

World Bank Group Country Survey FY 2024 – Bosnia and Herzegovina

The World Bank Group seeks your insights regarding our engagement and activities in Bosnia and Herzegovina. Our goal is to refine our country program to achieve greater impact and tangible results. As an integral partner, leader, and decision-maker, your perspective is invaluable.

We deeply value your participation in this crucial consultation. Your honest feedback will not only shape the future of our work in Bosnia and Herzegovina but also foster better development outcomes for the country. We are committed to sharing the findings of this survey with you, ensuring that your voice drives our initiatives forward.

To maintain the integrity and confidentiality of this process, we have engaged a reputable local firm to manage the survey logistics. Your responses will remain anonymous and no feedback will be linked to any specific individual.

[For paper distribution] PLEASE NOTE: If a question asks for a specific number of responses, please do not choose more than the requested number. If more responses are chosen, data cannot be included in analysis.

[For online distribution] Please click the arrow below to begin the survey. By starting the survey, you indicate that you have read the purpose of the survey and voluntarily agree to participate.

BACKGROUND INFORMATION

1. What is your primary professional affiliation? (Select only 1 response)	
1	Office of the President, Prime Minister, Minister
2	Office of a Parliamentarian (National Assembly, Legislative body)
3	Government Institution: Employee of a Ministry / Ministerial Department / Project Implementation Unit / Independent Government Institution (e.g., Central Bank, Regulatory or Oversight Agency) / Judiciary / State-Owned Enterprise
4	Local Government Office or Staff
5	Bilateral or Multilateral Agency (e.g., embassy, development organization, development bank, UN Agency)
6	Civil Society Organization: local and regional (NGO; Community-Based Organization; Private Foundation; Professional / Trade association, Faith-Based Group, Youth Group)
7	Private Sector: Private Company / Financial Sector Organization / Private Bank
8	Academia / Research Centers
9	Media
10	Other (please specify): _____

2. How familiar are you with the work of these organizations in Bosnia and Herzegovina?		Not familiar at all										Very familiar
		1	2	3	4	5	6	7	8	9	10	
1	World Bank Group	1	2	3	4	5	6	7	8	9	10	
2	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	
3	United Nations	1	2	3	4	5	6	7	8	9	10	
4	European Union	1	2	3	4	5	6	7	8	9	10	
5	European Investment Bank (EIB)	1	2	3	4	5	6	7	8	9	10	
6	European Bank for Reconstruction and Development (EBRD)	1	2	3	4	5	6	7	8	9	10	

3. Do you collaborate/work with the World Bank Group (WBG) in Bosnia and Herzegovina?	
1	Yes
2	No [skip to A1]

4. Which of the following WBG agencies do you collaborate/work with in Bosnia and Herzegovina? (Select ALL that apply)	
1	World Bank (IBRD/IDA)
2	International Finance Corporation (IFC)
3	Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

SECTION A: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP IN BOSNIA AND HERZEGOVINA

A1. How much do you trust each of the following institutions to do what is right for Bosnia and Herzegovina?

		Not at all										Very much			Don't know
1	BiH Institutions and entity governments	1	2	3	4	5	6	7	8	9	10				<input type="checkbox"/>
2	Local government	1	2	3	4	5	6	7	8	9	10				<input type="checkbox"/>
3	Parliament / legislative branch	1	2	3	4	5	6	7	8	9	10				<input type="checkbox"/>
4	Bosnia and Herzegovina's Central Bank	1	2	3	4	5	6	7	8	9	10				<input type="checkbox"/>
5	World Bank Group	1	2	3	4	5	6	7	8	9	10				<input type="checkbox"/>
6	International Monetary Fund	1	2	3	4	5	6	7	8	9	10				<input type="checkbox"/>
7	United Nations	1	2	3	4	5	6	7	8	9	10				<input type="checkbox"/>
8	Bilateral and multilateral organizations	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 (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10				<input type="checkbox"/>
11	Academia / research centers	1	2	3	4	5	6	7	8	9	10				<input type="checkbox"/>
12	Media	1	2	3	4	5	6	7	8	9	10				<input type="checkbox"/>

A2. How effective is the World Bank Group (WBG) in helping Bosnia and Herzegovina achieve development results?

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

A3. How significant a contribution do you believe the WBG's knowledge work makes to development results in Bosnia and Herzegovina?

Knowledge work includes data resources, analytical reports, policy notes, hands-on advice, and knowledge-sharing workshops or training programs.

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

To what extent do you agree with the following statements?

