

# Georgia

The World Bank  
Country Survey FY 2013

Report of Findings  
June 2013



CountryOpinionSurveys  
THE WORLD BANK GROUP

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

## II. Methodology

In April and May 2013, 276 stakeholders of the World Bank in Georgia 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 or 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; bilateral agencies; multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community-based organizations (CBOs); the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; the judiciary branch; and former officials of the government or a ministry. A total of 162 stakeholders participated in the country survey (59% response rate).

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

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

- A. General Issues Facing Georgia: Respondents were asked to indicate whether Georgia is headed in the right direction, what they thought were the top three most important development priorities, which areas would contribute most to reducing poverty and generating economic growth in Georgia, and how to best achieve "shared prosperity".

## II. Methodology (continued)

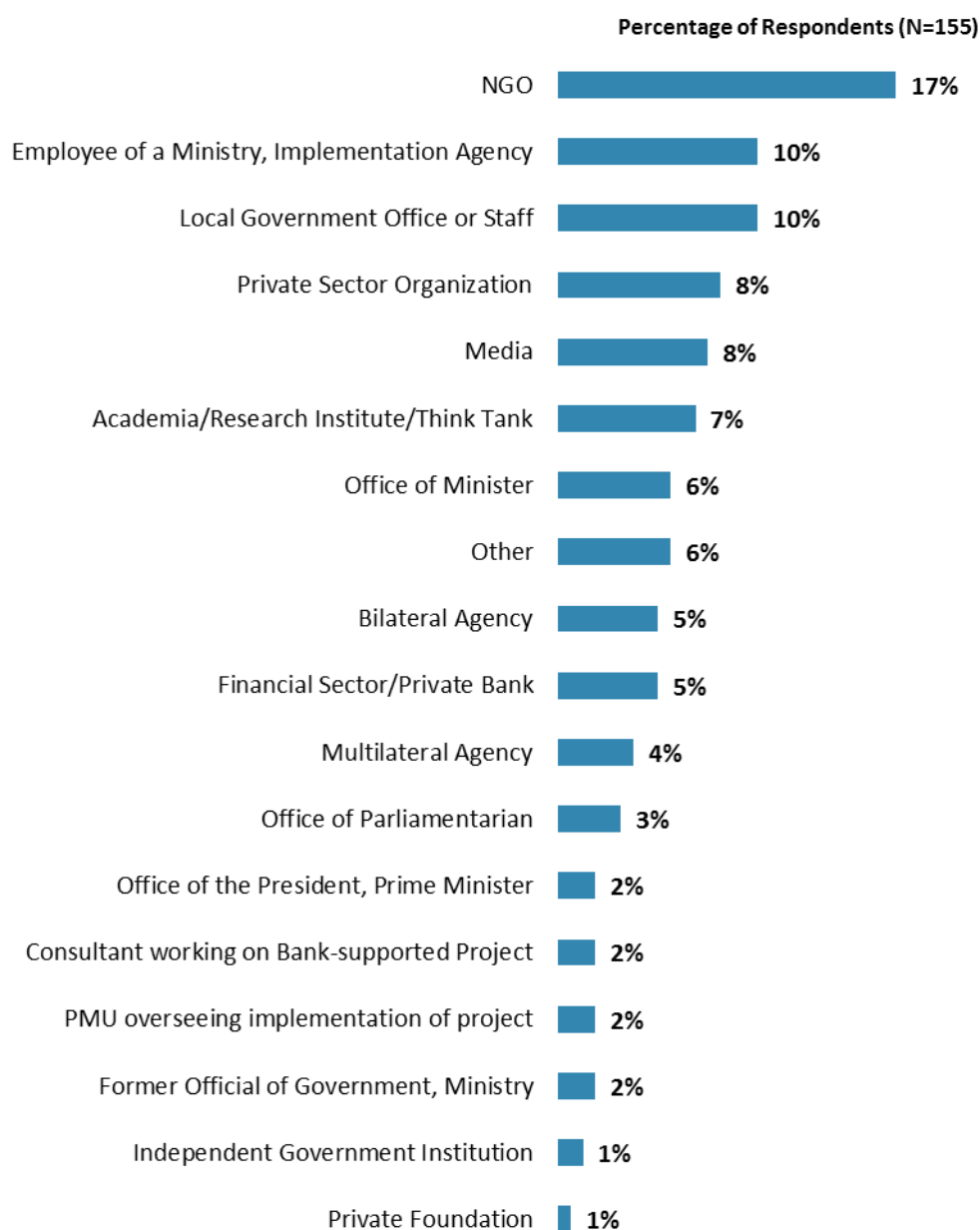
- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in Georgia, Bank staff preparedness to help Georgia solve its development challenges, the extent to which the Bank should seek to influence the global development agenda, their agreement 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 effective instruments in helping to reduce poverty in Georgia, with which stakeholder 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 Georgia, the extent to which the Bank meets Georgia's needs for knowledge services and financial instruments, and the Bank's level of effectiveness across thirty-four development areas, such as economic growth.
- D. The World Bank's Knowledge Work and Activities: Respondents were asked to indicate how frequently they consult Bank knowledge work and activities, the areas on which the Bank should focus its knowledge work and activities, and to rate the effectiveness and quality of the Bank's knowledge work and activities, including how significant of a contribution it makes to development results and its technical quality.
- 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 working with the World Bank increasing Georgia's institutional capacity.
- F. The Future Role of the World Bank in Georgia: Respondents were asked to rate how significant a role the Bank should play in Georgia's development in the near future and to indicate what the Bank should do to make itself of greater value in Georgia.
- G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the Bank, their Internet access, and their usage and evaluation of the Bank's website. 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 Georgia, geographic location, and gender.

In addition, when possible, responses from respondents completing this year's country survey were compared to responses from the 122 respondents (82% response rate) who completed the survey in FY 2005 and the 115 respondents (74% 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

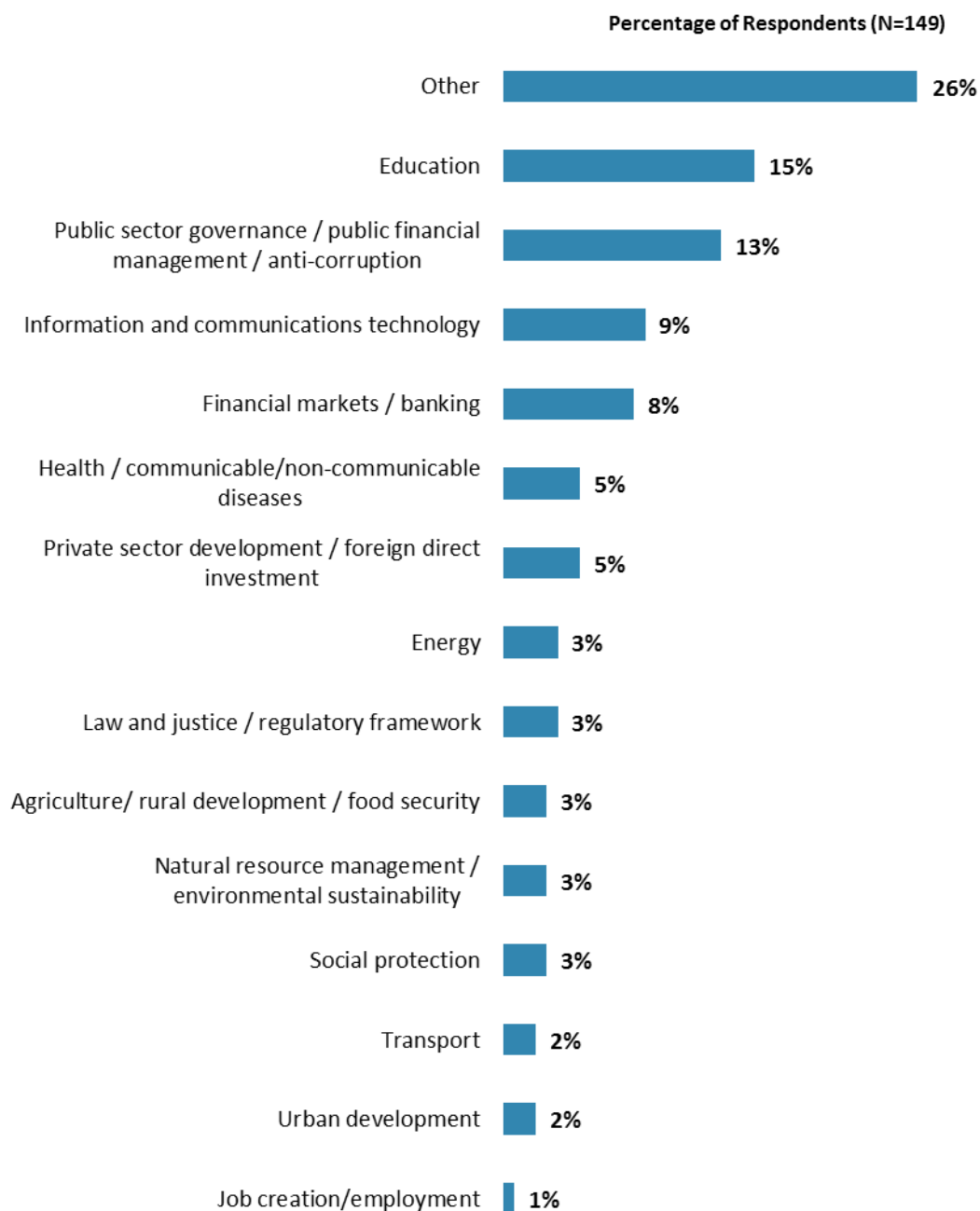
- For further analyses, respondents from the office of a Minister were combined with those from the office of the President/Prime Minister; respondents from bilateral agencies and multilateral agencies were combined; respondents from PMUs were combined with consultants working on Bank-supported projects; respondents from the financial sector/private banks were combined with those from the private sector; respondents from private foundations were combined with those from NGOs; and the few respondents from independent government institutions and former government or military officials were included in the “Other” category.



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

### III. Demographics of the Sample (continued)

#### Area of Primary Specialization

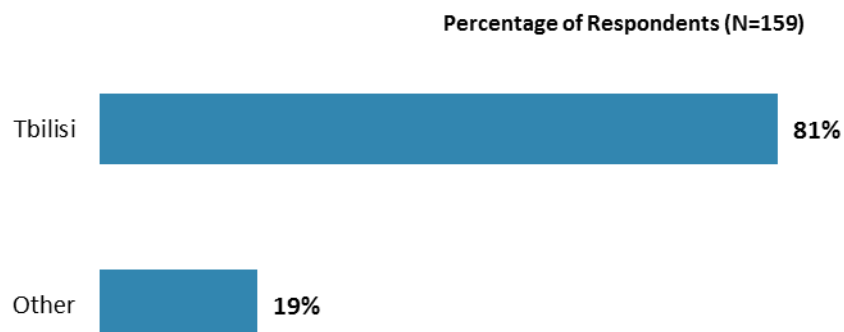


"Please identify the primary specialization of your work." (Respondents chose from a list.)

### III. Demographics of the Sample (continued)

#### Geographic Location

- Responses across geographic locations for all country survey questions can be found in Appendix C (see page 87). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.

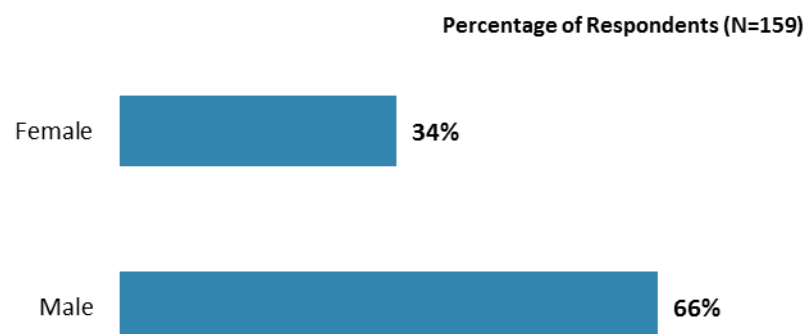


“Which best represents your geographic location?” (Respondents chose from a list.)

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#### Gender

- Responses across genders for country survey questions related to general issues facing Georgia can be found in Appendix D (see page 100).



“Please indicate your gender.” (Respondents chose from a list.)

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### III. Demographics of the Sample (continued)

#### Collaboration with and Exposure to the World Bank

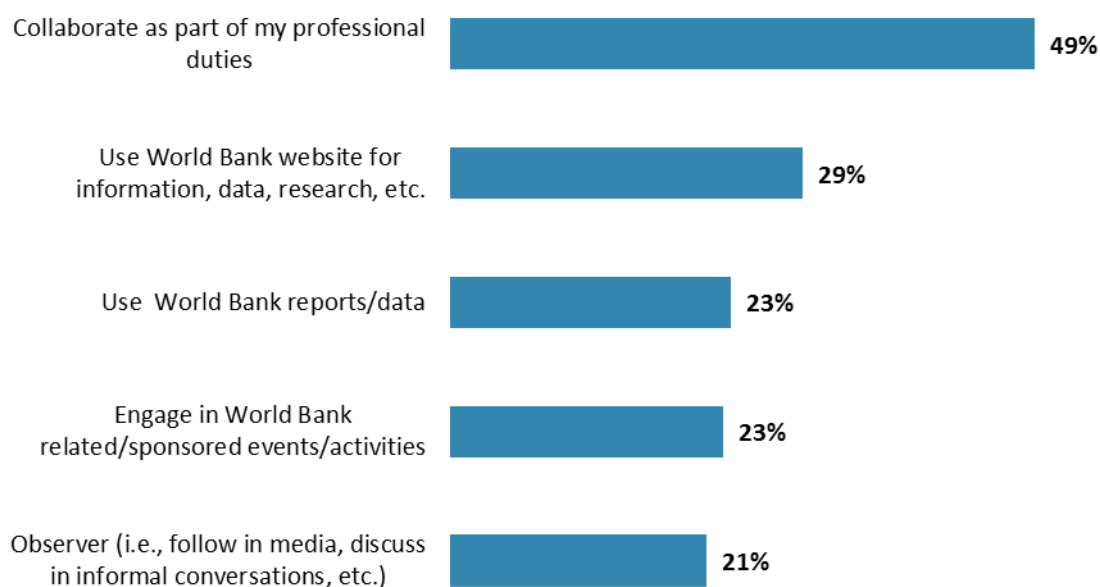
- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in Georgia, can be found in Appendix F (see page 106). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.

Percentage of Respondents (N=159)



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

Percentage of Respondents (N=150)



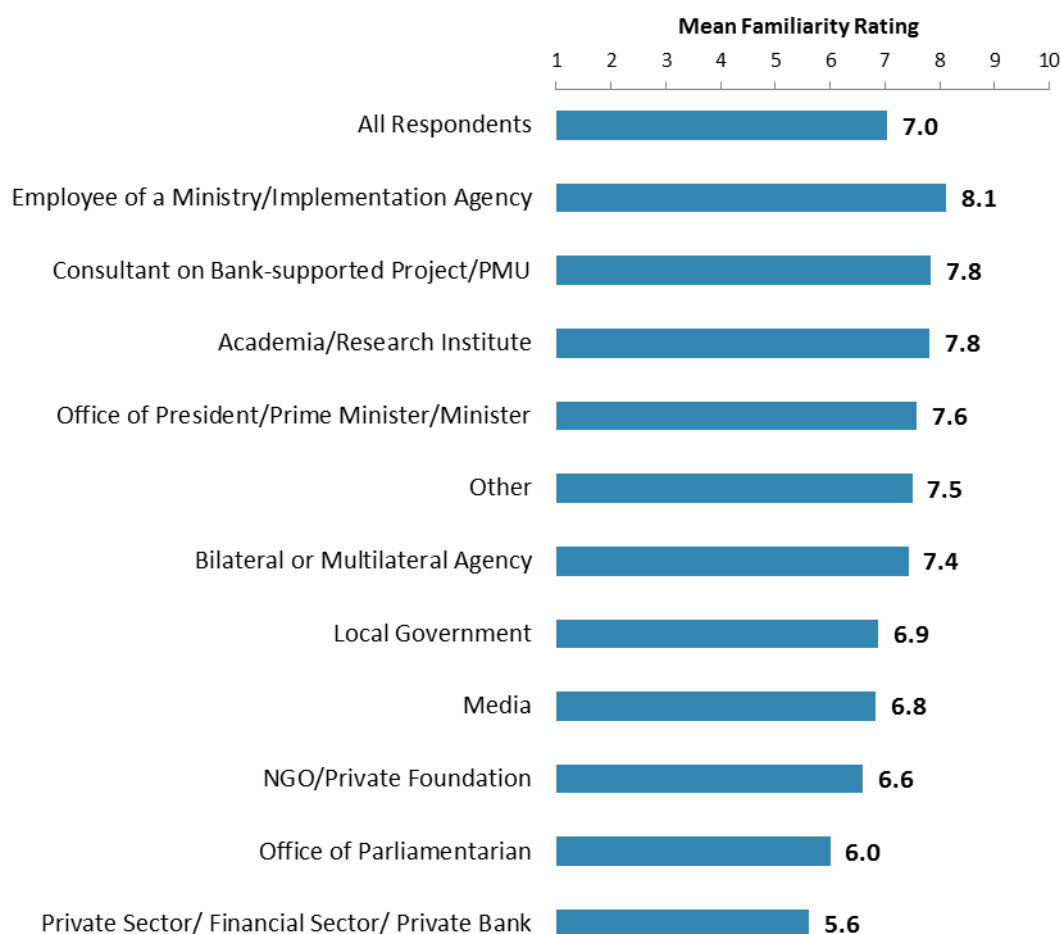
"Which of the following describes most of your exposure to the World Bank in Georgia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank

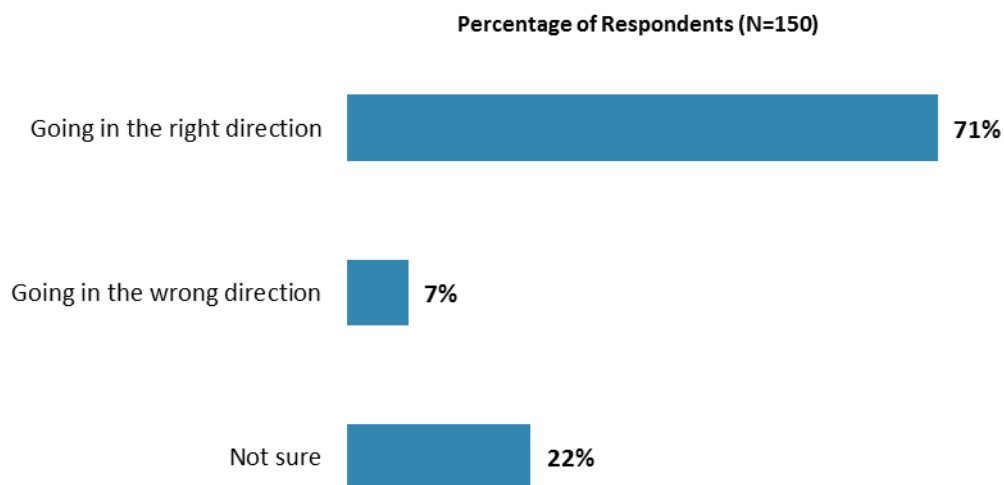
- Familiarity with the World Bank in Georgia received a mean rating of 7.0 across all respondents, statistically similar to the mean level of familiarity received in the FY '03 and FY '05 country surveys (7.0 and 7.3, respectively).
- Employees of ministries/implementation agencies had the highest levels of familiarity with the Bank whereas respondents from the office of a Parliamentarian and respondents from the private sector/financial sector/private banks had significantly lower levels of familiarity.
- Respondents' ratings of familiarity with the Bank were significantly, strongly correlated with their perceptions of the Bank's overall effectiveness in Georgia and significantly, moderately correlated with perceptions of the Bank's relevance to Georgia's development and the Bank's ability to help achieve development results in Georgia.



"How familiar are you with the work of the World Bank in Georgia, on a ten-point scale?"  
 (1 - "Not familiar at all", 10 - "Extremely familiar")

## IV. General Issues Facing Georgia

### Georgia's Development Path/Trajectory



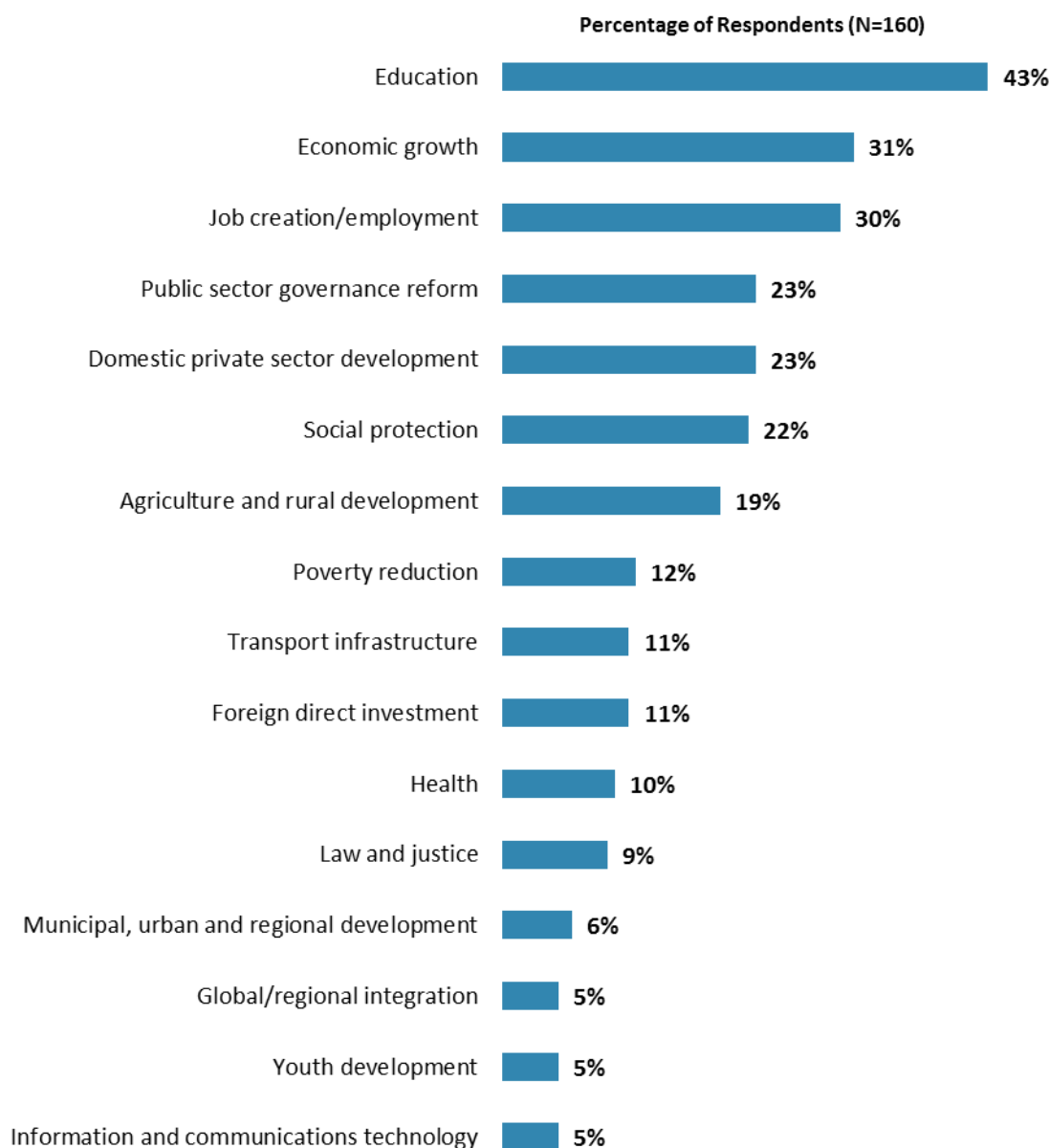
"In general, how would you assess Georgia's development path/trajectory?"  
(Respondents chose from a list.)



## IV. General Issues Facing Georgia (continued)

### Development Priority

- Respondents from the private sector/financial sector/private banks, the media, and other organizations were the most likely to indicate that domestic private sector development was one of the most important development priorities whereas employees of ministries and respondents from bilateral or multilateral agencies and academia/research institutes were significantly less likely to choose domestic private sector development.
- Education (31%) and the economy (31%) were considered the greatest challenges facing Georgia in the FY '05 country survey.

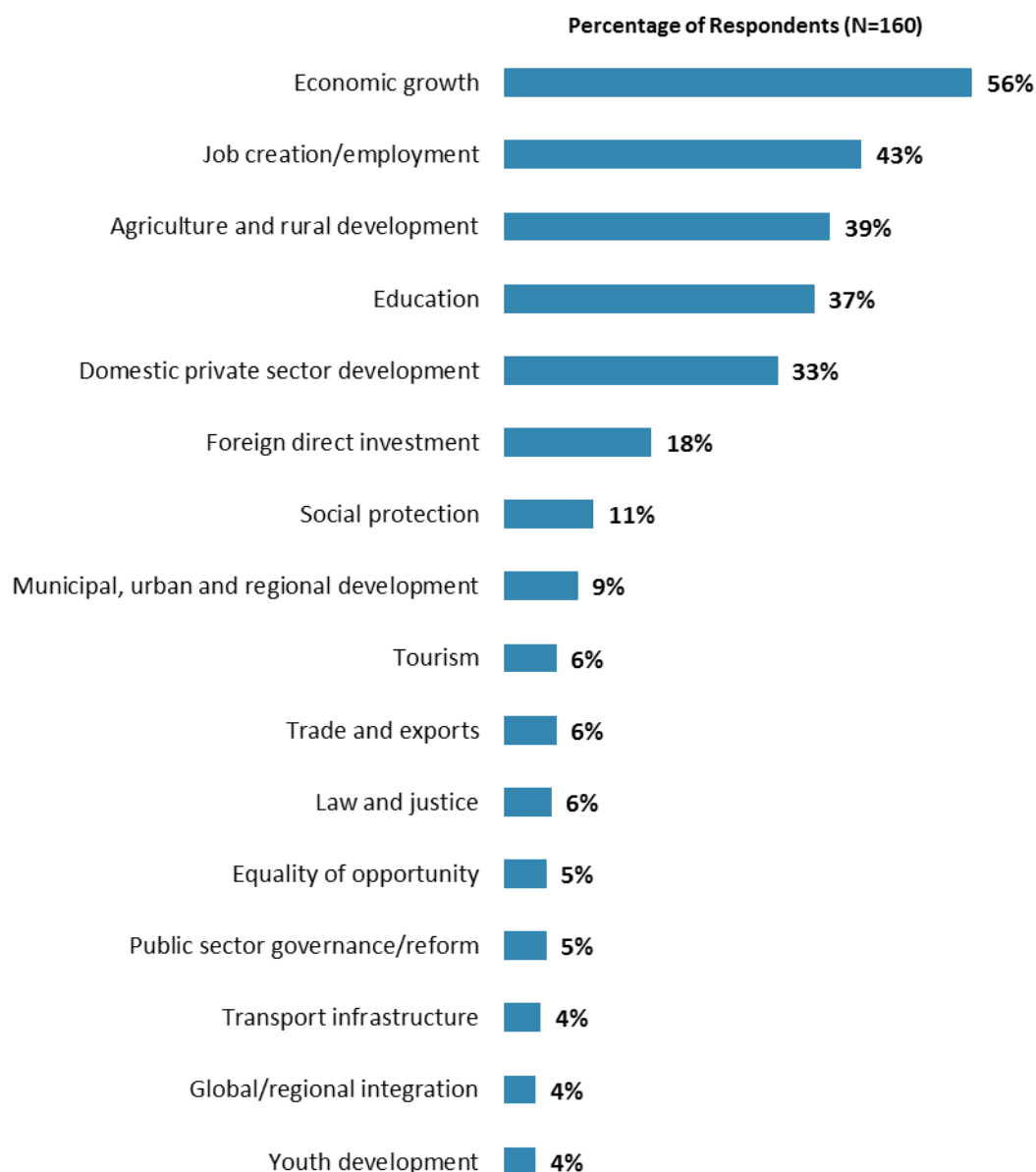


“Listed below are a number of development priorities in Georgia. Please identify which of the following you consider the most important development priorities in Georgia. (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 16 shown.)

## IV. General Issues Facing Georgia (continued)

### Factors Contributing to Poverty Reduction

- Employees of ministries/implementation agencies and respondents from local government and the media were significantly *less* likely to indicate that education would contribute to poverty reduction compared to respondents from other stakeholder groups.

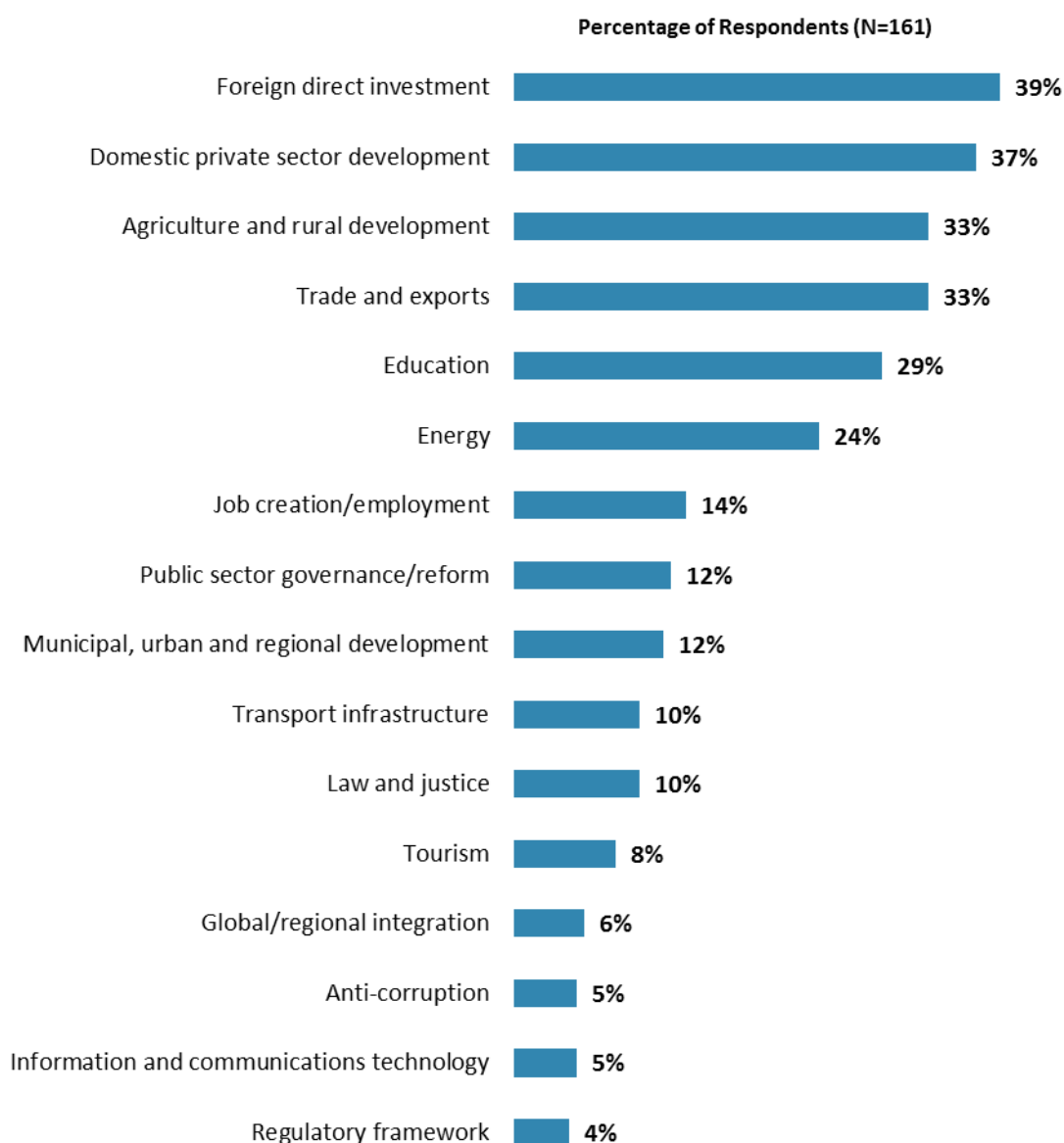


“Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Georgia?” (Respondents chose from a list. Responses combined. Top 16 shown.)

