

FY 2016 Moldova Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



July 2016



Acknowledgements

The Moldova 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), Jing Guo, Svetlana Markova, Jessica Cameron, 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 Moldova country team and the local fielding agency Magenta Consulting. In particular, PORG is grateful for the support from Victor Neagu (Communications Officer) and Elena Prodan (Public Information Assistant), who coordinated the survey related activities from Chisinau, Moldova.



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 Moldova perceive the WBG. The survey explored:

- *General Issues Facing Moldova*
- *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 Moldova*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From May to June 2016, 528 stakeholders of the WBG in Moldova 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 255 stakeholders participated in the survey (48% response rate).

Some respondents received and completed the questionnaire online on an independent survey platform, while others received and responded to the questionnaire via courier. Respondents were asked about: general issues facing Moldova; 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 Moldova; and the WBG's communication and information sharing.

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

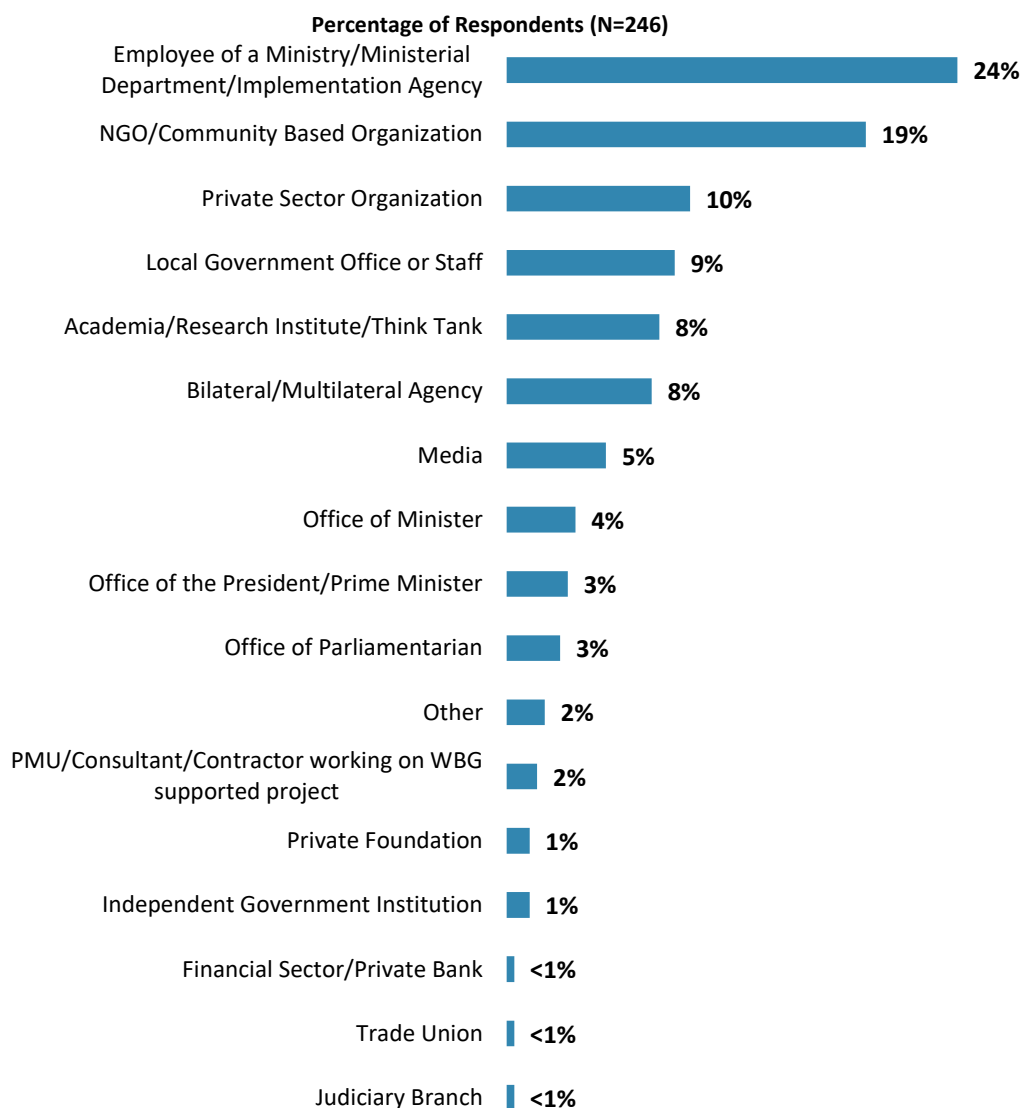
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'13 (response rate is 80%, N=303). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Respondents who belonged to the "other" stakeholder category were not included either. As a result, means of the FY'16 data and the total number of respondents in both years are slightly different from those of the original data reported in appendices A, B, C, D and F. For the weighted stakeholder breakdown and year comparison results, please see appendix E (page 95).



III. Demographics of the Sample

Current Position

- For further analyses, respondents from the Office of the President/Prime Minister and office of a minister were combined, respondents from PMUs/consultants/contractors working on WBG supported projects/programs were combined with employees of ministries/ministerial departments/implementation agencies; respondents from the financial sector/private banks were combined with those from private sector organizations. Respondents from private foundations, NGOs/CBOs, and trade unions were combined into the “CSO” category. Few respondents from independent government institutions, the judiciary branch, and other organizations were included in the “Other” category. There were no respondents from faith-based groups, or youth groups.

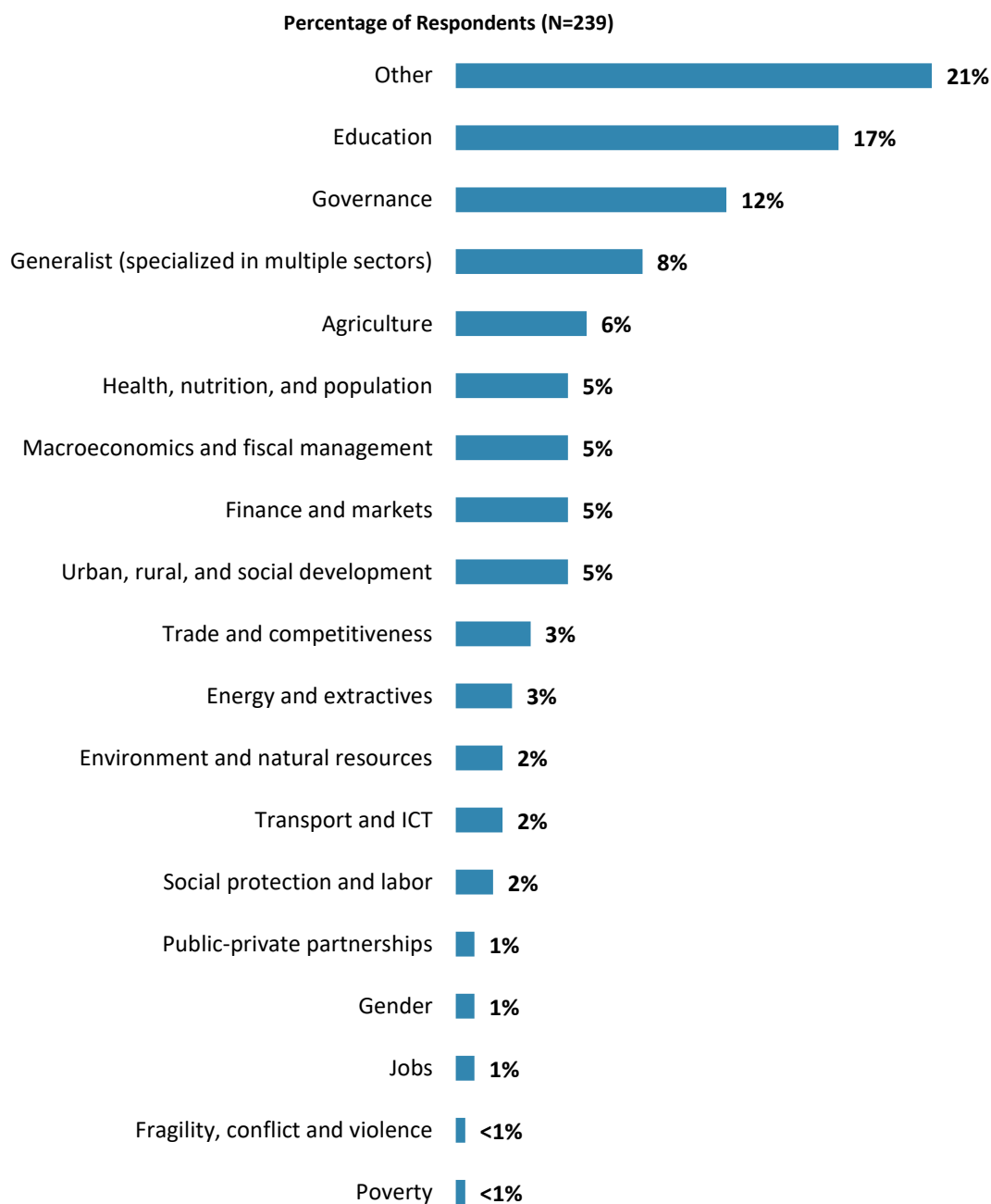


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



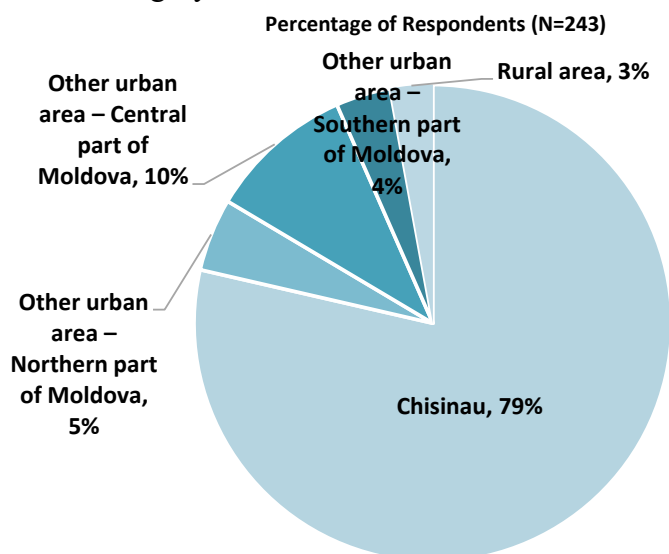
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

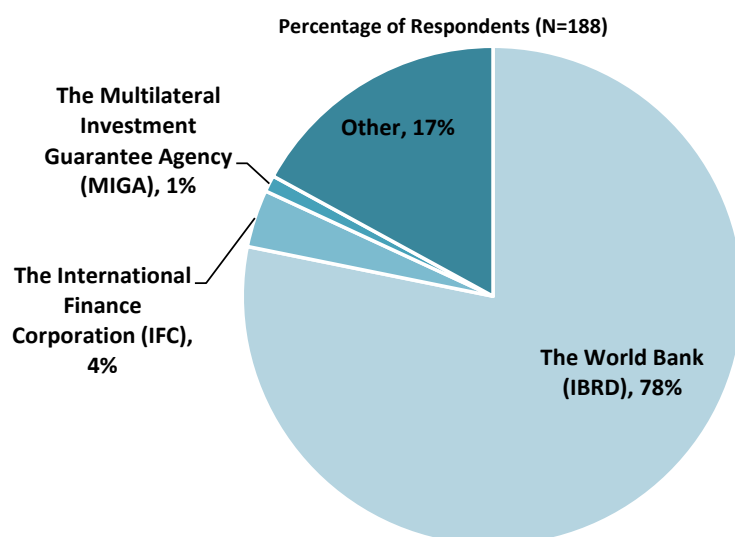
Geographic Locations

- For more details of the comparison between geographic locations, please go to appendix C (page 85). For the comparisons, respondents outside of Chisinau were all combined into the “Other” category.



"Which best represents your geographic location?"
(Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)

Exposure to Agencies within the World Bank Group



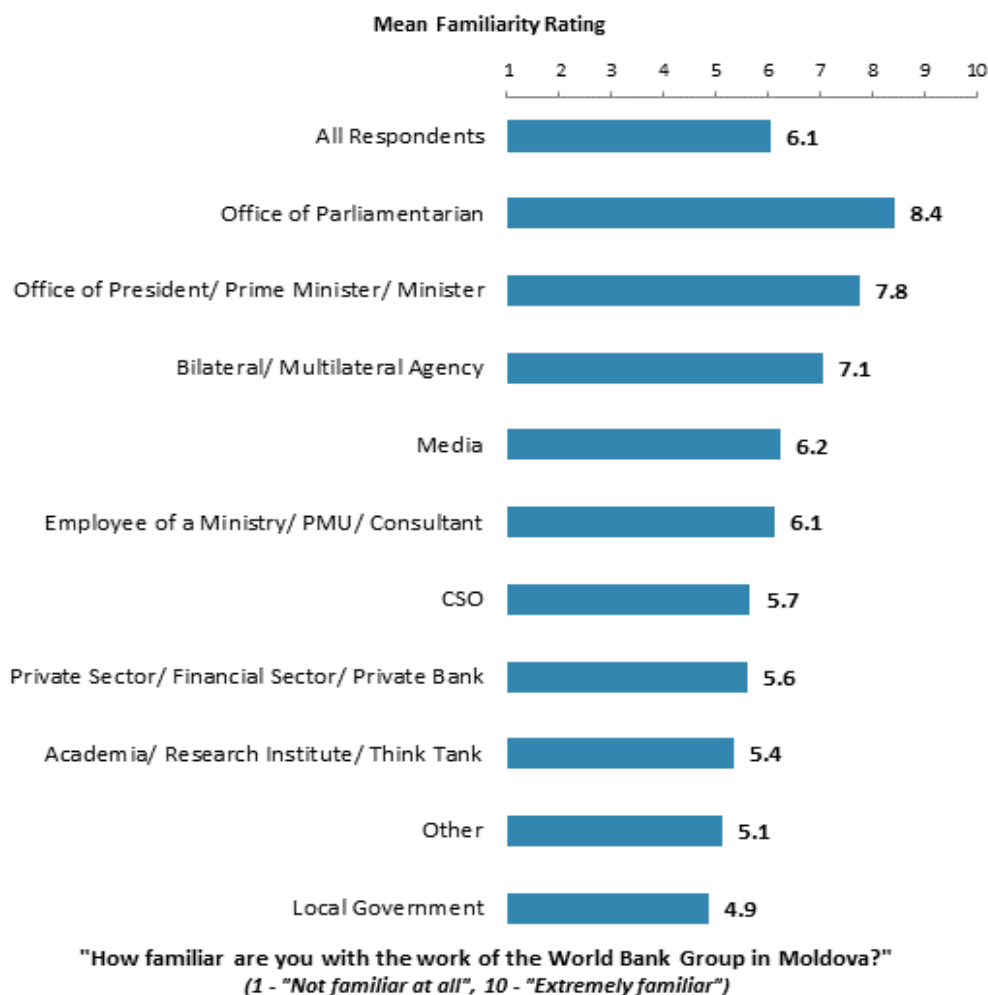
"Which of the following agencies of the World Bank Group do you primarily engage with in Moldova?"
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey were significantly less familiar with the WBG than respondents in the previous FY'13 Survey (weighted mean in FY'16 = 6.1; weighted mean in FY'13 = 6.6)¹.
- **Stakeholder difference:** Respondents from the parliamentarian and the office of the President/Prime Minister/Minister were significantly more familiar with the WBG than respondents from other stakeholder groups.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Moldova, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in Moldova, and the extent to which the WBG contributes to the country's development results.



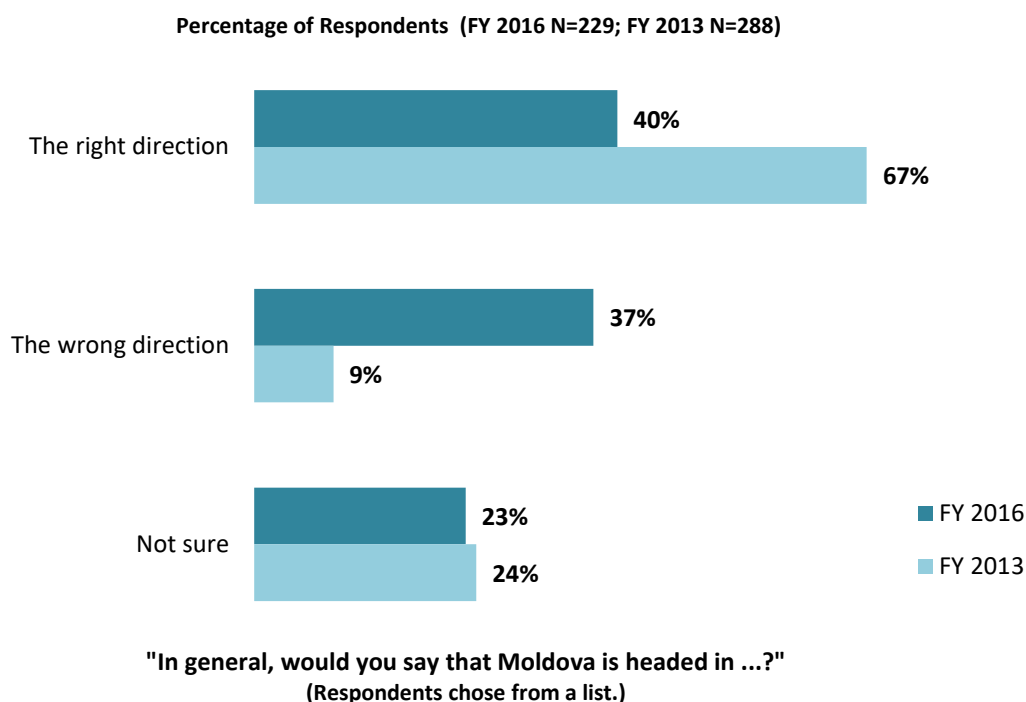
¹ Please refer to Appendix E (page 95) for more details on weighting. Means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Moldova

Headed in the Right Direction²

- **Year comparison:** This year's respondents were significantly less likely to believe that Moldova is headed in the right direction compared to respondents in the FY'13 Country Survey.



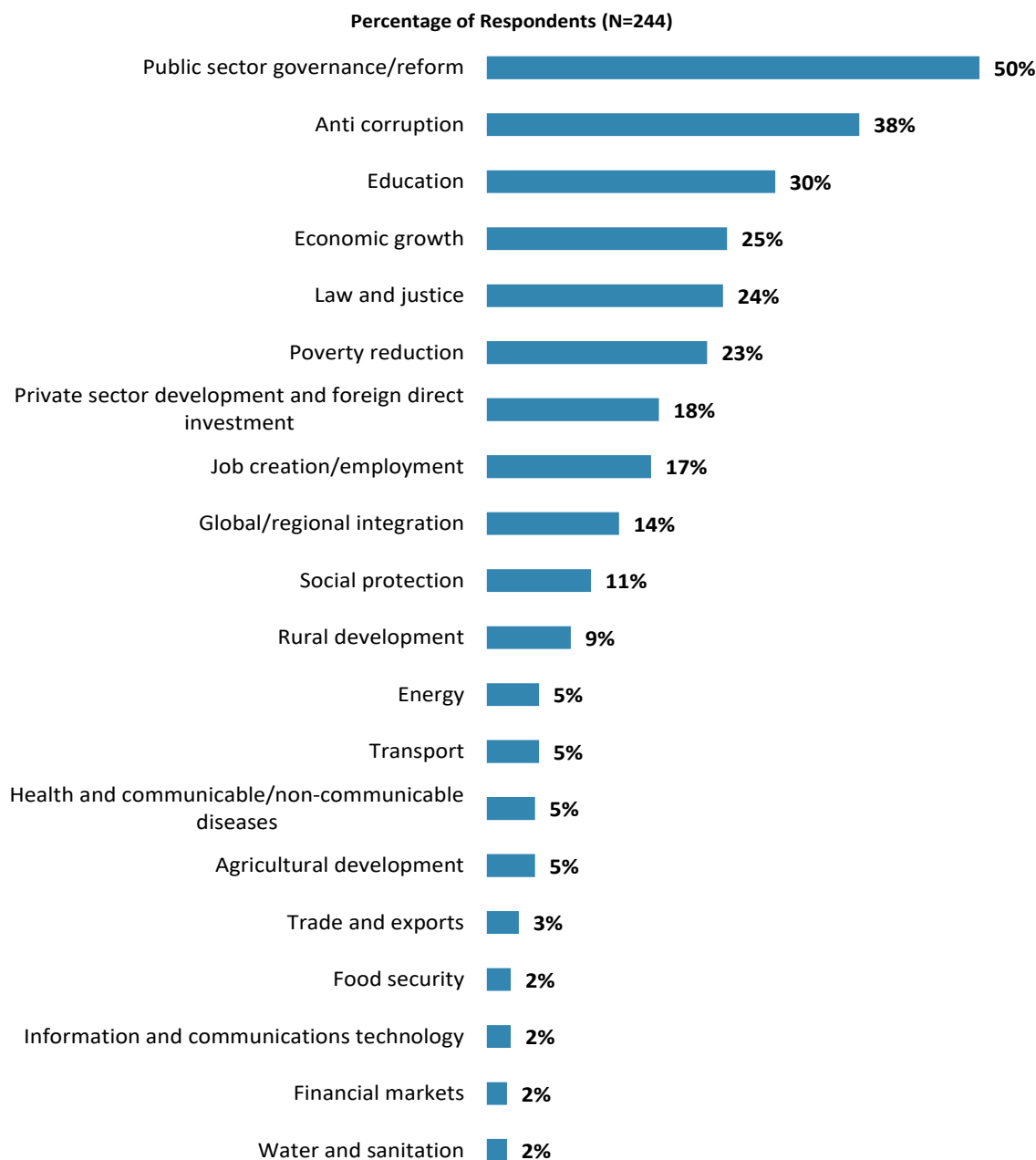
² Percentages presented in the chart were calculated based on weighted data from the FY 2016 and FY 2013 Country Surveys. Please refer to Appendix E for more details on weighting.



IV. General Issues Facing Moldova (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the most important development priorities in Moldova were “*economic growth*” (61%), “*governance and anti-corruption*” (41%), and “*law and justice*” (35%).

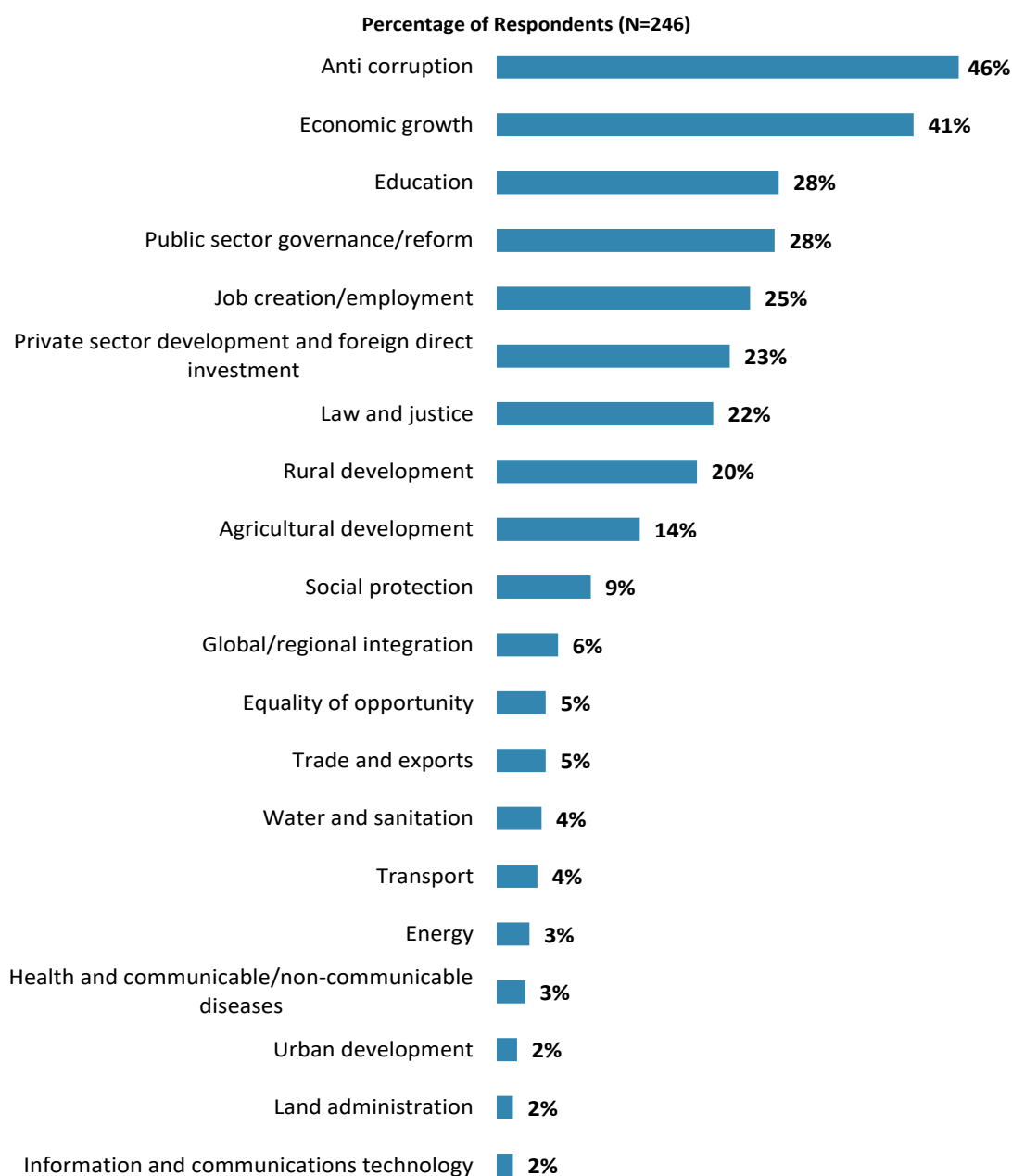


"Listed below are a number of development priorities in Moldova. Please identify which of the following you consider the most important development priorities in Moldova. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 30 response options shown.)



IV. General Issues Facing Moldova (continued)

What Would Contribute Most to Reducing Poverty

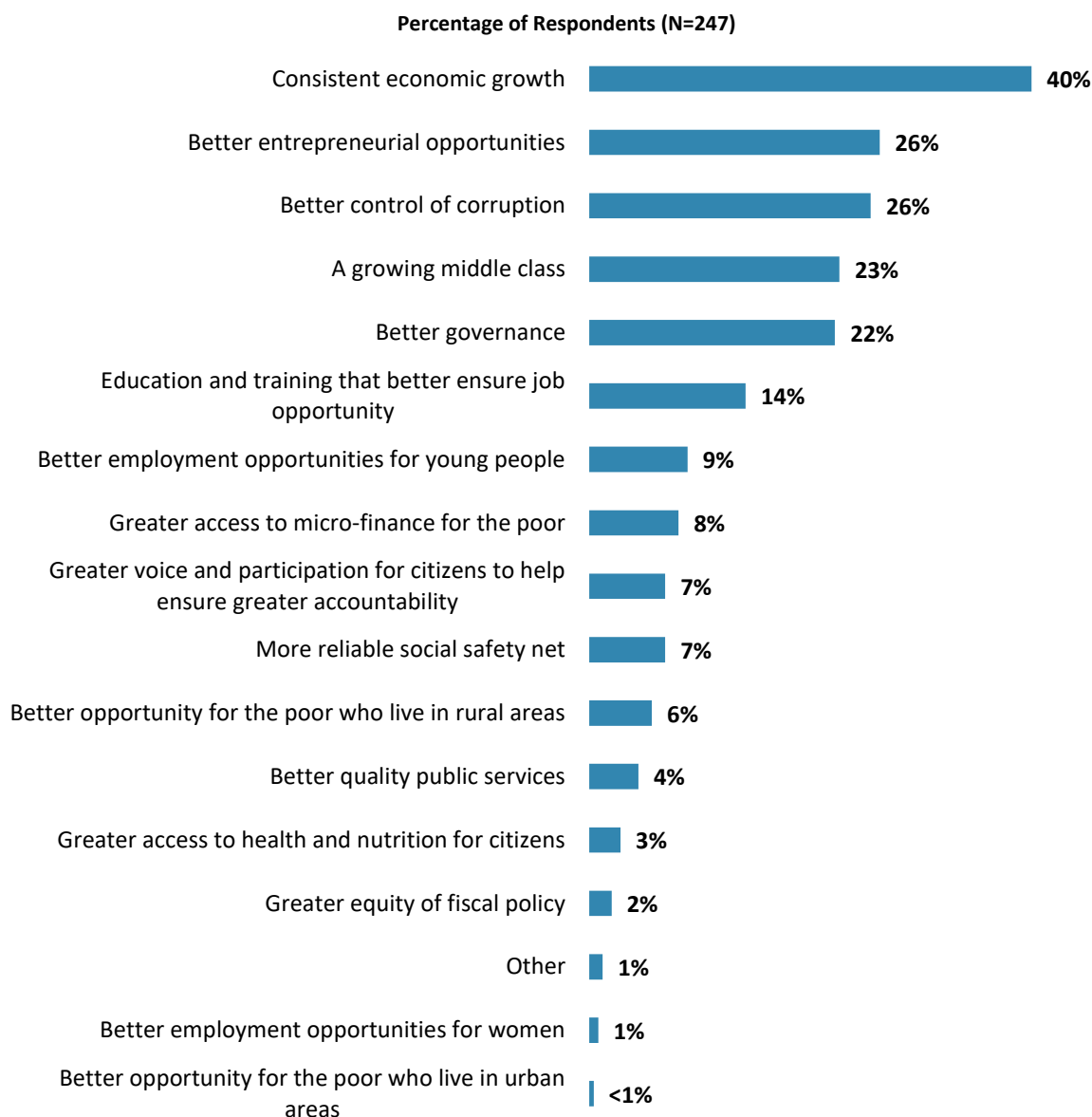


"The World Bank Group has committed itself to two goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Moldova?" (Respondents chose from a list. Responses combined. Top 20 of 29 response options shown.)



