

FY 2020 Turkey Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

July 2020



Acknowledgements

The Turkey 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), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jessica Cameron, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Turkey country team and the independent fielding agency ANKON CONSULTANCY. In particular, PORG is grateful for the support from Tunya Celasin (Senior External Affairs Officer) who coordinated the survey related activities from Ankara, Turkey.



Country Opinion Surveys
THE WORLD BANK GROUP



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TURKEY





I. Objectives

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

- *Overall Context*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Work and Engagement on the Ground*
- *World Bank Group's Support in Development Areas*
- *World Bank Group's Knowledge Work and Activities*
- *The Future Role of the World Bank Group in Turkey*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From January to March 2020, 827 stakeholders of the WBG in Turkey 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; independent government institutions; the judiciary system; state-owned enterprises; bilateral and multilateral agencies; public-private partnerships; private sector organizations; the financial sector/private banks; private foundations; NGOs and community based organizations; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the media; and other organizations.

A total of 289 stakeholders participated in the survey (35% response rate). Respondents either received the questionnaires via the online survey platform Qualtrics, or they received the questionnaire via mail or email and returned it accordingly.

Every country that engages in the Country Opinion Survey (COS) 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'17 (response rate was 49%, N=262). 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, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'17 COS report and the non-weighted data presented in appendices A, B, C and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 75).

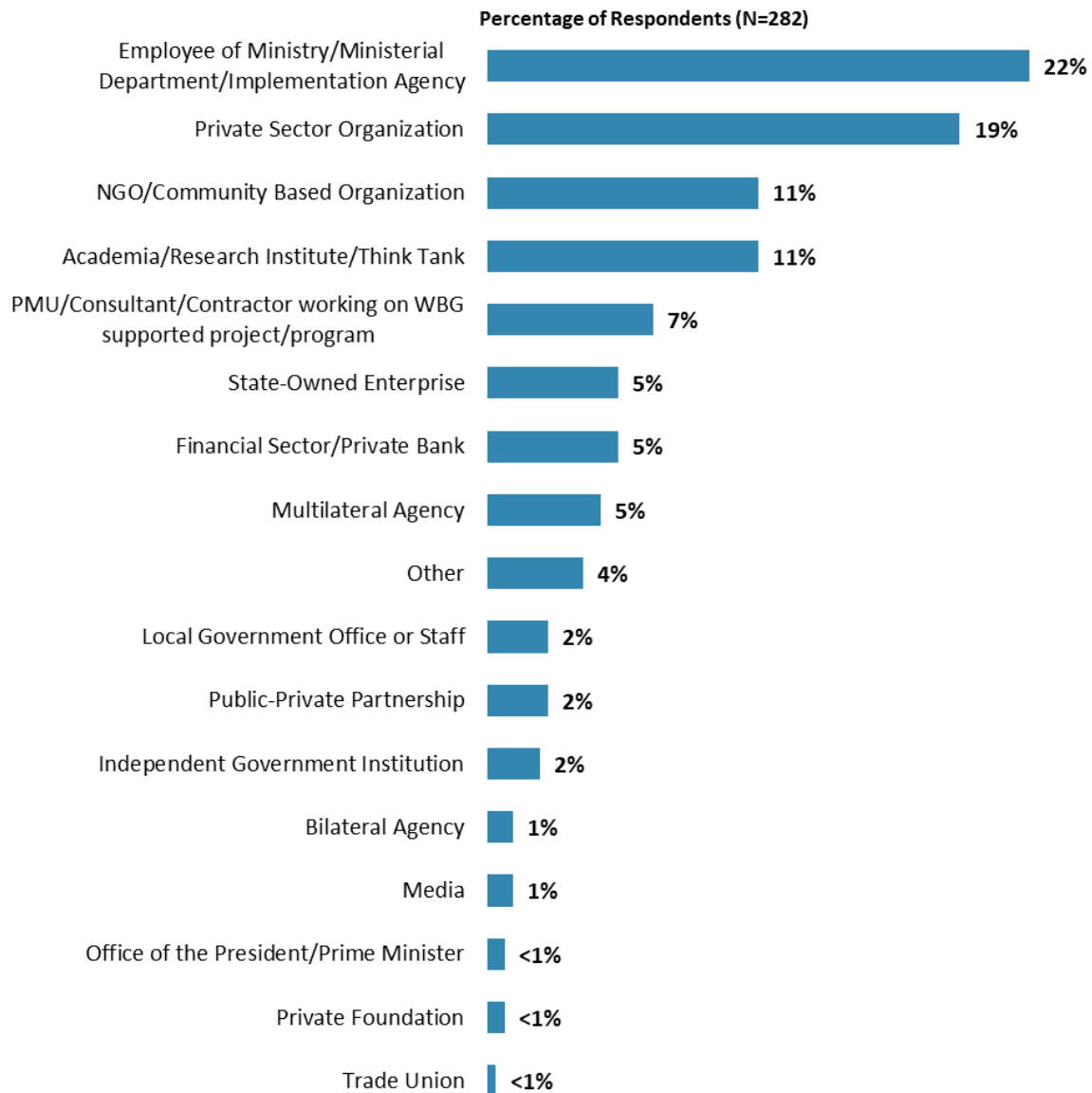
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



III. Demographics of the Sample

Current Position

- Note that for further analyses, some respondent groups were combined.¹



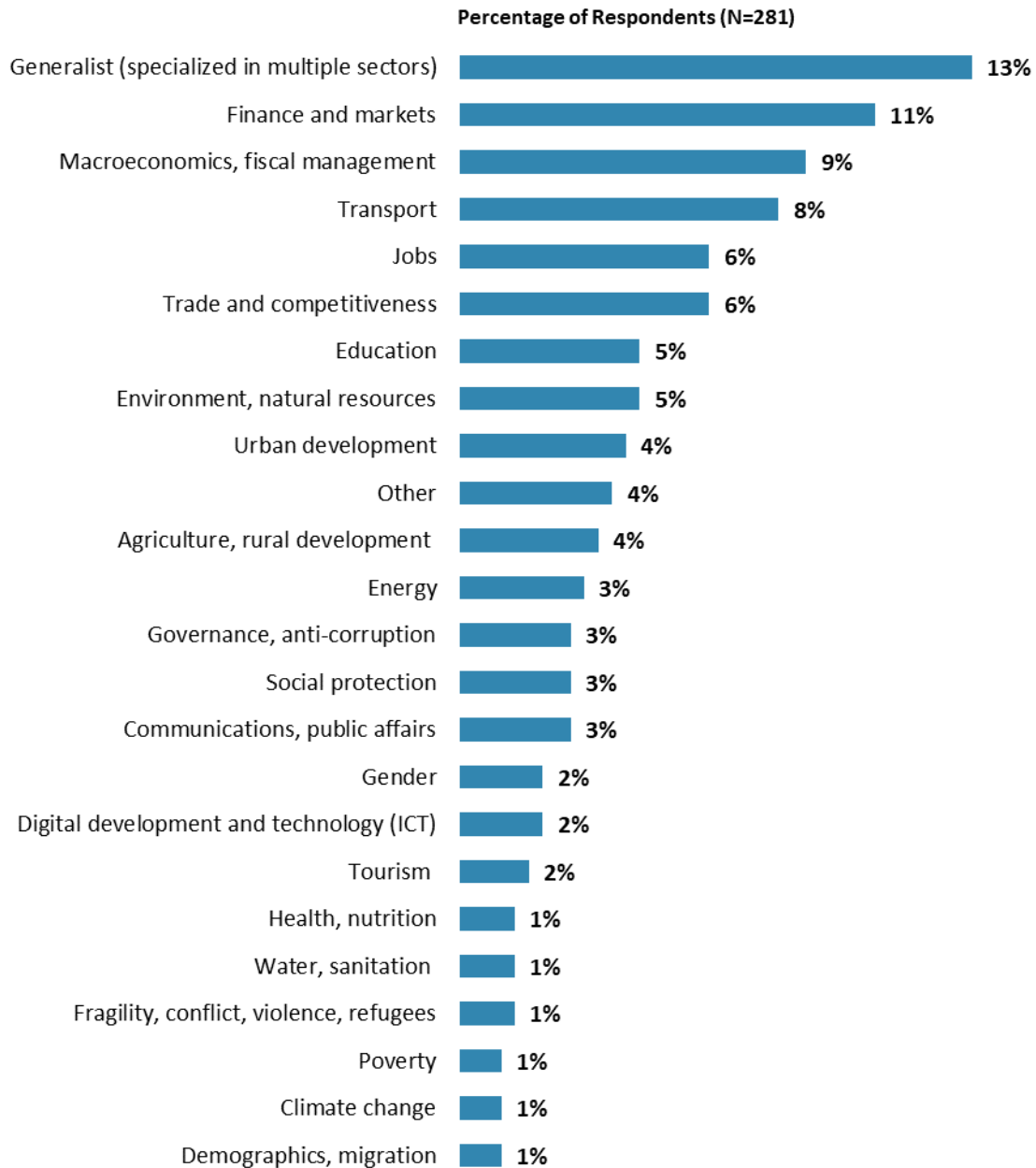
"Which of the following best describes your current position?"
(Respondents chose from a list.)

¹ Employees of ministries/ministerial departments/implementation agencies were combined with respondents from PMUs/consultants/contractors working on WBG projects; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from private foundation, NGOs/community based organizations, and trade unions were combined in the "CSO" category. A small number of respondents from the office of the President/Prime Minister and the media were combined in the "Other" category. There were no respondents from the office a minister, office of a parliamentarian, from the judicial system, faith-based groups, and from youth groups.



III. Demographics of the Sample (continued)

Area of Primary Specialization

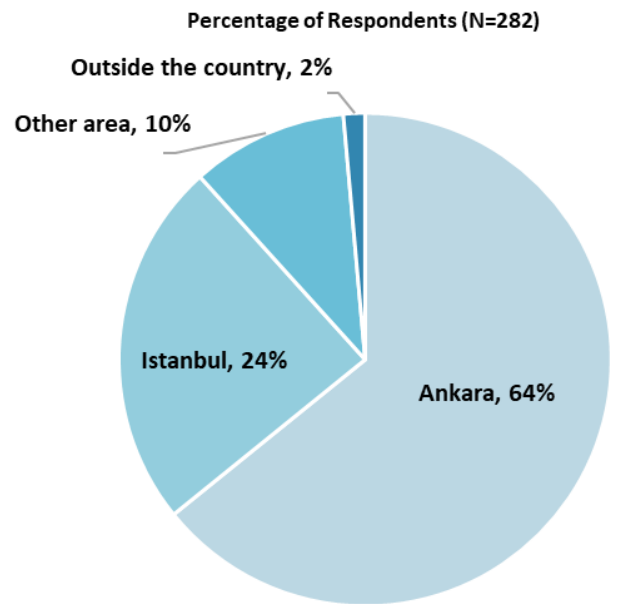


**"Please identify the primary specialization of your work."
(Respondents chose from a list.)**



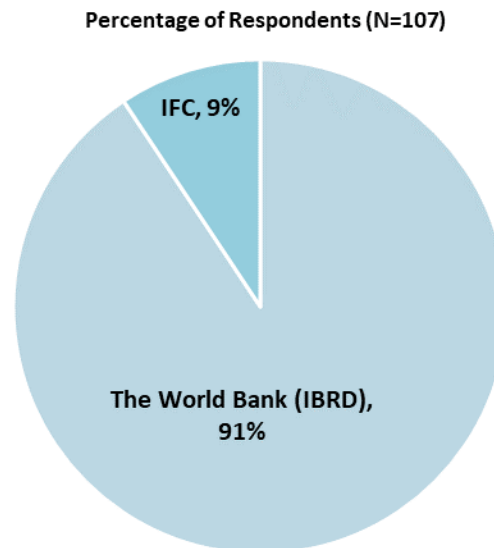
III. Demographics of the Sample (continued)

Geographic Locations



"Which best represents your geographic location?"

Exposure to Agencies within the World Bank Group



"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Turkey?" (Respondents chose from a list.)

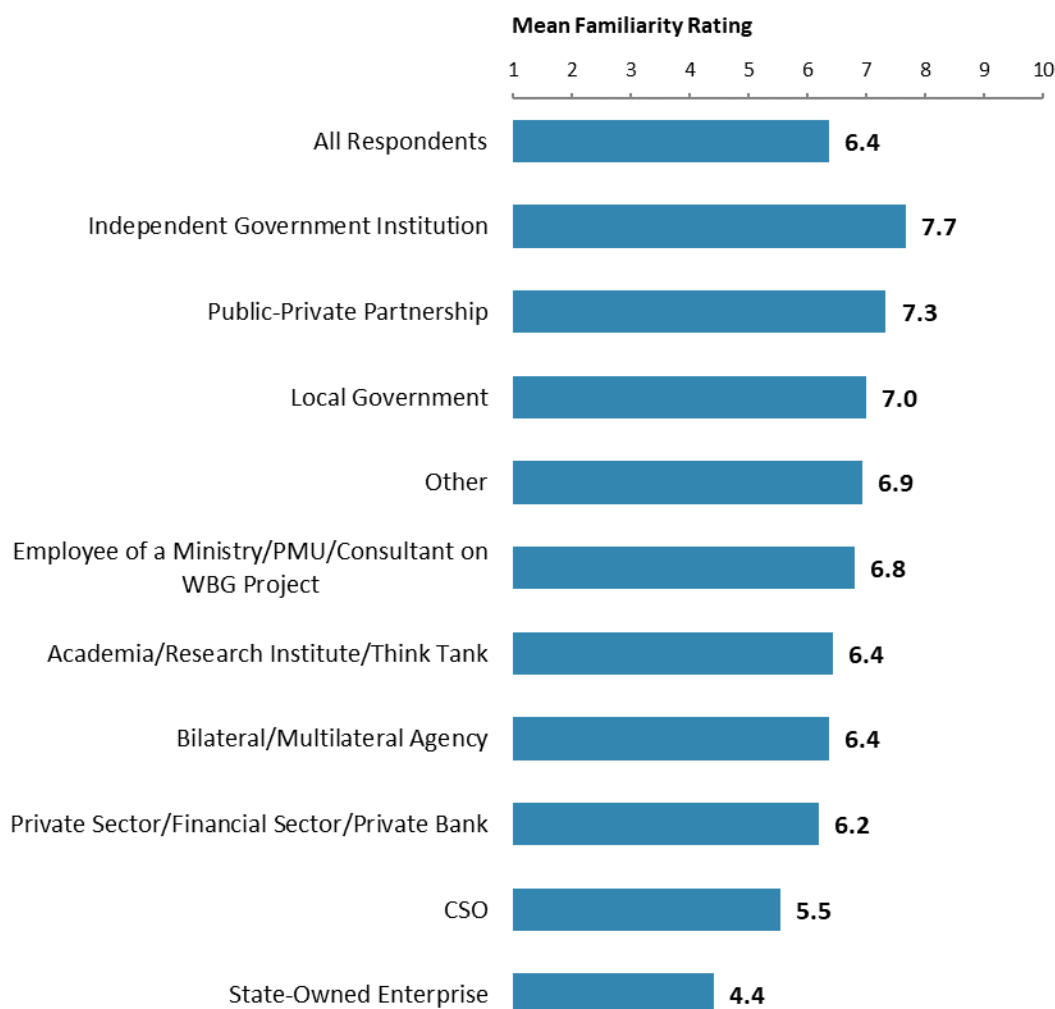
Note: no respondents selected "MIGA" or "ICSID" response options



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of familiarity with the WBG compared to respondents in the FY'17 Country Survey (weighted mean in FY'20 = 6.3; weighted mean in FY'17 = 6.1)².
- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly, moderately correlated with their agreement that the WBG plays a relevant role in Turkey's development, with their ratings for the WBG's overall effectiveness in Turkey, and with their ratings of the extent to which the WBG's work helps to achieve development results in the country.



"How familiar are you with the work of the World Bank Group in Turkey?"
(1-"Not familiar at all", 10-"Extremely familiar")

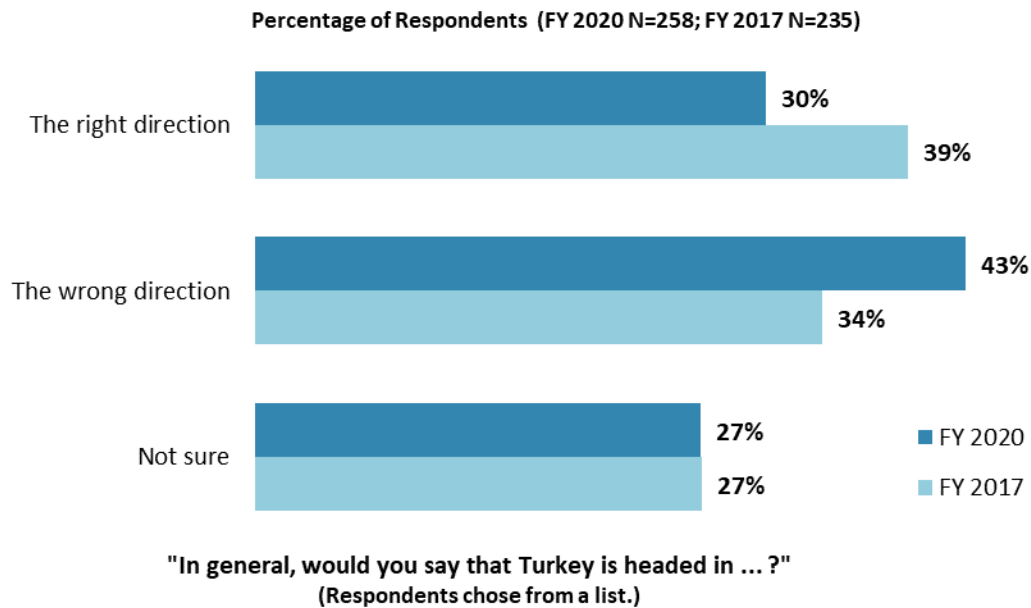
² The means in the chart were calculated based on un-weighted data. Please refer to Appendix D (page 75) for more details on weighting.



IV. Overall Context

Headed in the Right Direction³

- **Stakeholder groups:** In this year's Country Survey, respondents from the academia/research institutes/think tanks were significantly more likely to indicate that Turkey is headed in the wrong direction (77%) compared to other stakeholder groups.

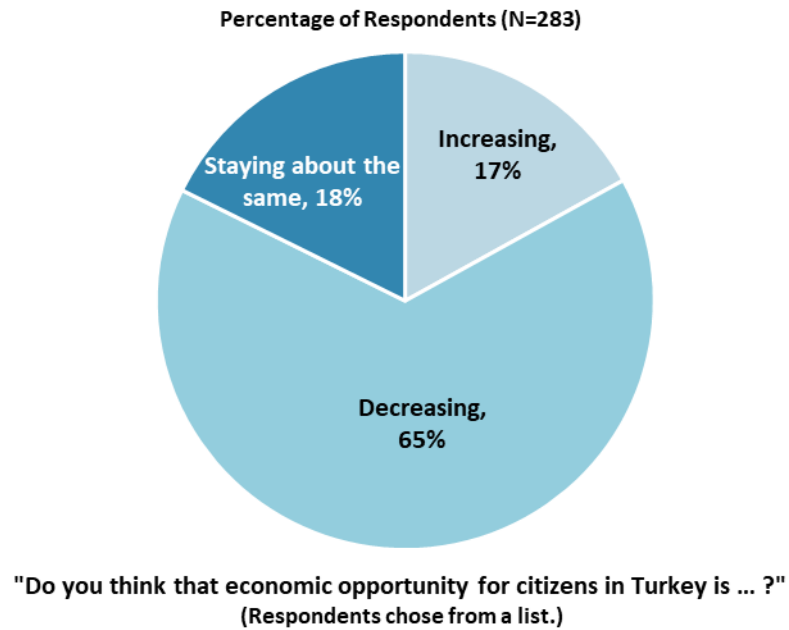


³ Percentages presented in the chart were calculated based on weighted data.



IV. Overall Context (continued)

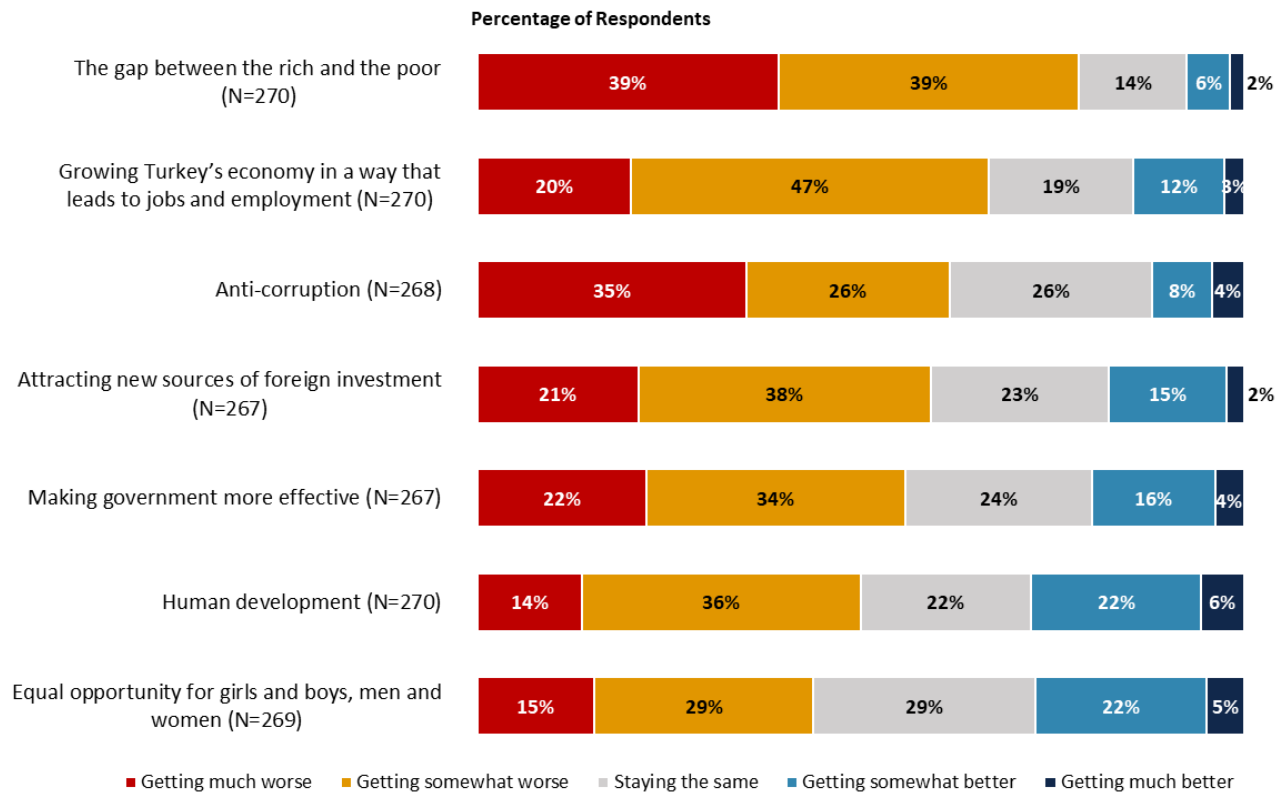
Perceptions of Economic Opportunity





IV. Overall Context (continued)

Perceptions of Improvement and Decline in Specific Areas



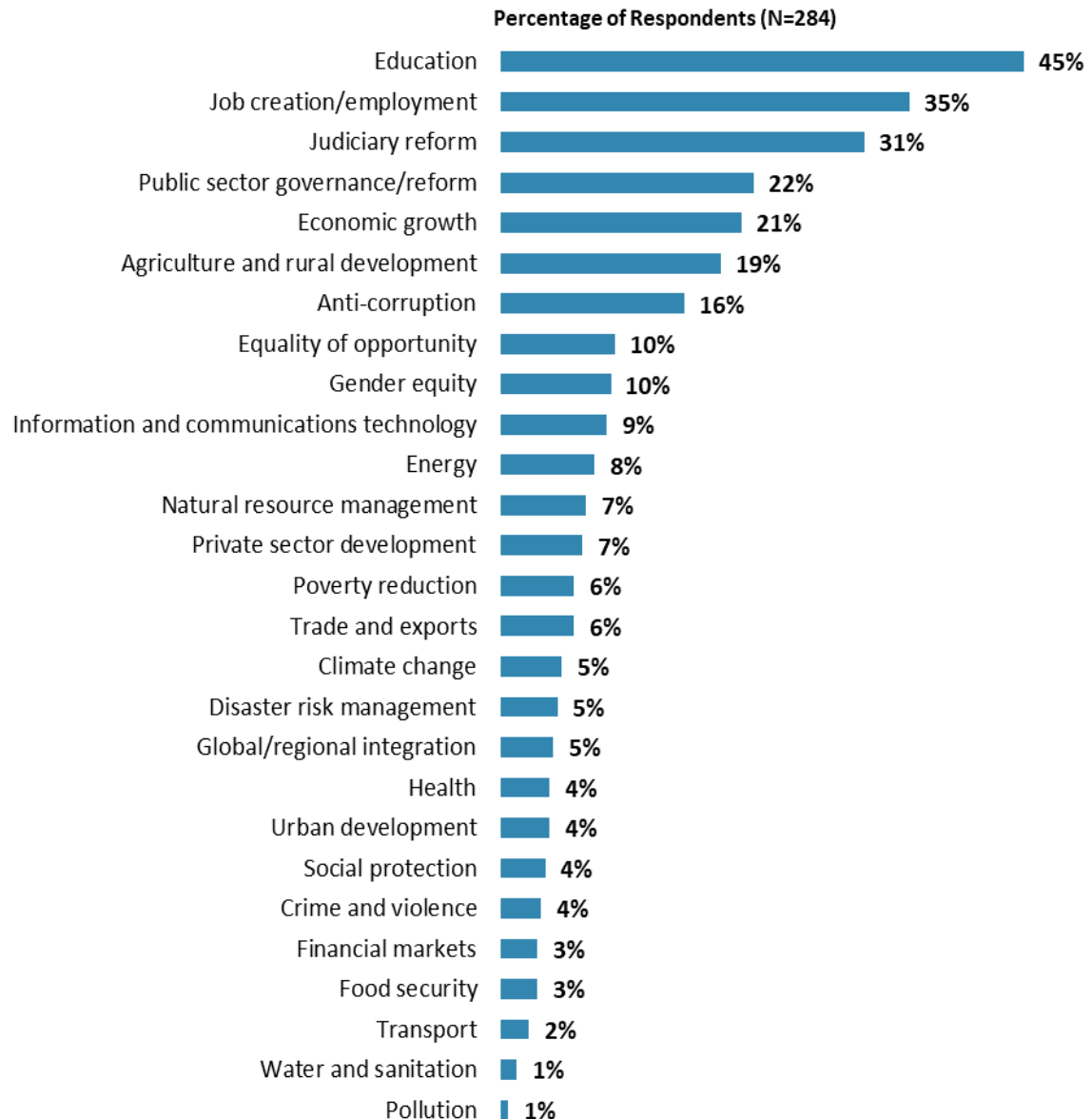
"Please describe the direction Turkey is moving in, when considering ... ?"
(Respondents chose from a list.)



