



Kosovo

The World Bank Country Survey FY 2013

Report of Findings
August 2013



CountryOpinionSurveys
THE WORLD BANK GROUP

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I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank in gaining a better understanding of how stakeholders in 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.

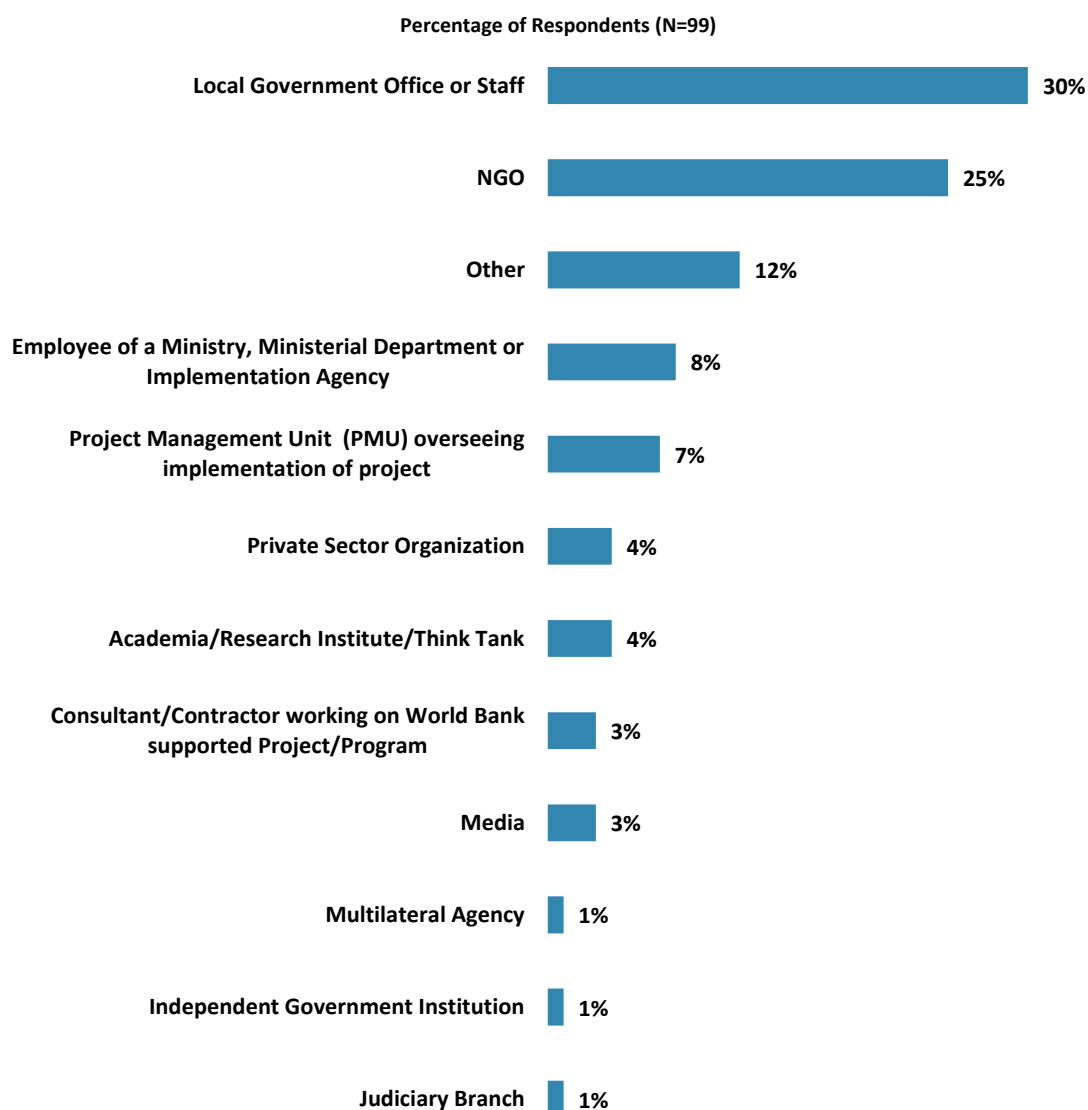
- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve development results and build existing country systems, the extent to which the Bank meets Kosovo's needs for knowledge services and financial instruments, and the Bank's level 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

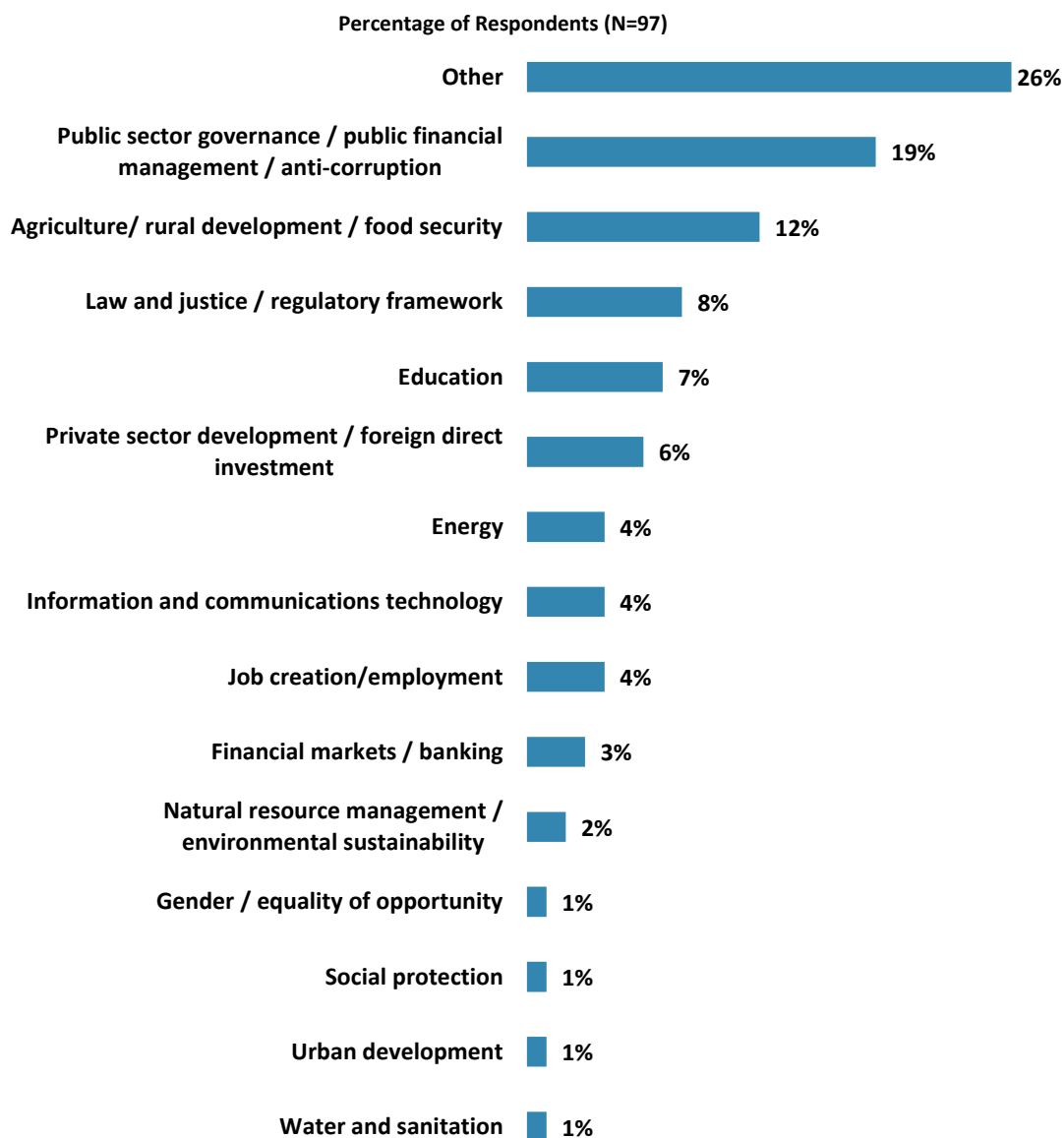
- For further analyses, respondents from PMUs were combined with consultants/contractors working on Bank projects; the few respondents from multilateral agencies, private sector organizations, the media, independent government institutions, academia/research institutes/think tanks, the judiciary branch, 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

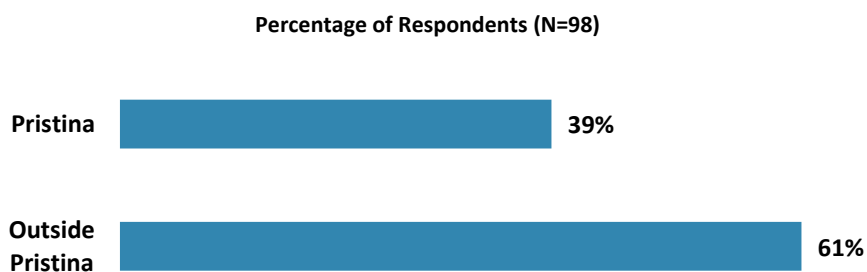


"Please identify the primary specialization of your work." (Respondents chose from a list.)

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.



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

III. Demographics of the Sample (continued)

Collaboration with and Exposure to the World Bank

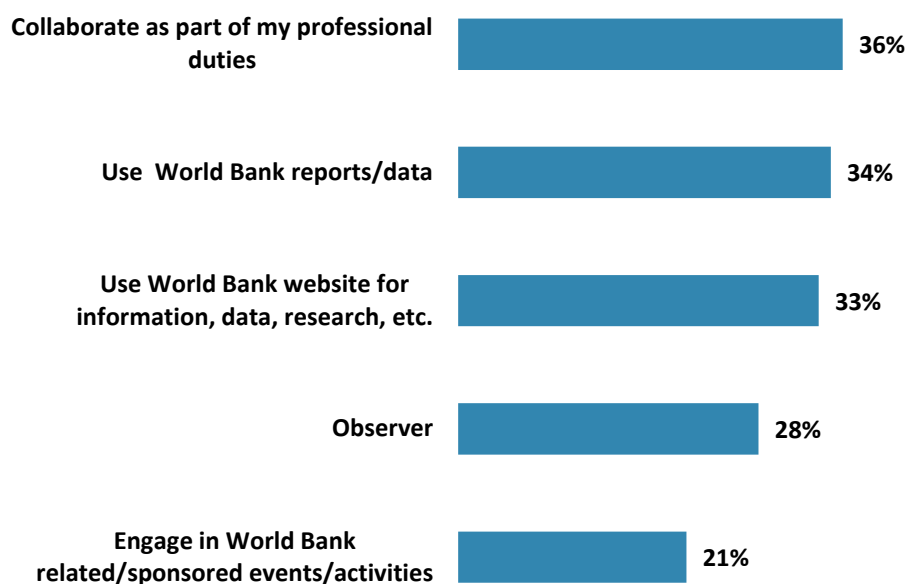
- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in Kosovo, can be found in Appendix E (see page 99). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted 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)

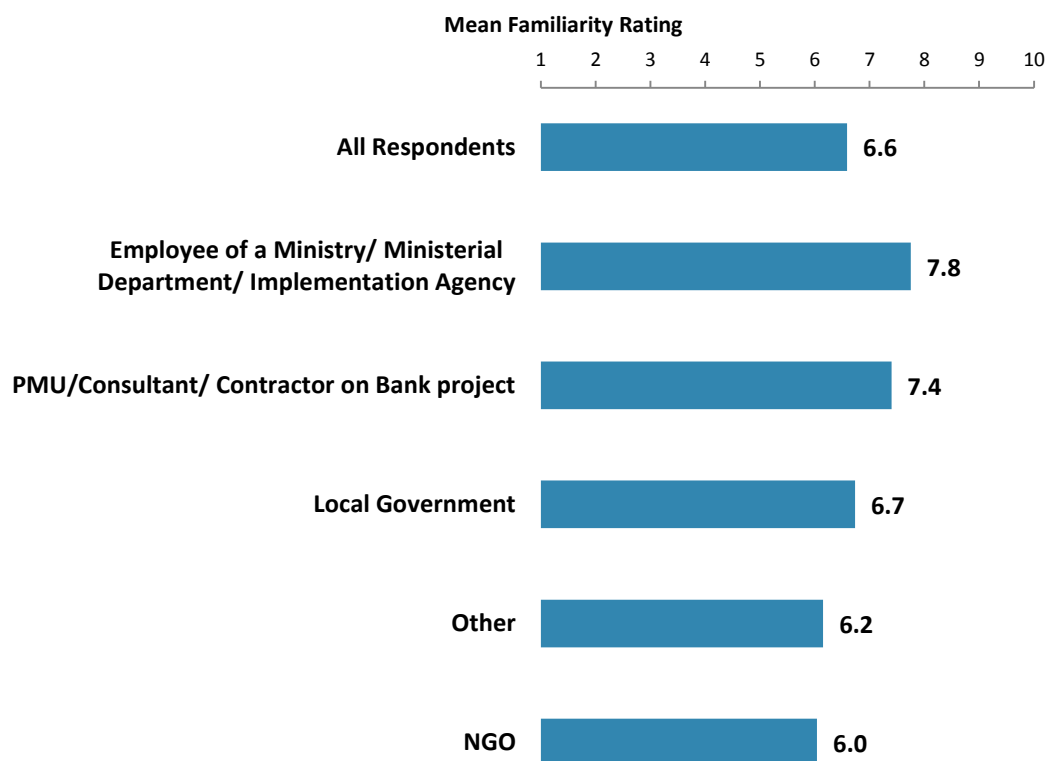


"Which of the following describes most of your exposure to the World Bank in Kosovo? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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.

