

# FY 2016 Romania Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



**WORLD BANK GROUP**

**July 2016**



## Acknowledgements

The Romania Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Jing Guo, Svetlana Markova, Jessica Cameron, and Calita Woods. Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Romania country team and the local fielding agency Mercury Research. In particular, PORG is grateful for the support from Victor Neagu (Communications Officer) and Ioana-Alexandra Irimia (Program Assistant), who coordinated the survey related activities from Bucharest, Romania.



Country Opinion Surveys  
THE WORLD BANK GROUP



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## I. Objectives

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

- *General Issues Facing Romania*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in Romania*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From May to June 2016, 454 stakeholders of the WBG in Romania were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the Office of the President/Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 105 stakeholders participated in the survey (23% response rate).

Respondents received and completed the questionnaire online on an independent survey platform. Respondents were asked about: general issues facing Romania; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Romania; and the WBG's communication and information sharing.

Every country that engages in the Country Opinion Survey must include specific indicator questions that will be aggregated for the World Bank Group's annual Corporate Scorecard. These questions are identified throughout the survey report.

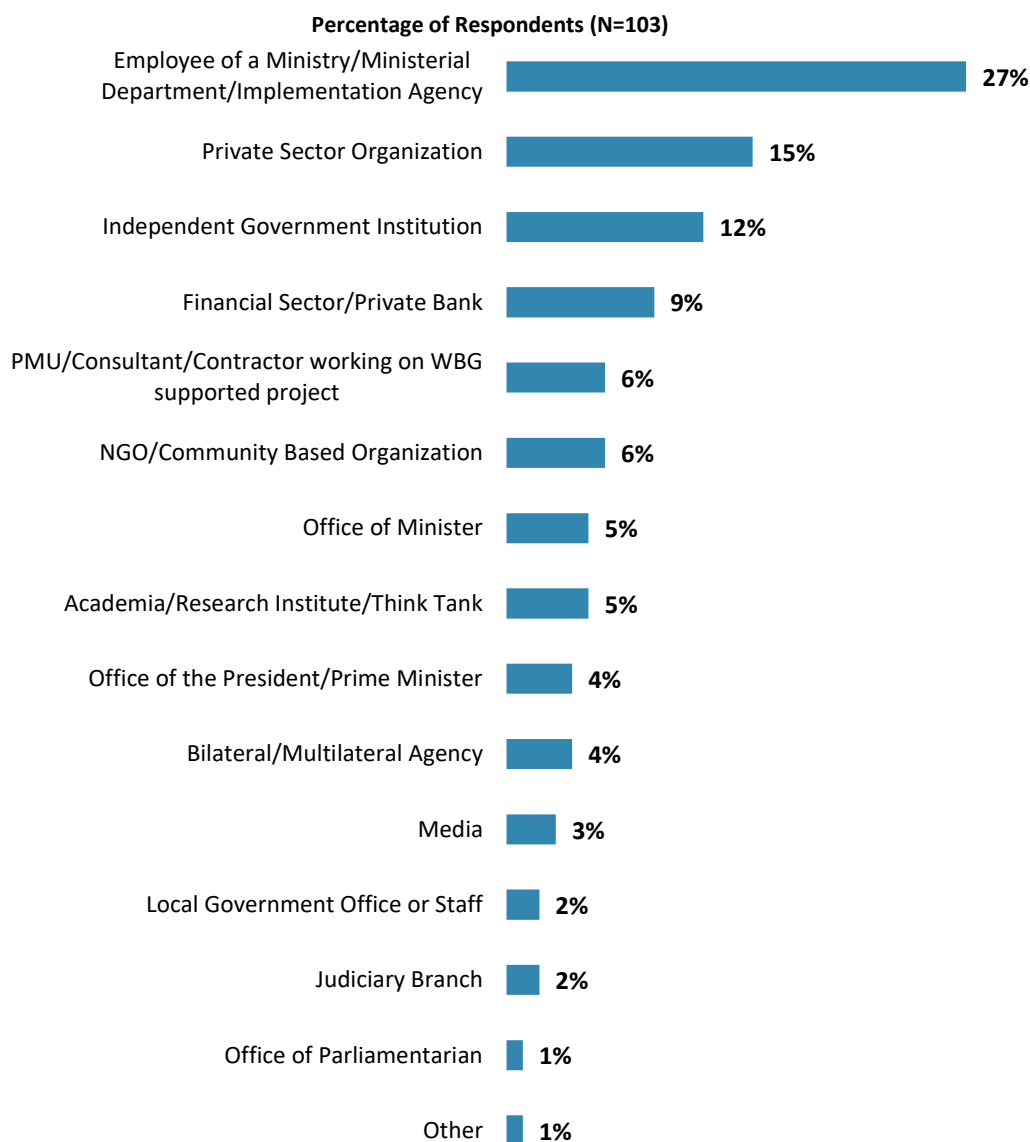
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'13 (response rate is 42%, N=81). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, means of the FY'16 data and the total number of respondents in both years are slightly different from those of the original data reported in appendices A, B, C, and E. For the weighted stakeholder breakdown and year comparison results, please see appendix D (page 94).



### III. Demographics of the Sample

#### Current Position

- For further analyses, respondents from the Office of the President/Prime Minister and office of a minister were combined, respondents from PMUs/consultants/contractors working on WBG supported projects/programs were combined with employees of ministries/ministerial departments/implementation agencies; respondents from the financial sector/private banks were combined with those from private sector organizations. Few respondents from the office of a parliamentarian, local governments, bilateral/multilateral agencies, media, the judiciary branch, and other organizations were included in the “Other” category. There were no respondents from private foundations, trade unions, faith-based groups, or youth groups.

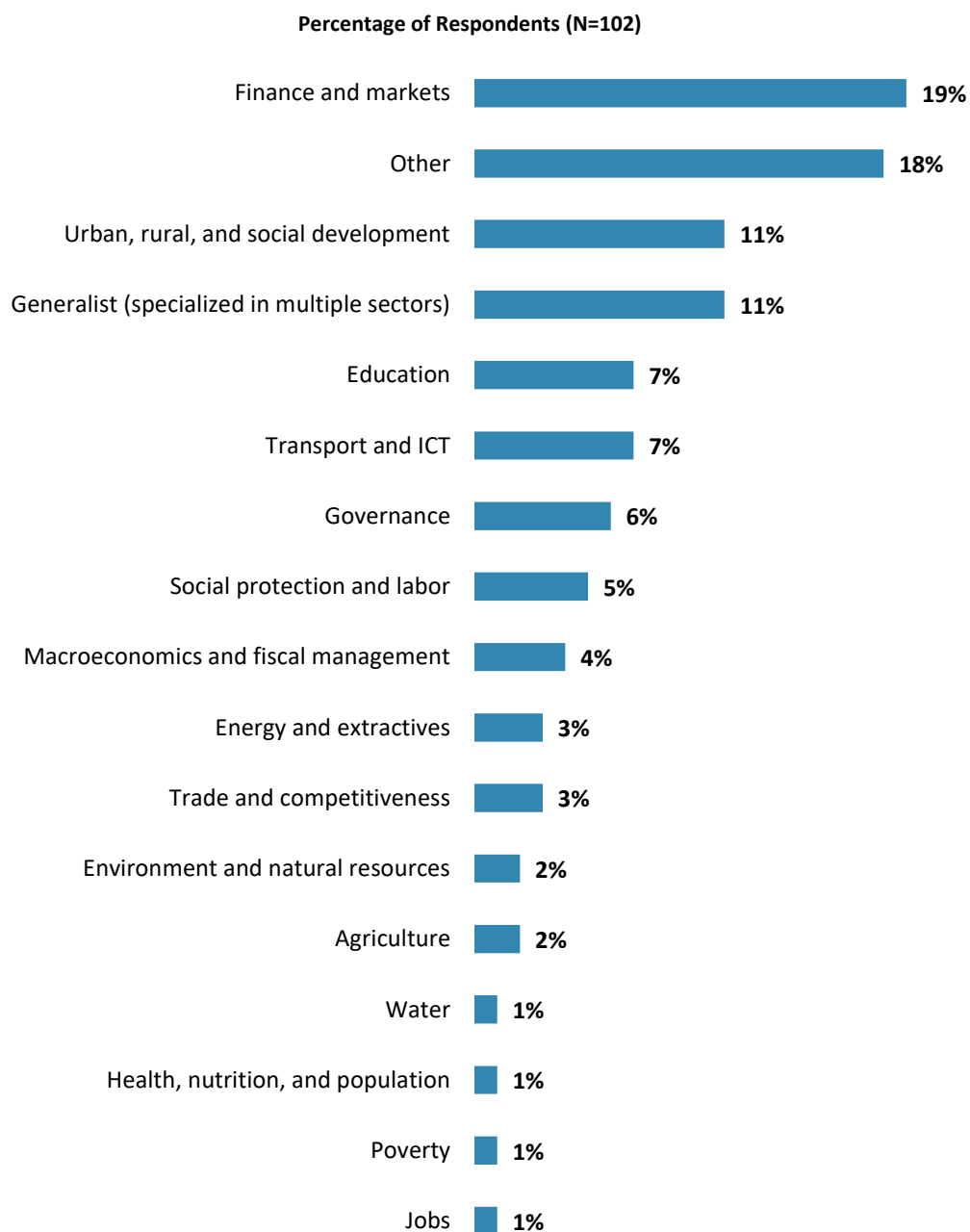


“Which of the following best describes your current position?” (Respondents chose from a list.)



### III. Demographics of the Sample (continued)

#### Area of Primary Specialization



**“Please identify the primary specialization of your work.” (Respondents chose from a list.)**

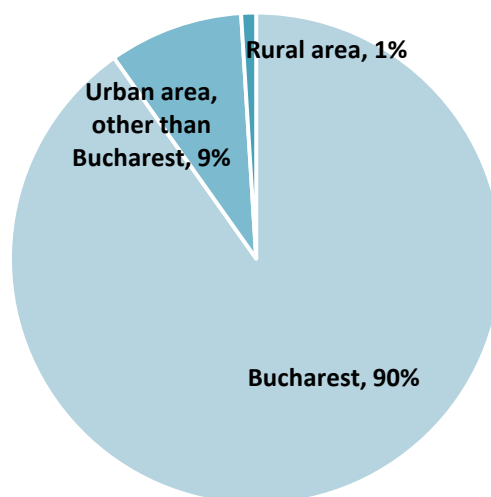


### III. Demographics of the Sample (continued)

#### Geographic Locations

- **Note:** Because of the small number of respondents from the urban area, other than Bucharest and the rural area, analyses comparing geographic locations would not be statistically reliable and, therefore, were not conducted.

Percentage of Respondents (N=102)

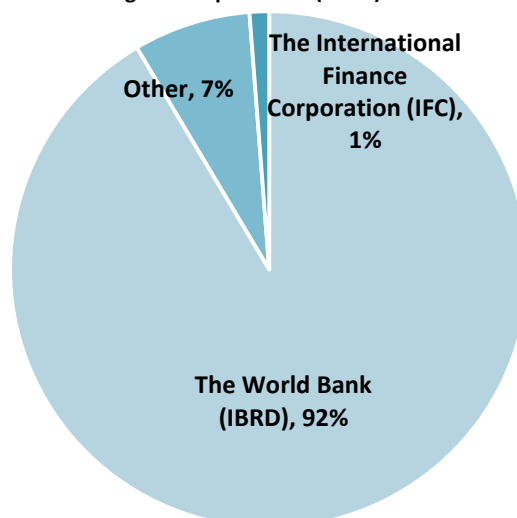


"Which best represents your geographic location?"  
(Respondents chose from a list.)

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#### Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=82)



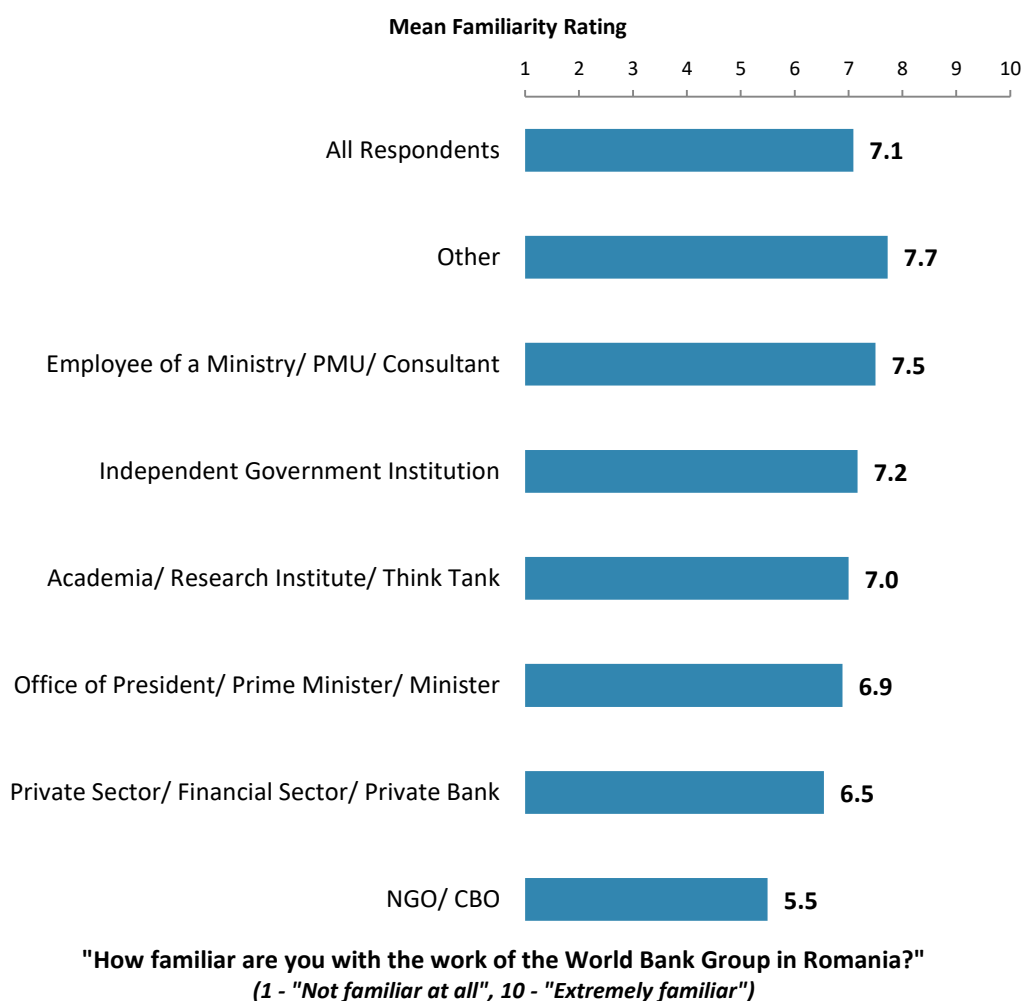
"Which of the following agencies of the World Bank Group do you primarily engage with in Romania?"  
(Respondents chose from a list.) (Note: no respondents chose the response option "MIGA")



### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey were significantly less familiar with the WBG than respondents in the previous FY'13 Survey (weighted mean in FY'16 = 7.1; weighted mean in FY'13 = 7.6)<sup>1</sup>.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Romania, and the extent to which the WBG plays a relevant role in development in Romania, and significantly, moderately correlated with the extent to which the WBG contributes to the country's development results.



<sup>1</sup> Please refer to Appendix D (page 94) for more details on weighting. Means in the chart were calculated based on un-weighted data.

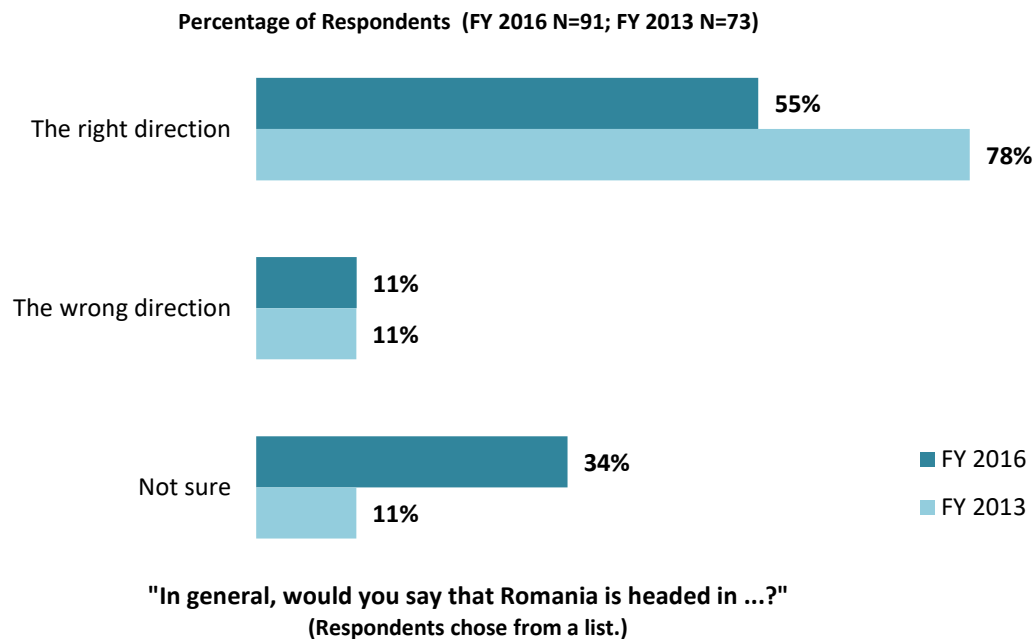




## IV. General Issues Facing Romania

### Headed in the Right Direction<sup>2</sup>

- **Year comparison:** This year's respondents were significantly less likely to believe that Romania is headed in the right direction compared to respondents in the FY'13 Country Survey.



<sup>2</sup> Percentages presented in the chart were calculated based on weighted data from the FY 2016 and FY 2013 Country Surveys. Please refer to Appendix D for more details on weighting.

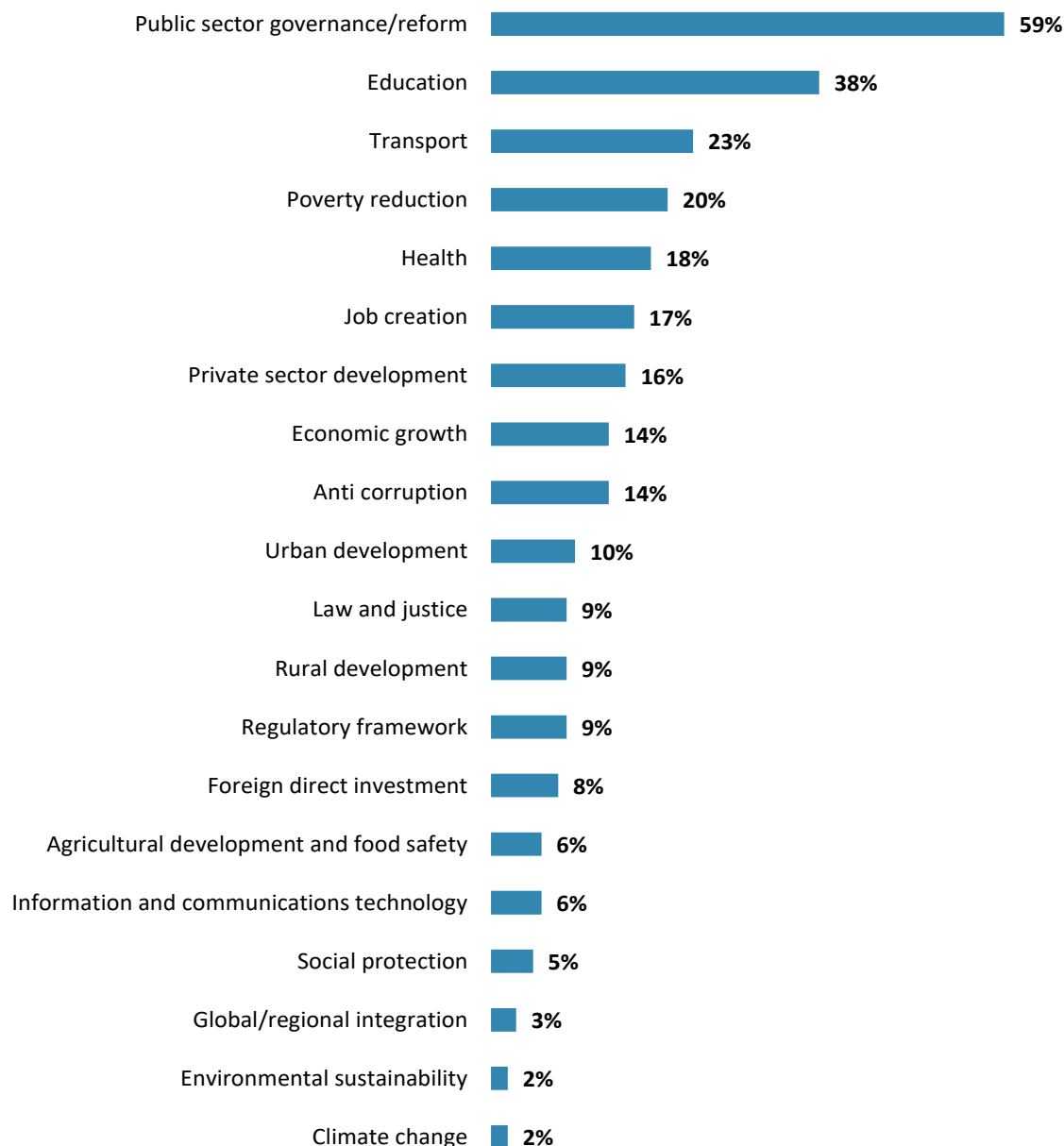


## IV. General Issues Facing Romania (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the most important development priorities in Romania were “*education*” (44%), “*public sector governance/reform*” (40%), and “*transport*” (31%).

Percentage of Respondents (N=103)



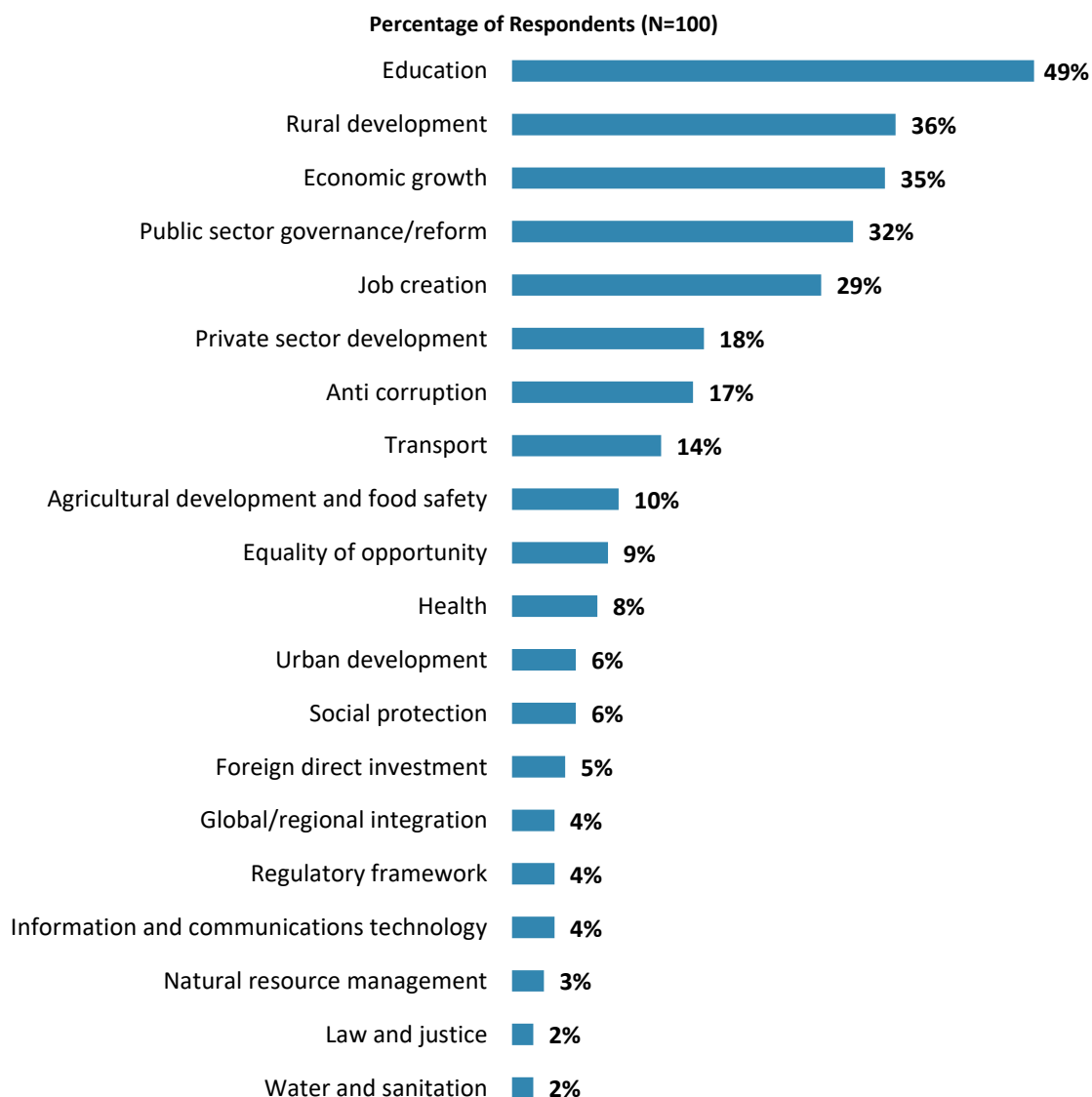
"Listed below are a number of development priorities in Romania. Please identify which of the following you consider the most important development priorities in Romania. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined. Top 20 of 29 response options shown.)



## IV. General Issues Facing Romania (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'13 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Romania were “*education*” (44%), “*job creation/employment*” (43%), and “*economic growth*” (40%).



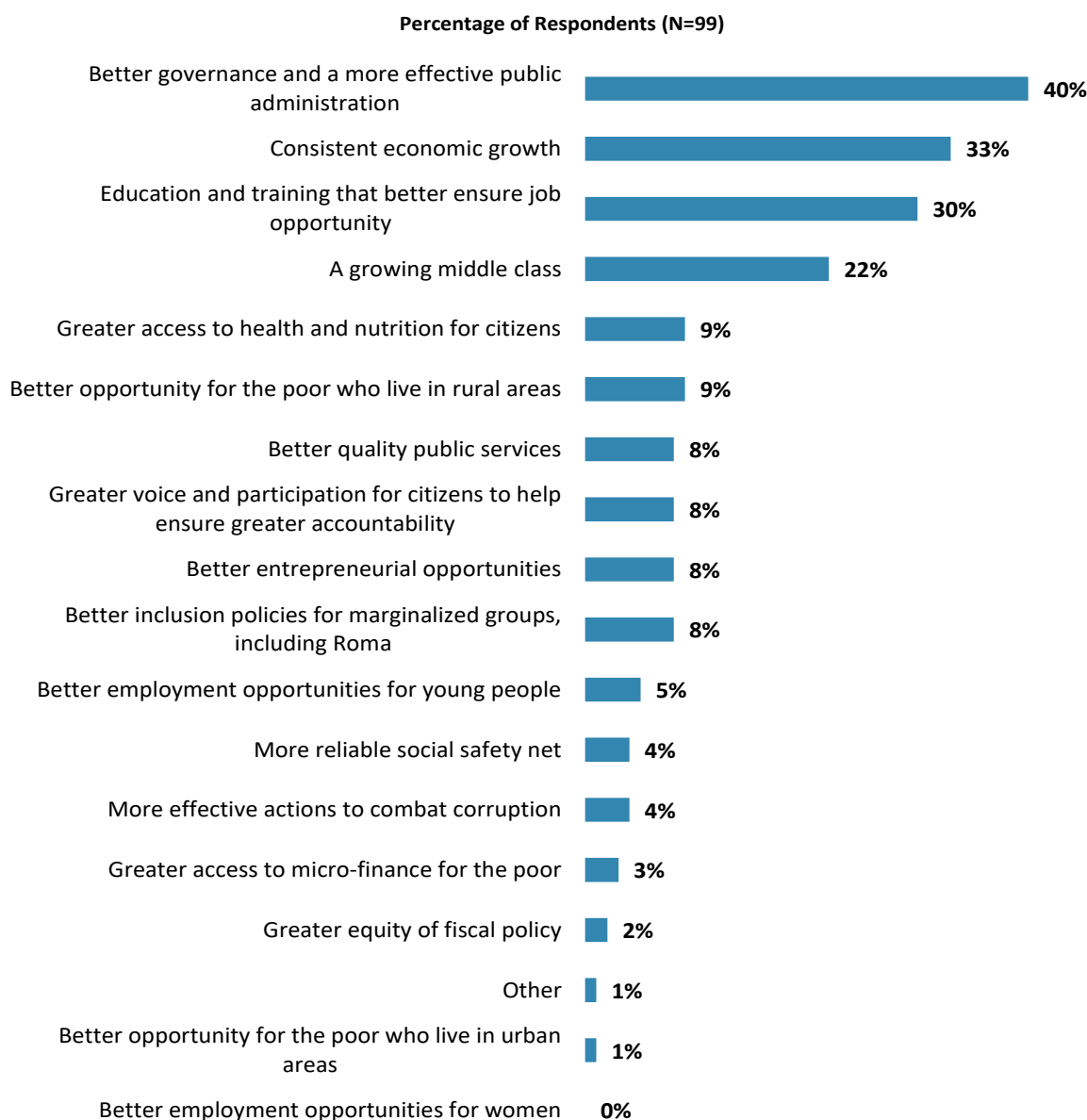
"The World Bank Group has committed itself to two goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Romania?" (Respondents chose from a list. Responses combined. Top 20 of 28 response options shown.)



