



# Turkey

## The World Bank Group Country Opinion Survey FY14

Report of Findings  
June 2014



CountryOpinionSurveys  
THE WORLD BANK GROUP

# Table of Contents

I. Objectives .....	3
II. Methodology.....	3
III. Demographics of the Sample.....	5
IV. General Issues Facing Turkey.....	11
V. Overall Attitudes toward the World Bank Group.....	18
VI. Sectors: Importance and Effectiveness.....	27
VII. How the World Bank Group Operates .....	34
VIII. World Bank Group Knowledge and Instruments .....	38
IX. The Future Role of the World Bank Group in Turkey .....	45
X. Communication and Openness.....	51
XI. Appendices.....	57



## I. Objectives

This survey was designed to achieve the following objectives:

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

## II. Methodology

In February–April 2014, 742 stakeholders of the World Bank Group in Turkey were invited to provide their opinions on the World Bank Group's assistance to the country by participating in a country survey. Participants in the survey were drawn from the office of the President; the office of the Prime Minister; the office of a Minister; the office of a Parliamentarian; employees of ministries, ministerial departments, or implementation agencies; consultants/contractors working on World Bank Group-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral agencies; multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community-based organizations (CBOs); the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; and the judiciary branch. A total of 279 stakeholders participated in the survey (38% response rate).

Respondents either completed questionnaires with a representative from the fielding agency or they received the questionnaire via courier or email and returned it accordingly. Respondents were asked about: general issues facing Turkey; their overall attitudes toward the World Bank Group (WBG); the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Turkey; and the WBG's communication and information sharing in Turkey. In addition, every country that engages in the Country Survey must include specific indicator questions that will be aggregated for the WBG's annual Corporate Scorecard. These questions are identified throughout the survey report.

- A. General Issues Facing Turkey: Respondents were asked to indicate whether Turkey 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 Turkey, and how "shared prosperity" would be best achieved in Turkey.

## II. Methodology (continued)

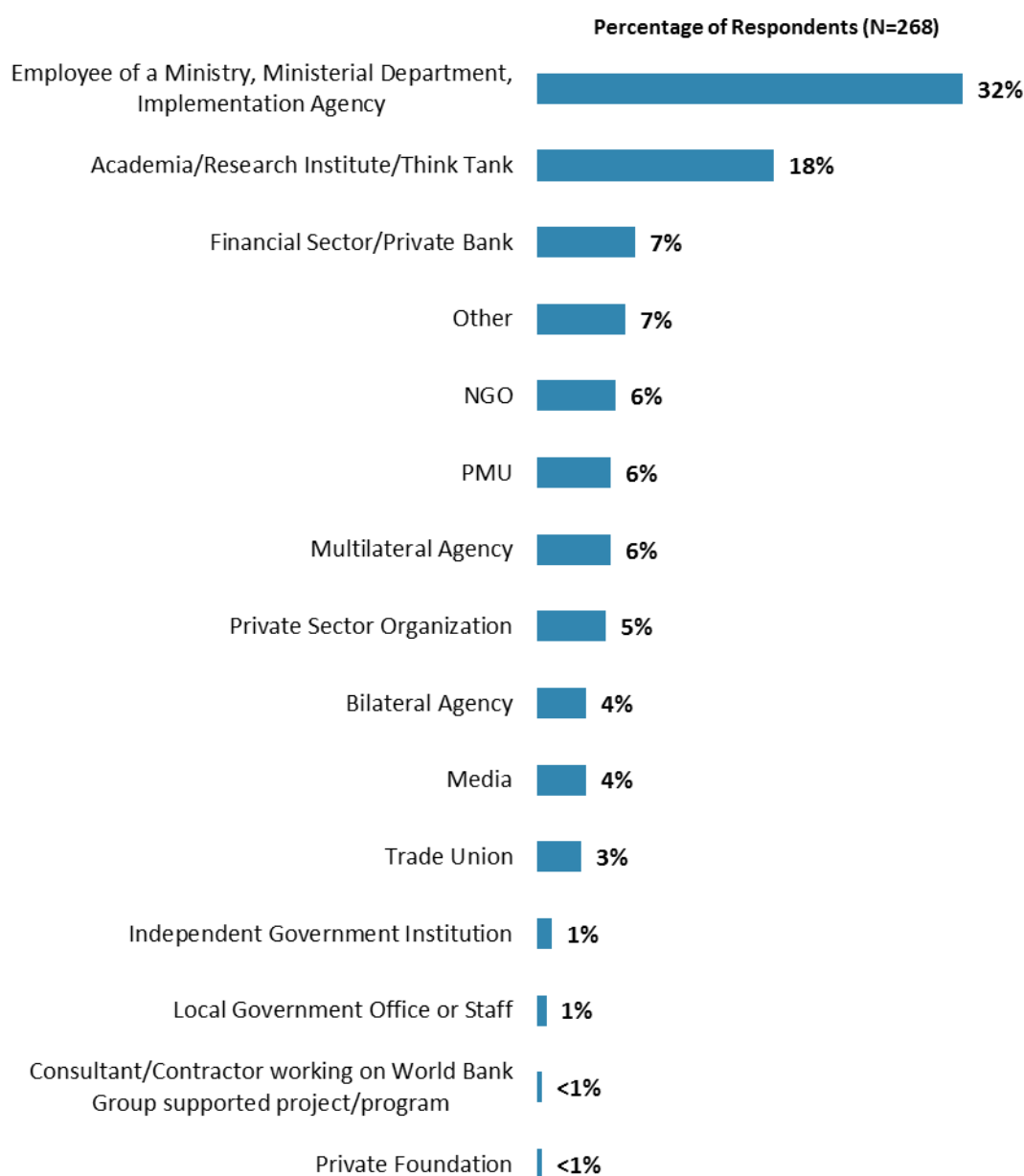
- B. Overall Attitudes toward the World Bank Group (WBG): Respondents were asked to rate their familiarity with the WBG, the WBG's effectiveness in Turkey, WBG staff preparedness to help Turkey solve its development challenges, their agreement with various statements regarding the WBG's work, and the extent to which the WBG is an effective development partner. Respondents were also asked to indicate the WBG's greatest values and weaknesses, the most effective instruments in helping reduce poverty in Turkey, with which stakeholder groups the WBG should collaborate more, and in which sectoral areas the WBG should focus most of its resources (financial and knowledge services).
- C. World Bank Group's Effectiveness and Results: Respondents were asked to rate the extent to which the WBG's work helps achieve development results in Turkey, the extent to which the WBG meets Turkey's needs for knowledge services and financial instruments, the importance of the WBG being involved in twenty-seven areas of development and the WBG's level of effectiveness across twenty-three development areas.
- D. The World Bank Group's Knowledge Work and Activities: Respondents were asked to indicate how frequently they consult WBG's knowledge work and activities and to rate the effectiveness and quality of the WBG's knowledge, including how significant of a contribution it makes to development results and its technical quality.
- E. Working with the World Bank Group: Respondents were asked to rate their level of agreement with a series of statements regarding working with the WBG, such as the WBG's "Safeguard Policy" requirements being reasonable.
- F. The Future Role of the World Bank Group in Turkey: Respondents were asked to indicate what the WBG should do to make itself of greater value in Turkey and which services the WBG should offer more of in the country.
- G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, and their usage and evaluation of the WBG's websites and social media channels. Respondents were also asked about their awareness of the WBG's Access to Information policy, past information requests from the WBG, and their level of agreement that they use more data from the WBG as a result of the WBG's Open Data policy.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the WBG, their exposure to the WBG in Turkey, which WBG agencies they work with, and their geographic location.

When possible, responses from respondents completing this year's country survey were compared to responses from 236 respondents (32% response rate) who completed the survey in FY '11, the 169 respondents (40% response rate) who completed the country survey in FY '05, and the 208 respondents (66% response rate) who completed the country survey in FY '02. Notations and/or charts are included when these comparisons were possible.

### III. Demographics of the Sample

#### Current Position

- For further analyses, the few consultants working on WBG-supported projects were combined with respondents from PMUs; the few respondents from private foundations and were combined with those from NGOs; respondents from multilateral agencies were combined with those from bilateral agencies; and the few respondents from local government and independent government institutions were included in the “Other” category.

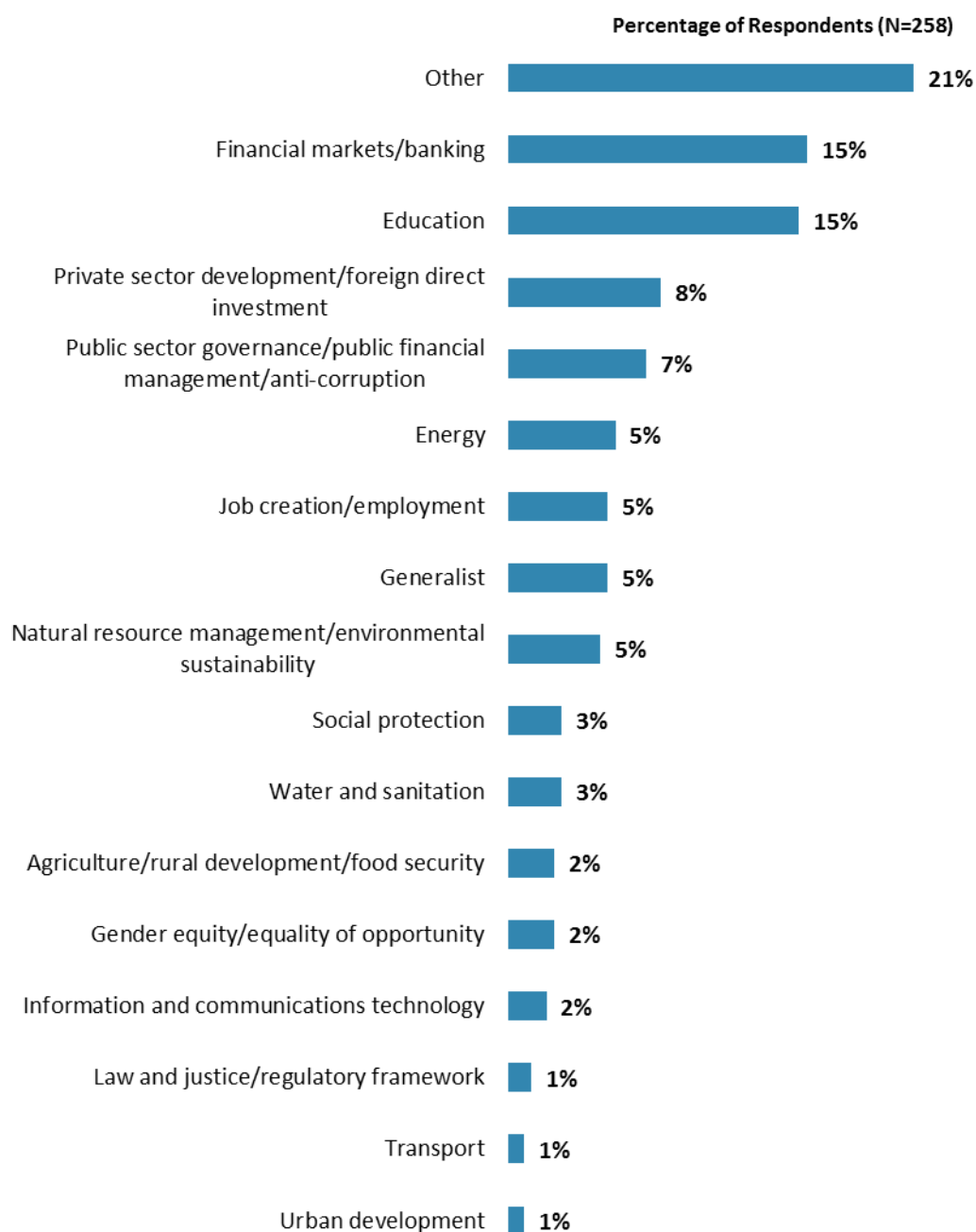


“Which of the following best describes your current position?” (Respondents chose from a list.)

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

#### Area of Primary Specialization

- Key comparisons across respondents' specializations can be found in the Appendix (see page 125).

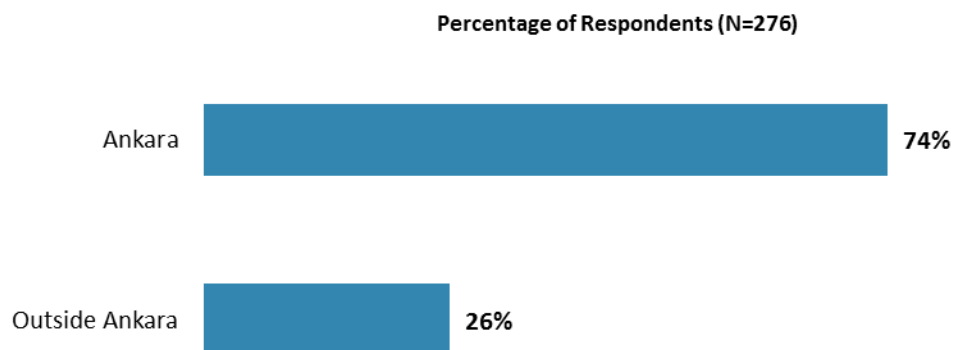


"Please identify the primary specialization of your work." (Respondents chose from a list.)

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

#### Geographic Location

- The majority of respondents were from Ankara. Only significant geographic location differences in ratings of indicator questions will be discussed in the body of this report. All geographic locations comparisons can be found in the Appendix (see page 94).

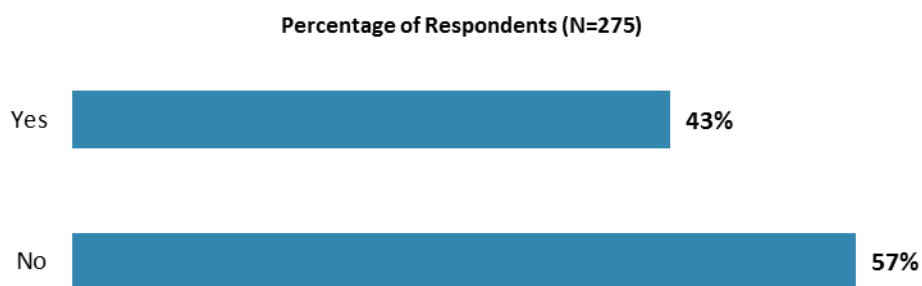


“Which best represents your geographic location?” (Respondents chose from a list.)

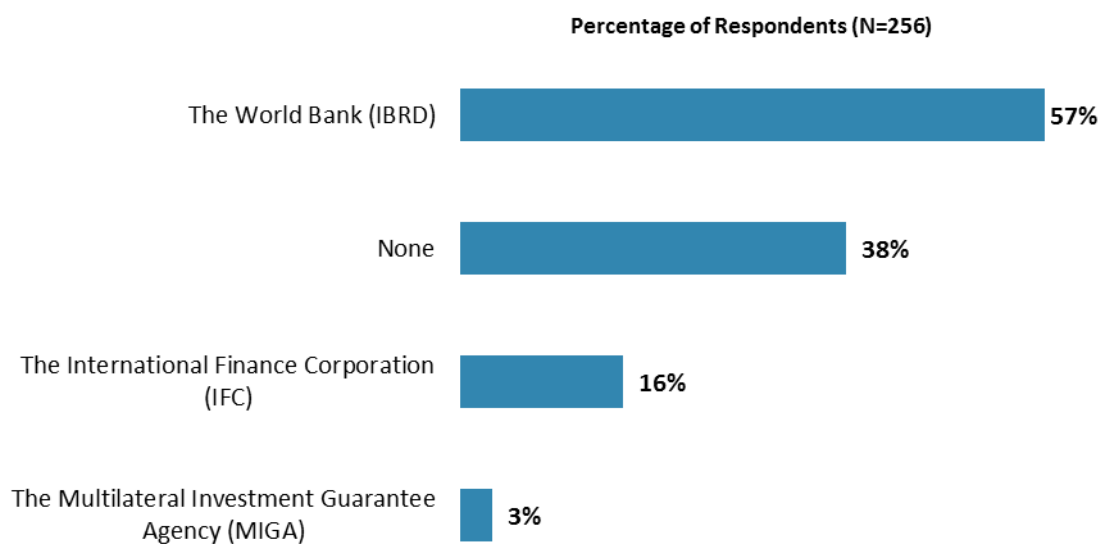
### III. Demographics of the Sample (continued)

#### Collaboration with the World Bank Group

- Differences in responding, based on collaboration with the World Bank Group in Turkey, can be found in the Appendix (see page 108).



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



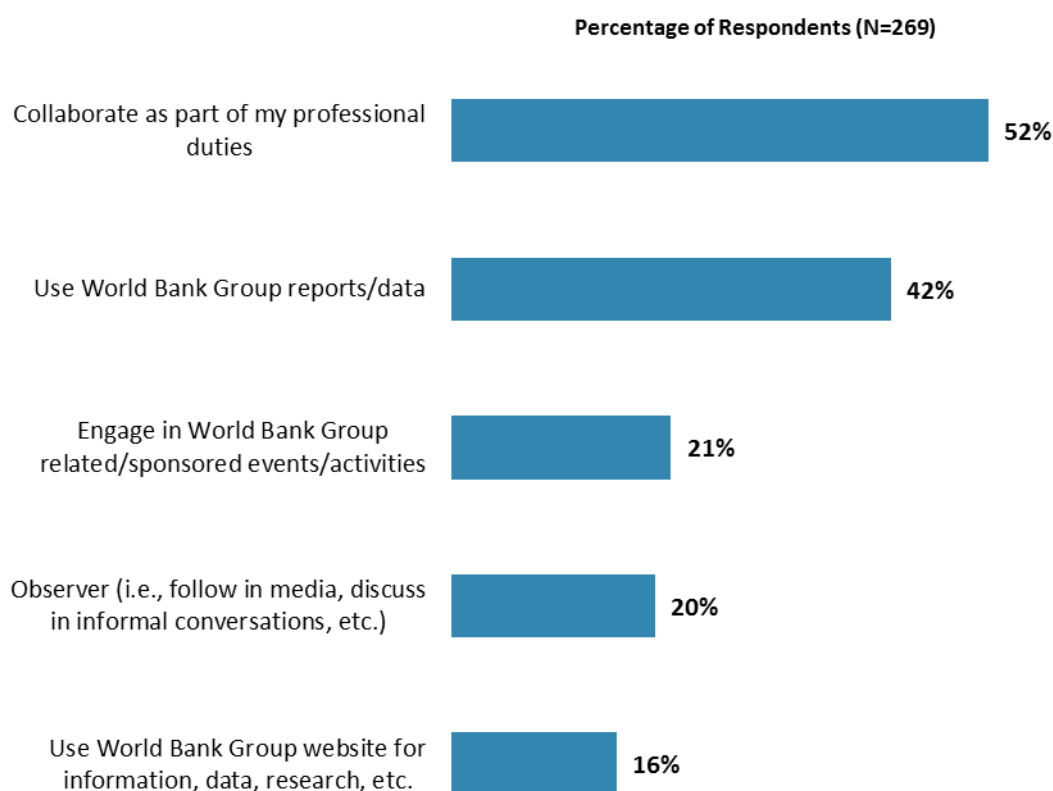
"Which of the following agencies of the World Bank Group do you work with in Turkey?  
(Select all that apply)" (Respondents chose from a list. Responses combined.)



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

#### Exposure to the World Bank Group

- Differences in responses to the indicator questions, based on exposure to the World Bank Group in Turkey, can be found in the Appendix (see page 139). Please note that where these two factors appear to have a significant relationship with overall views of the WBG, it is highlighted in yellow in that table.

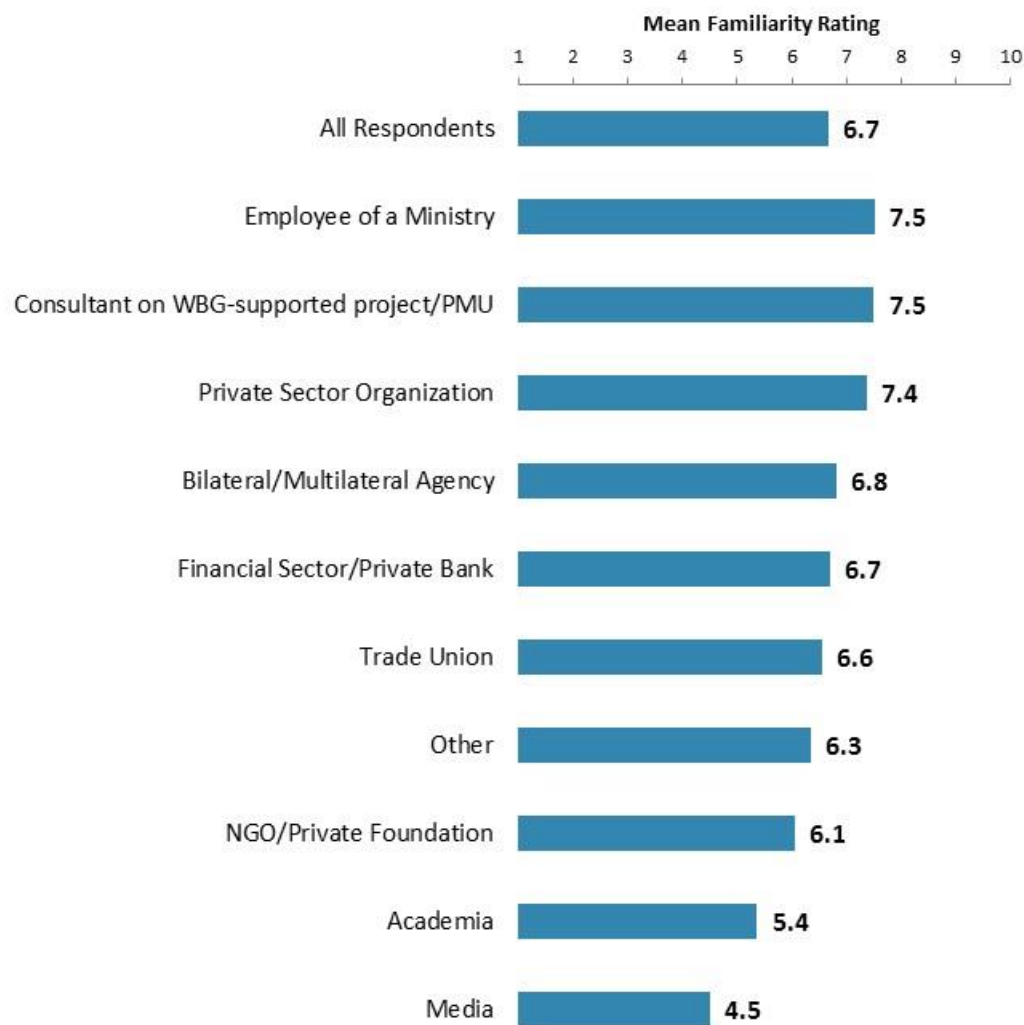


"Which of the following describes most of your exposure to the World Bank Group in Turkey?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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

#### Familiarity with the World Bank Group

- Respondents in this year's country survey had significantly lower levels of familiarity with the WBG compared to respondents from the FY '11 country survey (7.3).
- Employees of ministries, consultants on WBG-supported projects/PMUs, and respondents from private sector organizations had the highest levels of familiarity with the World Bank Group in Turkey whereas respondents from NGOs/private foundations, academia, and the media had significantly lower levels of familiarity.
- Respondents' ratings of familiarity with the World Bank Group were significantly, strongly correlated with their perceptions of the World Bank Group's overall effectiveness in Turkey, and significantly, moderately correlated with the World Bank Group's ability to help achieve development results and agreement that the World Bank Group currently plays a relevant role in development in Turkey.

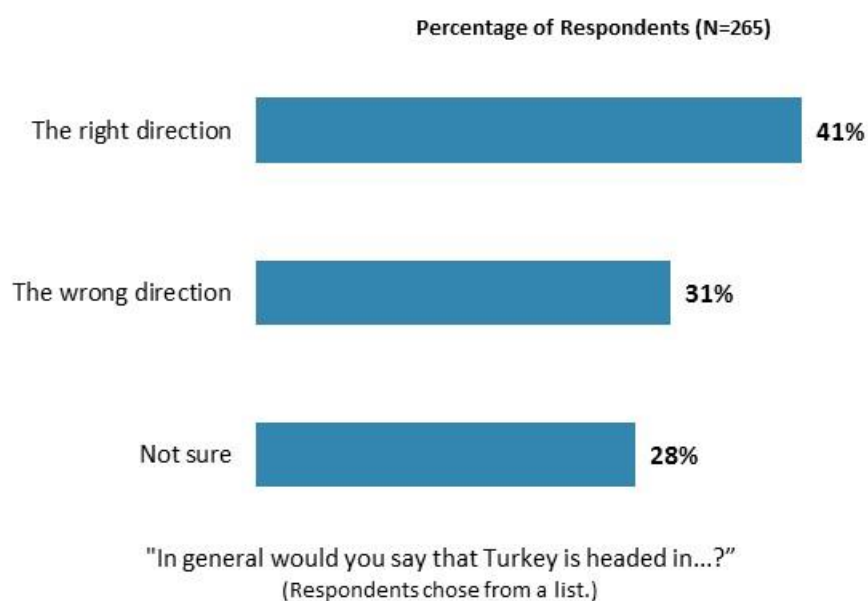


"How familiar are you with the work of the World Bank Group in Turkey?"  
 (1 - "Not familiar at all", 10 - "Extremely familiar")

## IV. General Issues Facing Turkey

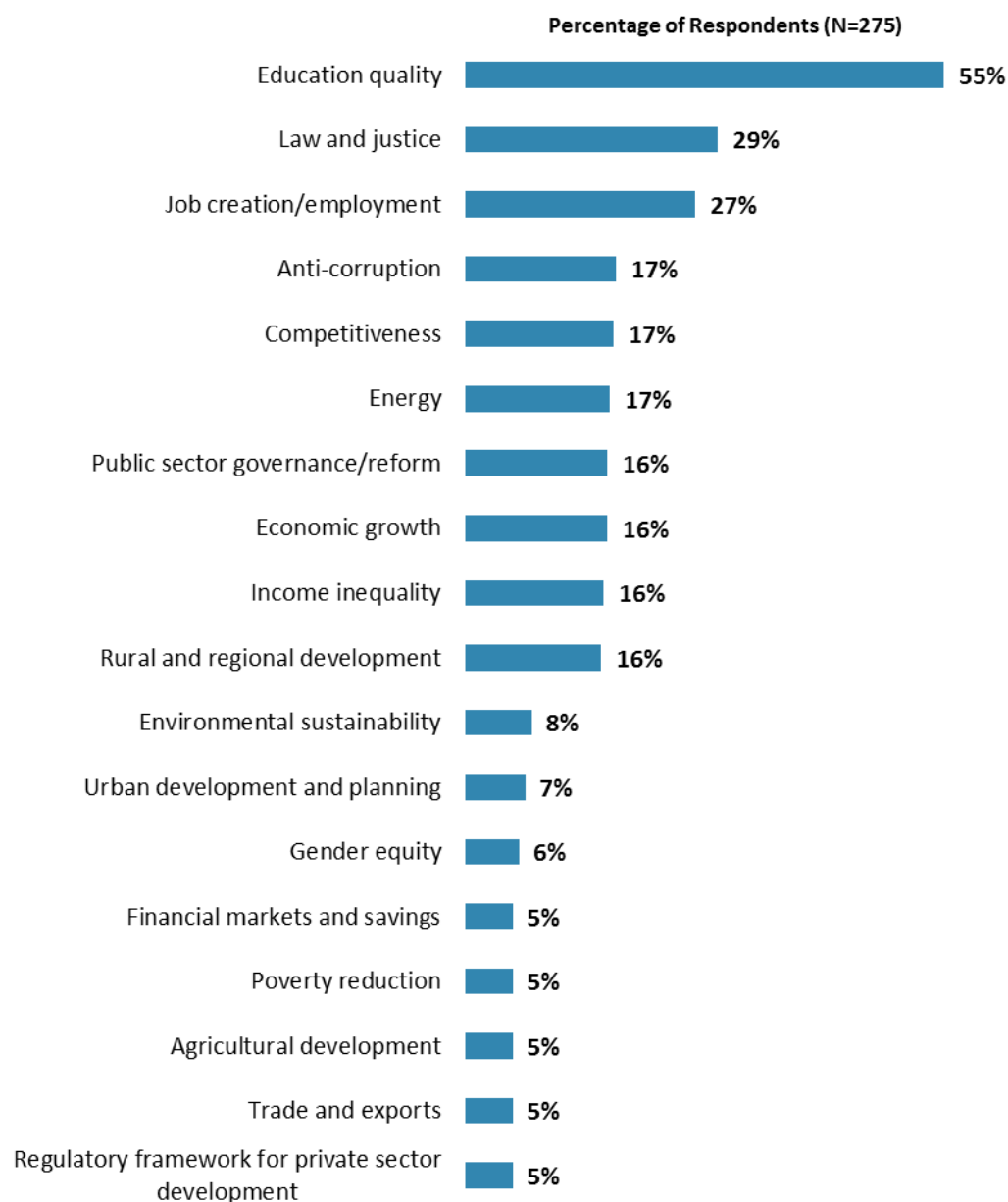
### Turkey Heading in the Right Direction

- A majority of employees of ministries and respondents from trade unions and a plurality of respondents from other organizations indicated that Turkey is headed in the right direction.
- A majority of respondents from the media and academia indicated that Turkey is headed in the wrong direction.
- A majority of respondents from private sector organizations indicated that they were not sure whether Turkey was headed in the right or wrong direction.
- Respondents from NGOs/private foundations were evenly split between Turkey being headed in the right direction and Turkey being headed in the wrong direction.
- Respondents from bilateral/multilateral agencies and the financial sector/private banks were evenly split between Turkey being headed in the right direction and not being sure whether Turkey was headed in the right or wrong direction.
- Consultants on WBG-supported projects/PMUs were split between Turkey being headed in the wrong direction and not being sure whether Turkey was headed in the right or wrong direction.



## IV. General Issues Facing Turkey (continued)

### Development Priority



"Listed below are a number of development priorities in Turkey. Please identify which of the following you consider the most important development priorities in Turkey. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 15 shown.)

## IV. General Issues Facing Turkey (continued)

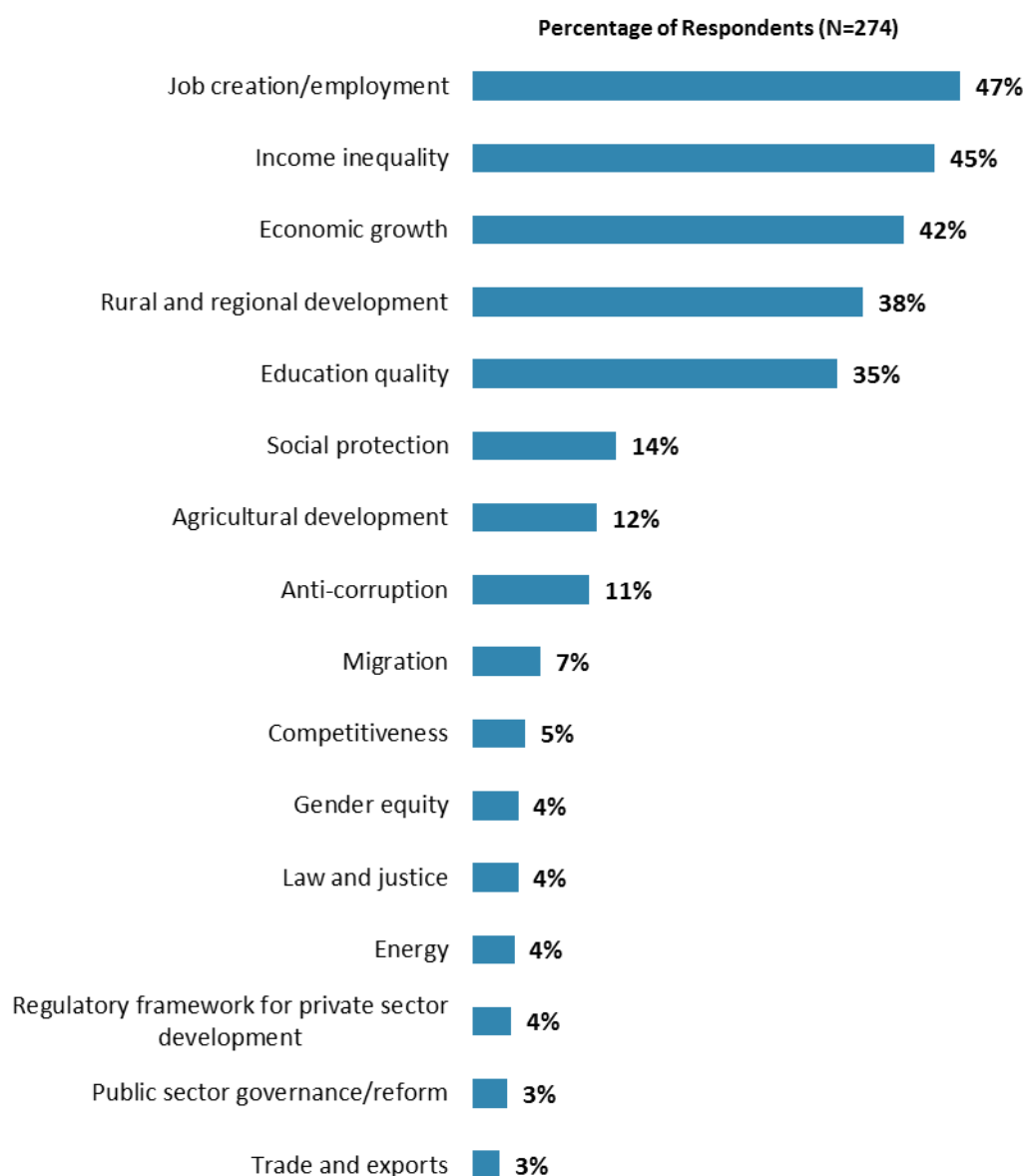
### Development Priority (continued)

- There were some interesting stakeholder group differences in what they considered the most important development priorities facing Turkey.
  - A majority of employees of ministries and respondents from private sector organizations, the financial sector/private banks, academia, and other organizations indicated that education quality was the most important development priority facing Turkey.
  - Consultants on WBG-supported projects/PMUs and respondents from NGOs/private foundations and the media were significantly more likely to indicate that law and justice was one of the most important development priorities facing Turkey compared to respondents from other stakeholder groups.
  - Respondents from private sector organizations and the media were significantly more likely to indicate that anti-corruption was one of the most important development priorities facing Turkey compared to respondents from other stakeholder groups.
  - Respondents from private sector organizations were significantly more likely to indicate that regulatory framework for private sector development was one of the most important development priorities facing Turkey compared to respondents from other stakeholder groups.
  - Respondents from the financial sector/private banks were significantly more likely to indicate that competitiveness was one of the most important development priorities compared to respondents from other stakeholder groups.
  - Respondents from trade unions were significantly more likely to indicate that income inequality, economic growth, and foreign direct investment were the most important development priorities facing Turkey compared to respondents from other stakeholder groups.

## IV. General Issues Facing Turkey (continued)

### Factors Contributing to Poverty Reduction

- Respondents in the FY '11 country survey indicated that rural development and more job opportunities in the formal sector would contribute most to poverty reduction in Turkey.

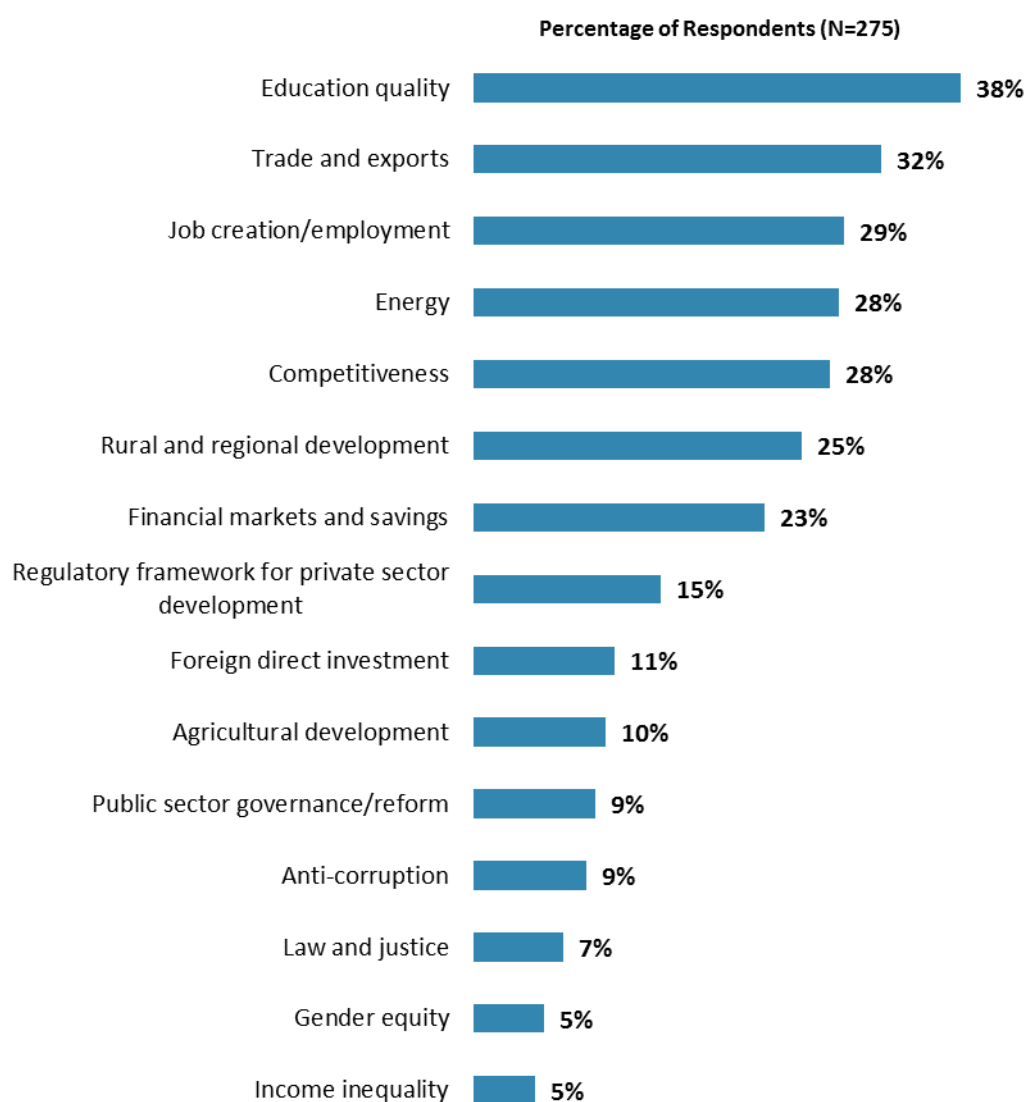


“Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Turkey?”  
(Respondents chose from a list. Responses combined. Top 16 shown.)

## IV. General Issues Facing Turkey (continued)

### Factors Contributing to Economic Growth

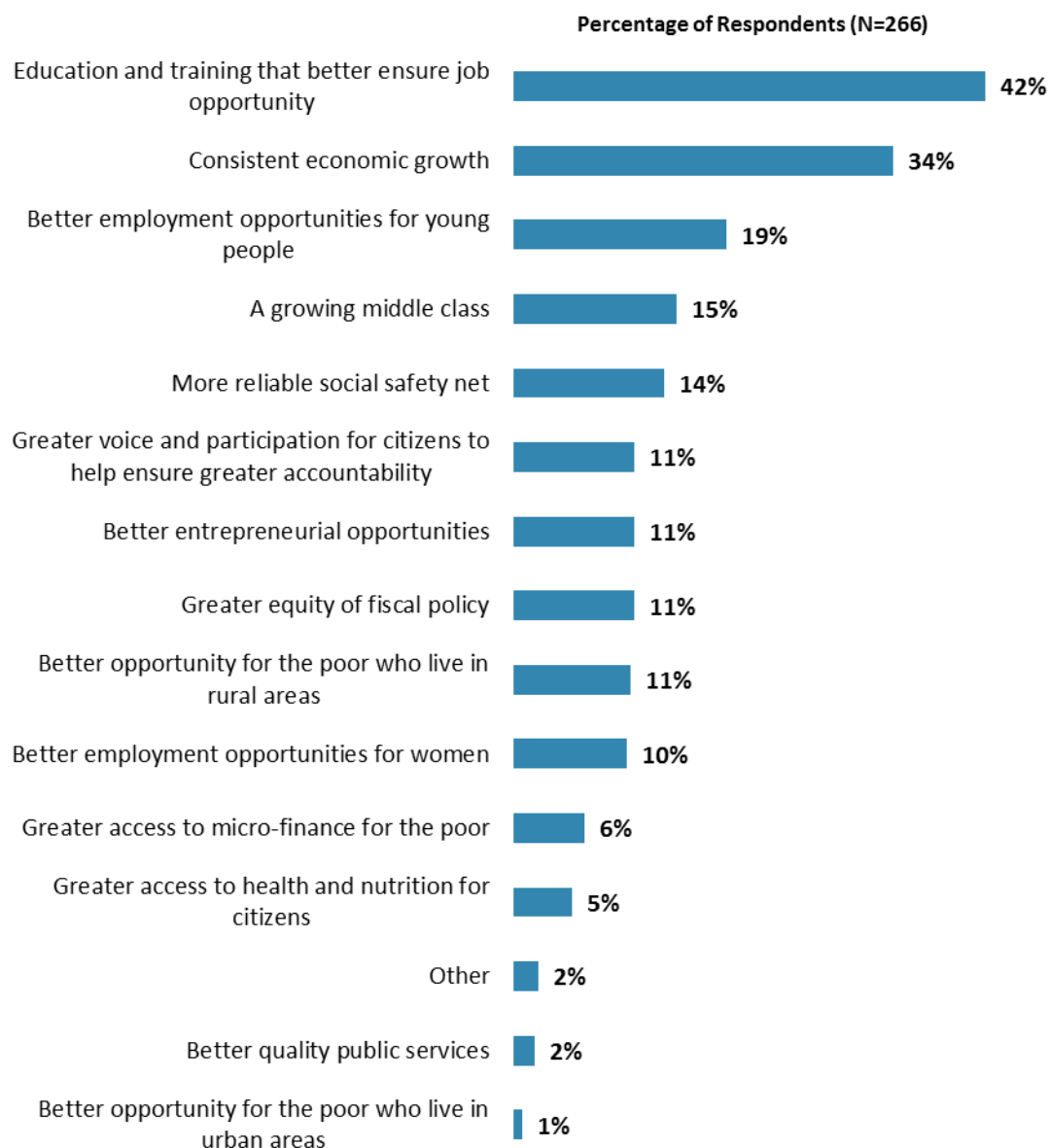
- Respondents from NGOs/private foundations were significantly more likely to indicate that foreign direct investment would contribute most to generating economic growth in Turkey compared to respondents from other stakeholder groups.
- Respondents who collaborate with the WBG were significantly more likely to indicate that trade and exports would contribute most to generating economic growth in Turkey whereas respondents who do not collaborate with the WBG were significantly more likely to indicate that education quality would contribute most.



“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 Turkey? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 14 shown.)

