



## World Bank Group Country Survey in Armenia

The World Bank Group – specifically, the World Bank (International Bank of Reconstruction and Development, or IBRD) and International Finance Corporation (IFC) – is interested in hearing the views of its partners who are involved in development in Armenia, as we have reached the mid-point of the current country program.

In September 2012, several hundred Armenian stakeholders from many organizations were invited to participate in a survey to assist the World Bank Group (WBG) in gaining a better understanding of how diverse stakeholders in Armenia perceive us and how they view Armenia’s economic challenges.

Today, in 2015, we are approaching the mid-way point in our current Country Partnership Strategy, and we are again reaching out to hear from you. This new survey will give us greater insight into how the WBG’s work is perceived and help us be more effective as we support development in Armenia.

This short survey is specifically designed to pick up on key results from the 2012 WBG Armenia Survey. It should take about **fifteen minutes** to complete. All responses are anonymous and confidential. Data will be sent to an independent platform for analyses. We hope you’ll be candid.

When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

**To complete the survey, please select the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check “Don’t know”.**

We know you are busy and we greatly appreciate the time you take to complete this survey.

## SECTION A: BACKGROUND INFORMATION

### A1. Which of the following best describes the organization you currently work with?

**(Select only ONE response)**

1	Office of the President, Prime Minister	11	NGO/Community Based Organization
2	Office of Minister	12	Media (press, radio, TV, web, etc.)
3	National Assembly/Parliament	13	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Trade Union
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	15	Faith-Based Group
6	Local Government Office or Staff	16	Youth Group
7	Bilateral/Multilateral Agency	17	Academia/Research Institute/Think Tank
8	Private Sector Organization	18	Judiciary Branch
9	Private Foundation	19	Other (please specify): _____
10	Financial Sector/Private Bank		

### A2. Please identify the primary specialization of your work. (Select only ONE response)

1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

### A3. Do you currently collaborate with the World Bank Group (World Bank IBRD, IFC, MIGA) in your country? (Select only ONE response)

1	Yes
2	No

## SECTION B: GENERAL ISSUES FACING ARMENIA

### B1. Listed below are a number of development priorities in Armenia.

Please identify which of the following you consider the **MOST IMPORTANT** development priorities in Armenia TODAY – in 2015? (Choose no more than **THREE**)

1	Financial markets	17	Global/regional integration
2	Equality of opportunity (i.e., equity)	18	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
3	Disaster management	19	Health
4	Private sector development	20	Social protection (e.g., pensions, targeted social assistance)
5	Water and sanitation	21	Urban development
6	Food security	22	Economic growth
7	Climate change (e.g., mitigation, adaptation)	23	Transport (e.g., roads, bridges, transportation)
8	Law and justice (e.g., judicial system)	24	Agricultural development
9	Local governance and institutions	25	Rural development
10	Regulatory framework	26	Foreign direct investment
11	Communicable/non-communicable diseases	27	Education
12	Natural resource management (oil, gas, mining)	28	Energy
13	Information and communications technology	29	Social cohesion
14	Anti-corruption and transparency	30	Job creation/employment
15	Trade and exports	31	Environmental sustainability
16	Gender equity	32	Poverty reduction

### B2. Armenia's economy is facing more severe challenges than it was THREE YEARS AGO, in 2012.

Please identify which of the following areas you consider **WORSE TODAY** than in the past? (Choose no more than **FIVE**)

1	Global/regional integration	17	Economic growth
2	Public sector governance/ reform (government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Equality of opportunity (i.e., equity)
3	Health	19	Disaster management
4	Social protection (e.g., pensions, targeted social assistance)	20	Private sector development
5	Urban development	21	Water and sanitation
6	Environmental sustainability	22	Food security
7	Transport (e.g., roads, bridges, transportation)	23	Climate change (e.g., mitigation, adaptation)
8	Agricultural development	24	Law and justice (e.g., judicial system)
9	Rural development	25	Local governance and institutions
10	Foreign direct investment	26	Regulatory framework
11	Education	27	Communicable/non-communicable diseases
12	Energy	28	Natural resource management (oil, gas, mining)
13	Social cohesion	29	Information and communications technology
14	Job creation/employment	30	Anti-corruption and transparency
15	Financial markets	31	Trade and exports
16	Poverty reduction	32	Gender equity

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

**C1. When thinking about how the World Bank Group can have the most impact on development results in Armenia, where do you believe the WBG should focus its resources (financial and knowledge services)? (Choose no more than THREE)**

1	Gender equity	17	Poverty reduction
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Trade and exports
3	Health	19	Economic growth
4	Social protection (e.g., pensions, targeted social assistance)	20	Equality of opportunity (i.e., equity)
5	Urban development	21	Disaster management
6	Environmental sustainability	22	Private sector development
7	Transport (e.g., roads, bridges, transportation)	23	Water and sanitation
8	Agricultural development	24	Food security
9	Global/regional integration	25	Climate change (e.g., mitigation, adaptation)
10	Rural development	26	Law and justice (e.g., judicial system)
11	Foreign direct investment	27	Local governance and institutions
12	Education	28	Regulatory framework
13	Energy	29	Communicable/non-communicable diseases
14	Social cohesion	30	Natural resource management (e.g., oil, gas, mining)
15	Job creation/employment	31	Information and communications technology
16	Financial markets	32	Anti-corruption and transparency

**C2. When thinking about the World Bank Group's role, which activity do you believe is of GREATEST VALUE and which activity is of SECOND GREATEST value in Armenia?**

