



# Bulgaria

The World Bank  
Country Survey FY 2012

Report of Findings  
July 2012

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## I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank in gaining a better understanding of how stakeholders in Bulgaria perceive the Bank;
- Obtain systematic feedback from stakeholders in Bulgaria regarding:
  - Their views regarding the general environment in Bulgaria;
  - Their overall attitudes toward the World Bank in Bulgaria;
  - Overall impressions of the World Bank's effectiveness and results, knowledge and research, and communication and information sharing in Bulgaria; and
  - Perceptions of the World Bank's future role in Bulgaria.
- Use data to help inform the Bulgaria country team's strategy.

## II. Methodology

In May and June 2012, 405 stakeholders of the World Bank in Bulgaria were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Participants in the survey were drawn from among the office of the President or Prime Minister; the office of a Minister; the office of a Parliamentarian; employees of a ministry, ministerial department, or implementation agency; consultants/contractors working on World Bank supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; European Commission staff or representatives; the diplomatic corps; private sector organizations; private foundations; financial sector/private banks; NGOs; the media; independent government institutions; trade unions; academia, research institutes or think tanks; and the judiciary branch. A total of 173 stakeholders participated in the country survey (43%).

Respondents received the questionnaire via post or email and returned it accordingly. Respondents were asked about: general issues facing Bulgaria, their overall attitudes toward the Bank; the World Bank's effectiveness and results; the Bank's knowledge; working with the World Bank; the Bank's future role in Bulgaria, and the Bank's communication and information sharing in Bulgaria:

- A. General Issues facing Bulgaria: Respondents were asked to indicate whether Bulgaria is headed in the right direction, what they thought were the top three most important development priorities, which areas would contribute most to achieving convergence of Bulgarian living standards with the EU, and which areas would contribute most to generating economic growth.

## II. Methodology (continued)

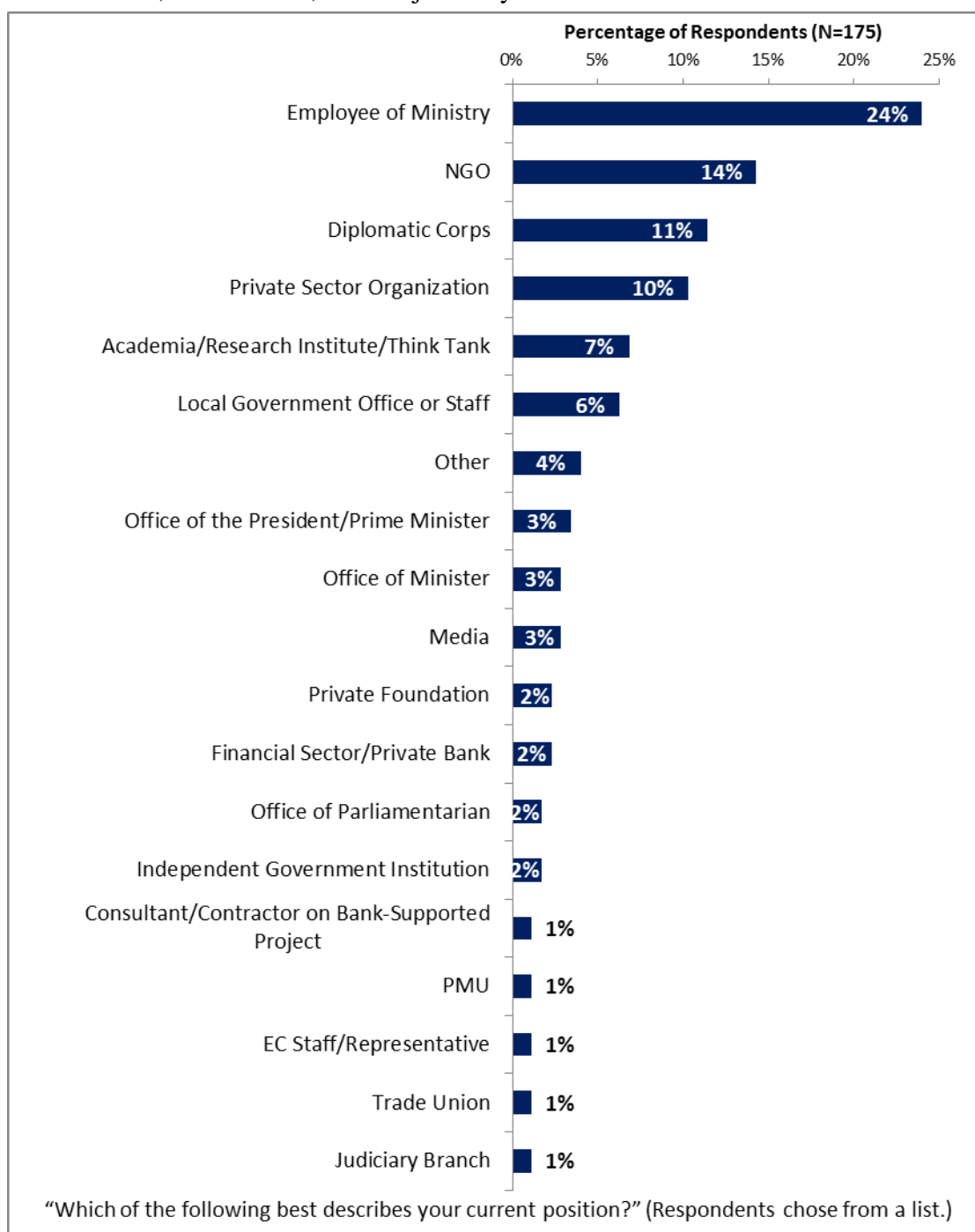
- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in Bulgaria, the extent to which the Bank's staff is well prepared to help Bulgaria, the extent to which the Bank should seek to influence the global development agenda, their agreement with various statements regarding the Bank's work in Bulgaria, and the extent to which the Bank is an effective development partner. Respondents were also asked to indicate the sectoral areas on which it would be most productive for the Bank to focus its resources, the Bank's greatest values and greatest weaknesses in its work, the Bank instruments that are most and least effective in helping improve living standards, with which groups the Bank should work more, and to what reasons respondents attributed failed or slow reform efforts.
- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve sustainable development results in Bulgaria, the extent to which the Bank meets Bulgaria's need for knowledge services and financial instruments, and the Bank's level of effectiveness across twenty development areas, such as climate change, governance, and economic growth.
- D. The World Bank's Knowledge: Respondents were asked to indicate how frequently they consult World Bank knowledge and research, the areas on which the Bank should focus its research efforts and to rate the effectiveness and quality of the Bank's knowledge/research, including how significant of a contribution the Bank's knowledge and research make to development results, the technical quality of the Bank's knowledge and research, and the Bank's effectiveness at providing linkage to non-Bank expertise.
- E. Working with the World Bank: Respondents were asked to rate their level of agreement with a series of statements regarding working with the Bank, such as the World Bank's "Safeguard Policy" requirements being reasonable, working with the World Bank increasing Bulgaria's institutional capacity, and the World Bank disbursing funds promptly.
- F. The Future Role of the World Bank in Bulgaria: Respondents were asked to rate how significant a role the Bank should play in Bulgaria's development in the near future and to indicate what the Bank should do to make itself of greater value in Bulgaria.
- G. Communication and Information Sharing: Respondents were asked to indicate where they get information about economic and social development issues, how they prefer to receive information from the Bank, their access to the Internet, and their usage and evaluation of the Bank's website. Respondents were asked about their awareness of the Bank's Access to Information policy, past information requests from the Bank, and their level of agreement that they use more data from the World Bank as a result of the Bank's Open Data policy. Respondents were also asked their level of agreement that they know how to find information from the Bank and that the Bank is responsive to information requests.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the World Bank, their exposure to the Bank in Bulgaria, and their geographic location.

In addition, when possible, responses from respondents completing this year's survey were compared to responses from the 300 respondents (84% response rate) who completed the country survey in FY 2005. Notations and/or charts are included when these comparisons were possible.

### III. Demographics of the Sample

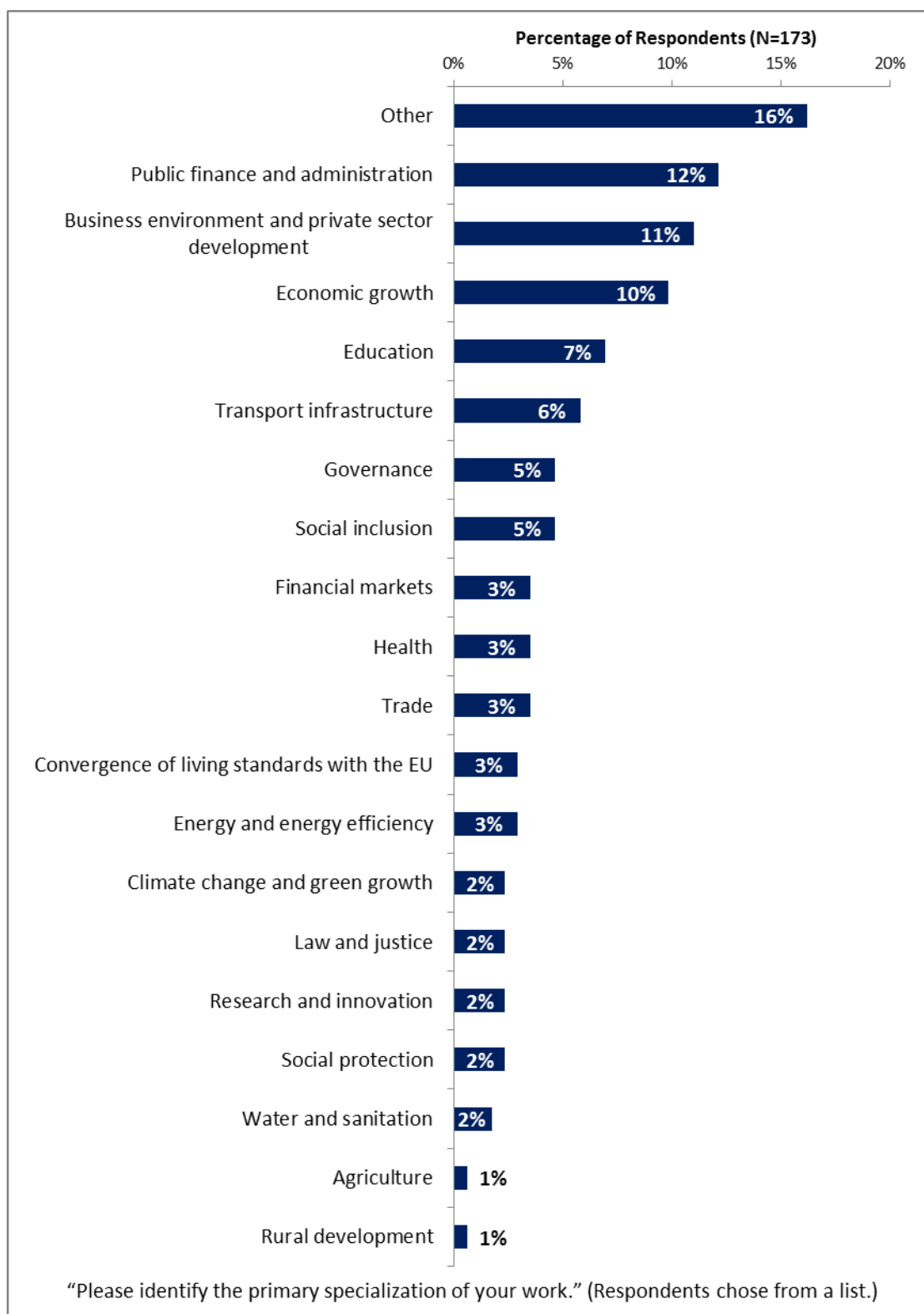
#### Current Position

- For further analyses: the small number of respondents from the office of the President, Prime Minister and those from the office of a Minister were combined into one group and respondents from private sector were combined with those from the financial sector/private banks. The few consultants working on Bank projects and respondents from the office of a Parliamentarian, Project Management Units (PMUs), European Commission staff/representatives, private foundations, the media, independent government institutions, trade unions, and the judiciary branch were included in the “Other” category.



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

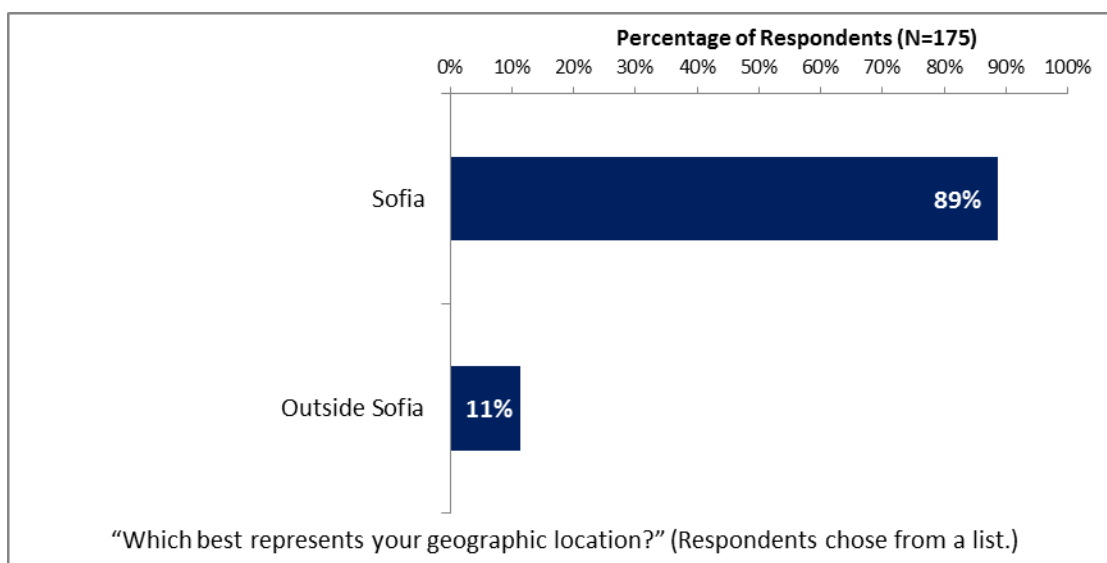
#### Area of Primary Specialization



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

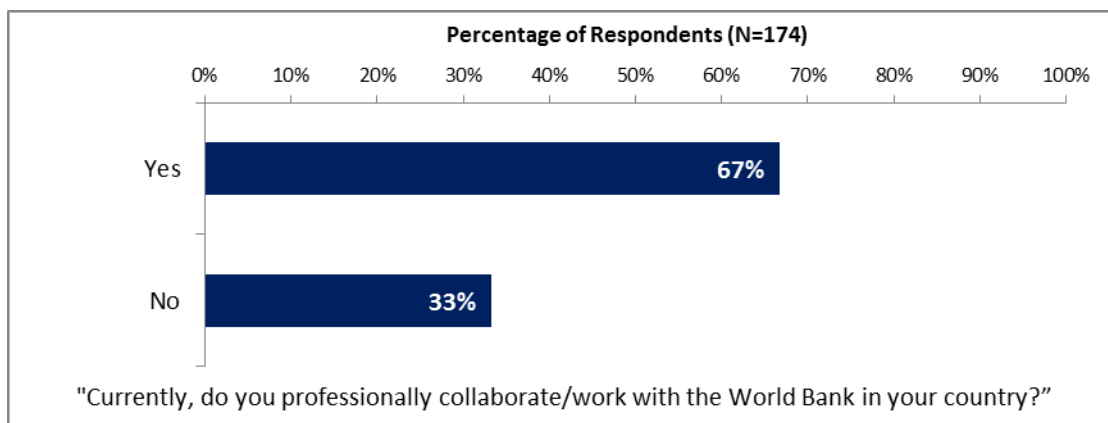
#### Geographic Location

- The vast majority of respondents indicated that they were located in Sofia. Because of the small number of respondents from Outside Sofia, no comparisons between geographic locations could be conducted.

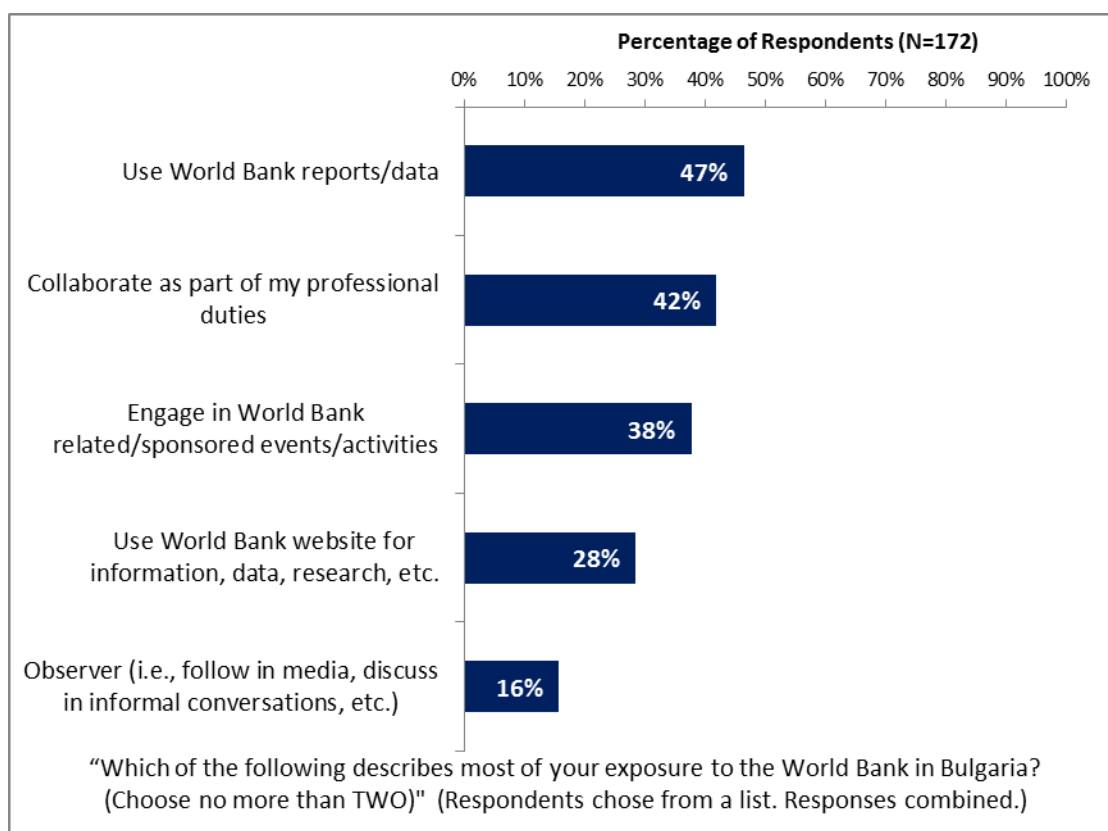


### III. Demographics of the Sample (continued)

#### Professional Collaboration with the World Bank



#### Exposure to the World Bank

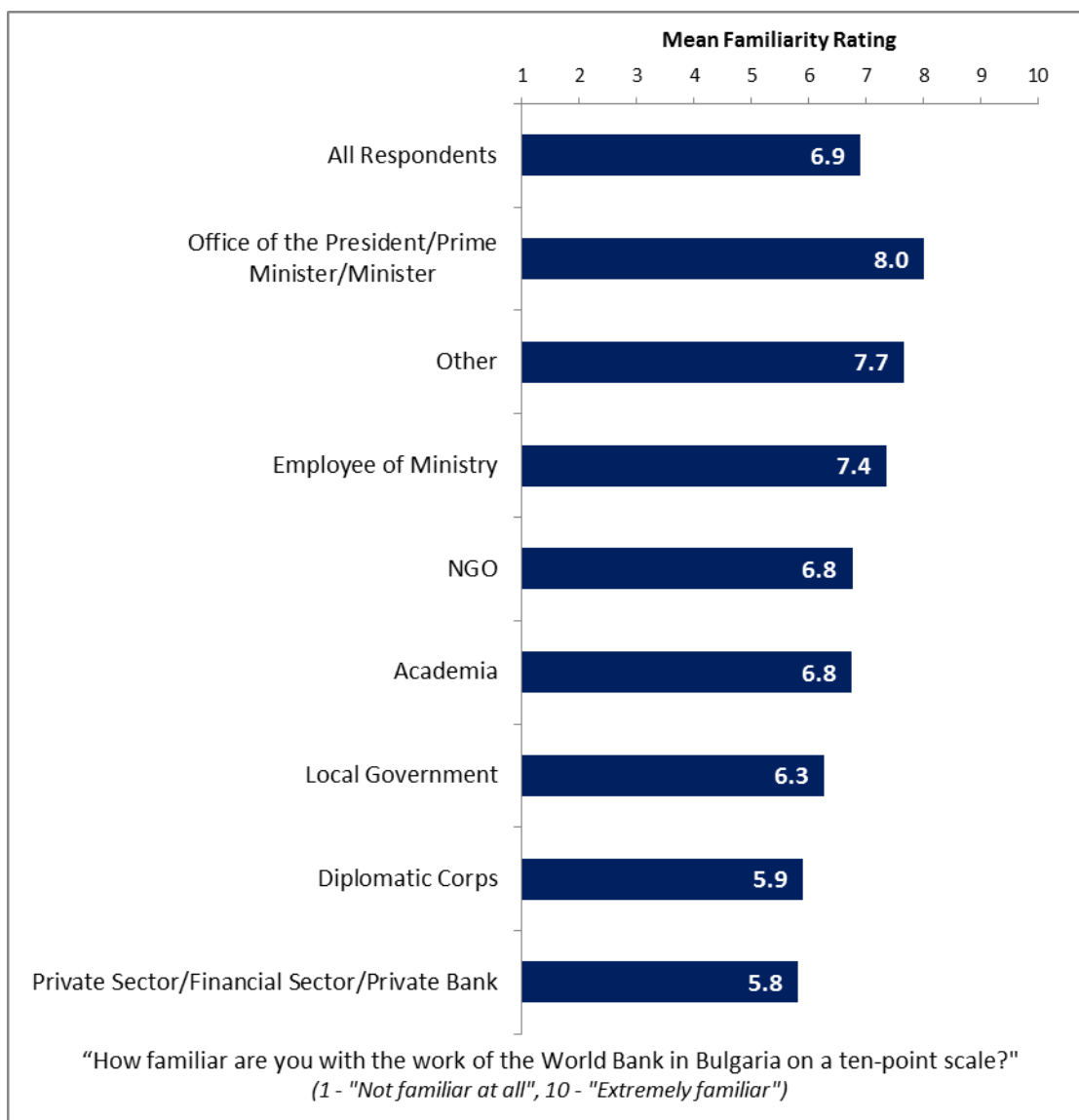




### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank

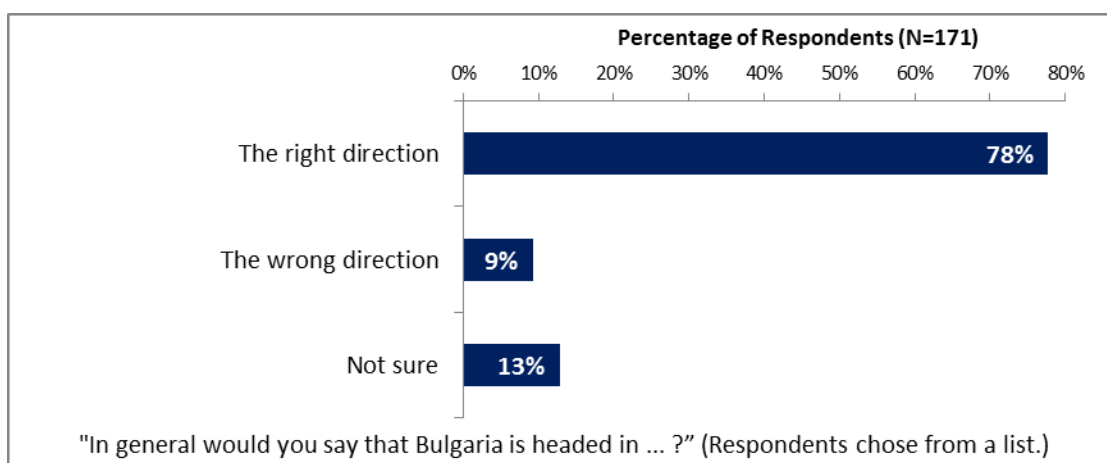
- Across all respondents, familiarity with the Bank received a mean rating of 6.9 on a 10-point scale with 1 being not familiar at all and 10 being extremely familiar. This was significantly higher than the FY '05 survey, in which familiarity with the Bank received a mean rating of 5.8 across all respondents.
  - Employees of ministries and respondents from the office of the President/Prime Minister/Minister and other organizations indicated the highest levels of familiarity whereas respondents from diplomatic corps and the private sector/financial sector/private banks indicated significantly lower levels.
  - It should be noted that respondents' ratings of familiarity with the Bank were significantly, moderately correlated with their impressions of the Bank's overall effectiveness in Bulgaria, their perceptions of the Bank's ability to help achieve sustainable development results, and the Bank's relevance to Bulgaria's development.



## IV. General Issues facing Bulgaria

### Headed in the Right Direction

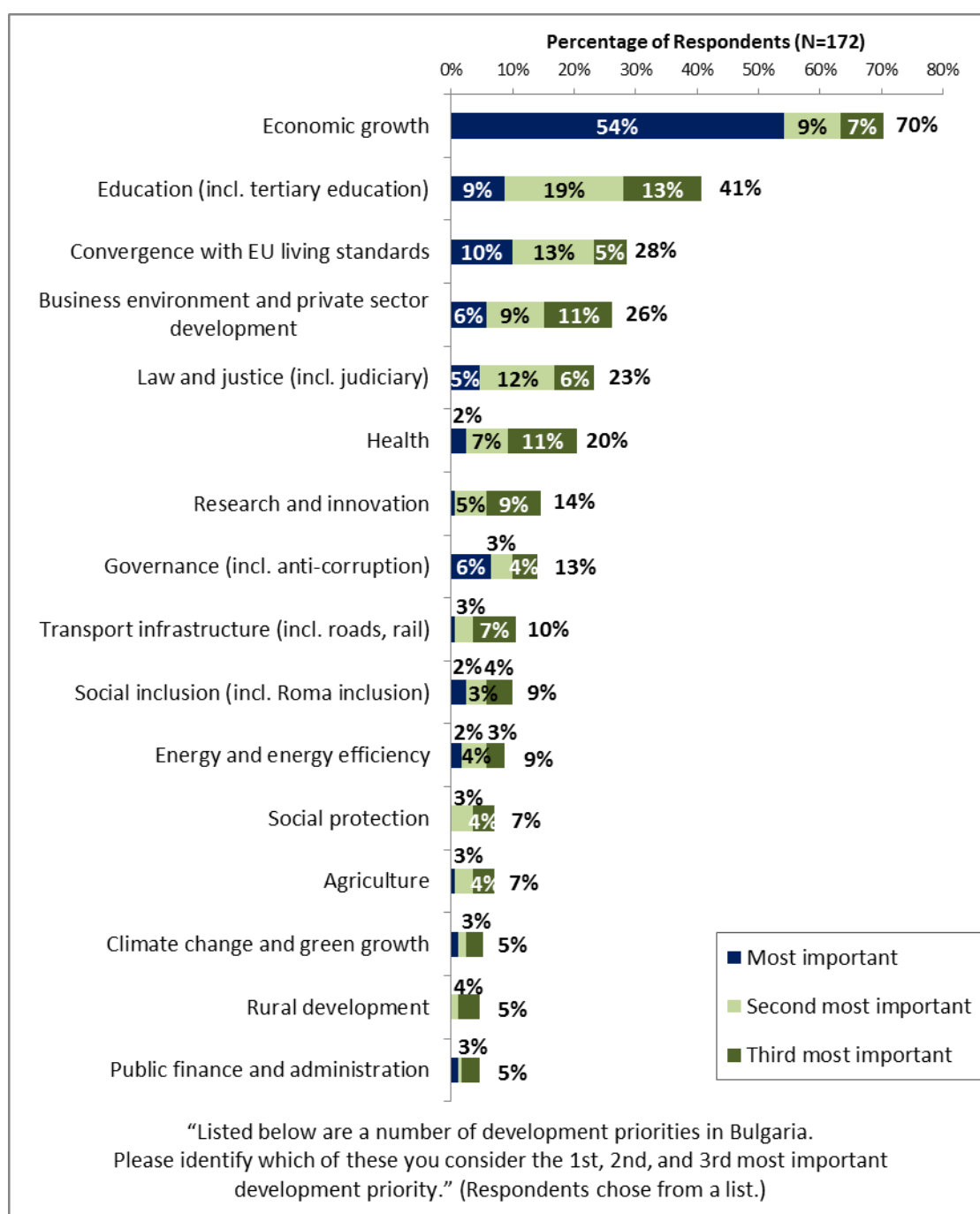
- When asked whether Bulgaria was headed in the right or wrong direction, more than three-quarters of all respondents indicated that Bulgaria was headed in the right direction.
  - A majority of respondents across all stakeholder groups indicated that Bulgaria was headed in the right direction.



## IV. General Issues facing Bulgaria (continued)

### Development Priority

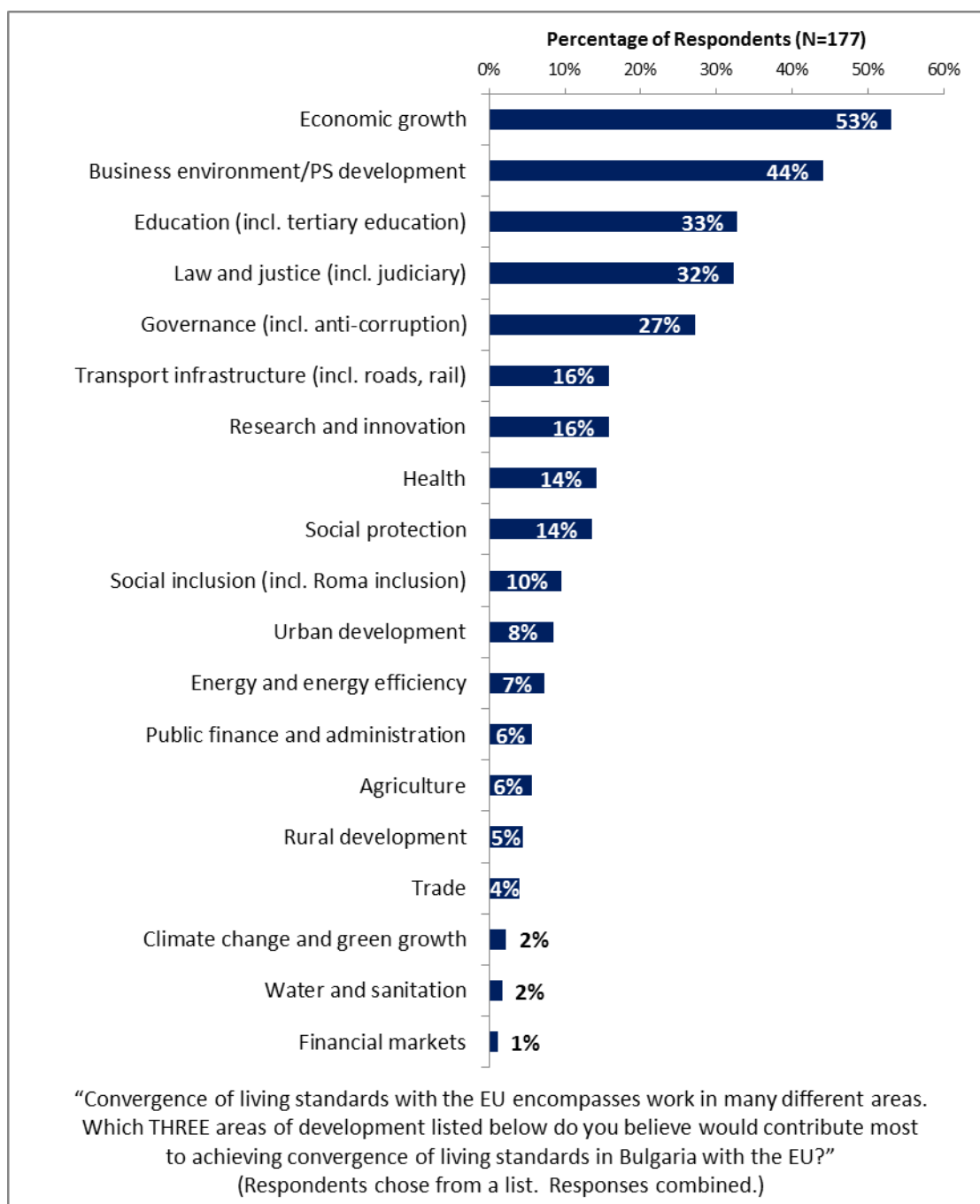
- Respondents indicated that economic growth was the most important development priority in Bulgaria. Education was also considered a top priority.
  - In the FY '05 country survey, becoming an effective EU member was considered the most important development priority in Bulgaria (31%), followed by reducing poverty (27%), improving economic competitiveness/productivity (25%), and improving investment/business climate (23%).



