



CountryOpinionSurveys

# FY 2024 **Bosnia and Herzegovina** Country Opinion Survey Report

# Acknowledgements

The Bosnia and Herzegovina 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) and Svetlana Markova (Senior External Affairs Officer). Yulia Danilina, Jessica Cameron, Nan Lin, and Sofya Gubaydullina oversaw the design, reporting, and analysis of the survey results. Noreen Wambui and Irina Popova provided data support.

BI acknowledges the significant contribution from the Bosnia and Herzegovina country team and independent field agency PRIME Communications. In particular, BI is grateful for the support from Jasmina Hadzic (External Affairs Officer) who coordinated the survey-related activities from Sarajevo, Bosnia and Herzegovina.



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# Objectives

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

- 1. Overall Context:** How familiar are stakeholders with the WBG? How much do they trust the WBG?
- 2. Key Indicators:** What opinions do key stakeholders have of the WBG regarding its effectiveness, relevance, alignment with Bosnia and Herzegovina's development priorities, and other key indicators? Are opinions improving or declining?
- 3. Development Priorities:** What areas of development are perceived to be the most important? Have the priorities changed over the past three years? How effective is the WBG perceived to be in these areas?
- 4. Engagement on the Ground:** How is the WBG perceived as a development partner in Bosnia and Herzegovina? Are opinions improving or declining?
- 5. Financial Instruments and Knowledge Work:** What do key stakeholders value the most regarding the WBG's work in Bosnia and Herzegovina? What opinion do key stakeholders have of WBG financial instruments and knowledge products? Are opinions improving or declining? What are stakeholders' suggestions for improving WBG's effectiveness?
- 6. Communication and Outreach:** What are the preferred communication channels? Are there differences among stakeholder groups in terms of preferred channels?
- 7. Message Recall:** What key topics do stakeholders recall from the WBG communication, and from what channels?



# Methodology Overview

## ■ Fielded May – July 2024

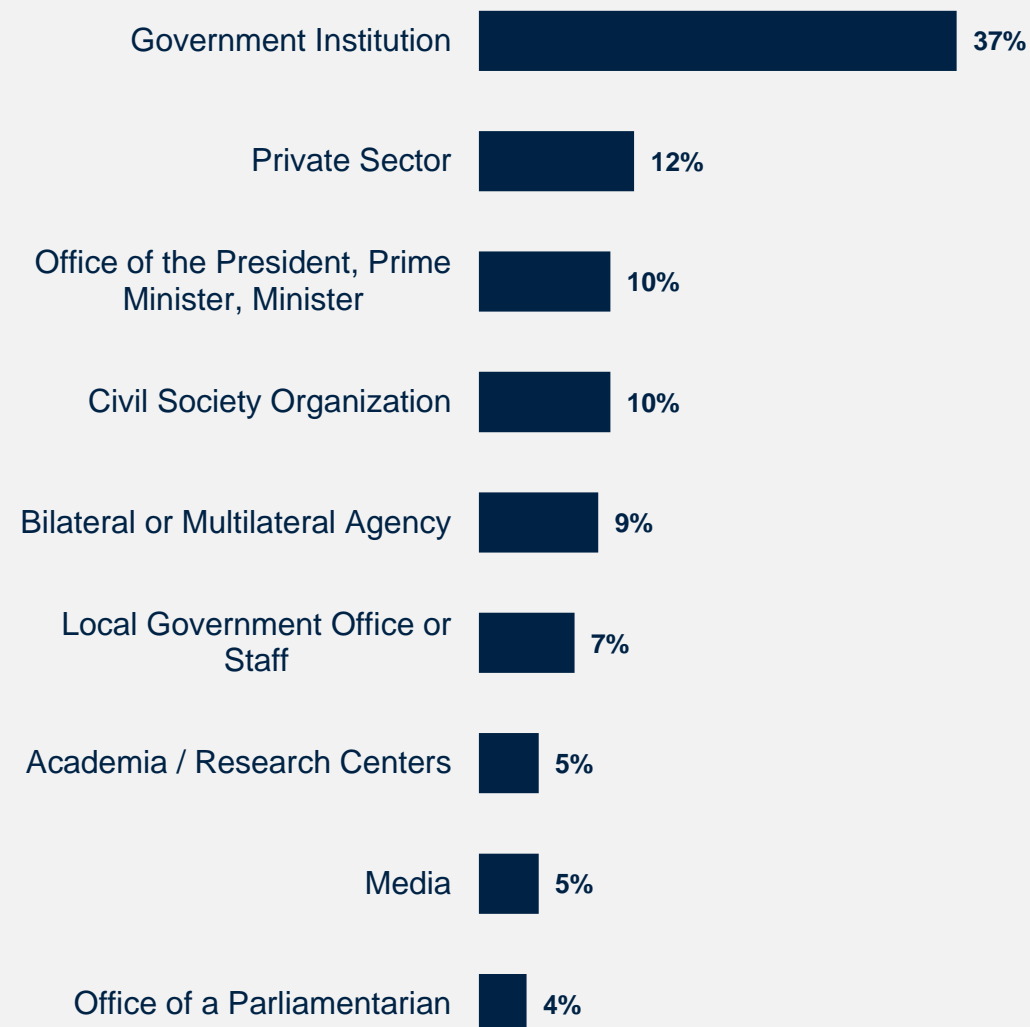
- 413 potential participants were asked to complete a mostly quantitative survey
- Respondents received the questionnaire via email and completed the survey online
- List of names provided by the WBG country team and supplemented by the field agency
- Process managed on the ground by the field agency

## ■ 107 participants (26% response rate)

- 68% from the Federation of Bosnia and Herzegovina and 30% from Republika Srpska
- 47% currently collaborate with the WBG

## ■ Compared to FY21 Country Survey

- 191 participants (48% response rate)
- 62% from the Federation of Bosnia and Herzegovina and 35% from Republika Srpska
- 43% collaborated with the WBG



Click [here](#) for details of the Respondent Sample and Methodology.



What is your primary professional affiliation? (Select only 1 response)  
(Percentage of Respondents, N=107)

# Overall Context

*“[For the BiH], the key weaknesses include organization and processes in the public sector. The lack of organizational and technical knowledge in the public sector hinders the development of other segments of society. Attention should be focused on the development of the legal framework and application of standards (programs) that will have effects on the work of the public sector.”*

(Government Institution Respondent)



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*In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Bosnia and Herzegovina? (N=58)*

# Familiarity with the World Bank Group

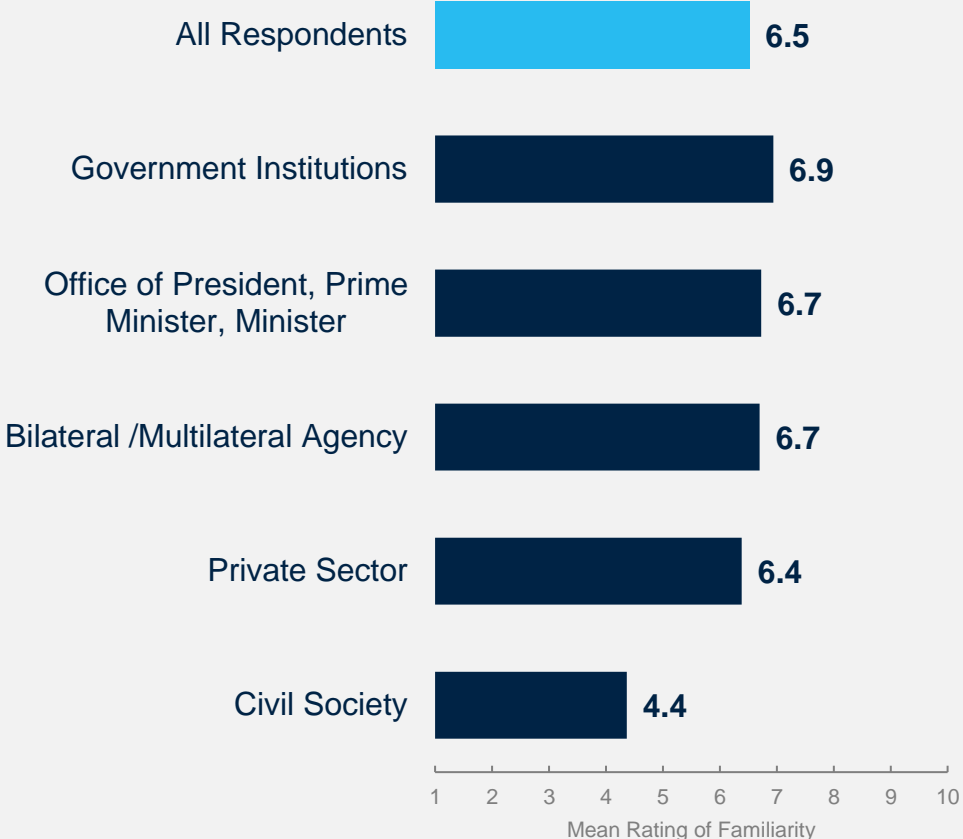
- Comparison of FY21 and FY24:** Respondents in this year’s Country Survey reported significantly higher levels of familiarity with the World Bank Group compared to respondents in the FY21 Survey:

Mean familiarity:     **FY24 = 6.5**  
                                   **FY21 = 5.5**

- Collaboration with the WBG:** Respondents who indicated that they collaborate with the WBG reported significantly higher levels of familiarity with the institution’s work:

Mean familiarity:     **Collaborate with WBG = 7.9**  
                                   **Do not collaborate = 5.3**

- Stakeholder Groups:** Respondents from government institutions, the office of the President, Prime Minister, Minister, and bilateral/multilateral agencies reported the highest levels of familiarity with the WBG’s work, whereas civil society respondents had significantly lower levels of familiarity.

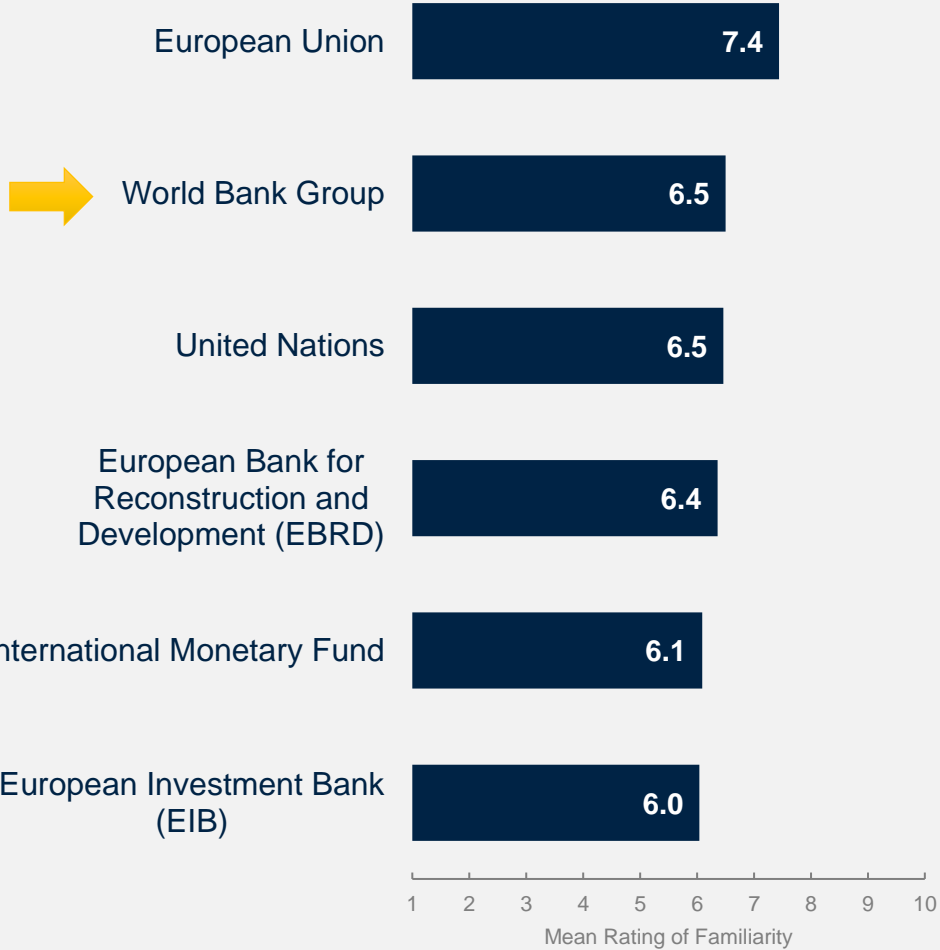


*Note: **Government Institutions** include respondents from government institutions and local government. The sample size from the Office of a Parliamentarian, academia, and media was insufficient for inclusion in the stakeholder analysis.*



