

FY 2022 Bulgaria
Country Opinion Survey Report

THE WORLD BANK GROUP

Business Intelligence Team



September 2022

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Acknowledgements

The Bulgaria Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Business Intelligence (BI) team, led by José De Buerba (Senior External Affairs Officer). Yulia Danilina, Jessica Cameron, Nan Lin, and Sofya Gubaydullina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. BI acknowledges the significant contribution from the Bulgaria country team and independent fielding agency ESTAT LTD. In particular, BI is grateful for the support from Ivelina Todorova Taushanova (Senior External Affairs Officer) and Adela Ivanova Delcheva Nachkova (Operations Assistant), who coordinated the survey related activities from Sofia, Bulgaria.



Country Opinion Surveys
THE WORLD BANK GROUP



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BULGARIA





I. Objectives

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

1. What opinion do key stakeholders have of the WBG when it comes to its effectiveness, relevance, alignment with Bulgaria's development priorities, and other key indicators? Are opinions improving or declining?
2. What areas of development are perceived to be the most important? Have the priorities changed over the past three years?
3. How the WBG is perceived as a development partner? Are opinions improving or declining?
4. What do key stakeholder value the most, and the least when it comes to the WBGs work at the country level? What are the priorities looking forward?
5. Are stakeholders familiar with the WBG's financial products? Are there differences among stakeholder groups in terms of familiarity?
6. What opinion do key stakeholders have of the WBG knowledge products and their quality? Are opinions improving or declining?
7. What are the preferred communication channels and which channels are reported to be used the most? Are there differences among stakeholder groups in terms of preferred channels?

From May to June of 2022, a total of 449 stakeholders who work in the area of socioeconomic development in Bulgaria were invited to participate in the survey. Among them were representatives from the government, civil society, bilateral and multilateral organizations, private sector, academia, and the media. A total of 210 stakeholders completed the survey (47% response rate). Respondents received the questionnaire link via email and completed the questionnaire online.

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

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



II. Demographics of the Sample (continued)

Current Affiliation

- Note that for further analyses, some respondent groups were combined (for details see Appendix C).

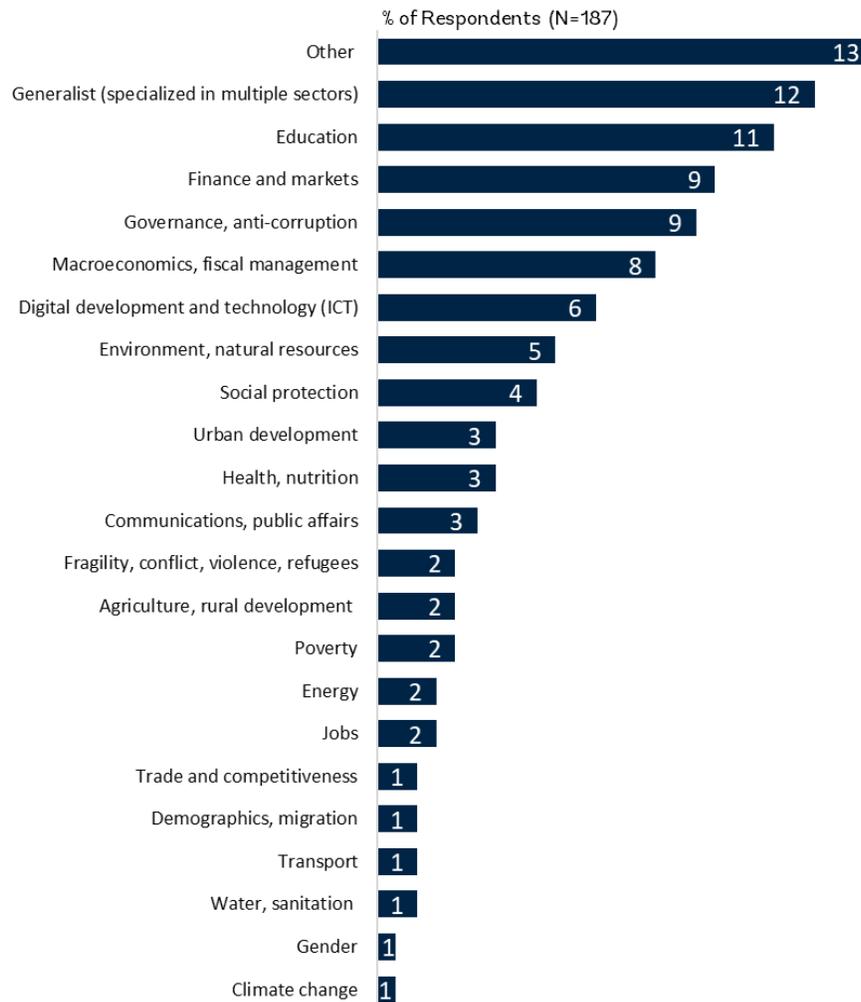


"Which of the following best describes your current affiliation?
(Select only 1 response)"
Respondents chose from a list.



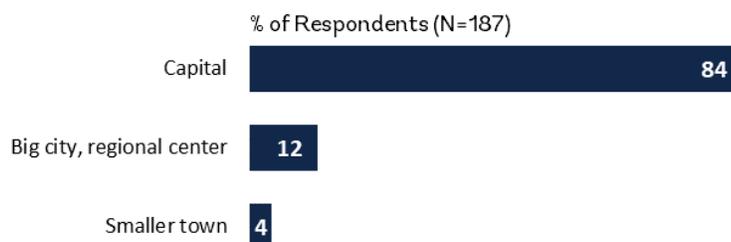
II. Demographics of the Sample (continued)

Area of Primary Specialization



"Please identify the primary specialization of your work. (Select only 1 response)"
Respondents chose from a list.

Geographic Locations



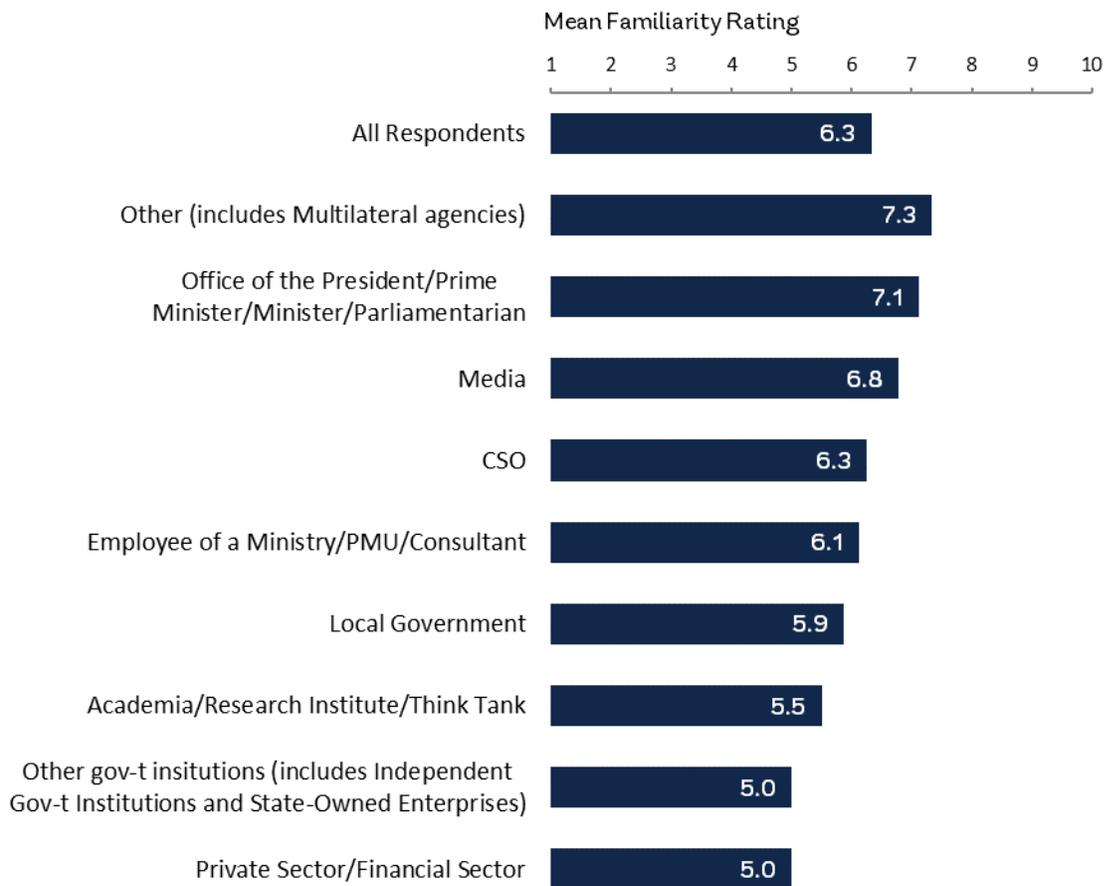
"Which best represents your geographic location?"
(Respondents chose from a list.)



II. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year’s Country Survey had statistically similar levels of familiarity with the WBG compared to respondents in the FY’ 18 Country Survey (FY’ 22 mean = 6.2; FY’ 18 mean = 6.0).
- **Collaboration:** Respondents who collaborate with the WBG also reported significantly higher levels of familiarity with the work of the WBG compared to respondents who do not collaborate (mean familiarity of collaborators = 7.0; mean familiarity of non-collaborators = 5.6).
- **Stakeholder groups:** Respondents across stakeholder groups had statistically similar levels of familiarity with the work of the World Bank.



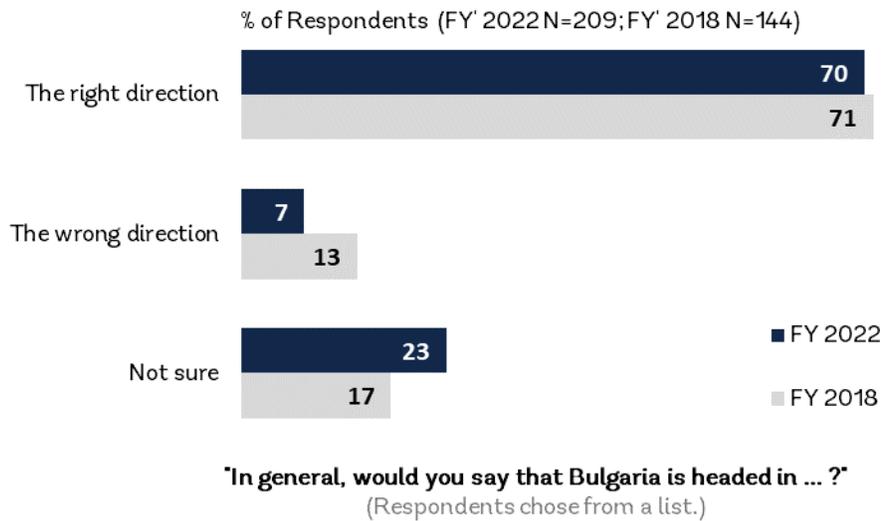
"How familiar are you with the work of the World Bank in Bulgaria?"
(1-"Not familiar at all", 10-"Extremely familiar")



III. Overall Context

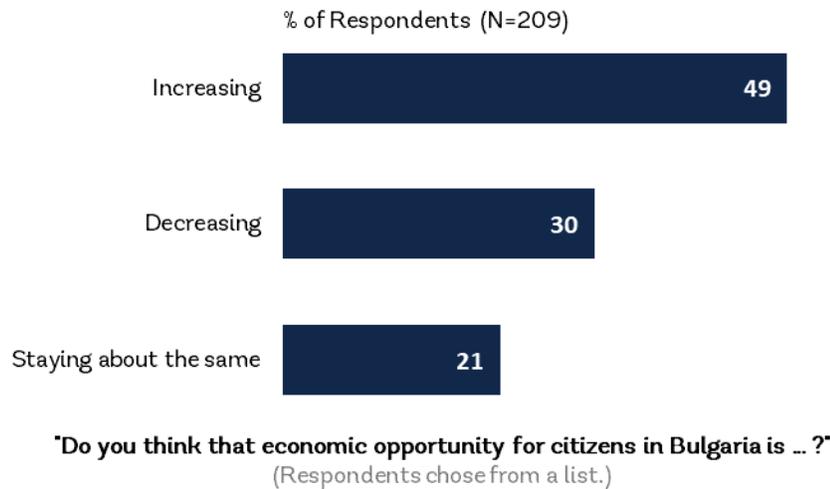
Country Direction

Overall, respondents continue to believe that Bulgaria is headed in the right direction. However, respondents from the “Media” are the least optimistic – only 20% of them think that the country is headed in the right direction.



Perceptions of Economic Opportunity

Respondents are less optimistic about the economic opportunity for citizens in the country – only 49 % believing that it is increasing.





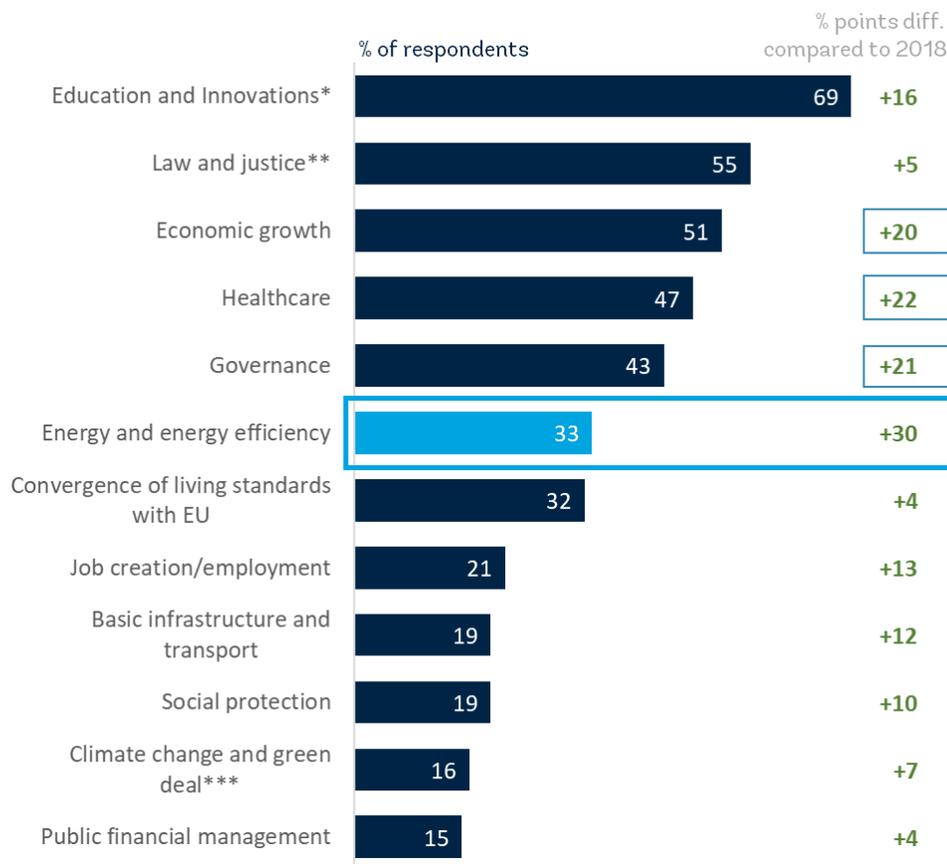
III. Overall Context (continued)

Development Priority

In 2022, “Education and Innovations”, “Law and justice”, and “Economic growth” continue to be the most important development priorities in Bulgaria, according to the respondents.

The share of respondents who selected “Energy and energy efficiency” among the top development priorities has gone markedly up, from only 3% in FY’ 18 to 33% in FY’ 22.

More respondents in FY’ 22 selected “Healthcare”, Economic growth”, and “Governance” among the top development priorities. This increase (as well as increase across all other development priorities) is partially attributable to the change in the methodology¹, but the highest increases may also suggest a heightened prominence of these priorities in Bulgaria.



Please identify which of the following development priorities you consider the most important in Bulgaria. (Choose no more than 5)

Respondents chose from a list. Responses combined.
Top 12 out of 20 shown

Note: n=208

* In FY’ 18, this option was “Education”

** In FY’ 18, this option was “Judiciary reform”

*** In FY’ 18, this option was “Climate change”

¹ In FY’ 18, respondents were offered to select up to three priorities from the list, while in FY’ 22 – up to five.



III. Overall Context (continued)

Trust in Institutions

Respondents expressed relatively high level of trust in the WBG “to do what is right”, along with the private sector and the EU institutions. Notably, respondents reported much less trust in the UN, and particularly in the WHO.



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

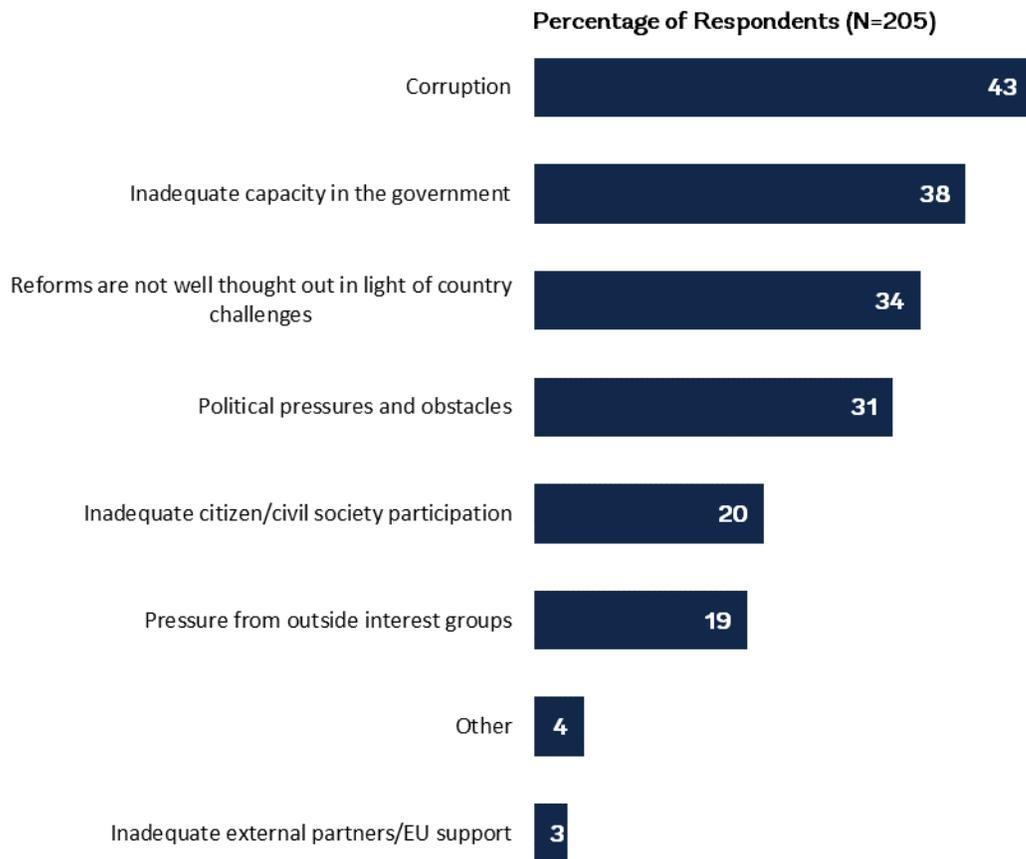
¹Indicator Question



III. Overall Context (continued)

Attributions for Slow/Failed Reform Efforts

Respondents from civil society organizations were significantly more likely to attribute slow or failed reform efforts in Bulgaria to corruption (65%) than respondents from independent government institutions and state-owned enterprises (17%).