## IV. General Issues Facing Turkey (continued)

### Achieving “Shared Prosperity”



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



## IV. General Issues Facing Turkey (continued)

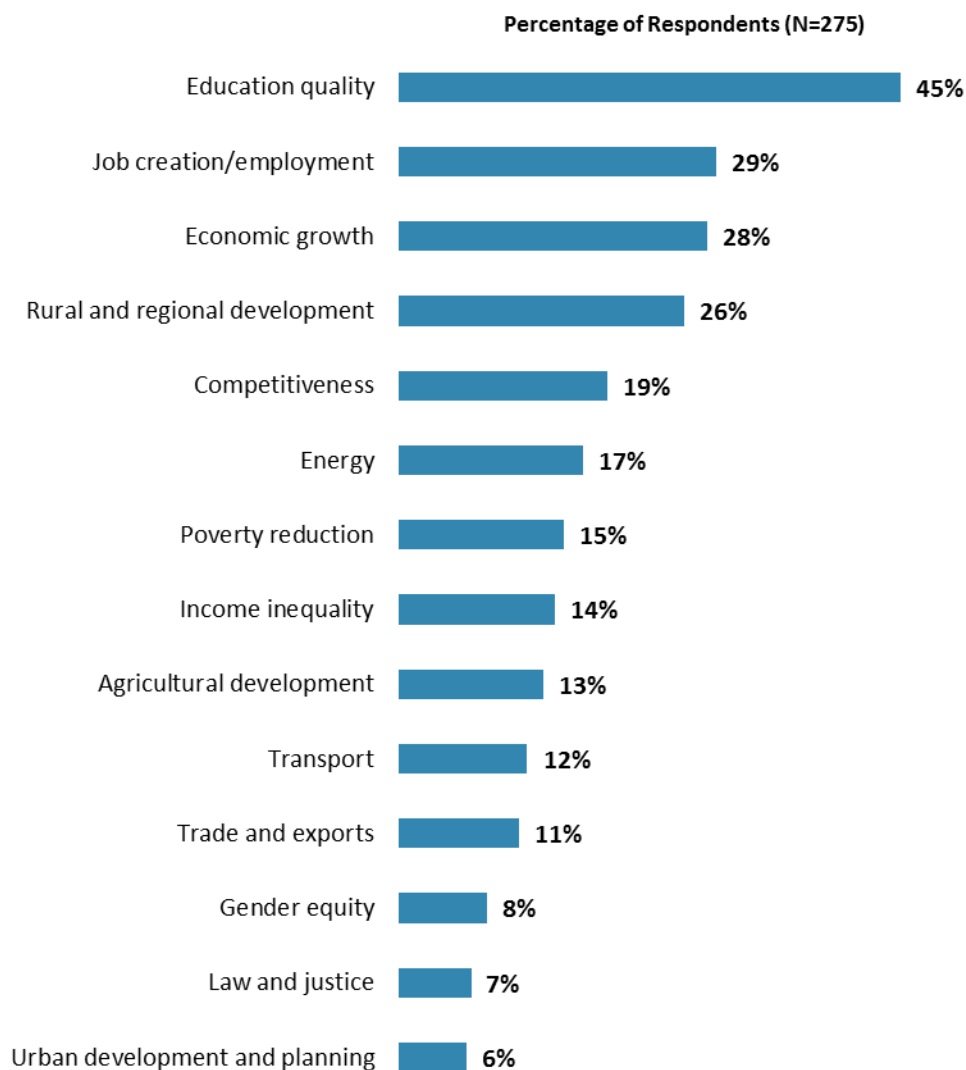
### Achieving “Shared Prosperity” (continued)

- There were some interesting stakeholder group differences in what they considered the best way to achieve “shared prosperity” in Turkey.
  - Employees of ministries and respondents from academia were significantly more likely to indicate that better employment opportunities for young people would achieve “shared prosperity” compared to respondents from other stakeholder groups.
  - Respondents from bilateral/multilateral agencies and the media were significantly more likely to indicate that better employment opportunities for women would achieve “shared prosperity” compared to respondents from other stakeholder groups.
  - Respondents from private sector organizations were significantly more likely to indicate that better opportunity for the poor who live in rural areas would achieve “shared prosperity” compared to respondents from other stakeholder groups.
  - Respondents from trade unions were significantly more likely to indicate that a more reliable social safety net would achieve “shared prosperity” compared to respondents from other stakeholder groups.
- Respondents who collaborate with the WBG and those who do not collaborate with the WBG both indicated that the best ways to achieve “shared prosperity” in Turkey were education and training that better ensure job opportunity and consistent economic growth. However, respondents who collaborate with the WBG were significantly more likely to indicate a more reliable social safety net and greater equity of fiscal policy would help achieve “shared prosperity” whereas respondents who do not collaborate with the WBG were significantly more likely to indicate better employment opportunities for young people and better entrepreneurial opportunities would help achieve “shared prosperity” in Turkey.

## V. Overall Attitudes toward the World Bank Group

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 World Bank Group’s annual Corporate Scorecard.

### Focusing World Bank Group Resources



“When thinking about how the World Bank Group can have the most impact on development results in Turkey, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Turkey? (Choose no more than THREE)”  
(Respondents chose from a list. Responses combined. Top 14 shown.)

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

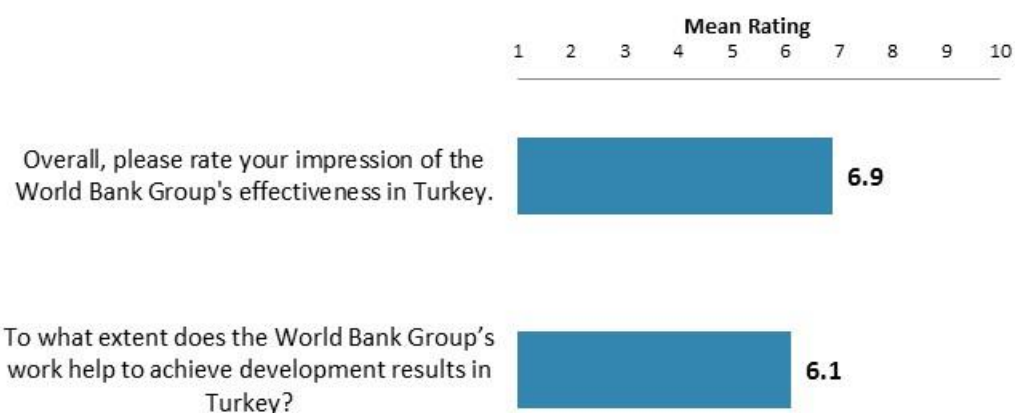
### Focusing World Bank Group Resources (continued)

- There were some interesting stakeholder group differences in what they considered the areas that the WBG should focus its resources in Turkey.
  - A majority of employees of ministries and respondents from private sector organizations, academia, and other organizations indicated that the WBG should focus its resources on education quality in Turkey.
  - Consultants on WBG-supported projects/PMUs were significantly more likely to indicate that the WBG should focus its resources on income inequality in Turkey compared to respondents from other stakeholder groups.
  - Respondents from bilateral/multilateral agencies were significantly more likely to indicate that the WBG should focus its resources on competitiveness in Turkey compared to respondents from other stakeholder groups.
  - Respondents from the financial sector/private banks and trade unions were significantly more likely to indicate that the WBG should focus its resources on poverty reduction compared to respondents from other stakeholder groups.
  - Respondents from the financial sector/private banks, NGOs/private foundations, and trade unions were significantly more likely to indicate that the WBG should focus its resources on rural and regional development in Turkey compared to respondents from other stakeholder groups.
  - Respondents from private sector organizations were significantly more likely to indicate that the WBG should focus its resources on energy and agricultural development compared to respondents from other stakeholder groups.
  - Respondents from the media, trade unions, academia, and other organizations were significantly more likely to indicate that the WBG should focus on job creation/employment compared to respondents from other stakeholder groups.

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

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

- Respondents in this year's country survey gave significantly higher ratings for the WBG's effectiveness compared to respondents from the FY '11 country survey (6.4).
- Respondents from bilateral/multilateral agencies and private sector organizations gave the highest ratings for the WBG's effectiveness in Turkey whereas respondents from the media gave significantly lower ratings. Respondents from private sector organizations and NGOs/private foundations gave the highest ratings for the extent to which the WBG's work achieves development results in Turkey whereas respondents from trade unions, the media, academia, and other organizations gave significantly lower ratings.
- Respondents from Outside Ankara gave significantly higher ratings for the extent to which the WBG's work achieves development results in Turkey compared to respondents from Ankara. Respondents across geographic locations gave statistically similar ratings for the WBG's effectiveness in Turkey.
- Respondents who collaborated with the WBG gave statistically similar ratings for the extent to which the WBG's work achieves development results in Turkey and for the WBG's effectiveness in Turkey as respondents who indicated that they did not collaborate with the WBG.

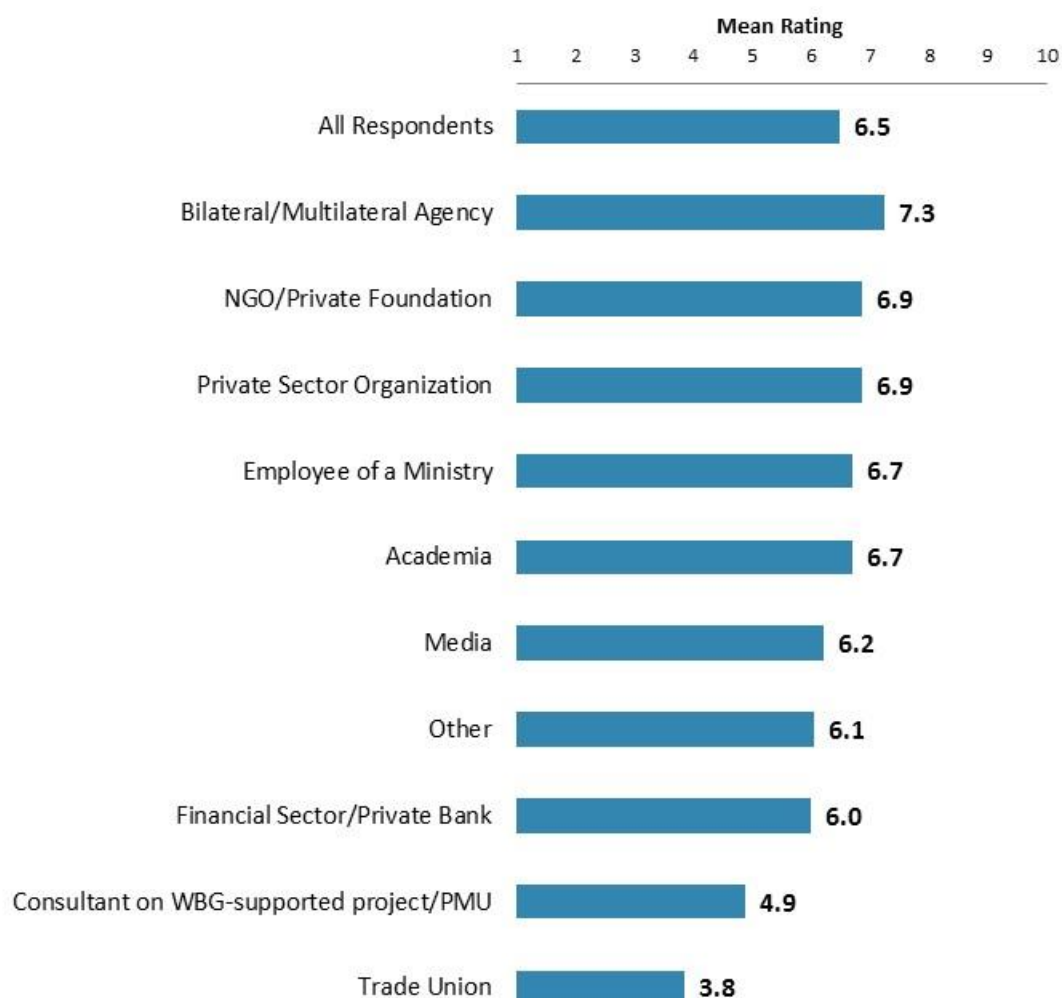


(1- "Not effective at all", 10- "Very effective" and 1- "To no degree at all", 10- "To a very significant degree")

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

### Staff Preparedness *(Indicator Question)*

- Respondents from bilateral/multilateral agencies gave the highest ratings for the extent to which the WBG's staff is well prepared to help Turkey solve its most complicated development challenges whereas consultants on WBG-supported projects/PMUs and respondents from trade unions had significantly lower ratings.
- Respondents from Outside Ankara gave significantly higher ratings for the extent to which the WBG's staff is well prepared to help Turkey solve its most complicated development challenges compared to respondents from Ankara.
- Respondents who collaborate with the WBG and those who do not collaborate gave statistically similar ratings for the extent to which the World Bank Group's staff is well prepared to help Turkey solve its most complicated development challenges.

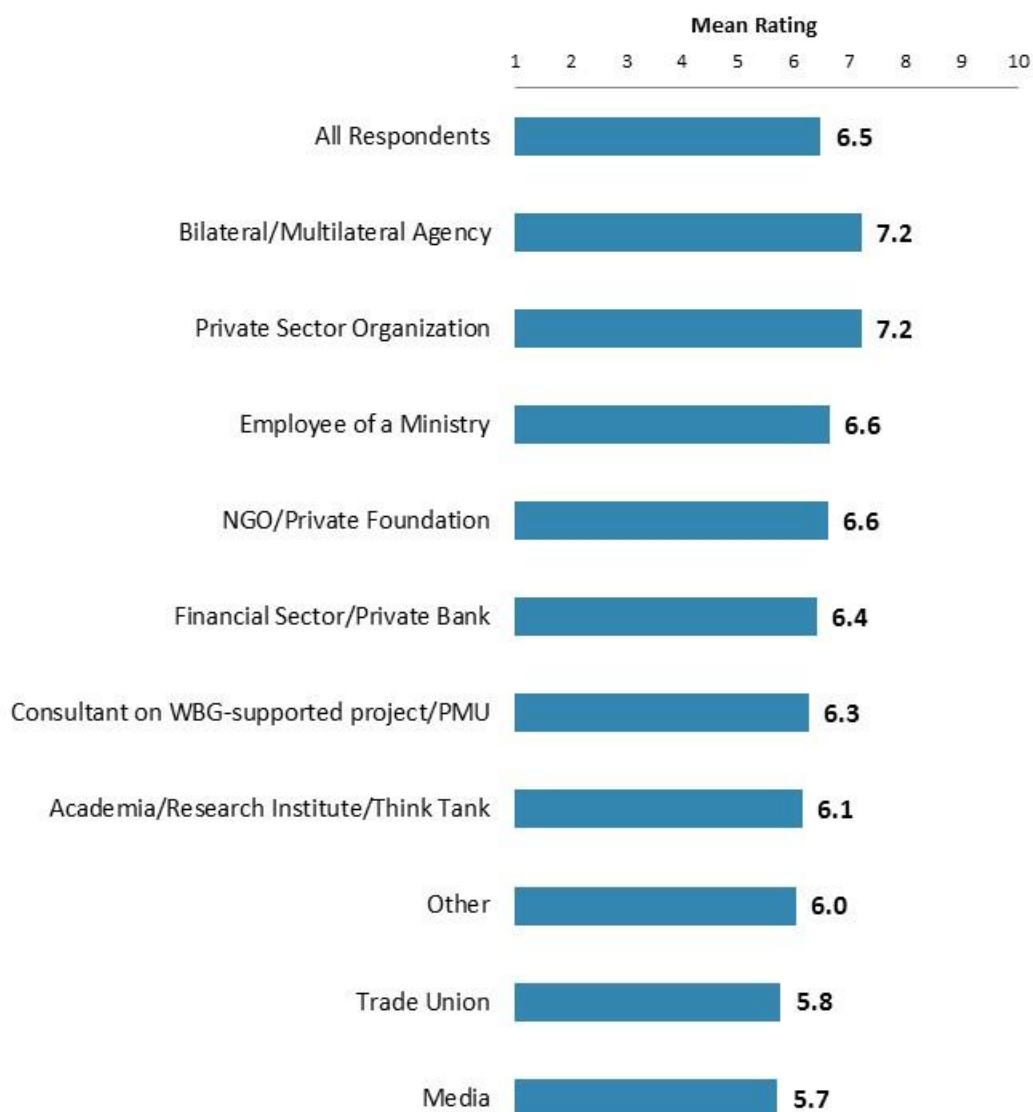


"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Turkey solve its most complicated development challenges?"  
*(1-"To no degree at all", 10-"To a very significant degree")*

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

### Overall Ratings for Indicator Questions

- Respondents from bilateral/multilateral agencies and private sector organizations gave the highest ratings across all of the country survey indicator questions whereas respondents from trade unions, the media, and other organizations gave significantly lower ratings. Responses for individual indicator questions by stakeholder groups can be found in the Appendix (see page 140).

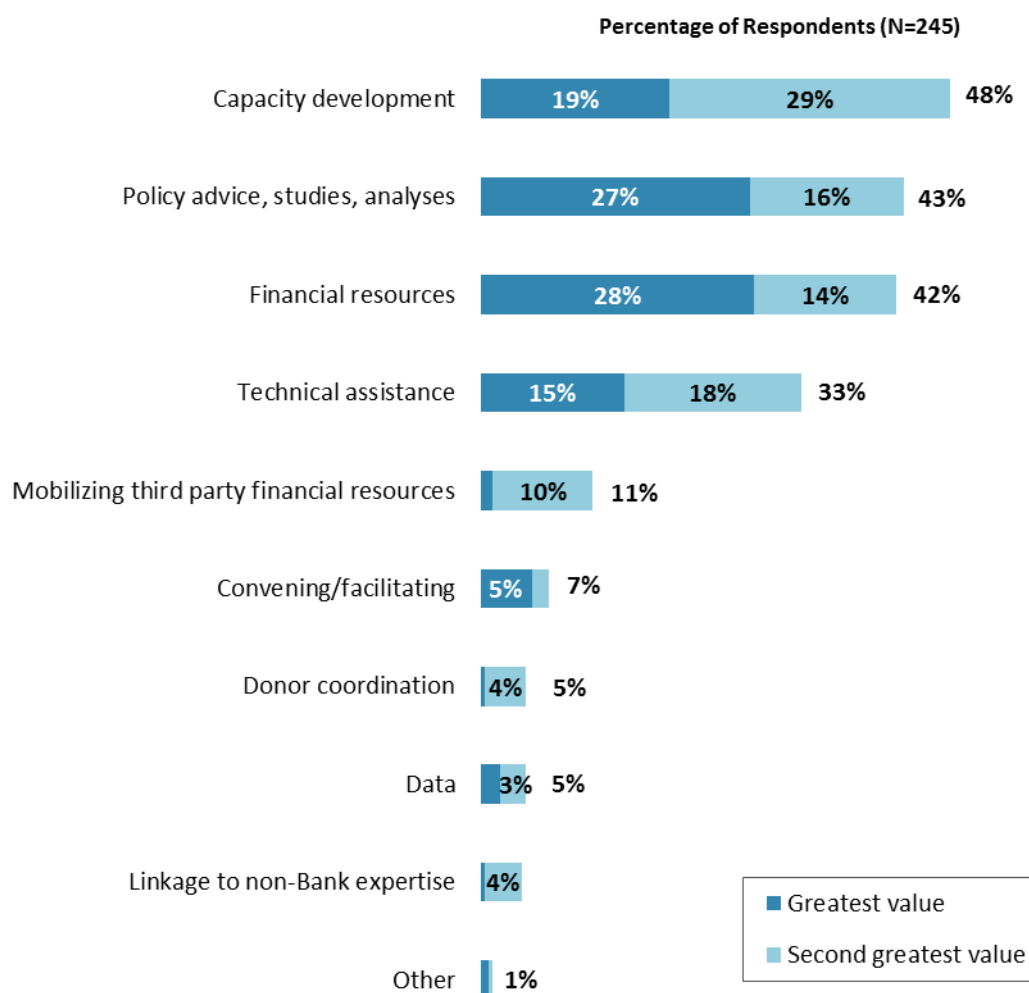


*Mean Ratings across all Indicator Questions, all asked on 1 to 10 scales*

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

### WBG Activities: Greatest Value

- Respondents in the FY '11 country survey indicated that the WBG's greatest value to Turkey was its knowledge, advice, and technical assistance (36%), supporting the development of project implementation capacity (28%), and financial resources (25%).
- Respondents who collaborate with the WBG were more likely to indicate that policy advice/studies/analyses and financial resources were the WBG's greatest values whereas respondents who do not collaborate with the WBG were more likely to indicate that capacity development and technical assistance were the WBG's greatest values.

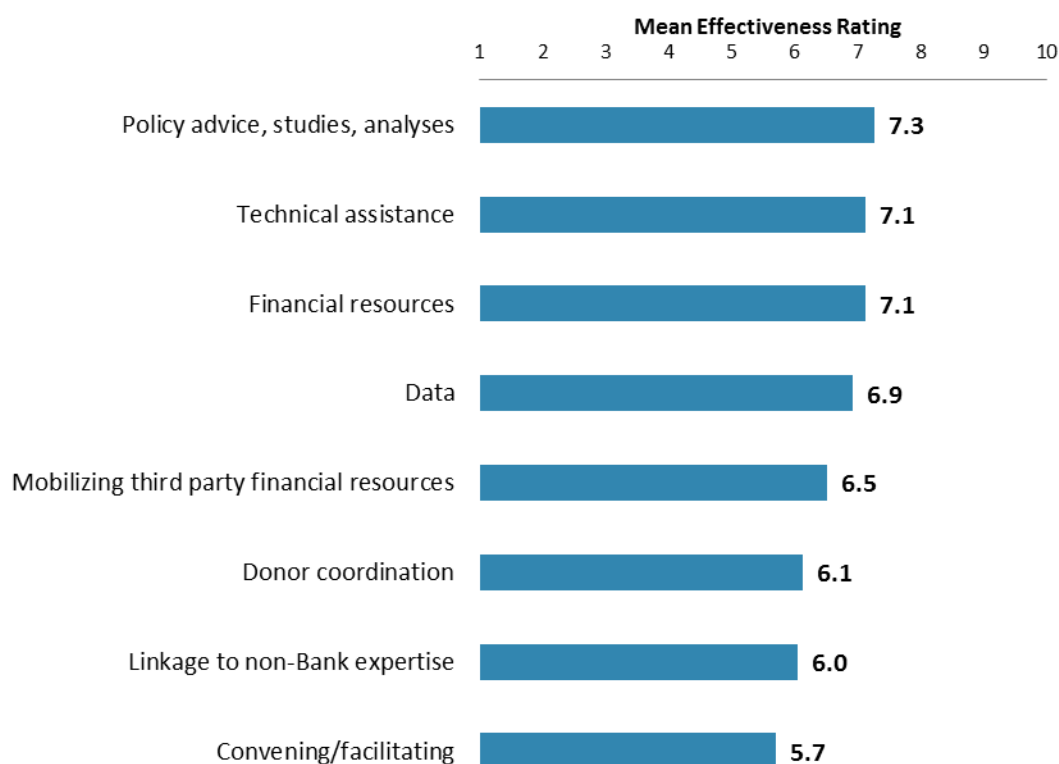


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Turkey?" (Respondents chose from a list.)

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

### WBG Activities: Effectiveness

- Respondents from bilateral/multilateral agencies and private sector organizations gave the highest ratings for the effectiveness of the WBG's policy advice/studies/analyses whereas consultants on WBG-supported projects/PMUs gave significantly lower ratings.
- Respondents from the financial sector/private banks and academia gave the highest ratings for the effectiveness of the WBG's financial resources whereas respondents from trade unions gave significantly lower ratings.
- Respondents from NGOs/private foundations gave the highest ratings for the effectiveness of the WBG's mobilizing third party financial resources whereas respondents from the financial sector/private banks, trade unions, and other organizations gave significantly lower ratings.
- Consultants on WBG-supported projects/PMUs gave the highest ratings for the effectiveness of the WBG's donor coordination whereas respondents from bilateral/multilateral agencies, trade unions, and other organizations gave significantly lower ratings.
- Respondents from NGOs/private foundations gave the highest ratings for the effectiveness of the WBG's linkage to non-Bank expertise whereas respondents from the financial sector/private banks and trade unions gave significantly lower ratings.



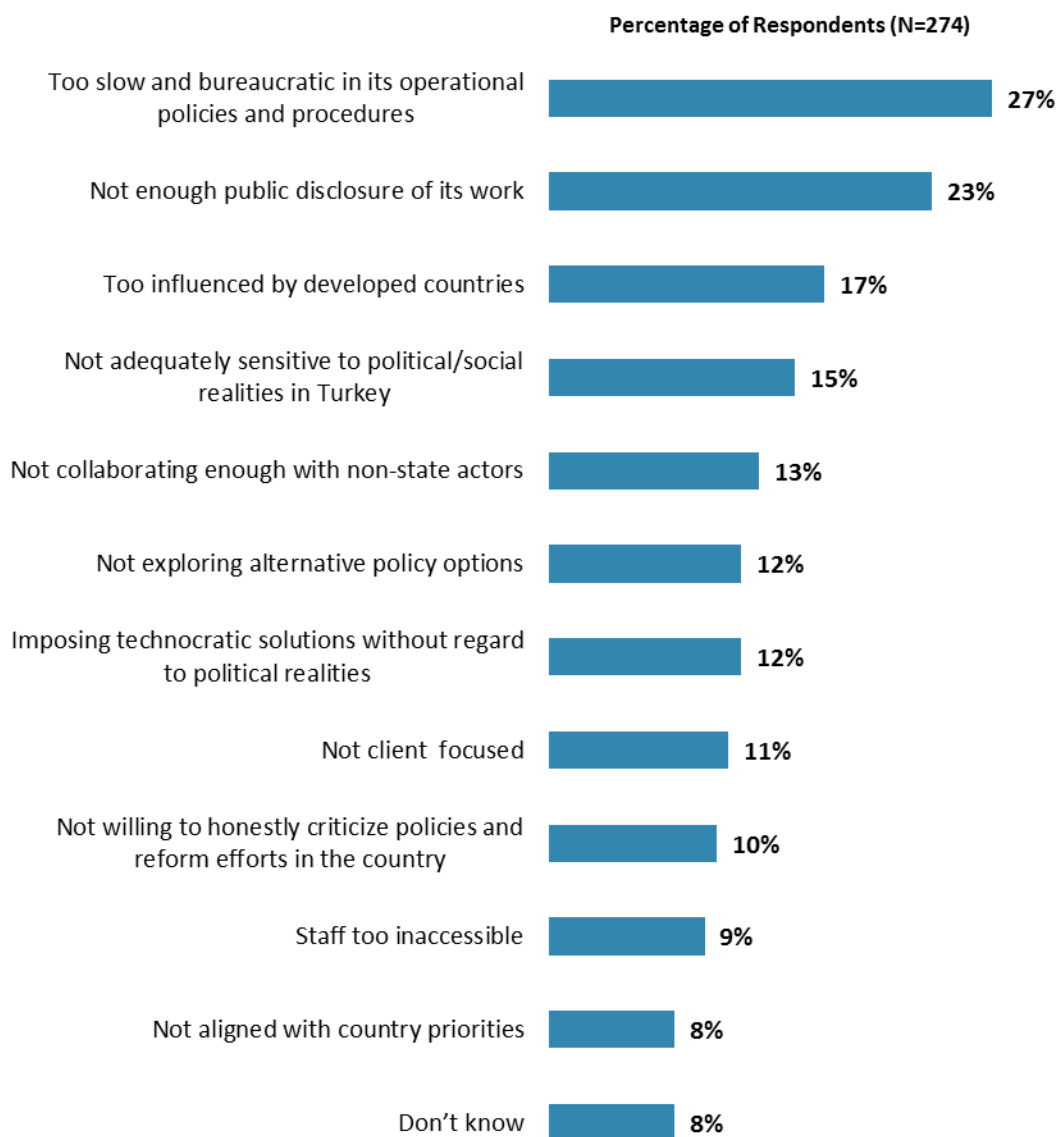
"How effectively do the World Bank Group's activities below support Turkey's efforts to achieve development results?" (1- "Not effective at all", 10- "Very effective")



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

### Greatest Weakness

- Respondents in the FY '11 country survey indicated that the WBG's greatest weakness in its work in Turkey was its processes being too slow and complex (47%) and not having enough interaction with stakeholders outside of government (30%).



“Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in Turkey? (Choose no more than TWO)”  
(Respondents chose from a list. Responses combined. Top 12 shown.)

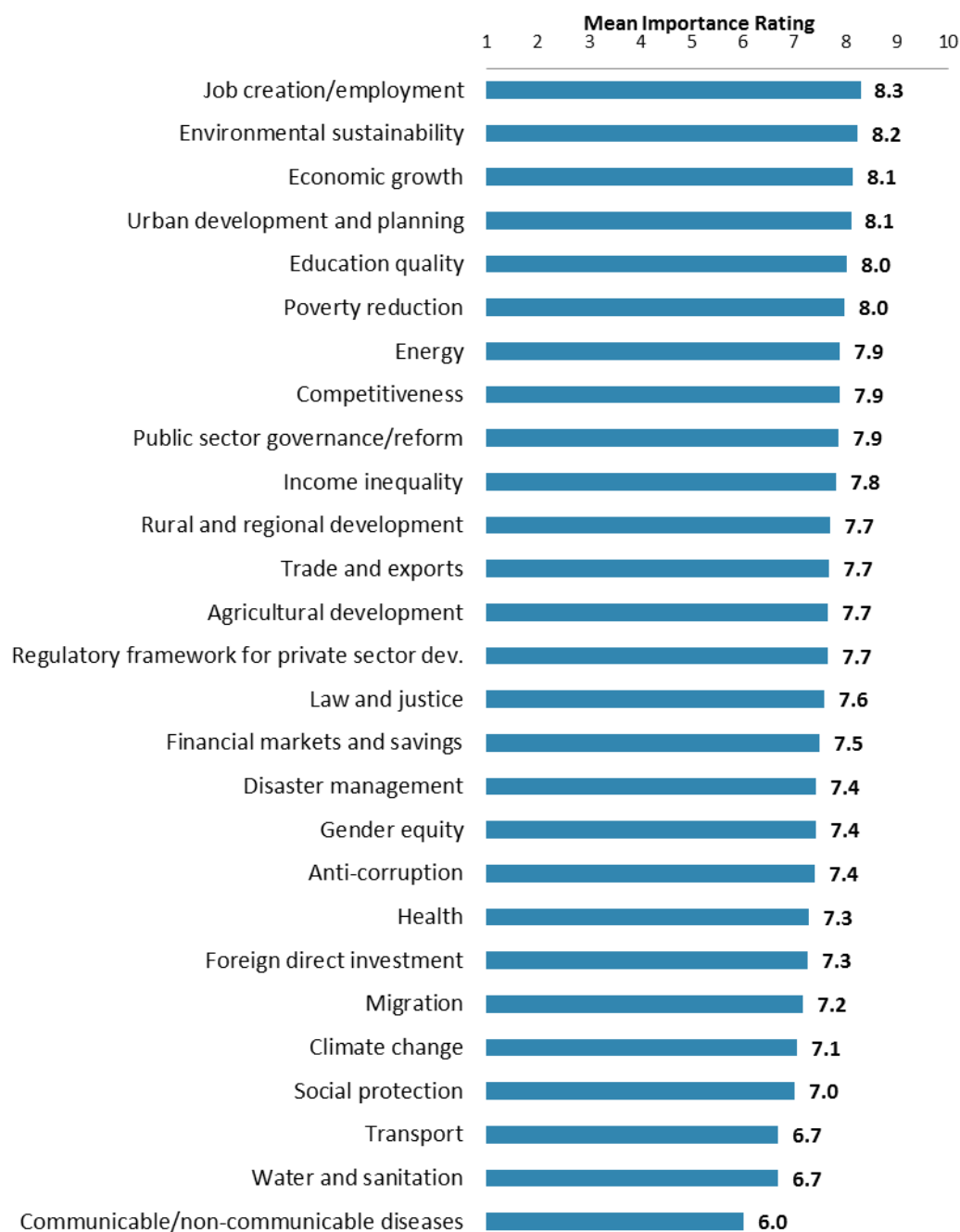
## V. Overall Attitudes toward the World Bank Group (continued)

### Greatest Weakness (continued)

- There were some interesting stakeholder group differences in what they considered the WBG's greatest weaknesses in its work in Turkey.
  - Consultants on WBG-supported projects/PMUs and respondents from private sector organizations, the financial sector/private banks, and trade unions were significantly more likely to indicate that the WBG's greatest weakness is being too slow and bureaucratic in its operational policies and procedures compared to respondents from other stakeholder groups.
  - Respondents from private sector organizations were significantly more likely to indicate that the WBG's greatest weakness is not enough public disclosure of its work compared to respondents from other stakeholder groups.
  - Consultants on WBG-supported projects/PMUs were significantly more likely to indicate that the WBG's greatest weakness is imposing technocratic solutions without regard to political realities compared to respondents from other stakeholder groups.
  - Respondents from bilateral/multilateral agencies were significantly more likely to indicate that the WBG's greatest weakness is being too influenced by developed countries compared to respondents from other stakeholder groups.
  - Respondents from trade unions were significantly more likely to indicate that the WBG's greatest weakness is its staff being too inaccessible compared to respondents from other stakeholder groups.
- Respondents who collaborate with the WBG were significantly more likely to indicate that the WBG's greatest weakness is being too slow and bureaucratic in its operational policies and procedures and imposing technocratic solutions without regard to political realities compared to respondents who do not collaborate with the WBG, who were significantly more likely to indicate that the WBG's greatest weakness is not exploring alternative policy options.

## VI. Sectors: Importance and Effectiveness

### Importance of Specific Areas



"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Turkey?" (1-"Not important at all", 10-"Very important")

## VI. Sectors: Importance and Effectiveness (continued)

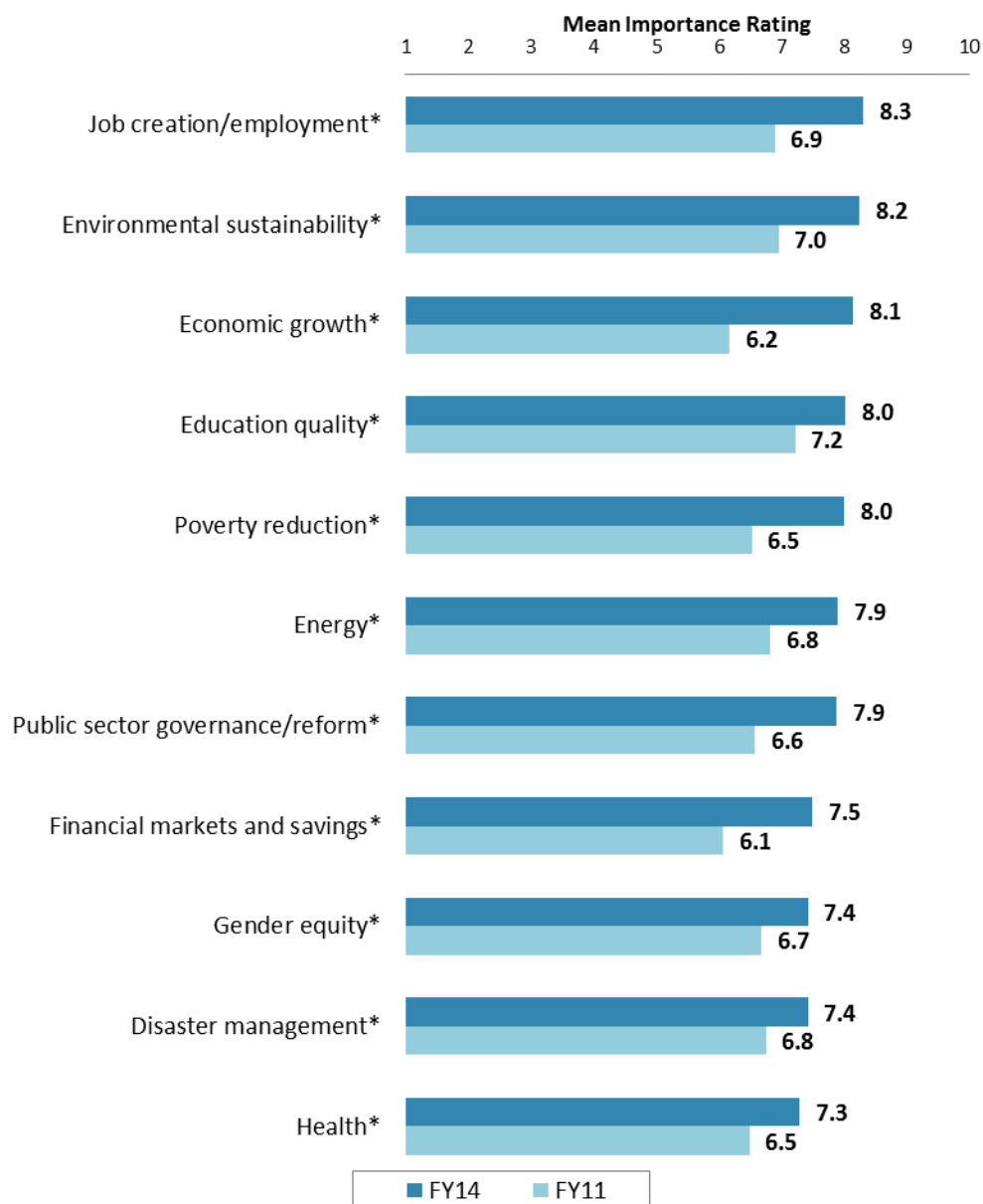
### Importance of Specific Areas (continued)

- There were statistically significant stakeholder group differences among nineteen of these twenty-seven areas of development. Respondents from bilateral/multilateral agencies and the media tended to give the highest importance ratings across these areas whereas respondents from trade unions and other organizations tended to give significantly lower importance ratings. Ratings across all areas by stakeholder groups can be found in the Appendix (see page 75). Those areas with significant stakeholder group differences were:
  - “Anti-corruption”;
  - “Transport”;
  - “Competitiveness”;
  - “Law and justice”;
  - “Environmental sustainability”;
  - “Communicable/non-communicable diseases”;
  - “Poverty reduction”;
  - “Gender equity”;
  - “Water and sanitation”;
  - “Economic growth”;
  - “Energy”;
  - “Disaster management”;
  - “Public sector governance/reform”;
  - “Financial markets and savings”;
  - “Income inequality”;
  - “Health”;
  - “Social protection”;
  - “Climate change”; and
  - “Agricultural development”.
- Respondents who collaborate with the WBG gave significantly higher importance ratings for “Transport”, “Water and sanitation”, and “Climate change” compared to respondents who do not collaborate with the WBG. Ratings across all areas by collaboration can be found in the Appendix (see page 108).

## VI. Sectors: Importance and Effectiveness (continued)

### Importance of Specific Areas (continued)

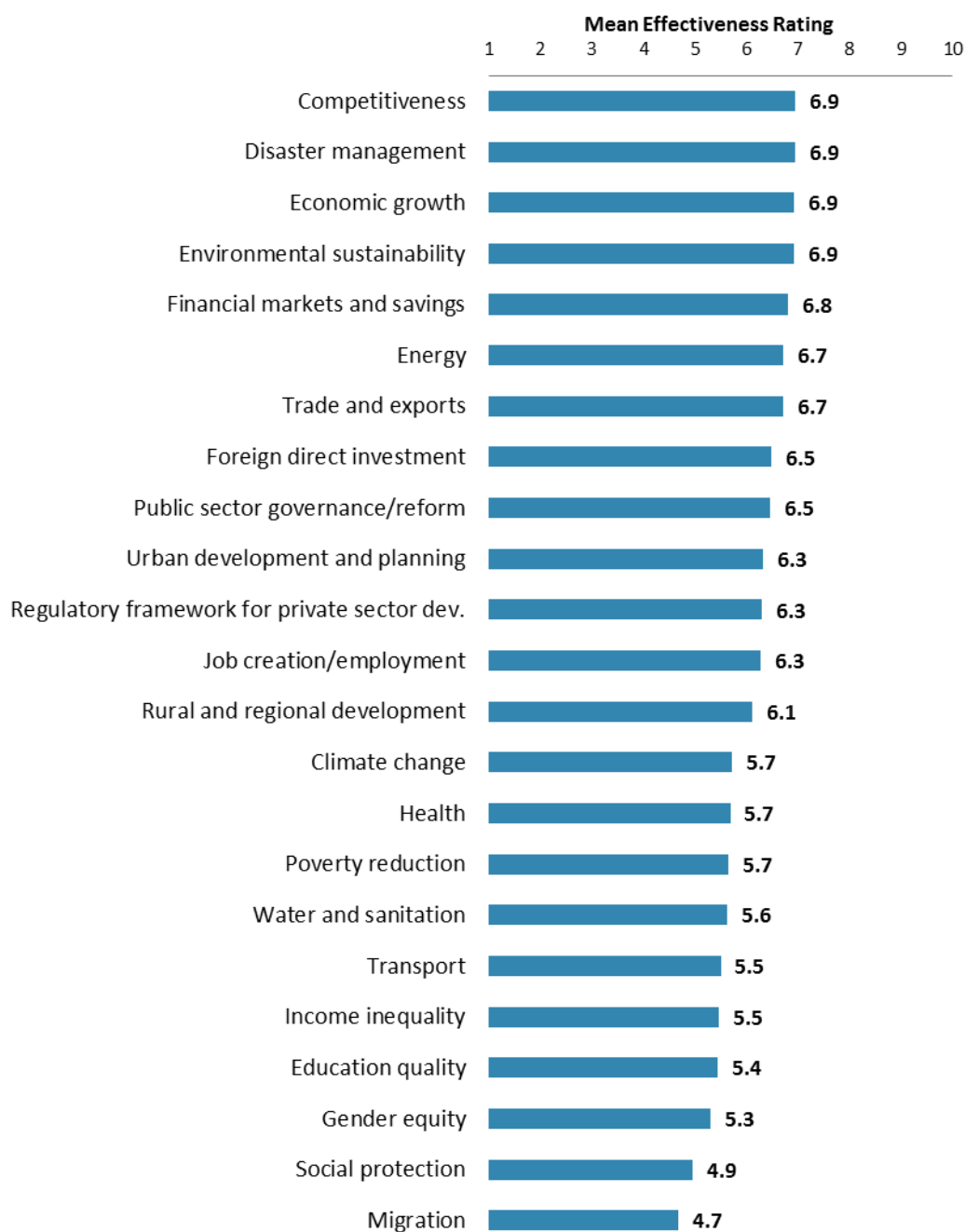
- Respondents in this year's country survey gave significantly higher importance ratings across all areas that could be compared to respondents from the FY '11 country survey. It should be noted; however, that in the FY '11 survey, these questions were asked with a slightly different instruction ("When thinking about some important challenges that Turkey might face in the future, on a scale of 1-10, 1 meaning not useful at all, 10 meaning very useful, how useful will it be for the World Bank to work with Turkey in...").