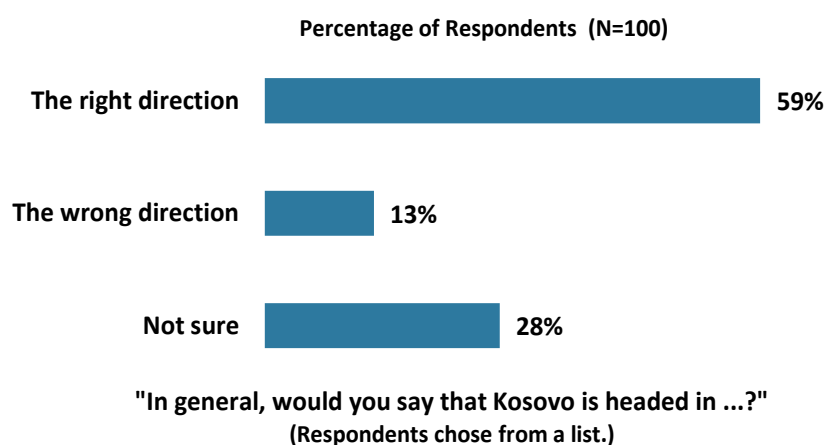


"How familiar are you with the work of the World Bank in Kosovo?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

IV. General Issues Facing Kosovo

Headed in the Right Direction

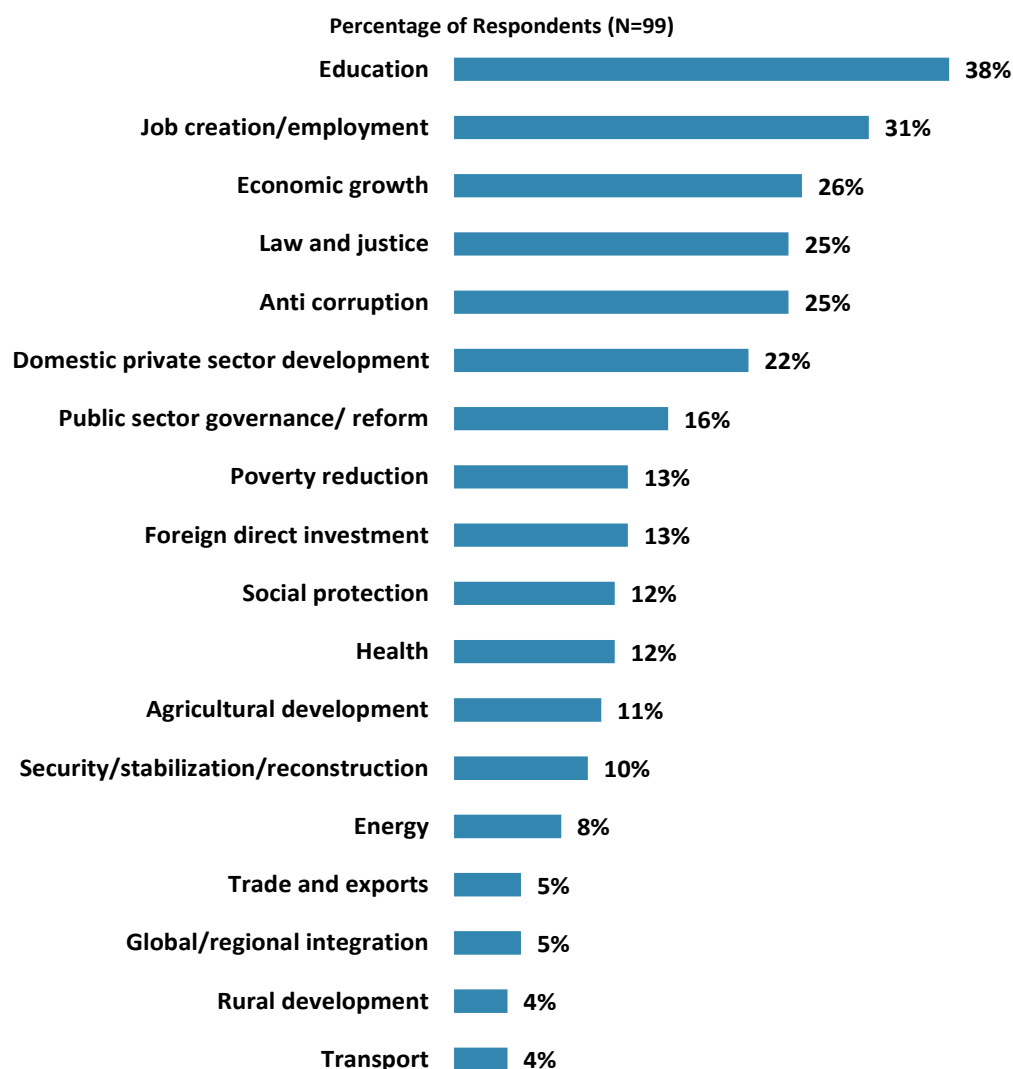
- A majority of employees of ministries/ministerial departments/implementation agencies and respondents from local governments and other organizations indicated that Kosovo was headed in the right direction, whereas almost half of the respondents from NGOs and PMUs and consultants/contractors working 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.

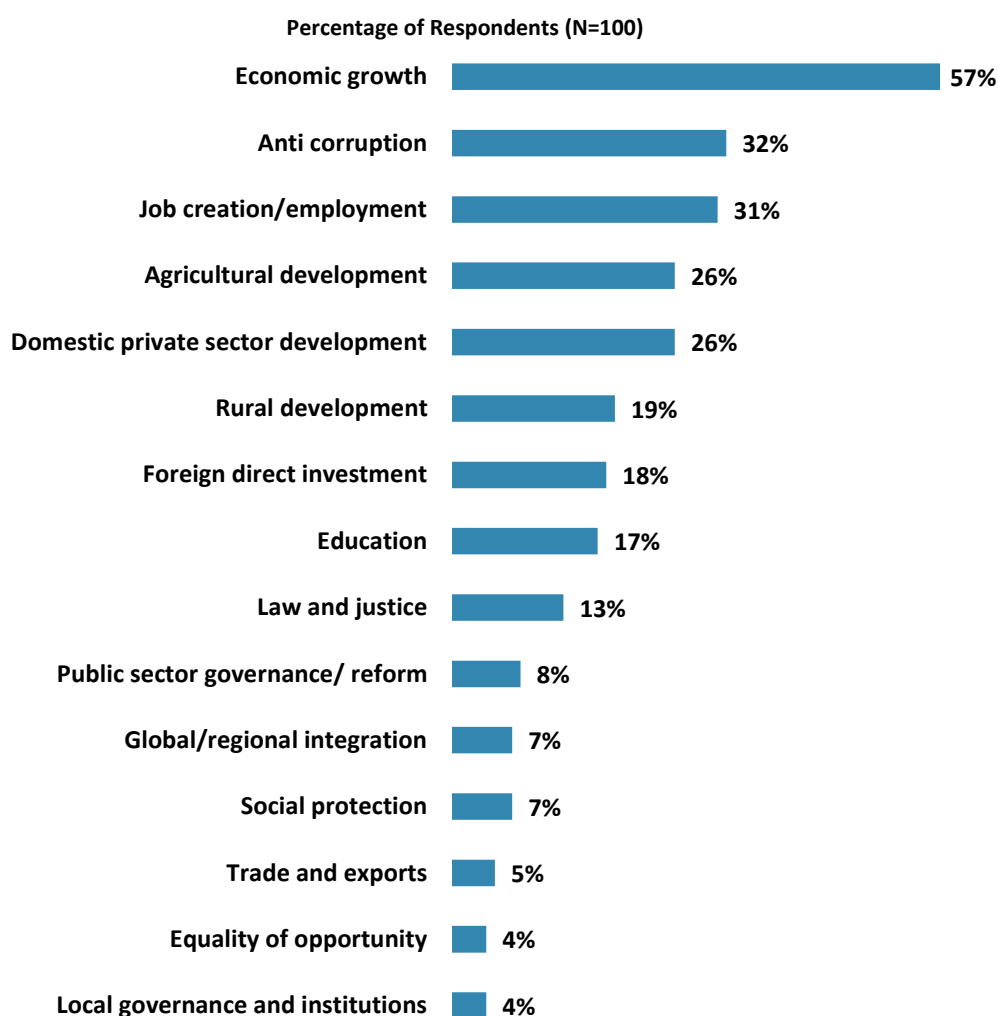


"Listed below are a number of development priorities in Kosovo. Please identify which of the following you consider the most important development priorities in Kosovo. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

*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

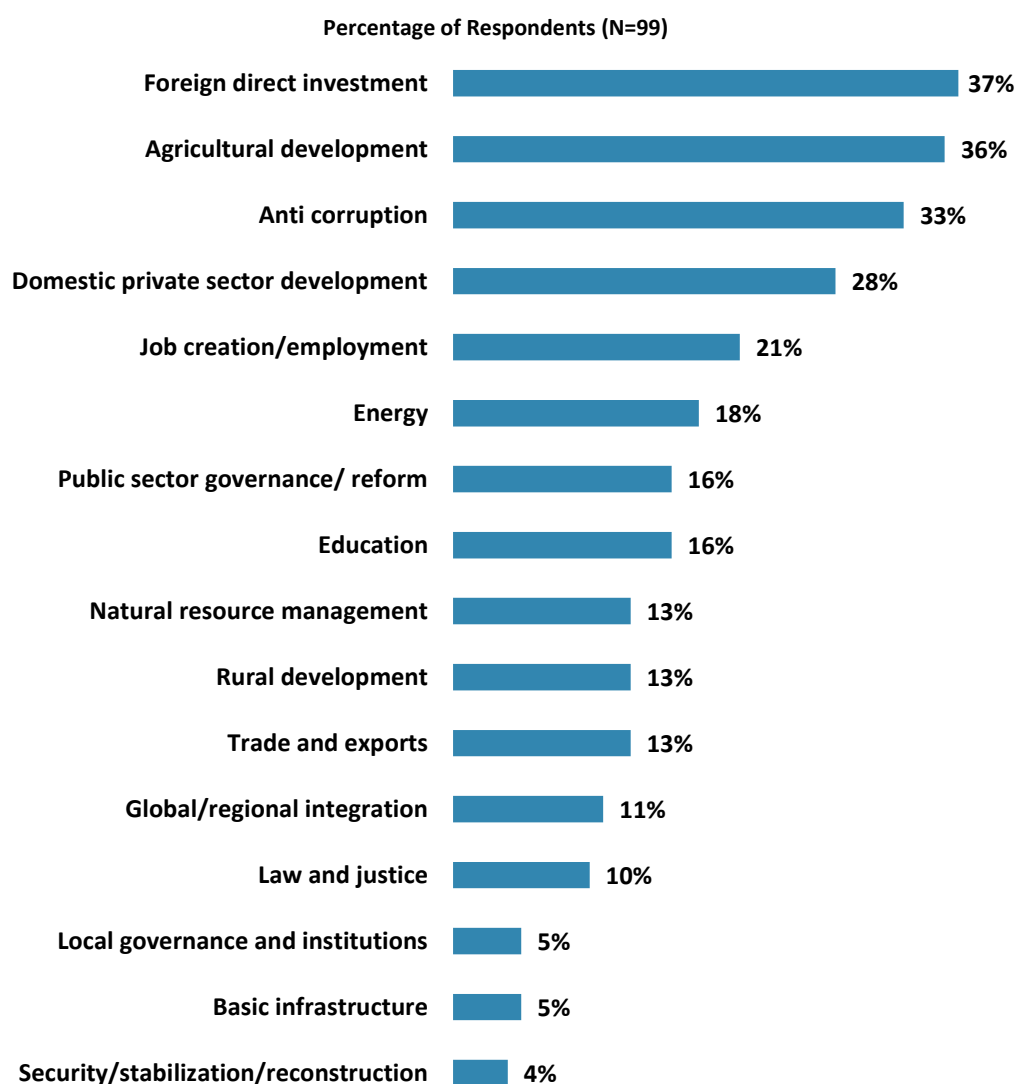


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Kosovo?" (Respondents chose from a list. Responses combined.)

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.

