

# FY16 Croatia Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



February 2016



## Acknowledgements

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





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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 Croatia perceive the WBG. The survey explored:

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

## II. Methodology

From June to September 2015, 871 stakeholders of the WBG in Croatia 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 a project or consultants/contractors working on WBG-supported projects/programs, local governments, bilateral/multilateral agencies, private sector organizations, private foundations, the financial sector/private banks, NGOs/community-based organizations (CBOs), the media, independent government institutions, trade unions, faith-based groups, youth groups, academia/research institutes/think tanks, the judiciary branch, and the European Commission. A total of 175 stakeholders participated in the survey (20% response rate).

Respondents received an email invitation to take the questionnaire and completed the questionnaire via an online platform. Respondents were asked about: general issues facing Croatia, their overall attitudes toward the WBG, the WBG's effectiveness and results, WBG's knowledge work and activities, working with the WBG, the WBG's future role in Croatia, and the WBG's communication and information sharing.

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

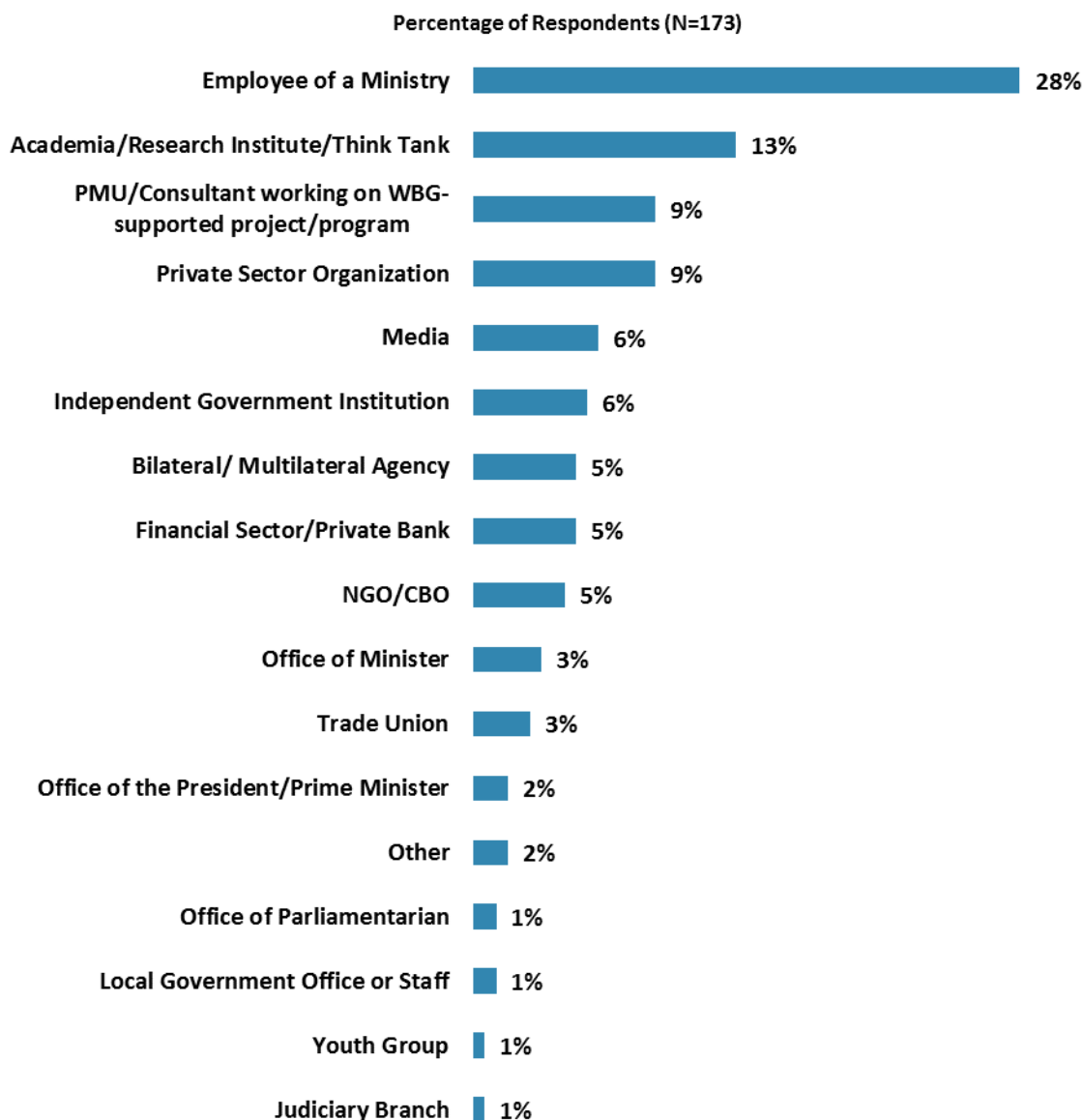
The results of this year's Country Survey were compared to the Country Survey conducted in FY '12 (response rate was 29%, N=198). The data were weighted to reach similar stakeholder compositions across the two survey years, allowing for more statistically reliable comparisons. Stakeholders who identified themselves as "other" in the stakeholder category options were not included in these comparisons. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY '12 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 115).



### III. Demographics of the Sample

#### Current Position

- **Note:** For all further analyses, the small number of respondents from the office of the President/Prime Minister were combined with those from the office of a Minister. The few respondents from the office of a Parliamentarian, local government, trade unions, youth groups, and the judiciary branch were included in the “Other” category.

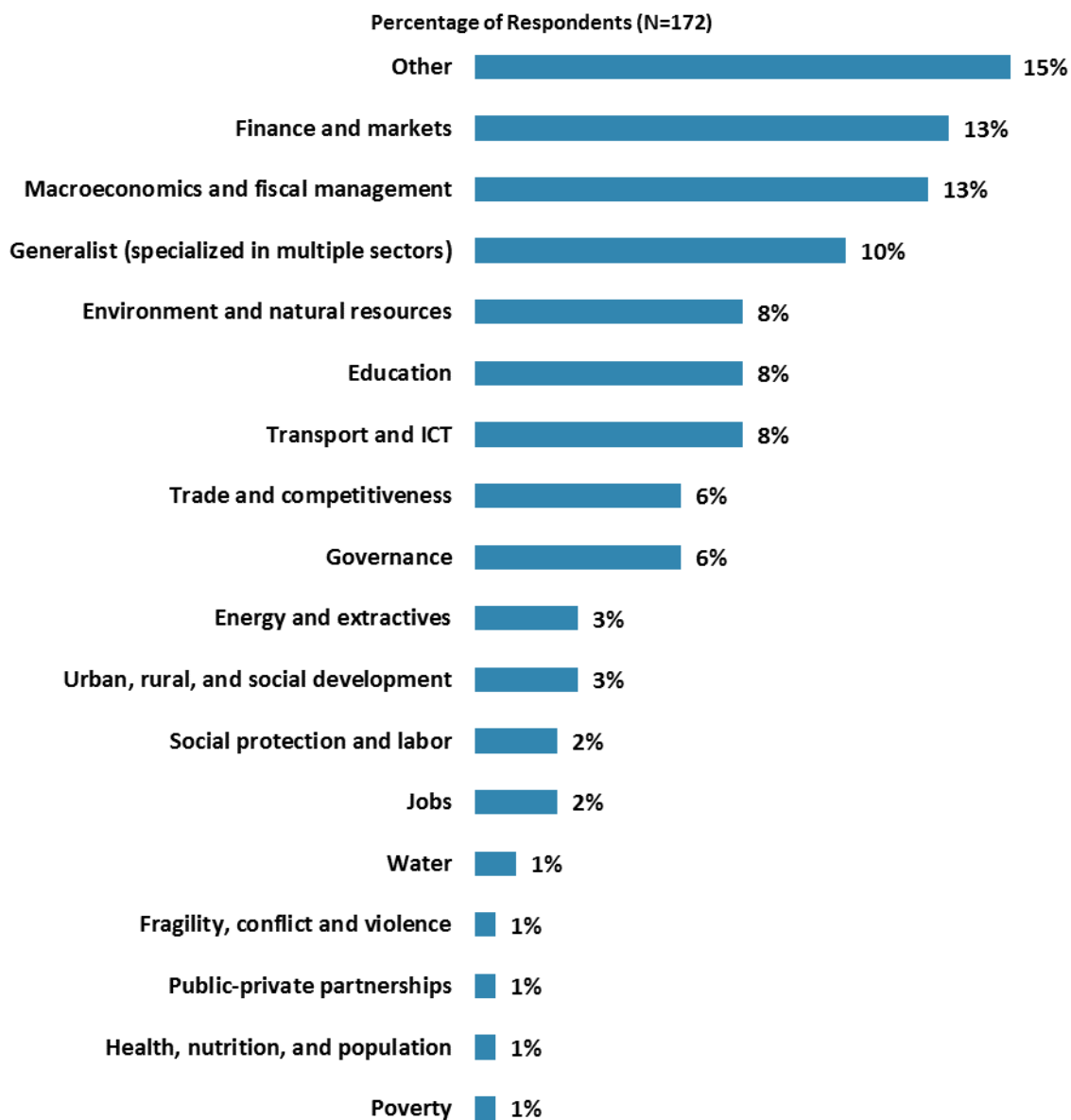


“Which of the following best describes your current position? (Select only ONE response)”  
(Respondents chose from a list.)



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

#### Area of Primary Specialization



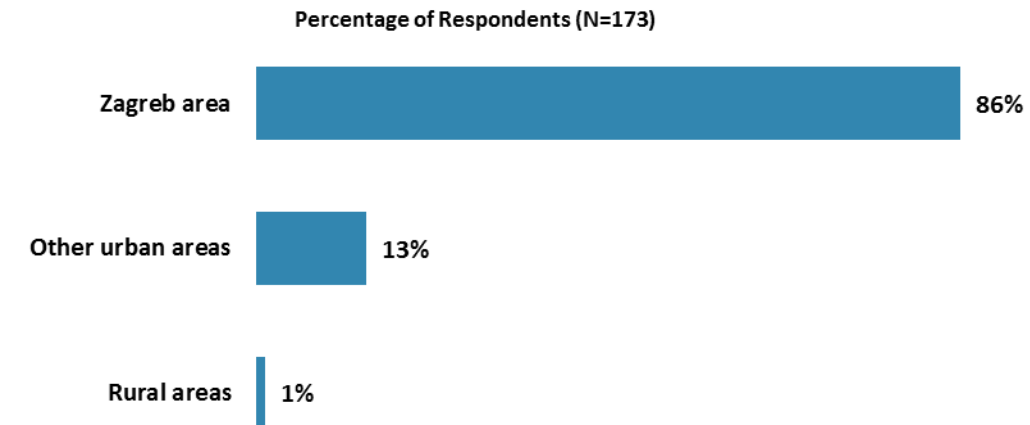
“Please identify the primary specialization of your work. (Select only ONE response)”  
(Respondents chose from a list.)



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

#### Geographic Location

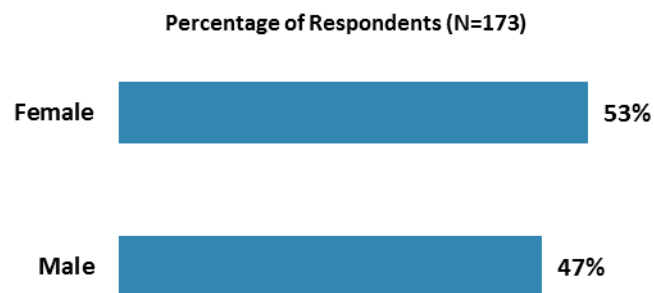
- **Note:** Because of the small number of respondents from outside of the Zagreb area, analyses comparing geographic locations would not be statistically reliable and, therefore, were not conducted.



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

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#### Gender



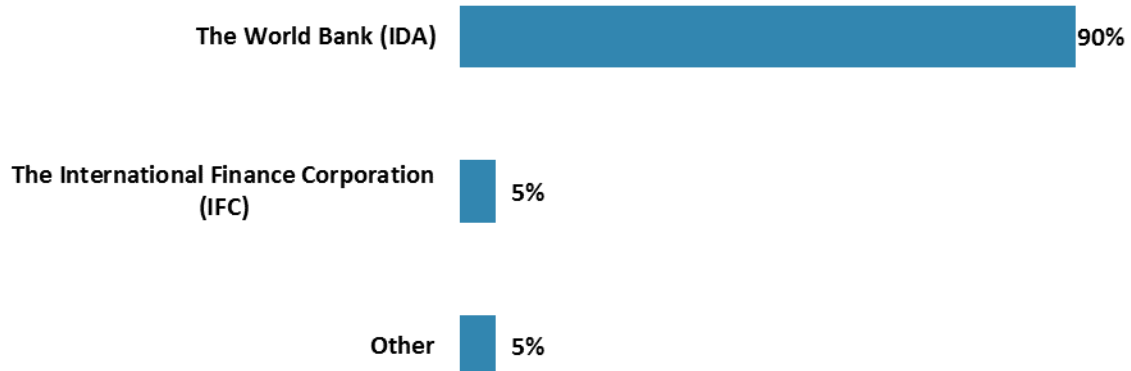
“What's your gender?” (Respondents chose from a list.)



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

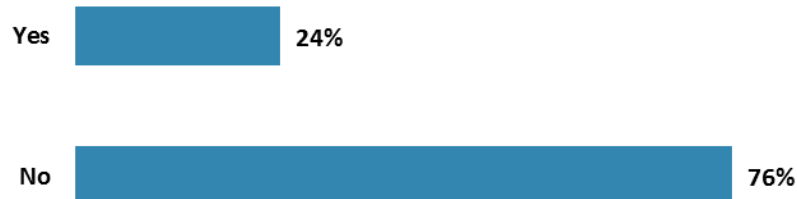
#### Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=153)



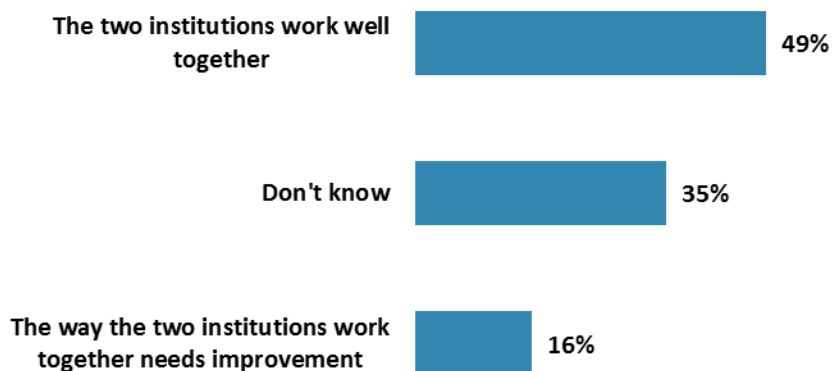
"Which of the following agencies of the World Bank Group do you primarily engage with in Croatia?  
(Select only ONE response)" (Respondents choose from a list)

Percentage of Respondents (N=164)



"Do your projects involve both the World Bank and IFC?" (Respondents chose from a list.)

Percentage of Respondents (N=43)



"If your projects involve both the World Bank and IFC, what was your view of how the two institutions work together in Croatia? (Select only ONE response)" (Respondents chose from a list.)



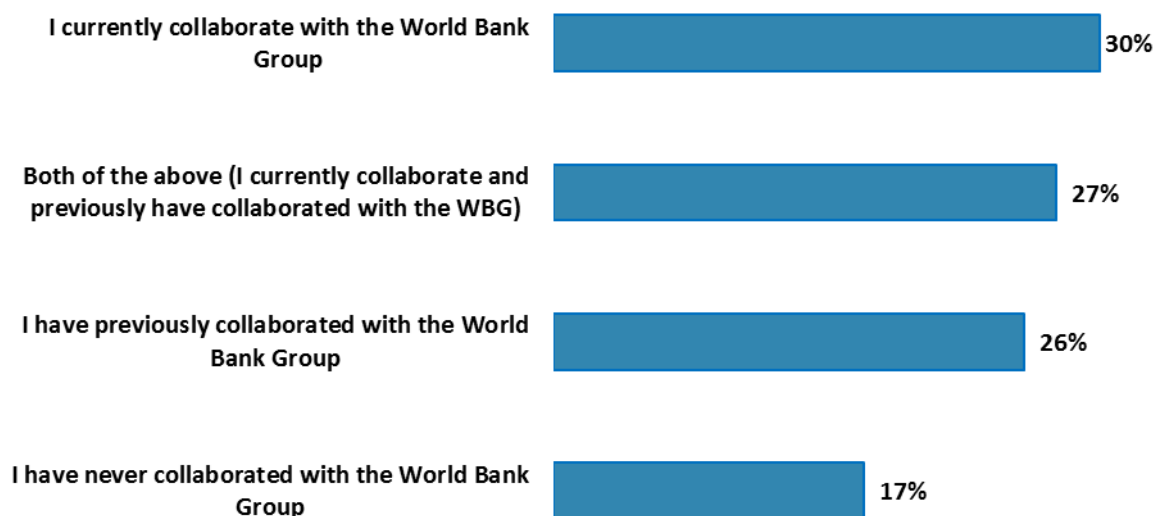


### III. Demographics of the Sample (continued)

#### Collaboration with the WBG

- **Note:** For all further analyses, respondents who indicated that they had previously collaborated with the WBG were combined with those who had never collaborated to make one group of those not collaborating with the WBG. Those who indicated both (that they currently collaborate and had collaborated in the past) were combined with those who are currently collaborating to create one group of those collaborating with the WBG.
- **Year comparison:** Respondents in this year's Country Survey were statistically just as likely to be currently collaborating with the WBG (weighted percentage of respondents collaborating = 57%) compared to respondents from the FY '12 Country Survey (weighted percentage of respondents collaborating = 56%)<sup>1</sup>.

Percentage of Respondents (N=171)



"Which of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country? (Select only ONE response)" (Respondents choose from a list)

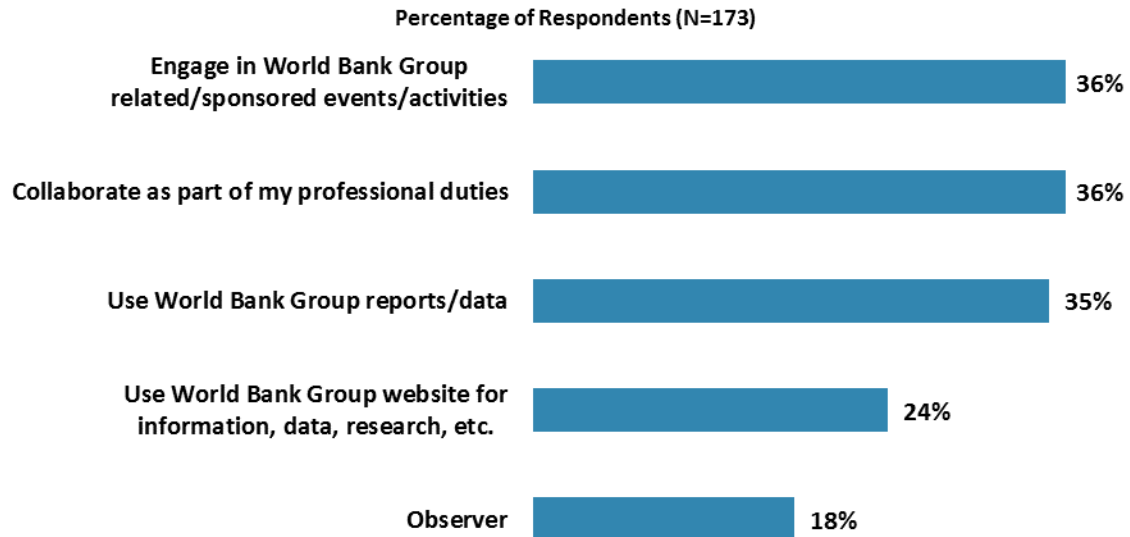
<sup>1</sup> Please refer to Appendix D (page 115) for more details on weighting for year comparisons. The percentages in the chart were calculated based on un-weighted data.



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

#### Exposure to the WBG in Croatia

- **Year comparison:** Respondents in this year's Country Survey had statistically similar rates of exposure to the WBG in Croatia as respondents in the FY '12 Country Survey.



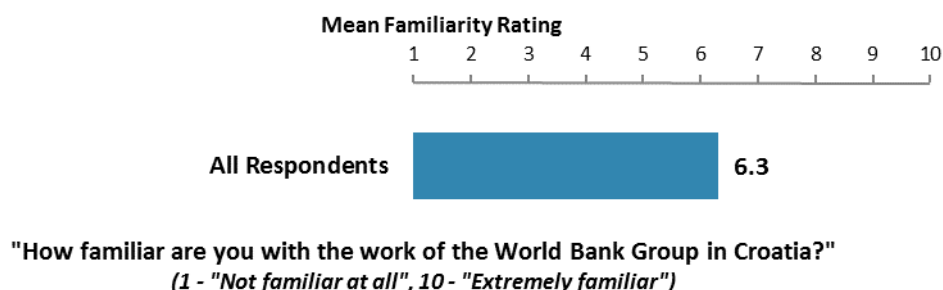
"Which of the following describes most of your exposure to the World Bank Group in Croatia?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had statistically similar ratings of familiarity with the WBG (weighted mean rating = 6.3) compared to respondents from the FY '12 Country Survey (weighted mean rating = 6.4)<sup>2</sup>.
- **Impact of Familiarity:** Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness, and had significant, moderate correlations with the extent to which the WBG achieves development results in Croatia, and the extent to which the WBG plays a relevant role in development in Croatia.



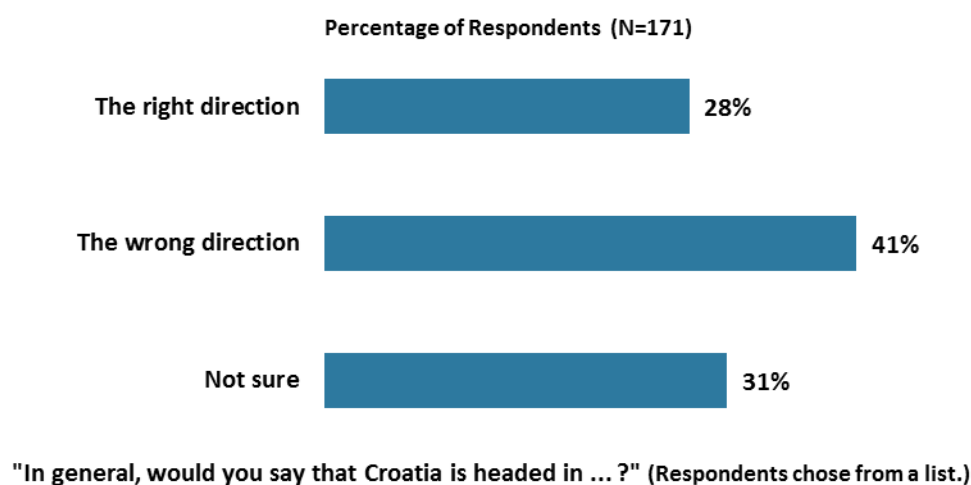
<sup>2</sup> Please refer to Appendix D (page 115) for more details on weighting for year comparisons. The means in the chart were calculated based on un-weighted data.



## IV. General Issues Facing Croatia

### Headed in the Right Direction

- **Year comparison:** Respondents in this year's Country Survey were significantly *less* likely to indicate that Croatia is headed in the right direction (weighted percentage of respondents = 27%) and significantly more likely to indicate that Croatia is headed in the wrong direction (weighted percentage of respondents = 42%) compared to respondents from the FY '12 Country Survey (weighted percentage of respondents = 38% and 22%, respectively)<sup>3</sup>.



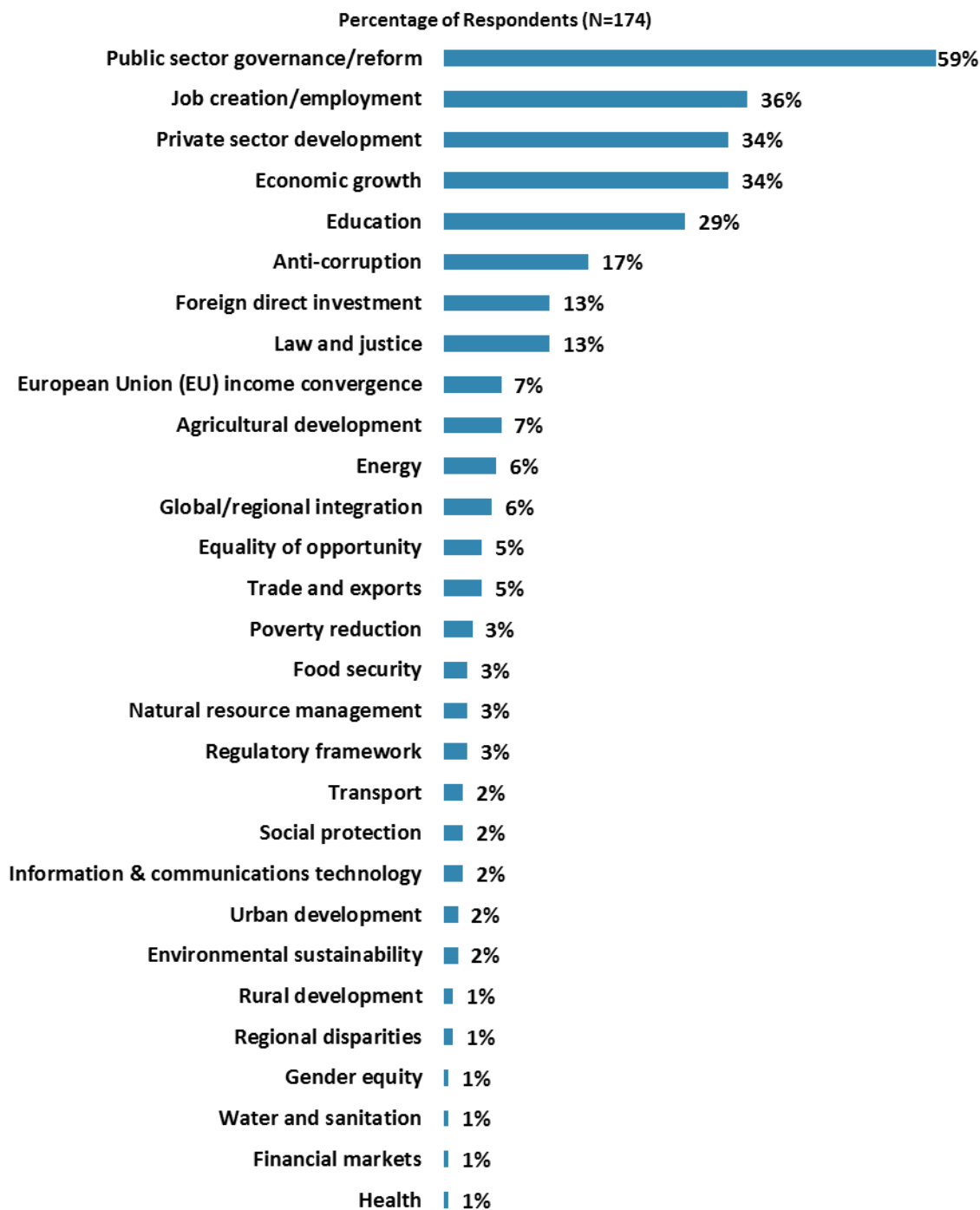
<sup>3</sup> Please refer to Appendix D (page 115) for more details on weighting for year comparisons. The percentages in the chart were calculated based on un-weighted data.



## IV. General Issues Facing Croatia (continued)

### Development Priority

- **Year comparison:** Respondents in FY '12 indicated that the most important development priorities were economic growth (percentage of respondents = 40%), job creation/employment (40%), education (33%), and public sector reform (33%).

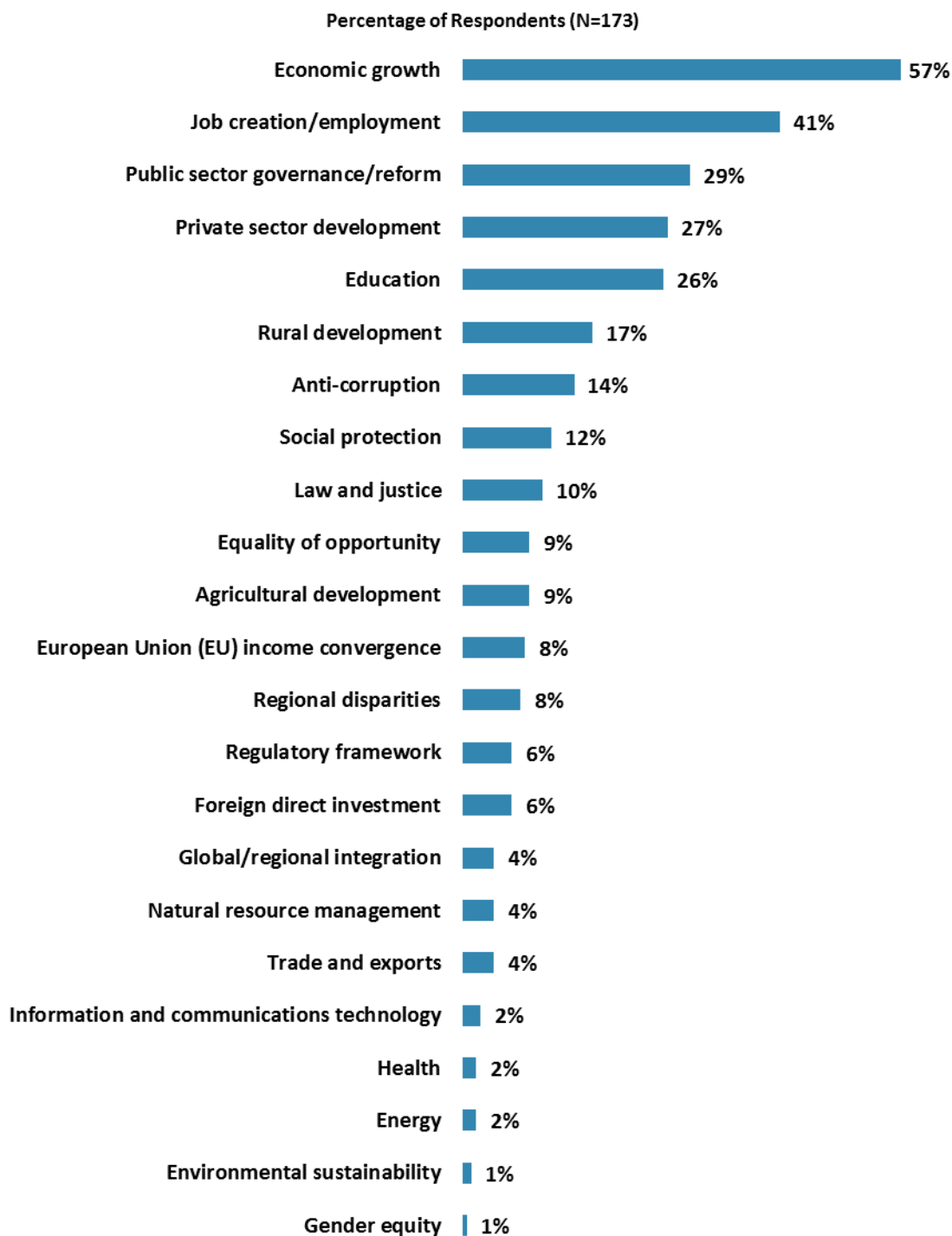


"Listed below are a number of development priorities in Croatia. Please identify which of the following you consider the most important development priorities in Croatia. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Croatia (continued)

### What Would Contribute Most to Reducing Poverty

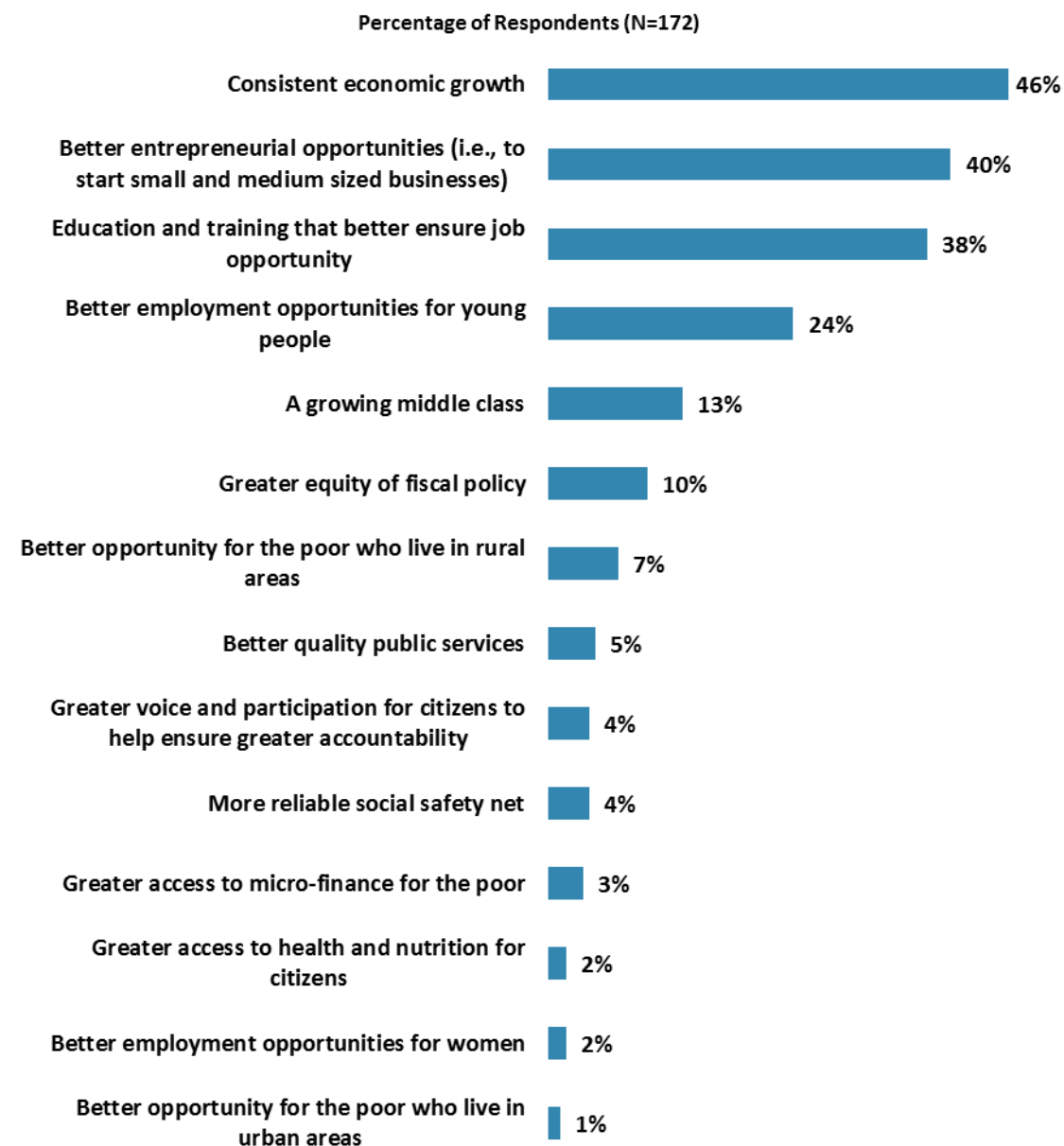


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Croatia?" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Croatia (continued)

### Factors Contributing to “Shared Prosperity”



"When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Croatia? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that they most often attributed failed or slow reform efforts to lack of/inadequate levels of capacity in government (percentage of respondents = 41%) and reforms not being well thought out in light of country challenges (33%).