(\*Significantly different between FY14 and FY11)

## VI. Sectors: Importance and Effectiveness (continued)

### Effectiveness of Specific Areas



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

## VI. Sectors: Importance and Effectiveness (continued)

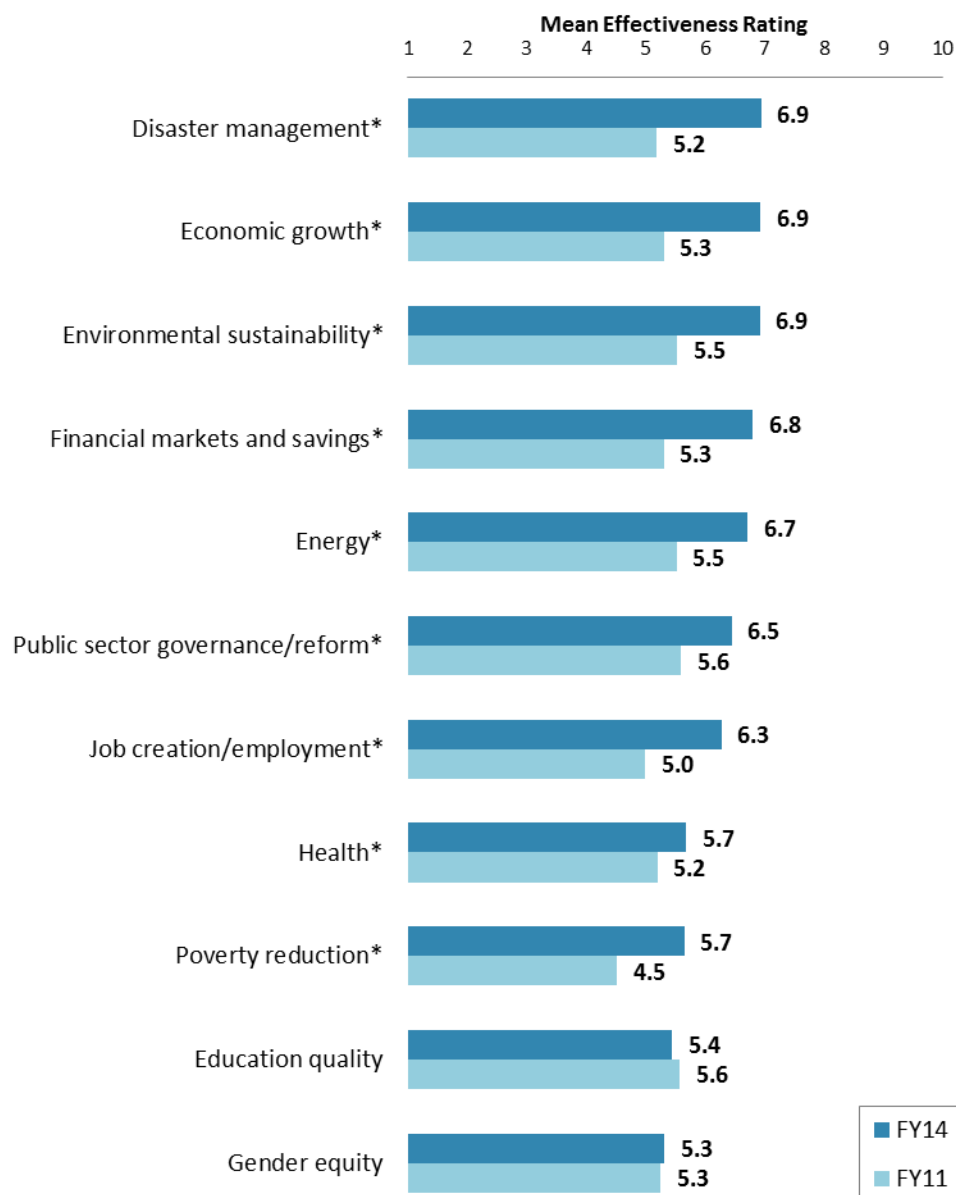
### Effectiveness of Specific Areas (continued)

- Please note the complete breakdown of respondents' effectiveness ratings for the WBG's work in these development areas can be found in the Appendix. In addition to the aggregate mean ratings for each area, respondents who indicated that they "Don't Know" are reported in Appendix A (see page 60), suggesting that primarily informed stakeholders responded to these questions. A complete breakdown by stakeholder groups can be found in Appendix B (see page 75), by geographic locations in Appendix C (see page 94), by WBG-collaborators in Appendix D (see page 108), and by respondents' specializations/sectors in Appendix E (see page 125).
- There were statistically significant stakeholder group differences among twelve of these twenty-three areas of development. For the most part, respondents from private sector organizations and NGOs/private foundations tended to give the highest ratings for the WBG's effectiveness across these areas whereas respondents from trade unions and academia tended to give significantly lower effectiveness ratings. Those areas with significant stakeholder group differences were:
  - "Transport";
  - "Environmental sustainability";
  - "Poverty reduction";
  - "Gender equity";
  - "Water and sanitation";
  - "Energy";
  - "Job creation/employment";
  - "Income inequality";
  - "Health";
  - "Rural and regional development";
  - "Social protection"; and
  - "Climate change".
- Respondents who collaborate with the WBG gave significantly higher ratings for the WBG's effectiveness at "Gender equity", "Water and sanitation", and "Climate change" compared to respondents who do not collaborate. In contrast, respondents who do not collaborate with the WBG gave significantly higher ratings for the WBG's effectiveness at:
  - "Foreign direct investment";
  - "Economic growth";
  - "Public sector governance/reform";
  - "Job creation/employment";
  - "Income inequality"; and
  - "Rural and regional development".

## VI. Sectors: Importance and Effectiveness (continued)

### Effectiveness of Specific Areas (continued)

- Respondents in this year's country survey gave significantly higher ratings for the WBG's effectiveness across nearly all areas that could be compared to respondents from the FY '11 country survey. Statistically significant differences are noted in the chart.



(\*Significantly different between FY14 and FY11)



## VI. Sectors: Importance and Effectiveness (continued)

### Drivers of Effectiveness

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

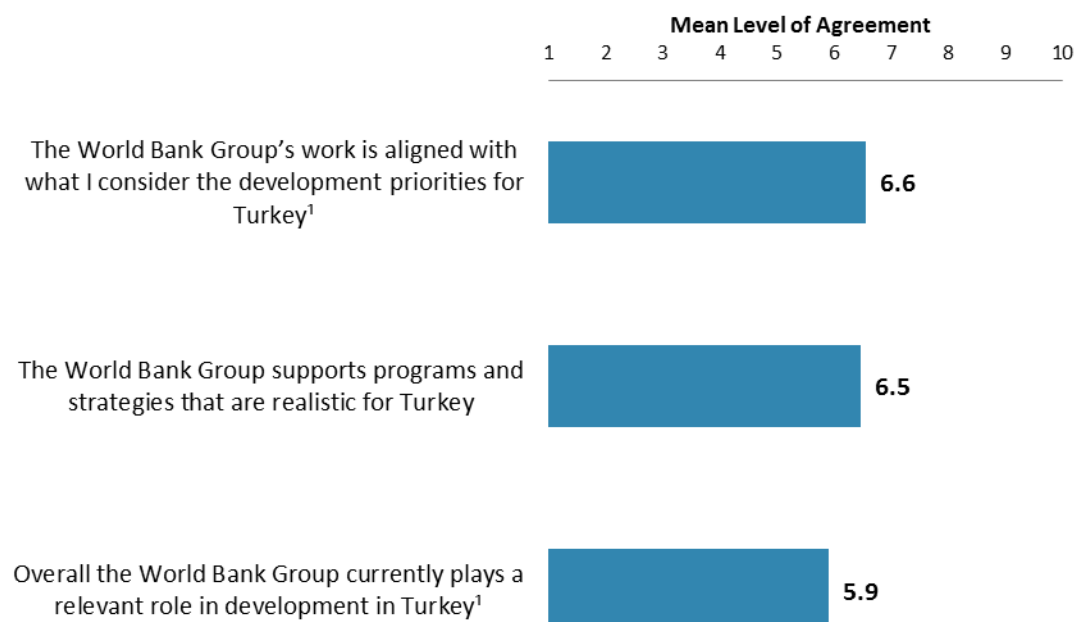
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the WBG's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the WBG's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the WBG'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 WBG's overall effectiveness or perceptions of the WBG'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 WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Turkey. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at foreign direct investment; and
  - The WBG's effectiveness at health.
- 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 WBG's ability to help achieve development results in Turkey, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at competitiveness;
  - The WBG's effectiveness at environmental sustainability;
  - The WBG's effectiveness at transport; and
  - The WBG's effectiveness at regulatory framework for private sector development.

## VII. How the World Bank Group Operates

### The World Bank Group's Work in Turkey

- Respondents in this year's country survey had significantly higher levels of agreement that the WBG currently plays a relevant role in development in Turkey and that the WBG is aligned with their development priorities compared to respondents from the FY '11 country survey (5.1 and 5.5, respectively).
- Respondents from bilateral/multilateral agencies and private sector had the highest levels of agreement that the WBG currently plays a relevant role in development in Turkey and that the WBG is aligned with their development priorities whereas respondents from the media and trade unions had significantly lower levels of agreement. Respondents from bilateral/multilateral agencies and private sector also had the highest levels of agreement that the WBG supports programs and strategies that are realistic for Turkey whereas respondents from trade unions had significantly lower levels of agreement.
- Respondents from Outside Ankara had significantly higher levels of agreement that the WBG currently plays a relevant role in development in Turkey compared to respondents from Ankara.
- Respondents who collaborate with the WBG had significantly higher levels of agreement that the WBG currently plays a relevant role in development in Turkey, that the WBG is aligned with their development priorities, and that the WBG supports programs and strategies that are realistic for Turkey compared to respondents who do not collaborate with the WBG.

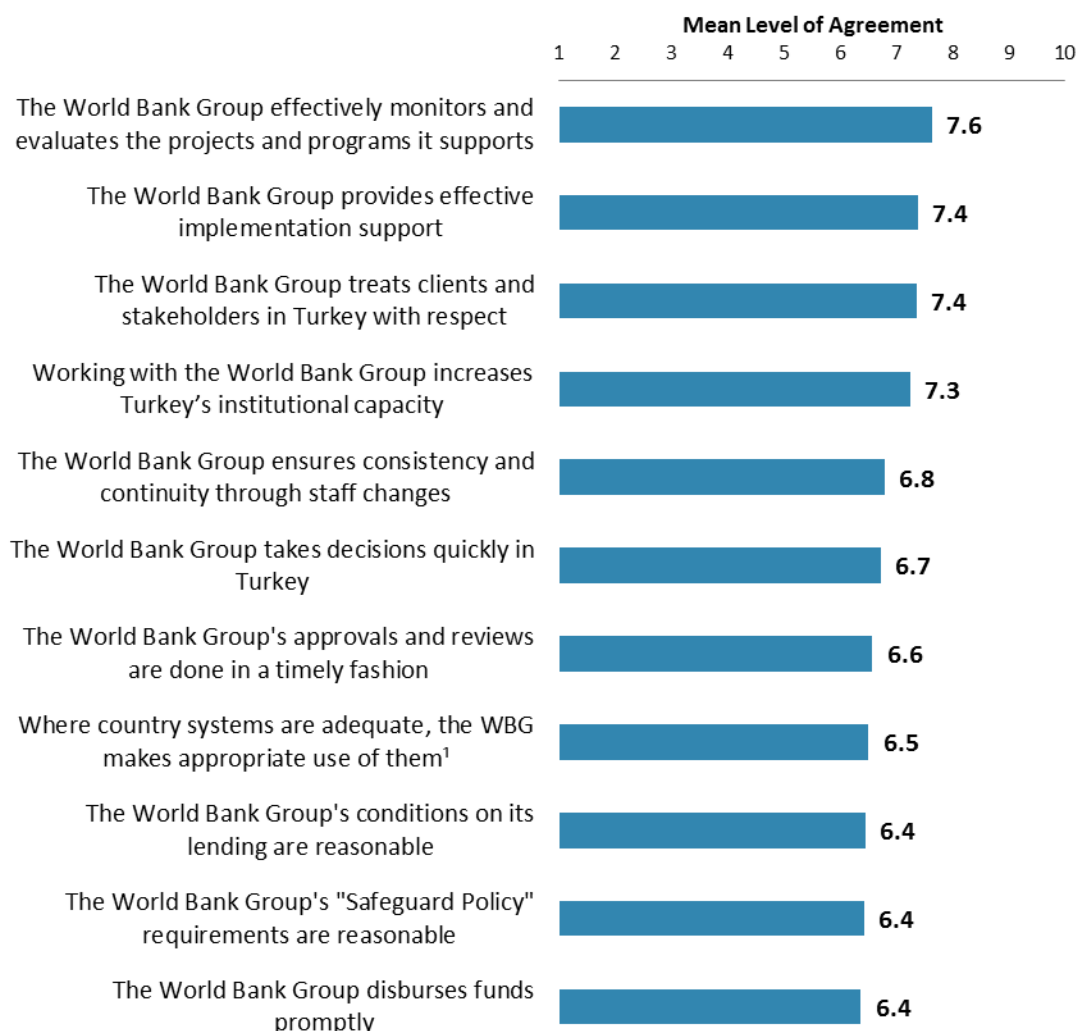


"To what extent do you agree with the following statements about the World Bank Group's work in Turkey?" (1-"Strongly disagree", 10-"Strongly agree") <sup>1</sup>Indicator Question

## VII. How the World Bank Group Operates (continued)

### Overall Perceptions

- There were significant stakeholder group differences in their levels of agreement that the WBG's "Safeguard Policy" requirements and conditions on its lending are reasonable, that the WBG takes decisions quickly, that working with the WBG increases institutional capacity, that the WBG ensures consistency and continuity through staff changes, and that, where country systems are adequate, the WBG makes appropriate use of them. For the most part, respondents from bilateral/multilateral agencies tended to have the highest levels of agreement across these areas whereas consultants on WBG-supported projects/PMUs and respondents from trade unions and academia tended to have significantly lower levels of agreement.
- Respondents who collaborate with the WBG had significantly higher levels of agreement that the WBG effectively monitors and evaluates the projects it supports compared to respondents who do not collaborate with the WBG, who had significantly higher levels of agreement that the WBG takes decisions quickly.

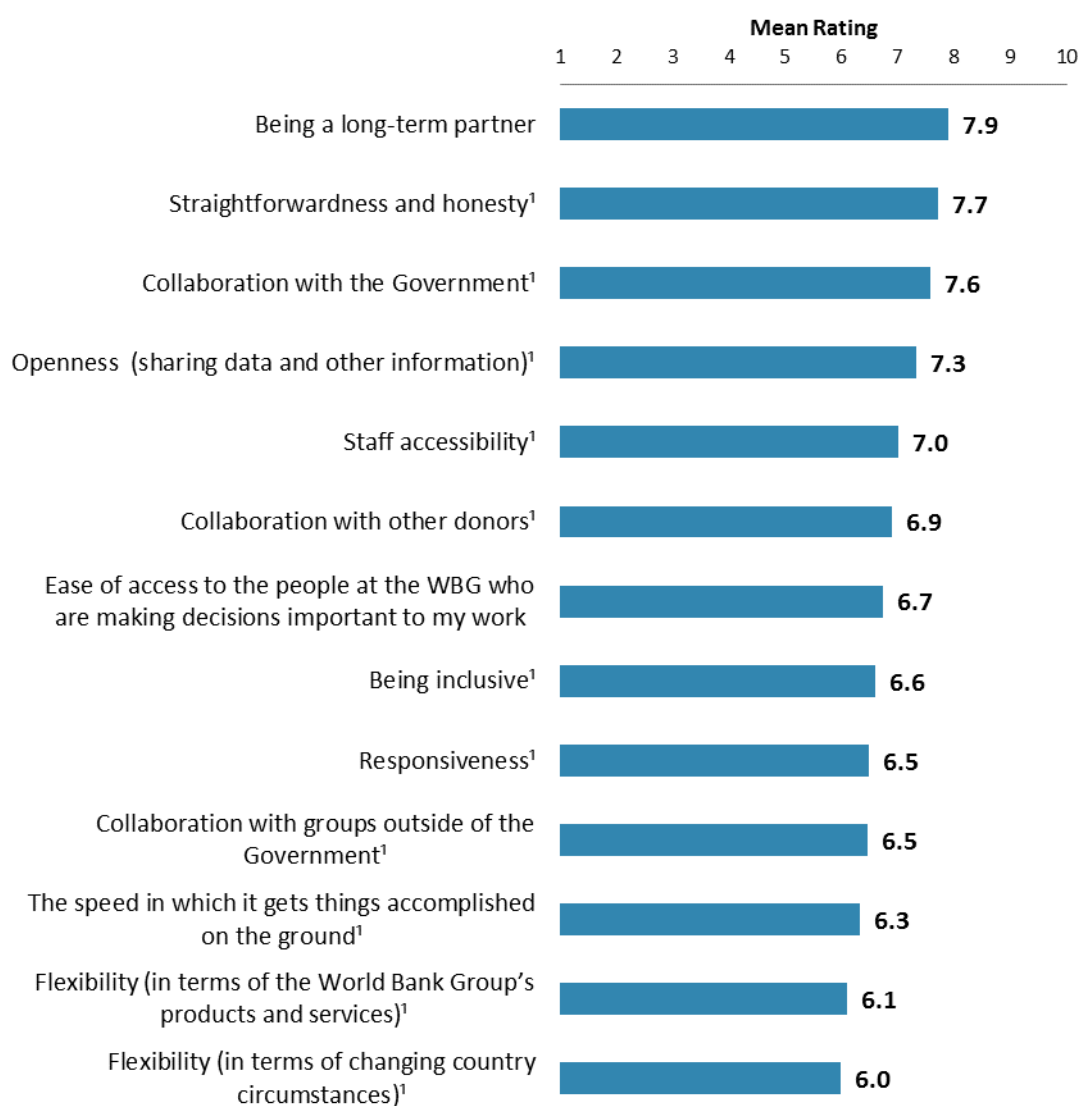


"To what extent do you agree/disagree with the following statements?"  
(1-"Strongly disagree", 10-"Strongly agree") <sup>1</sup>Indicator Question

## VII. How the World Bank Group Operates (continued)

### The World Bank Group as an Effective Development Partner

- There were significant stakeholder group differences in their ratings of the WBG's responsiveness, flexibility (in terms of changing country circumstances), being inclusive, staff accessibility, straightforwardness and honesty, ease of access to the WBG people making decisions important to their work, and collaboration with other donors. For the most part, consultants on WBG-supported projects/PMUs and respondents from private sector organizations tended to have the highest ratings across these areas whereas respondents from trade unions tended to have significantly lower ratings.
- Respondents from Outside Ankara gave significantly higher ratings for the WBG's staff accessibility and being a long-term partner compared to respondents from Ankara.

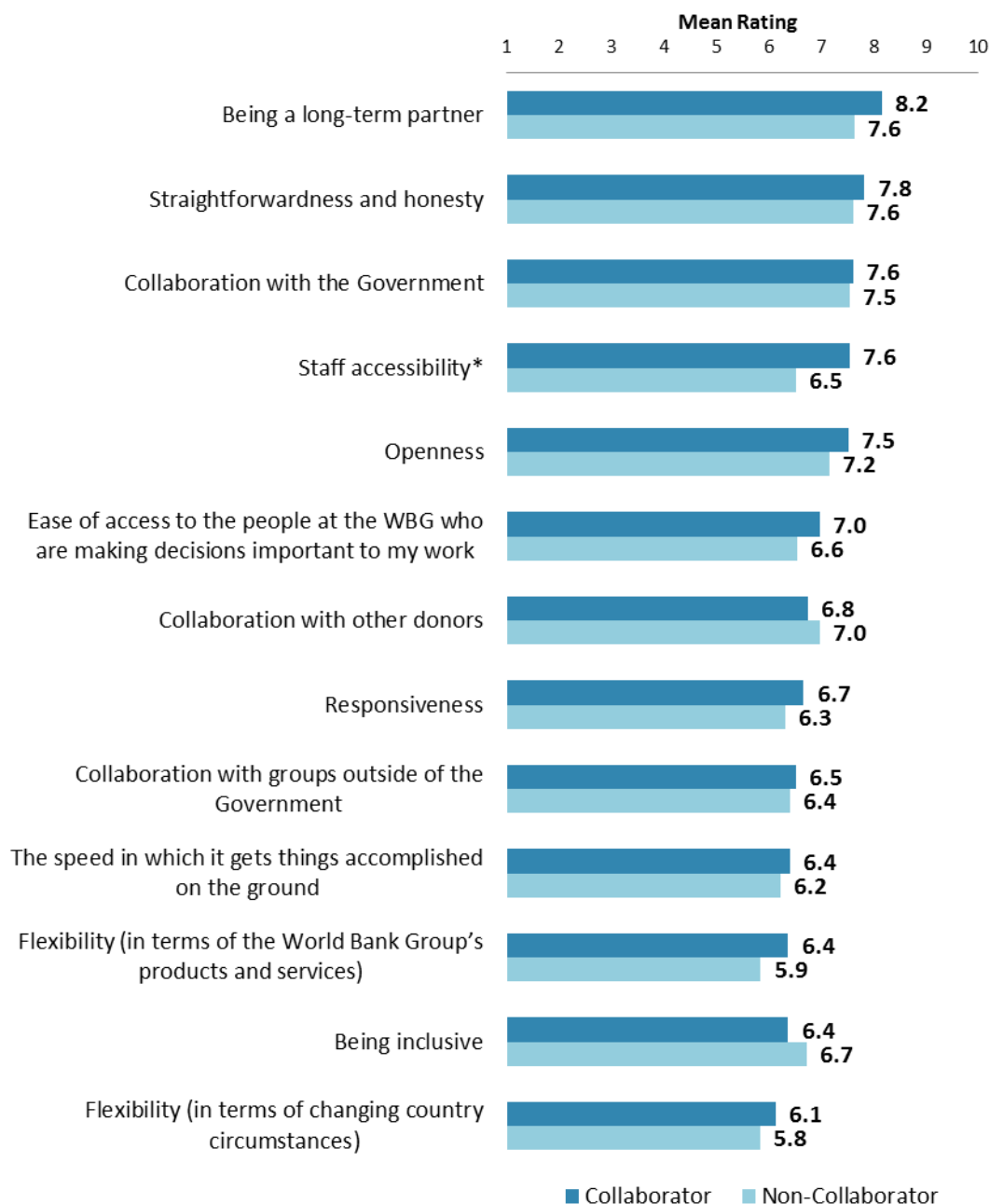


"To what extent is the World Bank Group an effective development partner in Turkey, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree") <sup>1</sup>Indicator Question

## VII. How the World Bank Group Operates (continued)

### The World Bank Group as an Effective Development Partner (continued)

- Respondents who indicated that they collaborated with the World Bank Group gave higher ratings across most of these aspects of the WBG being an effective development partner compared to respondents who indicated that they did not collaborate. Those differences that reached statistical significance are noted in the chart.



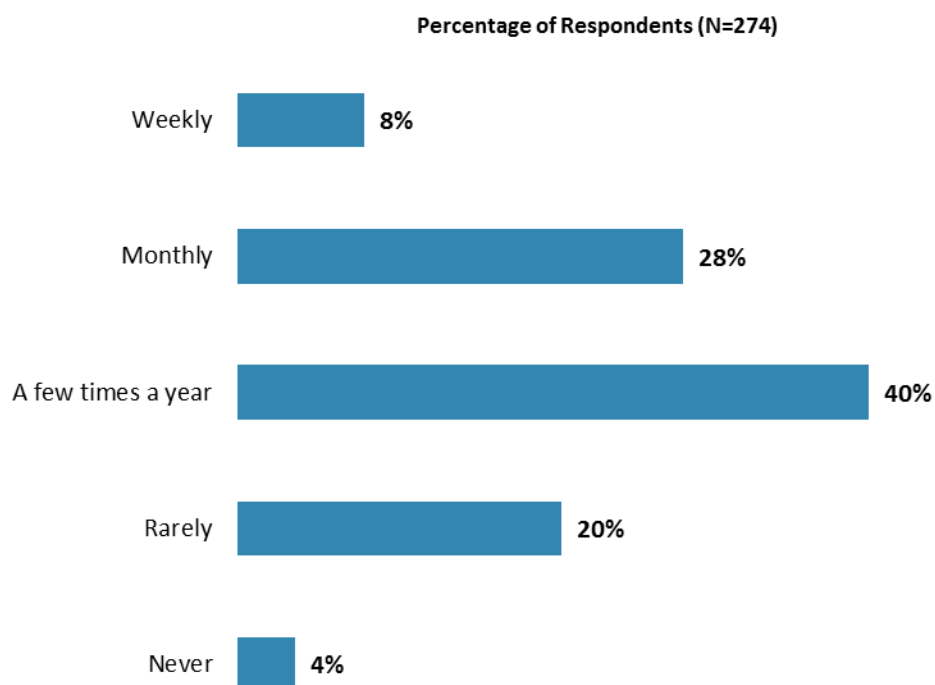
"To what extent is the World Bank Group an effective development partner in Turkey, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

\*Significantly different between those who collaborate and those who do not

## VIII. World Bank Group Knowledge and Instruments

### Frequency of Consulting World Bank Group Knowledge Work and Activities

- Employees of ministries and respondents from private sector organizations and trade unions indicated the most frequent usage of WBG knowledge work and activities whereas consultants on WBG-supported projects and respondents from other organizations indicated significantly less frequent usage.

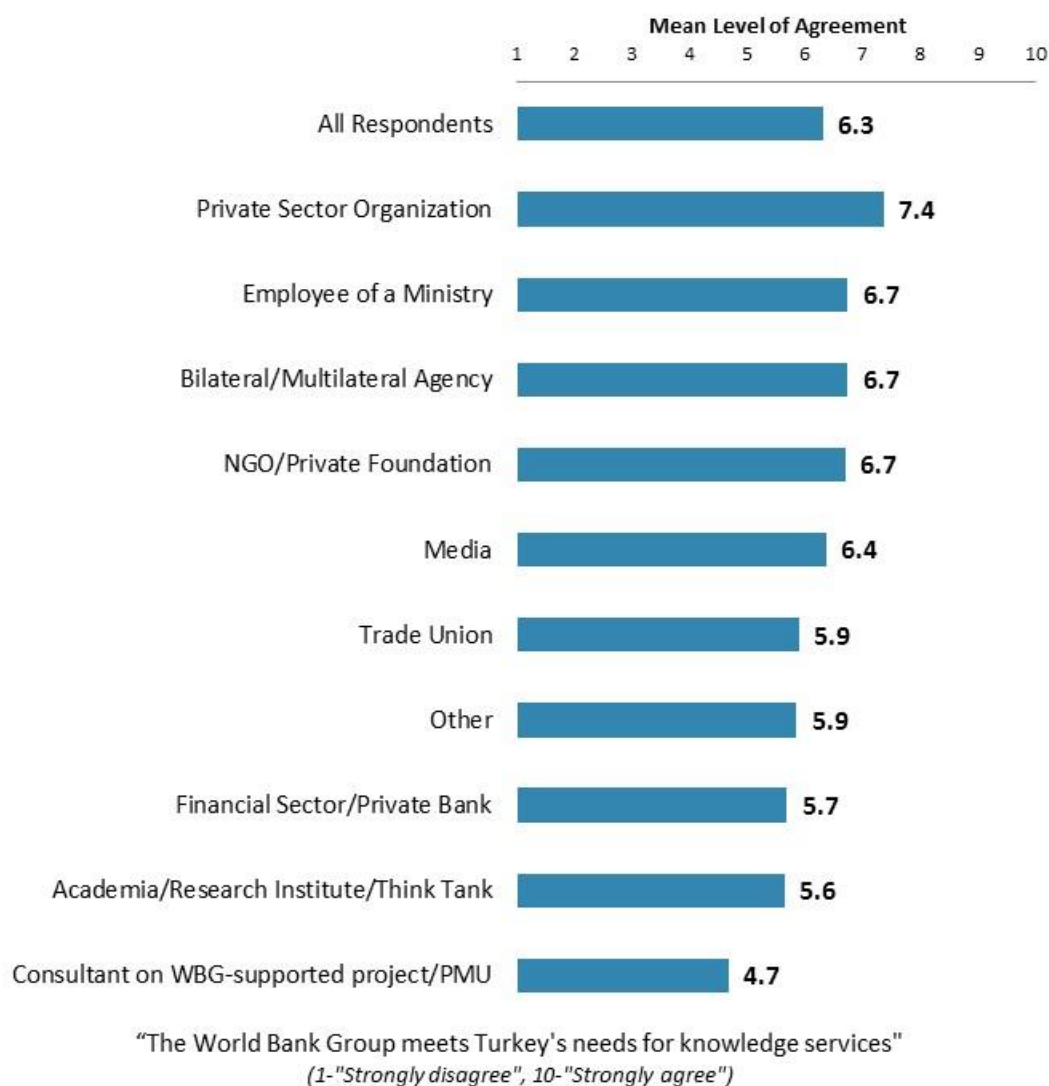


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)

## VIII. World Bank Group Knowledge and Instruments (continued)

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

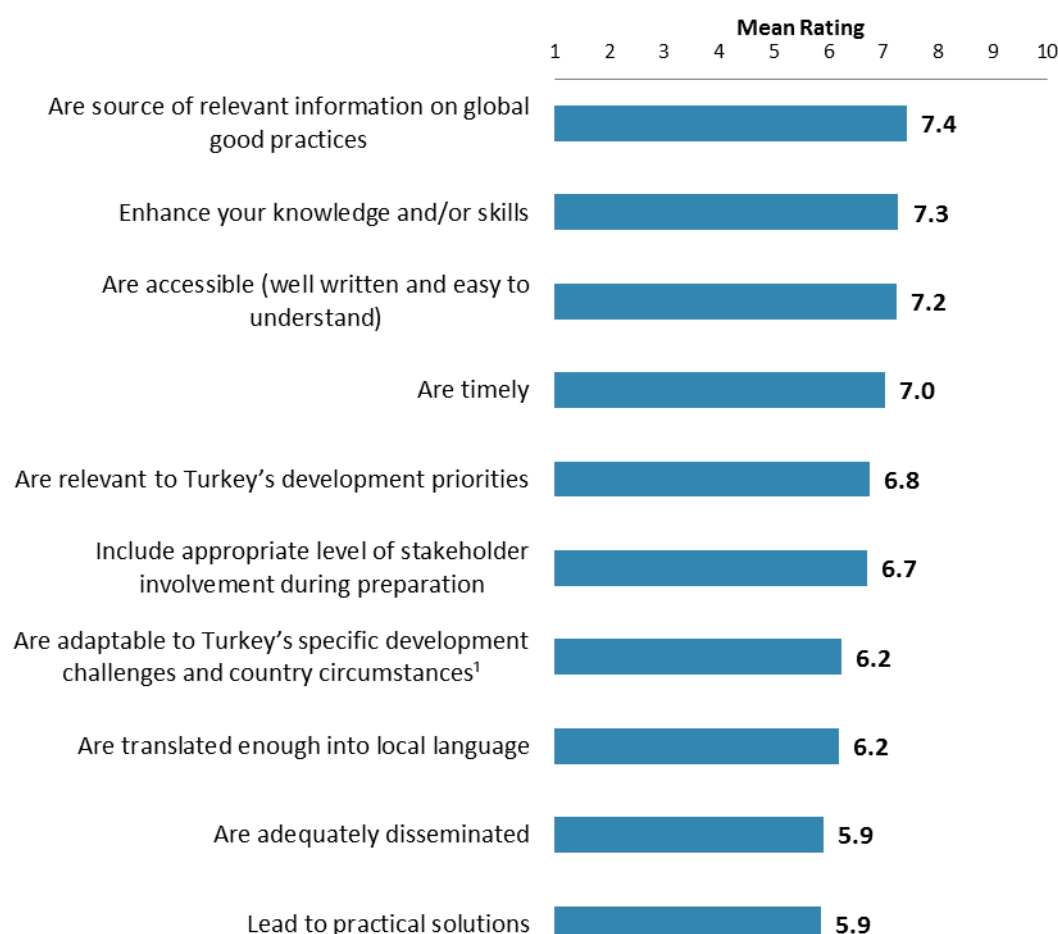
- Respondents from private sector organizations had the highest levels of agreement that the World Bank Group meets Turkey's needs for knowledge services whereas consultants on WBG-supported projects/PMUs had significantly lower levels of agreement.
- Respondents across geographic locations, as well as those who collaborate with the WBG and those who do not, had statistically similar levels of agreement that the World Bank Group meets Turkey's needs for knowledge services.



## VIII. World Bank Group Knowledge and Instruments (continued)

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

- There were statistically significant stakeholder group differences among all but two of these aspects of the WBG's knowledge work and activities ("Are timely" and "Are accessible" were the only two non-significant aspects). For the most part, respondents from private sector organizations and bilateral/multilateral agencies tended to give the highest ratings across these areas whereas respondents from academia and other organizations tended to give significantly lower effectiveness ratings.



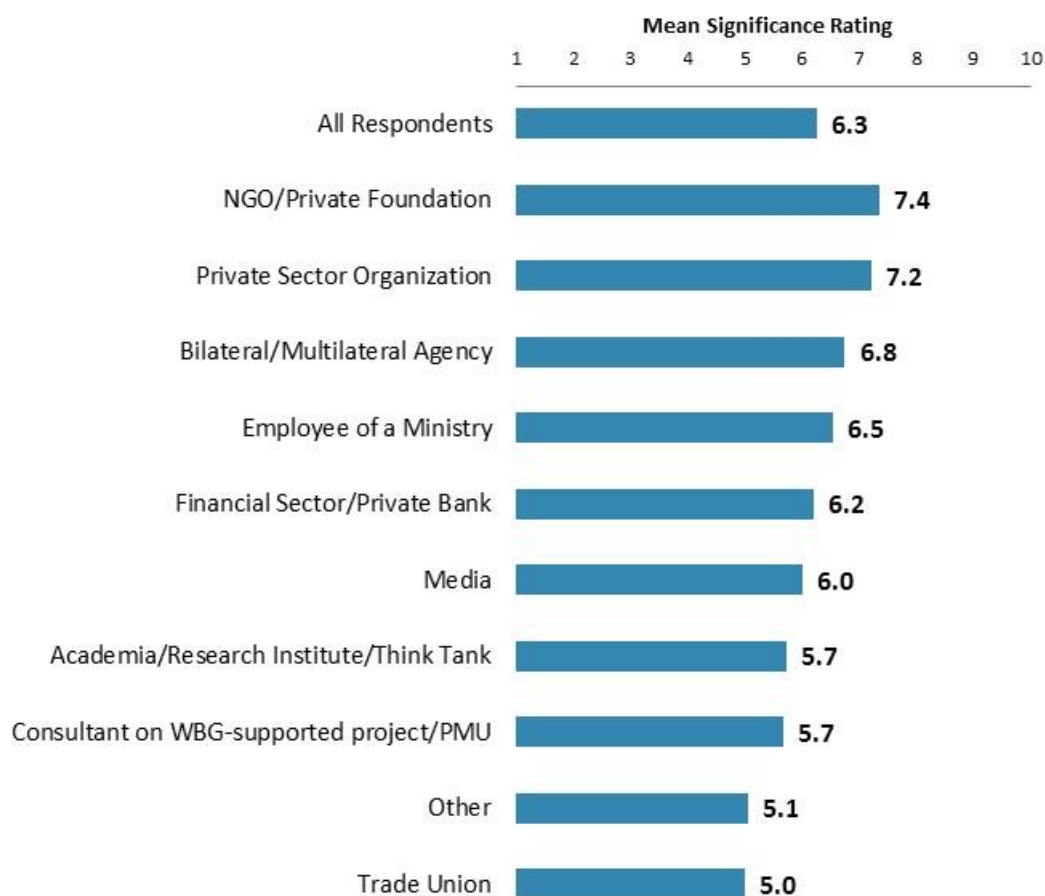
"In Turkey, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree") <sup>1</sup>Indicator Question



## VIII. World Bank Group Knowledge and Instruments (continued)

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

- Respondents from NGOs/private foundations and private sector organizations had the highest ratings regarding the significance of the contribution of the WBG's knowledge work and activities whereas respondents from trade unions and other organizations had significantly lower ratings.
- Respondents across geographic locations, as well as those who collaborate with the WBG and those who do not, had statistically similar ratings regarding the significance of the contribution of the WBG's knowledge work.

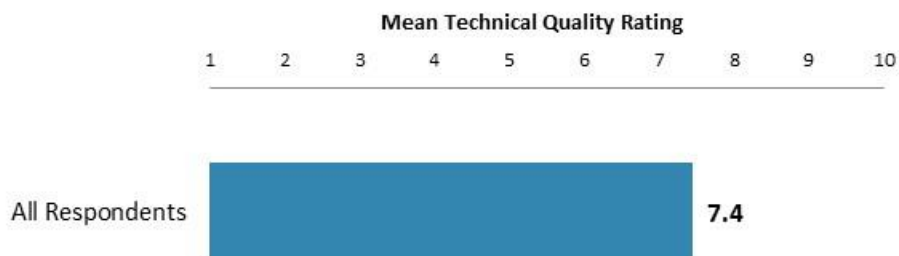


"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?  
(1-"Not significant at all", 10-"Very significant")

## VIII. World Bank Group Knowledge and Instruments (continued)

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

- Respondents across all stakeholder groups and geographic locations, as well as those who collaborate with the WBG and those who do not, had statistically similar ratings regarding the technical quality of the WBG's knowledge work.

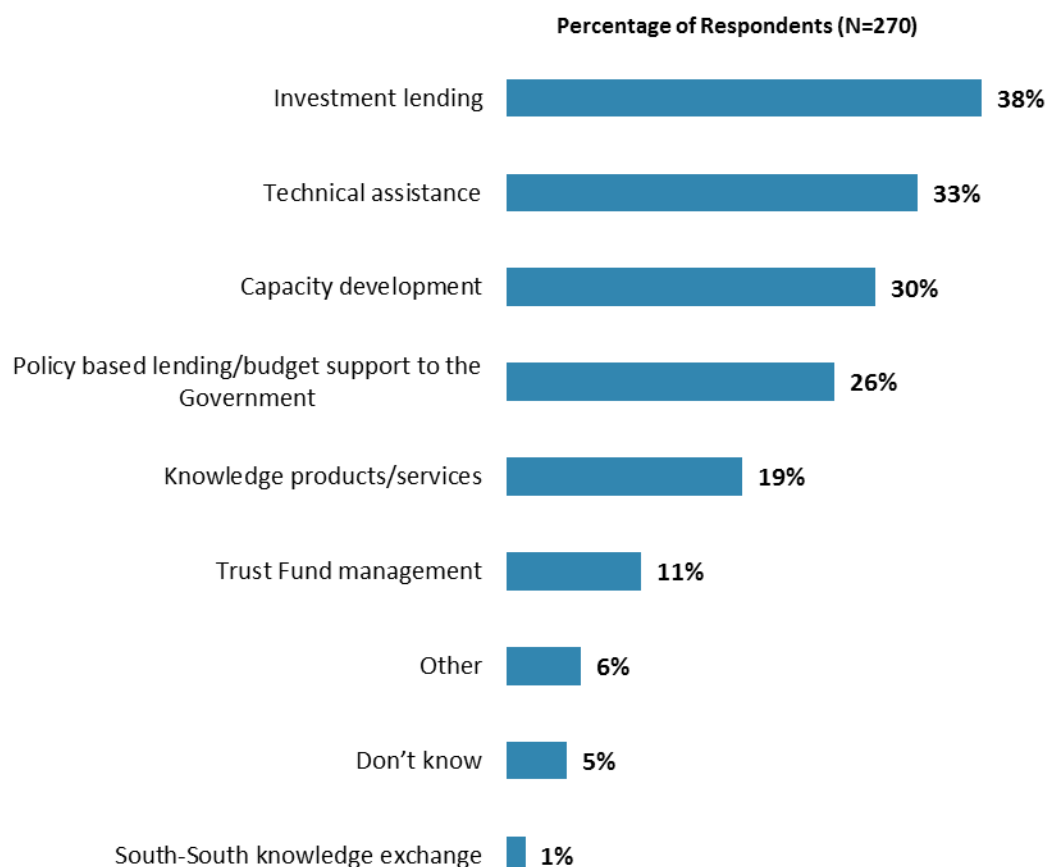


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1- "Very low technical quality", 10- "Very high technical quality")

## VIII. World Bank Group Knowledge and Instruments (continued)

### Most Effective Instruments

- There were some interesting stakeholder group differences in what they considered the most effective WBG instruments in reducing poverty in Turkey.
  - Consultants on WBG projects/PMUs, employees of ministries, and respondents from NGOs/private foundations and media were significantly more likely to indicate the WBG's investment lending compared to respondents from other stakeholder groups.
  - Respondents from private sector were significantly more likely to indicate the WBG's technical assistance compared to respondents from other stakeholder groups.
  - Respondents from bilateral/multilateral agencies, private sector, NGOs/private foundations, academia, and other organizations were significantly more likely to say the WBG's capacity development compared to respondents from other stakeholder groups.
  - Respondents from the financial sector/private banks and trade unions were significantly more likely to indicate that the WBG's policy based lending/budget support to the Government was most effective compared to respondents from other stakeholder groups.
  - Respondents from trade unions were significantly more likely to indicate the WBG's Trust Fund management compared to respondents from other stakeholder groups.
- Respondents who collaborate with the WBG were significantly more likely to indicate that the WBG's policy based lending/budget support and Trust Fund management were most effective compared to respondents who do not collaborate with the WBG.

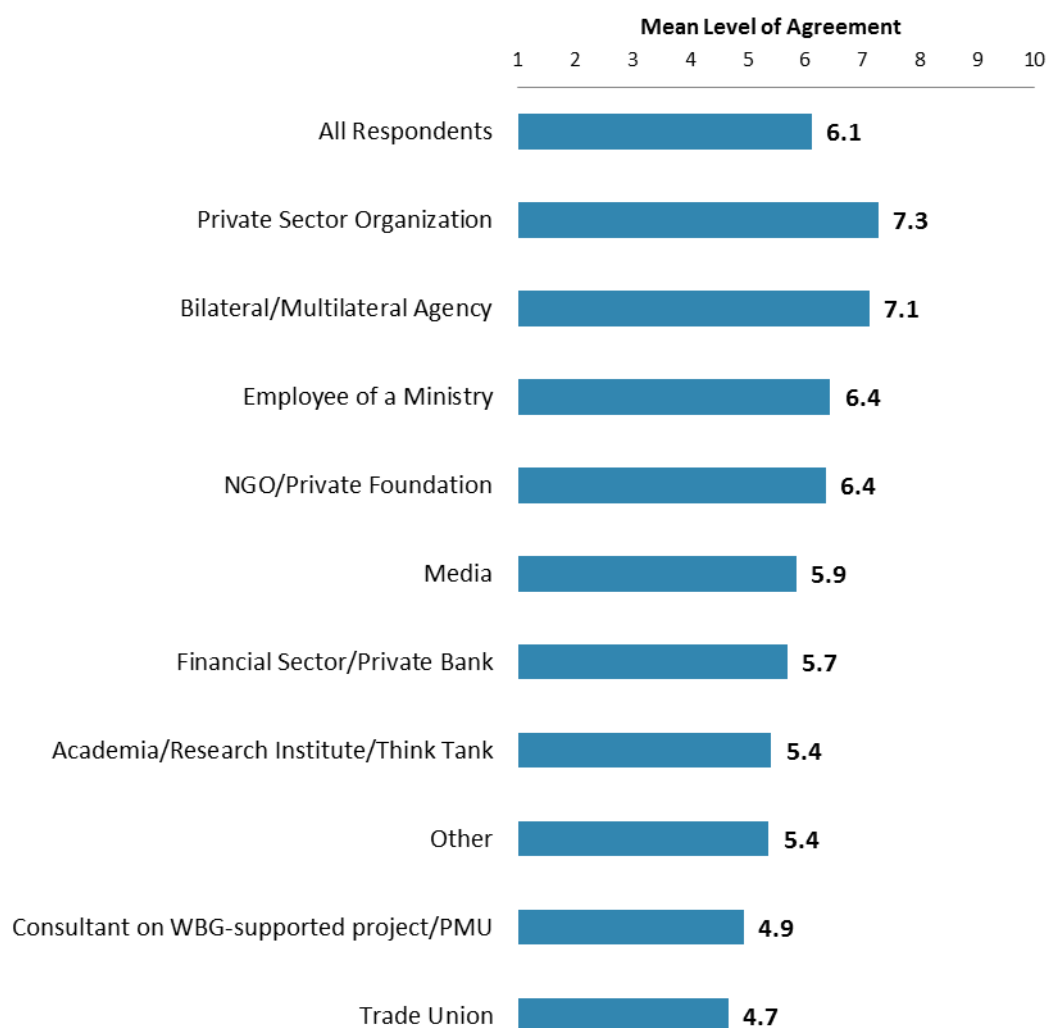


“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Turkey? (Choose no more than TWO)”  
(Respondents chose from a list. Responses combined.)