IV. Overall Context (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the most important development priorities in Turkey were “*education*” (58%), “*job creation/employment*” (29%), “*public sector governance/reform*” (20%), “*economic growth*” (20%), and “*private sector development*” (19%).
- “*Judiciary reform*” emerged among the top development priorities, with significant increase from 18% in FY'17 to 31% in FY'20.



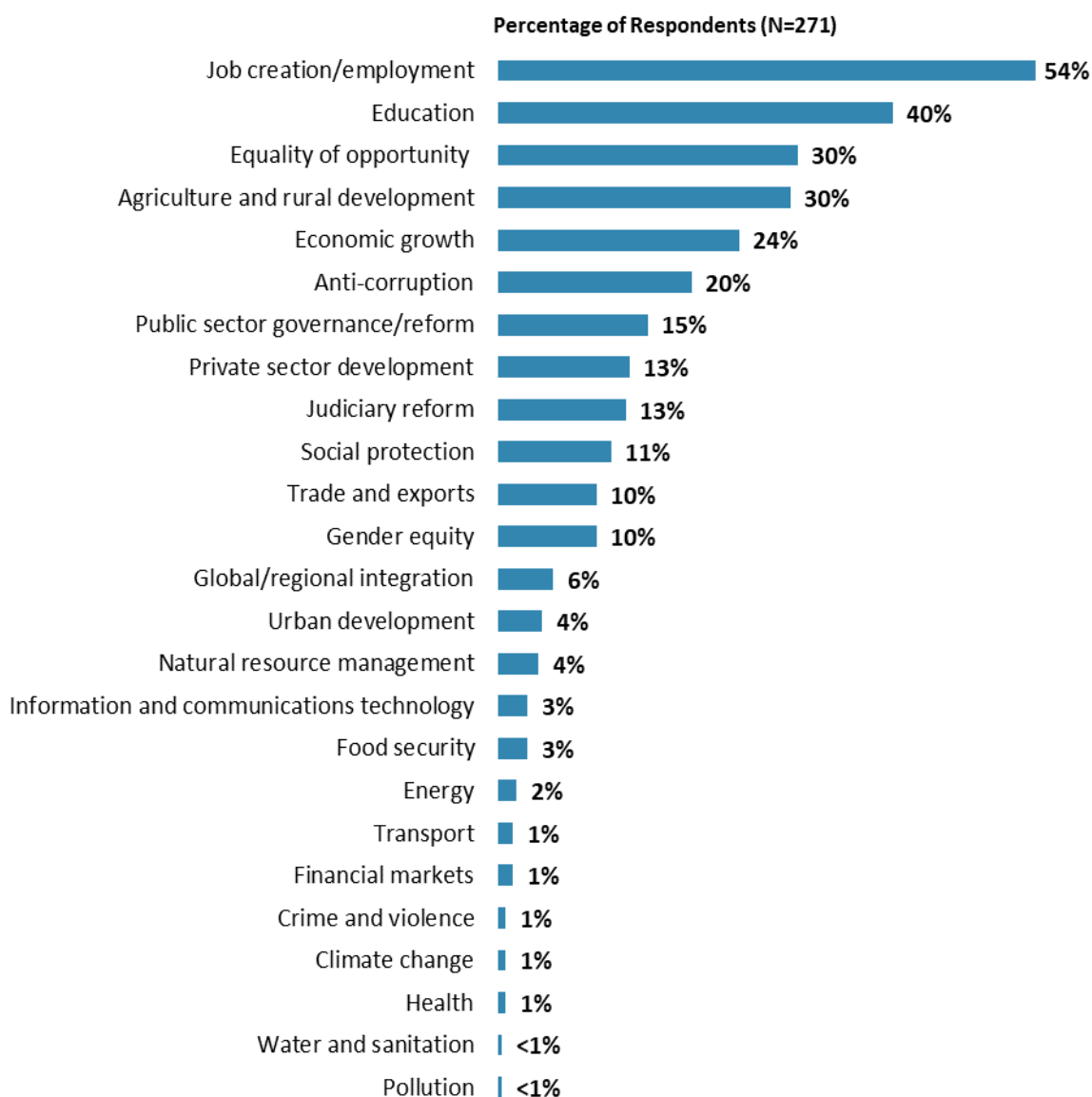
"Listed below are a number of development priorities in Turkey. Please identify which of the following you consider the most important development priorities in Turkey. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the biggest contributors to poverty reduction in Turkey were “*job creation/employment*” (55%), “*economic growth*” (49%), “*education*” (37%), “*equality of opportunity*” (28%), and “*agriculture and rural development*” (27%).

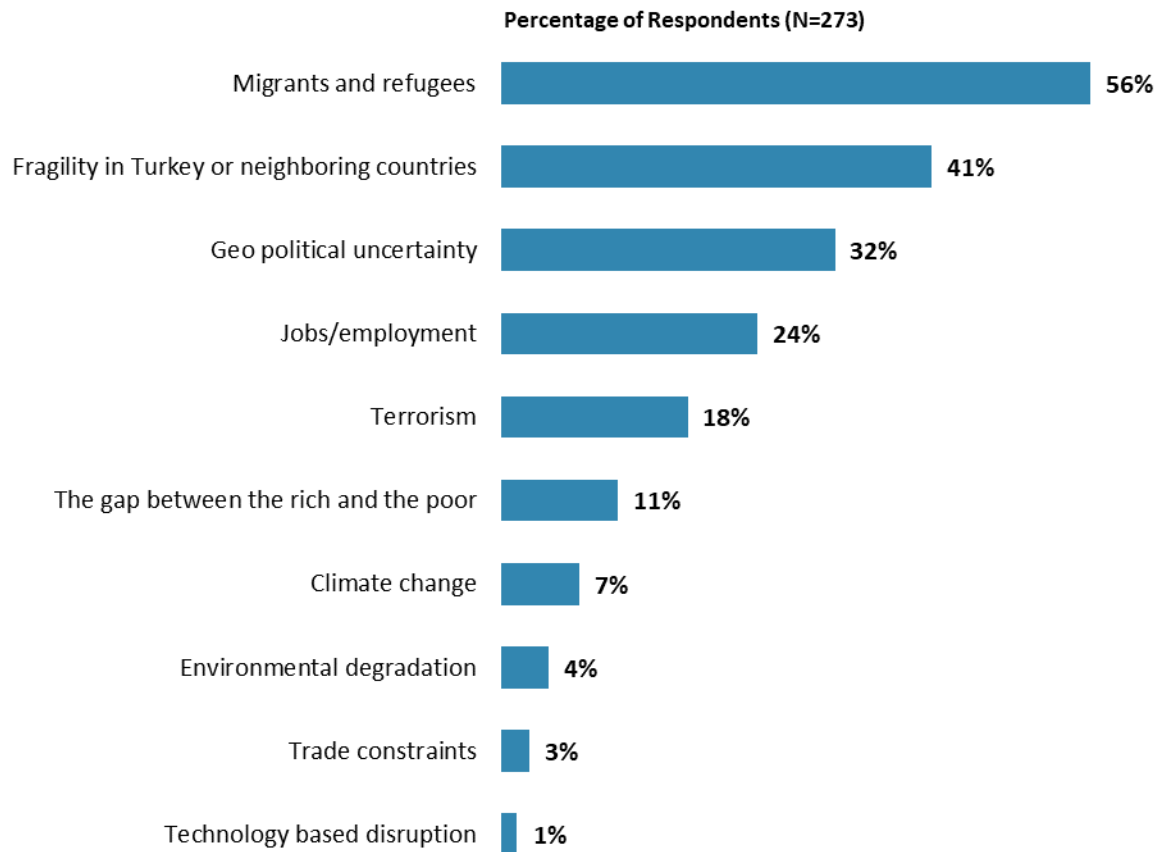


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Turkey? (Choose no more than THREE)"



IV. Overall Context (continued)

The Impact of Global Challenges on Turkey

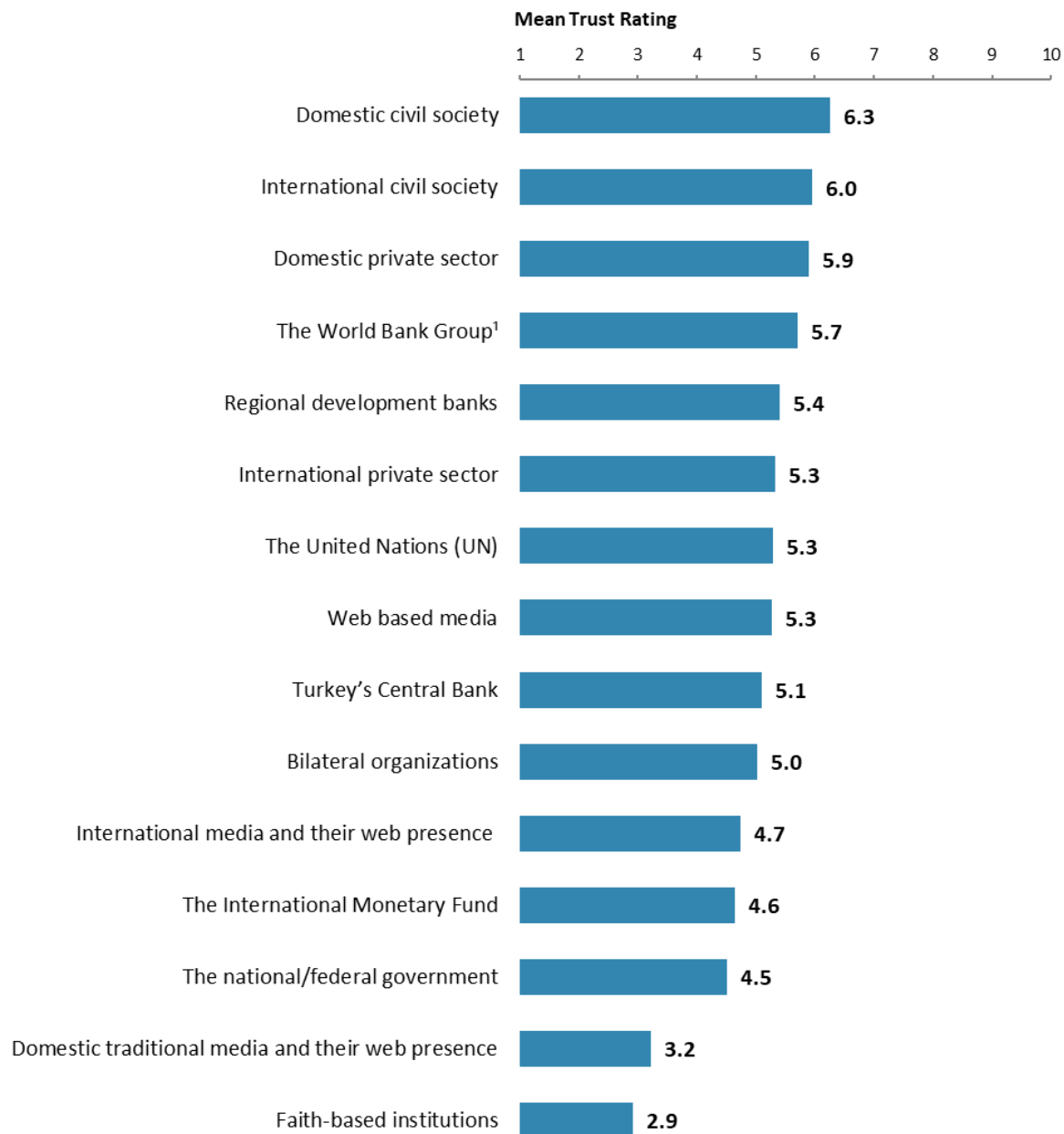


"Listed below are global challenges. Which do you think have the most serious impact on Turkey? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

Trust in Institutions



"To what extent do you trust each of the following groups to do what is right?"

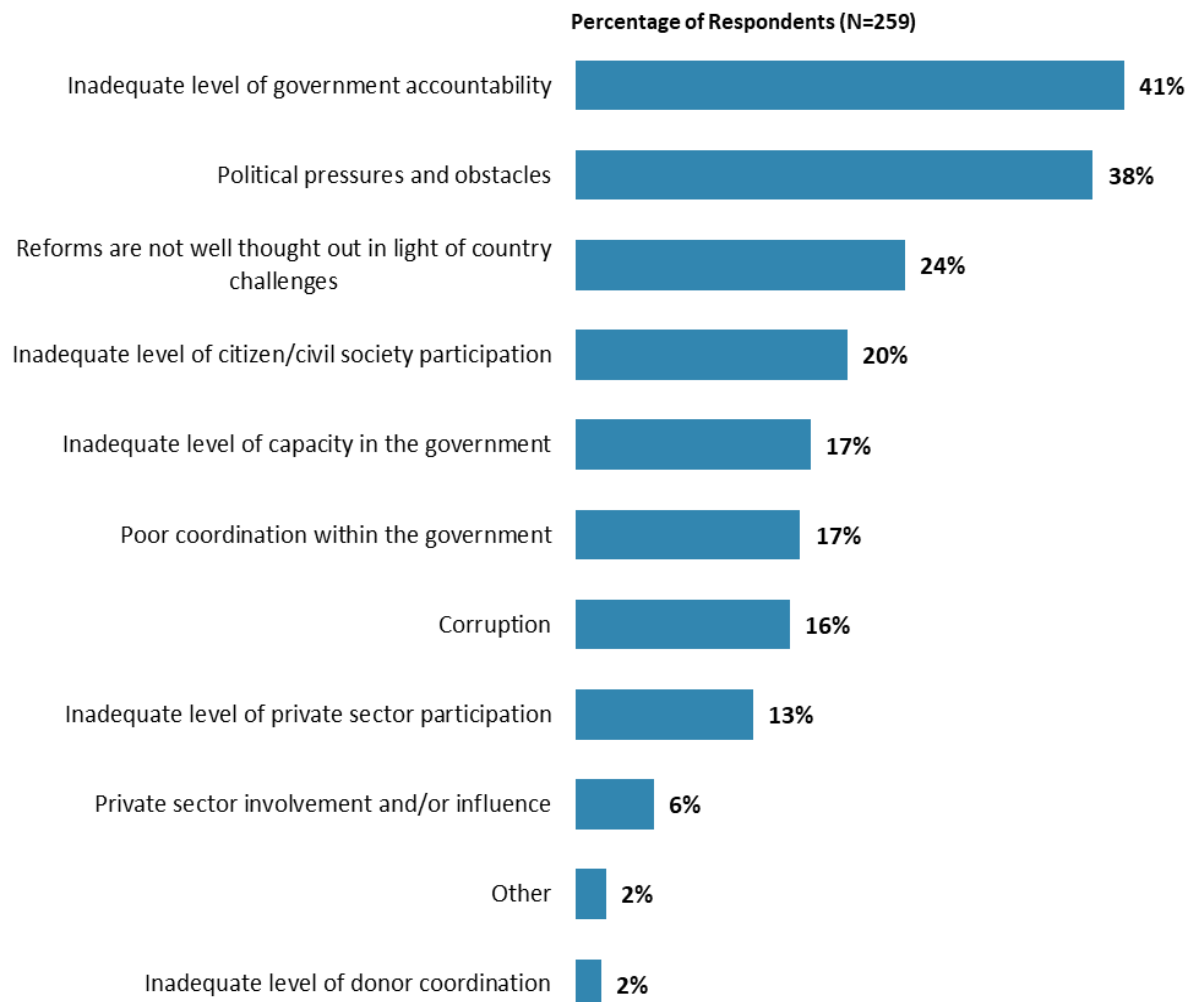
(1-"To no degree at all ", 10-"To a very significant degree")

¹Indicator Question



IV. Overall Context (continued)

Attributions for Slow/Failed Reform Efforts

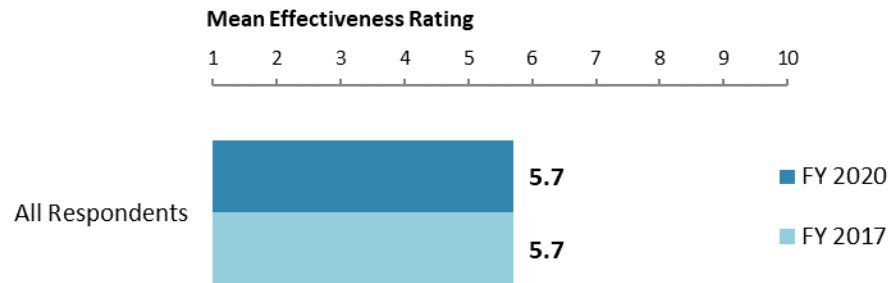


"When economic and/or social reform efforts fail or are slow to take place in Turkey, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



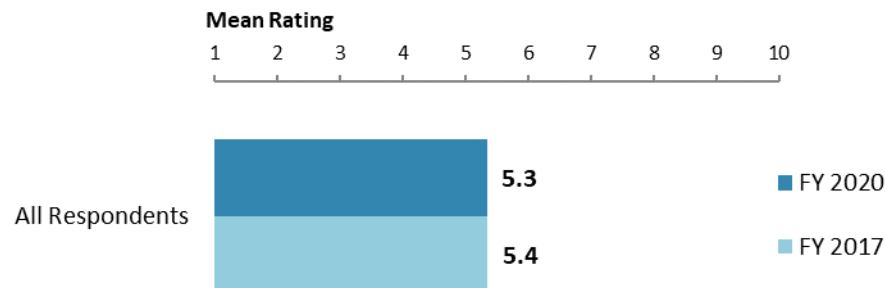
V. Overall Attitudes Toward the World Bank Group

The World Bank Group's Overall Effectiveness⁴ (*Indicator Question*)



"Overall, please rate your impression of the World Bank Group's effectiveness in Turkey." (1-"Not effective at all", 10-"Very effective")

Achieving Development Results (*Indicator Question*)



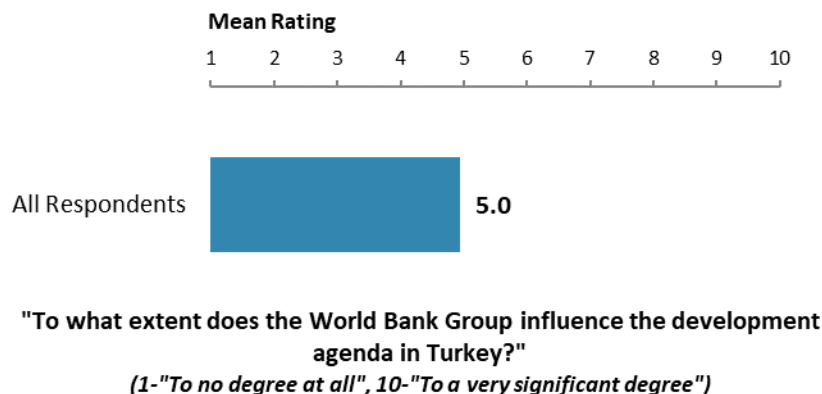
"To what extent does the World Bank Group's work help to achieve development results in Turkey?" (1-"To no degree at all", 10-"To a very significant degree")

⁴ Means in the charts on this page were calculated based on weighted data.

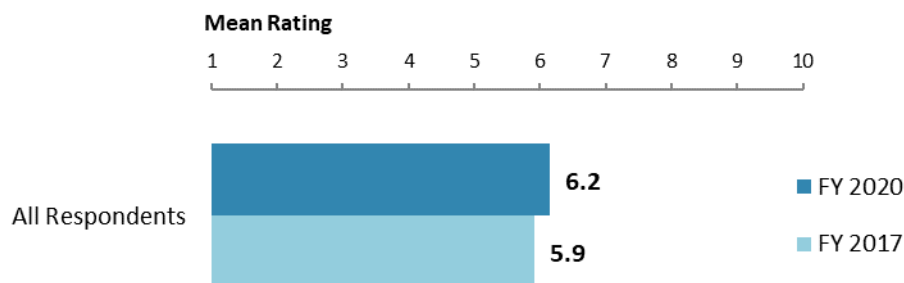


V. Overall Attitudes Toward the World Bank Group (continued)

Influence on Turkey's Development Agenda (*Indicator Question*)



WBG Staff Preparedness⁵



"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Turkey solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

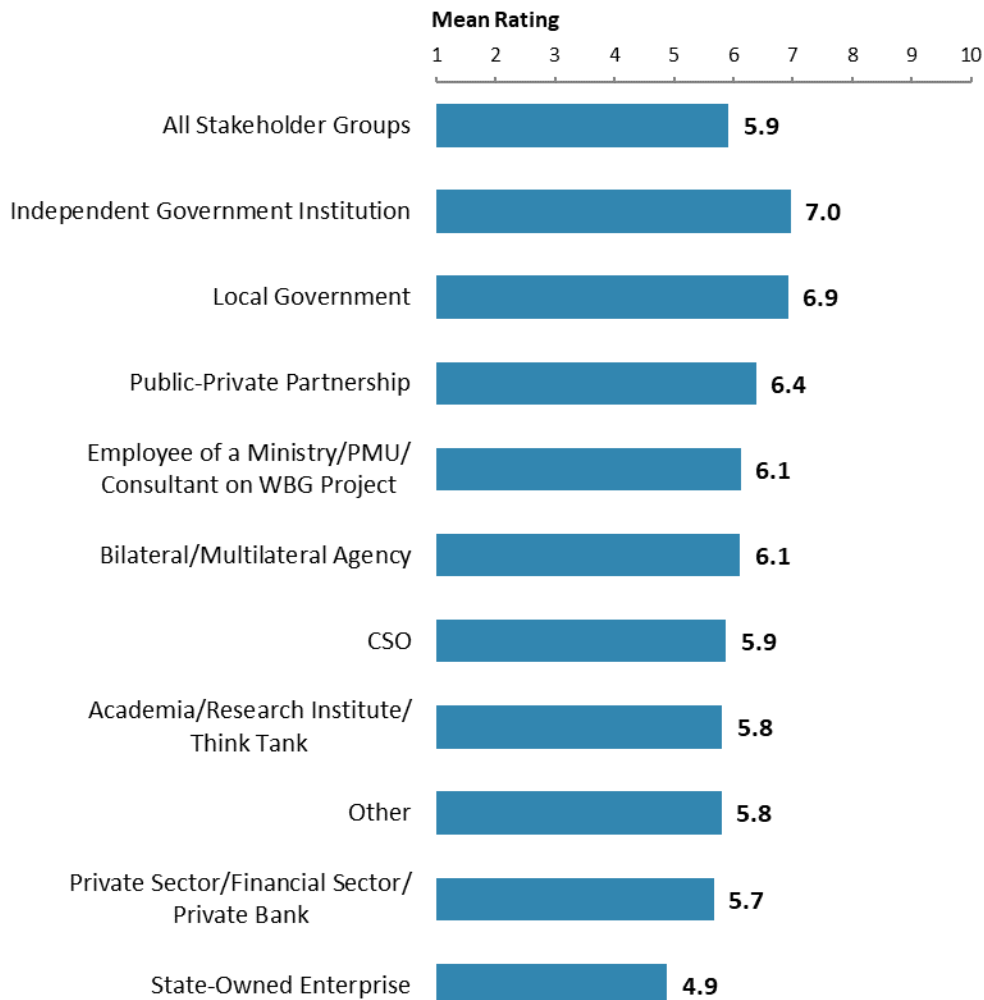
⁵ Means in this chart were calculated based on weighted data.



V. Overall Attitudes Toward the World Bank Group (continued)

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-eight COS indicator questions (mean rating = 6.5) compared to respondents who do not collaborate with the WBG (mean rating = 5.5). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (page 80).