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

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

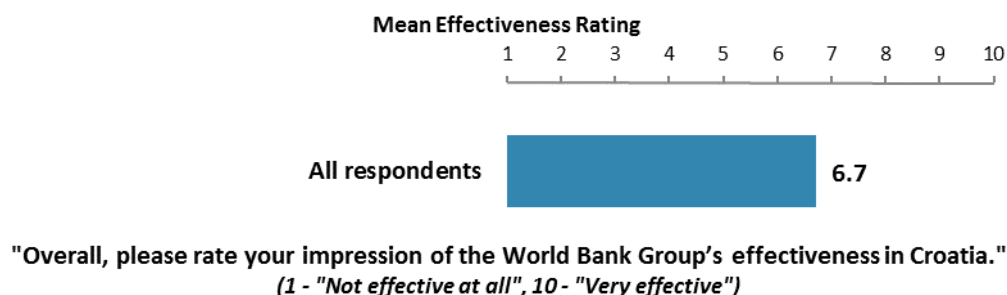




## V. Overall Attitudes toward the World Bank Group (continued)

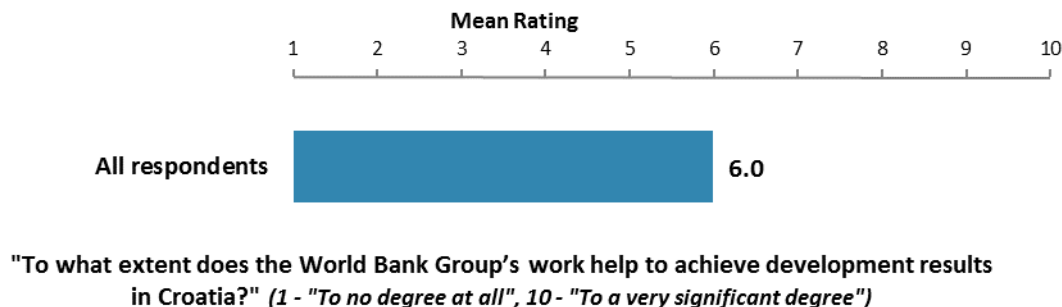
### The World Bank Group's Overall Effectiveness (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey had statistically similar ratings for the WBG's overall effectiveness in Croatia (weighted mean = 6.6) compared to respondents from the FY '12 Country Survey (weighted mean = 6.4)<sup>4</sup>.
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the WBG's overall effectiveness in Croatia (mean rating = 7.2) compared to respondents who are not collaborating (mean rating = 6.0).



### Achieving Development Results (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey had statistically similar ratings for the extent to which the WBG achieves development results (weighted mean = 5.9) compared to respondents from the FY '12 Country Survey (weighted mean = 6.0)<sup>4</sup>.
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the extent to which the WBG achieves development results (mean rating = 6.5) compared to respondents who are not collaborating (mean rating = 5.1).



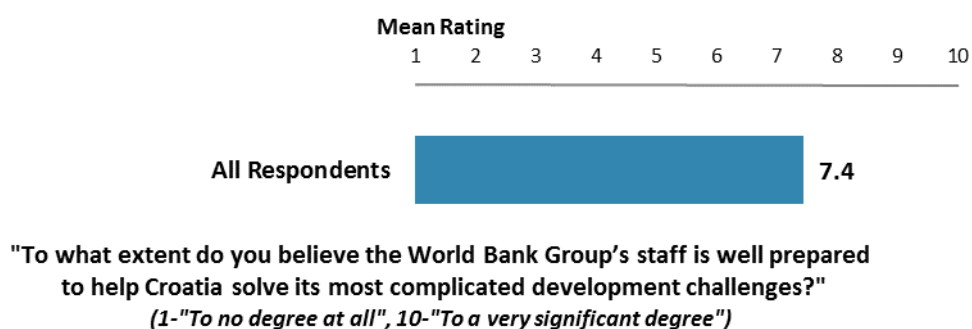
<sup>4</sup> Please refer to Appendix D (page 115) for more details on weighting for year comparisons. The means in the charts were calculated based on un-weighted data.



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

### WBG Staff Preparedness

- **Year comparison:** Respondents in this year's Country Survey had statistically similar ratings for the WBG's staff being well prepared to help Croatia (weighted mean = 7.4) compared to respondents from the FY '12 Country Survey (weighted mean = 7.0)<sup>5</sup>.
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the WBG's staff being well prepared (mean rating = 7.8) compared to respondents who are not collaborating (mean rating = 6.8).



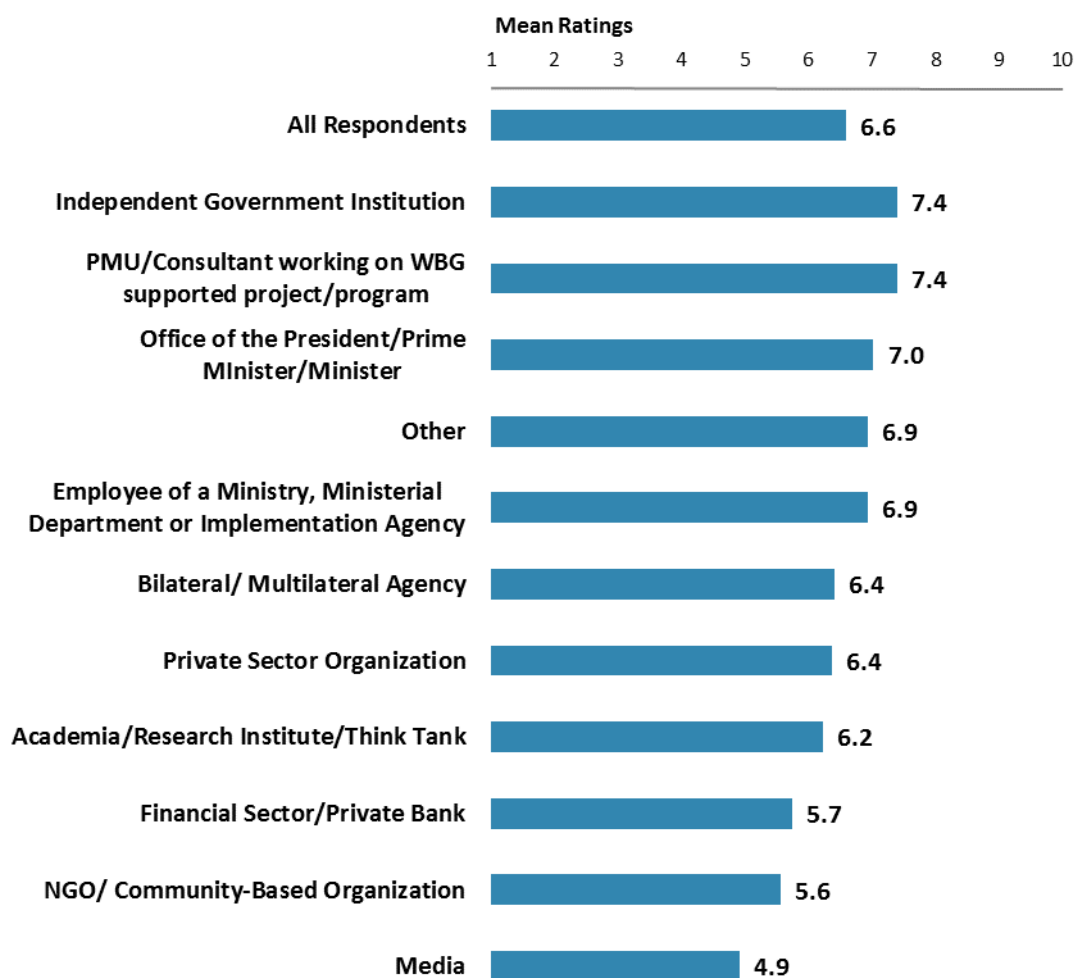
<sup>5</sup> Please refer to Appendix D (page 115) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholders:** Respondents from independent government institutions and PMUs/Consultants on WBG-supported projects had the highest mean rating for the aggregated responses to the twenty-five COS indicator questions whereas respondents from the financial sector/private banks, NGOs/CBOs, and the media had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 74).
- **Collaboration:** Respondents who collaborate with the WBG had a significantly higher mean rating for the aggregated responses to the twenty-five COS indicator questions (mean rating = 7.1) compared to respondents who do not collaborate with the WBG (mean rating = 5.9). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (see page 121).



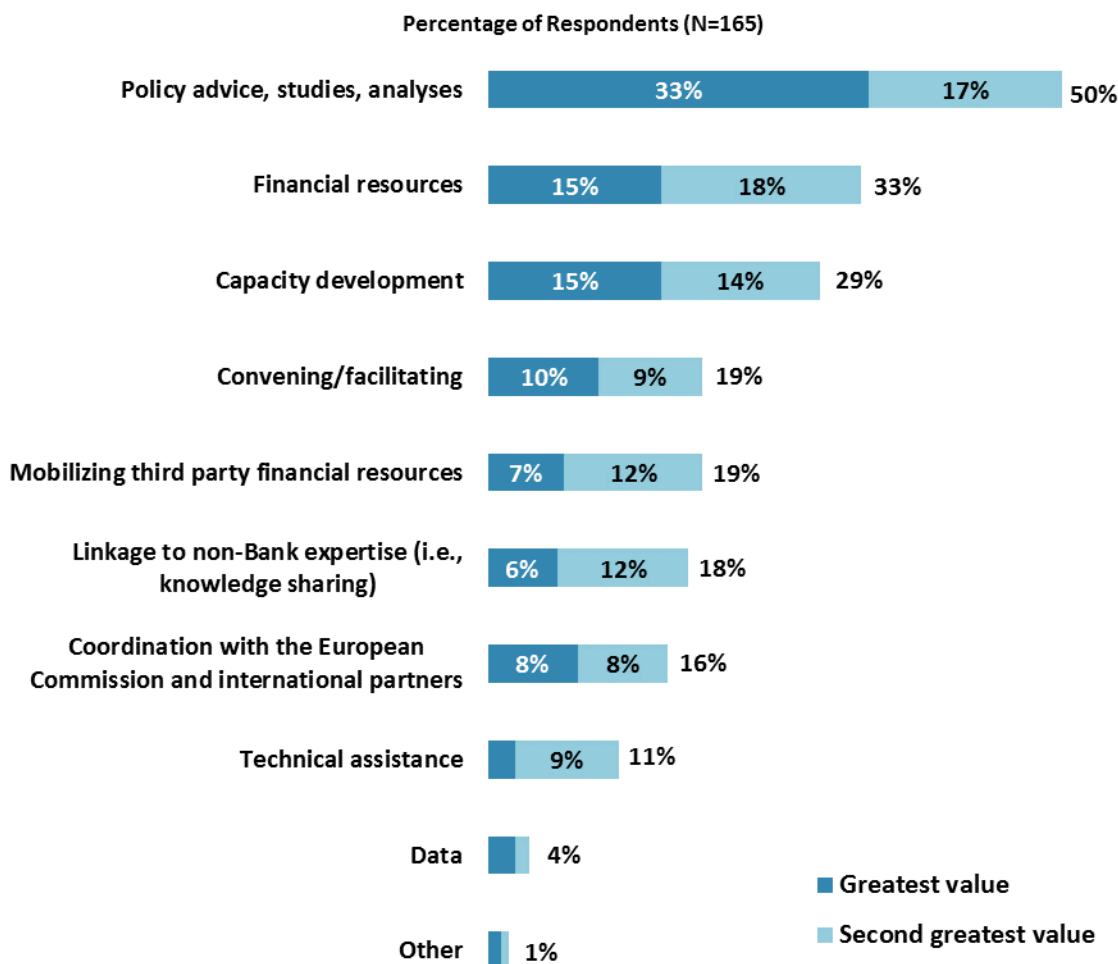
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that the WBG's greatest value to Croatia was its financial resources (percentage of respondents = 52%) and technical assistance (50%).

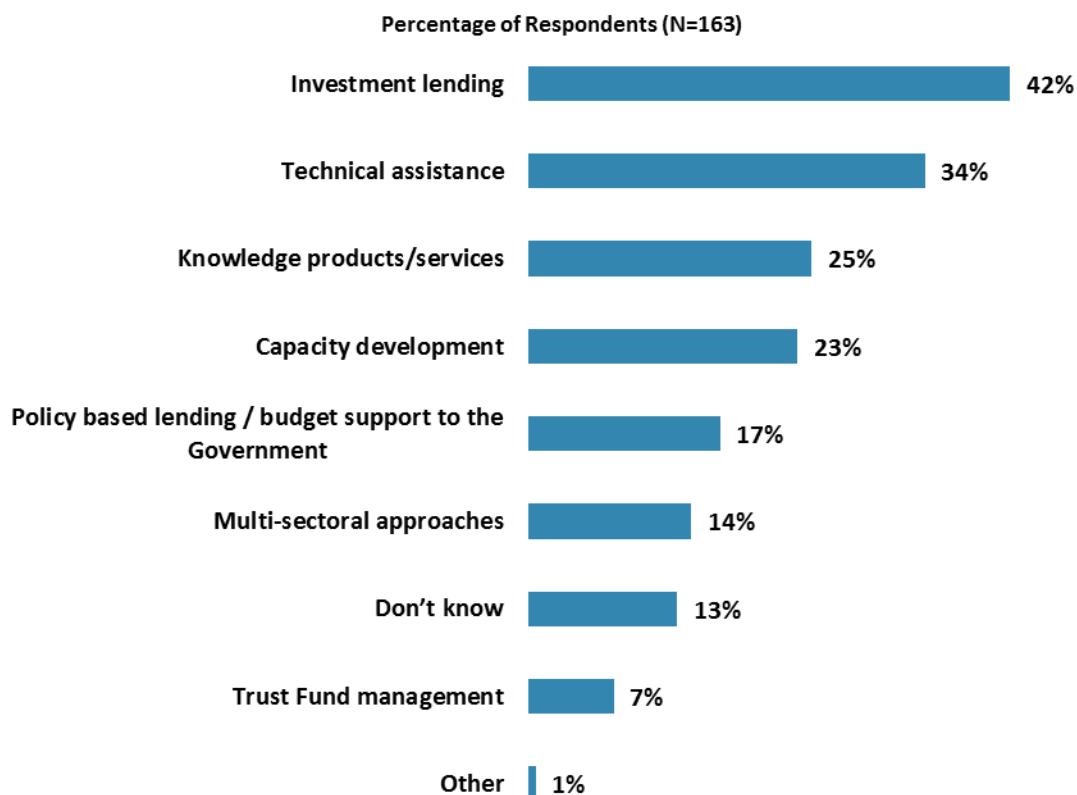


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Croatia?" (Respondents chose from a list.)



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

### Effectiveness of WBG's Instruments in Reducing Poverty



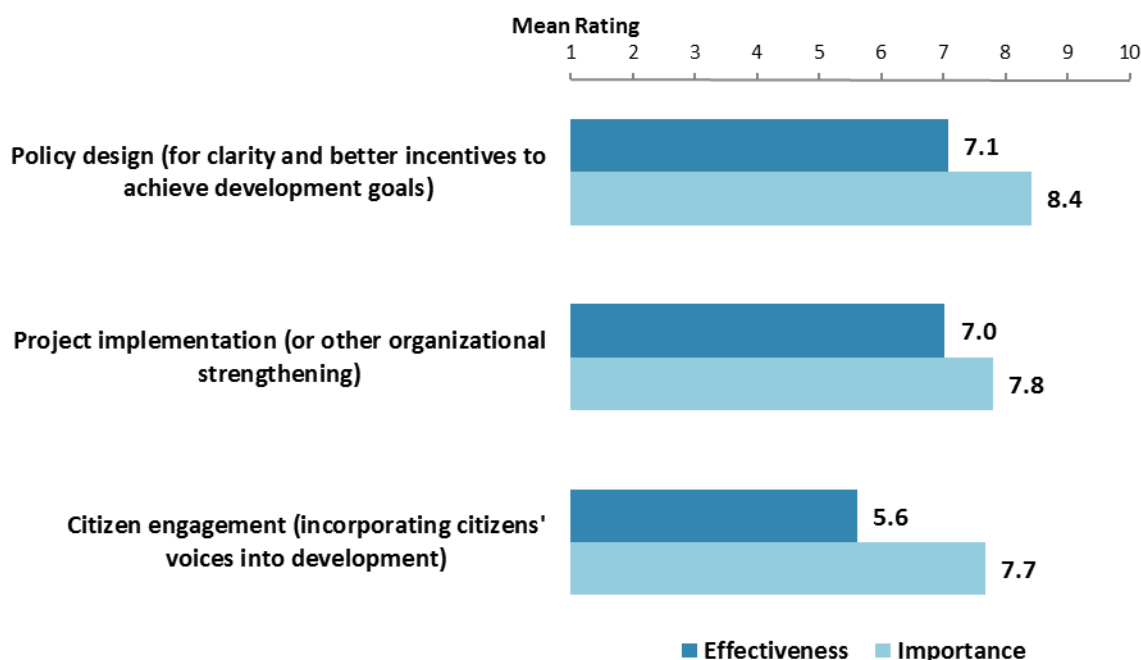
"Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty and promoting "shared prosperity" in Croatia? (Choose not more than TWO)"  
(Respondents chose from a list. Responses combined.)



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

### Importance and Effectiveness of WBG's Capacity Building Work

- **Stakeholders:** Respondents from independent government institutions gave the highest ratings for the WBG's effectiveness at project implementation whereas respondents from the media gave significantly lower ratings. Respondents from bilateral/multilateral agencies and PMUs/Consultants on WBG-supported projects gave the highest ratings for the WBG's effectiveness at citizen engagement whereas respondents from the financial sector/private banks and the media gave significantly lower ratings.
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the WBG's effectiveness at citizen engagement and policy design (mean ratings = 6.1 and 7.1, respectively) compared to respondents who are not collaborating (mean ratings = 4.7 and 6.1, respectively). In addition, respondents who are collaborating with the WBG gave significantly higher ratings for the importance of the WBG's involvement in project implementation, citizen engagement and policy design (mean ratings = 8.6, 7.8, and 8.6, respectively) compared to respondents who are not collaborating (mean ratings = 7.8, 6.4, and 7.9, respectively).



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

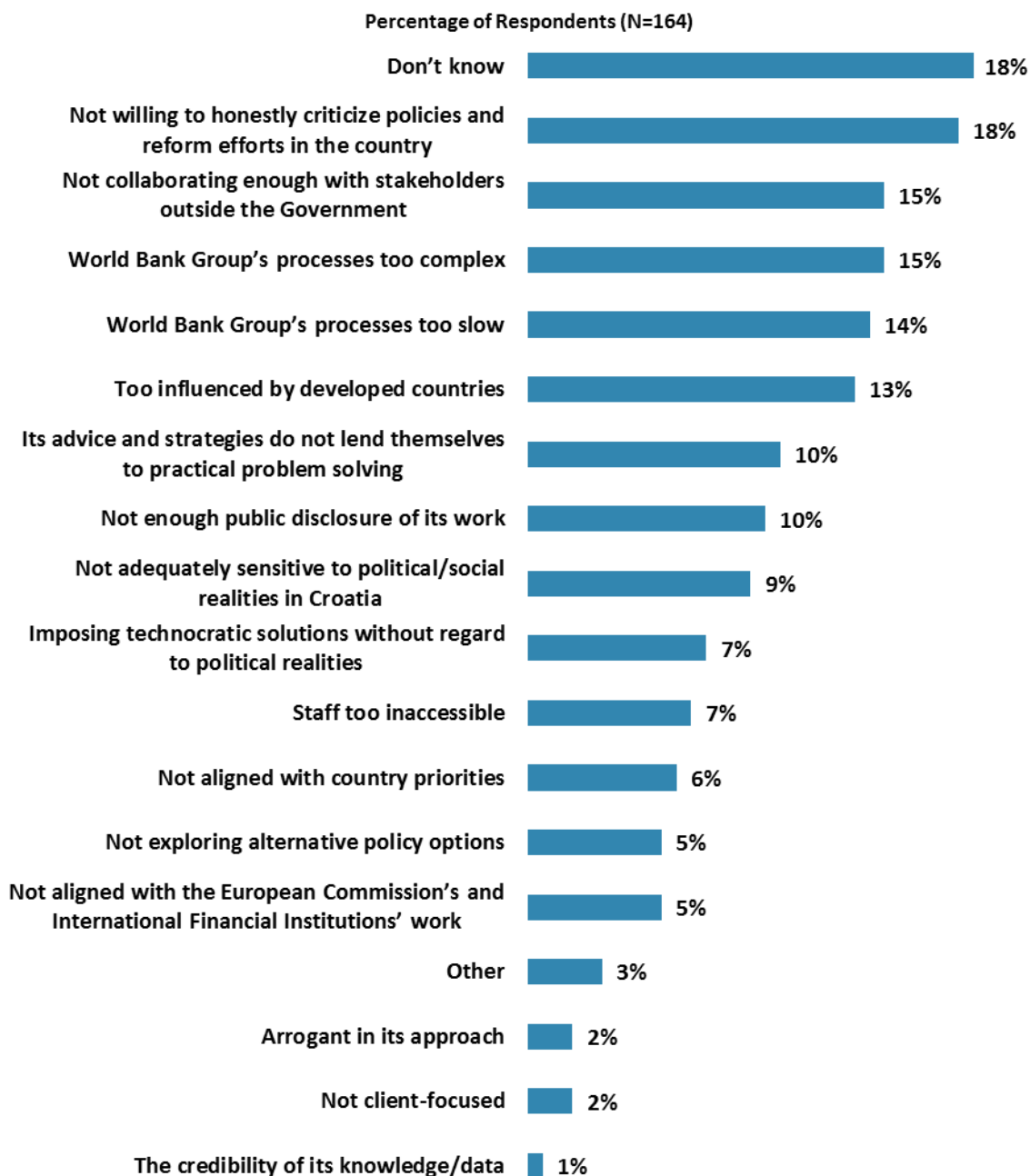
"When thinking about how to improve capacity building in Croatia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?" (1 - "Not important at all", 10 - "Very important")



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

### Greatest Weakness

- **Year comparison:** Respondents in FY '12 indicated that the WBG's greatest weaknesses in its work in Croatia were being too bureaucratic in its operational policies and procedures (percentage of respondents = 26%), being too influenced by developed countries (20%), and World Bank Group processes being too slow and complex (20%).

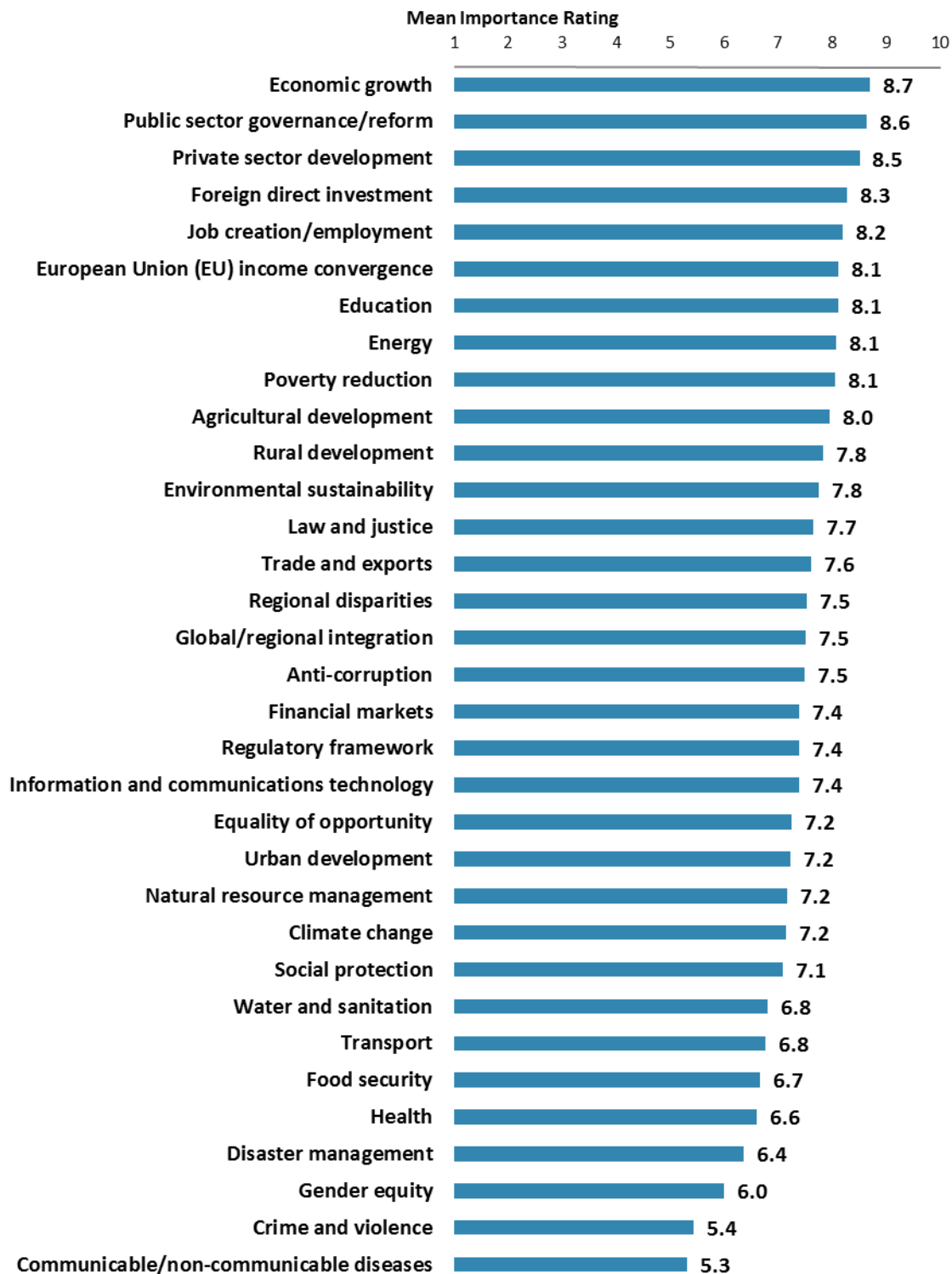


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Croatia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## VI. Sectoral Importance and Effectiveness

### Importance of WBG's Support in Sectoral Areas



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





## VI. Sectoral Importance and Effectiveness (continued)

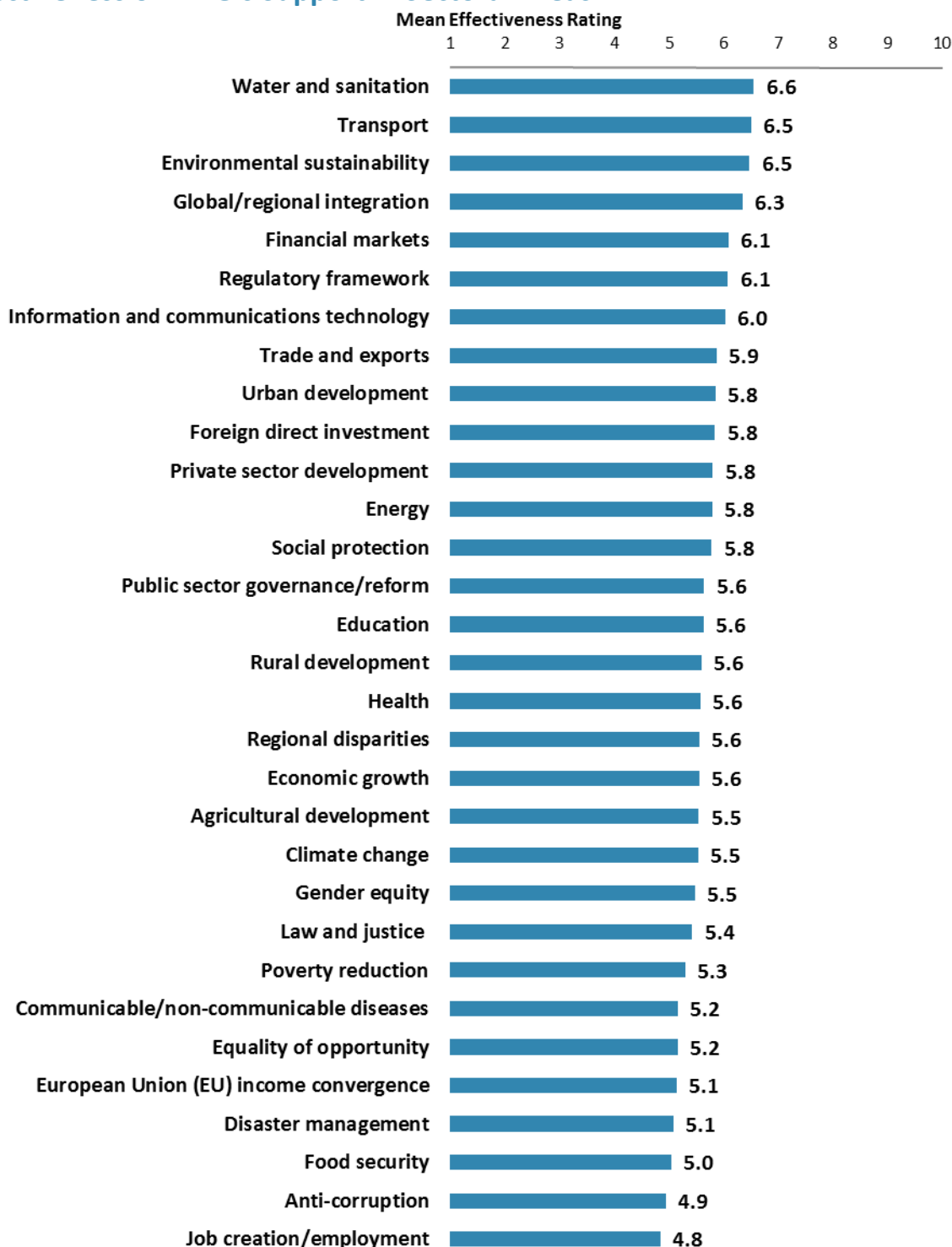
### Importance of WBG's Support in Sectoral Areas (continued)

- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects and other organizations had the highest ratings for the importance of information and communications technology and climate change whereas respondents from the financial sector/private banks gave significantly lower ratings. Respondents from the office of the President/Prime Minister/Minister and bilateral/multilateral agencies had the highest ratings for the importance of regulatory framework whereas respondents from NGOs/CBOs gave significantly lower ratings. Please see Appendix B, page 74, for a complete breakdown stakeholder group responding.
- **Collaboration:** Respondents who are collaborating with the WBG had significantly higher ratings for the importance of the WBG's involvement in information and communications technology, transport, trade and exports, and EU income convergence compared to respondents who are not collaborating with the WBG (refer to Appendix C, page 99, for a complete breakdown).



## VI. Sectoral Importance and Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas<sup>6</sup>



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

<sup>6</sup> Note, primarily informed stakeholders responded to these questions. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas. See Appendix A (page 57) for details.



## VI. Sectoral Importance and Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas (continued)

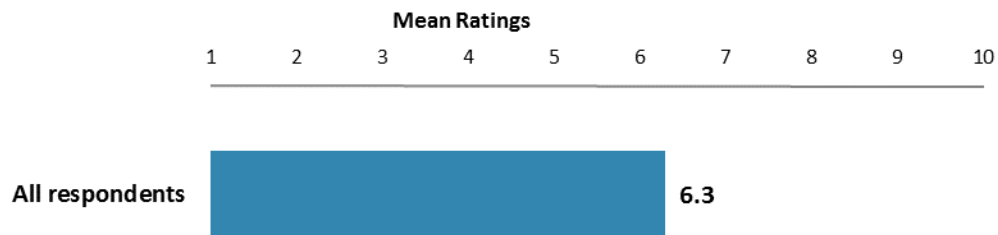
- **Year comparison:** Respondents in this year's Country Survey had significantly higher ratings for the effectiveness of the WBG's work in private sector development (weighted mean = 5.7) compared to respondents from the FY '12 Country Survey (weighted mean = 4.8)<sup>7</sup>.
- **Stakeholders:** There were significant stakeholder group differences across seven of these thirty-one development areas (refer to Appendix B, page 74, for a complete breakdown). For the most part, respondents from independent government institutions, bilateral/ multilateral agencies, and other organizations tended to give the highest ratings for the WBG's effectiveness in these areas whereas respondents from the office of the President/ Prime Minister/Minister, the financial sector/private banks, and the media tended to give significantly lower ratings of effectiveness. Those development areas with significant stakeholder group differences were:
  - Urban development;
  - Environmental sustainability;
  - Water and sanitation;
  - Public sector governance/reform;
  - Health;
  - Rural development; and
  - Regional disparities.
- **Collaboration:** Respondents who are collaborating with the WBG had higher ratings for the WBG's effectiveness in all development areas compared to respondents who are not collaborating with the WBG, significantly so for those areas listed below (refer to Appendix C, page 99, for a complete breakdown):
  - Transport;
  - Law and justice;
  - Urban development;
  - Environmental sustainability;
  - Poverty reduction;
  - Private sector development;
  - Foreign direct investment;
  - Water and sanitation;
  - Trade and exports;
  - Economic growth;
  - Energy;
  - Public sector governance/reform;
  - Job creation/employment;
  - Rural development; and
  - European Union (EU) income convergence.

<sup>7</sup> Please refer to Appendix D (page 115) for more details on weighting for year comparisons.



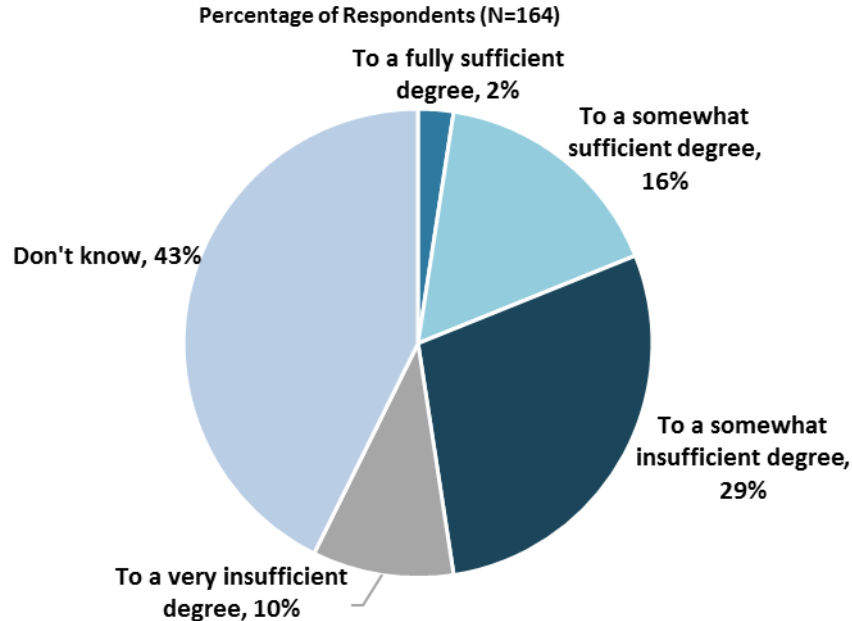
## VI. Sectoral Importance and Effectiveness (continued)

### WBG Promoting Private Public Partnerships



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

### Helping the Poorest in Croatia



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



## VI. Sectoral Importance and Effectiveness (continued)

### Drivers of Effectiveness

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

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

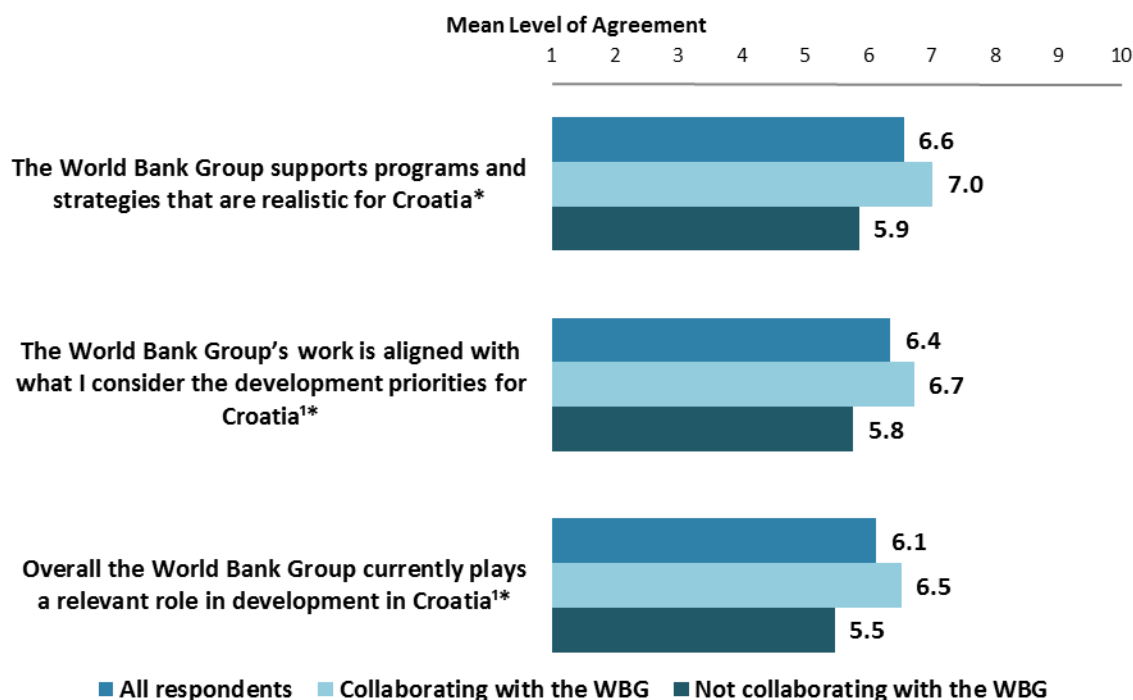
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Croatia. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at trade and exports;
  - The WBG's effectiveness at private sector development; and
  - The WBG's effectiveness at health.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Croatia, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at law and justice;
  - The WBG's effectiveness at poverty reduction;
  - The WBG's effectiveness at job creation/employment;
  - The WBG's effectiveness at trade and exports; and
  - The WBG's effectiveness at urban development.