# Stakeholders Most Familiar with the EU, WBG, and the UN

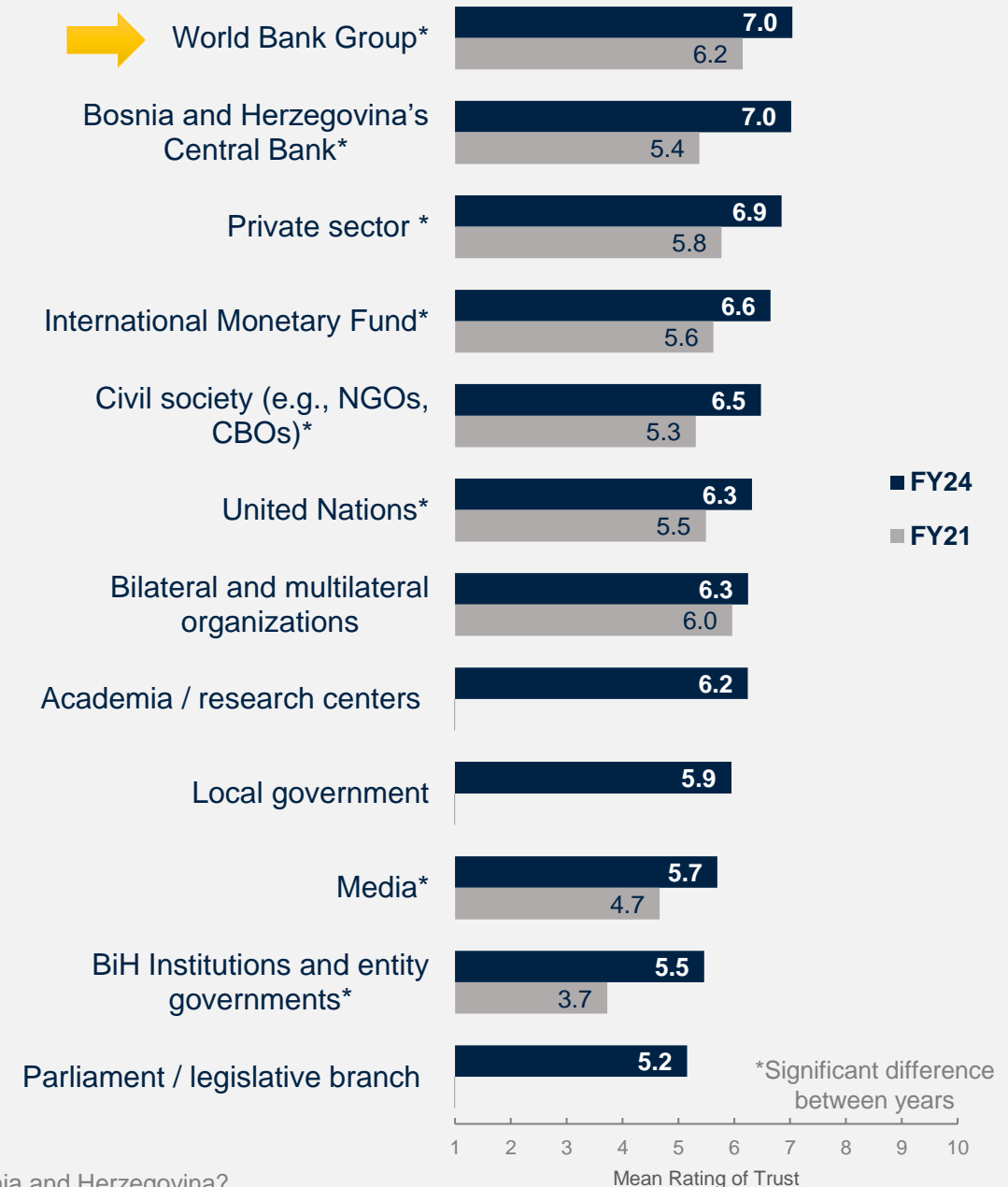
- Respondents in this year's Country Survey were asked to indicate their familiarity with the work of several international organizations, in addition to the World Bank Group. Of these organizations, respondents in Bosnia and Herzegovina indicated the highest levels of familiarity with the work of the European Union, followed by the World Bank Group and the United Nations.



# The WBG and the Central Bank are the Most Trusted Institutions in Bosnia and Herzegovina

Respondents in Bosnia and Herzegovina rated the **WBG** and **Bosnia and Herzegovina's Central Bank** as the most trustworthy institutions. Trust in these institutions has grown significantly since the last survey effort in FY21.

Of note, trust increased in most of the institutions studied in both survey years, especially for the media and BiH institutions and entity governments.



# *Overall Attitudes toward the World Bank Group*

*“Much stronger conditioning of local authorities in the continuation of cooperation, especially in the direction of improving the system of corporate management in public companies, since they are the cancer of the wounds of the entire society.”* (Private Sector Respondent)



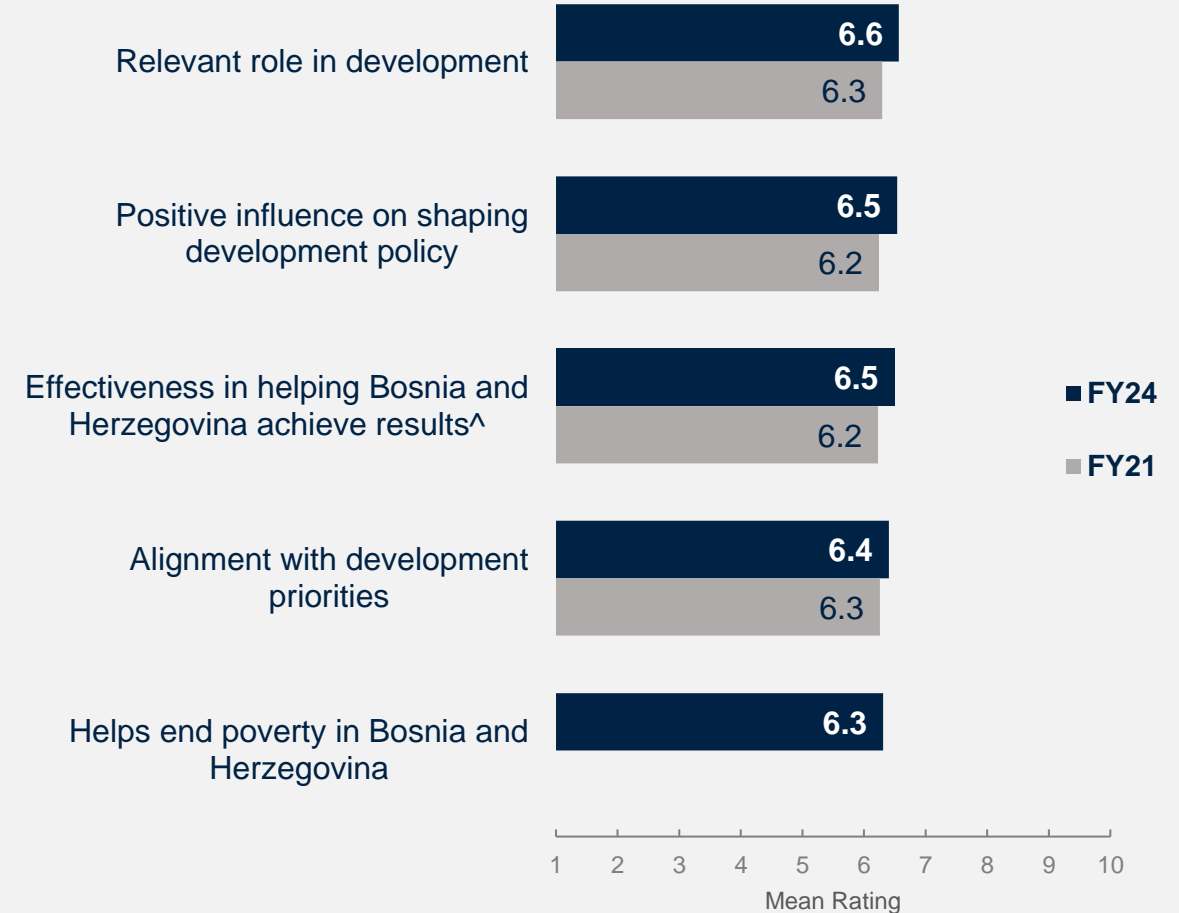
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*In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Bosnia and Herzegovina? (N=58)*

# WBG Key Performance Indicators were Consistent with FY21

In FY24, respondents gave the highest ratings for the WBG’s **relevance** to development in Bosnia and Herzegovina, **positive influence** on shaping development policy, and **effectiveness**. Ratings for the key performance indicators have slightly increased compared to FY21, but the changes haven’t reached statistical significance.



The WBG currently plays a relevant role in development in Bosnia and Herzegovina. Scale: 1 Strongly disagree – 10 Strongly agree  
 The WBG has a positive influence on shaping the development policy in Bosnia and Herzegovina. Scale: 1 Strongly disagree – 10 Strongly agree  
 How effective is the WBG in helping Bosnia and Herzegovina achieve development results? Scale: 1 Not effective at all – 10 Very effective  
 The WBG’s work is aligned with what I consider the development priorities for Bosnia and Herzegovina. Scale: 1 Strongly disagree – 10 Strongly agree  
 The WBG’s work helps end poverty in Bosnia and Herzegovina. Scale: 1 Strongly disagree – 10 Strongly agree

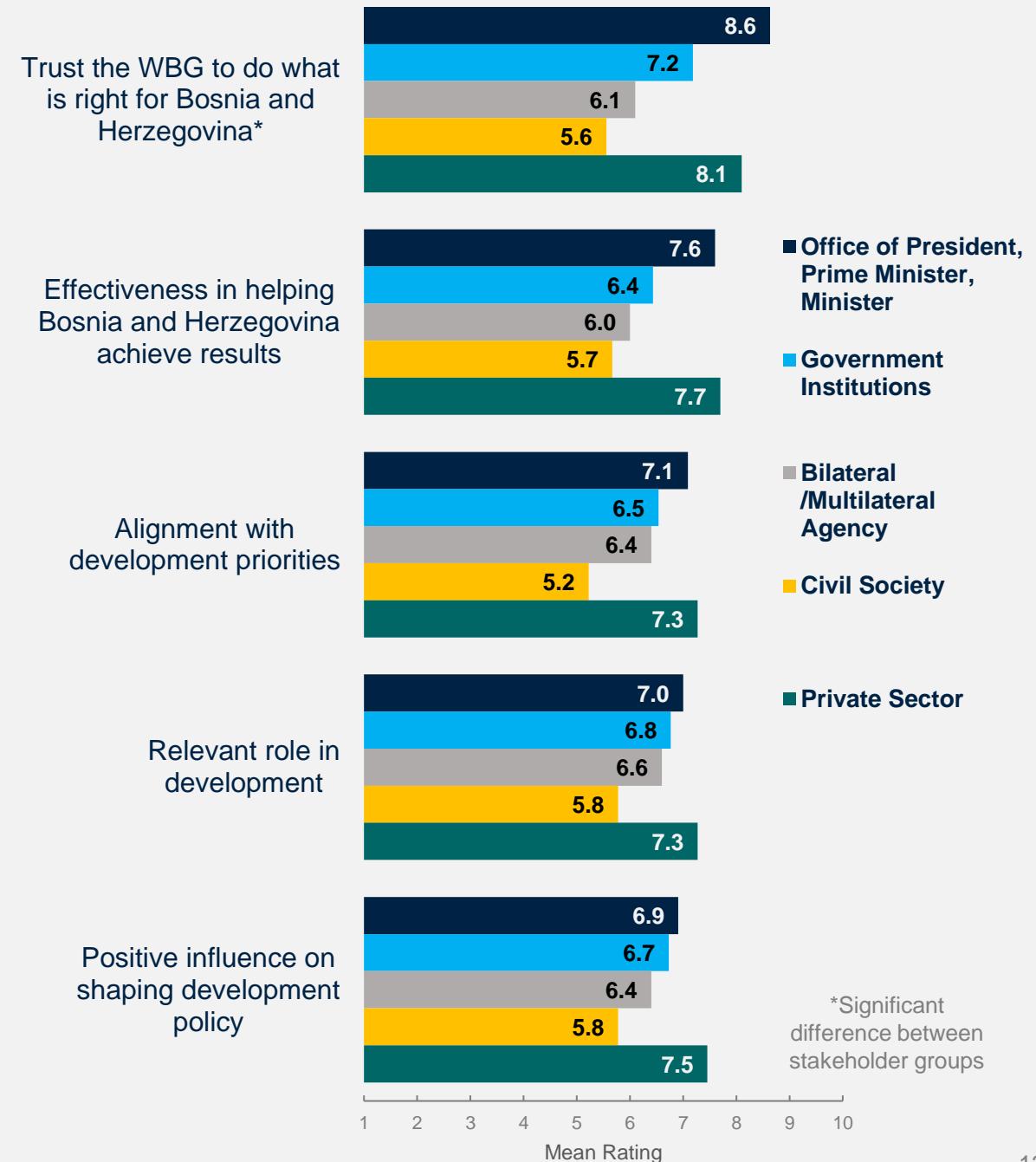
<sup>^</sup>Compared to a mean score of the two questions asked in FY21: “Overall, please rate your impression of the WBG’s effectiveness in Bosnia and Herzegovina.” Scale: 1 Not effective at all – 10 Very effective; “To what extent does the WBG’s work help to achieve development results in Bosnia and Herzegovina?” Scale: 1 To no degree at all – 10 To a very significant degree



# Government Principals and Private Sector Stakeholders Had More Positive Perceptions of the WBG

Comparisons of ratings for key performance indicators between stakeholder groups show that respondents from **high government offices** and the **private sector** gave the highest ratings for the WBG's work across all KPIs.

