



Kosovo

The World Bank Country Survey FY 2013

Report of Findings
August 2013



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

II. Methodology

In June 2013, 204 stakeholders of the World Bank in Kosovo 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 employees of the office of the President, office of Prime Minister, office of ministers, office of parliamentarian, ministries, ministerial departments, or implementation agencies; consultants/ contractors working on World Bank-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; and respondents from bilateral and multilateral agencies; private sector organizations; private foundations; financial sector/private banks; NGOs; Community Based Organizations; the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; the judiciary branch, and other organizations. A total of 101 stakeholders participated in the survey (50% response rate).

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

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 Kosovo: Respondents were asked to indicate whether Kosovo is headed in the right direction, what they thought were the top three most important development priorities in the country, which areas would contribute most to reducing poverty and generating economic growth in Kosovo, and what best illustrates how "shared prosperity" would be achieved in Kosovo.
- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in Kosovo, Bank staff preparedness to help Kosovo solve its development challenges, their agreement with various statements regarding the Bank's work, and the extent to which the Bank is an effective development partner.

II. Methodology (continued)

Respondents were asked to indicate the Bank's greatest values, greatest weaknesses, the most effective instruments in helping reduce poverty in Kosovo, with which stakeholder groups the Bank should collaborate more, in which sectoral areas the Bank should focus most resources, and to what reasons respondents attributed failed or slow reform efforts.

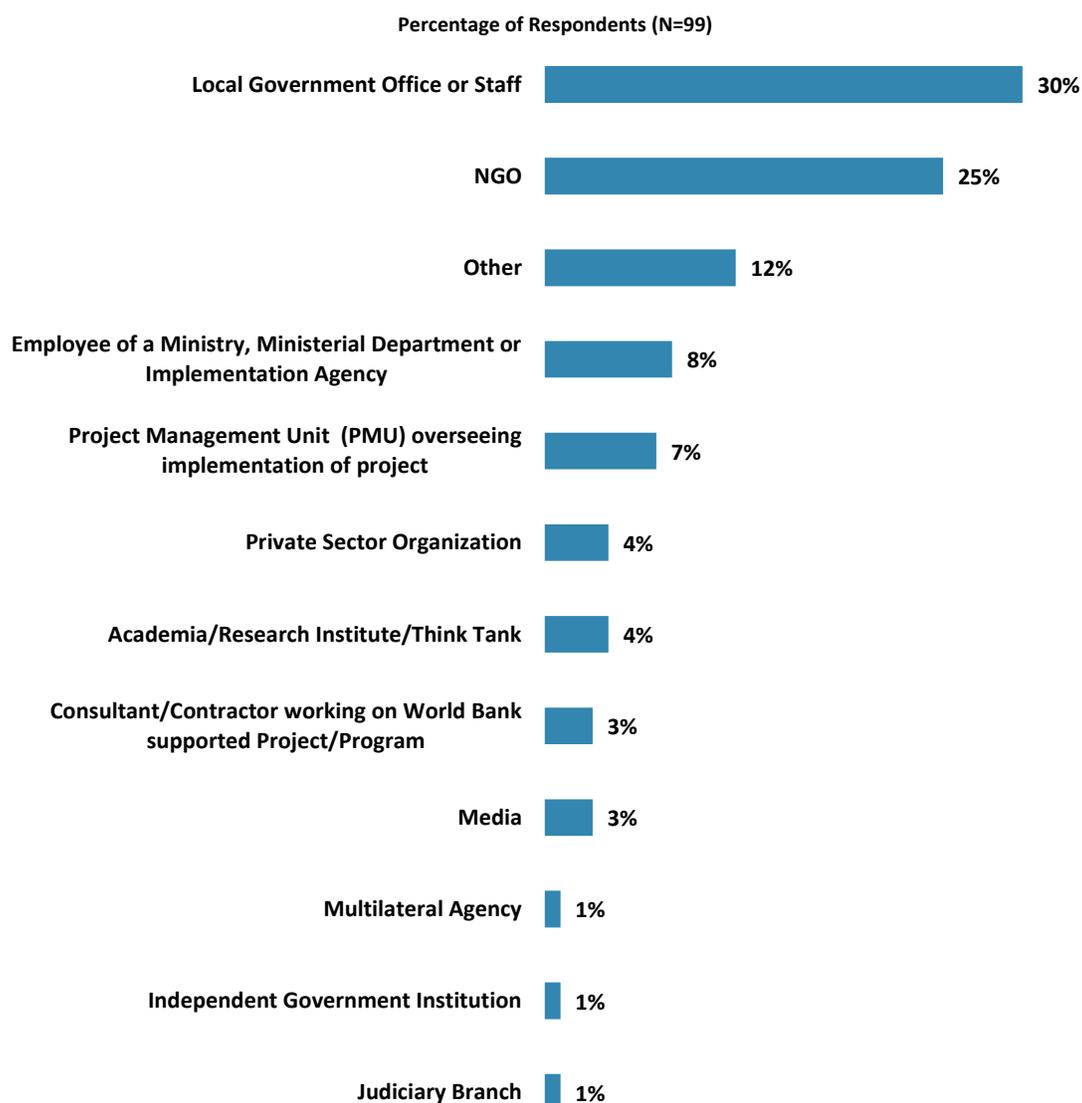
- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve development results and build existing country systems, the extent to which the Bank meets Kosovo's needs for knowledge services and financial instruments, and the Bank's level of effectiveness across thirty six development areas, such as education, job creation/employment, economic growth, law and justice, and anti-corruption.
- D. The World Bank's Knowledge: Respondents were asked to indicate the areas on which the Bank should focus its research efforts 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 the World Bank's "Safeguard Policy" requirements being reasonable, the Bank imposing reasonable conditions on its lending, disbursing funds promptly, increasing Kosovo's institutional capacity, and providing effective implementation support. Respondents were also asked that to what extent they believed the Bank was adequately staffed in Kosovo.
- F. The Future Role of the World Bank in Kosovo: Respondents were asked to rate how significant a role the Bank should play in Kosovo in the near future and to indicate what the Bank should do to make itself of greater value.
- 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, and their usage and evaluation of the Bank's websites. Respondents were asked about their awareness of the Bank's Access to Information policy, past information requests from the Bank, and their level of agreement that they use more data from the World Bank as a result of the Bank's Open Data policy. Respondents were also asked about their level of agreement that they know how to find information from the Bank, that the Bank's websites are easy to navigate and useful, and that the Bank is responsive to information requests. Respondents were also asked to indicate whether they primarily use the Bank's country website or the Bank's main website.
- 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 Kosovo, and their geographic location.

When possible, responses from respondents completing this year's country survey were compared to responses from 75 respondents (75% response rate) who completed the survey in FY 2006. Notations and/or charts are included when these comparisons were possible.

III. Demographics of the Sample

Current Position

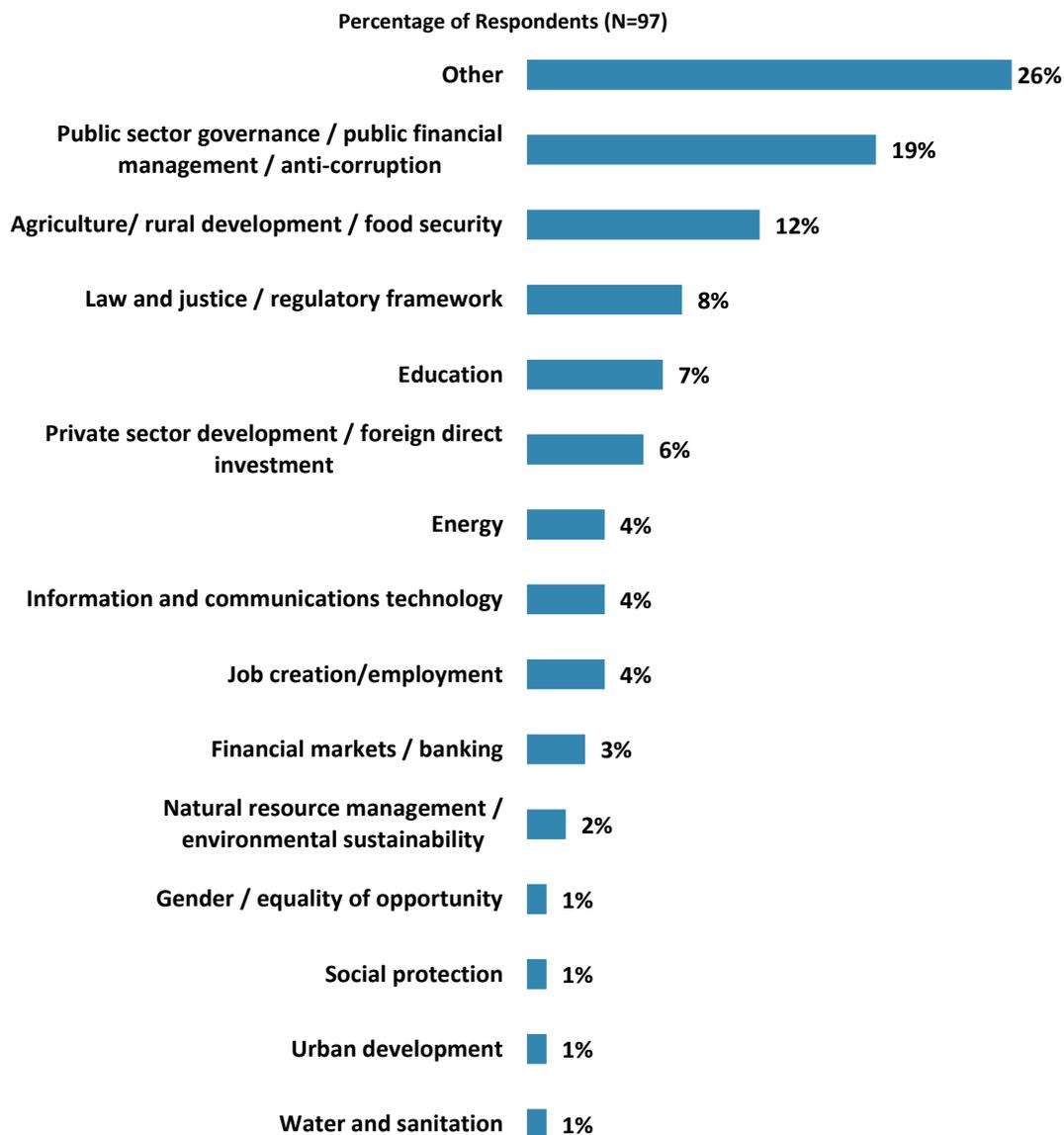
- For further analyses, respondents from PMUs were combined with consultants/contractors working on Bank projects; the few respondents from multilateral agencies, private sector organizations, the media, independent government institutions, academia/research institutes/think tanks, the judiciary branch, and other organizations were included in the “Other” category. There were no respondents from the Office of the President, Prime Minister, office of a minister, office of a parliamentarian, bilateral agencies, private foundations, the financial sector/private banks, community-based organizations, trade unions, or faith-based groups.



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

III. Demographics of the Sample (continued)

Area of Primary Specialization

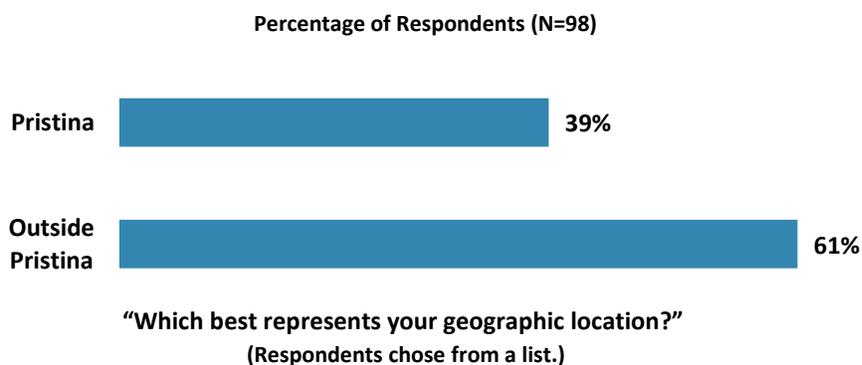


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Geographic Location

- Responses across geographic locations for all country survey questions can be found in the Appendix (see page 84). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.



III. Demographics of the Sample (continued)

Collaboration with and Exposure to the World Bank

- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in Kosovo, can be found in Appendix E (see page 99). 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=99)



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

Percentage of Respondents (N=90)

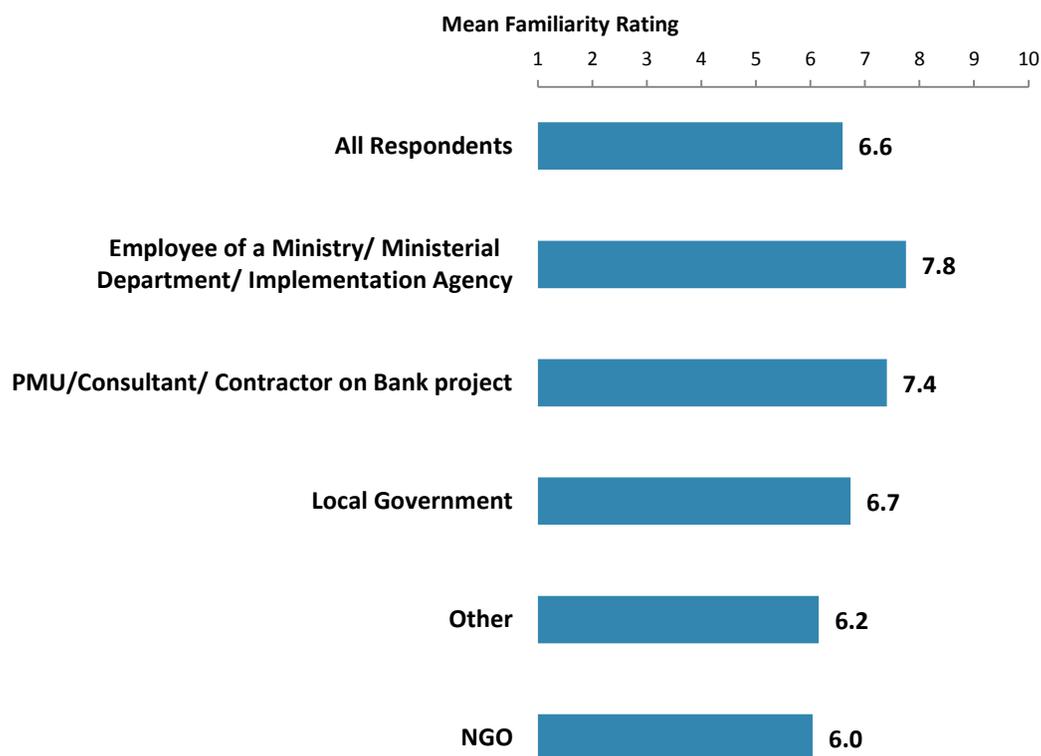


"Which of the following describes most of your exposure to the World Bank in Kosovo? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

III. Demographics of the Sample (continued)

Familiarity with the World Bank

- Across all respondents, familiarity with the World Bank received a mean rating of 6.6. This was statistically similar to the mean rating received in the FY'06 country survey (6.7).
- Respondents across all stakeholder groups and geographic locations had statistically similar level of familiarity with the World Bank.
- Respondents' ratings of familiarity with the Bank were significantly, moderately correlated with their perceptions of the Bank's overall effectiveness in Kosovo, the Bank's relevance to Kosovo's development, and the Bank's ability to help achieve development results in Kosovo.

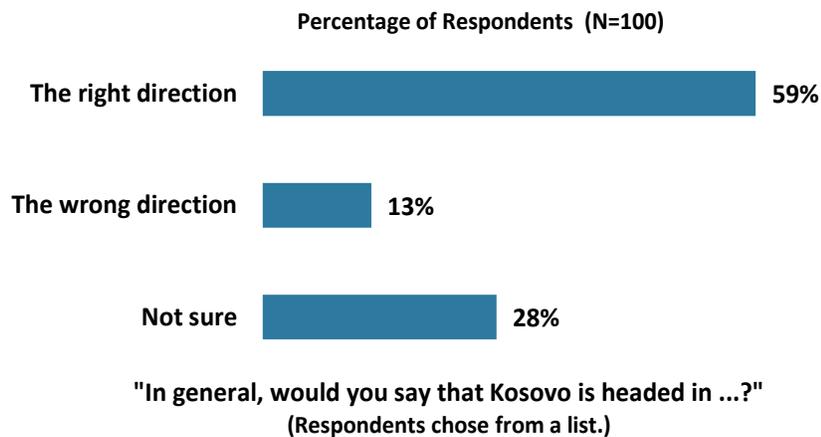


"How familiar are you with the work of the World Bank in Kosovo?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

IV. General Issues Facing Kosovo

Headed in the Right Direction

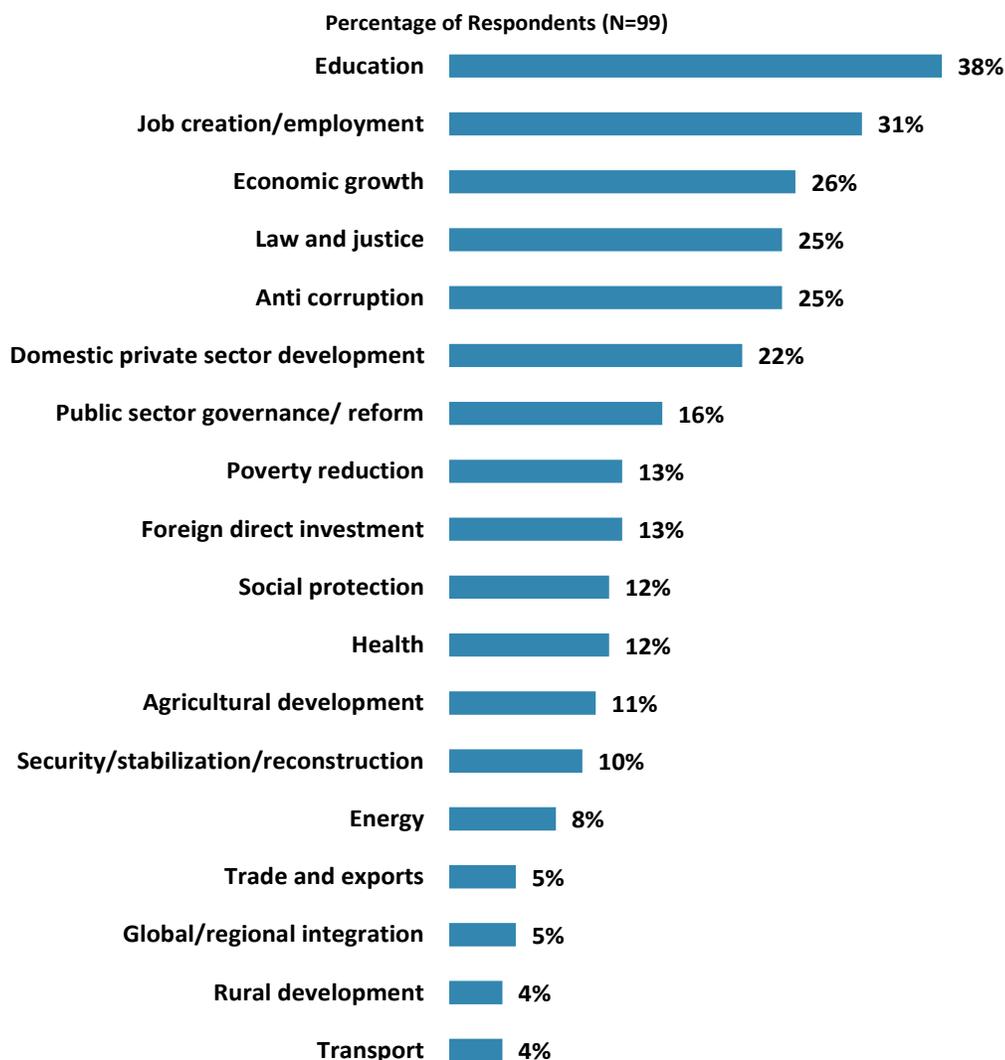
- A majority of employees of ministries/ministerial departments/implementation agencies and respondents from local governments and other organizations indicated that Kosovo was headed in the right direction, whereas almost half of the respondents from NGOs and PMUs and consultants/contractors working on bank-supported projects were significantly *more* likely to indicate that they were not sure whether Kosovo was headed in the right or wrong direction.



IV. General Issues Facing Kosovo (continued)

Development Priority

- In the FY '06 country survey*, improving government effectiveness (34%), increasing employment/income generating opportunities (33%), improving the effectiveness of the law and justice system (32%), and improving the investment/business climate (27%) were considered the most important development priority for Kosovo.

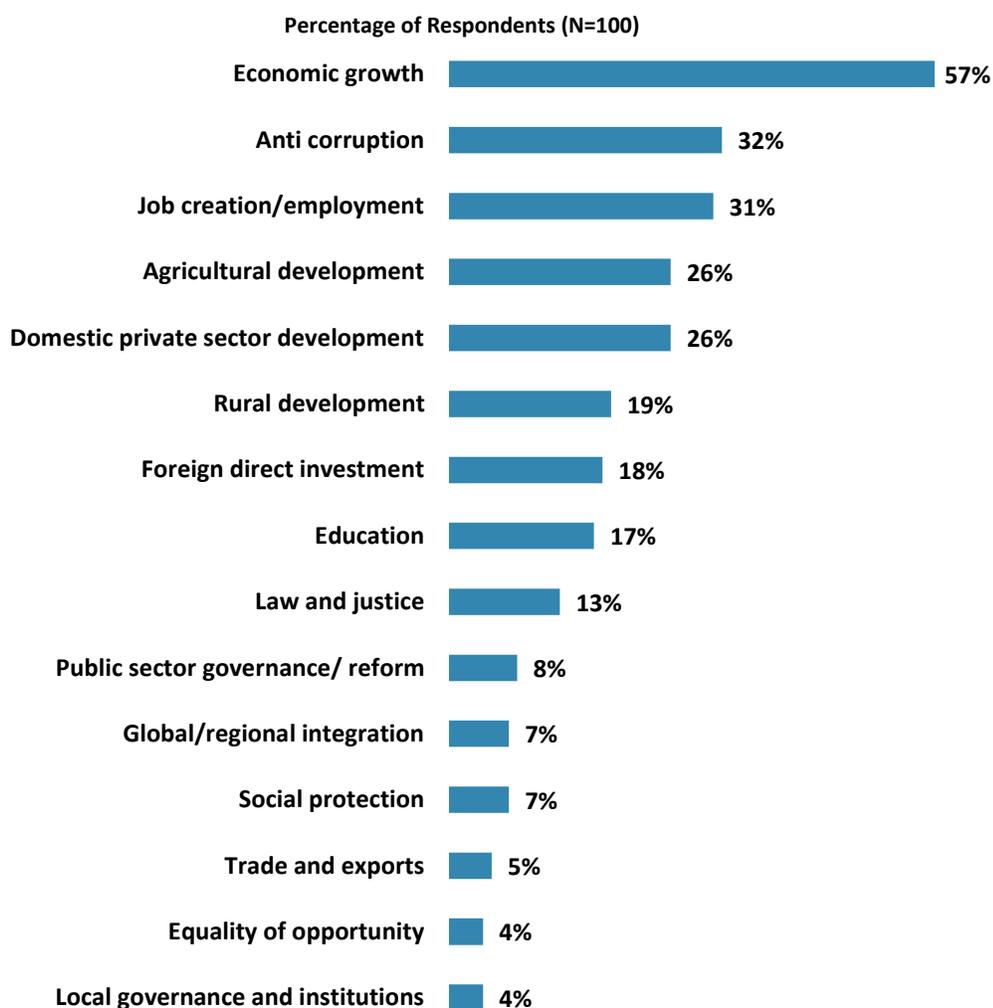


"Listed below are a number of development priorities in Kosovo. Please identify which of the following you consider the most important development priorities in Kosovo. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '13 survey were provided in the FY '06 survey.

IV. General Issues Facing Kosovo (continued)

What Would Contribute Most to Reducing Poverty

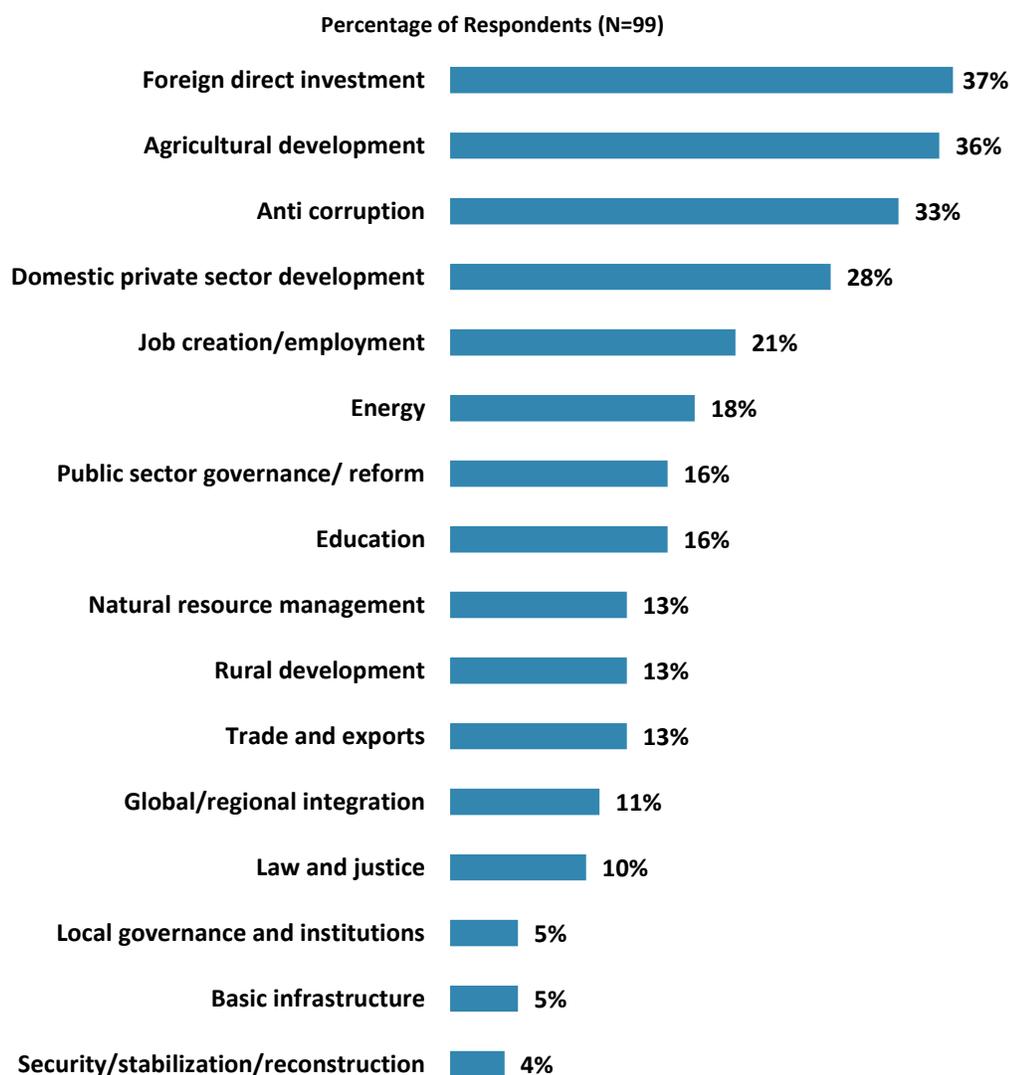


"Poverty reduction is a broad term that encompasses work in many different areas. Which **THREE** areas of development listed below do you believe would contribute most to reducing poverty in Kosovo?" (Respondents chose from a list. Responses combined.)

IV. General Issues Facing Kosovo (continued)

What Would Contribute Most to Generating Economic Growth

- In the FY '06 country survey*, respondents indicated that agriculture (50%) was a source that would contribute most to generating economic growth in Kosovo.

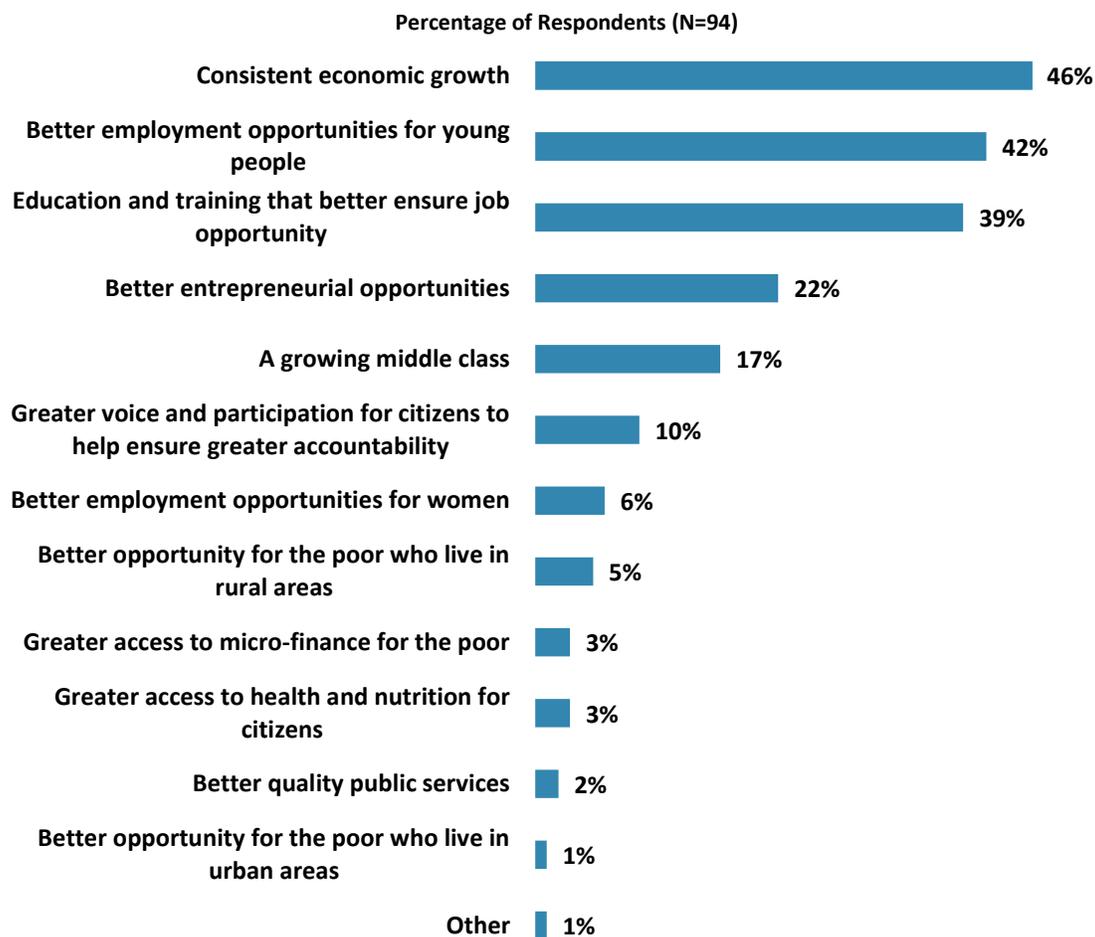


"Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Kosovo? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '13 survey were provided in the FY '06 survey.