## IV. General Issues Facing Georgia (continued)

### Factors Contributing to Economic Growth

- Respondents from local government, bilateral or multilateral agencies, and NGOs/private foundations were significantly *less* likely to indicate that foreign direct investment would contribute to generating economic growth in Georgia compared to respondents from other stakeholder groups.
- Respondents from bilateral or multilateral agencies and academia/research institutes were the most likely to indicate that education would contribute to generating economic growth whereas respondents from the office of the President/Prime Minister/Minister were significantly less likely to choose education.

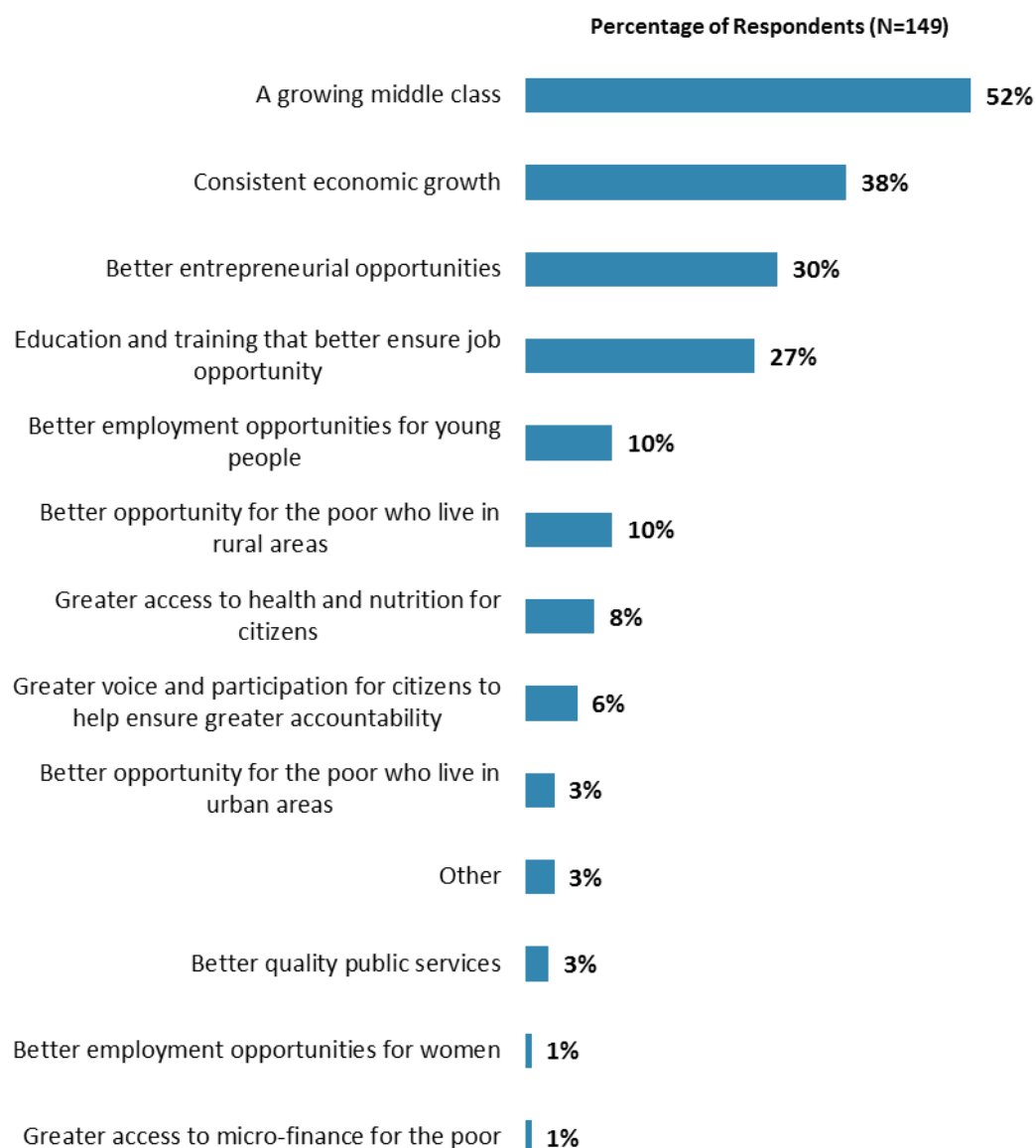


“Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Georgia? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 16 shown.)

## IV. General Issues Facing Georgia (continued)

### Factors Contributing to “Shared Prosperity”

- Respondents from the office of a Parliamentarian, the private sector/financial sector/private banks, and the media were significantly *less* likely to indicate that “Education and training that better ensure job opportunity” would contribute to shared prosperity in Georgia compared to respondents from other stakeholder groups.

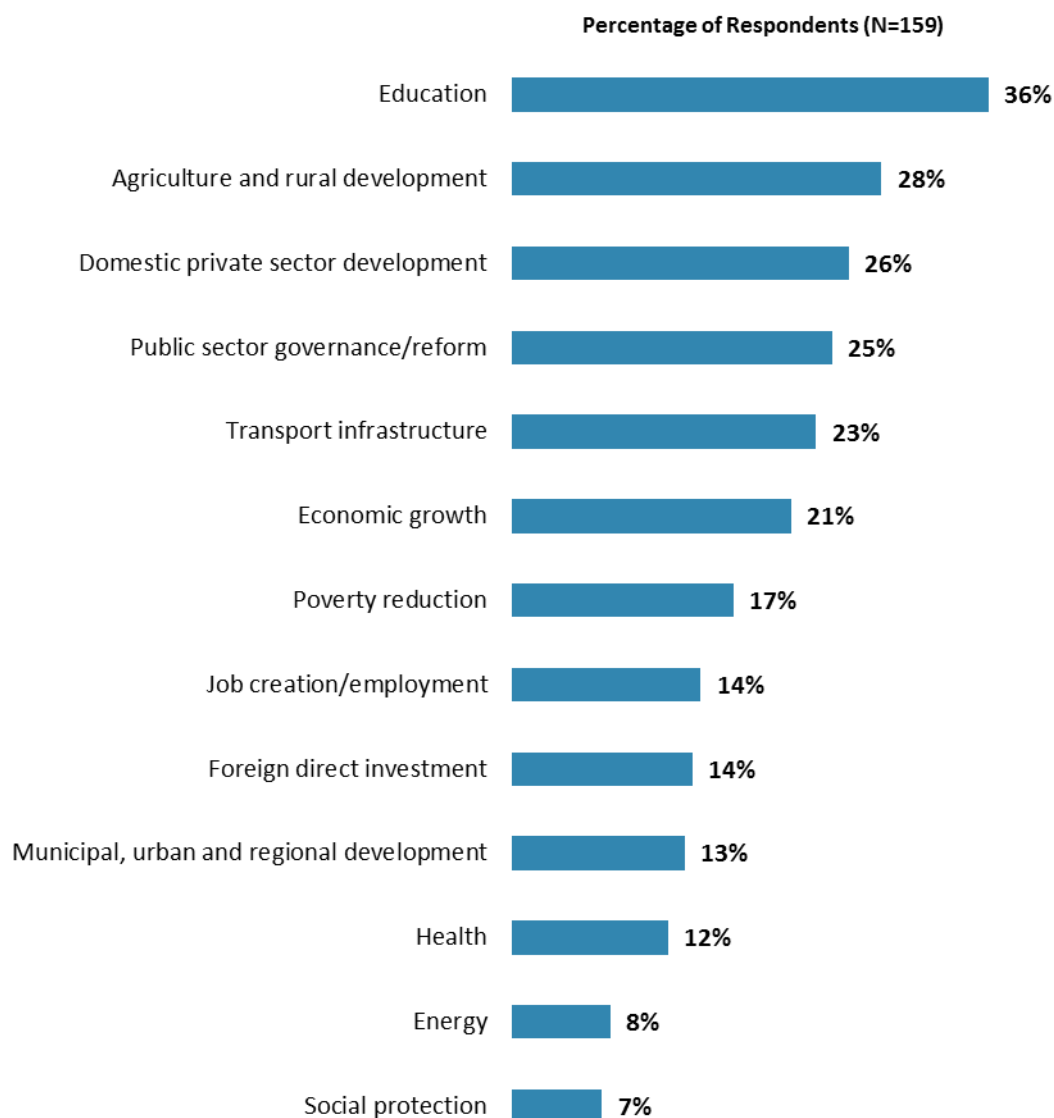


“When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Georgia? (Choose no more than TWO)”  
(Respondents chose from a list. Responses combined.)

## V. Overall Attitudes toward the World Bank

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

### Focusing World Bank Resources

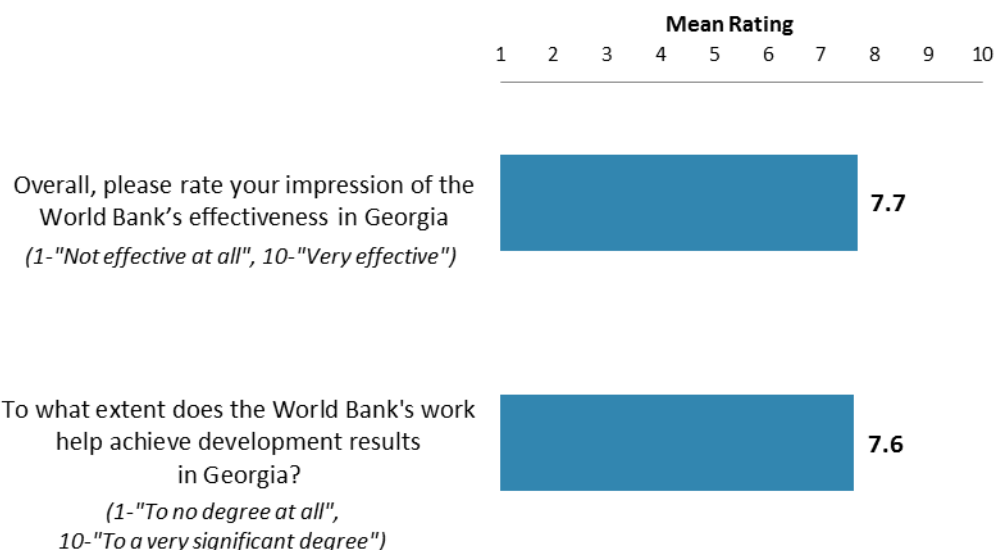


“When thinking about how the World Bank can have the most impact on development results in Georgia, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Georgia? (Choose no more than THREE)”  
(Respondents chose from a list. Responses combined. Top 13 shown.)

## 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 Georgia received a mean rating of 7.7. This was significantly higher than the mean rating received in the FY '05 and FY '03 country surveys (both 7.1). Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the Bank's overall effectiveness in Georgia.
- Across all respondents, the extent to which the World Bank's work helps achieve development results in Georgia received a mean rating of 7.6. Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the extent to which the World Bank's work helps achieve development results in Georgia.

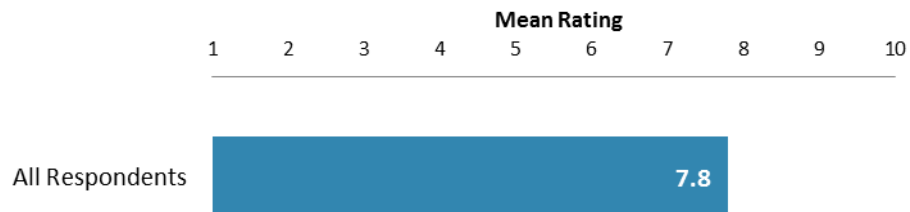




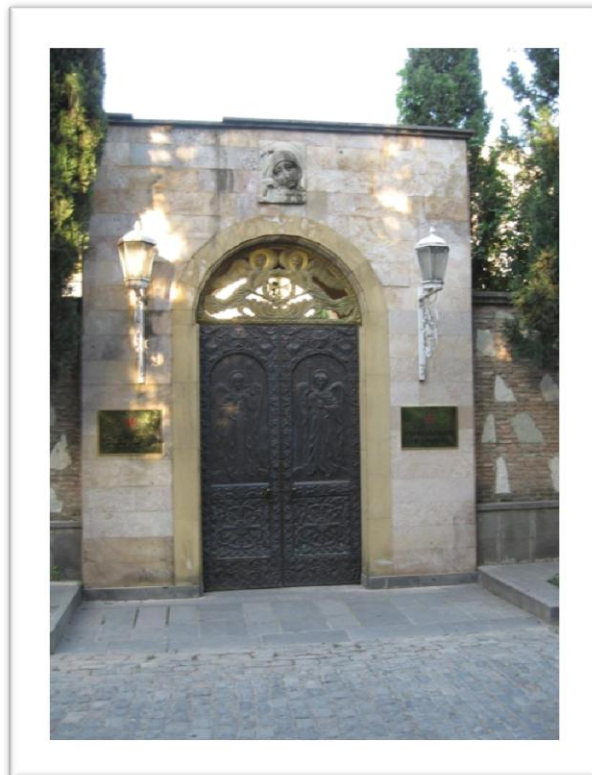
## V. Overall Attitudes toward the World Bank (continued)

### Staff Preparedness *(Indicator Question)*

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the extent to which the Bank's staff is well prepared to help Georgia solve its most complicated development challenges.

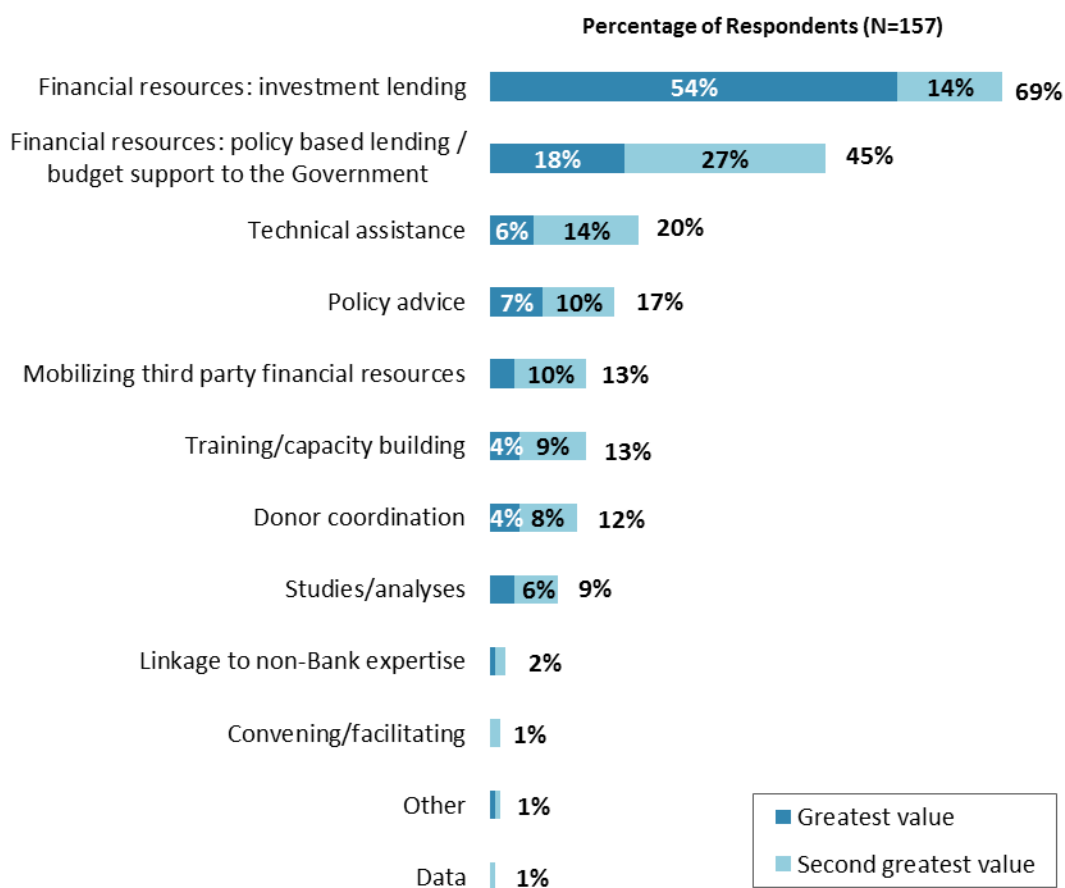


"To what extent do you agree that the World Bank's staff is well prepared (e.g., skills and knowledge) to help Georgia solve its most complicated development challenges, on a ten-point scale?" (1- "To no degree at all", 10- "To a very significant degree")



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

### Greatest Value

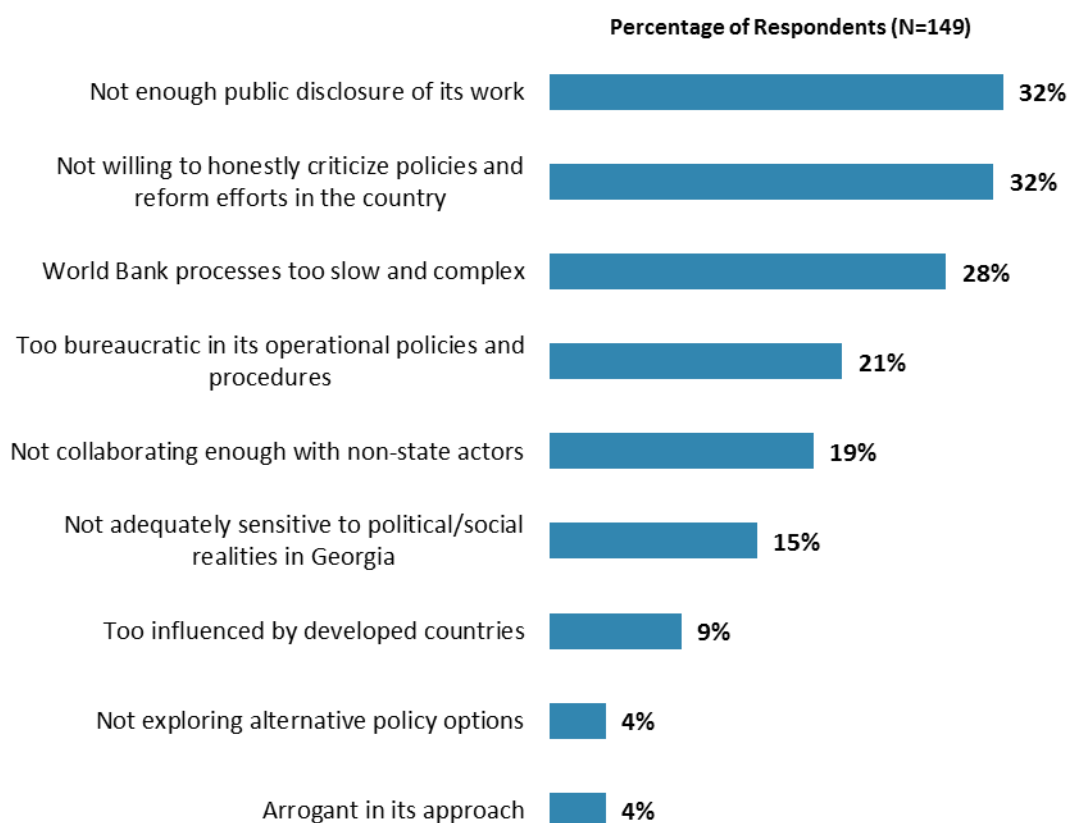


“When thinking about the World Bank’s role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Georgia?” (Respondents chose from a list.)

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

### Greatest Weakness

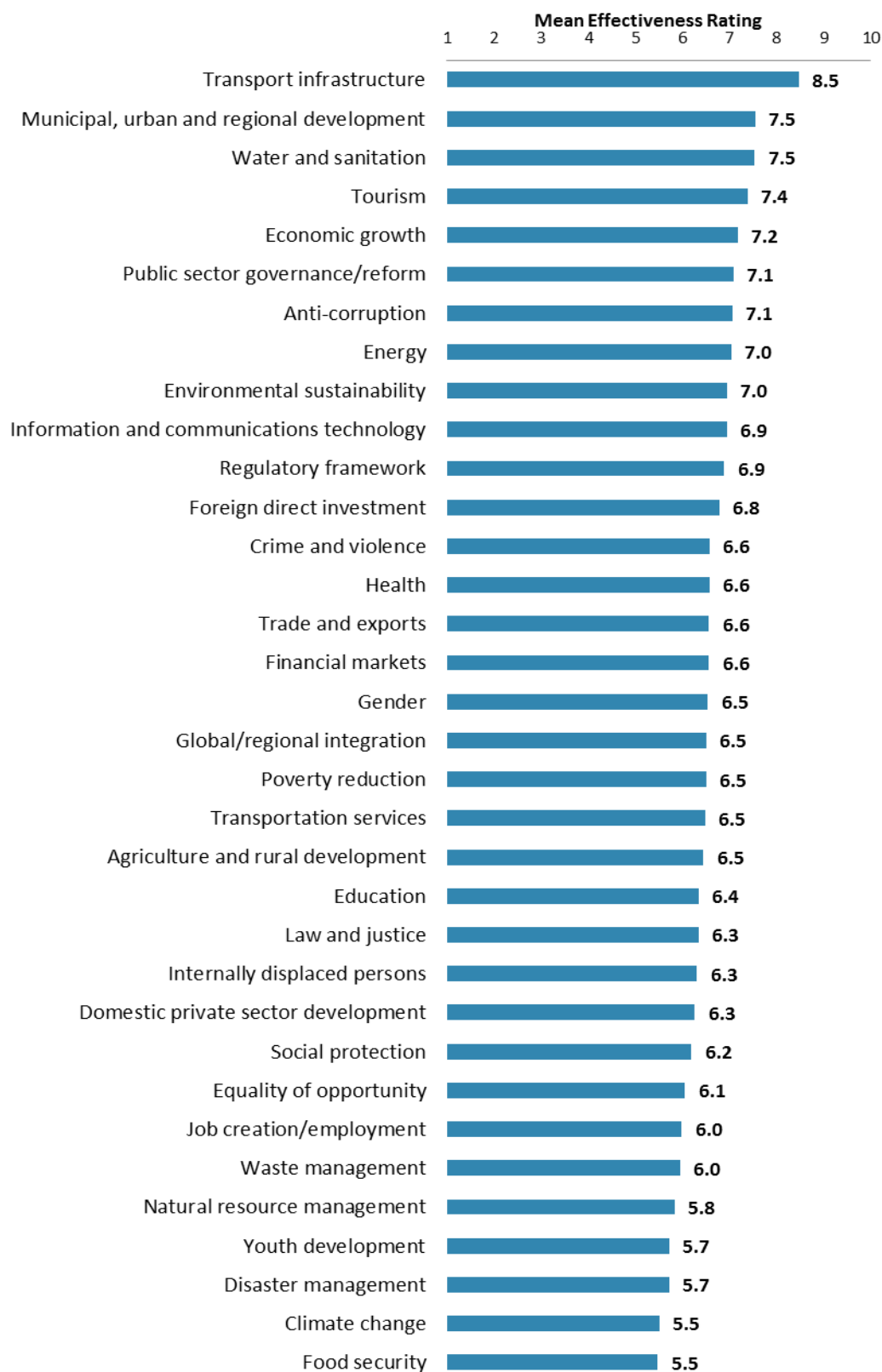
- Respondents from the office of a Parliamentarian, local government, and bilateral or multilateral agencies were the most likely to indicate that the World Bank's greatest weakness was not enough public disclosure of its work whereas consultants on Bank-supported projects and respondents from other organizations were significantly less likely to choose not enough public disclosure.
- Employees of ministries/implementation agencies were the most likely to indicate that the World Bank's greatest weakness was being too bureaucratic in its operational policies and procedures whereas respondents from the office of a Parliamentarian and the media were significantly less likely to choose being too bureaucratic.
- Respondents from NGOs were the most likely to indicate that the World Bank's greatest weakness was not collaborating enough with non-state actors whereas employees of ministries/implementation agencies and respondents from the office of a Parliamentarian, academia/research institutes, and the public sector/financial sector/private banks were significantly less likely to choose not collaborating enough with non-state actors.



“Which of the following do you identify as the World Bank’s greatest WEAKNESSES in its work in Georgia? (Choose no more than TWO)”  
(Respondents chose from a list. Responses combined. Top 9 shown.)

## VI. Sectoral Effectiveness

### Specific Areas of Effectiveness



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

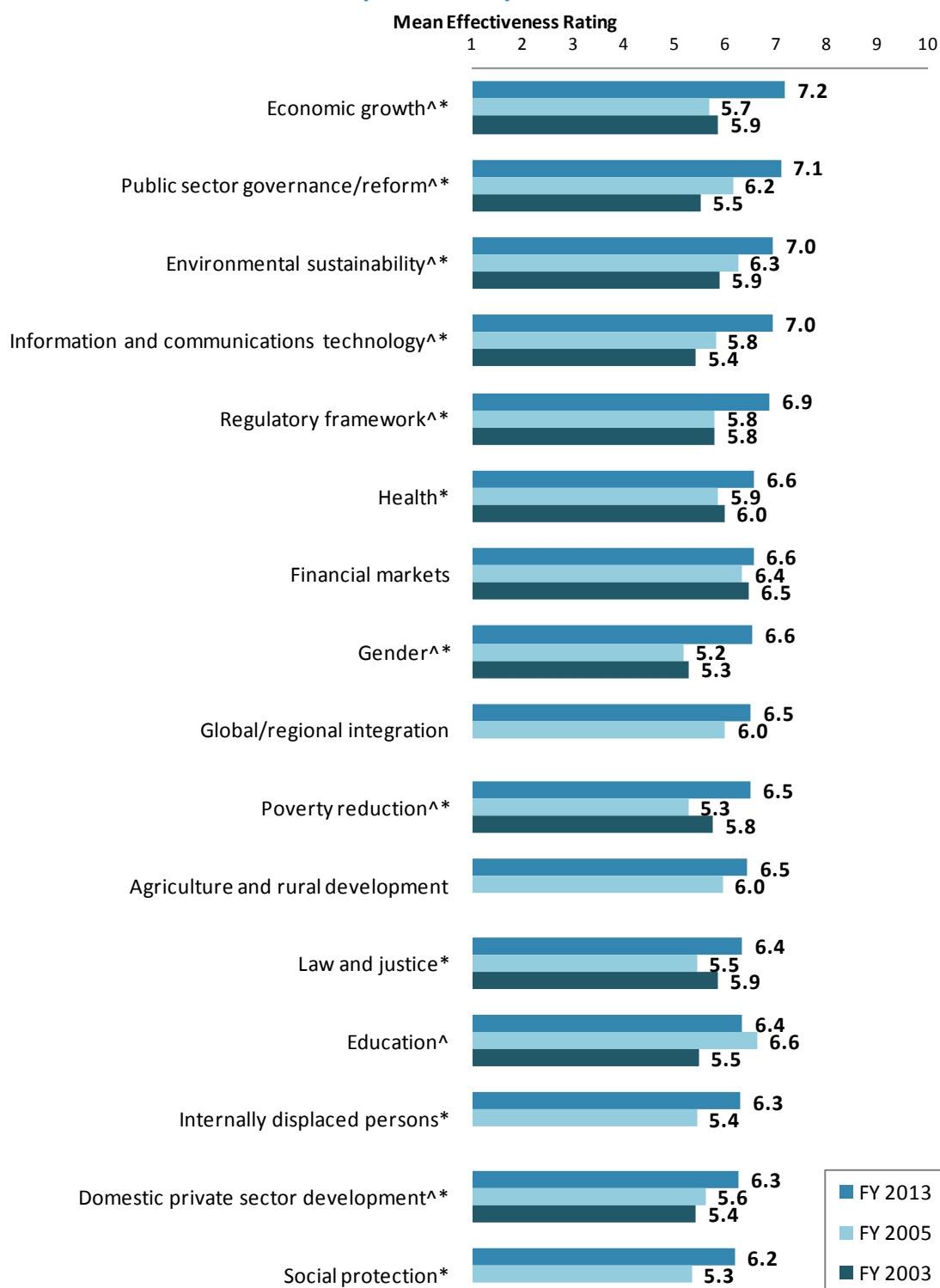
## VI. Sectoral Effectiveness (continued)

### Specific Areas of Effectiveness (continued)

- There were just two instances in which there were statistically significant stakeholder group differences across these thirty-four areas of development.
  - Employees of ministries/implementation agencies, consultants on Bank-supported projects/PMUs, and respondents from other organizations gave the highest ratings for the Bank's effectiveness at "Waste management" whereas respondents from the private sector/financial sector/private banks and academia/research institutes gave significantly lower effectiveness ratings.
  - Employees of ministries/implementation agencies and respondents from the office of a Parliamentarian and bilateral or multilateral agencies gave the highest ratings for the Bank's effectiveness at "Trade and exports" whereas respondents from the private sector/financial sector/private banks gave significantly lower effectiveness ratings.
- Respondents in this year's country survey gave higher ratings for the Bank's effectiveness across most areas that could be compared to respondents in the FY '05 and FY '03 country surveys. Statistically significant comparisons are noted in the graph on the next page.

## VI. Sectoral Effectiveness (continued)

### Specific Areas of Effectiveness (continued)



(\*Significantly different between FY 2013 and FY 2005; ^Significantly different between FY 2013 and FY 2003)

## 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 Georgia, bivariate correlational analyses were conducted using respondents' ratings of the thirty-four specific areas of effectiveness.

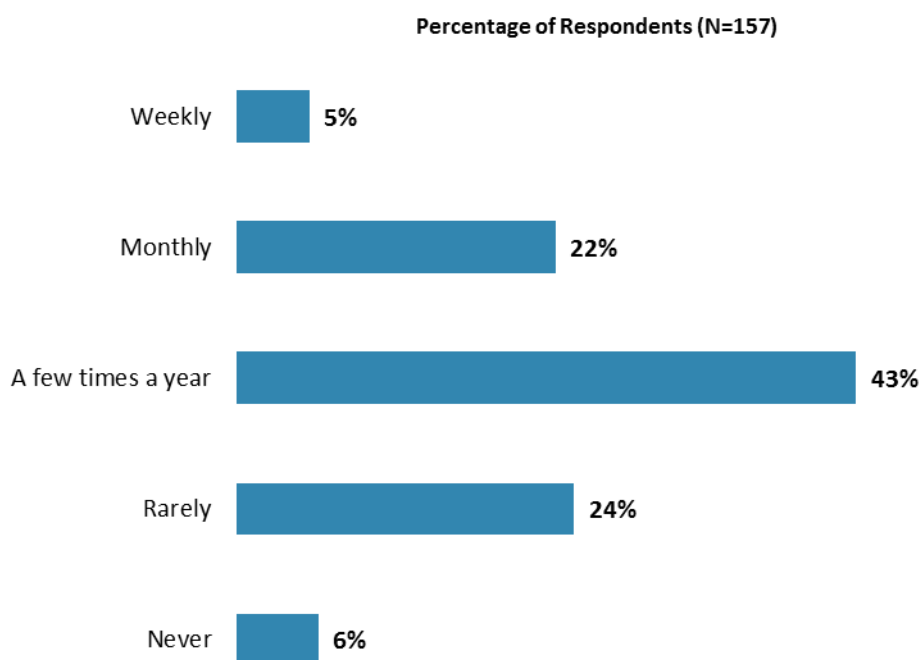
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings 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 Georgia. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at economic growth;
  - The Bank's effectiveness at regulatory framework;
  - The Bank's effectiveness at tourism; and
  - The Bank's effectiveness at public sector governance/reform.
- **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 Georgia, 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:
  - The Bank's effectiveness at economic growth;
  - The Bank's effectiveness at regulatory framework; and
  - The Bank's effectiveness at environmental sustainability.

## VII. World Bank Knowledge and Instruments

### Frequency of Consulting Bank Knowledge Work and Activities

- Consultants on Bank-supported projects, employees of ministries/implementation agencies, and respondents from bilateral or multilateral agencies and the office of the President/Prime Minister/Minister indicated the most frequent usage of the World Bank's knowledge work and activities whereas respondents from the private sector/financial sector/private banks indicated significantly less frequent usage.



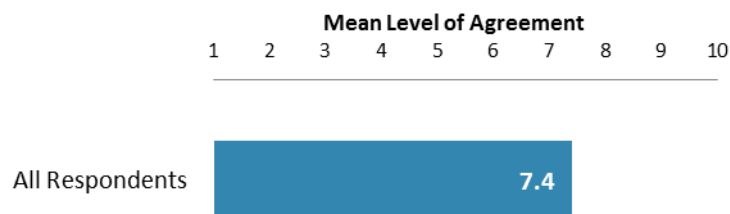
"How frequently do you consult World Bank knowledge work and activities in the work you do?"  
(Respondents chose from a list.)



