

FY 2017 Macedonia Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



February 2017



Acknowledgements

The Macedonia Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jing Guo, and Jessica Cameron oversaw design, reporting, and analysis. Calita Woods and Dania Mendoza provided data support. PORG acknowledges the significant contribution from the Macedonia country team and the local fielding agency PUBLIK CTS. In particular, PORG is grateful for the support from Anita Bozinovska (Program Assistant) who coordinated the survey related activities from Skopje, Macedonia.



Country Opinion Surveys
THE WORLD BANK GROUP



Table of Contents

| | |
|--|----|
| I. Objectives | 3 |
| II. Methodology..... | 3 |
| III. Demographics of the Sample..... | 4 |
| IV. General Issues Facing Macedonia..... | 8 |
| V. Overall Attitudes toward the World Bank Group..... | 13 |
| VI. Sectoral Effectiveness..... | 20 |
| VII. How the World Bank Group Operates | 24 |
| VIII. World Bank Group's Knowledge and Instruments | 30 |
| IX. The Future Role of the World Bank Group in Macedonia | 34 |
| X. Communication and Outreach | 38 |
| XI. Appendices..... | 42 |





I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Macedonia perceive the WBG. The survey explored:

- *General Issues Facing Macedonia*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in Macedonia*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From November to December 2016, 398 stakeholders of the WBG in Macedonia were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 206 stakeholders participated in the survey (52% response rate).

Respondents received and responded to the questionnaires via the online survey platform Qualtrics. Respondents were asked about: general issues facing Macedonia; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Macedonia; and the WBG's communication and information sharing.

Every country that engages in the Country Opinion Survey (COS) must include specific indicator questions that will be aggregated for the World Bank Group's annual Corporate Scorecard. These questions are identified throughout the survey report.

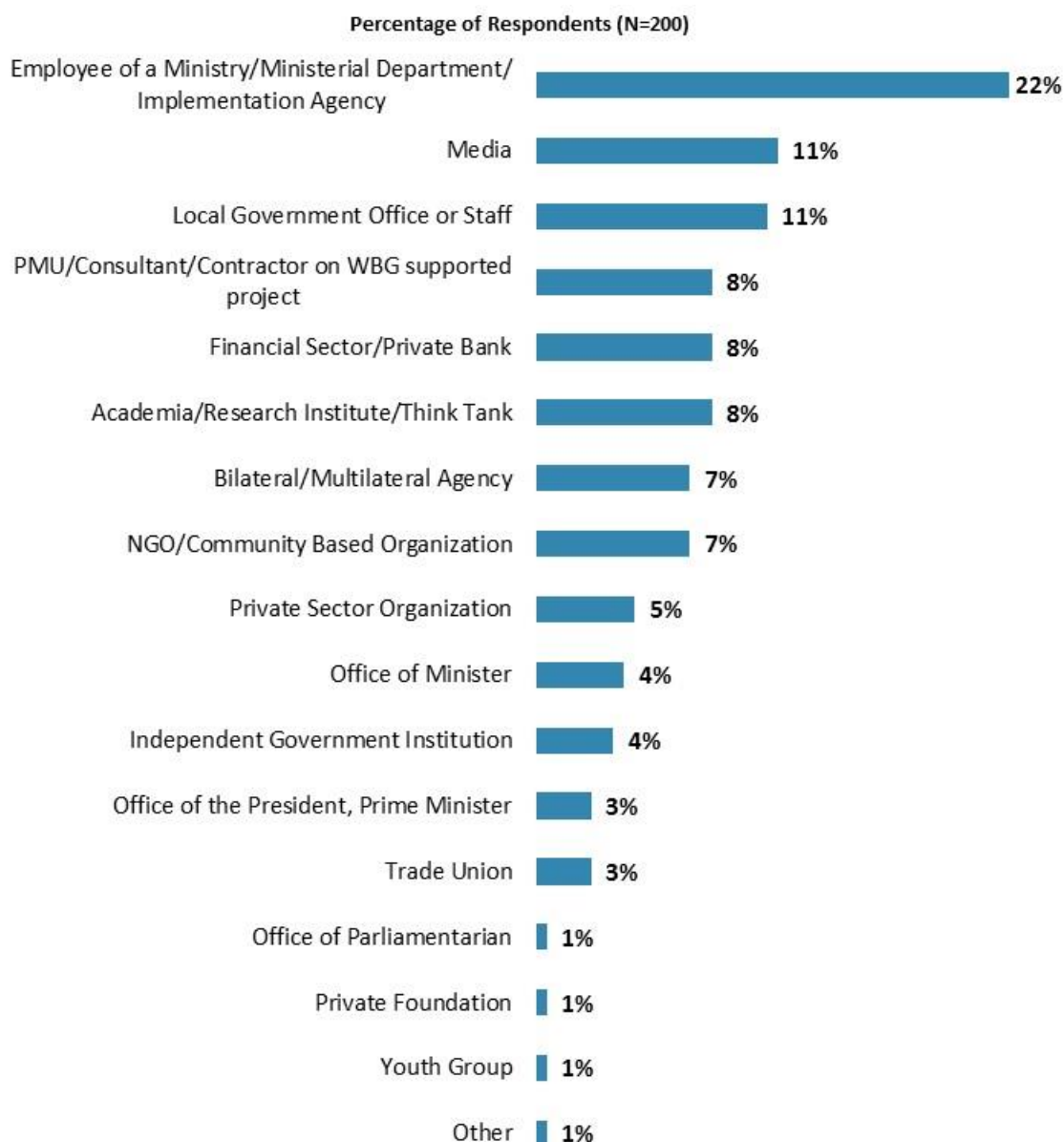
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'14 (N=208). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'14 COS report and the non-weighted data presented in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 88).



III. Demographics of the Sample

Current Position

- For further analyses, respondents from the Office of the President/Prime Minister were combined with respondents from the office of a minister; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community based organizations, private foundations, trade unions, and youth groups were combined in the “CSO” category; and the small number of respondents from independent government institutions and the office of a parliamentarian were included in the “Other” category. There were no respondents from faith-based groups and the judiciary branch.

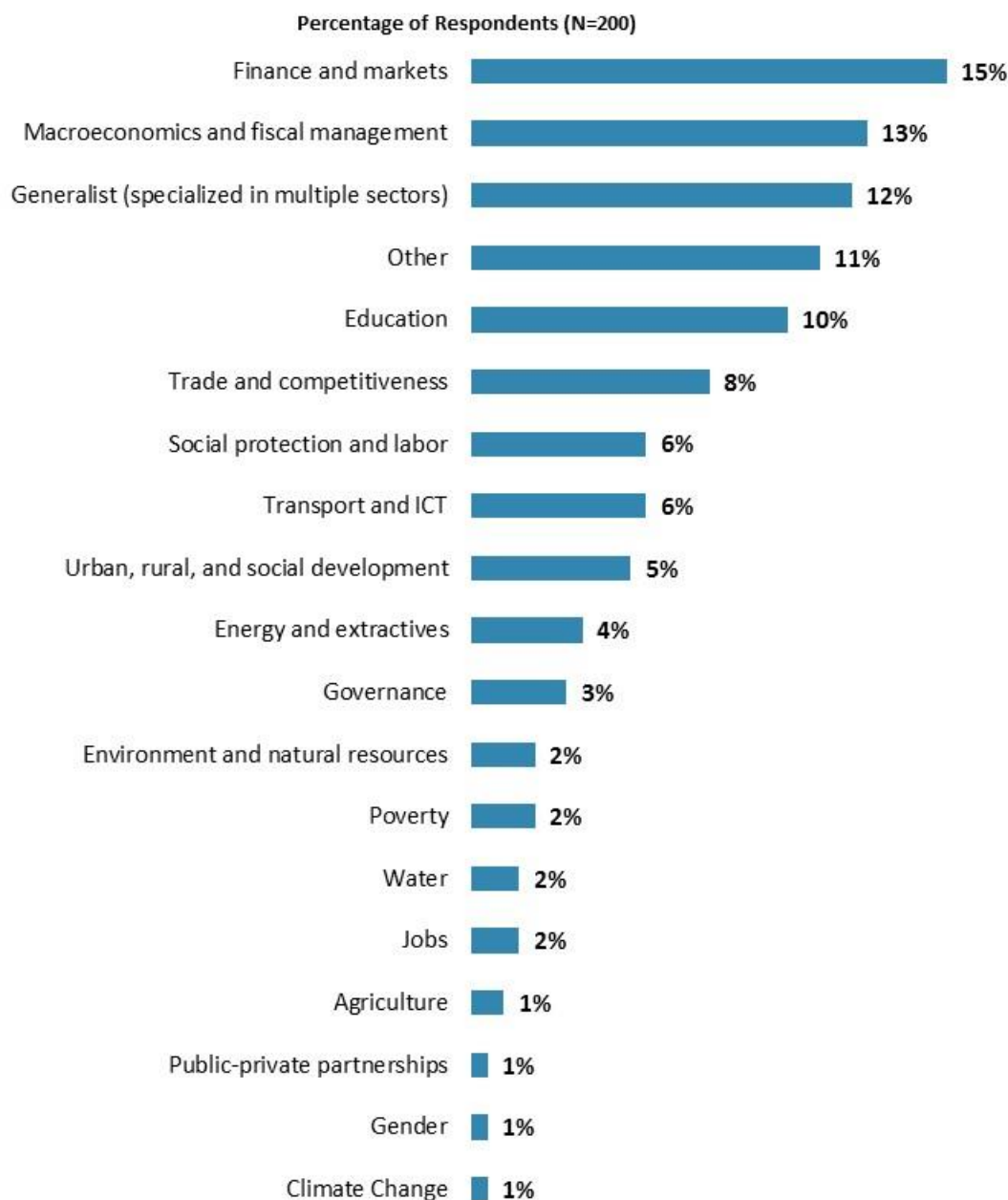


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



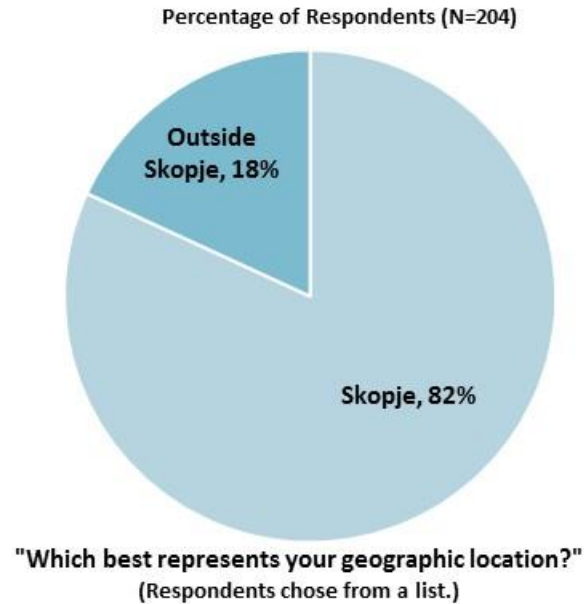
"Please identify the primary specialization of your work." (Respondents chose from a list.)



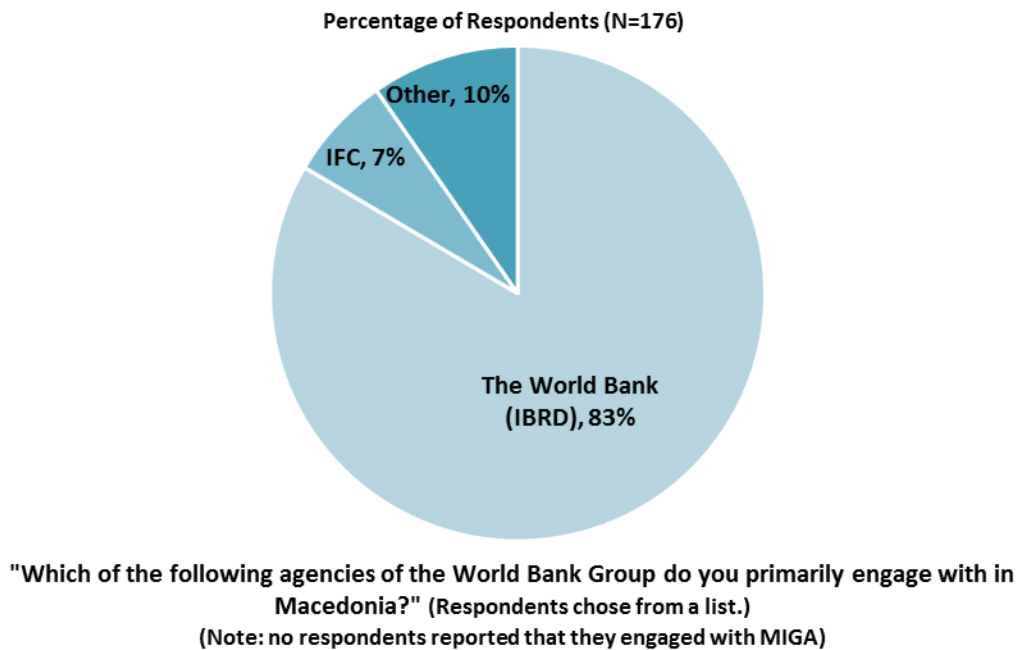
III. Demographics of the Sample (continued)

Geographic Locations

- Geographic location comparisons can be found in Appendix C (page 79).



