



## World Bank Group Country Survey FY 2022 – Kosovo

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

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 (IDA, 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 Kosovo? (Select only ONE response)**

1	The World Bank (IDA)
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 Kosovo is headed in ... ?

1	The right direction
2	The wrong direction
3	Not sure

### A2. Do you think that economic opportunity for citizens in Kosovo 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 Kosovo. (Choose no more than 5)

1	Energy (including renewable energy: wind, solar, hydro and biomass)	14	Social protection (e.g., pensions, targeted social assistance)
2	Education	15	Climate change (e.g., mitigation, adaptation)
3	Financial markets	16	Overall macro fiscal sustainability
4	Gender equity (closing the gap between women and men, and boys and girls)	17	Social cohesion
5	Economic growth	18	Trade and exports
6	Agriculture and rural development	19	Local governance and institutions
7	National debt	20	Job creation/employment
8	Natural resource management	21	Private sector development
9	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Poverty reduction
10	Water and sanitation	23	Response to the COVID-19 pandemic
11	Regional integration	24	Anti-corruption
12	Environment	25	Equality of opportunity (i.e., social inclusion)
13	Health	26	Information and communications technology

## SECTION A: OVERALL CONTEXT

### A4. When economic and/or social reform efforts fail or are slow to take place in Kosovo, which of the following would you attribute this to? (Choose no more than 2)

1	Inadequate level of government accountability
2	Inadequate funding
3	Inadequate level of capacity in the government
4	Reforms are not well thought out in light of country challenges
5	Inter-ethnic relations and instability
6	Inadequate level of citizen/civil society participation
7	Inadequate level of donor coordination
8	Political pressures and obstacles
9	Corruption
10	Private sector involvement and/or influence
11	Inadequate level of private sector participation
12	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	2	3	4	5	6	7	8	9	10	
1	The national government and parliament	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Bilateral organizations (e.g., DFID, KfW, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	European Union (EU)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	The European Bank of Reconstruction and Development (EBRD)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Kosovo's Central Bank	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	International private sector	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Domestic private sector	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	International media and their web presence	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

## SECTION A: OVERALL CONTEXT

**A6. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Kosovo. (Choose no more than TWO)**

1	Political uncertainty
2	Policy inconsistency
3	Weak institutional capacity
4	Lack of access to development finance
5	Regional conflict and tensions
6	High levels of corruption
7	Low levels of economic inclusion
8	Weak social cohesion
9	None. I do not consider Kosovo a fragile state.
10	Low levels of political inclusion
11	Weak accountability
12	Lack of security (i.e., conflict and violence)
13	Other (please specify): _____

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

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

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

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

<b>B5. To what extent does the World Bank Group's work help to achieve development results in Kosovo?</b>												
1	2	3	4	5	6	7	8	9	10			
To no degree at all										To a very significant degree		Don't know
												<input type="checkbox"/>

<b>B6. To what extent does the World Bank Group influence the development agenda in Kosovo?</b>												
1	2	3	4	5	6	7	8	9	10			
To no degree at all										To a very significant degree		Don't know
												<input type="checkbox"/>

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

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

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

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

### B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Kosovo? (Choose no more than 2)

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

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

**B10. When thinking about how the World Bank Group can have the most impact on development results in Kosovo, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Kosovo? (Choose no more than 5)**

1	National debt	14	Health
2	Social cohesion	15	Poverty reduction
3	Water and sanitation	16	Local governance and institutions
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Anti-corruption
5	Education	18	Trade and exports
6	Job creation/employment	19	Agriculture and rural development
7	Economic growth	20	Response to the COVID-19 pandemic
8	Financial markets	21	Natural resource management
9	Gender equity (closing the gap between women and men, and boys and girls)	22	Climate change (e.g., mitigation, adaptation)
10	Regional integration	23	Overall macro fiscal sustainability
11	Environment	24	Information and communications technology
12	Energy (including renewable energy: wind, solar, hydro and biomass)	25	Equality of opportunity (i.e., social inclusion)
13	Social protection (e.g., pensions, targeted social assistance)	26	Private sector development

**B11. What do you immediately think of when you hear about the IFC? (Choose no more than 3)**

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

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

<b>C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Kosovo solve its most complicated development challenges?</b>												
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know	

<b>C2. To what extent do you believe the World Bank Group is adequately staffed in Kosovo?</b>												
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know	

<b>To what extent is the World Bank Group an effective development partner in Kosovo, in terms of each of the following?</b>												
		To no degree at all					To a very significant degree					Don't know
<b>C3</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C4</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C5</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C6</b>	Access to WBG staff and experts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C7</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C8</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C9</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C10</b>	Flexibility when circumstances change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C11</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C12</b>	Treating clients and stakeholders in Kosovo with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C13</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C14</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

