



World Bank Group Country Survey FY 2024 – Croatia

The World Bank Group seeks your insights regarding our engagement and activities in Croatia. 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 Croatia 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.

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, 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 Croatia?		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 / European Commission	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 Croatia?	
1	Yes
2	No [skip to A1]

4. Which of the following WBG agencies do you collaborate/work with in Croatia? (Select ALL that apply)	
1	World Bank (IBRD/IDA)
2	International Finance Corporation (IFC)

SECTION A: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP IN CROATIA

A1. How much do you trust each of the following institutions to do what is right for Croatia?												Don't know	
		Not at all										Very much	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	National government	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	Croatian National 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	Regional development banks (European Investment Bank, European Bank for Reconstruction and Development, Council of Europe Development Bank)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	European Commission / European Union	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Private sector	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Academia / research centers	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	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 Croatia 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 <u>knowledge work</u> makes to development results in Croatia?												
<i>Knowledge work includes data resources, analytical reports, policy notes, hands-on advice, and knowledge-sharing workshops or training programs.</i>												
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
		1	2	3	4	5	6	7	8	9	10		
A4	The WBG currently plays a relevant role in development in Croatia	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 Croatia	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 Croatia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
A7	The WBG's work helps end poverty in Croatia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

B1. Which WBG instruments do you VALUE the most in Croatia? (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, innovative products)
5	Mobilizing third party financial resources (incl. both public and private)
6	Development partners 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 Croatia? (Select up to 5)			
1	Public sector governance (i.e., government effectiveness, anti-corruption, public financial management, public expenditure)	14	Digital infrastructure development
2	Judiciary reform/efficiency	15	Climate change
3	Health / pandemic preparedness	16	Environment, natural resource management & biodiversity
4	Transport infrastructure (e.g. railways and ports)	17	Urban development
5	Macroeconomic stability & Debt management	18	Social protection (e.g., pensions, targeted social assistance, social inclusion)
6	Gender equality (closing the gap between women and men, and boys and girls)	19	Job creation/employment
7	Poverty Reduction, equality of opportunity	20	Disaster risk management (e.g. earthquakes/floods)
8	Anti-corruption	21	Energy (energy efficiency, renewable energy resources)
9	Financial markets	22	Innovation and research and development (R&D)
10	Private sector development/business environment	23	Demographic trends (i.e. rapidly aging society, shrinking population, migration)
11	Agriculture (food security)/rural development	24	Water / sanitation / solid waste management
12	Regional disparities	25	Other (please specify): _____
13	Education & Skills		

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

Listed below are development areas where the WBG is engaged in

How EFFECTIVE has the WBG been at achieving development results in each of these areas in Croatia? (If you have NO exposure to/experience in working in any of these areas, please respond "Don't know")													
B3.		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	Macroeconomic stability: sustainable fiscal policy, effective tax administration, monetary policy												
3	Justice & Land Administration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Water supply and sanitation infrastructure efficiency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	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"/>	
6	Transport: roads, railways, ports, airports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Private sector development & Innovation: business regulation, access to finance, improved competitiveness, R&D and innovation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Job creation / employment: labor policies, skills development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Earthquake Recovery/disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Education: more resilient and equitable education systems	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Social protection: pensions, social assistance, social safety nets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	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"/>	

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

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	2	3	4	5	6	7	8	9	10	
1	Responsiveness to needs in Croatia											<input type="checkbox"/>
2	Access to WBG staff and experts											<input type="checkbox"/>
3	Flexibility when circumstances change in Croatia											<input type="checkbox"/>
4	Openness (sharing data and other information)											<input type="checkbox"/>
5	Being a long-term partner to Croatia											<input type="checkbox"/>

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

C3. In addition to its partnership with the national government, which of the following should the WBG collaborate with more to have greater impact in Croatia? (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 (European Commission, UN agencies, EBRD, EIB)
6	Youth organizations
7	Academia / research centers
8	Media
9	Other (please specify): _____

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

The following questions ask about **the WBG's financial support to Croatia**.

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	2	3	4	5	6	7	8	9	10		
1	The WBG's financial instruments (i.e., budget support, loans, bonds and equity) meet the needs of Croatia	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 Croatia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	I am satisfied with the WBG's structuring of innovative financing products (green loans/bonds, sustainability linked loans/bonds etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

The following questions ask about **the WBG's knowledge work in Croatia**.

Knowledge work is WBG's non-lending activities that include data resources, analytical reports, policy notes, hands-on advice, technical assistance, Reimbursable advisory services (RASs) 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?												Don't know	
		Strongly disagree										Strongly agree	Don't know
1	I am satisfied with the quality of the WBG's knowledge work in Croatia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Working with the WBG increases Croatia's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	The WBG brings global expertise to Croatia 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 Croatia's context	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	I am satisfied with the quality of the WBG's RAS work in Croatia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	I anticipate using the WBG's knowledge work in the future	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	The WBG's publications are translated enough into Croatian	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	The WBG's publications are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	The WBG's knowledge work is timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	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 CROATIA GOING FORWARD

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

--

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, 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, X (former Twitter))	6	Other (please specify): _____

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

1	Yes
2	No [skip to Section F]

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	e-Newsletters
4	Event / conference / seminar (in person or online)	10	Direct messaging (e.g., WhatsApp, Viber)
5	WBG websites	11	Other (please specify): _____
6	Social media		

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	Public administration effectiveness
6	Digital economy
7	Women empowerment
8	Youth development
9	Productivity
10	Poverty Reduction and social inclusion
11	Migration
12	WBG economic forecasts
13	Changes to the WBG financial and operational model
14	Other (please specify): _____

E5. How concerned are you about the following potential impacts of climate change in Croatia?

		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	Zagreb region
2	Other urban region
3	Coastal region
4	Rural area

Thank you for completing this survey!