Exposure to Agencies within the World Bank Group

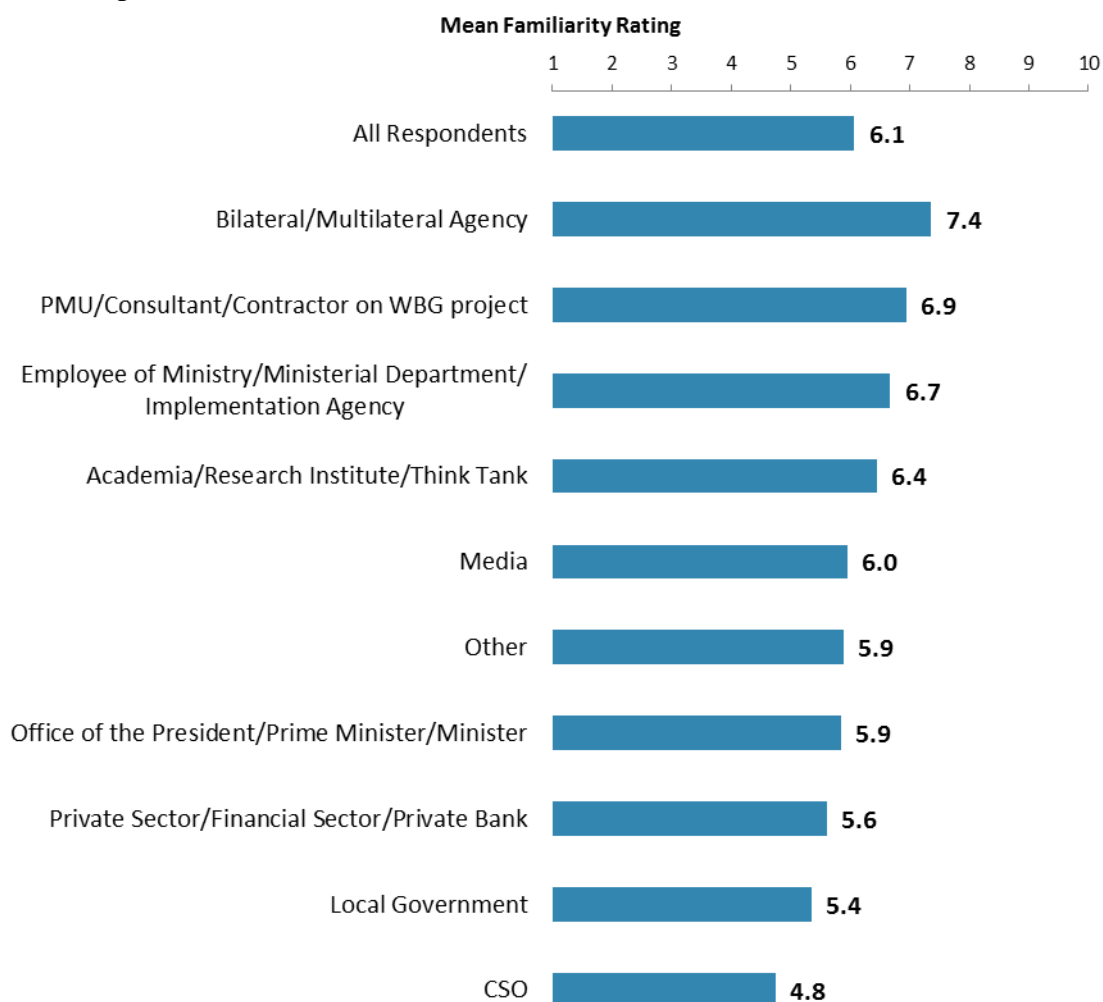




III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey indicated significantly lower levels of familiarity with the WBG compared to respondents from the FY'14 Country Survey (weighted mean in FY'17 = 6.1; weighted mean in FY'14 = 6.5)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Macedonia, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in Macedonia, and the extent to which the WBG contributes to the country's development results.



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

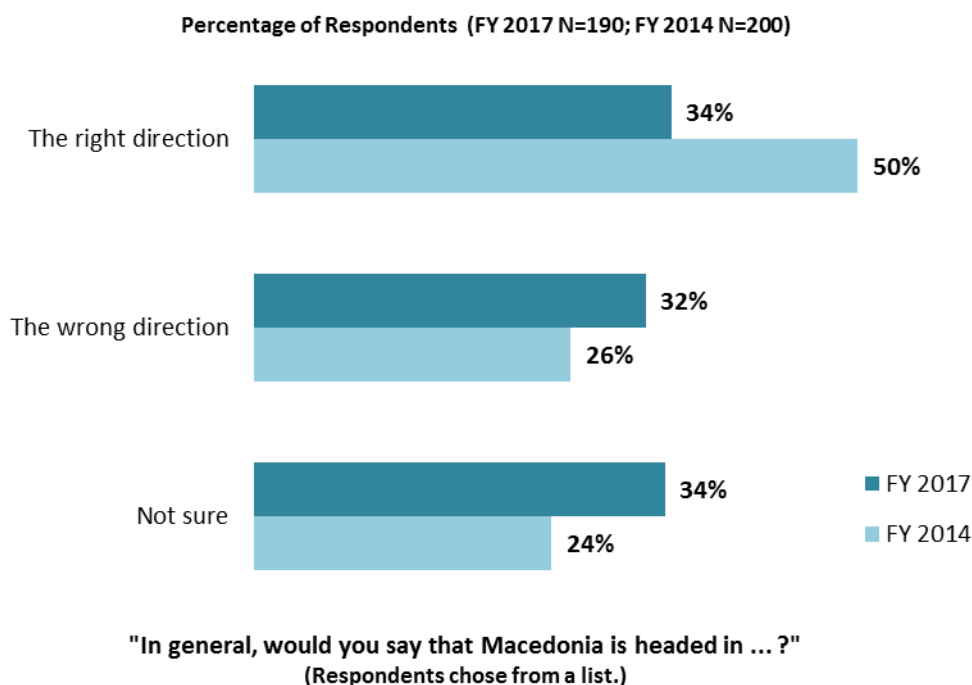
¹ Please refer to Appendix E (page 88) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Macedonia

Headed in the Right Direction²

- **Year comparison:** This year's respondents were significantly less likely to believe that Macedonia is headed in the right direction compared to respondents in the FY'14 Country Survey.
- **Stakeholder groups:** In this year's Country Survey, respondents from the Office of the President/Prime Minister/Minister were significantly more likely to indicate that Macedonia is headed in the right direction, while respondents from academia/research institutes/think tanks were significantly less positive about the prospect of Macedonia.



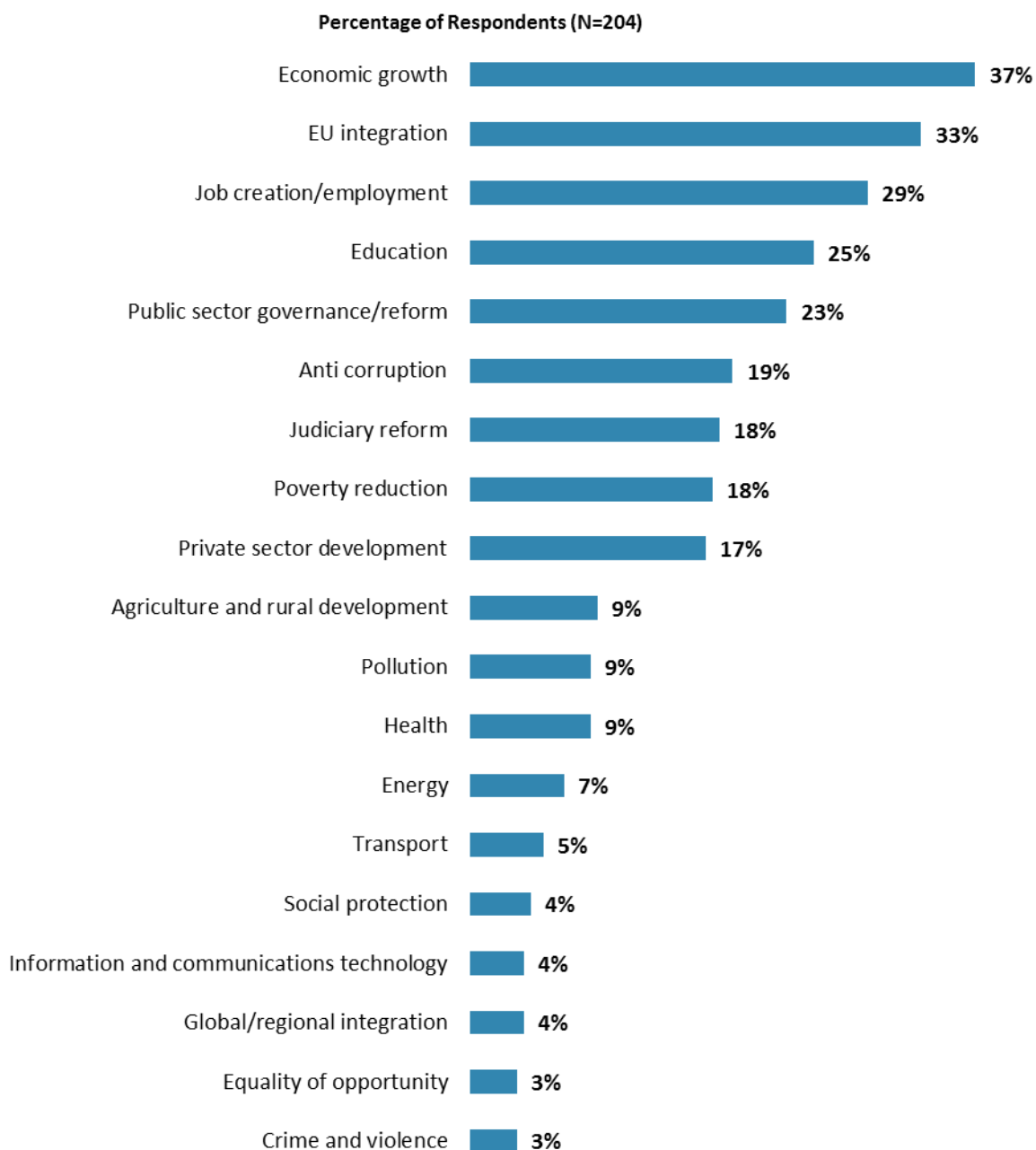
² Percentages presented in the chart were calculated based on weighted data from FY'17 and FY'14.



IV. General Issues Facing Macedonia (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the most important development priorities in Macedonia were “*job creation/employment*” (32%), “*economic growth*” (28%), and “*EU integration*” (27%).