## VII. World Bank Knowledge and Instruments (continued)

### Meeting Georgia's Knowledge Needs (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement that the Bank meets Georgia's needs for knowledge services.

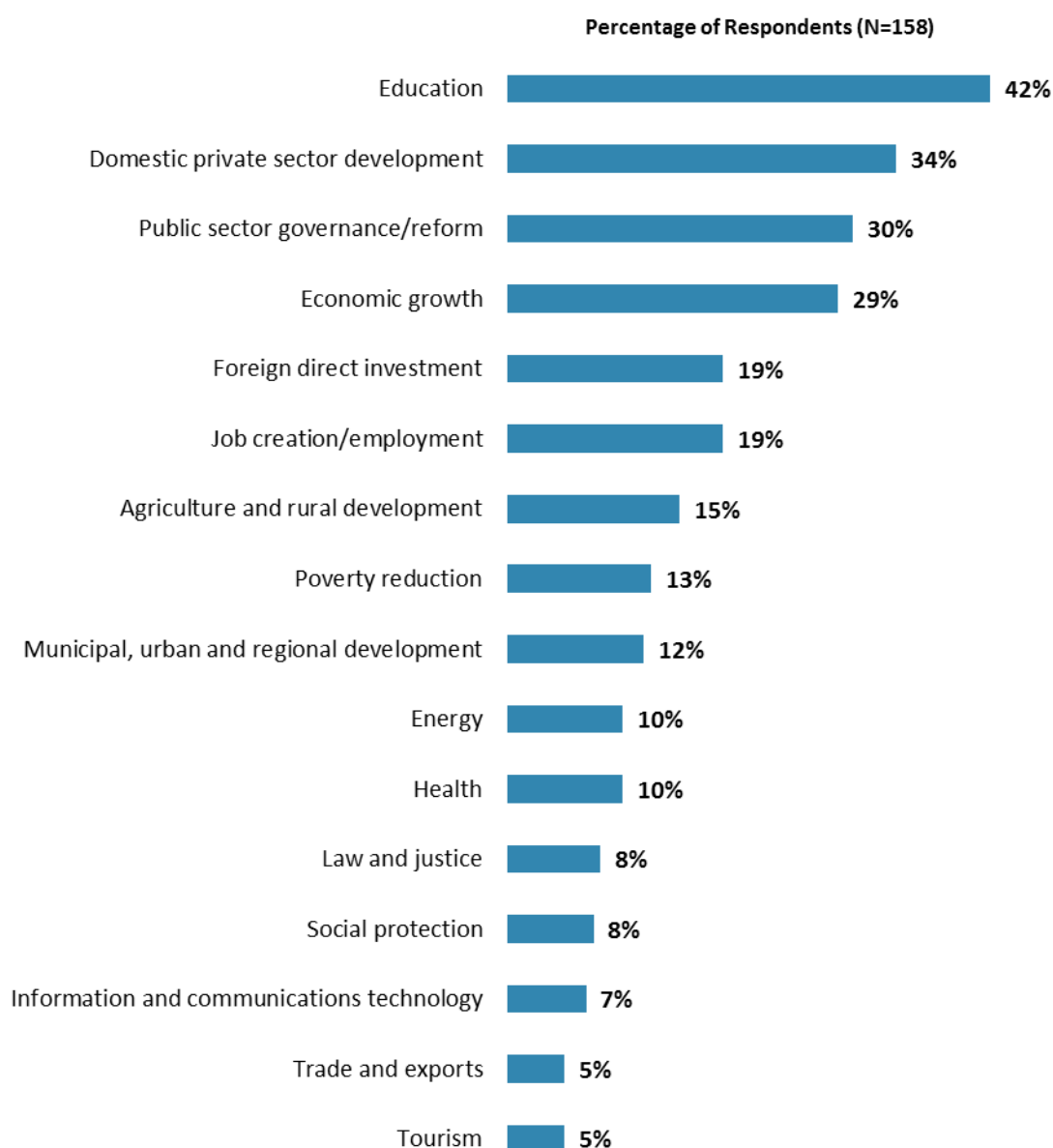


"The World Bank meets Georgia's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1- "Strongly disagree", 10- "Strongly agree")



## VII. World Bank Knowledge and Instruments (continued)

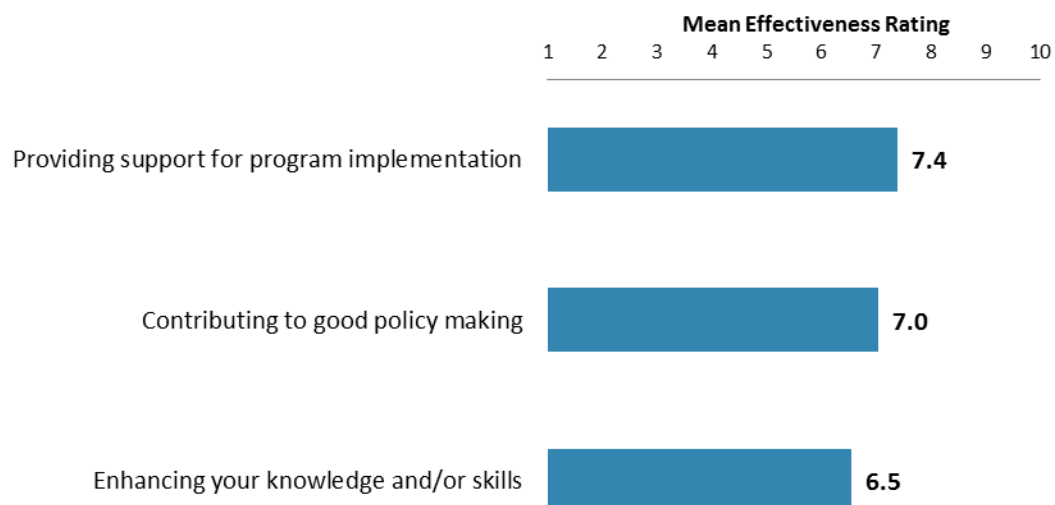
### Focusing Bank Research



“When thinking about the development challenges in Georgia, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 16 shown.)

## VII. World Bank Knowledge and Instruments (continued)

### Effectiveness of the Bank's Knowledge Work and Activities

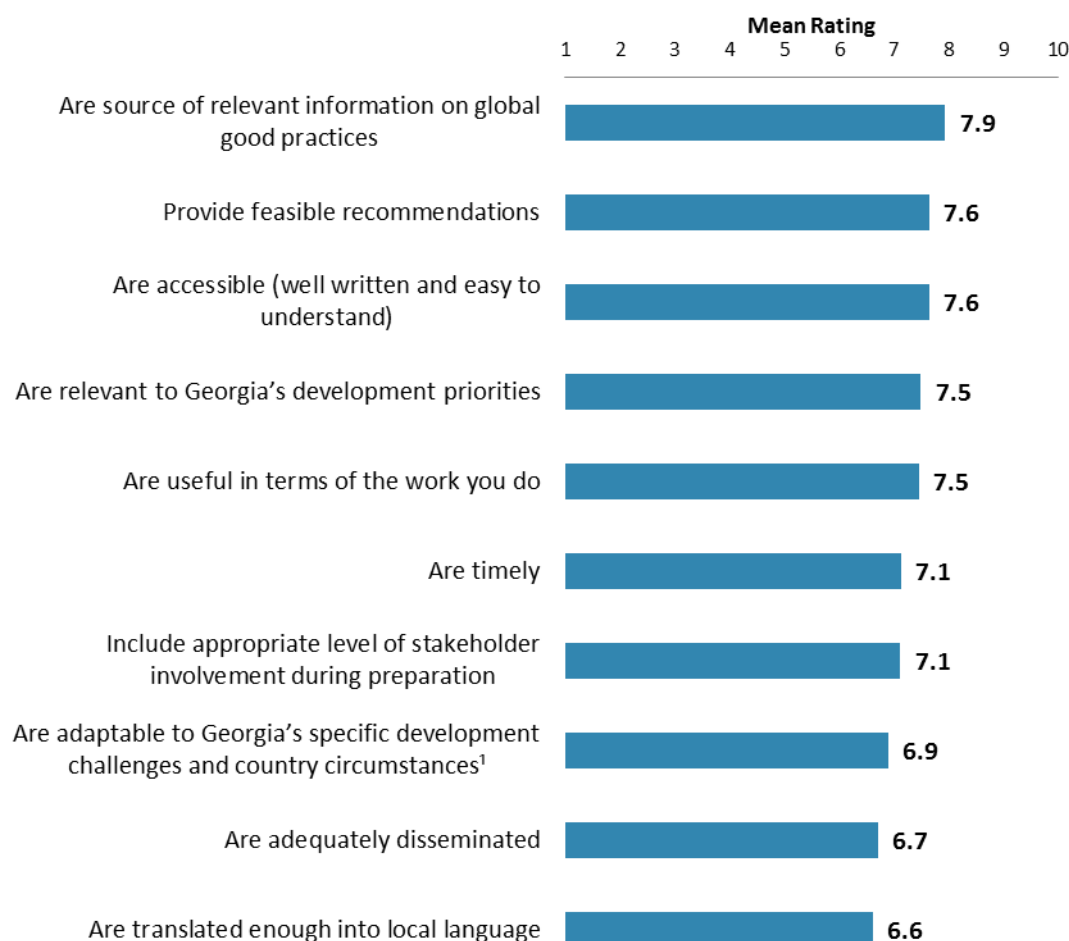


"In Georgia, how effective do you believe the World Bank's knowledge work and activities are at:"  
(1- "Not effective at all", 10- "Very effective")

## VII. World Bank Knowledge and Instruments (continued)

### Qualities of the Bank's Knowledge Work and Activities

- Respondents in this year's country survey had significantly higher ratings that the Bank's knowledge work and activities "Are a source of relevant information on global good practices", but significantly lower ratings that the Bank's knowledge work and activities "Are adequately disseminated" compared to respondents from the FY '05 country survey (7.5 and 7.3, respectively).
- Employees of ministries/implementation agencies and respondents from bilateral or multilateral agencies, academia/research institutes and other organizations gave the highest ratings that the Bank's knowledge work and activities "Are a source of relevant information on global good practices" whereas respondents from the office of a Parliamentarian gave significantly lower ratings.
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the indicator question that the Bank's knowledge work and activities "Are adaptable to Georgia's specific development challenges and country circumstances".

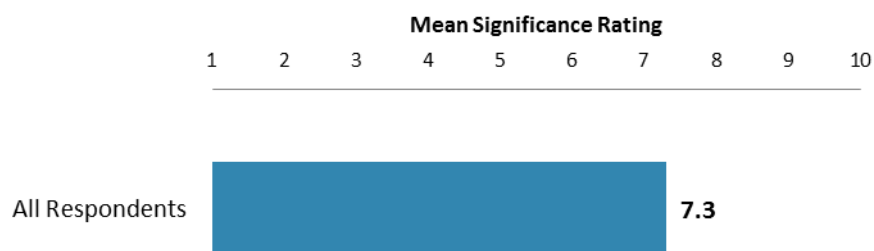


"In Georgia, to what extent do you believe that the World Bank's knowledge work and activities:"  
 (1-"To no degree at all", 10-"To a very significant degree") <sup>1</sup>Indicator Question

## VII. World Bank Knowledge and Instruments (continued)

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

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the significance of the contribution that the World Bank's knowledge work and activities make to development results in Georgia.



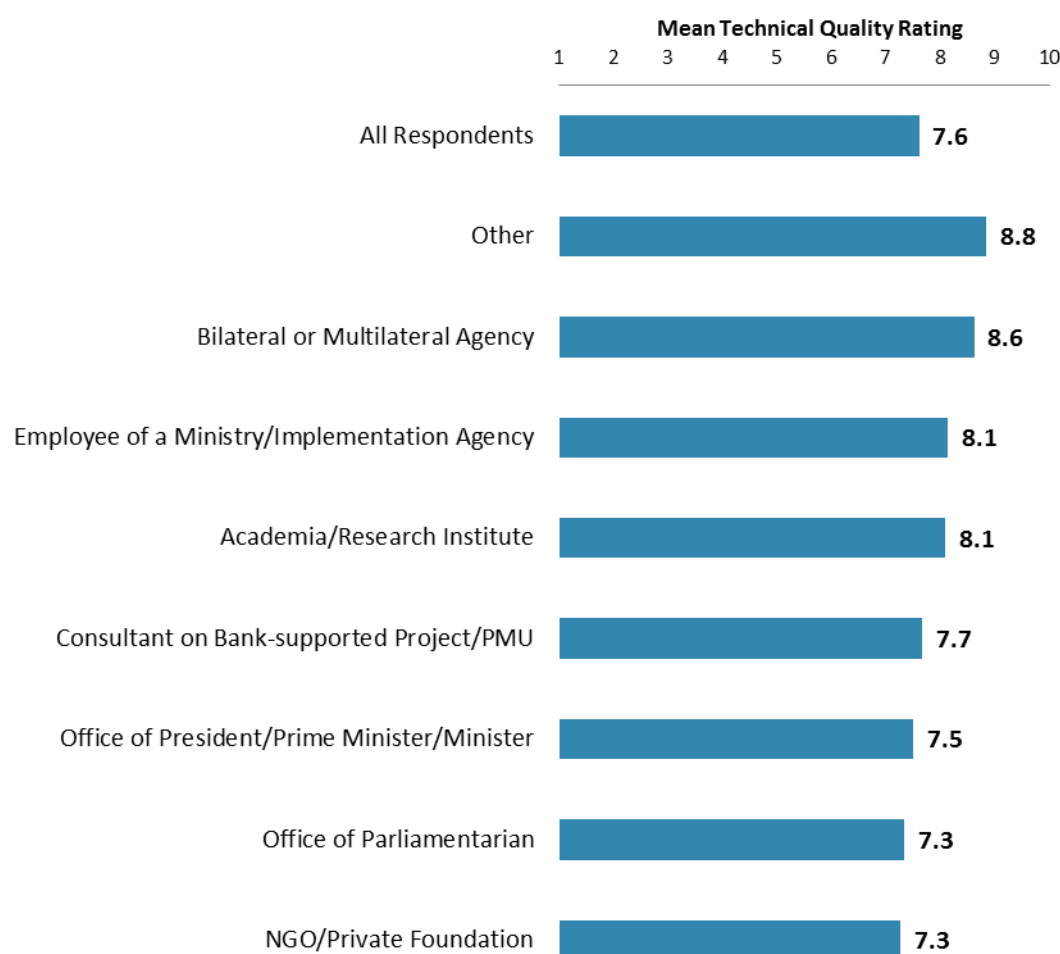
"Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten-point scale?  
(1-"Not significant at all", 10-"Very significant")



## VII. World Bank Knowledge and Instruments (continued)

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

- Respondents from bilateral or multilateral agencies and other organizations gave the highest ratings for the technical quality of the World Bank's knowledge work and activities whereas respondents from the office of a Parliamentarian and NGOs/private foundations gave significantly lower ratings.
- Respondents across both geographic locations gave statistically similar ratings for the technical quality of the World Bank's knowledge work and activities.

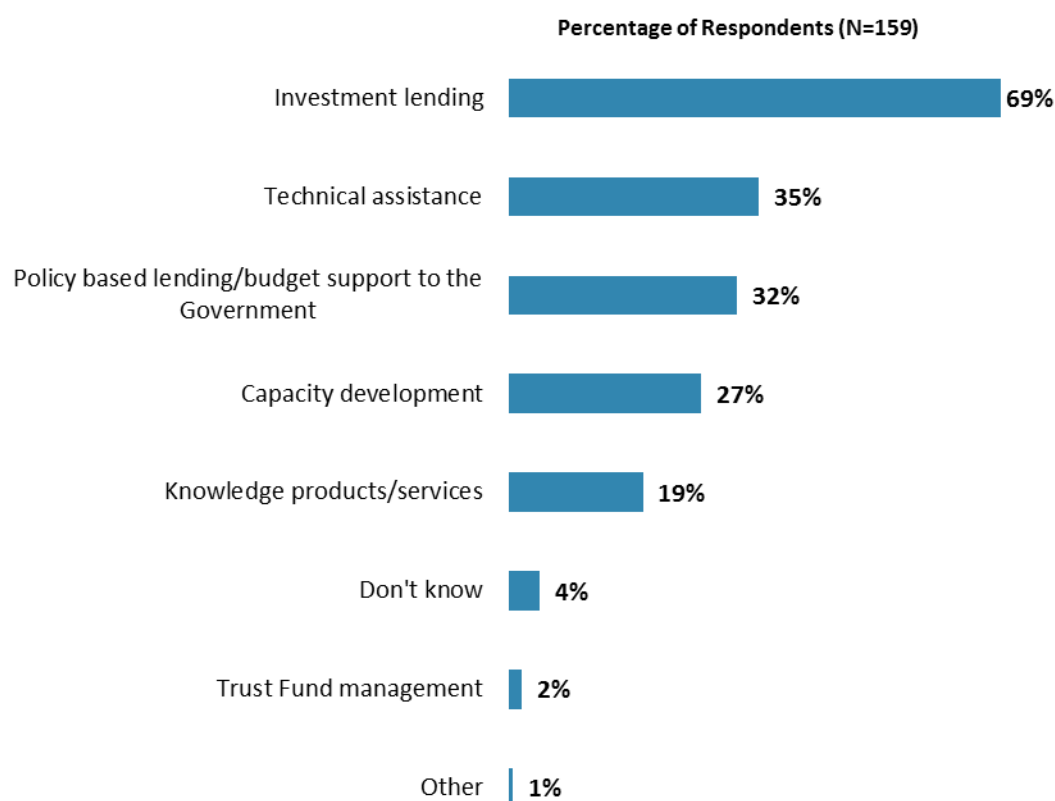


"Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten-point scale?" (1-"Very low technical quality", 10-"Very high technical quality")

## VII. World Bank Knowledge and Instruments (continued)

### Most Effective Instruments

- Respondents from the office of a Parliamentarian were the most likely to indicate that policy-based lending/budget support to the Government was the most effective in reducing poverty whereas respondents from academia/research institutes and other organizations were significantly less likely to indicate policy-based lending.
- Respondents from other organizations were the most likely to indicate that capacity development was the most effective in reducing poverty whereas respondents from the media were significantly less likely to capacity development.

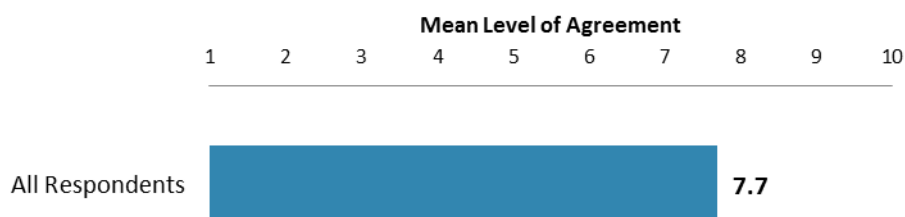


“Which World Bank instruments do you believe are the MOST effective in reducing poverty in Georgia? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

## VII. World Bank Knowledge and Instruments (continued)

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

- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement that the Bank's financial instruments meet Georgia's needs.



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

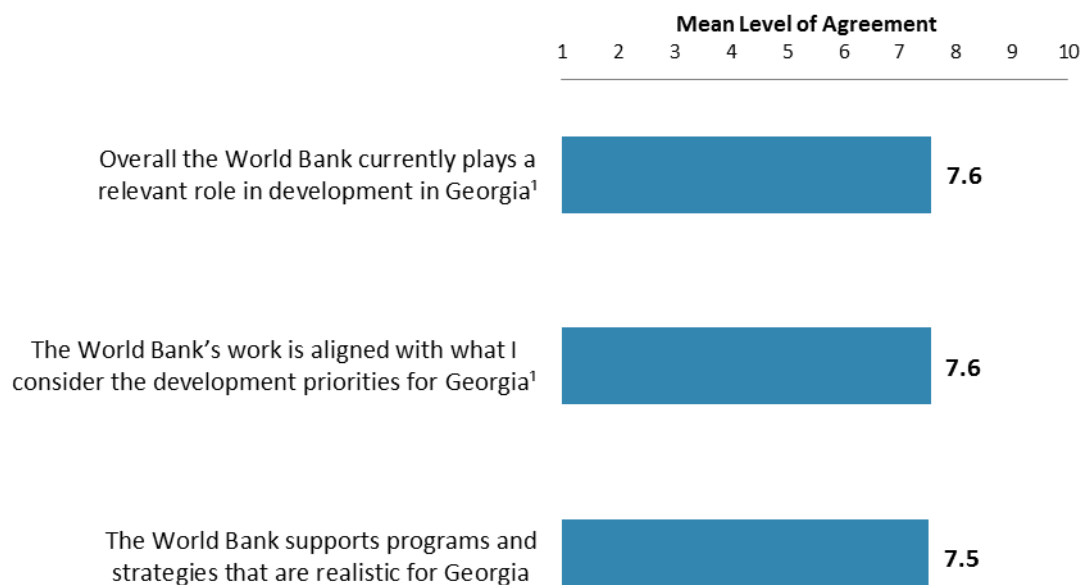




## VIII. How the World Bank Operates

### The World Bank's Work in Georgia

- Respondents in this year's country survey had significantly higher levels of agreement that "Overall the World Bank currently plays a relevant role in development in Georgia" and that "The World Bank supports programs and strategies that are realistic for Georgia" compared to respondents from the FY '05 country survey (6.8 and 7.1, respectively).
- Respondents in this year's country survey had significantly higher levels of agreement that "The World Bank's work is aligned with what I consider the development priorities for Georgia" compared to respondents from the FY '03 country survey (6.8).
- Employees of ministries/implementation agencies and respondents from the office of the President/Prime Minister/Minister and other organizations had the highest levels of agreement that "The World Bank's work is aligned with what I consider the development priorities for Georgia" whereas respondents from the office of a Parliamentarian, the private sector/financial sector/private banks, and NGOs/private foundations had significantly lower levels of agreement. Respondents across all geographic locations gave statistically similar ratings for this indicator question.
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the indicator question that "Overall the World Bank currently plays a relevant role in development in Georgia".

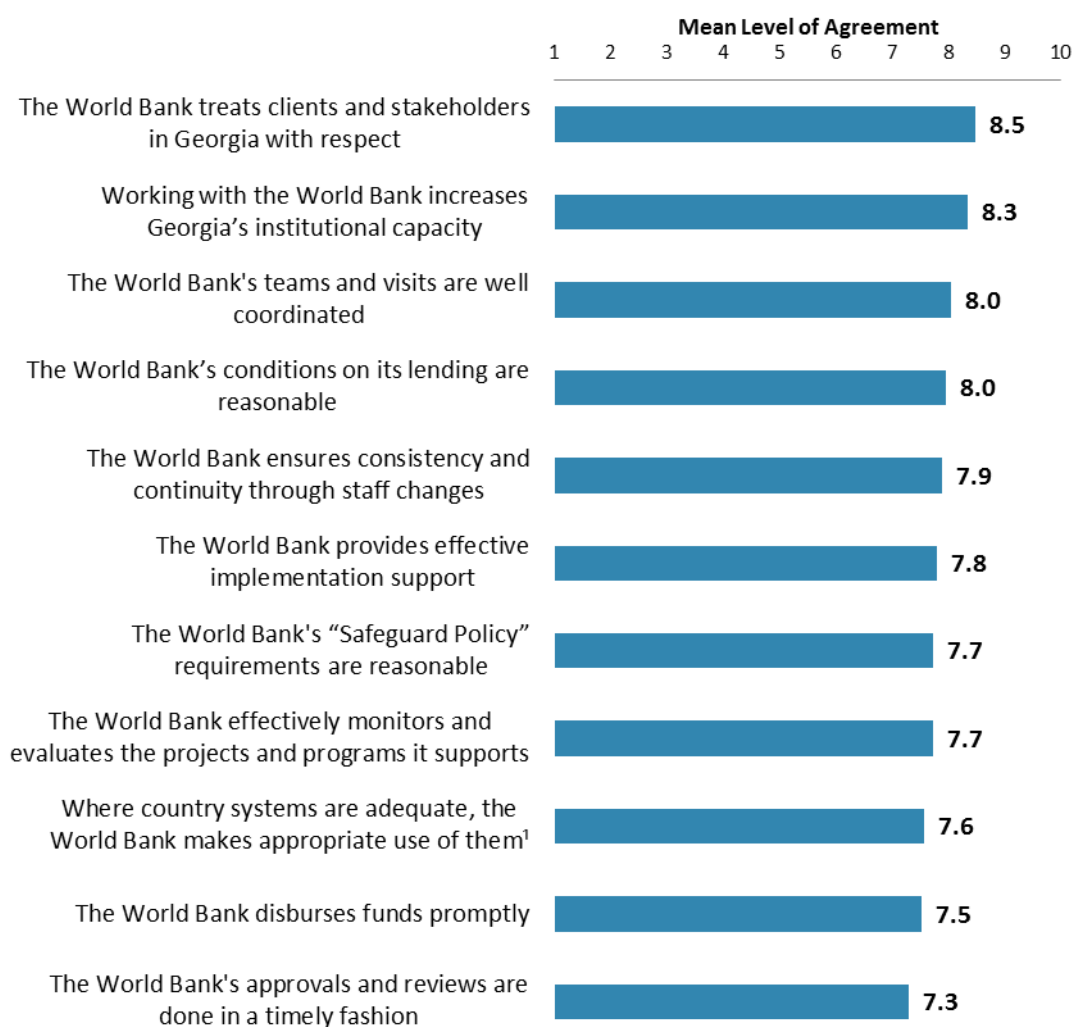


"To what extent do you agree with the following statements about the World Bank's work in Georgia, on a ten-point scale?" (1-"Strongly disagree", 10-"Strongly agree") <sup>1</sup>Indicator Question

## VIII. How the World Bank Operates (continued)

### Overall Perceptions

- Repondents in this year's country survey had significantly higher levels of agreement that "The World Bank treats clients and stakeholders in Georgia with respect" and "Working with the World Bank increases Georgia's institutional capacity" compared to respondents from the FY '05 (7.9 and 7.4, respectively) and FY '03 country surveys (8.0 and 7.3, respectively). In addition, repondents in this year's country survey had significantly higher levels of agreement that "The World Bank disburses funds promptly", "The World Bank effectively monitors and evaluates the projects and programs it supports", and "The World Bank's teams and visits are well coordinated" compared to respondents in the FY '05 country survey (6.7, 6.8, and 7.1, respectively).
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the indicator question that "Where country systems are adequate, the World Bank makes appropriate use of them".

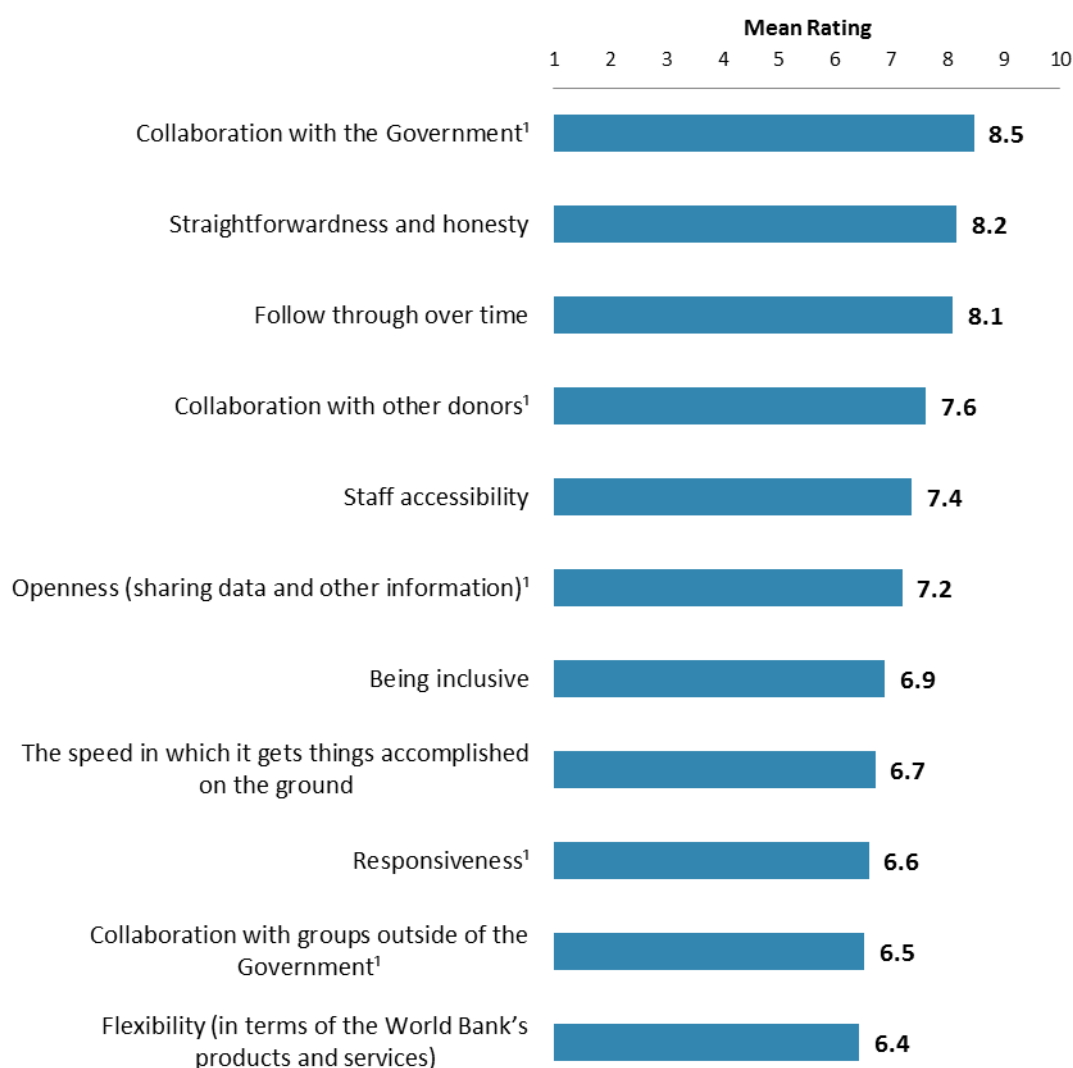


"To what extent do you agree/disagree with the following statements, on a ten-point scale?"  
 (1-"Strongly disagree", 10-"Strongly agree") <sup>1</sup>Indicator Question

## VIII. How the World Bank Operates (continued)

### The World Bank as an Effective Development Partner

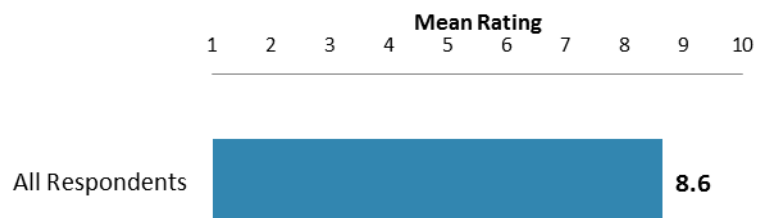
- Respondents in this year's country survey gave significantly higher ratings for the Bank's "Staff accessibility" compared to respondents from the FY '03 country survey (6.6). In addition, respondents in this year's country survey gave significantly higher ratings for the Bank's "Collaboration with the Government" compared to respondents from the FY '05 and FY '03 country surveys (6.8 and 6.7, respectively).
- Respondents from the media gave the highest ratings for the Bank's "Responsiveness" whereas respondents from the private sector/financial sector/private banks gave significantly lower ratings. Respondents from the office of a Parliamentarian gave the highest ratings for the Bank's "Staff accessibility" whereas respondents from local government gave significantly lower ratings.