## IV. General Issues Facing Romania (continued)

### Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’13 Country Survey, respondents indicated that the greatest contributors to shared prosperity in Romania were “*a growing middle class*” (56%), “*consistent economic growth*” (44%), and “*education and training that better ensure job opportunity*” (36%).



**"The WBG's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off.**

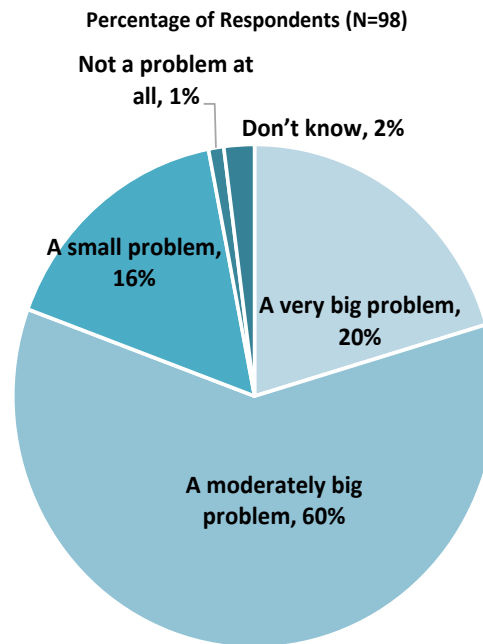
**When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Romania? (Choose no more than TWO)"**

(Respondents chose from a list. Responses combined.)



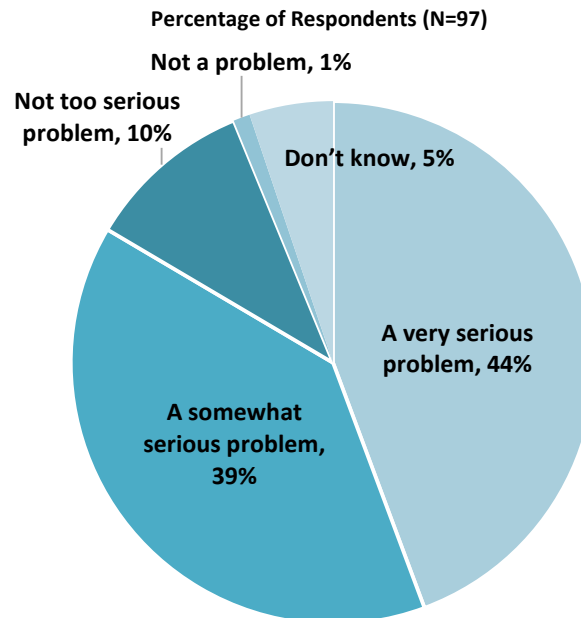
## IV. General Issues Facing Romania (continued)

### Gap between the Rich and the Poor



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Romania?" (Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)

### Global Climate Change



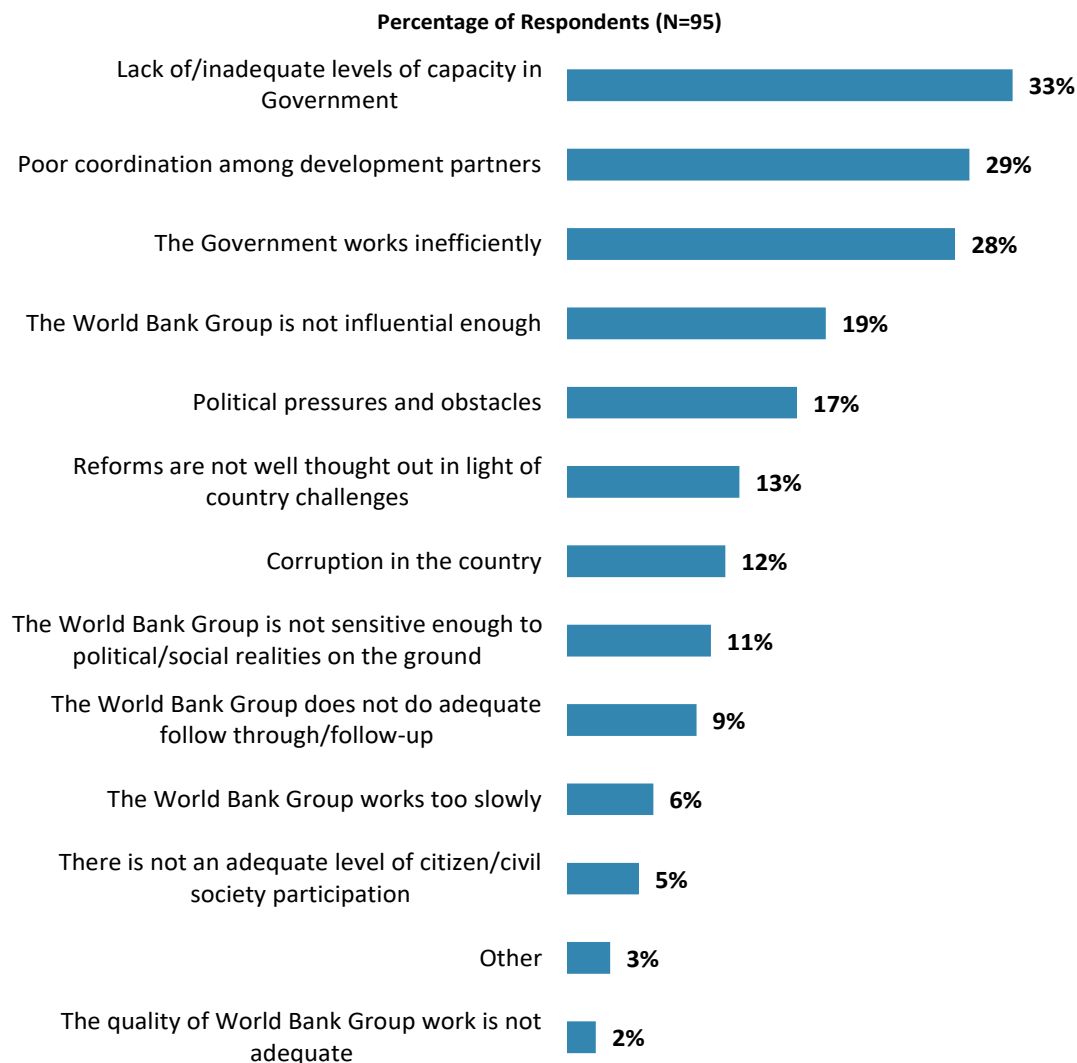
"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)



## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts

- **Year comparison:** In the previous FY'13 Country Survey, respondents attributed failed or slow WBG assisted reform efforts to “*political pressures and obstacles*” (43%), “*the WBG not being sensitive enough to political/ social realities on the ground*” (35%), “*the government working inefficiently*” (32%), and “*a lack of/inadequate levels of capacity in Government*” (32%).



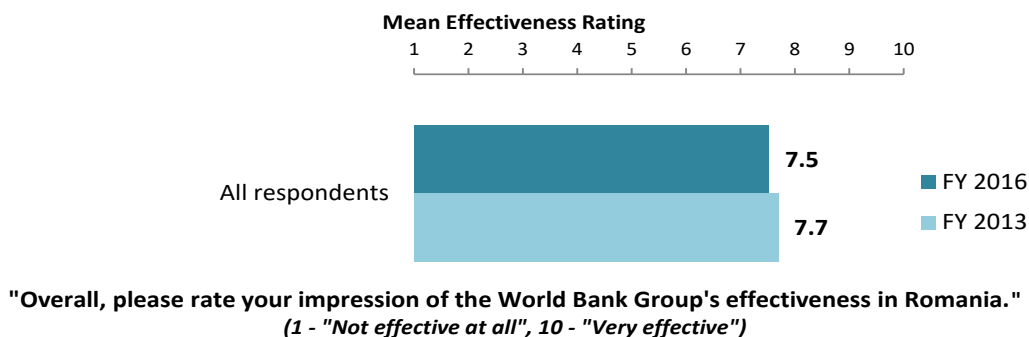
**"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



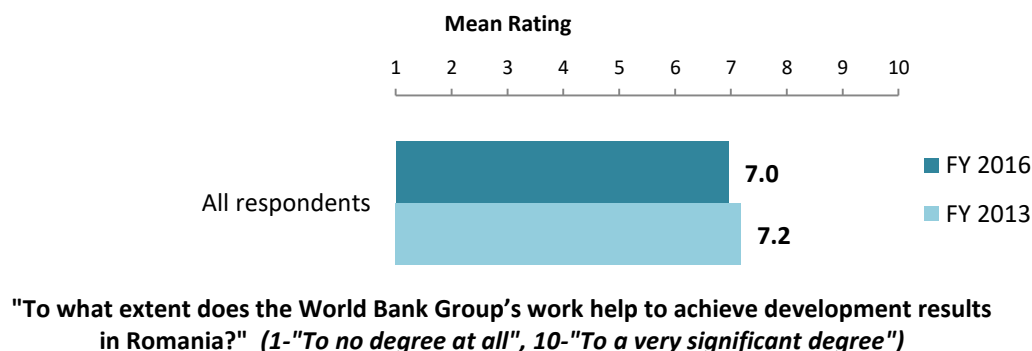
## V. Overall Attitudes toward the World Bank Group (continued)

*As noted in the "Methodology" section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group's annual Corporate Scorecard.*

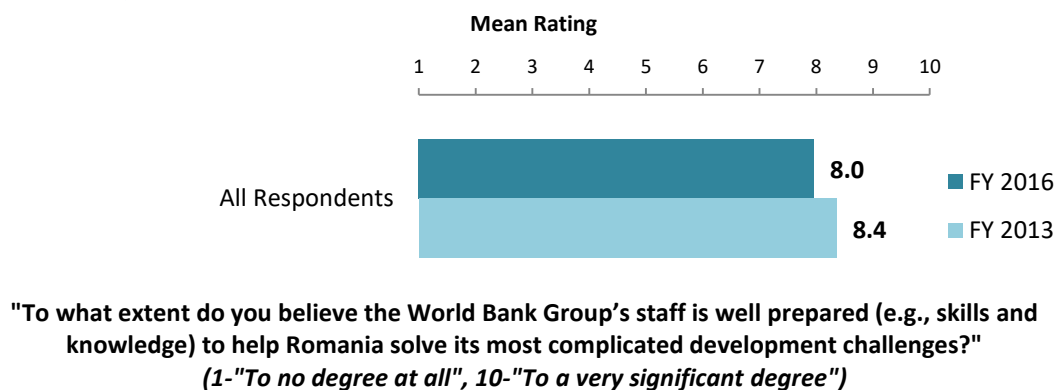
### The World Bank Group's Overall Effectiveness<sup>3</sup> (Indicator Question)



### Achieving Development Results (Indicator Question)



### WBG Staff Preparedness



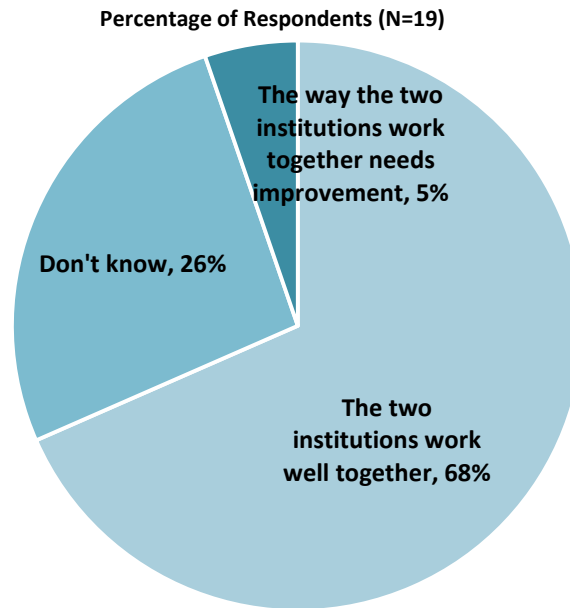
<sup>3</sup> Means presented in the charts on this page were calculated based on weighted data.



## V. Overall Attitudes toward the World Bank Group (continued)

### The World Bank and the IFC Working Together

- Only those stakeholders who responded “Yes” to the question “*Do your projects involve both the World Bank and the IFC?*” provided their views on the working relationship between the World Bank and the IFC.



“If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Romania?” (Respondents chose from a list.)

(Note: percentages may not total 100 due to rounding)

(Note: no respondents chose “the two institutions do not work together”)

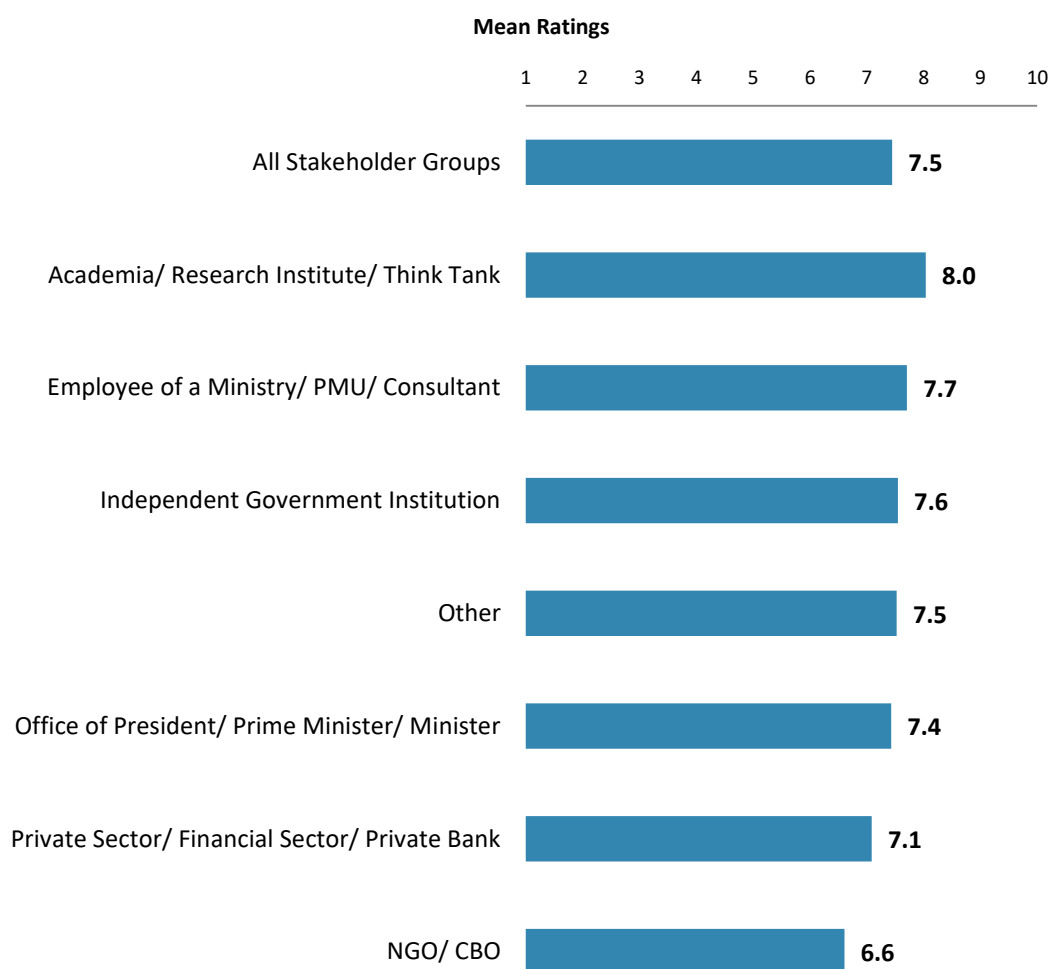




## V. Overall Attitudes toward the World Bank Group (continued)

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents across stakeholder groups had statistically similar mean ratings for the aggregated responses to the twenty six COS indicator questions. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 63).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty six COS indicator questions (mean rating = 7.8) compared to respondents who do not collaborate with the WBG (mean rating = 6.9). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (see page 99).



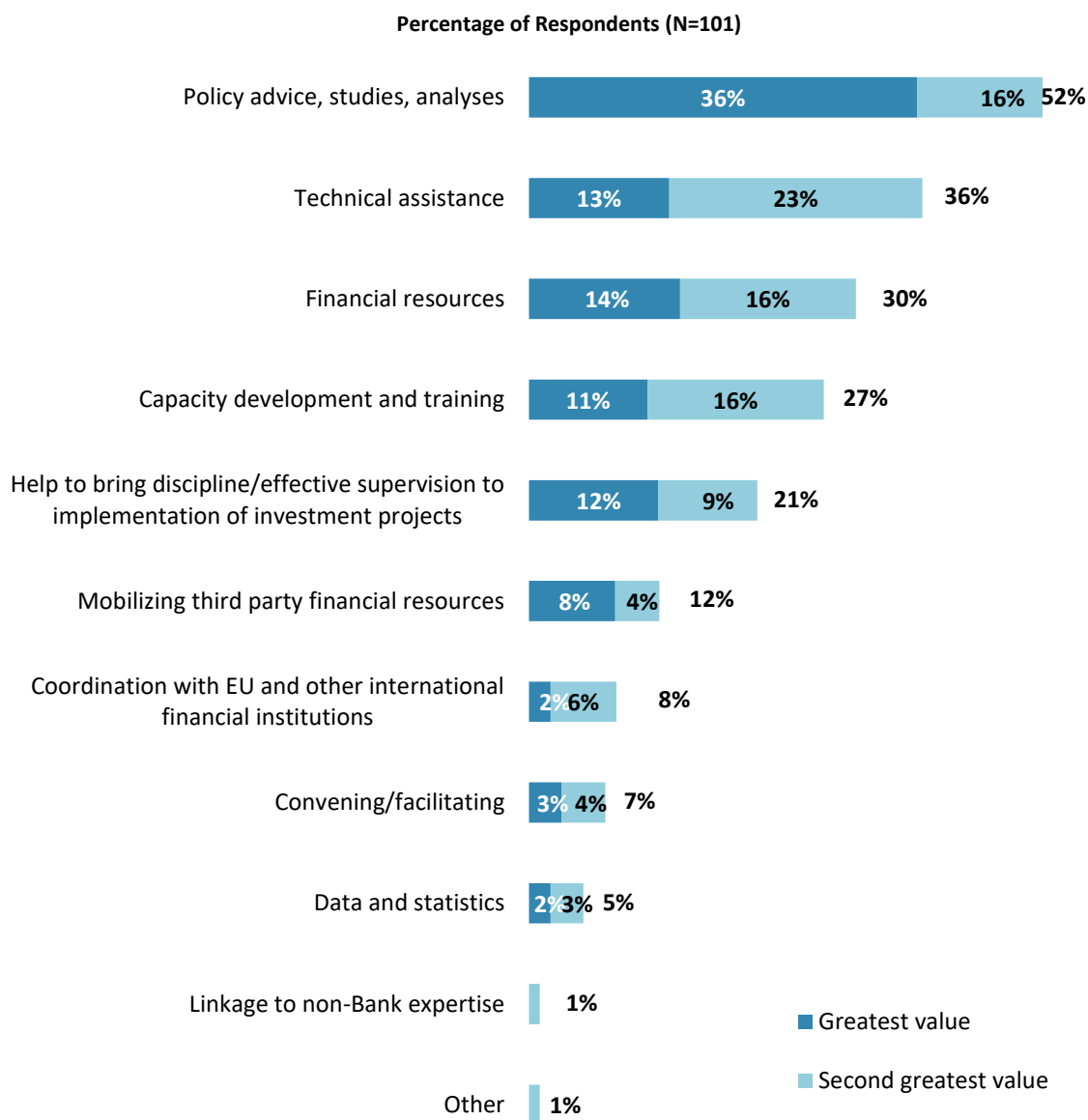
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



## V. Overall Attitudes toward the World Bank Group (continued)

### Greatest Values

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the WBG's greatest value to Romania were its "*technical assistance*" (44%) and "*policy advice*" (39%).



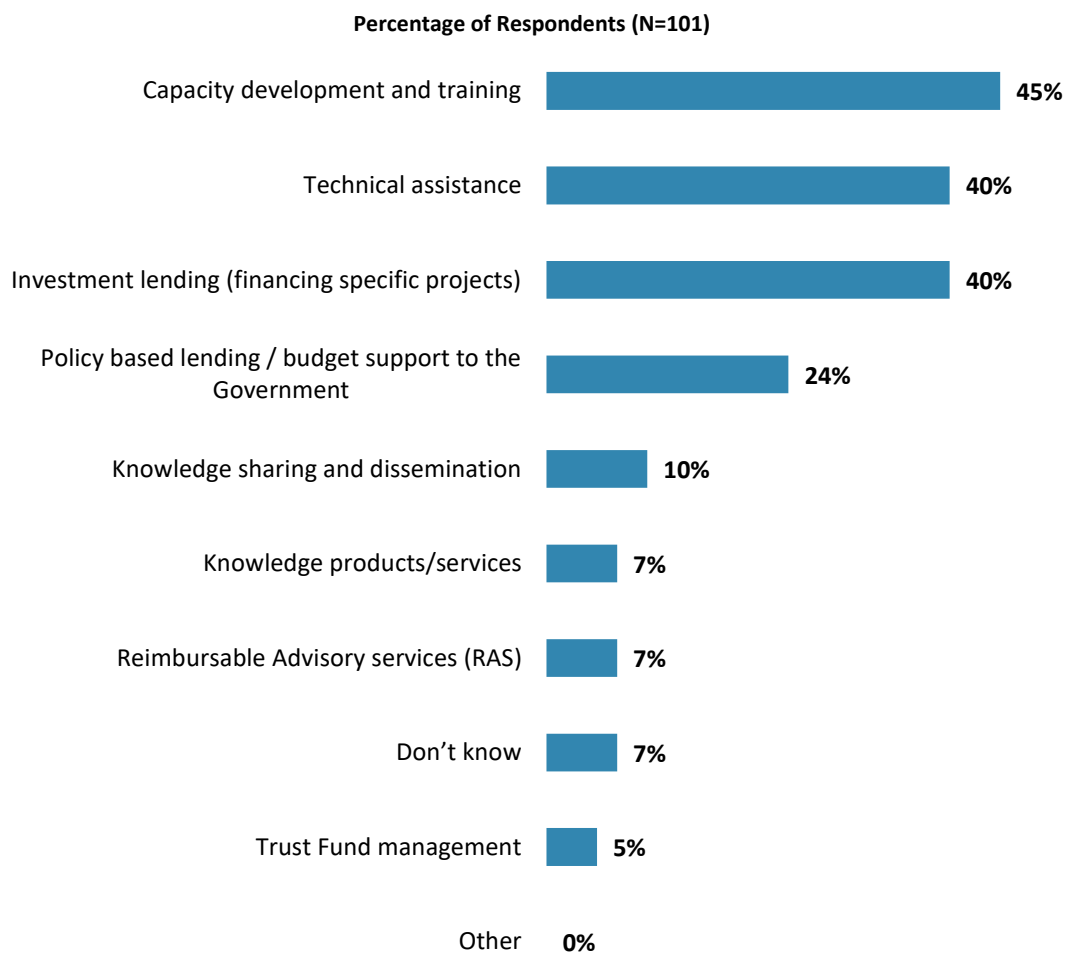
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Romania?"  
(Respondents chose from a list.)



## V. Overall Attitudes toward the World Bank Group (continued)

### Most Effective Instruments in Reducing Poverty

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the WBG's most effective instruments in reducing poverty in Romania were its "*investment lending*" (52%), "*technical assistance*" (48%), and "*capacity development*" (35%).



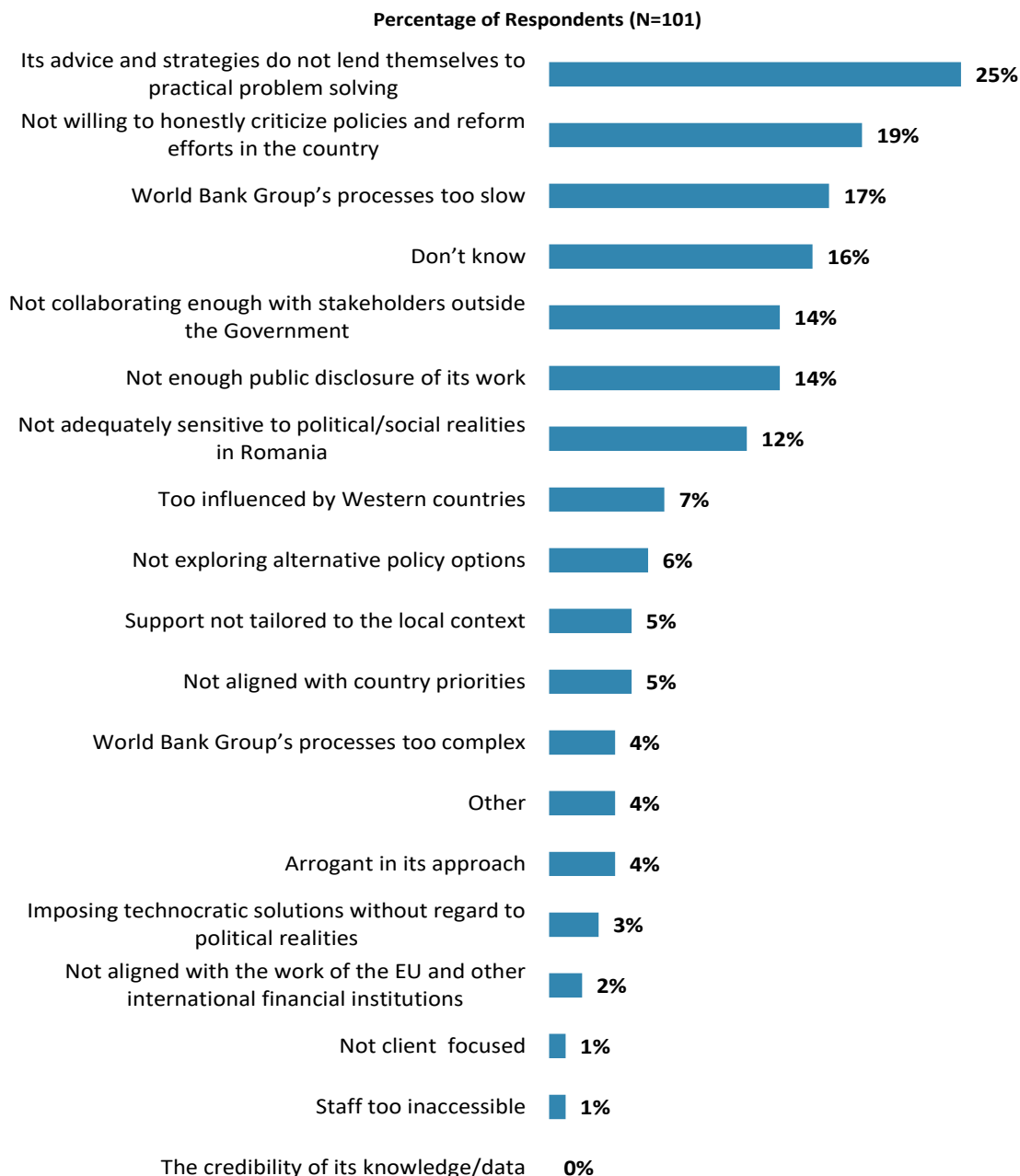
**"Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Romania? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## V. Overall Attitudes toward the World Bank Group (continued)

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the WBG's greatest weaknesses in its work in Romania were "*not willing to honestly criticize policies and reform efforts in the country*" (35%) and "*not enough public disclosure of its work*" (33%).

