

FY 2016 Kosovo Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

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Acknowledgements

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



Country Opinion Surveys
THE WORLD BANK GROUP



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I. Objectives

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

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

II. Methodology

From May to June 2016, 240 stakeholders of the WBG in Kosovo were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the Office of the President/Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 105 stakeholders participated in the survey (44% response rate).

Respondents received and returned the questionnaires via post or courier. Respondents were asked about: general issues facing Kosovo; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Kosovo; and the WBG's communication and information sharing.

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

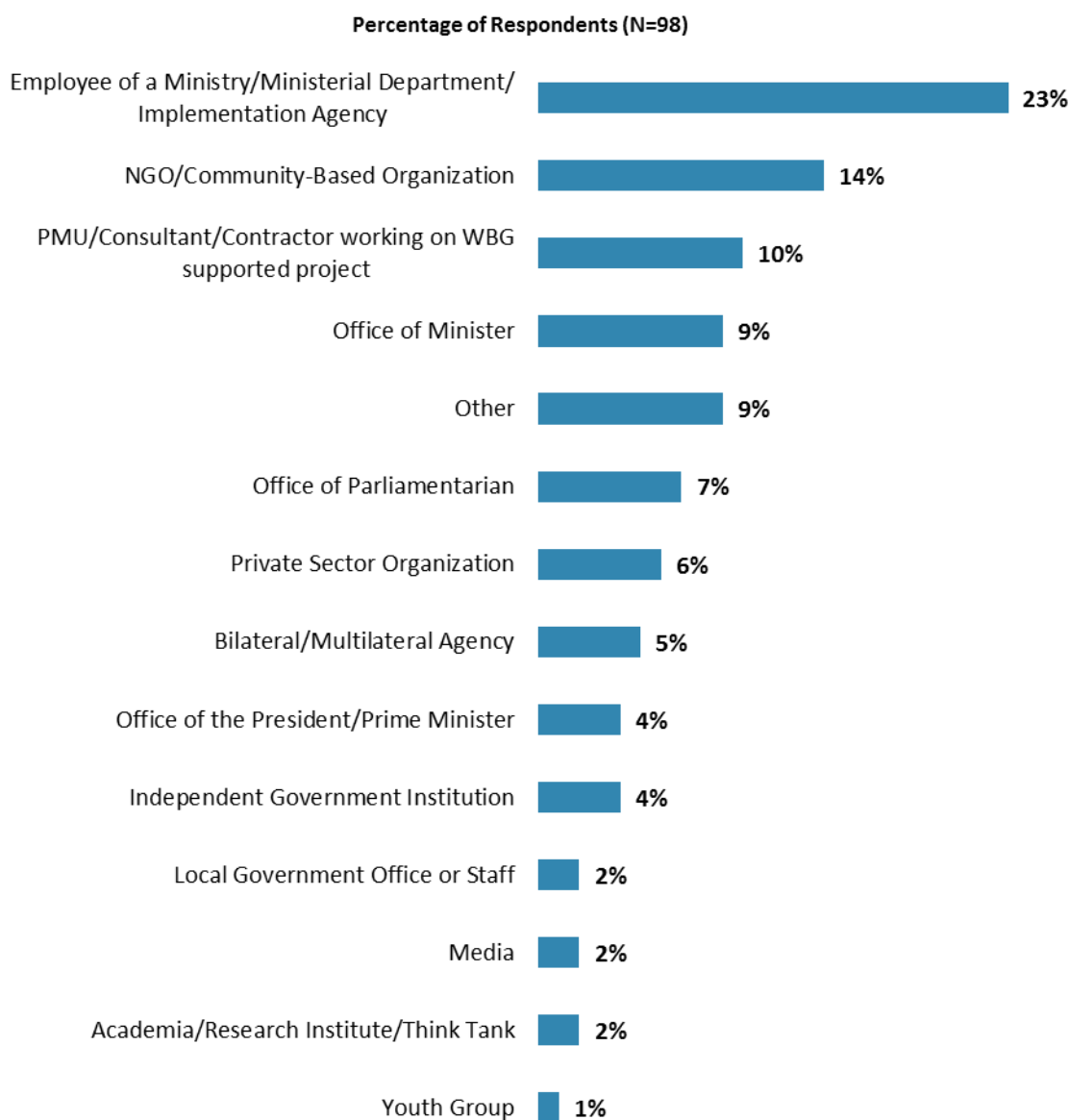
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'13 (response rate was 50%, N=101). As a rule, the COS data are weighted for year comparisons in order to reach the same stakeholder composition in two fiscal years. However, in the case of Kosovo, due to the small number of respondents in the FY'13 and FY'16 Country Surveys and different stakeholder composition in the samples, weighting would have been statistically unsound. Therefore, only basic comparisons of the unweighted data from the FY'13 and FY'16 Country Surveys are presented in the report and should be considered provisional. For the FY'13 and FY'16 stakeholder breakdown and year comparison results, please see appendix D (page 94).



III. Demographics of the Sample

Current Position

- For further analyses, respondents from the Office of the President/Prime Minister were combined with respondents from the office of a minister; respondents from NGOs/community based organizations and youth groups were combined in the “CSO” category; and the few respondents from independent government institutions, local governments, academia/research institutes/think tanks, and the media were included in the “Other” category. There were no respondents from private foundations, financial sector/private banks, trade unions, faith-based groups, and the judiciary branch.

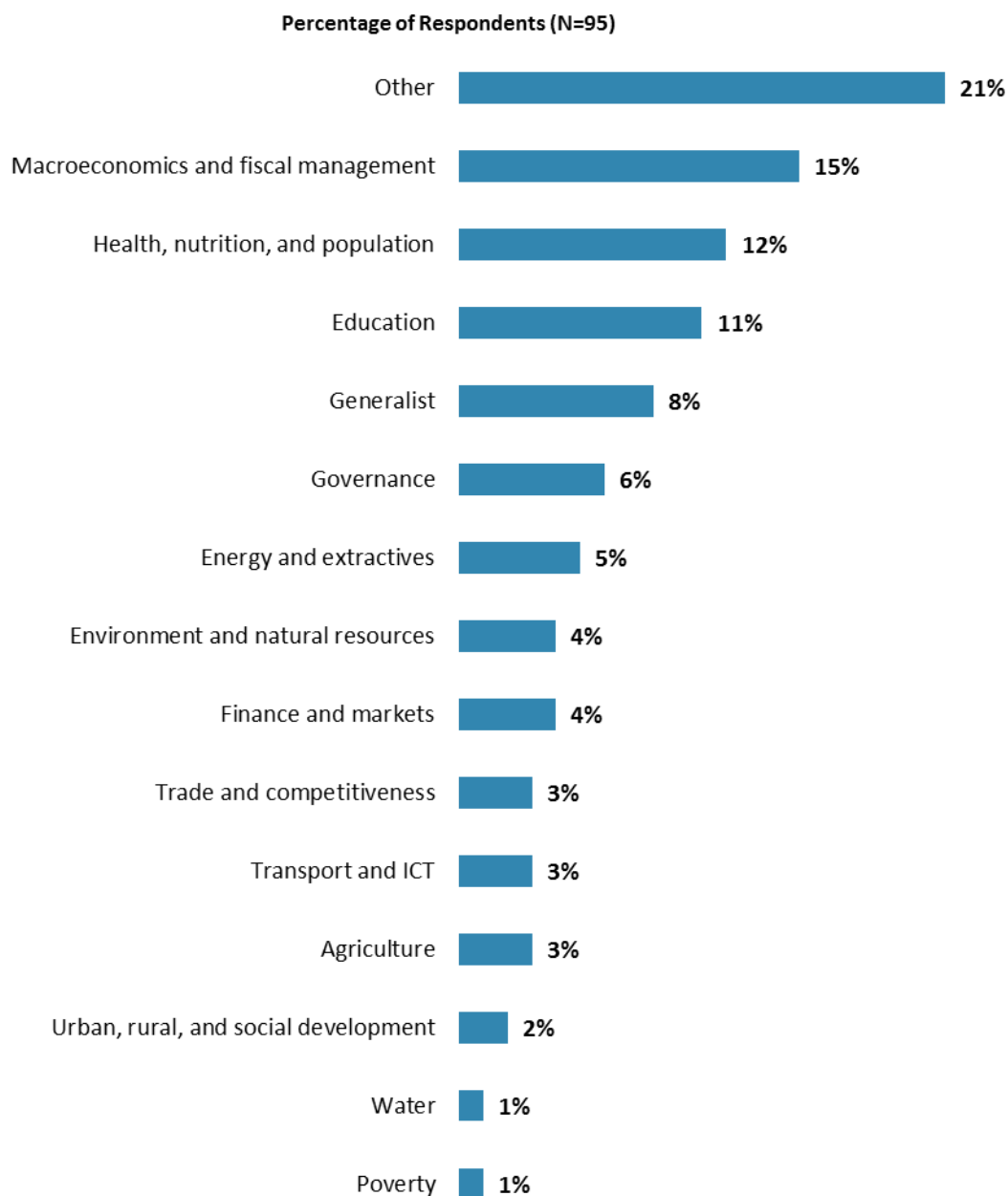


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



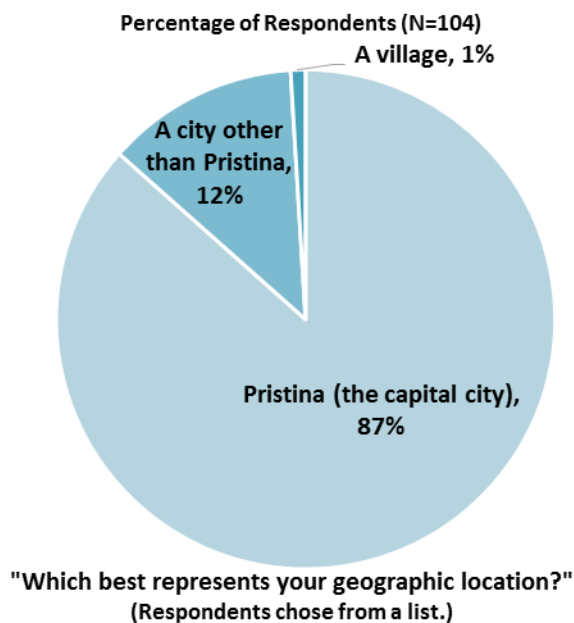
"Please identify the primary specialization of your work." (Respondents chose from a list.)



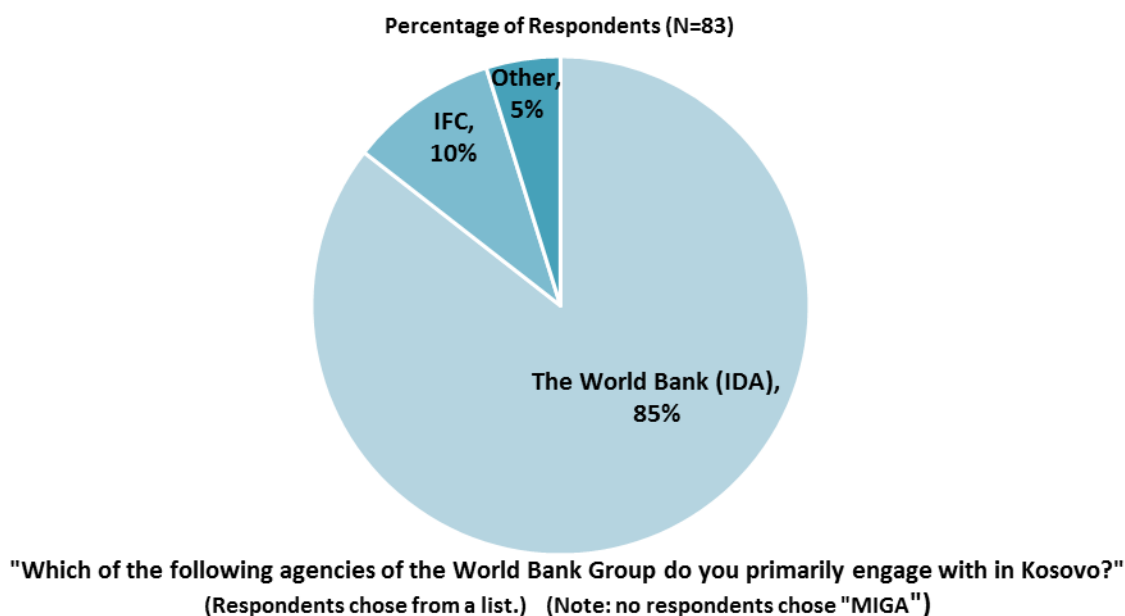
III. Demographics of the Sample (continued)

Geographic Locations

- **Note:** Because of the small number of respondents from areas other than Pristina, analyses comparing geographic locations would not be statistically reliable and, therefore, were not conducted.



Exposure to Agencies within the World Bank Group

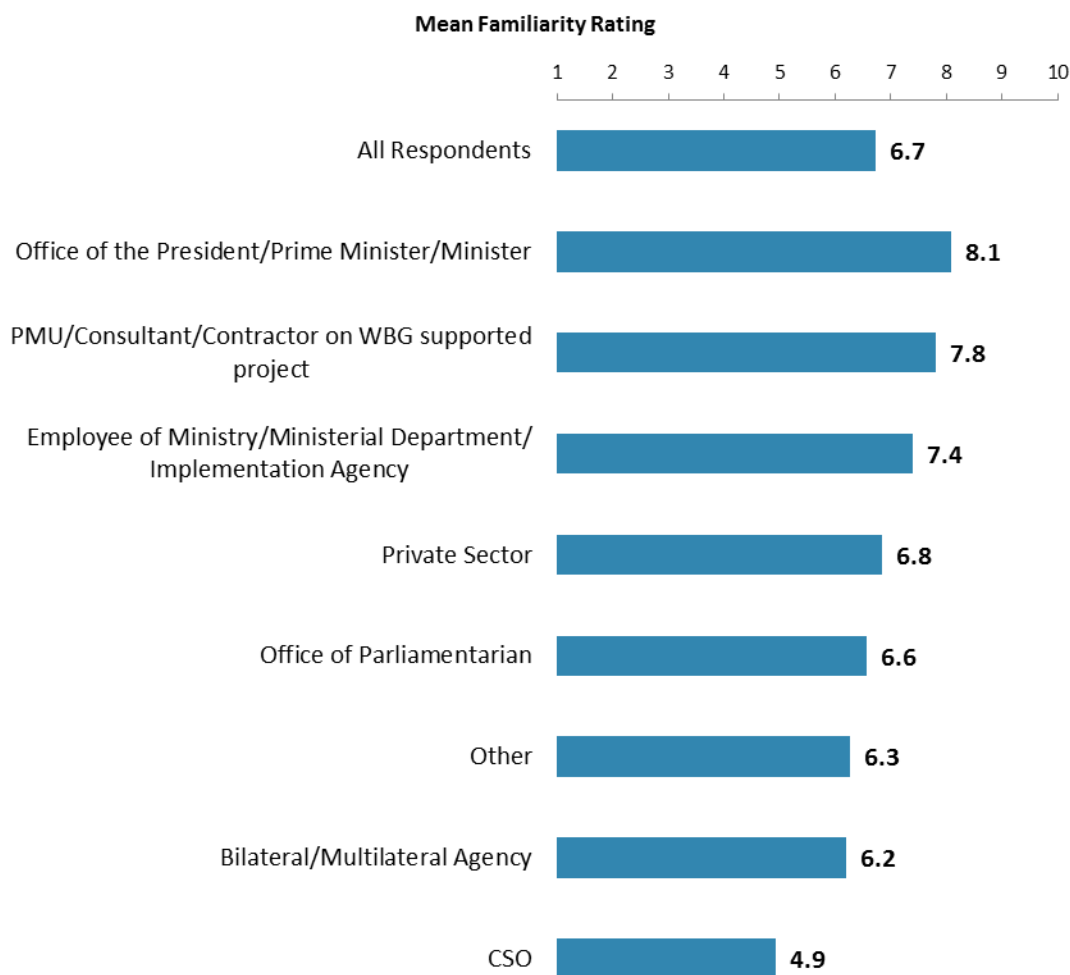




III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'13 Country Survey had statistically similar levels of familiarity with the WBG (mean familiarity rating in FY'16 = 6.7; mean familiarity rating in FY'13 = 6.6).¹
- Respondents' levels of familiarity with the WBG were significantly, moderately correlated with their ratings of the WBG's overall effectiveness in Kosovo, the extent to which the WBG plays a relevant role in development in Kosovo, and the extent to which the WBG contributes to the country's development results.



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

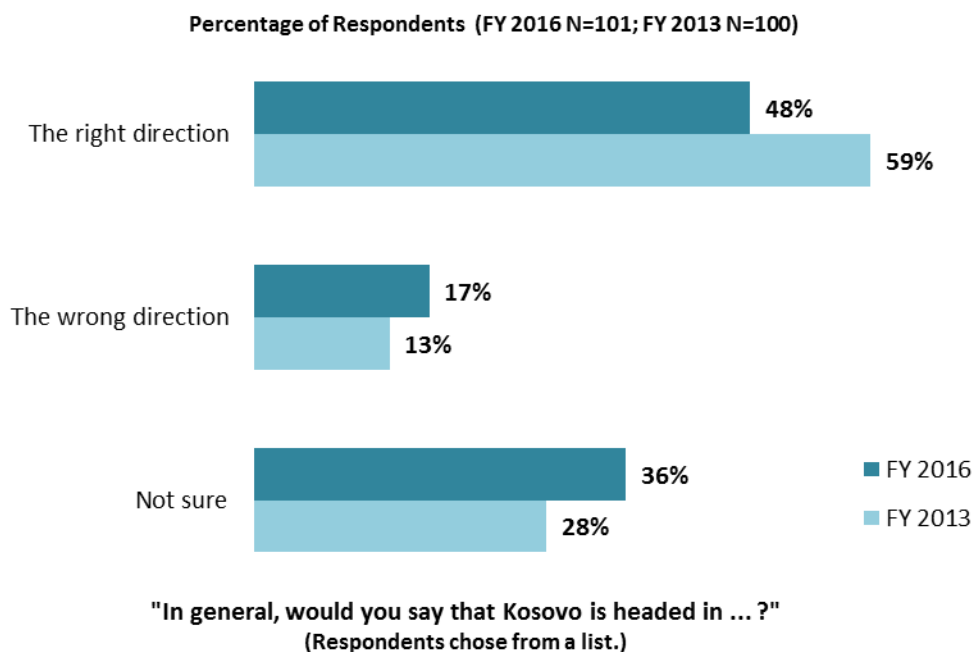
¹ Please refer to Appendix D (page 94) for more details on data comparisons across years.



IV. General Issues Facing Kosovo

Headed in the Right Direction

- **Stakeholder groups:** In this year's Country Survey, respondents from the Office of the President/Prime Minister/Minister were significantly more likely to indicate that Kosovo is headed in the right direction, whereas respondents from bilateral/multilateral agencies and CSOs were least positive about the prospect of Kosovo.

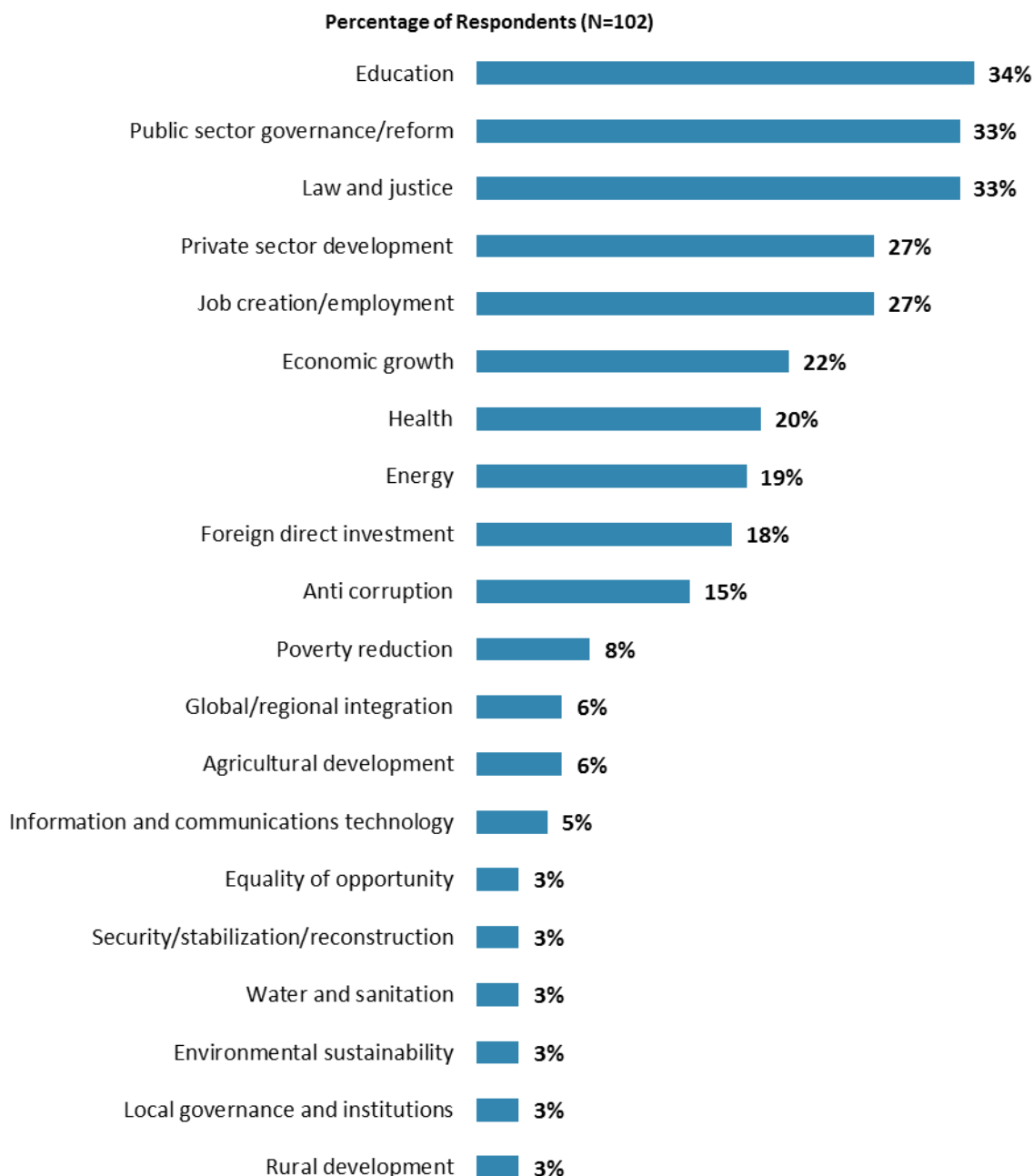




IV. General Issues Facing Kosovo (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the most important development priorities in Kosovo were “*education*” (38%) and “*job creation/employment*” (31%).



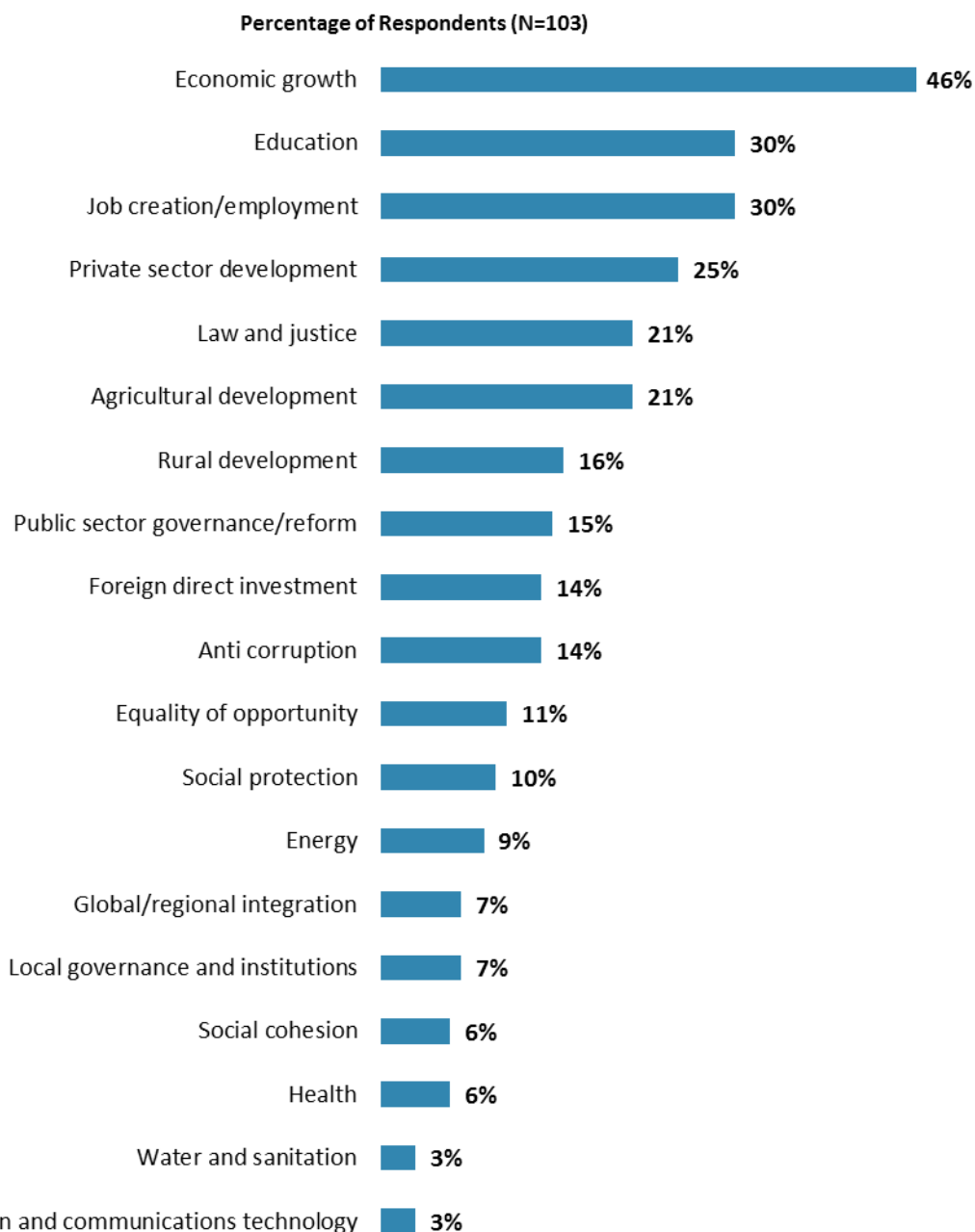
"Listed below are a number of development priorities in Kosovo. Please identify which of the following you consider the most important development priorities in Kosovo. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 35 response options shown.)



IV. General Issues Facing Kosovo (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'13 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Kosovo were “*economic growth*” (57%), “*anti-corruption*” (32%), and “*job creation/employment*” (31%).



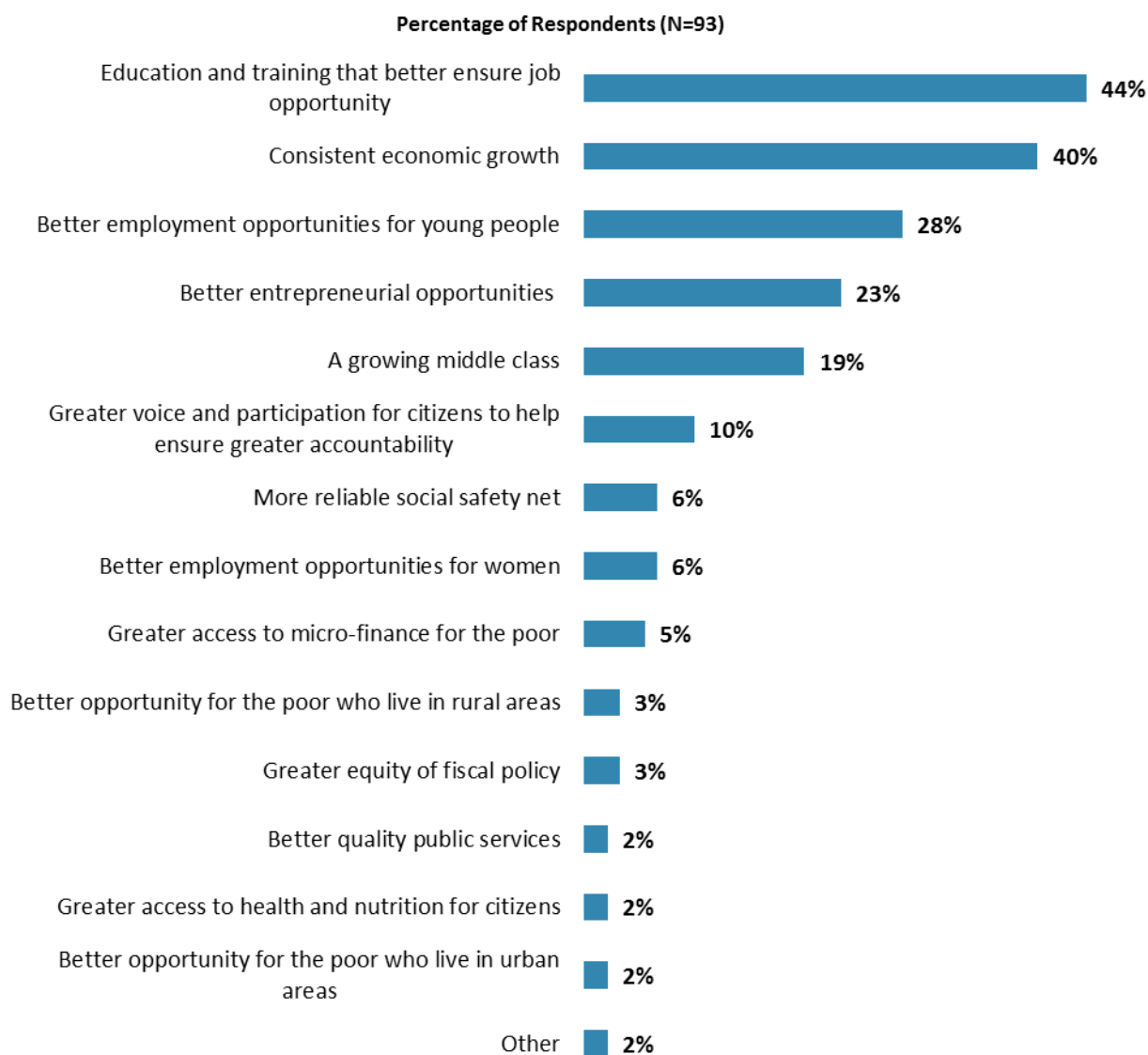
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Kosovo? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 19 of 34 response options shown.)



