

Appendix F: Moldova FY 2013 Questionnaire



World Bank Country Survey FY13 – Moldova

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Moldova or who observe activities related to social and economic development. The following survey is meant to give the World Bank’s team that works in Moldova, 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 Moldova. The World Bank commissioned an independent firm to oversee the logistics of this effort in Moldova. 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 MOLDOVA

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

SECTION A: GENERAL ISSUES

A2. When considering development priorities, which ONE development priority below is the most important in Moldova? Which ONE is the second most important priority? Which ONE is the third most important priority?		FIRST priority (Choose only ONE)	SECOND priority (Choose only ONE)	THIRD priority (Choose only ONE)
Choose only ONE for each column				
1	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Energy and energy efficiency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Public sector reform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Gender and equality of opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Law and justice (e.g., judicial system)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Business environment deregulation and private sector development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Information and communications technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Financial markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Climate change (including adaptation, mitigation, disaster management) and environmental sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Water and sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Agriculture and rural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Transport infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Job creation/employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Health and communicable diseases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Social protection (e.g., pensions, targeted social assistance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Research and development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Poverty reduction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Governance and anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Public financial management (e.g., public expenditure, fiscal system reform)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION A: GENERAL ISSUES

A3. Economic growth and better living standards encompass work in many different areas.	
Which THREE areas of development listed below do you believe would contribute most to economic growth and better living standards in Moldova? (Choose no more than THREE)	
1	Job creation/employment
2	Public sector reform
3	Law and justice (e.g., judicial system)
4	Public financial management (e.g., public expenditure, fiscal system reform)
5	Business environment deregulation and private sector development
6	Financial markets
7	Governance and anti-corruption
8	Trade and exports
9	Research and development
10	Agriculture and rural development
11	Water and sanitation
12	Transport infrastructure
13	Energy and energy efficiency
14	Information and communications technology
15	Health and communicable diseases
16	Education
17	Social protection (e.g., pensions, targeted social assistance)
18	Gender and equality of opportunities
19	Foreign direct investment
20	Climate change (including adaptation, mitigation, disaster management) and environmental sustainability

SECTION A: GENERAL ISSUES

A4. In order to help reverse the migration of citizens out of Moldova and to bring Moldovan migrants back to the country, which sectors listed below should the Government prioritize in terms of reform and resources? (Choose no more than THREE)

1	Education
2	Climate change (including adaptation, mitigation, disaster management) and environmental sustainability
3	Financial markets
4	Job creation/employment
5	Public financial management (e.g., public expenditure, fiscal system reform)
6	Transport infrastructure
7	Law and justice (e.g., judicial system)
8	Poverty reduction
9	Business environment deregulation and private sector development
10	Foreign direct investment
11	Health and communicable diseases
12	Gender and equality of opportunities
13	Agriculture and rural development
14	Water and sanitation
15	Energy and energy efficiency
16	Governance and anti-corruption
17	Economic growth
18	Information and communications technology
19	Social protection (e.g., pensions, targeted social assistance)
20	Research and development
21	Public sector reform
22	Trade and exports

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

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

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SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

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

1	Health and communicable diseases
2	Water and sanitation
3	Governance and anti-corruption
4	Social protection (e.g., pensions, targeted social assistance)
5	Transport infrastructure
6	Education
7	Law and justice (e.g., judicial system)
8	Economic growth
9	Foreign direct investment
10	Business environment deregulation and private sector development
11	Gender and equality of opportunities
12	Financial markets
13	Job creation/employment
14	Public sector reform
15	Trade and exports
16	Energy and energy efficiency
17	Climate change (including adaptation, mitigation, disaster management) and environmental sustainability
18	Agriculture and rural development
19	Public financial management (e.g., public expenditure, fiscal system reform)
20	Information and communications technology
21	Research and development
22	Poverty reduction

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

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 Moldova?			
		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	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
5	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
6	Data	<input type="checkbox"/>	<input type="checkbox"/>
7	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
8	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
9	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Moldova? (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 other donors' work
14	Not collaborating enough with non-state actors
15	Not adequately sensitive to political/social realities in Moldova
16	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Moldova? (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 to reduce poverty in Moldova? (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

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	Donor community
7	Foundations
8	Academia/think tanks/research institutes
9	Parliament
10	Media
11	Other (please specify): _____

To what extent do you agree with the following statements about the World Bank's work in Moldova, 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 Moldova	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B12	The World Bank's work is aligned with what I consider the development priorities for Moldova	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B13	The World Bank supports programs and strategies that are realistic for Moldova	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B14	The World Bank treats clients and stakeholders in Moldova with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