## VIII. World Bank Group Knowledge and Instruments (continued)

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

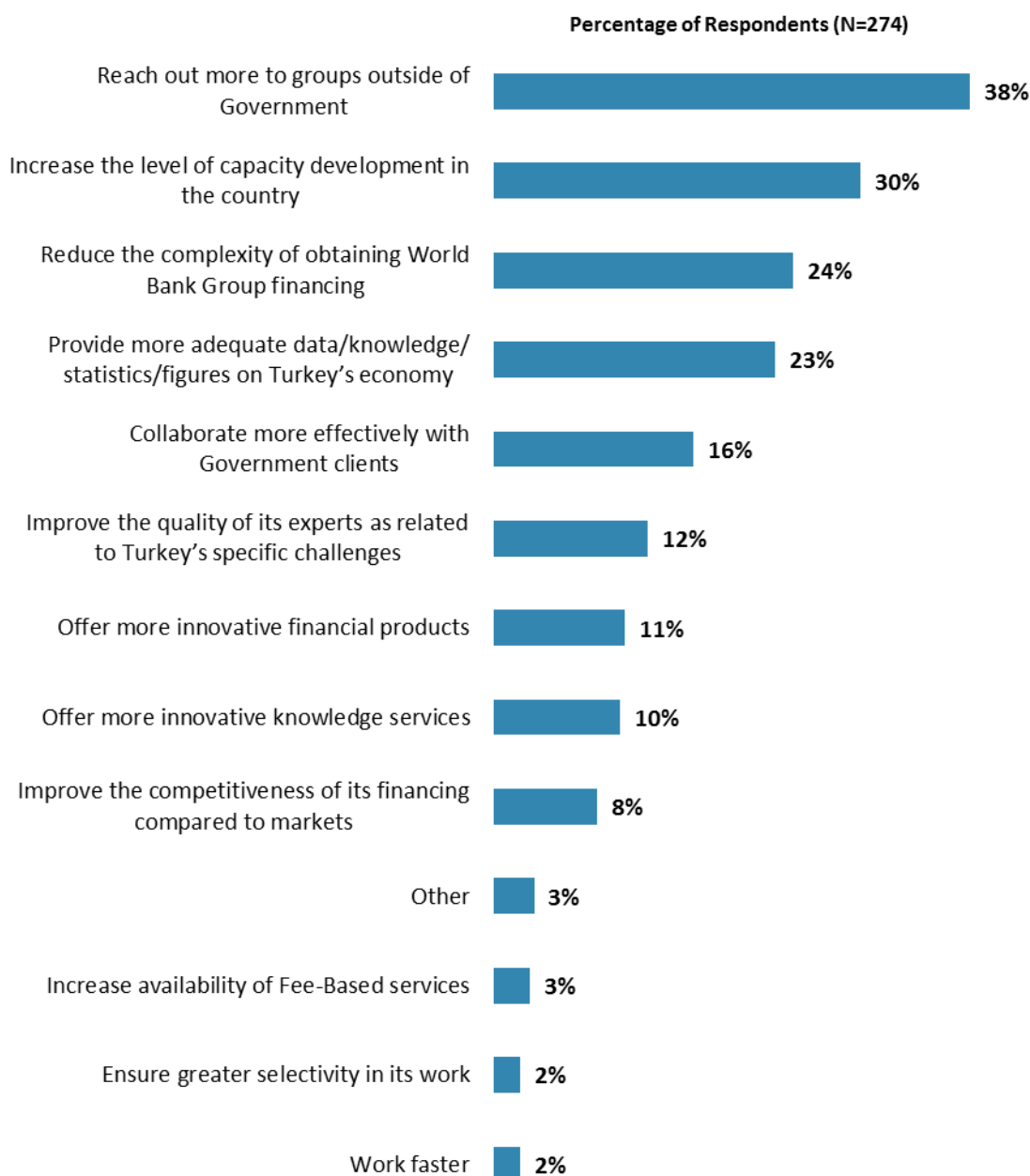
- Respondents from private sector organizations and bilateral/multilateral agencies had the highest levels of agreement that the World Bank Group's financial instruments meet the needs of Turkey whereas consultants on WBG-supported projects/PMUs and respondents from trade unions had significantly lower levels of agreement.
- Respondents across all geographic locations, as well as those who collaborate with the WBG and those who do not, had statistically similar levels of agreement that the World Bank Group's financial instruments meet the needs of Turkey.



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

## IX. The Future Role of the World Bank Group in Turkey

### Making the World Bank Group of Greater Value



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

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

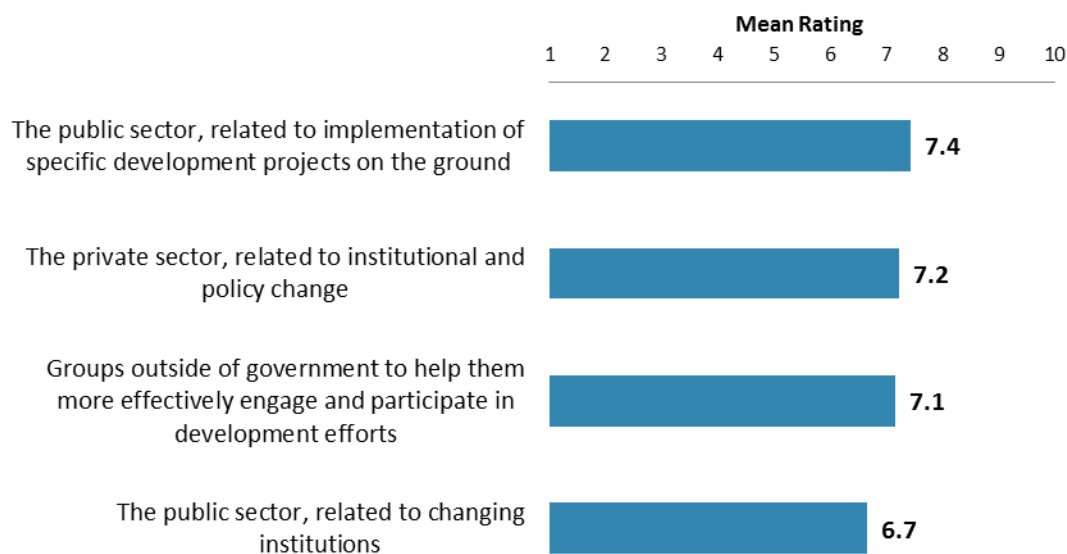
### Making the World Bank Group of Greater Value (continued)

- There were some interesting stakeholder group differences in what they indicated the WBG should do to make itself of greater value in Turkey.
  - Consultants on WBG-supported projects/PMUs were significantly more likely to indicate that the WBG should improve the competitiveness of its financing compared to markets and improve the quality of its experts as related to Turkey's specific challenges compared to respondents from other stakeholder groups.
  - Respondents from bilateral/multilateral agencies and NGOs/private foundations were significantly more likely to indicate that the WBG should reach out more to groups outside of Government compared to respondents from other stakeholder groups.
  - Respondents from private sector organizations were significantly more likely to indicate that the WBG should increase the level of capacity development in Turkey compared to respondents from other stakeholder groups.
  - Respondents from private sector organizations, the financial sector/private banks, and trade unions were significantly more likely to indicate that the WBG should reduce the complexity of obtaining WBG financing compared to respondents from other stakeholder groups.
  - Respondents from the financial sector/private banks and trade unions were significantly more likely to indicate that the WBG should offer more innovative financial products compared to respondents from other stakeholder groups.
  - Respondents from academia and other organizations were significantly more likely to indicate that the WBG should provide more adequate data/knowledge/statistics/figures on Turkey's economy compared to respondents from other stakeholder groups.
- Respondents who collaborate with the WBG were significantly more likely to indicate that the WBG should improve the competitiveness of its financing compared to markets, improve the quality of its experts as related to Turkey's specific challenges, and reduce the complexity of obtaining WBG financing whereas respondents who do not collaborate with the WBG were significantly more likely to indicate that the WBG should provide more adequate data/knowledge/statistics/figures on Turkey's economy and offer more innovative knowledge services

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

### Capacity Building

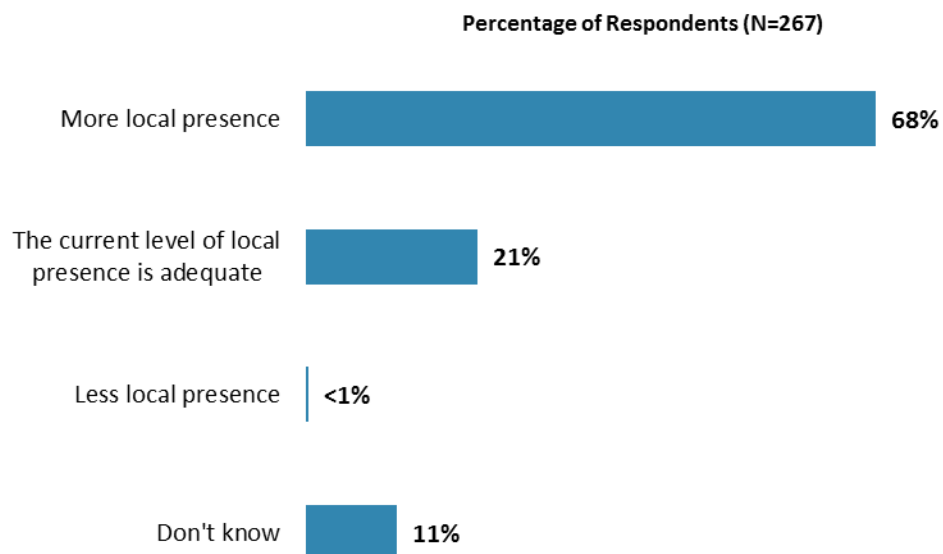
- Consultants on WBG-supported projects/PMUs gave the highest ratings for the extent to which Turkey would benefit from WBG capacity building support to groups outside of government whereas respondents from other organizations gave significantly lower ratings.
- Respondents from academia gave the highest ratings for the extent to which Turkey would benefit from WBG capacity building support to the public sector, related to implementation of specific development projects, whereas respondents from private sector organizations gave significantly lower ratings.
- Respondents from academia and private sector organizations gave the highest ratings for the extent to which Turkey would benefit from WBG capacity building support to the public sector, related to changing institutions, whereas employees of ministries gave significantly lower ratings.
- Respondents from academia gave the highest ratings for the extent to which Turkey would benefit from WBG capacity building support to the private sector whereas consultants on WBG-supported projects/PMUs gave significantly lower ratings.



"The World Bank Group can provide capacity building support in a number of ways in Turkey. To what degree would Turkey benefit, if capacity building were to support?"  
 (1-"To no degree at all", 10-"To a very significant degree")

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

### Local Presence in Turkey



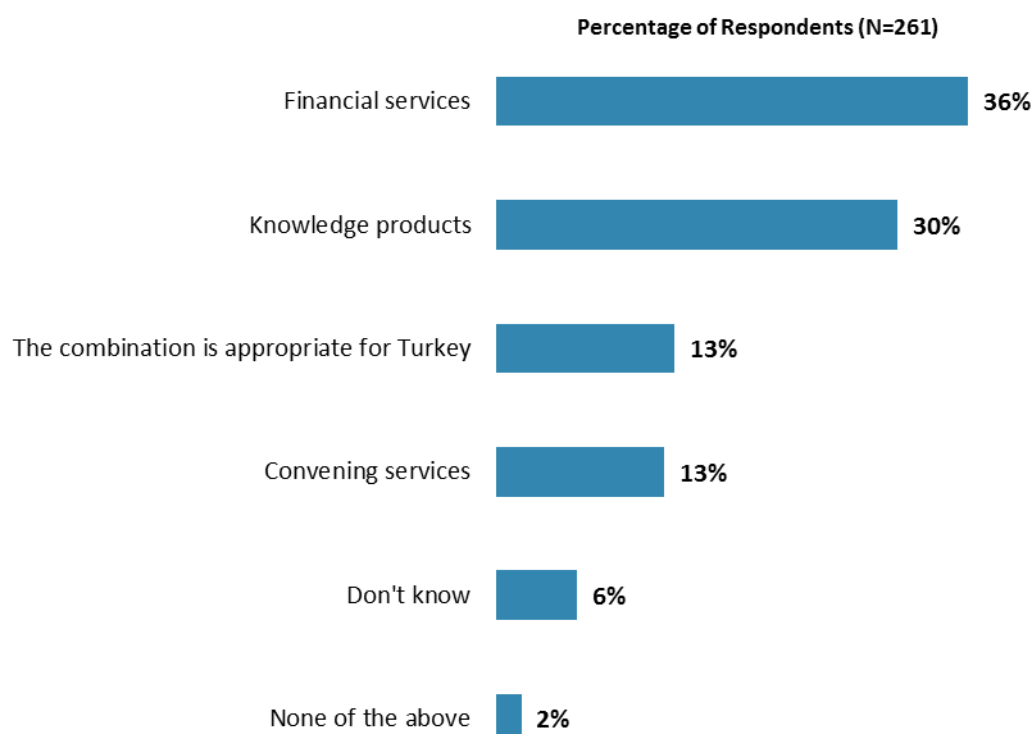
"To be a more effective development partner in Turkey, do you believe that the World Bank Group should have...?" (Respondents chose from a list.)



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

### Focusing Services

- Respondents from the financial sector/private banks and the media were significantly more likely to indicate that the WBG should offer more financial services in Turkey compared to respondents from other stakeholder groups.
- Respondents from academia were significantly more likely to indicate that the WBG should offer more knowledge products compared to respondents from other stakeholder groups.
- Consultants on WBG-supported projects/PMUs and respondents from private sector organizations were significantly more likely to indicate that the combination of services is appropriate compared to respondents from other stakeholder groups.

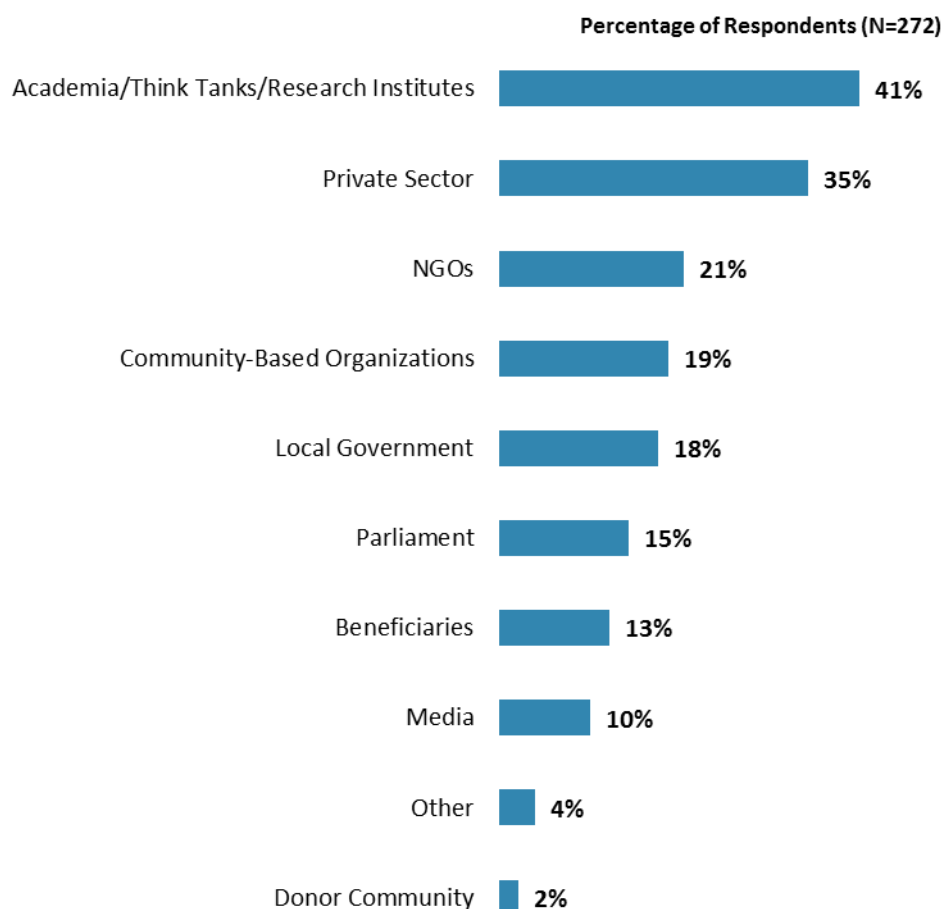


“When considering the combination of services that the World Bank Group offers in Turkey, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Turkey? (Select only ONE response)”  
(Respondents chose from a list.)

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

### Collaborating with Stakeholders in Turkey

- Consultants on WBG-supported projects/PMUs indicated that the WBG should collaborate more with local government and CBOs. Respondents from private sector organizations and academia indicated that the WBG should collaborate more with academia. Respondents from the media indicated that the WBG should collaborate more with the media. Respondents from NGOs/private foundations indicated that the WBG should collaborate more with NGOs. Respondents from the financial sector/private banks and the media indicate that the WBG should collaborate more with the private sector. Respondents from trade unions indicated that the WBG should collaborate more with the Parliament. Respondents from private sector organizations indicated that the WBG should collaborate more with beneficiaries.
- Respondents who collaborate with the WBG were significantly more likely to indicate that the WBG should collaborate more with the local government compared to respondents who do not collaborate with the WBG.

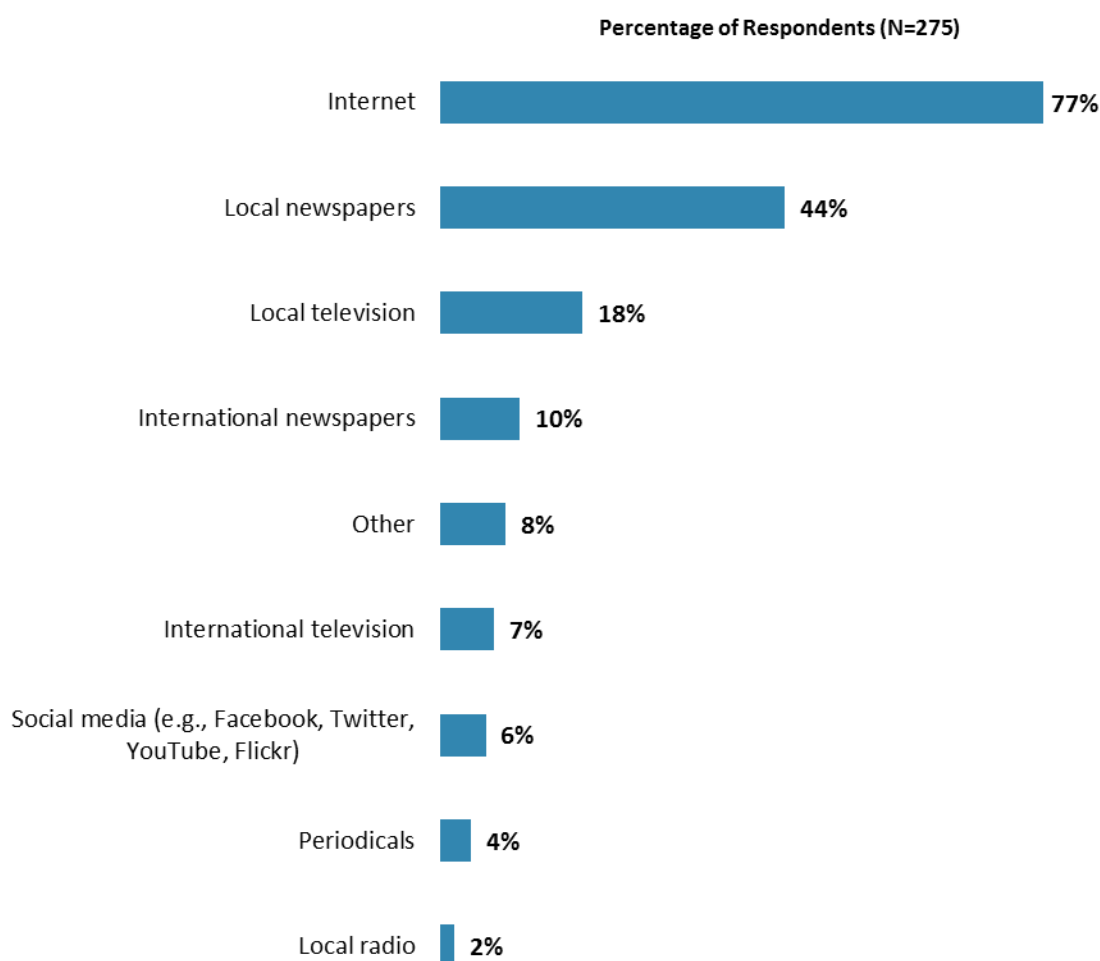


“In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there?” (Respondents chose from a list. Responses combined.)

## X. Communication and Openness

### Information Sources

- Although the majority of respondents from most stakeholder groups indicated that they utilized the Internet for their economic and social development information, consultants on WBG-supported projects/PMUs were more likely to utilize local newspapers and respondents from the media were more likely to utilize local newspapers and local television. In addition, respondents from private sector organizations, NGOs/private foundations, and the financial sector/private banks were significantly more likely to utilize local newspapers than respondents from other stakeholder groups.
- Respondents who collaborate with the WBG were significantly more likely to indicate that they utilized international newspapers for their economic and social development information compared to those who do not collaborate with the WBG, who were significantly more likely to utilize the Internet.



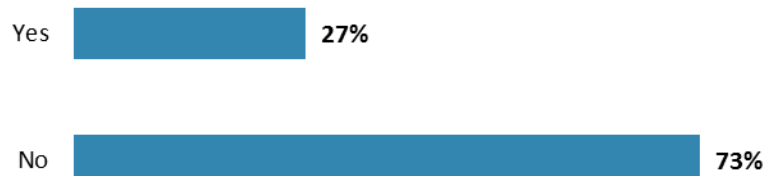
“How do you get most of your information about economic and social development issues in Turkey? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

## X. Communication and Openness (continued)

### Access to Information

- Respondents from bilateral/multilateral agencies, trade unions, and academia were significantly more likely to be aware of the WBG's access to information policy compared to respondents from other stakeholder groups.

Percentage of Respondents (N=270)



"Are you aware of the World Bank Group'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?"

- Respondents from bilateral/multilateral agencies, trade unions, and the media were significantly more likely to have requested information from the WBG in the past year compared to respondents from other stakeholder groups.
- Respondents who collaborate with the WBG were significantly more likely to have requested information compared to respondents who do not collaborate.

Percentage of Respondents (N=264)



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

Percentage of Respondents (N=32)



"Were you able to obtain this information?"

## X. Communication and Openness (continued)

### Access to Information (continued)

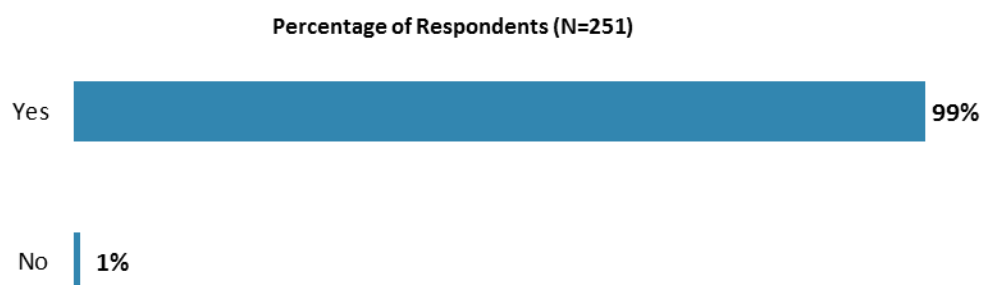
- Respondents from NGOs/private foundations had the highest levels of agreement that they utilize the WBG's data more often than they did a few years ago whereas respondents from private sector organizations and the financial sector/private banks had significantly lower levels of agreement.
- Respondents who collaborate with the WBG had significantly higher levels of agreement that they utilize the WBG's data more often than they did a few years ago compared to respondents who do not collaborate with the WBG.



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

### Internet Access

- Respondents in this year's country survey had statistically similar rates of Internet access as respondents from the FY '11 country survey (99%).
- Two respondents from the media indicated that they did not have access to the Internet, significantly less Internet access than any other stakeholder group.

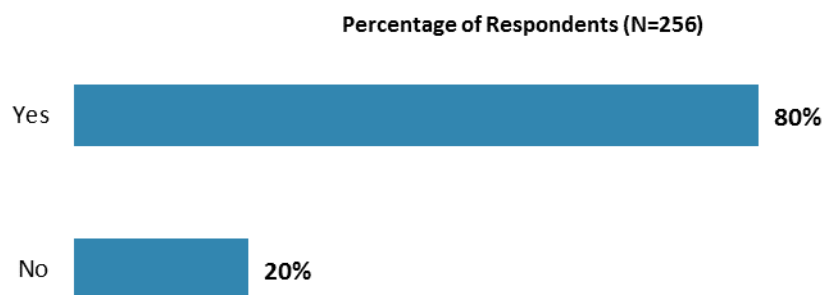


"Do you have access to the Internet:"

## X. Communication and Openness (continued)

### Website Usage

- Respondents in this year's country survey had statistically similar rates of usage for the WBG's website as respondents from the FY '11 country survey (83%).
- The majority of respondents across most stakeholder groups indicated that they had used the WBG's website, except for respondents from other organizations who indicated significantly lower rates of usage than respondents from other stakeholder groups.

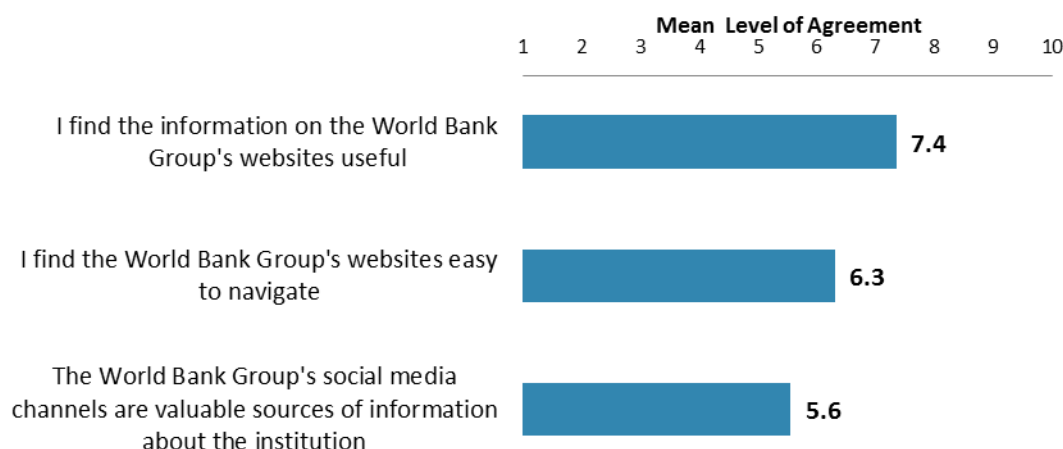


“Do you use/have you used the World Bank Group website?”

## X. Communication and Openness (continued)

### Website/Social Media Evaluation

- Respondents in this year's country survey had significantly lower levels of agreement that they find the WBG's website easy to navigate compared to respondents from the FY '11 country survey (6.9).
- Respondents from NGOs/private foundations had the highest levels of agreement that they find the WBG's website easy to navigate whereas respondents from the financial sector/private banks had significantly lower levels of agreement. Consultants on WBG-supported projects/PMUs had the highest levels of agreement that they find the information on the WBG's website useful whereas respondents from the financial sector/private banks, the media, trade unions, and other organizations had significantly lower levels of agreement. Respondents from NGOs/private foundations had the highest levels of agreement that the WBG's social media channels are valuable information sources whereas respondents from academia had significantly lower levels of agreement.
- Respondents who collaborate with the WBG had significantly higher levels of agreement that they find the information on the WBG's website useful and that the WBG's social media channels are valuable information sources compared to respondents who do not collaborate with the WBG.

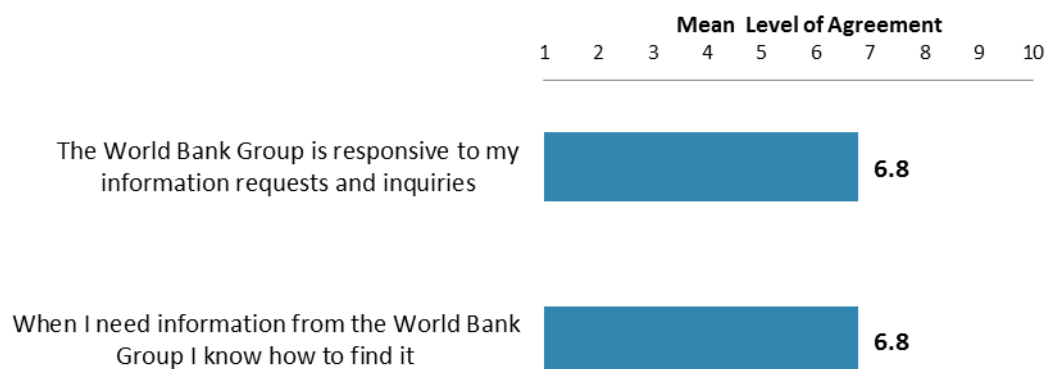


"Please rate how much you agree with the following statements."  
(1-"Strongly disagree", 10-"Strongly agree")

## X. Communication and Openness (continued)

### Information Sharing

- Respondents in this year's country survey had statistically similar levels of agreement that when they need information from the WBG they know how to find it and that the WBG is responsive to their information requests compared to respondents from the FY '11 country survey (6.6 and 7.1, respectively).
- Consultants on WBG-supported projects/PMUs and respondents from private sector organizations had the highest levels of agreement that when they need information from the WBG they know how to find it whereas respondents from bilateral/multilateral agencies, trade unions, and academia had significantly lower levels of agreement. Consultants on WBG-supported projects/PMUs and respondents from private sector organizations and NGOs/private foundations had the highest levels of agreement that the WBG is responsive to their information requests whereas respondents from bilateral/multilateral agencies and academia had significantly lower levels of agreement.
- Respondents who collaborate with the WBG had significantly higher levels of agreement that when they need information from the WBG they know how to find it and that the WBG is responsive to their information requests compared to respondents who do not collaborate with the WBG.



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



## XI. Appendices

A. Responses to All Questions across All Respondents .....	58
B. Responses to All Questions by Stakeholder Groups .....	73
C. Responses to All Questions across Geographic Locations.....	92
D. Responses to All Questions among WBG Collaborators and Non-Collaborators .....	106
E. Responses to Questions across Country Surveys .....	120
F. Responses to Key Questions by Respondents' Specializations/Sectors.....	123
G. Indicator Questions as a Function of Exposure to the WBG .....	137
H. Indicator Questions as a Function of Stakeholder Groups .....	138
I. World Bank Group Country Survey 2014 Turkey Questionnaire .....	139

**TURKEY**



## Appendix A: Responses to All Questions across All Respondents (N=278)

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 Turkey

1. In general would you say that Turkey is headed in...?	Percentage of Respondents (N=265)
The right direction	40.8%
The wrong direction	30.9%
Not sure	28.3%
2. Listed below are a number of development priorities in Turkey. Please identify which of the following you consider the most important development priorities in Turkey. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=275)
Education quality	55.3%
Law and justice	29.1%
Job creation/employment	26.5%
Anti-corruption	17.5%
Competitiveness	17.1%
Energy	16.7%
Public sector governance/reform	16.4%
Economic growth	16.4%
Income inequality	16.0%
Rural and regional development	15.6%
Environmental sustainability	7.6%
Urban development and planning	6.9%
Gender equity	6.2%
Financial markets and savings	5.5%
Poverty reduction	5.5%
Agricultural development	5.5%
Trade and exports	5.5%
Regulatory framework for private sector development	5.5%
Social protection	5.1%
Foreign direct investment	4.7%
Health	4.7%
Transport	2.2%
Climate change	1.5%
Disaster management	0.7%
Migration	0.7%
Water and sanitation	0.0%
Communicable/non-communicable diseases	0.0%

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

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Turkey? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=274)</b>
Job creation/employment	47.4%
Income inequality	44.9%
Economic growth	42.0%
Rural and regional development	38.0%
Education quality	35.4%
Social protection	13.9%
Agricultural development	12.0%
Anti-corruption	11.3%
Migration	6.6%
Competitiveness	5.1%
Gender equity	4.4%
Law and justice	4.4%
Energy	4.0%
Regulatory framework for private sector development	3.6%
Public sector governance/reform	3.3%
Trade and exports	2.6%
Urban development and planning	2.2%
Foreign direct investment	2.2%
Health	2.2%
Water and sanitation	0.7%
Financial markets and savings	0.7%
Environmental sustainability	0.4%
Disaster management	0.4%
Climate change	0.0%
Transport	0.0%
Communicable/non-communicable diseases	0.0%

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

<b>4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Turkey? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=275)</b>
Education quality	37.8%
Trade and exports	31.6%
Job creation/employment	28.7%
Energy	28.4%
Competitiveness	27.6%
Rural and regional development	25.5%
Financial markets and savings	22.5%
Regulatory framework for private sector development	14.5%
Foreign direct investment	10.9%
Agricultural development	10.2%
Public sector governance/reform	9.5%
Anti-corruption	8.7%
Law and justice	6.9%
Gender equity	5.5%
Income inequality	4.7%
Migration	3.3%
Environmental sustainability	2.9%
Urban development and planning	2.5%
Social protection	2.2%
Transport	1.8%
Disaster management	1.5%
Climate change	0.0%
Water and sanitation	0.0%
Communicable/non-communicable diseases	0.0%
Health	0.0%

**A. General Issues Facing Turkey (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 Turkey? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=266)
Education and training that better ensure job opportunity	42.5%
Consistent economic growth	34.2%
Better employment opportunities for young people	19.2%
A growing middle class	14.7%
More reliable social safety net	13.5%
Greater voice and participation for citizens to help ensure greater accountability	10.9%
Better entrepreneurial opportunities	10.9%
Greater equity of fiscal policy	10.9%
Better opportunity for the poor who live in rural areas	10.5%
Better employment opportunities for women	10.2%
Greater access to micro-finance for the poor	6.4%
Greater access to health and nutrition for citizens	5.3%
Other	2.3%
Better quality public services	1.9%
Better opportunity for the poor who live in urban areas	0.8%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Turkey? (1-Not familiar at all, 10-Extremely familiar)	275	0	6.67	2.50

<b>Overall Effectiveness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in Turkey.* (1-Not effective at all, 10-Very effective)	259	14	6.86	2.07

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Turkey solve its most complicated development challenges?*(1-To no degree at all, 10-To a very significant degree)	240	34	6.48	2.17

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

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Turkey, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Turkey? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=275)</b>
Education quality	45.5%
Job creation/employment	28.7%
Economic growth	28.0%
Rural and regional development	25.8%
Competitiveness	18.9%
Energy	16.7%
Poverty reduction	14.9%
Income inequality	14.2%
Agricultural development	13.1%
Transport	11.6%
Trade and exports	10.9%
Gender equity	8.0%
Law and justice	6.5%
Urban development and planning	6.2%
Public sector governance/reform	5.1%
Financial markets and savings	5.1%
Anti-corruption	5.1%
Environmental sustainability	4.7%
Regulatory framework for private sector development	4.7%
Social protection	4.0%
Foreign direct investment	3.3%
Health	3.3%
Disaster management	2.2%
Migration	1.5%
Climate change	1.1%
Water and sanitation	0.4%
Communicable/non-communicable diseases	0.0%

<b>5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Turkey?</b>	<b>Percentage of Respondents (N=245)</b>		
	<b>Greatest Value</b>	<b>2<sup>nd</sup> Greatest Value</b>	<b>Combined</b>
Capacity development	19.2%	28.5%	47.7%
Policy advice, studies, analyses	27.3%	15.7%	43.1%
Financial resources	27.8%	14.5%	42.2%
Technical assistance	14.7%	17.9%	32.6%
Mobilizing third party financial resources	1.2%	10.2%	11.4%
Convening/facilitating	5.3%	1.7%	7.0%
Donor coordination	0.4%	4.3%	4.7%
Data	2.0%	2.6%	4.6%
Linkage to non-Bank expertise	0.4%	3.8%	4.2%
Other	0.8%	0.4%	1.2%

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

How effectively to the World Bank Groups' activities below support Turkey's efforts to achieve development results? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Convening/Facilitating	161	98	5.70	2.11
7. Data	203	56	6.93	1.72
8. Policy advice, studies, analyses	221	39	7.27	1.71
9. Financial resources	239	27	7.12	1.82
10. Technical assistance	222	39	7.13	1.81
11. Mobilizing third party financial resources	193	63	6.51	2.16
12. Donor coordination	159	94	6.12	2.40
13. Linkage to non-Bank expertise	144	111	6.04	2.72

The World Bank Group can provide capacity building support in a number of ways in Turkey. To what degree would Turkey benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
14. <b>Groups outside of government</b> (e.g., civil society, media) to help them more effectively engage and participate in development efforts	247	22	7.15	2.13
15. <b>The public sector</b> , related to implementation of specific development projects on the ground	253	11	7.43	1.83
16. <b>The public sector</b> , related to changing institutions (organizations or sociopolitical conditions)	243	22	6.65	2.40
17. <b>The private sector</b> , related to institutional and policy change	245	19	7.22	1.97

18. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Turkey? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=274)
Too slow and bureaucratic in its operational policies and procedures	27.0%
Not enough public disclosure of its work	23.4%
Too influenced by developed countries	16.8%
Not adequately sensitive to political/social realities in Turkey	15.0%
Not collaborating enough with non-state actors	12.8%
Not exploring alternative policy options	11.7%
Imposing technocratic solutions without regard to political realities	11.7%
Not client focused	10.9%
Not willing to honestly criticize policies and reform efforts in the country	10.2%
Staff too inaccessible	9.5%
Not aligned with country priorities	7.7%
Don't know	7.7%
Other	5.5%
Arrogant in its approach	3.3%
The credibility of its knowledge/data	1.8%
Not aligned with other donors' work	1.1%

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

<b>19. Which of the World Bank Group's instruments do you believe are the MOST effective in promoting economic development in Turkey? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=270)</b>
Investment lending	38.1%
Technical assistance	33.0%
Capacity development	29.6%
Policy based lending/budget support to the Government	26.3%
Knowledge products/services	18.9%
Trust Fund management	10.7%
Other	5.9%
Don't know	4.8%
South-South knowledge exchange	1.5%

<b>20. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=272)</b>
Academia/Think Tanks/Research Institutes	40.8%
Private Sector	34.9%
NGOs	21.0%
Community-Based Organizations	19.1%
Local Government	18.0%
Parliament	14.7%
Beneficiaries	12.5%
Media	10.3%
Other	4.0%
Donor Community	2.2%
Foundations	0.4%
Don't know	0.4%
Faith-Based Organizations	0.0%

<b>To what extent do you agree with the following statements about the World Bank Group's work in Turkey?</b> (1-Strongly disagree, 10-Strongly agree)	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
21. Overall the World Bank Group currently plays a relevant role in development in Turkey*	252	21	5.90	2.26
22. The World Bank Group's work is aligned with what I consider the development priorities for Turkey*	250	18	6.56	2.22
23. The World Bank Group supports programs and strategies that are realistic for Turkey	234	35	6.47	2.24
24. The World Bank Group treats clients and stakeholders in Turkey with respect	228	40	7.36	2.22



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

To what extent is the World Bank Group an effective development partner in Turkey, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
25. Responsiveness*	233	32	6.49	1.95
26. Flexibility (in terms of the World Bank Group's products and services)*	218	46	6.10	1.95
27. Flexibility (in terms of changing country circumstances)*	226	39	5.98	2.08
28. Being inclusive*	223	38	6.60	1.99
29. Openness (sharing data and other information)*	232	29	7.33	1.89
30. Staff accessibility*	227	38	7.00	2.30
31. Straightforwardness and honesty*	222	40	7.72	2.00
32. Ease of access to the people at the World Bank Group who are making decisions important to my work	207	55	6.74	2.46
33. Collaboration with groups outside of the Government*	194	68	6.46	1.86
34. Collaboration with the Government*	203	60	7.58	1.74
35. Collaboration with other donors*	158	104	6.89	2.01
36. The speed in which it gets things accomplished on the ground*	201	59	6.32	1.93
37. Being a long-term partner	203	62	7.89	2.00

38. To be a more effective development partner in Turkey, do you believe that the World Bank Group should have...?	Percentage of Respondents (N=267)
More local presence	68.2%
The current level of local presence is adequate	20.6%
Less local presence	.4%
Don't know	10.9%

**C. World Bank Group Effectiveness and Results**

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Turkey? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti-corruption	223	43	7.41	2.33
2. Migration	222	41	7.17	2.24
3. Transport	236	27	6.69	2.23
4. Competitiveness	217	45	7.89	2.01
5. Law and justice	205	61	7.59	2.33
6. Urban development and planning	219	46	8.11	1.78
7. Environmental sustainability	245	21	8.24	1.67
8. Regulatory framework for private sector development	221	43	7.66	1.87
9. Communicable/non-communicable diseases	192	70	6.02	2.11
10. Poverty reduction	236	25	7.99	1.70
11. Gender equity	217	45	7.42	2.45
12. Foreign direct investment	197	57	7.27	2.34
13. Water and sanitation	210	52	6.69	2.02
14. Trade and exports	228	33	7.67	2.12
15. Economic growth	236	28	8.14	1.82
16. Energy	245	20	7.90	1.88
17. Disaster management	229	30	7.42	1.68
18. Public sector governance/reform	227	36	7.87	2.05
19. Job creation/employment	237	29	8.30	1.64
20. Financial markets and savings	238	24	7.49	2.11
21. Income inequality	215	50	7.82	1.94
22. Health	204	58	7.28	2.03
23. Rural and regional development	229	23	7.71	1.90
24. Education quality	231	33	8.02	2.02
25. Social protection	204	58	7.00	2.30
26. Climate change	229	32	7.07	2.44
27. Agricultural development	241	21	7.67	1.88