"When economic and/or social reform efforts fail or are slow to take place in Bulgaria, which of the following would you attribute this to? (Choose no more than 2)"

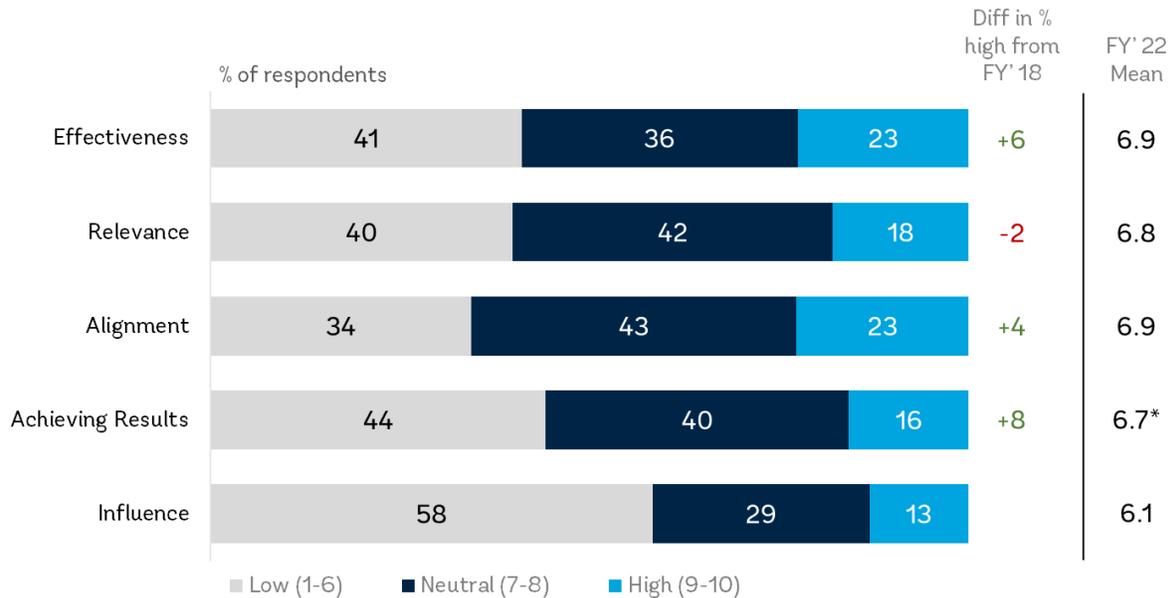
(Respondents chose from a list. Responses combined.)



IV. Overall Attitudes toward the World Bank Group

Key Performance Indicator Questions²

There were slight improvements in the perceptions of the WBG in terms of its effectiveness and alignment with Bulgaria's development priorities, and a significant (although still moderate) improvement in terms of the perceived ability to achieve development results. The WBG's perceived relevance has somewhat decreased, while its ability to influence the development agenda in Bulgaria was ranked the lowest among the key indicator questions.



² Questions included in this analysis:

- B4_1 Overall, please rate your impression of the effectiveness of these organizations in Bulgaria: The World Bank (IBRD) (1-"Not effective at all", 10-"Very effective")
- B2 Overall, the World Bank Group currently plays a relevant role in development in Bulgaria (1-"Strongly disagree", 10-"Strongly agree")
- B3 The World Bank Group's work is aligned with what I consider the development priorities for Bulgaria (1-"Strongly disagree", 10-"Strongly agree")
- B5 To what extent does the World Bank Group's work help to achieve development results in Bulgaria? (1-"To no degree at all", 10-"To a very significant degree")
- B6 To what extent does the World Bank Group influence the development agenda in Bulgaria?



IV. Overall Attitudes toward the World Bank Group (continued)

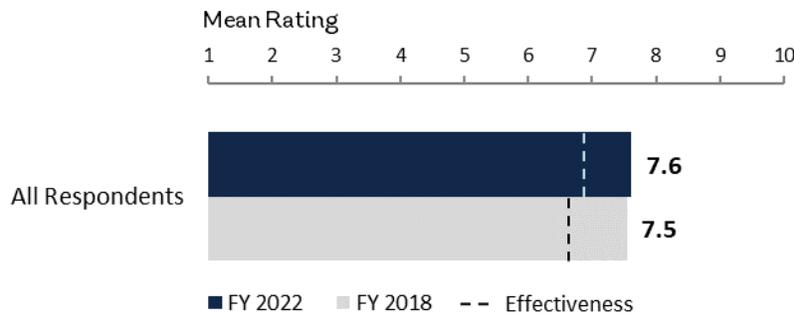
Greatest Value

Year comparison: Respondents in Bulgaria continue to value WBG’s policy advice, studies, and analyses the most among other activities (54% in FY’ 18 and 46% in FY’ 22), along with the WBG’s global knowledge (38%). Notably, fewer respondents in FY’ 22 selected implementation support among the most valued activities—only 11%, compared to 38% in FY’ 18.



"When thinking about the World Bank Group’s role in Bulgaria, which activity do you VALUE the most? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)

The level of preparedness of the WBG staff is ranked higher than the perceived level of overall effectiveness of the institution in the country, and this perception hasn’t changed since FY’ 18.



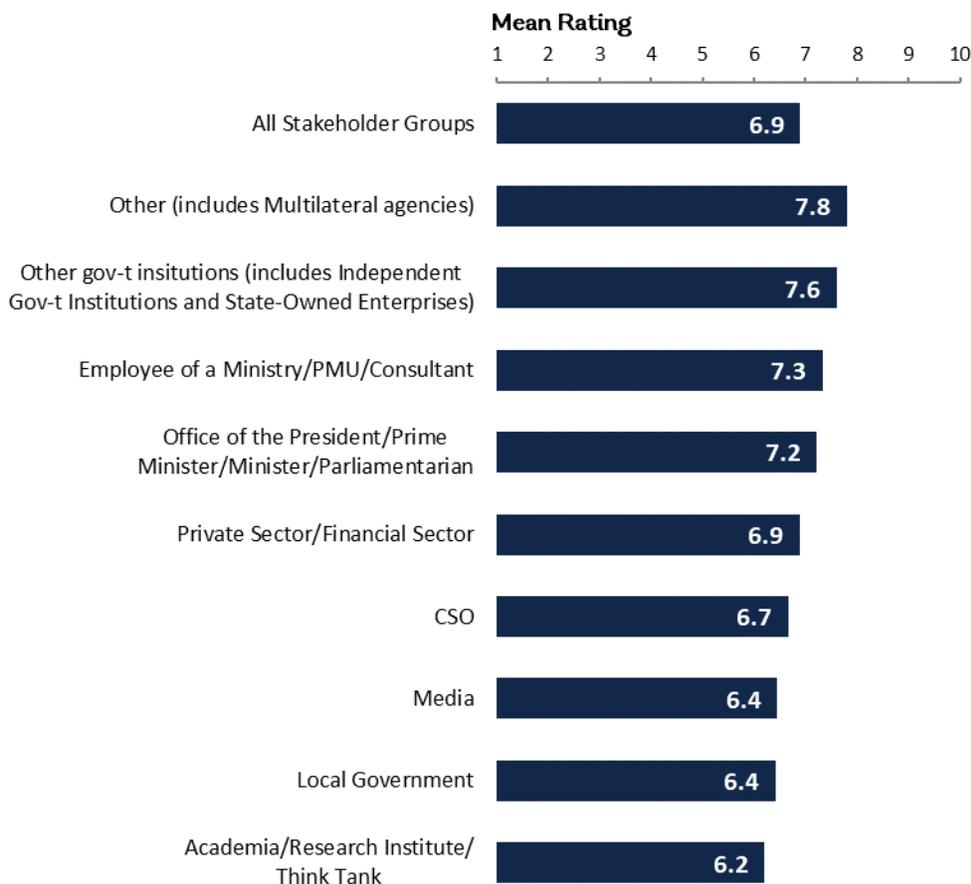
"To what extent do you believe the World Bank Group’s staff is well prepared (e.g., skills mix and knowledge) to help Bulgaria solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")



IV. Overall Attitudes toward the World Bank Group (continued)

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-four COS indicator questions (mean rating = 7.3) compared to respondents who do not collaborate with the WBG (mean rating = 6.5).
- **Stakeholder groups:** Respondents from Bilateral and Multilateral agencies and from “Other” organizations had the highest mean ratings for the Academia had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 38).



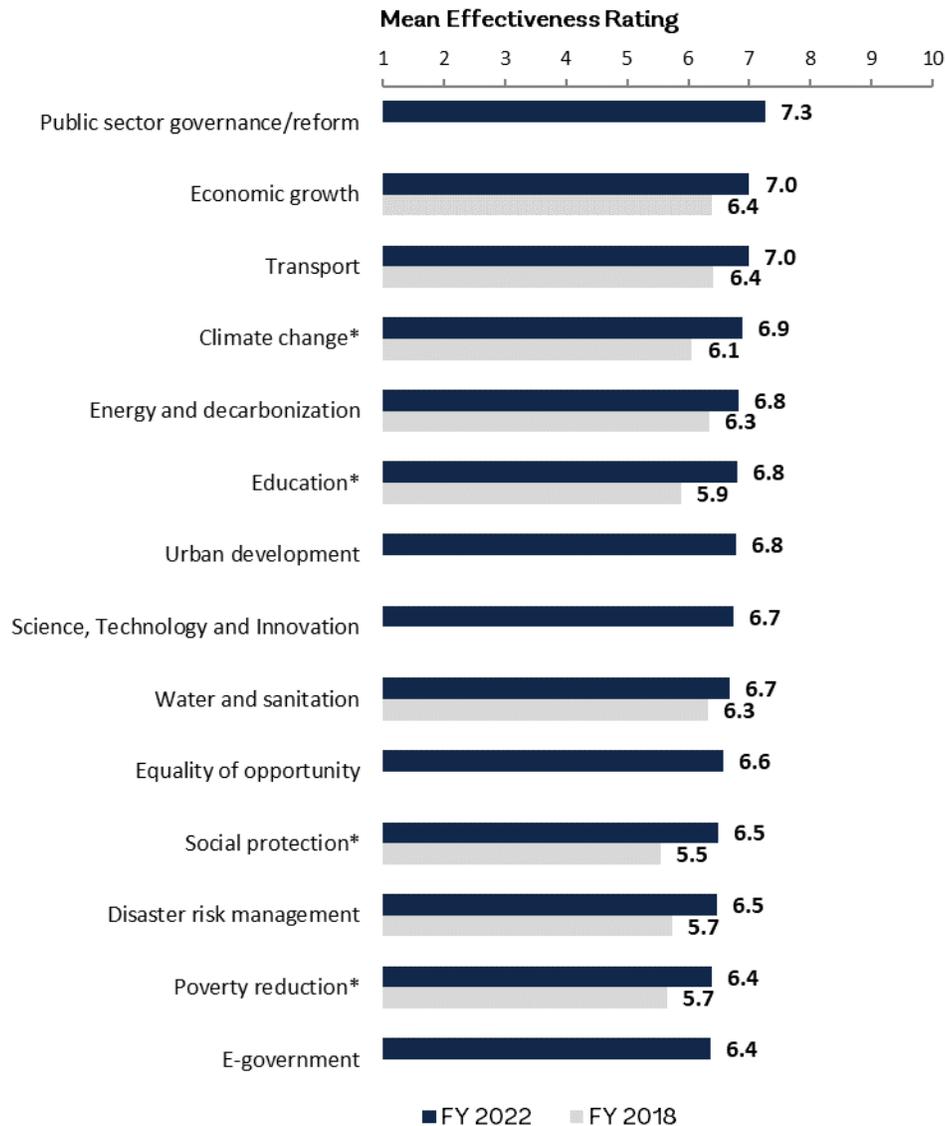
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



V. World Bank Group’s Support in Development Areas

Effectiveness of WBG’s Support in Sectoral Areas: Year Comparison³

Perceptions of the WBG’s performance in different sectoral areas are moderately positive and have improved across all sectoral areas compared to FY’ 18, with statistically significant improvements in the top priority area of education.



“How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bulgaria?”

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

(*Significantly different between FY 2021 and FY 2018)

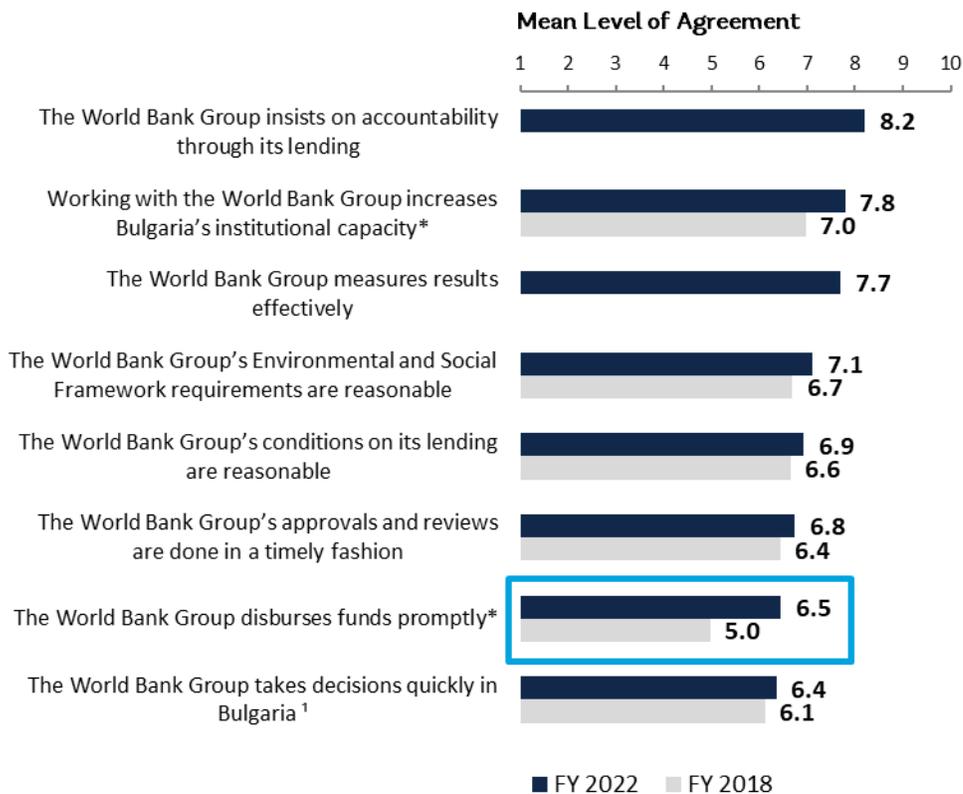
³ Note that only informed stakeholders primarily responded to this question. Respondents were given the option of “Don’t Know” if they did not have exposure to the WBG’s work in certain development areas. In addition, responses from respondents who indicated little or no familiarity with the WB (a rating of 1 or 2 out of 10) were not included in the analyses.



VI. World Bank Group’s Work and Engagement on the Ground

Overall Perceptions⁴

Perceptions of the way the WBG operates on the ground have slightly improved; respondents tend to give higher rankings of the WBG’s insistence on accountability, its contribution to increasing Bulgaria’s institutional capacity (significant increase in rating), and its effective measurement of results. Respondents give relatively lower rankings for the speed of the WBG’s operations—although there has been a significant increase in the perceptions of how promptly the WBG disburses funds.



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

(*Significantly different between FY 2022 and FY 2018)

¹Indicator Question

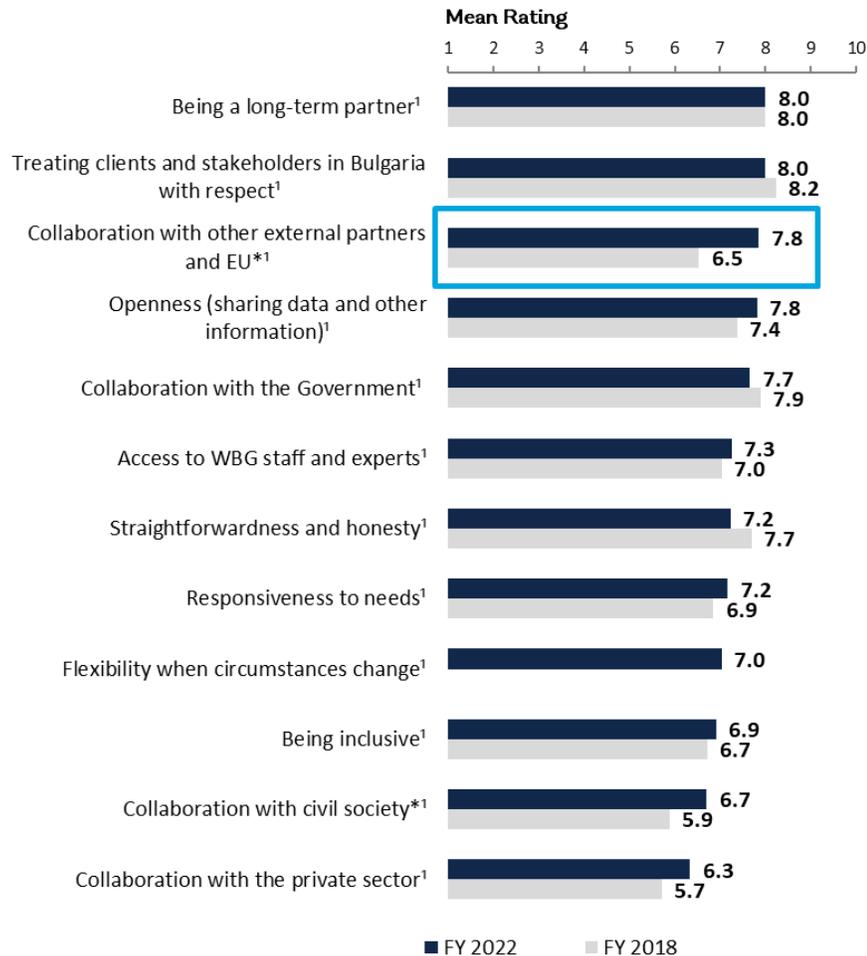
⁴ Responses from respondents who indicated little or no familiarity with the WB (a rating of 1 or 2 out of 10) were not included in the analyses.



