



Croatia

The World Bank Country Survey FY 2012

**Report of Findings
October 2012**

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I. Objectives

This survey was designed to achieve the following objectives:

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

II. Methodology

In May-July 2012, 694 stakeholders of the World Bank in Croatia were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Participants in the survey were drawn from among the office of the President; the office of the Prime Minister; the office of a Minister; the office of a Parliamentarian; employees of a ministry, ministerial department, or implementation agency; consultants/contractors working on World Bank-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; international partners; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community-based organizations (CBOs); the media; independent government institutions; trade unions; academia/research institutes/think tanks; and the judiciary branch. A total of 198 stakeholders participated in the country survey (29%).

Respondents received questionnaires via post or email and returned them accordingly.

Respondents were asked about: general issues facing Croatia; their overall attitudes toward the Bank; the World Bank's effectiveness and results; the Bank's knowledge; working with the World Bank; the Bank's future role in Croatia; and the Bank's communication and information sharing in Croatia.

- A. General Issues facing Croatia: Respondents were asked to indicate whether Croatia is headed in the right direction, what they thought were the top three most important development priorities, which areas would contribute most to achieving EU integration and EU income convergence for Croatia, and which areas would contribute most to generating economic growth in Croatia.
- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in Croatia, Bank staff preparedness, the extent to which the Bank should seek to influence the global development agenda, their agreement

II. Methodology (continued)

with various statements regarding the Bank's work, and the extent to which the Bank is an effective development partner. Respondents were also asked to indicate the sectoral areas on which it would be most productive for the Bank to focus its resources, the Bank's greatest values and greatest weaknesses in its work, the most and least effective instruments in helping Croatia achieve EU integration and EU income convergence, with which groups the Bank should collaborate more, and to what reasons respondents attributed failed or slow reform efforts.

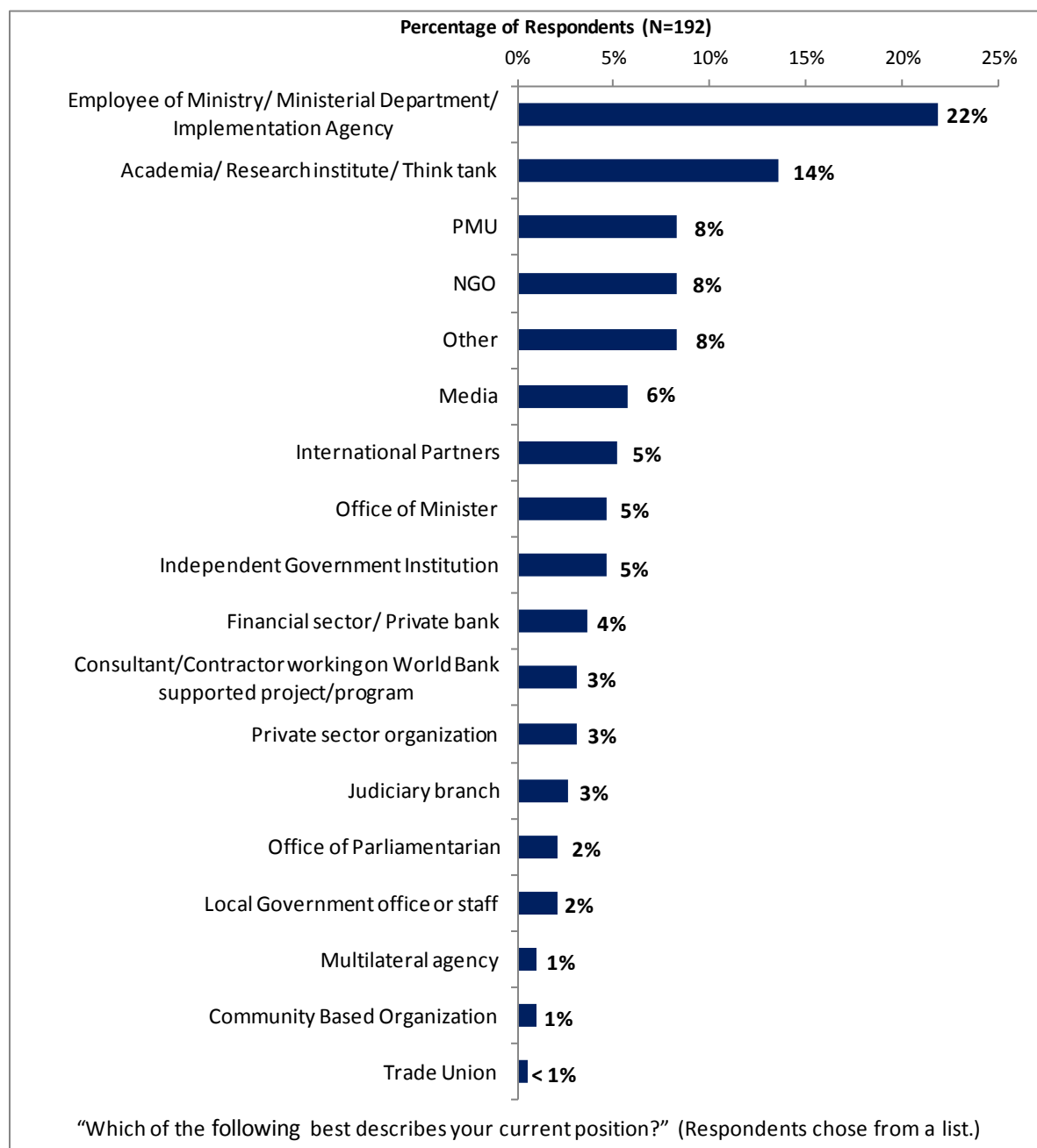
- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve development results in Croatia, the extent to which the Bank meets Croatia's need for knowledge services and financial instruments, and the Bank's level of effectiveness across thirty-six development areas, such as EU integration and EU income convergence, economic growth, job creation, and others.
- D. The World Bank's Knowledge: Respondents were asked to indicate how frequently they consult Bank knowledge/research, the areas on which the Bank should focus its research efforts, and to rate the effectiveness and quality of the Bank's knowledge/research, including how significant of a contribution it makes to development results, its technical quality, the Bank's effectiveness at providing linkage to non-Bank expertise, and the extent to which Croatia received value for money from the Bank's fee-for-service products.
- E. Working with the World Bank: Respondents were asked to rate their level of agreement with a series of statements regarding working with the Bank, such as the World Bank's "Safeguard Policy" requirements being reasonable, the Bank imposing reasonable conditions on its lending, disbursing funds promptly, increasing Croatia's institutional capacity, and providing effective implementation support.
- F. The Future Role of the World Bank in Croatia: Respondents were asked to rate how significant a role the Bank should play in Croatia's EU integration and EU income convergence in the near future and to indicate what the Bank should do to make itself of greater value in Croatia.
- G. Communication and Information Sharing: Respondents were asked to indicate where they get information about economic and social development issues, how they prefer to receive information from the Bank, and their usage and evaluation of the Bank's websites. Respondents were asked about their awareness of the Bank's Access to Information policy, past information requests from the Bank, and their level of agreement that they use more data from the World Bank as a result of the Bank's Open Data policy. Respondents were also asked about their level of agreement that they know how to find information from the Bank and that the Bank is responsive to information requests.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the World Bank, their exposure to the Bank in Croatia, and their geographic location.

When possible, responses from respondents completing this year's country survey were compared to responses from the 207 respondents (35% response rate) who completed the country survey in FY 2008 and the 122 respondents (27% response rate) who completed the survey in FY 2003. Notations and/or charts are included when these comparisons were possible.

III. Demographics of the Sample

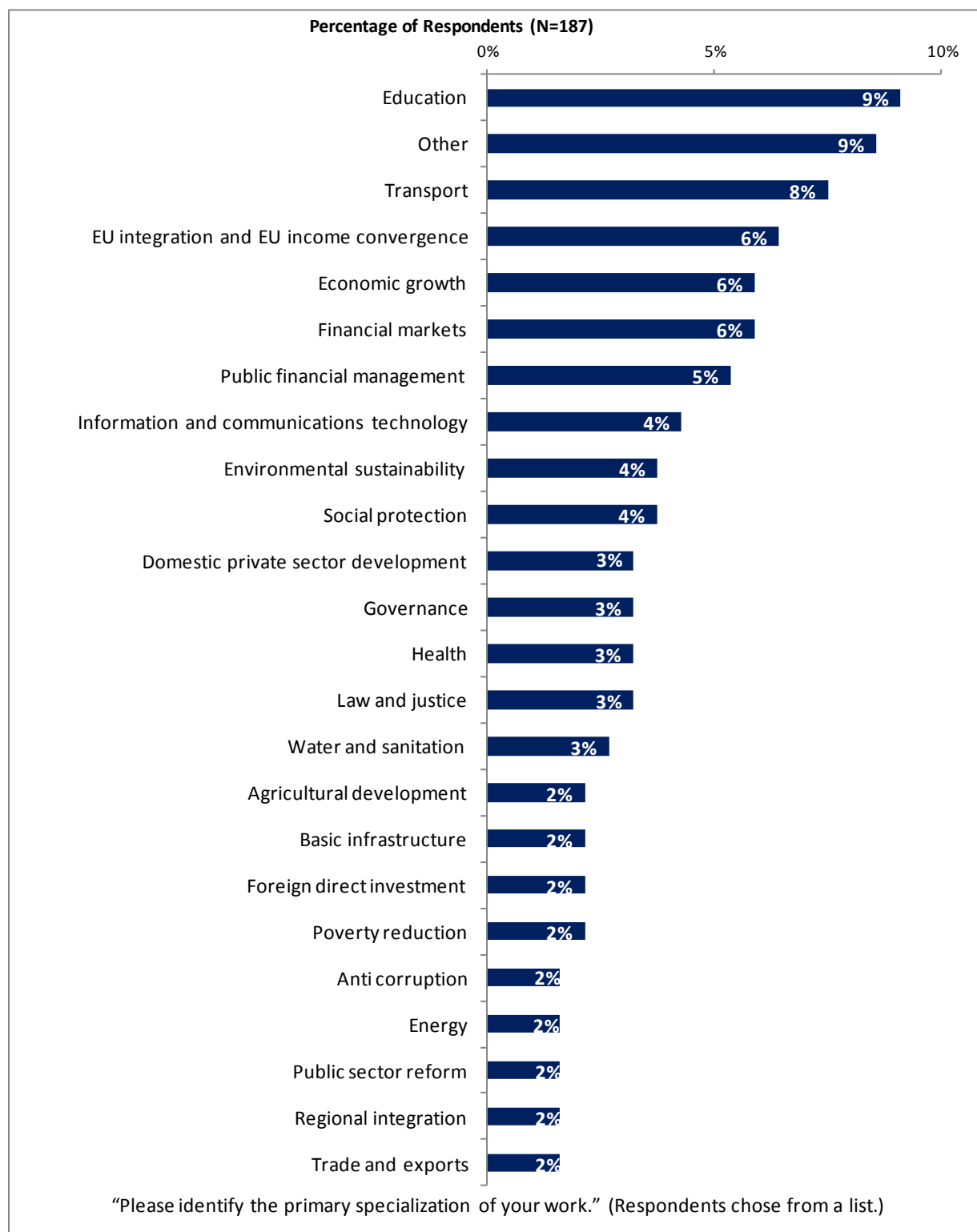
Current Position

- For further analyses, the small number of consultants/contractors working on Bank-supported projects were combined with respondents from PMUs; respondents from multilateral agencies were combined with international partners; respondents from NGOs were combined with those from community based organizations and trade unions; respondents from the financial sector/private banks were combined with those from private sector organizations; and the few respondents from the office of Parliamentarian, the judiciary branch, and local officials were included in the “Other” category. Note that there were no respondents from the office of the President, Prime Minister, bilateral agencies, or private foundations.



III. Demographics of the Sample (continued)

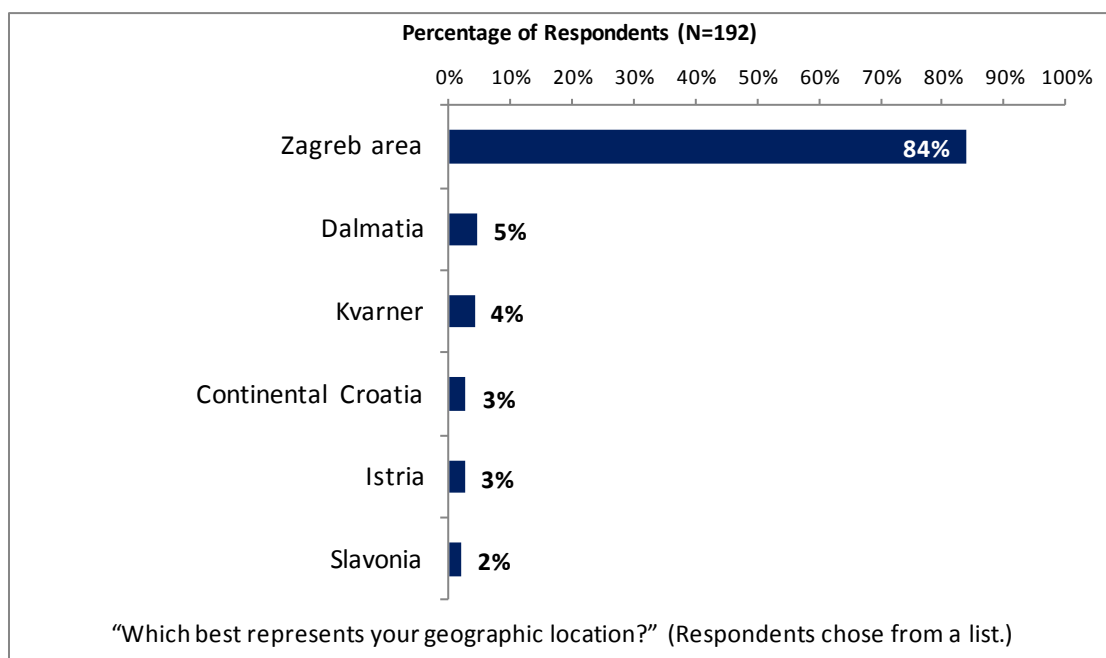
Area of Primary Specialization



III. Demographics of the Sample (continued)

Geographic Location

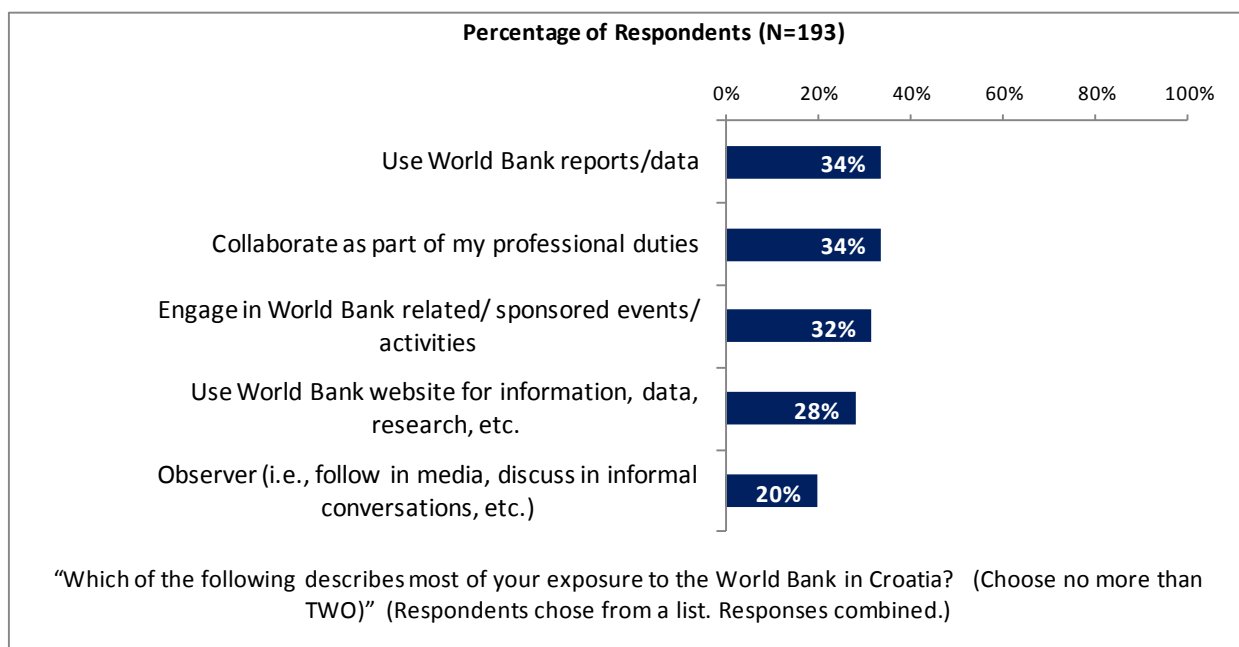
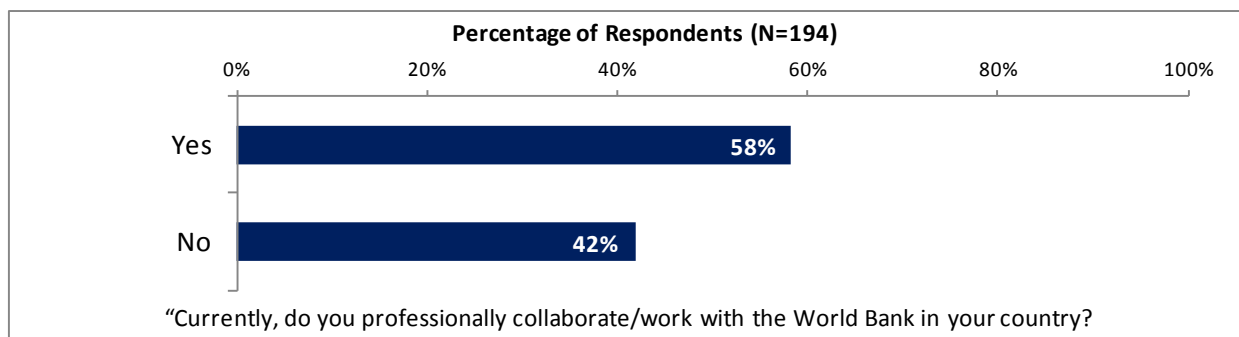
- The vast majority of respondents indicated that they were located in the Zagreb area. Because of the small number of respondents from other areas, these locations were included in the “Other” category for all further analyses.
- Responses across both geographic locations for all country survey questions can be found in the Appendix (see page 89). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.



III. Demographics of the Sample (continued)

Collaboration with and Exposure to the World Bank

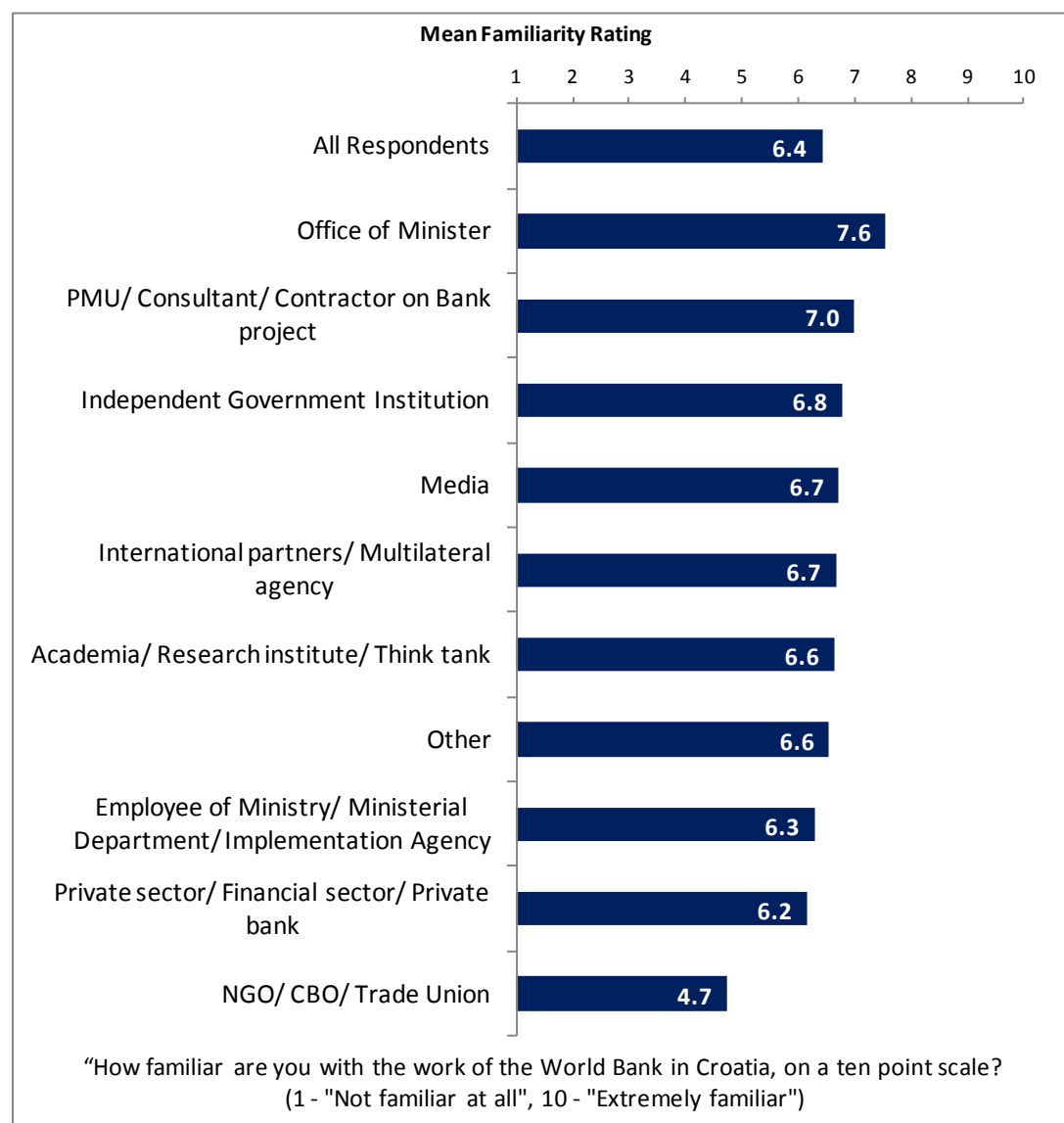
- Differences in responding to indicator questions based on collaborating with and exposure to the World Bank in Croatia can be found in the Appendix (see page 106).



III. Demographics of the Sample (continued)

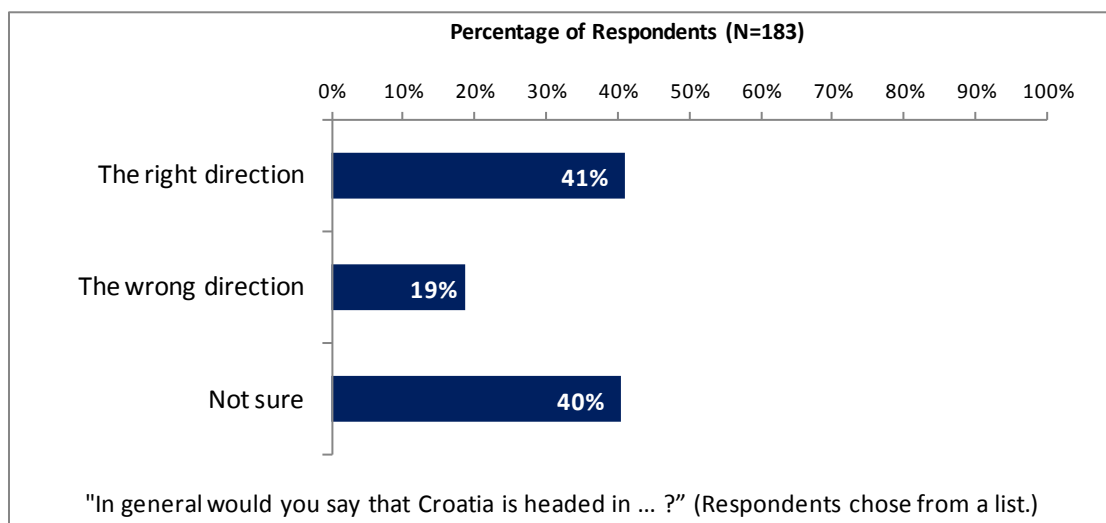
Familiarity with the World Bank

- Across all respondents, familiarity with the Bank received a mean rating of 6.4; this was significantly lower than the mean rating received in the FY '08 country survey (6.9) and statistically similar to the mean rating received in the FY '03 country survey (6.5).
 - Respondents from the office of Minister and PMUs/consultants on Bank supported projects indicated the highest levels of familiarity whereas respondents from NGOs/ CBOs/ trade unions indicated significantly lower levels of familiarity.
 - It should be noted that respondents' ratings of familiarity with the Bank were significantly, strongly correlated with their perceptions of the Bank's overall effectiveness in Croatia, the Bank's ability to help achieve development results, and the Bank's relevance to Croatia's development.



IV. General Issues facing Croatia

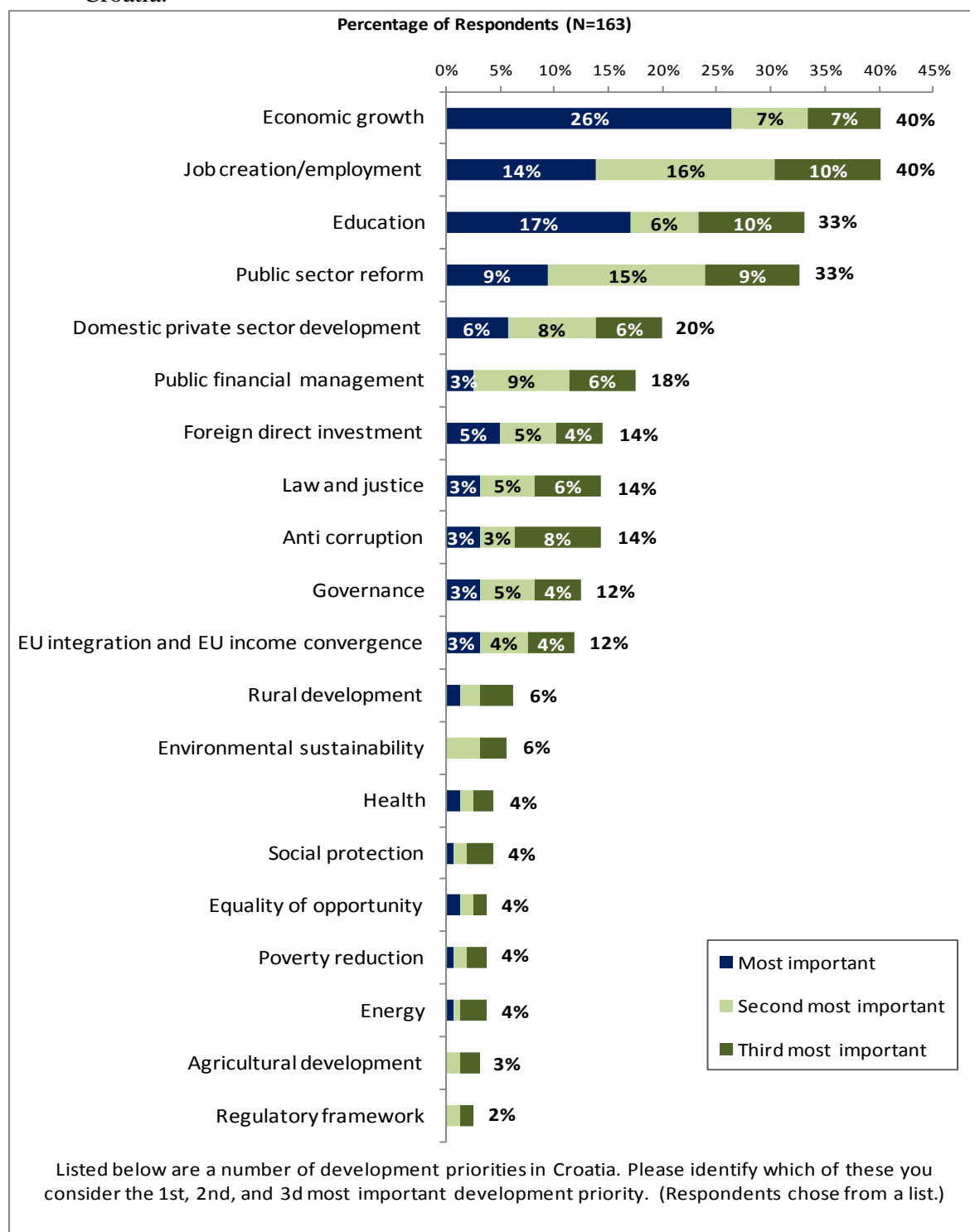
Headed in the Right Direction



IV. General Issues facing Croatia (continued)

Development Priority

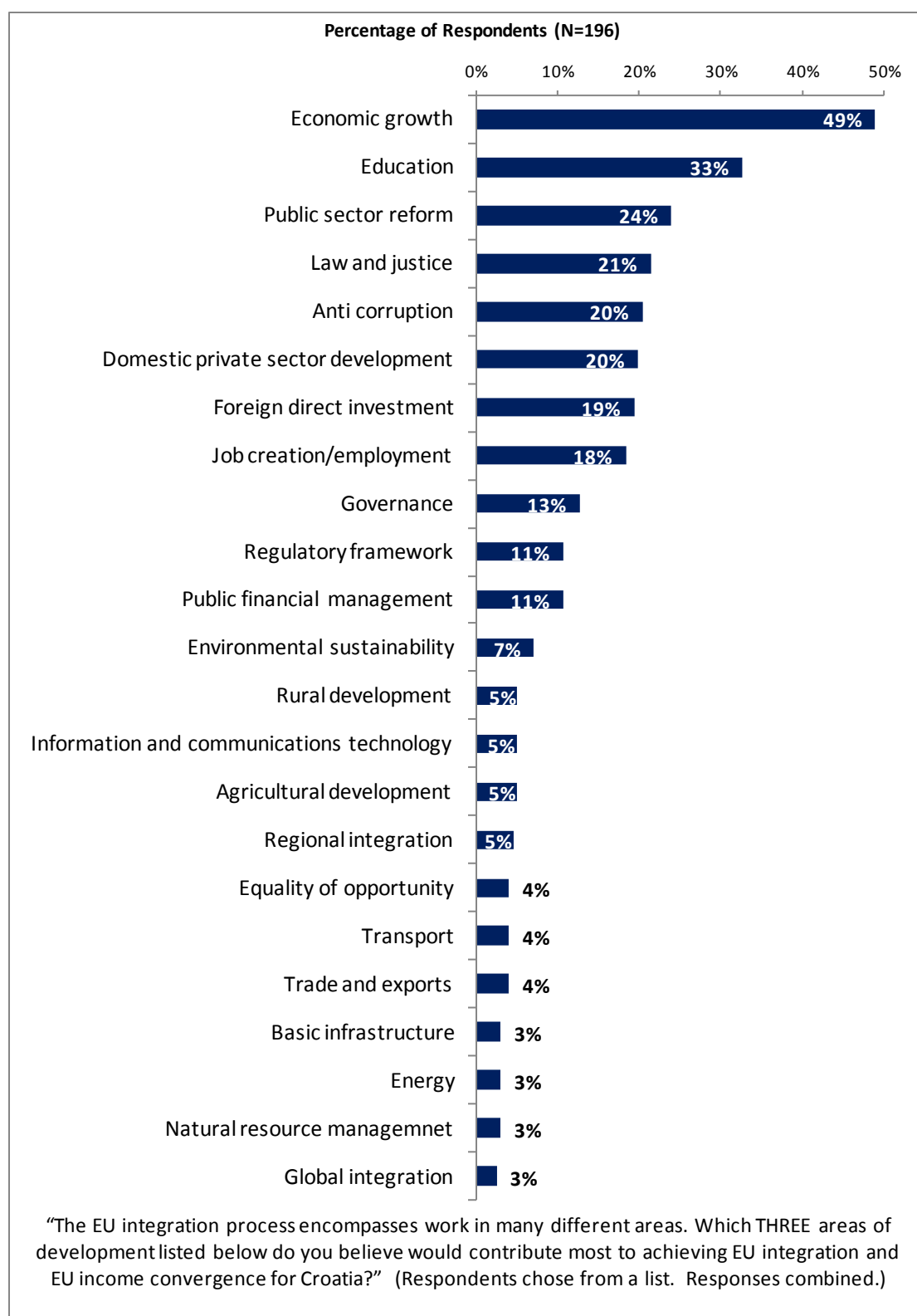
- In the FY '08 country survey*, economic growth (46%) and government effectiveness/ governance (36%) were considered the most important development priorities for Croatia.



*Not all of the response options provided in the FY '12 survey were provided in the FY '08 survey.