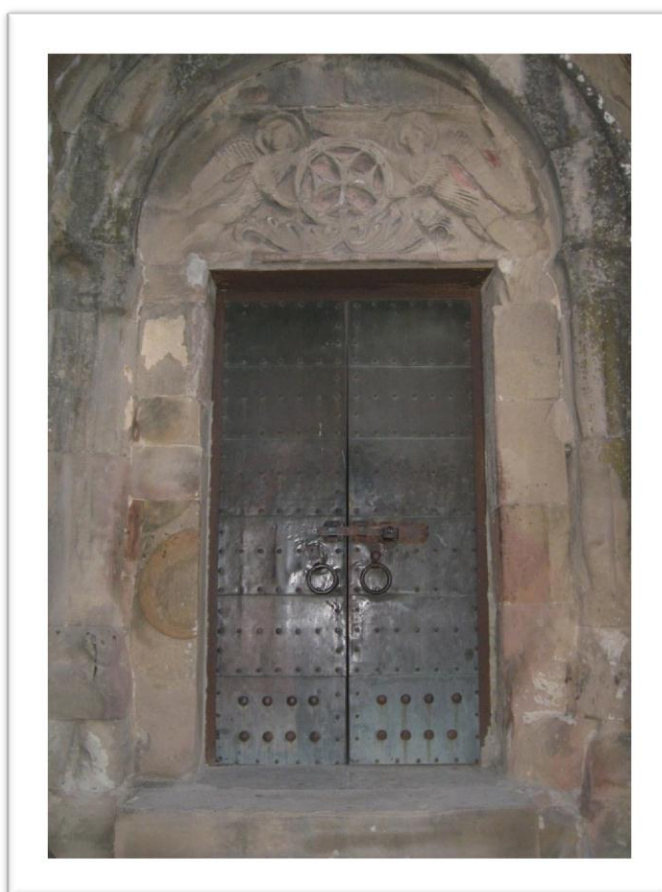
"To what extent is the World Bank an effective development partner in Georgia, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree") <sup>1</sup>Indicator Question

## IX. The Future Role of the World Bank in Georgia

### Role Significance



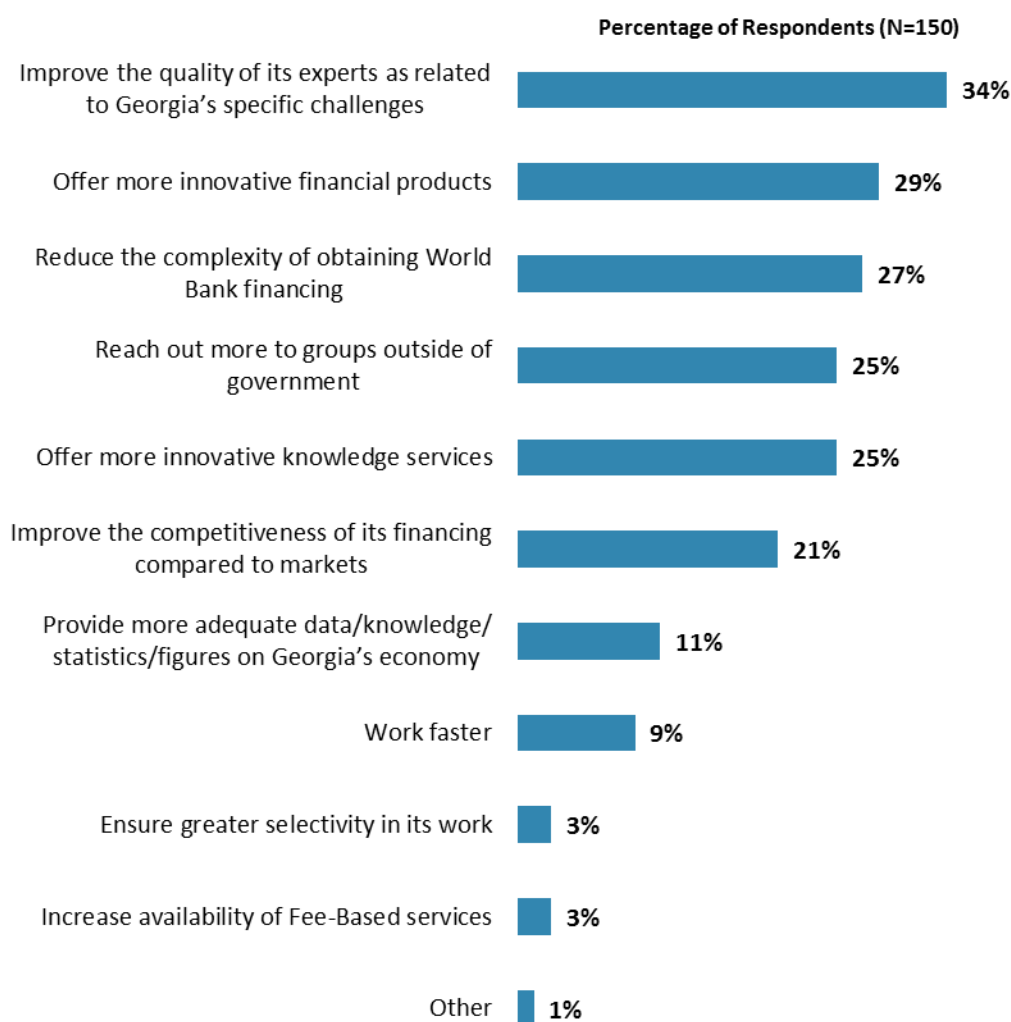
"How significant a role do you believe the World Bank SHOULD play in Georgia's development in the near future, on a ten-point scale?" (1-"Not a significant role at all", 10-"Very significant role")



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

### Making the World Bank of Greater Value

- Respondents from the office of a Parliamentarian, local government, and the media were the most likely to indicate that the Bank should improve the quality of its experts as related to Georgia's specific challenges whereas respondents from academia/research institutes were significantly less likely to indicate improving the quality of its experts.
- Respondents from bilateral or multilateral agencies and NGOs/private foundations were the most likely to indicate that the Bank should reach out more to groups outside of government whereas respondents from the office of the President/Prime Minister/Minister and local government were significantly less likely to indicate reaching out more to groups outside of government.
- Consultants on Bank-supported projects were the most likely to indicate that the Bank should improve the competitiveness of its financing compared to markets whereas respondents from bilateral or multilateral agencies and NGOs/private foundations were significantly less likely to indicate improving the competitiveness of its financing.

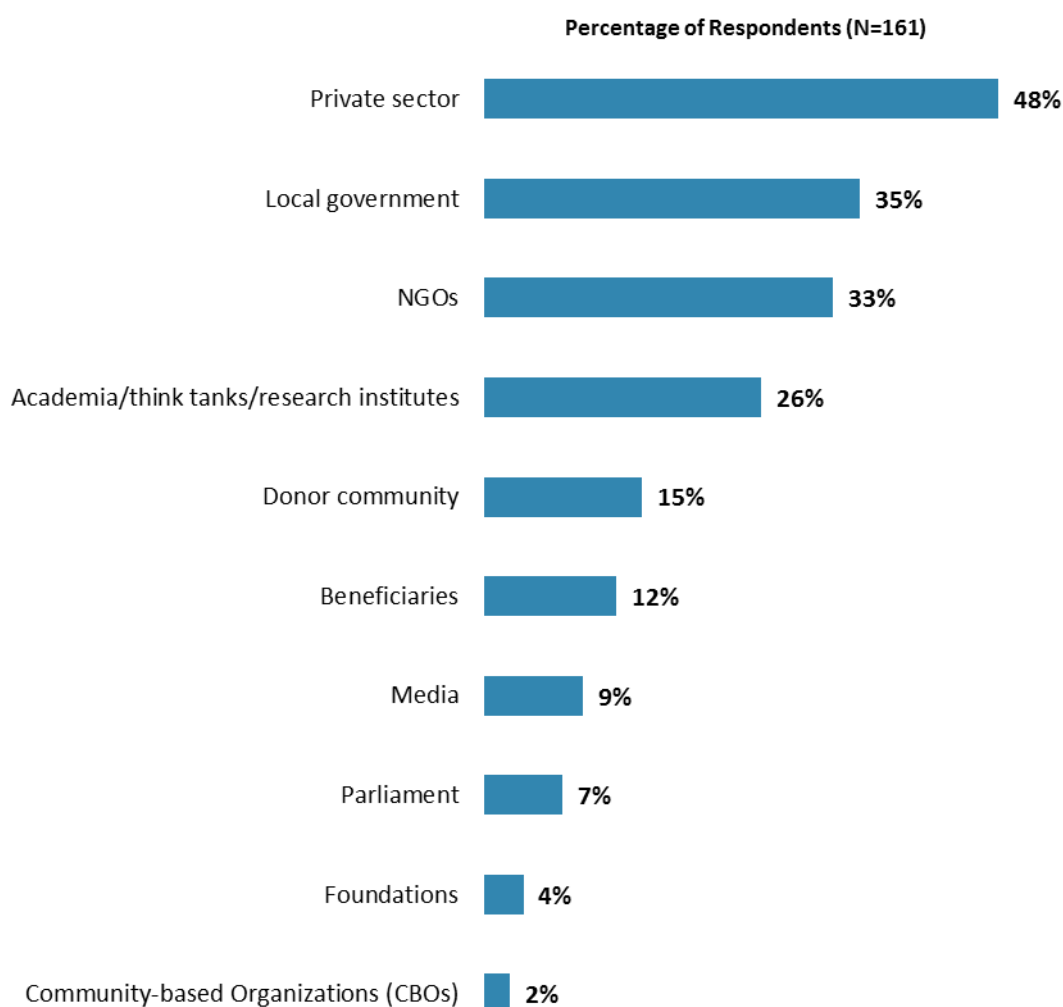


"Which of the following SHOULD the World Bank do to make itself of greater value in Georgia?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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

### Collaborating with Stakeholders in Georgia

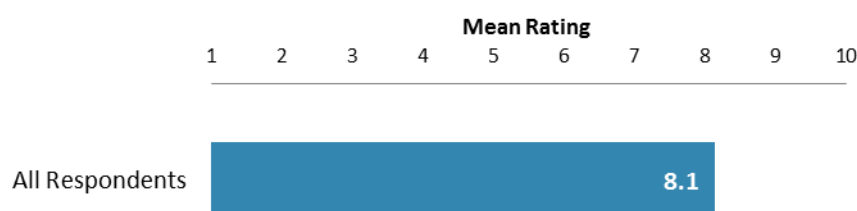
- Respondents from the private sector/financial sector/private banks were the most likely to indicate that the Bank should collaborate more with private sector in Georgia whereas respondents from the office of a Parliamentarian were significantly less likely to indicate the private sector.
- Respondents from local government were the most likely to indicate that the Bank should collaborate more with local government in Georgia whereas respondents from the media were significantly less likely to indicate local government.
- Respondents from NGOs/private foundations were the most likely to indicate that the Bank should collaborate more with NGOs whereas respondents from academia/research institutes were significantly less likely to indicate NGOs.



“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?” (Respondents chose from a list. Responses combined.)

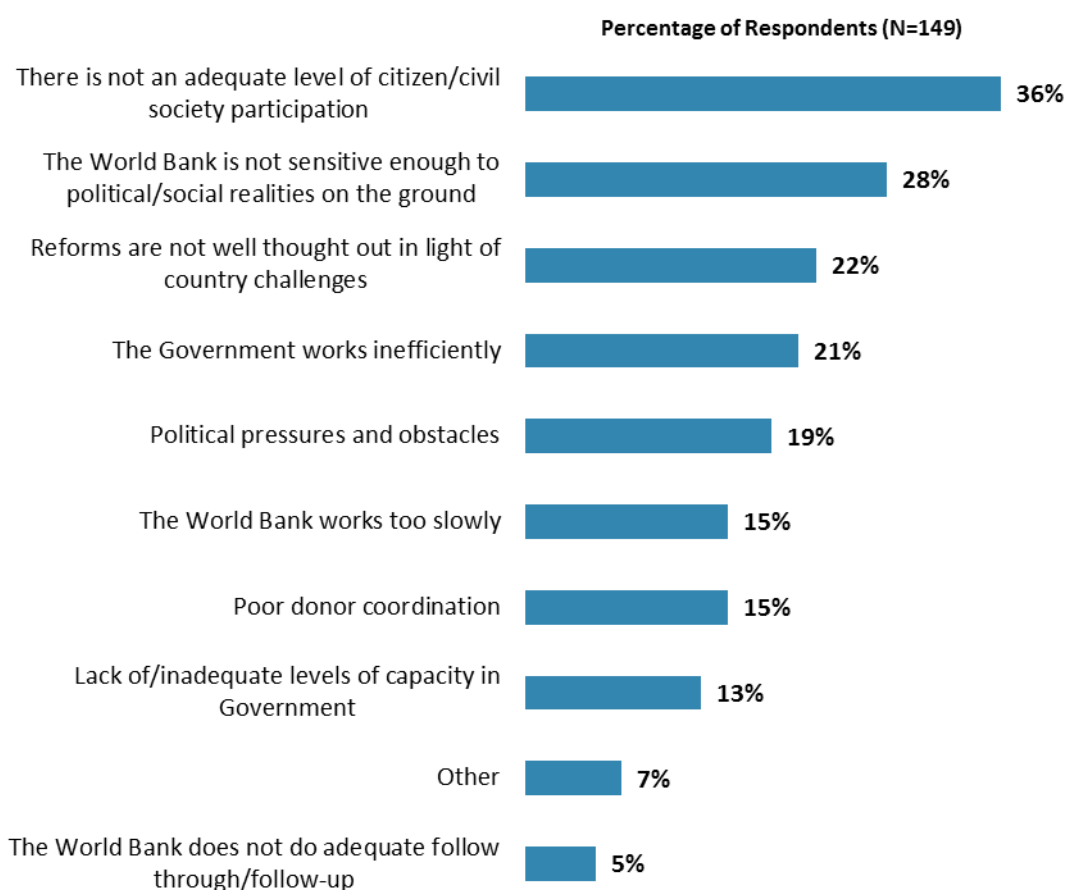
## IX. The Future Role of the World Bank in Georgia (continued)

### Influencing the Global Development Agenda



"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")"

### Attributing Slow or Failed Reform Efforts

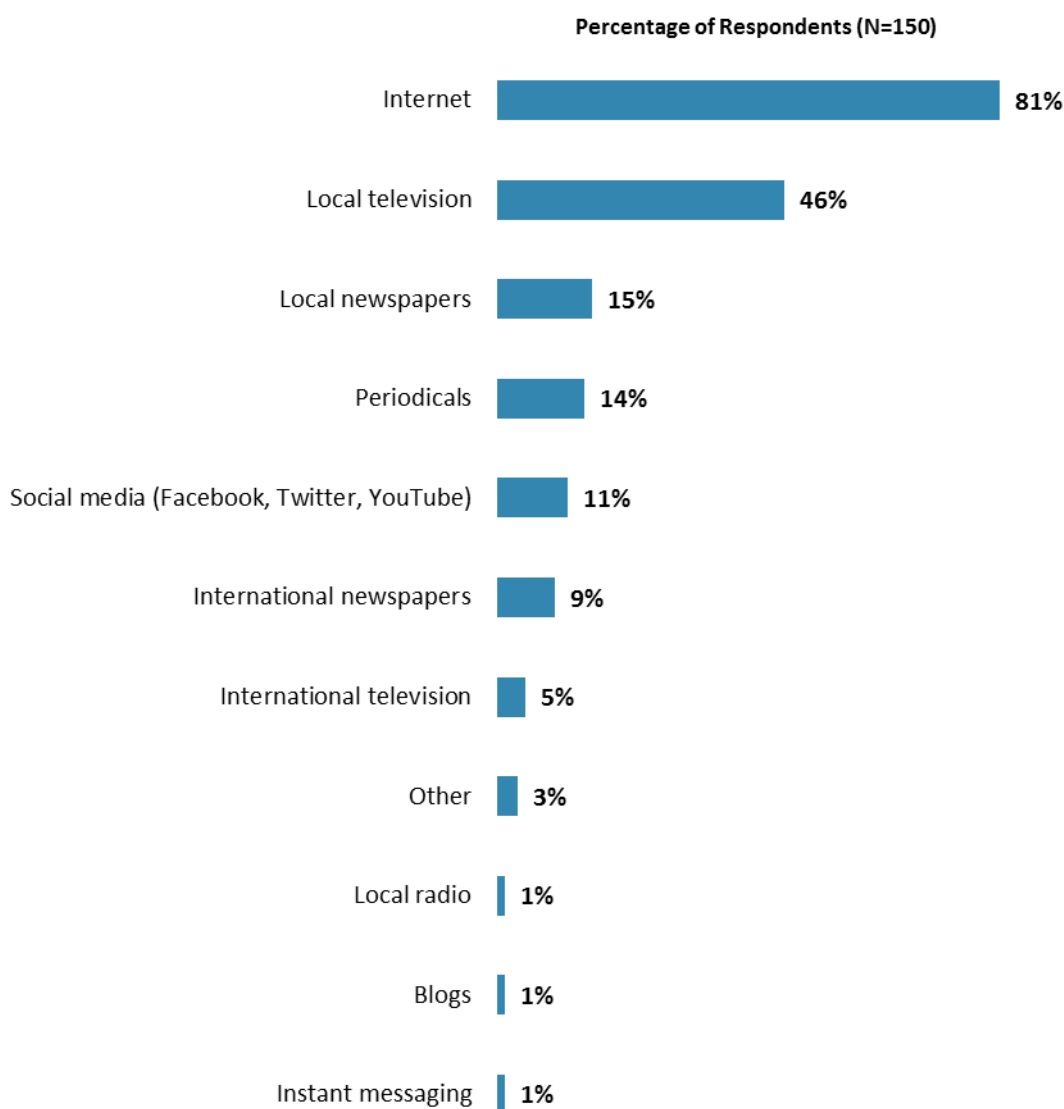


"When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

## X. Communication and Openness

### Information Sources

- The majority of respondents in the FY '05 country survey indicated that they got most of their information about policy and international development issues from websites (72%).



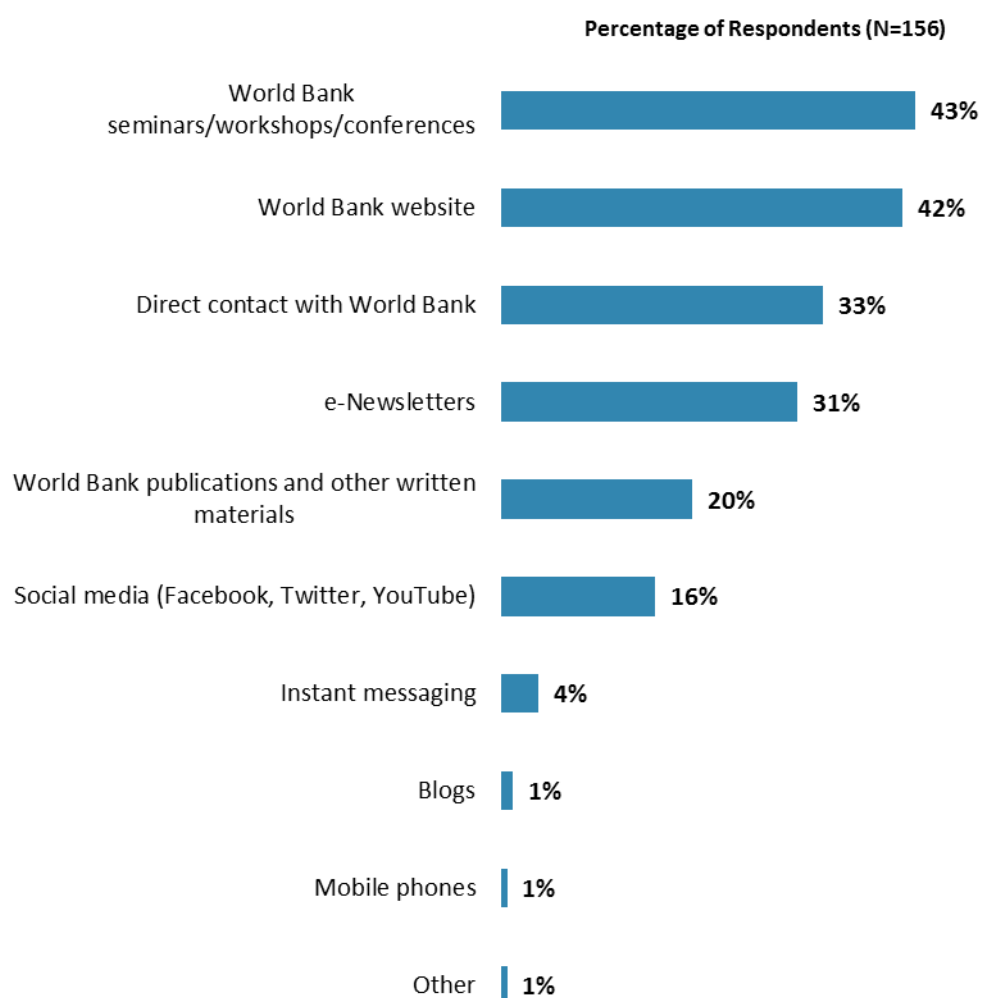
“How do you get most of your information about economic and social development issues in Georgia? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)



## X. Communication and Openness (continued)

### Preferred Information Sources

- Respondents from academia/research institutes and other organizations were the most likely to indicate that they preferred to receive e-Newsletters from the Bank whereas respondents from the office of the President/Prime Minister/Minister, bilateral or multilateral agencies, and the media were significantly less likely to indicate a preference for e-Newsletters.



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

## X. Communication and Openness (continued)

### Access to Information

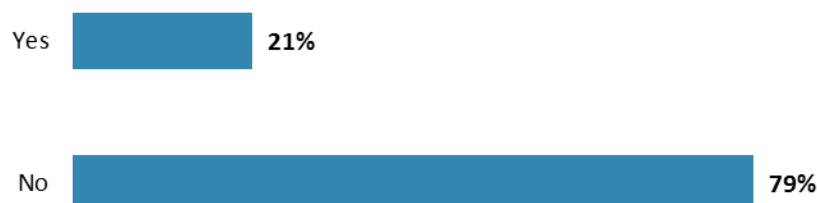
- Employees of ministries/implementation agencies were the most likely to indicate awareness of the the Bank's Access to Information Policy whereas consultants on Bank-supported projects and respondents from local government, bilateral or multilateral agencies, and the private sector/financial sector/private banks were significantly less likely to indicate awareness.

Percentage of Respondents (N=144)



"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?"

Percentage of Respondents (N=139)



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

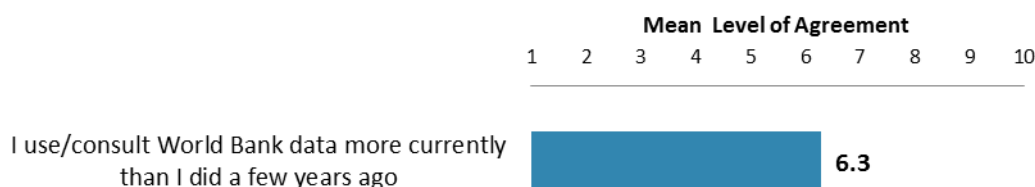
Percentage of Respondents (N=30)



"Were you able to obtain this information?"

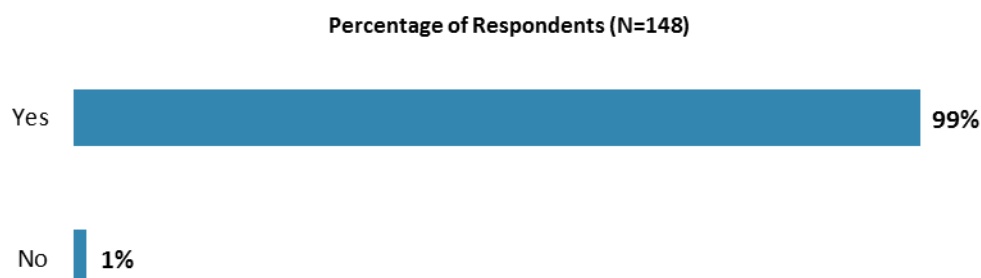
## X. Communication and Openness (continued)

## Access to Information (continued)



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

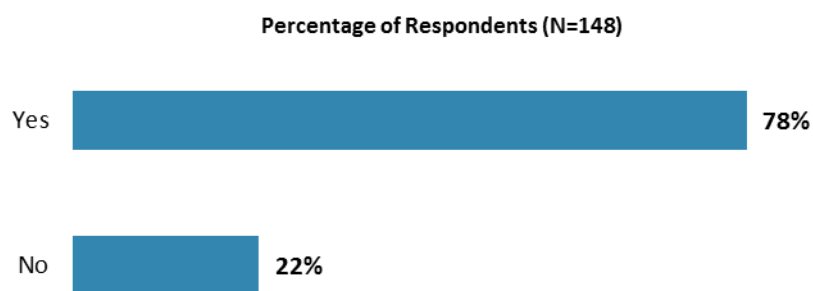
## Internet Access



"Do you have access to the Internet:"

## Website Usage

- Respondents from the office of the President/Prime Minister/Minister, local government and the private sector/financial sector/private banks were significantly *less* likely to indicate having used the Bank's website compared to respondents from other stakeholder groups.



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

## X. Communication and Openness (continued)

## Website Evaluation

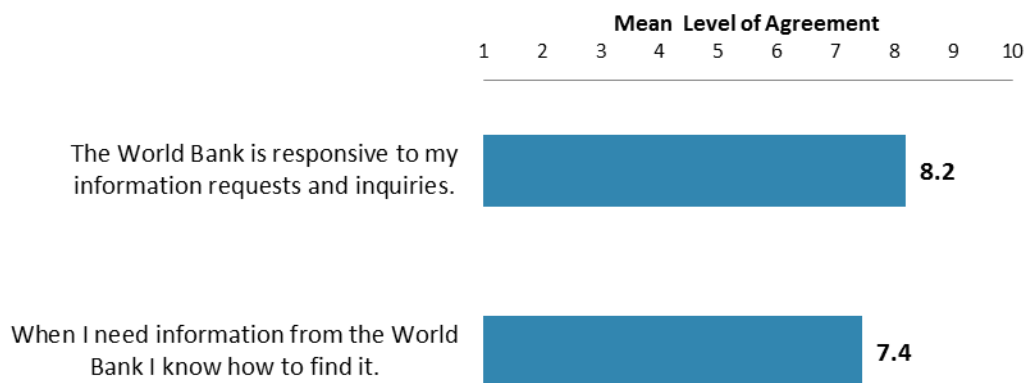


I find the World Bank websites easy to navigate.

### 7.3

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

## Information Sharing



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

## XI. Appendices

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### GEORGIA



## Appendix A: Responses to All Questions across All Respondents (N=162)

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

### A. General Issues Facing Georgia

1. In general, how would you assess Georgia’s development path/trajectory?	Percentage of Respondents (N=150)
Going in the right direction	70.7%
Going in the wrong direction	7.3%
Not sure	22.0%

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

<b>2. Listed below are a number of development priorities in Georgia. Please identify which of the following you consider the most important development priorities in Georgia. (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=160)</b>
Education	43.1%
Economic growth	31.3%
Job creation/employment	30.0%
Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22.5%
Domestic private sector development	22.5%
Social protection (e.g., pensions, targeted social assistance, medical insurance plan)	21.9%
Agriculture and rural development	19.4%
Poverty reduction	11.9%
Transport infrastructure (e.g., roads, bridges, ports, railway, airports)	11.3%
Foreign direct investment	11.3%
Health (access to quality healthcare services)	10.0%
Law and justice (e.g., judicial system)	9.4%
Municipal, urban and regional development	6.3%
Global/regional integration	5.0%
Youth development	5.0%
Information and communications technology	5.0%
Energy (e.g., power generation incl. renewable and nonrenewable, power transit and trade; alternative sources of energy: wind, solar geothermal, biomass)	4.4%
Trade and exports	4.4%
Financial markets	3.8%
Environmental sustainability	3.8%
Equality of opportunity (i.e., equity)	3.8%
Tourism	3.8%
Anti-corruption	1.9%
Water and sanitation	1.3%
Climate change (e.g., mitigation, adaptation)	0.6%
Transportation services (e.g., trade logistics, transit services , urban and rural transportation)	0.6%
Crime and violence	0.6%
Regulatory framework	0.6%
Natural resource management (e.g., oil, gas, mining)	0.6%
Gender	0.0%
Food security	0.0%
Internally displaced persons (housing, social inclusion)	0.0%
Disaster management	0.0%
Waste management	0.0%

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

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Georgia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=160)</b>
Economic growth	55.6%
Job creation/employment	42.5%
Agriculture and rural development	38.8%
Education	36.9%
Domestic private sector development	32.5%
Foreign direct investment	17.5%
Social protection (e.g., pensions, targeted social assistance, medical insurance plan)	10.6%
Municipal, urban and regional development	8.8%
Tourism	6.3%
Trade and exports	6.3%
Law and justice (e.g., judicial system)	5.6%
Equality of opportunity (i.e., equity)	5.0%
Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	5.0%
Transport infrastructure (e.g., roads, bridges, ports, railway, airports)	4.4%
Global/regional integration	3.8%
Youth development	3.8%
Anti-corruption	3.1%
Information and communications technology	2.5%
Energy (e.g., power generation incl. renewable and nonrenewable, power transit and trade; alternative sources of energy: wind, solar geothermal, biomass)	1.9%
Health (access to quality healthcare services)	1.9%
Environmental sustainability	1.3%
Water and sanitation	0.6%
Crime and violence	0.6%
Waste management	0.6%
Natural resource management (e.g., oil, gas, mining)	0.6%
Transportation services (e.g., trade logistics, transit services , urban and rural transportation)	0.6%
Climate change (e.g., mitigation, adaptation)	0.0%
Gender	0.0%
Regulatory framework	0.0%
Disaster management	0.0%
Financial markets	0.0%
Food security	0.0%
Internally displaced persons (housing, social inclusion)	0.0%



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

<b>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 Georgia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=161)</b>
Foreign direct investment	38.5%
Domestic private sector development	36.6%
Agriculture and rural development	32.9%
Trade and exports	32.9%
Education	29.2%
Energy (e.g., power generation incl. renewable and nonrenewable, power transit and trade; alternative sources of energy: wind, solar geothermal, biomass)	24.2%
Job creation/employment	13.7%
Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	12.4%
Municipal, urban and regional development	11.8%
Transport infrastructure (e.g., roads, bridges, ports, railway, airports)	9.9%
Law and justice (e.g., judicial system)	9.9%
Tourism	8.1%
Global/regional integration	5.6%
Anti-corruption	5.0%
Information and communications technology	5.0%
Regulatory framework	4.3%
Youth development	3.7%
Equality of opportunity (i.e., equity)	2.5%
Natural resource management (e.g., oil, gas, mining)	1.9%
Transportation services (e.g., trade logistics, transit services , urban and rural transportation)	1.9%
Food security	1.2%
Environmental sustainability	1.2%
Financial markets	1.2%
Gender	0.6%
Internally displaced persons (housing, social inclusion)	0.6%
Crime and violence	0.6%
Social protection (e.g., pensions, targeted social assistance, medical insurance plan)	0.0%
Climate change (e.g., mitigation, adaptation)	0.0%
Disaster management	0.0%
Water and sanitation	0.0%
Waste management	0.0%
Health (access to quality healthcare services)	0.0%

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

<b>5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Georgia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=149)</b>
A growing middle class	52.3%
Consistent economic growth	37.6%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	29.5%
Education and training that better ensure job opportunity	26.8%
Better employment opportunities for young people	10.1%
Better opportunity for the poor who live in rural areas	10.1%
Greater access to health and nutrition for citizens	8.1%
Greater voice and participation for citizens to help ensure greater accountability	6.0%
Better opportunity for the poor who live in urban areas	3.4%
Other	3.4%
Better quality public services	2.7%
Better employment opportunities for women	0.7%
Greater access to micro-finance for the poor	0.7%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank in Georgia, on a ten-point scale? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	160	0	7.04	2.17

<b>Overall Effectiveness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank's effectiveness in Georgia, on a ten-point scale. <i>(1-Not effective at all, 10-Very effective)</i>	143	16	7.66	1.53

<b>Staff Preparedness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Georgia solve its most complicated development challenges, on a ten-point scale? <i>(1-To no degree at all, 10-To a very significant degree)</i>	134	26	7.79	1.88