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

The WBG as an Effective Development Partner⁵

Year comparison: The WBG is regarded as respectful and open long-term partner that collaborates well with other partners and the EU (significant increase in rating) and with the Government of Bulgaria. There was a significant improvement in the perceptions of the WBG's collaboration with civil society, although the rankings for inclusivity and collaboration with the private sector and with civil society continue to be relatively lower than for other attributes.



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

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

(*Significantly different between FY 2022 and FY 2018)

¹Indicator Question

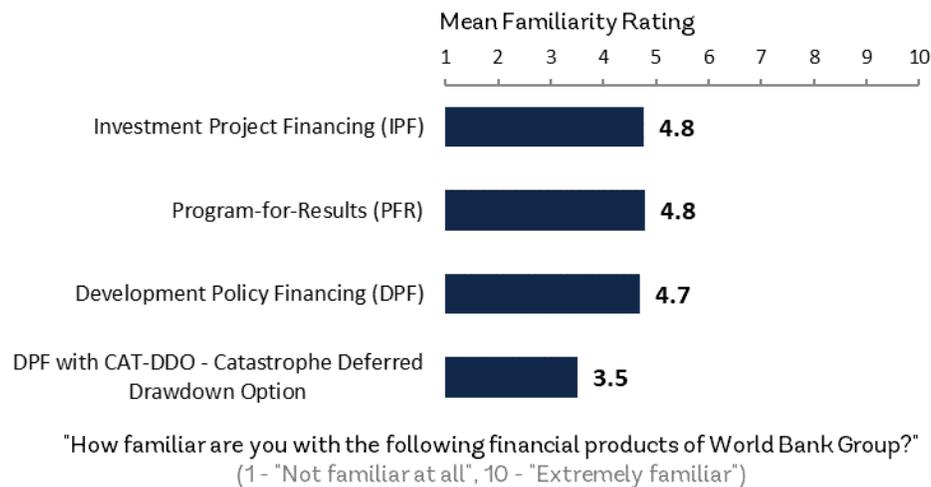
⁵ Responses from respondents who indicated little or no familiarity with the WB (a rating of 1 or 2 out of 10) were not included in the analyses.



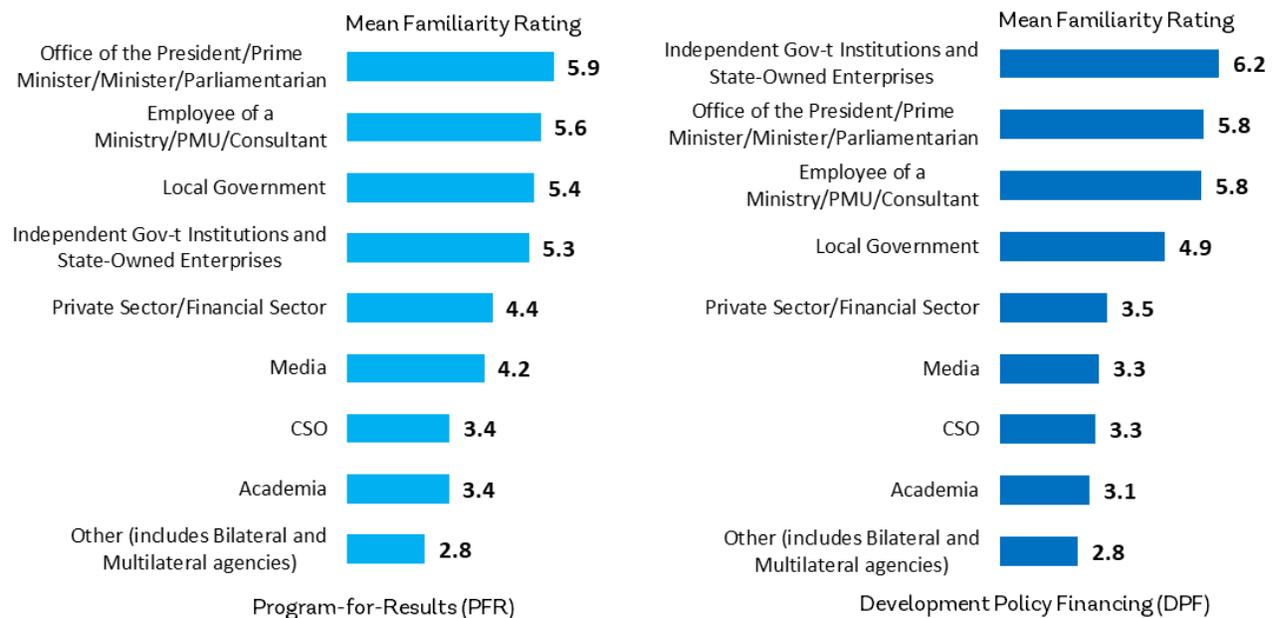
VI. WBG's Work and Engagement on the Ground (continued)

Familiarity with WBG's financial products

Respondents reported relatively low levels of familiarity with the WBG's financial instruments.⁶ There were no statistically significant differences in familiarity between those who collaborate with the WBG and those who don't.



Respondents from government institutions reported significantly higher levels of familiarity with Program-for-Results and Development Policy Financing. For the rest of the products differences among stakeholder groups were not significant.



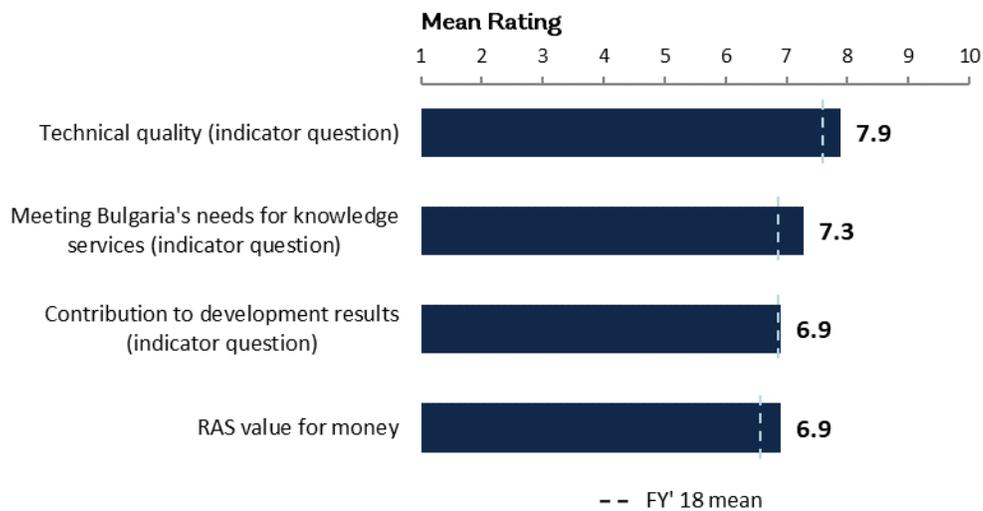
⁶ The charts on this page show the data for respondents who reported some familiarity with the work of the World Bank—3 and higher on a 10-point scale (question B1_1).



VII. World Bank Group’s Knowledge and Instruments

Perceptions of the WBG’s Knowledge Work and Activities⁷

Respondents give the highest rankings for the technical quality of the WBG’s knowledge products, but somewhat lower rankings when it comes to the contribution to development results and RAS value-for-money. There were small, but non-significant, increases in all questions, except for the contribution to development results.



⁷ Questions included in this analysis:

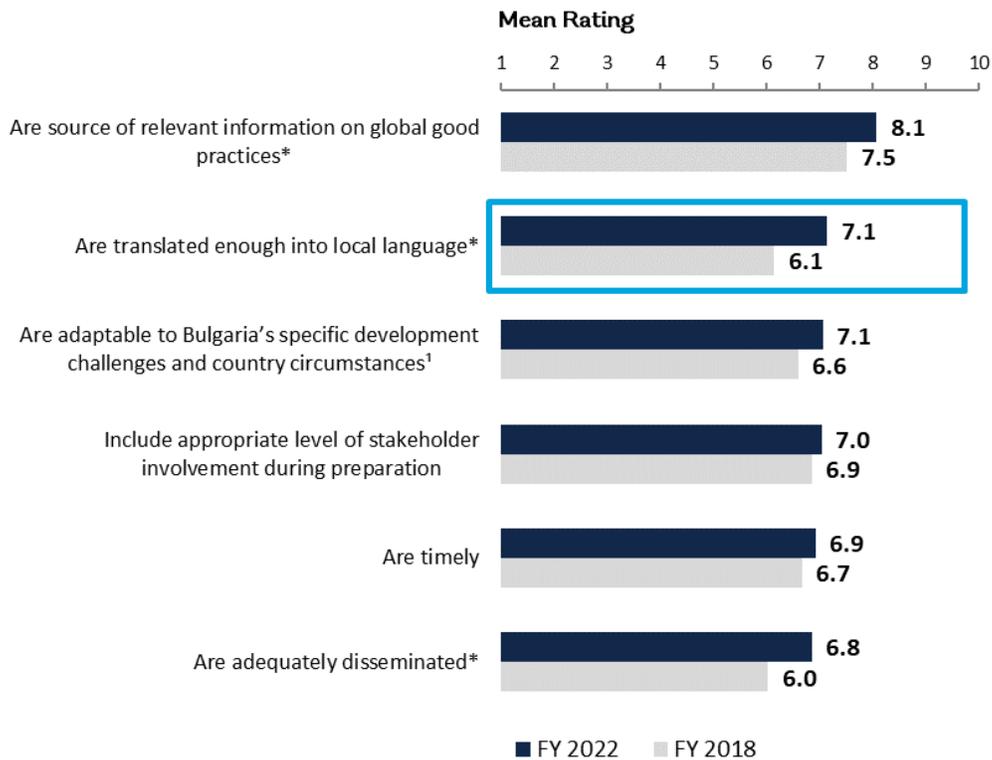
- E9 Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? (1-"Very low technical quality", 10-"Very high technical quality")
- C23 The World Bank Group meets Bulgaria's needs for knowledge services (e.g., Reimbursable Advisory Services, research, analysis, data, technical assistance) (1-"Strongly disagree", 10-"Strongly agree")
- E8 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")
- C24 To what extent do you believe that Bulgaria received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-"To no degree at all", 10-"To a very significant degree")



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

Attributes of the WBG’s Knowledge Work and Activities

The WBG received the highest rating for its knowledge products being a source of relevant information on global good practices (mean=8.1), but somewhat lower ratings for its work being timely (mean=6.9) and adequately disseminated (mean=6.8), although the latter one has significantly improved compared to FY’ 18.



"In Bulgaria, 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 FY 2022 and FY 2018)

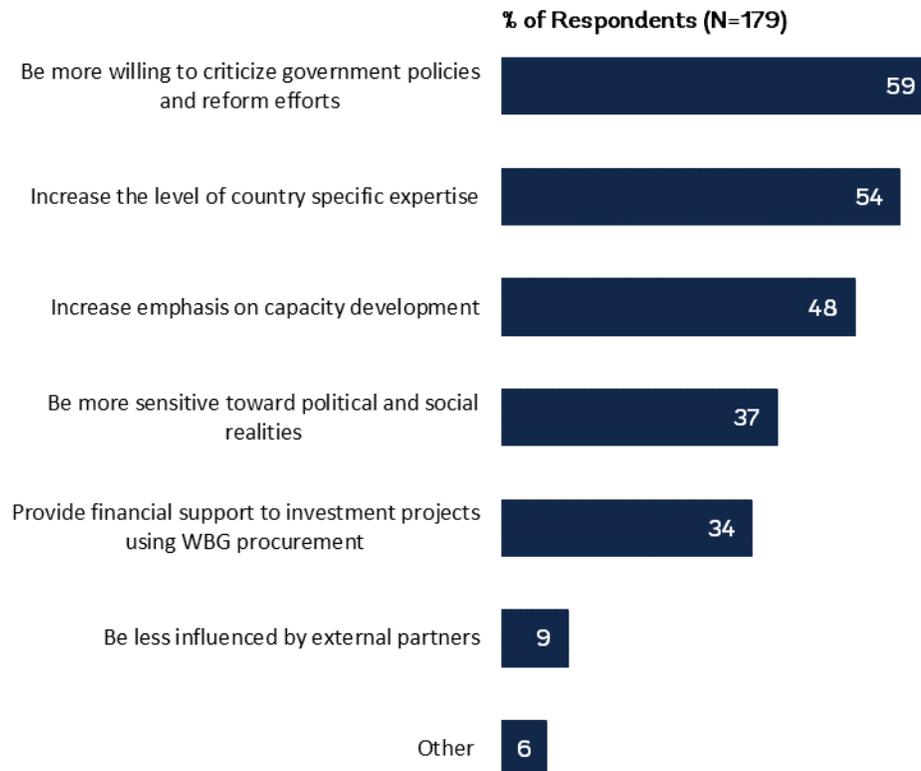
¹Indicator Question



VIII. The Future Role of the World Bank Group in Bulgaria

Making the World Bank Group of Greater Value

While respondents ranked highly the WBG’s knowledge products as a source of global good practices, over half of them (54%) thought the institution could increase the level of country-specific expertise, and the majority (59%) saw value in being more critical of the government policies and reform efforts.



"Which of the following SHOULD the WBG do to improve its advice and guidance in Bulgaria? (Choose no more than 3)"

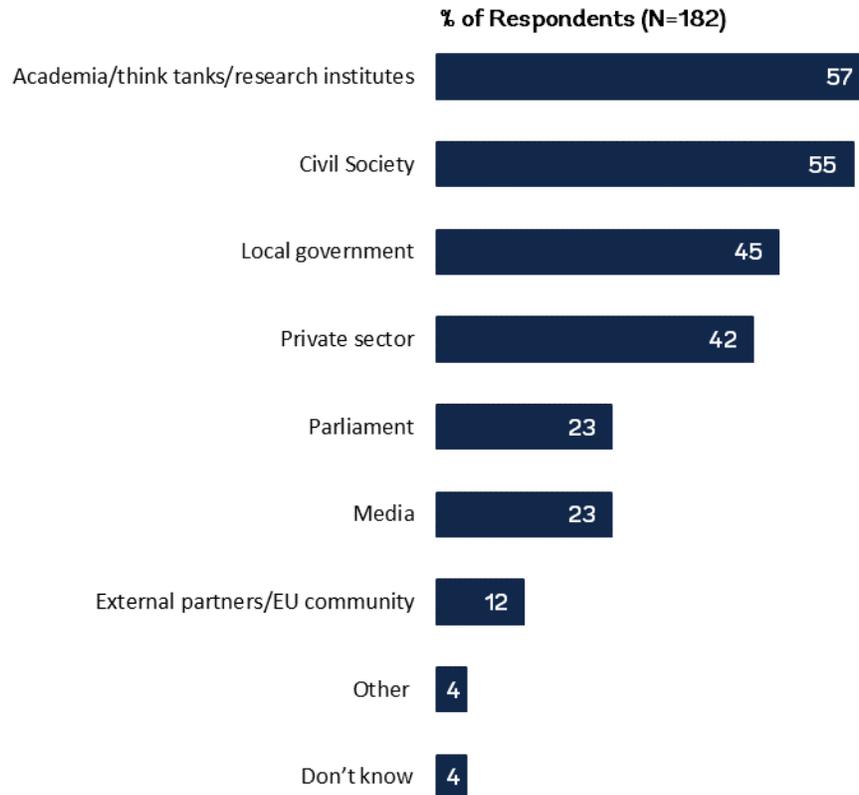
(Respondents chose from a list. Responses combined.)



VIII. The Future Role of the WBG in Bulgaria (continued)

The World Bank Group Should Collaborate More with ...

Consistently with the findings of the FY' 18 survey, respondents selected the academia, civil society, local governments, and the private sector as the groups the WBG should collaborate more with in Bulgaria.



"In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Bulgaria?
(Choose no more than 3)"

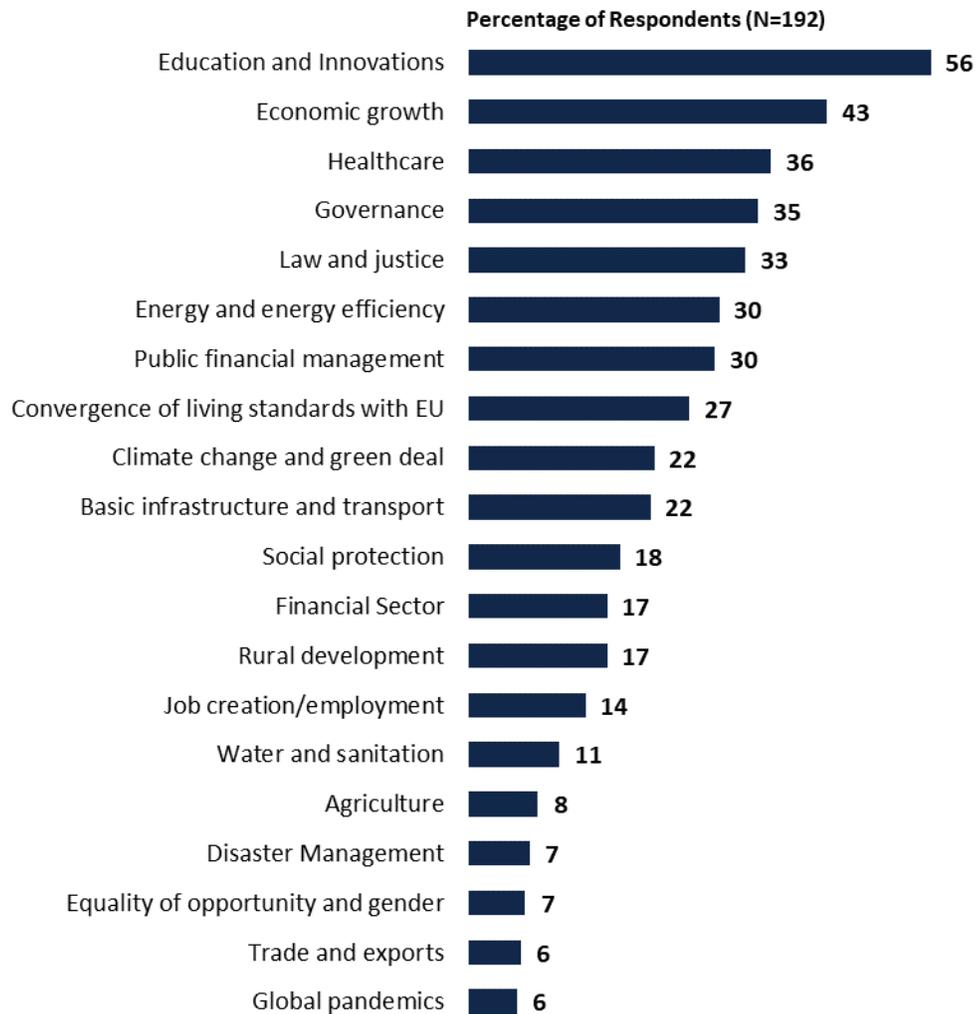
(Respondents chose from a list. Responses combined.)