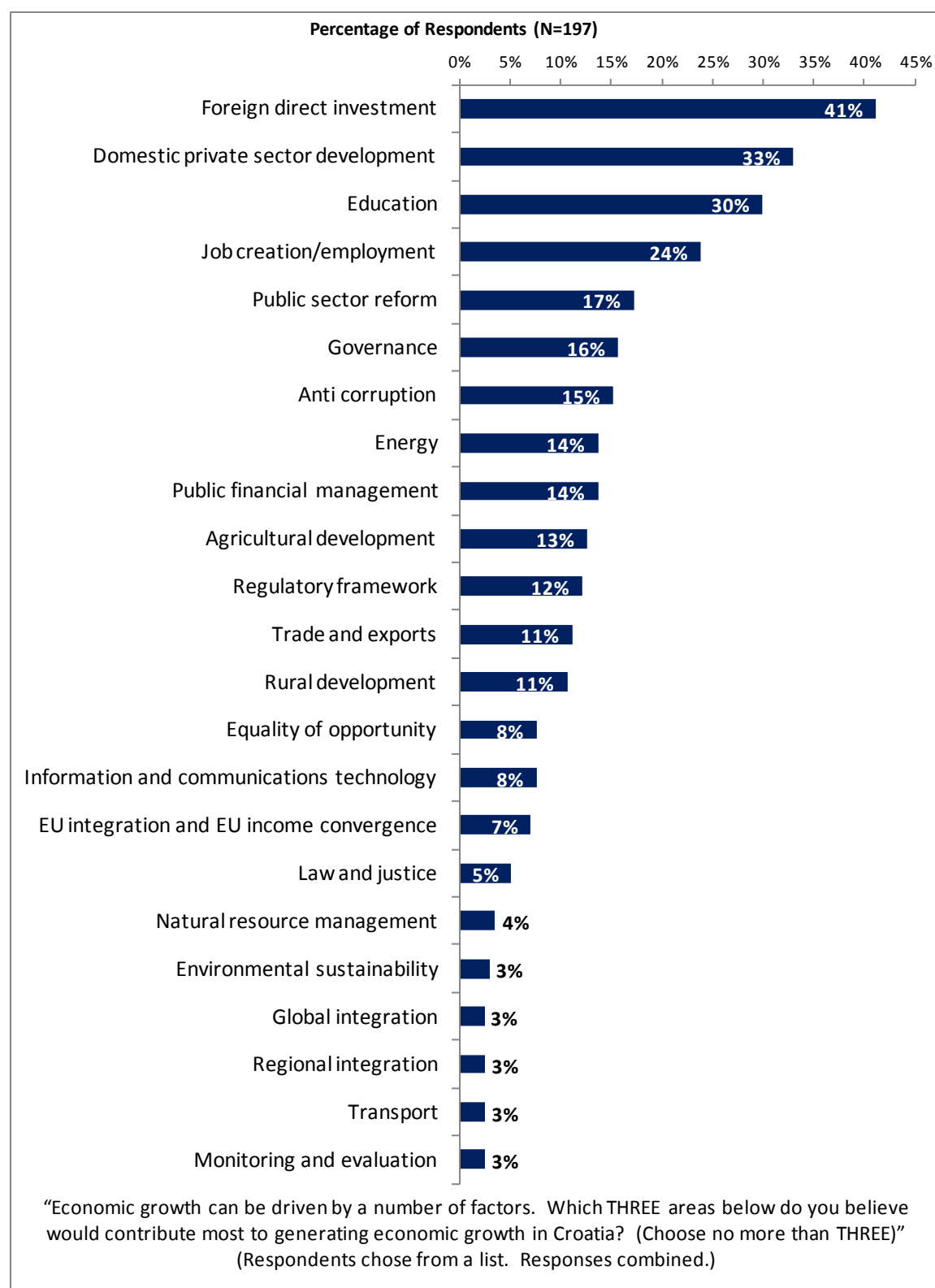
IV. General Issues facing Croatia (continued)

EU Integration



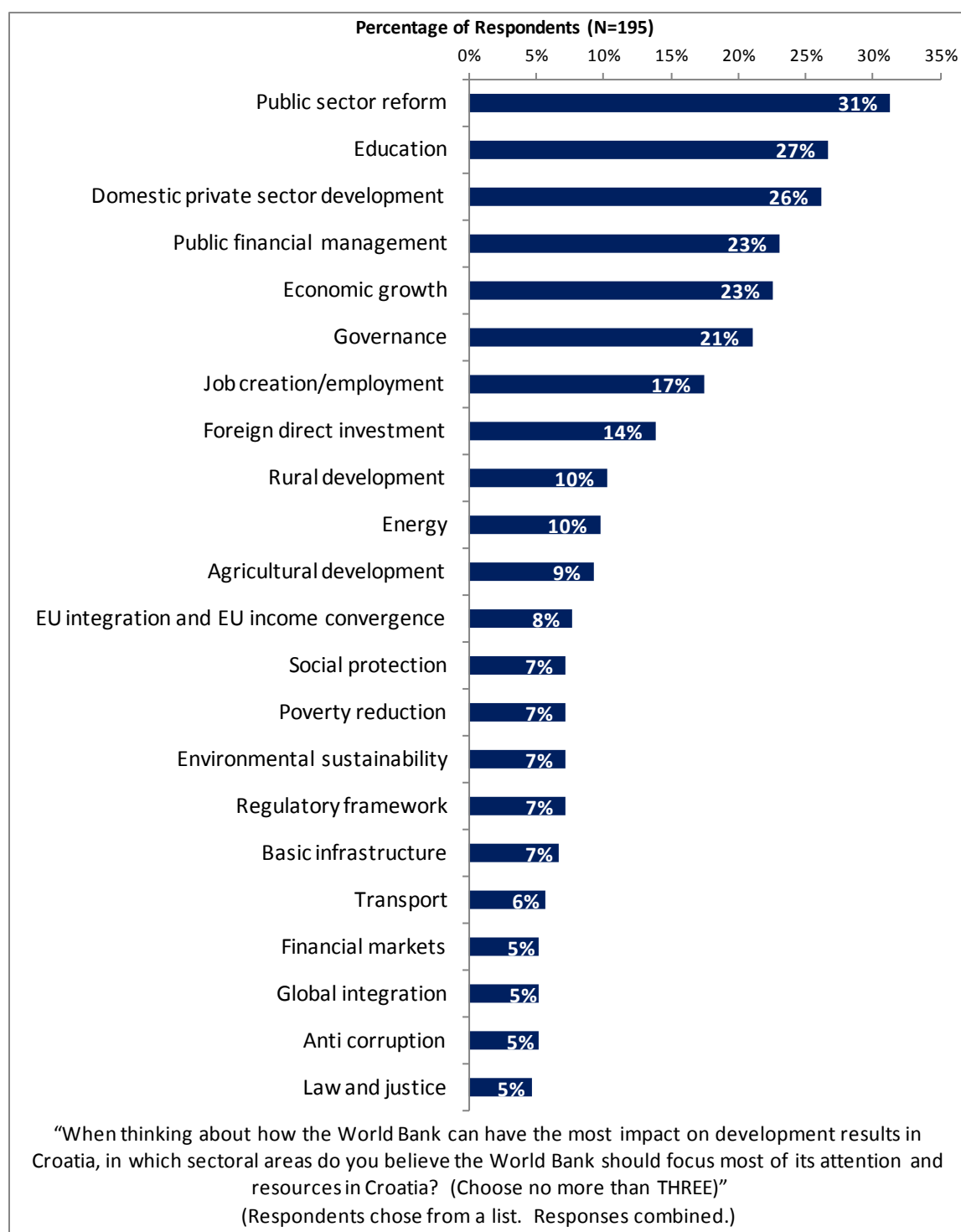
IV. General Issues facing Croatia (continued)

Economic Growth



V. Overall Attitudes toward the World Bank

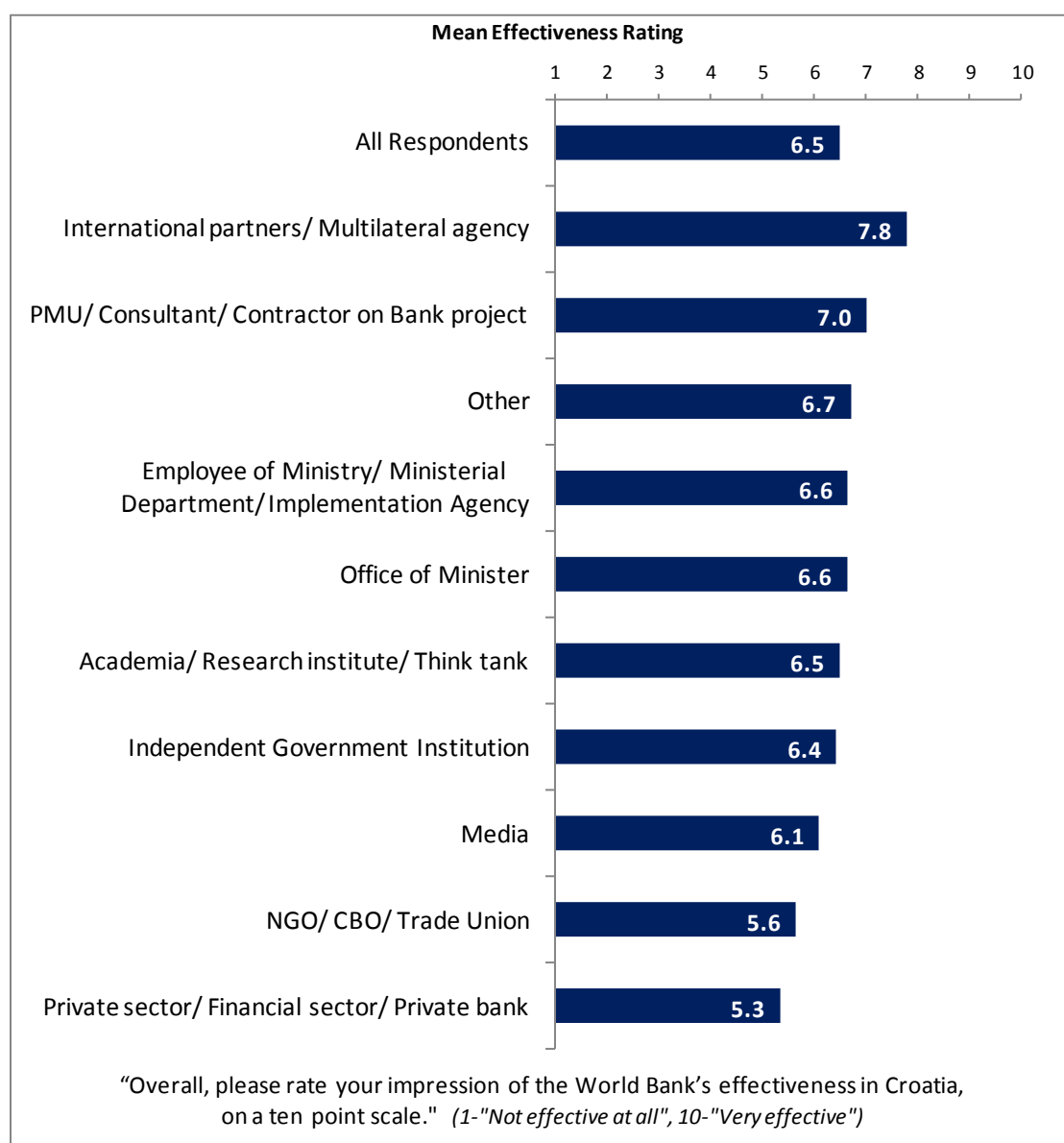
Focusing World Bank Resources



V. Overall Attitudes toward the World Bank (continued)

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

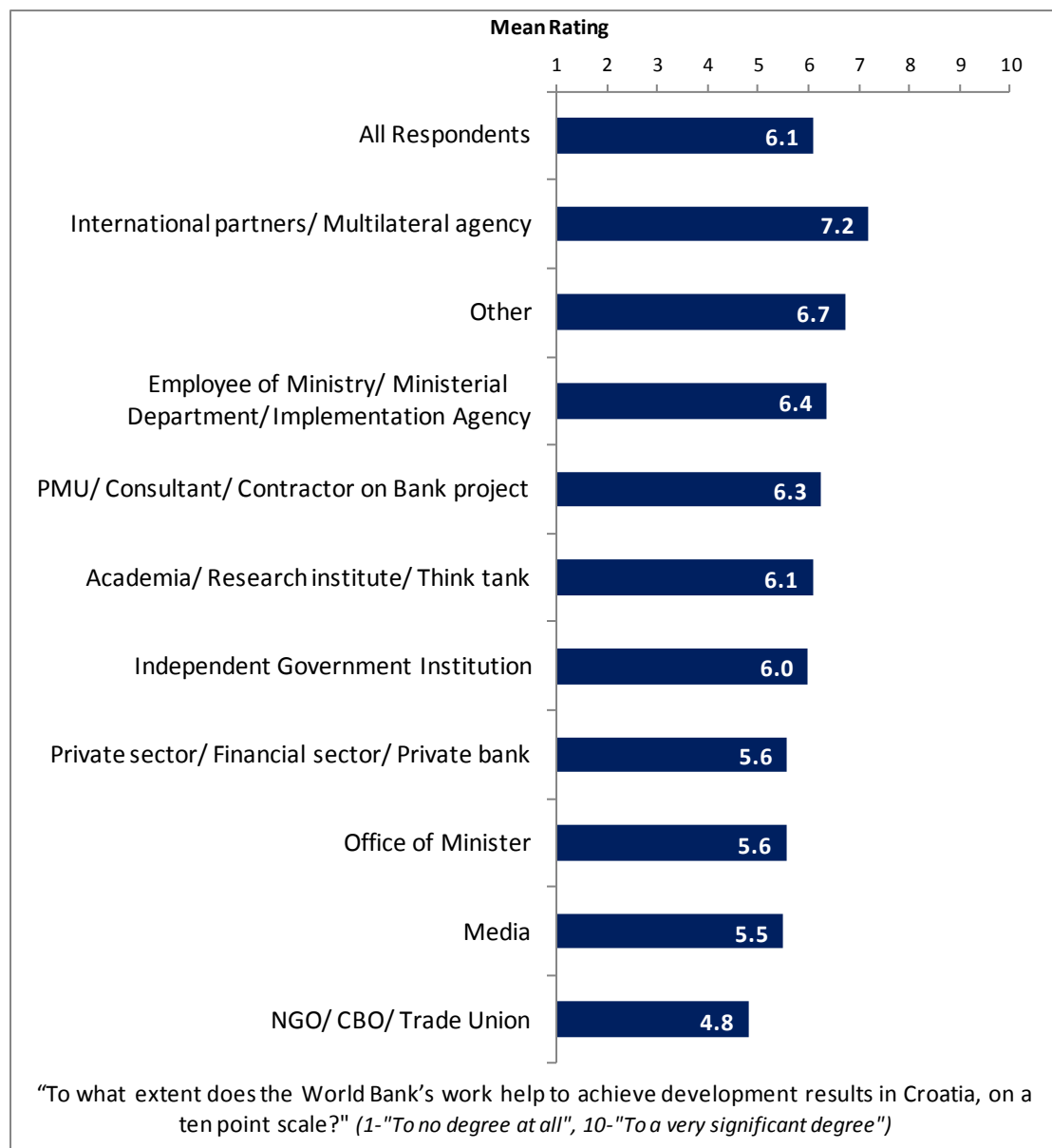
- Across all respondents, ratings of the World Bank's overall effectiveness in Croatia received a mean rating of 6.5; this was statistically similar to the mean ratings received in the FY '08 country survey (6.8) and in the FY '03 country survey (6.9).
- Respondents across all stakeholder groups and both geographic locations had statistically similar ratings for the World Bank's overall effectiveness in Croatia.
 - Although it was not a significant difference, international partners and respondents from multilateral agencies had the highest ratings of the World Bank's overall effectiveness whereas respondents from private sector organizations/financial sector/private banks had the lowest ratings.



V. Overall Attitudes toward the World Bank (continued)

Achieving Development Results *(Indicator Question)*

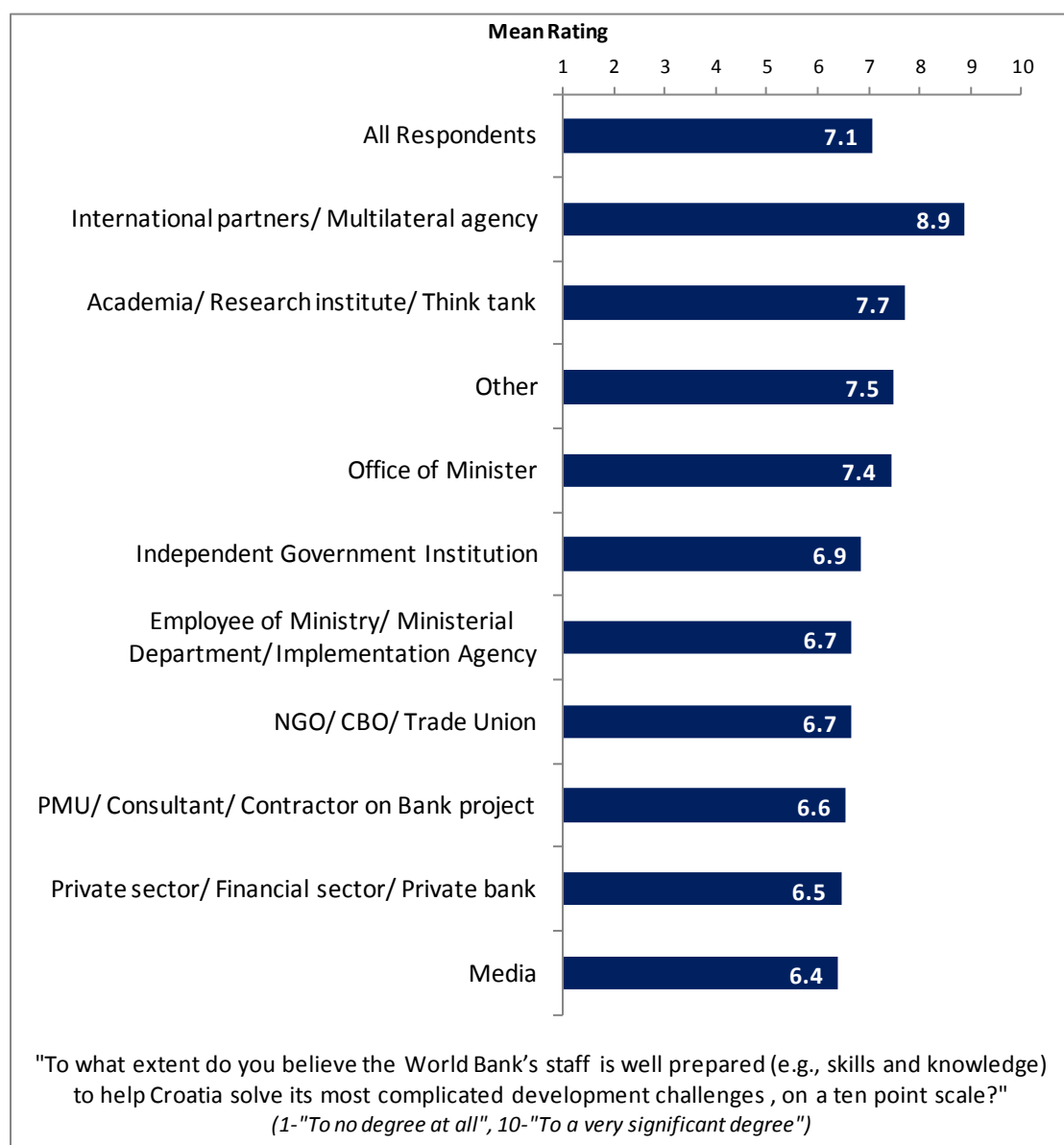
- International partners and respondents from multilateral agencies had significantly higher ratings for the World Bank helping achieve development results in Croatia than respondents from NGOs/CBOs/trade unions.
- Respondents from both geographic locations had statistically similar ratings for the World Bank helping achieve development results in Croatia.



V. Overall Attitudes toward the World Bank (continued)

Staff Preparedness (*Indicator Question*)

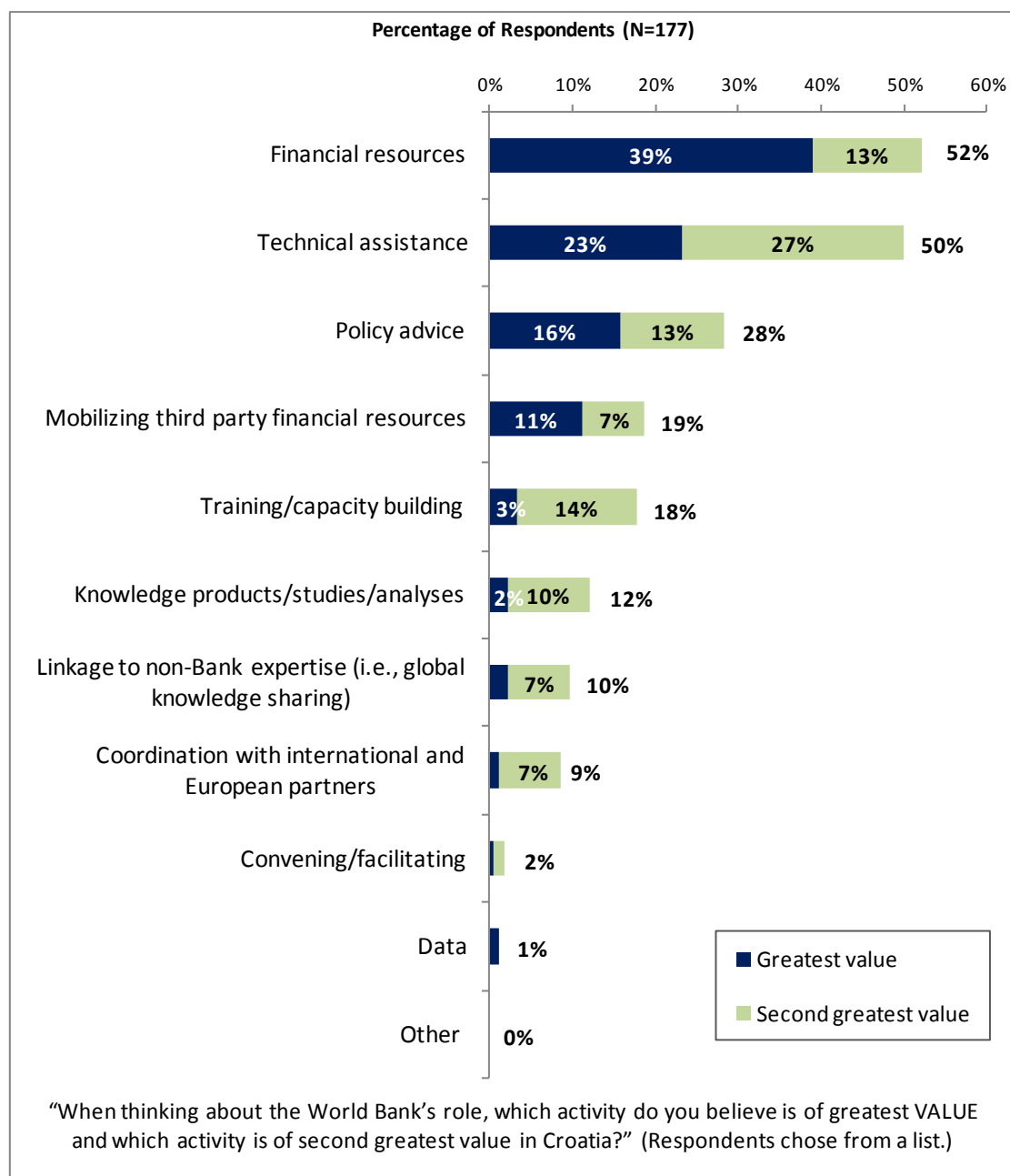
- Respondents across all stakeholder groups and both geographic locations had statistically similar ratings for the World Bank's staff being well prepared to help Croatia solve its most complicated development challenges.
 - Although it was not a significant difference, international partners and respondents from multilateral agencies had the highest ratings for the World Bank's staff preparedness whereas respondents from the media and private sector organizations/financial sector/private banks had the lowest ratings.



V. Overall Attitudes toward the World Bank (continued)

Greatest Value

- Respondents in the FY '08 country survey* indicated that the Bank's greatest values to Croatia were Bank's knowledge (41%) and financial resources (34%).

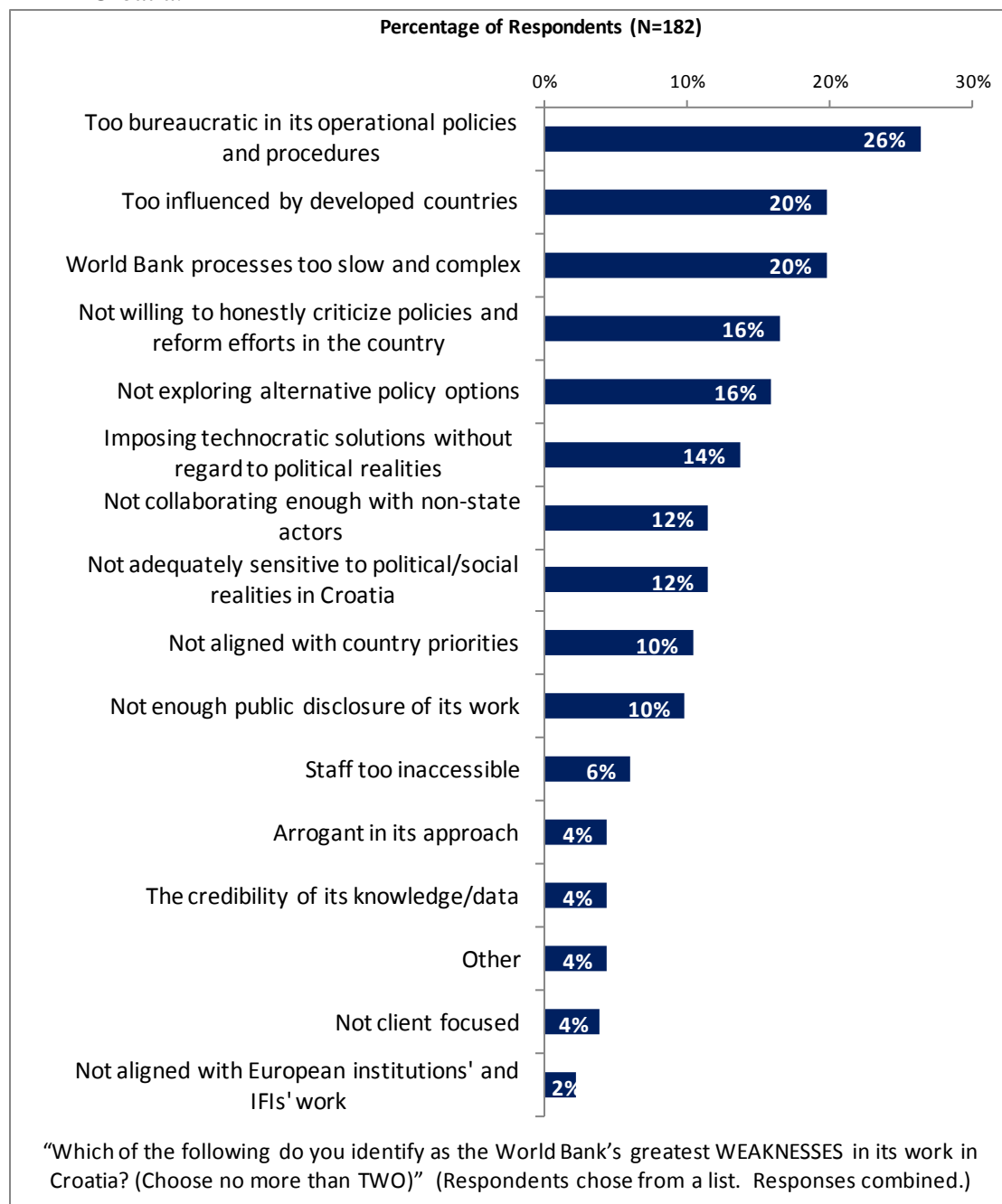


*Not all of the response options provided in the FY '12 survey were provided in the FY '08 survey.

V. Overall Attitudes toward the World Bank (continued)

Greatest Weakness

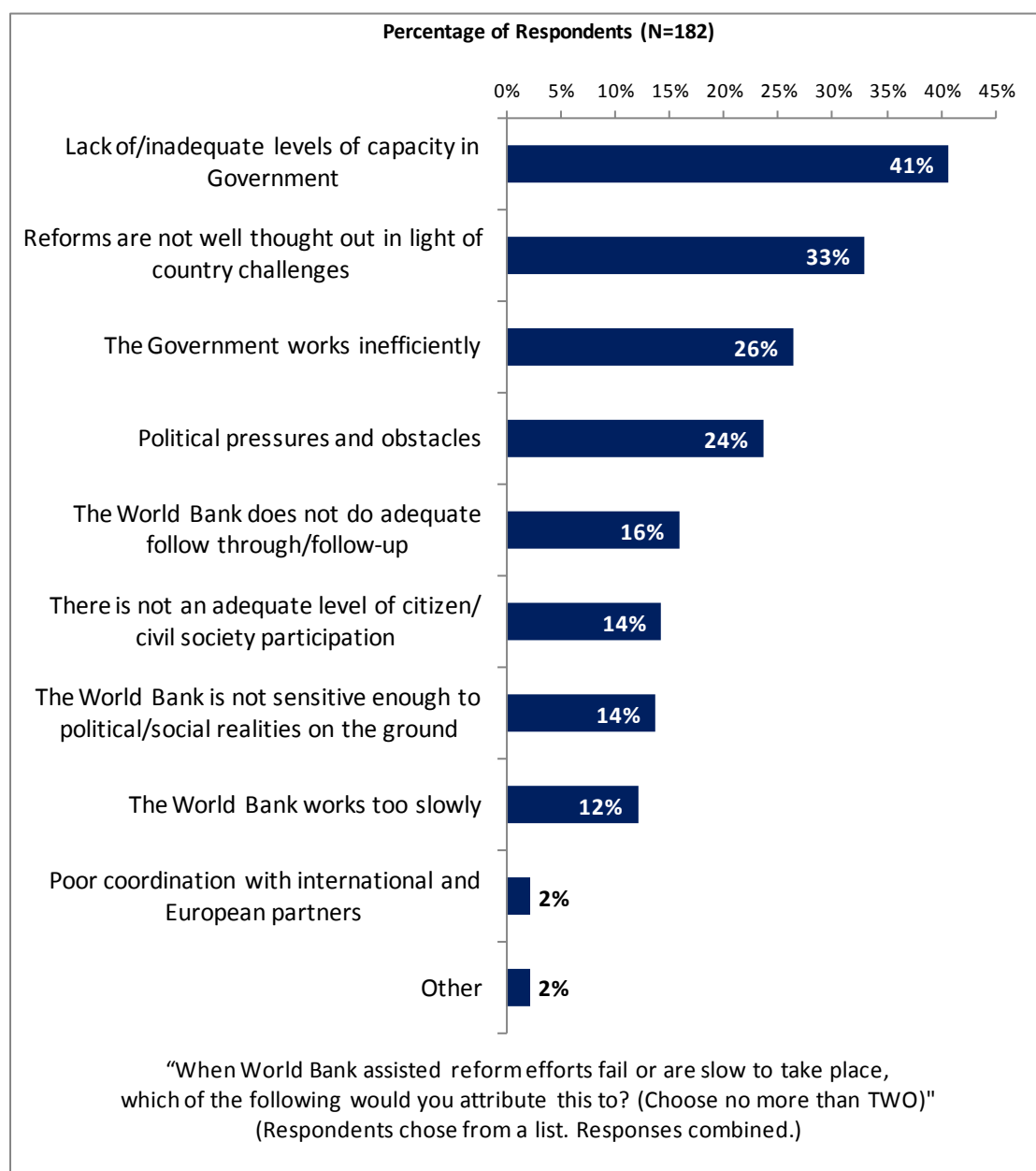
- Respondents in the FY '08 survey* indicated that the Bank's greatest weakness in its work was being too bureaucratic in its operational policies and procedures (79%) in Croatia.



*Not all of the response options provided in the FY '12 survey were provided in the FY '08 survey.

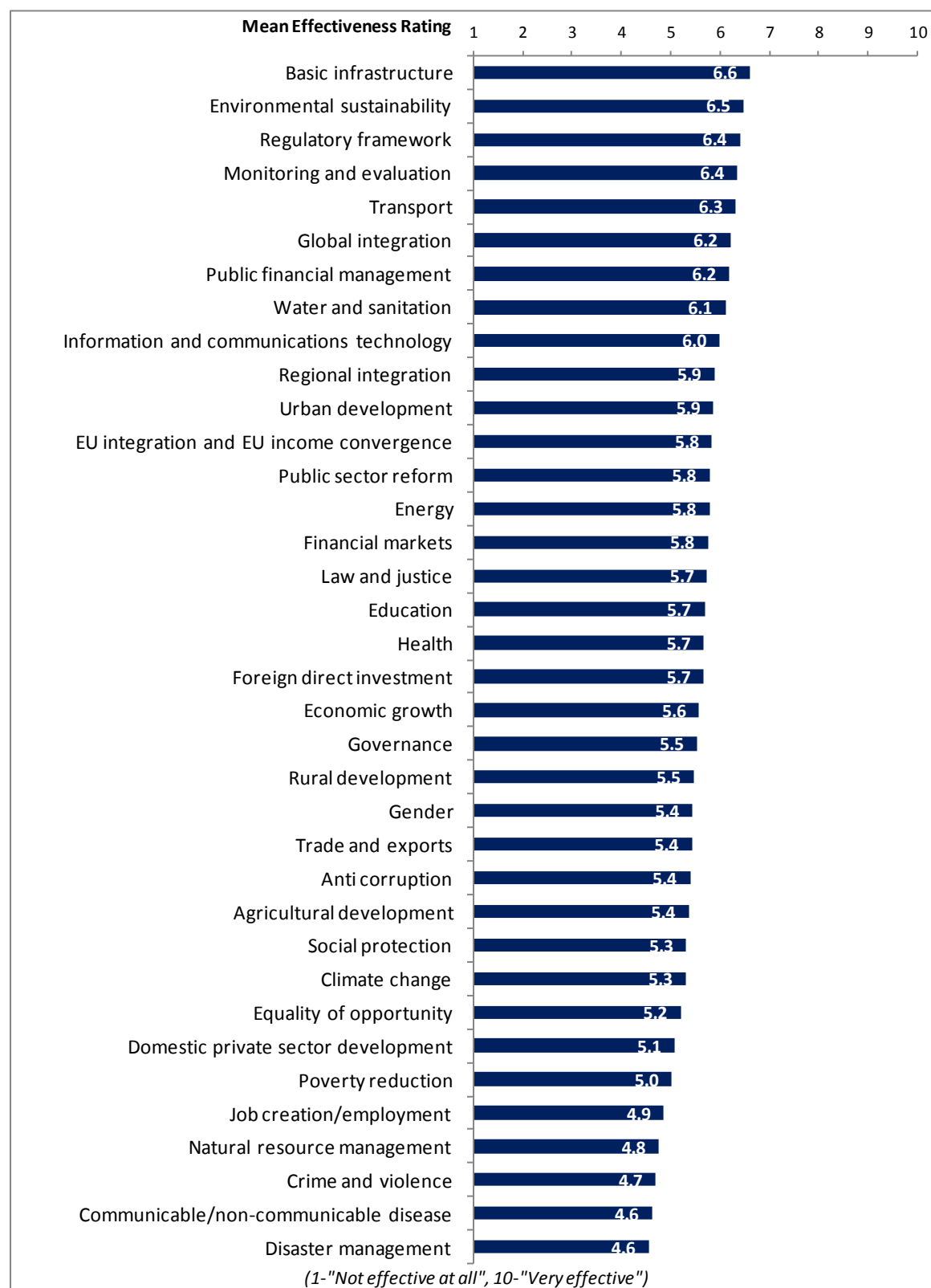
V. Overall Attitudes toward the World Bank (continued)

Attributing Slow or Failed Reform Efforts



VI. Sectoral Effectiveness

Specific Areas of Effectiveness



VI. Sectoral Effectiveness (continued)

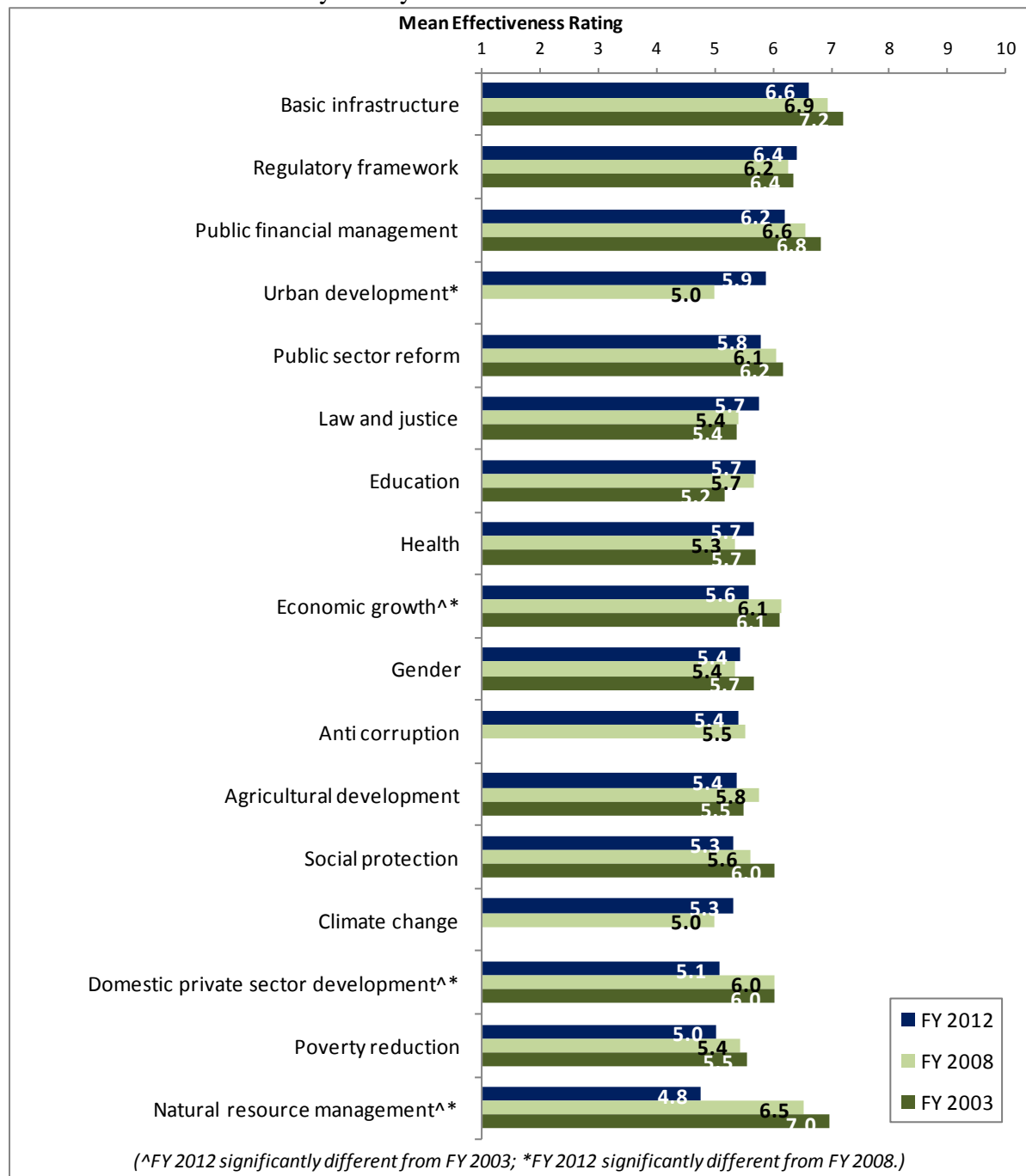
Specific Areas of Effectiveness (continued)

- There were significant stakeholder differences in their ratings of the Bank's effectiveness across eight of these thirty-six areas. For the most part, international partners, respondents from multilateral agencies, and PMUs/consultants on Bank supported projects had the highest ratings across these areas whereas respondents from NGOs/CBOs/trade unions, private sector organizations/financial sector/private banks, and the media tended to have significantly lower ratings for the Bank's effectiveness across these areas. Those areas with significant stakeholder group differences were:
 - "Environmental sustainability";
 - "Global integration";
 - "Water and sanitation";
 - "Law and justice";
 - "Health";
 - "Rural development";
 - "Domestic private sector development"; and
 - "Poverty reduction".
- There were significant differences between geographic locations across three of these thirty-six areas. In all three instances, respondents from Zagreb had significantly higher ratings for the Bank's effectiveness across these areas than respondents from other locations. Those areas with significant differences were:
 - "Information and communications technology";
 - "Economic growth"; and
 - "Public financial management".
- Responses across all stakeholder groups, geographic locations, and country surveys can be found in the Appendix.

VI. Sectoral Effectiveness (continued)

Specific Areas of Effectiveness (continued)

- Respondents in this year's country survey gave significantly higher ratings for the Bank's effectiveness at urban development compared to respondents in the FY'08 country survey. At the same time, respondents in this year's country survey gave significantly lower ratings for the Bank's effectiveness at economic growth, domestic private sector development, and natural resource management compared to respondents in both the FY'08 and FY'03 country surveys.



VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

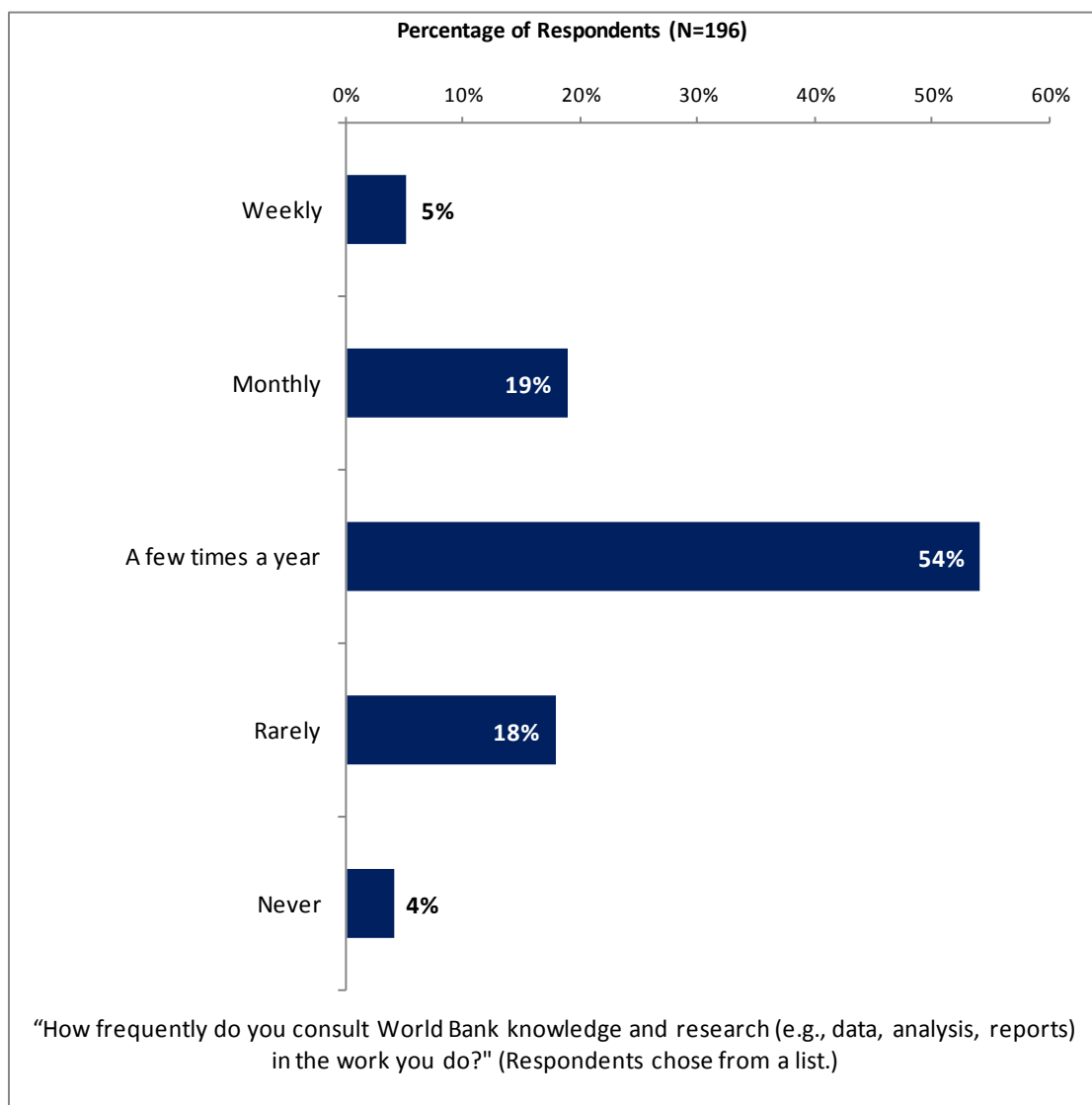
To determine the key drivers of respondents' ratings of the Bank's overall effectiveness and ratings of its ability to help achieve development results in Croatia, bivariate correlational analyses were conducted using respondents' ratings of the thirty-five specific areas of effectiveness.