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

<b>4. When thinking about how the World Bank can have the most impact on development results in Georgia, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Georgia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=159)</b>
Education	36.5%
Agriculture and rural development	28.3%
Domestic private sector development	25.8%
Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	24.5%
Transport infrastructure (e.g., roads, bridges, ports, railway, airports)	23.3%
Economic growth	21.4%
Poverty reduction	17.0%
Job creation/employment	14.5%
Foreign direct investment	13.8%
Municipal, urban and regional development	13.2%
Health (access to quality healthcare services)	11.9%
Energy (e.g., power generation incl. renewable and nonrenewable, power transit and trade; alternative sources of energy: wind, solar geothermal, biomass)	7.5%
Social protection (e.g., pensions, targeted social assistance, medical insurance plan)	6.9%
Financial markets	5.0%
Youth development	5.0%
Tourism	5.0%
Trade and exports	5.0%
Law and justice (e.g., judicial system)	5.0%
Information and communications technology	5.0%
Global/regional integration	3.8%
Environmental sustainability	3.8%
Water and sanitation	3.1%
Regulatory framework	2.5%
Internally displaced persons (housing, social inclusion)	1.3%
Equality of opportunity (i.e., equity)	0.6%
Food security	0.6%
Waste management	0.6%
Transportation services (e.g., trade logistics, transit services , urban and rural transportation)	0.6%
Anti-corruption	0.6%
Disaster management	0.6%
Gender	0.0%
Crime and violence	0.0%
Climate change (e.g., mitigation, adaptation)	0.0%
Natural resource management (e.g., oil, gas, mining)	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 Georgia?	Percentage of Respondents (N=157)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Financial resources: investment lending	54.1%	14.0%	68.2%
Financial resources: policy based lending / budget support to the Government	17.8%	26.8%	44.6%
Technical assistance	5.7%	14.0%	19.7%
Policy advice	7.0%	9.6%	16.6%
Mobilizing third party financial resources	3.2%	9.6%	12.7%
Training/capacity building	3.8%	8.9%	12.7%
Donor coordination	3.8%	7.6%	11.5%
Studies/analyses	3.2%	5.7%	8.9%
Linkage to non-Bank expertise	0.6%	1.3%	1.9%
Convening/facilitating	0.0%	1.3%	1.3%
Other	0.6%	0.6%	1.3%
Data	0.0%	0.6%	0.6%

6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Georgia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=149)
Not enough public disclosure of its work	32.2%
Not willing to honestly criticize policies and reform efforts in the country	31.5%
World Bank processes too slow and complex	28.2%
Too bureaucratic in its operational policies and procedures	20.8%
Not collaborating enough with non-state actors	18.8%
Not adequately sensitive to political/social realities in Georgia	14.8%
Too influenced by developed countries	9.4%
Not exploring alternative policy options	4.0%
Arrogant in its approach	4.0%
Imposing technocratic solutions without regard to political realities	2.7%
Other	2.7%
Staff too inaccessible	2.0%
Not aligned with country priorities	2.0%
Not aligned with other donors' work	2.0%
Not client focused	1.3%
The credibility of its knowledge/data	0.0%

7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Georgia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=159)
Investment lending (financing specific projects)	69.2%
Technical assistance (advice, best practice, international experience, etc.)	35.2%
Policy based lending / budget support to the Government	32.1%
Capacity development	27.0%
Knowledge products/services (analytical work, studies, surveys, etc.)	18.9%
Don't know	4.4%
Trust Fund management	1.9%
Other	0.6%

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

<b>Global Development Agenda</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
8. 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)	151	8	8.14	1.83

<b>9. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=161)</b>
Private sector	48.4%
Local government	35.4%
NGOs	32.9%
Academia/think tanks/research institutes	26.1%
Donor community	14.9%
Beneficiaries	12.4%
Media	9.3%
Parliament	7.5%
Foundations	3.7%
Community-based Organizations (CBOs)	2.5%
Faith-based organizations	0.0%
Other	0.0%

<b>To what extent do you agree with the following statements about the World Bank’s work in Georgia, on a ten-point scale?</b> (1-Strongly disagree, 10-Strongly agree)	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
10. Overall the World Bank currently plays a relevant role in development in Georgia*	142	13	7.57	1.79
11. The World Bank’s work is aligned with what I consider the development priorities for Georgia*	145	12	7.56	1.66
12. The World Bank supports programs and strategies that are realistic for Georgia	140	17	7.52	1.73
13. The World Bank treats clients and stakeholders in Georgia with respect	139	18	8.47	1.53

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

To what extent is the World Bank an effective development partner in Georgia in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
14. Responsiveness*	137	18	6.60	2.04
15. Flexibility (in terms of the World Bank's products and services)	134	20	6.43	1.94
16. Flexibility (in terms of changing country circumstances)	134	17	6.30	2.00
17. Being inclusive	125	29	6.89	1.99
18. Openness (sharing data and other information)*	140	14	7.20	2.12
19. Staff accessibility	138	16	7.36	2.16
20. Straightforwardness and honesty	138	16	8.17	1.91
21. Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)*	120	35	6.53	2.00
22. Collaboration with the Government*	129	24	8.47	1.29
23. Collaboration with other donors*	111	41	7.61	1.73
24. The speed in which it gets things accomplished on the ground	118	34	6.72	1.97
25. Follow through over time	128	26	8.09	1.64

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=149)
There is not an adequate level of citizen/civil society participation	36.2%
The World Bank is not sensitive enough to political/social realities on the ground	27.5%
Reforms are not well thought out in light of country challenges	22.1%
The Government works inefficiently	20.8%
Political pressures and obstacles	18.8%
The World Bank works too slowly	15.4%
Poor donor coordination	15.4%
Lack of/inadequate levels of capacity in Government	13.4%
Other	7.4%
The World Bank does not do adequate follow through/follow-up	5.4%

### 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 Georgia, on a ten-point scale? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti-corruption	99	50	7.07	2.24
2. Information and communications technology	94	52	6.95	2.04
3. Transport infrastructure (e.g., roads, bridges, ports, railway, airports)	127	21	8.48	1.41
4. Crime and violence	68	75	6.59	2.26
5. Law and justice (e.g., judicial system)	81	60	6.35	2.34
6. Municipal, urban and regional development	119	29	7.55	1.88
7. Environmental sustainability	93	50	6.96	1.99
8. Regulatory framework	93	50	6.89	1.67
9. Tourism	98	46	7.39	1.64
10. Waste management	87	59	5.95	2.50
11. Poverty reduction	112	37	6.51	2.25
12. Gender	84	58	6.55	2.17
13. Domestic private sector development	103	40	6.27	2.20
14. Foreign direct investment	96	43	6.79	1.94
15. Water and sanitation	93	50	7.54	2.03
16. Trade and exports	89	54	6.57	1.72
17. Economic growth	116	28	7.19	1.89
18. Energy (e.g., power generation incl. renewable and nonrenewable, power transit and trade; alternative sources of energy: wind, solar geothermal, biomass)	99	46	7.04	2.10
19. Disaster management	70	73	5.73	2.10
20. Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	114	31	7.10	1.96
21. Job creation/employment	102	42	5.99	2.30
22. Financial markets	90	53	6.57	2.03
23. Equality of opportunity (i.e., equity)	82	60	6.06	2.38
24. Health (access to quality healthcare services)	99	46	6.58	2.00
25. Agriculture and rural development	108	39	6.45	1.99
26. Global/regional integration	91	50	6.52	2.09
27. Food security	85	56	5.48	2.22
28. Education	108	33	6.35	2.03
29. Social protection (e.g., pensions, targeted social assistance, medical insurance plan)	97	46	6.20	2.17
30. Climate change (e.g., mitigation, adaptation)	74	66	5.51	2.14
31. Transportation services (e.g., trade logistics, transit services , urban and rural transportation)	84	57	6.49	2.01
32. Natural resource management (e.g., oil, gas, mining)	76	65	5.84	2.20
33. Youth development	89	54	5.73	2.37
34. Internally displaced persons (housing, social inclusion)	89	50	6.31	2.27

**C. World Bank Effectiveness and Results (continued)**

<b>Achieving Development Results</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
35. To what extent does the World Bank's work help to achieve development results in Georgia, on a ten-point scale?*( <i>1-To no degree at all, 10-To a very significant degree</i> )	140	15	7.59	1.52

<b>To what extent do you agree with the following statements about the World Bank in Georgia, on a ten-point scale?</b> ( <i>1-Strongly disagree, 10-Strongly agree</i> )	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
36. The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Results, etc.) meet the needs of Georgia*	129	21	7.70	1.77
37. The World Bank meets Georgia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	136	15	7.39	1.94

**D. The World Bank's Knowledge Work and Activities**  
(*i.e., Analysis, Studies, Research, Data, Reports, Conferences*)

<b>1. How frequently do you consult World Bank knowledge work and activities in the work you do?</b>	<b>Percentage of Respondents (N=157)</b>
Weekly	5.1%
Monthly	22.3%
A few times a year	43.3%
Rarely	23.6%
Never	5.7%



**D. The World Bank's Knowledge Work and Activities (continued)**

<b>2. When thinking about the development challenges in Georgia, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=158)</b>
Education	42.4%
Domestic private sector development	34.2%
Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	30.4%
Economic growth	29.1%
Foreign direct investment	19.0%
Job creation/employment	19.0%
Agriculture and rural development	15.2%
Poverty reduction	12.7%
Municipal, urban and regional development	12.0%
Energy (e.g., power generation incl. renewable and nonrenewable, power transit and trade; alternative sources of energy: wind, solar geothermal, biomass)	10.1%
Health (access to quality healthcare services)	10.1%
Law and justice (e.g., judicial system)	8.2%
Social protection (e.g., pensions, targeted social assistance, medical insurance plan)	7.6%
Information and communications technology	7.0%
Trade and exports	5.1%
Tourism	5.1%
Youth development	4.4%
Transport infrastructure (e.g., roads, bridges, ports, railway, airports)	3.8%
Equality of opportunity (i.e., equity)	3.2%
Financial markets	2.5%
Water and sanitation	1.9%
Climate change (e.g., mitigation, adaptation)	1.9%
Disaster management	1.3%
Global/regional integration	1.3%
Food security	1.3%
Environmental sustainability	1.3%
Regulatory framework	1.3%
Anti-corruption	0.6%
Transportation services (e.g., trade logistics, transit services , urban and rural transportation)	0.6%
Crime and violence	0.6%
Internally displaced persons (housing, social inclusion)	0.6%
Gender	0.0%
Natural resource management (e.g., oil, gas, mining)	0.0%
Waste management	0.0%

<b>In Georgia, how effective do you believe the World Bank's knowledge work and activities are at: (1-Not effective at all, 10-Very effective)</b>	<b>Level of Effectiveness</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. Enhancing your knowledge and/or skills	132	21	6.54	2.15
4. Contributing to good policy making	127	27	7.04	1.87
5. Providing support for program implementation	123	31	7.38	1.91

**D. The World Bank's Knowledge Work and Activities (continued)**

In Georgia, to what extent do you believe that the World Bank's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
6. Are timely	130	23	7.12	1.97
7. Include appropriate level of stakeholder involvement during preparation	120	31	7.12	1.79
8. Are relevant to Georgia's development priorities	138	17	7.49	1.70
9. Provide feasible recommendations	119	21	7.65	1.59
10. Are accessible (well written and easy to understand)	131	20	7.64	1.84
11. Are source of relevant information on global good practices.	129	23	7.93	1.65
12. Are useful in terms of the work you do	135	17	7.46	1.90
13. Are adequately disseminated	124	26	6.71	2.23
14. Are translated enough into local language	108	41	6.61	2.34
15. Are adaptable to Georgia's specific development challenges and country circumstances*	129	23	6.89	1.87

Overall Evaluations	N	DK	Mean	SD
16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten-point scale?* (1-Not significant at all, 10-Very significant)	139	16	7.30	1.72
17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten-point scale?* (1-Very low technical quality, 10-Very high technical quality)	139	16	7.60	1.80

**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	DK	Mean	SD
1. The World Bank disburses funds promptly	87	66	7.53	1.91
2. The World Bank effectively monitors and evaluates the projects and programs it supports	119	32	7.71	2.08
3. The World Bank's approvals and reviews are done in a timely fashion	111	42	7.30	2.05
4. The World Bank's "Safeguard Policy" requirements are reasonable	85	67	7.73	1.76
5. The World Bank's conditions on its lending are reasonable	106	42	7.95	1.63
6. Working with the World Bank increases Georgia's institutional capacity	137	16	8.33	1.66
7. The World Bank ensures consistency and continuity through staff changes	107	44	7.88	1.94
8. The World Bank's teams and visits are well coordinated	121	32	8.04	1.87
9. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them*	106	44	7.58	2.05
10. The World Bank provides effective implementation support (i.e., supervision of projects)	117	33	7.80	1.83

### F. The Future Role of the World Bank in Georgia

The Bank's Role	N	DK	Mean	SD
1. How significant a role do you believe the World Bank SHOULD play in Georgia's development in the near future, on a ten-point scale? (1-Not a significant role at all, 10-Very significant role)	156	2	8.63	1.30

2. Which of the following SHOULD the World Bank do to make itself of greater value in Georgia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=150)
Improve the quality of its experts as related to Georgia's specific challenges	34.0%
Offer more innovative financial products	28.7%
Reduce the complexity of obtaining World Bank financing	27.3%
Reach out more to groups outside of government	25.3%
Offer more innovative knowledge services	25.3%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)	20.7%
Provide more adequate data/knowledge/statistics/figures on Georgia's economy	11.3%
Work faster	9.3%
Ensure greater selectivity in its work	2.7%
Increase availability of Fee-Based services	2.7%
Other	1.3%

### G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Georgia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=150)
Internet	80.7%
Local television	46.0%
Local newspapers	15.3%
Periodicals	14.0%
Social media (Facebook, Twitter, YouTube)	11.3%
International newspapers	9.3%
International television	4.7%
Other	3.3%
Local radio	1.3%
Blogs	1.3%
Instant messaging	1.3%
International radio	0.0%
Mobile phones	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=156)
World Bank seminars/workshops/conferences	42.9%
World Bank website	41.7%
Direct contact with World Bank (i.e., face to face meetings/discussions)	33.3%
e-Newsletters	30.8%
World Bank publications and other written materials	19.9%
Social media (Facebook, Twitter, YouTube)	16.0%
Instant messaging	3.8%
Blogs	1.3%
Mobile phones	0.6%
Other	0.6%

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

<b>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?</b>	<b>Percentage of Respondents (N=144)</b>
Yes	38.9%
No	61.1%

<b>4. Have you requested information from the World Bank on its activities in the past year?</b>	<b>Percentage of Respondents (N=139)</b>
Yes	20.9%
No	79.1%

<b>5. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=30)</b>
Yes	96.7%
No	3.3%

<b>6. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=148)</b>
Yes	98.6%
No	1.4%

<b>7. Do you use/have used the World Bank website?</b>	<b>Percentage of Respondents (N=148)</b>
Yes	78.4%
No	21.6%

<b>Please rate how much you agree with the following statements, on a ten-point scale. (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
8. I use/consult World Bank data more often than I did a few years ago.	136	9	6.29	2.73
9. I find the World Bank websites easy to navigate.	115	9	7.28	2.00
10. I find the information on the World Bank's websites useful.	117	10	8.19	1.71
11. When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.).	126	13	7.44	2.35
12. The World Bank is responsive to my information requests and inquiries.	95	37	8.18	1.96

**H. Background Information**

<b>1. Which of the following best describes your current position?</b> (Please mark only ONE response)	<b>Percentage of Respondents</b> (N=155)
NGO	17.4%
Employee of a Ministry, Ministerial Department or Implementation Agency	10.3%
Local Government Office or Staff	10.3%
Private Sector Organization/Firm	8.4%
Media	7.7%
Academia/Research Institute/Think Tank	7.1%
Office of Minister	5.8%
Other	5.8%
Bilateral Agency	5.2%
Financial Sector/Private Bank	5.2%
Multilateral Agency	3.9%
Office of Parliamentarian	3.2%
Office of the President, Prime Minister	1.9%
Consultant/Contractor working on World Bank supported Project/Program	1.9%
Project Management Unit (PMU) overseeing implementation of project	1.9%
Former Official of Government, Ministry	1.9%
Independent Government Institution	1.3%
Private Foundation	0.6%

<b>2. Please identify the primary specialization of your work.</b> (Please mark only ONE response)	<b>Percentage of Respondents</b> (N=149)
Other	25.5%
Education	15.4%
Public sector governance / public financial management / anti-corruption	13.4%
Information and communications technology	8.7%
Financial markets / banking	8.1%
Health / communicable/non-communicable diseases	4.7%
Private sector development / foreign direct investment	4.7%
Energy	3.4%
Law and justice / regulatory framework	3.4%
Agriculture/ rural development / food security	2.7%
Natural resource management / environmental sustainability	2.7%
Social protection	2.7%
Transport	2.0%
Urban development	2.0%
Job creation/employment	.7%

<b>3. Currently, do you professionally collaborate/work with the World Bank in your country?</b>	<b>Percentage of Respondents</b> (N=159)
Yes	54.7%
No	45.3%

**H. Background Information (continued)**

<b>4. Which of the following describes most of your exposure to the World Bank in Georgia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (N=150)</b>
Collaborate as part of my professional duties	48.7%
Use World Bank website for information, data, research, etc.	29.3%
Use World Bank reports/data	23.3%
Engage in World Bank related/sponsored events/activities	22.7%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	21.3%

<b>5. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=159)</b>
Tbilisi	81.1%
Other	18.9%

<b>6. Please indicate your gender.</b>	<b>Percentage of Respondents (N=159)</b>
Female	34.0%
Male	66.0%

## Appendix B: Responses to All Questions by Stakeholder Groups

### A. General Issues Facing Georgia

In general, how would you assess Georgia's development path/trajectory?

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Academia	Other
Going in the right direction	100.0%	80.0%	93.3%	83.3%	81.3%	70.0%	70.0%	50.0%	58.3%	72.7%	64.3%
Going in the wrong direction	-	20.0%	-	16.7%	-	-	5.0%	20.8%	8.3%	-	7.1%
Not sure	-	-	6.7%	-	18.8%	30.0%	25.0%	29.2%	33.3%	27.3%	28.6%

### A. General Issues Facing Georgia (continued)

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

Percentage of Respondents (Responses Combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Academia	Other
Social protection	8.3%	40.0%	25.0%	16.7%	37.5%	33.3%	9.5%	25.0%	33.3%	9.1%	14.3%
Transport infrastructure	16.7%	0.0%	12.5%	16.7%	18.8%	16.7%	14.3%	3.6%	25.0%	9.1%	0.0%
Public sector governance/reform	16.7%	20.0%	6.3%	16.7%	31.3%	25.0%	28.6%	17.9%	25.0%	45.5%	21.4%
Global/regional integration	8.3%	20.0%	12.5%	0.0%	0.0%	0.0%	4.8%	3.6%	0.0%	0.0%	7.1%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development*	16.7%	20.0%	0.0%	16.7%	12.5%	8.3%	42.9%	17.9%	58.3%	9.1%	35.7%
Foreign direct investment	8.3%	20.0%	25.0%	16.7%	6.3%	0.0%	23.8%	3.6%	25.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	16.7%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%	8.3%	0.0%	0.0%
Job creation/employment	50.0%	40.0%	6.3%	33.3%	18.8%	33.3%	33.3%	28.6%	25.0%	36.4%	35.7%
Agriculture and rural development	8.3%	40.0%	12.5%	0.0%	43.8%	33.3%	14.3%	21.4%	0.0%	27.3%	21.4%
Financial markets	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	4.8%	7.1%	0.0%	0.0%	7.1%
Municipal, urban and regional development*	16.7%	0.0%	12.5%	16.7%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	10.7%	0.0%	0.0%	7.1%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	6.3%	8.3%	0.0%	10.7%	8.3%	0.0%	0.0%
Health	16.7%	20.0%	12.5%	0.0%	0.0%	0.0%	0.0%	17.9%	8.3%	27.3%	14.3%
Tourism	0.0%	0.0%	6.3%	16.7%	6.3%	0.0%	4.8%	3.6%	0.0%	0.0%	7.1%
Education	33.3%	40.0%	56.3%	66.7%	37.5%	41.7%	42.9%	42.9%	8.3%	72.7%	35.7%
Poverty reduction	25.0%	0.0%	12.5%	16.7%	18.8%	33.3%	0.0%	7.1%	0.0%	9.1%	21.4%
Energy	0.0%	0.0%	12.5%	0.0%	12.5%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%
Transportation services	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports*	16.7%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	8.3%	0.0%	21.4%
Crime and violence	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	50.0%	0.0%	43.8%	16.7%	12.5%	50.0%	42.9%	14.3%	25.0%	45.5%	28.6%
Law and justice*	0.0%	20.0%	0.0%	16.7%	0.0%	0.0%	23.8%	17.9%	16.7%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Internally displaced persons	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Youth development	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	4.8%	17.9%	0.0%	0.0%	7.1%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%
Disaster management	0.0%	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%	6.3%	16.7%	0.0%	0.0%	4.8%	3.6%	25.0%	0.0%	0.0%
Waste management	0.0%	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 Georgia (continued)

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Georgia?

Percentage of Respondents (Responses Combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Academia	Other
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity*	8.3%	0.0%	0.0%	0.0%	0.0%	30.8%	4.8%	7.1%	0.0%	0.0%	0.0%
Economic growth	91.7%	60.0%	56.3%	100.0%	62.5%	46.2%	47.6%	42.9%	45.5%	63.6%	50.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	6.3%	0.0%	6.3%	0.0%	0.0%	7.1%	9.1%	9.1%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agriculture and rural development	8.3%	80.0%	37.5%	33.3%	56.3%	38.5%	38.1%	46.4%	18.2%	54.5%	28.6%
Municipal, urban and regional development	0.0%	0.0%	6.3%	33.3%	12.5%	30.8%	4.8%	10.7%	0.0%	0.0%	7.1%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Youth development	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	7.1%	9.1%	9.1%	0.0%
Social protection	0.0%	0.0%	12.5%	0.0%	12.5%	15.4%	9.5%	17.9%	18.2%	9.1%	7.1%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	4.8%	10.7%	9.1%	0.0%	0.0%
Transport infrastructure	0.0%	0.0%	6.3%	0.0%	6.3%	0.0%	4.8%	3.6%	0.0%	9.1%	14.3%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Tourism	0.0%	40.0%	6.3%	16.7%	6.3%	0.0%	9.5%	7.1%	0.0%	0.0%	7.1%
Information and communications technology	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	3.6%	9.1%	0.0%	0.0%
Waste management	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	0.0%	0.0%	6.3%	0.0%	6.3%	0.0%	4.8%	0.0%	9.1%	0.0%	0.0%
Domestic private sector development	25.0%	60.0%	18.8%	0.0%	31.3%	23.1%	38.1%	32.1%	54.5%	36.4%	57.1%
Foreign direct investment	25.0%	0.0%	37.5%	0.0%	18.8%	15.4%	28.6%	7.1%	27.3%	18.2%	0.0%
Education*	41.7%	0.0%	43.8%	66.7%	6.3%	30.8%	38.1%	46.4%	9.1%	45.5%	50.0%
Energy	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%
Public sector governance/ reform	0.0%	0.0%	0.0%	0.0%	18.8%	0.0%	4.8%	3.6%	0.0%	9.1%	14.3%
Natural resource management	0.0%	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%	4.8%	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%	0.0%
Health	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	9.5%	0.0%	0.0%	0.0%	0.0%
Transportation services	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	75.0%	60.0%	25.0%	33.3%	37.5%	46.2%	33.3%	39.3%	45.5%	36.4%	57.1%
Financial markets	0.0%	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%	6.3%	0.0%	6.3%	7.7%	4.8%	3.6%	27.3%	0.0%	7.1%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Internally displaced persons	0.0%	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 Georgia (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 Georgia?

Percentage of Respondents (Responses Combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Academia	Other
Energy	25.0%	40.0%	18.8%	33.3%	43.8%	28.6%	28.6%	18.5%	33.3%	9.1%	7.1%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	4.8%	0.0%	0.0%	0.0%	0.0%
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	8.3%	0.0%	12.5%	0.0%	0.0%	7.1%	0.0%	7.4%	8.3%	18.2%	0.0%
Climate change	0.0%	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%	6.3%	0.0%	6.3%	0.0%	4.8%	7.4%	0.0%	9.1%	7.1%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agriculture and rural development	25.0%	40.0%	31.3%	16.7%	43.8%	28.6%	19.0%	40.7%	50.0%	27.3%	35.7%
Foreign direct investment*	58.3%	60.0%	62.5%	50.0%	18.8%	7.1%	57.1%	14.8%	41.7%	45.5%	35.7%
Municipal, urban and regional development*	33.3%	0.0%	6.3%	33.3%	25.0%	28.6%	4.8%	3.7%	8.3%	0.0%	7.1%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education*	0.0%	20.0%	37.5%	33.3%	25.0%	57.1%	19.0%	40.7%	16.7%	54.5%	14.3%
Information and communications technology	0.0%	0.0%	6.3%	16.7%	0.0%	7.1%	4.8%	11.1%	8.3%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	16.7%	0.0%	7.1%	0.0%	3.7%	0.0%	9.1%	14.3%
Internally displaced persons	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%
Tourism	16.7%	20.0%	0.0%	16.7%	12.5%	7.1%	9.5%	7.4%	0.0%	18.2%	0.0%
Trade and exports	25.0%	20.0%	25.0%	0.0%	43.8%	21.4%	33.3%	40.7%	41.7%	9.1%	64.3%
Public sector governance/ reform	8.3%	0.0%	0.0%	33.3%	18.8%	7.1%	19.0%	7.4%	16.7%	18.2%	14.3%
Domestic private sector development	66.7%	40.0%	31.3%	16.7%	25.0%	21.4%	33.3%	33.3%	41.7%	36.4%	64.3%
Job creation/employment	0.0%	0.0%	18.8%	0.0%	18.8%	28.6%	9.5%	18.5%	0.0%	9.1%	14.3%
Waste management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%
Transport infrastructure	8.3%	20.0%	6.3%	16.7%	0.0%	14.3%	19.0%	11.1%	8.3%	18.2%	0.0%
Natural resource management	0.0%	0.0%	6.3%	0.0%	6.3%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%
Environmental sustainability*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%
Health	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Youth development	16.7%	20.0%	0.0%	0.0%	6.3%	0.0%	4.8%	3.7%	0.0%	0.0%	0.0%
Law and justice	8.3%	0.0%	0.0%	0.0%	0.0%	7.1%	23.8%	14.8%	8.3%	9.1%	0.0%
Crime and violence	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	7.1%
Transportation services	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	7.1%

\*Significantly different between stakeholder groups

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

When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Georgia?

Percentage of Respondents (Responses Combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Academia	Other
A growing middle class	45.5%	20.0%	58.3%	40.0%	60.0%	35.7%	61.9%	47.8%	81.8%	45.5%	42.9%
Better employment opportunities for young people	9.1%	0.0%	16.7%	20.0%	13.3%	7.1%	9.5%	4.3%	0.0%	9.1%	21.4%
Better employment opportunities for women	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Education and training that better ensure job opportunity*	36.4%	0.0%	33.3%	40.0%	20.0%	35.7%	9.5%	39.1%	0.0%	54.5%	14.3%
Greater access to health and nutrition for citizens	0.0%	0.0%	16.7%	0.0%	20.0%	14.3%	9.5%	0.0%	9.1%	0.0%	14.3%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	45.5%	20.0%	16.7%	0.0%	40.0%	14.3%	57.1%	26.1%	27.3%	9.1%	28.6%
Greater access to micro-finance for the poor	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%
Better opportunity for the poor who live in rural areas*	0.0%	60.0%	25.0%	0.0%	6.7%	21.4%	0.0%	17.4%	0.0%	9.1%	0.0%
Better opportunity for the poor who live in urban areas*	0.0%	20.0%	0.0%	20.0%	0.0%	0.0%	0.0%	4.3%	0.0%	18.2%	0.0%
Consistent economic growth	63.6%	60.0%	33.3%	60.0%	26.7%	35.7%	38.1%	30.4%	36.4%	36.4%	35.7%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	4.8%	13.0%	9.1%	0.0%	14.3%
Better quality public services	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	4.3%	0.0%	0.0%	14.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	9.5%	8.7%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			Media			Academia			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	N	Mean	SD
How familiar are you with the work of the World Bank in Georgia, on a ten-point scale?*	12	7.58	1.56	4	6.00	3.37	16	8.13	1.41	6	7.83	1.94	16	6.88	1.93	14	7.43	1.50	21	5.62	2.65	27	6.59	2.48	12	6.83	2.66	11	7.82	1.40	14	7.50	1.51
Overall, please rate your impression of the World Bank's effectiveness in Georgia, on a ten-point scale?	12	7.75	1.36	3	7.33	2.08	16	8.44	1.41	6	7.83	1.83	15	7.20	1.66	14	7.93	1.21	14	6.57	1.40	21	7.29	1.68	11	7.64	1.69	11	8.18	1.40	14	8.00	1.47
To what extent do you believe the World Bank's staff is well prepared to help Georgia solve its most complicated development challenges, on a ten-point scale?	12	7.50	1.73	3	7.33	3.06	14	8.21	1.85	6	8.33	1.63	15	7.13	2.33	12	8.58	1.00	14	6.57	1.65	20	7.50	1.67	9	8.11	3.10	11	8.36	1.63	14	8.57	1.22

(1-Not familiar at all, 10-Extremely familiar; 1-Not effective at all, 10-Very effective; 1-To no degree at all, 10-To a very significant degree) \*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses Combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Academia	Other
Social protection	0.0%	0.0%	0.0%	0.0%	12.5%	15.4%	4.8%	11.5%	8.3%	9.1%	7.1%
Public sector governance/ reform	8.3%	20.0%	31.3%	0.0%	18.8%	23.1%	33.3%	30.8%	16.7%	36.4%	28.6%
Transport infrastructure	41.7%	20.0%	18.8%	33.3%	25.0%	15.4%	33.3%	11.5%	25.0%	18.2%	21.4%
Poverty reduction	8.3%	40.0%	18.8%	16.7%	6.3%	38.5%	0.0%	30.8%	8.3%	9.1%	28.6%
Global/regional integration	8.3%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	3.8%	8.3%	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%	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%	0.0%
Domestic private sector development	33.3%	20.0%	12.5%	0.0%	12.5%	7.7%	47.6%	38.5%	25.0%	27.3%	28.6%
Agriculture and rural development	8.3%	60.0%	31.3%	16.7%	43.8%	38.5%	19.0%	15.4%	41.7%	18.2%	42.9%
Foreign direct investment	25.0%	40.0%	18.8%	0.0%	0.0%	7.7%	28.6%	7.7%	8.3%	9.1%	7.1%
Water and sanitation	0.0%	0.0%	0.0%	16.7%	0.0%	7.7%	0.0%	7.7%	8.3%	0.0%	0.0%
Energy	16.7%	0.0%	18.8%	0.0%	12.5%	7.7%	0.0%	0.0%	16.7%	9.1%	7.1%
Job creation/employment	16.7%	20.0%	6.3%	16.7%	12.5%	15.4%	9.5%	11.5%	25.0%	18.2%	14.3%
Financial markets	16.7%	20.0%	0.0%	0.0%	0.0%	0.0%	14.3%	3.8%	0.0%	0.0%	7.1%
Municipal, urban and regional development	25.0%	0.0%	6.3%	33.3%	25.0%	7.7%	14.3%	3.8%	16.7%	0.0%	21.4%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	15.4%	0.0%	0.0%	0.0%
Youth development	0.0%	0.0%	6.3%	16.7%	12.5%	0.0%	0.0%	7.7%	0.0%	9.1%	0.0%
Equality of opportunity*	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	8.3%	0.0%	25.0%	0.0%	12.5%	30.8%	4.8%	11.5%	0.0%	18.2%	14.3%
Education	25.0%	20.0%	43.8%	66.7%	43.8%	46.2%	28.6%	42.3%	8.3%	63.6%	21.4%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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%	0.0%
Tourism	8.3%	0.0%	12.5%	16.7%	12.5%	0.0%	4.8%	0.0%	0.0%	0.0%	7.1%
Trade and exports	16.7%	0.0%	0.0%	16.7%	6.3%	0.0%	0.0%	0.0%	8.3%	0.0%	21.4%
Economic growth	33.3%	40.0%	12.5%	0.0%	18.8%	23.1%	19.0%	23.1%	41.7%	27.3%	7.1%
Law and justice	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	14.3%	3.8%	8.3%	9.1%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	3.8%	0.0%	9.1%	7.1%
Waste management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Transportation services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	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%	0.0%
Anti-corruption	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%
Information and communications technology	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	4.8%	15.4%	8.3%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Internally displaced persons	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	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 Georgia?