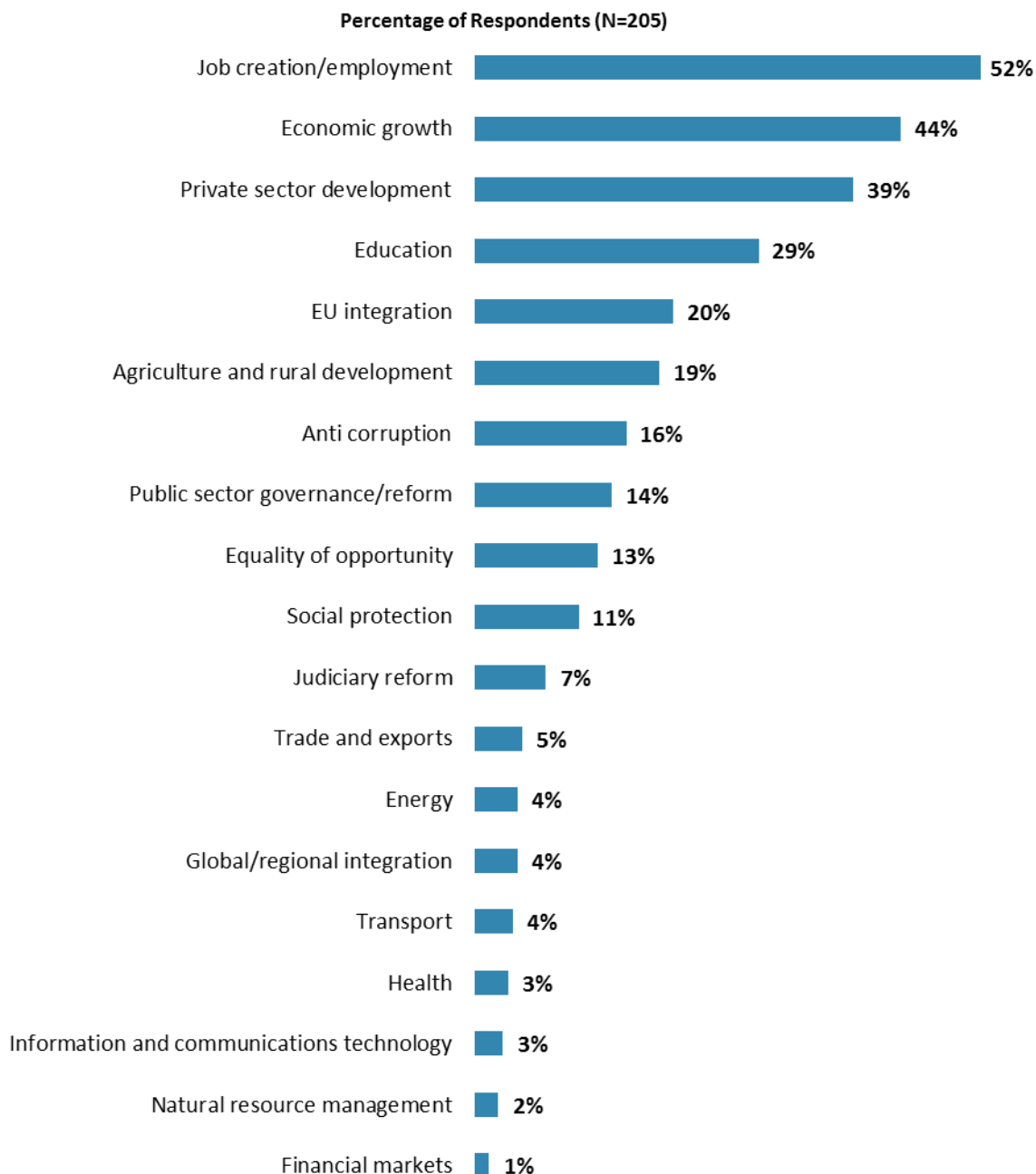
"Listed below are a number of development priorities in Macedonia. Please identify which of the following you consider the most important development priorities in Macedonia. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 19 of 29 response options shown.)



IV. General Issues Facing Macedonia (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'14 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Macedonia were “*economic growth*” (52%), “*job creation/employment*” (43%), and “*foreign direct investment*” (32%).



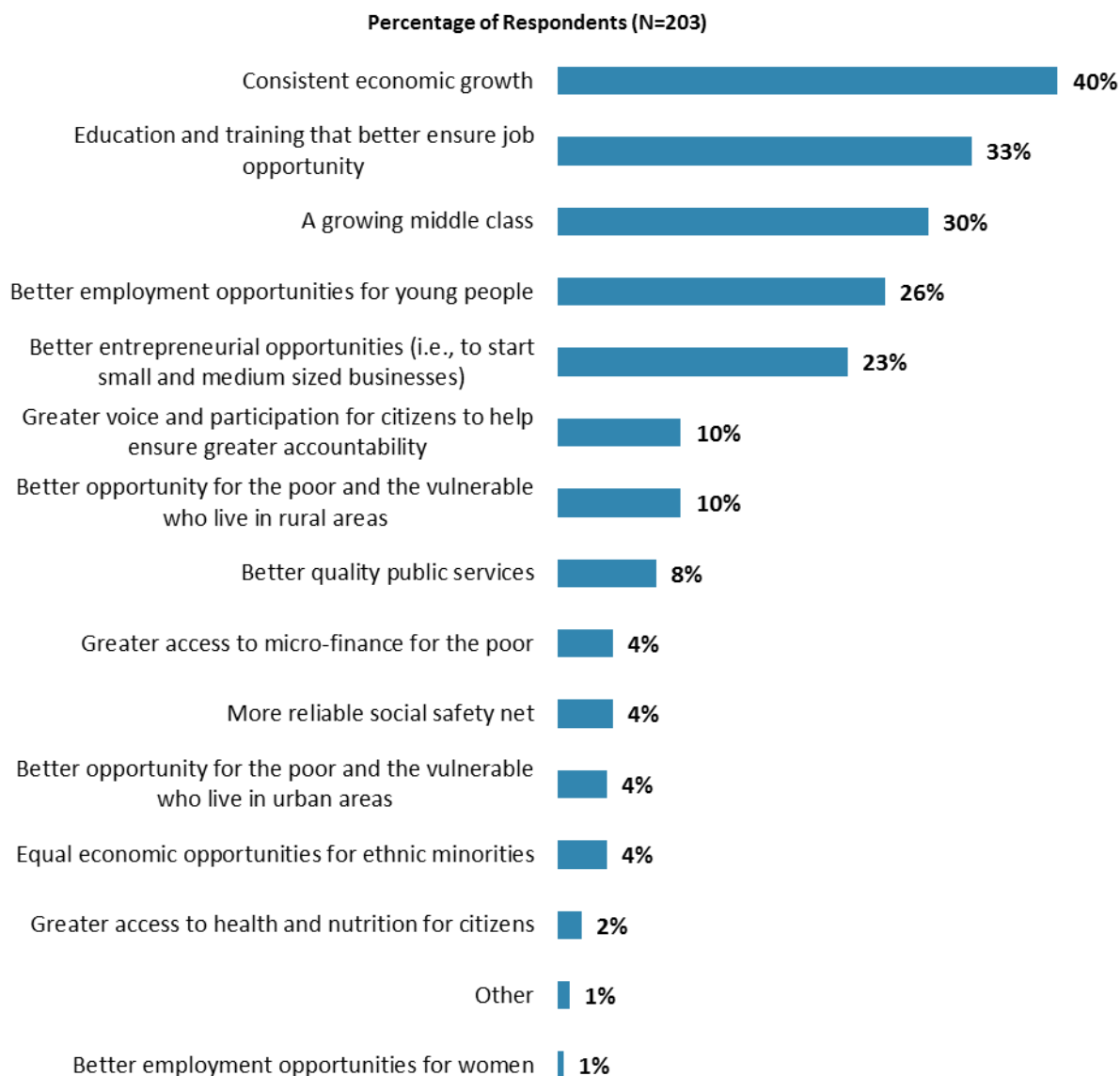
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Macedonia? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 19 of 28 response options shown.)



IV. General Issues Facing Macedonia (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’14 Country Survey, respondents indicated that “*better employment opportunities for young people*” (42%) and “*consistent economic growth*” (36%) would best illustrate how “shared prosperity” would be achieved in Macedonia.



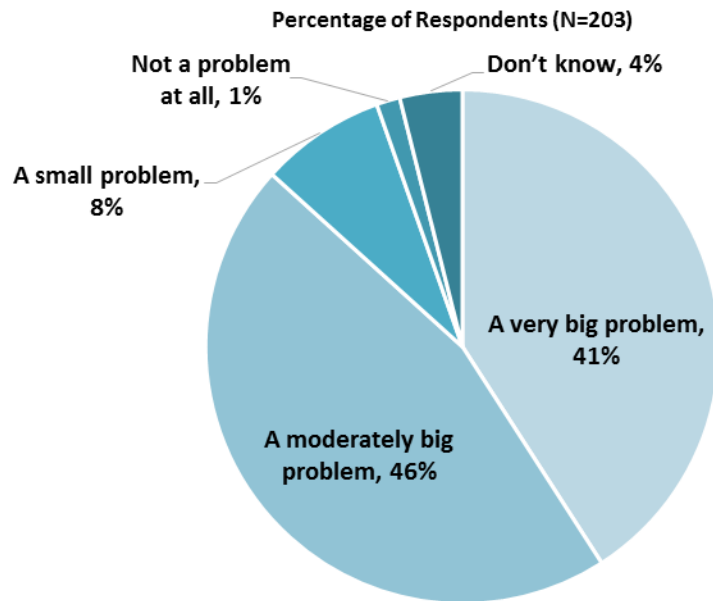
"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Macedonia? (Choose no more than TWO)"

(Respondents chose from a list. Responses combined.)



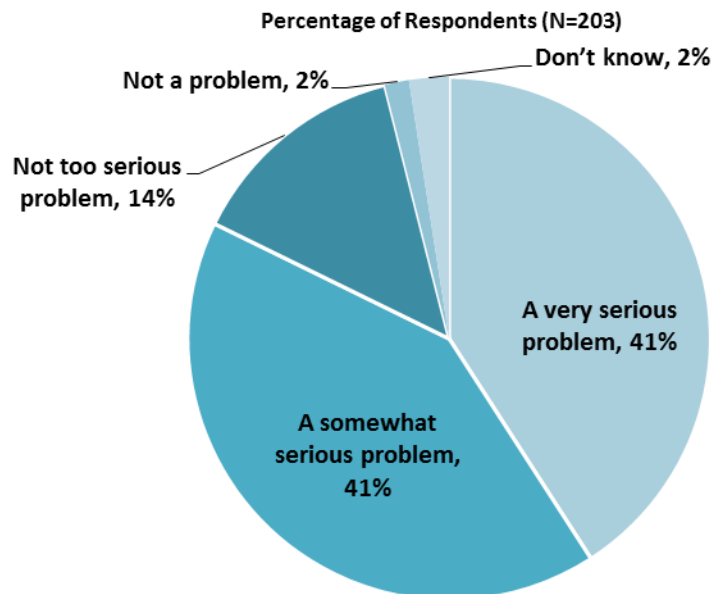
IV. General Issues Facing Macedonia (continued)

Gap between the Rich and the Poor



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Macedonia?" (Respondents chose from a list.)

Global Climate Change



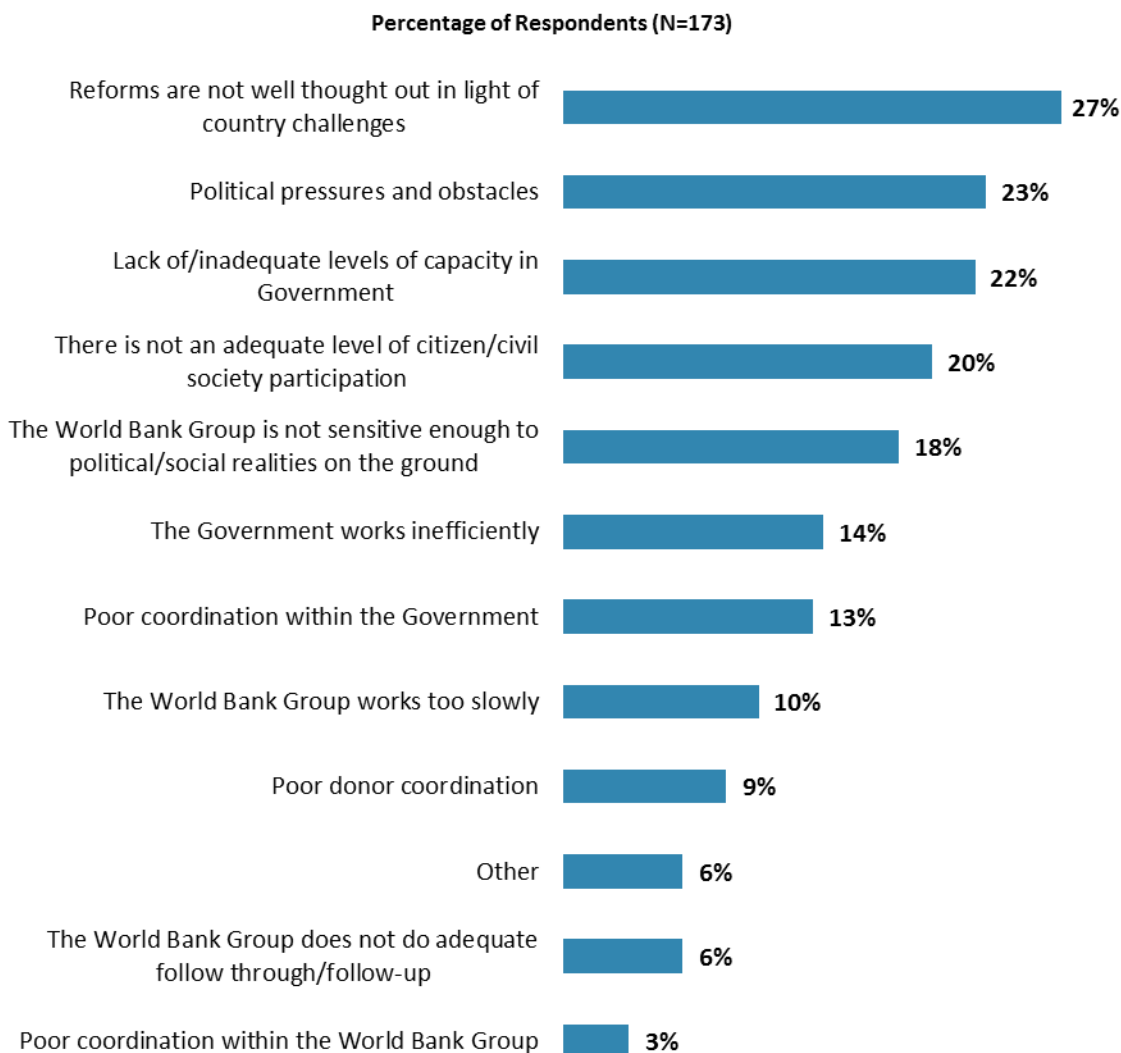
"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'14 Country Survey most often attributed failed or slow WBG assisted reform efforts to that *“the WBG is not sensitive enough to political/social realities on the ground”* (29%), *“reforms are not well thought out in light of country challenges”* (26%), *“lack of/inadequate levels of capacity in Government”* (26%), and *“political pressures and obstacles”* (25%).