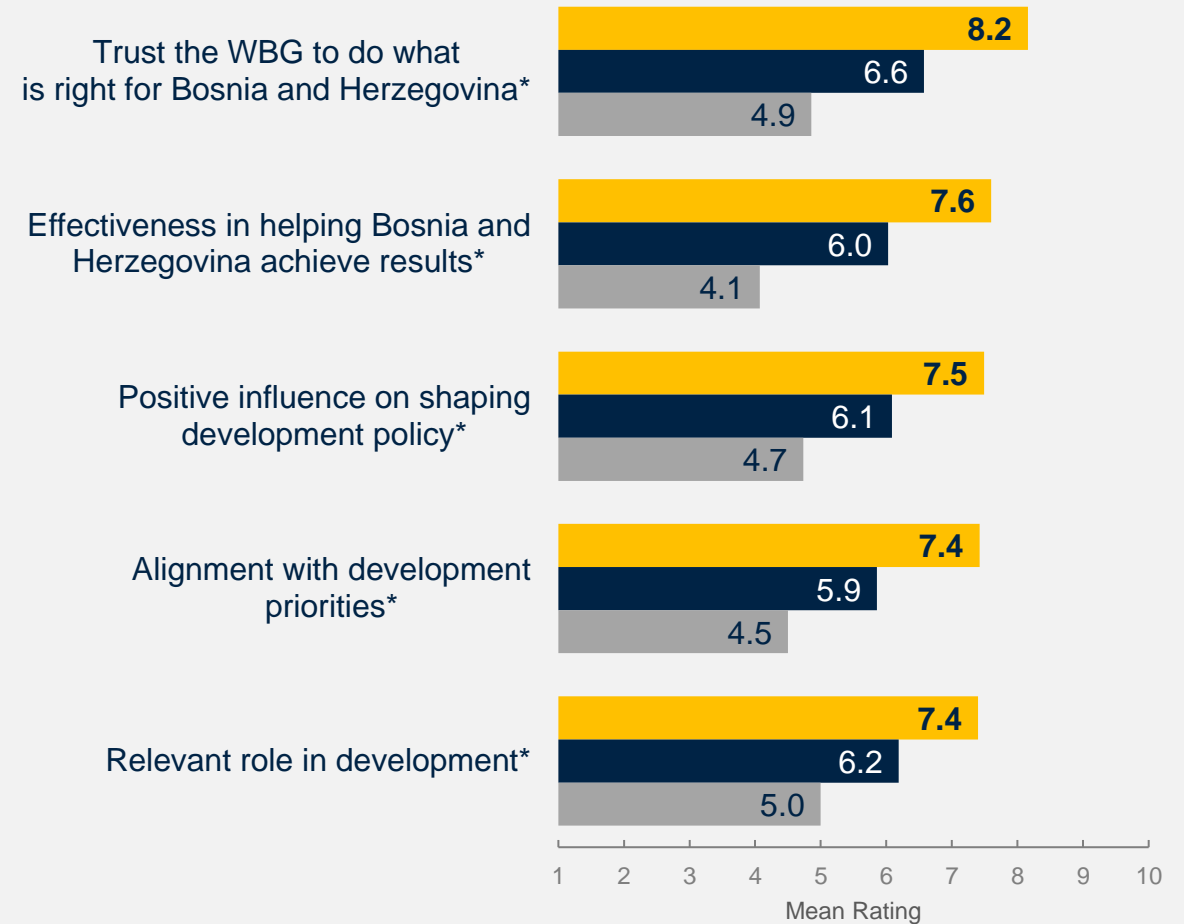
In contrast, respondents from **civil society** were more critical of the WBG's work, especially regarding the WBG's alignment and trust in the WBG.



# Familiarity Leads to More Positive Perceptions

Comparing ratings of key performance indicators among respondents highly familiar with the WBG (ratings of 8-10 on a 10-point scale) and those with little familiarity with the WBG (ratings of 1-4 on a 10-point scale), one can see that the more familiar stakeholders are with the WBG, the more positive their perceptions of it and its work are.

**Meaningful engagement and outreach can continue to increase positive perceptions.**



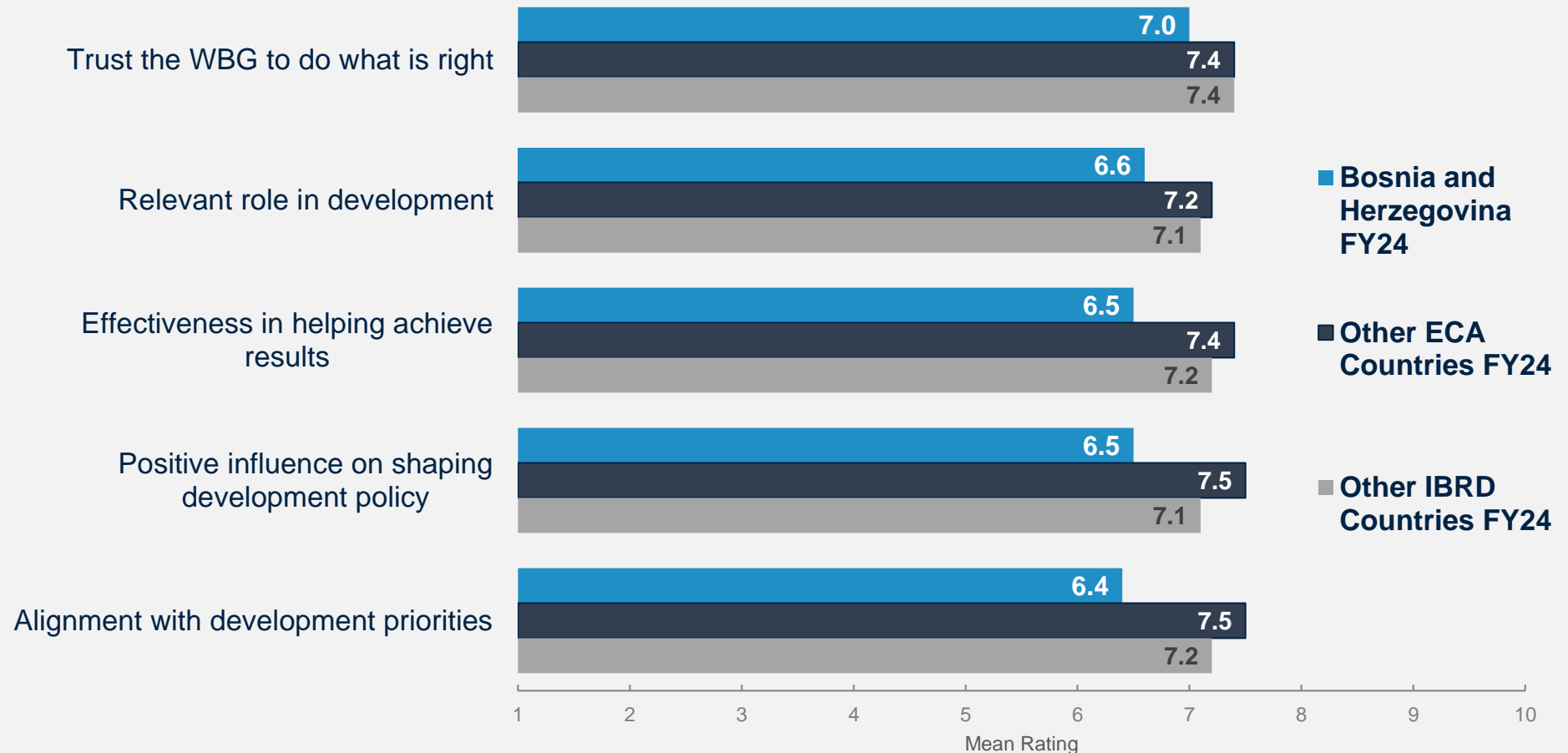
*How familiar are you with the work of the WBG in Bosnia and Herzegovina?*

■ High Familiarity (8-10) ■ Some Familiarity (5-7) ■ Low Familiarity (1-4)

\*Significant difference between levels of familiarity



# Bosnia and Herzegovina's Key Performance Indicators are Lower than in Other Europe and Central Asia Countries and Other IBRD Countries

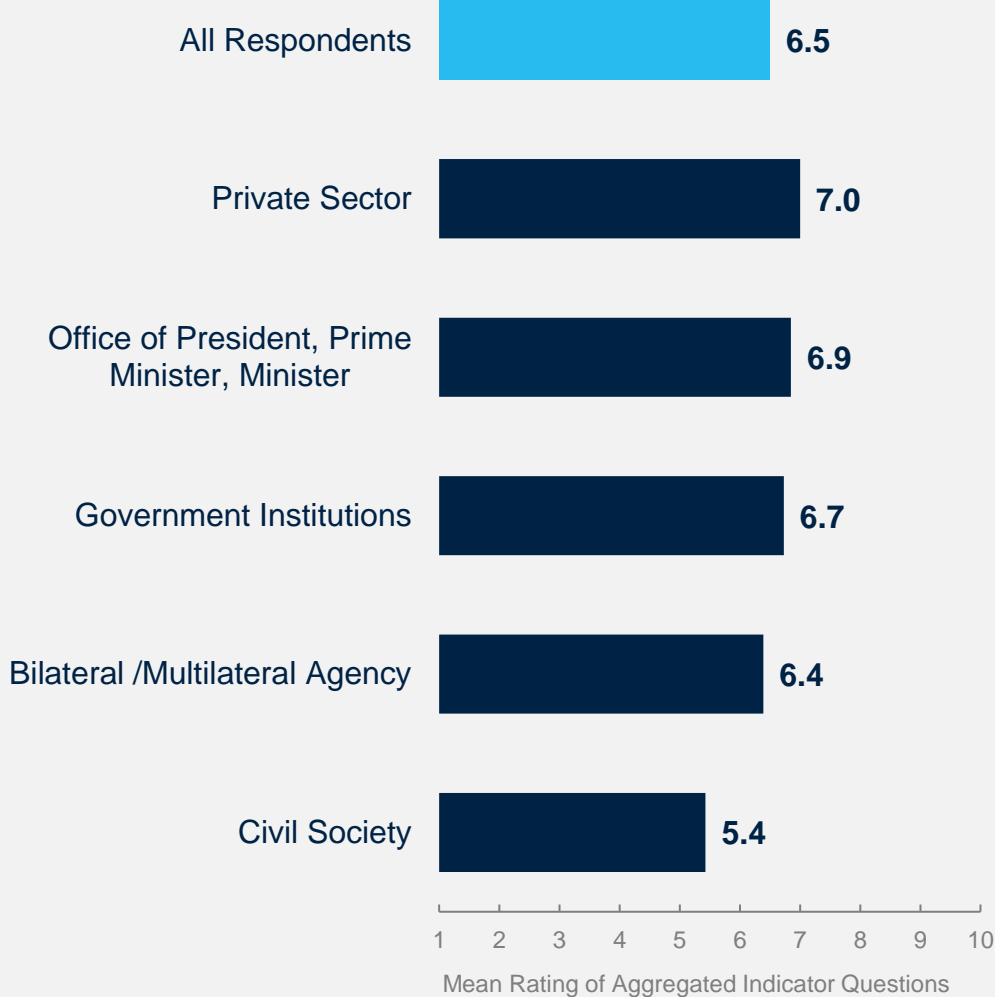


# Stakeholder Trends Across Performance Indicators

Respondents from the **private sector**, closely followed by the respondents from the **Office of President, Prime Minister, Minister** had higher mean ratings across the aggregated responses to the nineteen COS indicator questions compared to respondents from civil society.