IV. General Issues Facing Kosovo (continued)

What Best Illustrates How “Shared Prosperity” Would Be Achieved

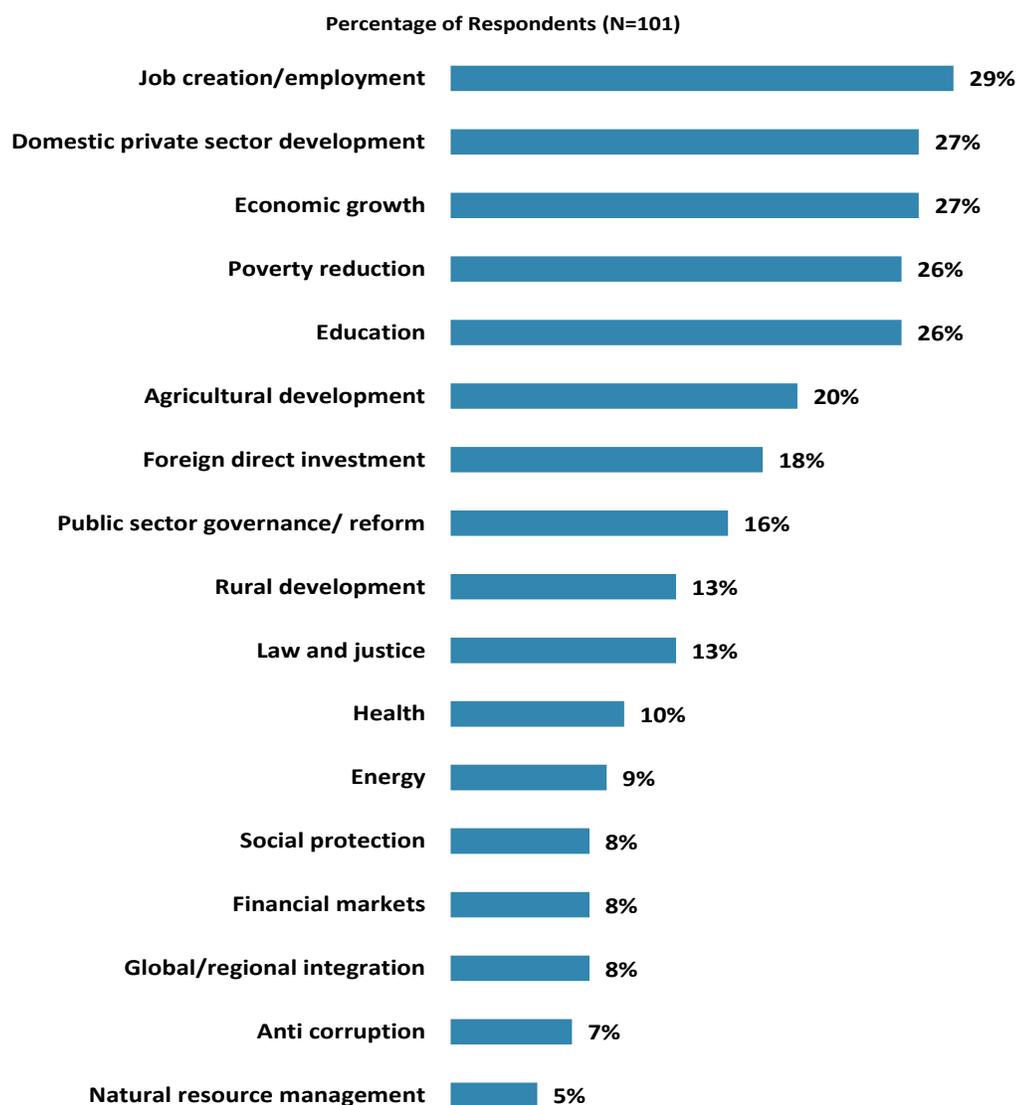


"When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Kosovo? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

V. Overall Attitudes toward the World Bank

Where the World Bank Should Focus its Resources

- In the FY '06 country survey*, respondents indicated that the World Bank should focus most of its attention and resources on the economy and jobs (46%) in Kosovo.



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

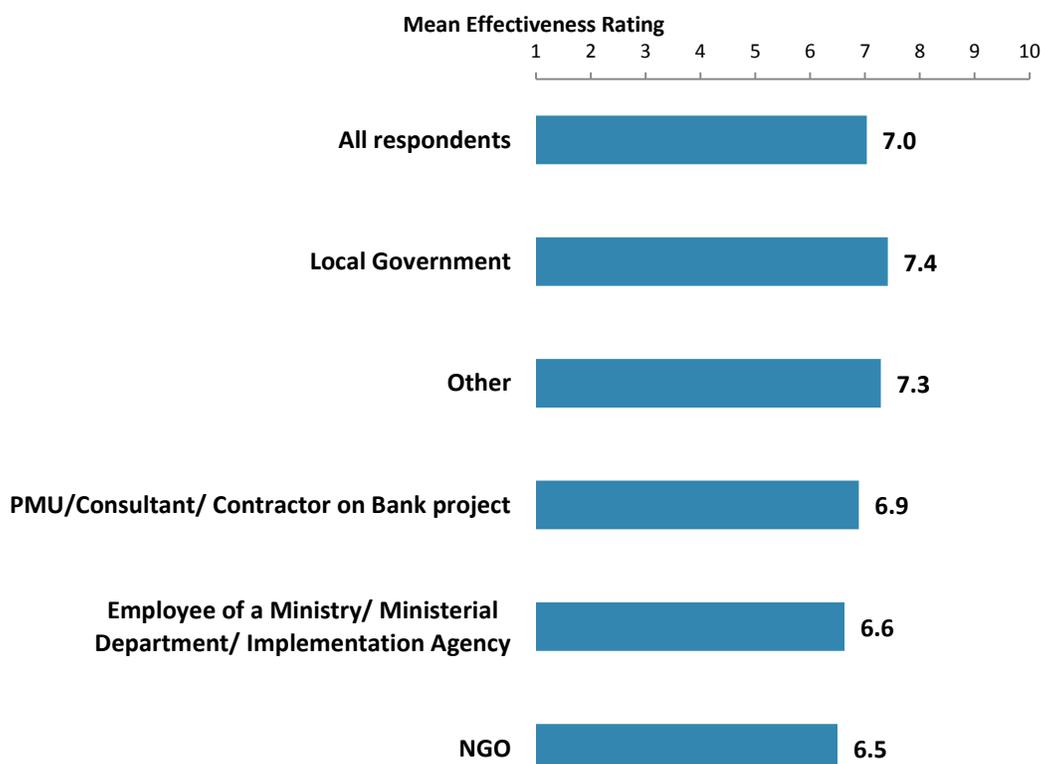
*Not all of the response options provided in the FY '13 survey were provided in the FY '06 survey.

V. Overall Attitudes toward the World Bank (continued)

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

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

- Across all respondents, ratings of the World Bank’s overall effectiveness in Kosovo received a mean rating of 7.0. This is statistically similar to the mean rating received in the FY ’06 country survey (7.3).
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the World Bank’s overall effectiveness in Kosovo.

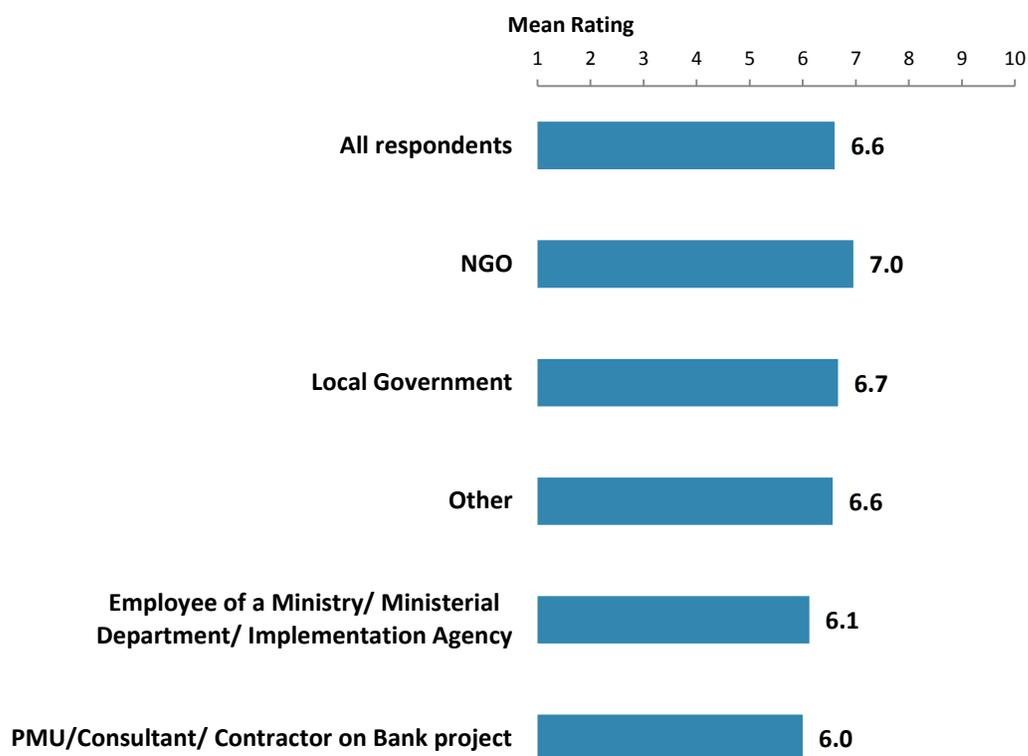


"Overall, please rate your impression of the World Bank's effectiveness in Kosovo?"
(1 - "Not effective at all", 10 - "Very effective")

V. Overall Attitudes toward the World Bank (continued)

Achieving Development Results (*Indicator Question*)

- Respondents across stakeholder groups and geographic locations gave statistically similar ratings for the World Bank helping achieve development results in Kosovo.

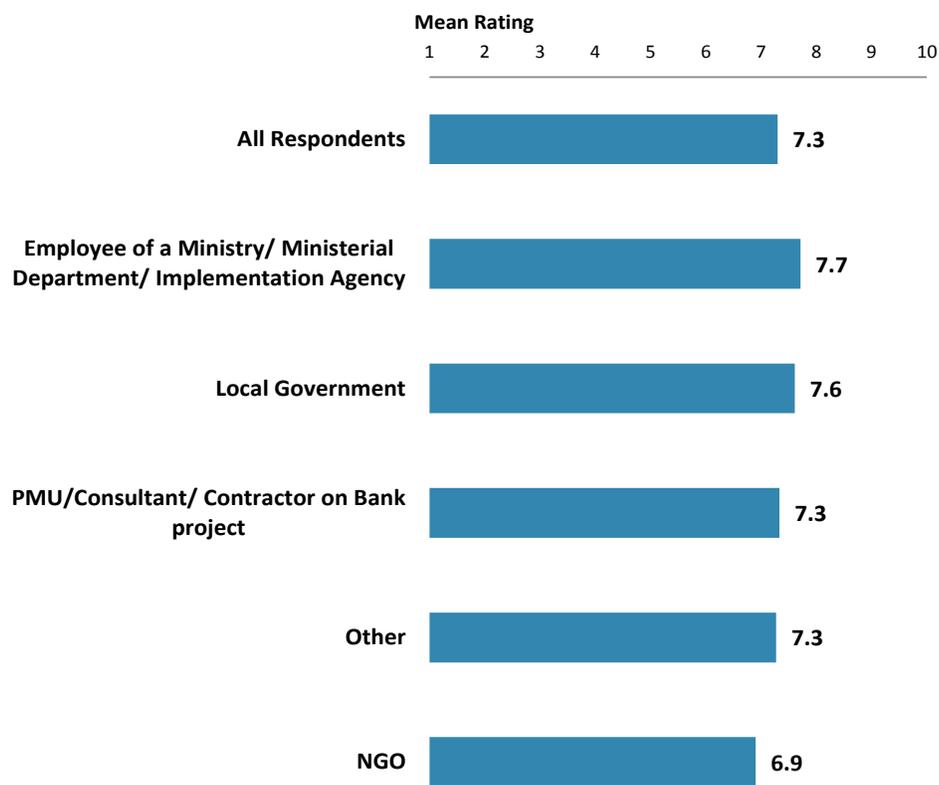


"To what extent does the World Bank's work help to achieve development results in Kosovo?"
(1 - "To no degree at all", 10 - "To a very significant degree")

V. Overall Attitudes toward the World Bank (continued)

Staff Preparedness (*Indicator Question*)

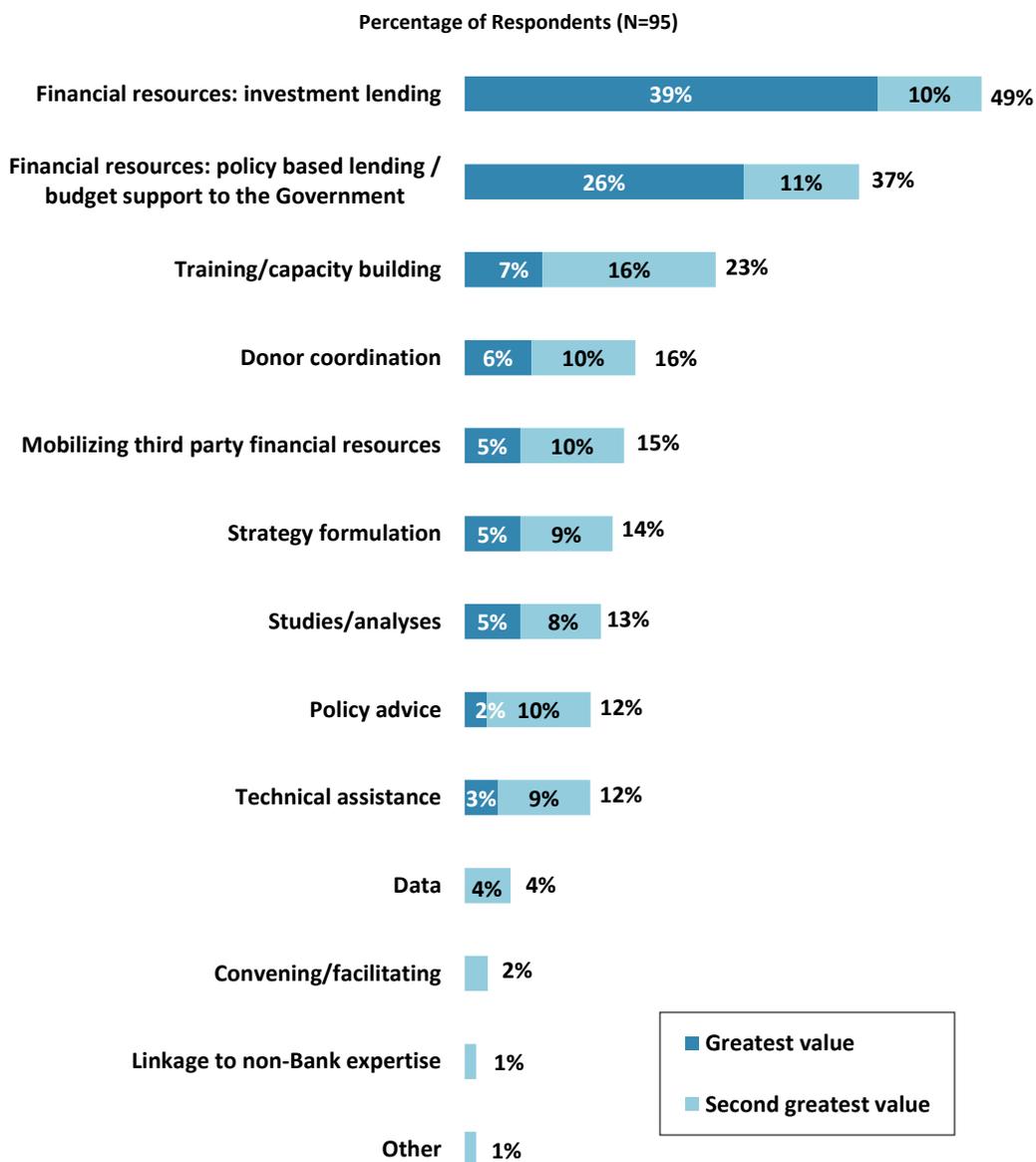
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the extent to which the Bank's staff is well prepared to help Kosovo solve its most complicated development challenges.



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

V. Overall Attitudes toward the World Bank (continued)

Greatest Value

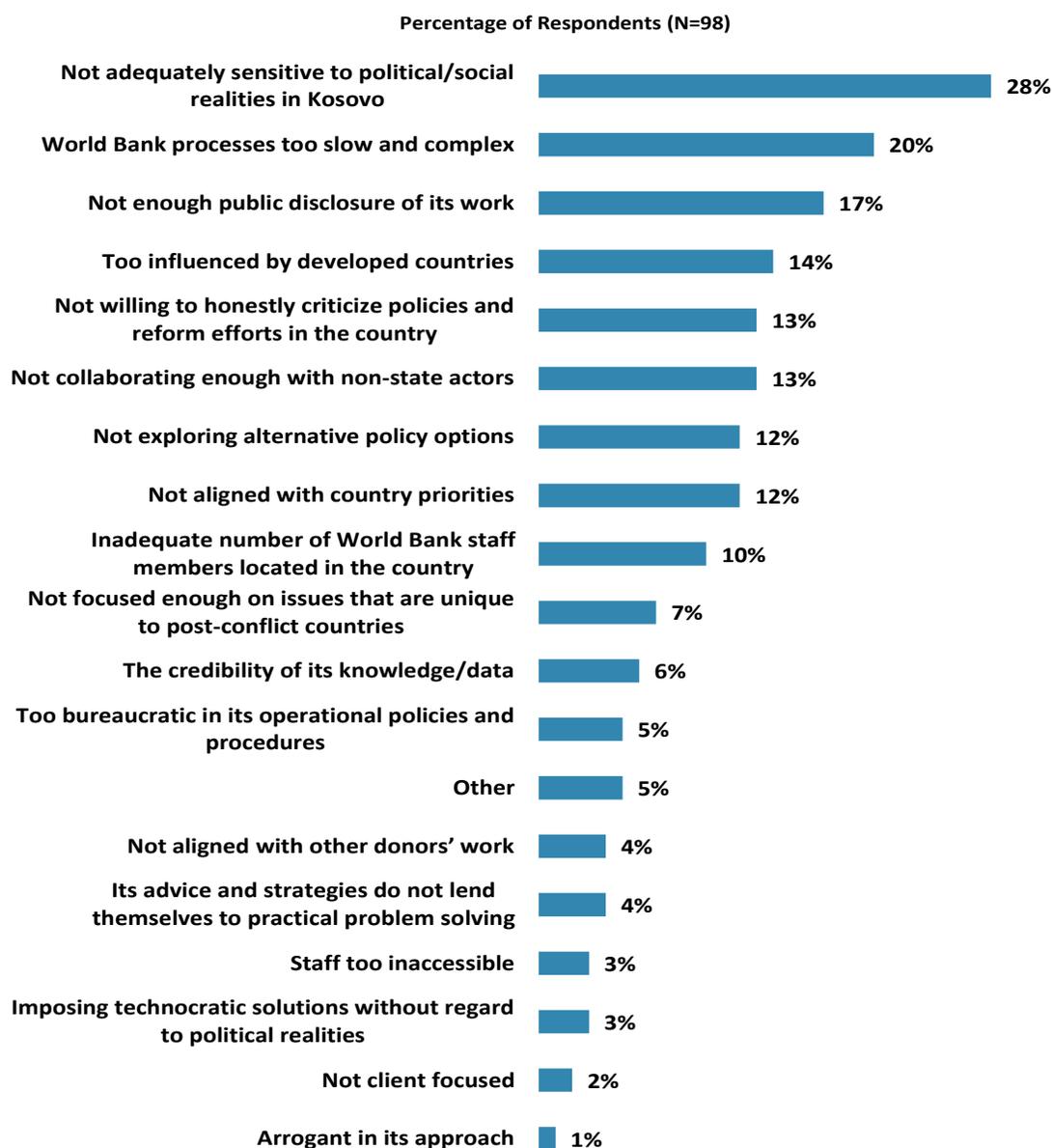


"When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Kosovo?"
 (Respondents chose from a list.)

V. Overall Attitudes toward the World Bank (continued)

Greatest Weakness

- In the FY '06 country survey*, too bureaucratic in its operational policies and procedures (38%) was considered the greatest weakness in the Bank's work in Kosovo.

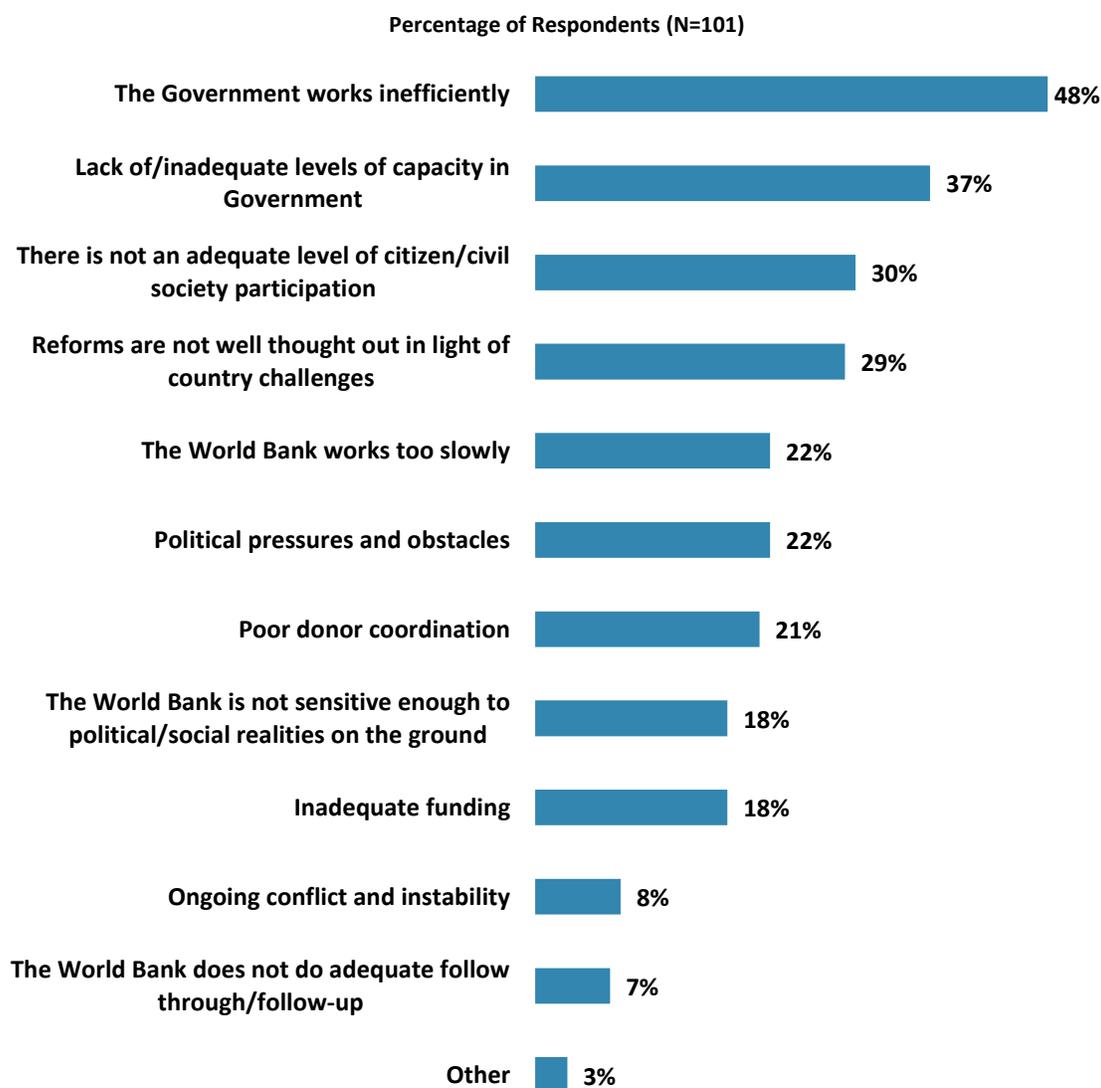


"Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Kosovo? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '13 survey were provided in the FY '06 survey.

V. Overall Attitudes toward the World Bank (continued)

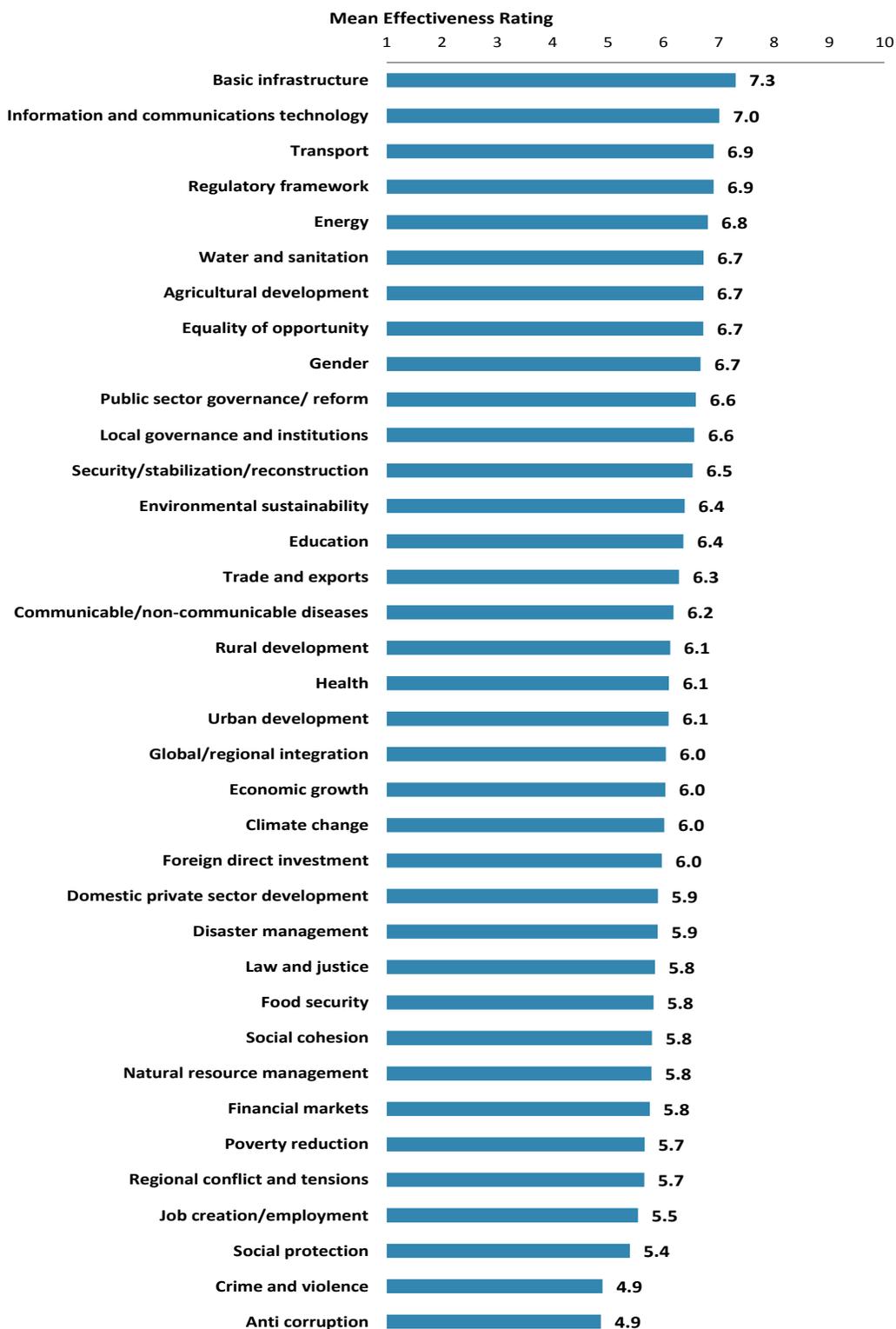
Attributing Slow or Failed Reform Efforts



"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 THREE)"
(Respondents chose from a list. Responses combined.)

VI. Sectoral Effectiveness

Specific Areas of Effectiveness



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

VI. Sectoral Effectiveness (continued)

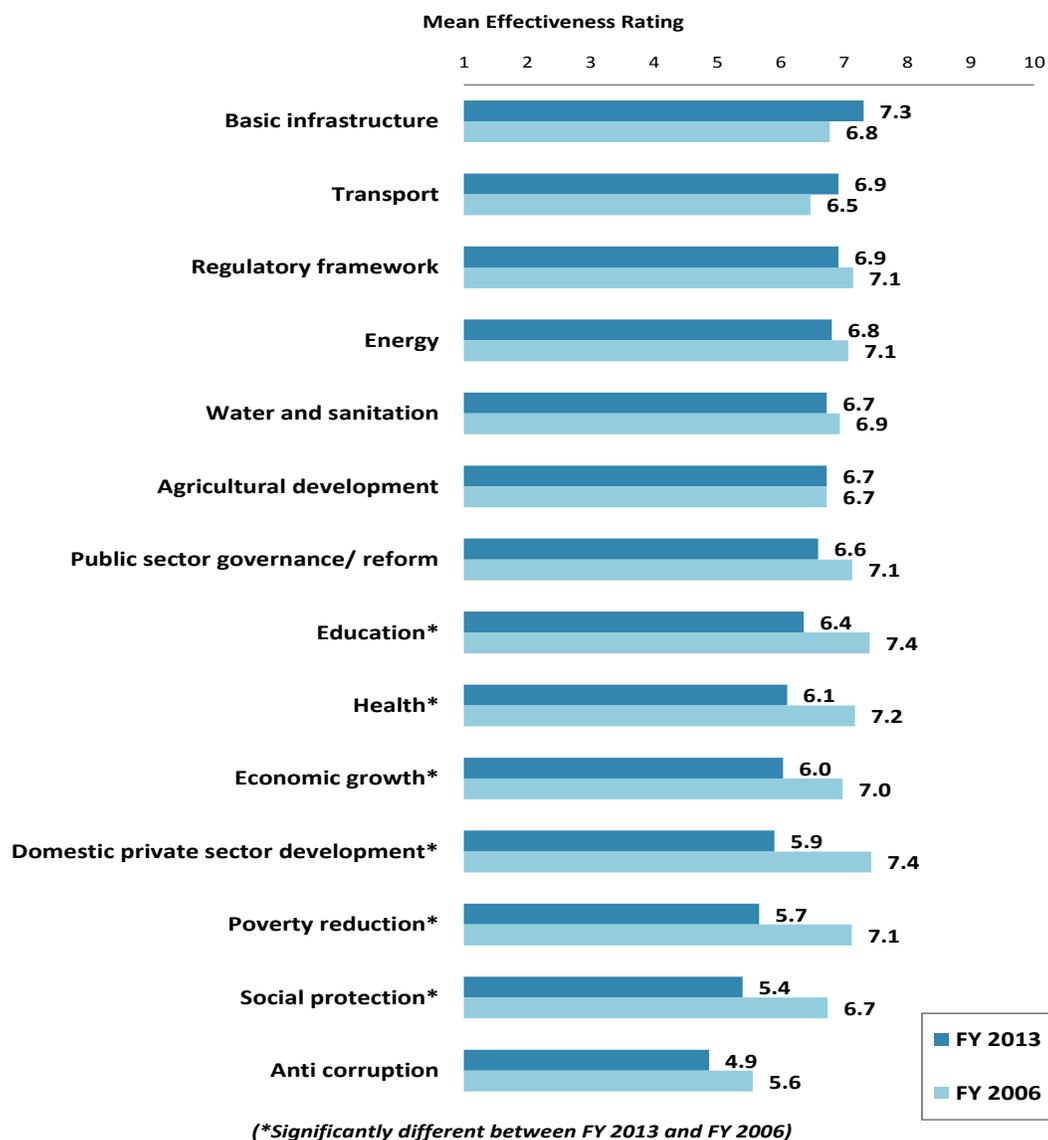
Specific Areas of Effectiveness (continued)

- There were significant stakeholder group differences in their ratings of the Bank’s effectiveness in “gender.” Respondents from local governments and employees of ministries/ministerial departments/implementation agencies gave the highest ratings, whereas respondents from NGOs tended to give significantly *lower* ratings.
- There were significant differences across geographic locations in respondents’ ratings of the Bank’s effectiveness in “transport.” Respondents from Outside Pristina gave significantly *higher* ratings than those from Pristina.
- Responses across all stakeholder groups and geographic locations can be found in the Appendix.

VI. Sectoral Effectiveness (continued)

Specific Areas of Effectiveness (continued)

- Respondents in this year's country survey gave significant *lower* ratings for the Bank's effectiveness across a number of areas compared to respondents in the FY '06 country survey. These areas include education, health, economic growth, domestic private sector development, poverty reduction, and social protection.



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 Kosovo, bivariate correlational analyses were conducted using respondents' ratings of the forty-one 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.

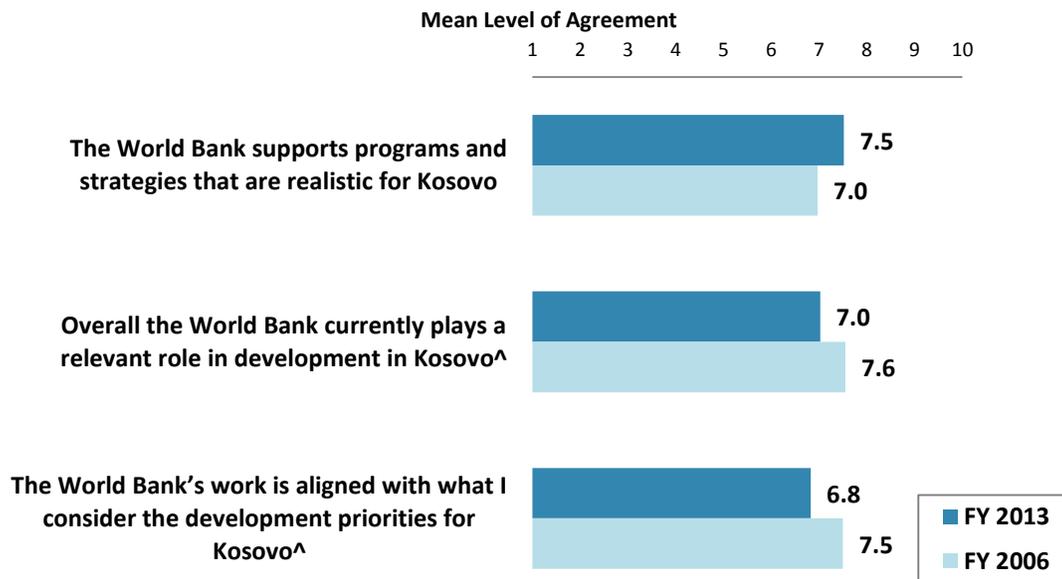
- **Overall Effectiveness:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in Kosovo. The areas determined to be key drivers from these analyses were:
 - The Bank's effectiveness at climate change;
 - The Bank's effectiveness at regulatory framework;
 - The Bank's effectiveness at social cohesion;
 - The Bank's effectiveness at equality of opportunity; and
 - The Bank's effectiveness at local governance and institutions.

