



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

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Russia or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Russia, 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 Russia.

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 RUSSIA

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

A2. Listed below are a number of development priorities in Russia.			
Please identify which of the following you consider the most important development priorities in Russia? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	18	Education
2	Transport (e.g., roads, bridges, transportation)	19	Poverty reduction
3	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, open government and social accountability)	20	Energy
4	Global/regional integration	21	Food security
5	Gender equity	22	Climate change (e.g., mitigation, adaptation)
6	Private sector development (i.e., support for businesses, improving business environment)	23	Agricultural development
7	Foreign direct investment	24	Trade and exports
8	Water and sanitation	25	Development of Russian regions
9	Anti corruption	26	Economic growth
10	Job creation/employment	27	Law and justice (e.g., judicial system)
11	Rural development	28	Regulatory framework
12	Access to finance, financial market development	29	Communicable/non-communicable diseases
13	Urban development	30	Natural resource management (e.g., oil, gas, mining)
14	Environmental sustainability	31	Disaster management
15	Equality of opportunity (i.e., equity)	32	Information and communications technology
16	Health	33	Innovation, science, research & development
17	Macroeconomic management		

## SECTION A: GENERAL ISSUES

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty and increasing well-being of the population in Russia? (Choose no more than THREE)</b>			
1	Water and sanitation	17	Anti corruption
2	Equality of opportunity (i.e., equity)	18	Private sector development (i.e., support for businesses, improving business environment)
3	Economic growth	19	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	20	Education
5	Global/regional integration	21	Energy
6	Gender equity	22	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, open government and social accountability)
7	Rural development	23	Natural resource management (e.g., oil, gas, mining)
8	Urban development	24	Environmental sustainability
9	Regulatory framework	25	Disaster management
10	Social protection (e.g., pensions, targeted social assistance)	26	Health
11	Law and justice (e.g., judicial system)	27	Agricultural development
12	Transport (e.g., roads, bridges, transportation)	28	Job creation/employment
13	Development of Russian regions	29	Access to finance, financial market development
14	Communicable/non-communicable diseases	30	Trade and exports
15	Information and communications technology	31	Food security
16	Innovation, science, research & development	32	Macroeconomic management

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

## SECTION A: GENERAL ISSUES

<b>A4. Economic growth can be driven by a number of factors.</b>			
<b>Which THREE areas below do you believe would contribute most to generating economic growth in Russia? (Choose no more than THREE)</b>			
1	Energy	17	Communicable/non-communicable diseases
2	Gender equity	18	Trade and exports
3	Equality of opportunity (i.e., equity)	19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, open government and social accountability)
4	Social protection (e.g., pensions, targeted social assistance)	20	Private sector development (i.e., support for businesses, improving business environment)
5	Global/regional integration	21	Job creation/employment
6	Climate change (e.g., mitigation, adaptation)	22	Agricultural development
7	Anti corruption	23	Food security
8	Disaster management	24	Transport (e.g., roads, bridges, transportation)
9	Rural development	25	Natural resource management (e.g., oil, gas, mining)
10	Foreign direct investment	26	Environmental sustainability
11	Urban development	27	Health
12	Water and sanitation	28	Law and justice (e.g., judicial system)
13	Education	29	Macroeconomic management
14	Development of Russian regions	30	Innovation, science, research & development
15	Information and communications technology	31	Access to finance, financial market development
16	Regulatory framework		

## SECTION A: GENERAL ISSUES

<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 Russia? (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 financially under-served
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	Sustainable 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): _____

*\* **Shared prosperity** – The World Bank Group aims to promote income growth of the bottom 40 percent of the population in each country. This involves achieving economic growth which is inclusive of all sections of the society. Inclusion demands equity so that it becomes the focus point. The incomes of the bottom 40 percent of a nation’s population will be tracked through a new Shared Prosperity Indicator; the GDP growth data alone is not sufficient.*

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

**B1. There are several institutions in the World Bank Group that work in developing countries around the world. How familiar are you with their work in Russia?**

		1 - Not familiar at all								Extremely familiar - 10	
1	The World Bank (IBRD)	1	2	3	4	5	6	7	8	9	10
2	International Finance Corporation (IFC)	1	2	3	4	5	6	7	8	9	10

**B2. Overall, please rate your impression of the World Bank Group member organization's effectiveness in Russia.**

		1 - Not effective at all								Very effective - 10		Don't know
1	The World Bank (IBRD)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	International Finance Corporation (IFC)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Russia solve its most complicated development challenges?**

