



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)	19	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-19)
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)	19	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	2	3	4	5	6	7	8	9	10	
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
												<input type="checkbox"/>

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
												<input type="checkbox"/>

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-19)	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)	19	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
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
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"/>
C19	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	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	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
E2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Are adaptable to Bulgaria's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E8. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not significant at all									Very significant	Don't know

E9. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

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

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-19 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	19	Demographics, migration
8	Energy	20	Trade and competitiveness
9	Environment, natural resources	21	Finance and markets
10	Climate change	22	Communications, public affairs
11	Water, sanitation	23	Generalist (specialized in multiple sectors)
12	Gender	24	Other (please specify): _____

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!