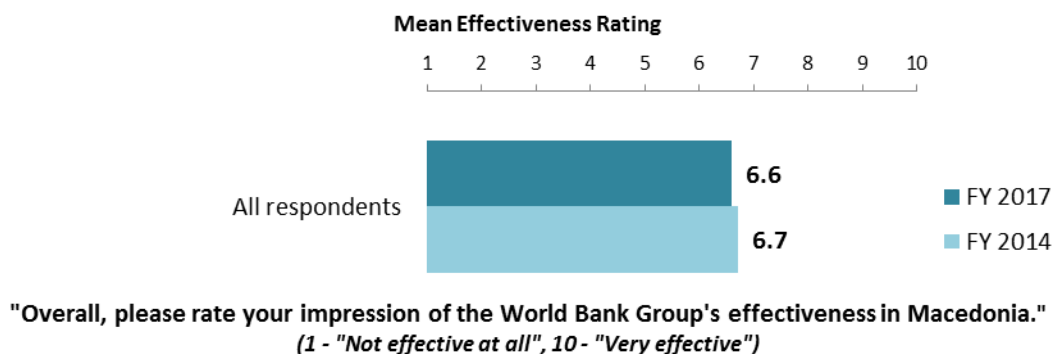
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



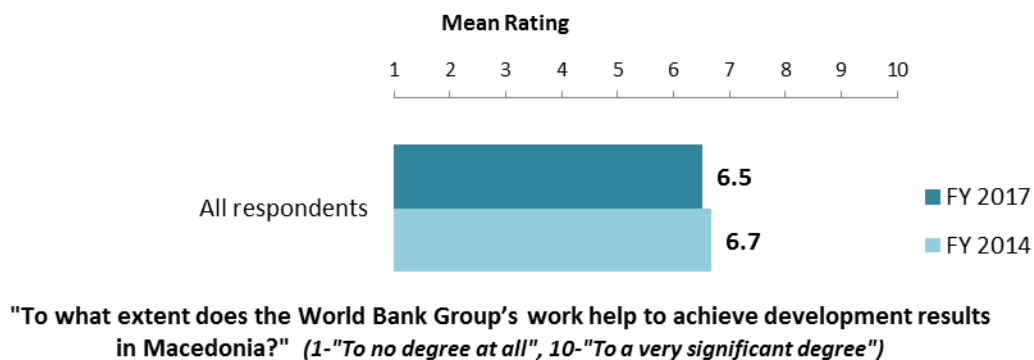
V. Overall Attitudes toward the World Bank Group (continued)

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

The World Bank Group’s Overall Effectiveness³ (Indicator Question)



Achieving Development Results (Indicator Question)

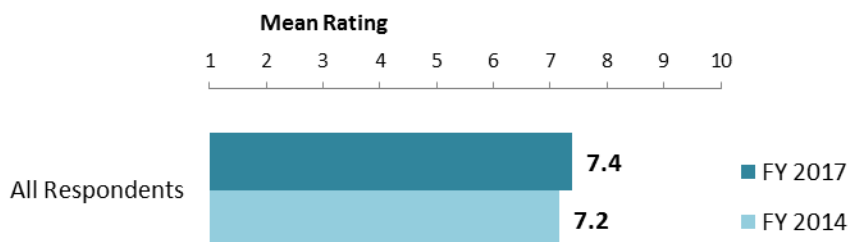


³ Means presented in the charts on this page were calculated based on weighted data from FY’17 and FY’14.



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

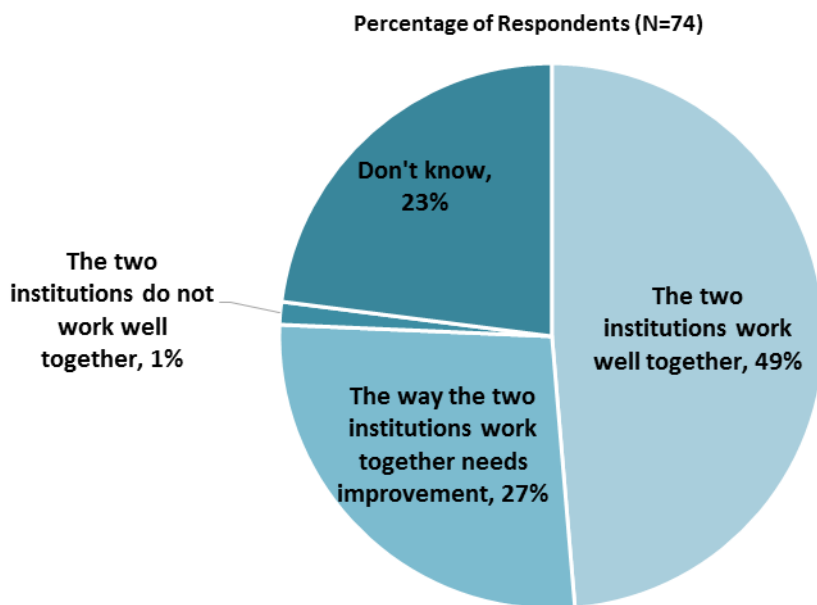
WBG Staff Preparedness⁴



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

The World Bank and the IFC Working Together

- Only those stakeholders who responded "Yes" to the question "Do your projects involve both the World Bank and the IFC?" provided their views on the working relationship between the World Bank and the IFC.



"If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Macedonia?" (Respondents chose from a list.)

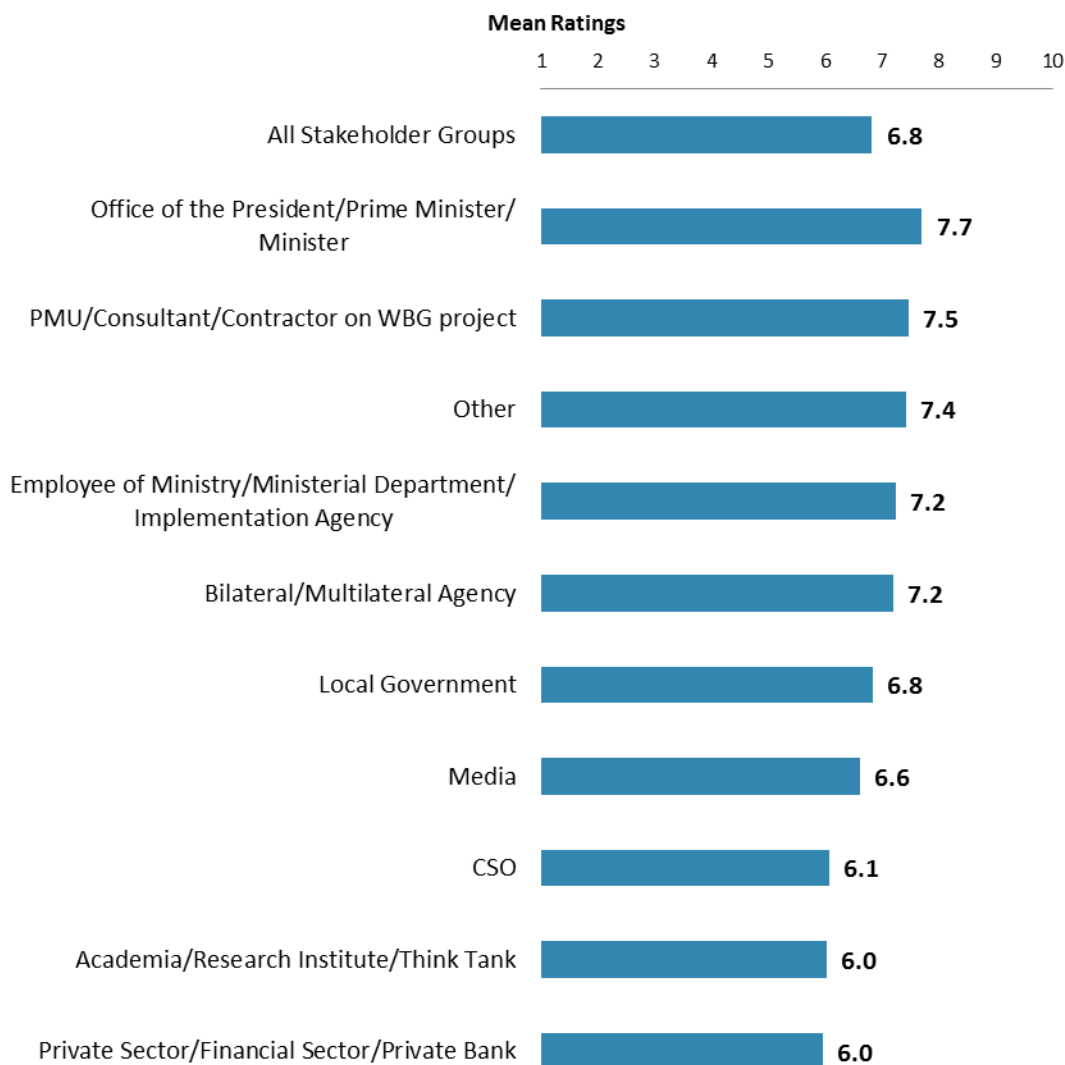
⁴ Means presented in the chart were calculated based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from the Office of the President/Prime Minister/Minister had the highest mean ratings for the aggregated responses to the twenty six COS indicator questions, whereas respondents from the private sector and academia had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 58).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty six COS indicator questions (mean rating = 7.2) compared to respondents who do not collaborate with the WBG (mean rating = 6.0). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 94).