**Collaboration with the WBG:** Respondents who indicated that they collaborate with the WBG gave significantly higher ratings across the aggregated indicator questions compared to respondents who did not collaborate with the WBG:

Mean rating:       **Collaborate with WBG = 7.3**  
                          **Do not collaborate = 5.7**



# *World Bank Group's Support for Development Areas*

*"I believe that supporting the education of this society could be of the greatest benefit to this country. In addition, there is significant support for civil society, as well as environmental projects of all kinds, and private businesses, but only where the support is really effective."*

(Office of Parliamentarian Respondent)



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In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Bosnia and Herzegovina? (N=58)

# WBG: Focal Development Areas

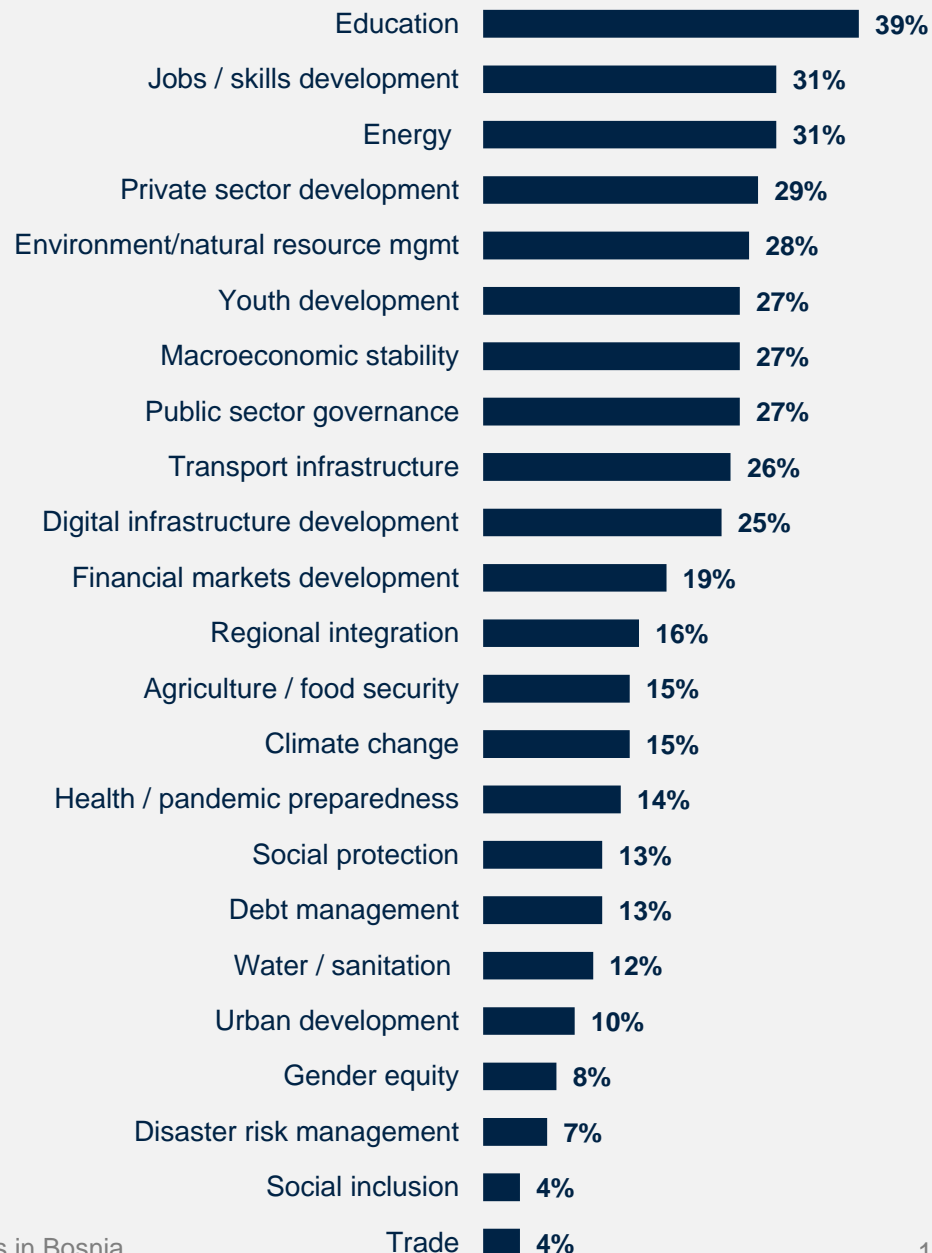
In FY24, most stakeholders wanted the WBG to focus its resources on **education**. **Jobs/skills development**, **energy**, **private sector development**, and **environment/natural resource management** were also considered top priorities.

The current top priority – **education** – has grown in prominence since the last survey (24% of respondents selected it as a priority in FY21). **Energy** was also a more prominent priority in FY24 (only 10% in FY21).

*In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Bosnia and Herzegovina?*

*“[...] Improving access to finance for vulnerable groups through targeted programs for women and youth, agriculture, artisans, EE and RES users, etc. which include more favorable credit conditions and additional technical support for business start-up and development.*

- 3. Improvement of the regulatory framework*
- 4. Support for innovative financial products and the development of new products and services such as payment transactions, microinsurance, card products, etc.” (Private Sector Respondent)*

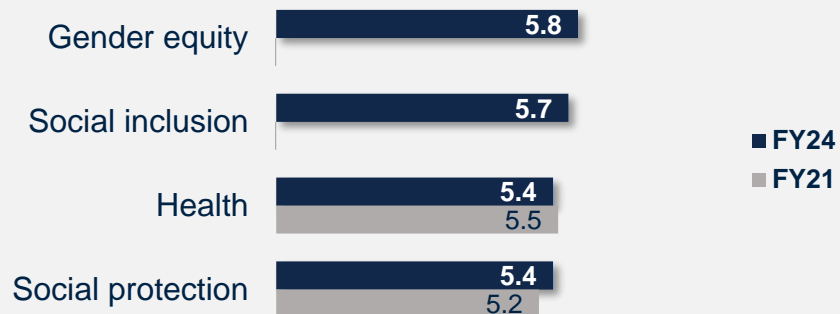


Which areas should the WBG prioritize to have the most impact on development results in Bosnia and Herzegovina? (Select up to 5) (Percentage of Respondents, N=104)

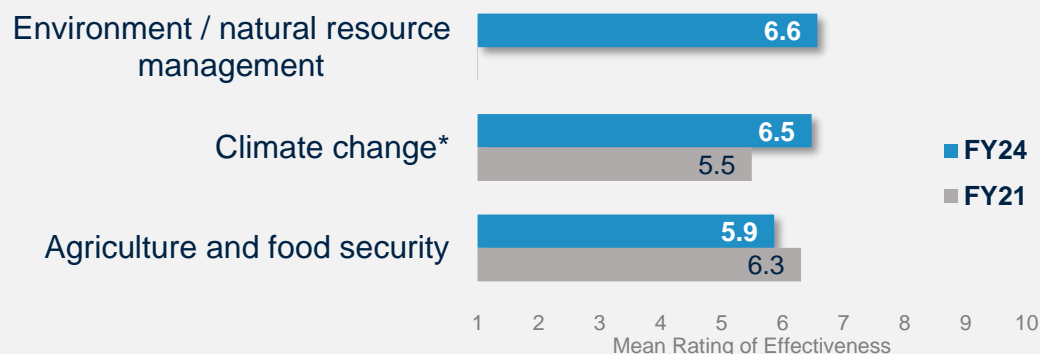
# Effectiveness of WBG's Sectoral Support

The WBG's work in **environment/natural resource management, climate change, and water supply and sanitation infrastructure** received the highest effectiveness ratings. Of note, the perceived effectiveness of the WBG's work in **climate change** has significantly improved. The perceived effectiveness of the WBG's work in the areas of **energy/extractives, urban development, and agriculture and food security** declined but did not reach statistical significance.

## Human Development



## Environmental Sustainability

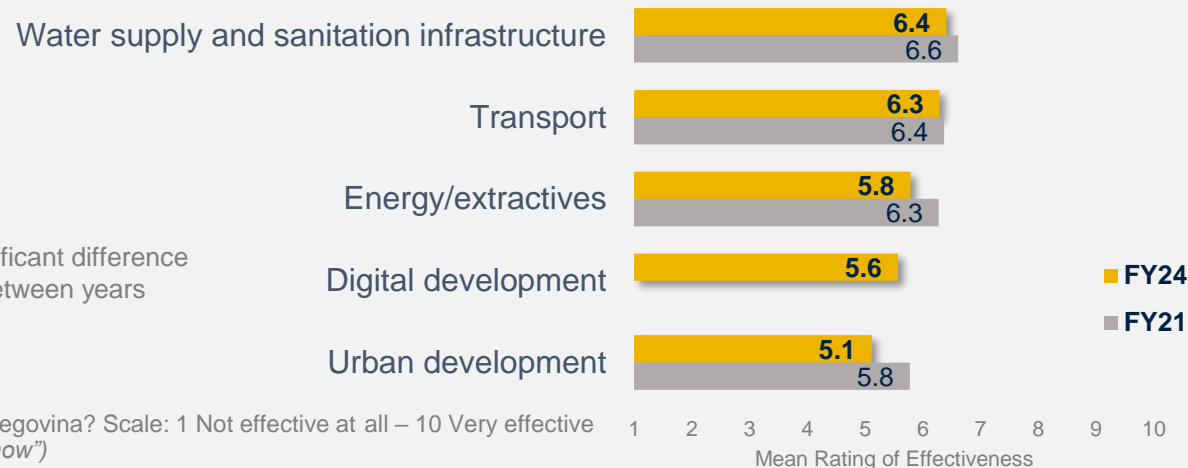


\*Significant difference between years

## Finance / Institutions / Economic Growth



## Infrastructure



How **effective** has the WBG been at achieving development results in each of these areas in Bosnia and Herzegovina? Scale: 1 Not effective at all – 10 Very effective  
(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

# ***World Bank Group's Engagement on the Ground in Bosnia and Herzegovina***

*"[The WBG should] establish better communication, greater accessibility of its employees and greater information in order to become familiar with the work and the possibilities of using available funds."*

(Respondent from the Office of the President, Prime Minister, Minister)



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*In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Bosnia and Herzegovina? (N=58)*

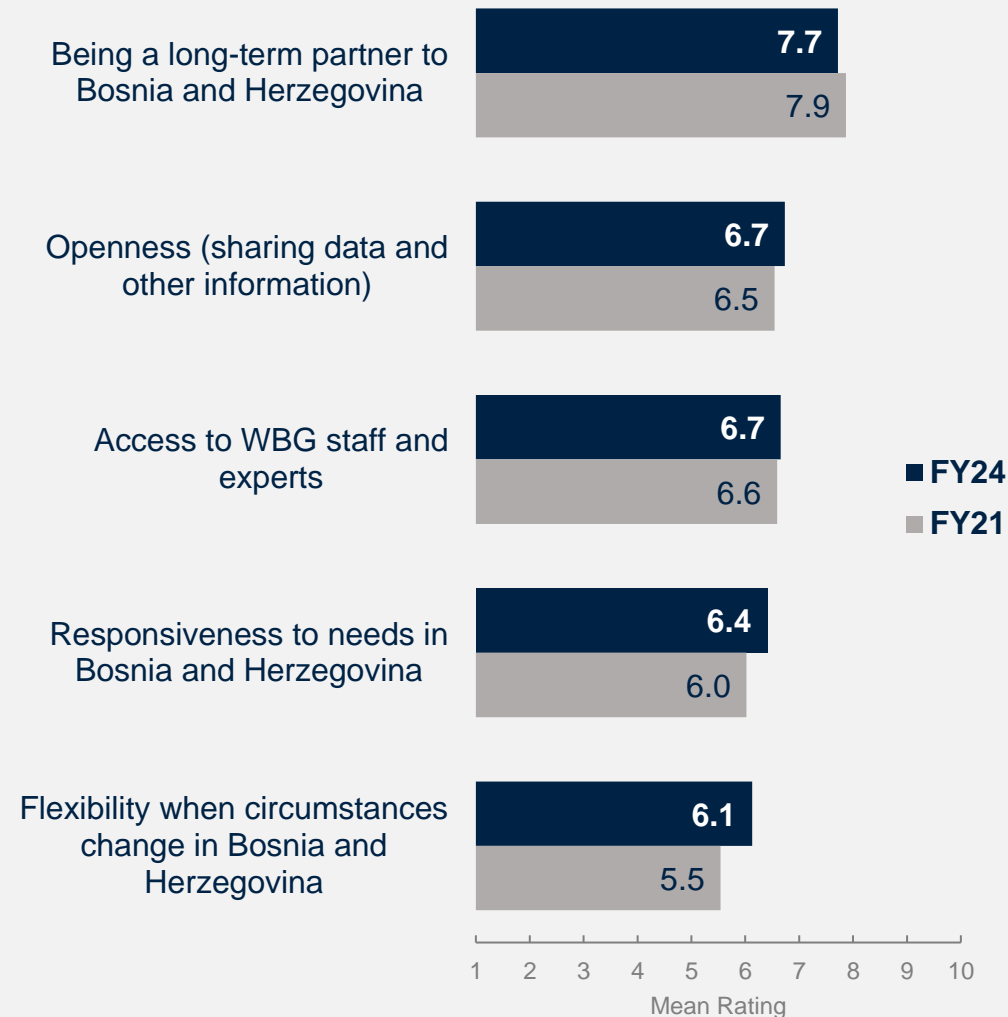
# The WBG is Seen as a Long-Term Partner

In FY24, respondents continue to see the WBG as a **long-term partner** to the country. Perceptions of the WBG's **openness** and **staff accessibility** are also rather positive. Perceptions of the WBG's **flexibility** have improved in FY24, although not significantly.

