

FY 2020 Serbia Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



May 2021



Acknowledgements

The Serbia Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Strategic Insights Group (SI), 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. SI acknowledges the significant contribution from the Serbia country team and the independent fielding agency, Ipsos Strategic Marketing. In particular, SI is grateful for the support from Vesna Kostic (Senior Communications Officer) who provided guidance on the survey related activities from Belgrade, Serbia.





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I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Serbia 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 Serbia*
- *Communication and Information Sharing*
- *Background Information (i.e., respondent demographics)*

II. Methodology

From April to July 2020, 1,564 stakeholders of the WBG in Serbia 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; employees of 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 judicial system; state-owned enterprises; bilateral and multilateral agencies; 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; and the media.

A total of 258 stakeholders participated in the survey (16% response rate). Respondents received and completed the questionnaire via the online survey platform Qualtrics.

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 (N=278, response rate = 28%). The data were weighted to reach similar stakeholder compositions across both survey years, allowing for more statistically reliable comparisons. Note, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons. Due to this weighting, 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 this report. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (see page 80).

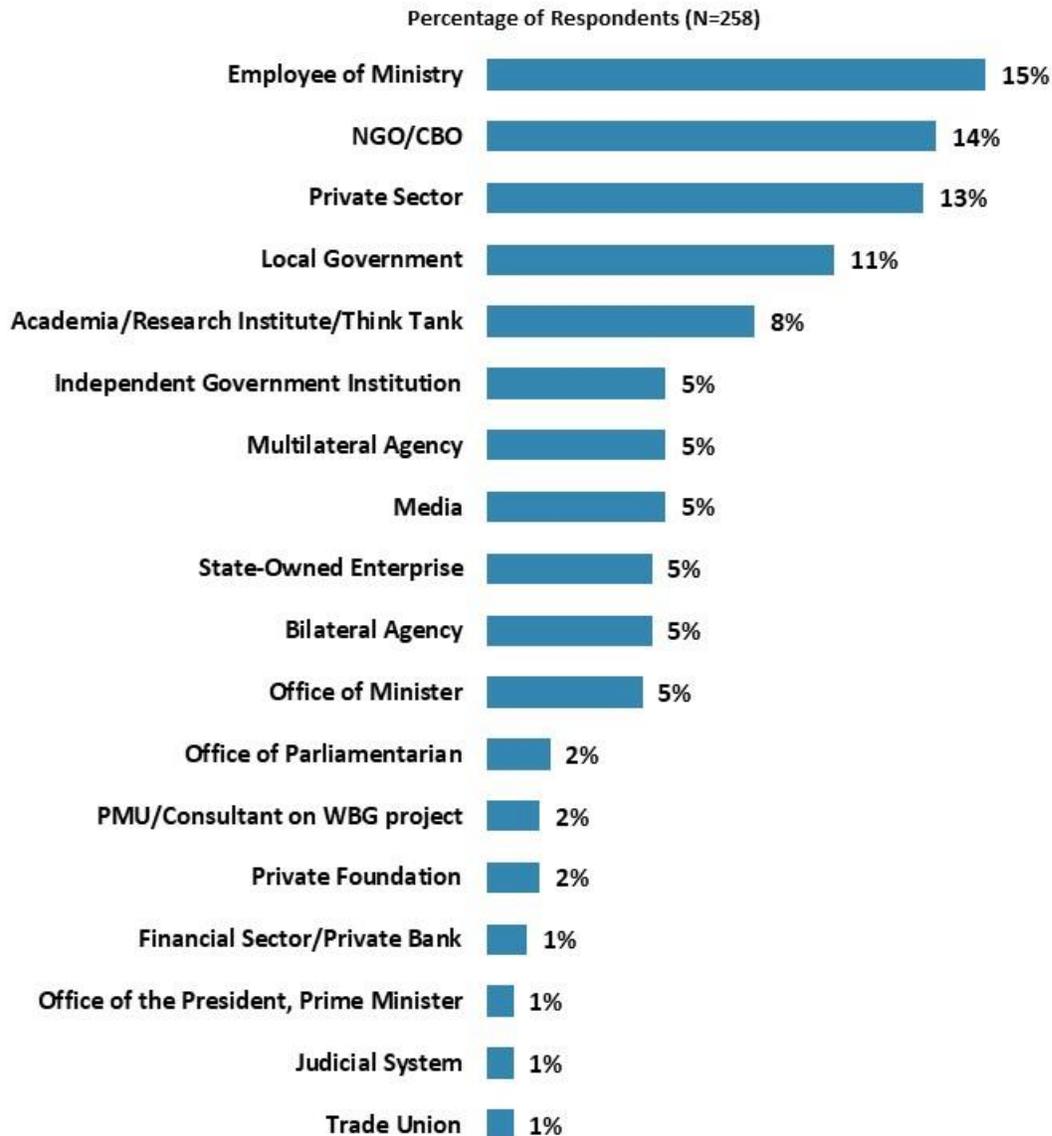
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on select questions. Additional data breakdowns are available upon request.



III. Demographics of the Sample

Current Position

- Note, some stakeholder groups were combined to facilitate further comparison analyses.¹



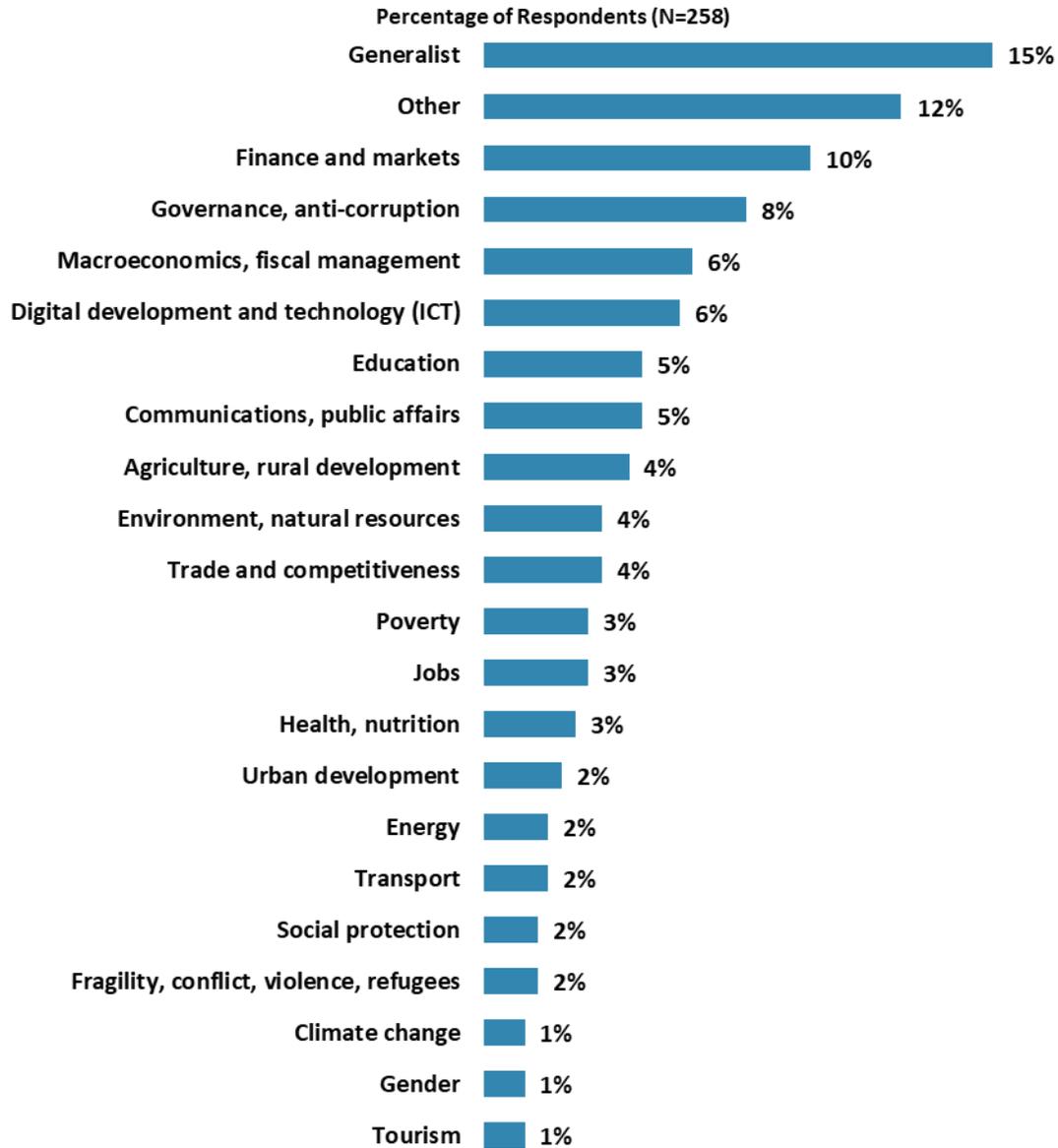
“Which of the following best describes your current affiliation? (Select only ONE response)”
(Respondents chose from a list.)

¹ Respondents from the office of the President, Prime Minister were combined with the respondents from the office of a Minister; employees of ministries were combined with respondents from PMUs/consultants working on WBG projects; respondents from bilateral agencies were combined with those from multilateral agencies; and respondents from the financial sector/private banks were combined with those from private sector. A small number of respondents from the office of a Parliamentarian, the judicial system, private foundations, and trade unions were combined into an “Other” category. There were no respondents from faith-based groups or youth groups.



III. Demographics of the Sample (continued)

Area of Primary Specialization



“Please identify the primary specialization of your work. (Select only ONE response)”
(Respondents chose from a list.)

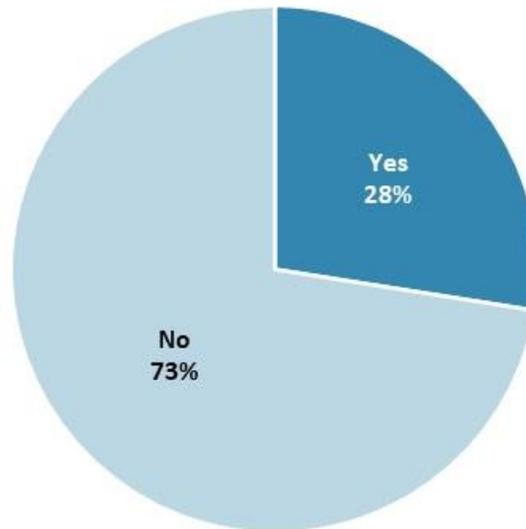


III. Demographics of the Sample (continued)

Collaboration with the WBG

- **Year comparison:** Respondents in this year's Country Survey were significantly less likely to be collaborating with the WBG compared to respondents in the FY'17 Country Survey (weighted "Yes" in FY'20 = 27%; weighted "Yes" in FY'17 = 41%).

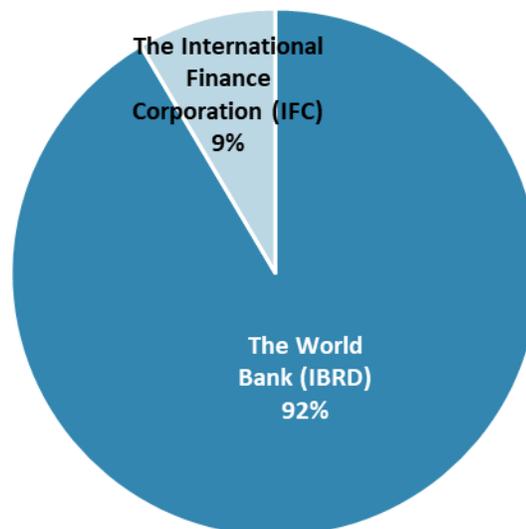
Percentage of Respondents (N=258)



"Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country? (Select only ONE response)"
(Respondents chose from a list.)

Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=71)



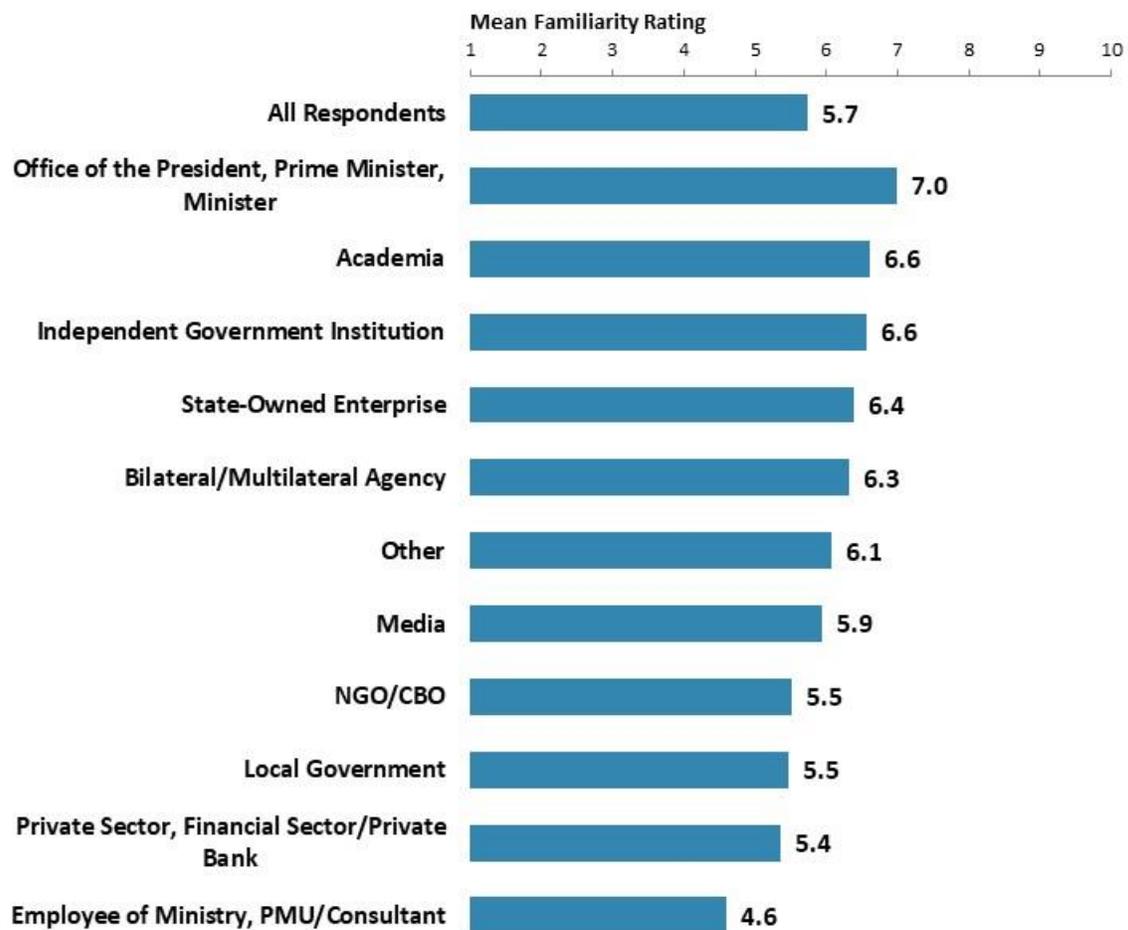
"If yes [professionally collaborate with the WBG], which of the following agencies of the World Bank Group do you primarily collaborate/work with in Serbia? (Select only ONE response)"
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly lower levels of familiarity with the WBG compared to respondents in the FY'17 Country Survey (weighted mean in FY'20 = 5.8; weighted mean in FY'17 = 6.3).
- **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 Serbia's development, with their ratings for the WBG's overall effectiveness in Serbia, and with the ratings of the extent to which the WBG's work helps to achieve development results in Serbia.

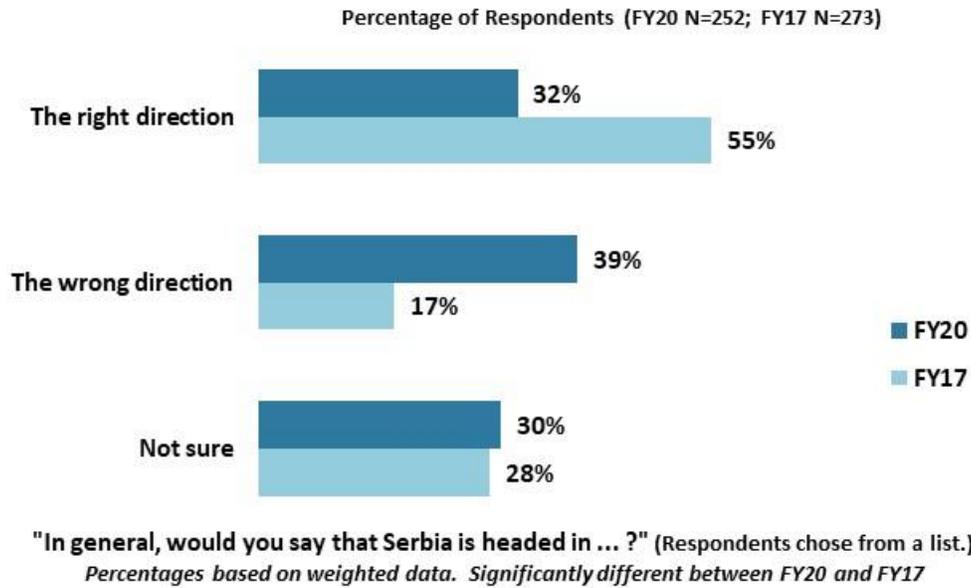


"How familiar are you with the work of the World Bank Group in Serbia?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

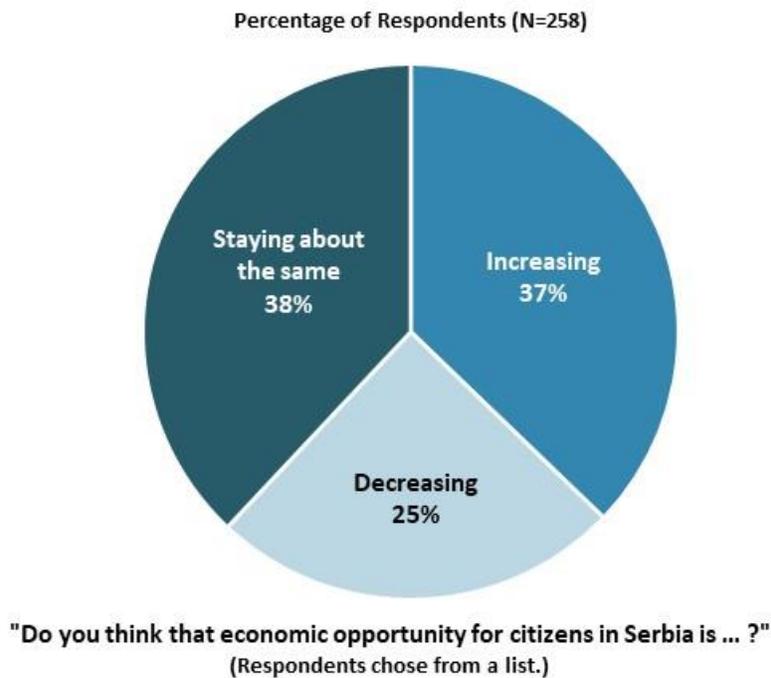


IV. Overall Context

Headed in the Right Direction



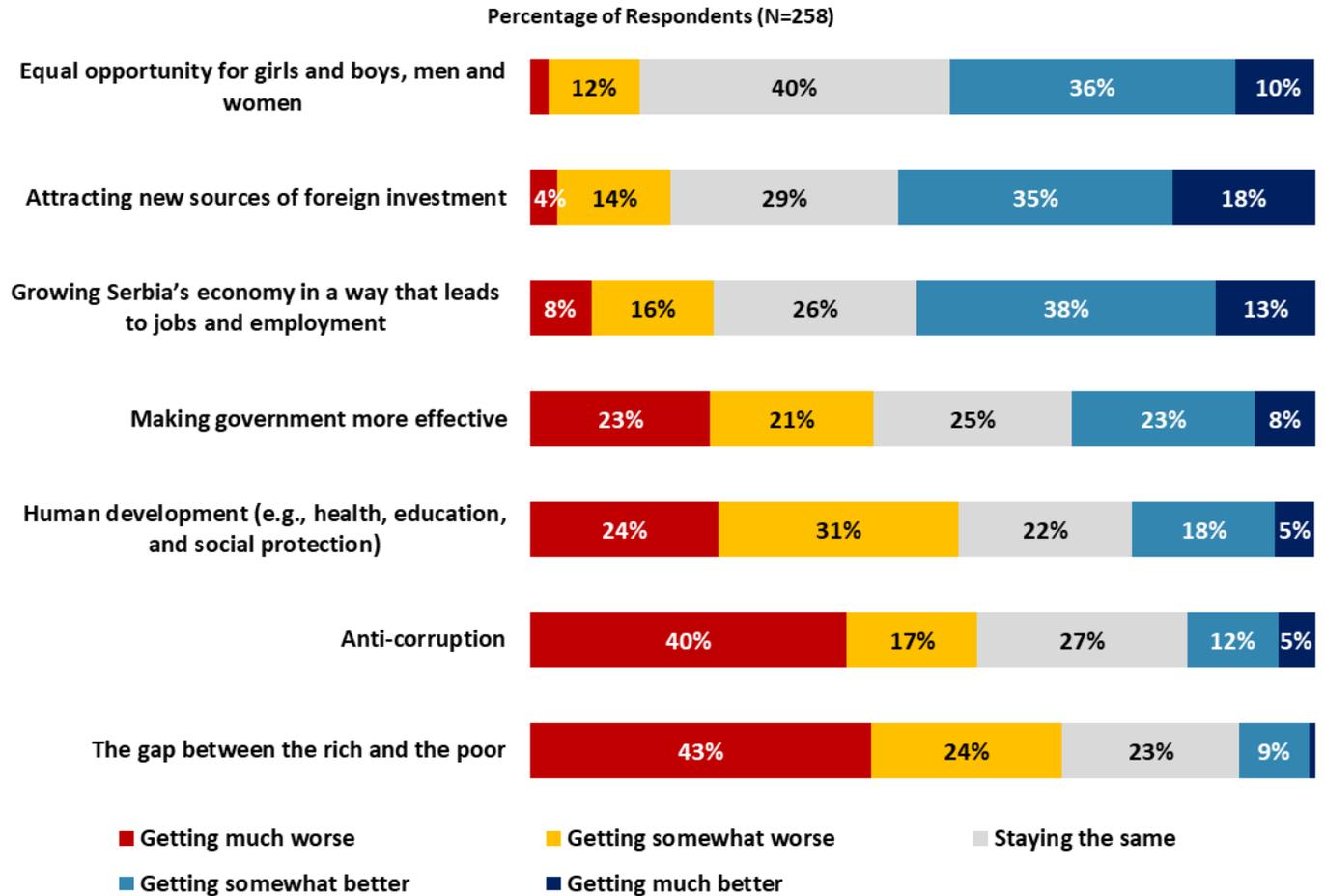
Perceptions of Economic Opportunity





IV. Overall Context (continued)

Perceptions of Improvement and Decline in Specific Areas



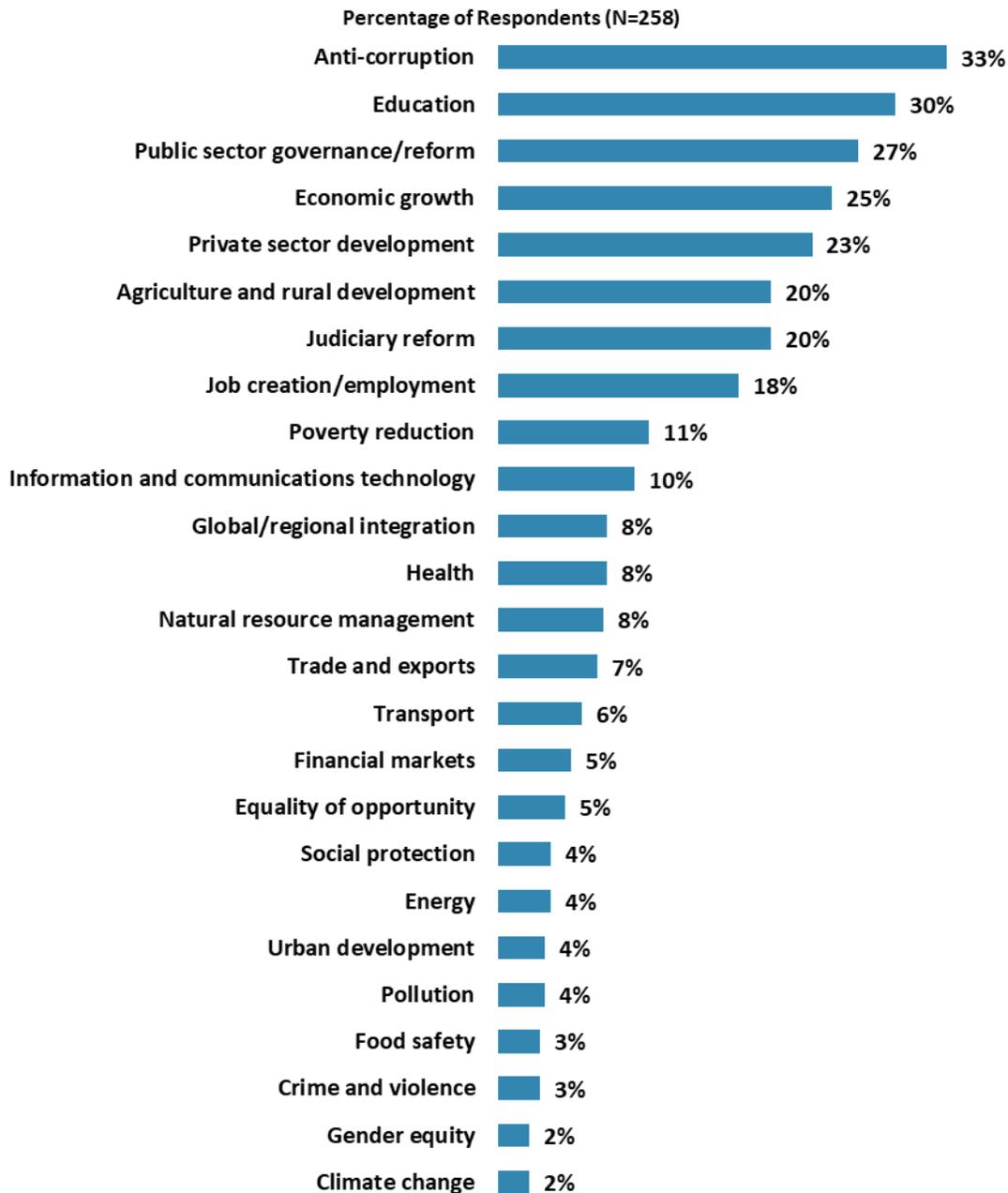
"Please describe the direction Serbia is moving in, when considering...?"
(Respondents chose from a list.)