IV. General Issues Facing Moldova (continued)

Factors Contributing to “Shared Prosperity”



"The WBG'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 Moldova? (Choose no more than TWO)"

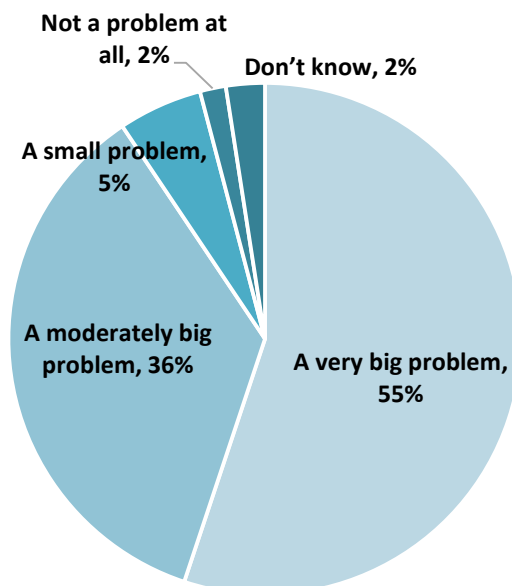
(Respondents chose from a list. Responses combined.)



IV. General Issues Facing Moldova (continued)

Gap between the Rich and the Poor

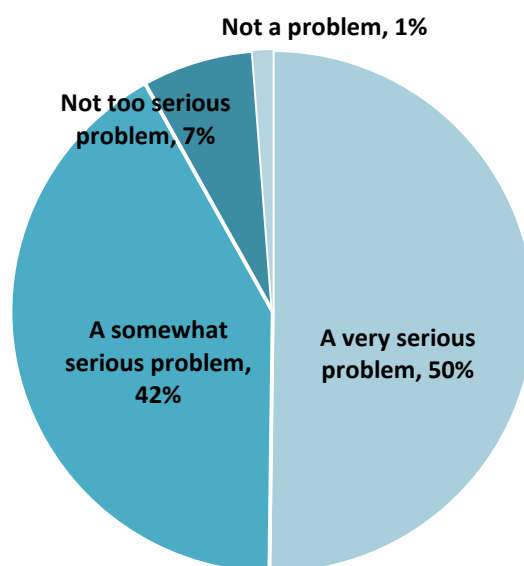
Percentage of Respondents (N=245)



"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 Moldova?" (Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)

Global Climate Change

Percentage of Respondents (N=247)

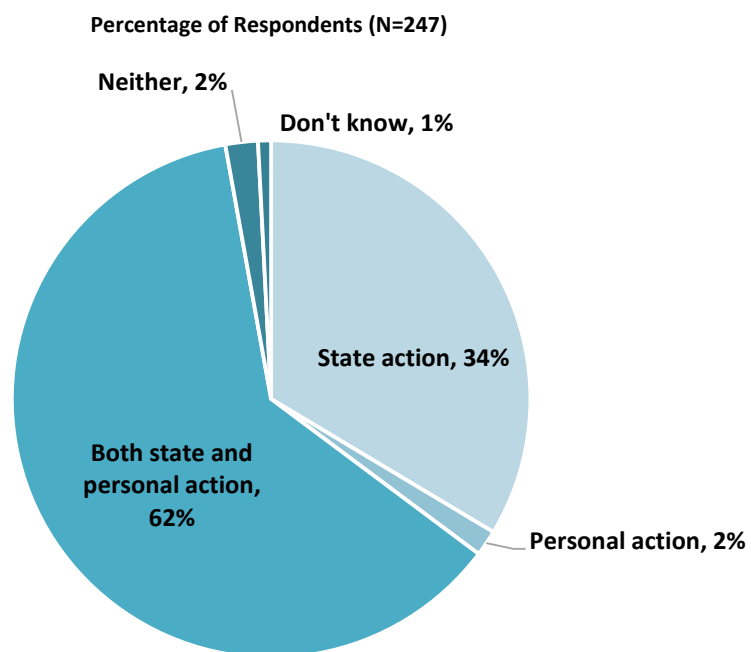


"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list.) (Note: no respondents chose "don't know" as a response option.)



IV. General Issues Facing Moldova (continued)

Cause of Poverty in Moldova



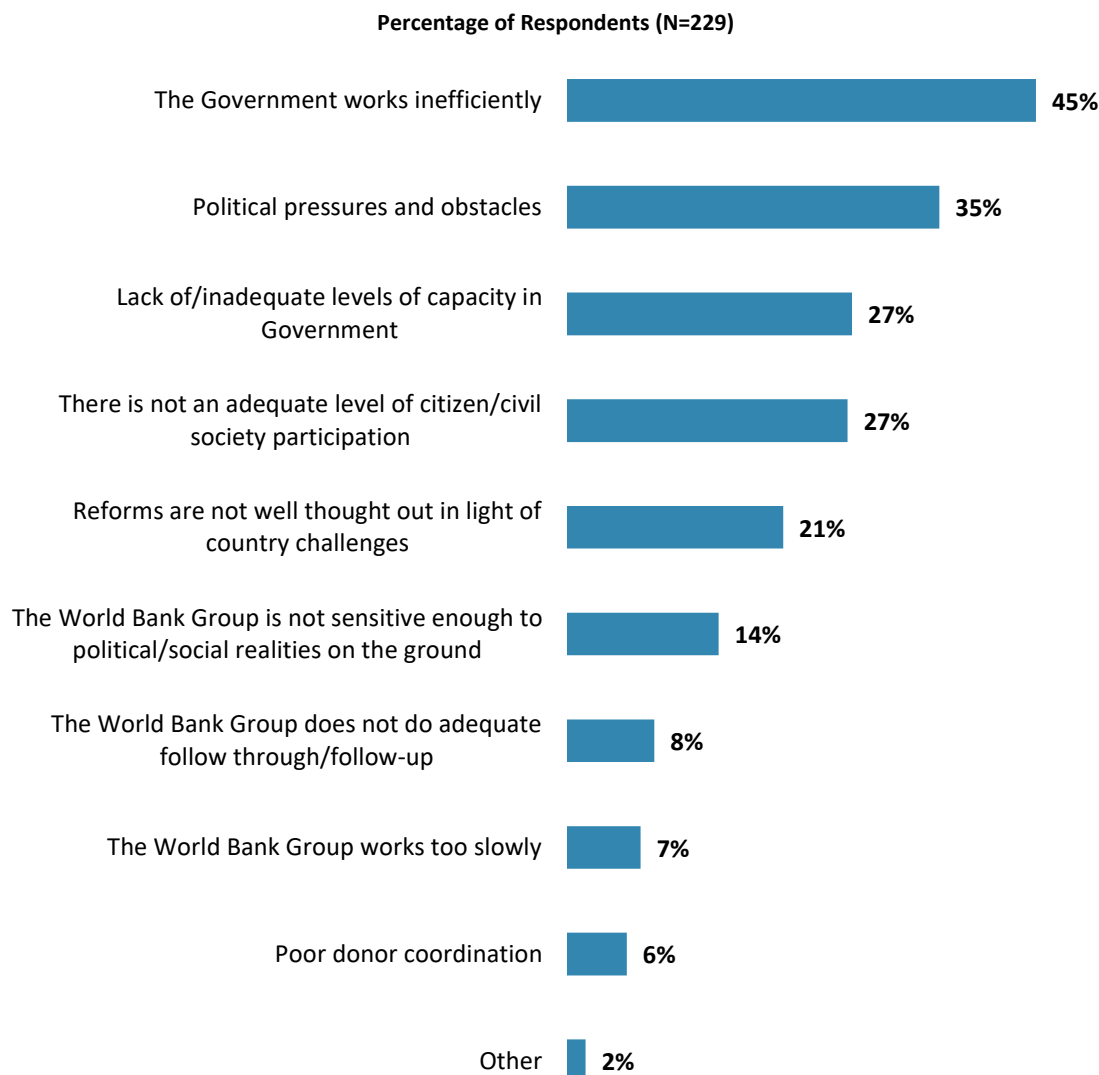
"Do you think that poverty in Moldova to a larger extent is the result of ...?"
(Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** In the previous FY'13 Country Survey, respondents attributed failed or slow WBG assisted reform efforts to “*political pressures and obstacles*” (34%), “*inadequate level of citizen/civil society participation*” (32%), “*reforms being not well thought out in light of country challenges*” (30%), and “*the government working efficiently*” (28%).



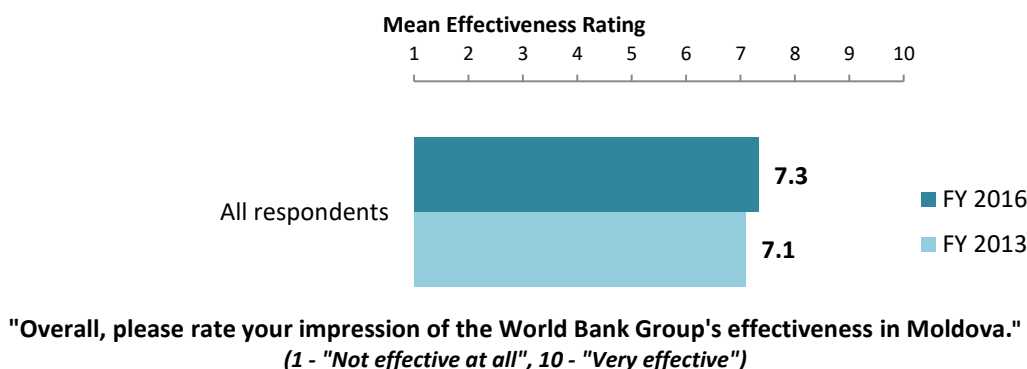
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



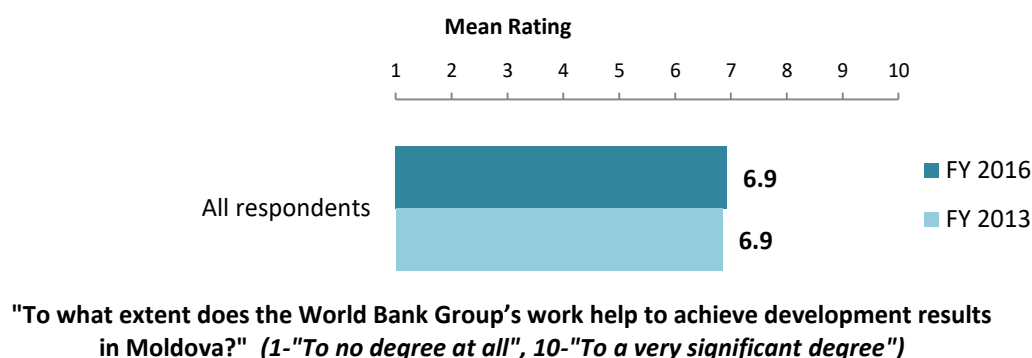
V. Overall Attitudes toward the World Bank Group (continued)

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.

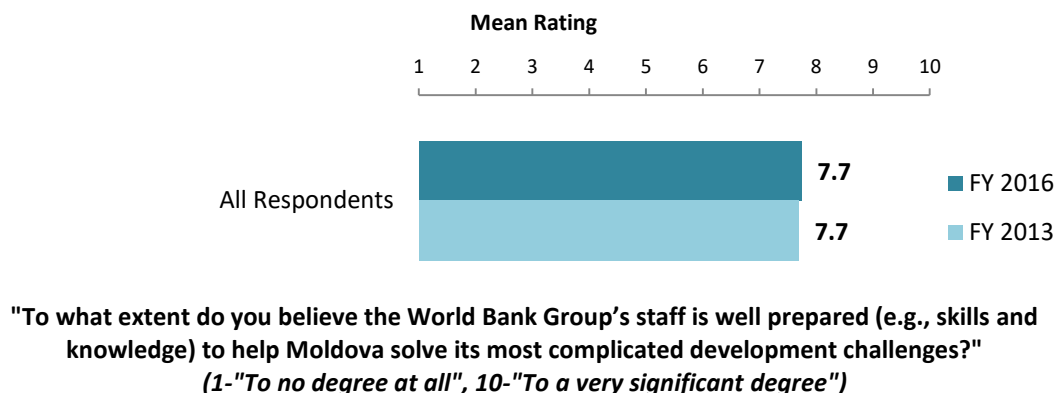
The World Bank Group's Overall Effectiveness³ (Indicator Question)



Achieving Development Results (Indicator Question)



WBG Staff Preparedness



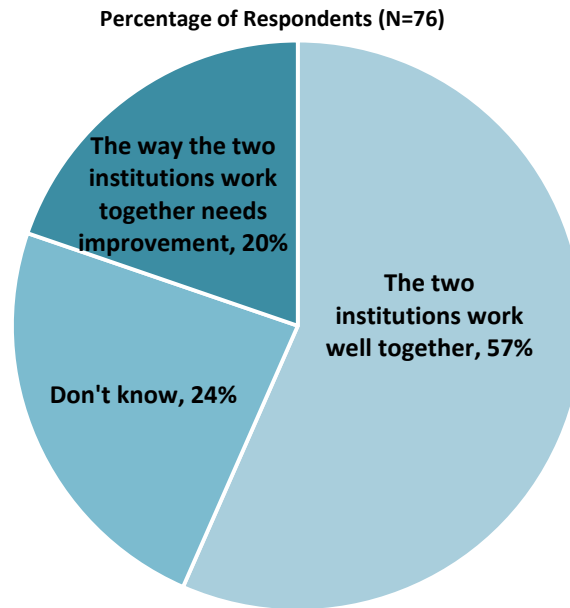
³ Means presented in the charts on this page were calculated based on weighted data.



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

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 Moldova?” (Respondents chose from a list.)

(Note: percentages may not total 100 due to rounding)

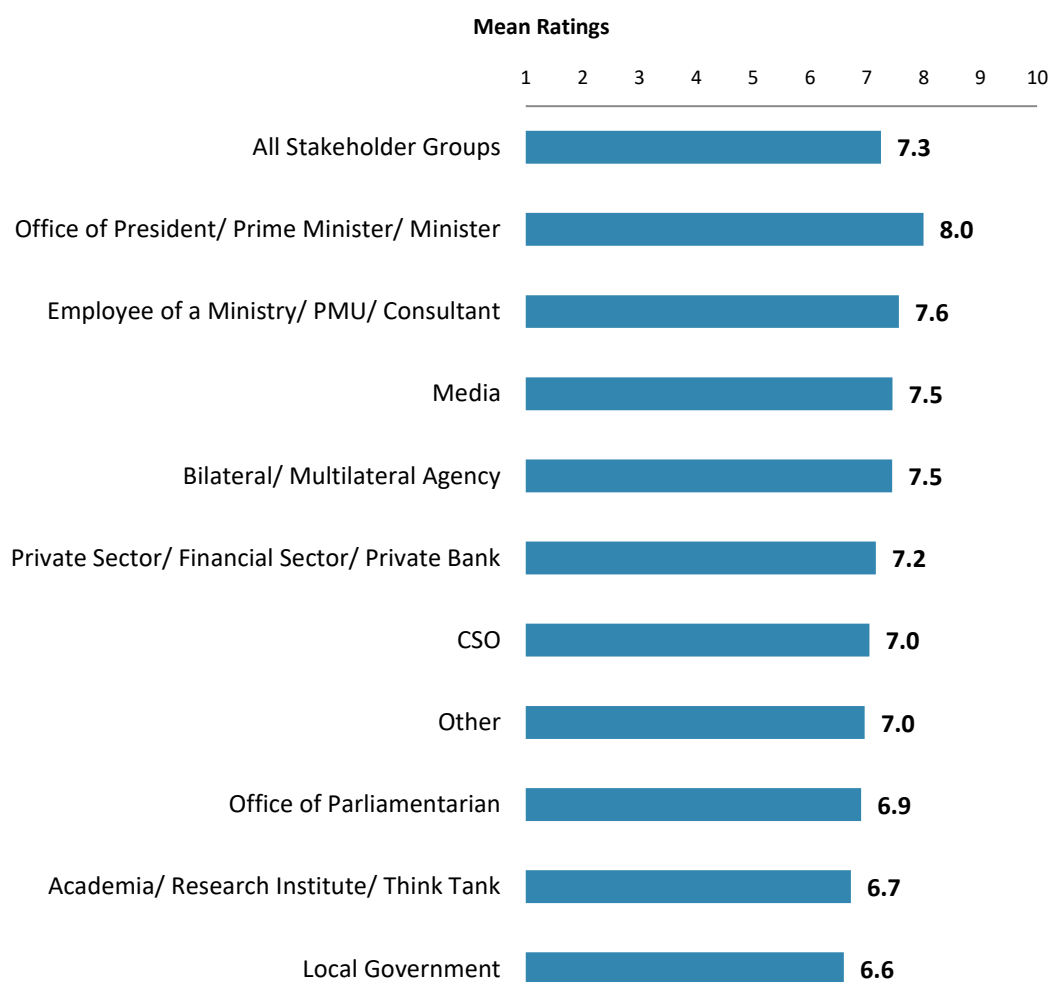
(Note: no respondents chose “the two institutions do not work together”)



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents across stakeholder groups had statistically similar mean ratings for the aggregated responses to the twenty six COS indicator questions. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 62).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty six COS indicator questions (mean rating = 7.7) compared to respondents who do not collaborate with the WBG (mean rating = 6.9). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (see page 101).



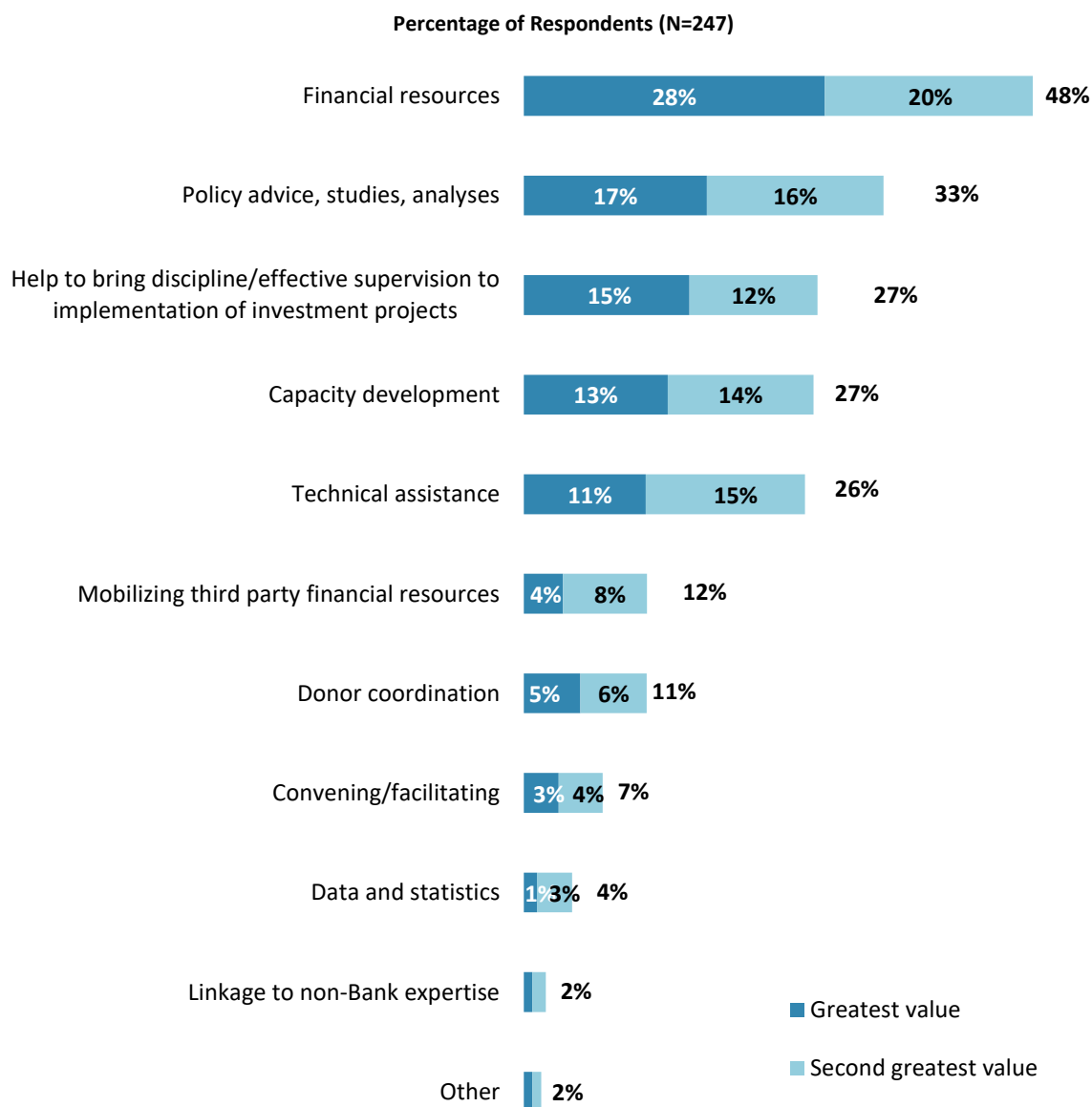
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Values

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the WBG's greatest value to Moldova were its "*financial resources*" (63%) and "*technical assistance*" (41%).



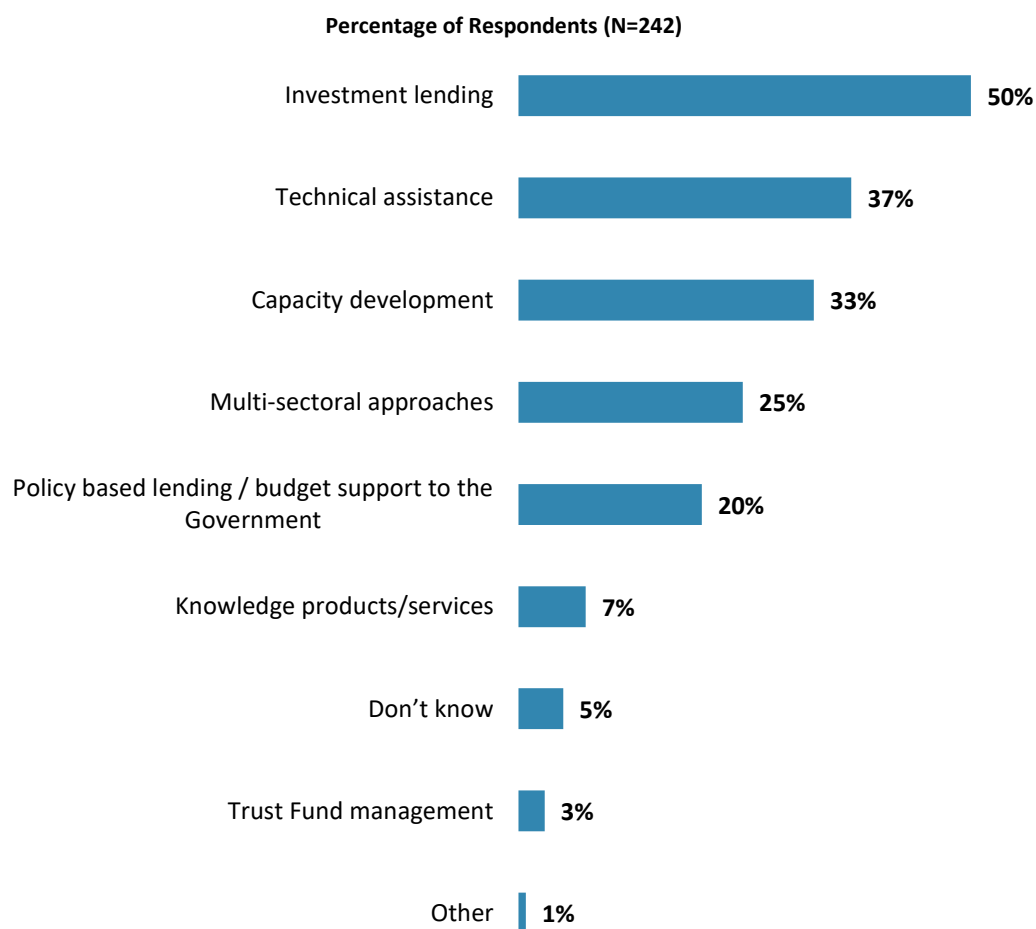
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Moldova?"
(Respondents chose from a list.)



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 WBG's most effective instruments in reducing poverty in Moldova were its “*investment lending*” (66%), “*technical assistance*” (43%), and “*capacity development*” (38%).



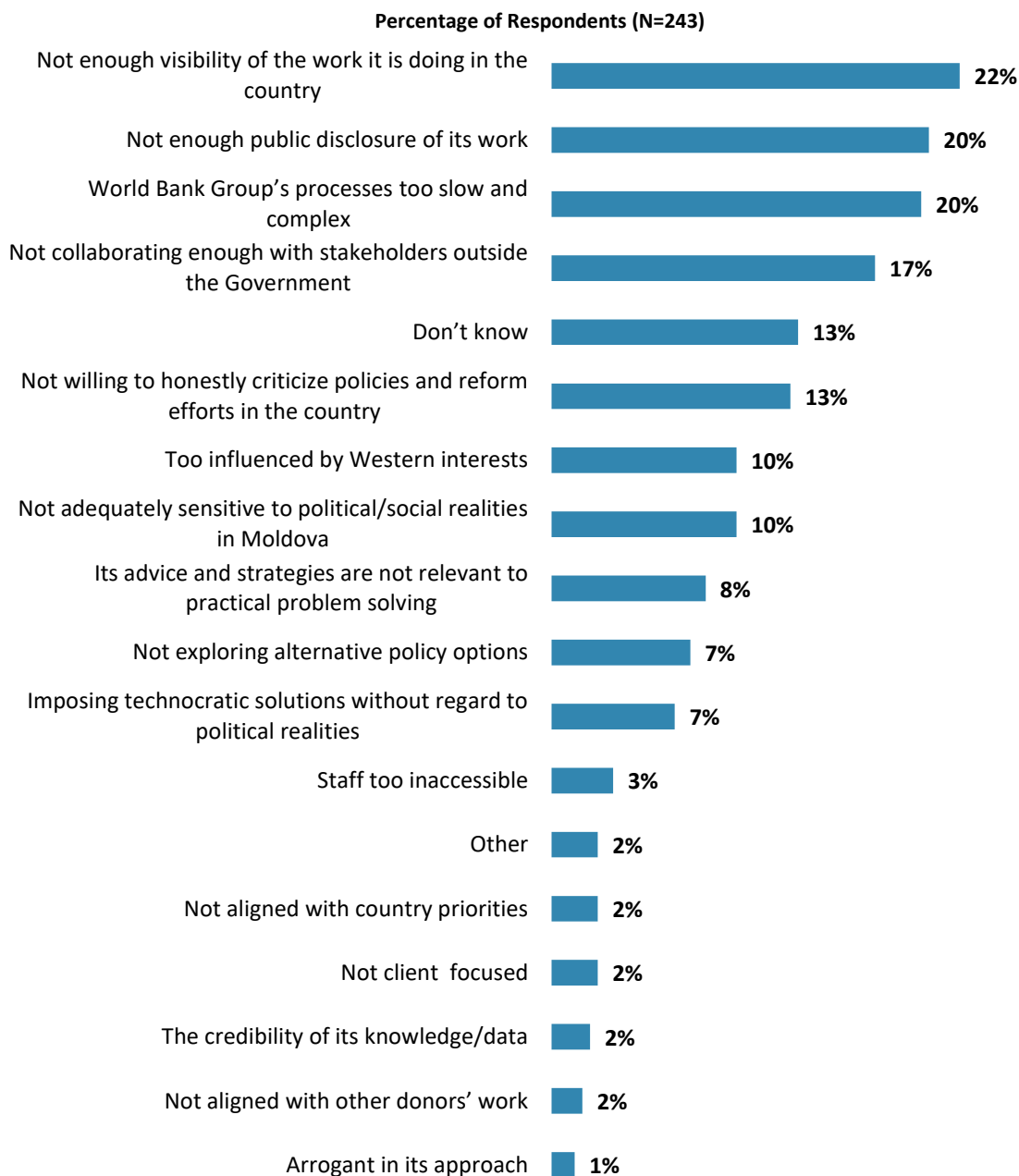
“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Moldova? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the WBG's greatest weaknesses in its work in Moldova were "*not enough public disclosure of its work*" (28%), "*too bureaucratic in its operational policies and procedures*" (24%), and "*WB process being too slow and complex*" (22%).



