



World Bank Group Country Survey FY 2026 – Bulgaria

The World Bank Group (WBG) seeks your insights regarding our engagement and activities in Bulgaria. You have been identified as an integral partner, leader, or decision-maker in Bulgaria, so **your perspective is invaluable**. Your honest feedback will not only shape the future of our work in Bulgaria but also foster better development outcomes for the country.

To maintain the integrity and confidentiality of this process, we have engaged ESTAT, a reputable local firm, to manage the survey logistics. **Your responses will remain anonymous**, and no feedback will be linked to any specific individual.

Please click the arrow below to begin the survey. By starting the survey, you indicate that you have read the purpose of the survey and voluntarily agree to participate.

If you have any questions or concerns about this survey, please contact:
countrysurveys@worldbankgroup.org

Q1. What is your primary professional affiliation? <i>(Select only 1 response)</i>	
1	Office of the President, Vice President, Minister
2	Office of a Parliamentarian (National Assembly)
3	Government Institution: Employee of a Ministry / Ministerial Department / Project Implementation Unit / Independent Government Institution (e.g., Central Bank, Regulatory or Oversight Agency) / Judiciary / State-Owned Enterprise
4	Local Government Office or Staff
5	Bilateral or Multilateral Agency (e.g., embassy, development organization, development bank, EC, UN Agency)
6	Civil Society Organization: local and regional (NGO; Community-Based Organization; Private Foundation; Professional / Trade Association, Faith-Based Group, Youth Group)
7	Private Sector: Private Company / Financial Sector Organization / Private Bank
8	Academia / Research Centers
9	Media
10	Other (please specify): _____

Q2. How familiar are you with the World Bank Group's work in Bulgaria?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all									Very familiar

Q3. In the past 3 years, have you worked or collaborated with the World Bank Group (WBG) in Bulgaria?	
1	Yes
2	No

[ASK IF Q3=1] Q4. Which of the following WBG agencies have you worked or collaborated with in Bulgaria? <i>(Select all that apply)</i>	
1	World Bank (IBRD)
2	International Finance Corporation (IFC)
3	Multilateral Investment Guarantee Agency (MIGA)

SECTION A: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP [ASK ALL]

A1. How much do you trust each of the following institutions to do what is right for Bulgaria?													
		No trust at all										Trust very much	Don't know
1	Government of Bulgaria	1	2	3	4	5	6	7	8	9	10	☐	
2	World Bank Group	1	2	3	4	5	6	7	8	9	10	☐	
3	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	☐	
4	National Parliament	1	2	3	4	5	6	7	8	9	10	☐	
5	Bulgarian National Bank	1	2	3	4	5	6	7	8	9	10	☐	
6	Local Government	1	2	3	4	5	6	7	8	9	10	☐	
7	European Commission (EC)	1	2	3	4	5	6	7	8	9	10	☐	
8	Regional development banks (e.g., EBRD, EIB)	1	2	3	4	5	6	7	8	9	10	☐	
9	Private sector	1	2	3	4	5	6	7	8	9	10	☐	
10	Civil society	1	2	3	4	5	6	7	8	9	10	☐	
11	Academia / research centers	1	2	3	4	5	6	7	8	9	10	☐	
12	Media	1	2	3	4	5	6	7	8	9	10	☐	

A2. How relevant is each of the following organizations to Bulgaria's development?													
		Not relevant at all										Very relevant	Don't know
1	World Bank Group	1	2	3	4	5	6	7	8	9	10	☐	
2	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	☐	
3	European Commission (EC)	1	2	3	4	5	6	7	8	9	10	☐	
4	Regional development banks (e.g., EBRD, EIB)	1	2	3	4	5	6	7	8	9	10	☐	

A3. How effective is each of the following organizations in helping Bulgaria achieve development results?													
		Not effective at all										Very effective	Don't know
1	World Bank Group	1	2	3	4	5	6	7	8	9	10	☐	
2	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	☐	
3	European Commission (EC)	1	2	3	4	5	6	7	8	9	10	☐	
4	Regional development banks (e.g., EBRD, EIB)	1	2	3	4	5	6	7	8	9	10	☐	

A4. How **effective** is the WBG in terms of the following?