- **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 Kosovo, 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 disaster management;
 - The Bank's effectiveness at food security;
 - The Bank's effectiveness at urban development;
 - The Bank's effectiveness at climate change; and
 - The Bank's effectiveness at education.

VII. How the World Bank Operates

The World Bank’s Work in Kosovo

- Respondents in this year’s country survey had statistically similar levels of agreement with all three statements compared to respondents in the FY ’06 country survey.
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for these three statements, including the indicator question that “the World Bank’s work is aligned with what I consider the development priorities for Kosovo.”

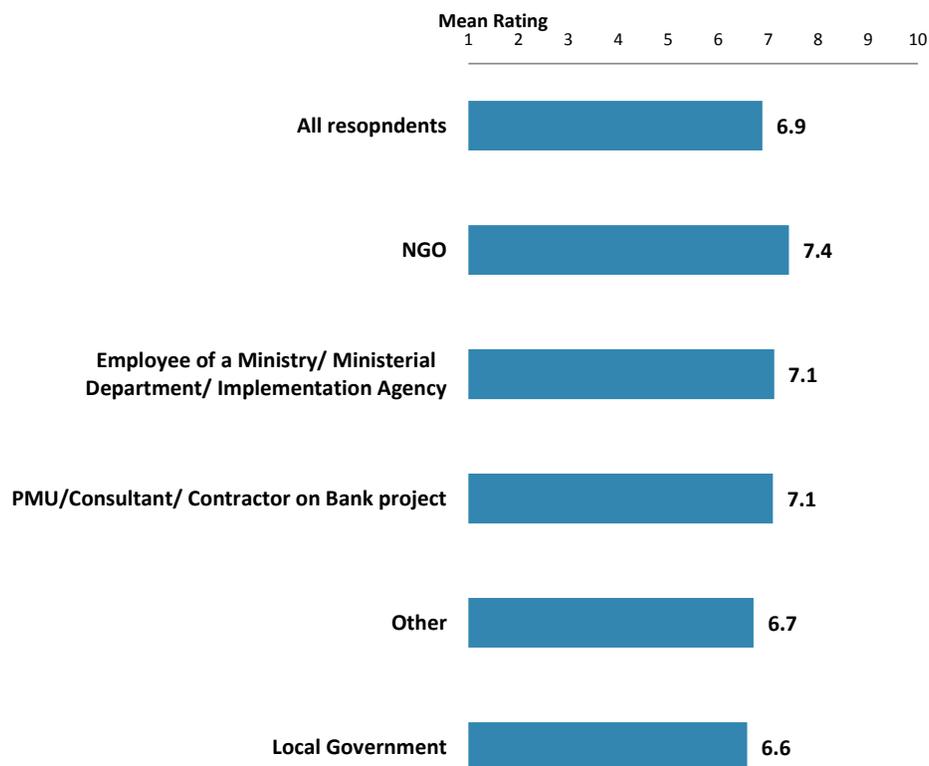


"To what extent do you agree with the following statements about the World Bank’s work in Kosovo?" (1-"Strongly disagree", 10-"Strongly agree")
[^]Indicator Question

VII. How the World Bank Operates (continued)

Building/Strengthening Existing Country Systems

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the Bank's help with building/strengthening existing country systems in Kosovo.

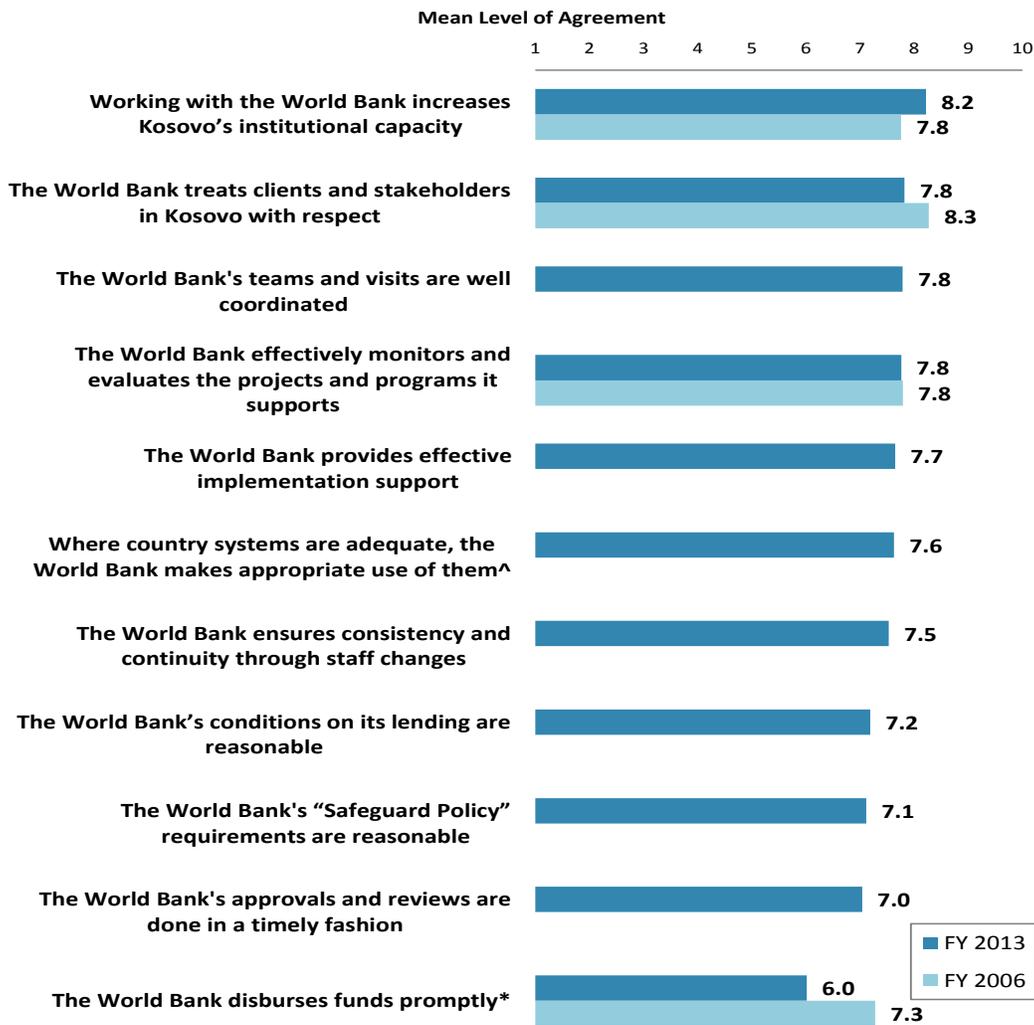


"To what extent does the World Bank help to build/strengthen existing country systems in Kosovo?" (1-"To no degree at all", 10-"To a very significant degree")

VII. How the World Bank Operates (continued)

Overall Perceptions

- Respondents in this year’s country survey had significantly *lower* levels of agreement that the World Bank disburses funds promptly compared to respondents from the FY ’06 country survey.
- Respondents across all stakeholder groups gave statistically similar ratings for all of the following statements including the indicator question that “where country systems are adequate, the World Bank makes appropriate use of them”.
- Respondents from Pristina had significantly *lower* levels of agreement that the Bank effectively monitors and evaluates the projects and programs it supports and the Bank’s “safeguard policy” requirements are reasonable compared to respondents from Outside Pristina.

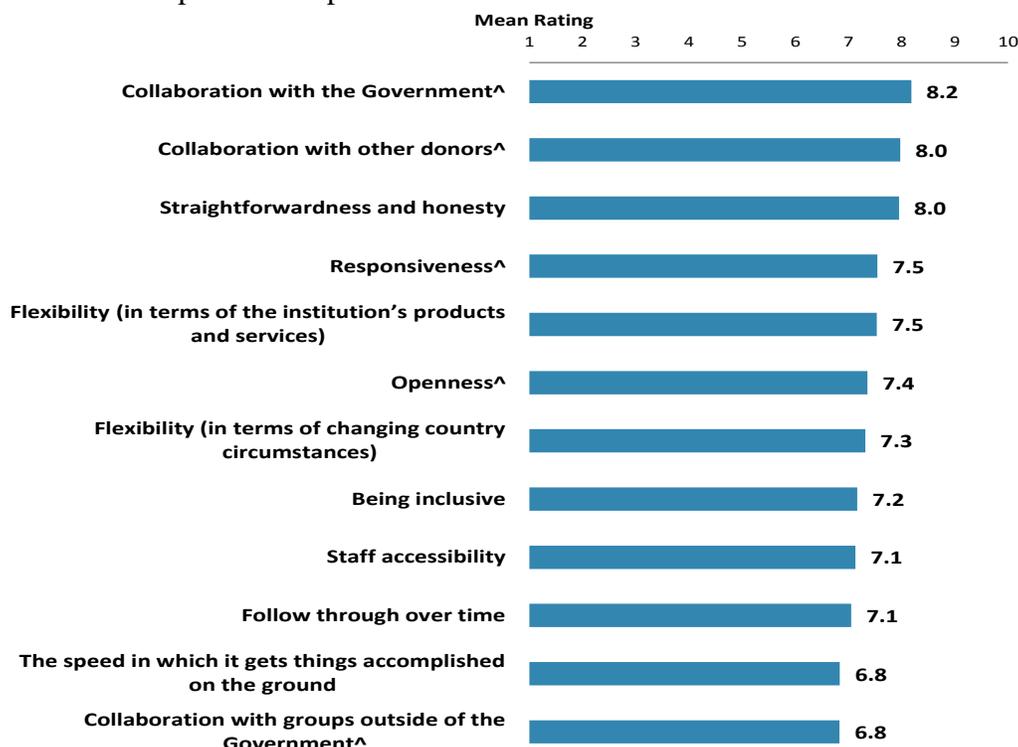


"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree")
 (* Significantly different between FY13 and FY06 country surveys) ^Indicator Question

VII. How the World Bank Operates (continued)

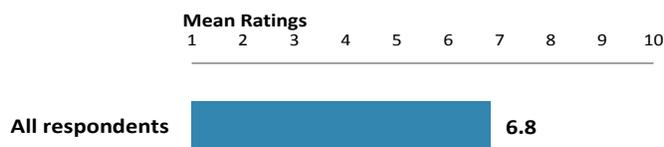
The World Bank as an Effective Development Partner

- Respondents from this year’s country survey had statistically similar ratings for the Bank’s flexibility in terms of changing country circumstances, staff accessibility, and its straightforwardness and honesty compared to respondents from the FY ’09 survey (7.2, 7.3, and 8.0, respectively).
- Respondents across stakeholder groups gave statistically similar ratings for all of the following qualities of the Bank as an effective development partner, including the Bank’s “collaboration with the government”, “with other donors”, and “with groups outside the government” and Bank’s “responsiveness” and “openness” which are indicator qualities.
- Respondents from Pristina had significant *lower* ratings for the Bank’s responsiveness, its speed in which it gets things accomplished on the ground, and Bank’s follow through over time compared to respondents from Outside Pristina.



"To what extent is the World Bank an effective development partner in Kosovo?"
 (1-"To no degree at all", 10-"To a very significant degree") ^Indicator Question

The World Bank is Adequately Staffed in Kosovo

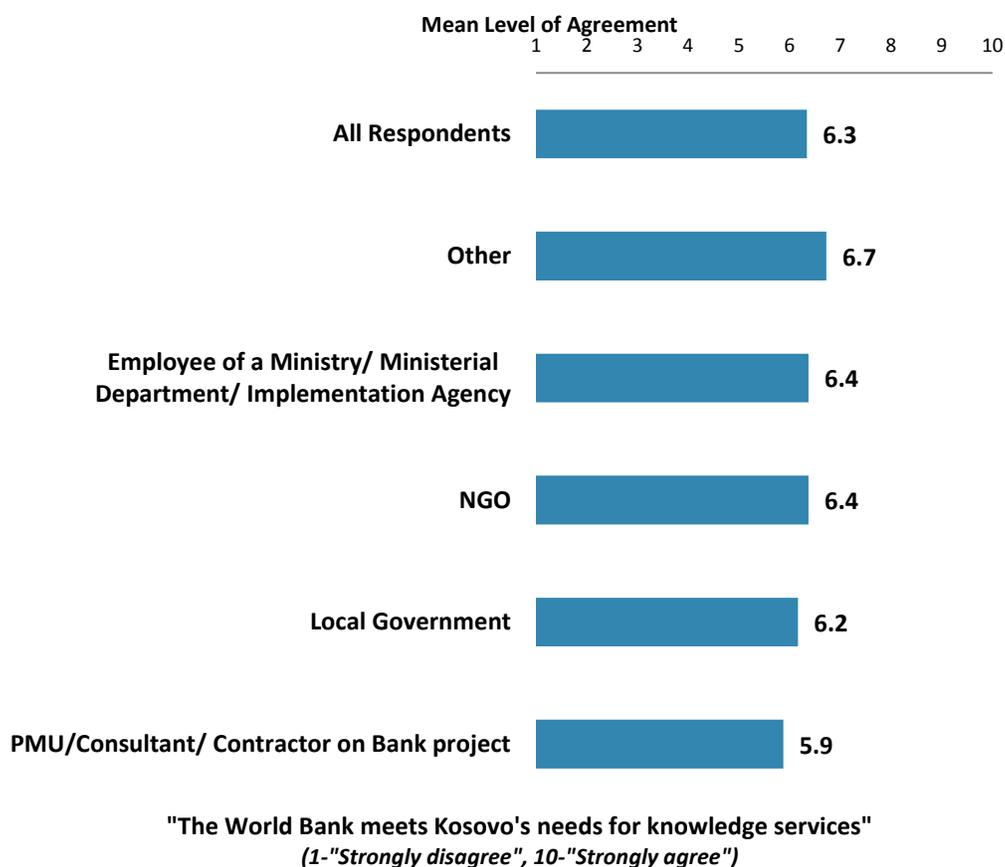


"To what extent do you believe the World Bank is adequately staffed in Kosovo?"
 (1-"to no degree at all", 10-"To a very significant degree")

VIII. World Bank Knowledge and Instruments

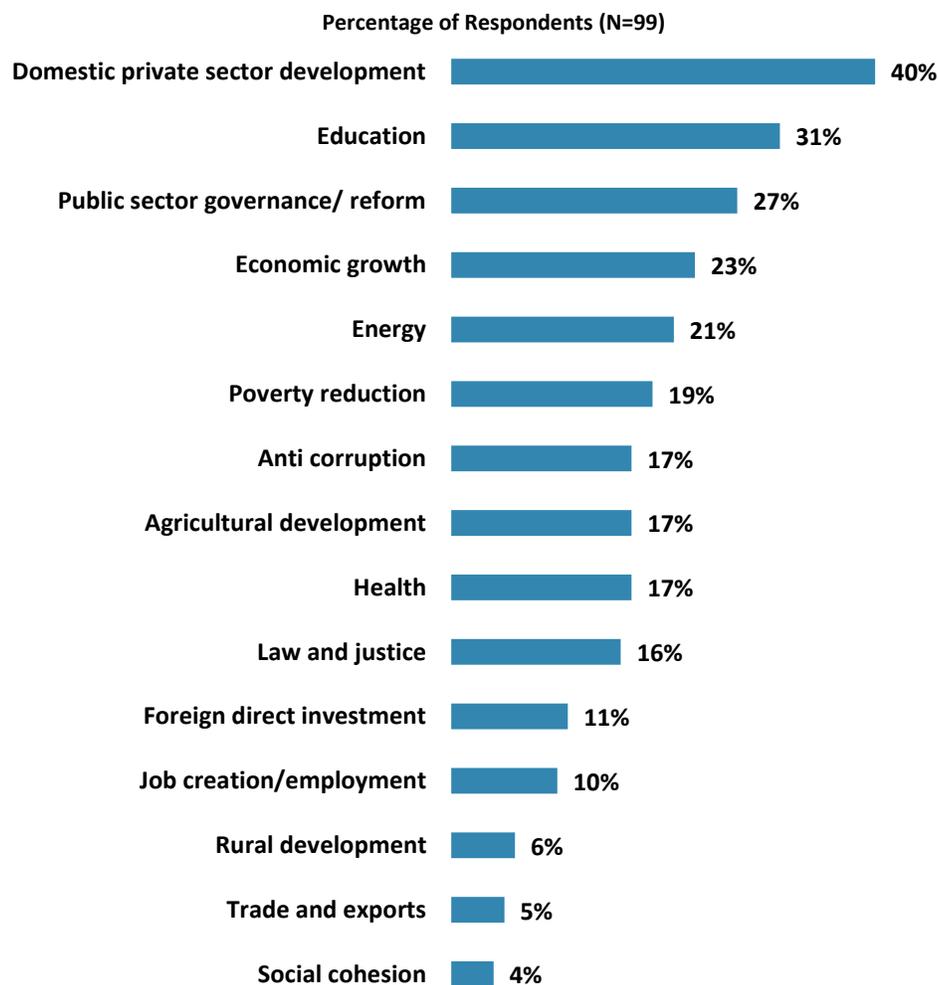
Meeting Kosovo's Knowledge Needs (*Indicator Question*)

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



VIII. World Bank Knowledge and Instruments (continued)

Knowledge: Focusing Bank Research

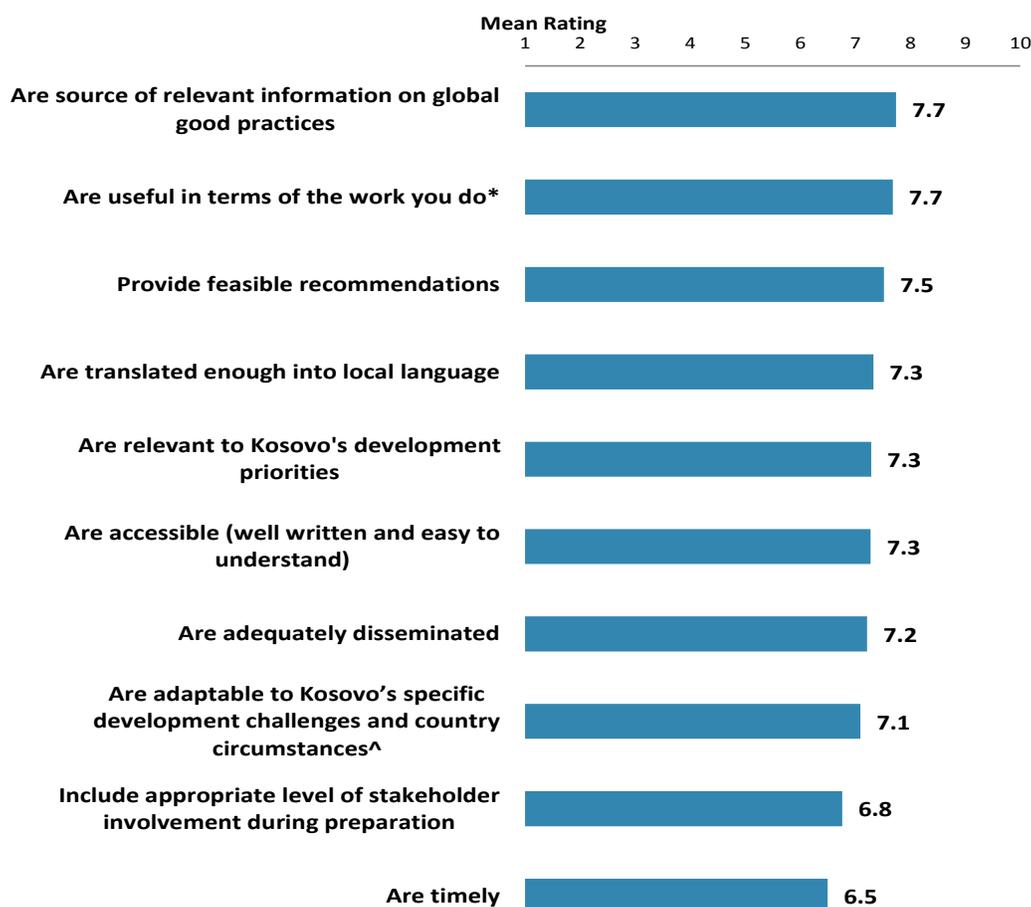


“When thinking about the development challenges in Kosovo, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

VIII. World Bank Knowledge and Instruments (continued)

Qualities of the Bank's Knowledge Work and Activities

- Respondents in this year's country survey had significantly *lower* ratings for the extent to which the Bank's knowledge work and activities are useful in terms of the work you do compared to respondents in the FY '06 country survey (8.3).
- Respondents across stakeholder groups gave statistically similar ratings for all the following qualities of the Bank's knowledge work and activities including the indicator quality that the Bank's knowledge work and activities are adaptable to Kosovo's specific development challenges and country circumstances.
- Respondents in Pristina gave significant *lower* ratings for the extent to which the Bank's knowledge work and activities are translated enough into local language compared to respondents from Outside Pristina.



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

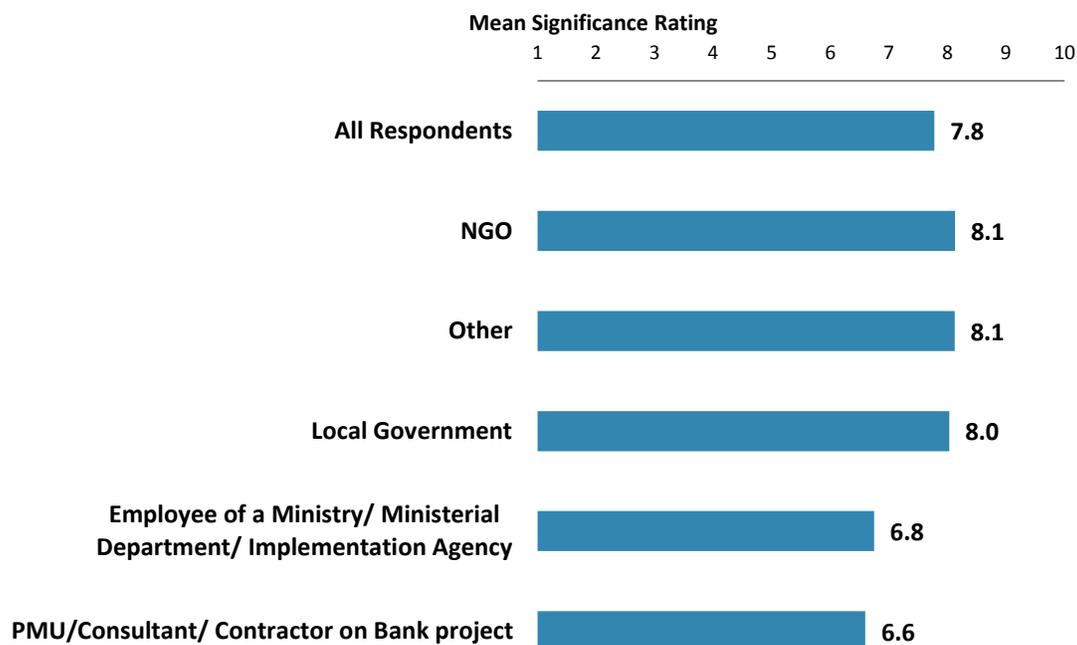
(1-"To no degree at all", 10-"To a very significant degree")

(* Significantly different between FY13 and FY06 country surveys) ^Indicator Question

VIII. 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 Kosovo.



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

VIII. World Bank Knowledge and Instruments (continued)

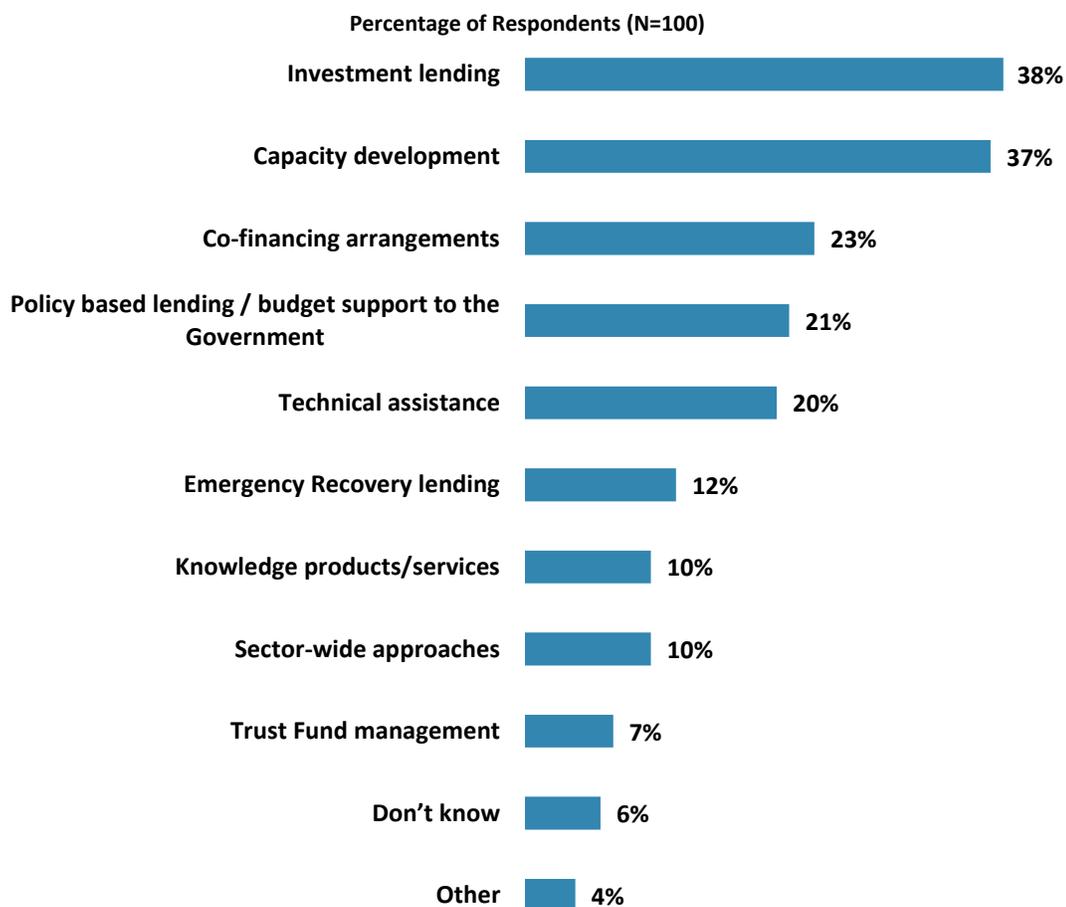
Technical Quality of the Bank's Knowledge Work and Activities (*Indicator Question*)

- Respondents from other organizations, local governments and NGOs gave the highest ratings for the technical quality of the World Bank's knowledge work and activities, whereas employees of ministries/ministerial departments/implementation agencies tended to give significantly *lower* ratings.
- Respondents across geographic locations gave statistically similar ratings for the technical quality of the World Bank's knowledge work and activities.



VIII. World Bank Knowledge and Instruments (continued)

Most Effective Instruments

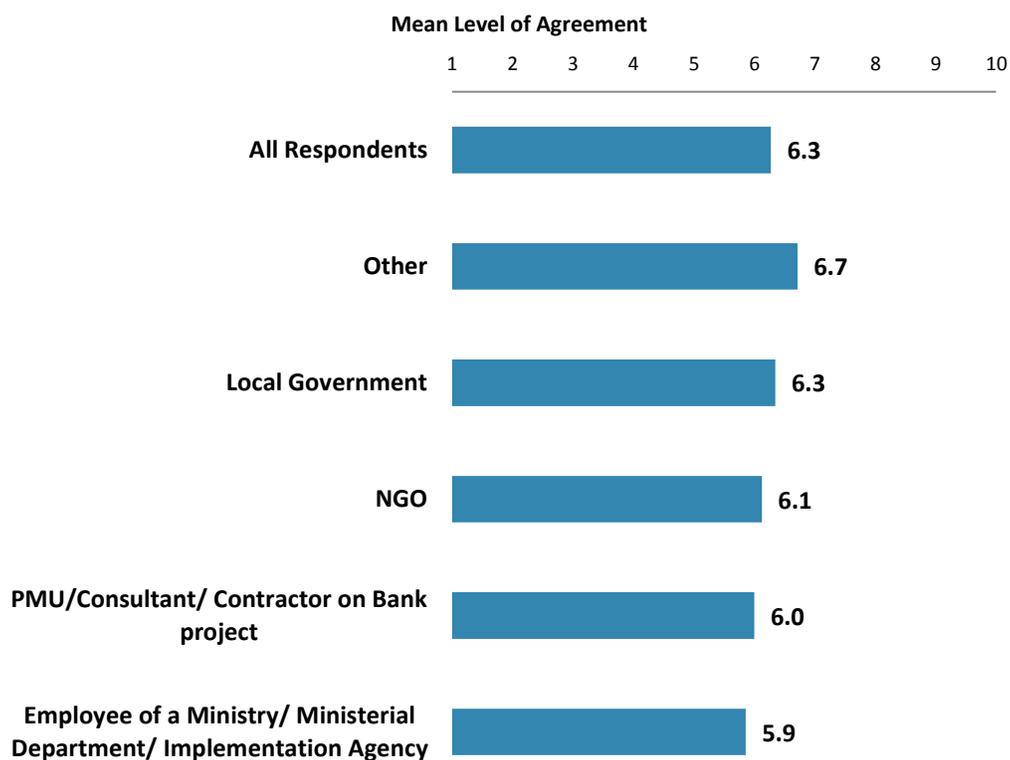


“Which World Bank instruments do you believe are the MOST effective in reducing poverty in Kosovo? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)

VIII. World Bank Knowledge and Instruments (continued)

Meeting Kosovo'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 Kosovo's needs.

