

Appendix E: Albania FY 2012 Questionnaire



World Bank Country Survey FY12 – Albania

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Albania or who observe activities related to social and economic development. The following survey is meant to give the World Bank’s team that works in Albania, greater insight into how the Bank’s work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in Albania. The World Bank commissioned an independent firm to oversee the logistics of this effort in Albania. This ensures anonymity and confidentiality. We hope you’ll be candid. To complete the survey, please circle/check the response that most accurately reflects your opinion. **If you prefer not to answer a question, please leave it blank.**

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

SECTION A: GENERAL ISSUES FACING ALBANIA

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

SECTION A: GENERAL ISSUES

A2. When considering development priorities, which ONE development priority below is the most important in Albania? Which ONE is the second most important priority? Which ONE is the third most important priority?				
Choose only ONE for each column		FIRST priority (Choose only ONE)	SECOND priority (Choose only ONE)	THIRD priority (Choose only ONE)
1	Agriculture and rural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Social protection (e.g., pensions, targeted social assistance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Transport (e.g., roads, bridges, transportation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Public sector reform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Regional integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Strengthening property rights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Domestic private sector development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Water and sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Monitoring and evaluation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Public financial management (e.g., public expenditure, fiscal system reform)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Job creation/employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Governance (i.e., government effectiveness)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Financial markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Urban development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Environmental sustainability and natural resource management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Climate change (e.g., mitigation, adaptation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Law and justice (e.g., judicial system)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Disaster management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Information and communications technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION A: GENERAL ISSUES

A3. Economic growth can be driven by a number of factors.	
Which THREE areas below do you believe would contribute most to generating economic growth in Albania? (Choose no more than THREE)	
1	Energy
2	Social protection (e.g., pensions, targeted social assistance)
3	Climate change (e.g., mitigation, adaptation)
4	Anti corruption
5	Disaster management
6	Agriculture and rural development
7	Foreign direct investment
8	Urban development
9	Water and sanitation
10	Education
11	Information and communications technology
12	Regulatory framework
13	Trade and exports
14	Public sector reform
15	Regional integration
16	Domestic private sector development
17	Job creation/employment
18	Strengthening property rights
19	Governance (i.e., government effectiveness)
20	Transport (e.g., roads, bridges, transportation)
21	Monitoring and evaluation
22	Environmental sustainability and natural resource management
23	Health
24	Law and justice (e.g., judicial system)
25	Public financial management (e.g., public expenditure, fiscal system reform)
26	Financial markets

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B1. How familiar are you with the work of the World Bank in Albania, on a ten point scale?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

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

B3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Albania solve its most complicated development challenges, on a ten point scale?										
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

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SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B4. When thinking about how the World Bank can have the most impact on development results in Albania, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Albania? (Choose no more than THREE)

1	Education
2	Social protection (e.g., pensions, targeted social assistance)
3	Governance (i.e., government effectiveness)
4	Agriculture and rural development
5	Transport (e.g., roads, bridges, transportation)
6	Public sector reform
7	Regional integration
8	Domestic private sector development
9	Foreign direct investment
10	Regulatory framework
11	Water and sanitation
12	Energy
13	Monitoring and evaluation
14	Public financial management (e.g., public expenditure, fiscal system reform)
15	Job creation/employment
16	Financial markets
17	Urban development
18	Environmental sustainability and natural resource management
19	Health
20	Strengthening property rights
21	Climate change (e.g., mitigation, adaptation)
22	Trade and exports
23	Economic growth
24	Law and justice (e.g., judicial system)
25	Anti corruption
26	Information and communications technology
27	Disaster management