## IV. General Issues facing Bulgaria (continued)

### Convergence with EU Living Standards

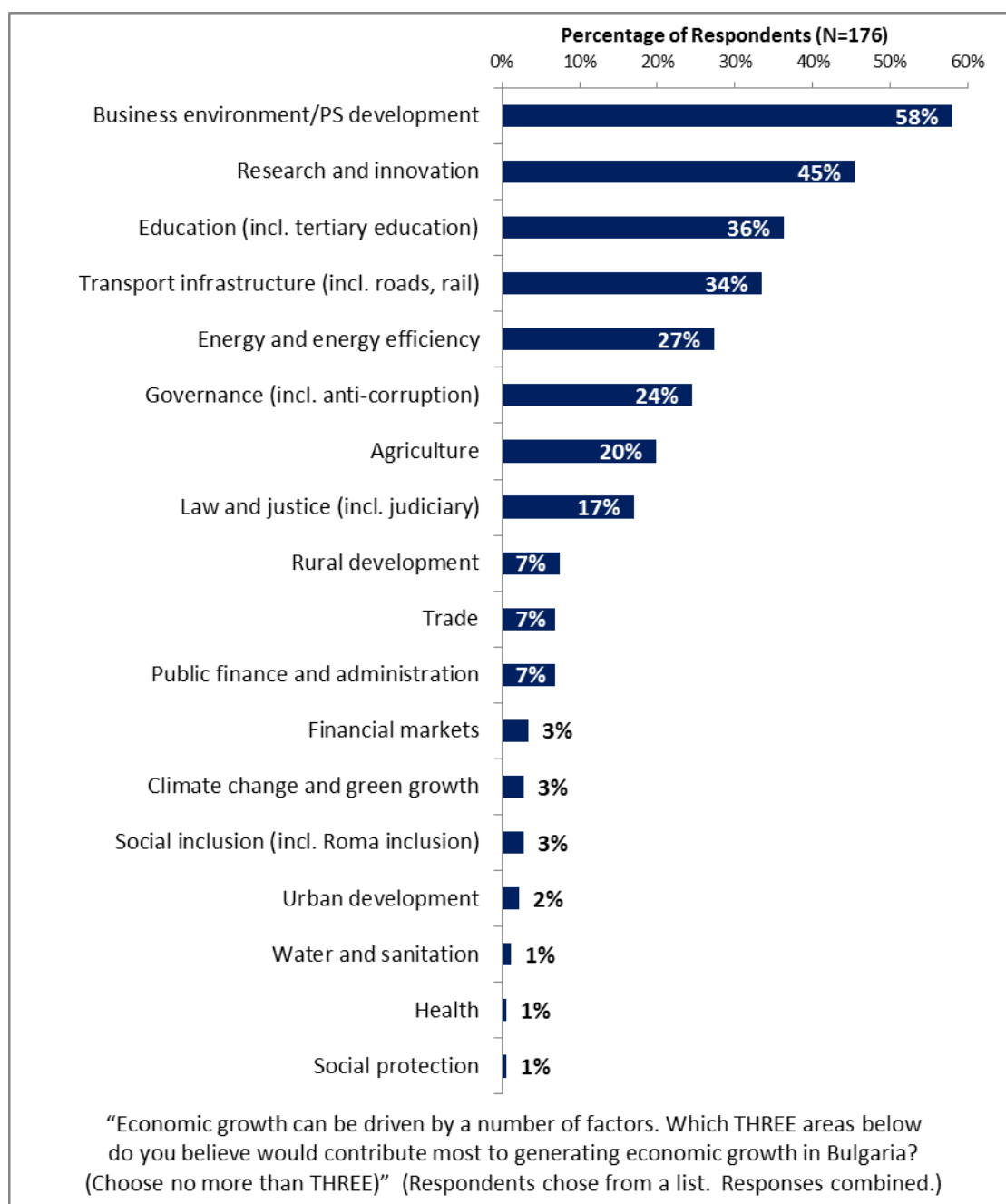
- Respondents indicated that economic growth and business environment and private sector development would contribute most to a convergence of living standards with the EU. Education, law and justice, and governance were also considered key contributors.



## IV. General Issues facing Bulgaria (continued)

### Economic Growth

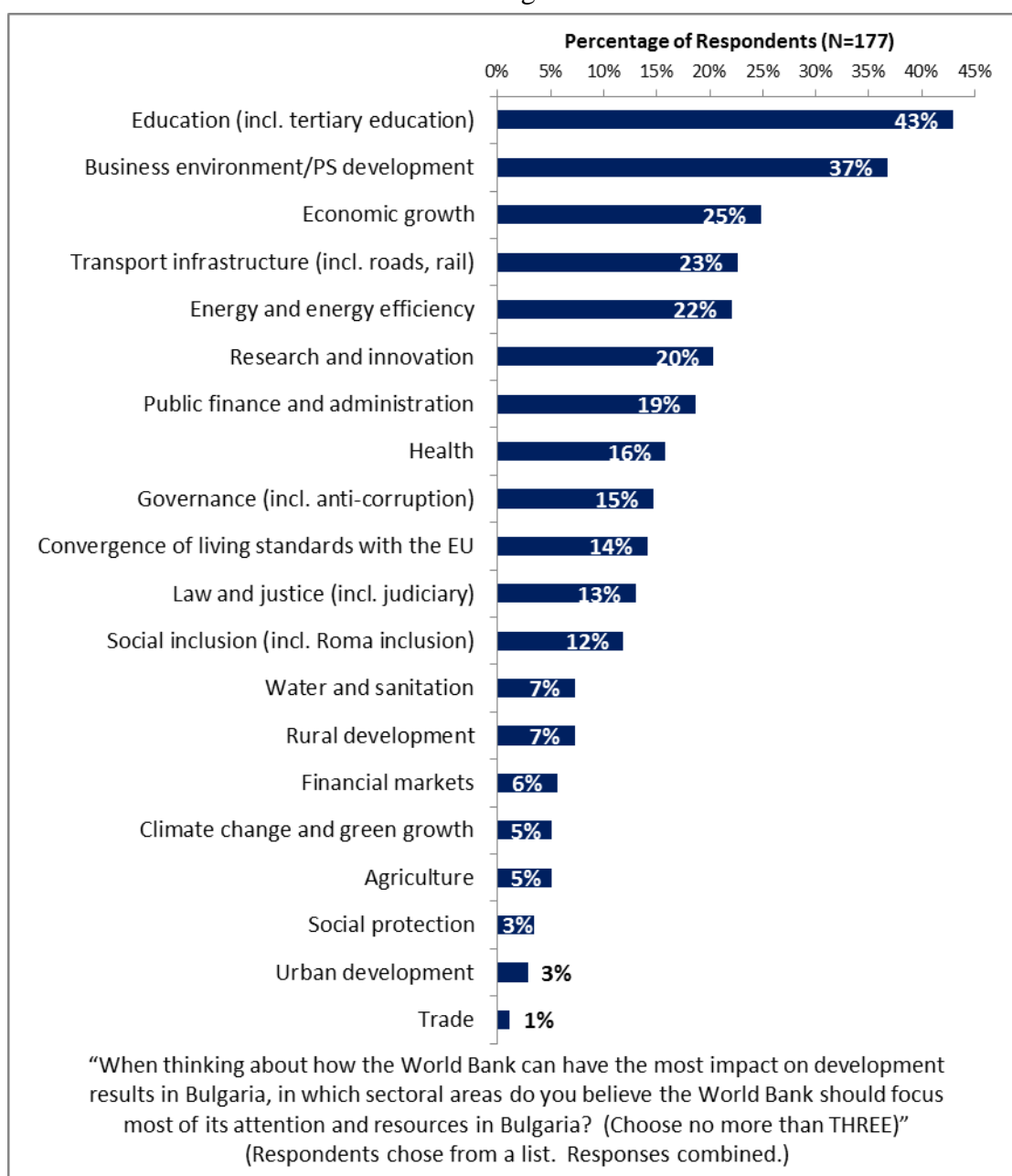
- Respondents indicated that business environment and private sector development and research and innovation would contribute most to generating economic growth in Bulgaria. Education and transport infrastructure were also identified as key.
  - Respondents across most stakeholder groups identified these areas as contributing most to economic growth, except respondents from diplomatic corps who identified governance as contributing most to economic growth.



## V. Overall Attitudes toward the World Bank

### Focusing World Bank Resources

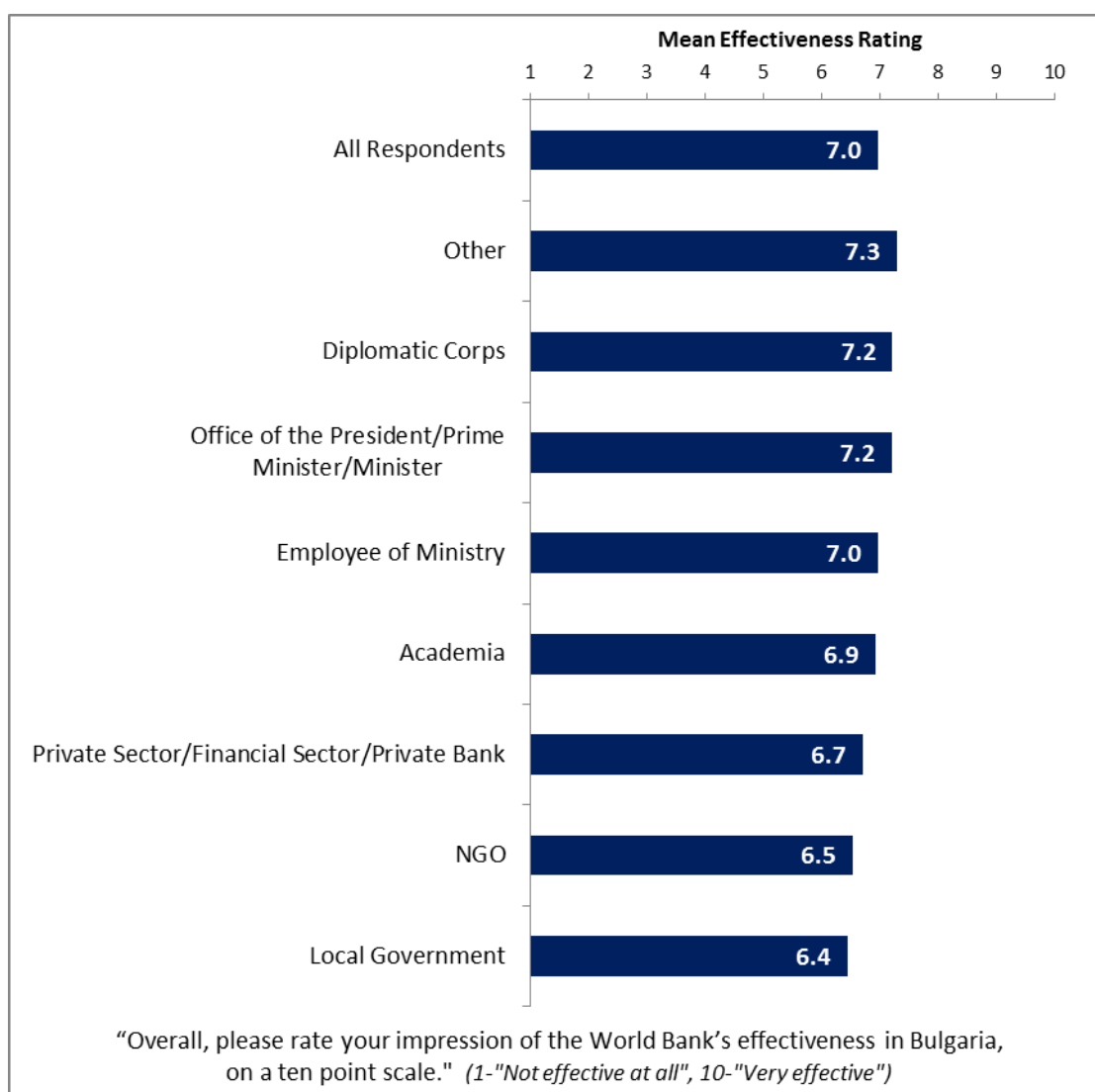
- Respondents indicated that the Bank would have the most impact on development results in Bulgaria by focusing most of its attention and resources on education and business environment and private sector development.
  - In the FY '05 country survey, respondents indicated that it would be most productive for the Bank to focus its resources on the economy and jobs (43%), infrastructure (39%), and education (35%).
  - Respondents across most stakeholder groups indicated that the Bank should focus on education and private sector development, except respondents from the office of the President/Prime Minister/Minister who indicated that the Bank should focus on water and sanitation and governance.



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

### The World Bank's Overall Effectiveness

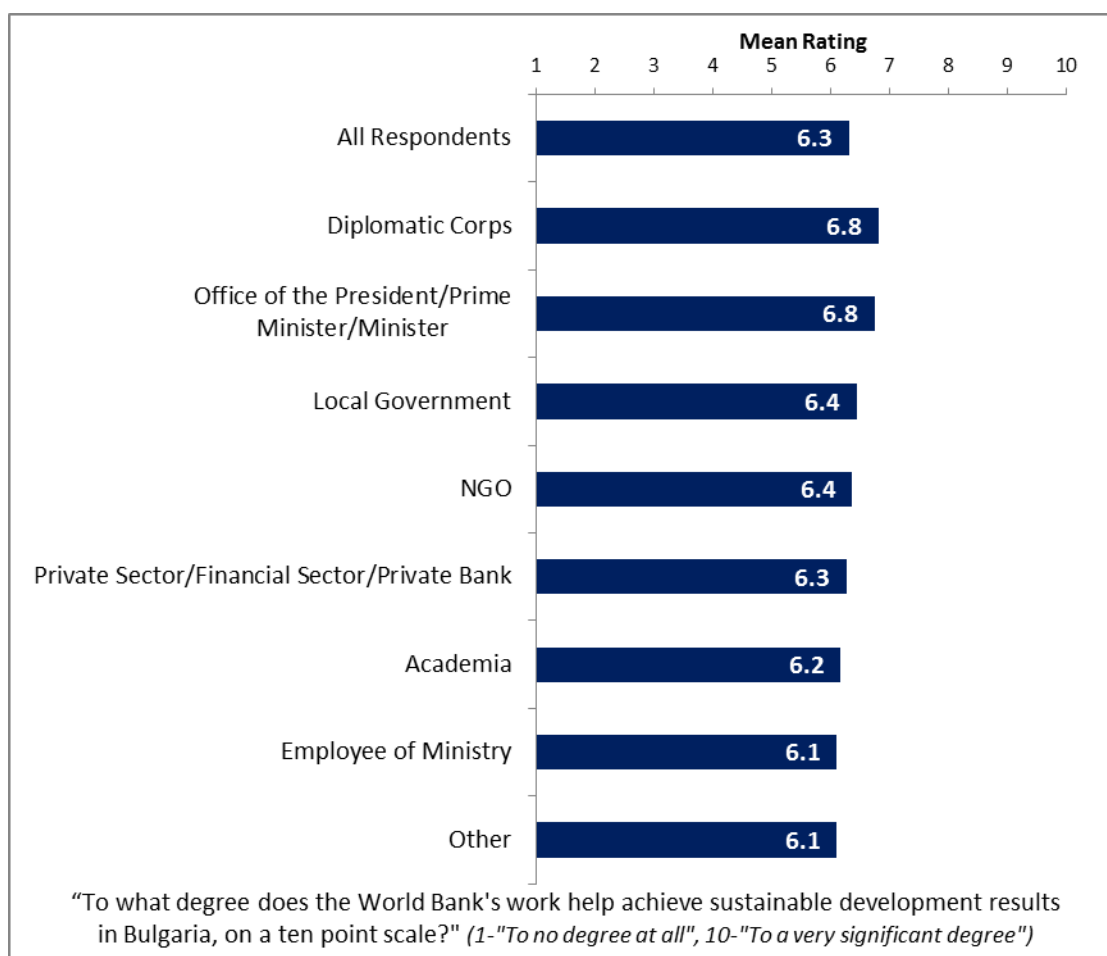
- Across all respondents, ratings of the World Bank's overall effectiveness in Bulgaria received a mean rating of 7.0 on a 10-point scale, with 1 being not effective at all and 10 being very effective. This was significantly higher than the FY '05 survey, in which the Bank's overall effectiveness received a mean rating of 6.3 across all respondents.
  - Although it was not a significant difference, respondents from other organizations gave the highest ratings for the World Bank's overall effectiveness in Bulgaria whereas respondents from local government gave the lowest ratings.



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

### Achieving Sustainable Development Results

- Across all respondents, the World Bank helping achieve sustainable development results in Bulgaria received a mean rating of 6.3 on a 10-point scale, with 1 being to no degree at all and 10 being to a very significant degree.
  - Although it was not a significant difference, respondents from diplomatic corps gave the highest ratings for the World Bank helping achieve sustainable development results in Bulgaria whereas employees of ministries and respondents from other organizations gave the lowest ratings.

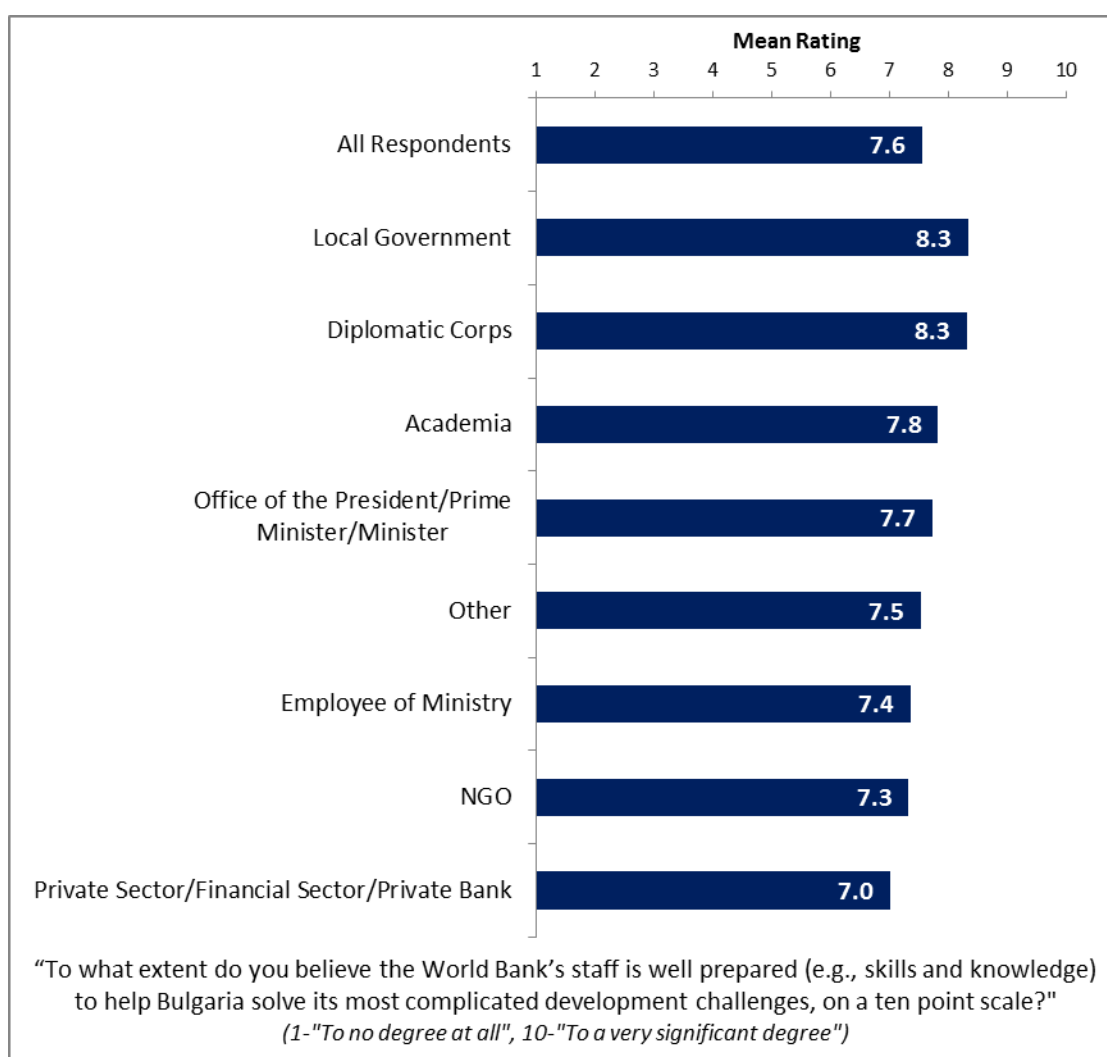




## V. Overall Attitudes toward the World Bank (continued)

### Staff Preparedness

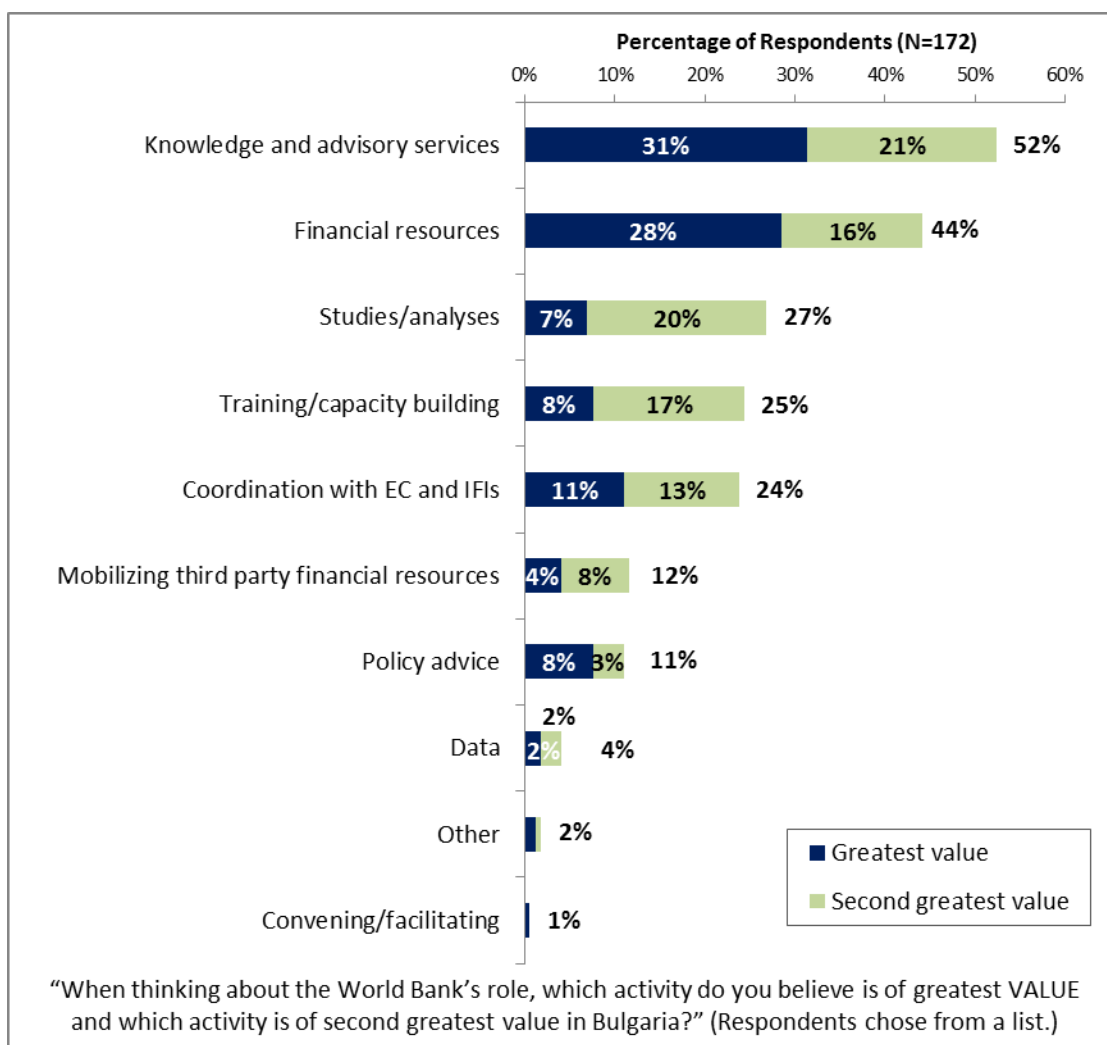
- Across all respondents, the World Bank's staff being well prepared to help Bulgaria solve its most complicated development challenges received a mean rating of 7.6 on a 10-point scale, with 1 being to no degree at all and 10 being to a very significant degree.
  - Although it was not a significant difference, respondents from local government and diplomatic corps gave the highest ratings for the World Bank's staff being well prepared whereas respondents from the private sector/financial sector/private banks gave the lowest ratings.



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

### Greatest Value

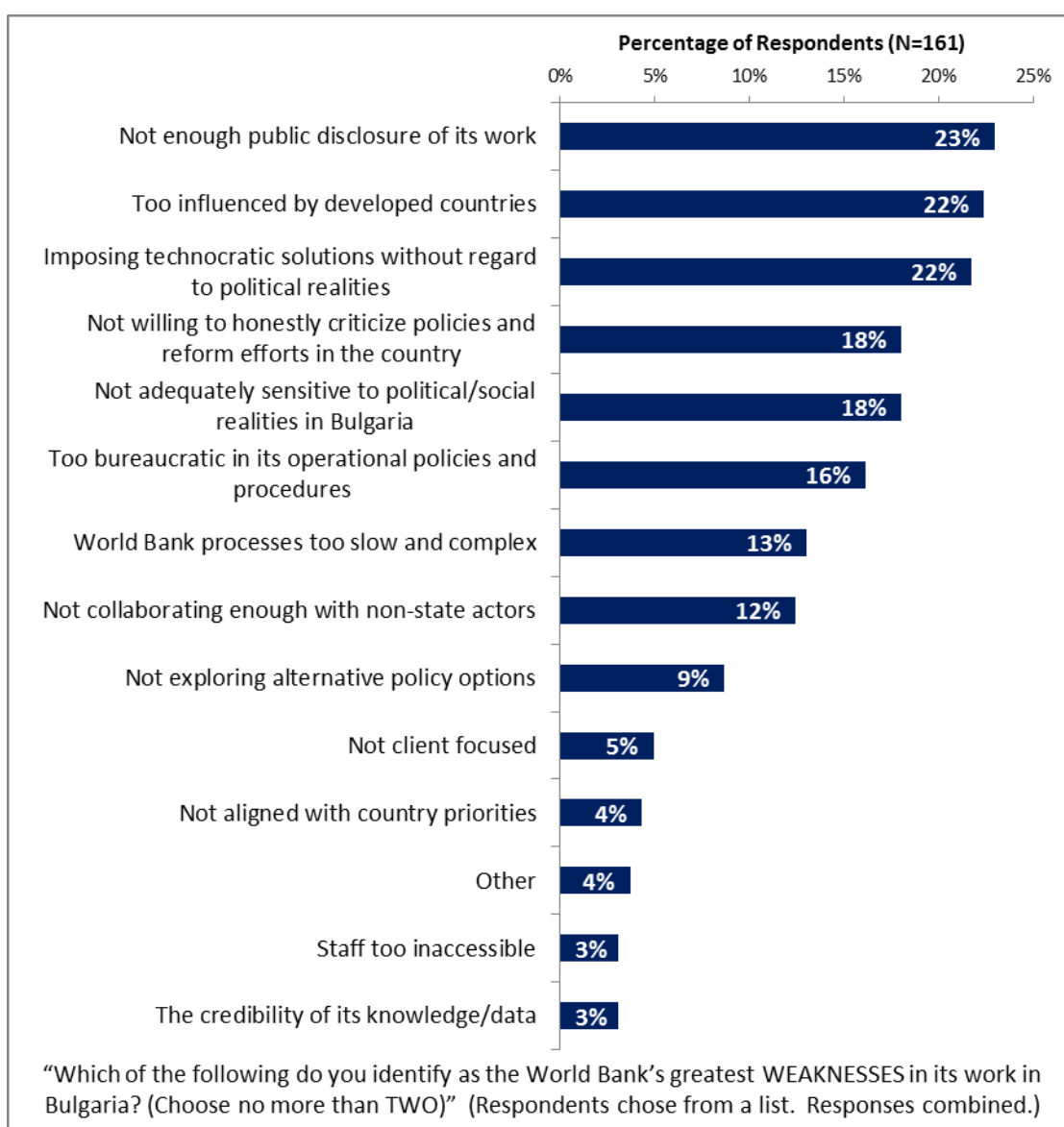
- Over half of all respondents indicated that the Bank's greatest value to Bulgaria was its knowledge and advisory services. The Bank's financial resources were also considered of great value to Bulgaria.
  - Respondents in the FY '05 country survey indicated that the Bank's greatest value to Bulgaria was its financial resources (53%).