		1 - To no degree at all								To a very significant degree - 10		Don't know
1	The World Bank (IBRD)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	International Finance Corporation (IFC)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

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

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in Russia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Russia? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	18	Equality of opportunity (i.e., equity)
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, open government and social accountability)	19	Health
3	Transport (e.g., roads, bridges, transportation)	20	Education
4	Poverty reduction	21	Food security
5	Global/regional integration	22	Climate change (e.g., mitigation, adaptation)
6	Gender equity	23	Agricultural development
7	Macroeconomic management	24	Trade and exports
8	Private sector development (i.e., support for businesses, improving business environment)	25	Economic growth
9	Rural development	26	Law and justice (e.g., judicial system)
10	Foreign direct investment	27	Regulatory framework
11	Water and sanitation	28	Communicable/non-communicable diseases
12	Energy	29	Natural resource management (e.g., oil, gas, mining)
13	Job creation/employment	30	Anti corruption
14	Access to finance, financial market development	31	Information and communications technology
15	Innovation, science, research & development	32	Development of Russian regions
16	Urban development	33	Disaster management
17	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 Russia?		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	Reimbursable advisory services	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
7	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
8	Investment guarantees	<input type="checkbox"/>	<input type="checkbox"/>
9	Regional and global donor for development	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

How effectively do the World Bank Group's activities below support Russia'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	Reimbursable advisory services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B10	Financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	Technical assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B12	Investment guarantees	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B13	Regional and global donor for development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B14	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	



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

The World Bank Group can provide capacity building support in a number of ways in Russia. To which degree would Russia benefit, if capacity building were to support...?												
		To no degree at all								To a very significant degree		Don't know
B15	Groups outside of government (e.g., civil society, think tanks, 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"/>
B16	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"/>
B17	The public sector, related to changing institutions (organizations or sociopolitical conditions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	The private sector, related to improving companies and policy change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

When thinking about how to improve capacity building in Russia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")												
		Not important at all								Very important		Don't know
B19	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B20	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

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

**B22. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Russia? (Choose no more than TWO)**

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Russia
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	World Bank Group's processes too complex
9	Not willing to honestly criticize policies and reform efforts in the country
10	Too influenced by developed countries
11	Imposing technocratic solutions without regard to political realities
12	World Bank Group's processes too slow
13	Too bureaucratic in its operational policies and procedures
14	Not aligned with other development partners' work
15	Not collaborating enough with non-state actors
16	Not client focused
17	Other (please specify): _____
18	Don't know

**B23. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Russia? (Choose no more than TWO)**

1	Capacity development
2	Investment guarantees
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending to public sector (financing specific projects)
5	Investment lending to private sector (financing companies)
6	Technical assistance (advice, best practice, international experience, etc.)
7	Trust Fund management
8	Other (please specify): _____
9	Don't know

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

<b>B24. 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>	
1	Academia/think tanks/research institutes
2	Community of development partners
3	Media
4	NGOs
5	Federal Government
6	Private sector
7	Parliament
8	Community Based Organizations (CBOs)
9	Beneficiaries
10	Foundations
11	Regional Governments
12	Other (please specify): _____
13	Don't know

<b>To what extent do you agree with the following statements about the World Bank Group's work in Russia?</b>														
		<b>Strongly disagree</b>										<b>Strongly agree</b>		Don't know
<b>B25</b>	Overall the World Bank Group currently plays a relevant role in development in Russia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B26</b>	The World Bank Group's work is aligned with what I consider the development priorities for Russia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B27</b>	The World Bank Group supports programs and strategies that are realistic for Russia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B28</b>	The World Bank Group treats clients and stakeholders in Russia with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

<b>To what extent is the World Bank Group an effective development partner in Russia in terms of each of the following?</b>														
		<b>To no degree at all</b>										<b>To a very significant degree</b>		Don't know
<b>B29</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B30</b>	Flexibility (in terms of the World Bank Group's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B31</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B32</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B33</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B34</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B35</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B36</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work	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 Russia 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>B37</b>	Collaboration with NGOs and think tanks	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B38</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B39</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B40</b>	Collaboration with other development partners	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B41</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B42</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**B43. To be a more effective development partner in Russia, 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
--	--	--	-------------------------------------

**B44. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

1	The World Bank Group does not do adequate follow through/follow-up
2	There is not an adequate level of citizen/civil society participation
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	Poor coordination of development partners
6	The World Bank Group works too slowly
7	The Government works inefficiently
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____