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



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁴



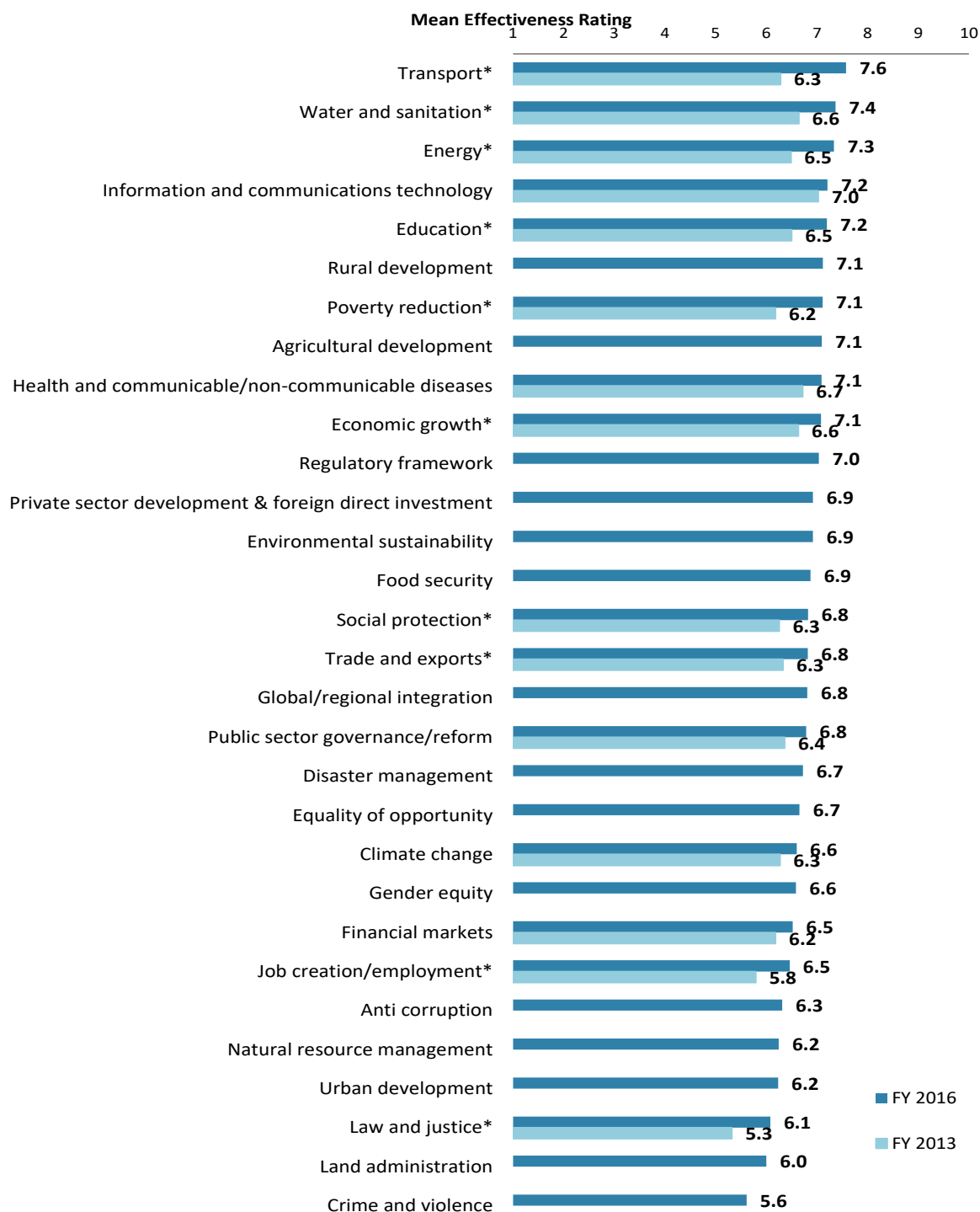
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Moldova?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between collaborators and non-collaborators with the WBG)

⁴ Note in the Appendix on the sectoral effectiveness (Appendix A, page 47) 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)

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁵



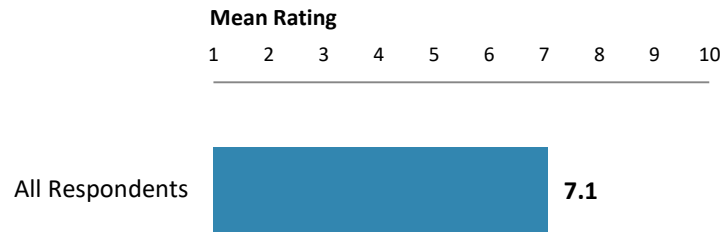
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Moldova?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between FY 2016 and FY 2013)

⁵ Means presented in this chart were calculated based on weighted data.



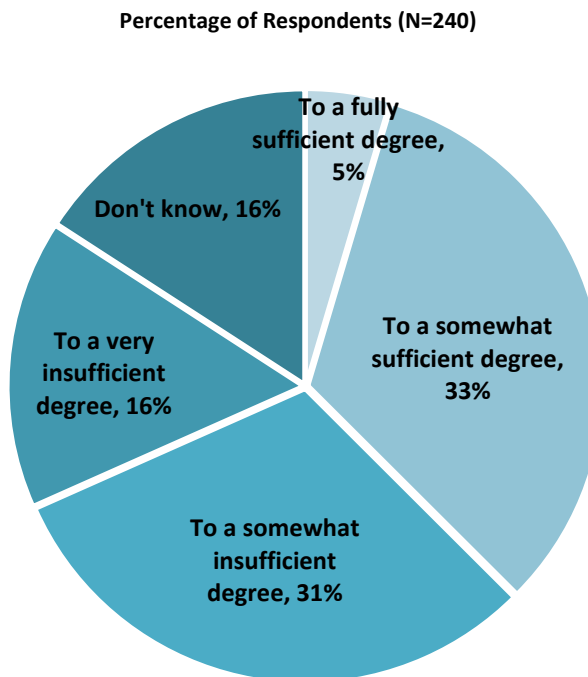
VI. Sectoral Effectiveness (continued)

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 Moldova?"
(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 Moldova?" (Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding)

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 Moldova, bivariate correlational analyses were conducted using respondents' ratings of the thirty specific areas of effectiveness.

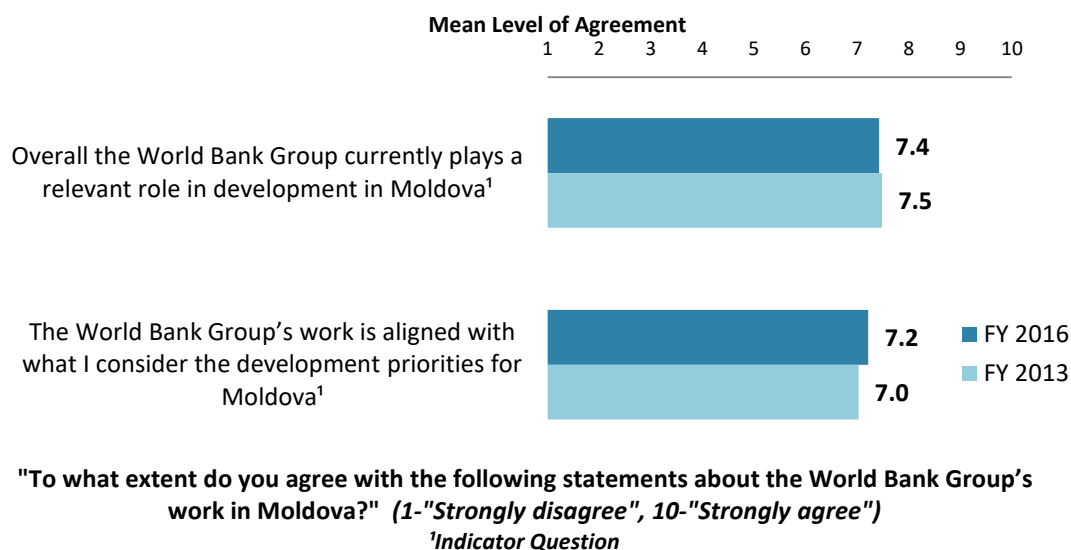
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' 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 Moldova. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at economic growth;
 - The WBG's effectiveness at financial markets; and
 - The WBG's effectiveness at energy.
- 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 Moldova, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at land administration;
 - The WBG's effectiveness at environmental sustainability; and
 - The WBG's effectiveness at private sector development and foreign direct investment.

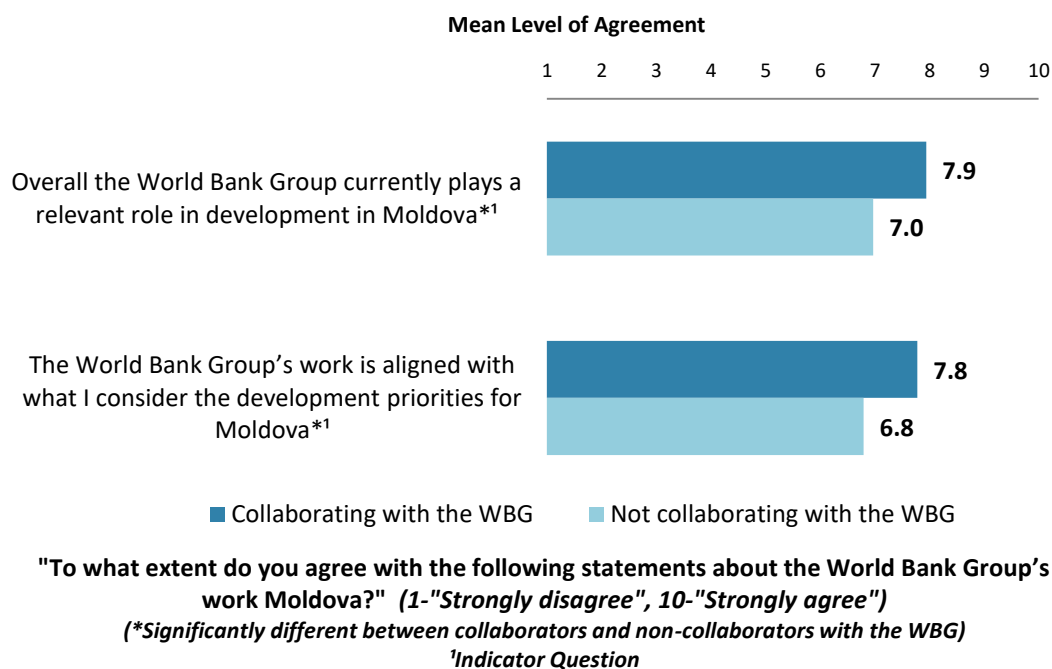


VII. How the World Bank Group Operates

The World Bank Group's Work in Moldova: Year Comparison⁶



The World Bank Group's Work in Moldova: Collaboration

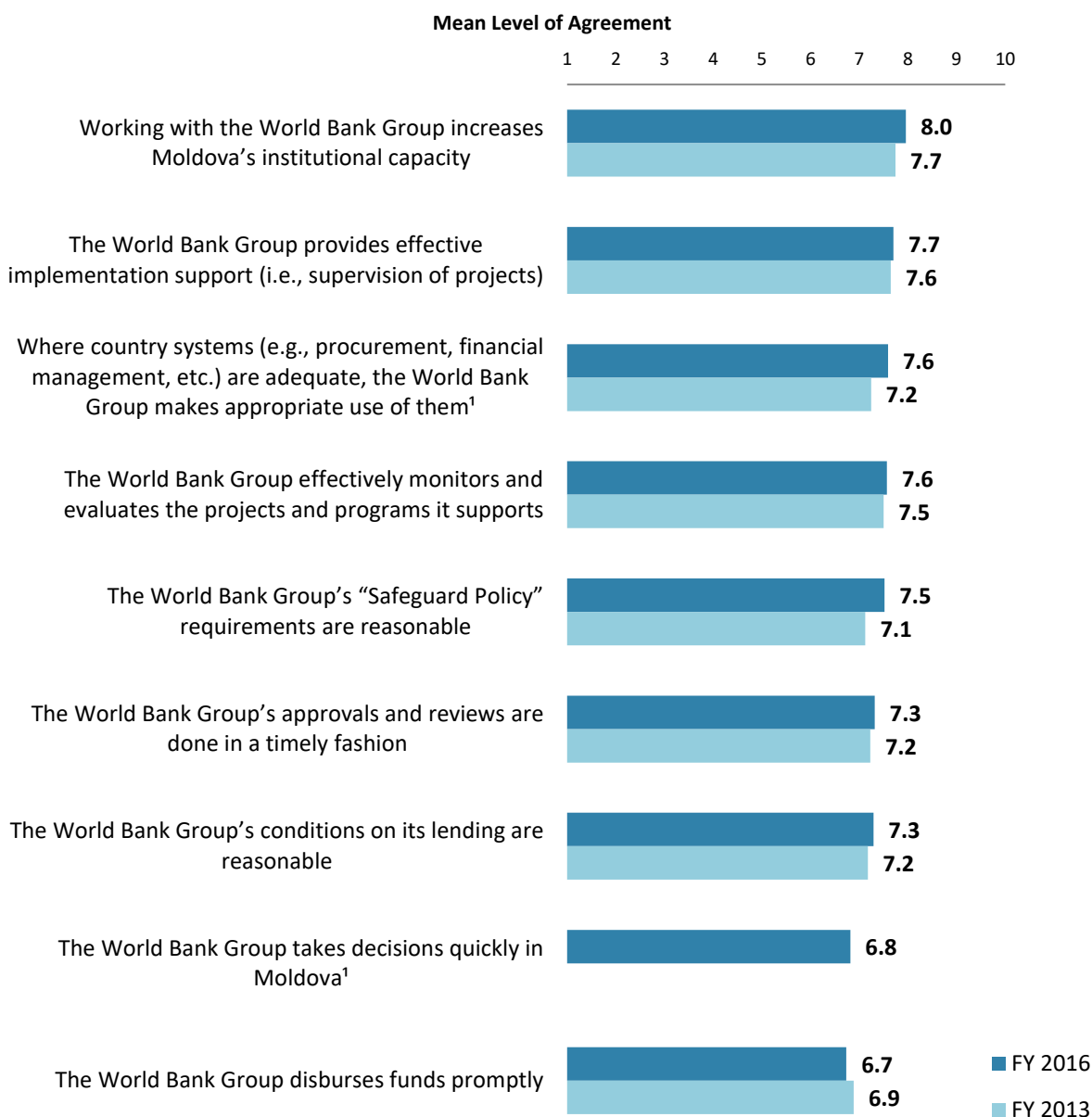


⁶ Means in this chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁷



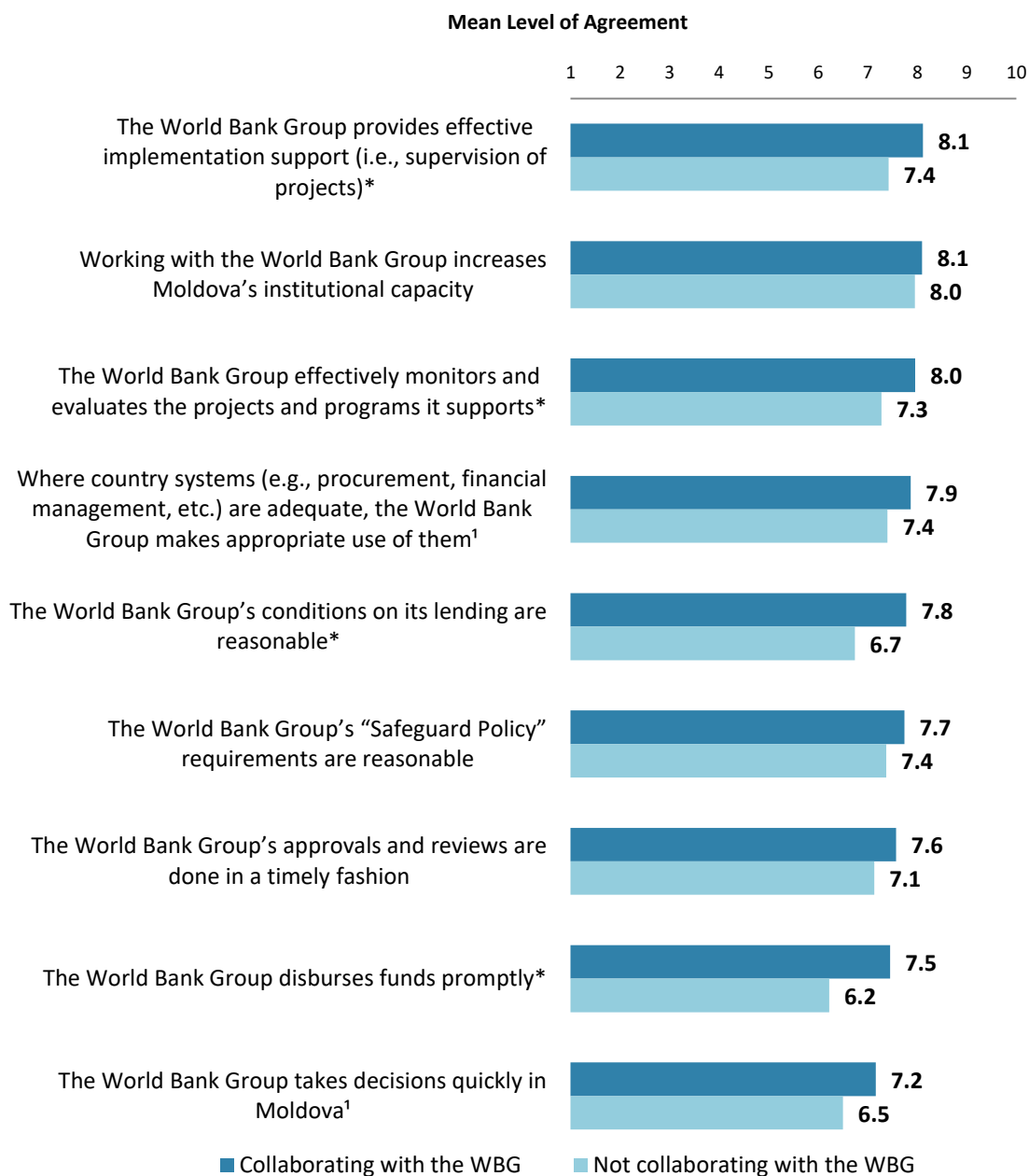
"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
¹Indicator Question

⁷ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

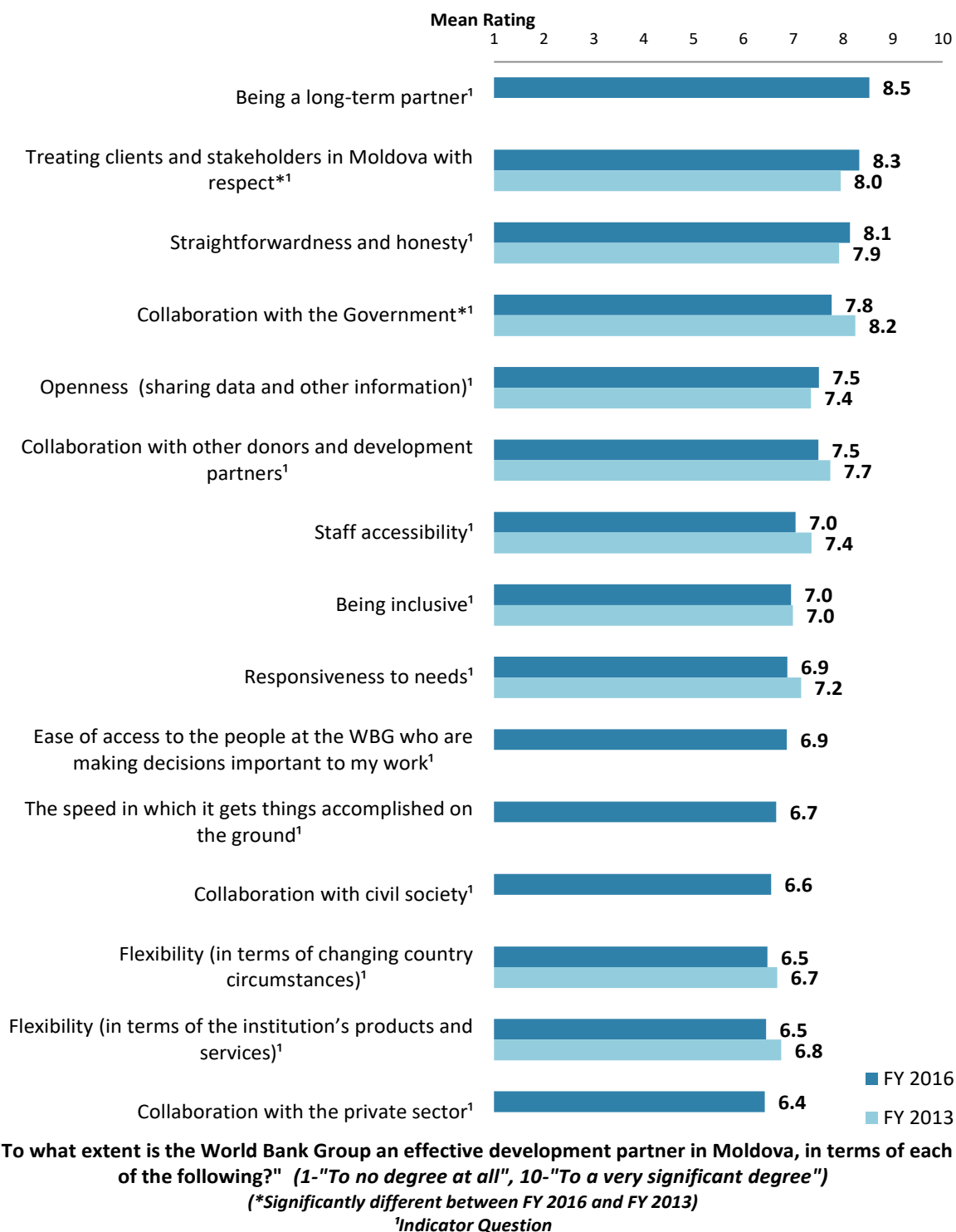


"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between collaborators and non-collaborators with the WBG)
¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁸

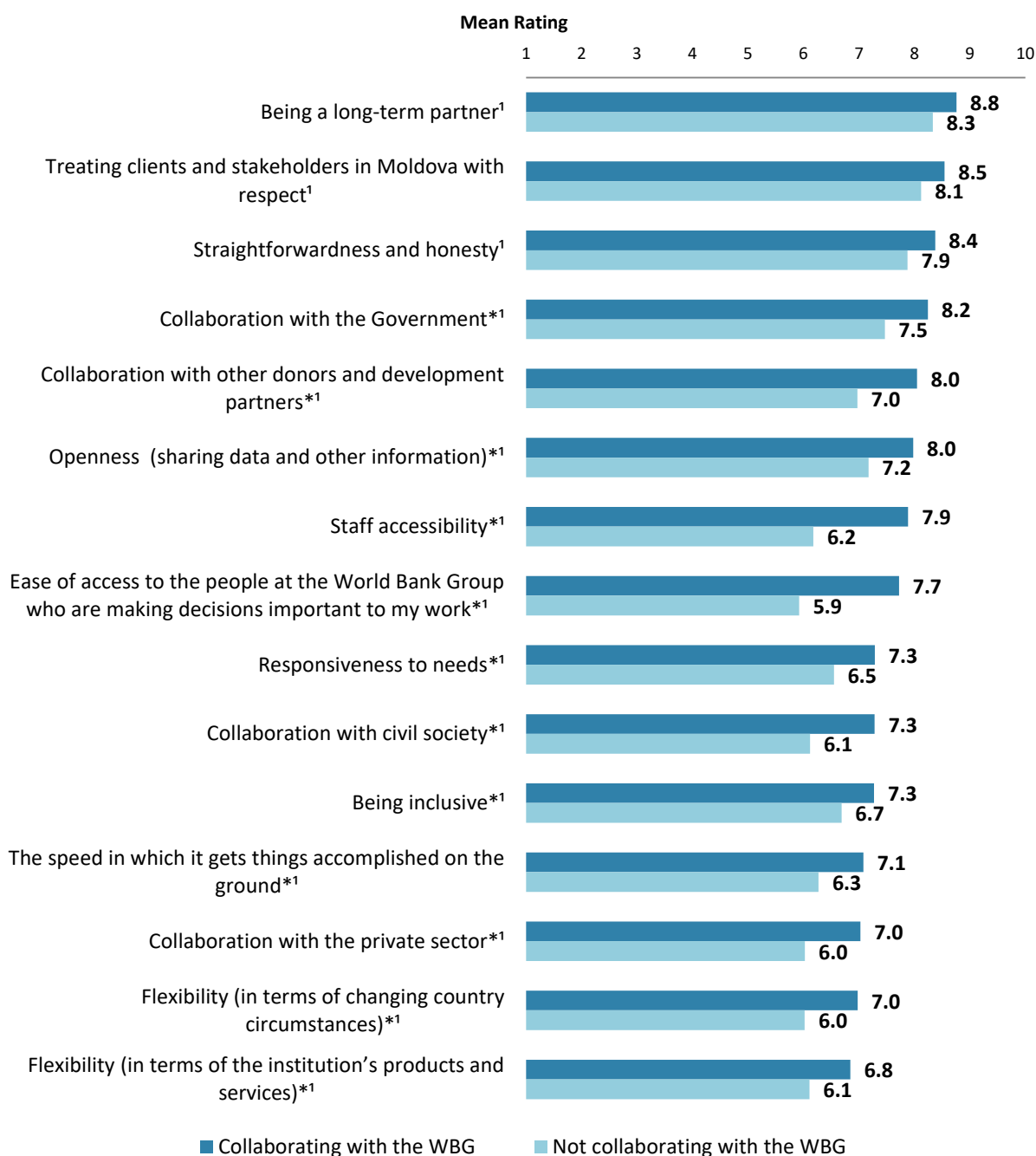


⁸ Means in the chart were calculated based on weighted data.



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 Moldova, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

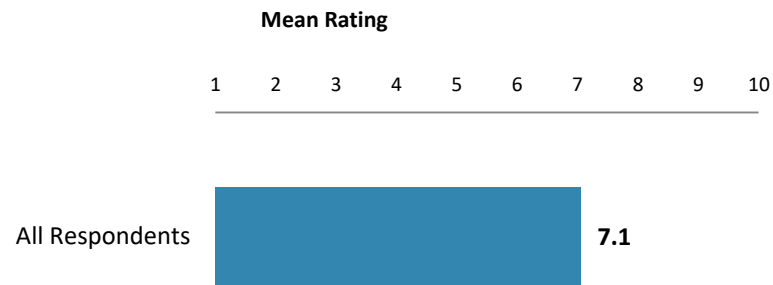
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring

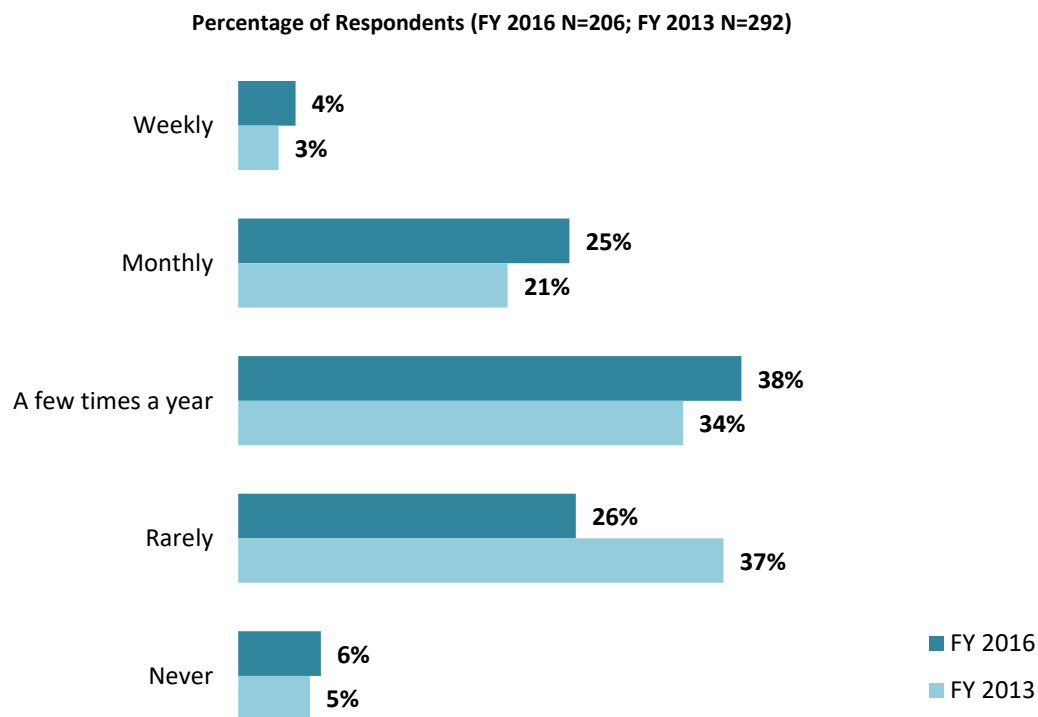


"To what extent do you believe the World Bank Group measures and corrects its work in real time in Moldova?" (1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities⁹



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

(Respondents chose from a list.)

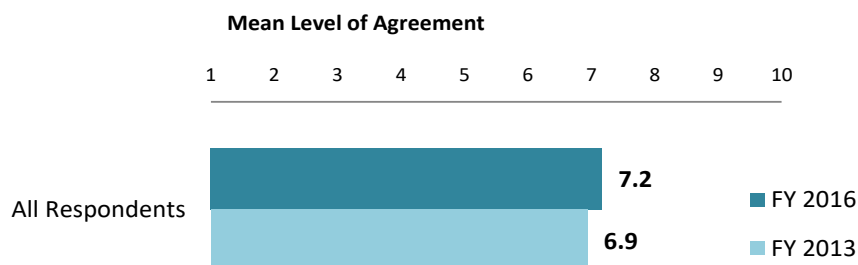
(Note: percentages may not total 100 due to rounding)

⁹ Percentages in the chart were calculated based on weighted data.