IV. Overall Context (continued)

Development Priority

- **Year comparison:** Respondents in the FY'17 Country Survey indicated that the most important development priorities in Serbia were “Education” (56%), “Public sector governance/reform” (38%), “Private sector development” (25%), “Job creation/employment” (21%), “Anti-corruption” (19%), and “Judiciary reform” (19%).



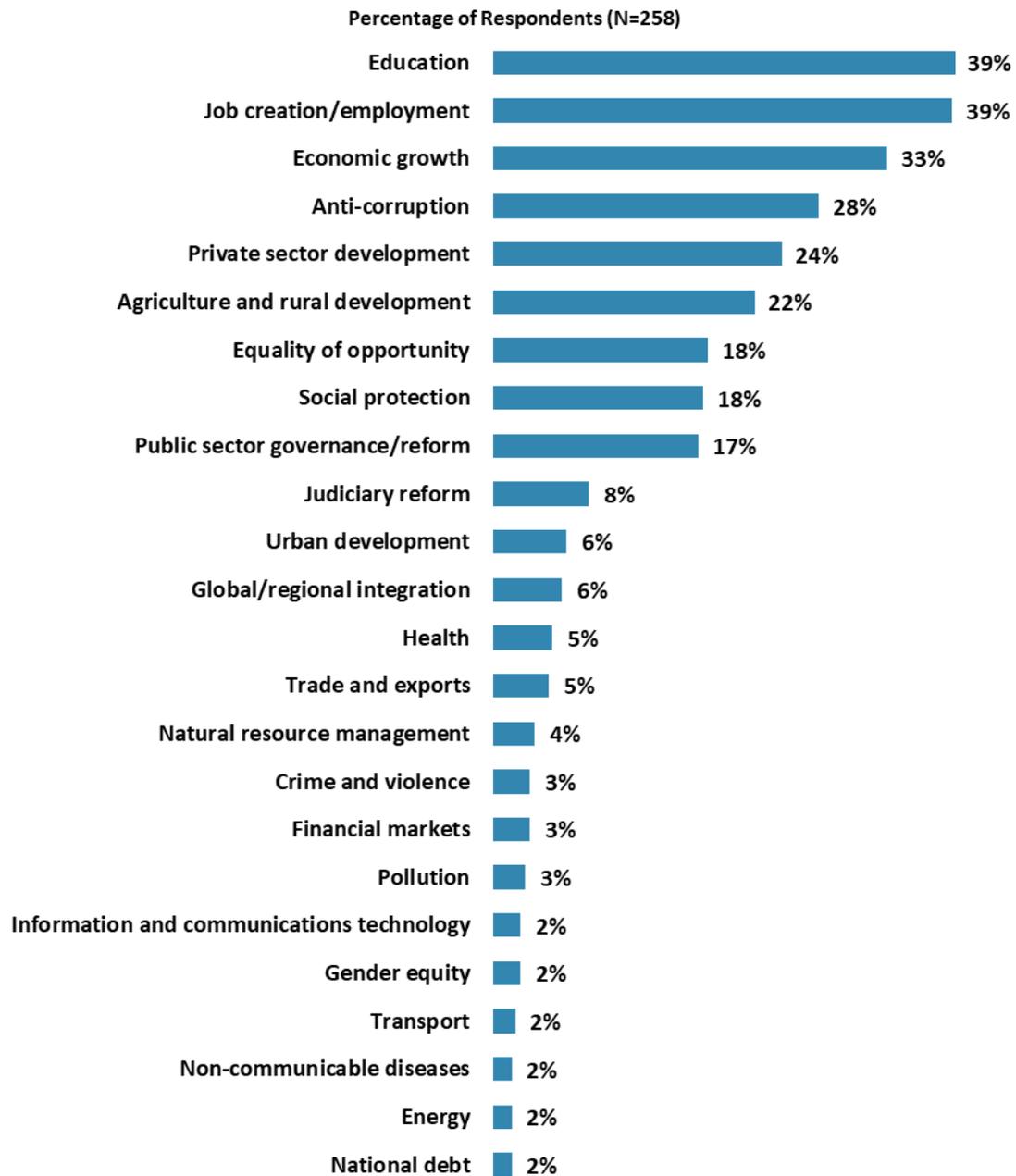
"Listed below are a number of development priorities in Serbia. Please identify which of the following you consider the most important development priorities in Serbia. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the FY'17 Country Survey indicated that the biggest contributors to poverty reduction in Serbia were “*Economic growth*” (64%), “*Job creation/employment*” (43%), “*Education*” (30%), “*Agriculture and rural development*” (24%), “*Private sector development*” (24%), and “*Anti-corruption*” (21%).

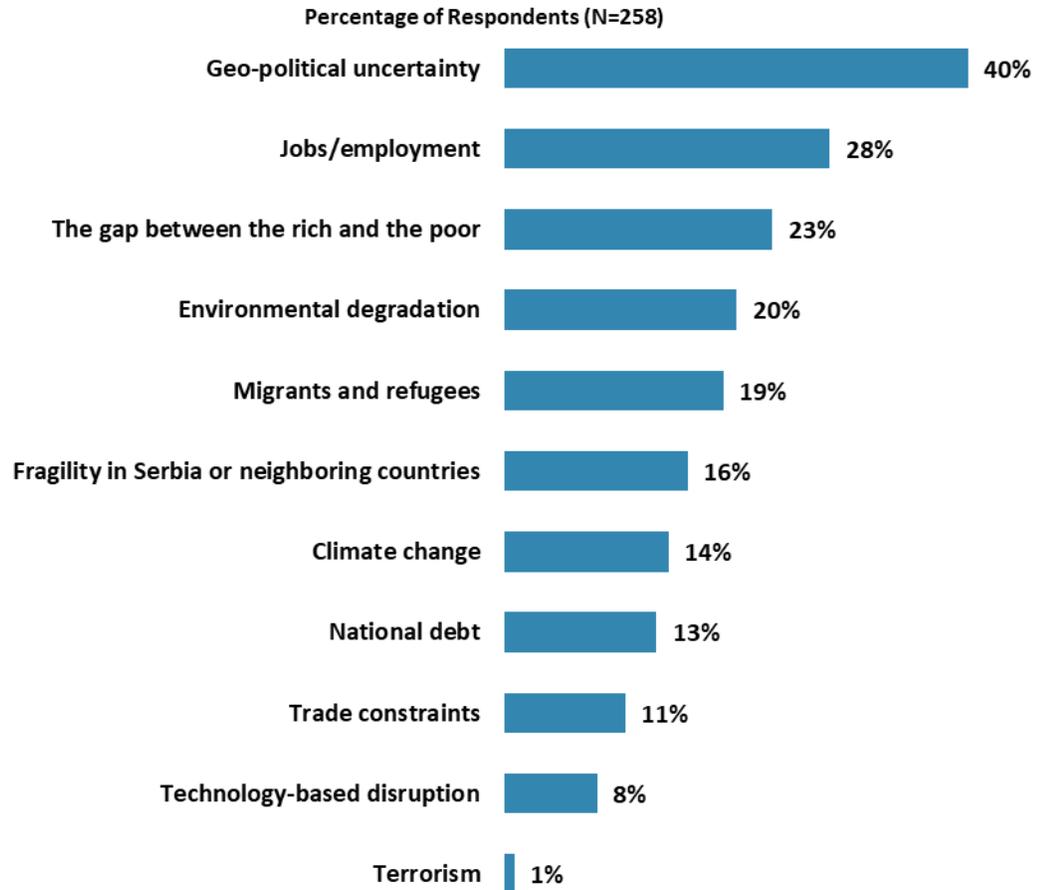


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Serbia?" (Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

The Impact of Global Challenges on Serbia

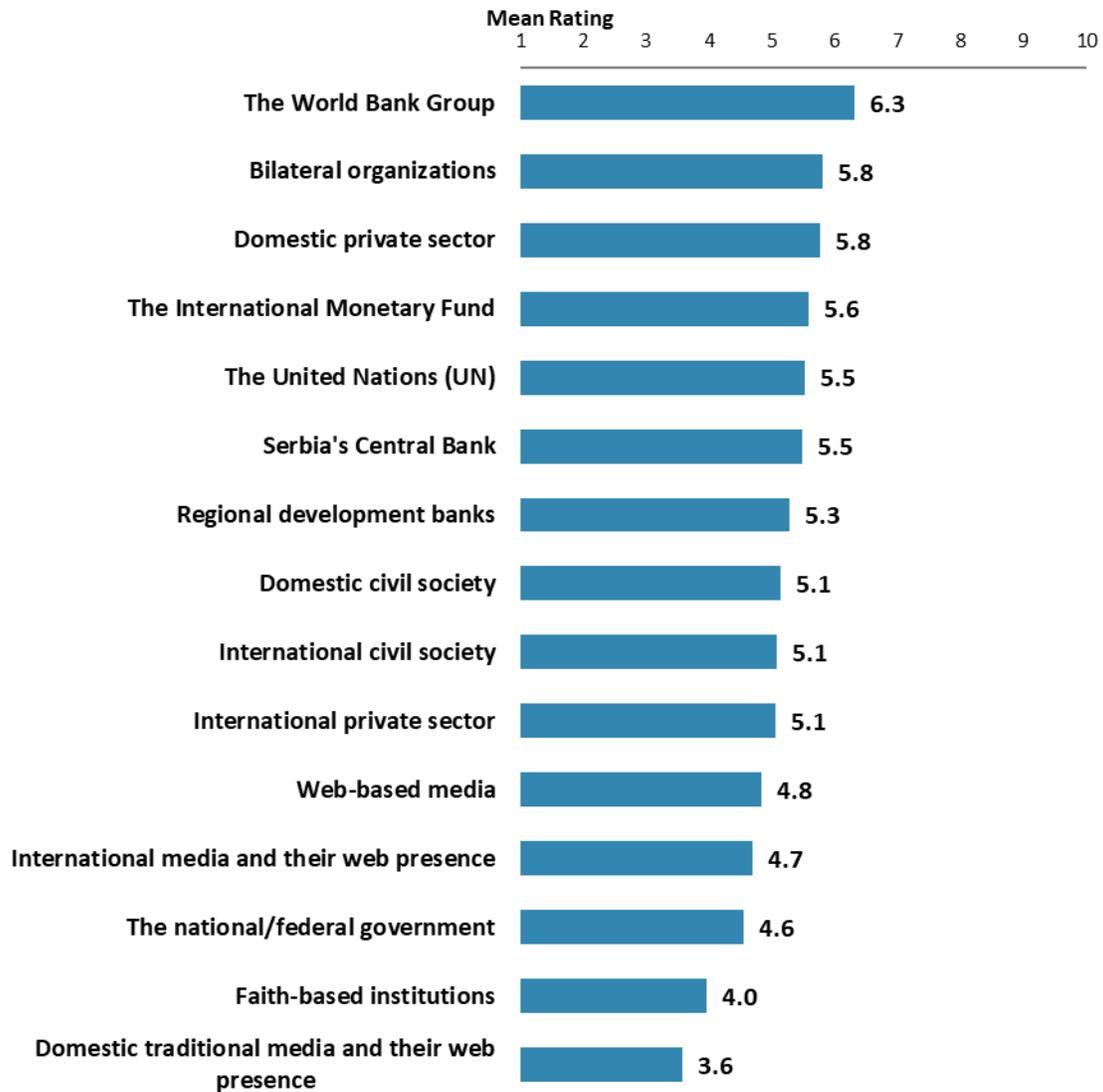


"Listed below are global challenges. Which do you think have the most serious impact on Serbia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

Trust in Institutions

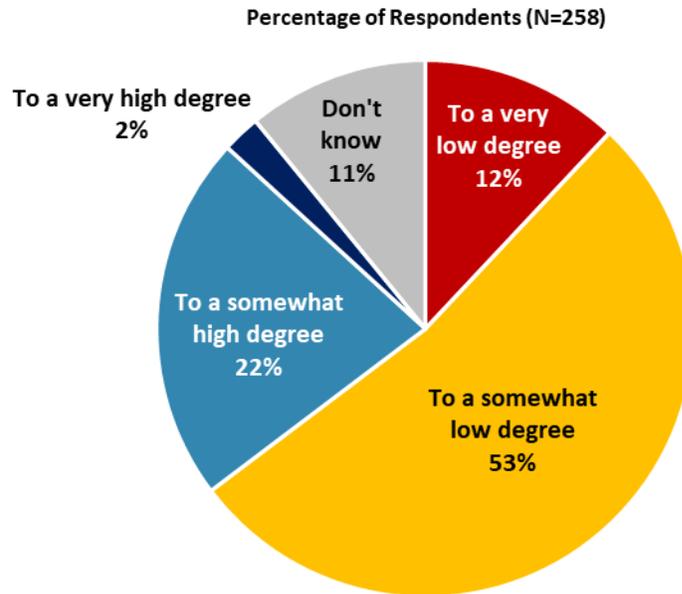


"To what extent do you trust each of the following groups to do what is right?"
(1-"To no degree at all", 10-"To a very significant degree")



IV. Overall Context (continued)

Trust in the Private Sector

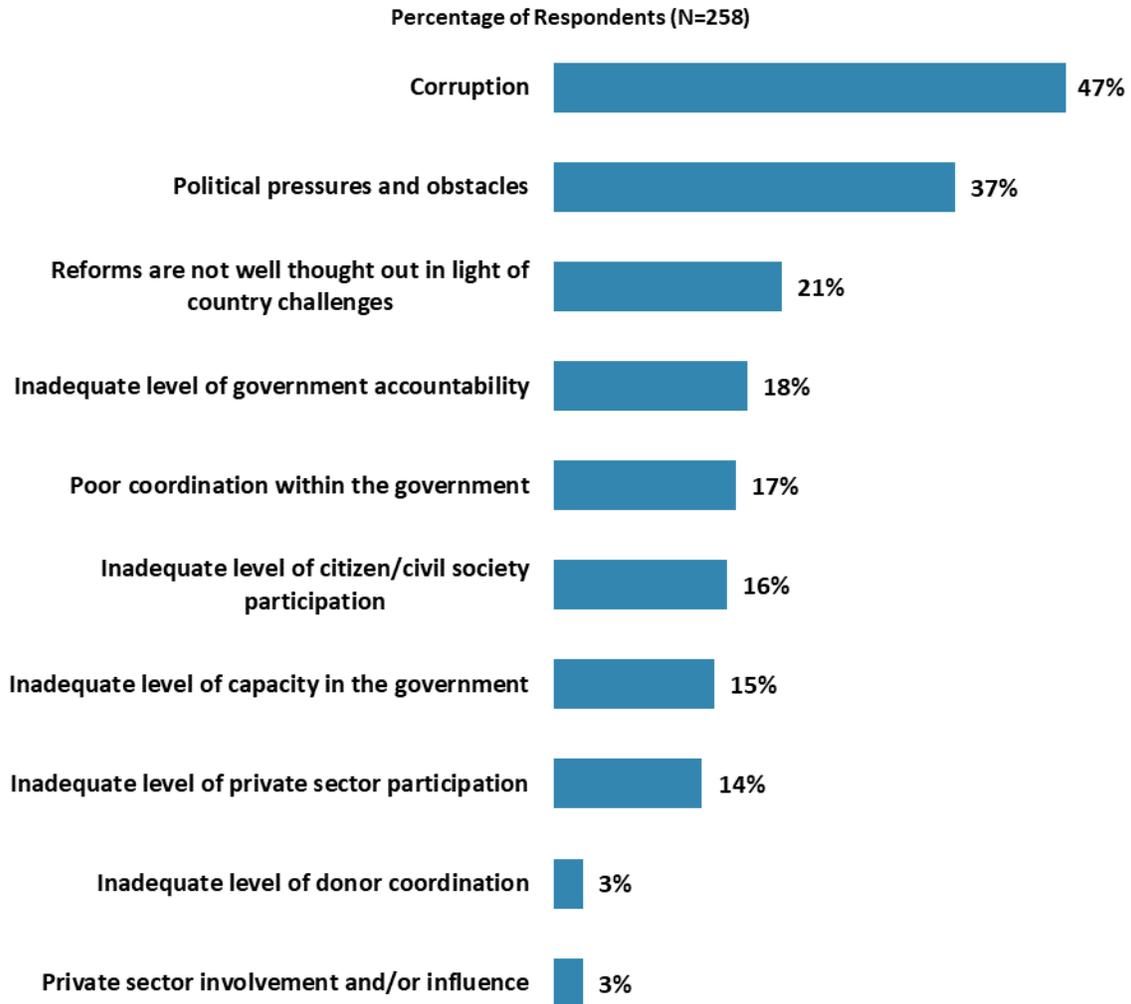


"To what extent do you trust private sector to engage in public service delivery in Serbia?"
(Respondents chose from a list.)



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 Serbia, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



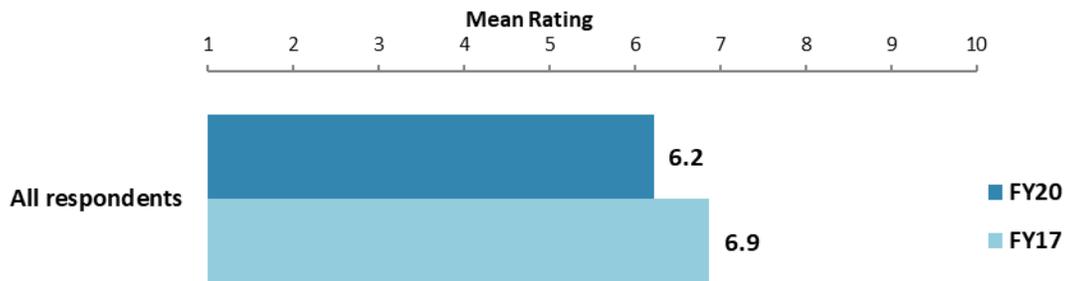
V. Overall Attitudes Toward the World Bank Group

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



"Overall, please rate your impression of the World Bank Group's effectiveness in Serbia."
(1 - "Not effective at all", 10 - "Very effective")
Means based on weighted data. Significantly different between FY20 and FY17

Achieving Development Results (*Indicator Question*)

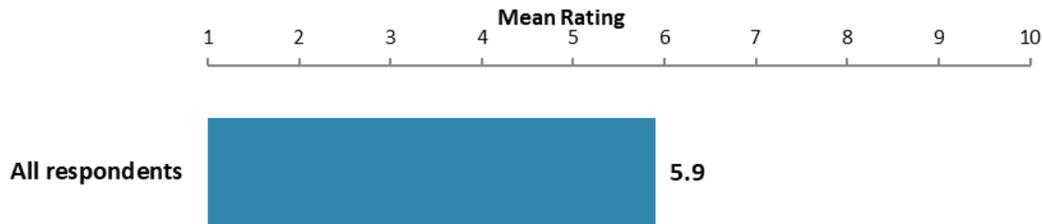


"To what extent does the World Bank Group's work help to achieve development results in Serbia?"
(1 - "To no degree at all", 10 - "To a very significant degree")
Means based on weighted data. Significantly different between FY20 and FY17



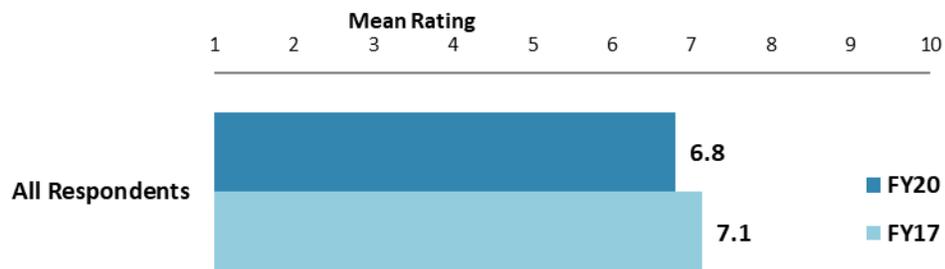
V. Overall Attitudes Toward the World Bank Group (continued)

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



"To what extent does the World Bank Group influence the development agenda in Serbia?" (1 - "To no degree at all", 10 - "To a very significant degree")

WBG Staff Preparedness



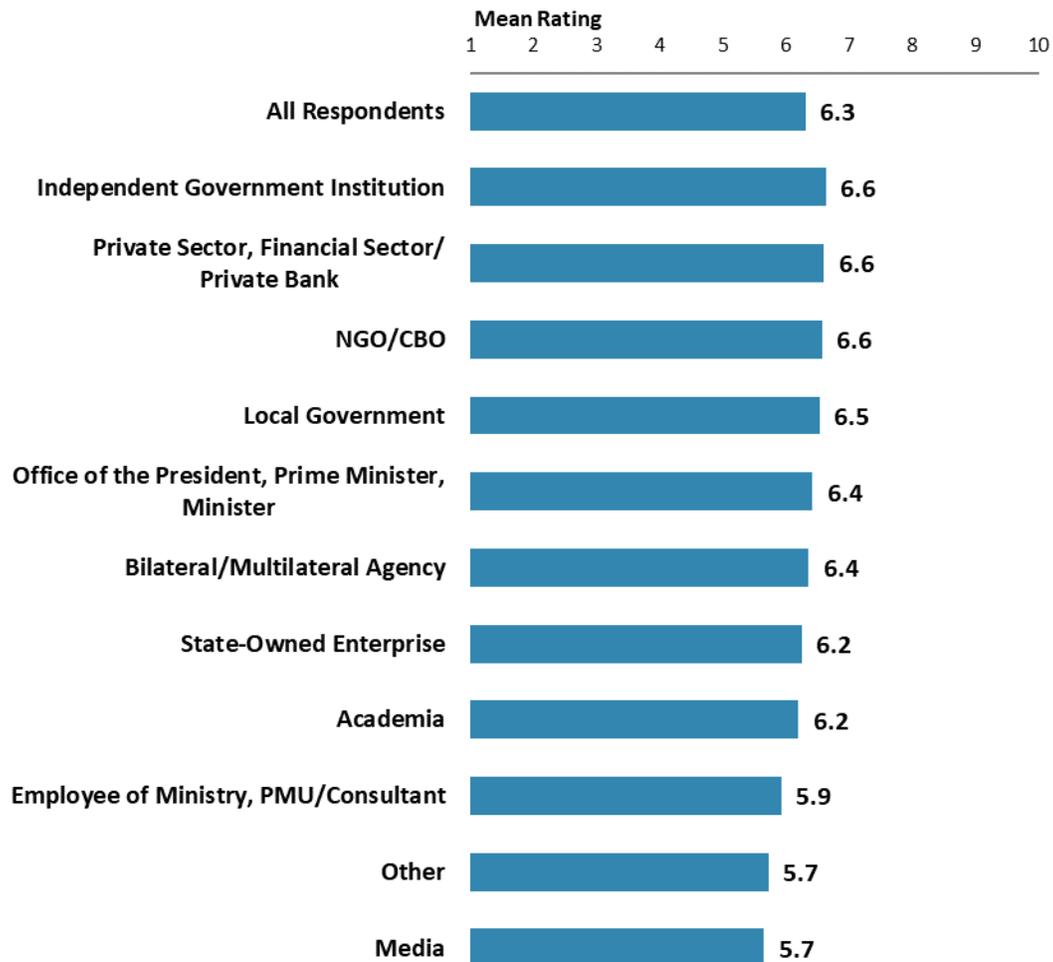
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Serbia solve its most complicated development challenges?" (1-"To no degree at all", 10-"To a very significant degree") Means based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- Note, overall ratings for indicator questions were statistically similar across stakeholder groups and between those who collaborate with the WBG and those who do not.



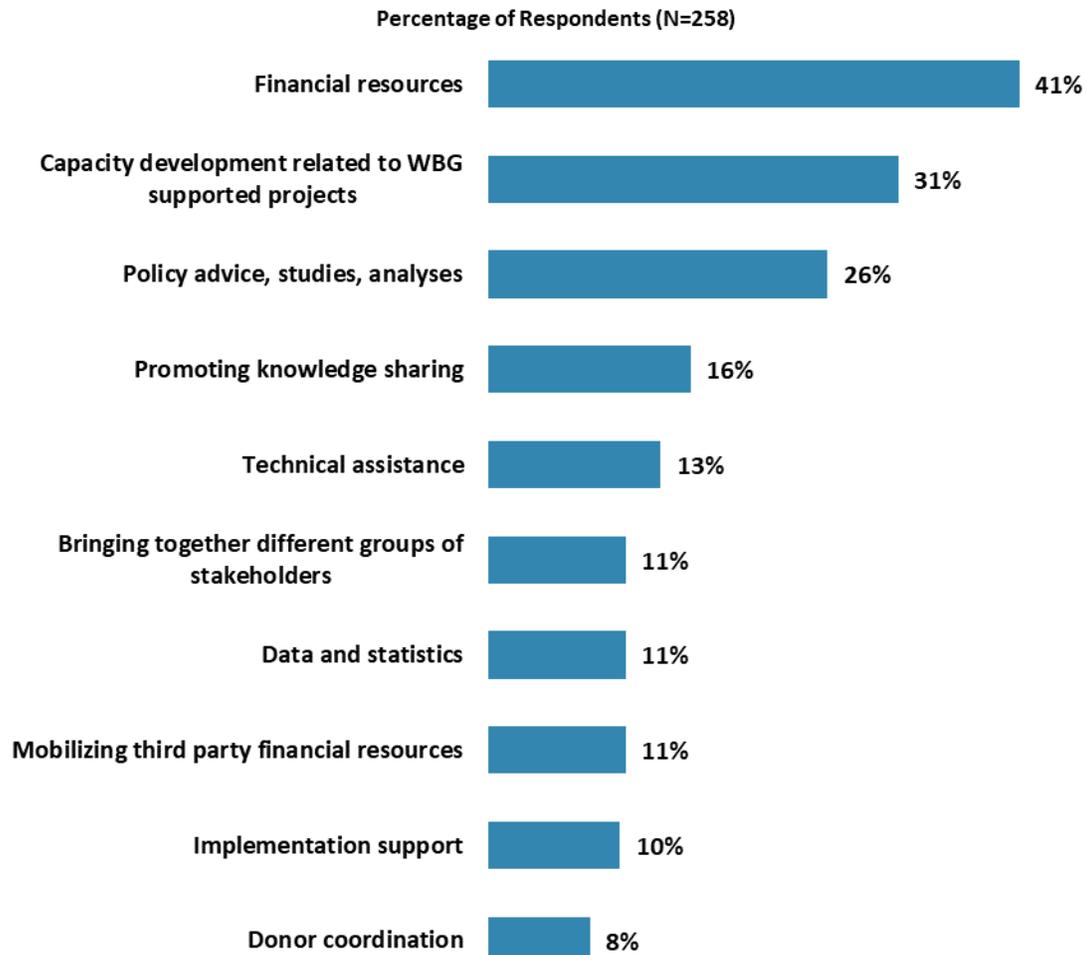
Mean Ratings for All Indicator Questions by Collaboration on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the FY'17 Country Survey indicated that the WBG's greatest values to Serbia were "*Financial resources*" (39%), "*Capacity development related to WBG supported projects*" (32%), "*Technical assistance*" (24%), "*Policy advice, studies, analyses*" (24%), and "*Implementation support*" (23%).