***In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Bosnia and Herzegovina?***

*“Increase visibility, include all relevant organizations and institutions from certain areas, more proactively inform the general public about their activities.”*

(Government Institution Respondent)



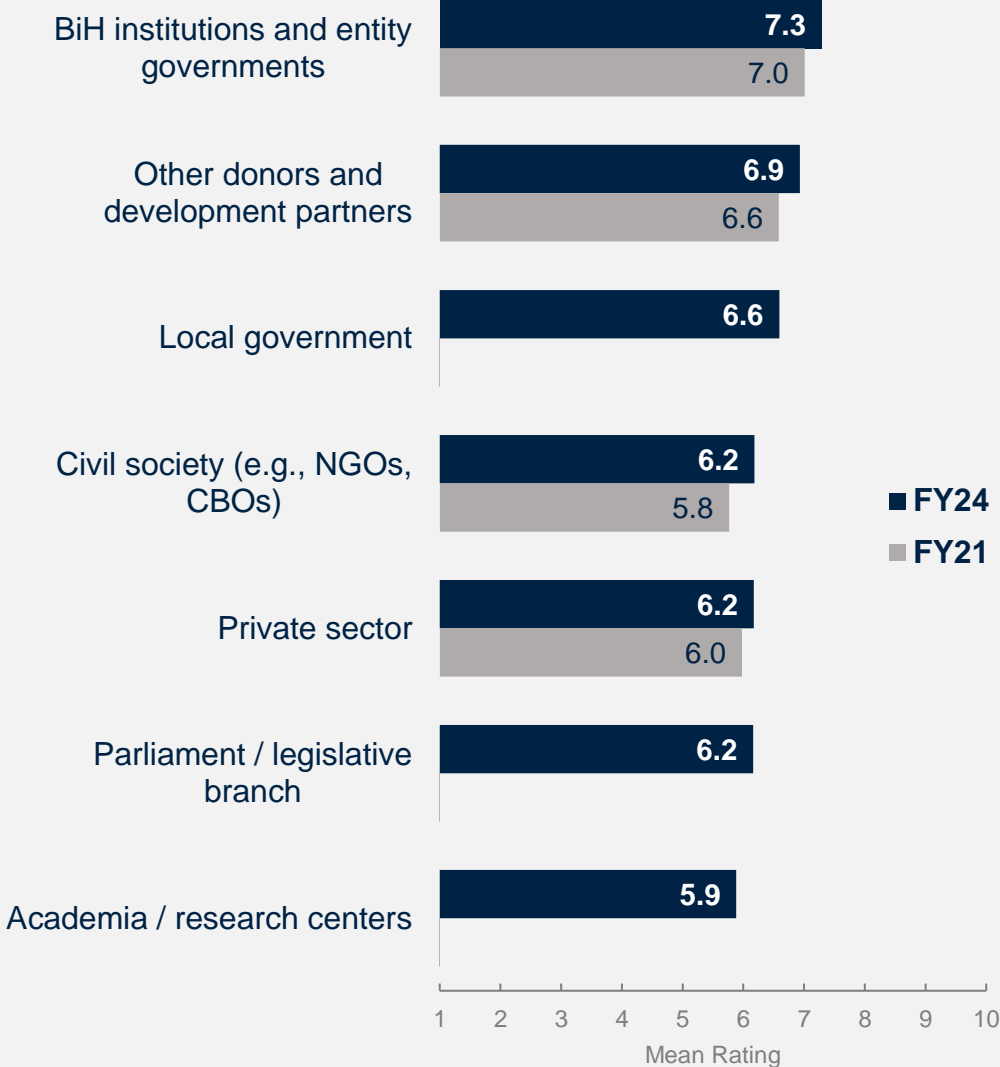
To what extent is the WBG an effective development partner in terms of the following?


Scale: 1 To no degree at all – 10 To a very significant degree

^Compared to the mean of institutional flexibility and flexibility to changes in the country context asked in FY21.

# The WBG's Collaboration with the Government in Bosnia and Herzegovina is Seen as Consistently Effective

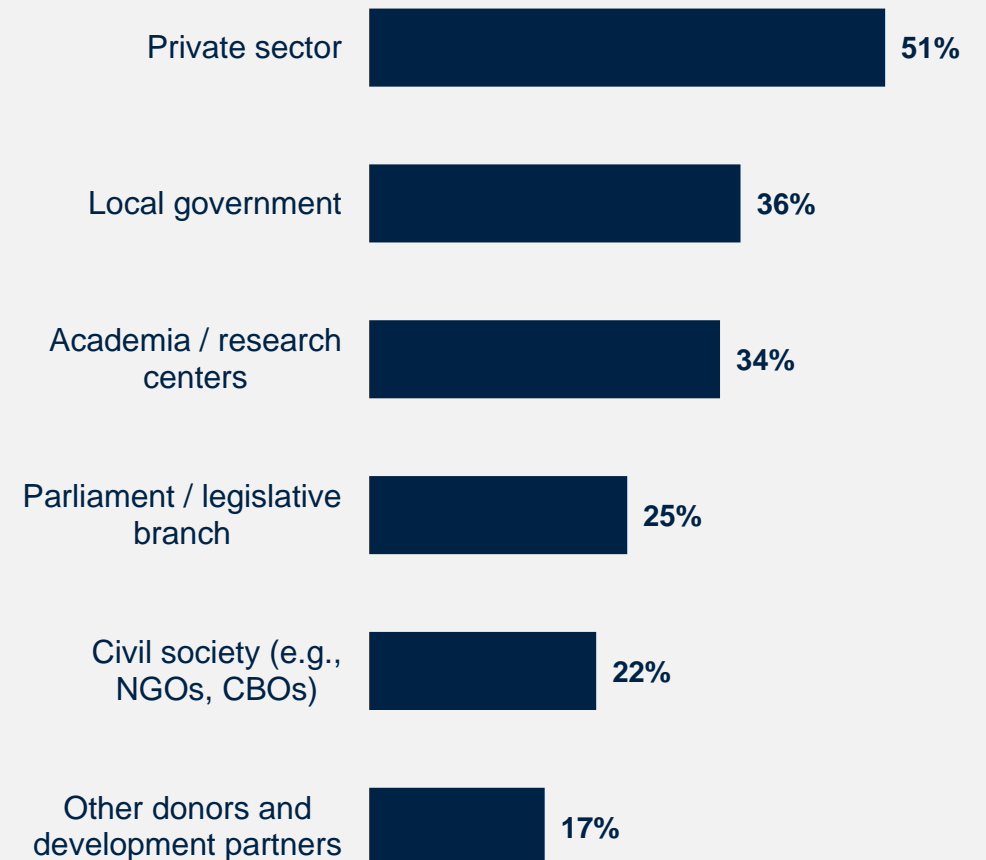
In FY24, the WBG received the highest ratings for the effectiveness of its collaboration with the **BiH institutions and entity governments**, followed by its collaboration with **other donors and development partners**. The WBG's collaborations with civil society and the private sector improved slightly but not significantly. Of note, WBG's collaboration with academia received the lowest effectiveness ratings.



 To what extent is the WBG an effective development partner in Bosnia and Herzegovina, in terms of collaborating with the following groups? Scale: 1 To no degree at all – 10 To a very significant degree

# Stakeholders Want the Bank to Collaborate More with Private Sector

Just over half of respondents in this year's survey indicated that the WBG should collaborate more with the **private sector** in addition to its partnership with the BiH institutions and entity governments. Approximately one-third of respondents welcomed more collaboration with **local government** and **academia**.



*In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Bosnia and Herzegovina?*

*“Be more open to the non-governmental sector, more clearly publish projects in which it is possible to participate, and increase media presence.”*

(Civil Society Respondent)



# ***World Bank Group's Financial Instruments and Knowledge Work***

*“Assist the private sector in development and competitiveness and use appropriate mechanisms to pressure the executive and legislature to work for the benefit of citizens.”*

(Media Respondent)

*“Increase visibility, include all relevant organizations and institutions from certain areas, and more proactively inform the general public about their activities.”*

(Government Institution Respondent)



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*In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Bosnia and Herzegovina? (N=58)*

# Financial Resources Considered the Bank's Greatest Value to Bosnia and Herzegovina

Respondents considered the WBG's **financial resources** to be its greatest value to Bosnia and Herzegovina (62% of respondents). **Technical assistance and implementation support** followed, with 39% of respondents emphasizing them.

## *In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Bosnia and Herzegovina?*

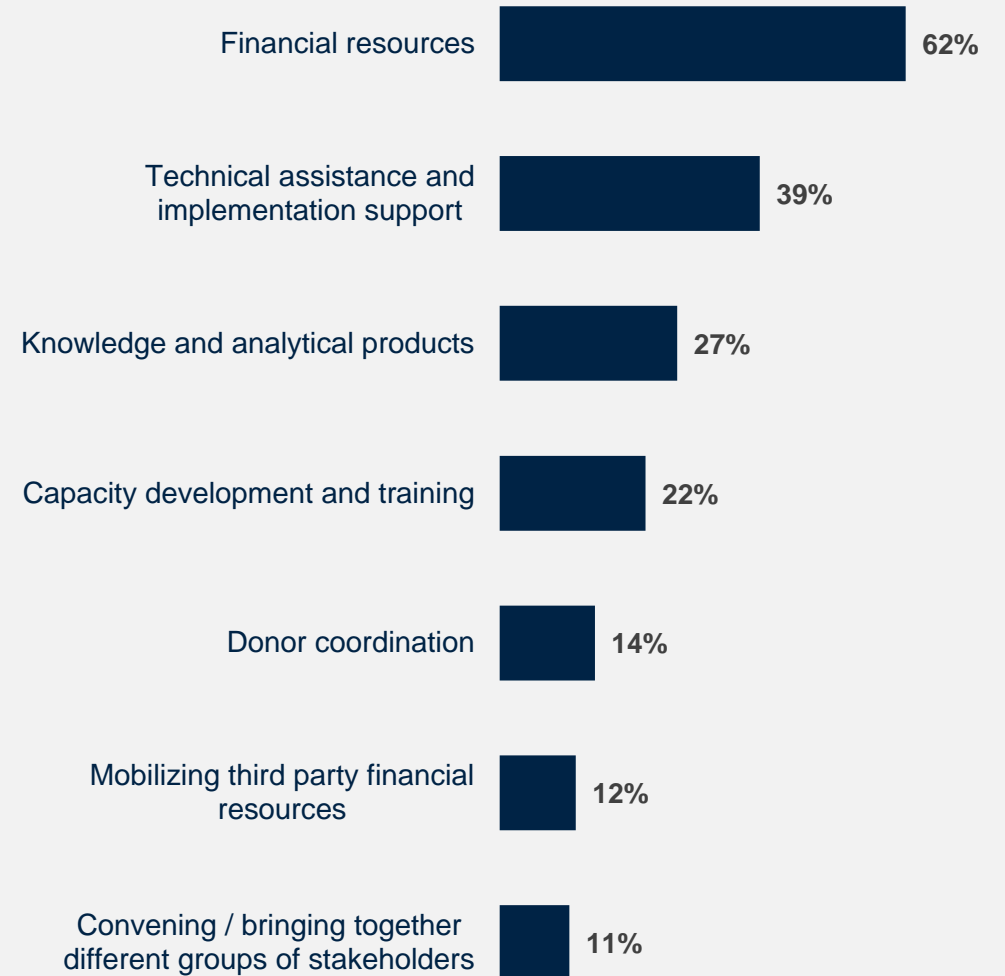
*“Establishing systemic support for the microfinance sector (MF)*

*1. Strengthening the capacity of the MoF sector by providing support to the work of the Association in order to strategically contribute to the development of financial inclusion and sustainable development through technical assistance and training and digitization of services/digital transformation of the sector.*

*- Establish online systems/dashboard at the level of the MFI Monitoring and Evaluation Association in order to measure the impact of microfinance programs on economic growth and poverty reduction. Use data for continuous program improvement. Measure quantitative and qualitative indicators including ESG business indicators.*

*- Encourage various levels of education, training, exchange of best practices from the world of microfinance, etc.”*