		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources (including investment loans)	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third-party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Partner/Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

**C3. To what extent do you believe that the World Bank Group's work and support help the poorest in Armenia? (Select only ONE response)**

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

## SECTION D: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

<b>D1. The World Bank Group has emphasized three key clusters of interventions in our strategy with the Government of Armenia. How would you rate the EFFECTIVENESS of the World Bank Group's support in the specific aspects of these clusters over the past two years? (If you have NO exposure to/experience in working in any of the areas listed below, please respond "Don't know")</b>													
											Not effective at all	Very effective	Don't know
<b>I. Supporting Competitiveness and Job Creation</b>													
1	Improved business environment and investment climate for small and medium enterprise (SME) creation, growth, and innovation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Rural economy sustainably improved (in particular, improve irrigation and agricultural productivity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Improved access, quality and sustainability of key infrastructure (especially electricity and rural roads)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>II. Improving Efficiency and Equity in Social Services</b>													
1	Improved efficiency and equity of health services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Improved efficiency, equitable access, and quality of education services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Improved coverage and targeting of the Family Benefit Program and efficiency of social services delivery	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>III. Improving Governance and Anti-Corruption Measures in Public Services</b>													
1	Improved framework for fighting corruption in public services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Improved efficiency of public administration and service delivery	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Management of public resources strengthened	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION D: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

**To what extent do you agree with the following statements about the World Bank Group's work in SPECIFIC SECTORS in Armenia, on a ten-point scale? (Please compare 2015 with 2012.)**

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>D2.</b>	The WBG work in <b>education</b> has increased in effectiveness in the last three years.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D3.</b>	The WBG work in <b>private sector development</b> has increased in effectiveness in the last three years.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D4.</b>	The WBG work in <b>agriculture</b> has increased in effectiveness in the last three years.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D5.</b>	The WBG work in <b>transparency and anti-corruption</b> has increased in effectiveness in the last three years.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**D6. When reform efforts assisted or supported by the World Bank Group fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

1	The World Bank Group works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
5	The World Bank does not do adequate follow through/follow-up
6	Lack of/inadequate levels of capacity in Government
7	Political pressures and obstacles
8	Reforms are not well thought out in light of country challenges
9	The World Bank is not sensitive enough to political/social realities on the ground
10	Other (please specify): _____

## SECTION E: THE FUTURE ROLE OF THE WORLD BANK GROUP IN ARMENIA

**E1. Looking forward, and taking into account limited resources, to what extent do you believe the World Bank Group SHOULD EMPHASIZE each of the following aspects of its strategy with the government of Armenia?**

		To no degree at all										To a very significant degree	Don't know
<b>I. Supporting Competitiveness and Job Creation</b>													
1	Improved business environment and investment climate for SME creation, growth, and innovation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Rural economy sustainably improved (in particular, improve irrigation and agricultural productivity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Improved access, quality and sustainability of key infrastructure (especially electricity and rural roads)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>II. Improving Efficiency and Equity in Social Services</b>													
1	Improved efficiency and equity of health services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Improved efficiency, equitable access, and quality of education services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Improved coverage and targeting of the Family Benefit Program and efficiency of social services delivery	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>III. Improving Governance and Anti-Corruption Measures in Public Services</b>													
1	Improved framework for fighting corruption in public services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Improved efficiency of public administration and service delivery	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Management of public resources strengthened	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**E2. Which of the following SHOULD the World Bank Group do to make itself of greater value for the next two years in Armenia? (Choose no more than TWO)**

1	Improve the quality of its experts as related to Armenia's specific challenges
2	Offer more innovative knowledge services
3	Reduce the complexity of obtaining World Bank financing
4	Collaborate more with private sector
5	Ensure greater selectivity in its work
6	Provide more adequate data/knowledge/statistics/figures on Armenia's economy
7	Offer more innovative financial products
8	Focus primarily on advocacy issues
9	Promote more cross-country exchanges
10	Collaborate more with local governments
11	Collaborate more with community groups/civil society

## SECTION F: OVERALL PERCEPTIONS

F1. Overall, please rate your impression of the World Bank Group's effectiveness in Armenia.												
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
Not effective at all									Very effective		Don't know	

To what extent do you agree with the following statements about the World Bank Group's work in Armenia?												
		Strongly disagree								Strongly agree		Don't know
F2	Overall the World Bank Group currently plays a relevant role in development in Armenia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
F3	The World Bank Group's work is aligned with what I consider the development priorities for Armenia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent is the World Bank Group an effective development partner in Armenia, in terms of each of the following?												
		To no degree at all								To a very significant degree		Don't know
F4	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
F5	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
F6	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
F7	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
F8	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
F9	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
F10	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
F11	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
F12	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
F13	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

F14. To what extent does the World Bank Group's work help to achieve development results in Armenia?												
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know	

## SECTION F: OVERALL PERCEPTIONS

To what extent do you agree with the following statements about the World Bank Group in Armenia?													
		Strongly disagree										Strongly agree	Don't know
<b>F15</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Armenia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F16</b>	The World Bank Group meets Armenia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F17</b>	The World Bank Group takes decisions quickly in Armenia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

In Armenia, to what extent do you believe that the World Bank Group's knowledge work and activities:													
		To no degree at all										To a very significant degree	Don't know
<b>F18</b>	Are adaptable to Armenia's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>F19. Which of the following agencies of the World Bank Group do you primarily engage with in Armenia? (Select only ONE response)</b>	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____

**Thank you for completing the survey!**