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

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in Croatia. The areas determined to be key drivers from these analyses were:
 - Poverty reduction;
 - Equality of opportunity; and
 - Monitoring and evaluation.
- 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 Bank's ability to help achieve development results in Croatia, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
 - Equality of opportunity;
 - Foreign direct investment; and
 - Governance.

VII. World Bank Knowledge and Instruments

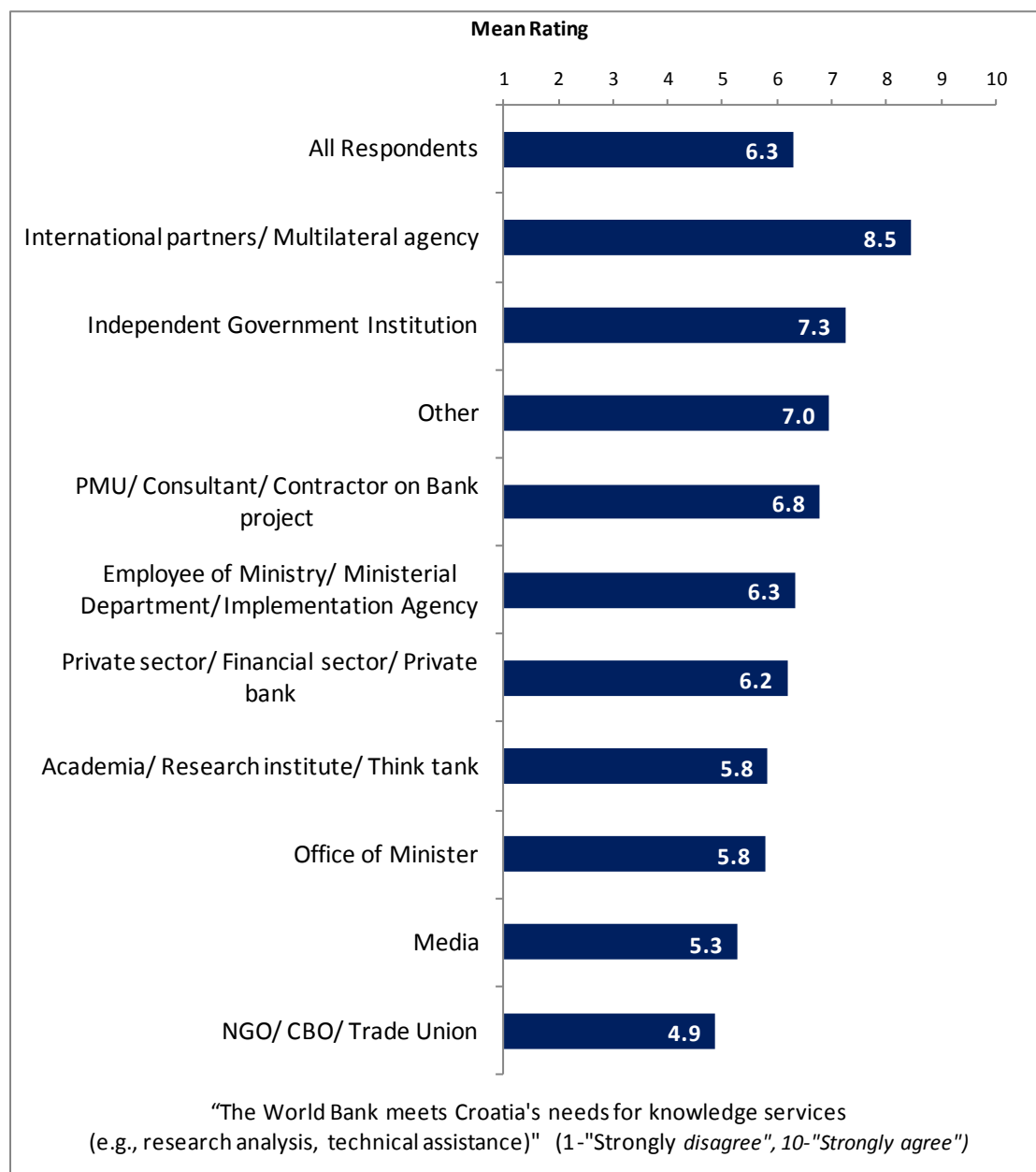
Knowledge: Frequency of Use



VII. World Bank Knowledge and Instruments (continued)

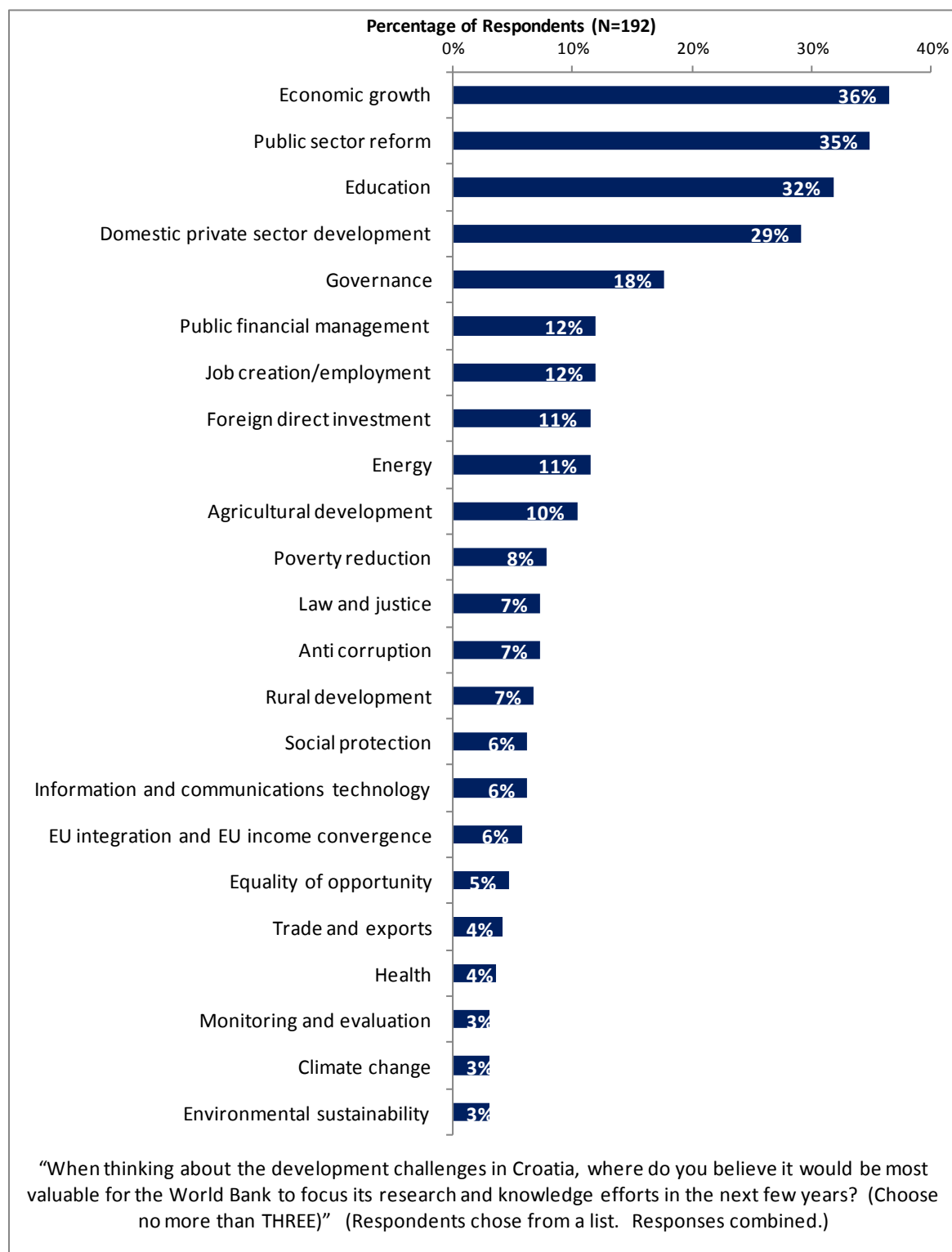
Knowledge: Meeting Croatia's Knowledge Needs (*Indicator Question*)

- International partners and respondents from multilateral agencies gave the highest ratings for the Bank meeting Croatia's needs for knowledge services whereas respondents from NGOs/CBOs/trade unions and the media gave significantly lower ratings.
- Respondents from both geographic locations had statistically similar ratings.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Focusing Bank Research



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Effectiveness

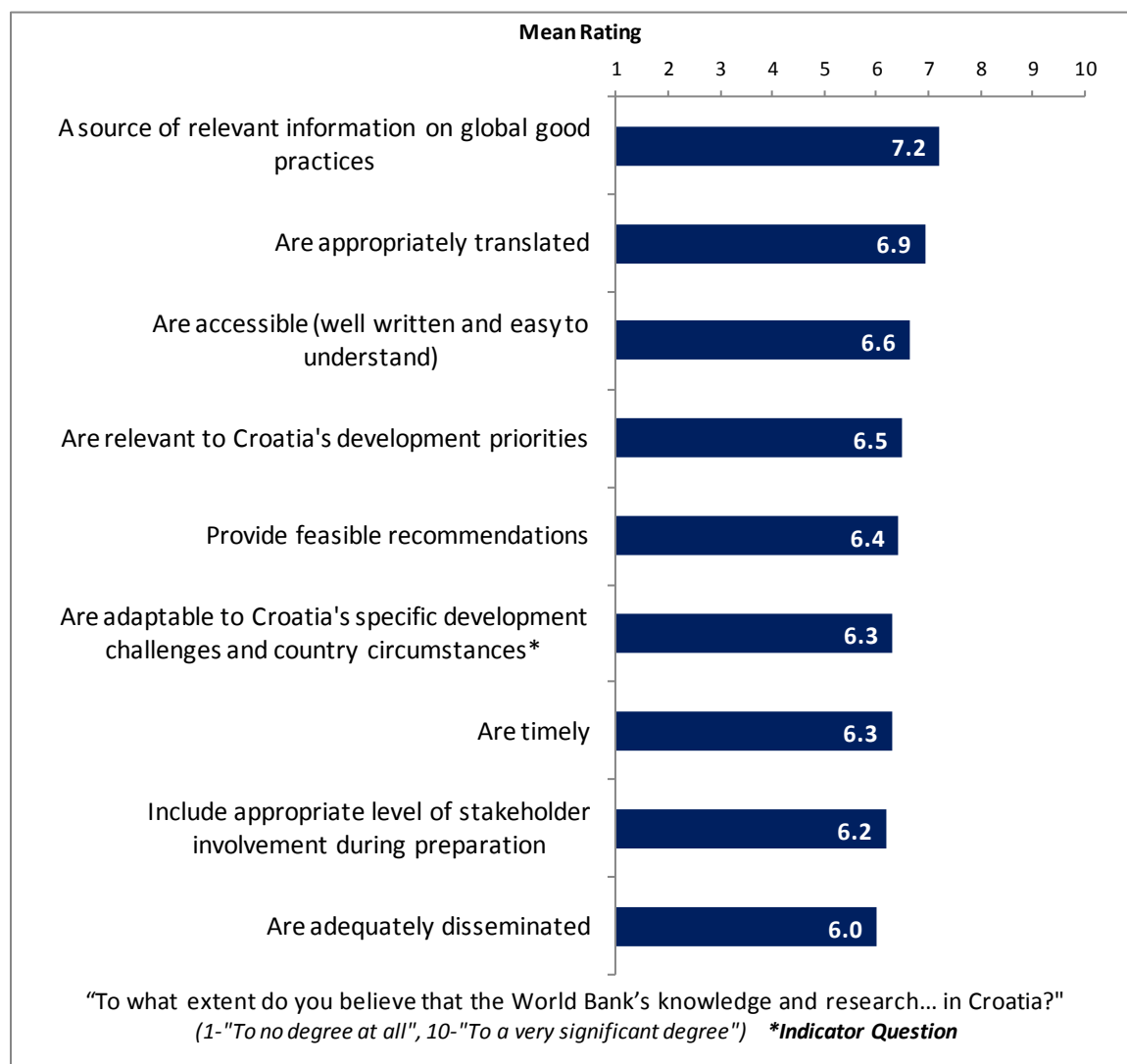
- There were significant stakeholder group differences in their ratings of the World Bank's knowledge and research effectiveness in terms of enhancing knowledge and/or skills; providing support for program implementation; and contributing to good policy making. International partners, respondents from multilateral agencies, and 'other' organizations gave the highest ratings for the Bank's effectiveness whereas respondents from NGOs/CBOs/trade unions gave significantly lower ratings.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Qualities

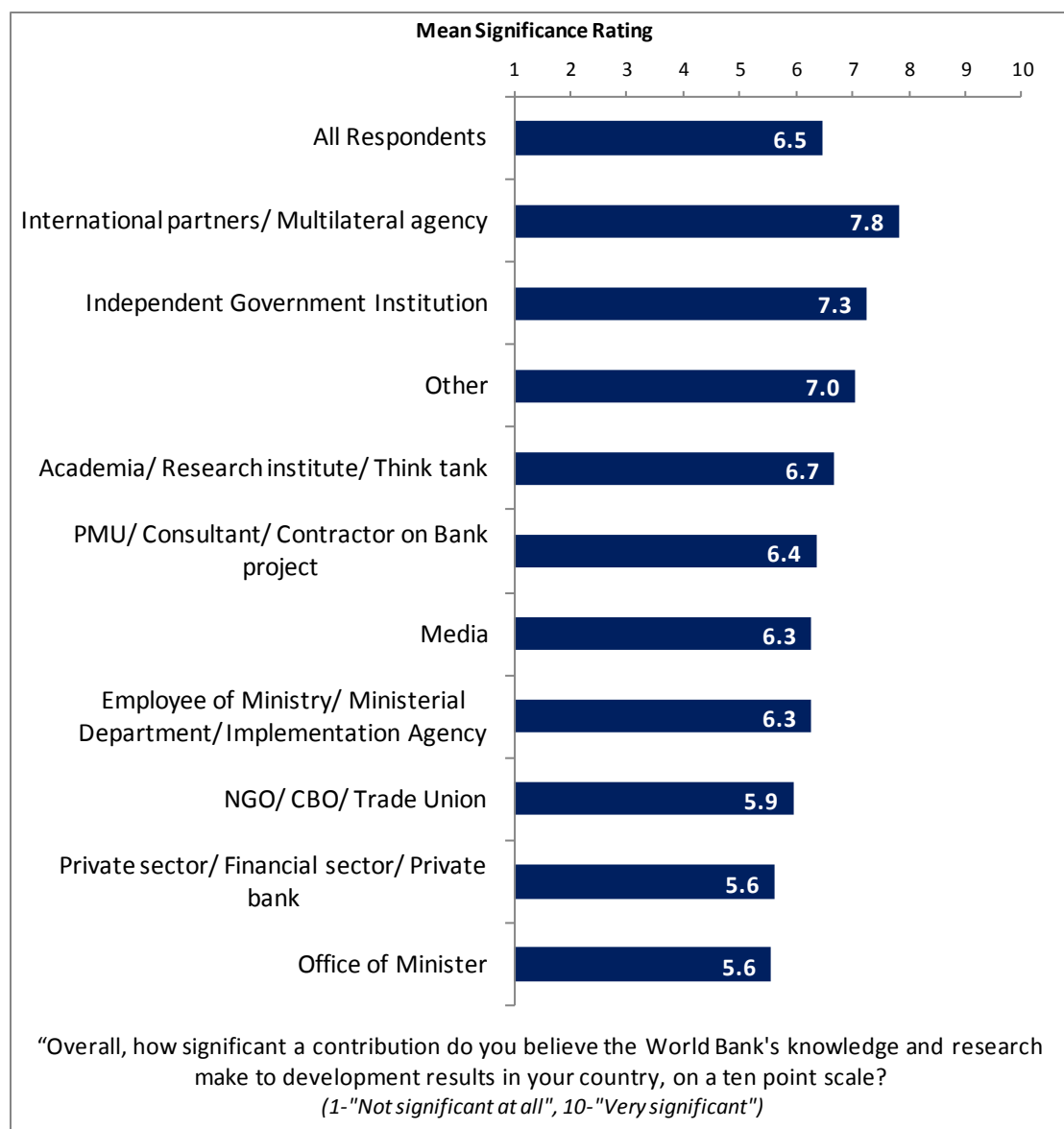
- There were significant differences between stakeholder groups across three of these qualities of the World Bank's knowledge and research: accessibility (well written and easy to understand), relevance to Croatia's development priorities, and including appropriate level of stakeholder involvement during preparation. For the most part, international partners, respondents from multilateral agencies, PMUs/consultants on Bank supported projects, and independent government institutions gave the highest ratings regarding these three aspects of the Bank's knowledge and research whereas respondents from NGOs/CBOs/trade unions and the media tended to give significantly lower ratings.
- There were significant differences between two geographic locations. Respondents from Zagreb gave significantly higher ratings for the Bank's knowledge and research being adaptable to Croatia's specific development challenges and country circumstances than respondents from other geographic areas in Croatia.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Contribution (*Indicator Question*)

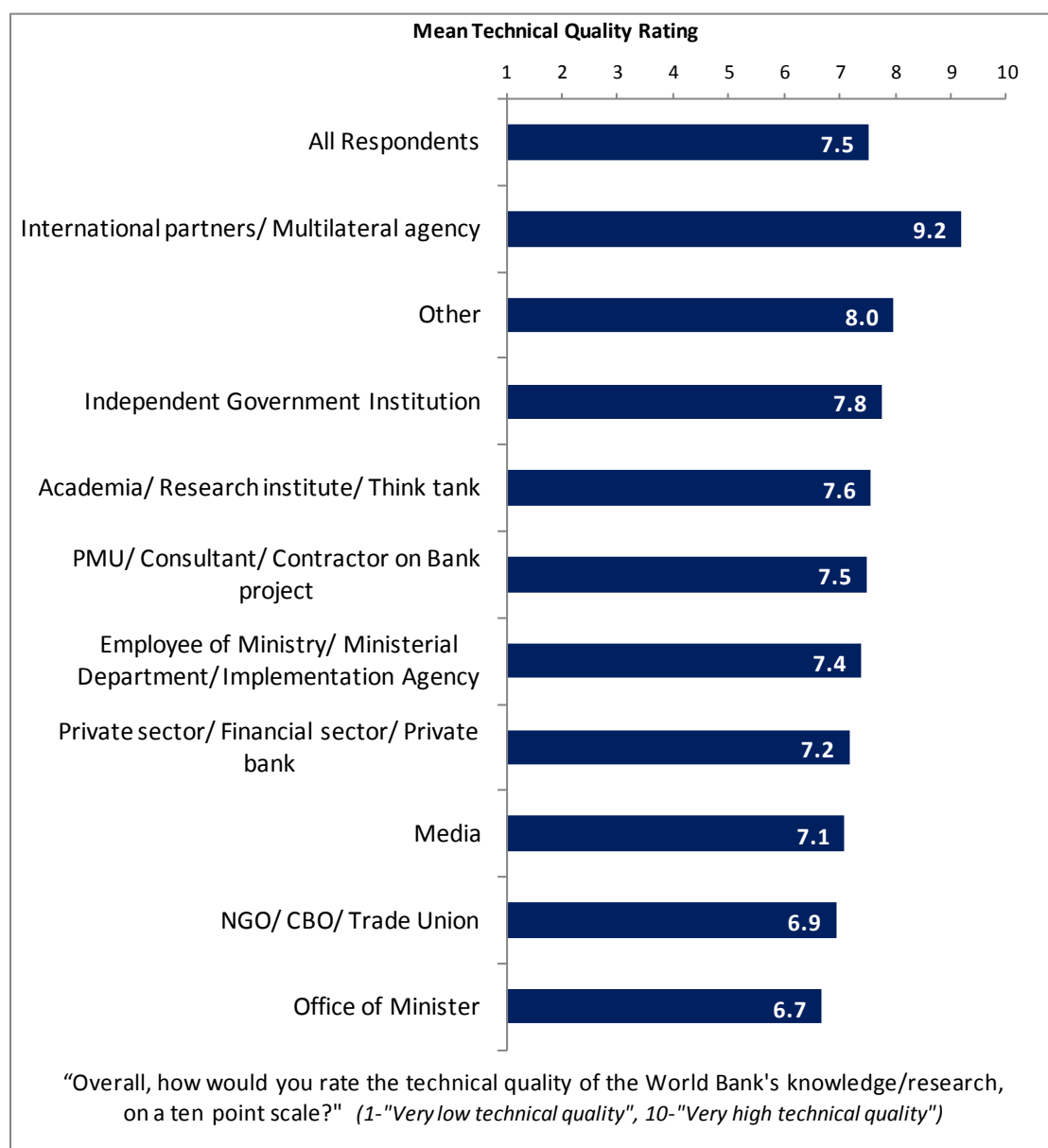
- Respondents across all stakeholder groups and both geographic locations had statistically similar ratings for the significance of the contribution that the World Bank's knowledge and research make to development results in Croatia.



VII. World Bank Knowledge and Instruments (continued)

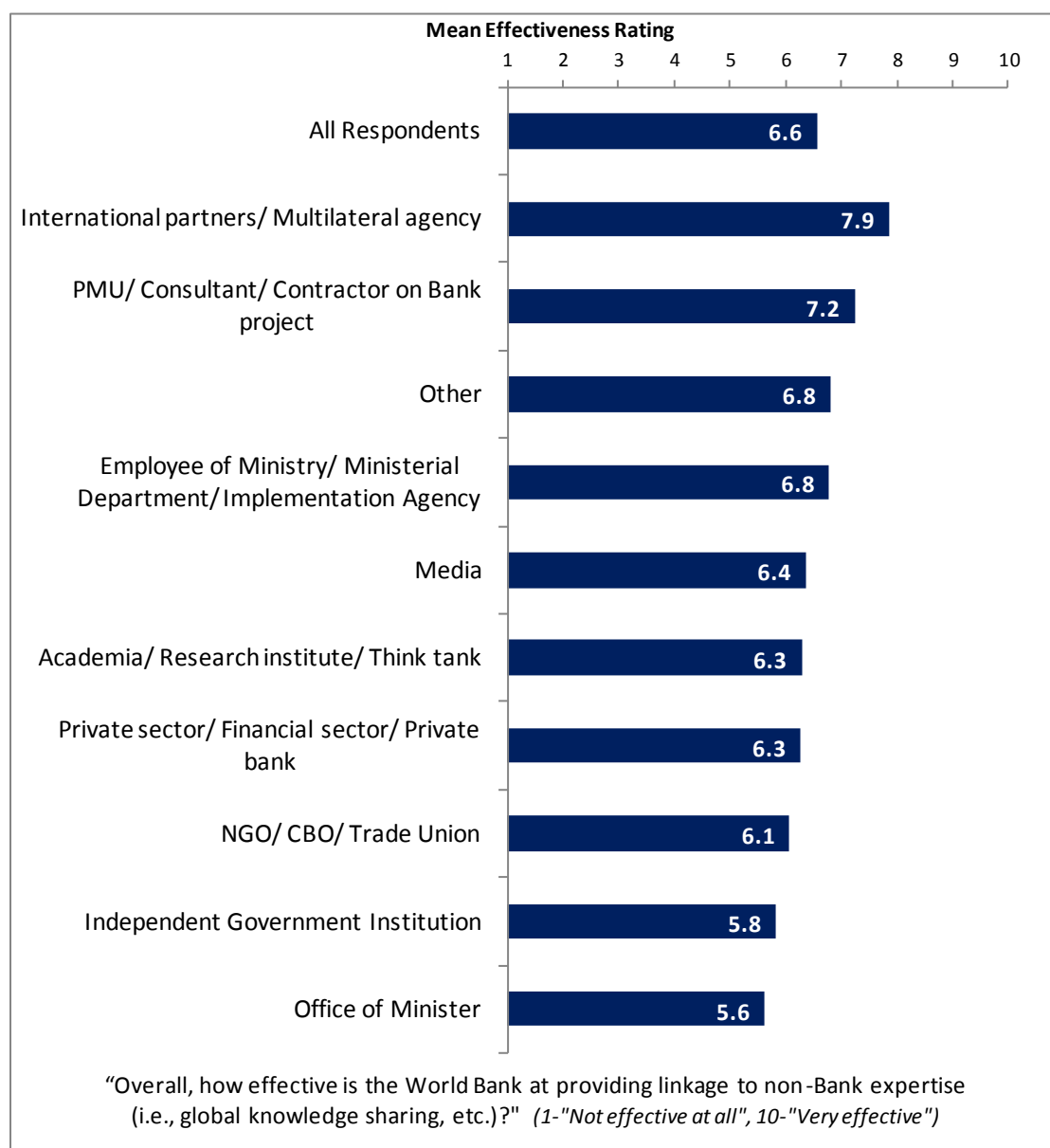
Knowledge: Technical Quality (*Indicator Question*)

- Respondents across all stakeholder groups and both geographic locations had statistically similar ratings for the technical quality of the World Bank's knowledge and research.



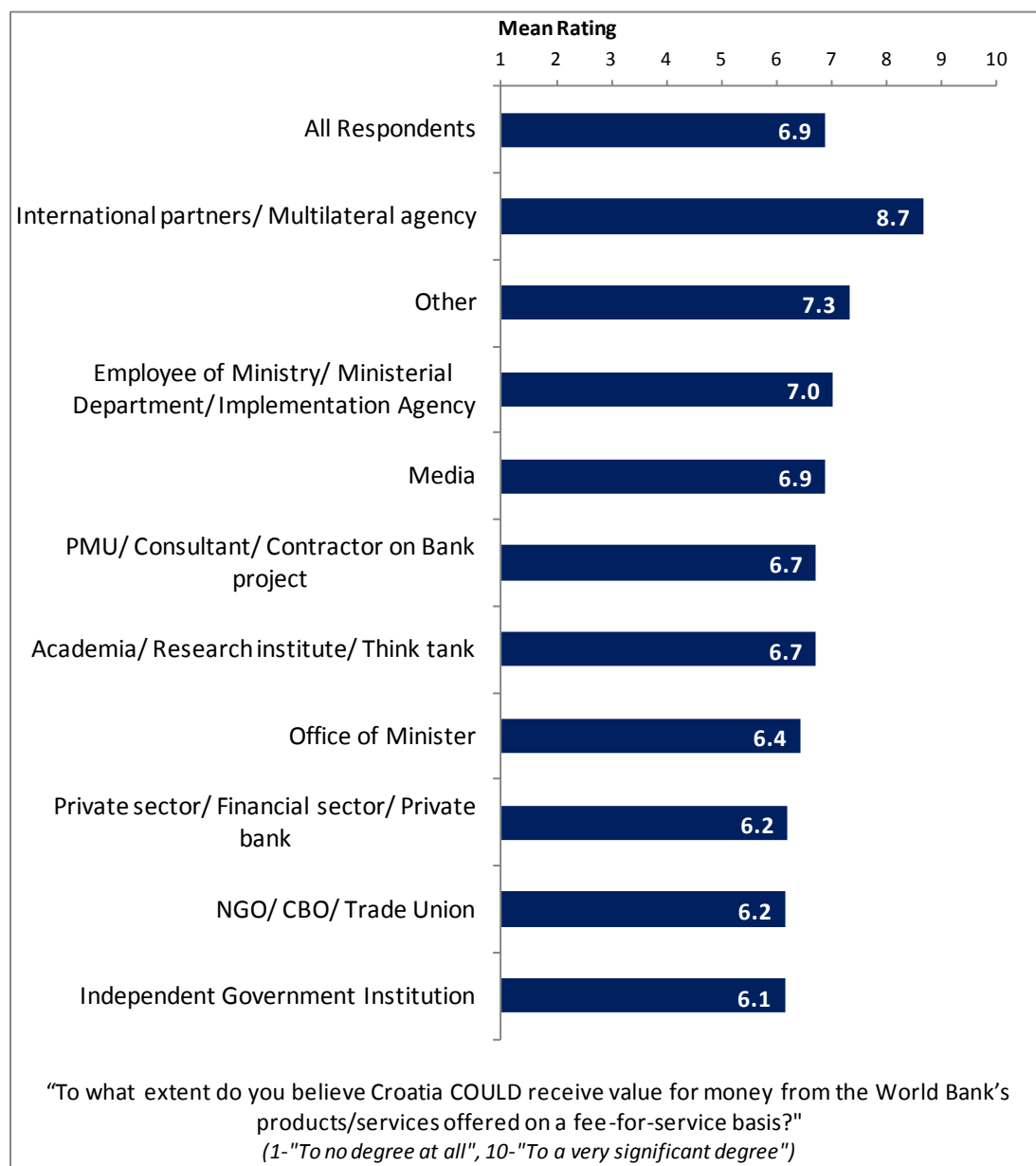
VII. World Bank Knowledge and Instruments (continued)

Knowledge: Linkage to Non-Bank Expertise



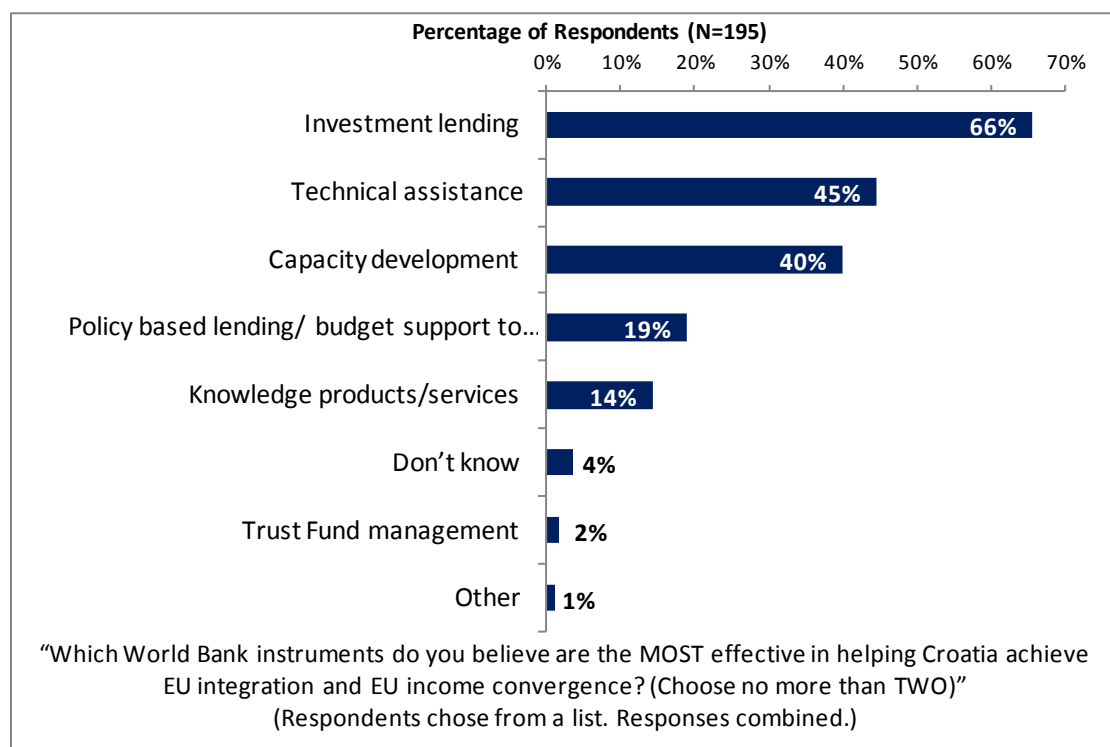
VII. World Bank Knowledge and Instruments (continued)

Knowledge: World Bank' Fee-For-Service Products/Services

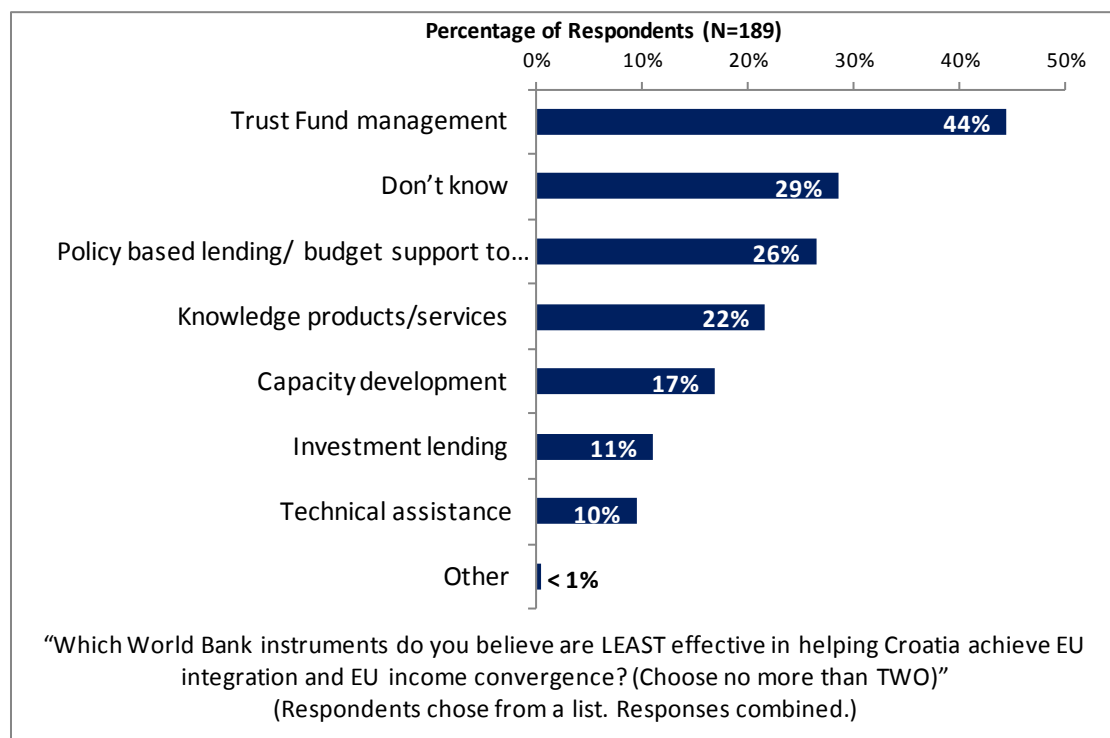


VII. World Bank Knowledge and Instruments (continued)

Instruments: Most Effective



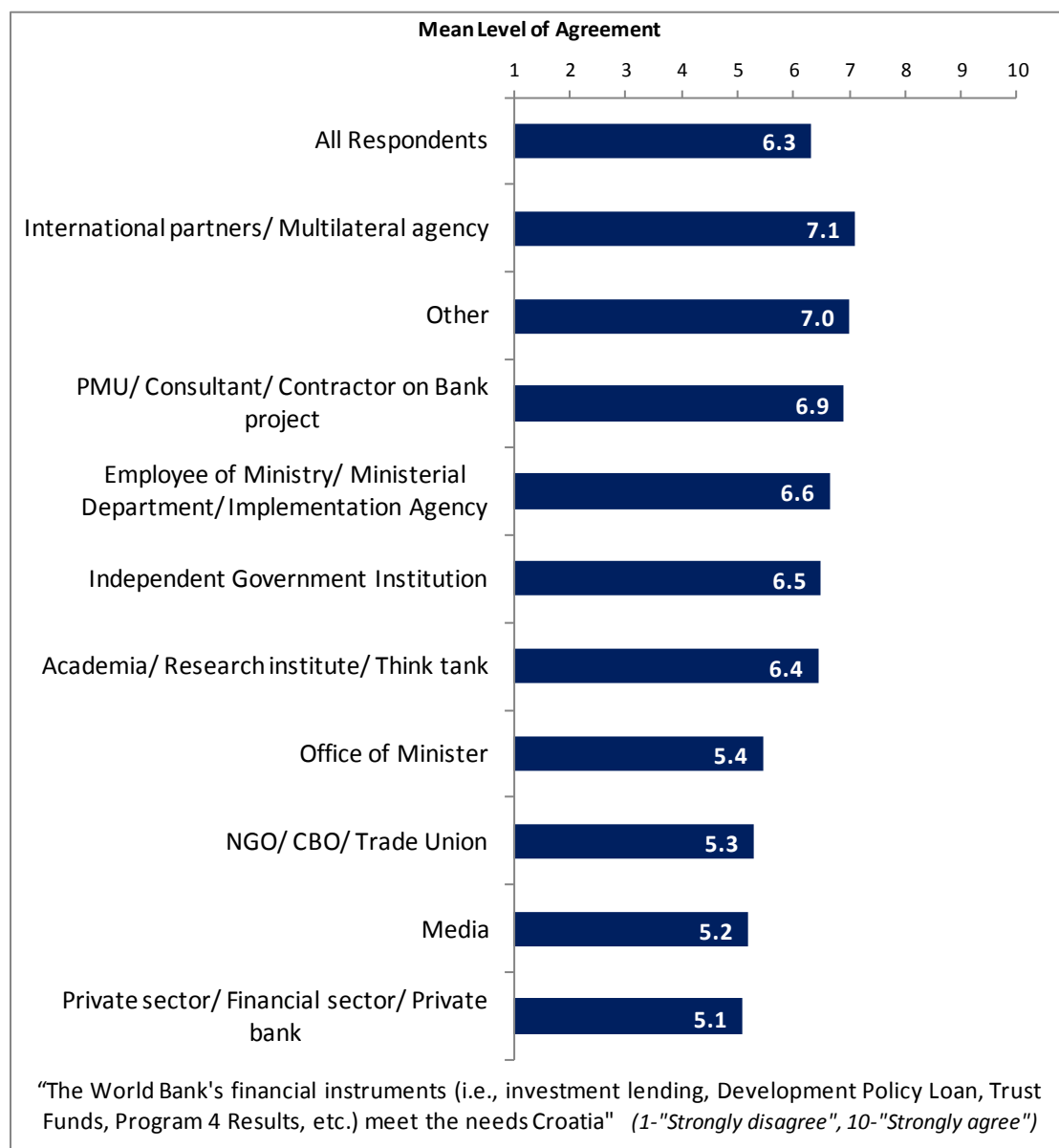
Instruments: Least Effective



VII. World Bank Knowledge and Instruments (continued)

Instruments: Meeting Croatia's Needs (*Indicator Question*)

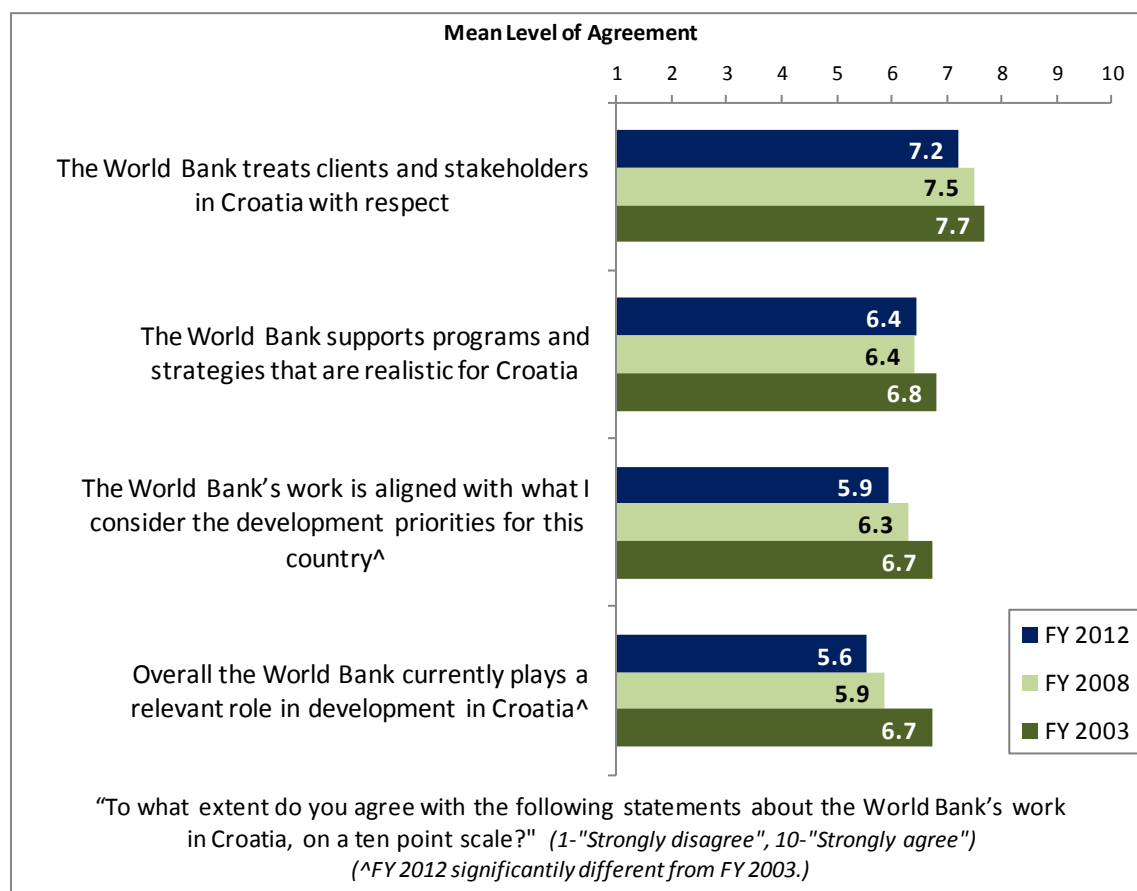
- International partners, respondents from multilateral agencies, and 'other' organizations had the highest levels of agreement that the Bank's financial instruments meet Croatia's needs whereas respondents from private sector organizations/financial sector/private banks had significantly lower levels of agreement.



