



## World Bank Group Country Survey FY 2018 – Armenia

The World Bank Group – specifically, the World Bank (International Bank of Reconstruction and Development, or IBRD) and International Finance Corporation (IFC) – is interested in gauging the views of clients and partners who are either involved in development in Armenia or who observe activities related to social and economic development.

This survey will give the World Bank Group’s team that works in Armenia, 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, especially now when we are due to start the preparation of the new Country Partnership Strategy for Armenia.

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 and responsive. It should take up to fifteen minutes to complete.

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

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

**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”. In some cases, the survey will ask for a specific number of responses. Please do not chose any more than requested, otherwise, the data cannot be included into analysis.**

## SECTION A: GENERAL ISSUES FACING ARMENIA

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

<b>A2. Listed below are a number of development priorities in Armenia.</b>			
<b>Please identify which of the following you consider the most important development priorities in Armenia. (Choose no more than THREE)</b>			
1	Food security/safety	15	Poverty reduction
2	Urban development	16	Anti-corruption
3	Energy (conventional and alternative sources)	17	Trade logistics/connectivity
4	Social protection (e.g., pensions, targeted social assistance)	18	Transport (e.g., roads, transportation)
5	Gender equity (closing the gap between women and men, and boys and girls)	19	Agriculture and rural development
6	Private sector development	20	Exports promotion
7	Education	21	Competitiveness in domestic market
8	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Natural resource/sustainable environment management
9	Global/regional integration	23	Climate change (e.g., mitigation, adaptation)
10	Water and sanitation	24	Economic growth
11	Demographic challenges (i.e., aging, migration)	25	Disaster risk management
12	Job creation/employment	26	Equality of opportunity (i.e., social inclusion)
13	Financial markets	27	Information and communications technology
14	Health		

## SECTION A: GENERAL ISSUES

**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 Armenia? (Choose no more than THREE)**

1	Natural resource/sustainable environment management	14	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
2	Climate change (e.g., mitigation, adaptation)	15	Global/regional integration
3	Economic growth	16	Water and sanitation
4	Disaster risk management	17	Demographic challenges (i.e., aging, migration)
5	Equality of opportunity (i.e., social inclusion)	18	Job creation/employment
6	Information and communications technology	19	Financial markets
7	Health	20	Food security/safety
8	Anti-corruption	21	Urban development
9	Trade logistics/connectivity	22	Energy (conventional and alternative sources)
10	Transport (e.g., roads, transportation)	23	Social protection (e.g., pensions, targeted social assistance)
11	Agriculture and rural development	24	Gender equity (closing the gap between women and men, and boys and girls)
12	Exports promotion	25	Private sector development
13	Competitiveness in domestic market	26	Education

**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 Armenia? (Choose no more than TWO)**

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

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

<b>B1. How familiar are you with the work of the World Bank Group in Armenia?</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 Armenia.</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 Armenia 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 Armenia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Armenia? (Choose no more than THREE)</b>			
1	Demographic challenges (i.e., aging, migration)	15	Disaster risk management
2	Job creation/employment	16	Equality of opportunity (i.e., social inclusion)
3	Food security/safety	17	Poverty reduction
4	Urban development	18	Anti-corruption
5	Energy (conventional and alternative sources)	19	Trade logistics/connectivity
6	Social protection (e.g., pensions, targeted social assistance)	20	Transport (e.g., roads, transportation)
7	Gender equity (closing the gap between women and men, and boys and girls)	21	Agriculture and rural development
8	Private sector development	22	Exports promotion
9	Education	23	Competitiveness in domestic market
10	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	24	Natural resource/sustainable environment management
11	Global/regional integration	25	Climate change (e.g., mitigation, adaptation)
12	Water and sanitation	26	Economic growth
13	Health	27	Information and communications technology
14	Financial markets		

## 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 Armenia?**

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

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

**B7. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Armenian 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	2	3	4	5	6	7	8	9	10		
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	IFC Investment Services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	IFC Advisory Services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

**B8. 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 Armenia? (Choose no more than TWO)**

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

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

		Strongly disagree										Strongly agree		Don't know
<b>B9</b>	Overall the World Bank Group currently plays a relevant role in development in Armenia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B10</b>	The World Bank Group's work is aligned with what I consider the development priorities for Armenia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

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

		To no degree at all										To a very significant degree		Don't know
<b>B11</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B12</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>B13</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B14</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B15</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B16</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B17</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>B18</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>B19</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B20</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B21</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B22</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B23</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B24</b>	Treating clients and stakeholders with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B25</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

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

<b>B26. 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	Poor coordination within the Government
2	There is an inadequate level of private sector participation and support
3	Poor donor coordination
4	The World Bank Group is not sensitive enough to political/social realities on the ground
5	The World Bank Group does not provide the government with consistent support throughout the reform effort
6	Political pressures and obstacles
7	Reforms are not well thought out in light of country challenges
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