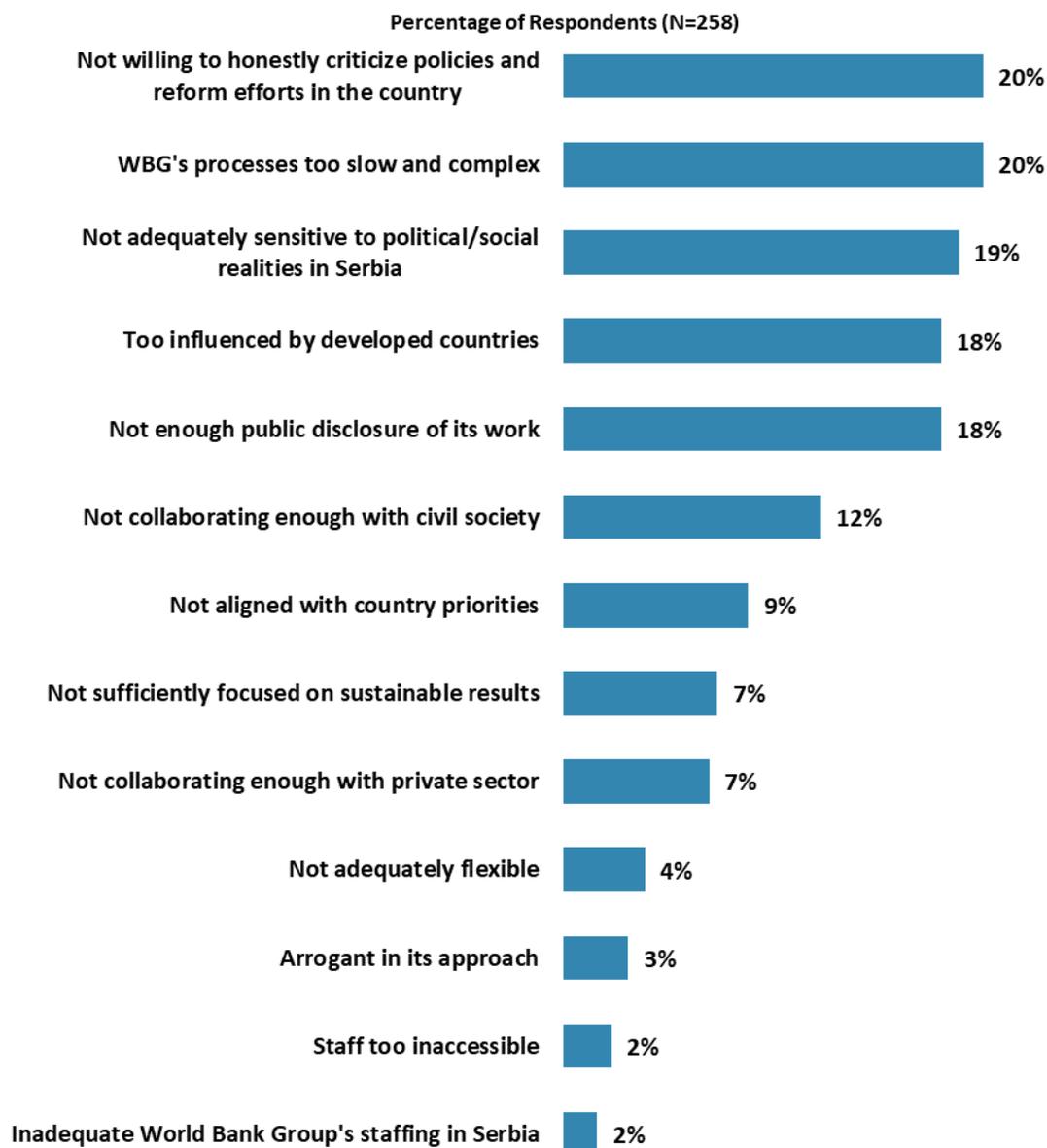
"When thinking about the World Bank Group's role in Serbia, which activity do you VALUE the most? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

Greatest Weakness

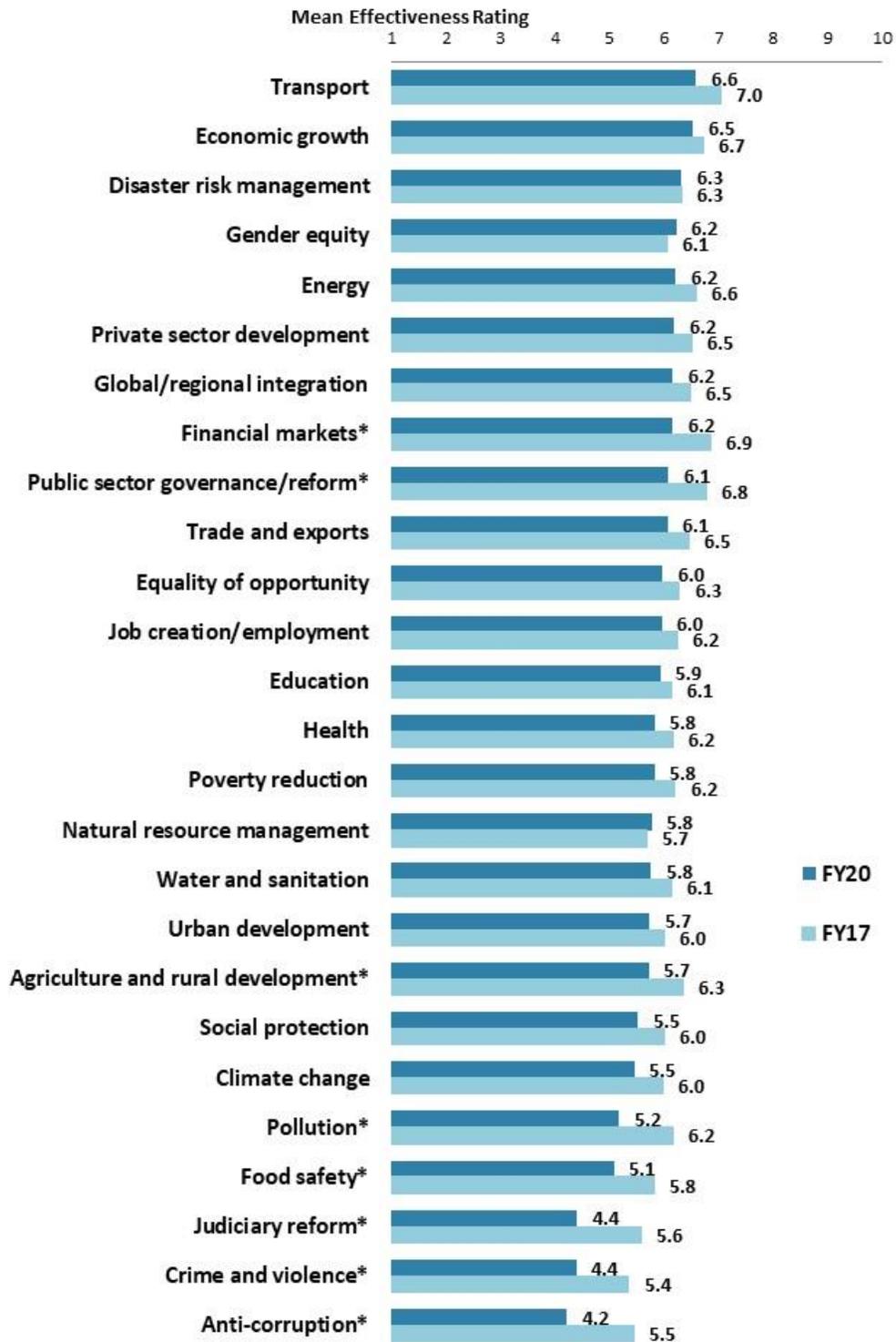
- **Year comparison:** Respondents in the FY'17 Country Survey indicated that the WBG's greatest weaknesses in its work in Serbia were "Not willing to honestly criticize policies and reform efforts in the country" (24%), "Not enough public disclosure of its work" (21%), "WBG's processes too complex" (20%), "WBG's processes too slow" (19%), "Not collaborating enough with stakeholders outside the Government" (15%), and "Not adequately sensitive to political/social realities in Serbia" (14%).



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



VI. World Bank Group’s Support in Development Areas Effectiveness of WBG’s Support in Sectoral Areas: Year Comparison

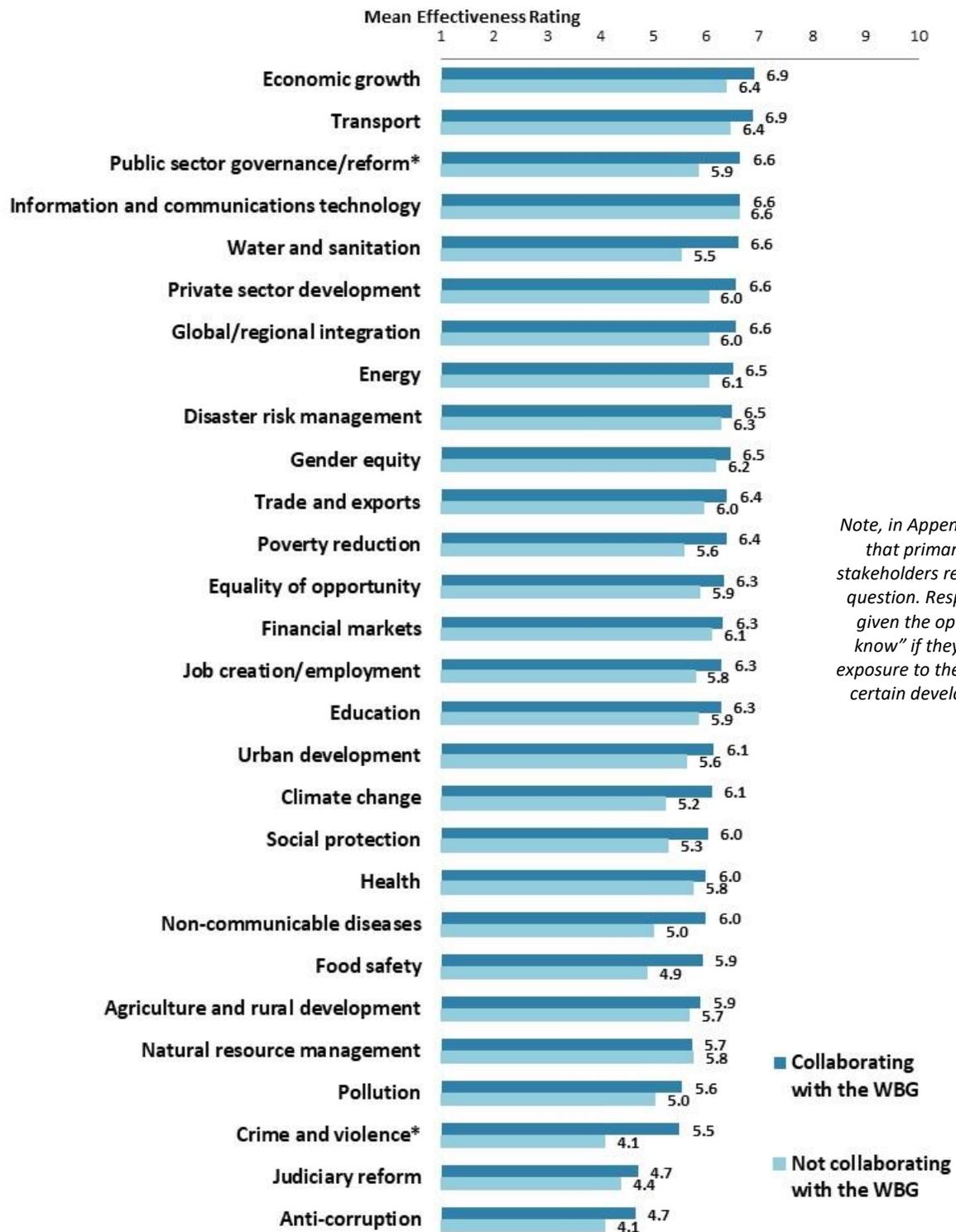


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Serbia?" (1- "Not effective at all", 10- "Very effective")
 Means calculated using weighted data. *Significantly different between FY20 and FY17



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

Effectiveness of WBG’s Support in Sectoral Areas: Collaboration



Note, in Appendix A (page 42) 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.

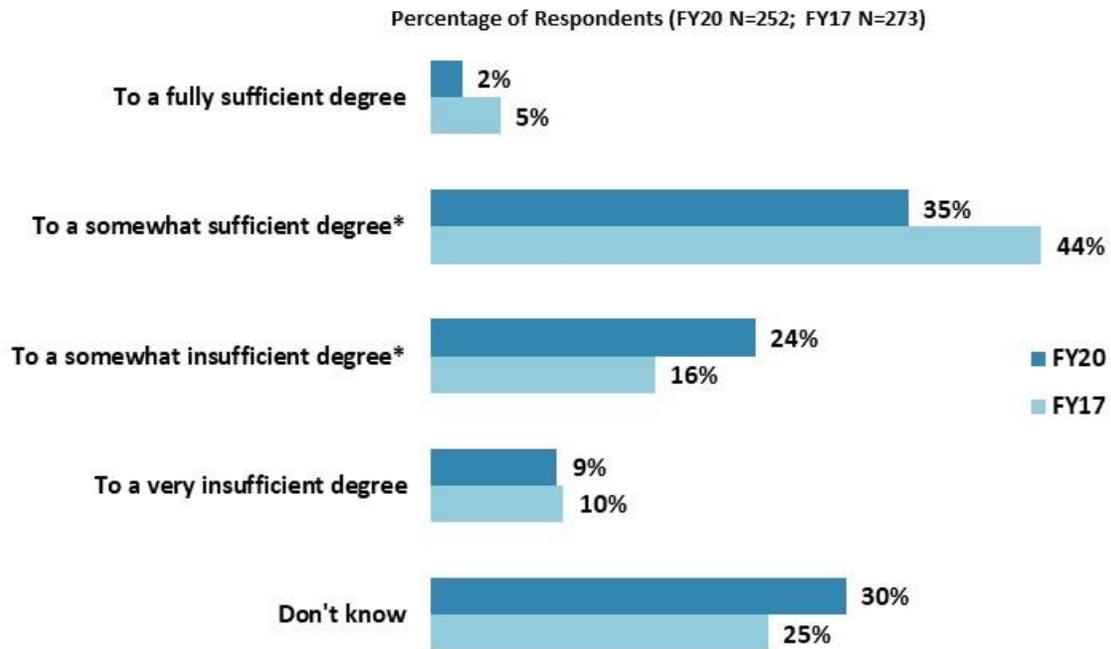
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Serbia?" (1-"Not effective at all", 10-"Very effective")

*Significantly different between collaborators and non-collaborators



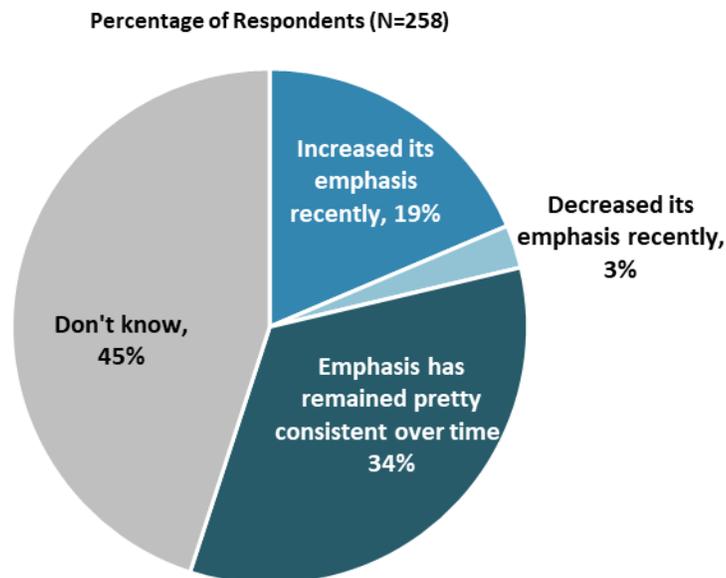
VI. WBG's Support in Development Areas (continued)

Helping the Poorest



"To what extent do you believe that the World Bank Group's work and support help the poorest in Serbia? (Select only ONE response)" (Respondents chose from a list.)
Percentages based on weighted data. *Significantly different between FY20 and FY17

The WBG's Human Capital Investment

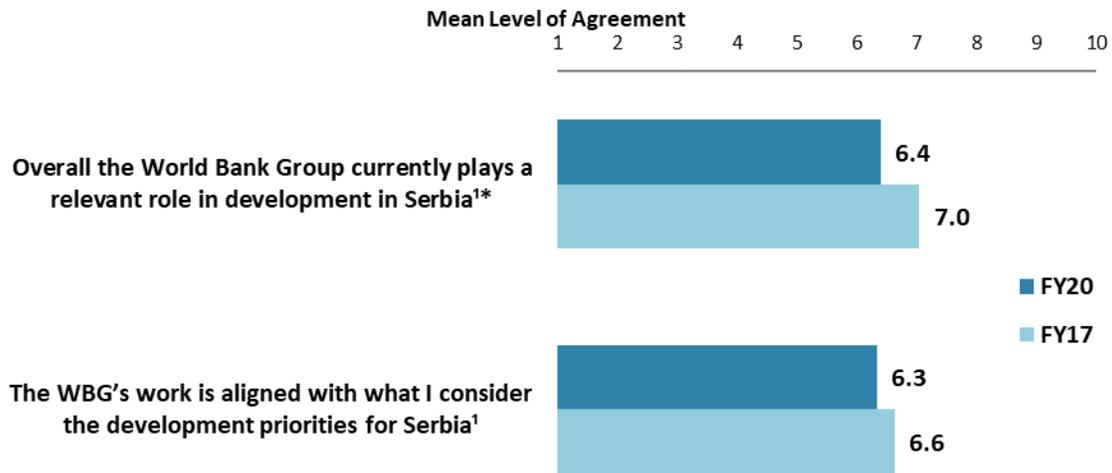


"From your perspective, which of the following best describes the WBG's current emphasis on investing in human capital (e.g., education, health, social protection)?" (Respondents chose from a list.)



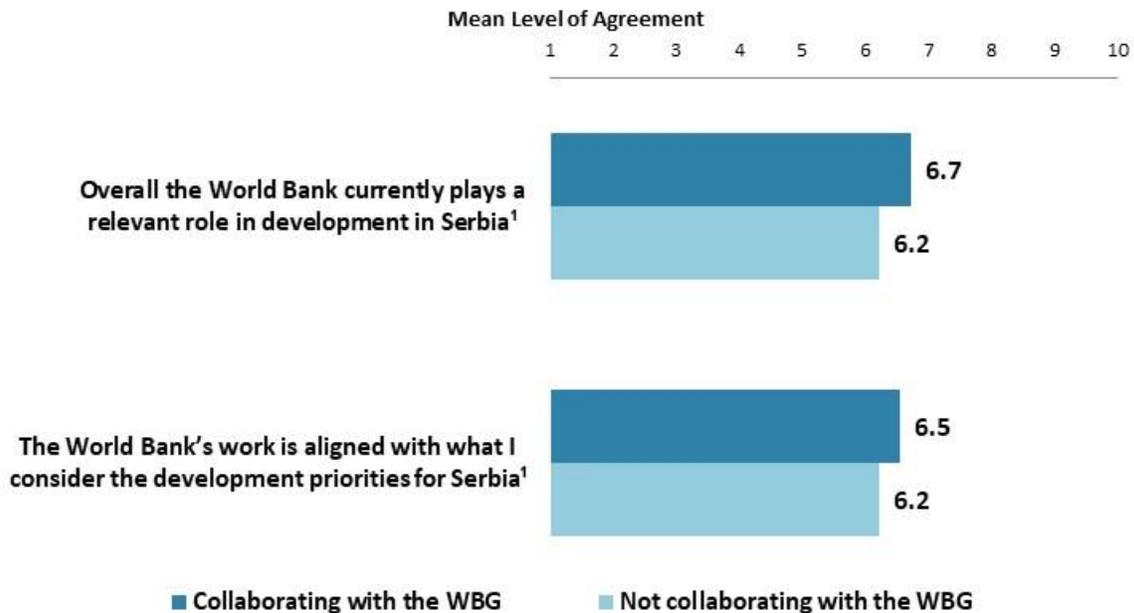
VII. World Bank Group's Work and Engagement on the Ground

The World Bank Group's Work in Serbia: Year Comparison



"To what extent do you agree/disagree with the following statements about the World Bank Group's work in Serbia?" (1-"Strongly disagree", 10-"Strongly agree")
Means based on weighted data. *Significantly different between FY20 and FY17 ¹Indicator Question

The World Bank Group's Work in Serbia: Collaboration

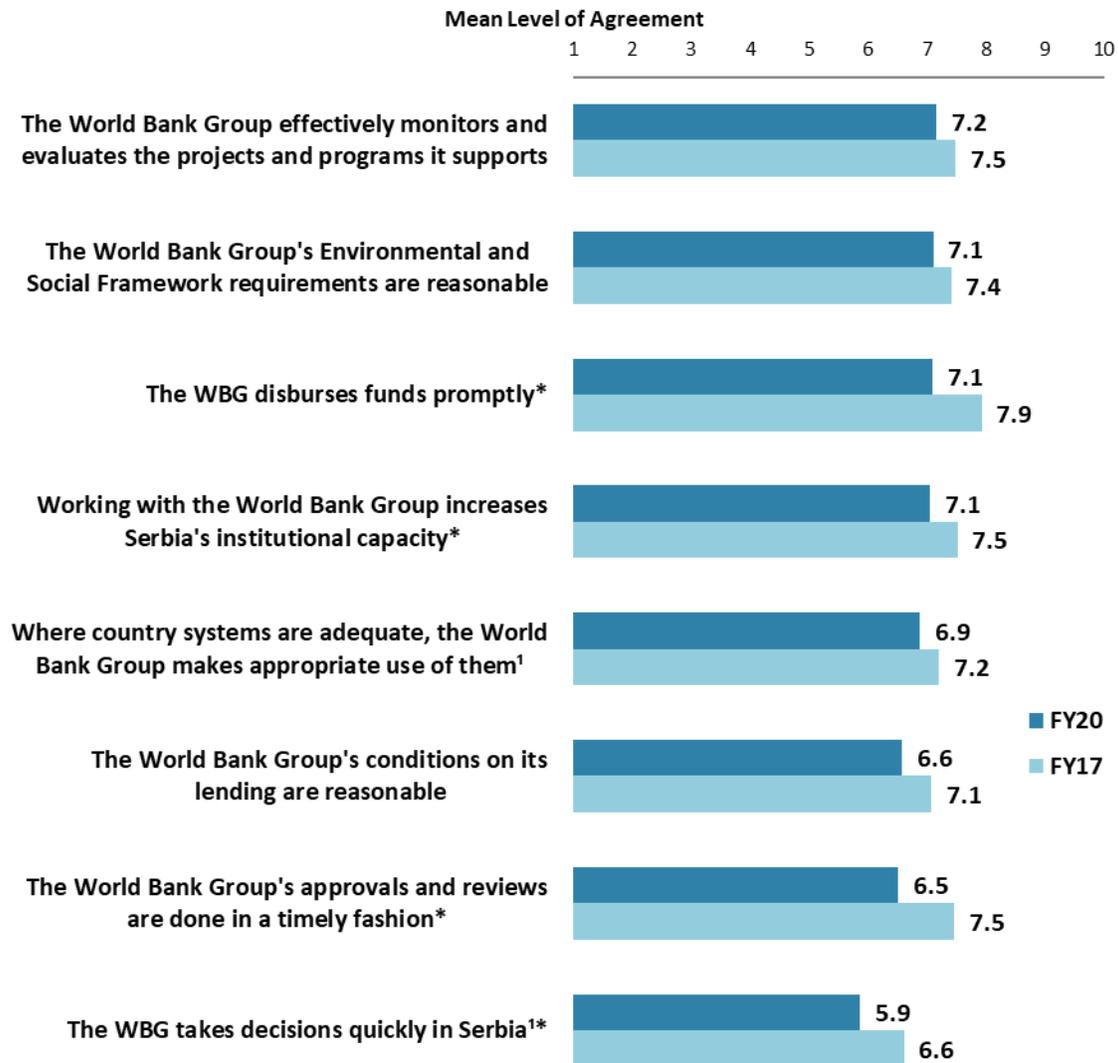


"To what extent do you agree/disagree with the following statements about the World Bank Group's work in Serbia?" (1-"Strongly disagree", 10-"Strongly agree") ¹Indicator Question