IV. General Issues Facing Kosovo (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’13 Country Survey, respondents indicated that the greatest contributors to “shared prosperity” in Kosovo were “*consistent economic growth*” (46%), “*better employment opportunities for young people*” (42%), and “*education and training that better ensure job opportunity*” (39%).



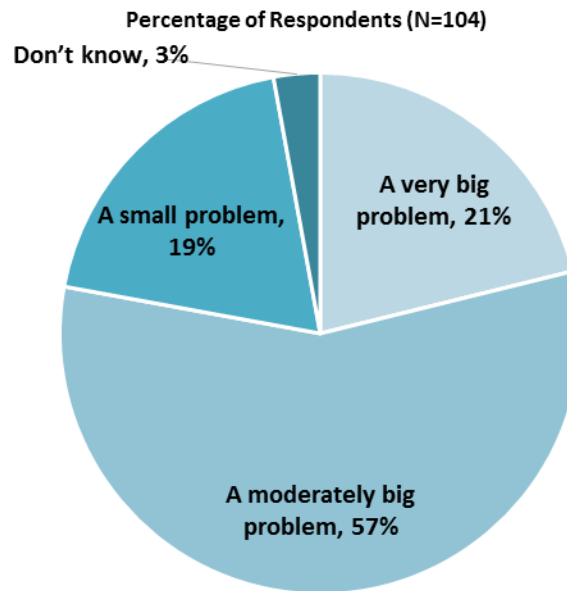
"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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

(Respondents chose from a list. Responses combined.)



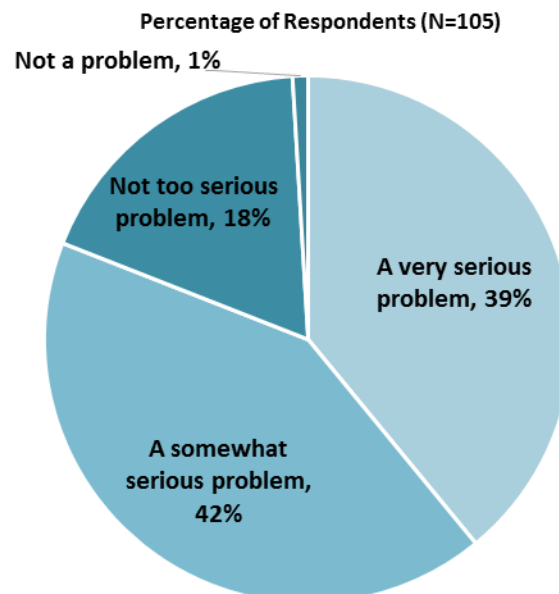
IV. General Issues Facing Kosovo (continued)

Gap between the Rich and the Poor



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Kosovo?" (Respondents chose from a list.)
(Note: no respondents chose "Not a problem at all")

Global Climate Change



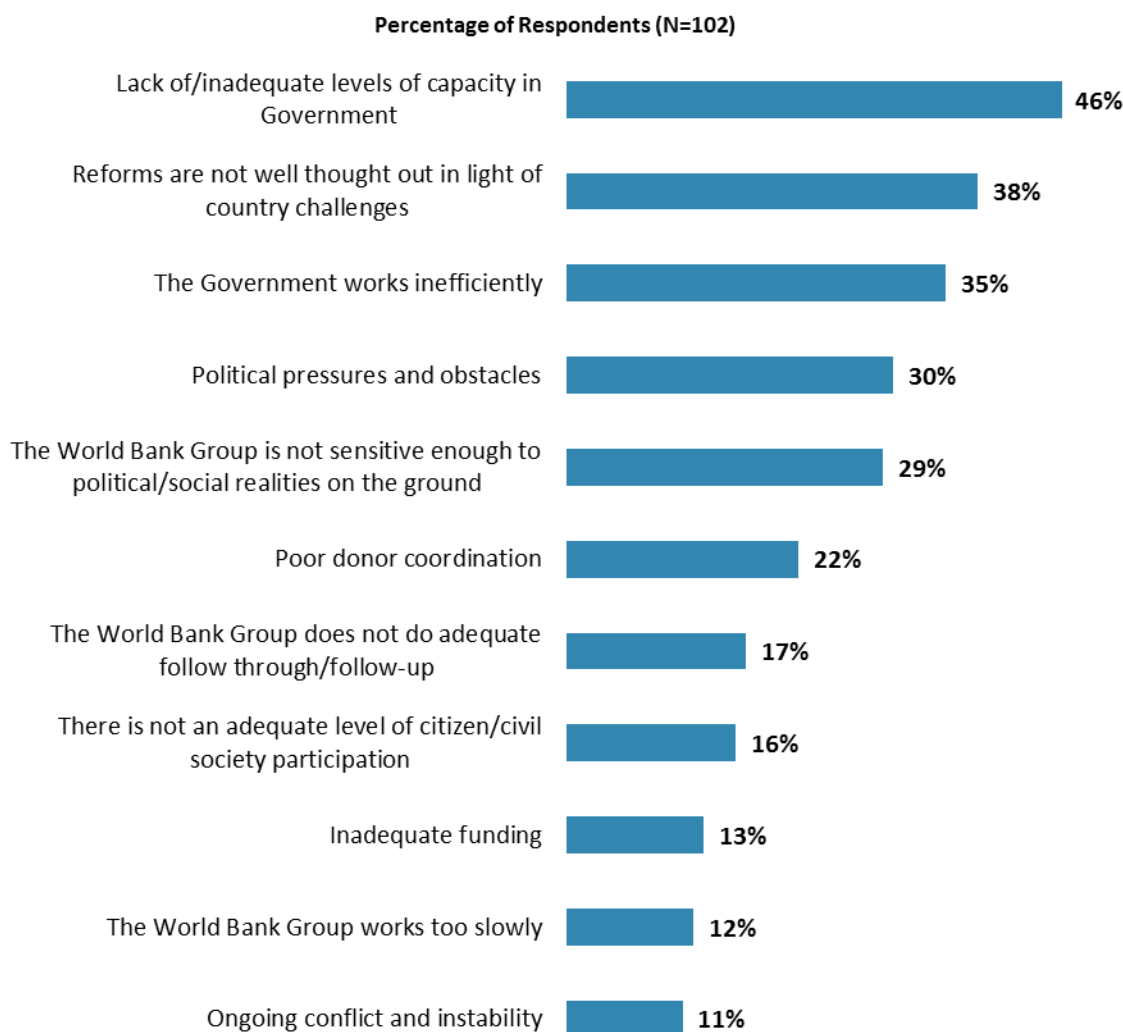
"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list.) (Note: no respondents chose "don't know")



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'13 Country Survey most often attributed failed or slow World Bank assisted reform efforts to that *"the Government works inefficiently"* (48%) and to the *"lack of/inadequate levels of capacity in Government"* (37%).



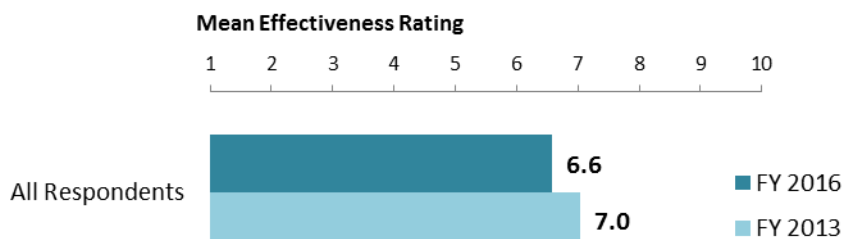
"When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)"
(Respondents chose from a list. Responses combined.)



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

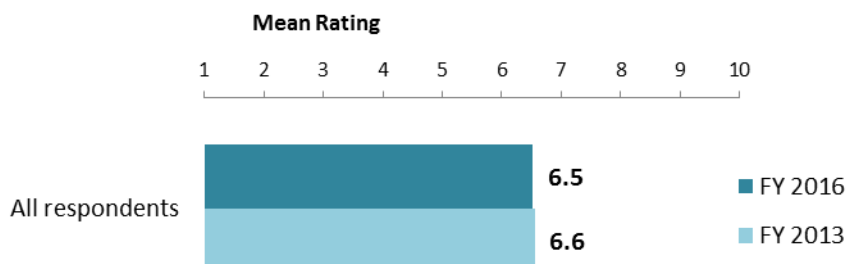
As noted in the "Methodology" section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group's annual Corporate Scorecard.

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



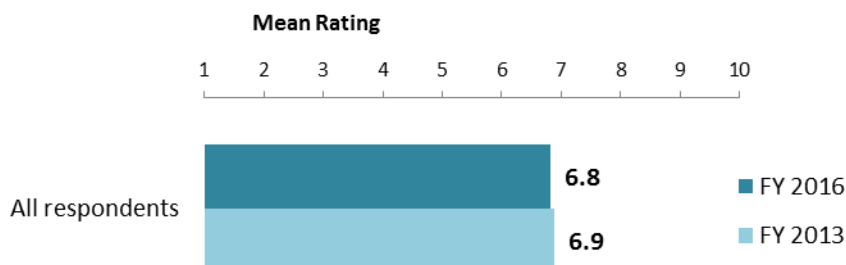
"Overall, please rate your impression of the World Bank Group's effectiveness in Kosovo."
(1 - "Not effective at all", 10 - "Very effective")

Achieving Development Results (Indicator Question)



"To what extent does the World Bank Group's work help to achieve development results in Kosovo?" (1-"To no degree at all", 10-"To a very significant degree")

Building/Strengthening Existing Country Systems (Indicator Question)

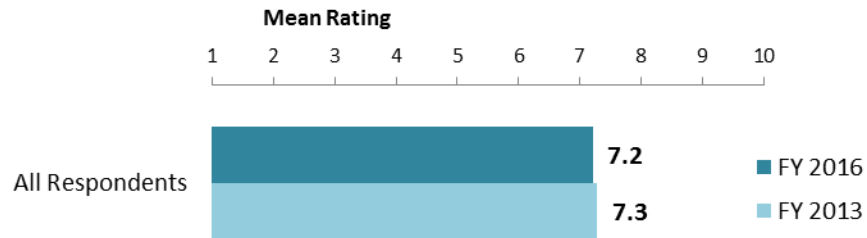


"To what extent does the World Bank Group help to build/strengthen existing country systems in Kosovo?" (1-"To no degree at all", 10-"To a very significant degree")



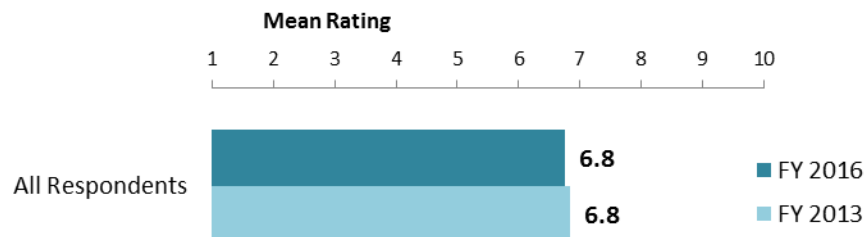
V. Overall Attitudes toward the World Bank Group (continued)

WBG Staff Preparedness



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

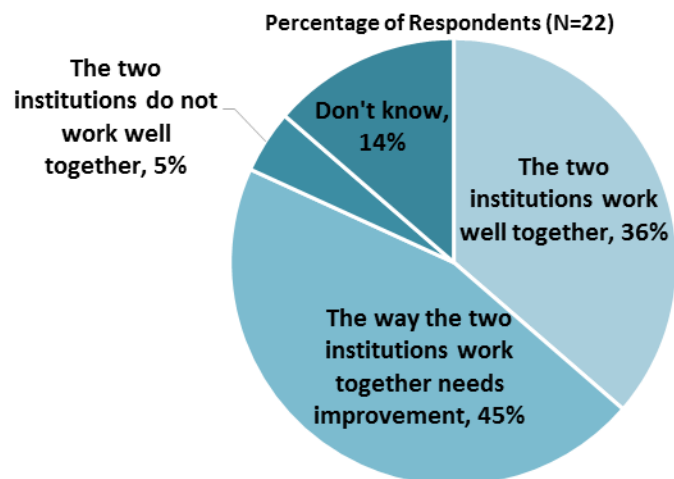
WBG Staffing in Kosovo



"To what extent do you believe the World Bank Group is adequately staffed in Kosovo?"
(1-"To no degree at all", 10-"To a very significant degree")

The World Bank and the IFC Working Together

- Only those stakeholders who responded "Yes" to the question "Do your projects involve both the World Bank and the IFC?" provided their views on the working relationship between the World Bank and the IFC.



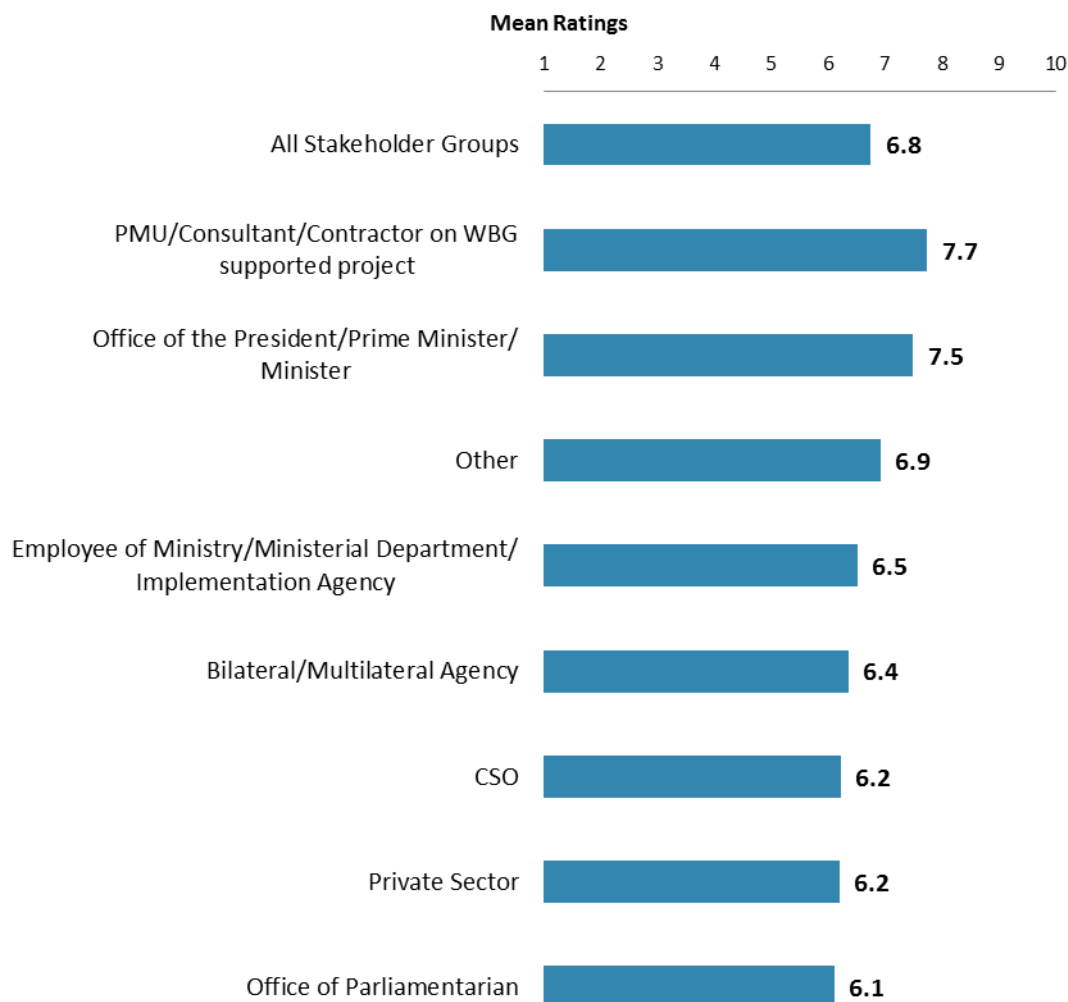
"If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Kosovo?" (Respondents chose from a list.)



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents across stakeholder groups gave statistically similar overall ratings for the twenty eight indicator questions. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 63).



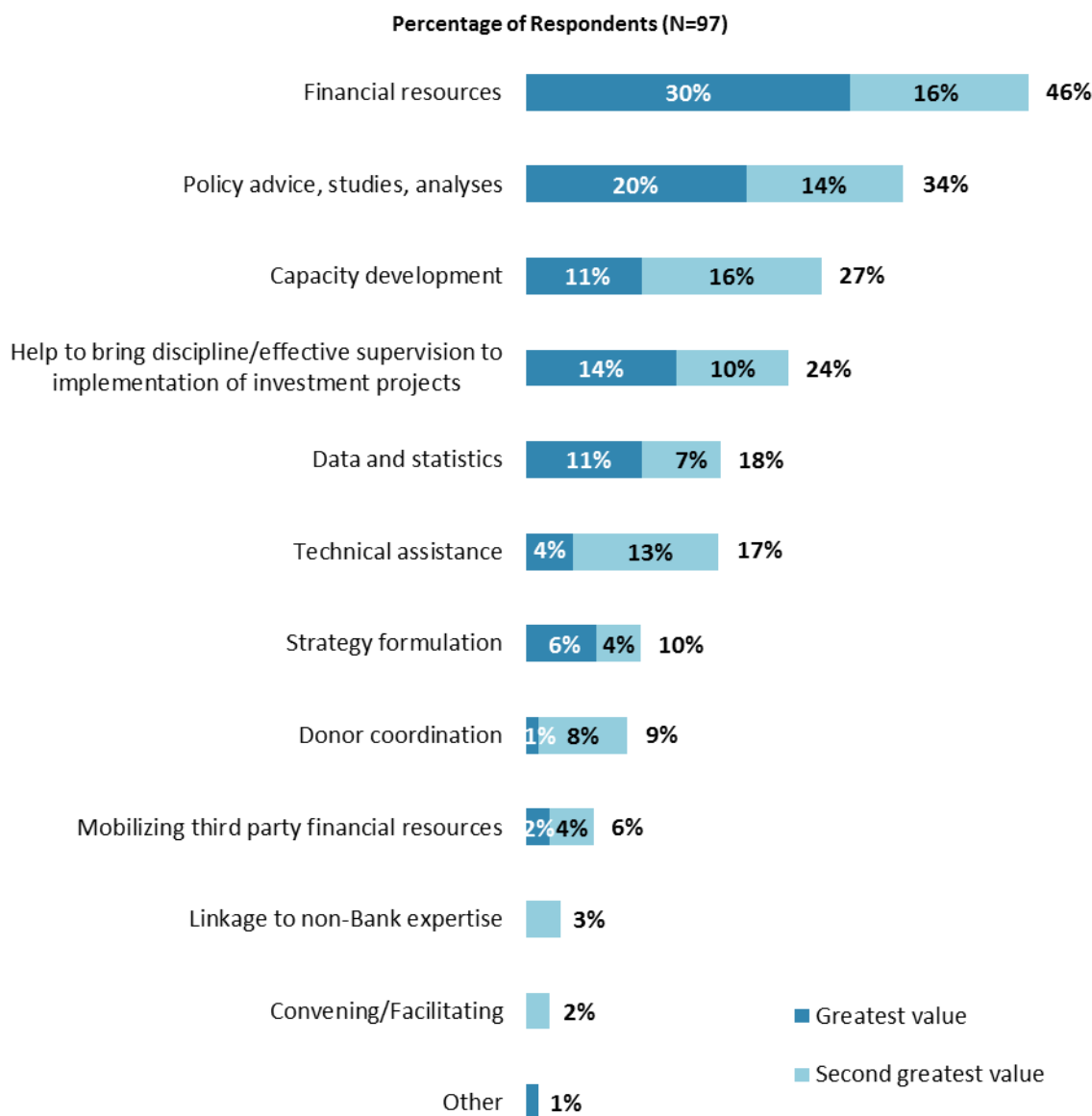
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest value to Kosovo was its "*financial resources: investment lending*" (49%).



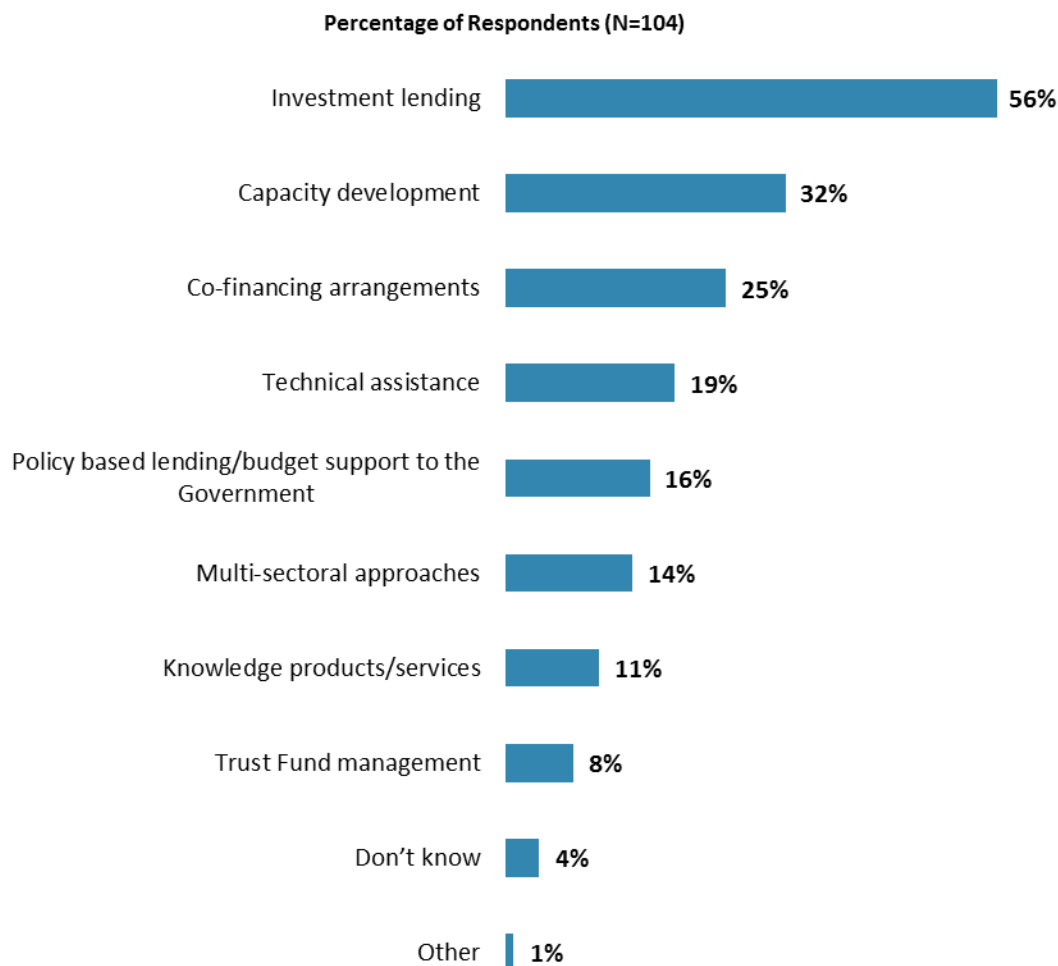
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Kosovo?"
(Respondents chose from a list.)



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

Most Effective Instruments in Reducing Poverty

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the most effective World Bank's instruments in reducing poverty in Kosovo were “investment lending” (38%) and “capacity development” (37%).



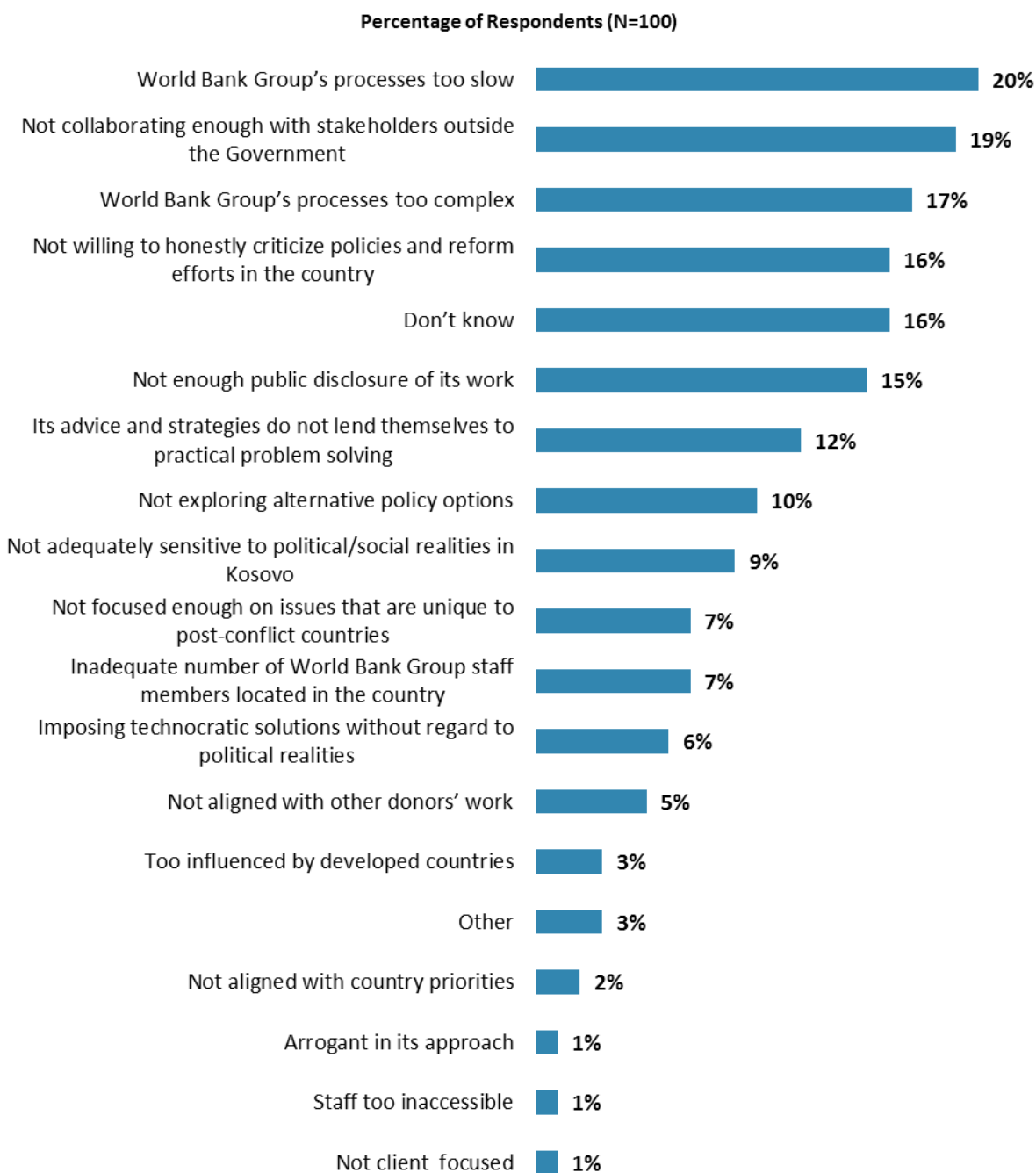
“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Kosovo? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest weakness in its work in the country was "*not being adequately sensitive to political/social realities in Kosovo*" (28%).