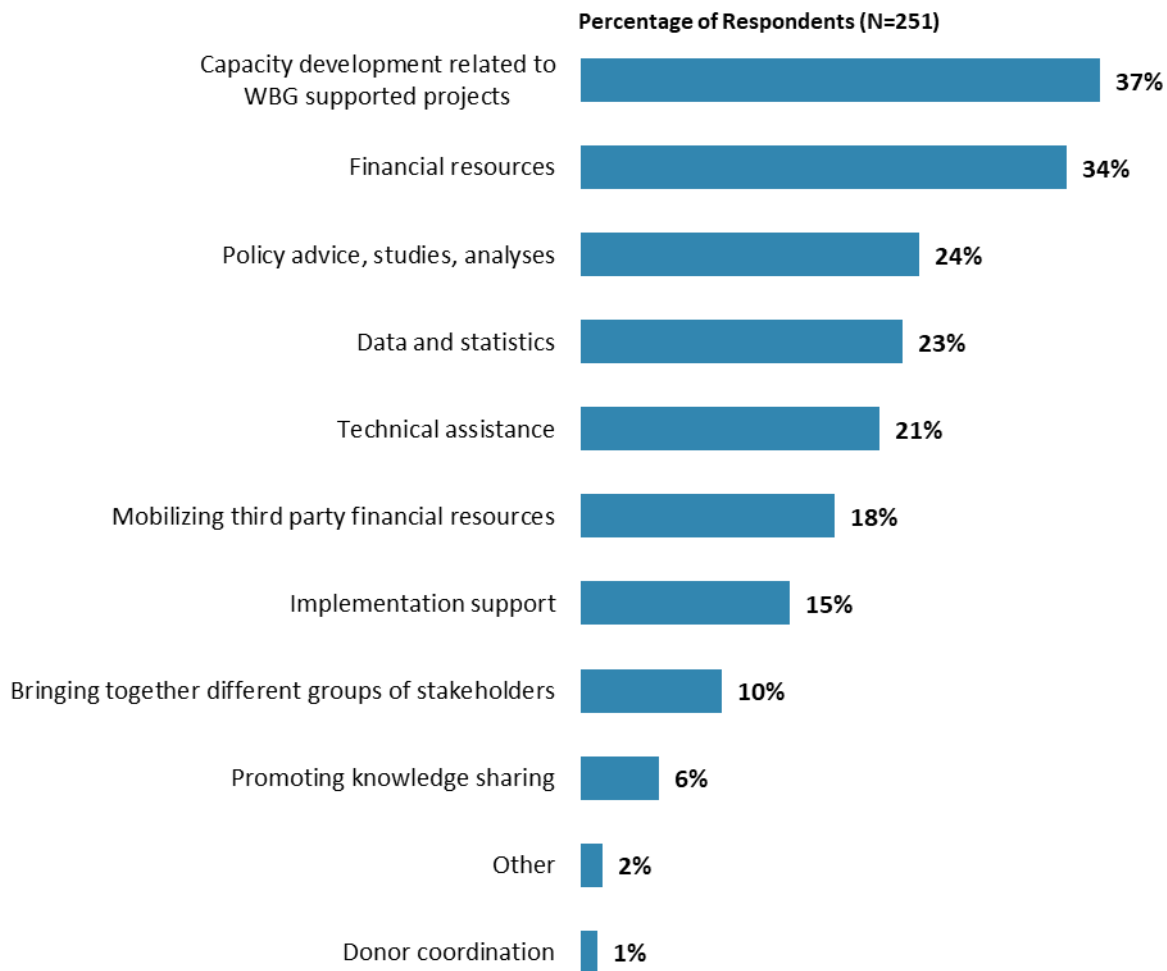
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



V. Overall Attitudes Toward the World Bank Group (continued)

Greatest Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest values to Turkey were "*capacity development related to WBG supported projects*" (51%), "*financial resources*" (31%), and "*policy advice, studies, analyses*" (28%).



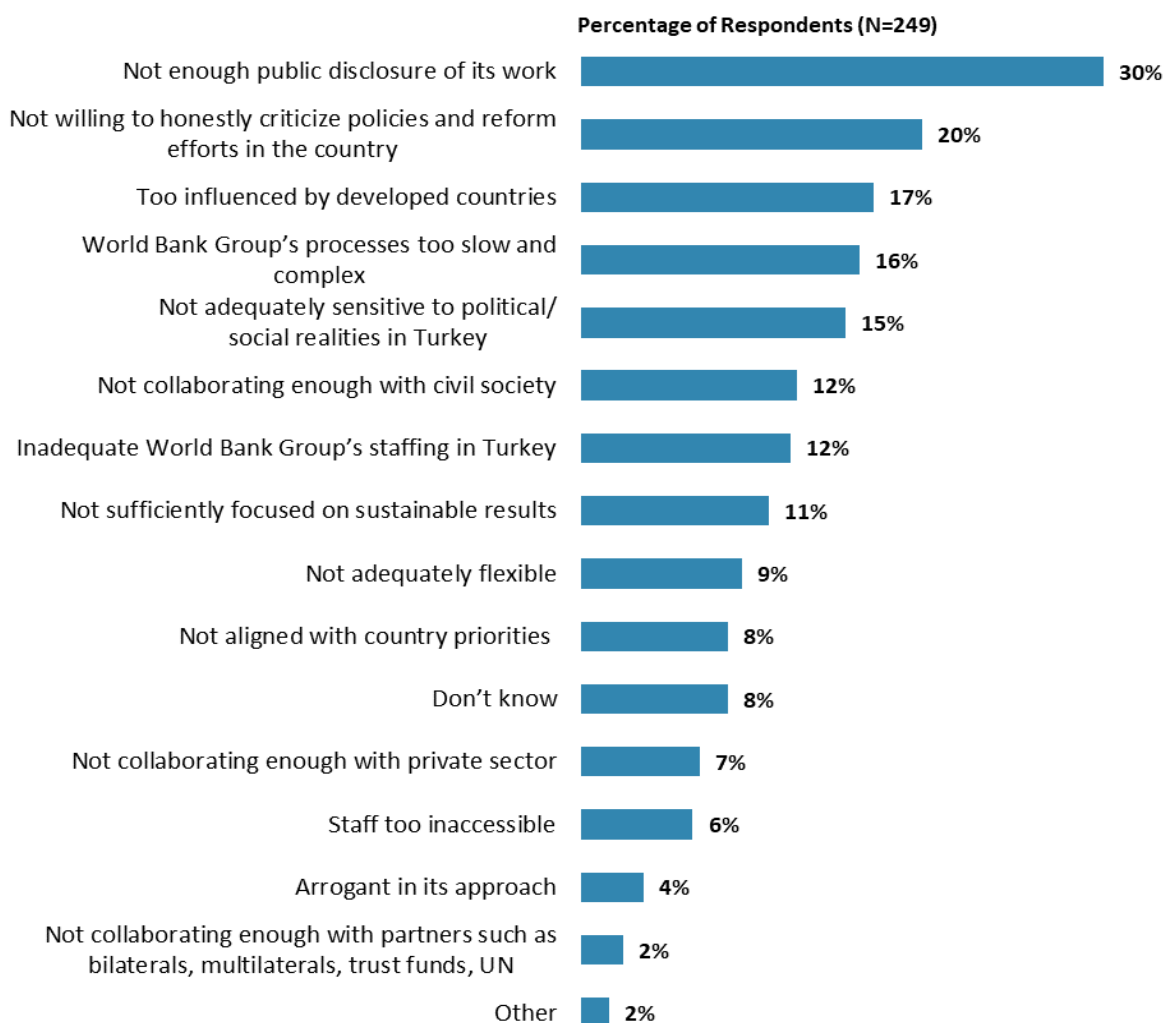
"When thinking about the World Bank Group's role in Turkey, which activity do you VALUE the most? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



V. Overall Attitudes Toward the World Bank Group (continued)

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest weaknesses in its work in Turkey were "*not enough public disclosure of its work*" (21%), "*not adequately sensitive to political/social realities in Turkey*" (20%), and "*WBG's processes too complex*" (19%).
- **Impact of familiarity:** Respondents who had higher levels of familiarity⁶ with the work of the WBG in Turkey indicated that the WBG's greatest weaknesses were "*not enough public disclosure of its work*" (31%), "*WBG's processes too slow and complex*" (19%), and "*not willing to honestly criticize policies and reform efforts in the country*" (18%).



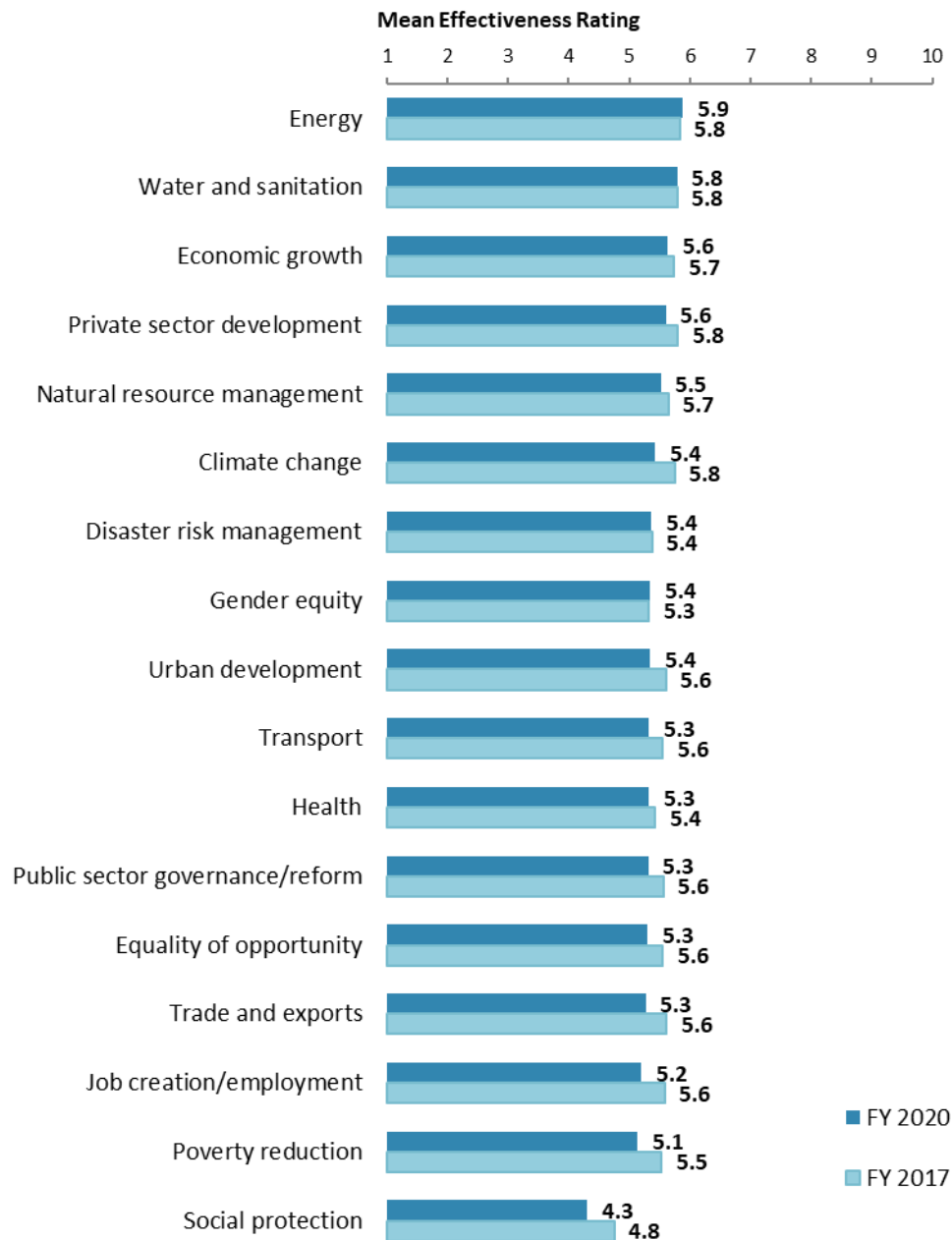
"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Turkey? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

⁶ Respondents who reported their levels of familiarity with the work of the WBG in Turkey as 5 and higher on a 10-point scale in question B1 were included in this category.



VI. World Bank Group's Support in Development Areas

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁷



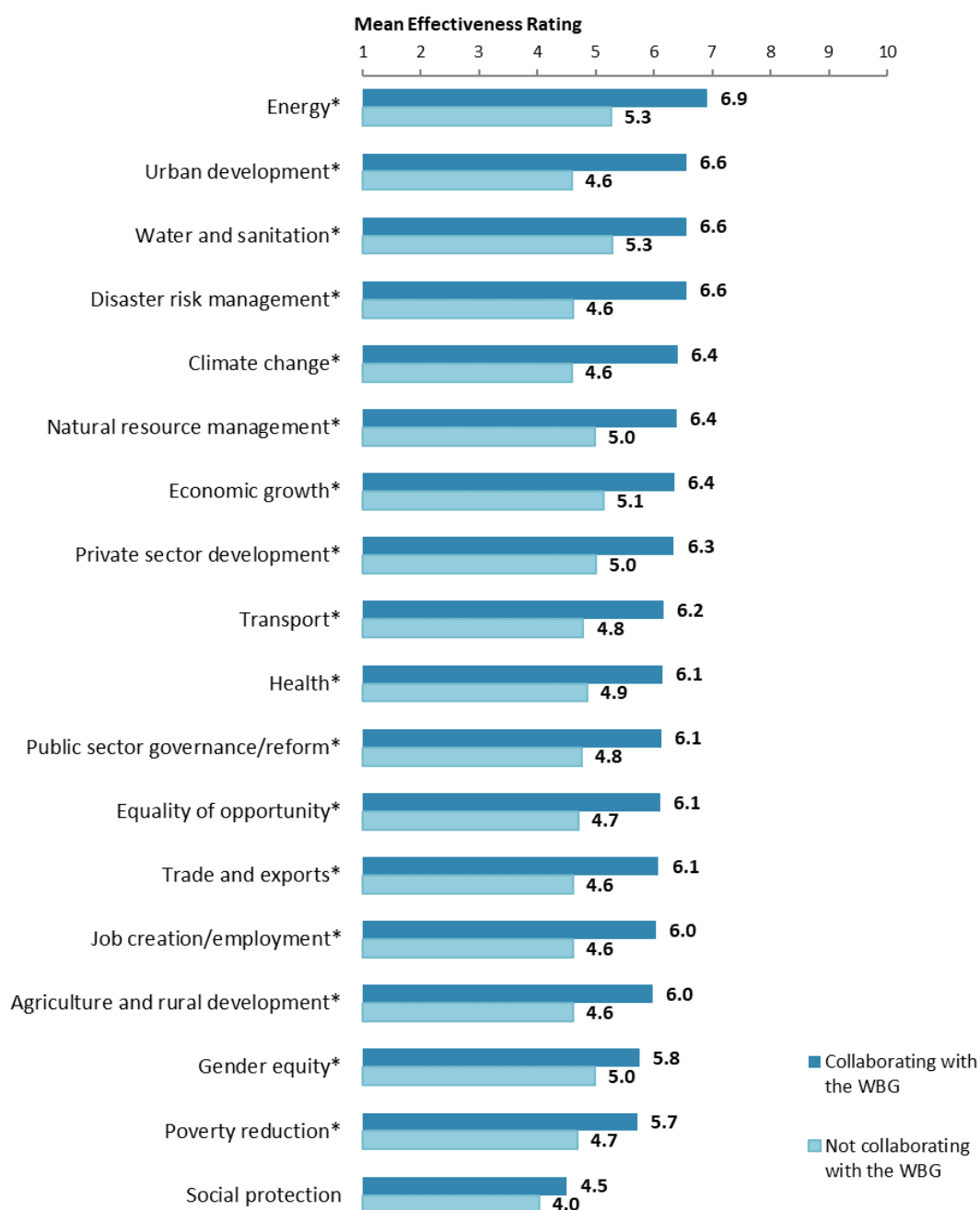
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Turkey?"
(1-"Not effective at all", 10-"Very effective")

⁷ Means presented in this chart were calculated based on weighted data. See Appendix D for details.



VI. WBG's Support in Development Areas (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁸



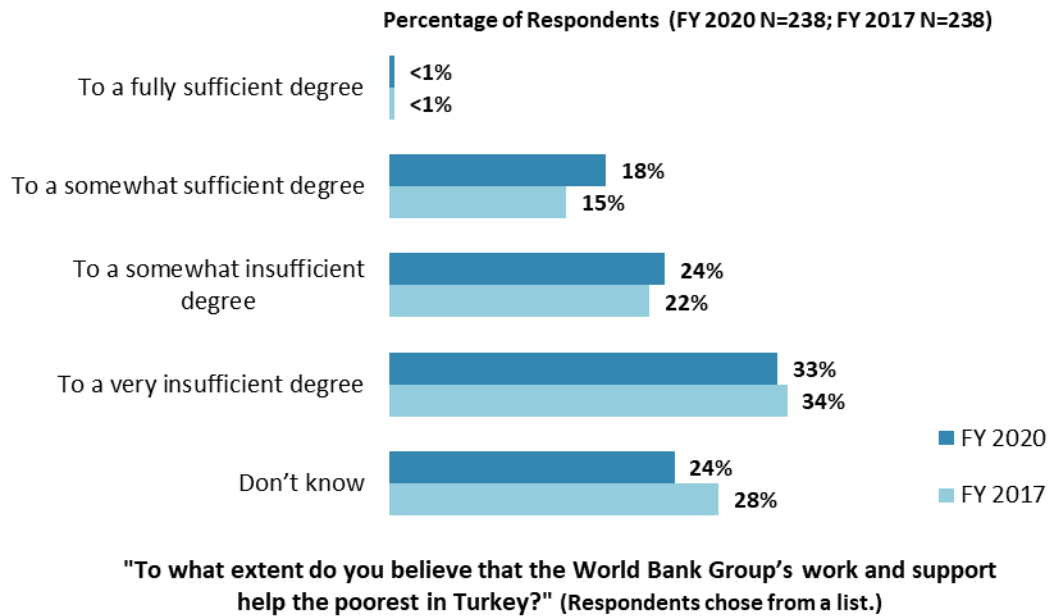
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Turkey?" (1-"Not effective at all", 10-"Very effective")
*(*Significantly different between collaborators and non-collaborators)*

⁸ Note in the Appendix on the sectoral effectiveness (Appendix A, page 41) 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.

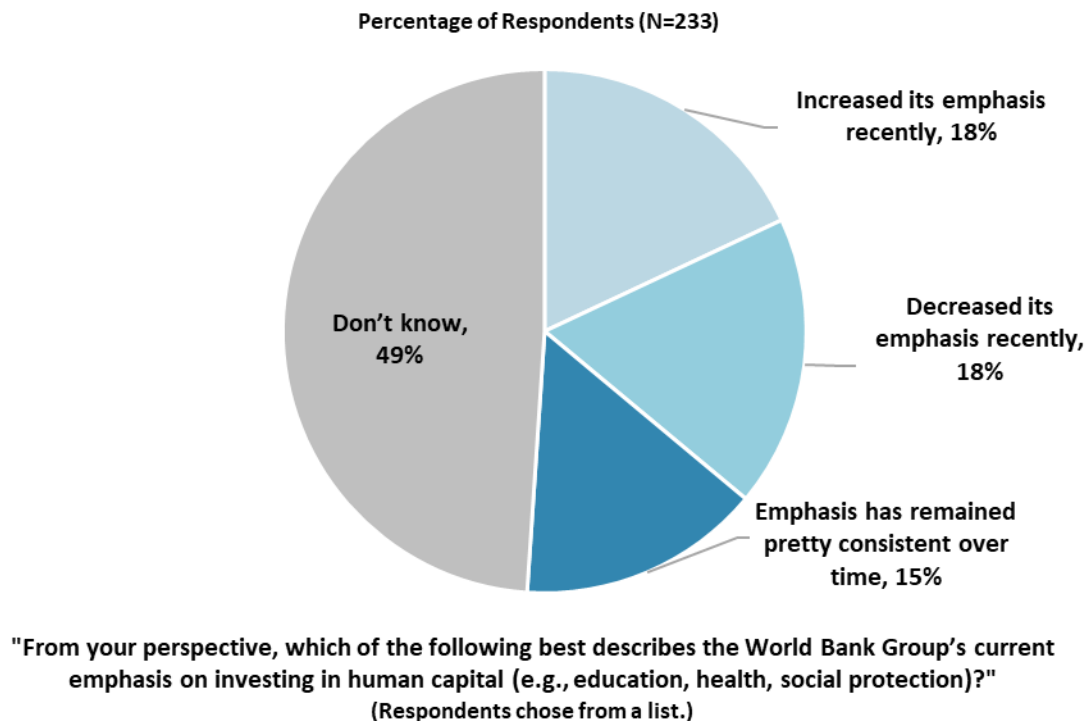


VI. WBG's Support in Development Areas (continued)

Helping the Poorest⁹



The WBG's Human Capital Investment

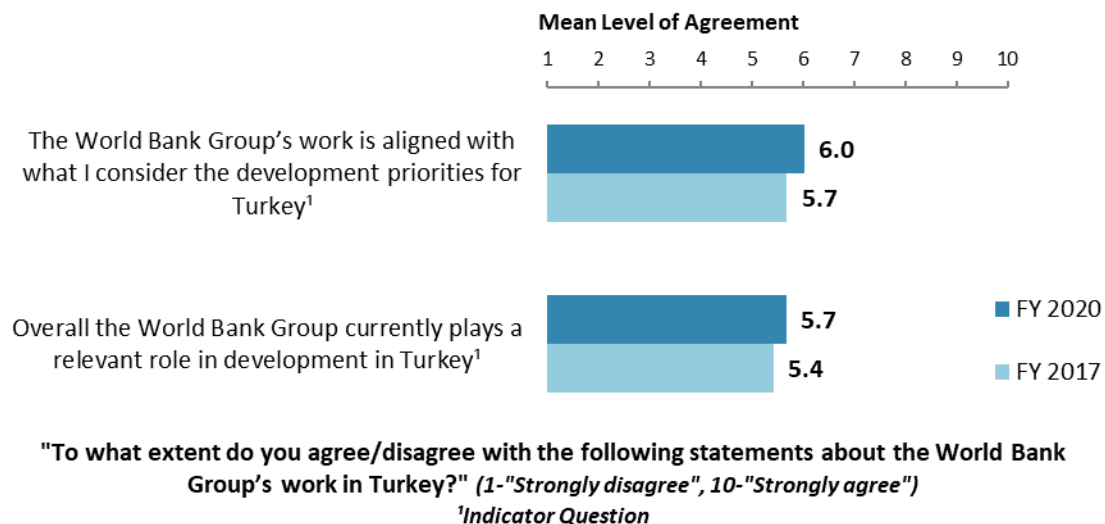


⁹ Percentages presented in this chart were calculated based on weighted data.

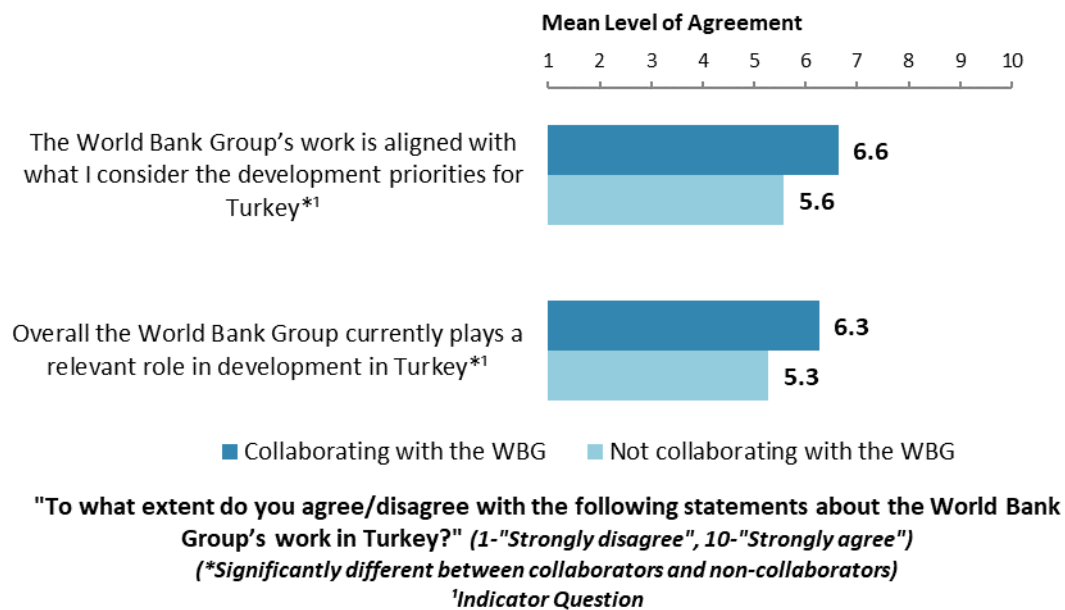


VII. World Bank Group's Work and Engagement on the Ground

The World Bank Group's Work in Turkey: Year Comparison¹⁰



The World Bank Group's Work in Turkey: Collaboration

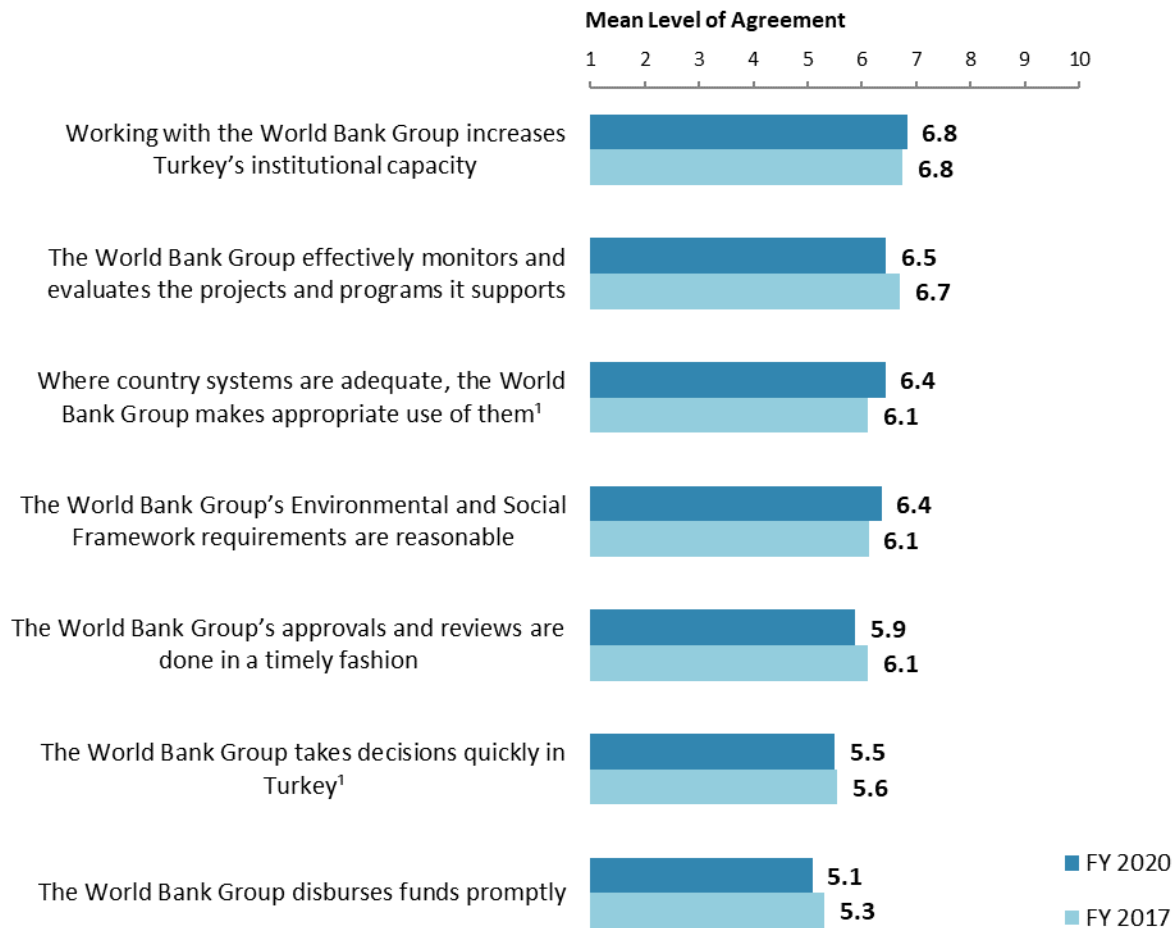


¹⁰ Means in this chart were calculated based on weighted data.