VIII. The Future Role of the WBG in Bulgaria (continued)

Where the World Bank Group Should Focus its Resources

Overall, the areas where respondents would like the WBG to focus its resources in Bulgaria in FY' 22 are aligned with the top development priorities and are very similar to those reported in the FY' 18 survey, with a notable exception of energy that increased in prominence by 23 percentage points, from just 7% in FY' 18 to 30% in FY' 22.



“When thinking about how the World Bank Group can have the most impact on development results in Bulgaria, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Bulgaria?
(Choose no more than 5)”

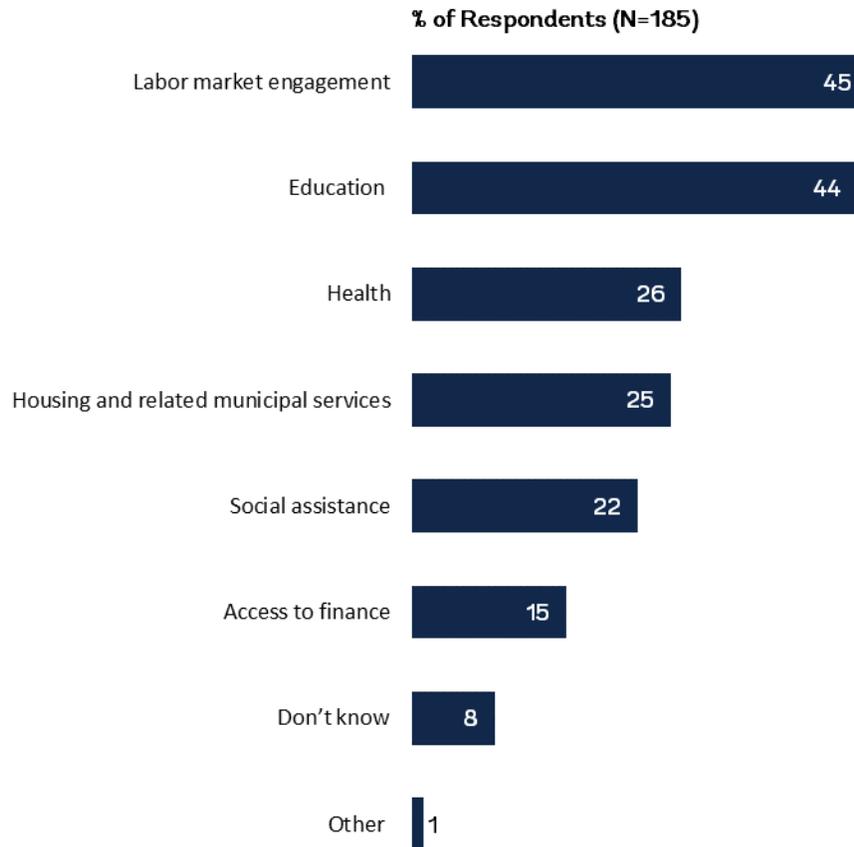
(Respondents chose from a list. Responses combined.)



VIII. The Future Role of the WBG in Bulgaria (continued)

Providing support to refugees

Labor market engagement and education were the two areas where a plurality of stakeholders suggested that the WBG's resources and support could be of most help to support refugees in Bulgaria.



"In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugees in Bulgaria? (Choose no more than 2)"

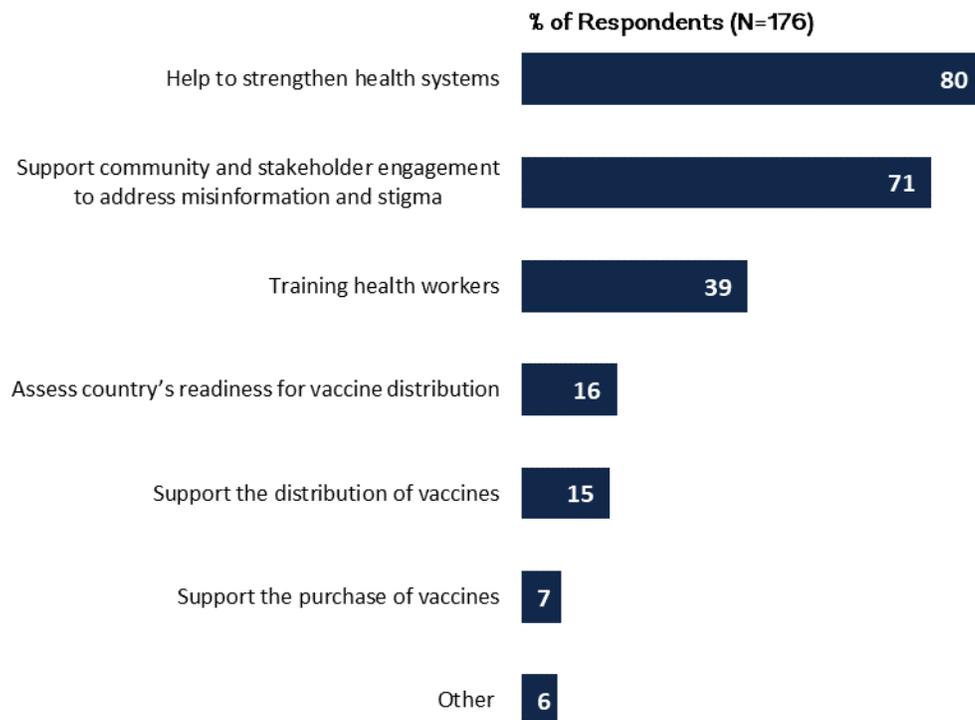
(Respondents chose from a list. Responses combined.)



VIII. The Future Role of the World Bank Group in Bulgaria

Support related to COVID-19 outbreak

The vast majority of respondents indicated that the areas that would benefit most from the WBG's support when it comes to the issue of access to COVID-19 vaccines were strengthening the country's health systems (80%) and addressing the issue of misinformation (71%). The latter came relatively high on the list, which may indicate that the spread of misinformation about vaccines is an area of high concern for respondents in Bulgaria.



"Which THREE areas below would benefit most from the World Bank Group's support to help ensure that Bulgaria has fair and equitable access to the vaccines necessary to alter the course of the COVID-19 pandemic?
(Choose no more than 3)"

(Respondents chose from a list. Responses combined.)

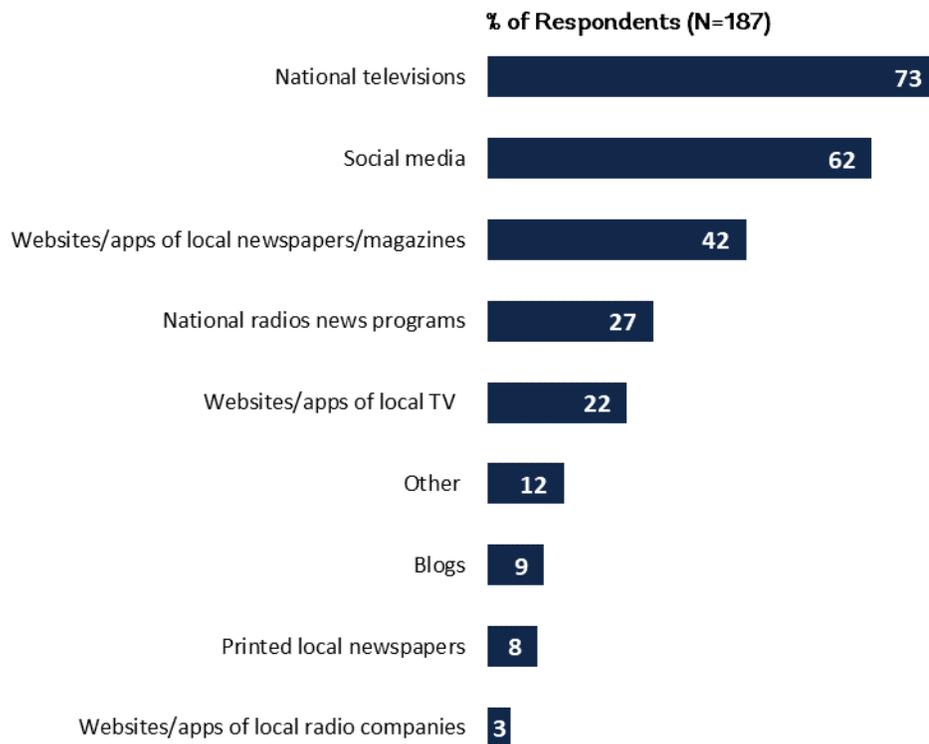


IX. Communication and Outreach

Note: When considering communication methods for the World Bank Group’s future outreach, please see Appendix A (page 28) for reported frequency of interactions with key forms of World Bank Group communications.

General Information Sources

In FY’ 22, there was a notable increase in the number of respondents who use social media as their main source of news (62% in FY’ 22 vs. 16% in FY’ 18). Although national television remains a commonly used source of information, respondents across all stakeholder groups reported supplementing it with a variety of online news sources. Notably, respondents from CSOs and multilateral organizations (the “Other” category in Appendix B) were the most likely to use online media channels (including social media) among their main information sources.



"Which would you say are your MAIN sources of news about economic and social development issues in Bulgaria? (Choose no more than 3)"

(Respondents chose from a list. Responses combined.)

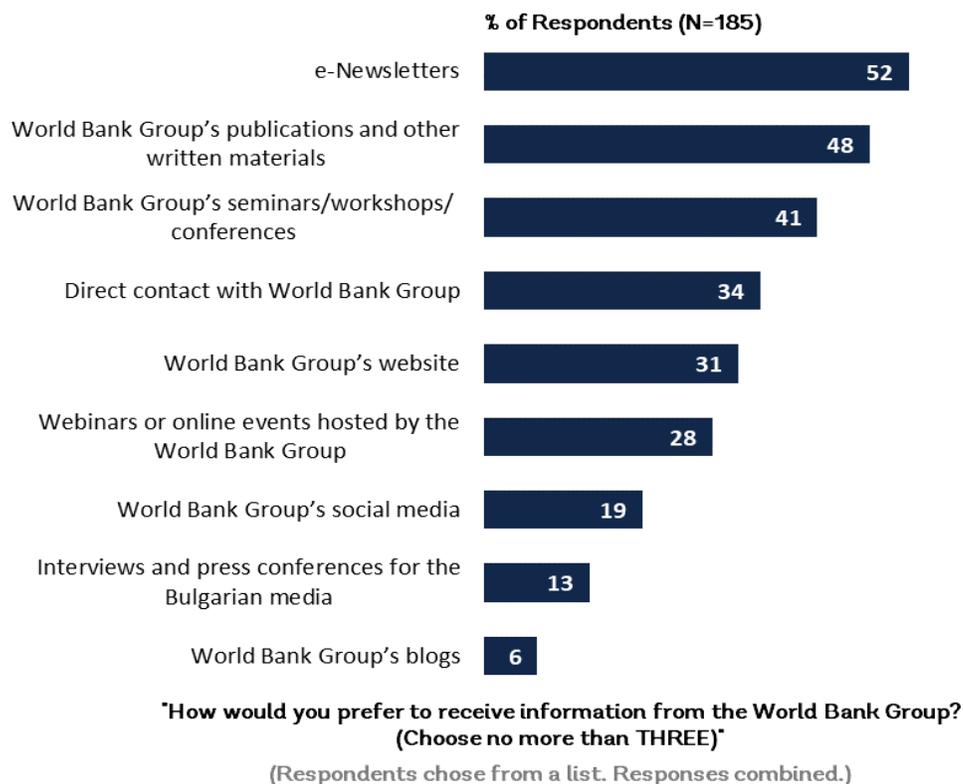


IX. Communication and Outreach (continued)

Preferred Information Sources⁸

Similar to FY' 18, respondents suggested that e-Newsletters remain their preferred way of receiving information from the WBG (44% in FY' 18 and 52% in FY' 22). This finding should be interpreted critically, considering that, when asked about the frequency of their interactions with the WBG in the last six months, respondents were most likely to mention visiting a WBG website, reading a WBG research publication, and hearing a story about the WBG in local media, while reading a WBG e-Newsletter was the least frequently mentioned activity (see Appendix A for details).

WBG's social media remain relatively low on the list of preferred ways of receiving information from the WBG (19% in FY' 22 and 15% in FY' 18), even though in FY' 22 social media were the second most popular channel of news for the respondents.



⁸ Note: When considering communication methods for the World Bank Group's future outreach, please see Appendix A for reported frequency of interactions with key forms of World Bank Group communications.



X. Appendices

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Appendix A: Responses to All Questions across All Respondents (N=210)

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 (*).

Background Information

| Which of the following best describes your current affiliation? (Select only 1 response) | Percentage of Respondents (N=210) |
|---|-----------------------------------|
| NGO/Community Based Organization | 21.4% |
| Employee of Ministry, Ministerial Department, Implementation Agency | 21.0% |
| Academia/Research Institute/Think Tank | 14.3% |
| Office of a Minister | 7.6% |
| Local Government Office or Staff | 5.7% |
| Private Sector Organization | 5.2% |
| Media (press, radio, TV, web, etc.) | 4.8% |
| Financial Sector/Private Bank | 3.8% |
| Independent Government Institution (i.e., regulatory agency, central bank/oversight institution) | 3.3% |
| Office of a member of Parliament/Legislative body | 2.4% |
| State-Owned Enterprise | 2.4% |
| Multilateral Agency (UN, regional development bank) | 2.4% |
| Office of the President, Prime Minister | 1.4% |
| Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation) | 1.4% |
| Professional/Trade association | 1.4% |
| Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program | 1.0% |
| Other | 0.5% |
| Judicial System (e.g., courts) | 0.0% |
| Bilateral Agency (e.g., embassy, diplomatic, military) | 0.0% |
| Faith-Based Group | 0.0% |
| Youth Group | 0.0% |

| Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in Bulgaria? | Percentage of Respondents (N=210) |
|---|-----------------------------------|
| Yes | 43.8% |
| No | 56.2% |

| If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Bulgaria? (Select only 1 response) | Percentage of Respondents (N=92) |
|--|----------------------------------|
| The World Bank (IBRD) | 96.7% |
| The International Finance Corporation (IFC) | 3.3% |
| The Multilateral Investment Guarantee Agency (MIGA) | 0.0% |
| International Centre for Settlement of Investment Disputes (ICSID) | 0.0% |



A. Overall Context

| 1. In general, would you say that Bulgaria is headed in ... ? | Percentage of Respondents (N=209) |
|--|--|
| The right direction | 69.9% |
| The wrong direction | 7.2% |
| Not sure | 23.0% |

| 2. Do you think that economic opportunity for citizens in Bulgaria is ... ? | Percentage of Respondents (N=209) |
|--|--|
| Increasing | 48.8% |
| Decreasing | 30.1% |
| Staying about the same | 21.1% |

| 3. Please identify which of the following development priorities you consider the most important in Bulgaria. (Choose no more than 5) | Percentage of Respondents (Responses Combined; N=208) |
|--|--|
| Education and Innovations | 69.2% |
| Law and justice (e.g., judicial system) | 55.3% |
| Economic growth | 51.0% |
| Healthcare | 46.6% |
| Governance (i.e., government effectiveness) | 43.3% |
| Energy and energy efficiency | 33.2% |
| Convergence of living standards with EU | 32.2% |
| Job creation/employment | 20.7% |
| Social protection (e.g., pensions, targeted social assistance) | 18.2% |
| Basic infrastructure and transport (e.g., roads, bridges, transportation) | 18.2% |
| Climate change (e.g., mitigation, adaptation) and green deal | 15.9% |
| Public financial management (e.g., public expenditure, fiscal system reform) | 14.9% |
| Rural development | 10.6% |
| Financial Sector | 8.7% |
| Agriculture | 8.2% |
| Equality of opportunity and gender (i.e., equity) | 6.7% |
| Trade and exports | 5.3% |
| Water and sanitation | 4.8% |
| Disaster Management | 4.3% |
| Global pandemics (e.g., COVID-18) | 1.9% |

**A. Overall Context (continued)**

| 4. When economic and/or social reform efforts fail or are slow to take place in Bulgaria, which of the following would you attribute this to? (Choose no more than 2) | Percentage of Respondents (Responses Combined; N=205) |
|--|--|
| Corruption | 43.4% |
| Inadequate capacity in the government | 37.6% |
| Reforms are not well thought out in light of country challenges | 33.7% |
| Political pressures and obstacles | 31.2% |
| Inadequate citizen/civil society participation | 20.0% |
| Pressure from outside interest groups (e.g., private sector, unions) | 18.5% |
| Other | 4.4% |
| Inadequate external partners/EU support | 2.9% |

| 5. To what extent do you trust each of the following groups to do what is right?* (1-To no degree at all, 10-To a very significant degree) | Degree | | | |
|---|---------------|-----------|-------------|-----------|
| | N | DK | Mean | SD |
| 1. The national government | 189 | 2 | 6.82 | 2.65 |
| 2. Parliament | 200 | 3 | 6.24 | 2.85 |
| 3. EU institutions (incl. EC and EU Parliament) | 186 | 3 | 7.12 | 2.36 |
| 4. The World Bank Group* | 172 | 23 | 6.97 | 2.17 |
| 5. The International Monetary Fund | 166 | 28 | 6.44 | 2.38 |
| 6. The United Nations (UN) | 170 | 21 | 5.78 | 2.63 |
| 7. The World Health Organization (WHO) | 177 | 14 | 5.40 | 2.80 |
| 8. Bulgaria's Central Bank | 187 | 11 | 6.94 | 2.34 |
| 9. Private Sector | 189 | 3 | 7.21 | 2.04 |
| 10. Civil Society | 181 | 2 | 6.91 | 2.38 |
| 11. Media | 180 | 3 | 5.42 | 2.62 |
| 12. Academia | 180 | 4 | 6.28 | 2.49 |

B. Overall Attitudes toward the World Bank Group

| 1. How familiar are you with the work of these organizations in Bulgaria? (1-Not familiar at all, 10-Extremely familiar) | Familiarity | | | |
|--|--------------------|-----------|-------------|-----------|
| | N | DK | Mean | SD |
| 1. The World Bank (IBRD) | 205 | N/A | 6.22 | 2.32 |
| 2. The International Finance Corporation (IFC), the World Bank Group's private sector arm | 187 | N/A | 4.06 | 2.65 |

