



CountryOpinionSurveys

# FY 2024 Croatia

## Country Opinion Survey Report

# Acknowledgements

The Croatia 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.

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# Objectives

This survey was designed to assist the World Bank Group (WBG) in better understanding how stakeholders in Croatia 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 opinion do key stakeholders have of the WBG regarding its effectiveness, relevance, alignment with Croatia'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 Croatia? Are opinions improving or declining?
- 5. Financial Instruments and Knowledge Work:** What do key stakeholders value the most regarding the WBG's work in Croatia? 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 when the WBG communicates? Is there a relationship between message recall and views of the WBG's work?



# Methodology Overview

## ■ Fielded April – June 2024

- 1167 potential participants were asked to complete a mostly quantitative survey
- Respondents completed the questionnaire online
- List of names provided by the WBG country team and supplemented by the fielding agency
- Process managed on the ground by the fielding agency

## ■ 302 participants (26% response rate)

- 80% from Zagreb region
- 59% currently collaborate with the WBG

## ■ Compared to FY21 Country Survey

- 156 participants (22% response rate)
- 51% collaborated with the WBG
- 80% from Zagreb region

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



Which of the following best describes your current affiliation?  
(Select only 1 response) (Percentage of Respondents, N=302)

# Overall Context

*“Enhance collaboration with development and research organizations and improve support programs for technology transfer. Establish ongoing support programs for technology transfer that users can access annually. Implement financial and knowledge support programs for technology transfer offices to strengthen their capabilities and improve services throughout the technology transfer process..”*

(Academia Respondent)



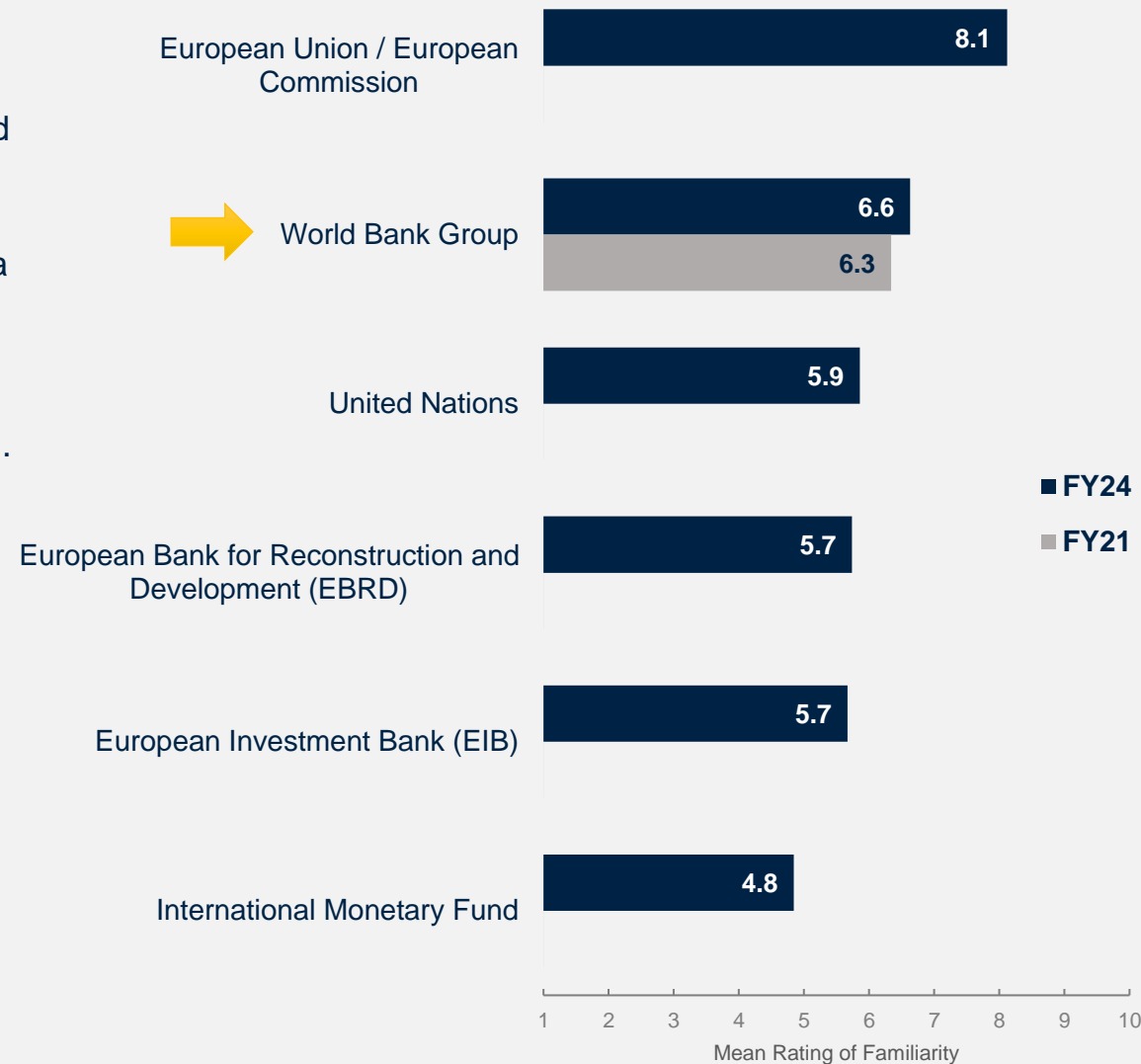
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*In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Croatia? (N=125)*

# Stakeholders Most Familiar with the Work of the EC/EU, Followed by the WBG

- Respondents in this year's Country Survey were asked to indicate their familiarity with the work of several international organizations and the World Bank Group (WBG). Of these organizations, respondents in Croatia indicated the highest levels of familiarity with the work of the European Union/European Commission and the World Bank Group. Respondents were least familiar with the work of the International Monetary Fund (IMF).



# Familiarity with the World Bank Group

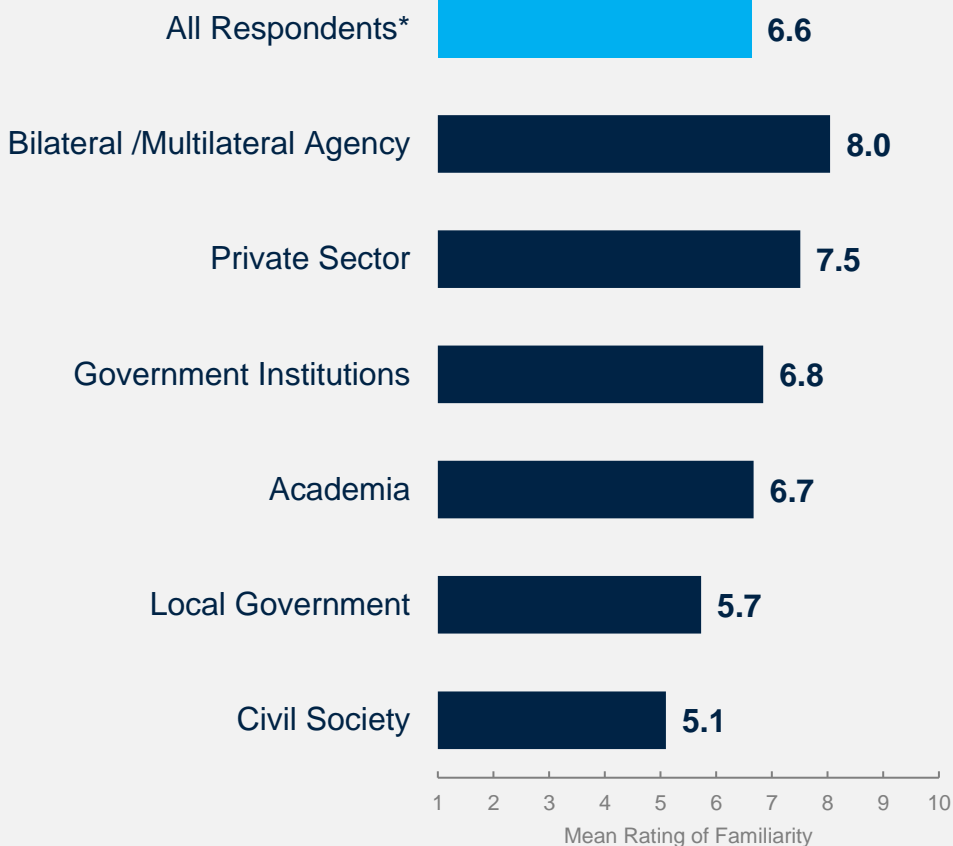
- Comparison of FY21 and FY24:** Respondents in this year's Country Survey reported statistically similar levels of familiarity with the WBG compared to respondents in the FY21 Survey:

Mean familiarity:      **FY24 = 6.6**  
    **FY21 = 6.3**

- 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 = 7.6**  
    **Do not collaborate = 5.0**

- Stakeholders:** Respondents from bilateral/multilateral agencies and the private sector indicated significantly higher familiarity with the WBG than respondents from other groups.



**Government Institutions** included respondents from the Office of the Prime Minister, Minister, and Government Institutions.



# Trust in the WBG Significantly Increased

Stakeholders in Croatia had the highest levels of trust in **academia, the EU, civil society, the Croatian National Bank, and the WBG**. Trust ratings for most institutions surveyed in both years were significantly higher in FY24 compared to the FY21 survey.

According to respondents this year, **the media** and **the IMF** were among the least trusted institutions.

- Of note, respondents from bilateral/multilateral agencies, the private sector, and government institutions reported significantly higher trust ratings in the WBG (means = 8.8, 7.4, and 7.3, respectively) than respondents from other groups.



# *Overall Attitudes toward the World Bank Group*

*“Consult extensively in policy and project design with policymakers to make sure that the implementation goes smoothly.”*

(Private Sector Respondent)

*“[The WBG should] better adapt to the needs and conditions in the Republic of Croatia and gain a deeper understanding of the way of life and attitudes of the majority of people in the Republic of Croatia”*

(Government Institution Respondent)



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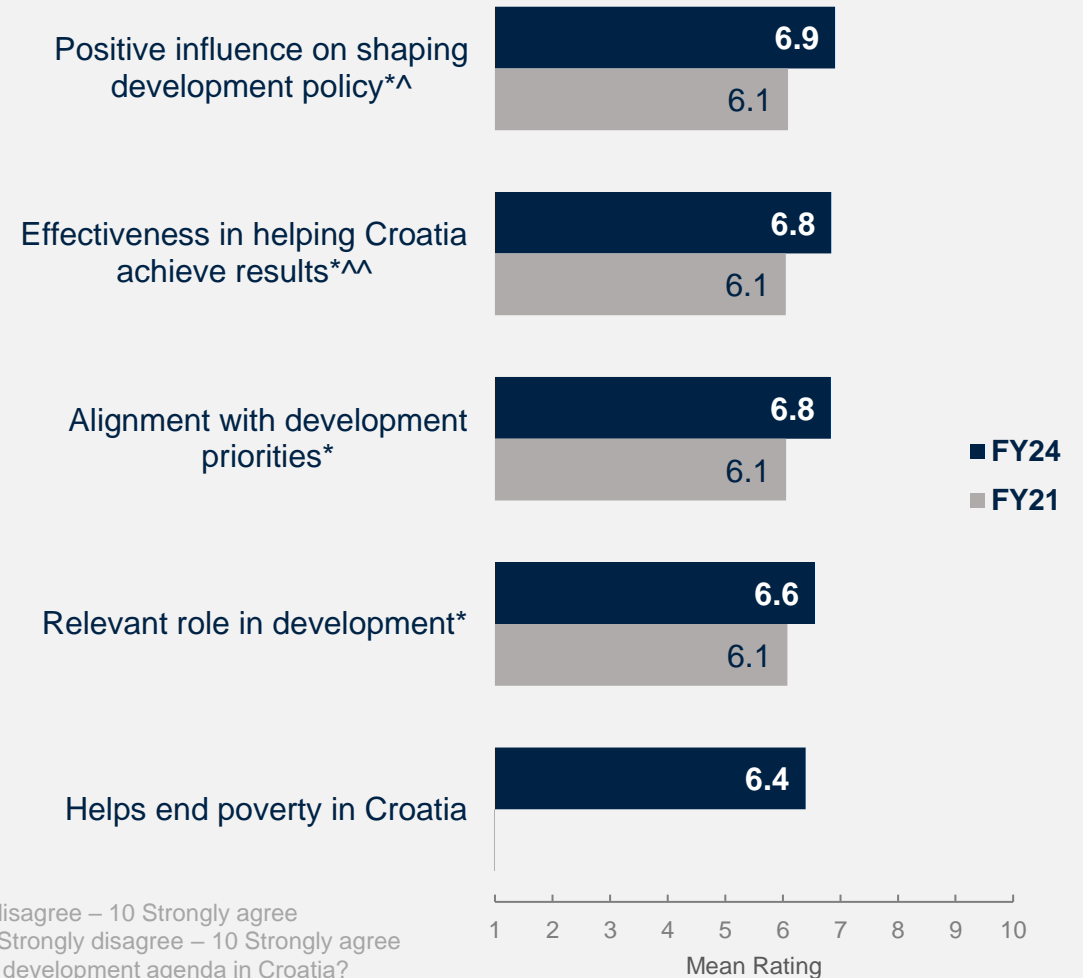


*In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Croatia? (N=125)*

# Significant Improvement Across All Key Performance Indicators in FY24

In FY24, respondents reported statistically significant improvements across all key performance indicators (KPIs) compared to FY21. The WBG's **influence** on shaping Croatia's development policy, its **effectiveness** in supporting development outcomes, its **alignment** with national priorities, and its overall **relevance** in development all received notably higher ratings.