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Turkey? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Migration	98	167	4.68	2.07
2. Transport	120	138	5.50	2.67
3. Competitiveness	133	127	6.94	1.92
4. Urban development and planning	116	142	6.32	1.97
5. Environmental sustainability	153	107	6.92	1.99
6. Regulatory framework for private sector development	145	114	6.29	2.19
7. Poverty reduction	153	107	5.65	2.12
8. Gender equity	135	125	5.31	2.79
9. Foreign direct investment	136	123	6.48	2.11
10. Water and sanitation	128	131	5.63	2.46
11. Trade and exports	143	116	6.71	1.84
12. Economic growth	184	78	6.93	2.02
13. Energy	181	79	6.72	2.29
14. Disaster management	129	132	6.94	2.28
15. Public sector governance/reform	154	106	6.45	1.79
16. Job creation/employment	171	90	6.27	2.19
17. Financial markets and savings	148	105	6.80	1.99
18. Income inequality	151	111	5.46	2.60
19. Health	136	122	5.68	2.43
20. Rural and regional development	164	95	6.12	2.21
21. Education quality	150	112	5.44	2.46
22. Social protection	113	146	4.95	2.34
23. Climate change	148	113	5.72	2.50

Achieving Development Results	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Turkey?*( (1-To no degree at all, 10-To a very significant degree)	245	29	6.10	1.86

To what extent do you agree with the following statements about the World Bank Group in Turkey? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Turkey*	239	34	6.13	2.17
5. The World Bank Group meets Turkey's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	250	20	6.32	2.03

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=274)
Weekly	8.0%
Monthly	28.1%
A few times a year	39.8%
Rarely	20.4%
Never	3.6%

In Turkey, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	214	50	7.04	1.55
3. Include appropriate level of stakeholder involvement during preparation	222	42	6.70	2.05
4. Are relevant to Turkey's development priorities	230	29	6.75	1.99
5. Lead to practical solutions	222	36	5.87	1.91
6. Are accessible (well written and easy to understand)	238	26	7.24	1.98
7. Are source of relevant information on global good practices	239	29	7.44	2.03
8. Enhance your knowledge and/or skills	234	28	7.28	1.99
9. Are adequately disseminated	195	61	5.90	2.19
10. Are translated enough into local language	204	58	6.19	2.53
11. Are adaptable to Turkey's specific development challenges and country circumstances*	224	42	6.24	2.25

Overall Evaluations	N	DK	Mean	SD
12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	256	17	6.25	1.79
13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	252	22	7.44	1.66

**E. Working with the World Bank Group**

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 Group disburses funds promptly	198	70	6.37	1.96
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	222	46	7.63	1.51
3. The World Bank Group's approvals and reviews are done in a timely fashion	205	65	6.58	2.13
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	153	113	6.43	2.08
5. The World Bank Group's conditions on its lending are reasonable	186	81	6.45	2.06
6. The World Bank Group takes decisions quickly in Turkey	191	77	6.72	2.01
7. Working with the World Bank Group increases Turkey's institutional capacity	226	44	7.25	1.84
8. The World Bank Group ensures consistency and continuity through staff changes	130	137	6.78	1.83
9. Where country systems are adequate, the World Bank Group makes appropriate use of them*	156	112	6.51	2.11
10. The World Bank Group provides effective implementation support	199	68	7.39	1.73

**F. The Future Role of the World Bank Group in Turkey**

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Turkey? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=274)
Reach out more to groups outside of Government	38.3%
Increase the level of capacity development in the country	29.6%
Reduce the complexity of obtaining World Bank Group financing	24.1%
Provide more adequate data/knowledge/statistics/figures on Turkey's economy	22.6%
Collaborate more effectively with Government clients (e.g., national, state, local)	16.1%
Improve the quality of its experts as related to Turkey's specific challenges	12.4%
Offer more innovative financial products	10.6%
Offer more innovative knowledge services	10.2%
Improve the competitiveness of its financing compared to markets	8.4%
Other	3.3%
Increase availability of Fee-Based services	2.9%
Ensure greater selectivity in its work	2.2%
Work faster	2.2%

2. When considering the combination of services that the World Bank Group offers in Turkey, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Turkey? (Select only ONE response)	Percentage of Respondents (N=261)
Financial services	35.6%
Knowledge products	30.3%
The combination is appropriate for Turkey	13.4%
Convening services	12.6%
Don't know	6.1%
None of the above	1.9%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Turkey? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=275)</b>
Internet	77.1%
Local newspapers	44.0%
Local television	18.2%
International newspapers	10.2%
Other	8.4%
International television	6.9%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	5.8%
Periodicals	4.0%
Local radio	1.8%
Blogs	0.4%
Mobile phones	0.4%
Instant messaging	0.4%
International radio	0.0%

<b>2. Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?</b>	<b>Percentage of Respondents (N=270)</b>
Yes	27.0%
No	73.0%

<b>3. Have you requested information from the World Bank Group on its activities in the past year?</b>	<b>Percentage of Respondents (N=264)</b>
Yes	16.7%
No	83.3%

<b>4. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=32)</b>
Yes	96.9%
No	3.1%

<b>5. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=251)</b>
Yes	99.2%
No	.8%

<b>6. Do you use/have used the World Bank Group website?</b>	<b>Percentage of Respondents (N=256)</b>
Yes	79.7%
No	20.3%

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

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
7. I use/consult World Bank Group's data more often than I did a few years ago	243	17	5.27	2.78
8. I find the World Bank Group's websites easy to navigate.	207	25	6.31	2.05
9. I find the information on the World Bank Group's websites useful.	211	23	7.36	1.71
10. The World Bank Group's social media channels are valuable sources of information about the institution.	124	133	5.56	2.75
11. When I need information from the World Bank Group I know how to find it.	241	19	6.78	2.68
12. The World Bank Group is responsive to my information requests and inquiries.	186	69	6.78	2.82

**H. Background Information**

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=268)
Employee of a Ministry, Ministerial Department, Implementation Agency	32.1%
Academia/Research Institute/Think Tank	17.9%
Financial Sector/Private Bank	7.5%
Other	6.7%
NGO	6.0%
PMU	5.6%
Multilateral Agency	5.6%
Private Sector Organization	5.2%
Bilateral Agency	3.7%
Media	3.7%
Trade Union	3.4%
Independent Government Institution	1.1%
Local Government Office or Staff	.7%
Consultant/Contractor working on World Bank Group supported project/program	.4%
Private Foundation	.4%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=258)</b>
Other	20.5%
Financial markets/banking	15.1%
Education	14.7%
Private sector development/foreign direct investment	7.8%
Public sector governance/public financial management/anti-corruption	7.0%
Energy	5.4%
Job creation/employment	5.0%
Generalist	5.0%
Natural resource management/environmental sustainability	4.7%
Social protection	2.7%
Water and sanitation	2.7%
Agriculture/rural development/food security	2.3%
Gender equity/equality of opportunity	2.3%
Information and communications technology	1.9%
Law and justice/regulatory framework	1.2%
Transport	.8%
Urban development	.8%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group in your country?</b>	<b>Percentage of Respondents (N=275)</b>
Yes	43.3%
No	56.7%

<b>4. Which of the following agencies of the World Bank Group do you work with in Turkey? (Select all that apply)</b>	<b>Percentage of Respondents (N=256)</b>
The World Bank (IBRD)	57.4%
None	37.9%
The International Finance Corporation (IFC)	16.0%
The Multilateral Investment Guarantee Agency (MIGA)	3.1%

<b>5. Which of the following describes most of your exposure to the World Bank Group in Turkey? (Choose no more than TWO)</b>	<b>Percentage of Respondents (N=269)</b>
Collaborate as part of my professional duties	51.7%
Use World Bank Group reports/data	42.4%
Engage in World Bank Group related/sponsored events/activities	21.2%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	19.7%
Use World Bank Group website for information, data, research, etc.	16.0%

<b>6. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=276)</b>
Ankara	73.6%
Outside Ankara	26.4%



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

Employee of a Ministry N=86 ● Consultant on WBG project/PMU N=16 ● Bilateral/Multilateral Agency N=25 ● Private Sector N=14  
Financial Sector/Private Bank N=20 ● NGO/Private Foundation N=17 ● Media N=10 ● Trade Union N=9 ● Academia N=48 ● Other N=23

### A. General Issues Facing Turkey

In general, how would you say that Turkey is headed in...?\*

Percentage of Respondents	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	NGO/Private Foundation	Media	Trade Union	Academia	Other
The right direction	59.3%	25.0%	40.0%	21.4%	35.0%	47.1%	10.0%	50.0%	17.8%	47.6%
The wrong direction	16.0%	37.5%	16.0%	21.4%	30.0%	47.1%	70.0%	37.5%	51.1%	28.6%
Not sure	24.7%	37.5%	44.0%	57.1%	35.0%	5.9%	20.0%	12.5%	31.1%	23.8%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Trade Union	Academia	Other
Social protection	1.2%	6.3%	16.0%	0.0%	0.0%	5.9%	20.0%	0.0%	6.3%	8.7%
Transport	3.5%	0.0%	12.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance/reform	14.1%	25.0%	24.0%	14.3%	10.0%	11.8%	0.0%	0.0%	16.7%	21.7%
Gender equity	5.9%	0.0%	8.0%	7.1%	5.0%	23.5%	10.0%	0.0%	2.1%	8.7%
Foreign direct investment*	2.4%	6.3%	8.0%	0.0%	0.0%	5.9%	0.0%	44.4%	0.0%	8.7%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption*	12.9%	12.5%	8.0%	57.1%	0.0%	23.5%	50.0%	11.1%	22.9%	4.3%
Job creation/employment	28.2%	18.8%	24.0%	14.3%	30.0%	23.5%	10.0%	33.3%	35.4%	26.1%
Rural and regional development*	17.6%	37.5%	24.0%	0.0%	45.0%	29.4%	10.0%	11.1%	0.0%	0.0%
Financial markets and savings	10.6%	0.0%	0.0%	21.4%	5.0%	0.0%	0.0%	0.0%	4.2%	0.0%
Urban development and planning	9.4%	0.0%	12.0%	14.3%	5.0%	5.9%	20.0%	0.0%	0.0%	0.0%
Environmental sustainability*	7.1%	0.0%	24.0%	0.0%	0.0%	11.8%	0.0%	11.1%	4.2%	4.3%
Income inequality*	16.5%	6.3%	4.0%	0.0%	0.0%	11.8%	20.0%	77.8%	16.7%	34.8%
Health*	0.0%	0.0%	0.0%	14.3%	25.0%	0.0%	0.0%	0.0%	12.5%	0.0%
Education quality*	58.8%	43.8%	36.0%	50.0%	75.0%	29.4%	30.0%	0.0%	70.8%	65.2%
Poverty reduction*	4.7%	0.0%	0.0%	0.0%	0.0%	11.8%	0.0%	0.0%	8.3%	21.7%
Energy*	30.6%	18.8%	24.0%	14.3%	5.0%	0.0%	30.0%	11.1%	4.2%	4.3%
Climate change	1.2%	0.0%	8.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%
Agricultural development*	5.9%	12.5%	0.0%	0.0%	0.0%	23.5%	0.0%	0.0%	4.2%	8.7%
Trade and exports	4.7%	18.8%	0.0%	7.1%	5.0%	0.0%	0.0%	11.1%	6.3%	8.7%
Competitiveness*	16.5%	18.8%	24.0%	7.1%	60.0%	11.8%	20.0%	0.0%	6.3%	13.0%
Economic growth*	14.1%	12.5%	24.0%	0.0%	10.0%	29.4%	20.0%	55.6%	18.8%	8.7%
Law and justice	28.2%	56.3%	20.0%	14.3%	15.0%	35.3%	50.0%	33.3%	37.5%	21.7%
Regulatory framework for private sector dev.*	5.9%	0.0%	0.0%	42.9%	5.0%	5.9%	0.0%	0.0%	0.0%	8.7%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management*	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Migration*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.7%

\*Significantly different between stakeholder groups

**A. General Issues Facing Turkey (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 Turkey? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Trade Union	Academia	Other
Water and sanitation	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%
Income inequality*	29.4%	62.5%	56.0%	71.4%	55.0%	29.4%	40.0%	87.5%	43.8%	69.6%
Economic growth*	58.8%	25.0%	44.0%	28.6%	60.0%	41.2%	40.0%	62.5%	22.9%	26.1%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity	1.2%	6.3%	0.0%	7.1%	0.0%	5.9%	0.0%	0.0%	10.4%	13.0%
Rural and regional development	44.7%	31.3%	28.0%	7.1%	50.0%	58.8%	40.0%	37.5%	31.3%	21.7%
Urban development and planning	0.0%	6.3%	0.0%	0.0%	0.0%	5.9%	10.0%	0.0%	0.0%	4.3%
Regulatory framework for private sector development	5.9%	0.0%	0.0%	0.0%	10.0%	11.8%	0.0%	0.0%	0.0%	4.3%
Social protection	9.4%	18.8%	32.0%	21.4%	5.0%	5.9%	10.0%	25.0%	14.6%	13.0%
Law and justice	7.1%	6.3%	0.0%	7.1%	5.0%	0.0%	0.0%	0.0%	4.2%	4.3%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Competitiveness*	4.7%	0.0%	20.0%	0.0%	5.0%	0.0%	10.0%	12.5%	0.0%	4.3%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Migration	8.2%	0.0%	16.0%	0.0%	0.0%	0.0%	10.0%	0.0%	12.5%	0.0%
Anti-corruption	12.9%	12.5%	24.0%	0.0%	0.0%	0.0%	20.0%	0.0%	12.5%	17.4%
Foreign direct investment*	1.2%	25.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education quality*	47.1%	6.3%	28.0%	14.3%	35.0%	17.6%	0.0%	0.0%	62.5%	30.4%
Energy	3.5%	0.0%	0.0%	0.0%	0.0%	11.8%	10.0%	0.0%	2.1%	0.0%
Public sector governance/reform	4.7%	0.0%	0.0%	0.0%	0.0%	17.6%	0.0%	0.0%	2.1%	4.3%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%
Disaster management	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	1.2%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	6.3%	4.3%
Agricultural development*	8.2%	6.3%	16.0%	50.0%	10.0%	23.5%	0.0%	0.0%	4.2%	17.4%
Job creation/employment*	38.8%	87.5%	28.0%	85.7%	60.0%	52.9%	80.0%	62.5%	31.3%	47.8%
Financial markets and savings	1.2%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%
Trade and exports	4.7%	0.0%	0.0%	7.1%	5.0%	0.0%	0.0%	0.0%	2.1%	0.0%

\*Significantly different between stakeholder groups

**A. General Issues Facing Turkey (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 Turkey? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Trade Union	Academia	Other
Energy*	33.3%	31.3%	8.0%	57.1%	20.0%	17.6%	60.0%	12.5%	18.8%	34.8%
Gender equity	3.6%	0.0%	16.0%	0.0%	0.0%	5.9%	20.0%	0.0%	10.4%	0.0%
Income inequality*	1.2%	6.3%	0.0%	0.0%	0.0%	5.9%	20.0%	0.0%	6.3%	21.7%
Social protection	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	4.8%	6.3%	24.0%	7.1%	0.0%	11.8%	20.0%	0.0%	12.5%	4.3%
Disaster management	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural and regional development*	32.1%	50.0%	4.0%	7.1%	45.0%	23.5%	30.0%	62.5%	0.0%	21.7%
Foreign direct investment*	6.0%	6.3%	24.0%	21.4%	5.0%	47.1%	10.0%	12.5%	6.3%	4.3%
Urban development and planning	3.6%	6.3%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	4.2%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education quality*	42.9%	6.3%	24.0%	57.1%	20.0%	35.3%	20.0%	25.0%	62.5%	30.4%
Migration*	2.4%	0.0%	20.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%
Regulatory framework for private sector development	15.5%	18.8%	8.0%	7.1%	15.0%	35.3%	10.0%	0.0%	6.3%	30.4%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports*	33.3%	62.5%	44.0%	14.3%	60.0%	5.9%	10.0%	50.0%	16.7%	39.1%
Public sector governance/reform	13.1%	0.0%	4.0%	7.1%	5.0%	17.6%	10.0%	25.0%	8.3%	4.3%
Job creation/employment*	22.6%	50.0%	12.0%	50.0%	30.0%	17.6%	10.0%	12.5%	37.5%	26.1%
Agricultural development*	9.5%	37.5%	0.0%	7.1%	0.0%	11.8%	0.0%	0.0%	6.3%	26.1%
Transport	2.4%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	8.7%
Environmental sustainability	2.4%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	10.4%	0.0%
Health	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Law and justice*	2.4%	0.0%	20.0%	0.0%	0.0%	11.8%	0.0%	25.0%	16.7%	0.0%
Competitiveness*	38.1%	12.5%	48.0%	21.4%	40.0%	11.8%	30.0%	0.0%	12.5%	30.4%
Financial markets and savings*	20.2%	6.3%	40.0%	28.6%	60.0%	29.4%	0.0%	50.0%	10.4%	17.4%

\*Significantly different between stakeholder groups

### A. General Issues Facing Turkey (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 Turkey? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Trade Union	Academia	Other
Better employment opportunities for young people*	23.8%	0.0%	0.0%	7.1%	0.0%	20.0%	10.0%	12.5%	34.8%	18.2%
Better employment opportunities for women*	6.3%	0.0%	36.0%	0.0%	0.0%	13.3%	30.0%	0.0%	10.9%	13.6%
Greater access to micro-finance for the poor*	1.3%	18.8%	4.0%	0.0%	5.0%	26.7%	0.0%	0.0%	0.0%	22.7%
Greater voice and participation for citizens to help ensure greater accountability	10.0%	12.5%	8.0%	0.0%	0.0%	13.3%	30.0%	12.5%	19.6%	9.1%
Greater access to health and nutrition for citizens	6.3%	6.3%	4.0%	14.3%	0.0%	0.0%	0.0%	0.0%	8.7%	4.5%
Better entrepreneurial opportunities*	21.3%	0.0%	4.0%	0.0%	5.0%	20.0%	0.0%	0.0%	10.9%	9.1%
A growing middle class	21.3%	18.8%	4.0%	7.1%	10.0%	6.7%	30.0%	12.5%	8.7%	22.7%
Better opportunity for the poor who live in rural areas*	11.3%	0.0%	0.0%	50.0%	10.0%	13.3%	10.0%	0.0%	8.7%	13.6%
Better opportunity for the poor who live in urban areas	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%
Consistent economic growth*	37.5%	50.0%	60.0%	28.6%	45.0%	33.3%	40.0%	25.0%	17.4%	27.3%
More reliable social safety net*	12.5%	25.0%	8.0%	7.1%	30.0%	6.7%	0.0%	50.0%	13.0%	4.5%
Greater equity of fiscal policy	11.3%	25.0%	20.0%	0.0%	10.0%	6.7%	20.0%	0.0%	2.2%	22.7%
Education and training that better ensure job opportunity*	32.5%	37.5%	52.0%	85.7%	85.0%	26.7%	30.0%	50.0%	34.8%	31.8%
Better quality public services	2.5%	6.3%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Other*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	8.7%	0.0%

Significantly different between stakeholder groups

### B. Overall Attitudes toward the World Bank Group

	Employee of a Ministry			Consultant on WBG Project/PMU			Bilateral/ Multilateral Agency			Private Sector			Financial Sector/ Private Bank			NGO/Private Foundation			Media			Trade Union			Academia/ Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Turkey?*	86	7.52	1.96	16	7.50	2.50	25	6.80	2.78	14	7.36	2.24	20	6.70	1.17	17	6.06	2.90	10	4.50	2.12	9	6.56	1.24	47	5.36	2.87	23	6.35	2.93

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

	Employee of a Ministry			Consultant on WBG Project/PMU			Bilateral/ Multilateral Agency			Private Sector			Financial Sector/ Private Bank			NGO/Private Foundation			Media			Trade Union			Academia/ Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Turkey.*	84	7.24	1.79	14	6.14	2.03	25	7.76	2.07	14	7.57	2.38	20	7.00	1.12	14	5.93	2.67	8	5.50	2.20	9	6.67	1.41	44	6.34	1.77	20	6.65	2.64

(1-Not effective at all, 10-Very effective) \*Significantly different between stakeholder groups

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

	Employee of a Ministry			Consultant on WBG Project/PMU			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/Private Foundation			Media			Trade Union			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Turkey solve its most complicated development challenges?*	77	6.70	2.05	15	4.87	1.73	24	7.25	2.05	14	6.86	1.88	16	6.00	1.63	14	6.86	2.63	5	6.20	2.17	6	3.83	0.98	42	6.69	2.09	19	6.05	2.76

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

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	NGO/Private Foundation	Media	Trade Union	Academia	Other
Social protection	2.3%	6.3%	8.0%	0.0%	0.0%	0.0%	20.0%	11.1%	6.3%	0.0%
Public sector governance/reform	8.1%	0.0%	8.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	17.4%
Transport	10.5%	25.0%	4.0%	0.0%	5.0%	11.8%	20.0%	0.0%	20.8%	13.0%
Poverty reduction*	12.8%	6.3%	0.0%	7.1%	50.0%	11.8%	20.0%	44.4%	8.3%	26.1%
Gender equity	7.0%	6.3%	16.0%	7.1%	0.0%	5.9%	20.0%	0.0%	8.3%	13.0%
Competitiveness*	29.1%	0.0%	52.0%	14.3%	25.0%	11.8%	10.0%	0.0%	2.1%	8.7%
Rural and regional development*	22.1%	18.8%	20.0%	7.1%	65.0%	58.8%	30.0%	44.4%	8.3%	17.4%
Foreign direct investment	5.8%	0.0%	0.0%	0.0%	0.0%	5.9%	10.0%	0.0%	2.1%	4.3%
Water and sanitation	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy*	27.9%	31.3%	0.0%	50.0%	10.0%	17.6%	0.0%	0.0%	2.1%	13.0%
Job creation/employment*	15.1%	31.3%	32.0%	14.3%	10.0%	35.3%	50.0%	44.4%	47.9%	43.5%
Financial markets and savings*	2.3%	6.3%	20.0%	14.3%	15.0%	0.0%	0.0%	0.0%	0.0%	4.3%
Urban development and planning	7.0%	6.3%	12.0%	14.3%	5.0%	5.9%	10.0%	0.0%	2.1%	4.3%
Environmental sustainability	4.7%	6.3%	0.0%	7.1%	15.0%	5.9%	0.0%	0.0%	6.3%	0.0%
Income inequality*	5.8%	50.0%	0.0%	14.3%	5.0%	23.5%	10.0%	11.1%	16.7%	39.1%
Health	7.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%
Education quality	50.0%	43.8%	40.0%	64.3%	35.0%	29.4%	10.0%	44.4%	50.0%	43.5%
Climate change*	0.0%	0.0%	12.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development*	16.3%	6.3%	0.0%	50.0%	20.0%	17.6%	0.0%	0.0%	4.2%	4.3%
Trade and exports	8.1%	6.3%	24.0%	0.0%	5.0%	5.9%	10.0%	0.0%	18.8%	17.4%
Economic growth	26.7%	43.8%	8.0%	14.3%	30.0%	23.5%	40.0%	55.6%	37.5%	21.7%
Law and justice	7.0%	0.0%	0.0%	0.0%	0.0%	11.8%	10.0%	0.0%	16.7%	4.3%
Regulatory framework for private sector dev.	5.8%	0.0%	0.0%	0.0%	5.0%	11.8%	10.0%	0.0%	8.3%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption*	3.5%	0.0%	20.0%	0.0%	0.0%	5.9%	10.0%	22.2%	2.1%	4.3%
Migration	2.3%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%
Disaster management	7.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Trade Union	Academia	Other
Convening/facilitating*	2.4%	12.5%	0.0%	7.1%	0.0%	0.0%	0.0%	12.5%	6.9%	25.0%
Data	1.2%	0.0%	0.0%	0.0%	5.0%	7.1%	0.0%	0.0%	3.4%	5.0%
Policy advice, studies, analyses*	25.6%	12.5%	52.2%	14.3%	20.0%	42.9%	33.3%	25.0%	41.4%	10.0%
Financial resources*	30.5%	62.5%	0.0%	0.0%	30.0%	35.7%	33.3%	0.0%	24.1%	35.0%
Capacity development*	23.2%	0.0%	47.8%	7.1%	10.0%	7.1%	33.3%	12.5%	17.2%	15.0%
Technical assistance*	13.4%	12.5%	0.0%	64.3%	35.0%	7.1%	0.0%	50.0%	0.0%	10.0%
Mobilizing third party financial resources	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%
Donor coordination	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Trade Union	Academia	Other
Convening/facilitating	2.5%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	5.0%
Data	1.3%	0.0%	0.0%	7.7%	0.0%	7.1%	11.1%	0.0%	3.8%	5.0%
Policy advice, studies, analyses*	13.8%	18.8%	0.0%	7.7%	40.0%	14.3%	33.3%	80.0%	3.8%	10.0%
Financial resources*	15.0%	12.5%	43.5%	0.0%	15.0%	7.1%	22.2%	20.0%	3.8%	10.0%
Capacity development*	25.0%	31.3%	0.0%	61.5%	35.0%	42.9%	22.2%	0.0%	38.5%	20.0%
Technical assistance	23.8%	12.5%	21.7%	7.7%	5.0%	21.4%	11.1%	0.0%	19.2%	20.0%
Mobilizing third party financial resources	8.8%	0.0%	26.1%	15.4%	5.0%	0.0%	0.0%	0.0%	15.4%	20.0%
Donor coordination	7.5%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	7.7%	5.0%
Linkage to non-Bank expertise*	1.3%	25.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	5.0%
Other	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)****How effectively do the World Bank Groups' activities below support Turkey's efforts to achieve development results?**

	Employee of a Ministry			Consultant on WBG Project/PMU			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/Private Foundation			Media			Trade Union			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Convening/facilitating	54	5.81	1.87	11	5.18	2.09	15	5.33	1.50	8	6.88	1.73	10	6.00	2.16	7	5.00	1.63	3	4.67	2.08	5	6.20	3.27	29	6.00	2.04	13	4.23	3.19
Data	63	7.02	1.59	13	6.46	1.71	23	6.78	1.48	7	7.43	1.99	18	6.44	2.06	9	7.33	2.06	5	7.00	1.23	8	8.00	1.31	37	6.97	2.08	13	6.85	1.46
Policy advice, studies, analyses*	67	7.43	1.60	13	5.46	1.94	24	7.83	0.82	14	7.93	1.49	19	7.37	1.46	11	7.18	2.09	6	7.67	1.21	8	7.38	2.00	38	7.29	1.80	14	6.43	2.34
Financial resources*	79	7.19	1.65	16	6.56	2.13	23	6.52	1.53	14	7.43	1.28	20	7.95	1.23	12	7.25	1.91	7	6.86	1.57	8	5.88	2.10	35	7.80	2.01	18	6.39	2.45
Technical assistance	76	7.20	1.84	13	7.15	1.95	18	6.78	1.40	12	8.17	0.94	19	6.68	0.82	11	7.27	2.20	5	6.40	1.52	8	6.63	2.20	37	7.54	1.99	16	6.13	2.34
Mobilizing third party financial resources*	58	6.69	1.89	12	6.25	2.22	24	6.46	1.87	13	6.38	1.12	15	5.20	2.21	9	8.00	1.41	4	7.50	0.58	8	4.88	3.64	29	7.38	2.40	15	5.40	2.13
Donor coordination*	52	5.98	2.03	9	7.67	2.24	17	4.88	2.37	11	7.27	1.27	9	5.22	2.39	9	7.00	1.50	3	5.67	3.22	6	3.17	3.25	26	7.27	2.57	11	4.91	2.02
Linkage to non-Bank expertise*	44	6.11	2.47	11	6.36	2.29	15	4.93	2.46	7	5.57	2.94	9	3.78	2.82	7	8.57	0.98	2	5.50	2.12	6	3.17	3.25	29	7.31	2.38	8	5.13	3.56

(1-Not effective at all, 10-Very effective) \*Significantly different between stakeholder groups

**The World Bank Group can provide capacity building support in a number of ways in Turkey. To what degree would Turkey benefit, if capacity building were to support...?**

	Employee of a Ministry			Consultant on WBG Project/PMU			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/Private Foundation			Media			Trade Union			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
<b>Groups outside of government</b> (e.g., civil society, media) to help them more effectively engage and participate in development efforts*	76	6.67	1.87	15	8.27	1.91	19	7.26	2.16	12	6.67	1.37	20	6.80	2.40	15	7.80	2.43	9	6.89	1.62	9	7.00	2.18	46	8.04	2.37	19	6.32	2.14
<b>The public sector</b> , related to implementation of specific development projects on the ground*	83	7.31	1.79	16	7.69	1.78	19	7.32	1.67	12	6.25	0.87	20	7.90	0.64	16	7.31	2.18	7	7.00	1.41	9	6.56	2.13	45	8.11	2.05	19	6.68	2.21
<b>The public sector</b> , related to changing institutions (organizations or sociopolitical conditions)*	75	5.75	2.52	16	6.13	1.54	20	7.55	1.54	12	7.83	1.27	20	6.75	2.05	14	6.36	2.37	7	6.14	2.55	9	6.11	2.42	46	7.89	2.58	17	6.47	2.55
<b>The private sector</b> , related to institutional and policy change*	81	6.89	2.01	15	7.60	0.74	20	6.20	2.98	12	6.75	1.49	20	7.45	1.15	16	6.50	1.93	7	7.57	1.40	9	7.56	1.24	41	8.12	2.14	17	7.29	1.57

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



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

Percentage of Respondents (Responses Combined)	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Trade Union	Academia	Other
Staff too inaccessible*	8.3%	0.0%	4.0%	7.1%	30.0%	0.0%	0.0%	55.6%	12.5%	0.0%
Not exploring alternative policy options	11.9%	6.3%	20.0%	0.0%	0.0%	5.9%	10.0%	33.3%	18.8%	8.7%
Not adequately sensitive to political/social realities in Turkey*	20.2%	12.5%	0.0%	7.1%	15.0%	11.8%	10.0%	22.2%	4.2%	39.1%
Not enough public disclosure of its work*	27.4%	6.3%	8.0%	57.1%	15.0%	29.4%	30.0%	11.1%	20.8%	17.4%
Arrogant in its approach*	1.2%	0.0%	0.0%	7.1%	0.0%	0.0%	20.0%	0.0%	4.2%	13.0%
Not aligned with country priorities	6.0%	12.5%	0.0%	0.0%	15.0%	23.5%	0.0%	0.0%	10.4%	0.0%
The credibility of its knowledge/data	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	2.1%	8.7%
Not willing to honestly criticize policies and reform efforts in the country	10.7%	12.5%	20.0%	21.4%	0.0%	11.8%	0.0%	0.0%	14.6%	0.0%
Too influenced by developed countries*	15.5%	25.0%	44.0%	14.3%	10.0%	11.8%	30.0%	11.1%	8.3%	17.4%
Imposing technocratic solutions without regard to political realities*	15.5%	56.3%	0.0%	0.0%	10.0%	0.0%	20.0%	0.0%	10.4%	4.3%
Too slow and bureaucratic in its operational policies and procedures*	19.0%	43.8%	32.0%	57.1%	70.0%	29.4%	0.0%	44.4%	16.7%	17.4%
Not aligned with other donors' work	1.2%	0.0%	8.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not collaborating enough with non-state actors	8.3%	6.3%	20.0%	7.1%	20.0%	17.6%	20.0%	0.0%	16.7%	0.0%
Not client focused	10.7%	6.3%	24.0%	0.0%	5.0%	5.9%	20.0%	11.1%	10.4%	17.4%
Other	8.3%	6.3%	8.0%	0.0%	0.0%	11.8%	0.0%	0.0%	4.2%	4.3%
Don't know*	6.0%	0.0%	0.0%	0.0%	5.0%	17.6%	0.0%	0.0%	12.5%	21.7%

\*Significantly different between stakeholder groups

**Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Turkey? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Trade Union	Academia	Other
Capacity development*	24.7%	12.5%	44.0%	57.1%	10.0%	35.7%	10.0%	0.0%	37.5%	34.8%
Policy based lending/budget support to the Government*	32.9%	37.5%	4.0%	14.3%	50.0%	28.6%	30.0%	55.6%	10.4%	30.4%
Knowledge products/services	14.1%	0.0%	36.0%	7.1%	25.0%	7.1%	20.0%	22.2%	27.1%	21.7%
Investment lending*	51.8%	68.8%	36.0%	28.6%	40.0%	50.0%	60.0%	11.1%	14.6%	26.1%
Technical assistance*	27.1%	50.0%	32.0%	78.6%	25.0%	21.4%	30.0%	22.2%	31.3%	43.5%
Trust Fund management*	10.6%	18.8%	0.0%	7.1%	30.0%	0.0%	0.0%	55.6%	10.4%	0.0%
South-South knowledge exchange	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%
Other	7.1%	6.3%	0.0%	0.0%	0.0%	14.3%	0.0%	11.1%	6.3%	13.0%
Don't know	4.7%	0.0%	4.0%	0.0%	0.0%	14.3%	0.0%	0.0%	10.4%	4.3%

\*Significantly different between stakeholder groups

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

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group 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	Consultant on WBG-Supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Trade Union	Academia	Other
Academia/Think Tanks/Research Institutes*	30.2%	25.0%	44.0%	78.6%	35.0%	14.3%	40.0%	11.1%	78.7%	30.4%
Donor Community*	0.0%	12.5%	12.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%
Media*	11.6%	6.3%	8.0%	0.0%	5.0%	7.1%	50.0%	11.1%	6.4%	17.4%
NGOs*	18.6%	25.0%	16.0%	0.0%	5.0%	57.1%	20.0%	0.0%	34.0%	26.1%
Local Government*	12.8%	56.3%	12.0%	7.1%	20.0%	42.9%	30.0%	11.1%	8.5%	17.4%
Private Sector*	47.7%	6.3%	44.0%	28.6%	55.0%	35.7%	50.0%	44.4%	4.3%	30.4%
Parliament*	20.9%	0.0%	16.0%	14.3%	30.0%	7.1%	0.0%	55.6%	2.1%	8.7%
Community-Based Organizations*	19.8%	43.8%	16.0%	7.1%	0.0%	0.0%	0.0%	22.2%	34.0%	21.7%
Beneficiaries*	12.8%	6.3%	0.0%	50.0%	20.0%	14.3%	10.0%	0.0%	6.4%	17.4%
Foundations	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Faith-Based Organizations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other*	4.7%	0.0%	16.0%	0.0%	15.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

To what extent do you agree with the following statements about the World Bank Group's work in Turkey? (1-Strongly disagree, 10-Strongly agree)

	Employee of a Ministry			Consultant on WBG Project/PMU			Bilateral/ Multilateral Agency			Private Sector			Financial Sector/ Private Bank			NGO/Private Foundation			Media			Trade Union			Academia/ Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Turkey*	83	5.73	2.14	15	6.47	2.20	23	7.00	0.80	14	7.07	1.39	20	6.15	1.57	15	6.27	2.82	7	4.43	1.90	8	4.00	1.31	41	5.41	2.71	19	5.26	3.07
The World Bank Group's work is aligned with what I consider the development priorities for Turkey*	81	6.74	2.19	15	6.87	2.42	24	7.88	1.04	14	7.29	0.99	20	7.05	1.32	15	6.27	2.99	6	4.83	1.47	8	4.75	1.75	41	5.73	2.35	19	5.68	2.83
The World Bank Group supports programs and strategies that are realistic for Turkey*	79	6.71	2.08	15	6.20	2.48	23	7.91	0.95	7	7.57	1.27	20	7.05	1.32	13	5.54	3.05	6	5.67	1.51	8	4.50	1.93	38	5.74	2.34	18	5.61	3.05
The World Bank Group treats clients and stakeholders in Turkey with respect	81	7.48	2.03	14	7.07	2.73	23	7.70	2.62	14	8.29	1.07	20	7.60	1.10	14	7.14	2.85	4	5.25	1.71	8	5.75	2.05	26	7.12	2.63	17	7.00	2.65

\*Significantly different between stakeholder groups

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

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

	Employee of a Ministry			Consultant on WBG Project/PMU			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/Private Foundation			Media			Trade Union			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness*	77	6.57	1.67	15	5.93	2.28	23	7.96	1.30	14	7.00	1.04	20	6.45	1.19	13	6.62	2.63	3	7.00	3.00	8	5.00	0.00	38	5.68	2.30	17	6.00	2.50
Flexibility (in terms of the World Bank Group's products and	73	5.97	1.68	15	6.13	2.33	23	7.09	1.88	13	7.00	1.58	20	6.15	1.18	12	5.92	2.84	4	7.25	2.50	7	5.57	1.51	31	5.71	2.07	15	4.47	2.00
Flexibility (in terms of changing country circumstances)*	74	6.42	1.61	12	4.83	2.17	23	6.83	2.21	14	5.79	1.31	20	5.85	1.39	12	5.58	3.09	4	7.50	2.65	9	5.67	1.00	35	5.40	2.32	16	5.06	2.54
Being inclusive*	77	6.44	1.77	12	6.17	2.04	21	6.71	0.78	14	8.00	1.57	19	5.74	1.52	15	6.33	2.97	3	5.33	1.16	9	5.33	1.66	32	7.50	2.27	16	5.88	2.03
Openness	78	7.64	1.81	15	6.73	1.44	23	7.65	0.49	14	7.36	1.01	20	7.50	1.36	12	6.92	3.06	5	7.00	1.58	9	7.22	1.20	34	6.82	2.68	17	6.71	2.14
Staff accessibility*	80	7.40	1.85	15	8.27	2.09	19	7.63	1.54	14	7.86	1.17	17	6.65	2.00	13	6.69	3.07	4	6.75	1.26	9	6.11	1.45	32	5.66	3.44	17	6.29	2.57
Straightforwardness and honesty*	75	7.51	1.93	15	7.87	2.07	23	8.57	0.90	14	9.14	1.10	20	7.55	1.23	13	8.23	2.49	4	7.25	1.50	9	7.44	1.33	27	6.85	2.85	17	7.29	2.39
Ease of access to the people at the World Bank Group who are making decisions important to my work*	76	7.17	1.95	11	8.18	2.40	19	7.47	0.96	13	7.85	1.35	15	6.13	1.77	13	5.77	3.92	3	6.00	2.65	7	5.14	1.68	30	5.63	3.06	16	5.69	3.32
Collaboration with groups outside of the Government	63	6.54	1.42	9	6.22	1.48	16	7.06	1.77	7	5.00	2.89	17	6.06	0.97	13	5.92	3.25	4	6.75	0.96	9	5.22	1.39	38	6.74	2.09	14	6.57	1.65
Collaboration with the Government	68	7.35	1.64	14	8.36	1.15	18	8.00	0.49	7	5.86	3.58	17	7.47	0.87	10	6.80	2.74	5	7.40	1.34	9	7.67	1.66	34	7.88	1.98	16	7.94	1.69
Collaboration with other donors*	56	7.20	1.78	10	7.70	1.49	14	5.79	1.58	5	5.20	3.90	10	6.30	1.06	9	5.67	3.12	3	4.67	1.53	5	6.20	2.59	29	7.45	1.79	13	7.00	1.63
The speed in which it gets things accomplished on the ground	68	6.65	1.86	11	4.73	2.28	23	7.09	0.73	12	6.00	2.37	15	6.20	1.01	9	6.22	2.86	4	6.50	1.29	5	5.60	1.67	33	6.06	2.49	16	6.00	1.32
Being a long-term partner	74	7.82	1.76	13	8.31	1.70	23	8.91	1.04	13	8.08	3.28	16	7.38	1.15	10	8.00	2.79	5	8.40	1.52	5	6.60	2.30	26	7.96	2.22	13	7.00	2.58

\*Significantly different between stakeholder groups

To be a more effective development partner in Turkey, do you believe that the World Bank Group should have...?\*

Percentage of Respondents	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	NGO/Private Foundation	Media	Trade Union	Academia	Other
More local presence	57.3%	81.3%	68.0%	85.7%	85.0%	64.7%	80.0%	87.5%	68.1%	56.5%
The current level of local presence is adequate	30.5%	18.8%	28.0%	7.1%	15.0%	11.8%	-	12.5%	12.8%	30.4%
Less local presence	-	-	-	-	-	-	-	-	2.1%	-
Don't know	12.2%	-	4.0%	7.1%	-	23.5%	20.0%	-	17.0%	13.0%

\*Significantly different between stakeholder groups

### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Turkey? (1-Not important at all, 10-Very important)