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

| To what extent do you agree/disagree with the following statements about the World Bank Group's work in Bulgaria? (1-Strongly disagree, 10-Strongly agree) | Level of Agreement | | | |
|--|--------------------|----|------|------|
| | N | DK | Mean | SD |
| 2. Overall the World Bank Group currently plays a relevant role in development in Bulgaria* | 173 | 32 | 6.75 | 1.93 |
| 3. The World Bank Group's work is aligned with what I consider the development priorities for Bulgaria* | 163 | 36 | 6.94 | 1.98 |

| 4. Overall, please rate your impression of the effectiveness of these organizations in Bulgaria. (1-Not effective at all, 10-Very effective) | Effectiveness | | | |
|--|---------------|----|------|------|
| | N | DK | Mean | SD |
| 1. The World Bank (IBRD)* | 173 | 28 | 6.90 | 1.91 |
| 2. The International Finance Corporation (IFC), the World Bank Group's private sector arm* | 118 | 69 | 6.13 | 2.04 |

| Achieving Development Results | N | DK | Mean | SD |
|---|-----|----|------|------|
| 5. To what extent does the World Bank Group's work help to achieve development results in Bulgaria?* (1-To no degree at all, 10-To a very significant degree) | 165 | 34 | 6.69 | 1.86 |

| Influencing the Development Agenda | N | DK | Mean | SD |
|---|-----|----|------|------|
| 6. To what extent does the World Bank Group influence the development agenda in Bulgaria?* (1-To no degree at all, 10-To a very significant degree) | 161 | 34 | 6.11 | 2.06 |

| 7. To what extent do you believe that the World Bank Group's work and support help the poorest in Bulgaria? (Select only 1 response) | Percentage of Respondents (N=200) |
|--|-----------------------------------|
| To a fully sufficient degree | 2.0% |
| To a somewhat sufficient degree | 27.5% |
| To a somewhat insufficient degree | 21.0% |
| To a very insufficient degree | 15.5% |
| Don't know | 34.0% |

| 8. When thinking about the World Bank Group's role in Bulgaria, which activity do you VALUE the most? (Choose no more than 2) | Percentage of Respondents (Responses Combined; N=185) |
|---|---|
| Formal policy advice, studies, analyses | 45.6% |
| Bringing in the best of global knowledge in policymaking | 38.5% |
| Data and statistics | 24.6% |
| Technical assistance | 24.1% |
| Financial resources | 22.6% |
| Bringing together different groups of stakeholders | 12.3% |
| Implementation support | 10.8% |
| External partners/EU coordination | 8.7% |
| Other | 1.0% |

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

| 9. When thinking about how the World Bank Group can have the most impact on development results in Bulgaria, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Bulgaria? (Choose no more than 5) | Percentage of Respondents (Responses Combined; N=182) |
|--|--|
| Education and Innovations | 55.7% |
| Economic growth | 43.2% |
| Healthcare | 36.5% |
| Governance (i.e., government effectiveness) | 34.9% |
| Law and justice (e.g., judicial system) | 33.3% |
| Energy and energy efficiency | 30.2% |
| Public financial management (e.g., public expenditure, fiscal system reform) | 29.7% |
| Convergence of living standards with EU | 26.6% |
| Climate change (e.g., mitigation, adaptation) and green deal | 22.4% |
| Basic infrastructure and transport (e.g., roads, bridges, transportation) | 21.9% |
| Social protection (e.g., pensions, targeted social assistance) | 18.2% |
| Financial Sector | 16.7% |
| Rural development | 16.7% |
| Job creation/employment | 14.1% |
| Water and sanitation | 10.9% |
| Agriculture | 8.3% |
| Disaster Management | 7.3% |
| Equality of opportunity and gender (i.e., equity) | 6.8% |
| Trade and exports | 6.3% |
| Global pandemics (e.g., COVID-18) | 5.7% |

| 10. What do you immediately think of when you hear about the IFC? (Choose no more than 3) | Percentage of Respondents (Responses Combined; N=185) |
|--|--|
| World Bank | 39.5% |
| Multi-lateral financial institution | 28.7% |
| Development institution | 22.1% |
| Financial advisory solutions | 22.1% |
| Don't know | 14.9% |
| Investment bank | 13.8% |
| Innovation and entrepreneurship | 11.8% |
| Impact investor | 11.8% |
| Private sector solutions | 11.8% |
| Public-private partnerships | 8.7% |
| Venture capital | 4.1% |
| Asset manager | 3.6% |
| None of the above | 3.1% |
| Thought leader | 2.1% |
| Other | 0.5% |

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

| Staff Preparedness | N | DK | Mean | SD |
|--|----------|-----------|-------------|-----------|
| 1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Bulgaria solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree) | 158 | 24 | 7.61 | 1.83 |

| To what extent is the World Bank Group an effective development partner in Bulgaria, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree) | Degree | | | |
|---|---------------|-----------|-------------|-----------|
| | N | DK | Mean | SD |
| 2. Collaboration with the private sector* | 122 | 47 | 6.34 | 2.04 |
| 3. Being inclusive* | 143 | 27 | 6.92 | 1.86 |
| 4. Straightforwardness and honesty* | 145 | 24 | 7.23 | 2.16 |
| 5. Access to WBG staff and experts | 142 | 28 | 7.25 | 1.93 |
| 6. Being a long-term partner* | 159 | 15 | 8.00 | 1.72 |
| 7. Responsiveness to needs* | 146 | 23 | 7.16 | 2.22 |
| 8. Collaboration with the Government* | 155 | 16 | 7.66 | 1.71 |
| 9. Flexibility when circumstances change* | 135 | 34 | 7.03 | 2.13 |
| 10. Collaboration with civil society* | 135 | 34 | 6.70 | 2.25 |
| 11. Treating clients and stakeholders in Bulgaria with respect* | 143 | 26 | 7.99 | 1.96 |
| 12. Openness (sharing data and other information) * | 157 | 13 | 7.82 | 1.99 |
| 13. Collaboration with other external partners and EU | 133 | 36 | 7.85 | 1.79 |

| To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree) | Level of Agreement | | | |
|--|---------------------------|-----------|-------------|-----------|
| | N | DK | Mean | SD |
| 14. The World Bank Group takes decisions quickly in Bulgaria* | 113 | 55 | 6.36 | 2.30 |
| 15. The World Bank Group's approvals and reviews are done in a timely fashion | 124 | 43 | 6.75 | 2.15 |
| 16. The World Bank Group's conditions on its lending are reasonable | 93 | 77 | 6.94 | 2.18 |
| 17. The World Bank Group disburses funds promptly | 79 | 87 | 6.46 | 2.26 |
| 18. The World Bank Group's Environmental and Social Framework requirements are reasonable | 110 | 56 | 7.12 | 1.91 |
| 19. The World Bank Group insists on accountability through its lending (e.g., performance-based financing/resources tied to results) | 124 | 44 | 8.21 | 1.74 |
| 20. The World Bank Group measures results effectively | 131 | 37 | 7.71 | 1.90 |
| 21. Working with the World Bank Group increases Bulgaria's institutional capacity | 151 | 18 | 7.80 | 2.09 |

| 22. How familiar are you with the following financial products of World Bank Group? (1-Not familiar at all, 10-Extremely familiar) | Familiarity | | | |
|---|--------------------|-----------|-------------|-----------|
| | N | DK | Mean | SD |
| 1. Investment Project Financing (IPF) | 187 | N/A | 4.51 | 3.40 |
| 2. Program-for-Results (PFR) | 187 | N/A | 4.51 | 3.28 |
| 3. Development Policy Financing (DPF) | 183 | N/A | 4.42 | 3.28 |
| 4. DPF with CAT-DDO - Catastrophe Deferred Drawdown Option | 181 | N/A | 3.32 | 3.22 |

| To what extent do you agree/disagree with the following statement about the World Bank Group in Bulgaria? (1-Strongly disagree, 10-Strongly agree) | N | DK | Mean | SD |
|---|----------|-----------|-------------|-----------|
| 23. The World Bank Group meets Bulgaria's needs for knowledge services (e.g., Reimbursable Advisory Services, research, analysis, data, technical assistance) | 150 | 27 | 7.27 | 2.06 |

| (1-To no degree at all, 10-To a very significant degree) | N | DK | Mean | SD |
|--|----------|-----------|-------------|-----------|
| 24. To what extent do you believe that Bulgaria received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? | 118 | 56 | 6.90 | 2.11 |

**D. World Bank Group's Support in Development Areas**

| 1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bulgaria? (1-Not effective at all, 10-Very effective) | Effectiveness | | | |
|---|---------------|-----|------|------|
| | N | DK | Mean | SD |
| 1. Social protection (e.g., pensions, targeted social assistance) | 69 | 97 | 6.49 | 2.01 |
| 2. Poverty reduction | 72 | 93 | 6.38 | 2.13 |
| 3. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 101 | 64 | 7.27 | 1.94 |
| 4. Equality of opportunity (i.e., social inclusion) | 71 | 93 | 6.58 | 2.30 |
| 5. Education | 90 | 74 | 6.80 | 2.20 |
| 6. Science, Technology and Innovation | 86 | 78 | 6.74 | 2.08 |
| 7. Climate change (e.g., mitigation, adaptation) | 76 | 88 | 6.88 | 2.03 |
| 8. Energy and decarbonization | 70 | 94 | 6.83 | 2.26 |
| 9. E-government | 59 | 103 | 6.36 | 2.45 |
| 10. Disaster risk management | 56 | 108 | 6.46 | 2.35 |
| 11. Water and sanitation | 68 | 97 | 6.68 | 2.26 |
| 12. Economic growth | 83 | 82 | 7.00 | 2.05 |
| 13. Urban development | 60 | 104 | 6.78 | 2.33 |
| 14. Transport (e.g., roads, bridges, transportation) | 61 | 104 | 6.98 | 2.22 |

E. World Bank Group's Knowledge Work and Activities

| 1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do? | Percentage of Respondents (N=186) |
|---|-----------------------------------|
| Weekly | 4.3% |
| Monthly | 11.3% |
| A few times a year | 37.1% |
| Rarely | 30.6% |
| Never | 16.7% |

| In Bulgaria, 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 | 123 | 21 | 6.92 | 2.09 |
| 3. Include appropriate level of stakeholder involvement during preparation | 127 | 17 | 7.03 | 2.20 |
| 4. Are source of relevant information on global good practices | 136 | 9 | 8.07 | 1.91 |
| 5. Are adequately disseminated | 129 | 13 | 6.84 | 2.28 |
| 6. Are translated enough into local language | 123 | 22 | 7.15 | 2.38 |
| 7. Are adaptable to Bulgaria's specific development challenges and country circumstances* | 123 | 20 | 7.06 | 2.20 |

| Overall Evaluations | N | DK | Mean | SD |
|--|-----|----|------|------|
| 8. 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) | 134 | 15 | 6.90 | 1.90 |
| 9. 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) | 133 | 13 | 7.89 | 1.90 |

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

| 1. Which of the following SHOULD the WBG do to improve its advice and guidance in Bulgaria? (Choose no more than 3) | Percentage of Respondents (Responses Combined; N=179) |
|--|--|
| Be more willing to criticize government policies and reform efforts | 58.7% |
| Increase the level of country specific expertise | 54.2% |
| Increase emphasis on capacity development | 48.0% |
| Be more sensitive toward political and social realities | 37.4% |
| Provide financial support to investment projects using WBG procurement | 34.1% |
| Be less influenced by external partners | 8.9% |
| Other | 6.1% |

| 2. In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Bulgaria? (Choose no more than 3) | Percentage of Respondents (Responses Combined; N=182) |
|---|--|
| Academia/think tanks/research institutes | 57.1% |
| Civil Society | 54.9% |
| Local government | 45.1% |
| Private sector | 41.8% |
| Parliament | 23.1% |
| Media | 23.1% |
| External partners/EU community | 11.5% |
| Other | 3.8% |
| Don't know | 3.8% |

| 3. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugees in Bulgaria? (Choose no more than 2) | Percentage of Respondents (Responses Combined; N=185) |
|--|--|
| Labor market engagement | 44.9% |
| Education | 43.8% |
| Health | 26.5% |
| Housing and related municipal services | 25.4% |
| Social assistance | 22.2% |
| Access to finance | 15.1% |
| Don't know | 8.1% |

| 4. Which THREE areas below would benefit most from the World Bank Group's support to help ensure that Bulgaria has fair and equitable access to the vaccines necessary to alter the course of the COVID-18 pandemic? (Choose no more than 3) | Percentage of Respondents (Responses Combined; N=176) |
|---|--|
| Help to strengthen health systems | 80.1% |
| Support community and stakeholder engagement to address misinformation and stigma | 71.0% |
| Training health workers | 39.2% |
| Assess country's readiness for vaccine distribution | 16.5% |
| Support the distribution of vaccines | 15.3% |
| Support the purchase of vaccines | 6.8% |
| Other | 6.3% |



G. Communication and Information Sharing

| 1. Which would you say are your MAIN sources of news about economic and social development issues in Bulgaria? (Choose no more than 3) | Percentage of Respondents (Responses Combined; N=187) |
|--|---|
| National televisions | 72.7% |
| Social media (e.g., Facebook, Twitter, YouTube, Telegram, TikTok) | 62.0% |
| Websites/apps of local newspapers/magazines | 41.7% |
| National radios news programs | 26.7% |
| Websites/apps of local TV | 22.5% |
| Other | 12.3% |
| Blogs | 9.1% |
| Printed local newspapers | 8.0% |
| Websites/apps of local radio companies | 3.7% |

| 2. How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3) | Percentage of Respondents (Responses Combined; N=185) |
|--|---|
| e-Newsletters | 52.4% |
| World Bank Group's publications and other written materials | 47.6% |
| World Bank Group's seminars/workshops/ conferences | 41.1% |
| Direct contact with World Bank Group (i.e., face to face meetings/discussions) | 34.1% |
| World Bank Group's website | 31.4% |
| Webinars or online events hosted by the World Bank Group | 28.1% |
| World Bank Group's social media | 18.5% |
| Interviews and press conferences for the Bulgarian media | 13.0% |
| World Bank Group's blogs | 6.5% |

| 3. What do you use primarily when visiting a World Bank Group website? (Select only 1 response) | Percentage of Respondents (N=186) |
|---|-----------------------------------|
| Computer/laptop | 75.8% |
| Mobile | 12.4% |
| I never visit the WBG websites | 11.8% |

| 4. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)? | N | Percentage of Respondents | | | |
|--|-----|---------------------------|-----------------|------------------|------------|
| | | Every few days | Every few weeks | Every few months | Not at all |
| Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio) | 175 | 2.3% | 13.7% | 54.3% | 29.7% |
| Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio) | 175 | 2.9% | 22.9% | 43.4% | 30.9% |
| Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted) | 169 | 1.8% | 7.7% | 26.0% | 64.5% |
| Visited a WBG website (e.g., read a blog, used data) | 175 | 6.3% | 16.6% | 51.4% | 25.7% |
| Attended an event/conference hosted by the WBG | 167 | 1.2% | 3.0% | 31.7% | 64.1% |
| Attended/participated in a webinar or online event hosted by the WBG | 170 | 0.6% | 4.7% | 30.6% | 64.1% |
| Read some or all of a WBG research paper or publication | 175 | 3.4% | 13.1% | 57.1% | 26.3% |
| Met professionally with WBG staff | 168 | 1.8% | 7.1% | 33.3% | 57.7% |
| Read a WBG e-newsletter | 169 | 1.8% | 4.7% | 29.0% | 64.5% |

**H. Background Information**

| 1. Please identify the primary specialization of your work. (Select only 1 response) | Percentage of Respondents (N=187) |
|---|--|
| Other | 13.4% |
| Generalist (specialized in multiple sectors) | 11.8% |
| Education | 10.7% |
| Finance and markets | 9.1% |
| Governance, anti-corruption | 8.6% |
| Macroeconomics, fiscal management | 7.5% |
| Digital development and technology (ICT) | 5.9% |
| Environment, natural resources | 4.8% |
| Social protection | 4.3% |
| Health, nutrition | 3.2% |
| Urban development | 3.2% |
| Communications, public affairs | 2.7% |
| Poverty | 2.1% |
| Agriculture, rural development | 2.1% |
| Fragility, conflict, violence, refugees | 2.1% |
| Jobs | 1.6% |
| Energy | 1.6% |
| Water, sanitation | 1.1% |
| Transport | 1.1% |
| Demographics, migration | 1.1% |
| Trade and competitiveness | 1.1% |
| Climate change | 0.5% |
| Gender | 0.5% |
| Tourism | 0.0% |

| 2. What's your gender? | Percentage of Respondents (N=187) |
|-------------------------------|--|
| Female | 51.9% |
| Male | 48.1% |

| 3. Within your organization, would you describe yourself as | Percentage of Respondents (N=186) |
|---|--|
| Junior level | 0.5% |
| Mid-level staff | 9.7% |
| Mid-level decision-maker / manager | 30.1% |
| Senior level | 59.7% |

| 4. What's your age? | Percentage of Respondents (N=186) |
|----------------------------|--|
| 25 and under | 0.0% |
| 26-35 | 7.0% |
| 36-45 | 27.4% |
| 46-55 | 42.5% |
| 56 and above | 23.1% |

| 5. Which best represents your geographic location? | Percentage of Respondents (N=187) |
|---|--|
| Capital | 84.5% |
| Big city, regional center | 11.8% |
| Smaller town | 3.7% |



Appendix B: Responses to Selected Questions by Stakeholder Groups

- Office of President/Chief Minister/Minister/Parliamentarian N=24
- Employee of a Ministry/PMU/Consultant N=46
- Local Government Office or Staff N=12
- Independent Government Institution/State-Owned Enterprise (Other Government Institutions) N=12
- Private Sector Organization/Financial Sector/Private Bank (Private Sector) N=18
- Private Foundation/NGO/Community Based Organization/Professional/Trade association (CSO) N=51
- Academia/Research Institute/Think Tank (Academia) N=30
- Media N=10
- Other⁹ N=6

Background Information

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

| Percentage of Respondents | Office of President/ Minister/ Parliamentarian | Employee of a Ministry/PMU/ Consultant | Local Government | Other Government Institutions | Private Sector | CSO | Academia | Media | Other |
|---------------------------|--|--|---------------------|-------------------------------------|-------------------|-------|----------|-------|-------|
| Yes | 62.5% | 54.3% | 58.3% | 66.7% | 36.8% | 27.5% | 13.3% | 70.0% | 83.3% |
| No | 37.5% | 45.7% | 41.7% | 33.3% | 63.2% | 72.5% | 86.7% | 30.0% | 16.7% |

*Significantly different between stakeholder groups

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Bulgaria? (Select only 1 response)

| Percentage of Respondents | Office of President/ Minister/ Parliamentarian | Employee of a Ministry/PMU/ Consultant | Local Government | Other Government Institutions | Private Sector | CSO | Academia | Media | Other |
|--|--|--|---------------------|-------------------------------------|-------------------|-------|----------|--------|--------|
| The World Bank (IBRD) | 93.3% | 100.0% | 100.0% | 100.0% | 100.0% | 92.9% | 75.0% | 100.0% | 100.0% |
| The International Finance Corporation (IFC) | 6.7% | 0.0% | 0.0% | 0.0% | 0.0% | 7.1% | 25.0% | 0.0% | 0.0% |
| The Multilateral Investment Guarantee Agency (MIGA) | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| International Centre for Settlement of Investment Disputes (ICSID) | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

A. Overall Context

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

| Percentage of Respondents | Office of President/ Minister/ Parliamentarian | Employee of a Ministry/PMU/ Consultant | Local Government | Other Government Institutions | Private Sector | CSO | Academia | Media | Other |
|---------------------------|--|--|---------------------|-------------------------------------|-------------------|-------|----------|-------|-------|
| The right direction* | 83.3% | 68.9% | 41.7% | 83.3% | 84.2% | 72.5% | 70.0% | 20.0% | 66.7% |
| The wrong direction | 4.2% | 2.2% | 16.7% | 0.0% | 0.0% | 7.8% | 10.0% | 30.0% | 16.7% |
| Not sure | 12.5% | 28.9% | 41.7% | 16.7% | 15.8% | 18.6% | 20.0% | 50.0% | 16.7% |

*Significantly different between stakeholder groups

⁹ Includes the following categories: Multilateral Agency (N=5) and Other (N=1). There were no respondents from the judicial system, bilateral agencies, faith-based groups, and youth groups.