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

### Greatest Weakness

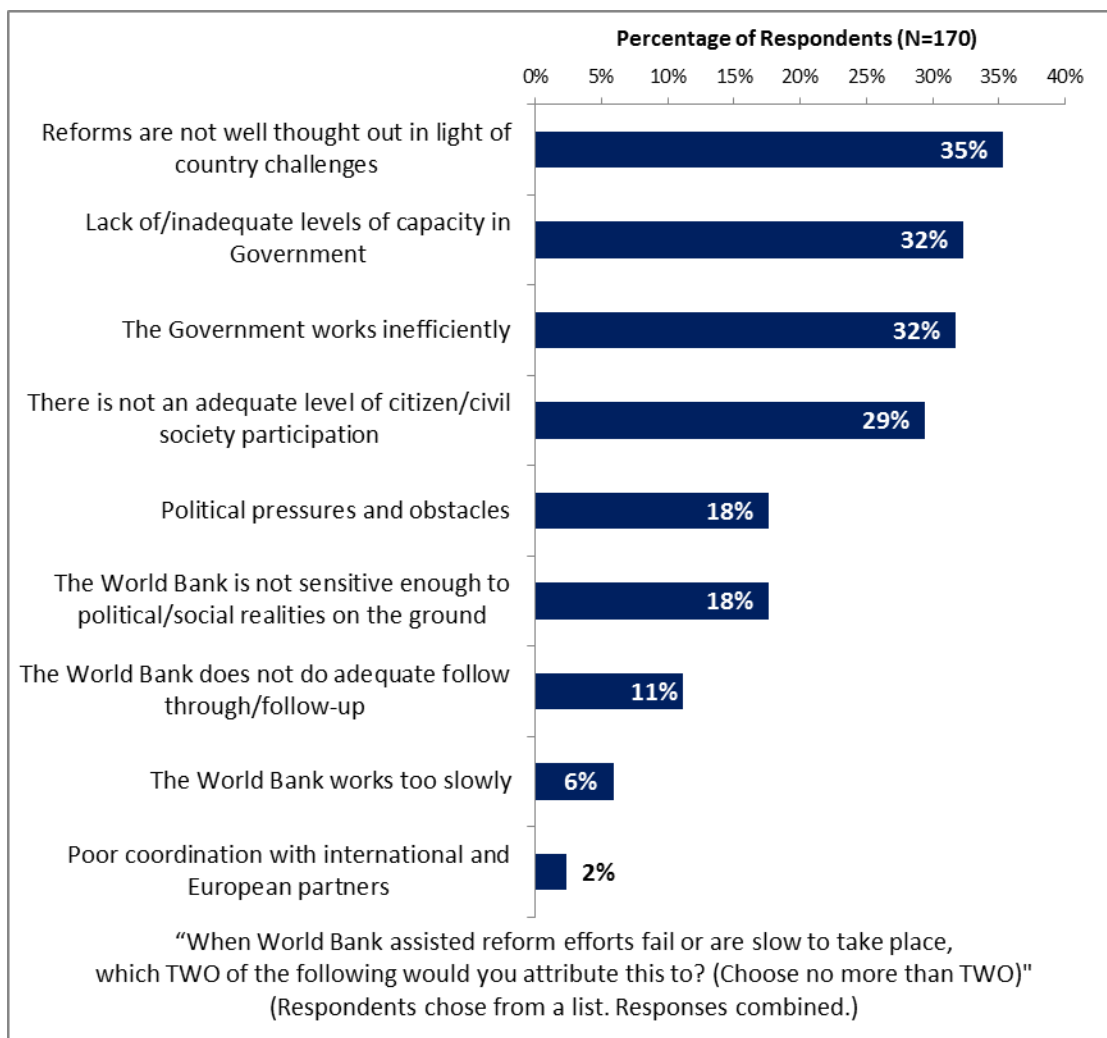
- Respondents indicated that the Bank's greatest weaknesses in its work in Bulgaria were not enough public disclosure of its work, being too influenced by developed countries, and imposing technocratic solutions without regard to political realities.
  - Respondents in the FY '05 country survey indicated that the Bank's greatest weaknesses were imposing solutions disregarding the country's realities (34%) and being too bureaucratic in its operational policies and procedures (23%).
  - Respondents across most stakeholder groups indicated that these were the Bank's greatest weaknesses, except respondents from NGOs who indicated that Bank was not collaborating enough with non-state actors.



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

### Attributing Slow or Failed Reform Efforts

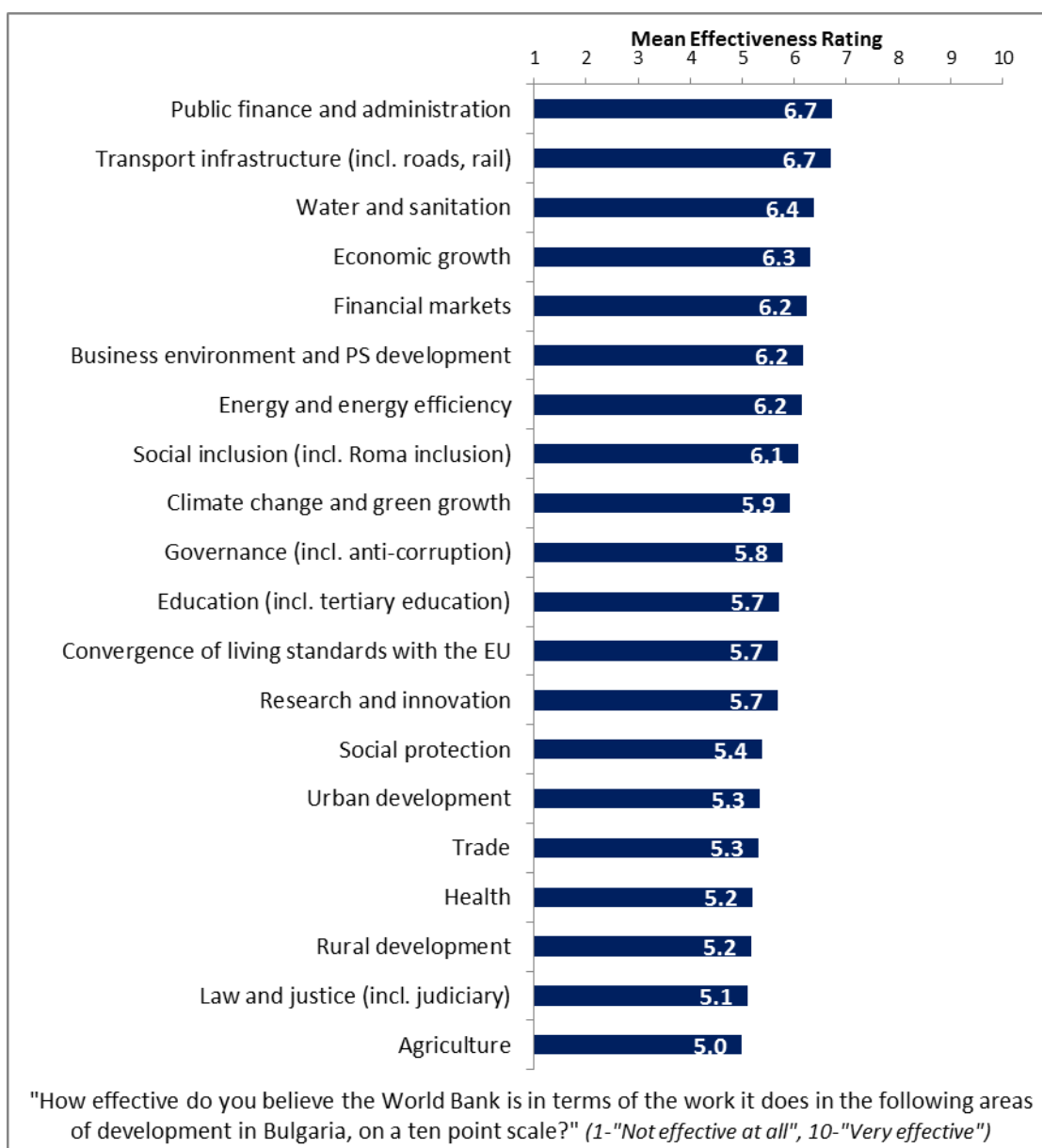
- When World Bank assisted reform efforts fail or are slow to take place, respondents indicated that they most often attribute this to reforms not being well thought out in light of country challenges, inadequate government capacity, the government working inefficiently, or an inadequate level of citizen/civil society participation.



## VI. Sectoral Effectiveness

### Specific Areas of Effectiveness

- Respondents saw the Bank as most effective at public finance and administration and transport infrastructure, both receiving a mean rating of 6.7, across all respondents, on a 10-point scale with 1 being not effective at all and 10 being very effective.
  - Respondents from diplomatic corps had the highest ratings for the Bank's effectiveness at energy and energy efficiency whereas employees of ministries and respondents from the office of the President/Prime Minister/Minister had significantly lower ratings for the Bank's effectiveness. Respondents across all stakeholder groups had statistically similar ratings for the Bank's effectiveness across the other nineteen areas of development.



## VI. Sectoral Effectiveness (continued)

### Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the Bank's overall effectiveness and ratings of its ability to help achieve sustainable development results in Bulgaria, bivariate correlational analyses were conducted using respondents' ratings of the twenty specific areas of effectiveness.

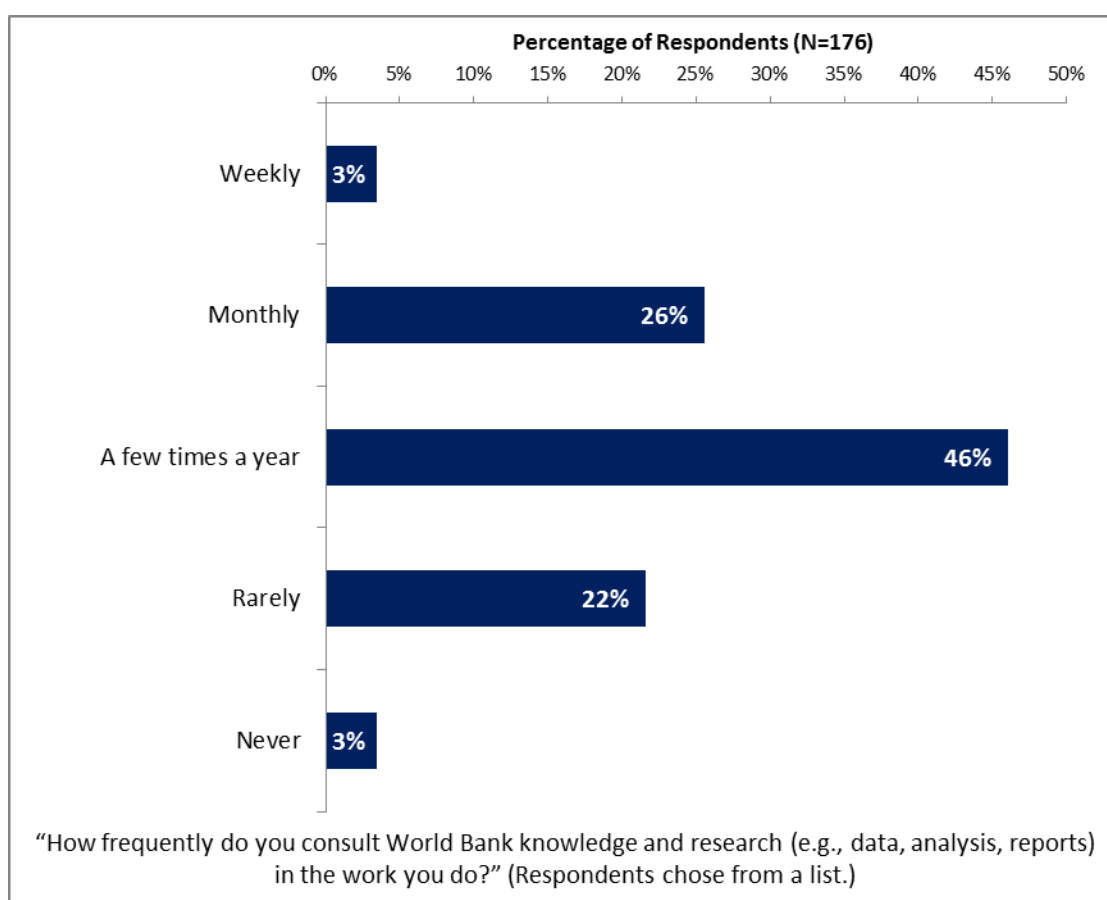
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve sustainable development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents'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

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in Bulgaria. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at public finance and administration;
  - The Bank's effectiveness at governance;
  - The Bank's effectiveness at convergence of living standards with the EU;
  - The Bank's effectiveness at social inclusion;
  - The Bank's effectiveness at climate change and green growth; and
  - The Bank's effectiveness at economic growth.
- Achieving Sustainable Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's ability to help achieve sustainable development results in Bulgaria, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve sustainable development results. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at public finance and administration;
  - The Bank's effectiveness at law and justice;
  - The Bank's effectiveness at convergence of living standards with the EU;
  - The Bank's effectiveness at economic growth; and
  - The Bank's effectiveness at climate change and green growth.

## VII. World Bank Knowledge and Instruments

### Knowledge: Frequency of Use

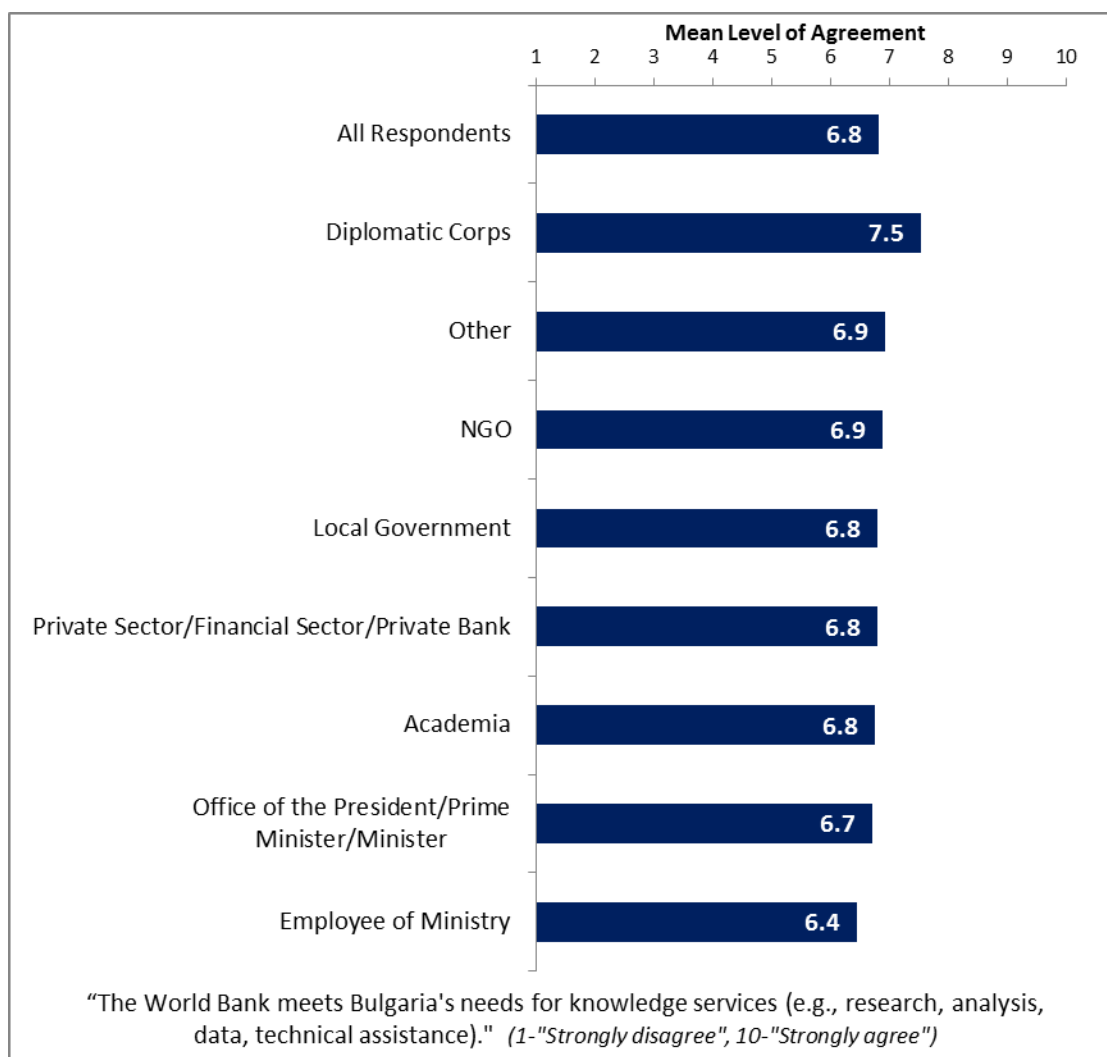
- Nearly half of all respondents indicated that they consulted World Bank knowledge and research a few times a year.
  - Respondents from the office of the President/Prime Minister/Minister, NGOs, and academia had significantly higher frequency of usage of World Bank knowledge and research compared to other stakeholder groups.



## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Meeting Bulgaria's Knowledge Needs

- Across all respondents, the extent to which the Bank meets Bulgaria's needs for knowledge services received a mean rating of 6.8 on a 10-point scale, with 1 being to no degree at all and 10 being to a very significant degree.
  - Although it was not a significant difference, respondents from diplomatic corps gave the highest ratings for the Bank meeting Bulgaria's needs for knowledge services whereas employees of ministries gave the lowest ratings.

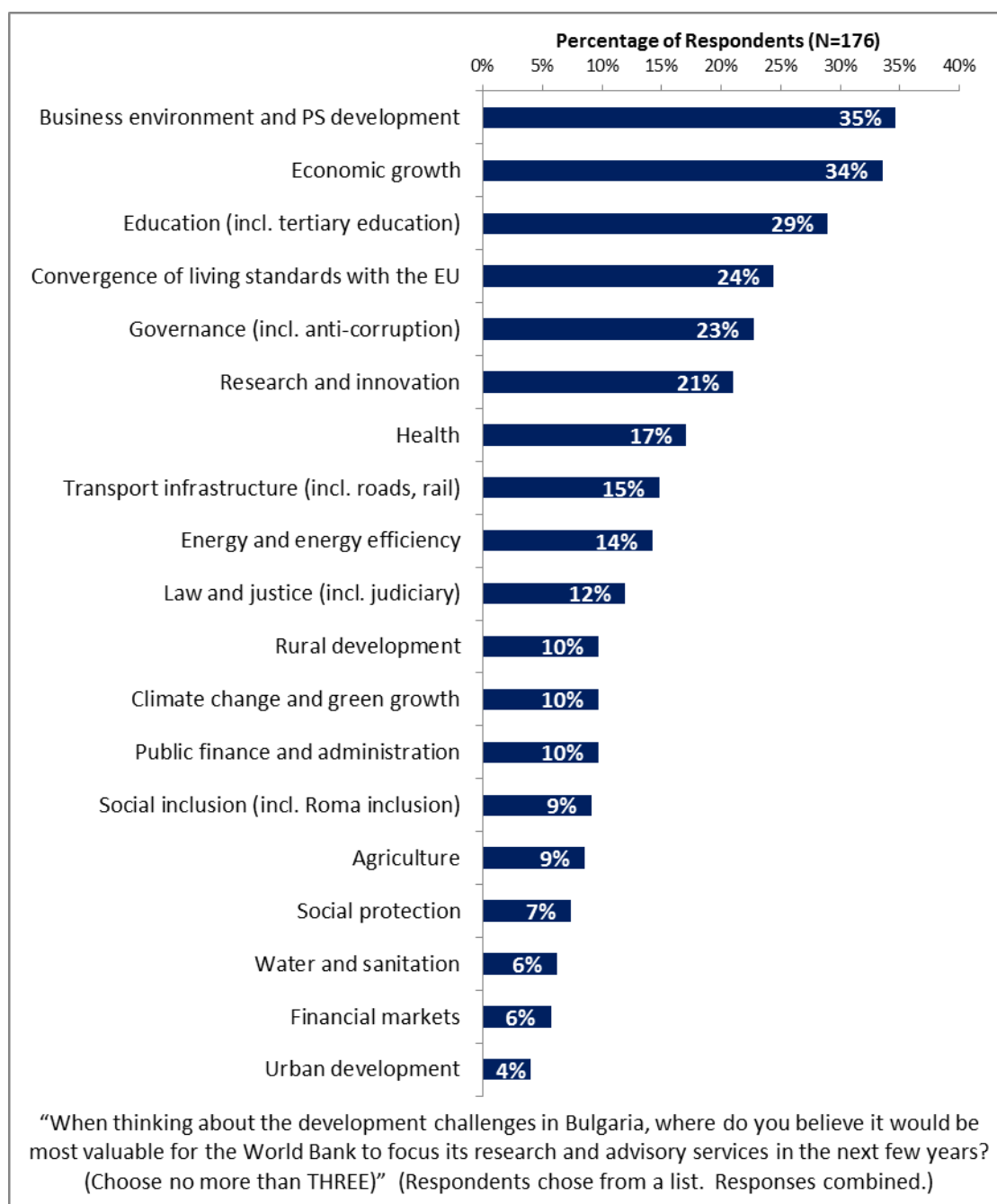




## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Focusing Bank Research

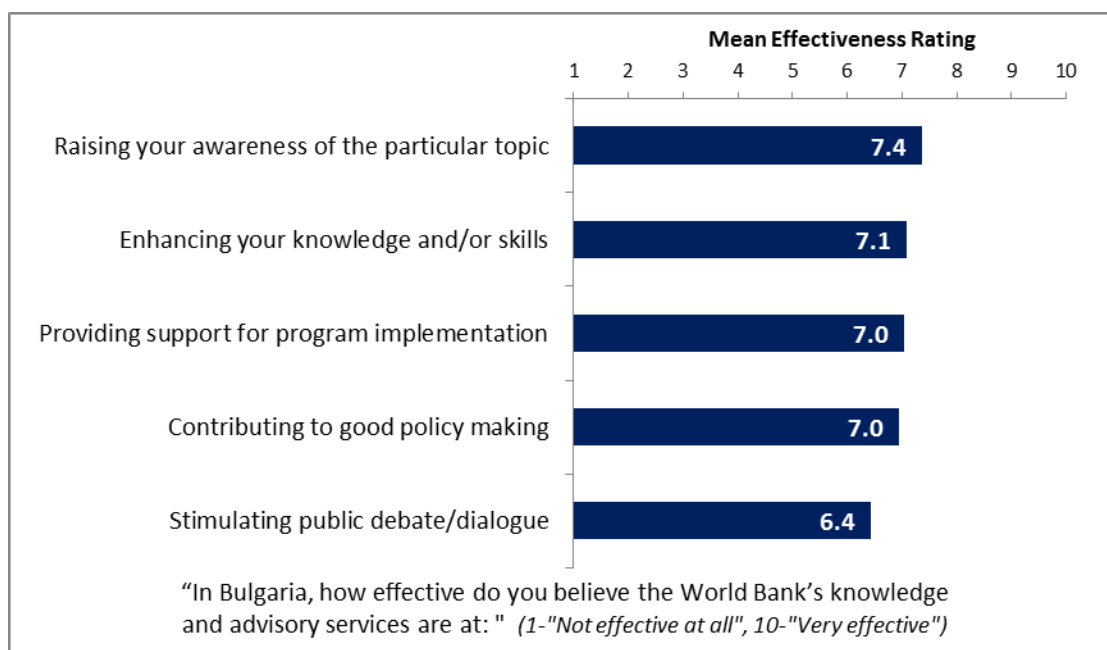
- Respondents indicated that it would be most valuable for the Bank to focus its research and advisory services on business environment and private sector development, economic growth, and education.
  - Respondents across most stakeholder groups indicated private sector development and economic growth would be the most valuable areas for the Bank's research, except respondents from local government and diplomatic corps who indicated that the Bank should focus its research on convergence of living standards with the EU and respondents from the private sector/financial sector/ private banks who indicated that the Bank should focus its research on governance.



## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Effectiveness

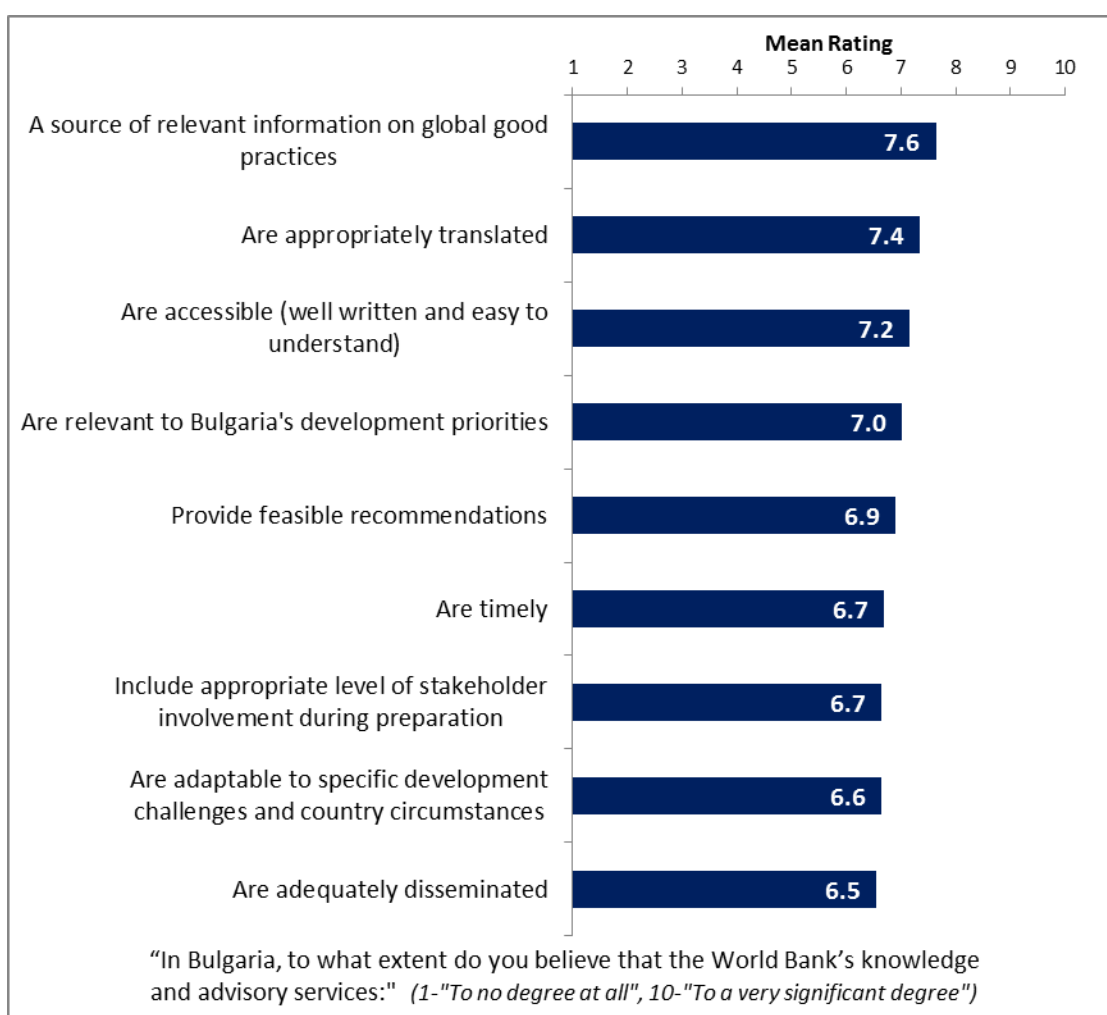
- Across all respondents, the effectiveness of the World Bank's knowledge and advisory services to raise awareness of a particular topic received the highest mean rating, 7.4, on a 10-point scale with 1 being not at all effective and 10 being very effective.
  - Respondents from NGOs and academia had the highest ratings for the effectiveness of the Bank's knowledge and advisory services to enhance one's knowledge and/or skills whereas respondents from diplomatic corps had significantly lower effectiveness ratings. Respondents across all stakeholder groups had statistically similar ratings for the effectiveness of the Bank's knowledge and advisory services in all other areas.



## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Qualities

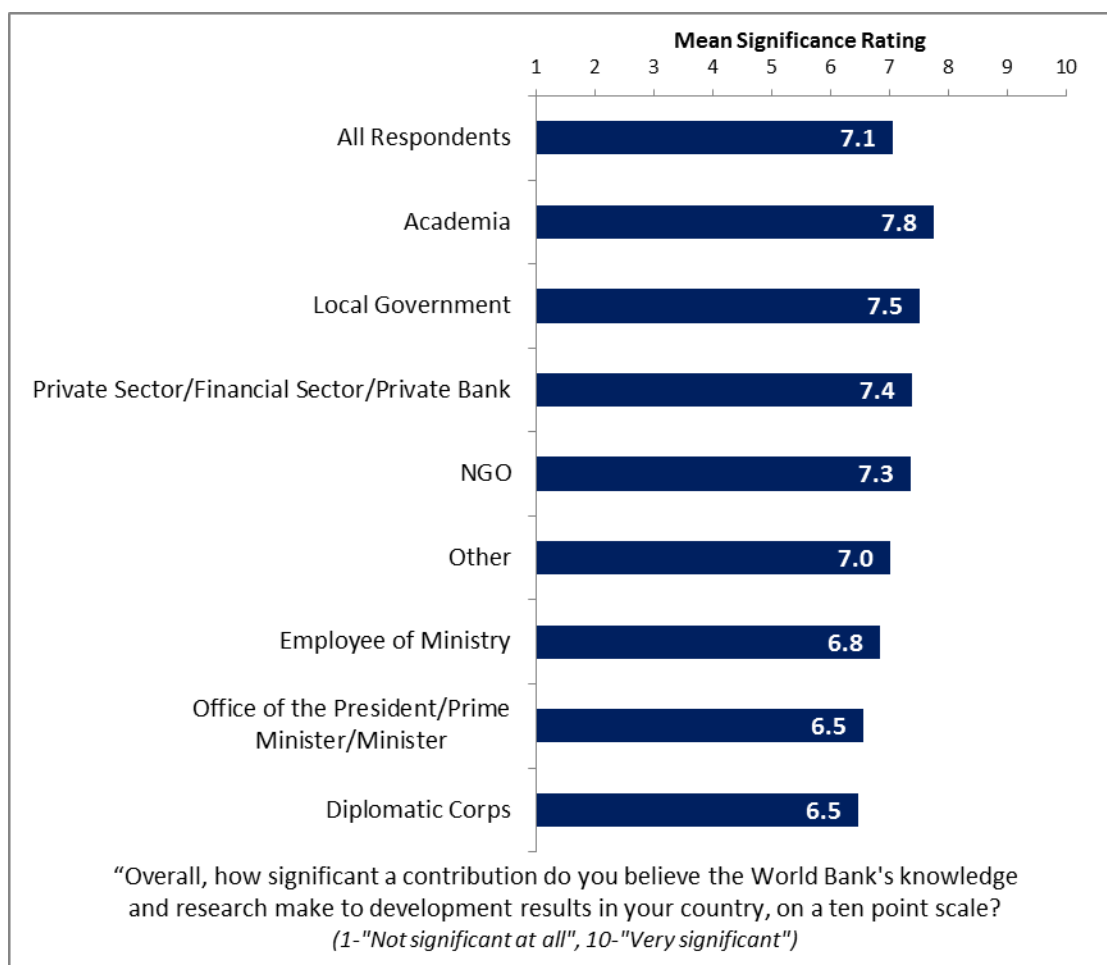
- Across all respondents, the World Bank's knowledge and advisory services being a source of relevant information on global good practices received the highest mean rating, 7.6, on a 10-point scale with 1 being to no degree at all and 10 being to a very significant degree.
  - Respondents across all stakeholder groups had statistically similar ratings for these qualities of the World Bank's knowledge and advisory services.



## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Contribution

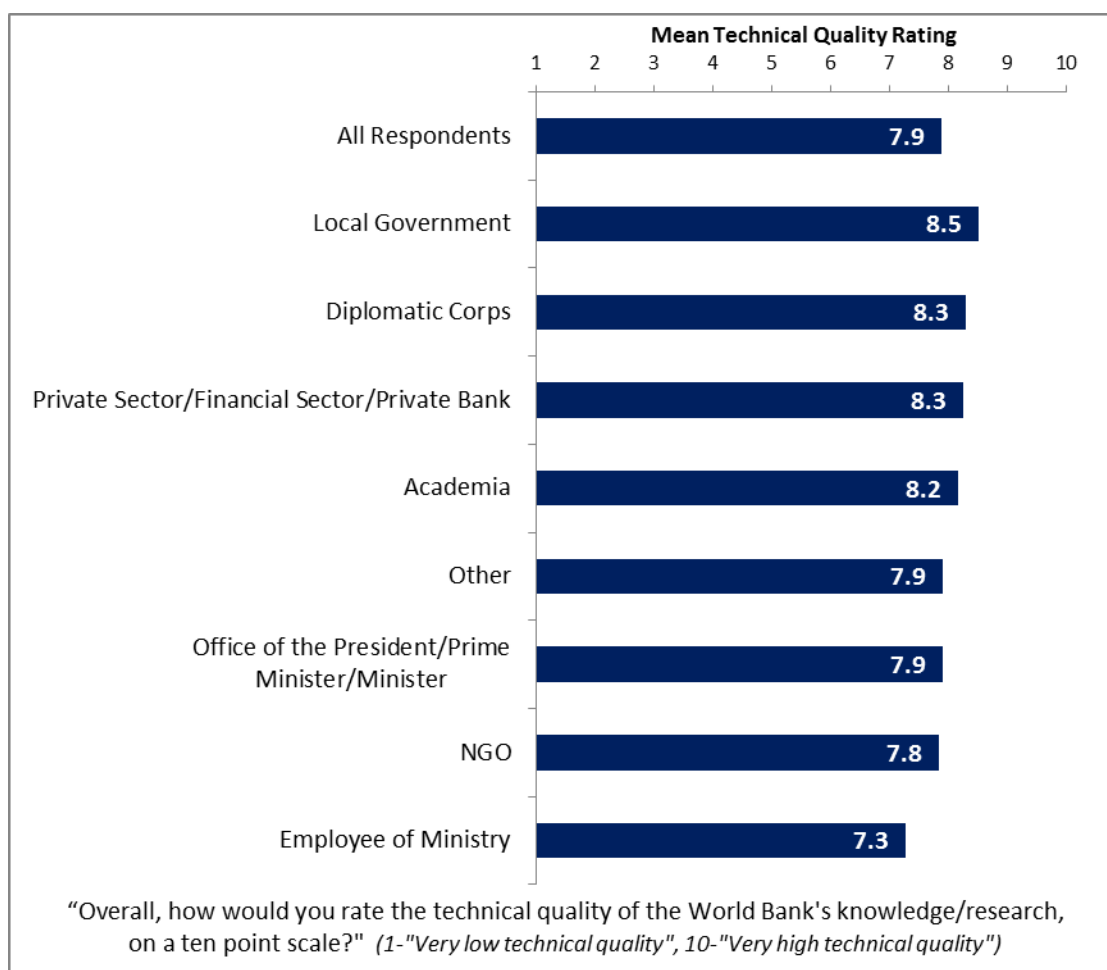
- Across all respondents, the significance of the contribution that the World Bank's knowledge and research make to development results in Bulgaria received a mean rating of 7.1 on a 10-point scale, with 1 being not significant at all and 10 being very significant.
  - Although it was not a significant difference, respondents from academia gave the highest ratings for the contribution that the Bank's knowledge and research make to development results in Bulgaria whereas respondents from the office of the President/Prime Minister/Minister and diplomatic corps had the lowest ratings.



## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Technical Quality

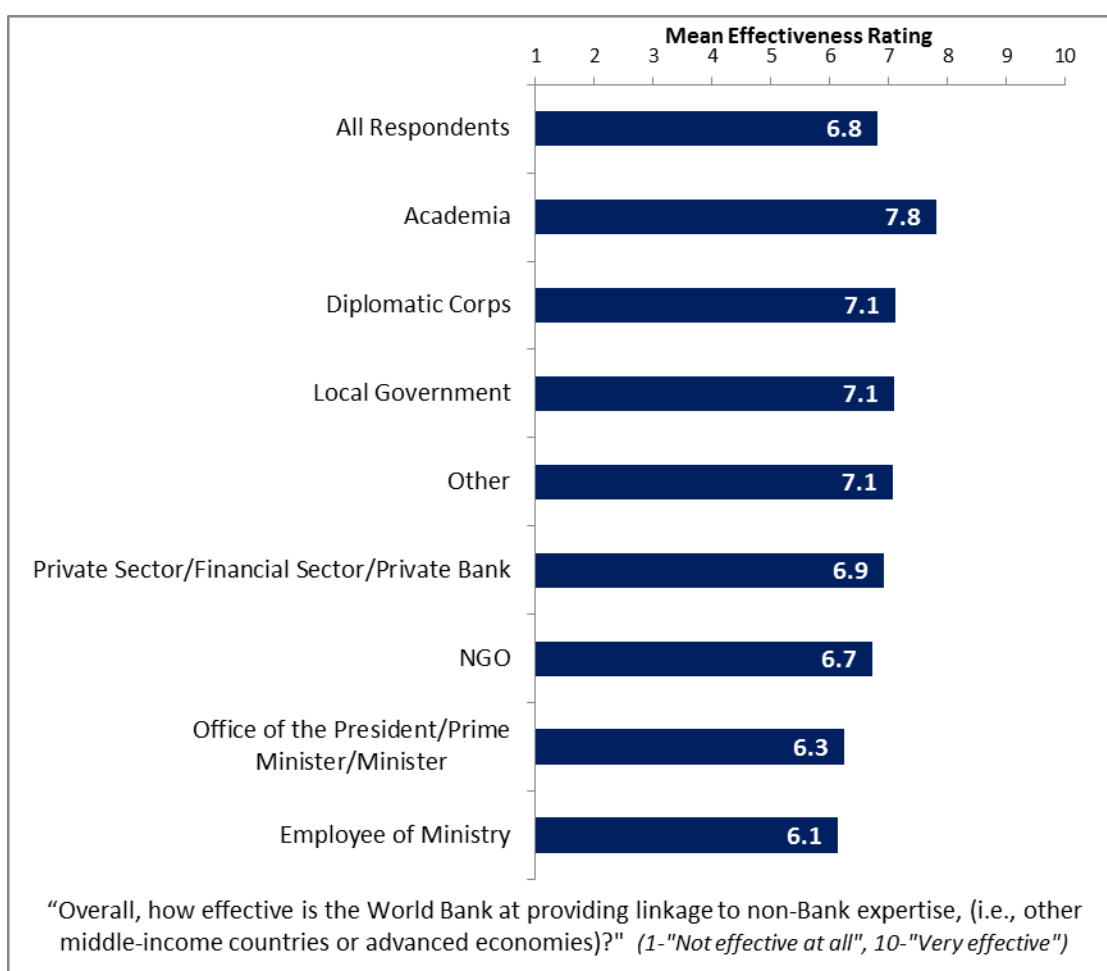
- Across all respondents, the technical quality of the World Bank's knowledge and research received a mean rating of 7.9 on a 10-point scale, with 1 being very low technical quality and 10 being very high technical quality.
  - Although it was not a significant difference, respondents from local government gave the highest ratings for the technical quality of the Bank's knowledge and research whereas employees of ministries gave the lowest ratings.



## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Linkage to Non-Bank Expertise

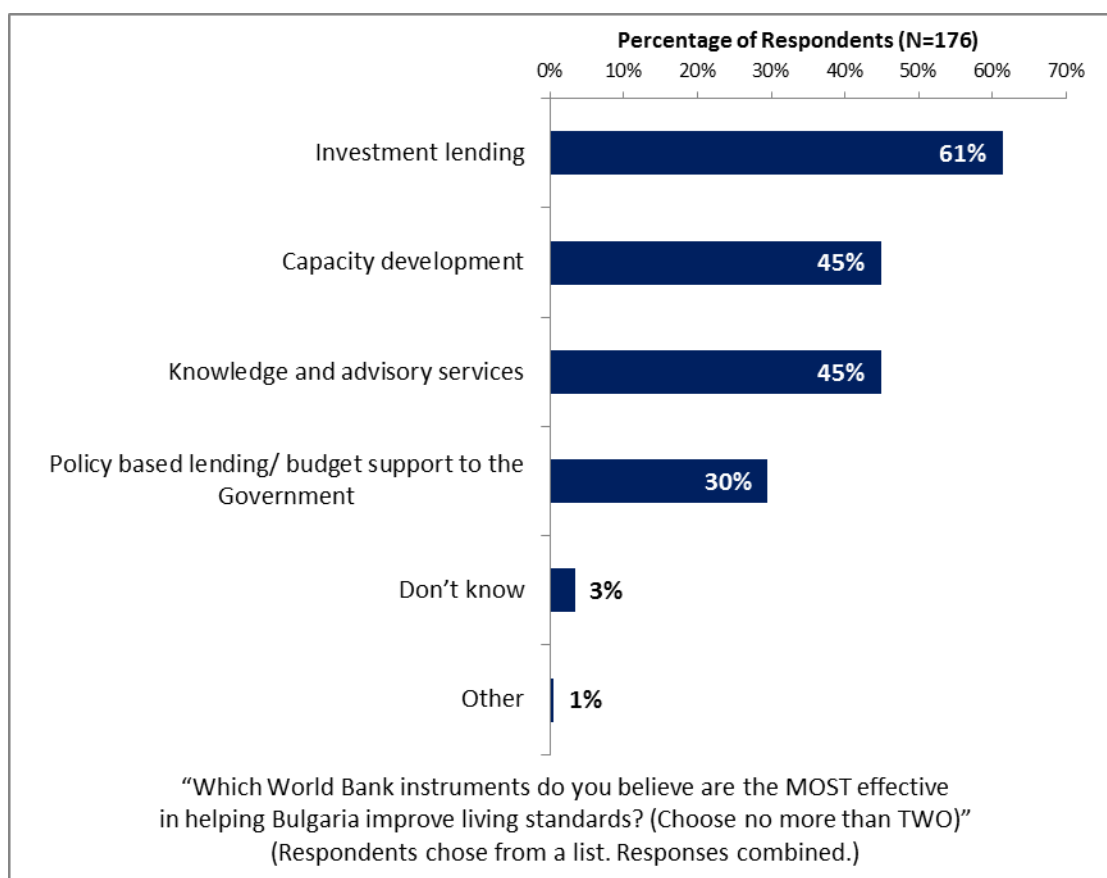
- Across all respondents, the Bank's effectiveness at providing linkage to non-Bank expertise received a mean rating of 6.8 on a 10-point scale, with 1 being not effective at all and 10 being very effective.
  - Although it was not a significant difference, respondents from academia gave the highest ratings for the Bank's effectiveness at providing linkage to non-Bank expertise whereas employees of ministries gave the lowest ratings.



## VII. World Bank Knowledge and Instruments (continued)

### Instruments: Most Effective

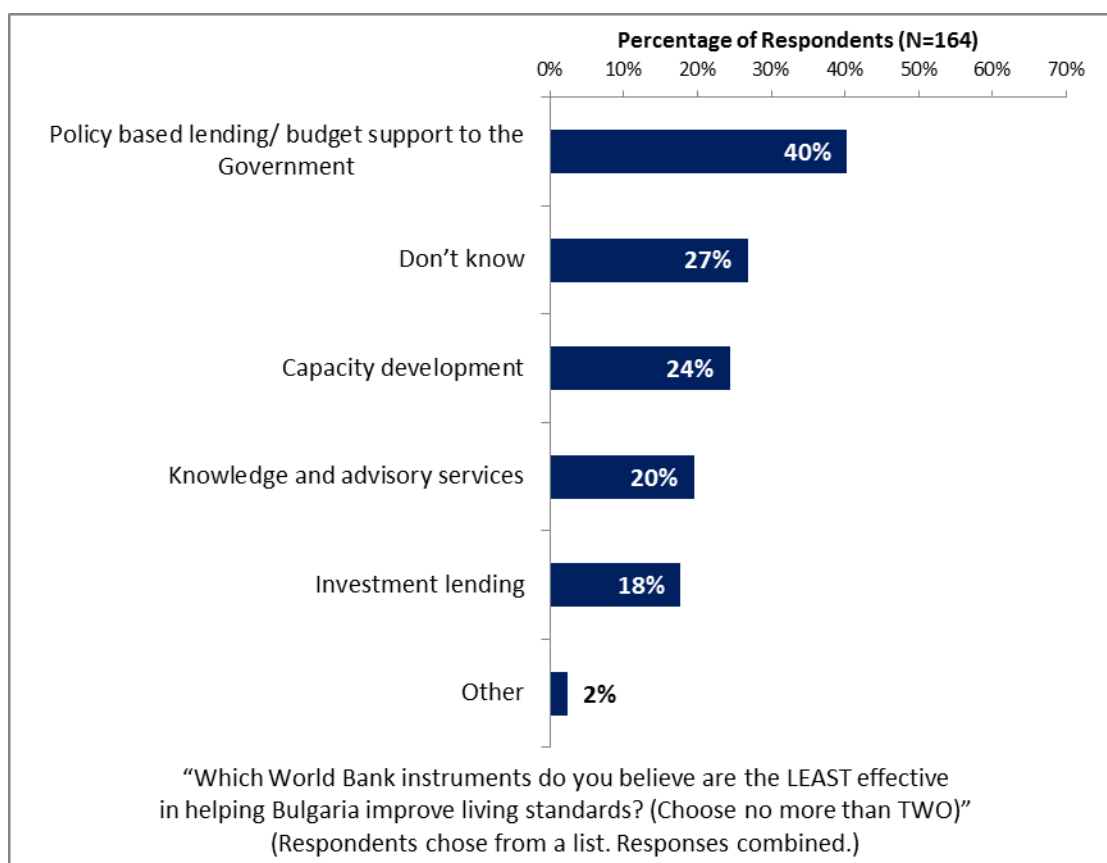
- Nearly two-thirds of all respondents indicated that the World Bank's investment lending was its most effective instrument in helping Bulgaria improve living standards.
  - Respondents across most stakeholder groups indicated that the World Bank's investment lending was its most effective instrument in helping Bulgaria improve living standards, except respondents from diplomatic corps and academia who were more likely to indicate capacity development. Respondents from the office of the President/Prime Minister/Minister indicated that investment lending, capacity development, and knowledge and advisory services were the Bank's most effective instruments.



## VII. World Bank Knowledge and Instruments (continued)

### Instruments: Least Effective

- Respondents indicated that the Bank's policy based lending/budget support to the government was *least* effective in helping Bulgaria improve living standards. More than a quarter of all respondents indicated that they didn't know which of the World Bank's instruments was *least* effective.
  - Respondents from most stakeholder groups indicated the Bank's policy based lending was least effective, except respondents from the office of the President/Prime Minister/Minister who indicated that the World Bank's capacity development was *least* effective, respondents from the private sector/financial sector/private banks who indicated that they didn't know what Bank instrument was least effective, and respondents from local government who indicated that the Bank's policy based lending and capacity development were least effective.

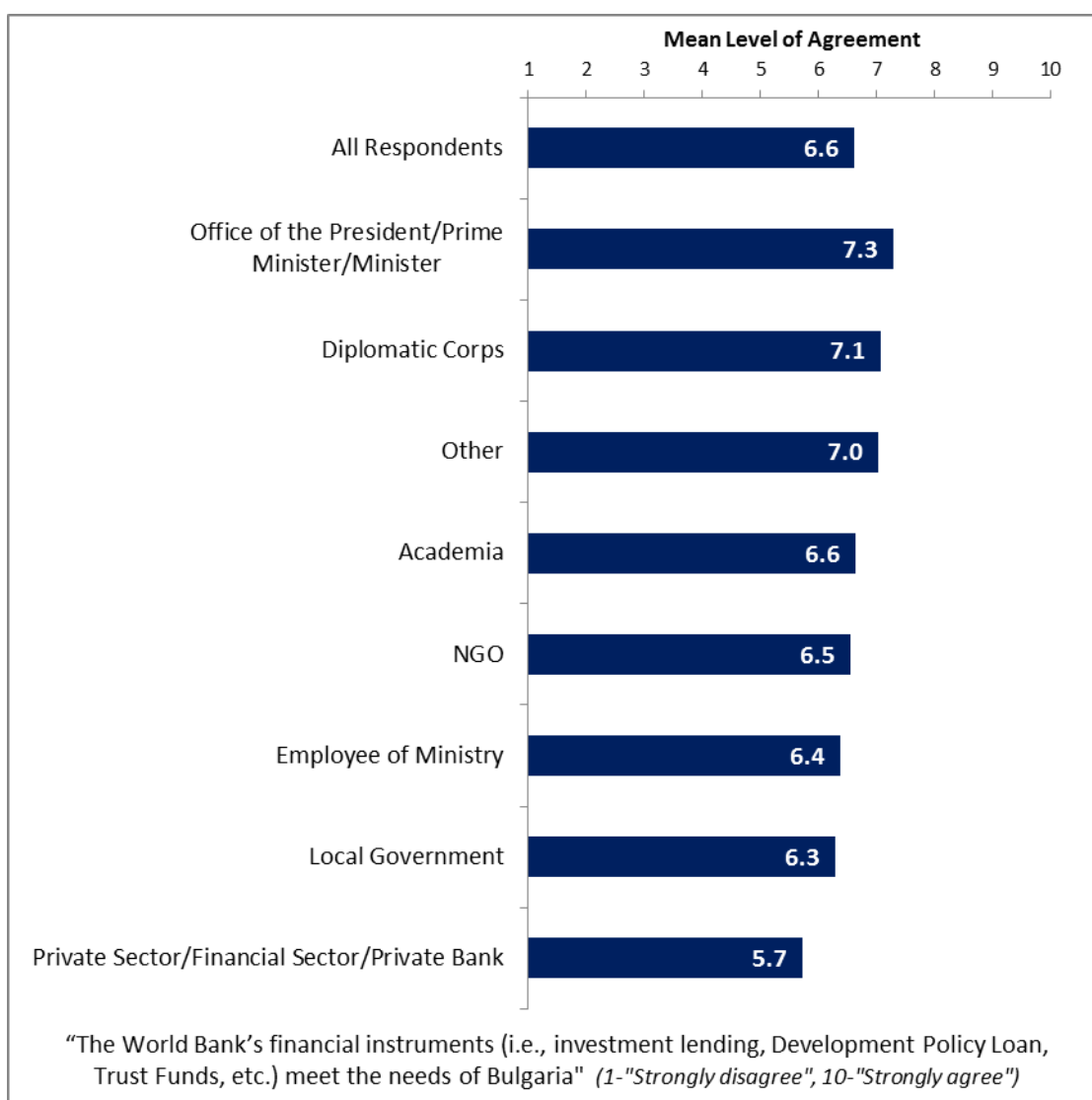




## VII. World Bank Knowledge and Instruments (continued)

### Instruments: Meeting Bulgaria's Needs

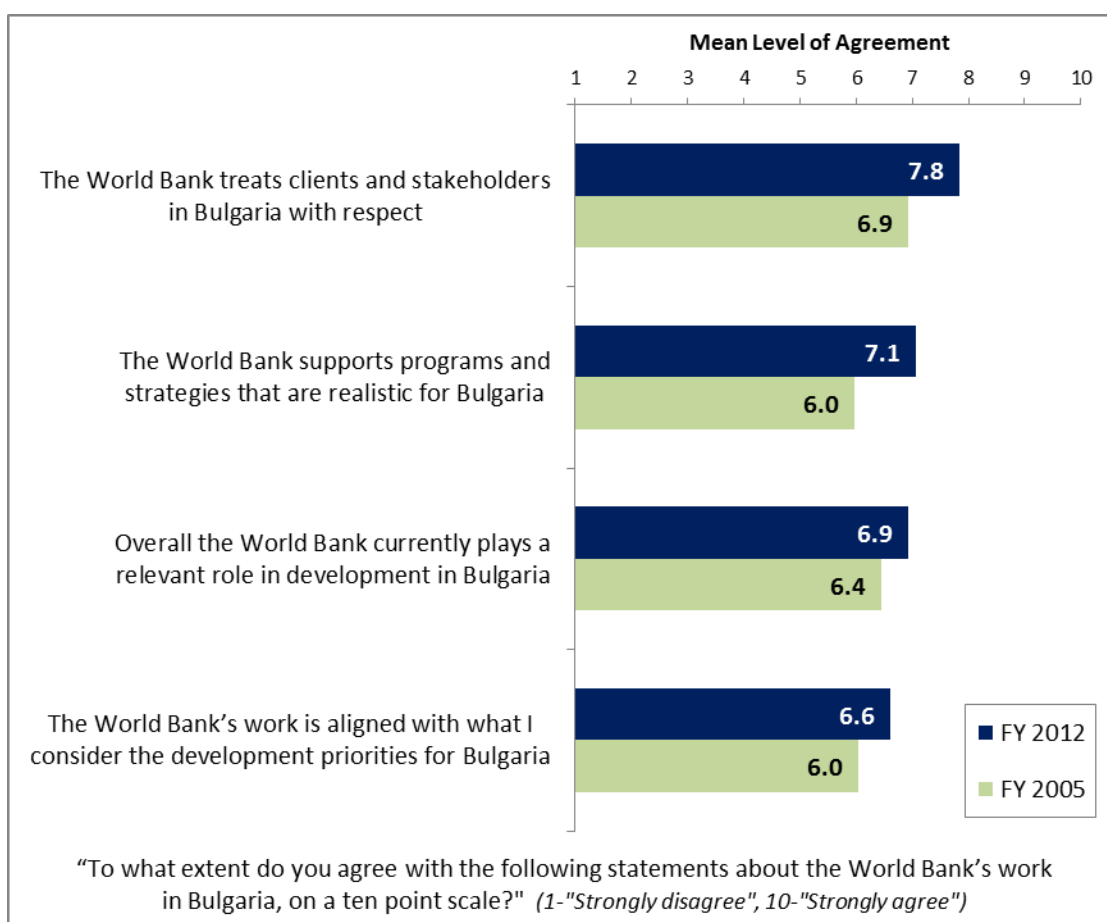
- Across all respondents, the extent to which the Bank's financial instruments meet Bulgaria's needs received a mean rating of 6.6 on a 10-point scale, with 1 being to no degree at all and 10 being to a very significant degree.
  - Although it was not a significant difference, respondents from the office of the President/Prime Minister/Minister gave the highest ratings for the Bank's financial instruments meeting Bulgaria's needs whereas respondents from the private sector/financial sector/private banks gave the lowest ratings.



## VIII. How the World Bank Operates

### The World Bank's Work in Bulgaria

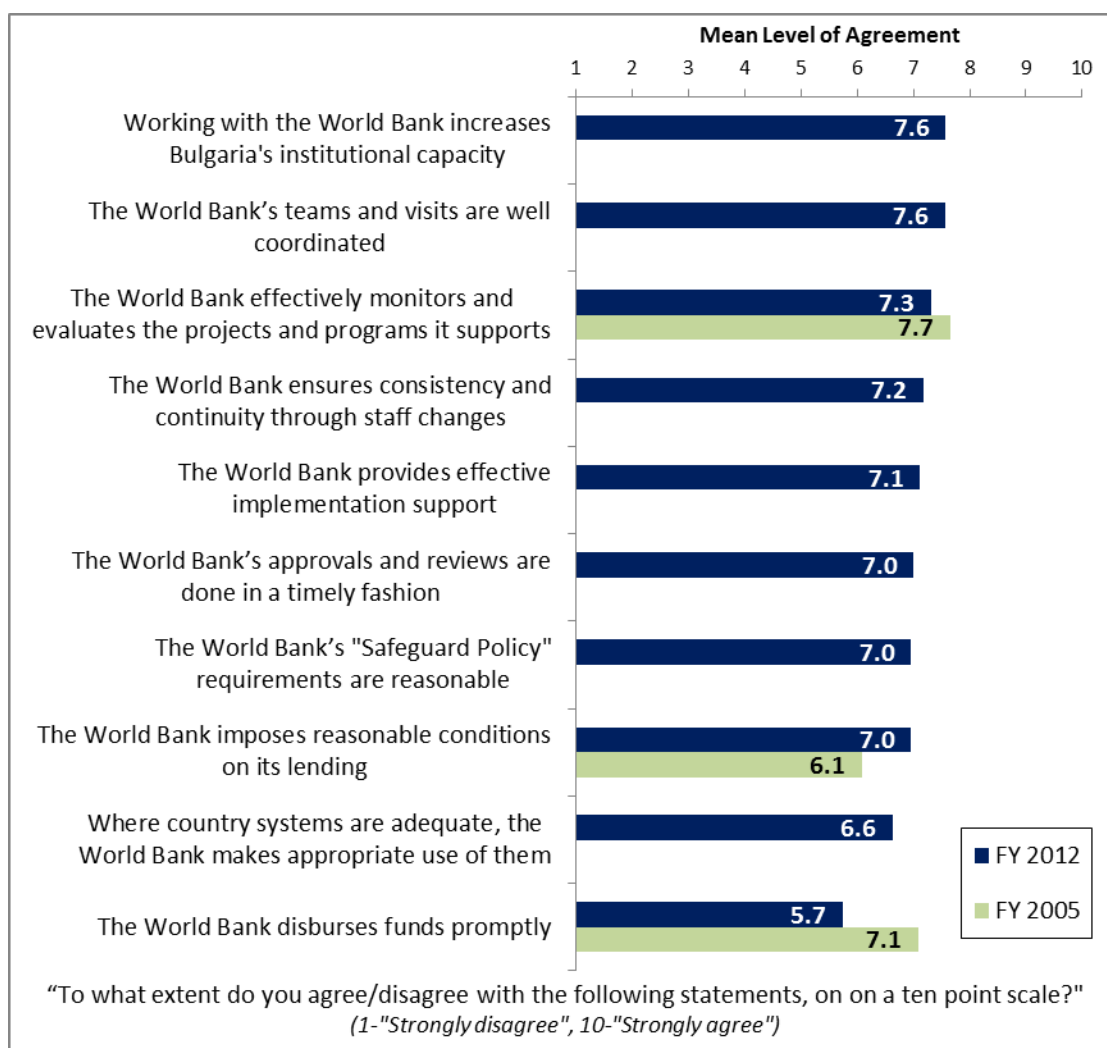
- In terms of the Bank's work, the World Bank treating clients and stakeholders in Bulgaria with respect received the highest mean level of agreement, 7.8, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
  - Respondents in this year's country survey had significantly higher levels of agreement that the Bank treats clients and stakeholders in Bulgaria with respect, supports programs and strategies that are realistic for Bulgaria, plays a relevant role in Bulgaria's development, and that the Bank's work is aligned with development priorities compared to respondents from the FY '05 country survey.
  - Respondents across all stakeholder groups had statistically similar levels of agreement across these statements.



## VIII. How the World Bank Operates (continued)

### Overall Perceptions

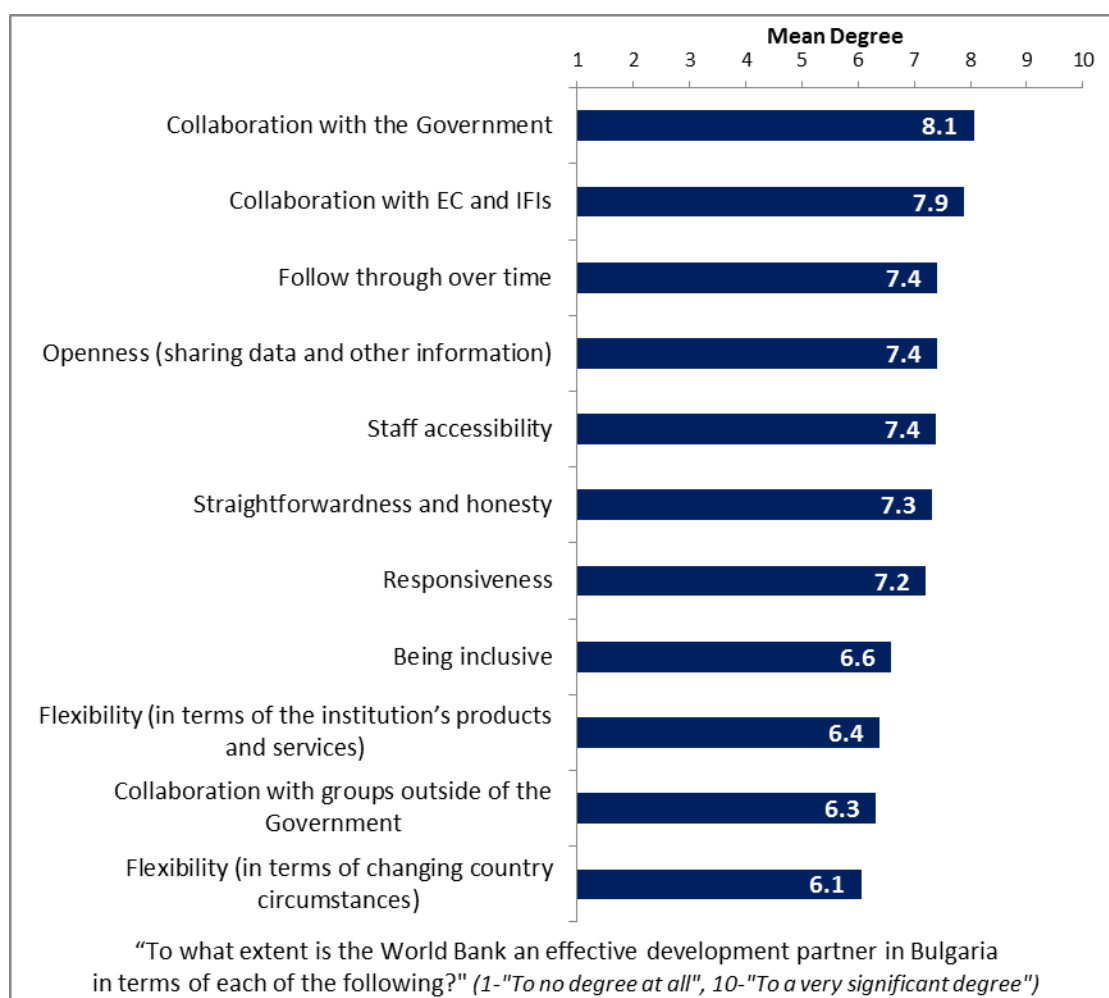
- Across all respondents, “Working with the World Bank increases Bulgaria’s institutional capacity” and “The World Bank’s teams and visits are well coordinated” both received the highest mean rating, 7.6, on a 10-point scale with 1 being to no degree at all and 10 being to a very significant degree.
  - Ratings for “The World Bank disburses funds promptly” in this year’s country survey were significantly lower compared to the FY ’05 country survey. In contrast, ratings for “The World Bank imposes reasonable conditions on its lending” in this year’s country survey were significantly higher compared to the FY ’05 country survey. Respondents across both country surveys had statistically similar ratings that “The World Bank effectively monitors and evaluates the projects and programs it supports”.
  - Respondents across all stakeholder groups had statistically similar ratings for these aspects of working with the World Bank.