## VII. How the World Bank Group Operates

### The World Bank Group's Work in Croatia

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of agreement that the WBG plays a relevant role in development in Croatia (weighted mean = 6.1) compared to respondents from the FY '12 Country Survey (weighted mean = 5.5)<sup>8</sup>.
- **Stakeholders:** Respondents from independent government institutions and other organizations had the highest levels of agreement that the WBG plays a relevant role in development whereas respondents from the financial sector/private banks and the media had significantly lower levels of agreement.



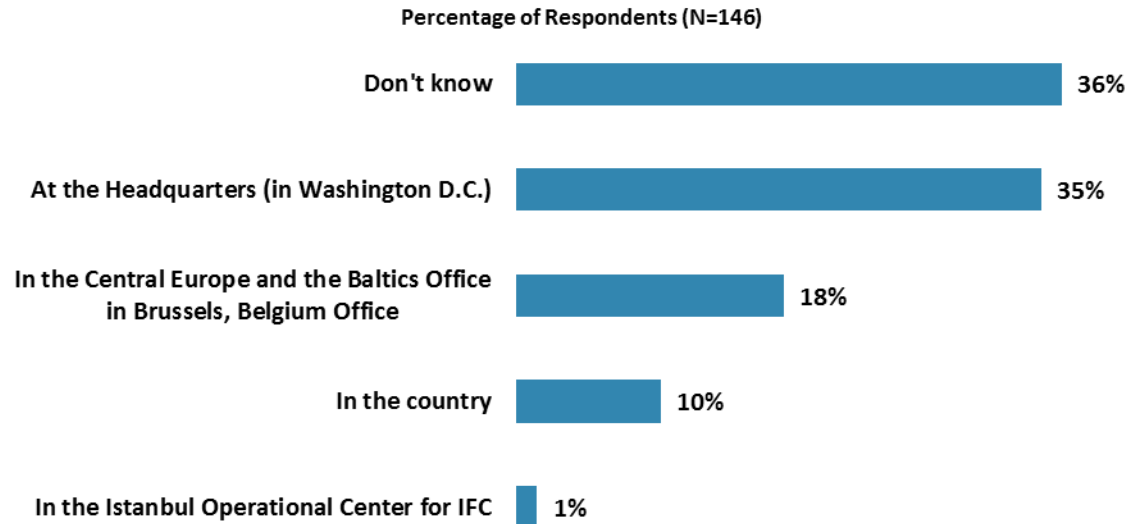
"To what extent do you agree with the following statements about the World Bank Group's work in Croatia?" (1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between collaborators and non-collaborators) ¹Indicator Question

<sup>8</sup> Please refer to Appendix D (page 115) for more details on weighting for year comparisons.



## VII. How the World Bank Group Operates

### The World Bank Group's Decisions



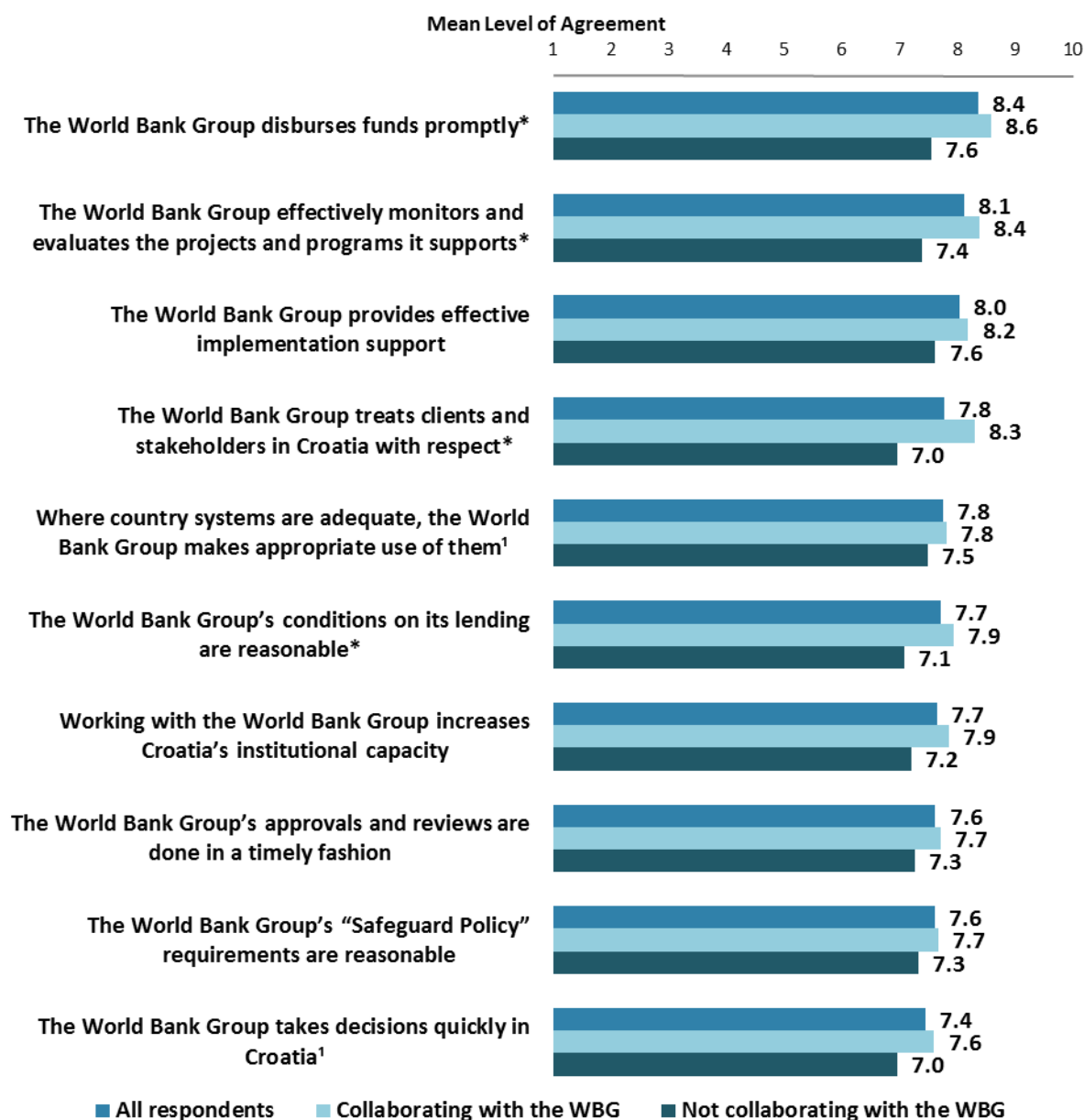
"Where are the World Bank Group's decisions made primarily that support the program in Croatia? (Select only ONE response)" (Respondents chose from a list.)



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

### Overall Perceptions

- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects had the highest levels of agreement that the WBG disburses funds promptly whereas respondents from NGOs/CBOs, the financial sector/private banks, and the office of the President/Prime Minister/Minister had significantly lower levels of agreement.



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

(1-"Strongly disagree", 10-"Strongly agree") <sup>1</sup>Indicator question

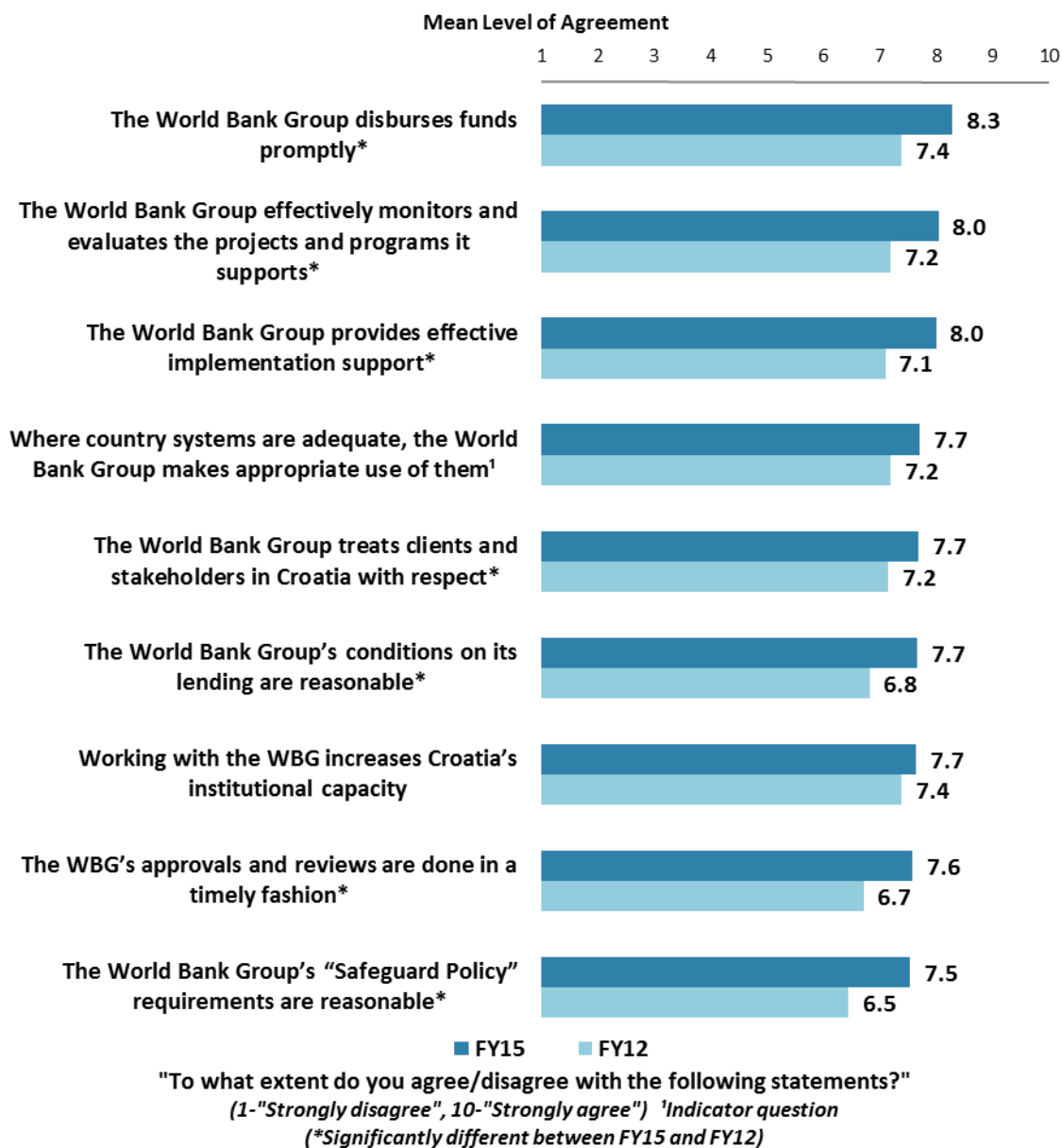
(\*Significantly different between collaborators and non-collaborators)





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

### Overall Perceptions: Year Comparison<sup>9</sup>



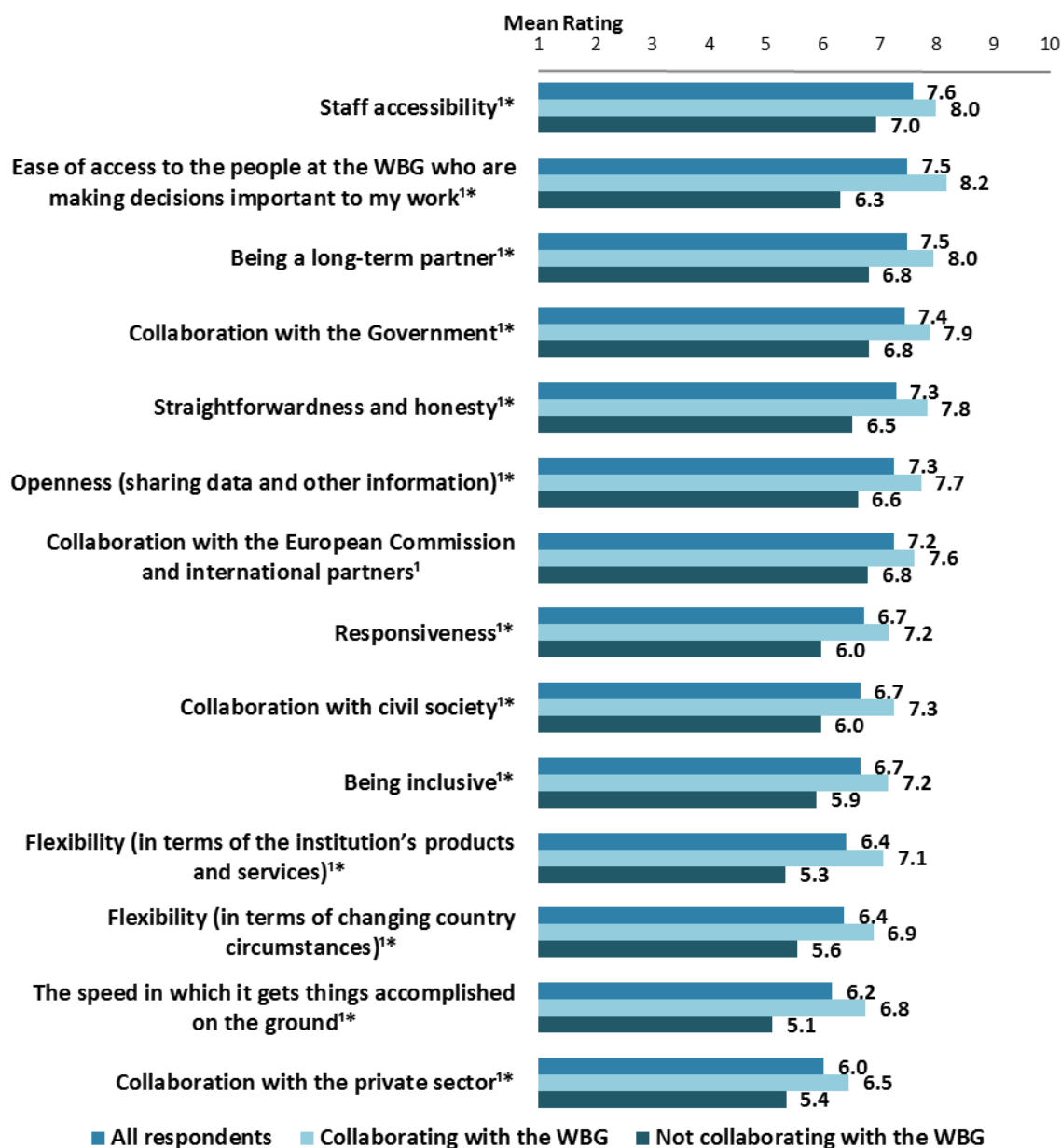
<sup>9</sup>All means presented in this chart are calculated based on weighted data. See Appendix D (page 115) for details.



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

### The WBG as an Effective Development Partner

- **Stakeholders:** There were significant stakeholder group differences across several of these aspects of how the WBG operates in Croatia. For the most part, respondents from independent government institutions tended to have the highest levels of agreement whereas respondents from the media tended to have significantly lower levels of agreement. For a complete breakdown of stakeholder group differences see Appendix B (page 74).

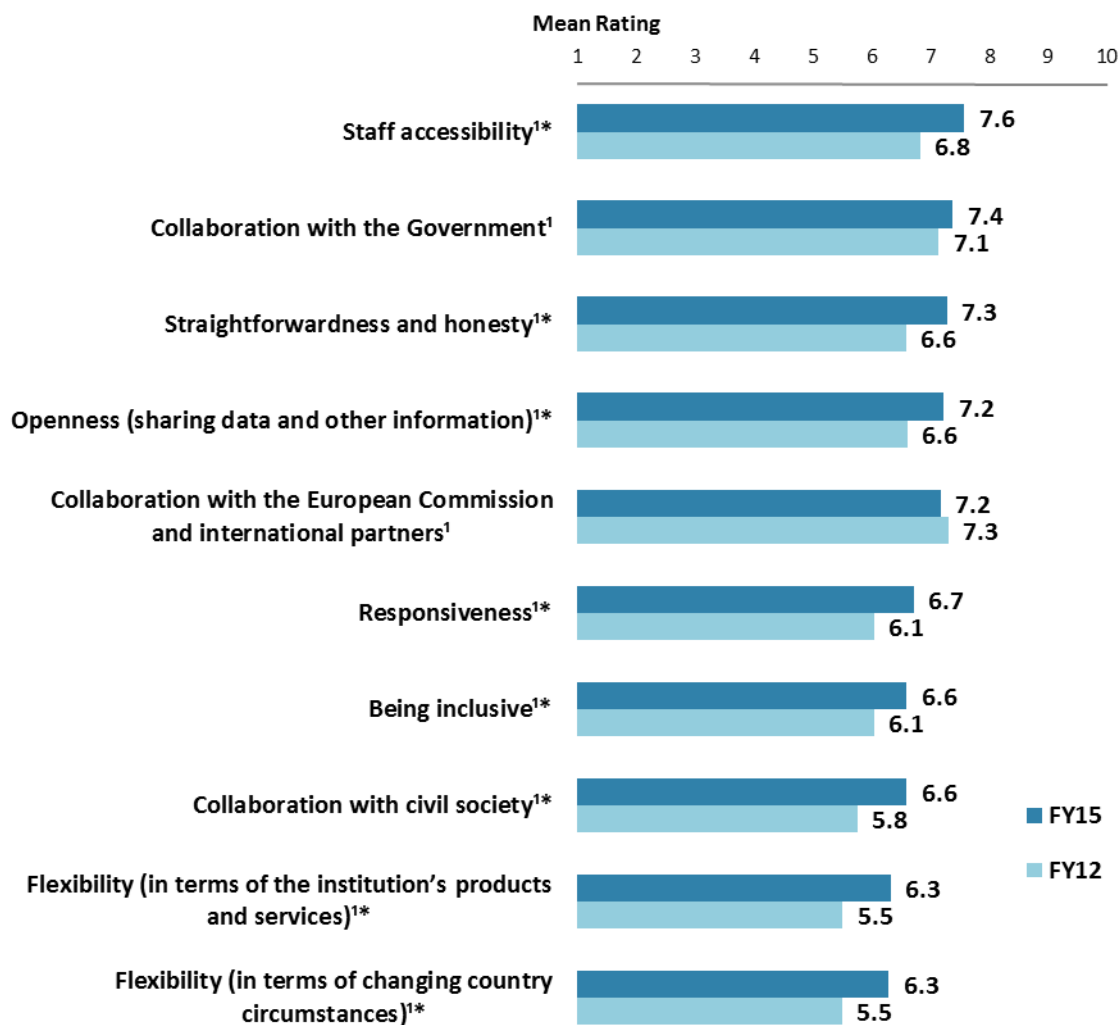


"To what extent is the World Bank Group an effective development partner in Croatia in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")  
 (\*Significantly different between collaborators and non-collaborators) <sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner: Year Comparison<sup>10</sup>



"To what extent is the World Bank Group an effective development partner in Croatia in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")  
 (\*Significantly different between FY15 and FY12) <sup>1</sup>Indicator Question

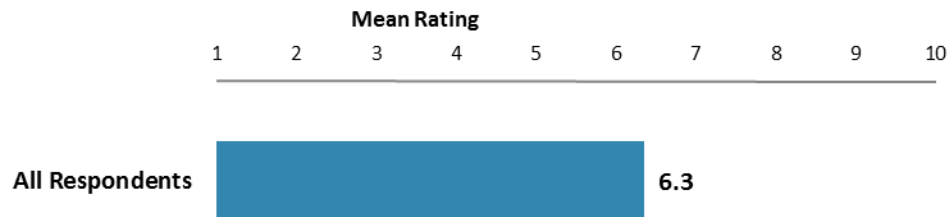
<sup>10</sup>All means presented in this chart are calculated based on weighted data. See Appendix D (page 115) for details.



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

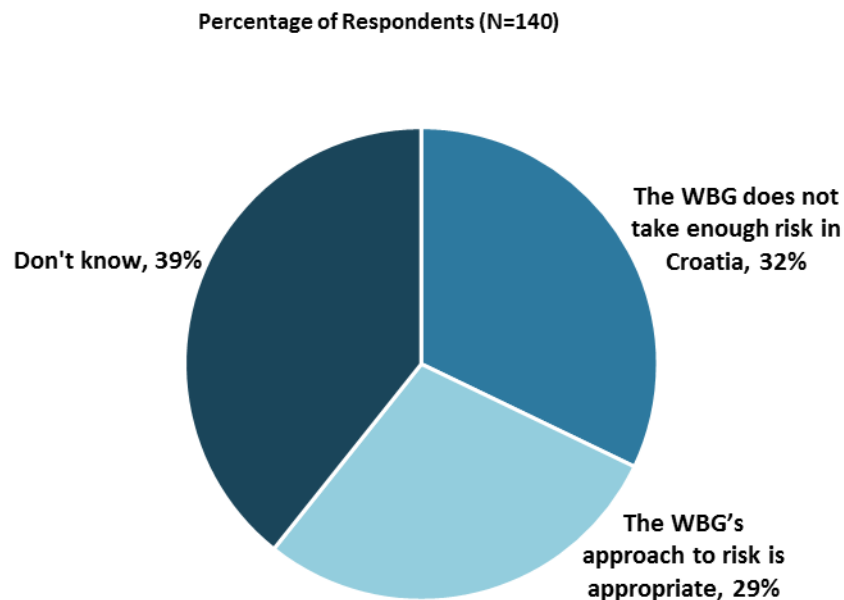
### Internal Measuring and Monitoring

- **Collaboration:** Respondents who are collaborating with the WBG had significantly higher ratings that the WBG measures and corrects its work in real time (mean rating = 6.8) compared to those who are not collaborating (mean rating = 5.4).



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

### The WBG's Approach to Risk in Croatia



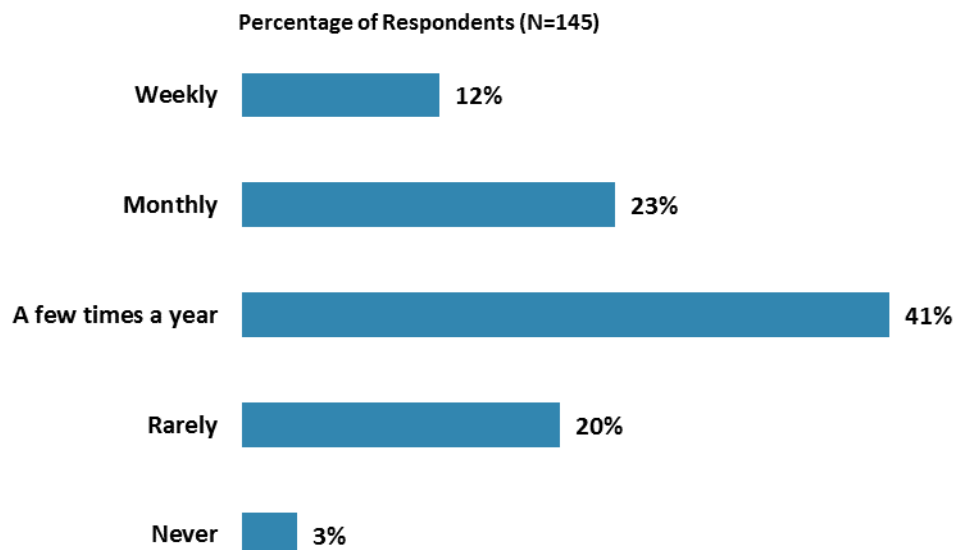
"Which of the following best describes the way the World Bank Group operates in Croatia? (Select only ONE response)" (Respondents chose from a list.)



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

### Frequency of Consulting WBG Knowledge Work/Activities

- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects indicated the most frequent usage of the WBG's knowledge work and activities (percentage of respondents = 69% weekly/monthly) whereas respondents from the media indicated significantly less frequent usage (50% rarely/never).
- **Collaboration:** Respondents who are collaborating with the WBG indicated significantly more frequent usage of the WBG's knowledge work and activities (percentage of respondents = 52% weekly/monthly) compared to respondents who are not collaborating with the WBG (36% rarely/never).

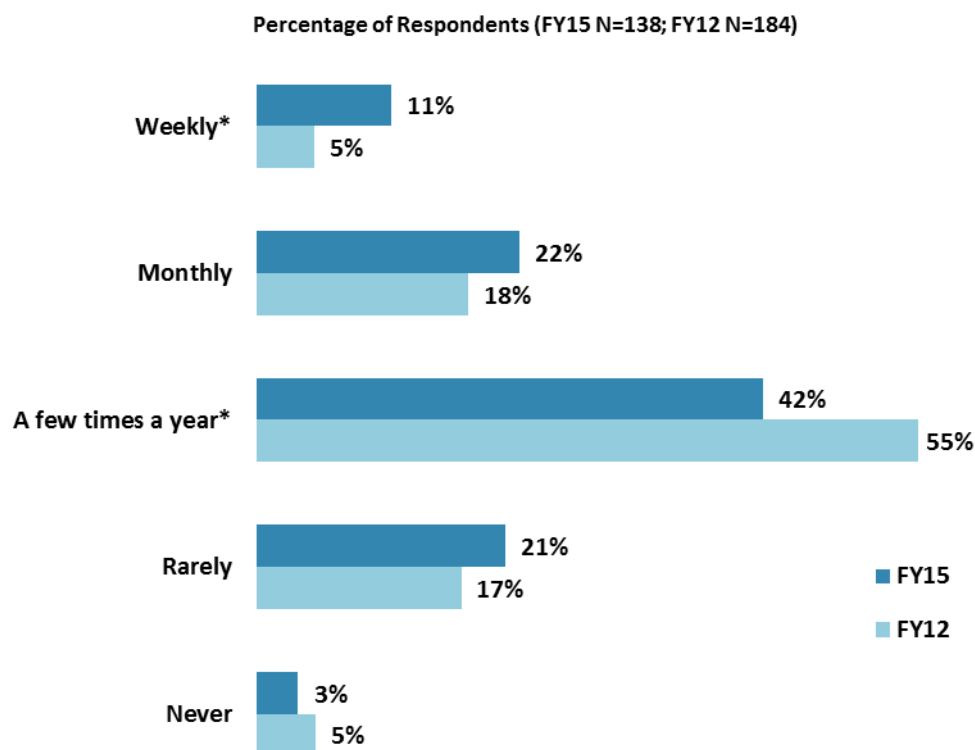


"How frequently do you consult World Bank Group knowledge work and activities in the work you do?" (Respondents chose from a list.)



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

### Frequency of Consulting WBG Knowledge Work/Activities: Year Comparison<sup>11</sup>



"How frequently do you consult World Bank Group knowledge work and activities in the work you do?" (Respondents chose from a list.) \*Significantly different between FY15 and FY12

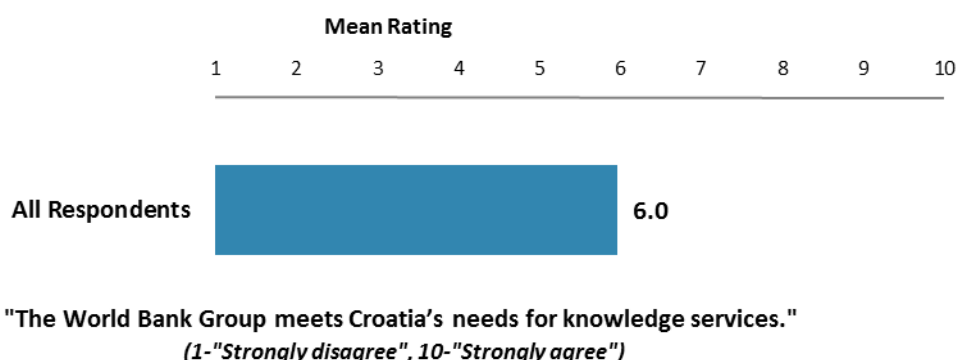
<sup>11</sup>All percentages presented in this chart are calculated based on weighted data. See Appendix D (page 115) for details.



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

### Meeting Croatia's Knowledge Needs (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement that the WBG meets Croatia's needs for knowledge services (weighted mean = 5.9) compared to respondents from the FY '12 Country Survey (weighted mean = 6.3)<sup>12</sup>.
- **Stakeholders:** Respondents from independent government institutions had the highest levels of agreement that the WBG meets Croatia's needs for knowledge services whereas respondents from NGOs/CBOs and academia had significantly lower levels of agreement.
- **Collaboration:** Respondents who are collaborating with the WBG had significantly higher levels of agreement that the WBG meets Croatia's needs for knowledge services (mean rating = 6.4) compared to those who are not collaborating (mean rating = 5.1).



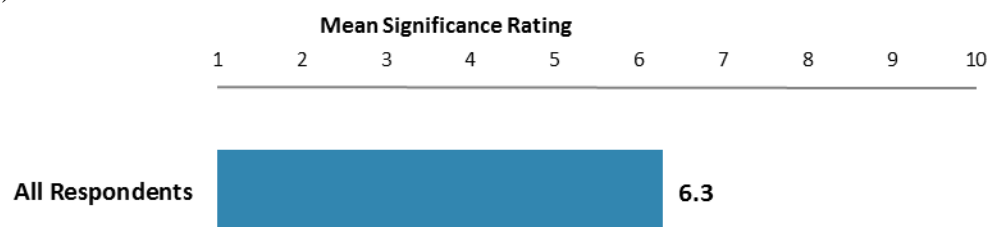
<sup>12</sup> The mean in the chart was calculated based on un-weighted data.



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

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

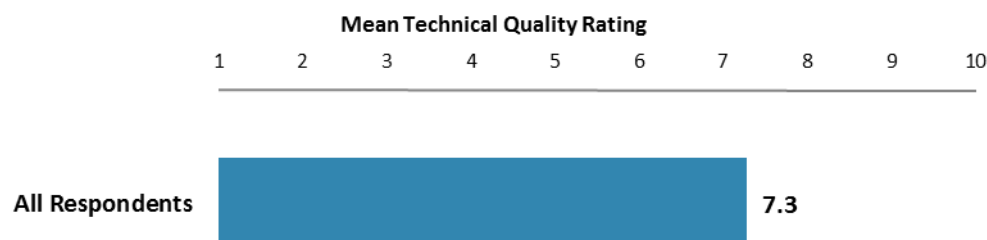
- **Year comparison:** Respondents in this year's Country Survey had statistically similar ratings for the significance of the contribution of the WBG's knowledge work and activities (weighted mean = 6.2) compared to respondents from the FY '12 Country Survey (weighted mean = 6.3)<sup>13</sup>.
- **Collaboration:** Respondents who are collaborating with the WBG had significantly higher ratings for the significance of the contribution of the WBG's knowledge work and activities (mean rating = 6.8) compared to respondents who are not collaborating with the WBG (mean rating = 5.4).



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

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

- **Year comparison:** Respondents in this year's Survey had statistically similar ratings for the technical quality of the WBG's knowledge work (weighted mean = 7.2) compared to respondents from the FY '12 Country Survey (weighted mean = 7.5)<sup>13</sup>.
- **Collaboration:** Respondents who are collaborating with the WBG had significantly higher ratings for the technical quality of the WBG's knowledge work (mean rating = 7.6) compared to those not collaborating with the WBG (mean rating = 6.8).



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

<sup>13</sup> Please refer to Appendix D (page 115) for more details on weighting for year comparisons. The means in these charts were calculated based on un-weighted data.

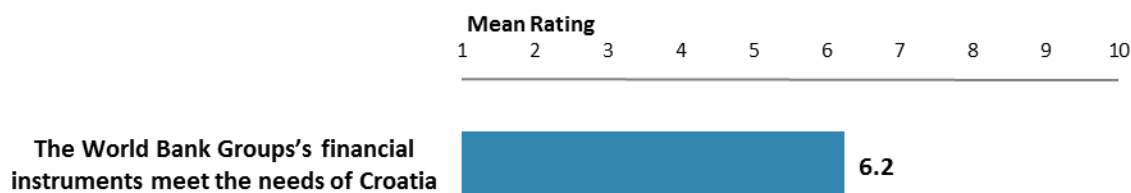




## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Croatia's Needs for Financial Instruments (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement that the WBG's financial instruments meet Croatia's needs (weighted mean = 6.1) compared to respondents from the FY '12 Country Survey (weighted mean = 6.2)<sup>14</sup>.
- **Stakeholders:** Respondents from independent government institutions had the highest levels of agreement that the World Bank's financial instruments meet Croatia's needs whereas respondents from bilateral or multilateral agencies and academia had significantly lower levels of agreement.
- **Collaboration:** Respondents who are collaborating with the WBG had significantly higher levels of agreement that the WBG's financial instruments meet Croatia's needs (mean rating = 6.6) compared to respondents who are not collaborating (mean rating = 5.5).