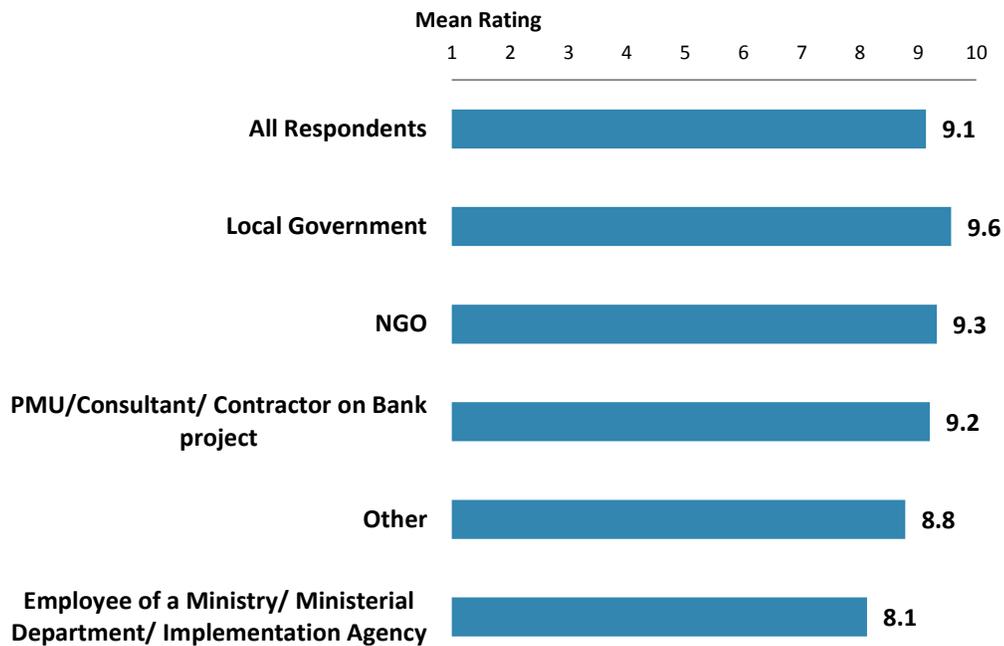


"The World Bank's financial instruments meet the needs of Kosovo"
(1-"Strongly disagree", 10-"Strongly agree")

IX. The Future Role of the World Bank in Kosovo

Role Significance

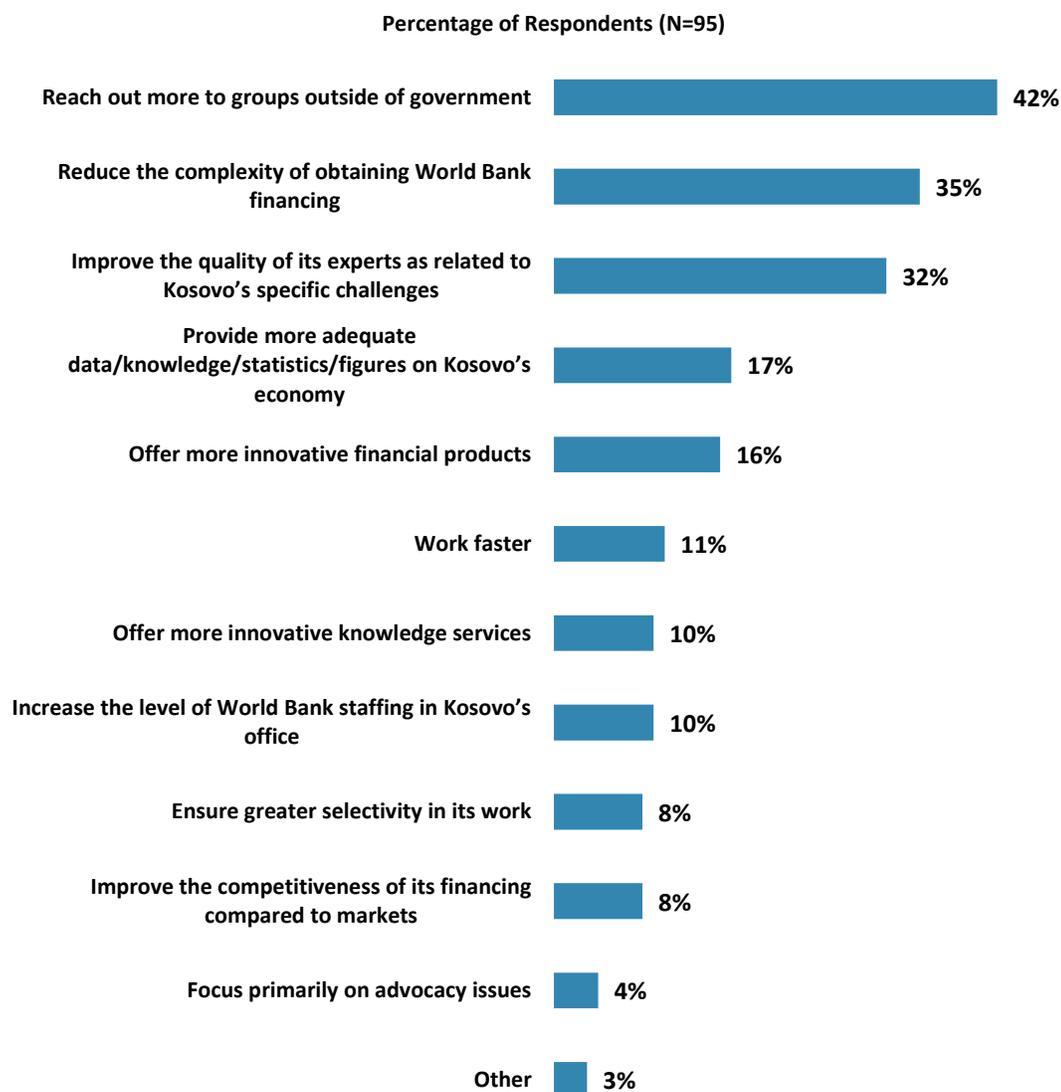
- Respondents from local governments and NGOs gave the highest ratings for the significance of the Bank's future role in Kosovo's development, whereas employees of ministries/ministerial departments/implementation agencies tended to give significantly *lower* ratings.
- Respondents across geographic locations gave statistically similar ratings for the significance of the Bank's future role in Kosovo's development.



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

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

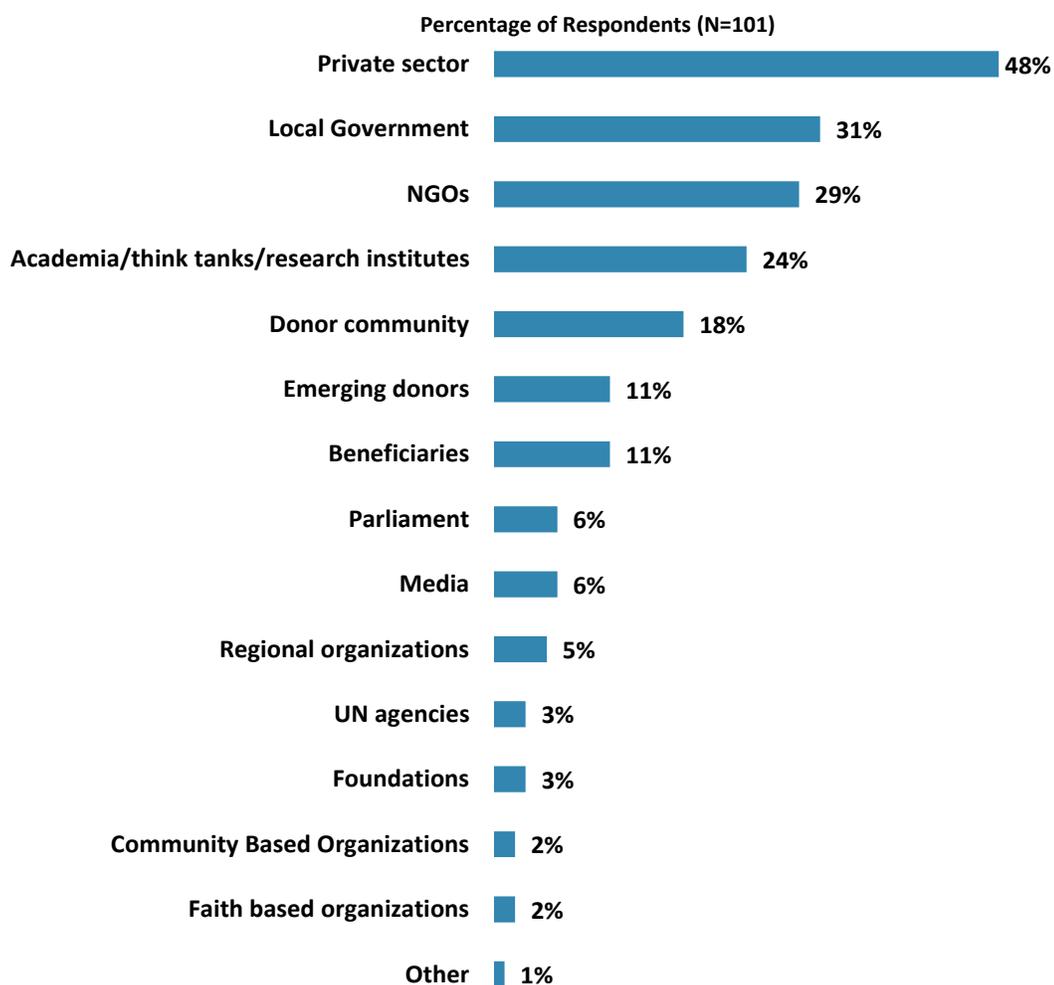
Making the World Bank of Greater Value



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

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

Collaborating with Stakeholders in Kosovo

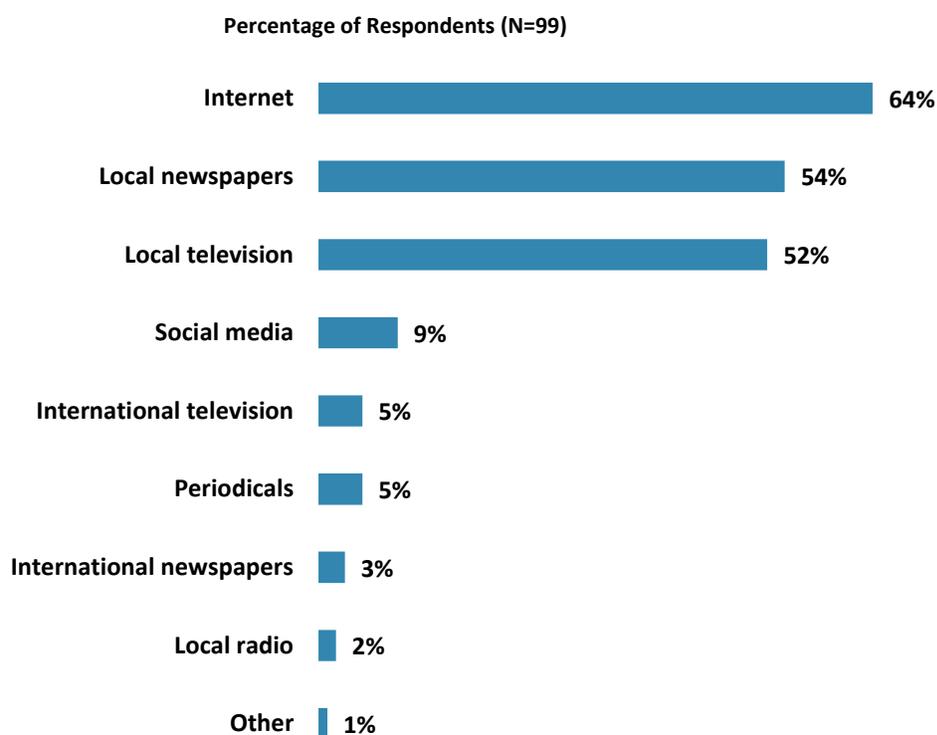


"In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there?" (Respondents chose from a list. Responses combined.)

X. Communication and Openness

Information Sources

- Respondents from the FY '06 survey* indicated that they got most of their information about the economic and social development issues in Kosovo from websites (63%) and local newspapers (54%).

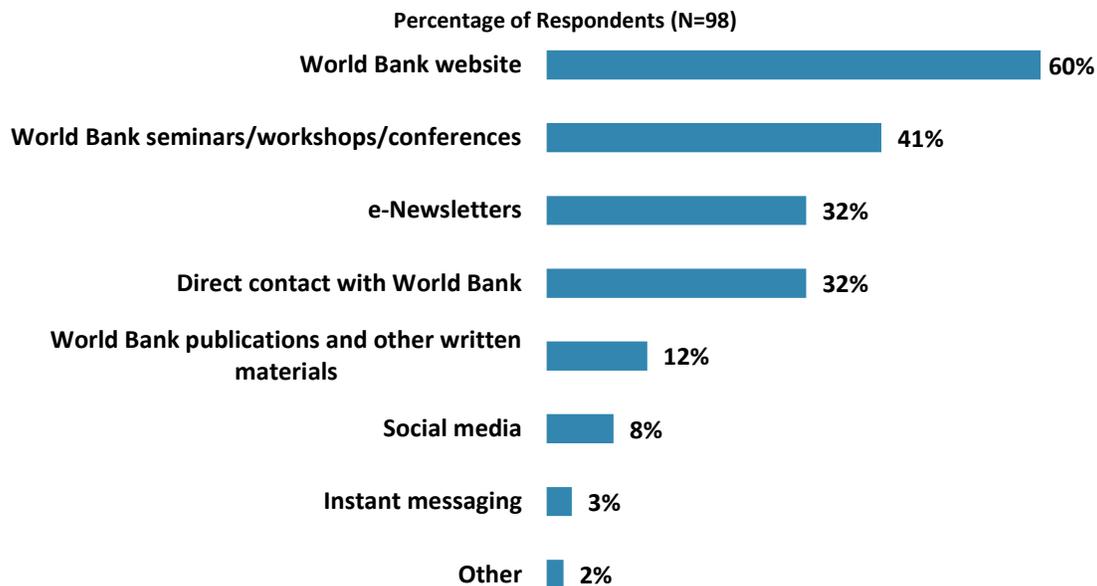


"How do you get most of your information about economic and social development issues in Kosovo? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '13 survey were provided in the FY '06 survey.

X. Communication and Openness (continued)

Preferred Information Sources



"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

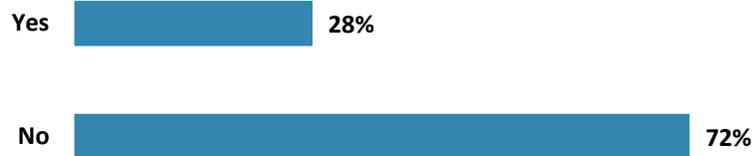
- Respondents from PMUs, consultants/contractors working on Bank projects were most likely to be aware of the Bank's Informational Policy, whereas respondents from NGOs were significantly *less* likely to be aware of it.

Percentage of Respondents (N=86)



"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=86)



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

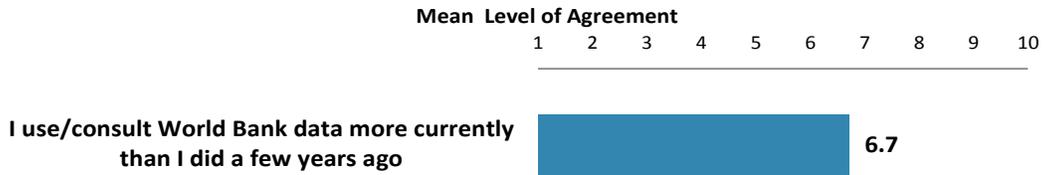
Percentage of Respondents (N=25)



"Were you able to obtain this information?"

X. Communication and Openness (continued)

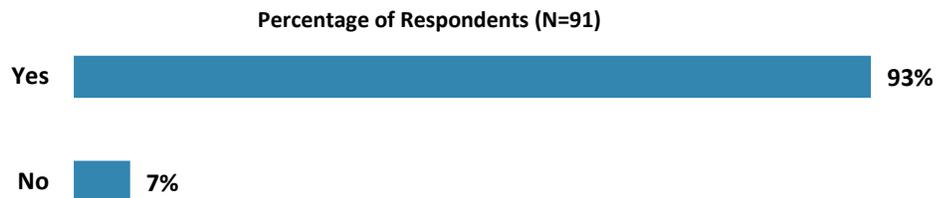
Access to Information (continued)



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

Internet Access

- Respondents from Outside Pristina were significantly *less* likely to have access to the Internet than respondents from Pristina.

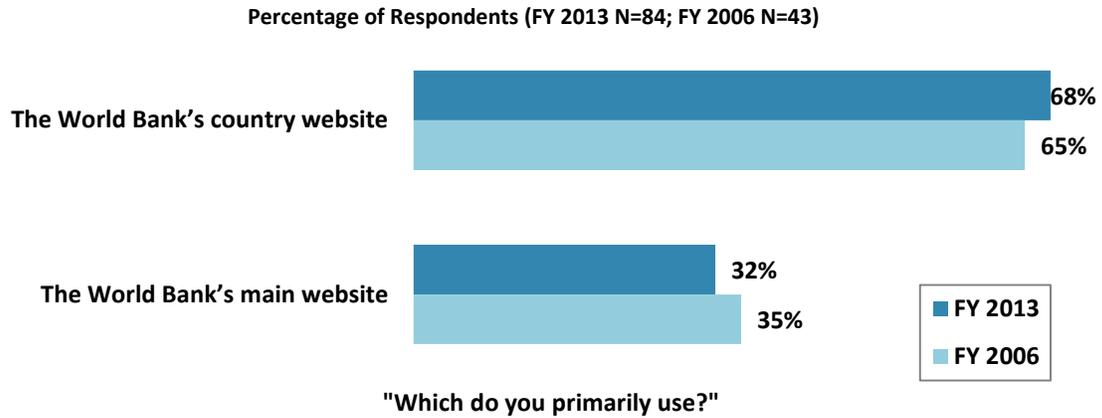
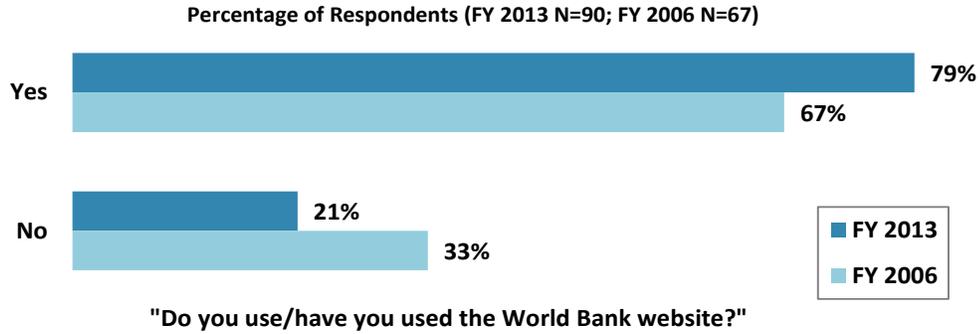


"Do you have access to the Internet?"

X. Communication and Openness (continued)

Website Usage

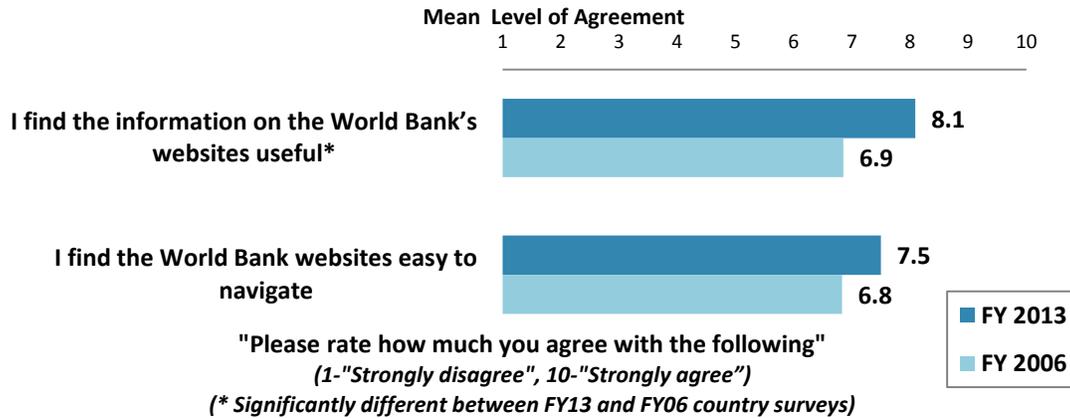
- Respondents from PMUs and consultants/contractors working on Bank projects were most likely to have used the World Bank website, whereas respondents from other organizations and local governments were significantly *less* likely to have done so.
- Respondents from Pristina were significantly *more* likely to have used the Bank website than respondents from Outside Pristina.



X. Communication and Openness (continued)

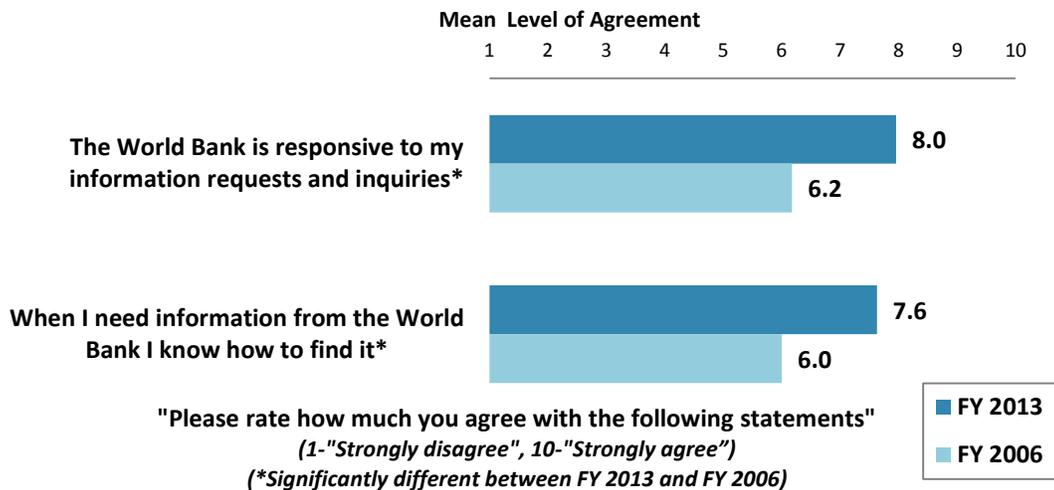
Website Evaluation

- Respondents in this year’s country survey tended to have significantly higher levels of agreement that “I find the information on the World Bank’s website useful” compared to respondents from the FY ’06 country survey.



Information Sharing

- Respondents in this year’s country survey tended to give significantly higher levels of agreement that “the World Bank is responsive to my information requests and inquires” and “when I need information from the World Bank I know how to find it” compared to respondents from the FY ’06 country survey.



XI. Appendices

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Kosovo



Appendix A: Responses to All Questions across All Respondents (N=101)

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 Kosovo

| 1. In general would you say that Kosovo is headed in ... ? | Percentage of Respondents (N=100) |
|---|--|
| The right direction | 59.0% |
| The wrong direction | 13.0% |
| Not sure | 28.0% |

| 2. Listed below are a number of development priorities in Kosovo. Please identify which of the following you consider the most important development priorities in Kosovo? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=99) |
|---|---|
| Education | 37.4% |
| Job creation/employment | 31.3% |
| Economic growth | 26.3% |
| Law and justice | 25.3% |
| Anti corruption | 25.3% |
| Domestic private sector development | 22.2% |
| Public sector governance/ reform | 16.2% |
| Poverty reduction | 13.1% |
| Foreign direct investment | 13.1% |
| Social protection | 12.1% |
| Health | 12.1% |
| Agricultural development | 11.1% |
| Security/stabilization/reconstruction | 10.1% |
| Energy | 8.1% |
| Trade and exports | 5.1% |
| Global/regional integration | 5.1% |
| Rural development | 4.0% |
| Transport | 4.0% |
| Social cohesion | 2.0% |
| Crime and violence | 2.0% |
| Regional conflict and tensions | 2.0% |
| Water and sanitation | 2.0% |
| Natural resource management | 2.0% |
| Gender | 1.0% |
| Environmental sustainability | 1.0% |
| Equality of opportunity | 1.0% |
| Climate change | 1.0% |
| Local governance and institutions | 1.0% |
| Regulatory framework | 1.0% |
| Financial markets | 0.0% |
| Urban development | 0.0% |
| Food security | 0.0% |
| Communicable/non-communicable diseases | 0.0% |
| Basic infrastructure | 0.0% |
| Disaster management | 0.0% |
| Information and communications technology | 0.0% |

A. General Issues Facing Kosovo (continued)

| 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 Kosovo? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=100) |
|--|--|
| Economic growth | 57.0% |
| Anti corruption | 32.0% |
| Job creation/employment | 31.0% |
| Agricultural development | 26.0% |
| Domestic private sector development | 26.0% |
| Rural development | 19.0% |
| Foreign direct investment | 18.0% |
| Education | 17.0% |
| Law and justice | 13.0% |
| Public sector governance/ reform | 8.0% |
| Global/regional integration | 7.0% |
| Social protection | 7.0% |
| Trade and exports | 5.0% |
| Equality of opportunity | 4.0% |
| Local governance and institutions | 4.0% |
| Security/stabilization/reconstruction | 3.0% |
| Energy | 3.0% |
| Health | 3.0% |
| Regulatory framework | 2.0% |
| Transport | 2.0% |
| Crime and violence | 2.0% |
| Natural resource management | 2.0% |
| Water and sanitation | 1.0% |
| Gender | 1.0% |
| Urban development | 1.0% |
| Basic infrastructure | 1.0% |
| Disaster management | 1.0% |
| Climate change | 0.0% |
| Regional conflict and tensions | 0.0% |
| Communicable/non-communicable diseases | 0.0% |
| Information and communications technology | 0.0% |
| Social cohesion | 0.0% |
| Environmental sustainability | 0.0% |
| Financial markets | 0.0% |
| Food security | 0.0% |

A. General Issues Facing Kosovo (continued)

| 4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Kosovo? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=99) |
|---|---|
| Foreign direct investment | 37.4% |
| Agricultural development | 36.4% |
| Anti corruption | 33.3% |
| Domestic private sector development | 28.3% |
| Job creation/employment | 21.2% |
| Energy | 18.2% |
| Public sector governance/ reform | 16.2% |
| Education | 16.2% |
| Natural resource management | 13.1% |
| Rural development | 13.1% |
| Trade and exports | 13.1% |
| Global/regional integration | 11.1% |
| Law and justice | 10.1% |
| Local governance and institutions | 5.1% |
| Basic infrastructure | 5.1% |
| Security/stabilization/reconstruction | 4.0% |
| Information and communications technology | 3.0% |
| Equality of opportunity | 3.0% |
| Regulatory framework | 2.0% |
| Environmental sustainability | 1.0% |
| Gender | 1.0% |
| Social cohesion | 1.0% |
| Financial markets | 1.0% |
| Urban development | 1.0% |
| Food security | 1.0% |
| Social protection | 0.0% |
| Climate change | 0.0% |
| Disaster management | 0.0% |
| Regional conflict and tensions | 0.0% |
| Water and sanitation | 0.0% |
| Communicable/non-communicable diseases | 0.0% |
| Transport | 0.0% |
| Health | 0.0% |
| Crime and violence | 0.0% |

A. General Issues Facing Kosovo (continued)

| 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 Kosovo? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=94) |
|--|--|
| Consistent economic growth | 45.7% |
| Better employment opportunities for young people | 41.5% |
| Education and training that better ensure job opportunity | 39.4% |
| Better entrepreneurial opportunities | 22.3% |
| A growing middle class | 17.0% |
| Greater voice and participation for citizens to help ensure greater accountability | 9.6% |
| Better employment opportunities for women | 6.4% |
| Better opportunity for the poor who live in rural areas | 5.3% |
| Greater access to micro-finance for the poor | 3.2% |
| Greater access to health and nutrition for citizens | 3.2% |
| Better quality public services | 2.1% |
| Better opportunity for the poor who live in urban areas | 1.1% |
| Other | 1.1% |

B. Overall Attitudes toward the World Bank

| Familiarity | N | DK | Mean | SD |
|--|----------|-----------|-------------|-----------|
| 1. How familiar are you with the work of the World Bank in Kosovo? (1-Not familiar at all, 10-Extremely familiar) | 100 | 0 | 6.59 | 2.40 |
| Overall Effectiveness* | N | DK | Mean | SD |
| 2. Overall, please rate your impression of the World Bank's effectiveness in Kosovo? (1-Not effective at all, 10-Very effective) | 91 | 9 | 7.03 | 2.22 |
| Staff Preparedness* | N | DK | Mean | SD |
| 3. To what extent do you believe the World Bank's staff is well prepared to help Kosovo solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree) | 83 | 17 | 7.29 | 2.06 |

B. Overall Attitudes toward the World Bank (continued)

| 4. When thinking about how the World Bank can have the most impact on development results in Kosovo, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Kosovo? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=101) |
|---|--|
| Job creation/employment | 28.7% |
| Domestic private sector development | 26.7% |
| Economic growth | 26.7% |
| Poverty reduction | 25.7% |
| Education | 25.7% |
| Agricultural development | 19.8% |
| Foreign direct investment | 17.8% |
| Public sector governance/ reform | 15.8% |
| Rural development | 12.9% |
| Law and justice | 12.9% |
| Health | 9.9% |
| Energy | 8.9% |
| Social protection | 7.9% |
| Financial markets | 7.9% |
| Global/regional integration | 7.9% |
| Anti corruption | 6.9% |
| Natural resource management | 5.0% |
| Basic infrastructure | 4.0% |
| Environmental sustainability | 4.0% |
| Trade and exports | 3.0% |
| Security/stabilization/reconstruction | 3.0% |
| Equality of opportunity | 3.0% |
| Water and sanitation | 2.0% |
| Social cohesion | 2.0% |
| Information and communications technology | 1.0% |
| Transport | 1.0% |
| Gender | 1.0% |
| Disaster management | 1.0% |
| Crime and violence | 0.0% |
| Urban development | 0.0% |
| Regional conflict and tensions | 0.0% |
| Food security | 0.0% |
| Climate change | 0.0% |
| Local governance and institutions | 0.0% |
| Regulatory framework | 0.0% |
| Communicable/non-communicable diseases | 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 Kosovo? | Percentage of Respondents (N=95) | | |
|--|----------------------------------|--------------------------------|----------|
| | Greatest Value | 2 nd Greatest Value | Combined |
| Financial resources: investment lending | 38.9% | 9.8% | 48.7% |
| Financial resources: policy based lending / budget support to the Government | 26.3% | 10.9% | 37.2% |
| Training/capacity building | 7.4% | 16.3% | 23.7% |
| Donor coordination | 6.3% | 9.8% | 16.1% |
| Mobilizing third party financial resources | 5.3% | 9.8% | 15.0% |
| Strategy formulation | 5.3% | 8.7% | 14.0% |
| Studies/analyses | 5.3% | 7.6% | 12.9% |
| Policy advice | 2.1% | 9.8% | 11.9% |
| Technical assistance | 3.2% | 8.7% | 11.9% |
| Data | 0.0% | 4.3% | 4.3% |
| Convening/facilitating | 0.0% | 2.2% | 2.2% |
| Linkage to non-Bank expertise | 0.0% | 1.1% | 1.1% |
| Other | 0.0% | 1.1% | 1.1% |

| 6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Kosovo? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=98) |
|--|--|
| Not adequately sensitive to political/social realities in Kosovo | 27.6% |
| World Bank processes too slow and complex | 20.4% |
| Not enough public disclosure of its work | 17.3% |
| Too influenced by developed countries | 14.3% |
| Not willing to honestly criticize policies and reform efforts in the country | 13.3% |
| Not collaborating enough with non-state actors | 13.3% |
| Not exploring alternative policy options | 12.2% |
| Not aligned with country priorities | 12.2% |
| Inadequate number of World Bank staff members located in the country | 10.2% |
| Not focused enough on issues that are unique to post-conflict countries | 7.1% |
| The credibility of its knowledge/data | 6.1% |
| Too bureaucratic in its operational policies and procedures | 5.1% |
| Other | 5.1% |
| Not aligned with other donors' work | 4.1% |
| Its advice and strategies do not lend themselves to practical problem solving | 4.1% |
| Staff too inaccessible | 3.1% |
| Imposing technocratic solutions without regard to political realities | 3.1% |
| Not client focused | 2.0% |
| Arrogant in its approach | 1.0% |

B. Overall Attitudes toward the World Bank (continued)

| 7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Kosovo? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=100) |
|---|--|
| Investment lending | 38.0% |
| Capacity development | 37.0% |
| Co-financing arrangements | 23.0% |
| Policy based lending / budget support to the Government | 21.0% |
| Technical assistance | 20.0% |
| Emergency Recovery lending | 12.0% |
| Knowledge products/services | 10.0% |
| Sector-wide approaches | 10.0% |
| Trust Fund management | 7.0% |
| Don't know | 6.0% |
| Other | 4.0% |

| 8. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=101) |
|---|--|
| Private sector | 47.5% |
| Local Government | 30.7% |
| NGOs | 28.7% |
| Academia/think tanks/research institutes | 23.8% |
| Donor community | 17.8% |
| Emerging donors | 10.9% |
| Beneficiaries | 10.9% |
| Parliament | 5.9% |
| Media | 5.9% |
| Regional organizations | 5.0% |
| UN agencies | 3.0% |
| Foundations | 3.0% |
| Community Based Organizations | 2.0% |
| Faith based organizations | 2.0% |
| Other | 1.0% |
| UN and regional peace keeping forces | 0.0% |

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 Kosovo? (1-Strongly disagree, 10-Strongly agree) | Level of Agreement | | | |
|---|--------------------|----|------|------|
| | N | DK | Mean | SD |
| 9. Overall the World Bank currently plays a relevant role in development in Kosovo* | 92 | 6 | 7.02 | 2.50 |
| 10. The World Bank's work is aligned with what I consider the development priorities for Kosovo* | 90 | 8 | 6.82 | 2.23 |
| 11. The World Bank supports programs and strategies that are realistic for Kosovo | 87 | 11 | 7.52 | 2.15 |
| 12. The World Bank treats clients and stakeholders in Kosovo with respect | 85 | 11 | 7.82 | 2.28 |

| To what extent is the World Bank an effective development partner in Kosovo, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree) | Degree | | | |
|--|--------|----|------|------|
| | N | DK | Mean | SD |
| 13. Responsiveness* | 77 | 15 | 7.55 | 2.30 |
| 14. Flexibility (in terms of the institution's products and services) | 79 | 14 | 7.53 | 2.07 |
| 15. Flexibility (in terms of changing country circumstances) | 79 | 13 | 7.32 | 2.22 |
| 16. Being inclusive | 78 | 14 | 7.17 | 2.21 |
| 17. Openness* | 81 | 11 | 7.36 | 2.20 |
| 18. Staff accessibility | 84 | 8 | 7.13 | 2.24 |
| 19. Straightforwardness and honesty | 80 | 13 | 7.95 | 1.95 |
| 20. Collaboration with groups outside of the Government* | 72 | 18 | 6.83 | 2.42 |
| 21. Collaboration with the Government* | 83 | 11 | 8.18 | 1.76 |
| 22. Collaboration with other donors* | 74 | 17 | 7.97 | 2.07 |
| 23. The speed in which it gets things accomplished on the ground | 74 | 18 | 6.84 | 2.35 |
| 24. Follow through over time | 75 | 15 | 7.05 | 2.59 |

| 25. 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 THREE) | Percentage of Respondents (Responses Combined; N=101) |
|---|---|
| The Government works inefficiently | 47.5% |
| Lack of/inadequate levels of capacity in Government | 36.6% |
| There is not an adequate level of citizen/civil society participation | 29.7% |
| Reforms are not well thought out in light of country challenges | 28.7% |
| The World Bank works too slowly | 21.8% |
| Political pressures and obstacles | 21.8% |
| Poor donor coordination | 20.8% |
| The World Bank is not sensitive enough to political/social realities on the ground | 17.8% |
| Inadequate funding | 17.8% |
| Ongoing conflict and instability | 7.9% |
| The World Bank does not do adequate follow through/follow-up | 6.9% |
| Other | 3.0% |