VII. WBG's Work and Engagement on the Ground (continued)

Overall Perceptions: Year Comparison¹¹



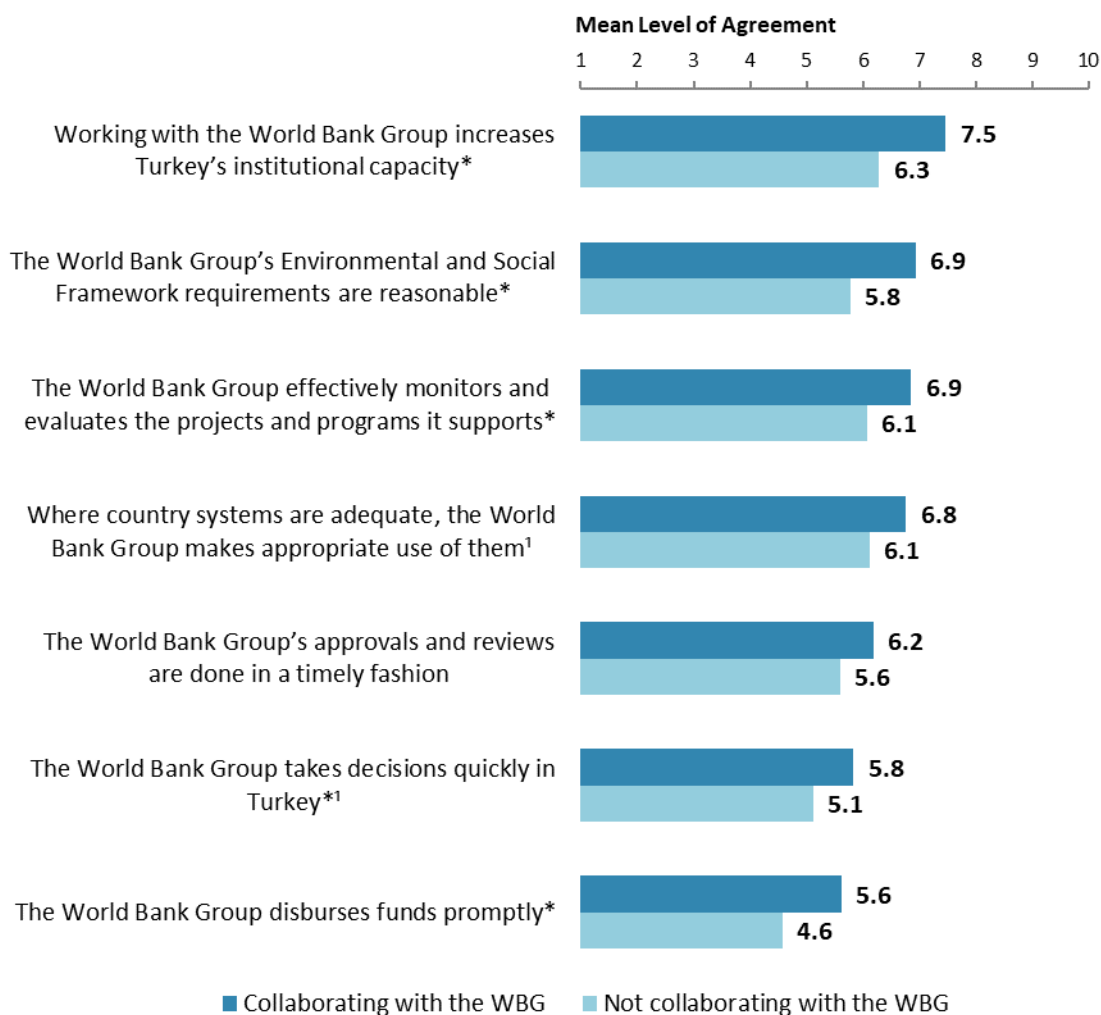
"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
Indicator Question

¹¹ Means in this chart were calculated based on weighted data.



VII. WBG's Work and Engagement on the Ground (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)

¹Indicator Question



VII. WBG's Work and Engagement on the Ground (continued)

The WBG as an Effective Development Partner: Year Comparison¹²



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

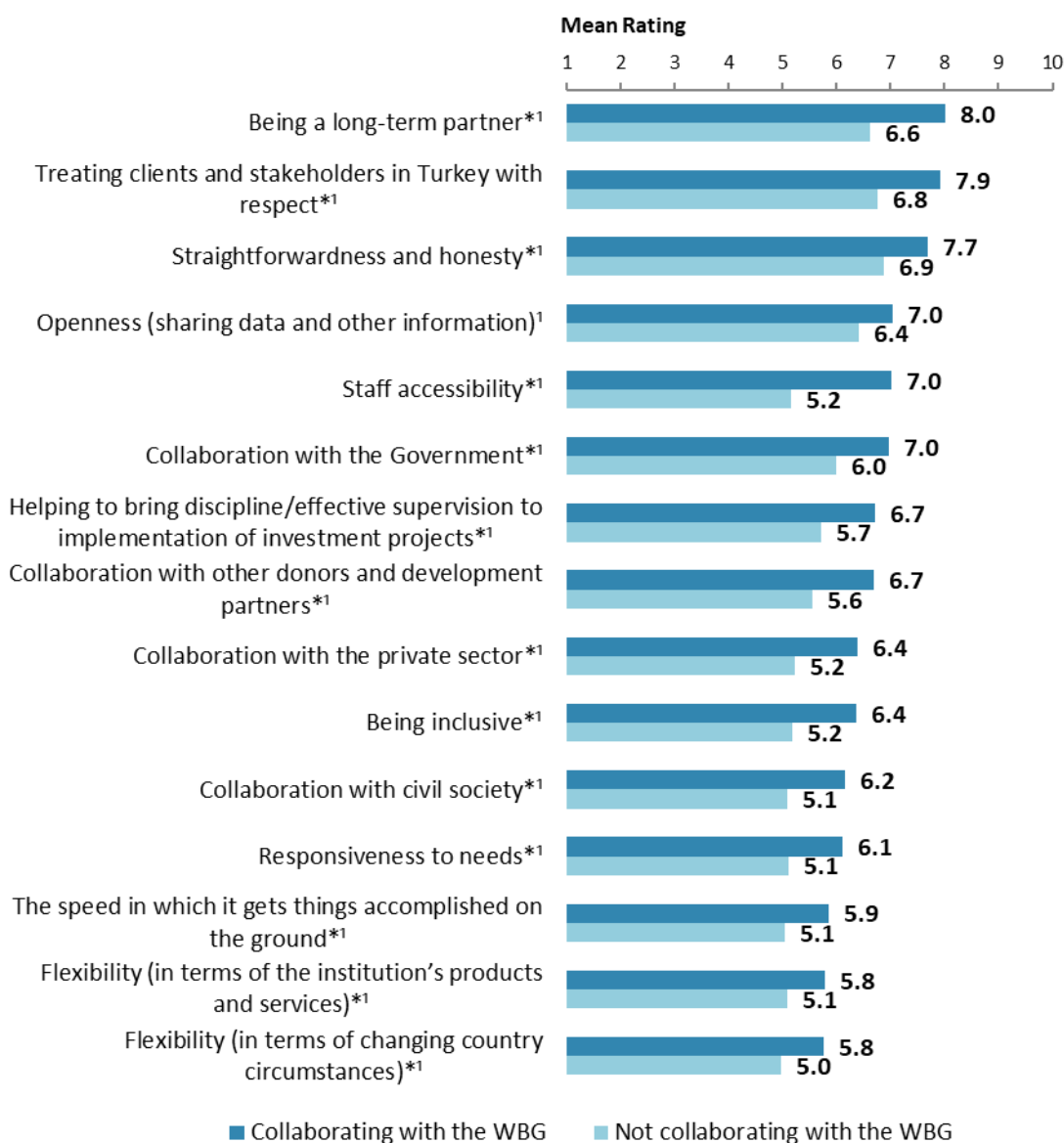
¹Indicator Question

¹² Means in this chart were calculated based on weighted data.



VII. WBG's Work and Engagement on the Ground (continued)

The WBG as an Effective Development Partner: Collaboration



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

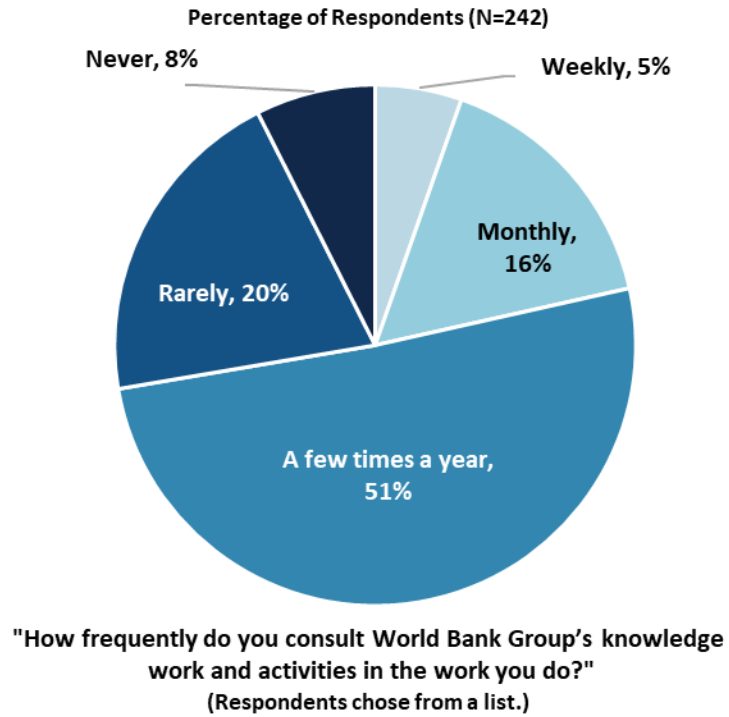
(*Significantly different between collaborators and non-collaborators)

¹Indicator Question



VIII. World Bank Group's Knowledge and Instruments

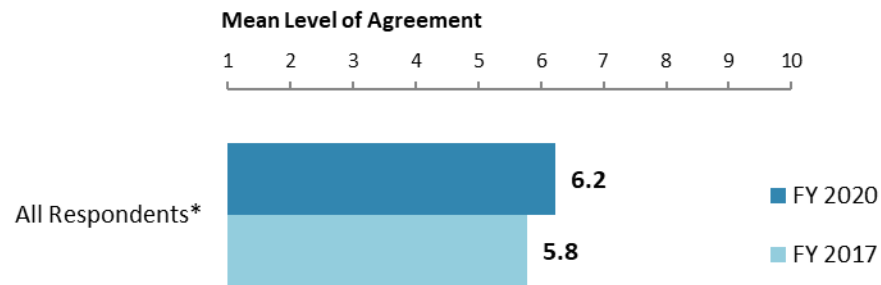
Frequency of Consulting WBG Knowledge Work and Activities





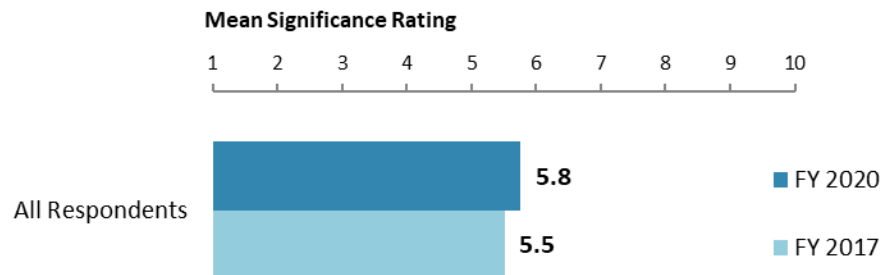
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Turkey's Knowledge Needs¹³ (Indicator Question)



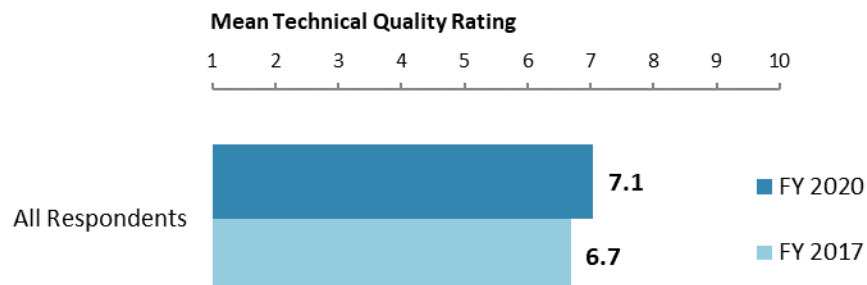
"The World Bank Group meets Turkey's needs for knowledge services (e.g., research, analysis, data, technical assistance)"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2020 and FY 2017)

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)



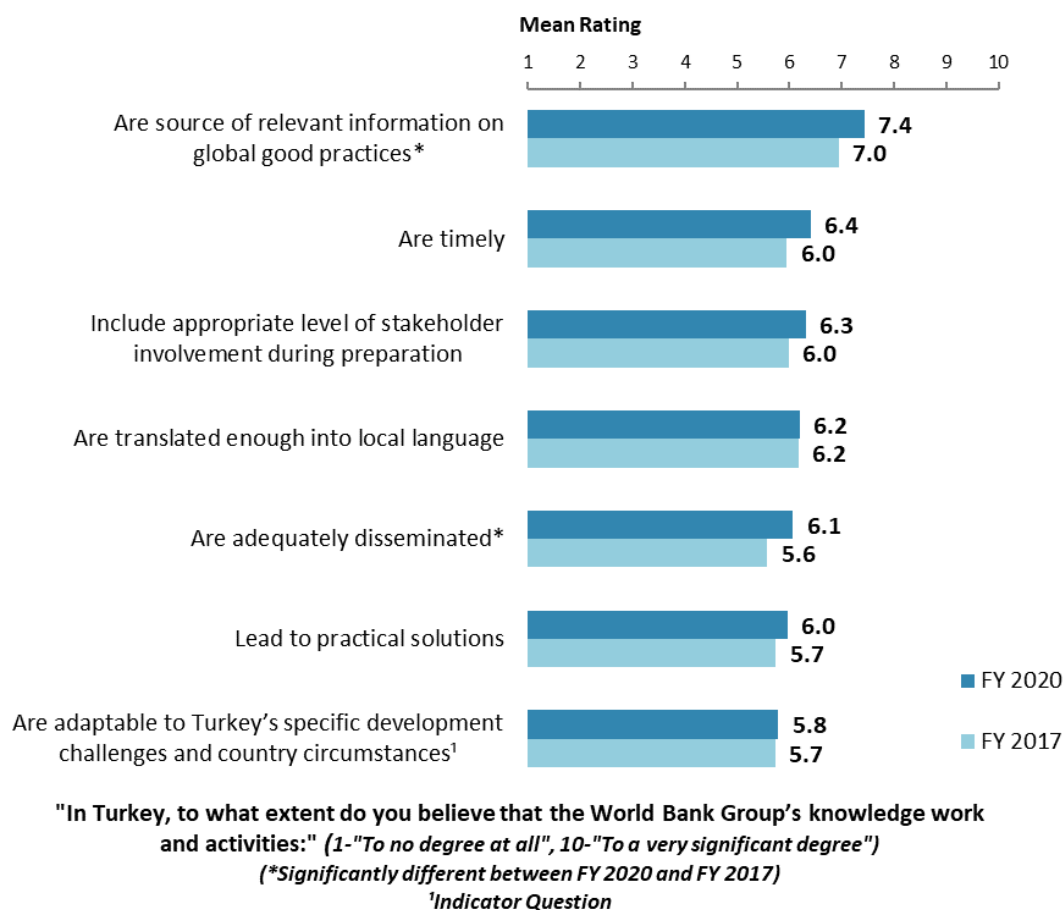
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"
(1-"Very low technical quality", 10-"Very high technical quality")

¹³ Means in the charts on this page were calculated based on weighted data.

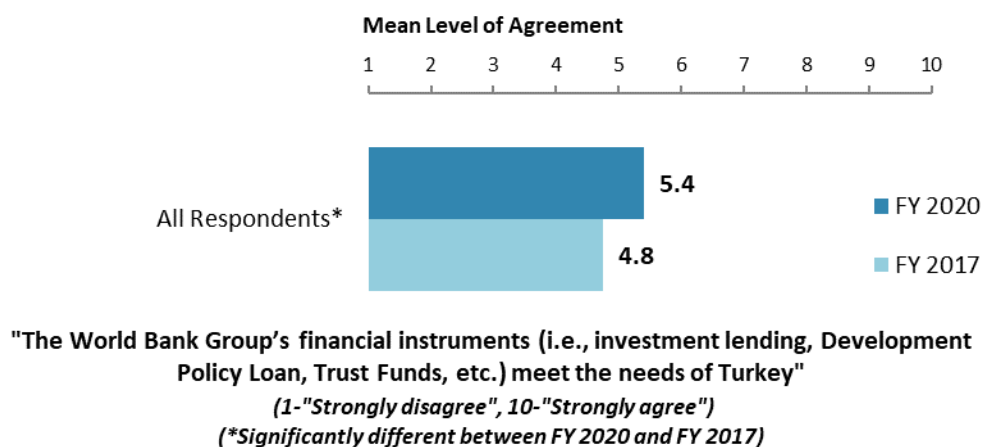


VIII. World Bank Group's Knowledge and Instruments (continued)

Qualities of the WBG's Knowledge Work and Activities¹⁴



Meeting Turkey's Needs for Financial Instruments (Indicator Question)



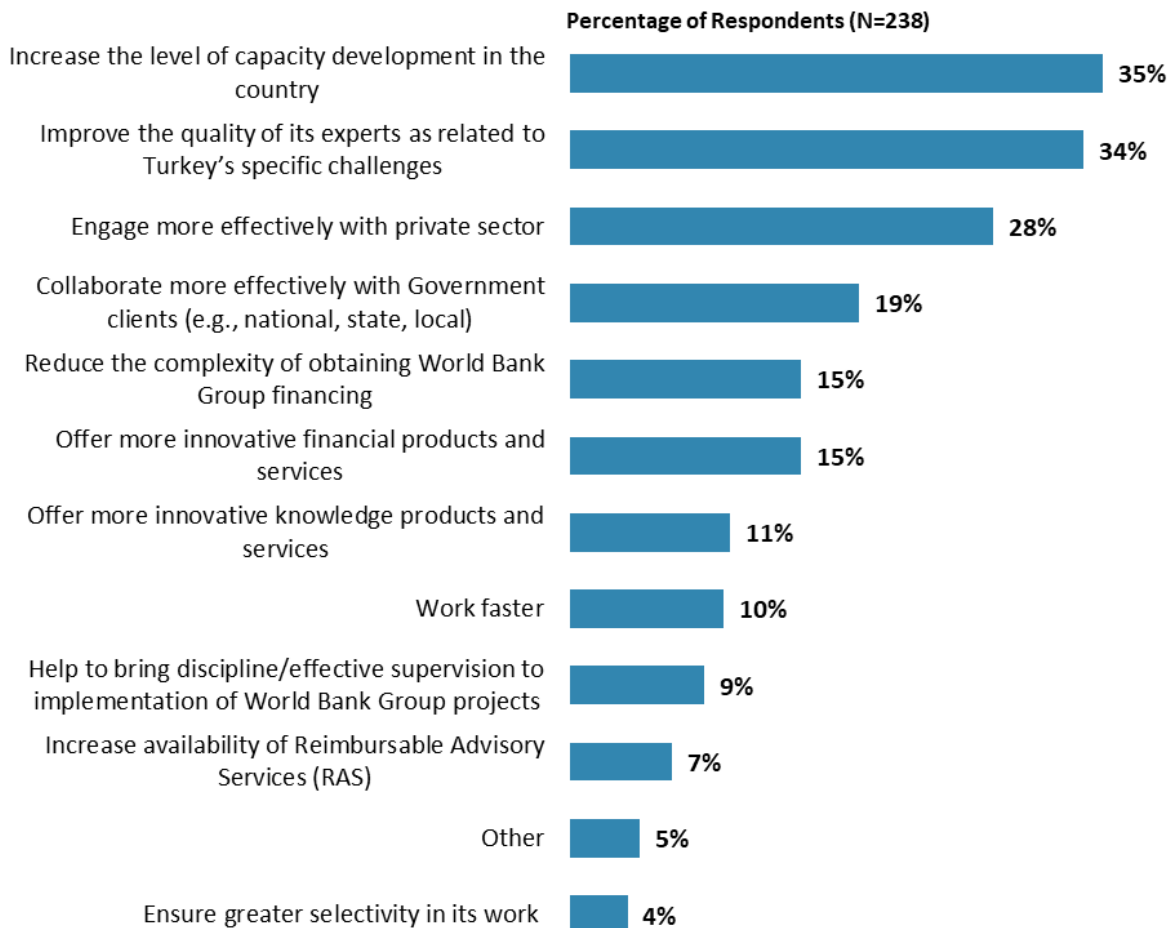
¹⁴ Means in the charts on this page were calculated based on weighted data.



IX. The Future Role of the WBG in Turkey

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should “*reach out more to groups outside of Government*” (33%) and “*collaborate more effectively with Government clients*” (27%) to make itself of greater value in Turkey.