VIII. How the World Bank Operates

The World Bank's Work in Croatia

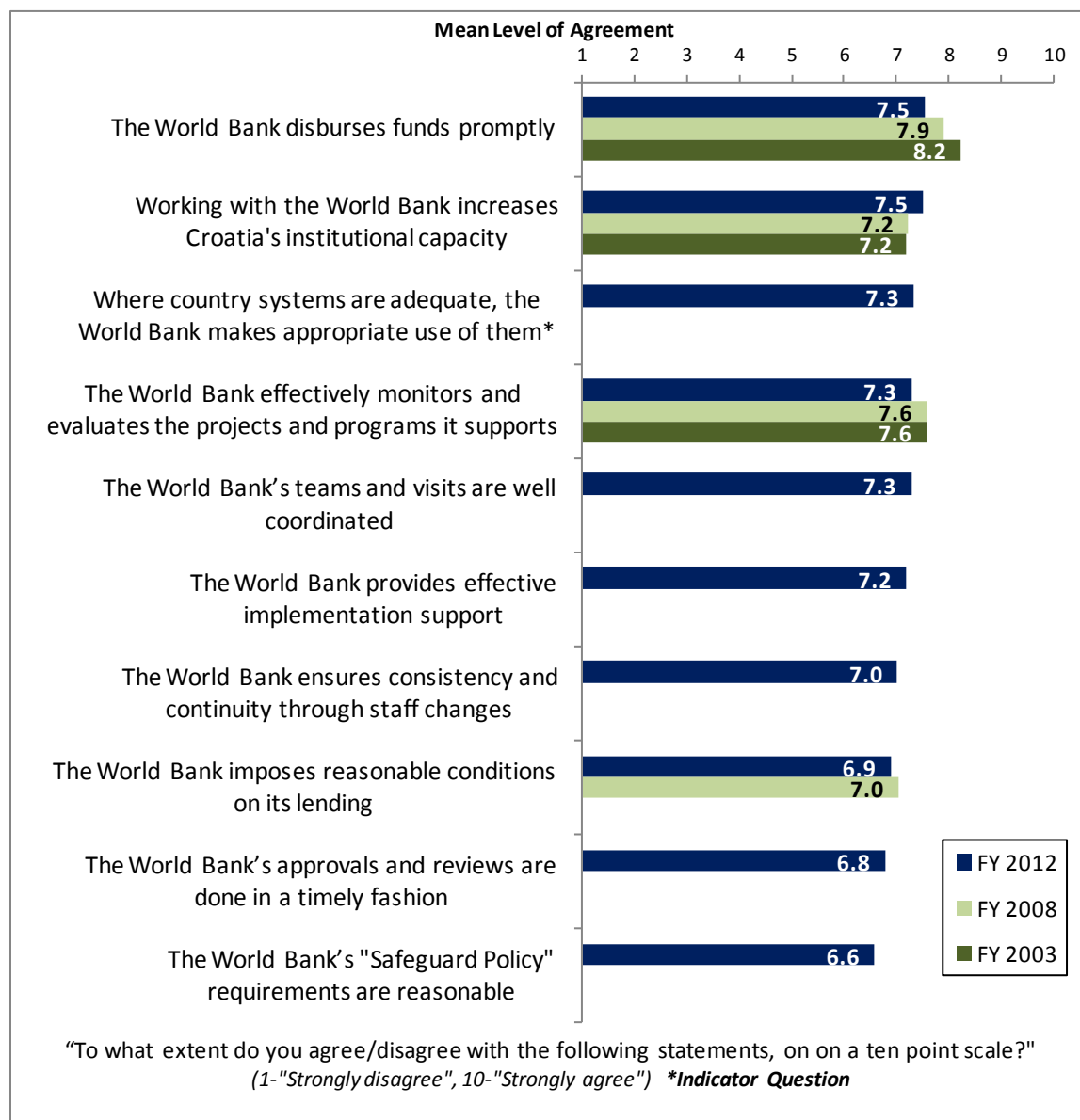
- Respondents in this year's country survey had significantly lower levels of agreement that the Bank currently plays a relevant role in development in Croatia and that its work is aligned with respondents' development priorities compared to respondents from the FY'03 country survey.
- There were significant stakeholder group differences in their levels of agreement that the Bank currently plays a relevant role in development in Croatia, that its work is aligned with respondents' development priorities, and that its programs and strategies are realistic. International partners, respondents from multilateral agencies, and independent government institutions tended to have the highest levels of agreement with these statements, whereas respondents from NGOs/CBOs/trade unions and private sector organizations/financial sector/private banks tended to have significantly lower levels of agreement.



VIII. How the World Bank Operates (continued)

Overall Perceptions

- Respondents across all stakeholder groups, both geographic locations, and FY'03, FY'08, and FY'12 country surveys had statistically similar levels of agreement for all these aspects of World Bank's work in Croatia.



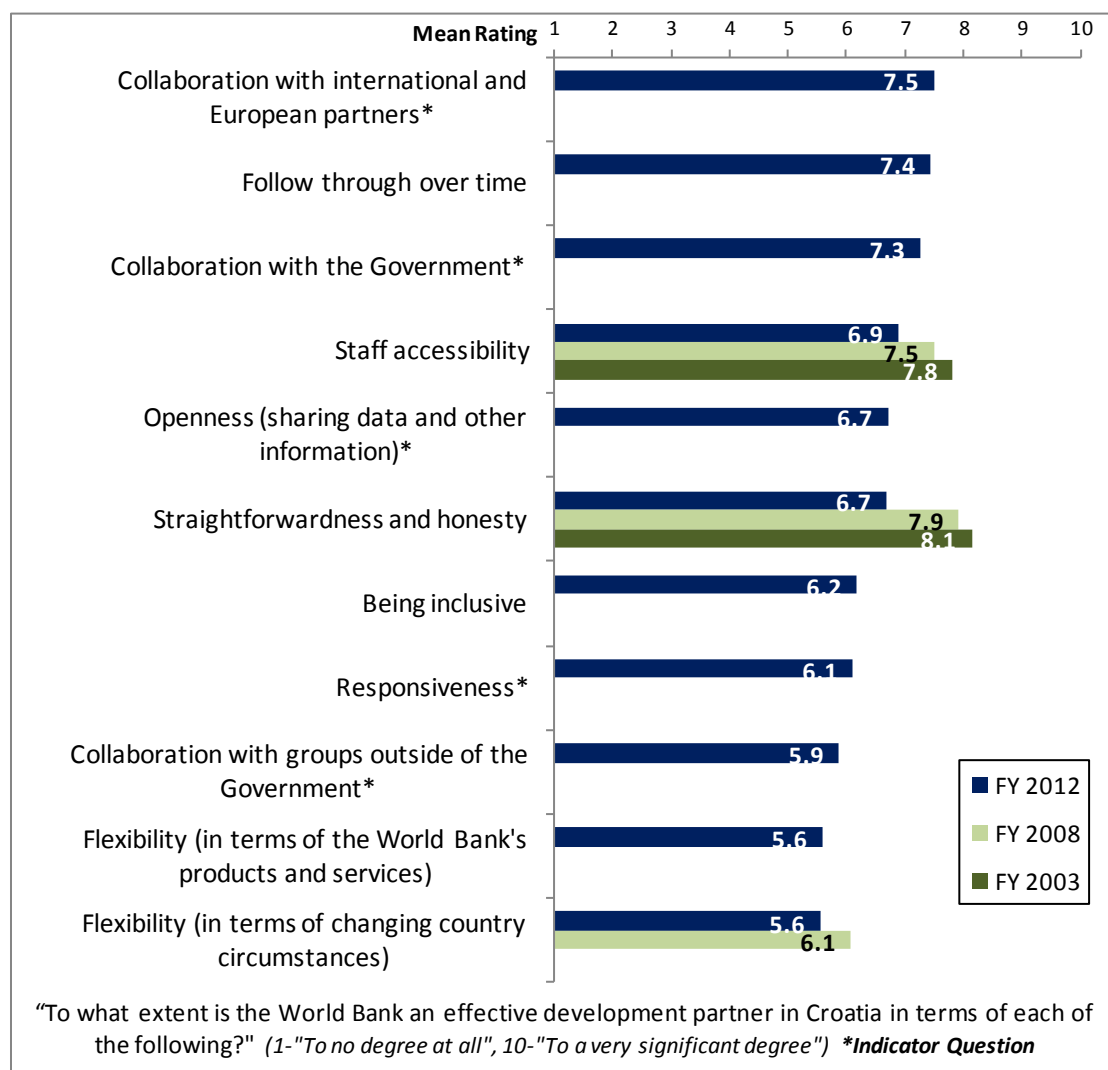
VIII. How the World Bank Operates (continued)

The World Bank as an Effective Development Partner

- Respondents in this year's country survey gave significantly lower ratings for staff accessibility, straightforwardness and honesty, and flexibility in terms of the changing country circumstances, compared to respondents in the FY'08 and FY'03 country surveys.
- There were significant stakeholder group differences in their ratings across eight of these aspects of the Bank being an effective development partner: collaboration with international and European partners, staff accessibility, openness, straightforwardness and honesty, being inclusive, responsiveness, collaboration with groups outside of the Government, and flexibility in terms of the Bank's products and services. International partners and respondents from multilateral agencies tended to have the highest ratings for these eight aspects whereas respondents from private sector organizations/financial sector/private banks tended to have significantly lower ratings.
- There were significant differences between two geographic locations. Respondents from Zagreb gave significantly higher ratings for staff accessibility than respondent from other geographic areas.

VIII. How the World Bank Operates (continued)

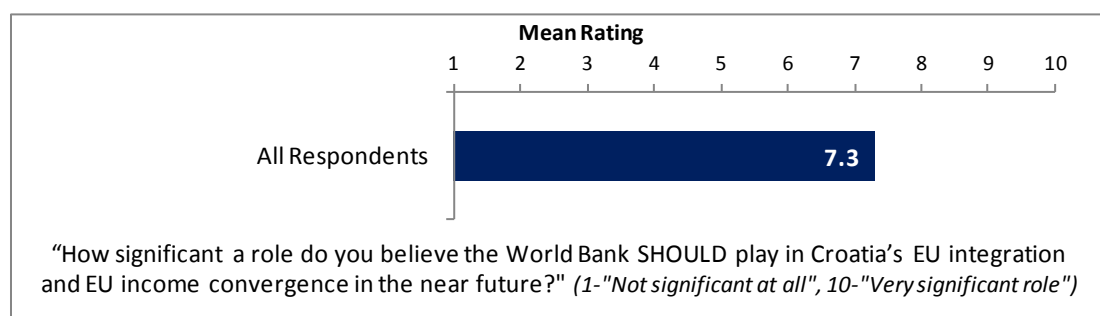
The World Bank as an Effective Development Partner (continued)



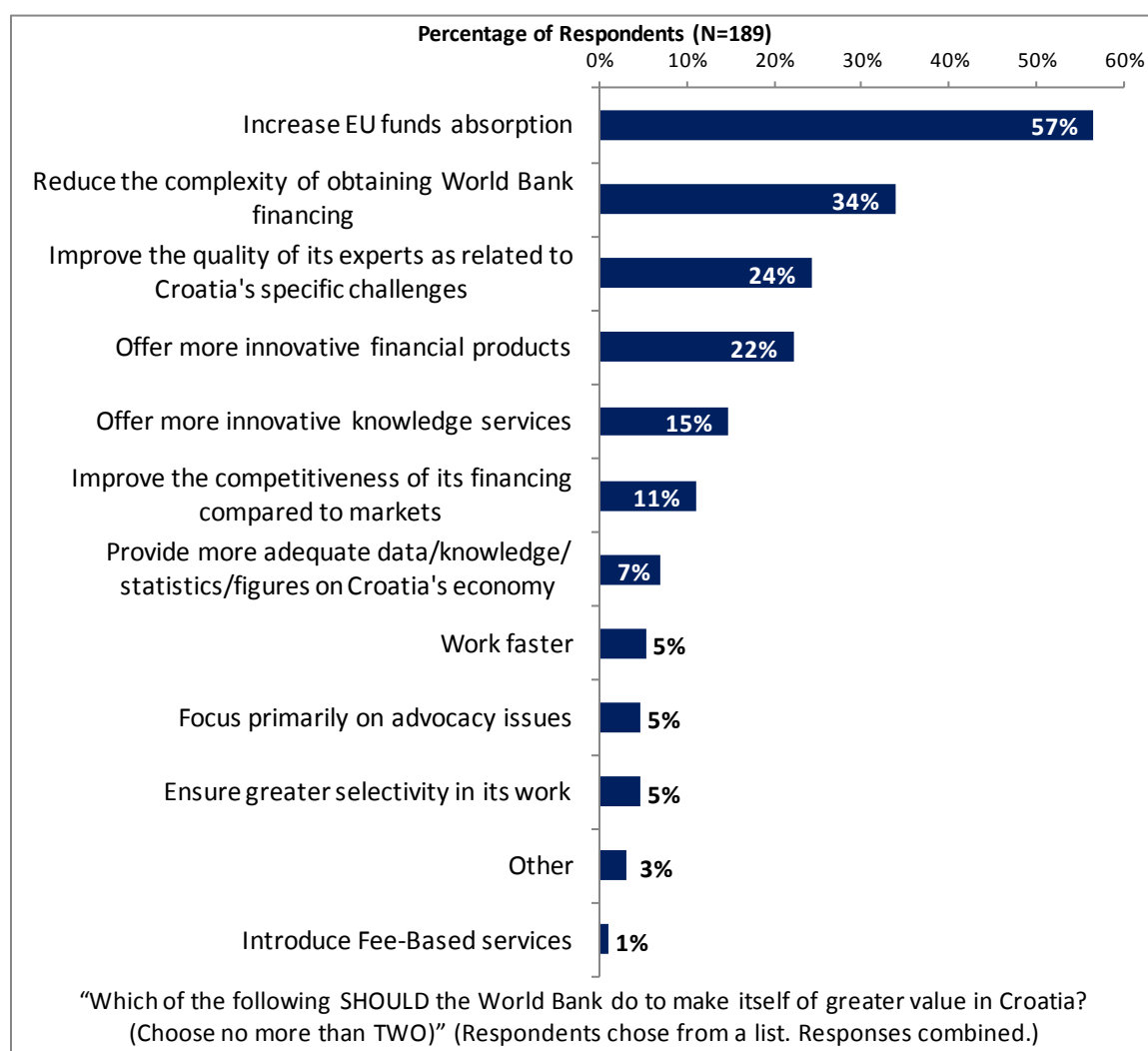
IX. The Future Role of the World Bank in Croatia

Role Significance: EU integration and EU income convergence

- Respondents across all stakeholder groups and both geographic locations had statistically similar ratings for the Bank's role in Croatia's EU integration and EU income convergence in the near future.



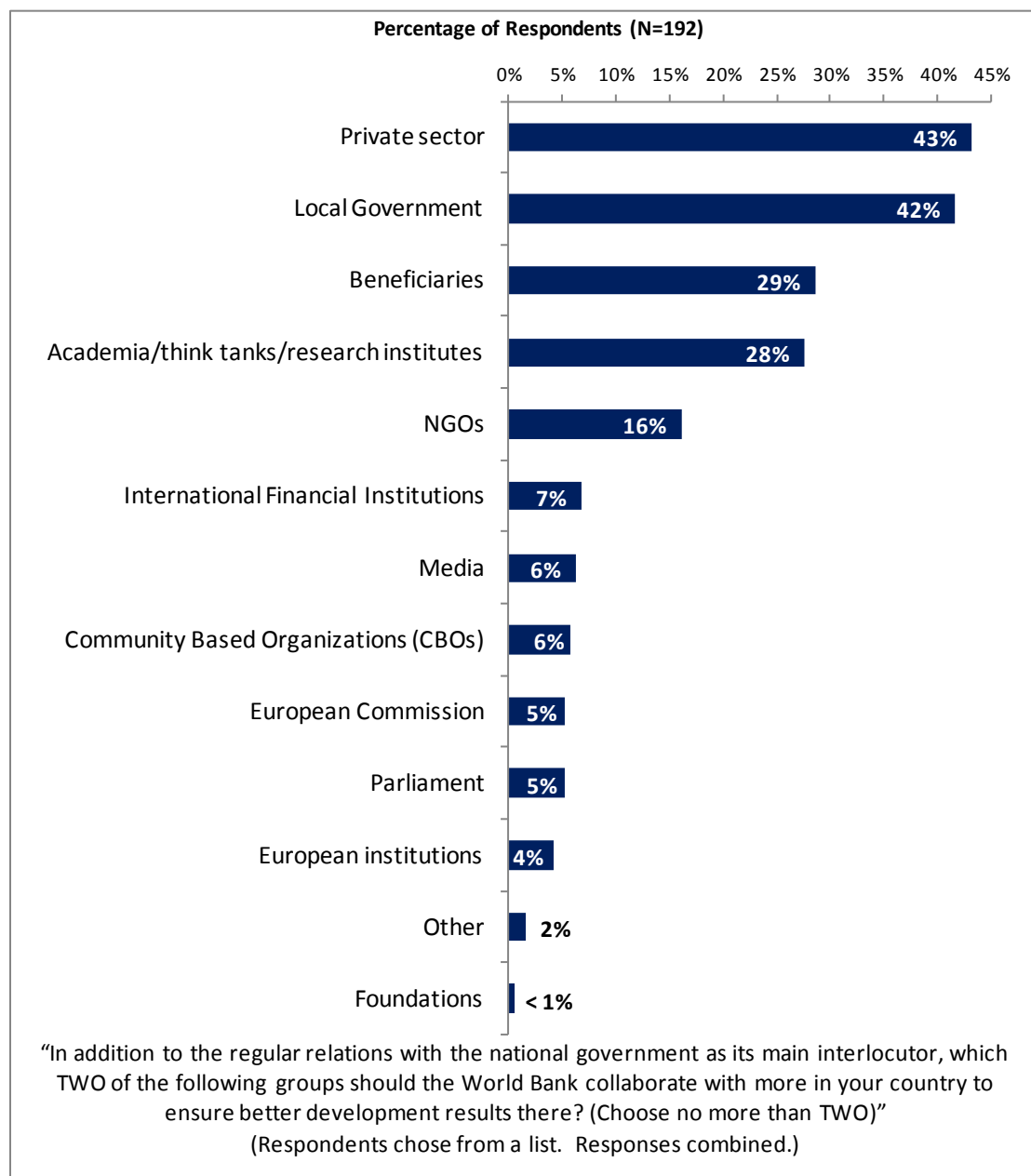
Making the Bank of Greater Value



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

Collaborating in Croatia

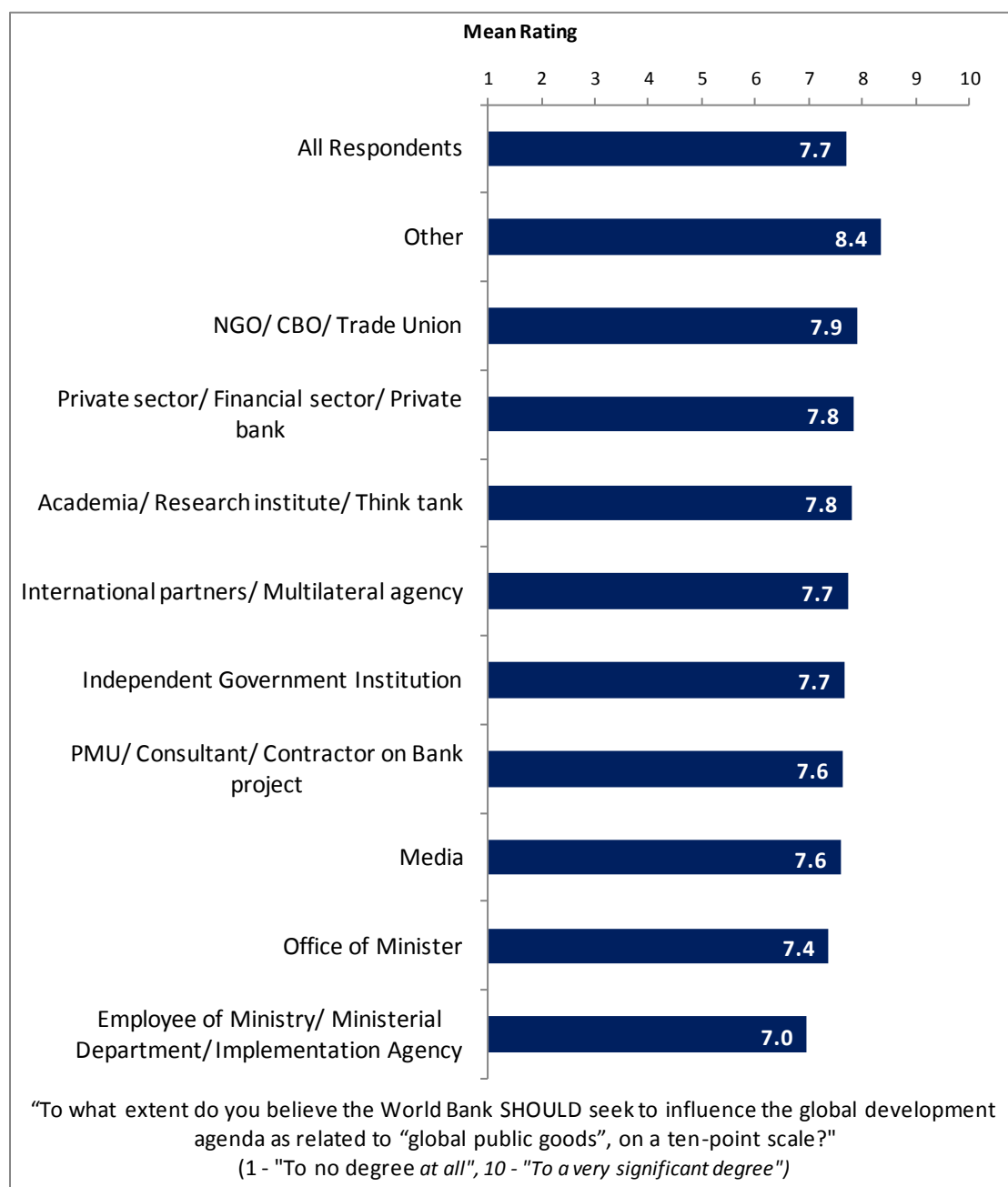
- Respondents indicated that the World Bank should work more closely with the private sector and local governments to ensure better development results in Croatia.



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

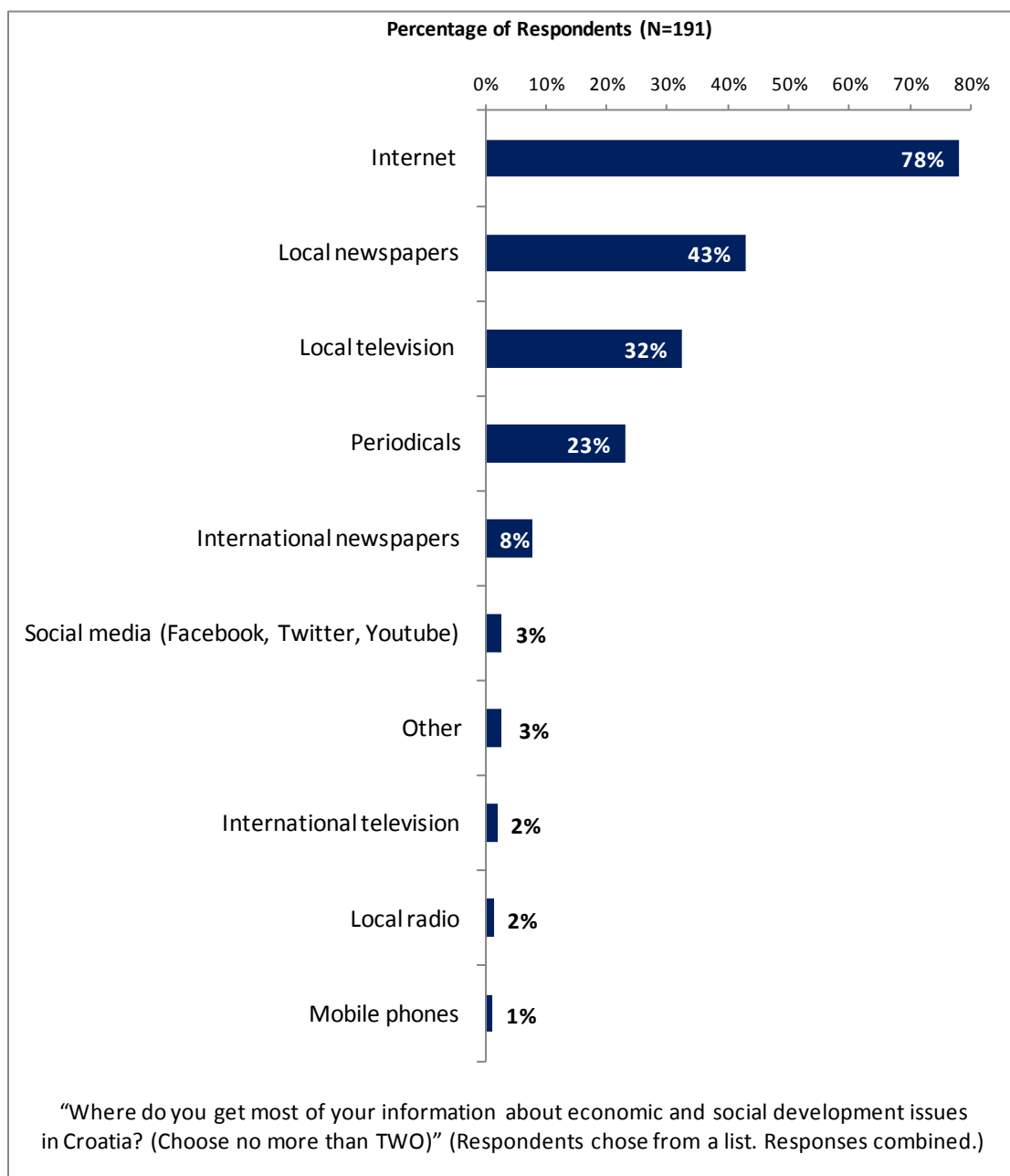
Influencing the Global Development Agenda

- Respondents across all stakeholder groups had statistically similar ratings for the extent to which the World Bank should seek to influence the global development agenda as related to “global public goods” (e.g., climate change, communicable diseases, international financial systems, trade, etc.).



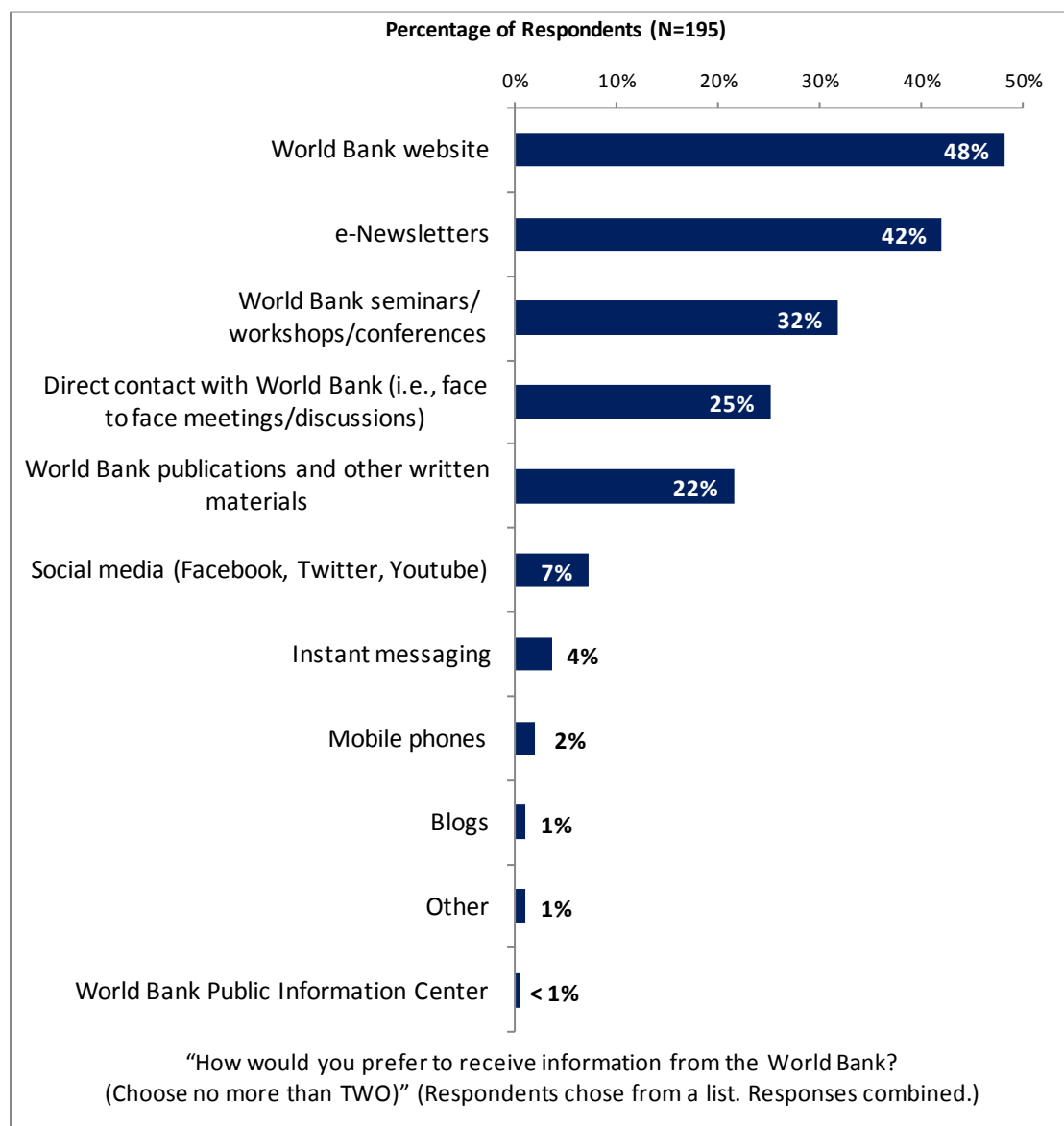
X. Communication and Openness

Information Sources



X. Communication and Openness (continued)

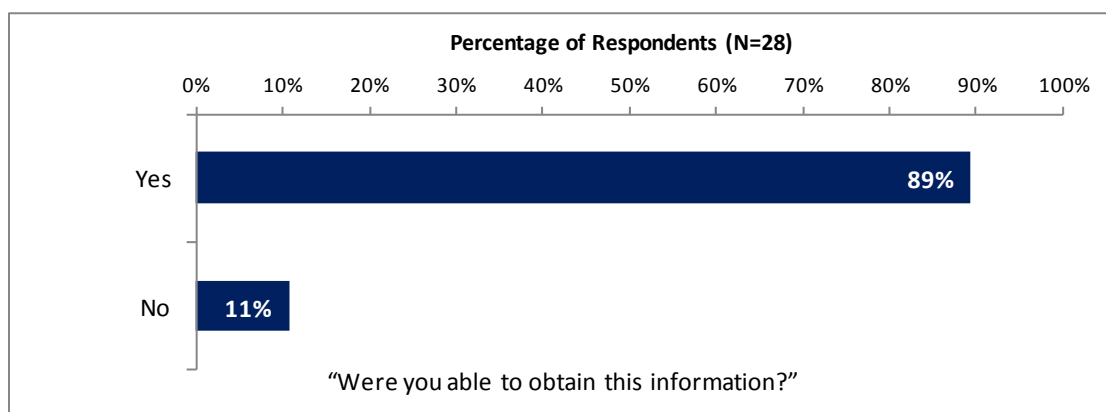
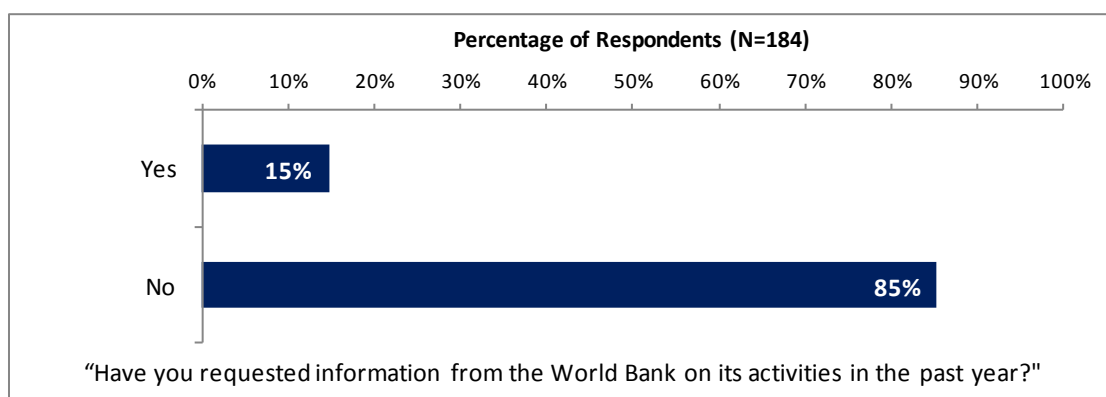
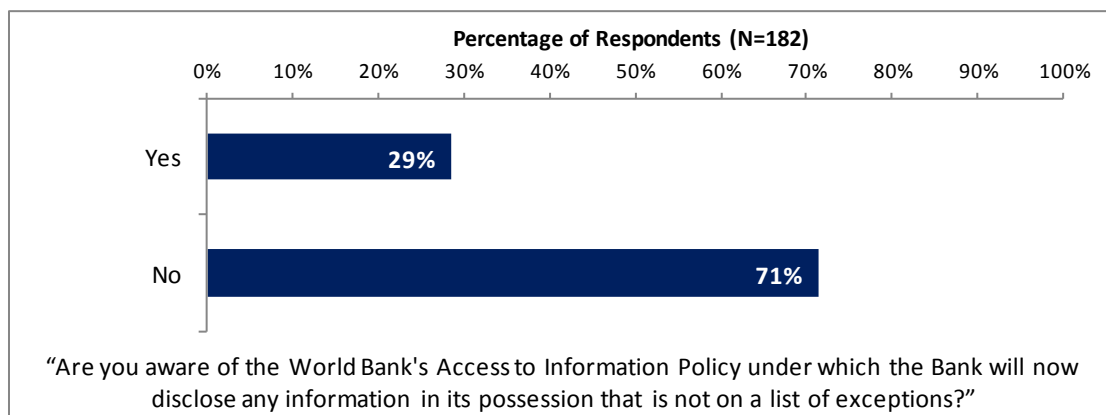
Information Sources (continued)



X. Communication and Openness (continued)

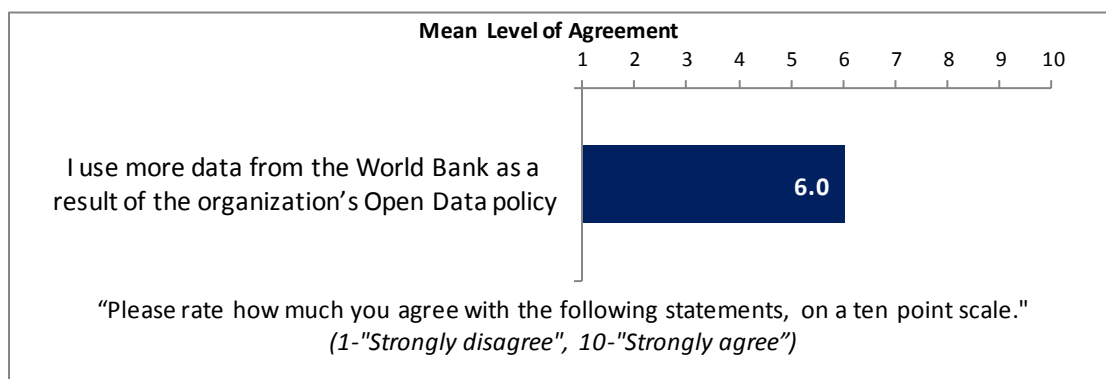
Access to Information

- Respondents across all stakeholder groups and both geographic locations gave statistically similar responses to the following questions.