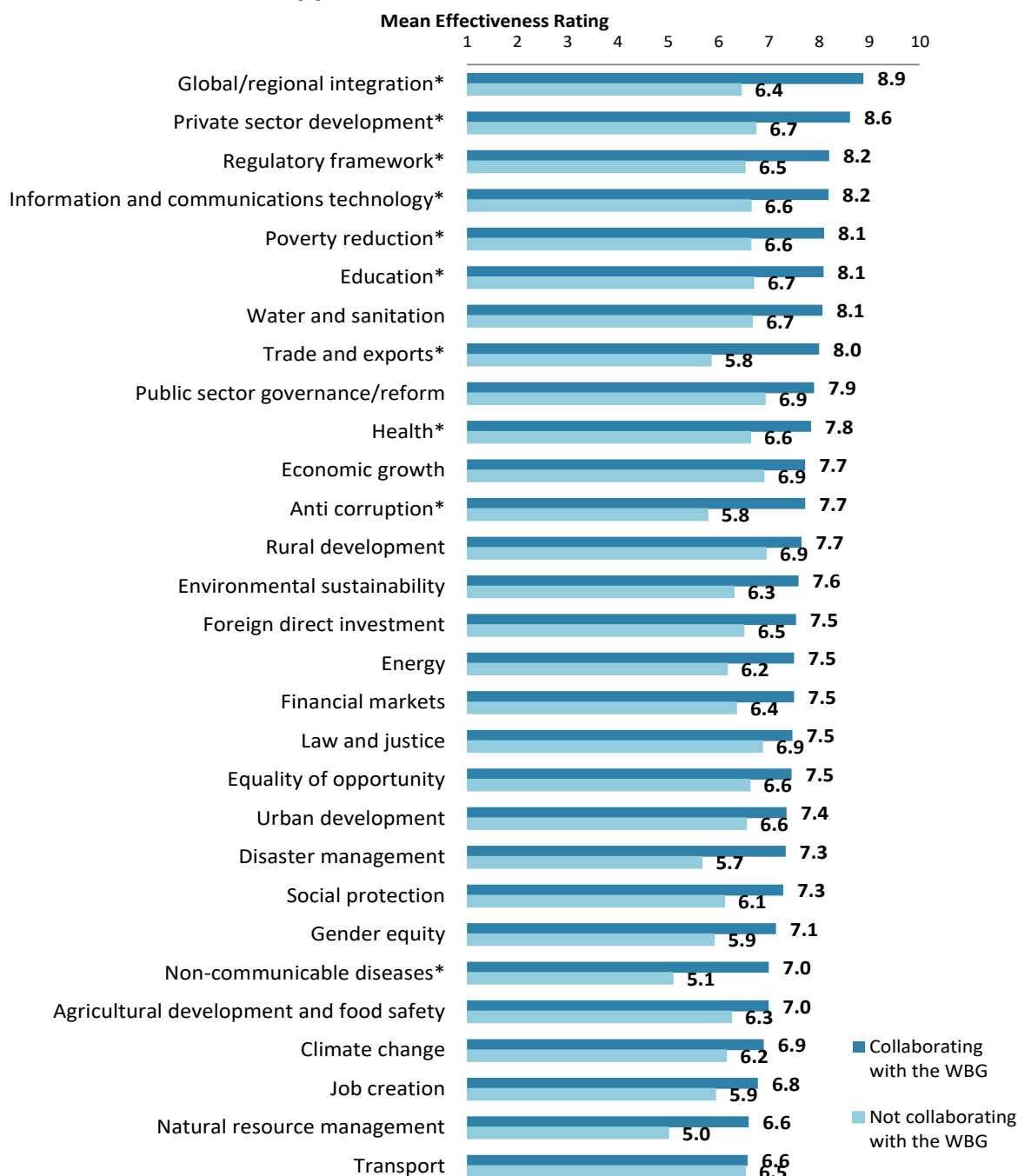


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Romania? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>4</sup>



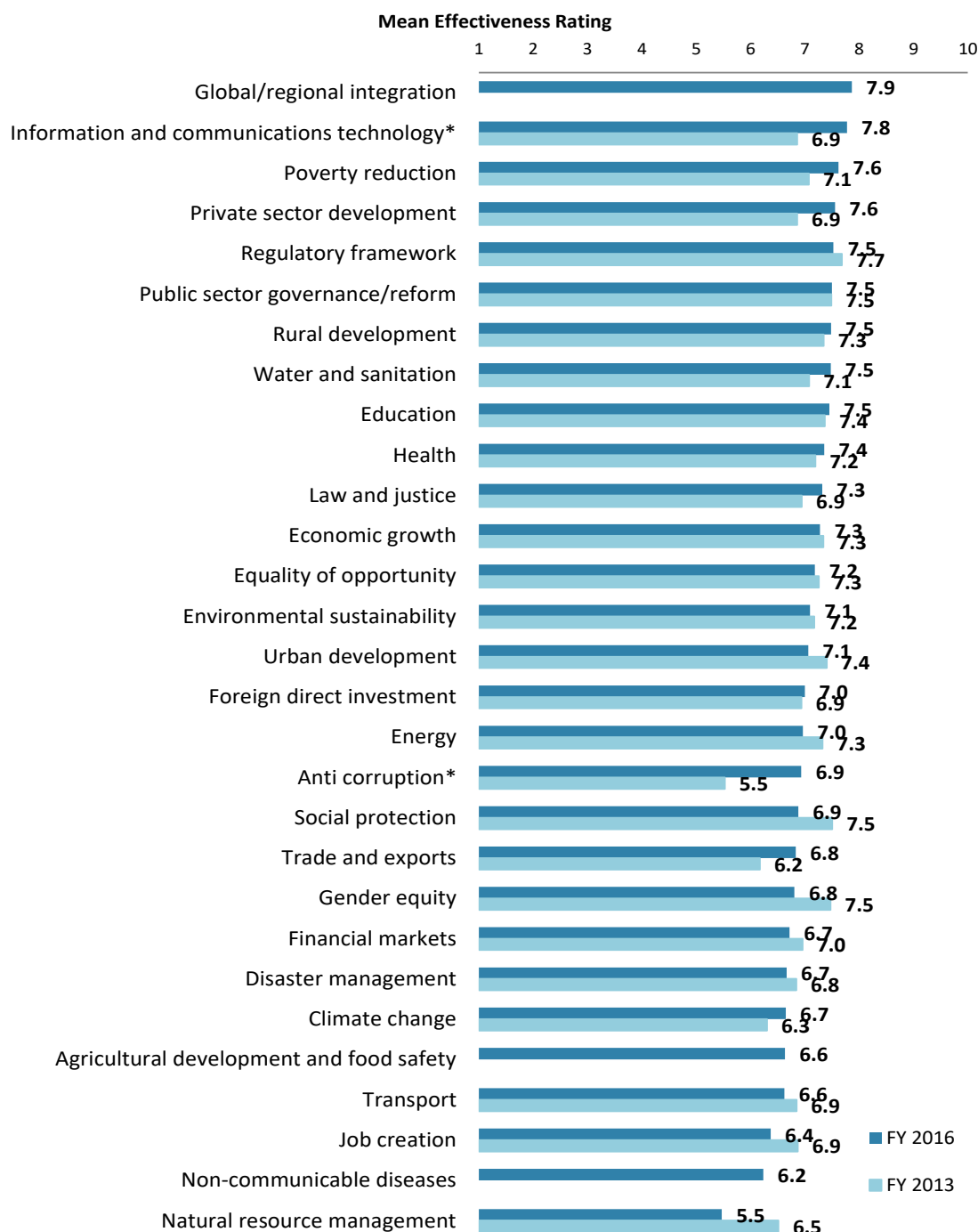
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Romania?" (1-"Not effective at all", 10-"Very effective")**  
 (\*Significantly different between collaborators and non-collaborators with the WBG)

<sup>4</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 47) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



## VI. Sectoral Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>5</sup>



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Romania?" (1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between FY 2016 and FY 2013)

<sup>5</sup> Means presented in this chart were calculated based on weighted data.



## VI. Sectoral Effectiveness (continued)

### The WBG Promoting Private Public Partnerships

Mean Ratings

1 2 3 4 5 6 7 8 9 10

All respondents

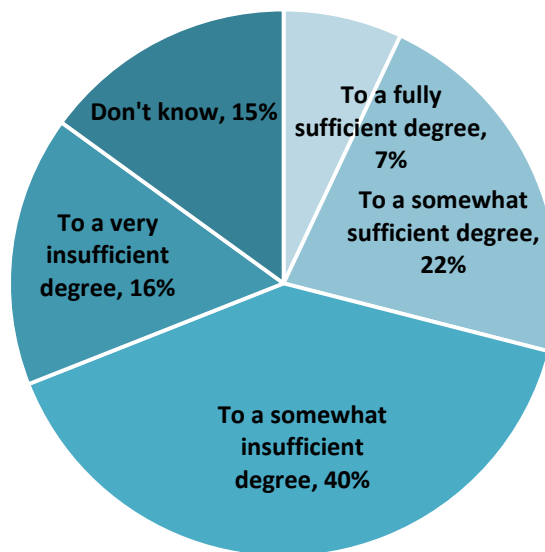


6.8

**"To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Romania?"**  
(1-"to no degree at all", 10-"To a very significant degree")

### Helping the Poorest

Percentage of Respondents (N=100)



**"To what extent do you believe that the World Bank Group's work and support help the poorest in Romania?"** (Respondents chose from a list.)



## VI. Sectoral Effectiveness (continued)

### Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the World Bank Group's overall effectiveness and ratings of its ability to help achieve development results in Romania, bivariate correlational analyses were conducted using respondents' ratings of the twenty nine specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the WBG's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the WBG's ability to help achieve development results increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the WBG's overall effectiveness or perceptions of the WBG's ability to help achieve development results.

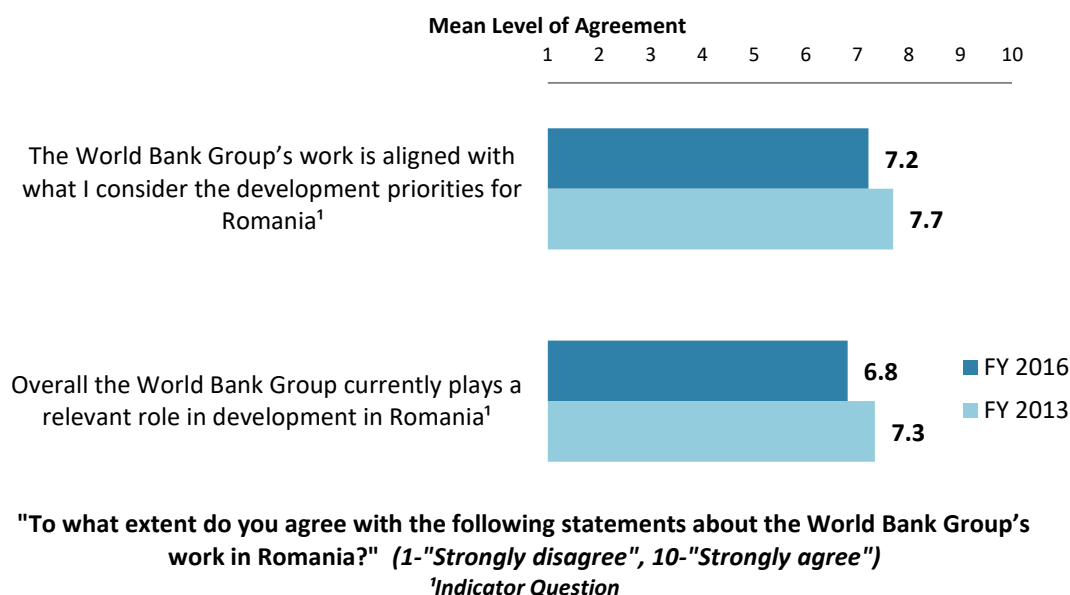
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Romania. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at environmental sustainability;
  - The WBG's effectiveness at public sector governance/reform; and
  - The WBG's effectiveness at job creation.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Romania, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at rural development;
  - The WBG's effectiveness at job creation; and
  - The WBG's effectiveness at environmental sustainability.



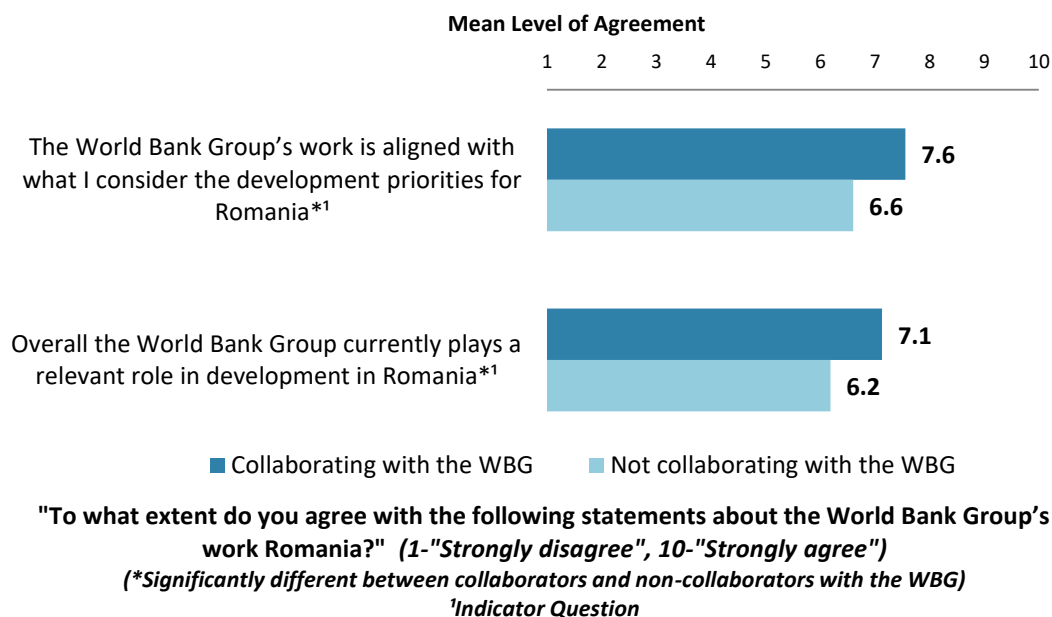


## VII. How the World Bank Group Operates

### The World Bank Group's Work in Romania: Year Comparison<sup>6</sup>



### The World Bank Group's Work in Romania: Collaboration

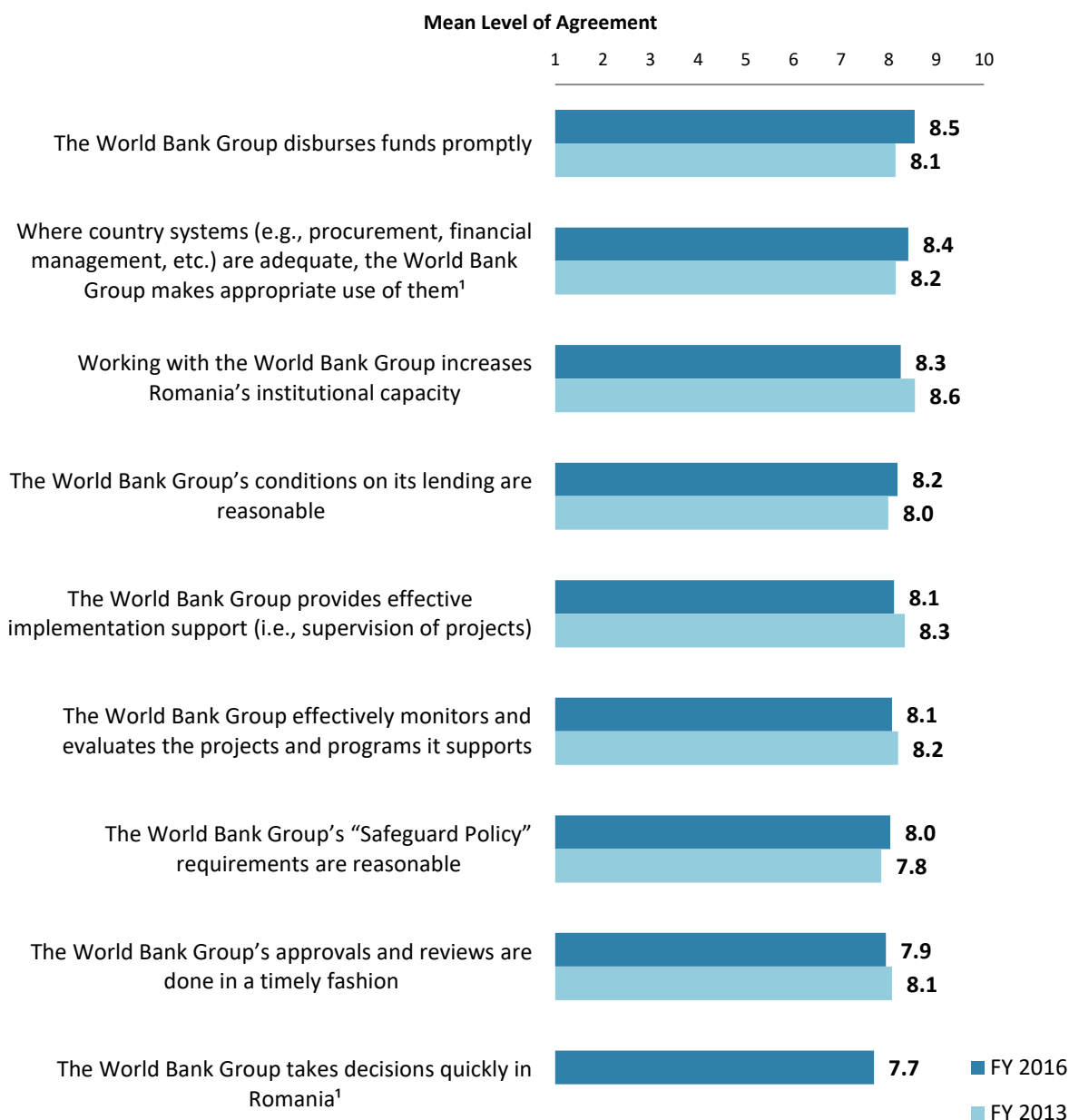


<sup>6</sup> Means in the chart were calculated based on weighted data.



## VII. How the World Bank Group Operates (continued)

### Overall Perceptions: Year Comparison<sup>7</sup>



"To what extent do you agree/disagree with the following statements?"

(1-"Strongly disagree", 10-"Strongly agree")

<sup>1</sup>Indicator Question

<sup>7</sup> Means in the chart were calculated based on weighted data.



## VII. How the World Bank Group Operates (continued)

### Overall Perceptions: Collaboration



"To what extent do you agree/disagree with the following statements?"

(1-"Strongly disagree", 10-"Strongly agree")

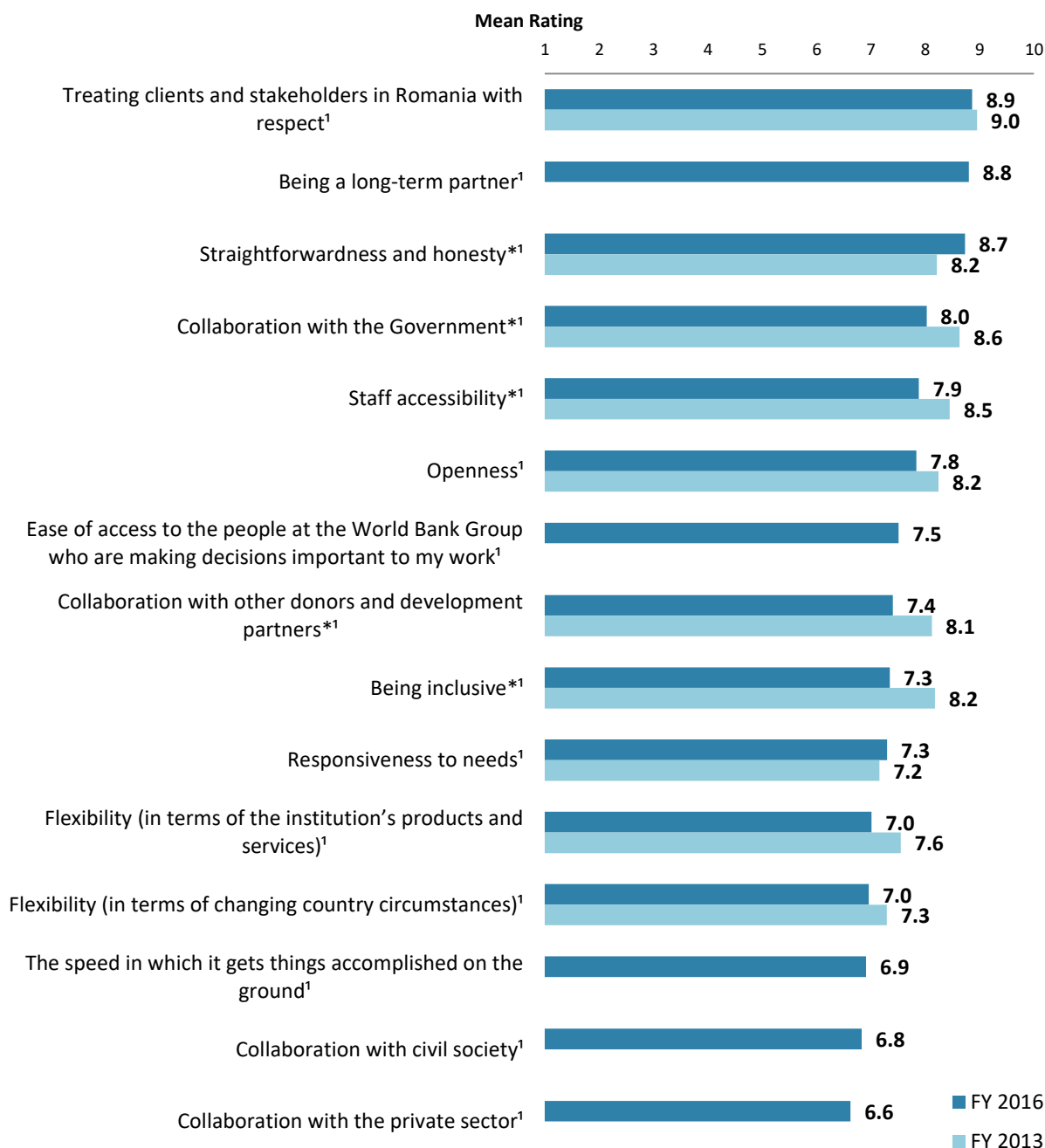
(\*Significantly different between collaborators and non-collaborators with the WBG)

<sup>1</sup>Indicator Question



## VII. How the World Bank Group Operates (continued)

### The WBG as an Effective Development Partner: Year Comparison<sup>8</sup>



**"To what extent is the World Bank Group an effective development partner in Romania, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")**

**(\*Significantly different between FY 2016 and FY 2013)**

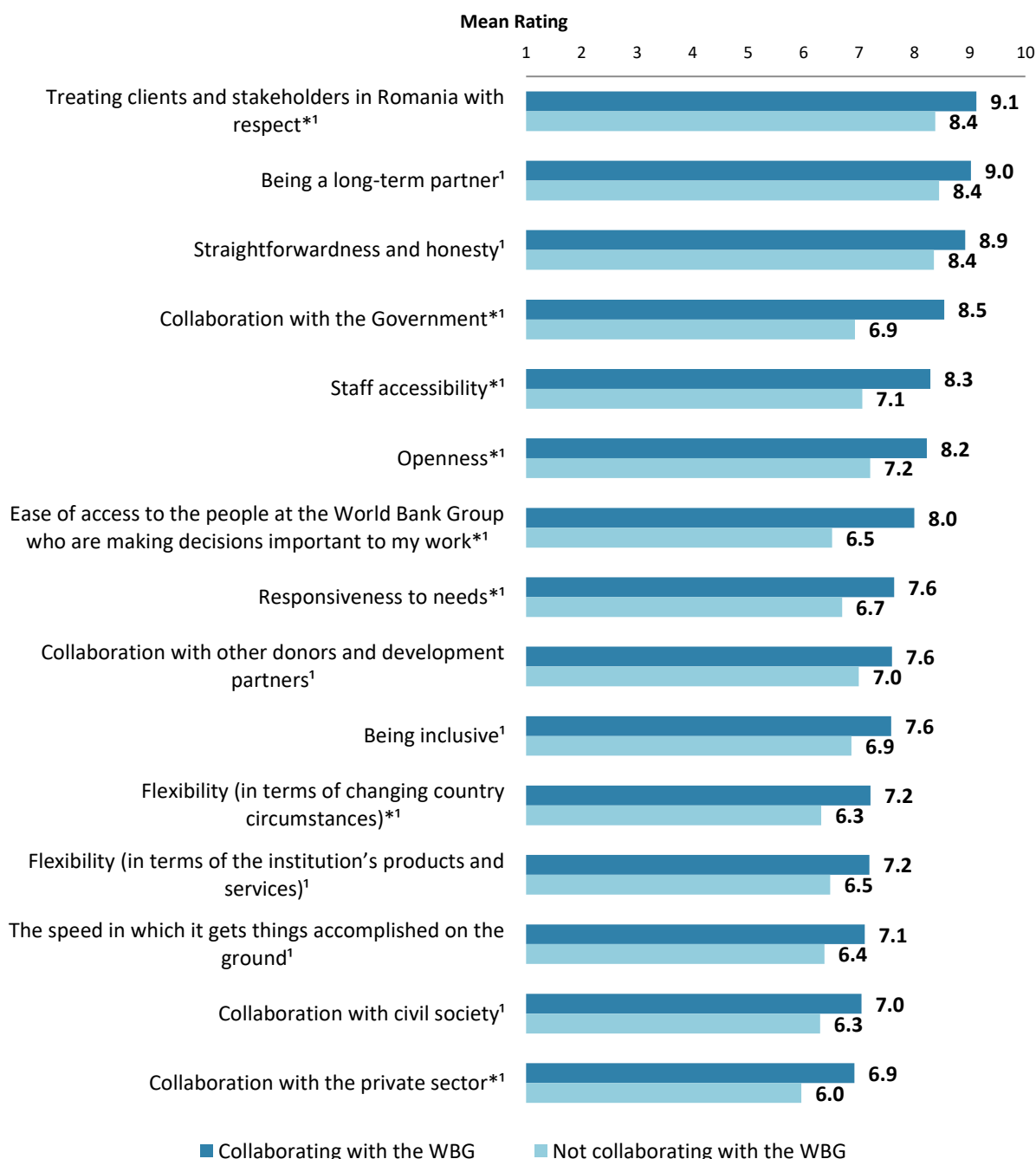
<sup>1</sup>Indicator Question

<sup>8</sup> Means in the chart were calculated based on weighted data.



## VII. How the World Bank Group Operates (continued)

### The WBG as an Effective Development Partner: Collaboration



"To what extent is the World Bank Group an effective development partner in Romania, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

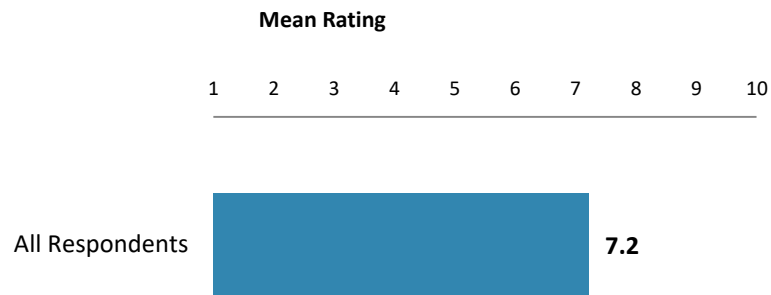
(\*Significantly different between collaborators and non-collaborators with the WBG)

<sup>1</sup>Indicator Question



## VII. How the World Bank Group Operates (continued)

### Internal Measuring and Monitoring

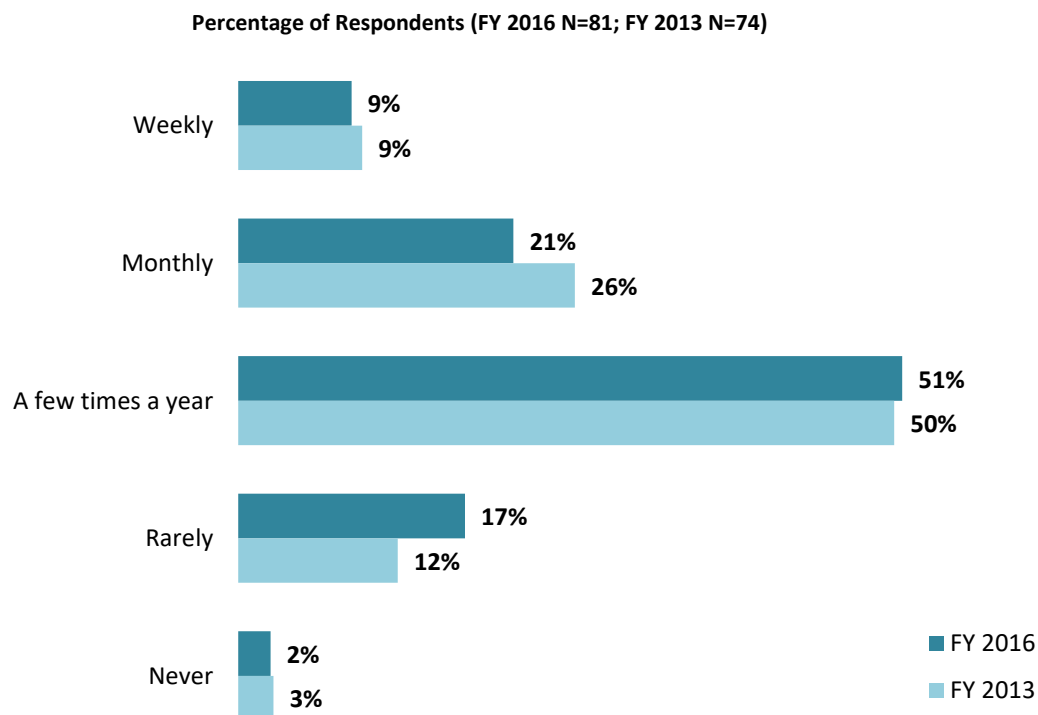


**"To what extent do you believe the World Bank Group measures and corrects its work in real time in Romania?" (1-"To no degree at all", 10-"To a very significant degree")**



## VIII. World Bank Group's Knowledge and Instruments

### Frequency of Consulting WBG Knowledge Work and Activities<sup>9</sup>



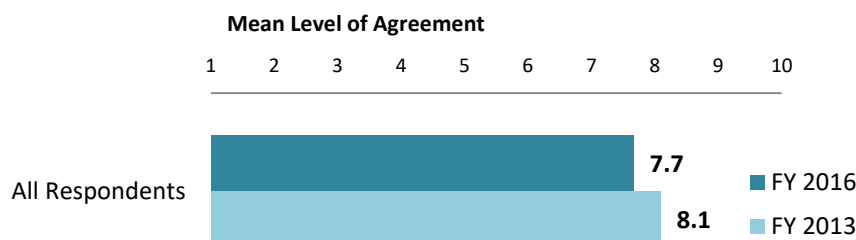
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"  
(Respondents chose from a list.)