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

## SECTION C: WORLD BANK 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 Russia?													
		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	Information and communications technology	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	Macroeconomic management	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	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	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 and boosting shared prosperity	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	Private sector development (i.e., support for businesses, improving business environment)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, open government and social accountability)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Access to finance, financial market development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Education (incl. pre-school, secondary, vocational)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Innovation, science, research & development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
33	Development of Russian regions	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 Russia? (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	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	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	Macroeconomic management	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	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	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 and boosting shared prosperity	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	Private sector development (i.e., support for businesses, improving business environment)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform, open government and social accountability)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Access to finance, financial market development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Education (incl. pre-school, secondary, vocational)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Innovation, science, research & development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
33	Development of Russian regions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

**C3. Where are the World Bank Group's decisions made primarily that support the program in Russia? (Select only ONE response)**

1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

**C4. To what extent does the World Bank Group's work help to achieve development results in Russia?**

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 Russia?**

		Strongly disagree										Strongly agree	Don't know
<b>C5</b>	The World Bank's (IBRD) financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Russia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C6</b>	The IFC's financial instruments (i.e., direct lending, equity, quasi-equity, trade finance, etc.) meet the needs of Russia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C7</b>	The World Bank Group meets Russia'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"/>	

**C8. To what extent do you believe that Russia received value for money from the World Bank Group's reimbursable advisory services?**

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

**C9. To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Russia?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all					To a very significant degree					Don't know

**SECTION 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 Russia, 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 Russia’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 Russian	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D11	Are adaptable to Russia’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 does each of the following aspects of the World Bank Group's technical assistance/ advisory work contribute to solving Russia's development challenges?													
		To no degree at all										To a very significant degree	Don't know
E1	Conceptualization (understanding and framing the problem)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	Design (appraising and planning the solutions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	Implementation (Executing, carrying out, monitoring and making appropriate adjustments)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	Evaluation (assessing the impact and results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
E5	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	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"/>	
E7	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"/>	
E8	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9	The World Bank's (IBRD) conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E10	The IFC's conditions on its investments are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E11	The World Bank Group takes decisions quickly in Russia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E12	Working with the World Bank Group increases Russia's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E13	The World Bank Group ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E14	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"/>	
E15	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"/>	

E16. Which of the following best describes the way the World Bank Group operates in Russia? (Select only one response)	
1	The World Bank Group takes too much risk in Russia
2	The World Bank Group does not take enough risk in Russia
3	The World Bank Group's approach to risk is appropriate
4	Don't know
5	Prefer not to answer

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

**F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Russia? (Choose no more than TWO)**

1	Provide more adequate data/knowledge/statistics/figures on Russia's economy
2	Collaborate more effectively with Government clients (e.g., federal, regional, local)
3	Offer more innovative financial products
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Focus more on development of Russian regions
6	Reach out more to groups outside of Government
7	Improve the quality of its experts as related to Russia's specific challenges
8	Offer more innovative knowledge services
9	Expand country-based staff presence
10	Ensure greater selectivity in its work
11	Increase the level of capacity development in the country
12	Reduce the complexity of obtaining World Bank Group financing
13	Increase availability of reimbursable advisory services
14	Provide more services in Russian language
15	Provide more investment and support to the private sector
16	Work faster
17	Increase availability of investment guarantees
18	Other (please specify): _____

**F2. When considering the combination of services that the World Bank Group offers in Russia, 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 Russia? (Select only ONE response)**

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Russia
6	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.**

## G: RUSSIA'S ROLE AS A GLOBAL DONOR FOR DEVELOPMENT

**G1. In general, do you approve of Russia providing assistance to developing/poor countries? (Select only ONE response)**

1	Yes
2	Somewhat yes
3	Somewhat no
4	No
5	It is of no importance for me
6	Don't know

**G2. In your opinion, which of the following is the most effective way for Russia to provide aid to developing/poor countries? (Select only ONE response)**

1	When Russia provides it directly to these developing/poor countries
2	When Russia participates in international programs in cooperation with international organizations such as the World Bank and the UN
3	Don't know

**G3. The Russian Government may have various objectives in helping developing/poor countries. Which objectives listed below do you consider the most important for Russia? (Choose no more than TWO)**

1	To reduce extreme poverty
2	To lay the foundations for long-term sustainable development of developing/poor countries
3	To extend the circle of countries friendly to Russia
4	To increase influence within Russia
5	To increase Russia's influence and prestige in the world
6	To create favorable conditions for promoting Russian goods and Russian businesses in these countries
7	To reduce threats of terrorism and drug trafficking between Russia and neighboring countries
8	Other (please specify): _____
9	Don't know