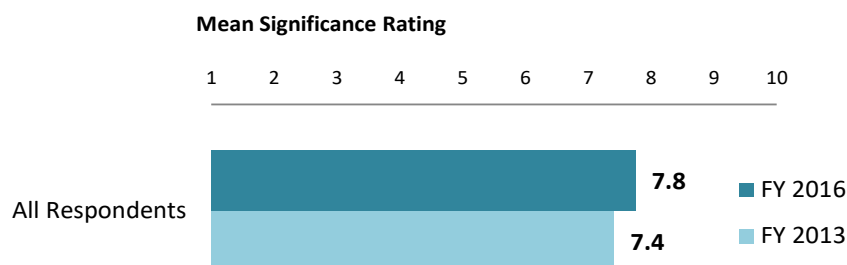
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Moldova's Knowledge Needs¹⁰ (Indicator Question)



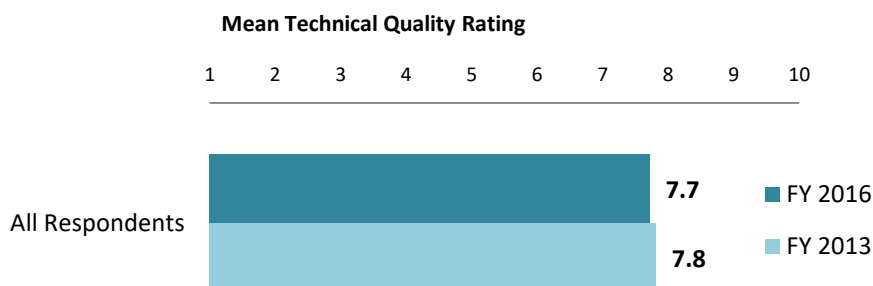
"The World Bank Group meets Moldova's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

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")

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



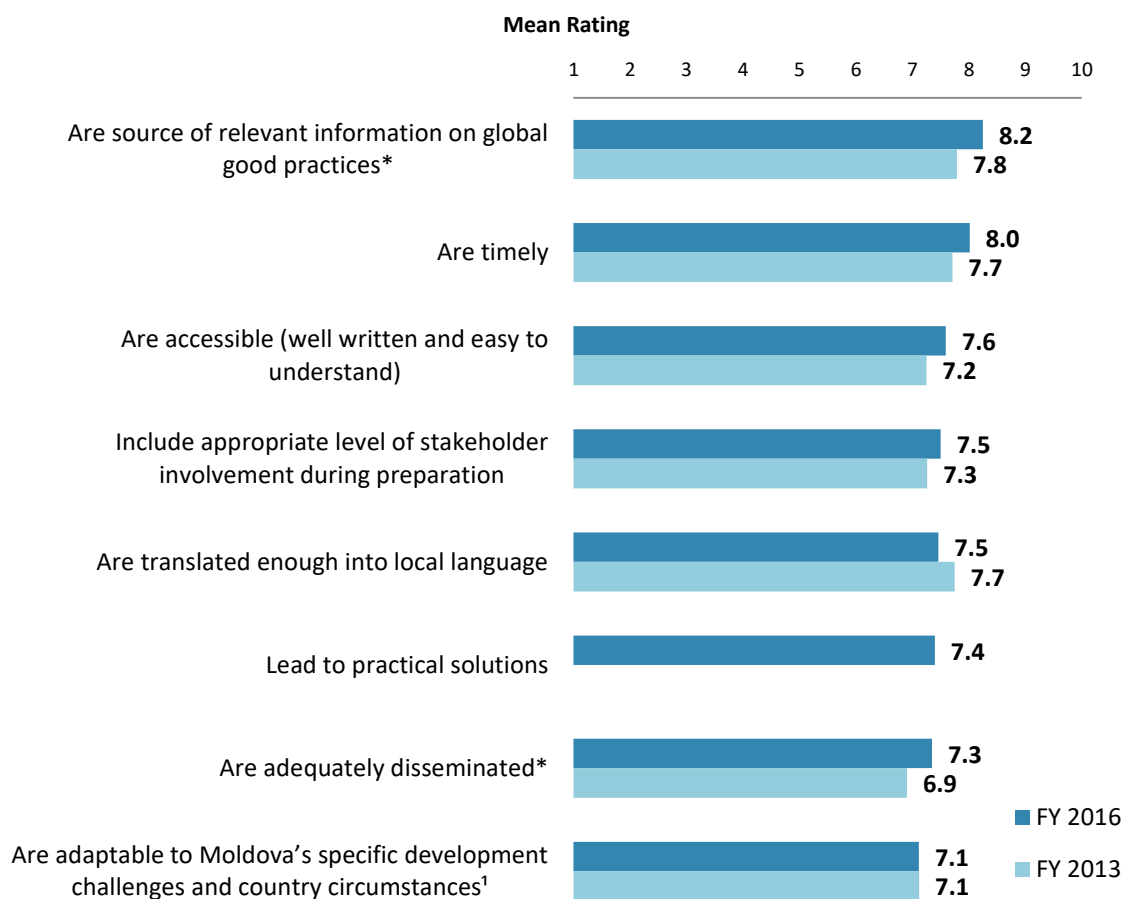
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

¹⁰ Means in the charts on this page were calculated based on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities: Year Comparison¹¹



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

(*Significantly different between FY 2016 and FY 2013)

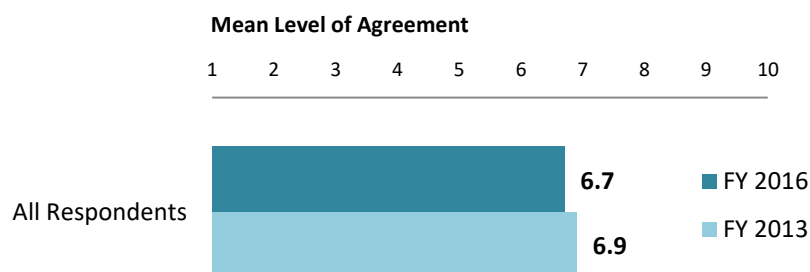
¹Indicator Question

¹¹ Means in the chart were calculated based on weighted data.



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

Meeting Moldova's Needs for Financial Instruments¹² (*Indicator Question*)



**"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Moldova."
(1-"Strongly disagree", 10-"Strongly agree")**

¹² Means in this chart were calculated based on weighted data.

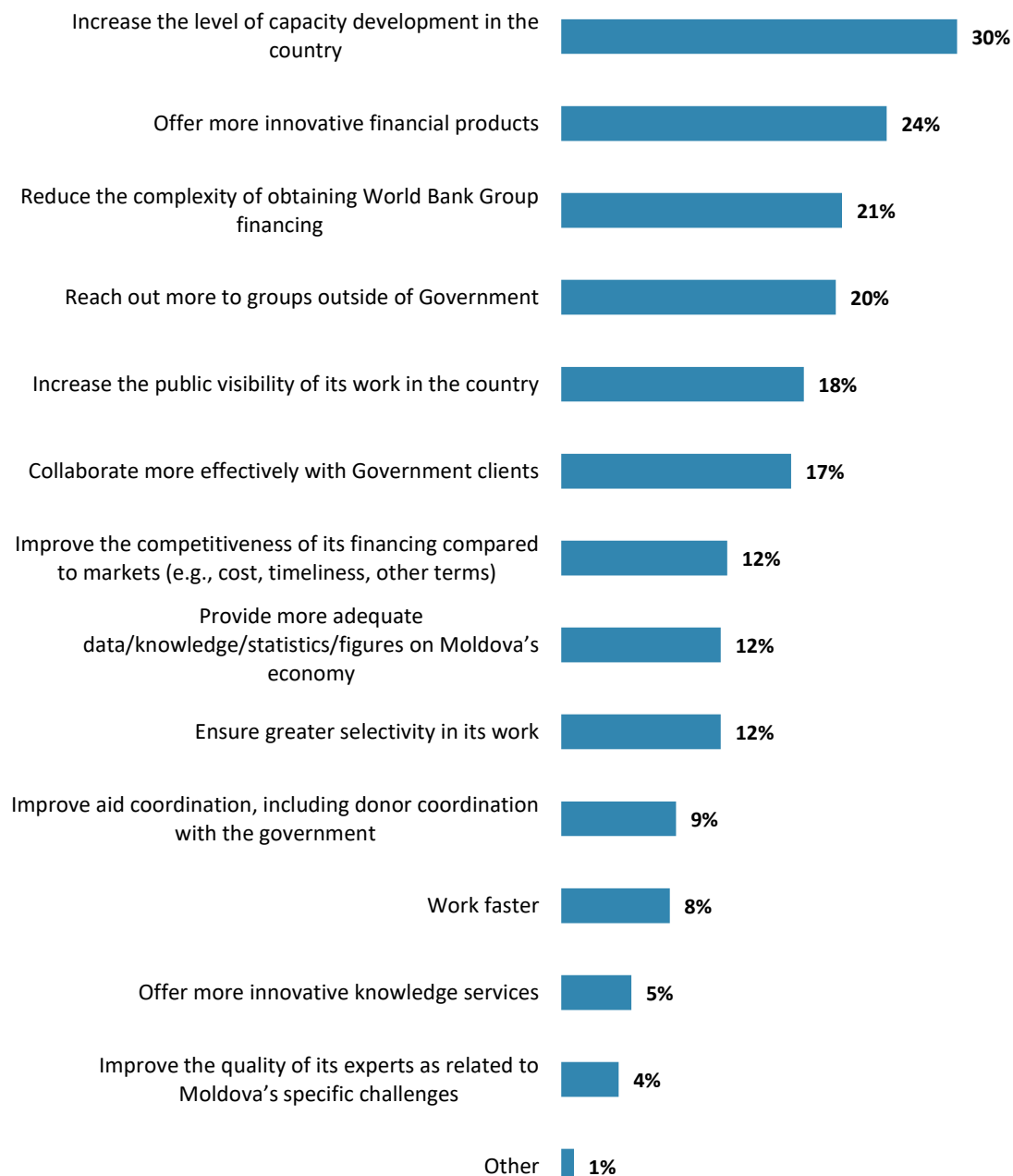


IX. The Future Role of the World Bank Group in Moldova

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the WBG should “*reduce the complexity of obtaining WB financing*” (43%) and “*improve the quality of its experts as related to Moldova’s specific challenges*” (35%) to make itself of greater value in the country.

Percentage of Respondents (N=210)



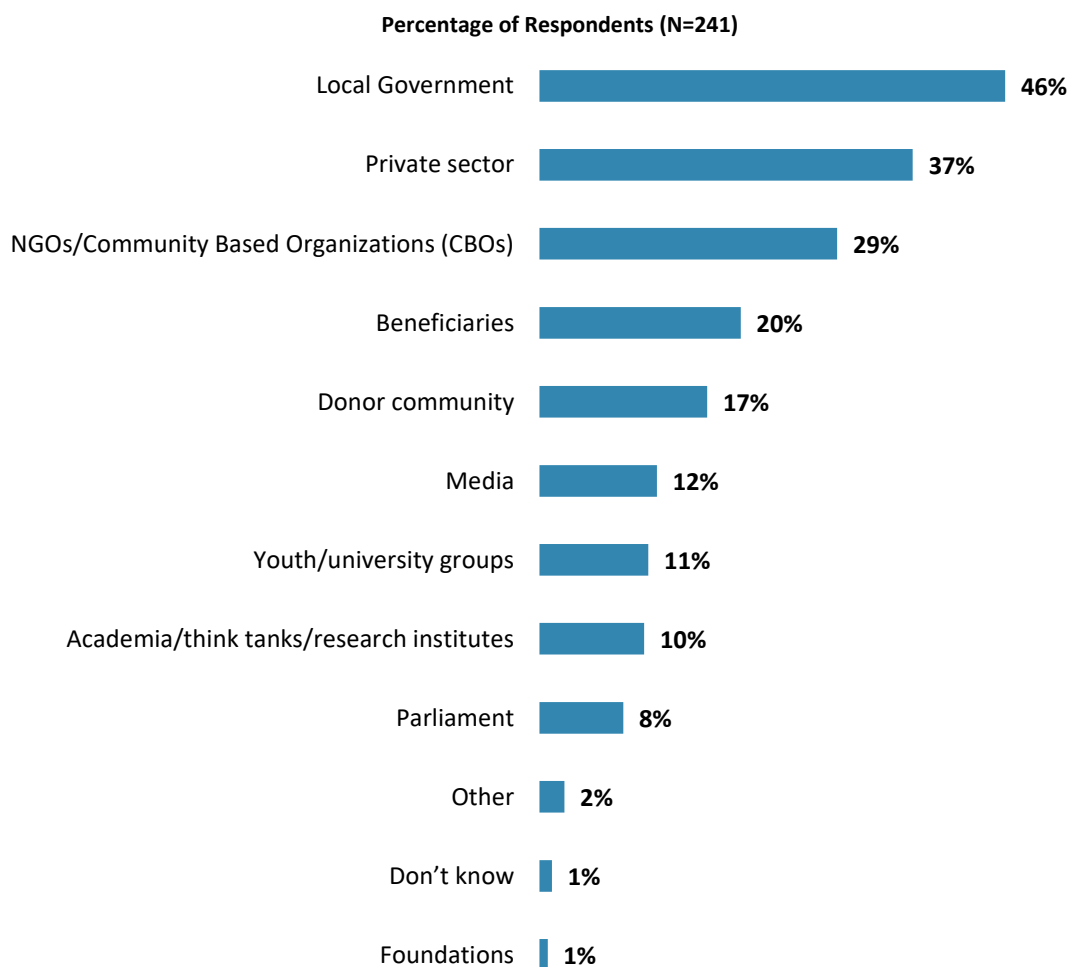
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Moldova? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Moldova (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 “*local governments*” (51%) and “*private sector*” (45%) to ensure better development results in Belarus.



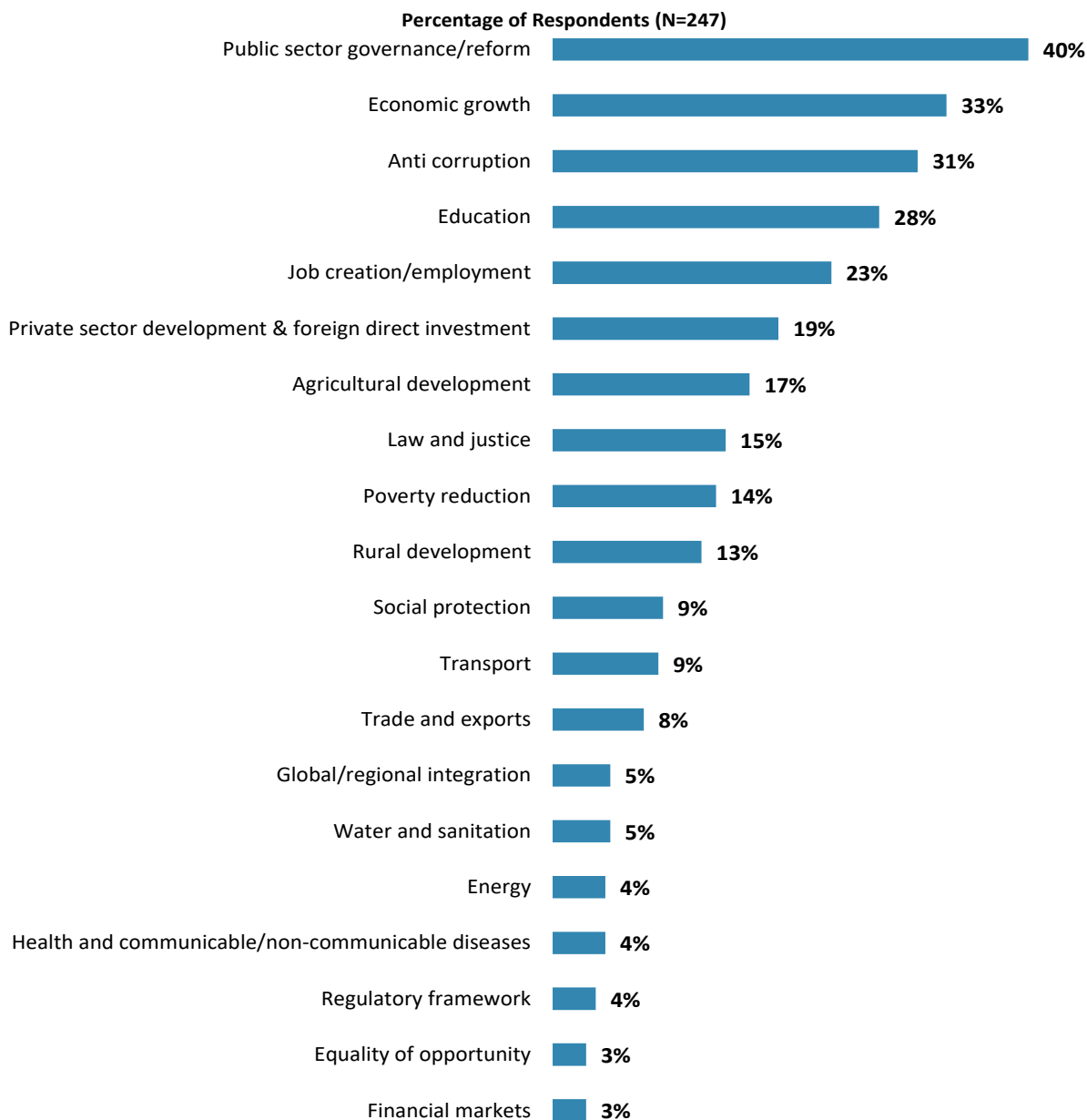
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the WBG should focus its resources on “*governance and anti-corruption*” (34%) and “*economic growth*” (33%).

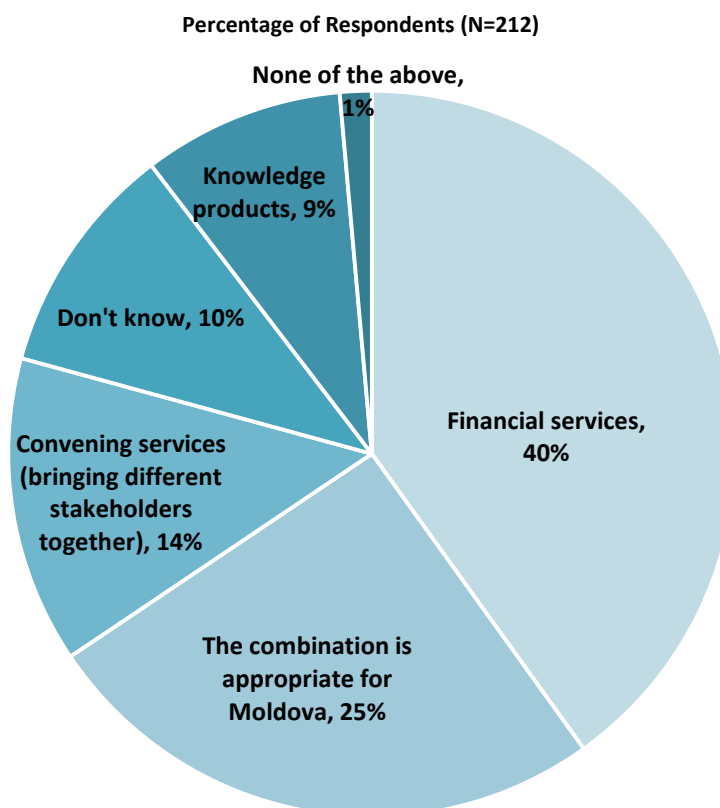


“When thinking about how the World Bank Group can have the most impact on development results in Moldova, in which sectoral areas do you believe the WBG should focus most of its resources in Moldova? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 20 of 30 response options shown.)



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

Future Combination of the WBG Services



"When considering the combination of services that the World Bank Group offers in Moldova, and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in Moldova?"

(Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)

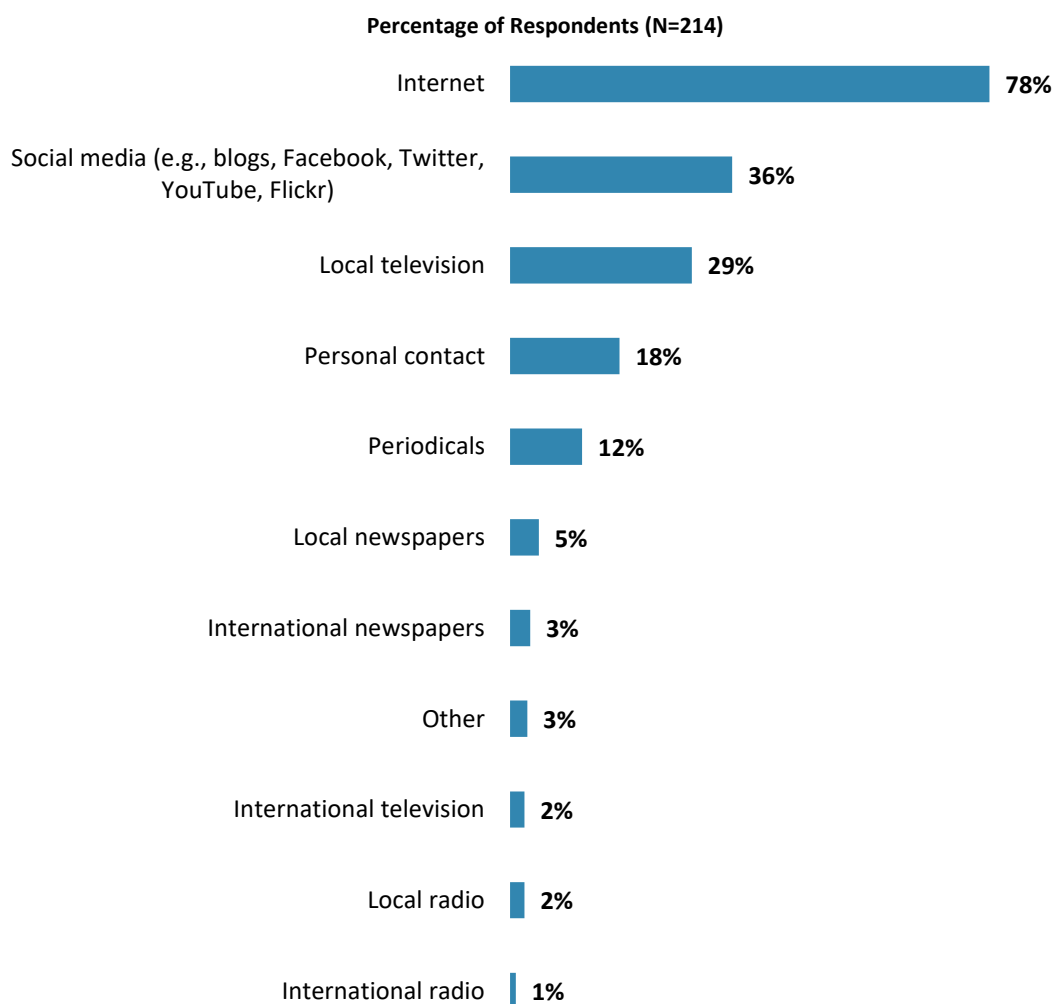


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 62) 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 Moldova from the “*Internet* (83%)” and “*local television*” (43%).



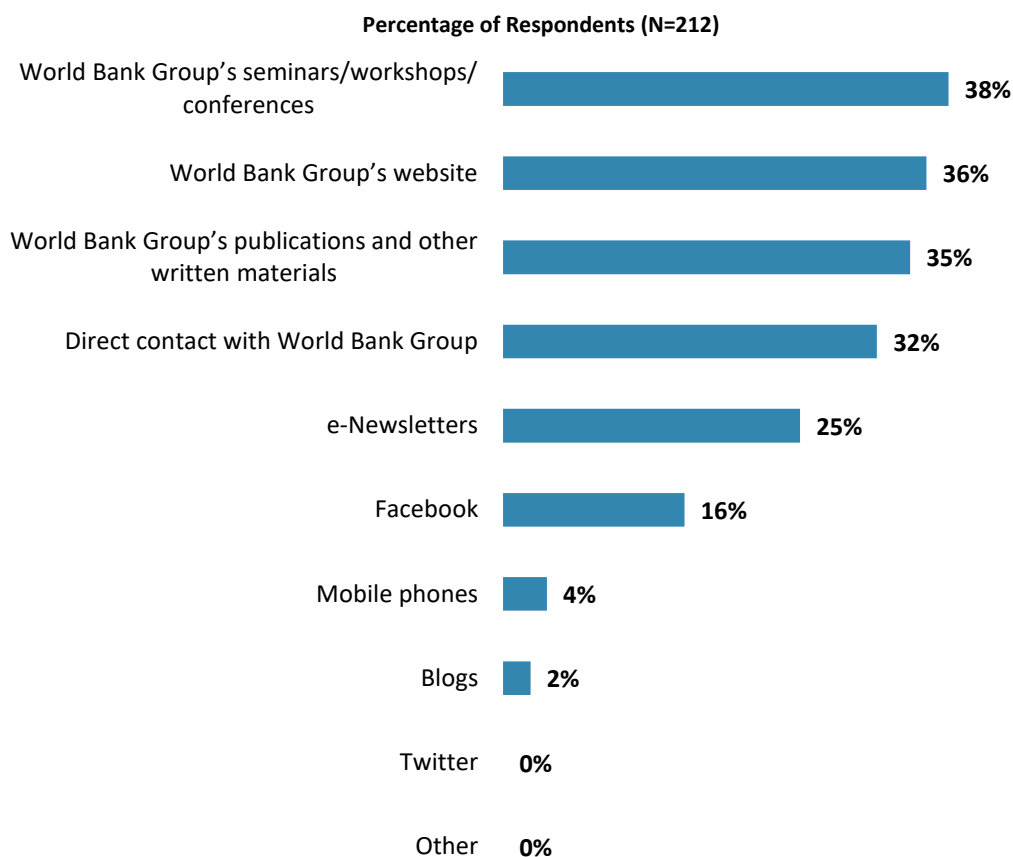
"How do you get most of your information about economic and social development issues in Moldova? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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 WBG through “*World Bank website*” (54%), “*World Bank seminars/workshops/conferences*” (39%), and “*e-Newsletters*” (30%).



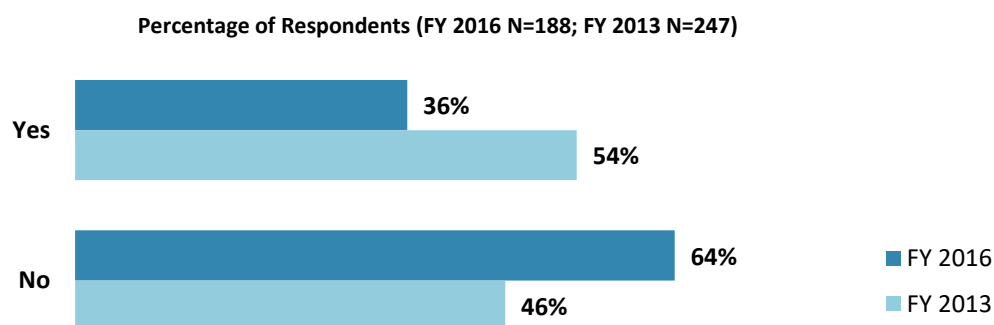
**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



X. Communication and Outreach (continued)

Access to Information¹³

- **Year comparison:** This year's respondents were significantly less likely to be aware of the World Bank Group's Access to Information Policies compared to respondents in the previous FY'13 Country Survey.



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

¹³ Percentages presented in this chart were calculated based on weighted data.



X. Communication and Outreach (continued)

Access to the Internet¹⁴

Percentage of Respondents (FY 2016 N=206; FY 2013 N=263)



"Do you have access to the Internet?"

Percentage of Respondents (FY 2016 N=194)



"Which Internet connection do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.)

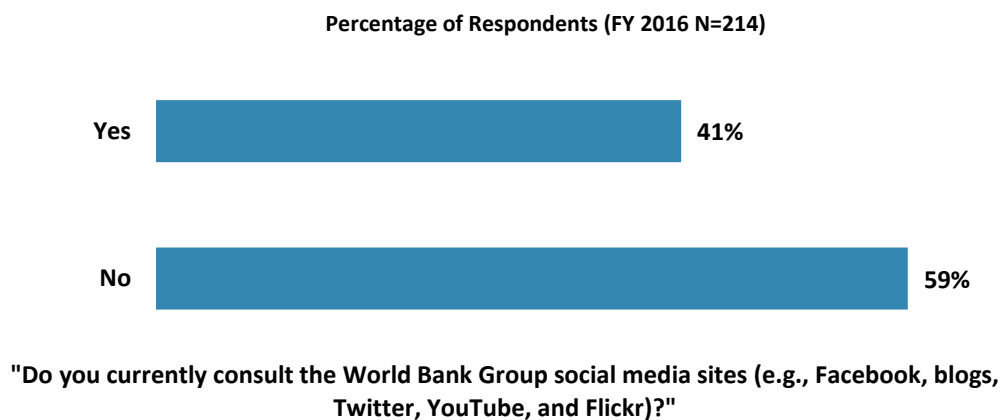
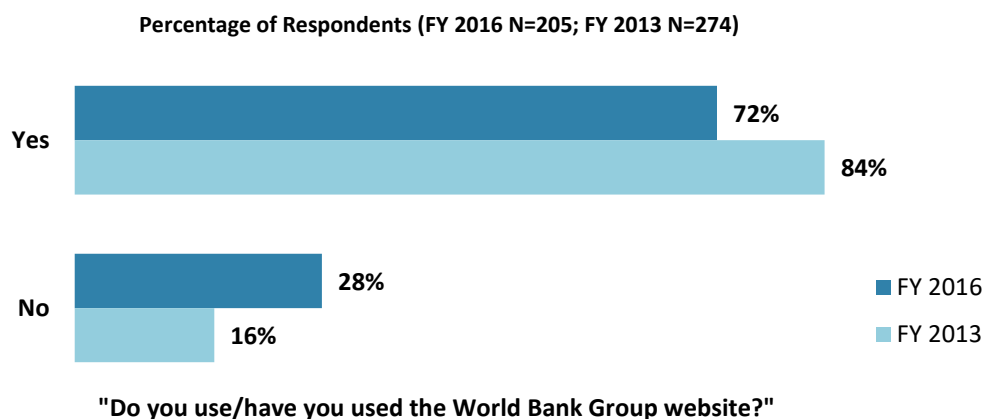
¹⁴ Percentages presented in this chart were calculated based on weighted data.



