



## World Bank Group Country Survey FY 2018 – Bulgaria

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Bulgaria or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Bulgaria, 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 Bulgaria.

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 BULGARIA

<b>A1. In general would you say that Bulgaria 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 Bulgaria.**

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

1	Economic growth	11	Financial sector (e.g., banking/non-banking)
2	Convergence of living standards with EU	12	Water and sanitation
3	Basic infrastructure and transport (e.g., roads, bridges, transportation)	13	Social protection (e.g., pensions, targeted social assistance)
4	Energy and energy efficiency	14	Agriculture and rural development
5	Public financial management (e.g., public expenditure, fiscal system reform)	15	Equality of opportunity and inclusion (e.g., gender, Roma inclusion)
6	Poverty reduction	16	Private sector development
7	Education	17	Disaster risk management
8	Health	18	Job creation/employment
9	Climate change (e.g., mitigation, adaptation)	19	Judiciary reform
10	Governance (i.e., government effectiveness)	20	Trade and exports

**A3. 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 Bulgaria? (Choose no more than THREE)**

1	Disaster risk management	11	Education
2	Job creation/employment	12	Health
3	Social protection (e.g., pensions, targeted social assistance)	13	Basic infrastructure and transport (e.g., roads, bridges, transportation)
4	Agriculture and rural development	14	Energy and energy efficiency
5	Equality of opportunity and inclusion (e.g., gender, Roma inclusion)	15	Public financial management (e.g., public expenditure, fiscal system reform)
6	Judiciary reform	16	Climate change (e.g., mitigation, adaptation)
7	Trade and exports	17	Governance (i.e., government effectiveness)
8	Financial sector (e.g., banking/non-banking)	18	Economic growth
9	Water and sanitation	19	Convergence of living standards with EU
10	Private sector development		

## 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 Bulgaria? (Choose no more than TWO)**

1	More reliable social safety net
2	Greater access to micro-finance for the poor
3	Greater voice and participation for citizens to help ensure greater accountability
4	Greater access to health and nutrition for citizens
5	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
6	A growing middle class
7	Better opportunity for the poor who live in rural areas
8	Better opportunity for the poor who live in urban areas
9	Consistent economic growth
10	Education and training that better ensure job opportunity
11	Better quality public services
12	Better employment opportunities for young people
13	Better employment opportunities for women
14	Other (please specify): _____

## SECTION A: GENERAL ISSUES

**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 Bulgaria? (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 climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (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

**A7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Bulgaria? (Select only ONE response)**

1	A very important development priority
2	A moderately important development priority
3	A slightly important development priority
4	Not an important development priority
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 Bulgaria?</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 Bulgaria.</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 Bulgaria 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 Bulgaria, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Bulgaria? (Choose no more than THREE)</b>			
1	Poverty reduction	11	Private sector development
2	Education	12	Disaster risk management
3	Health	13	Job creation/employment
4	Climate change (e.g., mitigation, adaptation)	14	Judiciary reform
5	Governance (i.e., government effectiveness)	15	Trade and exports
6	Economic growth	16	Financial sector (e.g., banking/non-banking)
7	Convergence of living standards with EU	17	Water and sanitation
8	Basic infrastructure and transport (e.g., roads, bridges, transportation)	18	Social protection (e.g., pensions, targeted social assistance)
9	Energy and energy efficiency	19	Agriculture and rural development
10	Public financial management (e.g., public expenditure, fiscal system reform)	20	Equality of opportunity and inclusion (e.g., gender, Roma inclusion)

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

**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 Bulgaria?**

		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

**B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bulgaria? (Choose no more than TWO)**

1	Not sufficiently focused on results
2	Not in it for the long term
3	Its advice and strategies do not lend themselves to practical problem solving
4	Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)
5	Not enough public disclosure of its work
6	World Bank Group's processes too complex
7	Not willing to honestly criticize policies and reform efforts in the country
8	Staff too inaccessible
9	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
10	Not collaborating enough with private sector
11	Not aligned with other donors' work
12	Not aligned with country priorities
13	Not adequately sensitive to political/social realities in Bulgaria
14	Too influenced by developed countries
15	Not exploring alternative policy options
16	Arrogant in its approach
17	Not client focused
18	The credibility of its knowledge/data
19	Other (please specify): _____
20	Don't know

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

**B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Bulgaria? (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

**B8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Bulgaria Government's efforts to reduce poverty? (If you have NO exposure to/experience with the instruments listed below, please select "N/A")**

		Not effective at all										Very effective	N/A
1	Investment Project Financing (IPF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Development Policy Financing (DPF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Program-for-Results Financing (PforR)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Trust funds and grants	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	MIGA Guarantees	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	IFC Investment Services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	IFC Advisory Services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**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	Beneficiaries	7	Academia/think tanks/research institutes
2	Youth/university groups	8	Parliament
3	Private sector	9	Foundations
4	Local government	10	Media
5	Donor community	11	Other (please specify): _____
6	NGOs/Community Based Organizations	12	Don't know

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

		Strongly disagree										Strongly agree	Don't know
<b>B10</b>	Overall the World Bank Group currently plays a relevant role in development in Bulgaria	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 Bulgaria	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 Bulgaria, 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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B13</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B14</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B15</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B16</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B17</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B18</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B19</b>	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B20</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B21</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B22</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B23</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B24</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B25</b>	Treating clients and stakeholders in Bulgaria with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B26</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**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)**