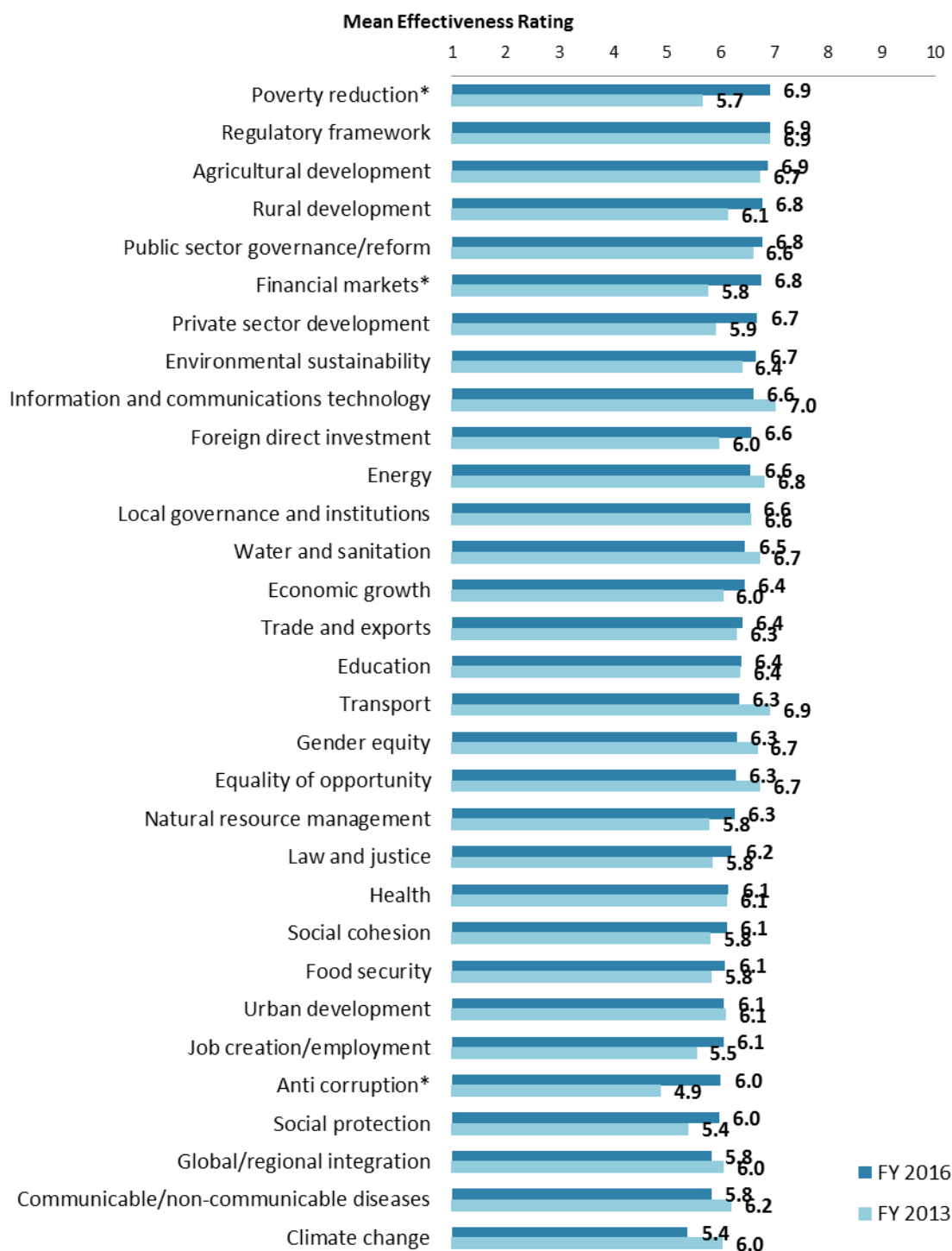


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Kosovo? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison

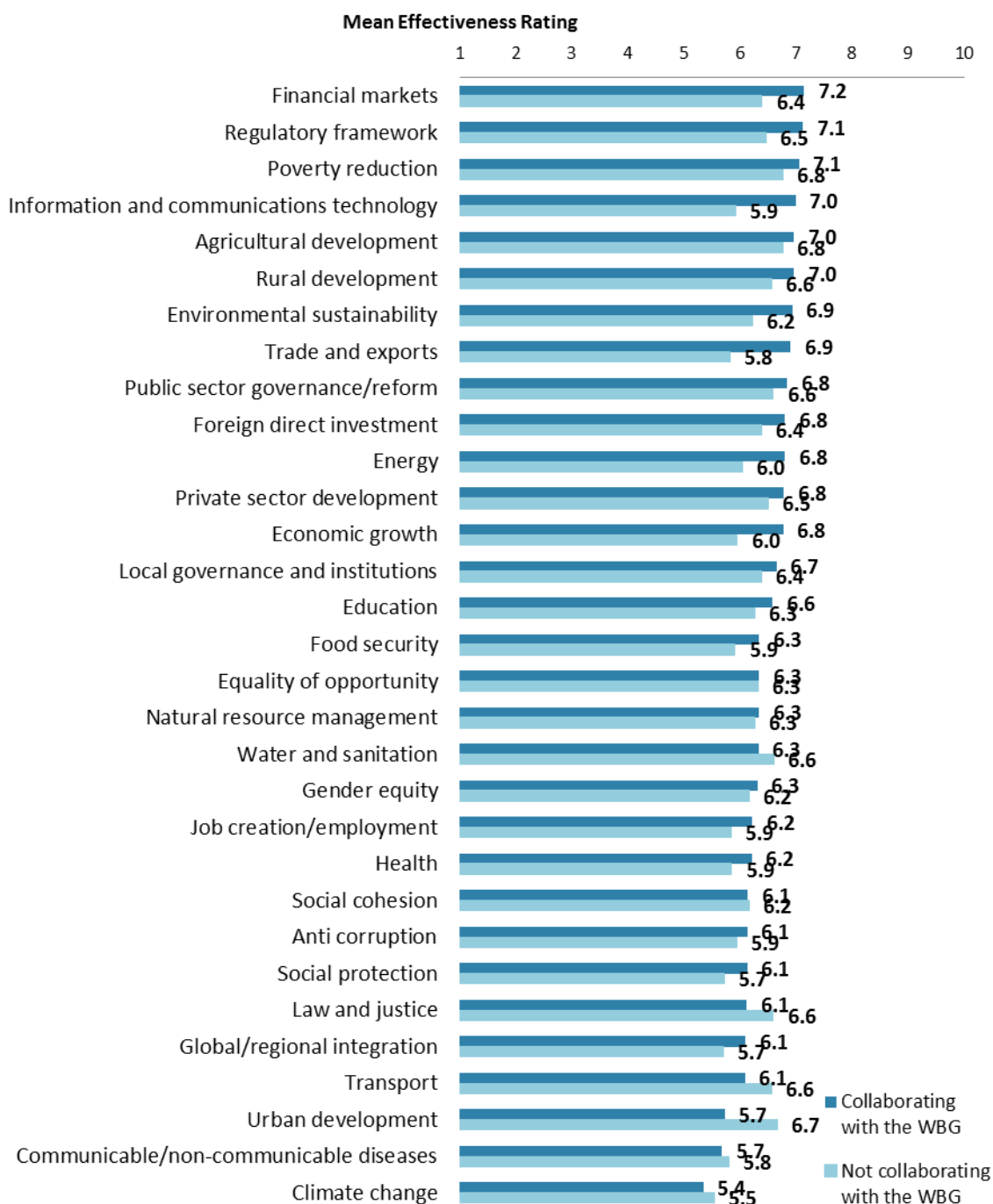


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Kosovo?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2016 and FY 2013)



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration²



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

² Note in the Appendix on the sectoral effectiveness (Appendix A, page 55) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

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

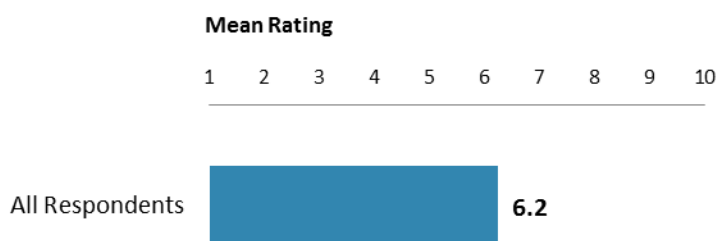
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents'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

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Kosovo. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at gender equity;
 - The WBG's effectiveness at law and justice; and
 - The WBG's effectiveness at job creation/employment.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Kosovo, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The area determined to be key driver from these analyses was:
 - The WBG's effectiveness at law and justice;
 - The WBG's effectiveness at transport; and
 - The WBG's effectiveness at gender equity.



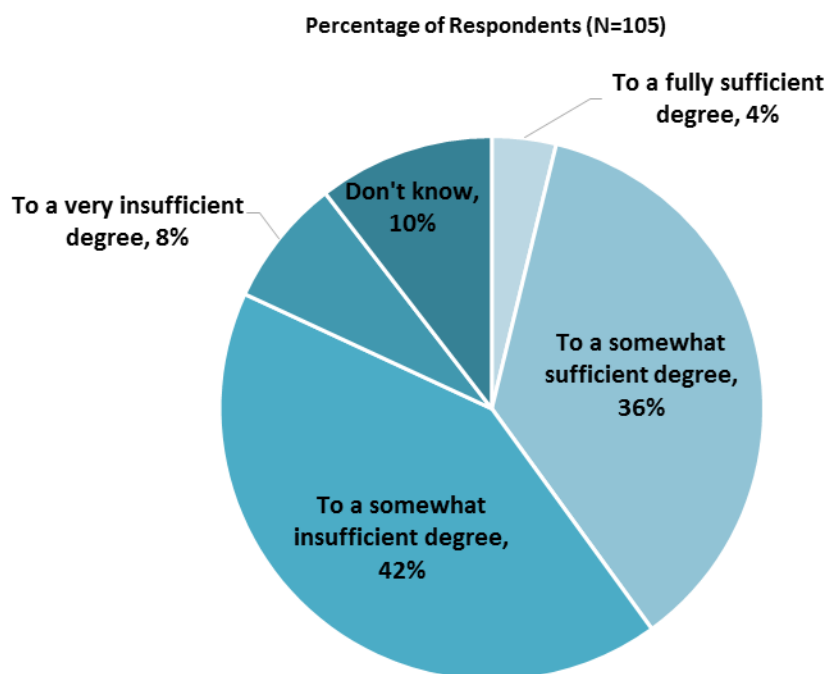
VI. Sectoral Effectiveness (continued)

The WBG Promoting Private Public Partnerships



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

Helping the Poorest

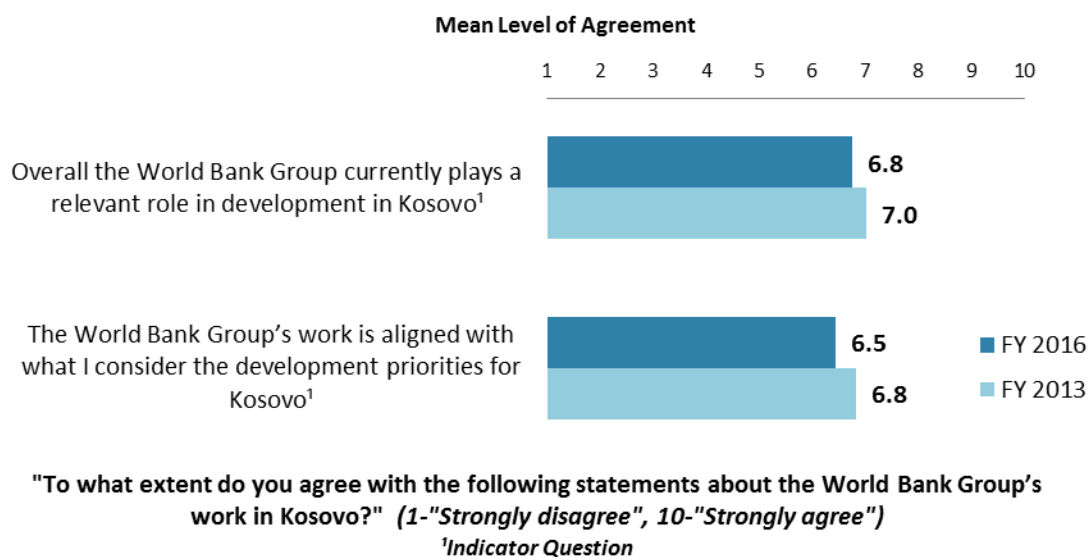


"To what extent do you believe that the World Bank Group's work and support help the poorest in Kosovo?"
(Respondents chose from a list.)

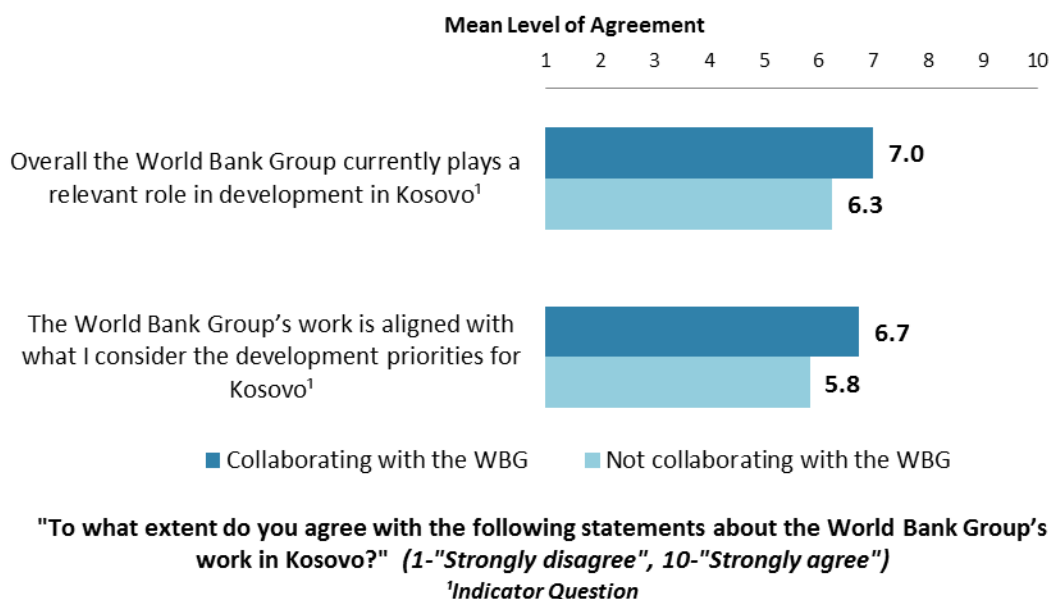


VII. How the World Bank Group Operates

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



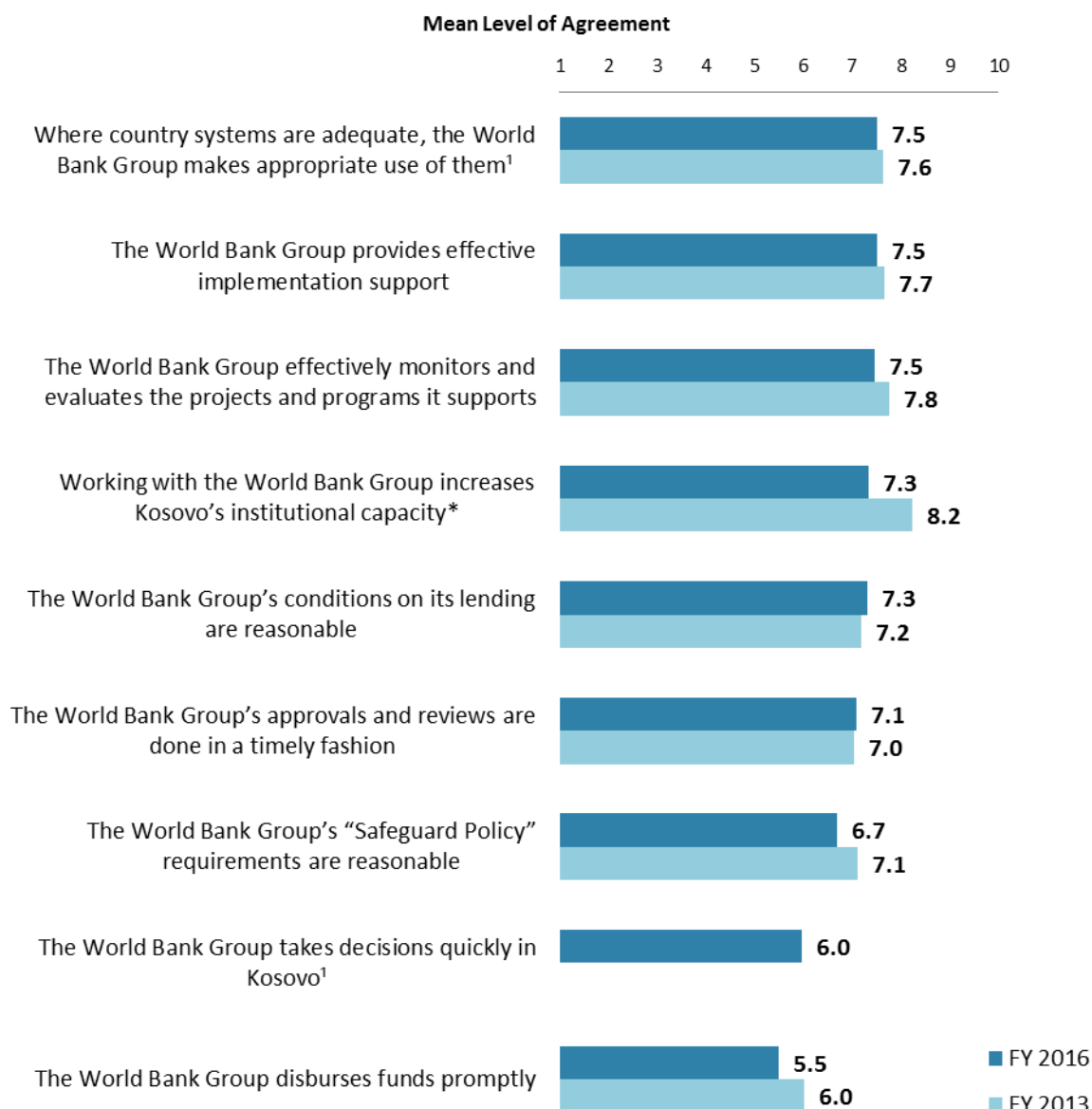
The World Bank Group's Work in Kosovo: Collaboration





VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison



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

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

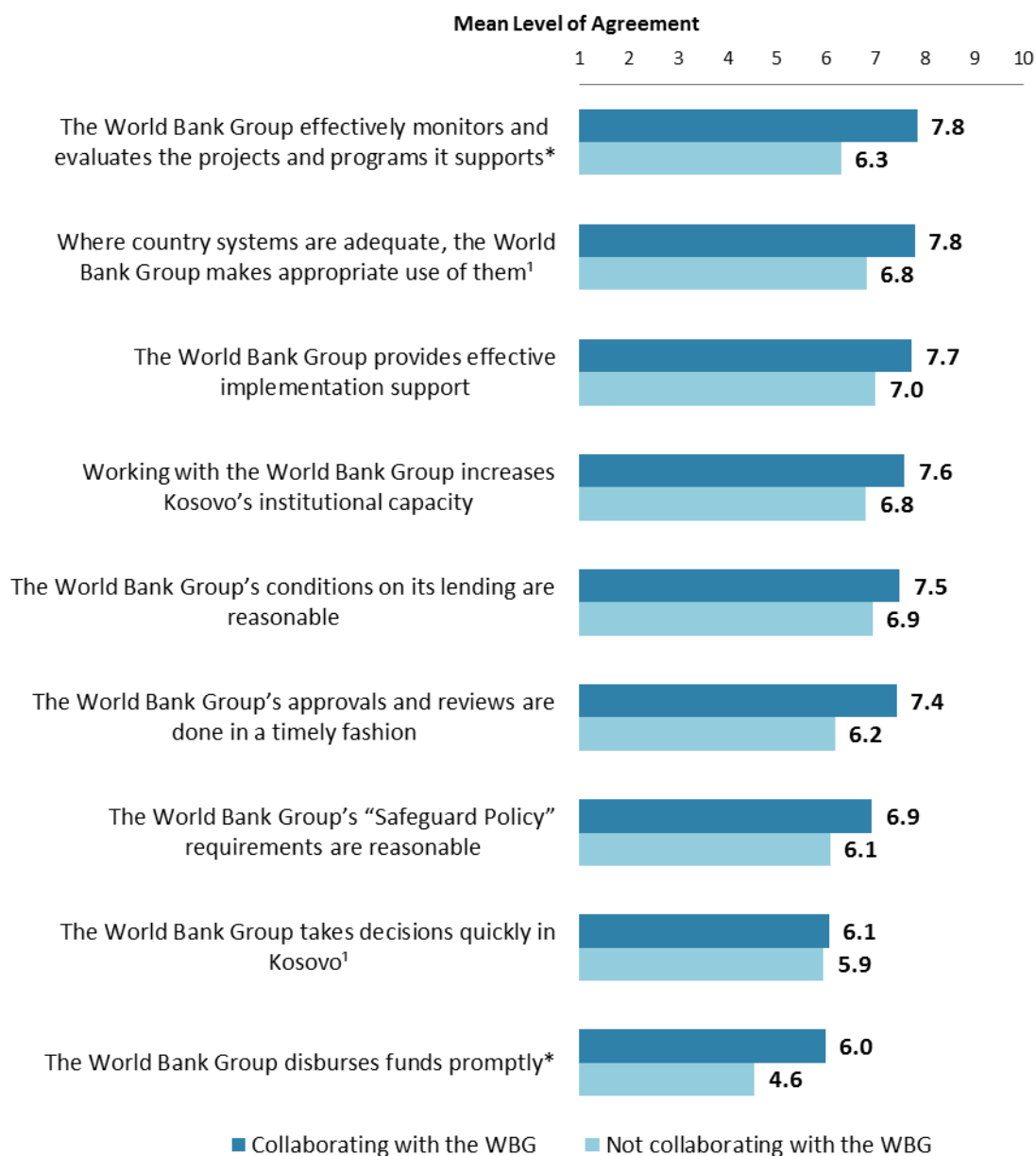
(*Significantly different between FY 2016 and FY 2013)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration



"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between collaborators and non-collaborators with the WBG)
¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison



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

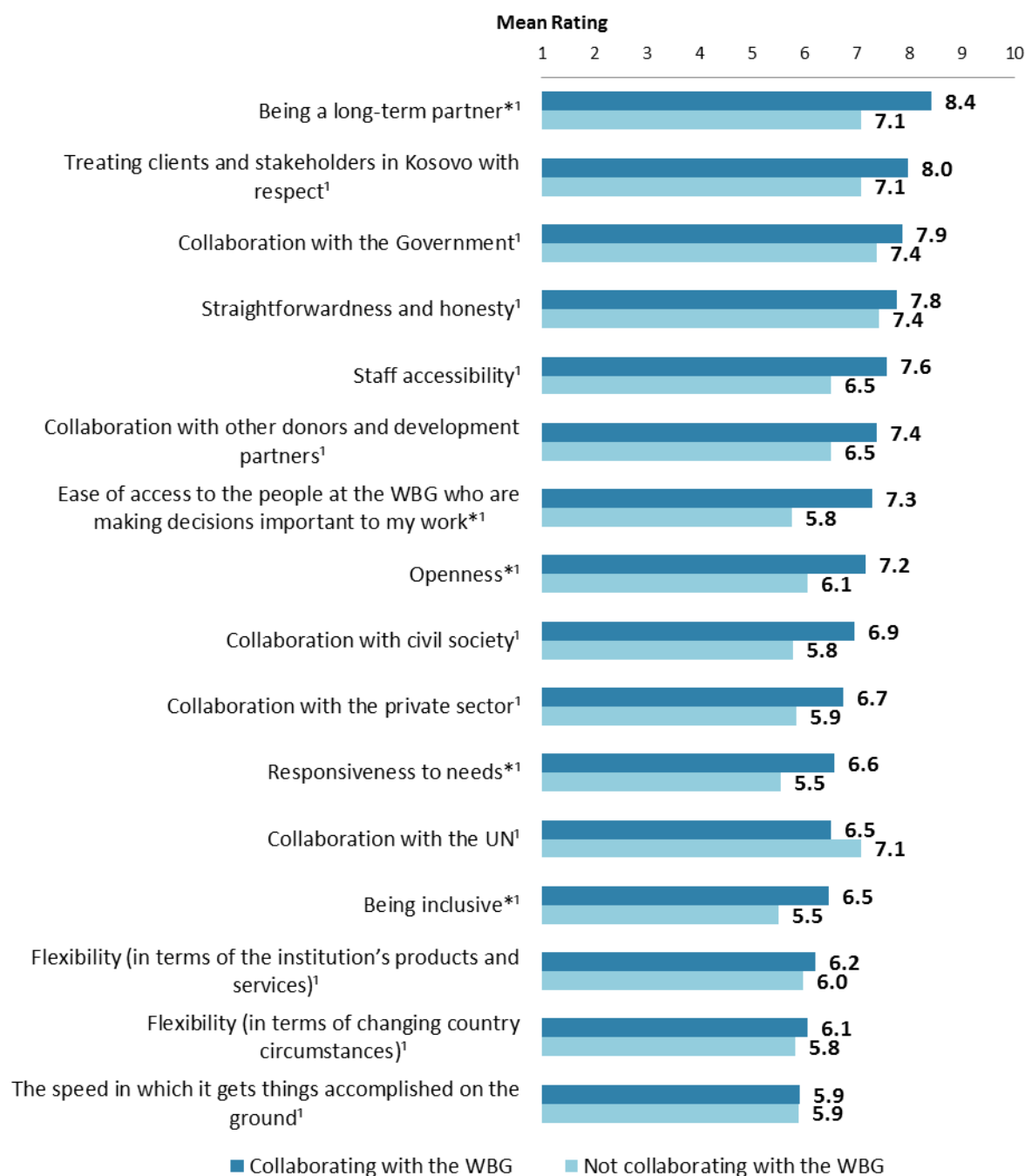
(*Significantly different between FY 2016 and FY 2013)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



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

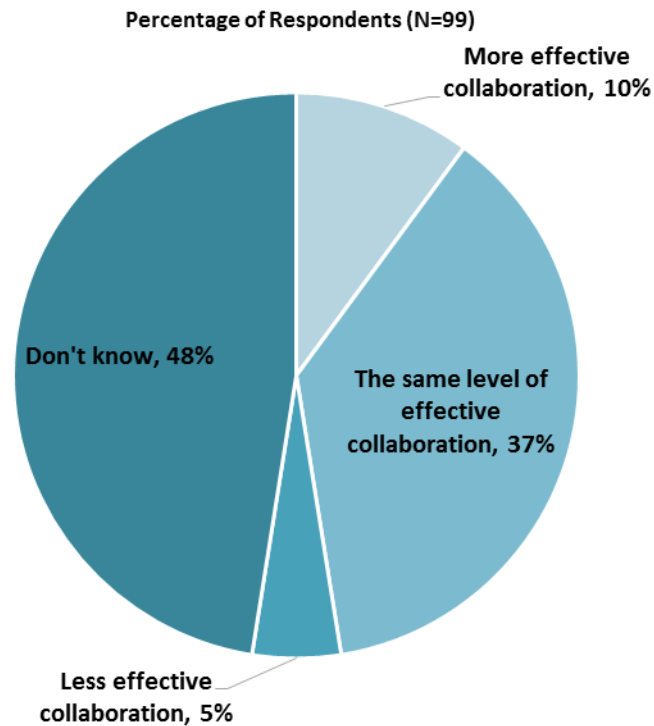
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



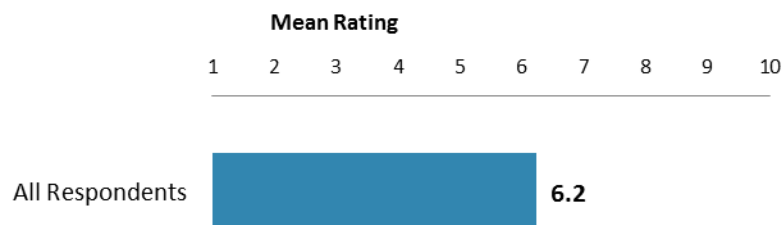
VII. How the World Bank Group Operates (continued)

Collaboration between the UN and the WBG



"In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country?" (Respondents chose from a list.)

Internal Measuring and Monitoring



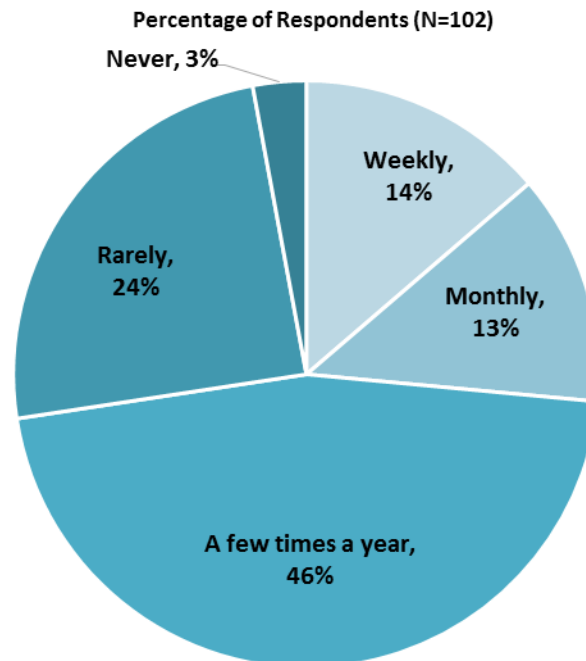
"To what extent do you believe the World Bank Group measures and corrects its work in real time in Kosovo?" (1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

- **Stakeholder groups:** In this year's Country Survey, respondents from the Office of the President/Prime Minister/Minister, employees of ministries, and PMUs/consultants on WBG-supported projects indicated the most frequent usage (*weekly/monthly*) of the WBG's knowledge work and activities compared to respondents from other stakeholder groups.