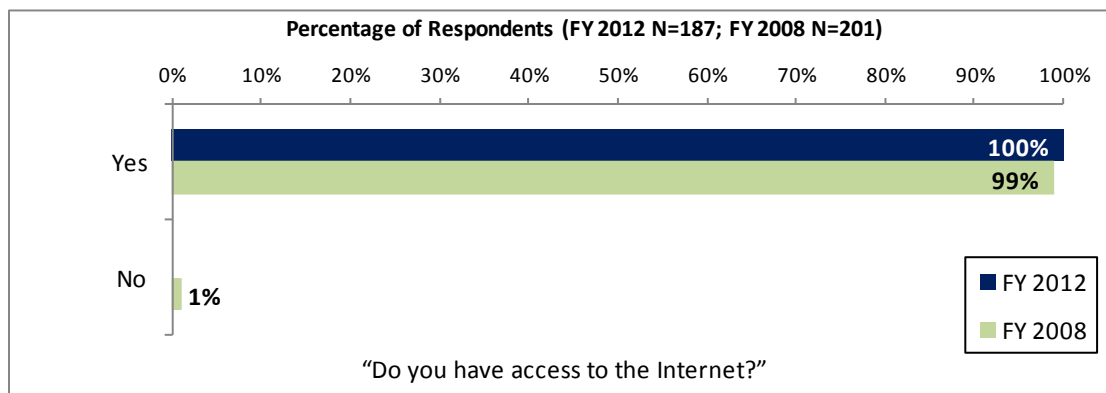


X. Communication and Openness (continued)

Access to Information (continued)

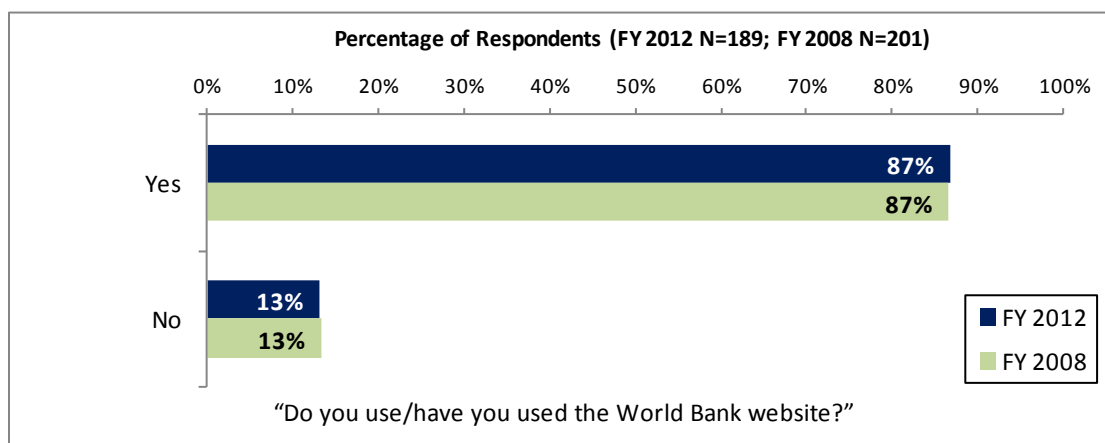


Internet Access

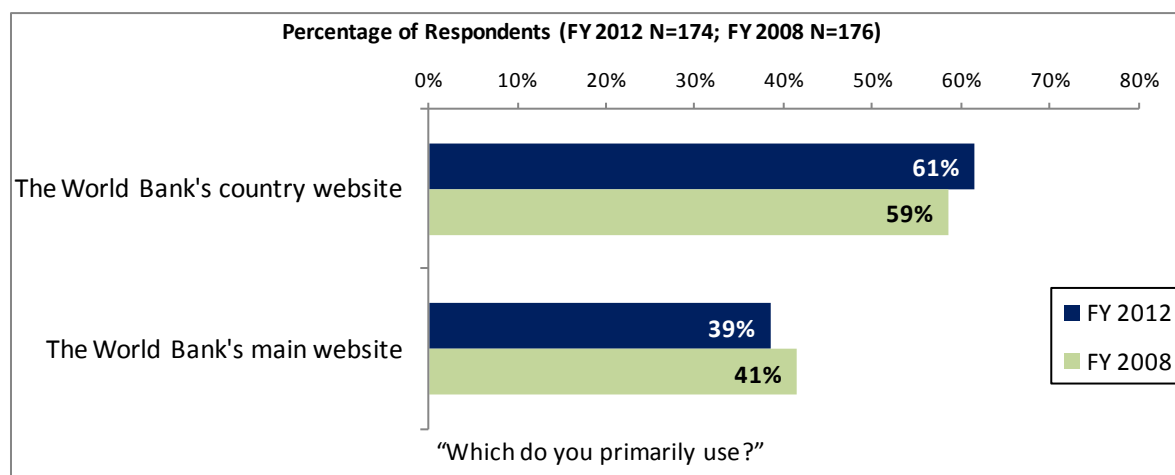


X. Communication and Openness (continued)

Website Usage

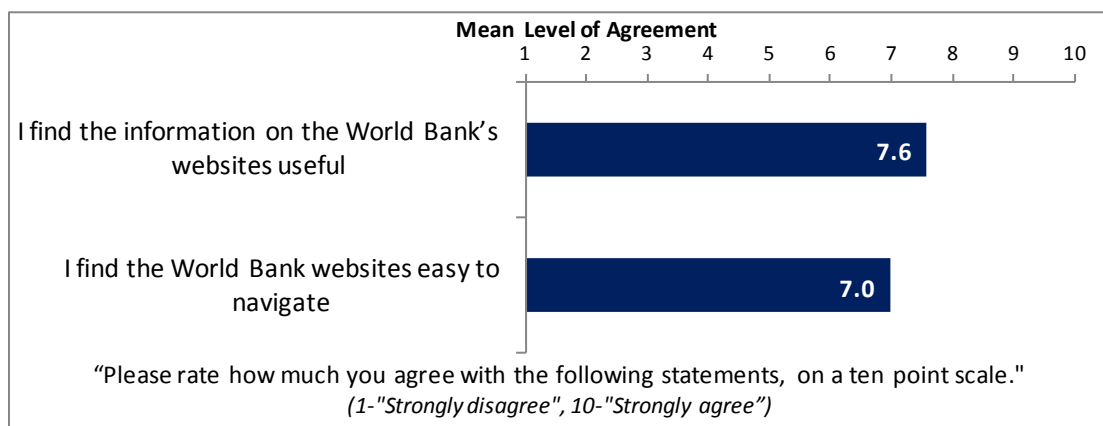


- The majority of respondents across most stakeholder groups indicated that they had used the Bank's country website, except respondents from PMUs/consultants on Bank supported projects who were significantly more likely to use the Bank's main website.

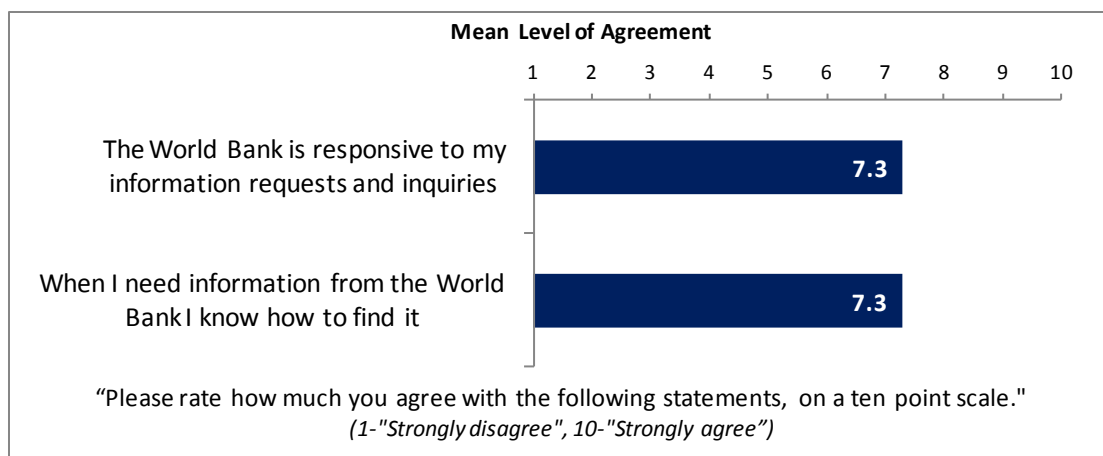


X. Communication and Openness (continued)

Website Evaluation

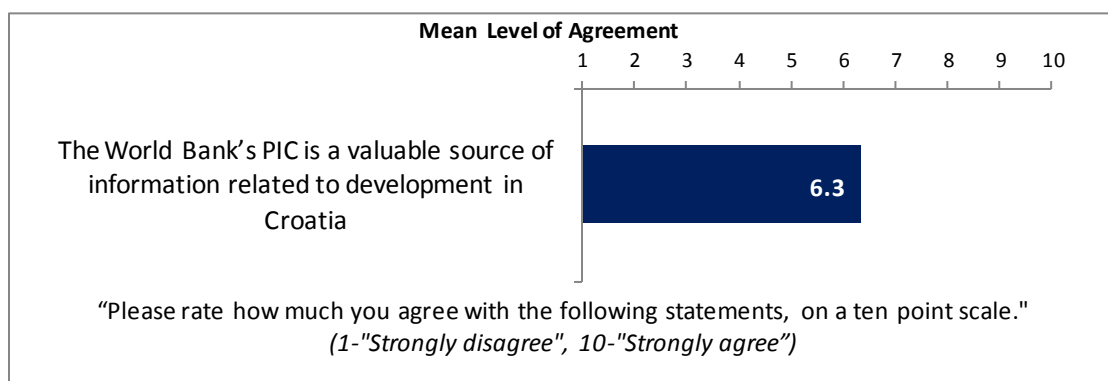
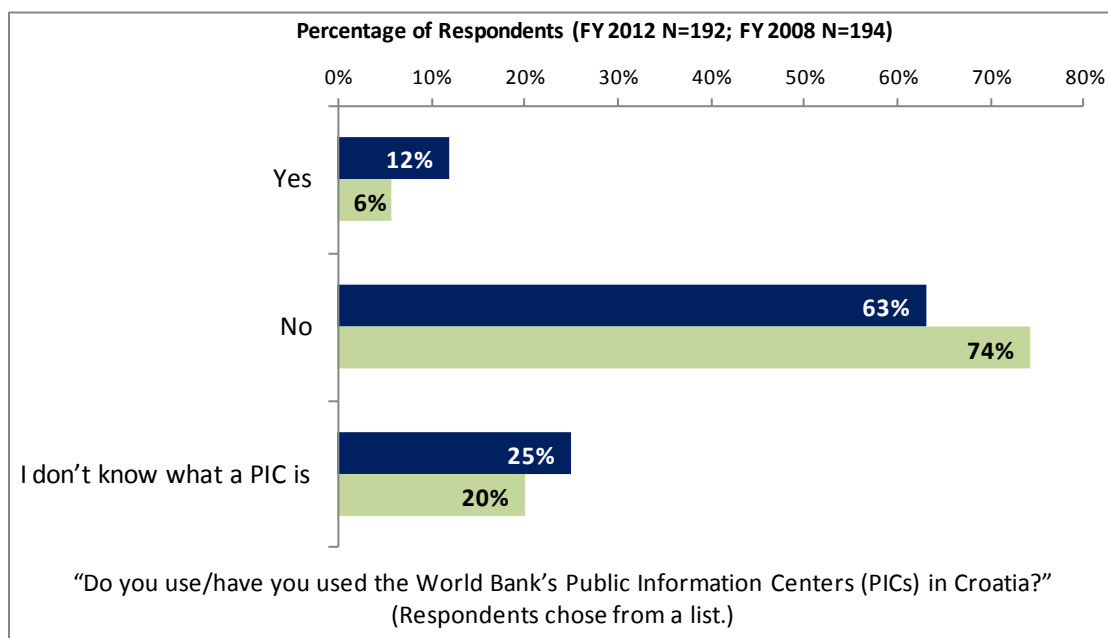


Information Sharing



X. Communication and Openness (continued)

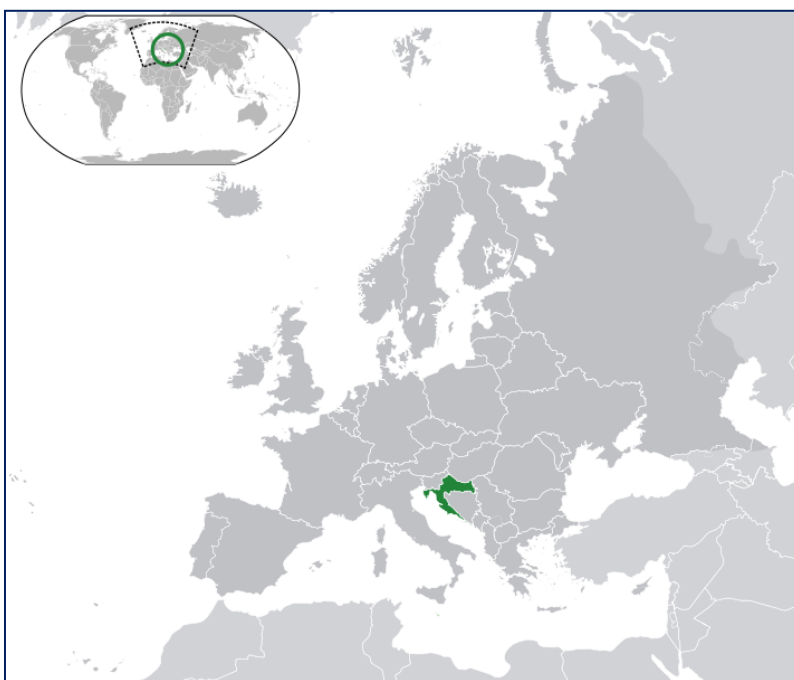
Public Information Centers



XI. Appendices

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CROATIA



Appendix A: Responses to All Questions across All Respondents (N=198)

A. General Issues facing Croatia

1. In general, would you say that Croatia is headed in...?	Percentage of Respondents (N=183)
The right direction	41.0%
The wrong direction	18.6%
Not sure	40.4%

2. Listed below are a number of development priorities in Croatia. Please identify which of these you consider the 1st, 2nd, and 3d most important development priority?	Percentage of Respondents (N=163)			
	Most Important	2 nd Most Important	3 rd Most Important	Combined
Economic growth	26.4%	7.0%	6.7%	40.1%
Job creation/employment	13.8%	16.5%	9.8%	40.1%
Education	17.0%	6.3%	9.8%	33.1%
Public sector reform	9.4%	14.6%	8.6%	32.6%
Domestic private sector development	5.7%	8.2%	6.1%	20.0%
Public financial management	2.5%	8.9%	6.1%	17.5%
Foreign direct investment	5.0%	5.1%	4.3%	14.4%
Law and justice	3.1%	5.1%	6.1%	14.3%
Anti corruption	3.1%	3.2%	8.0%	14.3%
Governance	3.1%	5.1%	4.3%	12.5%
EU integration and EU income convergence	3.1%	4.4%	4.3%	11.9%
Rural development	1.3%	1.9%	3.1%	6.2%
Environmental sustainability	0.0%	3.2%	2.5%	5.6%
Health	1.3%	1.3%	1.8%	4.4%
Social protection	0.6%	1.3%	2.5%	4.3%
Equality of opportunity	1.3%	1.3%	1.2%	3.8%
Poverty reduction	0.6%	1.3%	1.8%	3.7%
Energy	0.6%	0.6%	2.5%	3.7%
Agricultural development	0.0%	1.3%	1.8%	3.1%
Regulatory framework	0.0%	1.3%	1.2%	2.5%
Trade and exports	0.0%	1.3%	0.6%	1.9%
Information and communications technology	0.6%	0.6%	0.0%	1.3%
Global integration	0.0%	0.6%	0.6%	1.2%
Transport	0.0%	0.0%	1.2%	1.2%
Regional integration	0.0%	0.0%	1.2%	1.2%
Crime and violence	0.6%	0.0%	0.0%	0.6%
Natural resource management	0.6%	0.0%	0.0%	0.6%
Gender	0.0%	0.0%	0.6%	0.6%
Water and sanitation	0.0%	0.0%	0.6%	0.6%
Urban development	0.0%	0.0%	0.6%	0.6%
Communicable/non-communicable disease	0.0%	0.0%	0.6%	0.6%
Basic infrastructure	0.0%	0.0%	0.6%	0.6%
Disaster management	0.0%	0.0%	0.6%	0.6%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%

A. General Issues facing Croatia (continued)

3. The EU integration process encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to achieving EU integration and EU income convergence for Croatia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=196)
Economic growth	49.0%
Education	32.7%
Public sector reform	24.0%
Law and justice	21.4%
Anti corruption	20.4%
Domestic private sector development	19.9%
Foreign direct investment	19.4%
Job creation/employment	18.4%
Governance	12.8%
Regulatory framework	10.7%
Public financial management	10.7%
Environmental sustainability	7.1%
Rural development	5.1%
Information and communications technology	5.1%
Agricultural development	5.1%
Regional integration	4.6%
Equality of opportunity	4.1%
Transport	4.1%
Trade and exports	4.1%
Basic infrastructure	3.1%
Energy	3.1%
Natural resource management	3.1%
Global integration	2.6%
Social protection	2.0%
Poverty reduction	2.0%
Water and sanitation	1.5%
Gender	1.0%
Monitoring and evaluation	1.0%
Climate change	0.5%
Urban development	0.5%
Health	0.5%
Financial markets	0.5%
Disaster management	0.0%
Crime and violence	0.0%
Communicable/non-communicable disease	0.0%

A. General Issues facing Croatia (continued)

4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Croatia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=197)
Foreign direct investment	41.1%
Domestic private sector development	33.0%
Education	29.9%
Job creation/employment	23.9%
Public sector reform	17.3%
Governance	15.7%
Anti corruption	15.2%
Energy	13.7%
Public financial management	13.7%
Agricultural development	12.7%
Regulatory framework	12.2%
Trade and exports	11.2%
Rural development	10.7%
Equality of opportunity	7.6%
Information and communications technology	7.6%
EU integration and EU income convergence	7.1%
Law and justice	5.1%
Natural resource management	3.6%
Environmental sustainability	3.0%
Global integration	2.5%
Regional integration	2.5%
Transport	2.5%
Monitoring and evaluation	2.5%
Basic infrastructure	2.0%
Water and sanitation	1.5%
Financial markets	1.0%
Social protection	0.5%
Climate change	0.0%
Disaster management	0.0%
Urban development	0.0%
Communicable/non-communicable disease	0.0%
Gender	0.0%
Health	0.0%
Crime and violence	0.0%

B. Overall Attitudes toward the World Bank

Familiarity	N	Mean	SD
1. How familiar are you with the work of the World Bank in Croatia, on a ten-point scale? (1-Not familiar at all, 10-Extremely familiar)	197	6.42	2.22

Overall Effectiveness	N	Mean	SD
2. Overall, please rate your impression of the World Bank's effectiveness in Croatia, on a ten-point scale. (1-Not effective at all, 10-Very effective)	175	6.49	2.00

B. Overall Attitudes toward the World Bank (continued)

Staff Preparedness	N	Mean	SD
3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Croatia solve its most complicated development challenges, on a ten-point scale? (1-To no degree at all, 10-To a very significant degree)	165	7.08	2.17

4. When thinking about how the World Bank can have the most impact on development results in Croatia, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Croatia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=195)
Public sector reform	31.3%
Education	26.7%
Domestic private sector development	26.2%
Public financial management	23.1%
Economic growth	22.6%
Governance	21.0%
Job creation/employment	17.4%
Foreign direct investment	13.8%
Rural development	10.3%
Energy	9.7%
Agricultural development	9.2%
EU integration and EU income convergence	7.7%
Social protection	7.2%
Poverty reduction	7.2%
Environmental sustainability	7.2%
Regulatory framework	7.2%
Basic infrastructure	6.7%
Transport	5.6%
Financial markets	5.1%
Global integration	5.1%
Anti corruption	5.1%
Law and justice	4.6%
Regional integration	2.6%
Health	2.6%
Information and communications technology	2.6%
Monitoring and evaluation	2.1%
Trade and exports	2.1%
Equality of opportunity	1.5%
Natural resource management	1.5%
Gender	1.0%
Water and sanitation	1.0%
Crime and violence	0.5%
Climate change	0.5%
Urban development	0.0%
Communicable/non-communicable disease	0.0%
Disaster management	0.0%

B. Overall Attitudes toward the World Bank (continued)

5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Croatia?	Percentage of Respondents (N=177)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	39.0%	13.1%	52.1%
Technical assistance	23.2%	26.9%	50.0%
Policy advice	15.8%	12.6%	28.4%
Mobilizing third party financial resources	11.3%	7.4%	18.7%
Training/capacity building	3.4%	14.3%	17.7%
Knowledge products/studies/analyses	2.3%	9.7%	12.0%
Linkage to non-Bank expertise (i.e., global knowledge sharing)	2.3%	7.4%	9.7%
Coordination with international and European partners	1.1%	7.4%	8.6%
Convening/facilitating	0.6%	1.1%	1.7%
Data	1.1%	0.0%	1.1%
Other	0.0%	0.0%	0.0%

6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Croatia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=182)
Too bureaucratic in its operational policies and procedures	26.4%
Too influenced by developed countries	19.8%
World Bank processes too slow and complex	19.8%
Not willing to honestly criticize policies and reform efforts in the country	16.5%
Not exploring alternative policy options	15.9%
Imposing technocratic solutions without regard to political realities	13.7%
Not collaborating enough with non-state actors	11.5%
Not adequately sensitive to political/social realities in Croatia	11.5%
Not aligned with country priorities	10.4%
Not enough public disclosure of its work	9.9%
Staff too inaccessible	6.0%
Arrogant in its approach	4.4%
The credibility of its knowledge/data	4.4%
Other	4.4%
Not client focused	3.8%
Not aligned with European institutions' and IFIs' work	2.2%

B. Overall Attitudes toward the World Bank (continued)

7. Which World Bank instruments do you believe are the MOST effective in helping Croatia achieve EU integration and EU income convergence? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=195)
Investment lending	65.6%
Technical assistance	44.6%
Capacity development	40.0%
Policy based lending/ budget support to the Government	19.0%
Knowledge products/services	14.4%
Don't know	3.6%
Trust Fund management	1.5%
Other	1.0%

8. Which World Bank instruments do you believe are LEAST effective in helping Croatia achieve EU integration and EU income convergence? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=189)
Trust Fund management	44.4%
Don't know	28.6%
Policy based lending/ budget support to the Government	26.5%
Knowledge products/services	21.7%
Capacity development	16.9%
Investment lending	11.1%
Technical assistance	9.5%
Other	0.5%

Global Development Agenda	N	Mean	SD
9. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	185	7.69	1.98

10. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=192)
Private sector	43.2%
Local Government	41.7%
Beneficiaries	28.6%
Academia/think tanks/research institutes	27.6%
NGOs	16.1%
International Financial Institutions	6.8%
Media	6.3%
Community Based Organizations (CBOs)	5.7%
European Commission	5.2%
Parliament	5.2%
European institutions	4.2%
Other	1.6%
Foundations	0.5%

B. Overall Attitudes toward the World Bank (continued)

To what extent do you agree with the following statements about the World Bank's work in Croatia, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
11. Overall the World Bank currently plays a relevant role in development in Croatia	180	5.56	2.17
12. The World Bank's work is aligned with what I consider the development priorities for Croatia	176	5.93	2.23
13. The World Bank supports programs and strategies that are realistic for Croatia	171	6.44	2.17
14. The World Bank treats clients and stakeholders in Croatia with respect	176	7.22	2.20

To what extent is the World Bank an effective development partner in Croatia in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
15. Responsiveness	162	6.12	2.06
16. Flexibility (in terms of the institution's products and services)	156	5.60	1.99
17. Flexibility (in terms of changing country circumstances)	155	5.55	2.05
18. Being inclusive	153	6.18	1.96
19. Openness (sharing data and other information)	166	6.71	2.29
20. Staff accessibility	156	6.89	2.31
21. Straightforwardness and honesty	164	6.69	2.35
22. Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	136	5.88	2.21
23. Collaboration with the Government	151	7.26	1.93
24. Collaboration with international and European partners	132	7.50	1.90
25. Follow through over time	156	7.44	2.02

26. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=182)
Lack of/inadequate levels of capacity in Government	40.7%
Reforms are not well thought out in light of country challenges	33.0%
The Government works inefficiently	26.4%
Political pressures and obstacles	23.6%
The World Bank does not do adequate follow through/follow-up	15.9%
There is not an adequate level of citizen/civil society participation	14.3%
The World Bank is not sensitive enough to political/social realities on the ground	13.7%
The World Bank works too slowly	12.1%
Poor coordination with international and European partners	2.2%
Other	2.2%

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Croatia, on a ten point scale? (1-Not effective at all, 10-Very effective)	Effectiveness		
	N	Mean	SD
1. Anti corruption	122	5.39	2.43
2. Information and communications technology	121	5.99	2.00
3. Transport	128	6.33	1.94
4. Crime and violence	102	4.71	2.12
5. Law and justice	129	5.74	2.34
6. Urban development	116	5.87	2.26
7. Environmental sustainability	130	6.48	2.26
8. Regulatory framework	131	6.40	2.09
9. Basic infrastructure	126	6.61	2.09
10. Communicable/non-communicable disease	80	4.63	2.20
11. Poverty reduction	118	5.03	2.34
12. Gender	101	5.45	2.37
13. Domestic private sector development	120	5.08	2.42
14. Foreign direct investment	118	5.68	2.40
15. Water and sanitation	120	6.11	2.21
16. Trade and exports	105	5.43	2.21
17. Economic growth	132	5.58	2.42
18. Energy	120	5.78	2.24
19. Disaster management	81	4.56	2.10
20. Monitoring and evaluation	122	6.35	2.31
21. Public financial management	136	6.19	2.24
22. Job creation/employment	130	4.87	2.33
23. Financial markets	120	5.75	2.29
24. Equality of opportunity	109	5.20	2.53
25. Health	112	5.68	2.19
26. Rural development	114	5.47	2.15
27. Global integration	109	6.22	2.20
28. Governance	130	5.54	2.32
29. EU integration and EU income convergence	129	5.84	2.28
30. Education	133	5.68	2.25
31. Social protection	123	5.33	2.41
32. Climate change	106	5.31	2.34
33. Public sector reform	153	5.78	2.38
34. Regional integration	111	5.89	2.16
35. Agricultural development	118	5.36	2.07
36. Natural resource management	98	4.77	2.13

C. World Bank Effectiveness and Results (continued)

Achieving Development Results	N	Mean	SD
37. To what extent does the World Bank's work help to achieve development results in Croatia, on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	179	6.10	1.91

To what extent do you agree with the following statements about the World Bank in Croatia, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	N	Mean	SD
38. The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Croatia	178	6.31	2.17
39. The World Bank meets Croatia's needs for knowledge services (e.g., research analysis, technical assistance)	176	6.30	2.24

D. The World Bank's Knowledge

1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?	Percentage of Respondents (N=196)
Weekly	5.1%
Monthly	18.9%
A few times a year	54.1%
Rarely	17.9%
Never	4.1%

D. The World Bank's Knowledge (continued)

2. When thinking about the development challenges in Croatia, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=192)
Economic growth	36.5%
Public sector reform	34.9%
Education	31.8%
Domestic private sector development	29.2%
Governance	17.7%
Public financial management	12.0%
Job creation/employment	12.0%
Foreign direct investment	11.5%
Energy	11.5%
Agricultural development	10.4%
Poverty reduction	7.8%
Law and justice	7.3%
Anti corruption	7.3%
Rural development	6.8%
Social protection	6.3%
Information and communications technology	6.3%
EU integration and EU income convergence	5.7%
Equality of opportunity	4.7%
Trade and exports	4.2%
Health	3.6%
Monitoring and evaluation	3.1%
Climate change	3.1%
Environmental sustainability	3.1%
Water and sanitation	2.6%
Financial markets	2.6%
Transport	2.6%
Regulatory framework	2.6%
Regional integration	2.1%
Urban development	1.6%
Natural resource management	1.6%
Gender	1.0%
Basic infrastructure	1.0%
Global integration	0.5%
Disaster management	0.0%
Crime and violence	0.0%
Communicable/non-communicable disease	0.0%

D. The World Bank's Knowledge (continued)

How effective do you believe the World Bank's knowledge and research are at ... in Croatia? <i>(1-Not effective at all, 10-Very effective)</i>	Level of Effectiveness		
	N	Mean	SD
3. Raising your awareness of the particular topic	176	6.19	2.28
4. Stimulating public debate/dialogue	179	5.99	2.29
5. Enhancing your knowledge and/or skills	181	6.71	2.20
6. Contributing to good policy making	171	6.08	2.08
7. Providing support for program implementation	168	6.42	2.23

To what extent do you believe that the World Bank's knowledge and research ... in Croatia? <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree		
	N	Mean	SD
8. Are timely	164	6.29	2.14
9. Include appropriate level of stakeholder involvement during preparation	159	6.18	2.20
10. Are relevant to Croatia's development priorities	163	6.48	2.15
11. Provide feasible recommendations	169	6.43	2.06
12. Are accessible (well written and easy to understand)	172	6.63	2.21
13. A source of relevant information on global good practices	171	7.22	2.16
14. Are adequately disseminated	161	6.00	2.39
15. Are appropriately translated	157	6.93	2.25
16. Are adaptable to Croatia's specific development challenges and country circumstances	167	6.30	2.03

Overall Evaluations	N	Mean	SD
17. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale? <i>(1-Not significant at all, 10-Very significant)</i>	182	6.46	1.94
18. Overall, how would you rate the technical quality of the World Bank's knowledge/research, on a ten point scale? <i>(1-Very low technical quality, 10-Very high technical quality)</i>	179	7.53	1.82
19. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., global knowledge sharing, etc.)? <i>(1-Not effective at all, 10-Very effective)</i>	151	6.56	2.15
20. To what extent do you believe Croatia COULD receive value for money from the World Bank's products/services offered on a fee-for-service basis? <i>(1-To no degree at all, 10-To a very significant degree)</i>	150	6.88	1.91

E. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
1. The World Bank disburses funds promptly	121	7.53	2.21
2. The World Bank effectively monitors and evaluates the projects and programs it supports	164	7.28	2.12
3. The World Bank's approvals and reviews are done in a timely fashion	147	6.78	2.16
4. The World Bank's "Safeguard Policy" requirements are reasonable	134	6.57	2.13
5. The World Bank imposes reasonable conditions on its lending	153	6.88	2.18
6. Working with the World Bank increases Croatia's institutional capacity	179	7.49	1.97
7. The World Bank ensures consistency and continuity through staff changes	127	7.02	2.18
8. The World Bank's teams and visits are well coordinated	149	7.28	2.18
9. Where country systems are adequate, the World Bank makes appropriate use of them	134	7.32	2.04
10. The World Bank provides effective implementation support	160	7.18	2.11

F. The Future Role of the World Bank in Croatia

The Bank's Role	N	Mean	SD
1. How significant a role do you believe the World Bank SHOULD play in Croatia's EU integration and EU income convergence in the near future, on a ten point scale? (1-Not a significant role at all, 10-Very significant role)	191	7.29	2.03

2. Which of the following SHOULD the World Bank do to make itself of greater value in Croatia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=189)
Increase EU funds absorption	56.6%
Reduce the complexity of obtaining World Bank financing	33.9%
Improve the quality of its experts as related to Croatia's specific challenges	24.3%
Offer more innovative financial products	22.2%
Offer more innovative knowledge services	14.8%
Improve the competitiveness of its financing compared to markets	11.1%
Provide more adequate data/knowledge/statistics/figures on Croatia's economy	6.9%
Work faster	5.3%
Focus primarily on advocacy issues	4.8%
Ensure greater selectivity in its work	4.8%
Other	3.2%
Introduce Fee-Based services	1.1%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Croatia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=191)
Internet	78.0%
Local newspapers	42.9%
Local television	32.5%
Periodicals	23.0%
International newspapers	7.9%
Social media (Facebook, Twitter, Youtube)	2.6%
Other	2.6%
International television	2.1%
Local radio	1.6%
Mobile phones	1.0%
International radio	0.0%
Blogs	0.0%
Instant messaging	0.0%

2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=195)
World Bank website	48.2%
e-Newsletters	42.1%
World Bank seminars/workshops/conferences	31.8%
Direct contact with World Bank (i.e., face to face meetings/discussions)	25.1%
World Bank publications and other written materials	21.5%
Social media (Facebook, Twitter, Youtube)	7.2%
Instant messaging	3.6%
Mobile phones	2.1%
Blogs	1.0%
Other	1.0%
World Bank Public Information Center	0.5%

3. Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?	Percentage of Respondents (N=182)
Yes	28.6%
No	71.4%

4. Have you requested information from the World Bank on its activities in the past year?	Percentage of Respondents (N=184)
Yes	14.7%
No	85.3%

5. Were you able to obtain this information?	Percentage of Respondents (N=28)
Yes	89.3%
No	10.7%

6. Do you have access to the Internet?	Percentage of Respondents (N=187)
Yes	100.0%
No	0.0%

G. Communication and Information Sharing (continued)

7. Do you use/have used the World Bank website?	Percentage of Respondents (N=189)
Yes	86.8%
No	13.2%

8. Which do you primarily use?	Percentage of Respondents (N=174)
The World Bank's country website	61.5%
The World Bank's main website	38.5%

9. Do you use/have you used the World Bank's Public Information Centers (PICs) in Croatia?	Percentage of Respondents (N=192)
Yes	12.0%
No	63.0%
I don't know what a PIC is	25.0%

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
10. I use more data from the World Bank as a result of the organization's Open Data policy	146	6.03	2.39
11. The World Bank's PIC is a valuable source of information related to development in Croatia	39	6.33	2.06
12. I find the World Bank websites easy to navigate	158	6.97	1.82
13. I find the information on the World Bank's websites useful	162	7.58	1.76
14. When I need information from the World Bank I know how to find it	178	7.29	2.41
15. The World Bank is responsive to my information requests and inquiries	125	7.30	2.29

H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=192)
Employee of a Ministry, Ministerial Department or Implementation Agency	21.9%
Academia/Research institute/Think tank	13.5%
Project Management Unit (PMU) overseeing implementation of project	8.3%
NGO	8.3%
Other	8.3%
Media (Press, Radio, TV, Web, etc.)	5.7%
International Partners	5.2%
Office of Minister	4.7%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	4.7%
Financial sector/Private bank	3.6%
Consultant/Contractor working on World Bank supported project/program	3.1%
Private sector organization	3.1%
Judiciary branch	2.6%
Office of Parliamentarian	2.1%
Local Government office or staff	2.1%
Multilateral agency	1.0%
Community Based Organization (CBO)	1.0%
Trade Union	0.5%

H. Background Information (continued)

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=187)
Education	9.1%
Other	8.6%
Transport	7.5%
EU integration and EU income convergence	6.4%
Economic growth	5.9%
Financial markets	5.9%
Public financial management	5.3%
Information and communications technology	4.3%
Environmental sustainability	3.7%
Social protection	3.7%
Domestic private sector development	3.2%
Governance	3.2%
Health	3.2%
Law and justice	3.2%
Water and sanitation	2.7%
Agricultural development	2.1%
Basic infrastructure	2.1%
Foreign direct investment	2.1%
Poverty reduction	2.1%
Anti corruption	1.6%
Energy	1.6%
Public sector reform	1.6%
Regional integration	1.6%
Trade and exports	1.6%
Crime and violence	1.1%
Equality of opportunity	1.1%
Gender	1.1%
Job creation/employment	1.1%
Regulatory framework	1.1%
Rural development	1.1%
Monitoring and evaluation	0.5%
Urban development	0.5%

H. Background Information (continued)

3. Currently, do you professionally collaborate/work with the World Bank in your country?	Percentage of Respondents (N=194)
Yes	58.2%
No	41.8%

4. Which of the following describes most of your exposure to the World Bank in Croatia? (Choose no more than TWO)	Percentage of Respondents (N=193)
Use World Bank reports/data	33.7%
Collaborate as part of my professional duties	33.7%
Engage in World Bank related/sponsored events/activities	31.6%
Use World Bank website for information, data, research, etc.	28.0%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	19.7%

5. Which best represents your geographic location?	Percentage of Respondents (N=192)
Zagreb area	83.9%
Dalmatia	4.7%
Kvarner	4.2%
Continental Croatia	2.6%
Istria	2.6%
Slavonia	2.1%

Appendix B: Responses to All Questions by Stakeholder Groups

A. General Issues facing Croatia

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

Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The right direction*	77.8%	47.4%	28.6%	40.0%	25.0%	23.5%	22.2%	25.0%	32.0%	64.3%
The wrong direction	0.0%	7.9%	14.3%	20.0%	41.7%	47.1%	44.4%	25.0%	16.0%	7.1%
Not sure	22.2%	44.7%	57.1%	40.0%	33.3%	29.4%	33.3%	50.0%	52.0%	28.6%

Listed below are a number of development priorities in Croatia. Please identify which of these you consider the 1st, 2nd, and 3d most important development priority.