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

Overall Perceptions: Year Comparison



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

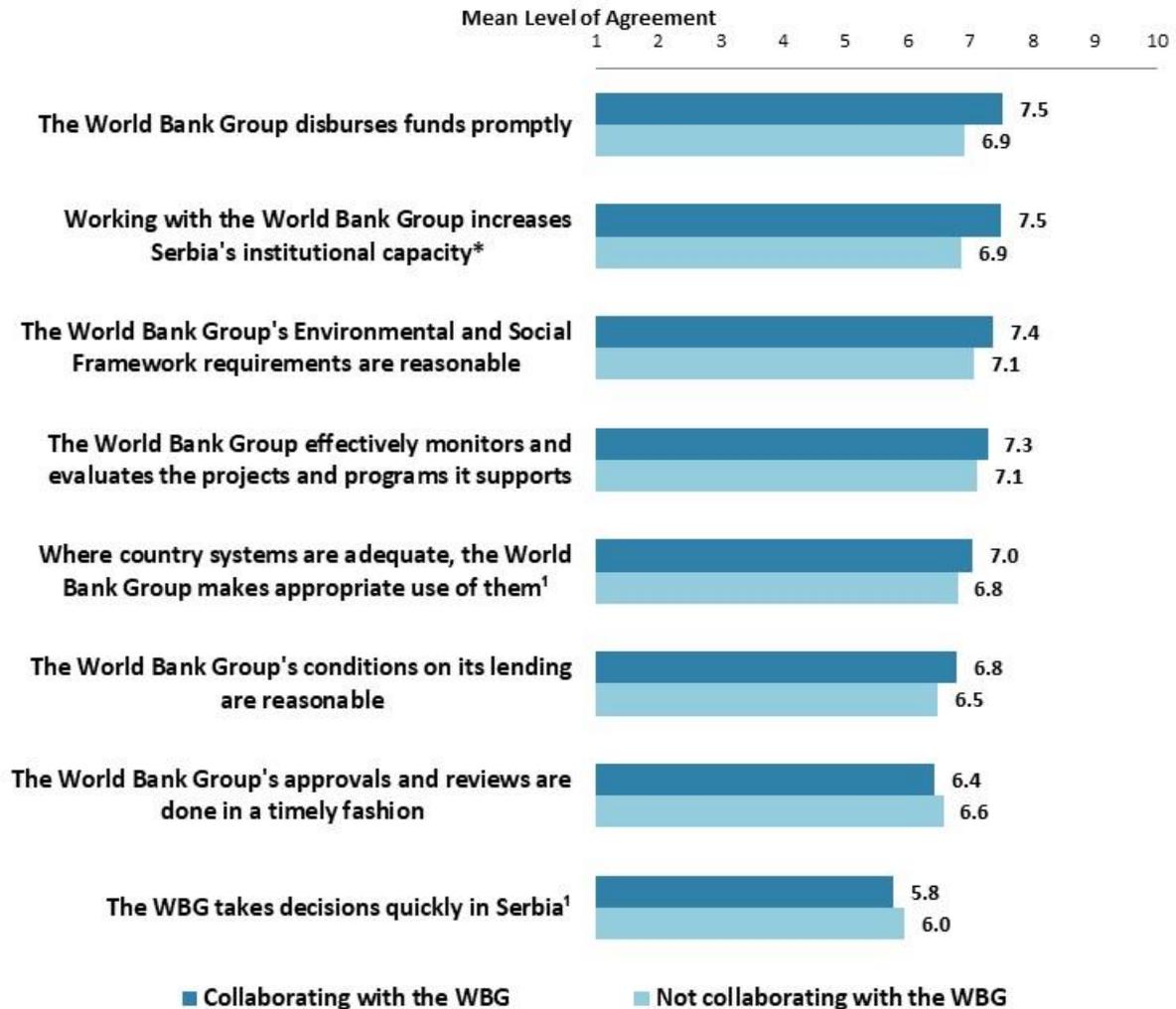
(1-"Strongly disagree", 10-"Strongly agree")

Means based on weighted data. *Significantly different between FY20 and FY17 ¹Indicator Question



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

Overall Perceptions: Collaboration



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

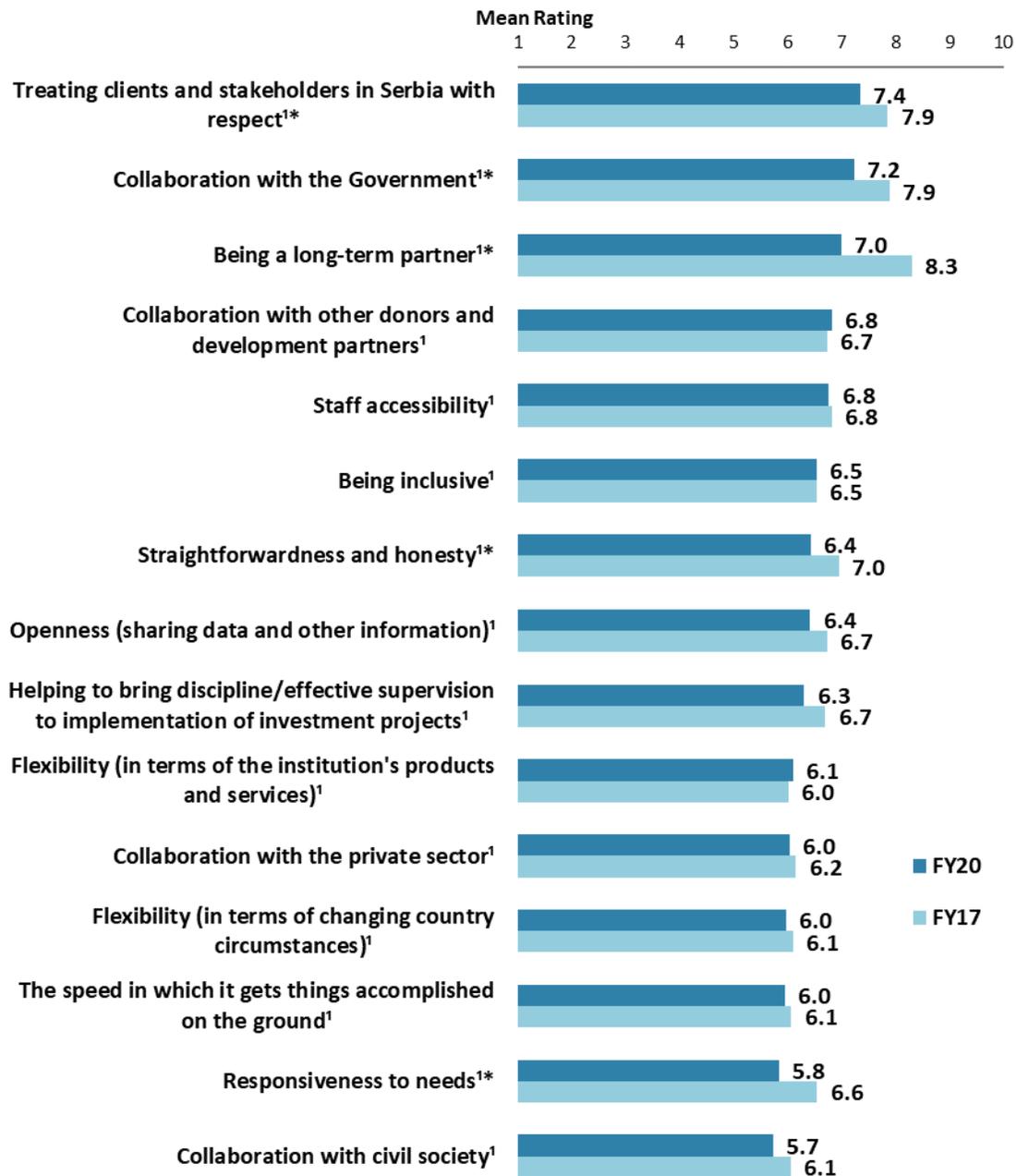
(1-"Strongly disagree", 10-"Strongly agree") ¹Indicator question

*Significantly different between collaborators and non-collaborators



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

The WBG as an Effective Development Partner: Year Comparison

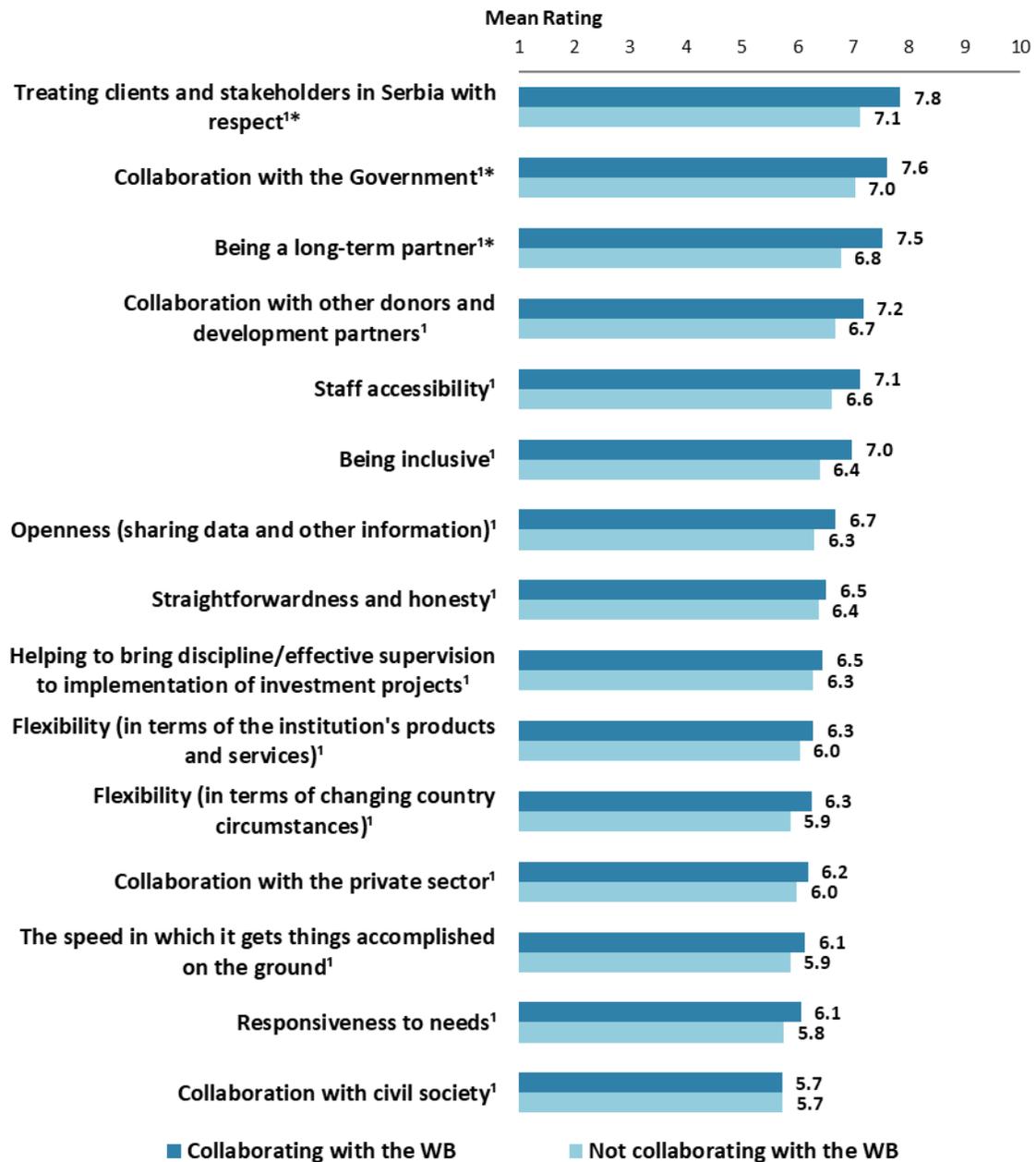


"To what extent is the World Bank Group an effective development partner in Serbia, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")
Means based on weighted data. *Significantly different between FY20 and FY17 ¹Indicator Question



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

The WBG as an Effective Development Partner: Collaboration



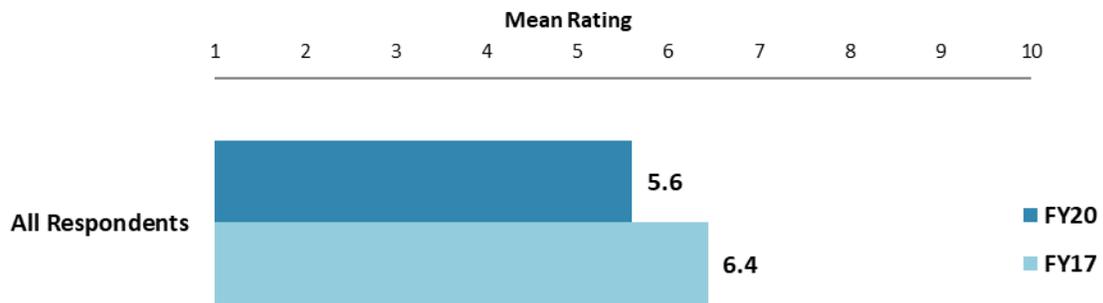
"To what extent is the World Bank Group an effective development partner in Serbia, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

^{*}Significantly different between collaborators and non-collaborators ¹Indicator Question



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

WBG's Reimbursable Advisory Services (RAS)

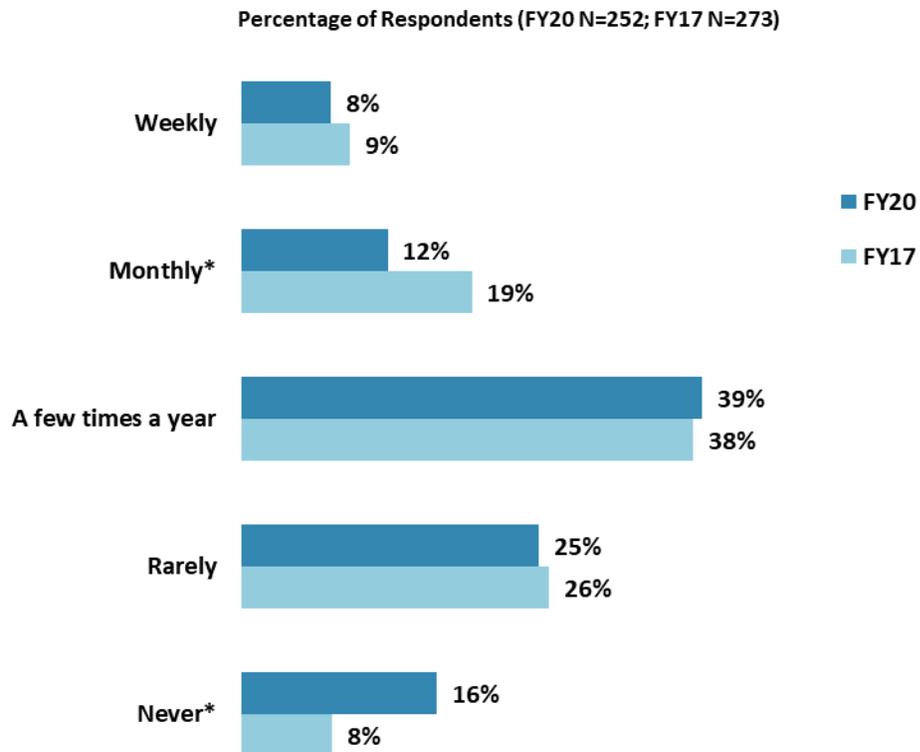


"To what extent do you believe that Serbia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?" (1-"To no degree at all", 10-"To a very significant degree")
Means based on weighted data. Significantly different between FY20 and FY17



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

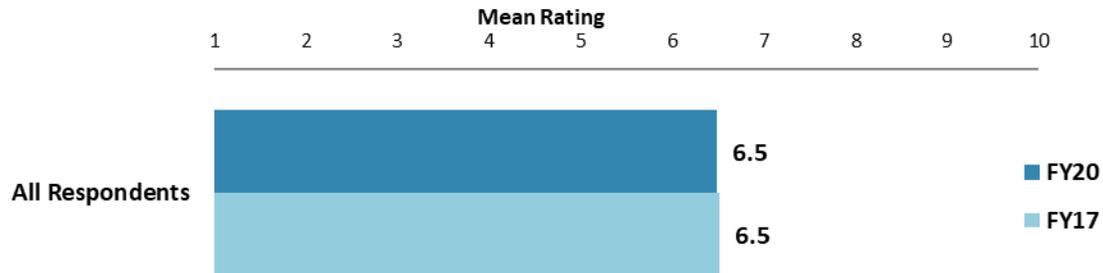


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" Percentages based on weighted data. *Significantly different between FY20 and FY17



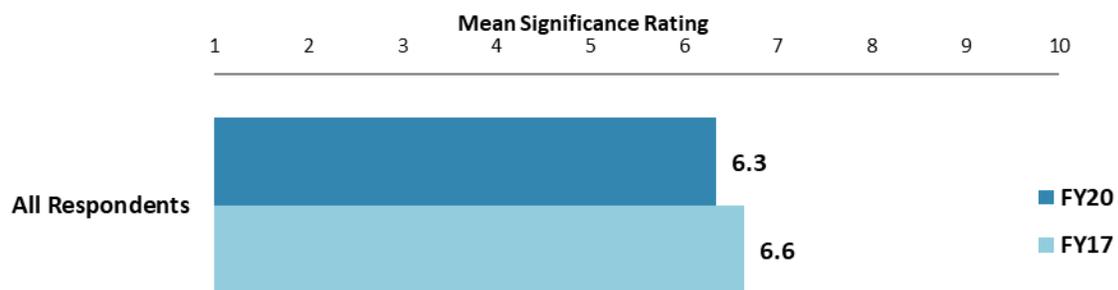
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Serbia's Knowledge Needs (Indicator Question)



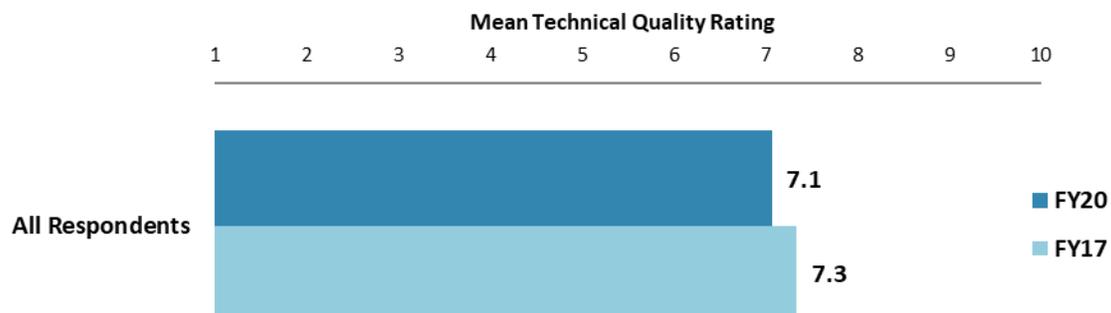
"The World Bank Group meets Serbia's needs for knowledge services."
(1-"Strongly disagree", 10-"Strongly agree") Means based on weighted data.

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") Means based on weighted data.

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

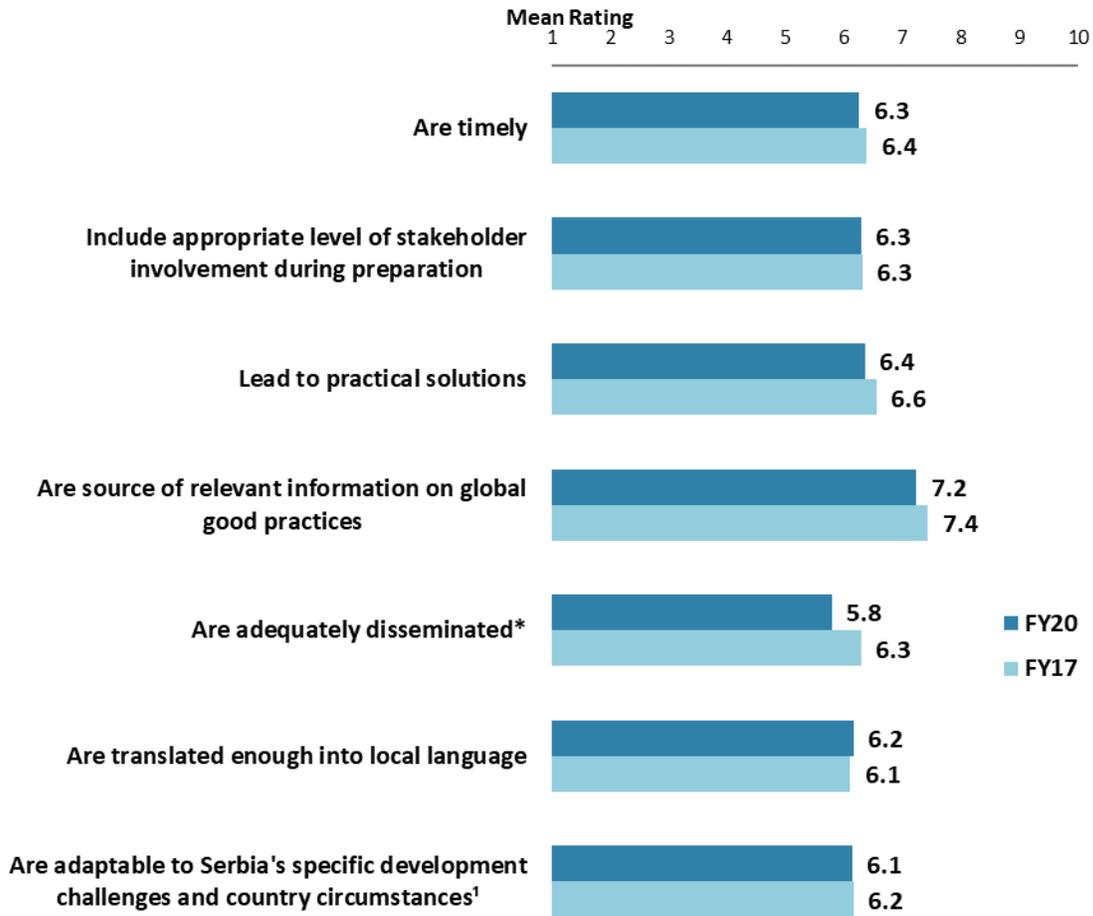


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality") Means based on weighted data.



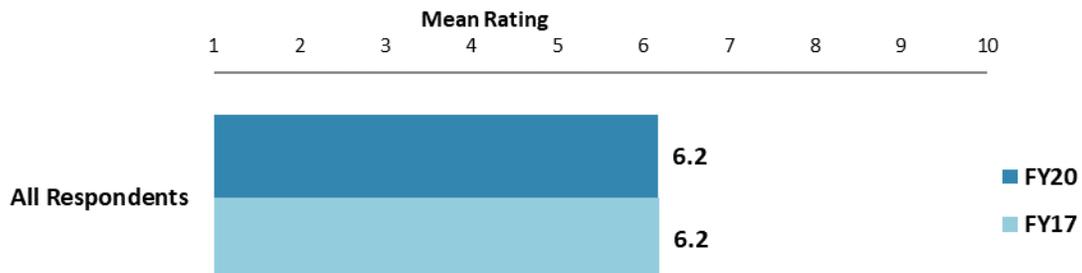
VIII. World Bank Group’s Knowledge and Instruments (continued)

Qualities of the WBG’s Knowledge Work and Activities



"In Serbia, 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") Means based on weighted data. *Significantly different between FY20 and FY17 ¹Indicator Question

Meeting Serbia’s Needs for Financial Instruments (Indicator Question)



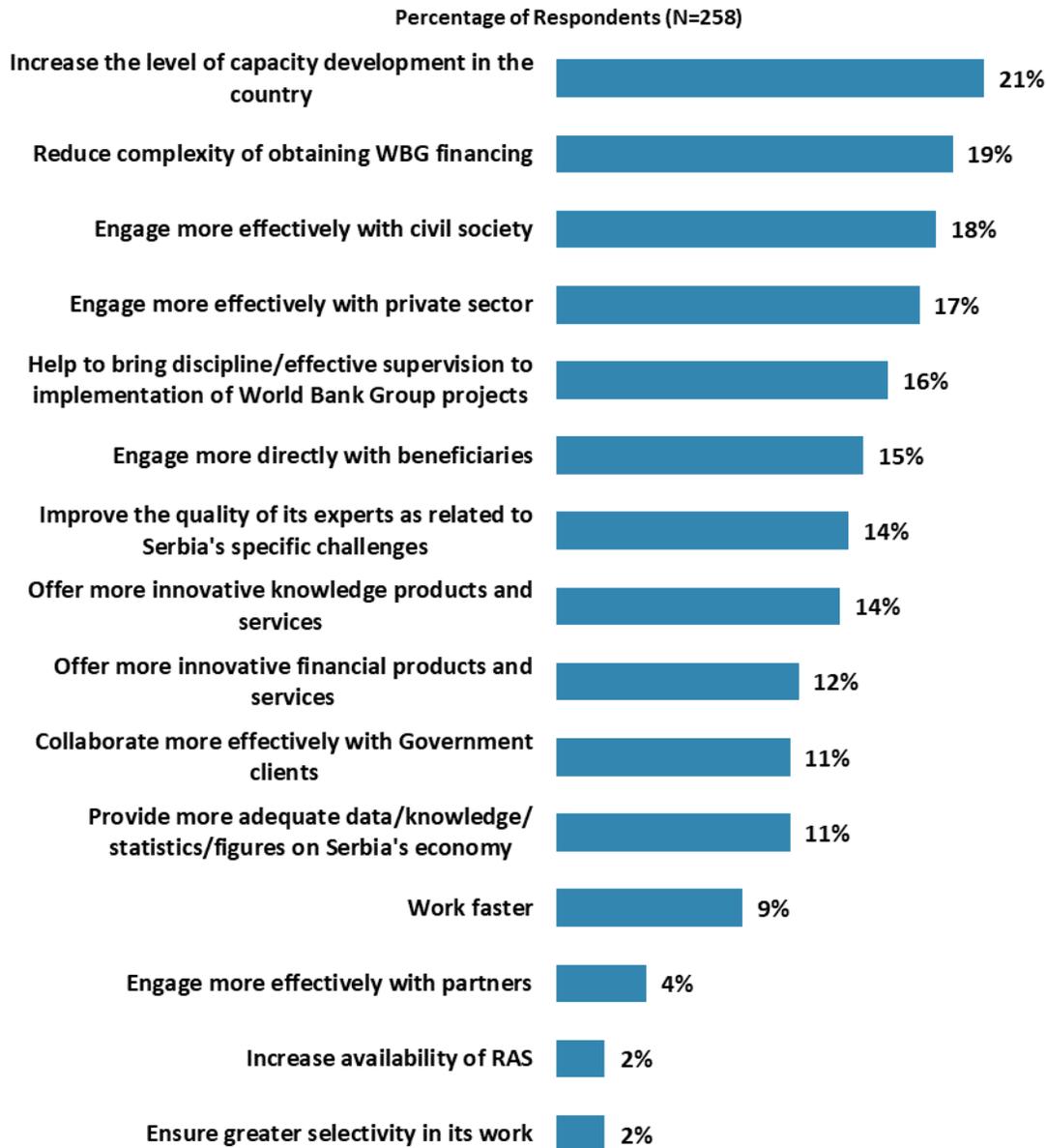
"The World Bank Group’s financial instruments meet the needs of Serbia." (1-"Strongly disagree", 10-"Strongly agree") Means based on weighted data.