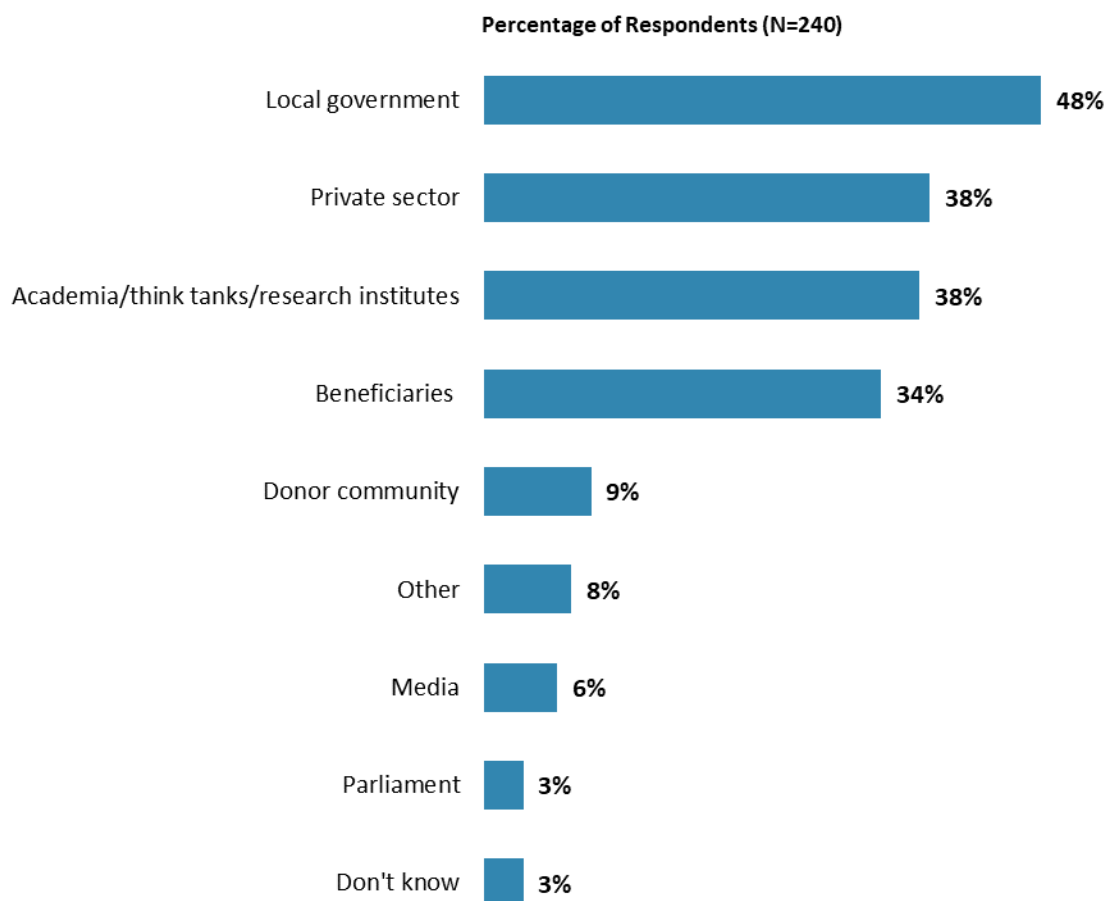
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Turkey? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'17 Country Survey indicated that the WBG should collaborate more with “*private sector*” (43%), “*NGOs/community-based organizations*” (34%), and “*academia/think tanks/research institutes*” (33%) to ensure better development results in Turkey.



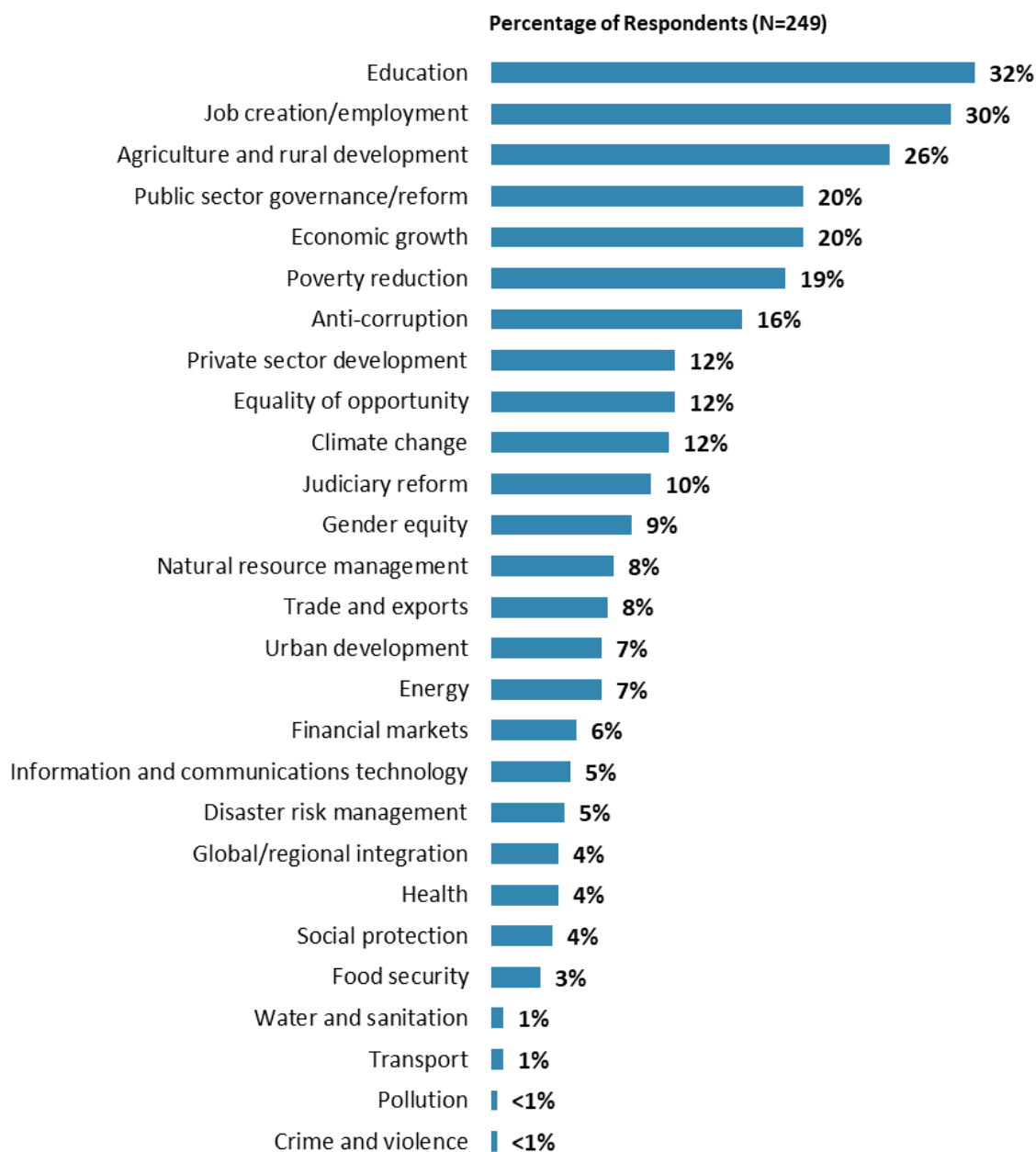
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should focus its resources on “*education*” (41%) and “*job creation/employment*” (40%).

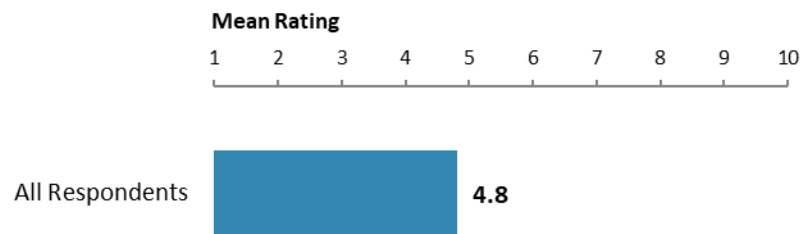


“When thinking about how the World Bank Group can have the most impact on development results in Turkey, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Turkey? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined.)



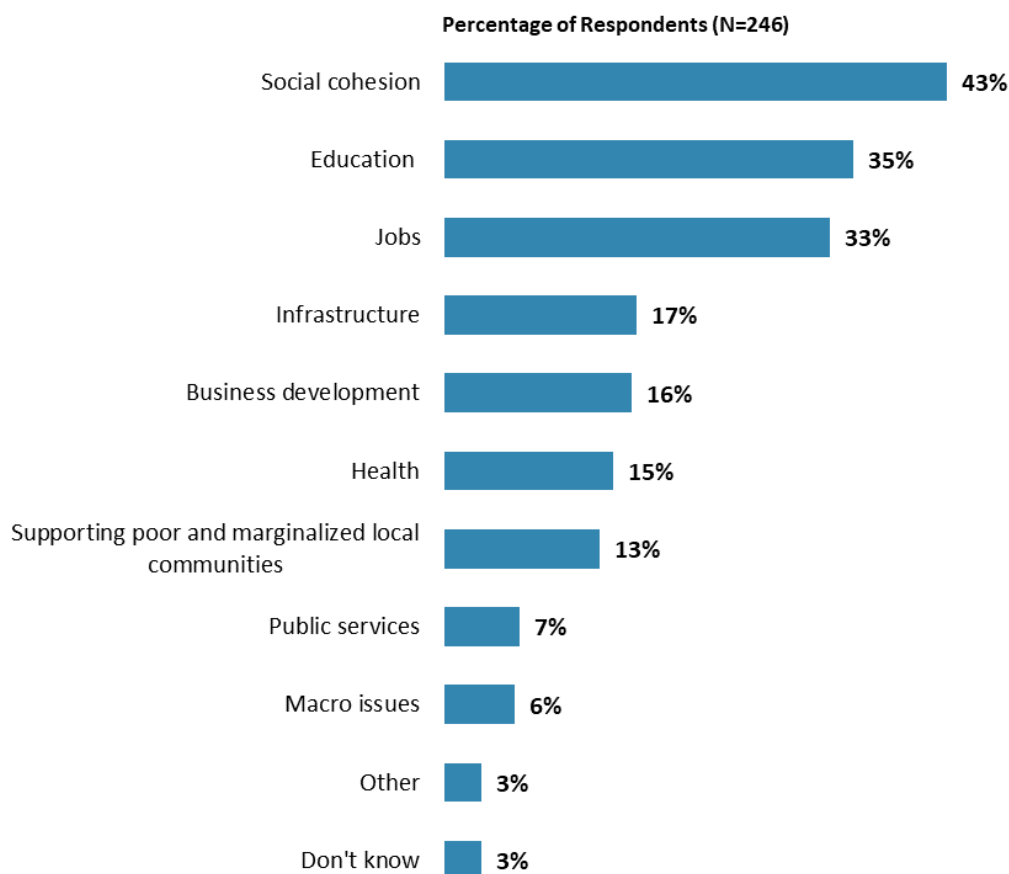
IX. The Future Role of the WBG in Turkey (continued)

Refugees: Donor Community's Support



"To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Turkey? "
(1-"To no degree at all", 10-"To a very significant degree")

Refugees: WBG's Support



"In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Turkey? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

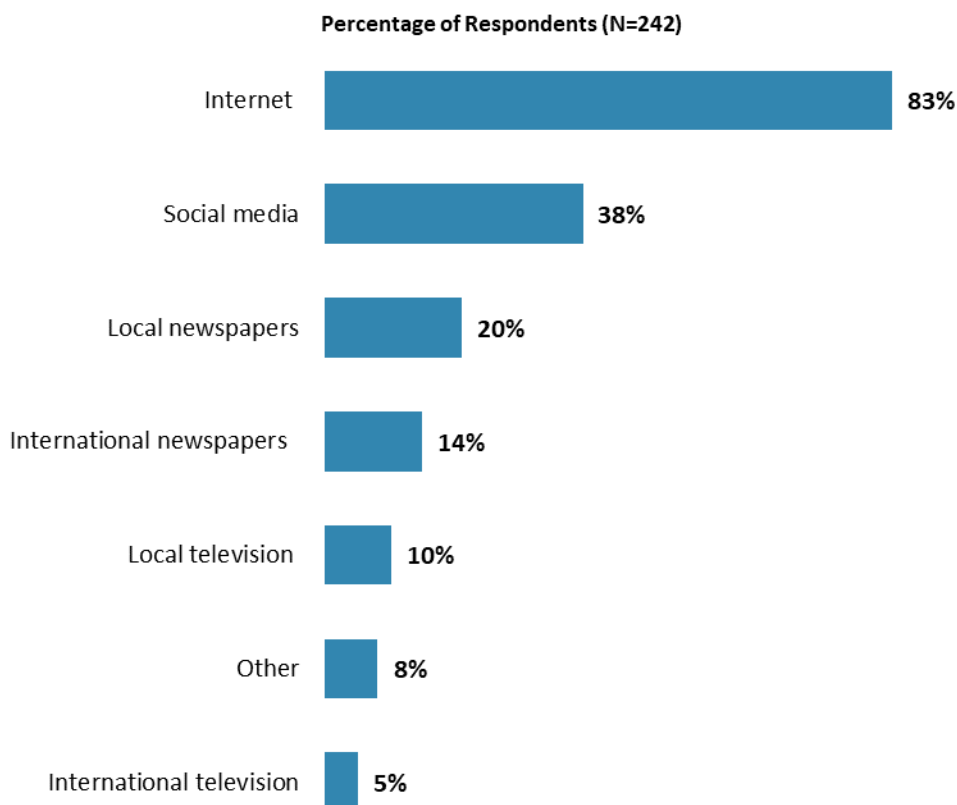


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 55) for selected responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that they got most of their information about economic and social development issues in Turkey from the “*Internet*” (84%).



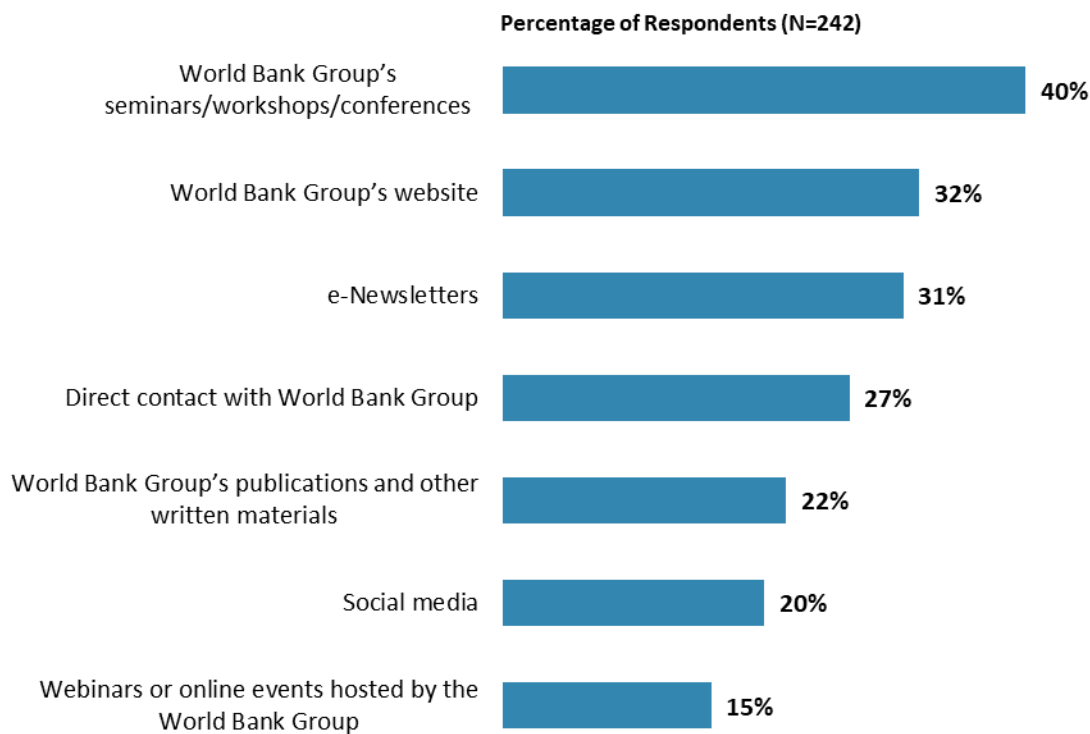
"How do you get most of your information about economic and social development issues in Turkey? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that they would prefer to receive information from the WBG through “*World Bank Group’s seminars/workshops/conferences*” (41%), “*e-Newsletters*” (39%), “*Direct contact with World Bank Group*” (34%), and “*World Bank Group’s website*” (33%).

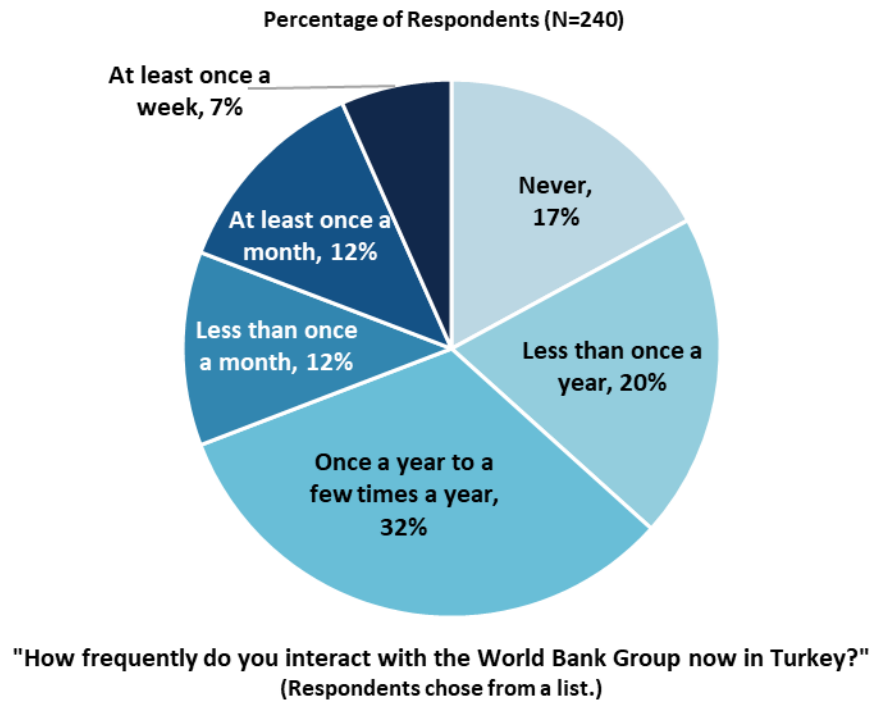


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"**
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

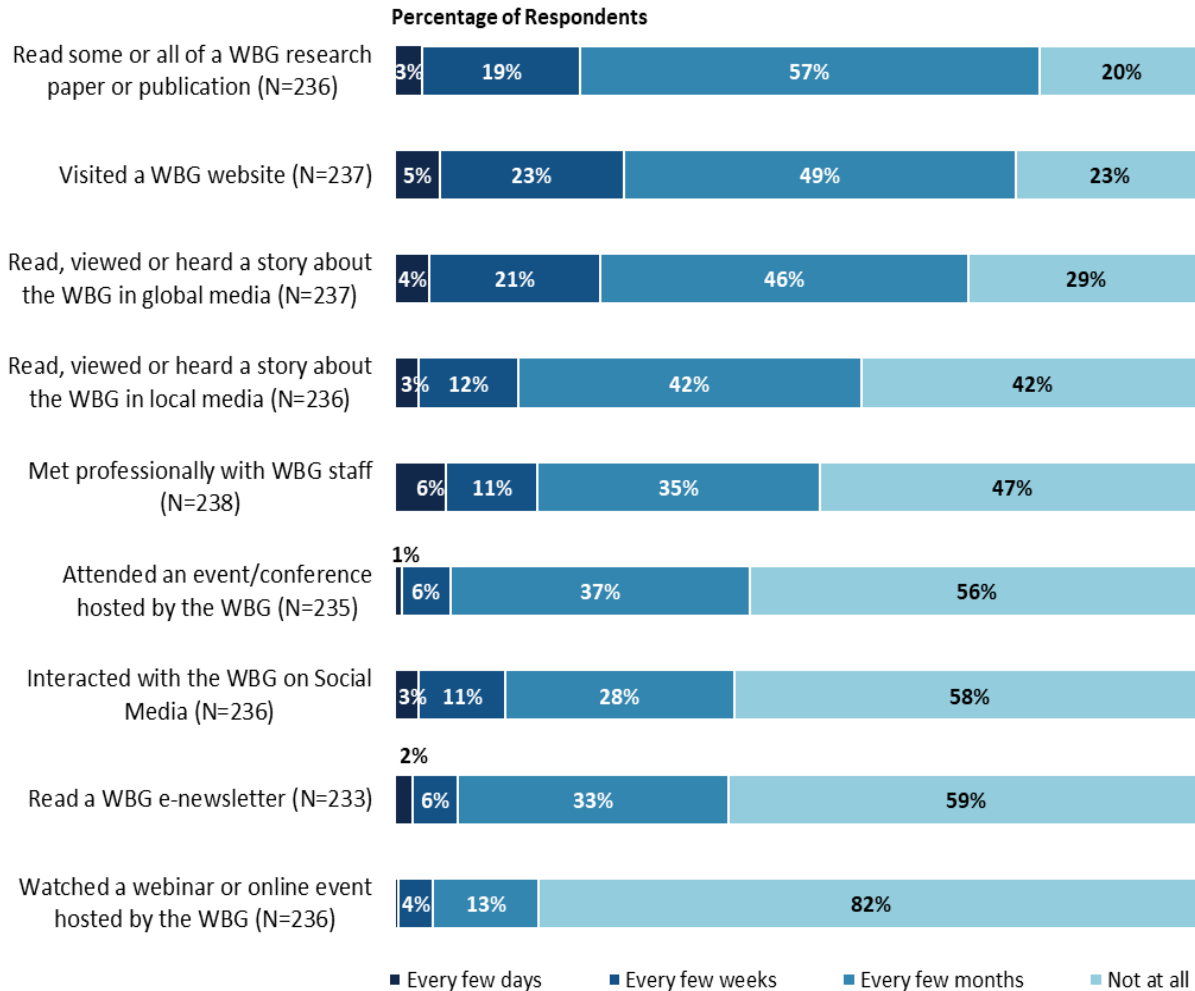
WBG Interaction Frequency





X. Communication and Outreach (continued)

Frequency of Specific WBG Interactions



"Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?" (Respondents chose from a list.)



XI. Appendices

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TURKEY





Appendix A: Responses to All Questions across All Respondents (N=289)

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. Overall Context

1. In general, would you say that Turkey is headed in ... ?	Percentage of Respondents (N=279)
The right direction	28.3%
The wrong direction	43.4%
Not sure	28.3%

2. Do you think that economic opportunity for citizens in Turkey is ... ?	Percentage of Respondents (N=283)
Increasing	17.0%
Decreasing	65.4%
Staying about the same	17.7%

**A. Overall Context (continued)**

3. Listed below are a number of development priorities in Turkey. Please identify which of the following you consider the most important development priorities in Turkey. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=284)
Education	45.1%
Job creation/employment	35.2%
Judiciary reform	31.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21.8%
Economic growth	20.8%
Agriculture and rural development	19.0%
Anti-corruption	15.8%
Equality of opportunity (i.e., social inclusion)	9.9%
Gender equity (closing the gap between women and men, and boys and girls)	9.5%
Information and communications technology	9.2%
Energy	8.1%
Natural resource management (renewables/non-renewables)	7.4%
Private sector development	7.0%
Poverty reduction	6.3%
Trade and exports	6.3%
Climate change (e.g., mitigation, adaptation)	5.3%
Disaster risk management	4.9%
Global/regional integration	4.6%
Health	4.2%
Urban development	4.2%
Social protection (e.g., pensions, targeted social assistance)	3.9%
Crime and violence	3.5%
Financial markets	3.2%
Food security (e.g., food prices)	3.2%
Transport (e.g., roads, bridges, transportation)	2.5%
Water and sanitation	1.4%
Pollution	0.7%

**A. Overall Context (continued)**

4. 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 Turkey? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=271)
Job creation/employment	54.2%
Education	39.9%
Equality of opportunity (i.e., social inclusion)	30.3%
Agriculture and rural development	29.5%
Economic growth	24.4%
Anti-corruption	19.6%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	15.1%
Private sector development	13.3%
Judiciary reform	12.9%
Social protection (e.g., pensions, targeted social assistance)	11.4%
Trade and exports	10.0%
Gender equity (closing the gap between women and men, and boys and girls)	10.0%
Global/regional integration	5.5%
Urban development	4.4%
Natural resource management (renewables/non-renewables)	4.1%
Information and communications technology	3.0%
Food security (e.g., food prices)	3.0%
Energy	1.8%
Transport (e.g., roads, bridges, transportation)	1.5%
Financial markets	1.5%
Crime and violence	0.7%
Climate change (e.g., mitigation, adaptation)	0.7%
Health	0.7%
Water and sanitation	0.4%
Pollution	0.4%
Disaster risk management	0.0%

5. Please describe the direction Turkey is moving in, when considering ... ?	N	Direction				
		Getting much worse	Getting somewhat at worse	Staying the same	Getting somewhat at better	Getting much better
1. Human development (e.g., health, education, and social protection)	270	13.7%	36.3%	22.2%	22.2%	5.6%
2. Equal opportunity for girls and boys, men and women	269	15.2%	28.6%	29.0%	22.3%	4.8%
3. Growing Turkey's economy in a way that leads to jobs and employment	270	20.0%	46.7%	18.9%	11.9%	2.6%
4. The gap between the rich and the poor	270	39.3%	39.3%	14.1%	5.6%	1.9%
5. Making government more effective	267	22.1%	33.7%	24.3%	16.1%	3.7%
6. Anti-corruption	268	35.1%	26.5%	26.5%	7.8%	4.1%
7. Attracting new sources of foreign investment	267	21.0%	38.2%	23.2%	15.4%	2.2%

**A. Overall Context (continued)**

6. Listed below are global challenges. Which do you think have the most serious impact on Turkey? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=273)
Migrants and refugees	55.7%
Fragility in Turkey or neighboring countries	40.7%
Geo political uncertainty	31.5%
Jobs/employment	24.2%
Terrorism	17.6%
The gap between the rich and the poor	11.0%
Climate change	7.3%
Environmental degradation	4.4%
Trade constraints	2.6%
Technology based disruption	1.5%

7. When economic and/or social reform efforts fail or are slow to take place in Turkey, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N= 259)
Inadequate level of government accountability	40.5%
Political pressures and obstacles	38.2%
Reforms are not well thought out in light of country challenges	24.3%
Inadequate level of citizen/civil society participation	20.1%
Inadequate level of capacity in the government	17.4%
Poor coordination within the government	16.6%
Corruption	15.8%
Inadequate level of private sector participation	13.1%
Private sector involvement and/or influence	5.8%
Other	2.3%
Inadequate level of donor coordination	1.9%

8. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national/federal government	238	12	4.51	2.92
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	206	37	5.02	2.13
3. The World Bank Group*	238	11	5.71	2.24
4. The International Monetary Fund	233	11	4.64	2.28
5. The United Nations (UN)	241	6	5.29	2.46
6. Regional development banks	227	18	5.40	2.13
7. Turkey's Central Bank	243	6	5.10	2.52
8. International private sector	240	7	5.33	2.15
9. Domestic private sector	245	3	5.89	2.11
10. International civil society (e.g., NGOs, CBOs)	237	9	5.95	2.22
11. Domestic civil society (e.g., NGOs, CBOs)	239	4	6.25	2.11
12. Faith-based institutions	236	11	2.92	2.14
13. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	244	4	3.22	2.18
14. International media and their web presence	243	6	4.73	2.3
15. Web based media (i.e., blogs, social media, other web-based news and information sources)	243	6	5.27	2.35

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

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Turkey? (1-Not familiar at all, 10-Extremely familiar)	255	n/a	6.38	2.30

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Turkey? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in Turkey*	229	26	5.72	2.11
3. The World Bank Group's work is aligned with what I consider the development priorities for Turkey*	227	28	6.06	2.04

Effectiveness	N	DK	Mean	SD
4. Overall, please rate your impression of the World Bank Group's effectiveness in Turkey.* (1-Not effective at all, 10-Very effective)	224	30	5.75	2.07

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Turkey?* (1-To no degree at all, 10-To a very significant degree)	212	42	5.41	2.03

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Turkey?* (1-To no degree at all, 10-To a very significant degree)	221	33	4.95	2.16

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Turkey? (Select only ONE response)	Percentage of Respondents (N=256)
To a fully sufficient degree	0.4%
To a somewhat sufficient degree	18.8%
To a somewhat insufficient degree	24.6%
To a very insufficient degree	32.4%
Don't know	23.8%

8. When thinking about the World Bank Group's role in Turkey, which activity do you VALUE the most? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=251)
Capacity development related to World Bank Group supported projects	36.7%
Financial resources	34.3%
Policy advice, studies, analyses	23.9%
Data and statistics	22.7%
Technical assistance	21.1%
Mobilizing third party financial resources (Reimbursable Advisory Services (RAS), Facility for Refugees in Turkey (FRIT))	17.9%
Implementation support	14.7%
Bringing together different groups of stakeholders	10.0%
Promoting knowledge sharing	5.6%
Other	1.6%
Donor coordination	1.2%

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

9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Turkey? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=249)
Not enough public disclosure of its work	30.1%
Not willing to honestly criticize policies and reform efforts in the country	19.7%
Too influenced by developed countries	16.9%
World Bank Group's processes too slow and complex	16.1%
Not adequately sensitive to political/social realities in Turkey	15.3%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	12.4%
Inadequate World Bank Group's staffing in Turkey	12.0%
Not sufficiently focused on sustainable results	10.8%
Not adequately flexible	9.2%
Not aligned with country priorities	8.4%
Donor coordination	8.4%
Not collaborating enough with private sector	6.8%
Staff too inaccessible	6.4%
Arrogant in its approach	3.6%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	2.4%
Other	1.6%

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

10. When thinking about how the World Bank Group can have the most impact on development results in Turkey, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Turkey? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=249)
Education	31.7%
Job creation/employment	30.1%
Agriculture and rural development	26.1%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20.5%
Economic growth	20.5%
Poverty reduction	19.3%
Anti-corruption	16.5%
Private sector development	12.0%
Equality of opportunity (i.e., social inclusion)	12.0%
Climate change (e.g., mitigation, adaptation)	11.6%
Judiciary reform	10.4%
Gender equity (closing the gap between women and men, and boys and girls)	9.2%
Natural resource management (renewables/non-renewables)	8.0%
Trade and exports	7.6%
Urban development	7.2%
Energy	7.2%
Financial markets	5.6%
Information and communications technology	5.2%
Disaster risk management	4.8%
Global/regional integration	4.4%
Health	4.4%
Social protection (e.g., pensions, targeted social assistance)	4.0%
Food security (e.g., food prices)	3.2%
Water and sanitation	0.8%
Transport (e.g., roads, bridges, transportation)	0.8%
Pollution	0.4%
Crime and violence	0.4%

C. World Bank Group's Work and Engagement on the Ground

Staff Preparedness	N	DK	Mean	SD
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Turkey solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	188	56	6.13	2.12

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent is the World Bank Group an effective development partner in Turkey, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Responsiveness to needs*	198	37	5.60	2.00
3. Flexibility (in terms of the institution's products and services)*	187	49	5.43	2.04
4. Flexibility (in terms of changing country circumstances)*	189	44	5.38	1.97
5. Being inclusive*	203	33	5.75	2.02
6. Openness (sharing data and other information)*	205	32	6.73	2.21
7. Collaboration with the Government*	185	51	6.46	2.16
8. The speed in which it gets things accomplished on the ground*	192	43	5.44	2.15
9. Helping to bring discipline/effective supervision to implementation of investment projects*	190	46	6.19	2.15
10. Collaboration with civil society*	186	48	5.59	2.29
11. Staff accessibility*	187	49	6.07	2.64
12. Collaboration with other donors and development partners*	171	63	6.12	2.30
13. Collaboration with the private sector*	181	51	5.74	2.24
14. Straightforwardness and honesty*	198	38	7.23	2.29
15. Treating clients and stakeholders in Turkey with respect*	193	43	7.31	2.42
16. Being a long-term partner*	200	36	7.26	2.38

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
17. The World Bank Group disburses funds promptly	168	71	5.11	2.32
18. The World Bank Group effectively monitors and evaluates the projects and programs it supports	191	49	6.50	2.26
19. The World Bank Group's approvals and reviews are done in a timely fashion	177	62	5.94	2.27
20. The World Bank Group's Environmental and Social Framework requirements are reasonable	183	55	6.37	2.12
21. The World Bank Group takes decisions quickly in Turkey*	169	69	5.53	2.29
22. Working with the World Bank Group increases Turkey's institutional capacity	203	35	6.87	2.41
23. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	155	84	6.46	2.35

To what extent do you agree/disagree with the following statements about the World Bank Group in Turkey? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
24. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Turkey*	190	49	5.44	2.02
25. The World Bank Group meets Turkey's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	215	24	6.27	1.97

Reimbursable Advisory Services	N	DK	Mean	SD
26. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Turkey? (1-To no degree at all, 10-To a very significant degree)	118	119	5.39	2.26

Support for Refugees	N	DK	Mean	SD
27. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Turkey? (1-To no degree at all, 10-To a very significant degree)	181	60	4.82	2.45

**C. World Bank Group's Work and Engagement on the Ground (continued)**

28. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee integration in Turkey? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=246)
Social cohesion	43.5%
Education	35.4%
Jobs	33.3%
Infrastructure	16.7%
Business development	16.3%
Health	14.6%
Supporting poor and marginalized local communities	13.4%
Public services	6.5%
Macro issues (fiscal accounts, balance of payments, etc.)	6.1%
Other	3.3%
Don't know	3.3%

D. World Bank Group's Support in Development Areas

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Turkey? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	109	128	4.28	2.28
2. Gender equity (closing the gap between women and men, and boys and girls)	148	88	5.35	2.16
3. Private sector development	150	86	5.63	2.05
4. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	156	81	5.35	2.24
5. Urban development	141	96	5.46	2.33
6. Energy	143	94	5.98	2.2
7. Water and sanitation	125	112	5.87	2.32
8. Job creation/employment	154	83	5.28	2.23
9. Health	126	111	5.40	2.29
10. Transport (e.g., roads, bridges, transportation)	116	118	5.38	2.4
11. Agriculture and rural development	136	100	5.19	2.33
12. Trade and exports	117	114	5.26	2.26
13. Natural resource management (renewables/non-renewables)	137	98	5.59	2.36
14. Climate change (e.g., mitigation, adaptation)	131	105	5.47	2.43
15. Poverty reduction	142	92	5.17	2.38
16. Economic growth	156	79	5.71	2.32
17. Disaster risk management	115	119	5.44	2.46
18. Equality of opportunity (i.e., social inclusion)	141	93	5.39	2.37

2. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?	Percentage of Respondents (N=233)
Increased its emphasis recently	18.0%
Decreased its emphasis recently	18.0%
Emphasis has remained pretty consistent over time	15.0%
Don't know	48.9%

**E. 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=242)
Weekly	5.4%
Monthly	16.1%
A few times a year	50.8%
Rarely	20.2%
Never	7.4%

In Turkey, 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	172	59	6.45	2.01
3. Include appropriate level of stakeholder involvement during preparation	178	54	6.25	2.11
4. Lead to practical solutions	181	51	5.94	2.08
5. Are source of relevant information on global good practices	196	38	7.41	1.91
6. Are adequately disseminated and accessible	179	54	6.04	2.02
7. Are translated enough into local language	185	49	6.22	2.14
8. Are adaptable to Turkey's specific development challenges and country circumstances*	185	49	5.82	2.16

Overall Evaluations	N	DK	Mean	SD
9. 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)	198	39	5.74	2.07
10. 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)	205	31	7.10	1.80

F. The Future Role of the World Bank Group in Turkey

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Turkey? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=238)
Increase the level of capacity development in the country	34.9%
Improve the quality of its experts as related to Turkey's specific challenges	33.6%
Engage more effectively with private sector	27.7%
Collaborate more effectively with Government clients (e.g., national, state, local)	18.9%
Reduce the complexity of obtaining World Bank Group financing	15.1%
Offer more innovative financial products and services	15.1%
Offer more innovative knowledge products and services	10.5%
Work faster	10.1%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	8.8%
Increase availability of Reimbursable Advisory Services (RAS)	6.7%
Other	4.6%
Ensure greater selectivity in its work	3.8%

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

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; N=240)
Local government	47.9%
Private sector	38.3%
Academia/think tanks/research institutes	37.5%
Beneficiaries	34.2%
Donor community	9.2%
Other	7.5%
Media	6.3%
Parliament	3.3%
Don't know	3.3%

G. Communication and Information Sharing

1. How frequently do you interact with the World Bank Group now in Turkey?	Percentage of Respondents (N=240)
Never	17.1%
Less than once a year	19.6%
Once a year to a few times a year	32.5%
Less than once a month	11.7%
At least once a month	12.5%
At least once a week	6.7%

2. How do you get most of your information about economic and social development issues in Turkey? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=242)
Internet	83.5%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	38.0%
Local newspapers	20.2%
International newspapers	14.5%
Local television	9.9%
Other	7.9%
International television	5.0%

3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=242)
World Bank Group's seminars/workshops/conferences	40.5%
World Bank Group's website	32.2%
e-Newsletters	31.0%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	26.9%
World Bank Group's publications and other written materials	21.9%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	20.2%
Webinars or online events hosted by the World Bank Group	16.1%

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

5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	236	3.0%	12.3%	42.4%	42.4%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	237	4.2%	21.1%	45.6%	29.1%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	236	3.0%	10.6%	28.4%	58.1%
Visited a WBG website (e.g., read a blog, used data)	237	5.5%	22.8%	48.5%	23.2%
Attended an event/conference hosted by the WBG	235	0.9%	6.0%	37.0%	56.2%
Watched a webinar or online event hosted by the WBG	236	0.4%	4.2%	13.1%	82.2%
Read some or all of a WBG research paper or publication	236	3.4%	19.5%	56.8%	20.3%
Met professionally with WBG staff	238	6.3%	11.3%	34.9%	47.5%
Read a WBG e-newsletter	233	2.1%	5.6%	33.5%	58.8%

H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=282)
Employee of Ministry, Ministerial Department, Implementation Agency	22.0%
Private Sector Organization	19.1%
NGO/Community Based Organization	11.0%
Academia/Research Institute/Think Tank	11.0%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	6.7%
State-Owned Enterprise	5.3%
Financial Sector/Private Bank	5.3%
Multilateral Agency (e.g., UN, regional development bank)	4.6%
Other	3.9%
Local Government Office or Staff	2.5%
Public-Private Partnership	2.5%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	2.1%
Bilateral Agency (e.g., embassy, diplomatic, military)	1.1%
Media (press, radio, TV, web, etc.)	1.1%
Office of the President, Prime Minister	0.7%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	0.7%
Trade Union	0.4%
Office of Minister	0.0%
Office of Parliamentarian	0.0%
Judicial System (e.g., courts)	0.0%
Faith-Based Group	0.0%
Youth Group	0.0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=281)
Generalist (specialized in multiple sectors)	13.2%
Finance and markets	10.7%
Macroeconomics, fiscal management	8.9%
Transport	8.2%
Jobs	6.4%
Trade and competitiveness	6.4%
Education	4.6%
Environment, natural resources	4.6%
Urban development	4.3%
Other	3.9%
Agriculture, rural development	3.6%
Energy	3.2%
Governance, anti-corruption	2.8%
Social protection	2.8%
Communications, public affairs	2.8%
Gender	2.1%
Digital development and technology (ICT)	2.1%
Tourism	1.8%
Health, nutrition	1.4%
Water, sanitation	1.4%
Fragility, conflict, violence, refugees	1.4%
Poverty	1.1%
Climate change	1.1%
Demographics, migration	1.1%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in your country?	Percentage of Respondents (N=281)
Yes	38.1%
No	61.9%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Turkey? (Select only ONE response)	Percentage of Respondents (N=107)
The World Bank (IBRD)	90.7%
The International Finance Corporation (IFC)	9.3%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=111)
Yes	30.6%
No	69.4%

**H. Background Information (continued)**

6. Which of the following describes most of your exposure to the World Bank Group in Turkey? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=270)
Collaborate as part of my professional duties	47.4%
Use World Bank Group reports/data	33.0%
Use World Bank Group website for information, data, research, etc.	32.6%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	19.6%
Engage in World Bank Group related/sponsored events/activities	17.0%

7. What's your gender?	Percentage of Respondents (N=280)
Female	34.3%
Male	65.7%

8. What's your age?	Percentage of Respondents (N=283)
25 and under	1.1%
26-35	20.5%
36-45	31.4%
46-55	28.6%
56 and above	18.4%

9. Which best represents your geographic location?	Percentage of Respondents (N=282)
Ankara	64.2%
Istanbul	24.1%
Other area	10.3%
Outside the country	1.4%



Appendix B: Responses to Selected Questions by Stakeholder Groups¹⁵

● Employee of a Ministry/PMU/Consultant on WBG Project N=81 ● Local Government N=7 ● Independent Government Institution N=6 ● State-Owned Enterprise N=15 ● Bilateral/Multilateral Agency N=16 ● Public-Private Partnership N=7 ● Private Sector/Financial Sector/Private Bank N=69 ● CSO N=34 ● Academia/Research Institute/Think Tank (Academia) N=31 ● Other¹⁶ N=16

A. Overall Context

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Public-Private Partnership	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
The right direction	44.7%	66.7%	83.3%	53.3%	6.7%	28.6%	20.3%	14.7%	6.5%	12.5%
The wrong direction	28.9%	16.7%	0.0%	13.3%	60.0%	28.6%	49.3%	55.9%	77.4%	43.8%
Not sure	26.3%	16.7%	16.7%	33.3%	33.3%	42.9%	30.4%	29.4%	16.1%	43.8%

*Significantly different between stakeholder groups

¹⁵ Only 282 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

¹⁶ Includes the following categories: Office of the President, Prime Minister (N=2), Media (N=3), and Other (11).

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Public-Private Partnership	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Gender equity*	5.1%	0.0%	0.0%	0.0%	6.3%	0.0%	5.8%	26.5%	19.4%	12.5%
Financial markets	3.8%	0.0%	16.7%	0.0%	0.0%	0.0%	4.3%	2.9%	3.2%	0.0%
Pollution	1.3%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development	9.0%	14.3%	0.0%	0.0%	12.5%	14.3%	8.7%	2.9%	3.2%	6.3%
Energy	7.7%	14.3%	16.7%	20.0%	0.0%	14.3%	7.2%	5.9%	12.9%	0.0%
Education	41.0%	71.4%	50.0%	46.7%	68.8%	71.4%	42.0%	35.3%	48.4%	43.8%
Public sector governance/reform	12.8%	28.6%	33.3%	6.7%	25.0%	14.3%	27.5%	14.7%	35.5%	37.5%
Global/regional integration	2.6%	0.0%	16.7%	0.0%	6.3%	0.0%	7.2%	2.9%	9.7%	0.0%
Job creation/employment	39.7%	28.6%	66.7%	33.3%	62.5%	42.9%	33.3%	20.6%	32.3%	25.0%
Health*	6.4%	14.3%	0.0%	20.0%	0.0%	14.3%	0.0%	2.9%	0.0%	6.3%
Urban development	6.4%	0.0%	0.0%	0.0%	6.3%	0.0%	4.3%	0.0%	9.7%	0.0%
Social protection	3.8%	0.0%	0.0%	0.0%	6.3%	0.0%	4.3%	8.8%	0.0%	6.3%
Water and sanitation	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%
Food security	2.6%	0.0%	0.0%	0.0%	6.3%	0.0%	1.4%	2.9%	9.7%	0.0%
Agriculture and rural development*	20.5%	57.1%	0.0%	40.0%	6.3%	14.3%	24.6%	5.9%	9.7%	12.5%
Poverty reduction	5.1%	0.0%	0.0%	13.3%	12.5%	0.0%	4.3%	5.9%	9.7%	12.5%
Disaster risk management	3.8%	0.0%	0.0%	0.0%	6.3%	0.0%	10.1%	8.8%	0.0%	0.0%
Trade and exports	5.1%	28.6%	16.7%	20.0%	0.0%	0.0%	4.3%	8.8%	3.2%	6.3%
Judiciary reform	34.6%	0.0%	16.7%	0.0%	18.8%	57.1%	30.4%	41.2%	35.5%	37.5%
Crime and violence	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	11.8%	0.0%	6.3%
Natural resource management	9.0%	0.0%	0.0%	13.3%	0.0%	0.0%	10.1%	8.8%	0.0%	6.3%
Climate change*	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	4.3%	20.6%	12.9%	0.0%
Equality of opportunity	10.3%	0.0%	0.0%	13.3%	31.3%	0.0%	5.8%	11.8%	12.9%	6.3%
Information and communications technology	11.5%	14.3%	0.0%	20.0%	0.0%	0.0%	7.2%	2.9%	12.9%	6.3%
Anti-corruption*	10.3%	0.0%	16.7%	0.0%	6.3%	0.0%	23.2%	26.5%	9.7%	43.8%
Transport	3.8%	0.0%	0.0%	6.7%	0.0%	0.0%	1.4%	2.9%	0.0%	6.3%
Economic growth	28.2%	28.6%	50.0%	13.3%	12.5%	0.0%	23.2%	17.6%	9.7%	12.5%

*Significantly different between stakeholder groups

**A. Overall Context (continued)**

When economic and/or social reform efforts fail or are slow to take place in Turkey, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Public-Private Partnership	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Inadequate level of government accountability	30.3%	28.6%	50.0%	23.1%	57.1%	28.6%	44.4%	54.5%	36.7%	60.0%
Inadequate level of private sector participation	15.2%	42.9%	33.3%	23.1%	7.1%	28.6%	14.3%	3.0%	6.7%	6.7%
Corruption	9.1%	0.0%	0.0%	30.8%	14.3%	14.3%	19.0%	15.2%	20.0%	26.7%
Poor coordination within the government	19.7%	42.9%	16.7%	7.7%	28.6%	28.6%	15.9%	9.1%	13.3%	13.3%
Inadequate level of citizen/civil society participation	21.2%	14.3%	16.7%	30.8%	7.1%	14.3%	14.3%	27.3%	26.7%	20.0%
Inadequate level of donor coordination	6.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%
Reforms are not well thought out in light of country challenges	24.2%	14.3%	66.7%	30.8%	21.4%	28.6%	23.8%	15.2%	26.7%	13.3%
Inadequate level of capacity in the government	13.6%	14.3%	0.0%	7.7%	28.6%	0.0%	19.0%	27.3%	23.3%	6.7%
Private sector involvement and/or influence*	9.1%	0.0%	16.7%	7.7%	0.0%	28.6%	1.6%	9.1%	0.0%	0.0%
Political pressures and obstacles	42.4%	14.3%	0.0%	23.1%	35.7%	28.6%	42.9%	36.4%	40.0%	46.7%
Other	1.5%	14.3%	0.0%	0.0%	0.0%	0.0%	3.2%	3.0%	3.3%	0.0%

*Significantly different between stakeholder groups

	Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Independent Government Institution			State-Owned Enterprise			Bilateral/ Multilateral Agency			Public-Private Partnership			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	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 trust the World Bank Group to do what is right?	62	5.32	2.31	5	6.20	2.95	5	7.40	0.55	11	5.09	2.84	12	6.50	2.47	6	5.00	1.55	61	5.90	2.22	30	5.50	2.00	29	5.76	2.06	14	5.71	2.40

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

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Independent Government Institution			State-Owned Enterprise			Bilateral/ Multilateral Agency			Public-Private Partnership			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	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 Turkey?*	68	6.79	2.11	7	7.00	1.63	6	7.67	1.37	12	4.42	3.68	14	6.36	2.37	6	7.33	1.37	63	6.19	2.29	30	5.53	2.15	30	6.43	2.37	14	6.93	1.98

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between stakeholder groups

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Independent Government Institution			State-Owned Enterprise			Bilateral/ Multilateral Agency			Public-Private Partnership			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	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 Turkey	65	5.75	2.20	6	6.67	1.86	5	5.80	1.64	7	4.57	3.41	12	6.08	2.43	6	6.17	1.72	57	5.47	2.11	24	5.54	1.84	28	5.68	2.06	14	5.86	1.83
The World Bank Group's work is aligned with what I consider the development priorities for Turkey	66	6.03	1.99	7	6.71	2.14	5	6.40	1.67	7	4.43	3.26	12	6.92	2.11	6	6.33	1.86	57	5.93	2.06	22	5.68	1.86	27	6.04	2.10	13	6.23	1.64

	Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Independent Government Institution			State-Owned Enterprise			Bilateral/ Multilateral Agency			Public-Private Partnership			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	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 Turkey.	65	5.74	2.00	7	6.29	1.89	5	6.60	1.34	7	6.29	3.15	11	6.55	1.92	6	7.00	1.41	57	5.32	2.22	22	5.55	2.04	26	5.27	2.20	13	6.08	1.19

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Independent Government Institution			State-Owned Enterprise			Bilateral/ Multilateral Agency			Public-Private Partnership			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	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 Turkey?	64	5.52	1.94	5	6.00	2.00	5	6.20	0.45	6	4.33	2.66	12	5.25	1.91	5	6.20	1.64	56	5.16	2.19	20	5.25	2.07	24	5.17	2.16	10	5.80	1.93

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

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Independent Government Institution			State-Owned Enterprise			Bilateral/ Multilateral Agency			Public-Private Partnership			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	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 influence the development agenda in Turkey?	66	5.23	2.15	5	5.80	1.92	5	5.40	2.41	8	4.50	2.27	12	5.33	1.97	5	5.80	1.30	53	4.60	2.27	23	4.74	2.18	28	4.43	2.32	11	4.73	1.79

(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 Turkey, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Turkey? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Public-Private Partnership	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Education	32.8%	28.6%	33.3%	27.3%	46.2%	66.7%	25.0%	30.0%	33.3%	28.6%
Public sector governance/reform	14.9%	0.0%	0.0%	9.1%	38.5%	0.0%	26.7%	23.3%	33.3%	14.3%
Global/regional integration	3.0%	0.0%	0.0%	0.0%	0.0%	33.3%	6.7%	3.3%	6.7%	0.0%
Food security	3.0%	0.0%	16.7%	18.2%	7.7%	0.0%	1.7%	0.0%	3.3%	0.0%
Urban development	7.5%	28.6%	0.0%	9.1%	7.7%	0.0%	5.0%	10.0%	6.7%	7.1%
Water and sanitation	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%
Job creation/employment	35.8%	42.9%	33.3%	27.3%	46.2%	33.3%	26.7%	16.7%	20.0%	35.7%
Health	6.0%	0.0%	16.7%	9.1%	0.0%	16.7%	5.0%	0.0%	0.0%	7.1%
Financial markets	10.4%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	3.3%	3.3%	0.0%
Social protection	4.5%	0.0%	16.7%	0.0%	7.7%	0.0%	1.7%	0.0%	10.0%	7.1%
Gender equity*	1.5%	0.0%	0.0%	9.1%	7.7%	16.7%	8.3%	30.0%	10.0%	14.3%
Private sector development	20.9%	0.0%	0.0%	9.1%	7.7%	16.7%	11.7%	6.7%	10.0%	7.1%
Energy	6.0%	28.6%	16.7%	18.2%	0.0%	33.3%	5.0%	6.7%	6.7%	0.0%
Natural resource management	7.5%	0.0%	0.0%	18.2%	0.0%	0.0%	10.0%	6.7%	10.0%	7.1%
Climate change	7.5%	14.3%	16.7%	9.1%	23.1%	0.0%	6.7%	23.3%	16.7%	7.1%
Poverty reduction	19.4%	28.6%	33.3%	36.4%	15.4%	0.0%	11.7%	23.3%	26.7%	21.4%
Anti-corruption	11.9%	0.0%	0.0%	9.1%	30.8%	0.0%	23.3%	26.7%	6.7%	28.6%
Judiciary reform	7.5%	0.0%	0.0%	0.0%	7.7%	0.0%	11.7%	16.7%	20.0%	7.1%
Economic growth	26.9%	14.3%	50.0%	27.3%	23.1%	33.3%	16.7%	20.0%	10.0%	7.1%
Disaster risk management*	1.5%	28.6%	0.0%	0.0%	0.0%	16.7%	5.0%	10.0%	0.0%	7.1%
Equality of opportunity	17.9%	0.0%	16.7%	0.0%	7.7%	0.0%	10.0%	13.3%	13.3%	14.3%
Information and communications technology	3.0%	14.3%	0.0%	9.1%	0.0%	0.0%	6.7%	0.0%	13.3%	7.1%
Transport	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%
Agriculture and rural development	19.4%	42.9%	33.3%	9.1%	23.1%	16.7%	35.0%	20.0%	23.3%	28.6%
Trade and exports	9.0%	14.3%	0.0%	9.1%	0.0%	0.0%	11.7%	0.0%	6.7%	14.3%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%