1st Most Important	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Rural development	0.0%	0.0%	6.3%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Education*	12.5%	5.7%	25.0%	18.2%	9.1%	25.0%	33.3%	0.0%	40.9%	0.0%
Social protection	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%
Public sector reform	12.5%	2.9%	6.3%	9.1%	18.2%	12.5%	11.1%	0.0%	9.1%	15.0%
Regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	12.5%	5.7%	12.5%	0.0%	9.1%	0.0%	0.0%	14.3%	4.5%	0.0%
Foreign direct investment	0.0%	11.4%	0.0%	0.0%	9.1%	0.0%	0.0%	14.3%	0.0%	5.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	0.0%	0.0%	0.0%	18.2%	0.0%	6.3%	0.0%	14.3%	0.0%	5.0%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	0.0%	2.9%	0.0%	9.1%	9.1%	0.0%	0.0%	0.0%	4.5%	0.0%
Job creation/employment	0.0%	22.9%	12.5%	9.1%	9.1%	12.5%	33.3%	0.0%	9.1%	15.0%
Governance	12.5%	5.7%	6.3%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	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%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	9.1%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%
EU integration and EU income convergence	0.0%	0.0%	0.0%	9.1%	0.0%	6.3%	0.0%	0.0%	4.5%	10.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%
Economic growth	37.5%	37.1%	31.3%	9.1%	18.2%	18.8%	22.2%	42.9%	22.7%	25.0%
Law and justice	0.0%	0.0%	0.0%	9.1%	0.0%	6.3%	0.0%	14.3%	0.0%	10.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%
Global integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

A. General Issues facing Croatia (continued)

Listed below are a number of development priorities in Croatia. Please identify which of these you consider the 1st, 2nd, and 3d most important development priority.

2nd Most Important		Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Percentage of Respondents	Office of Minister									
Rural development	12.5%	2.9%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education	0.0%	8.6%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	13.6%	10.0%
Social protection	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	0.0%	5.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector reform	25.0%	5.7%	25.0%	20.0%	27.3%	18.8%	11.1%	14.3%	22.7%	0.0%
Regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development*	12.5%	0.0%	6.3%	0.0%	45.5%	6.3%	0.0%	0.0%	13.6%	5.0%
Foreign direct investment	12.5%	2.9%	0.0%	20.0%	9.1%	0.0%	0.0%	14.3%	4.5%	5.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	11.1%	0.0%	0.0%	10.0%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	0.0%	5.7%	18.8%	20.0%	9.1%	6.3%	0.0%	0.0%	0.0%	25.0%
Job creation/employment	12.5%	28.6%	6.3%	10.0%	0.0%	12.5%	11.1%	42.9%	9.1%	20.0%
Governance	12.5%	5.7%	6.3%	0.0%	0.0%	0.0%	11.1%	14.3%	4.5%	5.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	5.7%	0.0%	10.0%	0.0%	6.3%	0.0%	0.0%	4.5%	0.0%
Equality of opportunity	0.0%	2.9%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	4.5%	0.0%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%
EU integration and EU income convergence	12.5%	5.7%	6.3%	0.0%	0.0%	12.5%	11.1%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	5.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports*	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	0.0%	5.7%	6.3%	0.0%	0.0%	12.5%	11.1%	0.0%	9.1%	10.0%
Law and justice	0.0%	5.7%	6.3%	10.0%	0.0%	0.0%	11.1%	0.0%	4.5%	5.0%
Regulatory framework	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%

*Significantly different between stakeholder groups

A. General Issues facing Croatia (continued)

Listed below are a number of development priorities in Croatia. Please identify which of these you consider the 1st, 2nd, and 3d most important development priority.

3 rd Most Important	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Rural development	0.0%	2.8%	6.3%	0.0%	0.0%	17.6%	0.0%	0.0%	0.0%	0.0%
Education	0.0%	5.6%	12.5%	9.1%	18.2%	5.9%	22.2%	14.3%	13.6%	5.0%
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	10.0%
Transport	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%
Poverty reduction	0.0%	2.8%	0.0%	0.0%	0.0%	5.9%	0.0%	14.3%	0.0%	0.0%
Public sector reform	11.1%	5.6%	18.8%	18.2%	9.1%	11.8%	0.0%	0.0%	9.1%	0.0%
Regional integration	0.0%	0.0%	6.3%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	5.6%	6.3%	9.1%	0.0%	5.9%	11.1%	14.3%	4.5%	10.0%
Foreign direct investment	0.0%	2.8%	0.0%	18.2%	0.0%	5.9%	0.0%	0.0%	4.5%	10.0%
Water and sanitation	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	0.0%	11.1%	6.3%	0.0%	18.2%	11.8%	11.1%	14.3%	0.0%	10.0%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	0.0%	2.8%	6.3%	0.0%	18.2%	0.0%	11.1%	14.3%	4.5%	10.0%
Job creation/employment	11.1%	13.9%	18.8%	9.1%	0.0%	5.9%	11.1%	0.0%	18.2%	0.0%
Governance*	0.0%	0.0%	0.0%	0.0%	27.3%	0.0%	0.0%	0.0%	13.6%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	5.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	11.1%	0.0%	0.0%	0.0%
Health	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%
Energy	0.0%	5.6%	0.0%	0.0%	0.0%	5.9%	11.1%	0.0%	0.0%	0.0%
EU integration and EU income convergence	11.1%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development*	0.0%	0.0%	6.3%	18.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	22.2%	2.8%	0.0%	0.0%	0.0%	5.9%	0.0%	14.3%	4.5%	20.0%
Law and justice	11.1%	11.1%	0.0%	9.1%	0.0%	5.9%	11.1%	0.0%	4.5%	5.0%
Regulatory framework	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%
Communicable/non-communicable disease	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	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%
Global integration	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	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

A. General Issues facing Croatia (continued)

The EU integration process encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to achieving EU integration and EU income convergence for Croatia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Water and sanitation	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%
Equality of opportunity	0.0%	4.9%	4.5%	0.0%	0.0%	10.5%	0.0%	11.1%	3.8%	0.0%
Economic growth	33.3%	53.7%	40.9%	58.3%	46.2%	36.8%	60.0%	44.4%	50.0%	51.7%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional integration	22.2%	2.4%	4.5%	8.3%	7.7%	0.0%	0.0%	0.0%	7.7%	3.4%
Gender	0.0%	4.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	0.0%	4.9%	13.6%	8.3%	0.0%	5.3%	10.0%	11.1%	0.0%	3.4%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%
Education	22.2%	34.1%	27.3%	0.0%	30.8%	36.8%	60.0%	22.2%	46.2%	31.0%
Regulatory framework	33.3%	9.8%	4.5%	8.3%	23.1%	15.8%	0.0%	11.1%	7.7%	6.9%
Basic infrastructure	0.0%	2.4%	4.5%	8.3%	0.0%	0.0%	0.0%	11.1%	0.0%	6.9%
Social protection	11.1%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%
Law and justice	33.3%	24.4%	22.7%	8.3%	38.5%	15.8%	0.0%	22.2%	11.5%	31.0%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	10.5%	0.0%	11.1%	7.7%	6.9%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	2.4%	9.1%	0.0%	15.4%	0.0%	10.0%	11.1%	3.8%	6.9%
Anti corruption	33.3%	17.1%	13.6%	25.0%	15.4%	36.8%	30.0%	22.2%	15.4%	20.7%
Domestic private sector development*	0.0%	9.8%	22.7%	41.7%	30.8%	10.5%	30.0%	33.3%	34.6%	10.3%
Foreign direct investment	11.1%	17.1%	27.3%	33.3%	15.4%	26.3%	10.0%	11.1%	15.4%	20.7%
Global integration	0.0%	2.4%	0.0%	8.3%	7.7%	0.0%	0.0%	0.0%	3.8%	3.4%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	10.0%	0.0%	7.7%	3.4%
Public sector reform*	33.3%	7.3%	27.3%	50.0%	38.5%	31.6%	30.0%	11.1%	11.5%	34.5%
Monitoring and evaluation	0.0%	4.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Governance	22.2%	14.6%	22.7%	16.7%	0.0%	21.1%	10.0%	11.1%	3.8%	10.3%
Natural resource management	11.1%	4.9%	4.5%	0.0%	0.0%	0.0%	0.0%	11.1%	3.8%	0.0%
Environmental sustainability	11.1%	9.8%	4.5%	0.0%	7.7%	5.3%	0.0%	0.0%	11.5%	6.9%
Health	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	22.2%	14.6%	9.1%	25.0%	7.7%	10.5%	0.0%	11.1%	7.7%	3.4%
Agricultural development	0.0%	7.3%	9.1%	0.0%	0.0%	5.3%	10.0%	11.1%	0.0%	6.9%
Job creation/employment	0.0%	31.7%	13.6%	0.0%	7.7%	15.8%	30.0%	22.2%	23.1%	13.8%
Financial markets	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	4.9%	13.6%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	6.9%
Poverty reduction	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	3.4%

*Significantly different between stakeholder groups

A. General Issues facing Croatia (continued)

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Croatia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Energy	11.1%	12.2%	4.5%	8.3%	23.1%	21.1%	9.1%	0.0%	19.2%	20.7%
Equality of opportunity	0.0%	14.6%	4.5%	0.0%	7.7%	10.5%	9.1%	11.1%	0.0%	10.3%
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%
Global integration	11.1%	0.0%	0.0%	16.7%	0.0%	5.3%	0.0%	0.0%	3.8%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption*	33.3%	9.8%	18.2%	8.3%	15.4%	42.1%	18.2%	22.2%	3.8%	6.9%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	11.1%	9.8%	13.6%	8.3%	7.7%	21.1%	0.0%	11.1%	15.4%	6.9%
Foreign direct investment	55.6%	48.8%	31.8%	50.0%	38.5%	26.3%	54.5%	33.3%	30.8%	41.4%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	2.4%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%
Education*	11.1%	17.1%	36.4%	16.7%	30.8%	26.3%	36.4%	44.4%	61.5%	20.7%
Information and communications technology	0.0%	12.2%	4.5%	8.3%	15.4%	5.3%	9.1%	11.1%	3.8%	6.9%
Regulatory framework	0.0%	7.3%	22.7%	16.7%	23.1%	10.5%	9.1%	11.1%	23.1%	3.4%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	11.1%	12.2%	18.2%	0.0%	7.7%	5.3%	0.0%	22.2%	7.7%	20.7%
Public sector reform*	22.2%	0.0%	18.2%	41.7%	23.1%	15.8%	36.4%	33.3%	19.2%	10.3%
Regional integration	11.1%	0.0%	0.0%	0.0%	7.7%	5.3%	0.0%	0.0%	7.7%	0.0%
Domestic private sector development	33.3%	41.5%	36.4%	33.3%	23.1%	15.8%	27.3%	22.2%	30.8%	34.5%
Job creation/employment	11.1%	29.3%	4.5%	25.0%	15.4%	26.3%	36.4%	33.3%	26.9%	20.7%
Agricultural development	11.1%	24.4%	18.2%	8.3%	7.7%	10.5%	9.1%	22.2%	0.0%	10.3%
EU integration and EU income convergence	22.2%	2.4%	9.1%	8.3%	7.7%	10.5%	9.1%	0.0%	3.8%	10.3%
Governance	0.0%	17.1%	18.2%	33.3%	15.4%	10.5%	18.2%	11.1%	19.2%	13.8%
Transport	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	6.9%
Monitoring and evaluation	11.1%	0.0%	9.1%	0.0%	0.0%	10.5%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	9.8%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	6.9%
Environmental sustainability	0.0%	2.4%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	6.9%
Health	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	3.8%	3.4%
Law and justice	11.1%	4.9%	13.6%	0.0%	7.7%	5.3%	0.0%	11.1%	0.0%	3.4%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	22.2%	14.6%	0.0%	8.3%	23.1%	15.8%	9.1%	0.0%	3.8%	31.0%
Financial markets	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																													
	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			International partners/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Trade Union			Media			Independent Government Institution			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 in Croatia?*	9	7.56	2.60	42	6.29	1.81	22	7.00	2.43	12	6.67	2.19	13	6.15	2.67	19	4.74	2.08	11	6.73	2.41	9	6.78	2.99	25	6.64	1.82	29	6.55	1.70

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

	Which of the following best describes your current position?																													
	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			International partners/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Trade Union			Media			Independent Government Institution			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's effectiveness in Croatia.	8	6.63	1.92	37	6.65	1.87	21	7.00	2.21	9	7.78	1.39	12	5.33	2.23	14	5.64	1.86	10	6.10	1.85	7	6.43	3.46	25	6.48	1.90	27	6.70	1.81

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

	Which of the following best describes your current position?																													
				Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			International partners/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Trade Union						Independent Government Institution			Academia/ Research institute/ Think tank					
	Office of Minister																		Media									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's staff is well prepared to help Croatia solve its most complicated development challenges?	7	7.43	1.90	37	6.68	2.26	20	6.55	2.39	9	8.89	1.17	11	6.45	2.84	9	6.67	2.40	10	6.40	2.17	7	6.86	3.24	24	7.71	2.01	26	7.50	1.42

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

B. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Rural development	11.1%	14.3%	18.2%	25.0%	7.7%	15.8%	0.0%	11.1%	0.0%	3.4%
Education	22.2%	28.6%	18.2%	8.3%	23.1%	31.6%	45.5%	0.0%	40.0%	31.0%
Social protection	0.0%	9.5%	0.0%	8.3%	0.0%	15.8%	18.2%	11.1%	8.0%	3.4%
Governance*	44.4%	14.3%	45.5%	33.3%	15.4%	5.3%	0.0%	11.1%	28.0%	17.2%
Transport	0.0%	7.1%	13.6%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	13.8%
Poverty reduction	11.1%	9.5%	0.0%	16.7%	0.0%	10.5%	9.1%	0.0%	12.0%	3.4%
Public sector reform*	11.1%	14.3%	36.4%	41.7%	38.5%	36.8%	54.5%	11.1%	56.0%	20.7%
Regional integration	0.0%	0.0%	9.1%	0.0%	7.7%	0.0%	0.0%	0.0%	4.0%	3.4%
Gender	0.0%	2.4%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	22.2%	26.2%	13.6%	16.7%	46.2%	21.1%	45.5%	33.3%	16.0%	31.0%
Foreign direct investment	22.2%	14.3%	4.5%	8.3%	15.4%	26.3%	18.2%	22.2%	0.0%	17.2%
Water and sanitation	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	4.8%	18.2%	0.0%	15.4%	5.3%	0.0%	0.0%	16.0%	20.7%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%	7.7%	10.5%	0.0%	11.1%	0.0%	0.0%
Public financial management	11.1%	21.4%	13.6%	41.7%	23.1%	15.8%	9.1%	33.3%	32.0%	24.1%
Job creation/employment	22.2%	19.0%	9.1%	16.7%	0.0%	15.8%	45.5%	11.1%	16.0%	20.7%
Financial markets	22.2%	9.5%	0.0%	0.0%	7.7%	10.5%	0.0%	11.1%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	4.8%	4.5%	8.3%	30.8%	10.5%	0.0%	11.1%	4.0%	3.4%
Equality of opportunity	11.1%	0.0%	4.5%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.0%	0.0%
Global integration	11.1%	2.4%	4.5%	8.3%	7.7%	10.5%	0.0%	0.0%	4.0%	3.4%
EU integration and EU income convergence	11.1%	7.1%	18.2%	0.0%	7.7%	10.5%	9.1%	11.1%	8.0%	0.0%
Climate change*	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	11.9%	18.2%	8.3%	15.4%	10.5%	0.0%	22.2%	0.0%	6.9%
Trade and exports	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	3.4%
Economic growth*	22.2%	23.8%	9.1%	8.3%	15.4%	10.5%	27.3%	44.4%	16.0%	44.8%
Law and justice	0.0%	11.9%	0.0%	0.0%	7.7%	5.3%	0.0%	0.0%	0.0%	6.9%
Regulatory framework	11.1%	7.1%	4.5%	25.0%	7.7%	0.0%	0.0%	11.1%	12.0%	3.4%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	7.1%	13.6%	8.3%	0.0%	0.0%	0.0%	11.1%	4.0%	13.8%
Natural resource management	11.1%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%
Anti corruption	11.1%	2.4%	4.5%	8.3%	0.0%	15.8%	18.2%	0.0%	4.0%	0.0%
Information and communications technology	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	3.4%
Disaster management	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

B. Overall Attitudes toward the World Bank (continued)

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

Greatest Value		Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Percentage of Respondents	Office of Minister									
Financial resources	22.2%	35.1%	52.6%	16.7%	18.2%	66.7%	30.0%	33.3%	30.4%	52.0%
Mobilizing third party financial resources*	33.3%	13.5%	0.0%	0.0%	18.2%	5.6%	40.0%	11.1%	0.0%	12.0%
Technical assistance	0.0%	24.3%	21.1%	33.3%	18.2%	11.1%	30.0%	55.6%	30.4%	16.0%
Policy advice*	22.2%	5.4%	21.1%	41.7%	18.2%	11.1%	0.0%	0.0%	30.4%	16.0%
Coordination with international and European partners	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%
Data	11.1%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Training/capacity building	0.0%	8.1%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	4.3%	4.0%
Knowledge products/studies/analyses	0.0%	5.4%	5.3%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise (i.e., global knowledge sharing)	11.1%	5.4%	0.0%	0.0%	9.1%	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

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

2nd Greatest Value		Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Percentage of Respondents	Office of Minister									
Financial resources	11.1%	14.3%	10.5%	16.7%	27.3%	5.6%	0.0%	22.2%	8.7%	12.0%
Mobilizing third party financial resources	11.1%	5.7%	10.5%	8.3%	9.1%	0.0%	10.0%	0.0%	17.4%	4.0%
Technical assistance	33.3%	25.7%	26.3%	16.7%	36.4%	44.4%	20.0%	0.0%	17.4%	36.0%
Policy advice	11.1%	11.4%	10.5%	8.3%	9.1%	11.1%	20.0%	22.2%	8.7%	20.0%
Coordination with international and European partners	0.0%	14.3%	10.5%	0.0%	0.0%	5.6%	10.0%	11.1%	0.0%	12.0%
Data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Training/capacity building	22.2%	14.3%	10.5%	25.0%	0.0%	22.2%	40.0%	11.1%	13.0%	4.0%
Knowledge products/studies/analyses	11.1%	5.7%	0.0%	25.0%	9.1%	11.1%	0.0%	33.3%	13.0%	8.0%
Convening/facilitating	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%
Linkage to non-Bank expertise (i.e., global knowledge sharing)	0.0%	5.7%	21.1%	0.0%	9.1%	0.0%	0.0%	0.0%	17.4%	4.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

B. Overall Attitudes toward the World Bank (continued)**Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Croatia? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Imposing technocratic solutions without regard to political realities	42.9%	12.8%	15.0%	0.0%	0.0%	17.6%	36.4%	0.0%	7.7%	14.3%
Not exploring alternative policy options	0.0%	20.5%	10.0%	11.1%	15.4%	17.6%	18.2%	14.3%	19.2%	14.3%
Too bureaucratic in its operational policies and procedures	0.0%	17.9%	40.0%	22.2%	53.8%	11.8%	36.4%	28.6%	19.2%	39.3%
Staff too inaccessible	0.0%	10.3%	10.0%	0.0%	0.0%	11.8%	0.0%	0.0%	0.0%	7.1%
Arrogant in its approach*	28.6%	2.6%	5.0%	0.0%	7.7%	11.8%	0.0%	14.3%	0.0%	0.0%
Not client focused	0.0%	2.6%	5.0%	11.1%	15.4%	5.9%	9.1%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	7.7%	0.0%	0.0%	7.7%	0.0%	9.1%	0.0%	7.7%	0.0%
Not willing to honestly criticize policies and reform efforts in the country*	28.6%	10.3%	10.0%	0.0%	23.1%	11.8%	18.2%	57.1%	30.8%	10.7%
Too influenced by developed countries	14.3%	20.5%	20.0%	22.2%	0.0%	29.4%	18.2%	28.6%	15.4%	25.0%
Not enough public disclosure of its work*	42.9%	5.1%	5.0%	11.1%	15.4%	5.9%	27.3%	28.6%	0.0%	10.7%
World Bank processes too slow and complex	0.0%	15.4%	30.0%	33.3%	15.4%	5.9%	9.1%	14.3%	34.6%	21.4%
Not aligned with country priorities	0.0%	12.8%	15.0%	0.0%	7.7%	17.6%	9.1%	0.0%	11.5%	10.7%
Not aligned with European institutions' and IFIs' work	0.0%	5.1%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%
Not collaborating enough with non-state actors*	0.0%	0.0%	5.0%	11.1%	23.1%	41.2%	0.0%	14.3%	19.2%	7.1%
Not adequately sensitive to political/social realities in Croatia*	28.6%	23.1%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	21.4%
Other	0.0%	0.0%	0.0%	22.2%	7.7%	5.9%	0.0%	0.0%	7.7%	3.6%

*Significantly different between stakeholder groups

Which World Bank instruments do you believe are the MOST effective in helping Croatia achieve EU integration and EU income convergence? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Investment lending	55.6%	63.4%	68.2%	41.7%	75.0%	57.9%	72.7%	88.9%	50.0%	82.8%
Capacity development	44.4%	39.0%	45.5%	25.0%	41.7%	47.4%	36.4%	33.3%	50.0%	37.9%
Policy based lending/ budget support to the Government	33.3%	12.2%	22.7%	25.0%	25.0%	26.3%	18.2%	22.2%	7.7%	20.7%
Knowledge products/services	33.3%	22.0%	4.5%	16.7%	8.3%	0.0%	9.1%	22.2%	15.4%	13.8%
Technical assistance	33.3%	34.1%	27.3%	66.7%	33.3%	47.4%	63.6%	33.3%	69.2%	41.4%
Trust Fund management	0.0%	0.0%	4.5%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%
Other	0.0%	4.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	4.9%	9.1%	0.0%	0.0%	10.5%	0.0%	0.0%	3.8%	0.0%

Which World Bank instruments do you believe are LEAST effective in helping Croatia achieve EU integration and EU income convergence? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Investment lending	11.1%	18.4%	13.6%	0.0%	16.7%	5.3%	0.0%	12.5%	12.5%	6.9%
Capacity development	22.2%	10.5%	13.6%	25.0%	33.3%	10.5%	27.3%	12.5%	20.8%	10.3%
Policy based lending/ budget support to the Government	22.2%	26.3%	31.8%	33.3%	25.0%	26.3%	18.2%	50.0%	33.3%	17.2%
Knowledge products/services	33.3%	21.1%	31.8%	8.3%	25.0%	10.5%	36.4%	25.0%	20.8%	20.7%
Technical assistance	22.2%	5.3%	22.7%	16.7%	16.7%	0.0%	0.0%	0.0%	8.3%	10.3%
Trust Fund management	33.3%	26.3%	36.4%	50.0%	58.3%	42.1%	63.6%	75.0%	50.0%	51.7%
Other	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	22.2%	36.8%	22.7%	16.7%	0.0%	52.6%	27.3%	12.5%	25.0%	34.5%

B. Overall Attitudes toward the World Bank (continued)

	Which of the following best describes your current position?																													
	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			International partners/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Trade Union			Media			Independent Government Institution			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 SHOULD seek to influence the global development agenda as related to "global public goods"?	8	7.38	1.85	36	6.97	2.32	22	7.64	2.50	11	7.73	1.85	12	7.83	2.17	19	7.89	2.05	10	7.60	1.43	9	7.67	2.35	25	7.80	1.63	28	8.36	1.28

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

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
NGOs*	25.0%	11.9%	9.1%	16.7%	8.3%	57.9%	0.0%	14.3%	7.7%	13.8%
Local Government*	87.5%	35.7%	45.5%	41.7%	58.3%	21.1%	63.6%	0.0%	30.8%	51.7%
Beneficiaries	0.0%	35.7%	18.2%	41.7%	33.3%	31.6%	9.1%	28.6%	23.1%	37.9%
Private sector*	37.5%	26.2%	50.0%	41.7%	50.0%	36.8%	81.8%	71.4%	34.6%	55.2%
Community Based Organizations (CBOs)*	0.0%	0.0%	0.0%	8.3%	16.7%	26.3%	0.0%	28.6%	3.8%	0.0%
European Commission	0.0%	7.1%	9.1%	0.0%	0.0%	5.3%	0.0%	0.0%	7.7%	6.9%
European institutions	0.0%	9.5%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	3.8%	6.9%
International Financial Institutions	0.0%	9.5%	4.5%	0.0%	8.3%	0.0%	9.1%	0.0%	3.8%	13.8%
Foundations	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%
Academia/think tanks/research institutes*	50.0%	26.2%	36.4%	16.7%	16.7%	10.5%	18.2%	28.6%	69.2%	3.4%
Parliament	0.0%	9.5%	4.5%	25.0%	0.0%	0.0%	0.0%	0.0%	3.8%	3.4%
Media	0.0%	9.5%	4.5%	8.3%	8.3%	5.3%	9.1%	14.3%	7.7%	0.0%
Other	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																													
	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			International partners/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Trade Union			Media			Independent Government Institution			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 currently plays a relevant role in development in Croatia*	9	5.33	2.45	37	6.14	2.07	20	5.75	2.20	12	6.58	1.78	11	4.64	2.01	16	4.38	2.03	11	4.55	1.75	7	6.29	3.20	24	4.96	2.07	29	6.17	2.11
The World Bank's work is aligned with what I consider the development priorities for this country*	9	6.22	1.20	34	6.06	2.04	20	6.25	2.20	11	7.82	1.72	11	4.82	2.36	17	4.59	2.21	11	5.09	2.12	6	7.67	3.33	24	6.04	2.44	29	5.97	1.97
The World Bank supports programs and strategies that are realistic for Croatia*	9	6.00	1.66	35	6.46	2.19	20	7.05	2.16	10	8.40	1.17	10	5.50	2.22	15	5.33	2.29	10	5.90	1.91	6	7.50	3.02	25	6.72	2.15	27	6.30	2.00
The World Bank treats clients and stakeholders in Croatia with respect	8	6.88	2.30	35	7.34	1.88	21	7.10	2.41	11	8.91	1.04	11	6.55	2.73	16	6.06	2.32	11	6.82	2.18	7	7.71	3.20	24	7.42	2.21	27	7.63	2.00

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

To what extent is the World Bank an effective development partner in Croatia 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 Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			International partners/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Trade Union			Media			Independent Government Institution			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*	7	6.14	1.86	33	6.39	1.90	20	6.75	1.92	10	7.50	1.18	10	4.70	2.31	13	5.23	1.92	11	4.91	2.07	7	7.14	2.79	22	5.95	1.94	26	6.38	1.96
Flexibility (in terms of the World Bank's products and services)*	7	6.00	1.63	35	6.14	1.72	19	5.68	2.29	7	7.71	.95	10	4.20	1.75	14	4.71	1.86	11	4.82	2.04	6	6.17	2.86	21	5.33	1.91	23	5.83	1.77
Flexibility (in terms of changing country circumstances)	7	5.57	1.62	35	5.80	1.78	19	5.63	2.39	8	7.75	.89	10	4.80	1.69	14	4.57	2.38	10	4.90	1.97	6	5.83	2.93	20	5.40	2.19	23	5.87	1.82
Being inclusive*	7	6.00	2.52	32	6.44	1.52	16	6.19	2.14	7	8.43	.98	10	5.20	1.75	13	5.00	2.42	11	5.45	1.81	6	6.17	2.32	23	6.26	1.86	25	6.72	1.79
Openness (sharing data and other information)*	7	6.71	2.69	33	6.70	2.02	18	7.00	2.52	11	8.55	1.29	11	5.82	2.75	16	5.81	2.51	11	5.45	2.16	7	6.71	2.21	23	6.74	2.30	26	7.35	2.04
Staff accessibility*	8	6.88	2.53	31	7.03	2.24	20	7.00	2.49	10	8.70	1.06	9	6.22	2.95	13	5.08	2.29	11	6.00	2.24	6	7.67	2.94	21	6.86	1.56	24	7.50	2.25
Straightforwardness and honesty*	7	6.29	2.36	35	6.60	2.21	19	7.16	2.32	11	8.91	1.22	9	5.78	2.68	14	4.71	2.09	11	5.36	1.63	7	7.86	2.67	22	6.50	2.09	26	7.62	2.21
Collaboration with groups outside of the Government*	8	5.88	2.03	24	6.21	1.50	17	6.00	2.12	7	8.00	1.41	8	4.38	2.62	17	4.53	2.29	9	6.00	1.87	6	6.83	2.93	20	6.00	2.29	17	6.35	2.26
Collaboration with the Government	7	7.57	2.51	32	7.56	1.61	19	7.37	2.27	8	8.63	1.41	9	6.00	2.24	15	6.40	2.23	11	6.45	1.92	6	7.17	2.14	18	7.44	1.46	23	7.78	1.65
Collaboration with international and European partners*	7	7.29	2.63	24	7.88	1.68	17	7.12	2.47	10	9.00	1.05	7	5.71	2.21	13	7.15	2.19	9	6.89	1.76	5	8.20	1.92	17	7.24	1.60	20	8.00	1.17
Follow through over time	6	7.17	2.48	32	7.66	2.28	18	7.56	2.15	9	8.44	1.51	10	5.60	2.17	14	7.00	1.92	10	7.00	1.70	7	8.14	2.04	22	7.18	1.82	25	8.00	1.68

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The World Bank works too slowly	0.0%	11.4%	19.0%	0.0%	25.0%	11.1%	9.1%	0.0%	11.5%	17.2%
The Government works inefficiently*	0.0%	5.7%	14.3%	50.0%	25.0%	38.9%	72.7%	12.5%	34.6%	31.0%
There is not an adequate level of citizen/civil society participation	14.3%	14.3%	4.8%	8.3%	8.3%	33.3%	0.0%	37.5%	11.5%	13.8%
Poor coordination with international and European partners	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.3%
The World Bank does not do adequate follow through/follow-up	28.6%	25.7%	9.5%	8.3%	8.3%	11.1%	0.0%	12.5%	15.4%	20.7%
Lack of/inadequate levels of capacity in Government*	57.1%	34.3%	61.9%	41.7%	50.0%	22.2%	27.3%	87.5%	42.3%	24.1%
Political pressures and obstacles	14.3%	20.0%	23.8%	33.3%	33.3%	11.1%	45.5%	25.0%	26.9%	17.2%
Reforms are not well thought out in light of country challenges	28.6%	48.6%	28.6%	25.0%	25.0%	33.3%	36.4%	12.5%	38.5%	24.1%
The World Bank is not sensitive enough to political/social realities on the ground	42.9%	11.4%	19.0%	0.0%	8.3%	22.2%	9.1%	12.5%	7.7%	17.2%
Other	0.0%	0.0%	0.0%	8.3%	0.0%	5.6%	0.0%	0.0%	3.8%	3.4%

*Significantly different between stakeholder groups

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Croatia, on a ten point scale? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																													
	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			International partners/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Trade Union			Media			Independent Government Institution			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
Anti corruption	6	5.00	1.90	18	5.94	2.15	14	6.07	3.10	4	7.00	1.41	10	4.40	2.67	15	4.07	2.31	9	4.00	1.80	6	5.67	2.50	16	5.75	2.54	21	5.90	2.23
Information and communications technology	6	5.50	2.35	24	6.33	1.66	16	6.38	2.13	5	7.00	.71	8	4.88	2.42	13	5.77	2.39	7	5.14	1.21	7	6.29	2.75	12	5.17	2.12	20	6.45	1.76
Transport	6	5.17	1.47	19	6.21	1.44	15	7.07	2.40	7	7.86	1.21	10	6.40	2.07	14	6.07	2.37	8	5.88	1.64	6	5.00	1.67	16	5.88	1.67	24	6.96	1.90
Crime and violence	4	4.25	2.75	15	5.07	2.25	11	4.82	2.68	4	6.25	.50	9	3.44	2.13	12	4.58	2.15	8	3.88	1.46	5	5.00	2.24	11	4.55	2.16	20	5.25	2.00
Law and justice*	5	4.20	2.17	20	5.70	2.52	16	6.75	2.67	6	7.67	1.37	10	4.50	2.46	17	4.41	2.32	8	4.38	1.51	6	6.00	2.19	15	5.73	1.91	23	6.83	1.83
Urban development	6	5.00	3.10	23	5.96	2.08	12	6.67	2.39	7	7.43	1.13	10	4.90	2.69	11	5.00	2.57	8	5.38	1.92	6	6.00	2.00	12	6.08	2.07	18	6.44	2.09
Environmental sustainability*	7	5.86	3.18	20	6.80	1.85	16	7.44	2.28	8	7.75	1.49	10	6.20	2.82	14	4.93	2.40	10	5.70	1.77	6	5.83	3.06	17	6.24	2.08	19	7.37	1.67
Regulatory framework	6	5.50	2.43	22	6.36	1.65	15	6.60	2.92	8	7.75	1.49	11	5.64	2.46	13	5.62	2.99	9	5.22	1.86	7	7.57	1.27	18	6.78	1.59	19	6.79	1.23
Basic infrastructure	5	5.60	3.21	21	6.48	1.66	16	7.50	2.39	7	7.71	1.50	11	6.36	2.50	14	5.29	2.46	7	6.57	1.90	6	6.67	1.37	16	6.44	1.50	20	7.20	1.99
Communicable/non-communicable disease	5	4.20	3.11	15	4.20	1.90	8	5.13	2.90	4	6.50	1.00	6	3.83	1.60	7	3.86	2.19	8	4.88	1.96	5	5.80	3.03	6	4.33	2.16	13	4.85	2.27
Poverty reduction*	5	4.00	3.24	21	4.57	2.16	12	5.25	3.02	7	7.43	1.51	9	3.78	1.56	12	4.25	2.34	9	4.22	2.05	6	5.17	2.86	16	6.06	2.14	18	5.44	2.04
Gender	5	4.00	3.24	21	5.76	2.59	12	6.08	3.12	4	7.75	1.71	7	4.14	1.35	10	4.30	2.16	9	5.22	1.79	6	6.17	2.40	9	5.22	2.17	15	5.80	1.97
Domestic private sector development*	5	4.60	2.61	21	5.00	2.49	12	5.67	2.71	5	8.00	1.58	11	3.64	1.57	12	3.92	2.23	11	4.18	1.83	6	5.00	2.97	14	6.00	2.25	20	5.70	2.43
Foreign direct investment	5	6.00	2.65	18	5.89	1.75	12	6.75	2.49	7	6.43	2.88	11	4.55	2.16	9	5.00	2.65	11	4.09	2.12	6	5.17	2.93	15	5.73	2.58	21	6.57	2.27
Water and sanitation*	7	4.57	2.94	21	6.76	1.84	14	7.00	2.60	9	7.22	2.05	10	5.00	1.94	9	4.33	2.18	10	5.80	1.75	6	6.17	3.25	12	6.25	1.42	19	6.42	2.01
Trade and exports	5	4.20	2.59	18	5.78	1.86	13	5.77	2.74	5	6.80	1.92	10	4.80	1.81	10	4.50	2.42	7	5.00	1.73	5	5.00	2.83	10	5.70	2.00	19	5.84	2.43
Economic growth	7	5.14	2.91	26	5.42	2.50	14	6.14	2.71	8	7.50	1.51	11	4.73	2.15	11	4.55	2.42	9	5.00	2.40	6	5.00	2.68	16	5.63	2.53	21	6.29	2.17
Energy	5	5.20	3.49	19	5.42	2.14	14	5.79	2.36	9	7.56	1.51	11	5.55	1.97	11	4.91	2.84	9	5.33	1.87	6	5.17	2.14	13	6.23	2.49	20	6.25	2.00
Disaster management	4	4.50	3.11	17	4.53	1.97	10	4.10	2.38	5	7.00	1.58	7	3.86	1.07	9	3.11	1.96	5	4.20	.84	5	5.40	2.97	4	5.75	2.87	12	4.92	1.78
Monitoring and evaluation	7	5.86	2.73	23	6.39	2.59	18	7.00	2.35	6	7.00	1.90	8	5.50	1.77	12	5.08	2.81	9	5.78	1.09	5	7.00	2.35	11	6.27	2.37	20	6.95	2.24
Public financial management	7	5.57	2.82	23	5.87	2.07	17	6.65	1.87	7	7.43	2.44	11	5.27	2.49	13	5.23	2.62	9	6.00	1.94	7	7.43	1.51	20	6.45	2.33	19	6.47	2.20
Job creation/employment	5	3.80	3.03	24	5.08	2.39	15	5.33	2.44	6	7.00	2.37	11	4.82	2.56	12	3.83	2.21	10	3.60	1.90	6	4.33	2.34	17	4.88	2.12	21	5.38	2.13
Financial markets	5	5.00	2.74	21	5.48	2.20	14	6.29	2.89	6	7.00	2.53	12	5.58	2.11	10	5.40	2.55	10	4.60	2.55	7	6.00	2.24	13	5.92	2.02	19	6.26	1.94
Equality of opportunity	5	5.20	3.35	22	5.32	2.50	12	6.08	2.78	5	8.20	1.92	9	4.33	2.00	13	3.92	1.85	10	4.10	2.56	6	5.83	2.93	9	5.11	2.37	15	5.80	2.48
Health*	5	5.00	3.39	19	5.21	2.18	14	6.71	2.33	7	7.00	2.00	9	4.44	1.67	12	4.08	1.93	8	5.63	1.69	5	6.20	2.77	12	6.33	2.06	18	6.33	1.68
Rural development*	5	3.80	2.59	19	5.68	1.60	15	5.33	2.29	8	7.38	1.60	9	4.67	2.50	12	4.92	2.19	10	4.70	1.70	5	4.20	2.77	9	6.11	2.03	19	6.32	2.11
Global integration*	5	6.00	2.92	19	6.42	2.06	14	6.50	2.59	5	7.00	1.58	9	4.22	1.39	11	5.73	2.97	9	5.11	1.45	6	8.33	.82	10	6.90	1.79	18	6.56	2.01
Governance	7	5.43	2.23	24	5.33	2.60	16	5.94	2.62	7	7.14	2.04	12	4.83	2.08	12	4.92	2.47	9	5.11	2.09	6	6.00	2.10	16	5.75	2.41	18	5.67	2.25
EU integration and EU income convergence	7	5.86	2.12	22	5.64	2.68	14	6.43	2.03	8	6.88	1.96	11	5.36	1.75	12	5.00	2.73	10	4.80	2.70	6	6.67	2.34	16	5.81	2.32	20	6.40	1.96
Education	5	4.60	3.51	23	6.22	1.98	14	6.14	2.44	7	6.86	2.41	11	4.91	1.87	13	4.69	1.80	11	4.09	2.43	6	5.50	2.74	19	5.89	2.16	21	6.33	1.96
Social protection	5	4.60	2.88	18	5.17	1.92	15	5.40	2.75	8	7.00	2.27	12	4.92	1.93	13	4.23	2.55	11	4.45	2.70	6	4.50	2.51	14	6.14	2.48	18	6.11	2.32
Climate change	5	4.80	2.86	20	5.65	2.13	14	5.79	2.72	5	6.00	1.22	10	4.20	1.62	11	3.73	2.69	8	4.38	2.00	5	5.60	2.88	8	5.88	2.80	17	6.35	2.00
Public sector reform	6	5.50	3.27	28	5.46	2.28	19	6.32	2.54	8	6.63	2.13	12	5.17	2.21	15	4.53	2.77	10	4.80	2.25	6	6.50	1.38	21	6.24	2.32	25	6.40	2.20
Regional integration	5	5.60	3.44	18	6.11	1.97	13	6.15	2.85	7	7.00	1.00	9	5.33	2.00	11	4.55	2.73	10	5.00	2.11	6	6.83	1.33	11	5.82	1.78	18	6.50	1.79
Agricultural development	6	4.67	2.07	20	5.20	1.70	15	5.73	2.31	7	7.00	1.00	11	4.27	2.20	10	4.90	2.38	9	4.44	1.81	6	5.17	2.79	11	5.45	1.63	20	6.15	2.18
Natural resource management	5	4.80	2.68	14	5.07	1.82	12	5.50	2.43	6	5.33	2.50	10	3.50	1.96	9	3.56	2.40	8	4.00	1.60	5	4.40	2.30	10	5.20	2.39	16	5.31	1.78