Respondents from **local government** and **civil society** had significantly more critical views on all questions compared to other stakeholder groups (most mean ratings they gave were below 6.0).

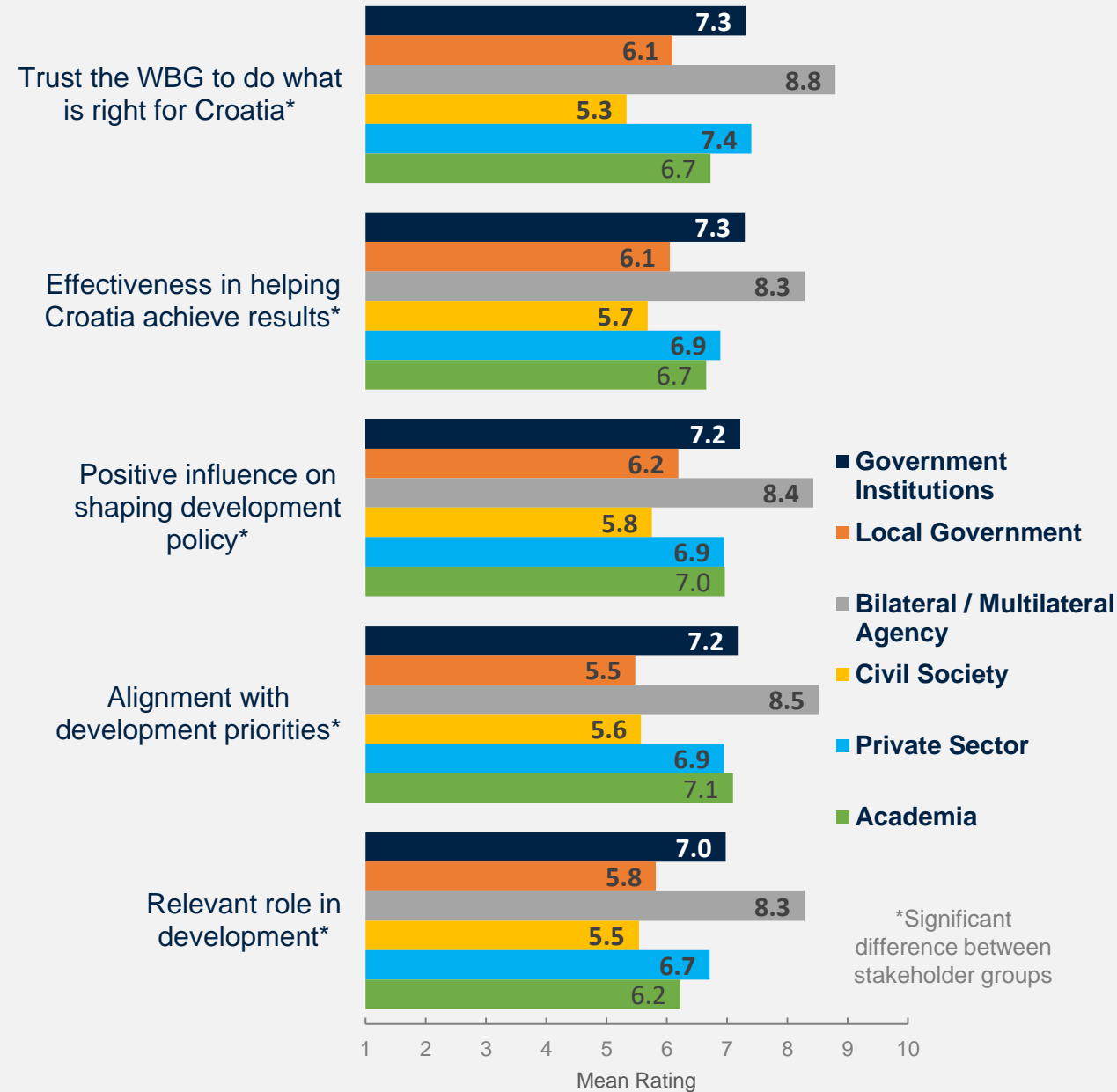


The WBG currently plays a relevant role in development in Croatia. Scale: 1 Strongly disagree – 10 Strongly agree  
 The WBG has a positive influence on shaping development policy in Croatia. Scale: 1 Strongly disagree – 10 Strongly agree  
 ^In FY21, the question was: "To what extent does the World Bank Group influence the development agenda in Croatia?"  
 Scale: 1 To no degree at all – 10 To a very significant degree  
 How effective is the WBG in helping Croatia achieve development results? Scale: 1 Not effective at all – 10 Very effective  
 ^^Compared to a mean score of the two questions asked in FY21: "Overall, please rate your impression of the WBG's effectiveness in Croatia."  
 Scale: 1 Not effective at all – 10 Very effective; To what extent does the WBG's work help to achieve development results in Croatia? Scale: 1  
 To no degree at all – 10 To a very significant degree  
 The WBG's work is aligned with what I consider the development priorities for Croatia. Scale: 1 Strongly disagree – 10 Strongly agree  
 The WBG's work helps end poverty in Croatia. Scale: 1 Strongly disagree – 10 Strongly agree

\*Significant difference between years

# Stakeholders from Bilateral/Multilateral Agencies Have More Positive Perceptions of WBG

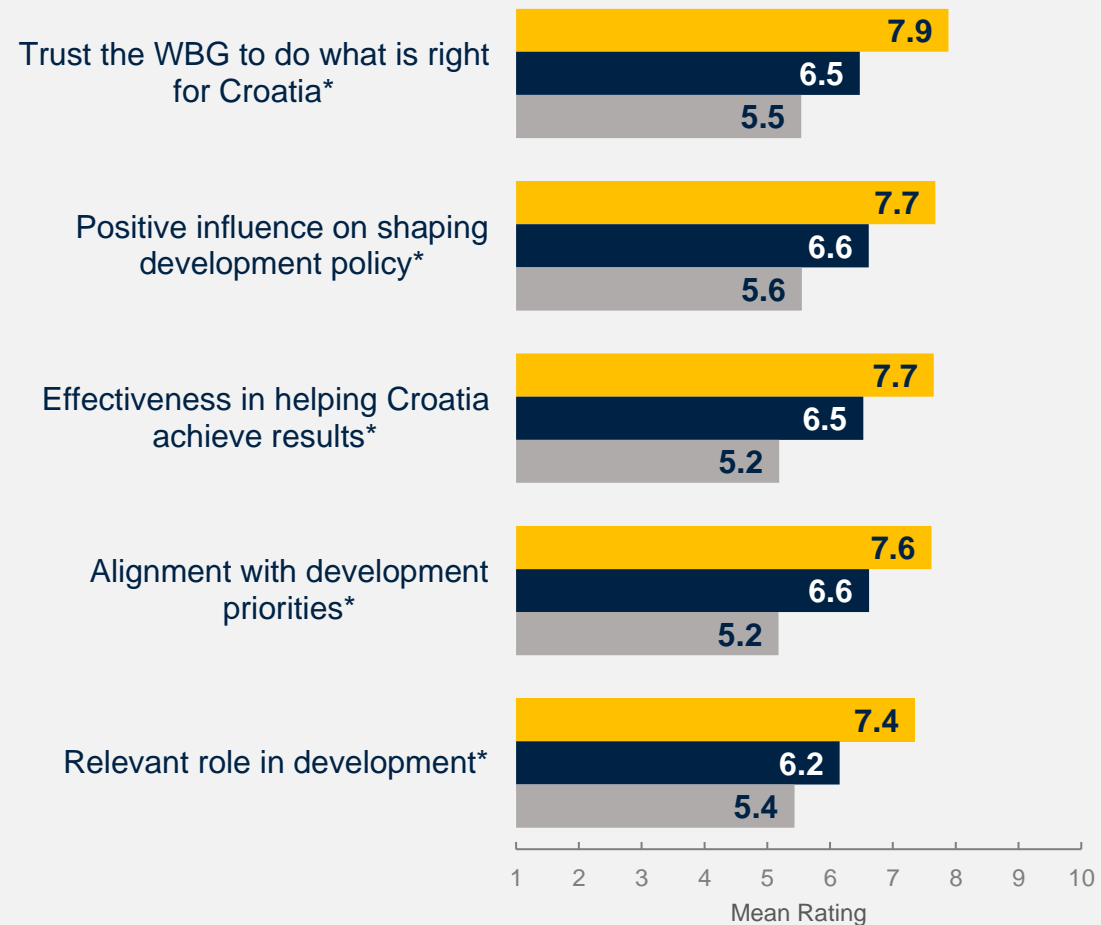
Comparisons of key performance indicators ratings between stakeholder groups show great variance. In particular, respondents from **bilateral/multilateral agencies** tend to give higher ratings to the WBG across all KPIs. In contrast, respondents from **civil society** and **local governments** had lower ratings.



# Familiarity Leads to More Positive Perceptions

Comparing key performance indicators ratings 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 perceptions they have of the WBG and its work.

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



**How familiar are you with the work of the WBG in Croatia?**

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

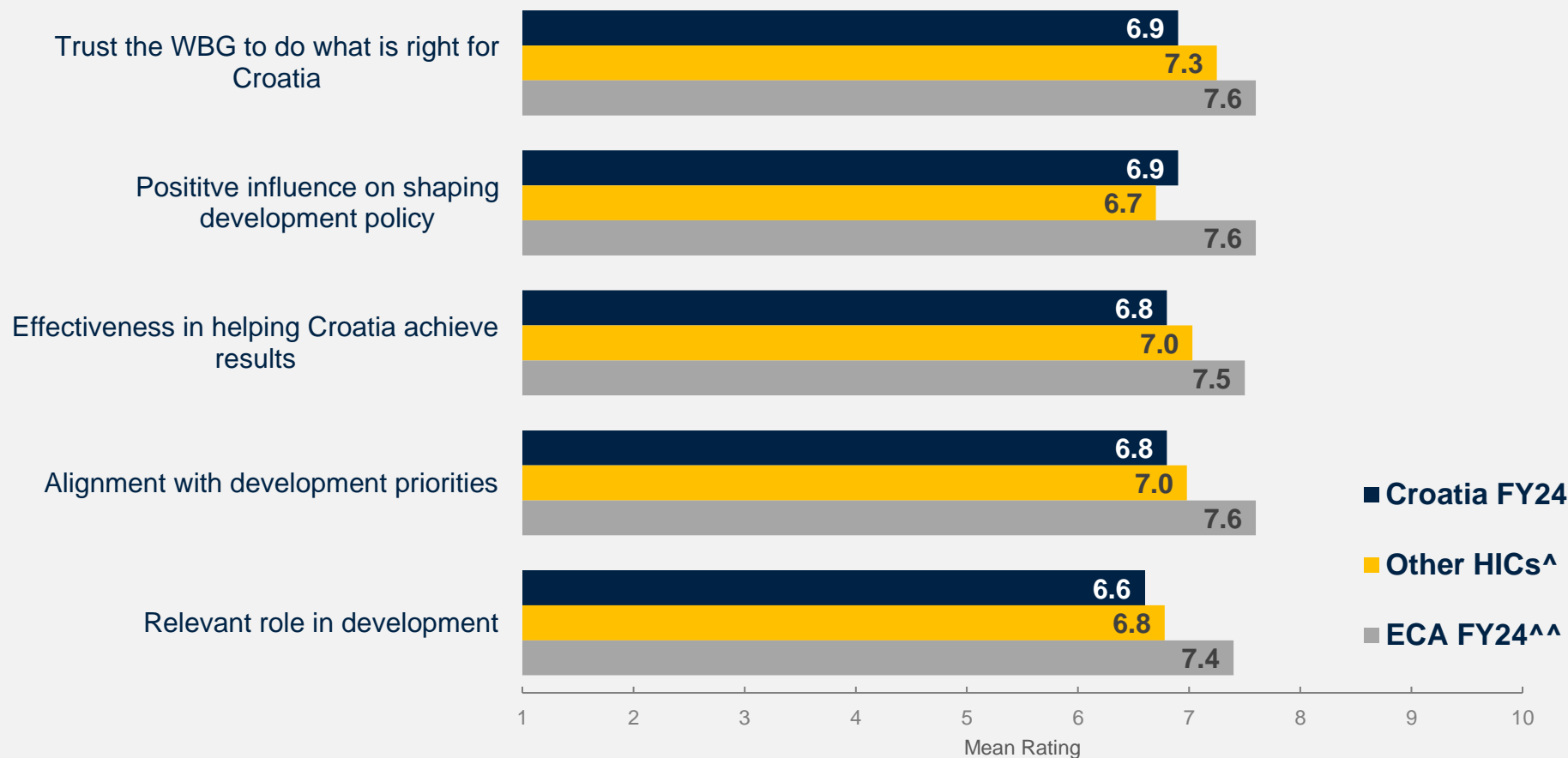
\*Significant difference between levels of familiarity