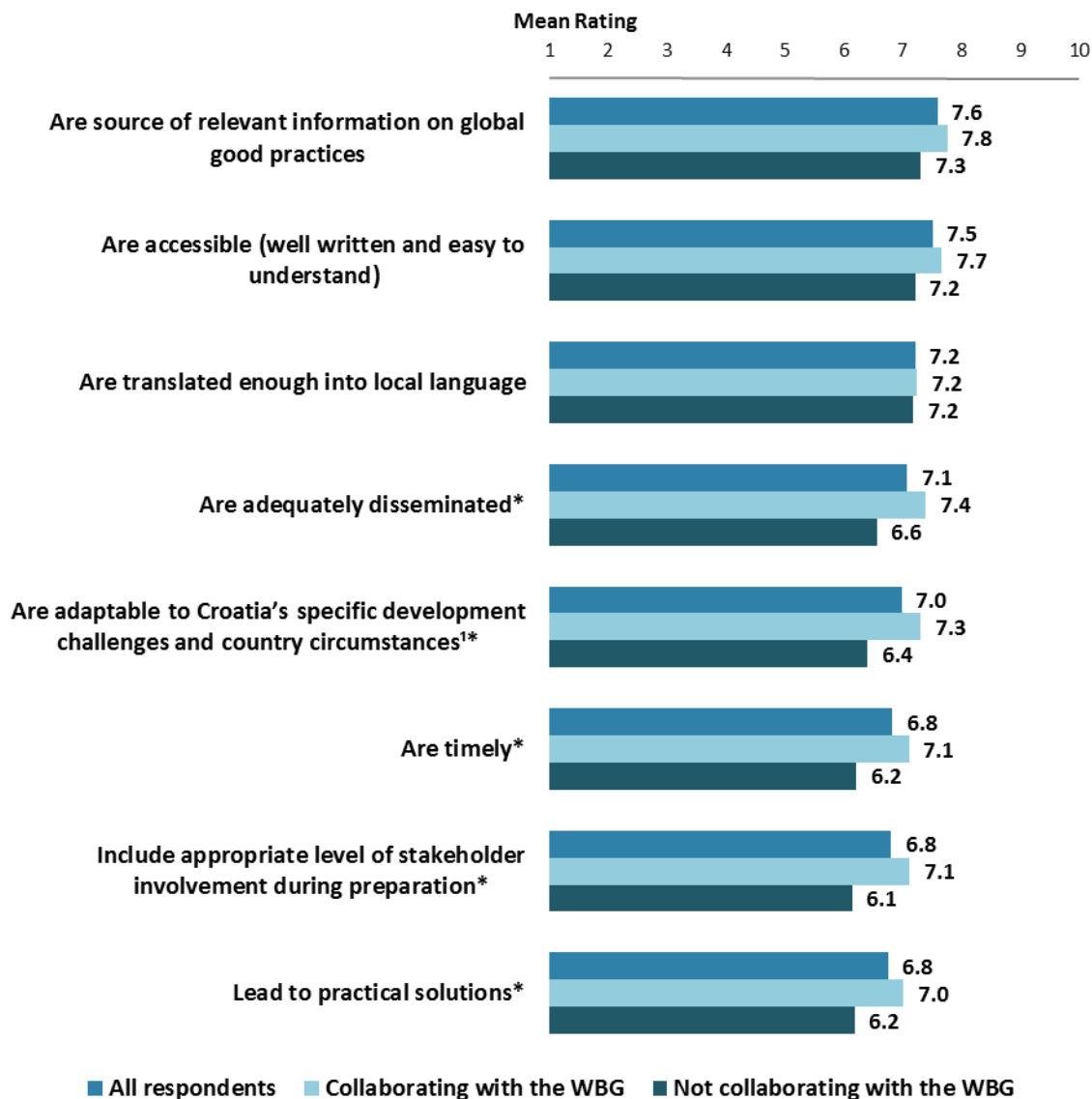
"To what extent do you agree with the following statements about the World Bank Group in Croatia?" (1-"Strongly disagree", 10-"Strongly agree")

<sup>14</sup> Please refer to Appendix D (page 115) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



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

### Qualities of the WBG's Knowledge Work and Activities



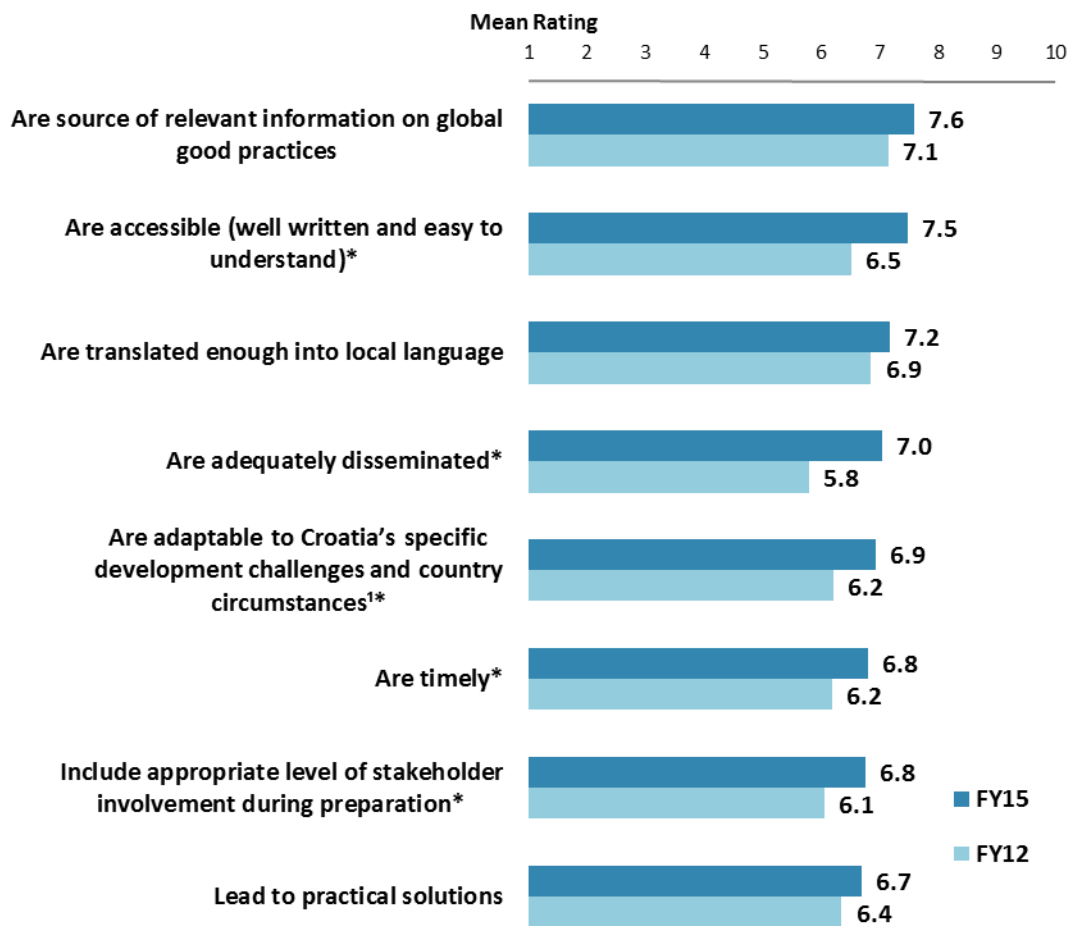
"In Croatia, to what extent do you believe that the World Bank Group's knowledge work and activities?" (1-"To no degree at all", 10-"To a very significant degree")

(\*Significantly different between collaborators and non-collaborators) <sup>1</sup>Indicator Question



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

### Qualities of the WBG's Knowledge Work and Activities: Year Comparison<sup>15</sup>



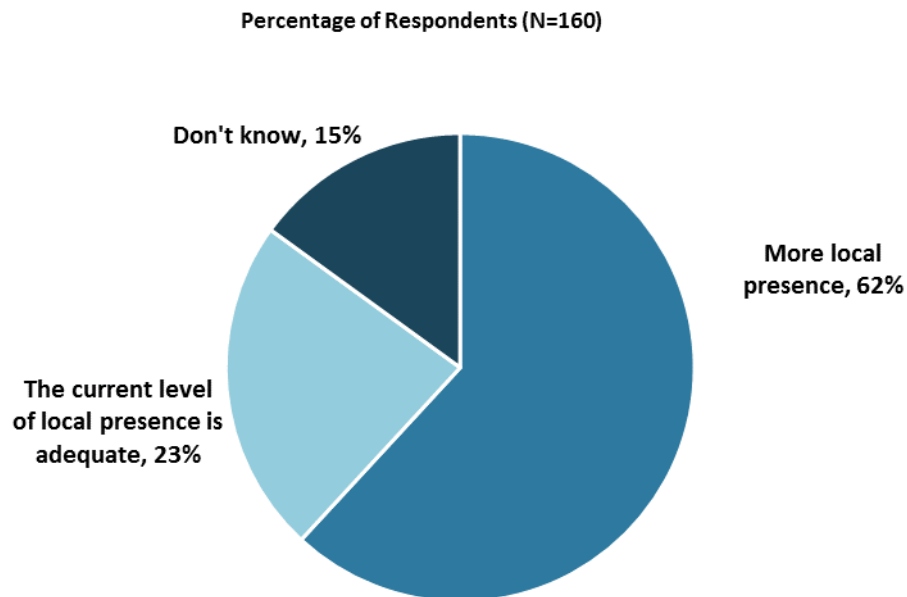
"In Croatia, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree") 'Indicator Question  
(\*Significantly different between between FY15 and FY12)

<sup>15</sup>All means presented in this chart are calculated based on weighted data. See Appendix D (page 115) for details.



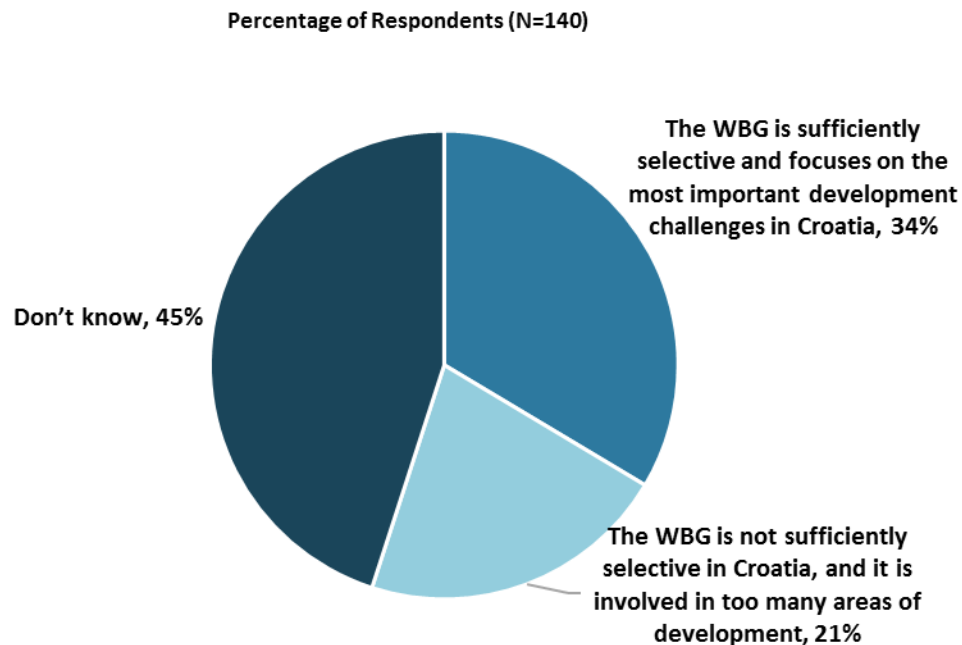
## IX. The Future Role of the World Bank Group in Croatia

### The World Bank Group's Local Presence in Croatia



"To be a more effective development partner in Croatia, do you believe that the World Bank Group should have...? (Select only ONE response)" (Respondents chose from a list.)

### Selectivity of the World Bank Group's Support



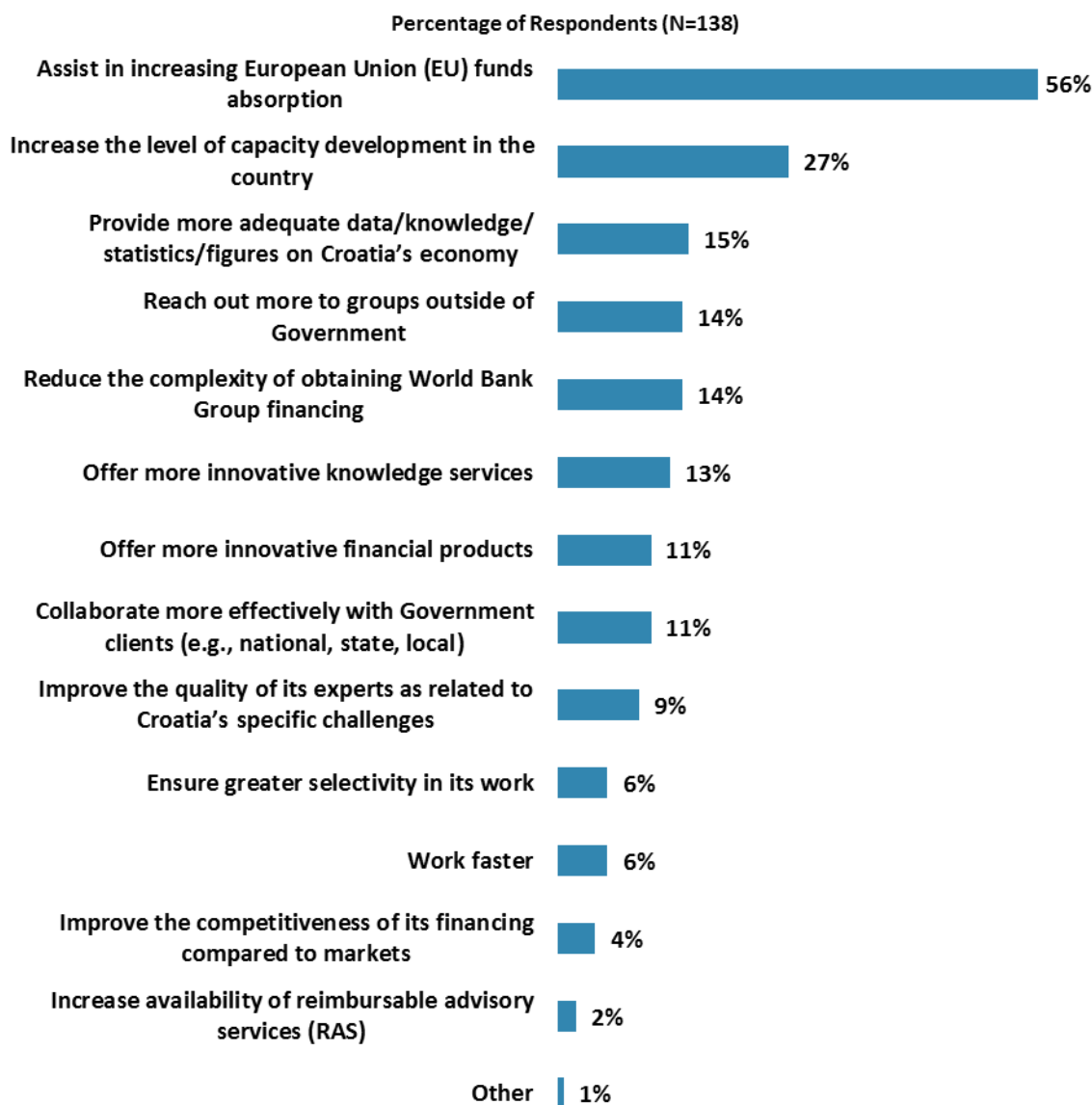
"Which of the following best describes the World Bank Group's support in Croatia? (Select only ONE response)" (Respondents chose from a list.)



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

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that the WBG should increase EU funds absorption (percentage of respondents = 57%) to make itself of greater value in Croatia.



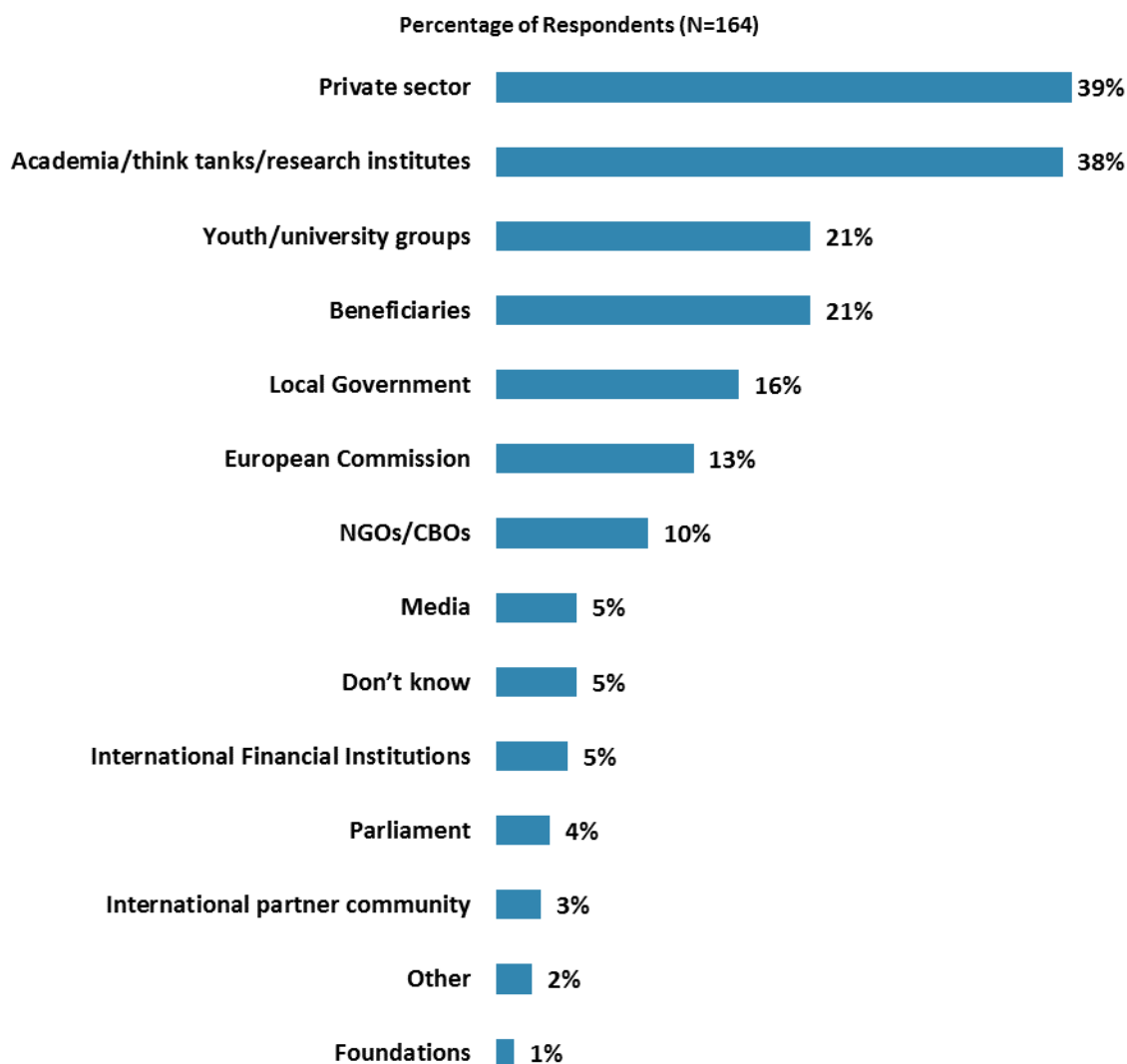
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Croatia?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that the WBG should collaborate more with the private sector (percentage of respondents = 43%) and local government (42%) to ensure better development results.
- **Collaboration:** Respondents who are collaborating with the WBG were significantly more likely to indicate that the WBG should collaborate more with the European Commission (percentage of respondents = 20%) compared to respondents who are not collaborating with the WBG (2%). In contrast, respondents who are not collaborating with the WBG were significantly more likely to indicate that the WBG should collaborate more with NGOs/CBOs (17%) compared to respondents who are collaborating with the WBG (6%).



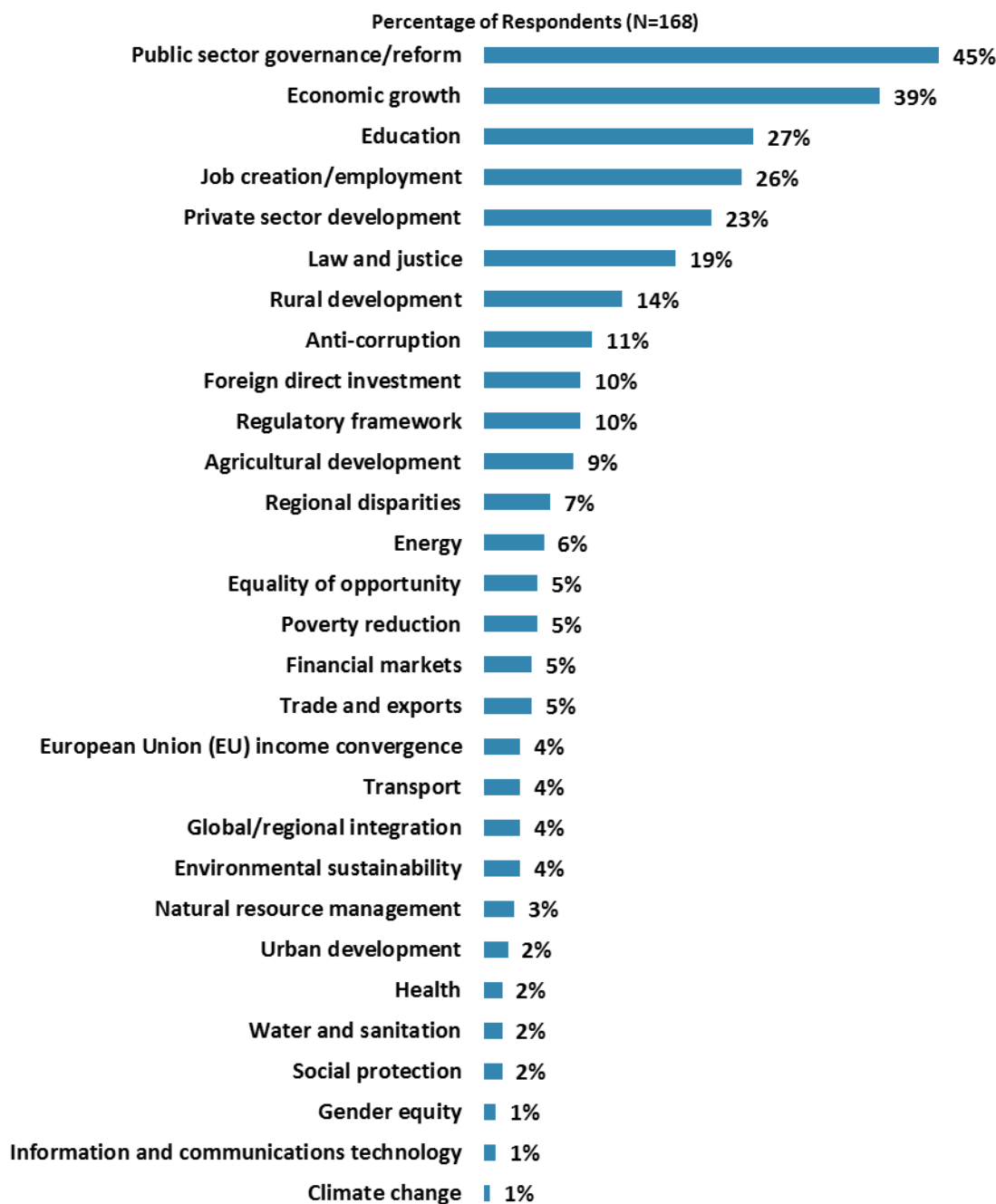
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents from the FY '12 Country Survey indicated that the WBG should focus its resources on public sector reform (percentage of respondents = 31%), education (27%), and private sector development (26%).



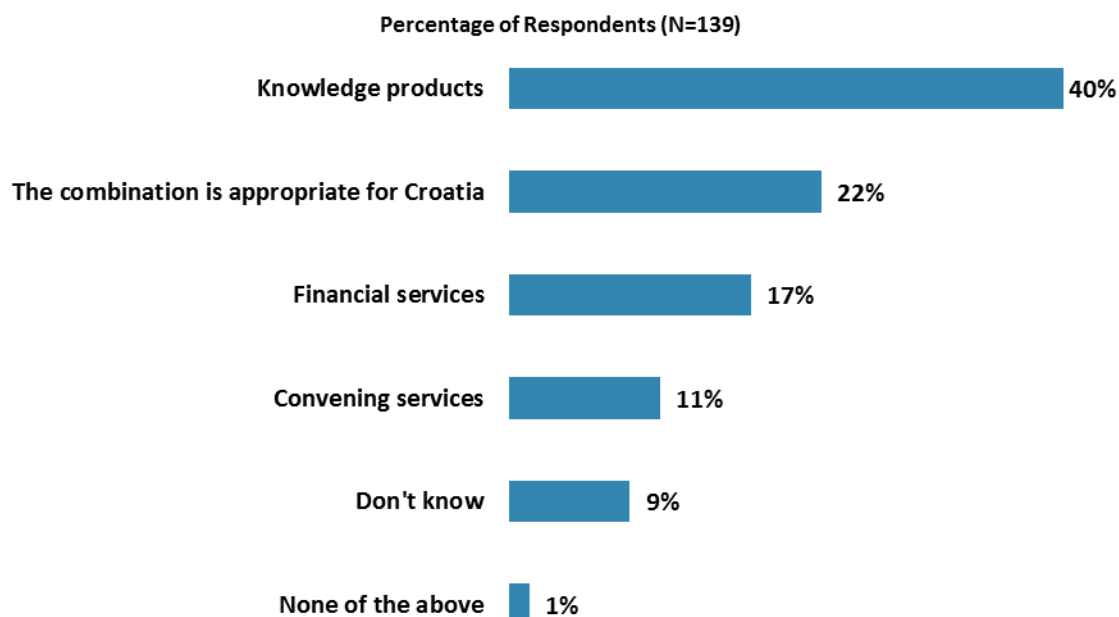
“When thinking about how the World Bank Group can have the most impact on development results in Croatia in which sectoral areas do you believe the World Bank Group should focus most of its resources in Croatia? (Choose no more than THREE)”  
(Respondents chose from a list. Responses combined.)



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

### Future Combination of WBG services

- **Collaboration:** Respondents who are collaborating with the WBG were significantly more likely to indicate that the WBG should offer more financial services (percentage of respondents = 24%) compared to respondents who are not collaborating with the WBG (9%).



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



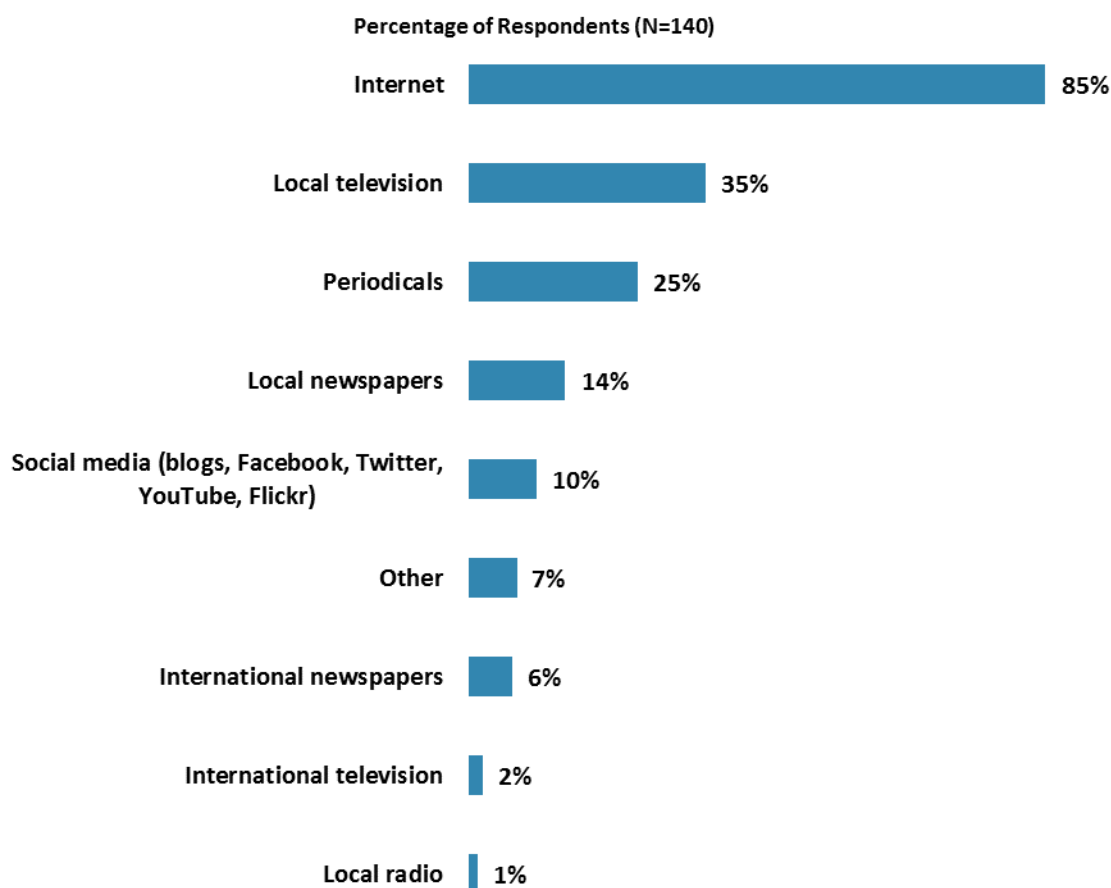


## X. Communication and Outreach

*When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 74) for all responses by stakeholder groups.*

### Information Sources

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that they got most of their information about economic and social development issues in Croatia from the Internet (78%).
- **Stakeholders:** Respondents from bilateral or multilateral agencies and the media were significantly more likely to indicate using local newspapers compared to respondents from other stakeholder groups.



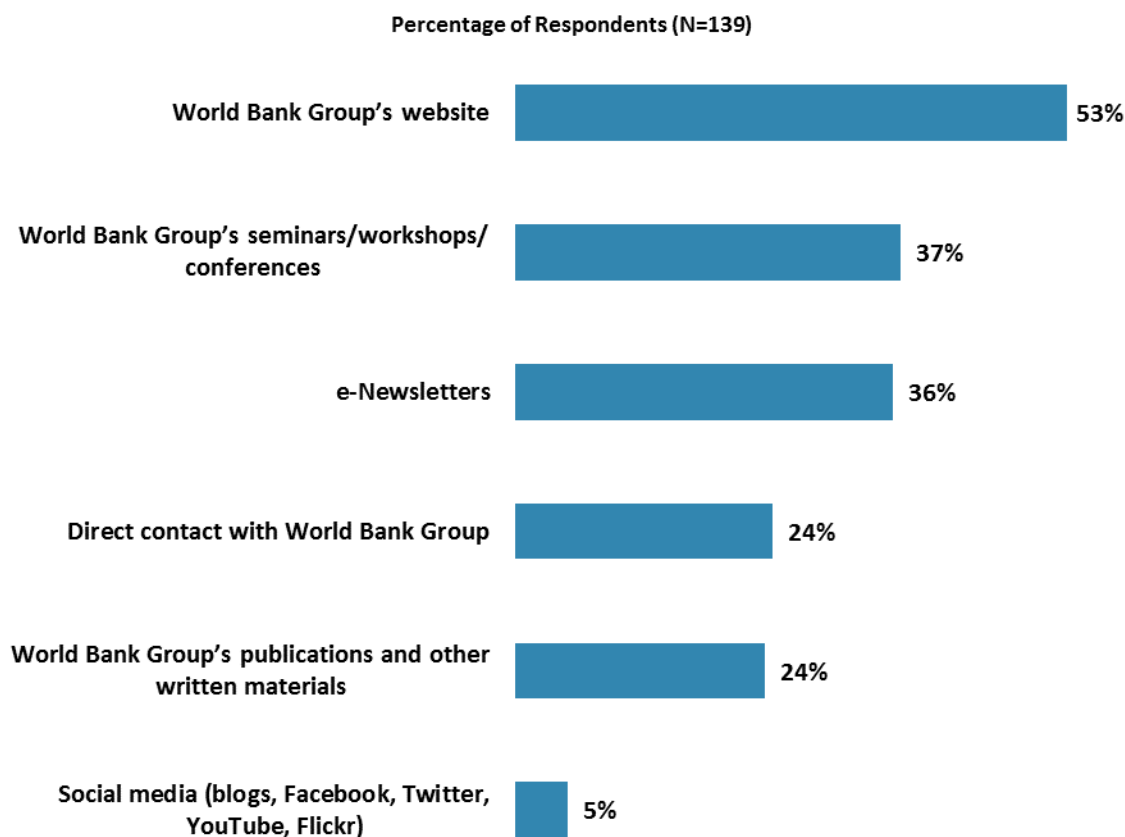
"How do you get most of your information about economic and social development issues in Croatia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that they preferred to get their information from the WBG website (percentage of respondents = 48%) and e-Newsletters (42%).



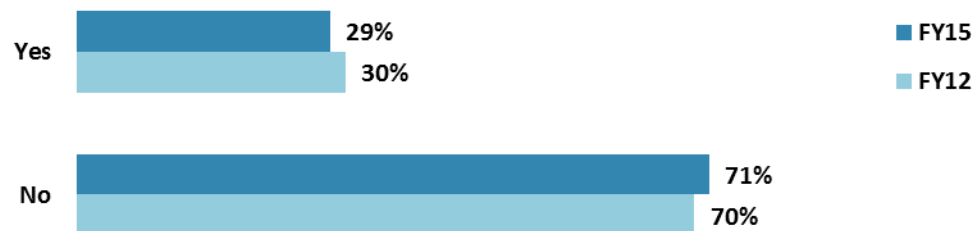
"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Access to Information<sup>16</sup>

Percentage of Respondents (FY15 N=132; FY12 N=166)



"Are you aware of the World Bank Group's Access to Information Policy under which the Bank Group statistically similar information in its possession that is not on a list of exceptions?"  
(Note, these percentages were calculated based on weighted data.)

- **Collaboration:** Respondents who are currently collaborating with the WBG were significantly more likely to have requested information from the WBG in the past year (percentage of respondents who requested = 15%) compared to respondents who are not collaborating (percentage of respondents who requested = 2%).

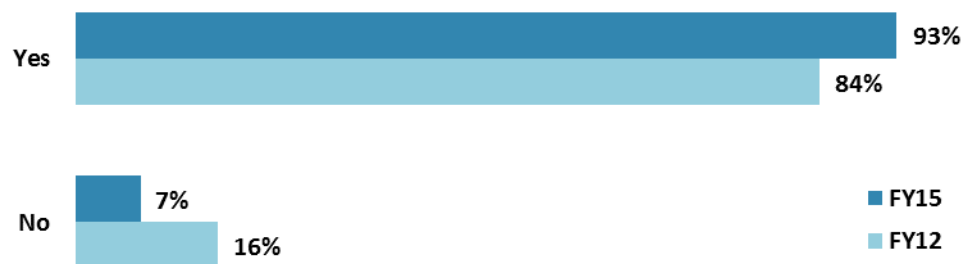
Percentage of Respondents (FY15 N=131; FY12 N=172)



"Have you requested information from the World Bank Group on its activities in the past year?"  
(Note, these percentages were calculated based on weighted data.)

- **Collaboration:** Respondents who are collaborating with the WBG were significantly more likely to have received their requested information (percentage of respondents aware = 100%) compared to respondents who are not collaborating (percentage of respondents aware = 67%).

Percentage of Respondents (FY15 N=14; FY12 N=27)



"Were you able to obtain this information?"

(Note, these percentages were calculated based on weighted data.)

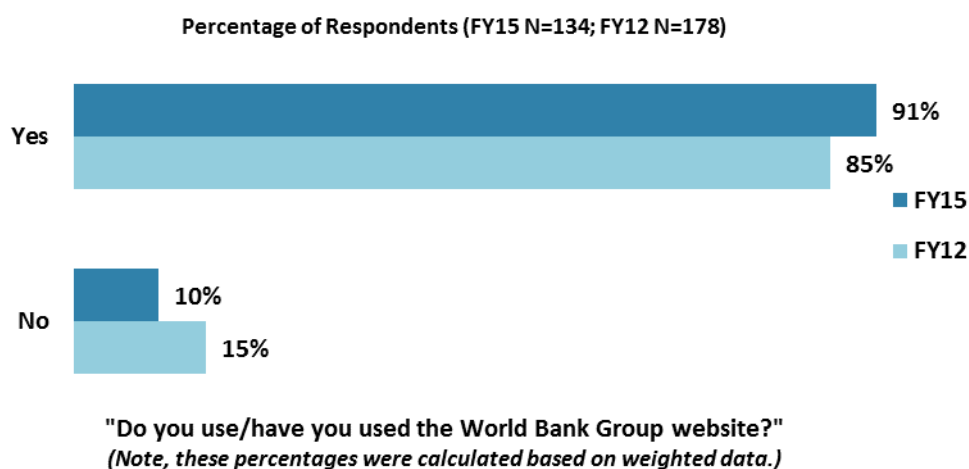
<sup>16</sup>All means presented in these charts are calculated based on weighted data. See Appendix D (page 115) for details.



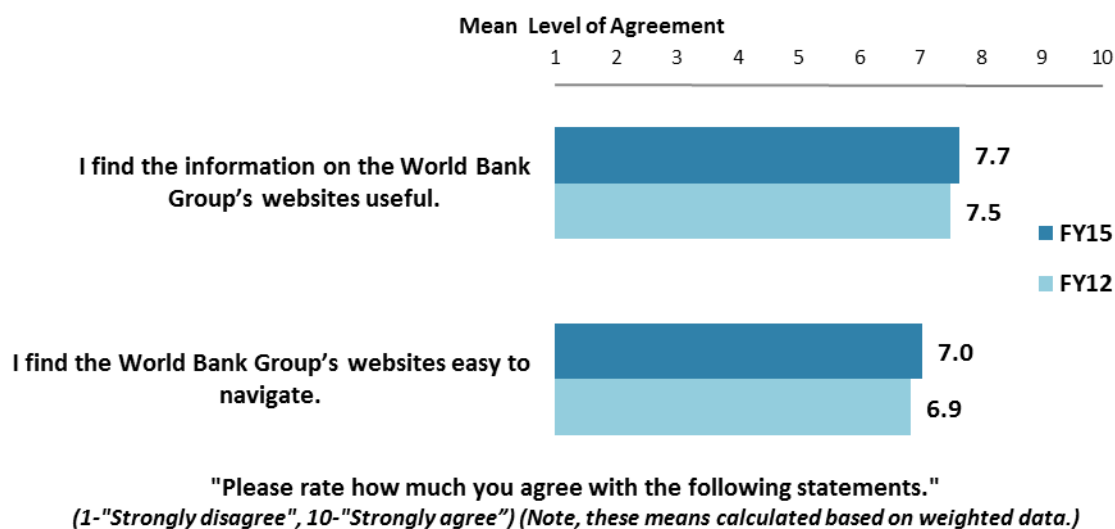
## X. Communication and Outreach (continued)

### WBG Website Usage<sup>17</sup>

- **Internet Access:** All but one respondent indicated having access to the Internet. All respondents in the FY '12 Country Survey indicated that they had access to the Internet.
- **Internet Connection:** All but one respondent indicated having High Speed/WiFi access to the Internet when visiting a WBG website.



### WBG Website Evaluation<sup>17</sup>



<sup>17</sup>All means presented in these charts are calculated based on weighted data. See Appendix D (page 115) for details.



## X. Communication and Outreach (continued)

### WBG Social Media and Evaluation

Percentage of Respondents (N=142)



"Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?" (Respondents chose from a list.)

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

The World Bank Group's social media channels are valuable sources of information about the institution



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

### Information Sharing<sup>18</sup>

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

The World Bank Group is responsive to my information requests and inquiries\*



■ FY15

■ FY12

When I need information from the World Bank Group I know how to find it



"Please rate how much you agree with the following statements." (1-"Strongly disagree", 10-"Strongly agree") \*Significantly different between FY15 and FY12 (Note, these means calculated based on weighted data.)