<sup>9</sup> Percentages in the chart were calculated based on weighted data.



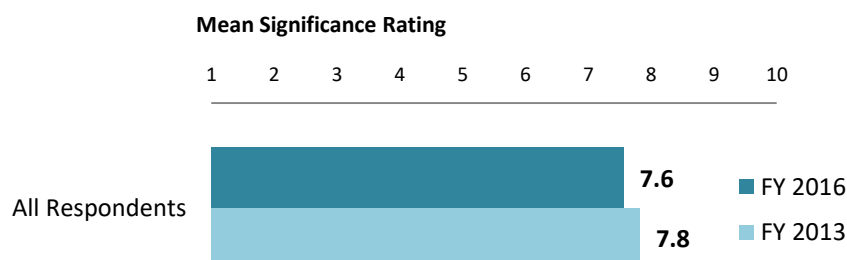
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Romania's Knowledge Needs<sup>10</sup> (Indicator Question)



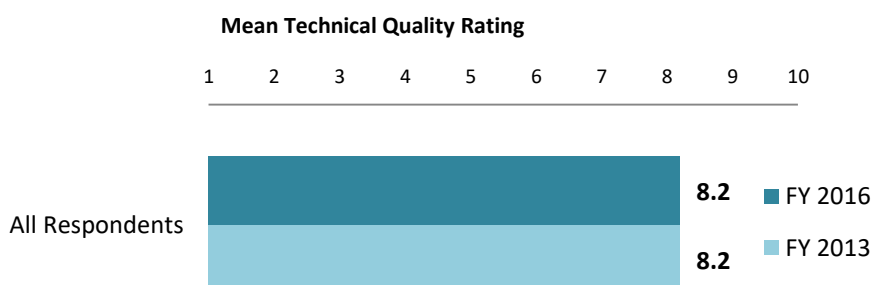
"The World Bank Group meets Romania's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

### Contribution of the WBG's Knowledge Work and Activities (Indicator Question)



"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?" (1-"Not significant at all", 10-"Very significant")

### Technical Quality of the WBG's Knowledge Work and Activities (Indicator Question)



"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

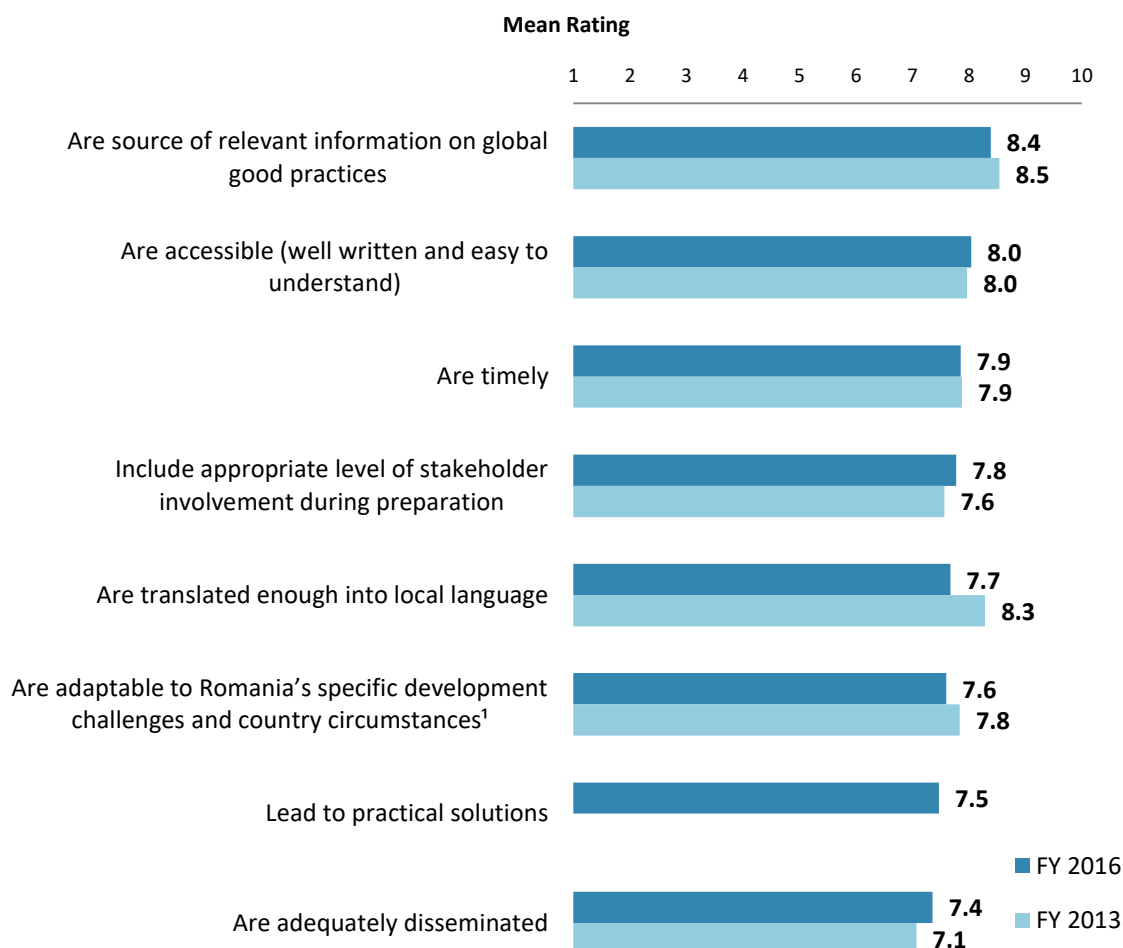
<sup>10</sup> Means in the charts on this page were calculated based on weighted data.





## VIII. World Bank Group's Knowledge and Instruments (continued)

### Qualities of the WBG's Knowledge Work and Activities: Year Comparison<sup>11</sup>



"In Romania, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")

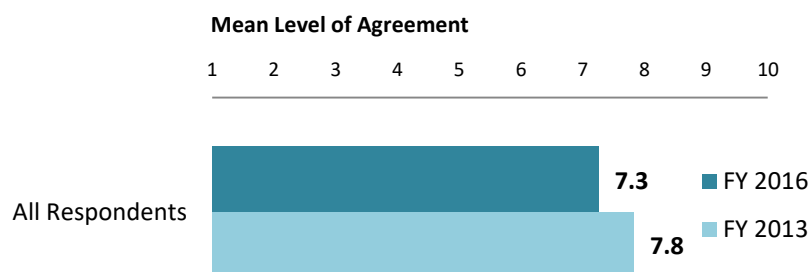
<sup>1</sup>Indicator Question

<sup>11</sup> Means in the chart were calculated based on weighted data.



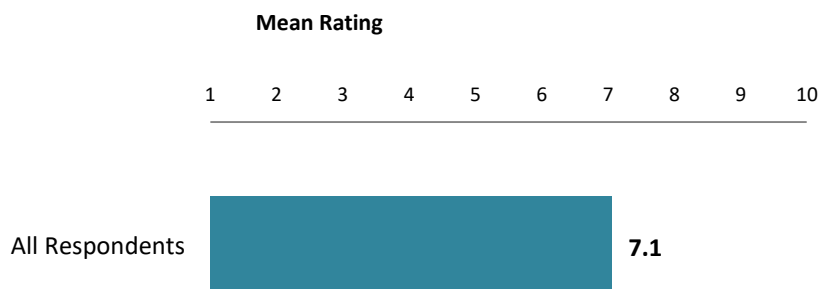
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Romania's Needs for Financial Instruments<sup>12</sup> (*Indicator Question*)



**"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Romania."**  
(1-"Strongly disagree", 10-"Strongly agree")

### Reimbursable Advisory Services (RAS)



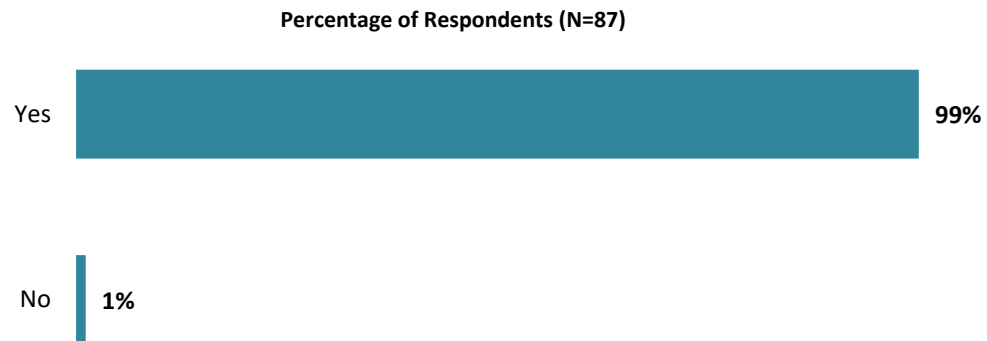
**"To what extent do you believe that Romania received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?"**  
(1-"To no degree at all", 10-"To a very significant degree")

<sup>12</sup> Means in this chart were calculated based on weighted data.



## VIII. World Bank Group's Knowledge and Instruments (continued)

### Reading a World Bank Group Report



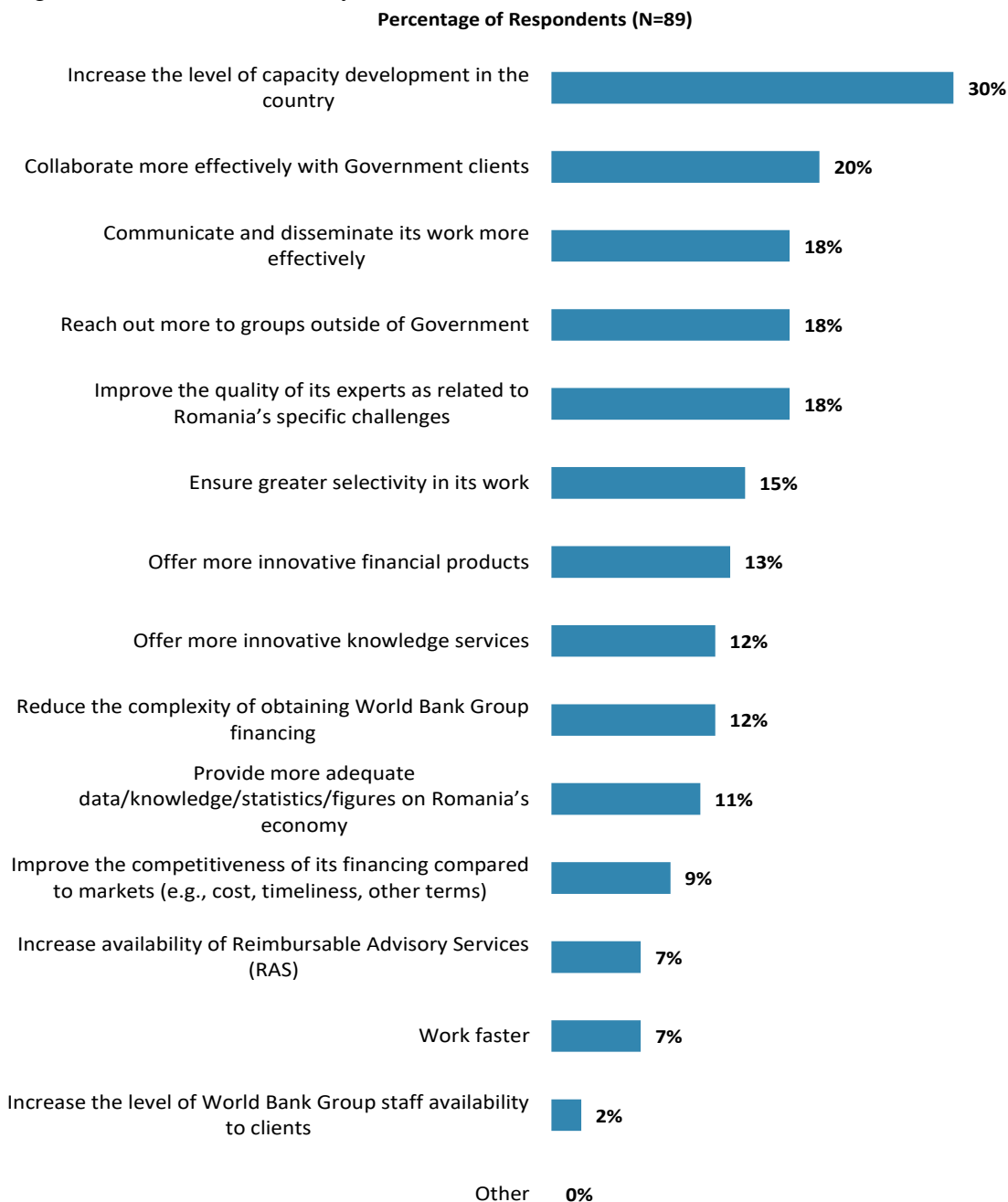
"Have you ever read a World Bank Group report?"



## IX. The Future Role of the World Bank Group in Romania

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the WBG should “*increase EU structural funds absorption*” (46%) and “*improve the quality of its experts as related to Romania’s specific challenges*” (24%) to make itself of greater value in the country.



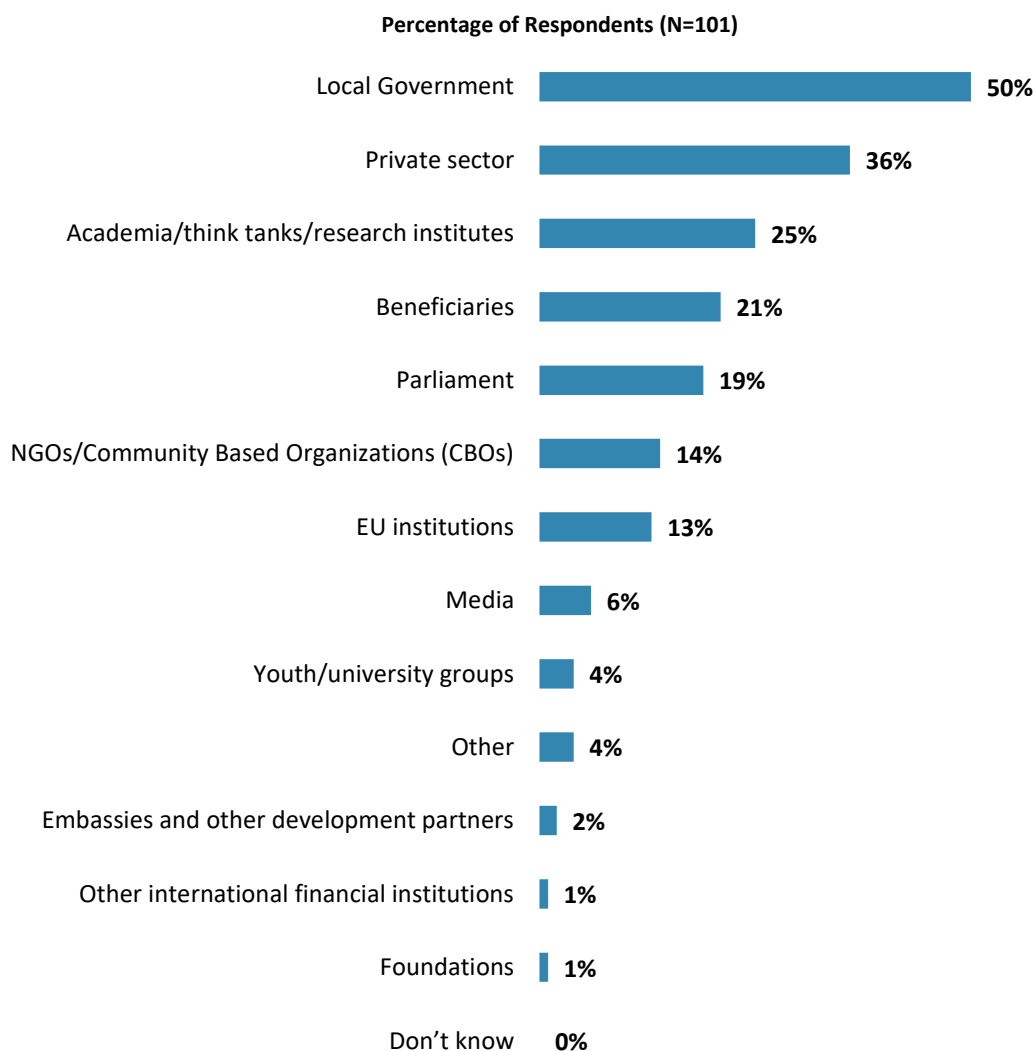
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Romania? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## IX. The Future Role of the WBG in Romania (continued)

### The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should work more with “*private sector*” (56%) and “*local government*” (38%) to ensure better development results in Belarus.



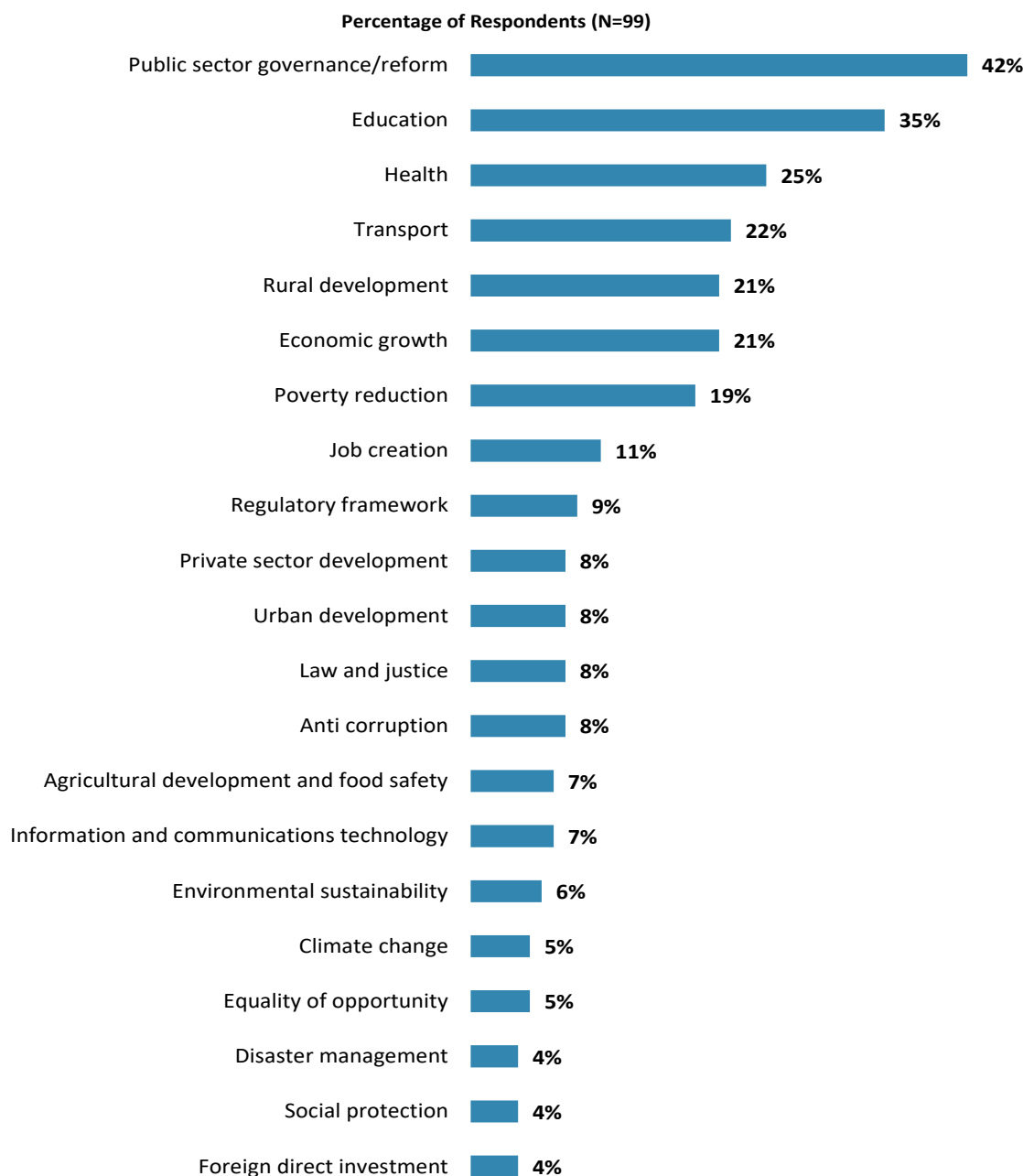
**"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"**  
(Respondents chose from a list. Responses combined.)



## IX. The Future Role of the WBG in Romania (continued)

### Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the WBG should focus its resources on “*public sector governance/reform*” (49%) and “*education*” (44%).

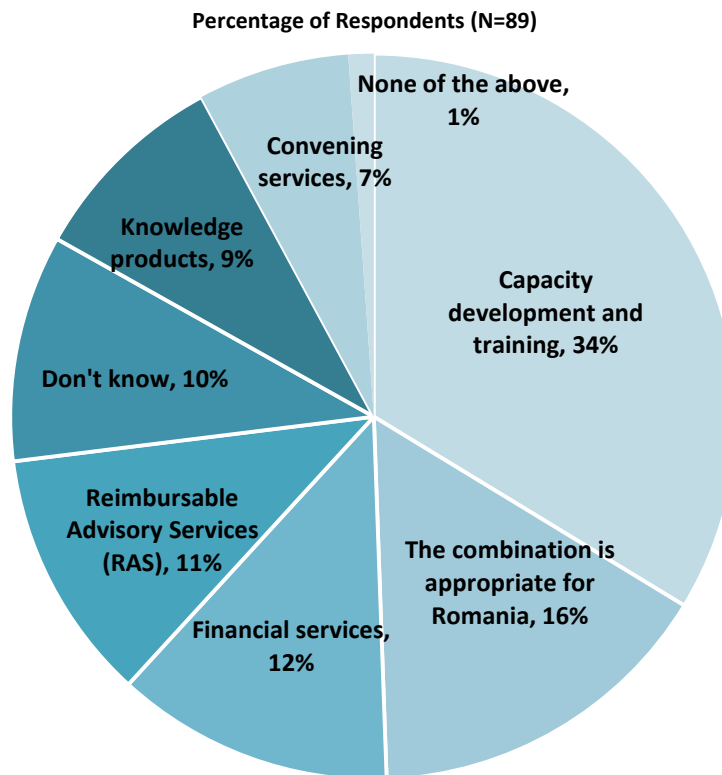


“When thinking about how the World Bank Group can have the most impact on development results in Romania, in which sectoral areas do you believe the WBG should focus most of its resources in Romania? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 21 of 29 response options shown.)



## IX. The Future Role of the WBG in Romania (continued)

### Future Combination of the WBG Services



"When considering the combination of services that the World Bank Group offers in Romania, and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in Romania?"  
(Respondents chose from a list.)

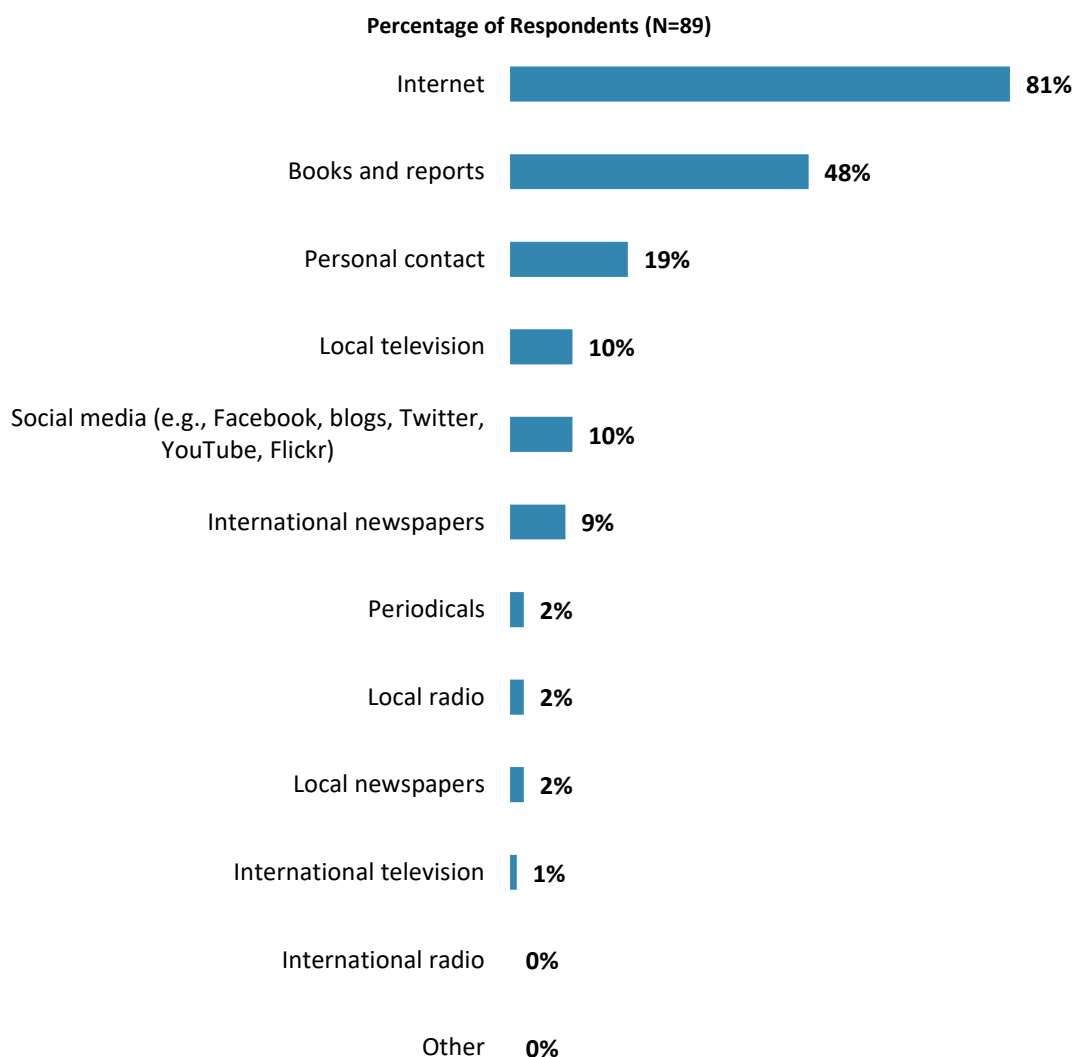


## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 63) for all responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that they got most of their information about economic and social development issues in Romania from the “*Internet* (83%)”.



**"How do you get most of your information about economic and social development issues in Romania? (Choose no more than TWO)"** (Respondents chose from a list. Responses combined.)