Greatest Value Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Academia	Other
Financial resources: investment lending	58.3%	80.0%	62.5%	66.7%	73.3%	30.8%	52.4%	37.0%	41.7%	72.7%	75.0%
Financial resources: policy based lending / budget support to the Government	33.3%	20.0%	25.0%	0.0%	6.7%	30.8%	14.3%	18.5%	25.0%	0.0%	16.7%
Mobilizing third party financial resources	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	9.5%	7.4%	0.0%	0.0%	0.0%
Technical assistance	0.0%	0.0%	6.3%	0.0%	6.7%	15.4%	14.3%	7.4%	0.0%	0.0%	0.0%
Policy advice	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	9.5%	11.1%	16.7%	18.2%	0.0%
Donor coordination*	0.0%	0.0%	0.0%	33.3%	13.3%	0.0%	0.0%	3.7%	8.3%	0.0%	0.0%
Data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Training/capacity building	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.4%	0.0%	9.1%	8.3%
Studies/analyses	8.3%	0.0%	0.0%	0.0%	0.0%	15.4%	0.0%	3.7%	0.0%	0.0%	0.0%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Academia	Other
Financial resources: investment lending	8.3%	20.0%	12.5%	0.0%	13.3%	23.1%	19.0%	14.8%	25.0%	0.0%	0.0%
Financial resources: policy based lending / budget support to the Government	41.7%	60.0%	18.8%	33.3%	26.7%	30.8%	19.0%	22.2%	16.7%	27.3%	41.7%
Mobilizing third party financial resources	0.0%	0.0%	12.5%	33.3%	20.0%	7.7%	9.5%	7.4%	16.7%	9.1%	0.0%
Technical assistance	16.7%	20.0%	0.0%	0.0%	20.0%	0.0%	9.5%	18.5%	16.7%	36.4%	8.3%
Policy advice	16.7%	0.0%	6.3%	16.7%	13.3%	23.1%	9.5%	7.4%	0.0%	0.0%	16.7%
Donor coordination	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	14.3%	7.4%	16.7%	27.3%	0.0%
Data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Training/capacity building	8.3%	0.0%	18.8%	16.7%	6.7%	7.7%	9.5%	3.7%	8.3%	0.0%	16.7%
Studies/analyses	8.3%	0.0%	6.3%	0.0%	0.0%	7.7%	0.0%	14.8%	0.0%	0.0%	16.7%
Convening/facilitating	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**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 Georgia? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Academia	Other
Staff too inaccessible	0.0%	0.0%	7.1%	0.0%	0.0%	7.1%	0.0%	3.7%	0.0%	0.0%	0.0%
Not exploring alternative policy options	9.1%	0.0%	7.1%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	9.1%	0.0%
Not adequately sensitive to political/social realities in Georgia	9.1%	20.0%	0.0%	16.7%	15.4%	21.4%	5.6%	18.5%	16.7%	27.3%	15.4%
Not enough public disclosure of its work*	36.4%	60.0%	21.4%	0.0%	69.2%	50.0%	22.2%	29.6%	41.7%	36.4%	7.7%
Arrogant in its approach	18.2%	20.0%	0.0%	16.7%	7.7%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%
Not aligned with country priorities	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	7.4%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	9.1%	40.0%	7.1%	16.7%	15.4%	42.9%	33.3%	40.7%	50.0%	27.3%	53.8%
Too influenced by developed countries	9.1%	0.0%	0.0%	16.7%	7.7%	0.0%	16.7%	7.4%	25.0%	18.2%	7.7%
Imposing technocratic solutions without regard to political realities	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	15.4%
World Bank processes too slow and complex	36.4%	40.0%	42.9%	50.0%	15.4%	21.4%	38.9%	14.8%	8.3%	36.4%	30.8%
Too bureaucratic in its operational policies and procedures*	45.5%	0.0%	57.1%	33.3%	38.5%	7.1%	22.2%	11.1%	0.0%	9.1%	7.7%
Not aligned with other donors' work	0.0%	0.0%	7.1%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Not collaborating enough with non-state actors*	18.2%	0.0%	0.0%	16.7%	15.4%	21.4%	5.6%	48.1%	33.3%	0.0%	15.4%
Not client focused	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses Combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Academia	Other
Capacity development*	16.7%	20.0%	18.8%	33.3%	20.0%	28.6%	20.0%	28.6%	0.0%	27.3%	78.6%
Policy based lending / budget support to the Government*	41.7%	80.0%	56.3%	16.7%	26.7%	57.1%	25.0%	28.6%	33.3%	0.0%	7.1%
Knowledge products/services	16.7%	0.0%	18.8%	16.7%	13.3%	21.4%	20.0%	25.0%	0.0%	27.3%	21.4%
Investment lending	75.0%	60.0%	75.0%	100.0%	86.7%	42.9%	85.0%	50.0%	75.0%	72.7%	64.3%
Technical assistance	33.3%	40.0%	25.0%	16.7%	40.0%	21.4%	45.0%	35.7%	41.7%	63.6%	28.6%
Trust Fund management	0.0%	0.0%	6.3%	0.0%	6.7%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%
Other	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know*	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	10.7%	25.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank- supported Project/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			Media			Academia			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	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", on a ten-point scale?	12	8.33	1.50	3	8.33	1.53	14	8.57	1.65	6	6.50	1.87	16	8.31	2.02	14	8.07	1.27	20	8.40	1.85	26	8.12	1.75	12	8.33	2.81	10	8.40	2.12	13	8.00	1.23

(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?

Percentage of Respondents (Responses Combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Academia	Other
NGOs*	16.7%	20.0%	43.8%	16.7%	25.0%	35.7%	14.3%	75.0%	50.0%	0.0%	21.4%
Local government*	41.7%	40.0%	25.0%	16.7%	87.5%	35.7%	14.3%	25.0%	8.3%	36.4%	64.3%
Beneficiaries	16.7%	0.0%	31.3%	16.7%	0.0%	14.3%	14.3%	7.1%	0.0%	18.2%	14.3%
Private sector*	58.3%	0.0%	25.0%	33.3%	37.5%	28.6%	95.2%	25.0%	66.7%	63.6%	64.3%
Community-based Organizations (CBOs)	0.0%	0.0%	6.3%	16.7%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%
Donor community	25.0%	0.0%	25.0%	16.7%	0.0%	35.7%	19.0%	10.7%	0.0%	18.2%	7.1%
Foundations	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	4.8%	7.1%	0.0%	0.0%	7.1%
Academia/think tanks/research institutes	41.7%	40.0%	25.0%	50.0%	25.0%	21.4%	19.0%	17.9%	16.7%	54.5%	14.3%
Parliament*	0.0%	80.0%	12.5%	0.0%	0.0%	14.3%	0.0%	7.1%	0.0%	0.0%	0.0%
Media*	0.0%	20.0%	0.0%	0.0%	6.3%	14.3%	4.8%	21.4%	33.3%	0.0%	0.0%
Faith-based organizations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups



**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 Georgia, on a ten-point scale? (1-Strongly disagree, 10-Strongly agree)

	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			Media			Academia			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	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Georgia	12	8.42	1.56	3	6.67	1.16	15	7.93	1.34	6	8.00	1.41	14	7.07	1.94	13	8.38	1.33	16	6.63	1.54	24	7.00	2.00	9	7.33	2.24	11	8.18	1.72	13	7.69	2.10
The World Bank's work is aligned with what I consider the development priorities for Georgia*	12	8.17	1.27	4	6.75	1.71	16	8.31	1.20	6	7.83	1.60	16	7.81	1.72	14	7.71	1.44	16	6.75	1.29	24	6.75	1.96	9	7.22	2.22	10	7.90	1.37	13	8.15	1.73
The World Bank supports programs and strategies that are realistic for Georgia	12	8.08	1.73	3	7.00	1.00	15	7.93	1.53	6	7.83	1.60	16	7.38	1.78	14	8.21	1.31	16	6.44	1.15	22	7.05	2.19	9	7.33	2.29	11	7.82	1.17	12	8.00	1.76
The World Bank treats clients and stakeholders in Georgia with respect	12	8.42	1.78	3	7.67	0.58	13	8.92	1.32	6	8.33	1.63	16	7.63	1.93	11	8.91	0.83	16	8.31	1.30	22	8.27	1.67	10	8.60	1.96	11	9.00	1.27	13	8.85	1.35

\*Significantly different between stakeholder groups

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

	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			Media			Academia			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	N	Mean	SD
Responsiveness*	12	6.58	2.02	4	7.25	2.50	15	7.07	1.91	6	6.33	1.37	15	5.73	1.98	12	7.42	1.73	16	5.31	2.06	20	5.80	2.17	9	7.89	1.76	10	7.20	2.04	13	7.31	1.84
Flexibility (in terms of the World Bank's products and services)	12	6.58	2.39	3	8.33	1.53	15	7.20	1.86	6	6.00	1.67	15	6.27	1.91	11	6.36	1.80	15	5.27	2.31	22	6.14	2.10	9	7.11	1.05	9	6.67	1.58	12	6.92	1.44
Flexibility (in terms of changing country circumstances)	12	6.67	2.54	2	6.50	0.71	15	7.00	1.69	6	6.17	1.94	15	5.73	2.40	14	7.29	1.49	15	5.00	1.81	20	5.75	2.17	9	6.44	1.33	9	6.44	1.81	12	7.08	1.78
Being inclusive	10	7.40	2.01	4	6.75	2.50	14	7.36	2.41	6	6.50	0.55	13	7.08	2.22	11	6.18	1.60	14	6.43	1.95	21	6.29	2.17	9	7.11	2.03	8	7.63	1.69	11	8.00	1.73
Openness (sharing data and other information)	9	7.33	2.60	4	7.25	1.50	16	7.19	2.23	6	7.50	1.05	14	6.00	2.69	14	7.57	1.79	17	7.29	2.42	23	7.35	2.31	9	6.67	2.40	10	7.90	1.60	13	7.62	1.26
Staff accessibility*	12	8.00	2.00	3	8.67	1.16	16	8.13	2.13	6	8.00	1.10	12	5.83	2.62	14	7.71	1.54	17	6.65	2.06	22	6.95	2.32	9	6.33	2.60	9	8.00	1.87	13	8.31	1.84
Straightforwardness and honesty	12	9.42	1.00	4	7.75	2.06	16	8.25	2.05	6	8.83	0.75	15	6.87	2.13	12	8.08	1.17	18	8.06	2.13	20	7.65	2.30	9	8.78	1.30	10	8.70	1.83	12	8.75	1.77
Collaboration with groups outside of the Government	9	6.67	3.00	4	6.25	2.22	14	7.64	1.78	4	7.25	0.50	11	5.45	2.07	11	7.18	2.27	16	6.06	1.88	22	6.45	1.90	8	6.50	2.07	9	5.78	0.83	9	7.00	2.12
Collaboration with the Government	12	8.67	1.50	3	7.67	2.52	16	9.00	0.97	5	8.80	1.10	13	7.85	1.46	13	8.69	1.25	14	7.86	1.03	20	8.45	1.28	9	8.78	1.20	8	8.50	0.93	12	8.75	1.60
Collaboration with other donors	9	8.22	2.22	3	7.00	1.00	12	8.25	1.06	6	8.00	1.41	9	6.78	2.05	14	7.14	2.35	13	7.85	1.35	15	7.20	1.78	8	7.63	1.51	8	7.63	1.51	12	8.00	1.76
The speed in which it gets things accomplished on the ground	11	7.18	2.64	4	7.00	2.16	15	7.20	2.01	6	7.00	1.27	12	6.42	1.93	9	7.00	1.80	14	5.43	2.03	16	6.19	1.87	8	6.88	2.42	8	6.63	1.85	11	8.00	1.10
Follow through over time	11	8.73	1.49	4	8.25	0.50	15	8.53	1.60	6	8.33	1.21	12	8.17	1.85	10	7.60	1.78	17	7.35	2.00	20	7.55	1.57	8	8.50	1.60	9	8.00	1.73	11	9.18	1.08

\*Significantly different between stakeholder groups

**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)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Academia	Other
The World Bank works too slowly*	25.0%	0.0%	7.1%	33.3%	26.7%	0.0%	36.8%	7.4%	0.0%	27.3%	15.4%
The Government works inefficiently	12.5%	25.0%	28.6%	50.0%	6.7%	42.9%	0.0%	18.5%	33.3%	27.3%	15.4%
There is not an adequate level of citizen/civil society participation	25.0%	50.0%	28.6%	16.7%	40.0%	21.4%	26.3%	51.9%	66.7%	27.3%	38.5%
Poor donor coordination	25.0%	0.0%	14.3%	0.0%	33.3%	7.1%	5.3%	22.2%	8.3%	18.2%	15.4%
The World Bank does not do adequate follow through/follow-up	0.0%	25.0%	7.1%	0.0%	6.7%	7.1%	5.3%	11.1%	0.0%	0.0%	0.0%
Lack of/inadequate levels of capacity in Government	0.0%	50.0%	14.3%	0.0%	13.3%	35.7%	10.5%	11.1%	8.3%	0.0%	15.4%
Political pressures and obstacles	12.5%	0.0%	21.4%	16.7%	0.0%	35.7%	26.3%	18.5%	25.0%	27.3%	15.4%
Reforms are not well thought out in light of country challenges	25.0%	25.0%	21.4%	33.3%	20.0%	14.3%	36.8%	14.8%	25.0%	0.0%	38.5%
The World Bank is not sensitive enough to political/social realities on the ground	25.0%	25.0%	35.7%	16.7%	33.3%	21.4%	36.8%	25.9%	16.7%	36.4%	15.4%
Other	25.0%	0.0%	7.1%	0.0%	6.7%	7.1%	5.3%	0.0%	8.3%	9.1%	7.7%

\*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 Georgia, on a ten-point scale? (1-Not effective at all, 10-Very effective)

	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			Media			Academia			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	N	Mean	SD
Anti-corruption	4	7.25	1.71	4	7.50	1.73	10	8.20	1.99	4	7.00	0.82	12	6.75	2.73	8	7.13	1.36	9	6.89	2.67	17	6.71	2.20	9	7.00	2.74	8	7.25	2.82	11	7.36	1.80
Information and communications technology	7	7.14	1.57	4	7.25	2.75	9	7.89	2.15	5	7.40	1.52	11	6.36	1.96	4	6.75	0.50	7	5.71	2.75	16	6.75	2.21	10	7.10	2.38	9	7.44	1.51	9	7.78	1.39
Transport infrastructure	10	9.10	1.10	4	7.75	2.50	14	9.29	0.91	6	8.83	0.98	15	8.07	1.91	9	8.56	1.33	14	8.14	0.77	21	8.19	1.47	10	8.30	1.89	9	8.56	1.42	11	8.55	1.13
Crime and violence	4	6.50	1.29	2	8.00	0.00	6	8.50	1.87	3	5.00	1.00	9	6.11	2.71	4	6.50	1.92	8	6.62	2.50	12	6.00	2.66	9	6.78	1.92	5	7.20	2.17	5	7.20	0.84
Law and justice	5	6.60	2.19	2	8.00	0.00	7	8.14	2.04	4	6.50	1.29	10	5.80	2.57	4	6.00	1.41	10	5.20	2.57	15	6.53	2.50	10	6.40	2.27	6	6.17	2.56	7	6.71	2.29
Municipal, urban and regional development	10	8.00	2.31	4	7.00	1.83	11	8.73	1.42	6	8.33	1.37	14	7.07	2.17	10	7.80	1.40	14	6.57	2.31	16	7.31	1.14	10	7.10	1.73	9	7.44	2.19	11	8.36	1.36
Environmental sustainability	6	6.67	1.63	2	7.50	0.71	9	8.22	1.56	6	7.00	1.79	9	6.44	2.19	8	7.88	1.13	10	6.00	2.67	15	6.40	2.03	9	6.89	2.37	7	6.71	1.70	10	7.50	1.78
Regulatory framework	7	6.14	1.35	2	7.50	0.71	9	7.78	1.48	6	7.00	1.67	10	6.20	2.15	6	7.67	0.82	11	6.36	1.57	15	6.27	1.71	10	7.10	1.79	7	7.71	1.70	8	7.38	1.51
Tourism	9	8.33	1.12	3	8.00	1.00	10	7.60	1.35	5	7.40	1.95	13	7.46	1.94	6	7.50	1.05	10	6.40	1.17	16	7.25	1.81	10	7.60	2.37	7	7.29	1.80	7	7.14	1.22
Waste management*	5	6.20	2.59	4	6.00	1.83	7	7.43	2.64	5	7.00	2.00	10	5.80	2.39	6	7.33	1.97	9	4.11	2.32	16	5.50	2.13	9	6.44	3.28	6	3.50	1.05	7	7.57	1.51
Poverty reduction	8	6.62	2.77	4	6.25	2.36	10	7.90	1.52	4	7.75	1.71	11	5.64	2.46	10	6.90	2.18	11	5.73	2.49	22	6.27	2.12	10	5.70	2.36	9	6.22	2.64	10	7.70	1.64
Gender	6	6.00	1.67	3	7.00	2.65	7	7.71	1.98	4	7.00	2.16	11	6.55	2.30	7	6.29	2.06	6	6.67	1.86	16	5.81	2.11	10	6.40	2.95	6	7.17	2.32	7	7.00	2.31
Domestic private sector development	7	6.29	2.56	2	7.00	1.41	11	7.18	2.44	6	7.50	1.64	12	6.00	2.49	7	6.86	0.69	11	5.27	2.57	17	5.65	2.06	10	5.50	2.01	8	6.88	2.10	8	7.63	1.30
Foreign direct investment	5	6.60	1.95	2	7.50	0.71	10	7.70	1.83	5	6.60	0.89	11	6.82	2.32	8	6.88	0.99	13	5.85	2.44	16	6.81	2.07	10	7.20	1.03	7	7.00	2.38	7	7.29	1.25
Water and sanitation	8	8.25	1.98	4	7.75	1.89	6	8.17	1.33	5	8.40	1.67	11	6.27	2.33	6	8.83	1.17	11	7.36	1.36	16	6.94	2.35	9	6.89	2.67	5	7.80	2.28	9	8.00	1.66
Trade and exports*	9	7.11	1.76	2	7.50	0.71	7	7.57	1.27	4	6.25	0.96	10	6.10	1.97	8	7.62	1.06	7	4.43	1.27	15	6.73	1.94	10	6.10	2.08	7	6.86	1.46	8	6.63	0.74
Economic growth	10	7.70	1.95	3	6.33	1.53	10	8.30	1.34	5	7.80	1.48	12	6.67	1.88	8	7.00	2.14	14	6.64	1.39	22	6.86	1.78	8	6.38	2.97	9	7.22	2.39	11	8.09	1.45
Energy	7	6.14	2.91	4	5.25	2.50	8	8.63	1.06	5	7.40	2.07	12	6.00	2.00	7	8.14	1.77	11	7.00	1.73	18	6.78	2.16	10	6.50	2.51	6	7.50	1.38	8	8.25	1.17
Disaster management	4	4.50	2.65	2	6.00	2.83	5	7.00	2.45	4	6.25	2.06	10	5.50	2.51	5	7.60	0.55	4	4.50	1.29	15	5.47	2.20	9	5.33	2.40	4	5.00	0.82	6	6.50	1.52
Public sector governance/ reform	11	7.55	2.07	2	7.00	2.83	10	8.70	1.06	6	7.17	1.94	12	6.25	1.96	8	8.00	1.31	11	6.27	2.05	20	6.70	2.03	10	6.50	2.72	9	7.56	1.74	11	7.27	1.56
Job creation/employment	8	6.13	3.00	3	7.00	1.73	10	7.50	2.07	6	7.00	1.90	11	5.36	2.54	8	6.50	1.85	11	5.36	2.29	17	5.24	2.11	10	5.60	2.63	7	5.71	1.80	8	6.38	2.56
Financial markets	3	4.33	1.53	2	7.50	0.71	9	7.44	2.13	5	6.00	0.71	11	6.27	2.20	8	7.25	1.58	12	6.25	2.53	15	6.27	1.75	9	7.00	2.29	4	6.25	0.96	9	7.00	2.06
Equality of opportunity	6	5.67	2.58	2	8.00	0.00	6	7.50	2.67	3	6.33	2.31	10	5.60	2.22	6	6.33	1.51	8	5.25	2.82	18	5.39	2.43	9	6.56	3.17	5	7.00	1.73	7	7.00	1.29
Health	6	5.50	1.87	2	7.00	0.00	7	6.29	2.50	4	6.25	0.96	11	5.82	2.48	9	7.44	1.81	8	5.88	2.30	21	6.52	1.78	10	6.40	2.46	8	7.88	1.89	10	7.20	1.32
Agriculture and rural development	8	6.25	1.75	3	5.33	1.53	11	7.64	1.91	5	6.60	1.95	11	5.82	2.48	8	5.62	1.85	10	5.80	2.57	17	6.12	1.58	10	6.40	1.43	11	7.18	2.48	10	7.70	1.49
Global/regional integration	7	6.43	2.88	2	6.50	2.12	8	7.37	2.83	5	6.40	1.52	10	6.50	1.90	5	6.60	1.82	11	6.27	2.20	15	6.27	2.49	10	6.70	1.49	7	6.71	1.89	8	6.63	1.85
Food security	6	4.83	1.47	2	6.50	0.71	8	5.88	3.18	4	5.75	1.50	9	4.33	2.78	5	6.80	1.64	9	4.22	2.77	16	5.19	2.07	10	6.40	2.12	6	5.67	1.37	7	6.86	1.07
Education	5	6.00	1.41	3	7.33	2.08	11	7.55	2.12	6	6.67	1.75	12	6.08	2.11	11	7.45	1.97	10	5.10	2.47	21	5.71	2.05	9	6.22	1.30	8	5.88	2.17	8	7.13	1.64
Social protection	7	6.00	1.73	2	6.50	2.12	7	6.29	2.63	4	6.50	1.00	11	5.73	2.57	9	7.78	1.48	11	4.82	2.52	20	6.00	2.18	9	6.00	1.73	6	6.67	3.01	7	7.29	1.50
Climate change	5	5.20	1.79	2	6.00	1.41	5	6.80	3.03	4	5.75	0.96	10	5.20	2.44	5	6.80	1.79	4	3.00	0.00	15	5.13	2.20	9	6.44	2.07	5	4.00	1.58	8	6.50	1.77
Transportation services	4	7.00	1.41	2	7.50	0.71	7	6.14	2.61	5	6.20	1.30	10	5.30	2.26	6	8.17	1.17	8	5.25	1.91	16	6.81	1.76	10	6.80	2.20	4	5.25	2.22	8	7.38	1.60
Natural resource management	4	6.00	1.41	2	6.50	0.71	7	6.57	2.76	4	6.75	1.26	10	5.20	2.30	4	7.25	0.96	5	3.80	2.17	15	5.87	2.00	10	6.40	2.50	6	5.00	2.28	6	7.00	1.67
Youth development	5	6.00	2.92	3	7.00	0.00	8	7.13	2.85	5	6.20	0.84	11	4.91	2.66	6	5.50	2.07	8	4.50	2.51	18	6.06	2.13	10	6.10	1.97	6	5.17	3.19	7	5.57	2.23
Internally displaced persons	5	6.20	2.17	3	7.67	1.53	8	7.63	2.00	4	6.50	1.29	11	5.82	2.64	7	7.29	0.95	9	6.00	2.87	15	5.60	1.92	10	5.40	2.46	7	6.29	3.15	7	7.71	1.38

\*Significantly different between stakeholder groups

**C. World Bank Effectiveness and Results (continued)**

	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			Media			Academia			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	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Georgia, on a ten-point scale?	12	8.42	1.38	4	6.75	1.26	14	8.07	1.39	6	7.33	1.37	12	7.58	1.83	14	7.79	1.12	17	6.65	1.37	22	7.14	1.46	10	8.00	2.26	11	7.91	1.45	14	7.86	1.23

(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 Georgia, on a ten-point scale? (1-Strongly disagree, 10-Strongly agree)

	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			Media			Academia			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	N	Mean	SD
The World Bank's financial instruments meet the needs of Georgia	10	9.10	1.37	3	7.67	0.58	12	8.67	1.23	6	6.83	2.32	12	7.25	2.05	12	7.92	1.44	18	6.94	1.83	21	7.29	1.90	9	7.78	2.11	9	7.89	1.62	13	8.08	1.50
The World Bank meets Georgia's needs for knowledge services	12	7.83	1.95	3	8.33	0.58	14	7.36	2.10	5	6.80	2.17	13	7.46	1.51	13	7.77	1.96	17	6.94	1.78	22	6.82	2.11	9	7.44	2.19	11	7.82	2.23	13	8.15	1.68

**D. The World Bank's Knowledge**

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

Percentage of Respondents (Responses Combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Academia	Other
Weekly	-	-	13.3%	16.7%	-	7.1%	-	10.7%	-	-	-
Monthly	41.7%	-	26.7%	16.7%	6.7%	28.6%	14.3%	25.0%	25.0%	36.4%	14.3%
A few times a year	50.0%	100.0%	33.3%	66.7%	60.0%	64.3%	23.8%	25.0%	33.3%	36.4%	64.3%
Rarely	8.3%	-	26.7%	-	26.7%	-	42.9%	25.0%	41.7%	27.3%	21.4%
Never	-	-	-	-	6.7%	-	19.0%	14.3%	-	-	-

**D. The World Bank's Knowledge (continued)**

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

Percentage of Respondents (Responses Combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Academia	Other
Public sector governance/ reform	16.7%	20.0%	12.5%	33.3%	40.0%	28.6%	33.3%	32.1%	50.0%	27.3%	35.7%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	16.7%	20.0%	31.3%	33.3%	33.3%	28.6%	66.7%	25.0%	50.0%	18.2%	42.9%
Foreign direct investment	33.3%	20.0%	12.5%	16.7%	20.0%	0.0%	23.8%	7.1%	33.3%	36.4%	21.4%
Water and sanitation	0.0%	0.0%	0.0%	16.7%	6.7%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%
Trade and exports	16.7%	0.0%	0.0%	0.0%	0.0%	14.3%	4.8%	0.0%	16.7%	0.0%	7.1%
Energy	0.0%	20.0%	18.8%	0.0%	26.7%	14.3%	0.0%	10.7%	0.0%	9.1%	14.3%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%
Social protection*	0.0%	0.0%	0.0%	0.0%	6.7%	35.7%	4.8%	10.7%	8.3%	9.1%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	7.1%
Poverty reduction	8.3%	20.0%	18.8%	16.7%	0.0%	14.3%	9.5%	21.4%	0.0%	18.2%	14.3%
Law and justice	0.0%	0.0%	6.3%	0.0%	6.7%	0.0%	23.8%	10.7%	8.3%	9.1%	0.0%
Anti-corruption	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%
Financial markets	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	9.5%	0.0%	8.3%	0.0%	0.0%
Equality of opportunity	8.3%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	8.3%	0.0%	0.0%
Municipal, urban and regional development	33.3%	20.0%	12.5%	16.7%	26.7%	7.1%	4.8%	7.1%	0.0%	18.2%	7.1%
Transportation services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education	16.7%	40.0%	62.5%	33.3%	40.0%	28.6%	42.9%	50.0%	16.7%	63.6%	42.9%
Global/regional integration	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%
Information and communications technology	8.3%	0.0%	6.3%	16.7%	13.3%	0.0%	9.5%	10.7%	0.0%	0.0%	0.0%
Transport infrastructure	0.0%	0.0%	6.3%	16.7%	0.0%	7.1%	4.8%	0.0%	0.0%	9.1%	7.1%
Tourism	8.3%	0.0%	6.3%	16.7%	20.0%	0.0%	4.8%	0.0%	8.3%	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%	0.0%
Job creation/employment	50.0%	40.0%	12.5%	16.7%	20.0%	21.4%	14.3%	3.6%	25.0%	18.2%	14.3%
Health	8.3%	0.0%	12.5%	0.0%	6.7%	21.4%	4.8%	14.3%	0.0%	18.2%	14.3%
Economic growth	58.3%	40.0%	18.8%	16.7%	20.0%	21.4%	19.0%	35.7%	33.3%	27.3%	35.7%
Agriculture and rural development	8.3%	20.0%	31.3%	16.7%	13.3%	21.4%	4.8%	14.3%	16.7%	18.2%	14.3%
Food security	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	7.1%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	3.6%	0.0%	0.0%	0.0%
Waste management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Youth development	0.0%	0.0%	6.3%	0.0%	0.0%	7.1%	4.8%	10.7%	8.3%	0.0%	0.0%
Internally displaced persons	0.0%	0.0%	6.3%	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)

In Georgia, how effective do you believe the World Bank's knowledge work and activities are at: (1-Not effective at all, 10-Very effective)

	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			Media			Academia			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	N	Mean	SD
Enhancing your knowledge and/or skills	11	6.91	1.70	4	6.25	2.75	14	7.50	2.18	6	6.50	1.23	14	6.29	2.43	12	8.25	0.87	16	5.44	1.86	21	6.19	1.94	10	6.40	2.37	11	6.45	2.16	11	6.27	3.04
Contributing to good policy making	12	7.58	1.56	3	7.00	2.65	14	7.64	1.95	6	6.50	1.38	13	6.54	2.22	9	8.00	1.00	15	6.73	1.49	21	6.86	1.91	11	6.55	2.30	10	6.90	1.97	11	7.18	2.23
Providing support for program implementation	11	7.73	1.68	3	8.00	1.00	14	8.21	1.76	6	7.50	1.52	13	7.46	1.98	10	8.20	1.03	15	6.40	1.55	20	6.75	2.12	9	7.33	2.40	9	7.00	2.50	11	8.27	1.49

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

	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			Media			Academia			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	N	Mean	SD
Are timely	12	7.42	1.93	3	6.67	1.53	13	8.38	2.02	6	7.17	1.72	14	6.43	2.34	12	7.50	1.73	14	6.29	1.64	21	7.05	1.91	10	6.80	2.30	11	7.27	1.90	11	7.73	1.90
Include appropriate level of stakeholder involvement during preparation	10	7.50	1.35	3	6.33	1.16	12	8.00	2.26	6	7.17	1.47	12	7.25	1.55	10	7.40	1.84	14	6.93	1.86	20	6.55	1.43	10	6.50	2.17	9	7.56	1.81	11	7.18	2.36
Are relevant to Georgia's development priorities	11	7.64	1.50	4	6.50	2.38	14	8.07	1.49	6	7.67	1.37	14	7.93	1.69	14	7.71	0.99	15	6.73	1.71	24	7.00	1.91	10	7.20	2.10	10	7.90	1.60	13	7.85	1.95
Provide feasible recommendations	11	7.55	1.29	3	7.33	1.16	11	8.18	1.33	6	7.50	1.64	13	8.23	1.54	11	7.91	1.22	12	7.25	1.49	19	7.21	1.62	10	6.70	2.41	10	8.20	1.69	10	8.00	1.63
Are accessible (well written and easy to understand)	12	7.67	1.56	3	7.67	2.52	14	8.07	1.33	6	7.17	1.94	14	7.07	1.77	14	8.43	1.16	14	6.71	2.30	19	7.53	1.65	9	7.22	2.28	11	8.45	1.57	12	8.08	2.58
Are source of relevant information on global good practices*	12	7.50	1.68	3	6.33	2.31	12	8.58	1.51	6	7.83	1.72	14	7.57	1.51	11	8.45	1.04	14	7.29	1.86	21	7.86	1.56	10	7.30	2.16	11	8.91	1.38	12	8.92	1.00
Are useful in terms of the work you do	11	7.82	1.54	4	7.25	2.06	14	8.36	1.60	6	8.00	1.41	14	6.50	2.28	12	7.17	2.21	15	6.60	1.77	22	7.95	1.56	10	7.10	2.28	11	7.82	1.83	13	7.77	1.88
Are adequately disseminated	11	6.73	2.05	3	7.00	0.00	11	6.91	2.81	6	7.50	2.43	13	6.69	1.38	11	7.45	2.25	15	6.27	2.05	20	6.20	2.09	10	6.90	3.04	10	5.90	1.85	11	7.82	2.60
Are translated enough into local language	10	6.40	2.80	3	7.00	2.00	9	6.78	3.07	5	7.60	0.89	13	6.08	2.06	8	7.13	1.89	11	7.27	2.28	20	5.90	2.51	8	6.50	2.83	9	6.89	1.90	9	7.44	2.19
Are adaptable to Georgia's specific development challenges and country circumstances	12	6.67	2.15	3	6.00	1.00	12	7.67	1.83	6	7.00	1.67	14	6.50	2.21	13	7.69	1.38	14	6.43	1.83	21	6.62	1.60	10	6.80	2.25	10	7.00	1.89	11	7.45	2.25