*Significantly different between stakeholder groups

C. World Bank Effectiveness and Results (continued)

	Which of the following best describes your current position?																													
	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			International partners/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Trade Union			Media			Independent Government Institution			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's work help to achieve development results in Croatia?*	9	5.56	1.42	38	6.37	1.78	19	6.26	2.05	10	7.20	2.15	12	5.58	1.98	16	4.81	1.60	10	5.50	2.22	8	6.00	2.51	24	6.08	2.00	29	6.72	1.53

(1-To no degree at all, 10-To a very significant degree) *Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																													
	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			International partners/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Trade Union			Media			Independent Government Institution			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's financial instruments meet the needs of Croatia*	9	5.44	1.67	39	6.64	2.07	21	6.90	2.10	10	7.10	2.13	12	5.08	2.50	14	5.29	1.77	11	5.18	2.44	8	6.50	2.33	23	6.43	1.97	28	7.00	2.07
The World Bank meets Croatia's needs for knowledge services*	9	5.78	1.99	39	6.33	2.08	18	6.78	2.05	11	8.45	1.29	11	6.18	2.23	16	4.88	2.19	11	5.27	2.24	8	7.25	1.83	24	5.83	2.33	26	6.96	2.24

*Significantly different between stakeholder groups

D. The World Bank's Knowledge**How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?**

	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Percentage of Respondents										
Weekly	11.1%	0.0%	9.1%	8.3%	0.0%	0.0%	0.0%	11.1%	15.4%	3.4%
Monthly	11.1%	19.0%	27.3%	8.3%	15.4%	5.3%	36.4%	22.2%	19.2%	17.2%
A few times a year	33.3%	61.9%	36.4%	83.3%	61.5%	52.6%	54.5%	44.4%	46.2%	65.5%
Rarely	44.4%	11.9%	22.7%	0.0%	15.4%	31.6%	0%	22.2%	19.2%	13.8%
Never	0.0%	7.1%	4.5%	0.0%	7.7%	10.5%	9.1%	0.0%	0.0%	0.0%

D. The World Bank's Knowledge (continued)

When thinking about the development challenges in Croatia, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years?
(Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Public sector reform	33.3%	17.9%	36.4%	58.3%	46.2%	50.0%	36.4%	33.3%	32.0%	31.0%
Gender	0.0%	2.6%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%
Education	44.4%	23.1%	31.8%	25.0%	46.2%	44.4%	36.4%	22.2%	44.0%	24.1%
Domestic private sector development*	22.2%	28.2%	27.3%	41.7%	46.2%	11.1%	72.7%	22.2%	24.0%	24.1%
Foreign direct investment	0.0%	12.8%	9.1%	8.3%	23.1%	5.6%	18.2%	33.3%	4.0%	6.9%
Water and sanitation*	22.2%	2.6%	4.5%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%
Trade and exports*	0.0%	5.1%	4.5%	0.0%	0.0%	0.0%	0.0%	33.3%	4.0%	3.4%
Economic growth*	22.2%	53.8%	13.6%	16.7%	30.8%	22.2%	36.4%	11.1%	48.0%	44.8%
Energy	22.2%	10.3%	4.5%	0.0%	7.7%	11.1%	0.0%	0.0%	20.0%	24.1%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Monitoring and evaluation	0.0%	5.1%	4.5%	0.0%	0.0%	11.1%	0.0%	0.0%	4.0%	0.0%
Governance	11.1%	12.8%	22.7%	41.7%	15.4%	16.7%	0.0%	11.1%	28.0%	17.2%
Social protection	11.1%	7.7%	0.0%	16.7%	0.0%	5.6%	18.2%	0.0%	8.0%	3.4%
Climate change	11.1%	5.1%	4.5%	8.3%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Poverty reduction	11.1%	7.7%	9.1%	8.3%	0.0%	22.2%	9.1%	0.0%	8.0%	3.4%
Law and justice	11.1%	10.3%	4.5%	0.0%	15.4%	5.6%	9.1%	11.1%	0.0%	10.3%
Anti corruption	11.1%	5.1%	9.1%	8.3%	0.0%	16.7%	9.1%	22.2%	0.0%	6.9%
Financial markets	0.0%	2.6%	9.1%	8.3%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	2.6%	9.1%	0.0%	7.7%	11.1%	9.1%	11.1%	4.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	6.9%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional integration	0.0%	2.6%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%
Information and communications technology	11.1%	10.3%	9.1%	0.0%	0.0%	0.0%	9.1%	11.1%	4.0%	6.9%
Transport	11.1%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	6.9%
Agricultural development	0.0%	12.8%	13.6%	8.3%	15.4%	5.6%	0.0%	33.3%	0.0%	17.2%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	3.4%
Public financial management	22.2%	5.1%	9.1%	16.7%	7.7%	22.2%	0.0%	11.1%	20.0%	13.8%
Job creation/employment	11.1%	17.9%	9.1%	0.0%	15.4%	5.6%	18.2%	22.2%	8.0%	6.9%
Health	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.0%	6.9%
Rural development	0.0%	7.7%	13.6%	8.3%	7.7%	16.7%	0.0%	0.0%	0.0%	6.9%
Global integration	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
EU integration and EU income convergence	11.1%	5.1%	9.1%	0.0%	0.0%	11.1%	0.0%	0.0%	4.0%	10.3%
Environmental sustainability	0.0%	7.7%	0.0%	8.3%	7.7%	0.0%	0.0%	0.0%	0.0%	3.4%
Regulatory framework	0.0%	0.0%	4.5%	16.7%	0.0%	0.0%	9.1%	0.0%	0.0%	3.4%
Basic infrastructure	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%
Communicable/non-communicable disease	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

D. The World Bank's Knowledge (continued)**How effective do you believe the World Bank's knowledge and research are at ... in Croatia? (1-Not effective at all, 10-Very effective)**

	Which of the following best describes your current position?																													
				Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			International partners/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Trade Union						Independent Government Institution			Academia/ Research institute/ Think tank					
	Office of Minister																		Media									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
Raising your awareness of the particular topic	9	5.78	2.59	37	6.35	2.02	19	5.84	1.83	11	7.73	1.62	12	5.50	2.75	17	5.29	2.73	11	5.45	2.70	8	7.25	3.01	23	6.26	2.38	25	6.72	1.74
Stimulating public debate/dialogue	9	5.22	2.68	37	6.00	2.38	19	6.26	2.08	11	7.55	1.57	12	5.33	2.99	18	5.22	2.26	11	5.36	2.54	8	6.50	2.62	24	5.88	2.15	26	6.46	1.94
Enhancing your knowledge and/or skills*	9	6.11	2.89	38	6.76	2.03	20	7.05	1.73	11	7.55	1.51	13	6.00	2.52	17	4.94	2.86	11	6.45	1.97	8	7.25	3.01	24	6.92	1.77	27	7.63	1.76
Contributing to good policy making*	9	5.56	2.51	36	6.06	2.00	18	6.44	1.92	10	6.90	1.91	11	4.82	1.99	17	4.94	1.82	10	6.10	2.28	7	6.43	2.76	24	5.88	2.17	26	7.19	1.60
Providing support for program implementation*	9	6.22	2.44	36	6.42	2.32	20	7.10	2.29	7	7.71	1.80	10	5.90	2.23	16	5.19	1.94	11	5.64	2.34	7	6.14	2.34	23	5.78	2.15	26	7.69	1.67

*Significantly different between stakeholder groups

To what extent do you believe that the World Bank's knowledge and research ... in Croatia? (1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?																													
	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			International partners/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Trade Union			Media			Independent Government Institution			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	7	6.00	2.31	33	6.30	2.07	17	6.06	1.98	10	8.10	1.45	12	5.50	2.58	15	5.47	2.50	11	5.45	1.69	8	6.25	2.71	25	6.68	1.84	23	6.96	1.82
Include appropriate level of stakeholder involvement during preparation*	8	5.75	2.12	34	6.44	2.08	17	6.59	2.21	8	8.00	1.51	11	5.64	2.38	14	5.29	2.58	10	4.70	1.83	7	5.86	2.27	24	5.67	2.06	23	7.30	1.87
Are relevant to Croatia's development priorities	8	6.13	1.96	33	6.36	2.09	18	6.56	2.33	12	8.08	1.62	13	5.69	2.46	15	5.87	2.70	9	5.89	2.15	7	6.29	2.69	25	6.88	1.81	20	6.80	1.77
Provide feasible recommendations	8	5.63	2.26	36	6.06	1.87	16	6.69	2.60	12	7.92	1.73	11	6.00	2.61	14	5.86	2.57	10	5.40	1.43	7	6.43	2.82	25	6.88	1.67	26	6.96	1.48
Are accessible (well written and easy to understand)*	7	6.14	2.91	35	6.46	2.15	18	7.06	2.34	12	8.58	1.08	13	5.77	2.45	15	5.47	2.36	11	5.73	1.62	7	7.57	2.94	25	6.84	1.95	26	6.96	1.95
A source of relevant information on global good practices*	9	6.89	2.52	34	6.79	2.10	19	7.21	2.12	11	8.91	.94	11	6.64	2.62	16	6.69	2.44	11	6.09	2.12	8	8.13	2.03	24	7.42	2.00	25	7.96	1.95
Are adequately disseminated	7	5.29	3.55	32	6.00	2.37	18	6.33	2.79	9	7.56	1.51	11	4.91	1.92	15	4.73	2.46	11	5.64	1.96	8	6.25	2.71	25	6.12	1.92	22	6.77	2.51
Are appropriately translated	8	5.50	2.98	32	6.66	2.27	18	7.00	2.22	8	8.50	1.07	12	7.00	2.76	14	6.64	2.17	9	6.56	2.24	8	6.75	2.25	22	6.77	2.43	23	7.65	1.85
Are adaptable to Croatia's specific development challenges and country circumstances	9	5.78	1.79	32	6.25	1.85	19	6.63	2.09	12	8.08	1.24	12	5.42	2.47	15	5.80	2.08	9	5.67	1.73	7	6.71	2.75	25	6.40	2.16	24	6.29	1.78

*Significantly different between stakeholder groups

D. The World Bank's Knowledge (continued)

	Which of the following best describes your current position?																													
	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			International partners/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Trade Union			Media			Independent Government Institution			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's knowledge and research make to development results in your country?	9	5.56	2.07	37	6.27	1.71	20	6.35	2.08	11	7.82	1.60	13	5.62	2.29	17	5.94	2.08	11	6.27	2.20	8	7.25	2.96	25	6.68	1.65	27	7.04	1.58
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	9	6.67	2.06	37	7.38	1.74	21	7.48	1.60	11	9.18	.87	12	7.17	2.76	14	6.93	2.30	11	7.09	1.81	8	7.75	2.82	25	7.56	1.39	28	7.96	1.37
Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., global knowledge sharing, etc.)?	8	5.63	2.13	33	6.79	2.26	17	7.24	1.89	7	7.86	1.35	11	6.27	2.65	13	6.08	2.43	11	6.36	1.36	6	5.83	3.31	21	6.29	2.00	21	6.81	2.11
To what extent do you believe Croatia COULD receive value for money from the World Bank's products/services offered on a fee-for-service basis?	7	6.43	1.90	29	7.03	1.40	18	6.72	2.24	9	8.67	1.50	10	6.20	2.35	13	6.15	2.41	9	6.89	1.83	7	6.14	2.27	21	6.71	1.85	22	7.32	1.64

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality; 1-Not effective at all, 10-Very effective; 1-To no degree at all, 10-To a very significant degree)

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

	Which of the following best describes your current position?																													
	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			International partners/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Trade Union			Media			Independent Government Institution			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 disburses funds promptly	5	7.40	2.61	29	7.90	1.74	21	8.05	2.42	6	6.50	2.26	8	6.00	3.42	6	6.83	2.40	7	6.29	1.38	4	7.00	2.16	12	7.58	2.31	20	8.00	2.00
The World Bank effectively monitors and evaluates the projects and programs it supports	8	6.50	3.38	35	7.29	2.28	22	7.50	2.18	8	8.00	1.41	8	7.00	2.73	14	7.00	2.35	11	6.73	1.35	7	7.14	1.77	20	7.00	2.22	27	7.81	1.62
The World Bank's approvals and reviews are done in a timely fashion	5	7.00	2.24	31	6.45	2.34	22	6.68	2.63	6	7.33	2.25	8	6.50	2.67	12	6.42	2.23	9	6.22	1.09	7	7.43	1.99	18	6.89	2.00	25	7.24	1.90
The World Bank's "Safeguard Policy" requirements are reasonable	6	7.00	2.28	32	6.59	2.27	18	6.44	2.20	6	8.00	1.90	10	5.30	2.71	8	6.25	2.96	11	6.27	1.79	5	6.80	2.28	13	7.00	1.91	22	6.82	1.59
The World Bank imposes reasonable conditions on its lending	9	6.78	2.17	34	6.56	2.26	19	7.26	2.60	7	7.86	1.77	11	6.55	2.77	10	5.20	2.30	10	5.90	1.79	6	7.00	2.10	19	7.68	1.49	25	7.56	1.78
Working with the World Bank increases Croatia's institutional capacity	9	7.22	2.44	38	7.21	1.83	21	7.71	2.24	11	8.27	1.27	11	7.09	2.39	16	6.81	2.37	11	6.73	2.15	7	7.43	2.64	24	7.79	1.72	27	8.19	1.49
The World Bank ensures consistency and continuity through staff changes	6	6.50	3.27	32	7.41	1.79	18	6.94	2.51	7	7.71	2.29	9	6.78	2.73	6	6.17	2.48	10	6.10	1.66	4	5.50	3.87	14	7.21	1.81	18	7.50	1.82
The World Bank's teams and visits are well coordinated	6	7.67	2.42	35	7.37	1.93	21	6.95	2.65	7	8.00	1.53	9	7.33	2.74	7	5.86	3.08	9	6.11	1.76	7	6.86	3.08	20	7.35	1.87	25	8.16	1.62
Where country systems are adequate, the World Bank makes appropriate use of them	7	6.57	2.57	32	7.63	1.60	17	7.53	2.60	7	7.86	1.35	10	6.30	2.75	8	6.50	2.78	10	6.60	2.41	5	6.80	2.59	17	8.18	1.24	18	7.56	1.42
The World Bank provides effective implementation support	7	7.71	2.21	35	6.89	2.23	21	7.24	2.70	8	8.38	1.30	10	6.70	2.75	14	6.71	2.43	11	6.91	1.92	7	7.14	2.27	19	7.42	1.92	24	7.46	1.22

F. The Future Role of the World Bank in Croatia

	Which of the following best describes your current position?																													
	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			International partners/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Trade Union			Media			Independent Government Institution			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 significant a role do you believe the World Bank SHOULD play in Croatia's EU integration and EU income convergence in the near future?	9	6.00	2.83	39	7.31	2.02	22	7.18	2.22	12	7.33	1.44	13	6.62	2.93	19	6.89	1.63	11	7.82	1.54	9	8.00	1.22	25	7.16	2.25	29	8.00	1.67

(1-Not a significant role at all, 10-Very significant role)

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

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Improve the quality of its experts as related to Croatia's specific challenges	22.2%	33.3%	40.0%	8.3%	23.1%	11.1%	18.2%	25.0%	23.1%	24.1%
Reduce the complexity of obtaining World Bank financing*	44.4%	25.6%	15.0%	0.0%	69.2%	72.2%	36.4%	0.0%	19.2%	51.7%
Focus primarily on advocacy issues	11.1%	0.0%	0.0%	16.7%	7.7%	11.1%	0.0%	0.0%	7.7%	3.4%
Improve the competitiveness of its financing compared to markets	0.0%	12.8%	0.0%	25.0%	23.1%	5.6%	9.1%	25.0%	7.7%	13.8%
Ensure greater selectivity in its work	0.0%	2.6%	5.0%	0.0%	7.7%	5.6%	0.0%	12.5%	11.5%	3.4%
Provide more adequate data/knowledge/statistics/figures on Croatia's economy	11.1%	10.3%	0.0%	8.3%	0.0%	11.1%	9.1%	12.5%	7.7%	3.4%
Offer more innovative financial products	33.3%	12.8%	20.0%	25.0%	15.4%	44.4%	36.4%	12.5%	15.4%	13.8%
Offer more innovative knowledge services*	33.3%	5.1%	20.0%	0.0%	0.0%	5.6%	18.2%	25.0%	38.5%	13.8%
Introduce Fee-Based services	0.0%	2.6%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Increase EU funds absorption*	33.3%	66.7%	60.0%	66.7%	46.2%	22.2%	72.7%	75.0%	50.0%	69.0%
Work faster	0.0%	10.3%	15.0%	0.0%	0.0%	5.6%	0.0%	0.0%	7.7%	0.0%
Other	0.0%	2.6%	5.0%	8.3%	0.0%	0.0%	0.0%	0.0%	3.8%	3.4%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Local newspapers	55.6%	36.6%	31.8%	58.3%	38.5%	58.8%	72.7%	44.4%	45.8%	31.0%
International newspapers	0.0%	4.9%	4.5%	33.3%	7.7%	5.9%	9.1%	22.2%	8.3%	3.4%
Local radio*	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	18.2%	0.0%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television*	11.1%	36.6%	31.8%	0.0%	30.8%	29.4%	18.2%	22.2%	29.2%	58.6%
International television	11.1%	2.4%	4.5%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%
Periodicals	33.3%	19.5%	27.3%	16.7%	38.5%	17.6%	27.3%	11.1%	29.2%	17.2%
Internet	88.9%	87.8%	86.4%	58.3%	76.9%	70.6%	45.5%	88.9%	75.0%	75.9%
Social media (Facebook, Twitter, Youtube)	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	11.1%	8.3%	3.4%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mobile phones*	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Instant messaging	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%	8.3%	7.7%	5.9%	0.0%	0.0%	0.0%	6.9%

*Significantly different between stakeholder groups

G. Communication and Information Sharing (continued)

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

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
World Bank website	55.6%	48.8%	40.9%	66.7%	46.2%	68.4%	18.2%	33.3%	46.2%	48.3%
Direct contact with World Bank (i.e., face to face meetings/discussions)	22.2%	36.6%	9.1%	33.3%	23.1%	26.3%	27.3%	11.1%	11.5%	31.0%
e-Newsletters	44.4%	29.3%	40.9%	33.3%	69.2%	36.8%	63.6%	44.4%	42.3%	44.8%
Instant messaging	11.1%	4.9%	0.0%	0.0%	7.7%	0.0%	9.1%	11.1%	0.0%	3.4%
World Bank seminars/workshops/conferences*	22.2%	24.4%	36.4%	16.7%	15.4%	26.3%	27.3%	33.3%	65.4%	27.6%
World Bank Public Information Center	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank publications and other written materials	33.3%	12.2%	27.3%	33.3%	15.4%	10.5%	18.2%	44.4%	23.1%	27.6%
Mobile phones	0.0%	2.4%	0.0%	0.0%	7.7%	5.3%	9.1%	0.0%	0.0%	0.0%
Social media (Facebook, Twitter, Youtube)	0.0%	9.8%	9.1%	0.0%	7.7%	21.1%	0.0%	0.0%	7.7%	3.4%
Blogs	0.0%	4.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	22.2%	22.5%	52.6%	25.0%	22.2%	15.8%	36.4%	25.0%	30.4%	32.1%
No	77.8%	77.5%	47.4%	75.0%	77.8%	84.2%	63.6%	75.0%	69.6%	67.9%

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

Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	11.1%	5.1%	5.0%	58.3%	18.2%	10.5%	45.5%	12.5%	16.7%	3.7%
No	88.9%	94.9%	95.0%	41.7%	81.8%	89.5%	54.5%	87.5%	83.3%	96.3%

Were you able to obtain this information?

Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	100.0%	100.0%	100.0%	100.0%	33.3%	100.0%	100.0%	100.0%	100.0%	50.0%
No	0.0%	0.0%	0.0%	0.0%	66.7%	0.0%	0.0%	0.0%	0.0%	50.0%

Do you have access to the Internet?

Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	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 used the World Bank website?

Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	66.7%	92.5%	95.2%	90.9%	69.2%	73.7%	90.0%	77.8%	92.0%	89.3%
No	33.3%	7.5%	4.8%	9.1%	30.8%	26.3%	10.0%	22.2%	8.0%	10.7%

G. Communication and Information Sharing (continued)

Which do you primarily use?*

Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
The World Bank's country website	66.7%	53.8%	20.0%	75.0%	63.6%	73.3%	80.0%	62.5%	73.9%	66.7%
The World Bank's main website	33.3%	46.2%	80.0%	25.0%	36.4%	26.7%	20.0%	37.5%	26.1%	33.3%

*Significantly different between stakeholder groups

Do you use/have you used the World Bank's Public Information Centers (PICs) in Croatia?

Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	0.0%	12.2%	9.5%	25.0%	7.7%	5.6%	45.5%	0.0%	11.5%	6.9%
No	44.4%	53.7%	61.9%	66.7%	76.9%	55.6%	45.5%	66.7%	65.4%	82.8%
I don't know what a PIC is	55.6%	34.1%	28.6%	8.3%	15.4%	38.9%	9.1%	33.3%	23.1%	10.3%

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

	Which of the following best describes your current position?																													
	Office of Minister			Employee of Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on Bank project			International partners/ Multilateral agency			Private sector/ Financial sector/ Private bank			NGO/ CBO/ Trade Union			Media			Independent Government Institution			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 use more data from the World Bank as a result of the organization's Open Data policy	6	6.17	2.64	27	5.81	2.04	17	6.53	2.24	7	5.57	1.90	11	4.73	3.17	15	5.27	2.22	10	5.90	2.13	7	5.86	3.39	18	6.72	2.08	26	6.42	2.56
The World Bank's PIC is a valuable source of information related to development in Croatia	0	0	.00	10	6.00	1.41	4	6.75	.96	4	8.00	1.41	3	3.33	3.21	3	6.00	2.65	4	6.00	1.63	2	6.00	4.24	3	7.33	2.08	4	6.00	1.41
I find the World Bank websites easy to navigate	6	6.17	3.25	35	6.80	1.51	19	6.37	1.71	10	7.00	1.76	10	5.90	2.28	12	6.92	2.07	10	6.50	1.18	7	8.29	1.38	22	7.32	1.78	24	7.71	1.63
I find the information on the World Bank's websites useful	6	6.83	2.23	35	7.46	1.63	21	7.71	1.35	10	7.80	2.25	11	6.91	2.66	12	7.08	2.02	10	7.50	1.51	6	8.67	1.51	24	7.50	1.62	24	8.04	1.65
When I need information from the World Bank I know how to find it	8	6.88	2.95	39	6.95	2.74	20	7.65	2.21	11	8.55	1.63	13	6.00	2.94	14	7.21	2.01	10	7.10	2.69	8	7.50	2.78	24	7.13	2.44	29	7.79	1.78
The World Bank is responsive to my information requests and inquiries	6	7.00	2.10	27	7.48	1.93	17	7.59	2.53	11	8.55	1.86	8	5.75	3.28	9	6.33	2.74	10	6.40	.97	4	8.00	4.00	14	7.57	1.99	17	7.24	2.33

H. Background Information

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

Percentage of Respondents	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Yes	66.7%	65.9%	90.9%	75.0%	30.8%	21.1%	72.7%	50.0%	44.0%	58.6%
No	33.3%	34.1%	9.1%	25.0%	69.2%	78.9%	27.3%	50.0%	56.0%	41.4%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	International partners/ Multilateral agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Trade Union	Media	Independent Government Institution	Academia/ Research institute/ Think tank	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	22.2%	19.0%	0.0%	25.0%	38.5%	47.4%	40.0%	14.3%	3.8%	17.2%
Use World Bank reports/data*	44.4%	19.0%	4.5%	50.0%	30.8%	36.8%	70.0%	28.6%	61.5%	27.6%
Engage in World Bank related/sponsored events/activities	22.2%	23.8%	18.2%	50.0%	30.8%	36.8%	10.0%	57.1%	42.3%	31.0%
Collaborate as part of my professional duties*	33.3%	50.0%	77.3%	41.7%	15.4%	0.0%	10.0%	0.0%	19.2%	31.0%
Use World Bank website for information, data, research, etc.	0.0%	16.7%	22.7%	25.0%	38.5%	42.1%	40.0%	42.9%	38.5%	31.0%

*Significantly different between stakeholder groups

Appendix C: Responses to All Questions by Geographic Location

A. General Issues facing Croatia

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

Percentage of Respondents	Zagreb	Other
The right direction	43.6%	27.6%
The wrong direction	16.1%	31.0%
Not sure	40.3%	41.4%

Listed below are a number of development priorities in Croatia. Please identify which of these you consider the 1st, 2nd, and 3d most important development priority.

1st Most Important		
Percentage of Respondents	Zagreb	Other
Rural development	0.8%	4.5%
Education	16.5%	22.7%
Social protection	0.8%	0.0%
Transport	0.0%	0.0%
Poverty reduction	0.8%	0.0%
Public sector reform	9.8%	4.5%
Regional integration	0.0%	0.0%
Gender	0.0%	0.0%
Domestic private sector development	5.3%	4.5%
Foreign direct investment	5.3%	0.0%
Water and sanitation	0.0%	0.0%
Anti corruption	3.0%	0.0%
Monitoring and evaluation	0.0%	0.0%
Public financial management	2.3%	4.5%
Job creation/employment	14.3%	13.6%
Governance	3.0%	4.5%
Financial markets	0.0%	0.0%
Urban development	0.0%	0.0%
Environmental sustainability	0.0%	0.0%
Equality of opportunity	1.5%	0.0%
Health	1.5%	0.0%
Energy	0.8%	0.0%
EU integration and EU income convergence	3.0%	4.5%
Climate change	0.0%	0.0%
Agricultural development	0.0%	0.0%
Trade and exports	0.0%	0.0%
Crime and violence	0.8%	0.0%
Economic growth	25.6%	36.4%
Law and justice	3.8%	0.0%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable disease	0.0%	0.0%
Basic infrastructure	0.0%	0.0%
Natural resource management	0.8%	0.0%
Global integration	0.0%	0.0%
Disaster management	0.0%	0.0%
Information and communications technology	0.8%	0.0%

A. General Issues facing Croatia (continued)

Listed below are a number of development priorities in Croatia. Please identify which of these you consider the 1st, 2nd, and 3d most important development priority.

2nd Most Important		
Percentage of Respondents	Zagreb	Other
Rural development	1.5%	4.5%
Education	5.3%	13.6%
Social protection	1.5%	0.0%
Transport	0.0%	0.0%
Poverty reduction	0.8%	4.5%
Public sector reform	16.5%	4.5%
Regional integration	0.0%	0.0%
Gender	0.0%	0.0%
Domestic private sector development	7.5%	9.1%
Foreign direct investment	5.3%	0.0%
Water and sanitation	0.0%	0.0%
Anti corruption	3.8%	0.0%
Monitoring and evaluation	0.0%	0.0%
Public financial management	9.8%	4.5%
Job creation/employment	15.0%	27.3%
Governance	6.0%	0.0%
Financial markets	0.0%	0.0%
Urban development	0.0%	0.0%
Environmental sustainability	3.8%	0.0%
Equality of opportunity	1.5%	0.0%
Health	1.5%	0.0%
Energy	0.8%	0.0%
EU integration and EU income convergence	4.5%	4.5%
Climate change	0.0%	0.0%
Agricultural development	1.5%	0.0%
Trade and exports	0.8%	4.5%
Crime and violence	0.0%	0.0%
Economic growth	6.8%	9.1%
Law and justice	3.8%	9.1%
Regulatory framework	0.8%	4.5%
Communicable/non-communicable disease	0.0%	0.0%
Basic infrastructure	0.0%	0.0%
Natural resource management	0.0%	0.0%
Global integration	0.8%	0.0%
Disaster management	0.0%	0.0%
Information and communications technology	0.8%	0.0%

A. General Issues facing Croatia (continued)

Listed below are a number of development priorities in Croatia. Please identify which of these you consider the 1st, 2nd, and 3d most important development priority.

3 rd Most Important		
Percentage of Respondents	Zagreb	Other
Rural development	2.2%	8.7%
Education	11.0%	0.0%
Social protection	2.2%	4.3%
Transport	0.7%	4.3%
Poverty reduction	1.5%	4.3%
Public sector reform	8.1%	8.7%
Regional integration	0.7%	4.3%
Gender	0.7%	0.0%
Domestic private sector development	7.4%	0.0%
Foreign direct investment	2.9%	8.7%
Water and sanitation	0.7%	0.0%
Anti corruption*	5.9%	21.7%
Monitoring and evaluation	0.0%	0.0%
Public financial management	5.9%	8.7%
Job creation/employment	9.6%	13.0%
Governance	4.4%	4.3%
Financial markets	0.0%	0.0%
Urban development	0.7%	0.0%
Environmental sustainability	2.9%	0.0%
Equality of opportunity	1.5%	0.0%
Health	2.2%	0.0%
Energy	2.9%	0.0%
EU integration and EU income convergence	4.4%	4.3%
Climate change	0.0%	0.0%
Agricultural development	2.2%	0.0%
Trade and exports	0.0%	0.0%
Crime and violence	0.0%	0.0%
Economic growth	8.1%	0.0%
Law and justice	7.4%	0.0%
Regulatory framework	0.7%	4.3%
Communicable/non-communicable disease	0.7%	0.0%
Basic infrastructure	0.7%	0.0%
Natural resource management	0.0%	0.0%
Global integration	0.7%	0.0%
Disaster management	0.7%	0.0%
Information and communications technology	0.0%	0.0%

*Significantly different between locations

A. General Issues facing Croatia (continued)

The EU integration process encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to achieving EU integration and EU income convergence for Croatia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Zagreb	Other
Water and sanitation	1.3%	0.0%
Equality of opportunity	5.0%	0.0%
Economic growth	48.4%	54.8%
Climate change	0.6%	0.0%
Disaster management	0.0%	0.0%
Regional integration	4.4%	6.5%
Gender	1.3%	0.0%
Rural development*	3.8%	12.9%
Urban development*	0.0%	3.2%
Education	32.7%	35.5%
Regulatory framework	12.6%	3.2%
Basic infrastructure	3.1%	0.0%
Social protection	2.5%	0.0%
Law and justice	20.8%	22.6%
Transport	3.8%	3.2%
Crime and violence	0.0%	0.0%
Communicable/non-communicable disease	0.0%	0.0%
Information and communications technology	5.0%	6.5%
Anti corruption	20.1%	19.4%
Domestic private sector development*	22.6%	6.5%
Foreign direct investment	19.5%	19.4%
Global integration	2.5%	0.0%
Energy*	1.9%	9.7%
Public sector reform	25.2%	16.1%
Monitoring and evaluation	0.6%	3.2%
Governance	12.6%	12.9%
Natural resource management	3.1%	3.2%
Environmental sustainability	6.3%	9.7%
Health*	0.0%	3.2%
Public financial management	11.9%	6.5%
Agricultural development	4.4%	9.7%
Job creation/employment	17.0%	25.8%
Financial markets	0.6%	0.0%
Trade and exports	4.4%	3.2%
Poverty reduction	1.9%	3.2%

*Significantly different between locations

A. General Issues facing Croatia (continued)

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Croatia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Zagreb	Other
Energy*	10.6%	29.0%
Equality of opportunity	6.9%	12.9%
Social protection	0.6%	0.0%
Global integration	2.5%	0.0%
Climate change	0.0%	0.0%
Anti corruption	13.8%	16.1%
Disaster management	0.0%	0.0%
Rural development	9.4%	19.4%
Foreign direct investment*	43.8%	19.4%
Urban development	0.0%	0.0%
Water and sanitation	1.9%	0.0%
Education	30.0%	35.5%
Information and communications technology	8.8%	3.2%
Regulatory framework	11.9%	16.1%
Communicable/non-communicable disease	0.0%	0.0%
Trade and exports	9.4%	19.4%
Public sector reform*	20.0%	3.2%
Regional integration	3.1%	0.0%
Domestic private sector development	32.5%	32.3%
Job creation/employment	23.8%	25.8%
Agricultural development	11.9%	19.4%
EU integration and EU income convergence	6.9%	9.7%
Governance	15.6%	16.1%
Transport	2.5%	3.2%
Monitoring and evaluation	1.9%	6.5%
Gender	0.0%	0.0%
Natural resource management	4.4%	0.0%
Environmental sustainability	3.8%	0.0%
Health	0.0%	0.0%
Basic infrastructure	2.5%	0.0%
Law and justice	5.0%	3.2%
Crime and violence	0.0%	0.0%
Public financial management	15.0%	9.7%
Financial markets	1.3%	0.0%

*Significantly different between locations

B. Overall Attitudes toward the World Bank

	Which best represents your geographic location?					
	Zagreb			Other		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Croatia?	160	6.46	2.19	31	6.16	2.24

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

	Which best represents your geographic location?					
	Zagreb			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Croatia.	141	6.55	1.93	29	6.14	2.33

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

	Which best represents your geographic location?					
	Zagreb			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help Croatia solve its most complicated development challenges?	135	7.15	2.11	25	6.56	2.58

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

B. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses Combined)	Zagreb	Other
Rural development	8.8%	16.1%
Education	27.0%	29.0%
Social protection	7.5%	6.5%
Governance	22.6%	12.9%
Transport*	3.8%	16.1%
Poverty reduction	6.9%	9.7%
Public sector reform	34.0%	22.6%
Regional integration	2.5%	3.2%
Gender	0.6%	3.2%
Crime and violence*	0.0%	3.2%
Domestic private sector development	27.0%	16.1%
Foreign direct investment	13.8%	9.7%
Water and sanitation	0.6%	3.2%
Energy*	6.9%	22.6%
Monitoring and evaluation	2.5%	0.0%
Public financial management	25.2%	12.9%
Job creation/employment	16.4%	22.6%
Financial markets	6.3%	0.0%
Urban development	0.0%	0.0%
Environmental sustainability	6.3%	12.9%
Equality of opportunity	1.9%	0.0%
Health	3.1%	0.0%
Global integration	4.4%	6.5%
EU integration and EU income convergence	7.5%	9.7%
Climate change	0.6%	0.0%
Agricultural development	8.8%	12.9%
Trade and exports	2.5%	0.0%
Economic growth	20.8%	32.3%
Law and justice	5.0%	0.0%
Regulatory framework	7.5%	3.2%
Communicable/non-communicable disease	0.0%	0.0%
Basic infrastructure	6.9%	6.5%
Natural resource management	1.3%	3.2%
Anti corruption	5.0%	3.2%
Information and communications technology	3.1%	0.0%
Disaster management	0.0%	0.0%