	Employee of a Ministry			Consultant on WBG Project/PMU			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/Private Foundation			Media			Trade Union			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti-corruption*	68	6.54	2.08	13	6.92	1.85	20	9.65	0.88	6	7.67	2.07	16	6.00	2.71	14	8.07	1.73	9	8.78	2.64	9	6.33	2.24	46	8.33	2.12	20	7.05	2.21
Migration	69	6.90	2.21	11	7.73	2.10	19	8.05	2.09	7	7.00	1.92	16	6.63	3.03	14	6.93	2.20	8	7.50	3.16	9	7.11	2.67	44	7.41	1.96	18	7.22	2.16
Transport*	75	7.24	1.82	15	7.40	2.35	23	5.87	1.77	12	7.17	0.84	20	7.55	1.00	14	6.50	2.59	7	5.14	3.24	9	7.44	1.42	39	5.23	2.98	19	7.05	1.96
Competitiveness*	64	7.70	2.07	11	7.00	2.19	23	8.87	0.82	6	8.17	1.84	19	8.21	1.58	12	7.83	2.21	6	9.33	1.03	8	8.38	1.41	46	8.13	2.01	19	6.53	2.32
Law and justice*	58	7.19	2.25	9	7.22	2.17	20	9.00	2.10	7	7.57	2.23	16	6.44	2.39	13	8.46	1.51	7	8.86	2.27	9	6.11	2.62	44	8.14	2.01	19	7.11	2.66
Urban development and planning	66	7.74	1.81	16	8.88	1.59	19	7.74	1.85	7	8.57	1.13	17	8.82	1.07	13	7.92	1.44	8	7.38	3.11	9	7.22	2.28	41	8.34	1.78	18	8.44	1.42
Environmental sustainability*	77	8.05	1.60	16	9.25	1.00	23	7.87	1.66	12	8.08	1.17	19	9.00	0.75	15	8.60	1.30	6	7.33	3.67	9	7.22	2.77	43	8.23	1.84	20	8.15	1.39
Regulatory framework for private sector development	64	7.30	1.61	11	7.73	1.74	23	7.09	2.64	7	7.86	1.86	20	7.90	1.37	12	8.33	1.16	8	7.63	2.93	8	7.88	1.25	47	8.11	2.07	18	7.72	1.45
Communicable/non-communicable diseases*	59	6.56	2.03	13	7.15	2.12	19	4.84	1.54	5	6.40	1.67	16	7.00	1.59	9	4.89	2.93	6	6.50	3.27	8	5.75	0.71	39	5.21	1.94	16	6.31	2.06
Poverty reduction*	74	7.81	1.52	12	8.33	1.67	23	8.26	1.91	12	8.08	1.24	20	8.30	1.30	15	7.80	2.34	7	9.43	0.79	8	6.75	2.71	43	8.37	1.40	20	7.40	1.90
Gender equity*	67	7.46	2.21	16	7.88	1.20	19	9.26	0.73	6	8.83	0.98	17	7.24	2.75	14	7.50	2.96	7	9.00	1.53	8	7.75	1.75	43	5.86	3.04	17	7.71	1.45
Foreign direct investment	55	7.40	2.08	11	7.18	2.48	19	6.32	2.47	7	8.43	1.81	17	8.29	1.36	12	8.00	2.49	7	7.14	3.19	9	7.11	2.67	39	7.03	2.49	18	7.00	2.35
Water and sanitation*	62	6.85	1.94	16	7.69	2.18	19	5.89	1.82	7	7.14	1.46	17	8.24	1.25	12	6.33	2.27	7	5.57	3.31	9	7.22	1.39	37	5.54	1.82	17	6.59	1.54
Trade and exports	70	7.83	1.62	15	7.47	2.45	23	6.74	2.83	7	8.14	1.07	19	8.05	1.22	13	8.08	1.66	7	7.71	3.15	9	7.56	2.13	39	8.41	2.35	19	6.53	2.53
Economic growth*	71	8.44	1.24	15	7.87	2.45	23	8.00	1.78	12	8.50	0.91	20	8.20	1.15	14	7.86	1.83	8	9.00	1.41	9	7.11	2.67	41	8.54	1.98	20	6.95	2.50
Energy*	77	8.00	1.41	16	8.50	2.48	23	7.30	2.34	12	8.58	0.67	20	8.75	1.48	14	8.21	1.42	8	7.38	3.07	9	7.67	2.55	40	7.20	1.91	19	7.58	2.27
Disaster management*	71	7.34	1.47	16	7.63	1.89	23	6.87	1.46	7	7.86	1.46	18	7.61	1.15	14	6.79	2.29	7	7.86	1.77	9	6.22	1.92	39	8.26	1.74	18	7.17	1.76
Public sector governance/reform*	72	7.89	1.95	12	7.42	2.97	19	9.05	0.91	14	8.07	0.62	17	6.65	2.37	15	8.47	1.13	8	9.25	1.39	8	6.88	1.73	40	8.10	2.02	19	6.58	2.82
Job creation/employment	75	8.16	1.56	16	7.88	1.63	24	8.88	1.26	7	8.57	1.40	19	8.53	1.07	14	8.21	1.48	9	8.78	1.72	9	7.78	1.79	42	8.48	1.85	19	7.95	2.07
Financial markets and savings*	69	7.65	1.72	16	7.00	2.00	23	6.13	2.82	14	7.86	1.35	20	7.65	2.11	14	7.43	1.70	7	6.86	3.34	8	8.00	1.41	46	8.37	1.96	18	6.72	2.40
Income inequality*	65	7.52	1.96	12	8.17	1.47	19	8.63	1.12	7	7.86	1.22	16	7.69	1.40	13	8.00	1.47	8	8.13	3.23	9	4.78	2.49	45	8.40	1.62	18	8.00	1.94
Health*	59	7.51	1.73	13	7.77	2.42	19	8.53	1.31	7	8.00	0.82	16	7.69	1.08	13	7.23	1.96	7	6.14	3.53	9	5.89	1.97	41	6.56	2.48	17	7.12	1.62
Rural and regional development	75	7.63	1.68	16	7.63	2.31	18	8.11	0.83	7	8.86	0.69	19	8.32	0.95	14	7.64	2.27	7	6.86	3.13	9	6.89	3.02	39	7.82	1.93	18	6.94	2.60
Education quality	66	8.02	1.74	16	7.69	2.21	23	8.74	1.84	7	8.29	1.50	19	8.11	1.76	13	8.00	1.58	8	7.38	3.54	9	7.44	2.19	45	8.44	2.04	18	6.56	2.62
Social protection*	62	6.94	1.94	12	6.75	1.49	19	9.16	0.77	6	7.67	1.97	16	6.13	2.71	13	6.54	2.73	7	6.29	3.59	8	5.63	2.39	41	7.07	2.52	17	6.76	2.20
Climate change*	72	7.63	1.94	16	8.13	2.45	19	6.05	2.17	13	7.92	0.49	17	8.18	1.07	15	6.53	2.64	6	7.17	3.55	8	6.63	2.62	37	5.27	3.26	19	7.11	2.03
Agricultural development*	74	7.28	1.99	15	7.67	1.99	23	7.83	1.53	14	7.93	0.48	20	8.00	1.12	14	8.07	1.73	7	8.00	3.32	8	7.13	1.89	41	8.37	1.64	18	6.33	2.54

\*Significantly different between stakeholder groups

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

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

	Employee of a Ministry			Consultant on WBG Project/PMU			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/Private Foundation			Media			Trade Union			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Migration	29	4.24	2.13	3	4.00	1.73	2	3.00	0.00	3	6.67	3.22	8	3.25	0.46	6	5.17	2.04				7	3.57	0.79	28	5.11	1.73	8	5.63	3.16
Transport*	35	5.83	2.33	10	7.10	2.89	10	6.00	1.76	5	6.60	2.30	14	4.86	2.07	5	7.80	0.45	3	7.67	2.08	6	3.83	1.33	27	3.93	3.05	5	6.60	3.51
Competitiveness	44	6.95	1.78	9	5.44	1.01	15	7.00	2.04	4	8.75	0.50	10	6.50	1.72	7	7.86	0.90	3	7.67	2.08	3	7.00	1.73	29	7.03	2.20	8	6.50	2.88
Urban development and planning	39	6.44	1.83	11	6.91	2.59	8	7.75	1.17	4	7.00	1.83	5	5.00	2.24	5	6.20	1.10	1	6.00		4	6.50	1.73	28	5.75	1.74	10	5.90	2.85
Environmental sustainability*	44	6.95	1.82	12	7.50	2.78	12	7.92	0.79	12	7.33	0.89	18	7.39	1.50	7	8.43	1.13	1	10.00		8	6.50	1.07	27	5.67	1.64	11	5.91	3.62
Regulatory framework for private sector development	44	6.27	1.97	6	5.00	1.27	14	6.00	2.91	7	7.14	1.95	16	6.19	2.11	8	7.63	1.51	2	8.50	0.71	7	5.57	2.37	30	6.57	1.76	10	5.10	3.51
Poverty reduction*	51	6.35	1.98	8	5.25	2.49	9	5.56	0.53	3	7.00	2.00	16	5.88	1.03	9	5.33	2.35	5	5.80	2.95	8	4.38	1.51	32	4.59	2.17	11	6.00	2.90
Gender equity*	41	6.46	2.31	9	5.33	2.06	6	4.33	0.82	4	8.25	0.96	14	6.29	2.49	7	5.71	2.50	4	4.00	1.41	7	5.86	2.85	33	3.24	2.71	9	4.89	3.62
Foreign direct investment	45	6.31	2.00	9	6.11	1.54	9	6.33	3.16	6	8.00	1.67	14	5.57	2.38	7	7.71	0.95	3	8.00	1.73	7	6.14	1.95	27	6.74	1.48	8	6.00	3.70
Water and sanitation*	38	5.76	1.95	10	7.50	2.46	6	5.67	2.58	4	7.25	2.22	13	5.85	2.51	6	5.83	1.33	3	8.67	1.16	8	5.25	1.49	26	3.38	2.40	9	6.56	2.40
Trade and exports	42	6.29	1.92	10	6.20	1.69	15	6.60	2.03	5	8.20	1.30	15	6.60	0.91	6	7.17	0.41	3	6.00	3.61	8	6.50	1.07	32	7.47	1.55	7	6.00	3.46
Economic growth	60	6.80	2.02	11	6.36	2.11	16	6.94	1.69	13	7.31	1.38	19	6.68	1.64	9	7.33	1.87	5	6.60	2.70	8	5.75	1.04	32	7.81	1.91	10	6.00	3.50
Energy*	58	6.86	2.20	14	6.00	1.88	11	7.55	1.37	12	8.08	1.98	18	6.89	2.99	9	8.44	0.73	4	7.00	2.94	8	5.00	2.33	31	5.81	2.18	11	6.27	2.76
Disaster management	45	6.73	2.32	9	7.78	2.86	12	8.17	1.03	3	7.67	2.31	9	6.78	1.20	5	5.40	0.89	4	7.50	3.11	2	3.50	2.12	27	7.15	2.30	8	5.75	3.24
Public sector governance/reform	52	6.62	1.72	10	6.30	1.83	8	5.00	1.31	11	7.18	0.98	13	5.77	1.01	9	7.00	1.41	5	6.80	2.78	8	6.50	2.07	29	6.00	2.05	8	7.63	1.77
Job creation/employment*	57	6.30	2.14	14	4.86	1.66	9	5.67	1.58	4	7.25	2.22	18	6.22	1.96	10	6.60	2.01	4	6.50	2.38	8	3.75	1.17	35	7.29	2.01	11	6.18	3.03
Financial markets and savings	41	6.44	1.64	12	6.08	1.93	13	6.23	2.59	6	8.50	0.84	17	6.88	0.78	7	7.00	2.08	3	8.00	2.00	8	6.38	2.00	34	7.41	2.19	6	6.00	3.46
Income inequality*	49	5.71	2.05	9	3.44	2.24	13	3.08	1.75	4	7.50	2.38	14	5.71	1.68	8	6.88	1.81	5	3.60	2.41	8	3.75	1.75	31	6.84	2.81	9	4.44	3.71
Health*	44	6.66	2.15	10	6.10	2.08	9	7.00	1.23	4	7.25	2.22	10	5.00	1.41	7	6.00	2.08	2	6.00	0.00	8	5.13	0.64	33	3.82	2.70	8	5.88	2.75
Rural and regional development*	47	5.83	2.23	13	5.85	1.41	14	4.29	2.84	5	7.40	2.07	18	5.94	1.66	9	6.33	1.94	4	6.75	3.95	8	5.00	1.20	30	6.73	1.78	11	7.45	2.66
Education quality	47	5.32	2.13	10	4.90	1.73	10	5.90	1.20	4	7.50	2.38	15	4.67	1.45	9	6.11	2.42	2	6.50	0.71	8	4.50	1.41	35	5.23	3.20	9	6.89	3.89
Social protection*	34	4.68	2.11	8	3.50	1.31	5	4.80	0.45	3	6.67	3.22	10	4.20	1.69	6	7.17	1.33	3	7.00	3.00	8	2.50	1.41	29	5.48	2.42	7	6.14	3.24
Climate change*	52	6.33	1.81	8	5.25	2.19	8	5.25	2.44	12	7.75	0.97	14	6.79	2.01	7	5.71	1.70	3	7.67	2.52	6	4.33	1.63	27	3.22	2.83	7	5.29	3.20

\*Significantly different between stakeholder groups

	Employee of a Ministry			Consultant on WBG Project/PMU			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/Private Foundation			Media			Trade Union			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Turkey?*	80	6.13	1.82	15	6.07	1.67	23	6.48	1.41	14	7.21	1.05	19	6.05	1.72	12	7.25	1.42	9	5.33	1.73	9	5.00	1.12	40	5.58	2.40	15	5.53	2.33

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

To what extent do you agree with the following statements about the World Bank Group in Turkey? (1-Strongly disagree, 10-Strongly agree)

	Employee of a Ministry			Consultant on WBG Project/PMU			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/Private Foundation			Media			Trade Union			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Turkey*	79	6.44	2.13	16	4.94	2.14	24	7.13	1.83	14	7.29	1.44	20	5.70	1.59	14	6.36	2.24	7	5.86	2.12	6	4.67	0.82	34	5.41	2.30	19	5.37	2.61
The World Bank Group meets Turkey's needs for knowledge services*	81	6.74	2.07	12	4.67	1.88	23	6.74	1.42	14	7.36	1.01	19	5.68	1.11	13	6.69	2.18	8	6.38	2.26	9	5.89	0.93	44	5.64	2.07	20	5.85	2.80

\*Significantly different between stakeholder groups

### D. The World Bank Group's Knowledge Work and Activities

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

Percentage of Respondents	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	NGO/Private Foundation	Media	Trade Union	Academia	Other
Weekly	19.8%					5.9%	10.0%		4.2%	4.3%
Monthly	29.1%	20.0%	12.0%	71.4%	40.0%	17.6%	10.0%	66.7%	27.1%	21.7%
A few times a year	34.9%	26.7%	80.0%	28.6%	45.0%	47.1%	40.0%	22.2%	33.3%	21.7%
Rarely	14.0%	53.3%	4.0%		15.0%	17.6%	40.0%	11.1%	25.0%	52.2%
Never	2.3%		4.0%			11.8%			10.4%	

\*Significantly different between stakeholder groups

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

	Employee of a Ministry			Consultant on WBG Project/PMU			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/Private Foundation			Media			Trade Union			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	72	6.85	1.62	14	7.36	1.01	20	7.25	0.44	14	7.36	0.75	20	7.45	1.47	8	7.50	1.31	5	7.00	1.58	9	7.00	1.80	35	6.40	2.02	13	7.31	1.60
Include appropriate level of stakeholder involvement during preparation*	77	7.34	1.78	15	6.53	1.92	21	6.24	2.19	14	7.93	0.73	18	6.33	1.50	9	7.22	1.79	3	6.67	0.58	8	6.00	0.76	37	5.30	2.58	15	6.60	2.29
Are relevant to Turkey's development priorities*	75	7.04	2.13	15	6.53	1.81	23	7.96	1.19	13	7.08	0.76	20	6.25	1.45	13	7.08	2.25	5	6.80	1.92	9	6.22	1.72	38	5.92	2.29	14	5.71	2.02
Lead to practical solutions*	72	6.35	1.78	15	5.40	2.10	20	6.20	0.83	13	6.15	0.69	20	5.25	1.33	12	6.83	2.04	5	5.40	0.89	8	5.63	1.06	36	5.44	2.57	14	4.29	2.30
Are accessible (well written and easy to understand)	78	7.54	1.90	15	7.13	1.13	22	6.32	1.17	14	7.93	0.83	20	7.15	1.18	13	7.69	2.29	7	7.57	1.81	9	7.00	0.87	38	6.95	2.89	17	6.71	2.80
Are source of relevant information on global good practices*	75	7.87	1.70	15	6.60	2.17	24	8.00	0.66	14	8.14	0.66	20	7.15	1.14	13	7.77	1.88	9	7.56	1.88	9	7.11	1.83	37	6.70	3.03	18	6.61	3.05
Enhance your knowledge and/or skills*	76	7.63	1.74	15	7.27	1.10	22	7.73	0.55	14	8.00	0.39	20	7.25	0.97	12	7.58	1.73	6	6.83	1.47	8	7.13	1.13	38	6.11	3.29	18	6.78	2.53
Are adequately disseminated*	63	6.62	2.05	11	5.55	2.12	20	5.05	2.44	5	6.40	1.14	20	5.50	1.00	9	6.33	1.94	5	4.40	2.70	8	5.63	1.06	37	5.14	2.57	13	6.15	2.15
Are translated enough into local language*	75	6.71	2.39	12	5.92	2.19	10	7.90	0.32	12	6.00	1.65	17	5.94	1.39	12	7.17	2.86	5	5.80	2.39	8	5.88	1.36	32	4.28	3.23	16	5.81	2.48
Are adaptable to Turkey's specific development challenges and country circumstances*	71	6.72	2.31	12	4.58	2.19	23	7.57	0.51	14	7.00	1.11	20	5.25	1.68	10	7.10	1.97	5	5.80	2.28	8	5.00	2.73	37	5.59	2.48	17	5.29	2.37

\*Significantly different between stakeholder groups

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

	Employee of a Ministry			Consultant on WBG Project/PMU			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/Private Foundation			Media			Trade Union			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	83	6.53	1.62	15	5.67	1.50	24	6.75	0.79	14	7.21	0.89	20	6.20	0.89	14	7.36	2.17	7	6.00	1.63	8	5.00	1.85	44	5.73	2.06	20	5.05	2.56
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	84	7.39	1.64	14	7.36	0.63	23	7.22	1.88	14	8.21	0.89	20	7.85	0.67	13	7.69	1.55	7	6.86	1.86	8	7.50	1.07	42	7.31	1.76	20	7.00	2.51

(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 Group**

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

	Employee of a Ministry			Consultant on WBG Project/PMU			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/Private Foundation			Media			Trade Union			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	71	6.56	1.97	16	5.13	2.87	15	6.80	0.94	11	6.45	1.29	18	6.06	1.96	8	5.88	0.84	2	7.50	0.71	6	5.00	0.00	32	6.66	2.18	13	6.31	2.10
The World Bank Group effectively monitors and evaluates the projects and programs it supports	78	7.87	1.26	16	8.00	1.46	18	7.83	0.38	12	7.33	0.89	18	7.50	1.47	12	7.50	1.73	3	7.67	0.58	8	7.50	1.60	39	6.92	2.16	12	7.67	1.67
The World Bank Group's approvals and reviews are done in a timely fashion	71	6.90	1.97	15	5.93	3.58	15	7.07	0.80	12	6.08	1.62	18	5.78	2.07	10	6.10	2.13	2	7.50	0.71	6	5.67	0.52	37	6.43	2.24	11	7.00	2.15
The World Bank Group's "Safeguard Policy" requirements are reasonable*	53	6.92	2.02	11	6.64	1.80	12	7.67	0.49	4	7.50	1.73	13	5.85	1.28	7	7.00	1.29	2	7.00	1.41	8	4.75	1.49	28	4.96	2.20	9	6.33	2.83
The World Bank Group's conditions on its lending are reasonable*	66	6.55	1.95	16	6.94	2.72	18	7.22	0.88	11	7.27	1.01	19	6.37	0.96	7	6.43	1.62	4	7.50	0.58	6	5.17	1.60	24	4.79	2.55	9	6.22	3.07
The World Bank Group takes decisions quickly in Turkey*	69	7.17	1.72	15	4.53	2.53	11	7.09	0.94	11	5.91	1.38	18	6.00	1.68	9	7.00	1.12	1	8.00	.	6	6.67	0.82	32	7.16	2.53	11	6.82	1.83
Working with the World Bank Group increases Turkey's institutional capacity*	79	7.48	1.84	16	7.50	1.03	19	7.89	0.32	12	7.50	1.00	19	7.05	1.08	12	7.83	2.17	5	8.00	0.71	9	7.00	1.00	36	5.58	2.47	12	7.92	1.56
The World Bank Group ensures consistency and continuity through staff changes*	50	6.64	1.84	14	7.57	1.79	11	8.00	0.00	10	6.50	0.97	7	5.71	1.50	8	7.88	1.36	1	8.00	.	2	4.00	1.41	13	6.08	2.33	8	5.75	1.91
Where country systems are adequate, the World Bank Group makes appropriate use of them*	54	6.69	1.93	10	3.80	2.53	13	7.69	0.48	11	7.18	1.08	11	5.18	0.98	8	6.75	2.32	2	8.00	0.00	6	4.50	1.23	26	6.88	2.09	9	6.00	3.08
The World Bank Group provides effective implementation support	71	7.44	1.87	15	7.47	2.13	17	7.94	0.24	11	6.91	1.45	19	7.58	0.90	11	7.27	1.90	3	8.00	0.00	8	6.50	1.85	28	7.04	1.92	10	7.10	2.51

\*Significantly different between stakeholder groups

### F. The Future Role of the World Bank Group in Turkey

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Trade Union	Academia	Other
Provide more adequate data/knowledge/ statistics/figures on Turkey's economy*	15.3%	18.8%	16.0%	0.0%	20.0%	17.6%	30.0%	33.3%	40.4%	43.5%
Collaborate more effectively with Government clients (e.g., national, state, local)	25.9%	12.5%	24.0%	14.3%	0.0%	5.9%	10.0%	0.0%	12.8%	17.4%
Offer more innovative financial products*	11.8%	12.5%	0.0%	7.1%	30.0%	5.9%	0.0%	44.4%	2.1%	17.4%
Improve the competitiveness of its financing compared to markets*	14.1%	37.5%	0.0%	7.1%	5.0%	0.0%	20.0%	0.0%	0.0%	4.3%
Reach out more to groups outside of Government*	25.9%	31.3%	76.0%	28.6%	25.0%	76.5%	20.0%	33.3%	48.9%	17.4%
Improve the quality of its experts as related to Turkey's specific challenges*	14.1%	37.5%	0.0%	0.0%	20.0%	0.0%	20.0%	0.0%	14.9%	4.3%
Offer more innovative knowledge services	16.5%	0.0%	20.0%	14.3%	0.0%	0.0%	0.0%	0.0%	10.6%	8.7%
Ensure greater selectivity in its work	2.4%	0.0%	0.0%	7.1%	0.0%	0.0%	10.0%	0.0%	0.0%	8.7%
Increase the level of capacity development in the country*	32.9%	6.3%	20.0%	64.3%	25.0%	41.2%	30.0%	11.1%	23.4%	26.1%
Reduce the complexity of obtaining World Bank Group financing*	22.4%	31.3%	0.0%	57.1%	50.0%	35.3%	10.0%	44.4%	12.8%	30.4%
Increase availability of Fee-Based services*	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	6.4%	13.0%
Work faster	1.2%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	8.5%	0.0%
Other	8.2%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	4.3%

\*Significantly different between stakeholder groups

When considering the combination of services that the World Bank Group offers in Turkey, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Turkey?\*

Percentage of Respondents	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Trade Union	Academia	Other
Financial services	36.6%	37.5%	44.0%	7.1%	75.0%	42.9%	77.8%	55.6%	8.7%	38.1%
Knowledge products	31.7%	6.3%	40.0%	28.6%	5.0%	-	11.1%	11.1%	63.0%	28.6%
Convening services	9.8%	-	12.0%	7.1%	10.0%	21.4%	-	33.3%	15.2%	28.6%
None of the above	1.2%	-	-	-	-	14.3%	-	-	4.3%	-
The combination is appropriate for Turkey	12.2%	56.3%	-	50.0%	10.0%	7.1%	11.1%	-	-	-
Don't know	8.5%	-	4.0%	7.1%	-	14.3%	-	-	8.7%	4.8%

\*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 Turkey? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Trade Union	Academia	Other
Local newspapers*	39.3%	50.0%	52.0%	78.6%	75.0%	70.6%	50.0%	55.6%	19.1%	34.8%
International newspapers	10.7%	25.0%	8.0%	0.0%	5.0%	5.9%	10.0%	11.1%	8.5%	13.0%
Local radio*	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	14.3%	31.3%	12.0%	14.3%	10.0%	29.4%	50.0%	11.1%	12.8%	30.4%
International television*	4.8%	31.3%	0.0%	7.1%	5.0%	0.0%	0.0%	0.0%	12.8%	8.7%
Periodicals	2.4%	0.0%	0.0%	0.0%	5.0%	5.9%	0.0%	0.0%	12.8%	4.3%
Internet*	83.3%	37.5%	80.0%	100.0%	85.0%	70.6%	40.0%	88.9%	72.3%	91.3%
Social media	7.1%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	14.9%	8.7%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%
Mobile phones*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%
Other	11.9%	0.0%	4.0%	0.0%	0.0%	0.0%	20.0%	22.2%	4.3%	4.3%

\*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	Consultant on WBG-Supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Trade Union	Academia	Other
Yes	21.7%	18.8%	52.0%	7.7%	20.0%	17.6%	10.0%	55.6%	44.7%	18.2%
No	78.3%	81.3%	48.0%	92.3%	80.0%	82.4%	90.0%	44.4%	55.3%	81.8%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Trade Union	Academia	Other
Yes	13.8%	6.3%	52.0%	21.4%	-	25.0%	44.4%	55.6%	6.5%	-
No	86.3%	93.8%	48.0%	78.6%	100.0%	75.0%	55.6%	44.4%	93.5%	100.0%

\*Significantly different between stakeholder groups

Were you able to obtain this information?

Percentage of Respondents	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Trade Union	Academia	Other
Yes	100.0%	100.0%	100.0%	100.0%	-	100.0%	75.0%	-	100.0%	-
No	-	-	-	-	-	-	25.0%	-	-	-

**G. Communication and Information Sharing (continued)****Do you have access to the Internet?\***

Percentage of Respondents	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	NGO/Private Foundation	Media	Trade Union	Academia	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%
No	-	-	-	-	-	-	25.0%	-	-	-

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	NGO/Private Foundation	Media	Trade Union	Academia	Other
Yes	87.7%	62.5%	84.0%	92.9%	95.0%	76.5%	100.0%	100.0%	66.7%	47.6%
No	12.3%	37.5%	16.0%	7.1%	5.0%	23.5%	-	-	33.3%	52.4%

\*Significantly different between stakeholder groups

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

	Employee of a Ministry			Consultant on WBG Project/PMU			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			NGO/Private Foundation			Media			Trade Union			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago*	77	6.12	2.45	15	4.47	3.14	25	6.20	2.55	14	3.71	2.61	20	3.55	2.48	12	6.92	1.93	7	6.29	2.06	9	6.33	1.58	43	4.28	3.22	17	4.59	2.40
I find the World Bank Group's websites easy to navigate*	70	6.89	1.78	10	5.50	2.59	21	6.14	1.88	13	6.23	1.88	19	4.68	1.95	12	7.33	2.23	8	5.13	1.46	9	6.33	1.58	33	6.36	2.40	10	6.10	1.60
I find the information on the World Bank Group's websites useful*	72	7.40	1.57	10	8.80	1.14	21	7.24	1.34	13	7.92	0.64	19	6.58	1.58	12	7.83	1.53	8	6.63	1.30	9	6.33	1.58	33	7.67	1.87	11	6.73	3.26
The World Bank Group's social media channels are valuable sources of information about the institution*	35	6.51	2.34	1	4.00	.	19	5.95	1.62	1	7.00	.	12	5.50	1.45	8	7.63	2.07	2	1.50	0.71	5	5.00	0.00	32	3.63	3.42	7	7.71	1.80
When I need information from the World Bank Group I know how to find it*	78	7.15	2.00	14	9.43	1.02	25	5.72	2.85	13	9.62	0.87	20	6.90	1.89	11	7.45	2.46	8	6.63	3.20	9	5.44	0.53	42	5.31	3.57	17	6.35	2.42
The World Bank Group is responsive to my information requests and inquiries*	65	7.55	1.90	11	8.55	1.21	23	4.13	3.38	13	8.85	0.80	9	7.00	1.23	9	8.33	1.50	5	7.80	1.79	9	6.33	1.58	28	4.89	3.69	11	6.64	3.14

\*Significantly different between stakeholder groups

## H. Background Information

Which of the following agencies of the World Bank Group do you work with in Turkey? (Select all that apply)

Percentage of Respondents (Responses Combined)	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Trade Union	Academia	Other
The World Bank (IBRD)*	67.9%	100.0%	24.0%	92.9%	100.0%	35.3%	40.0%	0.0%	32.6%	42.9%
The International Finance Corporation (IFC)*	7.7%	25.0%	24.0%	71.4%	40.0%	5.9%	10.0%	0.0%	0.0%	9.5%
The Multilateral Investment Guarantee Agency (MIGA)*	2.6%	0.0%	20.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%
None*	32.1%	0.0%	40.0%	7.1%	0.0%	58.8%	60.0%	100.0%	67.4%	47.6%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry	Consultant on WBG-Supported Project/PMU	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	NGO/ Private Foundation	Media	Trade Union	Academia	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	13.1%	0.0%	24.0%	7.1%	0.0%	18.8%	40.0%	55.6%	39.1%	18.2%
Use World Bank Group reports/data*	52.4%	6.3%	44.0%	64.3%	20.0%	37.5%	50.0%	44.4%	43.5%	18.2%
Engage in World Bank Group related/sponsored events/activities*	20.2%	43.8%	8.0%	71.4%	20.0%	12.5%	0.0%	44.4%	10.9%	27.3%
Collaborate as part of my professional duties*	57.1%	93.8%	40.0%	28.6%	100.0%	37.5%	30.0%	0.0%	43.5%	54.5%
Use World Bank Group website for information, data, research, etc.*	25.0%	6.3%	0.0%	14.3%	20.0%	31.3%	30.0%	0.0%	13.0%	4.5%

\*Significantly different between stakeholder groups

## Appendix C: Responses to All Questions across Geographic Locations

Ankara N=203 ● Outside Ankara N=73

### A. General Issues Facing Turkey

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

Percentage of Respondents	Ankara	Outside Ankara
The right direction	42.3%	36.2%
The wrong direction	30.4%	31.9%
Not sure	27.3%	31.9%

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

Percentage of Respondents (Responses Combined)	Ankara	Outside Ankara
Social protection	6.0%	2.7%
Transport	2.0%	2.7%
Public sector governance/reform	15.5%	19.2%
Gender equity	5.0%	9.6%
Foreign direct investment	5.0%	4.1%
Water and sanitation	0.0%	0.0%
Anti-corruption	18.0%	16.4%
Job creation/employment	23.5%	32.9%
Rural and regional development*	10.0%	31.5%
Financial markets and savings	6.0%	4.1%
Urban development and planning	6.0%	9.6%
Environmental sustainability	6.5%	11.0%
Income inequality	17.5%	12.3%
Health	5.0%	4.1%
Education quality	55.0%	54.8%
Poverty reduction	6.0%	4.1%
Energy	19.5%	9.6%
Climate change*	0.5%	4.1%
Agricultural development*	3.0%	12.3%
Trade and exports	6.5%	2.7%
Competitiveness	16.5%	17.8%
Economic growth*	20.0%	6.8%
Law and justice	30.0%	26.0%
Regulatory framework for private sector dev.	7.0%	1.4%
Communicable/non-communicable diseases	0.0%	0.0%
Disaster management	1.0%	0.0%
Migration	1.0%	0.0%

\*Significantly different between locations

**A. General Issues Facing Turkey (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 Turkey? (Choose no more than **THREE**)

Percentage of Respondents (Responses Combined)	Ankara	Outside Ankara
Water and sanitation*	0.0%	2.7%
Income inequality	45.2%	43.8%
Economic growth	41.7%	42.5%
Climate change	0.0%	0.0%
Gender equity	5.0%	2.7%
Rural and regional development	38.2%	38.4%
Urban development and planning	1.5%	4.1%
Regulatory framework for private sector dev.	5.0%	0.0%
Social protection	12.6%	16.4%
Law and justice	3.5%	6.8%
Transport	0.0%	0.0%
Competitiveness	4.5%	5.5%
Communicable/non-communicable diseases	0.0%	0.0%
Migration	8.0%	2.7%
Anti-corruption	12.1%	9.6%
Foreign direct investment	3.0%	0.0%
Education quality	34.2%	38.4%
Energy	4.0%	4.1%
Public sector governance/reform	3.5%	2.7%
Environmental sustainability	0.0%	1.4%
Disaster management	0.5%	0.0%
Health	1.5%	4.1%
Agricultural development	12.1%	12.3%
Job creation/employment	45.7%	52.1%
Financial markets and savings	0.5%	1.4%
Trade and exports	2.5%	2.7%

\*Significantly different between locations

### A. General Issues Facing Turkey (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 Turkey? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Ankara	Outside Ankara
Energy	28.0%	30.1%
Gender equity	6.0%	4.1%
Income inequality	3.5%	8.2%
Social protection	2.0%	2.7%
Climate change	0.0%	0.0%
Anti-corruption	8.5%	9.6%
Disaster management	2.0%	0.0%
Rural and regional development	27.5%	20.5%
Foreign direct investment	9.5%	15.1%
Urban development and planning	2.5%	2.7%
Water and sanitation	0.0%	0.0%
Education quality	40.0%	30.1%
Migration	3.0%	4.1%
Regulatory framework for private sector dev.*	11.0%	23.3%
Communicable/non-communicable diseases	0.0%	0.0%
Trade and exports	33.0%	28.8%
Public sector governance/reform	9.5%	9.6%
Job creation/employment	28.5%	28.8%
Agricultural development	10.0%	11.0%
Transport	2.0%	1.4%
Environmental sustainability	4.0%	0.0%
Health	0.0%	0.0%
Law and justice	6.0%	8.2%
Competitiveness	26.5%	30.1%
Financial markets and savings*	19.5%	31.5%

\*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 Turkey? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Ankara	Outside Ankara
Better employment opportunities for young people	21.1%	14.3%
Better employment opportunities for women	10.8%	8.6%
Greater access to micro-finance for the poor*	3.6%	14.3%
Greater voice and participation for citizens to help ensure greater accountability	9.8%	14.3%
Greater access to health and nutrition for citizens	5.2%	5.7%
Better entrepreneurial opportunities	11.9%	8.6%
A growing middle class	13.9%	15.7%
Better opportunity for the poor who live in rural areas*	8.2%	17.1%
Better opportunity for the poor who live in urban areas	1.0%	0.0%
Consistent economic growth	35.1%	31.4%
More reliable social safety net	12.9%	15.7%
Greater equity of fiscal policy*	8.2%	18.6%
Education and training that better ensure job opportunity*	46.4%	30.0%
Better quality public services	2.1%	1.4%
Other	2.1%	2.9%

\*Significantly different between locations

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

	Ankara			Outside Ankara		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Turkey?	201	6.65	2.66	72	6.71	2.02

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

	Ankara			Outside Ankara		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Turkey.	189	6.87	2.15	68	6.85	1.88

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

	Ankara			Outside Ankara		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Turkey solve its most complicated development challenges?*	174	6.26	2.18	64	7.02	2.07

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

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

Percentage of Respondents (Responses Combined)	Ankara	Outside Ankara
Social protection	4.0%	4.1%
Public sector governance/reform	4.5%	6.8%
Transport	12.0%	11.0%
Poverty reduction	17.5%	8.2%
Gender equity	8.5%	6.8%
Competitiveness	18.0%	20.5%
Rural and regional development	23.0%	34.2%
Foreign direct investment	3.5%	2.7%
Water and sanitation	0.0%	1.4%
Energy	15.5%	20.5%
Job creation/employment	29.5%	24.7%
Financial markets and savings	5.5%	4.1%
Urban development and planning	5.0%	9.6%
Environmental sustainability	5.0%	4.1%
Income inequality	14.5%	13.7%
Health	3.0%	4.1%
Education quality	47.5%	38.4%
Climate change	0.5%	2.7%
Agricultural development	13.0%	13.7%
Trade and exports	10.0%	13.7%
Economic growth	29.5%	23.3%
Law and justice*	4.0%	13.7%
Regulatory framework for private sector dev.	4.0%	6.8%
Communicable/non-communicable diseases	0.0%	0.0%
Anti-corruption	5.0%	5.5%
Migration	1.0%	2.7%
Disaster management	3.0%	0.0%

\*Significantly different between locations

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

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

Greatest Value		
Percentage of Respondents	Ankara	Outside Ankara
Convening/facilitating*	3.4%	10.4%
Data	1.1%	4.5%
Policy advice, studies, analyses	25.0%	31.3%
Financial resources	25.0%	35.8%
Capacity development*	22.7%	10.4%
Technical assistance*	18.2%	6.0%
Mobilizing third party financial resources	1.1%	1.5%
Donor coordination	0.6%	0.0%
Linkage to non-Bank expertise	0.6%	0.0%
Other	1.1%	0.0%

\*Significantly different between locations

2 <sup>nd</sup> Greatest Value		
Percentage of Respondents	Ankara	Outside Ankara
Convening/facilitating	1.2%	3.0%
Data	1.8%	4.5%
Policy advice, studies, analyses	18.7%	9.0%
Financial resources	13.9%	16.4%
Capacity development	27.1%	31.3%
Technical assistance	20.5%	10.4%
Mobilizing third party financial resources	9.0%	13.4%
Donor coordination*	1.8%	10.4%
Linkage to non-Bank expertise	4.8%	1.5%
Other	0.6%	0.0%

\*Significantly different between locations

How effectively do the World Bank Groups' activities below support Turkey's efforts to achieve development results?

	Ankara			Outside Ankara		
	N	Mean	SD	N	Mean	SD
Convening/facilitating	124	5.77	2.11	36	5.47	2.16
Data	150	6.97	1.74	51	6.82	1.69
Policy advice, studies, analyses	165	7.36	1.68	54	7.00	1.80
Financial resources	174	7.13	1.73	63	7.11	2.09
Technical assistance	165	7.21	1.68	55	6.85	2.18
Mobilizing third party financial resources	140	6.46	2.26	52	6.65	1.91
Donor coordination	118	6.07	2.52	40	6.28	2.05
Linkage to non-Bank expertise	113	5.95	2.78	30	6.40	2.58

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



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

The World Bank Group can provide capacity building support in a number of ways in Turkey. To what degree would Turkey benefit, if capacity building were to support...?

	Ankara			Outside Ankara		
	N	Mean	SD	N	Mean	SD
<b>Groups outside of government</b> (e.g., civil society, media) to help them more effectively engage and participate in development efforts	181	7.08	2.09	64	7.34	2.26
<b>The public sector</b> , related to implementation of specific development projects on the ground	182	7.41	1.84	69	7.45	1.84
<b>The public sector</b> , related to changing institutions (organizations or sociopolitical conditions)	179	6.67	2.42	62	6.55	2.37
<b>The private sector</b> , related to institutional and policy change	174	7.11	2.03	69	7.45	1.82

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

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

Percentage of Respondents (Responses Combined)	Ankara	Outside Ankara
Staff too inaccessible*	13.1%	0.0%
Not exploring alternative policy options	13.1%	8.2%
Not adequately sensitive to political/social realities in Turkey	16.6%	11.0%
Not enough public disclosure of its work	25.1%	19.2%
Arrogant in its approach	3.0%	4.1%
Not aligned with country priorities	7.5%	8.2%
The credibility of its knowledge/data	2.5%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	11.6%	5.5%
Too influenced by developed countries*	14.1%	24.7%
Imposing technocratic solutions without regard to political realities	11.1%	13.7%
Too slow and bureaucratic in its operational policies and procedures	25.6%	30.1%
Not aligned with other donors' work*	0.0%	4.1%
Not collaborating enough with non-state actors	11.1%	17.8%
Not client focused	10.1%	13.7%
Other*	2.5%	13.7%
Don't know	8.0%	5.5%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Ankara	Outside Ankara
Capacity development*	57.2%	48.9%
Policy based lending/budget support to the Government	11.6%	12.8%
Knowledge products/services	6.5%	10.6%
Investment lending	41.3%	51.1%
Technical assistance	18.1%	14.9%
Trust Fund management	10.9%	6.4%
South-South knowledge exchange	15.9%	14.9%
Other*	8.0%	4.3%
Don't know	5.1%	4.3%

\*Significantly different between locations

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

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

Percentage of Respondents (Responses Combined)	Ankara	Outside Ankara
Academia/Think Tanks/Research Institutes	41.0%	40.0%
Donor Community	1.5%	4.3%
Media	9.0%	14.3%
NGOs	18.5%	27.1%
Local Government	15.5%	24.3%
Private Sector*	39.0%	24.3%
Parliament*	18.0%	4.3%
Community-Based Organizations	20.5%	15.7%
Beneficiaries	14.0%	8.6%
Foundations	0.5%	0.0%
Faith-Based Organizations	0.0%	0.0%
Other*	2.0%	10.0%
Don't know	0.5%	0.0%

\*Significantly different between locations

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

	Ankara			Outside Ankara		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Turkey*	183	5.70	2.23	67	6.37	2.26
The World Bank Group's work is aligned with what I consider the development priorities for Turkey	181	6.39	2.19	67	6.99	2.27
The World Bank Group supports programs and strategies that are realistic for Turkey	169	6.31	2.16	63	6.89	2.42
The World Bank Group treats clients and stakeholders in Turkey with respect	161	7.24	2.11	65	7.57	2.49

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between locations

**B. Overall Attitudes toward the World Bank Group (continued)****To what extent is the World Bank Group an effective development partner in Turkey, in terms of each of the following?**

	Ankara			Outside Ankara		
	N	Mean	SD	N	Mean	SD
Responsiveness	168	6.40	1.89	63	6.65	2.10
Flexibility (in terms of the World Bank Group's products and services)	157	6.15	1.90	59	5.92	2.08
Flexibility (in terms of changing country circumstances)	168	5.96	2.05	56	5.96	2.15
Being inclusive	166	6.68	2.02	55	6.27	1.85
Openness	168	7.23	1.94	62	7.53	1.71
Staff accessibility*	165	6.70	2.31	60	7.75	2.11
Straightforwardness and honesty	154	7.53	1.97	66	8.11	2.01
Ease of access to the people at the World Bank Group who are making decisions important to my work	152	6.66	2.35	54	6.98	2.81
Collaboration with groups outside of the Government	146	6.47	1.77	47	6.45	2.16
Collaboration with the Government	151	7.54	1.80	50	7.72	1.51
Collaboration with other donors	114	6.92	1.99	43	6.86	2.08
The speed in which it gets things accomplished on the ground	147	6.22	1.98	52	6.58	1.74
Being a long-term partner*	146	7.69	2.10	55	8.44	1.56

*(1-To no degree at all, 10-To a very significant degree) \*Significantly different between locations***To be a more effective development partner in Turkey, do you believe that the World Bank Group should have...?**

Percentage of Respondents	Ankara	Outside Ankara
More local presence	66.7%	71.2%
The current level of local presence is adequate	19.8%	23.3%
Less local presence	.5%	-
Don't know	13.0%	5.5%

### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Turkey? (1-Not important at all, 10-Very important)

	Ankara			Outside Ankara		
	N	Mean	SD	N	Mean	SD
Anti-corruption	166	7.39	2.39	56	7.43	2.19
Migration	160	7.05	2.30	60	7.43	2.09
Transport	168	6.55	2.35	66	7.03	1.86
Competitiveness	154	7.85	2.03	61	7.93	1.99
Law and justice	152	7.51	2.33	51	7.76	2.38
Urban development and planning	164	8.04	1.83	53	8.30	1.62
Environmental sustainability*	176	8.07	1.79	67	8.66	1.25
Regulatory framework for private sector development	156	7.58	1.98	63	7.83	1.56
Communicable/non-communicable diseases	148	5.93	2.13	43	6.33	2.06
Poverty reduction	168	8.01	1.78	67	7.93	1.51
Gender equity	156	7.21	2.64	59	7.90	1.79
Foreign direct investment	142	7.21	2.42	53	7.36	2.13
Water and sanitation	156	6.53	2.03	52	7.12	1.94
Trade and exports	161	7.81	2.07	65	7.34	2.25
Economic growth	167	8.18	1.73	67	7.99	2.04
Energy	177	7.90	1.81	66	7.85	2.08
Disaster management	166	7.51	1.71	61	7.13	1.59
Public sector governance/reform	164	7.77	1.96	62	8.08	2.29
Job creation/employment	170	8.26	1.72	65	8.34	1.46
Financial markets and savings	167	7.62	2.03	69	7.13	2.30
Income inequality*	159	7.64	2.00	54	8.33	1.67
Health	152	7.18	2.14	50	7.52	1.69
Rural and regional development	164	7.67	1.81	63	7.75	2.13
Education quality	170	8.10	1.93	59	7.73	2.28
Social protection	150	6.98	2.35	52	7.04	2.21
Climate change*	167	6.81	2.60	60	7.72	1.81
Agricultural development	175	7.74	1.75	64	7.42	2.22

\*Significantly different between locations

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

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

	Ankara			Outside Ankara		
	N	Mean	SD	N	Mean	SD
Migration	79	4.59	2.04	18	4.94	2.21
Transport*	93	5.13	2.77	26	6.81	1.83
Competitiveness	90	6.90	2.03	41	6.98	1.71
Urban development and planning	90	6.27	1.95	24	6.38	2.12
Environmental sustainability*	112	6.66	1.97	39	7.62	1.93
Regulatory framework for private sector development	112	6.22	2.29	31	6.42	1.82
Poverty reduction	117	5.47	2.05	34	6.15	2.27
Gender equity	105	5.10	2.87	28	5.93	2.36
Foreign direct investment*	110	6.24	2.22	24	7.54	1.14
Water and sanitation*	103	5.33	2.52	23	6.78	1.78
Trade and exports	105	6.78	1.81	37	6.51	1.95
Economic growth	134	6.87	1.95	48	7.02	2.24
Energy*	133	6.39	2.32	46	7.63	1.98
Disaster management	101	6.97	2.30	26	6.77	2.30
Public sector governance/reform	122	6.32	1.83	30	6.93	1.53
Job creation/employment	122	6.11	2.19	47	6.64	2.17
Financial markets and savings	111	6.87	1.97	35	6.46	2.03
Income inequality	122	5.41	2.59	27	5.56	2.71
Health	113	5.53	2.48	21	6.24	2.07
Rural and regional development	116	5.89	2.23	46	6.63	2.11
Education quality	117	5.39	2.44	31	5.48	2.59
Social protection	92	4.74	2.30	20	5.85	2.43
Climate change	117	5.60	2.58	30	6.10	2.17

\*Significantly different between locations

	Ankara			Outside Ankara		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Turkey?*	180	5.95	1.87	63	6.51	1.83

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

To what extent do you agree with the following statements about the World Bank Group in Turkey?