		Not effective at all										Very effective	Don't know
1	Being a long-term partner to Bulgaria	1	2	3	4	5	6	7	8	9	10		☐
2	Being easy to work with (i.e., simple WBG processes)	1	2	3	4	5	6	7	8	9	10		☐
3	Increasing institutional capacity in Bulgaria	1	2	3	4	5	6	7	8	9	10		☐
4	Responsiveness to needs in Bulgaria	1	2	3	4	5	6	7	8	9	10		☐
5	Access to WBG staff and experts	1	2	3	4	5	6	7	8	9	10		☐
6	The speed of WBG project approval	1	2	3	4	5	6	7	8	9	10		☐
7	The WBG's expertise being tailored to Bulgaria's context	1	2	3	4	5	6	7	8	9	10		☐

A5. Creating more and better jobs in client countries is a top priority for the WBG. How **effective** is the WBG at...

		Not effective at all										Very effective	Don't know
1	Helping create the conditions for more and better jobs in Bulgaria	1	2	3	4	5	6	7	8	9	10		☐
2	Aligning its support for job creation to the national priorities in Bulgaria	1	2	3	4	5	6	7	8	9	10		☐

SECTION B: THE WBG'S OPERATIONS [ASK WBG COLLABORATORS, Q3=1]

Please think about **ONE** WBG-supported project or initiative that you are most familiar with.

B1. If you recall, what was the **name** of this one WBG-supported project or initiative?

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B2. Please select the **development area** that was the primary focus of this WBG-supported project or initiative. (Select ONE only)

1	Agriculture / food security	7	Health
2	Climate / environmental sustainability	8	Private sector development
3	Digital infrastructure and services	9	Social protection
4	Education	10	Transport
5	Energy / electricity	11	Water / sanitation
6	Financial / micro-economic management	12	Other (please specify): _____

B3. How **helpful** was the WBG in achieving the goals of this one project or initiative?

1	2	3	4	5	6	7	8	9	10	☐
Not helpful at all									Very helpful	Don't know

B4. In what way, if any, did this WBG-supported project or initiative **impact the people of Bulgaria?** *(Please be specific)*

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B5. How **effective** has this WBG-supported project or initiative been at creating sustainable, long-term jobs in Bulgaria?

1	2	3	4	5	6	7	8	9	10	☐
Not effective at all									Very effective	Don't know

SECTION C: THE WBG'S COLLABORATION AND PARTNERSHIPS [ASK ALL]

C1. How effective is the WBG at collaborating with the following groups in Bulgaria?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	National government	1	2	3	4	5	6	7	8	9	10	☐	
2	Local government	1	2	3	4	5	6	7	8	9	10	☐	
3	Parliament / legislative branch	1	2	3	4	5	6	7	8	9	10	☐	
4	Private sector	1	2	3	4	5	6	7	8	9	10	☐	
5	Civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	☐	
6	European Commission (EC)	1	2	3	4	5	6	7	8	9	10	☐	
7	Academia / research centers	1	2	3	4	5	6	7	8	9	10	☐	

C2. How effective is the WBG at partnering in terms of the following...													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Partnering with the government to improve the business environment in Bulgaria	1	2	3	4	5	6	7	8	9	10	☐	
2	Partnering with the private sector in Bulgaria to support business development and investment	1	2	3	4	5	6	7	8	9	10	☐	

C3. In addition to its partnership with the national government, which of the following should the WBG collaborate with more to have greater impact in Bulgaria? (Select up to 2)			
1	Local government	5	European Commission (EC)
2	National parliament	6	Academia
3	Private sector	7	Media
4	Civil society (e.g., NGOs, CBOs)	8	Other (please specify): _____

SECTION D: THE WBG'S INSTRUMENTS

[ASK ALL] D1. Which WBG instruments do you **value the most** in Bulgaria?