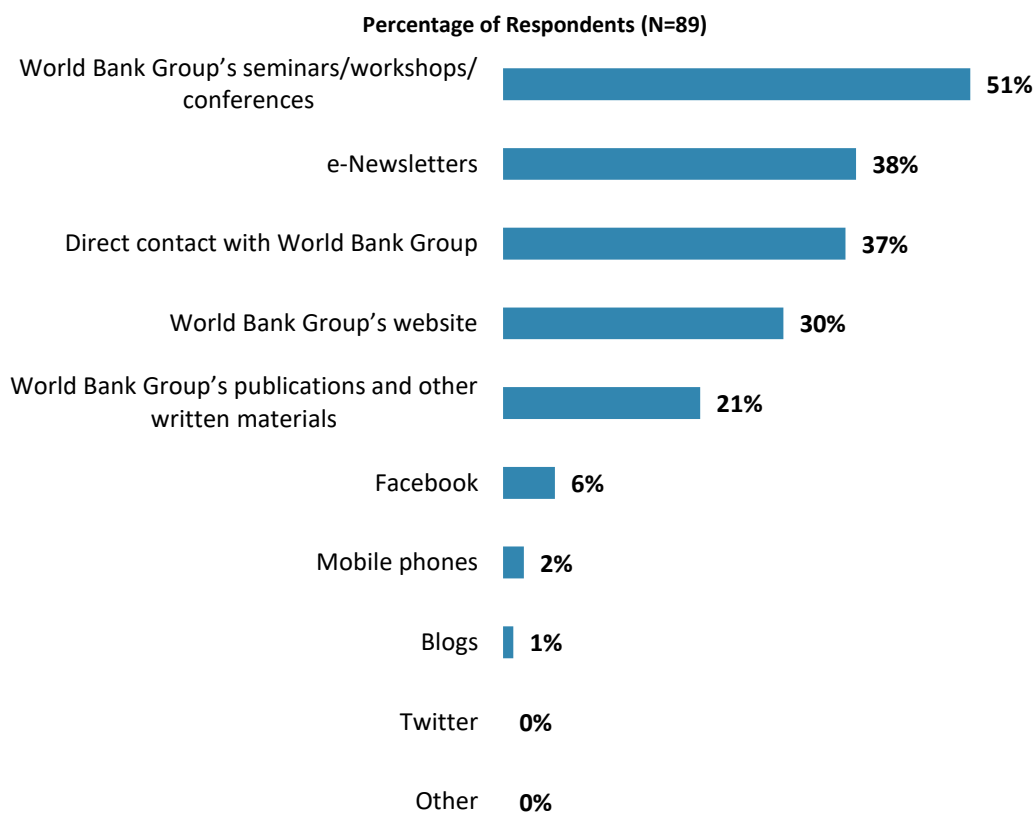




## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that they would prefer to receive information from the WBG through “*e-Newsletters*” (56%), “*World Bank website*” (43%), and “*World Bank seminars/workshops/conferences*” (37%).

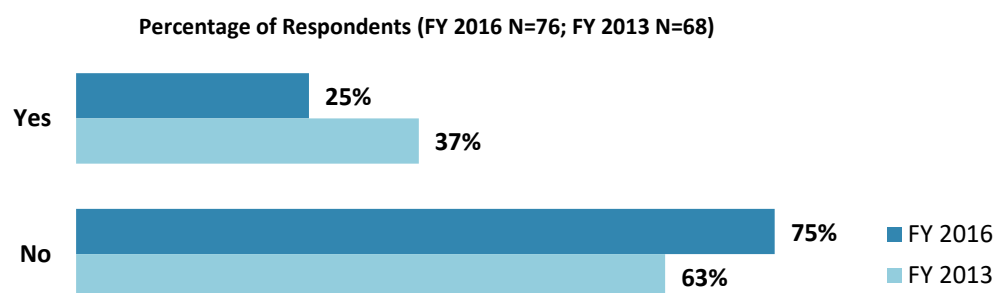


**"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



## X. Communication and Outreach (continued)

### Access to Information<sup>13</sup>



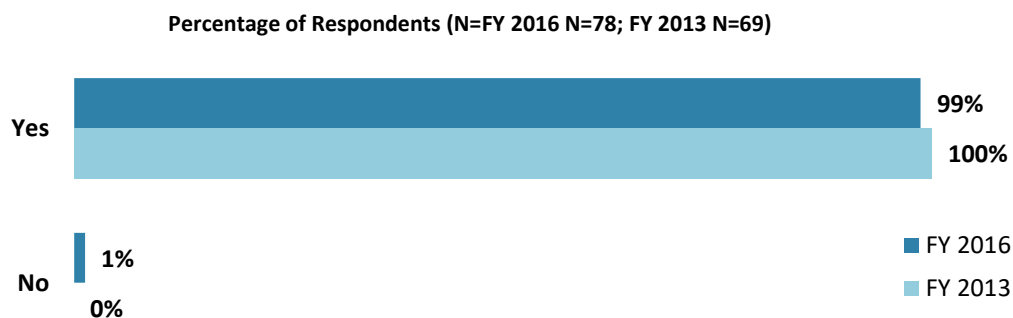
"Are you aware of the World Bank Group's Access to Information Policies under which the WBG will now disclose any information in its possession that is not on a list of exceptions?"

<sup>13</sup> Percentages presented in this chart were calculated based on weighted data.

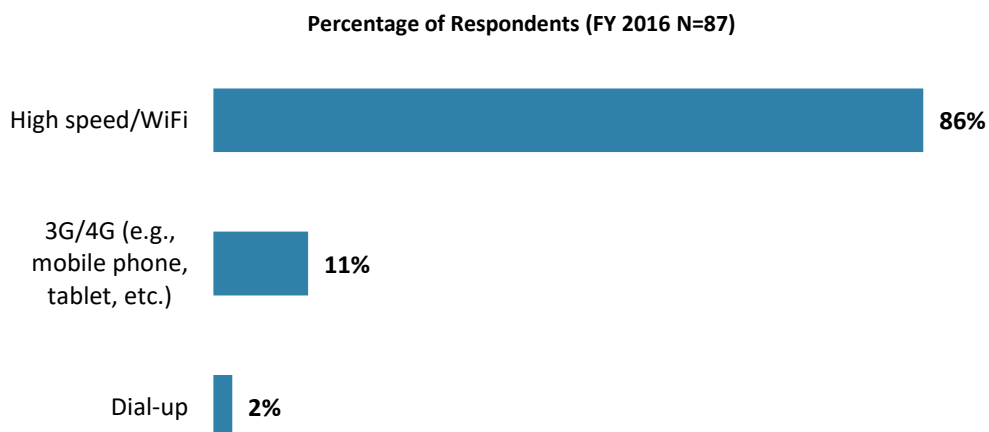


## X. Communication and Outreach (continued)

### Access to the Internet<sup>14</sup>



"Do you have access to the Internet?"



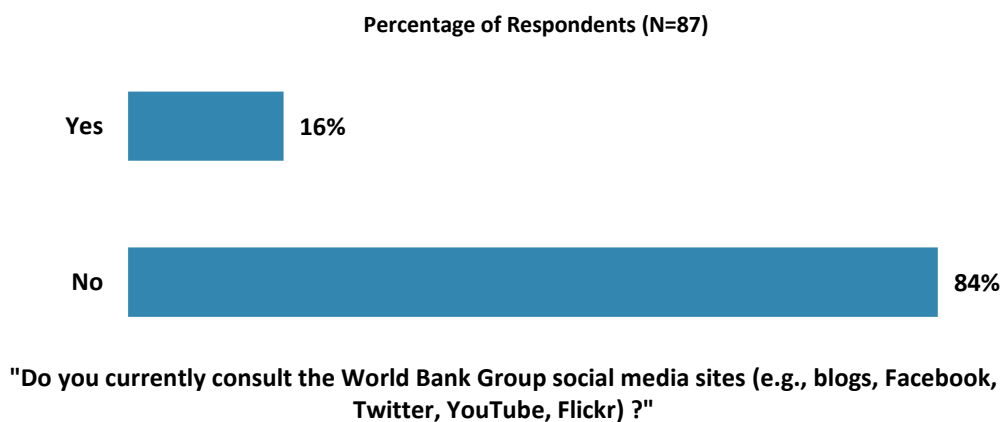
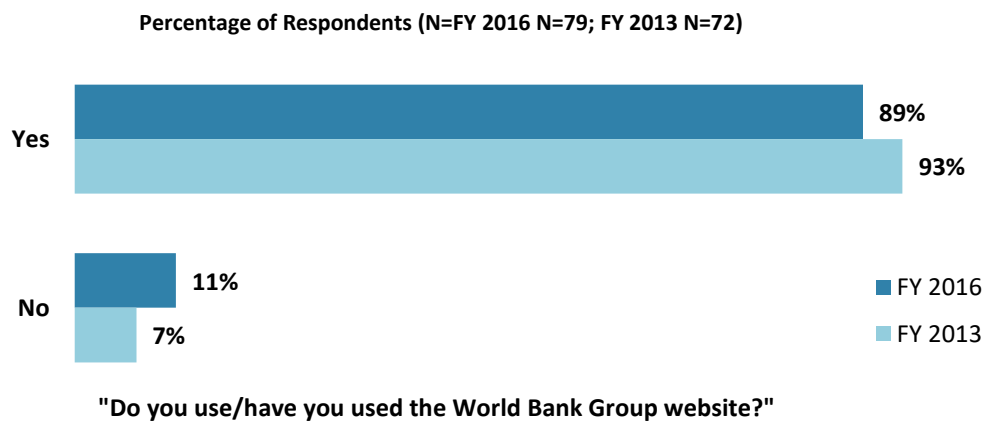
"Which Internet connection do you use primarily when visiting a World Bank Group website?"  
(Respondents chose from a list.)  
(Note: percentages may not total 100 due to rounding)

<sup>14</sup> Percentages presented in this chart were calculated based on weighted data.



## X. Communication and Outreach (continued)

### The WBG's Website and Social Media Usage<sup>15</sup>



<sup>15</sup> All percentages presented in this chart were calculated based on weighted data.



## XI. Appendices

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**Romania**





## Appendix A: Responses to All Questions across All Respondents (N=105)

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they "Don't know" (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (\*).

### A. General Issues Facing Romania

1. In general would you say that Romania is headed in ... ?	Percentage of Respondents (N=102)
The right direction	52.0%
The wrong direction	14.7%
Not sure	33.3%

2. Listed below are a number of development priorities in Romania. Please identify which of the following you consider the most important development priorities in Romania? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=103)
Public sector governance/reform	59.2%
Education	37.9%
Transport	23.3%
Poverty reduction	20.4%
Health	18.4%
Job creation	16.5%
Private sector development	15.5%
Economic growth	13.6%
Anti corruption	13.6%
Urban development	9.7%
Law and justice	8.7%
Rural development	8.7%
Regulatory framework	8.7%
Foreign direct investment	7.8%
Agricultural development and food safety	5.8%
Information and communications technology	5.8%
Social protection	4.9%
Global/regional integration	2.9%
Environmental sustainability	1.9%
Climate change	1.9%
Water and sanitation	1.9%
Equality of opportunity	1.9%
Natural resource management	1.9%
Non-communicable diseases	1.0%
Disaster management	1.0%
Trade and exports	1.0%
Financial markets	1.0%
Gender equity	0.0%
Energy	0.0%

**A. General Issues Facing Romania (continued)**

<b>3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Romania? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=100)</b>
Education	49.0%
Rural development	36.0%
Economic growth	35.0%
Public sector governance/reform	32.0%
Job creation	29.0%
Private sector development	18.0%
Anti corruption	17.0%
Transport	14.0%
Agricultural development and food safety	10.0%
Equality of opportunity	9.0%
Health	8.0%
Urban development	6.0%
Social protection	6.0%
Foreign direct investment	5.0%
Global/regional integration	4.0%
Regulatory framework	4.0%
Information and communications technology	4.0%
Natural resource management	3.0%
Law and justice	2.0%
Water and sanitation	2.0%
Environmental sustainability	1.0%
Trade and exports	1.0%
Financial markets	1.0%
Climate change	0.0%
Gender equity	0.0%
Non-communicable diseases	0.0%
Energy	0.0%
Disaster management	0.0%

**A. General Issues Facing Romania (continued)**

<b>4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Romania? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=99)</b>
Better governance and a more effective public administration	40.4%
Consistent economic growth	33.3%
Education and training that better ensure job opportunity	30.3%
A growing middle class	22.2%
Greater access to health and nutrition for citizens	9.1%
Better opportunity for the poor who live in rural areas	9.1%
Better quality public services	8.1%
Greater voice and participation for citizens to help ensure greater accountability	8.1%
Better entrepreneurial opportunities	8.1%
Better inclusion policies for marginalized groups, including Roma	8.1%
Better employment opportunities for young people	5.1%
More reliable social safety net	4.0%
More effective actions to combat corruption	4.0%
Greater access to micro-finance for the poor	3.0%
Greater equity of fiscal policy	2.0%
Other	1.0%
Better opportunity for the poor who live in urban areas	1.0%
Better employment opportunities for women	0.0%

<b>5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Romania? (Select only ONE response)</b>	<b>Percentage of Respondents (N=98)</b>
A very big problem	20.4%
A moderately big problem	60.2%
A small problem	16.3%
Not a problem at all	1.0%
Don't know	2.0%

<b>6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)</b>	<b>Percentage of Respondents (N=97)</b>
A very serious problem	44.3%
A somewhat serious problem	39.2%
Not too serious problem	10.3%
Not a problem	1.0%
Don't know	5.2%



**B. Overall Attitudes toward the World Bank Group**

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Romania? (1-Not familiar at all, 10-Extremely familiar)	99	0	7.09	1.88

<b>Effectiveness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in Romania. (1-Not effective at all, 10-Very effective)	93	7	7.42	1.96

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Romania solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	91	8	7.97	1.59

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Romania, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Romania? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=99)</b>
Public sector governance/reform	42.4%
Education	35.4%
Health	25.3%
Transport	22.2%
Rural development	21.2%
Economic growth	21.2%
Poverty reduction	19.2%
Job creation	11.1%
Regulatory framework	9.1%
Private sector development	8.1%
Urban development	8.1%
Law and justice	8.1%
Anti corruption	8.1%
Agricultural development and food safety	7.1%
Information and communications technology	7.1%
Environmental sustainability	6.1%
Climate change	5.1%
Equality of opportunity	5.1%
Disaster management	4.0%
Social protection	4.0%
Foreign direct investment	4.0%
Water and sanitation	3.0%
Global/regional integration	2.0%
Energy	2.0%
Financial markets	2.0%
Non-communicable diseases	1.0%
Gender equity	0.0%
Trade and exports	0.0%
Natural resource management	0.0%

**B. Overall Attitudes toward the World Bank Group (continued)**

5. 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 Romania?	Percentage of Respondents (N=101)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Policy advice, studies, analyses	35.6%	16.2%	51.8%
Technical assistance	12.9%	23.2%	36.1%
Financial resources	13.9%	16.2%	30.0%
Capacity development and training	10.9%	16.2%	27.1%
Help to bring discipline/effective supervision to implementation of investment projects	11.9%	9.1%	21.0%
Mobilizing third party financial resources	7.9%	4.0%	12.0%
Coordination with EU and other international financial institutions	2.0%	6.1%	8.0%
Convening/facilitating	3.0%	4.0%	7.0%
Data and statistics	2.0%	3.0%	5.0%
Linkage to non-Bank expertise	0.0%	1.0%	1.0%
Other	0.0%	1.0%	1.0%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Romania? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=101)
Its advice and strategies do not lend themselves to practical problem solving	24.8%
Not willing to honestly criticize policies and reform efforts in the country	18.8%
World Bank Group's processes too slow	16.8%
Don't know	15.8%
Not collaborating enough with stakeholders outside the Government	13.9%
Not enough public disclosure of its work	13.9%
Not adequately sensitive to political/social realities in Romania	11.9%
Too influenced by Western countries	6.9%
Not exploring alternative policy options	5.9%
Support not tailored to the local context	5.0%
Not aligned with country priorities	5.0%
World Bank Group's processes too complex	4.0%
Other	4.0%
Arrogant in its approach	4.0%
Imposing technocratic solutions without regard to political realities	3.0%
Not aligned with the work of the EU and other international financial institutions	2.0%
Not client focused	1.0%
Staff too inaccessible	1.0%
The credibility of its knowledge/data	0.0%

**B. Overall Attitudes toward the World Bank Group (continued)**

<b>7. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Romania? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=101)</b>
Capacity development and training	44.6%
Technical assistance	39.6%
Investment lending (financing specific projects)	39.6%
Policy based lending / budget support to the Government	23.8%
Knowledge sharing and dissemination	9.9%
Knowledge products/services	6.9%
Reimbursable Advisory services (RAS)	6.9%
Don't know	6.9%
Trust Fund management	5.0%
Other	0.0%

<b>8. To what extent do you believe that the World Bank Group's work and support help the poorest in Romania? (Select only ONE response)</b>	<b>Percentage of Respondents (N=100)</b>
To a fully sufficient degree	7.0%
To a somewhat sufficient degree	22.0%
To a somewhat insufficient degree	40.0%
To a very insufficient degree	16.0%
Don't know	15.0%

<b>9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=101)</b>
Local Government	49.5%
Private sector	35.6%
Academia/think tanks/research institutes	24.8%
Beneficiaries	20.8%
Parliament	18.8%
NGOs/Community Based Organizations (CBOs)	13.9%
EU institutions	12.9%
Media	5.9%
Youth/university groups	4.0%
Other	4.0%
Embassies and other development partners	2.0%
Other international financial institutions	1.0%
Foundations	1.0%
Don't know	0.0%

<b>To what extent do you agree with the following statements about the World Bank Group's work in Romania? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
10. Overall the World Bank Group currently plays a relevant role in development in Romania*	96	3	6.77	1.92
11. The World Bank Group's work is aligned with what I consider the development priorities for Romania*	93	7	7.19	1.87

**B. Overall Attitudes toward the World Bank Group (continued)**

To what extent is the World Bank Group an effective development partner in Romania, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	87	8	7.26	1.77
13. Flexibility (in terms of the institution's products and services)*	89	5	6.91	1.76
14. Flexibility (in terms of changing country circumstances)*	86	9	6.85	1.82
15. Being inclusive*	81	14	7.33	1.87
16. Openness*	90	6	7.82	1.77
17. Collaboration with the Government*	83	12	7.99	1.64
18. The speed in which it gets things accomplished on the ground*	80	13	6.84	1.87
19. Ease of access to the people at the World Bank Group who are making decisions important to my work*	85	10	7.46	2.11
20. Collaboration with civil society*	74	19	6.74	2.02
21. Staff accessibility*	88	7	7.83	1.88
22. Collaboration with other donors and development partners*	66	26	7.41	1.65
23. Collaboration with the private sector*	67	27	6.55	1.90
24. Straightforwardness and honesty*	81	13	8.73	1.49
25. Treating clients and stakeholders in Romania with respect*	85	9	8.85	1.44
26. Being a long-term partner*	91	4	8.82	1.47

27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=95)
Lack of/inadequate levels of capacity in Government	32.6%
Poor coordination among development partners	29.5%
The Government works inefficiently	28.4%
The World Bank Group is not influential enough	18.9%
Political pressures and obstacles	16.8%
Reforms are not well thought out in light of country challenges	12.6%
Corruption in the country	11.6%
The World Bank Group is not sensitive enough to political/social realities on the ground	10.5%
The World Bank Group does not do adequate follow through/follow-up	9.5%
The World Bank Group works too slowly	6.3%
There is not an adequate level of citizen/civil society participation	5.3%
Other	3.2%
The quality of World Bank Group work is not adequate	2.1%

**C. World Bank Group's Effectiveness and Results**

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Romania? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Financial markets	65	21	6.88	2.41
2. Transport	82	9	8.10	1.95
3. Anti corruption	82	6	7.55	2.44
4. Law and justice	81	8	7.49	2.50
5. Urban development	83	8	7.72	2.18
6. Environmental sustainability	80	7	8.03	2.09
7. Trade and exports	68	18	6.82	2.24
8. Information and communications technology	80	8	7.38	2.25
9. Poverty reduction	82	8	8.98	1.38
10. Gender equity	81	8	7.40	2.19
11. Private sector development	81	8	7.75	2.03
12. Foreign direct investment	79	10	7.73	2.32
13. Water and sanitation	72	16	7.78	1.84
14. Regulatory framework	82	7	8.17	1.78
15. Economic growth	85	5	8.47	1.76
16. Energy	79	10	7.46	1.93
17. Disaster management	76	13	7.54	2.01
18. Public sector governance/reform	85	3	8.93	1.55
19. Job creation	80	8	8.26	1.88
20. Non-communicable diseases	67	20	6.60	2.31
21. Equality of opportunity	75	13	7.32	2.28
22. Social protection	73	15	7.32	2.46
23. Rural development	78	10	8.51	1.59
24. Global/regional integration	75	12	8.07	2.05
25. Natural resource management	72	16	6.47	2.26
26. Health	79	7	8.13	2.03
27. Climate change	76	11	7.96	2.22
28. Agricultural development and food safety	75	12	7.56	2.42
29. Education	82	8	8.76	1.82

**C. World Bank Group's Effectiveness and Results (continued)**

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Romania? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Gender equity	26	61	6.65	1.94
2. Information and communications technology	33	54	7.45	1.70
3. Transport	40	48	6.48	2.12
4. Law and justice	34	53	7.21	2.19
5. Urban development	38	48	6.89	2.40
6. Environmental sustainability	39	48	6.90	2.41
7. Regulatory framework	47	39	7.47	1.93
8. Non-communicable diseases	21	63	5.95	2.01
9. Poverty reduction	54	34	7.46	2.22
10. Anti corruption	38	49	6.68	2.59
11. Private sector development	34	51	7.50	1.81
12. Foreign direct investment	30	57	6.97	1.92
13. Water and sanitation	31	54	7.39	1.98
14. Trade and exports	23	64	6.74	1.86
15. Economic growth	40	46	7.18	1.85
16. Health	46	40	7.24	1.84
17. Disaster management	25	61	6.52	2.28
18. Public sector governance/reform	68	21	7.53	2.07
19. Job creation	41	45	6.39	2.22
20. Financial markets	33	54	6.85	2.21
21. Equality of opportunity	45	42	6.98	2.25
22. Energy	35	52	6.80	2.11
23. Rural development	42	43	7.31	2.09
24. Global/regional integration	37	49	7.59	1.89
25. Education	48	39	7.40	2.01
26. Social protection	41	46	6.78	2.25
27. Climate change	25	62	6.56	2.48
28. Agricultural development and food safety	27	59	6.59	2.27
29. Natural resource management	25	61	5.80	2.33

**C. World Bank Group's Effectiveness and Results (continued)**

<b>Achieving Development Results*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent does the World Bank Group's work help to achieve development results in Romania? (1-To no degree at all, 10-To a very significant degree)	80	10	6.91	1.75
<b>To what extent do you agree with the following statements about the World Bank Group in Romania? (1-Strongly disagree, 10-Strongly agree)</b>				
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Romania*	67	24	7.25	1.86
5. The World Bank Group meets Romania's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	79	12	7.62	1.85
<b>Reimbursable Advisory Services</b>				
6. To what extent do you believe that Romania received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree)	46	45	7.07	2.14
<b>Measuring The World Bank Group's Work</b>				
7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Romania? (1-To no degree at all, 10-To a very significant degree)	58	33	7.22	1.90

**D. The World Bank Group's Knowledge Work and Activities**

1. How frequently do you consult World Bank Group’s knowledge work and activities in the work you do?	Percentage of Respondents (N=91)			
Weekly	11.0%			
Monthly	18.7%			
A few times a year	51.6%			
Rarely	16.5%			
Never	2.2%			

In Romania, to what extent do you believe that the World Bank Group’s knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	71	16	7.69	1.72
3. Include appropriate level of stakeholder involvement during preparation	71	16	7.63	1.73
4. Lead to practical solutions	73	16	7.32	2.03
5. Are accessible (well written and easy to understand)	77	11	7.91	1.73
6. Are source of relevant information on global good practices	81	9	8.32	1.60
7. Are adequately disseminated	76	13	7.34	2.09
8. Are translated enough into local language	66	22	7.62	2.02
9. Are adaptable to Romania’s specific development challenges and country circumstances*	77	13	7.56	1.85

Overall Evaluations	N	DK	Mean	SD
10. Overall, how significant a contribution do you believe the World Bank Group’s knowledge work and activities make to development results in your country?*(1-Not significant at all, 10-Very significant)	78	12	7.41	1.79
11. Overall, how would you rate the technical quality of the World Bank Group’s knowledge work and activities?*(1-Very low technical quality, 10-Very high technical quality)	83	8	8.14	1.36

**E. Working with the World Bank Group**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	37	50	8.43	1.42
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	68	19	8.06	1.67
3. The World Bank Group's approvals and reviews are done in a timely fashion	58	28	7.86	1.73
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	34	52	7.97	1.36
5. The World Bank Group's conditions on its lending are reasonable	40	46	8.20	1.44
6. The World Bank Group takes decisions quickly in Romania*	52	35	7.60	1.93
7. Working with the World Bank Group increases Romania's institutional capacity	75	11	8.20	1.63
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	51	36	8.43	1.53
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	68	19	8.10	1.60

WBG Promoting PPP in Romania	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Romania? (1-To no degree at all, 10-To a very significant degree)	49	35	6.78	2.08

11. Which of the following best describes the World Bank Group's support in Romania? (Select only ONE response)	Percentage of Respondents (N=89)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Romania	51.7%
The World Bank Group is not sufficiently selective in Romania, and it is involved in too many areas of development	18.0%
Don't know	30.3%

**F. The Future Role of the World Bank Group in Romania**

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Romania? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=89)
Increase the level of capacity development in the country	30.3%
Collaborate more effectively with Government clients	20.2%
Communicate and disseminate its work more effectively	18.0%
Reach out more to groups outside of Government	18.0%
Improve the quality of its experts as related to Romania's specific challenges	18.0%
Ensure greater selectivity in its work	14.6%
Offer more innovative financial products	13.5%
Offer more innovative knowledge services	12.4%
Reduce the complexity of obtaining World Bank Group financing	12.4%
Provide more adequate data/knowledge/statistics/figures on Romania's economy	11.2%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	9.0%
Increase availability of Reimbursable Advisory Services (RAS)	6.7%
Work faster	6.7%
Increase the level of World Bank Group staff availability to clients	2.2%
Other	0.0%



**F. The Future Role of the World Bank Group in Romania (continued)**

<b>2. When considering the combination of services that the World Bank Group offers in Romania, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Romania? (Select only ONE response)</b>	<b>Percentage of Respondents (N=89)</b>
Capacity development and training	33.7%
The combination is appropriate for Romania	15.7%
Financial services	12.4%
Reimbursable Advisory Services (RAS)	11.2%
Don't know	10.1%
Knowledge products	9.0%
Convening services	6.7%
None of the above	1.1%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Romania? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=89)</b>
Internet	80.9%
Books and reports	48.3%
Personal contact	19.1%
Local television	10.1%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	10.1%
International newspapers	9.0%
Periodicals	2.2%
Local radio	2.2%
Local newspapers	2.2%
International television	1.1%
International radio	0.0%
Other	0.0%

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=89)</b>
World Bank Group's seminars/workshops/ conferences	50.6%
e-Newsletters	38.2%
Direct contact with World Bank Group	37.1%
World Bank Group's website	30.3%
World Bank Group's publications and other written materials	21.3%
Facebook	5.6%
Mobile phones	2.2%
Blogs	1.1%
Twitter	0.0%
Other	0.0%

<b>3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=85)</b>
Yes	27.1%
No	72.9%

**G. Communication and Information Sharing (continued)**

<b>4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)</b>	<b>Percentage of Respondents (N=27)</b>
World Bank Group's seminars/workshops/conferences	40.7%
World Bank Group's website	37.0%
Colleagues/Friends/Peer organizations	14.8%
World Bank Group's e-Newsletters	3.7%
Other	3.7%
News/Media	0.0%

<b>5. Have you requested information from the World Bank Group on its activities in the past year?</b>	<b>Percentage of Respondents (N=89)</b>
Yes	18.0%
No	82.0%

<b>6. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=16)</b>
Yes	100.0%
No	0.0%

<b>7. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=88)</b>
Yes	98.9%
No	1.1%

<b>8. Do you use/have you used the World Bank Group website?</b>	<b>Percentage of Respondents (N=89)</b>
Yes	88.8%
No	11.2%

<b>9. Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?</b>	<b>Percentage of Respondents (N=87)</b>
Yes	16.1%
No	83.9%

<b>10. Have you ever read a World Bank Group report?</b>	<b>Percentage of Respondents (N=87)</b>
Yes	98.9%
No	1.1%

<b>11. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=87)</b>
High speed/WiFi	86.2%
3G/4G (e.g., mobile phone, tablet, etc.)	11.5%
Dial-up	2.3%

**G. Communication and Information Sharing (continued)**

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
12. I find the World Bank Group's websites easy to navigate	79	9	7.99	1.76
13. I find the information on the World Bank Group's websites useful	79	9	8.43	1.22
14. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	23	63	6.83	2.19
15. When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	83	5	8.18	2.00
16. The World Bank Group is responsive to my information requests and inquiries	62	26	8.58	1.42

**H. Background Information**

<b>1. Which of the following best describes your current position? (Select only ONE response)</b>	<b>Percentage of Respondents (N=103)</b>
Employee of a Ministry/Ministerial Department/Implementation Agency	27.2%
Private Sector Organization	14.6%
Independent Government Institution	11.7%
Financial Sector/Private Bank	8.7%
PMU/Consultant/Contractor working on WBG supported project	5.8%
NGO/Community Based Organization	5.8%
Office of Minister	4.9%
Academia/Research Institute/Think Tank	4.9%
Office of the President/Prime Minister	3.9%
Bilateral/Multilateral Agency	3.9%
Media	2.9%
Local Government Office or Staff	1.9%
Judiciary Branch	1.9%
Office of Parliamentarian	1.0%
Other	1.0%