1	The World Bank Group does not provide the government with consistent support throughout the reform effort
2	Political pressures and obstacles
3	Reforms are not well thought out in light of country challenges
4	Poor coordination within the Government
5	There is an inadequate level of private sector participation and support
6	Poor donor coordination
7	The World Bank Group is not sensitive enough to political/social realities on the ground
8	Lack of/inadequate levels of capacity in Government
9	There is not an adequate level of citizen/civil society participation
10	Corruption
11	Poor coordination within the World Bank Group
12	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 Bulgaria?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Convergence of living standards with EU	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Basic infrastructure and transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Energy and energy efficiency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Governance (i.e., government effectiveness)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Financial sector (e.g., banking/non-banking)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Equality of opportunity and inclusion (e.g., gender, Roma inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Trade and exports	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 Bulgaria?** *(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	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Convergence of living standards with EU	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Basic infrastructure and transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Energy and energy efficiency	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Governance (i.e., government effectiveness)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Financial sector (e.g., banking/non-banking)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Equality of opportunity and inclusion (e.g., gender, Roma inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Judiciary reform	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Trade and exports	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 Bulgaria?</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 Bulgaria?</b>												
		Strongly disagree								Strongly agree		Don't know
<b>C4</b>	The World Bank Group's financial instruments (i.e., investment lending, Program-for-Results, etc.) meet the needs of Bulgaria	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C5</b>	The World Bank Group meets Bulgaria'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 Bulgaria 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

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

<b>D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

<b>In Bulgaria, to what extent do you believe that the World Bank Group's knowledge work and activities:</b>												
		To no degree at all					To a very significant degree					Don't know
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D4</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D5</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D6</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D7</b>	Are relevant to country challenges	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D8</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D9</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D10</b>	Are adaptable to Bulgaria's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>D11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant		Don't know	

<b>D12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>												
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
		1	2	3	4	5	6	7	8	9	10	
<b>E1</b>	The World Bank Group disburses funds promptly											<input type="checkbox"/>
<b>E2</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>
<b>E3</b>	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>
<b>E4</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>
<b>E5</b>	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>
<b>E6</b>	The World Bank Group takes decisions quickly in Bulgaria											<input type="checkbox"/>
<b>E7</b>	Working with the World Bank Group increases Bulgaria's institutional capacity											<input type="checkbox"/>
<b>E8</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>
<b>E9</b>	The World Bank Group provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>
<b>E10</b>	Help to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>

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

**F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Bulgaria? (Choose no more than TWO)**

1	Ensure greater selectivity in its work
2	Provide more adequate data/knowledge/statistics/figures on Bulgaria's economy
3	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
4	Offer more innovative knowledge services
5	Collaborate more effectively with Government clients (e.g., national, state, local)
6	Work faster
7	Reduce the complexity of obtaining World Bank Group financing
8	Increase availability of Reimbursable Advisory Services (RAS)
9	Help to bring discipline/effective supervision to implementation of investment projects
10	Offer more innovative financial products
11	Work more with civil society and beneficiary representatives
12	Increase the level of capacity development in the country
13	Improve the quality of its experts as related to Bulgaria's specific challenges
14	Work more with private sector
15	Other (please specify): _____

**F2. When considering the combination of services that the World Bank Group offers in Bulgaria, 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 Bulgaria? (Select only ONE response)**

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Bulgaria
6	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 Bulgaria? (Choose no more than TWO)

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

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

1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
4	Mobile phones	8	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?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Do you have reliable access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G5</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	<b>Yes</b>	<b>No</b>

### G7. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?

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

### Please rate how much you agree with the following statements.

		Strongly disagree										Strongly agree	Don't know
<b>G8</b>	I find the World Bank Group's websites easy to navigate. (Only answer if you have used a World Bank Group website)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G9</b>	I find the information on the World Bank Group's websites useful. (Only answer if you have used a World Bank Group website)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G10</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10		<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?</b>	
1	Yes
2	No

<b>H4. Which of the following agencies of the World Bank Group do you primarily engage with in Bulgaria? (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

### H5. Do your projects involve both the World Bank and the IFC?

*(If YES please go to Question H6; If NO please go to H7)*

- |   |     |
|---|-----|
| 1 | Yes |
| 2 | No  |

### H6. If yes, what was your view of how the two institutions work together in Bulgaria?

**(Select only ONE response)**

- |   |  |
|---|--|
| 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   |

### H7. Which of the following describes most of your exposure to the World Bank Group in Bulgaria?

**(Choose no more than TWO)**

- |   |   |
|---|---|
| 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.        |

### H8. What's your gender?

- |   |        |
|---|--------|
| 1 | Female |
| 2 | Male   |

### H9. What's your age?

- |   |              |
|---|--------------|
| 1 | 25 and under |
| 2 | 26-35        |
| 3 | 36-45        |
| 4 | 46-55        |
| 5 | 56 and above |

### H10. Which best represents your geographic location?

- |   |               |
|---|---------------|
| 1 | Sofia         |
| 2 | Outside Sofia |

**Thank you for completing the survey!**