\*Significantly different between stakeholder groups

**D. The World Bank's Knowledge (continued)**

	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			Media			Academia			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	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten-point scale?	12	6.92	2.15	4	7.25	0.96	14	8.07	1.86	6	7.67	1.63	14	6.86	2.07	14	8.07	1.39	16	6.56	1.32	23	7.26	1.76	10	7.10	1.37	10	7.80	1.03	13	7.23	2.24
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten-point scale?*	12	7.50	2.47	3	7.33	1.16	15	8.13	1.41	6	7.67	1.03	14	6.86	1.88	13	8.62	1.50	16	6.94	1.84	23	7.26	1.86	11	7.00	2.05	11	8.09	1.30	12	8.83	1.34

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) \*Significantly different between stakeholder groups

## 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)

	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			Media			Academia			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	N	Mean	SD
The World Bank disburses funds promptly	5	7.00	2.83	4	8.00	1.63	10	8.00	2.26	6	8.00	1.41	9	7.44	1.81	6	8.50	1.52	9	6.44	1.81	14	7.36	1.65	9	7.33	1.80	7	7.29	2.75	6	8.33	1.86
The World Bank effectively monitors and evaluates the projects and programs it supports	9	8.44	2.01	4	8.25	1.26	15	8.27	2.05	6	8.00	1.67	12	7.83	2.29	8	7.75	1.39	15	6.80	2.62	17	7.29	2.05	9	7.00	2.12	10	7.90	2.03	12	8.50	1.62
The World Bank's approvals and reviews are done in a timely fashion	7	6.86	2.55	4	7.75	2.22	13	7.77	2.49	6	7.50	1.52	12	7.58	1.78	6	8.17	1.33	14	5.79	2.01	16	7.31	2.21	10	7.00	1.83	10	7.50	2.68	10	8.10	0.99
The World Bank's "Safeguard Policy" requirements are reasonable	5	8.40	2.07	3	7.67	0.58	9	8.44	1.88	6	7.17	1.84	9	7.89	1.69	5	8.80	1.10	8	6.00	1.77	13	7.77	1.54	9	6.78	1.64	7	8.00	2.08	9	8.44	1.42
The World Bank's conditions on its lending are reasonable	9	8.44	1.13	2	8.50	2.12	9	8.78	1.56	6	8.33	1.63	11	7.82	1.94	9	8.33	1.41	14	7.57	1.34	16	7.50	1.67	10	7.50	2.22	7	8.00	1.53	10	7.80	1.81
Working with the World Bank increases Georgia's institutional capacity	12	8.67	1.30	4	8.50	2.38	14	8.71	1.49	6	8.00	1.67	13	8.77	1.54	14	8.36	1.01	17	8.18	1.13	22	7.64	2.17	9	7.44	2.83	11	9.00	1.27	12	8.50	1.45
The World Bank ensures consistency and continuity through staff changes	7	8.14	2.04	4	8.50	1.29	12	8.25	1.96	5	8.40	1.14	12	7.58	1.68	10	8.00	2.06	10	6.80	1.75	19	7.32	2.31	8	7.63	2.56	9	8.56	1.59	10	9.00	1.16
The World Bank's teams and visits are well coordinated	12	8.42	1.38	3	7.33	2.08	15	8.20	2.15	5	8.60	0.89	13	8.15	1.52	10	8.00	1.94	12	7.58	1.78	18	7.06	2.31	9	7.56	2.46	10	8.80	1.69	12	9.00	1.13
Where country systems are adequate, the World Bank makes appropriate use of them	7	6.86	3.29	3	7.33	1.16	11	7.45	3.05	6	7.33	1.97	10	6.90	1.91	9	8.56	1.01	12	7.42	1.56	18	7.17	2.23	10	7.60	2.27	9	8.00	1.50	9	8.67	1.00
The World Bank provides effective implementation support	10	8.00	1.70	3	7.00	1.73	13	8.15	2.34	6	7.83	1.60	11	8.18	1.40	6	7.83	1.47	15	7.27	2.19	20	7.35	1.98	9	7.22	2.28	10	8.30	1.42	11	8.36	1.36



## F. The Future Role of the World Bank in Georgia

	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			Media			Academia			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	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Georgia's development in the near future, on a ten-point scale?	12	9.17	1.19	4	8.00	1.41	16	8.88	0.96	6	8.00	2.10	16	8.81	1.47	14	8.64	1.01	21	8.14	1.11	26	8.38	1.47	12	9.25	0.87	11	8.91	1.22	14	8.50	1.51

(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 Georgia? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Academia	Other
Improve the quality of its experts as related to Georgia's specific challenges*	36.4%	60.0%	31.3%	33.3%	53.3%	16.7%	33.3%	40.0%	58.3%	0.0%	8.3%
Reduce the complexity of obtaining World Bank financing	45.5%	40.0%	25.0%	16.7%	40.0%	33.3%	14.3%	24.0%	25.0%	45.5%	8.3%
Improve the competitiveness of its financing compared to markets*	27.3%	40.0%	18.8%	66.7%	13.3%	0.0%	33.3%	0.0%	25.0%	18.2%	33.3%
Reach out more to groups outside of government*	0.0%	20.0%	12.5%	16.7%	0.0%	50.0%	14.3%	56.0%	25.0%	27.3%	41.7%
Ensure greater selectivity in its work	0.0%	0.0%	0.0%	16.7%	6.7%	0.0%	0.0%	8.0%	0.0%	0.0%	0.0%
Provide more adequate data/ knowledge/statistics/figures on Georgia's economy	18.2%	20.0%	12.5%	0.0%	26.7%	8.3%	4.8%	8.0%	8.3%	9.1%	16.7%
Offer more innovative financial products	18.2%	0.0%	37.5%	0.0%	40.0%	25.0%	38.1%	24.0%	25.0%	36.4%	41.7%
Offer more innovative knowledge services	27.3%	20.0%	31.3%	16.7%	20.0%	16.7%	28.6%	24.0%	16.7%	27.3%	25.0%
Increase availability of Fee-Based services	0.0%	0.0%	6.3%	0.0%	0.0%	8.3%	0.0%	0.0%	8.3%	0.0%	8.3%
Work faster	27.3%	0.0%	6.3%	16.7%	0.0%	8.3%	14.3%	4.0%	8.3%	27.3%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	4.0%	0.0%	0.0%	0.0%

\*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 Georgia? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Academia	Other
Local newspapers	10.0%	0.0%	13.3%	0.0%	12.5%	38.5%	14.3%	16.0%	41.7%	9.1%	0.0%
International newspapers	0.0%	25.0%	13.3%	33.3%	6.3%	0.0%	4.8%	12.0%	0.0%	27.3%	0.0%
Local radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	9.1%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	70.0%	50.0%	66.7%	33.3%	37.5%	46.2%	38.1%	44.0%	33.3%	27.3%	61.5%
International television	0.0%	0.0%	6.7%	16.7%	12.5%	0.0%	4.8%	8.0%	0.0%	0.0%	0.0%
Periodicals	20.0%	0.0%	20.0%	33.3%	6.3%	7.7%	9.5%	4.0%	16.7%	45.5%	15.4%
Internet	70.0%	100.0%	66.7%	66.7%	81.3%	84.6%	85.7%	80.0%	83.3%	81.8%	84.6%
Social media (Facebook, Twitter, YouTube)	30.0%	0.0%	6.7%	0.0%	25.0%	7.7%	19.0%	8.0%	16.7%	0.0%	0.0%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.0%	0.0%	0.0%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Instant messaging*	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.5%	8.0%	0.0%	0.0%	7.7%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Academia	Other
World Bank website	27.3%	40.0%	50.0%	83.3%	31.3%	35.7%	28.6%	55.6%	41.7%	36.4%	46.2%
Direct contact with World Bank	45.5%	20.0%	31.3%	0.0%	25.0%	42.9%	23.8%	44.4%	50.0%	36.4%	7.7%
e-Newsletters*	9.1%	20.0%	43.8%	50.0%	31.3%	7.1%	38.1%	18.5%	0.0%	63.6%	61.5%
Instant messaging	9.1%	20.0%	0.0%	0.0%	0.0%	14.3%	4.8%	3.7%	0.0%	0.0%	0.0%
World Bank seminars/ workshops/conferences	63.6%	40.0%	43.8%	33.3%	50.0%	14.3%	42.9%	37.0%	58.3%	45.5%	46.2%
World Bank publications and other written materials	18.2%	40.0%	0.0%	16.7%	18.8%	35.7%	28.6%	11.1%	16.7%	18.2%	38.5%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%
Social media (Facebook, Twitter, YouTube)	27.3%	20.0%	0.0%	0.0%	31.3%	35.7%	14.3%	18.5%	25.0%	0.0%	0.0%
Blogs	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

Are you aware of the World Bank'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 the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Academia	Other
Yes	50.0%	50.0%	76.9%	20.0%	26.7%	23.1%	19.0%	48.0%	58.3%	33.3%	33.3%
No	50.0%	50.0%	23.1%	80.0%	73.3%	76.9%	81.0%	52.0%	41.7%	66.7%	66.7%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Academia	Other
Yes	27.3%	-	30.8%	40.0%	12.5%	50.0%	-	26.1%	33.3%	10.0%	16.7%
No	72.7%	100.0%	69.2%	60.0%	87.5%	50.0%	100.0%	73.9%	66.7%	90.0%	83.3%

Were you able to obtain this information?

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Academia	Other
Yes	100.0%	-	100.0%	100.0%	100.0%	100.0%	-	85.7%	100.0%	100.0%	100.0%
No	-	-	-	-	-	-	-	14.3%	-	-	-

Do you have access to the Internet?

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Academia	Other
Yes	100.0%	100.0%	100.0%	100.0%	93.8%	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%
No	-	-	-	-	6.3%	-	-	-	8.3%	-	-

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Academia	Other
Yes	63.6%	75.0%	92.3%	100.0%	50.0%	100.0%	57.1%	83.3%	75.0%	90.9%	92.9%
No	36.4%	25.0%	7.7%	-	50.0%	-	42.9%	16.7%	25.0%	9.1%	7.1%

\*Significantly different between stakeholder groups

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

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

	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			NGO/Private Foundation			Media			Academia			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	N	Mean	SD
I use/consult World Bank data more currently than I did a few years ago	10	6.70	2.36	3	8.67	1.53	14	7.36	2.68	6	6.50	2.07	12	5.75	2.42	12	5.08	2.88	17	5.00	2.32	25	6.40	3.15	11	6.82	3.06	11	6.27	2.53	12	6.67	2.96
I find the World Bank websites easy to navigate.	9	7.33	2.69	2	7.50	2.12	14	8.50	1.51	5	7.40	1.67	9	6.56	2.40	12	6.83	1.53	11	6.27	2.05	21	7.29	2.10	9	8.00	1.87	9	6.44	2.30	11	8.00	1.27
I find the information on the World Bank's websites useful.	10	8.60	1.35	3	8.33	2.08	14	9.21	0.89	5	8.20	1.30	8	7.38	1.77	12	8.17	1.27	12	7.75	1.06	22	8.41	2.18	7	8.29	2.50	10	7.00	2.36	11	8.09	1.30
When I need information from the World Bank I know how to find it.	10	7.60	2.55	2	7.50	0.71	14	8.21	2.39	5	6.40	2.97	9	7.22	2.44	14	7.79	2.46	18	6.56	2.60	21	7.24	2.47	9	7.33	2.29	10	7.40	2.41	12	8.25	1.49
The World Bank is responsive to my information requests and inquiries.	7	8.71	2.22	2	7.00	1.41	13	8.62	2.14	5	7.80	1.92	4	9.00	1.41	10	7.70	2.63	10	7.10	2.23	16	7.75	2.02	7	7.71	1.89	10	8.90	1.20	9	9.22	0.97

### H. Background Information

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Academia	Other
Yes	75.0%	20.0%	75.0%	100.0%	43.8%	92.9%	33.3%	32.1%	50.0%	54.5%	64.3%
No	25.0%	80.0%	25.0%	-	56.3%	7.1%	66.7%	67.9%	50.0%	45.5%	35.7%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Academia	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	0.0%	25.0%	12.5%	0.0%	33.3%	0.0%	50.0%	24.0%	41.7%	18.2%	7.1%
Use World Bank reports/data	0.0%	50.0%	18.8%	16.7%	13.3%	35.7%	22.2%	32.0%	25.0%	27.3%	28.6%
Engage in World Bank related/sponsored events/activities*	27.3%	0.0%	25.0%	16.7%	40.0%	0.0%	22.2%	20.0%	0.0%	54.5%	35.7%
Collaborate as part of my professional duties*	81.8%	75.0%	68.8%	66.7%	33.3%	92.9%	27.8%	24.0%	16.7%	27.3%	64.3%
Use World Bank website for information, data, research, etc.*	9.1%	0.0%	31.3%	16.7%	20.0%	21.4%	16.7%	56.0%	58.3%	36.4%	21.4%

\*Significantly different between stakeholder groups

## Appendix C: Responses to All Questions by Geographic Location

### A. General Issues Facing Georgia

In general, how would you assess Georgia's development path/trajectory?

Percentage of Respondents	Tbilisi	Other
Going in the right direction	72.6%	66.7%
Going in the wrong direction	8.5%	-
Not sure	18.8%	33.3%

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

Percentage of Respondents (Responses Combined)	Tbilisi	Other
Social protection	18.9%	33.3%
Transport infrastructure	10.2%	16.7%
Public sector governance/reform	22.0%	26.7%
Global/regional integration	5.5%	3.3%
Gender	0.0%	0.0%
Domestic private sector development	20.5%	30.0%
Foreign direct investment	11.8%	6.7%
Water and sanitation	0.8%	3.3%
Anti-corruption*	0.8%	6.7%
Job creation/employment	33.1%	16.7%
Agriculture and rural development*	16.5%	33.3%
Financial markets	3.9%	3.3%
Municipal, urban and regional development	4.7%	13.3%
Environmental sustainability	3.9%	0.0%
Equality of opportunity	3.9%	3.3%
Health	11.8%	3.3%
Tourism	3.1%	6.7%
Education	44.9%	33.3%
Poverty reduction	11.8%	13.3%
Energy	3.9%	6.7%
Food security	0.0%	0.0%
Climate change	0.8%	0.0%
Transportation services	0.8%	0.0%
Trade and exports	3.9%	6.7%
Crime and violence	0.8%	0.0%
Economic growth*	34.6%	13.3%
Law and justice	9.4%	10.0%
Regulatory framework	0.8%	0.0%
Internally displaced persons	0.0%	0.0%
Youth development	6.3%	0.0%
Natural resource management	0.8%	0.0%
Disaster management	0.0%	0.0%
Information and communications technology	4.7%	6.7%
Waste management	0.0%	0.0%

\*Significantly different between locations

### A. General Issues Facing Georgia (continued)

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Georgia?

Percentage of Respondents (Responses Combined)	Tbilisi	Other
Water and sanitation	0.8%	0.0%
Equality of opportunity	6.3%	0.0%
Economic growth	54.7%	58.6%
Climate change	0.0%	0.0%
Global/regional integration	4.7%	0.0%
Gender	0.0%	0.0%
Agriculture and rural development*	34.4%	58.6%
Municipal, urban and regional development	7.8%	13.8%
Regulatory framework	0.0%	0.0%
Youth development	4.7%	0.0%
Social protection	11.7%	6.9%
Law and justice	3.9%	6.9%
Transport infrastructure	3.9%	6.9%
Crime and violence	0.8%	0.0%
Tourism	6.3%	6.9%
Information and communications technology	1.6%	6.9%
Waste management*	0.0%	3.4%
Anti-corruption	3.1%	3.4%
Domestic private sector development	31.3%	41.4%
Foreign direct investment	18.0%	17.2%
Education*	43.0%	10.3%
Energy	2.3%	0.0%
Public sector governance/ reform	4.7%	6.9%
Natural resource management	0.8%	0.0%
Environmental sustainability	0.8%	0.0%
Disaster management	0.0%	0.0%
Health	1.6%	3.4%
Transportation services	0.8%	0.0%
Job creation/employment	44.5%	34.5%
Financial markets	0.0%	0.0%
Trade and exports*	3.9%	13.8%
Food security	0.0%	0.0%
Internally displaced persons	0.0%	0.0%

\*Significantly different between locations

### A. General Issues Facing Georgia (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 Georgia?

Percentage of Respondents (Responses Combined)	Tbilisi	Other
Energy	21.9%	36.7%
Gender*	0.0%	3.3%
Equality of opportunity	3.1%	0.0%
Social protection	0.0%	0.0%
Global/regional integration	7.0%	0.0%
Climate change	0.0%	0.0%
Anti-corruption	4.7%	3.3%
Disaster management	0.0%	0.0%
Agriculture and rural development*	28.1%	53.3%
Foreign direct investment*	42.2%	20.0%
Municipal, urban and regional development	11.7%	13.3%
Water and sanitation	0.0%	0.0%
Education*	34.4%	10.0%
Information and communications technology	4.7%	6.7%
Regulatory framework	4.7%	0.0%
Internally displaced persons*	0.0%	3.3%
Tourism	8.6%	6.7%
Trade and exports	30.5%	40.0%
Public sector governance/ reform	11.7%	16.7%
Domestic private sector development	34.4%	50.0%
Job creation/employment	13.3%	16.7%
Waste management	0.0%	0.0%
Food security*	0.0%	6.7%
Transport infrastructure*	12.5%	0.0%
Natural resource management	1.6%	3.3%
Environmental sustainability	1.6%	0.0%
Health	0.0%	0.0%
Youth development	3.9%	3.3%
Law and justice	10.2%	3.3%
Crime and violence	0.8%	0.0%
Financial markets	1.6%	0.0%
Transportation services	2.3%	0.0%

\*Significantly different between locations

When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Georgia?

Percentage of Respondents (Responses Combined)	Tbilisi	Other
A growing middle class	52.1%	48.0%
Better employment opportunities for young people*	7.4%	24.0%
Better employment opportunities for women	0.8%	0.0%
Education and training that better ensure job opportunity*	30.6%	8.0%
Greater access to health and nutrition for citizens*	5.8%	20.0%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	28.9%	32.0%
Greater access to micro-finance for the poor*	0.0%	4.0%
Better opportunity for the poor who live in rural areas	10.7%	8.0%
Better opportunity for the poor who live in urban areas	4.1%	0.0%
Consistent economic growth	38.0%	36.0%
Greater voice and participation for citizens to help ensure greater accountability	6.6%	4.0%
Better quality public services	3.3%	0.0%
Other	4.1%	0.0%

\*Significantly different between locations

## B. Overall Attitudes toward the World Bank

	Tbilisi			Other		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Georgia, on a ten-point scale?	128	7.13	2.17	29	6.66	2.09
Overall, please rate your impression of the World Bank's effectiveness in Georgia, on a ten-point scale?	115	7.70	1.52	26	7.46	1.66
To what extent do you believe the World Bank's staff is well prepared to help Georgia solve its most complicated development challenges, on a ten-point scale?	107	7.93	1.70	25	7.12	2.51

(1-Not familiar at all, 10-Extremely familiar; 1-Not effective at all, 10-Very effective;  
1-To no degree at all, 10-To a very significant degree)

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

Percentage of Respondents (Responses Combined)	Tbilisi	Other
Social protection	6.3%	10.0%
Public sector governance/ reform	27.8%	13.3%
Transport infrastructure	19.8%	33.3%
Poverty reduction	19.0%	10.0%
Global/regional integration	4.0%	3.3%
Gender	0.0%	0.0%
Crime and violence	0.0%	0.0%
Domestic private sector development	27.8%	20.0%
Agriculture and rural development*	24.6%	43.3%
Foreign direct investment	15.9%	6.7%
Water and sanitation	2.4%	6.7%
Energy	7.1%	10.0%
Job creation/employment	15.1%	13.3%
Financial markets	5.6%	3.3%
Municipal, urban and regional development	11.9%	16.7%
Environmental sustainability	3.2%	3.3%
Youth development	4.8%	6.7%
Equality of opportunity	0.8%	0.0%
Health	13.5%	6.7%
Education*	40.5%	20.0%
Food security	0.0%	0.0%
Climate change	0.0%	0.0%
Tourism	4.0%	10.0%
Trade and exports	4.8%	6.7%
Economic growth	19.0%	30.0%
Law and justice	4.0%	10.0%
Regulatory framework	2.4%	3.3%
Waste management	0.8%	0.0%
Transportation services	0.8%	0.0%
Natural resource management	0.0%	0.0%
Anti-corruption	0.8%	0.0%
Information and communications technology	4.8%	6.7%
Disaster management	0.8%	0.0%
Internally displaced persons*	0.0%	3.3%

\*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 Georgia?

Greatest Value		
Percentage of Respondents	Tbilisi	Other
Financial resources: investment lending*	49.6%	75.9%
Financial resources: policy based lending / budget support to the Government	20.8%	6.9%
Mobilizing third party financial resources	4.0%	0.0%
Technical assistance	6.4%	3.4%
Policy advice	8.8%	0.0%
Donor coordination*	2.4%	10.3%
Data	0.0%	0.0%
Training/capacity building	4.0%	0.0%
Studies/analyses	3.2%	0.0%
Convening/facilitating	0.0%	0.0%
Linkage to non-Bank expertise*	0.0%	3.4%
Other	0.8%	0.0%

2 <sup>nd</sup> Greatest Value		
Percentage of Respondents	Tbilisi	Other
Financial resources: investment lending	15.2%	10.3%
Financial resources: policy based lending / budget support to the Government	24.0%	37.9%
Mobilizing third party financial resources	8.8%	13.8%
Technical assistance	14.4%	10.3%
Policy advice	10.4%	6.9%
Donor coordination	8.8%	0.0%
Data	0.8%	0.0%
Training/capacity building	7.2%	17.2%
Studies/analyses	6.4%	3.4%
Convening/facilitating	1.6%	0.0%
Linkage to non-Bank expertise	1.6%	0.0%
Other	0.8%	0.0%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Tbilisi	Other
Staff too inaccessible	2.5%	0.0%
Not exploring alternative policy options	4.9%	0.0%
Not adequately sensitive to political/social realities in Georgia	13.9%	16.0%
Not enough public disclosure of its work*	27.9%	56.0%
Arrogant in its approach*	2.5%	12.0%
Not aligned with country priorities	1.6%	4.0%
The credibility of its knowledge/data	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	33.6%	24.0%
Too influenced by developed countries	8.2%	16.0%
Imposing technocratic solutions without regard to political realities	3.3%	0.0%
World Bank processes too slow and complex	29.5%	16.0%
Too bureaucratic in its operational policies and procedures	23.0%	12.0%
Not aligned with other donors' work	2.5%	0.0%
Not collaborating enough with non-state actors	19.7%	16.0%
Not client focused	0.8%	4.0%
Other	2.5%	4.0%

\*Significantly different between locations

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

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

Percentage of Respondents (Responses Combined)	Tbilisi	Other
Capacity development	27.3%	24.1%
Policy based lending / budget support to the Government	34.4%	24.1%
Knowledge products/services	21.1%	6.9%
Investment lending	69.5%	69.0%
Technical assistance	35.9%	31.0%
Trust Fund management	1.6%	3.4%
Other*	0.0%	3.4%
Don't know	3.1%	10.3%

\*Significantly different between locations

	Tbilisi			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", on a ten-point scale?	121	8.13	1.82	28	8.29	1.80

(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?

Percentage of Respondents (Responses Combined)	Tbilisi	Other
NGOs	34.9%	26.7%
Local government*	28.7%	63.3%
Beneficiaries	14.0%	6.7%
Private sector*	51.9%	30.0%
Community-based Organizations (CBOs)	1.6%	6.7%
Donor community	16.3%	10.0%
Foundations	3.1%	6.7%
Academia/think tanks/research institutes*	29.5%	10.0%
Parliament	7.0%	10.0%
Media*	7.0%	20.0%
Faith-based organizations	0.0%	0.0%
Other	0.0%	0.0%

\*Significantly different between locations

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

	Tbilisi			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Georgia	114	7.68	1.75	26	7.08	1.96
The World Bank's work is aligned with what I consider the development priorities for Georgia	117	7.57	1.67	26	7.50	1.70
The World Bank supports programs and strategies that are realistic for Georgia	112	7.54	1.75	26	7.46	1.70
The World Bank treats clients and stakeholders in Georgia with respect	109	8.56	1.47	28	8.14	1.74

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

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

	Tbilisi			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness	111	6.60	2.07	24	6.54	2.00
Flexibility (in terms of the World Bank's products and services)	108	6.31	1.98	24	7.00	1.75
Flexibility (in terms of changing country circumstances)	108	6.24	1.98	24	6.54	2.17
Being inclusive	102	6.81	2.03	22	7.27	1.83
Openness (sharing data and other information)	115	7.34	2.07	23	6.43	2.27
Staff accessibility	115	7.47	2.07	21	6.62	2.54
Straightforwardness and honesty	111	8.26	1.91	25	7.72	1.95
Collaboration with groups outside of the Government	100	6.57	1.96	19	6.26	2.31
Collaboration with the Government	105	8.54	1.27	22	8.14	1.42
Collaboration with other donors	91	7.67	1.67	19	7.42	2.04
The speed in which it gets things accomplished on the ground	97	6.72	1.93	20	6.75	2.27
Follow through over time	107	7.99	1.69	19	8.68	1.29

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)	Tbilisi	Other
The World Bank works too slowly	15.3%	17.2%
The Government works inefficiently	21.2%	20.7%
There is not an adequate level of citizen/civil society participation	35.6%	41.4%
Poor donor coordination	12.7%	24.1%
The World Bank does not do adequate follow through/follow-up	5.1%	6.9%
Lack of/inadequate levels of capacity in Government	13.6%	13.8%
Political pressures and obstacles*	22.9%	3.4%
Reforms are not well thought out in light of country challenges	23.7%	17.2%
The World Bank is not sensitive enough to political/social realities on the ground	25.4%	31.0%
Other	6.8%	10.3%

\*Significantly different between locations

### 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 Georgia, on a ten-point scale? (1-Not effective at all, 10-Very effective)

	Tbilisi			Other		
	N	Mean	SD	N	Mean	SD
Anti-corruption	78	7.08	2.31	20	7.00	2.05
Information and communications technology	72	7.01	2.07	21	6.76	2.02
Transport infrastructure	101	8.51	1.30	25	8.28	1.79
Crime and violence	52	6.48	2.31	16	6.94	2.14
Law and justice	65	6.18	2.32	16	7.00	2.37
Municipal, urban and regional development	95	7.53	1.91	23	7.52	1.73
Environmental sustainability	75	6.88	2.04	18	7.28	1.78
Regulatory framework	76	6.93	1.64	17	6.71	1.83
Tourism	78	7.29	1.65	20	7.75	1.59
Waste management	65	5.82	2.54	21	6.29	2.43
Poverty reduction	90	6.58	2.28	21	6.14	2.13
Gender	65	6.34	2.20	19	7.26	1.97
Domestic private sector development	81	6.20	2.26	21	6.52	2.02
Foreign direct investment	77	6.71	2.02	18	7.17	1.62
Water and sanitation	71	7.52	2.01	21	7.48	2.14
Trade and exports	70	6.54	1.71	18	6.67	1.85
Economic growth	94	7.28	1.89	21	6.71	1.90
Energy *	76	7.26	2.08	22	6.23	2.07
Disaster management	53	5.74	2.10	17	5.71	2.17
Public sector governance/ reform	91	7.11	1.98	22	7.00	1.98
Job creation/employment	81	5.88	2.32	20	6.35	2.28
Financial markets	71	6.44	2.08	18	7.00	1.85
Equality of opportunity	64	5.92	2.45	18	6.56	2.12
Health	77	6.48	2.00	21	6.81	1.97
Agriculture and rural development	86	6.42	2.00	21	6.67	2.03
Global/regional integration	73	6.36	2.15	18	7.17	1.76
Food security	68	5.40	2.25	16	5.81	2.20
Education	88	6.26	2.04	19	6.68	2.03
Social protection	76	6.09	2.19	20	6.50	2.12
Climate change	56	5.32	2.19	18	6.11	1.91
Transportation services	65	6.42	2.00	18	6.56	1.98
Natural resource management	58	5.81	2.31	17	6.00	1.87
Youth development	71	5.69	2.37	18	5.89	2.42
Internally displaced persons	70	6.17	2.32	19	6.84	2.06

\*Significantly different between locations

	Tbilisi			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Georgia, on a ten-point scale?	116	7.59	1.46	23	7.65	1.85

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

### C. World Bank Effectiveness and Results (continued)

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

	Tbilisi			Other		
	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Georgia	107	7.66	1.75	21	7.86	1.93
The World Bank meets Georgia's needs for knowledge services	113	7.35	2.02	22	7.55	1.57

### D. The World Bank's Knowledge

How frequently do you consult World Bank knowledge work and activities in the work you do?\*

Percentage of Respondents (Responses Combined)	Tbilisi	Other
Weekly	6.30%	-
Monthly	26.0%	6.9%
A few times a year	41.7%	48.3%
Rarely	19.7%	41.4%
Never	6.30%	3.40%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Tbilisi	Other
Public sector governance/ reform	29.5%	34.5%
Gender	0.0%	0.0%
Domestic private sector development	34.9%	31.0%
Foreign direct investment	18.6%	20.7%
Water and sanitation	1.6%	3.4%
Trade and exports	4.7%	6.9%
Energy	8.5%	17.2%
Disaster management	1.6%	0.0%
Social protection	7.8%	6.9%
Climate change	1.6%	3.4%
Poverty reduction*	15.5%	0.0%
Law and justice	7.0%	13.8%
Anti-corruption	0.8%	0.0%
Financial markets	1.6%	6.9%
Equality of opportunity	3.9%	0.0%
Municipal, urban and regional development	10.9%	17.2%
Transportation services	0.8%	0.0%
Crime and violence	0.8%	0.0%
Education	44.2%	34.5%
Global/regional integration	0.8%	3.4%
Information and communications technology	7.0%	6.9%
Transport infrastructure	3.9%	3.4%
Tourism	3.9%	10.3%
Natural resource management	0.0%	0.0%
Job creation/employment	19.4%	17.2%
Health	10.9%	6.9%
Economic growth	29.5%	27.6%
Agriculture and rural development	13.2%	24.1%
Food security	0.8%	3.4%
Environmental sustainability	1.6%	0.0%
Regulatory framework	1.6%	0.0%
Waste management	0.0%	0.0%
Youth development	5.4%	0.0%
Internally displaced persons	0.8%	0.0%

\*Significantly different between locations

### D. The World Bank's Knowledge (continued)

**In Georgia, how effective do you believe the World Bank's knowledge work and activities are at:**

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

	Tbilisi			Other		
	N	Mean	SD	N	Mean	SD
Enhancing your knowledge and/or skills	110	6.52	2.15	22	6.64	2.15
Contributing to good policy making	105	7.03	1.88	22	7.09	1.88
Providing support for program implementation	105	7.29	1.96	18	7.94	1.55

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

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

	Tbilisi			Other		
	N	Mean	SD	N	Mean	SD
Are timely	107	7.17	1.97	23	6.91	2.02
Include appropriate level of stakeholder involvement during preparation	101	7.13	1.80	19	7.05	1.75
Are relevant to Georgia's development priorities	114	7.51	1.70	24	7.38	1.74
Provide feasible recommendations	98	7.65	1.58	21	7.62	1.66
Are accessible (well written and easy to understand)	110	7.77	1.81	21	6.95	1.91
Are source of relevant information on global good practices	106	8.05	1.61	23	7.39	1.75
Are useful in terms of the work you do	112	7.51	1.92	23	7.22	1.78
Are adequately disseminated	104	6.67	2.31	20	6.90	1.83
Are translated enough into local language	88	6.67	2.39	20	6.35	2.18
Are adaptable to Georgia's specific development challenges and country circumstances	107	6.93	1.85	22	6.73	2.00

	Tbilisi			Other		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten-point scale?	116	7.32	1.68	23	7.22	1.95
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten-point scale?	115	7.67	1.80	24	7.29	1.81

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

### 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)

	Tbilisi			Other		
	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	70	7.66	1.90	17	7.00	1.90
The World Bank effectively monitors and evaluates the projects and programs it supports	99	7.71	2.09	20	7.75	2.07
The World Bank's approvals and reviews are done in a timely fashion	91	7.33	2.11	20	7.15	1.81
The World Bank's "Safeguard Policy" requirements are reasonable	67	7.73	1.80	18	7.72	1.64
The World Bank's conditions on its lending are reasonable	86	8.00	1.57	20	7.75	1.89
Working with the World Bank increases Georgia's institutional capacity	114	8.34	1.65	23	8.26	1.79
The World Bank ensures consistency and continuity through staff changes	87	7.95	1.96	20	7.55	1.85
The World Bank's teams and visits are well coordinated	99	8.05	1.92	22	8.00	1.63
Where country systems are adequate, the World Bank makes appropriate use of them	86	7.59	2.04	20	7.50	2.12
The World Bank provides effective implementation support	96	7.77	1.87	21	7.95	1.66

### F. The Future Role of the World Bank in Georgia

	Tbilisi			Other		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Georgia's development in the near future, on a ten-point scale?	126	8.56	1.28	30	8.97	1.38

(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 Georgia?  
(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Tbilisi	Other
Improve the quality of its experts as related to Georgia's specific challenges	31.4%	44.8%
Reduce the complexity of obtaining World Bank financing*	23.1%	44.8%
Improve the competitiveness of its financing compared to markets	18.2%	31.0%
Reach out more to groups outside of government*	29.8%	6.9%
Ensure greater selectivity in its work	2.5%	3.4%
Provide more adequate data/knowledge/statistics/figures on Georgia's economy	10.7%	13.8%
Offer more innovative financial products	28.9%	27.6%
Offer more innovative knowledge services	27.3%	17.2%
Increase availability of Fee-Based services	2.5%	3.4%
Work faster	10.7%	3.4%
Other	1.7%	0.0%

\*Significantly different between locations

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Tbilisi	Other
Local newspapers	15.7%	13.8%
International newspapers	10.7%	3.4%
Local radio	0.8%	3.4%
International radio	0.0%	0.0%
Local television	44.6%	51.7%
International television	5.0%	3.4%
Periodicals	15.7%	6.9%
Internet	80.2%	82.8%
Social media (Facebook, Twitter, YouTube)	9.1%	20.7%
Blogs	1.7%	0.0%
Mobile phones	0.0%	0.0%
Instant messaging	1.7%	0.0%
Other	4.1%	0.0%

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

Percentage of Respondents (Responses Combined)	Tbilisi	Other
World Bank website	41.3%	43.3%
Direct contact with World Bank	34.9%	26.7%
e-Newsletters	31.7%	26.7%
Instant messaging	4.0%	3.3%
World Bank seminars/ workshops/conferences	40.5%	53.3%
World Bank publications and other written materials	20.6%	16.7%
Mobile phones	0.8%	0.0%
Social media (Facebook, Twitter, YouTube)	15.1%	20.0%
Blogs	1.6%	0.0%
Other	0.8%	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	Tbilisi	Other
Yes	42.0%	24.0%
No	58.0%	76.0%

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

Percentage of Respondents	Tbilisi	Other
Yes	22.3%	14.8%
No	77.7%	85.2%

Were you able to obtain this information?