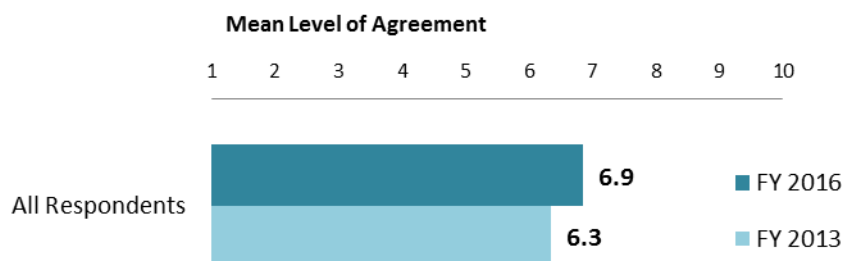


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)



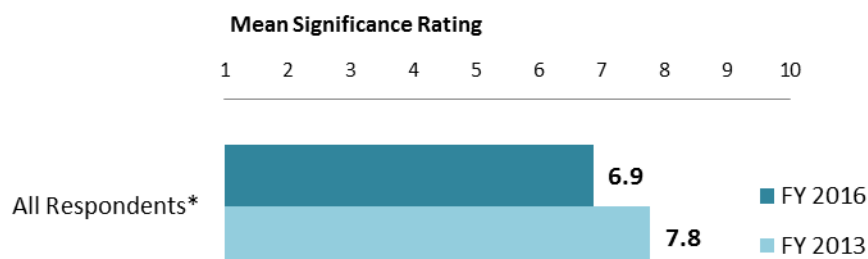
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Kosovo's Knowledge Needs (*Indicator Question*)



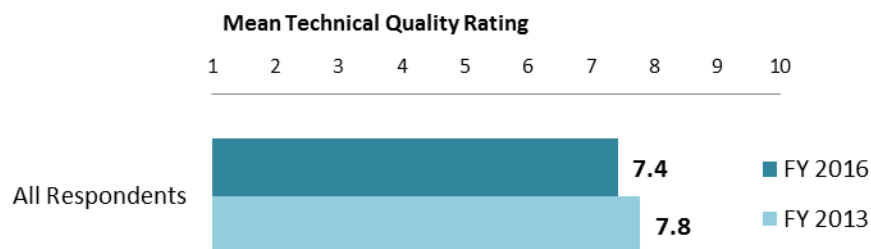
"The World Bank Group meets Kosovo's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

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



"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"
(1-"Not significant at all", 10-"Very significant")
(*Significantly different between FY 2016 and FY 2013)

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

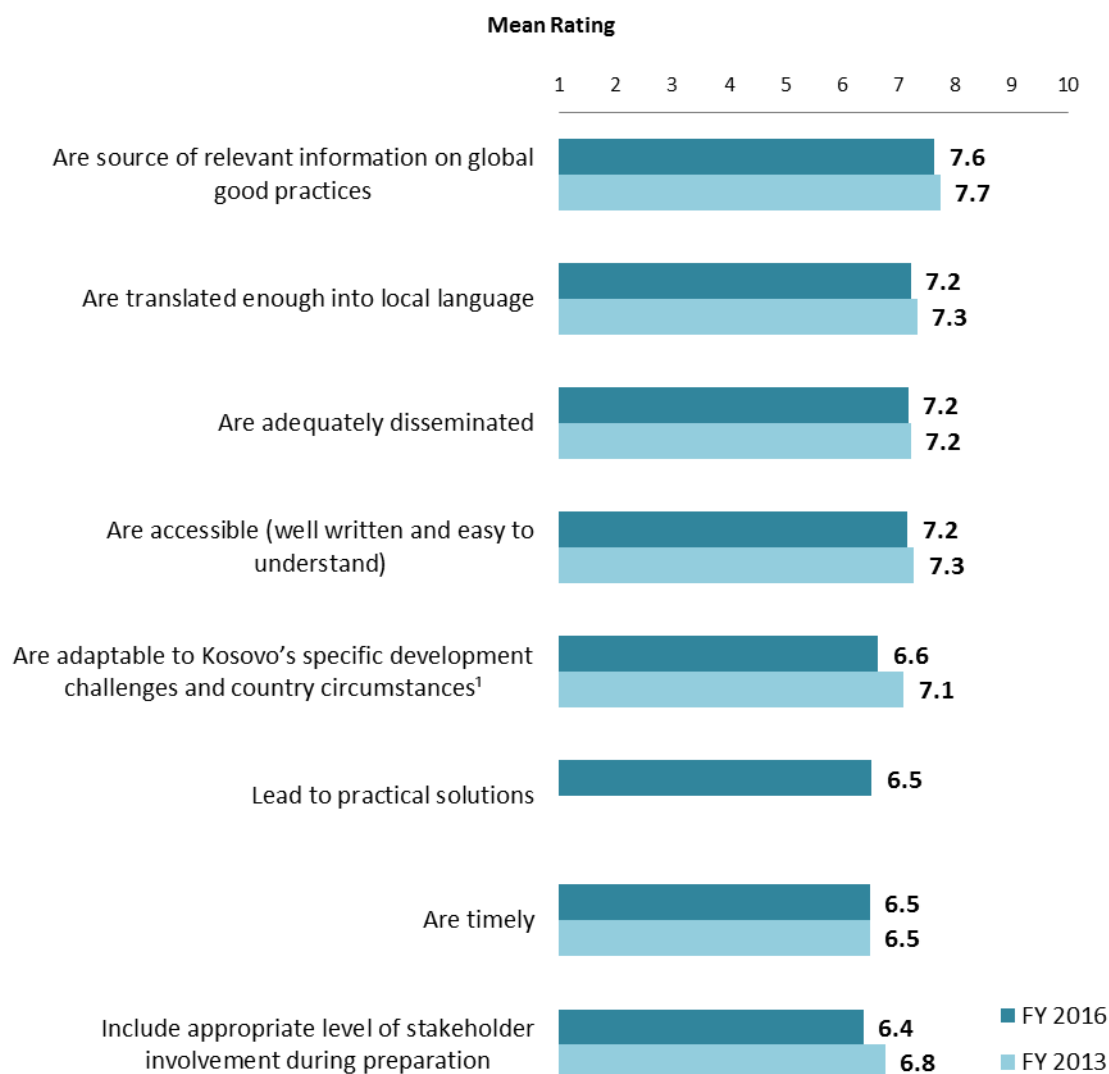


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")



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

Qualities of the WBG's Knowledge Work and Activities



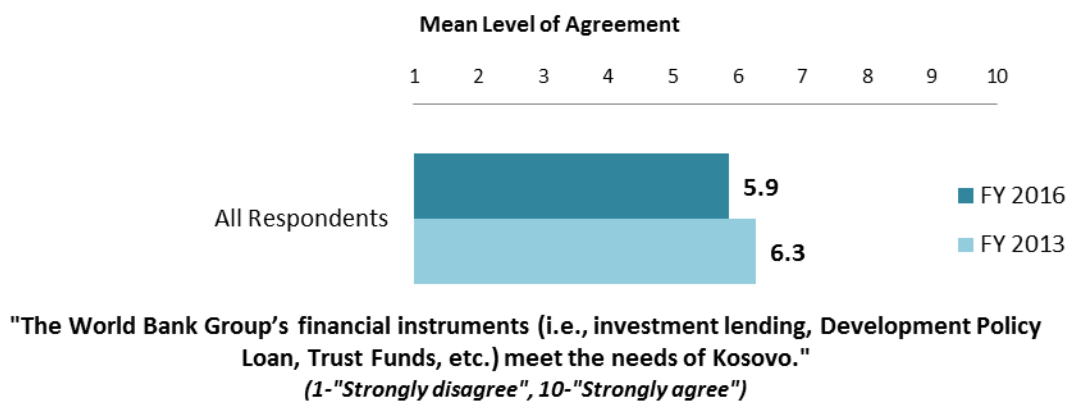
"In Kosovo, to what extent do you believe that the World Bank Group's knowledge work and activities: ..." (1-"To no degree at all", 10-"To a very significant degree")

'Indicator Question



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

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

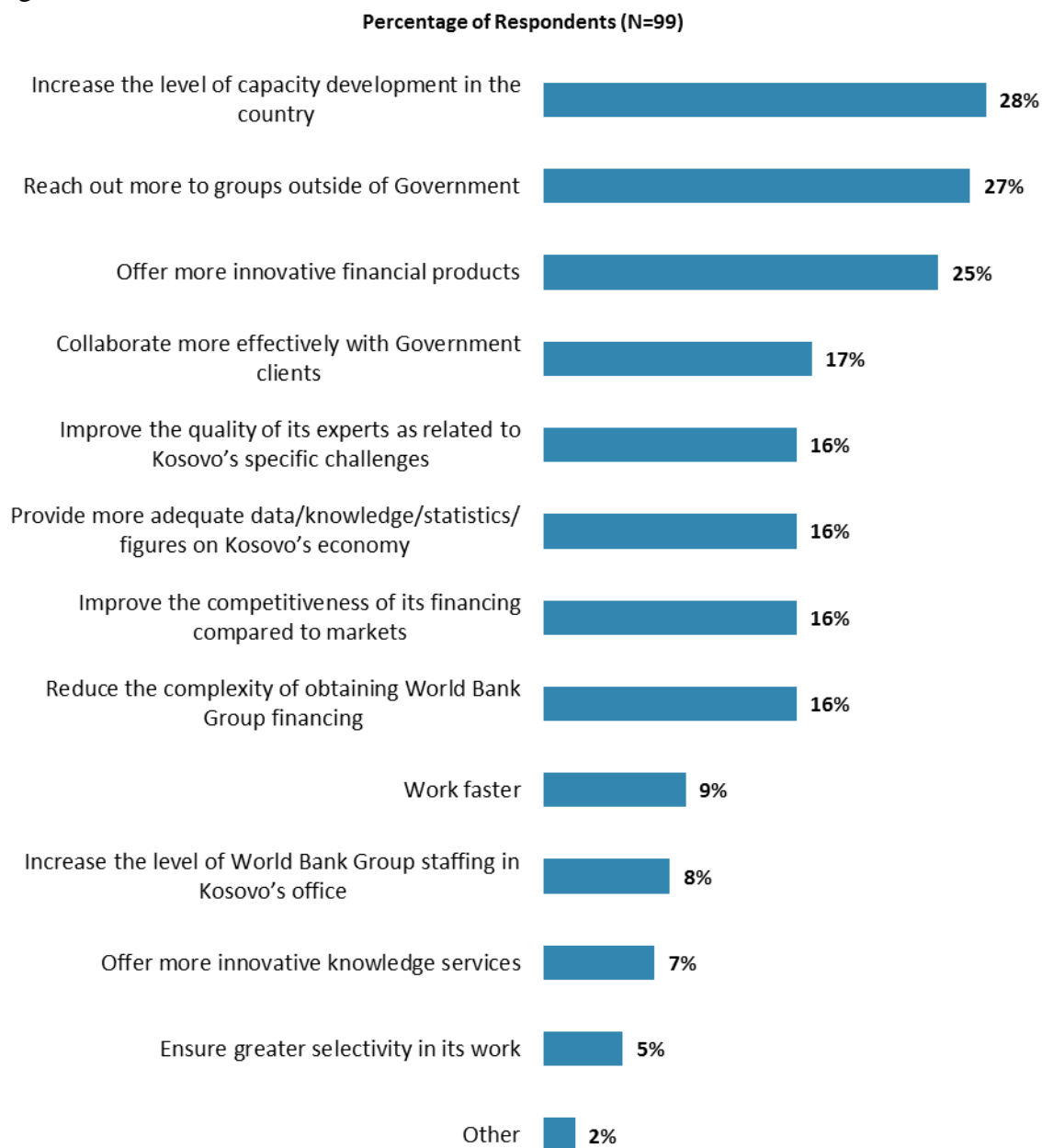




IX. The Future Role of the World Bank Group in Kosovo

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should “*reach out more to groups outside of government*” (42%), “*reduce the complexity of obtaining World Bank financing*” (35%), and “*improve the quality of its experts as related to Kosovo’s specific challenges*” (32%) to make itself of greater value in Kosovo.



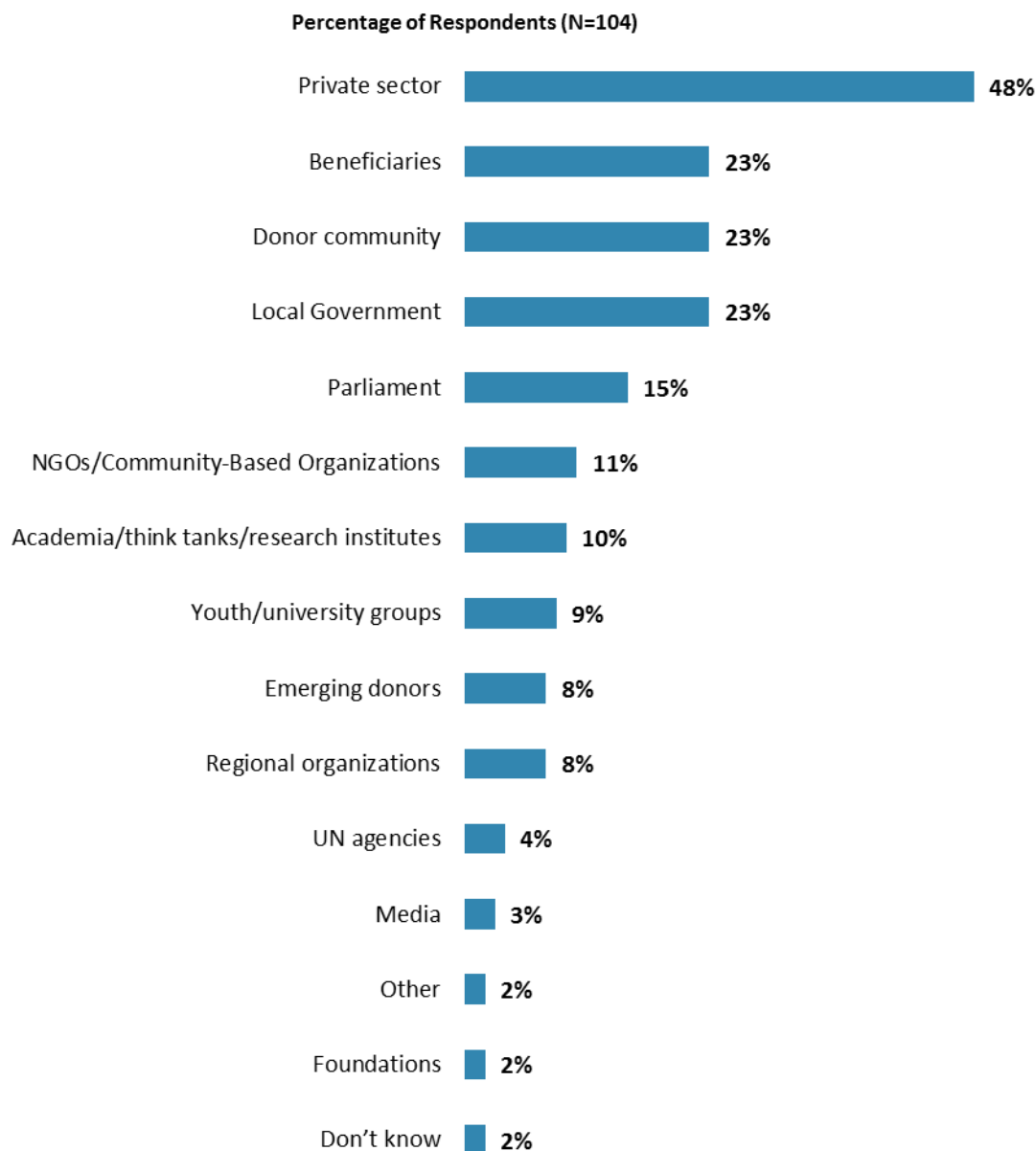
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Kosovo? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should work more with “*private sector*” (48%), “*local government*” (31%), and “*NGOs*” (29%) to ensure better development results in Kosovo.



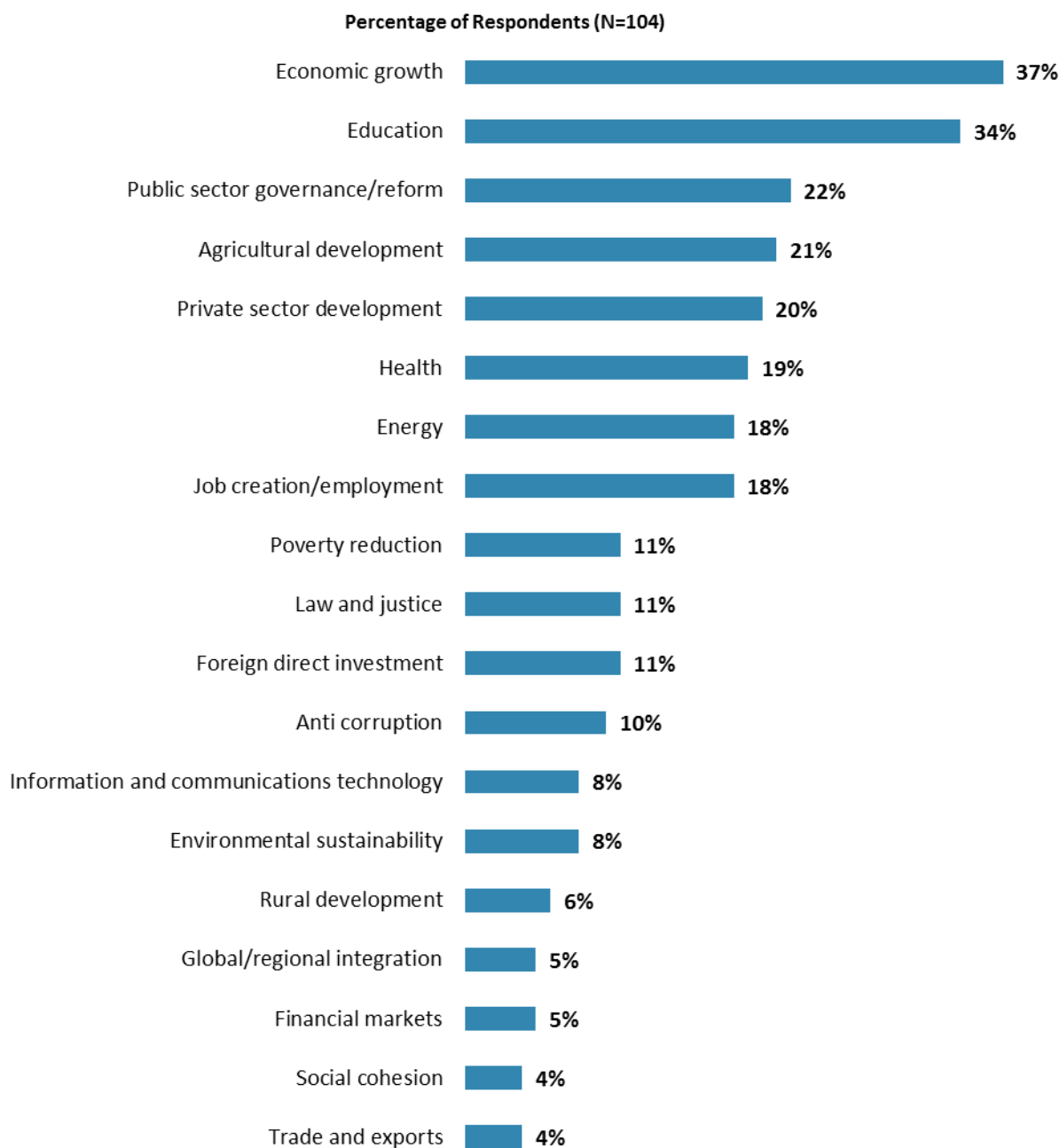
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should focus its resources in Kosovo on “*job creation/employment*” (29%), “*domestic private sector development*” (27%), “*economic growth*” (27%), “*poverty reduction*” (26%), and “*education*” (26%).

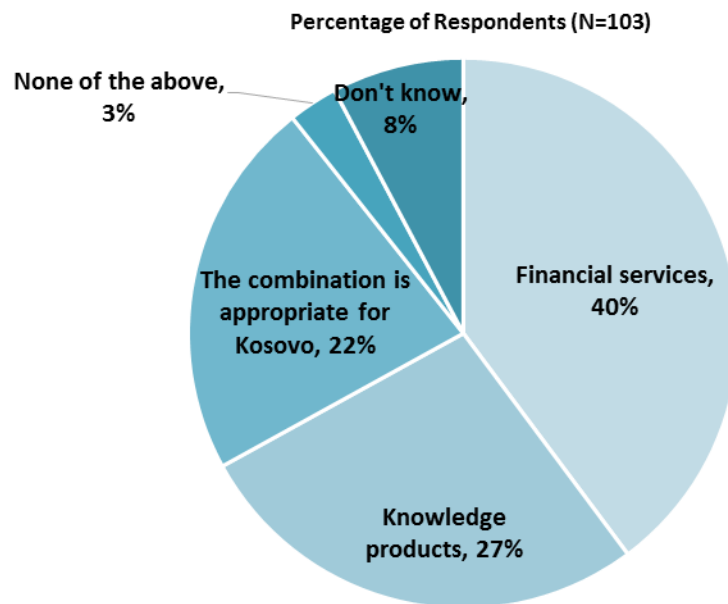


“When thinking about how the World Bank Group can have the most impact on development results in Kosovo, in which sectoral areas do you believe the WBG should focus most of its resources in Kosovo? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 19 of 35 response options shown.)



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

Future Combination of the WBG Services

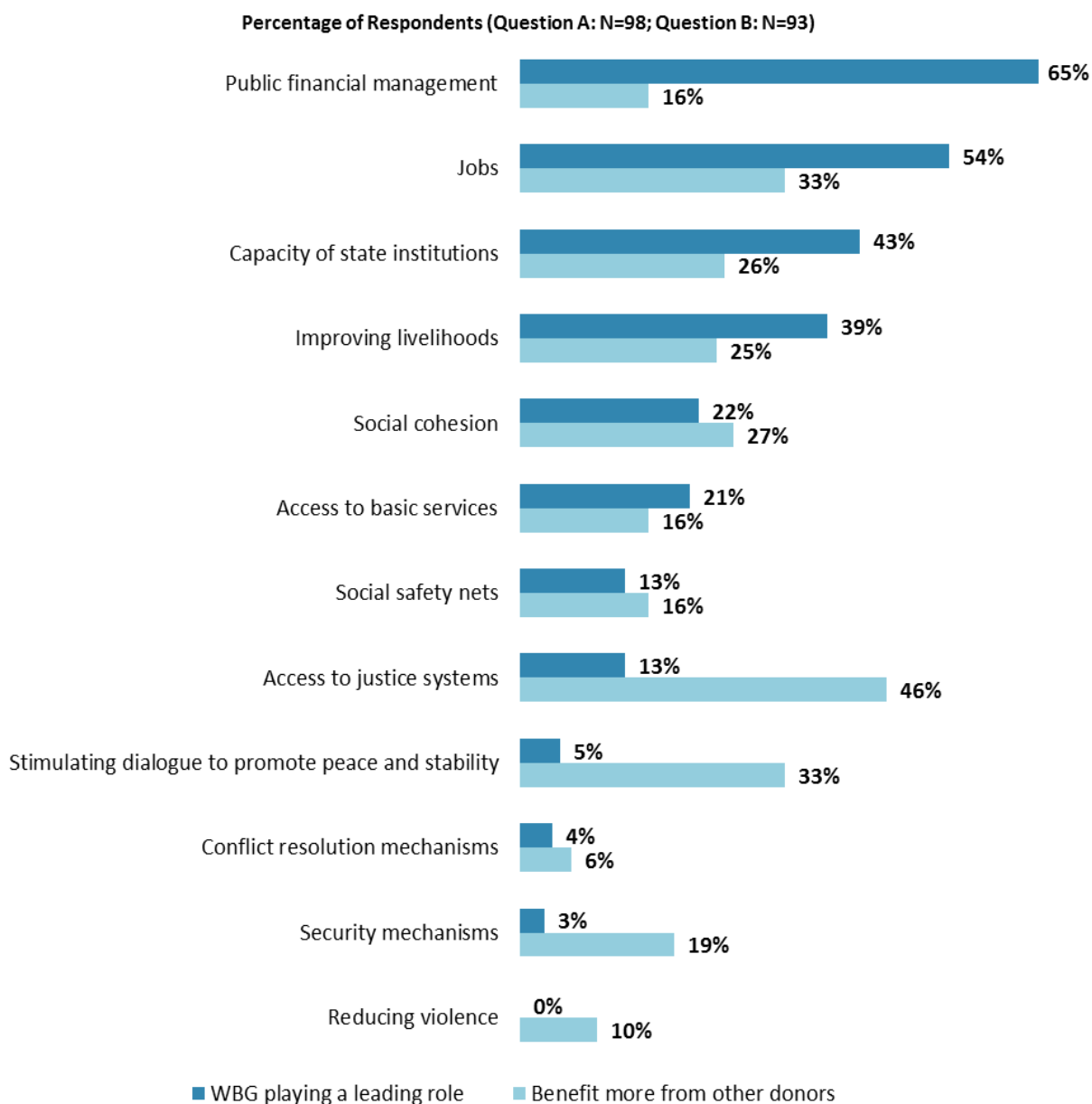


"When considering the combination of services that the World Bank Group offers in Kosovo, and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in Kosovo?" (Respondents chose from a list.)



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

The WBG Playing a Leading Role vs. Other Donors



"Please answer the following questions:

A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Kosovo?

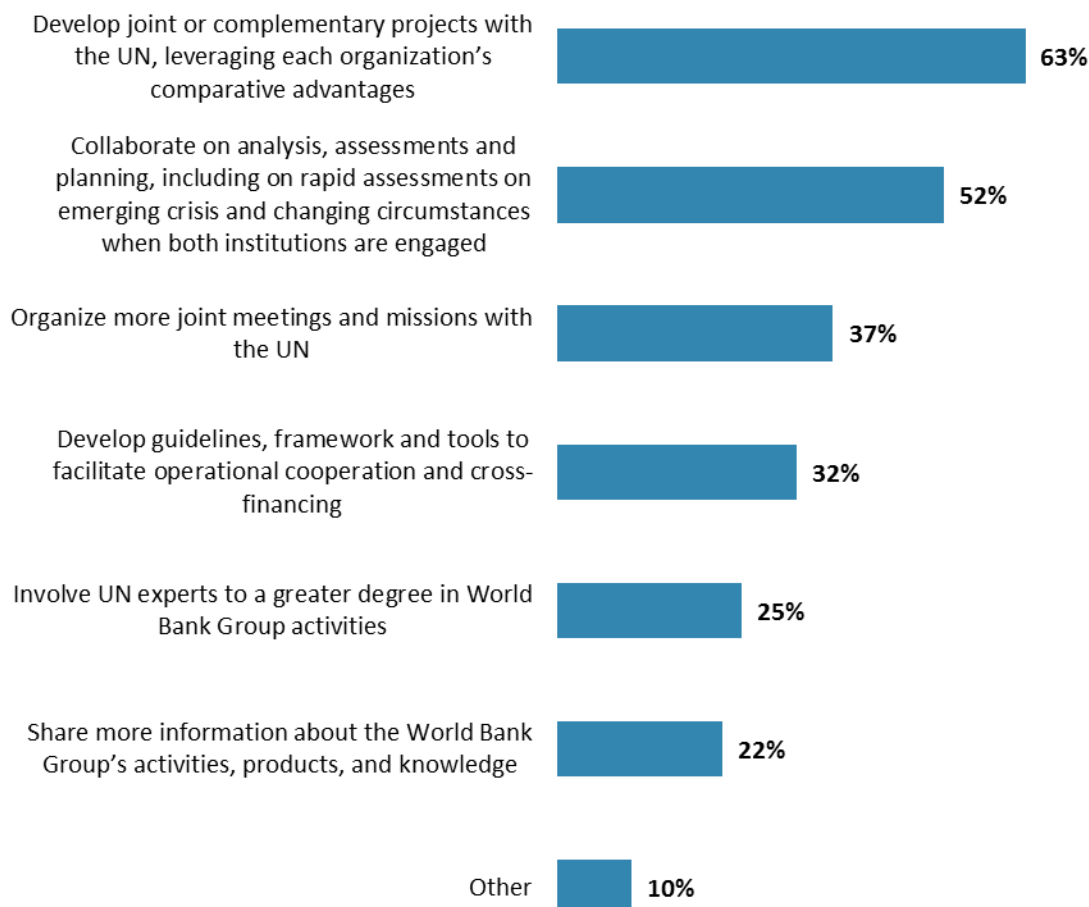
B. Which THREE areas below would benefit most from other donors in Kosovo?"
(Respondents chose from a list. Responses combined.)



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

Future Collaboration between the UN and the WBG

Percentage of Respondents (N=81)



"What should the World Bank Group do to improve collaboration with the UN in the field?"
(Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

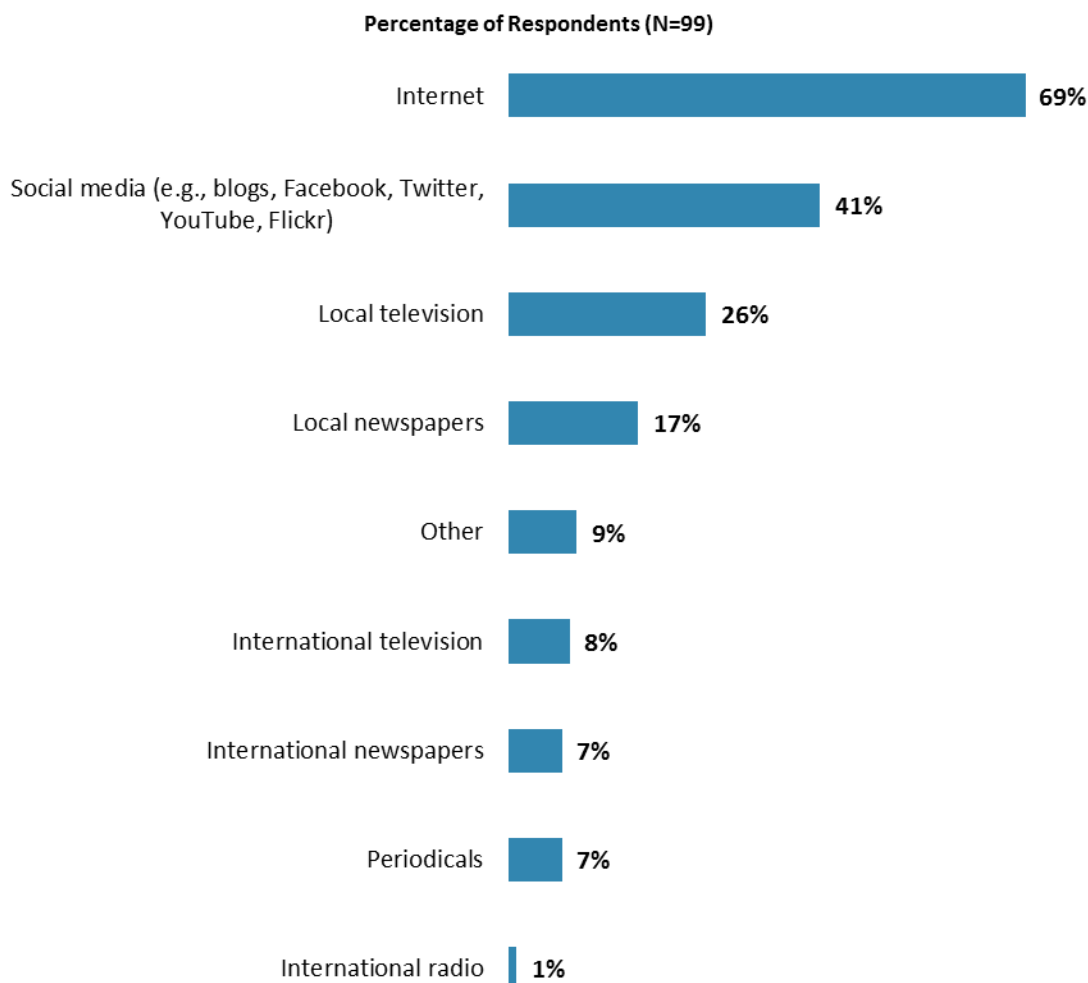


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 63) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that they got most of their information about economic and social development issues in Kosovo from “*Internet*” (64%), “*local newspapers*” (54%), and “*local television*” (52%).