*Significantly different between locations

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

Greatest Value		
Percentage of Respondents	Zagreb	Other
Financial resources*	34.9%	57.7%
Mobilizing third party financial resources	11.6%	11.5%
Technical assistance	24.0%	19.2%
Policy advice*	18.5%	0.0%
Coordination with international and European partners	0.7%	3.8%
Data	1.4%	0.0%
Training/capacity building	2.7%	7.7%
Knowledge products/studies/analyses	2.7%	0.0%
Convening/facilitating	0.7%	0.0%
Linkage to non-Bank expertise (i.e., global knowledge sharing)	2.7%	0.0%
Other	0.0%	0.0%

*Significantly different between locations

B. Overall Attitudes toward the World Bank (continued)

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

2 nd Greatest Value		
Percentage of Respondents	Zagreb	Other
Financial resources	12.5%	15.4%
Mobilizing third party financial resources	7.6%	7.7%
Technical assistance	26.4%	30.8%
Policy advice	13.9%	3.8%
Coordination with international and European partners	9.0%	0.0%
Data	0.0%	0.0%
Training/capacity building	13.2%	23.1%
Knowledge products/studies/analyses	9.7%	11.5%
Convening/facilitating	0.7%	3.8%
Linkage to non-Bank expertise (i.e., global knowledge sharing)	6.9%	3.8%
Other	0.0%	0.0%

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

Percentage of Respondents (Responses Combined)	Zagreb	Other
Imposing technocratic solutions without regard to political realities	11.4%	25.0%
Not exploring alternative policy options	16.1%	14.3%
Too bureaucratic in its operational policies and procedures	26.8%	25.0%
Staff too inaccessible	5.4%	10.7%
Arrogant in its approach	4.7%	3.6%
Not client focused	2.7%	7.1%
The credibility of its knowledge/data	4.0%	3.6%
Not willing to honestly criticize policies and reform efforts in the country	18.1%	10.7%
Too influenced by developed countries	19.5%	21.4%
Not enough public disclosure of its work	8.7%	14.3%
World Bank processes too slow and complex	20.1%	17.9%
Not aligned with country priorities	10.1%	14.3%
Not aligned with European institutions' and IFIs' work	2.7%	0.0%
Not collaborating enough with non-state actors	13.4%	3.6%
Not adequately sensitive to political/social realities in Croatia	11.4%	7.1%
Other	4.7%	3.6%

Which World Bank instruments do you believe are the MOST effective in helping Croatia achieve EU integration and EU income convergence? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Zagreb	Other
Investment lending	62.9%	74.2%
Capacity development	43.4%	25.8%
Policy based lending/ budget support to the Government	16.4%	29.0%
Knowledge products/services	14.5%	16.1%
Technical assistance	46.5%	35.5%
Trust Fund management	1.3%	3.2%
Other	1.3%	0.0%
Don't know	3.8%	3.2%

Which World Bank instruments do you believe are LEAST effective in helping Croatia achieve EU integration and EU income convergence? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Zagreb	Other
Investment lending	10.4%	16.7%
Capacity development	17.5%	10.0%
Policy based lending/ budget support to the Government	24.7%	33.3%
Knowledge products/services	21.4%	26.7%
Technical assistance*	7.1%	23.3%
Trust Fund management	44.2%	40.0%
Other	0.6%	0.0%
Don't know	31.2%	20.0%

*Significantly different between locations

B. Overall Attitudes toward the World Bank (continued)

	Which best represents your geographic location?					
	Zagreb			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"?	150	7.65	1.94	30	7.83	2.31

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

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Zagreb	Other
NGOs	16.0%	16.1%
Local Government	40.4%	51.6%
Beneficiaries	29.5%	22.6%
Private sector	41.7%	45.2%
Community Based Organizations (CBOs)	5.8%	6.5%
European Commission	5.8%	3.2%
European institutions	3.8%	3.2%
International Financial Institutions	7.1%	6.5%
Foundations	0.6%	0.0%
Academia/think tanks/research institutes	27.6%	32.3%
Parliament	6.4%	0.0%
Media	6.4%	6.5%
Other	1.9%	0.0%

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Zagreb			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Croatia	147	5.57	2.13	28	5.39	2.41
The World Bank's work is aligned with what I consider the development priorities for this country	142	5.96	2.18	29	5.62	2.51
The World Bank supports programs and strategies that are realistic for Croatia	138	6.49	2.12	28	6.11	2.45
The World Bank treats clients and stakeholders in Croatia with respect	143	7.27	2.19	28	6.96	2.40

To what extent is the World Bank an effective development partner in Croatia, 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?					
	Zagreb			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness	132	6.20	2.00	25	5.60	2.36
Flexibility (in terms of the World Bank's products and services)	127	5.70	1.93	25	5.24	2.28
Flexibility (in terms of changing country circumstances)	127	5.69	2.01	23	5.04	2.29
Being inclusive	125	6.24	1.99	23	5.83	1.90
Openness (sharing data and other information)	136	6.83	2.30	25	6.12	2.35
Staff accessibility*	130	7.05	2.28	22	6.00	2.47
Straightforwardness and honesty	134	6.81	2.33	25	5.92	2.50
Collaboration with groups outside of the Government	110	5.96	2.18	22	5.41	2.50
Collaboration with the Government	122	7.34	1.91	24	6.92	2.17
Collaboration with international and European partners	107	7.59	1.85	21	7.05	2.16
Follow through over time	126	7.47	2.00	25	7.32	2.29

*Significantly different between locations

B. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses Combined)	Zagreb	Other
The World Bank works too slowly	10.6%	22.2%
The Government works inefficiently	27.2%	18.5%
There is not an adequate level of citizen/civil society participation	12.6%	22.2%
Poor coordination with international and European partners	2.6%	0.0%
The World Bank does not do adequate follow through/follow-up	17.2%	7.4%
Lack of/inadequate levels of capacity in Government	39.1%	48.1%
Political pressures and obstacles	23.8%	22.2%
Reforms are not well thought out in light of country challenges	34.4%	25.9%
The World Bank is not sensitive enough to political/social realities on the ground	11.9%	25.9%
Other	2.6%	0.0%

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Croatia, on a ten point scale? (1-Not effective at all, 10-Very effective)

	Which best represents your geographic location?					
	Zagreb			Other		
	N	Mean	SD	N	Mean	SD
Anti corruption	94	5.56	2.34	23	4.57	2.63
Information and communications technology*	93	6.22	1.97	23	4.96	1.97
Transport	97	6.45	1.84	26	5.85	2.41
Crime and violence	75	4.84	2.07	22	4.05	2.24
Law and justice	100	5.78	2.29	24	5.29	2.65
Urban development	89	5.92	2.29	22	5.45	2.26
Environmental sustainability	103	6.50	2.26	22	6.18	2.50
Regulatory framework	103	6.50	2.02	23	5.83	2.52
Basic infrastructure	97	6.68	2.10	24	6.17	2.14
Communicable/non-communicable disease	58	4.50	2.10	18	4.72	2.47
Poverty reduction	92	5.12	2.39	21	4.48	2.14
Gender	77	5.51	2.37	20	5.05	2.37
Domestic private sector development	94	5.21	2.51	21	4.48	2.09
Foreign direct investment	92	5.76	2.40	22	5.36	2.48
Water and sanitation	93	6.11	2.19	22	6.05	2.48
Trade and exports	79	5.51	2.21	21	5.29	2.35
Economic growth*	104	5.79	2.41	23	4.70	2.48
Energy	92	5.90	2.21	23	5.43	2.39
Disaster management	58	4.59	2.16	19	4.05	1.75
Monitoring and evaluation	97	6.41	2.28	21	5.81	2.56
Public financial management*	108	6.40	2.20	23	5.00	2.11
Job creation/employment	103	5.00	2.33	22	4.23	2.39
Financial markets	95	5.84	2.29	20	5.30	2.32
Equality of opportunity	83	5.28	2.49	22	4.59	2.65
Health	85	5.74	2.17	22	5.18	2.34
Rural development	86	5.64	2.15	23	5.00	2.22
Global integration	83	6.25	2.26	21	5.76	2.02
Governance	103	5.55	2.25	22	5.23	2.84
EU integration and EU income convergence	102	5.91	2.28	22	5.32	2.46
Education	103	5.84	2.15	25	5.04	2.62
Social protection	93	5.48	2.41	25	4.80	2.47
Climate change	81	5.35	2.36	21	4.95	2.36
Public sector reform	122	5.92	2.32	26	5.19	2.70
Regional integration	85	5.98	2.13	21	5.33	2.37
Agricultural development	91	5.49	2.00	22	4.91	2.39
Natural resource management	72	4.74	2.18	21	4.76	2.17

*Significantly different between locations

C. World Bank Effectiveness and Results (continued)

	Which best represents your geographic location?					
	Zagreb			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Croatia?	146	6.10	1.91	28	5.96	2.05

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

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Zagreb			Other		
	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Croatia	146	6.41	2.14	27	5.74	2.41
The World Bank meets Croatia's needs for knowledge services	145	6.39	2.23	26	5.77	2.34

D. The World Bank's Knowledge

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

Percentage of Respondents	Zagreb	Other
Weekly	4.3%	6.5%
Monthly	18.0%	22.6%
A few times a year	57.1%	38.7%
Rarely	17.4%	22.6%
Never	3.1%	9.7%

When thinking about the development challenges in Croatia, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Zagreb	Other
Public sector reform	37.2%	22.6%
Gender	0.6%	3.2%
Education	31.4%	35.5%
Domestic private sector development	32.1%	16.1%
Foreign direct investment	10.9%	6.5%
Water and sanitation	3.2%	0.0%
Trade and exports	3.8%	3.2%
Economic growth	37.8%	32.3%
Energy	12.2%	9.7%
Disaster management	0.0%	0.0%
Monitoring and evaluation*	1.9%	9.7%
Governance	17.9%	19.4%
Social protection	7.1%	3.2%
Climate change	3.2%	3.2%
Poverty reduction*	5.8%	16.1%
Law and justice	7.7%	6.5%
Anti corruption	6.4%	6.5%
Financial markets	1.9%	6.5%
Equality of opportunity	4.5%	6.5%
Urban development*	0.6%	6.5%
Crime and violence	0.0%	0.0%
Regional integration*	0.6%	9.7%
Information and communications technology	7.1%	3.2%
Transport	2.6%	3.2%
Agricultural development	11.5%	6.5%
Natural resource management	0.6%	3.2%
Public financial management	12.2%	9.7%
Job creation/employment	12.2%	9.7%
Health	3.8%	3.2%
Rural development*	5.1%	16.1%
Global integration*	0.0%	3.2%
EU integration and EU income convergence	5.8%	6.5%
Environmental sustainability*	1.9%	9.7%
Regulatory framework	3.2%	0.0%
Basic infrastructure	1.3%	0.0%
Communicable/non-communicable disease	0.0%	0.0%

*Significantly different between locations

D. The World Bank's Knowledge (continued)

How effective do you believe the World Bank's knowledge and research are at ... in Croatia?

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

	Which best represents your geographic location?					
	Zagreb			Other		
	N	Mean	SD	N	Mean	SD
Raising your awareness of the particular topic	145	6.30	2.24	26	5.35	2.46
Stimulating public debate/dialogue	147	5.97	2.33	27	5.93	2.30
Enhancing your knowledge and/or skills	148	6.70	2.21	28	6.64	2.33
Contributing to good policy making	140	6.08	2.05	26	6.00	2.35
Providing support for program implementation	137	6.39	2.26	26	6.58	2.23

To what extent do you believe that the World Bank's knowledge and research ... in Croatia?

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

	Which best represents your geographic location?					
	Zagreb			Other		
	N	Mean	SD	N	Mean	SD
Are timely	133	6.39	2.15	26	5.65	2.17
Include appropriate level of stakeholder involvement during preparation	129	6.26	2.19	26	5.96	2.39
Are relevant to Croatia's development priorities	131	6.61	2.12	27	5.85	2.41
Provide feasible recommendations	137	6.43	2.02	27	6.30	2.46
Are accessible (well written and easy to understand)	140	6.74	2.09	27	5.93	2.79
A source of relevant information on global good practices	140	7.29	2.15	26	6.65	2.30
Are adequately disseminated	130	6.03	2.38	26	5.88	2.64
Are appropriately translated	126	7.04	2.16	26	6.31	2.71
Are adaptable to Croatia's specific development challenges and country circumstances*	135	6.43	1.96	27	5.52	2.34

*Significantly different between locations

	Which best represents your geographic location?					
	Zagreb			Other		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	149	6.43	1.90	28	6.39	2.22
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	145	7.60	1.77	29	7.03	2.13
Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., global knowledge sharing, etc.)?	120	6.67	2.08	26	6.15	2.39
To what extent do you believe Croatia COULD receive value for money from the World Bank's products/services offered on a fee-for-service basis?	120	6.98	1.87	25	6.52	2.10

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality; 1-Not effective at all, 10-Very effective; 1-To no degree at all, 10-To a very significant degree)

E. Working with the World Bank

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

	Which best represents your geographic location?					
	Zagreb			Other		
	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	95	7.58	2.17	23	7.57	2.37
The World Bank effectively monitors and evaluates the projects and programs it supports	132	7.34	2.10	27	7.11	2.34
The World Bank's approvals and reviews are done in a timely fashion	116	6.91	2.12	26	6.27	2.41
The World Bank's "Safeguard Policy" requirements are reasonable	105	6.71	2.11	24	6.08	2.28
The World Bank imposes reasonable conditions on its lending	123	7.02	2.11	26	6.35	2.56
Working with the World Bank increases Croatia's institutional capacity	145	7.59	1.92	29	7.10	2.23
The World Bank ensures consistency and continuity through staff changes	101	7.05	2.16	22	6.86	2.42
The World Bank's teams and visits are well coordinated	122	7.42	2.09	22	6.73	2.66
Where country systems are adequate, the World Bank makes appropriate use of them	107	7.50	1.91	23	6.65	2.52
The World Bank provides effective implementation support	126	7.29	2.02	29	6.76	2.56

F. The Future Role of the World Bank in Croatia

	Which best represents your geographic location?					
	Zagreb			Other		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Croatia's EU integration and EU income convergence in the near future?	156	7.24	2.02	30	7.33	2.11

(1-Not a significant role at all, 10-Very significant role)

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

Percentage of Respondents (Responses Combined)	Zagreb	Other
Improve the quality of its experts as related to Croatia's specific challenges	24.0%	26.7%
Reduce the complexity of obtaining World Bank financing	31.8%	43.3%
Focus primarily on advocacy issues	5.2%	3.3%
Improve the competitiveness of its financing compared to markets*	13.0%	0.0%
Ensure greater selectivity in its work	3.9%	10.0%
Provide more adequate data/knowledge/statistics/figures on Croatia's economy	7.8%	3.3%
Offer more innovative financial products	20.8%	26.7%
Offer more innovative knowledge services	14.3%	16.7%
Introduce Fee-Based services	1.3%	0.0%
Increase EU funds absorption	58.4%	50.0%
Work faster	4.5%	10.0%
Other	3.2%	3.3%

*Significantly different between locations

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Zagreb	Other
Local newspapers	45.2%	35.5%
International newspapers	7.7%	6.5%
Local radio	1.9%	0.0%
International radio	0.0%	0.0%
Local television*	28.4%	54.8%
International television	2.6%	0.0%
Periodicals*	26.5%	9.7%
Internet	76.8%	87.1%
Social media (Facebook, Twitter, Youtube)	1.9%	3.2%
Blogs	0.0%	0.0%
Mobile phones	0.6%	0.0%
Instant messaging	0.0%	0.0%
Other	2.6%	0.0%

*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Zagreb	Other
World Bank website	45.9%	58.1%
Direct contact with World Bank (i.e., face to face meetings/ discussions)	26.4%	16.1%
e-Newsletters	41.5%	41.9%
Instant messaging	3.1%	6.5%
World Bank seminars/workshops/conferences	31.4%	35.5%
World Bank Public Information Center	0.6%	0.0%
World Bank publications and other written materials	22.6%	16.1%
Mobile phones	2.5%	0.0%
Social media (Facebook, Twitter, Youtube)	6.3%	12.9%
Blogs	1.3%	0.0%
Other	1.3%	0.0%

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

Percentage of Respondents	Zagreb	Other
Yes	28.4%	30.0%
No	71.6%	70.0%

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

Percentage of Respondents	Zagreb	Other
Yes	15.1%	11.1%
No	84.9%	88.9%

Were you able to obtain this information?

Percentage of Respondents	Zagreb	Other
Yes	87.0%	100.0%
No	13.0%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Zagreb	Other
Yes	100.0%	100.0%
No	0.0%	0.0%

Do you use/have used the World Bank website?

Percentage of Respondents	Zagreb	Other
Yes	88.2%	83.9%
No	11.8%	16.1%

Which do you primarily use?

Percentage of Respondents	Zagreb	Other
The World Bank's country website	60.7%	69.0%
The World Bank's main website	39.3%	31.0%

G. Communication and Information Sharing (continued)

Do you use/have you used the World Bank's Public Information Centers (PICs) in Croatia?

Percentage of Respondents	Zagreb	Other
Yes	14.1%	3.2%
No	60.3%	71.0%
I don't know what a PIC is	25.6%	25.8%

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

	Which best represents your geographic location?					
	Zagreb			Other		
	N	Mean	SD	N	Mean	SD
I use more data from the World Bank as a result of the organization's Open Data policy	116	6.03	2.41	26	6.23	2.35
The World Bank's PIC is a valuable source of information related to development in Croatia	30	6.63	1.87	6	5.50	2.88
I find the World Bank websites easy to navigate	129	6.95	1.85	25	7.00	1.66
I find the information on the World Bank's websites useful	132	7.61	1.74	26	7.38	1.72
When I need information from the World Bank I know how to find it	145	7.30	2.48	29	7.34	1.99
The World Bank is responsive to my information requests and inquiries	105	7.46	2.11	18	6.67	2.95

H. Background Information

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

Percentage of Respondents	Zagreb	Other
Yes	60.0%	53.3%
No	40.0%	46.7%

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

Percentage of Respondents (Responses Combined)	Zagreb	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)	18.2%	22.6%
Use World Bank reports/data*	37.1%	16.1%
Engage in World Bank related/sponsored events/activities	32.1%	25.8%
Collaborate as part of my professional duties	33.3%	38.7%
Use World Bank website for information, data, research, etc.	26.4%	38.7%

Appendix D: Responses to All Questions by Year¹

FY '03 Response Number = 122 • FY '08 Response Number = 207 • FY '12 Response Number = 198

B. Overall Attitudes toward the World Bank

	year								
	FY 2003			FY 2008			FY 2012		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Croatia?*	119	6.46	2.13	206	6.92	1.87	197	6.42	2.22

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY12 and FY08 country surveys.

	year								
	FY 2003			FY 2008			FY 2012		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Croatia.	115	6.92	1.90	196	6.75	1.91	175	6.49	2.00

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

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

(1-Strongly disagree, 10-Strongly agree)

	year								
	FY 2003			FY 2008			FY 2012		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Croatia [^]	116	6.72	2.16	190	5.87	1.99	180	5.56	2.17
The World Bank's work is aligned with what I consider the development priorities for this country [^]	117	6.73	2.20	190	6.30	1.95	176	5.93	2.23
The World Bank supports programs and strategies that are realistic for Croatia	117	6.82	1.95	192	6.43	2.04	171	6.44	2.17
The World Bank treats clients and stakeholders in Croatia with respect	117	7.70	2.13	180	7.49	2.13	176	7.22	2.20

[^]Significantly different between FY12 and FY03 country surveys.

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

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

	year								
	FY 2003			FY 2008			FY 2012		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Flexibility (in terms of changing country circumstances)*				146	6.08	2.15	155	5.55	2.05
Staff accessibility [^] *	115	7.83	2.02	183	7.50	2.19	156	6.89	2.31
Straightforwardness and honesty [^] *	116	8.14	1.97	189	7.93	2.09	164	6.69	2.35

[^]Significantly different between FY12 and FY03 country surveys. *Significantly different between FY12 and FY08 country surveys.

¹ Only those questions that were asked in the FY '03, FY '08 and FY '12 country surveys, with similar response scales/options, are presented.

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Croatia, on a ten point scale? (1-Not effective at all, 10-Very effective)

	year								
	FY 2003			FY 2008			FY 2012		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption				158	5.53	2.17	122	5.39	2.43
Law and justice	98	5.36	2.14	158	5.41	2.20	129	5.74	2.34
Urban development*				138	4.99	1.63	116	5.87	2.26
Regulatory framework	111	6.35	1.92	169	6.25	1.88	131	6.40	2.09
Basic infrastructure	105	7.19	1.94	169	6.94	2.08	126	6.61	2.09
Poverty reduction	99	5.55	2.08	168	5.45	1.79	118	5.03	2.34
Gender	85	5.66	2.19	141	5.36	1.81	101	5.45	2.37
Domestic private sector development**	100	6.02	2.04	167	6.03	1.97	120	5.08	2.42
Economic growth^*	110	6.11	2.00	179	6.14	1.60	132	5.58	2.42
Public financial management	105	6.81	1.92	170	6.56	1.88	136	6.19	2.24
Health	95	5.69	2.14	158	5.34	1.90	112	5.68	2.19
Education	93	5.16	2.20	160	5.68	1.92	133	5.68	2.25
Social protection	90	6.03	2.29	152	5.62	2.05	123	5.33	2.41
Climate change				138	4.99	2.11	106	5.31	2.34
Public sector reform	110	6.18	2.17	175	6.07	1.95	153	5.78	2.38
Agricultural development	85	5.50	2.14	147	5.76	1.85	118	5.36	2.07
Natural resource management^*	95	6.97	1.99	158	6.51	1.84	98	4.77	2.13

^Significantly different between FY12 and FY03 country surveys; *Significantly different between FY12 and FY08 country surveys.

D. The World Bank's Knowledge

To what extent do you believe that the World Bank's knowledge and research ... in Croatia?

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

	year								
	FY 2003			FY 2008			FY 2012		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are adaptable to Croatia's specific development challenges and country circumstances	113	6.50	1.99	189	6.27	2.13	167	6.30	2.03

E. Working with the World Bank

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

	year								
	FY 2003			FY 2008			FY 2012		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	65	8.23	1.98	123	7.91	1.99	121	7.53	2.21
The World Bank effectively monitors and evaluates the projects and programs it supports	74	7.57	1.89	140	7.57	2.05	164	7.28	2.12
The World Bank imposes reasonable conditions on its lending				161	7.03	2.09	153	6.88	2.18
Working with the World Bank increases Croatia's institutional capacity	76	7.20	2.13	142	7.23	1.84	179	7.49	1.97

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

Percentage of Respondents	2008	2012
Yes	99.0%	100.0%
No	1.0%	0.0%

Do you use/have used the World Bank website?

Percentage of Respondents	2008	2012
Yes	86.6%	86.8%
No	13.4%	13.2%

Which do you primarily use?

Percentage of Respondents	2008	2012
The World Bank's country website	58.5%	61.5%
The World Bank's main website	41.5%	38.5%

Do you use/have you used the World Bank's Public Information Centers (PICs) in Croatia?

Percentage of Respondents	2008	2012
Yes	5.7%	12.0%
No	74.2%	63.0%
I don't know what a PIC is	20.1%	25.0%

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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank in your country?		Which of the following describes most of your exposure to the World Bank in Croatia? (Choose no more than TWO)									
			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	No Mean	Yes Mean
Overall, please rate your impression of the World Bank's effectiveness in Croatia.	5.77	6.88	6.65	5.62	6.32	6.79	6.41	6.61	6.23	6.90	6.55	6.28
To what extent do you believe the World Bank's staff is well prepared to help Croatia solve its most complicated development challenges?	6.49	7.36	7.22	6.23	6.78	7.56	6.86	7.45	6.94	7.27	7.12	6.90
Overall the World Bank currently plays a relevant role in development in Croatia	5.04	5.91	5.67	5.12	5.52	5.65	5.47	5.74	5.39	5.87	5.66	5.30
The World Bank's work is aligned with what I consider the development priorities for this country	5.32	6.26	6.09	5.09	5.74	6.19	5.85	6.02	5.64	6.38	6.11	5.35
Responsiveness	5.50	6.41	6.32	5.21	5.97	6.42	5.96	6.43	5.98	6.35	6.26	5.71
Openness (sharing data and other information)	5.98	7.14	7.01	5.63	6.55	7.14	6.58	7.09	6.62	7.00	6.82	6.57
Collaboration with groups outside of the Government	5.33	6.28	6.12	4.88	5.60	6.38	5.79	6.12	5.86	5.96	5.93	5.81
Collaboration with the Government	6.79	7.51	7.42	6.70	7.26	7.31	7.31	7.21	7.10	7.57	7.21	7.45
Collaboration with international and European partners	7.21	7.62	7.56	7.16	7.45	7.54	7.45	7.56	7.57	7.33	7.32	7.87
To what extent does the World Bank's work help to achieve development results in Croatia?	5.69	6.36	6.28	5.36	5.98	6.31	6.01	6.29	6.01	6.26	6.16	5.94
The World Bank's financial instruments meet the needs of Croatia	5.94	6.48	6.54	5.38	6.23	6.52	6.14	6.74	6.29	6.39	6.39	6.17
The World Bank meets Croatia's needs for knowledge services	5.75	6.65	6.54	5.38	6.26	6.41	6.30	6.33	6.11	6.71	6.34	6.23
The World Bank's knowledge and research are adaptable to Croatia's specific development challenges and country circumstances	5.97	6.50	6.45	5.63	6.13	6.59	6.12	6.68	6.22	6.44	6.38	6.09
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	6.11	6.65	6.62	5.56	6.20	6.86	6.28	6.75	6.36	6.56	6.45	6.38
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	7.24	7.69	7.66	6.77	7.34	7.83	7.42	7.71	7.40	7.71	7.51	7.52
Where country systems are adequate, the World Bank makes appropriate use of them	6.78	7.68	7.59	6.35	7.33	7.48	7.31	7.58	7.10	7.79	7.41	7.29

Yellow highlight indicates significant difference between Yes and No mean.

Appendix F: Croatia FY 2012 Questionnaire



World Bank Country Survey FY12 – Croatia

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

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

SECTION A: GENERAL ISSUES FACING CROATIA

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

SECTION A: GENERAL ISSUES FACING CROATIA (CONT...)

A2. Listed below are a number of development priorities in Croatia.				
Please identify which of these you consider the 1st, 2nd, and 3d most important development priority		FIRST priority (Choose only ONE)	SECOND priority (Choose only ONE)	THIRD priority (Choose only ONE)
1	Rural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Social protection (e.g., pensions, targeted social assistance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Transport (e.g., roads, bridges, transportation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Poverty reduction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Public sector reform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Regional integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Domestic private sector development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Water and sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Monitoring and evaluation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Public financial management (e.g., public expenditure, fiscal system reform)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Job creation/employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Governance (i.e., government effectiveness)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Financial markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Urban development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Environmental sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Equality of opportunity (i.e., equity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	EU integration and EU income convergence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Climate change (e.g., mitigation, adaptation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Agricultural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Crime and violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Law and justice (e.g., judicial system)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	Communicable/non-communicable diseases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	Basic infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33	Natural resource management (e.g., oil, gas, mining)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34	Global integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35	Disaster management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36	Information and communications technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION A: GENERAL ISSUES FACING CROATIA (CONT...)

A3. The EU integration process encompasses work in many different areas.	
Which THREE areas of development listed below do you believe would contribute most to achieving EU integration and EU income convergence for Croatia? (Choose no more than THREE)	
1	Water and sanitation
2	Equality of opportunity (i.e., equity)
3	Economic growth
4	Climate change (e.g., mitigation, adaptation)
5	Disaster management
6	Regional integration
7	Gender
8	Rural development
9	Urban development
10	Education
11	Regulatory framework
12	Basic infrastructure
13	Social protection (e.g., pensions, targeted social assistance)
14	Law and justice (e.g., judicial system)
15	Transport (e.g., roads, bridges, transportation)
16	Crime and violence
17	Communicable/non-communicable diseases
18	Information and communications technology
19	Anti corruption
20	Domestic private sector development
21	Foreign direct investment
22	Global integration
23	Energy
24	Public sector reform
25	Monitoring and evaluation
26	Governance (i.e., government effectiveness)
27	Natural resource management (e.g., oil, gas, mining)
28	Environmental sustainability
29	Health
30	Public financial management (e.g., public expenditure, fiscal system reform)
31	Agricultural development
32	Job creation/employment
33	Financial markets
34	Trade and exports
35	Poverty reduction

SECTION A: GENERAL ISSUES FACING CROATIA (CONT...)

A4. Economic growth can be driven by a number of factors.	
Which THREE areas below do you believe would contribute most to generating economic growth in Croatia? (Choose no more than THREE)	
1	Energy
2	Equality of opportunity (i.e., equity)
3	Social protection (e.g., pensions, targeted social assistance)
4	Global integration
5	Climate change (e.g., mitigation, adaptation)
6	Anti corruption
7	Disaster management
8	Rural development
9	Foreign direct investment
10	Urban development
11	Water and sanitation
12	Education
13	Information and communications technology
14	Regulatory framework
15	Communicable/non-communicable diseases
16	Trade and exports
17	Public sector reform
18	Regional integration
19	Domestic private sector development
20	Job creation/employment
21	Agricultural development
22	EU integration and EU income convergence
23	Governance (i.e., government effectiveness)
24	Transport (e.g., roads, bridges, transportation)
25	Monitoring and evaluation
26	Gender
27	Natural resource management (e.g., oil, gas, mining)
28	Environmental sustainability
29	Health
30	Basic infrastructure
31	Law and justice (e.g., judicial system)
32	Crime and violence
33	Public financial management (e.g., public expenditure, fiscal system reform)
34	Financial markets

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

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

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

B3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Croatia solve its most complicated development challenges, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all								To a very significant degree	Don't know	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

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

1	Rural development
2	Education
3	Social protection (e.g., pensions, targeted social assistance)
4	Governance (i.e., government effectiveness)
5	Transport (e.g., roads, bridges, transportation)
6	Poverty reduction
7	Public sector reform
8	Regional integration
9	Gender
10	Crime and violence
11	Domestic private sector development
12	Foreign direct investment
13	Water and sanitation
14	Energy
15	Monitoring and evaluation
16	Public financial management (e.g., public expenditure, fiscal system reform)
17	Job creation/employment
18	Financial markets
19	Urban development
20	Environmental sustainability
21	Equality of opportunity (i.e., equity)
22	Health
23	Global integration
24	EU integration and EU income convergence
25	Climate change (e.g., mitigation, adaptation)
26	Agricultural development
27	Trade and exports
28	Economic growth
29	Law and justice (e.g., judicial system)
30	Regulatory framework
31	Communicable/non-communicable diseases
32	Basic infrastructure
33	Natural resource management (e.g., oil, gas, mining)
34	Anti corruption
35	Information and communications technology
36	Disaster management

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

B5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Croatia?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
2	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance (advice, best practice, international experience)	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
5	Coordination with international and European partners	<input type="checkbox"/>	<input type="checkbox"/>
6	Data	<input type="checkbox"/>	<input type="checkbox"/>
7	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
8	Knowledge products/studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
9	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., global 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's greatest WEAKNESSES in its work in Croatia? (Choose no more than TWO)	
1	Imposing technocratic solutions without regard to political realities
2	Not exploring alternative policy options
3	Too bureaucratic in its operational policies and procedures
4	Staff too inaccessible
5	Arrogant in its approach
6	Not client focused
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Not enough public disclosure of its work
11	World Bank processes too slow and complex
12	Not aligned with country priorities
13	Not aligned with European institutions' and International Financial Institutions' work
14	Not collaborating enough with non-state actors
15	Not adequately sensitive to political/social realities in Croatia
16	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

B7. Which World Bank instruments do you believe are the MOST effective in helping Croatia achieve EU integration and EU income convergence? (Choose no more than TWO)

1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Knowledge products/services (analytical work, studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

B8. Which World Bank instruments do you believe are LEAST effective in helping Croatia achieve EU integration and EU income convergence? (Choose no more than TWO)

1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Knowledge products/services (analytical work, studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

B9. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods” (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

B10. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

1	NGOs
2	Local Government
3	Beneficiaries
4	Private sector
5	Community Based Organizations (CBOs)
6	European Commission
7	European institutions
8	International Financial Institutions
9	Foundations
10	Academia/think tanks/research institutes
11	Parliament
12	Media
13	Other (please specify): _____

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B11	Overall the World Bank currently plays a relevant role in development in Croatia												<input type="checkbox"/>
B12	The World Bank's work is aligned with what I consider the development priorities for this country												<input type="checkbox"/>
B13	The World Bank supports programs and strategies that are realistic for Croatia												<input type="checkbox"/>
B14	The World Bank treats clients and stakeholders in Croatia with respect												<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

To what extent is the World Bank an effective development partner in Croatia, 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		
B15	Responsiveness											<input type="checkbox"/>	
B16	Flexibility (in terms of the World Bank's products and services)											<input type="checkbox"/>	
B17	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>	
B18	Being inclusive											<input type="checkbox"/>	
B19	Openness (sharing data and other information)											<input type="checkbox"/>	
B20	Staff accessibility											<input type="checkbox"/>	
B21	Straightforwardness and honesty											<input type="checkbox"/>	
B22	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)											<input type="checkbox"/>	
B23	Collaboration with the Government											<input type="checkbox"/>	
B24	Collaboration with international and European partners											<input type="checkbox"/>	
B25	Follow through over time											<input type="checkbox"/>	

B26. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	
1	The World Bank works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	Poor coordination with international and European partners
5	The World Bank does not do adequate follow through/follow-up
6	Lack of/inadequate levels of capacity in Government
7	Political pressures and obstacles
8	Reforms are not well thought out in light of country challenges
9	The World Bank is not sensitive enough to political/social realities on the ground
10	Other (please specify): _____

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Croatia, on a ten point scale?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
C1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C9	Basic infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C10	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C12	Gender	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C13	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C15	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C16	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C17	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C18	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C19	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C20	Monitoring and evaluation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C21	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C22	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C24	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C25	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C26	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C27	Global integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C28	Governance (i.e., government effectiveness)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C29	EU integration and EU income convergence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C30	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C31	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C32	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C33	Public sector reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C34	Regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C35	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C36	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 EFFECTIVENESS AND RESULTS (CONT...)

C37. To what extent does the World Bank's work help to achieve development results in Croatia, on a ten point scale?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

To what extent do you agree with the following statements about the World Bank in Croatia, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C38	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Croatia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C39	The World Bank meets Croatia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION D: THE WORLD BANK'S KNOWLEDGE

D1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?

1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

SECTION D: THE WORLD BANK'S KNOWLEDGE (CONT...)

D2. When thinking about the development challenges in Croatia, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)

1	Public sector reform
2	Gender
3	Education
4	Domestic private sector development
5	Foreign direct investment
6	Water and sanitation
7	Trade and exports
8	Economic growth
9	Energy
10	Disaster management
11	Monitoring and evaluation
12	Governance (i.e., government effectiveness)
13	Social protection (e.g., pensions, targeted social assistance)
14	Climate change (e.g., mitigation, adaptation)
15	Poverty reduction
16	Law and justice (e.g., judicial system)
17	Anti corruption
18	Financial markets
19	Equality of opportunity (i.e., equity)
20	Urban development
21	Crime and violence
22	Regional integration
23	Information and communications technology
24	Transport (e.g., roads, bridges, transportation)
25	Agricultural development
26	Natural resource management (e.g., oil, gas, mining)
27	Public financial management (e.g., public expenditure, fiscal system reform)
28	Job creation/employment
29	Health
30	Rural development
31	Global integration
32	EU integration and EU income convergence
33	Environmental sustainability
34	Regulatory framework
35	Basic infrastructure
36	Communicable/non-communicable diseases

SECTION D: THE WORLD BANK'S KNOWLEDGE (CONT...)

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

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

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

SECTION D: THE WORLD BANK'S KNOWLEDGE (CONT...)

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

D19. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., global knowledge sharing, etc.)?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not effective at all									Very effective		Don't know

D20. To what extent do you believe Croatia COULD receive value for money from the World Bank's products/services offered on a fee-for-service basis?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

SECTION E: WORKING WITH THE WORLD BANK

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

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

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

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

SECTION G: COMMUNICATION AND INFORMATION SHARING

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

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

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

SECTION G: COMMUNICATION AND INFORMATION SHARING (CONT...)

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

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

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

SECTION H: BACKGROUND INFORMATION

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

SECTION H: BACKGROUND INFORMATION (CONT...)

H2. Please identify the primary specialization of your work. (Please mark only ONE response)	
1	Agricultural development
2	Anti corruption
3	Basic infrastructure
4	Climate change (e.g., mitigation, adaptation)
5	Communicable/non-communicable diseases
6	Crime and violence
7	Disaster management
8	Domestic private sector development
9	Economic growth
10	Education
11	Energy
12	Environmental sustainability
13	Equality of opportunity (i.e., equity)
14	EU integration and EU income convergence
15	Financial markets
16	Foreign direct investment
17	Gender
18	Global integration
19	Governance (i.e., government effectiveness)
20	Health
21	Information and communications technology
22	Job creation/employment
23	Law and justice (e.g., judicial system)
24	Monitoring and evaluation
25	Natural resource management (e.g., oil, gas, mining)
26	Poverty reduction
27	Public financial management (e.g., public expenditure, fiscal system reform)
28	Public sector reform
29	Regional integration
30	Regulatory framework
31	Rural development
32	Social protection (e.g., pensions, targeted social assistance)
33	Trade and exports
34	Transport (e.g., roads, bridges, transportation)
35	Urban development
36	Water and sanitation
37	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION (CONT...)

H3. Currently, do you professionally collaborate/work with the World Bank in your country?

1	Yes
2	No

H4. Which of the following describes most of your exposure to the World Bank in Croatia? (Choose no more than TWO)

1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank reports/data
3	Engage in World Bank related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank website for information, data, research, etc.

H5. Which best represents your geographic location?

1	Zagreb area
2	Continental Croatia
3	Dalmatia
4	Istria
5	Kvarner
6	Slavonia

Thank you for completing the survey!