Percentage of Respondents	Tbilisi	Other
Yes	96.2%	100.0%
No	3.8%	-

Do you have access to the Internet?

Percentage of Respondents	Tbilisi	Other
Yes	99.2%	96.3%
No	.8%	3.7%



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

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

Percentage of Respondents	Tbilisi	Other
Yes	83.5%	55.6%
No	16.5%	44.4%

\*Significantly different between locations

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

Please rate how much you agree with the following statements, on a ten point scale.

(1-Strongly disagree, 10-Strongly agree)

	Tbilisi			Other		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank data more currently than I did a few years ago	115	6.37	2.78	21	5.86	2.46
I find the World Bank websites easy to navigate.	99	7.39	1.92	16	6.56	2.37
I find the information on the World Bank's websites useful.	101	8.30	1.69	16	7.50	1.71
When I need information from the World Bank I know how to find it.	110	7.47	2.37	16	7.19	2.26
The World Bank is responsive to my information requests and inquiries.	84	8.24	1.98	11	7.73	1.85

### H. Background Information

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

Percentage of Respondents	Tbilisi	Other
Yes	58.1%	40.0%
No	41.9%	60.0%

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

Percentage of Respondents (Responses Combined)	Tbilisi	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	15.6%	46.4%
Use World Bank reports/data	25.4%	14.3%
Engage in World Bank related/sponsored events/activities	21.3%	28.6%
Collaborate as part of my professional duties*	53.3%	28.6%
Use World Bank website for information, data, research, etc.	31.1%	21.4%

\*Significantly different between locations

## Appendix D: Responses to General Issues Questions by Gender

### A. General Issues Facing Georgia

In general, how would you assess Georgia's development path/trajectory?

Percentage of Respondents	Female	Male
Going in the right direction	62.0%	76.3%
Going in the wrong direction	10.0%	5.2%
Not sure	28.0%	18.6%

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

Percentage of Respondents (Responses Combined)	Female	Male
Social protection	22.6%	21.2%
Transport infrastructure	7.5%	13.5%
Public sector governance/reform	15.1%	26.9%
Global/regional integration	3.8%	5.8%
Gender	0.0%	0.0%
Domestic private sector development	17.0%	25.0%
Foreign direct investment	7.5%	12.5%
Water and sanitation	1.9%	1.0%
Anti-corruption	3.8%	1.0%
Job creation/employment	34.0%	27.9%
Agriculture and rural development*	7.5%	26.0%
Financial markets	3.8%	3.8%
Municipal, urban and regional development	5.7%	6.7%
Environmental sustainability*	7.5%	1.0%
Equality of opportunity	3.8%	3.8%
Health	13.2%	8.7%
Tourism	3.8%	3.8%
Education	49.1%	39.4%
Poverty reduction	17.0%	9.6%
Energy	3.8%	4.8%
Food security	0.0%	0.0%
Climate change	1.9%	0.0%
Transportation services	0.0%	1.0%
Trade and exports	3.8%	4.8%
Crime and violence	1.9%	0.0%
Economic growth	26.4%	32.7%
Law and justice	11.3%	8.7%
Regulatory framework	1.9%	0.0%
Internally displaced persons	0.0%	0.0%
Youth development	9.4%	2.9%
Natural resource management	1.9%	0.0%
Disaster management	0.0%	0.0%
Information and communications technology	7.5%	3.8%
Waste management	0.0%	0.0%

\*Significantly different between genders

### A. General Issues Facing Georgia (continued)

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Georgia?

Percentage of Respondents (Responses Combined)	Female	Male
Water and sanitation	1.9%	0.0%
Equality of opportunity	7.5%	3.8%
Economic growth	52.8%	56.7%
Climate change	0.0%	0.0%
Global/regional integration	3.8%	3.8%
Gender	0.0%	0.0%
Agriculture and rural development	34.0%	41.3%
Municipal, urban and regional development	11.3%	7.7%
Regulatory framework	0.0%	0.0%
Youth development	5.7%	2.9%
Social protection	13.2%	9.6%
Law and justice	3.8%	4.8%
Transport infrastructure	1.9%	5.8%
Crime and violence	0.0%	1.0%
Tourism	3.8%	7.7%
Information and communications technology	5.7%	1.0%
Waste management	0.0%	1.0%
Anti-corruption	3.8%	2.9%
Domestic private sector development	30.2%	34.6%
Foreign direct investment	13.2%	20.2%
Education	35.8%	37.5%
Energy	1.9%	1.9%
Public sector governance/ reform	3.8%	5.8%
Natural resource management	0.0%	1.0%
Environmental sustainability	1.9%	0.0%
Disaster management	0.0%	0.0%
Health*	5.7%	0.0%
Transportation services	0.0%	1.0%
Job creation/employment	49.1%	39.4%
Financial markets	0.0%	0.0%
Trade and exports	7.5%	4.8%
Food security	0.0%	0.0%
Internally displaced persons	0.0%	0.0%

\*Significantly different between genders

### A. General Issues Facing Georgia (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 Georgia?

Percentage of Respondents (Responses Combined)	Female	Male
Energy	18.9%	27.6%
Gender	1.9%	0.0%
Equality of opportunity	1.9%	2.9%
Social protection	0.0%	0.0%
Global/regional integration	9.4%	3.8%
Climate change	0.0%	0.0%
Anti-corruption	1.9%	5.7%
Disaster management	0.0%	0.0%
Agriculture and rural development	28.3%	35.2%
Foreign direct investment*	24.5%	44.8%
Municipal, urban and regional development	11.3%	12.4%
Water and sanitation	0.0%	0.0%
Education	35.8%	26.7%
Information and communications technology	9.4%	2.9%
Regulatory framework	1.9%	4.8%
Internally displaced persons	1.9%	0.0%
Tourism	7.5%	8.6%
Trade and exports	34.0%	31.4%
Public sector governance/ reform	15.1%	11.4%
Domestic private sector development	43.4%	34.3%
Job creation/employment	18.9%	11.4%
Waste management	0.0%	0.0%
Food security*	3.8%	0.0%
Transport infrastructure	9.4%	10.5%
Natural resource management	1.9%	1.9%
Environmental sustainability*	3.8%	0.0%
Health	0.0%	0.0%
Youth development	1.9%	4.8%
Law and justice	3.8%	11.4%
Crime and violence	1.9%	0.0%
Financial markets	1.9%	1.0%
Transportation services	3.8%	1.0%

\*Significantly different between genders

When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Georgia?

Percentage of Respondents (Responses Combined)	Female	Male
A growing middle class	50.0%	52.0%
Better employment opportunities for young people	6.5%	12.0%
Better employment opportunities for women	2.2%	0.0%
Education and training that better ensure job opportunity	34.8%	23.0%
Greater access to health and nutrition for citizens	4.3%	10.0%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	23.9%	32.0%
Greater access to micro-finance for the poor	0.0%	1.0%
Better opportunity for the poor who live in rural areas	13.0%	9.0%
Better opportunity for the poor who live in urban areas	2.2%	4.0%
Consistent economic growth	37.0%	38.0%
Greater voice and participation for citizens to help ensure greater accountability	6.5%	6.0%
Better quality public services	4.3%	2.0%
Other	4.3%	3.0%

## Appendix E: Responses to All Questions by Year<sup>1</sup>

FY '03 Response Number = 115 • FY '05 Response Number = 122 • FY '13 Response Number = 162

### B. Overall Attitudes toward the World Bank

	FY 2003			FY 2005			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Georgia, on a ten-point scale?	114	7.01	1.75	122	7.25	1.78	160	7.04	2.17
Overall, please rate your impression of the World Bank's effectiveness in Georgia, on a ten-point scale?^*	109	7.12	1.89	117	7.06	1.87	143	7.66	1.53

(1-Not familiar at all, 10-Extremely familiar; 1-Not effective at all, 10-Very effective)

^Significantly different between FY13 and FY03 country surveys

\*Significantly different between FY13 and FY05 country surveys

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

	FY 2003			FY 2005			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Georgia*	112	7.31	2.01	115	6.78	2.01	142	7.57	1.79
The World Bank's work is aligned with what I consider the development priorities for Georgia^	106	6.82	2.04	116	7.20	2.03	145	7.56	1.66
The World Bank supports programs and strategies that are realistic for Georgia*	108	7.17	2.01	116	7.05	1.89	140	7.52	1.73
The World Bank treats clients and stakeholders in Georgia with respect^*	109	8.00	2.04	117	7.85	1.95	139	8.47	1.53

^Significantly different between FY13 and FY03 country surveys

\*Significantly different between FY13 and FY05 country surveys

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

	FY 2003			FY 2005			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Staff accessibility^	100	6.56	2.03	113	7.29	2.23	138	7.36	2.16
Straightforwardness and honesty	102	8.19	1.76	112	7.73	2.21	138	8.17	1.91
Collaboration with the Government^*	65	6.65	2.32	73	6.81	2.37	129	8.47	1.29

^Significantly different between FY13 and FY03 country surveys

\*Significantly different between FY13 and FY05 country surveys

<sup>1</sup> Only those questions that were asked in the FY'03, FY '05, and FY '13 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 Georgia, on a ten-point scale? (1-Not effective at all, 10-Very effective)

	FY 2003			FY 2005			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Information and communications technology^*	90	5.43	2.27	86	5.81	2.08	94	6.95	2.04
Law and justice*	100	5.86	2.26	99	5.45	2.43	81	6.35	2.34
Environmental sustainability^*	98	5.89	2.12	96	6.25	1.81	93	6.96	1.99
Regulatory framework^*	99	5.80	1.92	104	5.80	2.08	93	6.89	1.67
Poverty reduction^*	108	5.77	2.08	108	5.27	1.97	112	6.51	2.25
Gender^*	84	5.29	1.96	85	5.18	2.00	84	6.55	2.17
Domestic private sector development^*	103	5.43	2.22	105	5.61	2.06	103	6.27	2.20
Economic growth^*	109	5.87	2.00	110	5.68	1.96	116	7.19	1.89
Public sector governance/reform^*	99	5.52	2.17	101	6.15	1.94	114	7.10	1.96
Financial markets	100	6.47	1.79	109	6.35	2.03	90	6.57	2.03
Health*	101	5.99	2.26	97	5.87	1.86	99	6.58	2.00
Agriculture and rural development				95	5.95	2.19	108	6.45	1.99
Global/regional integration				93	6.01	1.97	91	6.52	2.09
Education^	100	5.48	2.32	102	6.63	2.30	108	6.35	2.03
Social protection*				97	5.34	2.04	97	6.20	2.17
Internally displaced persons*				81	5.44	2.22	89	6.31	2.27

^Significantly different between FY13 and FY03 country surveys

\*Significantly different between FY13 and FY05 country surveys

### D. The World Bank's Knowledge

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

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

	FY 2003			FY 2005			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are source of relevant information on global good practices*	109	7.65	1.69	112	7.45	2.02	129	7.93	1.65
Are useful in terms of the work you do	103	7.88	1.83	114	7.53	1.77	135	7.46	1.90
Are adequately disseminated*	105	6.85	1.75	108	7.33	1.95	124	6.71	2.23
Are adaptable to Georgia's specific development challenges and country circumstances	106	6.92	2.00	116	6.39	2.24	129	6.89	1.87

\*Significantly different between FY13 and FY05 country surveys

### 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)

	FY 2003			FY 2005			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly*	65	7.37	2.14	72	6.65	2.75	87	7.53	1.91
The World Bank effectively monitors and evaluates the projects and programs it supports*	66	7.26	2.26	83	6.77	2.50	119	7.71	2.08
Working with the World Bank increases Georgia's institutional capacity^*	65	7.26	2.09	83	7.35	2.17	137	8.33	1.66
The World Bank's teams and visits are well coordinated*				74	7.05	2.63	121	8.04	1.87

^Significantly different between FY13 and FY03 country surveys \*Significantly different between FY13 and FY05 country surveys

### G. Communication and Information Sharing

Do you use/have used the World Bank website?

Percentage of Respondents	FY 2003	FY 2005	FY 2013
Yes	-	77.1%	78.4%
No	-	22.9%	21.6%

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

Indicator Question	H3. Currently, do you professionally collaborate/work with the World Bank?		H4. Which of the following describes most of your exposure to the World Bank in Georgia? (Choose no more than TWO)									
	No Mean	Yes Mean	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank's effectiveness in Georgia?	7.45	7.79	7.74	7.23	7.72	7.47	7.62	7.79	7.68	7.64	7.58	7.85
To what extent do you believe the World Bank's staff is well prepared to help Georgia solve its most complicated development challenges?	7.54	7.93	8.01	6.78	7.73	8.00	7.69	8.14	7.90	7.70	7.59	8.26
Overall the World Bank currently plays a relevant role in development in Georgia	7.35	7.72	7.78	6.67	7.51	7.81	7.55	7.68	7.48	7.68	7.57	7.63
The World Bank's work is aligned with what I consider the development priorities for Georgia	7.32	7.72	7.72	6.70	7.53	7.61	7.40	8.00	7.46	7.62	7.60	7.41
Responsiveness	6.16	6.90	6.83	5.59	6.49	7.03	6.60	6.69	6.39	6.84	6.60	6.65
Openness (sharing data and other information)	6.80	7.44	7.28	6.55	7.16	7.19	7.16	7.18	7.12	7.20	7.07	7.37
Collaboration with groups outside of the Government	6.22	6.73	6.68	5.95	6.38	7.15	6.58	6.48	6.43	6.68	6.47	6.74
Collaboration with the Government	8.35	8.56	8.56	8.10	8.37	8.87	8.45	8.60	8.61	8.38	8.37	8.78
Collaboration with other donors	7.62	7.63	7.69	7.27	7.49	8.13	7.72	7.36	7.63	7.63	7.56	7.79
To what extent does the World Bank's work help to achieve development results in Georgia?	7.65	7.56	7.69	7.09	7.55	7.70	7.53	7.78	7.80	7.39	7.47	7.85
The World Bank's financial instruments meet the needs of Georgia	7.58	7.78	7.71	7.48	7.70	7.54	7.65	7.73	7.75	7.59	7.68	7.63
The World Bank meets Georgia's needs for knowledge services	7.33	7.42	7.44	7.04	7.29	7.60	7.36	7.41	7.52	7.24	7.36	7.40
Are adaptable to Georgia's specific development challenges and country circumstances	6.68	7.01	6.97	6.40	6.87	6.91	6.82	7.06	7.00	6.78	6.85	6.95
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	6.96	7.52	7.40	6.91	7.22	7.64	7.37	7.16	7.37	7.28	7.24	7.51
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	7.22	7.85	7.67	7.43	7.54	7.89	7.61	7.72	7.55	7.70	7.67	7.55
Where country systems are adequate, the World Bank makes appropriate use of them	7.54	7.60	7.55	7.80	7.45	7.96	7.67	7.35	7.73	7.45	7.66	7.44

Yellow highlight indicates significant difference between Yes and No mean.



## Appendix G: Georgia FY 2013 Questionnaire



### **World Bank Country Survey FY13 – Georgia**

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Georgia 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 Georgia, 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 Georgia. The World Bank commissioned an independent firm to oversee the logistics of this effort in Georgia. 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 GEORGIA**

<b>A1. In general, how would you assess Georgia's development path/trajectory?</b>	
1	Going in the right direction
2	Going in the wrong direction
3	Not sure

## SECTION A: GENERAL ISSUES

<b>A2. Listed below are a number of development priorities in Georgia.</b>			
<b>Please identify which of the following you consider the most important development priorities in Georgia? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance, medical insurance plan)	18	Education
2	Transport infrastructure (e.g., roads, bridges, ports, railway, airports)	19	Poverty reduction
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20	Energy (e.g., power generation incl. renewable and nonrenewable, power transit and trade; alternative sources of energy: wind, solar geothermal, biomass)
4	Global/regional integration	21	Food security
5	Gender	22	Climate change (e.g., mitigation, adaptation)
6	Domestic private sector development	23	Transportation services (e.g., trade logistics, transit services , urban and rural transportation)
7	Foreign direct investment	24	Trade and exports
8	Water and sanitation	25	Crime and violence
9	Anti corruption	26	Economic growth
10	Job creation/employment	27	Law and justice (e.g., judicial system)
11	Agriculture and rural development	28	Regulatory framework
12	Financial markets	29	Internally displaced persons (housing, social inclusion)
13	Municipal, urban and regional development	30	Youth development
14	Environmental sustainability	31	Natural resource management (e.g., oil, gas, mining)
15	Equality of opportunity (i.e., equity)	32	Disaster management
16	Health (access to quality healthcare services)	33	Information and communications technology
17	Tourism	34	Waste management

**SECTION A: GENERAL ISSUES**

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Georgia? (Choose no more than THREE)</b>			
1	Water and sanitation	18	Anti corruption
2	Equality of opportunity (i.e., equity)	19	Domestic private sector development
3	Economic growth	20	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	21	Education
5	Global/regional integration	22	Energy (e.g., power generation incl. renewable and nonrenewable, power transit and trade; alternative sources of energy: wind, solar geothermal, biomass)
6	Gender	23	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Agriculture and rural development	24	Natural resource management (e.g., oil, gas, mining)
8	Municipal, urban and regional development	25	Environmental sustainability
9	Regulatory framework	26	Disaster management
10	Youth development	27	Health (access to quality healthcare services)
11	Social protection (e.g., pensions, targeted social assistance, medical insurance plan)	28	Transportation services (e.g., trade logistics, transit services , urban and rural transportation)
12	Law and justice (e.g., judicial system)	29	Job creation/employment
13	Transport infrastructure (e.g., roads, bridges, ports, railway, airports)	30	Financial markets
14	Crime and violence	31	Trade and exports
15	Tourism	32	Food security
16	Information and communications technology	33	Internally displaced persons (housing, social inclusion)
17	Waste management		

**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

<b>A4. Economic growth can be driven by a number of factors.</b>			
<b>Which THREE areas below do you believe would contribute most to generating economic growth in Georgia? (Choose no more than THREE)</b>			
1	Energy (e.g., power generation incl. renewable and nonrenewable, power transit and trade; alternative sources of energy: wind, solar geothermal, biomass)	17	Tourism
2	Gender	18	Trade and exports
3	Equality of opportunity (i.e., equity)	19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Social protection (e.g., pensions, targeted social assistance, medical insurance plan)	20	Domestic private sector development
5	Global/regional integration	21	Job creation/employment
6	Climate change (e.g., mitigation, adaptation)	22	Waste management
7	Anti corruption	23	Food security
8	Disaster management	24	Transport infrastructure (e.g., roads, bridges, ports, railway, airports)
9	Agriculture and rural development	25	Natural resource management (e.g., oil, gas, mining)
10	Foreign direct investment	26	Environmental sustainability
11	Municipal, urban and regional development	27	Health (access to quality healthcare services)
12	Water and sanitation	28	Youth development
13	Education	29	Law and justice (e.g., judicial system)
14	Information and communications technology	30	Crime and violence
15	Regulatory framework	31	Financial markets
16	Internally displaced persons (housing, social inclusion)	32	Transportation services (e.g., trade logistics, transit services , urban and rural transportation)

<b>A5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Georgia? (Choose no more than TWO)</b>	
1	A growing middle class
2	Better employment opportunities for young people
3	Better employment opportunities for women
4	Education and training that better ensure job opportunity
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	Greater access to micro-finance for the poor
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	Greater voice and participation for citizens to help ensure greater accountability
12	Better quality public services
13	Other (please specify): _____

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK**

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

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

<b>B3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Georgia solve its most complicated development challenges, on a ten point scale?</b>										
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

<b>B4. When thinking about how the World Bank can have the most impact on development results in Georgia, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Georgia? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance, medical insurance plan)	18	Equality of opportunity (i.e., equity)
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Health (access to quality healthcare services)
3	Transport infrastructure (e.g., roads, bridges, ports, railway, airports)	20	Education
4	Poverty reduction	21	Food security
5	Global/regional integration	22	Climate change (e.g., mitigation, adaptation)
6	Gender	23	Tourism
7	Crime and violence	24	Trade and exports
8	Domestic private sector development	25	Economic growth
9	Agriculture and rural development	26	Law and justice (e.g., judicial system)
10	Foreign direct investment	27	Regulatory framework
11	Water and sanitation	28	Waste management
12	Energy (e.g., power generation incl. renewable and nonrenewable, power transit and trade; alternative sources of energy: wind, solar geothermal, biomass)	29	Transportation services (e.g., trade logistics, transit services, urban and rural transportation)
13	Job creation/employment	30	Natural resource management (e.g., oil, gas, mining)
14	Financial markets	31	Anti corruption
15	Municipal, urban and regional development	32	Information and communications technology
16	Environmental sustainability	33	Disaster management
17	Youth development	34	Internally displaced persons (housing, social inclusion)

**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 Georgia?**

		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Financial resources: investment lending	<input type="checkbox"/>	<input type="checkbox"/>
2	Financial resources: policy based lending / budget support to the Government	<input type="checkbox"/>	<input type="checkbox"/>
3	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
4	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
5	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
6	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
7	Data	<input type="checkbox"/>	<input type="checkbox"/>
8	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
9	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
10	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
11	Linkage to non-Bank expertise	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

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

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Georgia
4	Not enough public disclosure of its work
5	Arrogant in its approach
6	Not aligned with country priorities
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	Imposing technocratic solutions without regard to political realities
11	World Bank processes too slow and complex
12	Too bureaucratic in its operational policies and procedures
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Not client focused
16	Other (please specify): _____

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK**

<b>B7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Georgia? (Choose no more than TWO)</b>	
1	Capacity development
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

<b>B8. 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?</b>										
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

<b>B9. 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)</b>	
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	Faith based organizations
12	Other (please specify): _____

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

To what extent do you agree with the following statements about the World Bank's work in Georgia, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
<b>B10</b>	Overall the World Bank currently plays a relevant role in development in Georgia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B11</b>	The World Bank's work is aligned with what I consider the development priorities for Georgia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B12</b>	The World Bank supports programs and strategies that are realistic for Georgia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B13</b>	The World Bank treats clients and stakeholders in Georgia with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

To what extent is the World Bank an effective development partner in Georgia, in terms of each of the following?													
		To no degree at all										To a very significant degree	Don't know
<b>B14</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B15</b>	Flexibility (in terms of the World Bank's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B16</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B17</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B18</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B19</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B20</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B21</b>	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"/>	
<b>B22</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B23</b>	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B24</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B25</b>	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	



**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK**

<b>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)</b>	
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): _____

**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 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 Georgia, on a ten point scale?**

		Not effective at all										Very effective	Don't know
<b>C1</b>	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C2</b>	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C3</b>	Transport infrastructure (e.g., roads, bridges, ports, railway, airports)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C4</b>	Crime and violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C5</b>	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C6</b>	Municipal, urban and regional development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C7</b>	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C8</b>	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C9</b>	Tourism	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C10</b>	Waste management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C11</b>	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C12</b>	Gender	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C13</b>	Domestic private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C14</b>	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C15</b>	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C16</b>	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C17</b>	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C18</b>	Energy (e.g., power generation incl. renewable and nonrenewable, power transit and trade; alternative sources of energy: wind, solar geothermal, biomass)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C19</b>	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C20</b>	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C21</b>	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C22</b>	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C23</b>	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C24</b>	Health (access to quality healthcare services)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C25</b>	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C26</b>	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C27</b>	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C28</b>	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C29</b>	Social protection (e.g., pensions, targeted social assistance, medical insurance plan)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C30</b>	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C31</b>	Transportation services (e.g., trade logistics, transit services, urban and rural transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C32</b>	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C33</b>	Youth development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C34</b>	Internally displaced persons (housing, social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS**

<b>C35. To what extent does the World Bank's work help to achieve development results in Georgia, on a ten point scale?</b>											
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

<b>To what extent do you agree with the following statements about the World Bank in Georgia, on a ten point scale?</b>														
		<b>Strongly disagree</b>										<b>Strongly agree</b>		<b>Don't know</b>
<b>C36</b>	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Georgia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>C37</b>	The World Bank meets Georgia'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 WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

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

<b>D2. When thinking about the development challenges in Georgia, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)</b>			
1	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Crime and violence
2	Gender	19	Education
3	Domestic private sector development	20	Global/regional integration
4	Foreign direct investment	21	Information and communications technology
5	Water and sanitation	22	Transport infrastructure (e.g., roads, bridges, ports, railway, airports)
6	Trade and exports	23	Tourism
7	Energy (e.g., power generation incl. renewable and nonrenewable, power transit and trade; alternative sources of energy: wind, solar geothermal, biomass)	24	Natural resource management (e.g., oil, gas, mining)
8	Disaster management	25	Job creation/employment
9	Social protection (e.g., pensions, targeted social assistance, medical insurance plan)	26	Health (access to quality healthcare services)
10	Climate change (e.g., mitigation, adaptation)	27	Economic growth
11	Poverty reduction	28	Agriculture and rural development
12	Law and justice (e.g., judicial system)	29	Food security
13	Anti corruption	30	Environmental sustainability
14	Financial markets	31	Regulatory framework
15	Equality of opportunity (i.e., equity)	32	Waste management
16	Municipal, urban and regional development	33	Youth development
17	Transportation services (e.g., trade logistics, transit services , urban and rural transportation)	34	Internally displaced persons (housing, social inclusion)

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

In Georgia, how effective do you believe the World Bank's knowledge work and activities are at:												
		Not effective at all								Very effective		Don't know
<b>D3</b>	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D4</b>	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D5</b>	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

In Georgia, to what extent do you believe that the World Bank's knowledge work and activities:												
		To no degree at all								To a very significant degree		Don't know
<b>D6</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D7</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D8</b>	Are relevant to Georgia's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D9</b>	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D10</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D11</b>	Are source of relevant information on global good practices.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D12</b>	Are useful in terms of the work you do	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D13</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D14</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D15</b>	Are adaptable to Georgia's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities 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		

D17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, 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		

**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
		1	2	3	4	5	6	7	8	9	10		
<b>E1</b>	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E2</b>	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"/>	
<b>E3</b>	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"/>	
<b>E4</b>	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E5</b>	The World Bank's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E6</b>	Working with the World Bank increases Georgia's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E7</b>	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E8</b>	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E9</b>	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"/>	
<b>E10</b>	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"/>	

**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 F: THE FUTURE ROLE OF THE WORLD BANK IN GEORGIA

<b>F1. How significant a role do you believe the World Bank SHOULD play in Georgia's development in the near future, on a ten point scale?</b>										
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

<b>F2. Which of the following SHOULD the World Bank do to make itself of greater value in Georgia? (Choose no more than TWO)</b>	
1	Improve the quality of its experts as related to Georgia's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
4	Reach out more to groups outside of government
5	Ensure greater selectivity in its work
6	Provide more adequate data/knowledge/statistics/figures on Georgia'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**

<b>G1. How do you get most of your information about economic and social development issues in Georgia? (Choose no more than TWO)</b>	
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): _____

<b>G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)</b>	
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): _____

<b>G3</b>	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?	<b>Yes</b>	<b>No</b>
<b>G4</b>	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)	<b>Yes</b>	<b>No</b>
<b>G5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you use/have you used the World Bank website?	<b>Yes</b>	<b>No</b>



**SECTION G: COMMUNICATION AND INFORMATION SHARING**

Please rate how much you agree with the following statements, on a ten point scale.												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>G8</b>	I use/consult World Bank data more often than I did a few years ago											<input type="checkbox"/>
<b>G9</b>	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>											<input type="checkbox"/>
<b>G10</b>	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>											<input type="checkbox"/>
<b>G11</b>	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)											<input type="checkbox"/>
<b>G12</b>	The World Bank is responsive to my information requests and inquiries											<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**

<b>H1. Which of the following best describes your current position? (Please mark only ONE response)</b>	
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	Bilateral Agency
9	Multilateral Agency
10	Private Sector Organization
11	Private Foundation
12	Financial Sector/Private Bank
13	NGO
14	Community Based Organization
15	Media (Press, Radio, TV, Web, etc.)
16	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
17	Trade Union
18	Faith-Based Group
19	Academia/Research Institute/Think Tank
20	Judiciary Branch
21	Former Official of Government, Ministry
22	Other (please specify): _____

<b>H2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>			
1	Agriculture/ rural development / food security	10	Law and justice / regulatory framework
2	Climate change / disaster management	11	Natural resource management / environmental sustainability
3	Education	12	Private sector development / foreign direct investment
4	Energy	13	Public sector governance / public financial management / anti corruption
5	Financial markets / banking	14	Social protection
6	Gender / equality of opportunity	15	Transport
7	Health / communicable/non-communicable diseases	16	Urban development
8	Information and communications technology	17	Water and sanitation
9	Job creation/employment	18	Other (please specify): _____

**SECTION H: BACKGROUND INFORMATION**

<b>H3. Currently, do you professionally collaborate/work with the World Bank in your country?</b>	
1	Yes
2	No

<b>H4. Which of the following describes most of your exposure to the World Bank in Georgia? (Choose no more than TWO)</b>	
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.

<b>H5. Which best represents your geographic location?</b>	
1	Tbilisi
2	Other

<b>H6. Please indicate your gender.</b>	
1	Female
2	Male

**Thank you for completing the survey!**