affiliation? (Select only 1 response)			
1	Office of the President, Prime Minister	12	Private Sector Organization
2	Office of a Minister	13	Financial Sector/Private Bank
3	Office of a member of Parliament/Legislative body	14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
4	Employee of Ministry, Ministerial Department, Implementation Agency	15	NGO/Community Based Organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	16	Professional/Trade association
6	Local Government Office or Staff	17	Faith-Based Group
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	18	Youth Group
8	Judicial System (e.g., courts)	18	Academia/Research Institute/Think Tank
9	State-Owned Enterprise	20	Media (press, radio, TV, web, etc.)
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Other (please specify): _____
11	Multilateral Agency (UN, regional development bank)		

Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country? (If you answered NO to this question, please proceed to the next page)	
1	Yes
2	No

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Bulgaria? (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)

SECTION A: OVERALL CONTEXT

A1. In general, would you say that Bulgaria is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

A2. Do you think that economic opportunity for citizens in Bulgaria is ... ?	
1	Increasing
2	Decreasing
3	Staying about the same

A3. Please identify which of the following development priorities you consider the most important in Bulgaria. (Choose no more than 5)			
1	Trade and exports	11	Basic infrastructure and transport (e.g., roads, bridges, transportation)
2	Education and Innovations	12	Law and justice (e.g., judicial system)
3	Equality of opportunity and gender (i.e., equity)	13	Global pandemics (e.g., COVID-18)
4	Economic growth	14	Financial Sector
5	Climate change (e.g., mitigation, adaptation) and green deal	15	Rural development
6	Governance (i.e., government effectiveness)	16	Healthcare
7	Convergence of living standards with EU	17	Water and sanitation
8	Energy and energy efficiency	18	Agriculture
9	Public financial management (e.g., public expenditure, fiscal system reform)	18	Disaster Management
10	Social protection (e.g., pensions, targeted social assistance)	20	Job creation/employment

SECTION A: OVERALL CONTEXT

A4. When economic and/or social reform efforts fail or are slow to take place in Bulgaria, which of the following would you attribute this to? (Choose no more than 2)	
1	Political pressures and obstacles
2	Inadequate external partners/EU support
3	Pressure from outside interest groups (e.g., private sector, unions)
4	Corruption
5	Inadequate capacity in the government
6	Inadequate citizen/civil society participation
7	Reforms are not well thought out in light of country challenges
8	Other (please specify): _____

A5. 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 government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
2	Parliament	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
3	EU institutions (incl. EC and EU Parliament)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
4	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
5	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
6	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
7	The World Health Organization (WHO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
8	Bulgaria's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
9	Private Sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
10	Civil Society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
11	Media	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
12	Academia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of these organizations in Bulgaria?											
		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

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

B4. Overall, please rate your impression of the effectiveness of these organizations in Bulgaria.													
		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"/>	

B5. To what extent does the World Bank Group's work help to achieve development results in Bulgaria?											
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	

B6. To what extent does the World Bank Group influence the development agenda in Bulgaria?											
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	

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Bulgaria? (Select only 1 response)											
1	To a fully sufficient degree										
2	To a somewhat sufficient degree										
3	To a somewhat insufficient degree										
4	To a very insufficient degree										
5	Don't know										

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B8. When thinking about the World Bank Group's role in Bulgaria, which activity do you VALUE the most? (Choose no more than 2)

1	External partners/EU coordination
2	Formal policy advice, studies, analyses
3	Data and statistics
4	Bringing in the best of global knowledge in policymaking
5	Technical assistance
6	Bringing together different groups of stakeholders
7	Implementation support
8	Financial resources
9	Other (please specify): _____

B9. When thinking about how the World Bank Group can have the most impact on development results in Bulgaria, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Bulgaria? (Choose no more than 5)

1	Global pandemics (e.g., COVID-18)	11	Energy and energy efficiency
2	Trade and exports	12	Disaster Management
3	Public financial management (e.g., public expenditure, fiscal system reform)	13	Financial Sector
4	Agriculture	14	Water and sanitation
5	Convergence of living standards with EU	15	Rural development
6	Climate change (e.g., mitigation, adaptation) and green deal	16	Economic growth
7	Basic infrastructure and transport (e.g., roads, bridges, transportation)	17	Equality of opportunity and gender (i.e., equity)
8	Education and Innovations	18	Law and justice (e.g., judicial system)
9	Social protection (e.g., pensions, targeted social assistance)	18	Job creation/employment
10	Healthcare	20	Governance (i.e., government effectiveness)

B10. What do you immediately think of when you hear about the IFC? (Choose no more than 3)