**A. Overall Context (continued)**

Please identify which of the following development priorities you consider the most important in Bulgaria. (Choose no more than 5)

| Percentage of Respondents (Responses combined) | Office of President/Minister/Parliamentarian | Employee of a Ministry/PMU/Consultant | Local Government | Other Government Institutions | Private Sector | CSO | Academia | Media | Other |
|--|--|---------------------------------------|------------------|-------------------------------|----------------|-------|----------|-------|-------|
| Trade and exports | 8.3% | 6.7% | 0.0% | 8.3% | 5.6% | 3.9% | 3.3% | 10.0% | 0.0% |
| Education and Innovations* | 66.7% | 57.8% | 33.3% | 50.0% | 72.2% | 78.4% | 83.3% | 90.0% | 83.3% |
| Equality of opportunity and gender* | 8.3% | 2.2% | 0.0% | 0.0% | 5.6% | 11.8% | 3.3% | 0.0% | 50.0% |
| Economic growth* | 62.5% | 60.0% | 75.0% | 58.3% | 66.7% | 43.1% | 36.7% | 20.0% | 16.7% |
| Climate change and green deal | 4.2% | 17.8% | 8.3% | 8.3% | 11.1% | 27.5% | 10.0% | 10.0% | 33.3% |
| Governance | 50.0% | 33.3% | 50.0% | 58.3% | 44.4% | 54.9% | 20.0% | 50.0% | 50.0% |
| Convergence of living standards with EU | 25.0% | 37.8% | 41.7% | 25.0% | 22.2% | 23.5% | 53.3% | 10.0% | 50.0% |
| Energy and energy efficiency | 41.7% | 22.2% | 50.0% | 25.0% | 22.2% | 35.3% | 43.3% | 40.0% | 16.7% |
| Public financial management | 8.3% | 13.3% | 25.0% | 33.3% | 22.2% | 7.8% | 20.0% | 20.0% | 0.0% |
| Social protection* | 12.5% | 26.7% | 8.3% | 25.0% | 0.0% | 18.6% | 16.7% | 20.0% | 66.7% |
| Basic infrastructure and transport | 25.0% | 11.1% | 41.7% | 25.0% | 11.1% | 15.7% | 26.7% | 30.0% | 0.0% |
| Law and justice | 50.0% | 42.2% | 33.3% | 83.3% | 50.0% | 66.7% | 53.3% | 80.0% | 50.0% |
| Global pandemics | 0.0% | 6.7% | 0.0% | 0.0% | 0.0% | 2.0% | 0.0% | 0.0% | 0.0% |
| Financial Sector* | 8.3% | 2.2% | 25.0% | 25.0% | 22.2% | 2.0% | 10.0% | 10.0% | 0.0% |
| Rural development | 12.5% | 6.7% | 16.7% | 0.0% | 11.1% | 13.7% | 16.7% | 0.0% | 0.0% |
| Healthcare | 45.8% | 42.2% | 33.3% | 25.0% | 38.9% | 54.9% | 53.3% | 50.0% | 66.7% |
| Water and sanitation | 0.0% | 8.9% | 16.7% | 0.0% | 5.6% | 2.0% | 3.3% | 10.0% | 0.0% |
| Agriculture | 20.8% | 11.1% | 0.0% | 0.0% | 5.6% | 2.0% | 10.0% | 20.0% | 0.0% |
| Disaster Management | 0.0% | 11.1% | 0.0% | 0.0% | 0.0% | 3.9% | 6.7% | 0.0% | 0.0% |
| Job creation/employment | 12.5% | 26.7% | 33.3% | 8.3% | 16.7% | 21.6% | 23.3% | 10.0% | 16.7% |

*Significantly different between stakeholder groups

When economic and/or social reform efforts fail or are slow to take place in Bulgaria, which of the following would you attribute this to? (Choose no more than 2)

| Percentage of Respondents (Responses combined) | Office of President/Minister/Parliamentarian | Employee of a Ministry/PMU/Consultant | Local Government | Other Government Institutions | Private Sector | CSO | Academia | Media | Other |
|---|--|---------------------------------------|------------------|-------------------------------|----------------|-------|----------|-------|-------|
| Political pressures and obstacles | 33.3% | 33.3% | 16.7% | 25.0% | 40.0% | 31.4% | 30.0% | 30.0% | 33.3% |
| Inadequate external partners/EU support | 4.2% | 2.2% | 8.3% | 0.0% | 6.7% | 3.9% | 0.0% | 0.0% | 0.0% |
| Pressure from outside interest groups | 37.5% | 22.2% | 8.3% | 16.7% | 13.3% | 7.8% | 23.3% | 20.0% | 16.7% |
| Corruption* | 33.3% | 31.1% | 25.0% | 16.7% | 53.3% | 64.7% | 40.0% | 60.0% | 50.0% |
| Inadequate capacity in the government | 25.0% | 31.1% | 41.7% | 33.3% | 53.3% | 39.2% | 36.7% | 60.0% | 50.0% |
| Inadequate citizen/civil society participation | 29.2% | 15.6% | 33.3% | 25.0% | 6.7% | 17.6% | 30.0% | 10.0% | 0.0% |
| Reforms are not well thought out in light of country challenges | 16.7% | 35.6% | 50.0% | 66.7% | 26.7% | 33.3% | 33.3% | 20.0% | 33.3% |
| Other | 12.5% | 6.7% | 8.3% | 0.0% | 0.0% | 2.0% | 3.3% | 0.0% | 0.0% |

*Significantly different between stakeholder groups



A. Overall Context (continued)

| | Office of President/ Minister/ Parliamentarian | | Employee of a Ministry/ PMU/ Consultant | | Local Government | | Other Government Institutions | | Private Sector | | CSO | | Academia | | Media | | Other | |
|---|--|------|---|------|---------------------|------|-------------------------------------|------|-------------------|------|-----|------|----------|------|-------|------|-------|------|
| | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| To what extent do you trust the World Bank Group to do what is right? | 21 | 7.10 | 38 | 6.53 | 11 | 8.18 | 9 | 7.78 | 13 | 7.15 | 43 | 6.93 | 23 | 7.04 | 8 | 5.62 | 6 | 7.33 |

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

B. Overall Attitudes Toward the World Bank Group

How familiar are you with the work of these organizations in Bulgaria? (1-Not familiar at all, 10-Extremely familiar)

| | Office of President/ Minister/ Parliamentarian | | Employee of a Ministry/ PMU/ Consultant | | Local Government | | Other Government Institutions | | Private Sector | | CSO | | Academia | | Media | | Other | |
|--|--|------|---|------|---------------------|------|-------------------------------------|------|-------------------|------|-----|------|----------|------|-------|------|-------|------|
| | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| The World Bank (IBRD)* | 23 | 7.43 | 46 | 6.87 | 12 | 6.25 | 12 | 6.67 | 18 | 5.94 | 49 | 5.37 | 30 | 5.37 | 9 | 6.78 | 6 | 7.00 |
| The International Finance Corporation (IFC), the World Bank Group's private sector arm | 23 | 4.78 | 42 | 3.67 | 12 | 4.08 | 12 | 5.67 | 14 | 4.86 | 49 | 3.45 | 30 | 3.67 | 9 | 5.22 | 6 | 4.17 |

*Significantly different between stakeholder groups

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

| | Office of President/ Minister/ Parliamentarian | | Employee of a Ministry/ PMU/ Consultant | | Local Government | | Other Government Institutions | | Private Sector | | CSO | | Academia | | Media | | Other | |
|---|--|------|---|------|---------------------|------|-------------------------------------|------|-------------------|------|-----|------|----------|------|-------|------|-------|------|
| | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| Overall, the World Bank Group currently plays a relevant role in development in Bulgaria | 22 | 7.32 | 42 | 7.07 | 11 | 6.27 | 11 | 7.64 | 16 | 6.06 | 37 | 6.38 | 22 | 6.27 | 7 | 6.57 | 5 | 8.00 |
| The World Bank Group's work is aligned with what I consider the development priorities for Bulgaria | 22 | 6.86 | 39 | 7.38 | 10 | 6.40 | 11 | 8.09 | 12 | 6.75 | 37 | 6.51 | 21 | 6.57 | 7 | 6.71 | 4 | 8.00 |

Overall, please rate your impression of the effectiveness of these organizations in Bulgaria. (1-Not effective at all, 10-Very effective)

| | Office of President/ Minister/ Parliamentarian | | Employee of a Ministry/ PMU/ Consultant | | Local Government | | Other Government Institutions | | Private Sector | | CSO | | Academia | | Media | | Other | |
|--|--|------|---|------|---------------------|------|-------------------------------------|------|-------------------|------|-----|------|----------|------|-------|------|-------|------|
| | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| The World Bank (IBRD) | 22 | 7.14 | 44 | 7.18 | 8 | 7.00 | 10 | 8.20 | 16 | 6.50 | 36 | 6.81 | 23 | 5.96 | 8 | 6.38 | 6 | 7.50 |
| The International Finance Corporation (IFC), the World Bank Group's private sector arm | 17 | 6.18 | 24 | 6.54 | 6 | 6.50 | 9 | 7.44 | 12 | 5.42 | 25 | 5.68 | 15 | 5.60 | 8 | 5.75 | 3 | 8.00 |



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

| | Office of President/ Minister/ Parliamentarian | | Employee of a Ministry/ PMU/ Consultant | | Local Government | | Other Government Institutions | | Private Sector | | CSO | | Academia | | Media | | Other | |
|--|--|------|---|------|------------------|------|-------------------------------|------|----------------|------|-----|------|----------|------|-------|------|-------|------|
| | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| To what extent does the World Bank Group's work help to achieve development results in Bulgaria? | 23 | 6.61 | 42 | 6.74 | 7 | 7.00 | 11 | 7.91 | 15 | 6.33 | 35 | 6.80 | 21 | 5.86 | 6 | 6.33 | 5 | 7.80 |

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

| | Office of President/ Minister/ Parliamentarian | | Employee of a Ministry/ PMU/ Consultant | | Local Government | | Other Government Institutions | | Private Sector | | CSO | | Academia | | Media | | Other | |
|---|--|------|---|------|------------------|------|-------------------------------|------|----------------|------|-----|------|----------|------|-------|------|-------|------|
| | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| To what extent does the World Bank Group influence the development agenda in Bulgaria?* | 23 | 6.39 | 36 | 6.47 | 8 | 5.38 | 12 | 6.83 | 12 | 5.75 | 36 | 6.14 | 22 | 5.59 | 7 | 3.86 | 5 | 7.80 |

(1-To no degree at all, 10-To a very significant degree) *Significantly different between stakeholder groups

When thinking about how the World Bank Group can have the most impact on development results in Bulgaria, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Bulgaria? (Choose no more than 5)

| Percentage of Respondents (Responses combined) | Office of President/ Minister/ Parliamentarian | Employee of a Ministry/PMU/ Consultant | Local Government | Other Government Institutions | Private Sector | CSO | Academia | Media | Other |
|--|--|--|------------------|-------------------------------|----------------|-------|----------|-------|-------|
| Global pandemics | 0.0% | 11.6% | 10.0% | 16.7% | 0.0% | 2.2% | 7.1% | 0.0% | 0.0% |
| Trade and exports | 0.0% | 14.0% | 10.0% | 8.3% | 0.0% | 4.3% | 3.6% | 0.0% | 16.7% |
| Public financial management | 21.7% | 27.9% | 30.0% | 41.7% | 40.0% | 26.1% | 25.0% | 33.3% | 66.7% |
| Agriculture | 8.7% | 4.7% | 0.0% | 0.0% | 13.3% | 6.5% | 17.9% | 22.2% | 0.0% |
| Convergence of living standards with EU | 17.4% | 27.9% | 30.0% | 25.0% | 26.7% | 28.3% | 35.7% | 22.2% | 0.0% |
| Climate change and green deal | 30.4% | 27.9% | 0.0% | 8.3% | 13.3% | 18.6% | 25.0% | 22.2% | 50.0% |
| Basic infrastructure and transport* | 26.1% | 7.0% | 40.0% | 33.3% | 6.7% | 26.1% | 25.0% | 55.6% | 0.0% |
| Education and Innovations | 65.2% | 51.2% | 50.0% | 16.7% | 46.7% | 63.0% | 71.4% | 33.3% | 66.7% |
| Social protection* | 8.7% | 16.3% | 10.0% | 33.3% | 13.3% | 18.6% | 21.4% | 0.0% | 66.7% |
| Healthcare* | 65.2% | 32.6% | 20.0% | 41.7% | 26.7% | 39.1% | 17.9% | 44.4% | 50.0% |
| Energy and energy efficiency | 43.5% | 27.9% | 50.0% | 25.0% | 46.7% | 21.7% | 28.6% | 22.2% | 16.7% |
| Disaster Management | 0.0% | 9.3% | 0.0% | 0.0% | 0.0% | 10.9% | 10.7% | 22.2% | 0.0% |
| Financial Sector | 17.4% | 9.3% | 30.0% | 25.0% | 26.7% | 10.9% | 25.0% | 0.0% | 33.3% |
| Water and sanitation | 4.3% | 9.3% | 30.0% | 8.3% | 6.7% | 8.7% | 10.7% | 33.3% | 16.7% |
| Rural development | 21.7% | 9.3% | 30.0% | 8.3% | 26.7% | 21.7% | 10.7% | 22.2% | 0.0% |
| Economic growth | 56.5% | 58.1% | 60.0% | 33.3% | 53.3% | 30.4% | 32.1% | 22.2% | 33.3% |
| Equality of opportunity and gender | 4.3% | 0.0% | 0.0% | 0.0% | 6.7% | 17.4% | 3.6% | 11.1% | 16.7% |
| Law and justice | 30.4% | 23.3% | 10.0% | 66.7% | 40.0% | 43.5% | 28.6% | 33.3% | 16.7% |
| Job creation/employment* | 8.7% | 14.0% | 40.0% | 0.0% | 6.7% | 10.9% | 28.6% | 0.0% | 16.7% |
| Governance | 13.0% | 34.9% | 30.0% | 41.7% | 26.7% | 45.7% | 46.4% | 22.2% | 16.7% |

*Significantly different between stakeholder groups



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

| | Office of President/ Minister/ Parliamentarian | | Employee of a Ministry/ PMU/ Consultant | | Local Government | | Other Government Institutions | | Private Sector | | CSO | | Academia | | Media | | Other | |
|---|--|------|---|------|------------------|------|-------------------------------|------|----------------|------|-----|------|----------|------|-------|------|-------|------|
| | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| To what extent do you believe the World Bank Group’s staff is well prepared to help Bulgaria solve its most complicated development challenges? | 22 | 7.36 | 43 | 7.77 | 6 | 7.17 | 10 | 8.10 | 15 | 8.07 | 34 | 7.50 | 18 | 7.11 | 5 | 7.20 | 5 | 8.60 |

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

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

| | Office of President/ Minister/ Parliamentarian | | Employee of a Ministry/ PMU/ Consultant | | Local Government | | Other Government Institutions | | Private Sector | | CSO | | Academia | | Media | | Other | |
|--|--|------|---|------|------------------|------|-------------------------------|------|----------------|------|-----|------|----------|------|-------|------|-------|------|
| | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| Collaboration with the private sector* | 19 | 6.42 | 27 | 7.04 | 6 | 6.17 | 10 | 7.90 | 10 | 4.80 | 26 | 5.81 | 14 | 5.93 | 7 | 5.57 | 3 | 8.00 |
| Being inclusive | 20 | 6.55 | 32 | 7.47 | 6 | 7.17 | 10 | 7.90 | 10 | 6.20 | 35 | 6.54 | 17 | 6.76 | 7 | 6.29 | 6 | 7.83 |
| Straightforwardness and honesty | 20 | 6.80 | 38 | 7.45 | 6 | 7.67 | 7 | 8.14 | 10 | 7.30 | 34 | 7.62 | 20 | 5.95 | 4 | 7.00 | 6 | 7.83 |
| Access to WBG staff and experts | 19 | 7.00 | 35 | 7.80 | 6 | 7.00 | 9 | 7.78 | 11 | 7.18 | 32 | 7.12 | 18 | 6.44 | 6 | 7.00 | 6 | 7.83 |
| Being a long-term partner | 20 | 7.85 | 39 | 8.31 | 7 | 8.43 | 9 | 8.89 | 14 | 7.71 | 37 | 7.92 | 19 | 7.26 | 8 | 7.50 | 6 | 8.83 |
| Responsiveness to needs | 20 | 7.70 | 38 | 7.84 | 6 | 7.50 | 9 | 8.00 | 10 | 6.40 | 34 | 6.68 | 18 | 5.94 | 5 | 6.60 | 6 | 7.67 |
| Collaboration with the Government* | 20 | 7.90 | 39 | 8.10 | 6 | 7.83 | 9 | 8.89 | 9 | 6.56 | 37 | 7.32 | 21 | 7.10 | 8 | 7.50 | 6 | 7.83 |
| Flexibility when circumstances change | 19 | 7.00 | 35 | 7.69 | 6 | 7.50 | 9 | 8.33 | 9 | 5.67 | 31 | 6.39 | 16 | 6.56 | 5 | 7.40 | 5 | 7.20 |
| Collaboration with civil society | 18 | 6.78 | 27 | 7.22 | 6 | 6.00 | 10 | 8.40 | 10 | 5.60 | 34 | 6.26 | 19 | 6.42 | 6 | 6.33 | 5 | 7.80 |
| Treating clients and stakeholders in Bulgaria with respect | 21 | 8.19 | 37 | 8.35 | 6 | 7.33 | 9 | 8.78 | 10 | 7.10 | 33 | 8.00 | 16 | 7.31 | 5 | 7.80 | 6 | 7.83 |
| Openness (sharing data and other information) | 19 | 7.74 | 40 | 8.35 | 7 | 8.29 | 10 | 8.60 | 11 | 7.82 | 36 | 7.31 | 20 | 7.00 | 8 | 7.88 | 6 | 8.33 |
| Collaboration with other external partners and EU | 19 | 7.95 | 33 | 8.33 | 7 | 8.29 | 10 | 8.60 | 8 | 7.38 | 31 | 7.23 | 13 | 7.31 | 7 | 7.71 | 5 | 8.40 |