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Albania?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
2	Policy and economic advice	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
6	Data	<input type="checkbox"/>	<input type="checkbox"/>
7	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
8	Ability to mobilize resources from private sector and donors	<input type="checkbox"/>	<input type="checkbox"/>
9	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Albania? (Choose no more than TWO)	
1	Imposing technocratic solutions without regard to political realities
2	Not exploring alternative policy options
3	Too bureaucratic in its operational policies and procedures
4	Staff too inaccessible
5	Arrogant in its approach
6	Not client focused
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Not enough public disclosure of its work
11	World Bank processes too slow and complex
12	Not aligned with country priorities
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Not adequately sensitive to political/social realities in Albania
16	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B7. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods” (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?											
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

B8. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	
1	NGOs, Community Based Organizations (CBOs)
2	Local Government
3	Beneficiaries
4	Private sector
5	Donor community
6	Foundations
7	Academia/think tanks/research institutes
8	Parliament
9	Media
10	Other (please specify): _____

To what extent do you agree with the following statements about the World Bank’s work in Albania, on a ten point scale?												
		Strongly disagree								Strongly agree		Don't know
B9	Overall the World Bank currently plays a relevant role in development in Albania	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B10	The World Bank’s work is aligned with what I consider the development priorities for this country	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B11	The World Bank supports programs and strategies that are realistic for Albania	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B12	The World Bank treats clients and stakeholders in Albania with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

To what extent is the World Bank an effective development partner in Albania, in terms of each of the following?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B13	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B14	Flexibility (in terms of the World Bank's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B15	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B19	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B20	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B21	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B24. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	
1	The World Bank works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
5	The World Bank does not do adequate follow through/follow-up
6	Lack of/inadequate levels of capacity in Government
7	Political pressures and obstacles
8	Reforms are not well thought out in light of country challenges
9	The World Bank is not sensitive enough to political/social realities on the ground
10	Other (please specify): _____

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Albania, on a ten point scale?												
		Not effective at all								Very effective		Don't know
		1	2	3	4	5	6	7	8	9	10	
C1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Environmental sustainability and natural resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	Monitoring and evaluation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C17	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C18	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C19	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C20	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C21	Governance (i.e., government effectiveness)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C22	Strengthening property rights	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C23	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C24	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C25	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C26	Public sector reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C27	Regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

C28. To what extent does the World Bank's work help to achieve development results in Albania, on a ten point scale?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

To what extent do you agree with the following statements about the World Bank in Albania, on a ten point scale?												
		Strongly disagree					Strongly agree					Don't know
C29	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Albania	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C30	The World Bank meets Albania's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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SECTION D: THE WORLD BANK'S KNOWLEDGE

D1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

D2. When thinking about the development challenges in Albania, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)	
1	Public sector reform
2	Education
3	Domestic private sector development
4	Foreign direct investment
5	Water and sanitation
6	Trade and exports
7	Economic growth
8	Energy
9	Disaster management
10	Monitoring and evaluation
11	Governance (i.e., government effectiveness)
12	Social protection (e.g., pensions, targeted social assistance)
13	Climate change (e.g., mitigation, adaptation)
14	Law and justice (e.g., judicial system)
15	Anti corruption
16	Financial markets
17	Urban development
18	Regional integration
19	Information and communications technology
20	Transport (e.g., roads, bridges, transportation)
21	Agriculture and rural development
22	Environmental sustainability and natural resource management
23	Public financial management (e.g., public expenditure, fiscal system reform)
24	Job creation/employment
25	Health
26	Regulatory framework
27	Strengthening property rights

SECTION D: THE WORLD BANK'S KNOWLEDGE

In Albania, how effective do you believe the World Bank's knowledge and research are at:												
		Not effective at all								Very effective		Don't know
D3	Raising your awareness of the particular topic	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Stimulating public debate/dialogue	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

In Albania, to what extent do you believe that the World Bank's knowledge and research:												
		To no degree at all								To a very significant degree		Don't know
D8	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D10	Are relevant to Albania's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D11	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D12	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D13	A source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D14	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D15	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D16	Are adaptable to Albania's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D17. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all								Very significant		Don't know		

D18. Overall, how would you rate the technical quality of the World Bank's knowledge/research, on a ten point scale?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Very low technical quality								Very high technical quality		Don't know		