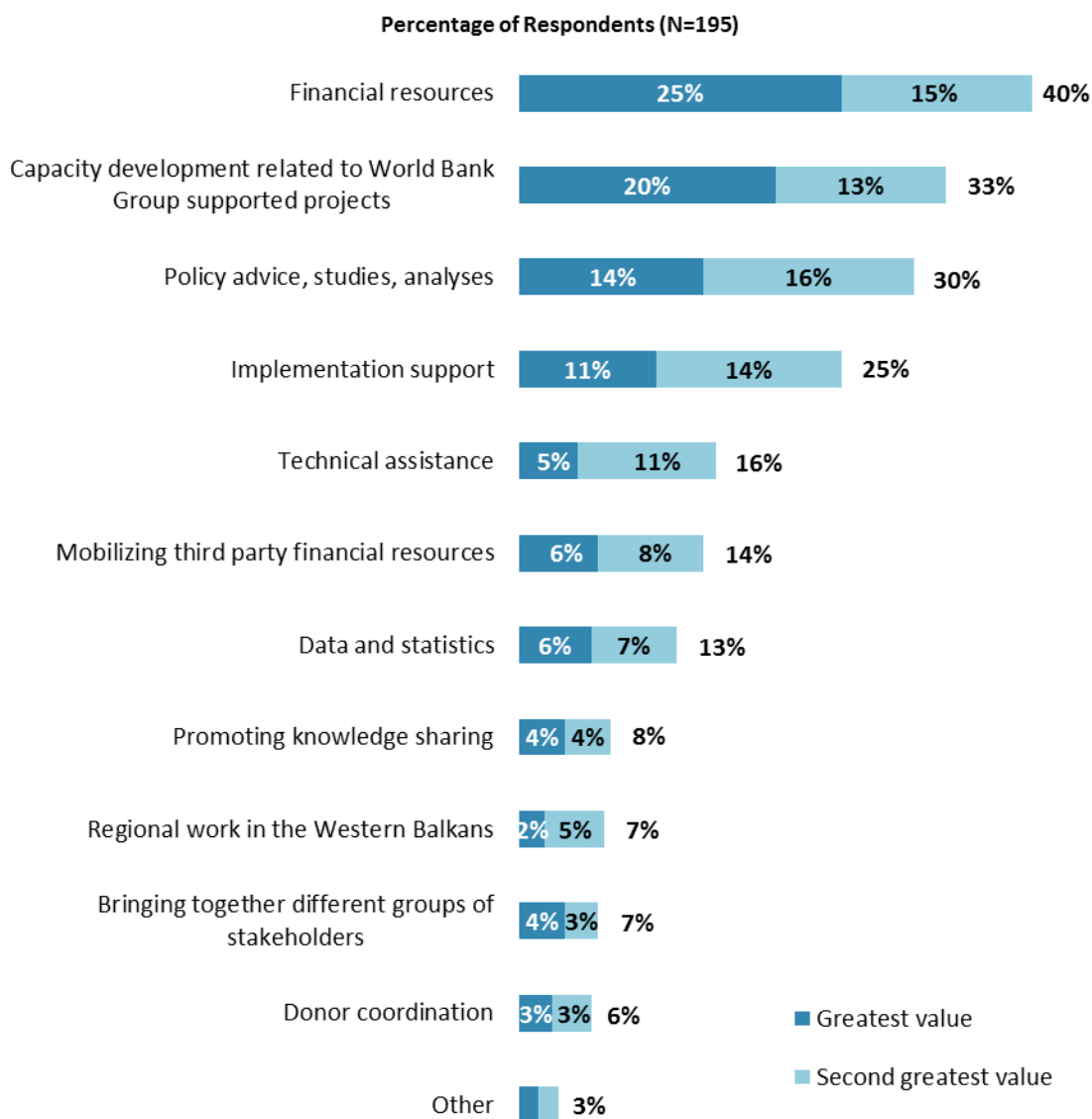
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest values to Macedonia were "*financial resources*" (57%), "*policy advice, studies, analyses*" (38%), and "*mobilizing third party financial resources*" (31%).

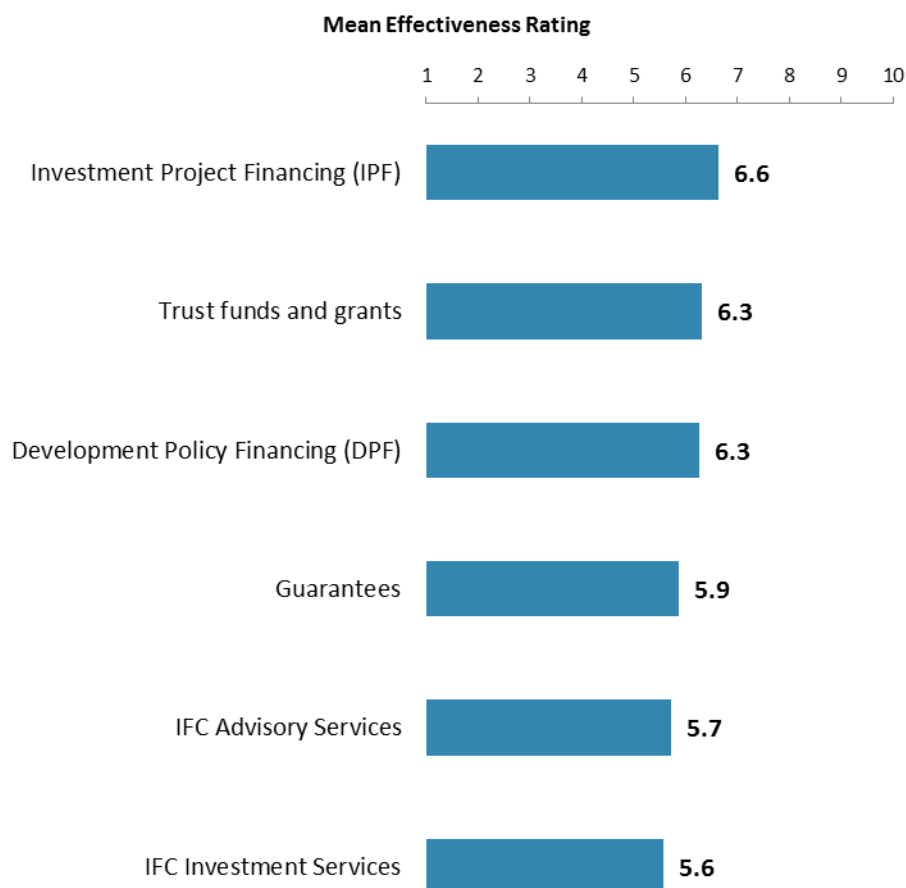


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Macedonia?"
(Respondents chose from a list.)



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

Most Effective Instruments in Reducing Poverty



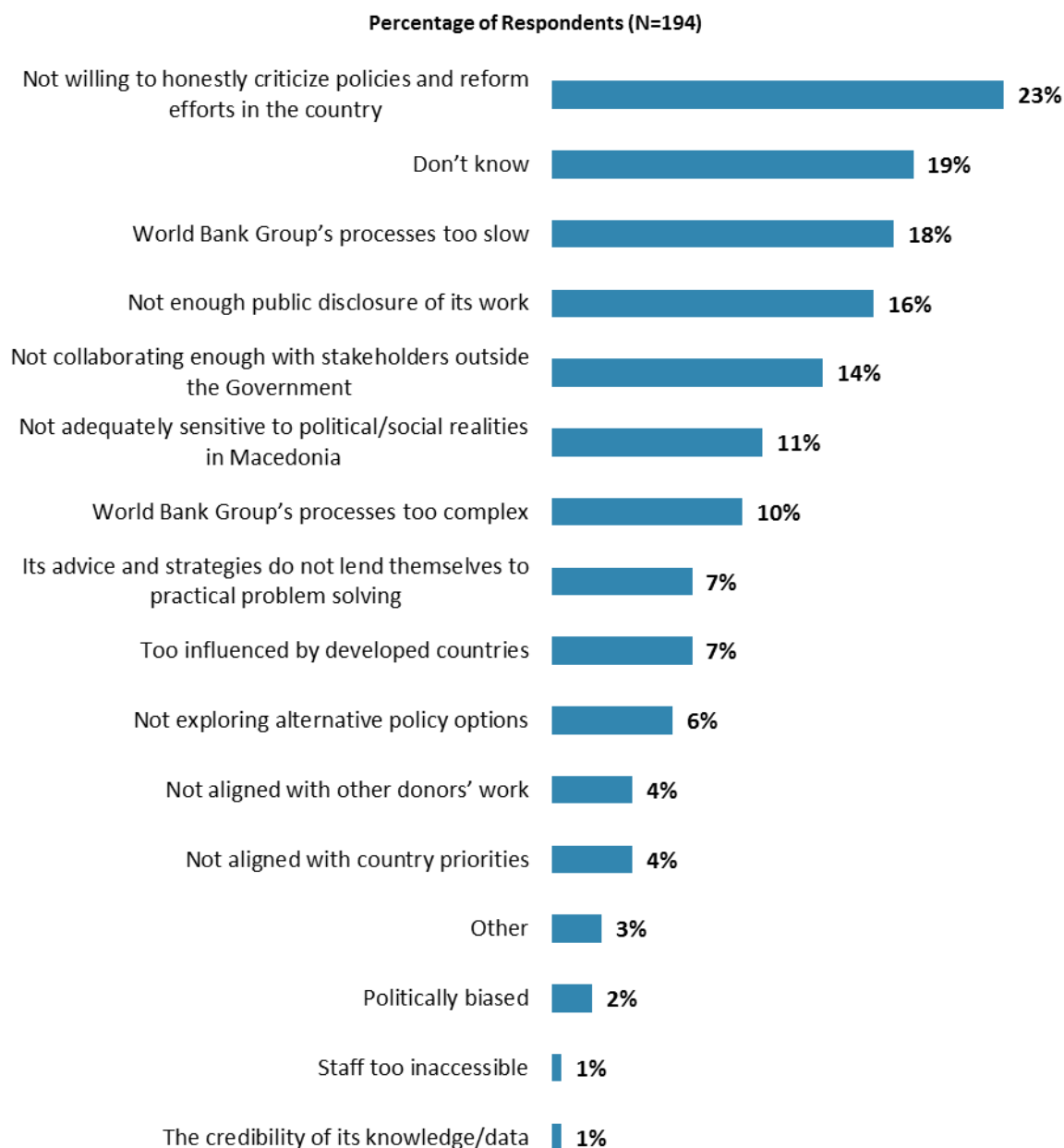
"How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Macedonia Government's efforts to reduce poverty?"
(1 - "Not effective at all", 10 - "Very effective")



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest weakness in its work in Macedonia was being "*not adequately sensitive to political/social realities in Macedonia*" (23%).

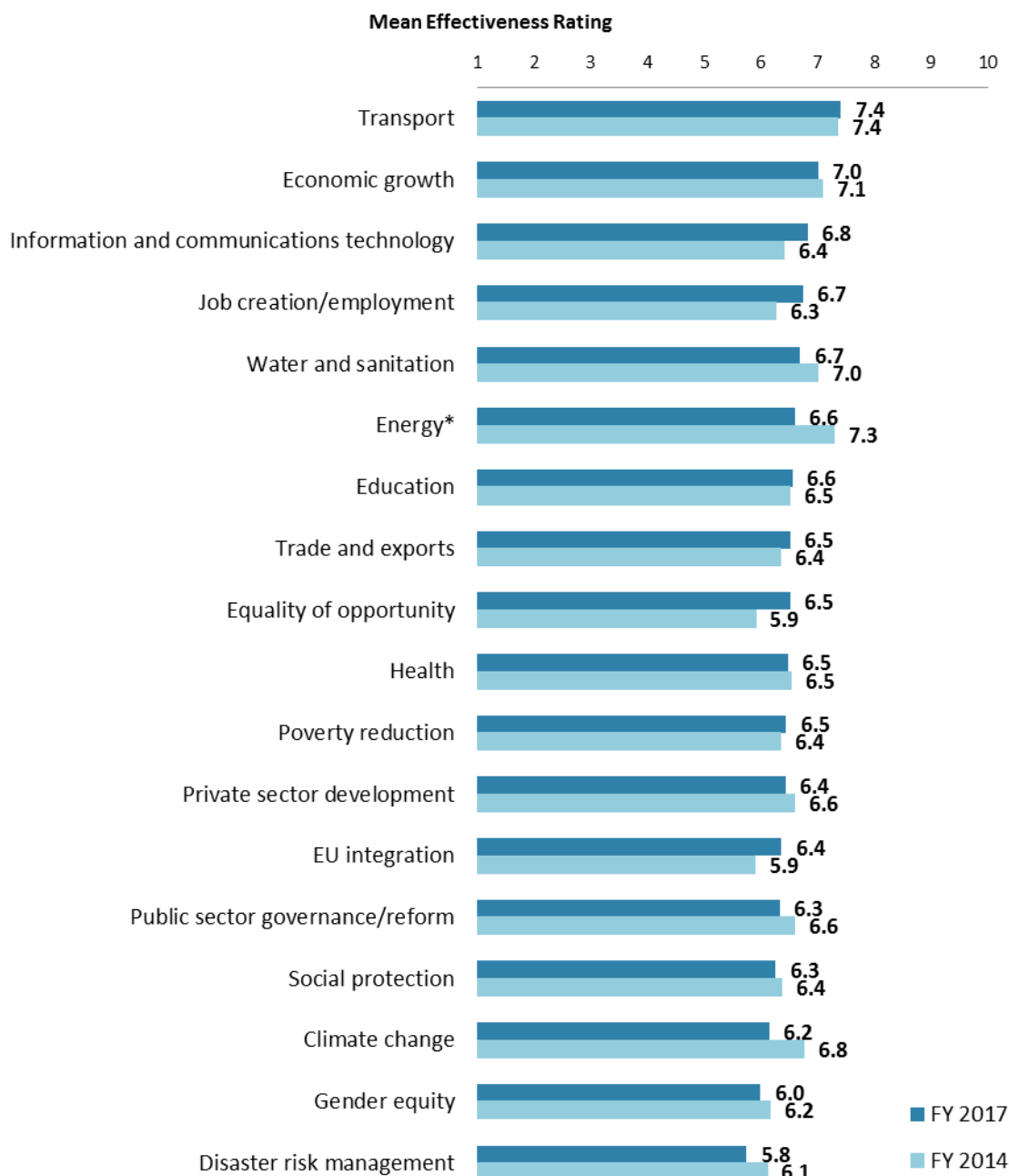


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Macedonia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁵



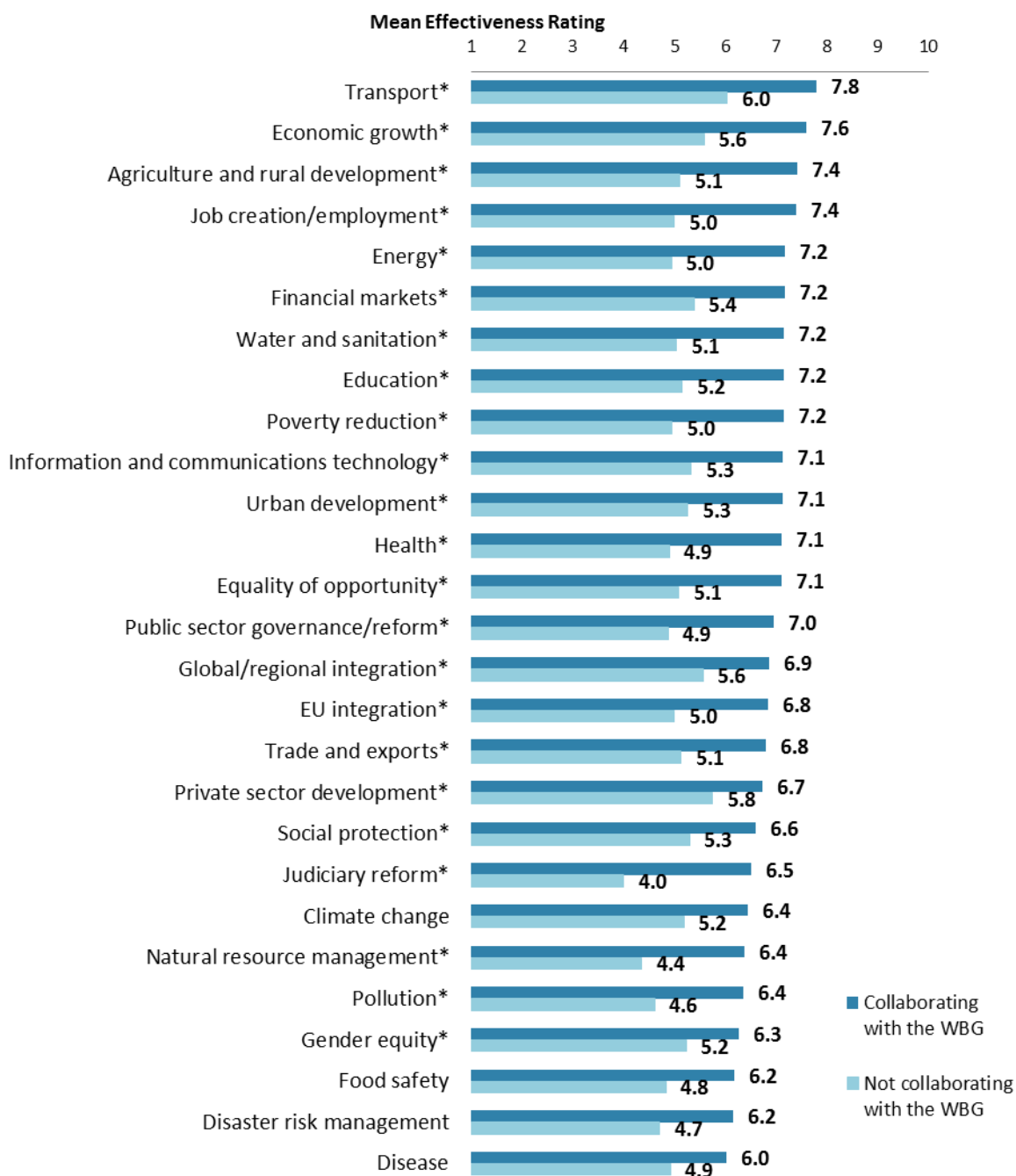
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Macedonia?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2017 and FY 2014)

⁵ Means presented in this chart were calculated based on weighted data. See Appendix E for details.



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁶



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Macedonia?" (1-"Not effective at all", 10-"Very effective")
*(*Significantly different between collaborators and non-collaborators with the WBG)*

⁶ Note in the Appendix on the sectoral effectiveness (Appendix A, page 43) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.

VI. Sectoral 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 Macedonia, bivariate correlational analyses were conducted using respondents' ratings of the twenty seven specific areas of effectiveness.

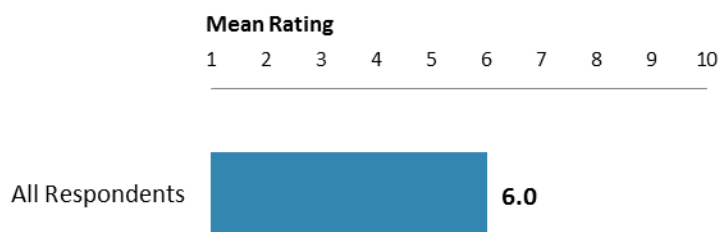
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' 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 Macedonia. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at job creation/employment; 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 Macedonia, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The area determined to be key driver from these analyses was:
 - The WBG's effectiveness at urban development;
 - The WBG's effectiveness at economic growth;
 - The WBG's effectiveness at health; and
 - The WBG's effectiveness at job creation/employment.



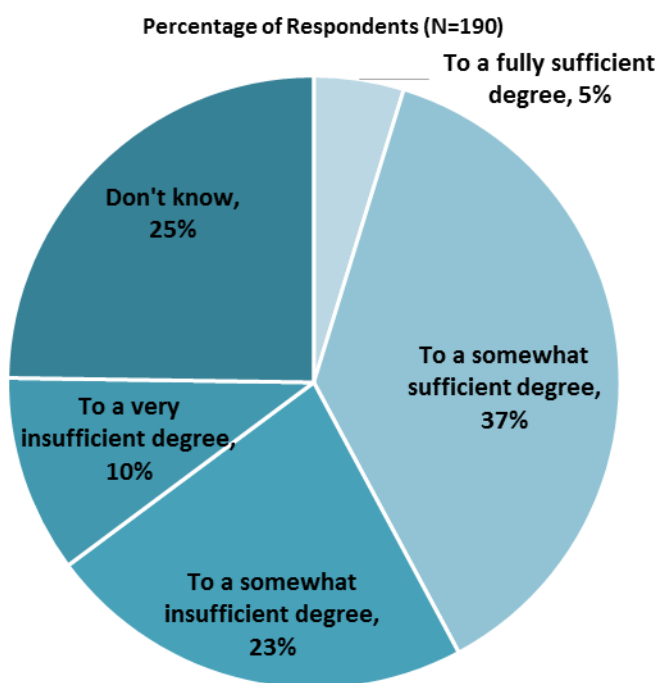
VI. Sectoral Effectiveness (continued)

The WBG Promoting Private Public Partnerships



"To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Macedonia?"
(1 - "To no degree at all", 10 - "To a very significant degree")

Helping the Poorest

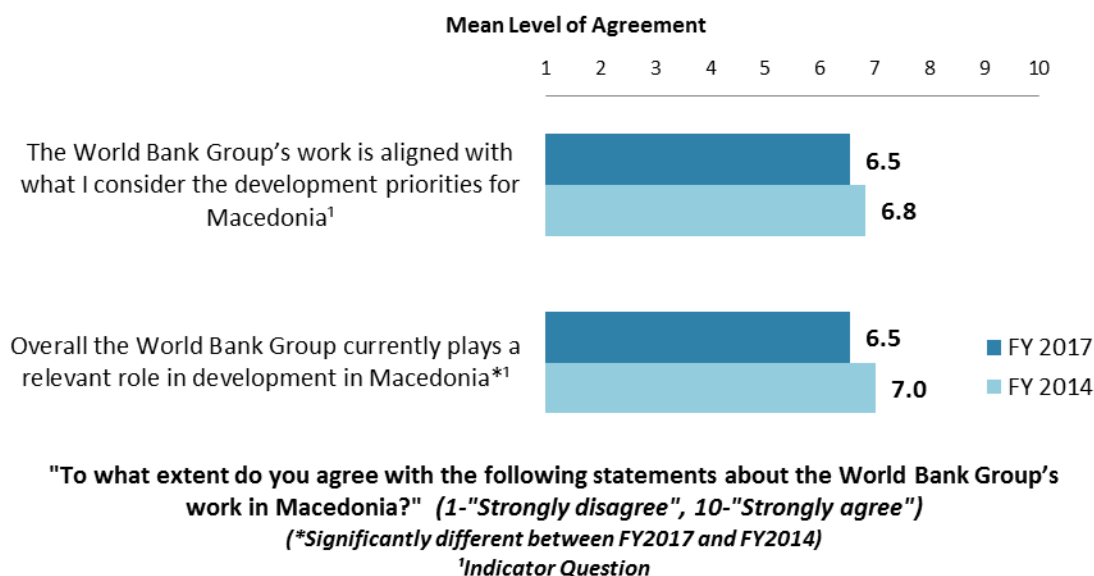


"To what extent do you believe that the World Bank Group's work and support help the poorest in Macedonia?" (Respondents chose from a list.)