(1-Strongly disagree, 10-Strongly agree)

	Ankara			Outside Ankara		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Turkey	174	6.12	2.14	64	6.16	2.28
The World Bank Group meets Turkey's needs for knowledge services	181	6.35	2.02	67	6.22	2.12

### D. The World Bank Group's Knowledge Work and Activities

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

Percentage of Respondents	Ankara	Outside Ankara
Weekly	8.0%	8.2%
Monthly	29.6%	23.3%
A few times a year	37.2%	46.6%
Rarely	20.6%	20.5%
Never	4.5%	1.4%

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

	Ankara			Outside Ankara		
	N	Mean	SD	N	Mean	SD
Are timely	160	6.96	1.62	53	7.30	1.30
Include appropriate level of stakeholder involvement during preparation	160	6.61	2.05	60	6.93	2.07
Are relevant to Turkey's development priorities	165	6.65	2.02	63	7.00	1.93
Lead to practical solutions	160	5.76	1.96	60	6.15	1.79
Are accessible (well written and easy to understand)*	170	7.07	2.14	66	7.65	1.46
Are source of relevant information on global good practices	171	7.33	2.14	66	7.73	1.73
Enhance your knowledge and/or skills*	166	7.08	2.14	66	7.77	1.50
Are adequately disseminated	142	5.93	2.28	52	5.83	1.97
Are translated enough into local language*	154	5.90	2.62	49	7.04	2.02
Are adaptable to Turkey's specific development challenges and country circumstances	167	6.17	2.28	55	6.47	2.19

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

	Ankara			Outside Ankara		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	186	6.26	1.73	68	6.22	1.96
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	181	7.37	1.76	69	7.62	1.39

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

### E. Working with the World Bank Group

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

	Ankara			Outside Ankara		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	149	6.30	2.14	48	6.58	1.30
The World Bank Group effectively monitors and evaluates the projects and programs it supports	163	7.54	1.51	58	7.91	1.49
The World Bank Group's approvals and reviews are done in a timely fashion*	152	6.40	2.12	52	7.15	2.03
The World Bank Group's "Safeguard Policy" requirements are reasonable	119	6.46	2.08	34	6.32	2.10
The World Bank Group's conditions on its lending are reasonable	139	6.32	2.05	47	6.81	2.06
The World Bank Group takes decisions quickly in Turkey	143	6.75	2.07	47	6.70	1.79
Working with the World Bank Group increases Turkey's institutional capacity*	166	7.10	1.91	58	7.66	1.57
The World Bank Group ensures consistency and continuity through staff changes	100	6.78	1.76	30	6.80	2.09
Where country systems are adequate, the World Bank Group makes appropriate use of them	124	6.65	2.04	32	5.94	2.30
The World Bank Group provides effective implementation support	143	7.33	1.68	55	7.60	1.84

\*Significantly different between locations

### F. The Future Role of the World Bank Group in Turkey

Which of the following SHOULD the World Bank Group do to make itself of greater value in Turkey? (Choose no more than 2)

Percentage of Respondents (Responses Combined)	Ankara	Outside Ankara
Provide more adequate data/knowledge/statistics/figures on Turkey's economy	22.1%	23.3%
Collaborate more effectively with Government clients*	18.6%	8.2%
Offer more innovative financial products	12.6%	5.5%
Improve the competitiveness of its financing compared to markets	9.5%	5.5%
Reach out more to groups outside of Government*	33.2%	52.1%
Improve the quality of its experts as related to Turkey's specific challenges*	15.1%	5.5%
Offer more innovative knowledge services	12.1%	5.5%
Ensure greater selectivity in its work	3.0%	0.0%
Increase the level of capacity development in the country	31.2%	24.7%
Reduce the complexity of obtaining World Bank Group financing*	21.1%	32.9%
Increase availability of Fee-Based services	2.0%	5.5%
Work faster	2.5%	1.4%
Other*	1.5%	8.2%

\*Significantly different between locations

When considering the combination of services that the World Bank Group offers in Turkey, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Turkey?\*

Percentage of Respondents	Ankara	Outside Ankara
Financial services	32.8%	44.3%
Knowledge products	29.1%	32.9%
Convening services	13.8%	10.0%
None of the above	2.1%	1.4%
The combination is appropriate for Turkey	14.8%	8.6%
Don't know	7.4%	2.9%

\*Significantly different between locations

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Ankara	Outside Ankara
Local newspapers	46.5%	38.4%
International newspapers*	6.5%	20.5%
Local radio*	0.5%	5.5%
International radio	0.0%	0.0%
Local television	19.5%	15.1%
International television	7.0%	6.8%
Periodicals	3.0%	6.8%
Internet	77.5%	76.7%
Social media	5.0%	6.8%
Blogs	0.5%	0.0%
Mobile phones	0.5%	0.0%
Instant messaging	0.5%	0.0%
Other*	11.5%	0.0%

\*Significantly different between locations

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	Ankara	Outside Ankara
Yes	31.0%	16.9%
No	69.0%	83.1%

\*Significantly different between locations

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

Percentage of Respondents	Ankara	Outside Ankara
Yes	19.5%	9.7%
No	80.5%	90.3%

Were you able to obtain this information?

Percentage of Respondents	Ankara	Outside Ankara
Yes	100.0%	87.5%
No	-	12.5%

Do you have access to the Internet?\*

Percentage of Respondents	Ankara	Outside Ankara
Yes	100.0%	97.1%
No	-	2.9%

\*Significantly different between locations

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

Percentage of Respondents	Ankara	Outside Ankara
Yes	79.8%	78.9%
No	20.2%	21.1%



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

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

	Ankara			Outside Ankara		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago	176	5.10	2.94	65	5.69	2.28
I find the World Bank Group's websites easy to navigate	148	6.29	2.06	57	6.30	2.06
I find the information on the World Bank Group's websites useful	150	7.21	1.81	59	7.69	1.39
The World Bank Group's social media channels are valuable sources of information about the institution	86	5.38	2.94	38	5.95	2.28
When I need information from the World Bank Group I know how to find it	177	6.64	2.75	62	7.19	2.44
The World Bank Group is responsive to my information requests and inquiries*	139	6.52	3.04	46	7.52	1.81

\*Significantly different between locations

### H. Background Information

Which of the following agencies of the World Bank Group do you work with in Turkey? (Select all that apply)

Percentage of Respondents (Responses Combined)	Ankara	Outside Ankara
The World Bank (IBRD)	55.6%	62.1%
The International Finance Corporation (IFC)*	13.2%	24.2%
The Multilateral Investment Guarantee Agency (MIGA)	3.7%	1.5%
None	39.7%	33.3%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Ankara	Outside Ankara
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	24.5%	6.9%
Use World Bank Group reports/data	44.9%	34.7%
Engage in World Bank Group related/sponsored events/activities	18.4%	29.2%
Collaborate as part of my professional duties	48.5%	59.7%
Use World Bank Group website for information, data, research, etc.*	11.7%	27.8%

\*Significantly different between locations

## Appendix D: Responses to All Questions across Collaborators

**Collaborators N=119 ● Non-Collaborators N=156**

### A. General Issues Facing Turkey

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

Percentage of Respondents	Collaborators	Non-Collaborators
The right direction	42.6%	38.8%
The wrong direction	28.7%	32.7%
Not sure	28.7%	28.6%

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Social protection*	1.7%	7.1%
Transport*	0.0%	3.9%
Public sector governance/reform*	22.2%	12.3%
Gender equity	6.8%	5.8%
Foreign direct investment	2.6%	6.5%
Water and sanitation	0.0%	0.0%
Anti-corruption*	12.0%	21.9%
Job creation/employment	23.9%	28.4%
Rural and regional development*	21.4%	11.6%
Financial markets and savings	3.4%	7.1%
Urban development and planning	5.1%	8.4%
Environmental sustainability*	12.0%	4.5%
Income inequality*	9.4%	20.6%
Health	6.8%	3.2%
Education quality	54.7%	55.5%
Poverty reduction	4.3%	5.8%
Energy	18.8%	15.5%
Climate change	1.7%	1.3%
Agricultural development	5.1%	5.8%
Trade and exports	6.0%	5.2%
Competitiveness*	27.4%	9.0%
Economic growth	17.1%	16.1%
Law and justice	34.2%	25.2%
Regulatory framework for private sector development*	0.9%	8.4%
Communicable/non-communicable diseases	0.0%	0.0%
Disaster management	0.0%	1.3%
Migration	0.0%	1.3%

*\*Significantly different between collaborators and non-collaborators*

**A. General Issues Facing Turkey (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 Turkey? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Water and sanitation	0.9%	0.6%
Income inequality	45.3%	44.8%
Economic growth	41.9%	42.2%
Climate change	0.0%	0.0%
Gender equity	3.4%	5.2%
Rural and regional development	38.5%	37.0%
Urban development and planning	3.4%	1.3%
Regulatory framework for private sector development	6.0%	1.9%
Social protection	12.0%	14.9%
Law and justice*	7.7%	1.9%
Transport	0.0%	0.0%
Competitiveness	6.8%	3.2%
Communicable/non-communicable diseases	0.0%	0.0%
Migration	5.1%	7.8%
Anti-corruption*	16.2%	7.1%
Foreign direct investment*	5.1%	0.0%
Education quality	32.5%	38.3%
Energy*	0.9%	6.5%
Public sector governance/reform*	6.0%	1.3%
Environmental sustainability	0.0%	0.6%
Disaster management	0.9%	0.0%
Health*	0.0%	3.9%
Agricultural development*	7.7%	15.6%
Job creation/employment	53.8%	42.9%
Financial markets and savings	0.9%	0.6%
Trade and exports	2.6%	1.9%

\*Significantly different between collaborators and non-collaborators

### A. General Issues Facing Turkey (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 Turkey? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Energy*	20.2%	34.6%
Gender equity	5.9%	5.2%
Income inequality	4.2%	5.2%
Social protection	2.5%	2.0%
Climate change	0.0%	0.0%
Anti-corruption	12.6%	5.9%
Disaster management*	3.4%	0.0%
Rural and regional development	31.1%	20.9%
Foreign direct investment	10.1%	11.8%
Urban development and planning	3.4%	2.0%
Water and sanitation	0.0%	0.0%
Education quality*	28.6%	45.1%
Migration*	5.9%	1.3%
Regulatory framework for private sector development*	19.3%	10.5%
Communicable/non-communicable diseases*	0.0%	0.0%
Trade and exports*	40.3%	25.5%
Public sector governance/reform	11.8%	7.2%
Job creation/employment	31.1%	26.8%
Agricultural development	13.4%	7.8%
Transport*	0.0%	3.3%
Environmental sustainability	0.8%	4.6%
Health	0.0%	0.0%
Law and justice	5.0%	8.5%
Competitiveness	29.4%	26.1%
Financial markets and savings	20.2%	24.8%

\*Significantly different between collaborators and non-collaborators

When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Turkey? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Better employment opportunities for young people*	11.4%	25.3%
Better employment opportunities for women	10.5%	10.0%
Greater access to micro-finance for the poor	5.3%	6.7%
Greater voice and participation for citizens to help ensure greater accountability	12.3%	10.0%
Greater access to health and nutrition for citizens	6.1%	4.7%
Better entrepreneurial opportunities*	5.3%	15.3%
A growing middle class	9.6%	18.0%
Better opportunity for the poor who live in rural areas	8.8%	11.3%
Better opportunity for the poor who live in urban areas	0.9%	0.7%
Consistent economic growth	40.4%	30.0%
More reliable social safety net*	22.8%	6.7%
Greater equity of fiscal policy*	17.5%	6.0%
Education and training that better ensure job opportunity	43.9%	41.3%
Better quality public services	3.5%	0.7%
Other*	0.0%	4.0%

\*Significantly different between collaborators and non-collaborators

## B. Overall Attitudes toward the World Bank Group

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Turkey?*	116	7.07	2.03	156	6.39	2.76

(1-Not familiar at all, 10-Extremely familiar) \* Significantly different between collaborators and non-collaborators

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Turkey.	110	6.95	1.76	147	6.80	2.29

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Turkey solve its most complicated development challenges?	102	6.39	2.11	136	6.53	2.23

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

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Social protection	3.4%	4.5%
Public sector governance/reform	4.3%	5.8%
Transport*	16.4%	7.7%
Poverty reduction	19.8%	11.5%
Gender equity	8.6%	7.7%
Competitiveness	14.7%	21.8%
Rural and regional development	30.2%	22.4%
Foreign direct investment	4.3%	2.6%
Water and sanitation	0.9%	0.0%
Energy	12.9%	19.9%
Job creation/employment*	20.7%	34.0%
Financial markets and savings	4.3%	5.8%
Urban development and planning*	11.2%	2.6%
Environmental sustainability	5.2%	4.5%
Income inequality	11.2%	15.4%
Health	3.4%	3.2%
Education quality	38.8%	50.6%
Climate change*	2.6%	0.0%
Agricultural development	12.9%	13.5%
Trade and exports	7.8%	13.5%
Economic growth	31.9%	25.6%
Law and justice	6.0%	7.1%
Regulatory framework for private sector development	5.2%	3.8%
Communicable/non-communicable diseases	0.0%	0.0%
Anti-corruption	6.0%	4.5%
Migration	2.6%	0.6%
Disaster management*	4.3%	0.6%

\*Significantly different between collaborators and non-collaborators

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

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

Greatest Value		
Percentage of Respondents	Collaborators	Non-Collaborators
Convening/facilitating	4.3%	6.3%
Data	1.7%	1.6%
Policy advice, studies, analyses	29.6%	25.2%
Financial resources	30.4%	26.0%
Capacity development*	12.2%	25.2%
Technical assistance	16.5%	13.4%
Mobilizing third party financial resources	1.7%	0.8%
Donor coordination	0.9%	0.0%
Linkage to non-Bank expertise	0.9%	0.0%
Other	1.7%	0.0%

\*Significantly different between collaborators and non-collaborators

2 <sup>nd</sup> Greatest Value		
Percentage of Respondents	Collaborators	Non-Collaborators
Convening/facilitating	0.9%	2.5%
Data	1.8%	3.3%
Policy advice, studies, analyses*	22.3%	9.2%
Financial resources	17.9%	11.7%
Capacity development	28.6%	28.3%
Technical assistance*	9.8%	25.0%
Mobilizing third party financial resources	7.1%	13.3%
Donor coordination	3.6%	5.0%
Linkage to non-Bank expertise	6.3%	1.7%
Other	0.9%	0.0%

\*Significantly different between collaborators and non-collaborators

How effectively do the World Bank Groups' activities below support Turkey's efforts to achieve development results?

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Convening/facilitating	62	5.74	2.17	99	5.68	2.08
Data	90	6.87	1.89	112	6.98	1.58
Policy advice, studies, analyses	100	7.32	1.79	120	7.23	1.65
Financial resources	108	7.25	1.80	130	7.01	1.85
Technical assistance	102	7.14	1.67	119	7.11	1.94
Mobilizing third party financial resources	82	6.39	2.06	111	6.59	2.24
Donor coordination	64	6.45	2.12	95	5.89	2.55
Linkage to non-Bank expertise	64	6.03	2.48	80	6.05	2.92

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

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

The World Bank Group can provide capacity building support in a number of ways in Turkey. To what degree would Turkey benefit, if capacity building were to support...?

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
<b>Groups outside of government</b> (e.g., civil society, media) to help them more effectively engage and participate in development efforts	110	7.39	2.08	136	6.96	2.16
<b>The public sector</b> , related to implementation of specific development projects on the ground	113	7.50	1.69	139	7.36	1.95
<b>The public sector</b> , related to changing institutions (organizations or sociopolitical conditions)	109	6.81	2.18	132	6.50	2.57
<b>The private sector</b> , related to institutional and policy change	110	7.12	1.90	134	7.29	2.03

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

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Staff too inaccessible	11.2%	8.4%
Not exploring alternative policy options*	2.6%	18.7%
Not adequately sensitive to political/social realities in Turkey	17.2%	12.9%
Not enough public disclosure of its work	20.7%	25.8%
Arrogant in its approach	4.3%	2.6%
Not aligned with country priorities	9.5%	6.5%
The credibility of its knowledge/data	0.9%	2.6%
Not willing to honestly criticize policies and reform efforts in the country	12.9%	8.4%
Too influenced by developed countries	15.5%	18.1%
Imposing technocratic solutions without regard to political realities*	19.8%	5.8%
Too slow and bureaucratic in its operational policies and procedures*	34.5%	21.3%
Not aligned with other donors' work	1.7%	0.6%
Not collaborating enough with non-state actors	9.5%	15.5%
Not client focused	11.2%	11.0%
Other	7.8%	3.9%
Don't know	5.2%	8.4%

\*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Capacity development	23.5%	33.6%
Policy based lending/budget support to the Government*	40.0%	16.4%
Knowledge products/services	18.3%	18.4%
Investment lending	38.3%	38.8%
Technical assistance	30.4%	34.2%
Trust Fund management*	15.7%	7.2%
South-South knowledge exchange	1.7%	1.3%
Other	4.3%	7.2%
Don't know	2.6%	6.6%

\*Significantly different between collaborators and non-collaborators

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

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Academia/Think Tanks/Research Institutes	41.0%	40.8%
Donor Community*	5.1%	0.0%
Media	9.4%	11.2%
NGOs	24.8%	17.8%
Local Government*	23.1%	13.2%
Private Sector	34.2%	35.5%
Parliament	14.5%	14.5%
Community-Based Organizations	19.7%	19.1%
Beneficiaries	12.8%	12.5%
Foundations	0.0%	0.7%
Faith-Based Organizations	0.0%	0.0%
Other	4.3%	3.9%
Don't know	0.0%	0.7%

\*Significantly different between collaborators and non-collaborators

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Turkey*	112	6.24	1.99	137	5.62	2.40
The World Bank Group's work is aligned with what I consider the development priorities for Turkey*	111	6.91	1.86	136	6.29	2.41
The World Bank Group supports programs and strategies that are realistic for Turkey*	107	6.86	1.77	125	6.17	2.50
The World Bank Group treats clients and stakeholders in Turkey with respect	107	7.48	1.96	119	7.26	2.41

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between collaborators and non-collaborators



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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness	103	6.67	1.84	129	6.32	2.02
Flexibility (in terms of the World Bank Group's products and services)	98	6.37	1.89	119	5.85	1.97
Flexibility (in terms of changing country circumstances)	96	6.14	2.02	129	5.84	2.10
Being inclusive	94	6.37	1.73	128	6.73	2.14
Openness	103	7.53	1.59	128	7.15	2.08
Staff accessibility*	104	7.55	1.97	122	6.52	2.47
Straightforwardness and honesty	102	7.83	1.67	119	7.61	2.25
Ease of access to the people at the World Bank Group who are making decisions important to my work	93	6.98	2.17	114	6.55	2.67
Collaboration with groups outside of the Government	82	6.52	1.54	111	6.41	2.07
Collaboration with the Government	93	7.61	1.32	109	7.54	2.04
Collaboration with other donors	61	6.75	1.82	97	6.98	2.12
The speed in which it gets things accomplished on the ground	85	6.41	1.85	115	6.23	1.98
Being a long-term partner	93	8.16	1.66	109	7.64	2.23

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between collaborators and non-collaborators

To be a more effective development partner in Turkey, do you believe that the World Bank Group should have...?

Percentage of Respondents	Collaborators	Non-Collaborators
More local presence	69.0%	67.1%
The current level of local presence is adequate	20.4%	21.1%
Less local presence	-	.7%
Don't know	10.6%	11.2%

### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Turkey? (1-Not important at all, 10-Very important)

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Anti-corruption	96	7.18	2.42	127	7.58	2.26
Migration	93	7.37	2.46	128	7.02	2.07
Transport*	103	7.18	2.02	132	6.30	2.31
Competitiveness	94	8.11	1.99	122	7.70	2.02
Law and justice	84	7.43	2.35	120	7.68	2.32
Urban development and planning	101	8.16	1.93	117	8.05	1.65
Environmental sustainability	107	8.34	1.72	136	8.14	1.64
Regulatory framework for private sector development	96	7.56	1.82	124	7.72	1.91
Communicable/non-communicable diseases	86	6.07	2.08	106	5.97	2.15
Poverty reduction	104	7.98	1.70	132	8.00	1.71
Gender equity	98	7.64	2.30	118	7.21	2.56
Foreign direct investment	89	7.22	2.27	107	7.28	2.40
Water and sanitation*	91	7.22	1.99	118	6.25	1.94
Trade and exports	98	7.64	2.08	129	7.70	2.16
Economic growth	102	8.20	1.62	133	8.08	1.97
Energy	107	7.98	2.02	137	7.82	1.77
Disaster management	98	7.49	1.63	130	7.35	1.71
Public sector governance/reform	95	7.76	2.11	130	7.92	2.02
Job creation/employment	106	8.32	1.65	130	8.26	1.65
Financial markets and savings	100	7.24	2.23	137	7.66	2.02
Income inequality	93	7.87	1.73	121	7.78	2.10
Health	88	7.58	2.04	115	7.04	2.01
Rural and regional development	100	7.94	1.83	128	7.52	1.94
Education quality	99	8.21	2.04	131	7.86	2.01
Social protection	89	6.99	2.26	114	7.01	2.34
Climate change*	95	7.54	2.15	133	6.72	2.59
Agricultural development	102	7.83	1.83	138	7.53	1.92

\*Significantly different between collaborators and non-collaborators

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Migration*	40	3.88	1.70	58	5.24	2.13
Transport	59	5.88	2.31	61	5.13	2.95
Competitiveness	53	6.60	1.65	79	7.15	2.08
Urban development and planning	48	6.40	2.04	67	6.24	1.94
Environmental sustainability	72	7.14	1.76	80	6.71	2.18
Regulatory framework for private sector development	62	6.32	1.91	82	6.24	2.39
Poverty reduction	70	5.96	1.72	82	5.35	2.37
Gender equity*	68	6.29	2.23	66	4.24	2.91
Foreign direct investment*	60	5.92	2.00	75	6.91	2.11
Water and sanitation*	60	6.30	2.20	67	4.97	2.51
Trade and exports	61	6.36	1.40	82	6.96	2.08
Economic growth*	82	6.57	1.85	101	7.20	2.11
Energy	82	6.48	2.34	98	6.90	2.24
Disaster management	54	6.50	2.21	74	7.23	2.30
Public sector governance/reform*	67	6.09	1.55	86	6.71	1.90
Job creation/employment*	82	5.91	2.00	88	6.58	2.31
Financial markets and savings	66	6.61	1.63	81	6.94	2.24
Income inequality*	68	4.87	2.36	82	5.91	2.70
Health	57	5.84	1.95	78	5.53	2.72
Rural and regional development*	80	5.73	2.14	83	6.46	2.23
Education quality	67	5.36	2.09	82	5.46	2.72
Social protection	55	4.64	1.98	58	5.24	2.63
Climate change*	61	6.25	1.77	87	5.34	2.86

\*Significantly different between collaborators and non-collaborators

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Turkey?	110	6.15	1.68	133	6.08	1.99

(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 Group in Turkey?

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Turkey	105	5.90	1.95	133	6.29	2.32
The World Bank Group meets Turkey's needs for knowledge services	107	6.21	1.80	142	6.39	2.21

(1-Strongly disagree, 10-Strongly agree)

### D. The World Bank Group's Knowledge Work and Activities

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

Percentage of Respondents	Collaborators	Non-Collaborators
Weekly	4.3%	11.0%
Monthly	36.2%	21.9%
A few times a year	42.2%	38.1%
Rarely	17.2%	22.6%
Never	-	6.5%

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely	100	7.22	1.44	113	6.86	1.63
Include appropriate level of stakeholder involvement during preparation*	100	7.00	1.66	120	6.42	2.29
Are relevant to Turkey's development priorities	106	6.89	1.85	123	6.63	2.11
Lead to practical solutions	103	5.90	1.83	118	5.84	1.99
Are accessible (well written and easy to understand)	108	7.30	1.61	129	7.18	2.26
Are source of relevant information on global good practices	107	7.60	1.71	131	7.31	2.26
Enhance your knowledge and/or skills	108	7.54	1.44	125	7.05	2.36
Are adequately disseminated	91	5.81	1.96	104	5.98	2.38
Are translated enough into local language	94	6.24	2.03	109	6.12	2.90
Are adaptable to Turkey's specific development challenges and country circumstances	104	5.98	2.04	119	6.45	2.41

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between collaborators and non-collaborators

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	112	6.31	1.43	142	6.23	2.00
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	114	7.41	1.57	136	7.46	1.75

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

### E. Working with the World Bank Group

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	92	6.20	2.10	105	6.56	1.78
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	104	7.85	1.18	117	7.42	1.72
The World Bank Group's approvals and reviews are done in a timely fashion	99	6.48	2.29	105	6.70	1.93
The World Bank Group's "Safeguard Policy" requirements are reasonable	67	6.49	1.77	86	6.38	2.30
The World Bank Group's conditions on its lending are reasonable	90	6.56	1.86	95	6.36	2.25
The World Bank Group takes decisions quickly in Turkey*	94	6.17	2.00	97	7.26	1.87
Working with the World Bank Group increases Turkey's institutional capacity	105	7.48	1.36	119	7.03	2.16
The World Bank Group ensures consistency and continuity through staff changes	68	6.88	1.93	61	6.66	1.74
Where country systems are adequate, the World Bank Group makes appropriate use of them	68	6.13	2.23	87	6.76	1.96
The World Bank Group provides effective implementation support	99	7.56	1.57	99	7.20	1.86

\*Significantly different between collaborators and non-collaborators

### F. The Future Role of the World Bank Group in Turkey

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Provide more adequate data/knowledge/statistics/figures on Turkey's economy*	14.7%	29.0%
Collaborate more effectively with Government clients	13.8%	18.1%
Offer more innovative financial products	14.7%	7.7%
Improve the competitiveness of its financing compared to markets*	15.5%	3.2%
Reach out more to groups outside of Government	31.9%	42.6%
Improve the quality of its experts as related to Turkey's specific challenges*	19.0%	7.7%
Offer more innovative knowledge services*	2.6%	16.1%
Ensure greater selectivity in its work	2.6%	1.9%
Increase the level of capacity development in the country	29.3%	29.0%
Reduce the complexity of obtaining World Bank Group financing*	30.2%	19.4%
Increase availability of Fee-Based services	3.4%	2.6%
Work faster	0.9%	3.2%
Other	3.4%	3.2%

\*Significantly different between collaborators and non-collaborators

When considering the combination of services that the World Bank Group offers in Turkey, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Turkey?

Percentage of Respondents	Collaborators	Non-Collaborators
Financial services	45.1%	28.8%
Knowledge products	20.4%	38.4%
Convening services	11.5%	13.7%
None of the above	1.8%	2.1%
The combination is appropriate for Yemen	14.2%	12.3%
Don't know	7.1%	4.8%

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Local newspapers	50.4%	39.0%
International newspapers*	15.1%	6.5%
Local radio	3.4%	0.6%
International radio	0.0%	0.0%
Local television	18.5%	18.2%
International television	6.7%	7.1%
Periodicals	5.0%	3.2%
Internet*	70.6%	81.8%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	5.9%	5.8%
Blogs	0.0%	0.6%
Mobile phones	0.0%	0.6%
Instant messaging	0.0%	0.6%
Other	7.6%	9.1%

\*Significantly different between collaborators and non-collaborators

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	Collaborators	Non-Collaborators
Yes	26.3%	28.1%
No	73.7%	71.9%

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

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	22.9%	12.5%
No	77.1%	87.5%

\*Significantly different between collaborators and non-collaborators

Were you able to obtain this information?

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	94.7%	100.0%
No	5.3%	-

Do you have access to the Internet?

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	100.0%	98.5%
No	-	1.5%

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

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	87.7%	73.6%
No	12.3%	26.4%

\*Significantly different between collaborators and non-collaborators

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago*	108	5.72	2.65	134	4.91	2.85
I find the World Bank Group's websites easy to navigate	100	6.57	2.21	106	6.05	1.87
I find the information on the World Bank Group's websites useful*	101	7.65	1.65	109	7.07	1.73
The World Bank Group's social media channels are valuable sources of information about the institution*	46	6.26	2.48	77	5.19	2.82
When I need information from the World Bank Group I know how to find it*	111	7.70	2.20	128	5.99	2.82
The World Bank Group is responsive to my information requests and inquiries*	83	7.88	2.32	103	5.90	2.88

\*Significantly different between collaborators and non-collaborators

### H. Background Information

Which of the following agencies of the World Bank Group do you work with in Turkey? (Select all that apply)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
The World Bank (IBRD)*	94.1%	26.1%
The International Finance Corporation (IFC)	16.9%	15.2%
The Multilateral Investment Guarantee Agency (MIGA)*	5.9%	0.7%
None*	0.8%	69.6%

\*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	2.6%	32.9%
Use World Bank Group reports/data*	33.6%	49.3%
Engage in World Bank Group related/sponsored events/activities*	28.4%	15.8%
Collaborate as part of my professional duties*	90.5%	21.7%
Use World Bank Group website for information, data, research, etc.*	10.3%	20.4%

\*Significantly different between collaborators and non-collaborators

## Appendix E: Responses to All Questions across Country Surveys<sup>1</sup>

FY02 N=208 ● FY05 N=169 ● FY11 N=552 ● FY14 N=278

### B. Overall Attitudes toward the World Bank Group

	FY02			FY05			FY11			FY14		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Turkey? * ** ***	207	7.28	1.97	168	7.27	2.22	235	7.26	2.14	275	6.67	2.50

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between FY11 and FY14 respondents

\*\* Significantly different between FY05 and FY14 respondents \*\*\* Significantly different between FY02 and FY14 respondents

	FY02			FY05			FY11			FY14		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Turkey. * ** ***	200	6.26	1.74	160	5.62	1.79	226	6.38	1.66	259	6.86	2.07

(1-Not effective at all, 10-Very effective) \*Significantly different between FY11 and FY14 respondents

\*\* Significantly different between FY05 and FY14 respondents \*\*\* Significantly different between FY02 and FY14 respondents

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

	FY02			FY05			FY11			FY14		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Turkey * **	205	6.31	2.16	166	6.13	2.00	224	5.05	2.11	252	5.90	2.26
The World Bank Group's work is aligned with what I consider the development priorities for Turkey * ** ***	204	6.01	2.31	158	5.56	2.41	222	5.53	2.18	250	6.56	2.22

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between FY11 and FY14 respondents

\*\* Significantly different between FY05 and FY14 respondents \*\*\* Significantly different between FY02 and FY14 respondents

<sup>1</sup> Only those questions that were asked in both the FY '11 and FY '14 country surveys, with similar response scales/options, are presented. Additional comparisons to FY '02 and FY '05 country surveys are presented when possible.



### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Turkey? (1-Not important at all, 10-Very important)^

	FY02			FY05			FY11			FY14		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Environmental sustainability*							452	6.95	2.48	245	8.24	1.67
Poverty reduction*							478	6.52	2.74	236	7.99	1.70
Gender equity*							461	6.67	2.73	217	7.42	2.45
Economic growth*							471	6.17	2.47	236	8.14	1.82
Energy*							451	6.82	2.56	245	7.90	1.88
Disaster management*							441	6.75	2.58	229	7.42	1.68
Public sector governance/reform*							462	6.57	2.49	227	7.87	2.06
Job creation/employment*							480	6.89	2.58	237	8.30	1.64
Financial markets and savings*							447	6.07	2.45	238	7.49	2.11
Health*							459	6.48	2.59	204	7.28	2.03
Education quality*							477	7.21	2.48	231	8.02	2.03

^Note in FY11, these questions were asked with the following instruction: "When thinking about some important challenges that Turkey might face in the future, on a scale of 1-10, 1 meaning not useful at all, 10 meaning very useful, how useful will it be for the World Bank to work with Turkey in..." \*Significantly different between FY11 and FY14 respondents

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

	FY02			FY05			FY11			FY14		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Environmental sustainability*							443	5.53	2.47	153	6.92	1.99
Poverty reduction* ** ***	190	5.06	2.02	151	5.11	1.89	493	4.52	2.41	153	5.65	2.12
Gender equity							462	5.25	2.55	135	5.31	2.79
Economic growth* ** ***	198	5.93	1.83	154	5.91	1.73	490	5.30	2.22	184	6.93	2.02
Energy*							442	5.52	2.49	181	6.72	2.29
Disaster management*							417	5.19	2.47	129	6.94	2.28
Public sector governance/reform*							458	5.60	2.33	154	6.45	1.79
Job creation/employment*							483	4.99	2.36	171	6.27	2.19
Financial markets and savings*							462	5.30	2.28	148	6.80	1.99
Health*	185	5.61	2.24	147	5.71	2.42	452	5.20	2.33	136	5.68	2.43
Education quality	169	5.18	2.06	137	5.24	2.20	484	5.57	2.34	150	5.44	2.46

\*Significantly different between FY11 and FY14 respondents \*\* Significantly different between FY05 and FY14 respondents

\*\*\* Significantly different between FY02 and FY14 respondents

### G. Communication and Information Sharing

#### Do you have access to the Internet?

Percentage of Respondents	FY02	FY05	FY11	FY14
Yes	-	-	99.1%	99.2%
No	-	-	.9%	.8%

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

Percentage of Respondents	FY02	FY05	FY11	FY14
Yes	-	72.9%	82.8%	79.7%
No	-	27.1%	17.2%	20.3%

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

	FY02			FY05			FY11			FY14		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*							187	6.89	2.01	207	6.31	2.05
When I need information from the World Bank Group I know how to find it							200	6.63	2.34	241	6.78	2.68
The World Bank Group is responsive to my information requests and inquiries							132	7.11	2.26	186	6.78	2.82

\*Significantly different between FY11 and FY14 respondents

## Appendix F: Responses to Key Questions by Respondents' Specializations/Sectors

### C. World Bank Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Turkey? (1-Not important at all, 10-Very important)

	Agriculture/ rural development / food security		Education		Energy		Financial markets / banking		Gender equity / equality of opportunity		Information and comm. technology		Job creation/ employment		Law and justice / regulatory framework		Natural resource management / environmental sustainability		Private sector development / foreign direct investment		Public sector governance / public financial mgmt. / anti- corruption		Social protection		Transport		Urban development		Water and sanitation		Generalist		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Anti-corruption	4	7.00	35	8.37	9	6.22	28	7.25	4	8.50	5	8.60	13	7.00	3	7.67	4	5.75	15	7.73	18	6.39	7	6.14	1	10.00	2	7.50	6	8.50	13	8.38	43	7.49
Migration	4	8.00	33	7.70	11	5.91	32	7.00	5	8.60	4	8.00	13	7.08	3	7.00	4	5.75	16	8.13	17	7.71	7	5.43	1	10.00	2	8.50			13	6.77	39	6.87
Transport*	6	7.50	31	5.29	13	6.92	36	6.53	4	7.75	5	8.00	13	7.77	3	5.67	9	7.22	20	7.85	17	7.29	6	4.83	2	10.00	2	6.00	4	10.00	12	5.92	39	6.08
Competitiveness	6	7.17	36	8.78	11	7.18	36	7.58	5	8.40	4	8.25	11	7.91	3	7.33	4	7.00	12	8.42	18	7.78	6	6.83	2	10.00	2	8.00			13	8.46	34	7.41
Law and justice*	4	7.00	33	8.36	8	5.13	27	7.41	4	8.25	5	7.40	13	7.08	3	8.67	3	4.33	11	8.18	18	8.00	7	6.57	1	10.00	2	8.00	2	9.50	13	8.62	37	7.65
Urban development and planning*	4	7.00	30	7.93	12	7.42	31	8.16	4	9.00	5	8.20	13	7.69	3	8.67	4	6.25	11	7.73	18	8.89	7	6.00	1	10.00	2	9.00	5	9.80	12	8.33	41	8.24
Environmental sustainability*	6	8.00	35	7.69	13	7.31	36	8.44	4	8.75	5	8.00	13	7.69	3	9.67	9	7.33	20	8.85	17	8.18	7	7.29	2	9.50	2	9.00	5	9.80	13	8.54	39	8.38
Regulatory framework for private sector dev.*	6	6.17	36	8.36	12	6.67	36	6.78	5	8.60	4	7.75	12	7.92	3	8.00	3	4.67	14	8.00	18	7.22	7	7.71	1	10.00	2	9.00			13	8.46	35	7.80
Communicable/non- communicable disease*	4	7.25	30	4.83	10	6.80	27	6.11	4	7.75	4	8.00	12	6.42	2	5.50	2	5.00	6	7.17	17	5.65	7	4.29	1	10.00	2	6.50	5	8.20	13	5.08	33	6.24
Poverty reduction*	5	7.80	34	8.59	13	7.08	37	7.76	5	8.20	5	8.40	12	7.58	2	8.50	9	7.11	20	7.80	18	7.28	7	6.00	1	10.00	2	9.00	1	9.00	13	8.31	39	8.69
Gender equity*	4	8.50	33	6.30	10	7.00	32	8.03	6	8.67	5	7.40	12	7.92	3	6.33	2	8.50	17	8.18	17	7.06	7	4.57	1	10.00	2	5.00	5	8.20	12	7.67	35	7.86
Foreign direct investment	4	7.25	31	7.32	11	6.73	26	6.69	4	8.25	4	7.75	12	7.17	3	7.33	3	8.33	11	8.64	18	7.50	6	5.83	2	10.00	2	9.00			13	7.69	33	6.85
Water and sanitation*	4	7.00	29	5.31	10	6.80	31	7.29	4	8.00	4	8.00	12	7.33	3	5.33	4	6.75	10	7.40	17	5.88	6	4.17	1	10.00	2	5.00	5	9.80	12	6.17	38	6.61
Trade and exports	5	6.80	30	8.63	10	8.10	36	6.94	4	8.50	4	8.75	13	7.62	3	8.00	3	6.67	20	8.20	17	6.47	7	8.00	1	10.00	2	8.50	4	8.00	13	7.77	38	7.53
Economic growth	6	7.67	31	8.74	11	8.09	38	7.68	5	8.60	4	8.75	13	7.69	3	7.67	9	7.67	20	8.70	18	7.11	7	8.00	2	10.00	2	8.50	4	8.00	13	8.38	36	8.44
Energy	6	8.17	30	7.13	13	8.38	37	7.62	4	8.50	4	9.00	13	8.15	3	7.67	9	8.11	19	8.26	17	7.47	7	6.71	2	10.00	2	7.50	5	9.80	13	8.08	43	7.77
Disaster management*	6	7.00	30	7.83	11	6.64	34	7.38	4	8.25	3	8.67	12	6.83	2	7.50	4	7.50	19	7.53	17	7.06	6	6.17	1	10.00	2	9.00	5	9.80	12	6.33	43	7.60
Public sector governance/reform	4	7.25	33	8.70	12	6.83	32	7.91	4	8.50	4	8.50	12	7.67	3	9.00	11	7.73	17	8.82	18	7.44	6	7.00	1	10.00	2	7.50	1	9.00	13	7.77	40	7.68
Job creation/ employment*	6	7.67	31	9.00	11	7.27	37	8.08	5	8.60	5	8.80	13	8.23	3	9.00	4	7.00	20	8.50	17	7.47	7	7.00	1	10.00	2	8.00	6	7.83	13	8.92	42	8.50
Financial markets and savings*	6	6.33	37	8.00	11	7.55	36	6.39	4	8.75	5	8.80	12	7.75	3	8.33	11	6.73	20	8.10	16	6.94	7	6.57	1	10.00	2	8.50	5	7.40	13	8.62	35	7.71
Income inequality*	4	8.25	35	8.63	9	7.00	30	8.20	5	8.80	3	8.67	13	6.38	3	8.67	4	6.00	11	8.27	18	7.33	7	6.43	2	10.00	2	7.00	1	9.00	13	7.77	41	7.83
Health*	4	8.75	32	6.78	9	7.67	27	7.67	5	8.40	3	8.67	13	7.00	3	7.33	4	6.25	10	7.50	17	6.24	7	5.43	1	10.00	1	9.00	5	9.80	13	6.85	36	7.50
Rural and regional development	6	7.67	24	8.00	10	8.00	35	7.57	6	8.17	4	9.00	13	7.38	3	9.00	4	7.00	20	7.80	16	7.13	7	6.00	1	10.00	2	8.50	5	7.40	13	8.62	43	7.33
Education quality	6	7.33	34	8.79	11	7.27	34	7.88	5	8.00	4	9.00	13	8.08	3	9.33	4	7.00	13	7.62	18	7.56	7	6.43	1	10.00	2	8.50	5	9.00	13	8.92	40	7.48
Social protection	4	7.25	30	6.93	11	5.82	30	7.13	5	8.40	5	8.00	12	6.92	3	8.00	4	5.25	9	8.00	17	7.12	7	6.29	1	10.00	2	8.00	1	9.00	13	8.46	36	6.36
Climate change*	4	7.75	30	5.30	13	7.46	33	7.52	5	8.00	4	8.00	12	7.33	3	9.00	11	7.64	16	7.94	16	6.75	6	3.17	1	10.00	2	6.50	5	9.80	12	6.42	38	7.00
Agricultural development*	6	8.00	31	8.55	12	7.33	36	7.58	5	8.80	5	8.80	12	7.67	3	7.67	11	7.64	19	7.16	17	6.12	7	6.57	1	10.00	2	8.50	4	8.00	13	8.00	39	7.38