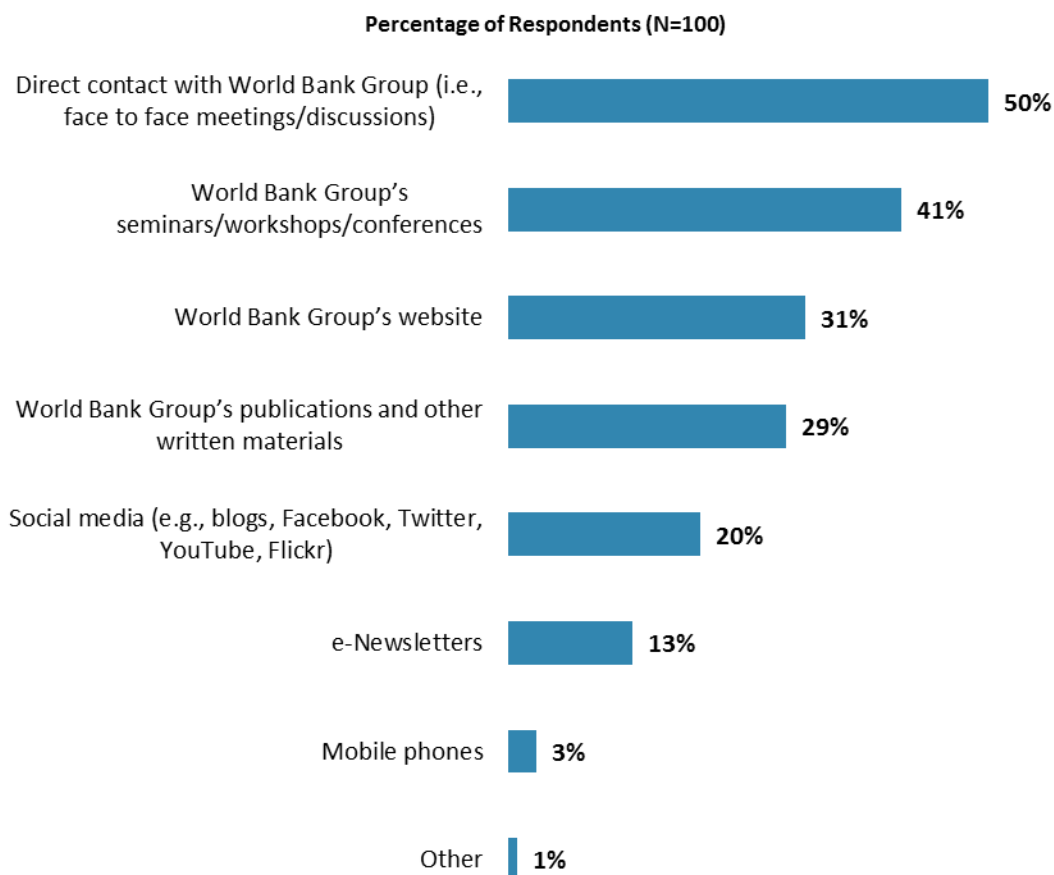
"How do you get most of your information about economic and social development issues in Kosovo? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that they would prefer to receive information from the World Bank through its “*website*” (60%) and “*World Bank seminars/workshops/conferences*” (41%).

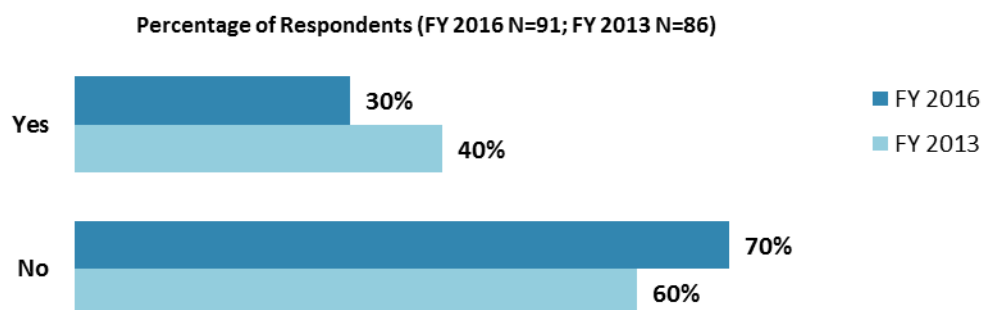


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



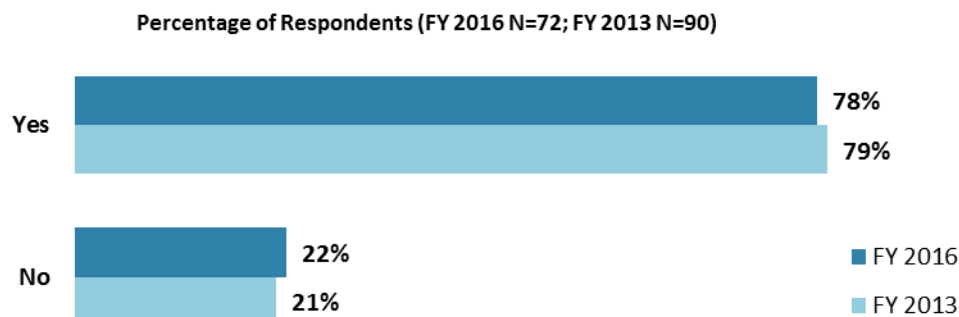
X. Communication and Outreach (continued)

Access to Information



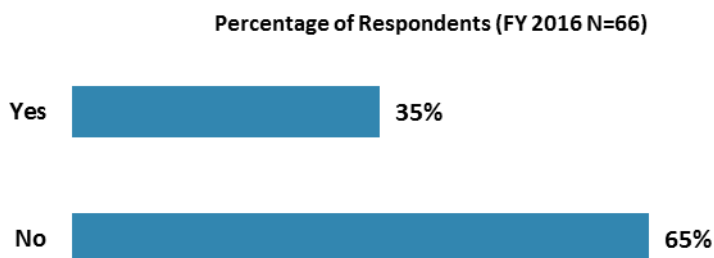
"Are you aware of the World Bank Group's Access to Information Policies under which the WBG discloses any information in its possession that is not on a list of exceptions?"

The WBG Website Usage



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

Use of the WBG's Social Media Channels



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



XI. Appendices

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Kosovo





Appendix A: Responses to All Questions across All Respondents (N=105)

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

A. General Issues Facing Kosovo

1. In general would you say that Kosovo is headed in ... ?	Percentage of Respondents (N=101)
The right direction	47.5%
The wrong direction	16.8%
Not sure	35.6%

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

2. Listed below are a number of development priorities in Kosovo. Please identify which of the following you consider the most important development priorities in Kosovo? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=102)
Education	34.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	33.3%
Law and justice (e.g., judicial system)	33.3%
Private sector development	27.5%
Job creation/employment	27.5%
Economic growth	21.6%
Health	19.6%
Energy	18.6%
Foreign direct investment	17.6%
Anti corruption	14.7%
Poverty reduction	7.8%
Global/regional integration	5.9%
Agricultural development	5.9%
Information and communications technology	4.9%
Equality of opportunity (i.e., equity)	2.9%
Security/stabilization/reconstruction	2.9%
Water and sanitation	2.9%
Environmental sustainability	2.9%
Local governance and institutions	2.9%
Rural development	2.9%
Gender equity	2.0%
Social protection (e.g., pensions, targeted social assistance)	2.0%
Food security	1.0%
Natural resource management (e.g., coal, mining, minerals)	1.0%
Social cohesion	1.0%
Urban development	0.0%
Regional conflict and tensions	0.0%
Financial markets	0.0%
Climate change (e.g., mitigation, adaptation)	0.0%
Transport (e.g., roads, bridges, transportation)	0.0%
Trade and exports	0.0%
Crime and violence	0.0%
Regulatory framework	0.0%
Communicable/non-communicable diseases	0.0%
Disaster management	0.0%

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

3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Kosovo? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=103)
Economic growth	45.6%
Education	30.1%
Job creation/employment	30.1%
Private sector development	25.2%
Law and justice (e.g., judicial system)	21.4%
Agricultural development	21.4%
Rural development	15.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	14.6%
Foreign direct investment	13.6%
Anti corruption	13.6%
Equality of opportunity (i.e., equity)	10.7%
Social protection (e.g., pensions, targeted social assistance)	9.7%
Energy	8.7%
Global/regional integration	6.8%
Local governance and institutions	6.8%
Social cohesion	5.8%
Health	5.8%
Water and sanitation	2.9%
Information and communications technology	2.9%
Climate change (e.g., mitigation, adaptation)	1.9%
Natural resource management (e.g., coal, mining, minerals)	1.9%
Financial markets	1.0%
Regulatory framework	1.0%
Environmental sustainability	1.0%
Regional conflict and tensions	0.0%
Gender equity	0.0%
Urban development	0.0%
Transport (e.g., roads, bridges, transportation)	0.0%
Crime and violence	0.0%
Communicable/non-communicable diseases	0.0%
Security/stabilization/reconstruction	0.0%
Disaster management	0.0%
Trade and exports	0.0%
Food security	0.0%

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

4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Kosovo? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=93)
Education and training that better ensure job opportunity	44.1%
Consistent economic growth	39.8%
Better employment opportunities for young people	28.0%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	22.6%
A growing middle class	19.4%
Greater voice and participation for citizens to help ensure greater accountability	9.7%
More reliable social safety net	6.5%
Better employment opportunities for women	6.5%
Greater access to micro-finance for the poor	5.4%
Better opportunity for the poor who live in rural areas	3.2%
Greater equity of fiscal policy	3.2%
Better quality public services	2.2%
Greater access to health and nutrition for citizens	2.2%
Better opportunity for the poor who live in urban areas	2.2%
Other	2.2%

5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Kosovo? (Select only ONE response)	Percentage of Respondents (N=104)
A very big problem	21.2%
A moderately big problem	56.7%
A small problem	19.2%
Not a problem at all	0.0%
Don't know	2.9%

6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)	Percentage of Respondents (N=105)
A very serious problem	39.0%
A somewhat serious problem	41.9%
Not too serious problem	18.1%
Not a problem	1.0%
Don't know	0.0%

B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Kosovo? (1-Not familiar at all, 10-Extremely familiar)	105	0	6.73	2.19

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

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Kosovo. (1-Not effective at all, 10-Very effective)	96	9	6.57	2.06

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Kosovo solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	86	18	7.22	1.92

4. When thinking about how the World Bank Group can have the most impact on development results in Kosovo, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Kosovo? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=104)
Economic growth	36.5%
Education	33.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22.1%
Agricultural development	21.2%
Private sector development	20.2%
Health	19.2%
Energy	18.3%
Job creation/employment	18.3%
Poverty reduction	10.6%
Law and justice (e.g., judicial system)	10.6%
Foreign direct investment	10.6%
Anti corruption	9.6%
Information and communications technology	7.7%
Environmental sustainability	7.7%
Rural development	5.8%
Global/regional integration	4.8%
Financial markets	4.8%
Social cohesion	3.8%
Trade and exports	3.8%
Local governance and institutions	2.9%
Social protection (e.g., pensions, targeted social assistance)	2.9%
Transport (e.g., roads, bridges, transportation)	2.9%
Natural resource management (e.g., coal, mining, minerals)	2.9%
Gender equity	1.9%
Water and sanitation	1.9%
Food security	1.9%
Equality of opportunity (i.e., equity)	1.0%
Security/stabilization/reconstruction	1.0%
Climate change (e.g., mitigation, adaptation)	1.0%
Disaster management	1.0%
Regulatory framework	1.0%
Crime and violence	0.0%
Urban development	0.0%
Regional conflict and tensions	0.0%
Communicable/non-communicable diseases	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Kosovo?	Percentage of Respondents (N=97)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	29.8%	16.5%	46.3%
Policy advice, studies, analyses	20.2%	14.4%	34.6%
Capacity development	10.6%	16.5%	27.1%
Help to bring discipline/effective supervision to implementation of investment projects	13.8%	10.3%	24.1%
Data and statistics	10.6%	7.2%	17.9%
Technical assistance	4.3%	13.4%	17.7%
Strategy formulation (e.g., PRSP assistance)	6.4%	4.1%	10.5%
Donor coordination	1.1%	8.2%	9.3%
Mobilizing third party financial resources	2.1%	4.1%	6.3%
Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	0.0%	3.1%	3.1%
Convening/Facilitating	0.0%	2.1%	2.1%
Other	1.1%	0.0%	1.1%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Kosovo? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=100)
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	20.0%
Not collaborating enough with stakeholders outside the Government	19.0%
World Bank Group's processes too complex	17.0%
Not willing to honestly criticize policies and reform efforts in the country	16.0%
Don't know	16.0%
Not enough public disclosure of its work	15.0%
Its advice and strategies do not lend themselves to practical problem solving	12.0%
Not exploring alternative policy options	10.0%
Not adequately sensitive to political/social realities in Kosovo	9.0%
Not focused enough on issues that are unique to post-conflict countries	7.0%
Inadequate number of World Bank Group staff members located in the country	7.0%
Imposing technocratic solutions without regard to political realities	6.0%
Not aligned with other donors' work	5.0%
Too influenced by developed countries	3.0%
Other	3.0%
Not aligned with country priorities	2.0%
Arrogant in its approach	1.0%
Staff too inaccessible	1.0%
Not client focused	1.0%
The credibility of its knowledge/data	0.0%

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

7. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Kosovo? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=104)
Investment lending (financing specific projects)	55.8%
Capacity development	31.7%
Co-financing arrangements (i.e., with other donors)	25.0%
Technical assistance (advice, best practice, international experience, etc.)	19.2%
Policy based lending/budget support to the Government	16.3%
Multi-sectoral approaches	14.4%
Knowledge products/services (analytical work, studies, surveys, etc.)	10.6%
Trust Fund management	7.7%
Don't know	3.8%
Other	1.0%

8. To what extent do you believe that the World Bank Group's work and support help the poorest in Kosovo? (Select only ONE response)	Percentage of Respondents (N=105)
To a fully sufficient degree	3.8%
To a somewhat sufficient degree	36.2%
To a somewhat insufficient degree	41.9%
To a very insufficient degree	7.6%
Don't know	10.5%

9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=104)
Private sector	48.1%
Beneficiaries	23.1%
Donor community	23.1%
Local Government	23.1%
Parliament	15.4%
NGOs/Community-Based Organizations (CBOs)	10.6%
Academia/think tanks/research institutes	9.6%
Youth/university groups	8.7%
Emerging donors	7.7%
Regional organizations (European Union, NATO, CEFTA)	7.7%
UN agencies	3.8%
Media	2.9%
Other	1.9%
Foundations	1.9%
Don't know	1.9%
UN and regional peace keeping forces	0.0%

To what extent do you agree with the following statements about the World Bank Group's work in Kosovo? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in Kosovo*	100	2	6.76	2.01
11. The World Bank Group's work is aligned with what I consider the development priorities for Kosovo*	99	3	6.45	2.13

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

To what extent is the World Bank Group an effective development partner in Kosovo, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	88	9	6.13	2.06
13. Flexibility (in terms of the institution's products and services)*	84	11	6.05	1.83
14. Flexibility (in terms of changing country circumstances)*	86	11	5.97	1.86
15. Being inclusive*	83	11	6.05	2.06
16. Openness (sharing data and other information)*	92	4	6.80	2.23
17. Collaboration with the Government*	89	9	7.74	1.74
18. The speed in which it gets things accomplished on the ground*	83	13	5.99	2.06
19. Ease of access to the people at the World Bank Group who are making decisions important to my work*	85	12	6.87	2.34
20. Collaboration with civil society*	64	28	6.50	2.25
21. Collaboration with the UN*	36	55	6.72	2.37
22. Staff accessibility*	83	13	7.18	2.27
23. Collaboration with other donors and development partners*	72	24	7.04	2.15
24. Collaboration with the private sector*	65	28	6.26	2.11
25. Straightforwardness and honesty*	78	14	7.56	2.00
26. Treating clients and stakeholders in Kosovo with respect*	79	17	7.65	2.02
27. Being a long-term partner*	89	11	7.98	2.08

28. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)	Percentage of Respondents (N=99)
More effective collaboration	10.1%
The same level of effective collaboration	37.4%
Less effective collaboration	5.1%
Don't know	47.5%

29. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=102)
Lack of/inadequate levels of capacity in Government	46.1%
Reforms are not well thought out in light of country challenges	38.2%
The Government works inefficiently	35.3%
Political pressures and obstacles	30.4%
The World Bank Group is not sensitive enough to political/social realities on the ground	29.4%
Poor donor coordination	21.6%
The World Bank Group does not do adequate follow through/follow-up	16.7%
There is not an adequate level of citizen/civil society participation	15.7%
Inadequate funding	12.7%
The World Bank Group works too slowly	11.8%
Ongoing conflict and instability	10.8%
Other	0.0%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Kosovo? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Crime and violence	72	14	5.24	3.25
2. Financial markets	86	5	7.70	1.83
3. Transport (e.g., roads, bridges, transportation)	85	5	7.12	2.22
4. Anti corruption	85	9	7.81	2.24
5. Regional conflict and tensions	73	14	5.10	2.88
6. Law and justice (e.g., judicial system)	82	9	7.55	2.46
7. Urban development	81	8	7.15	2.19
8. Environmental sustainability	85	4	7.96	1.74
9. Trade and exports	87	4	7.67	2.09
10. Information and communications technology	84	5	7.69	2.21
11. Poverty reduction	88	5	8.77	1.73
12. Gender equity	85	5	7.51	2.19
13. Private sector development	90	5	8.87	1.47
14. Foreign direct investment	88	5	8.47	2.01
15. Local governance and institutions	83	6	7.29	2.28
16. Water and sanitation	84	6	7.86	2.17
17. Regulatory framework	87	5	7.53	2.10
18. Economic growth	92	3	8.92	1.45
19. Energy	88	3	8.69	1.59
20. Disaster management	78	9	6.26	2.56
21. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	92	4	8.41	1.93
22. Job creation/employment	87	5	8.54	1.92
23. Social cohesion	77	12	7.52	1.84
24. Communicable/non-communicable diseases	74	15	5.78	2.56
25. Equality of opportunity (i.e., equity)	79	9	7.27	2.44
26. Social protection (e.g., pensions, targeted social assistance)	81	11	7.23	2.49
27. Rural development	79	8	8.19	1.95
28. Global/regional integration	78	11	7.36	2.36
29. Food security	73	15	7.21	2.41
30. Natural resource management (e.g., coal, mining, minerals)	81	10	7.36	2.61
31. Security/stabilization/reconstruction	78	9	6.86	2.47
32. Health	84	4	8.11	2.08
33. Climate change (e.g., mitigation, adaptation)	79	10	7.38	2.37
34. Agricultural development	88	5	8.55	1.94
35. Education	91	4	8.75	1.88

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Kosovo? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Gender equity	30	57	6.30	2.22
2. Information and communications technology	38	46	6.61	2.37
3. Transport (e.g., roads, bridges, transportation)	38	47	6.34	2.17
4. Law and justice (e.g., judicial system)	34	52	6.21	2.16
5. Urban development	32	53	6.06	2.44
6. Environmental sustainability	50	35	6.66	1.93
7. Regulatory framework	46	41	6.91	1.92
8. Communicable/non-communicable diseases	28	54	5.82	1.85
9. Poverty reduction	59	27	6.92	2.04
10. Anti corruption	43	44	6.00	1.98
11. Private sector development	62	26	6.68	2.12
12. Foreign direct investment	49	39	6.57	1.85
13. Local governance and institutions	49	37	6.55	1.83
14. Water and sanitation	42	44	6.45	1.98
15. Trade and exports	40	45	6.40	2.00
16. Economic growth	61	26	6.44	1.95
17. Health	61	26	6.15	2.06
18. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	56	34	6.77	2.17
19. Job creation/employment	54	31	6.06	2.18
20. Social cohesion	46	41	6.11	2.06
21. Financial markets	37	50	6.76	2.05
22. Equality of opportunity (i.e., equity)	40	43	6.28	1.99
23. Energy	63	22	6.56	2.45
24. Rural development	52	33	6.77	1.64
25. Global/regional integration	35	48	5.83	2.08
26. Food security	37	47	6.08	1.77
27. Education	55	32	6.38	2.24
28. Social protection (e.g., pensions, targeted social assistance)	34	51	5.97	2.12
29. Climate change (e.g., mitigation, adaptation)	34	49	5.38	2.31
30. Agricultural development	57	31	6.88	1.95
31. Natural resource management (e.g., coal, mining, minerals)	46	40	6.26	2.42
Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Kosovo? (1-To no degree at all, 10-To a very significant degree)	91	12	6.53	1.85
Building/Strengthening Country Systems*	N	DK	Mean	SD
4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Kosovo? (1-To no degree at all, 10-To a very significant degree)	82	20	6.82	2.06

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

To what extent do you agree with the following statements about the World Bank Group in Kosovo? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Kosovo*	93	7	5.86	2.12
6. The World Bank Group meets Kosovo's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	90	9	6.86	1.94

Measuring and Correcting Work	N	DK	Mean	SD
7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Kosovo? (1-To no degree at all, 10-To a very significant degree)	72	29	6.24	2.30

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=102)
Weekly	13.7%
Monthly	12.7%
A few times a year	46.1%
Rarely	24.5%
Never	2.9%

In Kosovo, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	82	13	6.50	2.10
3. Include appropriate level of stakeholder involvement during preparation	86	9	6.38	2.00
4. Lead to practical solutions	83	13	6.53	1.88
5. Are accessible (well written and easy to understand)	85	11	7.16	1.93
6. Are source of relevant information on global good practices	86	11	7.64	1.84
7. Are adequately disseminated	79	14	7.18	1.90
8. Are translated enough into local language	77	20	7.22	2.27
9. Are adaptable to Kosovo's specific development challenges and country circumstances*	83	13	6.64	2.17

Overall Evaluations	N	DK	Mean	SD
10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	93	11	6.87	1.84
11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	92	11	7.42	1.82

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	67	29	5.49	2.18
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	77	21	7.45	1.99
3. The World Bank Group's approvals and reviews are done in a timely fashion	62	33	7.08	2.19
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	43	50	6.70	2.04
5. The World Bank Group's conditions on its lending are reasonable	68	25	7.31	1.76
6. The World Bank Group takes decisions quickly in Kosovo*	72	23	5.96	2.20
7. Working with the World Bank Group increases Kosovo's institutional capacity	85	13	7.33	2.11
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	63	31	7.51	1.90
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	72	23	7.50	1.91

WBG Promoting PPP in Kosovo	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Kosovo? (1-To no degree at all, 10-To a very significant degree)	66	38	6.24	2.37

11. Which of the following best describes the World Bank Group's support in Kosovo? (Select only ONE response)	Percentage of Respondents (N=100)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Kosovo	57.0%
The World Bank Group is not sufficiently selective in Kosovo, and it is involved in too many areas of development	18.0%
Don't know	25.0%

12. WBG Staffing in Kosovo	N	DK	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Kosovo? (1-To no degree at all, 10-To a very significant degree)	72	30	6.76	2.11

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Kosovo? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=99)
Increase the level of capacity development in the country	28.3%
Reach out more to groups outside of Government	27.3%
Offer more innovative financial products	25.3%
Collaborate more effectively with Government clients (e.g., national, state, local)	17.2%
Improve the quality of its experts as related to Kosovo's specific challenges	16.2%
Provide more adequate data/knowledge/statistics/figures on Kosovo's economy	16.2%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	16.2%
Reduce the complexity of obtaining World Bank Group financing	16.2%
Work faster	9.1%
Increase the level of World Bank Group staffing in Kosovo's office	8.1%
Offer more innovative knowledge services	7.1%
Ensure greater selectivity in its work	5.1%
Other	2.0%

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

2. When considering the combination of services that the World Bank Group offers in Kosovo, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Kosovo? (Select only ONE response)	Percentage of Respondents (N=103)
Financial services	39.8%
Knowledge products	27.2%
The combination is appropriate for Kosovo	22.3%
Don't know	7.8%
None of the above	2.9%
Convening Services	0.0%

3A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Kosovo? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=98)
Public financial management	65.3%
Jobs	54.1%
Capacity of state institutions	42.9%
Improving livelihoods	38.8%
Social cohesion	22.4%
Access to basic services	21.4%
Social safety nets	13.3%
Access to justice systems	13.3%
Stimulating dialogue to promote peace and stability	5.1%
Conflict resolution mechanisms	4.1%
Security mechanisms	3.1%
Reducing violence	0.0%

3B. Which THREE areas below would benefit most from other donors in Kosovo? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=93)
Access to justice systems	46.2%
Stimulating dialogue to promote peace and stability	33.3%
Jobs	33.3%
Social cohesion	26.9%
Capacity of state institutions	25.8%
Improving livelihoods	24.7%
Security mechanisms	19.4%
Public financial management	16.1%
Access to basic services	16.1%
Social safety nets	16.1%
Reducing violence	9.7%
Conflict resolution mechanisms	6.5%

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

4. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=81)
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	63.0%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	51.9%
Organize more joint meetings and missions with the UN	37.0%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	32.1%
Involve UN experts to a greater degree in World Bank Group activities	24.7%
Share more information about the World Bank Group's activities, products, and knowledge	22.2%
Other	9.9%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Kosovo? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=99)
Internet	68.7%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	41.4%
Local television	26.3%
Local newspapers	17.2%
Other	9.1%
International television	8.1%
International newspapers	7.1%
Periodicals	7.1%
International radio	1.0%
Local radio	0.0%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=100)
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	50.0%
World Bank Group's seminars/workshops/conferences	41.0%
World Bank Group's website	31.0%
World Bank Group's publications and other written materials	29.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	20.0%
e-Newsletters	13.0%
Mobile phones	3.0%
Other	1.0%

3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=91)
Yes	29.7%
No	70.3%

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

4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)	Percentage of Respondents (N=22)
World Bank Group's website	63.6%
Colleagues/Friends/Peer organizations	18.2%
World Bank Group's seminars/workshops/conferences	9.1%
World Bank Group's e-Newsletters	4.5%
News/Media	4.5%
Other	0.0%

5. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=72)
Yes	23.6%
No	76.4%

6. Were you able to obtain this information?	Percentage of Respondents (N=17)
Yes	88.2%
No	11.8%

7. Do you have access to the Internet?	Percentage of Respondents (N=71)
Yes	95.8%
No	4.2%

8. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=72)
Yes	77.8%
No	22.2%

9. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=66)
Yes	34.8%
No	65.2%

10. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=87)
High speed/WiFi	95.4%
Dial-up	4.6%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
11. I find the World Bank Group's websites easy to navigate	80	12	7.46	2.28
12. I find the information on the World Bank Group's websites useful	79	11	7.87	2.14
13. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	50	39	7.48	2.16
14. When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	81	12	7.88	2.39
15. The World Bank Group is responsive to my information requests and inquiries	62	27	7.58	2.59

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=98)
Employee of a Ministry, Ministerial Department or Implementation Agency	23.5%
NGO/Community-Based Organization	14.3%
Project Management Unit (PMU) overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	10.2%
Office of Minister	9.2%
Other	9.2%
Office of Parliamentarian	7.1%
Private Sector Organization	6.1%
Bilateral/Multilateral Agency	5.1%
Office of the President, Prime Minister	4.1%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	4.1%
Local Government Office or Staff	2.0%
Media (press, radio, TV, web, etc.)	2.0%
Academia/Research Institute/Think Tank	2.0%
Youth Group	1.0%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=95)
Other	21.1%
Macroeconomics and fiscal management	14.7%
Health, nutrition, and population	11.6%
Education	10.5%
Generalist (specialized in multiple sectors)	8.4%
Governance	6.3%
Energy and extractives	5.3%
Environment and natural resources	4.2%
Finance and markets	4.2%
Trade and competitiveness	3.2%
Transport and ICT	3.2%
Agriculture	3.2%
Urban, rural, and social development	2.1%
Water	1.1%
Poverty	1.1%

3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country? (Select only ONE response)	Percentage of Respondents (N=98)
Yes	64.3%
No	35.7%

**H. Background Information (continued)**

4. Which of the following agencies of the World Bank Group do you primarily engage with in Kosovo? (Select only ONE response)	Percentage of Respondents (N=83)
The World Bank (IDA)	85.5%
The International Finance Corporation (IFC)	9.6%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
Other	4.8%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=91)
Yes	25.3%
No	74.7%

6. If yes, what was your view of how the two institutions work together in Kosovo? (Select only ONE response)	Percentage of Respondents (N=22)
The two institutions work well together	36.4%
The way the two institutions work together needs improvement	45.5%
The two institutions do not work well together	4.5%
Don't know	13.6%

7. Which of the following describes most of your exposure to the World Bank Group in Kosovo? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=98)
Collaborate as part of my professional duties	65.3%
Use World Bank Group reports/data	32.7%
Use World Bank Group website for information, data, research, etc.	21.4%
Engage in World Bank Group related/sponsored events/activities	20.4%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	11.2%

8. What's your gender?	Percentage of Respondents (N=103)
Female	29.1%
Male	70.9%

9. Which best represents your geographic location?	Percentage of Respondents (N=104)
Pristina (the capital city)	86.5%
A city other than Pristina	12.5%
A village	1.0%

Appendix B: Responses to All Questions by Stakeholder Groups³

- Office of President/Prime Minister/Minister N=13 ● Office of Parliamentarian N=7 ● Employee of a Ministry N=23 ● PMU/Consultant on WBG-supported Project N=10
- Bilateral/Multilateral Agency N=5 ● Private Sector Organization N=6 ● CSO N=15 ● Other N=19

A. General Issues facing Kosovo

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector Organization	CSO	Other
The right direction	100.0%	57.1%	39.1%	44.4%	0.0%	50.0%	26.7%	41.2%
The wrong direction	0.0%	14.3%	8.7%	11.1%	40.0%	0.0%	46.7%	23.5%
Not sure	0.0%	28.6%	52.2%	44.4%	60.0%	50.0%	26.7%	35.3%

*Significantly different between stakeholder groups

³ Only 98 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

A. General Issues facing Kosovo (continued)

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector Organization	CSO	Other
Global/regional integration	0.0%	14.3%	4.5%	0.0%	20.0%	0.0%	7.1%	11.1%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Security/stabilization/reconstruction	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	14.3%	0.0%
Public sector governance/reform	38.5%	42.9%	31.8%	50.0%	20.0%	33.3%	42.9%	22.2%
Social protection	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Gender equity	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development*	23.1%	28.6%	27.3%	60.0%	20.0%	66.7%	7.1%	16.7%
Foreign direct investment	15.4%	14.3%	18.2%	10.0%	0.0%	33.3%	21.4%	16.7%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	30.8%	14.3%	13.6%	20.0%	20.0%	16.7%	7.1%	16.7%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	23.1%	14.3%	13.6%	20.0%	40.0%	0.0%	42.9%	44.4%
Rural development	0.0%	14.3%	4.5%	10.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	7.7%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	5.6%
Environmental sustainability	7.7%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	5.6%
Equality of opportunity	0.0%	14.3%	4.5%	0.0%	0.0%	0.0%	0.0%	5.6%
Health	30.8%	14.3%	27.3%	20.0%	0.0%	16.7%	7.1%	22.2%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	0.0%	14.3%	9.1%	0.0%	0.0%	16.7%	7.1%	16.7%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social cohesion	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%
Education*	46.2%	0.0%	27.3%	10.0%	20.0%	66.7%	57.1%	38.9%
Agricultural development	23.1%	14.3%	0.0%	10.0%	0.0%	16.7%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	7.7%	14.3%	13.6%	20.0%	0.0%	0.0%	14.3%	22.2%
Law and justice	30.8%	28.6%	27.3%	40.0%	60.0%	16.7%	35.7%	27.8%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	0.0%	0.0%	4.5%	10.0%	0.0%	0.0%	7.1%	0.0%
Natural resource management	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	15.4%	28.6%	31.8%	0.0%	60.0%	16.7%	21.4%	16.7%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	13.6%	10.0%	0.0%	0.0%	7.1%	0.0%