## G: RUSSIA'S ROLE AS A GLOBAL DONOR FOR DEVELOPMENT

To what extent do you agree or disagree with the following statements about Russia's assistance to developing/poor countries?						
		Fully disagree	Somewhat disagree	Somewhat agree	Fully agree	Don't know
<b>G4</b>	Active involvement in providing aid to developing/poor countries is an important characteristic of a modern developed country	1	2	3	4	<input type="checkbox"/>
<b>G5</b>	By helping to improve living conditions in neighboring developing/poor countries, Russia can reduce the flows of migrants to its territory	1	2	3	4	<input type="checkbox"/>
<b>G6</b>	Russian aid should go to its neighboring countries because we have common values and traditions in contrast to countries in Asia, Africa and Latin America	1	2	3	4	<input type="checkbox"/>
<b>G7</b>	While helping developing/poor countries, Russia should collaborate with other developed countries and international organizations because it is more effective in terms of achieving results	1	2	3	4	<input type="checkbox"/>
<b>G8</b>	While making decisions about whether to provide aid to developing/poor countries, Russia should be guided primarily by its own interests	1	2	3	4	<input type="checkbox"/>
<b>G9</b>	Russia should help primarily its neighboring poor countries, such as Tajikistan, Kyrgyzstan, because instability in these countries poses a threat to Russia	1	2	3	4	<input type="checkbox"/>
<b>G10</b>	Russia should help developing/poor countries because it would promote Russian businesses in these countries and expand markets for Russian goods	1	2	3	4	<input type="checkbox"/>
<b>G11</b>	Russia should help developing/poor countries regardless of their geographical location	1	2	3	4	<input type="checkbox"/>

## SECTION H: COMMUNICATION AND INFORMATION SHARING

<b>H1. How do you get most of your information about economic and social development issues in Russia? (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>H2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	
1	Blogs
2	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
3	e-Newsletters
4	Instant messaging
5	World Bank Group's seminars/workshops/conferences
6	World Bank Group's publications and other written materials
7	Mobile phones
8	Social media (e.g., Facebook, Twitter, Youtube, Flickr)
9	World Bank Group's website
10	Other (please specify): _____

<b>H3</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>H4</b>	Have you requested information from the World Bank Group on its activities in the past year? <b>(If YES please go to Question G5; if NO please go to G6)</b>	<b>Yes</b>	<b>No</b>
<b>H5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>H6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>H7</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>

## SECTION H: COMMUNICATION AND INFORMATION SHARING

<b>H8. Which do you primarily use? (Select only ONE response)</b>	
1	The World Bank Group's country website (www.worldbank.org/russia)
2	The World Bank Group's main website (www.worldbank.org)

<b>H9. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	
1	High speed
2	Dial-up

<b>Please rate how much you agree with the following statements.</b>													
		Strongly disagree										Strongly agree	Don't know
<b>H10</b>	I use/consult World Bank Group's data more often than I did a few years ago	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>H11</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>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>H12</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>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>H13</b>	The World Bank Group's social media channels (e.g., Facebook, Twitter, Youtube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>H14</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.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>H15</b>	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

## SECTION I: BACKGROUND INFORMATION

<b>11. 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 (non-financial) Company
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	Academia/Research Institute/Think Tank
19	Judiciary Branch
20	Other (please specify): _____

<b>12. 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	Manufacturing
10	Law and justice / regulatory framework	20	Other (please specify): _____

## SECTION I: BACKGROUND INFORMATION

**I3. Currently, do you professionally collaborate/work with the World Bank Group in your country?**

- |   |     |
|---|-----|
| 1 | Yes |
| 2 | No  |

**I4. Which of the following agencies of the World Bank Group do you work with in Russia? (Select all that apply)**

- |   |   |
|---|---|
| 1 | The World Bank (IBRD)                               |
| 2 | The International Finance Corporation (IFC)         |
| 3 | The Multilateral Investment Guarantee Agency (MIGA) |
| 4 | None  |

**I5. Which of the following describes most of your exposure to the World Bank Group in Russia? (Choose no more than TWO)**

- |   |   |
|---|---|
| 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.        |

**I6. Which best represents your geographic location?**

- |   |  |
|---|--|
| 1 | Moscow   |
| 2 | St. Petersburg                                 |
| 3 | Regional capital                               |
| 4 | Small city (under 100 000 citizens), mono-city |
| 5 | Rural area                                     |

**Thank you for completing the survey!**