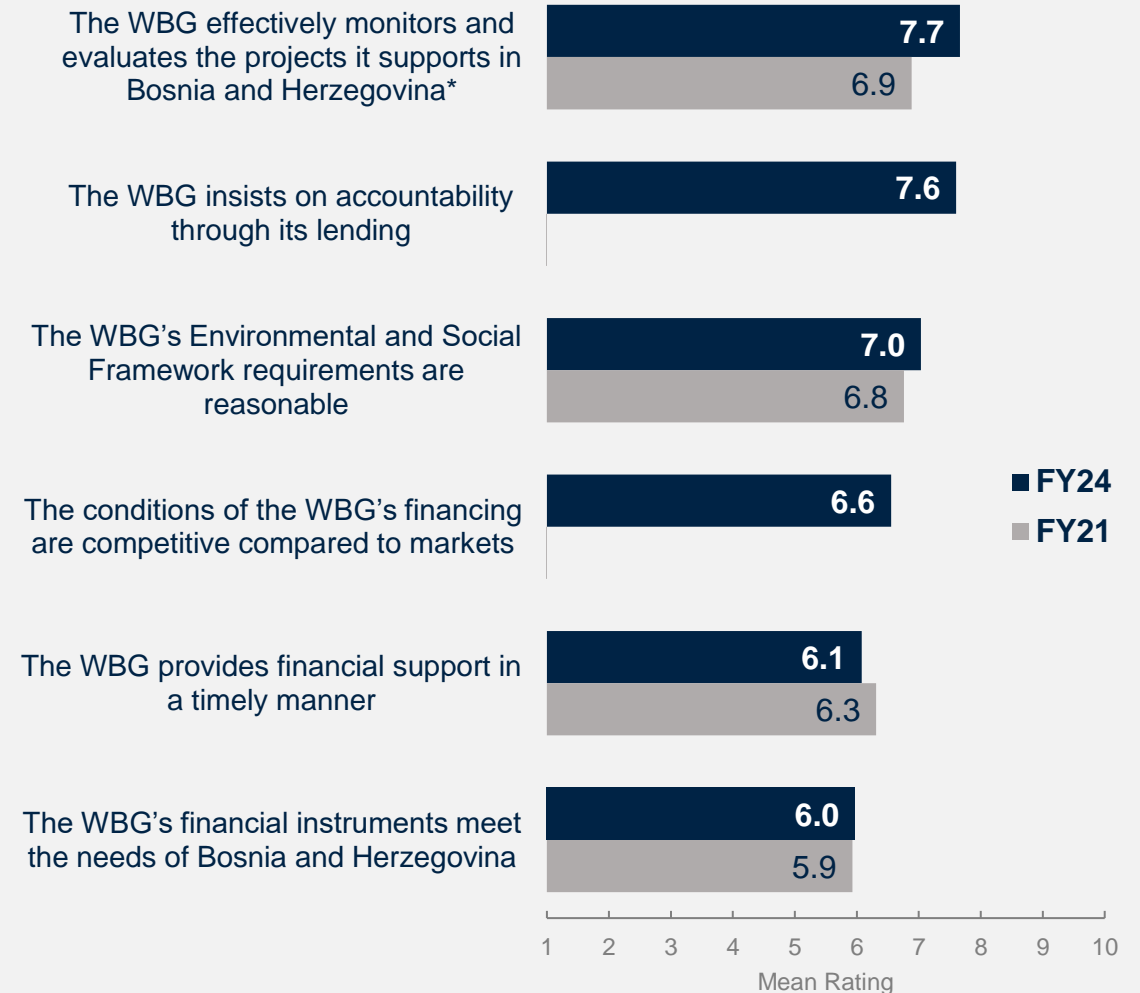
*(Private Sector Respondent)*



# The WBG Effectively Monitors and Evaluates Projects it Supports

Regarding the WBG's financial instruments, respondents had the highest levels of agreement that **the WBG effectively monitors and evaluates its projects and insists on accountability through its lending**. Perceptions of how effectively WBG monitors and evaluates projects have improved significantly compared to the FY21 results.

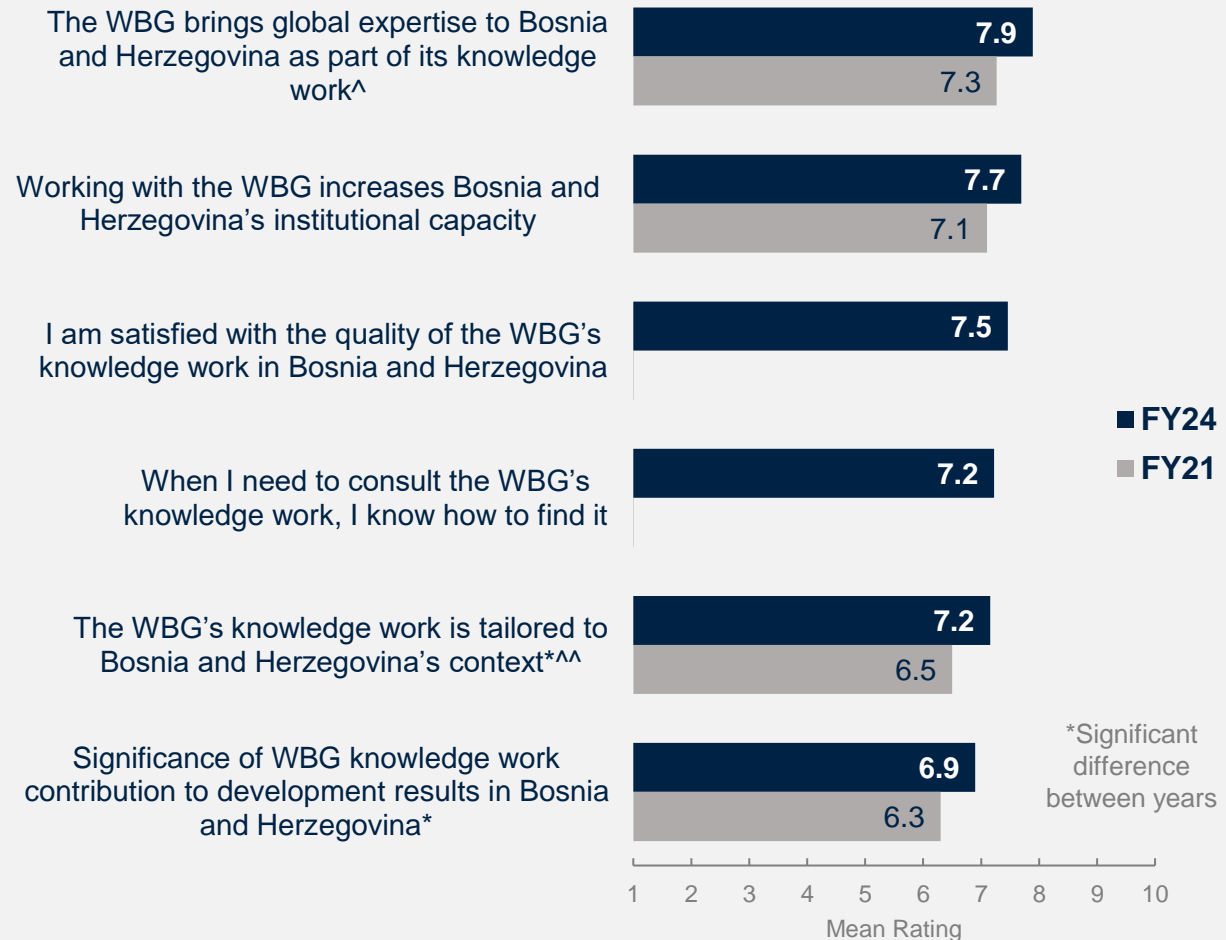
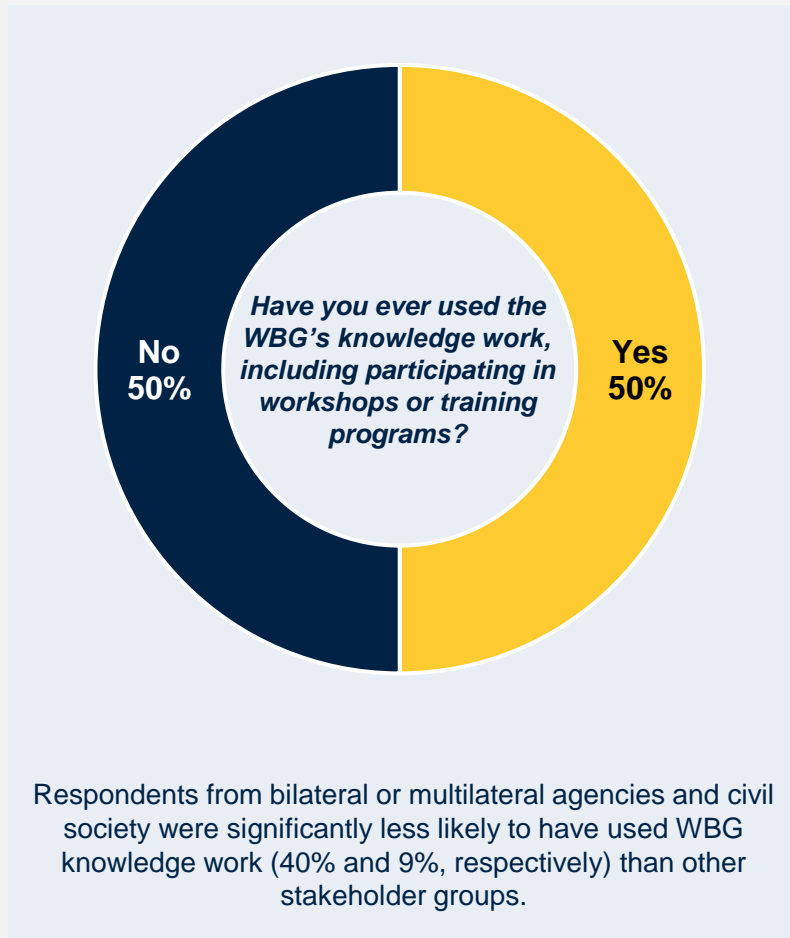
- Overall, respondents from the private sector gave higher ratings to all financial indicators than other stakeholder groups. Private sector respondents rated the Bank's insistence on accountability through lending especially high (private sector mean = 8.6).



\*Significant difference between years



# Half of Respondents Used the WBG's Knowledge Work; Perceptions are Positive and Have Improved since FY21



Have you ever used the WBG's knowledge work, including participating in workshops or training programs? (Percentage of Respondents, N=98)

To what extent do you agree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree

How significant a contribution do you believe the WBG's knowledge work makes to development results in Bosnia and Herzegovina? Scale: 1 Not significant at all –

10 Very significant <sup>^</sup>Compared to "Source of relevant information on global good practices" asked in FY21.

<sup>^^</sup>Compared to "Are adaptable to Bosnia and Herzegovina's specific development challenges and country circumstances" in FY21.

# *The Future Role of the World Bank Group in Bosnia and Herzegovina*

*“Hold the authorities accountable when it comes to corruption and poor governance. By turning a blind eye to these corrosive issues, the WB is essentially propping up bad actors.”* (Bilateral/Multilateral Respondent)

*“1. Investing more funds in the employment of young people and women. 2. Simplification of complicated procedures carried out by the World Bank.”* (Government Institution Respondent)



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*In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Bosnia and Herzegovina? (N=58)*

# How Can the WBG Increase its Effectiveness? (Open-Ended Responses)

*Greater alignment with Bosnia and Herzegovina's needs, better understanding of local context and capacity;  
more engagement with stakeholders, and increased monitoring of WBG-funded projects*

## Engagement

- Engage on a more local level to better understand the needs and context in Bosnia and Herzegovina
- Involve local experts for better context sensitivity
- More effective collaboration with the national government and other donors and partners to achieve greater results

## Knowledge

- More support for capacity building and training, especially at the local level
- Increase the accessibility of WBG knowledge work and experts

## Results

- Projects that are tailored to the country specifics and aligned with national priorities
- More rigorous and continuous monitoring of WBG-funded projects to ensure objectives are met



## Operational Effectiveness

- Speeding up the approval process
- Reducing bureaucratic procedures

## Focus Area

- Private sector development and employment creation
- Support for the microfinance sector
- Public sector governance, capacity building

## Communication

- More communication regarding WBG projects and their results to increase awareness
- Active dissemination of knowledge work
- Communication with the government at all levels

## Financial Support

- Increased financial support, especially for priority needs
- Financial support of small-scale projects



*In your opinion, what is the most important thing the World Bank Group could do to increase its effectiveness in Bosnia and Herzegovina? (N=58)  
All percentages are calculated based on the total number of comments made by respondents; individual comments could be counted multiple times depending on the number of topics they covered, so the sum of all percentages may be greater than 100%.*

# Communication and Outreach

*“The most important thing is to establish coordination with other international institutions and donors. It is much more important that there is a unified strategy than a particular activity that the WBG could choose.”*

(Media Respondent)

*“Access to WBG resources (statistics, publications, research, conferences, magazines). Working with young people from elementary school so that they can fully and properly use WBG resources in a timely manner and become a member of the global community in such a way as to ensure the protection of their existence, identity and freedom towards people, things, others.”*

(Academia Respondent)



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In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Bosnia and Herzegovina? (N=58)

# Events and Direct Contact with Staff were the Most Preferred WBG Communication Channels

Respondents most preferred to receive the WBG's communications through **events/conferences/seminars/workshops** (in person or online) and **direct contact with staff**.