<sup>18</sup>All means presented in this chart are calculated based on weighted data. See Appendix D (page 115) for details.



## XI. Appendices

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### Croatia





## Appendix A: Responses to All Questions across All Respondents (N=175)

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

### A. General Issues Facing Croatia

1. In general would you say that Croatia is headed in ... ?	Percentage of Respondents (N=171)
The right direction	28.1%
The wrong direction	40.9%
Not sure	31.0%

2. Listed below are a number of development priorities in Croatia. Please identify which of the following you consider the most important development priorities in Croatia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=174)
Public sector governance/reform	58.6%
Job creation/employment	36.2%
Private sector development	33.9%
Economic growth	33.9%
Education	28.7%
Anti-corruption	17.2%
Foreign direct investment	12.6%
Law and justice (e.g., judicial system)	12.6%
European Union (EU) income convergence	6.9%
Agricultural development	6.9%
Energy	6.3%
Global/regional integration	5.7%
Equality of opportunity (i.e., equity)	4.6%
Trade and exports	4.6%
Poverty reduction	3.4%
Food security	2.9%
Natural resource management (e.g., oil, gas, mining)	2.9%
Regulatory framework	2.9%
Transport (e.g., roads, bridges, transportation)	2.3%
Social protection (e.g., pensions, targeted social assistance)	2.3%
Information and communications technology	2.3%
Urban development	1.7%
Environmental sustainability	1.7%
Rural development	1.1%
Regional disparities	1.1%
Gender equity	0.6%
Water and sanitation	0.6%
Financial markets	0.6%
Health	0.6%
Climate change (e.g., mitigation, adaptation)	0.0%
Crime and violence	0.0%
Disaster management	0.0%
Communicable/non-communicable diseases	0.0%

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

<b>3. 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 Croatia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=173)</b>
Economic growth	56.6%
Job creation/employment	41.0%
Public sector governance/reform	29.5%
Private sector development	26.6%
Education	26.0%
Rural development	16.8%
Anti-corruption	14.5%
Social protection (e.g., pensions, targeted social assistance)	11.6%
Law and justice (e.g., judicial system)	10.4%
Equality of opportunity (i.e., equity)	8.7%
Agricultural development	8.7%
European Union (EU) income convergence	8.1%
Regional disparities	7.5%
Regulatory framework	6.4%
Foreign direct investment	6.4%
Global/regional integration	4.0%
Natural resource management (e.g., oil, gas, mining)	4.0%
Trade and exports	4.0%
Information and communications technology	2.3%
Health	1.7%
Energy	1.7%
Environmental sustainability	1.2%
Gender equity	0.6%
Urban development	0.0%
Water and sanitation	0.0%
Climate change (e.g., mitigation, adaptation)	0.0%
Transport (e.g., roads, bridges, transportation)	0.0%
Crime and violence	0.0%
Communicable/non-communicable diseases	0.0%
Disaster management	0.0%
Financial markets	0.0%
Food security	0.0%



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

<b>4. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Croatia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=172)</b>
Consistent economic growth	45.9%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	40.1%
Education and training that better ensure job opportunity	37.8%
Better employment opportunities for young people	24.4%
A growing middle class	13.4%
Greater equity of fiscal policy	9.9%
Better opportunity for the poor who live in rural areas	7.0%
Better quality public services	4.7%
Greater voice and participation for citizens to help ensure greater accountability	4.1%
More reliable social safety net	4.1%
Greater access to micro-finance for the poor	3.5%
Greater access to health and nutrition for citizens	1.7%
Better employment opportunities for women	1.7%
Better opportunity for the poor who live in urban areas	1.2%
Other	0.0%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Croatia? (1-Not familiar at all, 10-Extremely familiar)	167	0	6.31	2.7

<b>Effectiveness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in Croatia? (1-Not effective at all, 10-Very effective)	148	19	6.72	1.93

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared to help Croatia solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	142	25	7.44	1.98

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

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Croatia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Croatia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=168)</b>
Public sector governance/reform	45.2%
Economic growth	39.3%
Education	26.8%
Job creation/employment	25.6%
Private sector development	22.6%
Law and justice (e.g., judicial system)	19.0%
Rural development	13.7%
Anti-corruption	10.7%
Foreign direct investment	9.5%
Regulatory framework	9.5%
Agricultural development	8.9%
Regional disparities	6.5%
Energy	6.0%
Equality of opportunity (i.e., equity)	5.4%
Poverty reduction	5.4%
Financial markets	4.8%
Trade and exports	4.8%
European Union (EU) income convergence	3.6%
Transport (e.g., roads, bridges, transportation)	3.6%
Global/regional integration	3.6%
Environmental sustainability	3.6%
Natural resource management (e.g., oil, gas, mining)	3.0%
Urban development	2.4%
Health	1.8%
Water and sanitation	1.8%
Social protection (e.g., pensions, targeted social assistance)	1.8%
Gender equity	1.2%
Information and communications technology	1.2%
Climate change (e.g., mitigation, adaptation)	0.6%
Disaster management	0.0%
Crime and violence	0.0%
Communicable/non-communicable diseases	0.0%
Food security	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Croatia?	Percentage of Respondents (N=165)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Policy advice, studies, analyses	33.3%	17.0%	50.3%
Financial resources	15.2%	17.6%	32.7%
Capacity development	15.2%	13.9%	29.1%
Convening/facilitating	9.7%	9.1%	18.8%
Mobilizing third party financial resources	6.7%	12.1%	18.8%
Linkage to non-Bank expertise (i.e., knowledge sharing)	6.1%	11.5%	17.6%
Coordination with the European Commission and international partners	7.9%	7.9%	15.8%
Technical assistance	2.4%	9.1%	11.5%
Data	2.4%	1.2%	3.6%
Other	1.2%	0.6%	1.8%

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Croatia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Project implementation (or other organizational strengthening)	120	43	7.22	1.83
7. Citizen engagement (incorporating citizens' voices into development)	81	81	5.60	2.18
8. Policy design (for clarity and better incentives to achieve development goals)	115	46	6.77	1.98

When thinking about how to improve capacity building in Croatia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
9. Project implementation (or other organizational strengthening)	131	31	8.29	1.74
10. Citizen engagement (incorporating citizens' voices into development)	114	47	7.22	2.22
11. Policy design (for clarity and better incentives to achieve development goals)	130	32	8.32	1.81

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

<b>12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Croatia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=164)</b>
Don't know	18.3%
Not willing to honestly criticize policies and reform efforts in the country	17.7%
Not collaborating enough with stakeholders outside the Government	14.6%
World Bank Group's processes too complex	14.6%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	14.0%
Too influenced by developed countries	13.4%
Its advice and strategies do not lend themselves to practical problem solving	10.4%
Not enough public disclosure of its work	9.8%
Not adequately sensitive to political/social realities in Croatia	9.1%
Imposing technocratic solutions without regard to political realities	7.3%
Staff too inaccessible	6.7%
Not aligned with country priorities	6.1%
Not exploring alternative policy options	5.5%
Not aligned with the European Commission's and International Financial Institutions' work	5.5%
Other	3.0%
Arrogant in its approach	1.8%
Not client-focused	1.8%
The credibility of its knowledge/data	0.6%

<b>13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty and promoting "shared prosperity" in Croatia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=163)</b>
Investment lending (financing specific projects)	41.7%
Technical assistance (advice, best practice, international experience, etc.)	34.4%
Knowledge products/services (analytical work, studies, surveys, etc.)	24.5%
Capacity development	23.3%
Policy based lending / budget support to the Government	16.6%
Multi-sectoral approaches	14.1%
Don't know	12.9%
Trust Fund management	7.4%
Other	0.6%

<b>14. To what extent do you believe that the World Bank Group's work and support help the poorest (i.e., the bottom 40% of the population) in Croatia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=164)</b>
To a fully sufficient degree	2.4%
To a somewhat sufficient degree	16.5%
To a somewhat insufficient degree	28.7%
To a very insufficient degree	9.8%
Don't know	42.7%

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

<b>15. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=164)</b>
Private sector	39.0%
Academia/think tanks/research institutes	38.4%
Youth/university groups	21.3%
Beneficiaries	21.3%
Local Government	16.5%
European Commission	13.4%
NGOs/Community-Based Organizations (CBOs)	10.4%
Media	5.5%
Don't know	5.5%
International Financial Institutions	4.9%
Parliament	3.7%
International partner community	3.0%
Other	2.4%
Foundations	1.2%

<b>To what extent do you agree with the following statements about the World Bank Group's work in Croatia? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
16. Overall the World Bank Group currently plays a relevant role in development in Croatia*	143	17	6.13	2.21
17. The World Bank Group's work is aligned with what I consider the development priorities for Croatia*	141	19	6.35	2.04
18. The World Bank Group supports programs and strategies that are realistic for Croatia	137	22	6.57	2.09
19. The World Bank Group treats clients and stakeholders in Croatia with respect	141	19	7.77	2.06

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

To what extent is the World Bank Group an effective development partner in Croatia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Level of Agreement			
	N	DK	Mean	SD
20. Responsiveness*	124	35	6.73	2.13
21. Flexibility (in terms of the institution's products and services)*	123	36	6.41	2.18
22. Flexibility (in terms of changing country circumstances)*	122	36	6.38	2.18
23. Being inclusive*	123	35	6.66	2.00
24. Openness (sharing data and other information)*	134	24	7.25	2.12
25. Staff accessibility*	130	29	7.58	2.06
26. Straightforwardness and honesty*	130	28	7.29	2.19
27. Ease of access to the people at the World Bank Group who are making decisions important to my work*	119	37	7.50	2.20
28. Collaboration with civil society*	91	67	6.66	1.78
29. Collaboration with the Government*	108	51	7.44	1.90
30. Collaboration with the European Commission and international partners*	81	78	7.25	1.97
31. Collaboration with the private sector*	91	68	6.02	2.18
32. The speed in which it gets things accomplished on the ground*	108	50	6.17	2.19
33. Being a long-term partner*	130	29	7.48	2.05

34. To be a more effective development partner in Croatia, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=160)
More local presence	61.9%
The current level of local presence is adequate	23.1%
Less local presence	0.0%
Don't know	15.0%

35. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=158)
Lack of/inadequate levels of capacity in Government	51.9%
Reforms are not well thought out in light of country challenges	32.3%
Political pressures and obstacles	25.3%
The Government works inefficiently	20.9%
The World Bank Group is not sensitive enough to political/social realities on the ground	17.7%
There is not an adequate level of citizen/civil society participation	13.3%
The World Bank Group does not do adequate follow through/follow-up	7.0%
Poor coordination with the European Commission and international partners	4.4%
The World Bank Group works too slowly	3.8%
Other	3.2%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Croatia? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti-corruption	144	9	7.49	2.31
2. Information and communications technology	147	6	7.38	2.19
3. Transport (e.g., roads, bridges, transportation)	149	3	6.77	2.50
4. Crime and violence	142	10	5.44	2.73
5. Law and justice (e.g., judicial system)	147	5	7.66	2.23
6. Urban development	144	6	7.23	2.05
7. Environmental sustainability	145	5	7.76	2.01
8. Regulatory framework	146	4	7.40	2.33
9. Communicable/non-communicable diseases	131	19	5.31	2.80
10. Poverty reduction	148	5	8.05	2.01
11. Gender equity	139	12	6.01	2.57
12. Private sector development	146	6	8.51	1.62
13. Foreign direct investment	143	8	8.27	1.93
14. Water and sanitation	141	11	6.80	2.50
15. Trade and exports	145	5	7.61	2.06
16. Economic growth	145	7	8.69	1.76
17. Energy	145	6	8.08	1.92
18. Disaster management	135	14	6.36	2.45
19. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	145	8	8.64	1.78
20. Job creation/employment	143	8	8.20	2.16
21. Financial markets	143	9	7.40	2.26
22. Equality of opportunity (i.e., equity)	141	10	7.24	2.27
23. Health	139	10	6.61	2.57
24. Rural development	145	6	7.83	2.05
25. Global/regional integration	143	5	7.50	2.12
26. Food security	138	11	6.67	2.50
27. Education	139	10	8.11	2.01
28. Social protection (e.g., pensions, targeted social assistance)	141	7	7.09	2.31
29. Climate change (e.g., mitigation, adaptation)	139	12	7.15	2.24
30. Agricultural development	143	7	7.96	2.13
31. Natural resource management (e.g., oil, gas, mining)	144	7	7.17	2.45
32. Regional disparities	141	6	7.52	2.03
33. European Union (EU) income convergence	143	7	8.12	1.93

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

<b>2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Croatia?</b> (1-Not effective at all, 10-Very effective)	<b>Effectiveness</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. Anti-corruption	49	87	4.94	2.36
2. Information and communications technology	58	79	6.03	2.09
3. Transport (e.g., roads, bridges, transportation)	75	61	6.51	2.00
4. Law and justice (e.g., judicial system)	61	75	5.43	2.32
5. Urban development	53	82	5.85	2.20
6. Environmental sustainability	65	70	6.48	2.30
7. Regulatory framework	61	74	6.08	2.06
8. Communicable/non-communicable diseases	30	105	5.17	2.36
9. Poverty reduction	58	77	5.29	2.38
10. Gender equity	42	93	5.48	2.09
11. Private sector development	56	78	5.80	2.24
12. Foreign direct investment	58	76	5.84	2.44
13. Water and sanitation	58	75	6.55	2.31
14. Trade and exports	55	78	5.87	2.16
15. Economic growth	70	65	5.56	2.26
16. Energy	54	80	5.80	2.09
17. Disaster management	35	99	5.09	2.17
18. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	84	53	5.64	2.37
19. Job creation/employment	62	72	4.84	2.50
20. Financial markets	68	67	6.09	2.17
21. Equality of opportunity (i.e., equity)	49	84	5.16	2.34
22. Health	52	82	5.58	2.39
23. Rural development	55	80	5.60	2.10
24. Global/regional integration	52	84	6.35	2.15
25. Food security	42	92	5.05	2.12
26. Education	61	73	5.64	2.40
27. Social protection (e.g., pensions, targeted social assistance)	60	74	5.78	2.48
28. Climate change (e.g., mitigation, adaptation)	51	84	5.53	2.39
29. Agricultural development	57	78	5.54	2.29
30. Regional disparities	52	82	5.56	2.12
31. European Union (EU) income convergence	56	79	5.14	2.26

<b>3. Where are the World Bank Group's decisions made primarily that support the program in Croatia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=146)</b>
Don't know	36.3%
At the Headquarters (in Washington D.C.)	34.9%
In the Central Europe and the Baltics Office in Brussels, Belgium Office	17.8%
In the country	9.6%
In the Istanbul Operational Center for IFC	1.4%



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

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Croatia? (1-To no degree at all, 10-To a very significant degree)	122	25	5.99	2.13

To what extent do you agree with the following statements about the World Bank Group in Croatia? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank's financial instruments meet the needs of Croatia*	119	28	6.24	2.16
6. The World Bank Group meets Croatia's needs for knowledge services*	118	29	5.97	2.27

Measuring and Correcting Work	N	DK	Mean	SD
7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Croatia? (1-To no degree at all, 10-To a very significant degree)	93	53	6.34	2.33

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=145)
Weekly	12.4%
Monthly	23.4%
A few times a year	40.7%
Rarely	20.0%
Never	3.4%

In Croatia, 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	109	33	6.82	1.81
3. Include appropriate level of stakeholder involvement during preparation	106	35	6.80	1.80
4. Lead to practical solutions	112	30	6.75	1.97
5. Are accessible (well written and easy to understand)	115	26	7.50	1.65
6. Are source of relevant information on global good practices	115	27	7.59	1.60
7. Are adequately disseminated	112	29	7.08	1.84
8. Are translated enough into local language	107	35	7.21	2.13
9. Are adaptable to Croatia's specific development challenges and country circumstances*	111	31	6.98	2.07

Overall Evaluations	N	DK	Mean	SD
10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*(1-Not significant at all, 10-Very significant)	116	26	6.28	2.06
11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*(1-Very low technical quality, 10-Very high technical quality)	113	31	7.28	1.67

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	81	52	8.36	1.85
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	95	39	8.13	1.62
3. The World Bank Group's approvals and reviews are done in a timely fashion	87	46	7.62	1.80
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	77	54	7.61	1.86
5. The World Bank Group's conditions on its lending are reasonable	90	42	7.71	1.85
6. The World Bank Group takes decisions quickly in Croatia*	87	44	7.45	1.88
7. Working with the World Bank Group increases Croatia's institutional capacity	106	25	7.66	2.02
8. Where country systems are adequate, the World Bank Group makes appropriate use of them*	80	52	7.75	1.80
9. The World Bank Group provides effective implementation support	93	39	8.03	1.78

WBG Promoting PPP in Croatia	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Croatia? (1-To no degree at all, 10-To a very significant degree)	75	61	6.29	2.15

11. Which of the following best describes the way the World Bank Group operates in Croatia? (Select only one response)	Percentage of Respondents (N=140)
The World Bank Group takes too much risk in Croatia	0.0%
The World Bank Group does not take enough risk in Croatia	32.1%
The World Bank Group's approach to risk is appropriate	28.6%
Don't know	39.3%

12. Which of the following best describes the World Bank Group's support in Croatia? (Select only one response)	Percentage of Respondents (N=140)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Croatia	33.6%
The World Bank Group is not sufficiently selective in Croatia, and it is involved in too many areas of development	21.4%
Don't know	45.0%

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Croatia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=138)</b>
Assist in increasing European Union (EU) funds absorption	55.8%
Increase the level of capacity development in the country	26.8%
Provide more adequate data/knowledge/ statistics/figures on Croatia's economy	15.2%
Reach out more to groups outside of Government	14.5%
Reduce the complexity of obtaining World Bank Group financing	14.5%
Offer more innovative knowledge services	13.0%
Offer more innovative financial products	10.9%
Collaborate more effectively with Government clients (e.g., national, state, local)	10.9%
Improve the quality of its experts as related to Croatia's specific challenges	9.4%
Ensure greater selectivity in its work	5.8%
Work faster	5.8%
Improve the competitiveness of its financing compared to markets	4.3%
Increase availability of reimbursable advisory services (RAS)	2.2%
Other	0.7%

<b>2. When considering the combination of services that the World Bank Group offers in Croatia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Croatia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=139)</b>
Knowledge products	39.6%
The combination is appropriate for Croatia	22.3%
Financial services	17.3%
Convening services	10.8%
Don't know	8.6%
None of the above	1.4%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Croatia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=140)</b>
Internet	85.0%
Local television	35.0%
Periodicals	25.0%
Local newspapers	14.3%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	10.0%
Other	7.1%
International newspapers	6.4%
International television	2.1%
Local radio	1.4%
International radio	0.0%

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

<b>2. How would you prefer to obtain information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=139)</b>
World Bank Group's website	52.5%
World Bank Group's seminars/workshops/ conferences	36.7%
e-Newsletters	36.0%
Direct contact with World Bank Group	24.5%
World Bank Group's publications and other written materials	23.7%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	5.0%
Mobile phones	0.0%
Other	0.0%

<b>3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=140)</b>
Yes	29.3%
No	70.7%

<b>4. Have you requested information from the World Bank Group on its activities in the past year?</b>	<b>Percentage of Respondents (N=139)</b>
Yes	9.4%
No	90.6%

<b>5. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=15)</b>
Yes	93.3%
No	6.7%

<b>6. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=140)</b>
Yes	99.3%
No	0.7%

<b>7. Do you use/have you used the World Bank Group website?</b>	<b>Percentage of Respondents (N=142)</b>
Yes	89.4%
No	10.6%

<b>8. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?</b>	<b>Percentage of Respondents (N=142)</b>
Yes	8.5%
No	91.5%

<b>9. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=138)</b>
High speed/WiFi	99.3%
Dial-up	0.7%

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

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. I find the World Bank Group's websites easy to navigate	116	18	6.99	2.06
11. I find the information on the World Bank Group's websites useful	116	20	7.62	1.56
12. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	27	103	7.19	2.13
13. When I need information from the World Bank Group I know how to find it	119	16	7.70	2.13
14. The World Bank Group is responsive to my information requests and inquiries	81	55	8.14	1.89

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=173)
Employee of a Ministry, Ministerial Department or Implementation Agency	27.7%
Academia/Research Institute/Think Tank	13.3%
PMU overseeing implementation of project/Consultant/Contractor working on WBG supported project/program	9.2%
Private Sector Organization	9.2%
Media	6.4%
Independent Government Institution	5.8%
Bilateral/ Multilateral Agency	5.2%
Financial Sector/Private Bank	5.2%
NGO/ Community-Based Organization	4.6%
Office of Minister	3.5%
Trade Union	2.9%
Office of the President/Prime Minister	1.7%
Other	1.7%
Office of Parliamentarian	1.2%
Local Government Office or Staff	1.2%
Youth Group	.6%
Judiciary Branch	.6%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=172)</b>
Other	15.1%
Finance and markets	13.4%
Macroeconomics and fiscal management	12.8%
Generalist (specialized in multiple sectors)	10.5%
Environment and natural resources	7.6%
Education	7.6%
Transport and ICT	7.6%
Trade and competitiveness	5.8%
Governance	5.8%
Energy and extractives	2.9%
Urban, rural, and social development	2.9%
Social protection and labor	2.3%
Jobs	2.3%
Water	1.2%
Fragility, conflict and violence	.6%
Public-private partnerships	.6%
Health, nutrition, and population	.6%
Poverty	.6%

<b>3. Which of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country? (Select only ONE response)</b>	<b>Percentage of Respondents (N=171)</b>
I currently collaborate with the World Bank Group	29.8%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	27.5%
I have previously collaborated with the World Bank Group	25.7%
I have never collaborated with the World Bank Group	17.0%

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Croatia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=153)</b>
The World Bank (IDA)	89.5%
The International Finance Corporation (IFC)	5.2%
Other	5.2%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=164)</b>
Yes	23.8%
No	76.2%

<b>6. If yes, what was your view of how the two institutions work together in Croatia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=43)</b>
The two institutions work well together	48.8%
Don't know	34.9%
The way the two institutions work together needs improvement	16.3%
The two institutions do not work well together	0.0%

**H. Background Information (continued)**

<b>7. Which of the following describes most of your exposure to the World Bank Group in Croatia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=173)</b>
Engage in World Bank Group related/sponsored events/activities	36.4%
Collaborate as part of my professional duties	36.4%
Use World Bank Group reports/data	35.3%
Use World Bank Group website for information, data, research, etc.	24.3%
Observer	17.9%

<b>8. What's your gender?</b>	<b>Percentage of Respondents (N=173)</b>
Female	52.6%
Male	47.4%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=173)</b>
Zagreb area	85.5%
Other urban areas	13.3%
Rural areas	1.2%



## Appendix B: Responses to All Questions by Stakeholder Groups<sup>19</sup>

Office of the President/Prime Minister/Minister N= 9 ● Employee of a Ministry N= 48 ● PMU/Consultant on WBG project N=16  
 Bilateral/Multilateral Agency N=9 ● Private Sector N=16 ● Financial Sector/Private Bank N=9 ● NGO/CBO N=8  
 Media N=11 ● Independent Government Institution N=10 ● Academia N=23 ● Other N=14

### A. General Issues facing Croatia

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

Percentage of Respondents	Office of the President/PM/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
The right direction	66.7%	28.3%	25.0%	33.3%	25.0%	12.5%	12.5%	9.1%	60.0%	21.7%	28.6%
The wrong direction	11.1%	30.4%	43.8%	33.3%	31.3%	62.5%	75.0%	72.7%	20.0%	52.2%	50.0%
Not sure	22.2%	41.3%	31.3%	33.3%	43.8%	25.0%	12.5%	18.2%	20.0%	26.1%	21.4%

<sup>19</sup> Only 173 respondents provided the information about their current positions. Thus, only these respondents were included in the across-stakeholder analysis presented in this appendix.



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

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Global/regional integration	11.1%	2.1%	6.3%	0.0%	12.5%	0.0%	0.0%	9.1%	20.0%	4.3%	7.1%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%
Private sector development	66.7%	27.1%	25.0%	55.6%	56.3%	44.4%	0.0%	45.5%	20.0%	30.4%	28.6%
Energy	11.1%	6.3%	12.5%	11.1%	6.3%	0.0%	0.0%	9.1%	0.0%	4.3%	7.1%
Food security	0.0%	10.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance/reform	77.8%	50.0%	62.5%	66.7%	68.8%	55.6%	87.5%	63.6%	80.0%	47.8%	42.9%
Foreign direct investment*	22.2%	6.3%	12.5%	44.4%	18.8%	11.1%	0.0%	18.2%	40.0%	0.0%	7.1%
Water and sanitation	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	0.0%	18.8%	18.8%	11.1%	12.5%	11.1%	37.5%	9.1%	20.0%	21.7%	21.4%
Urban development	0.0%	2.1%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	4.3%	0.0%
Environmental sustainability	0.0%	2.1%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%
European Union (EU) income convergence	11.1%	4.2%	12.5%	11.1%	6.3%	0.0%	0.0%	0.0%	0.0%	8.7%	14.3%
Job creation/employment	22.2%	47.9%	31.3%	33.3%	12.5%	22.2%	50.0%	36.4%	40.0%	26.1%	50.0%
Rural development	0.0%	2.1%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets*	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity*	0.0%	4.2%	0.0%	0.0%	0.0%	11.1%	37.5%	0.0%	0.0%	4.3%	7.1%
Health	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	11.1%	2.1%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	6.3%	25.0%	11.1%	0.0%	11.1%	0.0%	9.1%	0.0%	0.0%	14.3%
Education	44.4%	33.3%	25.0%	0.0%	18.8%	22.2%	37.5%	27.3%	20.0%	47.8%	14.3%
Poverty reduction	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	8.7%	14.3%
Social protection	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%
Trade and exports	0.0%	4.2%	0.0%	0.0%	12.5%	11.1%	0.0%	9.1%	10.0%	0.0%	7.1%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	22.2%	31.3%	37.5%	11.1%	37.5%	33.3%	37.5%	27.3%	40.0%	52.2%	28.6%
Natural resource management	0.0%	8.3%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional disparities	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	4.3%	0.0%
Law and justice	0.0%	10.4%	6.3%	22.2%	12.5%	44.4%	0.0%	27.3%	10.0%	13.0%	7.1%
Regulatory framework	0.0%	2.1%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	8.7%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	2.1%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%

\*Significantly different between stakeholder groups

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

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 Croatia? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Social protection*	22.2%	6.4%	12.5%	0.0%	6.3%	11.1%	0.0%	18.2%	0.0%	13.0%	42.9%
Rural development	11.1%	19.1%	31.3%	33.3%	18.8%	22.2%	37.5%	0.0%	10.0%	8.7%	0.0%
Regional disparities*	44.4%	4.3%	6.3%	11.1%	0.0%	11.1%	12.5%	9.1%	10.0%	0.0%	7.1%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	2.1%	12.5%	11.1%	6.3%	0.0%	0.0%	0.0%	20.0%	13.0%	7.1%
Gender equity	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	6.4%	6.3%	11.1%	6.3%	22.2%	0.0%	9.1%	0.0%	17.4%	14.3%
Economic growth	66.7%	53.2%	31.3%	44.4%	56.3%	66.7%	62.5%	63.6%	60.0%	65.2%	64.3%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	2.1%	6.3%	0.0%	6.3%	0.0%	0.0%	0.0%	20.0%	4.3%	7.1%
Law and justice	11.1%	0.0%	12.5%	0.0%	18.8%	11.1%	0.0%	27.3%	20.0%	13.0%	14.3%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	11.1%	2.1%	6.3%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%
Public sector governance/reform	44.4%	25.5%	25.0%	33.3%	43.8%	11.1%	50.0%	54.5%	30.0%	26.1%	0.0%
Natural resource management	0.0%	4.3%	6.3%	0.0%	6.3%	0.0%	12.5%	0.0%	10.0%	0.0%	7.1%
European Union (EU) income convergence	11.1%	8.5%	0.0%	22.2%	6.3%	0.0%	0.0%	18.2%	10.0%	4.3%	14.3%
Environmental sustainability	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%
Anti-corruption	0.0%	10.6%	25.0%	33.3%	12.5%	22.2%	25.0%	9.1%	10.0%	13.0%	14.3%
Private sector development*	11.1%	40.4%	37.5%	22.2%	31.3%	44.4%	12.5%	45.5%	10.0%	8.7%	0.0%
Foreign direct investment*	0.0%	4.3%	6.3%	22.2%	12.5%	0.0%	0.0%	9.1%	30.0%	0.0%	0.0%
Education*	33.3%	29.8%	18.8%	0.0%	25.0%	0.0%	50.0%	0.0%	20.0%	52.2%	21.4%
Energy	0.0%	2.1%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%
Agricultural development	0.0%	14.9%	6.3%	22.2%	0.0%	22.2%	0.0%	0.0%	0.0%	4.3%	14.3%
Job creation/employment	33.3%	46.8%	25.0%	33.3%	31.3%	55.6%	37.5%	27.3%	30.0%	47.8%	64.3%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	6.4%	6.3%	0.0%	12.5%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Greater access to health and nutrition for citizens	0.0%	2.2%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	44.4%	34.8%	43.8%	44.4%	37.5%	44.4%	37.5%	45.5%	70.0%	43.5%	21.4%
A growing middle class	0.0%	19.6%	12.5%	33.3%	12.5%	11.1%	0.0%	36.4%	0.0%	0.0%	14.3%
Better employment opportunities for young people	33.3%	26.1%	25.0%	44.4%	6.3%	44.4%	25.0%	0.0%	30.0%	17.4%	28.6%
Better employment opportunities for women	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	8.7%	0.0%
Greater access to micro-finance for the poor	0.0%	2.2%	18.8%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	4.3%	6.3%	11.1%	6.3%	0.0%	12.5%	0.0%	0.0%	4.3%	0.0%
Better opportunity for the poor who live in rural areas	0.0%	6.5%	6.3%	11.1%	12.5%	0.0%	0.0%	18.2%	10.0%	0.0%	7.1%
Better opportunity for the poor who live in urban areas	0.0%	2.2%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Consistent economic growth	55.6%	50.0%	31.3%	44.4%	50.0%	55.6%	50.0%	18.2%	50.0%	43.5%	57.1%
More reliable social safety net*	0.0%	0.0%	6.3%	0.0%	0.0%	11.1%	25.0%	0.0%	0.0%	4.3%	14.3%
Greater equity of fiscal policy	0.0%	10.9%	18.8%	0.0%	6.3%	11.1%	0.0%	36.4%	0.0%	4.3%	14.3%
Education and training that better ensure job opportunity*	66.7%	30.4%	18.8%	11.1%	43.8%	11.1%	50.0%	45.5%	40.0%	60.9%	42.9%
Better quality public services	0.0%	8.7%	0.0%	0.0%	12.5%	11.1%	0.0%	0.0%	0.0%	4.3%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

	President/PM/ Minister Office			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector			Financial Sector/ Private Bank			NGO/CBO			Media			Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Croatia?	9	6.22	2.68	44	6.98	2.13	16	7.06	1.34	9	5.33	1.87	15	6.13	2.62	9	6.11	2.03	8	5.25	0.89	10	5.50	1.35	9	6.67	2.60	22	6.09	2.39	14	5.64	2.50

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

	President/PM/ Minister Office			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector			Financial Sector/ Private Bank			NGO/CBO			Media			Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Croatia.	8	7.50	1.93	39	7.05	1.78	16	7.25	1.29	7	6.71	2.22	13	6.46	1.56	8	5.88	1.73	6	6.00	1.90	9	5.56	1.33	9	7.67	2.87	21	6.19	2.27	10	6.40	2.12

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

	President/PM/ Minister Office			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector			Financial Sector/ Private Bank			NGO/CBO			Media			Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Croatia solve its most complicated development challenges?	8	7.75	2.25	40	7.45	1.66	15	7.27	1.62	7	8.14	2.80	11	7.64	1.43	6	7.67	1.63	6	7.33	1.51	8	6.12	2.59	9	7.78	2.39	20	7.50	2.33	10	6.90	2.42

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Health	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	12.5%	0.0%	0.0%	0.0%	0.0%
Rural development	11.1%	6.8%	25.0%	11.1%	20.0%	22.2%	50.0%	10.0%	11.1%	8.7%	7.1%
Foreign direct investment*	22.2%	2.3%	0.0%	11.1%	13.3%	11.1%	0.0%	10.0%	44.4%	0.0%	28.6%
Education*	33.3%	29.5%	0.0%	11.1%	20.0%	11.1%	37.5%	40.0%	11.1%	60.9%	14.3%
Energy	0.0%	4.5%	18.8%	0.0%	6.7%	11.1%	0.0%	20.0%	0.0%	0.0%	7.1%
Job creation/employment	33.3%	25.0%	6.3%	44.4%	20.0%	33.3%	12.5%	30.0%	22.2%	30.4%	28.6%
Financial markets	22.2%	2.3%	0.0%	0.0%	13.3%	0.0%	0.0%	0.0%	11.1%	4.3%	7.1%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
European Union (EU) income convergence	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	10.0%	0.0%	8.7%	14.3%
Transport	0.0%	4.5%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	7.1%
Agricultural development	0.0%	15.9%	18.8%	11.1%	0.0%	22.2%	0.0%	0.0%	11.1%	0.0%	7.1%
Global/regional integration	0.0%	4.5%	6.3%	0.0%	6.7%	0.0%	0.0%	0.0%	22.2%	0.0%	0.0%
Gender equity	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%
Public sector governance/reform	55.6%	43.2%	50.0%	55.6%	53.3%	33.3%	50.0%	70.0%	44.4%	43.5%	21.4%
Urban development	0.0%	2.3%	6.3%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%
Environmental sustainability	0.0%	6.8%	18.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	55.6%	34.1%	43.8%	55.6%	46.7%	22.2%	37.5%	10.0%	33.3%	47.8%	35.7%
Law and justice	0.0%	18.2%	6.3%	11.1%	0.0%	33.3%	37.5%	40.0%	33.3%	21.7%	21.4%
Regulatory framework	11.1%	6.8%	6.3%	11.1%	20.0%	11.1%	0.0%	0.0%	11.1%	13.0%	14.3%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	6.8%	6.3%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	0.0%	13.6%	12.5%	11.1%	0.0%	11.1%	0.0%	0.0%	11.1%	13.0%	28.6%
Information and communications technology	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	9.1%	12.5%	0.0%	0.0%	11.1%	12.5%	0.0%	0.0%	4.3%	0.0%
Private sector development	22.2%	29.5%	12.5%	22.2%	40.0%	22.2%	12.5%	30.0%	11.1%	13.0%	21.4%
Regional disparities	22.2%	6.8%	6.3%	22.2%	6.7%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	12.5%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%
Poverty reduction	0.0%	0.0%	6.3%	0.0%	6.7%	0.0%	12.5%	10.0%	0.0%	13.0%	14.3%
Trade and exports	11.1%	11.4%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Social protection	0.0%	2.3%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%

\*Significantly different between stakeholder groups

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

When thinking about the World Bank Group's role, which activity do you believe is of GREATEST VALUE in Croatia?

GREATEST VALUE Percentage of Respondents	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Convening/facilitating	0.0%	14.0%	13.3%	33.3%	6.7%	0.0%	12.5%	0.0%	11.1%	0.0%	14.3%
Data	22.2%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%
Policy advice, studies, analyses	11.1%	30.2%	20.0%	44.4%	40.0%	55.6%	37.5%	30.0%	44.4%	40.9%	21.4%
Financial resources	33.3%	9.3%	26.7%	0.0%	26.7%	22.2%	12.5%	10.0%	11.1%	9.1%	21.4%
Capacity development	11.1%	11.6%	0.0%	0.0%	26.7%	11.1%	0.0%	20.0%	22.2%	31.8%	21.4%
Technical assistance	0.0%	2.3%	6.7%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	7.1%
Mobilizing third party financial resources	11.1%	7.0%	6.7%	11.1%	0.0%	0.0%	25.0%	10.0%	11.1%	0.0%	7.1%
Coordination with the European Commission and international partners	0.0%	7.0%	20.0%	11.1%	0.0%	0.0%	12.5%	30.0%	0.0%	0.0%	7.1%
Linkage to non-Bank expertise (i.e., knowledge sharing)	11.1%	14.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%
Other	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%

When thinking about the World Bank Group's role, which activity do you believe is of SECOND GREATEST VALUE in Croatia?