X. Communication and Outreach (continued)

The WBG's Website and Social Media Usage¹⁵

- **Year comparison:** This year's respondents were significantly less likely to use/have used the World Bank Group website compared to respondents in the FY'13 Country Survey.



¹⁵ All percentages presented in this chart were calculated based on weighted data.



XI. Appendices

A. Responses to All Questions across All Respondents.....	45
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Moldova





Appendix A: Responses to All Questions across All Respondents (N=255)

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 Moldova

1. In general would you say that Moldova is headed in ... ?	Percentage of Respondents (N=235)
The right direction	42.1%
The wrong direction	35.7%
Not sure	22.1%

2. Listed below are a number of development priorities in Moldova. Please identify which of the following you consider the most important development priorities in Moldova? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=244)
Public sector governance/reform	50.4%
Anti corruption	38.1%
Education	29.5%
Economic growth	24.6%
Law and justice	24.2%
Poverty reduction	22.5%
Private sector development and foreign direct investment	17.6%
Job creation/employment	16.8%
Global/regional integration	13.5%
Social protection	10.7%
Rural development	8.6%
Energy	5.3%
Transport	5.3%
Health and communicable/non-communicable diseases	4.9%
Agricultural development	4.9%
Trade and exports	3.3%
Food security	2.5%
Information and communications technology	2.5%
Financial markets	2.0%
Water and sanitation	2.0%
Gender equity	1.6%
Regulatory framework	1.6%
Equality of opportunity	1.2%
Climate change	1.2%
Land administration	0.8%
Urban development	0.8%
Environmental sustainability	0.4%
Crime and violence	0.4%
Disaster management	0.4%
Natural resource management	0.0%

**A. General Issues Facing Moldova (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 Moldova? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=246)
Anti corruption	45.9%
Economic growth	41.5%
Education	28.0%
Public sector governance/reform	27.6%
Job creation/employment	25.2%
Private sector development and foreign direct investment	23.2%
Law and justice	21.5%
Rural development	19.9%
Agricultural development	14.2%
Social protection	9.3%
Global/regional integration	6.1%
Equality of opportunity	4.9%
Trade and exports	4.9%
Water and sanitation	4.5%
Transport	4.1%
Energy	3.3%
Health and communicable/non-communicable diseases	2.8%
Urban development	2.0%
Land administration	1.6%
Information and communications technology	1.6%
Gender equity	1.2%
Regulatory framework	0.8%
Crime and violence	0.8%
Financial markets	0.8%
Environmental sustainability	0.4%
Food security	0.4%
Climate change	0.4%
Natural resource management	0.0%
Disaster management	0.0%

**A. General Issues Facing Moldova (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 Moldova? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=247)
Consistent economic growth	40.1%
Better entrepreneurial opportunities	26.3%
Better control of corruption	25.5%
A growing middle class	22.7%
Better governance	22.3%
Education and training that better ensure job opportunity	14.2%
Better employment opportunities for young people	8.9%
Greater access to micro-finance for the poor	8.1%
Greater voice and participation for citizens to help ensure greater accountability	6.9%
More reliable social safety net	6.9%
Better opportunity for the poor who live in rural areas	5.7%
Better quality public services	4.5%
Greater access to health and nutrition for citizens	2.8%
Greater equity of fiscal policy	2.0%
Other	1.2%
Better employment opportunities for women	0.8%
Better opportunity for the poor who live in urban areas	0.4%

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 Moldova? (Select only ONE response)	Percentage of Respondents (N=245)
A very big problem	55.1%
A moderately big problem	35.5%
A small problem	5.3%
Not a problem at all	1.6%
Don't know	2.4%

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=247)
A very serious problem	50.2%
A somewhat serious problem	41.7%
Not too serious problem	6.9%
Not a problem	1.2%
Don't know	0.0%

7. Do you think that poverty in Moldova to a large extent is the result of...? (Select only ONE response)	Percentage of Respondents (N=247)
State action	33.6%
Personal action	1.6%
Both state and personal action	61.9%
Neither	2.0%
Don't know	.8%

**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 Moldova? (1-Not familiar at all, 10-Extremely familiar)	244	0	6.05	2.38

Effectiveness	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Moldova. (1-Not effective at all, 10-Very effective)	212	32	7.38	1.75

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 Moldova solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	197	47	7.81	1.72

4. When thinking about how the World Bank Group can have the most impact on development results in Moldova, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Moldova? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=247)
Public sector governance/reform	40.1%
Economic growth	33.2%
Anti corruption	30.8%
Education	27.5%
Job creation/employment	23.5%
Private sector development and foreign direct investment	19.0%
Agricultural development	16.6%
Law and justice	14.6%
Poverty reduction	13.8%
Rural development	12.6%
Social protection	9.3%
Transport	8.9%
Trade and exports	7.7%
Global/regional integration	4.9%
Water and sanitation	4.9%
Energy	4.5%
Health and communicable/non-communicable diseases	4.5%
Regulatory framework	3.6%
Equality of opportunity	2.8%
Financial markets	2.8%
Food security	2.0%
Urban development	2.0%
Environmental sustainability	1.6%
Climate change	1.6%
Information and communications technology	1.2%
Crime and violence	1.2%
Gender equity	0.8%
Land administration	0.8%
Disaster management	0.4%
Natural resource management	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 Moldova?	Percentage of Respondents (N=247)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	27.9%	20.1%	48.0%
Policy advice, studies, analyses	17.0%	16.4%	33.4%
Help to bring discipline/effective supervision to implementation of investment projects	15.4%	11.9%	27.3%
Capacity development	13.4%	13.5%	26.9%
Technical assistance	11.3%	14.8%	26.1%
Mobilizing third party financial resources	3.6%	7.8%	11.4%
Donor coordination	5.3%	6.1%	11.4%
Convening/facilitating	3.2%	4.1%	7.3%
Data and statistics	1.2%	3.3%	4.5%
Linkage to non-Bank expertise	0.8%	1.2%	2.0%
Other	0.8%	0.8%	1.6%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Moldova? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=243)
Not enough visibility of the work it is doing in the country	21.8%
Not enough public disclosure of its work	20.2%
World Bank Group's processes too slow and complex	19.8%
Not collaborating enough with stakeholders outside the Government	17.3%
Don't know	13.2%
Not willing to honestly criticize policies and reform efforts in the country	12.8%
Too influenced by Western interests	9.9%
Not adequately sensitive to political/social realities in Moldova	9.9%
Its advice and strategies are not relevant to practical problem solving	8.2%
Not exploring alternative policy options	7.4%
Imposing technocratic solutions without regard to political realities	6.6%
Staff too inaccessible	3.3%
Other	2.5%
Not aligned with country priorities	2.5%
Not client focused	2.5%
The credibility of its knowledge/data	2.1%
Not aligned with other donors' work	1.6%
Arrogant in its approach	1.2%

**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 Moldova? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=242)
Investment lending	50.0%
Technical assistance	36.8%
Capacity development	32.6%
Multi-sectoral approaches	24.8%
Policy based lending / budget support to the Government	20.2%
Knowledge products/services	7.4%
Don't know	5.0%
Trust Fund management	2.9%
Other	0.8%

8. To what extent do you believe that the World Bank Group's work and support help the poorest in Moldova? (Select only ONE response)	Percentage of Respondents (N=240)
To a fully sufficient degree	4.6%
To a somewhat sufficient degree	32.9%
To a somewhat insufficient degree	30.8%
To a very insufficient degree	15.8%
Don't know	15.8%

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=241)
Local Government	46.1%
Private sector	36.9%
NGOs/Community Based Organizations (CBOs)	29.5%
Beneficiaries	19.9%
Donor community	16.6%
Media	11.6%
Youth/university groups	10.8%
Academia/think tanks/research institutes	10.4%
Parliament	8.3%
Other	2.5%
Don't know	1.2%
Foundations	0.8%

To what extent do you agree with the following statements about the World Bank Group's work in Moldova? (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 Moldova*	222	17	7.45	1.75
11. The World Bank Group's work is aligned with what I consider the development priorities for Moldova*	211	21	7.29	1.95

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

To what extent is the World Bank Group an effective development partner in Moldova, 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*	193	31	6.98	1.91
13. Flexibility (in terms of the institution's products and services)*	182	37	6.56	1.90
14. Flexibility (in terms of changing country circumstances)*	182	35	6.57	1.97
15. Being inclusive*	164	50	7.03	1.81
16. Openness (sharing data and other information)*	190	26	7.62	1.84
17. Collaboration with the Government*	190	33	7.85	1.64
18. The speed in which it gets things accomplished on the ground*	178	41	6.74	1.92
19. Ease of access to the people at the World Bank Group who are making decisions important to my work*	179	41	6.93	2.39
20. Collaboration with civil society*	175	45	6.64	2.28
21. Staff accessibility*	175	44	7.14	2.24
22. Collaboration with other donors and development partners*	164	52	7.60	1.86
23. Collaboration with the private sector*	151	67	6.55	2.13
24. Straightforwardness and honesty*	176	42	8.16	1.76
25. Treating clients and stakeholders in Moldova with respect*	181	39	8.35	1.64
26. Being a long-term partner*	183	38	8.57	1.49

27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=229)
The Government works inefficiently	44.5%
Political pressures and obstacles	35.4%
Lack of/inadequate levels of capacity in Government	27.1%
There is not an adequate level of citizen/civil society participation	26.6%
Reforms are not well thought out in light of country challenges	20.5%
The World Bank Group is not sensitive enough to political/social realities on the ground	14.4%
The World Bank Group does not do adequate follow through/follow-up	8.3%
The World Bank Group works too slowly	7.0%
Poor donor coordination	5.7%
Other	1.7%

**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 Moldova? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Crime and violence	189	19	6.00	2.64
2. Financial markets	204	9	8.21	1.89
3. Transport	205	8	8.40	1.68
4. Anti corruption	211	7	8.96	1.65
5. Law and justice	209	7	8.67	1.74
6. Urban development	203	10	7.88	1.95
7. Environmental sustainability	192	14	8.01	1.78
8. Trade and exports	200	9	8.21	1.74
9. Information and communications technology	200	7	7.90	1.86
10. Poverty reduction	206	11	9.09	1.42
11. Gender equity	192	16	6.82	2.59
12. Private sector development and foreign direct investment	208	10	8.81	1.56
13. Land administration	193	18	7.38	2.14
14. Water and sanitation	198	10	8.13	1.90
15. Regulatory framework	190	21	8.27	1.67
16. Economic growth	210	9	9.07	1.44
17. Energy	200	12	8.49	1.64
18. Disaster management	185	19	7.48	2.14
19. Public sector governance/reform	209	18	9.00	1.50
20. Job creation/employment	208	8	8.57	1.76
21. Health and communicable/non-communicable diseases	196	15	7.72	2.17
22. Equality of opportunity	193	16	7.56	2.18
23. Social protection	194	18	8.01	2.07
24. Rural development	201	17	8.53	1.75
25. Global/regional integration	192	18	8.22	1.95
26. Food security	193	17	7.81	2.09
27. Natural resource management	186	23	7.15	2.46
28. Climate change	195	16	7.62	2.25
29. Agricultural development	206	10	8.69	1.66
30. Education	211	11	8.88	1.82

**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 Moldova? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Gender equity	69	138	6.65	2.38
2. Information and communications technology	85	114	7.36	1.95
3. Transport	119	82	7.64	1.76
4. Crime and violence	60	142	5.83	2.27
5. Law and justice	89	113	6.24	2.28
6. Urban development	91	110	6.36	2.11
7. Environmental sustainability	95	103	7.02	2.04
8. Regulatory framework	95	105	7.14	2.17
9. Health and communicable/non-communicable diseases	86	113	7.23	2.00
10. Poverty reduction	135	87	7.20	2.12
11. Anti corruption	113	89	6.42	2.52
12. Private sector development and foreign direct investment	117	83	7.04	2.19
13. Land administration	71	129	6.18	2.50
14. Water and sanitation	104	92	7.42	1.86
15. Trade and exports	107	92	6.99	2.09
16. Economic growth	132	67	7.21	2.15
17. Disaster management	69	127	6.86	2.26
18. Public sector governance/reform	129	70	6.88	2.26
19. Job creation/employment	110	92	6.56	2.06
20. Financial markets	86	112	6.74	2.26
21. Equality of opportunity	82	116	6.71	2.04
22. Energy	103	94	7.47	1.91
23. Rural development	113	85	7.22	2.14
24. Global/regional integration	86	114	6.95	2.30
25. Food security	86	110	6.99	2.13
26. Education	121	81	7.33	2.26
27. Social protection	97	110	6.92	2.27
28. Climate change	77	122	6.70	2.46
29. Agricultural development	112	89	7.19	2.12
30. Natural resource management	61	138	6.39	2.30

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

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Moldova? (1-To no degree at all, 10-To a very significant degree)	187	30	7.02	1.85

To what extent do you agree with the following statements about the World Bank Group in Moldova? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Moldova*	178	35	6.78	2.01
5. The World Bank Group meets Moldova's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	183	31	7.23	1.90

Measuring The World Bank Group's Work	N	DK	Mean	SD
6. To what extent do you believe the World Bank Group measures and corrects its work in real time in Moldova? (1-To no degree at all, 10-To a very significant degree)	162	53	7.06	1.85

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=214)
Weekly	3.7%
Monthly	24.3%
A few times a year	38.8%
Rarely	25.7%
Never	7.5%

In Moldova, 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	183	23	8.07	1.64
3. Include appropriate level of stakeholder involvement during preparation	162	40	7.57	1.61
4. Lead to practical solutions	176	30	7.47	1.67
5. Are accessible (well written and easy to understand)	185	22	7.65	1.82
6. Are source of relevant information on global good practices	189	19	8.25	1.58
7. Are adequately disseminated	174	30	7.40	1.95
8. Are translated enough into local language	171	37	7.50	2.00
9. Are adaptable to Moldova's specific development challenges and country circumstances*	169	38	7.18	2.01

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)	186	29	7.83	1.71
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)	175	38	7.74	1.76

**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	112	90	6.89	2.01
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	150	49	7.66	1.90
3. The World Bank Group's approvals and reviews are done in a timely fashion	134	67	7.43	1.89
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	105	93	7.61	1.84
5. The World Bank Group's conditions on its lending are reasonable	135	63	7.33	1.99
6. The World Bank Group takes decisions quickly in Moldova*	130	67	6.88	2.20
7. Working with the World Bank Group increases Moldova's institutional capacity	168	33	8.07	1.72
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	116	83	7.69	1.93
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	154	49	7.81	1.90

WBG Promoting PPP in Moldova	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 Moldova? (1-To no degree at all, 10-To a very significant degree)	150	55	7.07	1.87

11. Which of the following best describes the World Bank Group's support in Moldova? (Select only ONE response)	Percentage of Respondents (N=207)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Moldova	57.0%
The World Bank Group is not sufficiently selective in Moldova, and it is involved in too many areas of development	14.0%
Don't know	29.0%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Moldova? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=210)
Increase the level of capacity development in the country	29.5%
Offer more innovative financial products	24.3%
Reduce the complexity of obtaining World Bank Group financing	21.0%
Reach out more to groups outside of Government	20.5%
Increase the public visibility of its work in the country	18.1%
Collaborate more effectively with Government clients	17.1%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	12.4%
Provide more adequate data/knowledge/statistics/figures on Moldova's economy	11.9%
Ensure greater selectivity in its work	11.9%
Improve aid coordination, including donor coordination with the government	8.6%
Work faster	8.1%
Offer more innovative knowledge services	5.2%
Improve the quality of its experts as related to Moldova's specific challenges	4.3%
Other	1.0%

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

2. When considering the combination of services that the World Bank Group offers in Moldova, 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 Moldova? (Select only ONE response)	Percentage of Respondents (N=212)
Financial services	40.1%
The combination is appropriate for Moldova	25.5%
Convening services (bringing different stakeholders together)	13.7%
Don't know	10.4%
Knowledge products	9.0%
None of the above	1.4%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Moldova? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=214)
Internet	77.6%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	36.0%
Local television	29.4%
Personal contact	17.8%
Periodicals	11.7%
Local newspapers	4.7%
International newspapers	3.3%
Other	2.8%
International television	2.3%
Local radio	2.3%
International radio	0.9%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=212)
World Bank Group's seminars/workshops/ conferences	38.2%
World Bank Group's website	36.3%
World Bank Group's publications and other written materials	34.9%
Direct contact with World Bank Group	32.1%
e-Newsletters	25.5%
Facebook	15.6%
Mobile phones	3.8%
Blogs	2.4%
Twitter	0.0%
Other	0.0%

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=199)
Yes	36.2%
No	63.8%

**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=83)
World Bank Group's website	31.3%
World Bank Group's seminars/workshops/conferences	26.5%
News/Media	19.3%
Colleagues/Friends/Peer organizations	14.5%
World Bank Group's e-Newsletters	6.0%
Other	2.4%

5. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=213)
Yes	22.1%
No	77.9%

6. Were you able to obtain this information?	Percentage of Respondents (N=47)
Yes	87.2%
No	12.8%

7. Do you have access to the Internet?	Percentage of Respondents (N=216)
Yes	100.0%
No	0.0%

8. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=215)
Yes	70.7%
No	29.3%

9. Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=214)
Yes	41.1%
No	58.9%

10. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=194)
High speed/WiFi	91.8%
Dial-up	8.2%

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	156	50	7.77	1.54
12. I find the information on the World Bank Group's websites useful	157	48	8.11	1.36
13. The World Bank Group's social media channel are valuable sources of information about the institution	118	83	7.89	1.72
14. When I need information from the World Bank Group I know how to find it	162	42	7.77	1.96
15. The World Bank Group is responsive to my information requests and inquiries	119	85	8.23	1.56

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=246)
Employee of a Ministry/Ministerial Department/Implementation Agency	24.0%
NGO/Community Based Organization	19.1%
Private Sector Organization	9.8%
Local Government Office or Staff	8.9%
Academia/Research Institute/Think Tank	8.1%
Bilateral/Multilateral Agency	7.7%
Media	5.3%
Office of Minister	3.7%
Office of the President/Prime Minister	3.3%
Office of Parliamentarian	2.8%
Other	2.0%
PMU/Consultant/Contractor working on WBG supported project	1.6%
Private Foundation	1.2%
Independent Government Institution	1.2%
Financial Sector/Private Bank	.4%
Trade Union	.4%
Judiciary Branch	.4%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=239)
Other	21.3%
Education	17.2%
Governance	12.1%
Generalist (specialized in multiple sectors)	8.4%
Agriculture	5.9%
Health, nutrition, and population	5.0%
Macroeconomics and fiscal management	5.0%
Finance and markets	5.0%
Urban, rural, and social development	5.0%
Trade and competitiveness	3.3%
Energy and extractives	2.5%
Environment and natural resources	2.1%
Transport and ICT	2.1%
Social protection and labor	1.7%
Public-private partnerships	.8%
Gender	.8%
Jobs	.8%
Fragility, conflict and violence	.4%
Poverty	.4%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)	Percentage of Respondents (N=244)
Yes	43.9%
No	56.1%

**H. Background Information (continued)**

4. Which of the following agencies of the World Bank Group do you primarily engage with in Moldova? (Select only ONE response)	Percentage of Respondents (N=188)
The World Bank (IBRD/IDA)	78.2%
The International Finance Corporation (IFC)	3.7%
The Multilateral Investment Guarantee Agency (MIGA)	1.1%
Other	17.0%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=236)
Yes	30.5%
No	69.5%

6. If yes, what was your view of how the two institutions work together in Moldova? (Select only ONE response)	Percentage of Respondents (N=76)
The two institutions work well together	56.6%
Don't know	23.7%
The way the two institutions work together needs improvement	19.7%
The two institutions do not work well together	0.0%

7. Which of the following describes most of your exposure to the World Bank Group in Moldova? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=224)
Engage in World Bank Group related/sponsored events/activities	35.3%
Use World Bank Group reports/data	33.5%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	30.8%
Collaborate as part of my professional duties	29.5%
Use World Bank Group website for information, data, research, etc.	27.2%

8. What's your gender?	Percentage of Respondents (N=245)
Female	44.1%
Male	55.9%

9. Which best represents your geographic location?	Percentage of Respondents (N=243)
Chisinau	78.6%
Other urban area – Northern part of Moldova	4.9%
Other urban area – Central part of Moldova	9.9%
Other urban area – Southern part of Moldova	3.7%
Rural area	2.9%

Appendix B: Responses to All Questions by Stakeholder Groups¹⁶

- Office of President/Prime Minister/Minister N=17 ● Office of Parliamentarian N=7 ● Employee of a Ministry/PMU/Consultant on WBG-supported Project N=63
- Local government N=22 ● Bilateral/Multilateral Agency N=19 ● Private Sector/Financial Sector/Private Bank N=25 ● CSO N=51 ● Media N=13
- Academia/Research Institute/Think Tank N=20 ● Other N=9

A. General Issues facing Moldova

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The right direction	93.8%	28.6%	62.1%	57.1%	10.5%	20.0%	24.0%	30.8%	31.3%	55.6%
The wrong direction	0.0%	71.4%	15.5%	28.6%	47.4%	64.0%	58.0%	46.2%	12.5%	22.2%
Not sure	6.3%	0.0%	22.4%	14.3%	42.1%	16.0%	18.0%	23.1%	56.3%	22.2%

*Significantly different between stakeholder groups

¹⁶ Only 246 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 Moldova (continued)

Listed below are a number of development priorities in Moldova. Please identify which of the following you consider the most important development priorities in Moldova?
(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	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Global/regional integration	23.5%	14.3%	8.2%	13.6%	5.3%	4.0%	19.6%	15.4%	20.0%	25.0%
Food security	5.9%	0.0%	3.3%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%
Public sector governance/reform	47.1%	57.1%	47.5%	50.0%	73.7%	56.0%	41.2%	61.5%	55.0%	25.0%
Social protection	11.8%	14.3%	9.8%	22.7%	10.5%	4.0%	11.8%	0.0%	10.0%	12.5%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.9%	7.7%	5.0%	0.0%
Private sector development and foreign direct investment	11.8%	14.3%	18.0%	27.3%	15.8%	32.0%	13.7%	15.4%	10.0%	12.5%
Urban development	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%
Energy	11.8%	14.3%	4.9%	4.5%	0.0%	8.0%	2.0%	7.7%	5.0%	12.5%
Job creation/employment	0.0%	42.9%	18.0%	27.3%	31.6%	12.0%	7.8%	15.4%	20.0%	25.0%
Rural development	11.8%	0.0%	6.6%	18.2%	5.3%	4.0%	13.7%	0.0%	10.0%	0.0%
Financial markets	0.0%	0.0%	1.6%	0.0%	5.3%	0.0%	2.0%	7.7%	0.0%	12.5%
Water and sanitation*	0.0%	0.0%	0.0%	13.6%	10.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability*	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	11.8%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%
Health and communicable/non-communicable diseases	11.8%	0.0%	3.3%	0.0%	5.3%	0.0%	9.8%	0.0%	10.0%	0.0%
Climate change	5.9%	0.0%	0.0%	0.0%	5.3%	0.0%	2.0%	0.0%	0.0%	0.0%
Poverty reduction	35.3%	28.6%	23.0%	31.8%	10.5%	16.0%	13.7%	23.1%	25.0%	50.0%
Transport	0.0%	0.0%	6.6%	9.1%	0.0%	4.0%	9.8%	0.0%	5.0%	0.0%
Education*	29.4%	28.6%	18.0%	13.6%	5.3%	40.0%	47.1%	23.1%	50.0%	37.5%
Agricultural development	5.9%	14.3%	9.8%	0.0%	5.3%	8.0%	2.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	9.8%	0.0%	0.0%	8.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%
Anti corruption*	35.3%	14.3%	44.3%	9.1%	52.6%	56.0%	33.3%	69.2%	15.0%	50.0%
Law and justice	17.6%	14.3%	24.6%	27.3%	31.6%	20.0%	21.6%	15.4%	35.0%	25.0%
Regulatory framework	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%
Land administration	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	17.6%	28.6%	37.7%	18.2%	21.1%	20.0%	15.7%	38.5%	25.0%	12.5%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	1.6%	0.0%	5.3%	8.0%	3.9%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

A. General Issues facing Moldova (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 Moldova? (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	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Water and sanitation	0.0%	0.0%	3.3%	9.5%	10.5%	0.0%	5.9%	0.0%	5.0%	0.0%
Equality of opportunity	11.8%	0.0%	0.0%	9.5%	5.3%	0.0%	7.8%	7.7%	5.0%	11.1%
Rural development	29.4%	28.6%	23.0%	4.8%	26.3%	12.0%	17.6%	23.1%	20.0%	22.2%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	6.6%	9.5%	5.3%	4.0%	7.8%	7.7%	0.0%	11.1%
Gender equity	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	7.7%	5.0%	0.0%
Economic growth	41.2%	57.1%	55.7%	38.1%	36.8%	24.0%	39.2%	23.1%	45.0%	11.1%
Urban development	0.0%	14.3%	0.0%	0.0%	5.3%	4.0%	2.0%	0.0%	0.0%	11.1%
Regulatory framework*	0.0%	28.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	5.9%	0.0%	9.8%	19.0%	10.5%	4.0%	7.8%	7.7%	15.0%	11.1%
Law and justice	23.5%	0.0%	14.8%	23.8%	21.1%	44.0%	17.6%	30.8%	25.0%	22.2%
Transport	0.0%	0.0%	9.8%	9.5%	0.0%	4.0%	2.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	5.0%	0.0%
Land administration	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	3.9%	0.0%	5.0%	0.0%
Information and communications technology	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	3.9%	0.0%	0.0%	11.1%
Anti corruption*	47.1%	28.6%	44.3%	28.6%	47.4%	76.0%	39.2%	69.2%	35.0%	66.7%
Education*	35.3%	28.6%	13.1%	9.5%	21.1%	32.0%	41.2%	38.5%	45.0%	33.3%
Private sector development and foreign direct investment*	29.4%	42.9%	16.4%	23.8%	5.3%	28.0%	39.2%	7.7%	10.0%	22.2%
Energy	11.8%	0.0%	3.3%	0.0%	0.0%	4.0%	0.0%	7.7%	5.0%	11.1%
Public sector governance/reform	35.3%	14.3%	23.0%	47.6%	31.6%	28.0%	31.4%	23.1%	20.0%	11.1%
Health and communicable/non-communicable diseases	0.0%	0.0%	1.6%	0.0%	10.5%	0.0%	2.0%	7.7%	10.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%
Agricultural development	5.9%	14.3%	23.0%	9.5%	10.5%	12.0%	11.8%	23.1%	15.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment*	11.8%	42.9%	37.7%	47.6%	42.1%	12.0%	7.8%	15.4%	25.0%	22.2%
Financial markets	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%
Trade and exports	5.9%	0.0%	8.2%	9.5%	5.3%	4.0%	2.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

A. General Issues facing Moldova (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 Moldova? (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	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Consistent economic growth	52.9%	66.7%	49.2%	38.1%	15.8%	32.0%	33.3%	46.2%	50.0%	33.3%
More reliable social safety net	17.6%	0.0%	4.9%	14.3%	0.0%	4.0%	7.8%	15.4%	5.0%	0.0%
Greater access to micro-finance for the poor	11.8%	0.0%	6.6%	4.8%	5.3%	12.0%	11.8%	7.7%	5.0%	11.1%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	0.0%	3.3%	4.8%	15.8%	8.0%	7.8%	15.4%	5.0%	22.2%
Greater access to health and nutrition for citizens	0.0%	0.0%	4.9%	9.5%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%
Better entrepreneurial opportunities	41.2%	0.0%	27.9%	28.6%	10.5%	32.0%	27.5%	23.1%	30.0%	11.1%
A growing middle class	23.5%	66.7%	21.3%	23.8%	21.1%	20.0%	13.7%	38.5%	30.0%	22.2%
Better opportunity for the poor who live in rural areas	11.8%	0.0%	4.9%	9.5%	21.1%	4.0%	3.9%	0.0%	0.0%	0.0%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Better employment opportunities for young people	0.0%	16.7%	11.5%	4.8%	15.8%	4.0%	11.8%	7.7%	10.0%	0.0%
Better employment opportunities for women	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	7.7%	0.0%	0.0%
Greater equity of fiscal policy	0.0%	16.7%	3.3%	0.0%	0.0%	8.0%	0.0%	0.0%	0.0%	0.0%
Education and training that better ensure job opportunity	11.8%	16.7%	13.1%	9.5%	5.3%	20.0%	17.6%	0.0%	25.0%	11.1%
Better quality public services	0.0%	0.0%	3.3%	9.5%	5.3%	0.0%	7.8%	0.0%	5.0%	0.0%
Better governance	11.8%	16.7%	18.0%	23.8%	42.1%	8.0%	29.4%	7.7%	20.0%	33.3%
Better control of corruption	17.6%	0.0%	26.2%	14.3%	36.8%	44.0%	25.5%	30.8%	10.0%	33.3%
Other	0.0%	0.0%	1.6%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	11.1%