## VIII. How the World Bank Operates (continued)

### The World Bank as an Effective Development Partner

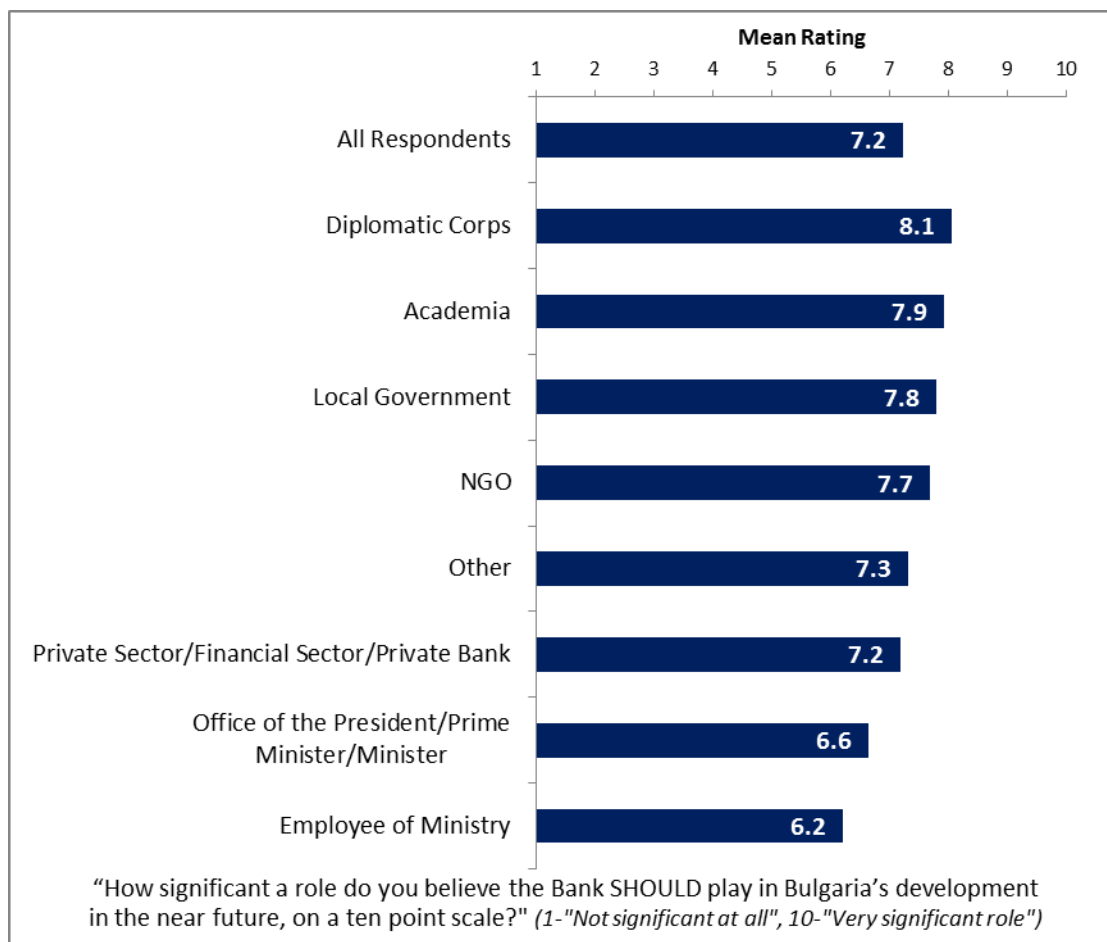
- Across all respondents, the extent to which the World Bank is an effective development partner in terms of its collaboration with the Government in Bulgaria received the highest mean rating, 8.1, on a 10-point scale with 1 being to no degree at all and 10 being to a very significant degree.
  - Ratings for the extent to which the Bank displayed flexibility in terms of the country's changing circumstances (the only aspect that could be compared) received statistically similar ratings the FY '05 and FY '12 country surveys.
  - In terms of stakeholder group differences, respondents from the office of the President/Prime Minister/Minister, local government, and academia had the highest ratings regarding the Bank's openness whereas employees of ministries and respondents from the private sector/financial sector/private banks had significantly lower ratings. Respondents from the office of the President/Prime Minister/Minister, local government, and academia had the highest ratings regarding the Bank's straightforwardness and honesty whereas employees of ministries and respondents from NGOs had significantly lower ratings. Respondents across all stakeholder groups had statistically similar ratings across the other areas.



## IX. The Future Role of the World Bank in Bulgaria

### Role Significance

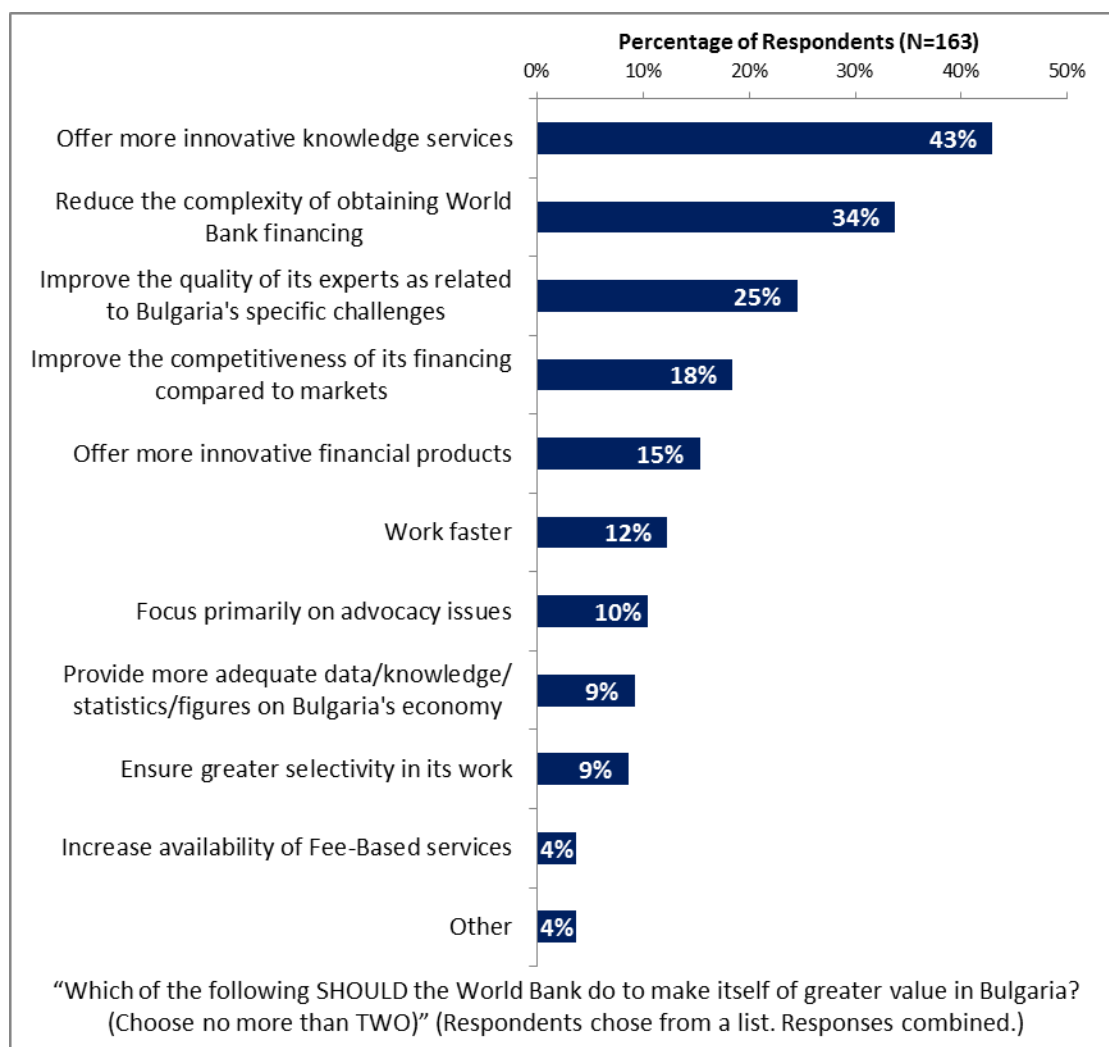
- Respondents indicated that the Bank *should* play a fairly significant role in Bulgaria's development over the medium term, receiving a mean rating of 7.2 across all respondents on a 10-point scale with 1 being not a significant role and 10 being very significant role.
  - Respondents from diplomatic corps, academia, local government, and NGOs gave the highest ratings for the Bank's role significance whereas respondents from the office of the President/Prime Minister/Minister and employees of ministries gave significantly lower ratings for the role that the Bank *should* play in Bulgaria's development over the medium term.



## IX. The Future Role of the World Bank in Bulgaria (continued)

### Making the Bank of Greater Value

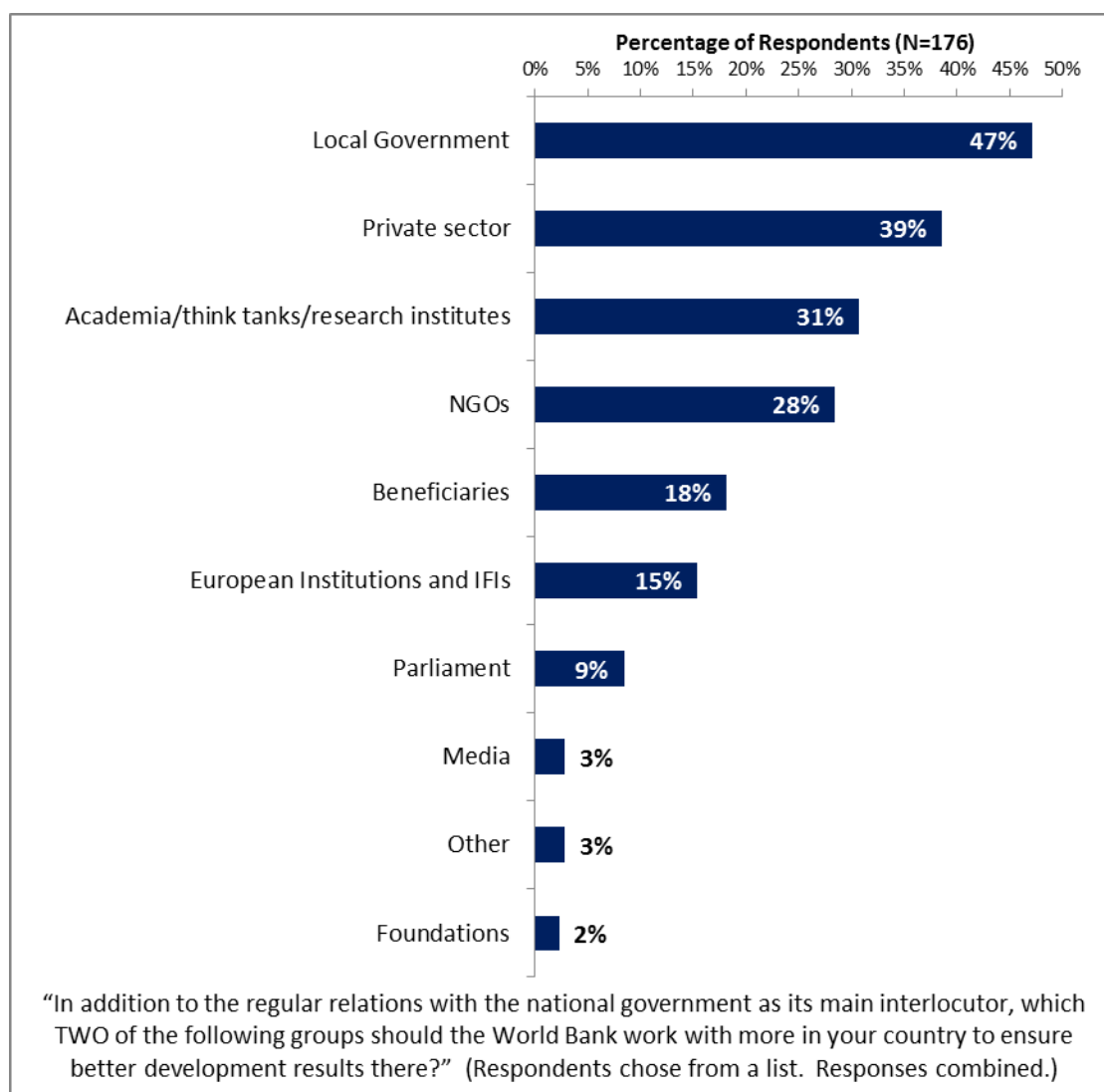
- Respondents indicated that the World Bank should offer more innovative knowledge services and reduce the complexity of obtaining Bank financing to make itself of greater value in Bulgaria.
  - Respondents across most stakeholder groups indicated that the World Bank should offer more innovative knowledge services and reduce the complexity of obtaining Bank financing to make itself of greater value in Bulgaria, except respondents from diplomatic corps who indicated that the Bank should improve the quality of its experts as related to Bulgaria's specific challenges.



## IX. The Future Role of the World Bank in Bulgaria (continued)

### Collaborating in Bulgaria

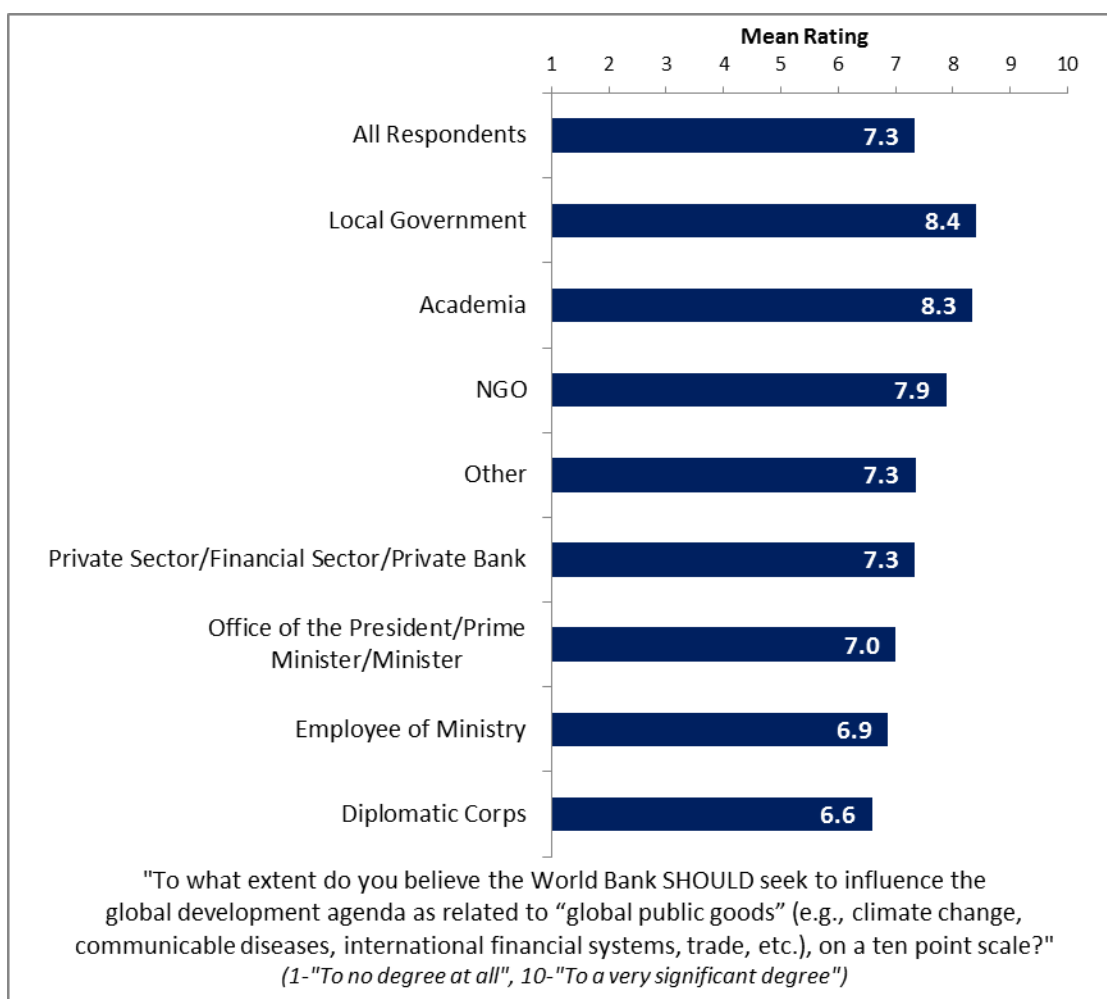
- Respondents indicated that the World Bank should work more closely with local government and private sector to ensure better development results in Bulgaria.
  - Respondents from most stakeholder groups indicated that the Bank should work more closely with local government and the private sector, except respondents from the office of the President/Prime Minister/Minister who were more likely to indicate that the Bank should work more closely with beneficiaries and respondents from NGOs who were more likely to indicate that the Bank should work with NGOs.



## IX. The Future Role of the World Bank in Bulgaria (continued)

### Influencing the Global Development Agenda

- Across all respondents, the extent to which respondents believed the World Bank *should* influence the global development agenda received a mean rating of 7.3 on a 10-point scale, with 1 being to no degree at all and 10 being to a very significant degree.
  - Although it was not a significant difference, respondents from local government had the highest ratings for the extent to which the Bank *should* influence the global development agenda whereas respondents from diplomatic corps had the lowest ratings.

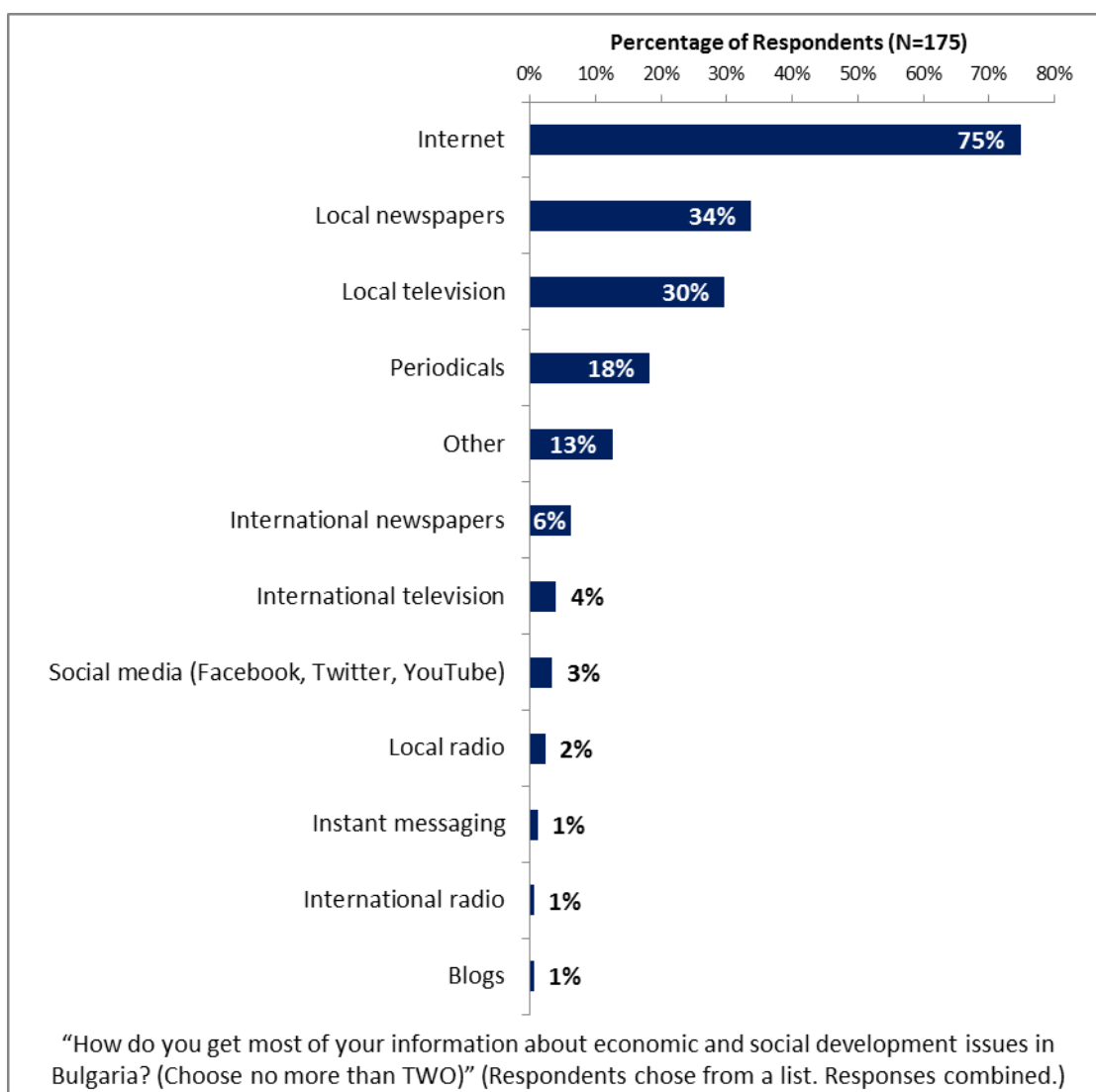




## X. Communication and Openness

### Information Sources

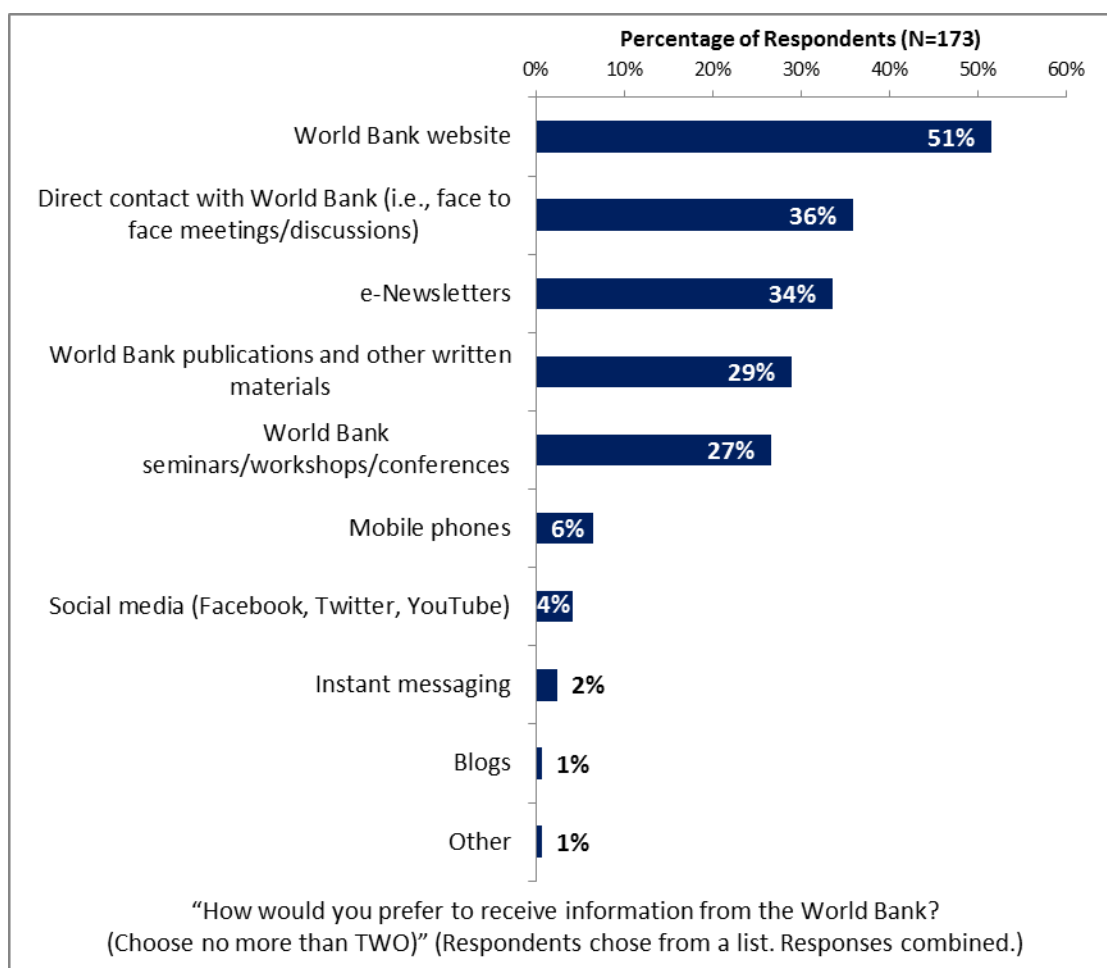
- Three quarters of all respondents indicated that they got most of their information about economic and social development issues in Bulgaria from the Internet.
  - Respondents in the FY '05 country survey indicated that they got most of their information about economic and social development issues in Bulgaria from local newspapers (79%), local television (69%), and websites (67%).



## X. Communication and Openness (continued)

### Information Sources (continued)

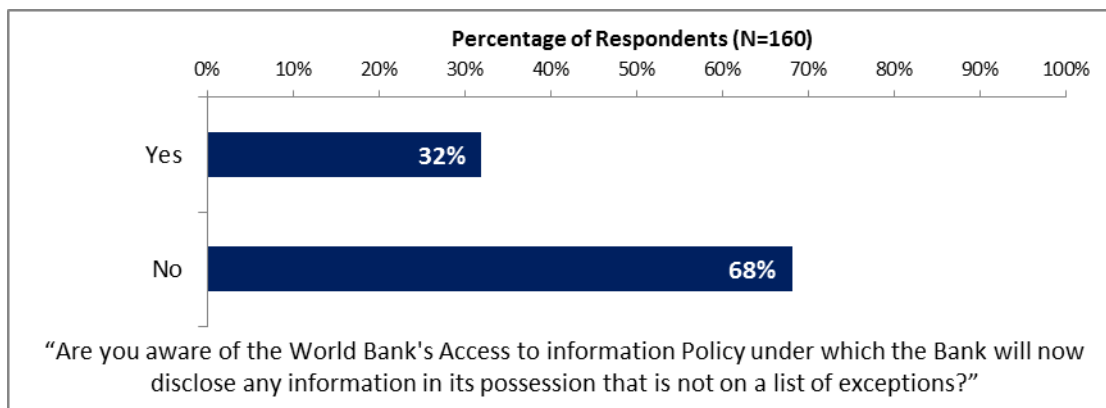
- When asked how they would prefer to receive information from the World Bank, over half of all respondents indicated the World Bank website. Other popular choices were direct contact with World Bank staff, e-Newsletters, World Bank publications and other written materials, and World Bank seminars/workshops/conferences.



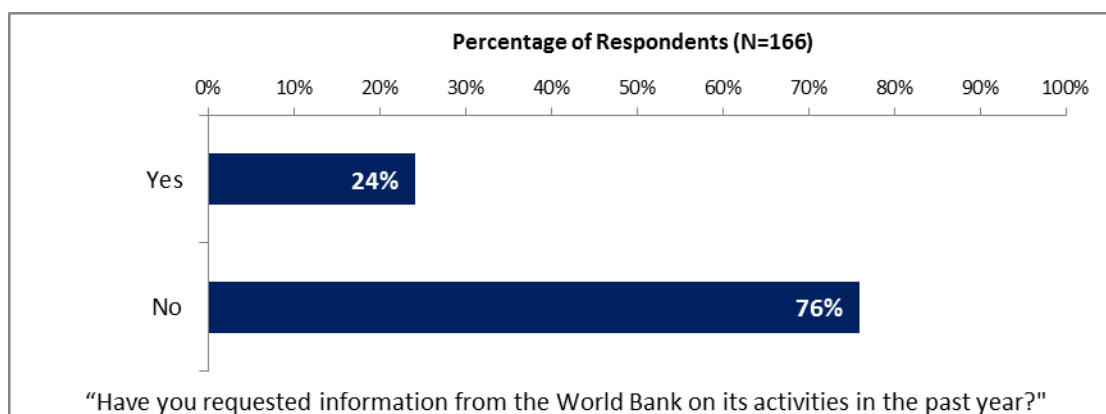
## X. Communication and Openness (continued)

### Access to Information

- Less than a third of respondents indicated that they were aware of the Bank's Access to Information policy.
  - Respondents across all stakeholder groups had statistically similar levels of awareness for the Bank's Access to Information policy.



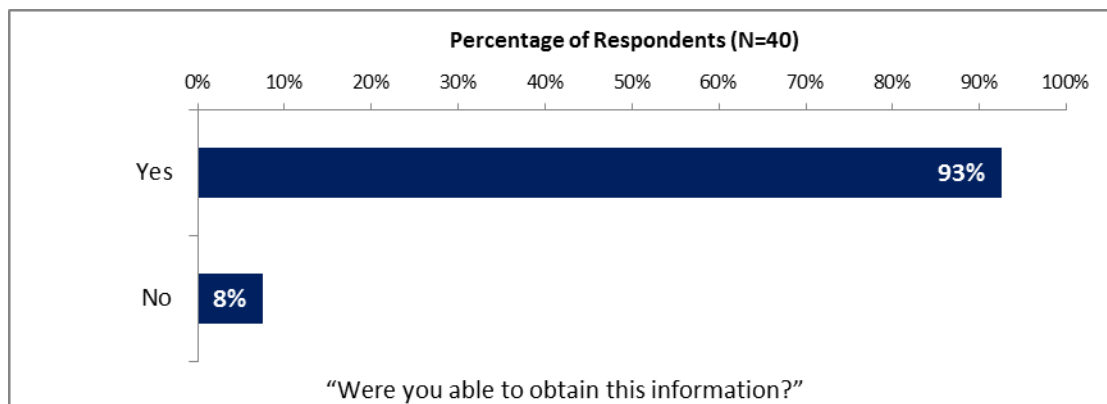
- Nearly a quarter of all respondents indicated that they had requested information from the World Bank in the past year.
  - Respondents from the office of the President/Prime Minister/Minister were significantly more likely to have requested information from the World Bank compared to respondents from other stakeholder groups.



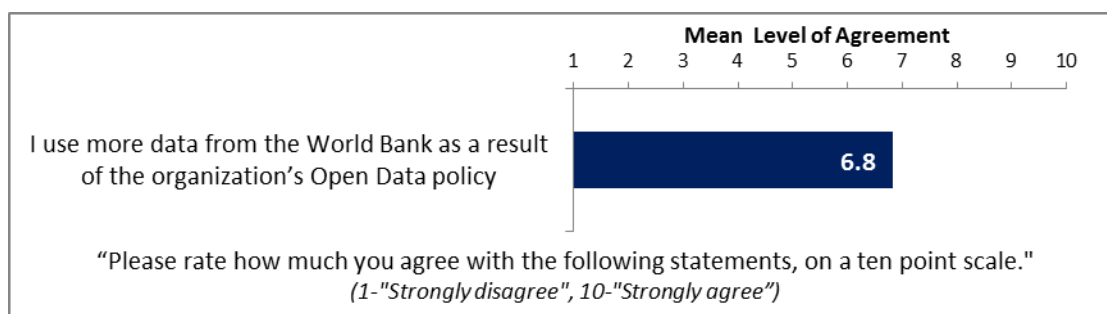
## X. Communication and Openness (continued)

### Access to Information (continued)

- Nearly all respondents who indicated that they had requested information from the World Bank indicated that they were able to obtain this information.
  - Respondents across all stakeholder groups had statistically similar rates of obtaining their requested information.



- Agreement that respondents use more data from the World Bank as a result of its Open Data policy received a mean rating of 6.8, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
  - Respondents from NGOs, academia, and other organizations had the highest levels of agreement that they use more data from the World Bank as a result of the Bank’s Open Data policy whereas respondents from diplomatic corps had significantly lower levels of agreement.



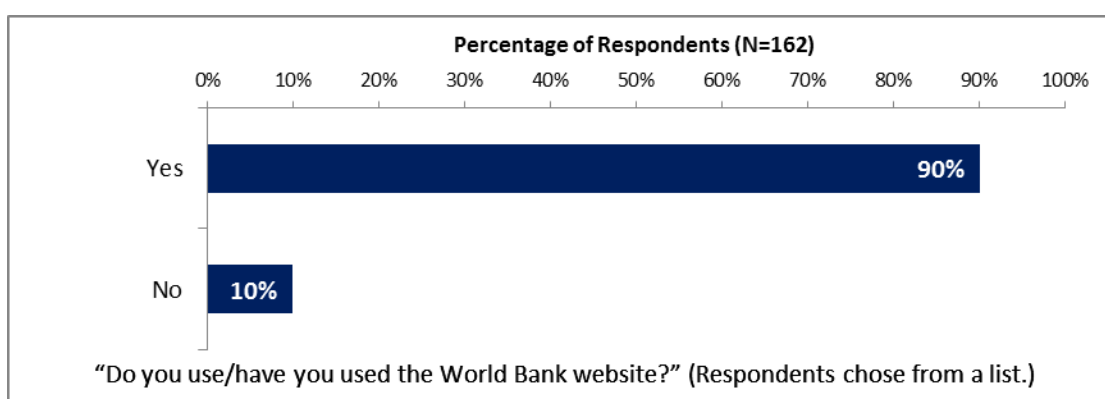
## X. Communication and Openness (continued)

### Internet Access

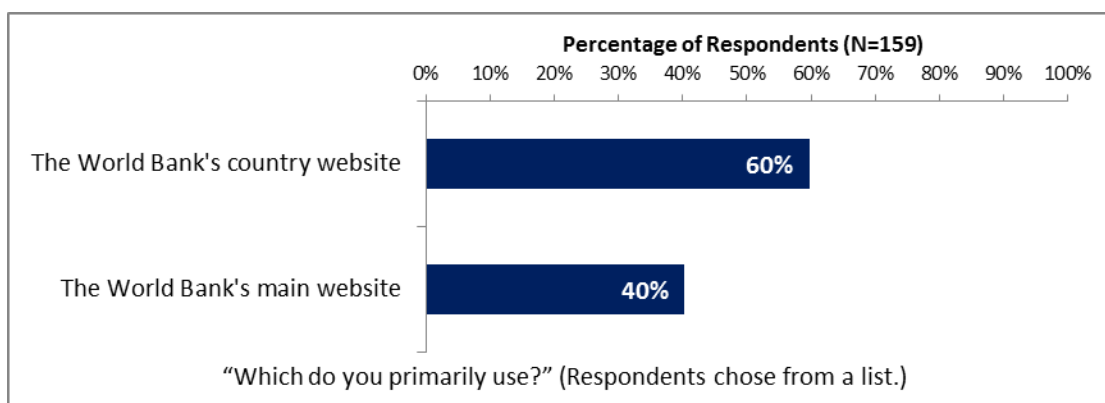
- All respondents indicated that they had access to the Internet (100%).