		Strongly disagree										Strongly agree			Don't know
A4	The WBG currently plays a relevant role in development in Bosnia and Herzegovina	1	2	3	4	5	6	7	8	9	10				<input type="checkbox"/>
A5	The WBG's work is aligned with what I consider the development priorities for Bosnia and Herzegovina	1	2	3	4	5	6	7	8	9	10				<input type="checkbox"/>
A6	The WBG has a positive influence on shaping development policy in Bosnia and Herzegovina	1	2	3	4	5	6	7	8	9	10				<input type="checkbox"/>
A7	The WBG's work helps end poverty in Bosnia and Herzegovina	1	2	3	4	5	6	7	8	9	10				<input type="checkbox"/>

SECTION B: WORLD BANK GROUP'S WORK AND EFFECTIVENESS IN BOSNIA AND HERZEGOVINA

B1. Which WBG instruments do you VALUE the most in Bosnia and Herzegovina? (Select up to 2)

1	Convening / bringing together different groups of stakeholders
2	Capacity development and training
3	Technical assistance and implementation support (incl. project design and implementation)
4	Financial resources (e.g., budget support, investment lending, grants, trust funds)
5	Mobilizing third party financial resources (incl. both public and private)
6	Donor coordination
7	Knowledge and analytical products (e.g., data, reports, policy notes)
8	Other (please specify): _____

B2. Which areas should the WBG prioritize to have the most impact on development results in Bosnia and Herzegovina? (Select up to 5)

1	Gender equity	14	Social protection
2	Water / sanitation	15	Jobs / Skills development
3	Health / pandemic preparedness	16	Debt management
4	Transport infrastructure	17	Youth development
5	Energy	18	Disaster risk management
6	Public sector governance	19	Financial markets development
7	Agriculture / food security	20	Macroeconomic stability
8	Education	21	Social inclusion
9	Climate change	22	Trade
10	Digital infrastructure development	23	Regional integration
11	Private sector development	24	Other (please specify): _____
12	Environment / natural resource management		
13	Urban development		

SECTION B: WORLD BANK GROUP'S WORK AND EFFECTIVENESS IN BOSNIA AND HERZEGOVINA

Listed below are development areas where the WBG is engaged in Bosnia and Herzegovina, organized by major thematic clusters.

How EFFECTIVE has the WBG been at achieving development results in each of these areas of human development in Bosnia and Herzegovina? <i>(If you have NO exposure to/experience in working in any of these areas, please respond "Don't know")</i>													
B3. Human Development:		Not effective at all										Very effective	Don't know
1	Health: universal health coverage, primary health systems, pandemic preparedness, eradicating infectious diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Social protection: pensions, social assistance, social safety nets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Social inclusion: increasing opportunities for marginalized people to participate fully in markets, services, technologies, and society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Gender equity: close gender gaps in health, education, social protection, economic opportunities, and voice and agency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

How EFFECTIVE has the WBG been at achieving development results in each of these areas of infrastructure in Bosnia and Herzegovina? <i>(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")</i>													
B4. Infrastructure:		Not effective at all										Very effective	Don't know
1	Transport: roads, bridges, sustainable transportation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Water supply and sanitation infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Digital development: digital infrastructure, digital services, digital skills development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Urban development: urban planning, services, and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Energy/extractives: transition to cleaner energy sources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: WORLD BANK GROUP'S WORK AND EFFECTIVENESS IN BOSNIA AND HERZEGOVINA

How **EFFECTIVE** has the WBG been at achieving development results in each of these areas of **finance / institutions / economic growth** in Bosnia and Herzegovina?
(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

B5. Finance / Institutions / Economic growth:		Not effective at all										Very effective	Don't know
1	Public sector governance: efficiency, effectiveness, accountability, and transparency of the government institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Debt sustainability: management, relief, financing, and transparency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Trade: access to markets, tariffs, customs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Private sector development: business regulation, access to finance, improved competitiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Job creation / employment: labor policies, skills development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Macroeconomic stability: sustainable fiscal policy, effective tax administration, monetary policy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Regional integration: promote common physical and institutional infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

How **EFFECTIVE** has the WBG been at achieving development results in each of these areas of **environmental sustainability** in Bosnia and Herzegovina?
(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

B6. Environmental Sustainability:		Not effective at all										Very effective	Don't know
1	Environment / natural resource management: air/water quality, sustainable land and aquatic resource management, biodiversity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Climate change: transition to low-carbon economy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Agriculture and food security: sustainable agriculture, inclusive and efficient food systems	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK GROUP'S ENGAGEMENT AND COLLABORATION IN BOSNIA AND HERZEGOVINA

C1. To what extent is the WBG an effective development partner in terms of the following?												
		To no degree at all					To a very significant degree					Don't know
1	Responsiveness to needs in Bosnia and Herzegovina	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Access to WBG staff and experts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Flexibility when circumstances change in Bosnia and Herzegovina	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Being a long-term partner to Bosnia and Herzegovina	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C2. To what extent is the WBG an effective development partner in Bosnia and Herzegovina, in terms of collaborating with the following groups?												
		To no degree at all					To a very significant degree					Don't know
1	BiH institutions and entity governments	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Local government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Parliament / legislative branch	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Academia / research centers	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C3. In addition to its partnership with the BiH institutions and entity governments, which of the following should the WBG collaborate with more to have greater impact in Bosnia and Herzegovina? (Select up to 2)	
1	Local government
2	Parliament / legislative branch
3	Private sector
4	Civil society (e.g., NGOs, CBOs)
5	Other donors and development partners
6	Academia / research centers
7	Other (please specify): _____