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=102)</b>
Finance and markets	18.6%
Other	17.6%
Urban, rural, and social development	10.8%
Generalist (specialized in multiple sectors)	10.8%
Education	6.9%
Transport and ICT	6.9%
Governance	5.9%
Social protection and labor	4.9%
Macroeconomics and fiscal management	3.9%
Energy and extractives	2.9%
Trade and competitiveness	2.9%
Environment and natural resources	2.0%
Agriculture	2.0%
Water	1.0%
Health, nutrition, and population	1.0%
Poverty	1.0%
Jobs	1.0%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)</b>	<b>Percentage of Respondents (N=102)</b>
Yes	56.9%
No	43.1%

**H. Background Information (continued)**

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Romania? (Select only ONE response)</b>	<b>Percentage of Respondents (N=82)</b>
The World Bank (IBRD)	91.5%
Other	7.3%
The International Finance Corporation (IFC)	1.2%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=98)</b>
Yes	15.3%
No	84.7%

<b>6. If yes, what was your view of how the two institutions work together in Romania? (Select only ONE response)</b>	<b>Percentage of Respondents (N=19)</b>
The two institutions work well together	68.4%
Don't know	26.3%
The way the two institutions work together needs improvement	5.3%
The two institutions do not work well together	0.0%

<b>7. Which of the following describes most of your exposure to the World Bank Group in Romania? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=103)</b>
Collaborate as part of my professional duties	55.3%
Use World Bank Group reports/data	44.7%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	18.4%
Engage in World Bank Group related/sponsored events/activities	17.5%
Use World Bank Group website for information, data, research, etc.	15.5%

<b>8. What's your gender?</b>	<b>Percentage of Respondents (N=103)</b>
Female	62.1%
Male	37.9%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=102)</b>
Bucharest	90.2%
Urban area, other than Bucharest	8.8%
Rural area	1.0%

## Appendix B: Responses to All Questions by Stakeholder Groups<sup>16</sup>

- Office of President/Prime Minister/Minister N=9
- Employee of a Ministry/PMU/Consultant on WBG-supported Project N=34
- Private Sector/Financial Sector/Private Bank N=24
- CSO/CBO N=6
- Independent Government Institution N=12
- Academia/Research Institute/Think Tank N=5
- Other N=13

### A. General Issues facing Romania

In general, would you say that Romania is headed in ... ?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The right direction	55.6%	51.5%	54.2%	50.0%	66.7%	80.0%	23.1%
The wrong direction	22.2%	0.0%	20.8%	16.7%	16.7%	0.0%	38.5%
Not sure	22.2%	48.5%	25.0%	33.3%	16.7%	20.0%	38.5%

<sup>16</sup> Only 103 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

## A. General Issues facing Romania (continued)

Listed below are a number of development priorities in Romania. Please identify which of the following you consider the most important development priorities in Romania?  
(Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Global/regional integration	0.0%	2.9%	0.0%	0.0%	8.3%	0.0%	7.7%
Public sector governance/reform	88.9%	44.1%	54.2%	33.3%	75.0%	40.0%	92.3%
Social protection	0.0%	11.8%	0.0%	0.0%	0.0%	0.0%	7.7%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development*	11.1%	17.6%	25.0%	16.7%	8.3%	0.0%	7.7%
Foreign direct investment	11.1%	5.9%	12.5%	0.0%	0.0%	0.0%	15.4%
Urban development*	11.1%	5.9%	12.5%	33.3%	0.0%	40.0%	0.0%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation	0.0%	17.6%	8.3%	33.3%	25.0%	0.0%	30.8%
Rural development	0.0%	5.9%	16.7%	0.0%	8.3%	20.0%	7.7%
Financial markets	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%
Water and sanitation*	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%
Environmental sustainability	11.1%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	7.7%
Health	0.0%	35.3%	12.5%	16.7%	0.0%	20.0%	15.4%
Climate change	11.1%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	44.4%	23.5%	12.5%	16.7%	16.7%	20.0%	15.4%
Transport	55.6%	17.6%	29.2%	0.0%	33.3%	20.0%	7.7%
Education	44.4%	47.1%	33.3%	33.3%	25.0%	60.0%	23.1%
Agricultural development and food safety	0.0%	5.9%	4.2%	0.0%	16.7%	0.0%	7.7%
Trade and exports	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%
Anti corruption	11.1%	5.9%	25.0%	0.0%	8.3%	40.0%	15.4%
Law and justice	0.0%	5.9%	8.3%	16.7%	8.3%	0.0%	23.1%
Regulatory framework	0.0%	8.8%	16.7%	0.0%	8.3%	0.0%	7.7%
Non-communicable diseases*	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%
Natural resource management	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	7.7%
Economic growth	0.0%	14.7%	20.8%	16.7%	25.0%	0.0%	0.0%
Disaster management	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	5.9%	4.2%	16.7%	8.3%	20.0%	0.0%

\*Significantly different between stakeholder groups

## A. General Issues facing Romania (continued)

The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Romania? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Water and sanitation	0.0%	2.9%	0.0%	16.7%	0.0%	0.0%	0.0%
Equality of opportunity	22.2%	2.9%	12.5%	16.7%	0.0%	20.0%	9.1%
Rural development	22.2%	38.2%	37.5%	33.3%	54.5%	40.0%	18.2%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	4.2%	0.0%	9.1%	20.0%	9.1%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	44.4%	41.2%	25.0%	16.7%	45.5%	20.0%	36.4%
Urban development	0.0%	5.9%	8.3%	16.7%	0.0%	20.0%	0.0%
Regulatory framework	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	18.2%
Social protection	0.0%	8.8%	4.2%	0.0%	0.0%	20.0%	9.1%
Law and justice	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	11.1%	0.0%	29.2%	16.7%	18.2%	20.0%	18.2%
Non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	5.9%	4.2%	0.0%	9.1%	0.0%	0.0%
Anti corruption	33.3%	14.7%	16.7%	16.7%	18.2%	0.0%	18.2%
Education	66.7%	52.9%	45.8%	50.0%	27.3%	60.0%	45.5%
Foreign direct investment	0.0%	8.8%	4.2%	0.0%	0.0%	0.0%	9.1%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance/reform	44.4%	23.5%	29.2%	33.3%	36.4%	20.0%	54.5%
Private sector development	11.1%	14.7%	25.0%	50.0%	9.1%	20.0%	9.1%
Natural resource management	11.1%	2.9%	0.0%	0.0%	9.1%	0.0%	0.0%
Environmental sustainability	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	11.8%	8.3%	16.7%	0.0%	20.0%	0.0%
Agricultural development and food safety	0.0%	11.8%	4.2%	16.7%	27.3%	0.0%	9.1%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation	22.2%	35.3%	25.0%	0.0%	36.4%	20.0%	36.4%
Financial markets	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%



### A. General Issues facing Romania (continued)

The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Romania? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Consistent economic growth*	44.4%	55.9%	18.2%	16.7%	16.7%	0.0%	27.3%
More reliable social safety net	0.0%	5.9%	4.5%	0.0%	0.0%	0.0%	9.1%
Greater access to micro-finance for the poor	0.0%	2.9%	9.1%	0.0%	0.0%	0.0%	0.0%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	5.9%	13.6%	0.0%	8.3%	40.0%	0.0%
Better governance and a more effective public administration*	66.7%	23.5%	50.0%	16.7%	25.0%	60.0%	72.7%
Greater access to health and nutrition for citizens	0.0%	5.9%	9.1%	16.7%	8.3%	20.0%	18.2%
Better entrepreneurial opportunities	0.0%	5.9%	18.2%	16.7%	8.3%	0.0%	0.0%
A growing middle class	44.4%	20.6%	22.7%	16.7%	41.7%	0.0%	0.0%
More effective actions to combat corruption	0.0%	5.9%	0.0%	16.7%	0.0%	0.0%	9.1%
Better opportunity for the poor who live in rural areas	11.1%	17.6%	4.5%	0.0%	8.3%	0.0%	0.0%
Better opportunity for the poor who live in urban areas	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Better inclusion policies for marginalized groups, including Roma	11.1%	5.9%	4.5%	16.7%	16.7%	20.0%	0.0%
Better employment opportunities for young people	11.1%	5.9%	4.5%	0.0%	0.0%	0.0%	9.1%
Better employment opportunities for women	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Greater equity of fiscal policy	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	9.1%
Education and training that better ensure job opportunity	0.0%	23.5%	27.3%	66.7%	33.3%	60.0%	45.5%
Better quality public services	11.1%	8.8%	9.1%	16.7%	8.3%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%

\*Significantly different between stakeholder groups

Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Romania? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
A very big problem	22.2%	23.5%	14.3%	16.7%	25.0%	40.0%	9.1%
A moderately big problem	33.3%	61.8%	57.1%	83.3%	58.3%	60.0%	72.7%
A small problem	44.4%	11.8%	23.8%	0.0%	8.3%	0.0%	18.2%
Not a problem at all	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	4.8%	0.0%	8.3%	0.0%	0.0%

In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
A very serious problem	33.3%	55.9%	35.0%	33.3%	33.3%	40.0%	54.5%
A somewhat serious problem	55.6%	35.3%	45.0%	66.7%	25.0%	40.0%	27.3%
Not too serious problem	11.1%	5.9%	5.0%	0.0%	25.0%	20.0%	18.2%
Not a problem	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	2.9%	10.0%	0.0%	16.7%	0.0%	0.0%

### B. Overall Attitudes toward the World Bank Group

	Which of the following best describes your current position?																				
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Romania?	9	6.89	1.45	34	7.50	2.05	22	6.55	1.99	6	5.50	1.38	12	7.17	1.11	4	7.00	0.00	11	7.73	2.20

(1-Not familiar at all, 10-Extremely familiar)

	Which of the following best describes your current position?																				
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Romania.	9	7.11	2.57	31	7.77	1.48	20	6.85	2.21	6	6.67	2.34	12	8.00	1.54	4	8.50	.58	10	7.00	2.67

(1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																				
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Romania solve its most complicated development challenges?	9	7.67	1.80	31	8.10	1.40	19	7.32	1.97	5	7.60	2.07	12	8.42	1.08	4	9.00	0.00	10	8.20	1.69

(1-To no degree at all, 10-To a very significant degree)

## B. Overall Attitudes toward the World Bank Group (continued)

When thinking about how the World Bank Group can have the most impact on development results in Romania, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Romania? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Health	33.3%	33.3%	18.2%	33.3%	16.7%	40.0%	9.1%
Transport	33.3%	9.1%	36.4%	0.0%	16.7%	20.0%	36.4%
Agricultural development and food safety	11.1%	6.1%	4.5%	16.7%	16.7%	0.0%	0.0%
Global/regional integration	0.0%	3.0%	0.0%	0.0%	0.0%	0.0%	9.1%
Job creation	11.1%	9.1%	4.5%	0.0%	33.3%	0.0%	18.2%
Public sector governance/reform	66.7%	39.4%	40.9%	16.7%	41.7%	40.0%	54.5%
Social protection	0.0%	9.1%	4.5%	0.0%	0.0%	0.0%	0.0%
Rural development	11.1%	18.2%	27.3%	16.7%	25.0%	20.0%	27.3%
Foreign direct investment	0.0%	3.0%	9.1%	0.0%	0.0%	0.0%	9.1%
Education	33.3%	42.4%	31.8%	50.0%	33.3%	40.0%	9.1%
Energy	0.0%	3.0%	0.0%	0.0%	8.3%	0.0%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	3.0%	4.5%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	6.1%	13.6%	33.3%	0.0%	20.0%	0.0%
Environmental sustainability	0.0%	15.2%	0.0%	0.0%	0.0%	0.0%	9.1%
Economic growth	22.2%	24.2%	27.3%	16.7%	8.3%	0.0%	27.3%
Private sector development	22.2%	9.1%	9.1%	16.7%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	4.5%	0.0%	8.3%	0.0%	9.1%
Climate change	11.1%	6.1%	0.0%	0.0%	8.3%	0.0%	9.1%
Information and communications technology	0.0%	3.0%	4.5%	16.7%	16.7%	20.0%	9.1%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	3.0%	4.5%	16.7%	0.0%	20.0%	9.1%
Law and justice	0.0%	15.2%	0.0%	16.7%	0.0%	0.0%	18.2%
Regulatory framework	0.0%	3.0%	18.2%	0.0%	16.7%	20.0%	9.1%
Non-communicable diseases*	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	33.3%	15.2%	22.7%	33.3%	16.7%	20.0%	9.1%
Anti corruption	11.1%	9.1%	4.5%	0.0%	8.3%	0.0%	18.2%
Disaster management	0.0%	6.1%	4.5%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

## B. Overall Attitudes toward the World Bank Group (continued)

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 Romania?

Greatest Value Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses	22.2%	38.2%	31.8%	33.3%	41.7%	60.0%	27.3%
Data and statistics	11.1%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
Convening/facilitating	0.0%	2.9%	0.0%	0.0%	8.3%	0.0%	9.1%
Financial resources	11.1%	17.6%	22.7%	0.0%	0.0%	0.0%	18.2%
Capacity development and training	0.0%	14.7%	4.5%	16.7%	8.3%	20.0%	9.1%
Technical assistance	22.2%	11.8%	9.1%	16.7%	16.7%	0.0%	18.2%
Help to bring discipline/effective supervision to implementation of investment projects	33.3%	14.7%	4.5%	0.0%	25.0%	0.0%	0.0%
Mobilizing third party financial resources*	0.0%	0.0%	22.7%	16.7%	0.0%	0.0%	18.2%
Coordination with EU and other international financial institutions*	0.0%	0.0%	0.0%	16.7%	0.0%	20.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses	33.3%	8.8%	14.3%	16.7%	9.1%	20.0%	36.4%
Data and statistics	0.0%	0.0%	0.0%	0.0%	9.1%	20.0%	9.1%
Convening/facilitating	0.0%	8.8%	4.8%	0.0%	0.0%	0.0%	0.0%
Financial resources	22.2%	17.6%	14.3%	33.3%	18.2%	0.0%	0.0%
Capacity development and training	33.3%	17.6%	23.8%	0.0%	9.1%	20.0%	0.0%
Technical assistance	0.0%	17.6%	19.0%	33.3%	36.4%	40.0%	36.4%
Help to bring discipline/effective supervision to implementation of investment projects	0.0%	17.6%	9.5%	16.7%	0.0%	0.0%	0.0%
Mobilizing third party financial resources	11.1%	2.9%	9.5%	0.0%	0.0%	0.0%	0.0%
Coordination with EU and other international financial institutions	0.0%	5.9%	0.0%	0.0%	18.2%	0.0%	18.2%
Linkage to non-Bank expertise	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%

## B. Overall Attitudes toward the World Bank Group (continued)

Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Romania? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Too influenced by Western countries	0.0%	5.9%	13.6%	0.0%	16.7%	0.0%	0.0%
Not exploring alternative policy options	0.0%	2.9%	4.5%	16.7%	0.0%	0.0%	27.3%
Not collaborating enough with stakeholders outside the Government	11.1%	11.8%	13.6%	33.3%	8.3%	20.0%	18.2%
Its advice and strategies do not lend themselves to practical problem solving	22.2%	26.5%	27.3%	16.7%	25.0%	0.0%	27.3%
Not enough public disclosure of its work	22.2%	5.9%	22.7%	0.0%	16.7%	40.0%	9.1%
Arrogant in its approach	0.0%	5.9%	0.0%	0.0%	8.3%	0.0%	9.1%
Not client focused	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Support not tailored to the local context	0.0%	11.8%	0.0%	0.0%	0.0%	0.0%	9.1%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex	11.1%	5.9%	4.5%	0.0%	0.0%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country*	11.1%	17.6%	13.6%	0.0%	25.0%	80.0%	18.2%
Staff too inaccessible	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Imposing technocratic solutions without regard to political realities	0.0%	5.9%	0.0%	0.0%	8.3%	0.0%	0.0%
World Bank Group's processes too slow	11.1%	23.5%	13.6%	0.0%	8.3%	0.0%	18.2%
Not aligned with the work of the EU and other international financial institutions	0.0%	2.9%	0.0%	0.0%	8.3%	0.0%	0.0%
Not aligned with country priorities	0.0%	0.0%	9.1%	16.7%	16.7%	0.0%	0.0%
Not adequately sensitive to political/social realities in Romania*	0.0%	11.8%	0.0%	16.7%	33.3%	40.0%	9.1%
Other	22.2%	2.9%	0.0%	16.7%	0.0%	0.0%	0.0%
Don't know	11.1%	17.6%	27.3%	16.7%	0.0%	0.0%	18.2%

\*Significantly different between stakeholder groups

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Romania? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Trust Fund management	22.2%	2.9%	4.5%	0.0%	0.0%	0.0%	9.1%
Knowledge products/services	22.2%	5.9%	9.1%	0.0%	0.0%	20.0%	0.0%
Capacity development and training	55.6%	29.4%	45.5%	33.3%	58.3%	40.0%	72.7%
Technical assistance	22.2%	32.4%	36.4%	50.0%	50.0%	100.0%	36.4%
Investment lending (financing specific projects)	22.2%	50.0%	27.3%	66.7%	50.0%	20.0%	36.4%
Policy based lending / budget support to the Government	22.2%	35.3%	22.7%	0.0%	8.3%	0.0%	36.4%
Reimbursable Advisory services (RAS)	22.2%	5.9%	4.5%	16.7%	8.3%	0.0%	0.0%
Knowledge sharing and dissemination	0.0%	5.9%	18.2%	0.0%	8.3%	20.0%	9.1%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	11.8%	4.5%	16.7%	8.3%	0.0%	0.0%

## B. Overall Attitudes toward the World Bank Group (continued)

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
To a fully sufficient degree	12.5%	11.8%	4.5%	0.0%	8.3%	0.0%	0.0%
To a somewhat sufficient degree	37.5%	29.4%	9.1%	0.0%	33.3%	0.0%	27.3%
To a somewhat insufficient degree	50.0%	23.5%	45.5%	66.7%	25.0%	100.0%	36.4%
To a very insufficient degree	0.0%	17.6%	22.7%	16.7%	16.7%	0.0%	18.2%
Don't know	0.0%	17.6%	18.2%	16.7%	16.7%	0.0%	18.2%

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Parliament	44.4%	17.6%	22.7%	16.7%	16.7%	20.0%	0.0%
EU institutions	11.1%	11.8%	9.1%	0.0%	8.3%	20.0%	27.3%
Media	0.0%	5.9%	4.5%	0.0%	16.7%	0.0%	9.1%
Local Government	55.6%	61.8%	40.9%	16.7%	58.3%	20.0%	45.5%
Private sector	11.1%	35.3%	59.1%	33.3%	33.3%	0.0%	36.4%
Academia/think tanks/research institutes	11.1%	20.6%	27.3%	16.7%	8.3%	80.0%	36.4%
NGOs/Community Based Organizations (CBOs)*	44.4%	8.8%	9.1%	66.7%	8.3%	0.0%	0.0%
Other international financial institutions*	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%
Youth/university groups	0.0%	0.0%	13.6%	0.0%	0.0%	0.0%	9.1%
Beneficiaries	22.2%	23.5%	9.1%	33.3%	33.3%	40.0%	0.0%
Foundations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%
Embassies and other development partners*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	18.2%
Other	0.0%	5.9%	0.0%	0.0%	0.0%	20.0%	9.1%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

To what extent do you agree with the following statements about the World Bank Group's work in Romania? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																				
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Romania	9	6.78	1.64	32	6.94	1.98	21	6.38	2.04	6	5.83	1.17	12	7.25	2.01	4	7.00	1.41	10	6.80	2.39
The World Bank Group's work is aligned with what I consider the development priorities for Romania	9	7.00	1.50	30	7.60	1.81	21	6.52	2.14	5	5.80	1.30	12	7.50	1.98	4	8.50	0.58	10	7.30	1.95

## B. Overall Attitudes toward the World Bank Group (continued)

To what extent is the World Bank Group an effective development partner in Romania, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?																				
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	9	7.22	1.09	27	7.59	1.99	19	6.58	1.64	5	6.60	2.07	11	7.45	1.92	4	8.25	.96	10	7.50	1.90
Flexibility (in terms of the institution's products and services)	9	7.22	.97	29	7.28	1.94	20	6.35	1.39	5	6.60	2.30	11	6.82	1.89	3	7.67	.58	10	6.90	2.33
Flexibility (in terms of changing country circumstances)	9	6.89	1.05	26	7.27	2.07	20	6.40	1.47	4	6.50	2.38	11	7.00	2.10	4	7.00	1.15	10	6.80	2.20
Being inclusive	9	7.11	1.69	27	7.67	2.06	17	6.76	1.86	3	6.67	1.15	10	7.30	1.89	4	7.75	1.50	9	7.56	2.13
Openness	9	8.11	1.69	30	8.10	1.54	19	7.37	2.01	5	7.60	1.14	11	7.82	1.94	4	6.75	3.30	10	8.10	1.73
Collaboration with the Government	9	8.56	1.24	30	8.53	1.07	17	7.24	1.99	3	7.33	1.53	10	7.40	1.71	3	7.67	2.31	9	7.89	2.32
The speed in which it gets things accomplished on the ground	8	7.13	1.96	26	7.31	2.02	18	6.44	1.29	4	5.50	3.51	9	6.56	1.74	3	7.33	.58	10	6.80	2.10
Ease of access to the people at the World Bank Group who are making decisions important to my work	9	7.67	1.80	30	7.77	2.31	16	6.94	1.44	4	5.25	2.87	11	7.73	1.85	4	8.25	.50	9	7.33	2.92
Collaboration with civil society	9	6.33	1.87	20	7.60	2.16	16	6.50	1.90	5	5.40	3.29	10	6.20	1.14	4	7.75	.50	8	6.50	2.27
Staff accessibility	9	7.33	2.24	30	8.47	1.59	18	6.89	1.81	4	7.25	1.50	11	7.91	1.45	4	8.75	.96	10	7.80	2.82
Collaboration with other donors and development partners	7	7.00	2.08	18	7.50	1.86	15	7.33	1.18	4	7.00	1.83	9	7.11	1.45	2	8.50	.71	9	7.67	2.18
Collaboration with the private sector	8	6.00	1.69	16	7.19	2.34	19	6.79	2.07	5	5.00	1.58	9	6.56	1.01	2	7.50	.71	6	5.33	.52
Straightforwardness and honesty	8	8.63	1.30	26	8.73	1.43	18	8.67	1.64	2	7.00	2.83	11	8.91	1.30	4	9.00	0.00	10	8.80	1.99
Treating clients and stakeholders in Romania with respect	8	8.88	.99	29	9.00	1.51	18	8.56	1.58	3	8.33	1.15	11	8.82	1.47	4	9.25	.96	10	8.90	1.73
Being a long-term partner	8	9.00	1.07	31	8.94	1.48	20	8.55	1.67	5	7.80	1.64	11	8.82	1.40	4	9.25	.50	10	9.00	1.63

## B. Overall Attitudes toward the World Bank Group (continued)

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The Government works inefficiently*	22.2%	18.8%	33.3%	60.0%	0.0%	60.0%	50.0%
Poor coordination among development partners*	33.3%	37.5%	28.6%	0.0%	54.5%	0.0%	0.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	0.0%	12.5%	4.8%	0.0%	18.2%	20.0%	20.0%
The quality of World Bank Group work is not adequate	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	10.0%
Lack of/inadequate levels of capacity in Government	33.3%	34.4%	42.9%	20.0%	18.2%	40.0%	20.0%
There is not an adequate level of citizen/civil society participation	0.0%	3.1%	4.8%	20.0%	9.1%	0.0%	10.0%
The World Bank Group works too slowly	11.1%	3.1%	9.5%	0.0%	0.0%	0.0%	10.0%
Corruption in the country	22.2%	6.3%	14.3%	0.0%	9.1%	0.0%	30.0%
The World Bank Group does not do adequate follow through/follow-up	11.1%	15.6%	9.5%	0.0%	0.0%	20.0%	0.0%
Political pressures and obstacles	22.2%	9.4%	23.8%	20.0%	18.2%	40.0%	10.0%
Reforms are not well thought out in light of country challenges	11.1%	18.8%	9.5%	20.0%	9.1%	0.0%	10.0%
The World Bank Group is not influential enough	0.0%	15.6%	19.0%	20.0%	45.5%	20.0%	20.0%
Other	0.0%	6.3%	0.0%	20.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups



### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Romania? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																				
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Financial markets	7	7.29	1.80	16	6.44	2.76	20	7.20	2.73	3	6.33	1.53	8	6.50	2.78	2	8.00	0.00	7	6.86	2.12
Transport	7	8.71	.76	25	7.36	2.23	21	8.76	1.84	3	7.33	2.08	11	7.91	2.17	3	9.00	1.00	10	8.30	1.49
Anti corruption	6	6.83	3.31	27	7.22	2.78	20	7.75	2.43	5	8.00	1.41	10	7.80	1.48	3	10.00	0.00	9	7.56	2.13
Law and justice	5	6.20	3.35	27	7.44	2.68	20	7.55	2.63	4	7.50	.58	10	8.00	1.49	3	9.67	.58	10	7.40	2.76
Urban development	7	7.57	1.13	25	7.56	2.18	21	8.24	2.45	4	7.00	3.46	11	7.00	1.95	3	9.67	.58	10	8.00	1.56
Environmental sustainability	6	8.00	1.10	24	8.25	1.80	20	7.95	2.54	3	5.67	3.21	11	7.45	2.42	4	9.00	.82	10	8.50	1.90
Trade and exports	6	7.17	.75	19	7.32	2.00	17	6.82	2.83	3	6.33	2.31	11	6.00	2.57	3	7.67	.58	7	6.86	2.04
Information and communications technology	7	7.57	2.15	26	7.65	2.33	18	7.17	2.57	4	6.50	3.00	11	7.18	1.83	4	9.00	1.15	8	6.88	2.36
Poverty reduction	8	8.75	.89	29	8.93	1.60	18	8.78	1.48	3	10.00	0.00	9	9.11	.93	4	9.75	.50	9	9.00	1.73
Gender equity	7	6.43	1.99	27	7.52	2.21	18	7.67	2.59	4	7.25	3.59	10	7.40	1.26	4	9.00	1.15	9	6.44	2.07
Private sector development	7	7.29	1.11	26	8.15	1.85	19	7.95	2.20	3	9.00	1.00	11	7.36	2.87	4	7.00	1.83	9	6.89	2.03
Foreign direct investment	6	8.33	1.75	25	7.88	2.37	19	7.58	2.69	4	8.25	2.87	11	6.91	2.47	3	8.00	2.00	9	8.22	1.86
Water and sanitation	7	8.29	1.11	18	7.89	1.88	17	7.76	1.89	4	7.75	3.30	11	7.82	1.78	4	8.50	1.29	9	7.00	1.87
Regulatory framework	7	7.57	3.05	26	8.23	1.90	19	8.21	1.72	4	7.75	2.63	11	8.09	1.22	3	9.67	.58	10	8.20	1.03
Economic growth	7	8.29	1.38	26	8.81	1.83	21	8.24	1.87	4	8.50	3.00	11	8.09	1.81	4	8.50	.58	10	8.60	1.71
Energy	7	7.71	.76	23	7.52	2.00	20	7.60	2.26	4	6.50	3.11	11	7.09	1.45	2	9.50	.71	10	7.50	1.90
Disaster management	6	7.33	1.75	22	7.95	1.86	19	7.63	2.52	3	5.67	3.06	11	7.36	1.29	4	8.75	.96	9	6.67	1.80
Public sector governance/reform	6	8.33	1.86	29	8.76	1.21	18	8.89	2.17	5	8.00	2.35	11	9.45	1.04	4	9.75	.50	10	9.40	1.26
Job creation	7	9.00	.82	25	8.80	1.08	19	7.47	2.70	4	8.00	2.83	10	7.90	1.91	4	9.00	.82	9	8.44	1.74
Non-communicable diseases	6	7.00	2.76	18	6.83	2.18	17	6.47	2.72	3	5.67	2.08	10	6.30	2.31	3	8.00	2.00	8	6.63	1.92
Equality of opportunity	6	6.83	1.33	22	8.05	1.70	17	6.65	2.87	4	7.50	2.52	10	7.10	2.69	4	9.25	.50	10	6.90	2.38
Social protection	6	6.67	2.94	24	8.25	1.87	17	6.59	2.87	3	7.33	3.79	9	7.33	1.94	4	9.00	1.41	8	6.13	2.64
Rural development	6	8.50	.55	22	8.45	1.82	20	8.85	1.18	4	8.25	2.87	11	8.55	1.63	3	9.67	.58	10	8.20	1.40
Global/regional integration	6	8.33	.82	22	8.77	1.31	17	7.18	2.72	4	8.00	3.37	10	7.70	1.95	4	9.75	.50	10	8.10	1.79
Natural resource management	6	7.00	1.10	19	6.95	2.59	17	6.12	2.52	4	6.25	2.87	11	5.82	2.09	4	7.50	1.73	9	6.56	1.88
Health	6	8.67	1.37	22	8.91	.97	20	8.05	2.37	4	6.75	3.95	11	7.09	2.55	4	9.00	1.41	10	8.20	.92
Climate change	7	8.00	1.15	22	8.68	1.67	19	7.47	2.93	4	7.50	2.52	10	7.20	2.62	3	9.33	.58	9	8.00	2.12
Agricultural development and food safety	7	8.00	1.63	20	8.25	2.20	19	6.89	2.96	4	7.50	3.11	10	7.10	2.56	4	8.75	.96	9	7.67	1.87
Education	8	8.50	1.93	26	8.81	1.96	19	9.00	1.20	5	8.20	3.03	9	8.00	2.74	4	9.75	.50	9	9.11	1.05