2 <sup>nd</sup> GREATEST VALUE Percentage of Respondents	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Convening/facilitating	0.0%	14.0%	0.0%	0.0%	26.7%	0.0%	25.0%	10.0%	0.0%	9.1%	0.0%
Data	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%
Policy advice, studies, analyses	44.4%	23.3%	0.0%	11.1%	13.3%	11.1%	25.0%	30.0%	11.1%	18.2%	0.0%
Financial resources	0.0%	14.0%	40.0%	0.0%	13.3%	11.1%	25.0%	20.0%	22.2%	18.2%	21.4%
Capacity development	0.0%	18.6%	13.3%	22.2%	6.7%	11.1%	12.5%	10.0%	22.2%	9.1%	21.4%
Technical assistance*	11.1%	2.3%	6.7%	44.4%	6.7%	22.2%	0.0%	10.0%	11.1%	9.1%	7.1%
Mobilizing third party financial resources	22.2%	14.0%	13.3%	0.0%	6.7%	22.2%	0.0%	10.0%	33.3%	4.5%	14.3%
Coordination with the European Commission and international partners	0.0%	4.7%	13.3%	11.1%	6.7%	11.1%	12.5%	0.0%	0.0%	13.6%	14.3%
Linkage to non-Bank expertise (i.e., knowledge sharing)	22.2%	4.7%	13.3%	11.1%	20.0%	11.1%	0.0%	10.0%	0.0%	18.2%	14.3%
Other	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

	President/PM/ Minister Office			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector			Financial Sector/ Private Bank			NGO/CBO			Media			Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	7	6.43	2.23	35	7.46	1.80	14	7.86	1.17	4	7.50	1.29	11	6.36	1.96	8	6.63	1.60	4	7.25	0.96	3	4.00	1.73	6	8.50	1.23	18	7.06	2.16	8	7.50	1.31
Citizen engagement (incorporating citizens' voices into development)*	4	4.75	2.06	17	6.35	1.97	10	6.90	1.66	4	7.00	1.63	10	5.50	1.72	5	3.20	1.10	7	3.57	1.81	2	3.50	2.12	3	5.33	3.06	14	5.57	2.53	4	6.25	0.96
Policy design (for clarity and better incentives to achieve	7	6.71	2.69	29	7.10	1.47	14	6.64	1.95	6	6.67	2.58	10	6.10	1.91	6	6.50	1.98	6	5.67	1.97	2	3.50	2.12	6	8.50	1.38	18	6.56	2.18	9	7.11	1.83

\*Significantly different between stakeholder groups

When thinking about how to improve capacity building in Croatia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)

	President/PM/ Minister Office			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector			Financial Sector/ Private Bank			NGO/CBO			Media			Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	7	9.29	0.95	33	8.42	1.64	14	8.79	1.12	7	8.71	1.60	11	7.91	1.38	8	8.00	2.33	8	7.75	1.49	2	5.00	0.00	9	8.67	1.23	20	8.00	2.20	10	8.00	2.36
Citizen engagement (incorporating citizens' voices into development)	5	6.60	2.70	25	7.52	1.96	13	7.85	1.68	7	8.14	1.57	10	7.30	1.70	7	5.86	2.91	8	7.25	2.92	1	5.00	.	7	7.86	2.12	20	6.70	2.70	9	6.89	2.26
Policy design (for clarity and better incentives to achieve	7	8.71	1.11	33	8.18	1.69	14	8.79	1.37	7	8.43	1.72	10	8.80	1.14	9	8.89	1.62	8	7.87	1.55	1	5.00	.	9	9.00	1.23	20	8.25	2.36	10	6.80	2.57

**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 Croatia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Arrogant in its approach	0.0%	2.3%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%
Not client-focused	0.0%	2.3%	0.0%	11.1%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Staff too inaccessible	0.0%	7.0%	14.3%	11.1%	0.0%	0.0%	12.5%	30.0%	0.0%	0.0%	7.1%
Not exploring alternative policy options	0.0%	11.6%	0.0%	0.0%	13.3%	0.0%	0.0%	0.0%	0.0%	4.5%	7.1%
Not collaborating enough with stakeholders outside the Government	0.0%	11.6%	7.1%	22.2%	20.0%	11.1%	37.5%	10.0%	33.3%	13.6%	14.3%
Its advice and strategies do not lend themselves to practical problem solving	22.2%	9.3%	21.4%	11.1%	13.3%	0.0%	0.0%	10.0%	0.0%	9.1%	7.1%
Not enough public disclosure of its work	0.0%	7.0%	0.0%	22.2%	13.3%	11.1%	0.0%	30.0%	11.1%	18.2%	0.0%
World Bank Group's processes too complex*	33.3%	11.6%	0.0%	0.0%	13.3%	55.6%	25.0%	10.0%	33.3%	9.1%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	11.1%	18.6%	21.4%	22.2%	13.3%	22.2%	12.5%	30.0%	11.1%	27.3%	0.0%
Too influenced by developed countries	11.1%	9.3%	14.3%	11.1%	13.3%	22.2%	37.5%	10.0%	0.0%	18.2%	14.3%
Imposing technocratic solutions without regard to political realities	0.0%	4.7%	21.4%	0.0%	6.7%	11.1%	0.0%	10.0%	0.0%	4.5%	21.4%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	33.3%	23.3%	14.3%	0.0%	6.7%	11.1%	0.0%	10.0%	11.1%	13.6%	0.0%
Not aligned with the European Commission's and International Financial Institutions' work	11.1%	7.0%	7.1%	11.1%	6.7%	11.1%	12.5%	0.0%	0.0%	0.0%	0.0%
Not aligned with country priorities	11.1%	4.7%	7.1%	0.0%	6.7%	11.1%	0.0%	10.0%	0.0%	9.1%	7.1%
Not adequately sensitive to political/social realities in Croatia	0.0%	4.7%	14.3%	0.0%	6.7%	11.1%	12.5%	0.0%	0.0%	18.2%	28.6%
Other	11.1%	2.3%	7.1%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	4.5%	0.0%
Don't know	22.2%	18.6%	14.3%	22.2%	20.0%	0.0%	0.0%	10.0%	33.3%	18.2%	35.7%

\*Significantly different between stakeholder groups



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

Which World Bank Group's instruments do you believe are the MOST EFFECTIVE in reducing poverty and promoting "shared prosperity" in Croatia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Trust Fund management	0.0%	9.5%	20.0%	0.0%	6.7%	0.0%	25.0%	0.0%	11.1%	4.5%	0.0%
Knowledge products/services (analytical work, studies, surveys, etc.)	33.3%	19.0%	20.0%	22.2%	26.7%	12.5%	50.0%	30.0%	11.1%	31.8%	21.4%
Investment lending (financing specific projects)	77.8%	45.2%	60.0%	0.0%	46.7%	37.5%	50.0%	50.0%	33.3%	27.3%	28.6%
Technical assistance	33.3%	35.7%	33.3%	66.7%	33.3%	37.5%	25.0%	30.0%	22.2%	27.3%	35.7%
Capacity development	0.0%	16.7%	20.0%	11.1%	13.3%	25.0%	37.5%	20.0%	44.4%	36.4%	42.9%
Policy based lending / budget support to the Government	33.3%	19.0%	13.3%	11.1%	6.7%	0.0%	12.5%	30.0%	33.3%	9.1%	14.3%
Multi-sectoral approaches	0.0%	21.4%	20.0%	33.3%	26.7%	25.0%	0.0%	10.0%	0.0%	4.5%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%
Don't know	11.1%	11.9%	0.0%	11.1%	20.0%	25.0%	0.0%	10.0%	11.1%	18.2%	21.4%
Trust Fund management	0.0%	9.5%	20.0%	0.0%	6.7%	0.0%	25.0%	0.0%	11.1%	4.5%	0.0%

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

Percentage of Respondents	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
To a fully sufficient degree	-	2.3%	-	-	-	-	12.5%	-	-	9.1%	-
To a somewhat sufficient degree	22.2%	11.6%	13.3%	33.3%	35.7%	11.1%	-	10.0%	33.3%	4.5%	14.3%
To a somewhat insufficient degree	33.3%	27.9%	60.0%	11.1%	21.4%	22.2%	37.5%	30.0%	-	36.4%	21.4%
To a very insufficient degree	11.1%	7.0%	6.7%	22.2%	7.1%	22.2%	-	20.0%	-	9.1%	14.3%
Don't know	33.3%	51.2%	20.0%	33.3%	35.7%	44.4%	50.0%	40.0%	66.7%	40.9%	50.0%

**B. Overall Attitudes toward the World Bank Group (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 on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Academia/think tanks/research institutes*	44.4%	39.5%	33.3%	11.1%	33.3%	25.0%	37.5%	20.0%	0.0%	77.3%	50.0%
European Commission*	11.1%	20.9%	40.0%	0.0%	6.7%	12.5%	0.0%	10.0%	11.1%	4.5%	0.0%
International partner community	0.0%	2.3%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	22.2%	4.5%	0.0%
Media	0.0%	4.7%	0.0%	0.0%	6.7%	0.0%	12.5%	30.0%	11.1%	4.5%	0.0%
Local Government	33.3%	14.0%	20.0%	11.1%	6.7%	0.0%	12.5%	50.0%	11.1%	13.6%	21.4%
Private sector*	33.3%	34.9%	20.0%	55.6%	66.7%	75.0%	25.0%	50.0%	55.6%	31.8%	14.3%
Parliament	0.0%	7.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	7.1%
NGOs/Community Based Organizations (CBOs)*	0.0%	2.3%	6.7%	44.4%	6.7%	0.0%	62.5%	10.0%	0.0%	4.5%	21.4%
International Financial Institutions*	11.1%	0.0%	0.0%	11.1%	20.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Youth/university groups	11.1%	20.9%	13.3%	22.2%	33.3%	25.0%	25.0%	20.0%	22.2%	22.7%	14.3%
Beneficiaries	11.1%	30.2%	33.3%	22.2%	6.7%	25.0%	12.5%	10.0%	44.4%	9.1%	21.4%
Foundations	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%
Other*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	21.4%
Don't know	22.2%	4.7%	6.7%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	4.5%	14.3%

\*Significantly different between stakeholder groups

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

	President/PM/ Minister Office			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector			Financial Sector/ Private Bank			NGO/CBO			Media			Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Croatia*	8	5.88	2.17	36	6.47	2.20	14	6.64	1.87	9	6.00	2.00	12	5.67	1.61	8	3.75	2.25	6	6.33	1.21	10	4.40	2.12	7	7.57	2.51	21	5.86	2.18	10	7.40	1.65
The World Bank Group's work is aligned with what I consider the development priorities for Croatia	8	6.63	2.13	35	6.51	1.84	14	6.57	1.74	9	6.00	2.24	12	6.08	1.88	8	5.63	1.69	6	6.33	2.34	10	4.90	1.60	6	8.17	1.72	21	6.33	2.42	10	6.40	2.37
The World Bank Group supports programs and strategies that are realistic for Croatia	7	7.00	1.92	33	6.82	1.72	14	6.86	1.88	8	6.13	2.85	12	6.08	1.78	8	6.25	2.55	6	6.50	2.59	10	5.20	1.87	7	8.00	1.41	20	6.40	2.35	10	6.60	2.59
The World Bank Group treats clients and stakeholders in Croatia with respect	8	8.38	0.92	36	8.03	2.01	14	8.50	1.61	9	7.00	2.92	12	7.75	2.26	7	6.86	2.41	7	7.29	1.89	7	6.29	2.50	8	8.50	1.41	21	7.57	2.01	10	7.50	2.22

\*Significantly different between stakeholder groups

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

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

	President/PM/ Minister Office			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector			Financial Sector/ Private Bank			NGO/CBO			Media			Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness*	8	7.13	3.18	33	7.21	1.65	13	8.15	1.35	7	7.43	1.81	10	5.80	1.81	8	5.38	1.92	5	6.80	1.79	6	3.67	1.37	6	7.33	2.07	18	5.94	2.36	8	6.88	1.81
Flexibility (in terms of the institution's products and services)*	8	6.75	2.12	32	6.72	2.28	14	7.50	1.65	7	6.29	2.43	10	5.90	1.79	8	5.38	1.69	4	5.50	1.73	6	4.00	2.19	6	8.00	1.67	17	5.88	2.21	9	6.33	2.29
Flexibility (in terms of changing country circumstances)	8	6.88	1.89	31	6.74	2.21	13	6.85	2.04	7	6.14	2.67	9	6.00	1.87	8	5.75	1.91	5	6.40	1.82	6	4.17	2.14	6	7.50	1.76	18	5.94	2.31	9	6.11	2.37
Being inclusive*	7	7.14	1.77	30	6.97	1.85	13	7.54	1.61	7	6.43	3.05	12	6.25	1.82	7	5.86	1.86	7	5.57	1.81	7	4.14	2.12	5	7.60	1.82	18	6.78	1.90	8	7.00	1.51
Openness (sharing data and other information)*	8	8.25	1.49	33	7.42	2.19	13	7.77	2.09	7	6.86	2.27	12	7.00	2.09	8	7.00	2.39	6	6.33	1.63	9	4.11	1.05	7	9.00	0.82	21	7.29	1.90	8	8.00	1.60
Staff accessibility*	8	8.63	1.51	33	7.97	1.78	14	8.21	1.63	7	6.71	2.69	12	7.33	2.15	8	7.00	1.69	6	7.00	1.27	6	4.33	1.63	7	8.14	2.41	18	7.56	2.20	9	7.78	2.39
Straightforwardness and honesty*	7	8.57	1.27	33	7.52	2.18	13	8.15	1.63	7	6.86	2.91	12	7.17	1.99	8	6.63	1.92	7	6.57	1.90	7	4.29	1.80	6	8.50	1.38	19	7.26	2.23	9	7.33	2.69
Ease of access to the people at the WBG who are making decisions important to my work*	6	7.83	1.47	34	8.24	1.69	14	8.29	1.59	6	6.50	3.08	10	6.90	2.28	6	6.17	2.04	6	7.00	1.79	6	4.83	2.32	5	9.20	1.30	16	6.81	2.61	8	7.62	2.62
Collaboration with civil society	3	6.33	1.53	20	7.10	1.74	8	7.13	1.25	5	7.40	1.52	10	6.80	2.10	3	7.33	1.16	7	5.43	2.15	5	4.60	1.52	2	8.00	1.41	18	6.22	1.87	8	7.00	1.07
Collaboration with the Government*	7	8.14	0.69	26	8.12	1.63	11	7.55	2.21	7	6.86	2.19	10	6.70	2.06	7	7.43	1.81	4	6.50	2.08	7	5.14	1.46	5	8.60	1.34	14	6.86	2.03	8	8.25	1.04
Collaboration with the European Commission and international partners	3	7.00	1.73	18	7.72	2.05	10	7.20	1.48	6	6.67	2.73	9	6.78	1.99	5	7.20	1.92	3	5.33	2.08	5	5.20	1.10	3	8.67	1.16	12	7.50	2.02	5	8.40	1.34
Collaboration with the private sector	2	6.00	2.83	21	6.52	2.40	9	6.33	1.50	5	7.20	1.48	11	5.64	2.29	7	4.14	2.12	3	6.00	2.65	6	4.33	2.81	4	7.00	1.41	15	6.00	1.85	6	6.17	2.14
The speed in which it gets things accomplished on the ground*	5	5.80	2.78	30	6.77	1.83	13	7.38	1.12	7	6.14	3.02	9	5.78	2.11	7	5.57	2.15	5	5.40	1.82	4	3.50	2.08	5	7.80	1.92	17	5.12	2.23	4	5.50	2.89
Being a long-term partner*	8	7.63	1.77	34	7.79	1.74	13	8.46	1.39	7	6.86	2.91	12	7.17	2.37	8	6.62	2.50	7	7.14	2.80	8	5.88	2.03	6	8.83	0.98	17	6.65	2.06	8	8.50	1.20

\*Significantly different between stakeholder groups

To be more effective development partner in Croatia, do you believe that the World Bank Group should have? (Select only ONE response)

Percentage of Respondents	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
More local presence	77.8%	57.1%	50.0%	55.6%	85.7%	55.6%	75.0%	90.0%	50.0%	52.4%	50.0%
The current level of local presence is adequate	11.1%	23.8%	42.9%	33.3%	-	44.4%	12.5%	-	37.5%	38.1%	7.1%
Less local presence	-	-	-	-	-	-	-	-	-	-	-
Don't know	11.1%	19.0%	7.1%	11.1%	14.3%	-	12.5%	10.0%	12.5%	9.5%	42.9%

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

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
The World Bank Group does not do adequate follow through/follow-up	22.2%	9.8%	0.0%	0.0%	6.7%	22.2%	0.0%	20.0%	0.0%	0.0%	0.0%
Poor coordination with the European Commission and international partners	0.0%	2.4%	21.4%	0.0%	6.7%	11.1%	12.5%	0.0%	0.0%	0.0%	0.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	22.2%	7.3%	14.3%	22.2%	13.3%	11.1%	37.5%	20.0%	14.3%	33.3%	23.1%
Lack of/inadequate levels of capacity in Government	33.3%	43.9%	35.7%	44.4%	60.0%	66.7%	62.5%	60.0%	57.1%	52.4%	69.2%
There is not an adequate level of citizen/civil society participation*	0.0%	12.2%	0.0%	44.4%	6.7%	0.0%	25.0%	10.0%	0.0%	19.0%	30.8%
The World Bank Group works too slowly	0.0%	4.9%	7.1%	0.0%	0.0%	0.0%	0.0%	10.0%	14.3%	4.8%	0.0%
The Government works inefficiently	11.1%	14.6%	42.9%	33.3%	20.0%	11.1%	25.0%	30.0%	14.3%	23.8%	15.4%
Political pressures and obstacles	33.3%	26.8%	42.9%	22.2%	33.3%	44.4%	12.5%	20.0%	14.3%	9.5%	15.4%
Reforms are not well thought out in light of country challenges	44.4%	53.7%	14.3%	22.2%	33.3%	11.1%	25.0%	10.0%	28.6%	28.6%	30.8%
Other	0.0%	2.4%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	14.3%	9.5%	0.0%

\*Significantly different between stakeholder groups



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

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

	President/PM/ Minister Office			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector			Financial Sector/ Private Bank			NGO/CBO			Media			Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti-corruption	8	6.50	1.69	33	6.76	2.59	10	8.60	1.51	9	8.44	2.24	15	7.07	1.75	9	8.67	1.32	8	8.75	1.39	10	6.70	2.58	7	7.86	1.77	21	7.52	2.56	12	7.42	3.00
Information and communications technology*	8	7.88	2.36	34	7.50	1.48	13	8.54	1.20	9	7.00	2.55	15	7.40	2.23	8	4.63	2.72	7	7.57	2.23	10	7.20	2.86	7	6.29	2.75	21	7.05	2.31	13	8.38	1.50
Transport	7	7.43	3.10	35	6.97	2.09	13	7.38	2.60	9	5.56	3.36	15	6.67	2.35	8	4.63	2.97	8	7.50	1.60	10	6.60	2.55	8	6.50	3.07	21	6.14	2.50	13	8.00	1.68
Crime and violence	7	5.43	3.36	34	5.32	2.83	11	5.09	2.77	9	5.89	2.67	14	5.57	2.17	8	4.87	3.60	8	5.00	3.25	10	4.90	1.79	6	4.67	2.88	21	5.48	2.68	12	6.42	2.75
Law and justice	6	7.17	2.04	35	7.17	2.70	12	7.75	1.82	9	7.89	2.89	15	7.80	2.04	9	8.67	1.32	8	7.62	2.00	10	7.10	2.23	8	7.88	1.36	21	8.00	2.15	12	7.50	2.51
Urban development	6	7.67	1.75	33	6.91	1.81	13	7.77	1.36	9	7.44	2.13	14	7.79	2.08	9	6.56	3.28	7	6.57	2.23	10	6.10	2.77	7	7.00	1.92	21	7.29	1.93	13	7.92	1.66
Environmental sustainability	7	7.71	0.95	33	7.30	1.78	13	9.23	1.01	9	8.33	1.87	14	7.14	2.45	9	8.00	1.87	8	7.25	2.49	10	7.30	2.50	8	7.63	2.39	20	7.55	2.21	12	8.42	1.83
Regulatory framework*	6	8.50	1.05	33	6.30	2.64	14	7.50	2.14	9	8.56	1.67	15	8.33	1.68	8	7.38	2.67	8	5.75	2.32	10	7.80	2.15	7	7.86	1.46	21	8.00	2.12	13	6.92	2.78
Communicable/non- communicable diseases	5	5.20	2.49	29	5.62	2.58	9	4.78	3.19	9	6.22	2.49	15	5.13	2.77	7	3.86	3.24	8	3.75	3.06	8	4.25	2.32	7	4.14	3.19	20	5.85	2.91	12	6.33	2.46
Poverty reduction	7	8.00	1.63	34	8.26	1.56	13	8.08	1.85	9	8.89	1.05	15	7.40	2.50	9	7.22	3.70	8	8.25	1.58	10	8.00	2.06	8	8.13	2.10	21	7.81	1.91	12	8.33	2.43
Gender equity	6	5.17	2.23	31	5.97	2.65	12	6.58	2.39	9	7.33	2.87	14	5.93	2.17	9	3.78	2.77	8	6.13	2.80	10	5.50	2.76	7	5.71	2.87	19	6.26	2.49	12	6.33	2.06
Private sector development	7	8.71	1.60	34	8.56	1.38	12	8.33	1.56	9	8.56	1.74	15	8.80	1.78	9	9.22	0.97	8	7.50	2.00	10	8.00	2.06	8	9.00	0.93	21	8.33	2.03	11	8.45	1.57
Foreign direct investment	7	8.29	1.50	33	8.18	1.51	11	7.73	2.65	9	8.22	2.05	15	8.80	1.32	9	7.89	3.44	8	8.50	2.00	10	8.40	2.01	8	9.13	0.99	20	7.65	2.08	11	8.64	1.80
Water and sanitation	5	7.20	1.48	33	6.79	2.36	13	8.00	2.61	9	7.33	2.29	14	7.14	2.18	8	5.13	3.83	7	7.00	2.58	10	5.90	2.33	7	6.71	2.43	21	6.52	2.42	12	6.42	2.84
Trade and exports	7	8.43	1.27	34	7.38	1.89	12	7.25	2.26	9	6.56	2.01	13	8.38	1.50	9	6.89	3.41	8	7.75	1.67	10	8.00	1.89	8	9.00	0.76	21	6.81	2.34	12	8.33	1.83
Economic growth	7	9.00	1.16	32	8.72	1.40	13	8.38	1.98	9	8.89	1.54	15	9.20	0.94	9	7.89	3.44	8	9.25	0.71	10	8.40	1.90	8	9.25	0.89	21	8.19	2.27	11	8.82	1.83
Energy	7	8.00	1.63	33	8.00	1.98	13	8.62	1.90	9	6.89	2.98	15	8.80	0.94	9	7.44	3.01	8	8.38	1.19	9	8.33	1.94	7	8.14	2.04	21	7.57	1.75	12	8.42	1.44
Disaster management	6	6.83	2.56	31	6.61	2.17	12	7.00	2.92	9	6.33	2.96	13	6.15	1.68	7	5.86	3.29	8	4.87	2.85	8	4.75	2.25	8	7.25	2.32	20	6.25	2.45	11	6.64	2.38
Public sector governance/reform	7	8.57	1.62	33	8.64	1.69	14	7.93	2.20	9	9.56	0.53	15	8.93	1.49	9	9.44	0.73	8	8.63	1.60	10	8.60	2.27	8	9.13	0.84	20	8.75	1.80	10	7.00	2.71
Job creation/employment	7	8.57	1.40	33	8.36	1.69	13	7.46	2.88	9	8.78	1.72	15	8.60	1.24	8	8.00	2.14	8	7.63	2.97	10	7.80	3.08	8	8.00	3.07	19	8.21	2.30	11	8.18	2.27
Financial markets	7	8.71	1.11	31	7.16	1.88	13	6.77	2.86	9	7.11	2.71	15	8.40	1.50	9	6.56	3.01	8	7.25	2.96	10	6.90	1.91	8	6.25	3.11	20	7.65	2.16	11	8.00	1.55
Equality of opportunity	5	7.00	2.12	31	7.29	2.48	12	6.75	2.90	9	8.11	2.62	15	7.07	1.83	9	6.56	2.79	8	7.75	2.05	10	6.30	1.83	8	7.37	1.60	19	7.58	1.92	13	7.23	2.62
Health	5	6.40	2.61	33	6.97	2.58	10	5.90	3.64	9	7.00	2.24	15	7.00	1.81	8	5.50	2.73	8	6.25	2.92	10	6.10	2.64	7	6.00	3.22	21	7.10	2.30	11	5.91	2.55
Rural development	7	8.14	1.57	33	8.18	1.53	13	8.62	1.19	9	7.67	2.12	15	8.00	2.14	9	6.89	3.18	8	7.63	2.07	10	7.00	2.79	8	6.88	3.14	20	7.75	1.80	11	7.82	2.23
Global/regional integration	6	7.83	1.84	33	7.36	1.88	13	8.23	1.42	8	8.13	2.70	14	7.43	2.17	9	6.33	3.12	8	5.75	2.49	10	6.70	2.75	8	8.38	1.19	20	7.80	1.82	12	8.00	1.86
Food security	5	7.20	1.79	31	7.26	2.25	13	6.92	2.33	9	6.33	2.96	15	6.07	2.55	8	6.88	2.30	8	4.25	2.77	10	6.20	2.62	8	6.25	3.01	18	7.33	2.09	11	6.27	2.83
Education	7	8.71	1.38	33	8.24	2.00	12	7.75	1.49	8	7.88	1.81	14	8.36	1.22	8	7.75	1.83	8	7.88	3.00	10	8.10	2.33	7	7.57	2.94	19	8.53	1.98	11	7.36	2.69
Social protection	6	7.00	2.10	34	7.12	2.27	11	7.09	2.39	9	6.67	3.32	15	7.73	1.22	7	6.57	2.99	7	7.14	2.91	10	6.70	2.41	8	6.63	2.62	21	7.43	1.86	11	6.36	2.91
Climate change*	5	7.20	2.49	32	7.47	1.83	12	9.17	0.94	9	7.67	1.87	15	6.60	1.72	7	5.71	3.59	8	6.75	2.82	10	6.00	2.06	8	7.13	2.70	20	6.65	2.18	11	7.18	2.71
Agricultural development	6	8.50	1.38	34	8.21	1.86	12	8.75	1.14	9	8.89	1.17	15	7.73	2.25	8	7.25	3.45	8	7.88	2.48	10	7.20	2.53	7	6.86	3.53	20	7.40	1.98	12	8.25	1.96
Natural resource management	7	7.00	1.63	33	7.06	2.42	12	7.75	2.70	9	6.56	3.28	15	7.00	2.10	8	6.25	3.28	8	7.50	2.67	10	6.40	2.72	7	7.14	2.85	21	7.52	2.21	12	7.75	2.09
Regional disparities	7	8.71	1.25	33	7.55	1.95	13	7.69	1.60	8	8.25	1.75	15	7.07	1.79	8	6.88	3.09	7	7.14	3.02	10	7.00	2.26	7	7.86	2.04	20	7.35	2.03	11	7.73	2.20
European Union (EU) income convergence	7	8.43	1.90	31	8.48	1.57	13	8.31	2.14	9	7.67	2.40	15	8.07	1.49	9	7.22	2.99	8	7.88	1.55	9	7.56	2.56	7	8.29	1.80	21	7.71	2.15	12	8.83	1.27

\*Significantly different between stakeholder groups

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

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

	President/PM/ Minister Office			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector			Financial Sector/ Private Bank			NGO/CBO			Media			Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti-corruption	2	1.00	0.00	10	5.00	2.75	8	5.00	2.27	1	8.00	.	4	5.50	1.29	5	4.20	2.59	3	5.67	1.16	1	2.00	.	1	6.00	.	9	5.33	2.18	4	4.25	2.22
Information and communications technology	3	2.67	1.53	14	6.07	1.64	9	6.00	1.58	1	9.00	.	6	6.17	1.47	5	6.20	2.17	3	6.00	1.73	1	2.00	.	1	6.00	.	10	5.90	2.64	3	7.67	1.53
Transport	3	5.67	4.51	20	6.55	1.36	10	6.80	1.55	3	6.00	3.61	5	6.20	1.10	6	5.67	1.37	3	5.67	1.16	5	5.80	3.03	2	8.50	2.12	10	6.10	2.56	6	7.83	1.47
Law and justice	1	1.00	.	14	5.64	1.91	8	5.88	2.90	3	5.67	4.16	4	5.75	0.96	6	3.83	2.32	4	5.50	1.00	3	3.00	1.73	2	7.50	0.71	10	5.60	2.27	4	5.25	1.50
Urban development*	2	3.50	3.54	11	5.73	1.49	7	6.71	2.22	1	8.00	.	5	5.80	1.10	5	3.20	1.64	3	5.33	0.58	2	4.00	2.83	1	7.00	.	9	5.89	2.71	5	8.00	1.41
Environmental sustainability*	2	3.50	3.54	14	6.64	1.87	11	8.09	1.30	1	9.00	.	6	6.67	1.63	6	4.50	2.59	3	5.33	0.58	2	4.50	3.54	2	8.50	2.12	11	6.00	2.76	5	6.40	2.19
Regulatory framework	3	5.33	3.79	13	6.00	1.92	7	6.29	2.14	2	6.00	4.24	7	5.86	2.27	4	6.00	1.41	4	6.50	1.92	2	4.00	2.83	1	8.00	.	12	6.17	2.08	4	5.75	1.26
Communicable/non-communicable diseases	1	1.00	.	4	5.00	2.94	3	5.00	3.61	1	8.00	.	3	5.33	1.53	2	4.50	0.71	3	4.00	1.73	1	2.00	.	1	7.00	.	8	5.87	2.23	2	4.50	0.71
Poverty reduction	1	1.00	.	15	5.93	1.67	6	5.17	2.56	2	5.00	5.66	5	5.40	0.89	5	3.00	2.35	4	5.75	0.96	3	4.00	2.65	2	8.50	2.12	10	4.90	2.81	3	5.33	0.58
Gender equity	1	1.00	.	10	5.40	1.65	4	4.75	2.99	1	8.00	.	4	5.75	0.96	3	5.33	0.58	3	5.33	0.58	2	3.00	1.41	1	7.00	.	9	5.67	2.78	2	6.50	0.71
Private sector development	3	5.00	3.46	13	6.08	1.19	6	6.50	1.64	2	5.50	4.95	6	5.83	0.98	5	5.20	3.19	3	5.33	0.58	3	5.33	3.51	1	8.00	.	9	5.00	3.24	3	6.00	1.73
Foreign direct investment	3	5.00	3.46	12	5.83	1.85	5	7.20	2.17	2	5.00	5.66	5	5.80	0.84	6	4.83	2.48	4	5.25	1.26	3	4.67	3.06	1	8.00	.	9	5.00	2.96	6	7.50	2.59
Water and sanitation*	3	5.33	3.79	14	7.21	1.89	7	8.43	0.98	3	7.00	1.73	5	6.40	1.52	5	5.20	0.84	3	4.33	1.16	3	3.67	2.89	1	8.00	.	9	5.67	2.96	3	8.33	1.53
Trade and exports	3	5.33	3.79	14	5.93	1.49	5	7.80	1.30	2	5.50	3.54	5	6.00	1.00	6	5.33	3.33	3	5.00	0.00	3	3.67	1.53	1	8.00	.	8	5.13	2.59	3	6.67	0.58
Economic growth	3	5.33	3.79	18	5.33	1.68	7	7.43	1.90	3	5.67	4.04	5	6.20	0.84	7	3.43	2.37	3	5.00	0.00	5	5.40	2.41	1	8.00	.	11	5.45	2.58	5	5.20	1.64
Energy	2	4.50	4.95	11	5.82	0.98	6	6.67	2.94	1	8.00	.	5	6.00	1.00	7	4.57	2.30	3	5.67	1.16	4	5.25	3.20	1	8.00	.	9	5.44	2.13	3	6.00	1.00
Disaster management	1	1.00	.	8	5.13	1.96	4	4.75	3.20	1	8.00	.	4	5.50	0.58	1	5.00	.	3	4.33	1.16	2	2.50	0.71	1	7.00	.	7	5.14	2.61	2	6.50	0.71
Public sector governance/reform*	3	4.67	3.51	21	5.71	2.08	10	6.30	2.11	3	6.33	3.79	7	5.14	1.77	6	3.17	2.40	4	5.75	1.50	6	4.00	1.67	3	9.33	1.16	13	6.23	2.46	6	5.00	1.67
Job creation/employment	3	4.67	3.51	15	4.67	1.45	5	5.60	2.79	2	5.00	5.66	5	5.40	1.52	6	3.17	3.55	4	5.75	1.50	4	2.75	0.96	2	8.00	1.41	9	4.44	3.09	5	5.00	1.73
Financial markets	3	5.67	4.04	17	5.76	1.56	6	6.83	1.84	3	7.67	1.53	8	5.88	2.10	6	6.67	3.14	3	5.00	0.00	5	4.20	2.17	3	7.33	1.16	8	5.63	2.72	4	7.00	1.83
Equality of opportunity	2	4.50	4.95	12	5.17	2.33	5	5.80	3.11	1	8.00	.	5	6.00	1.58	4	3.75	2.22	3	5.00	0.00	3	2.33	0.58	1	7.00	.	7	4.86	2.85	5	5.80	1.10
Health*	3	4.67	3.51	13	5.92	1.55	6	5.67	2.73	2	5.00	4.24	5	6.20	1.64	3	2.67	1.53	3	4.33	1.16	3	2.33	0.58	1	8.00	.	9	6.11	2.57	3	8.33	1.53
Rural development*	3	4.67	3.51	10	5.70	0.68	8	6.75	2.25	1	8.00	.	5	6.00	1.58	4	3.50	2.38	4	4.50	1.00	4	3.25	1.89	2	8.00	1.41	8	5.50	2.45	4	6.00	0.82
Global/regional integration	2	4.50	4.95	11	6.55	1.64	7	7.00	2.24	1	9.00	.	5	6.00	1.00	4	5.25	2.87	3	5.00	0.00	3	3.33	2.31	2	8.50	0.71	9	6.56	2.07	3	7.67	1.53
Food security	1	1.00	.	10	5.50	2.07	5	5.40	1.95	1	8.00	.	4	5.00	1.63	3	3.33	2.52	3	4.67	0.58	2	2.00	0.00	1	7.00	.	8	5.25	2.38	3	5.33	0.58
Education	2	4.50	4.95	14	5.36	2.10	7	6.57	2.37	2	6.00	2.83	5	5.40	1.52	5	4.00	2.12	3	5.67	1.16	3	2.33	0.58	2	9.00	1.41	12	6.42	2.54	4	4.75	2.06
Social protection	1	1.00	.	15	5.93	2.52	7	6.71	2.56	1	8.00	.	6	5.83	1.84	6	5.50	3.27	3	5.33	0.58	4	4.50	2.89	1	8.00	.	8	5.13	2.85	6	5.67	1.86
Climate change	1	1.00	.	12	4.83	2.21	7	7.57	2.15	2	5.00	4.24	6	6.17	1.94	4	5.75	2.87	3	4.33	1.16	3	4.67	3.06	1	7.00	.	8	5.00	2.56	3	6.00	0.00
Agricultural development	1	1.00	.	12	5.17	1.95	9	7.11	1.97	2	5.00	5.66	6	6.00	1.90	5	3.60	1.67	3	5.33	0.58	4	3.75	2.87	1	8.00	.	8	5.75	2.12	4	5.75	0.50
Regional disparities*	2	2.50	2.12	10	5.40	1.43	8	6.38	2.50	1	8.00	.	6	6.33	2.07	4	3.00	1.41	3	5.33	0.58	3	3.33	1.53	2	8.50	0.71	8	5.88	1.96	4	5.75	0.96
European Union (EU) income convergence	3	4.00	3.61	12	5.00	1.41	5	5.60	2.88	2	8.00	0.00	5	5.60	1.67	5	2.40	1.52	3	4.67	0.58	4	3.75	2.06	2	7.50	2.12	9	5.67	2.74	4	5.25	0.96

\*Significantly different between stakeholder groups

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

Where are the World Bank Group's decisions made primarily that support the program in Croatia? (Select only ONE response)

Percentage of Respondents	Office of the President/PM/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
At the Headquarters (in Washington D.C.)	57.1%	44.1%	42.9%	11.1%	21.4%	66.7%	14.3%	10.0%	50.0%	25.0%	28.6%
In the Central Europe and the Baltics Office in Brussels, Belgium Office	14.3%	17.6%	21.4%	22.2%	28.6%	-	-	20.0%	16.7%	15.0%	28.6%
In the Istanbul Operational Center for IFC	-	-	-	-	-	22.2%	-	-	-	-	-
In the country	-	2.9%	21.4%	22.2%	-	-	14.3%	10.0%	16.7%	10.0%	21.4%
Don't know	28.6%	35.3%	14.3%	44.4%	50.0%	11.1%	71.4%	60.0%	16.7%	50.0%	21.4%