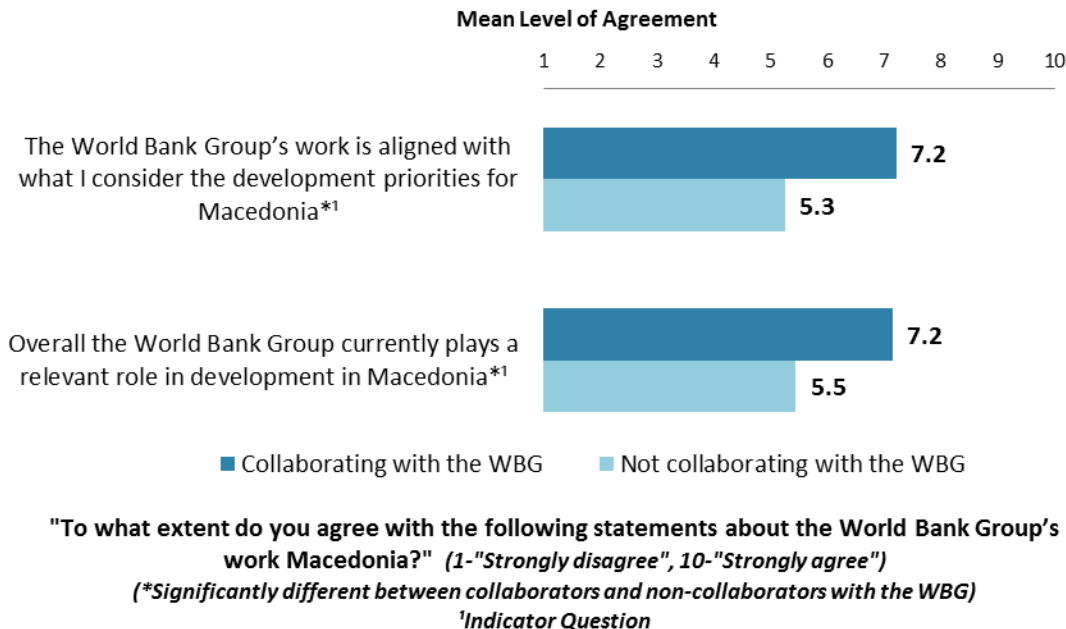


VII. How the World Bank Group Operates

The World Bank Group's Work in Macedonia: Year Comparison⁷



The World Bank Group's Work in Macedonia: Collaboration

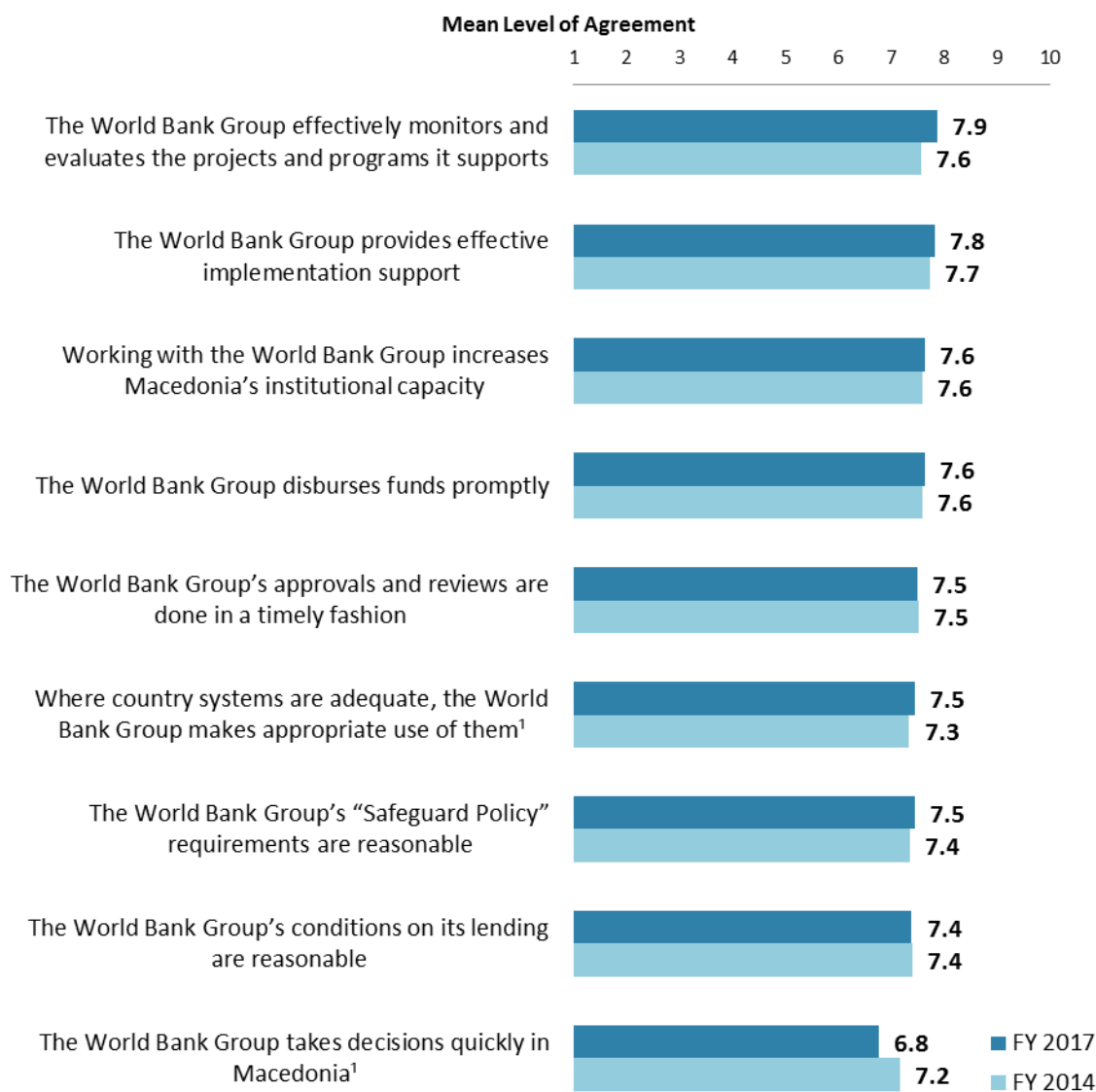


⁷ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸



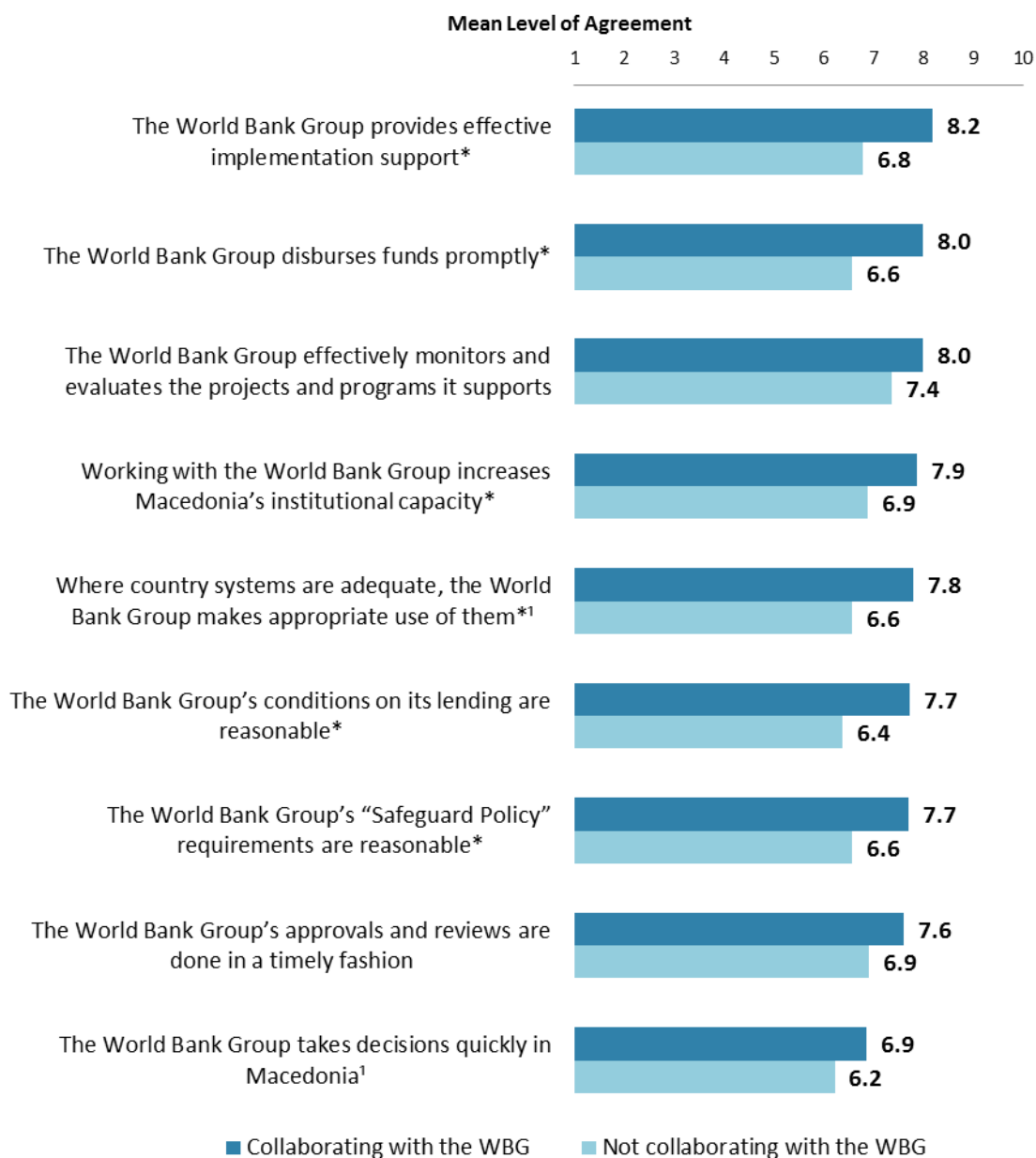
"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
¹Indicator Question

⁸ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

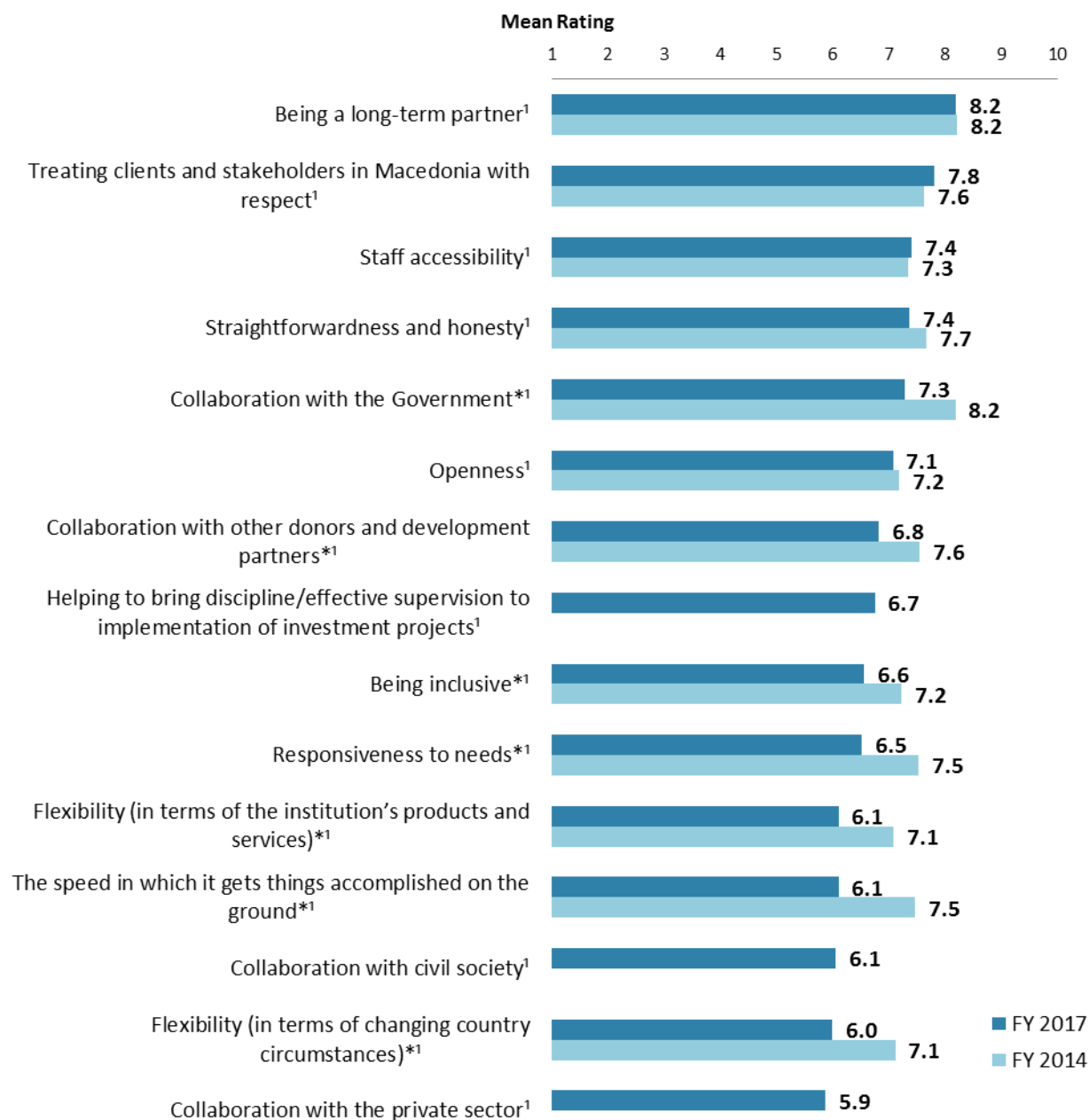


"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between collaborators and non-collaborators with the WBG)
¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁹



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

(*Significantly different between FY2017 and FY2014)