*Significantly different between stakeholder groups

**C. World Bank Group's Work and Engagement on the Ground**

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Independent Government Institution			State-Owned Enterprise			Bilateral/ Multilateral Agency			Public-Private Partnership			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	62	5.82	1.82	5	7.00	1.87	5	5.80	1.30	5	5.60	3.05	9	5.33	2.18	5	5.20	1.10	49	5.29	2.27	21	5.33	2.03	24	5.21	1.82	8	6.00	1.69
Flexibility (in terms of the institution's products and services)	58	5.78	1.92	5	6.40	1.67	4	5.75	0.96	5	5.20	2.95	8	5.37	2.56	5	5.60	1.52	48	5.02	2.26	19	4.79	1.75	24	5.00	1.82	7	6.86	2.12
Flexibility (in terms of changing country circumstances)	57	5.75	1.94	5	6.60	1.52	5	6.00	1.58	5	4.20	2.49	9	5.44	2.24	6	5.50	1.64	49	4.96	2.00	20	5.00	2.03	22	4.86	1.75	7	6.43	1.90
Being inclusive	61	6.05	2.00	5	6.80	1.92	5	6.40	1.82	5	5.20	2.78	10	6.00	2.40	6	6.17	2.23	51	5.43	2.11	20	5.40	1.96	27	5.19	1.69	8	6.13	1.64
Openness (sharing data and other information)	62	6.63	2.06	5	7.40	2.30	5	8.00	1.87	5	6.20	3.56	10	6.90	2.60	6	6.67	2.25	50	6.42	2.42	20	6.65	2.35	27	6.96	1.85	11	7.00	2.37
Collaboration with the Government	59	6.76	2.01	6	6.83	1.72	5	7.20	2.17	5	5.20	3.35	9	6.67	2.12	6	7.00	1.90	45	5.89	2.27	19	6.53	2.32	21	6.14	2.20	7	6.71	1.70
The speed in which it gets things accomplished on the ground	61	5.67	2.12	5	7.80	1.92	5	6.60	1.52	5	5.20	2.78	10	5.00	2.45	6	5.67	2.25	47	4.85	2.17	18	5.33	2.11	22	5.05	1.89	9	5.56	1.74
Helping to bring discipline/effective supervision to implementation of investment projects	59	6.37	2.07	6	8.17	1.84	3	6.67	2.08	5	4.80	3.11	9	6.00	2.29	5	6.20	2.95	47	6.09	2.13	21	6.67	2.18	23	5.35	1.87	8	5.13	1.73
Collaboration with civil society	55	5.91	2.15	4	7.00	1.41	4	7.00	2.16	4	5.00	3.37	10	5.70	2.26	6	6.50	2.88	43	5.07	2.38	21	4.81	2.68	27	5.52	1.85	8	5.13	1.89
Staff accessibility	59	6.34	2.52	6	8.33	1.75	5	8.20	2.17	5	6.20	3.70	10	7.20	2.66	5	6.20	3.03	47	5.36	2.81	19	5.74	2.58	20	5.15	2.01	7	5.57	2.51
Collaboration with other donors and development partners	56	6.43	2.16	4	7.50	1.29	4	7.00	1.83	5	5.80	3.19	10	6.40	2.50	6	6.50	2.74	42	5.76	2.48	18	6.11	2.06	15	4.87	2.23	7	5.57	2.37
Collaboration with the private sector	57	5.93	2.10	4	6.75	2.06	5	7.60	2.07	4	5.00	3.16	9	6.33	2.40	4	5.50	2.08	49	5.39	2.40	20	5.70	2.49	18	5.17	1.92	8	5.50	2.20
Straightforwardness and honesty	60	7.43	2.00	5	8.60	1.14	5	9.60	0.55	5	6.20	3.63	9	7.22	2.68	6	6.50	2.59	47	6.89	2.60	21	6.90	2.57	26	7.04	2.18	9	7.33	1.41
Treating clients and stakeholders in Turkey with respect	61	7.46	2.43	5	9.00	1.00	5	8.60	2.07	5	6.40	3.78	9	8.11	1.76	5	6.80	2.86	47	6.77	2.64	21	6.81	2.68	22	7.23	1.90	9	8.00	1.73
Being a long-term partner	57	7.40	2.44	5	8.60	1.34	5	7.40	2.30	5	6.80	4.09	11	7.36	2.80	6	7.17	2.32	48	7.06	2.49	22	6.91	2.49	26	6.85	2.05	10	7.90	1.85

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Independent Government Institution			State-Owned Enterprise			Bilateral/ Multilateral Agency			Public-Private Partnership			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	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 takes decisions quickly in Turkey	58	5.91	2.39	5	6.60	2.07	5	6.40	2.41	5	4.80	2.28	9	5.78	2.39	3	4.67	1.53	42	4.90	2.20	17	5.24	2.31	14	4.64	2.06	6	6.17	1.72
Where country systems are adequate, the World Bank Group makes appropriate use of them	50	6.50	2.48	6	7.33	2.25	4	7.50	1.92	4	4.75	2.63	8	7.38	2.00	3	5.33	2.52	36	6.19	2.44	18	6.00	2.28	13	5.92	2.29	8	7.62	1.92

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Independent Government Institution			State-Owned Enterprise			Bilateral/ Multilateral Agency			Public-Private Partnership			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	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 meet the needs of Turkey	57	5.61	1.99	6	6.00	1.67	5	6.40	0.89	5	6.00	2.92	7	6.29	2.36	5	6.00	2.00	49	4.73	2.08	19	5.21	1.78	20	5.10	1.86	11	5.91	1.70
The World Bank Group meets Turkey's needs for knowledge services	62	6.19	1.89	6	6.33	1.63	6	7.33	0.82	5	5.80	3.11	10	6.60	2.22	6	6.67	2.25	50	5.96	2.20	23	6.22	1.70	30	6.27	1.91	11	6.36	1.96

D. World Bank Group's Support in Development Areas

From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?*

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Public-Private Partnership	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Increased its emphasis recently	26.2%	20.0%	33.3%	22.2%	11.1%	16.7%	5.4%	20.0%	20.0%	18.2%
Decreased its emphasis recently	10.8%	20.0%	33.3%	11.1%	11.1%	16.7%	21.4%	23.3%	16.7%	36.4%
Emphasis has remained pretty consistent over time	16.9%	20.0%	16.7%	0.0%	11.1%	16.7%	7.1%	13.3%	30.0%	9.1%
Don't know	46.2%	40.0%	16.7%	66.7%	66.7%	50.0%	66.1%	43.3%	33.3%	36.4%



E. 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	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Public-Private Partnership	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Weekly	10.4%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	3.3%	0.0%
Monthly	14.9%	14.3%	50.0%	11.1%	20.0%	16.7%	14.0%	6.7%	20.0%	30.8%
A few times a year	52.2%	57.1%	50.0%	22.2%	70.0%	33.3%	47.4%	50.0%	63.3%	46.2%
Rarely	17.9%	28.6%	0.0%	33.3%	10.0%	33.3%	21.1%	30.0%	13.3%	23.1%
Never	4.5%	0.0%	0.0%	33.3%	0.0%	16.7%	12.3%	13.3%	0.0%	0.0%

	Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Independent Government Institution			State-Owned Enterprise			Bilateral/ Multilateral Agency			Public-Private Partnership			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
In Turkey, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Turkey's specific development challenges and country circumstances	56	6.09	2.00	7	5.71	2.50	5	6.60	1.52	4	5.25	2.06	8	6.38	2.93	5	6.60	2.61	40	5.65	2.38	22	5.18	2.06	25	5.48	2.06	9	5.56	2.19

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

	Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Independent Government Institution			State-Owned Enterprise			Bilateral/ Multilateral Agency			Public-Private Partnership			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	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?	58	5.69	1.93	7	6.14	1.35	5	6.20	1.92	3	5.67	2.52	8	6.38	2.62	3	5.67	1.16	47	5.45	2.50	23	6.22	1.59	28	5.50	2.06	10	5.20	2.20
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	63	6.95	1.88	7	7.00	1.29	6	7.50	1.52	4	6.50	2.65	9	7.33	2.18	5	7.40	2.19	45	6.89	1.96	22	7.18	1.33	28	7.32	1.74	12	7.08	1.73

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

**F. The Future Role of The World Bank Group in Turkey**

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Public-Private Partnership	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Ensure greater selectivity in its work	3.0%	0.0%	0.0%	11.1%	10.0%	0.0%	1.8%	6.7%	3.3%	0.0%
Increase the level of capacity development in the country*	31.8%	33.3%	16.7%	22.2%	50.0%	16.7%	21.1%	56.7%	53.3%	25.0%
Improve the quality of its experts as related to Turkey's specific challenges	37.9%	33.3%	50.0%	11.1%	30.0%	66.7%	26.3%	33.3%	30.0%	50.0%
Engage more effectively with private sector*	16.7%	16.7%	50.0%	11.1%	10.0%	0.0%	56.1%	20.0%	26.7%	16.7%
Offer more innovative knowledge products and services*	12.1%	33.3%	16.7%	0.0%	0.0%	33.3%	1.8%	6.7%	13.3%	33.3%
Collaborate more effectively with Government clients (e.g., national, state, local)*	30.3%	33.3%	33.3%	33.3%	20.0%	16.7%	5.3%	13.3%	23.3%	0.0%
Work faster	12.1%	16.7%	0.0%	0.0%	10.0%	16.7%	19.3%	3.3%	3.3%	0.0%
Reduce the complexity of obtaining World Bank Group financing	18.2%	0.0%	0.0%	33.3%	20.0%	0.0%	19.3%	10.0%	6.7%	8.3%
Increase availability of Reimbursable Advisory Services (RAS)*	3.0%	33.3%	0.0%	0.0%	0.0%	16.7%	12.3%	6.7%	0.0%	16.7%
Help to bring discipline/effective supervision to implementation of World Bank Group projects*	12.1%	0.0%	16.7%	11.1%	0.0%	0.0%	3.5%	0.0%	16.7%	33.3%
Offer more innovative financial products and services	16.7%	0.0%	16.7%	22.2%	20.0%	16.7%	17.5%	16.7%	6.7%	16.7%
Other	1.5%	0.0%	0.0%	11.1%	0.0%	0.0%	5.3%	16.7%	3.3%	0.0%

*Significantly different between stakeholder groups

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

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)	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Public-Private Partnership	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Beneficiaries	44.8%	28.6%	50.0%	22.2%	33.3%	33.3%	28.1%	26.7%	26.7%	38.5%
Private sector*	35.8%	14.3%	66.7%	11.1%	33.3%	16.7%	66.7%	16.7%	30.0%	38.5%
Local government	58.2%	85.7%	33.3%	22.2%	33.3%	50.0%	42.1%	43.3%	46.7%	53.8%
Donor community*	7.5%	0.0%	0.0%	11.1%	55.6%	0.0%	1.8%	16.7%	3.3%	15.4%
Parliament	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	3.3%	3.3%	7.7%
Academia/think tanks/research institutes*	32.8%	28.6%	50.0%	22.2%	0.0%	66.7%	26.3%	43.3%	76.7%	30.8%
Media	6.0%	0.0%	0.0%	22.2%	0.0%	16.7%	7.0%	3.3%	6.7%	7.7%
Other*	3.0%	14.3%	0.0%	0.0%	33.3%	0.0%	0.0%	36.7%	0.0%	7.7%
Don't know*	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	5.3%	3.3%	3.3%	0.0%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in Turkey?*

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Public-Private Partnership	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Never	7.7%	0.0%	0.0%	55.6%	0.0%	16.7%	29.3%	16.7%	16.7%	16.7%
Less than once a year	20.0%	28.6%	0.0%	0.0%	20.0%	0.0%	19.0%	26.7%	23.3%	33.3%
Once a year to a few times a year	29.2%	28.6%	50.0%	11.1%	60.0%	50.0%	27.6%	36.7%	43.3%	25.0%
Less than once a month	4.6%	14.3%	50.0%	11.1%	0.0%	16.7%	10.3%	16.7%	13.3%	16.7%
At least once a month	23.1%	28.6%	0.0%	22.2%	10.0%	16.7%	12.1%	3.3%	3.3%	0.0%
At least once a week	15.4%	0.0%	0.0%	0.0%	10.0%	0.0%	1.7%	0.0%	0.0%	8.3%

*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)****How do you get most of your information about economic and social development issues in Turkey? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Public-Private Partnership	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Local newspapers	27.3%	28.6%	16.7%	22.2%	22.2%	50.0%	12.1%	20.0%	6.7%	7.7%
International newspapers	10.6%	14.3%	0.0%	22.2%	11.1%	16.7%	19.0%	16.7%	16.7%	15.4%
Local television	15.2%	28.6%	0.0%	22.2%	11.1%	16.7%	5.2%	3.3%	3.3%	15.4%
International television	7.6%	0.0%	16.7%	0.0%	0.0%	0.0%	3.4%	3.3%	6.7%	7.7%
Internet	84.8%	57.1%	100.0%	66.7%	88.9%	83.3%	79.3%	83.3%	93.3%	84.6%
Social media	30.3%	28.6%	50.0%	33.3%	11.1%	33.3%	44.8%	60.0%	40.0%	30.8%
Other	12.1%	0.0%	0.0%	0.0%	11.1%	0.0%	6.9%	6.7%	6.7%	15.4%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Public-Private Partnership	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
World Bank Group's publications and other written materials	18.5%	14.3%	16.7%	0.0%	20.0%	16.7%	22.4%	30.0%	33.3%	15.4%
e-Newsletters	24.6%	28.6%	16.7%	22.2%	20.0%	33.3%	44.8%	30.0%	16.7%	61.5%
World Bank Group's seminars/workshops/conferen ces	41.5%	28.6%	66.7%	33.3%	60.0%	66.7%	31.0%	46.7%	46.7%	15.4%
World Bank Group's website	36.9%	14.3%	16.7%	33.3%	40.0%	33.3%	34.5%	23.3%	30.0%	30.8%
Direct contact with World Bank Group	35.4%	57.1%	16.7%	33.3%	40.0%	33.3%	13.8%	26.7%	16.7%	23.1%
Social media	23.1%	14.3%	33.3%	22.2%	0.0%	16.7%	19.0%	26.7%	23.3%	15.4%
Webinars or online events hosted by the World Bank Group	12.3%	14.3%	33.3%	0.0%	10.0%	0.0%	20.7%	10.0%	26.7%	30.8%

H. Background Information**Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?***

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Public-Private Partnership	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Yes	62.5%	57.1%	50.0%	20.0%	62.5%	57.1%	27.9%	18.2%	16.1%	12.5%
No	37.5%	42.9%	50.0%	80.0%	37.5%	42.9%	72.1%	81.8%	83.9%	87.5%

*Significantly different between stakeholder groups

**H. Background Information (continued)**

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Turkey? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Public-Private Partnership	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
The World Bank (IBRD)	91.8%	75.0%	100.0%	100.0%	90.0%	100.0%	89.5%	100.0%	60.0%	100.0%
The International Finance Corporation (IFC)	8.2%	25.0%	0.0%	0.0%	10.0%	0.0%	10.5%	0.0%	40.0%	0.0%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Public-Private Partnership	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Other
Observer*	6.6%	14.3%	0.0%	53.8%	18.8%	14.3%	28.8%	34.4%	13.3%	7.1%
Use World Bank Group reports/data*	18.4%	14.3%	50.0%	15.4%	56.3%	14.3%	37.9%	46.9%	40.0%	50.0%
Engage in World Bank Group related/sponsored events/activities	22.4%	28.6%	0.0%	0.0%	31.3%	14.3%	18.2%	9.4%	16.7%	7.1%
Collaborate as part of my professional duties*	77.6%	57.1%	50.0%	23.1%	43.8%	57.1%	36.4%	28.1%	26.7%	35.7%
Use World Bank Group website for information, data, research, etc.*	22.4%	0.0%	50.0%	23.1%	25.0%	42.9%	31.8%	34.4%	60.0%	57.1%

*Significantly different between stakeholder groups



Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁷

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 FY20 Turkey COS questionnaire: All 10-point scale questions and questions B7, B9, B10, and F1.

For 10-point scale questions that were asked both in FY17 and FY20 Turkey COS, the analysis for collaborators is presented for both years. However, ONLY FY20 responses are tested for statistical significance (collaborators vs. non-collaborators).

- Collaborating with the WBG, FY17 N=103
- Collaborating with the WBG, FY20 N=107
- Not collaborating with the WBG, FY20 N=174

A. Overall Context

To what extent do you trust each of the following groups to do what is right?

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The national/federal government*	92	5.02	2.88	143	4.13	2.91
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	80	5.20	1.91	123	4.87	2.25
The World Bank Group*	88	6.09	2.19	147	5.46	2.24
The International Monetary Fund	87	4.91	2.20	143	4.43	2.30
The United Nations (UN)	89	5.45	2.35	149	5.17	2.52
Regional development banks	85	5.65	1.98	139	5.22	2.21
Turkey's Central Bank*	92	5.58	2.31	148	4.78	2.60
International private sector	88	5.41	1.92	149	5.27	2.28
Domestic private sector	92	5.84	1.96	150	5.92	2.20
International civil society (e.g., NGOs, CBOs)	87	5.85	2.14	147	5.99	2.29
Domestic civil society (e.g., NGOs, CBOs)	88	6.24	2.11	148	6.28	2.09
Faith-based institutions	86	3.10	2.22	147	2.78	2.07
Domestic traditional media and their web presence	90	3.54	2.40	151	2.99	1.99
International media and their web presence	90	4.70	2.15	150	4.73	2.41
Web based media	90	5.48	2.23	150	5.15	2.44

**Significantly different between collaborators and non-collaborators*

B. Overall Attitudes Toward the World Bank Group

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Turkey?*	100	6.80	2.00	100	7.32	1.80	151	5.73	2.39

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

¹⁷ Only 281 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)****To what extent do you agree/disagree with the following statements about the World Bank Group's work in Turkey?***(1-Strongly disagree, 10-Strongly agree)*

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Turkey*	91	5.75	2.12	96	6.26	2.02	129	5.27	2.09
The World Bank Group's work is aligned with what I consider the development priorities for Turkey*	87	5.95	2.03	97	6.63	1.86	126	5.58	2.07

**Significantly different between collaborators and non-collaborators*

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Turkey.*	98	6.21	1.75	95	6.37	1.81	125	5.22	2.13

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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	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 Turkey?*	69	5.54	2.01	91	5.85	1.89	117	5.00	2.07

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Turkey?*	92	5.49	2.04	125	4.50	2.17

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators***To what extent do you believe that the World Bank Group's work and support help the poorest in Turkey?****(Select only ONE response)**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	3.7%	5.9%
To a somewhat sufficient degree	58.7%	54.6%
To a somewhat insufficient degree	26.6%	25.7%
To a very insufficient degree	4.6%	2.6%
Don't know	6.4%	11.2%

**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 Turkey?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Not aligned with country priorities	10.1%	6.9%
Not adequately sensitive to political/social realities in Turkey	11.1%	16.0%
Too influenced by developed countries	15.2%	17.4%
World Bank Group's processes too slow and complex*	22.2%	12.5%
Not adequately flexible	12.1%	6.9%
Not sufficiently focused on sustainable results	13.1%	9.7%
Not collaborating enough with civil society	9.1%	15.3%
Not enough public disclosure of its work	25.3%	34.7%
Arrogant in its approach	6.1%	2.1%
Inadequate World Bank Group's staffing in Turkey	14.1%	9.7%
Not willing to honestly criticize policies and reform efforts in the country	18.2%	21.5%
Staff too inaccessible	9.1%	4.9%
Not collaborating enough with private sector	6.1%	6.9%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	4.0%	1.4%
Other	2.0%	1.4%
Don't know*	3.0%	12.5%

*Significantly different between collaborators and non-collaborators



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 Turkey, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Turkey? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Education	34.3%	31.0%
Public sector governance/reform*	27.3%	16.6%
Global/regional integration	2.0%	6.2%
Food security	4.0%	2.8%
Urban development	9.1%	5.5%
Water and sanitation	2.0%	0.0%
Pollution	0.0%	0.7%
Job creation/employment*	37.4%	24.8%
Health	3.0%	5.5%
Financial markets	4.0%	6.9%
Social protection	3.0%	4.8%
Gender equity	7.1%	11.0%
Private sector development*	17.2%	8.3%
Energy	9.1%	5.5%
Natural resource management	6.1%	9.0%
Climate change	9.1%	13.1%
Poverty reduction	19.2%	20.0%
Anti-corruption	13.1%	17.9%
Judiciary reform	7.1%	13.1%
Economic growth	23.2%	18.6%
Disaster risk management	3.0%	5.5%
Equality of opportunity	13.1%	11.7%
Information and communications technology	3.0%	6.9%
Transport	0.0%	1.4%
Agriculture and rural development	25.3%	26.2%
Trade and exports	6.1%	9.0%
Crime and violence	0.0%	0.7%

*Significantly different between collaborators and non-collaborators

C. World Bank Group's Work and Engagement on the Ground

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Turkey solve its most complicated development challenges?*	86	6.56	1.94	84	6.54	1.93	100	5.74	2.23

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



C. World Bank Group's Work and Engagement on the Ground (continued)

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

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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	82	5.77	1.89	87	6.10	1.63	107	5.10	2.15
Flexibility (in terms of the institution's products and services)*	73	5.44	2.14	83	5.78	1.87	100	5.09	2.15
Flexibility (in terms of changing country circumstances)*	78	5.24	2.08	87	5.76	1.77	98	4.98	2.07
Being inclusive*	77	5.66	2.13	88	6.36	1.72	111	5.19	2.10
Openness (sharing data and other information)	82	6.57	2.25	90	7.03	2.08	111	6.42	2.29
Collaboration with the Government*	75	6.84	2.07	85	6.96	1.89	97	5.99	2.28
The speed in which it gets things accomplished on the ground*	73	5.77	2.29	84	5.86	1.95	104	5.05	2.25
Helping to bring discipline/effective supervision to implementation of investment projects*	68	6.46	2.27	81	6.72	1.97	105	5.72	2.20
Collaboration with civil society*	70	5.93	1.95	76	6.16	2.12	106	5.08	2.30
Staff accessibility*	79	6.78	2.30	86	7.01	2.40	97	5.16	2.56
Collaboration with other donors and development partners*	60	6.35	2.01	76	6.70	2.10	91	5.55	2.35
Collaboration with the private sector*	67	6.09	2.01	78	6.38	1.98	100	5.23	2.32
Straightforwardness and honesty*	73	7.62	2.00	87	7.68	1.88	107	6.87	2.51
Treating clients and stakeholders in Turkey with respect*	77	7.90	1.93	87	7.92	2.15	102	6.75	2.54
Being a long-term partner*	78	7.85	2.01	86	8.01	2.01	110	6.63	2.50

*Significantly different between collaborators and non-collaborators

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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	57	5.86	1.85	75	5.61	2.15	88	4.57	2.36
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	66	6.86	1.68	86	6.85	2.15	100	6.07	2.28
The World Bank Group's approvals and reviews are done in a timely fashion	61	6.41	1.70	80	6.19	2.21	92	5.59	2.26
The World Bank Group's Environmental and Social Framework requirements are reasonable* ¹	43	6.58	1.48	82	6.93	1.92	96	5.78	2.14
The World Bank Group takes decisions quickly in Turkey*	54	6.17	2.03	78	5.83	2.15	86	5.12	2.35
Working with the World Bank Group increases Turkey's institutional capacity*	71	7.10	1.77	92	7.47	2.09	106	6.29	2.57
Where country systems are adequate, the World Bank Group makes appropriate use of them	45	6.42	2.31	74	6.76	2.35	76	6.12	2.37

*Significantly different between collaborators and non-collaborators

¹ In FY 2017, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Turkey*	63	5.24	2.26	81	6.01	1.76	104	4.89	2.06
The World Bank Group meets Turkey's needs for knowledge services*	69	6.12	2.13	93	6.77	1.70	117	5.79	2.06

(1- Strongly disagree, 10- Strongly agree) *Significantly different between collaborators and non-collaborators

**C. World Bank Group's Work and Engagement on the Ground (continued)**

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that Turkey received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?*	36	5.89	1.94	53	5.96	2.19	61	4.70	2.11

(1-Not effectively at all, 10-Very effectively) *Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Turkey?	74	5.00	2.28	102	4.57	2.55

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

D. World Bank Group's Support in Development Areas

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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	42	5.05	2.19	43	4.51	1.91	63	4.03	2.50
Gender equity*	45	5.64	2.11	63	5.75	2.04	81	4.98	2.21
Private sector development*	56	6.16	1.94	68	6.34	1.69	78	5.01	2.14
Public sector governance/reform*	53	5.87	2.10	63	6.13	1.69	89	4.76	2.39
Urban development*	43	5.86	1.93	58	6.55	1.87	79	4.59	2.25
Energy*	53	6.13	1.96	58	6.91	1.75	81	5.26	2.27
Water and sanitation*	52	6.1	1.97	53	6.55	1.98	68	5.29	2.44
Job creation/employment*	51	6.27	2.01	67	6.03	1.99	82	4.61	2.24
Health*	43	5.88	2.15	50	6.14	2.07	73	4.86	2.33
Transport*	43	5.98	2.12	47	6.17	2.16	66	4.79	2.42
Agriculture and rural development*				58	5.98	2.20	75	4.61	2.28
Trade and exports*	46	6.02	2.02	52	6.08	1.99	62	4.61	2.29
Natural resource management*	47	6.09	2.04	56	6.39	2.01	77	4.99	2.47
Climate change*	45	6.31	2.17	56	6.41	2.09	70	4.59	2.39
Poverty reduction*	52	6.06	2.17	61	5.72	2.09	78	4.69	2.52
Economic growth*	55	6.31	2.03	68	6.35	2.04	84	5.14	2.45
Disaster risk management*	41	6.05	2.41	44	6.55	1.87	67	4.61	2.53
Equality of opportunity*	43	5.95	2.23	62	6.11	2.02	75	4.71	2.45

* Significantly different between collaborators and non-collaborators



E. World Bank Group's Knowledge Work and Activities

In Turkey, 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)

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	60	6.72	1.72	75	6.80	1.90	92	6.09	2.06
Include appropriate level of stakeholder involvement during preparation*	62	6.84	1.67	80	6.81	1.96	93	5.70	2.14
Lead to practical solutions*	60	6.37	1.65	81	6.28	2.01	95	5.62	2.07
Are source of relevant information on global good practices	66	7.33	1.74	86	7.67	1.83	106	7.18	1.97
Are adequately disseminated*	63	6.40	1.85	78	6.44	1.95	97	5.71	2.04
Are translated enough into local language*	61	6.85	1.83	80	6.71	2.03	100	5.75	2.16
Are adaptable to Turkey's specific development challenges and country circumstances*	61	6.48	1.98	82	6.21	1.98	99	5.42	2.26

*Significantly different between collaborators and non-collaborators

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	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?*	72	5.94	1.94	84	6.17	1.99	109	5.36	2.09

(1- Not significant at all, 10- Very significant) *Significantly different between collaborators and non-collaborators

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	71	7.23	1.82	90	7.31	1.75	111	6.86	1.83

(1- Very low technical quality, 10- Very high technical quality) *Significantly different between collaborators and non-collaborators

F. The Future Role of the World Bank Group in Turkey

Which of the following SHOULD the World Bank Group do to make itself of greater value in Turkey?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Ensure greater selectivity in its work	5.3%	2.2%
Increase the level of capacity development in the country	40.0%	31.2%
Improve the quality of its experts as related to Turkey's specific challenges	37.9%	31.2%
Engage more effectively with private sector	25.3%	29.7%
Offer more innovative knowledge products and services	7.4%	12.3%
Collaborate more effectively with Government clients (e.g., national, state, local)	18.9%	18.1%
Work faster	13.7%	8.0%
Reduce the complexity of obtaining World Bank Group financing	13.7%	15.9%
Increase availability of Reimbursable Advisory Services (RAS)	7.4%	6.5%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	8.4%	9.4%
Offer more innovative financial products and services	16.8%	14.5%
Other*	1.1%	7.2%

*Significantly different between collaborators and non-collaborators



Appendix D: Responses to Selected Questions by Year¹⁸

All data presented in this appendix are weighted. As a result, means of the FY 2020 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2017 respondents and the total number of respondents indicated may differ from those reported in the FY 2017 COS report.