	President/PM/Minister Office			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/CBO			Media			Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Croatia?	7	5.71	2.36	27	6.22	2.03	13	6.62	1.66	6	6.83	2.79	10	5.80	1.32	9	4.89	2.15	5	6.80	1.10	9	4.56	2.24	7	7.57	1.72	17	5.12	2.23	10	6.10	2.28

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

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

	President/PM/Minister Office			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/CBO			Media			Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Croatia*	7	5.86	2.27	27	7.00	1.90	14	6.79	2.05	4	5.00	2.83	11	5.82	1.66	9	5.67	2.00	6	5.50	3.02	9	5.33	1.32	6	8.33	0.82	18	5.06	2.34	6	7.33	1.97
The World Bank Group meets Croatia's needs for knowledge services*	7	6.29	2.06	27	6.67	2.00	13	6.38	1.98	4	5.00	2.83	10	5.20	1.69	9	6.11	2.52	5	4.40	2.19	10	5.20	1.93	6	8.50	0.84	18	4.78	2.34	7	6.00	3.06

	President/PM/Minister Office			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/CBO			Media			Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Croatia?	4	7.00	2.83	21	6.29	2.13	14	7.21	2.08	5	6.00	4.30	8	6.13	1.36	7	5.14	2.12	4	6.75	1.89	3	4.00	3.46	4	8.25	1.50	16	5.88	2.31	6	6.50	2.35

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

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

How frequently do you consult World Bank Group's knowledge work and activities in the work you do? (Select only ONE response)\*

Percentage of Respondents	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Weekly	14.3%	20.6%	46.2%	-	7.1%	-	-	-	-	5.0%	7.7%
Monthly	14.3%	23.5%	23.1%	22.2%	28.6%	11.1%	-	20.0%	42.9%	30.0%	23.1%
A few times a year	57.1%	32.4%	30.8%	44.4%	28.6%	66.7%	71.4%	30.0%	42.9%	50.0%	38.5%
Rarely	14.3%	23.5%	-	22.2%	21.4%	22.2%	28.6%	40.0%	14.3%	15.0%	23.1%
Never	-	-	-	11.1%	14.3%	-	-	10.0%	-	-	7.7%

\*Significantly different between stakeholder groups

In Croatia, 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)

	President/PM/ Minister Office			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector			Financial Sector/ Private Bank			NGO/CBO			Media			Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	6	6.67	2.07	24	7.21	1.79	14	6.64	1.55	5	6.40	2.88	11	6.73	1.35	8	6.25	1.91	4	7.25	1.71	6	6.00	2.19	6	8.00	1.67	16	6.31	2.02	7	7.43	1.51
Include appropriate level of stakeholder involvement during	6	6.67	2.50	23	7.22	1.91	14	7.00	1.36	5	6.40	2.88	11	7.00	1.10	8	6.00	1.51	6	6.50	1.23	5	6.60	1.14	5	7.40	1.95	15	6.27	2.34	6	7.00	2.00
Lead to practical solutions	6	6.33	2.73	26	7.35	1.85	14	6.64	1.99	4	6.25	3.30	11	6.64	0.92	8	6.25	2.12	6	7.00	1.41	6	6.33	1.51	6	7.33	1.97	16	5.88	2.50	7	7.43	1.51
Are accessible (well written and easy to understand)	7	7.00	2.52	27	7.67	1.71	13	7.23	1.64	5	7.80	2.28	11	7.55	1.04	8	7.38	1.60	6	7.33	1.37	5	7.00	1.87	6	8.33	1.37	17	7.29	1.72	8	7.87	1.73
Are source of relevant information on global good practices	5	7.60	1.67	26	7.73	1.49	13	7.46	1.71	5	8.00	1.41	11	7.91	1.30	8	7.50	1.85	6	8.00	2.00	7	6.71	1.70	6	8.17	1.47	18	7.33	1.82	8	7.25	1.83
Are adequately disseminated	6	5.83	3.43	24	7.62	1.69	14	7.07	1.69	5	6.20	2.49	11	7.09	1.70	8	6.75	1.49	6	7.17	1.72	6	6.00	1.90	6	9.00	0.63	16	6.69	1.45	8	7.38	1.92
Are translated enough into local language	6	6.67	2.81	23	7.30	2.10	14	6.86	2.48	3	6.33	3.79	10	7.10	2.18	8	7.75	1.04	6	6.67	2.07	7	6.57	2.07	4	8.50	1.73	16	7.00	2.19	8	8.75	1.58
Are adaptable to Croatia's specific development challenges and country circumstances	6	5.83	2.14	23	7.17	1.72	14	6.79	2.05	5	7.20	2.49	11	7.64	1.69	8	6.88	1.81	6	6.83	1.47	6	5.83	2.64	5	8.80	1.10	17	6.76	2.66	8	6.88	2.64

	President/PM/ Minister Office			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector			Financial Sector/ Private Bank			NGO/CBO			Media			Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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?	6	6.83	1.84	25	6.48	2.10	14	6.71	1.38	5	5.00	3.24	11	5.91	1.58	7	5.00	2.45	5	6.40	1.34	8	5.50	1.85	5	8.20	0.84	18	5.67	2.22	10	7.20	2.25
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	5	7.20	1.92	25	7.64	1.50	14	7.21	1.42	6	7.00	2.83	12	7.17	1.19	8	6.50	1.93	5	6.60	1.14	6	5.83	1.60	4	9.25	0.50	17	7.24	1.92	9	7.78	1.20

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



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

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

	President/PM/ Minister Office			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector			Financial Sector/ Private Bank			NGO/CBO			Media			Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	5	6.80	2.28	24	8.71	1.12	14	9.50	1.09	2	8.50	2.12	10	8.20	1.55	6	6.17	2.93	1	5.00	.	1	8.00	.	2	9.00	1.41	9	7.89	2.32	5	8.60	1.67
The World Bank Group effectively monitors and evaluates the projects and programs it supports	7	7.86	2.41	26	8.42	1.21	14	8.86	1.23	3	7.33	3.06	11	8.00	1.10	7	7.14	2.34	4	7.00	0.82	2	6.50	2.12	2	9.00	1.41	12	7.67	1.78	5	8.60	1.34
The WBG's approvals and reviews are done in a timely fashion	5	6.80	2.28	26	7.62	1.92	14	8.00	1.75	3	7.00	3.61	10	7.70	0.95	6	6.67	2.07	2	6.50	0.71	1	8.00	.	2	8.50	0.71	10	7.80	1.23	6	7.83	2.64
The WBG's "Safeguard Policy" requirements are reasonable	3	6.33	2.31	23	7.83	1.59	12	8.42	1.78	1	7.00	.	10	7.30	0.82	5	5.60	1.52	1	5.00	.	1	8.00	.	2	9.00	1.41	11	8.00	1.61	6	6.83	3.55
The WBG's conditions on its lending are reasonable	6	6.33	3.01	25	8.00	1.38	13	8.62	1.76	3	6.67	3.51	10	7.60	1.27	6	6.50	1.87	3	7.00	1.73	3	7.33	0.58	3	8.67	1.16	12	7.42	2.28	4	8.25	1.50
The World Bank Group takes decisions quickly in Croatia	6	7.00	2.45	25	7.64	1.66	14	7.71	1.68	3	6.67	4.16	9	7.44	1.01	5	6.20	2.49	4	6.75	1.26	1	7.00	.	2	8.50	2.12	11	7.45	1.97	5	7.60	2.88
Working with the WBG increases Croatia's institutional capacity	6	7.67	1.63	25	7.96	1.81	14	7.93	2.17	3	7.00	4.36	10	7.60	0.97	6	6.00	2.83	6	8.17	1.72	6	7.33	1.97	4	8.75	0.96	17	7.35	2.15	7	7.43	2.76
Where country systems are adequate, the World Bank Group makes appropriate use of them	5	6.60	1.82	21	7.86	1.82	14	7.86	1.83	3	7.67	3.22	6	8.00	0.89	5	7.00	2.00	3	7.00	1.73	3	8.33	1.16	2	9.00	1.41	11	7.73	1.68	5	7.80	2.95
The World Bank Group provides effective implementation support	7	7.29	2.14	25	8.16	1.77	14	8.43	1.79	3	7.33	3.06	9	8.56	1.13	6	6.67	1.51	6	8.17	1.72	1	9.00	.	2	9.00	1.41	13	7.62	1.81	5	8.40	2.30

\*Significantly different between stakeholder groups

	President/PM/ Minister Office			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector			Financial Sector/ Private Bank			NGO/CBO			Media			Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the WBG's work helps to find solutions that promote private public partnerships in Croatia?	5	5.00	3.16	16	6.44	1.86	6	7.17	1.94	3	3.67	2.08	10	6.30	1.64	4	5.25	1.50	2	5.50	2.12	5	5.20	2.17	3	8.00	2.00	14	6.93	2.13	5	6.40	2.97

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

Which of the following best describes the way the World Bank Group operates in Croatia? (Select only ONE response)\*

Percentage of Respondents	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
The World Bank Group takes too much risk in Croatia	-	-	-	-	-	-	-	-	-	-	-
The World Bank Group does not take enough risk in Croatia	28.6%	15.6%	28.6%	44.4%	64.3%	75.0%	14.3%	50.0%	16.7%	40.0%	7.7%
The World Bank Group's approach to risk is appropriate	28.6%	43.8%	35.7%	-	7.1%	25.0%	28.6%	25.0%	50.0%	15.0%	30.8%
Don't know	42.9%	40.6%	35.7%	55.6%	28.6%	-	57.1%	25.0%	33.3%	45.0%	61.5%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
The WBG is sufficiently selective and focuses on the most important development challenges in Croatia	28.6%	43.8%	35.7%	11.1%	14.3%	25.0%	42.9%	12.5%	33.3%	35.0%	46.2%
The WBG is not sufficiently selective in Croatia, and it is involved in too many areas of development	14.3%	18.8%	21.4%	22.2%	42.9%	50.0%	28.6%	-	-	20.0%	15.4%
Don't know	57.1%	37.5%	42.9%	66.7%	42.9%	25.0%	28.6%	87.5%	66.7%	45.0%	38.5%

**F. The Future Role of the World Bank Group in Croatia****Which of the following SHOULD the World Bank Group do to make itself of greater value in Croatia? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Provide more adequate data/ knowledge/statistics/figures on Croatia's economy	0.0%	16.1%	0.0%	0.0%	28.6%	12.5%	14.3%	25.0%	0.0%	30.0%	7.1%
Ensure greater selectivity in its work	0.0%	12.9%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	7.1%
Offer more innovative financial products	0.0%	6.5%	21.4%	33.3%	14.3%	12.5%	14.3%	12.5%	14.3%	10.0%	0.0%
Increase availability of reimbursable advisory services (RAS)	0.0%	6.5%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Assist in increasing European Union (EU) funds absorption	42.9%	54.8%	78.6%	50.0%	42.9%	62.5%	42.9%	87.5%	57.1%	40.0%	64.3%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	14.3%	0.0%	7.1%	16.7%	0.0%	12.5%	14.3%	0.0%	0.0%	5.0%	0.0%
Reach out more to groups outside of Government	0.0%	9.7%	14.3%	0.0%	35.7%	12.5%	14.3%	0.0%	14.3%	15.0%	21.4%
Work faster	14.3%	12.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	14.3%
Improve the quality of its experts as related to Croatia's specific challenges	28.6%	6.5%	7.1%	0.0%	7.1%	0.0%	0.0%	25.0%	0.0%	15.0%	14.3%
Offer more innovative knowledge services	14.3%	16.1%	14.3%	16.7%	21.4%	0.0%	14.3%	12.5%	14.3%	10.0%	7.1%
Collaborate more effectively with Government clients (e.g., national, state, local)	0.0%	12.9%	7.1%	0.0%	7.1%	12.5%	28.6%	0.0%	28.6%	15.0%	7.1%
Increase the level of capacity development in the country	14.3%	16.1%	14.3%	16.7%	35.7%	37.5%	28.6%	37.5%	14.3%	50.0%	28.6%
Reduce the complexity of obtaining World Bank Group financing	42.9%	16.1%	21.4%	16.7%	0.0%	25.0%	14.3%	0.0%	14.3%	5.0%	14.3%
Other*	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Financial services	28.6%	15.2%	14.3%	33.3%	21.4%	12.5%	14.3%	28.6%	28.6%	15.0%	7.1%
Knowledge products	28.6%	36.4%	50.0%	33.3%	50.0%	25.0%	28.6%	42.9%	28.6%	55.0%	35.7%
Convening services	14.3%	18.2%	7.1%	-	7.1%	12.5%	-	-	14.3%	-	28.6%
None of the above	-	-	-	-	-	-	-	-	-	5.0%	7.1%
The combination is appropriate for Croatia	14.3%	24.2%	21.4%	-	7.1%	50.0%	42.9%	14.3%	28.6%	25.0%	7.1%
Don't know	14.3%	6.1%	7.1%	33.3%	14.3%	-	14.3%	14.3%	-	-	14.3%

**G. Communication and Information Sharing**

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Periodicals	0.0%	18.2%	21.4%	16.7%	28.6%	37.5%	0.0%	25.0%	28.6%	50.0%	21.4%
International newspapers	14.3%	6.1%	0.0%	0.0%	14.3%	0.0%	14.3%	0.0%	0.0%	15.0%	0.0%
Local radio	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	0.0%	48.5%	28.6%	33.3%	50.0%	37.5%	42.9%	25.0%	14.3%	15.0%	50.0%
International television	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	5.0%	0.0%
Local newspapers*	14.3%	15.2%	7.1%	50.0%	0.0%	12.5%	14.3%	50.0%	14.3%	5.0%	14.3%
Internet	57.1%	93.9%	100.0%	66.7%	85.7%	87.5%	85.7%	87.5%	57.1%	80.0%	85.7%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	0.0%	6.1%	14.3%	0.0%	14.3%	12.5%	28.6%	0.0%	28.6%	10.0%	7.1%
Other*	42.9%	0.0%	14.3%	16.7%	0.0%	0.0%	0.0%	0.0%	14.3%	5.0%	14.3%

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)****How would you prefer to obtain information 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 on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Direct contact with World Bank Group	28.6%	28.1%	14.3%	16.7%	21.4%	12.5%	28.6%	37.5%	0.0%	40.0%	14.3%
e-Newsletters	42.9%	21.9%	35.7%	16.7%	57.1%	62.5%	57.1%	37.5%	28.6%	30.0%	42.9%
World Bank Group's seminars/workshops/ conferences	42.9%	56.3%	57.1%	16.7%	21.4%	12.5%	42.9%	25.0%	42.9%	35.0%	14.3%
World Bank Group's publications and other written materials	28.6%	25.0%	7.1%	16.7%	35.7%	37.5%	14.3%	25.0%	28.6%	30.0%	14.3%
World Bank Group's website	14.3%	40.6%	64.3%	83.3%	57.1%	37.5%	42.9%	37.5%	71.4%	55.0%	71.4%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	0.0%	6.3%	14.3%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	14.3%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Yes	28.6%	33.3%	35.7%	28.6%	14.3%	12.5%	57.1%	37.5%	14.3%	26.3%	28.6%
No	71.4%	66.7%	64.3%	71.4%	85.7%	87.5%	42.9%	62.5%	85.7%	73.7%	71.4%

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

Percentage of Respondents	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Yes	14.3%	12.1%	-	14.3%	7.1%	16.7%	-	12.5%	14.3%	10.0%	7.1%
No	85.7%	87.9%	100.0%	85.7%	92.9%	83.3%	100.0%	87.5%	85.7%	90.0%	92.9%

**Were you able to obtain this information?**

Percentage of Respondents	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Yes	100.0%	100.0%	-	100.0%	100.0%	50.0%	-	100.0%	100.0%	100.0%	100.0%
No	-	-	-	-	-	50.0%	-	-	-	-	-

**G. Communication and Information Sharing (continued)****Do you have access to the Internet?**

Percentage of Respondents	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	87.5%	100.0%	100.0%	100.0%
No	-	-	-	-	-	-	-	12.5%	-	-	-

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

Percentage of Respondents	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Yes	85.7%	90.9%	92.9%	87.5%	71.4%	87.5%	100.0%	100.0%	100.0%	95.0%	78.6%
No	14.3%	9.1%	7.1%	12.5%	28.6%	12.5%	-	-	-	5.0%	21.4%

**Do you currently consult the World Bank Group social media sites?**

Percentage of Respondents	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Yes	14.3%	12.1%	-	12.5%	14.3%	-	-	-	-	15.0%	7.1%
No	85.7%	87.9%	100.0%	87.5%	85.7%	100.0%	100.0%	100.0%	100.0%	85.0%	92.9%

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

Percentage of Respondents	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
High speed/WiFi	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.9%
Dial-up	-	-	-	-	-	-	-	-	-	-	7.1%

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

	President/PM/Minister Office			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/CBO			Media			Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	5	6.80	2.49	28	6.61	2.13	11	7.00	2.28	6	6.33	2.34	10	7.70	1.25	6	7.50	2.35	7	6.86	1.77	7	6.29	1.98	5	8.00	2.55	18	7.28	1.78	11	7.09	2.66
I find the information on the World Bank Group's websites useful.	6	7.67	1.51	27	7.78	1.31	10	7.30	1.83	6	7.17	1.94	9	8.33	1.12	7	7.57	1.62	7	7.43	1.81	7	6.86	1.07	6	8.33	1.63	18	7.89	1.32	11	7.00	2.41
The WBG's social media channels are valuable sources of information about the institution	1	9.00	.	7	6.57	1.81	1	7.00	.	1	6.00	.	4	7.25	1.71				1	5.00	.				1	10.00	.	6	8.17	1.60	4	6.50	4.04
When I need information from the World Bank Group I know how to find it	6	7.00	1.67	27	8.00	2.00	12	8.17	1.64	6	5.67	3.50	9	8.33	0.87	7	7.86	2.80	7	6.14	2.55	8	8.38	1.41	6	8.17	1.84	18	7.78	1.93	11	7.36	2.77
The World Bank Group is responsive to my information requests and inquiries	4	7.75	1.89	21	8.19	1.99	12	8.67	1.56	5	7.00	1.87	5	8.60	1.34	4	8.75	1.50	4	7.00	2.31	4	8.25	1.50	3	9.33	0.58	9	8.22	1.56	8	7.50	3.16

**H. Background Information**

Which one of the following best describes your level of interaction with the World Bank Group in your country? (Select only ONE response)\*

Percentage of Respondents	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
I currently collaborate with the World Bank Group	44.4%	52.1%	37.5%	11.1%	40.0%	22.2%	-	-	30.0%	8.7%	14.3%
I have previously collaborated with the World Bank Group	22.2%	18.8%	-	22.2%	13.3%	55.6%	37.5%	20.0%	40.0%	52.2%	21.4%
Both of the above (I currently collaborate and previously have collaborated with the WBG)	22.2%	22.9%	62.5%	44.4%	26.7%	11.1%	50.0%	30.0%	30.0%	13.0%	14.3%
I have never collaborated with the World Bank Group	11.1%	6.3%	-	22.2%	20.0%	11.1%	12.5%	50.0%	-	26.1%	50.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
The World Bank (IBRD)	100.0%	95.7%	100.0%	88.9%	69.2%	62.5%	87.5%	62.5%	100.0%	89.5%	100.0%
The International Finance Corporation (IFC)	-	2.2%	-	-	30.8%	37.5%	-	-	-	-	-
The Multilateral Investment Guarantee Agency (MIGA)	-	-	-	-	-	-	-	-	-	-	-
Other	-	2.2%	-	11.1%	-	-	12.5%	37.5%	-	10.5%	-

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Yes	44.4%	24.4%	6.3%	22.2%	43.8%	11.1%	25.0%	11.1%	20.0%	33.3%	8.3%
No	55.6%	75.6%	93.8%	77.8%	56.3%	88.9%	75.0%	88.9%	80.0%	66.7%	91.7%

**H. Background Information (continued)**

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

Percentage of Respondents	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
The two institutions work well together	25.0%	36.4%	100.0%	100.0%	71.4%	100.0%	50.0%	-	50.0%	44.4%	100.0%
The way the two institutions work together needs improvement	-	36.4%	-	-	28.6%	-	-	-	-	11.1%	-
The two institutions do not work well together	-	-	-	-	-	-	-	-	-	-	-
Don't know	75.0%	27.3%	-	-	-	-	50.0%	100.0%	50.0%	44.4%	-

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Observer*	22.2%	2.1%	0.0%	44.4%	31.3%	11.1%	12.5%	27.3%	30.0%	17.4%	50.0%
Use World Bank Group reports/data*	44.4%	14.9%	0.0%	55.6%	43.8%	22.2%	62.5%	72.7%	40.0%	56.5%	42.9%
Engage in World Bank Group related/sponsored events/activities*	11.1%	48.9%	43.8%	11.1%	37.5%	33.3%	75.0%	0.0%	30.0%	30.4%	42.9%
Collaborate as part of my professional duties*	44.4%	55.3%	68.8%	11.1%	12.5%	44.4%	25.0%	0.0%	40.0%	26.1%	14.3%
Use World Bank Group website for information, data, research, etc.	11.1%	12.8%	18.8%	55.6%	25.0%	22.2%	25.0%	54.5%	40.0%	30.4%	14.3%

\*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of the President/ PM/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
Female	55.6%	64.6%	50.0%	44.4%	31.3%	44.4%	87.5%	60.0%	40.0%	47.8%	35.7%
Male	44.4%	35.4%	50.0%	55.6%	68.8%	55.6%	12.5%	40.0%	60.0%	52.2%	64.3%





## Appendix C: Responses to All Questions by Level of Collaboration with the WBG<sup>20</sup>

Collaborating with the WBG N=98 ● Not collaborating with the WBG N=73

### A. General Issues facing Croatia

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
The right direction	33.7%	20.5%
The wrong direction	36.8%	46.6%
Not sure	29.5%	32.9%

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Global/regional integration	5.1%	5.5%
Gender equity	0.0%	1.4%
Private sector development	33.7%	34.2%
Energy	8.2%	4.1%
Food security	5.1%	0.0%
Public sector governance/reform	56.1%	63.0%
Foreign direct investment	12.2%	11.0%
Water and sanitation	1.0%	0.0%
Anti-corruption	17.3%	17.8%
Urban development	1.0%	2.7%
Environmental sustainability	2.0%	1.4%
European Union (EU) income convergence	6.1%	6.8%
Job creation/employment	37.8%	34.2%
Rural development	2.0%	0.0%
Financial markets	1.0%	0.0%
Equality of opportunity (i.e., equity)	2.0%	8.2%
Health	1.0%	0.0%
Transport (e.g., roads, bridges, transportation)	3.1%	0.0%
Climate change (e.g., mitigation, adaptation)	0.0%	0.0%
Agricultural development	6.1%	8.2%
Education	28.6%	30.1%
Poverty reduction	2.0%	5.5%
Social protection (e.g., pensions, targeted social assistance)	3.1%	1.4%
Trade and exports	3.1%	6.8%
Crime and violence	0.0%	0.0%
Economic growth	36.7%	31.5%
Natural resource management (e.g., oil, gas, mining)	3.1%	2.7%
Disaster management	0.0%	0.0%
Regional disparities	2.0%	0.0%
Law and justice (e.g., judicial system)	9.2%	16.4%
Regulatory framework	4.1%	1.4%
Communicable/non-communicable diseases	0.0%	0.0%
Information and communications technology	3.1%	1.4%

<sup>20</sup> Only 171 respondents provided the information about their levels of collaboration with the World Bank Group (question H3 in the questionnaire). Thus only these respondents were included in the analysis presented in this appendix. Response options "I currently collaborate with the WBG" and "both of the above" were combined as "Collaborating with the WBG" for the comparisons in this appendix. "I have previously collaborated with the WBG," and "I have never collaborated with the WBG" were combined as "Not collaborating with the WBG".

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Social protection (e.g., pensions, targeted social assistance)	8.2%	16.4%
Rural development*	22.7%	9.6%
Regional disparities	8.2%	6.8%
Urban development	0.0%	0.0%
Regulatory framework	8.2%	4.1%
Gender equity	1.0%	0.0%
Water and sanitation	0.0%	0.0%
Equality of opportunity (i.e., equity)*	3.1%	16.4%
Economic growth	54.6%	57.5%
Climate change (e.g., mitigation, adaptation)	0.0%	0.0%
Global/regional integration	4.1%	4.1%
Law and justice (e.g., judicial system)	7.2%	12.3%
Transport (e.g., roads, bridges, transportation)	0.0%	0.0%
Crime and violence	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Information and communications technology	2.1%	2.7%
Public sector governance/reform	33.0%	23.3%
Natural resource management (e.g., oil, gas, mining)	2.1%	6.8%
European Union (EU) income convergence	6.2%	11.0%
Environmental sustainability	1.0%	1.4%
Disaster management	0.0%	0.0%
Health	2.1%	1.4%
Anti-corruption	16.5%	12.3%
Private sector development	25.8%	28.8%
Foreign direct investment*	9.3%	1.4%
Education	23.7%	30.1%
Energy	3.1%	0.0%
Agricultural development	11.3%	5.5%
Job creation/employment	40.2%	42.5%
Financial markets	0.0%	0.0%
Trade and exports	3.1%	5.5%
Food security	0.0%	0.0%

\*Significantly different between those who collaborate with the WBG and those who do not.

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Greater access to health and nutrition for citizens	2.1%	1.4%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	39.6%	41.1%
A growing middle class	16.7%	9.6%
Better employment opportunities for young people	21.9%	27.4%
Better employment opportunities for women	2.1%	1.4%
Greater access to micro-finance for the poor	5.2%	1.4%
Greater voice and participation for citizens to help ensure greater accountability	5.2%	2.7%
Better opportunity for the poor who live in rural areas	8.3%	4.1%
Better opportunity for the poor who live in urban areas	2.1%	0.0%
Consistent economic growth	47.9%	43.8%
More reliable social safety net*	1.0%	8.2%
Greater equity of fiscal policy	8.3%	11.0%
Education and training that better ensure job opportunity	33.3%	43.8%
Better quality public services	5.2%	4.1%
Other	0.0%	0.0%

\*Significantly different between those who collaborate with the WBG and those who do not.

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Croatia?*	93	7.13	1.78	70	5.29	2.21

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between those who collaborate with the WBG and those who do not.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Croatia.*	89	7.21	1.74	55	5.95	1.98

(1-Not effective at all, 10-Very effective) \*Significantly different between those who collaborate with the WBG and those who do not.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Croatia solve its most complicated development challenges?*	89	7.84	1.69	49	6.78	2.21

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

\*Significantly different between those who collaborate with the WBG and those who do not.

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Health	2.2%	0.0%
Rural development	15.1%	12.7%
Foreign direct investment	8.6%	8.5%
Education	23.7%	32.4%
Energy	7.5%	4.2%
Job creation/employment	20.4%	32.4%
Financial markets	5.4%	4.2%
Disaster management	0.0%	0.0%
Crime and violence	0.0%	0.0%
European Union (EU) income convergence*	1.1%	7.0%
Transport (e.g., roads, bridges, transportation)*	5.4%	0.0%
Agricultural development	12.9%	4.2%
Global/regional integration	3.2%	2.8%
Gender equity	1.1%	1.4%
Public sector governance/reform	45.2%	46.5%
Urban development	3.2%	1.4%
Environmental sustainability	5.4%	1.4%
Economic growth	41.9%	35.2%
Law and justice (e.g., judicial system)	15.1%	23.9%
Regulatory framework*	14.0%	4.2%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management (e.g., oil, gas, mining)	3.2%	2.8%
Anti-corruption	8.6%	14.1%
Information and communications technology	1.1%	0.0%
Equality of opportunity (i.e., equity)	7.5%	2.8%
Private sector development	20.4%	26.8%
Regional disparities	7.5%	4.2%
Water and sanitation	2.2%	1.4%
Food security	0.0%	0.0%
Climate change (e.g., mitigation, adaptation)	0.0%	1.4%
Poverty reduction	3.2%	8.5%
Trade and exports	5.4%	4.2%
Social protection (e.g., pensions, targeted social assistance)	2.2%	1.4%

\*Significantly different between those who collaborate with the WBG and those who do not.

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

When thinking about the World Bank Group's role, which activity do you believe is of GREATEST VALUE in Croatia?

GREATEST VALUE Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Convening/facilitating	9.9%	10.0%
Data	1.1%	4.3%
Policy advice, studies, analyses	28.6%	40.0%
Financial resources	17.6%	10.0%
Capacity development	15.4%	15.7%
Technical assistance	2.2%	2.9%
Mobilizing third party financial resources	5.5%	8.6%
Coordination with the European Commission and international partners	11.0%	2.9%
Linkage to non-Bank expertise (i.e., knowledge sharing)	7.7%	4.3%
Other	1.1%	1.4%

\*Significantly different between those who collaborate with the WBG and those who do not.

When thinking about the World Bank Group's role, which activity do you believe is of 2<sup>ND</sup> GREATEST VALUE in Croatia?

2 <sup>ND</sup> GREATEST VALUE Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Convening/facilitating	11.0%	7.1%
Data	0.0%	2.9%
Policy advice, studies, analyses	19.8%	14.3%
Financial resources	14.3%	20.0%
Capacity development	14.3%	14.3%
Technical assistance	7.7%	11.4%
Mobilizing third party financial resources*	16.5%	5.7%
Coordination with the European Commission and international partners	6.6%	10.0%
Linkage to non-Bank expertise (i.e., knowledge sharing)	8.8%	14.3%
Other	1.1%	0.0%

\*Significantly different between those who collaborate with the WBG and those who do not.

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	79	7.42	1.74	37	6.84	1.91
Citizen engagement (incorporating citizens' voices into development)*	49	6.12	2.12	29	4.72	2.07
Policy design (for clarity and better incentives to achieve development goals)*	71	7.14	1.86	40	6.10	2.00

\*Significantly different between those who collaborate with the WBG and those who do not.

When thinking about how to improve capacity building in Croatia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	78	8.63	1.47	49	7.80	2.01
Citizen engagement (incorporating citizens' voices into development)*	65	7.83	1.72	45	6.44	2.61
Policy design (for clarity and better incentives to achieve development goals)*	77	8.62	1.51	49	7.88	2.13

\*Significantly different between those who collaborate with the WBG and those who do not.

**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 Croatia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Arrogant in its approach	1.1%	2.9%
Not client-focused	3.3%	0.0%
The credibility of its knowledge/data	1.1%	0.0%
Staff too inaccessible*	11.1%	1.4%
Not exploring alternative policy options	6.7%	4.3%
Not collaborating enough with stakeholders outside the Government	14.4%	15.7%
Its advice and strategies do not lend themselves to practical problem solving	12.2%	7.1%
Not enough public disclosure of its work	7.8%	11.4%
World Bank Group's processes too complex	12.2%	17.1%
Not willing to honestly criticize policies and reform efforts in the country	21.1%	14.3%
Too influenced by developed countries	13.3%	14.3%
Imposing technocratic solutions without regard to political realities	6.7%	7.1%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)*	18.9%	7.1%
Not aligned with the European Commission's and International Financial Institutions' work	7.8%	2.9%
Not aligned with country priorities	4.4%	8.6%
Not adequately sensitive to political/social realities in Croatia	8.9%	10.0%
Other	2.2%	4.3%
Don't know*	10.0%	30.0%

\*Significantly different between those who collaborate with the WBG and those who do not.

Which World Bank Group's instruments do you believe are the MOST EFFECTIVE in reducing poverty and promoting "shared prosperity" in Croatia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Trust Fund management	10.1%	4.3%
Knowledge products/services (analytical work, studies, surveys, etc.)	20.2%	30.0%
Investment lending (financing specific projects)*	50.6%	28.6%
Technical assistance (advice, best practice, international experience, etc.)	36.0%	32.9%
Capacity development	19.1%	28.6%
Policy based lending / budget support to the Government	15.7%	15.7%
Multi-sectoral approaches	19.1%	8.6%
Other	1.1%	0.0%
Don't know*	7.9%	20.0%

\*Significantly different between those who collaborate with the WBG and those who do not.

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	4.4%	
To a somewhat sufficient degree	18.7%	11.4%
To a somewhat insufficient degree	33.0%	22.9%
To a very insufficient degree	7.7%	12.9%
Don't know	36.3%	52.9%

\*Significantly different between those who collaborate with the WBG and those who do not.

**B. Overall Attitudes toward the World Bank Group (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)	Collaborating with the WBG	Not collaborating with the WBG
Academia/think tanks/research institutes	38.9%	40.0%
European Commission*	20.0%	2.9%
International partner community	3.3%	2.9%
Media	5.6%	5.7%
Local Government	12.2%	21.4%
Private sector	40.0%	37.1%
Parliament	3.3%	4.3%
NGOs/Community Based Organizations (CBOs)*	5.6%	17.1%
International Financial Institutions	4.4%	2.9%
Youth/university groups	22.2%	20.0%
Beneficiaries	22.2%	21.4%
Foundations	1.1%	1.4%
Other	1.1%	4.3%
Don't know	5.6%	5.7%

\*Significantly different between those who collaborate with the WBG and those who do not.

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Croatia*	85	6.52	2.14	54	5.48	2.09
The World Bank Group's work is aligned with what I consider the development priorities for Croatia*	84	6.73	1.88	53	5.77	2.08
The World Bank Group supports programs and strategies that are realistic for Croatia*	83	7.02	1.84	50	5.86	2.24
The World Bank Group treats clients and stakeholders in Croatia with respect*	86	8.30	1.69	51	6.96	2.23

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between those who collaborate with the WBG and those who do not.

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness*	77	7.18	2.02	43	5.98	2.01
Flexibility (in terms of the institution's products and services)*	75	7.07	1.96	44	5.34	2.02
Flexibility (in terms of changing country circumstances)*	74	6.89	1.98	44	5.55	2.15
Being inclusive*	75	7.16	1.81	44	5.89	1.94
Openness (sharing data and other information)*	80	7.73	2.00	50	6.62	2.02
Staff accessibility*	83	8.00	1.89	43	6.95	2.05
Straightforwardness and honesty*	79	7.84	1.92	47	6.53	2.27
Ease of access to the people at the World Bank Group who are making decisions important to my work*	77	8.17	1.77	38	6.32	2.32
Collaboration with civil society*	50	7.26	1.60	37	5.97	1.59
Collaboration with the Government*	66	7.88	1.71	38	6.82	1.81
Collaboration with the European Commission and international partners	49	7.61	1.73	28	6.79	2.01
Collaboration with the private sector*	54	6.46	2.21	33	5.36	1.90
The speed in which it gets things accomplished on the ground*	69	6.75	2.02	35	5.11	2.07
Being a long-term partner*	79	7.95	1.87	47	6.81	2.01

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

\*Significantly different between those who collaborate with the WBG and those who do not.

To be more effective development partner in Croatia, do you believe that the World Bank Group should have?  
(Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
More local presence	60.0%	64.2%
The current level of local presence is adequate	28.9%	16.4%
Less local presence	-	-
Don't know	11.1%	19.4%

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
The World Bank Group does not do adequate follow through/follow-up	6.7%	6.2%
Poor coordination with the European Commission and international partners	6.7%	1.5%
The World Bank Group is not sensitive enough to political/social realities on the ground*	12.4%	24.6%
Lack of/inadequate levels of capacity in Government	50.6%	53.8%
There is not an adequate level of citizen/civil society participation	12.4%	15.4%
The World Bank Group works too slowly	3.4%	4.6%
The Government works inefficiently	24.7%	15.4%
Political pressures and obstacles	30.3%	18.5%
Reforms are not well thought out in light of country challenges	31.5%	35.4%
Other	2.2%	4.6%

\*Significantly different between those who collaborate with the WBG and those who do not.