(Select up to 2)

1	Convening power (e.g., bringing together different stakeholder groups, donor / development partner coordination, mobilizing third party financial resources)
2	Advisory services (e.g., capacity building and training, policy advice, technical assistance)
3	Financial resources (e.g., budget support, loans, grants, trust funds)
4	Data and research (e.g., statistics, reports, research on global development issues)
5	Other (please specify): _____

[ASK GOVT Q1=1-4, COLLAB ONLY FOR Q1 5-10, Q3=1]

D2. To what extent do you agree with the following statements about the WBG's **financial support** to Bulgaria?

(If you have NO exposure to, or experience with the WBG's financing, please respond "Don't know")

		Strongly disagree										Strongly agree	Don't know
1	The WBG's financial instruments (i.e., budget support, loans, grants, trust funds) meet the needs of Bulgaria	1	2	3	4	5	6	7	8	9	10		☐
2	The terms of the WBG's financing are competitive compared to other available options (e.g., other development banks, private financial institutions/ investment banks, etc.)	1	2	3	4	5	6	7	8	9	10		☐
3	The standards and requirements for the WBG's financing are reasonable	1	2	3	4	5	6	7	8	9	10		☐
4	The WBG provides financial support in a timely manner	1	2	3	4	5	6	7	8	9	10		☐

The following questions ask about the WBG's **knowledge work, including data, research, training, policy notes, and advisory services**, in Bulgaria.

[ASK ALL] D3. How significant a **contribution** do you believe the WBG's knowledge work makes to development results in Bulgaria?

1	2	3	4	5	6	7	8	9	10	☐
Not significant at all									Very significant	Don't know

[ASK ALL] D4. In the past 3 years, what WBG knowledge work **have you used?**

(Select all that apply)

1	Data resources	5	Online collaboration platforms
2	Research and analytical reports	6	Workshops or training courses (in-person or online)
3	Policy notes	7	Other (please specify): _____
4	Research and analytical reports	8	I have not used WBG knowledge work [UNIQUE]

[ASK IF, D4=1-7] D5. How would you rate the **quality** of the WBG's knowledge work *(including data, research, training, policy notes, and advisory services)* in Bulgaria?

1	2	3	4	5	6	7	8	9	10	☐
Very low quality					Very high quality					Don't know

[ASK IF, D4=2, 4, 6] D6. How would you rate the **quality** of the WBG's Reimbursable Advisory Services (RAS) in Bulgaria?

1	2	3	4	5	6	7	8	9	10	☐
Very low quality					Very high quality					Don't know

[ASK IF D4=1-7] D7. In your opinion, has the WBG influenced a new or existing **government policy/action** in Bulgaria?

1	Yes
2	No

[ASK IF D4=1-7] D8. In your opinion, has the WBG influenced strategies or actions of **private sector** actors in Bulgaria?

1	Yes
2	No

[ASK IF D7=1 OR D8=1] D9. **What** policy, strategy, or action by the government and/or private sector did the WBG influence, and **in what way?** *(Please be specific)*

[ASK IF D7=1] D10. To what extent has the WBG influenced the government's **policies or strategies on employment and job creation** in Bulgaria?

