



World Bank Group Country Survey FY14 – Serbia

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

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 SERBIA

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

SECTION A: GENERAL ISSUES

A2. Listed below are a number of development priorities in Serbia.			
Please identify which of the following you consider the most important development priorities in Serbia? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	15	Education
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	Global/regional integration	18	Climate change (e.g., mitigation, adaptation)
5	Domestic private sector development	19	Agricultural development
6	Foreign direct investment	20	Trade and exports
7	Water and sanitation	21	Economic growth
8	Anti corruption	22	Law and justice (e.g., judicial system)
9	Job creation/employment	23	Regulatory framework
10	Rural development	24	Communicable/non-communicable diseases
11	Financial markets	25	Natural resource management (e.g., oil, gas, mining)
12	Environmental sustainability	26	Disaster management
13	Equality of opportunity (i.e., equity)	27	Information and communications technology
14	Health		

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

SECTION A: GENERAL ISSUES

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

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 Serbia? (Choose no more than TWO)	
1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater voice and participation for citizens to help ensure greater accountability
4	Greater access to health services
5	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
6	A growing middle class
7	Better opportunity for the poor who live in rural areas
8	Better opportunity for the poor who live in urban areas
9	Consistent economic growth
10	More reliable social safety net
11	Greater equity of fiscal policy
12	Education and training that better ensure job opportunity
13	Better quality public services
14	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

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

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

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

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 Serbia?		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., training staff in health, education sector, setting up an agency for business registration and training staff)	<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 Serbia'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 Serbia. To what degree would Serbia 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"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Serbia? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
B17	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B18	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B19	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

When thinking about how to improve capacity building in Serbia 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
B20	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B21	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B22	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

B23. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Serbia? (Choose no more than TWO)

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Serbia
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 donors' work
15	Not collaborating enough with non-state actors
16	Not client focused
17	Other (please specify): _____
18	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B24. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Serbia? (Choose no more than TWO)

1	Capacity development (e.g., training staff in health, education sector, setting up an agency for business registration and training staff)
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

B25. 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	Beneficiaries
9	Foundations
10	Faith based organizations
11	Other (please specify): _____
12	Don't know

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

		Strongly disagree										Strongly agree	Don't know
B26	Overall the World Bank Group currently plays a relevant role in development in Serbia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B27	The World Bank Group's work is aligned with what I consider the development priorities for Serbia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B28	The World Bank Group supports programs and strategies that are realistic for Serbia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B29	The World Bank Group treats clients and stakeholders in Serbia 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 Serbia 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	
B30	Responsiveness											<input type="checkbox"/>
B31	Flexibility (in terms of the World Bank Group's products and services)											<input type="checkbox"/>
B32	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
B33	Being inclusive											<input type="checkbox"/>
B34	Openness (sharing data and other information)											<input type="checkbox"/>
B35	Staff accessibility											<input type="checkbox"/>
B36	Straightforwardness and honesty											<input type="checkbox"/>
B37	Ease of access to the people at the World Bank Group who are making decisions important to my work											<input type="checkbox"/>
B38	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)											<input type="checkbox"/>
B39	Collaboration with the Government											<input type="checkbox"/>
B40	Collaboration with other donors											<input type="checkbox"/>
B41	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
B42	Being a long-term partner											<input type="checkbox"/>

B43. To be a more effective development partner in Serbia, 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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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 donor coordination
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): _____

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 Serbia?													
		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	Law and justice (e.g., judicial system)	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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	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"/>	
17	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK 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 Serbia? <i>(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")</i>													
		Not effective at all										Very effective	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	Law and justice (e.g., judicial system)	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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	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"/>	
17	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C3. Where are the World Bank Group's decisions made primarily that support the program in Serbia? (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 Serbia?

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 Serbia?

		Strongly disagree										Strongly agree	Don't know
C5	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Serbia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C6	The World Bank Group meets Serbia'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"/>	

C7. To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Serbia?

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

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

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

In Serbia, 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 Serbia'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 Serbia's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

D13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?													
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 aspect of the World Bank Group's delivery work contribute to solving Serbia's development challenges?

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
E1	Conceptualization (understanding and framing the problem)												<input type="checkbox"/>
E2	Design (appraising and planning the solutions)												<input type="checkbox"/>
E3	Implementation (Executing, carrying out, monitoring and making appropriate adjustments)												<input type="checkbox"/>
E4	Evaluation (assessing the impact and results)												<input type="checkbox"/>

To what extent do you agree/disagree with the following statements?

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
E5	The World Bank Group disburses funds promptly												<input type="checkbox"/>
E6	The World Bank Group effectively monitors and evaluates the projects and programs it supports												<input type="checkbox"/>
E7	The World Bank Group's approvals and reviews are done in a timely fashion												<input type="checkbox"/>
E8	The World Bank Group's "Safeguard Policy" requirements are reasonable												<input type="checkbox"/>
E9	The World Bank Group's conditions on its lending are reasonable												<input type="checkbox"/>
E10	The World Bank Group takes decisions quickly in Serbia												<input type="checkbox"/>
E11	Working with the World Bank Group increases Serbia's institutional capacity												<input type="checkbox"/>
E12	The World Bank Group ensures consistency and continuity through staff changes												<input type="checkbox"/>
E13	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them												<input type="checkbox"/>
E14	The World Bank Group provides effective implementation support (i.e., supervision of projects)												<input type="checkbox"/>

E15. Which of the following best describes the way the World Bank Group operates in Serbia? (Select only one response)

1	The World Bank Group takes too much risk in Serbia
2	The World Bank Group does not take enough risk in Serbia
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 SERBIA

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

1	Provide more adequate data/knowledge/statistics/figures on Serbia'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 Serbia'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	Work faster
12	Other (please specify): _____

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

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Serbia
6	Don't know

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Serbia? (Choose no more than TWO)

1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (e.g., Facebook, Twitter, Youtube, Flickr)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)

1	Blogs
2	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
3	e-Newsletters
4	World Bank Group's seminars/workshops/conferences
5	World Bank Group's publications and other written materials
6	Mobile phones
7	Social media (e.g., Facebook, Twitter, Youtube, Flickr)
8	World Bank Group's website
9	Other (please specify): _____

G3	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?	Yes	No
G4	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	Yes	No
G5	Were you able to obtain this information?	Yes	No
G6	Do you have access to the Internet?	Yes	No
G7	Do you use/have you used the World Bank Group website?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING

G8. Which do you primarily use? (Select only ONE response)	
1	The World Bank Group's country website (www.worldbank.org/serbia)
2	The World Bank Group's main website (www.worldbank.org)
3	None of the above

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
G9	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"/>
G10	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"/>
G11	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"/>
G12	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"/>
G13	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"/>
G14	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 H: BACKGROUND INFORMATION

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

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

SECTION H: BACKGROUND INFORMATION

H3a. Currently, do you professionally collaborate/work with the World Bank Group in your country?	
1	Yes
2	No

H3b. Have you professionally collaborated/worked with the World Bank Group during the past five years?	
1	Yes
2	No

H3c. Which of the following best describes your position, when you collaborated/worked with the World Bank Group in the past? (Select only ONE response)	
1	Office of the President, Prime Minister
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Consultant/Contractor working on World Bank 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): _____

SECTION H: BACKGROUND INFORMATION

H4. Which of the following agencies of the World Bank Group do you work with in Serbia? (Select all that apply)

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

H5. Which of the following describes most of your exposure to the World Bank Group in Serbia? (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.

H6. Which best represents your geographic location?

1	Belgrade
2	Vojvodina
3	Central Serbia
4	South Serbia

Thank you for completing the survey!