### Website Usage

- Nearly all respondents indicated that they had used the Bank's website, significantly more than in the FY '05 country survey (63%).
  - Respondents across all stakeholder groups had statistically similar rates of usage for the World Bank's website.



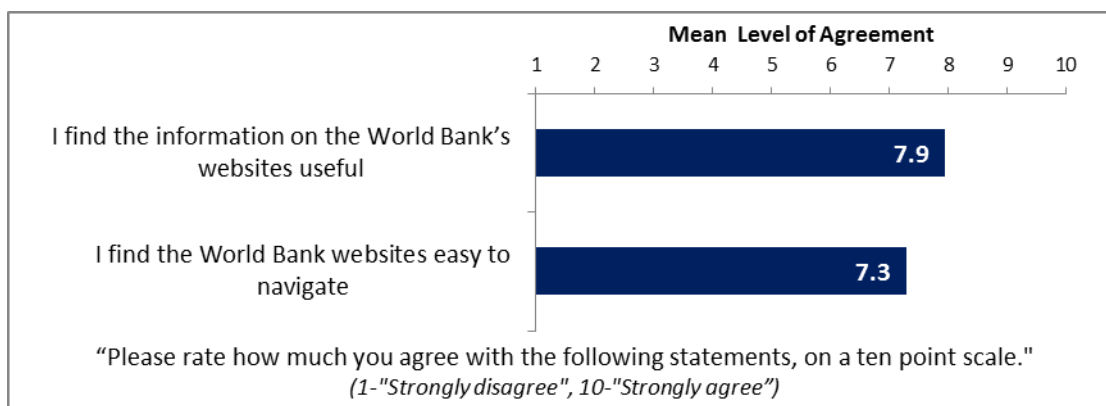
- Of those respondents who used the Bank's website, nearly two-thirds indicated that they used the World Bank's country website, significantly more than in the FY '05 country survey (47%).
  - Respondents across all stakeholder groups had statistically similar rates of usage for the World Bank's country and main websites.



## X. Communication and Openness (continued)

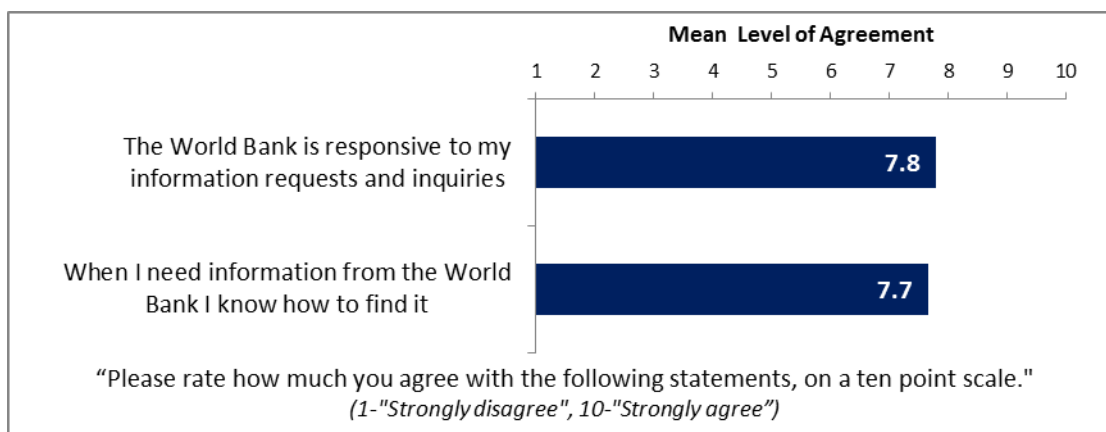
### Website Evaluation

- Among those respondents who utilized the World Bank's websites, agreement that respondents find the information on the Bank's websites useful received the highest mean rating, 7.9, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
  - Respondents across all stakeholder groups had statistically similar levels of agreement that they find the information on the Bank's websites useful and that the Bank websites are easy to navigate.



### Information Sharing

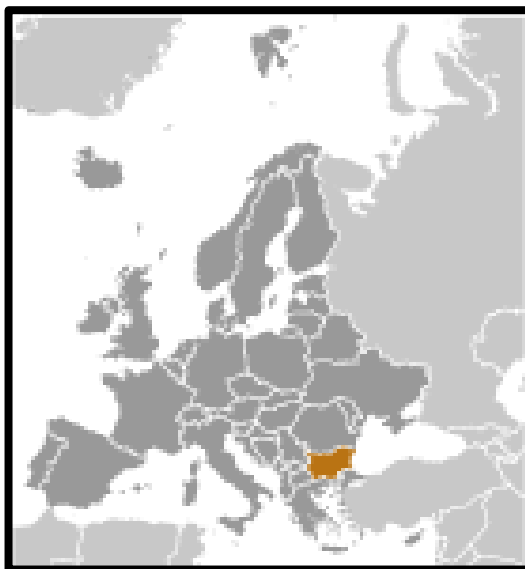
- In terms of the Bank's information sharing in Bulgaria, respondents had the highest level of agreement that the Bank is appropriately responsive to information requests, receiving a mean rating of 7.8, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
  - Respondents from academia had the highest levels of agreement that when they need information from the World Bank they know how to find it whereas respondents from local government, diplomatic corps, and the private sector/financial sector/private banks had significantly lower levels of agreement. Respondents across all stakeholder groups had statistically similar levels of agreement that the Bank is appropriately responsive to information requests.



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### BULGARIA



## Appendix A: Responses to All Questions across All Respondents (N=178)

### A. General Issues facing Bulgaria

1. In general, would you say that Bulgaria is headed in...?	Percentage of Respondents (N=171)
The right direction	77.8%
The wrong direction	9.4%
Not sure	12.9%

2. Listed below are a number of development priorities in Bulgaria. Please identify which of these you consider the 1 <sup>st</sup> , 2 <sup>nd</sup> , and 3 <sup>rd</sup> most important development priority.	Percentage of Respondents (N=172)			
	<i>Most Important</i>	<i>2<sup>nd</sup> Most Important</i>	<i>3<sup>rd</sup> Most Important</i>	<i>Combined</i>
Economic growth	54.1%	9.3%	7.0%	70.4%
Education (incl. tertiary education)	8.7%	19.2%	12.9%	40.8%
Convergence of living standards with the EU	9.9%	13.4%	5.3%	28.5%
Business environment and private sector development	5.8%	9.3%	11.1%	26.2%
Law and justice (incl. judiciary)	4.7%	12.2%	6.4%	23.3%
Health	2.3%	7.0%	11.1%	20.4%
Research and innovation	0.6%	5.2%	8.8%	14.6%
Governance (incl. anti-corruption)	6.4%	3.5%	4.1%	14.0%
Transport infrastructure (incl. roads, rail)	0.6%	2.9%	7.0%	10.5%
Social inclusion (incl. Roma inclusion)	2.3%	3.5%	4.1%	9.9%
Energy and energy efficiency	1.7%	4.1%	2.9%	8.7%
Social protection (incl. pensions, social assistance)	0.0%	3.5%	3.5%	7.0%
Agriculture	0.6%	2.9%	3.5%	7.0%
Climate change (incl. mitigation, adaptation, disaster management) and green growth	1.2%	1.2%	2.9%	5.2%
Rural development	0.0%	1.2%	3.5%	4.7%
Public finance and administration	1.2%	0.6%	2.9%	4.7%
Water and sanitation	0.6%	0.0%	1.2%	1.8%
Financial markets	0.0%	1.2%	0.6%	1.7%
Trade	0.0%	0.0%	0.6%	0.6%
Urban development	0.0%	0.0%	0.6%	0.6%



**A. General Issues facing Bulgaria (continued)**

<b>3. Convergence of living standards with the EU encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to achieving convergence of living standards in Bulgaria with the EU? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=177)</b>
Economic growth	53.1%
Business environment and private sector development	44.1%
Education (incl. tertiary education)	32.8%
Law and justice (incl. judiciary)	32.2%
Governance (incl. anti-corruption)	27.1%
Transport infrastructure (incl. roads, rail)	15.8%
Research and innovation	15.8%
Health	14.1%
Social protection	13.6%
Social inclusion (incl. Roma inclusion)	9.6%
Urban development	8.5%
Energy and energy efficiency	7.3%
Public finance and administration	5.6%
Agriculture	5.6%
Rural development	4.5%
Trade	4.0%
Climate change and green growth	2.3%
Water and sanitation	1.7%
Financial markets	1.1%

<b>4. 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 Bulgaria? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=176)</b>
Business environment and private sector development	58.0%
Research and innovation	45.5%
Education (incl. tertiary education)	36.4%
Transport infrastructure (incl. roads, rail)	33.5%
Energy and energy efficiency	27.3%
Governance (incl. anti-corruption)	24.4%
Agriculture	19.9%
Law and justice (incl. judiciary)	17.0%
Rural development	7.4%
Trade	6.8%
Public finance and administration	6.8%
Financial markets	3.4%
Climate change (incl. mitigation, adaptation, disaster management) and green growth	2.8%
Social inclusion (incl. Roma inclusion)	2.8%
Urban development	2.3%
Water and sanitation	1.1%
Health	0.6%
Social protection (incl. pensions, social assistance)	0.6%

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

<b>Familiarity, Overall Effectiveness, Preparedness</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank in Bulgaria, on a ten-point scale? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	176	6.90	1.97
2. Overall, please rate your impression of the World Bank's effectiveness in Bulgaria, on a ten-point scale. <i>(1-Not effective at all, 10-Very effective)</i>	155	6.96	1.78
3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Bulgaria solve its most complicated development challenges, on a ten point scale? <i>(1-To no degree at all, 10-To a very significant degree)</i>	154	7.55	1.91

<b>4. When thinking about how the World Bank can have the most impact on development results in Bulgaria, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Bulgaria? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=177)</b>
Education (incl. tertiary education)	42.9%
Business environment and private sector development	36.7%
Economic growth	24.9%
Transport infrastructure (incl. roads, rail)	22.6%
Energy and energy efficiency	22.0%
Research and innovation	20.3%
Public finance and administration	18.6%
Health	15.8%
Governance (incl. anti-corruption)	14.7%
Convergence of living standards with the EU	14.1%
Law and justice (incl. judiciary)	13.0%
Social inclusion (incl. Roma inclusion)	11.9%
Water and sanitation	7.3%
Rural development	7.3%
Financial markets	5.6%
Climate change (incl. mitigation, adaptation, disaster management) and green growth	5.1%
Agriculture	5.1%
Social protection (incl. pensions, social assistance)	3.4%
Urban development	2.8%
Trade	1.1%

<b>5. 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 Bulgaria?</b>	<b>Percentage of Respondents (N=172)</b>		
	<b>Greatest Value</b>	<b>2<sup>nd</sup> Greatest Value</b>	<b>Combined</b>
Knowledge and advisory services	31.4%	20.9%	52.3%
Financial resources	28.5%	15.7%	44.2%
Studies/analyses	7.0%	19.8%	26.7%
Training/capacity building	7.6%	16.9%	24.4%
Coordination with EC and IFIs	11.0%	12.8%	23.8%
Mobilizing third party financial resources	4.1%	7.6%	11.6%
Policy advice	7.6%	3.5%	11.0%
Data	1.7%	2.3%	4.1%
Other	1.2%	0.6%	1.7%
Convening/facilitating	0.6%	0.0%	0.6%

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

<b>6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Bulgaria? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=161)</b>
Not enough public disclosure of its work	23.0%
Too influenced by developed countries	22.4%
Imposing technocratic solutions without regard to political realities	21.7%
Not willing to honestly criticize policies and reform efforts in the country	18.0%
Not adequately sensitive to political/social realities in Bulgaria	18.0%
Too bureaucratic in its operational policies and procedures	16.1%
World Bank processes too slow and complex	13.0%
Not collaborating enough with non-state actors	12.4%
Not exploring alternative policy options	8.7%
Not client focused	5.0%
Not aligned with country priorities	4.3%
Other	3.7%
Staff too inaccessible	3.1%
The credibility of its knowledge/data	3.1%
Not aligned with other international partners' work	1.9%
Arrogant in its approach	1.2%

<b>7. Which World Bank instruments do you believe are the MOST effective in helping Bulgaria improve living standards? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=176)</b>
Investment lending	61.4%
Capacity development	44.9%
Knowledge and advisory services	44.9%
Policy based lending/ budget support to the Government	29.5%
Don't know	3.4%
Other	0.6%

<b>8. Which World Bank instruments do you believe are LEAST effective in helping Bulgaria improve living standards? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=164)</b>
Policy based lending/ budget support to the Government	40.2%
Don't know	26.8%
Capacity development	24.4%
Knowledge and advisory services	19.5%
Investment lending	17.7%
Other	2.4%

<b>Global Development Agenda</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
9. 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-To no degree at all, 10-To a very significant degree)	169	7.34	2.25

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

<b>10. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=176)</b>
Local Government	47.2%
Private sector	38.6%
Academia/think tanks/research institutes	30.7%
NGOs	28.4%
Beneficiaries	18.2%
European Institutions and IFIs	15.3%
Parliament	8.5%
Media	2.8%
Other	2.8%
Foundations	2.3%

<b>To what extent do you agree with the following statements about the World Bank's work in Bulgaria, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>		
	<b>N</b>	<b>Mean</b>	<b>SD</b>
11. Overall the World Bank currently plays a relevant role in development in Bulgaria	171	6.93	2.01
12. The World Bank's work is aligned with what I consider the development priorities for Bulgaria	165	6.61	2.04
13. The World Bank supports programs and strategies that are realistic for Bulgaria	64	7.05	1.95
14. The World Bank treats clients and stakeholders in Bulgaria with respect	160	7.84	1.94

<b>To what extent is the World Bank 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)</b>	<b>Degree</b>		
	<b>N</b>	<b>Mean</b>	<b>SD</b>
15. Responsiveness	142	7.20	1.96
16. Flexibility (in terms of the institution's products and services)	142	6.37	1.96
17. Flexibility (in terms of changing country circumstances)	137	6.05	2.00
18. Being inclusive	123	6.59	1.88
19. Openness (sharing data and other information)	155	7.41	1.85
20. Staff accessibility	152	7.38	2.05
21. Straightforwardness and honesty	145	7.31	2.11
22. Collaboration with groups outside of the Government	125	6.31	1.90
23. Collaboration with the Government	143	8.06	1.59
24. Collaboration with EC and IFIs	119	7.89	1.58
25. Follow through over time	126	7.41	1.99

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

<b>26. When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=170)</b>
Reforms are not well thought out in light of country challenges	35.3%
Lack of/inadequate levels of capacity in Government	32.4%
The Government works inefficiently	31.8%
There is not an adequate level of citizen/civil society participation	29.4%
Political pressures and obstacles	17.6%
The World Bank is not sensitive enough to political/social realities on the ground	17.6%
The World Bank does not do adequate follow through/follow-up	11.2%
The World Bank works too slowly	5.9%
Poor coordination with international and European partners	2.4%
Other	1.2%

**C. World Bank Effectiveness and Results**

<b>How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Bulgaria, on a ten point scale? (1-Not effective at all, 10-Very effective)</b>	<b>Effectiveness</b>		
	<b>N</b>	<b>Mean</b>	<b>SD</b>
1. Climate change (incl. mitigation, adaptation, disaster management) and green growth	94	5.90	2.14
2. Agriculture	86	4.99	1.70
3. Business environment and private sector development	127	6.17	1.85
4. Public finance and administration	119	6.71	1.76
5. Urban development	86	5.33	1.90
6. Economic growth	127	6.31	1.83
7. Education (incl. tertiary education)	126	5.71	2.07
8. Convergence of living standards with the EU	116	5.69	2.17
9. Research and innovation	115	5.69	2.01
10. Transport infrastructure (incl. roads, rail)	129	6.69	1.94
11. Trade	89	5.30	1.92
12. Water and sanitation	104	6.38	2.07
13. Governance (incl. anti-corruption)	115	5.78	2.11
14. Energy and energy efficiency	106	6.15	2.04
15. Social protection (incl. pensions, social assistance)	104	5.38	2.30
16. Law and justice (incl. judiciary)	97	5.10	2.24
17. Social inclusion (incl. Roma inclusion)	125	6.07	2.35
18. Health	107	5.19	2.05
19. Financial markets	96	6.24	2.08
20. Rural development	86	5.16	1.99

<b>Achieve Development Results</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
21. To what extent does the World Bank's work help to achieve development results in Bulgaria, on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	156	6.31	1.79

**C. World Bank Effectiveness and Results (continued)**

<b>To what extent do you agree with the following statements about the World Bank in Bulgaria, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
22. The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Bulgaria	149	6.62	1.87
23. The World Bank meets Bulgaria's needs for knowledge services (e.g., research, analysis, data, technical assistance)	160	6.82	1.91

**D. The World Bank's Knowledge**

<b>1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?</b>	<b>Percentage of Respondents (N=176)</b>
Weekly	3.4%
Monthly	25.6%
A few times a year	46.0%
Rarely	21.6%
Never	3.4%

<b>2. When thinking about the development challenges in Bulgaria, where do you believe it would be most valuable for the World Bank to focus its research and advisory services in the next few years? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=176)</b>
Business environment and private sector development	34.7%
Economic growth	33.5%
Education (incl. tertiary education)	29.0%
Convergence of living standards with the EU	24.4%
Governance (incl. anti-corruption)	22.7%
Research and innovation	21.0%
Health	17.0%
Transport infrastructure (incl. roads, rail)	14.8%
Energy and energy efficiency	14.2%
Law and justice (incl. judiciary)	11.9%
Rural development	9.7%
Climate change (incl. mitigation, adaptation, disaster management) and green growth	9.7%
Public finance and administration	9.7%
Social inclusion (incl. Roma inclusion)	9.1%
Agriculture	8.5%
Social protection (incl. pensions, social assistance)	7.4%
Water and sanitation	6.3%
Financial markets	5.7%
Urban development	4.0%
Trade	0.6%

**D. The World Bank's Knowledge (continued)**

In Bulgaria, how effective do you believe the World Bank's knowledge and advisory services are at: <i>(1-Not effective at all, 10-Very effective)</i>	Level of Effectiveness		
	N	Mean	SD
3. Raising your awareness of the particular topic	165	7.38	2.00
4. Stimulating public debate/dialogue	159	6.44	2.10
5. Enhancing your knowledge and/or skills	166	7.10	2.07
6. Contributing to good policy making	160	6.95	1.90
7. Providing support for program implementation	153	7.04	1.93

In Bulgaria, to what extent do you believe that the World Bank's knowledge and advisory services: <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree		
	N	Mean	SD
8. Are timely	150	6.69	1.87
9. Include appropriate level of stakeholder involvement during preparation	150	6.65	1.87
10. Are relevant to Bulgaria's development priorities	158	7.01	1.91
11. Provide feasible recommendations	156	6.91	1.83
12. Are accessible (well written and easy to understand)	157	7.16	1.95
13. A source of relevant information on global good practices	160	7.64	1.81
14. Are adequately disseminated	156	6.54	2.16
15. Are appropriately translated	139	7.35	1.98
16. Are adaptable to Bulgaria's specific development challenges and country circumstances	149	6.64	1.90

Overall Evaluations	N	Mean	SD
17. 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? <i>(1-Not significant at all, 10-Very significant)</i>	167	7.06	1.73
18. Overall, how would you rate the technical quality of the World Bank's knowledge/ research, on a ten point scale? <i>(1-Very low technical quality, 10-Very high technical quality)</i>	163	7.88	1.54
19. Overall, how effective is the World Bank at providing linkage to non-Bank expertise, (i.e., other middle-income countries or advanced economies)? <i>(1-Not effective at all, 10-Very effective)</i>	126	6.81	1.65

### E. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
1. The World Bank disburses funds promptly	111	5.74	1.86
2. The World Bank effectively monitors and evaluates the projects and programs it supports	138	7.30	1.85
3. The World Bank's approvals and reviews are done in a timely fashion	126	7.00	1.88
4. The World Bank's "Safeguard Policy" requirements are reasonable	92	6.96	1.90
5. The World Bank imposes reasonable conditions on its lending	113	6.96	1.79
6. Working with the World Bank increases Bulgaria's institutional capacity	155	7.57	1.87
7. The World Bank ensures consistency and continuity through staff changes	102	7.17	2.08
8. The World Bank's teams and visits are well coordinated	131	7.56	1.85
9. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	99	6.63	2.06
10. The World Bank provides effective implementation support (i.e., supervision of projects)	125	7.12	2.04

### F. The Future Role of the World Bank in Bulgaria

The Bank's Role	N	Mean	SD
1. How significant a role do you believe the Bank SHOULD play in Bulgaria's development in the near future, on a ten point scale? (1-Not a significant role at all, 10-Very significant role)	172	7.22	1.95

2. Which of the following SHOULD the World Bank do to make itself of greater value in Bulgaria? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=163)
Offer more innovative knowledge services	42.9%
Reduce the complexity of obtaining World Bank financing	33.7%
Improve the quality of its experts as related to Bulgaria's specific challenges	24.5%
Improve the competitiveness of its financing compared to markets	18.4%
Offer more innovative financial products	15.3%
Work faster	12.3%
Focus primarily on advocacy issues	10.4%
Provide more adequate data/knowledge/statistics/figures on Bulgaria's economy	9.2%
Ensure greater selectivity in its work	8.6%
Increase availability of Fee-Based services	3.7%
Other	3.7%



**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Bulgaria? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=175)</b>
Internet	74.9%
Local newspapers	33.7%
Local television	29.7%
Periodicals	18.3%
Other	12.6%
International newspapers	6.3%
International television	4.0%
Social media (Facebook, Twitter, YouTube)	3.4%
Local radio	2.3%
Instant messaging	1.1%
International radio	0.6%
Blogs	0.6%
Mobile phones	0.0%

<b>2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=173)</b>
World Bank website	51.4%
Direct contact with World Bank (i.e., face to face meetings/discussions)	35.8%
e-Newsletters	33.5%
World Bank publications and other written materials	28.9%
World Bank seminars/workshops/conferences	26.6%
Mobile phones	6.4%
Social media (Facebook, Twitter, YouTube)	4.0%
Instant messaging	2.3%
Blogs	0.6%
Other	0.6%

<b>3. 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 a list of exceptions?</b>	<b>Percentage of Respondents (N=160)</b>
Yes	31.9%
No	68.1%

<b>4. Have you requested information from the World Bank on its activities in the past year?</b>	<b>Percentage of Respondents (N=166)</b>
Yes	24.1%
No	75.9%

<b>5. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=40)</b>
Yes	92.5%
No	7.5%

<b>6. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=163)</b>
Yes	100.0%
No	0.0%

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

<b>7. Do you use/have used the World Bank website?</b>	<b>Percentage of Respondents (N=162)</b>
Yes	90.1%
No	9.9%

<b>8. Which do you primarily use?</b>	<b>Percentage of Respondents (N=159)</b>
The World Bank's country website (www.worldbank.bg)	59.7%
The World Bank's main website (www.worldbank.org)	40.3%

<b>Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>		
	<b>N</b>	<b>Mean</b>	<b>SD</b>
10. I use more data from the World Bank as a result of the organization's Open Data policy	117	6.83	2.40
11. I find the World Bank websites easy to navigate	147	7.29	1.95
12. I find the information on the World Bank's websites useful	144	7.94	1.56
13. When I need information from the World Bank I know how to find it	155	7.66	2.30
14. The World Bank is responsive to my information requests and inquiries	115	7.80	2.12

**H. Background Information**

<b>1. Which of the following best describes your current position? (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=175)</b>
Employee of Ministry	24.0%
NGO	14.3%
Diplomatic Corps	11.4%
Private Sector Organization	10.3%
Academia/Research Institute/Think Tank	6.9%
Local Government Office or Staff	6.3%
Other	4.0%
Office of the President/Prime Minister	3.4%
Office of Minister	2.9%
Media	2.9%
Private Foundation	2.3%
Financial Sector/Private Bank	2.3%
Office of Parliamentarian	1.7%
Independent Government Institution	1.7%
Consultant/Contractor on Bank-Supported Project	1.1%
PMU	1.1%
EC Staff/Representative	1.1%
Trade Union	1.1%
Judiciary Branch	1.1%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=173)</b>
Other	16.2%
Public finance and administration	12.1%
Business environment and private sector development	11.0%
Economic growth	9.8%
Education	6.9%
Transport infrastructure	5.8%
Governance	4.6%
Social inclusion	4.6%
Financial markets	3.5%
Health	3.5%
Trade	3.5%
Convergence of living standards with the EU	2.9%
Energy and energy efficiency	2.9%
Climate change and green growth	2.3%
Law and justice	2.3%
Research and innovation	2.3%
Social protection	2.3%
Water and sanitation	1.7%
Agriculture	0.6%
Rural development	0.6%
Urban development	0.6%

<b>3. Currently, do you professionally collaborate/work with the World Bank in your country?</b>	<b>Percentage of Respondents (N=174)</b>
Yes	66.7%
No	33.3%

<b>4. Which of the following describes most of your exposure to the World Bank in Bulgaria? (Choose no more than TWO)</b>	<b>Percentage of Respondents (N=172)</b>
Use World Bank reports/data	46.5%
Collaborate as part of my professional duties	41.9%
Engage in World Bank related/sponsored events/activities	37.8%
Use World Bank website for information, data, research, etc.	28.5%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	15.7%

<b>5. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=175)</b>
Sofia	88.6%
Outside Sofia	11.4%

## Appendix B: Responses to All Questions by Stakeholder Groups

### A. General Issues facing Bulgaria

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	Local Government	Diplomatic Corps	Private Sector/ Financial Sector/ Private Bank	NGO	Academia	Other
The right direction	100.0%	87.8%	100.0%	70.0%	72.7%	60.0%	50.0%	81.5%
The wrong direction	0.0%	0.0%	0.0%	0.0%	22.7%	16.0%	25.0%	14.8%
Not sure	0.0%	12.2%	0.0%	30.0%	4.5%	24.0%	25.0%	3.7%

Listed below are a number of development priorities in Bulgaria. Please identify which of these you consider the 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> most important development priority.

1 <sup>st</sup> Most Important	Office of President/ Prime Minister/ Minister	Employee of a Ministry	Local Government	Diplomatic Corps	Private Sector/ Financial Sector/ Private Bank	NGO	Academia	Other
Percentage of Respondents								
Economic growth	72.7%	56.1%	63.6%	27.8%	47.6%	40.0%	66.7%	66.7%
Convergence of living standards with the EU	9.1%	12.2%	18.2%	16.7%	4.8%	8.0%	0.0%	6.7%
Transport infrastructure	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy and energy efficiency	0.0%	2.4%	0.0%	0.0%	0.0%	8.0%	0.0%	0.0%
Climate change and green growth	0.0%	4.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social inclusion	9.1%	2.4%	0.0%	5.6%	0.0%	4.0%	0.0%	0.0%
Health	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	8.3%	6.7%
Education	18.2%	9.8%	9.1%	11.1%	9.5%	4.0%	0.0%	10.0%
Research and innovation	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Business environment and private sector development	0.0%	0.0%	9.1%	5.6%	14.3%	12.0%	8.3%	3.3%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agriculture	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%
Trade	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public finance and administration	0.0%	4.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Governance	0.0%	0.0%	0.0%	22.2%	0.0%	12.0%	16.7%	6.7%
Law and justice	0.0%	2.4%	0.0%	5.6%	19.0%	8.0%	0.0%	0.0%
Rural development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

### A. General Issues facing Bulgaria (continued)

Listed below are a number of development priorities in Bulgaria. Please identify which of these you consider the 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> most important development priority.

<b>2<sup>nd</sup> Most Important</b>								
Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	Local Government	Diplomatic Corps	Private Sector/ Financial Sector/ Private Bank	NGO	Academia	Other
Economic growth	18.2%	9.8%	9.1%	5.6%	9.5%	12.0%	8.3%	6.7%
Convergence of living standards with the EU	27.3%	19.5%	9.1%	5.6%	9.5%	8.0%	16.7%	13.3%
Transport infrastructure	9.1%	2.4%	0.0%	5.6%	4.8%	0.0%	0.0%	3.3%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy and energy efficiency	0.0%	2.4%	0.0%	16.7%	9.5%	4.0%	0.0%	0.0%
Climate change and green growth	0.0%	2.4%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%
Social protection	0.0%	7.3%	0.0%	0.0%	0.0%	4.0%	8.3%	3.3%
Social inclusion	9.1%	0.0%	9.1%	5.6%	4.8%	0.0%	8.3%	3.3%
Health	0.0%	7.3%	9.1%	5.6%	4.8%	8.0%	8.3%	10.0%
Education	27.3%	19.5%	9.1%	0.0%	23.8%	28.0%	25.0%	16.7%
Research and innovation	0.0%	7.3%	0.0%	0.0%	4.8%	16.0%	8.3%	0.0%
Business environment and private sector development	9.1%	9.8%	27.3%	11.1%	0.0%	0.0%	8.3%	16.7%
Financial markets	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	3.3%
Agriculture	0.0%	4.9%	0.0%	0.0%	4.8%	0.0%	0.0%	3.3%
Trade	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public finance and administration	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%
Governance	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	6.7%
Law and justice	0.0%	7.3%	27.3%	27.8%	14.3%	12.0%	8.3%	10.0%
Rural development	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	3.3%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Listed below are a number of development priorities in Bulgaria. Please identify which of these you consider the 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> most important development priority.