IX. The Future Role of the WBG in Serbia

Making the World Bank Group of Greater Value

- **Year comparison:** To make itself of greater value in Serbia, respondents in the FY'17 Country Survey indicated that the WBG should “Reduce the complexity of obtaining WBG financing” (26%), “Help to bring discipline/effective supervision to implantation of investment projects” (25%), and “Increase the level of capacity development in the country” (23%).

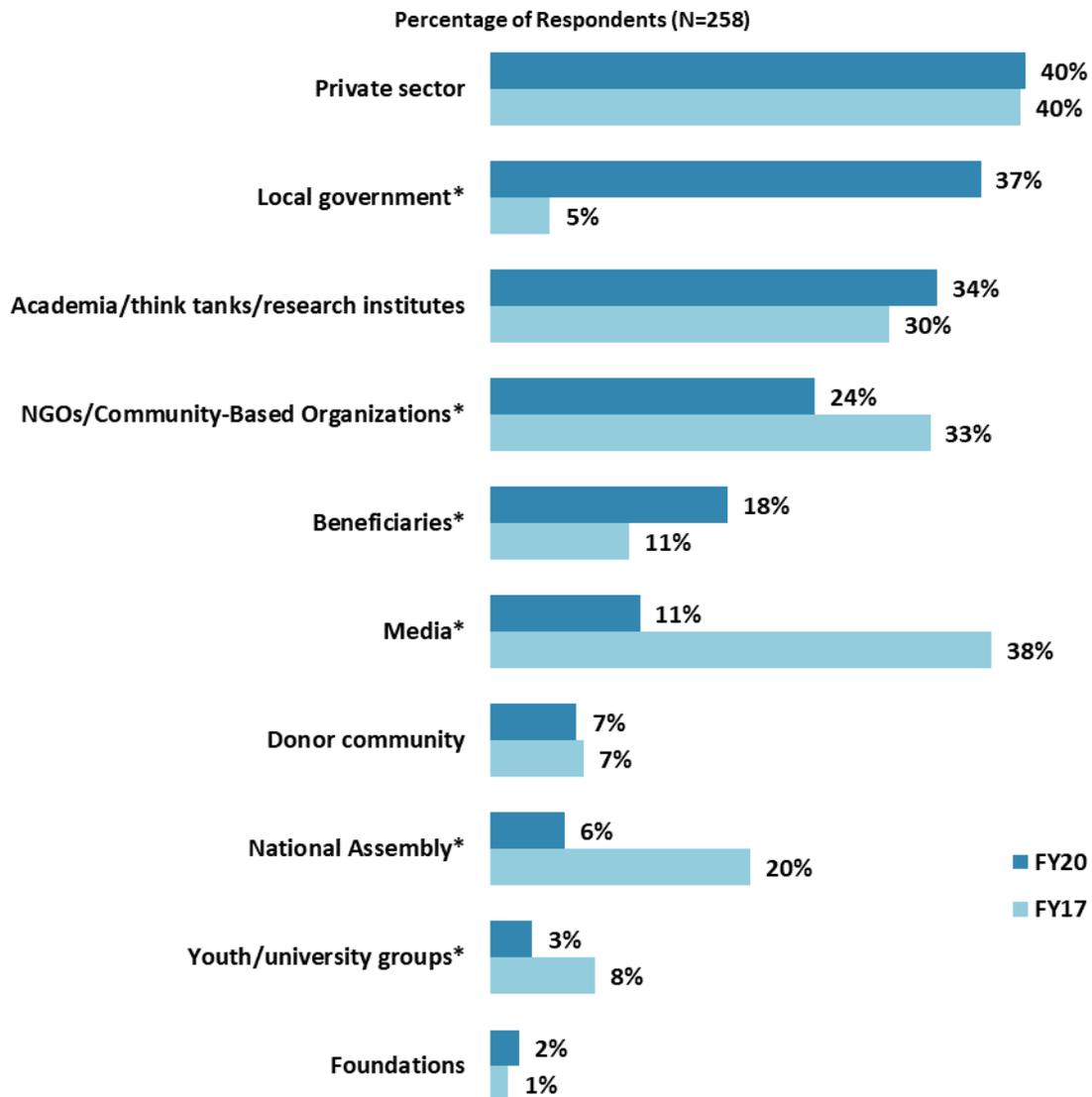


"Which of the following SHOULD the World Bank Group do to make itself of greater value in Serbia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...



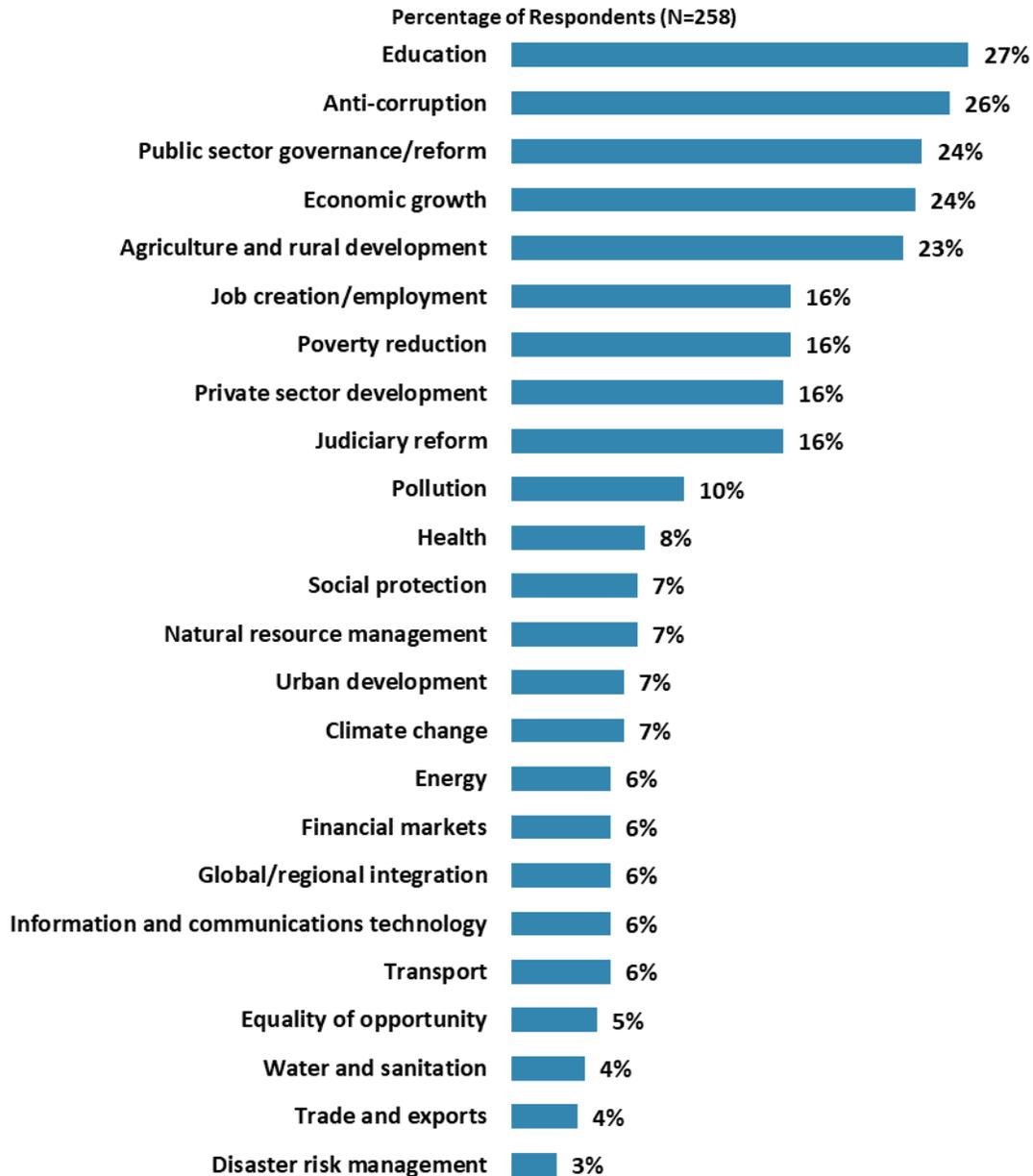
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)
Percentages based on weighted data. *Significantly different between FY20 and FY17



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the FY'17 Country Survey indicated that the WBG should focus its resources on “Education” (35%), “Private sector development” (30%), “Job creation/employment” (29%), “Public sector governance/reform” (25%), and “Economic growth” (22%). Of note, “Anti-corruption” was identified by 14% of respondents in the FY'17 Country Survey compared to 26% respondents in FY'20.



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

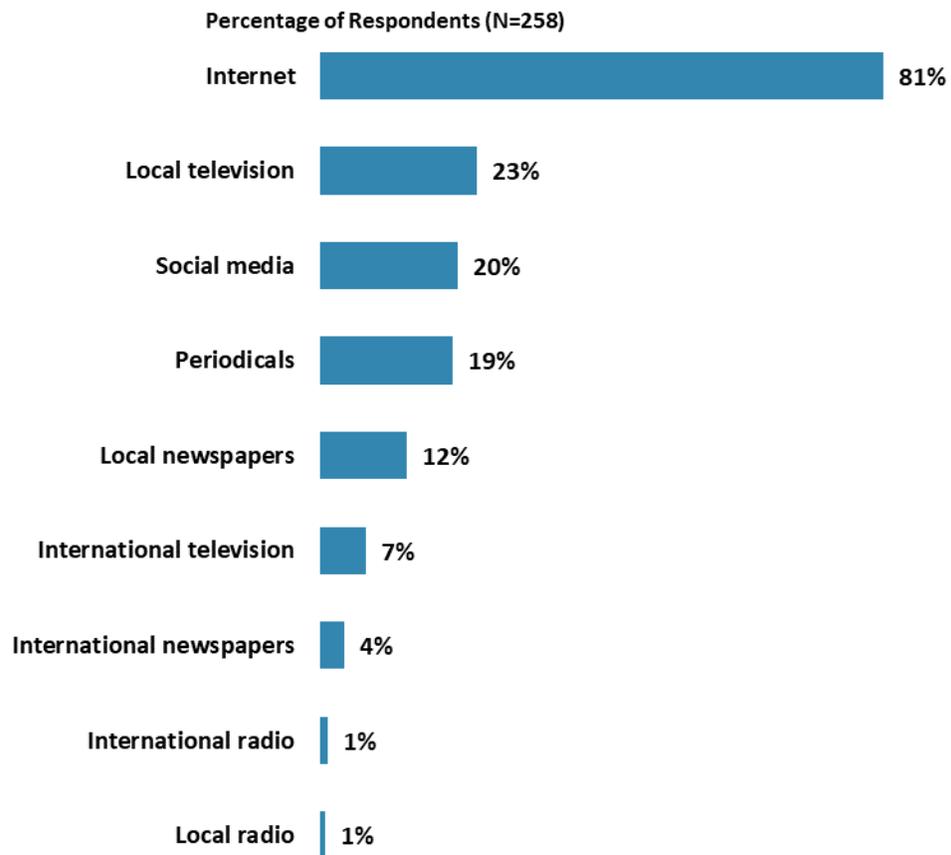


X. Communication and Outreach

Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 58) for selected responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the FY’17 Country Survey indicated that they got most of their information about economic and social development issues in Serbia from the “Internet” (76%).



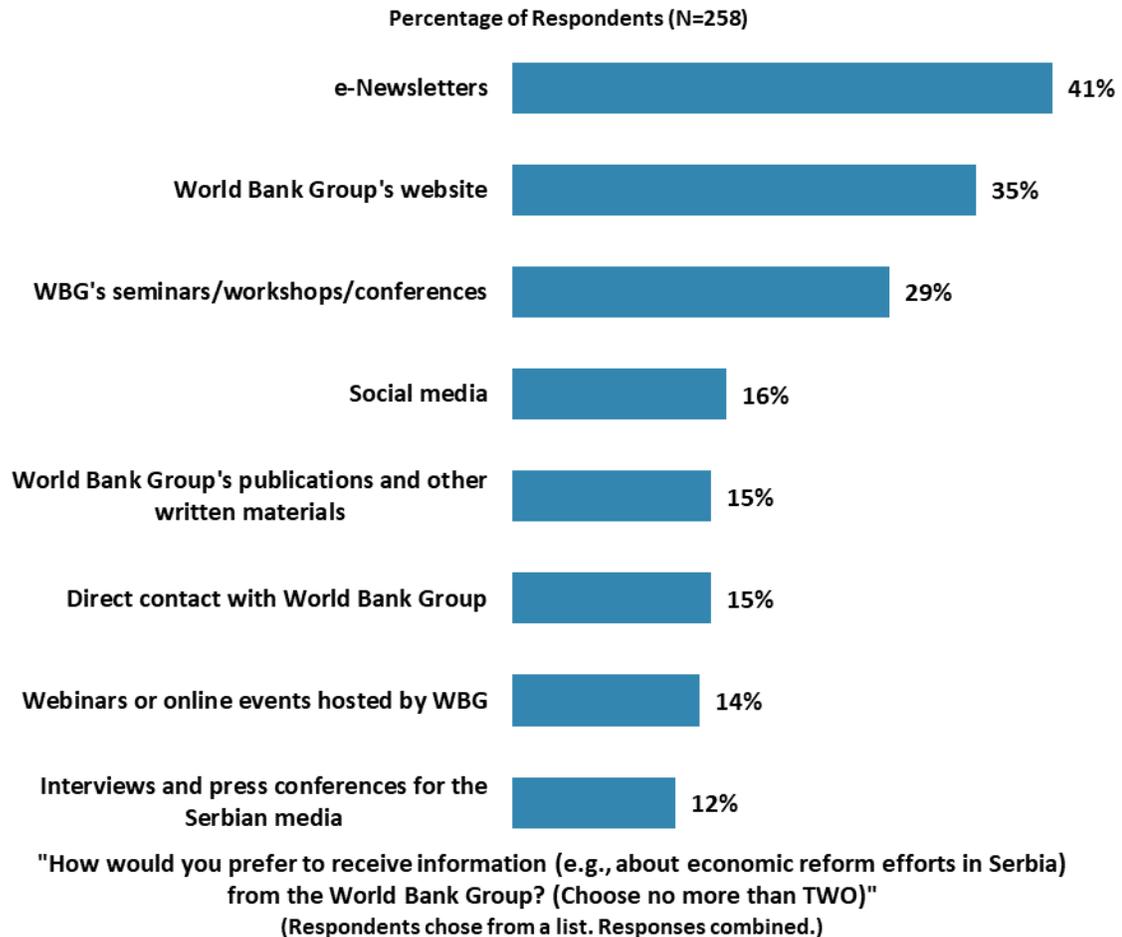
"How do you get most of your information about economic and social development issues in Serbia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

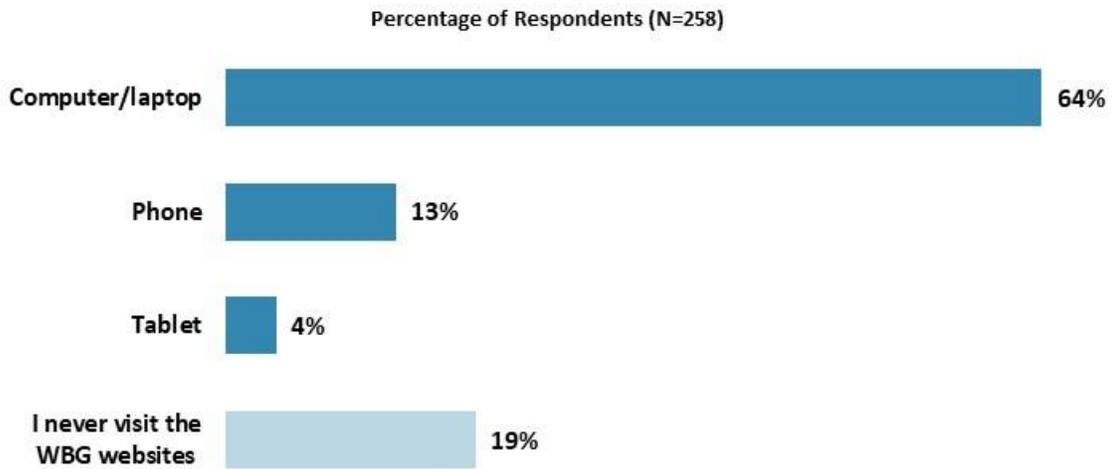
- **Year comparison:** Respondents in the FY'17 Country Survey indicated that they would prefer to receive information from the WBG through “*e-Newsletters*” (47%) and “*World Bank Group’s seminars/workshops/conferences*” (35%), “*World Bank Group’s website*” (25%), “*World Bank Group’s publications and other written materials*” (23%), and “*Direct contact with World Bank Group*” (22%).





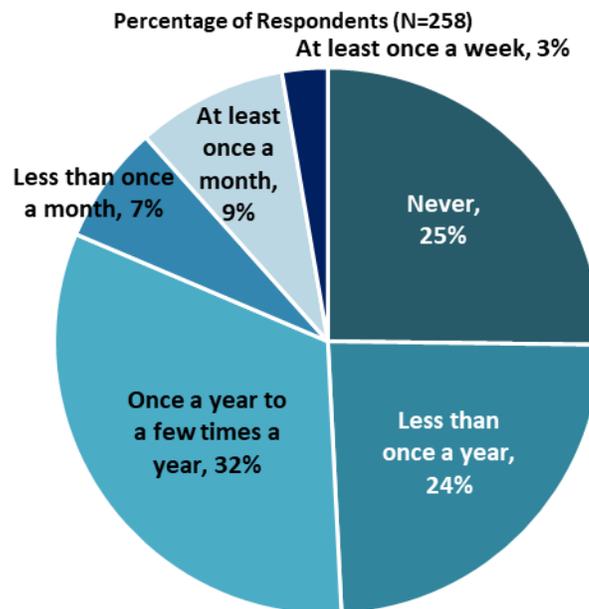
X. Communication and Outreach (continued)

Devices Accessing WBG Website



"What do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.)

WBG Interaction Frequency

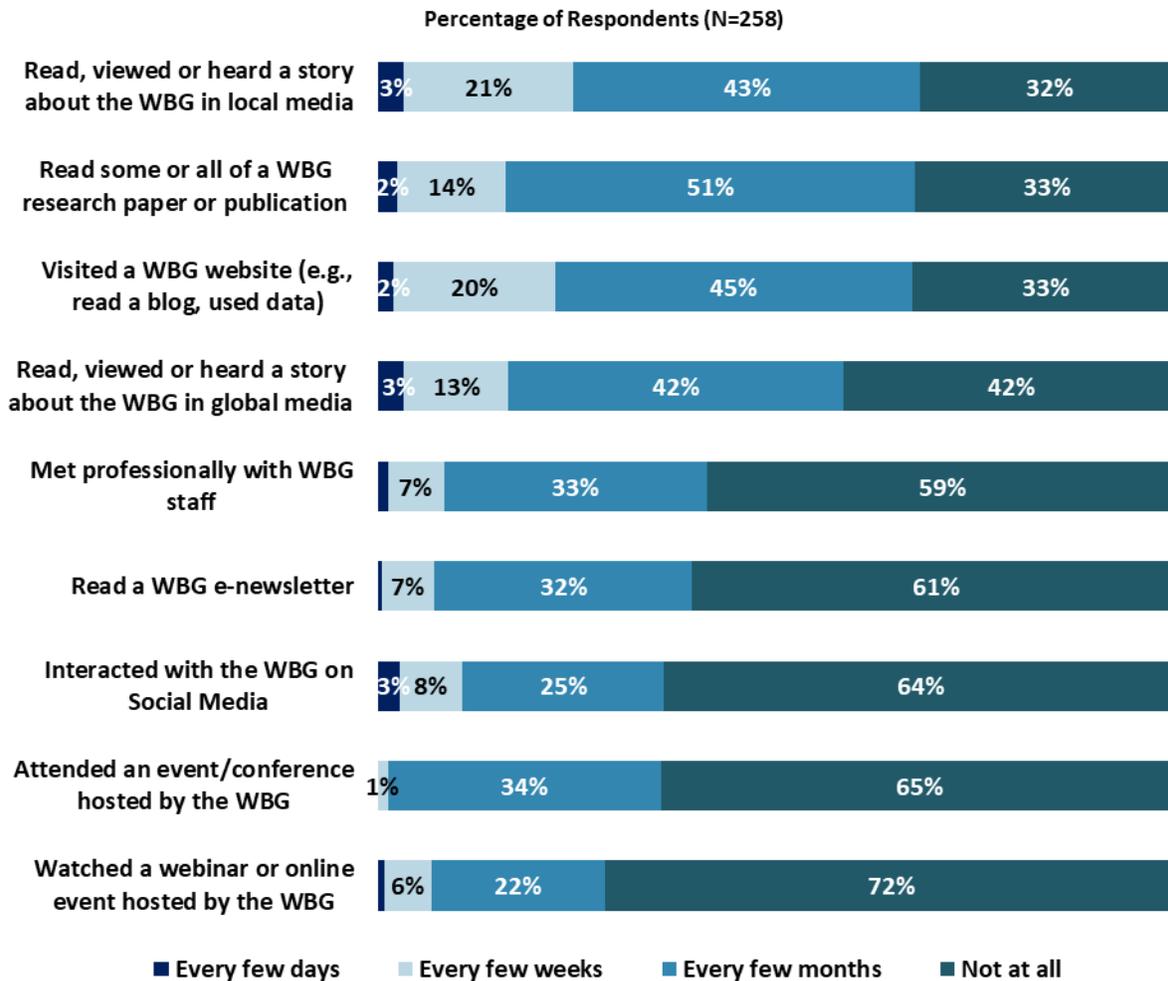


"How frequently do you interact with the World Bank Group now in Serbia?"
(Respondents chose from a list.)



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.)