C. World Bank Effectiveness and Results

| How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Kosovo? (1-Not effective at all, 10-Very effective) | Effectiveness | | | |
|---|---------------|----|------|------|
| | N | DK | Mean | SD |
| 1. Anti corruption | 78 | 16 | 4.87 | 2.78 |
| 2. Information and communications technology | 67 | 25 | 7.01 | 2.06 |
| 3. Transport | 68 | 24 | 6.91 | 2.22 |
| 4. Crime and violence | 62 | 31 | 4.90 | 2.71 |
| 5. Regional conflict and tensions | 61 | 32 | 5.66 | 2.32 |
| 6. Law and justice | 73 | 21 | 5.85 | 2.47 |
| 7. Urban development | 72 | 21 | 6.10 | 2.28 |
| 8. Environmental sustainability | 75 | 17 | 6.39 | 2.25 |
| 9. Regulatory framework | 67 | 24 | 6.91 | 1.90 |
| 10. Basic infrastructure | 71 | 21 | 7.31 | 1.80 |
| 11. Communicable/non-communicable diseases | 59 | 32 | 6.19 | 2.46 |
| 12. Poverty reduction | 80 | 13 | 5.66 | 2.58 |
| 13. Gender | 74 | 18 | 6.68 | 2.23 |
| 14. Domestic private sector development | 82 | 11 | 5.90 | 2.50 |
| 15. Foreign direct investment | 78 | 15 | 5.97 | 2.49 |
| 16. Local governance and institutions | 75 | 17 | 6.56 | 2.08 |
| 17. Water and sanitation | 66 | 25 | 6.73 | 2.25 |
| 18. Trade and exports | 70 | 23 | 6.29 | 2.49 |
| 19. Economic growth | 82 | 12 | 6.04 | 2.65 |
| 20. Energy | 77 | 13 | 6.81 | 2.55 |
| 21. Disaster management | 50 | 42 | 5.90 | 2.73 |
| 22. Public sector governance/ reform | 76 | 17 | 6.59 | 2.52 |
| 23. Job creation/employment | 81 | 13 | 5.54 | 2.75 |
| 24. Social cohesion | 64 | 29 | 5.80 | 2.66 |
| 25. Financial markets | 61 | 32 | 5.75 | 2.46 |
| 26. Equality of opportunity | 69 | 24 | 6.72 | 2.22 |
| 27. Health | 79 | 14 | 6.10 | 2.56 |
| 28. Rural development | 80 | 12 | 6.13 | 2.58 |
| 29. Global/regional integration | 65 | 27 | 6.05 | 2.50 |
| 30. Food security | 68 | 25 | 5.82 | 2.74 |
| 31. Education | 74 | 17 | 6.36 | 2.41 |
| 32. Security/stabilization/reconstruction | 68 | 24 | 6.53 | 2.29 |
| 33. Social protection | 63 | 29 | 5.40 | 2.71 |
| 34. Climate change | 51 | 42 | 6.02 | 2.69 |
| 35. Agricultural development | 84 | 11 | 6.73 | 2.14 |
| 36. Natural resource management | 70 | 24 | 5.79 | 2.59 |

C. World Bank Effectiveness and Results(continued)

| Achieving Development Results | N | DK | Mean | SD |
|--|----------|-----------|-------------|-----------|
| 37. To what extent does the World Bank's work help to achieve development results in Kosovo?* (1-To no degree at all, 10-To a very significant degree) | 90 | 9 | 6.57 | 2.25 |

| Building/Strengthening Country Systems | N | DK | Mean | SD |
|---|----------|-----------|-------------|-----------|
| 38. To what extent does the World Bank help to build/strengthen existing country systems in Kosovo?* (1-To no degree at all, 10-To a very significant degree) | 88 | 12 | 6.89 | 1.97 |

| To what extent do you agree with the following statements about the World Bank in Kosovo? (1-Strongly disagree, 10-Strongly agree) | N | DK | Mean | SD |
|--|----------|-----------|-------------|-----------|
| 39. The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Results, etc.) meet the needs of Kosovo* | 84 | 15 | 6.27 | 2.32 |
| 40. The World Bank meets Kosovo' needs for knowledge services (e.g., research, analysis, data, technical assistance)* | 93 | 7 | 6.34 | 2.40 |

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

| 1. When thinking about the development challenges in Kosovo, 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; N=99) |
|---|---|
| Domestic private sector development | 40.4% |
| Education | 31.3% |
| Public sector governance/ reform | 27.3% |
| Economic growth | 23.2% |
| Energy | 21.2% |
| Poverty reduction | 19.2% |
| Anti corruption | 17.2% |
| Agricultural development | 17.2% |
| Health | 17.2% |
| Law and justice | 16.2% |
| Foreign direct investment | 11.1% |
| Job creation/employment | 10.1% |
| Rural development | 6.1% |
| Trade and exports | 5.1% |
| Social cohesion | 4.0% |
| Gender | 3.0% |
| Social protection | 3.0% |
| Financial markets | 3.0% |
| Natural resource management | 3.0% |
| Urban development | 3.0% |
| Disaster management | 2.0% |
| Water and sanitation | 2.0% |
| Climate change | 2.0% |
| Food security | 1.0% |
| Local governance and institutions | 1.0% |
| Environmental sustainability | 1.0% |
| Equality of opportunity | 1.0% |
| Regulatory framework | 1.0% |
| Basic infrastructure | 1.0% |
| Security/stabilization/reconstruction | 1.0% |
| Global/regional integration | 1.0% |
| Regional conflict and tensions | 0.0% |
| Crime and violence | 0.0% |
| Information and communications technology | 0.0% |
| Transport | 0.0% |
| Communicable/non-communicable diseases | 0.0% |

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

| In Kosovo, to what extent do you believe that the World Bank's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i> | Degree | | | |
|---|--------|----|------|------|
| | N | DK | Mean | SD |
| 2. Are timely | 78 | 20 | 6.50 | 2.00 |
| 3. Include appropriate level of stakeholder involvement during preparation | 76 | 20 | 6.76 | 2.04 |
| 4. Are relevant to Kosovo's development priorities | 82 | 14 | 7.29 | 2.08 |
| 5. Provide feasible recommendations | 88 | 10 | 7.52 | 1.90 |
| 6. Are source of relevant information on global good practices | 89 | 11 | 7.74 | 1.92 |
| 7. Are accessible (well written and easy to understand) | 85 | 11 | 7.28 | 2.07 |
| 8. Are useful in terms of the work you do | 88 | 9 | 7.68 | 2.04 |
| 9. Are adequately disseminated | 87 | 10 | 7.22 | 1.98 |
| 10. Are translated enough into local language | 82 | 13 | 7.33 | 2.49 |
| 11. Are adaptable to Kosovo's specific development challenges and country circumstances* | 84 | 14 | 7.10 | 2.19 |

| Overall Evaluations | N | DK | Mean | SD |
|--|----|----|------|------|
| 12. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?* <i>(1-Not significant at all, 10-Very significant)</i> | 95 | 5 | 7.78 | 2.07 |
| 13. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?* <i>(1-Very low technical quality, 10-Very high technical quality)</i> | 89 | 11 | 7.78 | 1.83 |

E. Working with the World Bank

| To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree) | Level of Agreement | | | |
|---|--------------------|----|------|------|
| | N | DK | Mean | SD |
| 1. The World Bank disburses funds promptly | 74 | 23 | 6.01 | 2.60 |
| 2. The World Bank effectively monitors and evaluates the projects and programs it supports | 88 | 11 | 7.76 | 2.10 |
| 3. The World Bank's approvals and reviews are done in a timely fashion | 79 | 18 | 7.04 | 2.36 |
| 4. The World Bank's "Safeguard Policy" requirements are reasonable | 69 | 28 | 7.12 | 2.32 |
| 5. The World Bank's conditions on its lending are reasonable | 69 | 28 | 7.19 | 2.22 |
| 6. Working with the World Bank increases Kosovo's institutional capacity | 86 | 10 | 8.22 | 1.86 |
| 7. The World Bank ensures consistency and continuity through staff changes | 66 | 28 | 7.53 | 2.28 |
| 8. The World Bank's teams and visits are well coordinated | 76 | 20 | 7.79 | 2.07 |
| 9. Where country systems are adequate, the World Bank makes appropriate use of them | 73 | 23 | 7.63 | 1.80 |
| 10. The World Bank provides effective implementation support | 80 | 15 | 7.65 | 2.09 |

| Adequate Staffing | N | DK | Mean | SD |
|--|----|----|------|------|
| 11. To what extent do you believe the World Bank is adequately staffed in Kosovo? (1-To no degree at all, 10-To a very significant degree) | 78 | 21 | 6.83 | 2.19 |

F. The Future Role of the World Bank in Kosovo

| Future Role of the World Bank | N | DK | Mean | SD |
|---|----|----|------|------|
| 1. How significant a role do you believe the World Bank SHOULD play in Kosovo' development in the near future? (1-Not a significant role at all, 10-Very significant role) | 97 | 3 | 9.13 | 1.29 |

| 2. Which of the following SHOULD the World Bank do to make itself of greater value in Kosovo? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=95) |
|---|---|
| Reach out more to groups outside of government | 42.1% |
| Reduce the complexity of obtaining World Bank financing | 34.7% |
| Improve the quality of its experts as related to Kosovo's specific challenges | 31.6% |
| Provide more adequate data/knowledge/statistics/figures on Kosovo's economy | 16.8% |
| Offer more innovative financial products | 15.8% |
| Work faster | 10.5% |
| Offer more innovative knowledge services | 9.5% |
| Increase the level of World Bank staffing in Kosovo's office | 9.5% |
| Ensure greater selectivity in its work | 8.4% |
| Improve the competitiveness of its financing compared to markets | 8.4% |
| Focus primarily on advocacy issues | 4.2% |
| Other | 3.2% |

G. Communication and Information Sharing

| 1. How do you get most of your information about economic and social development issues in Kosovo? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=99) |
|---|---|
| Internet | 63.6% |
| Local newspapers | 53.5% |
| Local television | 51.5% |
| Social media | 9.1% |
| International television | 5.1% |
| Periodicals | 5.1% |
| International newspapers | 3.0% |
| Local radio | 2.0% |
| Other | 1.0% |
| International radio | 0.0% |
| Blogs | 0.0% |
| Mobile phones | 0.0% |
| Instant messaging | 0.0% |

| 2. How would you prefer to receive information from the World Bank? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=98) |
|--|---|
| World Bank website | 60.2% |
| World Bank seminars/workshops/conferences | 40.8% |
| e-Newsletters | 31.6% |
| Direct contact with World Bank | 31.6% |
| World Bank publications and other written materials | 12.2% |
| Social media | 8.2% |
| Instant messaging | 3.1% |
| Other | 2.0% |
| Mobile phones | 0.0% |
| Blogs | 0.0% |

| 3. Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions? | Percentage of Respondents (N=86) |
|---|---|
| Yes | 39.5% |
| No | 60.5% |

| 4. Have you requested information from the World Bank on its activities in the past year? | Percentage of Respondents (N=86) |
|--|---|
| Yes | 27.9% |
| No | 72.1% |

| 5. Were you able to obtain this information? | Percentage of Respondents (N=25) |
|---|---|
| Yes | 88.0% |
| No | 12.0% |

G. Communication and Information Sharing (continued)

| 6. Do you have access to the Internet? | Percentage of Respondents (N=91) |
|--|-------------------------------------|
| Yes | 93.4% |
| No | 6.6% |

| 7. Do you use/have used the World Bank website? | Percentage of Respondents (N=90) |
|---|-------------------------------------|
| Yes | 78.9% |
| No | 21.1% |

| 8. Which do you primarily use? | Percentage of Respondents (N=84) |
|----------------------------------|-------------------------------------|
| The World Bank's country website | 67.9% |
| The World Bank's main website | 32.1% |

| Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree) | Level of Agreement | | | |
|--|--------------------|----|------|------|
| | N | DK | Mean | SD |
| 9. I use/consult World Bank data more often than I did a few years ago | 88 | 9 | 6.70 | 2.43 |
| 10. I find the World Bank websites easy to navigate. | 80 | 10 | 7.50 | 2.13 |
| 11. I find the information on the World Bank's websites useful. | 77 | 12 | 8.09 | 1.85 |
| 12. When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.) | 86 | 10 | 7.63 | 2.20 |
| 13. The World Bank is responsive to my information requests and inquiries | 68 | 26 | 7.96 | 1.98 |

H. Background Information

| 1. Which of the following best describes your current position? (Please mark only ONE response) | Percentage of Respondents (N=99) |
|--|-------------------------------------|
| Local Government Office or Staff | 30.3% |
| NGO | 25.3% |
| Other | 12.1% |
| Employee of a Ministry, Ministerial Department or Implementation Agency | 8.1% |
| Project Management Unit (PMU) overseeing implementation of project | 7.1% |
| Private Sector Organization | 4.0% |
| Academia/Research Institute/Think Tank | 4.0% |
| Consultant/Contractor working on World Bank supported Project/Program | 3.0% |
| Media | 3.0% |
| Multilateral Agency | 1.0% |
| Independent Government Institution | 1.0% |
| Judiciary Branch | 1.0% |

H. Background Information (continued)

| 2. Please identify the primary specialization of your work. (Please mark only ONE response) | Percentage of Respondents (N=97) |
|--|---|
| Other | 25.8% |
| Public sector governance / public financial management / anti-corruption | 18.6% |
| Agriculture/ rural development / food security | 12.4% |
| Law and justice / regulatory framework | 8.2% |
| Education | 7.2% |
| Private sector development / foreign direct investment | 6.2% |
| Energy | 4.1% |
| Information and communications technology | 4.1% |
| Job creation/employment | 4.1% |
| Financial markets / banking | 3.1% |
| Natural resource management / environmental sustainability | 2.1% |
| Gender / equality of opportunity | 1.0% |
| Social protection | 1.0% |
| Urban development | 1.0% |
| Water and sanitation | 1.0% |

| 3. Currently, do you professionally collaborate/work with the World Bank in your country? | Percentage of Respondents (N=99) |
|--|---|
| Yes | 39.4% |
| No | 60.6% |

| 4. Which of the following describes most of your exposure to the World Bank in Kosovo? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=90) |
|---|---|
| Collaborate as part of my professional duties | 35.6% |
| Use World Bank reports/data | 34.4% |
| Use World Bank website for information, data, research, etc. | 33.3% |
| Observer | 27.8% |
| Engage in World Bank related/sponsored events/activities | 21.1% |

| 5. Which best represents your geographic location? | Percentage of Respondents (N=98) |
|---|---|
| Pristina | 38.8% |
| Outside Pristina | 61.2% |

Appendix B: Responses to All Questions by Stakeholder Groups

A. General Issues facing Kosovo

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

| Percentage of Respondents | Employee of a Ministry/ Ministerial Department/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Government | NGO | Other |
|---------------------------|---|--|------------------|-------|-------|
| The right direction | 62.5% | 50.0% | 79.3% | 36.0% | 61.5% |
| The wrong direction | 0.0% | 10.0% | 0.0% | 24.0% | 23.1% |
| Not sure | 37.5% | 40.0% | 20.7% | 40.0% | 15.4% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses Combined) | Employee of a Ministry/ Ministerial Department/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Government | NGO | Other |
|--|---|--|------------------|-------|-------|
| Social protection | 12.5% | 0.0% | 3.4% | 16.0% | 23.1% |
| Transport | 0.0% | 0.0% | 0.0% | 8.0% | 7.7% |
| Security/stabilization/reconstruction | 12.5% | 20.0% | 10.3% | 12.0% | 3.8% |
| Public sector governance/ reform | 25.0% | 20.0% | 13.8% | 20.0% | 11.5% |
| Global/regional integration | 12.5% | 0.0% | 3.4% | 8.0% | 3.8% |
| Gender | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% |
| Domestic private sector development* | 50.0% | 10.0% | 34.5% | 8.0% | 19.2% |
| Foreign direct investment | 0.0% | 20.0% | 13.8% | 4.0% | 23.1% |
| Water and sanitation | 0.0% | 0.0% | 0.0% | 4.0% | 3.8% |
| Energy | 12.5% | 10.0% | 10.3% | 4.0% | 7.7% |
| Regional conflict and tensions | 0.0% | 0.0% | 0.0% | 8.0% | 0.0% |
| Job creation/employment* | 0.0% | 60.0% | 37.9% | 20.0% | 34.6% |
| Rural development | 0.0% | 0.0% | 3.4% | 8.0% | 3.8% |
| Financial markets | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Urban development | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Environmental sustainability | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% |
| Equality of opportunity | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% |
| Health | 12.5% | 30.0% | 6.9% | 4.0% | 19.2% |
| Education | 62.5% | 50.0% | 44.8% | 20.0% | 34.6% |
| Poverty reduction | 12.5% | 10.0% | 17.2% | 16.0% | 3.8% |
| Food security | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Social cohesion | 12.5% | 10.0% | 0.0% | 0.0% | 0.0% |
| Climate change | 0.0% | 0.0% | 3.4% | 0.0% | 0.0% |
| Agricultural development | 0.0% | 10.0% | 20.7% | 8.0% | 7.7% |
| Trade and exports | 0.0% | 0.0% | 0.0% | 8.0% | 11.5% |
| Crime and violence | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% |
| Economic growth | 62.5% | 20.0% | 27.6% | 24.0% | 15.4% |
| Law and justice | 0.0% | 10.0% | 24.1% | 24.0% | 42.3% |
| Regulatory framework* | 12.5% | 0.0% | 0.0% | 0.0% | 0.0% |
| Communicable/non-communicable diseases | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Basic infrastructure | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Local governance and institutions | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% |
| Natural resource management | 0.0% | 0.0% | 3.4% | 0.0% | 3.8% |
| Anti corruption* | 0.0% | 20.0% | 20.7% | 48.0% | 19.2% |
| Disaster management | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Information and communications technology | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

A. General Issues facing Kosovo (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 Kosovo? (Choose no more than THREE)

| Percentage of Respondents (Responses Combined) | Employee of a Ministry/ Ministerial Department/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Government | NGO | Other |
|---|--|---|------------------|-------|-------|
| Water and sanitation | 0.0% | 0.0% | 0.0% | 0.0% | 3.8% |
| Equality of opportunity | 12.5% | 0.0% | 0.0% | 8.0% | 3.8% |
| Economic growth | 87.5% | 40.0% | 72.4% | 48.0% | 50.0% |
| Climate change | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Regional conflict and tensions | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Global/regional integration | 12.5% | 0.0% | 6.9% | 8.0% | 7.7% |
| Gender | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% |
| Rural development | 37.5% | 20.0% | 10.3% | 28.0% | 15.4% |
| Urban development | 0.0% | 0.0% | 0.0% | 0.0% | 3.8% |
| Regulatory framework | 0.0% | 10.0% | 0.0% | 4.0% | 0.0% |
| Local governance and institutions | 0.0% | 0.0% | 3.4% | 8.0% | 3.8% |
| Basic infrastructure | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% |
| Social protection | 0.0% | 10.0% | 3.4% | 16.0% | 3.8% |
| Law and justice | 0.0% | 0.0% | 13.8% | 8.0% | 19.2% |
| Transport | 0.0% | 0.0% | 0.0% | 0.0% | 7.7% |
| Crime and violence | 0.0% | 0.0% | 0.0% | 0.0% | 7.7% |
| Communicable/non-communicable diseases | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Information and communications technology | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Security/stabilization/reconstruction* | 0.0% | 20.0% | 3.4% | 0.0% | 0.0% |
| Anti corruption | 25.0% | 10.0% | 34.5% | 24.0% | 42.3% |
| Domestic private sector development | 50.0% | 20.0% | 37.9% | 16.0% | 19.2% |
| Foreign direct investment | 37.5% | 20.0% | 17.2% | 4.0% | 23.1% |
| Energy | 0.0% | 0.0% | 6.9% | 4.0% | 0.0% |
| Public sector governance/ reform | 0.0% | 0.0% | 3.4% | 20.0% | 7.7% |
| Social cohesion | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Education* | 0.0% | 50.0% | 6.9% | 8.0% | 30.8% |
| Natural resource management | 0.0% | 0.0% | 6.9% | 0.0% | 0.0% |
| Environmental sustainability | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Health | 0.0% | 0.0% | 3.4% | 4.0% | 3.8% |
| Agricultural development | 25.0% | 30.0% | 31.0% | 28.0% | 19.2% |
| Disaster management | 0.0% | 0.0% | 3.4% | 0.0% | 0.0% |
| Job creation/employment | 12.5% | 60.0% | 31.0% | 36.0% | 19.2% |
| Financial markets | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Trade and exports | 0.0% | 0.0% | 3.4% | 8.0% | 7.7% |
| Food security | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

A. General Issues facing Kosovo (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 Kosovo?

(Choose no more than THREE)

| Percentage of Respondents (Responses Combined) | Employee of a Ministry/ Ministerial Department/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Government | NGO | Other |
|---|--|---|------------------|-------|-------|
| Energy | 0.0% | 0.0% | 27.6% | 20.0% | 15.4% |
| Gender | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% |
| Equality of opportunity | 0.0% | 0.0% | 6.9% | 0.0% | 3.8% |
| Global/regional integration | 25.0% | 0.0% | 10.3% | 8.0% | 15.4% |
| Social protection | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Climate change | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Anti corruption* | 0.0% | 0.0% | 44.8% | 48.0% | 26.9% |
| Disaster management | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Regional conflict and tensions | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Rural development | 25.0% | 10.0% | 6.9% | 16.0% | 15.4% |
| Foreign direct investment | 50.0% | 70.0% | 27.6% | 28.0% | 38.5% |
| Urban development | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% |
| Water and sanitation | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Trade and exports | 25.0% | 30.0% | 0.0% | 12.0% | 19.2% |
| Information and communications technology | 0.0% | 0.0% | 3.4% | 4.0% | 3.8% |
| Regulatory framework | 0.0% | 0.0% | 0.0% | 8.0% | 0.0% |
| Communicable/non-communicable diseases | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Social cohesion | 0.0% | 0.0% | 3.4% | 0.0% | 0.0% |
| Public sector governance/ reform* | 25.0% | 10.0% | 6.9% | 40.0% | 3.8% |
| Domestic private sector development* | 25.0% | 60.0% | 37.9% | 8.0% | 26.9% |
| Job creation/employment* | 12.5% | 10.0% | 48.3% | 8.0% | 11.5% |
| Agricultural development | 37.5% | 30.0% | 37.9% | 36.0% | 38.5% |
| Food security | 0.0% | 0.0% | 0.0% | 0.0% | 3.8% |
| Transport | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Security/stabilization/reconstruction* | 0.0% | 20.0% | 0.0% | 0.0% | 7.7% |
| Education | 25.0% | 30.0% | 6.9% | 24.0% | 11.5% |
| Natural resource management | 25.0% | 10.0% | 10.3% | 4.0% | 23.1% |
| Environmental sustainability | 0.0% | 0.0% | 0.0% | 0.0% | 3.8% |
| Health | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Basic infrastructure | 12.5% | 10.0% | 3.4% | 8.0% | 0.0% |
| Law and justice | 12.5% | 0.0% | 3.4% | 12.0% | 19.2% |
| Local governance and institutions | 0.0% | 0.0% | 13.8% | 0.0% | 3.8% |
| Crime and violence | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Financial markets | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% |

*Significantly different between stakeholder groups

A. General Issues facing Kosovo (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 Kosovo? (Choose no more than TWO)

| Percentage of Respondents (Responses Combined) | Employee of a Ministry/ Ministerial Department/ Implementation Agency | | | PMU/Consultant/ Contractor on Bank project | | | Local Government | | | NGO | | | Other | | |
|--|--|-------|----|---|-------|----|------------------|-------|----|-----|-------|----|-------|-------|----|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| A growing middle class* | | 14.3% | | | 10.0% | | | 6.9% | | | 40.9% | | | 12.0% | |
| Better employment opportunities for young people | | 42.9% | | | 60.0% | | | 55.2% | | | 18.2% | | | 36.0% | |
| Better employment opportunities for women | | 0.0% | | | 0.0% | | | 6.9% | | | 13.6% | | | 4.0% | |
| Education and training that better ensure job opportunity | | 57.1% | | | 40.0% | | | 37.9% | | | 36.4% | | | 40.0% | |
| Greater access to health and nutrition for citizens | | 0.0% | | | 0.0% | | | 0.0% | | | 4.5% | | | 8.0% | |
| Better entrepreneurial opportunities | | 0.0% | | | 30.0% | | | 34.5% | | | 13.6% | | | 20.0% | |
| Greater access to micro-finance for the poor | | 0.0% | | | 0.0% | | | 0.0% | | | 9.1% | | | 4.0% | |
| Better opportunity for the poor who live in rural areas | | 0.0% | | | 0.0% | | | 0.0% | | | 9.1% | | | 12.0% | |
| Better opportunity for the poor who live in urban areas | | 0.0% | | | 0.0% | | | 0.0% | | | 4.5% | | | 0.0% | |
| Consistent economic growth | | 71.4% | | | 60.0% | | | 51.7% | | | 31.8% | | | 36.0% | |
| Greater voice and participation for citizens to help ensure greater accountability | | 14.3% | | | 0.0% | | | 0.0% | | | 13.6% | | | 20.0% | |
| Better quality public services | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 8.0% | |
| Other | | 0.0% | | | 0.0% | | | 0.0% | | | 4.5% | | | 0.0% | |

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank

| | Which of the following best describes your current position? | | | | | | | | | | | | | | |
|---|--|------|------|---|------|------|------------------|------|------|-----|------|------|-------|------|------|
| | Employee of a Ministry/ Ministerial Department/ Implementation Agency | | | PMU/Consultant/ Contractor on Bank project | | | Local Government | | | NGO | | | Other | | |
| | 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 Kosovo? | 8 | 7.75 | 1.16 | 10 | 7.40 | 1.96 | 30 | 6.73 | 2.42 | 24 | 6.04 | 2.40 | 26 | 6.15 | 2.77 |

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

| | Which of the following best describes your current position? | | | | | | | | | | | | | | |
|---|--|------|------|---|------|------|------------------|------|------|-----|------|------|-------|------|------|
| | Employee of a Ministry/ Ministerial Department/ Implementation Agency | | | PMU/Consultant/ Contractor on Bank project | | | Local Government | | | NGO | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Overall, please rate your impression of the World Bank's effectiveness in Kosovo? | 8 | 6.63 | 1.51 | 9 | 6.89 | 2.26 | 29 | 7.41 | 2.44 | 22 | 6.50 | 2.20 | 21 | 7.29 | 2.19 |

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

| | Which of the following best describes your current position? | | | | | | | | | | | | | | |
|---|--|------|-----|---|------|------|------------------|------|------|-----|------|------|-------|------|------|
| | Employee of a Ministry/ Ministerial Department/ Implementation Agency | | | PMU/Consultant/ Contractor on Bank project | | | Local Government | | | NGO | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| To what extent do you believe the World Bank's staff is well prepared to help Kosovo solve its most complicated development challenges? | 7 | 7.71 | .49 | 9 | 7.33 | 2.78 | 23 | 7.61 | 2.10 | 20 | 6.90 | 2.02 | 22 | 7.27 | 2.14 |

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

B. Overall Attitudes toward the World Bank (continued)

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

| Percentage of Respondents (Responses Combined) | Employee of a Ministry/ Ministerial Department/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Government | NGO | Other |
|---|--|---|------------------|-------|-------|
| Social protection | 0.0% | 0.0% | 10.0% | 12.0% | 7.7% |
| Security/stabilization/reconstruction | 0.0% | 0.0% | 10.0% | 0.0% | 0.0% |
| Public sector governance/ reform | 0.0% | 10.0% | 16.7% | 28.0% | 11.5% |
| Transport | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% |
| Poverty reduction | 25.0% | 10.0% | 30.0% | 24.0% | 26.9% |
| Global/regional integration* | 37.5% | 0.0% | 0.0% | 8.0% | 11.5% |
| Gender | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% |
| Crime and violence | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Rural development | 25.0% | 20.0% | 0.0% | 16.0% | 15.4% |
| Domestic private sector development* | 50.0% | 10.0% | 46.7% | 8.0% | 23.1% |
| Foreign direct investment | 0.0% | 0.0% | 16.7% | 16.0% | 30.8% |
| Water and sanitation | 0.0% | 0.0% | 0.0% | 0.0% | 7.7% |
| Energy | 12.5% | 30.0% | 6.7% | 4.0% | 7.7% |
| Social cohesion | 0.0% | 0.0% | 0.0% | 4.0% | 3.8% |
| Job creation/employment* | 12.5% | 20.0% | 53.3% | 28.0% | 7.7% |
| Financial markets* | 37.5% | 0.0% | 0.0% | 4.0% | 11.5% |
| Urban development | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Environmental sustainability | 0.0% | 20.0% | 0.0% | 4.0% | 3.8% |
| Equality of opportunity | 0.0% | 0.0% | 0.0% | 12.0% | 0.0% |
| Regional conflict and tensions | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Health | 0.0% | 30.0% | 13.3% | 4.0% | 7.7% |
| Education* | 25.0% | 60.0% | 16.7% | 36.0% | 15.4% |
| Food security | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Climate change | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Agricultural development | 12.5% | 20.0% | 26.7% | 8.0% | 26.9% |
| Trade and exports | 0.0% | 0.0% | 0.0% | 4.0% | 7.7% |
| Economic growth* | 62.5% | 50.0% | 16.7% | 24.0% | 19.2% |
| Law and justice | 0.0% | 0.0% | 10.0% | 16.0% | 23.1% |
| Local governance and institutions | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Regulatory framework | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Communicable/non-communicable diseases | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Basic infrastructure | 0.0% | 0.0% | 3.3% | 8.0% | 3.8% |
| Natural resource management | 0.0% | 0.0% | 6.7% | 4.0% | 7.7% |
| Information and communications technology | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% |
| Anti corruption | 0.0% | 10.0% | 10.0% | 8.0% | 3.8% |
| Disaster management | 0.0% | 0.0% | 0.0% | 0.0% | 3.8% |

*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 Kosovo?