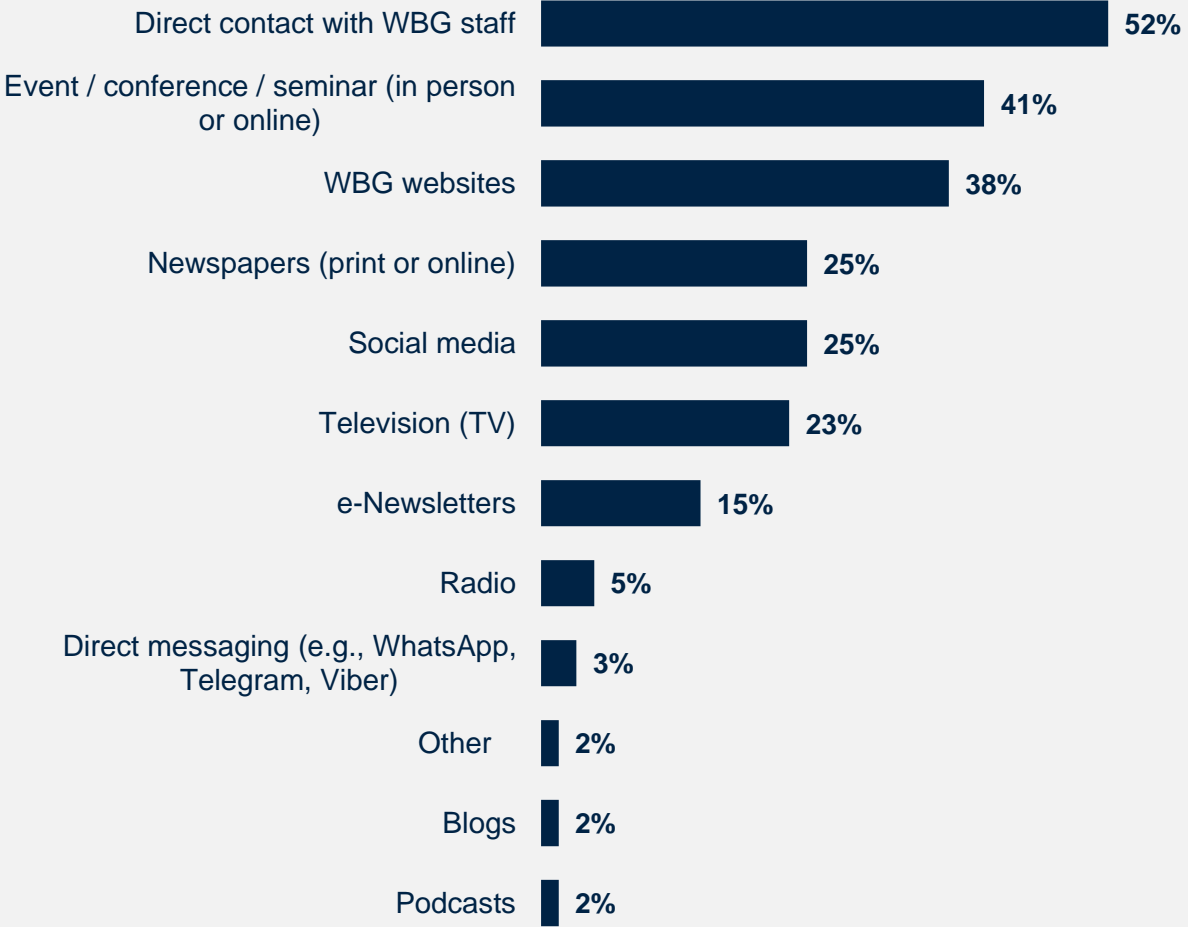
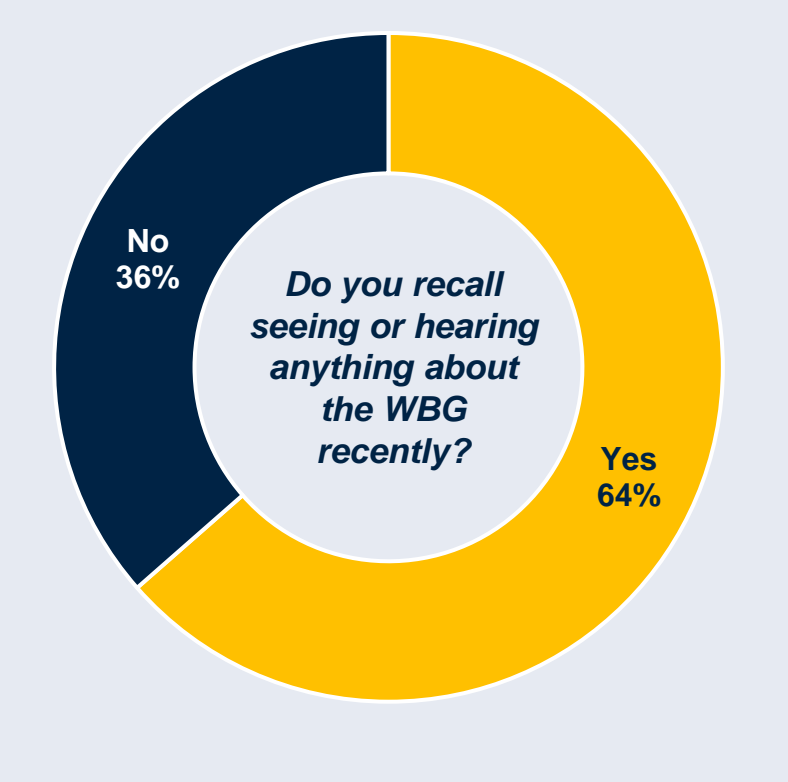
	Top Preferred WBG Channels					
	All Respondents	Office of President, PM, Minister	Government Institutions	Bilateral /Multilateral Agency	Civil Society	Private Sector
Event / conference / seminar / workshop (in person or online)	68.4%	55.6%	77.3%	37.5%	54.5%	75.0%
Direct contact with staff (e.g., in person, virtually, phone, email)	45.3%	33.3%	47.7%	62.5%	27.3%	33.3%
e-Newsletters	33.7%	33.3%	29.5%	25.0%	27.3%	50.0%
Social media (e.g., Facebook, Twitter)	13.7%	0.0%	11.4%	25.0%	36.4%	8.3%
Direct messaging (e.g., WhatsApp, Telegram, Viber)	7.4%	22.2%	6.8%	0.0%	9.1%	8.3%



How would you prefer to receive communication from the WBG? (Select up to 2)  
(Percentage of Respondents, N=95)

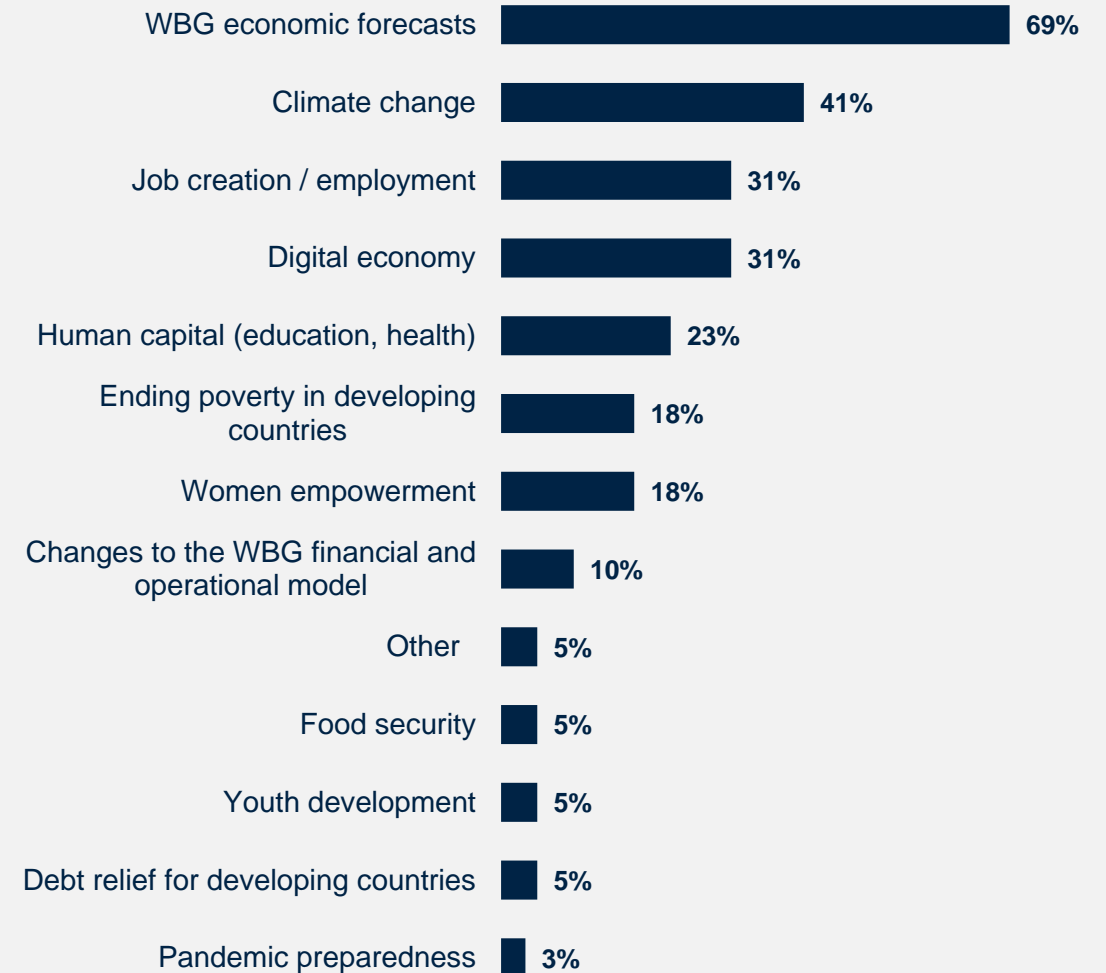
# 64% Recalled Seeing/Hearing Information about the WBG Recently, Most Often through Direct Contact with Staff

Nearly two-thirds of all respondents recalled hearing or seeing something about the WBG recently. Respondents most often reported seeing/hearing about the WBG through direct contact with staff, events, or WBG websites.



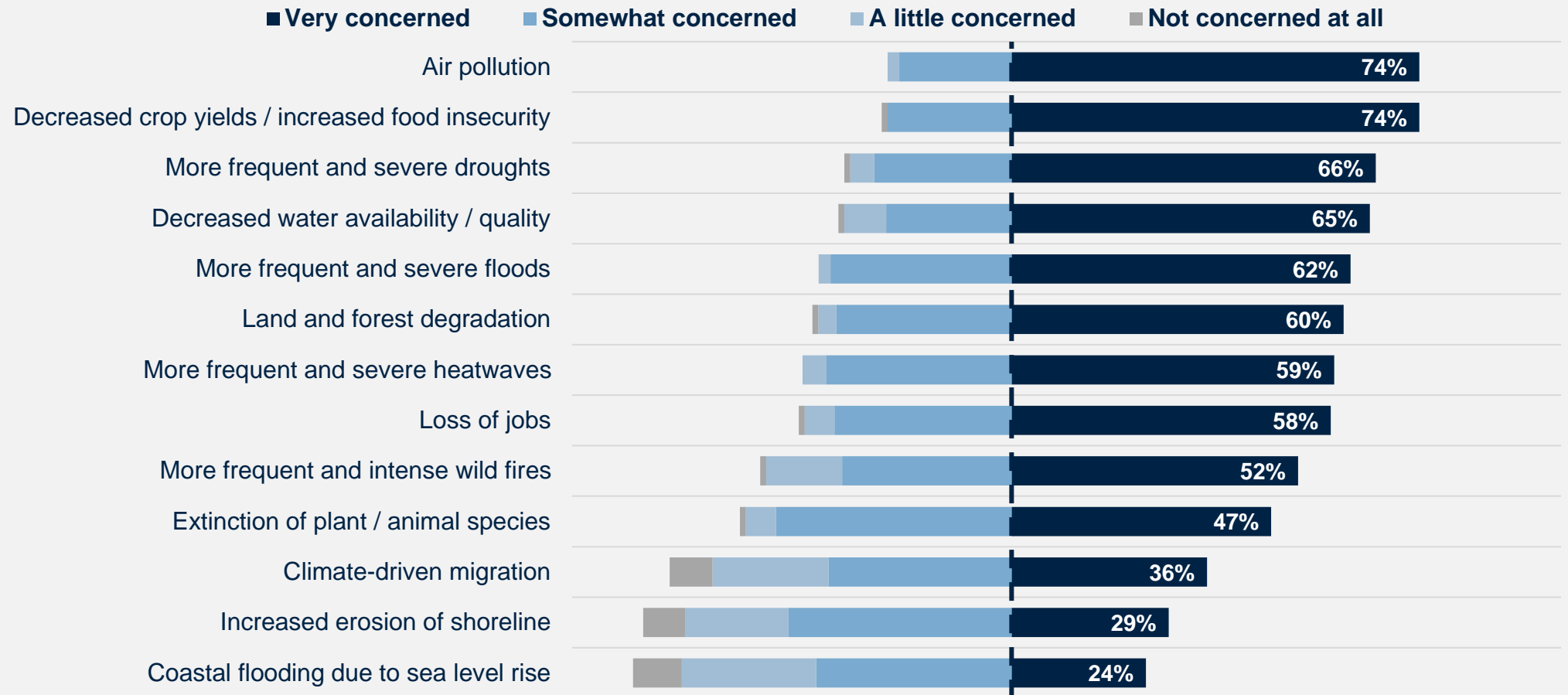
# The WBG's Economic Forecasts and Work on Climate Change were the Most Commonly Recalled Topics

Respondents most frequently recalled the WBG's economic forecasts, followed by work or research on **climate change, job creation/employment, and digital economy.**



# Climate Change Communications can be More Impactful when Related to Stakeholders' Top Concerns: Air Pollution, Decreased Crop Yields, and Food Insecurity

More than 7 in 10 respondents were **very concerned** about the potential impact of **air pollution** and **decreased crop yields/ increased food insecurity** due to climate change in Bosnia and Herzegovina. Approximately two-thirds of respondents were also very concerned about **more frequent droughts** and **water availability**. These key areas of concern should be considered to make communications about climate change more impactful.