X. Communication and Outreach (continued)

WBG vs. Government Communications



"In Serbia, to what extent do you believe that the ____ communications about the necessity of economic reforms?" (1 - "To no degree at all", 10 - "To a very significant degree")

*Significantly different between the WBG and the Government



XI. Appendices

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SERBIA





Appendix A: Responses to All Questions across All Respondents (N=258)

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 Serbia is headed in ... ?	Percentage of Respondents (N=258)
The right direction	31.4%
The wrong direction	39.1%
Not sure	29.5%

2. Do you think that economic opportunity for citizens in Serbia is ... ?	Percentage of Respondents (N=258)
Increasing	37.2%
Decreasing	24.8%
Staying about the same	38.0%

**A. Overall Context (continued)**

3. Listed below are a number of development priorities in Serbia. Please identify which of the following you consider the most important development priorities in Serbia. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=258)
Anti-corruption	33.3%
Education	29.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	26.7%
Economic growth	24.8%
Private sector development	23.3%
Judiciary reform	20.2%
Agriculture and rural development	20.2%
Job creation/employment	17.8%
Poverty reduction	11.2%
Information and communications technology	10.1%
Global/regional integration	8.1%
Health	8.1%
Natural resource management	7.8%
Trade and exports	7.4%
Transport (e.g., roads, bridges, transportation)	6.2%
Financial markets	5.4%
Equality of opportunity (i.e., social inclusion)	5.0%
Energy	3.9%
Social protection (e.g., pensions, targeted social assistance)	3.9%
Pollution	3.5%
Urban development	3.5%
Food safety	3.1%
Crime and violence	3.1%
Gender equity (closing the gap between women and men, and boys and girls)	2.3%
Climate change (e.g., mitigation, adaptation)	2.3%
National debt	1.9%
Disaster risk management	1.6%
Water and sanitation	1.2%
Non-communicable diseases (e.g., cardiovascular diseases, diabetes, chronic obstructive pulmonary disease, cancer)	0.4%

**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 Serbia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=258)
Education	39.1%
Job creation/employment	38.8%
Economic growth	33.3%
Anti-corruption	27.5%
Private sector development	24.4%
Agriculture and rural development	22.1%
Equality of opportunity (i.e., social inclusion)	18.2%
Social protection (e.g., pensions, targeted social assistance)	17.8%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17.4%
Judiciary reform	8.1%
Urban development	6.2%
Global/regional integration	5.8%
Health	5.0%
Trade and exports	4.7%
Natural resource management	3.5%
Crime and violence	3.1%
Financial markets	3.1%
Pollution	2.7%
Information and communications technology	2.3%
Gender equity (closing the gap between women and men, and boys and girls)	2.3%
Transport (e.g., roads, bridges, transportation)	1.9%
Non-communicable diseases (e.g., cardiovascular diseases, diabetes, chronic obstructive pulmonary disease, cancer)	1.6%
Energy	1.6%
National debt	1.6%
Climate change (e.g., mitigation, adaptation)	0.8%
Food safety	0.8%
Water and sanitation	0.4%
Disaster risk management	0.4%

**A. Overall Context (continued)**

5. Please describe the direction Serbia is moving in, when considering ... ?	N	Direction				
		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
Human development (e.g., health, education, and social protection)	258	24.0%	30.6%	22.1%	18.2%	5.0%
Equal opportunity for girls and boys, men and women	258	2.3%	11.6%	39.5%	36.4%	10.1%
Growing Serbia's economy in a way that leads to jobs and employment	258	7.8%	15.5%	26.0%	38.0%	12.8%
The gap between the rich and the poor	258	43.4%	24.4%	22.5%	8.9%	0.8%
Making government more effective	258	22.9%	20.9%	25.2%	23.3%	7.8%
Anti-corruption	258	40.3%	16.7%	26.7%	11.6%	4.7%
Attracting new sources of foreign investment	258	3.5%	14.3%	29.1%	34.9%	18.2%

6. Listed below are global challenges. Which do you think have the most serious impact on Serbia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=258)
Geopolitical uncertainty	40.3%
Jobs/employment	28.3%
The gap between the rich and the poor	23.3%
Environmental degradation	20.2%
Migrants and refugees	19.0%
Fragility in Serbia or neighboring countries	15.9%
Climate change	14.3%
National debt	13.2%
Trade constraints	10.5%
Technology-based disruption	8.1%
Terrorism	0.8%

7. When economic and/or social reform efforts fail or are slow to take place in Serbia, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=258)
Corruption	46.9%
Political pressures and obstacles	36.8%
Reforms are not well thought out in light of country challenges	20.9%
Inadequate level of government accountability	17.8%
Poor coordination within the government	16.7%
Inadequate level of citizen/civil society participation	15.9%
Inadequate level of capacity in the government	14.7%
Inadequate level of private sector participation	13.6%
Private sector involvement and/or influence	2.7%
Inadequate level of donor coordination	2.7%

**A. Overall Context (continued)**

8. To what extent do you trust each of the following groups to do what is right? <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
1. The national/federal government	234	24	4.55	2.80
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	232	26	5.81	2.18
3. The World Bank Group*	240	18	6.31	2.34
4. The International Monetary Fund	236	22	5.58	2.36
5. The United Nations (UN)	236	22	5.52	2.19
6. Regional development banks	227	31	5.28	2.12
7. Serbia's Central Bank	245	13	5.49	2.53
8. International private sector	232	26	5.05	2.11
9. Domestic private sector	245	13	5.77	2.05
10. International civil society (e.g., NGOs, CBOs)	231	27	5.07	2.29
11. Domestic civil society (e.g., NGOs, CBOs)	238	20	5.14	2.28
12. Faith-based institutions	236	22	3.96	2.62
13. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	247	11	3.57	2.07
14. International media and their web presence	242	16	4.69	2.10
15. Web based media (i.e., blogs, social media, other web-based news and information sources)	242	16	4.83	2.18

9. To what extent do you trust private sector to engage in public service delivery in Serbia?	Percentage of Respondents (N=258)
To a very low degree	12.0%
To a somewhat low degree	52.7%
To a somewhat high degree	22.1%
To a very high degree	2.3%
Don't know	10.9%

**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 Serbia? (1-Not familiar at all, 10-Extremely familiar)	258	n/a	5.74	2.54

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Serbia? (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 Serbia*	220	38	6.38	2.02
3. The World Bank Group's work is aligned with what I consider the development priorities for Serbia*	205	53	6.34	2.16

Effectiveness	N	DK	Mean	SD
4. Overall, please rate your impression of the World Bank Group's effectiveness in Serbia.* (1-Not effective at all, 10-Very effective)	204	54	6.20	1.94

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Serbia?*(1-To no degree at all, 10-To a very significant degree)	211	47	6.21	2.01

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Serbia?*(1-To no degree at all, 10-To a very significant degree)	195	63	5.90	2.07

7. To what extent do you believe that the World Bank Group's work and support help the poorest people in Serbia? (Select only ONE response)	Percentage of Respondents (N=258)
To a fully sufficient degree	2.3%
To a somewhat sufficient degree	35.3%
To a somewhat insufficient degree	23.3%
To a very insufficient degree	9.3%
Don't know	29.8%

8. When thinking about the World Bank Group's role in Serbia, which activity do you VALUE the most? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=258)
Financial resources	40.7%
Capacity development related to World Bank Group supported projects	31.4%
Policy advice, studies, analyses	26.0%
Promoting knowledge sharing	15.5%
Technical assistance	13.2%
Data and statistics	10.5%
Bringing together different groups of stakeholders	10.5%
Mobilizing third party financial resources	10.5%
Implementation support	10.1%
Donor coordination	7.8%

**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 Serbia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=258)
Not willing to honestly criticize policies and reform efforts in the country	20.2%
World Bank Group's processes too slow and complex	20.2%
Not adequately sensitive to political/social realities in Serbia	19.0%
Not enough public disclosure of its work	18.2%
Too influenced by developed countries	18.2%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	12.4%
Not aligned with country priorities	8.9%
Not sufficiently focused on sustainable results	7.4%
Not collaborating enough with private sector	7.0%
Not adequately flexible	3.9%
Arrogant in its approach	3.1%
Other	2.7%
Staff too inaccessible	2.3%
Inadequate World Bank Group's staffing in Serbia	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 Serbia, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Serbia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=258)
Education	26.7%
Anti-corruption	25.6%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	24.0%
Economic growth	23.6%
Agriculture and rural development	22.9%
Job creation/employment	16.3%
Poverty reduction	16.3%
Private sector development	15.9%
Judiciary reform	15.9%
Pollution	10.1%
Health	7.8%
Social protection (e.g., pensions, targeted social assistance)	7.4%
Natural resource management	7.4%
Urban development	6.6%
Climate change (e.g., mitigation, adaptation)	6.6%
Energy	5.8%
Financial markets	5.8%
Global/regional integration	5.8%
Information and communications technology	5.8%
Transport (e.g., roads, bridges, transportation)	5.8%
Equality of opportunity (i.e., social inclusion)	5.0%
Water and sanitation	4.3%
Trade and exports	3.9%
Disaster risk management	2.7%
Food safety	2.3%
Gender equity (closing the gap between women and men, and boys and girls)	1.6%
Non-communicable diseases (e.g., cardiovascular diseases, diabetes, chronic obstructive pulmonary disease, cancer)	1.2%
Crime and violence	0.8%
National debt	0.0%

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 Serbia solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	197	61	6.84	1.91

**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 Serbia, 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*	204	54	5.85	2.02
3. Flexibility (in terms of the institution's products and services)*	190	68	6.12	2.04
4. Flexibility (in terms of changing country circumstances)*	199	59	5.99	2.18
5. Being inclusive*	183	75	6.57	2.11
6. Openness (sharing data and other information)*	208	50	6.42	2.26
7. Collaboration with the Government*	183	75	7.23	1.92
8. The speed in which it gets things accomplished on the ground*	196	62	5.96	1.98
9. Helping to bring discipline/effective supervision to implementation of investment projects*	183	75	6.33	2.08
10. Collaboration with civil society*	184	74	5.72	2.23
11. Staff accessibility*	201	57	6.79	2.25
12. Collaboration with other donors and development partners*	178	80	6.83	1.94
13. Collaboration with the private sector*	164	94	6.04	1.96
14. Straightforwardness and honesty*	203	55	6.42	2.27
15. Treating clients and stakeholders in Serbia with respect*	206	52	7.35	2.18
16. Being a long-term partner*	202	56	7.02	2.03

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	150	108	7.11	2.26
18. The World Bank Group effectively monitors and evaluates the projects and programs it supports	196	62	7.17	2.11
19. The World Bank Group's approvals and reviews are done in a timely fashion	147	111	6.53	2.01
20. The World Bank Group's Environmental and Social Framework requirements are reasonable	162	96	7.15	2.15
21. The World Bank Group's conditions on its lending are reasonable	165	93	6.58	2.19
22. The World Bank Group takes decisions quickly in Serbia*	174	84	5.89	2.01
23. Working with the World Bank Group increases Serbia's institutional capacity	215	43	7.06	2.18
24. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	170	88	6.86	2.27

To what extent do you agree/disagree with the following statements about the World Bank Group in Serbia? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
25. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Serbia*	163	95	6.16	2.22
26. The World Bank Group meets Serbia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	202	56	6.50	2.22

Systematic Country Diagnostic and Country Partnership Framework	N	DK	Mean	SD
27. To what extent do you believe that Serbia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1- To no degree at all, 10- To a very significant degree)	93	165	5.61	1.96

**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 Serbia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	96	162	5.50	2.19
2. Gender equity (closing the gap between women and men, and boys and girls)	102	156	6.24	2.20
3. Private sector development	117	141	6.21	2.21
4. Education	117	141	5.97	2.25
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	147	111	6.12	2.30
6. Global/regional integration	104	154	6.18	2.14
7. Food safety	65	193	5.11	2.17
8. Urban development	92	166	5.74	1.88
9. Energy	94	164	6.19	2.07
10. Water and sanitation	73	185	5.75	2.20
11. Pollution	85	173	5.15	2.20
12. Job creation/employment	119	139	5.97	2.07
13. Health	98	160	5.82	2.11
14. Financial markets	107	151	6.19	2.22
15. Transport (e.g., roads, bridges, transportation)	106	152	6.58	2.17
16. Agriculture and rural development	98	160	5.72	2.18
17. Trade and exports	95	163	6.09	2.10
18. Crime and violence	61	197	4.41	2.24
19. Natural resource management	86	172	5.76	2.27
20. Climate change (e.g., mitigation, adaptation)	80	178	5.42	2.36
21. Poverty reduction	127	131	5.83	2.39
22. Anti-corruption	107	151	4.25	2.38
23. Judiciary reform	96	162	4.47	2.46
24. Economic growth	147	111	6.54	2.06
25. Disaster risk management	94	164	6.33	2.01
26. Equality of opportunity (i.e., social inclusion)	115	143	5.99	2.19
27. Non-communicable diseases (e.g., cardiovascular diseases, diabetes, chronic obstructive pulmonary disease, cancer)	62	196	5.18	1.98
28. Information and communications technology	100	158	6.62	2.05

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=258)
Increased its emphasis recently	18.6%
Decreased its emphasis recently	2.7%
Emphasis has remained pretty consistent over time	33.7%
Don't know	45.0%

**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=258)
Weekly	7.4%
Monthly	12.0%
A few times a year	39.5%
Rarely	24.8%
Never	16.3%

In Serbia, 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	175	83	6.27	2.06
3. Include appropriate level of stakeholder involvement during preparation	172	86	6.29	2.09
4. Lead to practical solutions	183	75	6.37	2.09
5. Are source of relevant information on global good practices	192	66	7.22	2.12
6. Are adequately disseminated and accessible	170	88	5.81	2.23
7. Are translated enough into local language	164	94	6.13	2.34
8. Are adaptable to Serbia's specific development challenges and country circumstances*	175	83	6.14	2.06

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)	191	67	6.33	2.00
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)	191	67	7.08	1.87

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Serbia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=258)
Increase the level of capacity development in the country	20.5%
Reduce the complexity of obtaining World Bank Group financing	19.0%
Engage more effectively with civil society (e.g., NGOs, CBOs)	18.2%
Engage more effectively with private sector	17.4%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	15.9%
Engage more directly with beneficiaries	14.7%
Improve the quality of its experts as related to Serbia's specific challenges	14.0%
Offer more innovative knowledge products and services	13.6%
Offer more innovative financial products and services	11.6%
Collaborate more effectively with Government clients (e.g., national, state, local)	11.2%
Provide more adequate data/knowledge/statistics/figures on Serbia's economy	11.2%
Work faster	8.9%
Other	4.3%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	4.3%
Increase availability of Reimbursable Advisory Services (RAS)	2.3%
Ensure greater selectivity in its work	2.3%

**F. The Future Role of the World Bank Group in Serbia (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=258)
Private sector	41.1%
Local government	37.2%
Academia/think tanks/research institutes	32.2%
NGOs/Community Based Organizations	24.8%
Beneficiaries	18.2%
Media	10.9%
Donor community	7.0%
National Assembly	5.4%
Youth/university groups	3.1%
Foundations	2.3%
Other	0.0%
Don't know	0.0%

G. Communication and Information Sharing

1. How frequently do you interact with the World Bank Group now in Serbia?	Percentage of Respondents (N=258)
Never	25.2%
Less than once a year	24.0%
Once a year to a few times a year	32.2%
Less than once a month	7.0%
At least once a month	8.9%
At least once a week	2.7%

2. How do you get most of your information about economic and social development issues in Serbia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=258)
Internet	80.6%
Local television	22.5%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	19.8%
Periodicals	19.0%
Local newspapers	12.4%
International television	6.6%
International newspapers	3.5%
International radio	1.2%
Local radio	0.8%



G. Communication and Information Sharing (continued)

3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=258)
e-Newsletters	41.1%
World Bank Group's website	35.3%
World Bank Group's seminars/workshops/conferences	28.7%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	16.3%
World Bank Group's publications and other written materials	15.1%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	15.1%
Webinars or online events hosted by the World Bank Group	14.3%
Interviews and press conferences for the Serbian media	12.4%

4. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)	Percentage of Respondents (N=208)
High speed/WiFi	97.6%
Dial-up	2.4%

5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)	Percentage of Respondents (N=258)
Computer/laptop	63.6%
I never visit the WBG websites	19.4%
Phone	13.2%
Tablet	3.9%

6. 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)	258	3.1%	21.3%	43.4%	32.2%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	258	3.1%	13.2%	41.9%	41.9%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	258	2.7%	7.8%	25.2%	64.3%
Visited a WBG website (e.g., read a blog, used data)	258	1.9%	20.2%	44.6%	33.3%
Attended an event/conference hosted by the WBG	258	0.0%	1.2%	34.1%	64.7%
Watched a webinar or online event hosted by the WBG	258	0.8%	5.8%	21.7%	71.7%
Read some or all of a WBG research paper or publication	258	2.3%	13.6%	51.2%	32.9%
Met professionally with WBG staff	258	1.2%	7.0%	32.9%	58.9%
Read a WBG e-newsletter	258	0.4%	6.6%	32.2%	60.9%

In Serbia, to what extent do you believe that the World Bank Group's communications about the necessity of economic reforms: (1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
7. Are timely	178	80	6.78	1.91
8. Are accessible (well written and easy to understand)	189	69	6.86	2.03

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

In Serbia, to what extent do you believe that the Government's communications about the necessity of economic reforms: (1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
9. Are timely	202	56	6.01	2.43
10. Are accessible (well written and easy to understand)	203	55	5.89	2.56

H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=258)
Employee of Ministry, Ministerial Department, Implementation Agency	15.1%
NGO/Community Based Organization	13.6%
Private Sector Organization	13.2%
Local Government Office or Staff	10.5%
Academia/Research Institute/Think Tank	8.1%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	5.4%
Multilateral Agency (UN, regional development bank)	5.4%
Media (press, radio, TV, web, etc.)	5.4%
State-Owned Enterprise	5.0%
Bilateral Agency (e.g., embassy, diplomatic, military)	5.0%
Office of Minister	4.7%
Office of Parliamentarian (National Assembly)	1.9%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	1.6%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	1.6%
Financial Sector/Private Bank	1.2%
Office of the President, Prime Minister	0.8%
Judicial System (e.g., courts)	0.8%
Trade Union	0.8%
Faith-Based Group	0.0%
Youth Group	0.0%
Other	0.0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=258)
Generalist (specialized in multiple sectors)	15.1%
Other	12.4%
Finance and markets	9.7%
Governance, anti-corruption	7.8%
Macroeconomics, fiscal management	6.2%
Digital development and technology (ICT)	5.8%
Education	4.7%
Communications, public affairs	4.7%
Agriculture, rural development	4.3%
Environment, natural resources	3.5%
Trade and competitiveness	3.5%
Poverty	3.1%
Jobs	3.1%
Health, nutrition	2.7%
Urban development	2.3%
Energy	1.9%
Transport	1.9%
Social protection	1.6%
Fragility, conflict, violence, refugees	1.6%
Climate change	1.2%
Gender	1.2%
Tourism	1.2%
Water, sanitation	0.4%
Demographics, migration	0.4%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?	Percentage of Respondents (N=258)
Yes	27.5%
No	72.5%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Serbia? (Select only ONE response)	Percentage of Respondents (N=71)
The World Bank (IBRD)	91.5%
The International Finance Corporation (IFC)	8.5%
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=258)
Yes	31.8%
No	68.2%

**H. Background Information (continued)**

6. Which of the following describes most of your exposure to the World Bank Group in Serbia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=258)
Observer (i.e., follow in media, discuss in informal conversations, etc.)	41.5%
Use World Bank Group reports/data	32.2%
Collaborate as part of my professional duties	26.7%
Use World Bank Group website for information, data, research, etc.	24.0%
Engage in World Bank Group related/sponsored events/activities	13.6%

7. What's your gender?	Percentage of Respondents (N=258)
Female	50.0%
Male	50.0%

8. What's your age?	Percentage of Respondents (N=258)
25 and under	0.4%
26-35	6.6%
36-45	38.0%
46-55	29.1%
56 and above	26.0%



Appendix B: Responses to Select Questions by Stakeholder Groups

- Office of the President, Prime Minister, Minister N=14 • Employee of a Ministry, PMU/Consultant on WBG Project N=43 • Local Government N=27
- Independent Government Institution N=14 • State-Owned Enterprise N=13 • Bilateral/Multilateral Agency N=27
- Private Sector, Financial Sector/Private Bank N=37 • NGO/CBO N=35 • Academia N=21 • Media N=14 • Other² N=13

A. Overall Context

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

Percentage of Respondents	Office of the President, PM, Minister	Employee of a Ministry/PMU/Consultant	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/Multilateral Agency	Private/Financial Sector/ Bank	NGO/CBO	Academia	Media	Other
The right direction	50.0%	46.5%	40.7%	71.4%	38.5%	18.5%	29.7%	5.7%	23.8%	7.1%	30.8%
The wrong direction	21.4%	20.9%	14.8%	7.1%	23.1%	51.9%	48.6%	62.9%	42.9%	71.4%	61.5%
Not sure	28.6%	32.6%	44.4%	21.4%	38.5%	29.6%	21.6%	31.4%	33.3%	21.4%	7.7%

² Includes the following categories: Office of Parliamentarian (N=5), Judicial System (N=2), Private Foundation (N=4), and Trade Union (N=2).

**A. Overall Context (continued)**

Listed below are a number of development priorities in Serbia. Please identify which of the following you consider the most important development priorities in Serbia. (Choose no more than THREE) *Significantly different between stakeholder groups

Percentage of Respondents (Responses combined)	Office of the President, PM, Minister	Employee of a Ministry/PMU/ Consultant	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/Multilateral Agency	Private/Financial Sector/ Bank	NGO/CBO	Academia	Media	Other
Social protection*	0.0%	0.0%	0.0%	0.0%	7.7%	3.7%	0.0%	8.6%	0.0%	14.3%	23.1%
Gender equity	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	2.7%	5.7%	4.8%	0.0%	7.7%
Private sector development	21.4%	25.6%	14.8%	21.4%	38.5%	29.6%	24.3%	20.0%	19.0%	28.6%	15.4%
Education	21.4%	27.9%	18.5%	50.0%	7.7%	18.5%	27.0%	37.1%	47.6%	35.7%	38.5%
Public sector governance/reform	28.6%	23.3%	14.8%	21.4%	7.7%	33.3%	32.4%	40.0%	28.6%	28.6%	15.4%
Global/regional integration	0.0%	2.3%	3.7%	14.3%	0.0%	3.7%	10.8%	20.0%	14.3%	7.1%	7.7%
Food safety	7.1%	4.7%	3.7%	7.1%	0.0%	3.7%	2.7%	0.0%	4.8%	0.0%	0.0%
Urban development	0.0%	2.3%	11.1%	0.0%	7.7%	3.7%	0.0%	5.7%	0.0%	7.1%	0.0%
Energy	0.0%	2.3%	7.4%	0.0%	7.7%	11.1%	2.7%	2.9%	0.0%	7.1%	0.0%
Water and sanitation	7.1%	2.3%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Pollution	0.0%	4.7%	3.7%	0.0%	0.0%	3.7%	5.4%	0.0%	9.5%	7.1%	0.0%
Job creation/employment*	35.7%	20.9%	11.1%	42.9%	38.5%	14.8%	10.8%	11.4%	4.8%	7.1%	30.8%
Health	21.4%	14.0%	11.1%	0.0%	15.4%	3.7%	10.8%	2.9%	0.0%	7.1%	0.0%
Financial markets	7.1%	4.7%	11.1%	7.1%	0.0%	3.7%	13.5%	2.9%	0.0%	0.0%	0.0%
National debt	7.1%	2.3%	0.0%	0.0%	0.0%	7.4%	0.0%	2.9%	0.0%	0.0%	0.0%
Transport	0.0%	11.6%	7.4%	7.1%	15.4%	3.7%	2.7%	5.7%	4.8%	0.0%	7.7%
Agriculture and rural development	28.6%	25.6%	29.6%	14.3%	38.5%	3.7%	16.2%	17.1%	14.3%	21.4%	23.1%
Trade and exports*	0.0%	20.9%	14.8%	0.0%	0.0%	3.7%	8.1%	0.0%	4.8%	0.0%	7.7%
Crime and violence	0.0%	2.3%	14.8%	0.0%	0.0%	0.0%	2.7%	0.0%	0.0%	7.1%	7.7%
Natural resource management*	0.0%	7.0%	18.5%	0.0%	0.0%	3.7%	8.1%	8.6%	23.8%	0.0%	0.0%
Climate change	0.0%	0.0%	7.4%	0.0%	0.0%	7.4%	2.7%	0.0%	4.8%	0.0%	0.0%
Poverty reduction	21.4%	16.3%	7.4%	7.1%	7.7%	22.2%	8.1%	0.0%	9.5%	7.1%	23.1%
Anti-corruption	21.4%	16.3%	25.9%	42.9%	46.2%	48.1%	45.9%	34.3%	28.6%	21.4%	46.2%
Judiciary reform	14.3%	23.3%	3.7%	21.4%	7.7%	11.1%	27.0%	20.0%	33.3%	42.9%	15.4%
Economic growth*	42.9%	34.9%	48.1%	14.3%	7.7%	22.2%	13.5%	25.7%	14.3%	7.1%	23.1%
Disaster risk management	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	5.7%	4.8%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	7.1%	0.0%	7.4%	5.4%	5.7%	9.5%	21.4%	7.7%
Non-communicable diseases*	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	14.3%	2.3%	11.1%	7.1%	23.1%	14.8%	13.5%	5.7%	14.3%	14.3%	0.0%



A. Overall Context (continued)

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

Percentage of Respondents (Responses combined)	Office of the President, PM, Minister	Employee of a Ministry/PMU/ Consultant	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/Multilateral Agency	Private/Financial Sector/ Bank	NGO/CBO	Academia	Media	Other
Political pressures and obstacles	35.7%	51.2%	25.9%	14.3%	53.8%	33.3%	35.1%	34.3%	38.1%	50.0%	23.1%
Inadequate level of private sector participation	35.7%	14.0%	7.4%	21.4%	0.0%	14.8%	18.9%	5.7%	14.3%	21.4%	0.0%
Inadequate level of citizen/civil society participation*	7.1%	20.9%	22.2%	0.0%	0.0%	7.4%	18.9%	34.3%	9.5%	7.1%	7.7%
Inadequate level of donor coordination	0.0%	2.3%	3.7%	0.0%	7.7%	0.0%	0.0%	5.7%	4.8%	7.1%	0.0%
Reforms are not well thought out in light of country challenges	21.4%	11.6%	18.5%	42.9%	23.1%	14.8%	13.5%	25.7%	19.0%	28.6%	46.2%
Poor coordination within the government	14.3%	16.3%	37.0%	14.3%	7.7%	18.5%	18.9%	8.6%	19.0%	0.0%	15.4%
Inadequate level of government accountability	14.3%	16.3%	18.5%	0.0%	15.4%	33.3%	18.9%	20.0%	14.3%	21.4%	7.7%
Inadequate level of capacity in the government	28.6%	11.6%	25.9%	7.1%	15.4%	22.2%	2.7%	11.4%	19.0%	7.1%	23.1%
Corruption	35.7%	37.2%	33.3%	42.9%	69.2%	44.4%	59.5%	45.7%	52.4%	50.0%	61.5%
Private sector involvement and/or influence	0.0%	4.7%	3.7%	14.3%	7.7%	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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)

	Office of President, PM, Minister		Employee of Ministry/PMU Consultant		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group	14	6.36	37	5.76	27	6.59	13	7.08	12	6.17	25	6.64	35	6.94	32	6.28	18	6.33	14	5.36	13	5.31

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

	Office of President, PM, Minister		Employee of Ministry/PMU Consultant		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How familiar are you with the work of the World Bank Group in Serbia?*	14	7.00	43	4.60	27	5.48	14	6.57	13	6.38	27	6.33	37	5.35	35	5.51	21	6.62	14	5.93	13	6.08

(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 Serbia? (1-Strongly disagree, 10-Strongly agree)

	Office of President, PM, Minister		Employee of Ministry/PMU Consultant		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the WBG currently plays a relevant role in development in Serbia	13	7.46	30	6.33	23	6.13	13	6.92	12	6.83	26	6.00	31	6.42	31	6.61	16	6.44	13	5.38	12	5.92
The World Bank Group's work is aligned with what I consider the development priorities for Serbia	12	6.25	31	6.35	21	6.52	14	6.64	12	5.83	22	6.45	28	6.46	26	6.54	16	6.63	12	4.75	11	6.45

	Office of President, PM, Minister		Employee of Ministry/PMU Consultant		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, please rate your impression of the WBG's effectiveness in Serbia.	12	6.33	31	6.32	21	6.52	11	7.09	12	6.17	23	5.70	26	6.35	29	6.00	16	6.31	11	5.55	12	5.92

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



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

	Office of President, PM, Minister		Employee of Ministry/PMU Consultant		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group's work help to achieve development results in Serbia?	12	6.50	32	6.22	22	6.18	12	6.42	13	6.31	24	6.04	29	6.76	27	6.11	16	6.75	12	4.92	12	5.50

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

	Office of President, PM, Minister		Employee of Ministry/PMU Consultant		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the WBG influence the development agenda in Serbia?	12	6.33	30	5.47	20	5.95	11	5.91	12	6.50	20	5.95	25	5.96	26	6.19	16	5.38	12	5.25	11	6.45

(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 Serbia, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Serbia? (Choose no more than THREE) **Significantly different between stakeholder groups*