\*Significantly different between sectors

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

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

	Agriculture/ rural development / food security		Education		Energy		Financial markets / banking		Gender equity / equality of opportunity		Information and comm. technology		Job creation/ employment		Law and justice / regulatory framework		Natural resource management / environmental sustainability		Private sector development / foreign direct investment		Public sector governance / public financial mgmt. / anti- corruption		Social protection		Transport		Urban development		Water and sanitation		Generalist		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Migration	1	3.00	17	5.59	6	5.50	8	3.88			1	8.00	8	5.63	1	6.00	1	3.00	7	5.14	11	3.64	5	3.00			1	6.00			3	4.67	19	4.26
Transport*	3	6.67	19	4.26	8	6.50	19	5.63			1	8.00	5	6.40			2	5.50	11	6.64	11	5.27	5	5.40	2	10.00	1	4.00	4	10.00	5	5.40	18	4.33
Competitiveness*	3	6.67	16	7.94	6	7.00	30	6.20			1	8.00	5	8.40	2	5.50	2	6.50	16	7.44	8	6.13	5	7.60			1	10.00			10	7.70	23	6.17
Urban development and planning	3	7.00	16	6.31	8	5.25	20	6.50			1	8.00	6	7.67	1	6.00	2	7.00	7	6.29	12	6.17	4	6.25			2	8.00	5	9.00	7	6.00	17	5.29
Environmental sustainability*	3	7.67	19	6.16	9	6.67	25	7.40			1	8.00	8	7.75	1	6.00	10	6.90	17	8.65	15	5.33	5	5.00			1	9.00	5	9.80	7	5.86	19	6.32
Regulatory framework for private sector dev.*	4	6.25	19	6.63	8	6.25	23	5.78					9	7.11	2	6.00	2	4.50	12	6.25	13	4.00	6	7.17			1	10.00			11	7.73	25	6.52
Poverty reduction	5	6.00	20	4.45	9	5.78	25	6.16	2	7.50	1	8.00	10	6.10	1	6.00	3	6.67	11	5.91	13	5.00	6	5.00			1	6.00			7	5.86	29	5.59
Gender equity*	5	6.00	20	4.10	9	5.67	15	5.07	2	9.50	1	8.00	9	6.78	1	4.00	3	6.67	9	6.33	13	5.62	5	2.60			1	1.00	4	5.00	7	6.43	21	4.52
Foreign direct investment	3	6.33	18	6.67	8	5.88	19	6.42			1	8.00	7	7.71	2	6.50	2	6.00	9	7.44	14	5.36	5	7.40			1	10.00	4	5.00	10	7.50	24	6.67
Water and sanitation*	4	6.00	18	3.50	9	6.11	15	5.60			1	8.00	8	6.50			4	7.25	6	5.33	13	4.69	4	4.25			1	4.00	5	9.80	5	6.80	22	5.59
Trade and exports *	5	6.00	18	7.39	6	6.83	29	6.38			1	8.00	9	7.33	1	8.00	1	4.00	11	6.36	12	5.25	5	7.60			1	9.00			11	8.00	26	6.65
Economic growth*	5	6.20	20	7.50	11	6.00	34	6.79			1	8.00	11	7.45	1	8.00	9	6.89	18	7.22	14	5.43	6	8.50	1	10.00	1	10.00			11	7.91	31	6.61
Energy*	4	7.25	20	5.40	12	6.67	34	7.38			1	10.00	9	6.89	1	8.00	10	8.50	17	8.35	14	4.93	5	6.00			1	6.00	4	7.00	6	7.00	29	6.17
Disaster management*	2	7.00	14	7.86	6	6.50	26	7.46			1	8.00	5	7.60			2	5.50	9	6.33	11	4.18	5	5.20	1	10.00	1	9.00	5	9.80	5	8.20	29	6.59
Public sector governance/reform	3	6.67	20	5.80	9	6.22	22	6.18			1	8.00	10	7.70	1	8.00	10	6.80	11	7.00	15	5.80	6	6.50			1	5.00	4	5.00	7	6.71	26	6.96
Job creation/employment	5	6.20	22	6.73	9	5.56	32	6.31	1	8.00	1	8.00	11	5.73	2	7.00	1	7.00	18	7.11	14	5.21	6	4.50			1	7.00	4	5.00	6	7.00	28	6.57
Financial markets and savings*	4	5.50	22	7.32	7	6.57	27	6.15			1	6.00	9	7.00	1	8.00	1	4.00	11	6.64	12	6.00	5	5.20			1	8.00	4	5.00	9	8.78	24	7.42
Income inequality	5	6.20	24	6.50	9	5.22	21	5.33			1	7.00	11	5.36	1	6.00	1	3.00	12	6.33	14	4.64	7	5.57			1	6.00	4	2.00	5	7.20	24	4.88
Health*	4	6.75	23	4.13	8	6.13	17	6.76			1	8.00	10	6.00	2	6.00	1	3.00	11	6.82	14	5.57	5	5.80			1	4.00	4	8.00	7	6.57	20	5.00
Rural and regional development	5	6.40	23	5.39	8	6.13	27	5.93			1	6.00	9	6.11	2	6.50	4	6.00	19	6.89	13	5.69	4	5.25			1	7.00	4	5.00	6	6.50	24	6.75
Education quality	4	5.00	24	5.79	8	5.63	23	5.30					10	5.30	1	9.00	2	6.00	12	5.50	15	5.87	7	5.29	1	10.00	1	5.00	4	5.00	8	7.50	22	4.00
Social protection	4	5.50	20	5.25	9	5.33	12	4.75					9	4.00	1	6.00	1	4.00	6	6.33	12	4.42	6	4.67			1	3.00	4	4.00	7	6.29	14	5.36
Climate change*	4	6.00	19	4.00	9	6.22	22	6.18					8	6.00	1	5.00	10	7.60	13	6.15	11	4.27	4	4.50			1	7.00	4	7.00	6	5.00	24	5.42

\*Significantly different between sectors

*In instances where more than 10% of respondents come from a specific sector, additional analyses are conducted to further examine their perceptions as opposed to those from other sectors. In the case of Turkey, there were 15% of respondents from the Financial Markets/Banking sector and 15% of respondents from the Education sector.*

## Financial Markets/Banking Sector vs. Others

**Financial Markets/Banking N=39 ● All Others N=219**

### **A. General Issues Facing Turkey**

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

Percentage of Respondents (Responses Combined)	Financial Markets / Banking Sector	All Others
Social protection	0.0%	6.4%
Transport	0.0%	2.8%
Public sector governance/reform	25.6%	13.8%
Gender equity	7.7%	6.0%
Foreign direct investment	0.0%	5.5%
Water and sanitation	0.0%	0.0%
Anti-corruption*	2.6%	19.3%
Job creation/employment	33.3%	26.6%
Rural and regional development*	38.5%	12.4%
Financial markets and savings*	12.8%	4.6%
Urban development and planning	5.1%	6.4%
Environmental sustainability	12.8%	6.0%
Income inequality*	2.6%	18.8%
Health	0.0%	3.7%
Education quality	43.6%	55.5%
Poverty reduction	0.0%	6.4%
Energy	20.5%	17.0%
Climate change	5.1%	0.9%
Agricultural development	7.7%	5.5%
Trade and exports	5.1%	6.0%
Competitiveness*	38.5%	11.0%
Economic growth	7.7%	18.8%
Law and justice	17.9%	33.0%
Regulatory framework for private sector development*	12.8%	4.6%
Communicable/non-communicable diseases	0.0%	0.0%
Disaster management	0.0%	0.9%
Migration	0.0%	0.9%

\*Significantly different between sectors

**A. General Issues Facing Turkey (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 Turkey? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Financial Markets /	
	Banking Sector	All Others
Water and sanitation	2.6%	0.5%
Income inequality	38.5%	44.7%
Economic growth	38.5%	43.3%
Climate change	0.0%	0.0%
Gender equity	0.0%	5.5%
Rural and regional development	43.6%	35.9%
Urban development and planning	5.1%	0.9%
Regulatory framework for private sector development	7.7%	3.2%
Social protection	15.4%	13.8%
Law and justice	10.3%	3.7%
Transport	0.0%	0.0%
Competitiveness	7.7%	4.1%
Communicable/non-communicable diseases	0.0%	0.0%
Migration	10.3%	6.0%
Anti-corruption	7.7%	12.4%
Foreign direct investment	0.0%	2.8%
Education quality	51.3%	35.0%
Energy	0.0%	3.2%
Public sector governance/reform	5.1%	3.2%
Environmental sustainability	0.0%	0.5%
Disaster management	0.0%	0.5%
Health	0.0%	2.8%
Agricultural development	17.9%	11.1%
Job creation/employment*	28.2%	48.8%
Financial markets and savings	2.6%	0.5%
Trade and exports	2.6%	2.8%

\*Significantly different between sectors

**A. General Issues Facing Turkey (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 Turkey? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Financial Markets /	
	Banking Sector	All Others
Energy	41.0%	26.4%
Gender equity	10.3%	4.6%
Income inequality	2.6%	5.1%
Social protection	0.0%	2.8%
Climate change	0.0%	0.0%
Anti-corruption	5.1%	8.8%
Disaster management	0.0%	1.9%
Rural and regional development	12.8%	23.6%
Foreign direct investment	2.6%	13.4%
Urban development and planning	2.6%	2.8%
Water and sanitation	0.0%	0.0%
Education quality	43.6%	38.9%
Migration	2.6%	2.8%
Regulatory framework for private sector development	17.9%	14.8%
Communicable/non-communicable diseases	0.0%	0.0%
Trade and exports	28.2%	31.0%
Public sector governance/reform	10.3%	9.7%
Job creation/employment	28.2%	26.9%
Agricultural development	5.1%	11.1%
Transport	0.0%	2.3%
Environmental sustainability	0.0%	3.7%
Health	0.0%	0.0%
Law and justice	10.3%	6.5%
Competitiveness*	51.3%	25.0%
Financial markets and savings	25.6%	21.8%

\*Significantly different between sectors

### B. Overall Attitudes toward the World Bank Group

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

Percentage of Respondents (Responses Combined)	Financial Markets / Banking Sector	All Others
Social protection	0.0%	4.6%
Public sector governance/reform	5.1%	5.5%
Transport	10.3%	12.3%
Poverty reduction	10.3%	14.2%
Gender equity	10.3%	7.8%
Competitiveness*	43.6%	15.5%
Rural and regional development	23.1%	21.9%
Foreign direct investment	0.0%	4.1%
Water and sanitation*	2.6%	0.0%
Energy	28.2%	15.5%
Job creation/employment*	15.4%	32.9%
Financial markets and savings	10.3%	4.6%
Urban development and planning*	15.4%	5.0%
Environmental sustainability	5.1%	4.1%
Income inequality	12.8%	15.5%
Health	0.0%	4.1%
Education quality	59.0%	43.8%
Climate change*	5.1%	0.5%
Agricultural development	7.7%	12.3%
Trade and exports	10.3%	11.4%
Economic growth*	10.3%	30.6%
Law and justice	5.1%	6.8%
Regulatory framework for private sector development	5.1%	4.6%
Communicable/non-communicable diseases	0.0%	0.0%
Anti-corruption	2.6%	5.5%
Migration	0.0%	1.8%
Disaster management	0.0%	2.7%

\*Significantly different between sectors



### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Turkey? (1-Not important at all, 10-Very important)

	Financial Markets / Banking Sector			All Others		
	N	Mean	SD	N	Mean	SD
Anti-corruption	28	7.25	2.29	182	7.54	2.25
Migration	32	7.00	2.48	172	7.23	2.13
Transport	36	6.53	1.93	186	6.68	2.34
Competitiveness	36	7.58	1.89	167	7.96	2.03
Law and justice	27	7.41	2.28	164	7.72	2.26
Urban development and planning	31	8.16	1.90	172	8.05	1.80
Environmental sustainability	36	8.44	1.56	193	8.15	1.72
Regulatory framework for private sector development*	36	6.78	2.10	171	7.79	1.80
Communicable/non-communicable diseases	27	6.11	2.15	152	5.97	2.11
Poverty reduction	37	7.76	1.71	186	8.02	1.71
Gender equity	32	8.03	1.89	171	7.32	2.48
Foreign direct investment	26	6.69	2.67	157	7.36	2.28
Water and sanitation*	31	7.29	2.10	161	6.45	2.01
Trade and exports*	36	6.94	2.77	174	7.83	2.00
Economic growth	38	7.68	2.11	184	8.24	1.75
Energy	37	7.62	2.37	190	7.88	1.81
Disaster management	34	7.38	1.52	177	7.44	1.76
Public sector governance/reform	32	7.91	2.15	181	7.94	1.97
Job creation/employment	37	8.08	1.48	186	8.31	1.67
Financial markets and savings*	36	6.39	2.67	188	7.73	1.94
Income inequality	30	8.20	1.47	171	7.80	2.02
Health	27	7.67	1.54	163	7.20	2.15
Rural and regional development	35	7.57	1.95	177	7.67	1.96
Education quality	34	7.88	2.32	179	7.97	2.05
Social protection	30	7.13	1.91	160	7.01	2.33
Climate change	33	7.52	2.45	178	6.89	2.52
Agricultural development	36	7.58	1.86	187	7.62	1.96

\*Significantly different between sectors

**C. World Bank Group's Effectiveness and Results (continued)**

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

	Financial Markets / Banking Sector			All Others		
	N	Mean	SD	N	Mean	SD
Migration	8	3.88	1.46	81	4.75	2.12
Transport	19	5.63	1.83	95	5.59	2.83
Competitiveness*	30	6.20	1.77	98	7.12	1.96
Urban development and planning	20	6.50	2.01	91	6.31	1.99
Environmental sustainability	25	7.40	1.80	120	6.80	2.03
Regulatory framework for private sector development	23	5.78	2.26	112	6.38	2.13
Poverty reduction	25	6.16	1.68	118	5.51	2.25
Gender equity	15	5.07	1.75	110	5.26	2.88
Foreign direct investment	19	6.42	2.24	108	6.64	2.02
Water and sanitation	15	5.60	2.10	100	5.51	2.53
Trade and exports	29	6.38	1.74	107	6.83	1.90
Economic growth	34	6.79	1.68	140	6.97	2.09
Energy	34	7.38	1.76	133	6.60	2.35
Disaster management	26	7.46	1.99	96	6.76	2.40
Public sector governance/reform	22	6.18	1.76	124	6.52	1.81
Job creation/employment	32	6.31	1.77	129	6.28	2.26
Financial markets and savings	27	6.15	2.01	111	6.90	2.04
Income inequality	21	5.33	2.01	119	5.51	2.73
Health	17	6.76	1.92	111	5.57	2.51
Rural and regional development	27	5.93	1.80	123	6.15	2.27
Education quality	23	5.30	1.69	119	5.48	2.63
Social protection	12	4.75	1.55	94	5.09	2.47
Natural resource management	22	6.18	2.40	114	5.48	2.53

\*Significantly different between sectors

## Education Sector vs. Others

Education Sector N=38 ● All Others N=167

### A. General Issues Facing Turkey

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

Percentage of Respondents (Responses Combined)	Education Sector	All Others
Social protection	2.6%	5.4%
Transport	0.0%	3.6%
Public sector governance/reform	10.5%	15.1%
Gender equity	5.3%	6.0%
Foreign direct investment	7.9%	4.8%
Water and sanitation	0.0%	0.0%
Anti-corruption	13.2%	15.7%
Job creation/employment	34.2%	29.5%
Rural and regional development	10.5%	18.7%
Financial markets and savings	2.6%	5.4%
Urban development and planning	0.0%	5.4%
Environmental sustainability	5.3%	8.4%
Income inequality	18.4%	15.1%
Health*	10.5%	1.8%
Education quality	65.8%	50.6%
Poverty reduction	5.3%	5.4%
Energy*	5.3%	20.5%
Climate change	0.0%	2.4%
Agricultural development	0.0%	7.8%
Trade and exports	7.9%	5.4%
Competitiveness	10.5%	17.5%
Economic growth*	39.5%	13.3%
Law and justice	23.7%	27.1%
Regulatory framework for private sector development	2.6%	8.4%
Communicable/non-communicable diseases	0.0%	0.0%
Disaster management	0.0%	1.2%
Migration	0.0%	1.2%

\*Significantly different between sectors

**A. General Issues Facing Turkey (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 Turkey? (Choose no more than **THREE**)

Percentage of Respondents (Responses Combined)	Education Sector	All Others
Water and sanitation	0.0%	0.6%
Income inequality	50.0%	45.5%
Economic growth*	26.3%	44.8%
Climate change	0.0%	0.0%
Gender equity	7.9%	4.8%
Rural and regional development*	10.5%	38.8%
Urban development and planning	0.0%	1.2%
Regulatory framework for private sector development	0.0%	5.5%
Social protection	5.3%	15.2%
Law and justice	5.3%	6.1%
Transport	0.0%	0.0%
Competitiveness*	15.8%	3.0%
Communicable/non-communicable diseases	0.0%	0.0%
Migration	0.0%	4.8%
Anti-corruption*	23.7%	7.3%
Foreign direct investment	0.0%	3.6%
Education quality	47.4%	35.8%
Energy*	5.3%	0.6%
Public sector governance/reform	0.0%	5.5%
Environmental sustainability	0.0%	0.6%
Disaster management	0.0%	0.0%
Health*	7.9%	1.2%
Agricultural development	7.9%	15.2%
Job creation/employment	36.8%	47.3%
Financial markets and savings	0.0%	1.2%
Trade and exports	5.3%	2.4%

\*Significantly different between sectors

**A. General Issues Facing Turkey (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 Turkey? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Education Sector	All Others
Energy*	10.5%	30.9%
Gender equity	7.9%	6.1%
Income inequality	0.0%	4.8%
Social protection*	7.9%	1.8%
Climate change	0.0%	0.0%
Anti-corruption*	18.4%	6.7%
Disaster management	0.0%	0.0%
Rural and regional development*	7.9%	24.2%
Foreign direct investment	7.9%	11.5%
Urban development and planning	5.3%	2.4%
Water and sanitation	0.0%	0.0%
Education quality	55.3%	38.2%
Migration*	13.2%	1.2%
Regulatory framework for private sector development	7.9%	16.4%
Communicable/non-communicable diseases	0.0%	0.0%
Trade and exports	36.8%	31.5%
Public sector governance/reform	10.5%	12.1%
Job creation/employment	28.9%	24.2%
Agricultural development	2.6%	12.7%
Transport	0.0%	3.0%
Environmental sustainability	0.0%	2.4%
Health	0.0%	0.0%
Law and justice	10.5%	7.3%
Competitiveness*	5.3%	31.5%
Financial markets and savings	21.1%	24.2%

\*Significantly different between sectors

### B. Overall Attitudes toward the World Bank Group

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

Percentage of Respondents (Responses Combined)	Education Sector	All Others
Social protection	0.0%	4.8%
Public sector governance/reform	0.0%	7.8%
Transport	21.1%	10.8%
Poverty reduction	13.2%	10.8%
Gender equity	2.6%	9.6%
Competitiveness*	0.0%	24.0%
Rural and regional development	10.5%	23.4%
Foreign direct investment	2.6%	3.6%
Water and sanitation	0.0%	0.6%
Energy*	5.3%	22.2%
Job creation/employment	34.2%	25.7%
Financial markets and savings	0.0%	7.2%
Urban development and planning	2.6%	6.6%
Environmental sustainability	5.3%	5.4%
Income inequality	2.6%	13.2%
Health	2.6%	3.0%
Education quality	44.7%	49.7%
Climate change	0.0%	1.8%
Agricultural development	7.9%	11.4%
Trade and exports*	31.6%	9.6%
Economic growth*	42.1%	25.7%
Law and justice	10.5%	6.6%
Regulatory framework for private sector development*	13.2%	3.6%
Communicable/non-communicable diseases	0.0%	0.0%
Anti-corruption*	13.2%	3.6%
Migration	0.0%	1.8%
Disaster management	0.0%	0.6%

\*Significantly different between sectors

### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Turkey? (1-Not important at all, 10-Very important)

	Education Sector			All Others		
	N	Mean	SD	N	Mean	SD
Anti-corruption*	35	8.37	2.10	132	7.27	2.24
Migration	33	7.70	2.13	132	7.17	2.30
Transport*	31	5.29	2.52	152	7.09	1.97
Competitiveness*	36	8.78	2.02	133	7.78	1.91
Law and justice*	33	8.36	1.75	121	7.50	2.27
Urban development and planning	30	7.93	1.93	132	8.05	1.83
Environmental sustainability	35	7.69	2.08	155	8.26	1.62
Regulatory framework for private sector development*	36	8.36	1.93	136	7.37	1.88
Communicable/non-communicable diseases*	30	4.83	1.32	116	6.22	2.09
Poverty reduction*	34	8.59	1.46	150	7.65	1.80
Gender equity*	33	6.30	3.51	135	7.59	2.05
Foreign direct investment	31	7.32	2.14	119	7.37	2.30
Water and sanitation*	29	5.31	1.49	125	6.87	2.02
Trade and exports*	30	8.63	1.94	142	7.51	2.09
Economic growth*	31	8.74	1.71	155	7.95	1.71
Energy*	30	7.13	1.66	154	8.00	1.90
Disaster management	30	7.83	2.14	138	7.28	1.65
Public sector governance/reform*	33	8.70	1.53	140	7.84	1.87
Job creation/employment*	31	9.00	1.24	150	8.06	1.67
Financial markets and savings	37	8.00	1.87	152	7.35	2.08
Income inequality*	35	8.63	1.54	125	7.66	1.95
Health	32	6.78	2.64	122	7.32	1.96
Rural and regional development	24	8.00	1.45	145	7.69	1.93
Education quality*	34	8.79	1.41	139	7.89	2.04
Social protection	30	6.93	3.06	124	7.25	1.99
Climate change*	30	5.30	3.05	143	7.34	2.27
Agricultural development*	31	8.55	1.41	153	7.48	1.80

\*Significantly different between sectors

**C. World Bank Group's Effectiveness and Results (continued)**

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

	Education Sector			All Others		
	N	Mean	SD	N	Mean	SD
Migration	17	5.59	1.66	53	4.53	2.12
Transport	19	4.26	2.94	77	6.22	2.35
Competitiveness	16	7.94	1.61	89	6.91	1.86
Urban development and planning	16	6.31	1.25	78	6.58	1.96
Environmental sustainability	19	6.16	1.26	107	7.14	2.06
Regulatory framework for private sector development*	19	6.63	1.83	91	6.13	2.27
Poverty reduction	20	4.45	2.09	94	5.88	1.96
Gender equity	20	4.10	3.11	84	5.69	2.54
Foreign direct investment	18	6.67	1.19	85	6.58	2.15
Water and sanitation*	18	3.50	2.55	75	5.99	2.23
Trade and exports*	18	7.39	1.34	92	6.63	1.85
Economic growth	20	7.50	1.61	123	6.93	1.94
Energy	20	5.40	2.72	118	7.14	2.07
Disaster management	14	7.86	1.75	79	6.86	2.38
Public sector governance/reform	20	5.80	1.67	100	6.48	1.77
Job creation/employment	22	6.73	1.67	111	6.13	2.08
Financial markets and savings*	22	7.32	1.70	92	6.45	1.95
Income inequality	24	6.50	3.39	92	5.38	2.45
Health	23	4.13	2.77	85	6.33	2.11
Rural and regional development	23	5.39	2.81	103	6.13	2.07
Education quality	24	5.79	2.48	96	5.70	2.40
Social protection	20	5.25	2.34	72	4.93	2.43
Natural resource management	19	4.00	2.96	93	5.97	2.21

\*Significantly different between sectors



## Appendix G: Indicator Questions as a Function of Exposure to the WBG

Indicator Question	H3. Currently, do you professionally collaborate/work with the WBG?		H5. Which of the following describes most of your exposure to the World Bank in Turkey? (Choose no more than TWO)									
	No Mean	Yes Mean	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Turkey.	6.80	6.95	7.06	6.09	6.66	7.17	6.79	7.23	6.75	7.00	6.92	6.68
To what extent do you believe the World Bank Group's staff is well prepared to help Turkey solve its most complicated development challenges?	6.53	6.39	6.54	6.14	6.12	6.93	6.55	6.16	6.49	6.44	6.47	6.45
Overall the World Bank Group currently plays a relevant role in development in Turkey	5.62	6.24	6.04	5.07	5.74	6.06	5.84	5.98	5.76	5.97	5.90	5.70
The World Bank Group's work is aligned with what I consider the development priorities for Turkey	6.29	6.91	6.77	5.66	6.33	6.90	6.58	6.55	6.32	6.78	6.64	6.17
Responsiveness	6.32	6.67	6.71	5.40	6.23	6.80	6.58	6.20	6.36	6.59	6.47	6.56
Flexibility (in terms of the World Bank Group's products and services)	5.85	6.37	6.27	5.27	5.64	6.66	6.13	5.98	6.20	6.00	6.11	6.00
Flexibility (in terms of changing country circumstances)	5.84	6.14	6.14	5.39	5.66	6.42	6.04	5.87	6.20	5.81	5.94	6.40
Being inclusive	6.73	6.37	6.58	6.48	6.29	6.91	6.58	6.50	6.80	6.32	6.57	6.48
Openness	7.15	7.53	7.51	6.54	7.12	7.63	7.26	7.61	7.13	7.53	7.41	6.94
Staff accessibility	6.52	7.55	7.39	5.14	6.66	7.48	6.81	7.66	6.64	7.35	7.10	6.58
Straightforwardness and honesty	7.61	7.83	7.99	6.03	7.49	8.00	7.56	8.15	7.60	7.80	7.80	7.23
Collaboration with groups outside of the Government	6.41	6.52	6.49	6.43	6.47	6.49	6.58	6.05	6.50	6.46	6.47	6.52
Collaboration with the Government	7.54	7.61	7.60	7.44	7.61	7.49	7.53	7.66	7.49	7.62	7.58	7.47
Collaboration with other donors	6.98	6.75	6.88	6.91	6.78	6.99	6.89	6.88	6.85	6.92	6.93	6.64
The speed in which it gets things accomplished on the ground	6.23	6.41	6.40	5.89	6.05	6.61	6.39	6.04	6.31	6.30	6.31	6.27
To what extent does the World Bank Group's work help to achieve development results in Turkey?	6.08	6.15	6.23	5.51	5.85	6.43	6.08	6.16	6.26	5.95	6.11	6.00
The World Bank Group's financial instruments meet the needs of Turkey	6.29	5.90	6.16	5.93	5.64	6.80	6.16	5.98	6.63	5.66	6.12	6.11
The World Bank Group meets Turkey's needs for knowledge services	6.39	6.21	6.40	5.91	5.92	6.81	6.25	6.54	6.40	6.24	6.41	5.80
Are adaptable to Turkey's specific development challenges and country circumstances	6.45	5.98	6.44	5.37	5.77	6.89	6.27	6.18	6.39	6.14	6.25	6.29
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.23	6.31	6.30	6.11	6.06	6.54	6.24	6.33	6.38	6.16	6.27	6.23
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.46	7.41	7.55	6.90	7.39	7.52	7.34	7.81	7.38	7.50	7.47	7.32
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.76	6.13	6.41	6.77	6.11	6.93	6.50	6.41	6.88	6.04	6.45	6.62

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix H: Indicator Questions as a Function of Stakeholder Group

	Employee of a Ministry			Consultant on WBG Project/PMU			Bilateral/ Multilateral Agency			Private Sector			Financial Sector/ Private Bank			NGO/Private Foundation			Media			Trade Union			Academia/ Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Turkey.*	84	7.24	1.79	14	6.14	2.03	25	7.76	2.07	14	7.57	2.38	20	7.00	1.12	14	5.93	2.67	8	5.50	2.20	9	6.67	1.41	44	6.34	1.77	20	6.65	2.64
To what extent do you believe the World Bank Group's staff is well prepared to help Turkey solve its most complicated development challenges?*	77	6.70	2.05	15	4.87	1.73	24	7.25	2.05	14	6.86	1.88	16	6.00	1.63	14	6.86	2.63	5	6.20	2.17	6	3.83	0.98	42	6.69	2.09	19	6.05	2.76
Overall the World Bank Group currently plays a relevant role in development in Turkey*	83	5.73	2.14	15	6.47	2.20	23	7.00	0.80	14	7.07	1.39	20	6.15	1.57	15	6.27	2.82	7	4.43	1.90	8	4.00	1.31	41	5.41	2.71	19	5.26	3.07
The World Bank Group's work is aligned with what I consider the development priorities for Turkey*	81	6.74	2.19	15	6.87	2.42	24	7.88	1.04	14	7.29	0.99	20	7.05	1.32	15	6.27	2.99	6	4.83	1.47	8	4.75	1.75	41	5.73	2.35	19	5.68	2.83
Responsiveness*	77	6.57	1.67	15	5.93	2.28	23	7.96	1.30	14	7.00	1.04	20	6.45	1.19	13	6.62	2.63	3	7.00	3.00	8	5.00	0.00	38	5.68	2.30	17	6.00	2.50
Flexibility (in terms of the World Bank Group's products and services)*	73	5.97	1.68	15	6.13	2.33	23	7.09	1.88	13	7.00	1.58	20	6.15	1.18	12	5.92	2.84	4	7.25	2.50	7	5.57	1.51	31	5.71	2.07	15	4.47	2.00
Flexibility (in terms of changing country circumstances)*	74	6.42	1.61	12	4.83	2.17	23	6.83	2.21	14	5.79	1.31	20	5.85	1.39	12	5.58	3.09	4	7.50	2.65	9	5.67	1.00	35	5.40	2.32	16	5.06	2.54
Being inclusive*	77	6.44	1.77	12	6.17	2.04	21	6.71	0.78	14	8.00	1.57	19	5.74	1.52	15	6.33	2.97	3	5.33	1.16	9	5.33	1.66	32	7.50	2.27	16	5.88	2.03
Openness	78	7.64	1.81	15	6.73	1.44	23	7.65	0.49	14	7.36	1.01	20	7.50	1.36	12	6.92	3.06	5	7.00	1.58	9	7.22	1.20	34	6.82	2.68	17	6.71	2.14
Staff accessibility*	80	7.40	1.85	15	8.27	2.09	19	7.63	1.54	14	7.86	1.17	17	6.65	2.00	13	6.69	3.07	4	6.75	1.26	9	6.11	1.45	32	5.66	3.44	17	6.29	2.57
Straightforwardness and honesty*	75	7.51	1.93	15	7.87	2.07	23	8.57	0.90	14	9.14	1.10	20	7.55	1.23	13	8.23	2.49	4	7.25	1.50	9	7.44	1.33	27	6.85	2.85	17	7.29	2.39
Collaboration with groups outside of the Government	63	6.54	1.42	9	6.22	1.48	16	7.06	1.77	7	5.00	2.89	17	6.06	0.97	13	5.92	3.25	4	6.75	0.96	9	5.22	1.39	38	6.74	2.09	14	6.57	1.65
Collaboration with the Government	68	7.35	1.64	14	8.36	1.15	18	8.00	0.49	7	5.86	3.58	17	7.47	0.87	10	6.80	2.74	5	7.40	1.34	9	7.67	1.66	34	7.88	1.98	16	7.94	1.69
Collaboration with other donors*	56	7.20	1.78	10	7.70	1.49	14	5.79	1.58	5	5.20	3.90	10	6.30	1.06	9	5.67	3.12	3	4.67	1.53	5	6.20	2.59	29	7.45	1.79	13	7.00	1.63
The speed in which it gets things accomplished on the ground	68	6.65	1.86	11	4.73	2.28	23	7.09	0.73	12	6.00	2.37	15	6.20	1.01	9	6.22	2.86	4	6.50	1.29	5	5.60	1.67	33	6.06	2.49	16	6.00	1.32
To what extent does the World Bank Group's work help to achieve development results in Turkey?*	80	6.13	1.82	15	6.07	1.67	23	6.48	1.41	14	7.21	1.05	19	6.05	1.72	12	7.25	1.42	9	5.33	1.73	9	5.00	1.12	40	5.58	2.40	15	5.53	2.33
The World Bank Group's financial instruments meet the needs of Turkey*	79	6.44	2.13	16	4.94	2.14	24	7.13	1.83	14	7.29	1.44	20	5.70	1.59	14	6.36	2.24	7	5.86	2.12	6	4.67	0.82	34	5.41	2.30	19	5.37	2.61
The World Bank Group meets Turkey's needs for knowledge	81	6.74	2.07	12	4.67	1.88	23	6.74	1.42	14	7.36	1.01	19	5.68	1.11	13	6.69	2.18	8	6.38	2.26	9	5.89	0.93	44	5.64	2.07	20	5.85	2.80
Are adaptable to Turkey's specific development challenges and country circumstances*	71	6.72	2.31	12	4.58	2.19	23	7.57	0.51	14	7.00	1.11	20	5.25	1.68	10	7.10	1.97	5	5.80	2.28	8	5.00	2.73	37	5.59	2.48	17	5.29	2.37
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	83	6.53	1.62	15	5.67	1.50	24	6.75	0.79	14	7.21	0.89	20	6.20	0.89	14	7.36	2.17	7	6.00	1.63	8	5.00	1.85	44	5.73	2.06	20	5.05	2.56
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	84	7.39	1.64	14	7.36	0.63	23	7.22	1.88	14	8.21	0.89	20	7.85	0.67	13	7.69	1.55	7	6.86	1.86	8	7.50	1.07	42	7.31	1.76	20	7.00	2.51
Where country systems are adequate, the World Bank Group makes appropriate use of them*	54	6.69	1.93	10	3.80	2.53	13	7.69	0.48	11	7.18	1.08	11	5.18	0.98	8	6.75	2.32	2	8.00	0.00	6	4.50	1.23	26	6.88	2.09	9	6.00	3.08

\*Significantly different between stakeholder groups

## Appendix I: Turkey FY 2014 Questionnaire



### **World Bank Group Country Survey FY14 – Turkey**

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Turkey or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Turkey, greater insight into how the Bank's work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Turkey.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you'll be candid.

Finally, the survey relates to the World Bank Group's work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

**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. If you feel that you do not have an adequate amount of information on a subject, please check "Don't know".**

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

#### **SECTION A: GENERAL ISSUES FACING TURKEY**

<b>A1. In general would you say that Turkey is headed in ... ?</b>	
1	The right direction
2	The wrong direction
3	Not sure

**SECTION A: GENERAL ISSUES**

<b>A2. Listed below are a number of development priorities in Turkey.</b>			
<b>Please identify which of the following you consider the most important development priorities in Turkey? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	15	Education quality
2	Transport (e.g., roads, bridges, transportation)	16	Poverty reduction
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Energy
4	Gender equity	18	Climate change (e.g., mitigation, adaptation)
5	Foreign direct investment	19	Agricultural development
6	Water and sanitation	20	Trade and exports
7	Anti corruption	21	Competitiveness
8	Job creation/employment	22	Economic growth
9	Rural and regional development	23	Law and justice (e.g., judicial system)
10	Financial markets and savings	24	Regulatory framework for private sector development
11	Urban development and planning	25	Communicable/non-communicable diseases
12	Environmental sustainability	26	Disaster management (earthquakes, floods, etc.)
13	Income inequality	27	Migration
14	Health		

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Turkey? (Choose no more than THREE)</b>			
1	Water and sanitation	14	Migration
2	Income inequality	15	Anti corruption
3	Economic growth	16	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	17	Education quality
5	Gender equity	18	Energy
6	Rural and regional development	19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Urban development and planning	20	Environmental sustainability
8	Regulatory framework for private sector development	21	Disaster management (earthquakes, floods, etc.)
9	Social protection (e.g., pensions, targeted social assistance)	22	Health
10	Law and justice (e.g., judicial system)	23	Agricultural development
11	Transport (e.g., roads, bridges, transportation)	24	Job creation/employment
12	Competitiveness	25	Financial markets and savings
13	Communicable/non-communicable diseases	26	Trade and exports

**SECTION A: GENERAL ISSUES**

<b>A4. Economic growth can be driven by a number of factors.</b>			
<b>Which THREE areas below do you believe would contribute most to generating economic growth in Turkey? (Choose no more than THREE)</b>			
1	Energy	14	Regulatory framework for private sector development
2	Gender equity	15	Communicable/non-communicable diseases
3	Income inequality	16	Trade and exports
4	Social protection (e.g., pensions, targeted social assistance)	17	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
5	Climate change (e.g., mitigation, adaptation)	18	Job creation/employment
6	Anti corruption	19	Agricultural development
7	Disaster management (earthquakes, floods, etc.)	20	Transport (e.g., roads, bridges, transportation)
8	Rural and regional development	21	Environmental sustainability
9	Foreign direct investment	22	Health
10	Urban development and planning	23	Law and justice (e.g., judicial system)
11	Water and sanitation	24	Competitiveness
12	Education quality	25	Financial markets and savings
13	Migration		

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

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

<b>B1. How familiar are you with the work of the World Bank Group in Turkey?</b>									
1	2	3	4	5	6	7	8	9	10
Not familiar at all									Extremely familiar

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

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

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in Turkey, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Turkey? (Choose no more than THREE)</b>							
1	Social protection (e.g., pensions, targeted social assistance)			15	Income inequality		
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)			16	Health		
3	Transport (e.g., roads, bridges, transportation)			17	Education quality		
4	Poverty reduction			18	Climate change (e.g., mitigation, adaptation)		
5	Gender equity			19	Agricultural development		
6	Competitiveness			20	Trade and exports		
7	Rural and regional development			21	Economic growth		
8	Foreign direct investment			22	Law and justice (e.g., judicial system)		
9	Water and sanitation			23	Regulatory framework for private sector development		
10	Energy			24	Communicable/non-communicable diseases		
11	Job creation/employment			25	Anti corruption		
12	Financial markets and savings			26	Migration		
13	Urban development and planning			27	Disaster management (earthquakes, floods, etc.)		
14	Environmental sustainability						

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Turkey?		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development (e.g., institutional development, training for staff at state institutions, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

How effectively do the World Bank Group's activities below support Turkey's efforts to achieve development results?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
B6	Convening/facilitating	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B7	Data	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B8	Policy advice, studies, analyses	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B9	Financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B10	Technical assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	Mobilizing third party financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B12	Donor coordination	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B13	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

The World Bank Group can provide capacity building support in a number of ways in Turkey. To which degree would Turkey benefit, if capacity building were to support...?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B14	Groups outside of government (e.g., civil society, media) to help them more effectively engage and participate in development efforts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B15	The public sector, related to implementation of specific development projects on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	The public sector, related to changing institutions (organizations or sociopolitical conditions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	The private sector, related to institutional and policy change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

<b>B18. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Turkey? (Choose no more than TWO)</b>	
1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Turkey
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	Too slow and bureaucratic in its operational policies and procedures
12	Not aligned with other donors' work
13	Not collaborating enough with non-state actors
14	Not client focused
15	Other (please specify): _____
16	Don't know

<b>B19. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Turkey? (Choose no more than TWO)</b>	
1	Capacity development (e.g., institutional development, training for staff at state institutions, etc.)
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	South-South knowledge exchange
8	Other (please specify): _____
9	Don't know

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



## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

**B20. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)**

1	Academia/think tanks/research institutes
2	Donor community
3	Media
4	NGOs
5	Local Government
6	Private sector
7	Parliament
8	Community Based Organizations (CBOs)
9	Beneficiaries
10	Foundations
11	Faith based organizations
12	Other (please specify): _____
13	Don't know

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

		Strongly disagree										Strongly agree	Don't know
<b>B21</b>	Overall the World Bank Group currently plays a relevant role in development in Turkey	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B22</b>	The World Bank Group's work is aligned with what I consider the development priorities for Turkey	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B23</b>	The World Bank Group supports programs and strategies that are realistic for Turkey	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B24</b>	The World Bank Group treats clients and stakeholders in Turkey with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B25</b>	Responsiveness												<input type="checkbox"/>
<b>B26</b>	Flexibility (in terms of the World Bank Group's products and services)												<input type="checkbox"/>
<b>B27</b>	Flexibility (in terms of changing country circumstances)												<input type="checkbox"/>
<b>B28</b>	Being inclusive												<input type="checkbox"/>
<b>B29</b>	Openness (sharing data and other information)												<input type="checkbox"/>
<b>B30</b>	Staff accessibility												<input type="checkbox"/>
<b>B31</b>	Straightforwardness and honesty												<input type="checkbox"/>
<b>B32</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work												<input type="checkbox"/>
<b>B33</b>	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)												<input type="checkbox"/>
<b>B34</b>	Collaboration with the Government												<input type="checkbox"/>
<b>B35</b>	Collaboration with other donors												<input type="checkbox"/>
<b>B36</b>	The speed in which it gets things accomplished on the ground												<input type="checkbox"/>
<b>B37</b>	Being a long-term partner												<input type="checkbox"/>

**B38. To be a more effective development partner in Turkey, do you believe that the World Bank Group should have ...? (Select only ONE response)**

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
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## SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Turkey?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Migration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Competitiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development and planning	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regulatory framework for private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Disaster management (earthquakes, floods, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	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"/>	
19	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Financial markets and savings	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Income inequality	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Rural and regional development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Education quality	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

**C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Turkey?**  
*(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

		Not effective at all										Very effective	Don't know
1	Migration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Competitiveness	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Urban development and planning	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Regulatory framework for private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Disaster management (earthquakes, floods, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	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"/>
16	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Financial markets and savings	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Income inequality	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Rural and regional development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Education quality	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

<b>C3. To what extent does the World Bank Group's work help to achieve development results in Turkey?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

To what extent do you agree with the following statements about the World Bank Group in Turkey?													
		Strongly disagree										Strongly agree	Don't know
<b>C4</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Turkey	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C5</b>	The World Bank Group meets Turkey's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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

In Turkey, to what extent do you believe that the World Bank Group’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 Turkey’s development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Enhance your knowledge and/or skills	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 Turkey’s specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>D12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b>												
1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
Not significant at all									Very significant		Don't know	

<b>D13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>												
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 GROUP**

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

## SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN TURKEY

<b>F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Turkey? (Choose no more than TWO)</b>	
1	Provide more adequate data/knowledge/statistics/figures on Turkey's economy
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Offer more innovative financial products
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Improve the quality of its experts as related to Turkey's specific challenges
7	Offer more innovative knowledge services
8	Ensure greater selectivity in its work
9	Increase the level of capacity development in the country
10	Reduce the complexity of obtaining World Bank Group financing
11	Increase availability of Fee-Based services
12	Work faster
13	Other (please specify): _____

<b>F2. When considering the combination of services that the World Bank Group offers in Turkey, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Turkey? (Select only ONE response)</b>	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Turkey
6	Don't know



## SECTION G: COMMUNICATION AND INFORMATION SHARING

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

<b>G2</b>	Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G3</b>	Have you requested information from the World Bank Group on its activities in the past year? <b>(If YES please go to Question G4; if NO please go to G5)</b>	<b>Yes</b>	<b>No</b>
<b>G4</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G5</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>G7</b>	I use/consult World Bank Group's data more often than I did a few years ago												<input type="checkbox"/>
<b>G8</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
<b>G9</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
<b>G10</b>	The World Bank Group's social media channels (e.g., Facebook, Twitter, Youtube, Flickr) are valuable sources of information about the institution												<input type="checkbox"/>
<b>G11</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)												<input type="checkbox"/>
<b>G12</b>	The World Bank Group is responsive to my information requests and inquiries												<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

<b>H1. Which of the following best describes your current position? (Select only ONE response)</b>	
1	Office of the President, Prime Minister
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Consultant/Contractor working on World Bank Group 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): _____

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Agriculture/ rural development / food security	11	Natural resource management / environmental sustainability
2	Climate change / disaster management	12	Private sector development / foreign direct investment
3	Education	13	Public sector governance / public financial management / anti corruption
4	Energy	14	Social protection
5	Financial markets / banking	15	Transport
6	Gender equity / equality of opportunity	16	Urban development
7	Health / communicable/non-communicable diseases	17	Water and sanitation
8	Information and communications technology	18	Generalist
9	Job creation/employment	19	Other (please specify): _____
10	Law and justice / regulatory framework		

**SECTION H: BACKGROUND INFORMATION**

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

<b>H4. Which of the following agencies of the World Bank Group do you work with in Turkey? (Select all that apply)</b>	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	None

<b>H5. Which of the following describes most of your exposure to the World Bank Group in Turkey? (Choose no more than TWO)</b>	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

<b>H6. Which best represents your geographic location?</b>	
1	Ankara
2	Outside Ankara

**Thank you for completing the survey!**