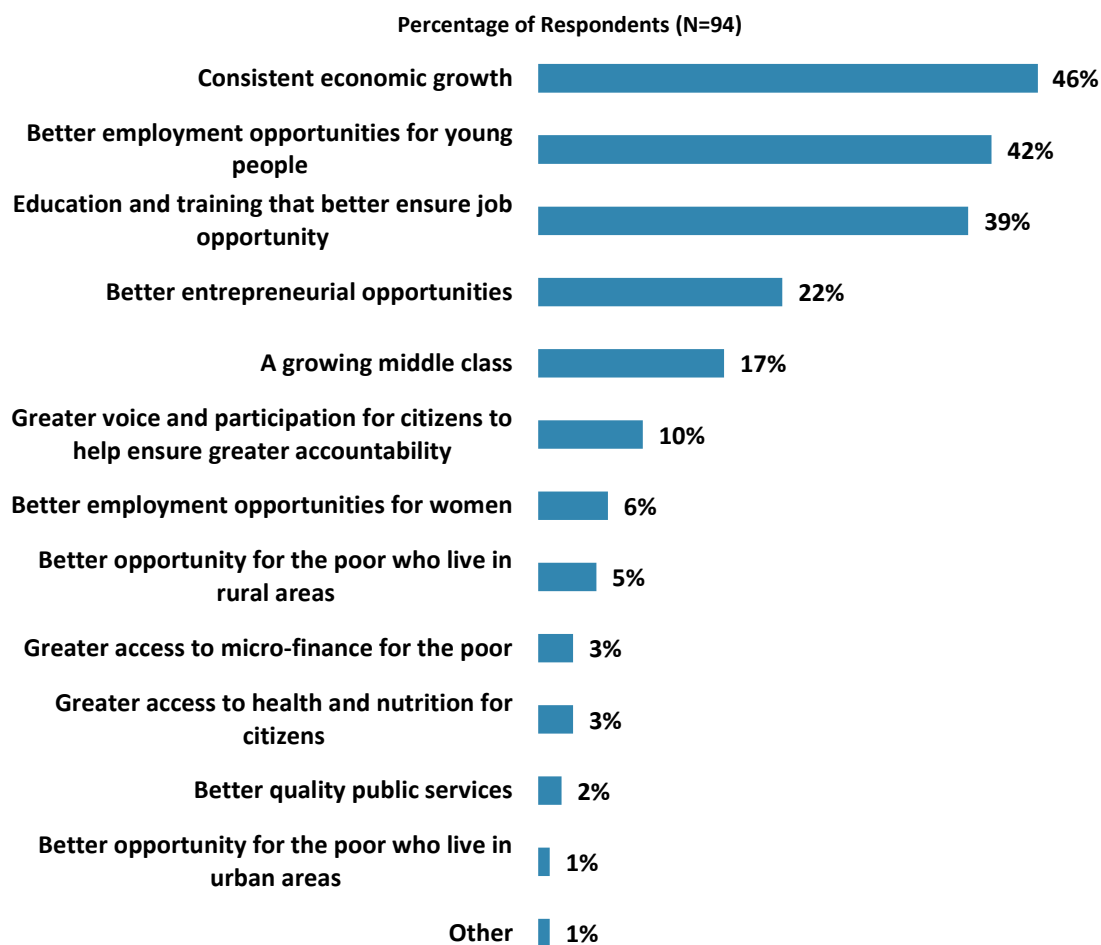


"Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Kosovo? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

*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

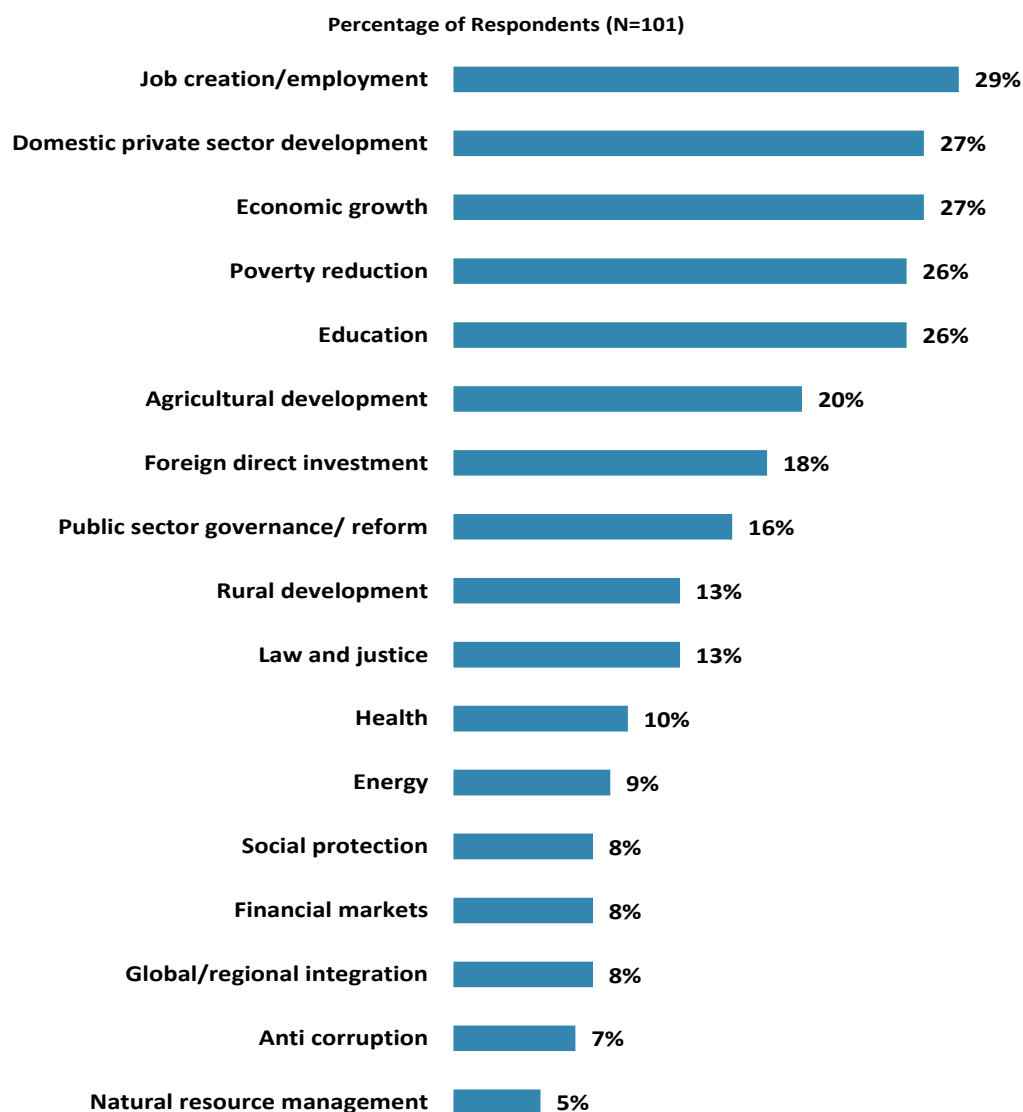


"When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Kosovo? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

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.)

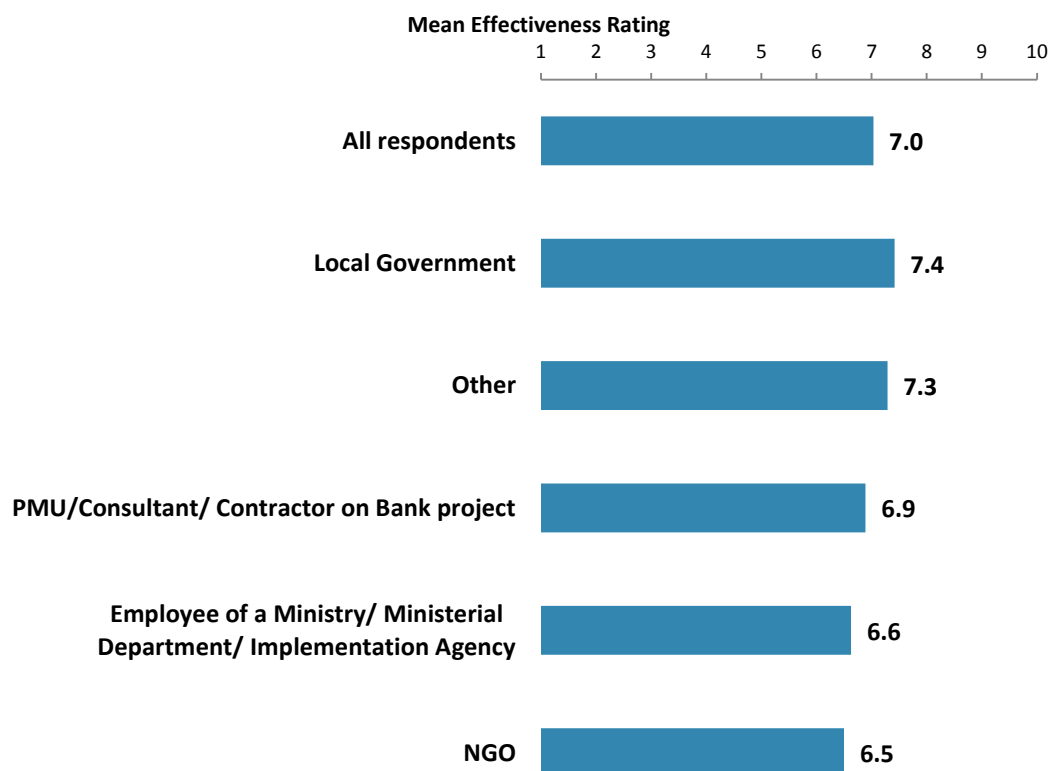
*Not all of the response options provided in the FY '13 survey were provided in the FY '06 survey.

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.

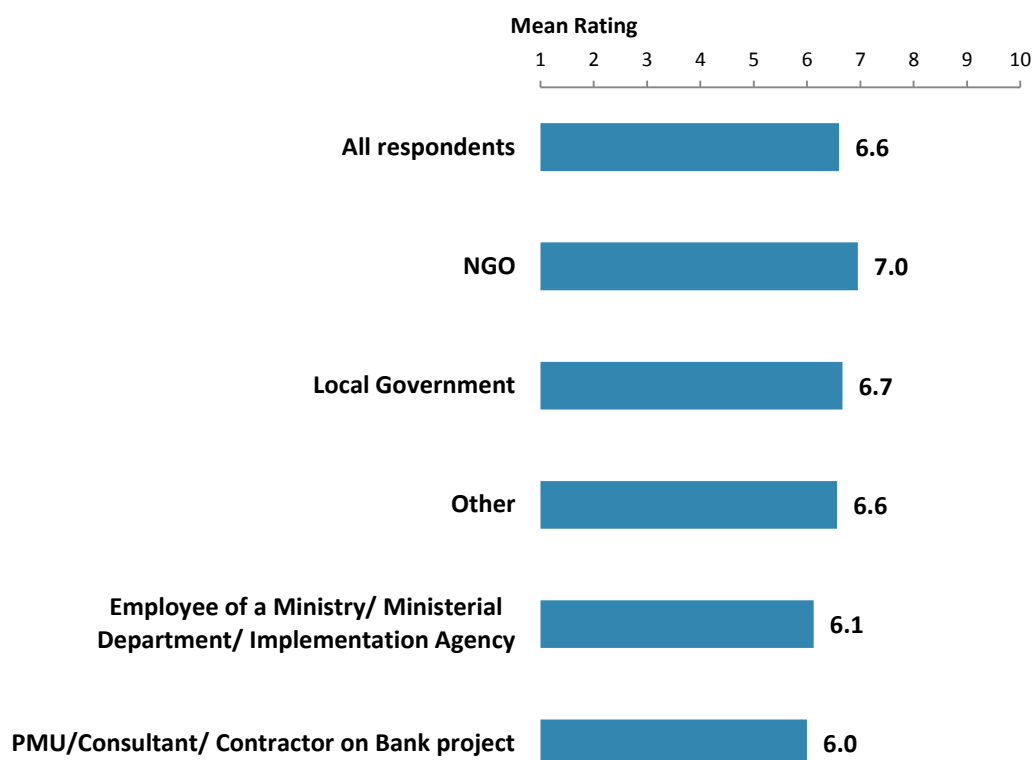


"Overall, please rate your impression of the World Bank's effectiveness in Kosovo?"
 (1 - "Not effective at all", 10 - "Very effective")

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.

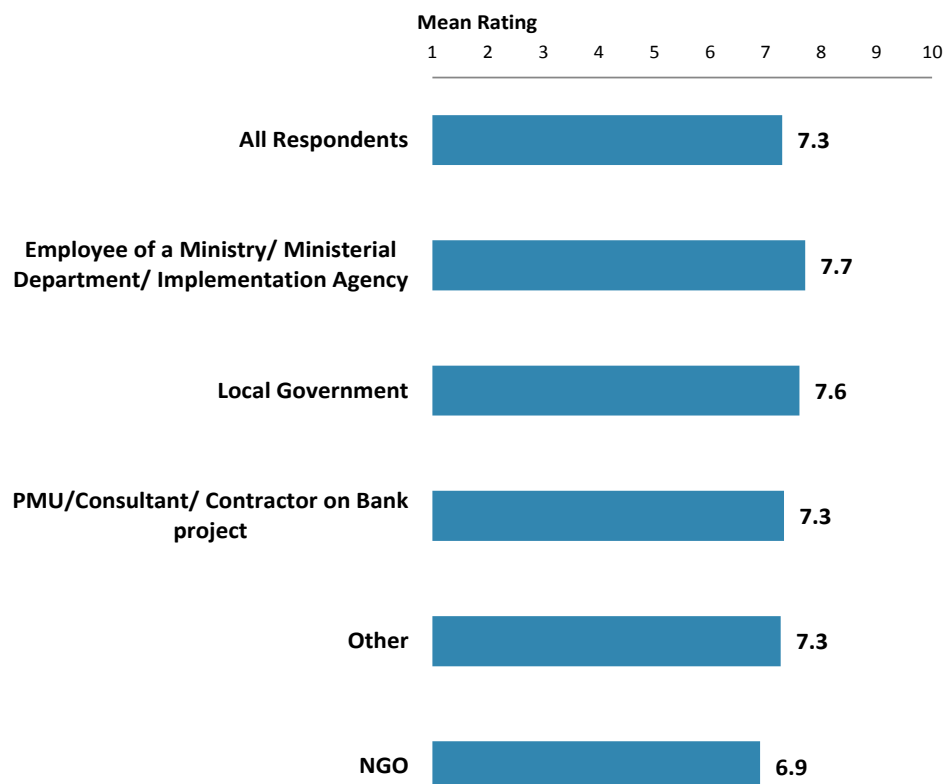


"To what extent does the World Bank's work help to achieve development results in Kosovo?"
 (1 - "To no degree at all", 10 - "To a very significant degree")

V. Overall Attitudes toward the World Bank (continued)

Staff Preparedness (*Indicator Question*)