SECTION C: WORLD BANK GROUP'S ENGAGEMENT AND COLLABORATION IN BOSNIA AND HERZEGOVINA

The following questions ask about **the WBG's financial support to Bosnia and Herzegovina.**

C4. To what extent do you agree with the following statements?													
<i>(If you have NO exposure to, or experience with the WBG's financing, please respond "Don't know")</i>													
		Strongly disagree										Strongly agree	Don't know
1	The WBG's financial instruments (i.e., budget support, loans, grants, trust funds) meet the needs of Bosnia and Herzegovina	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	The conditions of the WBG's financing are competitive compared to markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	The WBG provides financial support in a timely manner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	The WBG 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"/>	
5	The WBG's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	The WBG effectively monitors and evaluates the projects it supports in Bosnia and Herzegovina	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

The following questions ask about **the WBG's knowledge work in Bosnia and Herzegovina.**

Knowledge work is WBG's non-lending activities that include data resources, analytical reports, policy notes, hands-on advice, and knowledge-sharing workshops or training programs.

C5. Have you ever used the WBG's knowledge work, including participating in workshops or training programs?	
1	Yes
2	No

C6. To what extent do you agree with the following statements?													
<i>(If you have NO exposure to, or experience with the WBG's knowledge work, please respond "Don't know")</i>													
		Strongly disagree										Strongly agree	Don't know
1	I am satisfied with the quality of the WBG's knowledge work in Bosnia and Herzegovina	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Working with the WBG increases Bosnia and Herzegovina's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	The WBG brings global expertise to Bosnia and Herzegovina as part of its knowledge work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	The WBG's knowledge work is tailored to Bosnia and Herzegovina's context	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	When I need to consult the WBG's knowledge work, I know how to find it	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION D: THE WORLD BANK GROUP IN BOSNIA AND HERZEGOVINA GOING FORWARD

D1. In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Bosnia and Herzegovina? (Please be specific)

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SECTION E: WORLD BANK GROUP'S COMMUNICATION AND INFORMATION SHARING

E1. How would you prefer to receive communication from the WBG? (Select up to 2)

1	e-Newsletters	4	Direct messaging (e.g., WhatsApp, Telegram, Viber)
2	Direct contact with staff (e.g., in person, virtually, phone, email)	5	Event / conference / seminar / workshop (in person or online)
3	Social media (e.g., Facebook, Twitter)	6	Other (please specify): _____

E2. Do you recall seeing or hearing anything about the WBG recently?

1	Yes
2	No [skip to E5]

E3. If you answered "Yes" for E2, where do you recall seeing or hearing this information? (Select ALL that apply)

1	Television (TV)	7	Direct contact with WBG staff (e.g., in person, virtually, phone, email)
2	Radio	8	Blogs
3	Newspapers (print or online)	9	Podcasts
4	Event / conference / seminar (in person or online)	10	e-Newsletters
5	WBG websites	11	Direct messaging (e.g., WhatsApp, Telegram, Viber)
6	Social media	12	Other (please specify): _____

SECTION E: WORLD BANK'S COMMUNICATION AND INFORMATION SHARING

E4. If you answered "Yes" for E2, what topics were included in what you saw or heard about WBG's work or research? (Select ALL that apply)	
1	Climate change
2	Pandemic preparedness
3	Job creation / employment
4	Human capital (education, health)
5	Food security
6	Digital economy
7	Women empowerment
8	Youth development
9	Debt relief for developing countries
10	Ending poverty in developing countries
11	WBG economic forecasts
12	Changes to the WBG financial and operational model
13	Other (please specify): _____

E5. How concerned are you about the following potential impacts of climate change in Bosnia and Herzegovina?						
		Not concerned at all	A little concerned	Somewhat concerned	Very concerned	NA
1	More frequent and intense wild fires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Decreased crop yields / increased food insecurity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Climate-driven migration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	More frequent and severe floods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	More frequent and severe droughts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	More frequent and severe heatwaves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Air pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Extinction of plant / animal species	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Land and forest degradation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Loss of jobs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Increased erosion of shoreline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Coastal flooding due to sea level rise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Decreased water availability / quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION F: ADDITIONAL BACKGROUND INFORMATION

F1. What is the primary specialization of your work? (Select only 1 response)			
1	Education	10	Macroeconomics, fiscal / debt management
2	Health / pandemic preparedness	11	Private sector development / trade
3	Social protection	12	Environment / natural resource management
4	Gender equity	13	Climate change
5	Transport	14	Agriculture and food security
6	Water / sanitation	15	Urban development
7	Digital development	16	Legal / human rights
8	Energy	17	Generalist (specialize in multiple sectors)
9	Public sector governance	18	Other (please specify): _____

F2. What is your gender?	
1	Female
2	Male
3	Other
4	Prefer not to specify

F3. What is your age?	
1	25 or younger
2	26-35
3	36-45
4	46-55
5	56 and above
6	Prefer not to specify

F4. Which best represents your geographic location?	
1	Federation of Bosnia and Herzegovina
2	Republika Srpska
3	Brcko District
4	Other

Thank you for completing this survey!