Percentage of Respondents (Responses combined)	Office of the President, PM, Minister	Employee of a Ministry/PMU/Consultant	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/Multilateral Agency	Private/Financial Sector/ Bank	NGO/CBO	Academia	Media	Other
Energy	14.3%	2.3%	11.1%	7.1%	15.4%	3.7%	5.4%	0.0%	4.8%	14.3%	0.0%
Water and sanitation	7.1%	4.7%	0.0%	0.0%	15.4%	0.0%	8.1%	2.9%	9.5%	0.0%	0.0%
Pollution	0.0%	4.7%	7.4%	14.3%	7.7%	7.4%	21.6%	5.7%	14.3%	21.4%	7.7%
Job creation/employment	7.1%	18.6%	22.2%	28.6%	15.4%	11.1%	21.6%	11.4%	4.8%	21.4%	15.4%
Health	14.3%	14.0%	11.1%	7.1%	7.7%	0.0%	8.1%	0.0%	9.5%	7.1%	7.7%
Financial markets	14.3%	7.0%	3.7%	14.3%	0.0%	3.7%	10.8%	5.7%	0.0%	0.0%	0.0%
Social protection*	0.0%	2.3%	0.0%	0.0%	0.0%	14.8%	8.1%	14.3%	9.5%	0.0%	30.8%
Gender equity	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	5.7%	0.0%	0.0%	7.7%
Private sector development	14.3%	16.3%	25.9%	14.3%	23.1%	7.4%	18.9%	8.6%	19.0%	14.3%	15.4%
Education	28.6%	20.9%	22.2%	35.7%	30.8%	25.9%	29.7%	22.9%	28.6%	28.6%	38.5%
Public sector governance/reform	14.3%	14.0%	11.1%	21.4%	15.4%	29.6%	29.7%	45.7%	19.0%	21.4%	30.8%
Global/regional integration	7.1%	9.3%	7.4%	0.0%	0.0%	14.8%	5.4%	5.7%	0.0%	0.0%	0.0%
Food safety	7.1%	4.7%	0.0%	0.0%	0.0%	3.7%	2.7%	0.0%	4.8%	0.0%	0.0%
Urban development	7.1%	11.6%	14.8%	0.0%	7.7%	7.4%	5.4%	5.7%	0.0%	0.0%	0.0%
National debt	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Judiciary reform	21.4%	11.6%	7.4%	21.4%	23.1%	14.8%	13.5%	20.0%	23.8%	14.3%	15.4%
Economic growth*	28.6%	41.9%	33.3%	35.7%	0.0%	29.6%	13.5%	14.3%	14.3%	14.3%	15.4%
Disaster risk management	0.0%	2.3%	3.7%	7.1%	0.0%	0.0%	0.0%	2.9%	14.3%	0.0%	0.0%
Equality of opportunity*	0.0%	2.3%	3.7%	0.0%	0.0%	7.4%	0.0%	5.7%	4.8%	21.4%	23.1%
Non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	7.4%	0.0%	2.9%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	4.7%	0.0%	7.1%	7.7%	3.7%	13.5%	2.9%	9.5%	14.3%	0.0%
Transport	7.1%	4.7%	0.0%	7.1%	23.1%	7.4%	2.7%	8.6%	9.5%	0.0%	0.0%
Agriculture and rural development	21.4%	30.2%	40.7%	35.7%	30.8%	11.1%	21.6%	14.3%	14.3%	14.3%	15.4%
Trade and exports	7.1%	9.3%	3.7%	0.0%	7.7%	3.7%	2.7%	2.9%	0.0%	0.0%	0.0%
Crime and violence	0.0%	2.3%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	14.3%	2.3%	18.5%	0.0%	7.7%	3.7%	10.8%	2.9%	19.0%	0.0%	0.0%
Climate change	0.0%	7.0%	7.4%	0.0%	0.0%	11.1%	5.4%	8.6%	14.3%	7.1%	0.0%
Poverty reduction	28.6%	18.6%	11.1%	21.4%	15.4%	18.5%	16.2%	14.3%	4.8%	7.1%	30.8%
Anti-corruption*	14.3%	14.0%	25.9%	14.3%	30.8%	18.5%	18.9%	48.6%	28.6%	42.9%	30.8%

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

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

	Office of President, PM, Minister		Employee of Ministry/PMU Consultant		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs	11	5.36	30	5.67	24	6.50	12	6.75	13	5.62	22	5.86	28	5.79	28	6.32	15	5.47	10	5.00	11	5.00
Flexibility (in terms of the institution's products and services)	12	5.83	31	5.68	23	6.52	12	7.17	10	5.80	21	5.95	24	6.21	24	6.50	15	5.80	10	5.30	8	6.50
Flexibility (in terms of changing country circumstances)	12	5.75	31	5.45	25	6.32	12	6.83	12	6.08	21	6.24	25	5.92	27	5.89	15	6.00	10	5.70	9	6.22
Being inclusive	10	7.50	25	6.24	24	6.79	10	7.60	9	6.78	21	6.29	24	6.92	27	6.81	16	5.94	9	5.44	8	5.62
Openness (sharing data and other information)	11	6.36	32	6.06	24	6.42	12	7.08	13	6.54	21	5.86	26	6.73	30	7.13	16	6.38	12	5.58	11	6.09
Collaboration with the Government	12	7.33	28	7.04	19	7.63	13	8.00	12	6.67	21	7.00	23	6.91	25	7.16	11	7.00	10	8.10	9	7.33
The speed in which it gets things accomplished on the ground	13	6.31	31	5.90	23	6.00	12	6.75	13	5.46	18	5.89	28	6.11	25	5.80	14	5.64	10	5.50	9	6.33
Helping to bring discipline/ effective supervision to implementation of investment projects	10	6.90	26	6.46	23	6.96	10	6.90	12	5.67	18	5.72	24	5.96	26	6.77	15	5.53	10	5.90	9	6.67
Collaboration with civil society	9	5.89	28	5.86	19	6.26	9	6.11	11	6.73	18	5.00	24	6.04	31	5.39	14	5.29	10	5.60	11	5.09
Staff accessibility	13	7.69	29	5.97	22	7.27	12	6.92	13	6.85	23	6.52	24	7.42	28	7.32	16	6.81	10	5.50	11	5.64
Collaboration with other donors and development partners	12	7.08	28	6.46	22	6.91	8	7.50	9	7.44	19	6.63	20	6.95	27	7.04	14	6.64	9	6.56	10	6.40
Collaboration with the private sector	7	6.29	27	6.15	20	6.00	9	7.11	9	5.44	17	5.76	24	5.88	21	6.76	13	6.00	9	4.78	8	5.75
Straightforwardness and honesty	13	6.77	33	6.06	24	6.50	13	6.31	12	6.33	19	6.16	29	6.72	26	6.62	17	6.65	10	6.00	7	6.43
Treating clients and stakeholders in Serbia with respect	11	8.09	31	6.42	25	7.36	14	7.29	12	7.67	22	7.18	27	7.70	27	7.96	15	7.87	10	6.20	12	7.33
Being a long-term partner	13	7.54	30	6.57	23	7.57	12	7.75	12	7.08	23	6.78	26	7.46	27	7.00	16	6.63	10	5.20	10	7.40



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)

	Office of President, PM, Minister		Employee of Ministry/PMU Consultant		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group takes decisions quickly in ____	10	5.30	32	5.56	18	6.56	13	6.62	11	5.91	18	6.22	24	5.92	19	5.95	11	5.36	9	5.00	9	5.89
Where country systems are adequate, the WBG makes appropriate use of them	10	6.20	24	6.38	21	7.57	11	6.82	10	6.00	17	6.71	23	6.78	22	7.45	14	7.71	11	6.09	7	7.00

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

	Office of President, PM, Minister		Employee of Ministry/PMU Consultant		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group's financial instruments meet the needs of Serbia	11	6.64	23	6.04	20	5.90	12	7.08	11	6.36	16	5.94	20	6.40	19	6.42	12	6.67	11	4.82	8	5.13
The WBG meets Serbia's needs for knowledge services	12	7.67	29	6.41	23	6.43	12	7.00	13	6.46	21	5.86	26	6.73	29	6.90	16	6.25	10	5.00	11	6.36



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	Office of the President, PM, Minister	Employee of a Ministry/PMU/Consultant	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/Multilateral Agency	Private/Financial Sector/ Bank	NGO/CBO	Academia	Media	Other
Weekly	7.1%	4.7%	11.1%	7.1%	15.4%	7.4%	8.1%		9.5%	14.3%	7.7%
Monthly	7.1%	11.6%	14.8%	28.6%	15.4%	18.5%	5.4%	5.7%	23.8%	7.1%	
A few times a year	64.3%	18.6%	37.0%	35.7%	38.5%	48.1%	35.1%	57.1%	33.3%	28.6%	61.5%
Rarely		39.5%	29.6%	14.3%	30.8%	18.5%	32.4%	20.0%	23.8%	14.3%	15.4%
Never	21.4%	25.6%	7.4%	14.3%		7.4%	18.9%	17.1%	9.5%	35.7%	15.4%

In Serbia, 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)

	Office of President, PM, Minister		Employee of Ministry/PMU Consultant		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are adaptable to Serbia's specific development challenges and country circumstances	11	6.73	21	6.19	22	6.41	13	6.77	12	5.83	18	6.61	24	5.79	21	6.00	14	6.36	9	5.67	10	4.80

	Office of President, PM, Minister		Employee of Ministry/PMU Consultant		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	12	6.92	25	6.32	22	6.64	11	6.91	11	5.73	22	5.73	26	6.31	24	7.00	17	6.47	10	5.10	11	5.82
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	13	7.15	26	6.58	23	7.09	12	7.50	12	6.58	21	6.90	23	7.48	25	7.96	15	7.07	10	6.30	11	6.45

(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 Serbia**

Which of the following SHOULD the World Bank Group do to make itself of greater value in Serbia? (Choose no more than TWO) *Significantly different between stakeholder groups

Percentage of Respondents (Responses combined)	Office of the President, PM, Minister	Employee of a Ministry/PMU/ Consultant	Local Government	Independent Government Institution	State- Owned Enterprise	Bilateral/ Multilateral Agency	Private/ Financial Sector/ Bank	NGO/ CBO	Academia	Media	Other
Offer more innovative knowledge products and services	21.4%	14.0%	14.8%	14.3%	15.4%	7.4%	10.8%	14.3%	19.0%	21.4%	0.0%
Collaborate more effectively with Government clients	21.4%	11.6%	29.6%	7.1%	15.4%	14.8%	5.4%	2.9%	4.8%	0.0%	15.4%
Work faster*	21.4%	9.3%	3.7%	0.0%	23.1%	14.8%	5.4%	2.9%	4.8%	0.0%	30.8%
Reduce the complexity of obtaining World Bank Group financing*	7.1%	30.2%	29.6%	35.7%	30.8%	3.7%	18.9%	5.7%	19.0%	21.4%	7.7%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	2.3%	3.7%	0.0%	0.0%	7.4%	0.0%	0.0%	9.5%	0.0%	0.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	14.3%	18.6%	11.1%	7.1%	15.4%	14.8%	21.6%	14.3%	14.3%	28.6%	7.7%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	7.1%	0.0%	0.0%	0.0%	15.4%	11.1%	2.7%	8.6%	4.8%	0.0%	0.0%
Offer more innovative financial products and services	7.1%	16.3%	3.7%	28.6%	0.0%	11.1%	16.2%	11.4%	9.5%	7.1%	7.7%
Ensure greater selectivity in its work	7.1%	0.0%	0.0%	7.1%	7.7%	3.7%	2.7%	2.9%	0.0%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Serbia's economy	21.4%	9.3%	3.7%	0.0%	7.7%	14.8%	13.5%	14.3%	14.3%	14.3%	7.7%
Engage more effectively with civil society*	7.1%	0.0%	18.5%	7.1%	0.0%	25.9%	10.8%	60.0%	14.3%	7.1%	30.8%
Increase the level of capacity development in the country	7.1%	18.6%	22.2%	28.6%	46.2%	22.2%	16.2%	8.6%	33.3%	28.6%	15.4%
Engage more directly with beneficiaries*	0.0%	16.3%	29.6%	14.3%	0.0%	3.7%	16.2%	11.4%	9.5%	21.4%	38.5%
Improve the quality of its experts as related to Serbia's specific challenges	14.3%	14.0%	14.8%	7.1%	15.4%	14.8%	8.1%	14.3%	23.8%	14.3%	15.4%
Engage more effectively with private sector*	35.7%	18.6%	11.1%	14.3%	0.0%	14.8%	37.8%	11.4%	4.8%	21.4%	7.7%

**F. The Future Role of The World Bank Group in Serbia (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)	Office of the President, PM, Minister	Employee of a Ministry/PMU/ Consultant	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private/ Financial Sector/ Bank	NGO/ CBO	Academia	Media	Other
Beneficiaries	21.4%	27.9%	14.8%	35.7%	15.4%	18.5%	13.5%	14.3%	4.8%	14.3%	23.1%
Youth/university groups	7.1%	2.3%	3.7%	0.0%	0.0%	3.7%	5.4%	0.0%	9.5%	0.0%	0.0%
Private sector*	64.3%	41.9%	55.6%	64.3%	46.2%	48.1%	45.9%	20.0%	23.8%	35.7%	15.4%
Local government*	21.4%	48.8%	74.1%	35.7%	53.8%	29.6%	35.1%	22.9%	23.8%	7.1%	38.5%
Donor community*	0.0%	4.7%	0.0%	7.1%	23.1%	18.5%	2.7%	14.3%	0.0%	7.1%	0.0%
NGOs/Community Based Organizations*	0.0%	4.7%	14.8%	0.0%	0.0%	33.3%	18.9%	77.1%	23.8%	42.9%	30.8%
Academia/think tanks/research institute*	21.4%	30.2%	22.2%	28.6%	38.5%	33.3%	45.9%	11.4%	81.0%	28.6%	7.7%
National Assembly*	0.0%	0.0%	0.0%	0.0%	15.4%	3.7%	2.7%	8.6%	4.8%	14.3%	30.8%
Foundations*	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	2.7%	2.9%	0.0%	0.0%	23.1%
Media*	14.3%	20.9%	0.0%	14.3%	7.7%	3.7%	0.0%	14.3%	9.5%	35.7%	7.7%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

Percentage of Respondents	Office of the President, PM, Minister	Employee of a Ministry/PMU/ Consultant	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private/ Financial Sector/ Bank	NGO/ CBO	Academia	Media	Other
Never	21.4%	41.9%	25.9%	21.4%	7.7%	3.7%	35.1%	17.1%	28.6%	28.6%	23.1%
Less than once a year	7.1%	18.6%	22.2%	7.1%	46.2%	11.1%	29.7%	34.3%	47.6%	7.1%	23.1%
Once a year to a few times a year	35.7%	20.9%	37.0%	64.3%	23.1%	37.0%	21.6%	40.0%	19.0%	42.9%	38.5%
Less than once a month				7.1%		25.9%	10.8%	8.6%		14.3%	7.7%
At least once a month	35.7%	11.6%	11.1%		15.4%	18.5%	2.7%			7.1%	7.7%
At least once a week		7.0%	3.7%		7.7%	3.7%			4.8%		

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

Percentage of Respondents (Responses combined)	Office of the President, PM, Minister	Employee of a Ministry/PMU/ Consultant	Local Government	Independent Government Institution	State- Owned Enterprise	Bilateral/ Multilateral Agency	Private/ Financial Sector/ Bank	NGO/ CBO	Academia	Media	Other
Local radio	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	2.9%	0.0%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	2.9%	0.0%	0.0%	7.7%
Social media	14.3%	11.6%	29.6%	14.3%	7.7%	18.5%	29.7%	25.7%	14.3%	21.4%	15.4%
International newspapers*	21.4%	4.7%	3.7%	0.0%	0.0%	7.4%	0.0%	0.0%	4.8%	0.0%	0.0%
Local television	14.3%	20.9%	37.0%	21.4%	23.1%	18.5%	21.6%	25.7%	19.0%	14.3%	23.1%
Internet	78.6%	86.0%	85.2%	71.4%	84.6%	74.1%	91.9%	68.6%	85.7%	78.6%	69.2%
Periodicals	7.1%	9.3%	18.5%	21.4%	23.1%	11.1%	10.8%	31.4%	33.3%	35.7%	23.1%
International television	7.1%	4.7%	3.7%	7.1%	0.0%	14.8%	8.1%	11.4%	0.0%	7.1%	0.0%
Local newspapers	28.6%	11.6%	11.1%	7.1%	23.1%	11.1%	10.8%	5.7%	14.3%	14.3%	15.4%

Significantly different between stakeholder groups*How would you prefer to receive information (e.g., about economic reform efforts in Serbia) from the World Bank Group? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Office of the President, PM, Minister	Employee of a Ministry/PMU/ Consultant	Local Government	Independent Government Institution	State- Owned Enterprise	Bilateral/ Multilateral Agency	Private/ Financial Sector/ Bank	NGO/ CBO	Academia	Media	Other
World Bank Group's publications and other written materials	21.4%	14.0%	11.1%	21.4%	7.7%	22.2%	8.1%	14.3%	19.0%	14.3%	23.1%
e-Newsletters	42.9%	20.9%	55.6%	35.7%	30.8%	55.6%	45.9%	42.9%	38.1%	35.7%	53.8%
WBG's seminars/workshops/conferences	35.7%	27.9%	33.3%	14.3%	53.8%	18.5%	24.3%	40.0%	23.8%	14.3%	30.8%
World Bank Group's website	42.9%	51.2%	18.5%	50.0%	38.5%	29.6%	35.1%	22.9%	52.4%	21.4%	23.1%
Direct contact with World Bank Group	7.1%	23.3%	22.2%	0.0%	23.1%	22.2%	5.4%	17.1%	0.0%	14.3%	23.1%
Social media	7.1%	16.3%	3.7%	21.4%	7.7%	14.8%	18.9%	20.0%	19.0%	42.9%	7.7%
Webinars or online events hosted by the World Bank Group*	21.4%	2.3%	25.9%	0.0%	7.7%	11.1%	29.7%	11.4%	19.0%	7.1%	15.4%
Interviews and press conferences for the Serbian media	7.1%	11.6%	14.8%	28.6%	7.7%	7.4%	13.5%	11.4%	9.5%	28.6%	0.0%

**Significantly different between stakeholder groups*



H. Background Information

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

Percentage of Respondents	Office of the President, PM, Minister	Employee of a Ministry/PMU/Consultant	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/Multilateral Agency	Private/Financial Sector/ Bank	NGO/CBO	Academia	Media	Other
Yes	64.3%	30.2%	22.2%	50.0%	38.5%	33.3%	21.6%	17.1%	4.8%	21.4%	30.8%
No	35.7%	69.8%	77.8%	50.0%	61.5%	66.7%	78.4%	82.9%	95.2%	78.6%	69.2%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President, PM, Minister	Employee of a Ministry/PMU/Consultant	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/Multilateral Agency	Private/Financial Sector/ Bank	NGO/CBO	Academia	Media	Other
The World Bank (IBRD)	100.0%	84.6%	100.0%	85.7%	100.0%	100.0%	75.0%	100.0%		100.0%	100.0%
The International Finance Corporation (IFC)		15.4%		14.3%			25.0%		100.0%		
The Multilateral Investment Guarantee Agency (MIGA)											
International Centre for Settlement of Investment Disputes (ICSID)											

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President, PM, Minister	Employee of a Ministry/PMU/Consultant	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/Multilateral Agency	Private/Financial Sector/ Bank	NGO/CBO	Academia	Media	Other
Observer*	14.3%	53.5%	55.6%	42.9%	15.4%	22.2%	54.1%	40.0%	33.3%	50.0%	38.5%
Use World Bank Group reports/data*	7.1%	16.3%	25.9%	21.4%	30.8%	51.9%	29.7%	34.3%	47.6%	42.9%	61.5%
Engage in World Bank Group related/sponsored events/activities	21.4%	9.3%	3.7%	14.3%	7.7%	22.2%	16.2%	20.0%	4.8%	0.0%	30.8%
Collaborate as part of my professional duties*	57.1%	27.9%	18.5%	35.7%	23.1%	40.7%	16.2%	34.3%	23.8%	7.1%	7.7%
Use World Bank Group website for information, data, research, etc.	21.4%	20.9%	22.2%	21.4%	46.2%	14.8%	21.6%	22.9%	38.1%	21.4%	30.8%

*Significantly different between stakeholder groups



Appendix C: Responses to Select Questions by Collaboration with the WBG³

- Collaborating with the WBG N=71
- Not collaborating with the WBG N=187

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 WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
The national/federal government*	64	5.47	2.65	170	4.20	2.78
Bilateral organizations	68	5.88	2.10	164	5.77	2.22
The World Bank Group	69	6.61	2.04	171	6.19	2.45
The International Monetary Fund	67	5.90	2.30	169	5.46	2.38
The United Nations (UN)	64	5.83	1.92	172	5.41	2.27
Regional development banks	66	5.52	2.06	161	5.18	2.14
Serbia's Central Bank*	70	6.30	2.46	175	5.17	2.49
International private sector	65	5.32	1.99	167	4.95	2.15
Domestic private sector*	70	6.37	1.90	175	5.53	2.06
International civil society	63	4.95	2.27	168	5.12	2.30
Domestic civil society	65	5.22	2.28	173	5.11	2.28
Faith-based institutions	64	4.36	2.64	172	3.81	2.60
Domestic traditional media and their web presence	68	3.94	2.02	179	3.43	2.08
International media and their web presence	68	5.04	1.90	174	4.55	2.16
Web-based media*	69	5.45	2.30	173	4.58	2.08

*Significantly different between collaborators and non-collaborators

B. Overall Attitudes Toward the World Bank Group

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Serbia?*	71	7.07	1.85	187	5.24	2.59

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

*Significantly different between collaborators and non-collaborators

³ Collaboration with the World Bank Group is based on respondents' response to question H3 in the questionnaire.

**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 Serbia? (1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Serbia	69	6.72	2.00	151	6.23	2.02
The World Bank Group's work is aligned with what I consider the development priorities for Serbia	68	6.54	2.13	137	6.23	2.18

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Serbia.	67	6.54	1.84	137	6.03	1.97

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

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Serbia?*	68	6.65	1.85	143	6.01	2.05

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

*Significantly different between collaborators and non-collaborators

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group Group influence the development agenda in Serbia?*	63	6.35	1.97	132	5.69	2.09

(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 Serbia? (Select only ONE response)

Percentage of Respondents	Collaborating with the World Bank Group	Not Collaborating with the World Bank Group
To a fully sufficient degree	1.4%	2.7%
To a somewhat sufficient degree	39.4%	33.7%
To a somewhat insufficient degree	25.4%	22.5%
To a very insufficient degree	11.3%	8.6%
Don't know	22.5%	32.6%

**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 Serbia?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the World Bank Group	Not Collaborating with the World Bank Group
Not willing to honestly criticize policies and reform efforts in the country	16.9%	21.4%
Staff too inaccessible	0.0%	3.2%
Not collaborating enough with private sector	5.6%	7.5%
Not aligned with country priorities	12.7%	7.5%
Not adequately sensitive to political/social realities in Serbia	16.9%	19.8%
Too influenced by developed countries*	29.6%	13.9%
World Bank Group's processes too slow and complex	23.9%	18.7%
Not adequately flexible	2.8%	4.3%
Not sufficiently focused on sustainable results*	12.7%	5.3%
Not collaborating enough with civil society	12.7%	12.3%
Not enough public disclosure of its work	15.5%	19.3%
Arrogant in its approach	0.0%	4.3%
Inadequate World Bank Group's staffing in Serbia	1.4%	1.6%

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

Percentage of Respondents (Responses combined)	Collaborating with the World Bank Group	Not Collaborating with the World Bank Group
Energy	8.5%	4.8%
Water and sanitation	5.6%	3.7%
Pollution	5.6%	11.8%
Job creation/employment	19.7%	15.0%
Health	12.7%	5.9%
Financial markets*	11.3%	3.7%
Social protection	5.6%	8.0%
Gender equity	0.0%	2.1%
Private sector development	21.1%	13.9%
Education	21.1%	28.9%
Public sector governance/reform	28.2%	22.5%
Global/regional integration	8.5%	4.8%
Food safety	1.4%	2.7%
Urban development	4.2%	7.5%
National debt	0.0%	0.0%
Judiciary reform	11.3%	17.6%
Economic growth	26.8%	22.5%
Disaster risk management	2.8%	2.7%
Equality of opportunity	4.2%	5.3%
Non-communicable diseases	1.4%	1.1%
Information and communications technology	4.2%	6.4%
Transport	2.8%	7.0%
Agriculture and rural development	21.1%	23.5%
Trade and exports	7.0%	2.7%
Crime and violence	0.0%	1.1%
Natural resource management	8.5%	7.0%
Climate change	2.8%	8.0%
Poverty reduction	18.3%	15.5%
Anti-corruption	18.3%	28.3%

*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Serbia solve its most complicated development challenges?	70	7.10	1.64	127	6.70	2.04

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

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

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	67	6.06	2.07	137	5.75	2.00
Flexibility (in terms of the institution's products and services)	61	6.28	2.07	129	6.04	2.03
Flexibility (in terms of changing country circumstances)	65	6.25	2.33	134	5.87	2.11
Being inclusive	52	6.98	2.05	131	6.40	2.12
Openness (sharing data and other information)	66	6.68	2.37	142	6.30	2.21
Collaboration with the Government*	64	7.61	1.79	119	7.03	1.96
The speed in which it gets things accomplished on the ground	63	6.14	1.97	133	5.87	1.98
Helping to bring discipline/effective supervision to implementation of investment projects	53	6.45	2.15	130	6.28	2.05
Collaboration with civil society	53	5.72	2.25	131	5.73	2.23
Staff accessibility	68	7.12	2.06	133	6.62	2.33
Collaboration with other donors and development partners	56	7.18	1.76	122	6.67	2.01
Collaboration with the private sector	48	6.19	2.30	116	5.98	1.81
Straightforwardness and honesty	65	6.51	2.12	138	6.38	2.35
Treating clients and stakeholders in Serbia with respect*	64	7.84	2.10	142	7.13	2.19
Being a long-term partner*	65	7.52	2.05	137	6.78	1.98