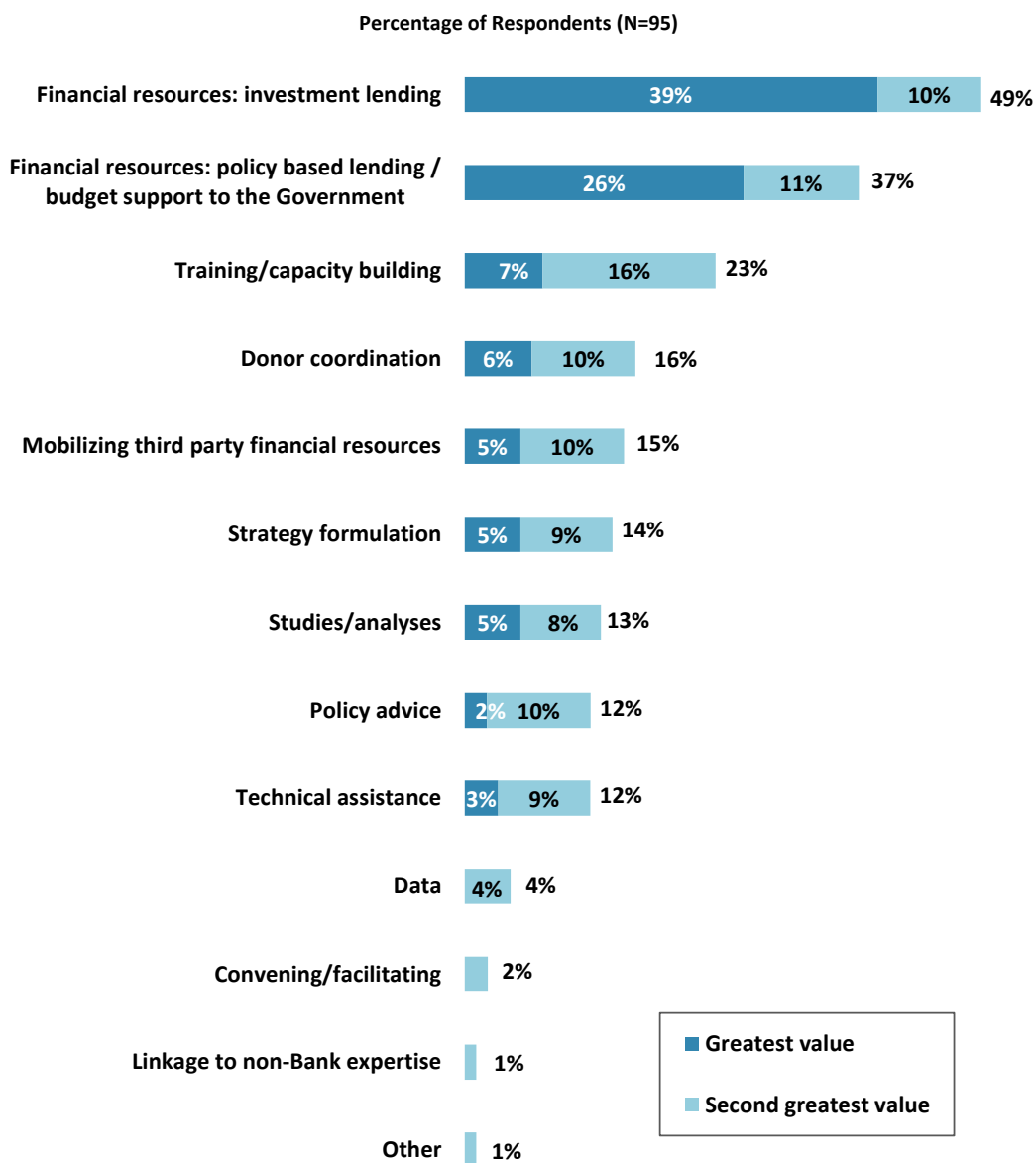
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the extent to which the Bank's staff is well prepared to help Kosovo solve its most complicated development challenges.



"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

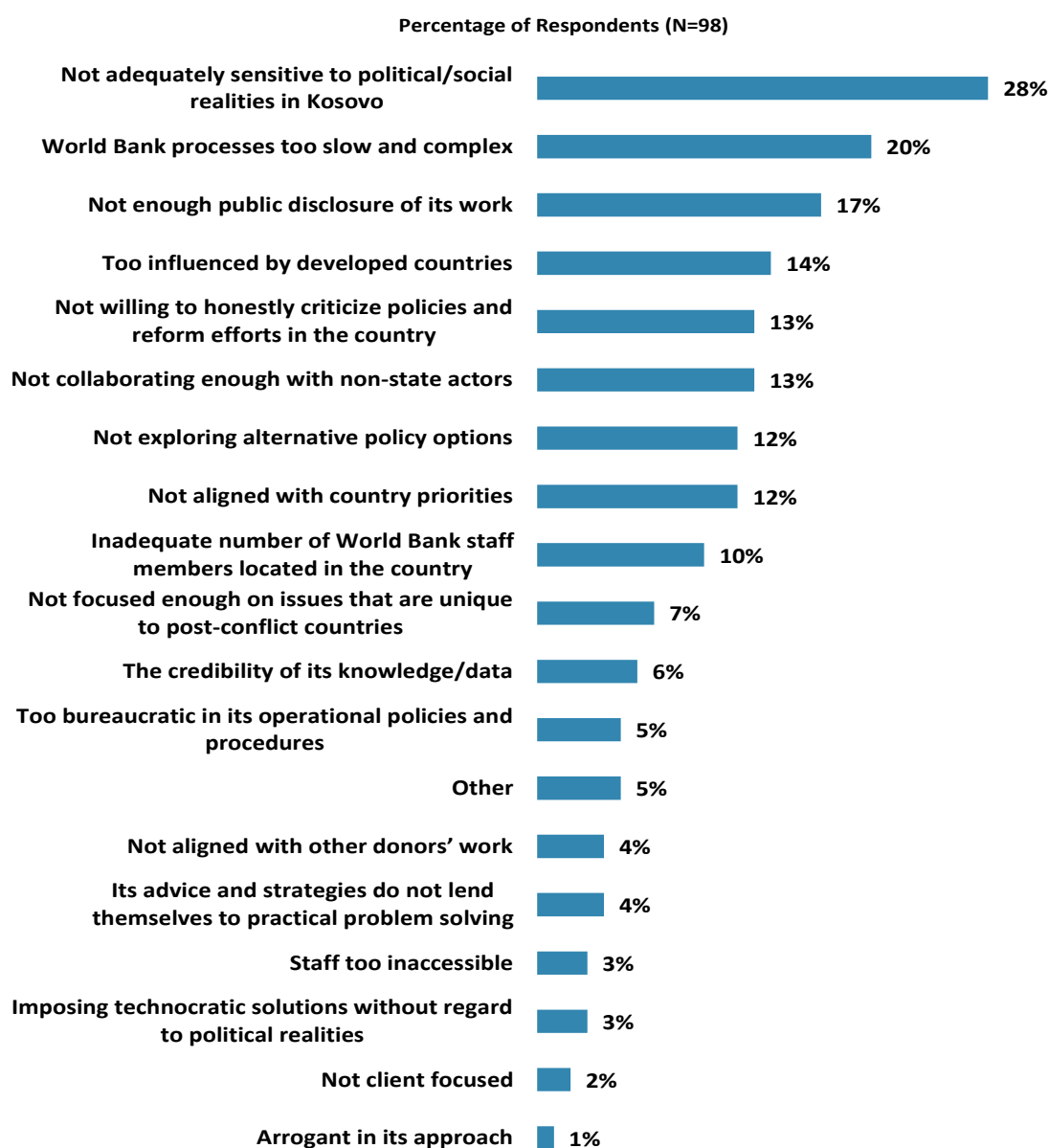


"When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Kosovo?"
 (Respondents chose from a list.)

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.

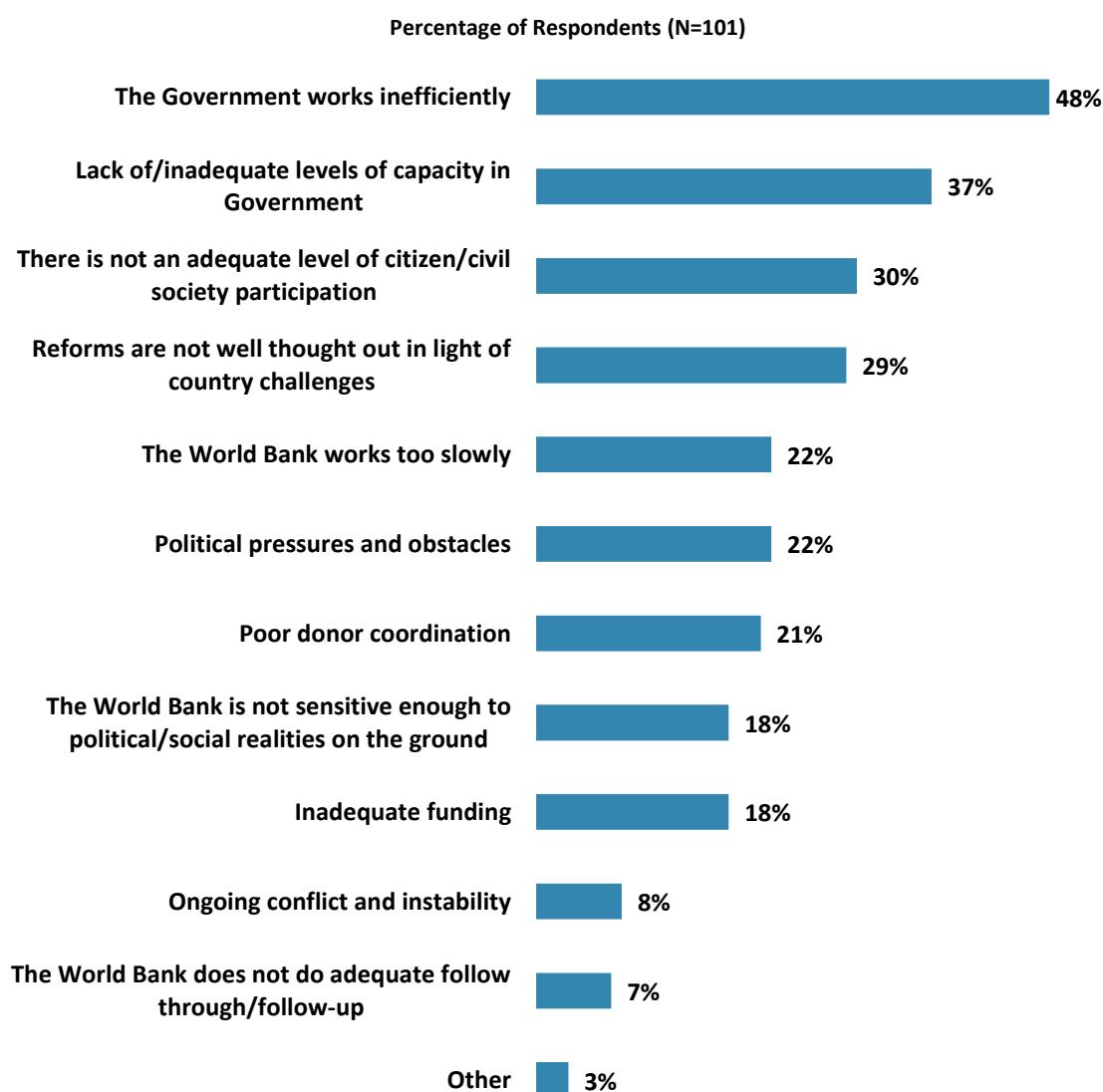


"Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Kosovo? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

*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)

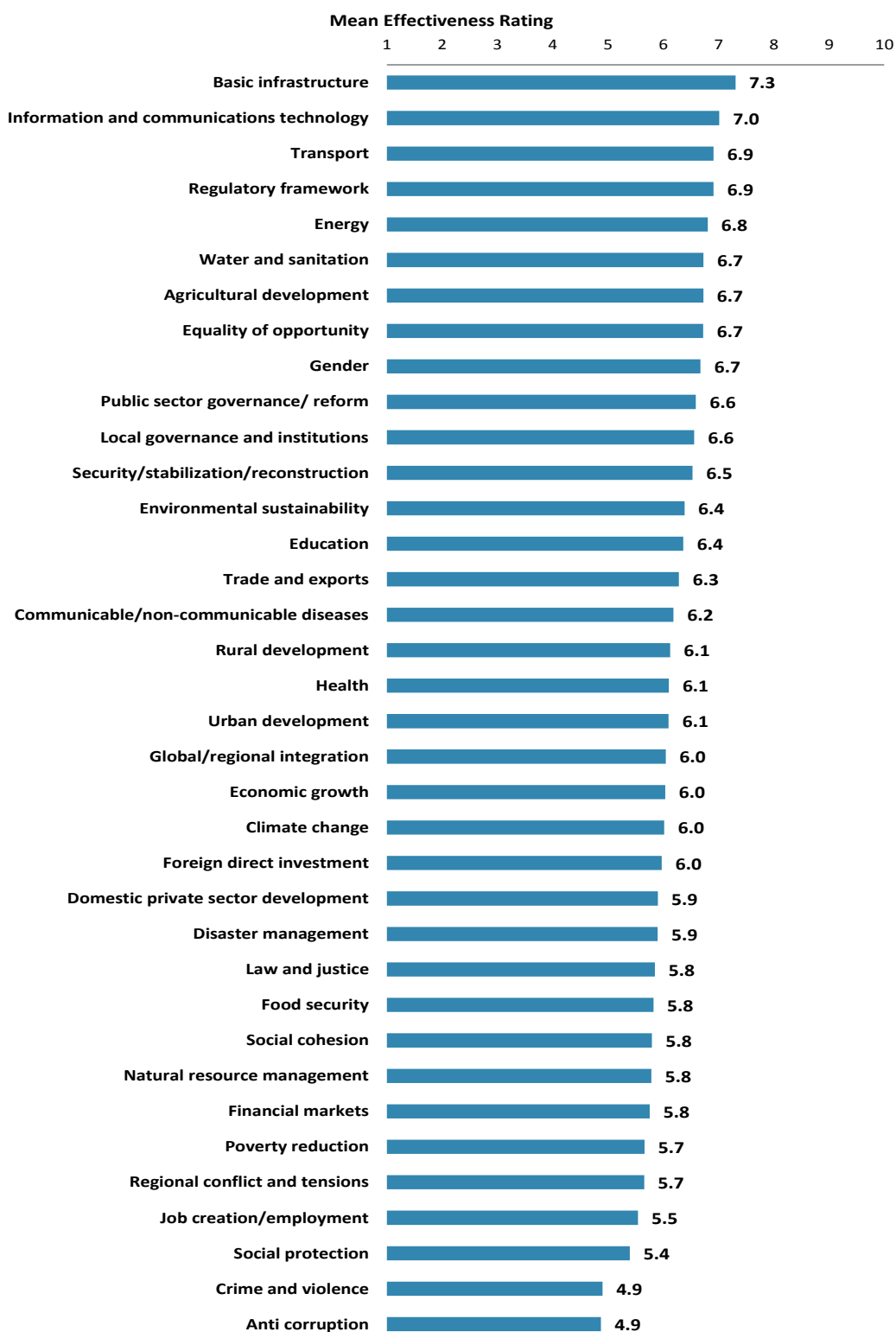
Attributing Slow or Failed Reform Efforts