*Significantly different between stakeholder groups

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

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

| | Office of President/ Minister/ Parliamentarian | | Employee of a Ministry/ PMU/ Consultant | | Local Government | | Other Government Institutions | | Private Sector | | CSO | | Academia | | Media | | Other | |
|--|--|------|---|------|---------------------|------|-------------------------------------|------|-------------------|------|-----|------|----------|------|-------|------|-------|------|
| | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| The World Bank Group takes decisions quickly in Bulgaria* | 18 | 6.67 | 29 | 7.31 | 6 | 6.67 | 9 | 7.33 | 9 | 4.67 | 22 | 5.77 | 14 | 5.71 | 4 | 4.00 | 2 | 8.00 |
| The World Bank Group's approvals and reviews are done in a timely fashion* | 20 | 7.05 | 29 | 7.48 | 6 | 6.50 | 10 | 7.40 | 9 | 5.00 | 27 | 6.96 | 15 | 5.93 | 6 | 4.50 | 2 | 8.50 |
| The World Bank Group's conditions on its lending are reasonable | 16 | 6.94 | 18 | 7.22 | 5 | 7.40 | 7 | 7.57 | 12 | 6.58 | 17 | 7.06 | 13 | 6.08 | 4 | 7.50 | 1 | 6.00 |
| The World Bank Group disburses funds promptly | 15 | 6.53 | 13 | 7.00 | 5 | 7.00 | 8 | 7.12 | 9 | 5.78 | 13 | 6.46 | 11 | 5.64 | 4 | 6.25 | 1 | 6.00 |
| The World Bank Group's Environmental and Social Framework requirements are reasonable* | 17 | 7.18 | 22 | 8.41 | 7 | 7.00 | 10 | 7.10 | 9 | 5.89 | 24 | 7.17 | 14 | 6.36 | 6 | 6.00 | 1 | 6.00 |
| The World Bank Group insists on accountability through its lending (e.g., performance-based financing/resources tied to results) | 16 | 7.62 | 26 | 8.88 | 7 | 8.43 | 11 | 8.27 | 10 | 7.70 | 30 | 8.27 | 17 | 7.59 | 4 | 8.75 | 3 | 8.67 |
| The World Bank Group measures results effectively | 18 | 7.56 | 33 | 7.91 | 6 | 7.50 | 9 | 8.22 | 9 | 6.22 | 28 | 8.00 | 19 | 7.37 | 5 | 7.40 | 4 | 9.25 |
| Working with the World Bank Group increases Bulgaria's institutional capacity | 19 | 7.53 | 37 | 7.97 | 6 | 7.50 | 11 | 8.27 | 11 | 7.73 | 35 | 8.20 | 20 | 7.20 | 6 | 6.50 | 6 | 8.17 |

*Significantly different between stakeholder groups

How familiar are you with the following financial products of World Bank Group? (1-Not familiar at all, 10-Extremely familiar)

| | Office of President/ Minister/ Parliamentarian | | Employee of a Ministry/ PMU/ Consultant | | Local Government | | Other Government Institutions | | Private Sector | | CSO | | Academia | | Media | | Other | |
|---|--|------|---|------|---------------------|------|-------------------------------------|------|-------------------|------|-----|------|----------|------|-------|------|-------|------|
| | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| Investment Project Financing (IPF) | 21 | 5.00 | 46 | 5.74 | 10 | 5.30 | 11 | 4.82 | 13 | 4.23 | 45 | 3.47 | 26 | 4.00 | 9 | 3.89 | 6 | 3.00 |
| Program-for-Results (PFR)* | 21 | 5.86 | 44 | 5.55 | 10 | 5.40 | 11 | 5.27 | 17 | 4.41 | 44 | 3.41 | 25 | 3.40 | 9 | 4.22 | 6 | 2.83 |
| Development Policy Financing (DPF)* | 21 | 5.81 | 44 | 5.77 | 10 | 4.90 | 11 | 6.18 | 13 | 3.54 | 44 | 3.27 | 25 | 3.12 | 9 | 3.33 | 6 | 2.83 |
| DPF with CAT-DDO - Catastrophe Deferred Drawdown Option | 21 | 3.95 | 44 | 4.41 | 10 | 4.50 | 11 | 3.27 | 13 | 2.77 | 43 | 2.26 | 24 | 3.29 | 9 | 2.22 | 6 | 1.83 |

*Significantly different between stakeholder groups

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

| | Office of President/ Minister/ Parliamentarian | | Employee of a Ministry/ PMU/ Consultant | | Local Government | | Other Government Institutions | | Private Sector | | CSO | | Academia | | Media | | Other | |
|---|--|------|---|------|---------------------|------|-------------------------------------|------|-------------------|------|-----|------|----------|------|-------|------|-------|------|
| | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| The World Bank Group meets Bulgaria' needs for knowledge services | 18 | 7.44 | 44 | 7.64 | 7 | 6.86 | 10 | 7.70 | 11 | 6.82 | 30 | 7.37 | 18 | 6.89 | 6 | 5.33 | 6 | 7.33 |



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

| | Office of President/ Minister/ Parliamentarian | | Employee of a Ministry/ PMU/ Consultant | | Local Government | | Other Government Institutions | | Private Sector | | CSO | | Academia | | Media | | Other | |
|--|--|------|---|------|------------------|------|-------------------------------|------|----------------|------|-----|------|----------|------|-------|------|-------|------|
| | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| To what extent do you believe that Bulgaria received value for money from the World Bank Group’s Reimbursable Advisory Services (RAS)? | 15 | 6.40 | 36 | 7.03 | 6 | 6.67 | 9 | 7.67 | 8 | 6.88 | 21 | 6.86 | 15 | 6.80 | 3 | 7.00 | 5 | 6.80 |

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

E. World Bank Group’s Knowledge Work and Activities

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

| Percentage of Respondents | Office of President/ Minister/ Parliamentarian | Employee of a Ministry/ PMU/ Consultant | Local Government | Other Government Institutions | Private Sector | CSO | Academia | Media | Other |
|---------------------------|--|---|------------------|-------------------------------|----------------|-------|----------|-------|-------|
| Weekly* | 0.0% | 10.9% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 22.2% | 16.7% |
| Monthly | 5.3% | 10.9% | 10.0% | 36.4% | 5.9% | 11.9% | 11.5% | 11.1% | 0.0% |
| A few times a year | 52.6% | 45.7% | 10.0% | 18.2% | 35.3% | 38.1% | 23.1% | 33.3% | 66.7% |
| Rarely | 31.6% | 21.7% | 40.0% | 36.4% | 41.2% | 28.6% | 38.5% | 33.3% | 16.7% |
| Never | 10.5% | 10.9% | 40.0% | 9.1% | 17.6% | 21.4% | 26.9% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

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

| | Office of President/ Minister/ Parliamentarian | | Employee of a Ministry/ PMU/ Consultant | | Local Government | | Other Government Institutions | | Private Sector | | CSO | | Academia | | Media | | Other | |
|---|--|------|---|------|------------------|------|-------------------------------|------|----------------|------|-----|------|----------|------|-------|------|-------|------|
| | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| Are adaptable to Bulgaria’s specific development challenges and country circumstances | 15 | 7.67 | 33 | 7.18 | 5 | 5.80 | 9 | 7.78 | 9 | 5.89 | 25 | 6.96 | 16 | 6.88 | 6 | 6.83 | 5 | 7.80 |

| | Office of President/ Minister/ Parliamentarian | | Employee of a Ministry/ PMU/ Consultant | | Local Government | | Other Government Institutions | | Private Sector | | CSO | | Academia | | Media | | Other | |
|--|--|------|---|------|------------------|------|-------------------------------|------|----------------|------|-----|------|----------|------|-------|------|-------|------|
| | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| Overall, how significant a contribution do you believe the World Bank Group’s knowledge work and activities make to development results in your country? | 14 | 7.43 | 36 | 7.00 | 6 | 6.17 | 10 | 6.90 | 10 | 5.70 | 29 | 7.10 | 17 | 6.65 | 7 | 6.43 | 5 | 8.20 |
| Overall, how would you rate the technical quality of the World Bank Group’s knowledge work and activities? | 15 | 7.87 | 39 | 7.79 | 6 | 6.50 | 10 | 8.60 | 8 | 7.75 | 25 | 8.20 | 19 | 7.58 | 6 | 8.17 | 5 | 8.60 |

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

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

Which of the following SHOULD the WBG do to improve its advice and guidance in Bulgaria? (Choose no more than 3)

| Percentage of Respondents (Responses combined) | Office of President/ Minister/ Parliamentarian | Employee of a Ministry/PMU/ Consultant | Local Government | Other Government Institutions | Private Sector | CSO | Academia | Media | Other |
|--|--|--|---------------------|-------------------------------------|-------------------|-------|----------|-------|-------|
| Increase the level of country specific expertise* | 29.2% | 69.6% | 16.7% | 41.7% | 31.6% | 39.2% | 53.3% | 60.0% | 50.0% |
| Be less influenced by external partners | 8.3% | 2.2% | 16.7% | 16.7% | 5.3% | 7.8% | 10.0% | 10.0% | 0.0% |
| Be more willing to criticize government policies and reform efforts | 50.0% | 45.7% | 58.3% | 50.0% | 47.4% | 51.0% | 50.0% | 80.0% | 16.7% |
| Increase emphasis on capacity development | 25.0% | 47.8% | 25.0% | 58.3% | 31.6% | 41.2% | 46.7% | 30.0% | 66.7% |
| Be more sensitive toward political and social realities* | 41.7% | 15.2% | 33.3% | 16.7% | 21.1% | 41.2% | 46.7% | 40.0% | 16.7% |
| Provide financial support to investment projects using WBG procurement | 16.7% | 28.3% | 50.0% | 50.0% | 36.8% | 21.6% | 33.3% | 20.0% | 33.3% |
| Other | 8.3% | 2.2% | 8.3% | 0.0% | 10.5% | 9.8% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Bulgaria? (Choose no more than 3)

| Percentage of Respondents (Responses combined) | Office of President/ Minister/ Parliamentarian | Employee of a Ministry/PMU/ Consultant | Local Government | Other Government Institutions | Private Sector | CSO | Academia | Media | Other |
|---|--|--|---------------------|-------------------------------------|-------------------|-------|----------|-------|-------|
| Private sector | 36.8% | 28.9% | 40.0% | 72.7% | 69.2% | 37.2% | 48.1% | 44.4% | 40.0% |
| External partners/EU community | 5.3% | 11.1% | 10.0% | 9.1% | 15.4% | 23.3% | 0.0% | 0.0% | 20.0% |
| Civil Society* | 47.4% | 33.3% | 60.0% | 54.5% | 38.5% | 81.4% | 66.7% | 44.4% | 40.0% |
| Local government | 52.6% | 60.0% | 60.0% | 45.5% | 30.8% | 37.2% | 25.9% | 55.6% | 40.0% |
| Parliament* | 47.4% | 33.3% | 20.0% | 18.2% | 38.5% | 4.7% | 14.8% | 11.1% | 40.0% |
| Media | 21.1% | 11.1% | 10.0% | 27.3% | 15.4% | 32.6% | 22.2% | 55.6% | 40.0% |
| Academia/think tanks/research institutes* | 42.1% | 51.1% | 50.0% | 54.5% | 38.5% | 58.1% | 100.0% | 44.4% | 20.0% |
| Other | 0.0% | 6.7% | 0.0% | 0.0% | 15.4% | 4.7% | 0.0% | 0.0% | 0.0% |
| Don't know | 10.5% | 4.4% | 0.0% | 0.0% | 7.7% | 0.0% | 0.0% | 11.1% | 20.0% |

*Significantly different between stakeholder groups

**G. Communication and Information Sharing**

Which would you say are your MAIN sources of news about economic and social development issues in Bulgaria? (Choose no more than 3)

| Percentage of Respondents (Responses combined) | Office of President/Minister/Parliamentarian | Employee of a Ministry/PMU/Consultant | Local Government | Other Government Institutions | Private Sector | CSO | Academia | Media | Other |
|--|--|---------------------------------------|------------------|-------------------------------|----------------|-------|----------|-------|-------|
| National televisions | 84.2% | 73.9% | 100.0% | 72.7% | 52.9% | 65.1% | 74.1% | 77.8% | 80.0% |
| National radios news programs | 31.6% | 26.1% | 20.0% | 27.3% | 23.5% | 25.6% | 37.0% | 22.2% | 0.0% |
| Printed local newspapers | 15.8% | 4.3% | 20.0% | 0.0% | 5.9% | 2.3% | 14.8% | 22.2% | 0.0% |
| Websites/apps of local TV* | 21.1% | 13.0% | 40.0% | 63.6% | 29.4% | 11.6% | 29.6% | 33.3% | 0.0% |
| Websites/apps of local radio companies | 0.0% | 2.2% | 0.0% | 9.1% | 0.0% | 4.7% | 3.7% | 11.1% | 20.0% |
| Websites/apps of local newspapers/magazines* | 42.1% | 18.6% | 20.0% | 27.3% | 41.2% | 62.8% | 51.9% | 55.6% | 60.0% |
| Social media* | 78.9% | 60.9% | 90.0% | 54.5% | 23.5% | 74.4% | 55.6% | 44.4% | 60.0% |
| Blogs | 10.5% | 8.7% | 10.0% | 0.0% | 5.9% | 16.3% | 3.7% | 11.1% | 0.0% |
| Other* | 0.0% | 17.4% | 0.0% | 9.1% | 41.2% | 11.6% | 3.7% | 11.1% | 0.0% |

*Significantly different between stakeholder groups

How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)

| Percentage of Respondents (Responses combined) | Office of President/Minister/Parliamentarian | Employee of a Ministry/PMU/Consultant | Local Government | Other Government Institutions | Private Sector | CSO | Academia | Media | Other |
|---|--|---------------------------------------|------------------|-------------------------------|----------------|-------|----------|-------|-------|
| World Bank Group's publications and other written materials | 47.4% | 54.5% | 20.0% | 45.5% | 52.9% | 44.2% | 40.7% | 55.6% | 80.0% |
| e-Newsletters | 57.9% | 52.3% | 50.0% | 54.5% | 52.9% | 46.5% | 66.7% | 55.6% | 0.0% |
| World Bank Group's seminars/workshops/conferences | 52.6% | 38.6% | 80.0% | 63.6% | 41.2% | 30.2% | 40.7% | 22.2% | 20.0% |
| World Bank Group's blogs | 5.3% | 11.4% | 0.0% | 0.0% | 5.9% | 4.7% | 7.4% | 11.1% | 0.0% |
| World Bank Group's social media | 31.6% | 15.9% | 10.0% | 18.2% | 11.8% | 32.6% | 11.1% | 0.0% | 20.0% |
| Direct contact with World Bank Group* | 26.3% | 31.8% | 60.0% | 18.2% | 52.9% | 41.9% | 3.7% | 55.6% | 60.0% |
| World Bank Group's website | 42.1% | 27.3% | 30.0% | 54.5% | 23.5% | 30.2% | 37.0% | 11.1% | 20.0% |
| Webinars or online events hosted by the World Bank Group* | 10.5% | 22.7% | 50.0% | 0.0% | 23.5% | 41.9% | 29.6% | 22.2% | 60.0% |
| Interviews and press conferences for the Bulgarian media* | 10.5% | 0.0% | 0.0% | 9.1% | 11.8% | 11.6% | 37.0% | 44.4% | 0.0% |

*Significantly different between stakeholder groups

What do you use primarily when visiting a World Bank Group website? (Select only 1 response)

| Percentage of Respondents | Office of President/Minister/Parliamentarian | Employee of a Ministry/PMU/Consultant | Local Government | Other Government Institutions | Private Sector | CSO | Academia | Media | Other |
|--------------------------------|--|---------------------------------------|------------------|-------------------------------|----------------|-------|----------|--------|--------|
| Mobile* | 31.6% | 8.7% | 20.0% | 36.4% | 5.9% | 9.3% | 7.7% | 0.0% | 0.0% |
| Computer/laptop | 63.2% | 84.8% | 60.0% | 54.5% | 70.6% | 76.7% | 73.1% | 100.0% | 100.0% |
| I never visit the WBG websites | 5.3% | 6.5% | 20.0% | 9.1% | 23.5% | 14.0% | 18.2% | 0.0% | 0.0% |

*Significantly different between stakeholder group



Appendix C: Methodology

From May to June 2022, 449 stakeholders of the WBG in Bulgaria 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 member of parliamentarian/legislative body; ministries, ministerial departments, and implementation agencies; project management units (PMUs) overseeing implementation of WBG projects; consultants and contractors working on WBG-supported projects and programs; local governments; independent government institutions; the judicial system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector and private banks; private foundations; NGOs and community based organizations; professional and trade associations; faith-based groups; youth groups; from the academia, research institutes, and think tanks; the media; and other organizations.

A total of 210 stakeholders participated in the survey (47% response rate). Respondents completed the questionnaire via an online platform.

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

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



Year comparison

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY' 18 (response rate was 79%, N=396). 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.

| Percentage of Respondents | Original Distribution | |
|--|-----------------------|------------|
| | FY 2018 | FY 2022 |
| Office of the President; Office of the Prime Minister; Office of Minister | 6.8% | 8.0% |
| Office of Parliamentarian | 7.6% | 3.7% |
| Government Institutions (includes employees of ministries, PMUs/Consultants on WBG-supported projects, independent government institutions, and the judiciary) | 25.1% | 23.9% |
| Local Government Office or Staff | 9.2% | 11.3% |
| Bilateral/Multilateral Agency (e.g., embassy, diplomatic, military; UN, regional development bank) | 3.5% | 1.2% |
| Civil Society (includes NGOs/CBOs, private foundations, youth groups, trade associations, and faith-based groups) | 22.2% | 25.8% |
| Private Sector (includes private sector organization and financial sector/private banks) | 11.1% | 6.4% |
| Academia/Research Institute/Think Tank | 7.0% | 12.0% |
| Media | 7.6% | 7.7% |
| Total Number of Respondents (Un-Weighted) | 370 | 326 |

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

In FY' 22, respondents who indicated little or no familiarity with the World Bank and IFC (a rating of 1 or 2 out of 10) were not asked questions in sections C and D. Furthermore, respondents who reported never using WBG's knowledge products (questions E1, option 5), were not asked questions E2-E9. For year comparison, the 2018 data was edited accordingly for consistency.