How much do you trust the WBG to do what is right for Croatia? Scale: 1 Not at all – 10 Very much  
 How effective is the WBG in helping Croatia achieve development results? Scale: 1 Not effective at all – 10 Very effective  
 The WBG currently plays a relevant role in Croatia. Scale: 1 Strongly disagree – 10 Strongly agree  
 The WBG's work is aligned with what I consider the development priorities for Croatia. Scale: 1 Strongly disagree – 10 Strongly agree  
 The WBG has a positive influence on shaping development policy in Croatia. Scale: 1 Strongly disagree – 10 Strongly agree



# Croatia's Key Performance Indicators are Somewhat Lower than those of Other ECA or High-Income Countries



<sup>^</sup> Other High-Income Countries (HICs) FY23-FY24: Chile, Poland, Romania, Seychelles, Uruguay  
<sup>^^</sup> Europe and Central Asia (ECA) FY24: Bosnia & Herzegovina, Georgia, Moldova, Poland

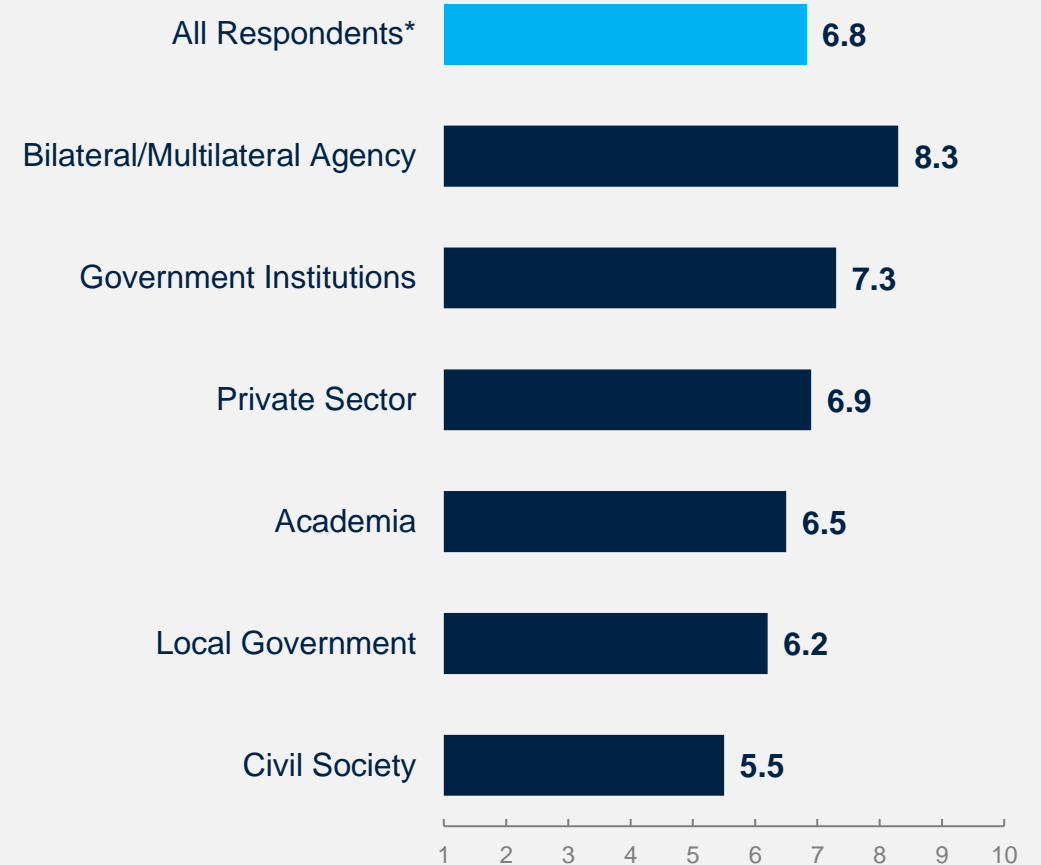
# Aggregated Performance Indicators

Respondents from bilateral/multilateral agencies had the highest mean rating across the aggregated responses to the nineteen COS indicator questions, whereas respondents from civil society had significantly lower ratings.

- **Collaboration with the WBG:** Respondents who indicated that they collaborated with the WBG reported significantly higher ratings across the aggregated indicator questions than respondents who did not collaborate with the WBG.

Mean rating: **Collaborate with WBG = 7.3**

**Do not collaborate = 6.1**



Mean Rating of Aggregated Indicator Questions

\*Significant difference between stakeholder groups



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

*“Support Croatian entities in reforming sectoral policies. With reliance on knowledge, innovation, and digital technologies. Encouraging projects that develop the market environment and a more normal income distribution.”*

(Government Institution Respondent)

*“Focus on priorities and delineate areas of action that pose the biggest problems in the Republic of Croatia and have the most significant impact on society: the education system, healthcare, and the business environment. Maintain focus.”*

(Civil Society Organization Respondent)



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*In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Croatia? (N=125)*

# Development Areas for the WBG's Focus

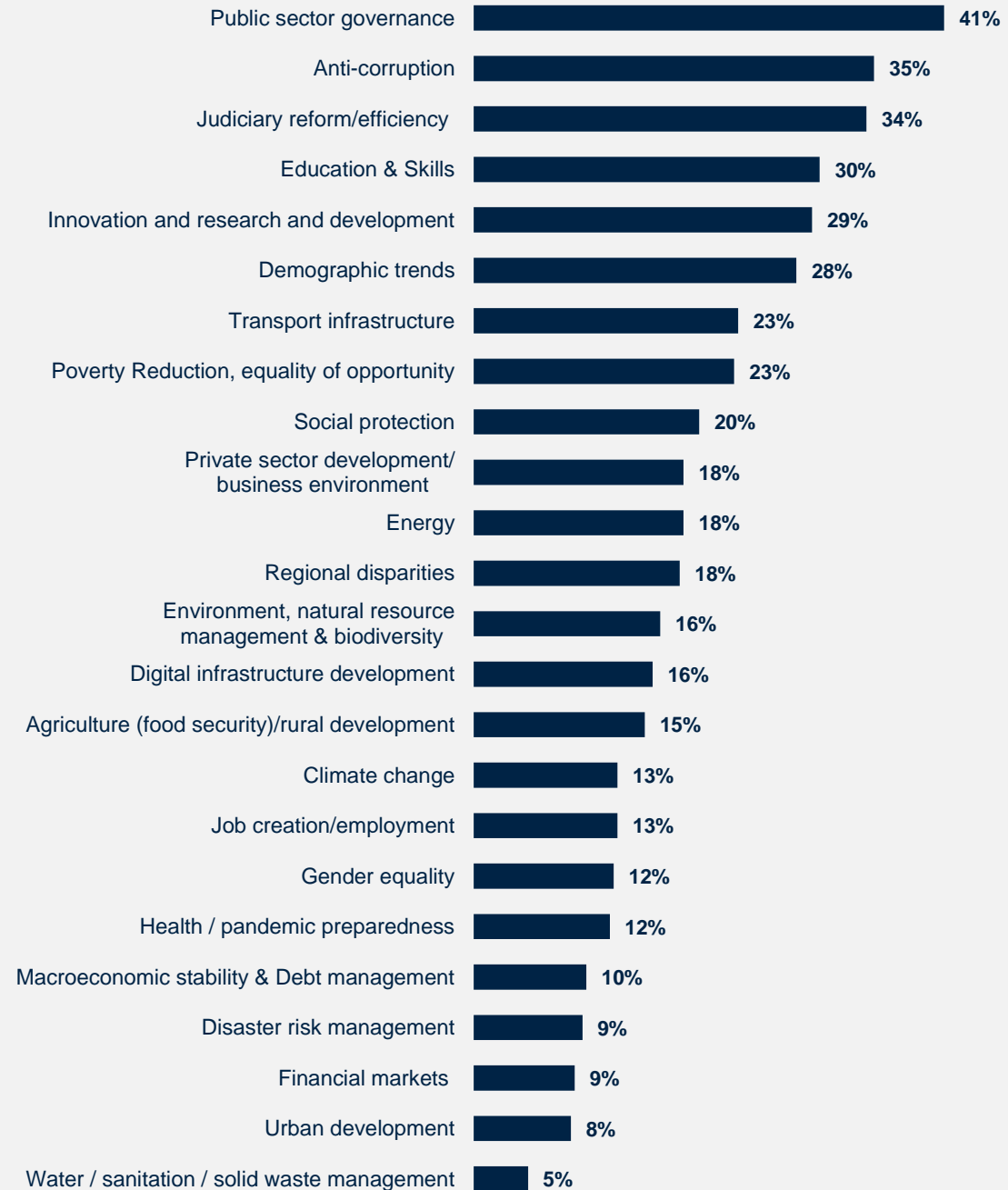
In FY24, **public sector governance, anti-corruption, and judiciary reform** were identified as the top areas where stakeholders would like the WBG to focus its resources.

While the top areas were similar to the FY21 findings, **demographic trends** and **transport** were of much greater priority in FY24. The perceived importance of the WBG focusing its resources on private sector development has decreased compared to FY21.

Of note, **poverty reduction** and **social protection** were much higher priorities for respondents from civil society (37%), and **demographic trends** were a higher priority for respondents from bilateral/multilateral organizations (57%).