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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Anti-corruption	77	7.53	2.35	63	7.46	2.28
Information and communications technology*	82	7.76	2.03	61	6.90	2.29
Transport (e.g., roads, bridges, transportation)*	83	7.14	2.51	62	6.23	2.41
Crime and violence	76	5.58	2.87	62	5.23	2.49
Law and justice (e.g., judicial system)	80	7.69	2.33	63	7.65	2.07
Urban development	78	7.35	1.99	62	7.06	2.11
Environmental sustainability	80	7.90	2.02	61	7.57	1.99
Regulatory framework	80	7.39	2.37	62	7.45	2.30
Communicable/non-communicable diseases	72	5.18	2.99	55	5.45	2.49
Poverty reduction	82	8.07	1.97	62	8.03	2.06
Gender equity	75	6.19	2.58	60	5.78	2.52
Private sector development	81	8.64	1.44	61	8.38	1.78
Foreign direct investment	79	8.48	1.66	60	8.00	2.18
Water and sanitation	78	7.04	2.52	59	6.41	2.46
Trade and exports*	79	7.96	1.64	62	7.13	2.41
Economic growth	80	8.89	1.38	61	8.48	2.10
Energy	78	8.27	1.76	63	7.84	2.06
Disaster management	76	6.53	2.61	56	6.09	2.23
Public sector governance/reform	82	8.76	1.59	59	8.54	1.98
Job creation/employment	81	8.35	2.00	58	8.02	2.37
Financial markets	79	7.54	2.17	60	7.13	2.33
Equality of opportunity (i.e., equity)	78	7.15	2.52	59	7.31	1.90
Health	77	6.53	2.69	58	6.62	2.41
Rural development	81	7.86	1.99	60	7.78	2.15
Global/regional integration	80	7.79	1.92	60	7.13	2.31
Food security	79	6.80	2.52	55	6.51	2.40
Education	79	8.25	1.86	56	7.93	2.19
Social protection (e.g., pensions, targeted social assistance)	77	7.21	2.15	60	6.88	2.51
Climate change (e.g., mitigation, adaptation)	77	7.32	2.34	58	6.90	2.12
Agricultural development	79	8.00	2.14	60	7.88	2.12
Natural resource management (e.g., oil, gas, mining)	79	7.16	2.46	61	7.15	2.47
Regional disparities	79	7.65	1.92	58	7.38	2.18
European Union (EU) income convergence*	79	8.46	1.63	60	7.67	2.16

\*Significantly different between those who collaborate with the WBG and those who do not.

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Anti-corruption	29	5.03	2.63	19	4.58	1.74
Information and communications technology	37	6.24	2.06	19	5.32	1.92
Transport (e.g., roads, bridges, transportation)*	48	7.00	1.89	25	5.36	1.73
Law and justice (e.g., judicial system)*	37	5.76	2.30	22	4.55	2.02
Urban development*	30	6.33	2.06	21	4.95	2.20
Environmental sustainability*	39	7.13	2.08	24	5.29	2.27
Regulatory framework	38	6.34	2.13	21	5.38	1.75
Communicable/non-communicable diseases	17	5.06	2.61	12	5.00	1.86
Poverty reduction*	33	5.79	2.30	23	4.30	2.14
Gender equity	24	5.54	2.11	16	5.06	2.02
Private sector development*	35	6.29	1.92	19	4.63	2.36
Foreign direct investment*	34	6.56	2.09	22	4.50	2.43
Water and sanitation*	35	7.09	2.04	21	5.48	2.46
Trade and exports*	33	6.33	2.09	20	4.85	1.93
Economic growth*	40	6.22	2.06	28	4.39	2.06
Energy*	31	6.23	2.14	21	4.90	1.67
Disaster management	20	5.25	2.40	14	4.64	1.74
Public sector governance/reform*	51	6.20	2.32	31	4.55	2.06
Job creation/employment*	36	5.61	2.33	24	3.38	1.97
Financial markets	43	6.21	2.11	23	5.65	2.25
Equality of opportunity (i.e., equity)	27	5.56	2.56	21	4.52	1.89
Health	32	5.97	2.43	19	4.79	2.18
Rural development*	32	6.06	2.11	21	4.67	1.80
Global/regional integration	32	6.50	2.21	18	5.89	2.08
Food security	26	5.23	2.25	15	4.53	1.77
Education	33	5.79	2.45	26	5.23	2.30
Social protection (e.g., pensions, targeted social assistance)	37	5.97	2.46	21	5.19	2.48
Climate change (e.g., mitigation, adaptation)	31	5.97	2.54	19	4.68	1.95
Agricultural development	33	5.88	2.37	22	4.77	1.95
Regional disparities	32	5.81	2.32	19	5.00	1.63
European Union (EU) income convergence*	34	5.68	2.25	20	3.95	1.76

\*Significantly different between those who collaborate with the WBG and those who do not.

Where are the World Bank Group's decisions made primarily that support the program in Croatia? (Select only 1 response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
At the Headquarters (in Washington D.C.)	39.5%	25.8%
In the Central Europe and the Baltics Office in Brussels, Belgium Office	18.5%	17.7%
In the Istanbul Operational Center for IFC	-	3.2%
In the country	12.3%	6.5%
Don't know	29.6%	46.8%

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Croatia?*	75	6.45	1.95	44	5.11	2.12

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

\*Significantly different between those who collaborate with the WBG and those who do not.

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Croatia*	75	6.64	2.12	41	5.46	2.04
The World Bank Group meets Croatia's needs for knowledge services*	73	6.41	2.20	42	5.12	2.17

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between those who collaborate with the WBG and those who do not.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Croatia?*	62	6.76	2.20	30	5.40	2.34

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between those who collaborate with the WBG and those who do not.

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

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

(Select only ONE response)\*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Weekly	21.0%	-
Monthly	30.9%	13.1%
A few times a year	34.6%	50.8%
Rarely	13.6%	27.9%
Never	-	8.2%

\*Significantly different between those who collaborate with the WBG and those who do not.

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely*	70	7.11	1.69	37	6.22	1.95
Include appropriate level of stakeholder involvement during preparation*	69	7.12	1.77	35	6.14	1.75
Lead to practical solutions*	72	7.01	1.89	38	6.18	2.07
Are accessible (well written and easy to understand)	71	7.66	1.71	42	7.21	1.55
Are source of relevant information on global good practices	70	7.76	1.54	43	7.30	1.71
Are adequately disseminated*	69	7.39	1.85	41	6.56	1.78
Are translated enough into local language	67	7.24	2.12	38	7.18	2.23
Are adaptable to Croatia's specific development challenges and country circumstances*	69	7.30	1.91	40	6.40	2.27

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

\*Significantly different between those who collaborate with the WBG and those who do not.

	Collaborating with the WBG			Not Collaborating with the WBG		
	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?*	70	6.79	1.92	44	5.41	2.02
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	69	7.59	1.51	41	6.76	1.80

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

\*Significantly different between those who collaborate with the WBG and those who do not.

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	59	8.58	1.59	20	7.55	2.35
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	65	8.38	1.35	28	7.39	1.95
The World Bank Group's approvals and reviews are done in a timely fashion	62	7.71	1.78	23	7.26	1.89
The World Bank Group's "Safeguard Policy" requirements are reasonable	54	7.67	1.88	21	7.33	1.85
The World Bank Group's conditions on its lending are reasonable*	62	7.94	1.82	26	7.08	1.85
The World Bank Group takes decisions quickly in Croatia	60	7.60	1.76	25	6.96	2.13
Working with the WBG increases Croatia's institutional capacity	69	7.86	1.91	35	7.20	2.22
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	57	7.81	1.81	21	7.48	1.86
The World Bank Group provides effective implementation support	62	8.19	1.70	29	7.62	1.95

\*Significantly different between those who collaborate with the WBG and those who do not.

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Croatia?	45	6.42	2.35	28	5.96	1.82

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

**Which of the following best describes the way the World Bank Group operates in Croatia? (Select only ONE response)\***

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
The World Bank Group takes too much risk in Croatia	-	-
The World Bank Group does not take enough risk in Croatia	36.7%	27.1%
The World Bank Group's approach to risk is appropriate	35.4%	16.9%
Don't know	27.8%	55.9%

\*Significantly different between those who collaborate with the WBG and those who do not.

**Which of the following best describes the World Bank Group's support in Croatia? (Select only ONE response)\***

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Croatia	39.2%	23.7%
The World Bank Group is not sufficiently selective in Croatia, and it is involved in too many areas of development	24.1%	18.6%
Don't know	36.7%	57.6%

\*Significantly different between those who collaborate with the WBG and those who do not.

**F. The Future Role of the World Bank Group in Croatia****Which of the following SHOULD the World Bank Group do to make itself of greater value in Croatia?**

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Provide more adequate data/knowledge/statistics/figures on Croatia's economy	13.9%	15.8%
Ensure greater selectivity in its work	8.9%	1.8%
Offer more innovative financial products	13.9%	7.0%
Increase availability of reimbursable advisory services (RAS)	2.5%	1.8%
Assist in increasing European Union (EU) funds absorption	53.2%	59.6%
Improve the competitiveness of its financing compared to markets	6.3%	1.8%
Reach out more to groups outside of Government	15.2%	12.3%
Work faster	6.3%	5.3%
Improve the quality of its experts as related to Croatia's specific challenges*	5.1%	15.8%
Offer more innovative knowledge services	13.9%	12.3%
Collaborate more effectively with Government clients	12.7%	8.8%
Increase the level of capacity development in the country	22.8%	33.3%
Reduce the complexity of obtaining World Bank Group financing	12.7%	15.8%
Other	1.3%	0.0%

\*Significantly different between those who collaborate with the WBG and those who do not.

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

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Financial services*	24.1%	8.6%
Knowledge products	34.2%	48.3%
Convening services	11.4%	10.3%
None of the above	-	3.4%
The combination is appropriate for Croatia	24.1%	17.2%
Don't know	6.3%	12.1%

\*Significantly different between those who collaborate with the WBG and those who do not.

**G. Communication and Information Sharing**

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Periodicals	22.5%	27.6%
International newspapers	10.0%	1.7%
Local radio	2.5%	0.0%
International radio	0.0%	0.0%
Local television	35.0%	34.5%
International television	1.3%	3.4%
Local newspapers	12.5%	17.2%
Internet	83.8%	86.2%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	10.0%	10.3%
Other	7.5%	6.9%

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Direct contact with World Bank Group	21.3%	28.1%
e-Newsletters	33.8%	40.4%
World Bank Group's seminars/workshops/ conferences	43.8%	28.1%
World Bank Group's publications and other written materials	25.0%	22.8%
World Bank Group's website	52.5%	50.9%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	5.0%	5.3%
Mobile phones	0.0%	0.0%
Other	0.0%	0.0%

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	32.1%	24.6%
No	67.9%	75.4%

**G. Communication and Information Sharing (continued)****Have you requested information from the World Bank Group on its activities in the past year?\***

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	15.0%	1.8%
No	85.0%	98.2%

\*Significantly different between those who collaborate with the WBG and those who do not.

**Were you able to obtain this information?\***

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	100.0%	66.7%
No	-	33.3%

\*Significantly different between those who collaborate with the WBG and those who do not.

**Do you have access to the Internet?**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	100.0%	98.3%
No	-	1.7%

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	91.4%	86.4%
No	8.6%	13.6%

**Do you currently consult the World Bank Group social media sites?**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	9.9%	6.8%
No	90.1%	93.2%

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
High speed/WiFi	100.0%	98.2%
Dial-up	-	1.8%

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	66	6.92	2.32	48	7.08	1.70
I find the information on the World Bank Group's websites useful.	66	7.71	1.68	48	7.50	1.41
The World Bank Group's social media channels are valuable sources of information about the institution	16	7.06	2.38	10	7.40	1.90
When I need information from the World Bank Group I know how to find it	70	7.97	2.00	47	7.28	2.29
The WBG is responsive to my information requests and inquiries	58	8.28	1.94	21	7.76	1.81

\*Significantly different between those who collaborate with the WBG and those who do not.

**H Background Information**

Which of the following agencies of the World Bank Group do you primarily engage with in Croatia? (Select only 1 response)\*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
The World Bank (IBRD)	96.9%	76.4%
The International Finance Corporation (IFC)	3.1%	9.1%
The Multilateral Investment Guarantee Agency (MIGA)	-	-
Other	-	14.5%

\*Significantly different between those who collaborate with the WBG and those who do not.

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	28.9%	16.7%
No	71.1%	83.3%

If yes, what was your view of how the two institutions work together in Croatia? (Select only 1 response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
The two institutions work well together	60.7%	28.6%
The way the two institutions work together needs improvement	21.4%	7.1%
The two institutions do not work well together	-	-
Don't know	17.9%	64.3%

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Observer*	5.1%	34.7%
Use World Bank Group reports/data*	26.5%	47.2%
Engage in World Bank Group related/sponsored events/activities*	44.9%	26.4%
Collaborate as part of my professional duties*	53.1%	13.9%
Use World Bank Group website for information, data, research, etc.	19.4%	31.9%

\*Significantly different between those who collaborate with the WBG and those who do not.

What's your gender?

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Female	54.1%	51.4%
Male	45.9%	48.6%





## Appendix D: Responses to All 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. Although the FY12 and FY15 samples were fairly similar, the samples from both years were weighted to have equivalent stakeholder groups. Note, there were not enough respondents from local government to be included in this analysis.*

Original Distribution		
Percentage of Respondents	FY12	FY15
Office of the President/Minister	5.2%	5.4%
Government institutions (includes Office of Parliamentarian, employees of ministries, independent government institutions, PMU/Consultants on WBG supported projects, and the judiciary branch)	47.7%	45.8%
Bilateral/multilateral agencies (includes international partners)	7.0%	5.4%
Private sector (includes financial sector/private banks)	7.6%	14.9%
Academia	15.1%	13.7%
Media	6.4%	6.5%
Civil society (includes NGOs/CBOs, trade unions, and youth groups)	11.0%	8.3%
<b>Total Number of Respondents (Un-Weighted)</b>	<b>172</b>	<b>168</b>

(Note, respondents who indicated "Other" were excluded.)

*The weighted stakeholder breakdown is presented below:*

Weighted Distribution		
Percentage of Respondents	FY12	FY15
Office of the President/Minister	5.2%	5.2%
Government Institutions	44.6%	44.8%
Bilateral/Multilateral Agency	5.4%	5.4%
Private Sector	15.1%	15.1%
Academia	14.1%	13.9%
Media	5.2%	5.2%
Civil Society	10.3%	10.4%
<b>Total Number of Respondents (Weighted)</b>	<b>184</b>	<b>166</b>

*All data presented in this appendix are weighted. As a result, means of the FY15 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY12 respondents and the total number of respondents indicated may differ from those reported in the FY12 COS report.*

### A. General Issues facing Croatia

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

Percentage of Respondents	FY12	FY15
The right direction*	37.7%	27.0%
The wrong direction*	21.2%	41.6%
Not sure	41.1%	31.5%

\*Significantly different between FY15 and FY12

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Croatia?	183	6.38	2.25	158	6.28	2.14

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Croatia.	163	6.39	2.07	140	6.64	1.92

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Croatia solve its most complicated development challenges?	153	6.99	2.30	134	7.37	1.99

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

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Croatia*	166	5.47	2.20	135	6.06	2.15
The World Bank Group's work is aligned with what I consider the development priorities for Croatia	162	5.85	2.29	133	6.27	2.03
The World Bank Group supports programs and strategies that are realistic for Croatia	158	6.43	2.19	129	6.47	2.09
The World Bank Group treats clients and stakeholders in Croatia with respect*	163	7.15	2.27	134	7.68	2.06

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between FY15 and FY12

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
Responsiveness*	151	6.05	2.09	118	6.72	2.11
Flexibility (in terms of the institution's products and services)*	145	5.51	2.01	117	6.33	2.16
Flexibility (in terms of changing country circumstances)*	144	5.49	2.06	116	6.29	2.16
Being inclusive*	142	6.05	1.95	117	6.60	1.99
Openness (sharing data and other information)*	156	6.61	2.34	127	7.23	2.10
Staff accessibility*	146	6.82	2.33	123	7.58	2.01
Straightforwardness and honesty*	151	6.58	2.36	124	7.29	2.15
Collaboration with civil society*	127	5.76	2.23	86	6.60	1.79
Collaboration with the Government	139	7.14	1.99	100	7.38	1.90
Collaboration with the European Commission and international partners	121	7.30	2.05	76	7.18	1.97

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY15 and FY12

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

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
Anti-corruption	116	5.28	2.49	47	4.92	2.30
Information and communications technology	112	5.80	2.07	55	5.90	2.01
Transport (e.g., roads, bridges, transportation)	118	6.23	1.91	68	6.35	1.95
Law and justice (e.g., judicial system)	122	5.50	2.40	57	5.36	2.25
Urban development	109	5.74	2.31	48	5.65	2.16
Environmental sustainability	121	6.33	2.36	59	6.41	2.29
Regulatory framework	123	6.28	2.21	57	6.06	2.04
Communicable/non-communicable diseases	72	4.49	2.20	28	5.07	2.30
Poverty reduction	109	4.83	2.34	56	5.20	2.31
Gender equity	95	5.31	2.40	40	5.38	2.03
Private sector development*	113	4.84	2.36	54	5.69	2.19
Foreign direct investment	109	5.44	2.36	54	5.59	2.31
Water and sanitation	111	5.89	2.25	53	6.38	2.28
Trade and exports	98	5.27	2.13	51	5.78	2.14
Economic growth	125	5.38	2.41	66	5.45	2.24
Energy	112	5.60	2.25	50	5.70	2.04
Disaster management	76	4.39	2.08	33	4.99	2.15
Job creation/employment	123	4.79	2.36	59	4.73	2.45
Financial markets	115	5.63	2.30	64	6.03	2.16
Equality of opportunity (i.e., equity)	103	5.08	2.48	46	5.08	2.32
Health	103	5.44	2.22	49	5.46	2.30
Rural development	104	5.22	2.16	50	5.53	2.10
Education	124	5.51	2.23	58	5.58	2.38
Social protection (e.g., pensions, targeted social assistance)	117	5.13	2.34	56	5.66	2.49
Climate change (e.g., mitigation, adaptation)	100	5.02	2.31	49	5.46	2.39
Agricultural development	111	5.07	2.05	52	5.46	2.27
European Union (EU) income convergence	121	5.73	2.26	51	5.05	2.25

\*Significantly different between FY15 and FY12

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Croatia?	166	6.01	1.95	116	5.92	2.09

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

**C. World Bank Group's Effectiveness and Results (continued)****To what extent do you agree with the following statements about the World Bank Group in Croatia?**

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Croatia	167	6.17	2.17	112	6.14	2.17
The World Bank Group meets Croatia's needs for knowledge services	165	6.25	2.20	111	5.86	2.28

*(1-Strongly disagree, 10-Strongly agree)***D. The World Bank Group's Knowledge Work and Activities****How frequently do you consult World Bank Group's knowledge work and activities in the work you do? (Select only 1 response)**

Percentage of Respondents	FY12	FY15
Weekly*	4.8%	11.3%
Monthly	17.8%	22.0%
A few times a year*	55.4%	42.4%
Rarely	17.1%	20.8%
Never	4.9%	3.5%

*\*Significantly different between FY15 and FY12***In Croatia, to what extent do you believe that the World Bank Group's knowledge work and activities:**

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
Are timely*	156	6.19	2.18	103	6.80	1.81
Include appropriate level of stakeholder involvement during preparation*	150	6.05	2.21	100	6.76	1.78
Lead to practical solutions	158	6.35	2.14	106	6.68	1.97
Are accessible (well written and easy to understand)*	164	6.51	2.25	109	7.47	1.64
Are source of relevant information on global good practices	162	7.14	2.21	109	7.58	1.62
Are adequately disseminated*	151	5.79	2.36	106	7.03	1.83
Are translated enough into local language	151	6.85	2.32	101	7.16	2.13
Are adaptable to Croatia's specific development challenges and country circumstances*	159	6.21	2.08	105	6.92	2.09

*(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY15 and FY12*

	FY12			FY15		
	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?	171	6.31	2.00	109	6.19	2.03
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	168	7.45	1.96	106	7.24	1.66

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

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

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	113	7.38	2.39	75	8.29	1.86
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	149	7.19	2.24	89	8.04	1.60
The WBG's approvals and reviews are done in a timely fashion*	133	6.71	2.24	81	7.58	1.72
The World Bank Group's "Safeguard Policy" requirements are reasonable*	125	6.45	2.27	71	7.54	1.81
The World Bank Group's conditions on its lending are reasonable*	144	6.82	2.29	85	7.66	1.87
Working with the WBG increases Croatia's institutional capacity	167	7.38	2.06	100	7.65	2.00
Where country systems are adequate, the World Bank Group makes appropriate use of them	125	7.19	2.20	74	7.71	1.73
The World Bank Group provides effective implementation support*	149	7.10	2.25	88	8.00	1.77

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between FY15 and FY12

**G. Communication and Information Sharing**

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

Percentage of Respondents	FY12	FY15
Yes	30.3%	28.6%
No	69.7%	71.4%

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

Percentage of Respondents	FY12	FY15
Yes	14.9%	8.8%
No	85.1%	91.2%

Were you able to obtain this information?

Percentage of Respondents	FY12	FY15
Yes	83.9%	92.6%
No	16.1%	7.4%

Do you have access to the Internet?

Percentage of Respondents	FY12	FY15
Yes	100.0%	99.4%
No		0.6%

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

Percentage of Respondents	FY12	FY15
Yes	85.2%	90.5%
No	14.8%	9.5%

**G. Communication and Information Sharing**

Please rate how much you agree with the following statements.

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	149	6.85	1.91	111	7.03	1.99
I find the information on the World Bank Group's websites useful.	154	7.49	1.87	111	7.65	1.49
When I need information from the World Bank Group I know how to find it	168	7.12	2.55	112	7.65	2.07
The World Bank Group is responsive to my information requests and inquiries*	114	7.07	2.48	74	8.14	1.74

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between FY15 and FY12

**H. Background Information**

Which one of the following best describes your level of interaction with the World Bank Group in your country?

Percentage of Respondents	FY12	FY15
I currently collaborate with the WBG	55.5%	56.8%
I am not currently collaborating with the WBG	44.5%	43.2%

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

Percentage of Respondents (Responses combined)	FY12	FY15
Observer	22.0%	18.3%
Use World Bank Group reports/data	33.6%	35.5%
Engage in World Bank Group related/sponsored events/activities	31.8%	36.2%
Collaborate as part of my professional duties	31.2%	36.3%
Use World Bank Group website for information, data, research, etc.	28.5%	24.2%



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

Indicator Question	Which one of the following best describes your level of interaction with the WBG?		Which of the following describes most of your exposure to the World Bank in Croatia? (Choose no more than TWO)									
	Not Collaborating	Currently Collaborating	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Croatia.	5.95	7.21	6.90	5.74	6.90	6.42	6.52	7.06	6.43	7.16	6.70	6.79
Overall the World Bank Group currently plays a relevant role in development in Croatia	5.48	6.52	6.18	5.77	6.29	5.84	5.82	6.67	6.07	6.18	6.11	6.11
The World Bank Group's work is aligned with what I consider the development priorities for Croatia	5.77	6.73	6.45	5.70	6.63	5.89	6.03	6.90	6.25	6.47	6.26	6.56
Responsiveness	5.98	7.18	6.82	5.94	7.14	6.00	6.44	7.15	6.27	7.31	6.78	6.46
Flexibility (in terms of the institution's products and services)	5.34	7.07	6.52	5.59	6.88	5.56	6.22	6.70	5.90	7.08	6.36	6.52
Flexibility (in terms of changing country circumstances)	5.55	6.89	6.49	5.47	6.72	5.77	6.13	6.73	5.92	6.96	6.35	6.33
Being inclusive	5.89	7.16	6.73	6.00	6.99	6.12	6.32	7.20	6.41	6.98	6.78	6.15
Openness (sharing data and other information)	6.62	7.73	7.37	6.44	7.46	6.90	6.96	7.73	7.00	7.60	7.26	7.18
Staff accessibility	6.95	8.00	7.68	6.88	7.80	7.17	7.29	8.04	7.19	8.11	7.69	7.19
Straightforwardness and honesty	6.53	7.84	7.36	6.78	7.46	6.98	6.83	8.02	7.08	7.57	7.36	7.03
Ease of access to the people at the World Bank Group who are making decisions important to my work	6.32	8.17	7.56	6.85	7.91	6.68	7.11	8.09	6.98	8.12	7.64	7.03
Collaboration with civil society	5.97	7.26	6.65	6.53	6.94	6.25	6.32	7.15	6.52	6.87	6.79	6.10
Collaboration with the Government	6.82	7.88	7.52	6.87	7.62	7.10	7.15	7.87	7.20	7.74	7.46	7.27
Collaboration with the European Commission and international partners	6.79	7.61	7.26	7.00	7.39	6.97	7.02	7.59	7.20	7.26	7.21	7.29
Collaboration with the private sector	5.36	6.46	6.06	5.58	6.04	5.95	5.78	6.33	6.00	6.00	5.81	6.62
The speed in which it gets things accomplished on the ground	5.11	6.75	6.22	5.58	6.62	5.39	5.91	6.56	5.86	6.50	6.04	6.57
Being a long-term partner	6.81	7.95	7.58	6.71	7.77	6.96	7.01	8.23	7.34	7.64	7.39	7.70
To what extent does the World Bank Group's work help to achieve development results in Croatia?	5.11	6.45	6.05	5.47	6.20	5.60	5.82	6.23	5.77	6.24	5.99	5.90
The WBG's financial instruments meet the needs of Croatia	5.46	6.64	6.31	5.54	6.64	5.56	6.03	6.58	5.87	6.72	6.27	6.13
The World Bank Group meets Croatia's needs for knowledge services	5.12	6.41	6.10	4.93	6.36	5.29	5.97	5.91	5.60	6.43	5.93	6.00
Are adaptable to Croatia's specific development challenges and country circumstances	6.40	7.30	7.08	6.23	7.06	6.87	6.72	7.41	6.91	7.09	6.94	7.10
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	5.41	6.79	6.37	5.69	6.49	5.96	6.10	6.56	6.04	6.64	6.33	6.14
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	6.76	7.59	7.38	6.42	7.45	7.02	7.19	7.42	6.99	7.73	7.28	7.28
The WBG takes decisions quickly in Croatia	6.96	7.60	7.49	6.67	7.61	7.04	7.25	7.69	7.32	7.55	7.48	7.26
Where country systems are adequate, the WBG makes appropriate use of them	7.48	7.81	7.78	7.29	7.96	7.32	7.57	8.00	7.80	7.66	7.63	8.12

Yellow highlight indicates significant difference between Yes and No means.



## Appendix F: Croatia FY 2015 Questionnaire



### **World Bank Group Country Survey FY15 – Croatia**

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

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

Finally, the survey relates to the World Bank Group's work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

**To complete the survey, please circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check "Don't know".**

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

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

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



**SECTION A: GENERAL ISSUES****A2. Listed below are a number of development priorities in Croatia.****Please identify which of the following you consider the most important development priorities in Croatia? (Choose no more than THREE)**

1	Global/regional integration	18	Transport (e.g., roads, bridges, transportation)
2	Gender equity	19	Climate change (e.g., mitigation, adaptation)
3	Private sector development	20	Agricultural development
4	Energy	21	Education
5	Food security	22	Poverty reduction
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23	Social protection (e.g., pensions, targeted social assistance)
7	Foreign direct investment	24	Trade and exports
8	Water and sanitation	25	Crime and violence
9	Anti corruption	26	Economic growth
10	Urban development	27	Natural resource management (e.g., oil, gas, mining)
11	Environmental sustainability	28	Disaster management
12	European Union (EU) income convergence	29	Regional disparities
13	Job creation/employment	30	Law and justice (e.g., judicial system)
14	Rural development	31	Regulatory framework
15	Financial markets	32	Communicable/non-communicable diseases
16	Equality of opportunity (i.e., equity)	33	Information and communications technology
17	Health		

**SECTION A: GENERAL ISSUES**

**A3. Poverty reduction is a broad term that encompasses work in many different areas.**

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

1	Social protection (e.g., pensions, targeted social assistance)	17	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
2	Rural development	18	Natural resource management (e.g., oil, gas, mining)
3	Regional disparities	19	European Union (EU) income convergence
4	Urban development	20	Environmental sustainability
5	Regulatory framework	21	Disaster management
6	Gender equity	22	Health
7	Water and sanitation	23	Anti corruption
8	Equality of opportunity (i.e., equity)	24	Private sector development
9	Economic growth	25	Foreign direct investment
10	Climate change (e.g., mitigation, adaptation)	26	Education
11	Global/regional integration	27	Energy
12	Law and justice (e.g., judicial system)	28	Agricultural development
13	Transport (e.g., roads, bridges, transportation)	29	Job creation/employment
14	Crime and violence	30	Financial markets
15	Communicable/non-communicable diseases	31	Trade and exports
16	Information and communications technology	32	Food security

**SECTION A: GENERAL ISSUES**

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

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

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

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

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

<b>B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Croatia solve its most complicated development challenges?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all								To a very significant degree	Don't know	

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in Croatia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Croatia? (Choose no more than THREE)</b>			
1	Health	18	Economic growth
2	Rural development	19	Law and justice (e.g., judicial system)
3	Foreign direct investment	20	Regulatory framework
4	Education	21	Communicable/non-communicable diseases
5	Energy	22	Natural resource management (e.g., oil, gas, mining)
6	Job creation/employment	23	Anti corruption
7	Financial markets	24	Information and communications technology
8	Disaster management	25	Equality of opportunity (i.e., equity)
9	Crime and violence	26	Private sector development
10	European Union (EU) income convergence	27	Regional disparities
11	Transport (e.g., roads, bridges, transportation)	28	Water and sanitation
12	Agricultural development	29	Food security
13	Global/regional integration	30	Climate change (e.g., mitigation, adaptation)
14	Gender equity	31	Poverty reduction
15	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	32	Trade and exports
16	Urban development	33	Social protection (e.g., pensions, targeted social assistance)
17	Environmental sustainability		

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

**B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Croatia?**

		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Coordination with the European Commission and international partners	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (i.e., knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

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

		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
<b>B6</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B7</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B8</b>	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**When thinking about how to improve capacity building in Croatia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")**

		<b>Not important at all</b>										<b>Very important</b>	<b>Don't know</b>
<b>B9</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B10</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B11</b>	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Croatia? (Choose no more than TWO)**

1	Arrogant in its approach
2	Not client focused
3	The credibility of its knowledge/data
4	Staff too inaccessible
5	Not exploring alternative policy options
6	Not collaborating enough with stakeholders outside the Government
7	Its advice and strategies do not lend themselves to practical problem solving
8	Not enough public disclosure of its work
9	World Bank Group's processes too complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Too influenced by developed countries
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with the European Commission's and International Financial Institutions' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in Croatia
17	Other (please specify): _____
18	Don't know

**B13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty and promoting "shared prosperity" in Croatia? (Choose no more than TWO)**

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

**B14. To what extent do you believe that the World Bank Group's work and support help the poorest (i.e., the bottom 40 percent of the population) in Croatia? (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**

**B15. 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	Academia/think tanks/research institutes	8	NGOs/Community Based Organizations (CBOs)
2	European Commission	9	International Financial Institutions
3	International partner community	10	Youth/university groups
4	Media	11	Beneficiaries
5	Local Government	12	Foundations
6	Private sector	13	Other (please specify): _____
7	Parliament	14	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B16</b>	Overall the World Bank Group currently plays a relevant role in development in Croatia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B17</b>	The World Bank Group's work is aligned with what I consider the development priorities for Croatia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B18</b>	The World Bank Group supports programs and strategies that are realistic for Croatia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B19</b>	The World Bank Group treats clients and stakeholders in Croatia with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B20</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B21</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B22</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B23</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B24</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B25</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B26</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B27</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B28</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B29</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B30</b>	Collaboration with the European Commission and international partners	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B31</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B32</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B33</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

**B34. To be a more effective development partner in Croatia, do you believe that the World Bank Group should have... ? (Select only ONE response)**

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
----------------------------------------------	--------------------------------------------------------------------------	----------------------------------------------	-------------------------------------

**B35. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

1	The World Bank Group does not do adequate follow through/follow-up
2	Poor coordination with the European Commission and international partners
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	There is not an adequate level of citizen/civil society participation
6	The World Bank Group works too slowly
7	The Government works inefficiently
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____



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

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

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

**C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Croatia?** *(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	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
30	Regional disparities	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
31	European Union (EU) income convergence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

**C3. Where are the World Bank Group's decisions made primarily that support the program in Croatia? (Select only ONE response)**

1	At the Headquarters (in Washington D.C.)
2	In the Central Europe and the Baltics Office in Brussels, Belgium Office
3	In the Istanbul Operational Center for IFC
4	In the country
5	Don't know

**C4. To what extent does the World Bank Group's work help to achieve development results in Croatia?**

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 do you agree with the following statements about the World Bank Group in Croatia?**

		Strongly disagree										Strongly agree	Don't know
<b>C5</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Croatia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C6</b>	The World Bank Group meets Croatia'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"/>	

**C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Croatia?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all					To a very significant degree					Don't know

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



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

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

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

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

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

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

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

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

**SECTION E: WORKING WITH THE WORLD BANK GROUP**

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

<b>E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Croatia?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree	Don't know		

<b>E11. Which of the following best describes the way the World Bank Group operates in Croatia? (Select only one response)</b>	
1	The World Bank Group takes too much risk in Croatia
2	The World Bank Group does not take enough risk in Croatia
3	The World Bank Group's approach to risk is appropriate
4	Don't know

<b>E12. Which of the following best describes the WBG's support in Croatia? (Select only one response)</b>	
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Croatia
2	The World Bank Group is not sufficiently selective in Croatia, and it is involved in too many areas of development
3	Don't know

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN CROATIA****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Croatia? (Choose no more than TWO)**

1	Provide more adequate data/knowledge/statistics/figures on Croatia's economy
2	Ensure greater selectivity in its work
3	Offer more innovative financial products
4	Increase availability of reimbursable advisory services (RAS)
5	Assist in increasing European Union (EU) funds absorption
6	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
7	Reach out more to groups outside of Government
8	Work faster
9	Improve the quality of its experts as related to Croatia's specific challenges
10	Offer more innovative knowledge services
11	Collaborate more effectively with Government clients (e.g., national, state, local)
12	Increase the level of capacity development in the country
13	Reduce the complexity of obtaining World Bank Group financing
14	Other (please specify): _____

**F2. When considering the combination of services that the World Bank Group offers in Croatia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Croatia? (Select only ONE response)**

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

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How do you get most of your information about economic and social development issues in Croatia? (Choose no more than TWO)**

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

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

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

<b>G3</b>	Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Have you requested information from the World Bank Group on its activities in the past year? <b>(If YES please go to Question G5; if NO please go to G6)</b>	<b>Yes</b>	<b>No</b>
<b>G5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you use/have you used the World Bank Group websites?	<b>Yes</b>	<b>No</b>
<b>G8</b>	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	<b>Yes</b>	<b>No</b>

**G9. Which Internet connection do you use primarily when visiting a World Bank Group website?**

1	High speed/WiFi
2	Dial-up

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
<b>G10</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G11</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G12</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G13</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G14</b>	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	



**SECTION H: BACKGROUND INFORMATION**

<b>H1. Which of the following best describes your current position? (Select only ONE response)</b>			
1	Office of the President, Prime Minister	11	NGO/Community Based Organization
2	Office of Minister	12	Media (press, radio, TV, web, etc.)
3	Office of Parliamentarian	13	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Trade Union
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	15	Faith-Based Group
6	Local Government Office or Staff	16	Youth Group
7	Bilateral/Multilateral Agency	17	Academia/Research Institute/Think Tank
8	Private Sector Organization	18	Judiciary Branch
9	Private Foundation	19	European Commission
10	Financial Sector/Private Bank	20	Other (please specify): _____

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

<b>H3. Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)</b>	
1	I currently collaborate with the World Bank Group
2	I have previously collaborated with the World Bank Group
3	Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)
4	I have never collaborated with the World Bank Group

**SECTION H: BACKGROUND INFORMATION**

**H4. Which of the following agencies of the World Bank Group do you primarily engage with in Croatia? (Select only ONE response)**

- |   |                                                     |
|---|-----------------------------------------------------|
| 1 | The World Bank (IBRD)                               |
| 2 | The International Finance Corporation (IFC)         |
| 3 | The Multilateral Investment Guarantee Agency (MIGA) |
| 4 | Other (please specify): _____                       |

**H5. Do your projects involve both the World Bank and the IFC?**  
**(If YES please go to Question H6; If NO please go to H7)**

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

**H6. If yes, what was your view of how the two institutions work together in Croatia?**  
**(Select only ONE response)**

- |   |                                                              |
|---|--------------------------------------------------------------|
| 1 | The two institutions work well together                      |
| 2 | The way the two institutions work together needs improvement |
| 3 | The two institutions do not work well together               |
| 4 | Don't know                                                   |

**H7. Which of the following describes most of your exposure to the World Bank Group in Croatia?**  
**(Choose no more than TWO)**

- |   |                                                                           |
|---|---------------------------------------------------------------------------|
| 1 | Observer (i.e., follow in media, discuss in informal conversations, etc.) |
| 2 | Use World Bank Group reports/data                                         |
| 3 | Engage in World Bank Group related/sponsored events/activities            |
| 4 | Collaborate as part of my professional duties                             |
| 5 | Use World Bank Group website for information, data, research, etc.        |

**H8. What's your gender?**

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

**H9. Which best represents your geographic location?**

- |   |                   |
|---|-------------------|
| 1 | Zagreb area       |
| 2 | Other urban areas |
| 3 | Rural areas       |

**Thank you for completing the survey!**