"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)

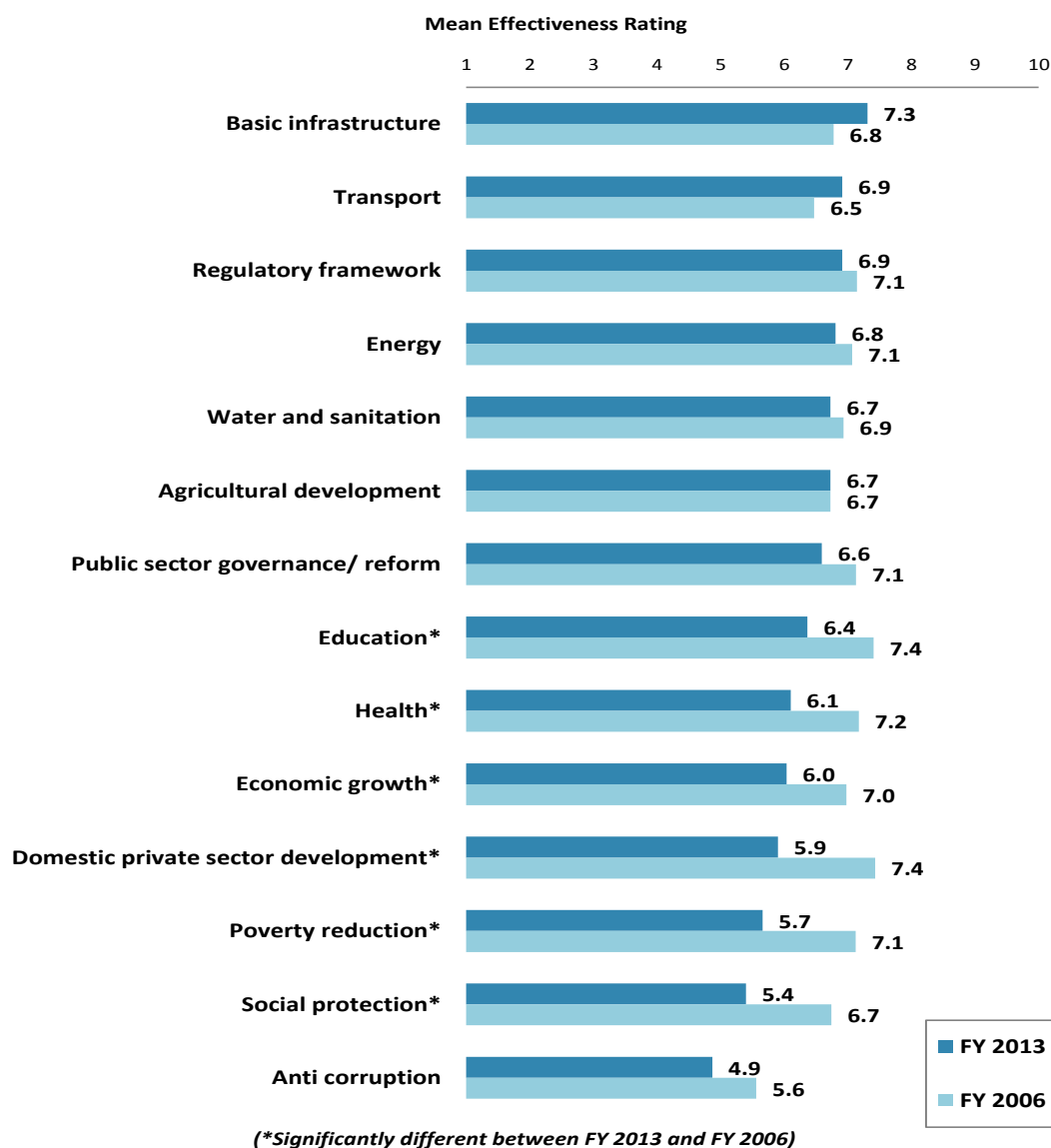
Specific Areas of Effectiveness (continued)

- 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.

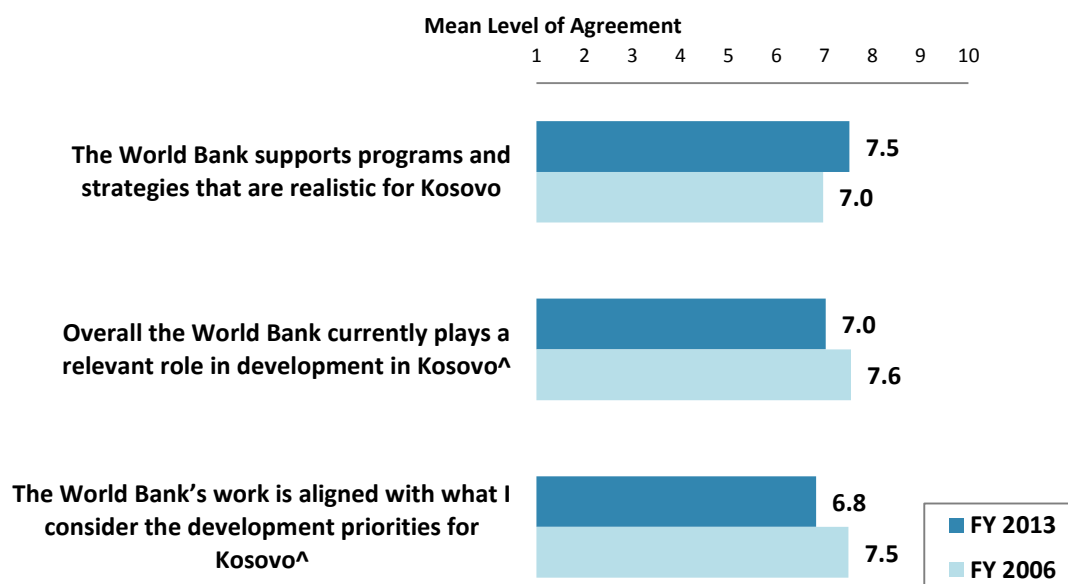
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings 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."

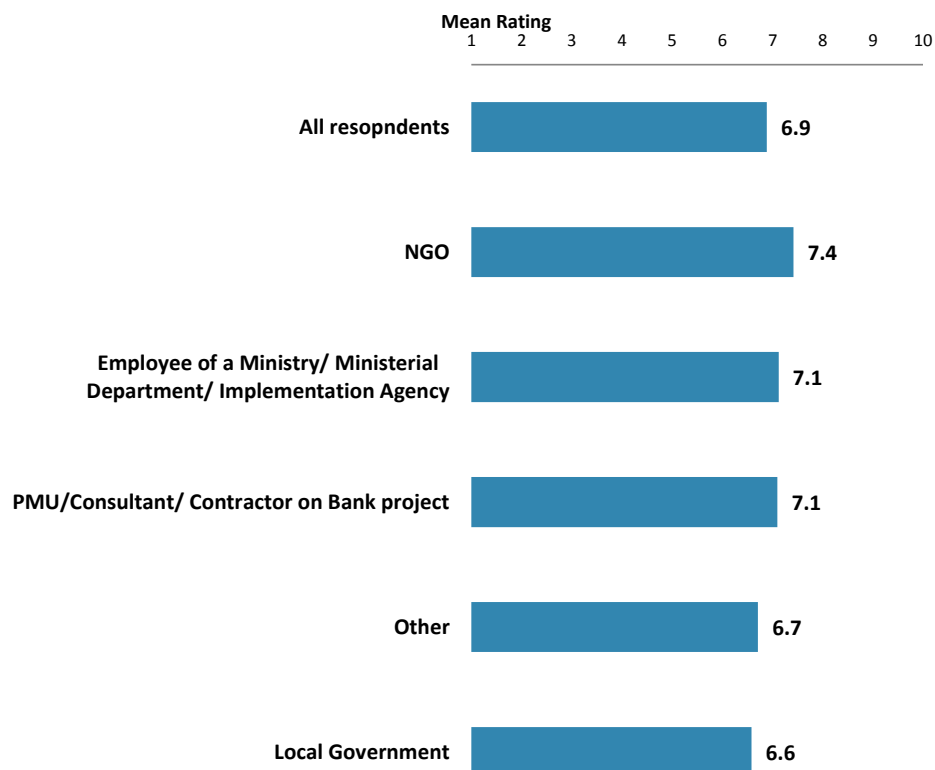


"To what extent do you agree with the following statements about the World Bank's work in Kosovo?" (1-"Strongly disagree", 10-"Strongly agree")
 ^Indicator Question

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.

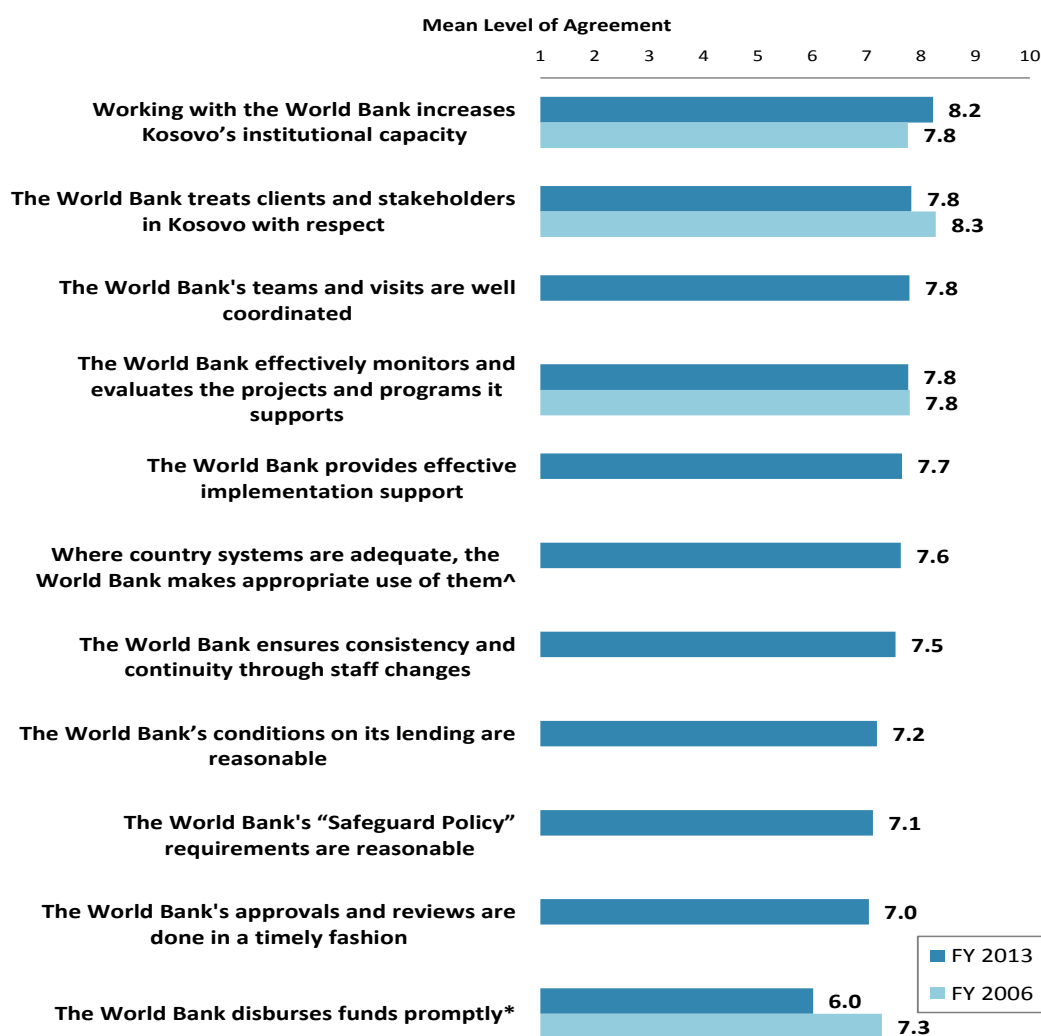


"To what extent does the World Bank help to build/strengthen existing country systems in Kosovo?" (1-"To no degree at all", 10-"To a very significant degree")

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

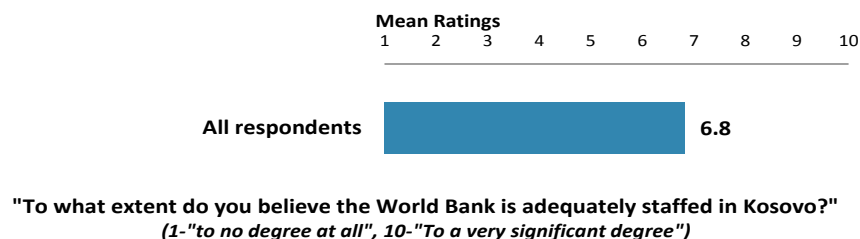
VII. How the World Bank Operates (continued)

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.