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 Moldova?* (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very big problem	17.6%	57.1%	67.2%	52.4%	66.7%	48.0%	60.8%	38.5%	35.0%	77.8%
A moderately big problem	70.6%	14.3%	22.4%	42.9%	27.8%	40.0%	29.4%	53.8%	60.0%	22.2%
A small problem	0.0%	28.6%	8.6%	4.8%	0.0%	12.0%	2.0%	0.0%	0.0%	0.0%
Not a problem at all	11.8%	0.0%	0.0%	0.0%	0.0%	0.0%	3.9%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	1.7%	0.0%	5.6%	0.0%	3.9%	7.7%	5.0%	0.0%

*Significantly different between stakeholder groups

A. General Issues facing Moldova (continued)

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	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very serious problem	41.2%	14.3%	46.7%	60.0%	52.6%	44.0%	60.8%	53.8%	50.0%	44.4%
A somewhat serious problem	52.9%	71.4%	43.3%	40.0%	31.6%	40.0%	37.3%	38.5%	40.0%	44.4%
Not too serious problem	5.9%	14.3%	5.0%	0.0%	15.8%	16.0%	2.0%	7.7%	10.0%	11.1%
Not a problem	0.0%	0.0%	5.0%	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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Do you think that poverty in Moldova to a larger extent is the result of ...? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
State action	17.6%	28.6%	27.1%	23.8%	42.1%	44.0%	45.1%	23.1%	40.0%	22.2%
Personal action	0.0%	0.0%	1.7%	0.0%	0.0%	4.0%	2.0%	0.0%	5.0%	0.0%
Both state and personal action	82.4%	71.4%	69.5%	76.2%	47.4%	52.0%	49.0%	69.2%	50.0%	77.8%
Neither	0.0%	0.0%	1.7%	0.0%	5.3%	0.0%	2.0%	7.7%	5.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	2.0%	0.0%	0.0%	0.0%

B. Overall Attitudes toward the World Bank Group

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Moldova?*	16	7.75	1.39	7	8.43	.98	59	6.14	2.08	20	4.85	2.23	19	7.05	1.75	25	5.60	2.86	50	5.66	2.52	13	6.23	2.28	20	5.35	2.21	9	5.11	3.30

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Moldova.	16	8.56	.96	7	7.29	2.43	52	7.75	1.52	16	6.94	1.44	17	7.18	1.42	21	7.10	1.79	42	6.83	2.15	13	7.54	1.71	16	7.25	1.61	6	7.17	1.94

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Moldova solve its most complicated development challenges?	16	8.63	1.02	7	7.14	2.73	48	7.98	1.54	13	7.08	2.10	16	7.81	1.33	18	8.28	1.56	41	7.46	1.94	12	7.67	1.78	13	7.46	1.76	7	8.29	1.60

(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 Moldova, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Moldova? (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	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Health and communicable/non-communicable diseases	6.3%	14.3%	3.3%	0.0%	10.5%	0.0%	2.0%	0.0%	15.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	5.0%	11.1%
Transport*	0.0%	42.9%	8.2%	10.0%	0.0%	12.0%	9.8%	0.0%	5.0%	22.2%
Agricultural development	31.3%	28.6%	18.0%	5.0%	5.3%	24.0%	15.7%	7.7%	20.0%	0.0%
Global/regional integration	0.0%	0.0%	3.3%	10.0%	5.3%	4.0%	2.0%	23.1%	10.0%	0.0%
Job creation/employment	12.5%	28.6%	27.9%	45.0%	31.6%	16.0%	13.7%	23.1%	20.0%	22.2%
Public sector governance/reform	37.5%	28.6%	39.3%	35.0%	42.1%	56.0%	45.1%	53.8%	20.0%	22.2%
Social protection	12.5%	14.3%	4.9%	20.0%	21.1%	4.0%	5.9%	7.7%	10.0%	22.2%
Rural development	12.5%	14.3%	11.5%	10.0%	10.5%	16.0%	15.7%	7.7%	10.0%	11.1%
Private sector development and foreign direct investment	25.0%	28.6%	18.0%	30.0%	31.6%	20.0%	15.7%	15.4%	10.0%	0.0%
Education*	43.8%	28.6%	16.4%	10.0%	15.8%	24.0%	43.1%	15.4%	55.0%	22.2%
Energy	12.5%	14.3%	4.9%	0.0%	0.0%	8.0%	0.0%	7.7%	5.0%	11.1%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.9%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	1.6%	0.0%	15.8%	4.0%	2.0%	0.0%	5.0%	0.0%
Urban development	0.0%	0.0%	1.6%	0.0%	10.5%	8.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	43.8%	14.3%	37.7%	45.0%	36.8%	20.0%	31.4%	15.4%	30.0%	55.6%
Land administration	0.0%	0.0%	0.0%	5.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	6.3%	0.0%	6.6%	5.0%	15.8%	0.0%	2.0%	0.0%	5.0%	0.0%
Food security	0.0%	0.0%	3.3%	10.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%
Climate change	0.0%	0.0%	1.6%	0.0%	0.0%	4.0%	3.9%	0.0%	0.0%	0.0%
Information and communications technology	6.3%	0.0%	1.6%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	12.5%	0.0%	13.1%	10.0%	0.0%	4.0%	2.0%	15.4%	0.0%	11.1%
Equality of opportunity	6.3%	0.0%	1.6%	5.0%	5.3%	0.0%	5.9%	0.0%	0.0%	0.0%
Law and justice	6.3%	0.0%	14.8%	10.0%	0.0%	20.0%	21.6%	7.7%	20.0%	22.2%
Regulatory framework	0.0%	0.0%	3.3%	0.0%	10.5%	0.0%	7.8%	0.0%	0.0%	11.1%
Environmental sustainability	0.0%	0.0%	1.6%	0.0%	5.3%	0.0%	3.9%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	0.0%	28.6%	18.0%	10.0%	0.0%	4.0%	15.7%	23.1%	25.0%	11.1%
Anti corruption	25.0%	0.0%	37.7%	25.0%	21.1%	40.0%	27.5%	61.5%	25.0%	22.2%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	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 Moldova?

Greatest Value Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses	37.5%	28.6%	9.8%	15.0%	36.8%	20.8%	14.0%	15.4%	10.0%	0.0%
Data and statistics	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	2.0%	0.0%	5.0%	0.0%
Convening/facilitating	0.0%	0.0%	3.3%	0.0%	10.5%	4.2%	2.0%	0.0%	5.0%	11.1%
Financial resources	18.8%	28.6%	34.4%	45.0%	26.3%	12.5%	32.0%	23.1%	20.0%	11.1%
Capacity development	18.8%	14.3%	13.1%	10.0%	5.3%	12.5%	10.0%	7.7%	35.0%	11.1%
Technical assistance	18.8%	0.0%	13.1%	0.0%	5.3%	16.7%	12.0%	7.7%	0.0%	33.3%
Help to bring discipline/effective supervision to implementation of investment projects	6.3%	28.6%	18.0%	15.0%	5.3%	20.8%	10.0%	30.8%	20.0%	11.1%
Mobilizing third party financial resources	0.0%	0.0%	0.0%	5.0%	10.5%	0.0%	8.0%	7.7%	5.0%	0.0%
Donor coordination	0.0%	0.0%	8.2%	10.0%	0.0%	8.3%	6.0%	7.7%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%
Other*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	22.2%

*Significantly different between stakeholder groups

2 nd Greatest Value Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses	12.5%	16.7%	23.3%	10.0%	26.3%	12.5%	14.0%	25.0%	15.0%	0.0%
Data and statistics	0.0%	0.0%	3.3%	5.0%	0.0%	4.2%	8.0%	0.0%	0.0%	0.0%
Convening/facilitating	0.0%	0.0%	6.7%	5.0%	10.5%	0.0%	2.0%	8.3%	5.0%	0.0%
Financial resources	37.5%	0.0%	16.7%	15.0%	21.1%	25.0%	20.0%	25.0%	10.0%	33.3%
Capacity development	12.5%	16.7%	15.0%	0.0%	10.5%	12.5%	12.0%	8.3%	35.0%	11.1%
Technical assistance	12.5%	0.0%	13.3%	15.0%	15.8%	20.8%	14.0%	16.7%	25.0%	0.0%
Help to bring discipline/effective supervision to implementation of investment projects	12.5%	0.0%	13.3%	25.0%	5.3%	8.3%	18.0%	0.0%	0.0%	11.1%
Mobilizing third party financial resources	6.3%	33.3%	6.7%	10.0%	5.3%	4.2%	6.0%	8.3%	5.0%	22.2%
Donor coordination	6.3%	33.3%	1.7%	10.0%	5.3%	8.3%	6.0%	0.0%	5.0%	11.1%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	11.1%

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 Moldova? (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	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Too influenced by Western interests	26.7%	28.6%	13.3%	5.0%	5.3%	4.2%	6.3%	15.4%	5.0%	11.1%
Not exploring alternative policy options*	6.7%	28.6%	16.7%	5.0%	0.0%	4.2%	2.1%	7.7%	0.0%	11.1%
Not collaborating enough with stakeholders outside the Government*	0.0%	0.0%	6.7%	25.0%	15.8%	12.5%	37.5%	15.4%	15.0%	22.2%
Its advice and strategies are not relevant to practical problem solving	0.0%	14.3%	10.0%	10.0%	5.3%	8.3%	10.4%	7.7%	5.0%	11.1%
Not enough public disclosure of its work	20.0%	0.0%	18.3%	40.0%	0.0%	29.2%	16.7%	30.8%	30.0%	22.2%
Arrogant in its approach*	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	11.1%
Not client focused	0.0%	0.0%	1.7%	5.0%	0.0%	8.3%	0.0%	7.7%	0.0%	11.1%
The credibility of its knowledge/data	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	2.1%	0.0%	10.0%	0.0%
Not enough visibility of the work it is doing in the country	26.7%	14.3%	18.3%	5.0%	10.5%	25.0%	31.3%	30.8%	25.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	0.0%	28.6%	13.3%	5.0%	10.5%	8.3%	10.4%	23.1%	20.0%	11.1%
Staff too inaccessible	0.0%	0.0%	5.0%	15.0%	0.0%	4.2%	0.0%	7.7%	0.0%	0.0%
Imposing technocratic solutions without regard to political realities	6.7%	0.0%	5.0%	10.0%	15.8%	0.0%	8.3%	15.4%	0.0%	0.0%
World Bank Group's processes too slow and complex	26.7%	14.3%	13.3%	20.0%	21.1%	41.7%	16.7%	7.7%	20.0%	22.2%
Not aligned with other donors' work	0.0%	0.0%	3.3%	5.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%
Not aligned with country priorities	6.7%	0.0%	0.0%	0.0%	5.3%	0.0%	8.3%	0.0%	0.0%	0.0%
Not adequately sensitive to political/social realities in Moldova	6.7%	14.3%	15.0%	10.0%	15.8%	8.3%	8.3%	7.7%	0.0%	0.0%
Other*	0.0%	0.0%	3.3%	0.0%	5.3%	0.0%	0.0%	7.7%	0.0%	22.2%
Don't know	20.0%	0.0%	11.7%	15.0%	26.3%	12.5%	10.4%	7.7%	25.0%	0.0%

*Significantly different between stakeholder groups

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Moldova? (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	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Trust Fund management	6.7%	0.0%	1.7%	0.0%	5.6%	0.0%	4.0%	7.7%	5.0%	0.0%
Knowledge products/services	6.7%	0.0%	1.7%	15.0%	5.6%	20.8%	8.0%	0.0%	15.0%	0.0%
Capacity development*	20.0%	28.6%	32.2%	10.0%	22.2%	29.2%	48.0%	38.5%	55.0%	11.1%
Technical assistance	53.3%	0.0%	37.3%	40.0%	33.3%	37.5%	38.0%	30.8%	20.0%	44.4%
Investment lending	60.0%	57.1%	52.5%	50.0%	66.7%	45.8%	32.0%	69.2%	50.0%	55.6%
Policy based lending / budget support to the Government*	20.0%	85.7%	22.0%	15.0%	22.2%	20.8%	14.0%	23.1%	10.0%	0.0%
Multi-sectoral approaches	26.7%	0.0%	30.5%	20.0%	27.8%	20.8%	28.0%	7.7%	30.0%	22.2%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	11.1%
Don't know	0.0%	0.0%	5.1%	15.0%	0.0%	4.2%	6.0%	7.7%	0.0%	11.1%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
To a fully sufficient degree	0.0%	0.0%	6.8%	10.0%	0.0%	0.0%	10.2%	0.0%	0.0%	0.0%
To a somewhat sufficient degree	66.7%	57.1%	27.1%	35.0%	61.1%	41.7%	26.5%	30.8%	5.0%	0.0%
To a somewhat insufficient degree	20.0%	42.9%	32.2%	20.0%	22.2%	29.2%	36.7%	23.1%	25.0%	75.0%
To a very insufficient degree	13.3%	0.0%	13.6%	15.0%	0.0%	20.8%	16.3%	23.1%	35.0%	25.0%
Don't know	0.0%	0.0%	20.3%	20.0%	16.7%	8.3%	10.2%	23.1%	35.0%	0.0%

*Significantly different between stakeholder groups

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	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Parliament*	12.5%	42.9%	10.2%	0.0%	22.2%	4.2%	6.0%	0.0%	0.0%	14.3%
Donor community	25.0%	28.6%	20.3%	10.0%	27.8%	29.2%	8.0%	7.7%	15.0%	0.0%
Media*	12.5%	14.3%	3.4%	5.0%	5.6%	12.5%	10.0%	84.6%	5.0%	14.3%
Local Government*	50.0%	57.1%	50.8%	90.0%	44.4%	16.7%	34.0%	23.1%	70.0%	42.9%
Private sector*	37.5%	57.1%	37.3%	40.0%	27.8%	66.7%	26.0%	53.8%	15.0%	28.6%
Academia/think tanks/research institutes*	25.0%	0.0%	5.1%	0.0%	11.1%	0.0%	14.0%	0.0%	40.0%	0.0%
NGOs/Community Based Organizations (CBOs)*	6.3%	0.0%	23.7%	15.0%	33.3%	12.5%	74.0%	15.4%	15.0%	14.3%
Youth/university groups	6.3%	0.0%	10.2%	10.0%	0.0%	16.7%	4.0%	0.0%	15.0%	28.6%
Beneficiaries*	25.0%	0.0%	30.5%	10.0%	22.2%	37.5%	10.0%	7.7%	20.0%	0.0%
Foundations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%
Other*	0.0%	0.0%	3.4%	0.0%	0.0%	4.2%	2.0%	0.0%	0.0%	28.6%
Don't know	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	2.0%	0.0%	0.0%	14.3%

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other			
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Moldova*	15	8.53	.92	6	7.83	2.04	57	7.44	1.75	17	6.53	1.23	17	8.18	1.19	22	7.14	1.93	47	7.26	1.84	13	7.92	1.66	15	7.27	2.28	6	6.67	2.07
The World Bank Group's work is aligned with what I consider the development priorities for Moldova	15	8.47	.99	6	5.83	2.79	53	7.51	1.67	17	6.53	2.03	17	7.88	1.58	19	7.05	1.90	44	6.98	2.19	13	7.38	2.29	14	7.07	2.34	6	7.17	2.32

*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	15	7.47	1.25	7	6.00	3.00	48	6.98	1.91	15	6.40	1.68	13	7.46	1.71	20	6.35	2.01	39	6.95	1.93	10	7.30	2.11	14	6.93	1.98	5	8.00	1.87
Flexibility (in terms of the institution's products and services)	13	6.77	1.59	7	6.29	2.87	46	6.61	1.69	14	5.71	1.54	12	6.75	2.01	19	6.05	1.58	37	6.51	2.17	9	6.89	1.83	13	6.23	2.20	5	8.40	1.52
Flexibility (in terms of changing country circumstances)	15	6.80	1.78	7	6.29	2.69	44	6.59	1.90	14	5.57	1.83	14	7.00	1.71	20	6.20	1.67	36	6.72	2.15	7	6.57	1.90	14	6.14	2.44	4	7.50	2.08
Being inclusive	14	7.50	.94	6	7.00	2.53	39	6.90	1.94	12	6.00	1.21	14	7.29	1.54	15	7.27	1.39	37	6.97	2.14	4	7.00	1.63	13	6.69	1.97	4	8.25	2.06
Openness (sharing data and other information)*	15	8.33	1.23	6	6.83	2.79	49	8.02	1.57	11	5.82	1.54	15	7.93	1.62	20	7.35	1.63	38	7.58	2.02	9	7.78	1.79	15	6.73	2.37	5	8.20	1.92
Collaboration with the Government	15	8.47	.83	7	6.71	2.63	49	8.10	1.16	15	6.87	2.03	11	8.09	1.22	20	7.25	1.62	40	7.85	2.01	8	8.13	1.25	14	8.07	1.82	5	8.00	1.41
The speed in which it gets things accomplished on the ground	15	7.20	1.57	6	6.67	2.50	44	6.89	1.99	13	6.00	1.35	12	7.00	1.28	19	6.37	1.61	36	6.64	2.23	8	6.50	1.60	14	6.43	2.50	5	7.20	2.17
Ease of access to the people at the World Bank Group who are making decisions important to my work*	14	7.71	2.30	7	7.14	2.34	45	7.22	2.07	13	5.31	2.14	13	8.69	.85	16	6.56	2.25	37	6.73	2.60	8	5.88	2.42	14	5.93	3.22	5	6.80	2.95
Collaboration with civil society	12	8.08	1.08	7	7.00	2.77	36	6.81	1.91	15	5.27	2.22	9	6.22	1.20	17	6.35	2.15	45	6.56	2.68	8	7.63	1.60	15	6.27	2.94	4	7.00	2.94
Staff accessibility	14	8.14	1.41	7	6.86	2.73	45	7.44	2.02	13	5.15	1.99	13	7.69	1.75	17	7.18	2.48	36	6.72	2.42	10	7.00	2.16	10	7.10	3.07	4	7.25	1.89
Collaboration with other donors and development partners	13	8.15	.99	7	6.71	2.98	39	7.85	1.51	12	6.83	1.64	15	8.33	1.45	17	7.12	2.29	34	7.21	2.09	7	8.14	1.21	9	7.33	2.40	5	7.80	2.28
Collaboration with the private sector*	11	7.64	1.57	7	6.29	2.81	32	6.78	1.91	13	4.69	1.49	10	7.40	1.35	20	6.05	2.56	30	6.87	2.06	8	6.50	2.07	9	5.44	2.46	5	7.00	2.45
Straightforwardness and honesty	15	8.73	.88	7	8.14	1.95	42	7.95	1.92	13	7.77	1.48	12	8.58	1.31	18	8.67	2.00	35	7.91	1.95	9	8.22	1.30	14	8.14	1.83	5	7.40	2.61
Treating clients and stakeholders in Moldova with respect	14	8.86	1.17	7	8.29	2.06	44	8.11	1.82	14	7.71	1.38	13	8.38	.96	18	8.78	1.70	38	8.16	1.79	8	8.88	1.13	14	8.93	1.07	4	7.75	3.30
Being a long-term partner	15	9.13	.74	7	8.14	2.34	45	8.42	1.57	14	8.00	1.24	14	8.64	1.45	19	8.79	1.44	36	8.42	1.73	9	9.11	.93	13	8.62	1.71	5	9.20	.84

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The Government works inefficiently	13.3%	57.1%	43.1%	44.4%	41.2%	50.0%	51.0%	83.3%	44.4%	16.7%
Poor donor coordination	13.3%	0.0%	5.2%	5.6%	0.0%	9.1%	6.1%	0.0%	5.6%	16.7%
The World Bank Group is not sensitive enough to political/social realities on the ground	20.0%	28.6%	6.9%	11.1%	29.4%	18.2%	16.3%	16.7%	5.6%	33.3%
Lack of/inadequate levels of capacity in Government	33.3%	14.3%	27.6%	16.7%	29.4%	45.5%	28.6%	0.0%	16.7%	66.7%
There is not an adequate level of citizen/civil society participation	33.3%	0.0%	22.4%	22.2%	17.6%	18.2%	38.8%	25.0%	16.7%	33.3%
The World Bank Group works too slowly	6.7%	0.0%	8.6%	5.6%	0.0%	13.6%	4.1%	8.3%	11.1%	16.7%
The World Bank Group does not do adequate follow through/follow-up	0.0%	14.3%	6.9%	5.6%	17.6%	9.1%	6.1%	16.7%	16.7%	0.0%
Political pressures and obstacles	46.7%	28.6%	36.2%	38.9%	41.2%	27.3%	36.7%	25.0%	33.3%	16.7%
Reforms are not well thought out in light of country challenges*	26.7%	42.9%	27.6%	38.9%	17.6%	0.0%	8.2%	0.0%	33.3%	0.0%
Other	0.0%	0.0%	1.7%	0.0%	5.9%	0.0%	0.0%	8.3%	5.6%	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 Moldova? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Crime and violence	13	5.54	2.93	5	5.40	3.51	46	5.89	2.74	15	7.13	2.50	13	4.38	2.50	17	5.59	2.15	43	5.86	2.61	7	5.86	3.24	18	6.56	2.09	5	7.80	2.39
Financial markets	14	8.57	1.02	6	8.83	1.47	48	7.83	2.10	17	7.82	2.27	15	7.80	1.90	21	8.33	1.85	45	8.11	1.93	9	9.22	.97	16	8.06	2.11	6	9.50	.55
Transport	13	8.77	1.09	6	9.17	1.17	47	8.17	1.75	16	8.50	1.63	16	7.94	1.77	22	8.64	1.53	44	8.23	1.87	9	8.33	2.55	20	8.35	1.53	6	9.33	.52
Anti corruption	14	9.64	.63	6	8.33	1.97	50	8.88	1.91	17	8.53	1.74	16	8.25	1.91	21	9.29	1.62	46	8.93	1.65	10	9.30	1.34	19	9.16	1.50	5	9.20	.84
Law and justice*	12	9.17	.94	5	8.00	1.58	50	8.74	1.75	17	8.71	1.49	15	7.20	2.08	22	9.09	1.80	47	8.47	1.94	9	9.33	1.12	19	9.00	1.53	6	9.33	.52
Urban development	13	7.08	1.98	7	9.00	1.15	49	7.57	2.21	17	8.71	1.57	14	7.07	1.49	21	8.05	1.86	43	7.86	1.97	9	7.56	2.19	19	8.05	1.99	4	8.50	1.29
Environmental sustainability	13	7.92	1.71	5	8.60	1.34	46	7.61	1.96	14	8.21	1.81	15	7.20	1.57	19	8.00	1.86	42	8.38	1.65	8	8.25	1.67	18	7.78	2.05	5	9.00	1.00
Trade and exports	13	7.23	2.13	5	8.80	1.30	50	8.22	1.69	16	7.94	2.11	15	8.40	1.06	21	8.00	1.97	41	8.41	1.61	9	8.78	1.30	18	7.72	2.11	5	8.60	1.14
Information and communications technology	13	7.31	1.70	5	8.80	1.10	49	7.86	1.97	16	8.00	2.07	15	7.07	1.83	21	7.76	2.34	42	7.93	1.57	9	8.56	1.24	18	7.67	2.17	5	9.00	.71
Poverty reduction	13	9.23	1.69	7	9.43	.79	49	9.08	1.48	18	8.94	1.26	15	8.87	1.25	20	8.70	1.87	44	9.02	1.55	10	9.40	.84	17	9.24	1.39	6	9.67	.52
Gender equity	13	5.92	2.75	5	7.80	2.28	44	6.48	2.82	15	7.87	2.00	15	5.67	2.61	20	5.95	2.48	40	7.45	2.36	8	6.75	2.96	19	6.68	2.73	6	8.83	.98
Private sector development and foreign direct investment	16	8.81	1.22	7	9.57	1.13	47	8.51	1.69	16	8.69	1.66	16	8.56	1.31	20	9.00	1.72	45	8.93	1.53	9	9.11	1.05	19	8.42	2.14	6	9.33	.82
Land administration	13	7.38	1.45	5	8.80	1.30	45	7.29	2.41	16	7.06	1.98	14	6.36	1.65	19	7.00	2.52	42	7.74	2.08	8	6.75	2.19	19	7.21	2.30	5	8.80	1.30
Water and sanitation	13	8.23	1.17	6	9.50	.84	49	8.10	2.16	16	8.69	1.40	15	7.27	1.83	19	7.84	2.24	41	7.93	1.89	9	8.67	1.32	19	7.89	2.23	5	8.80	1.30
Regulatory framework	13	8.38	1.04	5	9.20	.84	42	8.05	1.64	15	8.33	1.80	16	7.69	1.70	19	8.11	1.91	43	8.35	1.70	8	8.88	1.13	17	7.94	2.22	5	9.60	.55
Economic growth	14	9.21	.80	7	9.29	1.11	50	8.98	1.39	17	9.47	.87	16	8.69	1.30	19	8.68	2.03	45	8.96	1.57	10	9.70	.67	19	8.89	2.08	6	9.67	.52
Energy	13	9.00	1.15	5	9.60	.89	49	8.16	1.71	15	8.87	1.51	15	7.80	1.32	20	8.00	2.05	42	8.60	1.48	9	9.33	.87	19	8.37	2.03	6	9.33	.82
Disaster management*	13	7.31	1.97	5	9.20	.84	46	7.33	2.42	15	8.33	1.54	15	5.67	1.68	18	7.17	2.15	38	7.61	2.03	8	7.88	1.64	16	7.25	2.38	5	9.40	.89
Public sector governance/reform	14	9.00	1.24	6	10.00	0.00	51	8.71	1.80	16	9.06	1.39	17	8.47	1.37	19	9.00	1.67	48	9.15	1.46	10	9.90	.32	15	8.87	1.77	6	9.33	.52
Job creation/employment	14	8.64	1.55	7	9.43	.79	51	8.47	1.99	16	8.63	1.54	16	8.19	1.47	21	8.29	2.10	44	8.57	1.69	8	9.00	1.60	18	8.39	2.20	6	9.17	.75
Health and communicable/non-communicable diseases*	12	7.67	1.97	6	9.17	.75	45	7.67	2.65	16	8.19	1.97	15	6.07	1.79	21	7.05	2.18	42	7.79	1.82	9	8.11	1.83	17	8.18	2.51	6	9.17	.75
Equality of opportunity	13	7.85	1.99	5	8.60	1.52	48	7.21	2.20	16	7.94	2.29	13	6.15	2.61	19	7.58	1.87	42	7.71	2.08	8	7.00	3.02	17	7.65	2.26	5	9.40	.89
Social protection	13	7.77	2.28	5	9.00	1.41	46	8.11	2.08	16	7.94	2.08	14	7.50	1.61	20	7.65	2.03	42	7.79	2.27	9	8.89	1.05	16	7.88	2.53	6	8.50	2.26
Rural development	13	8.62	.96	6	9.50	.84	48	8.23	1.88	16	9.00	1.32	15	7.27	1.53	19	8.58	1.68	44	8.55	1.86	10	9.30	.82	17	8.29	2.52	6	9.17	.75
Global/regional integration*	13	8.46	1.39	5	9.20	.84	48	8.31	1.72	16	8.63	2.22	14	6.14	2.28	18	7.94	1.92	41	8.34	1.87	9	8.89	1.05	15	7.47	2.70	6	9.50	.55
Food security*	13	7.77	2.05	6	9.17	1.17	46	7.76	2.09	16	8.69	1.54	15	5.53	2.50	17	6.82	2.43	41	8.39	1.36	9	7.89	1.83	17	7.65	2.42	6	8.67	1.86
Natural resource management*	12	7.83	1.70	5	8.80	1.30	43	6.63	2.73	16	7.06	2.46	15	5.20	2.27	18	6.89	2.70	39	7.33	2.33	9	8.33	1.58	16	7.06	2.59	6	8.67	.82
Climate change	13	7.23	2.17	5	9.00	1.41	47	7.09	2.61	16	8.25	1.88	15	6.67	2.13	19	7.26	2.45	41	8.10	1.67	9	8.89	1.36	17	7.24	2.80	6	8.83	1.94
Agricultural development	14	8.71	1.20	7	9.43	.53	51	8.49	1.91	16	8.75	1.65	15	7.60	2.13	20	8.85	1.35	43	8.91	1.27	9	9.67	.50	18	8.06	2.34	6	9.17	1.17
Education	16	8.75	1.81	7	9.86	.38	51	8.47	2.39	16	8.63	1.86	16	8.13	1.20	20	8.40	2.21	44	9.43	1.17	10	9.50	.71	18	9.06	1.89	6	9.83	.41