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

*“More balanced regional development, improved railway infrastructure, boosted societal morale, anti-corruption efforts, enhanced judicial efficiency, and empowerment of young entrepreneurs.”* (Academia Respondent)

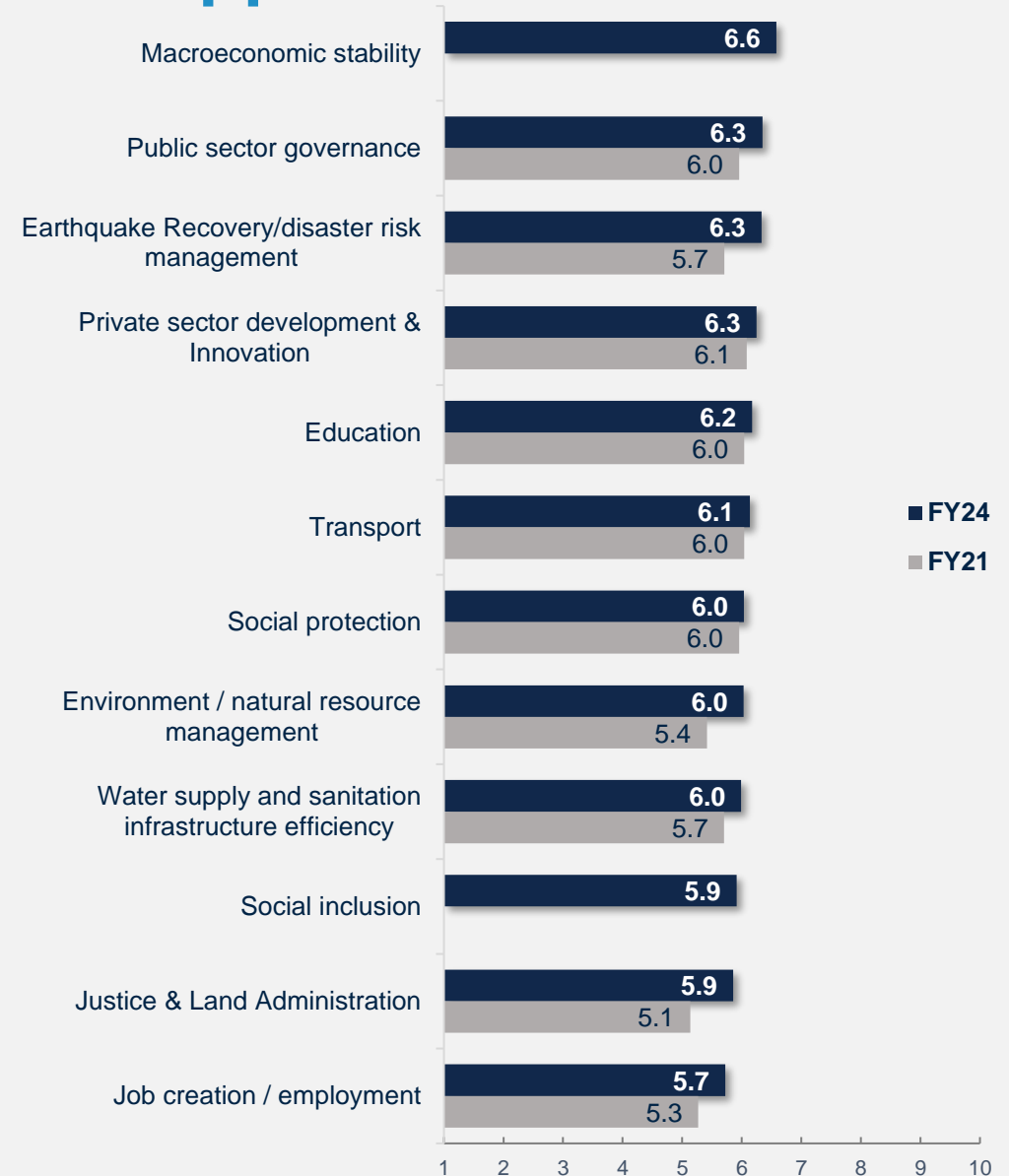


# Effectiveness of WBG's Sectoral Support

The WBG's work on **macroeconomic stability** received the highest effectiveness ratings, followed by effectiveness in **public sector governance, disaster risk management, and private sector development**.

Respondents have the lowest perceived ratings of WBG's efforts in job creation, justice and land administration, and social inclusion.

Respondents from civil society were the most critical about WBG's work in sectoral areas (overall mean = 5.0). It should also be noted that respondents from civil society reported the lowest familiarity levels among the stakeholder groups (mean familiarity = 5.1 out of 10).



# *World Bank Group's Engagement on the Ground in Croatia*

*“More focused on knowledge transfer, to engage in expert work on [the] revision of localization of globally used indicators, UN SDGs - poor indicators coverage - support research work on this, by introducing series of experts' discussion and int'l research groups.”*

(Civil Society Respondent)

*“Transparent and clear business rules, meetings with stakeholders in the Republic of Croatia for greater understanding and efficiency of projects, quick reaction to justified changed activities or requests...”*

(Government Institution Respondent)



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*In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Croatia? (N=125)*

# The WBG is Increasingly Seen as a Long-term Partner

In FY24, respondents perceived the WBG as a **long-term partner** in Croatia, with notably higher ratings than in FY21. Ratings for **openness**, **flexibility**, and **responsiveness** have improved significantly compared to FY21; perceptions of **staff accessibility** also improved slightly, though not significantly.

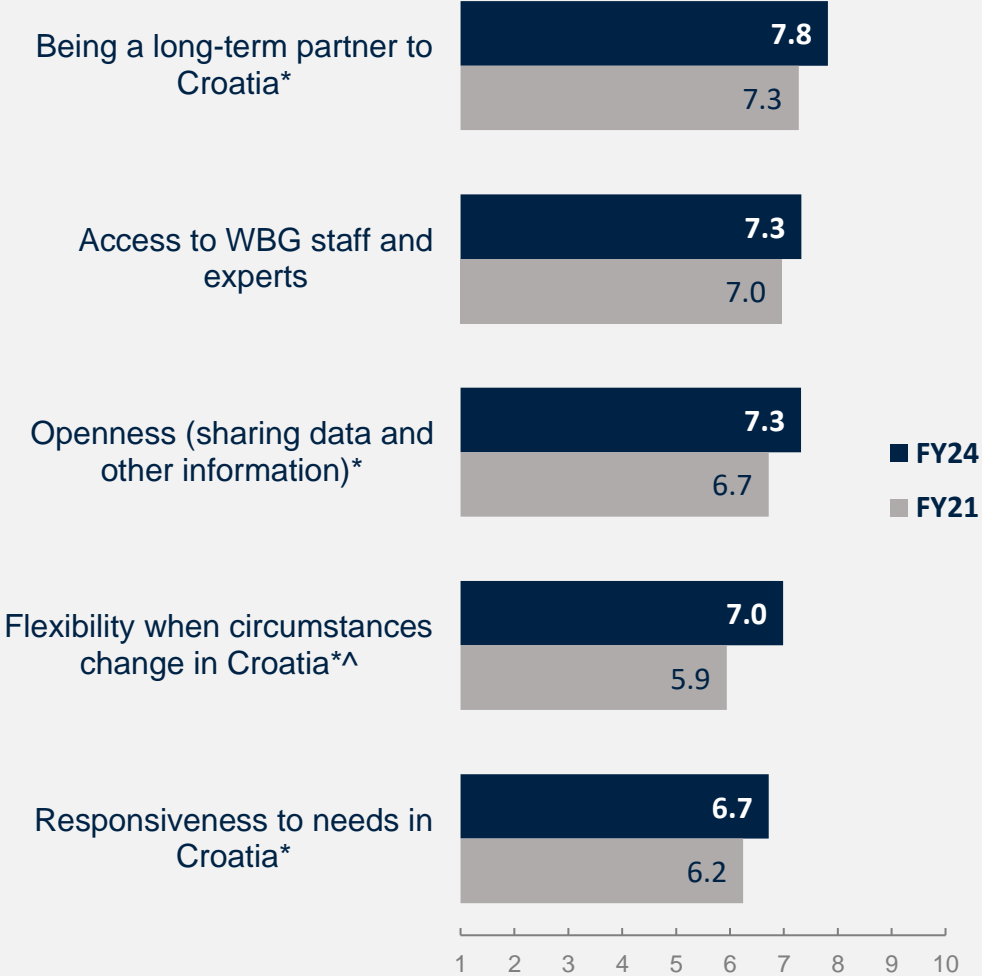
**In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Croatia?**

*“To be more flexible in the application of the rules, and to make timely decisions on procurement for goods, works, and services, as well as the availability of expert personnel in that domain.”*

(Government Institution Respondent)

*“It should organize more frequent events for civil society organizations and establish more open cooperation with them.”*

(Civil Society 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. \*Significant difference between years

# The WBG is Seen as Effectively Collaborating with the National Government

In FY24, respondents perceived the WBG as effectively collaborating with the **national government, other development partners** (significantly improved since FY21), and **academia**.

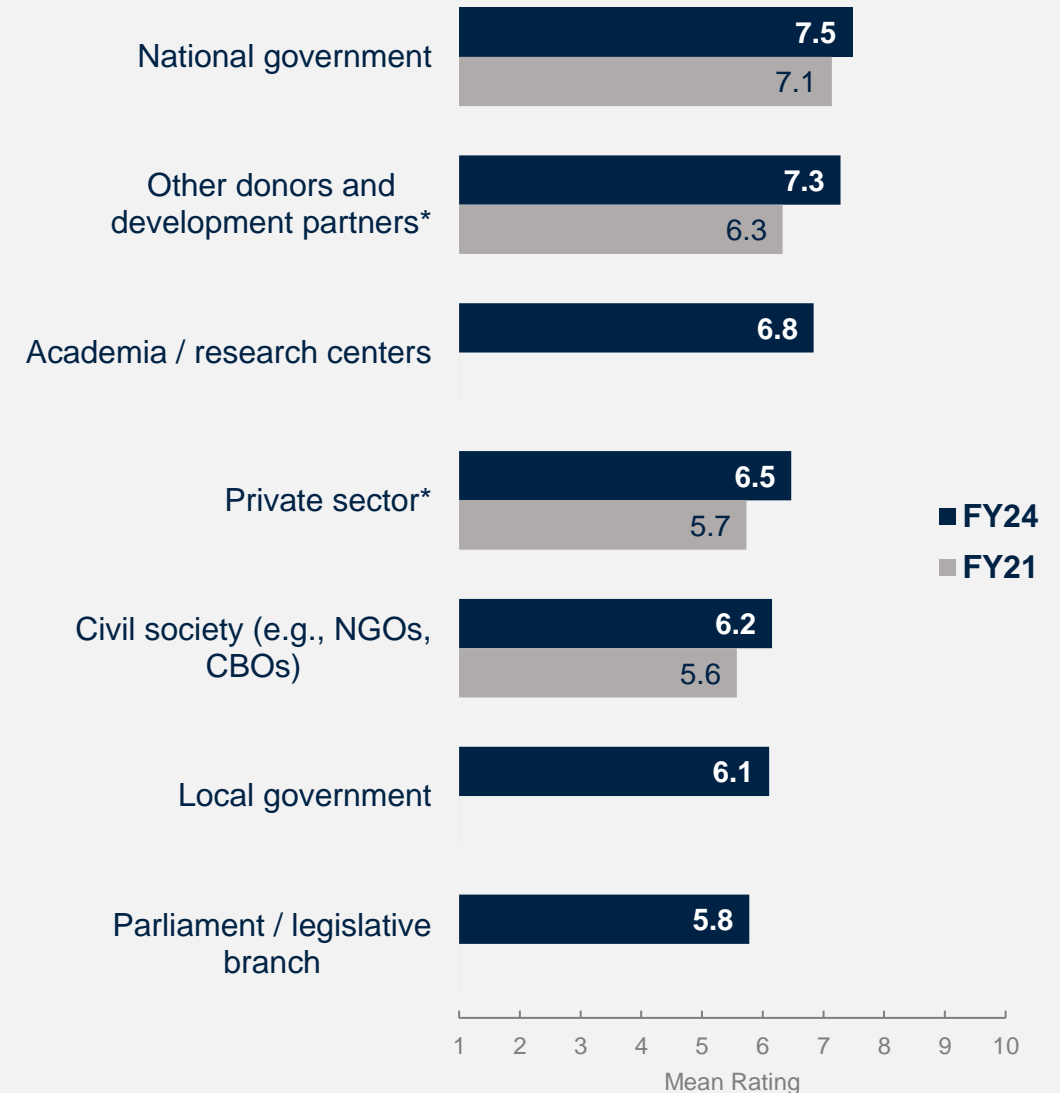
Since FY21, stakeholder perceptions of the WBG's collaboration with the private sector have improved significantly, and their views of the WBG's collaboration with civil society have slightly gone up.

Collaboration with the parliament/legislative branch was viewed as the least effective, with stakeholders from civil society, the private sector, and local government giving the lowest ratings (means = 5.4, 5.6, and 5.9, respectively).

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

*“Detection of the most innovative and agile actors in civil society and the primary sector/startups, and continuous collaboration with them..”*

(Civil Society Respondent)



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

# Stakeholders Want the WBG to Collaborate More with Academia and the Private Sector

In addition to its partnership with the national government, the WBG should collaborate more with **academia** and the **private sector**.