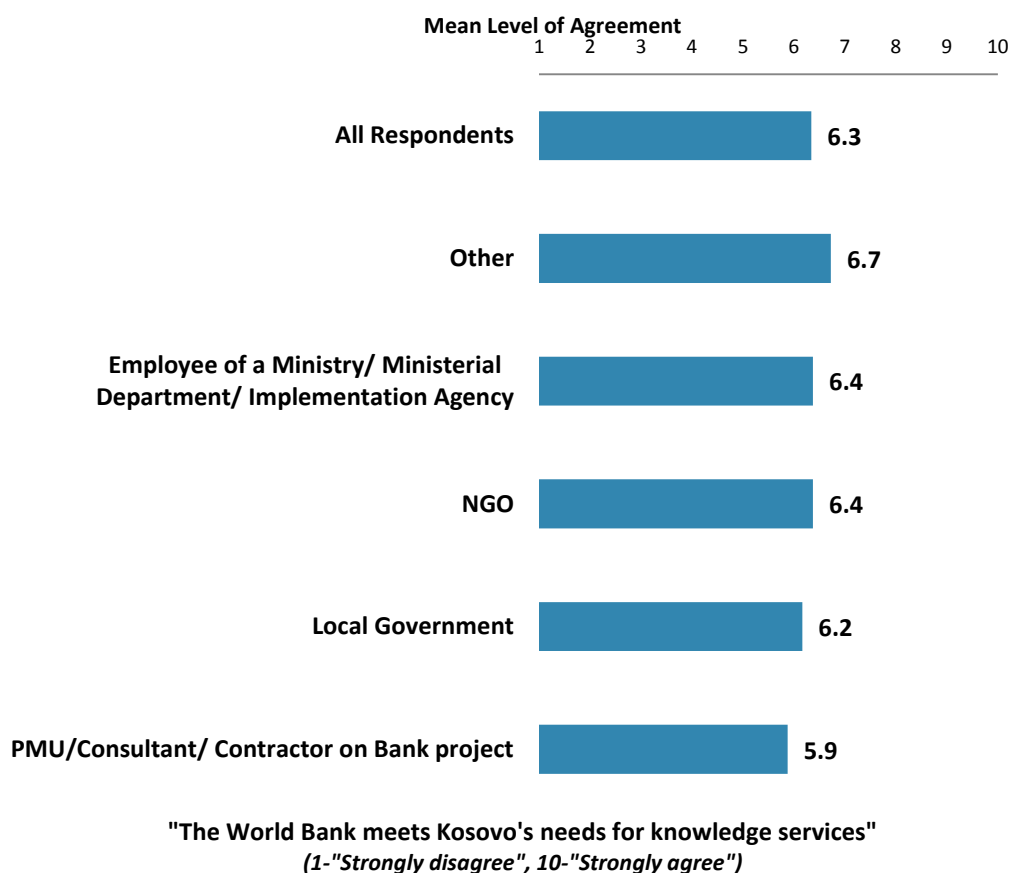
The World Bank is Adequately Staffed in Kosovo



VIII. World Bank Knowledge and Instruments

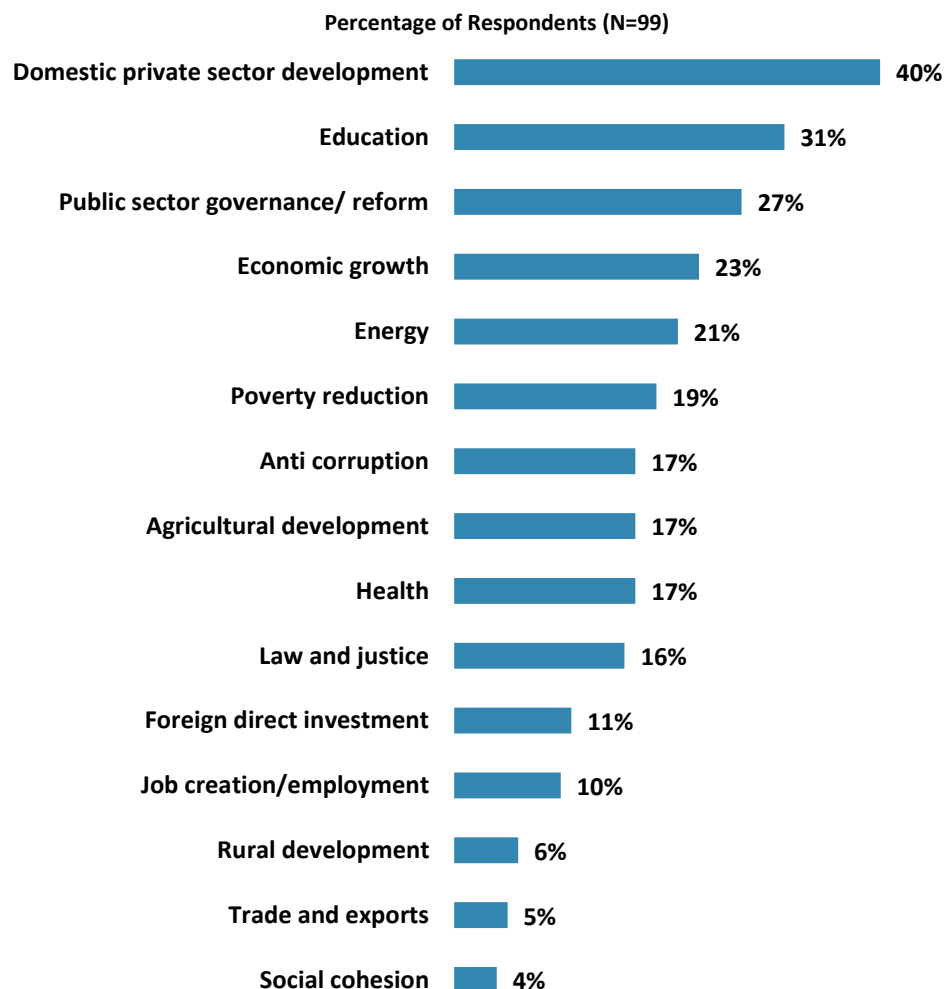
Meeting Kosovo's Knowledge Needs (*Indicator Question*)

- 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

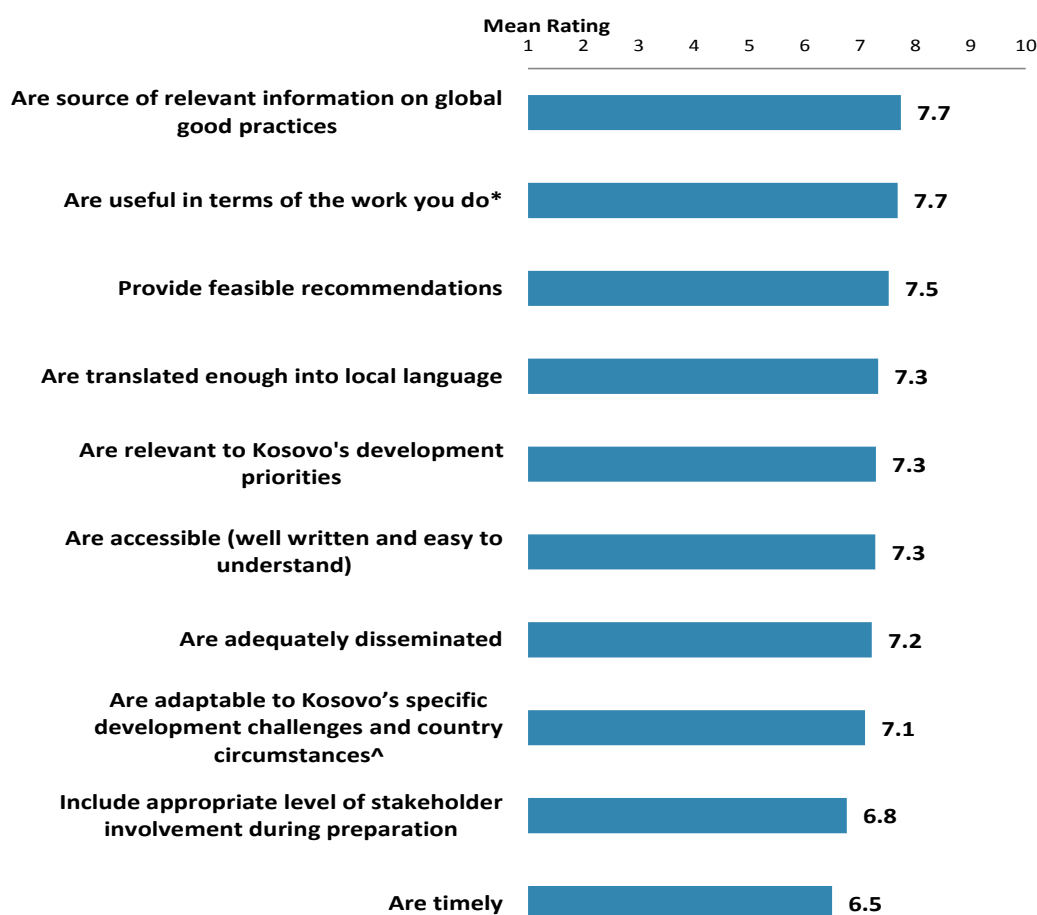


“When thinking about the development challenges in Kosovo, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

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:"

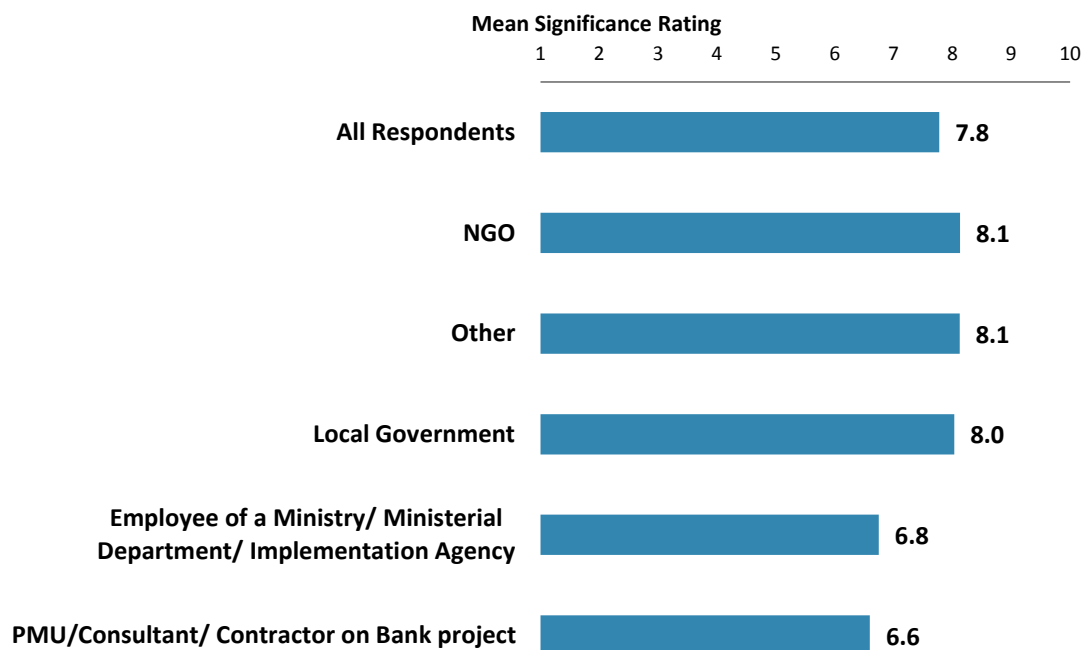
(1-"To no degree at all", 10-"To a very significant degree")

(* 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)

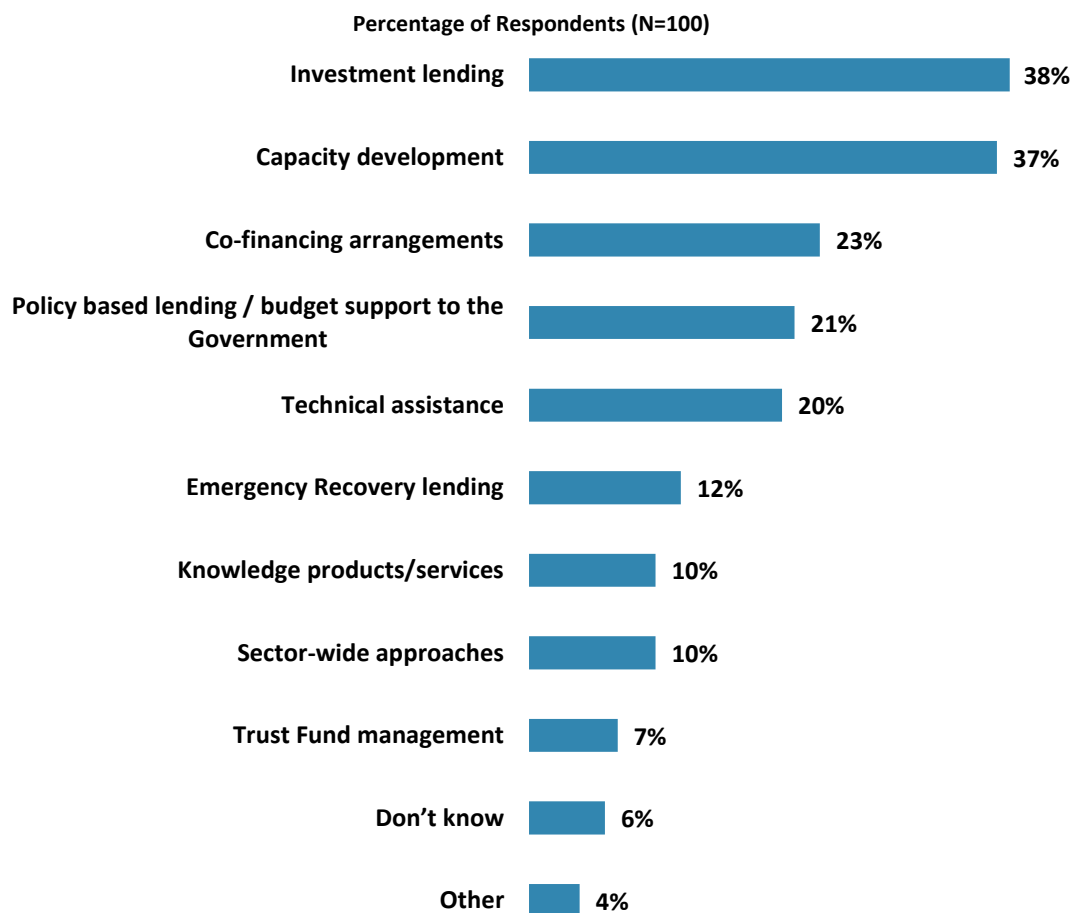
Technical Quality of the Bank's Knowledge Work and Activities (*Indicator Question*)