*Significantly different between stakeholder groups

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

The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Kosovo? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector Organization	CSO	Other
Water and sanitation	15.4%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	28.6%	13.6%	20.0%	0.0%	0.0%	6.7%	15.8%
Rural development	15.4%	28.6%	0.0%	20.0%	0.0%	50.0%	20.0%	15.8%
Climate change	7.7%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	4.5%	10.0%	25.0%	16.7%	6.7%	10.5%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	46.2%	57.1%	50.0%	30.0%	25.0%	50.0%	53.3%	42.1%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	7.7%	14.3%	0.0%	10.0%	0.0%	0.0%	13.3%	10.5%
Social protection	0.0%	0.0%	9.1%	20.0%	25.0%	0.0%	13.3%	15.8%
Law and justice	7.7%	14.3%	18.2%	10.0%	50.0%	16.7%	40.0%	21.1%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	13.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Security/stabilization/reconstruction	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	0.0%	0.0%	13.6%	10.0%	25.0%	0.0%	26.7%	10.5%
Education	38.5%	28.6%	31.8%	0.0%	0.0%	66.7%	40.0%	36.8%
Foreign direct investment*	0.0%	28.6%	9.1%	10.0%	0.0%	0.0%	0.0%	31.6%
Energy*	0.0%	0.0%	13.6%	0.0%	50.0%	16.7%	6.7%	0.0%
Public sector governance/reform	30.8%	0.0%	13.6%	0.0%	25.0%	16.7%	13.3%	15.8%
Social cohesion	0.0%	14.3%	4.5%	10.0%	0.0%	0.0%	6.7%	10.5%
Private sector development	30.8%	0.0%	27.3%	20.0%	50.0%	16.7%	13.3%	31.6%
Natural resource management	0.0%	0.0%	4.5%	10.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	7.7%	14.3%	9.1%	0.0%	0.0%	0.0%	0.0%	5.3%
Agricultural development	46.2%	14.3%	18.2%	40.0%	0.0%	33.3%	13.3%	15.8%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	38.5%	57.1%	31.8%	50.0%	25.0%	16.7%	26.7%	10.5%
Financial markets	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

A. General Issues facing Kosovo (continued)

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector Organization	CSO	Other
Consistent economic growth	70.0%	28.6%	28.6%	40.0%	75.0%	50.0%	42.9%	26.7%
More reliable social safety net	0.0%	0.0%	9.5%	10.0%	0.0%	0.0%	0.0%	6.7%
Greater access to micro-finance for the poor	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	14.3%	4.8%	20.0%	0.0%	0.0%	21.4%	0.0%
Greater access to health and nutrition for citizens	0.0%	0.0%	4.8%	10.0%	0.0%	0.0%	0.0%	0.0%
Better entrepreneurial opportunities	10.0%	42.9%	23.8%	20.0%	0.0%	33.3%	28.6%	20.0%
A growing middle class	40.0%	0.0%	9.5%	40.0%	0.0%	33.3%	21.4%	20.0%
Better opportunity for the poor who live in rural areas	20.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%
Better employment opportunities for young people	10.0%	28.6%	52.4%	20.0%	25.0%	33.3%	28.6%	20.0%
Better employment opportunities for women*	0.0%	0.0%	9.5%	0.0%	50.0%	0.0%	0.0%	13.3%
Greater equity of fiscal policy	0.0%	14.3%	9.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Education and training that better ensure job opportunity	50.0%	42.9%	38.1%	20.0%	50.0%	50.0%	50.0%	60.0%
Better quality public services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	6.7%
Other	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Kosovo? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector Organization	CSO	Other
A very big problem	7.7%	42.9%	30.4%	22.2%	0.0%	16.7%	26.7%	10.5%
A moderately big problem	61.5%	28.6%	56.5%	66.7%	60.0%	66.7%	53.3%	78.9%
A small problem	30.8%	28.6%	13.0%	11.1%	20.0%	16.7%	6.7%	10.5%
Not a problem at all	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	13.3%	0.0%

In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector Organization	CSO	Other
A very serious problem	38.5%	28.6%	43.5%	60.0%	60.0%	0.0%	46.7%	31.6%
A somewhat serious problem	38.5%	42.9%	43.5%	30.0%	40.0%	66.7%	33.3%	52.6%
Not too serious problem	23.1%	28.6%	8.7%	10.0%	0.0%	33.3%	20.0%	15.8%
Not a problem	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector Organization			CSO			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 Group in Kosovo?*	13	8.08	1.38	7	6.57	1.40	23	7.39	1.90	10	7.80	2.66	5	6.20	2.68	6	6.83	1.47	15	4.93	2.34	19	6.26	1.91

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between stakeholder groups

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector Organization			CSO			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, please rate your impression of the World Bank Group's effectiveness in Kosovo.	13	7.54	1.05	7	5.86	1.77	23	6.00	2.54	9	7.33	1.94	3	6.67	2.31	6	6.50	2.43	9	7.00	1.58	19	6.68	1.95

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector Organization			CSO			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 Group's staff is well prepared to help Kosovo solve its most complicated development challenges?	13	8.08	1.38	5	6.80	2.17	21	6.95	2.16	8	7.63	1.85	4	7.75	2.63	6	6.67	2.66	8	7.25	1.49	17	7.35	1.77

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

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector Organization	CSO	Other
Health	15.4%	28.6%	39.1%	20.0%	20.0%	0.0%	13.3%	5.3%
Security/stabilization/reconstruction	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	0.0%	4.3%	0.0%	20.0%	0.0%	0.0%	5.3%
Agricultural development*	46.2%	57.1%	0.0%	30.0%	0.0%	33.3%	13.3%	21.1%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	6.7%	15.8%
Job creation/employment	15.4%	0.0%	8.7%	30.0%	20.0%	16.7%	26.7%	26.3%
Public sector governance/reform	23.1%	14.3%	13.0%	30.0%	20.0%	16.7%	20.0%	36.8%
Social protection	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	6.7%	5.3%
Rural development	7.7%	0.0%	4.3%	10.0%	0.0%	16.7%	6.7%	5.3%
Foreign direct investment	0.0%	0.0%	17.4%	0.0%	20.0%	33.3%	6.7%	5.3%
Education	30.8%	28.6%	47.8%	20.0%	0.0%	33.3%	33.3%	36.8%
Energy	30.8%	14.3%	4.3%	10.0%	40.0%	33.3%	13.3%	21.1%
Social cohesion	0.0%	0.0%	4.3%	10.0%	0.0%	0.0%	0.0%	5.3%
Gender equity	0.0%	0.0%	8.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	7.7%	28.6%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	15.4%	14.3%	0.0%	10.0%	40.0%	0.0%	6.7%	5.3%
Economic growth	46.2%	42.9%	39.1%	0.0%	60.0%	50.0%	53.3%	21.1%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development	7.7%	28.6%	13.0%	40.0%	20.0%	16.7%	13.3%	26.3%
Water and sanitation	7.7%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	14.3%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	13.0%	10.0%	0.0%	0.0%	6.7%	10.5%
Trade and exports	0.0%	0.0%	4.3%	0.0%	20.0%	0.0%	6.7%	5.3%
Equality of opportunity	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Law and justice	0.0%	0.0%	13.0%	10.0%	0.0%	16.7%	33.3%	5.3%
Local governance and institutions	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	6.7%	5.3%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	10.0%	0.0%	16.7%	0.0%	5.3%
Poverty reduction	23.1%	0.0%	4.3%	30.0%	0.0%	0.0%	13.3%	5.3%
Anti corruption	0.0%	0.0%	26.1%	10.0%	0.0%	0.0%	13.3%	5.3%
Disaster management	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector Organization	CSO	Other
Policy advice, studies, analyses	30.8%	0.0%	23.8%	11.1%	50.0%	50.0%	16.7%	11.1%
Data and statistics	7.7%	0.0%	9.5%	33.3%	0.0%	0.0%	8.3%	11.1%
Convening/Facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial resources	23.1%	33.3%	19.0%	22.2%	25.0%	25.0%	41.7%	27.8%
Capacity development	23.1%	0.0%	4.8%	22.2%	0.0%	0.0%	8.3%	16.7%
Technical assistance	7.7%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	11.1%
Help to bring discipline/effective supervision to implementation of investment projects	7.7%	50.0%	14.3%	11.1%	0.0%	25.0%	16.7%	11.1%
Mobilizing third party financial resources	0.0%	0.0%	4.8%	0.0%	25.0%	0.0%	0.0%	0.0%
Donor coordination	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Strategy formulation (e.g., PRSP assistance)	0.0%	16.7%	9.5%	0.0%	0.0%	0.0%	8.3%	11.1%
Other	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%

2nd Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector Organization	CSO	Other
Policy advice, studies, analyses	30.8%	42.9%	9.5%	10.0%	25.0%	0.0%	7.7%	11.1%
Data and statistics	0.0%	0.0%	9.5%	10.0%	25.0%	0.0%	7.7%	5.6%
Convening/Facilitating	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%
Financial resources	15.4%	14.3%	33.3%	0.0%	25.0%	0.0%	15.4%	16.7%
Capacity development	15.4%	14.3%	9.5%	30.0%	0.0%	50.0%	15.4%	11.1%
Technical assistance	7.7%	14.3%	14.3%	10.0%	0.0%	0.0%	30.8%	16.7%
Help to bring discipline/effective supervision to implementation of investment projects	7.7%	0.0%	9.5%	20.0%	0.0%	0.0%	0.0%	16.7%
Mobilizing third party financial resources	15.4%	0.0%	4.8%	0.0%	0.0%	0.0%	7.7%	0.0%
Donor coordination*	0.0%	0.0%	4.8%	0.0%	0.0%	50.0%	15.4%	11.1%
Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	0.0%	14.3%	4.8%	0.0%	0.0%	0.0%	0.0%	5.6%
Strategy formulation (e.g., PRSP assistance)	7.7%	0.0%	0.0%	10.0%	25.0%	0.0%	0.0%	5.6%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector Organization	CSO	Other
Too influenced by developed countries	0.0%	0.0%	8.7%	0.0%	0.0%	0.0%	0.0%	5.3%
Not exploring alternative policy options	9.1%	33.3%	13.0%	0.0%	0.0%	16.7%	7.1%	10.5%
Not collaborating enough with stakeholders outside the Government	0.0%	33.3%	8.7%	22.2%	20.0%	16.7%	50.0%	15.8%
Its advice and strategies do not lend themselves to practical problem solving	0.0%	33.3%	13.0%	22.2%	0.0%	0.0%	7.1%	15.8%
Not enough public disclosure of its work	9.1%	0.0%	26.1%	33.3%	0.0%	16.7%	14.3%	10.5%
Arrogant in its approach*	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not client focused	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex*	36.4%	0.0%	13.0%	11.1%	0.0%	50.0%	0.0%	21.1%
Not willing to honestly criticize policies and reform efforts in the country	9.1%	0.0%	17.4%	22.2%	20.0%	0.0%	21.4%	15.8%
Staff too inaccessible	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%
Imposing technocratic solutions without regard to political realities	0.0%	16.7%	13.0%	0.0%	0.0%	0.0%	7.1%	0.0%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	45.5%	16.7%	17.4%	11.1%	0.0%	33.3%	7.1%	21.1%
Not aligned with other donors' work	9.1%	16.7%	0.0%	0.0%	20.0%	0.0%	0.0%	10.5%
Not aligned with country priorities*	0.0%	16.7%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%
Not adequately sensitive to political/social realities in Kosovo	18.2%	0.0%	4.3%	22.2%	20.0%	0.0%	14.3%	0.0%
Not focused enough on issues that are unique to post-conflict countries	18.2%	16.7%	4.3%	0.0%	0.0%	16.7%	14.3%	0.0%
Inadequate number of World Bank Group staff members located in the country*	0.0%	0.0%	8.7%	44.4%	0.0%	0.0%	0.0%	5.3%
Other	9.1%	0.0%	4.3%	0.0%	0.0%	0.0%	7.1%	0.0%
Don't know	0.0%	0.0%	17.4%	0.0%	40.0%	16.7%	21.4%	26.3%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector Organization	CSO	Other
Trust Fund management	7.7%	28.6%	4.3%	0.0%	0.0%	0.0%	0.0%	21.1%
Knowledge products/services	7.7%	0.0%	13.0%	10.0%	0.0%	16.7%	21.4%	10.5%
Capacity development	30.8%	14.3%	34.8%	60.0%	0.0%	33.3%	35.7%	15.8%
Technical assistance	23.1%	0.0%	17.4%	10.0%	0.0%	33.3%	28.6%	31.6%
Investment lending	53.8%	57.1%	52.2%	40.0%	60.0%	50.0%	57.1%	57.9%
Policy based lending/budget support to the Government	30.8%	28.6%	21.7%	30.0%	0.0%	0.0%	14.3%	5.3%
Multi-sectoral approaches	15.4%	42.9%	8.7%	20.0%	0.0%	33.3%	14.3%	10.5%
Co-financing arrangements	30.8%	28.6%	21.7%	10.0%	20.0%	33.3%	14.3%	31.6%
Other	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know*	0.0%	0.0%	4.3%	0.0%	40.0%	0.0%	7.1%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector Organization	CSO	Other
To a fully sufficient degree	0.0%	0.0%	4.3%	10.0%	0.0%	0.0%	6.7%	5.3%
To a somewhat sufficient degree	46.2%	57.1%	26.1%	40.0%	0.0%	50.0%	20.0%	47.4%
To a somewhat insufficient degree	30.8%	42.9%	47.8%	40.0%	20.0%	50.0%	53.3%	42.1%
To a very insufficient degree	15.4%	0.0%	8.7%	0.0%	0.0%	0.0%	13.3%	5.3%
Don't know	7.7%	0.0%	13.0%	10.0%	80.0%	0.0%	6.7%	0.0%

*Significantly different between stakeholder groups



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

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector Organization	CSO	Other
Parliament	0.0%	57.1%	13.0%	20.0%	20.0%	16.7%	13.3%	16.7%
Donor community	30.8%	28.6%	21.7%	10.0%	40.0%	33.3%	20.0%	22.2%
Media	0.0%	0.0%	8.7%	10.0%	0.0%	0.0%	0.0%	0.0%
Local Government	23.1%	14.3%	26.1%	20.0%	20.0%	0.0%	33.3%	27.8%
Private sector	53.8%	57.1%	39.1%	30.0%	20.0%	83.3%	46.7%	38.9%
Academia/think tanks/research institutes	7.7%	0.0%	8.7%	0.0%	40.0%	0.0%	13.3%	16.7%
NGOs/Community-Based Organizations*	0.0%	0.0%	4.3%	10.0%	20.0%	0.0%	40.0%	11.1%
Youth/university groups	7.7%	14.3%	8.7%	10.0%	0.0%	33.3%	0.0%	11.1%
Beneficiaries	23.1%	14.3%	26.1%	40.0%	20.0%	0.0%	13.3%	22.2%
Foundations	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	6.7%	0.0%
UN and regional peace keeping forces	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Emerging donors	7.7%	0.0%	8.7%	20.0%	0.0%	16.7%	0.0%	5.6%
UN agencies	15.4%	0.0%	0.0%	0.0%	20.0%	0.0%	6.7%	0.0%
Regional organizations	0.0%	14.3%	8.7%	0.0%	0.0%	16.7%	6.7%	16.7%
Other	15.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	5.6%

*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Bilateral/ Multilateral Agency			Private Sector Organization			CSO			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 Group currently plays a relevant role in development in Kosovo	13	8.00	1.00	6	5.83	1.83	23	6.35	2.27	10	8.00	1.56	5	6.60	2.07	6	6.67	2.34	12	6.25	1.82	19	6.95	2.07
The World Bank Group's work is aligned with what I consider the development priorities for Kosovo	13	7.31	0.95	7	5.71	2.43	23	6.00	2.35	9	8.11	2.32	5	6.80	2.28	6	5.67	2.34	12	6.08	2.23	18	6.44	1.82



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

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Bilateral/ Multilateral Agency			Private Sector Organization			CSO			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 to needs	11	7.09	0.94	6	4.67	1.51	21	6.29	2.24	8	7.63	2.13	4	6.50	3.00	5	5.80	2.28	10	5.20	1.62	18	6.11	1.88
Flexibility (in terms of the institution's products and services)	11	6.27	1.56	6	5.17	1.47	20	6.35	1.90	9	7.33	1.66	3	5.33	2.52	4	5.00	2.16	11	5.55	1.81	16	6.13	1.86
Flexibility (in terms of changing country circumstances)	11	6.27	1.10	6	5.33	1.63	20	5.75	1.92	9	7.22	1.86	3	5.33	2.52	5	5.80	2.59	11	5.36	1.96	16	6.19	1.83
Being inclusive	11	7.18	1.33	6	5.33	2.34	20	6.20	1.99	7	7.29	1.50	4	5.50	3.11	5	5.60	2.70	10	5.00	1.41	15	6.07	2.34
Openness (sharing data and other information)*	10	7.50	1.51	7	4.29	1.89	21	7.00	2.30	9	8.11	1.54	5	6.80	3.27	6	5.83	2.48	10	6.50	2.22	18	7.06	2.21
Collaboration with the Government	13	7.85	1.95	5	7.80	1.10	21	7.67	1.65	9	8.33	2.06	4	7.75	1.50	6	6.67	2.07	10	7.80	1.81	16	8.00	1.59
The speed in which it gets things accomplished on the ground	11	6.45	1.29	6	5.83	2.23	20	5.90	2.38	9	6.44	2.40	3	5.33	3.51	6	4.83	2.40	10	5.80	2.15	14	6.43	1.60
Ease of access to the people at the World Bank Group who are making decisions important to my work	11	8.18	1.33	4	5.75	1.71	19	6.42	2.52	9	7.78	2.17	5	7.20	3.56	6	5.17	2.04	11	5.64	2.16	16	7.50	2.25
Collaboration with civil society	6	7.50	1.64	5	6.80	1.30	15	7.47	1.92	6	7.17	1.83	3	5.00	4.36	5	5.00	1.58	11	5.36	2.66	12	6.33	2.23
Collaboration with the UN	5	7.00	1.22	2	7.50	2.12	8	7.63	2.56	1	3.00	-	3	5.00	4.58	2	6.50	2.12	5	6.40	2.70	9	6.89	2.03
Staff accessibility	11	8.73	0.90	5	7.40	1.14	19	6.42	2.50	8	7.50	1.69	5	7.20	3.90	4	5.75	2.75	9	6.22	1.86	18	7.56	2.38
Collaboration with other donors and development partners	10	7.30	1.57	4	6.50	2.38	18	7.50	2.62	9	7.22	2.22	3	6.33	4.04	3	7.33	2.31	7	6.43	2.07	15	7.07	1.71
Collaboration with the private sector	7	7.57	1.90	6	6.00	2.00	14	6.21	2.15	5	6.60	1.52	2	8.50	2.12	6	6.00	2.53	10	5.70	2.16	12	6.25	2.18
Straightforwardness and honesty	10	8.20	1.87	4	7.50	1.73	16	7.25	2.02	9	8.33	1.80	3	5.67	3.21	5	7.80	1.92	11	7.55	1.75	17	7.65	1.93
Treating clients and stakeholders in Kosovo with respect	11	8.55	1.44	4	5.75	1.26	17	7.65	2.09	8	7.88	1.96	3	7.00	2.65	6	7.00	2.19	11	7.00	1.95	17	8.06	2.22
Being a long-term partner	12	9.25	0.62	7	7.71	2.29	21	7.81	2.23	9	9.00	1.32	4	7.25	2.87	6	6.83	2.71	11	7.45	1.86	15	7.80	2.37

*Significantly different between stakeholder groups

In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector Organization	CSO	Other
More effective collaboration	16.7%	0.0%	13.0%	0.0%	0.0%	16.7%	13.3%	10.5%
The same level of effective collaboration	41.7%	83.3%	30.4%	44.4%	25.0%	16.7%	26.7%	42.1%
Less effective collaboration	0.0%	0.0%	13.0%	0.0%	25.0%	0.0%	0.0%	5.3%
Don't know	41.7%	16.7%	43.5%	55.6%	50.0%	66.7%	60.0%	42.1%

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector Organization	CSO	Other
The Government works inefficiently	16.7%	28.6%	36.4%	30.0%	60.0%	50.0%	35.7%	36.8%
Poor donor coordination	33.3%	14.3%	13.6%	0.0%	0.0%	16.7%	42.9%	31.6%
The World Bank Group is not sensitive enough to political/social realities on the ground	41.7%	42.9%	31.8%	30.0%	40.0%	50.0%	28.6%	10.5%
Lack of/inadequate levels of capacity in Government*	66.7%	57.1%	18.2%	80.0%	40.0%	33.3%	42.9%	52.6%
There is not an adequate level of citizen/civil society participation	0.0%	0.0%	18.2%	30.0%	0.0%	33.3%	14.3%	21.1%
The World Bank Group works too slowly	16.7%	14.3%	13.6%	10.0%	20.0%	16.7%	7.1%	5.3%
The World Bank Group does not do adequate follow through/follow-up	25.0%	0.0%	22.7%	0.0%	0.0%	16.7%	14.3%	26.3%
Political pressures and obstacles	16.7%	14.3%	36.4%	50.0%	60.0%	16.7%	7.1%	42.1%
Reforms are not well thought out in light of country challenges	16.7%	85.7%	50.0%	20.0%	40.0%	16.7%	42.9%	31.6%
Ongoing conflict and instability	8.3%	0.0%	9.1%	30.0%	0.0%	0.0%	7.1%	21.1%
Inadequate funding	16.7%	0.0%	13.6%	10.0%	0.0%	16.7%	28.6%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

C. World Bank Group's Effectiveness and Results

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector Organization			CSO			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
Crime and violence	8	3.13	3.36	6	4.67	3.39	17	4.82	2.86	5	5.60	3.36	2	3.00	0.00	4	5.00	2.94	11	5.82	3.28	15	6.67	3.48
Financial markets	10	7.30	1.34	7	7.00	2.31	20	7.10	1.92	6	7.83	2.14	3	9.33	1.15	6	8.33	1.03	11	7.55	2.21	18	8.06	1.66
Transport	10	7.70	1.42	7	7.43	1.62	18	6.56	2.75	6	7.67	2.16	4	5.50	2.65	6	6.50	2.66	11	7.36	1.86	18	7.00	2.17
Anti corruption	10	7.10	1.79	6	5.83	3.43	20	7.85	2.30	5	9.20	1.30	4	7.75	3.30	5	6.40	2.61	12	8.75	1.42	18	8.11	1.97
Regional conflict and tensions	7	4.29	2.50	7	3.86	2.85	16	4.56	2.80	4	6.25	3.10	3	1.33	0.58	4	7.25	3.40	10	5.20	3.16	17	6.24	2.14
Law and justice	8	7.25	2.43	6	6.33	3.50	20	7.30	2.77	5	7.40	2.30	3	4.67	2.52	6	7.83	1.83	11	9.00	1.61	18	7.83	2.18
Urban development	9	7.56	1.67	6	6.33	2.66	19	7.11	2.28	5	7.80	2.28	3	3.67	2.89	6	6.83	1.94	11	6.91	1.87	17	7.71	1.99
Environmental sustainability	10	8.40	1.17	7	7.57	2.23	20	8.25	1.65	6	8.50	1.22	3	9.00	1.00	6	6.50	1.52	11	7.55	2.07	17	7.88	1.83
Trade and exports	10	8.30	1.06	7	8.00	2.24	20	7.35	2.37	7	6.43	3.15	3	8.33	1.53	6	6.00	2.76	11	8.27	1.56	18	7.78	1.70
Information and communications technology	10	8.30	1.34	7	8.00	1.83	18	8.06	2.71	6	8.67	1.51	3	5.00	2.65	6	7.50	1.87	11	6.73	2.80	18	7.11	1.75
Poverty reduction	12	8.75	1.66	6	8.33	1.86	19	9.05	1.27	7	9.71	0.49	4	7.50	3.11	6	8.67	1.97	11	8.91	1.81	18	8.33	2.11
Gender equity	10	8.10	1.73	6	8.67	1.51	18	7.22	2.69	7	7.86	1.46	3	6.67	2.08	6	7.83	2.14	12	7.17	2.69	18	7.39	2.03
Private sector development	10	8.80	1.48	7	8.86	1.86	19	8.53	1.65	8	9.13	1.13	4	9.50	0.58	6	8.33	1.86	13	9.00	1.47	18	8.83	1.50
Foreign direct investment	11	8.82	1.78	7	9.00	1.29	18	7.56	2.45	7	9.00	1.53	4	8.00	2.16	6	8.33	2.25	12	8.58	2.35	18	8.50	1.95
Local governance and institutions*	11	6.91	1.58	7	8.29	1.25	17	6.76	3.25	6	8.33	1.03	3	2.33	1.53	6	6.67	2.16	11	8.18	1.83	17	7.76	1.44
Water and sanitation	11	8.91	0.94	7	8.00	1.53	19	7.79	2.59	6	8.83	0.98	4	5.75	3.69	5	7.40	2.70	11	6.91	2.30	16	7.81	1.83
Regulatory framework	11	8.00	1.48	6	7.67	1.63	20	6.85	2.81	6	7.83	1.72	4	8.00	3.37	6	8.00	1.26	11	7.00	2.37	18	7.56	1.76
Economic growth	12	9.00	1.21	7	9.00	1.83	20	8.30	1.95	9	9.22	0.83	4	9.75	0.50	6	8.50	2.07	12	9.25	1.29	18	8.94	1.11
Energy	12	9.25	0.97	7	9.14	1.46	19	7.95	1.93	6	9.17	1.33	4	9.00	1.15	6	8.17	2.71	11	8.36	1.43	18	8.94	1.39
Disaster management*	11	7.27	2.45	6	7.83	2.04	19	5.89	2.33	4	8.00	1.63	3	2.67	1.53	6	6.50	2.51	9	4.67	2.29	15	6.47	2.61
Public sector governance/reform	11	8.91	1.30	7	8.86	1.07	20	7.45	2.95	8	9.25	0.89	4	8.75	1.89	6	7.67	1.86	14	8.93	1.49	18	8.39	1.61
Job creation/employment	11	8.45	1.37	7	8.86	1.46	18	8.50	2.01	7	9.57	0.79	5	7.60	3.05	6	6.67	2.80	12	9.25	1.22	16	8.25	2.21
Social cohesion*	10	8.00	1.15	7	7.14	1.77	19	8.00	1.70	3	9.33	1.15	3	3.67	2.08	6	6.83	2.04	9	7.00	1.87	16	7.50	1.59
Communicable/non-communicable diseases	10	6.10	1.91	7	5.86	3.24	18	5.94	2.26	3	7.33	2.31	3	3.33	0.58	5	4.40	2.30	9	5.11	2.42	15	6.07	3.20
Equality of opportunity	10	7.60	1.07	7	6.86	2.48	19	7.26	2.75	5	8.40	1.82	3	5.67	3.21	5	5.60	3.21	10	6.60	3.06	16	7.88	2.16
Social protection	10	7.70	1.89	7	7.14	2.61	20	6.90	2.88	5	9.20	1.30	4	7.25	2.87	5	5.60	2.51	10	6.60	2.80	15	7.67	1.95
Rural development	9	8.44	1.51	7	8.86	1.86	19	7.63	2.24	5	9.00	1.22	4	7.00	3.46	5	7.40	1.14	10	8.20	2.44	15	8.53	1.64
Global/regional integration	10	7.60	1.26	6	8.00	1.41	18	7.17	2.53	3	8.67	1.53	4	5.75	4.35	6	7.83	1.72	10	7.00	2.91	16	7.81	2.17
Food security*	10	8.00	1.56	7	6.86	1.86	19	7.32	2.73	3	8.67	1.15	3	2.33	1.53	4	7.25	0.96	8	6.13	2.53	15	7.67	2.35
Natural resource management	11	7.27	2.80	6	6.17	2.40	19	7.11	2.90	5	9.20	1.30	4	7.00	2.94	6	7.67	2.50	10	6.40	3.17	15	7.73	2.37
Security/stabilization/reconstruction*	10	6.60	1.84	6	7.50	1.38	19	6.21	2.88	5	8.80	1.30	3	3.00	1.00	6	7.67	2.34	9	6.33	3.16	16	7.56	2.00
Health	11	8.00	1.41	7	7.14	3.13	20	8.05	2.56	6	9.00	1.26	3	8.33	2.08	5	7.20	3.11	10	8.10	1.97	17	8.24	1.60
Climate change	11	8.27	1.19	5	7.60	1.67	20	6.80	2.48	5	8.60	1.34	4	8.25	2.36	4	7.25	2.87	10	6.70	2.95	16	7.44	2.61
Agricultural development	12	9.17	0.72	7	8.00	2.38	20	7.80	2.61	8	9.25	0.89	4	6.50	3.87	6	8.67	0.82	11	8.91	1.30	15	9.00	1.46
Education	12	8.67	1.72	7	8.14	1.86	22	8.32	2.38	6	9.17	1.17	4	8.75	1.50	6	8.33	3.20	11	9.36	1.21	18	9.06	1.70