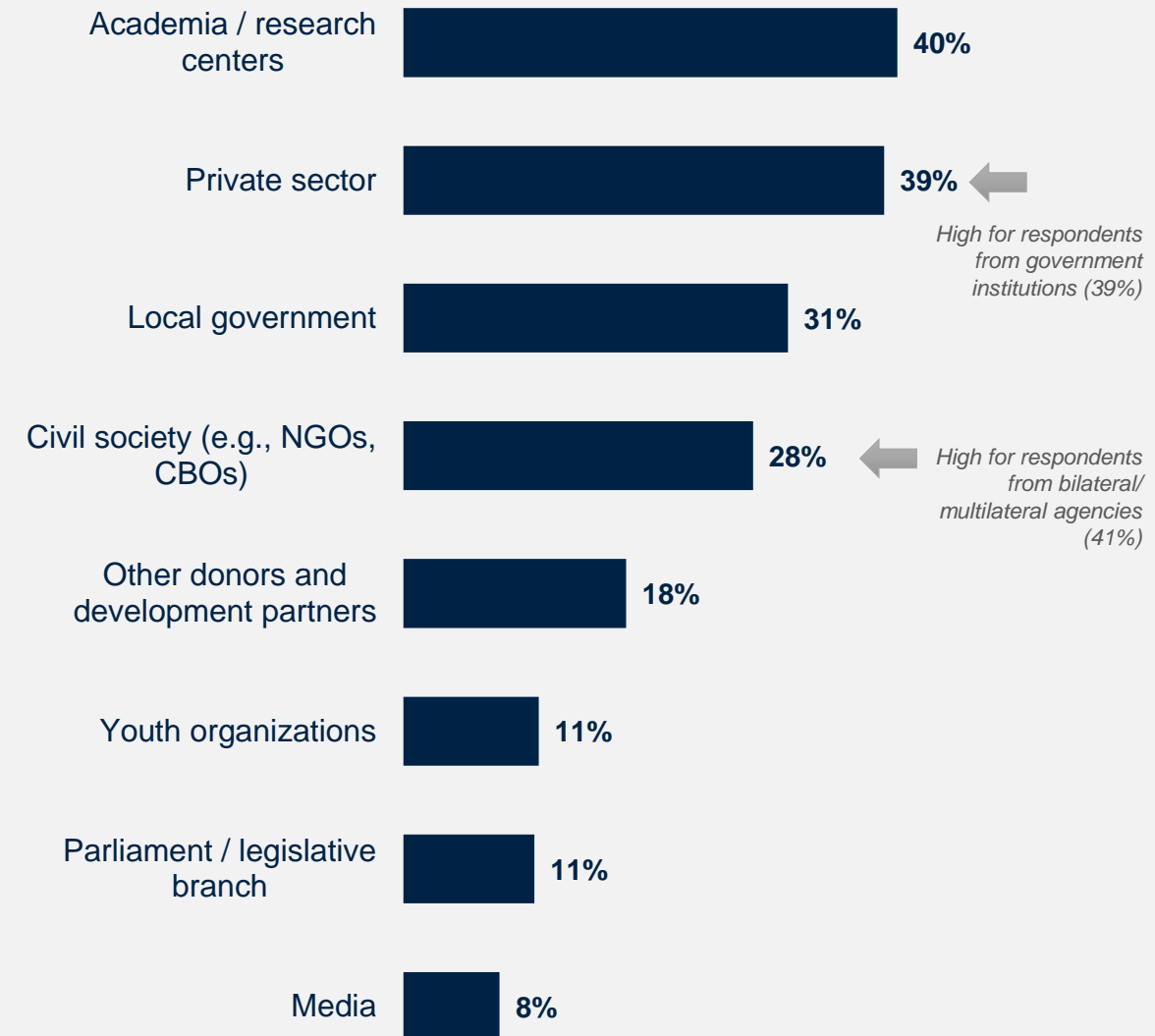
*In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Croatia?*

*“We would like to see more collaboration with the private sector.”*

(Government Institution Respondent)

*“Enhanced collaboration with academic institutions for scientific research and partnership with NGOs.”*

(Civil Society Organization)



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

*“[The WBG] could increase the use of local experts and thus contribute to the long-term strengthening of domestic professional capacities. The goal should be to reduce the long-term use of advisory services by the WBG in the Republic of Croatia and for domestic experts to become partners of the WBG in the transfer of good practices and knowledge in other countries with a lower level of development than the Republic of Croatia.”*

*(Academia Respondent)*

*“Increase the share of action towards the private sector, regardless of the size of the legal entity. This includes providing financing opportunities and organizing workshops and seminars for employee education.”*

*(Private Sector Respondent)*

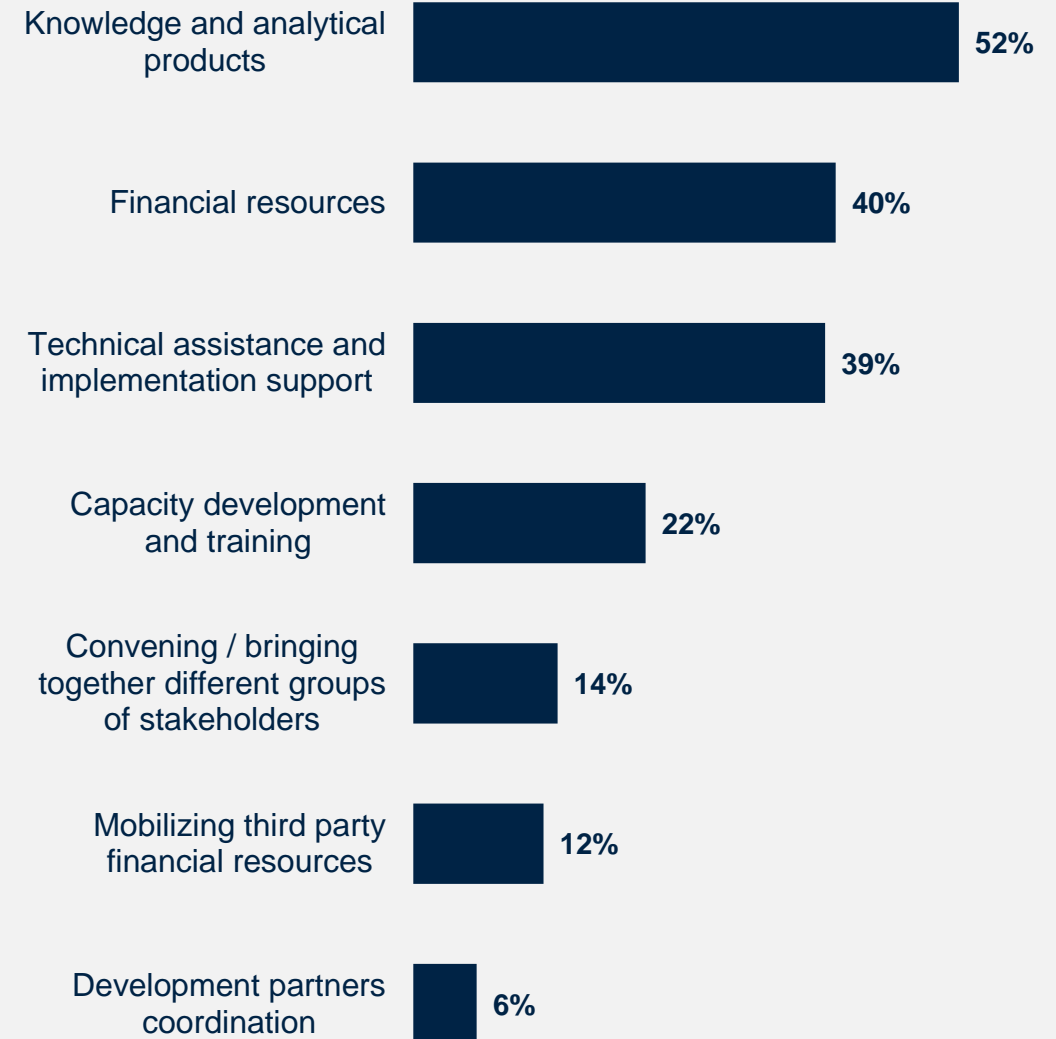


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*In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Croatia? (N=125)*

# Knowledge Products and Financial Resources are Considered the Bank's Greatest Value



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

*“Provision of highly specialized professional services in analyzing and preparing policy guidelines.”*

(Government Institution Respondent)



# WBG is Perceived as Insisting on Accountability, and Effectively Monitoring and Evaluating Projects

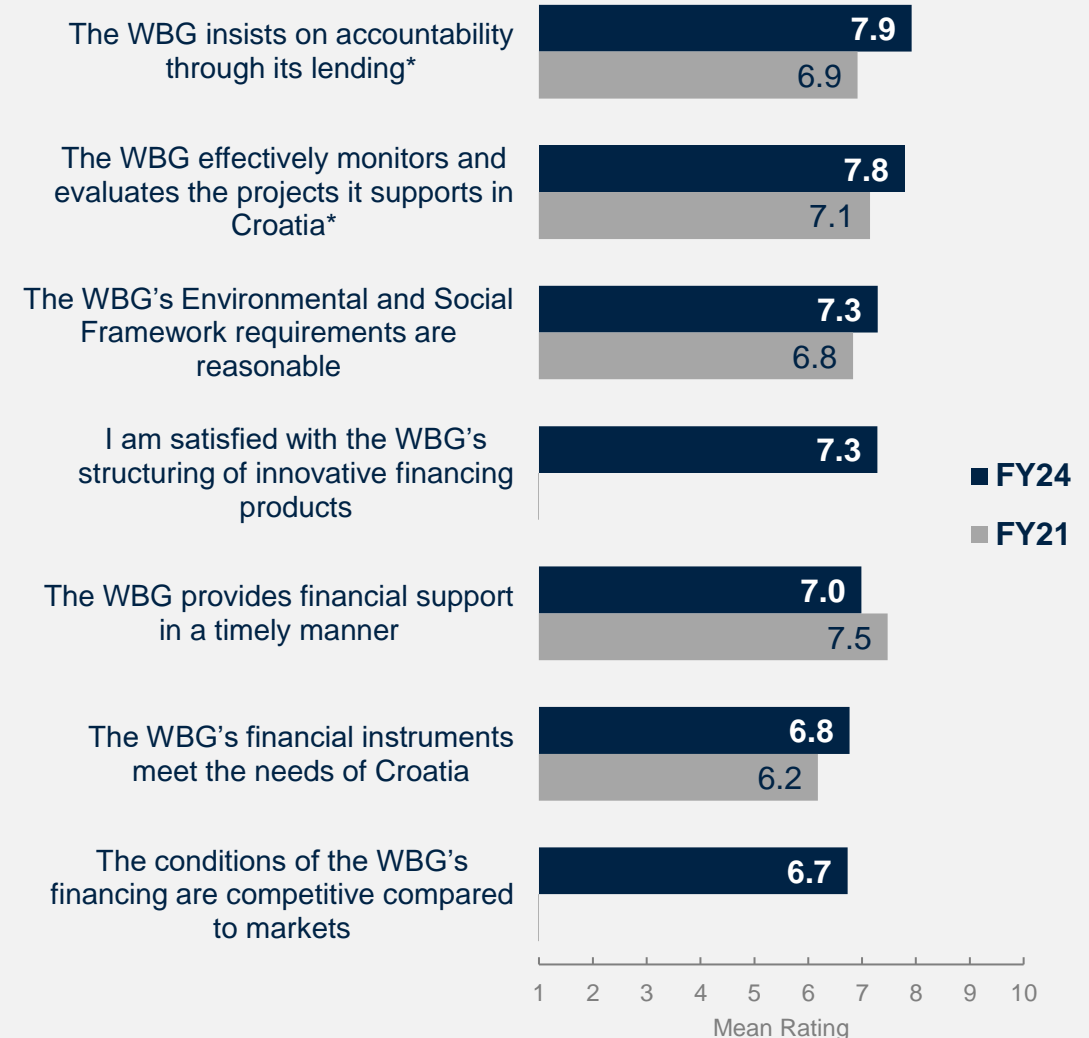
Regarding the WBG's financial instruments, respondents were most agreeable that the WBG **insists on accountability** through its lending and **effectively monitors and evaluates** the projects it supports in Croatia. These two indicators have significantly improved since FY21.

Of note, fewer stakeholders believe that the WBG's financial support is provided in a timely manner compared to FY21.