<b>C1. In Armenia, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ?</b>												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
1	Gender (i.e., closing the gap between women and men, and boys and girls)											<input type="checkbox"/>
2	The impact of climate change											<input type="checkbox"/>

<b>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 Armenia? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")</b>												
		Not effective at all					Very effective					Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
1	Social protection (e.g., pensions, targeted social assistance)											<input type="checkbox"/>
2	Gender equity (closing the gap between women and men, and boys and girls)											<input type="checkbox"/>
3	Private sector development											<input type="checkbox"/>
4	Education											<input type="checkbox"/>
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)											<input type="checkbox"/>
6	Global/regional integration											<input type="checkbox"/>
7	Food security/safety											<input type="checkbox"/>
8	Urban development											<input type="checkbox"/>
9	Energy (conventional and alternative sources)											<input type="checkbox"/>
10	Water and sanitation											<input type="checkbox"/>
11	Job creation/employment											<input type="checkbox"/>
12	Health											<input type="checkbox"/>
13	Financial markets											<input type="checkbox"/>
14	Transport (e.g., roads, transportation)											<input type="checkbox"/>
15	Agriculture and rural development											<input type="checkbox"/>
16	Exports promotion											<input type="checkbox"/>
17	Natural resource/sustainable environment management											<input type="checkbox"/>
18	Climate change (e.g., mitigation, adaptation)											<input type="checkbox"/>
19	Poverty reduction											<input type="checkbox"/>
20	Anti-corruption											<input type="checkbox"/>
21	Economic growth											<input type="checkbox"/>
22	Disaster risk management											<input type="checkbox"/>
23	Equality of opportunity (i.e., social inclusion)											<input type="checkbox"/>
24	Information and communications technology											<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 Armenia?</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 Armenia?</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-for-Results, etc.) meet the needs of Armenia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C5</b>	The World Bank Group meets Armenia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**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 Armenia, to what extent do you believe that the World Bank Group's knowledge work and activities:</b>													
		<b>To no degree at all</b>					<b>To a very significant degree</b>					<b>Don't know</b>	
<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 adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D8</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D9</b>	Are adaptable to Armenia's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>D10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in Armenia?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>Not significant at all</b>									<b>Very significant</b>		<b>Don't know</b>

<b>D11. 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"/>	
<b>Very low technical quality</b>									<b>Very high technical quality</b>		<b>Don't know</b>

## 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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E2</b>	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"/>
<b>E3</b>	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"/>
<b>E4</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	The World Bank Group takes decisions quickly in Armenia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	Working with the World Bank Group increases Armenia's institutional capacity	1	2	3	4	5	6	7	8	9	10	<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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

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

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

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

1	Financial services
2	Knowledge products
3	Organizing services
4	None of the above
5	The combination is appropriate for Armenia
6	Don't know

## SECTION G: COMMUNICATION AND INFORMATION SHARING

### G1. 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	Social media (e.g., Facebook, Twitter)
3	World Bank Group's seminars/workshops/conferences	7	Other (please specify): _____
4	World Bank Group's website		

<b>G2</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>
<b>G3</b>	Do you currently consult the World Bank Group social media sites (e.g., Facebook, Twitter)?	<b>Yes</b>	<b>No</b>

### G4. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., Facebook, Twitter) for information/knowledge that you can use in your work?

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

## 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	8	Private Sector Organization
2	Office of Minister	9	Financial Sector/Private Bank
3	Office of Parliamentarian	10	NGO/Community Based Organization
4	Employee of a Ministry, Ministerial Department or Implementation Agency	11	Media (press, radio, TV, web, etc.)
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	12	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
6	Local Government Office or Staff	13	Academia/Research Institute/Think Tank
7	Bilateral/Multilateral Agency	14	Other (please specify): _____

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Water	10	Finance and markets
2	Social protection and labor	11	Gender
3	Environment and natural resources	12	Transport and ICT
4	Public-private partnerships	13	Governance
5	Education	14	Poverty
6	Health, nutrition, and population	15	Jobs
7	Energy and extractives	16	Agriculture
8	Macroeconomics and fiscal management	17	Other (please specify): _____
9	Trade and competitiveness		

<b>H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD or IFC) 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 Armenia? (Select only ONE response)</b>	
1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)
3	Other (please specify): _____

## SECTION H: BACKGROUND INFORMATION

### H5. Which of the following describes most of your exposure to the World Bank Group in Armenia? (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.

### H6. What's your gender?

1	Female
2	Male

### H7. What's your age?

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

### H8. Which best represents your geographic location?

1	Yerevan (the capital)
2	Marz (region)

**Thank you for completing the survey!**