*Significantly different between stakeholder groups

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

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector Organization			CSO			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
Gender equity	2	5.50	2.12	4	5.75	1.89	7	6.29	2.69	2	8.00	0.00	1	4.00	-	2	8.50	2.12	4	6.25	2.63	5	7.00	2.24
Information and communications technology	3	8.00	1.00	4	6.25	2.36	10	6.70	2.45	3	8.33	2.89	1	2.00	-	4	8.00	1.41	4	5.25	0.50	6	7.00	2.61
Transport	4	7.25	1.26	4	6.75	2.22	9	5.56	2.55	3	6.00	1.73	1	2.00	-	1	8.00	-	5	7.00	1.73	7	6.86	2.61
Law and justice	2	8.50	0.71	5	5.60	1.34	8	6.13	2.80	2	4.50	4.95	1	3.00	-	1	7.00	-	8	6.75	1.39	5	6.60	2.19
Urban development	4	6.75	2.63	5	5.40	2.30	5	6.00	3.39	1	1.00	-	1	2.00	-	2	7.00	1.41	6	7.00	1.41	6	6.83	2.14
Environmental sustainability*	8	7.63	0.74	5	6.20	1.48	12	6.58	1.83	3	8.67	0.58	1	1.00	-	3	7.33	1.53	5	5.00	2.35	9	7.22	1.92
Regulatory framework*	8	8.25	1.04	5	6.40	1.82	11	5.82	1.66	2	8.00	1.41	2	6.00	2.83	3	9.33	1.15	6	5.33	2.07	5	8.00	1.58
Communicable/non-communicable diseases	3	5.33	1.15	4	5.25	0.96	7	6.14	2.34	3	6.67	1.53	1	7.00	-	1	4.00	-	4	5.75	2.06	2	6.50	4.95
Poverty reduction	8	6.88	2.47	7	6.86	2.12	11	6.36	2.42	4	6.50	2.08	1	3.00	-	4	9.25	0.96	9	6.67	1.22	12	7.33	1.78
Anti corruption	5	6.20	2.17	4	5.00	2.16	8	5.75	2.25	3	7.33	1.53	1	3.00	-	2	7.50	0.71	8	5.88	2.30	9	6.33	1.87
Private sector development	7	6.57	3.31	6	6.50	2.17	13	6.54	2.15	5	7.00	1.58	1	3.00	-	5	7.60	3.29	9	6.78	1.64	12	7.17	1.40
Foreign direct investment	7	7.00	2.77	6	6.50	1.38	8	7.50	1.20	2	7.50	2.12	1	3.00	-	4	6.00	3.27	8	6.25	1.39	9	6.67	1.50
Local governance and institutions	8	7.25	1.49	5	5.80	1.64	8	6.75	1.67	5	7.40	1.95	1	3.00	-	4	6.75	2.50	6	6.33	1.51	9	6.67	2.12
Water and sanitation	9	6.11	3.10	5	6.60	0.89	6	6.00	1.90	2	8.00	0.00	2	6.50	2.12	2	7.50	0.71	4	6.25	1.71	9	6.78	2.11
Trade and exports	6	7.50	2.74	4	5.75	0.96	8	6.25	2.05	1	6.00	-	1	5.00	-	4	7.00	3.56	7	6.00	1.41	6	6.50	2.07
Economic growth	7	8.00	1.63	5	6.00	1.00	14	5.86	2.44	6	6.50	1.52	1	4.00	-	5	7.00	3.08	8	6.50	1.41	11	6.55	1.81
Health	7	7.29	2.98	6	6.33	1.03	15	5.60	2.29	7	6.71	1.60	2	7.00	1.41	5	6.00	2.65	7	5.71	1.89	9	5.89	2.03
Public sector governance/reform	8	8.25	1.49	6	6.50	2.07	13	5.69	2.66	5	7.60	1.95	1	3.00	-	4	6.75	2.22	7	6.86	2.12	9	7.33	1.73
Job creation/employment	7	7.29	2.36	5	5.60	1.82	11	5.27	2.53	5	5.60	1.67	1	3.00	-	4	6.75	2.99	7	6.57	1.99	10	6.30	2.21
Social cohesion	7	7.29	2.43	5	4.80	1.30	10	5.20	2.04	3	6.00	1.00	1	3.00	-	3	8.00	1.00	7	5.71	2.36	7	7.29	1.50
Financial markets	7	8.29	1.11	5	5.00	1.00	5	6.60	1.95	2	6.00	0.00	1	3.00	-	2	7.00	2.83	6	6.67	2.73	6	7.50	2.35
Equality of opportunity	6	6.83	1.94	4	4.75	1.71	6	5.33	2.42	2	5.50	0.71	1	3.00	-	3	7.67	2.52	7	6.57	1.40	8	7.25	1.98
Energy	11	7.91	1.14	6	6.50	2.51	13	5.77	2.86	5	7.00	2.00	2	3.50	3.54	3	7.33	3.06	7	6.29	2.75	13	7.15	1.99
Rural development	7	7.29	1.89	4	5.25	1.50	11	6.36	1.57	6	7.50	1.87	1	6.00	-	3	7.33	0.58	7	6.86	1.21	11	7.18	1.72
Global/regional integration	4	5.25	2.87	5	5.20	2.17	8	6.75	1.28	3	5.67	1.53	1	2.00	-	1	7.00	-	3	6.67	0.58	8	5.75	2.87
Food security	6	6.50	2.07	4	4.50	1.73	8	7.00	1.31	3	5.33	1.15	1	2.00	-	2	6.50	2.12	3	6.33	1.15	8	6.25	1.83
Education	6	7.33	1.97	5	5.80	1.64	13	6.08	2.69	5	6.20	2.39	1	9.00	-	4	6.50	2.89	8	6.75	1.58	10	6.30	2.75
Social protection	5	6.00	2.83	4	4.50	2.08	8	5.88	2.30	1	6.00	-	2	4.50	2.12	2	7.50	2.12	4	6.25	1.71	5	6.80	2.59
Climate change	7	5.86	2.19	4	4.50	1.00	7	6.14	2.27	2	6.00	0.00	2	2.00	1.41	-	-	-	4	4.25	2.75	6	6.33	2.94
Agricultural development	8	8.25	1.04	6	5.17	2.48	12	7.00	2.09	6	6.50	1.76	1	6.00	-	5	6.60	2.07	6	6.67	1.63	10	7.40	2.01
Natural resource management*	7	8.14	1.21	6	6.50	2.35	10	6.00	2.54	3	5.00	1.00	2	2.00	1.41	3	5.67	2.31	5	5.20	2.77	7	7.43	2.30

*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector Organization			CSO			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 Group's work help to achieve development results in Kosovo?	12	7.50	1.17	7	6.71	1.11	22	6.14	2.23	8	6.50	1.69	3	5.67	2.52	6	6.50	2.26	11	6.73	1.68	17	6.47	2.00

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector Organization			CSO			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 Group help to build/strengthen existing country systems in Kosovo?	11	8.18	1.83	7	6.43	1.27	19	6.42	2.50	7	7.57	1.81	2	6.00	2.83	6	6.50	2.35	11	6.91	1.76	15	6.40	2.06

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

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector Organization			CSO			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 Group's financial instruments meet the needs of Kosovo	12	6.17	1.99	7	5.14	1.35	21	6.05	2.25	8	7.63	1.60	4	5.75	2.63	6	5.67	2.42	12	5.33	2.23	18	5.89	2.19
The World Bank Group meets Kosovo's needs for knowledge services	12	8.17	1.11	7	6.14	1.77	21	6.29	2.19	7	7.29	1.50	4	8.25	1.50	6	6.00	2.76	11	6.55	2.11	18	7.22	1.44

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector Organization			CSO			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 Group measures and corrects its work in real time in Kosovo?	11	6.36	1.91	4	4.75	0.50	15	6.67	2.50	7	6.86	1.86	3	5.00	3.61	6	5.50	3.21	10	5.70	2.41	12	6.75	2.18

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

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector Organization	CSO	Other
Weekly	15.4%	0.0%	30.4%	40.0%	0.0%	0.0%	0.0%	5.9%
Monthly	30.8%	0.0%	8.7%	10.0%	20.0%	16.7%	0.0%	11.8%
A few times a year	46.2%	57.1%	39.1%	40.0%	80.0%	33.3%	53.3%	52.9%
Rarely	7.7%	42.9%	21.7%	10.0%	0.0%	33.3%	33.3%	29.4%
Never	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	13.3%	0.0%

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector Organization			CSO			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	10	7.00	1.05	6	5.67	1.63	20	6.55	2.42	7	7.29	1.70	3	5.00	3.61	6	6.00	2.83	12	6.58	2.27	15	6.40	2.06
Include appropriate level of stakeholder involvement during preparation	10	7.10	1.85	6	5.83	1.83	21	6.57	1.75	9	7.33	1.87	4	7.25	1.50	6	6.33	2.58	10	5.00	2.00	16	5.94	2.35
Lead to practical solutions	11	7.55	0.93	5	5.80	1.10	21	6.05	2.29	9	7.33	2.00	4	7.25	2.06	5	7.20	2.17	11	5.91	1.64	13	6.31	1.93
Are accessible (well written and easy to understand)	11	7.73	1.10	5	6.00	0.71	22	6.95	1.99	8	7.63	1.77	4	7.75	3.20	5	7.60	2.51	12	6.92	2.35	14	6.93	2.06
Are source of relevant information on global good practices	12	8.67	0.78	6	7.17	1.94	20	7.60	2.11	8	7.75	1.58	3	8.00	1.00	5	7.80	2.28	13	7.15	2.19	15	7.47	2.07
Are adequately disseminated	11	7.73	1.01	6	5.83	1.83	20	7.55	1.61	7	7.29	1.80	2	8.50	0.71	5	7.20	2.39	11	6.82	2.64	13	6.92	2.36
Are translated enough into local language	9	7.00	1.32	4	6.25	2.22	21	6.86	2.24	7	8.00	1.91	2	9.50	0.71	3	8.67	1.53	11	6.45	2.98	16	7.69	2.33
Are adaptable to Kosovo's specific development challenges and country circumstances	11	7.09	1.58	6	6.00	1.55	22	6.59	2.68	7	6.86	1.68	4	6.75	1.50	5	7.40	3.29	10	6.20	1.69	14	6.64	2.65

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector Organization			CSO			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 Group's knowledge work and activities make to development results in your country?	13	7.77	0.83	7	6.00	1.41	22	6.27	2.21	10	7.40	2.01	3	7.33	1.53	5	7.60	2.51	12	6.92	1.78	17	6.88	1.83
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	12	7.92	1.51	6	7.50	1.52	22	7.05	2.32	10	7.50	1.96	4	8.50	1.29	5	7.80	2.05	11	6.82	1.72	18	7.67	1.64

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

E. Working with the World Bank Group

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector Organization			CSO			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 Group disburses funds promptly	8	5.50	1.31	3	4.67	2.31	18	5.78	1.90	8	5.75	1.83	-	-	-	6	5.00	2.97	8	4.88	1.13	12	5.75	3.17
The World Bank Group effectively monitors and evaluates the projects and programs it supports	11	7.82	1.25	5	7.20	1.79	20	7.25	2.22	9	8.22	1.64	1	3.00	-	4	7.75	1.71	8	6.50	2.51	15	7.87	2.13
The World Bank Group's approvals and reviews are done in a timely fashion	10	7.00	1.83	3	6.67	0.58	15	7.47	2.23	9	7.78	2.11	1	9.00	-	4	6.00	3.65	7	6.29	1.98	10	7.10	2.73
The World Bank Group's "Safeguard Policy" requirements are reasonable	7	6.57	1.90	3	7.00	1.00	9	6.67	2.06	4	7.25	2.50	-	-	-	3	6.33	3.21	4	5.75	1.71	10	7.10	2.60
The World Bank Group's conditions on its lending are reasonable	10	7.20	1.48	5	6.80	1.92	17	7.41	1.37	6	8.50	1.64	2	7.50	0.71	3	5.67	3.21	8	7.25	1.67	12	7.67	2.23
The World Bank Group takes decisions quickly in Kosovo	10	6.50	1.35	4	4.75	1.50	18	5.50	2.48	7	6.86	2.19	2	5.50	4.95	5	5.80	2.86	6	5.67	1.37	15	6.33	2.19
Working with the World Bank Group increases Kosovo's institutional capacity	12	8.17	0.72	6	7.17	2.04	21	6.86	2.65	10	7.90	1.66	3	7.33	2.08	5	6.20	3.19	10	6.70	2.16	13	7.92	1.98
Where country systems are adequate, the World Bank Group makes appropriate use of them	8	8.00	0.93	4	6.00	2.16	17	7.65	1.66	9	7.78	1.56	1	3.00	-	2	7.50	3.54	7	7.29	2.06	10	7.80	2.39
The World Bank Group provides effective implementation support	11	8.09	1.14	5	6.40	2.07	19	7.32	1.73	9	8.22	1.48	1	4.00	-	3	7.67	2.08	8	7.25	2.66	12	7.75	2.30

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector Organization			CSO			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 that the World Bank Group's work helps to find solutions that promote private public partnerships in Kosovo?	10	6.90	2.23	6	6.33	0.82	13	5.92	2.53	5	5.40	2.61	2	6.00	4.24	4	6.25	3.77	10	7.20	1.81	13	6.23	2.59

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector Organization	CSO	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Kosovo	84.6%	50.0%	50.0%	66.7%	60.0%	83.3%	50.0%	47.4%
The World Bank Group is not sufficiently selective in Kosovo, and it is involved in too many areas of development	15.4%	33.3%	18.2%	22.2%	40.0%	0.0%	14.3%	21.1%
Don't know	0.0%	16.7%	31.8%	11.1%	0.0%	16.7%	35.7%	31.6%



E. Working with the World Bank Group (continued)

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector Organization			CSO			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 Group is adequately staffed in Kosovo?	13	7.46	1.33	3	6.33	1.53	17	6.65	2.32	8	7.25	2.05	3	6.00	3.46	6	7.17	2.04	5	6.80	1.79	14	6.07	2.43

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

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector Organization	CSO	Other
Offer more innovative financial products	41.7%	14.3%	30.4%	12.5%	25.0%	0.0%	20.0%	26.3%
Ensure greater selectivity in its work	0.0%	0.0%	8.7%	0.0%	0.0%	0.0%	13.3%	0.0%
Provide more adequate data/knowledge/statistics/figures on Kosovo's economy*	8.3%	42.9%	4.3%	0.0%	25.0%	16.7%	46.7%	10.5%
Improve the competitiveness of its financing compared to markets	0.0%	28.6%	8.7%	0.0%	0.0%	33.3%	26.7%	26.3%
Reach out more to groups outside of Government*	0.0%	28.6%	4.3%	37.5%	50.0%	50.0%	33.3%	42.1%
Increase the level of capacity development in the country	50.0%	57.1%	21.7%	12.5%	25.0%	33.3%	6.7%	36.8%
Improve the quality of its experts as related to Kosovo's specific challenges	25.0%	14.3%	30.4%	25.0%	0.0%	0.0%	6.7%	10.5%
Offer more innovative knowledge services	16.7%	0.0%	4.3%	12.5%	0.0%	0.0%	13.3%	5.3%
Collaborate more effectively with Government clients	25.0%	14.3%	26.1%	25.0%	0.0%	0.0%	26.7%	0.0%
Work faster	8.3%	0.0%	17.4%	0.0%	0.0%	0.0%	6.7%	10.5%
Reduce the complexity of obtaining World Bank Group financing	8.3%	0.0%	17.4%	25.0%	25.0%	50.0%	0.0%	26.3%
Increase the level of World Bank Group staffing in Kosovo's office	8.3%	0.0%	17.4%	25.0%	0.0%	0.0%	0.0%	5.3%
Other	0.0%	0.0%	4.3%	12.5%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector Organization	CSO	Other
Financial services	38.5%	66.7%	47.8%	30.0%	40.0%	50.0%	20.0%	47.4%
Knowledge products	38.5%	16.7%	21.7%	40.0%	0.0%	50.0%	26.7%	26.3%
Convening Services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
None of the above	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	5.3%
The combination is appropriate for Kosovo	23.1%	16.7%	13.0%	30.0%	40.0%	0.0%	33.3%	15.8%
Don't know	0.0%	0.0%	13.0%	0.0%	20.0%	0.0%	20.0%	5.3%

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

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Kosovo? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector Organization	CSO	Other
Social cohesion	23.1%	33.3%	45.0%	11.1%	0.0%	16.7%	6.7%	21.1%
Public financial management	84.6%	50.0%	40.0%	88.9%	80.0%	50.0%	73.3%	73.7%
Reducing violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Access to justice systems	15.4%	0.0%	10.0%	0.0%	0.0%	33.3%	20.0%	21.1%
Security mechanisms	7.7%	0.0%	5.0%	0.0%	0.0%	16.7%	0.0%	0.0%
Conflict resolution mechanisms	7.7%	0.0%	5.0%	0.0%	0.0%	0.0%	13.3%	0.0%
Access to basic services	15.4%	33.3%	25.0%	11.1%	40.0%	0.0%	26.7%	21.1%
Capacity of state institutions	53.8%	33.3%	35.0%	55.6%	0.0%	66.7%	40.0%	47.4%
Jobs	53.8%	0.0%	60.0%	77.8%	80.0%	66.7%	46.7%	42.1%
Improving livelihoods	30.8%	66.7%	35.0%	44.4%	20.0%	50.0%	46.7%	36.8%
Social safety nets*	0.0%	50.0%	20.0%	0.0%	20.0%	0.0%	6.7%	10.5%
Stimulating dialogue to promote peace and stability	0.0%	16.7%	5.0%	0.0%	0.0%	0.0%	6.7%	10.5%

*Significantly different between stakeholder groups

Which THREE areas below would benefit most from other donors in Kosovo? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector Organization	CSO	Other
Social cohesion	18.2%	16.7%	15.0%	44.4%	40.0%	33.3%	35.7%	22.2%
Public financial management	27.3%	16.7%	30.0%	11.1%	20.0%	0.0%	0.0%	11.1%
Reducing violence	9.1%	0.0%	15.0%	0.0%	0.0%	33.3%	7.1%	11.1%
Access to justice systems	36.4%	16.7%	35.0%	77.8%	40.0%	50.0%	42.9%	55.6%
Security mechanisms	18.2%	16.7%	15.0%	22.2%	0.0%	16.7%	14.3%	33.3%
Conflict resolution mechanisms	9.1%	0.0%	0.0%	0.0%	0.0%	16.7%	14.3%	11.1%
Access to basic services	9.1%	0.0%	10.0%	44.4%	20.0%	33.3%	14.3%	16.7%
Capacity of state institutions	45.5%	16.7%	35.0%	11.1%	20.0%	0.0%	35.7%	16.7%
Jobs*	18.2%	100.0%	40.0%	11.1%	0.0%	33.3%	35.7%	27.8%
Improving livelihoods	27.3%	0.0%	15.0%	55.6%	40.0%	50.0%	28.6%	16.7%
Social safety nets	0.0%	33.3%	25.0%	11.1%	0.0%	16.7%	7.1%	16.7%
Stimulating dialogue to promote peace and stability	54.5%	33.3%	35.0%	11.1%	40.0%	16.7%	50.0%	27.8%

*Significantly different between stakeholder groups

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

What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector Organization	CSO	Other
Organize more joint meetings and missions with the UN	54.5%	42.9%	38.9%	16.7%	0.0%	40.0%	33.3%	35.3%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	54.5%	57.1%	44.4%	66.7%	100.0%	60.0%	58.3%	41.2%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	54.5%	57.1%	66.7%	50.0%	50.0%	20.0%	83.3%	64.7%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	45.5%	28.6%	16.7%	50.0%	0.0%	20.0%	33.3%	41.2%
Share more information about the World Bank Group's activities, products, and knowledge	9.1%	28.6%	33.3%	16.7%	0.0%	20.0%	25.0%	17.6%
Involve UN experts to a greater degree in World Bank Group activities	18.2%	0.0%	27.8%	16.7%	50.0%	80.0%	33.3%	17.6%
Other	9.1%	0.0%	16.7%	16.7%	0.0%	20.0%	0.0%	11.8%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector Organization	CSO	Other
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	15.4%	71.4%	35.0%	22.2%	20.0%	66.7%	53.3%	42.1%
International newspapers	7.7%	0.0%	10.0%	0.0%	20.0%	33.3%	0.0%	5.3%
Local radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International radio	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	38.5%	14.3%	30.0%	22.2%	20.0%	33.3%	33.3%	21.1%
International television	0.0%	14.3%	20.0%	0.0%	0.0%	16.7%	6.7%	0.0%
Local newspapers	23.1%	14.3%	5.0%	22.2%	20.0%	33.3%	6.7%	31.6%
Internet	76.9%	71.4%	65.0%	88.9%	80.0%	33.3%	80.0%	52.6%
Periodicals	15.4%	0.0%	5.0%	11.1%	20.0%	0.0%	6.7%	5.3%
Other	15.4%	14.3%	10.0%	22.2%	0.0%	0.0%	0.0%	10.5%

**G. Communication and Information Sharing (continued)****How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector Organization	CSO	Other
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	69.2%	71.4%	56.5%	40.0%	40.0%	16.7%	21.4%	50.0%
Mobile phones	7.7%	0.0%	4.3%	10.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's seminars/workshops/conferences	46.2%	42.9%	43.5%	40.0%	60.0%	50.0%	35.7%	31.3%
World Bank Group's publications and other written materials	23.1%	42.9%	26.1%	10.0%	20.0%	50.0%	35.7%	37.5%
World Bank Group's website	7.7%	14.3%	26.1%	60.0%	20.0%	33.3%	42.9%	37.5%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	23.1%	0.0%	30.4%	10.0%	20.0%	33.3%	21.4%	18.8%
e-Newsletters	7.7%	14.3%	4.3%	10.0%	20.0%	16.7%	28.6%	6.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%

Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector Organization	CSO	Other
Yes	30.0%	50.0%	40.9%	37.5%	0.0%	16.7%	30.8%	23.5%
No	70.0%	50.0%	59.1%	62.5%	100.0%	83.3%	69.2%	76.5%

If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector Organization	CSO	Other
World Bank Group's seminars/workshops/conferences	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%
World Bank Group's website	33.3%	33.3%	71.4%	100.0%	0.0%	0.0%	66.7%	66.7%
World Bank Group's e-Newsletters	0.0%	33.3%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%
News/Media	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Colleagues/Friends/Peer organizations	33.3%	0.0%	28.6%	0.0%	0.0%	0.0%	33.3%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector Organization	CSO	Other
Yes	50.0%	20.0%	13.3%	16.7%	60.0%	16.7%	8.3%	33.3%
No	50.0%	80.0%	86.7%	83.3%	40.0%	83.3%	91.7%	66.7%

Were you able to obtain this information?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector Organization	CSO	Other
Yes	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%	66.7%
No	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	33.3%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector Organization	CSO	Other
Yes	100.0%	100.0%	90.9%	75.0%	100.0%	100.0%	100.0%	100.0%
No	0.0%	0.0%	9.1%	25.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector Organization	CSO	Other
Yes	70.0%	80.0%	69.2%	85.7%	100.0%	100.0%	81.8%	73.3%
No	30.0%	20.0%	30.8%	14.3%	0.0%	0.0%	18.2%	26.7%

Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector Organization	CSO	Other
Yes	44.4%	0.0%	41.7%	66.7%	25.0%	0.0%	30.0%	46.2%
No	55.6%	100.0%	58.3%	33.3%	75.0%	100.0%	70.0%	53.8%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector Organization	CSO	Other
High speed/WiFi	100.0%	80.0%	95.0%	88.9%	100.0%	100.0%	100.0%	93.3%
Dial-up	0.0%	20.0%	5.0%	11.1%	0.0%	0.0%	0.0%	6.7%

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Bilateral/Multilateral Agency			Private Sector Organization			CSO			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 find the World Bank Group's websites easy to navigate.	12	7.67	2.02	4	7.50	3.11	18	7.50	2.46	9	8.11	1.62	5	8.00	2.12	4	7.75	0.96	10	7.90	1.73	14	7.29	2.37
I find the information on the World Bank Group's websites useful.	11	8.09	1.76	5	6.40	3.58	18	7.89	1.88	9	8.33	1.50	5	8.40	2.07	4	9.25	0.50	10	8.40	1.65	14	7.50	2.47
The World Bank Group's social media channels are valuable sources of information about the institution	7	7.14	2.48	3	6.00	2.65	13	7.00	2.31	6	8.50	1.22	2	8.00	2.83	3	8.00	1.73	7	8.14	1.68	7	7.86	2.61
When I need information from the World Bank Group I know how to find it	13	8.08	1.61	7	7.86	1.95	20	7.75	2.43	7	8.71	1.60	5	9.20	1.30	3	8.67	1.53	9	6.67	3.16	14	8.14	2.88
The World Bank Group is responsive to my information requests and inquiries	11	7.82	2.75	4	7.25	2.50	16	7.56	1.97	7	8.57	1.13	3	9.33	1.15	3	8.67	1.53	4	5.75	4.43	11	7.55	3.14

H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?* (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector Organization	CSO	Other
Yes	92.3%	33.3%	82.6%	100.0%	80.0%	50.0%	14.3%	58.8%
No	7.7%	66.7%	17.4%	0.0%	20.0%	50.0%	85.7%	41.2%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector Organization	CSO	Other
The World Bank (IDA)	81.8%	83.3%	90.0%	100.0%	100.0%	50.0%	75.0%	87.5%
The International Finance Corporation (IFC)	18.2%	0.0%	10.0%	0.0%	0.0%	50.0%	0.0%	6.3%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	25.0%	6.3%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector Organization	CSO	Other
Yes	66.7%	20.0%	19.0%	37.5%	20.0%	16.7%	0.0%	22.2%
No	33.3%	80.0%	81.0%	62.5%	80.0%	83.3%	100.0%	77.8%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/Multilateral Agency	Private Sector Organization	CSO	Other
The two institutions work well together	25.0%	0.0%	50.0%	0.0%	100.0%	100.0%	0.0%	25.0%
The way the two institutions work together needs improvement	75.0%	0.0%	50.0%	50.0%	0.0%	0.0%	0.0%	25.0%
The two institutions do not work well together	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	50.0%

*Significantly different between stakeholder groups

H. Background Information (continued)

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector Organization	CSO	Other
Observer	0.0%	14.3%	4.3%	0.0%	0.0%	16.7%	8.3%	27.8%
Use World Bank Group reports/data*	8.3%	57.1%	21.7%	20.0%	40.0%	16.7%	83.3%	38.9%
Engage in World Bank Group related/sponsored events/activities*	66.7%	28.6%	13.0%	0.0%	20.0%	33.3%	25.0%	5.6%
Collaborate as part of my professional duties*	91.7%	42.9%	78.3%	100.0%	100.0%	66.7%	16.7%	44.4%
Use World Bank Group website for information, data, research, etc.*	0.0%	0.0%	17.4%	40.0%	0.0%	16.7%	50.0%	22.2%

*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector Organization	CSO	Other
Female	15.4%	42.9%	31.8%	20.0%	20.0%	33.3%	46.7%	26.3%
Male	84.6%	57.1%	68.2%	80.0%	80.0%	66.7%	53.3%	73.7%



Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group⁴

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY16 Kosovo COS questionnaire: All 10-point scale questions and question B4 "When thinking about how the World Bank Group can have the most impact on development results in Kosovo, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Kosovo?"