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

*"Involving a greater number of experts in the project implementation, providing more practical examples, and sharing experiences."*

(Government Institution Respondent)



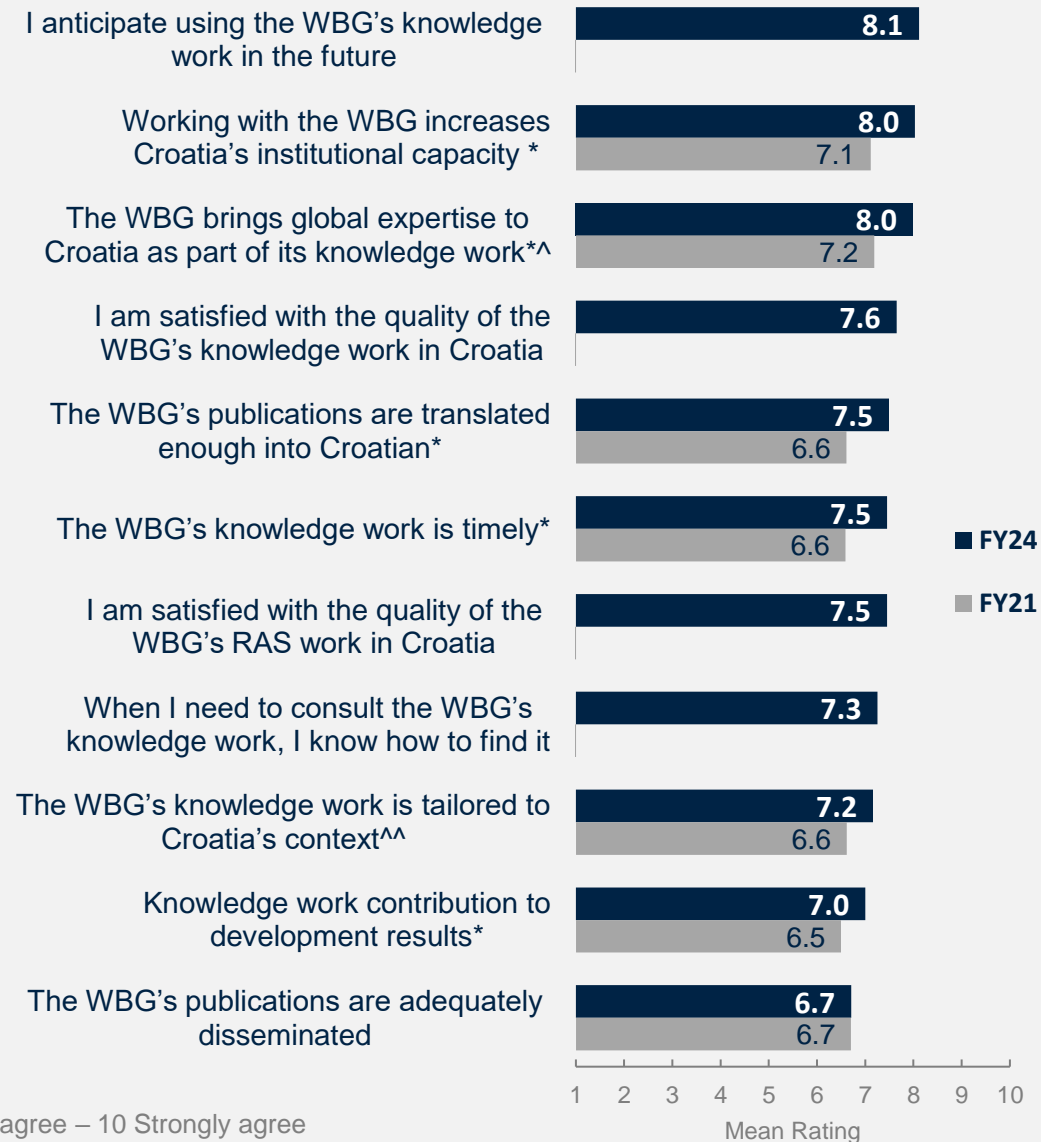
# Perceptions Regarding the WBG Knowledge Work Significantly Improved

Respondents' perceptions of the WBG's knowledge work have improved significantly across almost all questions compared to FY21. Respondents **anticipate using WBG's knowledge** in the future, and they particularly value WBG's knowledge products for their contribution to building Croatia's **institutional capacity** and for bringing **global expertise** to Croatia (both means = 8.0). Perceptions of the **timeliness** of the WBG knowledge work and its **contribution to development results** in Croatia have also improved significantly.

At the same time, respondents less agree with the statement that the WBG's publications are **adequately disseminated** (mean = 6.7 and haven't changed since FY21), with stakeholders from local government and civil society giving the lowest ratings (means = 5.3 for both groups).

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

*"To enhance public awareness of the mission and activities of the WBG in Croatia and its specific projects." (Academia Respondent)*



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 Croatia?

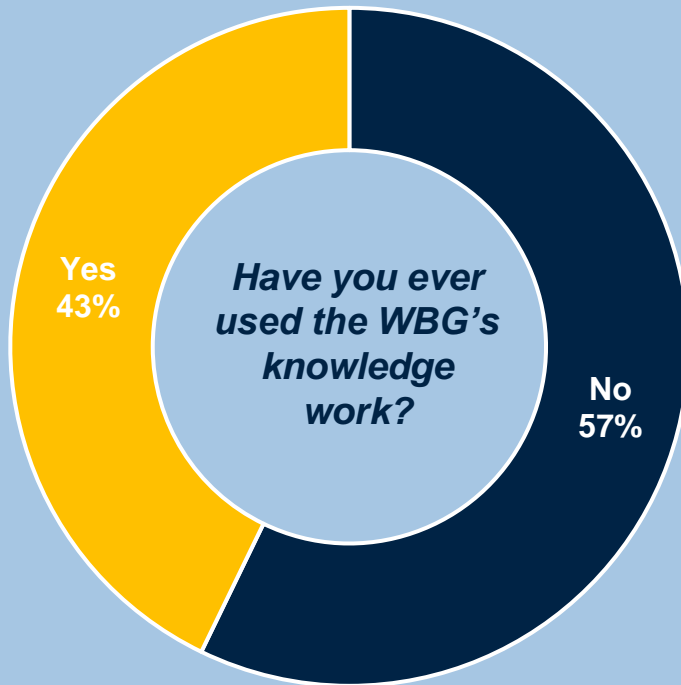
Scale: 1 Not significant at all – 10 Very significant ^ Compared to "Are a source of relevant information on global good practices" asked in FY21.

^^Compared to "Are adaptable to Croatia's specific development challenges and country circumstances" in FY21 \*Significant difference between years



# 43% of Respondents Used WBG's Knowledge Work; Those Who Did Hold Significantly More Positive Views of WBG's Knowledge

Four in ten respondents reported that they had used the WBG's knowledge work in the past.



Have you used WBG's knowledge work?  
 ■ Yes  
 ■ No

# ***The Future Role of the World Bank Group in Croatia***

*“To make your work and goals more accessible to the general public, providing them with better insight.”*

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

*“Communicate results to a wider audience more frequently. This could help to build political pressure.”*

(Academia Respondent)



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*In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Croatia? (N=125)*

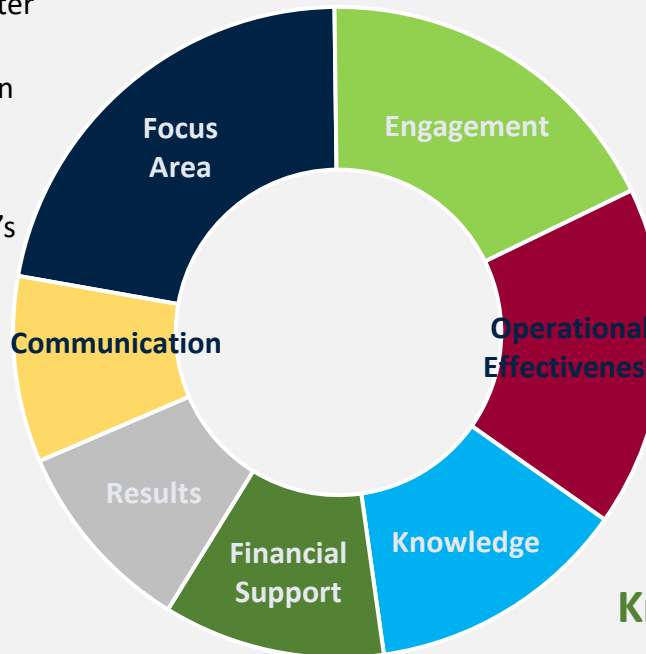
# How can the WBG increase its effectiveness? Open Ended Responses

## Focus Area 22%

- Education and human development
- Infrastructure, including digital development
- Agriculture development (irrigation and water management)
- Public sector governance and anticorruption

## Engagement 18%

- Collaborate more with local civil society for better needs assessment, generating context-specific solutions, project implementation, and M&E
- Work with the private sector and facilitate public-private dialogue



## Operational Effectiveness 17%

- Better alignment with country needs and government plans
- More reliance on local experts and advisors
- Training of local experts to support implementation; robust M&E

## Knowledge 13%

- More research and data
- Capacity development, particularly for implementing agencies and at the local level
- Capacity development for NGOs, academia, and private sector
- Build the capacity of local experts
- Provide more training and technical support

## Communication 9%

- Address low levels of awareness about WBG's work in the population
- Better communication channels with stakeholders

## Financial Support 11%

- More financing, particularly directly at the local level

## Results 10%

- Robust M&E, consensus with local stakeholders on indicators
- Involve civil society for greater transparency



In your opinion, what is the most important thing the World Bank Group could do to increase its effectiveness in Namibia? (N=125)

\*All percentages are counted based on the total number of topics mentioned by the respondents; individual comments could be counted multiple times depending on the number of topics they cover.

# How can the WBG increase its effectiveness? Open Ended Responses

## Engagement

*“Involve domestic experts to a greater extent because foreigners sometimes have a complete misunderstanding of the domestic context.”*  
(Academia Respondent)

*“Create programs for decentralization, including building local capacity to participate in decision-making activities starting with migration of national bodies outside the main city and improving conditions for non-governmental organizations to participate in development policies i.e. to create a fund that will cover the real cost of NGOs to participate in democratic processes (staff and travel) and creating an experimental program where professional networks including NGOs are challenged to develop solutions..”*  
(Civil Society Respondent)

*“Be more tailor-made to listen more to our needs instead of putting our needs in [an] already predefined framework. In many cases, a lot of time is given to the experience of other countries, many of which are not comparable to Croatia. This takes a lot of time and capacity and could be frustrating.”*  
(Government Institution Respondent)

## Communication

*“WBG could be more visible and more present in terms of information about what it does, what services it offers, where to find more information about it.”*  
(Local Government Office)

## Focus Area

*“The World Bank should prioritize investing in politically unpopular but necessary projects, such as renewing water supply and drainage systems, and maintaining transport infrastructure in proper condition, with a focus on railways. It is also important to allocate World Bank funds to projects that can lead to long-term growth, such as investing in industrial production and the production of healthy food.”*  
(Civil Society Respondent)

*“To focus our knowledge and experience more on young people in order to empower them, enhance their understanding of policies, and increase their involvement in the development of the Republic of Croatia. This effort should be directed towards politicians involved in the government and other influential figures impacting the country's development.”*  
(Government Institution)

## Operational Effectiveness

*“To be more flexible in the application of the rules, and to make timely decisions on procurement for goods, works, and services, as well as the availability of expert personnel in that domain.”*  
(Government Institution Respondent)

*“Transparent and clear business rules, meetings with stakeholders in the Republic of Croatia for greater understanding and efficiency of projects, quick reaction to justified changed activities or requests...”*  
(Government Institution Respondent)



# Communication and Outreach

*“It is important for the organization to have a stronger presence and better connection with regional management, which consists of counties, in the Republic of Croatia. The organization should also be more active in showcasing its work and initiatives in the media. Additionally, the organization should distribute its publications and host workshops and conferences, inviting regional coordinators who are most knowledgeable about the development challenges in their respective regions to participate.”*

(Local Government Respondent)



# WBG Events and e-Newsletters were Most Preferred Channels for Receiving WBG Communication

A majority of respondents preferred receiving the Bank's communications at the WBG **events** (in person or online), through e-newsletters, and through **direct contact with staff**.