SECTION E: WORKING WITH THE WORLD BANK

To what extent do you agree/disagree with the following statements, on a ten point scale?												
		Strongly disagree									Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10	
E1	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E2	The World Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	The World Bank's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Working with the World Bank increases Albania's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E9	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E10	The World Bank provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN ALBANIA

F1. How significant a role do you believe the World Bank SHOULD play in Albania's development in the near future, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not a significant role at all									Very significant role	Don't know

F2. Which of the following SHOULD the World Bank do to make itself of greater value in Albania? (Choose no more than TWO)	
1	Improve the quality of its experts as related to Albania's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advocacy issues
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
5	Ensure greater selectivity in its work
6	Provide more adequate data/knowledge/statistics/figures on Albania's economy
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Increase availability of Fee-Based services
10	Work faster
11	Others (please specify): _____

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Albania? (Choose no more than TWO)	
1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	
1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-newsletters
4	Instant messaging
5	World Bank seminars/workshops/conferences
6	World Bank Public Information Center
7	World Bank publications and other written materials
8	Mobile phones
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Others (please specify): _____

G3	Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	Yes	No
G4	Have you requested information from the World Bank on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	Yes	No
G5	Were you able to obtain this information?	Yes	No
G6	Do you have access to the Internet?	Yes	No
G7	Do you use/have you used the World Bank website?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING

G8. Which do you primarily use?	
1	The World Bank's country website (www.worldbank.org.al)
2	The World Bank's main website (www.worldbank.org)

G9. Do you use/have you used the World Bank's Public Information Centers (PICs) in Albania?	
1	Yes
2	No
3	I don't know what PIC is

Please rate how much you agree with the following statements, on a ten point scale.													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
G10	I use more data from the World Bank as a result of the organization's Open Data policy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G11	The World Bank's PIC is a valuable source of information related to development in Albania. <i>(Only answer if you have used the PIC)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G12	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G13	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G14	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G15	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (Please mark only ONE response)	
1	Office of the President, Prime Minister, Minister, Parliamentarian
2	Employee of a Ministry, Ministerial Department or Implementation Agency
3	Consultant/Contractor working on World Bank supported Project/Program
4	Project Management Unit (PMU) overseeing implementation of project
5	Local Government Office or Staff
6	Bilateral Agency or Multilateral Agency
7	Private Sector Organization, Financial Sector/Private Bank
8	Academia/Research Institute/Think Tank
9	NGOs, including CBOs (Community Based Organization)
10	Media (Press, Radio, TV, Web, etc.)
11	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
12	Trade Union
13	Judiciary Branch
14	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION

H2. Please identify the primary specialization of your work. (Please mark only ONE response)	
1	Agriculture and rural development
2	Anti corruption
3	Climate change (e.g., mitigation, adaptation)
4	Disaster management
5	Domestic private sector development
6	Economic growth
7	Education
8	Energy
9	Environmental sustainability and natural resource management
10	Financial markets
11	Foreign direct investment
12	Governance (i.e., government effectiveness)
13	Health
14	Information and communications technology
15	Job creation/employment
16	Law and justice (e.g., judicial system)
17	Monitoring and evaluation
18	Public financial management (e.g., public expenditure, fiscal system reform)
19	Public sector reform
20	Regional integration
21	Regulatory framework
22	Social protection (e.g., pensions, targeted social assistance)
23	Strengthening property rights
24	Trade and exports
25	Transport (e.g., roads, bridges, transportation)
26	Urban development
27	Water and sanitation
28	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION

H3. Currently, do you professionally collaborate/work with the World Bank in your country?	
1	Yes
2	No

H4. Which of the following describes most of your exposure to the World Bank in Albania? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank reports/data
3	Engage in World Bank related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank website for information, data, research, etc.

H5. Which best represents your geographic location?	
1	Tirana and Durrës
2	North Albania
3	Central Albania
4	South Albania

Thank you for completing the survey!