● Collaborating with the WBG N=63 ● Not collaborating with the WBG N=35

B. Overall Attitudes toward the World Bank Group

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Kosovo?*	63	7.52	1.85	35	5.66	2.14

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Kosovo.	60	6.70	2.03	30	6.37	2.27

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Kosovo solve its most complicated development challenges?	56	7.41	2.06	25	6.88	1.72

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

⁴ Only 98 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Health	23.8%	11.8%
Security/stabilization/reconstruction	0.0%	2.9%
Crime and violence	0.0%	0.0%
Transport	4.8%	0.0%
Agricultural development	20.6%	20.6%
Global/regional integration	1.6%	8.8%
Job creation/employment	14.3%	26.5%
Public sector governance/reform	22.2%	17.6%
Social protection	1.6%	2.9%
Rural development	6.3%	5.9%
Foreign direct investment	11.1%	11.8%
Education	34.9%	35.3%
Energy	17.5%	20.6%
Social cohesion	4.8%	2.9%
Gender equity	3.2%	0.0%
Financial markets	3.2%	5.9%
Urban development	0.0%	0.0%
Environmental sustainability	9.5%	5.9%
Economic growth	30.2%	50.0%
Regional conflict and tensions	0.0%	0.0%
Private sector development	20.6%	14.7%
Water and sanitation	1.6%	2.9%
Food security	3.2%	0.0%
Climate change	1.6%	0.0%
Information and communications technology	11.1%	2.9%
Trade and exports	4.8%	2.9%
Equality of opportunity	1.6%	0.0%
Law and justice*	6.3%	20.6%
Local governance and institutions	1.6%	0.0%
Regulatory framework	1.6%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	3.2%	0.0%
Poverty reduction	11.1%	11.8%
Anti corruption	7.9%	14.7%
Disaster management	1.6%	0.0%

*Significantly different between collaborators and non-collaborators

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Kosovo	62	7.00	2.02	32	6.25	1.98
The World Bank Group's work is aligned with what I consider the development priorities for Kosovo	61	6.74	2.03	32	5.84	2.37

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

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	53	6.57	1.88	31	5.55	2.25
Flexibility (in terms of the institution's products and services)	50	6.20	1.74	30	5.97	2.04
Flexibility (in terms of changing country circumstances)	52	6.06	1.72	30	5.83	2.12
Being inclusive*	49	6.47	1.88	30	5.50	2.24
Openness (sharing data and other information)*	56	7.16	2.23	30	6.07	2.20
Collaboration with the Government	56	7.87	1.63	29	7.38	1.95
The speed in which it gets things accomplished on the ground	50	5.92	2.06	27	5.89	2.17
Ease of access to the people at the World Bank Group who are making decisions important to my work*	53	7.28	2.20	26	5.77	2.41
Collaboration with civil society	36	6.94	1.97	24	5.79	2.62
Collaboration with the UN	18	6.50	2.48	14	7.07	2.30
Staff accessibility	52	7.58	2.20	26	6.50	2.42
Collaboration with other donors and development partners	47	7.38	2.17	22	6.50	2.04
Collaboration with the private sector	31	6.74	1.73	28	5.86	2.52
Straightforwardness and honesty	49	7.76	2.04	24	7.42	1.91
Treating clients and stakeholders in Kosovo with respect	50	7.98	1.80	25	7.08	2.34
Being a long-term partner*	54	8.41	1.94	29	7.07	2.20

*Significantly different between collaborators and non-collaborators



C. World Bank Group's Effectiveness and Results

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Crime and violence	43	4.86	3.28	27	6.00	3.14
Financial markets	53	7.68	1.75	30	7.63	1.96
Transport	52	7.06	2.43	30	7.13	1.89
Anti corruption	52	7.67	2.29	29	8.03	2.28
Regional conflict and tensions	43	4.88	2.89	28	5.57	2.87
Law and justice	49	7.16	2.55	29	8.07	2.30
Urban development	50	7.14	2.27	28	7.04	2.08
Environmental sustainability	53	8.19	1.56	29	7.52	1.99
Trade and exports	54	7.54	2.22	30	8.03	1.88
Information and communications technology	51	7.82	2.19	30	7.40	2.31
Poverty reduction	56	8.91	1.70	29	8.45	1.82
Gender equity	52	7.65	2.23	29	7.34	2.16
Private sector development	54	8.89	1.42	32	8.75	1.61
Foreign direct investment	53	8.47	2.00	31	8.32	2.14
Local governance and institutions	50	7.02	2.60	30	7.77	1.68
Water and sanitation	52	8.15	2.22	29	7.28	2.09
Regulatory framework	54	7.69	2.29	29	7.14	1.77
Economic growth	57	9.02	1.40	31	8.71	1.64
Energy	55	8.87	1.52	30	8.30	1.73
Disaster management	49	6.51	2.48	27	5.96	2.68
Public sector governance/reform	55	8.36	2.19	31	8.35	1.58
Job creation/employment	53	8.49	2.03	30	8.60	1.87
Social cohesion	48	7.65	1.84	27	7.41	1.89
Communicable/non-communicable diseases	47	5.89	2.45	26	5.62	2.83
Equality of opportunity	51	7.37	2.37	27	7.11	2.64
Social protection	51	7.49	2.47	26	6.77	2.42
Rural development	50	8.18	2.01	26	8.19	1.98
Global/regional integration	47	7.53	2.26	28	7.18	2.42
Food security	46	7.46	2.52	25	6.76	2.28
Natural resource management	50	7.58	2.60	27	6.85	2.80
Security/stabilization/reconstruction	48	6.83	2.61	27	6.89	2.38
Health	54	8.15	2.24	27	8.00	1.86
Climate change	51	7.76	2.15	26	6.65	2.70
Agricultural development	55	8.56	2.12	28	8.43	1.69
Education	57	8.89	1.77	30	8.40	2.16

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Gender equity	16	6.31	2.55	12	6.17	1.95
Information and communications technology	22	7.00	2.64	15	5.93	1.87
Transport	21	6.10	2.32	16	6.56	2.03
Law and justice	17	6.12	1.96	15	6.60	2.10
Urban development	15	5.73	2.49	15	6.67	2.13
Environmental sustainability	31	6.94	1.84	18	6.22	2.10
Regulatory framework	30	7.13	1.83	15	6.47	2.13
Communicable/non-communicable diseases	16	5.69	1.85	10	5.80	1.99
Poverty reduction	35	7.06	2.31	22	6.77	1.60
Anti corruption	22	6.14	2.01	18	5.94	2.07
Private sector development	32	6.78	2.24	27	6.52	2.05
Foreign direct investment	25	6.80	2.00	23	6.39	1.70
Local governance and institutions	29	6.66	1.84	18	6.39	1.88
Water and sanitation	27	6.33	2.13	13	6.62	1.80
Trade and exports	22	6.91	2.04	17	5.82	1.85
Economic growth	36	6.78	1.97	23	5.96	1.89
Health	37	6.22	2.21	21	5.86	1.77
Public sector governance/reform	33	6.85	2.25	20	6.60	2.16
Job creation/employment	32	6.22	2.22	20	5.85	2.25
Social cohesion	27	6.15	2.07	17	6.18	2.19
Financial markets	20	7.15	1.93	15	6.40	2.26
Equality of opportunity	23	6.35	2.12	15	6.33	1.91
Energy	40	6.80	2.39	21	6.05	2.48
Rural development	32	6.97	1.69	19	6.58	1.46
Global/regional integration	19	6.11	1.91	14	5.71	2.37
Food security	23	6.35	1.64	12	5.92	1.98
Education	31	6.58	2.19	22	6.27	2.37
Social protection	22	6.14	2.05	11	5.73	2.41
Climate change	20	5.35	2.16	13	5.54	2.67
Agricultural development	37	6.97	1.98	18	6.78	2.02
Natural resource management	29	6.34	2.50	15	6.27	2.43

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Kosovo?	56	6.54	1.83	31	6.45	2.00

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Kosovo?	48	7.10	2.04	29	6.28	2.17

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

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

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Kosovo	56	6.14	2.02	31	5.35	2.14
The World Bank Group meets Kosovo's needs for knowledge services	56	7.13	1.88	29	6.41	2.11

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Kosovo?	45	6.42	2.38	22	5.86	2.36

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

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

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	50	6.64	2.06	29	6.17	2.25
Include appropriate level of stakeholder involvement during preparation*	53	6.75	1.82	29	5.83	2.28
Lead to practical solutions	51	6.75	1.85	28	6.04	1.90
Are accessible (well written and easy to understand)	52	7.44	1.86	30	6.70	2.05
Are source of relevant information on global good practices*	51	8.06	1.70	31	7.00	2.00
Are adequately disseminated*	47	7.64	1.70	30	6.47	2.06
Are translated enough into local language	47	7.34	2.14	26	7.00	2.62
Are adaptable to Kosovo's specific development challenges and country circumstances	51	6.90	2.09	30	6.20	2.33

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	57	7.04	1.68	31	6.52	2.11
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	59	7.63	1.69	28	6.86	2.01

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

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	45	5.98	2.11	18	4.56	2.06
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	53	7.85	1.76	20	6.30	2.23
The World Bank Group's approvals and reviews are done in a timely fashion	44	7.43	2.14	16	6.19	2.26
The World Bank Group's "Safeguard Policy" requirements are reasonable	29	6.93	2.03	12	6.08	2.19
The World Bank Group's conditions on its lending are reasonable	47	7.49	1.69	18	6.94	2.01
The World Bank Group takes decisions quickly in Kosovo	50	6.06	2.30	18	5.94	1.98
Working with the World Bank Group increases Kosovo's institutional capacity	56	7.59	2.09	26	6.81	2.19
Where country systems are adequate, the World Bank Group makes appropriate use of them	45	7.80	1.74	16	6.81	2.26
The World Bank Group provides effective implementation support	49	7.73	1.68	21	7.00	2.39

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Kosovo?	37	6.22	2.46	24	6.29	2.48

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Kosovo?	47	6.89	2.15	20	6.35	2.08

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

G. Communication and Information Sharing

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	53	7.53	2.19	25	7.40	2.53
I find the information on the World Bank Group's websites useful.	52	8.12	1.88	25	7.48	2.63
The World Bank Group's social media channels are valuable sources of information about the institution	31	7.32	2.17	17	7.76	2.31
When I need information from the World Bank Group I know how to find it*	53	8.45	1.87	25	6.72	3.03
The World Bank Group is responsive to my information requests and inquiries*	43	8.26	2.06	17	5.94	3.21

*Significantly different between collaborators and non-collaborators



Appendix D: Responses to Selected Questions by Year⁵

Comparing responses across Country Opinion Surveys (COS) reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. As a rule, the COS data are weighted for year comparisons in order to reach the same stakeholder composition in two fiscal years. However, in the case of Kosovo, due to the small number of respondents in the FY'13 COS (101 respondents) and the FY'16 COS (105 respondents) and different stakeholder composition in the samples (see the table below), weighting would have been statistically unsound. Therefore, only basic comparisons of the unweighted data from the FY'13 and FY'16 Country Surveys are presented and should be considered provisional.

Respondent Distribution	FY 2013		FY 2016	
	N	%	N	%
Office of the President/Prime Minister/Minister	0	0.0%	13	13.3%
Office of Parliamentarian	0	0.0%	7	7.1%
Government institutions	20	20.2%	37	37.8%
Local Government	30	30.3%	2	2.0%
Bilateral/multilateral agencies	1	1.0%	5	5.1%
Civil society	25	25.3%	15	15.3%
Private sector	4	4.0%	6	6.1%
Academia	4	4.0%	2	2.0%
Media	3	3.0%	2	2.0%
Other	12	12.1%	9	9.2%
Total Number of Respondents⁶	99	100%	98	100%

A. General Issues facing Kosovo

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

Percentage of Respondents	FY 2013	FY 2016
The right direction	59.0%	47.5%
The wrong direction	13.0%	16.8%
Not sure	28.0%	35.6%

B. Overall Attitudes toward the World Bank Group

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Kosovo?	100	6.59	2.40	105	6.73	2.19

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Kosovo.	91	7.03	2.22	96	6.57	2.06

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

⁵ Only those questions that were asked in the FY'13 and FY'16 country opinion surveys, with similar response scales/options, are presented in the appendix.

⁶ 99 respondents in the FY'13 COS and 98 respondents in the FY'16 COS provided information about their current positions.

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Kosovo solve its most complicated development challenges?	83	7.29	2.06	86	7.22	1.92

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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Kosovo	92	7.02	2.50	100	6.76	2.01
The World Bank Group's work is aligned with what I consider the development priorities for Kosovo	90	6.82	2.23	99	6.45	2.13

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

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	77	7.55	2.30	88	6.13	2.06
Flexibility (in terms of the institution's products and services)*	79	7.53	2.07	84	6.05	1.83
Flexibility (in terms of changing country circumstances)*	79	7.32	2.22	86	5.97	1.86
Being inclusive*	78	7.17	2.21	83	6.05	2.06
Openness (sharing data and other information)	81	7.36	2.20	92	6.80	2.23
Collaboration with the Government	83	8.18	1.76	89	7.74	1.74
The speed in which it gets things accomplished on the ground*	74	6.84	2.35	83	5.99	2.06
Ease of access to the people at the World Bank Group who are making decisions important to my work				85	6.87	2.34
Collaboration with civil society				64	6.50	2.25
Collaboration with the UN				36	6.72	2.37
Staff accessibility	84	7.13	2.24	83	7.18	2.27
Collaboration with other donors and development partners*	74	7.97	2.07	72	7.04	2.15
Collaboration with the private sector				65	6.26	2.11
Straightforwardness and honesty	80	7.95	1.95	78	7.56	2.00
Treating clients and stakeholders in Kosovo with respect	85	7.82	2.28	79	7.65	2.02
Being a long-term partner				89	7.98	2.08

*Significantly different between FY16 and FY13



C. World Bank Group's Effectiveness and Results

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Gender equity	74	6.68	2.23	30	6.30	2.22
Information and communications technology	67	7.01	2.06	38	6.61	2.37
Transport	68	6.91	2.22	38	6.34	2.17
Law and justice	73	5.85	2.47	34	6.21	2.16
Urban development	72	6.10	2.28	32	6.06	2.44
Environmental sustainability	75	6.39	2.25	50	6.66	1.93
Regulatory framework	67	6.91	1.90	46	6.91	1.92
Communicable/non-communicable diseases	59	6.19	2.46	28	5.82	1.85
Poverty reduction*	80	5.66	2.58	59	6.92	2.04
Anti corruption*	78	4.87	2.78	43	6.00	1.98
Private sector development	82	5.90	2.50	62	6.68	2.12
Foreign direct investment	78	5.97	2.49	49	6.57	1.85
Local governance and institutions	75	6.56	2.08	49	6.55	1.83
Water and sanitation	66	6.73	2.25	42	6.45	1.98
Trade and exports	70	6.29	2.49	40	6.40	2.00
Economic growth	82	6.04	2.65	61	6.44	1.95
Health	79	6.10	2.56	61	6.15	2.06
Public sector governance/reform	76	6.59	2.52	56	6.77	2.17
Job creation/employment	81	5.54	2.75	54	6.06	2.18
Social cohesion	64	5.80	2.66	46	6.11	2.06
Financial markets*	61	5.75	2.46	37	6.76	2.05
Equality of opportunity	69	6.72	2.22	40	6.28	1.99
Energy	77	6.81	2.55	63	6.56	2.45
Rural development	80	6.13	2.58	52	6.77	1.64
Global/regional integration	65	6.05	2.50	35	5.83	2.08
Food security	68	5.82	2.74	37	6.08	1.77
Education	74	6.36	2.41	55	6.38	2.24
Social protection	63	5.40	2.71	34	5.97	2.12
Climate change	51	6.02	2.69	34	5.38	2.31
Agricultural development	84	6.73	2.14	57	6.88	1.95
Natural resource management	70	5.79	2.59	46	6.26	2.42

*Significantly different between FY16 and FY13

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Kosovo?	90	6.57	2.25	91	6.53	1.85
To what extent does the World Bank Group help to build/strengthen existing country systems in Kosovo?	88	6.89	1.97	82	6.82	2.06

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

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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Kosovo	84	6.27	2.32	93	5.86	2.12
The World Bank Group meets Kosovo's needs for knowledge services	93	6.34	2.40	90	6.86	1.94

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

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

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Are timely	78	6.50	2.00	82	6.50	2.10
Include appropriate level of stakeholder involvement during preparation	76	6.76	2.04	86	6.38	2.00
Lead to practical solutions				83	6.53	1.88
Are accessible (well written and easy to understand)	85	7.28	2.07	85	7.16	1.93
Are source of relevant information on global good practices	89	7.74	1.92	86	7.64	1.84
Are adequately disseminated	87	7.22	1.98	79	7.18	1.90
Are translated enough into local language	82	7.33	2.49	77	7.22	2.27
Are adaptable to Kosovo's specific development challenges and country circumstances	84	7.10	2.19	83	6.64	2.17

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	95	7.78	2.07	93	6.87	1.84
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	89	7.78	1.83	92	7.42	1.82

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

*Significantly different between FY16 and FY13

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

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	74	6.01	2.60	67	5.49	2.18
The World Bank Group effectively monitors and evaluates the projects and programs it supports	88	7.76	2.10	77	7.45	1.99
The World Bank Group's approvals and reviews are done in a timely fashion	79	7.04	2.36	62	7.08	2.19
The World Bank Group's "Safeguard Policy" requirements are reasonable	69	7.12	2.32	43	6.70	2.04
The World Bank Group's conditions on its lending are reasonable	69	7.19	2.22	68	7.31	1.76
The World Bank Group takes decisions quickly in Kosovo				72	5.96	2.20
Working with the World Bank Group increases Kosovo's institutional capacity*	86	8.22	1.86	85	7.33	2.11
Where country systems are adequate, the World Bank Group makes appropriate use of them	73	7.63	1.80	63	7.51	1.90
The World Bank Group provides effective implementation support	80	7.65	2.09	72	7.50	1.91

*Significantly different between FY16 and FY13

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Kosovo?	78	6.83	2.19	72	6.76	2.11

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

G. Communication and Information Sharing

Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?

Percentage of Respondents	FY 2013	FY 2016
Yes	39.5%	29.7%
No	60.5%	70.3%

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

Percentage of Respondents	FY 2013	FY 2016
Yes	27.9%	23.6%
No	72.1%	76.4%

Were you able to obtain this information?

Percentage of Respondents	FY 2013	FY 2016
Yes	88.0%	88.2%
No	12.0%	11.8%

Do you have access to the Internet?

Percentage of Respondents	FY 2013	FY 2016
Yes	93.4%	95.8%
No	6.6%	4.2%

**G. Communication and Information Sharing (continued)****Do you use/have used the World Bank Group website?**

Percentage of Respondents	FY 2013	FY 2016
Yes	78.9%	77.8%
No	21.1%	22.2%

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	80	7.50	2.13	80	7.46	2.28
I find the information on the World Bank Group's websites useful	77	8.09	1.85	79	7.87	2.14
When I need information from the World Bank Group I know how to find it	86	7.63	2.20	81	7.88	2.39
The World Bank Group is responsive to my information requests and inquiries	68	7.96	1.98	62	7.58	2.59



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Kosovo? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Kosovo.	6.37	6.70	6.66	5.45	6.75	5.96	6.38	7.06	6.29	6.63	6.51	6.53
Overall the World Bank Group currently plays a relevant role in development in Kosovo	6.25	7.00	6.89	5.70	6.95	6.39	6.66	7.15	6.34	6.98	6.86	6.40
The World Bank Group's work is aligned with what I consider the development priorities for Kosovo	5.84	6.74	6.69	4.50	6.77	5.76	6.34	6.85	5.84	6.76	6.47	6.37
Responsiveness to needs	5.55	6.57	6.33	4.80	6.52	5.17	6.13	6.21	5.45	6.52	6.15	6.12
Flexibility (in terms of the institution's products and services)	5.97	6.20	6.18	5.22	6.19	5.78	6.15	5.84	5.75	6.25	6.02	6.29
Flexibility (in terms of changing country circumstances)	5.83	6.06	6.07	5.33	6.21	5.48	6.13	5.53	5.72	6.13	5.97	6.05
Being inclusive	5.50	6.47	6.25	4.90	6.27	5.63	6.07	6.11	5.37	6.44	6.19	5.65
Openness (sharing data and other information)	6.07	7.16	6.87	6.20	7.08	6.12	6.79	6.79	6.34	7.02	6.71	7.11
Collaboration with the Government	7.38	7.87	7.80	7.38	7.78	7.71	7.80	7.63	7.54	7.86	7.66	8.11
The speed in which it gets things accomplished on the ground	5.89	5.92	6.03	5.56	6.30	5.10	6.07	5.70	5.96	5.98	5.90	6.25
Ease of access to the people at the World Bank Group who are making decisions important to my work	5.77	7.28	6.93	6.44	7.30	5.77	6.77	7.21	5.88	7.31	6.92	6.69
Collaboration with civil society	5.79	6.94	6.58	5.71	6.84	5.86	6.54	6.29	5.92	6.86	6.52	6.38
Collaboration with the UN	7.07	6.50	6.46	7.80	7.05	5.91	6.83	6.22	6.87	6.50	6.58	6.89
Staff accessibility	6.50	7.58	7.20	7.00	7.53	6.44	7.08	7.53	6.48	7.51	7.29	6.75
Collaboration with other donors and development partners	6.50	7.38	7.08	6.67	7.15	6.79	7.06	7.00	6.52	7.28	7.04	7.07
Collaboration with the private sector	5.86	6.74	6.40	5.78	6.38	6.15	6.44	5.86	5.85	6.67	6.24	6.50
Straightforwardness and honesty	7.42	7.76	7.74	6.71	7.68	7.57	7.54	8.00	7.60	7.67	7.55	7.94
Treating clients and stakeholders in Kosovo with respect	7.08	7.98	7.78	6.88	7.94	7.09	7.49	8.20	7.31	7.88	7.66	7.75
Being a long-term partner	7.07	8.41	8.15	6.88	8.31	7.36	7.79	8.75	7.19	8.40	8.15	7.53
To what extent does the World Bank Group's work help to achieve development results in Kosovo?	6.45	6.54	6.61	5.67	6.66	6.21	6.32	7.22	6.47	6.54	6.52	6.47
To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Kosovo?	6.28	7.10	6.94	5.56	7.10	6.15	6.57	7.50	6.24	7.10	6.82	6.65
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Kosovo	5.35	6.14	6.03	4.30	5.95	5.57	5.88	5.63	5.30	6.10	5.72	6.21
The World Bank Group meets Kosovo's needs for knowledge services (e.g., research, analysis, data, technical assistance)	6.41	7.13	6.96	6.10	6.97	6.62	6.78	7.16	6.53	7.04	6.94	6.58
The World Bank Group's knowledge work and activities are adaptable to Kosovo's specific development challenges and country circumstances	6.20	6.90	6.71	5.63	6.93	5.88	6.53	6.84	6.21	6.82	6.58	6.69
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.52	7.04	6.95	5.88	7.00	6.54	6.72	7.30	6.38	7.08	6.89	6.72
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.86	7.63	7.48	6.86	7.60	7.07	7.34	7.74	6.93	7.66	7.49	7.18
The World Bank Group takes decisions quickly in Kosovo	5.94	6.06	6.05	5.22	6.21	5.12	5.94	5.94	5.95	5.94	5.77	6.69
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	6.81	7.80	7.60	6.67	7.57	7.35	7.39	7.92	7.33	7.59	7.52	7.46

Yellow highlight indicates significant difference between Yes and No means.

Appendix F: Kosovo FY 2016 Questionnaire



World Bank Group Country Survey FY16 – Kosovo

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

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

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

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

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

SECTION A: GENERAL ISSUES FACING KOSOVO

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

SECTION A: GENERAL ISSUES

A2. Listed below are a number of development priorities in Kosovo.			
Please identify which of the following you consider the most important development priorities in Kosovo? (Choose no more than THREE)			
1	Global/regional integration	19	Climate change (e.g., mitigation, adaptation)
2	Food security	20	Poverty reduction
3	Security/stabilization/reconstruction	21	Transport (e.g., roads, bridges, transportation)
4	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Social cohesion
5	Social protection (e.g., pensions, targeted social assistance)	23	Education
6	Gender equity	24	Agricultural development
7	Private sector development	25	Trade and exports
8	Foreign direct investment	26	Crime and violence
9	Urban development	27	Anti corruption
10	Energy	28	Law and justice (e.g., judicial system)
11	Regional conflict and tensions	29	Regulatory framework
12	Job creation/employment	30	Communicable/non-communicable diseases
13	Rural development	31	Local governance and institutions
14	Financial markets	32	Natural resource management (e.g., coal, mining, minerals)
15	Water and sanitation	33	Economic growth
16	Environmental sustainability	34	Disaster management
17	Equality of opportunity (i.e., equity)	35	Information and communications technology
18	Health		

SECTION A: GENERAL ISSUES

A3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas.

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

1	Water and sanitation	18	Security/stabilization/reconstruction
2	Equality of opportunity (i.e., equity)	19	Anti corruption
3	Rural development	20	Education
4	Climate change (e.g., mitigation, adaptation)	21	Foreign direct investment
5	Regional conflict and tensions	22	Energy
6	Global/regional integration	23	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Gender equity	24	Social cohesion
8	Economic growth	25	Private sector development
9	Urban development	26	Natural resource management (e.g., coal, mining, minerals)
10	Regulatory framework	27	Environmental sustainability
11	Local governance and institutions	28	Health
12	Social protection (e.g., pensions, targeted social assistance)	29	Agricultural development
13	Law and justice (e.g., judicial system)	30	Disaster management
14	Transport (e.g., roads, bridges, transportation)	31	Job creation/employment
15	Crime and violence	32	Financial markets
16	Communicable/non-communicable diseases	33	Trade and exports
17	Information and communications technology	34	Food security

SECTION A: GENERAL ISSUES

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

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

A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Kosovo? (Select only ONE response)

1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don't know

A6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)

1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in Kosovo?									
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 Group's effectiveness in Kosovo.										
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 Group's staff is well prepared (e.g., skills and knowledge) to help Kosovo solve its most complicated development challenges?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all								To a very significant degree		Don't know

B4. When thinking about how the World Bank Group can have the most impact on development results in Kosovo, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Kosovo? (Choose no more than THREE)			
1	Health	19	Economic growth
2	Security/stabilization/reconstruction	20	Regional conflict and tensions
3	Crime and violence	21	Private sector development
4	Transport (e.g., roads, bridges, transportation)	22	Water and sanitation
5	Agricultural development	23	Food security
6	Global/regional integration	24	Climate change (e.g., mitigation, adaptation)
7	Job creation/employment	25	Information and communications technology
8	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	26	Trade and exports
9	Social protection (e.g., pensions, targeted social assistance)	27	Equality of opportunity (i.e., equity)
10	Rural development	28	Law and justice (e.g., judicial system)
11	Foreign direct investment	29	Local governance and institutions
12	Education	30	Regulatory framework
13	Energy	31	Communicable/non-communicable diseases
14	Social cohesion	32	Natural resource management (e.g., coal, mining, minerals)
15	Gender equity	33	Poverty reduction
16	Financial markets	34	Anti corruption
17	Urban development	35	Disaster management
18	Environmental sustainability		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Help to bring discipline/effective supervision to implementation of investment projects	<input type="checkbox"/>	<input type="checkbox"/>
8	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
9	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Strategy formulation (e.g., PRSP assistance)	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Kosovo? (Choose no more than TWO)

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B7. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Kosovo? (Choose no more than TWO)

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

B8. To what extent do you believe that the World Bank Group's work and support help the poorest in Kosovo? (Select only ONE response)

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

B9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

1	Parliament	9	Beneficiaries
2	Donor community	10	Foundations
3	Media	11	UN and regional peace keeping forces
4	Local Government	12	Emerging donors
5	Private sector	13	UN agencies
6	Academia/think tanks/research institutes	14	Regional organizations (European Union, NATO, CEFTA)
7	NGOs/Community Based Organizations (CBOs)	15	Other (please specify): _____
8	Youth/university groups	16	Don't know

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

		Strongly disagree										Strongly agree	Don't know
B10	Overall the World Bank Group currently plays a relevant role in development in Kosovo	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B11	The World Bank Group's work is aligned with what I consider the development priorities for Kosovo	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

To what extent is the World Bank Group an effective development partner in Kosovo, 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	
B12	Responsiveness to needs											<input type="checkbox"/>
B13	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
B14	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
B15	Being inclusive											<input type="checkbox"/>
B16	Openness (sharing data and other information)											<input type="checkbox"/>
B17	Collaboration with the Government											<input type="checkbox"/>
B18	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
B19	Ease of access to the people at the World Bank Group who are making decisions important to my work											<input type="checkbox"/>
B20	Collaboration with civil society											<input type="checkbox"/>
B21	Collaboration with the UN											<input type="checkbox"/>
B22	Staff accessibility											<input type="checkbox"/>
B23	Collaboration with other donors and development partners											<input type="checkbox"/>
B24	Collaboration with the private sector											<input type="checkbox"/>
B25	Straightforwardness and honesty											<input type="checkbox"/>
B26	Treating clients and stakeholders in Kosovo with respect											<input type="checkbox"/>
B27	Being a long-term partner											<input type="checkbox"/>

B28. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)			
<input type="checkbox"/> More effective collaboration	<input type="checkbox"/> The same level of effective collaboration	<input type="checkbox"/> Less effective collaboration	<input type="checkbox"/> Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B29. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)	
1	The Government works inefficiently
2	Poor donor coordination
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	There is not an adequate level of citizen/civil society participation
6	The World Bank Group works too slowly
7	The World Bank Group does not do adequate follow through/follow-up
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Ongoing conflict and instability
11	Inadequate funding
12	Other (please specify): _____

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

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

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Kosovo? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Natural resource management (e.g., coal, mining, minerals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C3. To what extent does the World Bank Group's work help to achieve development results in Kosovo?											
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

C4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Kosovo?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

To what extent do you agree with the following statements about the World Bank Group in Kosovo?												
		Strongly disagree								Strongly agree		Don't know
C5	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Kosovo	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	The World Bank Group meets Kosovo's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Kosovo?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

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

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

D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

In Kosovo, to what extent do you believe that the World Bank Group’s knowledge work and activities:													
		To no degree at all								To a very significant degree		Don't know	
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Are adaptable to Kosovo’s specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant		Don't know	

D11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Very low technical quality									Very high technical quality		Don't know	

SECTION E: WORKING WITH THE WORLD BANK GROUP

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

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Kosovo?												
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	

E11. Which of the following best describes the World Bank Group's support in Kosovo? (Select only one response)	
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Kosovo
2	The World Bank Group is not sufficiently selective in Kosovo, and it is involved in too many areas of development
3	Don't know

E12. To what extent do you believe the World Bank Group is adequately staffed in Kosovo?												
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 F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN KOSOVO

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Kosovo? (Choose no more than TWO)	
1	Offer more innovative financial products
2	Ensure greater selectivity in its work
3	Provide more adequate data/knowledge/statistics/figures on Kosovo's economy
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Increase the level of capacity development in the country
7	Improve the quality of its experts as related to Kosovo's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Work faster
11	Reduce the complexity of obtaining World Bank Group financing
12	Increase the level of World Bank Group staffing in Kosovo's office
13	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Kosovo, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Kosovo? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Kosovo
6	Don't know

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

F3. Please answer the following questions:		(Choose no more than THREE for each column)	
		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Kosovo?	B. Which THREE areas below would benefit most from other donors in Kosovo?
1	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
5	Security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
6	Conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
8	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
9	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
11	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
12	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

F4. What should the World Bank Group do to improve collaboration with the UN in the field?	
(Choose no more than THREE)	
1	Organize more joint meetings and missions with the UN
2	Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged
3	Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages
4	Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing
5	UN Share more information about the World Bank Group's activities, products, and knowledge.
6	Involve UN experts to a greater degree in World Bank Group activities
7	Other (please specify): _____

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Kosovo? (Choose no more than TWO)			
1	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Periodicals
5	Local television	10	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)			
1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	5	World Bank Group's website
2	Mobile phones	6	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	e-Newsletters
4	World Bank Group's publications and other written materials	8	Other (please specify): _____

G3	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions? (If YES please go to Question G4; if NO please go to G5)	Yes	No
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G4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)	
1	World Bank Group's seminars/workshops/conferences
2	World Bank Group's website
3	World Bank Group's e-Newsletters
4	News/Media
5	Colleagues/Friends/Peer organizations
6	Other (please specify): _____

G5	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G6; if NO please go to G7)	Yes	No
G6	Were you able to obtain this information?	Yes	No
G7	Do you have access to the Internet?	Yes	No
G8	Do you use/have you used the World Bank Group website?	Yes	No
G9	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING

G10. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
2	Dial-up

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
G11	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G12	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G13	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G14	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G15	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

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

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

H3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country? (Select only ONE response)	
1	Yes
2	No

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Kosovo? (Select only ONE response)	
1	The World Bank (IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION

H5. Do your projects involve both the World Bank and the IFC? <i>(If YES please go to Question H6; If NO please go to H7)</i>	
1	Yes
2	No

H6. If yes, what was your view of how the two institutions work together in Kosovo? (Select only ONE response)	
1	The two institutions work well together
2	The way the two institutions work together needs improvement
3	The two institutions do not work well together
4	Don't know

H7. Which of the following describes most of your exposure to the World Bank Group in Kosovo? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H8. What's your gender?	
1	Female
2	Male

H9. Which best represents your geographic location?	
1	Pristina (the capital city)
2	A city other than Pristina
3	A village

Thank you for completing the survey!