### C. World Bank Group's Effectiveness and Results (continued)

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Romania? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																				
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Gender equity	2	6.50	2.12	10	7.20	1.99	3	7.00	1.73	1	3.00		4	6.25	1.26	1	9.00		4	5.50	2.08
Information and communications technology*	3	7.33	1.53	11	8.09	.83	5	8.20	1.30	1	3.00		5	8.20	2.05	1	9.00		5	5.60	1.14
Transport	4	7.50	1.73	11	6.45	2.66	9	6.89	1.76	1	3.00		5	5.80	1.79	1	8.00		7	6.57	2.23
Law and justice	2	8.00	2.83	10	7.40	2.27	6	6.33	1.86	1	3.00		6	7.67	2.25	1	8.00		7	7.57	2.37
Urban development	3	8.67	2.31	11	7.91	2.12	8	6.50	2.33	2	5.50	3.54	5	5.20	2.59	3	8.00	1.00	5	6.00	2.74
Environmental sustainability	3	8.67	2.31	11	8.09	2.02	7	6.71	2.14	1	3.00		5	5.00	2.74	3	6.33	2.08	7	6.57	2.64
Regulatory framework	2	6.50	2.12	15	7.87	1.64	7	6.57	1.90	1	3.00		8	8.38	1.51	3	7.00	1.73	10	7.40	2.27
Non-communicable diseases*	2	7.00	2.83	6	7.67	1.37	3	4.33	2.52	1	3.00		3	5.33	.58	2	7.00	1.41	3	4.33	.58
Poverty reduction	3	8.33	.58	21	7.95	2.13	9	6.67	2.40	2	6.00	2.83	6	8.00	3.10	4	7.75	.96	7	6.57	2.57
Anti corruption	2	7.50	2.12	12	7.42	2.68	6	6.67	2.42	3	5.33	2.52	4	8.75	1.50	3	5.33	2.08	6	5.33	3.27
Private sector development	3	7.33	1.53	5	8.80	1.10	7	6.86	1.95	2	5.00	1.41	7	8.29	1.70	3	7.33	2.52	5	7.20	1.92
Foreign direct investment	3	6.33	1.53	6	6.83	2.56	5	6.60	2.30	2	5.50	2.12	5	7.80	1.64	1	7.00		7	7.43	1.90
Water and sanitation*	3	9.00	1.00	9	8.56	1.01	7	7.00	2.00	1	3.00		4	5.75	2.50	1	8.00		5	6.80	1.64
Trade and exports	2	6.50	.71	4	7.75	2.06	5	7.20	1.48	2	5.00	2.83	4	6.50	2.52	1	7.00		4	6.25	2.22
Economic growth	4	6.50	1.00	9	7.33	2.35	7	7.43	1.27	2	5.00	2.83	7	7.86	1.86	1	8.00		8	7.50	1.41
Health	4	7.50	1.73	19	7.84	1.83	6	7.17	1.94	2	5.00	1.41	4	7.00	1.41	3	6.67	2.31	6	7.00	1.79
Disaster management	2	7.00	2.83	8	8.13	1.64	4	6.25	2.22	1	3.00		4	4.75	2.99	2	7.00	0.00	3	5.33	1.53
Public sector governance/reform	5	8.00	2.92	25	7.64	2.02	12	6.92	1.93	1	4.00		9	7.67	2.29	4	7.50	1.73	10	7.90	1.97
Job creation	3	7.00	3.46	15	7.07	1.79	6	5.50	1.76	2	5.00	2.83	6	5.50	3.15	3	6.67	1.53	4	7.00	2.16
Financial markets	3	6.33	2.08	7	7.71	1.70	7	7.00	1.63	1	3.00		5	5.60	3.85	2	7.50	.71	6	7.50	2.07
Equality of opportunity	3	6.33	1.53	17	7.76	2.19	7	6.86	2.27	2	6.50	3.54	5	5.80	3.27	4	8.00	.82	5	6.00	2.00
Energy	4	7.25	1.71	11	7.73	2.00	8	6.13	2.42	1	3.00		4	7.00	1.41	2	7.50	.71	4	5.50	2.52
Rural development*	4	8.25	.96	15	7.93	2.09	7	7.86	1.21	1	3.00		4	5.00	3.16	3	8.00	1.00	6	6.67	1.86
Global/regional integration	2	7.50	.71	9	9.00	1.12	8	7.00	1.51	2	5.00	2.83	4	7.75	2.63	3	8.67	.58	7	6.86	2.27
Education*	4	8.50	.58	16	8.31	1.70	8	6.75	1.58	2	5.00	1.41	5	5.40	2.97	4	8.00	.82	7	7.14	2.19
Social protection	4	7.75	.96	14	7.57	2.28	7	6.57	2.30	1	4.00		4	4.75	2.99	4	7.00	1.83	5	5.80	2.05
Climate change	2	8.50	2.12	8	8.00	1.85	5	6.40	2.88	1	3.00		3	3.33	2.08	1	7.00		3	5.33	1.15
Agricultural development and food safety	3	7.67	1.15	5	8.00	1.87	5	6.60	2.30	1	3.00		4	4.75	2.87	3	6.33	2.08	5	6.60	2.30
Natural resource management	3	7.33	1.15	5	6.80	1.30	5	5.20	2.68	1	3.00		3	3.00	2.00	2	5.00	2.83	5	6.40	2.07

\*Significantly different between stakeholder groups

### C. World Bank Group's Effectiveness and Results (continued)

	Which of the following best describes your current position?																				
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Romania?	7	6.86	.90	29	7.14	1.68	16	6.50	1.79	4	5.25	1.26	10	7.50	2.27	3	7.00	1.00	9	7.22	1.86

(1-To no degree at all, 10-To a very significant degree)

### To what extent do you agree with the following statements about the World Bank Group in Romania? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																				
	Prime Minister/ Minister			Ministry/ PMU/ Consultant			Financial Sector/ Private Bank			NGO/ CBO			Government			Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Romania	6	7.33	.82	24	7.50	1.72	13	6.38	2.10	3	6.33	2.08	8	7.88	2.10	2	8.00	1.41	9	7.22	2.33
The World Bank Group meets Romania's needs for knowledge services (e.g., research, analysis, data, technical assistance)	7	7.57	1.51	28	7.61	2.13	16	7.69	1.66	4	6.50	1.73	9	8.00	1.80	4	8.25	.96	9	7.22	2.22

	Which of the following best describes your current position?																				
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that Romania received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	6	6.83	2.64	18	7.33	2.14	6	6.50	1.05	1	3.00		6	8.00	1.90	2	6.50	3.54	5	6.80	2.59

(1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?																				
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Romania?	7	7.14	1.68	20	7.50	2.14	9	6.67	1.50	2	4.50	2.12	8	7.88	2.03	4	7.50	1.29	6	7.00	2.10

(1-To no degree at all, 10-To a very significant degree)

## D. The World Bank Group's Knowledge Work and Activities

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?\*

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Weekly	0.0%	6.3%	14.3%	0.0%	11.1%	20.0%	20.0%
Monthly	42.9%	15.6%	23.8%	20.0%	22.2%	20.0%	0.0%
A few times a year	57.1%	53.1%	42.9%	40.0%	55.6%	40.0%	70.0%
Rarely	0.0%	25.0%	14.3%	40.0%	0.0%	20.0%	10.0%
Never	0.0%	0.0%	4.8%	0.0%	11.1%	0.0%	0.0%

In Romania, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?																				
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	6	7.83	1.17	26	7.88	1.86	16	8.00	1.26	1	3.00		7	7.86	1.95	4	8.00	0.00	9	6.89	2.03
Include appropriate level of stakeholder involvement during preparation	7	7.29	1.38	26	7.85	1.76	16	7.88	1.50	2	5.50	3.54	6	7.83	2.04	4	8.25	.96	8	7.00	2.14
Lead to practical solutions	7	7.43	1.13	26	7.54	2.04	16	7.25	2.52	2	5.00	2.83	7	7.71	1.98	4	8.00	.82	9	6.89	2.03
Are accessible (well written and easy to understand)	7	7.43	1.62	27	8.04	1.76	16	8.06	1.39	4	8.00	.82	8	8.13	2.10	4	8.50	1.73	9	7.44	2.35
Are source of relevant information on global good practices	7	8.14	1.35	29	8.34	1.88	18	8.28	1.32	4	8.50	1.00	8	8.63	1.69	4	8.75	1.89	9	7.89	1.90
Are adequately disseminated	7	7.43	1.40	28	7.50	2.15	17	6.94	2.46	4	6.50	1.73	6	8.83	1.47	4	6.50	2.52	8	7.13	2.17
Are translated enough into local language	7	8.14	.69	23	7.35	2.33	15	7.87	1.85	4	7.75	.50	4	7.75	2.22	4	7.75	2.87	7	7.43	2.82
Are adaptable to Romania's specific development challenges and country circumstances	7	7.86	1.21	28	7.46	2.20	17	7.76	1.68	3	7.00	1.00	8	8.00	1.93	4	6.75	2.06	8	7.50	1.93

	Which of the following best describes your current position?																				
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7	7.71	.76	26	7.58	1.84	17	7.35	1.66	4	6.25	1.26	8	8.00	1.85	4	8.25	.50	10	6.50	2.68
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7	8.14	1.46	30	8.23	1.45	17	8.18	1.24	5	7.20	1.30	9	8.22	1.72	4	9.00	0.00	9	8.00	1.32

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

## E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																				
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	4	8.25	.96	14	8.79	1.48	7	8.29	2.06	1	9.00		3	8.33	1.53	2	8.50	.71	5	7.60	1.14
The World Bank Group effectively monitors and evaluates the projects and programs it supports	5	8.20	.84	27	8.19	1.69	12	7.75	1.96	3	6.67	3.21	6	8.50	1.38	4	8.25	.96	9	8.22	1.79
The World Bank Group's approvals and reviews are done in a timely fashion	5	8.20	.84	27	7.70	1.88	10	8.10	1.97	1	9.00		4	8.00	1.83	2	8.00	1.41	7	7.86	1.68
The World Bank Group's "Safeguard Policy" requirements are reasonable	4	7.75	1.26	12	8.33	1.30	9	7.67	1.58	1	8.00		2	8.00	2.83				4	7.75	1.50
The World Bank Group's conditions on its lending are reasonable	3	7.00	1.73	14	8.50	1.34	7	7.29	1.38				6	8.67	1.51				8	8.38	1.41
The World Bank Group takes decisions quickly in Romania	5	7.20	1.10	19	7.84	2.06	11	7.00	2.41				5	8.60	1.67	3	7.33	1.53	7	7.71	1.89
Working with the World Bank Group increases Romania's institutional capacity	5	7.40	1.34	30	8.40	1.67	15	8.00	1.77	4	7.50	1.73	7	8.71	1.50	4	8.75	.96	8	8.13	1.96
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	3	8.00	1.73	20	8.30	1.89	11	8.27	1.42	1	9.00		5	8.80	1.30	2	9.00	0.00	7	8.71	1.38
The World Bank Group provides effective implementation support (i.e., supervision of projects)	5	8.20	1.30	28	8.11	1.73	14	8.00	1.57	3	7.33	2.08	6	8.50	1.52	3	8.00	1.00	7	8.29	2.14

	Which of the following best describes your current position?																				
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Romania?	5	6.80	1.64	13	7.23	1.88	12	6.58	2.39	1	3.00		6	7.33	2.50	3	7.67	0.58	7	6.14	2.12

(1-To no degree at all, 10-To a very significant degree)

### E. Working with the World Bank Group (continued)

Which of the following best describes the World Bank Group's support in Romania? (Select only one response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Romania	66.7%	58.1%	47.6%	20.0%	55.6%	60.0%	50.0%
The World Bank Group is not sufficiently selective in Romania, and it is involved in too many areas of development	16.7%	16.1%	9.5%	40.0%	22.2%	0.0%	20.0%
Don't know	16.7%	25.8%	42.9%	40.0%	22.2%	40.0%	30.0%

### F. The Future Role of the World Bank Group in Romania

Which of the following SHOULD the World Bank Group do to make itself of greater value in Romania? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Offer more innovative financial products	16.7%	18.8%	9.5%	40.0%	0.0%	0.0%	10.0%
Ensure greater selectivity in its work	16.7%	15.6%	9.5%	0.0%	12.5%	20.0%	10.0%
Provide more adequate data/knowledge/statistics/figures on Romania's economy	33.3%	12.5%	4.8%	0.0%	12.5%	0.0%	20.0%
Increase the level of World Bank Group staff availability to clients	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	0.0%	12.5%	9.5%	20.0%	0.0%	0.0%	10.0%
Reach out more to groups outside of Government	16.7%	9.4%	28.6%	60.0%	0.0%	20.0%	20.0%
Increase the level of capacity development in the country	50.0%	25.0%	38.1%	0.0%	37.5%	40.0%	20.0%
Improve the quality of its experts as related to Romania's specific challenges	33.3%	18.8%	9.5%	60.0%	25.0%	20.0%	0.0%
Offer more innovative knowledge services	0.0%	18.8%	14.3%	0.0%	12.5%	0.0%	10.0%
Communicate and disseminate its work more effectively	0.0%	9.4%	23.8%	0.0%	25.0%	40.0%	30.0%
Collaborate more effectively with Government clients	33.3%	15.6%	23.8%	0.0%	37.5%	20.0%	20.0%
Work faster	0.0%	9.4%	0.0%	20.0%	12.5%	20.0%	0.0%
Reduce the complexity of obtaining World Bank Group financing	0.0%	18.8%	9.5%	0.0%	0.0%	0.0%	30.0%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	6.3%	4.8%	0.0%	12.5%	20.0%	10.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

### F. The Future Role of the World Bank Group in Romania (continued)

When considering the combination of services that the World Bank Group offers in Romania, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Romania? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Financial services	0.0%	21.9%	9.5%	0.0%	0.0%	0.0%	20.0%
Knowledge products	16.7%	6.3%	14.3%	0.0%	0.0%	20.0%	10.0%
Convening services	0.0%	3.1%	4.8%	0.0%	0.0%	0.0%	20.0%
Capacity development and training	33.3%	28.1%	47.6%	20.0%	37.5%	20.0%	30.0%
Reimbursable Advisory Services (RAS)	16.7%	12.5%	9.5%	0.0%	25.0%	20.0%	0.0%
None of the above	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%
The combination is appropriate for Romania	16.7%	15.6%	9.5%	20.0%	25.0%	20.0%	10.0%
Don't know	16.7%	12.5%	4.8%	40.0%	0.0%	20.0%	0.0%

## G. Communication and Information Sharing

How do you get most of your information about economic and social development issues in Romania? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	0.0%	6.3%	23.8%	0.0%	0.0%	0.0%	20.0%
International newspapers	0.0%	3.1%	14.3%	0.0%	25.0%	0.0%	20.0%
Local radio	0.0%	0.0%	4.8%	20.0%	0.0%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	16.7%	12.5%	4.8%	20.0%	12.5%	0.0%	10.0%
International television*	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%
Local newspapers	0.0%	0.0%	4.8%	0.0%	12.5%	0.0%	0.0%
Internet	66.7%	84.4%	76.2%	80.0%	87.5%	100.0%	80.0%
Periodicals	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	10.0%
Personal contact	33.3%	21.9%	14.3%	40.0%	0.0%	0.0%	20.0%
Books and reports	83.3%	56.3%	38.1%	20.0%	50.0%	60.0%	20.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Direct contact with World Bank Group	33.3%	31.3%	42.9%	40.0%	50.0%	20.0%	30.0%
Mobile phones	0.0%	3.1%	4.8%	0.0%	0.0%	0.0%	0.0%
World Bank Group's seminars/workshops/ conferences	50.0%	50.0%	42.9%	60.0%	50.0%	60.0%	70.0%
World Bank Group's publications and other written materials	66.7%	21.9%	14.3%	0.0%	12.5%	0.0%	30.0%
Twitter	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's website	16.7%	34.4%	9.5%	20.0%	37.5%	80.0%	40.0%
Facebook	0.0%	6.3%	9.5%	20.0%	0.0%	0.0%	0.0%
Blogs	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
e-Newsletters	33.3%	43.8%	47.6%	40.0%	37.5%	20.0%	20.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	50.0%	25.8%	21.1%	0.0%	37.5%	20.0%	30.0%
No	50.0%	74.2%	78.9%	100.0%	62.5%	80.0%	70.0%



### G. Communication and Information Sharing (continued)

If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
World Bank Group's seminars/workshops/conferences	33.3%	44.4%	50.0%	-	66.7%	100.0%	0.0%
World Bank Group's website	66.7%	22.2%	33.3%	-	33.3%	0.0%	33.3%
World Bank Group's e-Newsletters	0.0%	11.1%	0.0%	-	0.0%	0.0%	0.0%
News/Media	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%
Colleagues/Friends/Peer organizations	0.0%	11.1%	16.7%	-	0.0%	0.0%	66.7%
Other	0.0%	11.1%	0.0%	-	0.0%	0.0%	0.0%

Have you requested information from the World Bank Group on its activities in the past year?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	33.3%	15.6%	9.5%	0.0%	50.0%	0.0%	30.0%
No	66.7%	84.4%	90.5%	100.0%	50.0%	100.0%	70.0%

Were you able to obtain this information?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	100.0%	100.0%	-	100.0%	-	100.0%
No	0.0%	0.0%	0.0%	-	0.0%	-	0.0%

Do you have access to the Internet?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	100.0%	95.0%	100.0%	100.0%	100.0%	100.0%
No	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%

Do you use/have you used the World Bank Group website?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	87.5%	85.0%	60.0%	100.0%	100.0%	90.0%
No	0.0%	12.5%	15.0%	40.0%	0.0%	0.0%	10.0%

**G. Communication and Information Sharing (continued)****Do you currently consult the World Bank Group social media sites?**

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	33.3%	18.8%	20.0%	0.0%	0.0%	0.0%	10.0%
No	66.7%	81.3%	80.0%	100.0%	100.0%	100.0%	90.0%

**Have you ever read a World Bank Group report?**

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	96.8%	100.0%	100.0%	100.0%	100.0%	100.0%
No	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%

**Which Internet connection do you use primarily when visiting a World Bank Group website?**

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
High speed/WiFi	83.3%	83.9%	80.0%	100.0%	100.0%	80.0%	90.0%
Dial-up	16.7%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%
3G/4G (e.g., mobile phone, tablet, etc.)	0.0%	12.9%	20.0%	0.0%	0.0%	20.0%	10.0%

**Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)**

	Which of the following best describes your current position?																				
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	6	8.00	1.55	28	8.14	1.69	18	7.50	1.95	3	8.33	.58	8	8.63	1.30	5	7.80	2.17	9	8.22	1.99
I find the information on the World Bank Group's websites useful	6	8.17	1.17	28	8.61	1.07	18	8.22	1.48	3	8.33	.58	8	8.75	1.04	5	8.80	.45	9	8.00	1.80
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	2	7.00	1.41	8	7.13	2.47	8	6.38	2.13				2	5.50	2.12	1	9.00		1	10.00	
When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	6	8.33	1.51	31	8.19	2.21	17	7.41	2.76	5	8.20	1.10	8	9.13	.83	5	8.60	1.14	9	8.22	1.20
The World Bank Group is responsive to my information requests and inquiries	6	8.17	1.47	24	8.75	1.48	11	8.36	1.57	3	8.67	1.15	7	8.71	1.25	3	8.00	1.73	6	8.83	1.47

## H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?\*( Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	77.8%	84.8%	29.2%	33.3%	66.7%	40.0%	30.8%
No	22.2%	15.2%	70.8%	66.7%	33.3%	60.0%	69.2%

\*Significantly different between stakeholder groups

Which of the following agencies of the World Bank Group do you primarily engage with in Romania? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The World Bank (IBRD)	100.0%	97.0%	78.6%	100.0%	90.9%	100.0%	81.8%
The International Finance Corporation (IFC)	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	3.0%	14.3%	0.0%	9.1%	0.0%	18.2%

Do your projects involve both the World Bank and the IFC?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	0.0%	28.1%	8.7%	0.0%	8.3%	0.0%	25.0%
No	100.0%	71.9%	91.3%	100.0%	91.7%	100.0%	75.0%

If yes, what was your view of how the two institutions work together in Romania? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The two institutions work well together	-	80.0%	66.7%	-	100.0%	0.0%	50.0%
The way the two institutions work together needs improvement	-	10.0%	0.0%	-	0.0%	0.0%	0.0%
The two institutions do not work well together	-	0.0%	0.0%	-	0.0%	0.0%	0.0%
Don't know	-	10.0%	33.3%	-	0.0%	100.0%	50.0%

## H. Background Information (continued)

Which of the following describes most of your exposure to the World Bank Group in Romania? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	11.1%	0.0%	37.5%	33.3%	25.0%	0.0%	30.8%
Use World Bank Group reports/data	33.3%	26.5%	62.5%	66.7%	41.7%	80.0%	46.2%
Engage in World Bank Group related/sponsored events/activities*	22.2%	14.7%	8.3%	33.3%	16.7%	80.0%	7.7%
Collaborate as part of my professional duties*	77.8%	85.3%	33.3%	33.3%	58.3%	20.0%	23.1%
Use World Bank Group website for information, data, research, etc.	22.2%	5.9%	16.7%	16.7%	8.3%	20.0%	38.5%

\*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO/ CBO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Female	55.6%	67.6%	66.7%	66.7%	58.3%	40.0%	53.8%
Male	44.4%	32.4%	33.3%	33.3%	41.7%	60.0%	46.2%



## Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>17</sup>

*Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY16 Romania COS questionnaire: All 10-point scale questions and question B10 “When thinking about how the World Bank Group can have the most impact on development results in Romania, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Romania?”*

- Collaborating with the WBG N=58      ● Not collaborating with the WBG N=44

### B. Overall Attitudes toward the World Bank Group

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Romania?*	57	7.63	1.48	40	6.33	2.12

*(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between collaborators and non-collaborators*

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Romania.*	55	8.05	1.27	36	6.42	2.44

*(1-Not effective at all, 10-Extremely effective) \*Significantly different between collaborators and non-collaborators*

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Romania solve its most complicated development challenges?*	55	8.35	1.17	34	7.32	2.00

*(1-To no degree at all, 10-To a very significant degree) \*Significantly different between collaborators and non-collaborators*

<sup>17</sup> Only 102 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

**B. Overall Attitudes toward the World Bank Group (continued)**

When thinking about how the World Bank Group can have the most impact on development results in Romania, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Romania? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Health	29.8%	20.0%
Transport*	14.0%	32.5%
Agricultural development and food safety	5.3%	10.0%
Global/regional integration	1.8%	2.5%
Job creation	12.3%	10.0%
Public sector governance/reform	47.4%	35.0%
Social protection	5.3%	2.5%
Rural development*	14.0%	32.5%
Foreign direct investment	3.5%	5.0%
Education	40.4%	27.5%
Energy	0.0%	5.0%
Gender equity	0.0%	0.0%
Financial markets	1.8%	0.0%
Urban development	8.8%	7.5%
Environmental sustainability	5.3%	7.5%
Economic growth	24.6%	17.5%
Private sector development	10.5%	2.5%
Water and sanitation*	0.0%	7.5%
Climate change	5.3%	5.0%
Information and communications technology	7.0%	7.5%
Trade and exports	0.0%	0.0%
Equality of opportunity	5.3%	5.0%
Law and justice	8.8%	7.5%
Regulatory framework	10.5%	7.5%
Non-communicable diseases	1.8%	0.0%
Natural resource management	0.0%	0.0%
Poverty reduction*	12.3%	30.0%
Anti corruption	8.8%	7.5%
Disaster management	5.3%	0.0%

\*Significantly different between collaborators and non-collaborators

**B. Overall Attitudes toward the World Bank Group (continued)**

To what extent do you agree with the following statements about the World Bank Group's work in Romania?

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Romania*	55	7.13	1.84	38	6.18	1.97
The World Bank Group's work is aligned with what I consider the development priorities for Romania*	56	7.55	1.66	35	6.60	2.10

\*Significantly different between collaborators and non-collaborators

To what extent is the World Bank Group an effective development partner in Romania, in terms of each of the following?

(1-To no degree at all, 10-To a very significant degree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	52	7.63	1.82	33	6.70	1.61
Flexibility (in terms of the institution's products and services)	53	7.19	1.75	33	6.48	1.75
Flexibility (in terms of changing country circumstances)*	53	7.21	1.68	31	6.32	1.94
Being inclusive	48	7.58	1.76	30	6.87	2.05
Openness*	53	8.23	1.48	34	7.21	2.09
Collaboration with the Government*	52	8.54	1.15	28	6.93	1.98
The speed in which it gets things accomplished on the ground	48	7.10	1.99	29	6.38	1.68
Ease of access to the people at the World Bank Group who are making decisions important to my work*	51	8.00	1.90	31	6.52	2.22
Collaboration with civil society	42	7.05	1.99	30	6.30	2.07
Staff accessibility*	52	8.29	1.58	33	7.06	2.15
Collaboration with other donors and development partners	37	7.59	1.54	26	7.00	1.81
Collaboration with the private sector*	37	6.92	1.86	28	5.96	1.86
Straightforwardness and honesty	47	8.91	1.23	31	8.35	1.82
Treating clients and stakeholders in Romania with respect*	50	9.12	1.21	32	8.38	1.68
Being a long-term partner	52	9.02	1.34	36	8.44	1.61

\*Significantly different between collaborators and non-collaborators

**C. World Bank Group's Effectiveness and Results**

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Romania? (1-Not important at all, 10-Very important)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Financial markets	35	6.77	2.41	27	6.93	2.54
Transport	44	7.93	1.92	35	8.49	1.69
Anti corruption	45	7.71	2.25	34	7.59	2.48
Law and justice	44	7.68	2.32	34	7.32	2.70
Urban development	43	7.63	2.19	37	8.08	1.86
Environmental sustainability	44	8.07	1.98	34	7.94	2.31
Trade and exports	37	7.24	2.02	29	6.41	2.41
Information and communications technology	47	7.60	2.19	30	7.03	2.41
Poverty reduction	46	9.24	1.27	34	8.65	1.50
Gender equity	45	7.40	2.25	34	7.35	2.20
Private sector development	44	7.84	2.09	34	7.59	2.05
Foreign direct investment	42	7.69	2.46	34	7.82	2.24
Water and sanitation	37	7.62	1.91	33	8.00	1.75
Regulatory framework	44	8.11	2.04	35	8.26	1.50
Economic growth	46	8.59	1.93	36	8.31	1.60
Energy	43	7.65	1.90	34	7.29	1.99
Disaster management	41	7.51	2.00	33	7.55	2.05
Public sector governance/reform	48	9.00	1.43	34	8.82	1.78
Job creation	45	8.47	1.62	32	8.06	2.23
Non-communicable diseases	34	6.56	2.45	31	6.74	2.16
Equality of opportunity	41	7.46	2.00	32	7.25	2.63
Social protection	41	7.66	2.14	30	6.97	2.83
Rural development	43	8.35	1.73	33	8.88	1.17
Global/regional integration	40	8.40	1.75	33	7.82	2.28
Natural resource management	38	6.71	2.23	32	6.28	2.30
Health	43	8.14	1.98	34	8.29	2.01
Climate change	41	7.95	2.05	33	8.03	2.49
Agricultural development and food safety	41	7.68	2.33	32	7.56	2.50
Education	47	8.60	2.18	33	9.03	1.19



**C. World Bank Group's Effectiveness and Results (continued)**

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Romania? (1-Not effective at all, 10-Very effective)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Gender equity	14	7.14	1.88	11	5.91	1.92
Information and communications technology*	16	8.19	1.05	14	6.64	2.02
Transport	19	6.58	2.19	19	6.53	2.14
Law and justice	17	7.47	2.18	15	6.87	2.36
Urban development	17	7.35	2.64	20	6.55	2.24
Environmental sustainability	17	7.59	2.40	20	6.30	2.43
Regulatory framework*	25	8.20	1.55	21	6.52	1.99
Non-communicable diseases*	9	7.00	1.80	11	5.09	1.92
Poverty reduction*	30	8.10	2.09	22	6.64	2.26
Anti corruption*	18	7.72	2.37	18	5.78	2.56
Private sector development*	13	8.62	1.19	19	6.74	1.88
Foreign direct investment	13	7.54	2.03	16	6.50	1.83
Water and sanitation	15	8.07	1.44	15	6.67	2.29
Trade and exports*	9	8.00	1.73	13	5.85	1.52
Economic growth	18	7.72	1.90	20	6.90	1.59
Health*	25	7.84	1.70	19	6.63	1.77
Disaster management	12	7.33	2.42	12	5.67	1.97
Public sector governance/reform	40	7.90	2.02	26	6.92	2.04
Job creation	23	6.78	2.24	16	5.94	2.11
Financial markets	14	7.50	2.31	17	6.35	2.18
Equality of opportunity	22	7.45	2.42	21	6.62	2.04
Energy	16	7.50	1.86	18	6.17	2.23
Rural development	23	7.65	2.27	17	6.94	1.92
Global/regional integration*	17	8.88	1.27	18	6.44	1.72
Education*	23	8.09	2.09	23	6.70	1.74
Social protection	21	7.29	2.39	18	6.11	2.03
Climate change	10	6.90	2.69	13	6.15	2.54
Agricultural development and food safety	10	7.00	2.58	16	6.25	2.14
Natural resource management	10	6.60	2.27	14	5.00	2.11