Stakeholder analysis

For the analysis by stakeholder group (Appendix B), responses to the question “Which of the following best describes your current affiliation?” were recoded:

| Option code | Which of the following best describes your current position? | n | Valid Percent | Recoded | n recoded |
|-------------|---|------------|---------------|----------|------------|
| 1 | Office of the President, Prime Minister | 3 | 1.4% | 1 | 24 |
| 2 | Office of a Minister | 16 | 7.6% | 1 | |
| 3 | Office of a member of Parliament/Legislative body | 5 | 2.4% | 1 | |
| 4 | Employee of Ministry, Ministerial Department, Implementation Agency | 44 | 21.0% | 2 | 46 |
| 5 | Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG | 2 | 1.0% | 2 | |
| 6 | Local Government Office or Staff | 12 | 5.7% | 3 | 12 |
| 7 | Independent Government Institution (i.e., regulatory agency, central bank/oversight institution) | 7 | 3.3% | 4 | 12 |
| 8 | Judicial System (e.g., courts) | 0 | | - | |
| 9 | State-Owned Enterprise | 5 | 2.4% | 4 | |
| 10 | Bilateral Agency (e.g., embassy, diplomatic, military) | 0 | | - | - |
| 11 | Multilateral Agency (UN, regional development bank) | 5 | 2.4% | 9 | |
| 12 | Private Sector Organization | 11 | 5.2% | 5 | 19 |
| 13 | Financial Sector/Private Bank | 8 | 3.8% | 5 | |
| 14 | Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation) | 3 | 1.4% | 6 | 51 |
| 15 | NGO/Community Based Organization | 45 | 21.4% | 6 | |
| 16 | Professional/Trade association | 3 | 1.4% | 6 | |
| 17 | Faith-Based Group | 0 | | - | - |
| 18 | Youth Group | 0 | | - | - |
| 19 | Academia/Research Institute/Think Tank | 30 | 14.3% | 7 | 30 |
| 20 | Media (press, radio, TV, web, etc.) | 10 | 4.8% | 8 | 10 |
| 21 | Other | 1 | 0.5% | 9 | 6 |
| | Total | 210 | 100% | - | 210 |



Appendix D: Bulgaria FY22 COS Questionnaire



World Bank Group Country Survey FY 2022 – Bulgaria

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Bulgaria or who observe activities related to social and economic development. The following survey will give the World Bank Group’s team that works in Bulgaria, greater insight into how the Bank’s work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Bulgaria.

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

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

To complete the survey, please circle/check the response that most accurately reflects your opinion. We ask you to please answer all questions on the very first page. If you prefer not to answer any question on other pages, 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.

**BACKGROUND INFORMATION**

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

Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country? (If you answered NO to this question, please proceed to the next page)

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

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Bulgaria? (Select only 1 response)

| | |
|---|--|
| 1 | The World Bank (IBRD) |
| 2 | The International Finance Corporation (IFC) |
| 3 | The Multilateral Investment Guarantee Agency (MIGA) |
| 4 | International Centre for Settlement of Investment Disputes (ICSID) |

**SECTION A: OVERALL CONTEXT**

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

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

| A3. Please identify which of the following development priorities you consider the most important in Bulgaria. (Choose no more than 5) | | | |
|---|--|----|---|
| 1 | Trade and exports | 11 | Basic infrastructure and transport (e.g., roads, bridges, transportation) |
| 2 | Education and Innovations | 12 | Law and justice (e.g., judicial system) |
| 3 | Equality of opportunity and gender (i.e., equity) | 13 | Global pandemics (e.g., COVID-18) |
| 4 | Economic growth | 14 | Financial Sector |
| 5 | Climate change (e.g., mitigation, adaptation) and green deal | 15 | Rural development |
| 6 | Governance (i.e., government effectiveness) | 16 | Healthcare |
| 7 | Convergence of living standards with EU | 17 | Water and sanitation |
| 8 | Energy and energy efficiency | 18 | Agriculture |
| 9 | Public financial management (e.g., public expenditure, fiscal system reform) | 18 | Disaster Management |
| 10 | Social protection (e.g., pensions, targeted social assistance) | 20 | Job creation/employment |

**SECTION A: OVERALL CONTEXT**

| A4. When economic and/or social reform efforts fail or are slow to take place in Bulgaria, which of the following would you attribute this to? (Choose no more than 2) | |
|---|--|
| 1 | Political pressures and obstacles |
| 2 | Inadequate external partners/EU support |
| 3 | Pressure from outside interest groups (e.g., private sector, unions) |
| 4 | Corruption |
| 5 | Inadequate capacity in the government |
| 6 | Inadequate citizen/civil society participation |
| 7 | Reforms are not well thought out in light of country challenges |
| 8 | Other (please specify): _____ |

| A5. To what extent, do you trust each of the following groups to do what is right? | | | | | | | | | | | | |
|---|--|---------------------|---|---|---|---|------------------------------|---|---|---|----|--------------------------|
| | | To no degree at all | | | | | To a very significant degree | | | | | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| 1 | The national government | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 2 | Parliament | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 3 | EU institutions (incl. EC and EU Parliament) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 4 | The World Bank Group | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 5 | The International Monetary Fund | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 6 | The United Nations (UN) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 7 | The World Health Organization (WHO) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 8 | Bulgaria's Central Bank | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 9 | Private Sector | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 10 | Civil Society | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 11 | Media | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 12 | Academia | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

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

| B1. How familiar are you with the work of these organizations in Bulgaria? | | | | | | | | | | | |
|---|--|---------------------|---|---|---|---|---|---|---|--------------------|----|
| | | Not familiar at all | | | | | | | | Extremely familiar | |
| 1 | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 1 | The World Bank (IBRD) | | | | | | | | | | |
| 2 | The International Finance Corporation (IFC), the World Bank Group's private sector arm | | | | | | | | | | |

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

| B4. Overall, please rate your impression of the effectiveness of these organizations in Bulgaria. | | | | | | | | | | | | |
|--|--|----------------------|---|---|---|---|---|---|---|----------------|----|--------------------------|
| | | Not effective at all | | | | | | | | Very effective | | Don't know |
| 1 | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 1 | The World Bank (IBRD) | | | | | | | | | | | <input type="checkbox"/> |
| 2 | The International Finance Corporation (IFC), the World Bank Group's private sector arm | | | | | | | | | | | <input type="checkbox"/> |

| B5. To what extent does the World Bank Group's work help to achieve development results in Bulgaria? | | | | | | | | | | | | |
|---|--|---------------------|---|---|---|---|---|---|---|------------------------------|----|--------------------------|
| | | To no degree at all | | | | | | | | To a very significant degree | | Don't know |
| 1 | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| | | | | | | | | | | | | <input type="checkbox"/> |

| B6. To what extent does the World Bank Group influence the development agenda in Bulgaria? | | | | | | | | | | | | |
|---|--|---------------------|---|---|---|---|---|---|---|------------------------------|----|--------------------------|
| | | To no degree at all | | | | | | | | To a very significant degree | | Don't know |
| 1 | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| | | | | | | | | | | | | <input type="checkbox"/> |

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

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****B8. When thinking about the World Bank Group’s role in Bulgaria, which activity do you VALUE the most? (Choose no more than 2)**

| | |
|---|--|
| 1 | External partners/EU coordination |
| 2 | Formal policy advice, studies, analyses |
| 3 | Data and statistics |
| 4 | Bringing in the best of global knowledge in policymaking |
| 5 | Technical assistance |
| 6 | Bringing together different groups of stakeholders |
| 7 | Implementation support |
| 8 | Financial resources |
| 9 | Other (please specify): _____ |

B9. When thinking about how the World Bank Group can have the most impact on development results in Bulgaria, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Bulgaria? (Choose no more than 5)

| | | | |
|----|--|----|---|
| 1 | Global pandemics (e.g., COVID-18) | 11 | Energy and energy efficiency |
| 2 | Trade and exports | 12 | Disaster Management |
| 3 | Public financial management (e.g., public expenditure, fiscal system reform) | 13 | Financial Sector |
| 4 | Agriculture | 14 | Water and sanitation |
| 5 | Convergence of living standards with EU | 15 | Rural development |
| 6 | Climate change (e.g., mitigation, adaptation) and green deal | 16 | Economic growth |
| 7 | Basic infrastructure and transport (e.g., roads, bridges, transportation) | 17 | Equality of opportunity and gender (i.e., equity) |
| 8 | Education and Innovations | 18 | Law and justice (e.g., judicial system) |
| 9 | Social protection (e.g., pensions, targeted social assistance) | 18 | Job creation/employment |
| 10 | Healthcare | 20 | Governance (i.e., government effectiveness) |

B10. What do you immediately think of when you hear about the IFC? (Choose no more than 3)

| | | | |
|---|-------------------------------------|----|-------------------------------|
| 1 | Thought leader | 9 | Investment bank |
| 2 | Venture capital | 10 | Private sector solutions |
| 3 | Asset manager | 11 | Financial advisory solutions |
| 4 | Public-private partnerships | 12 | World Bank |
| 5 | Innovation and entrepreneurship | 13 | None of the above |
| 6 | Development institution | 14 | Don’t know |
| 7 | Multi-lateral financial institution | 15 | Other (please specify): _____ |
| 8 | Impact investor | | |

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

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|------------------------------|--------------------------|------------|--|
| C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Bulgaria solve its most complicated development challenges? | | | | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | | |
| To no degree at all | | | | | | | | | To a very significant degree | | Don't know | |

| To what extent is the World Bank Group an effective development partner in Bulgaria, in terms of each of the following? | | | | | | | | | | | | |
|--|--|---------------------|---|---|---|---|------------------------------|---|---|---|----|--------------------------|
| | | To no degree at all | | | | | To a very significant degree | | | | | Don't know |
| C2 | Collaboration with the private sector | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C3 | Being inclusive | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C4 | Straightforwardness and honesty | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C5 | Access to WBG staff and experts | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C6 | Being a long-term partner | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C7 | Responsiveness to needs | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C8 | Collaboration with the Government | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C9 | Flexibility when circumstances change | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C10 | Collaboration with civil society | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C11 | Treating clients and stakeholders in Bulgaria with respect | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C12 | Openness (sharing data and other information) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C13 | Collaboration with other external partners and EU | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

| To what extent do you agree/disagree with the following statements? | | | | | | | | | | | | |
|--|--|-------------------|---|---|---|---|----------------|---|---|---|----|--------------------------|
| | | Strongly disagree | | | | | Strongly agree | | | | | Don't know |
| C14 | The World Bank Group takes decisions quickly in Bulgaria | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C15 | 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"/> |
| C16 | The World Bank Group's conditions on its lending are reasonable | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C17 | The World Bank Group disburses funds promptly | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C18 | The World Bank Group's Environmental and Social Framework requirements are reasonable | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C18 | The World Bank Group insists on accountability through its lending (e.g., performance-based financing/resources tied to results) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C20 | The World Bank Group measures results effectively | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C21 | Working with the World Bank Group increases Bulgaria's institutional capacity | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

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

| C22. How familiar are you with the following financial products of World Bank Group? | | | | | | | | | | | |
|---|---|---------------------|---|---|---|---|---|---|---|--------------------|----|
| | | Not familiar at all | | | | | | | | Extremely familiar | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 1 | Investment Project Financing (IPF) | | | | | | | | | | |
| 2 | Program-for-Results (PFR) | | | | | | | | | | |
| 3 | Development Policy Financing (DPF) | | | | | | | | | | |
| 4 | DPF with CAT-DDO - Catastrophe Deferred Drawdown Option | | | | | | | | | | |

| To what extent do you agree/disagree with the following statement about the World Bank Group in Bulgaria? | | | | | | | | | | | | |
|--|--|-------------------|---|---|---|---|---|---|---|----------------|----|--------------------------|
| | | Strongly disagree | | | | | | | | Strongly agree | | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C23 | The World Bank Group meets Bulgaria' needs for knowledge services (e.g., Reimbursable Advisory Services, research, analysis, data, technical assistance) | | | | | | | | | | | <input type="checkbox"/> |

| C24. To what extent do you believe that Bulgaria received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? | | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|------------------------------|--------------------------|------------|--|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | | |
| To no degree at all | | | | | | | | | To a very significant degree | | Don't know | |

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

| D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bulgaria? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know") | | | | | | | | | | | | Don't know |
|--|---|----------------------|---|---|---|---|---|---|---|----------------|----|--------------------------|
| | | Not effective at all | | | | | | | | Very effective | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 1 | Social protection (e.g., pensions, targeted social assistance) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 2 | Poverty reduction | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 3 | 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"/> |
| 4 | Equality of opportunity (i.e., social inclusion) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 5 | Education | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 6 | Science, Technology and Innovation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 7 | Climate change (e.g., mitigation, adaptation) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 8 | Energy and decarbonization | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 9 | E-government | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 10 | Disaster risk management | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 11 | Water and sanitation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 12 | Economic growth | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 13 | Urban development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 14 | Transport (e.g., roads, bridges, transportation) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |



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

| E1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do? | |
|---|--------------------|
| 1 | Weekly |
| 2 | Monthly |
| 3 | A few times a year |
| 4 | Rarely |
| 5 | Never |

| In Bulgaria, to what extent do you believe that the World Bank Group's knowledge work and activities: | | | | | | | | | | | | |
|--|---|---------------------|---|---|---|---|------------------------------|---|---|---|----|--------------------------|
| | | To no degree at all | | | | | To a very significant degree | | | | | Don't know |
| E2 | Are timely | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| E3 | Include appropriate level of stakeholder involvement during preparation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| E4 | Are source of relevant information on global good practices | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| E5 | Are adequately disseminated | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| E6 | Are translated enough into local language | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| E7 | Are adaptable to Bulgaria's specific development challenges and country circumstances | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

| E8. 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 |

| E9. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|-----------------------------|--------------------------|------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| Very low technical quality | | | | | | | | | Very high technical quality | | Don't know |

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN BULGARIA****F1. Which of the following SHOULD the WBG do to improve its advice and guidance in Bulgaria? (Choose no more than 3)**

| | |
|---|--|
| 1 | Increase the level of country specific expertise |
| 2 | Be less influenced by external partners |
| 3 | Be more willing to criticize government policies and reform efforts |
| 4 | Increase emphasis on capacity development |
| 5 | Be more sensitive toward political and social realities |
| 6 | Provide financial support to investment projects using WBG procurement |
| 7 | Other (please specify): _____ |

F2. In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Bulgaria? (Choose no more than 3)

| | | | |
|---|--------------------------------|---|--|
| 1 | Private sector | 6 | Media |
| 2 | External partners/EU community | 7 | Academia/think tanks/research institutes |
| 3 | Civil Society | 8 | Other (please specify): _____ |
| 4 | Local government | 9 | Don't know |
| 5 | Parliament | | |

F3. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugees in Bulgaria? (Choose no more than 2)

| | |
|---|--|
| 1 | Labor market engagement |
| 2 | Housing and related municipal services |
| 3 | Access to finance |
| 4 | Education |
| 5 | Social assistance |
| 6 | Health |
| 7 | Other (please specify): _____ |
| 8 | Don't know |



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

F4. Which THREE areas below would benefit most from the World Bank Group’s support to help ensure that Bulgaria has fair and equitable access to the vaccines necessary to alter the course of the COVID-18 pandemic? (Choose no more than 3)

| | |
|---|---|
| 1 | Support community and stakeholder engagement to address misinformation and stigma |
| 2 | Support the distribution of vaccines |
| 3 | Training health workers |
| 4 | Support the purchase of vaccines |
| 5 | Assess country’s readiness for vaccine distribution |
| 6 | Help to strengthen health systems |
| 7 | Other (please specify): _____ |

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. Which would you say are your MAIN sources of news about economic and social development issues in Bulgaria? (Choose no more than 3)**

| | | | |
|---|--|---|---|
| 1 | National televisions | 6 | Websites/apps of local newspapers/magazines |
| 2 | National radios news programs | 7 | Social media (e.g., Facebook, Twitter, YouTube, Telegram, TikTok) |
| 3 | Printed local newspapers | 8 | Blogs |
| 4 | Websites/apps of local TV | 9 | Other (please specify): _____ |
| 5 | Websites/apps of local radio companies | | |

G2. How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)

| | | | |
|---|---|---|--|
| 1 | World Bank Group's publications and other written materials | 6 | Direct contact with World Bank Group (i.e., face to face meetings/discussions) |
| 2 | e-Newsletters | 7 | World Bank Group's website |
| 3 | World Bank Group's seminars/workshops/conferences | 8 | Webinars or online events hosted by the World Bank Group |
| 4 | World Bank Group's blogs | 9 | Interviews and press conferences for the Bulgarian media |
| 5 | World Bank Group's social media | | |

G3. What do you use primarily when visiting a World Bank Group website? (Select only 1 response)

| | |
|---|--------------------------------|
| 1 | Mobile |
| 2 | Computer/laptop |
| 3 | I never visit the WBG websites |

G4. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?

| | | Every few days | Every few weeks | Every few months | Not at all |
|---|---|--------------------------|--------------------------|--------------------------|--------------------------|
| 1 | Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | Visited a WBG website (e.g., read a blog, used data) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | Attended an event/conference hosted by the WBG | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | Attended/participated in a webinar or online event hosted by the WBG | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | Read some or all of a WBG research paper or publication | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | Met professionally with WBG staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 | Read a WBG e-newsletter | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**SECTION H: BACKGROUND INFORMATION**

| H1. Please identify the primary specialization of your work. (Select only 1 response) | | | |
|--|-----------------------------------|----|--|
| 1 | Poverty | 13 | Agriculture, rural development |
| 2 | Macroeconomics, fiscal management | 14 | Urban development |
| 3 | Governance, anti-corruption | 15 | Transport |
| 4 | Education | 16 | Digital development and technology (ICT) |
| 5 | Health, nutrition | 17 | Tourism |
| 6 | Social protection | 18 | Fragility, conflict, violence, refugees |
| 7 | Jobs | 18 | Demographics, migration |
| 8 | Energy | 20 | Trade and competitiveness |
| 9 | Environment, natural resources | 21 | Finance and markets |
| 10 | Climate change | 22 | Communications, public affairs |
| 11 | Water, sanitation | 23 | Generalist (specialized in multiple sectors) |
| 12 | Gender | 24 | Other (please specify): _____ |

| H2. What's your gender? | |
|--------------------------------|--------|
| 1 | Female |
| 2 | Male |

| H3. Within your organization, would you describe yourself as | |
|--|------------------------------------|
| 1 | Junior level |
| 2 | Mid-level staff |
| 3 | Mid-level decision-maker / manager |
| 4 | Senior level |

| H4. What's your age? | |
|-----------------------------|--------------|
| 1 | 25 and under |
| 2 | 26-35 |
| 3 | 36-45 |
| 4 | 46-55 |
| 5 | 56 and above |

| H5. Which best represents your geographic location? | |
|--|---------------------------|
| 1 | Capital |
| 2 | Big city, regional center |
| 3 | Smaller town |

Thank you for completing the survey!