| Greatest Value | Employee of a Ministry/ Ministerial Department/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Government | NGO | Other |
|--|--|---|-------------------------|------------|--------------|
| Financial resources: investment lending | 57.1% | 50.0% | 36.7% | 43.5% | 29.2% |
| Financial resources: policy based lending / budget support to the Government | 14.3% | 40.0% | 33.3% | 17.4% | 25.0% |
| Mobilizing third party financial resources | 14.3% | 0.0% | 10.0% | 0.0% | 4.2% |
| Technical assistance | 14.3% | 0.0% | 3.3% | 0.0% | 4.2% |
| Policy advice | 0.0% | 0.0% | 0.0% | 4.3% | 4.2% |
| Donor coordination | 0.0% | 0.0% | 3.3% | 13.0% | 4.2% |
| Data | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Training/capacity building | 0.0% | 10.0% | 10.0% | 0.0% | 12.5% |
| Studies/analyses | 0.0% | 0.0% | 0.0% | 13.0% | 8.3% |
| Convening/facilitating | 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% |
| Strategy formulation | 0.0% | 0.0% | 3.3% | 8.7% | 8.3% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

| 2nd Greatest Value | Employee of a Ministry/ Ministerial Department/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Government | NGO | Other |
|---|--|---|-------------------------|------------|--------------|
| Financial resources: investment lending | 16.7% | 20.0% | 11.1% | 0.0% | 12.5% |
| Financial resources: policy based lending / budget support to the Government* | 50.0% | 10.0% | 0.0% | 12.5% | 8.3% |
| Mobilizing third party financial resources | 0.0% | 10.0% | 3.7% | 16.7% | 12.5% |
| Technical assistance | 0.0% | 20.0% | 3.7% | 12.5% | 8.3% |
| Policy advice | 16.7% | 0.0% | 3.7% | 12.5% | 16.7% |
| Donor coordination | 16.7% | 0.0% | 14.8% | 8.3% | 8.3% |
| Data | 0.0% | 10.0% | 7.4% | 4.2% | 0.0% |
| Training/capacity building | 0.0% | 10.0% | 29.6% | 16.7% | 8.3% |
| Studies/analyses | 0.0% | 0.0% | 7.4% | 12.5% | 8.3% |
| Convening/facilitating | 0.0% | 10.0% | 0.0% | 0.0% | 4.2% |
| Linkage to non-Bank expertise | 0.0% | 0.0% | 0.0% | 0.0% | 4.2% |
| Strategy formulation | 0.0% | 10.0% | 14.8% | 4.2% | 8.3% |
| Other | 0.0% | 0.0% | 3.7% | 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 Kosovo? (Choose no more than TWO)

| Percentage of Respondents (Responses Combined) | Employee of a Ministry/ Ministerial Department/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Government | NGO | Other |
|---|--|---|------------------|-------|-------|
| Staff too inaccessible | 0.0% | 10.0% | 0.0% | 4.0% | 4.0% |
| Not exploring alternative policy options | 12.5% | 0.0% | 13.3% | 16.0% | 12.0% |
| Not adequately sensitive to political/social realities in Kosovo* | 25.0% | 60.0% | 36.7% | 20.0% | 12.0% |
| Not enough public disclosure of its work* | 0.0% | 20.0% | 3.3% | 40.0% | 16.0% |
| Arrogant in its approach | 0.0% | 0.0% | 0.0% | 0.0% | 4.0% |
| Not aligned with country priorities | 12.5% | 0.0% | 23.3% | 8.0% | 8.0% |
| The credibility of its knowledge/data | 0.0% | 0.0% | 6.7% | 8.0% | 8.0% |
| Not willing to honestly criticize policies and reform efforts in the country | 0.0% | 0.0% | 20.0% | 12.0% | 16.0% |
| Too influenced by developed countries* | 37.5% | 20.0% | 26.7% | 4.0% | 0.0% |
| Imposing technocratic solutions without regard to political realities* | 0.0% | 20.0% | 0.0% | 0.0% | 4.0% |
| World Bank processes too slow and complex* | 37.5% | 10.0% | 3.3% | 20.0% | 40.0% |
| Too bureaucratic in its operational policies and procedures | 0.0% | 10.0% | 6.7% | 4.0% | 4.0% |
| Not aligned with other donors' work | 12.5% | 0.0% | 6.7% | 0.0% | 4.0% |
| Not collaborating enough with non-state actors* | 25.0% | 0.0% | 0.0% | 32.0% | 12.0% |
| Not client focused | 0.0% | 0.0% | 0.0% | 0.0% | 8.0% |
| Its advice and strategies do not lend themselves to practical problem solving | 0.0% | 0.0% | 3.3% | 4.0% | 8.0% |
| Not focused enough on issues that are unique to post-conflict countries* | 0.0% | 0.0% | 20.0% | 0.0% | 4.0% |
| Inadequate number of World Bank staff members located in the country* | 25.0% | 30.0% | 13.3% | 0.0% | 4.0% |
| Other | 0.0% | 0.0% | 3.3% | 12.0% | 4.0% |

*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 Kosovo? (Choose no more than TWO)

| Percentage of Respondents (Responses Combined) | Employee of a Ministry/ Ministerial Department/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Government | NGO | Other |
|---|--|---|------------------|-------|-------|
| Capacity development | 50.0% | 40.0% | 43.3% | 20.8% | 42.3% |
| Policy based lending / budget support to the Government | 37.5% | 10.0% | 20.0% | 20.8% | 23.1% |
| Knowledge products/services* | 0.0% | 0.0% | 3.3% | 25.0% | 7.7% |
| Investment lending | 62.5% | 70.0% | 33.3% | 25.0% | 34.6% |
| Technical assistance | 0.0% | 20.0% | 20.0% | 33.3% | 15.4% |
| Trust Fund management* | 0.0% | 0.0% | 20.0% | 0.0% | 0.0% |
| Co-financing arrangements | 50.0% | 20.0% | 23.3% | 4.2% | 30.8% |
| Sector-wide approaches | 0.0% | 10.0% | 3.3% | 25.0% | 7.7% |
| Emergency Recovery lending | 0.0% | 10.0% | 20.0% | 12.5% | 7.7% |
| Other | 0.0% | 0.0% | 6.7% | 4.2% | 3.8% |
| Don't know | 0.0% | 10.0% | 0.0% | 12.5% | 7.7% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses Combined) | Employee of a Ministry/ Ministerial Department/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Government | NGO | Other |
|---|--|---|------------------|-------|-------|
| NGOs* | 25.0% | 20.0% | 6.7% | 80.0% | 11.5% |
| Local Government* | 25.0% | 0.0% | 53.3% | 24.0% | 23.1% |
| Beneficiaries | 0.0% | 30.0% | 6.7% | 4.0% | 19.2% |
| Private sector | 37.5% | 80.0% | 33.3% | 52.0% | 53.8% |
| Community Based Organizations* | 12.5% | 0.0% | 0.0% | 0.0% | 0.0% |
| Donor community | 50.0% | 10.0% | 23.3% | 16.0% | 7.7% |
| Foundations | 0.0% | 10.0% | 3.3% | 0.0% | 3.8% |
| Academia/think tanks/research institutes* | 50.0% | 0.0% | 23.3% | 8.0% | 38.5% |
| Parliament | 0.0% | 10.0% | 6.7% | 4.0% | 3.8% |
| Media | 0.0% | 20.0% | 3.3% | 0.0% | 11.5% |
| Faith based organizations | 0.0% | 0.0% | 3.3% | 0.0% | 3.8% |
| UN and regional peace keeping forces | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Emerging donors | 0.0% | 0.0% | 20.0% | 8.0% | 11.5% |
| UN agencies | 0.0% | 10.0% | 3.3% | 0.0% | 3.8% |
| Regional organizations | 0.0% | 10.0% | 6.7% | 4.0% | 3.8% |
| Other | 0.0% | 0.0% | 3.3% | 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 Kosovo? (1-Strongly disagree, 10-Strongly agree)

| | Which of the following best describes your current position? | | | | | | | | | | | | | | |
|---|---|------|------|--|------|------|------------------|------|------|-----|------|------|-------|------|------|
| | Employee of a Ministry/ Ministerial Department/ Implementation Agency | | | PMU/Consultant/ Contractor on Bank project | | | Local Government | | | NGO | | | Other | | |
| | 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 Kosovo | 8 | 6.63 | 2.39 | 9 | 7.00 | 2.78 | 27 | 7.44 | 2.44 | 24 | 6.88 | 2.40 | 23 | 6.74 | 2.75 |
| The World Bank's work is aligned with what I consider the development priorities for Kosovo | 8 | 7.00 | 2.07 | 10 | 7.70 | 1.83 | 25 | 6.40 | 2.35 | 23 | 6.78 | 2.52 | 23 | 6.78 | 2.07 |
| The World Bank supports programs and strategies that are realistic for Kosovo | 8 | 7.00 | 2.56 | 10 | 7.40 | 1.96 | 23 | 8.13 | 2.24 | 22 | 7.45 | 1.95 | 23 | 7.09 | 2.17 |
| The World Bank treats clients and stakeholders in Kosovo with respect | 8 | 7.13 | 1.55 | 9 | 8.11 | 2.71 | 23 | 7.96 | 2.40 | 22 | 7.77 | 2.29 | 22 | 7.77 | 2.35 |

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

| | Which of the following best describes your current position? | | | | | | | | | | | | | | |
|---|---|------|------|--|------|------|------------------|------|------|-----|------|------|-------|------|------|
| | Employee of a Ministry/ Ministerial Department/ Implementation Agency | | | PMU/Consultant/ Contractor on Bank project | | | Local Government | | | NGO | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Responsiveness | 6 | 7.83 | 1.47 | 7 | 6.71 | 2.93 | 23 | 7.87 | 2.24 | 20 | 7.65 | 1.90 | 20 | 7.15 | 2.76 |
| Flexibility (in terms of the institution's products and services) | 6 | 7.50 | 1.87 | 9 | 8.00 | 1.12 | 23 | 7.87 | 1.84 | 20 | 7.50 | 2.06 | 20 | 6.90 | 2.67 |
| Flexibility (in terms of changing country circumstances) | 6 | 7.00 | 2.45 | 8 | 8.00 | 1.20 | 22 | 7.45 | 2.02 | 21 | 7.52 | 2.20 | 21 | 6.71 | 2.69 |
| Being inclusive | 5 | 8.80 | .45 | 8 | 7.63 | 2.45 | 22 | 6.86 | 2.57 | 22 | 6.91 | 1.85 | 20 | 7.10 | 2.29 |
| Openness | 6 | 7.67 | 1.75 | 10 | 6.80 | 2.25 | 21 | 7.29 | 2.22 | 22 | 7.41 | 2.13 | 21 | 7.48 | 2.50 |
| Staff accessibility | 5 | 7.60 | 1.52 | 10 | 7.20 | 2.74 | 23 | 6.65 | 2.33 | 22 | 7.45 | 2.09 | 23 | 7.09 | 2.29 |
| Straightforwardness and honesty | 6 | 8.67 | .52 | 9 | 8.00 | 2.06 | 25 | 7.76 | 2.15 | 20 | 7.40 | 2.09 | 19 | 8.42 | 1.71 |
| Collaboration with groups outside of the Government | 6 | 7.50 | 1.64 | 6 | 6.50 | 1.05 | 21 | 7.33 | 2.50 | 20 | 6.40 | 2.64 | 18 | 6.44 | 2.59 |
| Collaboration with the Government | 7 | 8.43 | 1.81 | 9 | 8.11 | 2.42 | 25 | 8.08 | 2.00 | 23 | 8.00 | 1.62 | 18 | 8.39 | 1.29 |
| Collaboration with other donors | 5 | 8.20 | 2.95 | 10 | 7.90 | 2.56 | 21 | 7.71 | 2.08 | 19 | 8.21 | 1.96 | 18 | 7.89 | 1.81 |
| The speed in which it gets things accomplished on the ground | 6 | 6.50 | 2.35 | 9 | 6.44 | 1.42 | 23 | 7.57 | 2.37 | 18 | 6.89 | 2.40 | 17 | 5.94 | 2.49 |
| Follow through over time | 6 | 7.17 | 2.23 | 9 | 7.11 | 1.69 | 22 | 7.82 | 2.67 | 19 | 6.95 | 2.57 | 18 | 6.06 | 2.94 |

B. Overall Attitudes toward the World Bank (continued)

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

| Percentage of Respondents (Responses Combined) | Employee of a Ministry/ Ministerial Department/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Government | NGO | Other |
|---|--|---|------------------|-------|-------|
| The World Bank works too slowly | 12.5% | 40.0% | 20.0% | 32.0% | 11.5% |
| The Government works inefficiently | 25.0% | 50.0% | 53.3% | 56.0% | 42.3% |
| There is not an adequate level of citizen/civil society participation | 50.0% | 20.0% | 23.3% | 44.0% | 23.1% |
| Poor donor coordination* | 50.0% | 10.0% | 26.7% | 0.0% | 30.8% |
| The World Bank does not do adequate follow through/follow-up | 12.5% | 0.0% | 6.7% | 4.0% | 11.5% |
| Lack of/inadequate levels of capacity in Government* | 25.0% | 80.0% | 26.7% | 48.0% | 19.2% |
| Political pressures and obstacles | 0.0% | 30.0% | 20.0% | 16.0% | 30.8% |
| Reforms are not well thought out in light of country challenges | 50.0% | 10.0% | 26.7% | 20.0% | 38.5% |
| The World Bank is not sensitive enough to political/social realities on the ground | 12.5% | 20.0% | 13.3% | 20.0% | 19.2% |
| Ongoing conflict and instability | 0.0% | 0.0% | 10.0% | 8.0% | 11.5% |
| Inadequate funding | 12.5% | 20.0% | 26.7% | 8.0% | 15.4% |
| Other | 0.0% | 0.0% | 6.7% | 0.0% | 3.8% |

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

| | Which of the following best describes your current position? | | | | | | | | | | | | | | |
|---|---|------|------|--|------|------|------------------|------|------|-----|------|------|-------|------|------|
| | Employee of a Ministry/ Ministerial Department/ Implementation Agency | | | PMU/Consultant/ Contractor on Bank project | | | Local Government | | | NGO | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Anti corruption | 6 | 4.17 | 2.56 | 6 | 4.83 | .75 | 26 | 5.42 | 3.20 | 19 | 5.26 | 2.79 | 21 | 4.05 | 2.62 |
| Information and communications technology | 7 | 6.14 | 2.41 | 7 | 6.57 | 1.62 | 23 | 7.87 | 1.71 | 13 | 7.23 | 2.09 | 17 | 6.24 | 2.19 |
| Transport | 6 | 5.83 | 2.14 | 7 | 5.71 | 3.15 | 24 | 7.79 | 1.72 | 14 | 6.93 | 1.98 | 17 | 6.53 | 2.37 |
| Crime and violence | 3 | 5.00 | 3.00 | 4 | 2.50 | .58 | 23 | 5.65 | 2.66 | 15 | 5.13 | 2.83 | 17 | 4.24 | 2.73 |
| Regional conflict and tensions | 3 | 5.33 | 1.53 | 5 | 6.20 | 2.28 | 22 | 6.23 | 2.09 | 15 | 5.47 | 2.23 | 16 | 4.94 | 2.82 |
| Law and justice | 6 | 6.67 | 1.86 | 7 | 5.57 | 1.90 | 23 | 5.96 | 2.74 | 16 | 6.44 | 2.22 | 21 | 5.14 | 2.65 |
| Urban development | 6 | 6.33 | 1.03 | 6 | 5.17 | 3.06 | 24 | 6.63 | 2.18 | 18 | 6.06 | 1.76 | 18 | 5.67 | 2.87 |
| Environmental sustainability | 6 | 7.00 | 1.26 | 8 | 6.25 | 2.87 | 23 | 6.26 | 2.58 | 19 | 6.37 | 1.95 | 19 | 6.42 | 2.24 |
| Regulatory framework | 8 | 6.25 | 2.71 | 6 | 6.83 | 2.04 | 18 | 6.83 | 1.89 | 17 | 6.59 | 1.84 | 18 | 7.61 | 1.50 |
| Basic infrastructure | 6 | 7.83 | .98 | 7 | 7.14 | 2.27 | 25 | 7.32 | 1.89 | 15 | 7.20 | 1.78 | 18 | 7.28 | 1.87 |
| Communicable/non-communicable diseases | 6 | 8.00 | 1.26 | 6 | 6.67 | 1.63 | 19 | 5.58 | 2.71 | 14 | 6.14 | 2.38 | 14 | 6.07 | 2.70 |
| Poverty reduction | 6 | 7.00 | 1.55 | 7 | 6.00 | 3.46 | 26 | 5.08 | 2.77 | 21 | 5.86 | 2.10 | 20 | 5.70 | 2.70 |
| Gender* | 6 | 7.33 | 1.86 | 6 | 6.00 | 2.68 | 25 | 7.68 | 1.82 | 18 | 5.78 | 2.37 | 19 | 6.21 | 2.18 |
| Domestic private sector development | 6 | 7.00 | 1.26 | 7 | 5.14 | 3.48 | 28 | 6.14 | 2.66 | 20 | 6.20 | 2.26 | 21 | 5.24 | 2.36 |
| Foreign direct investment | 6 | 6.00 | 2.53 | 7 | 6.14 | 2.34 | 27 | 6.15 | 2.70 | 19 | 6.32 | 2.26 | 19 | 5.32 | 2.56 |
| Local governance and institutions | 6 | 6.83 | .98 | 6 | 6.00 | 2.53 | 27 | 6.70 | 2.45 | 19 | 6.63 | 1.64 | 17 | 6.35 | 2.18 |
| Water and sanitation | 5 | 8.00 | 1.41 | 5 | 8.00 | 2.35 | 23 | 6.09 | 2.43 | 17 | 6.71 | 2.14 | 16 | 6.88 | 2.16 |
| Trade and exports | 5 | 6.00 | 2.00 | 7 | 7.71 | 1.80 | 24 | 6.08 | 2.50 | 18 | 6.94 | 2.01 | 16 | 5.31 | 3.07 |
| Economic growth | 6 | 6.83 | 2.40 | 9 | 6.44 | 2.70 | 27 | 5.81 | 2.96 | 22 | 6.27 | 2.27 | 18 | 5.61 | 2.83 |
| Energy | 6 | 8.17 | .75 | 8 | 7.13 | 2.36 | 26 | 6.23 | 3.05 | 20 | 7.00 | 2.38 | 17 | 6.82 | 2.40 |
| Disaster management | 3 | 5.67 | 2.31 | 2 | 4.50 | .71 | 20 | 5.60 | 2.93 | 14 | 6.50 | 2.82 | 11 | 6.00 | 2.76 |
| Public sector governance/ reform | 6 | 7.50 | 2.88 | 7 | 6.86 | 2.73 | 25 | 6.36 | 2.63 | 21 | 6.76 | 2.45 | 17 | 6.29 | 2.44 |
| Job creation/employment | 6 | 6.83 | 2.64 | 6 | 6.33 | 3.72 | 26 | 5.15 | 2.87 | 23 | 6.00 | 2.58 | 20 | 4.90 | 2.51 |
| Social cohesion | 6 | 6.83 | 2.40 | 5 | 5.40 | 4.22 | 18 | 5.28 | 2.47 | 18 | 6.22 | 2.60 | 17 | 5.65 | 2.64 |
| Financial markets | 5 | 5.80 | 3.27 | 6 | 5.33 | 3.33 | 19 | 5.58 | 1.98 | 15 | 6.27 | 2.58 | 16 | 5.63 | 2.53 |
| Equality of opportunity | 6 | 7.67 | 1.03 | 7 | 6.43 | 3.36 | 24 | 6.75 | 2.11 | 18 | 6.72 | 2.54 | 14 | 6.43 | 1.83 |
| Health | 6 | 7.83 | 1.33 | 7 | 5.57 | 2.07 | 26 | 5.58 | 2.84 | 20 | 6.95 | 2.06 | 20 | 5.60 | 2.78 |
| Rural development | 6 | 6.67 | 1.75 | 9 | 6.78 | 2.54 | 26 | 5.62 | 3.01 | 20 | 6.35 | 2.39 | 19 | 6.11 | 2.47 |
| Global/regional integration | 6 | 6.33 | 2.73 | 6 | 5.83 | 2.23 | 22 | 5.68 | 2.77 | 16 | 6.38 | 2.58 | 15 | 6.20 | 2.24 |
| Food security | 5 | 7.60 | 2.30 | 7 | 6.00 | 2.31 | 25 | 5.24 | 3.00 | 15 | 6.73 | 2.34 | 16 | 5.25 | 2.74 |
| Education | 6 | 7.33 | 1.86 | 6 | 5.83 | 2.48 | 25 | 6.04 | 2.76 | 18 | 7.06 | 1.98 | 19 | 6.00 | 2.43 |
| Security/stabilization/ reconstruction | 5 | 7.00 | 1.58 | 6 | 6.17 | 3.31 | 25 | 6.92 | 2.40 | 16 | 6.63 | 2.28 | 16 | 5.81 | 1.94 |
| Social protection | 4 | 5.25 | 3.10 | 4 | 4.00 | 2.00 | 22 | 5.45 | 2.65 | 16 | 6.06 | 2.69 | 17 | 5.06 | 2.97 |
| Climate change | 3 | 8.00 | 1.00 | 5 | 6.20 | 3.49 | 18 | 5.72 | 2.49 | 11 | 6.64 | 2.84 | 14 | 5.43 | 2.82 |
| Agricultural development | 6 | 7.83 | .75 | 8 | 7.88 | 1.89 | 28 | 6.39 | 2.48 | 22 | 6.91 | 1.97 | 20 | 6.20 | 1.99 |
| Natural resource management | 5 | 7.80 | .84 | 6 | 6.17 | 2.99 | 22 | 4.82 | 2.61 | 18 | 6.61 | 2.57 | 19 | 5.47 | 2.41 |

*Significantly different between stakeholder groups

C. World Bank Effectiveness and Results (continued)

| | Which of the following best describes your current position? | | | | | | | | | | | | | | |
|--|---|------|------|--|------|------|------------------|------|------|-----|------|------|-------|------|------|
| | Employee of a Ministry/ Ministerial Department/ Implementation Agency | | | PMU/Consultant/ Contractor on Bank project | | | Local Government | | | NGO | | | Other | | |
| | 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 Kosovo? | 8 | 6.13 | 2.64 | 9 | 6.00 | 2.00 | 27 | 6.67 | 2.39 | 22 | 6.95 | 2.24 | 23 | 6.57 | 2.15 |

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

| | Which of the following best describes your current position? | | | | | | | | | | | | | | |
|---|---|------|------|--|------|------|------------------|------|------|-----|------|------|-------|------|------|
| | Employee of a Ministry/ Ministerial Department/ Implementation Agency | | | PMU/Consultant/ Contractor on Bank project | | | Local Government | | | NGO | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| To what extent does the World Bank help to build/strengthen existing country systems in Kosovo? | 8 | 7.13 | 1.81 | 10 | 7.10 | 1.79 | 29 | 6.59 | 2.18 | 19 | 7.42 | 1.80 | 21 | 6.71 | 2.00 |

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

| | Which of the following best describes your current position? | | | | | | | | | | | | | | |
|---|---|------|------|--|------|------|------------------|------|------|-----|------|------|-------|------|------|
| | Employee of a Ministry/ Ministerial Department/ Implementation Agency | | | PMU/Consultant/ Contractor on Bank project | | | Local Government | | | NGO | | | Other | | |
| | 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 Kosovo | 7 | 5.86 | 2.79 | 8 | 6.00 | 2.67 | 23 | 6.35 | 2.35 | 24 | 6.13 | 2.56 | 21 | 6.71 | 1.82 |
| The World Bank meets Kosovo's needs for knowledge services | 8 | 6.38 | 1.92 | 8 | 5.88 | 2.53 | 30 | 6.17 | 2.64 | 24 | 6.38 | 2.83 | 22 | 6.73 | 1.80 |

D. The World Bank's Knowledge

When thinking about the development challenges in Kosovo, 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) | Employee of a Ministry/ Ministerial Department/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Government | NGO | Other |
|---|--|---|------------------|-------|-------|
| Public sector governance/ reform | 12.5% | 0.0% | 40.0% | 32.0% | 23.1% |
| Gender | 0.0% | 0.0% | 3.3% | 8.0% | 0.0% |
| Social cohesion* | 25.0% | 0.0% | 0.0% | 8.0% | 0.0% |
| Domestic private sector development* | 37.5% | 60.0% | 56.7% | 16.0% | 38.5% |
| Foreign direct investment | 0.0% | 0.0% | 6.7% | 16.0% | 19.2% |
| Water and sanitation | 12.5% | 0.0% | 0.0% | 4.0% | 0.0% |
| Trade and exports | 12.5% | 0.0% | 3.3% | 0.0% | 11.5% |
| Energy | 12.5% | 90.0% | 6.7% | 12.0% | 23.1% |
| Regional conflict and tensions | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Disaster management | 0.0% | 0.0% | 6.7% | 0.0% | 0.0% |
| Social protection | 0.0% | 10.0% | 0.0% | 4.0% | 3.8% |
| Climate change | 0.0% | 10.0% | 0.0% | 0.0% | 3.8% |
| Poverty reduction | 25.0% | 20.0% | 16.7% | 16.0% | 23.1% |
| Law and justice | 12.5% | 0.0% | 23.3% | 8.0% | 23.1% |
| Security/stabilization/reconstruction | 0.0% | 0.0% | 3.3% | 0.0% | 0.0% |
| Anti corruption | 0.0% | 0.0% | 13.3% | 32.0% | 19.2% |
| Financial markets | 0.0% | 0.0% | 6.7% | 0.0% | 3.8% |
| Equality of opportunity | 0.0% | 10.0% | 0.0% | 0.0% | 0.0% |
| Urban development | 0.0% | 0.0% | 0.0% | 12.0% | 0.0% |
| Education | 25.0% | 50.0% | 23.3% | 36.0% | 30.8% |
| Crime and violence | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Global/regional integration | 0.0% | 0.0% | 3.3% | 0.0% | 0.0% |
| Information and communications technology | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Local governance and institutions | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% |
| Transport | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Agricultural development* | 50.0% | 20.0% | 20.0% | 4.0% | 15.4% |
| Natural resource management | 12.5% | 0.0% | 6.7% | 0.0% | 0.0% |
| Job creation/employment | 0.0% | 0.0% | 3.3% | 24.0% | 11.5% |
| Health | 25.0% | 30.0% | 20.0% | 12.0% | 11.5% |
| Economic growth* | 25.0% | 60.0% | 10.0% | 28.0% | 19.2% |
| Rural development | 0.0% | 0.0% | 13.3% | 4.0% | 3.8% |
| Food security | 0.0% | 0.0% | 0.0% | 0.0% | 3.8% |
| Environmental sustainability | 0.0% | 0.0% | 0.0% | 0.0% | 3.8% |
| Regulatory framework | 0.0% | 10.0% | 0.0% | 0.0% | 0.0% |
| Basic infrastructure | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% |
| Communicable/non-communicable diseases | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

D. The World Bank's Knowledge (continued)

In Kosovo, 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)

| | Which of the following best describes your current position? | | | | | | | | | | | | | | |
|---|---|------|------|--|------|------|------------------|------|------|-----|------|------|-------|------|------|
| | Employee of a Ministry/ Ministerial Department/ Implementation Agency | | | PMU/Consultant/ Contractor on Bank project | | | Local Government | | | NGO | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Are timely | 4 | 7.25 | 1.26 | 8 | 5.63 | 2.07 | 24 | 6.75 | 1.94 | 23 | 6.61 | 1.95 | 19 | 6.26 | 2.28 |
| Include appropriate level of stakeholder involvement during preparation | 4 | 8.25 | .50 | 8 | 6.63 | 1.77 | 21 | 6.43 | 2.11 | 23 | 6.78 | 2.11 | 19 | 6.84 | 2.24 |
| Are relevant to Kosovo's development priorities | 6 | 7.50 | 1.38 | 9 | 6.67 | 1.66 | 22 | 8.00 | 1.90 | 23 | 7.04 | 2.10 | 21 | 7.05 | 2.52 |
| Provide feasible recommendations | 6 | 7.50 | 1.87 | 9 | 7.33 | 1.80 | 27 | 7.93 | 1.92 | 23 | 7.30 | 2.18 | 22 | 7.45 | 1.65 |
| Are source of relevant information on global good practices | 6 | 8.33 | 1.03 | 9 | 6.56 | 2.30 | 28 | 7.89 | 1.97 | 23 | 7.52 | 1.86 | 22 | 8.14 | 1.91 |
| Are accessible (well written and easy to understand) | 6 | 8.33 | .82 | 9 | 7.44 | 1.51 | 26 | 7.19 | 2.33 | 22 | 7.36 | 1.79 | 21 | 7.05 | 2.48 |
| Are useful in terms of the work you do | 6 | 8.33 | .82 | 9 | 7.89 | 1.90 | 26 | 8.19 | 1.86 | 23 | 7.39 | 2.13 | 23 | 7.22 | 2.39 |
| Are adequately disseminated | 6 | 7.67 | 1.63 | 9 | 6.56 | 2.13 | 27 | 7.52 | 2.06 | 23 | 7.04 | 1.82 | 21 | 7.19 | 2.20 |
| Are translated enough into local language | 6 | 5.83 | 3.13 | 8 | 6.63 | 2.13 | 25 | 8.00 | 2.14 | 22 | 7.45 | 2.48 | 20 | 7.10 | 2.85 |
| Are adaptable to Kosovo's specific development challenges and country circumstances | 5 | 7.60 | 1.52 | 9 | 6.22 | 1.99 | 25 | 7.16 | 2.51 | 22 | 7.45 | 1.77 | 22 | 7.00 | 2.43 |

| | Which of the following best describes your current position? | | | | | | | | | | | | | | |
|--|---|------|------|--|------|------|------------------|------|------|-----|------|------|-------|------|------|
| | Employee of a Ministry/ Ministerial Department/ Implementation Agency | | | PMU/Consultant/ Contractor on Bank project | | | Local Government | | | NGO | | | Other | | |
| | 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? | 8 | 6.75 | 2.38 | 10 | 6.60 | 1.71 | 29 | 8.03 | 2.34 | 23 | 8.13 | 1.66 | 24 | 8.13 | 1.87 |
| Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?* | 8 | 6.25 | 2.76 | 9 | 7.00 | 1.80 | 27 | 8.00 | 1.90 | 22 | 8.00 | 1.38 | 22 | 8.27 | 1.42 |

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

| | Which of the following best describes your current position? | | | | | | | | | | | | | | |
|---|---|------|------|--|------|------|------------------|------|------|-----|------|------|-------|------|------|
| | Employee of a Ministry/ Ministerial Department/ Implementation Agency | | | PMU/Consultant/ Contractor on Bank project | | | Local Government | | | NGO | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| The World Bank disburses funds promptly | 6 | 6.17 | 2.48 | 9 | 5.33 | 1.73 | 18 | 6.72 | 2.82 | 22 | 6.00 | 2.47 | 19 | 5.63 | 2.97 |
| The World Bank effectively monitors and evaluates the projects and programs it supports | 6 | 7.17 | 1.47 | 10 | 7.80 | 2.78 | 28 | 8.14 | 1.92 | 22 | 7.77 | 2.25 | 22 | 7.41 | 2.04 |
| The World Bank's approvals and reviews are done in a timely fashion | 6 | 7.00 | 1.79 | 9 | 7.22 | 1.64 | 26 | 7.12 | 2.49 | 20 | 7.10 | 2.36 | 18 | 6.78 | 2.80 |
| The World Bank's "Safeguard Policy" requirements are reasonable | 6 | 7.17 | 1.72 | 7 | 6.86 | 2.12 | 23 | 7.57 | 2.27 | 16 | 7.06 | 2.17 | 17 | 6.65 | 2.85 |
| The World Bank's conditions on its lending are reasonable | 5 | 7.80 | 1.64 | 9 | 6.78 | 2.39 | 23 | 7.17 | 2.64 | 15 | 7.40 | 2.06 | 17 | 7.06 | 1.98 |
| Working with the World Bank increases Kosovo's institutional capacity | 6 | 8.33 | .82 | 9 | 8.33 | 2.60 | 29 | 8.21 | 1.82 | 20 | 8.20 | 1.24 | 22 | 8.18 | 2.34 |
| The World Bank ensures consistency and continuity through staff changes | 6 | 8.00 | 1.67 | 9 | 5.67 | 3.04 | 19 | 8.00 | 1.73 | 15 | 8.07 | 1.53 | 17 | 7.35 | 2.74 |
| The World Bank's teams and visits are well coordinated | 6 | 8.33 | .52 | 9 | 7.44 | 2.70 | 22 | 8.09 | 1.95 | 18 | 8.28 | 1.90 | 21 | 7.05 | 2.22 |
| Where country systems are adequate, the World Bank makes appropriate use of them | 6 | 8.00 | .63 | 9 | 8.33 | 1.50 | 24 | 7.25 | 1.87 | 16 | 8.13 | 2.09 | 18 | 7.22 | 1.73 |
| The World Bank provides effective implementation support | 6 | 7.67 | 1.03 | 8 | 6.75 | 2.31 | 28 | 7.86 | 2.07 | 20 | 7.90 | 2.22 | 18 | 7.44 | 2.23 |

| | Which of the following best describes your current position? | | | | | | | | | | | | | | |
|---|---|------|------|--|------|------|------------------|------|------|-----|------|------|-------|------|------|
| | Employee of a Ministry/ Ministerial Department/ Implementation Agency | | | PMU/Consultant/ Contractor on Bank project | | | Local Government | | | NGO | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| To what extent do you believe the World Bank is adequately staffed in Kosovo? | 4 | 6.25 | 1.71 | 9 | 6.67 | 2.12 | 25 | 7.68 | 1.99 | 19 | 6.63 | 2.41 | 21 | 6.19 | 2.18 |

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

F. The Future Role of the World Bank in Kosovo

| | Which of the following best describes your current position? | | | | | | | | | | | | | | |
|---|---|------|------|--|------|------|------------------|------|-----|-----|------|------|-------|------|------|
| | Employee of a Ministry/ Ministerial Department/ Implementation Agency | | | PMU/Consultant/ Contractor on Bank project | | | Local Government | | | NGO | | | Other | | |
| | 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 Kosovo's development in the near future?* | 8 | 8.13 | 2.10 | 10 | 9.20 | 1.14 | 30 | 9.57 | .86 | 25 | 9.32 | 1.03 | 23 | 8.78 | 1.48 |