\*Significantly different between collaborators and non-collaborators

**C. World Bank Group's Effectiveness and Results (continued)**

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Romania?	47	7.13	1.87	30	6.60	1.50

(1-To no degree at all, 10-To a very significant degree)

**To what extent do you agree with the following statements about the World Bank Group in Romania?**

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Romania*	40	7.70	1.83	25	6.48	1.76
The World Bank Group meets Romania's needs for knowledge services (e.g., research, analysis, data, technical assistance)	44	7.93	1.87	32	7.13	1.81

\*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Romania received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?*	30	7.50	2.15	14	6.07	1.94

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Romania?*	36	7.72	1.83	20	6.30	1.81

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between collaborators and non-collaborators

**D. The World Bank Group's Knowledge Work and Activities**

**In Romania, to what extent do you believe that the World Bank Group's knowledge work and activities:**

*(1-To no degree at all, 10-To a very significant degree)*

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely	41	8.00	1.70	28	7.29	1.72
Include appropriate level of stakeholder involvement during preparation	41	7.93	1.65	27	7.19	1.84
Lead to practical solutions*	41	7.93	1.65	29	6.52	2.29
Are accessible (well written and easy to understand)*	43	8.33	1.55	31	7.42	1.84
Are source of relevant information on global good practices	46	8.59	1.64	32	8.00	1.52
Are adequately disseminated*	43	7.95	1.93	30	6.40	2.11
Are translated enough into local language	36	7.81	1.88	27	7.37	2.27
Are adaptable to Romania's specific development challenges and country circumstances	44	7.89	1.79	30	7.03	1.87

*\*Significantly different between collaborators and non-collaborators*

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	44	7.89	1.62	31	6.71	1.90
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	48	8.38	1.39	32	7.84	1.32

*(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)*

*\*Significantly different between collaborators and non-collaborators*

**E. Working with the World Bank Group**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	21	8.71	1.42	14	8.00	1.47
The World Bank Group effectively monitors and evaluates the projects and programs it supports	39	8.33	1.49	26	7.65	1.94
The World Bank Group's approvals and reviews are done in a timely fashion	35	8.09	1.72	20	7.55	1.73
The World Bank Group's "Safeguard Policy" requirements are reasonable	18	8.28	1.32	14	7.57	1.45
The World Bank Group's conditions on its lending are reasonable	24	8.38	1.41	13	7.69	1.55
The World Bank Group takes decisions quickly in Romania	33	7.88	1.90	17	7.12	2.03
Working with the World Bank Group increases Romania's institutional capacity*	44	8.61	1.43	28	7.57	1.79
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	30	8.63	1.67	19	8.11	1.33
The World Bank Group provides effective implementation support (i.e., supervision of projects)	39	8.33	1.47	26	7.73	1.82

\*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Romania?	27	7.15	1.83	20	6.35	2.35

(1-To no degree at all, 10-To a very significant degree)

**G. Communication and Information Sharing**

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	46	8.09	1.87	30	7.93	1.53
I find the information on the World Bank Group's websites useful	46	8.59	1.18	30	8.20	1.30
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	14	7.14	2.21	8	6.50	2.27
When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)*	48	8.56	1.92	32	7.53	2.05
The World Bank Group is responsive to my information requests and inquiries*	39	8.90	1.33	20	7.95	1.43

\*Significantly different between collaborators and non-collaborators



## Appendix D: Responses to Selected Questions by Year<sup>18</sup>

*All data presented in this appendix are weighted. As a result, means of the FY 2016 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2013 respondents and the total number of respondents indicated may differ from those reported in the FY 2013 COS report.*

FY 2013 Number of comparable respondents = 75 • FY 2016 Number of comparable respondents = 92

By weighting, the FY 2013 data have the same stakeholder composition as they are in FY 2016. Therefore, the two years are comparable. Respondents from the office of parliamentarian, local governments, bilateral/multilateral agencies, private foundations, media, trade unions, faith based groups, youth groups, and other organizations were not included in the year comparison analysis, because respondents from these groups were not present in both years. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2016	FY 2013
Office of the President/Prime Minister	4.3%	4.3%
Office of Minister	5.4%	5.4%
Employee of a Ministry/Ministerial Department/Implementation Agency	30.4%	30.4%
PMU/Consultant/Contractor working on WBG supported project	6.5%	6.5%
Private Sector Organization	16.3%	16.3%
Financial Sector/Private Bank	9.8%	9.8%
NGO/Community Based Organization	6.5%	6.5%
Independent Government Institution	13.0%	13.0%
Academia/Research Institute/Think Tank	5.4%	5.4%
Judiciary Branch	2.2%	2.2%

### A. General Issues Facing Romania

In general would you say that Romania is headed in...?\*

Percentage of Respondents	FY 2016	FY 2013
The right direction	54.9%	78.1%
The wrong direction	11.0%	11.0%
Not sure	34.1%	11.0%

\*Significantly different between FY2016 and FY2013

### B. Overall Attitudes toward the World Bank Group

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Romania?*	89	7.06	1.87	75	7.61	1.47

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between FY2016 and FY2013

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Romania.	84	7.52	1.90	72	7.69	1.73

(1-Not effective at all, 10-Very effective)

<sup>18</sup> Only those questions that were asked in the FY 2013 and FY 2016 Country Surveys, with similar response scales/options, are presented.

**B. Overall Attitudes toward the World Bank Group (continued)**

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Romania solve its most complicated development challenges?	82	7.96	1.60	69	8.36	1.23

(1-To no degree at all, 10-To a very significant degree)

**To what extent do you agree with the following statements about the World Bank Group's work in Romania?**

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Romania	86	6.81	1.91	71	7.34	1.85
The World Bank Group's work is aligned with what I consider the development priorities for Romania	83	7.22	1.89	71	7.70	1.50

**To what extent is the World Bank Group an effective development partner in Romania, in terms of each of the following?**

(1-To no degree at all, 10-To a very significant degree)

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	77	7.30	1.80	65	7.16	1.92
Flexibility (in terms of the institution's products and services)	79	7.01	1.75	66	7.55	1.73
Flexibility (in terms of changing country circumstances)	76	6.96	1.81	67	7.30	1.51
Being inclusive*	72	7.35	1.88	64	8.18	1.59
Openness	80	7.84	1.82	70	8.25	1.58
Collaboration with the Government*	74	8.03	1.58	61	8.64	.96
The speed in which it gets things accomplished on the ground	70	6.91	1.89			
Ease of access to the people at the World Bank Group who are making decisions important to my work	76	7.51	2.04			
Collaboration with civil society	66	6.83	2.03			
Staff accessibility*	78	7.88	1.78	65	8.45	1.51
Collaboration with other donors and development partners*	57	7.40	1.61	39	8.12	1.12
Collaboration with the private sector	59	6.63	1.96			
Straightforwardness and honesty*	71	8.73	1.43	66	8.22	1.62
Treating clients and stakeholders in Romania with respect	75	8.87	1.41	71	8.95	1.37
Being a long-term partner	81	8.80	1.45			

\*Significantly different between FY2016 and FY2013



### C. World Bank Group's Effectiveness and Results

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Romania? (1-Not effective at all, 10-Very effective)

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Gender equity	21	6.81	1.91	31	7.48	1.91
Information and communications technology*	27	7.78	1.65	42	6.86	1.73
Transport	32	6.63	2.17	48	6.85	1.92
Law and justice	28	7.32	2.26	45	6.94	1.82
Urban development	32	7.06	2.40	38	7.40	1.48
Environmental sustainability	32	7.09	2.44	44	7.17	1.83
Regulatory framework	38	7.53	1.86	53	7.68	1.52
Non-communicable diseases	17	6.24	2.11			
Poverty reduction	45	7.62	2.21	50	7.07	1.64
Anti corruption*	31	6.94	2.46	40	5.53	2.30
Private sector development	27	7.56	1.89	48	6.86	1.38
Foreign direct investment	24	7.00	2.00	37	6.94	1.47
Water and sanitation	25	7.48	2.08	38	7.08	1.65
Trade and exports	18	6.83	1.89	26	6.17	1.85
Economic growth	32	7.28	1.82	51	7.34	1.52
Health	39	7.36	1.81	49	7.20	1.70
Disaster management	21	6.67	2.39	26	6.84	2.16
Public sector governance/reform	58	7.50	2.09	59	7.49	1.88
Job creation	35	6.37	2.22	43	6.87	1.63
Financial markets	25	6.72	2.34	40	6.96	1.90
Equality of opportunity	38	7.18	2.28	37	7.26	1.82
Energy	30	6.97	2.08	48	7.33	1.35
Rural development	35	7.49	2.15	47	7.35	1.84
Global/regional integration	30	7.87	1.80			
Education	40	7.45	2.00	52	7.37	1.78
Social protection	34	6.88	2.31	41	7.50	1.77
Climate change	20	6.65	2.70	33	6.30	2.40
Agricultural development and food safety	22	6.64	2.36			
Natural resource management	19	5.47	2.34	32	6.52	1.96

\*Significantly different between FY2016 and FY2013

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Romania?	71	6.96	1.74	67	7.18	1.22

(1-To no degree at all, 10-To a very significant degree)

To what extent do you agree with the following statements about the World Bank Group in Romania?

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Romania	58	7.26	1.80	65	7.83	1.48
The World Bank Group meets Romania's needs for knowledge services (e.g., research, analysis, data, technical assistance)	69	7.67	1.82	70	8.09	1.52

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Romania received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	40	7.13	2.14	38	7.37	1.91

(1-To no degree at all, 10-To a very significant degree)



### D. The World Bank Group's Knowledge Work and Activities

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

Percentage of Respondents	FY 2016	FY 2013
Weekly	8.6%	9.5%
Monthly	21.0%	25.7%
A few times a year	50.6%	50.0%
Rarely	17.3%	12.2%
Never	2.5%	2.7%

In Romania, to what extent do you believe that the World Bank Group's knowledge work and activities:

(1-To no degree at all, 10-To a very significant degree)

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Are timely	62	7.85	1.65	62	7.88	1.43
Include appropriate level of stakeholder involvement during preparation	63	7.78	1.68	55	7.57	1.70
Lead to practical solutions	64	7.47	2.03			
Are accessible (well written and easy to understand)	68	8.04	1.61	65	7.97	1.60
Are source of relevant information on global good practices	72	8.39	1.57	68	8.54	1.25
Are adequately disseminated	67	7.36	2.12	63	7.07	1.99
Are translated enough into local language	58	7.67	1.94	57	8.29	1.43
Are adaptable to Romania's specific development challenges and country circumstances	68	7.60	1.87	65	7.84	1.49

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	68	7.56	1.61	66	7.82	1.29
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	74	8.20	1.37	66	8.20	1.39

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

### E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	33	8.55	1.42	43	8.14	1.62
The World Bank Group effectively monitors and evaluates the projects and programs it supports	59	8.07	1.67	61	8.20	1.41
The World Bank Group's approvals and reviews are done in a timely fashion	51	7.94	1.71	48	8.07	1.68
The World Bank Group's "Safeguard Policy" requirements are reasonable	29	8.03	1.40	35	7.85	1.36
The World Bank Group's conditions on its lending are reasonable	32	8.19	1.49	46	7.99	1.51
The World Bank Group takes decisions quickly in Romania	45	7.69	1.99			
Working with the World Bank Group increases Romania's institutional capacity	67	8.25	1.61	67	8.55	1.33
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	44	8.41	1.56	43	8.15	1.81
The World Bank Group provides effective implementation support (i.e., supervision of projects)	61	8.11	1.56	56	8.33	1.45



**G. Communication and Information Sharing**

Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?

Percentage of Respondents	FY 2016	FY 2013
Yes	25.0%	36.8%
No	75.0%	63.2%

Have you requested information from the World Bank Group on its activities in the past year?

Percentage of Respondents	FY 2016	FY 2013
Yes	16.5%	22.9%
No	83.5%	77.1%

Were you able to obtain this information?

Percentage of Respondents	FY 2016	FY 2013
Yes	100.0%	78.9%
No	0.0%	21.1%

Do you have access to the Internet?

Percentage of Respondents	FY 2016	FY 2013
Yes	98.7%	100.0%
No	1.3%	0.0%

Do you use/have you used the World Bank Group website?

Percentage of Respondents	FY 2016	FY 2013
Yes	88.6%	93.1%
No	11.4%	6.9%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	70	8.03	1.69	69	7.99	1.46
I find the information on the World Bank Group's websites useful	70	8.50	1.13	69	8.58	1.03
When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	74	8.14	2.08	70	7.97	1.86
The World Bank Group is responsive to my information requests and inquiries	55	8.56	1.41	43	8.38	2.05

## Appendix E: Indicator Questions as a Function of Exposure to the World Bank Group

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Romania? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Romania.	6.42	8.05	7.74	5.88	7.41	7.42	7.18	8.39	6.72	7.92	7.47	7.00
Overall the World Bank Group currently plays a relevant role in development in Romania	6.18	7.13	6.97	5.69	6.90	6.58	6.49	7.94	6.26	7.11	6.74	6.85
The World Bank Group's work is aligned with what I consider the development priorities for Romania	6.60	7.55	7.45	5.87	7.30	7.05	6.92	8.44	6.51	7.65	7.24	6.85
Responsiveness to needs	6.70	7.63	7.59	5.88	7.35	7.17	7.00	8.44	6.69	7.68	7.31	7.00
Flexibility (in terms of the institution's products and services)	6.48	7.19	7.15	5.94	6.94	6.92	6.68	8.06	6.70	7.10	6.93	6.92
Flexibility (in terms of changing country circumstances)	6.32	7.21	7.07	6.06	6.83	6.94	6.68	7.80	6.61	7.08	6.89	6.83
Being inclusive	6.87	7.58	7.47	6.54	7.61	6.94	7.08	8.25	6.97	7.54	7.36	7.00
Openness	7.21	8.23	7.92	7.38	8.09	7.40	7.74	8.19	7.37	8.11	7.80	7.92
Collaboration with the Government	6.93	8.54	8.24	6.71	8.16	7.75	7.91	8.31	7.19	8.49	8.01	7.67
The speed in which it gets things accomplished on the ground	6.38	7.10	7.06	5.93	7.09	6.52	6.67	7.83	6.40	7.13	6.94	6.11
Ease of access to the people at the World Bank Group who are making decisions important to my work	6.52	8.00	7.76	6.13	7.62	7.22	7.22	8.37	6.97	7.76	7.51	7.00
Collaboration with civil society	6.30	7.05	7.19	5.00	6.95	6.50	6.54	7.82	6.39	7.00	6.76	6.60
Staff accessibility	7.06	8.29	8.19	6.25	8.08	7.46	7.58	8.82	7.32	8.15	7.88	7.45
Collaboration with other donors and development partners	7.00	7.59	7.59	6.54	7.25	7.54	7.19	8.40	7.38	7.37	7.29	7.89
Collaboration with the private sector	5.96	6.92	6.84	5.29	6.71	6.29	6.33	7.75	5.93	6.95	6.59	6.00
Straightforwardness and honesty	8.35	8.91	8.78	8.44	8.58	8.88	8.55	9.43	8.72	8.70	8.68	8.90
Treating clients and stakeholders in Romania with respect	8.38	9.12	9.00	8.19	8.73	9.00	8.72	9.37	8.67	8.96	8.83	8.91
Being a long-term partner	8.44	9.02	8.89	8.41	8.71	8.92	8.64	9.50	8.78	8.81	8.79	8.83
To what extent does the World Bank Group's work help to achieve development results in Romania?	6.60	7.13	7.09	6.08	7.16	6.65	6.81	7.47	6.43	7.25	6.88	7.30
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Romania	6.48	7.70	7.37	6.55	7.64	6.62	7.02	8.40	6.70	7.61	7.09	8.11
The World Bank Group meets Romania's needs for knowledge services (e.g., research, analysis, data, technical assistance)	7.13	7.93	7.72	6.92	7.59	7.61	7.42	8.33	7.27	7.81	7.53	8.11
The World Bank Group's knowledge work and activities are adaptable to Romania's specific development challenges and country circumstances	7.03	7.89	7.68	7.00	7.57	7.58	7.48	8.00	7.25	7.77	7.49	8.10
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.71	7.89	7.68	6.21	7.56	7.23	7.23	8.13	6.94	7.73	7.36	7.70
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.84	8.38	8.34	7.29	8.20	8.11	8.00	8.81	7.75	8.43	8.15	8.20
The World Bank Group takes decisions quickly in Romania	7.12	7.88	7.80	6.90	7.74	7.42	7.54	7.91	7.14	7.97	7.58	7.86
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	8.11	8.63	8.61	7.50	8.14	8.85	8.54	8.00	8.06	8.62	8.40	8.75

Yellow highlight indicates significant difference between Yes and No means.

## Appendix F: Romania FY 2016 Questionnaire



### **World Bank Group Country Survey FY16 – Romania**

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Romania or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Romania, greater insight into how the Bank's work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Romania.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you'll be candid.

Finally, the survey relates to the World Bank Group's work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. 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 circle/check 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".**

**PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.**

#### **SECTION A: GENERAL ISSUES FACING ROMANIA**

<b>A1. In general would you say that Romania is headed in ... ?</b>	
1	The right direction
2	The wrong direction
3	Not sure

## SECTION A: GENERAL ISSUES

**A2. Listed below are a number of development priorities in Romania.**

**Please identify which of the following you consider the most important development priorities in Romania? (Choose no more than THREE)**

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

**A3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas.**

**Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Romania? (Choose no more than THREE)**

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

## SECTION A: GENERAL ISSUES

**A4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Romania? (Choose no more than TWO)**

1	Consistent economic growth
2	More reliable social safety net
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Better governance and a more effective public administration
6	Greater access to health and nutrition for citizens
7	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
8	A growing middle class
9	More effective actions to combat corruption
10	Better opportunity for the poor who live in rural areas
11	Better opportunity for the poor who live in urban areas
12	Better inclusion policies for marginalized groups, including Roma
13	Better employment opportunities for young people
14	Better employment opportunities for women
15	Greater equity of fiscal policy
16	Education and training that better ensure job opportunity
17	Better quality public services
18	Other (please specify): _____

**A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Romania? (Select only ONE response)**

1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don't know

**A6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)**

1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don't know

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

<b>B1. How familiar are you with the work of the World Bank Group in Romania?</b>									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

<b>B2. Overall, please rate your impression of the World Bank Group's effectiveness in Romania.</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all					Very effective					Don't know

<b>B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Romania solve its most complicated development challenges?</b>										
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

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in Romania, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Romania? (Choose no more than THREE)</b>			
1	Health	16	Economic growth
2	Transport (e.g., roads, bridges, transportation)	17	Private sector development
3	Agricultural development and food safety	18	Water and sanitation
4	Global/regional integration	19	Climate change (e.g., mitigation, adaptation)
5	Job creation (including youth employment)	20	Information and communications technology
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21	Trade and exports
7	Social protection (e.g., pensions, targeted social assistance)	22	Equality of opportunity (including for Roma)
8	Rural development	23	Law and justice (e.g., judicial system)
9	Foreign direct investment	24	Regulatory framework
10	Education	25	Non-communicable diseases
11	Energy	26	Natural resource management (e.g., oil, gas, mining)
12	Gender equity	27	Poverty reduction
13	Financial markets	28	Anti corruption
14	Urban development (including safety of buildings)	29	Disaster management
15	Environmental sustainability		

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

<b>B5. 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 Romania?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development and training	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Help to bring discipline/effective supervision to implementation of investment projects	<input type="checkbox"/>	<input type="checkbox"/>
8	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
9	Coordination with EU and other international financial institutions	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Romania? (Choose no more than TWO)</b>	
1	Too influenced by Western countries
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	Support not tailored to the local context
9	The credibility of its knowledge/data
10	World Bank Group's processes too complex
11	Not willing to honestly criticize policies and reform efforts in the country
12	Staff too inaccessible
13	Imposing technocratic solutions without regard to political realities
14	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
15	Not aligned with the work of the EU and other international financial institutions
16	Not aligned with country priorities
17	Not adequately sensitive to political/social realities in Romania
18	Other (please specify): _____
19	Don't know

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

**B7. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Romania? (Choose no more than TWO)**

1	Trust Fund management
2	Knowledge products/services (analytical work, studies, surveys, etc.)
3	Capacity development and training
4	Technical assistance (advice, best practice, international experience, etc.)
5	Investment lending (financing specific projects)
6	Policy based lending / budget support to the Government
7	Reimbursable Advisory services (RAS)
8	Knowledge sharing and dissemination
9	Other (please specify): _____
10	Don't know

**B8. To what extent do you believe that the World Bank Group's work and support help the poorest in Romania? (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

**B9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)**

1	Parliament	8	Other international financial institutions
2	EU institutions	9	Youth/university groups
3	Media	10	Beneficiaries
4	Local Government	11	Foundations
5	Private sector	12	Embassies and other development partners
6	Academia/think tanks/research institutes	13	Other (please specify): _____
7	NGOs/Community Based Organizations (CBOs)	14	Don't know

**To what extent do you agree with the following statements about the World Bank Group's work in Romania?**

		Strongly disagree										Strongly agree	Don't know
<b>B10</b>	Overall the World Bank Group currently plays a relevant role in development in Romania	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B11</b>	The World Bank Group's work is aligned with what I consider the development priorities for Romania	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>



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

To what extent is the World Bank Group an effective development partner in Romania, in terms of each 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		
<b>B12</b>	Responsiveness to needs											<input type="checkbox"/>	
<b>B13</b>	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>	
<b>B14</b>	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>	
<b>B15</b>	Being inclusive											<input type="checkbox"/>	
<b>B16</b>	Openness (sharing data and other information)											<input type="checkbox"/>	
<b>B17</b>	Collaboration with the Government											<input type="checkbox"/>	
<b>B18</b>	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>	
<b>B19</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work											<input type="checkbox"/>	
<b>B20</b>	Collaboration with civil society											<input type="checkbox"/>	
<b>B21</b>	Staff accessibility											<input type="checkbox"/>	
<b>B22</b>	Collaboration with other donors and development partners											<input type="checkbox"/>	
<b>B23</b>	Collaboration with the private sector											<input type="checkbox"/>	
<b>B24</b>	Straightforwardness and honesty											<input type="checkbox"/>	
<b>B25</b>	Treating clients and stakeholders in Romania with respect											<input type="checkbox"/>	
<b>B26</b>	Being a long-term partner											<input type="checkbox"/>	

<b>B27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)</b>	
1	The Government works inefficiently
2	Poor coordination among development partners
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	The quality of World Bank Group work is not adequate
5	Lack of/inadequate levels of capacity in Government
6	There is not an adequate level of citizen/civil society participation
7	The World Bank Group works too slowly
8	Corruption in the country
9	The World Bank Group does not do adequate follow through/follow-up
10	Political pressures and obstacles
11	Reforms are not well thought out in light of country challenges
12	The World Bank Group is not influential enough
13	Other (please specify): _____

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

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Romania?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Urban development (including safety of buildings)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Job creation (including youth employment)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Equality of opportunity (including for Roma)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Agricultural development and food safety	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

**C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Romania?** *(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Urban development (including safety of buildings)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Non-communicable diseases	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Job creation (including youth employment)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Equality of opportunity (including for Roma)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Agricultural development and food safety	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

<b>C3. To what extent does the World Bank Group's work help to achieve development results in Romania?</b>											
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

<b>To what extent do you agree with the following statements about the World Bank Group in Romania?</b>												
		Strongly disagree								Strongly agree		Don't know
<b>C4</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 Romania	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C5</b>	The World Bank Group meets Romania'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>C6. To what extent do you believe that Romania received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?</b>											
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

<b>C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Romania?</b>											
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

**PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.**

## SECTION D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

**D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?**

1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

**In Romania, 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
D2	Are timely	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D7	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D8	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D9	Are adaptable to Romania's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**D10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?**

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

**D11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

## SECTION E: WORKING WITH THE WORLD BANK GROUP

To what extent do you agree/disagree with the following statements?												
		Strongly disagree									Strongly agree	Don't know
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	The World Bank Group takes decisions quickly in Romania	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Working with the World Bank Group increases Romania's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E9	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Romania?												
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	

E11. Which of the following best describes the World Bank Group's support in Romania? (Select only one response)												
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Romania											
2	The World Bank Group is not sufficiently selective in Romania, and it is involved in too many areas of development											
3	Don't know											

## SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN ROMANIA

<b>F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Romania? (Choose no more than TWO)</b>	
1	Offer more innovative financial products
2	Ensure greater selectivity in its work
3	Provide more adequate data/knowledge/statistics/figures on Romania's economy
4	Increase the level of World Bank Group staff availability to clients
5	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
6	Reach out more to groups outside of Government
7	Increase the level of capacity development in the country
8	Improve the quality of its experts as related to Romania's specific challenges
9	Offer more innovative knowledge services
10	Communicate and disseminate its work more effectively
11	Collaborate more effectively with Government clients (e.g., national, state, local)
12	Work faster
13	Reduce the complexity of obtaining World Bank Group financing
14	Increase availability of Reimbursable Advisory Services (RAS)
15	Other (please specify): _____

<b>F2. When considering the combination of services that the World Bank Group offers in Romania, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Romania? (Select only ONE response)</b>	
1	Financial services
2	Knowledge products
3	Convening services
4	Capacity development and training
5	Reimbursable Advisory Services (RAS)
6	None of the above
7	The combination is appropriate for Romania
8	Don't know

## SECTION G: COMMUNICATION AND INFORMATION SHARING

**G1. How do you get most of your information about economic and social development issues in Romania? (Choose no more than TWO)**

1	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	7	Local newspapers
2	International newspapers	8	Internet
3	Local radio	9	Periodicals
4	International radio	10	Personal contact
5	Local television	11	Books and reports
6	International television	12	Other (please specify): _____

**G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)**

1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	6	World Bank Group's website
2	Mobile phones (SMS and apps)	7	Facebook
3	World Bank Group's seminars/workshops/conferences	8	Blogs
4	World Bank Group's publications and other written materials	9	e-Newsletters
5	Twitter	10	Other (please specify): _____

<b>G3</b>	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions? (If YES please go to Question G4; if NO please go to G5)	Yes	No
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**G4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)**

1	World Bank Group's seminars/workshops/conferences
2	World Bank Group's website
3	World Bank Group's e-Newsletters
4	News/Media
5	Colleagues/Friends/Peer organizations
6	Other (please specify): _____

<b>G5</b>	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G6; if NO please go to G7)	Yes	No
<b>G6</b>	Were you able to obtain this information?	Yes	No
<b>G7</b>	Do you have access to the Internet?	Yes	No
<b>G8</b>	Do you use/have you used the World Bank Group website?	Yes	No
<b>G9</b>	Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?	Yes	No
<b>G10</b>	Have you ever read a World Bank Group report?	Yes	No



## SECTION G: COMMUNICATION AND INFORMATION SHARING

G11. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
2	Dial-up
3	3G/4G (e.g., mobile phone, tablet, etc.)

Please rate how much you agree with the following statements.												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>G12</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>											<input type="checkbox"/>
<b>G13</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>											<input type="checkbox"/>
<b>G14</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution											<input type="checkbox"/>
<b>G15</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)											<input type="checkbox"/>
<b>G16</b>	The World Bank Group is responsive to my information requests and inquiries											<input type="checkbox"/>

## SECTION H: BACKGROUND INFORMATION

<b>H1. Which of the following best describes your current position? (Select only ONE response)</b>			
1	Office of the President, Prime Minister	11	NGO/Community Based Organization
2	Office of Minister	12	Media (press, radio, TV, web, etc.)
3	Office of Parliamentarian	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		

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
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		

<b>H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)</b>	
1	Yes
2	No

<b>H4. Which of the following agencies of the World Bank Group do you primarily engage with in Romania? (Select only ONE response)</b>	
1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____

**SECTION H: BACKGROUND INFORMATION**

<b>H5. Do your projects involve both the World Bank and the IFC?</b> <i>(If YES please go to Question H6; If NO please go to H7)</i>	
1	Yes
2	No

<b>H6. If yes, what was your view of how the two institutions work together in Romania?</b> <b>(Select only ONE response)</b>	
1	The two institutions work well together
2	The way the two institutions work together needs improvement
3	The two institutions do not work well together
4	Don't know

<b>H7. Which of the following describes most of your exposure to the World Bank Group in Romania?</b> <b>(Choose no more than TWO)</b>	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

<b>H8. What's your gender?</b>	
1	Female
2	Male

<b>H9. Which best represents your geographic location?</b>	
1	Bucharest
2	Urban area, other than Bucharest
3	Rural area

**Thank you for completing the survey!**