- 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

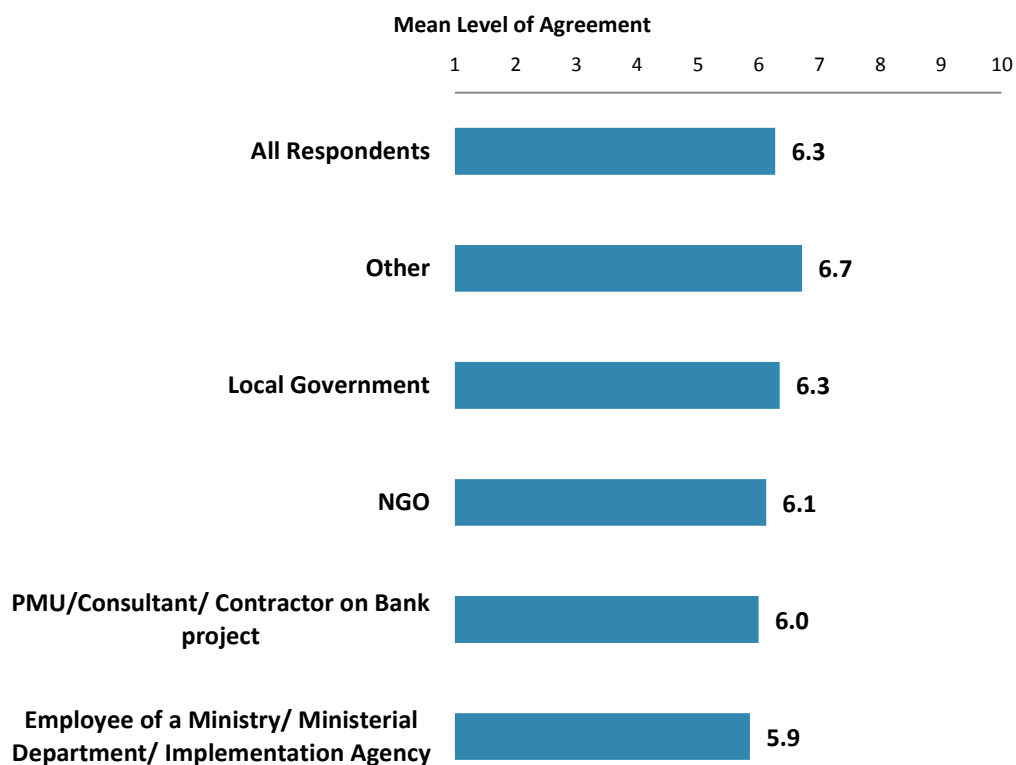


“Which World Bank instruments do you believe are the MOST effective in reducing poverty in Kosovo? (Choose no more than TWO)”
 (Respondents chose from a list. Responses combined.)

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.

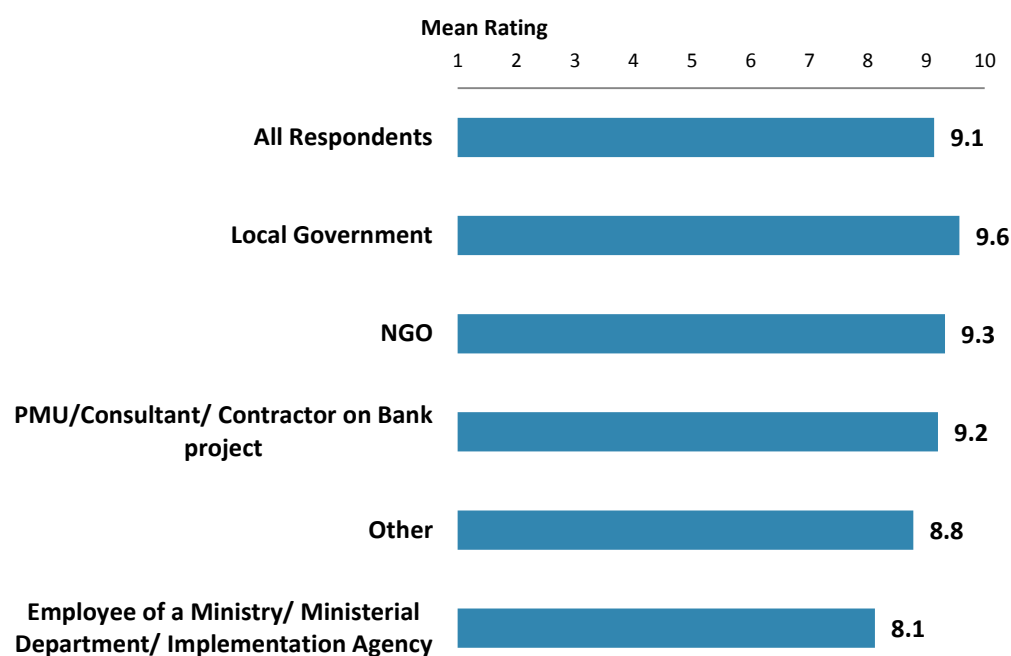


"The World Bank's financial instruments meet the needs of Kosovo"
(1-"Strongly disagree", 10-"Strongly agree")

IX. The Future Role of the World Bank in Kosovo

Role Significance

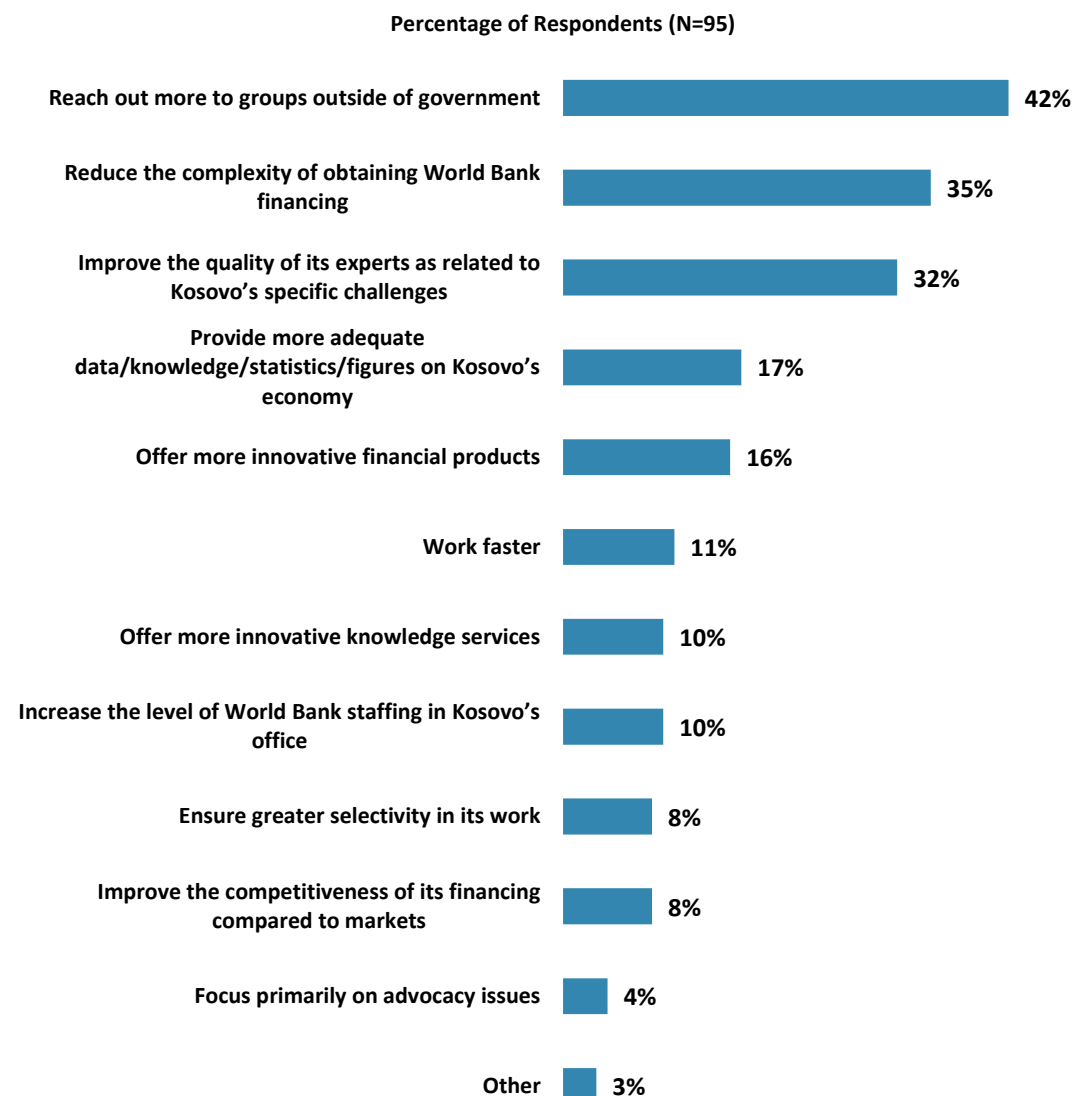
- Respondents from local governments and NGOs gave the highest ratings for the significance of the Bank's future role in Kosovo's development, whereas employees of ministries/ministerial departments/implementation agencies tended to give significantly *lower* ratings.
- Respondents across geographic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

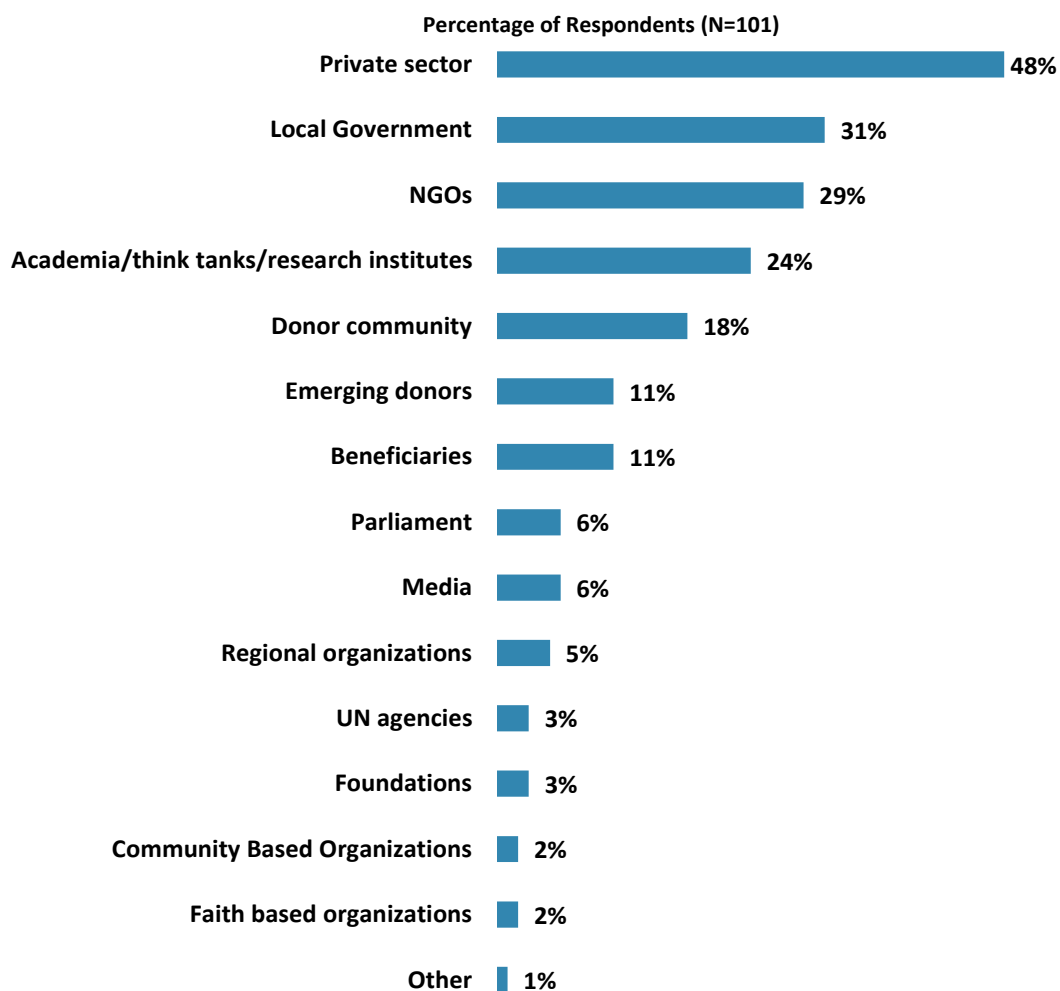
Making the World Bank of Greater Value



"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

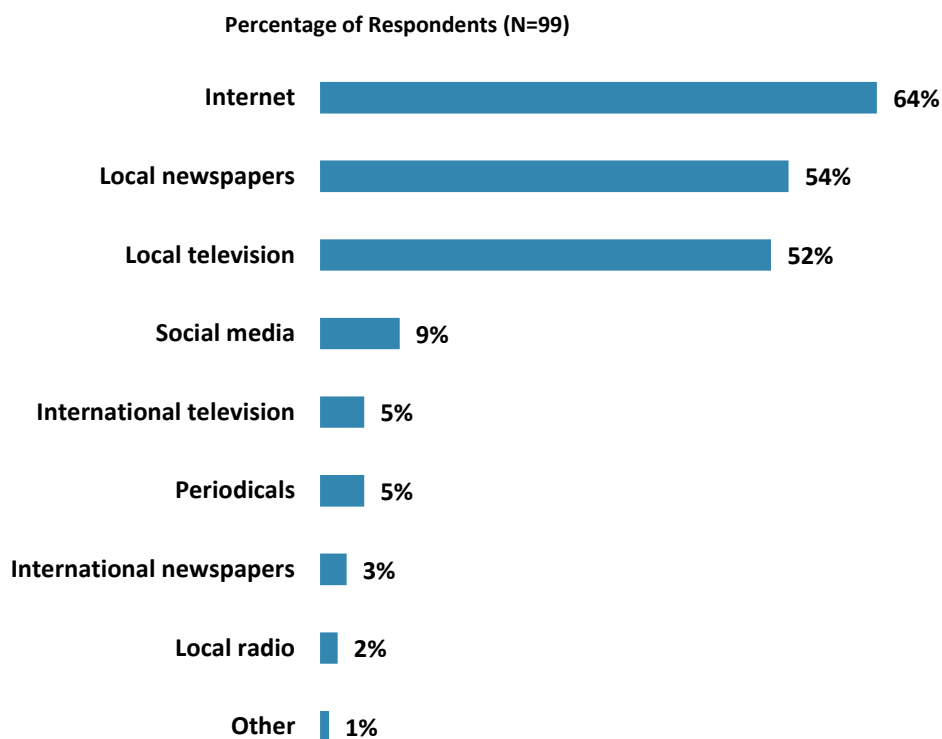


"In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there?" (Respondents chose from a list. Responses combined.)