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

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

C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Bulgaria solve its most complicated development challenges?												
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 Bulgaria, 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	
C2	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Access to WBG staff and experts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	Flexibility when circumstances change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Treating clients and stakeholders in Bulgaria with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Collaboration with other external partners and EU	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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	
C14	The World Bank Group takes decisions quickly in Bulgaria	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	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"/>
C16	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C17	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C18	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"/>
C18	The World Bank Group insists on accountability through its lending (e.g., performance-based financing/resources tied to results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C20	The World Bank Group measures results effectively	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C21	Working with the World Bank Group increases Bulgaria's institutional capacity	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

C22. How familiar are you with the following financial products of World Bank Group?											
		Not familiar at all								Extremely familiar	
1	Investment Project Financing (IPF)	1	2	3	4	5	6	7	8	9	10
2	Program-for-Results (PFR)	1	2	3	4	5	6	7	8	9	10
3	Development Policy Financing (DPF)	1	2	3	4	5	6	7	8	9	10
4	DPF with CAT-DDO - Catastrophe Deferred Drawdown Option	1	2	3	4	5	6	7	8	9	10

To what extent do you agree/disagree with the following statement about the World Bank Group in Bulgaria?												
		Strongly disagree								Strongly agree	Don't know	
C23	The World Bank Group meets Bulgaria' needs for knowledge services (e.g., Reimbursable Advisory Services, research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C24. To what extent do you believe that Bulgaria received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?											
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 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 Bulgaria? (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	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	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"/>	
4	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Science, Technology and Innovation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Energy and decarbonization	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	E-government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Transport (e.g., roads, bridges, transportation)	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)

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

		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
E2	Are timely											<input type="checkbox"/>
E3	Include appropriate level of stakeholder involvement during preparation											<input type="checkbox"/>
E4	Are source of relevant information on global good practices											<input type="checkbox"/>
E5	Are adequately disseminated											<input type="checkbox"/>
E6	Are translated enough into local language											<input type="checkbox"/>
E7	Are adaptable to Bulgaria's specific development challenges and country circumstances											<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 BULGARIA

F1. Which of the following SHOULD the WBG do to improve its advice and guidance in Bulgaria? (Choose no more than 3)

1	Increase the level of country specific expertise
2	Be less influenced by external partners
3	Be more willing to criticize government policies and reform efforts
4	Increase emphasis on capacity development
5	Be more sensitive toward political and social realities
6	Provide financial support to investment projects using WBG procurement
7	Other (please specify): _____

F2. In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Bulgaria? (Choose no more than 3)

1	Private sector	6	Media
2	External partners/EU community	7	Academia/think tanks/research institutes
3	Civil Society	8	Other (please specify): _____
4	Local government	9	Don't know
5	Parliament		

F3. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugees in Bulgaria? (Choose no more than 2)

1	Labor market engagement
2	Housing and related municipal services
3	Access to finance
4	Education
5	Social assistance
6	Health
7	Other (please specify): _____
8	Don't know

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN BULGARIA

F4. Which THREE areas below would benefit most from the World Bank Group's support to help ensure that Bulgaria has fair and equitable access to the vaccines necessary to alter the course of the COVID-18 pandemic? (Choose no more than 3)	
1	Support community and stakeholder engagement to address misinformation and stigma
2	Support the distribution of vaccines
3	Training health workers
4	Support the purchase of vaccines
5	Assess country's readiness for vaccine distribution
6	Help to strengthen health systems
7	Other (please specify): _____

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. Which would you say are your MAIN sources of news about economic and social development issues in Bulgaria? (Choose no more than 3)

1	National televisions	6	Websites/apps of local newspapers/magazines
2	National radios news programs	7	Social media (e.g., Facebook, Twitter, YouTube, Telegram, TikTok)
3	Printed local newspapers	8	Blogs
4	Websites/apps of local TV	9	Other (please specify): _____
5	Websites/apps of local radio companies		

G2. How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)

1	World Bank Group's publications and other written materials	6	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	7	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	8	Webinars or online events hosted by the World Bank Group
4	World Bank Group's blogs	9	Interviews and press conferences for the Bulgarian media
5	World Bank Group's social media		

G3. What do you use primarily when visiting a World Bank Group website? (Select only 1 response)

1	Mobile
2	Computer/laptop
3	I never visit the WBG websites

G4. 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	Attended/participated in 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

H1. Please identify the primary specialization of your work. (Select only 1 response)			
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	18	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): _____

H2. What's your gender?	
1	Female
2	Male

H3. Within your organization, would you describe yourself as	
1	Junior level
2	Mid-level staff
3	Mid-level decision-maker / manager
4	Senior level

H4. What's your age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H5. Which best represents your geographic location?	
1	Capital
2	Big city, regional center
3	Smaller town

Thank you for completing the survey!