*Significantly different between collaborators and non-collaborators

**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)

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	45	7.53	2.13	105	6.92	2.29
The World Bank Group effectively monitors and evaluates the projects and programs it supports	64	7.28	1.86	132	7.11	2.23
The World Bank Group's approvals and reviews are done in a timely fashion	43	6.44	2.20	104	6.57	1.94
The World Bank Group's Environmental and Social Framework requirements are reasonable	45	7.36	1.99	117	7.07	2.22
The WBG's conditions on its lending are reasonable	48	6.79	2.41	117	6.49	2.10
The World Bank Group takes decisions quickly in Serbia	61	5.77	2.16	113	5.95	1.93
Working with the World Bank Group increases Serbia's institutional capacity*	68	7.50	1.89	147	6.86	2.28
Where country systems are adequate, the World Bank Group makes appropriate use of them	48	7.04	2.17	122	6.80	2.32

*Significantly different between collaborators and non-collaborators

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

(1- Strongly disagree, 10- Strongly agree)

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Serbia	52	6.56	2.34	111	5.97	2.14
The World Bank Group meets Serbia's needs for knowledge services	61	6.72	2.45	141	6.40	2.11

*Significantly different between collaborators and non-collaborators

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Serbia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?*	106	6.59	2.29	159	5.83	2.07

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

*Significantly different between collaborators and non-collaborators

**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 Serbia? (1-Not effective at all, 10-Very effective)

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
Social protection	27	6.04	2.24	69	5.29	2.14
Gender equity	24	6.46	2.27	78	6.17	2.19
Private sector development	37	6.57	2.52	80	6.04	2.04
Education	29	6.28	2.31	88	5.86	2.23
Public sector governance/reform*	50	6.64	2.35	97	5.85	2.24
Global/regional integration	28	6.57	2.24	76	6.04	2.10
Food safety	14	5.93	2.43	51	4.88	2.06
Urban development	21	6.14	2.13	71	5.62	1.80
Energy	28	6.50	2.20	66	6.06	2.01
Water and sanitation	15	6.60	2.56	58	5.53	2.06
Pollution	20	5.55	2.33	65	5.03	2.17
Job creation/employment	42	6.29	2.00	77	5.79	2.09
Health	26	6.00	2.08	72	5.75	2.14
Financial markets	37	6.32	2.21	70	6.11	2.24
Transport	33	6.88	2.09	73	6.44	2.21
Agriculture and rural development	20	5.90	2.38	78	5.68	2.14
Trade and exports	31	6.39	2.32	64	5.95	1.99
Crime and violence*	14	5.50	2.28	47	4.09	2.15
Natural resource management	19	5.74	2.42	67	5.76	2.24
Climate change	18	6.11	2.59	62	5.23	2.27
Poverty reduction	39	6.38	2.28	88	5.58	2.41
Anti-corruption	30	4.67	2.44	77	4.09	2.35
Judiciary reform	24	4.71	2.73	72	4.39	2.38
Economic growth	48	6.90	2.08	99	6.37	2.04
Disaster risk management	27	6.48	2.23	67	6.27	1.93
Equality of opportunity	30	6.33	2.17	85	5.87	2.20
Non-communicable diseases	11	6.00	2.45	51	5.00	1.84
Information and communications technology	28	6.64	2.15	72	6.61	2.03

*Significantly different between collaborators and non-collaborators



E. World Bank Group's Knowledge Work and Activities

In Serbia, 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)

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
Are timely	63	6.54	2.18	112	6.12	1.98
Include appropriate level of stakeholder involvement during preparation	58	6.62	2.19	114	6.12	2.03
Lead to practical solutions	57	6.51	2.14	126	6.31	2.07
Are source of relevant information on global good practices	63	7.54	1.97	129	7.07	2.17
Are adequately disseminated*	55	6.36	2.15	115	5.54	2.23
Are translated enough into local language	53	6.49	2.52	111	5.96	2.24
Are adaptable to Serbia's specific development challenges and country circumstances*	61	6.62	2.02	114	5.89	2.04

*Significantly different between collaborators and non-collaborators

	Collaborating with the WB			Not Collaborating with the WB		
	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?	57	6.72	2.02	134	6.16	1.97
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	60	7.20	1.89	131	7.02	1.86

(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 Serbia

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

Percentage of Respondents (Responses combined)	Collaborating with the World Bank Group	Not Collaborating with the World Bank Group
Offer more innovative knowledge products and services	8.5%	15.5%
Collaborate more effectively with Government clients	16.9%	9.1%
Work faster	14.1%	7.0%
Reduce the complexity of obtaining World Bank Group financing	16.9%	19.8%
Increase availability of Reimbursable Advisory Services (RAS)	2.8%	2.1%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	15.5%	16.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	5.6%	3.7%
Offer more innovative financial products and services	16.9%	9.6%
Ensure greater selectivity in its work	0.0%	3.2%
Provide more adequate data/knowledge/statistics/figures on Serbia's economy	9.9%	11.8%
Engage more effectively with civil society	16.9%	18.7%
Increase the level of capacity development in the country	18.3%	21.4%
Engage more directly with beneficiaries	14.1%	15.0%
Improve the quality of its experts as related to Serbia's specific challenges	8.5%	16.0%
Engage more effectively with private sector	22.5%	15.5%

*Significantly different between collaborators and non-collaborators

G. Communication and Information Sharing

In Serbia, to what extent do you believe that the World Bank Group's communications about the necessity of economic reforms: (1-To no degree at all, 10-To a very significant degree)

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
Are timely*	58	7.22	1.98	120	6.57	1.84
Are accessible (well written and easy to understand)*	60	7.38	1.89	129	6.62	2.05

*Significantly different between collaborators and non-collaborators

In Serbia, to what extent do you believe that the Government's communications about the necessity of economic reforms: (1-To no degree at all, 10-To a very significant degree)

	Collaborating with the WB			Not Collaborating with the WB		
	N	Mean	SD	N	Mean	SD
Are timely*	64	6.66	2.26	138	5.72	2.46
Are accessible (well written and easy to understand)	64	6.33	2.34	139	5.69	2.64

*Significantly different between collaborators and non-collaborators



Appendix D: Responses to Selected Questions by Year

Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. To reduce the influence of the former, the samples from FY17 and FY20 were weighted to have equivalent stakeholder groups.

Percentage of Respondents	Original Distribution	
	FY17	FY20
Office of the President, Prime Minister, Minister	4.3%	5.4%
Government Institutions (includes office of Parliamentarians, employees of ministries, PMUs/Consultants on WBG-supported projects, independent government institutions, the judiciary, and state-owned enterprises)	34.2%	29.8%
Bilateral/Multilateral Agencies	4.7%	10.5%
Private Sector (includes financial sector/banks)	10.8%	14.3%
Academia	14.7%	8.1%
Media	7.2%	5.4%
Civil Society (includes NGOs/CBOs, private foundations, and trade unions)	14.0%	15.9%
Local Government	10.1%	10.5%
Total Number of Respondents (Un-Weighted)	278	258

(Note, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons.)

The weighted stakeholder breakdown is presented below:

Percentage of Respondents	Weighted Distribution	
	FY17	FY20
Office of the President, Prime Minister, Minister	5.1%	5.1%
Government Institutions	30.8%	30.8%
Bilateral/Multilateral Agencies	7.7%	7.7%
Private Sector	13.3%	13.3%
Academia	11.3%	11.3%
Media	6.2%	6.2%
Civil Society	15.4%	15.4%
Local Government	10.3%	10.3%
Total Number of Respondents (Weighted)	273	252

All data presented in this Appendix are weighted. As a result, means of the FY20 data and the total number of respondents indicated will be slightly different than the aggregated responses in Appendix A. Similarly, responses from FY17 respondents and the total number of respondents indicated may differ from those reported in that COS report.

**A. Overall Context****In general, would you say that Serbia is headed in ... ?***

Percentage of Respondents	FY17	FY20
The right direction	55.2%	31.6%
The wrong direction	16.6%	38.9%
Not sure	28.2%	29.6%

*Significantly different between FY17 and FY20

B. Overall Attitudes toward the World Bank Group

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Serbia?*	273	6.34	2.20	252	5.75	2.58

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY17 and FY20

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

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Serbia*	244	7.04	2.24	213	6.39	2.01
The World Bank Group's work is aligned with what I consider the development priorities for Serbia	240	6.63	2.22	200	6.33	2.19

*Significantly different between FY17 and FY20

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Serbia.*	243	6.76	1.97	198	6.21	1.97

(1-Not effective at all, 10-Very effective) *Significantly different between FY17 and FY20

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Serbia?*	234	6.87	2.07	205	6.22	2.04

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY17 and FY20

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

Percentage of Respondents	FY17	FY20
To a fully sufficient degree	5.1%	2.3%
To a somewhat sufficient degree*	44.4%	34.7%
To a somewhat insufficient degree*	16.3%	23.6%
To a very insufficient degree	9.6%	9.2%
Don't know	24.5%	30.2%

*Significantly different between FY17 and FY20

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

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Serbia solve its most complicated development challenges?	219	7.13	2.14	191	6.80	1.93

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

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

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	217	6.55	2.22	198	5.84	2.02
Flexibility (in terms of the institution's products and services)	206	6.02	2.28	185	6.10	2.03
Flexibility (in terms of changing country circumstances)	214	6.10	2.32	194	5.98	2.19
Being inclusive	199	6.54	2.37	178	6.54	2.11
Openness (sharing data and other information)	224	6.73	2.34	203	6.42	2.26
Collaboration with the Government*	218	7.89	1.92	177	7.24	1.92
The speed in which it gets things accomplished on the ground	216	6.07	2.25	191	5.95	1.99
Helping to bring discipline/effective supervision to implementation of investment projects	207	6.70	2.40	179	6.31	2.08
Collaboration with civil society	191	6.06	2.36	179	5.73	2.24
Staff accessibility	221	6.83	2.48	195	6.77	2.23
Collaboration with other donors and development partners	184	6.73	2.27	173	6.83	1.95
Collaboration with the private sector	165	6.16	2.29	160	6.04	1.96
Straightforwardness and honesty*	213	6.96	2.43	199	6.43	2.28
Treating clients and stakeholders in Serbia with respect*	220	7.86	2.33	200	7.35	2.21
Being a long-term partner*	229	8.30	2.00	196	6.99	2.04

*Significantly different between FY17 and FY20

**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)

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	157	7.93	1.94	147	7.09	2.29
The World Bank Group effectively monitors and evaluates the projects and programs it supports	213	7.49	2.07	190	7.16	2.12
The World Bank Group's approvals and reviews are done in a timely fashion*	168	7.46	2.00	144	6.52	2.04
The World Bank Group's Environmental and Social Framework requirements are reasonable^	143	7.41	2.22	156	7.11	2.18
The WBG's conditions on its lending are reasonable	171	7.07	2.36	161	6.58	2.22
The World Bank Group takes decisions quickly in Serbia*	191	6.61	2.21	169	5.86	2.02
Working with the World Bank Group increases Serbia's institutional capacity*	221	7.52	2.26	208	7.05	2.19
Where country systems are adequate, the World Bank Group makes appropriate use of them	154	7.20	2.32	166	6.88	2.29

^In FY17, the statement was worded as "The World Bank Group's 'Safeguard Policy' requirements are reasonable".

*Significantly different between FY17 and FY20

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

(1-Strongly disagree, 10-Strongly agree)

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of Serbia	218	6.18	2.26	159	6.17	2.25
The WBG meets Serbia's needs for knowledge services	232	6.52	2.31	197	6.49	2.25

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Serbia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?*	165	6.44	2.24	92	5.60	1.97

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY17 and FY20

**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 Serbia? (1-Not effective at all, 10-Very effective)

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
Social protection	166	6.01	2.39	92	5.51	2.22
Gender equity	148	6.06	2.31	98	6.22	2.20
Private sector development	168	6.50	2.20	112	6.18	2.21
Education	177	6.14	2.36	114	5.93	2.24
Public sector governance/reform*	194	6.76	2.28	142	6.08	2.32
Global/regional integration	156	6.47	2.50	100	6.16	2.15
Food safety*	122	5.81	2.35	62	5.08	2.15
Urban development	144	6.01	2.39	89	5.72	1.91
Energy	158	6.58	2.33	92	6.20	2.08
Water and sanitation	133	6.13	2.35	71	5.75	2.19
Pollution*	136	6.17	2.42	83	5.17	2.23
Job creation/employment	164	6.23	2.37	114	5.95	2.06
Health	161	6.15	2.48	94	5.82	2.12
Financial markets*	144	6.86	2.18	102	6.15	2.24
Transport	166	7.04	2.19	103	6.57	2.19
Agriculture and rural development*	156	6.34	2.28	95	5.71	2.17
Trade and exports	140	6.45	2.18	91	6.06	2.10
Crime and violence*	121	5.35	2.56	58	4.39	2.25
Natural resource management	125	5.69	2.50	84	5.77	2.30
Climate change	147	5.98	2.56	78	5.45	2.36
Poverty reduction	173	6.20	2.49	124	5.82	2.41
Anti-corruption*	153	5.45	2.66	103	4.21	2.39
Judiciary reform*	154	5.58	2.66	92	4.40	2.46
Economic growth	175	6.71	2.50	142	6.52	2.07
Disaster risk management	149	6.33	2.46	90	6.31	2.00
Equality of opportunity	151	6.28	2.49	110	5.96	2.21

*Significantly different between FY17 and FY20

**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	FY17	FY20
Weekly	9.1%	7.5%
Monthly*	19.4%	12.3%
A few times a year	38.0%	38.8%
Rarely	25.9%	25.0%
Never*	7.6%	16.4%

*Significantly different between FY17 and FY20

In Serbia, 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)

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
Are timely	212	6.39	2.18	171	6.26	2.08
Include appropriate level of stakeholder involvement during preparation	211	6.32	2.32	167	6.30	2.06
Lead to practical solutions	222	6.55	2.19	178	6.36	2.10
Are source of relevant information on global good practices	224	7.44	2.03	188	7.24	2.14
Are adequately disseminated*	201	6.29	2.30	167	5.80	2.22
Are translated enough into local language	192	6.11	2.50	162	6.16	2.34
Are adaptable to Serbia's specific development challenges and country circumstances	211	6.17	2.35	171	6.14	2.05

*Significantly different between FY17 and FY20

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	237	6.64	2.03	186	6.34	2.00
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	228	7.34	1.88	186	7.07	1.88

(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 Serbia

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)	FY17	FY20
Beneficiaries*	10.5%	17.9%
Youth/university groups*	7.9%	3.2%
Private sector	39.9%	40.3%
Local government*	4.5%	36.9%
Donor community	7.0%	6.5%
NGOs/Community Based Organizations*	33.1%	24.4%
Academia/think tanks/research institutes	30.0%	33.6%
National Assembly*	19.6%	5.6%
Foundations	1.4%	2.2%
Media*	37.7%	11.3%
Other	1.4%	N/A
Don't know	0.3%	N/A

*Significantly different between FY17 and FY20

G. Communication and Information Sharing

Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)

Percentage of Respondents	FY17	FY20
High speed/WiFi	98.7%	97.8%
Dial-up	1.3%	2.2%

H. Background Information

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

Percentage of Respondents	FY17	FY20
Yes	40.8%	26.7%
No	59.2%	73.3%

*Significantly different between FY17 and FY20



Appendix E: Indicator Questions as a Function of Exposure to the WBG

Indicator Question	Currently, do you professionally collaborate/ work with the WBG in your country?	
	Not Collaborating with the WBG	Currently Collaborating with the WBG
To what extent do you trust the World Bank Group to do what is right?	6.19	6.61
Overall the WBG currently plays a relevant role in development in ____	6.23	6.72
The World Bank Group's work is aligned with what I consider the development priorities for Serbia	6.23	6.54
Overall, please rate your impression of the World Bank Group's effectiveness in Serbia.	6.03	6.54
To what extent does the World Bank Group's work help to achieve development results in Serbia?	6.01	6.65
To what extent does the World Bank Group influence the development agenda in Serbia?	5.69	6.35
Responsiveness to needs	5.75	6.06
Flexibility (in terms of the institution's products and services)	6.04	6.28
Flexibility (in terms of changing country circumstances)	5.87	6.25
Being inclusive	6.40	6.98
Openness (sharing data and other information)	6.30	6.68
Collaboration with the Government	7.03	7.61
The speed in which it gets things accomplished on the ground	5.87	6.14
Helping to bring discipline/effective supervision to implementation of investment projects	6.28	6.45
Collaboration with civil society	5.73	5.72
Staff accessibility	6.62	7.12
Collaboration with other donors and development partners	6.67	7.18
Collaboration with the private sector	5.98	6.19
Straightforwardness and honesty	6.38	6.51
Treating clients and stakeholders in ____ with respect	7.13	7.84
Being a long-term partner	6.78	7.52
The World Bank Group takes decisions quickly in ____	5.95	5.77
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.80	7.04
The World Bank Group's financial instruments meet the needs of ____	5.97	6.56
The World Bank Group meets ____'s needs for knowledge services	6.40	6.72
Are adaptable to Serbia's specific development challenges and country circumstances	5.89	6.62
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	6.16	6.72
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.02	7.20

Yellow highlight indicates significant difference between those who collaborate with the WBG and those who do not.



Appendix F: Serbia FY20 COS Questionnaire



World Bank Group Country Survey FY 2020 – Serbia

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

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 Serbia is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

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

A3. Listed below are a number of development priorities in Serbia.			
Please identify which of the following you consider the most important development priorities in Serbia. (Choose no more than THREE)			
1	Trade and exports	16	Information and communications technology
2	Energy	17	Judiciary reform
3	Gender equity (closing the gap between women and men, and boys and girls)	18	Agriculture and rural development
4	Global/regional integration	19	Climate change (e.g., mitigation, adaptation)
5	Education	20	Crime and violence
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21	Natural resource management
7	Non-communicable diseases (e.g., cardiovascular diseases, diabetes, chronic obstructive pulmonary disease, cancer)	22	Health
8	Food safety	23	Poverty reduction
9	Social protection (e.g., pensions, targeted social assistance)	24	Transport (e.g., roads, bridges, transportation)
10	Water and sanitation	25	Economic growth
11	Pollution	26	Disaster risk management
12	Equality of opportunity (i.e., social inclusion)	27	Job creation/employment
13	National debt	28	Anti-corruption
14	Financial markets	29	Private sector development
15	Urban development		

**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 Serbia? (Choose no more than THREE)

1	Transport (e.g., roads, bridges, transportation)	15	Food safety
2	Water and sanitation	16	Economic growth
3	Crime and violence	17	Education
4	Equality of opportunity (i.e., social inclusion)	18	Job creation/employment
5	Non-communicable diseases (e.g., cardiovascular diseases, diabetes, chronic obstructive pulmonary disease, cancer)	19	Health
6	Information and communications technology	20	Financial markets
7	Trade and exports	21	Private sector development
8	Agriculture and rural development	22	Gender equity (closing the gap between women and men, and boys and girls)
9	Judiciary reform	23	Natural resource management
10	Social protection (e.g., pensions, targeted social assistance)	24	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
11	Climate change (e.g., mitigation, adaptation)	25	Global/regional integration
12	Disaster risk management	26	Pollution
13	Anti-corruption	27	National debt
14	Energy	28	Urban development

A5. Please describe the direction Serbia 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"/>				
2	Equal opportunity for girls and boys, men and women	<input type="checkbox"/>				
3	Growing Serbia's economy in a way that leads to jobs and employment	<input type="checkbox"/>				
4	The gap between the rich and the poor	<input type="checkbox"/>				
5	Making government more effective	<input type="checkbox"/>				
6	Anti-corruption	<input type="checkbox"/>				
7	Attracting new sources of foreign investment	<input type="checkbox"/>				

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

1	Trade constraints	7	Jobs/employment
2	Terrorism	8	Environmental degradation
3	Geopolitical uncertainty	9	Climate change
4	Migrants and refugees	10	Fragility in Serbia or neighboring countries
5	National debt	11	The gap between the rich and the poor
6	Technology-based disruption		

**SECTION A: OVERALL CONTEXT**

A7. When economic and/or social reform efforts fail or are slow to take place in Serbia, which of the following would you attribute this to? (Choose no more than TWO)	
1	Political pressures and obstacles
2	Corruption
3	Inadequate level of private sector participation
4	Inadequate level of citizen/civil society participation
5	Inadequate level of government accountability
6	Reforms are not well thought out in light of country challenges
7	Poor coordination within the government
8	Private sector involvement and/or influence
9	Inadequate level of capacity in the government
10	Inadequate level of donor coordination
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	Serbia'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"/>

A9. To what extent do you trust private sector to engage in public service delivery in Serbia?	
1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

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

B1. How familiar are you with the work of the World Bank Group in Serbia?										
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 Serbia?																						
												Strongly disagree		Strongly agree		Don't know						
B2	Overall the World Bank Group currently plays a relevant role in development in Serbia											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 Serbia											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 Serbia.											
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 Serbia?											
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 Serbia?											
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 Serbia? (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 Serbia, which activity do you VALUE the most? (Choose no more than TWO)	
1	Data and statistics
2	Implementation support
3	Capacity development related to World Bank Group supported projects
4	Policy advice, studies, analyses
5	Financial resources
6	Donor coordination
7	Promoting knowledge sharing
8	Bringing together different groups of stakeholders
9	Mobilizing third party financial resources
10	Technical assistance
11	Other (please specify): _____

B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Serbia? (Choose no more than TWO)	
1	Not enough public disclosure of its work
2	Not adequately flexible
3	Not collaborating enough with private sector
4	Too influenced by developed countries
5	Not aligned with country priorities
6	Not adequately sensitive to political/social realities in Serbia
7	Not willing to honestly criticize policies and reform efforts in the country
8	World Bank Group's processes too slow and complex
9	Not sufficiently focused on sustainable results
10	Not collaborating enough with civil society (e.g., NGOs, CBOs)
11	Inadequate World Bank Group's staffing in Serbia
12	Arrogant in its approach
13	Staff too inaccessible
14	Other (please specify): _____
15	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 Serbia, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Serbia? (Choose no more than THREE)			
1	National debt	16	Anti-corruption
2	Energy	17	Judiciary reform
3	Agriculture and rural development	18	Health
4	Pollution	19	Disaster risk management
5	Job creation/employment	20	Equality of opportunity (i.e., social inclusion)
6	Economic growth	21	Non-communicable diseases (e.g., cardiovascular diseases, diabetes, chronic obstructive pulmonary disease, cancer)
7	Financial markets	22	Information and communications technology
8	Social protection (e.g., pensions, targeted social assistance)	23	Transport (e.g., roads, bridges, transportation)
9	Private sector development	24	Trade and exports
10	Education	25	Crime and violence
11	Global/regional integration	26	Climate change (e.g., mitigation, adaptation)
12	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	27	Natural resource management
13	Food safety	28	Poverty reduction
14	Urban development	29	Water and sanitation
15	Gender equity (closing the gap between women and men, and boys and girls)		

**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 Serbia 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 Serbia, 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	<input type="checkbox"/>
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 Serbia 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"/>

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

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
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's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C22	The World Bank Group takes decisions quickly in Serbia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C23	Working with the World Bank Group increases Serbia's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C24	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"/>

To what extent do you agree/disagree with the following statements about the World Bank Group in Serbia?												
		Strongly disagree								Strongly agree		Don't know
C25	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Serbia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C26	The World Bank Group meets Serbia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C27. To what extent do you believe that Serbia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?												
1		2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
To no degree at all										To a very significant degree		Don't know

**SECTION 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 Serbia? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	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	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	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"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food safety	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Natural resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Non-communicable diseases (e.g., cardiovascular diseases, diabetes, chronic obstructive pulmonary disease, cancer)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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 Serbia, 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 Serbia'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 SERBIA**

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Serbia? (Choose no more than TWO)	
1	Work faster
2	Engage more effectively with private sector
3	Collaborate more effectively with Government clients (e.g., national, state, local)
4	Offer more innovative knowledge products and services
5	Increase availability of Reimbursable Advisory Services (RAS)
6	Help to bring discipline/effective supervision to implementation of World Bank Group projects
7	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
8	Increase the level of capacity development in the country
9	Ensure greater selectivity in its work
10	Provide more adequate data/knowledge/statistics/figures on Serbia's economy
11	Engage more effectively with civil society (e.g., NGOs, CBOs)
12	Reduce the complexity of obtaining World Bank Group financing
13	Offer more innovative financial products and services
14	Improve the quality of its experts as related to Serbia's specific challenges
15	Engage more directly with beneficiaries
16	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	Media	7	Academia/think tanks/research institutes
2	Youth/university groups	8	NGOs/Community Based Organizations
3	Private sector	9	Foundations
4	National Assembly	10	Local government
5	Donor community	11	Other (please specify): _____
6	Beneficiaries	12	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G1. How frequently do you interact with the World Bank Group now in Serbia?	
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 Serbia? (Choose no more than TWO)			
1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

G3. How would you prefer to receive information (e.g., about economic reform efforts in Serbia, etc.) 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	8	Interviews and press conferences for the Serbian media

G4. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)	
1	High speed/WiFi
2	Dial-up

G5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)	
1	Phone
2	Tablet
3	Computer/laptop
4	I never visit the WBG websites

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G6. 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"/>

In Serbia, to what extent do you believe that the World Bank Group's communications about the necessity of economic reforms:		To no degree at all					To a very significant degree					Don't know
G7	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
G8	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

In Serbia, to what extent do you believe that the Government's communications about the necessity of economic reforms:		To no degree at all					To a very significant degree					Don't know
G9	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
G10	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<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	Private Sector Organization
2	Office of Minister	13	Financial Sector/Private Bank
3	Office of Parliamentarian (National Assembly)	14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
4	Employee of Ministry, Ministerial Department, Implementation Agency	15	NGO/Community Based Organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	16	Trade Union
6	Local Government Office or Staff	17	Faith-Based Group
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	18	Youth Group
8	Judicial System (e.g., courts)	19	Academia/Research Institute/Think Tank
9	State-Owned Enterprise	20	Media (press, radio, TV, web, etc.)
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Other (please specify): _____
11	Multilateral Agency (UN, regional development bank)		

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 Serbia? (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 Serbia? (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

Thank you for completing the survey!