- FY 2017 Number of comparable respondents = 248
- FY 2020 Number of comparable respondents = 264

By weighting, the FY 2017 and FY 2020 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2017	FY 2020
Office of the President/Prime Minister/Minister	1.0%	1.0%
Government Institutions	37.5%	37.5%
Local Government	5.0%	5.0%
Bilateral/Multilateral Agency	7.0%	7.0%
Civil Society	13.0%	13.0%
Private Sector	26.0%	26.0%
Academia/Research Institute/Think Tank	9.5%	9.5%
Media	1.0%	1.0%

A. Overall Context

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

Percentage of Respondents	FY 2017	FY 2020
The right direction	39.1%	30.6%
The wrong direction	34.0%	42.6%
Not sure	26.8%	26.7%

B. Overall Attitudes toward the World Bank Group

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Turkey?	243	6.14	2.39	235	6.31	2.31

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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Turkey	211	5.42	2.19	208	5.67	2.13
The World Bank Group's work is aligned with what I consider the development priorities for Turkey	201	5.68	2.07	208	6.02	2.07

¹⁸ Only those questions that were asked in the FY 2017 and FY 2020 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Turkey.	227	5.70	1.96	205	5.70	2.10

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Turkey?	170	5.35	2.06	195	5.34	2.03

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

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

Percentage of Respondents	FY 2017	FY 2020
To a fully sufficient degree	0.4%	0.4%
To a somewhat sufficient degree	15.1%	18.5%
To a somewhat insufficient degree	22.3%	23.5%
To a very insufficient degree	34.0%	33.2%
Don't know	28.2%	24.4%

C. World Bank Group's Work and Engagement on the Ground

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Turkey solve its most complicated development challenges?	198	5.91	2.15	174	6.15	2.16

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

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	183	5.38	2.04	182	5.60	2.03
Flexibility (in terms of the institution's products and services)	166	5.19	2.16	172	5.39	2.05
Flexibility (in terms of changing country circumstances)	175	5.08	2.08	174	5.37	1.99
Being inclusive	178	5.40	2.11	185	5.74	2.04
Openness (sharing data and other information)	186	6.32	2.29	186	6.73	2.23
Collaboration with the Government	168	6.52	2.17	173	6.43	2.17
The speed in which it gets things accomplished on the ground	172	5.37	2.24	175	5.46	2.20
Helping to bring discipline/effective supervision to implementation of investment projects	162	6.27	2.29	176	6.28	2.15
Collaboration with civil society	166	5.51	2.17	168	5.56	2.29
Staff accessibility	172	6.01	2.42	175	6.15	2.66
Collaboration with other donors and development partners	147	5.87	2.17	157	6.14	2.28
Collaboration with the private sector	161	5.69	2.12	168	5.77	2.26
Straightforwardness and honesty	169	7.47	2.19	179	7.26	2.32
Treating clients and stakeholders in Turkey with respect	171	7.61	2.04	177	7.30	2.44
Being a long-term partner	174	7.29	2.25	181	7.23	2.42

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	123	5.31	2.08	160	5.09	2.32
The World Bank Group effectively monitors and evaluates the projects and programs it supports	142	6.70	2.00	175	6.45	2.27
The World Bank Group's approvals and reviews are done in a timely fashion	125	6.11	2.02	165	5.88	2.26
The World Bank Group's Environmental and Social Framework requirements are reasonable ⁱ	93	6.13	1.94	168	6.36	2.13
The World Bank Group takes decisions quickly in Turkey	115	5.55	2.15	158	5.50	2.29
Working with the World Bank Group increases Turkey's institutional capacity	152	6.75	2.14	187	6.83	2.44
Where country systems are adequate, the World Bank Group makes appropriate use of them	96	6.12	2.27	144	6.43	2.36

ⁱ In FY 2017, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent do you agree/disagree with the following statements about the World Bank Group in Turkey?***(1-Strongly disagree, 10-Strongly agree)*

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Turkey*	163	4.76	2.20	173	5.41	2.02
The World Bank Group meets Turkey's needs for knowledge services*	176	5.79	2.27	195	6.23	1.95

**Significantly different between FY2017 and FY2020*

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Turkey received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	88	5.39	2.25	108	5.38	2.30

*(1-To no degree at all, 10-To a very significant degree)***D. World Bank Group's Support in Development Areas****How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Turkey? (1-Not effective at all, 10-Very effective)**

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Social protection	110	4.75	2.168	101	4.31	2.333
Gender equity	117	5.32	2.23	134	5.35	2.19
Private sector development	138	5.80	2.17	136	5.60	2.12
Public sector governance/reform	137	5.56	2.26	143	5.31	2.20
Urban development	114	5.60	2.35	128	5.35	2.29
Energy	127	5.83	2.20	127	5.89	2.19
Water and sanitation	123	5.79	2.34	114	5.79	2.29
Job creation/employment	129	5.58	2.23	140	5.20	2.21
Health	112	5.43	2.26	115	5.32	2.27
Transport	117	5.55	2.32	106	5.33	2.39
Agriculture and rural development ⁱ				127	5.18	2.33
Trade and exports	112	5.62	2.25	109	5.27	2.27
Natural resource management	118	5.65	2.23	125	5.52	2.38
Climate change	116	5.75	2.37	121	5.43	2.42
Poverty reduction	131	5.53	2.34	131	5.14	2.36
Economic growth	137	5.74	2.22	142	5.63	2.34
Disaster risk management	111	5.38	2.58	106	5.36	2.50
Equality of opportunity	117	5.55	2.47	129	5.30	2.35

ⁱ Only FY 2020 questionnaire had this response option

**E. 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 2017	FY 2020
Weekly	1.8%	5.0%
Monthly	8.7%	15.5%
A few times a year	36.7%	51.8%
Rarely	34.9%	20.0%
Never	17.9%	7.7%

*Significantly different between FY2017 and FY2020

In Turkey, 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)

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Are timely	133	5.95	2.05	157	6.40	2.01
Include appropriate level of stakeholder involvement during preparation	135	5.98	2.07	164	6.31	2.03
Lead to practical solutions	142	5.74	2.01	166	5.96	2.01
Are source of relevant information on global good practices*	152	6.95	2.18	180	7.43	1.85
Are adequately disseminated*	148	5.58	2.14	164	6.07	1.98
Are translated enough into local language	149	6.18	2.29	171	6.20	2.19
Are adaptable to Turkey's specific development challenges and country circumstances	150	5.73	2.10	171	5.79	2.16

*Significantly different between FY2017 and FY2020

	FY 2017			FY 2020		
	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?	169	5.51	2.10	181	5.76	2.07
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	164	6.69	1.97	188	7.05	1.79

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



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 Turkey? (Choose no more than TWO)									
			Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
	Not collaborating with the WBG	Collaborating with the WBG	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
To what extent do you trust the World Bank Group to do what is right?	5.46	6.09	5.91	5.24	5.76	5.83	5.64	6.53	5.41	6.20	5.98	5.40
Overall the World Bank Group currently plays a relevant role in development in Turkey	5.27	6.26	5.93	4.75	5.87	5.56	5.58	6.65	5.10	6.36	5.98	5.30
The World Bank Group's work is aligned with what I consider the development priorities for Turkey	5.58	6.63	6.33	4.80	6.06	6.22	5.98	6.81	5.56	6.61	6.23	5.89
Overall, please rate your impression of the World Bank Group's effectiveness in Turkey.	5.22	6.37	5.95	4.84	5.90	5.59	5.62	6.59	5.23	6.28	5.95	5.45
To what extent does the World Bank Group's work help to achieve development results in Turkey?	5.00	5.85	5.63	4.40	5.56	5.25	5.30	6.17	4.91	5.92	5.61	5.08
To what extent does the World Bank Group influence the development agenda in Turkey?	4.50	5.49	5.19	3.88	5.04	4.90	4.81	5.84	4.36	5.56	5.24	4.42
Responsiveness to needs	5.10	6.10	5.81	4.42	5.60	5.66	5.52	6.16	5.07	6.06	5.77	5.32
Flexibility (in terms of the institution's products and services)	5.09	5.78	5.58	4.52	5.40	5.49	5.30	6.06	4.94	5.83	5.59	5.09
Flexibility (in terms of changing country circumstances)	4.98	5.76	5.56	4.32	5.31	5.56	5.28	5.94	4.91	5.77	5.53	5.09
Being inclusive	5.19	6.36	5.97	4.54	5.75	5.80	5.55	6.82	5.20	6.22	5.98	5.31
Openness (sharing data and other information)	6.42	7.03	6.89	5.86	6.55	7.13	6.64	7.31	6.54	6.92	6.75	6.75
Collaboration with the Government	5.99	6.96	6.54	6.00	6.41	6.60	6.38	6.85	6.10	6.75	6.59	6.20
The speed in which it gets things accomplished on the ground	5.05	5.86	5.58	4.35	5.46	5.30	5.29	6.00	4.90	5.80	5.57	5.04
Helping to bring discipline/effective supervision to implementation of investment projects	5.72	6.72	6.32	5.27	6.14	6.24	6.01	6.97	5.87	6.43	6.28	5.93
Collaboration with civil society	5.08	6.16	5.66	4.92	5.64	5.42	5.40	6.37	5.15	5.94	5.73	5.19
Staff accessibility	5.16	7.01	6.24	4.78	6.09	5.98	5.86	7.07	5.27	6.63	6.28	5.55
Collaboration with other donors and development partners	5.55	6.70	6.22	5.20	6.07	6.14	5.86	7.35	5.64	6.45	6.33	5.60
Collaboration with the private sector	5.23	6.38	5.92	4.81	5.68	5.89	5.53	6.87	5.38	6.07	5.94	5.29
Straightforwardness and honesty	6.87	7.68	7.38	6.56	7.19	7.44	7.19	7.73	6.80	7.65	7.44	6.94
Treating clients and stakeholders in Turkey with respect	6.75	7.92	7.49	6.48	7.21	7.63	7.19	8.06	6.87	7.71	7.52	6.93
Being a long-term partner	6.63	8.01	7.41	6.53	7.30	7.24	7.14	7.97	6.79	7.70	7.43	6.97
The World Bank Group takes decisions quickly in Turkey	5.12	5.83	5.61	4.75	5.50	5.51	5.33	6.37	5.09	5.79	5.70	5.02
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.12	6.76	6.58	5.58	6.32	6.74	6.27	7.38	6.26	6.58	6.46	6.42
The World Bank Group's financial instruments meet the needs of Turkey	4.89	6.01	5.58	4.46	5.46	5.34	5.27	6.21	4.99	5.80	5.55	5.16
The World Bank Group meets Turkey's needs for knowledge services	5.79	6.77	6.40	5.43	6.19	6.40	6.19	6.65	5.97	6.52	6.23	6.34
In Turkey, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Turkey's specific development challenges and country circumstances	5.42	6.21	5.88	5.26	5.78	5.86	5.63	6.59	5.51	6.04	5.89	5.63
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	5.36	6.17	5.82	5.12	5.73	5.74	5.59	6.33	5.39	6.02	5.81	5.57
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.86	7.31	7.10	6.95	6.98	7.28	7.05	7.24	6.86	7.26	7.08	7.09

Yellow highlight indicates significant difference between Yes and No means.

Appendix F: Turkey FY20 COS Questionnaire



World Bank Group Country Survey FY 2020 – Turkey

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

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: OVERALL CONTEXT

A1. In general, would you say that Turkey is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

A2. Do you think that economic opportunity for citizens in Turkey is ... ?	
1	Increasing
2	Decreasing
3	Staying about the same

A3. Listed below are a number of development priorities in Turkey.			
Please identify which of the following you consider the most important development priorities in Turkey. (Choose no more than THREE)			
1	Gender equity (closing the gap between women and men, and boys and girls)	15	Agriculture and rural development
2	Financial markets	16	Poverty reduction
3	Pollution	17	Disaster risk management
4	Private sector development	18	Trade and exports
5	Energy	19	Judiciary reform
6	Education	20	Crime and violence
7	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21	Natural resource management (renewables/non-renewables)
8	Global/regional integration	22	Climate change (e.g., mitigation, adaptation)
9	Job creation/employment	23	Equality of opportunity (i.e., social inclusion)
10	Health	24	Information and communications technology
11	Urban development	25	Anti-corruption
12	Social protection (e.g., pensions, targeted social assistance)	26	Transport (e.g., roads, bridges, transportation)
13	Water and sanitation	27	Economic growth
14	Food security (e.g., food prices)		

SECTION A: OVERALL CONTEXT

A4. 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 Turkey? (Choose no more than THREE)

1	Crime and violence	14	Private sector development
2	Climate change (e.g., mitigation, adaptation)	15	Education
3	Transport (e.g., roads, bridges, transportation)	16	Global/regional integration
4	Agriculture and rural development	17	Food security (e.g., food prices)
5	Anti-corruption	18	Urban development
6	Judiciary reform	19	Energy
7	Economic growth	20	Water and sanitation
8	Disaster risk management	21	Pollution
9	Equality of opportunity (i.e., social inclusion)	22	Job creation/employment
10	Information and communications technology	23	Health
11	Social protection (e.g., pensions, targeted social assistance)	24	Financial markets
12	Natural resource management (renewables/non-renewables)	25	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
13	Trade and exports	26	Gender equity (closing the gap between women and men, and boys and girls)

A5. Please describe the direction Turkey is moving in, when considering ... ?

		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1	Human development (e.g., health, education, and social protection)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Equal opportunity for girls and boys, men and women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Growing Turkey's economy in a way that leads to jobs and employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The gap between the rich and the poor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Making government more effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Attracting new sources of foreign investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A6. Listed below are global challenges. Which do you think have the most serious impact on Turkey? (Choose no more than TWO)

1	Migrants and refugees	6	Fragility in Turkey or neighboring countries
2	Jobs/employment	7	Technology based disruption
3	Trade constraints	8	Geo political uncertainty
4	Climate change	9	The gap between the rich and the poor
5	Terrorism	10	Environmental degradation

SECTION A: OVERALL CONTEXT

A7. When economic and/or social reform efforts fail or are slow to take place in Turkey, which of the following would you attribute this to? (Choose no more than TWO)

1	Inadequate level of government accountability
2	Inadequate level of private sector participation
3	Corruption
4	Poor coordination within the government
5	Inadequate level of citizen/civil society participation
6	Inadequate level of donor coordination
7	Reforms are not well thought out in light of country challenges
8	Inadequate level of capacity in the government
9	Private sector involvement and/or influence
10	Political pressures and obstacles
11	Other (please specify): _____

A8. To what extent do you trust each of the following groups to do what is right?

		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	The national/federal government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Regional development banks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Turkey's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Turkey?																					
											Strongly disagree		Strongly agree		Don't know						
B2	Overall the World Bank Group currently plays a relevant role in development in Turkey										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B3	The World Bank Group's work is aligned with what I consider the development priorities for Turkey										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B4. Overall, please rate your impression of the World Bank Group's effectiveness in Turkey.										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all								Very effective		Don't know

B5. To what extent does the World Bank Group's work help to achieve development results in Turkey?										
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

B6. To what extent does the World Bank Group influence the development agenda in Turkey?										
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

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Turkey? (Select only ONE response)	
1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B8. When thinking about the World Bank Group's role in Turkey, which activity do you VALUE the most? (Choose no more than TWO)	
1	Mobilizing third party financial resources (Reimbursable Advisory Services (RAS), Facility for Refugees in Turkey (FRIT))
2	Donor coordination
3	Technical assistance
4	Policy advice, studies, analyses
5	Bringing together different groups of stakeholders
6	Capacity development related to World Bank Group supported projects
7	Financial resources
8	Data and statistics
9	Promoting knowledge sharing
10	Implementation support
11	Other (please specify): _____

B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Turkey? (Choose no more than TWO)	
1	Not aligned with country priorities
2	Not adequately sensitive to political/social realities in Turkey
3	Too influenced by developed countries
4	World Bank Group's processes too slow and complex
5	Not adequately flexible
6	Not sufficiently focused on sustainable results
7	Not collaborating enough with civil society (e.g., NGOs, CBOs)
8	Not enough public disclosure of its work
9	Arrogant in its approach
10	Inadequate World Bank Group's staffing in Turkey
11	Not willing to honestly criticize policies and reform efforts in the country
12	Staff too inaccessible
13	Not collaborating enough with private sector
14	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
15	Other (please specify): _____
16	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B10. When thinking about how the World Bank Group can have the most impact on development results in Turkey, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Turkey? (Choose no more than THREE)			
1	Education	15	Natural resource management (renewables/non-renewables)
2	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16	Climate change (e.g., mitigation, adaptation)
3	Global/regional integration	17	Poverty reduction
4	Food security (e.g., food prices)	18	Anti-corruption
5	Urban development	19	Judiciary reform
6	Water and sanitation	20	Economic growth
7	Pollution	21	Disaster risk management
8	Job creation/employment	22	Equality of opportunity (i.e., social inclusion)
9	Health	23	Information and communications technology
10	Financial markets	24	Transport (e.g., roads, bridges, transportation)
11	Social protection (e.g., pensions, targeted social assistance)	25	Agriculture and rural development
12	Gender equity (closing the gap between women and men, and boys and girls)	26	Trade and exports
13	Private sector development	27	Crime and violence
14	Energy		

**SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Turkey solve its most complicated development challenges?											
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

To what extent is the World Bank Group an effective development partner in Turkey, 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	
C2	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	Treating clients and stakeholders in Turkey with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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	
C17	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C18	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"/>
C19	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"/>
C20	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C21	The World Bank Group takes decisions quickly in Turkey	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C22	Working with the World Bank Group increases Turkey's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C23	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 C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

To what extent do you agree/disagree with the following statements about the World Bank Group in Turkey?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
C24	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Turkey											<input type="checkbox"/>
C25	The World Bank Group meets Turkey's needs for knowledge services (e.g., research, analysis, data, technical assistance)											<input type="checkbox"/>

C26. To what extent do you believe that Turkey received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?											
1	2	3	4	5	6	7	8	9	10		
To no degree at all									To a very significant degree		<input type="checkbox"/>
											Don't know

C27. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Turkey?											
1	2	3	4	5	6	7	8	9	10		
To no degree at all									To a very significant degree		<input type="checkbox"/>
											Don't know

C28. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Turkey? (Choose no more than TWO)	
1	Social cohesion
2	Public services
3	Macro issues (fiscal accounts, balance of payments, etc.)
4	Supporting poor and marginalized local communities
5	Jobs
6	Education
7	Business development
8	Infrastructure
9	Health
10	Other (please specify): _____
11	Don't know

SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS

D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Turkey? (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	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	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"/>
5	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Natural resource management (renewables/non-renewables)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Economic growth	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	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

D2. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?

1	Increased its emphasis recently
2	Decreased its emphasis recently
3	Emphasis has remained pretty consistent over time
4	Don't know

SECTION E: WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., analysis, studies, research, data, reports, conferences)

E1. 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 Turkey, 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
E2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	Are adaptable to Turkey's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E9. 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

E10. 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 F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN TURKEY

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Turkey? (Choose no more than TWO)	
1	Ensure greater selectivity in its work
2	Increase the level of capacity development in the country
3	Improve the quality of its experts as related to Turkey's specific challenges
4	Engage more effectively with private sector
5	Offer more innovative knowledge products and services
6	Collaborate more effectively with Government clients (e.g., national, state, local)
7	Work faster
8	Reduce the complexity of obtaining World Bank Group financing
9	Increase availability of Reimbursable Advisory Services (RAS)
10	Help to bring discipline/effective supervision to implementation of World Bank Group projects
11	Offer more innovative financial products and services
12	Other (please specify): _____

F2. 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	6	Academia/think tanks/research institutes
2	Private sector	7	Media
3	Local government	8	Other (please specify): _____
4	Donor community		
5	Parliament	9	Don't know

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in Turkey?	
1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

G2. How do you get most of your information about economic and social development issues in Turkey? (Choose no more than TWO)			
1	Local newspapers	5	Internet
2	International newspapers	6	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
3	Local television		
4	International television	7	Other (please specify): _____

G3. 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., blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	World Bank Group's website		

G4. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?					
		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g., read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current affiliation? (Select only ONE response)			
1	Office of the President, Prime Minister	12	Public-Private Partnership
2	Office of Minister	13	Private Sector Organization
3	Office of Parliamentarian	14	Financial Sector/Private Bank
4	Employee of Ministry, Ministerial Department, Implementation Agency	15	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	16	NGO/Community Based Organization
6	Local Government Office or Staff	17	Trade Union
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	18	Faith-Based Group
8	Judicial System (e.g., courts)	19	Youth Group
9	State-Owned Enterprise	20	Academia/Research Institute/Think Tank
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Media (press, radio, TV, web, etc.)
11	Multilateral Agency (e.g., UN, regional development bank)	22	Other (please specify): _____

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Poverty	13	Agriculture, rural development
2	Macroeconomics, fiscal management	14	Urban development
3	Governance, anti-corruption	15	Transport
4	Education	16	Digital development and technology (ICT)
5	Health, nutrition	17	Tourism
6	Social protection	18	Fragility, conflict, violence, refugees
7	Jobs	19	Demographics, migration
8	Energy	20	Trade and competitiveness
9	Environment, natural resources	21	Finance and markets
10	Climate change	22	Communications, public affairs
11	Water, sanitation	23	Generalist (specialized in multiple sectors)
12	Gender	24	Other (please specify): _____

H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?	
1	Yes
2	No

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Turkey? (Select only ONE response)	
1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

SECTION H: BACKGROUND INFORMATION

H5. Do your projects involve both the World Bank and the IFC?	
1	Yes
2	No

H6. Which of the following describes most of your exposure to the World Bank Group in Turkey? (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.

H7. What's your gender?	
1	Female
2	Male

H8. What's your age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H9. Which best represents your geographic location?	
1	Ankara
2	Istanbul
3	Other area
4	Outside the country

Thank you for completing the survey!