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%).

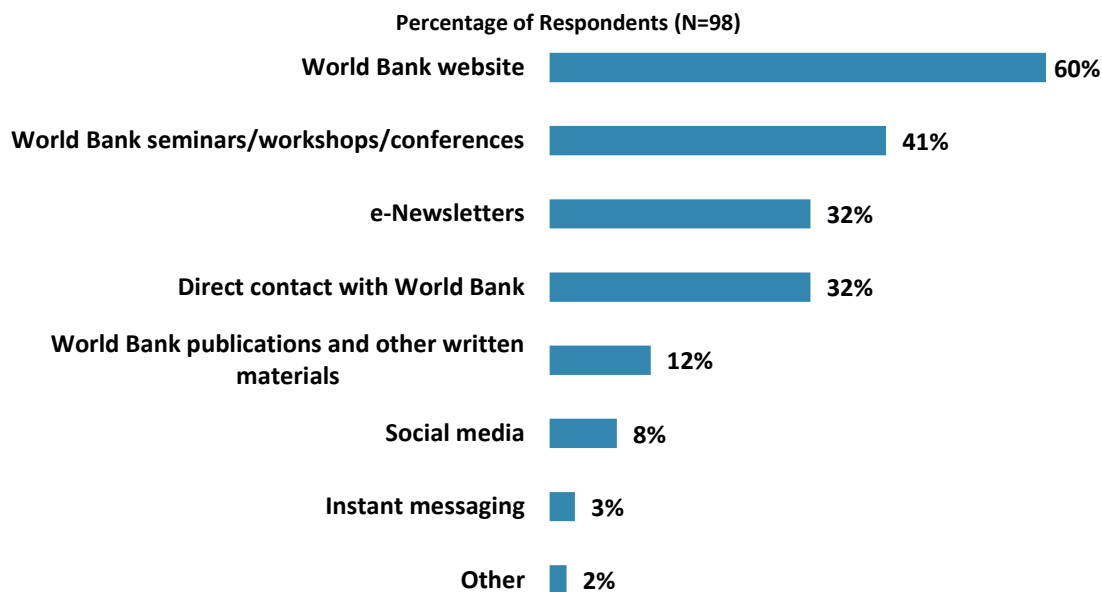


"How do you get most of your information about economic and social development issues in Kosovo? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

*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

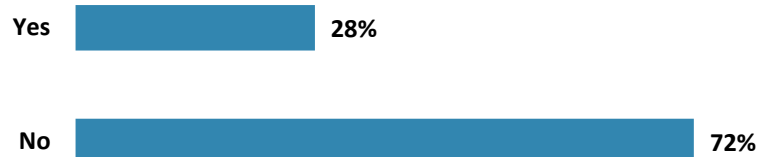
- Respondents from PMUs, consultants/contractors working on Bank projects were most likely to be aware of the Bank's Informational Policy, whereas respondents from NGOs were significantly *less* likely to be aware of it.

Percentage of Respondents (N=86)



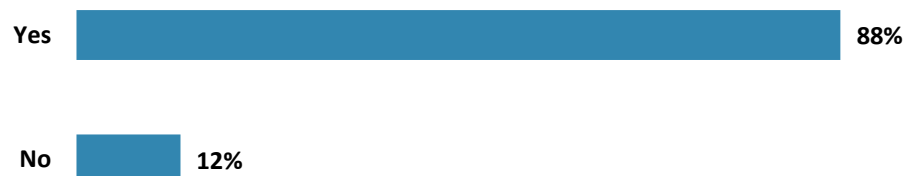
"Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?"

Percentage of Respondents (N=86)



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

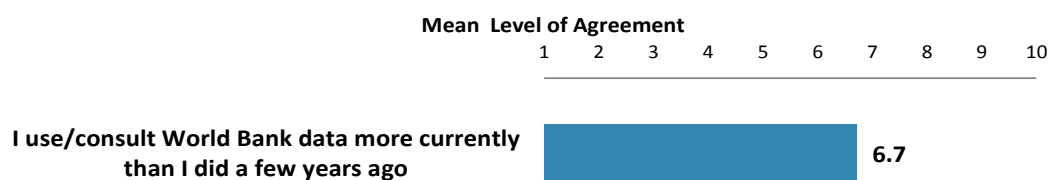
Percentage of Respondents (N=25)



"Were you able to obtain this information?"

X. Communication and Openness (continued)

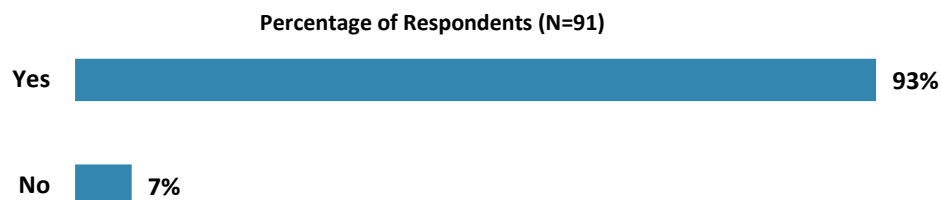
Access to Information (continued)



"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.

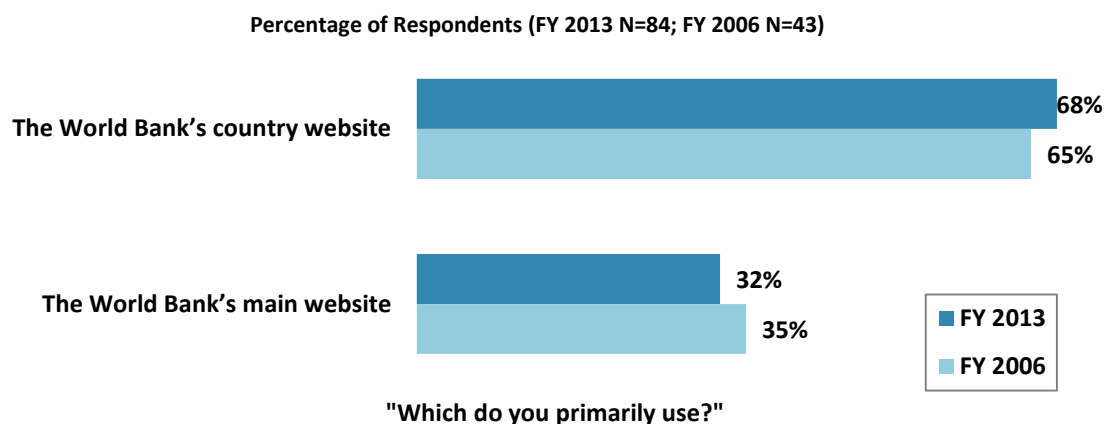
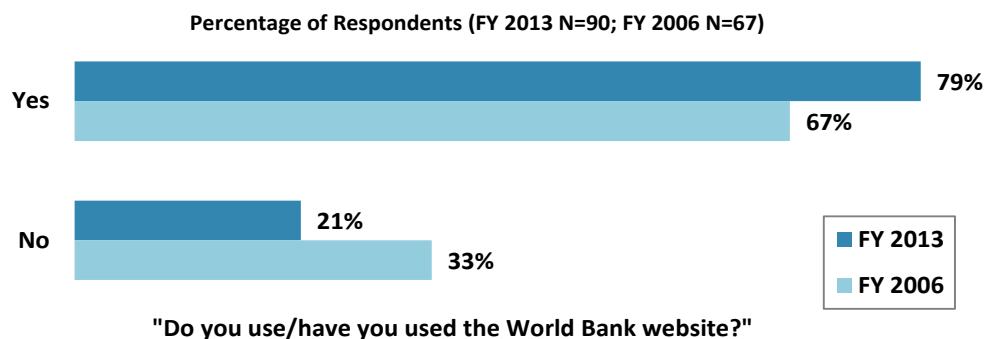


"Do you have access to the Internet?"

X. Communication and Openness (continued)

Website Usage

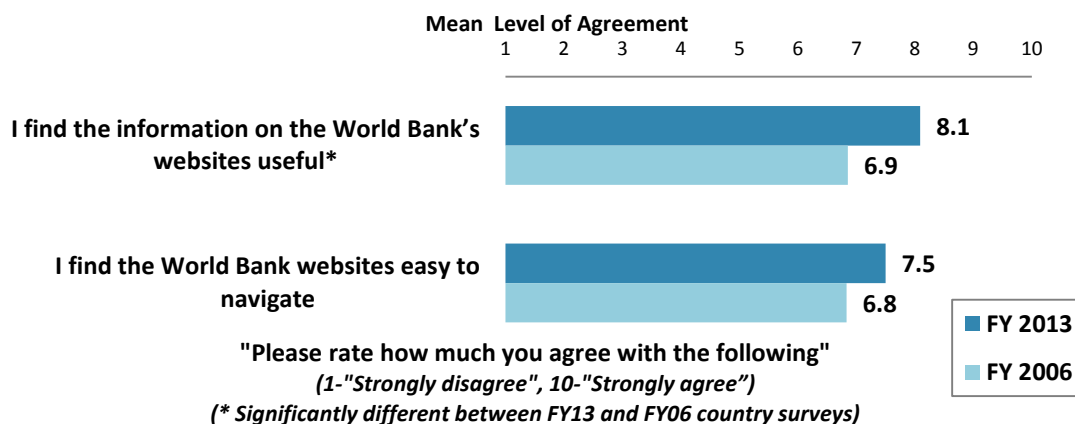
- Respondents from PMUs and consultants/contractors working on Bank projects were most likely to have used the World Bank website, whereas respondents from other organizations and local governments were significantly *less* likely to have done so.
- Respondents from Pristina were significantly *more*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



X. Communication and Openness (continued)

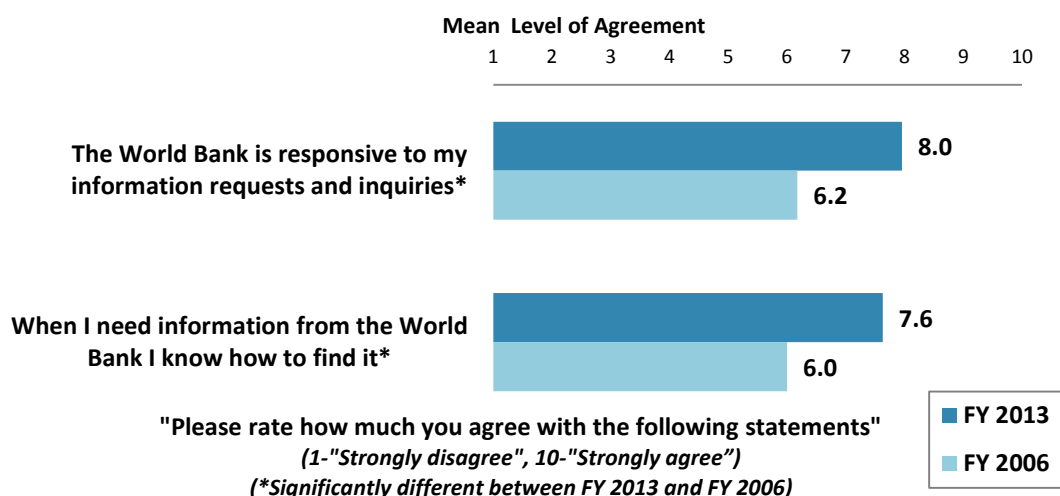
Website Evaluation

- 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's 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's 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
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
Percentage of Respondents					
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
Percentage of Respondents					
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)	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)	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
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
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): _____

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

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in 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"/>		

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 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
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	<input type="checkbox"/>	
Not significant at all									Very significant	Don't know	

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	<input type="checkbox"/>	
Very low technical quality									Very high technical quality	Don't know	

SECTION E: WORKING WITH THE WORLD BANK

To what extent do you agree/disagree with the following statements, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
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

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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
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!