To what extent do you agree/disagree with the following statements?												
		Strongly disagree									Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>C15</b>	The World Bank Group takes decisions quickly in Kosovo	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C16</b>	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C17</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C18</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C19</b>	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C20</b>	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"/>
<b>C21</b>	The World Bank Group measures results effectively	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C22</b>	Working with the World Bank Group increases Kosovo's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent do you agree/disagree with the following statements about the World Bank Group in Kosovo?												
		Strongly disagree									Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>C23</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Kosovo	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C24</b>	The World Bank Group meets Kosovo's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

## SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS

D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Kosovo? (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	Response to the COVID-19 pandemic	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Education system improvement	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	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"/>
7	Regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Energy efficiency / renewable energy: wind, solar, hydro and biomass	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Water security and canal protection	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Environment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Strengthening of the Financial sector	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"/>
15	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Natural resource management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Anti-corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Digital development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Geospatial infrastructure development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Competitiveness and export readiness	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Land Management/Cadaster	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

D2. How effectively does the World Bank Group support Kosovo's efforts ... ?													
		Not effectively at all										Very effectively	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	To develop better and stronger data collection/ analytics systems within the Government	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 Kosovo, to what extent do you believe that the World Bank Group's knowledge work and activities:**

		To no degree at all					To a very significant degree					Don't know
<b>E2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E4</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	Are adaptable to Kosovo'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 E: WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., analysis, studies, research, data, reports, conferences)**

**E10. What type of World Bank Group's knowledge work and activities do you find most useful for your work? (Choose no more than 2)**

1	Reports/studies/analyses
2	Policy advice
3	Convening/facilitating
4	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)
5	Data
6	Training/capacity building
7	Technical assistance
8	Other (please specify): _____

**E11. When thinking about the development challenges in Kosovo, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than 2)**

1	Water
2	Energy (including renewable energy: wind, solar, hydro and biomass)
3	Private sector/business environment
4	Jobs
5	Environment
6	Health
7	Agriculture
8	Education
9	Labor market
10	Macroeconomics and fiscal management
11	Poverty
12	Financial sector
13	Trade

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

### F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Kosovo? (Choose no more than 3)

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

### F2. In addition to the regular relations with the national government, which THREE of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than 3)

1	Media	8	Private sector
2	Donor community	9	Regional organizations (EU, OSCE, Council of Europe, CEFTA, Regional Cooperation Council)
3	Youth/Student groups	10	Peace keeping forces
4	Local government	11	UN agencies
5	Parliament	12	Academia/think tanks/research institutes
6	NGOs/Community Based Organizations	13	Other (please specify): _____
7	Beneficiaries	14	Don't know

### F3. How can the World Bank Group help ensure COVID-19 resilience for Kosovo and improve its preparedness for pandemic response? (Choose no more than 3)

1	Training health workers
2	Support the purchase of vaccines
3	Help to strengthen health systems
4	Support community and stakeholder engagement to address misinformation and stigma
5	Assess country's readiness for vaccine distribution
6	Support the distribution of vaccines
7	Other (please specify): _____

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

<b>F4. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Kosovo? (Choose no more than 3)</b>	
1	Crisis preparedness
2	Access to justice systems
3	Private sector
4	Reducing gender-based violence
5	Support domestic resource mobilization
6	Public financial management
7	Social cohesion
8	Jobs
9	Environment protection/management of natural resources
10	Crisis response
11	Building capacity of state institutions
12	Conflict resolution mechanisms
13	Access to basic services
14	Human capital (education, health, social protection)
15	Food security
16	Information and communications technology

## SECTION G: COMMUNICATION AND INFORMATION SHARING

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

1	Local television	10	Websites/apps of international TV
2	International television	11	Websites/apps of local radio companies
3	Local radio news programs or bulletins	12	Websites/apps of international radio companies
4	International radio news programs or bulletins	13	Websites/apps of local newspapers/magazines
5	Printed local newspapers	14	Websites/apps of international newspapers/magazines
6	Printed international newspapers	15	Social media (e.g., Facebook, Twitter, YouTube, Telegram, TikTok)
7	Printed local periodicals	16	Blogs
8	Printed international periodicals	17	Other (please specify): _____
9	Websites/apps of local TV		

### 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 Kosovo's 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

## SECTION G: COMMUNICATION AND INFORMATION SHARING

<b>G4. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?</b>					
		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g., read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## SECTION H: BACKGROUND INFORMATION

### 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	Pristina (the capital city)
2	A city other than Pristina
3	A village

**Thank you for completing the survey!**