<b>3<sup>rd</sup> Most Important</b>								
Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	Local Government	Diplomatic Corps	Private Sector/ Financial Sector/ Private Bank	NGO	Academia	Other
Economic growth	0.0%	2.4%	9.1%	16.7%	20.0%	12.0%	0.0%	0.0%
Convergence of living standards with the EU	9.1%	4.9%	18.2%	11.1%	5.0%	0.0%	0.0%	0.0%
Transport infrastructure	9.1%	4.9%	18.2%	5.6%	5.0%	0.0%	8.3%	13.3%
Water and sanitation	9.1%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy and energy efficiency	9.1%	4.9%	0.0%	5.6%	0.0%	0.0%	8.3%	0.0%
Climate change and green growth	0.0%	0.0%	9.1%	5.6%	0.0%	8.0%	0.0%	3.3%
Social protection	0.0%	7.3%	0.0%	0.0%	10.0%	0.0%	0.0%	3.3%
Social inclusion	0.0%	0.0%	0.0%	5.6%	5.0%	8.0%	0.0%	10.0%
Health	9.1%	14.6%	9.1%	5.6%	0.0%	16.0%	16.7%	13.3%
Education	0.0%	19.5%	0.0%	5.6%	10.0%	12.0%	33.3%	13.3%
Research and innovation	18.2%	12.2%	0.0%	0.0%	5.0%	8.0%	16.7%	10.0%
Business environment and private sector development	0.0%	4.9%	9.1%	16.7%	15.0%	20.0%	8.3%	13.3%
Financial markets	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Agriculture	0.0%	7.3%	0.0%	0.0%	5.0%	4.0%	8.3%	0.0%
Trade	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%
Public finance and administration	9.1%	4.9%	0.0%	0.0%	5.0%	4.0%	0.0%	0.0%
Governance	18.2%	0.0%	0.0%	5.6%	10.0%	4.0%	0.0%	3.3%
Law and justice	0.0%	4.9%	18.2%	16.7%	0.0%	4.0%	0.0%	6.7%
Rural development	9.1%	4.9%	0.0%	0.0%	5.0%	0.0%	0.0%	3.3%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%

### A. General Issues facing Bulgaria (continued)

Convergence of living standards with the EU encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to achieving convergence of living standards in Bulgaria with the EU? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	Local Government	Diplomatic Corps	Private Sector/ Financial Sector/ Private Bank	NGO	Academia	Other
Trade	0.0%	7.1%	9.1%	5.0%	4.5%	0.0%	0.0%	3.2%
Urban development	9.1%	11.9%	9.1%	0.0%	9.1%	12.0%	0.0%	9.7%
Social inclusion (incl. Roma inclusion)	27.3%	7.1%	9.1%	10.0%	0.0%	8.0%	16.7%	12.9%
Law and justice (incl. judiciary)	27.3%	26.2%	45.5%	45.0%	45.5%	40.0%	8.3%	22.6%
Rural development	0.0%	7.1%	0.0%	5.0%	0.0%	8.0%	0.0%	3.2%
Business environment and private sector development	36.4%	40.5%	63.6%	40.0%	68.2%	24.0%	41.7%	45.2%
Education (incl. tertiary education)	36.4%	35.7%	9.1%	20.0%	18.2%	56.0%	50.0%	29.0%
Economic growth	81.8%	54.8%	63.6%	30.0%	31.8%	56.0%	75.0%	54.8%
Financial markets	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	3.2%
Public finance and administration	0.0%	11.9%	0.0%	5.0%	4.5%	4.0%	8.3%	3.2%
Health	18.2%	9.5%	0.0%	15.0%	18.2%	12.0%	8.3%	25.8%
Transport infrastructure (incl. roads, rail)	27.3%	16.7%	18.2%	15.0%	13.6%	16.0%	16.7%	12.9%
Agriculture	9.1%	4.8%	9.1%	15.0%	9.1%	0.0%	0.0%	3.2%
Water and sanitation	0.0%	4.8%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%
Climate change (incl. mitigation, adaptation, disaster management) and green growth	0.0%	4.8%	0.0%	0.0%	0.0%	4.0%	0.0%	3.2%
Energy and energy efficiency	0.0%	7.1%	0.0%	15.0%	13.6%	4.0%	8.3%	6.5%
Social protection (incl. pensions, social assistance)	0.0%	16.7%	27.3%	15.0%	9.1%	8.0%	25.0%	9.7%
Research and innovation	18.2%	14.3%	9.1%	15.0%	13.6%	16.0%	33.3%	16.1%
Governance (incl. anti-corruption)	9.1%	16.7%	27.3%	45.0%	36.4%	28.0%	8.3%	35.5%

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 Bulgaria? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	Local Government	Diplomatic Corps	Private Sector/ Financial Sector/ Private Bank	NGO	Academia	Other
Energy and energy efficiency	27.3%	29.3%	18.2%	31.6%	40.9%	16.0%	33.3%	25.0%
Transport infrastructure (incl. roads, rail)	54.5%	31.7%	36.4%	26.3%	27.3%	32.0%	16.7%	40.6%
Research and innovation	36.4%	56.1%	18.2%	31.6%	31.8%	48.0%	66.7%	56.3%
Education (incl. tertiary education)	36.4%	39.0%	45.5%	26.3%	22.7%	48.0%	41.7%	34.4%
Law and justice (incl. judiciary)	18.2%	9.8%	0.0%	31.6%	27.3%	24.0%	8.3%	9.4%
Climate change (incl. mitigation, adaptation, disaster management) and green growth	9.1%	2.4%	0.0%	0.0%	4.5%	4.0%	0.0%	3.1%
Agriculture	18.2%	19.5%	18.2%	31.6%	27.3%	16.0%	0.0%	15.6%
Trade	0.0%	4.9%	18.2%	15.8%	9.1%	4.0%	0.0%	6.3%
Governance (incl. anti-corruption)	27.3%	17.1%	9.1%	42.1%	22.7%	32.0%	33.3%	18.8%
Financial markets	0.0%	4.9%	0.0%	5.3%	4.5%	0.0%	8.3%	3.1%
Urban development	0.0%	0.0%	0.0%	10.5%	4.5%	0.0%	0.0%	3.1%
Social inclusion (incl. Roma inclusion)	0.0%	2.4%	0.0%	10.5%	0.0%	4.0%	8.3%	0.0%
Health	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Public finance and administration	0.0%	4.9%	0.0%	10.5%	4.5%	8.0%	25.0%	3.1%
Rural development	9.1%	12.2%	18.2%	0.0%	9.1%	8.0%	0.0%	3.1%
Business environment and private sector development	54.5%	53.7%	90.9%	21.1%	68.2%	56.0%	58.3%	75.0%
Water and sanitation	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%
Social protection (incl. pensions, social assistance)	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%

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

	Which of the following best describes your current position?																							
	Office of the President/Prime Minister/Minister			Employee of Ministry			Local Government			Diplomatic Corps			Private Sector/Financial Sector/Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Bulgaria?*	11	8.00	1.41	40	7.35	2.13	11	6.27	1.90	20	5.90	2.05	22	5.82	1.89	25	6.76	1.81	12	6.75	1.60	32	7.66	1.70
Overall, please rate your impression of the World Bank's effectiveness in Bulgaria.	10	7.20	1.75	36	6.97	1.86	9	6.44	1.42	14	7.21	1.67	17	6.71	1.79	23	6.52	1.62	12	6.92	1.16	31	7.29	2.19
To what extent do you believe the World Bank's staff is well prepared to help Bulgaria solve its most complicated development challenges?	11	7.73	1.62	37	7.35	1.90	9	8.33	1.41	13	8.31	1.32	19	7.00	2.31	22	7.32	1.86	11	7.82	1.33	30	7.53	2.29

(1-Not familiar at all, 10-Extremely familiar, 1-Not effective at all, 10-Very effective; 1-To no degree at all, 10-To a very significant degree)

\*Significantly different between stakeholder groups

When thinking about how the World Bank can have the most impact on development results in Bulgaria, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Bulgaria?

(Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	Local Government	Diplomatic Corps	Private Sector/ Financial Sector/ Private Bank	NGO	Academia	Other
Education	27.3%	46.3%	54.5%	30.0%	40.9%	52.0%	66.7%	31.3%
Social inclusion	27.3%	4.9%	9.1%	15.0%	18.2%	16.0%	8.3%	9.4%
Transport infrastructure	27.3%	24.4%	9.1%	30.0%	13.6%	12.0%	0.0%	34.4%
Business environment and private sector development	27.3%	36.6%	63.6%	35.0%	18.2%	44.0%	33.3%	40.6%
Law and justice	0.0%	19.5%	0.0%	25.0%	27.3%	12.0%	0.0%	3.1%
Water and sanitation	36.4%	9.8%	0.0%	0.0%	0.0%	4.0%	0.0%	9.4%
Public finance and administration	9.1%	4.9%	36.4%	20.0%	18.2%	24.0%	50.0%	18.8%
Urban development	0.0%	2.4%	9.1%	0.0%	4.5%	8.0%	0.0%	0.0%
Energy and energy efficiency	9.1%	17.1%	18.2%	35.0%	22.7%	32.0%	16.7%	18.8%
Climate change and green growth	9.1%	4.9%	9.1%	5.0%	0.0%	12.0%	8.3%	0.0%
Social protection	0.0%	2.4%	0.0%	10.0%	4.5%	4.0%	0.0%	3.1%
Health	9.1%	14.6%	9.1%	20.0%	18.2%	16.0%	8.3%	21.9%
Convergence of living standards with the EU	9.1%	22.0%	27.3%	5.0%	13.6%	8.0%	8.3%	15.6%
Research and innovation	27.3%	24.4%	9.1%	10.0%	22.7%	20.0%	41.7%	15.6%
Financial markets	0.0%	7.3%	9.1%	5.0%	9.1%	0.0%	8.3%	6.3%
Trade	9.1%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	18.2%	26.8%	18.2%	25.0%	27.3%	8.0%	41.7%	31.3%
Rural development	9.1%	12.2%	0.0%	0.0%	13.6%	4.0%	0.0%	9.4%
Governance	36.4%	9.8%	9.1%	20.0%	18.2%	16.0%	8.3%	12.5%
Agriculture	0.0%	4.9%	9.1%	10.0%	9.1%	4.0%	0.0%	3.1%

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

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 Bulgaria?

<b>Greatest Value</b>	<b>Office of President/ Prime Minister/ Minister</b>	<b>Employee of a Ministry</b>	<b>Local Government</b>	<b>Diplomatic Corps</b>	<b>Private Sector/ Financial Sector/ Private Bank</b>	<b>NGO</b>	<b>Academia</b>	<b>Other</b>
Financial resources	30.0%	25.0%	20.0%	27.8%	31.8%	28.0%	33.3%	31.3%
Mobilizing third party financial resources	0.0%	5.0%	10.0%	5.6%	4.5%	4.0%	0.0%	3.1%
Knowledge and advisory services	40.0%	35.0%	30.0%	38.9%	36.4%	28.0%	33.3%	18.8%
Policy advice	20.0%	5.0%	10.0%	16.7%	4.5%	8.0%	0.0%	6.3%
Coordination with EC and IFIs	0.0%	7.5%	20.0%	11.1%	13.6%	8.0%	16.7%	12.5%
Data	10.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	3.1%
Training/capacity building	0.0%	5.0%	10.0%	0.0%	9.1%	12.0%	8.3%	12.5%
Studies/analyses	0.0%	12.5%	0.0%	0.0%	0.0%	12.0%	8.3%	9.4%
Convening/facilitating	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%

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 Bulgaria?

<b>2<sup>nd</sup> Greatest Value</b>	<b>Office of President/ Prime Minister/ Minister</b>	<b>Employee of a Ministry</b>	<b>Local Government</b>	<b>Diplomatic Corps</b>	<b>Private Sector/ Financial Sector/ Private Bank</b>	<b>NGO</b>	<b>Academia</b>	<b>Other</b>
Financial resources	20.0%	30.0%	30.0%	0.0%	9.1%	8.0%	0.0%	18.8%
Mobilizing third party financial resources	0.0%	2.5%	10.0%	16.7%	9.1%	12.0%	8.3%	6.3%
Knowledge and advisory services	30.0%	25.0%	10.0%	33.3%	9.1%	24.0%	25.0%	15.6%
Policy advice	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	8.3%	6.3%
Coordination with EC and IFIs	20.0%	5.0%	10.0%	0.0%	22.7%	16.0%	16.7%	15.6%
Data	0.0%	2.5%	0.0%	0.0%	0.0%	8.0%	0.0%	3.1%
Training/capacity building	10.0%	12.5%	30.0%	27.8%	9.1%	16.0%	25.0%	15.6%
Studies/analyses	20.0%	22.5%	10.0%	11.1%	40.9%	12.0%	16.7%	18.8%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Bulgaria? (Choose no more than TWO)

<b>Percentage of Respondents (Responses Combined)</b>	<b>Office of President/ Prime Minister/ Minister</b>	<b>Employee of a Ministry</b>	<b>Local Government</b>	<b>Diplomatic Corps</b>	<b>Private Sector/ Financial Sector/ Private Bank</b>	<b>NGO</b>	<b>Academia</b>	<b>Other</b>
Imposing technocratic solutions without regard to political realities	11.1%	15.4%	22.2%	25.0%	30.0%	16.7%	41.7%	24.1%
Not exploring alternative policy options	22.2%	7.7%	11.1%	6.3%	15.0%	4.2%	16.7%	3.4%
Too bureaucratic in its operational policies and procedures	11.1%	20.5%	22.2%	12.5%	10.0%	12.5%	16.7%	17.2%
Staff too inaccessible	0.0%	2.6%	0.0%	6.3%	0.0%	4.2%	0.0%	3.4%
Arrogant in its approach	0.0%	2.6%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%
Not client focused	0.0%	10.3%	0.0%	0.0%	0.0%	8.3%	0.0%	6.9%
The credibility of its knowledge/data	0.0%	7.7%	0.0%	0.0%	5.0%	0.0%	0.0%	3.4%
Not willing to honestly criticize policies and reform efforts in the country	11.1%	12.8%	22.2%	25.0%	15.0%	25.0%	41.7%	6.9%
Too influenced by developed countries	11.1%	23.1%	33.3%	12.5%	20.0%	16.7%	16.7%	37.9%
Not enough public disclosure of its work	22.2%	15.4%	33.3%	25.0%	30.0%	20.8%	25.0%	24.1%
World Bank processes too slow and complex	11.1%	17.9%	0.0%	12.5%	10.0%	16.7%	8.3%	13.8%
Not aligned with country priorities	0.0%	5.1%	0.0%	12.5%	0.0%	0.0%	8.3%	6.9%
Not aligned with other international partners' work	0.0%	2.6%	11.1%	0.0%	0.0%	0.0%	0.0%	3.4%
Not collaborating enough with non-state actors	11.1%	5.1%	11.1%	6.3%	20.0%	33.3%	8.3%	3.4%
Not adequately sensitive to political/social realities in Bulgaria	22.2%	23.1%	11.1%	6.3%	10.0%	20.8%	16.7%	20.7%
Other	11.1%	2.6%	11.1%	0.0%	10.0%	4.2%	0.0%	0.0%



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

Which World Bank instruments do you believe are the MOST effective in reducing poverty in Bulgaria? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	Local Government	Diplomatic Corps	Private Sector/ Financial Sector/ Private Bank	NGO	Academia	Other
Investment lending	54.5%	54.8%	72.7%	50.0%	61.9%	68.0%	33.3%	77.4%
Capacity development	54.5%	31.0%	27.3%	70.0%	42.9%	40.0%	75.0%	41.9%
Policy based lending/ budget support to the Government	18.2%	45.2%	36.4%	30.0%	33.3%	8.0%	25.0%	25.8%
Knowledge and advisory services	54.5%	38.1%	54.5%	40.0%	38.1%	60.0%	66.7%	38.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%
Don't know	0.0%	7.1%	0.0%	0.0%	4.8%	8.0%	0.0%	0.0%

Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Bulgaria? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	Local Government	Diplomatic Corps	Private Sector/ Financial Sector/ Private Bank	NGO	Academia	Other
Investment lending	12.5%	8.3%	18.2%	21.1%	25.0%	20.0%	41.7%	13.3%
Capacity development	37.5%	30.6%	27.3%	15.8%	5.0%	36.0%	25.0%	20.0%
Policy based lending/ budget support to the Government	25.0%	33.3%	27.3%	36.8%	30.0%	60.0%	66.7%	40.0%
Knowledge and advisory services	0.0%	19.4%	18.2%	26.3%	15.0%	20.0%	33.3%	20.0%
Other	12.5%	2.8%	0.0%	0.0%	0.0%	4.0%	0.0%	3.3%
Don't know	12.5%	27.8%	18.2%	26.3%	60.0%	20.0%	16.7%	20.0%

To what extent do you believe... (1-To no degree at all, 10-To a very significant degree)

**Overall Attitudes toward the World Bank**

	Which of the following best describes your current position?																							
	Office of the President/Prime Minister/Minister			Employee of Ministry			Local Government			Diplomatic Corps			Private Sector/Financial Sector/Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"?	11	7.00	1.18	38	6.87	1.89	10	8.40	2.01	17	6.59	3.04	21	7.33	2.63	25	7.88	1.88	12	8.33	1.07	32	7.34	2.39

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)?

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	Local Government	Diplomatic Corps	Private Sector/ Financial Sector/ Private Bank	NGO	Academia	Other
NGOs	27.3%	17.1%	0.0%	20.0%	22.7%	76.0%	36.4%	21.9%
Local Government	45.5%	65.9%	81.8%	60.0%	22.7%	20.0%	9.1%	50.0%
Beneficiaries	54.5%	19.5%	9.1%	10.0%	13.6%	12.0%	9.1%	21.9%
Private sector	27.3%	24.4%	72.7%	30.0%	50.0%	48.0%	63.6%	31.3%
European Institutions and IFIs	9.1%	12.2%	9.1%	20.0%	27.3%	8.0%	9.1%	21.9%
Foundations	0.0%	2.4%	0.0%	5.0%	0.0%	4.0%	0.0%	3.1%
Academia/think tanks/research institutes	27.3%	31.7%	18.2%	20.0%	36.4%	28.0%	72.7%	28.1%
Parliament	9.1%	14.6%	9.1%	10.0%	13.6%	4.0%	0.0%	3.1%
Media	0.0%	4.9%	0.0%	5.0%	4.5%	0.0%	0.0%	3.1%
Other	0.0%	0.0%	0.0%	5.0%	9.1%	0.0%	0.0%	6.3%

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

To what extent do you agree with the following statements about the World Bank's work in Bulgaria, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

**Overall Attitudes toward the World Bank**

	Which of the following best describes your current position?																							
	Office of the President/Prime Minister/Minister			Employee of Ministry			Local Government			Diplomatic Corps			Private Sector/Financial Sector/Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Bulgaria	10	8.00	1.49	40	6.98	2.06	11	6.64	1.75	17	6.82	2.30	22	6.23	2.00	25	6.76	1.92	11	7.00	1.10	32	7.19	2.36
The World Bank's work is aligned with what I consider the development priorities for Bulgaria	10	7.80	1.48	40	6.30	2.28	10	7.20	1.81	17	7.18	1.13	21	6.10	2.19	23	6.57	1.24	11	6.09	1.45	30	6.53	2.74
The World Bank supports programs and strategies that are realistic for Bulgaria	10	7.90	1.60	40	7.22	1.97	10	7.20	1.81	16	7.00	1.15	20	6.75	2.10	23	6.43	1.70	11	6.91	1.58	31	7.10	2.55
The World Bank treats clients and stakeholders in Bulgaria with respect	11	8.36	1.36	40	7.40	2.31	10	7.90	1.79	15	8.47	1.30	20	7.35	2.43	22	8.09	1.31	10	8.00	1.41	29	7.90	2.13

To what extent is the World Bank an effective development partner in Bulgaria in terms of..., on a ten point scale? (1-To no degree at all, 10-To a very significant degree)

**Overall Attitudes toward the World Bank**

	Which of the following best describes your current position?																							
	Office of the President/Prime Minister/Minister			Employee of Ministry			Local Government			Diplomatic Corps			Private Sector/Financial Sector/Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	10	8.00	1.83	38	7.16	2.31	10	7.00	1.70	8	7.13	1.81	16	6.13	1.20	21	7.14	1.56	11	7.91	1.81	25	7.44	2.27
Flexibility (in terms of the institution's products and services)	10	7.40	1.43	36	6.11	2.14	8	6.38	.92	9	6.44	1.94	18	5.50	1.69	20	6.35	1.87	10	7.30	1.49	28	6.68	2.31
Flexibility (in terms of changing country circumstances)	9	6.78	1.48	36	6.11	2.28	9	6.22	.83	9	6.56	1.13	15	4.80	1.82	21	5.86	1.77	10	6.20	2.35	25	6.32	2.39
Being inclusive	8	7.13	1.73	29	6.62	1.99	10	7.40	1.43	8	7.38	1.51	12	5.75	1.66	19	5.84	1.74	11	7.18	1.47	23	6.48	2.27
Openness (sharing data and other information)*	11	8.27	1.49	37	6.95	1.99	10	8.20	.92	15	7.87	.99	18	6.50	2.38	23	7.35	1.80	10	8.40	1.26	28	7.46	1.99
Staff accessibility	10	8.10	1.73	38	7.29	2.07	10	7.50	1.51	13	8.08	1.80	15	6.40	2.29	23	6.91	2.27	11	8.18	1.47	29	7.59	1.96
Straightforwardness and honesty*	10	8.30	1.57	39	6.67	2.23	10	8.20	1.69	12	7.75	1.82	16	7.13	2.50	21	6.52	2.36	9	8.67	1.32	25	7.60	1.76
Collaboration with groups outside of the Government	8	6.88	1.36	30	6.13	1.74	8	7.00	1.41	7	7.43	1.51	16	6.00	2.58	21	5.76	1.89	11	6.91	1.04	21	6.43	2.11
Collaboration with the Government	11	8.27	1.49	40	8.08	1.79	9	8.22	1.09	13	8.08	.95	16	6.94	2.08	16	7.87	.81	9	8.56	1.59	27	8.52	1.45
Collaboration with EC and IFIs	9	7.89	1.36	31	7.42	1.61	9	8.56	1.33	12	8.33	.89	13	7.69	1.65	13	7.31	1.18	8	8.38	1.30	22	8.14	2.03
Follow through over time	9	8.33	1.32	33	6.85	2.20	9	8.11	1.62	7	8.29	1.89	12	6.67	2.23	18	7.22	1.77	11	7.27	1.68	25	7.88	2.09

\*Significantly different between stakeholder groups

### B. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	Local Government	Diplomatic Corps	Private Sector/ Financial Sector/ Private Bank	NGO	Academia	Other
The World Bank works too slowly	27.3%	4.9%	10.0%	0.0%	0.0%	8.0%	0.0%	6.7%
The Government works inefficiently	9.1%	12.2%	0.0%	50.0%	52.4%	52.0%	36.4%	33.3%
There is not an adequate level of citizen/civil society participation	27.3%	29.3%	40.0%	16.7%	42.9%	32.0%	18.2%	26.7%
Poor coordination with international and European partners	0.0%	4.9%	0.0%	0.0%	4.8%	0.0%	9.1%	0.0%
The World Bank does not do adequate follow through/follow-up	18.2%	14.6%	0.0%	5.6%	14.3%	12.0%	9.1%	3.3%
Lack of/inadequate levels of capacity in Government	9.1%	12.2%	30.0%	61.1%	38.1%	28.0%	54.5%	43.3%
Political pressures and obstacles	0.0%	24.4%	30.0%	16.7%	4.8%	24.0%	18.2%	16.7%
Reforms are not well thought out in light of country challenges	27.3%	56.1%	30.0%	5.6%	28.6%	28.0%	36.4%	40.0%
The World Bank is not sensitive enough to political/social realities on the ground	27.3%	24.4%	40.0%	11.1%	0.0%	12.0%	18.2%	20.0%
Other	0.0%	2.4%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%

### 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 Bulgaria, on a ten point scale? (1-Not effective at all, 10-Very effective)

#### World Bank Effectiveness and Results

	Which of the following best describes your current position?																							
	Office of the President/Prime Minister/Minister			Employee of Ministry			Local Government			Diplomatic Corps			Private Sector/Financial Sector/Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Climate change (incl. mitigation, adaptation, disaster management) and green growth	7	6.29	1.98	24	5.25	2.33	6	6.00	1.79	5	7.80	1.64	9	6.00	1.50	12	6.42	1.38	10	5.40	1.65	18	5.72	2.82
Agriculture	5	4.80	.84	20	4.20	1.58	7	6.29	1.38	1	4.00	.	10	5.00	1.70	12	5.67	1.72	9	4.78	1.99	19	4.74	1.56
Business environment and private sector development	7	6.71	1.50	28	5.86	1.98	7	6.57	1.13	12	6.67	1.30	18	5.94	2.24	19	6.16	1.64	10	6.00	1.83	23	6.30	2.24
Public finance and administration	7	6.29	1.38	26	6.85	1.97	7	6.71	.95	8	6.75	1.67	13	6.15	2.03	20	6.50	1.79	11	6.64	1.75	24	7.13	1.80
Urban development	4	5.50	1.29	19	4.89	1.97	8	6.00	1.20	3	5.33	2.08	10	5.50	2.17	15	5.47	2.20	9	5.33	1.58	15	5.07	2.25
Economic growth	7	7.14	1.46	30	5.83	1.84	8	6.25	1.04	8	7.13	1.73	17	6.12	2.23	20	6.55	1.36	11	5.91	2.30	23	6.65	2.01
Education (incl. tertiary education)	10	5.80	2.35	31	5.55	2.10	8	5.38	1.51	8	6.38	2.07	12	5.75	2.05	21	6.48	1.94	11	5.18	1.54	22	5.05	2.44
Convergence of living standards with the EU	7	6.00	1.41	28	5.14	1.78	6	5.83	1.83	8	7.25	1.04	14	5.93	2.43	19	6.05	1.87	9	4.78	2.22	22	5.32	2.95
Research and innovation	8	6.50	1.60	28	5.25	2.01	8	5.75	1.58	5	7.00	1.00	14	6.43	2.03	17	6.12	1.83	11	4.45	1.69	21	5.29	2.43
Transport infrastructure (incl. roads, rail)	10	7.00	1.56	30	5.87	1.70	7	5.86	2.12	14	7.57	1.65	12	7.17	1.80	18	6.94	1.92	11	6.64	2.11	24	6.67	2.26
Trade	5	5.20	3.19	21	4.52	1.97	8	5.63	1.41	1	6.00	.	12	5.58	1.98	14	5.36	1.28	7	5.71	.95	19	5.53	2.39
Water and sanitation	8	6.63	2.07	27	5.44	2.06	7	6.71	1.89	5	8.00	1.00	12	6.75	1.82	14	6.71	2.05	8	6.25	1.49	20	6.25	2.43
Governance (incl. anti-corruption)	7	5.71	2.63	23	5.35	2.17	7	5.86	1.35	9	6.67	1.58	13	5.23	2.31	19	6.32	1.89	11	5.55	2.42	23	5.74	2.32
Energy and energy efficiency*	6	5.17	2.14	24	5.13	1.90	8	6.63	1.60	9	7.67	1.22	12	5.58	2.43	14	6.29	1.33	8	6.38	1.77	22	6.55	2.30
Social protection (incl. pensions, social assistance)	7	5.71	3.04	23	5.30	2.36	7	5.57	1.51	5	6.20	1.10	10	4.10	2.33	17	6.00	2.18	10	5.10	1.85	22	5.18	2.68
Law and justice (incl. judiciary)	3	5.33	.58	22	4.68	2.08	8	5.75	1.91	6	5.50	2.51	12	4.58	2.27	13	5.08	1.66	8	5.00	2.73	22	5.23	2.81
Social inclusion (incl. Roma inclusion)	8	7.25	1.67	32	5.81	2.46	8	6.50	1.85	8	7.38	2.26	14	5.50	2.62	19	6.37	1.89	10	5.30	1.42	23	5.65	2.87
Health	5	5.00	1.41	26	5.19	2.00	8	5.75	1.91	6	5.50	2.17	12	4.83	2.52	14	5.00	1.84	11	4.91	1.81	22	5.27	2.51
Financial markets	4	6.00	1.41	23	5.13	2.16	8	6.50	1.69	3	7.67	1.53	12	5.75	2.38	13	6.46	.78	10	6.60	1.84	21	7.00	2.41
Rural development	6	5.83	1.72	20	4.45	2.16	8	6.25	1.75	3	6.67	2.52	10	4.10	1.73	14	5.43	1.91	7	5.86	.90	15	5.00	2.14

\*Significantly different between stakeholder groups

### C. World Bank Effectiveness and Results (continued)

#### World Bank Effectiveness and Results

	Which of the following best describes your current position?																							
	Office of the President/Prime Minister/Minister			Employee of Ministry			Local Government			Diplomatic Corps			Private Sector/Financial Sector/Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Bulgaria?	8	6.75	1.58	38	6.11	1.77	9	6.44	1.94	16	6.81	1.52	19	6.26	2.05	22	6.36	1.50	12	6.17	1.75	29	6.10	2.13

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

To what extent do you agree with the following statements about the World Bank in Bulgaria, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

#### World Bank Effectiveness and Results

	Which of the following best describes your current position?																							
	Office of the President/Prime Minister/Minister			Employee of Ministry			Local Government			Diplomatic Corps			Private Sector/Financial Sector/Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Bulgaria	10	7.30	1.77	32	6.38	1.50	10	6.30	2.00	13	7.08	1.26	18	5.72	1.81	22	6.55	1.60	11	6.64	2.34	30	7.03	2.36
The World Bank meets Bulgaria's needs for knowledge services	10	6.70	1.95	39	6.44	1.98	10	6.80	1.81	15	7.53	1.06	19	6.79	1.69	23	6.87	1.42	12	6.75	2.42	29	6.93	2.46

\*Significantly different between stakeholder groups

### D. The World Bank's Knowledge

How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	Local Government	Diplomatic Corps	Private Sector/ Financial Sector/ Private Bank	NGO	Academia	Other
Weekly	0.0%	2.4%	0.0%	5.3%	4.5%	4.0%	0.0%	6.3%
Monthly	36.4%	14.6%	18.2%	15.8%	13.6%	44.0%	50.0%	28.1%
A few times a year	36.4%	58.5%	36.4%	57.9%	36.4%	28.0%	50.0%	46.9%
Rarely	27.3%	22.0%	36.4%	21.1%	31.8%	24.0%	0.0%	15.6%
Never	0.0%	2.4%	9.1%	0.0%	13.6%	0.0%	0.0%	3.1%

**D. The World Bank's Knowledge (continued)**

When thinking about the development challenges in Bulgaria, 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)

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	Local Government	Diplomatic Corps	Private Sector/ Financial Sector/ Private Bank	NGO	Academia	Other
Rural development	9.1%	14.6%	9.1%	5.0%	18.2%	4.0%	0.0%	6.5%
Social protection	0.0%	9.8%	9.1%	0.0%	9.1%	12.0%	8.3%	6.5%
Convergence of living standards with the EU	9.1%	26.8%	45.5%	30.0%	18.2%	20.0%	41.7%	16.1%
Climate change and green growth	9.1%	12.2%	18.2%	5.0%	9.1%	12.0%	8.3%	6.5%
Governance	9.1%	22.0%	18.2%	20.0%	40.9%	24.0%	8.3%	25.8%
Health	27.3%	17.1%	0.0%	20.0%	9.1%	8.0%	25.0%	29.0%
Agriculture	9.1%	7.3%	9.1%	20.0%	9.1%	8.0%	0.0%	6.5%
Financial markets	0.0%	7.3%	18.2%	0.0%	18.2%	0.0%	0.0%	3.2%
Business environment and private sector development	27.3%	24.4%	45.5%	20.0%	31.8%	40.0%	50.0%	48.4%
Law and justice	0.0%	7.3%	9.1%	30.0%	18.2%	12.0%	8.3%	9.7%
Public finance and administration	9.1%	4.9%	18.2%	10.0%	13.6%	4.0%	8.3%	16.1%
Trade	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	9.1%	2.4%	0.0%	0.0%	4.5%	16.0%	0.0%	0.0%
Social inclusion	18.2%	4.9%	0.0%	10.0%	13.6%	12.0%	8.3%	9.7%
Economic growth	36.4%	36.6%	45.5%	20.0%	22.7%	40.0%	33.3%	32.3%
Research and innovation	36.4%	29.3%	18.2%	10.0%	13.6%	24.0%	41.7%	9.7%
Transport infrastructure	27.3%	17.1%	9.1%	20.0%	4.5%	4.0%	0.0%	22.6%
Energy and energy efficiency	9.1%	9.8%	0.0%	20.0%	18.2%	24.0%	16.7%	12.9%
Education	18.2%	31.7%	27.3%	25.0%	22.7%	36.0%	25.0%	29.0%
Water and sanitation	27.3%	7.3%	0.0%	15.0%	0.0%	0.0%	0.0%	6.5%

In Bulgaria, how effective do you believe the World Bank's knowledge and research are at: (1-Not effective at all, 10-Very effective)