*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 Moldova? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Gender equity	6	7.17	2.14	4	6.50	3.70	16	6.88	2.31	8	5.88	1.64	3	6.67	1.53	6	7.83	1.47	17	6.82	2.63	2	6.00	4.24	4	5.25	2.50	2	4.50	4.95
Information and communications technology	7	7.71	1.80	4	6.25	3.59	16	7.88	1.50	7	7.00	1.53	5	7.60	1.14	9	7.78	1.30	20	7.60	1.98	3	6.33	1.53	8	6.13	2.17	3	6.00	4.58
Transport	9	8.44	1.59	6	8.00	.63	27	7.89	1.45	9	7.00	2.12	5	7.00	.71	13	7.23	1.48	27	7.22	1.85	6	8.67	1.86	10	7.80	1.81	4	7.50	4.36
Crime and violence	5	6.80	1.64	4	4.50	3.00	12	5.92	1.78	6	6.00	1.79				7	5.57	2.44	12	6.08	2.84	2	5.50	2.12	6	5.00	2.37	2	4.00	4.24
Law and justice	8	7.13	1.64	4	5.50	3.11	16	6.63	2.16	9	6.44	2.13	4	5.50	.58	11	6.09	2.51	18	6.06	2.60	3	7.33	2.08	9	5.00	2.29	3	5.67	4.16
Urban development	5	6.40	2.41	6	6.00	2.53	22	6.95	1.99	8	6.38	1.92	4	6.00	.82	9	6.33	1.32	20	6.15	2.56	3	7.00	1.00	8	5.38	2.07	3	5.00	4.00
Environmental sustainability	10	7.70	1.49	6	6.83	2.56	24	7.63	1.58	8	6.63	2.07	3	7.33	1.15	7	6.71	1.25	21	6.90	2.53	2	6.50	2.12	8	5.88	2.30	3	5.00	3.61
Regulatory framework*	9	8.22	1.09	5	7.80	1.30	20	7.20	1.96	4	7.00	2.16	8	6.75	2.19	13	8.00	1.78	22	6.64	2.36	3	8.33	.58	5	4.00	1.73	3	6.67	4.93
Health and communicable/non-communicable diseases	8	8.13	.83	5	6.00	2.92	18	7.06	1.73	9	8.11	.78	1	8.00		10	7.40	1.96	19	7.11	2.08	1	6.00		8	6.50	2.78	3	6.00	4.36
Poverty reduction	11	7.64	1.50	6	7.00	2.10	33	7.33	2.09	12	6.92	2.27	8	7.00	1.07	11	6.73	2.05	31	7.32	2.18	7	8.57	1.27	10	5.90	2.60	2	5.50	6.36
Anti corruption	11	6.73	1.68	5	6.00	2.35	21	6.86	2.67	7	6.29	2.50	6	5.33	1.97	12	5.75	2.90	26	6.15	2.36	8	8.25	1.58	11	5.91	3.18	2	5.50	6.36
Private sector development and foreign direct investment	11	7.91	.83	6	5.67	2.50	25	7.36	2.41	10	6.50	2.32	8	7.63	.74	14	7.21	2.42	27	6.85	2.11	4	8.00	.82	6	5.83	3.19	3	5.33	3.79
Land administration	7	7.00	1.15	5	5.60	3.05	12	6.08	2.64	6	5.67	2.16	3	7.00	2.00	8	6.50	2.62	19	6.47	2.63	2	7.00	2.83	4	3.00	1.41	2	4.00	4.24
Water and sanitation	7	8.00	.58	6	7.50	1.38	25	7.92	1.53	10	7.40	2.41	3	8.00	1.00	11	7.00	.89	25	7.00	2.16	3	8.00	2.65	9	7.00	2.00	2	4.50	4.95
Trade and exports*	8	7.50	1.60	5	5.20	2.49	24	7.71	1.73	10	6.50	2.07	8	7.63	.52	12	6.58	2.15	25	7.04	2.09	4	7.75	1.26	4	4.00	2.58	3	5.33	4.04
Economic growth	12	8.08	1.08	6	6.33	2.07	29	7.59	2.03	12	5.92	2.43	9	7.67	.71	14	6.93	2.34	28	7.07	2.24	6	8.83	.98	9	6.22	2.54	3	6.33	4.62
Disaster management	6	7.00	1.55	4	5.25	2.99	16	7.56	1.41	6	8.17	1.83	2	7.00	1.41	7	7.00	1.53	16	6.94	2.79	1	4.00		5	4.60	2.30	3	6.33	4.62
Public sector governance/reform	11	7.73	1.42	6	7.00	1.55	28	7.29	2.11	9	5.33	2.60	8	7.38	2.45	15	6.80	2.18	29	6.76	2.39	6	8.17	1.33	9	5.33	2.50	3	5.67	4.16
Job creation/employment	10	7.60	1.17	6	6.00	1.79	21	6.57	2.36	7	6.29	2.29	9	7.00	.71	12	6.75	2.22	25	6.08	2.29	5	7.20	1.10	8	6.00	2.14	3	5.67	4.04
Financial markets	7	7.57	1.13	4	5.75	2.22	14	7.36	1.95	7	6.00	2.65	6	6.50	2.43	13	6.62	2.50	17	6.82	2.01	5	8.40	.55	6	4.00	2.00	3	6.33	4.62
Equality of opportunity	8	7.38	1.60	5	6.60	2.30	15	6.53	1.73	7	6.71	1.50	3	6.67	1.15	7	8.00	1.73	21	6.43	2.18	3	7.67	2.31	7	5.86	2.91	2	5.00	5.66
Energy	10	7.60	1.58	5	6.40	2.19	16	8.19	1.33	9	6.44	2.51	6	7.50	1.38	12	7.42	2.11	26	7.12	2.12	5	8.40	.89	6	6.83	2.23	4	9.50	1.00
Rural development	8	7.38	1.77	6	7.00	2.28	23	7.61	1.99	11	7.18	2.40	5	6.60	.89	13	7.38	2.43	27	7.11	2.21	4	8.25	1.71	9	6.22	2.22	4	6.25	3.59
Global/regional integration	8	7.75	1.49	5	6.40	2.07	18	7.28	1.99	8	6.63	2.45	2	6.00	0.00	9	7.00	2.60	18	6.78	2.56	4	8.00	.82	9	6.00	2.74	2	5.50	6.36
Food security	8	7.50	1.60	4	6.25	2.22	18	7.89	1.94	10	6.40	2.37	4	7.25	1.26	7	7.00	1.15	18	6.94	2.67	3	6.67	1.53	8	5.50	2.73	2	6.50	2.12
Education	10	8.20	.79	6	6.83	2.48	23	7.96	1.80	11	7.18	2.04	9	7.00	2.06	11	7.82	1.83	27	7.15	2.61	4	7.50	2.08	14	6.00	2.75	2	5.50	6.36
Social protection	7	7.00	1.53	5	6.60	2.19	17	7.65	1.80	9	7.11	1.62	5	7.00	1.87	11	7.36	2.11	24	6.79	2.57	4	7.50	1.73	9	5.00	3.04	2	5.00	5.66
Climate change	6	7.17	2.14	4	6.75	2.63	15	7.60	1.76	8	5.75	2.43	2	7.50	.71	8	5.88	2.95	18	6.94	2.75	1	5.00		7	6.00	3.27	4	6.00	3.56
Agricultural development	7	7.29	1.60	6	6.67	1.97	25	7.72	2.25	11	7.00	1.79	7	7.43	1.13	11	7.18	2.60	23	6.65	2.25	6	8.33	1.37	9	6.56	2.13	3	6.00	4.36
Natural resource management	4	6.50	2.52	4	5.50	1.73	11	6.73	2.05	6	5.83	2.32	2	7.50	2.12	7	6.43	2.51	16	6.75	2.18	2	7.00	1.41	5	4.80	3.03	2	5.00	5.66

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Moldova?	12	8.08	1.08	6	5.67	2.07	47	7.21	1.85	12	6.33	1.78	15	7.13	1.64	17	6.82	1.74	42	6.98	1.96	11	7.55	1.44	14	6.57	2.24	5	6.40	2.88

(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 Moldova? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Moldova*	12	7.50	1.38	7	7.29	.95	42	7.43	1.82	14	5.71	1.86	15	6.40	2.13	18	7.11	1.94	38	6.24	2.03	10	7.60	2.32	12	5.58	2.64	4	6.75	2.06
The World Bank Group meets Moldova's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	12	7.83	1.47	7	6.71	2.29	46	7.54	1.71	14	6.14	1.83	15	7.33	1.54	18	7.89	1.81	39	7.15	1.94	10	8.20	1.55	14	6.21	2.08	4	4.75	3.30

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Moldova?	12	7.42	1.16	7	6.00	2.94	38	7.29	1.75	13	6.31	2.06	14	7.43	1.60	16	7.38	1.36	34	6.88	1.97	8	7.38	2.26	10	6.90	2.28	4	6.50	1.91

(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	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	7.7%	14.3%	0.0%	0.0%	12.5%	0.0%	4.2%	18.2%	0.0%	0.0%
Monthly	53.8%	57.1%	15.1%	12.5%	37.5%	25.0%	16.7%	54.5%	22.2%	16.7%
A few times a year	15.4%	14.3%	45.3%	43.8%	37.5%	50.0%	45.8%	9.1%	27.8%	50.0%
Rarely	23.1%	14.3%	32.1%	37.5%	12.5%	20.0%	22.9%	0.0%	50.0%	0.0%
Never	0.0%	0.0%	7.5%	6.3%	0.0%	5.0%	10.4%	18.2%	0.0%	33.3%

*Significantly different between stakeholder groups

In Moldova, 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)

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	12	8.75	1.14	7	7.14	1.46	45	8.09	1.70	15	7.47	1.88	13	8.15	1.52	17	8.18	1.67	41	8.00	1.67	8	8.38	1.69	16	8.31	1.70	4	7.25	1.50
Include appropriate level of stakeholder involvement during preparation	12	8.00	.74	7	6.86	1.86	40	7.58	1.45	15	7.33	1.59	14	7.64	1.45	16	8.25	1.29	36	7.31	2.08	3	7.33	1.53	11	7.36	1.96	3	7.00	1.00
Lead to practical solutions	12	8.08	1.08	7	7.00	1.41	43	7.42	1.75	15	7.27	2.15	14	7.29	1.82	16	7.81	1.42	42	7.40	1.77	5	7.60	.89	13	7.15	1.86	4	7.25	.96
Are accessible (well written and easy to understand)	12	7.83	1.80	7	6.86	1.86	44	7.68	1.62	14	6.86	2.32	15	8.07	1.58	17	8.53	1.33	41	7.29	1.99	9	8.11	1.69	16	7.56	1.93	4	7.50	1.29
Are source of relevant information on global good practices	12	8.58	.79	7	8.43	.79	47	8.13	1.73	15	7.67	1.68	15	8.33	1.68	17	8.82	1.07	42	7.88	2.07	9	8.78	1.20	15	8.67	.72	4	8.25	.96
Are adequately disseminated	11	7.64	1.75	7	6.86	2.54	45	7.38	1.83	15	7.40	1.88	13	7.85	1.41	15	8.33	1.59	38	6.68	2.29	8	8.00	1.77	14	7.14	2.18	3	7.67	1.15
Are translated enough into local language	12	7.17	2.08	7	7.29	2.75	43	7.00	1.90	15	7.20	2.40	11	7.82	1.89	14	8.43	1.45	38	7.37	2.05	8	8.38	1.92	15	7.73	1.94	3	8.33	2.08
Are adaptable to Moldova's specific development challenges and country circumstances	12	7.00	1.48	7	7.14	1.46	41	7.07	2.02	15	6.87	2.36	13	7.38	2.22	16	7.75	1.84	37	6.92	2.15	6	8.17	1.17	13	6.85	2.38	4	7.25	2.50

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	12	8.08	.67	7	6.57	2.44	47	7.96	1.77	15	8.13	1.77	14	7.50	1.09	18	7.72	1.49	40	7.70	1.90	10	8.50	1.43	14	7.71	2.16	4	7.50	2.08
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	12	7.75	.75	7	7.14	2.04	43	8.02	1.71	15	7.53	1.92	14	8.43	.85	17	8.29	1.49	37	7.51	1.82	9	7.00	2.83	12	7.58	1.38	4	5.25	3.10

(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)

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	11	7.55	1.13	7	6.00	2.58	23	6.87	2.26	11	6.36	2.01	5	7.00	2.65	15	7.47	1.30	25	6.44	2.04	4	6.75	2.06	5	6.60	2.88	2	9.00	1.41
The World Bank Group effectively monitors and evaluates the projects and programs it supports	11	8.36	.81	7	6.57	2.70	40	7.60	2.00	13	7.77	1.54	9	6.67	2.12	14	7.79	1.76	32	7.41	2.08	8	8.38	1.41	8	8.50	1.69	3	8.00	1.00
The World Bank Group's approvals and reviews are done in a timely fashion	11	7.64	1.36	7	6.57	2.44	34	7.50	1.83	12	7.50	1.78	7	6.86	2.61	14	7.64	1.69	29	6.93	2.17	5	8.00	1.22	8	8.00	1.51	4	8.25	1.50
The World Bank Group's "Safeguard Policy" requirements are reasonable	11	7.45	1.44	6	6.83	2.56	20	7.60	2.06	11	7.55	1.86	4	8.00	1.63	12	7.83	1.53	24	7.29	2.12	5	8.60	1.52	6	7.67	1.21	3	8.00	2.00
The World Bank Group's conditions on its lending are reasonable	12	7.75	1.42	7	7.57	2.51	35	7.09	1.90	13	7.31	2.14	7	7.14	2.48	14	8.07	1.44	28	6.75	2.35	7	7.86	1.68	4	7.75	2.22	3	7.67	2.52
The World Bank Group takes decisions quickly in Moldova	10	7.10	1.91	7	6.29	2.50	33	7.00	2.00	11	7.09	2.12	10	7.10	2.08	12	7.67	1.83	31	6.45	2.45	4	6.00	3.92	6	6.50	3.02	2	6.00	1.41
Working with the World Bank Group increases Moldova's institutional capacity	12	8.42	1.00	7	6.29	2.75	42	8.10	1.46	13	7.92	1.44	13	7.85	1.72	15	7.87	1.60	37	7.86	2.03	11	8.91	1.30	10	8.80	1.81	4	8.25	1.71
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	11	8.55	1.44	7	6.57	2.70	24	8.25	1.11	11	7.36	1.57	8	7.63	2.00	13	7.92	1.26	25	7.60	2.43	5	7.20	2.39	5	6.20	3.11	3	6.00	1.73
The World Bank Group provides effective implementation support (i.e., supervision of projects)	12	8.17	1.59	7	6.57	2.70	36	8.03	1.73	13	7.38	2.14	10	7.80	1.40	14	8.29	1.38	37	7.59	2.23	8	8.13	1.64	8	7.50	2.27	4	8.00	1.83

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Moldova?	11	7.27	1.49	7	5.71	2.75	32	7.34	1.38	13	6.77	2.62	5	8.00	1.41	14	7.14	1.29	38	6.95	2.00	8	7.13	2.36	12	6.08	1.93	4	8.00	1.41

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

E. Working with the World Bank Group (continued)

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Moldova	84.6%	42.9%	59.6%	57.1%	62.5%	64.7%	58.3%	63.6%	23.5%	16.7%
The World Bank Group is not sufficiently selective in Moldova, and it is involved in too many areas of development	0.0%	42.9%	15.4%	14.3%	12.5%	23.5%	8.3%	0.0%	11.8%	50.0%
Don't know	15.4%	14.3%	25.0%	28.6%	25.0%	11.8%	33.3%	36.4%	64.7%	33.3%

*Significantly different between stakeholder groups

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

Which of the following SHOULD the World Bank Group do to make itself of greater value in Moldova? (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	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Offer more innovative financial products	28.6%	0.0%	28.8%	20.0%	25.0%	27.8%	27.7%	27.3%	11.8%	16.7%
Ensure greater selectivity in its work	14.3%	0.0%	23.1%	0.0%	12.5%	5.6%	12.8%	0.0%	11.8%	0.0%
Provide more adequate data/knowledge/statistics/figures on Moldova's economy	7.1%	0.0%	17.3%	6.7%	12.5%	11.1%	6.4%	18.2%	17.6%	33.3%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	7.1%	14.3%	15.4%	6.7%	0.0%	0.0%	12.8%	18.2%	17.6%	33.3%
Reach out more to groups outside of Government*	0.0%	28.6%	7.7%	6.7%	6.3%	27.8%	51.1%	27.3%	11.8%	0.0%
Increase the level of capacity development in the country	35.7%	57.1%	25.0%	33.3%	50.0%	44.4%	19.1%	9.1%	35.3%	16.7%
Improve the quality of its experts as related to Moldova's specific challenges	7.1%	0.0%	5.8%	6.7%	0.0%	0.0%	4.3%	9.1%	5.9%	0.0%
Offer more innovative knowledge services	7.1%	14.3%	1.9%	6.7%	6.3%	11.1%	2.1%	0.0%	0.0%	33.3%
Collaborate more effectively with Government clients*	14.3%	57.1%	17.3%	33.3%	31.3%	5.6%	6.4%	0.0%	23.5%	0.0%
Work faster	21.4%	0.0%	5.8%	13.3%	6.3%	11.1%	6.4%	9.1%	5.9%	16.7%
Reduce the complexity of obtaining World Bank Group financing	35.7%	14.3%	25.0%	33.3%	6.3%	5.6%	23.4%	18.2%	11.8%	16.7%
Increase the public visibility of its work in the country*	7.1%	14.3%	9.6%	26.7%	0.0%	38.9%	14.9%	45.5%	35.3%	16.7%
Improve aid coordination, including donor coordination with the government	7.1%	0.0%	7.7%	6.7%	18.8%	5.6%	6.4%	18.2%	11.8%	16.7%
Other	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

When considering the combination of services that the World Bank Group offers in Moldova, 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 Moldova? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Financial services	42.9%	57.1%	32.7%	60.0%	31.3%	21.1%	42.6%	45.5%	47.1%	14.3%
Knowledge products	7.1%	0.0%	13.5%	6.7%	6.3%	0.0%	12.8%	0.0%	11.8%	14.3%
Convening services (bringing different stakeholders together)	14.3%	28.6%	9.6%	0.0%	25.0%	21.1%	14.9%	18.2%	17.6%	0.0%
None of the above	0.0%	0.0%	1.9%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The combination is appropriate for Moldova	35.7%	0.0%	28.8%	20.0%	31.3%	42.1%	23.4%	9.1%	11.8%	57.1%
Don't know	0.0%	14.3%	13.5%	6.7%	6.3%	15.8%	6.4%	27.3%	11.8%	14.3%

G. Communication and Information Sharing

How do you get most of your information about economic and social development issues in Moldova? (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	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	42.9%	14.3%	30.8%	33.3%	31.3%	30.0%	43.5%	54.5%	35.3%	50.0%
International newspapers	0.0%	14.3%	3.8%	0.0%	6.3%	0.0%	4.3%	9.1%	0.0%	0.0%
Local radio	0.0%	0.0%	3.8%	0.0%	0.0%	5.0%	4.3%	0.0%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	2.2%	0.0%	0.0%	0.0%
Local television	21.4%	14.3%	34.6%	50.0%	6.3%	35.0%	26.1%	18.2%	23.5%	33.3%
International television	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	4.3%	0.0%	11.8%	0.0%
Local newspapers	0.0%	14.3%	5.8%	0.0%	6.3%	10.0%	2.2%	0.0%	11.8%	0.0%
Internet*	85.7%	57.1%	84.6%	88.9%	93.8%	55.0%	80.4%	54.5%	70.6%	66.7%
Periodicals	7.1%	28.6%	9.6%	11.1%	6.3%	15.0%	8.7%	9.1%	17.6%	33.3%
Personal contact	35.7%	14.3%	15.4%	11.1%	37.5%	25.0%	8.7%	27.3%	11.8%	16.7%
Other	0.0%	14.3%	0.0%	5.6%	6.3%	0.0%	0.0%	9.1%	5.9%	0.0%

*Significantly different between stakeholder groups

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	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Direct contact with World Bank Group*	42.9%	42.9%	26.9%	47.1%	68.8%	22.2%	19.1%	36.4%	35.3%	50.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	6.3%	11.1%	6.4%	9.1%	0.0%	0.0%
World Bank Group's seminars/workshops/ conferences	42.9%	14.3%	34.6%	58.8%	18.8%	33.3%	40.4%	18.2%	52.9%	50.0%
World Bank Group's publications and other written materials*	35.7%	57.1%	55.8%	23.5%	12.5%	44.4%	23.4%	27.3%	35.3%	33.3%
World Bank Group's website	21.4%	28.6%	36.5%	17.6%	31.3%	22.2%	46.8%	36.4%	58.8%	16.7%
e-Newsletters	42.9%	14.3%	26.9%	29.4%	12.5%	27.8%	31.9%	18.2%	11.8%	16.7%
Blogs	0.0%	0.0%	1.9%	0.0%	12.5%	5.6%	0.0%	9.1%	0.0%	0.0%
Facebook	7.1%	14.3%	7.7%	23.5%	12.5%	16.7%	23.4%	36.4%	5.9%	0.0%
Twitter	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	58.3%	50.0%	38.8%	13.3%	25.0%	47.4%	34.9%	54.5%	20.0%	16.7%
No	41.7%	50.0%	61.2%	86.7%	75.0%	52.6%	65.1%	45.5%	80.0%	83.3%

G. Communication and Information Sharing (continued)

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	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
World Bank Group's seminars/workshops/conferences	11.1%	0.0%	45.0%	0.0%	25.0%	44.4%	29.4%	16.7%	20.0%	0.0%
World Bank Group's website	22.2%	50.0%	30.0%	50.0%	50.0%	44.4%	29.4%	16.7%	20.0%	0.0%
World Bank Group's e-Newsletters	11.1%	0.0%	5.0%	50.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%
News/Media	22.2%	50.0%	10.0%	0.0%	0.0%	11.1%	11.8%	50.0%	60.0%	0.0%
Colleagues/Friends/Peer organizations	33.3%	0.0%	10.0%	0.0%	25.0%	0.0%	23.5%	0.0%	0.0%	50.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	50.0%

*Significantly different between stakeholder groups

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	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	30.8%	66.7%	18.0%	0.0%	62.5%	15.8%	16.3%	54.5%	5.9%	0.0%
No	69.2%	33.3%	82.0%	100.0%	37.5%	84.2%	83.7%	45.5%	94.1%	100.0%

*Significantly different between stakeholder groups

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	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	75.0%	81.8%	0.0%	90.0%	100.0%	100.0%	60.0%	100.0%	0.0%
No	0.0%	25.0%	18.2%	0.0%	10.0%	0.0%	0.0%	40.0%	0.0%	0.0%

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	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	84.6%	85.7%	67.9%	50.0%	81.3%	73.7%	79.6%	90.0%	56.3%	57.1%
No	15.4%	14.3%	32.1%	50.0%	18.8%	26.3%	20.4%	10.0%	43.8%	42.9%



G. Communication and Information Sharing (continued)

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	38.5%	57.1%	40.4%	47.1%	31.3%	47.4%	49.0%	54.5%	18.8%	28.6%
No	61.5%	42.9%	59.6%	52.9%	68.8%	52.6%	51.0%	45.5%	81.3%	71.4%

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	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
High speed/WiFi	85.7%	100.0%	86.7%	100.0%	100.0%	100.0%	91.1%	80.0%	93.8%	80.0%
Dial-up	14.3%	0.0%	13.3%	0.0%	0.0%	0.0%	8.9%	20.0%	6.3%	20.0%

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

	Which of the following best describes your current position?																													
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other			
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	12	7.00	1.04	6	8.50	.84	36	7.83	1.54	11	7.82	1.25	10	7.40	.97	16	7.81	1.72	38	7.92	1.71	8	7.50	1.85	10	8.40	1.71	4	6.75	1.26
I find the information on the World Bank Group's websites useful	12	7.83	1.03	6	7.33	2.73	38	8.13	1.23	10	7.40	1.07	10	7.80	1.14	16	8.00	1.26	37	8.27	1.52	9	8.56	1.24	10	8.90	1.10	4	7.75	1.71
The World Bank Group's social media channel are valuable sources of information about the institution	8	8.25	1.04	6	6.17	3.06	29	7.79	1.95	7	8.14	.90	8	7.13	.99	13	7.85	1.77	27	8.11	1.48	7	8.57	2.15	6	8.67	1.37	3	7.00	1.73
When I need information from the World Bank Group I know how to find it	12	7.33	2.27	6	6.50	2.81	39	7.74	1.83	10	7.60	1.96	12	7.92	1.24	16	7.25	2.74	37	7.95	1.73	10	8.00	2.05	10	8.50	2.01	4	7.75	2.06
The World Bank Group is responsive to my information requests and inquiries	11	8.09	1.45	5	7.00	2.35	30	8.47	1.43	7	8.00	1.15	9	8.56	1.24	10	8.70	1.16	24	8.29	1.68	9	7.78	2.28	5	7.80	2.28	3	7.33	1.15

H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group (IBRD/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	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	88.2%	57.1%	58.1%	19.0%	68.4%	36.0%	21.6%	30.8%	30.0%	55.6%
No	11.8%	42.9%	41.9%	81.0%	31.6%	64.0%	78.4%	69.2%	70.0%	44.4%

*Significantly different between stakeholder groups



H. Background Information (continued)

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank (IBRD/IDA)	100.0%	83.3%	84.3%	61.5%	88.9%	55.6%	69.2%	100.0%	63.6%	87.5%
The International Finance Corporation (IFC)	0.0%	0.0%	7.8%	0.0%	0.0%	11.1%	2.6%	0.0%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%
Other	0.0%	16.7%	7.8%	30.8%	11.1%	33.3%	28.2%	0.0%	27.3%	12.5%

*Significantly different between stakeholder groups

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	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	68.8%	42.9%	31.1%	31.6%	26.3%	29.2%	28.0%	9.1%	20.0%	22.2%
No	31.3%	57.1%	68.9%	68.4%	73.7%	70.8%	72.0%	90.9%	80.0%	77.8%

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The two institutions work well together	54.5%	66.7%	65.0%	16.7%	100.0%	85.7%	46.7%	33.3%	50.0%	0.0%
The way the two institutions work together needs improvement	36.4%	33.3%	10.0%	33.3%	0.0%	14.3%	13.3%	33.3%	25.0%	50.0%
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	9.1%	0.0%	25.0%	50.0%	0.0%	0.0%	40.0%	33.3%	25.0%	50.0%



H. Background Information (continued)

Which of the following describes most of your exposure to the World Bank Group in Moldova? (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	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)	7.1%	0.0%	28.1%	47.6%	21.1%	27.3%	37.5%	36.4%	43.8%	37.5%
Use World Bank Group reports/data*	35.7%	85.7%	26.3%	14.3%	42.1%	36.4%	35.4%	63.6%	18.8%	25.0%
Engage in World Bank Group related/sponsored events/activities	64.3%	42.9%	40.4%	33.3%	36.8%	27.3%	39.6%	0.0%	18.8%	25.0%
Collaborate as part of my professional duties*	50.0%	28.6%	36.8%	19.0%	63.2%	36.4%	12.5%	9.1%	6.3%	37.5%
Use World Bank Group website for information, data, research, etc.	21.4%	0.0%	24.6%	33.3%	10.5%	22.7%	33.3%	54.5%	37.5%	25.0%

*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	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Female	43.8%	14.3%	50.0%	27.3%	47.4%	40.0%	49.0%	46.2%	55.0%	22.2%
Male	56.3%	85.7%	50.0%	72.7%	52.6%	60.0%	51.0%	53.8%	45.0%	77.8%



Appendix C: Responses to Indicator Questions by Geographic Location¹⁷

● Chisinau N=191 ● Other N=52

B. Overall Attitudes toward the World Bank Group

Overall, please rate your impression of the effectiveness of these organizations in Moldova.

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

	Which best represents your geographic location?					
	Chisinau			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Moldova.	165	7.32	1.75	39	7.41	1.77

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Chisinau			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Moldova	171	7.43	1.79	40	7.35	1.69
The World Bank Group's work is aligned with what I consider the development priorities for Moldova	163	7.25	2.00	38	7.37	1.96

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

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

	Which best represents your geographic location?					
	Chisinau			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	152	6.82	1.91	32	7.31	1.84
Flexibility (in terms of the institution's products and services)	144	6.42	1.89	31	6.87	1.94
Flexibility (in terms of changing country circumstances)	144	6.40	1.92	30	7.00	2.18
Being inclusive	130	6.93	1.82	27	7.26	1.85
Openness (sharing data and other information)	154	7.64	1.87	28	7.29	1.82
Collaboration with the Government	148	7.87	1.62	35	7.60	1.79
The speed in which it gets things accomplished on the ground	141	6.65	1.92	30	6.83	1.97
Ease of access to the people at the World Bank Group who are making decisions important to my work	140	6.94	2.37	31	6.52	2.61
Collaboration with civil society	133	6.62	2.22	34	6.56	2.65
Staff accessibility	139	7.13	2.22	29	6.83	2.48
Collaboration with other donors and development partners	131	7.53	1.93	26	7.65	1.62
Collaboration with the private sector	115	6.55	2.12	29	6.28	2.30
Straightforwardness and honesty	139	8.08	1.87	30	8.43	1.25
Treating clients and stakeholders in Moldova with respect	142	8.35	1.71	31	8.26	1.37
Being a long-term partner	144	8.53	1.58	32	8.69	1.18

¹⁷ 243 respondents provided information about their geographic location. Only these respondents were included in the analysis presented in this appendix.