1	2	3	4	5	6	7	8	9	10	☐
Not influential at all					Very influential					Don't know

SECTION E: LOOKING FORWARD [ASK ALL]

E1. What is the **most important thing** the WBG could do **to increase its effectiveness** in Bulgaria? *(Please be specific)*

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E2. **Which areas should the WBG prioritize** to have the most impact on development results in Bulgaria? *(Select up to 5)*

1	Macroeconomic stability	10	Climate change
2	Water / sanitation	11	Digital infrastructure development
3	Health	12	Private sector development
4	Transport infrastructure	13	Environment / natural resource management
5	Energy	14	Social protection
6	Public sector governance	15	Jobs
7	Agriculture	16	Judiciary reform
8	Regional development (integrated territorial investments)	17	Disaster Risk Management
9	Education	18	Other (please specify): _____

Bulgaria is one of the WBG offices transitioning to a unified WBG country representation for the International Bank for Reconstruction and Development (IBRD), the International Development Association (IDA), the International Finance Corporation (IFC), and the Multilateral Investment Guarantee Agency (MIGA). The introduction of joint country offices is an essential step towards building a stronger WBG.

E3. Are you aware that the WBG's Bulgaria office now has unified leadership representing the World Bank (IBRD/IDA), IFC, and MIGA?	
1	Yes
2	No

E4. What outcomes do you expect from unified leadership representing the World Bank (IBRD/IDA), IFC, and MIGA in Bulgaria? <i>(Select all that apply)</i>	
1	One-stop shop for information about and access to IDA/IBRD, IFC, and MIGA products and services
2	Having a single focal point, rather than multiple, at the World Bank Group
3	Integrated public and private sector solutions to better meet Bulgaria's unique needs
4	Improved speed and efficiency of WBG operations while maintaining necessary safeguards in Bulgaria
5	I do not understand what a unified WBG country representation is about [Exclusive – other options can't be selected]
6	I do not expect any changes [Exclusive – other options can't be selected]
7	I expect other outcomes (please specify): _____

SECTION F: WBG COMMUNICATIONS

[ASK ALL] F1. How would you prefer to obtain information from the WBG? *(Select up to 3)*

1	WBG website	4	WBG publications
2	Direct contact with WBG staff (e.g., in person, virtually, phone, email)	5	WBG event / conference / workshop (in person or online)
3	WBG social media channels (e.g., Facebook, LinkedIn, Instagram, Twitter/X)	6	Other (please specify): _____

[ASK ALL] F2. Do you recall **seeing or hearing anything about the WBG recently?**

1	Yes
2	No

[ASK IF F2=1] F3. **Where do you recall** seeing or hearing this information? *(Select all that apply)*

1	Media (television, radio, newspapers)	5	Direct contact with WBG staff
2	Event / conference / workshop (in person or online)	6	WBG publications
3	WBG websites	7	Other (please specify): _____
4	Social media		

SECTION G: COUNTRY CONTEXT [ASK ALL]

The next two questions ask about challenges to development in Bulgaria.

G1. Overall, what are the biggest development challenges in Bulgaria? <i>(Select up to 3)</i>			
1	Demographic trends – aging	6	Inadequate private sector participation
2	Poverty and income inequalities	7	Reforms are not well thought out – outside driven
3	Inadequate capacity in the government	8	Inadequate citizen / civil society participation
4	Political pressures and obstacles	9	Lack of prudent fiscal management
5	Corruption	10	Other (please specify): _____

G2. What are the biggest challenges facing private sector development in Bulgaria? <i>(Select up to 3)</i>			
1	Access to finance	5	Political instability
2	Regulatory environment	6	Corruption
3	Infrastructure gaps (e.g., energy, transport)	7	Market size / demand
4	Availability of skilled workforce	8	Other (please specify): _____

SECTION H: ADDITIONAL INFORMATION [ASK ALL]

H1. What is your gender ?	
1	Female
2	Male
3	Other
4	Prefer not to specify

H2. What is your age ?	
1	25 or younger
2	26-35
3	36-45
4	46-55
5	56 and above
6	Prefer not to specify

H3. Within your organization , would you describe yourself as...	
1	Junior level
2	Mid-level staff
3	Mid-level decision-maker / manager
4	Senior level
5	Prefer not to specify

H4. Which best represents your geographic location ?	
1	Sofia – capital
2	Regional center
3	Rural

Thank you for completing this survey!