(1-Not a significant role at all, 10-Very significant role) *Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses Combined) | Employee of a Ministry/ Ministerial Department/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Government | NGO | Other |
|---|---|--|------------------|-------|-------|
| Improve the quality of its experts as related to Kosovo's specific challenges | 25.0% | 44.4% | 37.9% | 17.4% | 32.0% |
| Reduce the complexity of obtaining World Bank financing | 37.5% | 22.2% | 37.9% | 39.1% | 32.0% |
| Focus primarily on advocacy issues | 0.0% | 0.0% | 0.0% | 8.7% | 8.0% |
| Improve the competitiveness of its financing compared to markets | 12.5% | 11.1% | 10.3% | 0.0% | 12.0% |
| Reach out more to groups outside of government | 25.0% | 11.1% | 44.8% | 52.2% | 48.0% |
| Ensure greater selectivity in its work | 0.0% | 22.2% | 6.9% | 13.0% | 4.0% |
| Provide more adequate data/knowledge/statistics/figures on Kosovo's economy | 37.5% | 0.0% | 17.2% | 13.0% | 20.0% |
| Offer more innovative financial products | 25.0% | 22.2% | 17.2% | 17.4% | 8.0% |
| Offer more innovative knowledge services | 25.0% | 0.0% | 3.4% | 17.4% | 8.0% |
| Work faster* | 12.5% | 44.4% | 3.4% | 4.3% | 12.0% |
| Increase the level of World Bank staffing in Kosovo's office | 0.0% | 11.1% | 17.2% | 8.7% | 0.0% |
| Other | 0.0% | 11.1% | 3.4% | 0.0% | 4.0% |

*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 Kosovo? (Choose no more than TWO)

| Percentage of Respondents (Responses Combined) | Employee of a Ministry/ Ministerial Department/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Government | NGO | Other |
|---|--|---|------------------|-------|-------|
| Local newspapers | 25.0% | 60.0% | 56.7% | 56.0% | 53.8% |
| International newspapers | 0.0% | 10.0% | 0.0% | 8.0% | 0.0% |
| Local radio | 0.0% | 0.0% | 3.3% | 0.0% | 3.8% |
| International radio | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Local television* | 87.5% | 40.0% | 73.3% | 40.0% | 30.8% |
| International television | 0.0% | 10.0% | 6.7% | 0.0% | 7.7% |
| Periodicals* | 12.5% | 0.0% | 0.0% | 0.0% | 15.4% |
| Internet | 75.0% | 80.0% | 46.7% | 64.0% | 73.1% |
| Social media | 0.0% | 0.0% | 6.7% | 20.0% | 7.7% |
| Blogs | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Mobile phones | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Instant messaging | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Other | 0.0% | 0.0% | 3.3% | 0.0% | 0.0% |

*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) | Employee of a Ministry/ Ministerial Department/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Government | NGO | Other |
|---|--|---|------------------|-------|-------|
| World Bank website | 50.0% | 60.0% | 70.0% | 52.0% | 60.0% |
| Direct contact with World Bank | 37.5% | 40.0% | 30.0% | 24.0% | 36.0% |
| e-Newsletters | 50.0% | 10.0% | 30.0% | 40.0% | 28.0% |
| Instant messaging | 0.0% | 0.0% | 0.0% | 12.0% | 0.0% |
| World Bank seminars/workshops/conferences | 37.5% | 70.0% | 40.0% | 32.0% | 40.0% |
| World Bank publications and other written materials | 25.0% | 0.0% | 13.3% | 12.0% | 12.0% |
| Mobile phones | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Social media* | 0.0% | 0.0% | 3.3% | 24.0% | 4.0% |
| Blogs | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 8.0% |

*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 | Employee of a Ministry/ Ministerial Department/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Government | NGO | Other |
|---------------------------|--|---|------------------|-------|-------|
| Yes | 57.1% | 77.8% | 46.2% | 19.0% | 30.4% |
| No | 42.9% | 22.2% | 53.8% | 81.0% | 69.6% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents | Employee of a Ministry/ Ministerial Department/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Government | NGO | Other |
|---------------------------|--|---|------------------|-------|-------|
| Yes | 50.0% | 11.1% | 14.8% | 40.0% | 31.8% |
| No | 50.0% | 88.9% | 85.2% | 60.0% | 68.2% |

G. Communication and Information Sharing (continued)**Were you able to obtain this information?**

| Percentage of Respondents | Employee of a Ministry/ Ministerial Department/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Government | NGO | Other |
|---------------------------|---|--|------------------|--------|-------|
| Yes | 75.0% | 100.0% | 75.0% | 100.0% | 87.5% |
| No | 25.0% | 0.0% | 25.0% | 0.0% | 12.5% |

Do you have access to the Internet?

| Percentage of Respondents | Employee of a Ministry/ Ministerial Department/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Government | NGO | Other |
|---------------------------|---|--|------------------|-------|-------|
| Yes | 87.5% | 100.0% | 89.3% | 95.7% | 95.7% |
| No | 12.5% | 0.0% | 10.7% | 4.3% | 4.3% |

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

| Percentage of Respondents | Employee of a Ministry/ Ministerial Department/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Government | NGO | Other |
|---------------------------|---|--|------------------|--------|-------|
| Yes | 87.5% | 100.0% | 66.7% | 100.0% | 60.9% |
| No | 12.5% | 0.0% | 33.3% | 0.0% | 39.1% |

*Significantly different between stakeholder groups

Which do you primarily use?

| Percentage of Respondents | Employee of a Ministry/ Ministerial Department/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Government | NGO | Other |
|----------------------------------|---|--|------------------|-------|-------|
| The World Bank's country website | 85.7% | 50.0% | 77.3% | 72.0% | 57.9% |
| The World Bank's main website | 14.3% | 50.0% | 22.7% | 28.0% | 42.1% |

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

| | Which of the following best describes your current position? | | | | | | | | | | | | | | |
|---|---|------|------|--|------|------|------------------|------|------|-----|------|------|-------|------|------|
| | Employee of a Ministry/ Ministerial Department/ Implementation Agency | | | PMU/Consultant/ Contractor on Bank project | | | Local Government | | | NGO | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| I use/consult World Bank data more often than I did a few years ago | 6 | 7.00 | 2.28 | 10 | 7.20 | 3.08 | 23 | 6.43 | 2.15 | 25 | 7.12 | 2.07 | 23 | 6.13 | 2.82 |
| I find the World Bank websites easy to navigate | 5 | 7.60 | 1.82 | 10 | 8.00 | 1.76 | 20 | 7.70 | 1.98 | 25 | 7.64 | 1.75 | 19 | 6.74 | 2.90 |
| I find the information on the World Bank's websites useful. | 5 | 8.00 | 1.58 | 8 | 8.63 | 2.00 | 20 | 8.60 | 1.50 | 25 | 8.12 | 1.36 | 18 | 7.22 | 2.58 |
| When I need information from the World Bank I know how to find it | 5 | 8.40 | .89 | 10 | 8.00 | 2.58 | 25 | 7.72 | 2.05 | 22 | 8.18 | 1.47 | 23 | 6.65 | 2.77 |
| The World Bank is responsive to my information requests and inquiries | 6 | 8.17 | .75 | 8 | 8.75 | 1.91 | 16 | 8.69 | 1.58 | 19 | 7.95 | 1.84 | 18 | 6.89 | 2.45 |

H. Background Information

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

| Percentage of Respondents | Employee of a Ministry/ Ministerial Department/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Government | NGO | Other |
|---------------------------|---|--|------------------|-------|-------|
| Yes | 62.5% | 90.0% | 17.2% | 40.0% | 34.6% |
| No | 37.5% | 10.0% | 82.8% | 60.0% | 65.4% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses Combined) | Employee of a Ministry/ Ministerial Department/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Local Government | NGO | Other |
|--|---|--|------------------|-------|-------|
| Observer* | 0.0% | 0.0% | 50.0% | 20.0% | 33.3% |
| Use World Bank reports/data* | 57.1% | 10.0% | 37.5% | 52.0% | 16.7% |
| Engage in World Bank related/sponsored events/activities | 42.9% | 20.0% | 8.3% | 32.0% | 16.7% |
| Collaborate as part of my professional duties* | 71.4% | 90.0% | 20.8% | 20.0% | 33.3% |
| Use World Bank website for information, data, research, etc. | 0.0% | 20.0% | 25.0% | 44.0% | 45.8% |

*Significantly different between stakeholder groups

Appendix C: Responses to All Questions by Geographic Location

A. General Issues facing Kosovo

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

| Percentage of Respondents | Pristina | Outside Pristina |
|---------------------------|----------|------------------|
| The right direction | 50.0% | 66.1% |
| The wrong direction | 21.1% | 6.8% |
| Not sure | 28.9% | 27.1% |

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

| Percentage of Respondents (Responses Combined) | Pristina | Outside Pristina |
|--|----------|------------------|
| Social protection* | 21.6% | 6.8% |
| Transport | 5.4% | 3.4% |
| Security/stabilization/reconstruction | 2.7% | 15.3% |
| Public sector governance/ reform | 18.9% | 15.3% |
| Global/regional integration | 5.4% | 5.1% |
| Gender | 2.7% | 0.0% |
| Domestic private sector development | 13.5% | 28.8% |
| Foreign direct investment | 10.8% | 15.3% |
| Water and sanitation | 2.7% | 1.7% |
| Energy | 13.5% | 5.1% |
| Regional conflict and tensions | 2.7% | 1.7% |
| Job creation/employment | 35.1% | 30.5% |
| Rural development | 2.7% | 5.1% |
| Financial markets | 0.0% | 0.0% |
| Urban development | 0.0% | 0.0% |
| Environmental sustainability | 2.7% | 0.0% |
| Equality of opportunity | 0.0% | 1.7% |
| Health | 8.1% | 15.3% |
| Education | 37.8% | 37.3% |
| Poverty reduction | 10.8% | 11.9% |
| Food security | 0.0% | 0.0% |
| Social cohesion | 5.4% | 0.0% |
| Climate change | 0.0% | 1.7% |
| Agricultural development | 5.4% | 13.6% |
| Trade and exports | 0.0% | 6.8% |
| Crime and violence | 0.0% | 1.7% |
| Economic growth | 27.0% | 25.4% |
| Law and justice | 35.1% | 18.6% |
| Regulatory framework | 2.7% | 0.0% |
| Communicable/non-communicable diseases | 0.0% | 0.0% |
| Basic infrastructure | 0.0% | 0.0% |
| Local governance and institutions | 0.0% | 1.7% |
| Natural resource management | 2.7% | 1.7% |
| Anti corruption | 18.9% | 28.8% |
| Disaster management | 0.0% | 0.0% |
| Information and communications technology | 0.0% | 0.0% |

*Significantly different between locations

A. General Issues facing Kosovo (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 Kosovo? (Choose no more than THREE)

| Percentage of Respondents (Responses Combined) | Pristina | Outside Pristina |
|---|----------|---------------------|
| Water and sanitation | 0.0% | 1.7% |
| Equality of opportunity | 7.9% | 1.7% |
| Economic growth | 50.0% | 62.7% |
| Climate change | 0.0% | 0.0% |
| Regional conflict and tensions | 0.0% | 0.0% |
| Global/regional integration | 7.9% | 6.8% |
| Gender | 2.6% | 0.0% |
| Rural development | 18.4% | 18.6% |
| Urban development | 0.0% | 1.7% |
| Regulatory framework | 2.6% | 1.7% |
| Local governance and institutions | 2.6% | 5.1% |
| Basic infrastructure | 0.0% | 1.7% |
| Social protection | 10.5% | 5.1% |
| Law and justice | 10.5% | 13.6% |
| Transport | 2.6% | 1.7% |
| Crime and violence | 0.0% | 3.4% |
| Communicable/non-communicable diseases | 0.0% | 0.0% |
| Information and communications technology | 0.0% | 0.0% |
| Security/stabilization/reconstruction | 0.0% | 5.1% |
| Anti corruption | 31.6% | 30.5% |
| Domestic private sector development | 26.3% | 25.4% |
| Foreign direct investment | 18.4% | 18.6% |
| Energy | 2.6% | 3.4% |
| Public sector governance/ reform* | 15.8% | 3.4% |
| Social cohesion | 0.0% | 0.0% |
| Education | 21.1% | 15.3% |
| Natural resource management | 0.0% | 3.4% |
| Environmental sustainability | 0.0% | 0.0% |
| Health | 2.6% | 3.4% |
| Agricultural development | 21.1% | 30.5% |
| Disaster management | 0.0% | 1.7% |
| Job creation/employment | 34.2% | 28.8% |
| Financial markets | 0.0% | 0.0% |
| Trade and exports | 2.6% | 5.1% |
| Food security | 0.0% | 0.0% |

*Significantly different between locations

A. General Issues facing Kosovo (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 Kosovo? (Choose no more than THREE)

| Percentage of Respondents (Responses Combined) | Pristina | Outside Pristina |
|---|----------|---------------------|
| Energy | 16.2% | 16.9% |
| Gender | 2.7% | 0.0% |
| Equality of opportunity | 0.0% | 3.4% |
| Global/regional integration* | 2.7% | 16.9% |
| Social protection | 0.0% | 0.0% |
| Climate change | 0.0% | 0.0% |
| Anti corruption* | 18.9% | 42.4% |
| Disaster management | 0.0% | 0.0% |
| Regional conflict and tensions | 0.0% | 0.0% |
| Rural development | 16.2% | 11.9% |
| Foreign direct investment | 40.5% | 35.6% |
| Urban development | 0.0% | 1.7% |
| Water and sanitation | 0.0% | 0.0% |
| Trade and exports | 16.2% | 11.9% |
| Information and communications technology | 2.7% | 1.7% |
| Regulatory framework | 5.4% | 0.0% |
| Communicable/non-communicable diseases | 0.0% | 0.0% |
| Social cohesion | 0.0% | 0.0% |
| Public sector governance/ reform | 18.9% | 15.3% |
| Domestic private sector development | 29.7% | 28.8% |
| Job creation/employment | 13.5% | 27.1% |
| Agricultural development | 32.4% | 39.0% |
| Food security | 2.7% | 0.0% |
| Transport | 0.0% | 0.0% |
| Security/stabilization/reconstruction | 2.7% | 5.1% |
| Education | 21.6% | 11.9% |
| Natural resource management | 18.9% | 10.2% |
| Environmental sustainability | 2.7% | 0.0% |
| Health | 0.0% | 0.0% |
| Basic infrastructure | 8.1% | 3.4% |
| Law and justice* | 18.9% | 5.1% |
| Local governance and institutions | 0.0% | 8.5% |
| Crime and violence | 0.0% | 0.0% |
| Financial markets | 0.0% | 1.7% |

*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 Kosovo? ? (Choose no more than TWO)

| Percentage of Respondents (Responses Combined) | Pristina | Outside Pristina |
|---|----------|---------------------|
| A growing middle class | 21.2% | 13.8% |
| Better employment opportunities for young people | 27.3% | 48.3% |
| Better employment opportunities for women | 6.1% | 6.9% |
| Education and training that better ensure job opportunity | 45.5% | 36.2% |
| Greater access to health and nutrition for citizens | 6.1% | 1.7% |
| Better entrepreneurial opportunities | 30.3% | 19.0% |
| Greater access to micro-finance for the poor | 0.0% | 5.2% |
| Better opportunity for the poor who live in rural areas | 6.1% | 5.2% |
| Better opportunity for the poor who live in urban areas | 0.0% | 1.7% |
| Consistent economic growth* | 30.3% | 53.4% |
| Greater voice and participation for citizens to help ensure greater accountability* | 21.2% | 3.4% |
| Better quality public services | 6.1% | 0.0% |
| Other | 0.0% | 1.7% |

*Significantly different between locations

B. Overall Attitudes toward the World Bank

| | Which best represents your geographic location? | | | | | |
|---|---|------|------|------------------|------|------|
| | Pristina | | | Outside Pristina | | |
| | N | Mean | SD | N | Mean | SD |
| How familiar are you with the work of the World Bank in Kosovo? | 38 | 6.87 | 2.13 | 59 | 6.47 | 2.58 |

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

| | Which best represents your geographic location? | | | | | |
|---|---|------|------|------------------|------|------|
| | Pristina | | | Outside Pristina | | |
| | N | Mean | SD | N | Mean | SD |
| Overall, please rate your impression of the World Bank's effectiveness in Kosovo? | 35 | 6.83 | 2.15 | 53 | 7.19 | 2.28 |

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

| | Which best represents your geographic location? | | | | | |
|---|---|------|------|------------------|------|------|
| | Pristina | | | Outside Pristina | | |
| | N | Mean | SD | N | Mean | SD |
| To what extent do you believe the World Bank's staff is well prepared to help Kosovo solve its most complicated development challenges? | 34 | 7.09 | 2.21 | 48 | 7.44 | 1.98 |

(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 Kosovo, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Kosovo? (Choose no more than THREE)

| Percentage of Respondents (Responses Combined) | Pristina | Outside Pristina |
|--|----------|------------------|
| Social protection | 7.9% | 8.3% |
| Security/stabilization/reconstruction | 0.0% | 5.0% |
| Public sector governance/ reform | 23.7% | 10.0% |
| Transport | 2.6% | 0.0% |
| Poverty reduction | 21.1% | 28.3% |
| Global/regional integration | 10.5% | 5.0% |
| Gender | 2.6% | 0.0% |
| Crime and violence | 0.0% | 0.0% |
| Rural development* | 21.1% | 6.7% |
| Domestic private sector development | 26.3% | 28.3% |
| Foreign direct investment* | 7.9% | 23.3% |
| Water and sanitation | 5.3% | 0.0% |
| Energy | 13.2% | 6.7% |
| Social cohesion | 2.6% | 1.7% |
| Job creation/employment | 18.4% | 35.0% |
| Financial markets | 5.3% | 8.3% |
| Urban development | 0.0% | 0.0% |
| Environmental sustainability* | 10.5% | 0.0% |
| Equality of opportunity | 2.6% | 3.3% |
| Regional conflict and tensions | 0.0% | 0.0% |
| Health | 7.9% | 11.7% |
| Education | 31.6% | 21.7% |
| Food security | 0.0% | 0.0% |
| Climate change | 0.0% | 0.0% |
| Agricultural development | 15.8% | 23.3% |
| Trade and exports | 0.0% | 5.0% |
| Economic growth | 23.7% | 28.3% |
| Law and justice | 15.8% | 11.7% |
| Local governance and institutions | 0.0% | 0.0% |
| Regulatory framework | 0.0% | 0.0% |
| Communicable/non-communicable diseases | 0.0% | 0.0% |
| Basic infrastructure | 7.9% | 1.7% |
| Natural resource management | 2.6% | 6.7% |
| Information and communications technology | 0.0% | 1.7% |
| Anti corruption | 5.3% | 8.3% |
| Disaster management | 0.0% | 1.7% |

*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 Kosovo?

| 1st Greatest Value | | |
|--|----------|------------------|
| Percentage of Respondents | Pristina | Outside Pristina |
| Financial resources: investment lending | 42.4% | 39.0% |
| Financial resources: policy based lending / budget support to the Government | 24.2% | 28.8% |
| Mobilizing third party financial resources | 3.0% | 5.1% |
| Technical assistance | 3.0% | 3.4% |
| Policy advice | 6.1% | 0.0% |
| Donor coordination | 0.0% | 8.5% |
| Data | 0.0% | 0.0% |
| Training/capacity building | 6.1% | 8.5% |
| Studies/analyses | 9.1% | 3.4% |
| Convening/facilitating | 0.0% | 0.0% |
| Linkage to non-Bank expertise | 0.0% | 0.0% |
| Strategy formulation | 6.1% | 3.4% |
| Other | 0.0% | 0.0% |

| 2nd Greatest Value | | |
|---|----------|------------------|
| Percentage of Respondents | Pristina | Outside Pristina |
| Financial resources: investment lending | 8.8% | 9.1% |
| Financial resources: policy based lending / budget support to the Government* | 20.6% | 3.6% |
| Mobilizing third party financial resources | 14.7% | 7.3% |
| Technical assistance | 5.9% | 10.9% |
| Policy advice | 14.7% | 7.3% |
| Donor coordination | 2.9% | 14.5% |
| Data | 0.0% | 7.3% |
| Training/capacity building | 11.8% | 20.0% |
| Studies/analyses | 5.9% | 7.3% |
| Convening/facilitating | 5.9% | 0.0% |
| Linkage to non-Bank expertise | 2.9% | 0.0% |
| Strategy formulation | 5.9% | 10.9% |
| Other | 0.0% | 1.8% |

*Significantly different between locations

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

| Percentage of Respondents (Responses Combined) | Pristina | Outside Pristina |
|---|----------|------------------|
| Staff too inaccessible | 2.7% | 3.4% |
| Not exploring alternative policy options | 16.2% | 6.8% |
| Not adequately sensitive to political/social realities in Kosovo | 18.9% | 32.2% |
| Not enough public disclosure of its work | 21.6% | 15.3% |
| Arrogant in its approach | 2.7% | 0.0% |
| Not aligned with country priorities | 5.4% | 16.9% |
| The credibility of its knowledge/data | 5.4% | 6.8% |
| Not willing to honestly criticize policies and reform efforts in the country | 13.5% | 13.6% |
| Too influenced by developed countries* | 2.7% | 22.0% |
| Imposing technocratic solutions without regard to political realities* | 8.1% | 0.0% |
| World Bank processes too slow and complex | 27.0% | 16.9% |
| Too bureaucratic in its operational policies and procedures | 8.1% | 3.4% |
| Not aligned with other donors' work | 2.7% | 5.1% |
| Not collaborating enough with non-state actors* | 27.0% | 5.1% |
| Not client focused | 0.0% | 3.4% |
| Its advice and strategies do not lend themselves to practical problem solving | 0.0% | 5.1% |
| Not focused enough on issues that are unique to post-conflict countries | 2.7% | 10.2% |
| Inadequate number of World Bank staff members located in the country | 13.5% | 8.5% |
| Other | 5.4% | 5.1% |

*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 Kosovo? (Choose no more than TWO)

| Percentage of Respondents (Responses Combined) | Pristina | Outside Pristina |
|---|----------|---------------------|
| Capacity development | 26.3% | 44.1% |
| Policy based lending / budget support to the Government | 31.6% | 15.3% |
| Knowledge products/services | 13.2% | 6.8% |
| Investment lending | 47.4% | 32.2% |
| Technical assistance | 23.7% | 18.6% |
| Trust Fund management* | 0.0% | 10.2% |
| Co-financing arrangements | 26.3% | 22.0% |
| Sector-wide approaches* | 21.1% | 3.4% |
| Emergency Recovery lending* | 0.0% | 16.9% |
| Other | 0.0% | 6.8% |
| Don't know | 2.6% | 8.5% |

*Significantly different between locations

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

| Percentage of Respondents (Responses Combined) | Pristina | Outside Pristina |
|---|----------|---------------------|
| NGOs | 28.9% | 28.3% |
| Local Government* | 15.8% | 38.3% |
| Beneficiaries | 13.2% | 10.0% |
| Private sector* | 65.8% | 38.3% |
| Community Based Organizations | 5.3% | 0.0% |
| Donor community | 15.8% | 18.3% |
| Foundations | 2.6% | 3.3% |
| Academia/think tanks/research institutes | 28.9% | 20.0% |
| Parliament | 7.9% | 3.3% |
| Media | 2.6% | 8.3% |
| Faith based organizations | 0.0% | 3.3% |
| UN and regional peace keeping forces | 0.0% | 0.0% |
| Emerging donors* | 2.6% | 16.7% |
| UN agencies | 5.3% | 1.7% |
| Regional organizations | 5.3% | 5.0% |
| Other | 0.0% | 1.7% |

*Significantly different between locations

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 Kosovo?

(1-Strongly disagree, 10-Strongly agree)

| | Which best represents your geographic location? | | | | | |
|---|---|------|------|------------------|------|------|
| | Pristina | | | Outside Pristina | | |
| | N | Mean | SD | N | Mean | SD |
| Overall the World Bank currently plays a relevant role in development in Kosovo | 35 | 6.60 | 2.39 | 54 | 7.37 | 2.53 |
| The World Bank's work is aligned with what I consider the development priorities for Kosovo | 36 | 7.11 | 2.14 | 51 | 6.76 | 2.13 |
| The World Bank supports programs and strategies that are realistic for Kosovo | 35 | 7.34 | 2.09 | 49 | 7.76 | 2.07 |
| The World Bank treats clients and stakeholders in Kosovo with respect | 34 | 7.56 | 2.40 | 48 | 8.08 | 2.16 |

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

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

| | Which best represents your geographic location? | | | | | |
|---|---|------|------|------------------|------|------|
| | Pristina | | | Outside Pristina | | |
| | N | Mean | SD | N | Mean | SD |
| Responsiveness* | 30 | 6.77 | 2.73 | 44 | 8.14 | 1.76 |
| Flexibility (in terms of the institution's products and services) | 31 | 7.42 | 2.13 | 45 | 7.76 | 1.91 |
| Flexibility (in terms of changing country circumstances) | 31 | 7.06 | 2.28 | 45 | 7.64 | 2.02 |
| Being inclusive | 31 | 7.48 | 2.05 | 44 | 7.11 | 2.13 |
| Openness | 34 | 7.38 | 2.30 | 44 | 7.52 | 1.93 |
| Staff accessibility | 34 | 7.38 | 2.35 | 47 | 7.02 | 2.09 |
| Straightforwardness and honesty | 31 | 7.84 | 2.10 | 46 | 8.09 | 1.80 |
| Collaboration with groups outside of the Government | 27 | 6.63 | 2.17 | 42 | 7.10 | 2.43 |
| Collaboration with the Government | 31 | 8.03 | 1.80 | 49 | 8.29 | 1.72 |
| Collaboration with other donors | 29 | 7.62 | 2.29 | 42 | 8.38 | 1.64 |
| The speed in which it gets things accomplished on the ground* | 27 | 6.04 | 2.47 | 44 | 7.39 | 2.07 |
| Follow through over time* | 27 | 6.19 | 2.80 | 45 | 7.69 | 2.26 |

*Significantly different between locations

When World Bank assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to?

(Choose no more than THREE)

| Percentage of Respondents (Responses Combined) | Outside Pristina | |
|--|------------------|------------------|
| | Pristina | Outside Pristina |
| The World Bank works too slowly | 26.3% | 18.3% |
| The Government works inefficiently | 47.4% | 48.3% |
| There is not an adequate level of citizen/civil society participation | 28.9% | 30.0% |
| Poor donor coordination | 23.7% | 20.0% |
| The World Bank does not do adequate follow through/follow-up | 2.6% | 10.0% |
| Lack of/inadequate levels of capacity in Government | 44.7% | 31.7% |
| Political pressures and obstacles* | 10.5% | 28.3% |
| Reforms are not well thought out in light of country challenges | 36.8% | 23.3% |
| The World Bank is not sensitive enough to political/social realities on the ground | 18.4% | 18.3% |
| Ongoing conflict and instability | 2.6% | 11.7% |
| Inadequate funding | 10.5% | 20.0% |
| Other | 0.0% | 5.0% |

C. World Bank Effectiveness and Results

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

| | Which best represents your geographic location? | | | | | |
|---|---|------|------|------------------|------|------|
| | Pristina | | | Outside Pristina | | |
| | N | Mean | SD | N | Mean | SD |
| Anti corruption | 28 | 4.68 | 2.68 | 48 | 5.13 | 2.83 |
| Information and communications technology | 23 | 6.78 | 2.11 | 42 | 7.29 | 1.95 |
| Transport* | 23 | 6.13 | 2.47 | 43 | 7.35 | 1.95 |
| Crime and violence | 19 | 4.47 | 2.93 | 41 | 5.27 | 2.56 |
| Regional conflict and tensions | 20 | 5.30 | 2.83 | 39 | 5.95 | 2.03 |
| Law and justice | 26 | 5.81 | 2.51 | 45 | 6.02 | 2.40 |
| Urban development | 27 | 5.81 | 2.51 | 43 | 6.35 | 2.16 |
| Environmental sustainability | 29 | 6.66 | 2.27 | 44 | 6.30 | 2.26 |
| Regulatory framework | 25 | 7.48 | 1.58 | 40 | 6.73 | 1.93 |
| Basic infrastructure | 24 | 7.54 | 1.56 | 45 | 7.22 | 1.88 |
| Communicable/non-communicable diseases | 21 | 6.43 | 2.36 | 36 | 6.25 | 2.43 |
| Poverty reduction | 31 | 6.19 | 2.39 | 47 | 5.40 | 2.67 |
| Gender | 26 | 6.23 | 2.25 | 46 | 7.02 | 2.19 |
| Domestic private sector development | 31 | 6.03 | 2.59 | 49 | 5.88 | 2.48 |
| Foreign direct investment | 28 | 6.07 | 2.72 | 48 | 6.04 | 2.33 |
| Local governance and institutions | 27 | 6.74 | 1.91 | 46 | 6.59 | 2.11 |
| Water and sanitation | 25 | 7.32 | 1.84 | 39 | 6.44 | 2.41 |
| Trade and exports | 23 | 6.17 | 2.89 | 45 | 6.38 | 2.33 |
| Economic growth | 32 | 6.06 | 2.86 | 48 | 6.13 | 2.52 |
| Energy | 27 | 7.52 | 2.36 | 48 | 6.50 | 2.62 |
| Disaster management | 16 | 5.81 | 3.08 | 33 | 6.06 | 2.54 |
| Public sector governance/ reform | 29 | 6.66 | 2.81 | 45 | 6.69 | 2.29 |
| Job creation/employment | 31 | 6.03 | 3.03 | 48 | 5.35 | 2.52 |
| Social cohesion | 25 | 6.24 | 2.62 | 37 | 5.70 | 2.62 |
| Financial markets | 22 | 5.91 | 3.01 | 37 | 5.78 | 2.10 |
| Equality of opportunity | 23 | 7.00 | 2.26 | 44 | 6.75 | 2.11 |
| Health | 27 | 6.37 | 2.63 | 50 | 6.08 | 2.48 |
| Rural development | 30 | 6.77 | 2.42 | 48 | 5.85 | 2.60 |
| Global/regional integration | 22 | 6.09 | 2.62 | 42 | 6.12 | 2.41 |
| Food security | 21 | 6.29 | 2.80 | 45 | 5.64 | 2.76 |
| Education | 26 | 6.46 | 2.28 | 46 | 6.39 | 2.47 |
| Security/stabilization/reconstruction | 22 | 6.23 | 2.49 | 45 | 6.73 | 2.19 |
| Social protection | 21 | 5.48 | 2.91 | 41 | 5.46 | 2.58 |
| Climate change | 17 | 6.35 | 3.06 | 33 | 5.97 | 2.47 |
| Agricultural development | 30 | 7.33 | 2.06 | 52 | 6.48 | 2.10 |
| Natural resource management | 28 | 6.57 | 2.62 | 40 | 5.40 | 2.43 |

*Significantly different between locations

| | Which best represents your geographic location? | | | | | |
|--|---|------|------|------------------|------|------|
| | Pristina | | | Outside Pristina | | |
| | N | Mean | SD | N | Mean | SD |
| To what extent does the World Bank's work help to achieve development results in Kosovo? | 36 | 6.53 | 2.14 | 52 | 6.71 | 2.30 |

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

| | Which best represents your geographic location? | | | | | |
|---|---|------|------|------------------|------|------|
| | Pristina | | | Outside Pristina | | |
| | N | Mean | SD | N | Mean | SD |
| To what extent does the World Bank help to build/strengthen existing country systems in Kosovo? | 34 | 7.12 | 2.09 | 52 | 6.85 | 1.84 |

(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 Kosovo?