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

	Which best represents your geographic location?					
	Chisinau			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Moldova?	147	7.01	1.83	32	6.91	2.07

(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 Moldova?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Chisinau			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Moldova	138	6.86	2.01	33	6.33	2.13
The World Bank Group meets Moldova's needs for knowledge services (e.g., research, analysis, data, technical assistance)	145	7.21	1.85	32	7.19	2.24

D. The World Bank Group's Knowledge Work and Activities**In Moldova, 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)

	Which best represents your geographic location?					
	Chisinau			Other		
	N	Mean	SD	N	Mean	SD
Are adaptable to Moldova's specific development challenges and country circumstances	131	7.07	2.02	33	7.39	2.01

	Which best represents your geographic location?					
	Chisinau			Other		
	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?	145	7.68	1.76	34	8.29	1.51
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	133	7.71	1.77	35	7.71	1.86

(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)**

	Which best represents your geographic location?					
	Chisinau			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Moldova	101	6.78	2.23	25	7.08	2.22
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	88	7.64	2.01	24	7.75	1.73



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁸

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 Moldova 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 Moldova, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Moldova?”

- Collaborating with the WBG N=107 ● Not collaborating with the WBG N=137

B. Overall Attitudes toward the World Bank Group

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Moldova?*	106	7.27	1.58	130	4.98	2.45

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Moldova.*	104	7.87	1.37	100	6.84	1.95

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Moldova solve its most complicated development challenges?*	96	8.17	1.38	94	7.41	1.95

(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators

¹⁸ Only 244 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 Moldova, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Moldova? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Health and communicable/non-communicable diseases	6.6%	2.3%
Crime and violence	0.0%	2.3%
Transport	5.7%	11.3%
Agricultural development	17.0%	15.8%
Global/regional integration	4.7%	5.3%
Job creation/employment	26.4%	20.3%
Public sector governance/reform	38.7%	41.4%
Social protection	8.5%	10.5%
Rural development	8.5%	15.8%
Private sector development and foreign direct investment	22.6%	15.0%
Education*	20.8%	33.8%
Energy	5.7%	3.8%
Gender equity	0.0%	1.5%
Financial markets	2.8%	3.0%
Urban development	0.9%	3.0%
Economic growth	34.9%	32.3%
Land administration	0.9%	0.8%
Water and sanitation	6.6%	3.0%
Food security	3.8%	0.8%
Climate change	1.9%	1.5%
Information and communications technology	0.9%	1.5%
Trade and exports	7.5%	6.8%
Equality of opportunity	2.8%	3.0%
Law and justice	17.0%	12.8%
Regulatory framework	5.7%	2.3%
Environmental sustainability	2.8%	0.8%
Natural resource management	0.0%	0.0%
Poverty reduction	13.2%	13.5%
Anti corruption	32.1%	30.8%
Disaster management	0.9%	0.0%

*Significantly different between collaborators and non-collaborators

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

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

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Moldova*	102	7.94	1.44	111	6.97	1.91
The World Bank Group's work is aligned with what I consider the development priorities for Moldova*	99	7.78	1.63	103	6.80	2.17

*Significantly different between collaborators and non-collaborators

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

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	94	7.29	1.78	91	6.55	1.98
Flexibility (in terms of the institution's products and services)*	91	6.85	1.82	83	6.11	1.93
Flexibility (in terms of changing country circumstances)*	88	6.98	1.78	86	6.02	2.06
Being inclusive*	80	7.28	1.56	77	6.69	2.03
Openness (sharing data and other information)*	94	7.98	1.59	87	7.17	2.04
Collaboration with the Government*	90	8.24	1.29	92	7.47	1.81
The speed in which it gets things accomplished on the ground*	86	7.08	1.78	84	6.27	2.00
Ease of access to the people at the World Bank Group who are making decisions important to my work*	90	7.72	1.99	80	5.93	2.51
Collaboration with civil society*	74	7.28	1.96	93	6.12	2.44
Staff accessibility*	89	7.89	1.82	78	6.18	2.37
Collaboration with other donors and development partners*	82	8.05	1.51	74	6.97	2.09
Collaboration with the private sector*	71	7.03	1.93	73	6.03	2.25
Straightforwardness and honesty	88	8.37	1.57	81	7.88	1.96
Treating clients and stakeholders in Moldova with respect	90	8.54	1.48	82	8.12	1.81
Being a long-term partner	91	8.76	1.35	84	8.33	1.65

*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 Moldova? (1-Not important at all, 10-Very important)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Crime and violence*	80	5.41	2.80	101	6.30	2.42
Financial markets	91	8.18	1.89	105	8.14	1.93
Transport	94	8.52	1.63	104	8.23	1.74
Anti corruption	94	8.93	1.65	109	8.95	1.70
Law and justice	94	8.72	1.75	106	8.60	1.75
Urban development	91	7.63	2.07	104	8.00	1.86
Environmental sustainability	85	7.82	1.76	99	8.08	1.83
Trade and exports	92	8.14	1.83	100	8.18	1.68
Information and communications technology	91	7.92	1.96	100	7.79	1.78
Poverty reduction	94	9.23	1.24	104	8.91	1.59
Gender equity	87	6.51	2.74	96	7.00	2.49
Private sector development and foreign direct investment	96	8.95	1.32	104	8.61	1.78
Land administration	86	7.15	2.25	98	7.47	2.08
Water and sanitation	91	8.11	2.09	99	8.07	1.76
Regulatory framework	84	8.27	1.67	97	8.21	1.73
Economic growth	96	9.18	1.19	106	8.92	1.67
Energy	91	8.60	1.52	100	8.35	1.74
Disaster management	84	7.38	2.35	93	7.48	1.99
Public sector governance/reform	90	9.08	1.42	110	8.92	1.61
Job creation/employment	91	8.62	1.69	108	8.45	1.86
Health and communicable/non-communicable diseases	85	7.65	2.29	102	7.73	2.13
Equality of opportunity	84	7.54	2.32	100	7.50	2.12
Social protection	86	7.99	2.01	99	7.89	2.15
Rural development	88	8.40	1.73	105	8.53	1.79
Global/regional integration	87	8.24	2.01	96	8.10	1.96
Food security	87	7.49	2.32	98	8.02	1.87
Natural resource management	85	6.81	2.70	93	7.26	2.22
Climate change	89	7.47	2.39	98	7.71	2.15
Agricultural development	93	8.55	1.80	105	8.73	1.56
Education	94	8.64	2.00	108	9.05	1.67

*Significantly different between collaborators and non-collaborators

**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 Moldova? (1-Not effective at all, 10-Very effective)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Gender equity	29	6.79	2.48	38	6.58	2.34
Information and communications technology*	41	7.76	1.83	41	6.88	2.03
Transport	56	7.88	1.60	58	7.38	1.92
Crime and violence	26	5.69	2.28	30	5.73	2.33
Law and justice	36	6.28	2.26	48	6.13	2.39
Urban development	41	6.56	2.10	46	6.13	2.15
Environmental sustainability*	46	7.57	1.63	44	6.41	2.29
Regulatory framework*	49	7.76	1.64	43	6.37	2.51
Health and communicable/non-communicable diseases	40	7.48	1.85	41	6.83	2.16
Poverty reduction*	65	7.66	1.79	64	6.67	2.36
Anti corruption	48	6.83	2.33	60	6.03	2.66
Private sector development and foreign direct investment*	60	7.53	2.09	53	6.47	2.23
Land administration	33	6.48	2.40	34	5.76	2.61
Water and sanitation*	45	7.82	1.59	55	6.98	2.00
Trade and exports	52	7.25	2.05	49	6.59	2.14
Economic growth*	68	7.57	1.92	58	6.71	2.35
Disaster management*	30	7.57	1.92	36	6.28	2.46
Public sector governance/reform*	61	7.38	1.86	62	6.37	2.55
Job creation/employment*	50	7.02	1.98	55	6.11	2.07
Financial markets	36	7.19	2.05	45	6.29	2.42
Equality of opportunity	34	7.12	1.82	44	6.36	2.23
Energy	48	7.69	1.85	50	7.30	1.95
Rural development	50	7.40	2.08	59	6.98	2.22
Global/regional integration	43	7.07	2.34	40	6.70	2.29
Food security	40	7.15	1.96	40	6.80	2.30
Education*	58	7.90	1.56	58	6.64	2.69
Social protection*	45	7.58	1.82	47	6.26	2.54
Climate change	36	7.00	2.33	36	6.28	2.66
Agricultural development	53	7.40	2.11	53	6.85	2.16
Natural resource management	24	6.50	2.30	34	6.24	2.36

*Significantly different between collaborators and non-collaborators

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Moldova?	89	7.22	1.65	90	6.80	2.07

(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 Moldova?

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Moldova*	88	7.22	1.64	82	6.30	2.27
The World Bank Group meets Moldova's needs for knowledge services (e.g., research, analysis, data, technical assistance)	90	7.37	1.69	87	7.06	2.15

*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	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 Moldova?	82	7.29	1.79	73	6.78	1.93

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

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

In Moldova, 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)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely	84	8.23	1.31	92	7.89	1.89
Include appropriate level of stakeholder involvement during preparation	81	7.68	1.47	74	7.36	1.78
Lead to practical solutions	85	7.54	1.43	84	7.32	1.91
Are accessible (well written and easy to understand)*	90	7.94	1.34	87	7.30	2.13
Are source of relevant information on global good practices	90	8.36	1.23	91	8.10	1.90
Are adequately disseminated*	84	7.70	1.44	83	6.96	2.33
Are translated enough into local language	82	7.56	1.82	83	7.34	2.19
Are adaptable to Moldova's specific development challenges and country circumstances	82	7.37	1.86	80	6.88	2.17

*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	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?	85	7.74	1.57	94	7.85	1.87
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	85	8.02	1.36	83	7.39	2.09

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

*Significantly different between collaborators and non-collaborators

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

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	53	7.45	1.80	54	6.22	2.07
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	75	7.96	1.61	69	7.28	2.12
The World Bank Group's approvals and reviews are done in a timely fashion	68	7.57	1.71	61	7.13	2.05
The World Bank Group's "Safeguard Policy" requirements are reasonable	50	7.74	1.74	51	7.37	1.95
The World Bank Group's conditions on its lending are reasonable*	67	7.78	1.53	61	6.74	2.33
The World Bank Group takes decisions quickly in Moldova	61	7.16	1.99	64	6.50	2.38
Working with the World Bank Group increases Moldova's institutional capacity	82	8.10	1.70	80	7.95	1.76
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	61	7.87	1.86	50	7.40	2.06
The World Bank Group provides effective implementation support (i.e., supervision of projects)*	77	8.12	1.72	71	7.42	2.05

*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	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 Moldova?	66	7.21	1.70	76	6.80	2.05

(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)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	79	7.77	1.43	70	7.80	1.66
I find the information on the World Bank Group's websites useful	81	8.06	1.39	69	8.16	1.37
The World Bank Group's social media channel are valuable sources of information about the institution	54	7.72	1.96	59	8.02	1.55
When I need information from the World Bank Group I know how to find it	81	7.83	1.84	73	7.63	2.16
The World Bank Group is responsive to my information requests and inquiries*	65	8.48	1.59	48	7.85	1.53

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to Selected Questions by Year¹⁹

All data presented in this appendix are weighted. As a result, means of the FY 2016 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2013 respondents and the total number of respondents indicated may differ from those reported in the FY 2013 COS report.

FY 2013 Number of comparable respondents = 293 • FY 2016 Number of comparable respondents = 241

By weighting, FY 2013 and FY 2016 have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2016	FY 2013
Office of the President; Office of the Prime Minister; Office of Minister	5.0%	5.0%
Office of Parliamentarian	5.0%	5.0%
Government Institutions	25.0%	25.0%
Local government	10.0%	10.0%
Bilateral/ Multilateral Agency	10.0%	10.0%
Civil Society	20.0%	20.0%
Private Sector	10.0%	10.0%
Academia/ Research Institute/ Think Tank	10.0%	10.0%
Media	5.0%	5.0%

A. General Issues Facing Moldova

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

Percentage of Respondents	FY 2016	FY 2013
The right direction	39.7%	67.0%
The wrong direction	37.1%	8.7%
Not sure	23.1%	24.3%

*Significantly different between FY2016 and FY2013

B. Overall Attitudes toward the World Bank Group

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Moldova?*	233	6.08	2.36	293	6.64	1.92

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY2016 and FY2013

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Moldova.	204	7.32	1.76	273	7.09	1.91

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

¹⁹ Only those questions that were asked in the FY 2013 and FY 2016 Country Surveys, with similar response scales/options, are presented.

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Moldova solve its most complicated development challenges?	187	7.74	1.77	217	7.69	1.71

(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 Moldova?

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Moldova	211	7.43	1.76	278	7.48	1.90
The World Bank Group's work is aligned with what I consider the development priorities for Moldova	200	7.22	2.01	271	7.03	1.90

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

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	184	6.88	1.95	250	7.16	1.96
Flexibility (in terms of the institution's products and services)	173	6.46	1.93	236	6.76	1.84
Flexibility (in terms of changing country circumstances)	175	6.48	2.00	241	6.68	1.85
Being inclusive	158	6.96	1.83	185	6.99	1.85
Openness (sharing data and other information)	180	7.51	1.92	238	7.36	1.89
Collaboration with the Government*	181	7.77	1.72	258	8.25	1.40
The speed in which it gets things accomplished on the ground	169	6.66	1.94			
Ease of access to the people at the World Bank Group who are making decisions important to my work	170	6.87	2.42			
Collaboration with civil society	168	6.56	2.33			
Staff accessibility	167	7.05	2.29	227	7.37	1.83
Collaboration with other donors and development partners	157	7.51	1.94	189	7.75	1.64
Collaboration with the private sector	144	6.43	2.18			
Straightforwardness and honesty	168	8.14	1.78	233	7.92	1.78
Treating clients and stakeholders in Moldova with respect*	173	8.33	1.64	248	7.95	1.78
Being a long-term partner	175	8.53	1.55			

*Significantly different between FY2016 and FY2013



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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Gender equity	68	6.58	2.42			
Information and communications technology	82	7.21	2.02	226	7.03	2.04
Transport*	115	7.57	1.73	215	6.28	1.96
Crime and violence	57	5.61	2.32			
Law and justice*	85	6.08	2.34	206	5.32	2.02
Urban development	89	6.23	2.11			
Environmental sustainability	91	6.92	2.10			
Regulatory framework	91	7.04	2.20			
Health and communicable/non-communicable diseases	81	7.09	2.10	198	6.72	1.99
Poverty reduction*	131	7.11	2.13	239	6.18	2.19
Anti corruption	109	6.32	2.54			
Private sector development and foreign direct investment	113	6.92	2.25			
Land administration	69	6.00	2.54			
Water and sanitation*	102	7.36	1.85	219	6.64	2.00
Trade and exports*	102	6.82	2.14	196	6.33	1.99
Economic growth*	128	7.08	2.17	255	6.63	1.88
Disaster management	65	6.72	2.37			
Public sector governance/reform	123	6.79	2.29	246	6.36	1.99
Job creation/employment*	107	6.46	2.05	231	5.79	1.93
Financial markets	82	6.52	2.32	185	6.18	2.09
Equality of opportunity	79	6.66	2.09			
Energy*	97	7.34	1.97	209	6.49	2.06
Rural development	109	7.12	2.16			
Global/regional integration	84	6.81	2.31			
Food security	83	6.87	2.19			
Education*	120	7.20	2.30	214	6.50	2.18
Social protection*	95	6.82	2.31	215	6.26	2.12
Climate change	72	6.60	2.54	182	6.27	2.37
Agricultural development	109	7.10	2.11			
Natural resource management	60	6.25	2.30			

*Significantly different between FY2016 and FY2013

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Moldova?	179	6.93	1.88	271	6.85	1.85

(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 Moldova?

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Moldova	171	6.71	2.04	264	6.90	1.77
The World Bank Group meets Moldova's needs for knowledge services (e.g., research, analysis, data, technical assistance)	179	7.17	1.94	252	6.94	1.95

**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	FY 2016	FY 2013
Weekly	4.4%	3.1%
Monthly	25.2%	20.5%
A few times a year	38.3%	33.9%
Rarely	25.7%	37.0%
Never	6.3%	5.5%

In Moldova, 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)*

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Are timely	177	8.01	1.66	256	7.71	1.90
Include appropriate level of stakeholder involvement during preparation	158	7.50	1.65	237	7.26	1.83
Lead to practical solutions	170	7.40	1.69			
Are accessible (well written and easy to understand)	179	7.59	1.82	270	7.25	1.89
Are source of relevant information on global good practices*	182	8.25	1.59	259	7.79	1.71
Are adequately disseminated*	170	7.35	1.98	242	6.90	1.94
Are translated enough into local language	166	7.46	2.03	224	7.75	1.89
Are adaptable to Moldova's specific development challenges and country circumstances	164	7.11	2.02	256	7.12	1.99

**Significantly different between FY2016 and FY2013*

	year					
	FY 2016			FY 2013		
	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?	180	7.75	1.76	271	7.41	1.83
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	170	7.72	1.78	261	7.81	1.60

(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)

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	107	6.74	2.07	184	6.89	2.23
The World Bank Group effectively monitors and evaluates the projects and programs it supports	143	7.57	1.95	252	7.50	2.05
The World Bank Group's approvals and reviews are done in a timely fashion	129	7.32	1.92	221	7.23	1.90
The World Bank Group's "Safeguard Policy" requirements are reasonable	101	7.52	1.86	174	7.13	2.06
The World Bank Group's conditions on its lending are reasonable	128	7.29	2.04	233	7.18	2.09
The World Bank Group takes decisions quickly in Moldova	127	6.82	2.23			
Working with the World Bank Group increases Moldova's institutional capacity	162	7.96	1.80	268	7.74	1.90
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	112	7.59	1.99	153	7.25	1.98
The World Bank Group provides effective implementation support (i.e., supervision of projects)	147	7.71	1.95	238	7.65	2.08

**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 2016	FY 2013
Yes	35.6%	53.8%
No	64.4%	46.2%

*Significantly different between FY2016 and FY2013

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

Percentage of Respondents	FY 2016	FY 2013
Yes	23.6%	21.7%
No	76.4%	78.3%

Were you able to obtain this information?*

Percentage of Respondents	FY 2016	FY 2013
Yes	85.4%	98.3%
No	14.6%	1.7%

*Significantly different between FY2016 and FY2013

Do you have access to the Internet?

Percentage of Respondents	FY 2016	FY 2013
Yes	100.0%	100.0%
No	0.0%	0.0%

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

Percentage of Respondents	FY 2016	FY 2013
Yes	72.2%	84.3%
No	27.8%	15.7%

*Significantly different between FY2016 and FY2013

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	148	7.82	1.52	230	7.66	1.71
I find the information on the World Bank Group's websites useful	149	8.06	1.43	228	8.01	1.55
When I need information from the World Bank Group I know how to find it	153	7.70	2.00	234	7.35	2.16
The World Bank Group is responsive to my information requests and inquiries	111	8.18	1.63	188	7.90	1.82

Appendix F: 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 Moldova? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Moldova.	6.84	7.87	7.61	6.74	7.25	7.56	7.26	7.57	7.11	7.90	7.33	7.47
Overall the World Bank Group currently plays a relevant role in development in Moldova	6.97	7.94	7.68	6.81	7.31	7.59	7.21	7.77	7.18	7.93	7.46	7.27
The World Bank Group's work is aligned with what I consider the development priorities for Moldova	6.80	7.78	7.55	6.60	7.25	7.26	6.95	7.80	6.96	7.89	7.34	7.02
Responsiveness to needs	6.55	7.29	7.29	6.04	6.92	6.90	6.66	7.34	6.74	7.27	6.92	6.91
Flexibility (in terms of the institution's products and services)	6.11	6.85	6.75	5.84	6.55	6.35	6.31	6.78	6.32	6.80	6.52	6.34
Flexibility (in terms of changing country circumstances)	6.02	6.98	6.86	5.74	6.62	6.34	6.27	6.97	6.27	7.02	6.54	6.45
Being inclusive	6.69	7.27	7.34	6.21	6.92	7.13	6.74	7.41	6.83	7.35	7.03	6.86
Openness (sharing data and other information)	7.17	7.98	7.88	6.90	7.48	7.76	7.45	7.83	7.40	7.96	7.57	7.60
Collaboration with the Government	7.47	8.24	7.93	7.54	7.79	7.83	7.76	7.89	7.68	8.12	7.83	7.76
The speed in which it gets things accomplished on the ground	6.27	7.08	6.99	5.94	6.81	6.45	6.36	7.22	6.50	7.06	6.73	6.54
Ease of access to the people at the World Bank Group who are making decisions important to my work	5.93	7.72	7.30	5.84	6.84	6.92	6.47	7.55	6.37	7.91	7.03	6.37
Collaboration with civil society	6.12	7.28	6.95	5.82	6.45	6.84	6.39	6.96	6.39	7.21	6.55	6.69
Staff accessibility	6.18	7.89	7.45	6.13	6.95	7.31	6.85	7.47	6.73	7.84	7.16	6.85
Collaboration with other donors and development partners	6.97	8.05	7.82	6.83	7.45	7.69	7.31	7.96	7.32	8.00	7.54	7.58
Collaboration with the private sector	6.03	7.03	6.88	5.56	6.40	6.58	6.13	7.08	6.20	7.18	6.59	6.11
Straightforwardness and honesty	7.88	8.37	8.34	7.53	8.06	8.19	7.86	8.52	7.98	8.38	8.17	7.90
Treating clients and stakeholders in Moldova with respect	8.12	8.54	8.43	8.04	8.25	8.42	8.16	8.57	8.29	8.37	8.39	8.10
Being a long-term partner	8.33	8.76	8.66	8.29	8.56	8.52	8.49	8.65	8.44	8.77	8.58	8.44
To what extent does the World Bank Group's work help to achieve development results in Moldova?	6.80	7.22	7.13	6.62	6.83	7.19	6.90	7.11	6.82	7.30	6.98	6.93
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Moldova	6.30	7.22	6.97	6.30	6.73	6.83	6.60	7.11	6.52	7.28	6.83	6.60
The World Bank Group meets Moldova's needs for knowledge services (e.g., research, analysis, data, technical assistance)	7.06	7.37	7.32	6.94	7.05	7.46	7.10	7.42	7.07	7.51	7.25	7.11
World Bank Group's knowledge work and activities are adaptable to Moldova's specific development challenges and country circumstances	6.88	7.37	7.30	6.78	7.02	7.32	7.05	7.31	7.04	7.38	7.17	7.05
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.85	7.74	7.74	7.84	7.88	7.61	7.75	7.81	7.87	7.55	7.69	7.98
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.39	8.02	7.79	7.58	7.77	7.67	7.65	7.88	7.58	8.06	7.76	7.64
The World Bank Group takes decisions quickly in Moldova	6.50	7.16	7.10	6.20	6.77	6.85	6.65	7.13	6.62	7.22	6.73	7.03
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	7.40	7.87	7.86	6.93	7.72	7.48	7.46	7.88	7.49	7.86	7.49	8.09

Yellow highlight indicates significant difference between Yes and No means.

Appendix G: Moldova FY 2016 Questionnaire



World Bank Group Country Survey FY16 – Moldova

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

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 MOLDOVA

A1. In general would you say that Moldova 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 Moldova.			
Please identify which of the following you consider the most important development priorities in Moldova? (Choose no more than THREE)			
1	Global/regional integration	16	Climate change (e.g., mitigation, adaptation)
2	Food security	17	Poverty reduction
3	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Transport (e.g., roads, bridges, transportation)
4	Social protection (e.g., pensions, targeted social assistance)	19	Education
5	Gender equity	20	Agricultural development
6	Private sector development and foreign direct investment	21	Trade and exports
7	Urban development	22	Crime and violence
8	Energy	23	Anti corruption
9	Job creation/employment	24	Law and justice (e.g., judicial system)
10	Rural development	25	Regulatory framework (including corporate financial reporting)
11	Financial markets	26	Land administration
12	Water and sanitation	27	Natural resource management (e.g., oil, gas, mining)
13	Environmental sustainability	28	Economic growth
14	Equality of opportunity (i.e., equity)	29	Disaster management
15	Health and communicable/non-communicable diseases	30	Information and communications technology

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 Moldova? (Choose no more than THREE)

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

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 Moldova?

(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	Better governance
16	Better control of corruption
17	Other (please specify): _____

SECTION A: GENERAL ISSUES

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 Moldova? (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

A7. Do you think that poverty in Moldova to a larger extent is the result of ... ? (Select only ONE response)

1	State action
2	Personal action
3	Both state and personal action
4	Neither
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 Moldova?									
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 Moldova.										
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 Moldova 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 Moldova, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Moldova? (Choose no more than THREE)			
1	Health and communicable/non-communicable diseases	16	Economic growth
2	Crime and violence	17	Land administration
3	Transport (e.g., roads, bridges, transportation)	18	Water and sanitation
4	Agricultural development	19	Food security
5	Global/regional integration	20	Climate change (e.g., mitigation, adaptation)
6	Job creation/employment	21	Information and communications technology
7	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Trade and exports
8	Social protection (e.g., pensions, targeted social assistance)	23	Equality of opportunity (i.e., equity)
9	Rural development	24	Law and justice (e.g., judicial system)
10	Private sector development and foreign direct investment	25	Regulatory framework (including corporate financial reporting)
11	Education	26	Environmental sustainability
12	Energy	27	Natural resource management (e.g., oil, gas, mining)
13	Gender equity	28	Poverty reduction
14	Financial markets	29	Anti corruption
15	Urban development	30	Disaster management

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 Moldova?			
		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 (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	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 Moldova? (Choose no more than TWO)	
1	Too influenced by Western interests
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies are not relevant 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	Not enough visibility of the work it is doing in the country
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 and complex (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 Moldova
17	Other (please specify): _____
18	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 Moldova? (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	Other (please specify): _____
9	Don't know

B8. To what extent do you believe that the World Bank Group's work and support help the poorest in Moldova? (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	7	NGOs/Community Based Organizations (CBOs)
2	Donor community	8	Youth/university groups
3	Media	9	Beneficiaries
4	Local Government	10	Foundations
5	Private sector	11	Other (please specify): _____
6	Academia/think tanks/research institutes	12	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B10	Overall the World Bank Group currently plays a relevant role in development in Moldova												<input type="checkbox"/>
B11	The World Bank Group's work is aligned with what I consider the development priorities for Moldova												<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 Moldova, 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	Staff accessibility											<input type="checkbox"/>	
B22	Collaboration with other donors and development partners											<input type="checkbox"/>	
B23	Collaboration with the private sector											<input type="checkbox"/>	
B24	Straightforwardness and honesty											<input type="checkbox"/>	
B25	Treating clients and stakeholders in Moldova with respect											<input type="checkbox"/>	
B26	Being a long-term partner											<input type="checkbox"/>	

B27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	
1	The 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	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 Moldova?													
		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	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Private sector development and foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Land administration	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	Regulatory framework (including corporate financial reporting)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Health and communicable/non-communicable diseases	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	Social protection (e.g., pensions, targeted social assistance)	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	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	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 Moldova? (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	Crime and violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Regulatory framework (including corporate financial reporting)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Health and communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Private sector development and foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Land administration	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	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
30	Natural resource management (e.g., oil, gas, mining)	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 Moldova?											
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 Moldova?												
		Strongly disagree								Strongly agree		Don't know
C4	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Moldova	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group meets Moldova'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"/>

C6. To what extent do you believe the World Bank Group measures and corrects its work in real time in Moldova?											
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 Moldova, 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 Moldova'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 Moldova	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Working with the World Bank Group increases Moldova'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 Moldova?												
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 Moldova? (Select only one response)												
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Moldova											
2	The World Bank Group is not sufficiently selective in Moldova, and it is involved in too many areas of development											
3	Don't know											

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

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Moldova? (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 Moldova'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 Moldova'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 public visibility of its work in the country
13	Improve aid coordination, including donor coordination with the government
14	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Moldova, 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 Moldova? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services (bringing different stakeholders together)
4	None of the above
5	The combination is appropriate for Moldova
6	Don't know

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Moldova? (Choose no more than TWO)			
1	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	7	Local newspapers
2	International newspapers	8	Internet
3	Local radio	9	Periodicals
4	International radio	10	Personal contact
5	Local television	11	Other (please specify): _____
6	International television		

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)	6	e-Newsletters
2	Mobile phones	7	Blogs
3	World Bank Group's seminars/workshops/conferences	8	Facebook
4	World Bank Group's publications and other written materials	9	Twitter
5	World Bank Group's website	10	Other (please specify): _____

G3		Yes	No
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)			

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		Yes	No
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)			
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
		1	2	3	4	5	6	7	8	9	10		
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>												<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>												<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												<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.)												<input type="checkbox"/>
G15	The World Bank Group is responsive to my information requests and inquiries												<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 (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)	
1	Yes
2	No

SECTION H: BACKGROUND INFORMATION

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

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

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

1	Yes
2	No

H6. If yes, what was your view of how the two institutions work together in Moldova?
(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 Moldova?
(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	Chisinau
2	Other urban area – Northern part of Moldova
3	Other urban area – Central part of Moldova
4	Other urban area – Southern part of Moldova
5	Rural area

Thank you for completing the survey!