To what extent is the World Bank an effective development partner in Moldova, in terms of each of the following?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B15	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	Flexibility (in terms of the World Bank's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B19	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B20	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B21	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B24	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B25	Follow through over time	1	2	3	4	5	6	7	8	9	10	<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 donor coordination
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 Moldova, 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	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C2	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C3	Public sector reform	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C4	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C5	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C6	Governance and anti-corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C7	Business environment deregulation and private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C8	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C9	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C10	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C11	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C12	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C13	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C14	Transport infrastructure	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C15	Energy and energy efficiency	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C16	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C17	Health and communicable diseases	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C18	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C19	Research and development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C20	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C21	Gender and equality of opportunities	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C22	Climate change (including adaptation, mitigation, disaster management) and environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

C23. To what extent does the World Bank's work help to achieve development results in Moldova, 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 C: WORLD BANK EFFECTIVENESS AND RESULTS

To what extent do you agree with the following statements about the World Bank in Moldova, on a ten point scale?												
		Strongly disagree								Strongly agree		Don't know
C24	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Moldova	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C25	The World Bank meets Moldova's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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SECTION D: THE WORLD BANK'S KNOWLEDGE

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

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

D2. When thinking about the development challenges in Moldova, 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	Governance and anti-corruption
2	Social protection (e.g., pensions, targeted social assistance)
3	Economic growth
4	Education
5	Job creation/employment
6	Financial markets
7	Information and communications technology
8	Trade and exports
9	Business environment deregulation and private sector development
10	Agriculture and rural development
11	Public financial management (e.g., public expenditure, fiscal system reform)
12	Health and communicable diseases
13	Gender and equality of opportunities
14	Transport infrastructure
15	Law and justice (e.g., judicial system)
16	Energy and energy efficiency
17	Foreign direct investment
18	Public sector reform
19	Climate change (including adaptation, mitigation, disaster management) and environmental sustainability
20	Water and sanitation
21	Poverty reduction
22	Research and development

SECTION D: THE WORLD BANK'S KNOWLEDGE

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

In Moldova, to what extent do you believe that the World Bank's knowledge and research:													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
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 Moldova'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 Moldova's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION D: THE WORLD BANK'S KNOWLEDGE

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

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., South-South 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

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 Moldova'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"/>

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

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

F2. Which of the following SHOULD the World Bank do to make itself of greater value in Moldova? (Choose no more than TWO)	
1	Improve the quality of its experts as related to Moldova'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 Moldova's economy
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Increase availability of Fee-Based services
10	Work faster
11	Other (please specify): _____

SECTION G: COMMUNICATION AND INFORMATION SHARING

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

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

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

Please rate how much you agree with the following statements, on a ten point scale.													
		Strongly disagree								Strongly agree		Don't know	
G9	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"/>	
G10	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"/>	
G11	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"/>	
G12	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"/>	
G13	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

SECTION H: BACKGROUND INFORMATION**H1. Which of the following best describes your current position? (Please mark only ONE response)**

1	Office of the President
2	Office of the Prime-Minister
3	Office of Minister
4	Office of Parliamentarian
5	Employee of a Ministry, Ministerial Department or Implementation Agency
6	Consultant/Contractor working on World Bank supported Project/Program
7	Project Management Unit (PMU) overseeing implementation of project
8	Local Government Office or Staff
9	Bilateral or Multilateral agency
10	Private Sector Organization, Financial Sector/Private Bank
11	NGOs, including CBOs
12	Media (Press, Radio, TV, Web, etc.)
13	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
14	Trade Union
15	Academia/Research Institute/Think Tank
16	Judiciary Branch
17	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION

H2. Please identify the primary specialization of your work. (Please mark only ONE response)	
1	Agriculture and rural development
2	Business environment deregulation and private sector development
3	Climate change (including adaptation, mitigation, disaster management) and environmental sustainability
4	Economic growth
5	Education
6	Energy and energy efficiency
7	Financial markets
8	Foreign direct investment
9	Gender and equality of opportunities
10	Governance and anti-corruption
11	Health and communicable diseases
12	Information and communications technology
13	Job creation/employment
14	Law and justice (e.g., judicial system)
15	Poverty reduction
16	Public financial management (e.g., public expenditure, fiscal system reform)
17	Public sector reform
18	Research and development
19	Social protection (e.g., pensions, targeted social assistance)
20	Trade and exports
21	Transport infrastructure
22	Water and sanitation
23	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION

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 Moldova? (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	Municipality of Chisinau
2	Other municipality
3	Other

Thank you for completing the survey!