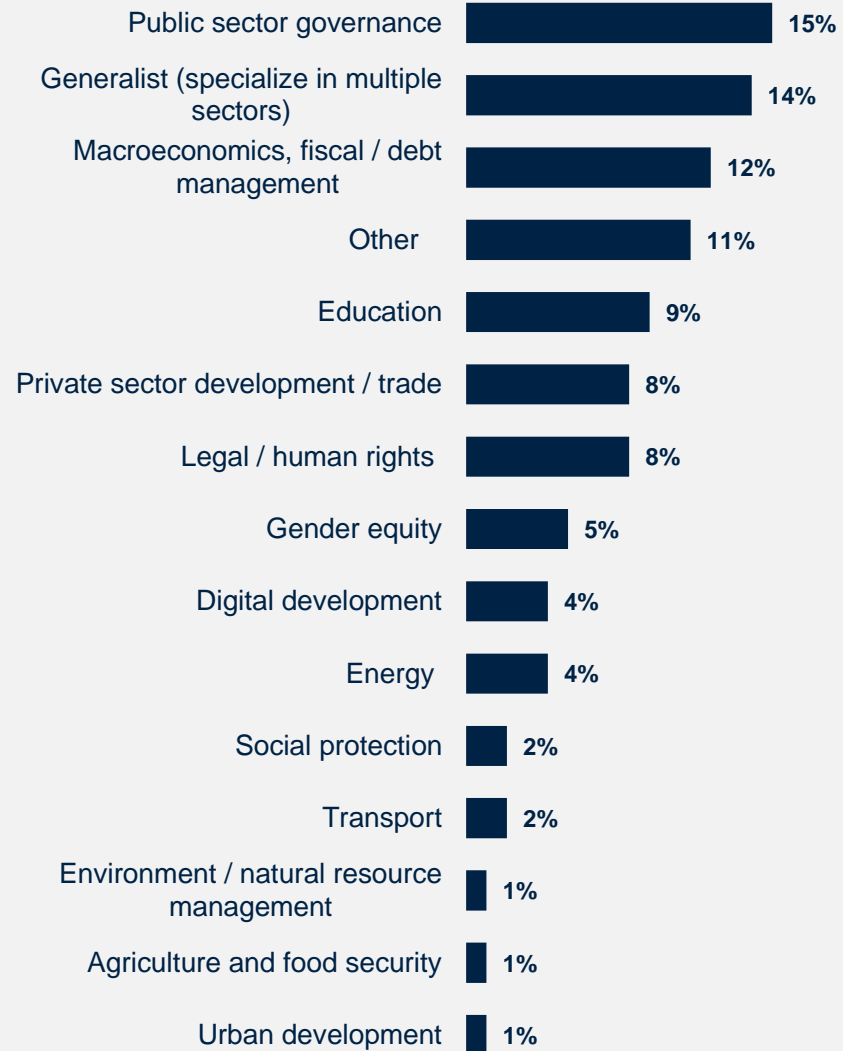


# ***Sample Demographics and Detailed Methodology***

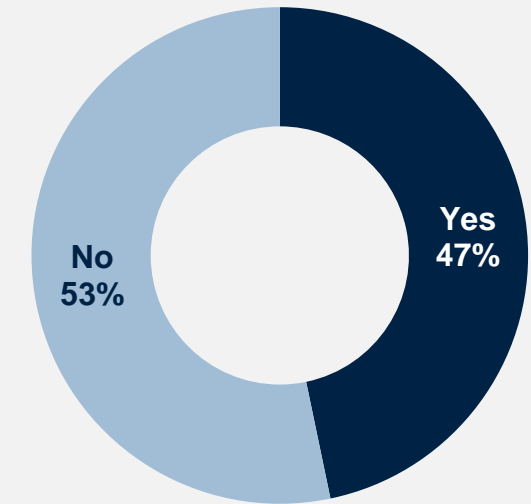


# Sample Demographics

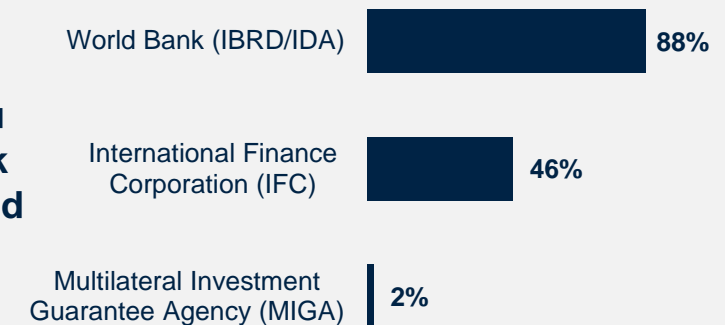
## What is the primary specialization of your work? (N=97)



## Do you collaborate/work with the World Bank Group (WBG) in Bosnia and Herzegovina? (N=107)

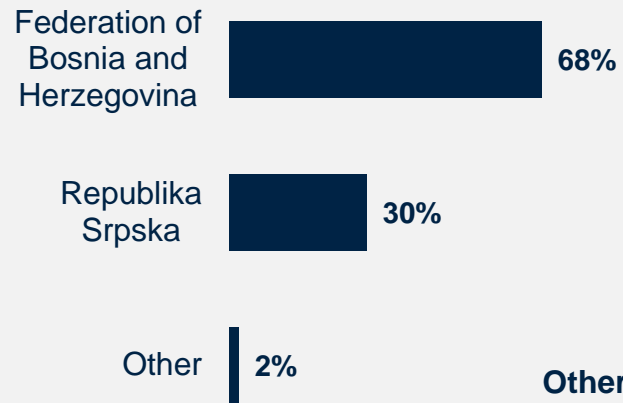


## Which of the following WBG agencies do you collaborate/work with in Bosnia and Herzegovina? (N=50)

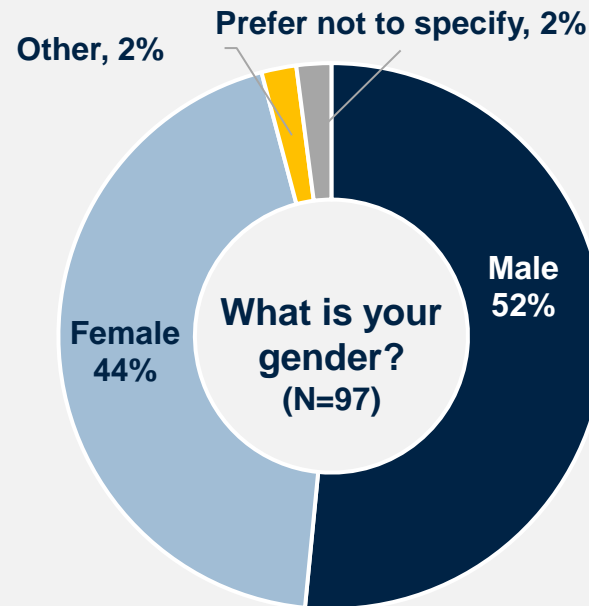
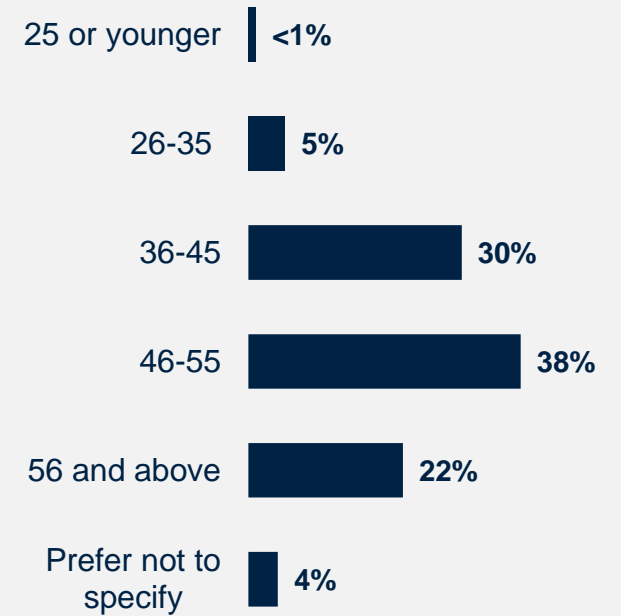


# Sample Demographics (continued)

Which best represents your geographic location? (N=97)



What's your age? (N=97)



# Detailed Methodology

From **May to July 2024**, a total of 413 stakeholders in Bosnia and Herzegovina were invited to provide their opinions on the WBG’s work by participating in a Country Opinion Survey (COS). A list of potential participants was compiled by the WBG country team and the field agency. Participants were drawn from the Offices of the President, Prime Minister, Minister, and Parliament, government institutions, local governments, bilateral or multilateral agencies, the private sector, civil society, academia, and the media.

Of these stakeholders, **107 participated in the survey (26% response rate)**. Respondents received the questionnaire via email and completed it via an online platform.

**This year’s survey results were compared to the FY21 Survey, which had a response rate of 48% (N=191).**

Comparing responses across Country Surveys reflects changes in attitudes over time, as well as changes in respondent samples, methodology, and the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. In addition, the stakeholder compositions for both survey years were quite similar. The differences in stakeholder composition between the two years—for example, a higher response from government respondents and a lower – from the private sector— should be considered when interpreting the results of the past-year comparison analyses.

Key statistically significant findings (tested at the research standard of  $p < .05$ ) are noted throughout the report.

Breakdowns for individual questions by stakeholder group can be found in the “Bosnia and Herzegovina COS FY24 Appendices with data breakdown.xlsx” file published in the WBG Microdata Library, along with the survey microdata and this report.

Percentage of Respondents	FY 2021	FY 2024
<b>Government Principals:</b> Office of the President, Prime Minister; office of a Parliamentarian	3%	14%
<b>Government Institutions:</b> Employee of a Ministry, Department, Project Implementation Unit, Independent Government Institution, Judiciary, State-Owned Enterprise	38%	37%
<b>Local Government</b>	3%	7%
<b>Bilateral/Multilateral Agency:</b> Embassy, Development Organization, Development Bank, UN Agency	9%	9%
<b>Civil Society Organization:</b> Local and regional NGO, Community-Based Organization, Private Foundation, Professional/Trade Association, Faith-Based Group, Youth Group	14%	10%
<b>Private Sector:</b> Private Company, Financial Sector Organization, Private Bank	19%	12%
<b>Academia / Research Center</b>	7%	5%
<b>Media</b>	4%	5%
<b>Other</b>	2%	0%
<b>Total Number of Respondents*</b>	<b>181</b>	<b>107</b>



What is your primary professional affiliation? (Select only 1 response)

\*Not all respondents provided information about their professional affiliation. Therefore, the total number of respondents listed in the table is lower than the N reported in the methodology.

# Indicator Questions

Every country that engages in the Country Opinion Survey (COS) must include specific indicator questions, several of which are aggregated for the World Bank Group's annual Corporate Scorecard and are highlighted in red below.

**A1\_5.** How much do you trust the World Bank Group to do what is right for Bosnia and Herzegovina? Scale: 1 Not at all – 10 Very much

**A2.** How effective is the World Bank Group in helping Bosnia and Herzegovina achieve development results? Scale: 1 Not effective at all – 10 Very effective

**A3.** How significant a contribution do you believe the WBG's knowledge work make to development results in Bosnia and Herzegovina? Scale: 1 Not significant at all – 10 Very significant

To what extent do you agree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree

**A4.** The WBG currently plays a relevant role in development in Bosnia and Herzegovina.

**A5.** The WBG's work is aligned with what I consider the development priorities for Bosnia and Herzegovina.

**A6.** The WBG has a positive influence on shaping development policy in Bosnia and Herzegovina.

**A7.** The WBG's work helps end poverty in Bosnia and Herzegovina.

To what extent is the WBG an effective development partner in terms of each of the following? Scale: 1 To no degree at all – 10 To a very significant degree

**C1\_1.** Responsiveness to needs in Bosnia and Herzegovina

**C1\_2.** Access to WBG staff and experts

**C1\_3.** Flexibility when circumstances change in Bosnia and Herzegovina

**C1\_5.** Being a long-term partner to Bosnia and Herzegovina

To what extent is the WBG an effective development partner in Bosnia and Herzegovina, in terms of collaborating with the following groups?

Scale: 1 To no degree at all – 10 To a very significant degree

**C2\_1.** BiH institutions and entity governments

**C2\_4.** Private sector

**C2\_5.** Civil society

**C2\_6.** Other donors and development partners

To what extent do you agree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree

**C4\_1.** The WBG's financial instruments (i.e., budget support, loans, grants, trust funds) meet the needs of Bosnia and Herzegovina.

**C4\_3.** The WBG provides financial support in a timely manner.

**C6\_1.** I am satisfied with the quality of the WBG's knowledge work in Bosnia and Herzegovina.

**C6\_4.** The WBG's knowledge work is tailored to Bosnia and Herzegovina's context.





CountryOpinionSurveys

# Thank you

*For more information about this report  
or the Country Opinion Survey program,  
please contact:*

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