(1-Strongly disagree, 10-Strongly agree)

| | Which best represents your geographic location? | | | | | |
|---|---|------|------|------------------|------|------|
| | Pristina | | | Outside Pristina | | |
| | N | Mean | SD | N | Mean | SD |
| The World Bank's financial instruments meet the needs of Kosovo | 33 | 6.45 | 2.06 | 49 | 6.31 | 2.42 |
| The World Bank meets Kosovo's needs for knowledge services | 35 | 6.54 | 2.39 | 56 | 6.34 | 2.38 |

D. The World Bank's Knowledge

When thinking about the development challenges in Kosovo, 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) | Outside Pristina | |
|---|---------------------|---------------------|
| | Pristina | Outside Pristina |
| Public sector governance/ reform | 29.7% | 25.0% |
| Gender | 5.4% | 1.7% |
| Social cohesion | 2.7% | 5.0% |
| Domestic private sector development | 37.8% | 41.7% |
| Foreign direct investment | 10.8% | 11.7% |
| Water and sanitation | 5.4% | 0.0% |
| Trade and exports | 2.7% | 6.7% |
| Energy | 40.5% | 10.0% |
| Regional conflict and tensions | 0.0% | 0.0% |
| Disaster management | 0.0% | 3.3% |
| Social protection | 0.0% | 5.0% |
| Climate change | 5.4% | 0.0% |
| Poverty reduction | 27.0% | 13.3% |
| Law and justice | 10.8% | 20.0% |
| Security/stabilization/reconstruction | 0.0% | 1.7% |
| Anti corruption | 16.2% | 18.3% |
| Financial markets | 0.0% | 5.0% |
| Equality of opportunity | 2.7% | 0.0% |
| Urban development | 5.4% | 1.7% |
| Education | 32.4% | 30.0% |
| Crime and violence | 0.0% | 0.0% |
| Global/regional integration | 0.0% | 1.7% |
| Information and communications technology | 0.0% | 0.0% |
| Local governance and institutions | 0.0% | 1.7% |
| Transport | 0.0% | 0.0% |
| Agricultural development | 18.9% | 16.7% |
| Natural resource management | 2.7% | 3.3% |
| Job creation/employment | 10.8% | 10.0% |
| Health | 13.5% | 18.3% |
| Economic growth | 24.3% | 23.3% |
| Rural development | 2.7% | 6.7% |
| Food security | 0.0% | 1.7% |
| Environmental sustainability | 2.7% | 0.0% |
| Regulatory framework | 2.7% | 0.0% |
| Basic infrastructure | 0.0% | 1.7% |
| Communicable/non-communicable diseases | 0.0% | 0.0% |

In Kosovo, 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)

| | Which best represents your geographic location? | | | | | |
|---|---|------|------|------------------|------|------|
| | Pristina | | | Outside Pristina | | |
| | N | Mean | SD | N | Mean | SD |
| Are timely | 29 | 6.21 | 2.13 | 47 | 6.79 | 1.88 |
| Include appropriate level of stakeholder involvement during preparation | 30 | 6.77 | 2.14 | 44 | 6.89 | 1.93 |
| Are relevant to Kosovo's development priorities | 34 | 6.94 | 2.17 | 46 | 7.72 | 1.83 |
| Provide feasible recommendations | 34 | 7.41 | 1.94 | 52 | 7.69 | 1.81 |
| Are source of relevant information on global good practices | 34 | 7.79 | 1.90 | 53 | 7.79 | 1.94 |
| Are accessible (well written and easy to understand) | 33 | 7.58 | 1.80 | 50 | 7.18 | 2.19 |
| Are useful in terms of the work you do | 35 | 7.80 | 1.86 | 51 | 7.75 | 2.08 |
| Are adequately disseminated | 34 | 7.21 | 1.82 | 51 | 7.39 | 1.96 |
| Are translated enough into local language* | 32 | 6.53 | 2.69 | 48 | 7.94 | 2.24 |
| Are adaptable to Kosovo's specific development challenges and country circumstances | 33 | 6.79 | 2.15 | 49 | 7.45 | 2.09 |

*Significantly different between locations

D. The World Bank's Knowledge (continued)

| | Which best represents your geographic location? | | | | | |
|--|---|------|------|------------------|------|------|
| | Pristina | | | Outside Pristina | | |
| | 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? | 37 | 7.92 | 1.62 | 56 | 7.75 | 2.27 |
| Overall, how would you rate the technical quality of the World Bank's knowledge work and activities? | 34 | 7.76 | 1.48 | 53 | 7.87 | 1.96 |

(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?

(1-Strongly disagree, 10-Strongly agree)

| | Which best represents your geographic location? | | | | | |
|--|---|------|------|------------------|------|------|
| | Pristina | | | Outside Pristina | | |
| | N | Mean | SD | N | Mean | SD |
| The World Bank disburses funds promptly | 32 | 5.50 | 2.40 | 40 | 6.53 | 2.71 |
| The World Bank effectively monitors and evaluates the projects and programs it supports* | 35 | 7.09 | 2.42 | 51 | 8.33 | 1.60 |
| The World Bank's approvals and reviews are done in a timely fashion | 29 | 6.45 | 2.61 | 48 | 7.50 | 2.08 |
| The World Bank's "Safeguard Policy" requirements are reasonable* | 22 | 6.41 | 2.50 | 45 | 7.62 | 2.05 |
| The World Bank's conditions on its lending are reasonable | 25 | 7.12 | 1.79 | 42 | 7.33 | 2.43 |
| Working with the World Bank increases Kosovo's institutional capacity | 32 | 8.03 | 2.02 | 52 | 8.46 | 1.63 |
| The World Bank ensures consistency and continuity through staff changes | 28 | 7.04 | 2.46 | 36 | 8.08 | 1.95 |
| The World Bank's teams and visits are well coordinated | 33 | 7.52 | 2.21 | 42 | 8.12 | 1.81 |
| Where country systems are adequate, the World Bank makes appropriate use of them | 28 | 7.75 | 1.58 | 44 | 7.66 | 1.83 |
| The World Bank provides effective implementation support | 28 | 7.50 | 2.29 | 50 | 7.86 | 1.91 |

*Significantly different between locations

| | Which best represents your geographic location? | | | | | |
|--|---|------|------|------------------|------|------|
| | Pristina | | | Outside Pristina | | |
| | N | Mean | SD | N | Mean | SD |
| To what extent do you believe the World Bank is adequately staffed in Kosovo?* | 28 | 5.93 | 2.36 | 48 | 7.46 | 1.81 |

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

F. The Future Role of the World Bank in Kosovo

| | Which best represents your geographic location? | | | | | |
|--|---|------|------|------------------|------|------|
| | Pristina | | | Outside Pristina | | |
| | N | Mean | SD | N | Mean | SD |
| How significant a role do you believe the World Bank SHOULD play in Kosovo's development in the near future? | 37 | 9.05 | 1.27 | 58 | 9.17 | 1.33 |

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

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

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

| Percentage of Respondents (Responses Combined) | Pristina | Outside Pristina |
|---|----------|---------------------|
| Improve the quality of its experts as related to Kosovo's specific challenges | 19.4% | 38.6% |
| Reduce the complexity of obtaining World Bank financing | 38.9% | 33.3% |
| Focus primarily on advocacy issues | 8.3% | 1.8% |
| Improve the competitiveness of its financing compared to markets | 8.3% | 8.8% |
| Reach out more to groups outside of government | 44.4% | 38.6% |
| Ensure greater selectivity in its work | 11.1% | 7.0% |
| Provide more adequate data/knowledge/statistics/figures on Kosovo's economy | 19.4% | 14.0% |
| Offer more innovative financial products | 11.1% | 19.3% |
| Offer more innovative knowledge services | 13.9% | 7.0% |
| Work faster | 11.1% | 10.5% |
| Increase the level of World Bank staffing in Kosovo's office | 8.3% | 10.5% |
| Other | 2.8% | 3.5% |

G. Communication and Information Sharing

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

| Percentage of Respondents (Responses Combined) | Pristina | Outside Pristina |
|---|----------|---------------------|
| Local newspapers | 59.5% | 50.0% |
| International newspapers | 5.4% | 1.7% |
| Local radio | 0.0% | 3.3% |
| International radio | 0.0% | 0.0% |
| Local television | 43.2% | 55.0% |
| International television | 2.7% | 6.7% |
| Periodicals | 8.1% | 3.3% |
| Internet | 73.0% | 58.3% |
| Social media | 2.7% | 13.3% |
| Blogs | 0.0% | 0.0% |
| Mobile phones | 0.0% | 0.0% |
| Instant messaging | 0.0% | 0.0% |
| Other | 0.0% | 1.7% |

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

| Percentage of Respondents (Responses Combined) | Pristina | Outside Pristina |
|---|----------|---------------------|
| World Bank website | 61.1% | 61.7% |
| Direct contact with World Bank | 30.6% | 33.3% |
| e-Newsletters | 22.2% | 35.0% |
| Instant messaging | 2.8% | 3.3% |
| World Bank seminars/workshops/conferences | 52.8% | 33.3% |
| World Bank publications and other written materials | 13.9% | 10.0% |
| Mobile phones | 0.0% | 0.0% |
| Social media | 2.8% | 11.7% |
| Blogs | 0.0% | 0.0% |
| Other | 5.6% | 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 on a list of exceptions?

| Percentage of Respondents | Pristina | Outside Pristina |
|---------------------------|----------|---------------------|
| Yes | 43.3% | 38.9% |
| No | 56.7% | 61.1% |

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

| Percentage of Respondents | Pristina | Outside Pristina |
|---------------------------|----------|---------------------|
| Yes | 35.3% | 24.0% |
| No | 64.7% | 76.0% |

G. Communication and Information Sharing (continued)

Were you able to obtain this information?

| Percentage of Respondents | Pristina | Outside Pristina |
|---------------------------|----------|------------------|
| Yes | 91.7% | 84.6% |
| No | 8.3% | 15.4% |

Do you have access to the Internet?*

| Percentage of Respondents | Pristina | Outside Pristina |
|---------------------------|----------|------------------|
| Yes | 100.0% | 88.9% |
| No | 0.0% | 11.1% |

*Significantly different between locations

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

| Percentage of Respondents | Pristina | Outside Pristina |
|---------------------------|----------|------------------|
| Yes | 91.4% | 71.7% |
| No | 8.6% | 28.3% |

*Significantly different between locations

Which do you primarily use?

| Percentage of Respondents | Pristina | Outside Pristina |
|----------------------------------|----------|------------------|
| The World Bank's country website | 58.3% | 73.9% |
| The World Bank's main website | 41.7% | 26.1% |

Please rate how much you agree with the following statements.

(1-Strongly disagree, 10-Strongly agree)

| | Which best represents your geographic location? | | | | | |
|---|---|------|------|------------------|------|------|
| | Pristina | | | Outside Pristina | | |
| | N | Mean | SD | N | Mean | SD |
| I use/consult World Bank data more often than I did a few years ago | 38 | 7.03 | 2.34 | 48 | 6.50 | 2.53 |
| I find the World Bank websites easy to navigate | 35 | 7.43 | 2.08 | 43 | 7.60 | 2.23 |
| I find the information on the World Bank's websites useful | 33 | 8.09 | 1.63 | 42 | 8.21 | 1.98 |
| When I need information from the World Bank I know how to find it | 37 | 7.68 | 2.10 | 47 | 7.62 | 2.34 |
| The World Bank is responsive to my information requests and inquiries | 30 | 7.97 | 1.81 | 36 | 8.00 | 2.16 |

H. Background Information

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

| Percentage of Respondents | Pristina | Outside Pristina |
|---------------------------|----------|------------------|
| Yes | 57.9% | 28.3% |
| No | 42.1% | 71.7% |

*Significantly different between locations

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

| Percentage of Respondents (Responses Combined) | Pristina | Outside Pristina |
|--|----------|------------------|
| Observer* | 8.6% | 38.9% |
| Use World Bank reports/data | 40.0% | 29.6% |
| Engage in World Bank related/sponsored events/activities | 28.6% | 16.7% |
| Collaborate as part of my professional duties* | 57.1% | 22.2% |
| Use World Bank website for information, data, research, etc. | 31.4% | 35.2% |

*Significantly different between locations

Appendix D: Responses to All Questions by Year¹

FY '06 Response Number = 75 • FY '13 Response Number = 101

B. Overall Attitudes toward the World Bank

| | year | | | | | |
|---|------|------|------|------|------|------|
| | 2006 | | | 2013 | | |
| | N | Mean | SD | N | Mean | SD |
| How familiar are you with the work of the World Bank in Kosovo? | 71 | 6.73 | 2.48 | 100 | 6.59 | 2.40 |

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

| | year | | | | | |
|---|------|------|------|------|------|------|
| | 2006 | | | 2013 | | |
| | N | Mean | SD | N | Mean | SD |
| Overall, please rate your impression of the World Bank's effectiveness in Kosovo? | 66 | 7.33 | 2.21 | 91 | 7.03 | 2.22 |

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

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

| | year | | | | | |
|---|------|------|------|------|------|------|
| | 2006 | | | 2013 | | |
| | N | Mean | SD | N | Mean | SD |
| Overall the World Bank currently plays a relevant role in development in Kosovo | 67 | 7.55 | 2.24 | 92 | 7.02 | 2.50 |
| The World Bank's work is aligned with what I consider the development priorities for Kosovo | 68 | 7.50 | 2.14 | 90 | 6.82 | 2.23 |
| The World Bank supports programs and strategies that are realistic for Kosovo | 63 | 6.97 | 2.38 | 87 | 7.52 | 2.15 |
| The World Bank treats clients and stakeholders in Kosovo with respect | 59 | 8.27 | 2.03 | 85 | 7.82 | 2.28 |

(1-Strongly disagree, 10-Strongly agree)

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

| | year | | | | | |
|--|------|------|------|------|------|------|
| | 2006 | | | 2013 | | |
| | N | Mean | SD | N | Mean | SD |
| Flexibility (in terms of changing country circumstances) | 40 | 7.23 | 2.24 | 79 | 7.32 | 2.22 |
| Staff accessibility | 58 | 7.26 | 2.23 | 84 | 7.13 | 2.24 |
| Straightforwardness and honesty | 54 | 7.99 | 1.91 | 80 | 7.95 | 1.95 |

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

¹ Only those questions that were asked in the FY '06 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 Kosovo?
(1-Not effective at all, 10-Very effective)

| | year | | | | | |
|--------------------------------------|------|------|------|------|------|------|
| | 2006 | | | 2013 | | |
| | N | Mean | SD | N | Mean | SD |
| Anti corruption | 53 | 5.56 | 3.03 | 78 | 4.87 | 2.78 |
| Transport | 49 | 6.47 | 2.25 | 68 | 6.91 | 2.22 |
| Regulatory framework | 53 | 7.14 | 2.12 | 67 | 6.91 | 1.90 |
| Basic infrastructure | 51 | 6.77 | 2.40 | 71 | 7.31 | 1.80 |
| Poverty reduction* | 62 | 7.13 | 2.16 | 80 | 5.66 | 2.58 |
| Domestic private sector development* | 54 | 7.43 | 2.06 | 82 | 5.90 | 2.50 |
| Water and sanitation | 50 | 6.94 | 2.18 | 66 | 6.73 | 2.25 |
| Economic growth* | 62 | 6.98 | 2.26 | 82 | 6.04 | 2.65 |
| Energy | 58 | 7.07 | 2.81 | 77 | 6.81 | 2.55 |
| Public sector governance/ reform | 56 | 7.13 | 1.99 | 76 | 6.59 | 2.52 |
| Health* | 48 | 7.17 | 2.36 | 79 | 6.10 | 2.56 |
| Education* | 53 | 7.41 | 2.32 | 74 | 6.36 | 2.41 |
| Social protection* | 59 | 6.74 | 2.41 | 63 | 5.40 | 2.71 |
| Agricultural development | 58 | 6.73 | 2.61 | 84 | 6.73 | 2.14 |

*Significantly different between FY13 and FY06 country surveys

D. The World Bank's Knowledge

In Kosovo, 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)

| | year | | | | | |
|---|------|------|------|------|------|------|
| | 2006 | | | 2013 | | |
| | N | Mean | SD | N | Mean | SD |
| Are useful in terms of the work you do* | 59 | 8.33 | 1.66 | 88 | 7.68 | 2.04 |
| Are adaptable to Kosovo's specific development challenges and country circumstances | 57 | 7.11 | 1.88 | 84 | 7.10 | 2.19 |

*Significantly different between FY13 and FY06 country surveys

E. Working with the World Bank

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

| | year | | | | | |
|---|------|------|------|------|------|------|
| | 2006 | | | 2013 | | |
| | N | Mean | SD | N | Mean | SD |
| The World Bank disburses funds promptly* | 39 | 7.28 | 2.35 | 74 | 6.01 | 2.60 |
| The World Bank effectively monitors and evaluates the projects and programs it supports | 43 | 7.79 | 2.24 | 88 | 7.76 | 2.10 |
| Working with the World Bank increases Kosovo's institutional capacity | 41 | 7.76 | 1.84 | 86 | 8.22 | 1.86 |

*Significantly different between FY13 and FY06 country surveys

G. Communication and Information Sharing

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

| Percentage of Respondents | FY 2006 | FY 2013 |
|---------------------------|---------|---------|
| Yes | 66.7% | 78.9% |
| No | 33.3% | 21.1% |

Which do you primarily use?

| Percentage of Respondents | FY 2006 | FY 2013 |
|----------------------------------|---------|---------|
| The World Bank's country website | 65.1% | 67.9% |
| The World Bank's main website | 34.9% | 32.1% |

Please rate how much you agree with the following statements.

(1-Strongly disagree; 10-Strongly agree)

| | year | | | | | |
|--|------|------|------|------|------|------|
| | 2006 | | | 2013 | | |
| | N | Mean | SD | N | Mean | SD |
| I find the World Bank websites easy to navigate | 42 | 6.83 | 1.14 | 80 | 7.50 | 2.13 |
| I find the information on the World Bank's websites useful* | 43 | 6.85 | 1.13 | 77 | 8.09 | 1.85 |
| When I need information from the World Bank I know how to find it* | 64 | 6.00 | 1.75 | 86 | 7.63 | 2.20 |
| The World Bank is responsive to my information requests and inquiries* | 58 | 6.18 | 1.49 | 68 | 7.96 | 1.98 |

*Significantly different between FY13 and FY06 country surveys

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

| Indicator Question | Currently, do you professionally collaborate/work with the World Bank in your country? | | Which of the following describes most of your exposure to the World Bank in Kosovo? (Choose no more than TWO) | | | | | | | | | |
|--|--|----------|---|----------|---------------------|----------|-------------------------|----------|-------------|----------|----------------|----------|
| | | | Observer | | Use WB reports/data | | Engage in WB activities | | Collaborate | | Use WB website | |
| | No Mean | Yes Mean | No Mean | Yes Mean | No Mean | Yes Mean | No Mean | Yes Mean | No Mean | Yes Mean | No Mean | Yes Mean |
| Overall, please rate your impression of the World Bank's effectiveness in Kosovo? | 6.85 | 7.24 | 7.10 | 7.18 | 7.23 | 6.93 | 7.24 | 6.74 | 6.90 | 7.50 | 7.22 | 6.93 |
| To what extent do you believe the World Bank's staff is well prepared to help Kosovo solve its most complicated development challenges? | 6.91 | 7.78 | 7.29 | 7.35 | 7.36 | 7.21 | 7.33 | 7.22 | 7.13 | 7.61 | 7.65 | 6.65 |
| Overall the World Bank currently plays a relevant role in development in Kosovo | 7.04 | 7.03 | 6.79 | 7.25 | 7.25 | 6.30 | 6.91 | 6.95 | 6.64 | 7.45 | 7.14 | 6.48 |
| The World Bank's work is aligned with what I consider the development priorities for Kosovo | 6.39 | 7.51 | 6.87 | 6.91 | 7.21 | 6.19 | 6.84 | 7.00 | 6.56 | 7.42 | 7.05 | 6.54 |
| Responsiveness | 7.58 | 7.53 | 7.43 | 7.62 | 7.69 | 7.12 | 7.60 | 7.17 | 7.26 | 7.96 | 7.45 | 7.57 |
| Openness | 7.28 | 7.53 | 7.37 | 7.32 | 7.24 | 7.60 | 7.27 | 7.65 | 7.31 | 7.43 | 7.66 | 6.77 |
| Collaboration with groups outside of the Government | 6.53 | 7.33 | 6.78 | 6.65 | 6.95 | 6.35 | 6.73 | 6.76 | 6.53 | 7.19 | 6.98 | 6.20 |
| Collaboration with the Government | 7.85 | 8.58 | 8.17 | 7.67 | 8.08 | 7.93 | 7.95 | 8.29 | 7.69 | 8.65 | 8.18 | 7.72 |
| Collaboration with other donors | 7.78 | 8.23 | 8.14 | 7.45 | 7.87 | 8.09 | 7.96 | 7.86 | 7.74 | 8.27 | 8.00 | 7.83 |
| To what extent does the World Bank's work help to achieve development results in Kosovo? | 6.38 | 6.94 | 6.67 | 6.45 | 6.83 | 6.21 | 6.54 | 6.88 | 6.31 | 7.10 | 6.65 | 6.52 |
| To what extent does the World Bank help to build/strengthen existing country systems in Kosovo? | 6.65 | 7.29 | 7.12 | 6.10 | 6.94 | 6.68 | 6.76 | 7.17 | 6.54 | 7.31 | 6.93 | 6.67 |
| The World Bank's financial instruments meet the needs of Kosovo | 6.23 | 6.44 | 6.18 | 6.71 | 6.74 | 5.57 | 6.23 | 6.69 | 6.08 | 6.78 | 6.36 | 6.25 |
| The World Bank meets Kosovo's needs for knowledge services | 6.07 | 6.84 | 6.56 | 6.39 | 7.06 | 5.58 | 6.28 | 7.41 | 6.25 | 6.97 | 6.84 | 5.86 |
| Are adaptable to Kosovo's specific development challenges and country circumstances | 7.02 | 7.34 | 7.00 | 7.95 | 7.60 | 6.58 | 7.18 | 7.53 | 7.22 | 7.31 | 7.40 | 6.96 |
| Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country? | 7.75 | 7.95 | 7.65 | 8.39 | 7.89 | 7.77 | 7.78 | 8.11 | 7.75 | 8.03 | 7.88 | 7.80 |
| Overall, how would you rate the technical quality of the World Bank's knowledge work and activities? | 7.82 | 7.84 | 7.68 | 8.14 | 7.94 | 7.55 | 7.84 | 7.68 | 7.71 | 7.97 | 7.69 | 8.04 |
| Where country systems are adequate, the World Bank makes appropriate use of them | 7.18 | 8.30 | 7.92 | 7.00 | 7.64 | 7.71 | 7.55 | 8.15 | 7.46 | 7.96 | 7.58 | 7.83 |

Yellow highlight indicates significant difference between Yes and No mean.

Appendix F: Kosovo FY 2013 Questionnaire



World Bank Client Survey FY13 – Kosovo

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

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

SECTION A: GENERAL ISSUES

| A2. Listed below are a number of development priorities in Kosovo. | | | |
|---|--|----|--|
| Please identify which of the following you consider the most important development priorities in Kosovo? (Choose no more than THREE) | | | |
| 1 | Social protection (e.g., pensions, targeted social assistance) | 19 | Education |
| 2 | Transport (e.g., roads, bridges, transportation) | 20 | Poverty reduction |
| 3 | Security/stabilization/reconstruction | 21 | Food security |
| 4 | Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 22 | Social cohesion |
| 5 | Global/regional integration | 23 | Climate change (e.g., mitigation, adaptation) |
| 6 | Gender | 24 | Agricultural development |
| 7 | Domestic private sector development | 25 | Trade and exports |
| 8 | Foreign direct investment | 26 | Crime and violence |
| 9 | Water and sanitation | 27 | Economic growth |
| 10 | Energy | 28 | Law and justice (e.g., judicial system) |
| 11 | Regional conflict and tensions | 29 | Regulatory framework |
| 12 | Job creation/employment | 30 | Communicable/non-communicable diseases |
| 13 | Rural development | 31 | Basic infrastructure |
| 14 | Financial markets | 32 | Local governance and institutions |
| 15 | Urban development | 33 | Natural resource management (e.g., oil, gas, mining) |
| 16 | Environmental sustainability | 34 | Anti corruption |
| 17 | Equality of opportunity (i.e., equity) | 35 | Disaster management |
| 18 | Health | 36 | Information and communications technology |

SECTION A: GENERAL ISSUES

| A3. 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 Kosovo? (Choose no more than THREE) | | | |
| 1 | Water and sanitation | 19 | Security/stabilization/reconstruction |
| 2 | Equality of opportunity (i.e., equity) | 20 | Anti corruption |
| 3 | Economic growth | 21 | Domestic private sector development |
| 4 | Climate change (e.g., mitigation, adaptation) | 22 | Foreign direct investment |
| 5 | Regional conflict and tensions | 23 | Energy |
| 6 | Global/regional integration | 24 | Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) |
| 7 | Gender | 25 | Social cohesion |
| 8 | Rural development | 26 | Education |
| 9 | Urban development | 27 | Natural resource management (e.g., oil, gas, mining) |
| 10 | Regulatory framework | 28 | Environmental sustainability |
| 11 | Local governance and institutions | 29 | Health |
| 12 | Basic infrastructure | 30 | Agricultural development |
| 13 | Social protection (e.g., pensions, targeted social assistance) | 31 | Disaster management |
| 14 | Law and justice (e.g., judicial system) | 32 | Job creation/employment |
| 15 | Transport (e.g., roads, bridges, transportation) | 33 | Financial markets |
| 16 | Crime and violence | 34 | Trade and exports |
| 17 | Communicable/non-communicable diseases | 35 | Food security |
| 18 | Information and communications technology | | |

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

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

| 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 Kosovo? (Choose no more than TWO) | |
|--|---|
| 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

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

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

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

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

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

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 Kosovo? | | | |
|--|--|---|--|
| | | Greatest Value (Choose only ONE) | Second Greatest Value (Choose only ONE) |
| 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 (e.g., South-South knowledge sharing) | <input type="checkbox"/> | <input type="checkbox"/> |
| 12 | Strategy formulation (e.g., PRSP assistance) | <input type="checkbox"/> | <input type="checkbox"/> |
| 13 | 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 Kosovo? (Choose no more than TWO) | |
|--|---|
| 1 | Staff too inaccessible |
| 2 | Not exploring alternative policy options |
| 3 | Not adequately sensitive to political/social realities in Kosovo |
| 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 | Its advice and strategies do not lend themselves to practical problem solving |
| 17 | Not focused enough on issues that are unique to post-conflict countries |
| 18 | Inadequate number of World Bank staff members located in the country |
| 19 | Other (please specify): _____ |

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

| B7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Kosovo? (Choose no more than TWO) | |
|--|--|
| 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 | Co-financing arrangements (i.e., with other donors) |
| 8 | Sector-wide approaches |
| 9 | Emergency Recovery lending |
| 10 | Other (please specify): _____ |
| 11 | Don't know |

| B8. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO) | |
|--|--|
| 1 | NGOs |
| 2 | Local Government |
| 3 | Beneficiaries |
| 4 | Private sector |
| 5 | Community Based Organizations (CBOs) |
| 6 | Donor community |
| 7 | Foundations |
| 8 | Academia/think tanks/research institutes |
| 9 | Parliament |
| 10 | Media |
| 11 | Faith based organizations |
| 12 | UN and regional peace keeping forces |
| 13 | Emerging donors |
| 14 | UN agencies |
| 15 | Regional organizations (e.g., EU, CEFTA, NATO) |
| 16 | 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 Kosovo, on a ten point scale? | | | | | | | | | | | | |
|--|---|-------------------|---|---|---|---|---|---|---|----------------|----|--------------------------|
| | | Strongly disagree | | | | | | | | Strongly agree | | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| B9 | Overall the World Bank currently plays a relevant role in development in Kosovo | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B10 | The World Bank's work is aligned with what I consider the development priorities for Kosovo | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B11 | The World Bank supports programs and strategies that are realistic for Kosovo | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B12 | The World Bank treats clients and stakeholders in Kosovo 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 Kosovo, in terms of each of the following? | | | | | | | | | | | | |
|---|--|---------------------|---|---|---|---|---|---|---|------------------------------|----|--------------------------|
| | | To no degree at all | | | | | | | | To a very significant degree | | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| B13 | Responsiveness | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B14 | Flexibility (in terms of the institution's products and services) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B15 | Flexibility (in terms of changing country circumstances) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B16 | Being inclusive | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B17 | Openness (sharing data and other information) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B18 | Staff accessibility | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B19 | Straightforwardness and honesty | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B20 | 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"/> |
| B21 | Collaboration with the Government | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B22 | Collaboration with other donors | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B23 | The speed in which it gets things accomplished on the ground | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B24 | 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

| B25. When World Bank assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE) | |
|---|--|
| 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 | Ongoing conflict and instability |
| 11 | Inadequate funding |
| 12 | Other (please specify): _____ |

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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 Kosovo, on a ten point scale? | | | | | | | | | | | | |
|--|--|----------------------|---|---|---|---|---|---|---|----------------|----|--------------------------|
| | | Not effective at all | | | | | | | | Very effective | | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| C1 | Anti corruption | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C2 | Information and communications technology | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C3 | Transport (e.g., roads, bridges, transportation) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C4 | Crime and violence | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C5 | Regional conflict and tensions | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C6 | Law and justice (e.g., judicial system) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C7 | Urban development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C8 | Environmental sustainability | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C9 | Regulatory framework | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C10 | Basic infrastructure | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C11 | Communicable/non-communicable diseases | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C12 | Poverty reduction | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C13 | Gender | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C14 | Domestic private sector development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C15 | Foreign direct investment | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C16 | Local governance and institutions | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C17 | Water and sanitation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C18 | Trade and exports | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C19 | Economic growth | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C20 | Energy | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C21 | Disaster management | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C22 | 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"/> |
| C23 | Job creation/employment | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C24 | Social cohesion | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C25 | Financial markets | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C26 | Equality of opportunity (i.e., equity) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C27 | Health | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C28 | Rural development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C29 | Global/regional integration | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C30 | Food security | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C31 | Education | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C32 | Security/stabilization/reconstruction | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C33 | Social protection (e.g., pensions, targeted social assistance) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C34 | Climate change (e.g., mitigation, adaptation) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C35 | Agricultural development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C36 | Natural resource management (e.g., oil, gas, mining) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

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

| | | | | | | | | | | | |
|---|---|---|---|---|---|------------------------------|---|---|----|--------------------------|--|
| C38. To what extent does the World Bank help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Kosovo, on a ten point scale? | | | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| To no degree at all | | | | | | To a very significant degree | | | | Don't know | |

| | | | | | | | | | | | | | | |
|--|--|--|--|-------------------|---|---|---|---|----------------|---|---|---|----|--------------------------|
| To what extent do you agree with the following statements about the World Bank in Kosovo, on a ten point scale? | | | | | | | | | | | | | | |
| | | | | Strongly disagree | | | | | Strongly agree | | | | | Don't know |
| C39 | The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Kosovo | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C40 | The World Bank meets Kosovo'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)

D1. When thinking about the development challenges in Kosovo, 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)

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

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

| In Kosovo, 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 |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| D2 | Are timely | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| D3 | Include appropriate level of stakeholder involvement during preparation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| D4 | Are relevant to Kosovo's development priorities | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| D5 | Provide feasible recommendations | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| D6 | Are source of relevant information on global good practices | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| D7 | Are accessible (well written and easy to understand) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| D8 | Are useful in terms of the work you do | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| D9 | Are adequately disseminated | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| D10 | Are translated enough into local language | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| D11 | Are adaptable to Kosovo's specific development challenges and country circumstances | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |

| D12. 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 | | |
| Not significant at all | | | | | | | | | | Very significant | | Don't know | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |

| D13. 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 | | |
| Very low technical quality | | | | | | | | | | Very high technical quality | | Don't know | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |

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 | <input type="checkbox"/> | |
| E1 | The World Bank disburses funds promptly | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E2 | The World Bank effectively monitors and evaluates the projects and programs it supports | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E3 | The World Bank's approvals and reviews are done in a timely fashion | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E4 | The World Bank's "Safeguard Policy" requirements are reasonable | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E5 | The World Bank's conditions on its lending are reasonable | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E6 | Working with the World Bank increases Kosovo's institutional capacity | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E7 | The World Bank ensures consistency and continuity through staff changes | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E8 | The World Bank's teams and visits are well coordinated | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E9 | Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E10 | The World Bank provides effective implementation support (i.e., supervision of projects) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |

| E11. To what extent do you believe the World Bank is adequately staffed in Kosovo, on a ten point scale? | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|------------------------------|--------------------------|------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| To no degree at all | | | | | | | | | To a very significant degree | | Don't know |

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 KOSOVO

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

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

SECTION G: COMMUNICATION AND INFORMATION SHARING

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

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

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

SECTION G: COMMUNICATION AND INFORMATION SHARING

| G8. Which do you primarily use? (Please mark only ONE response) | |
|--|---|
| 1 | The World Bank's country website (www.worldbank.org/kosovo) |
| 2 | The World Bank's main website (www.worldbank.org) |

| Please rate how much you agree with the following statements, on a ten point scale. | | | | | | | | | | | | | | |
|--|--|--------------------------|---|---|---|---|---|---|---|---|----|-----------------------|--|--------------------------|
| | | Strongly disagree | | | | | | | | | | Strongly agree | | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| G9 | I use/consult World Bank data more often than I did a few years ago | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| G10 | I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| G11 | I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| G12 | When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |
| G13 | The World Bank is responsive to my information requests and inquiries | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | <input type="checkbox"/> |

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SECTION H: BACKGROUND INFORMATION

| H1. Which of the following best describes your current position? (Please mark only ONE response) | |
|---|--|
| 1 | Office of the President, Prime Minister |
| 2 | Office of Minister |
| 3 | Office of Parliamentarian |
| 4 | Employee of a Ministry, Ministerial Department or Implementation Agency |
| 5 | Consultant/Contractor working on World Bank supported Project/Program |
| 6 | Project Management Unit (PMU) overseeing implementation of project |
| 7 | Local Government Office or Staff |
| 8 | 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 | Other (please specify): _____ |

| H2. Please identify the primary specialization of your work. (Please mark only ONE response) | | | |
|---|---|----|--|
| 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

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

| H4. Which of the following describes most of your exposure to the World Bank in Kosovo? (Choose no more than TWO) | |
|--|---|
| 1 | Observer (i.e., follow in media, discuss in informal conversations, etc.) |
| 2 | Use World Bank reports/data |
| 3 | Engage in World Bank related/sponsored events/activities |
| 4 | Collaborate as part of my professional duties |
| 5 | Use World Bank website for information, data, research, etc. |

| H5. Which best represents your geographic location? | |
|--|------------------|
| 1 | Pristina |
| 2 | Outside Pristina |

Thank you for completing the survey!