**The World Bank's Knowledge**

	Which of the following best describes your current position?																							
	Office of the President/Prime Minister/Minister			Employee of Ministry			Local Government			Diplomatic Corps			Private Sector/Financial Sector/Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Raising your awareness of the particular topic	10	7.20	2.30	40	7.18	2.04	10	7.90	1.73	17	7.06	2.16	19	7.00	1.60	23	7.74	1.68	12	8.00	1.28	31	7.52	2.42
Stimulating public debate/dialogue	9	7.11	2.32	36	5.92	2.09	10	6.70	2.36	16	6.56	2.00	19	6.53	1.65	23	6.30	1.87	12	7.00	1.91	31	6.58	2.51
Enhancing your knowledge and/or skills*	10	7.50	2.12	40	6.90	2.01	10	7.30	1.89	16	5.56	2.28	20	6.85	2.06	24	7.75	1.75	12	7.83	1.27	31	7.26	2.35
Contributing to good policy making	10	7.10	2.23	39	6.62	1.87	10	7.30	1.89	16	6.75	1.48	19	6.95	2.04	22	7.32	1.55	11	6.73	1.79	30	7.13	2.30
Providing support for program implementation	10	7.60	1.90	37	6.86	2.12	10	6.80	2.04	10	7.40	.97	18	6.56	2.09	23	6.96	1.49	12	7.17	1.75	31	7.29	2.28

\*Significantly different between stakeholder groups

**D. The World Bank's Knowledge (continued)**

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

**The World Bank's Knowledge**

	Which of the following best describes your current position?																							
	Office of the President/Prime Minister/Minister			Employee of Ministry			Local Government			Diplomatic Corps			Private Sector/Financial Sector/Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	11	6.27	2.24	38	6.37	1.98	10	7.10	1.79	8	6.63	1.51	16	7.13	1.67	22	6.91	1.23	12	6.67	1.83	30	6.63	2.28
Include appropriate level of stakeholder involvement during preparation	11	6.82	2.23	40	6.58	1.62	10	7.30	1.77	8	6.88	.99	16	7.13	1.45	21	6.86	1.62	12	6.00	1.86	29	6.31	2.61
Are relevant to Bulgaria's development priorities	11	7.18	1.66	40	6.75	1.78	10	7.40	1.65	13	8.00	1.08	18	7.11	2.03	22	7.05	1.33	12	6.25	2.14	29	6.83	2.62
Provide feasible recommendations	11	7.18	1.78	40	6.62	1.78	9	7.11	1.76	12	7.25	2.22	18	6.83	1.58	21	7.33	1.62	12	6.83	1.70	31	6.77	2.20
Are accessible (well written and easy to understand)	11	7.55	2.11	41	6.73	2.03	9	6.78	1.30	11	7.45	1.57	19	7.11	1.94	23	7.83	1.67	12	7.25	2.22	29	7.07	2.23
A source of relevant information on global good practices	11	7.64	1.50	40	7.15	1.99	10	8.10	1.20	12	7.83	1.64	20	7.40	1.47	24	7.62	2.24	12	8.00	1.54	31	8.06	1.82
Are adequately disseminated	10	7.20	2.20	38	6.45	1.90	9	7.22	1.79	11	6.64	2.16	21	5.38	1.83	23	6.78	2.58	12	7.08	2.23	29	6.69	2.35
Are appropriately translated	9	7.22	2.17	36	7.06	1.72	9	7.78	1.39	8	8.13	.83	16	7.56	1.97	22	7.18	2.42	10	8.50	.97	27	7.04	2.50
Are adaptable to Bulgaria's specific development challenges and country circumstances	10	6.90	1.60	39	6.56	1.89	9	6.44	1.42	10	7.40	.70	16	6.50	2.19	22	6.50	1.79	12	7.08	2.11	29	6.48	2.31

**The World Bank's Knowledge**

	Which of the following best describes your current position?																							
	Office of the President/Prime Minister/Minister			Employee of Ministry			Local Government			Diplomatic Corps			Private Sector/Financial Sector/Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	11	6.55	2.11	40	6.82	1.85	10	7.50	1.58	17	6.47	1.74	21	7.38	1.36	23	7.35	1.23	12	7.75	1.42	30	7.00	2.15
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	10	7.90	1.85	38	7.26	1.54	10	8.50	1.08	14	8.29	1.14	20	8.25	1.02	24	7.83	1.40	12	8.17	1.64	32	7.91	1.92
Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., other middle-income countries or advanced economies)?	8	6.25	2.12	30	6.13	1.81	10	7.10	1.52	8	7.13	.99	14	6.93	1.49	19	6.74	1.24	11	7.82	1.25	24	7.08	1.89

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

### E. Working with the World Bank

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

#### Working with the World Bank

	Which of the following best describes your current position?																							
	Office of the President/Prime Minister/Minister			Employee of Ministry			Local Government			Diplomatic Corps			Private Sector/Financial Sector/Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	7	7.29	1.50	31	5.71	1.87	7	4.71	1.50	4	7.25	.96	13	5.00	1.73	12	6.25	1.96	9	5.33	1.87	25	5.68	1.89
The World Bank effectively monitors and evaluates the projects and programs it supports	9	8.22	1.79	37	7.08	1.95	8	7.38	1.41	7	7.57	.98	17	7.12	2.15	19	7.21	1.69	12	7.25	1.86	26	7.50	2.00
The World Bank's approvals and reviews are done in a timely fashion	7	8.43	1.90	32	7.25	2.02	8	6.63	1.85	7	8.00	.82	13	6.15	2.03	19	6.74	1.79	10	6.80	1.55	27	6.85	1.90
The World Bank's "Safeguard Policy" requirements are reasonable	7	7.71	2.06	23	7.30	1.69	8	6.38	1.69	3	5.33	2.52	8	6.25	1.49	14	7.71	1.49	6	7.83	1.17	22	6.32	2.34
The World Bank imposes reasonable conditions on its lending	7	7.29	1.50	27	6.85	1.81	9	6.44	1.59	6	7.67	1.51	14	6.21	2.29	14	7.07	1.44	9	8.11	1.36	24	6.87	2.01
Working with the World Bank increases Bulgaria's institutional capacity	10	7.70	1.77	37	7.57	1.71	10	7.30	2.06	14	8.21	1.05	19	7.21	2.55	22	7.73	1.32	12	8.42	1.16	29	7.07	2.37
The World Bank ensures consistency and continuity through staff changes	7	8.00	2.00	27	6.70	2.23	7	6.86	2.41	7	7.43	1.27	11	6.55	1.51	14	7.57	2.03	6	7.67	1.51	21	7.38	2.54
The World Bank's teams and visits are well coordinated	11	7.82	1.83	38	7.34	1.86	9	7.33	1.66	7	7.71	1.38	11	6.36	2.42	18	7.72	1.67	11	8.55	1.29	24	7.75	2.05
Where country systems are adequate, the World Bank makes appropriate use of them	7	6.71	3.30	27	6.07	1.82	9	7.22	1.56	6	8.00	2.10	9	6.00	2.55	14	7.21	1.67	6	6.33	1.75	19	6.53	2.17
The World Bank provides effective implementation support	10	7.90	2.18	34	7.06	1.92	8	7.63	1.19	4	5.75	2.06	13	6.08	2.72	15	7.20	1.90	11	7.45	1.44	28	7.32	2.25

### F. The Future Role of the World Bank in Bulgaria

#### The Future Role of the World Bank in Bulgaria

	Which of the following best describes your current position?																							
	Office of the President/Prime Minister/Minister			Employee of Ministry			Local Government			Diplomatic Corps			Private Sector/Financial Sector/Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Bulgaria's development in the near future?*	11	6.64	1.75	40	6.20	2.32	10	7.80	1.23	18	8.06	1.39	21	7.19	1.91	25	7.68	1.18	12	7.92	1.68	32	7.31	2.18

(1-Not a significant role at all, 10-Very significant role) \*Significantly different between stakeholder groups

### F. The Future Role of the World Bank in Bulgaria (continued)

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	Local Government	Diplomatic Corps	Private Sector/ Financial Sector/ Private Bank	NGO	Academia	Other
Improve the quality of its experts as related to Bulgaria's specific challenges	18.2%	23.7%	20.0%	50.0%	20.0%	29.2%	8.3%	23.3%
Reduce the complexity of obtaining World Bank financing	18.2%	26.3%	70.0%	18.8%	50.0%	20.8%	33.3%	43.3%
Focus primarily on advocacy issues	0.0%	2.6%	0.0%	6.3%	20.0%	20.8%	25.0%	10.0%
Improve the competitiveness of its financing compared to markets	0.0%	23.7%	60.0%	18.8%	20.0%	8.3%	16.7%	10.0%
Ensure greater selectivity in its work	9.1%	10.5%	0.0%	0.0%	0.0%	12.5%	16.7%	13.3%
Provide more adequate data/knowledge/statistics/figures on Bulgaria's economy	9.1%	10.5%	0.0%	18.8%	10.0%	12.5%	16.7%	0.0%
Offer more innovative financial products	9.1%	10.5%	20.0%	18.8%	20.0%	16.7%	8.3%	20.0%
Offer more innovative knowledge services	63.6%	44.7%	10.0%	25.0%	45.0%	54.2%	41.7%	43.3%
Increase availability of Fee-Based services	0.0%	5.3%	10.0%	6.3%	0.0%	4.2%	8.3%	0.0%
Work faster	27.3%	13.2%	10.0%	18.8%	5.0%	4.2%	16.7%	10.0%
Other	9.1%	2.6%	0.0%	0.0%	0.0%	12.5%	0.0%	3.3%

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	Local Government	Diplomatic Corps	Private Sector/ Financial Sector/ Private Bank	NGO	Academia	Other
Local newspapers	18.2%	22.5%	36.4%	60.0%	31.8%	33.3%	16.7%	43.8%
International newspapers	0.0%	0.0%	0.0%	15.0%	13.6%	4.2%	0.0%	9.4%
Local radio	0.0%	0.0%	0.0%	15.0%	0.0%	0.0%	0.0%	3.1%
International radio	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%
Local television	18.2%	37.5%	63.6%	15.0%	31.8%	33.3%	16.7%	18.8%
International television	0.0%	5.0%	9.1%	0.0%	4.5%	0.0%	0.0%	9.4%
Periodicals	36.4%	12.5%	9.1%	0.0%	22.7%	16.7%	50.0%	15.6%
Internet	63.6%	85.0%	81.8%	60.0%	72.7%	83.3%	75.0%	75.0%
Social media (Facebook, Twitter, YouTube)	0.0%	2.5%	0.0%	0.0%	9.1%	4.2%	16.7%	0.0%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	3.1%
Other	18.2%	17.5%	9.1%	20.0%	9.1%	4.2%	16.7%	9.4%

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	Local Government	Diplomatic Corps	Private Sector/ Financial Sector/ Private Bank	NGO	Academia	Other
World Bank website	9.1%	50.0%	63.6%	30.0%	66.7%	66.7%	83.3%	45.2%
Direct contact with World Bank (i.e., face to face meetings/discussions)	54.5%	32.5%	36.4%	40.0%	28.6%	29.2%	25.0%	41.9%
e-Newsletters	18.2%	35.0%	27.3%	30.0%	28.6%	37.5%	33.3%	38.7%
Instant messaging	0.0%	2.5%	0.0%	5.0%	4.8%	0.0%	0.0%	3.2%
World Bank seminars/workshops/conferences	36.4%	35.0%	36.4%	30.0%	28.6%	25.0%	0.0%	19.4%
World Bank publications and other written materials	45.5%	35.0%	9.1%	25.0%	33.3%	20.8%	41.7%	25.8%
Mobile phones	18.2%	2.5%	9.1%	0.0%	0.0%	8.3%	16.7%	6.5%
Social media (Facebook, Twitter, YouTube)	0.0%	5.0%	0.0%	10.0%	4.8%	4.2%	0.0%	3.2%
Blogs	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%

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 a list of exceptions?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	Local Government	Diplomatic Corps	Private Sector/ Financial Sector/ Private Bank	NGO	Academia	Other
Yes	50.0%	30.6%	30.0%	5.9%	33.3%	28.0%	63.6%	32.1%
No	50.0%	69.4%	70.0%	94.1%	66.7%	72.0%	36.4%	67.9%



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

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	Local Government	Diplomatic Corps	Private Sector/ Financial Sector/ Private Bank	NGO	Academia	Other
Yes	81.8%	17.9%	18.2%	42.1%	4.8%	12.0%	40.0%	17.9%
No	18.2%	82.1%	81.8%	57.9%	95.2%	88.0%	60.0%	82.1%

\*Significantly different between stakeholder groups

Were you able to obtain this information?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	Local Government	Diplomatic Corps	Private Sector/ Financial Sector/ Private Bank	NGO	Academia	Other
Yes	77.8%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	22.2%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	Local Government	Diplomatic Corps	Private Sector/ Financial Sector/ Private Bank	NGO	Academia	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Do you use/have used the World Bank website?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	Local Government	Diplomatic Corps	Private Sector/ Financial Sector/ Private Bank	NGO	Academia	Other
Yes	100.0%	94.6%	90.9%	84.2%	88.9%	82.6%	90.9%	90.3%
No	0.0%	5.4%	9.1%	15.8%	11.1%	17.4%	9.1%	9.7%

Which do you primarily use?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	Local Government	Diplomatic Corps	Private Sector/ Financial Sector/ Private Bank	NGO	Academia	Other
The World Bank's country website (www. worldbank.bg)	45.5%	56.1%	80.0%	76.5%	61.1%	36.4%	44.4%	72.4%
The World Bank's main website (www.worldbank.org)	54.5%	43.9%	20.0%	23.5%	38.9%	63.6%	55.6%	27.6%

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)

#### Communication and Information Sharing

	Which of the following best describes your current position?																							
	Office of the President/Prime Minister/Minister			Employee of Ministry			Local Government			Diplomatic Corps			Private Sector/Financial Sector/Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use more data from the World Bank as a result of the organization's Open Data policy*	8	6.88	2.47	25	6.36	2.23	7	6.57	1.99	9	4.00	3.74	12	6.42	2.19	18	7.67	1.68	11	7.91	1.30	25	7.44	2.33
I find the World Bank websites easy to navigate	10	7.30	2.54	36	7.22	1.84	9	7.78	1.39	16	6.19	2.23	16	6.75	1.73	21	7.67	1.77	11	8.18	1.17	26	7.42	2.23
I find the information on the World Bank's websites useful	11	7.91	2.02	36	7.64	1.62	9	8.22	.97	15	7.27	1.33	14	7.93	1.33	21	8.24	1.22	11	9.27	.79	25	7.80	1.94
When I need information from the World Bank I know how to find it*	11	8.18	1.89	38	7.84	2.21	8	6.75	1.98	18	6.28	3.10	18	6.67	2.87	23	7.78	1.70	11	9.00	1.10	26	8.31	1.91
The World Bank is responsive to my information requests and inquiries	11	8.09	2.12	32	7.44	2.15	5	6.60	1.95	13	7.92	1.75	8	8.00	2.14	13	7.38	2.66	9	8.67	1.50	23	8.09	2.21

\*Significantly different between stakeholder groups

**H. Background Information**

Currently, do you professionally collaborate/work with the World Bank in your country?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	Local Government	Diplomatic Corps	Private Sector/ Financial Sector/ Private Bank	NGO	Academia	Other
Yes	90.9%	73.2%	63.6%	60.0%	54.5%	68.0%	58.3%	70.0%
No	9.1%	26.8%	36.4%	40.0%	45.5%	32.0%	41.7%	30.0%

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	Local Government	Diplomatic Corps	Private Sector/ Financial Sector/ Private Bank	NGO	Academia	Other
Observer	9.1%	4.8%	40.0%	21.1%	20.0%	12.0%	16.7%	20.0%
Use World Bank reports/data	45.5%	47.6%	40.0%	36.8%	35.0%	72.0%	58.3%	36.7%
Engage in World Bank related/sponsored events/activities	27.3%	40.5%	70.0%	31.6%	40.0%	40.0%	16.7%	36.7%
Collaborate as part of my professional duties	81.8%	52.4%	0.0%	52.6%	35.0%	20.0%	33.3%	50.0%
Use World Bank website for information, data, research, etc.	18.2%	23.8%	20.0%	26.3%	30.0%	40.0%	50.0%	20.0%

## Appendix C: Responses to All Questions by Year<sup>1</sup>

FY '05 Response Number = 300 • FY '12 Response Number = 178

### B. Overall Attitudes toward the World Bank

#### Overall Attitudes toward the World Bank

	year					
	FY 2005			FY 2012		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Bulgaria?*	290	5.78	2.13	176	6.90	1.97

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

\*Significantly different between country surveys.

#### Overall Attitudes toward the World Bank

	year					
	FY 2005			FY 2012		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Bulgaria.*	290	6.34	2.03	155	6.96	1.78

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

\*Significantly different between country surveys.

To what extent do you agree with the following statements about the World Bank's work in Bulgaria, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

#### Overall Attitudes toward the World Bank

	year					
	FY 2005			FY 2012		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Bulgaria*	291	6.44	2.18	171	6.93	2.01
The World Bank's work is aligned with what I consider the development priorities for Bulgaria*	286	6.05	2.09	165	6.61	2.04
The World Bank supports programs and strategies that are realistic for Bulgaria*	286	5.97	2.15	164	7.05	1.95
The World Bank treats clients and stakeholders in Bulgaria with respect*	271	6.94	2.40	160	7.84	1.94

\*Significantly different between country surveys.

To what extent is the World Bank an effective development partner in Bulgaria in terms of..., on a ten point scale?

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

#### Overall Attitudes toward the World Bank

	year					
	FY 2005			FY 2012		
	N	Mean	SD	N	Mean	SD
Flexibility (in terms of changing country circumstances)	179	6.47	2.39	137	6.05	2.00

### E. Working with the World Bank

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

#### Working with the World Bank

	year					
	FY 2005			FY 2012		
	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly*	145	7.08	2.42	111	5.74	1.86
The World Bank effectively monitors and evaluates the projects and programs it supports	173	7.66	2.38	138	7.30	1.85
The World Bank imposes reasonable conditions on its lending*	231	6.09	2.37	113	6.96	1.79

\*Significantly different between country surveys.

<sup>1</sup> Only those questions that were asked in the FY '05 and FY '12 country surveys, with similar response scales/options, are presented.

## Appendix D: Indicator Questions as a Function of Exposure to the Bank

Indicator Question	H3. Currently, do you professionally collaborate/work with the World Bank?		H4. Which of the following describes most of your exposure to the World Bank in Bulgaria? (Choose no more than TWO)									
	No Mean	Yes Mean	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank's effectiveness in Bulgaria.	6.44	7.20	6.99	7.00	6.99	7.00	7.03	6.93	6.67	7.44	7.19	6.49
The World Bank's financial instruments meet the needs of Bulgaria	6.23	6.77	6.70	6.13	6.62	6.60	6.70	6.44	6.22	7.15	6.78	6.26
The World Bank meets Bulgaria's needs for knowledge services	6.56	6.93	6.91	6.48	6.85	6.84	6.82	6.89	6.52	7.30	6.98	6.54
Overall the World Bank currently plays a relevant role in development in Bulgaria	6.34	7.20	7.04	6.52	6.97	6.94	6.97	6.92	6.58	7.48	7.18	6.38
The World Bank's work is aligned with what I consider the development priorities for Bulgaria	5.88	6.91	6.74	5.79	6.48	6.74	6.45	6.85	6.35	6.96	6.94	5.81
Responsiveness	6.88	7.32	7.22	6.95	7.11	7.25	7.16	7.20	6.91	7.51	7.33	6.80
Openness (sharing data and other information)	6.91	7.62	7.51	7.00	7.33	7.56	7.41	7.48	7.27	7.65	7.49	7.29
Collaboration with groups outside of the Government	5.54	6.65	6.33	6.29	6.29	6.36	6.40	6.19	5.97	6.84	6.53	5.84
Collaboration with the Government	7.73	8.19	8.14	7.68	8.11	8.04	8.16	7.94	7.71	8.55	8.21	7.74
Collaboration with EC and IFIs	7.62	8.02	7.89	7.67	7.70	8.02	7.79	7.98	7.86	7.85	7.99	7.53
To what extent does the World Bank's work help to achieve development results in Bulgaria?	5.98	6.49	6.41	6.04	6.33	6.38	6.36	6.35	6.08	6.71	6.49	6.02
Are adaptable to Bulgaria's specific development challenges and country circumstances	6.32	6.78	6.73	6.29	6.47	6.85	6.65	6.68	6.39	7.05	6.90	6.09
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	6.62	7.27	7.05	7.16	6.94	7.21	7.18	6.89	6.89	7.32	7.18	6.79
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	7.60	8.01	7.90	7.68	7.82	7.92	7.86	7.88	7.78	8.00	7.94	7.70
Where country systems are adequate, the World Bank makes appropriate use of them	6.24	6.79	6.60	7.00	6.33	6.94	6.85	6.29	6.60	6.76	6.72	6.55

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix E: Bulgaria FY 2012 Questionnaire



### **World Bank Country Survey FY12 – Bulgaria**

The World Bank 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 is meant to give the World Bank's team that works in Bulgaria, 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 Bulgaria. The World Bank commissioned an independent firm to oversee the logistics of this effort in Bulgaria. 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 BULGARIA**

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

**SECTION A: GENERAL ISSUES**

<b>A2. When considering development priorities, which ONE development priority below is the most important in Bulgaria? Which ONE is the second most important priority? Which ONE is the third most important priority?</b>				
<b>Choose only ONE for each column</b>		<b>FIRST priority (Choose only ONE)</b>	<b>SECOND priority (Choose only ONE)</b>	<b>THIRD priority (Choose only ONE)</b>
1	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Convergence of living standards with the EU	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Transport infrastructure (incl. roads, rail)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Water and sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Energy and energy efficiency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Climate change (incl. mitigation, adaptation, disaster management) and green growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Social protection (incl. pensions, social assistance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Social inclusion (incl. Roma inclusion)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Education (incl. tertiary education)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Research and innovation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Business environment and private sector development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Financial markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Agriculture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Trade	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Public finance and administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Governance (incl. anti-corruption)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Law and justice (incl. judiciary)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Rural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Urban development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION A: GENERAL ISSUES**

<b>A3. Convergence of living standards with the EU encompasses work in many different areas.</b>	
<b>Which THREE areas of development listed below do you believe would contribute most to achieving convergence of living standards in Bulgaria with the EU? (Choose no more than THREE)</b>	
1	Trade
2	Urban development
3	Social inclusion (incl. Roma inclusion)
4	Law and justice (incl. judiciary)
5	Rural development
6	Business environment and private sector development
7	Education (incl. tertiary education)
8	Economic growth
9	Financial markets
10	Public finance and administration
11	Health
12	Transport infrastructure (incl. roads, rail)
13	Agriculture
14	Water and sanitation
15	Climate change (incl. mitigation, adaptation, disaster management) and green growth
16	Energy and energy efficiency
17	Social protection (incl. pensions, social assistance)
18	Research and innovation
19	Governance (incl. anti-corruption)

**SECTION A: GENERAL ISSUES**

<b>A4. Economic growth can be driven by a number of factors.</b>	
<b>Which THREE areas below do you believe would contribute most to generating economic growth in Bulgaria? (Choose no more than THREE)</b>	
1	Energy and energy efficiency
2	Transport infrastructure (incl. roads, rail)
3	Research and innovation
4	Education (incl. tertiary education)
5	Law and justice (incl. judiciary)
6	Climate change (incl. mitigation, adaptation, disaster management) and green growth
7	Agriculture
8	Trade
9	Governance (incl. anti-corruption)
10	Financial markets
11	Urban development
12	Social inclusion (incl. Roma inclusion)
13	Health
14	Public finance and administration
15	Rural development
16	Business environment and private sector development
17	Water and sanitation
18	Social protection (incl. pensions, social assistance)



## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

**B1. How familiar are you with the work of the World Bank in Bulgaria, 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 Bulgaria, 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 Bulgaria 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

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

1	Education (incl. tertiary education)
2	Social inclusion (incl. Roma inclusion)
3	Transport infrastructure (incl. roads, rail)
4	Business environment and private sector development
5	Law and justice (incl. judiciary)
6	Water and sanitation
7	Public finance and administration
8	Urban development
9	Energy and energy efficiency
10	Climate change (incl. mitigation, adaptation, disaster management) and green growth
11	Social protection (incl. pensions, social assistance)
12	Health
13	Convergence of living standards with the EU
14	Research and innovation
15	Financial markets
16	Trade
17	Economic growth
18	Rural development
19	Governance (incl. anti-corruption)
20	Agriculture

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

<b>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 Bulgaria?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
2	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
3	Knowledge and advisory services	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
5	Coordination with European Commission and International Financial Institutions	<input type="checkbox"/>	<input type="checkbox"/>
6	Data	<input type="checkbox"/>	<input type="checkbox"/>
7	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
8	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
9	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Bulgaria? (Choose no more than TWO)</b>	
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 international partners' work
14	Not collaborating enough with non-state actors
15	Not adequately sensitive to political/social realities in Bulgaria
16	Other (please specify): _____

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

<b>B7. Which World Bank instruments do you believe are MOST effective in helping Bulgaria improve living standards? (Choose no more than TWO)</b>	
1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Knowledge and advisory services
5	Other (please specify): _____
6	Don't know

<b>B8. Which World Bank instruments do you believe are LEAST effective in helping Bulgaria improve living standards? (Choose no more than TWO)</b>	
1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Knowledge and advisory services
5	Other (please specify): _____
6	Don't know

<b>B9. 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?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

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

**B10. 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
2	Local Government
3	Beneficiaries
4	Private sector
5	European Institutions and International Financial Institutions
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 Bulgaria, on a ten point scale?**

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B11</b>	Overall the World Bank currently plays a relevant role in development in Bulgaria	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B12</b>	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"/>
<b>B13</b>	The World Bank supports programs and strategies that are realistic for Bulgaria	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B14</b>	The World Bank treats clients and stakeholders in Bulgaria with respect	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 B: OVERALL ATTITUDES TOWARD THE WORLD BANK

To what extent is the World Bank 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
		1	2	3	4	5	6	7	8	9	10		
<b>B15</b>	Responsiveness											<input type="checkbox"/>	
<b>B16</b>	Flexibility (in terms of the World Bank's products and services)											<input type="checkbox"/>	
<b>B17</b>	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>	
<b>B18</b>	Being inclusive											<input type="checkbox"/>	
<b>B19</b>	Openness (sharing data and other information)											<input type="checkbox"/>	
<b>B20</b>	Staff accessibility											<input type="checkbox"/>	
<b>B21</b>	Straightforwardness and honesty											<input type="checkbox"/>	
<b>B22</b>	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)											<input type="checkbox"/>	
<b>B23</b>	Collaboration with the Government											<input type="checkbox"/>	
<b>B24</b>	Collaboration with European Commission and International Financial Institutions											<input type="checkbox"/>	
<b>B25</b>	Follow through over time											<input type="checkbox"/>	

<b>B26. 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)</b>	
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 coordination with international and European partners
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 Bulgaria, on a ten point scale?**

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>C1</b>	Climate change (incl. mitigation, adaptation, disaster management) and green growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C2</b>	Agriculture	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C3</b>	Business environment and private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C4</b>	Public finance and administration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C5</b>	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C6</b>	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C7</b>	Education (incl. tertiary education)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C8</b>	Convergence of living standards with the EU	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C9</b>	Research and innovation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C10</b>	Transport infrastructure (incl. roads, rail)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C11</b>	Trade	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C12</b>	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C13</b>	Governance (incl. anti-corruption)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C14</b>	Energy and energy efficiency	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C15</b>	Social protection (incl. pensions, social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C16</b>	Law and justice (incl. judiciary)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C17</b>	Social inclusion (incl. Roma inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C18</b>	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C19</b>	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C20</b>	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**C21. To what extent does the World Bank's work help to achieve development results in Bulgaria, 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 Bulgaria, on a ten point scale?**

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>C22</b>	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Bulgaria	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C23</b>	The World Bank meets Bulgaria'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"/>

## 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 Bulgaria, where do you believe it would be most valuable for the World Bank to focus its knowledge and advisory services in the next few years? (Choose no more than THREE)**

1	Rural development
2	Social protection (incl. pensions, social assistance)
3	Convergence of living standards with the EU
4	Climate change (incl. mitigation, adaptation, disaster management) and green growth
5	Governance (incl. anti-corruption)
6	Health
7	Agriculture
8	Financial markets
9	Business environment and private sector development
10	Law and justice (incl. judiciary)
11	Public finance and administration
12	Trade
13	Urban development
14	Social inclusion (incl. Roma inclusion)
15	Economic growth
16	Research and innovation
17	Transport infrastructure (incl. roads, rail)
18	Energy and energy efficiency
19	Education (incl. tertiary education)
20	Water and sanitation

## SECTION D: THE WORLD BANK'S KNOWLEDGE

In Bulgaria, how effective do you believe the World Bank's knowledge and advisory services 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 Bulgaria, to what extent do you believe that the World Bank's knowledge and advisory services:													
		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 Bulgaria'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 Bulgaria'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		



**SECTION D: THE WORLD BANK'S KNOWLEDGE**

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

<b>D19. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., other middle-income countries or advanced economies)?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not effective at all									Very effective		Don't know

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

**SECTION 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		
<b>E1</b>	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E2</b>	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"/>	
<b>E3</b>	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"/>	
<b>E4</b>	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E5</b>	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E6</b>	Working with the World Bank increases Bulgaria's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E7</b>	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E8</b>	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E9</b>	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"/>	
<b>E10</b>	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"/>	

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

**F1. How significant a role do you believe the World Bank SHOULD play in Bulgaria'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 Bulgaria? (Choose no more than TWO)**

1	Improve the quality of its experts as related to Bulgaria'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 Bulgaria'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 Bulgaria? (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 publications and other written materials
7	Mobile phones
8	Social media (Facebook, Twitter, Youtube)
9	Blogs
10	Others (please specify): _____

<b>G3</b>	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?	<b>Yes</b>	<b>No</b>
<b>G4</b>	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)	<b>Yes</b>	<b>No</b>
<b>G5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you use/have you used the World Bank website?	<b>Yes</b>	<b>No</b>

## SECTION G: COMMUNICATION AND INFORMATION SHARING

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

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	
<b>G9</b>	I use more data from the World Bank as a result of the organization's Open Data policy											<input type="checkbox"/>
<b>G10</b>	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>											<input type="checkbox"/>
<b>G11</b>	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>											<input type="checkbox"/>
<b>G12</b>	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)											<input type="checkbox"/>
<b>G13</b>	The World Bank is responsive to my information requests and inquiries											<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**

<b>H1. Which of the following best describes your current position? (Please mark only ONE response)</b>	
1	Office of the President, Prime Minister
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Consultant/Contractor working on World Bank supported Project/Program
6	Project Management Unit (PMU) overseeing implementation of project
7	Local Government office or staff
8	European Commission staff/representative
9	Diplomatic corps
10	Private Sector Organization
11	Private Foundation
12	Financial Sector/Private Bank
13	NGO
14	Media (Press, Radio, TV, Web, etc.)
15	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
16	Trade Union
17	Academia/Research Institute/Think Tank
18	Judiciary Branch
19	Other (please specify): _____

**SECTION H: BACKGROUND INFORMATION**

<b>H2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	
1	Agriculture
2	Business environment and private sector development
3	Climate change (incl. mitigation, adaptation, disaster management) and green growth
4	Convergence of living standards with the EU
5	Economic growth
6	Education (incl. tertiary education)
7	Energy and energy efficiency
8	Financial markets
9	Governance (incl. anti-corruption)
10	Health
11	Law and justice (incl. judiciary)
12	Public finance and administration
13	Research and innovation
14	Rural development
15	Social inclusion (incl. Roma inclusion)
16	Social protection (incl. pensions, social assistance)
17	Trade
18	Transport infrastructure (incl. roads, rail)
19	Urban development
20	Water and sanitation
21	Other (please specify): _____

**SECTION H: BACKGROUND INFORMATION**

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

<b>H4. Which of the following describes most of your exposure to the World Bank in Bulgaria? (Choose no more than TWO)</b>	
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.

<b>H5. Which best represents your geographic location?</b>	
1	Sofia
2	Outside Sofia

**Thank you for completing the survey!**