	Preferred WBG Channel					
	All Respondents	Government Institutions	Sub National Government	Bilateral / Multilateral Agency	Broader Civil Society Organizations	Private Sector
Event / conference / seminar / workshop (in person or online)	60.7%	61.5%	68.4%	68.8%	52.2%	66.7%
e-Newsletters*	45.9%	33.0%	57.9%	43.8%	45.7%	61.1%
Direct contact with staff (e.g., in person, virtually, phone, email)	40.4%	50.5%	21.1%	43.8%	34.8%	30.6%
Social media (e.g., Facebook, X (former Twitter))*	14.1%	9.9%	5.3%	0.0%	30.4%	5.6%
Direct messaging (e.g., WhatsApp, Viber)*	10.0%	6.6%	26.3%	18.8%	4.3%	16.7%

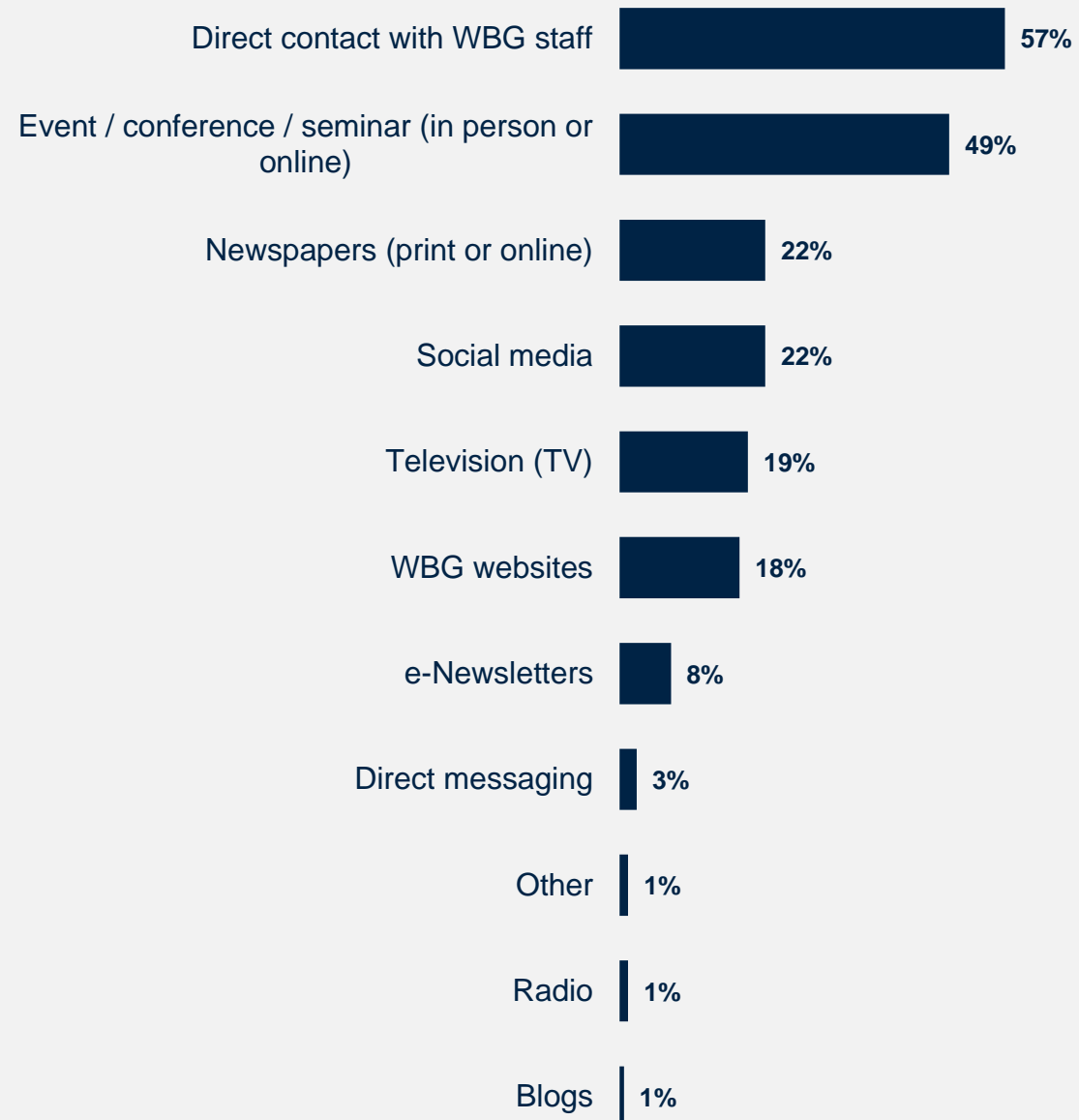


How would you prefer to receive communication from the WBG? (Select up to 2)  
(Percentage of Respondents, N=270)

# Almost 6 in 10 Respondents Recalled Seeing or Hearing Information About the WBG

57% of respondents recalled seeing or hearing something about the WBG recently.

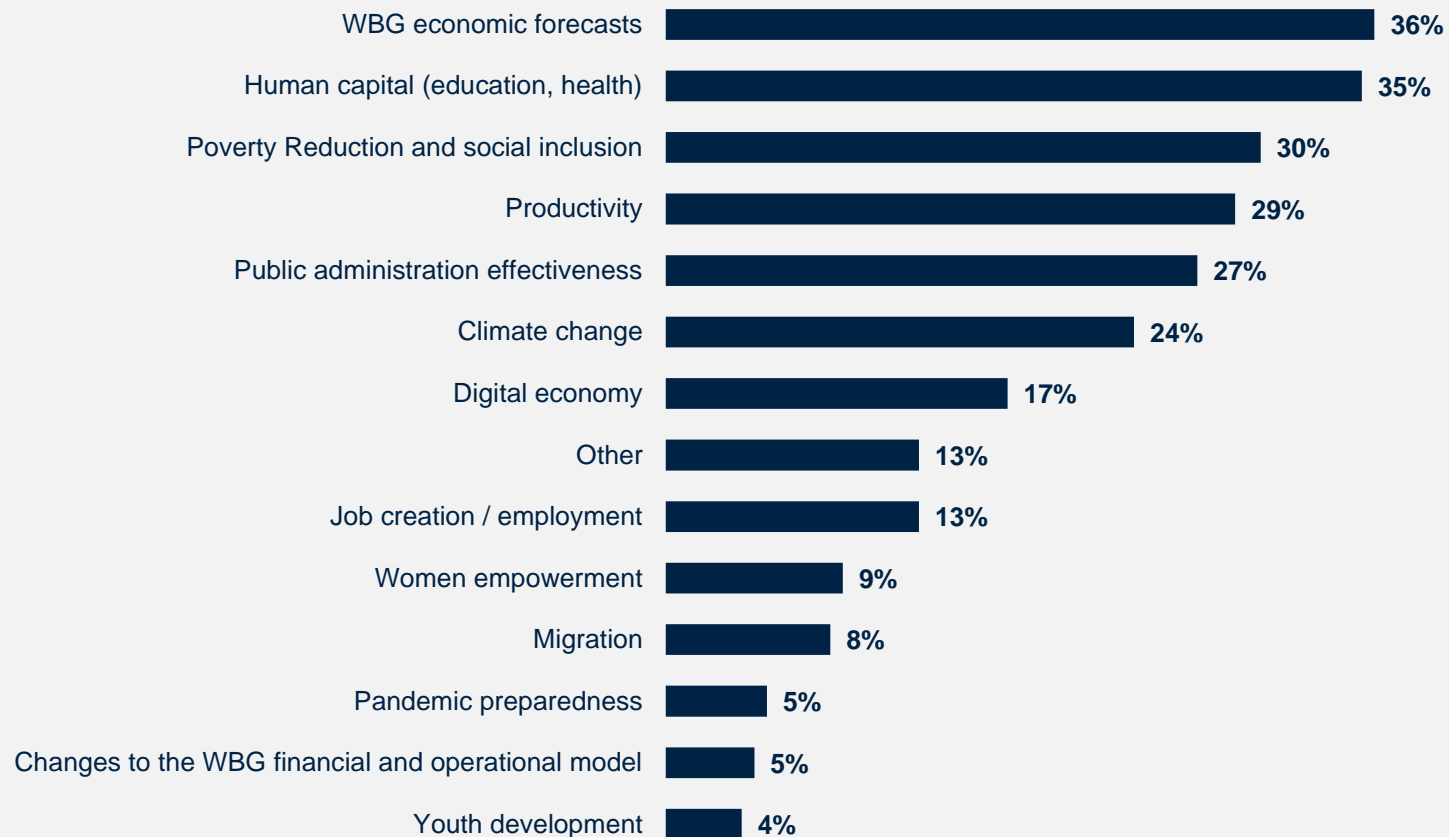
Respondents most often reported seeing that information through **direct contact**, WBG's **events/conferences/seminars**.



# WBG Economic Forecasts and WBG's Work on Human Capital were Recalled Most Often

Respondents most frequently recalled **WBG economic forecasts** and **its work on human capital**. They also frequently recalled the WBG's work or research on **poverty reduction** and **productivity**.

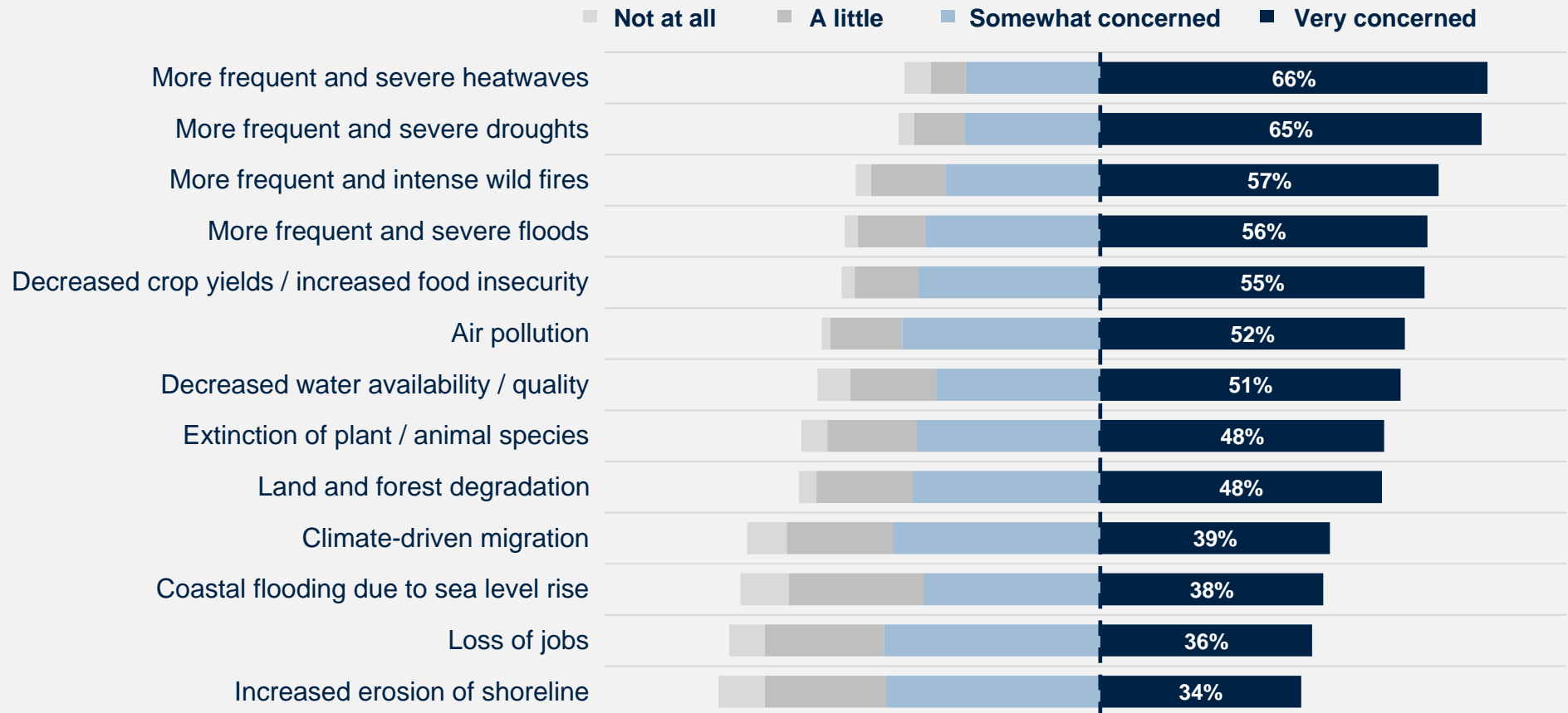
## WBG's work or research on...



What topics were included in what you saw or heard about WBG's work or research? (Select ALL that apply)  
(Percentage of Respondents, N=155)

# Climate Change Communications can be More Impactful when Related to Stakeholders' Top Concerns: More Frequent and Severe Heatwaves and Droughts

More than two-thirds of respondents were very concerned about more frequent and severe **heatwaves** and **droughts** as potential impacts of climate change in Croatia. **Wild fires** and **more frequent/severe floods** were also of great concern to respondents. These key areas of concern should be considered to make communications about climate change more impactful.

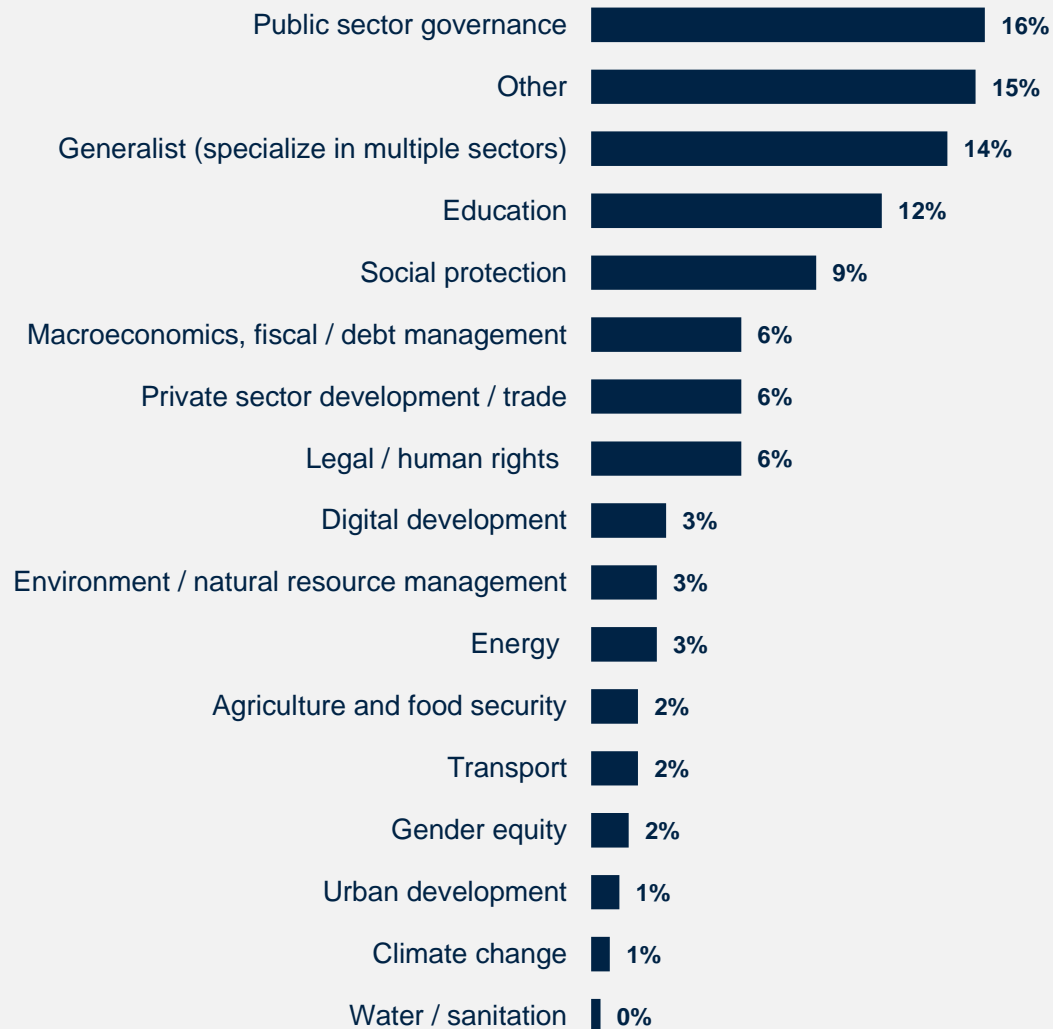


# ***Sample Demographics and Detailed Methodology***

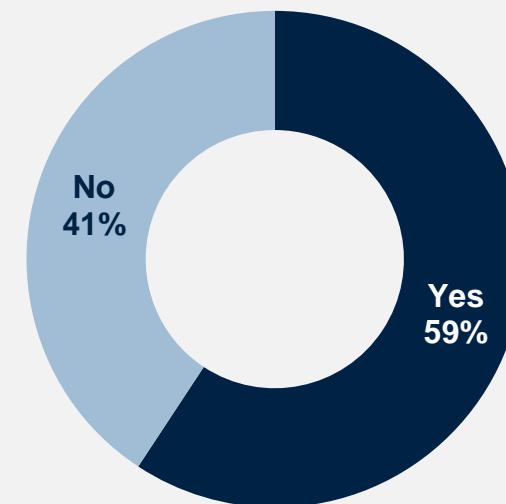


# Sample Demographics

## What is the primary specialization of your work? (N=266)

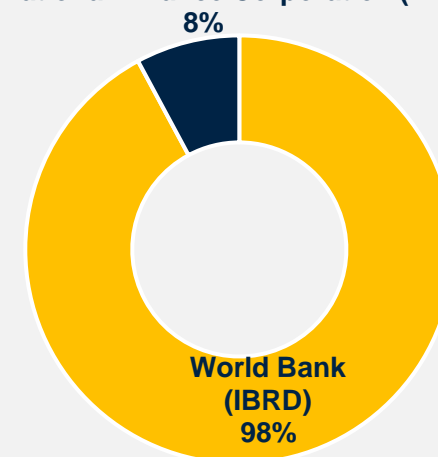


## Do you collaborate/work with the World Bank Group (WBG) in Croatia? (N=302)



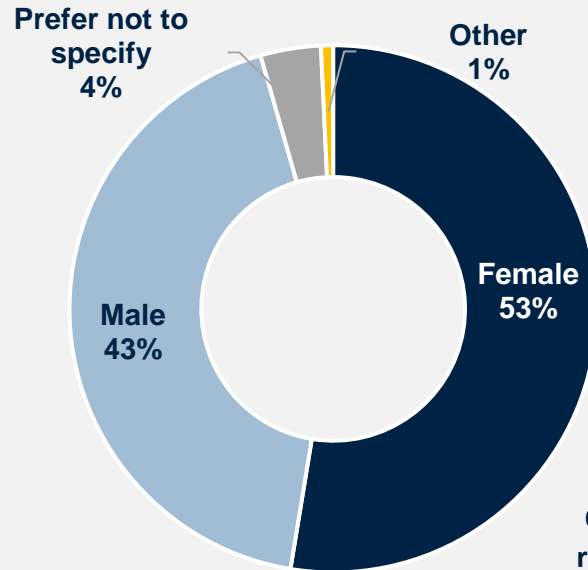
## International Finance Corporation (IFC)

## Which of the following WBG agencies do you collaborate/work with in Croatia? (N=179)

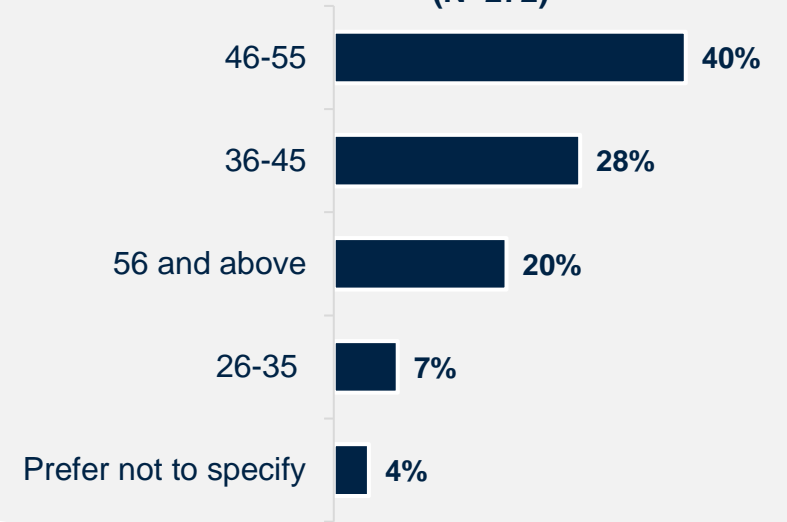


# Sample Demographics (continued)

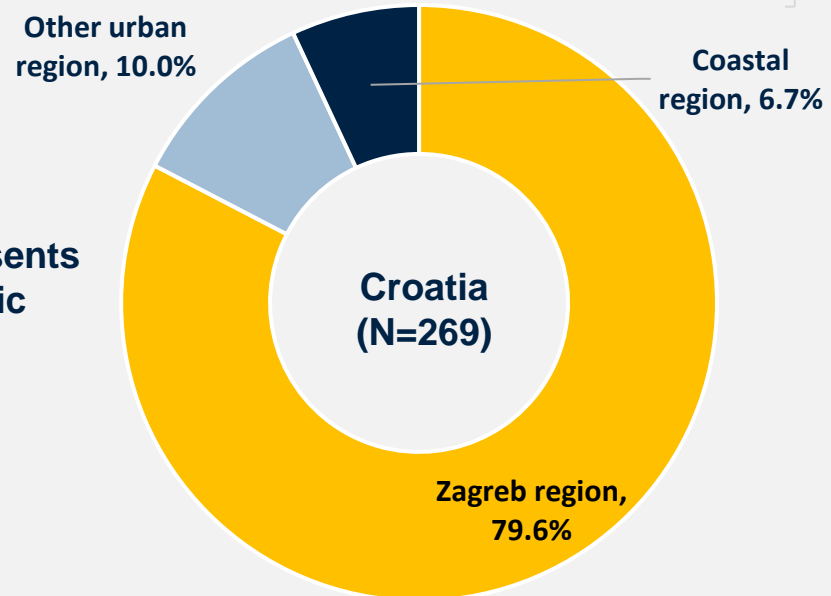
What is your gender?  
(N=270)



What's your age?  
(N=272)



Which best represents  
your geographic  
location?



# Detailed Methodology

From **April 2024 to June 2024**, a total of 1167 stakeholders in Croatia 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 fielding agency. Participants were drawn from the Office of the President, Prime Minister, Minister, and Parliament, government institutions, local governments, bilateral and multilateral agencies, the private sector, civil society, academia, and the media.

Of these stakeholders, **302 participated in the survey (26% response rate)**. Respondents completed the questionnaire via an online platform.

**This year’s survey results were compared to the FY21 Survey, which had a response rate of 22% (N=156).**

Comparing responses across Country Surveys reflects changes in attitudes over time and changes in respondent samples, methodology, and the survey instrument. To reduce the influence of the latter factor, only questions with similar response scales/options were analyzed. This year’s survey saw much greater outreach to and/or response from civil society organizations and academia but a decrease from government institutions and bilateral/multilateral organizations. These differences in stakeholder composition between the two years 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 “Croatia COS FY24 Appendices with data breakdowns.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, Minister, Parliamentarian	3%	2%
<b>Government Institutions:</b> Employee of a Ministry, Department, Project Implementation Unit, Independent Government Institution, Judiciary, State-Owned Enterprise	44%	30%
<b>Local Government</b>	8%	7%
<b>Bilateral/Multilateral Agency:</b> Embassy, Development Organization, Development Bank, UN Agency	10%	7%
<b>Civil Society Organization:</b> Local and regional NGOs, Community-Based Organization, Private Foundation, Professional/Trade Association, Faith-Based Group, Youth Group	14%	17%
<b>Private Sector:</b> Private Company, Financial Sector Organization, Private Bank	5%	14%
<b>Academia/Research Center</b>	11%	19%
<b>Media</b>	1%	2%
<b>Other</b>	5%	1%
<b>Total Number of Respondents</b>	<b>155</b>	<b>302</b>



Which of the following best describes your current affiliation? (Select only 1 response)

# 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 Croatia? Scale: 1 Not at all – 10 Very much

**A2.** How effective is the World Bank Group in helping Croatia 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 Croatia?

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 Croatia.

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

**A6.** The WBG has a positive influence on shaping development policy in Croatia

**A7.** The WBG's work helps end extreme poverty in Croatia

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 Croatia

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

**C1\_3.** Flexibility when circumstances change in Croatia

**C1\_5.** Being a long-term partner to Croatia

To what extent is the WBG an effective development partner in Croatia, in terms of collaborating with the following groups:

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

**C2\_1.** National government

**C2\_3.** Private sector

**C2\_4.** Civil society

**C2\_5.** Other donor 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 Croatia.

**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 Croatia.

**C6\_4.** The WBG's knowledge work is tailored to Croatia's context.





CountryOpinionSurveys

# Thank you

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

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