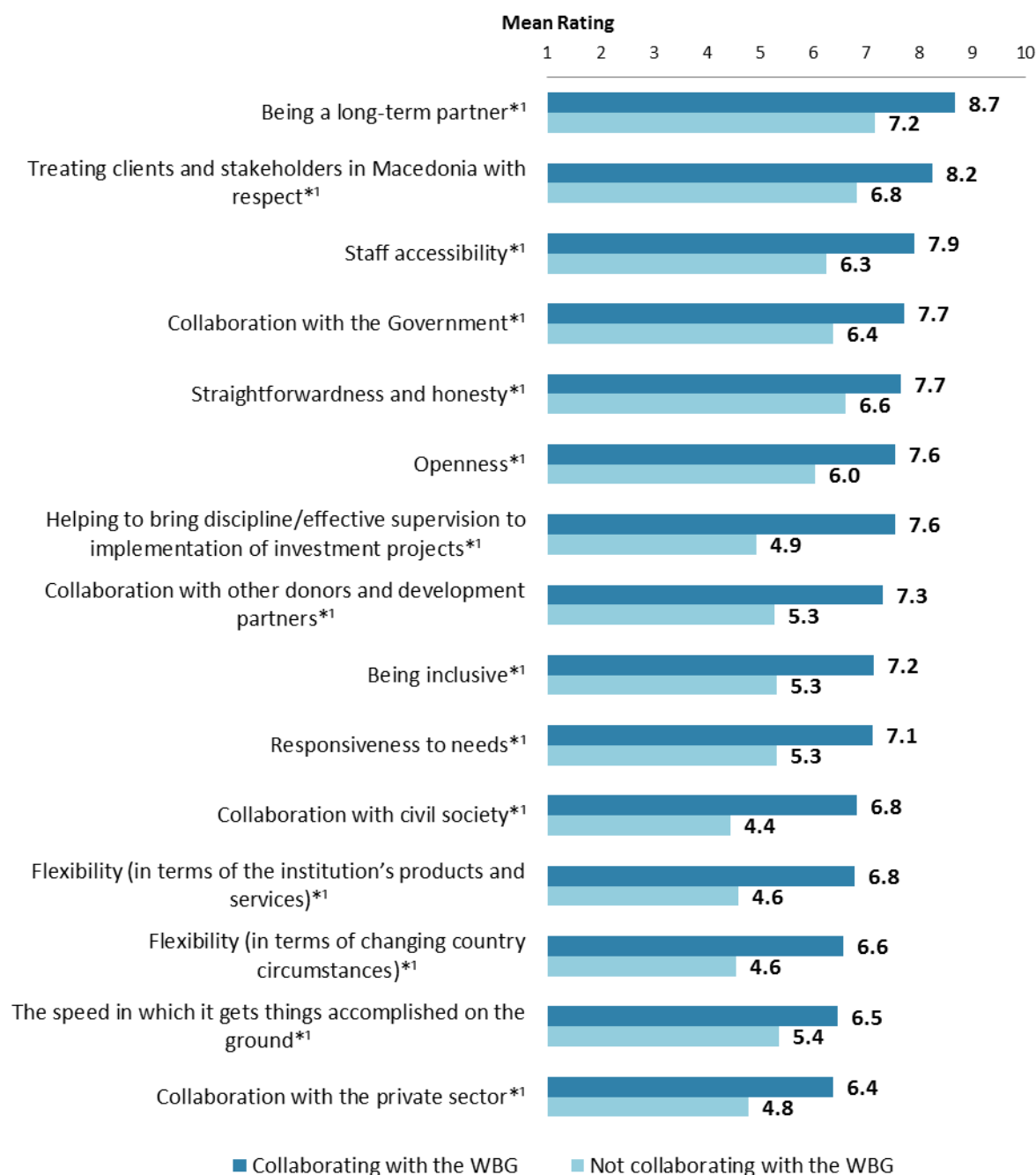
¹Indicator Question

⁹ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



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

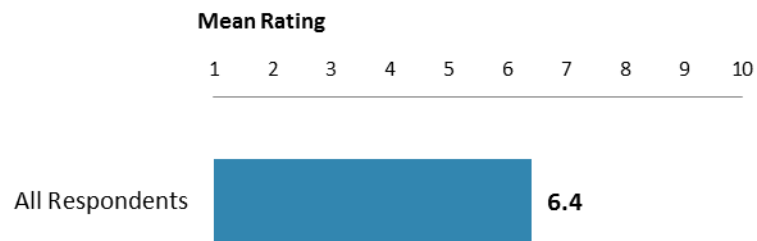
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring



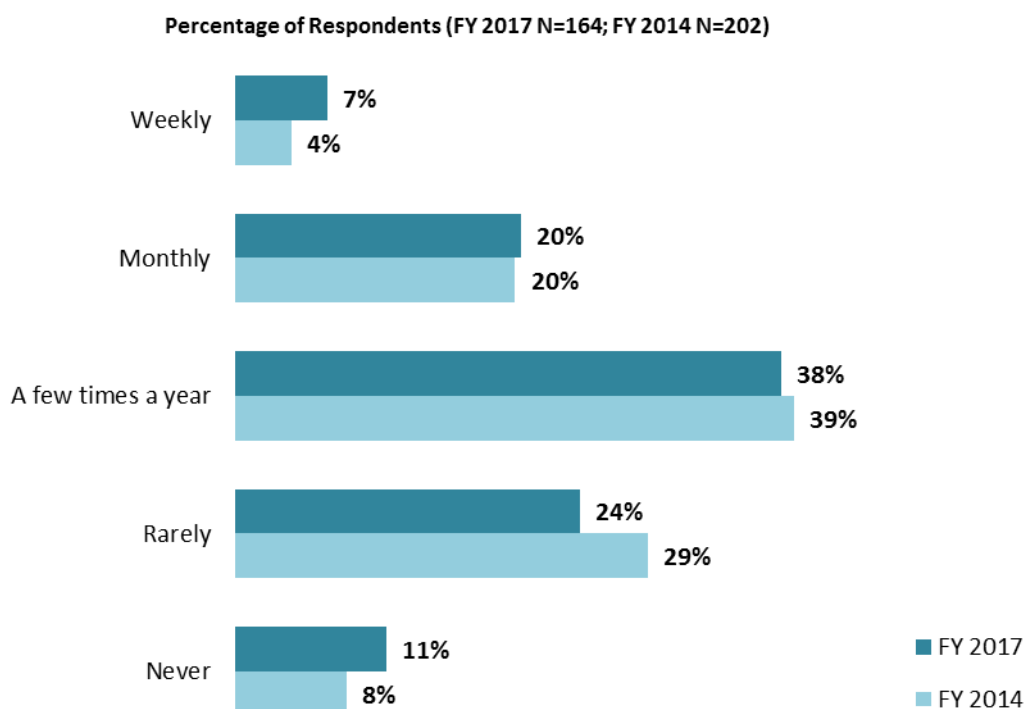
"To what extent do you believe the World Bank Group measures and corrects its work in real time in Macedonia?" (1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹⁰

- **Stakeholder groups:** In this year's Country Survey, respondents from the Office of the President/Prime Minister/Minister, PMUs/consultants on WBG-supported projects, and academia indicated the most frequent usage (*weekly/monthly*) of the WBG's knowledge work and activities compared to respondents from other stakeholder groups.



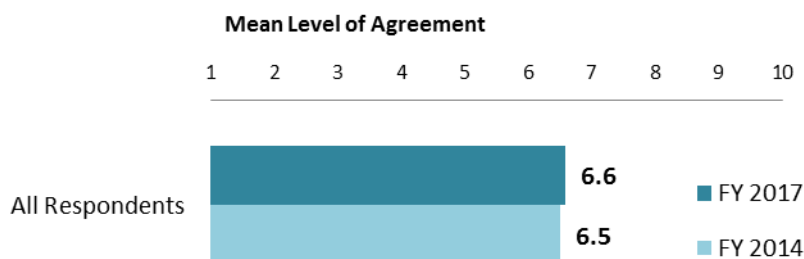
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)

¹⁰ Percentages in the chart were calculated based on weighted data.



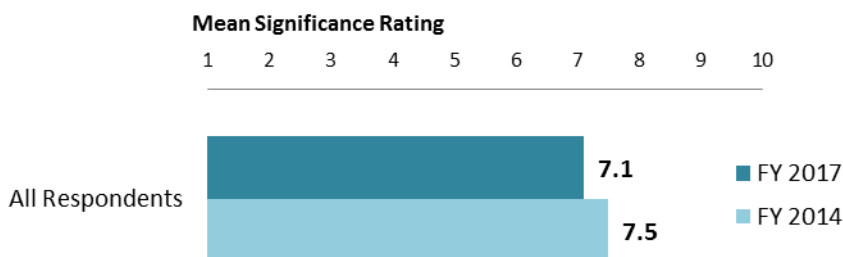
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Macedonia's Knowledge Needs¹¹ (*Indicator Question*)



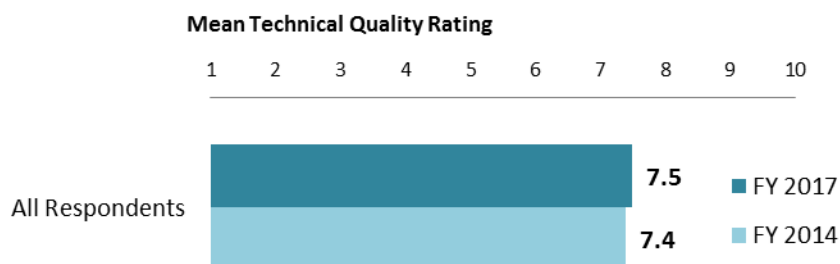
"The World Bank Group meets Macedonia's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

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



"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")

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



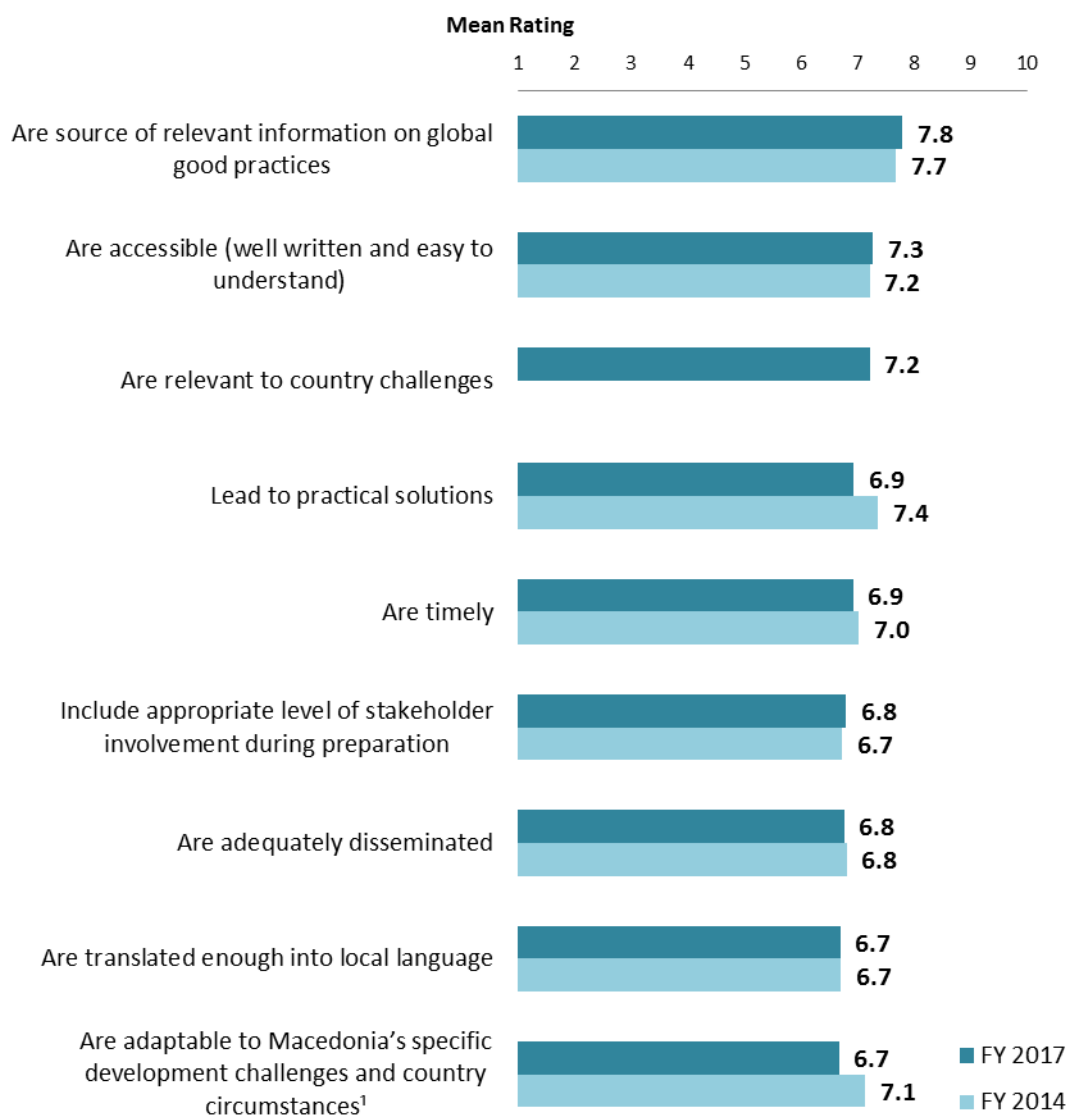
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

¹¹ Means in the charts on this page were calculated based on weighted data.



VIII. World Bank Group's Knowledge and Instruments (continued)

Qualities of the WBG's Knowledge Work and Activities¹²



"In Macedonia, 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")

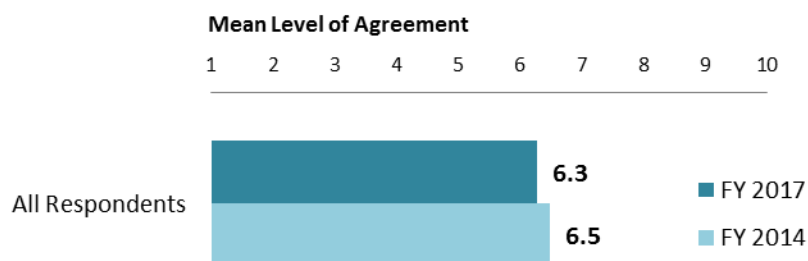
¹Indicator Question

¹² Means in the chart were calculated based on weighted data.



VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Macedonia's Needs for Financial Instruments¹³ (*Indicator Question*)



"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Macedonia."
(1-"Strongly disagree", 10-"Strongly agree")

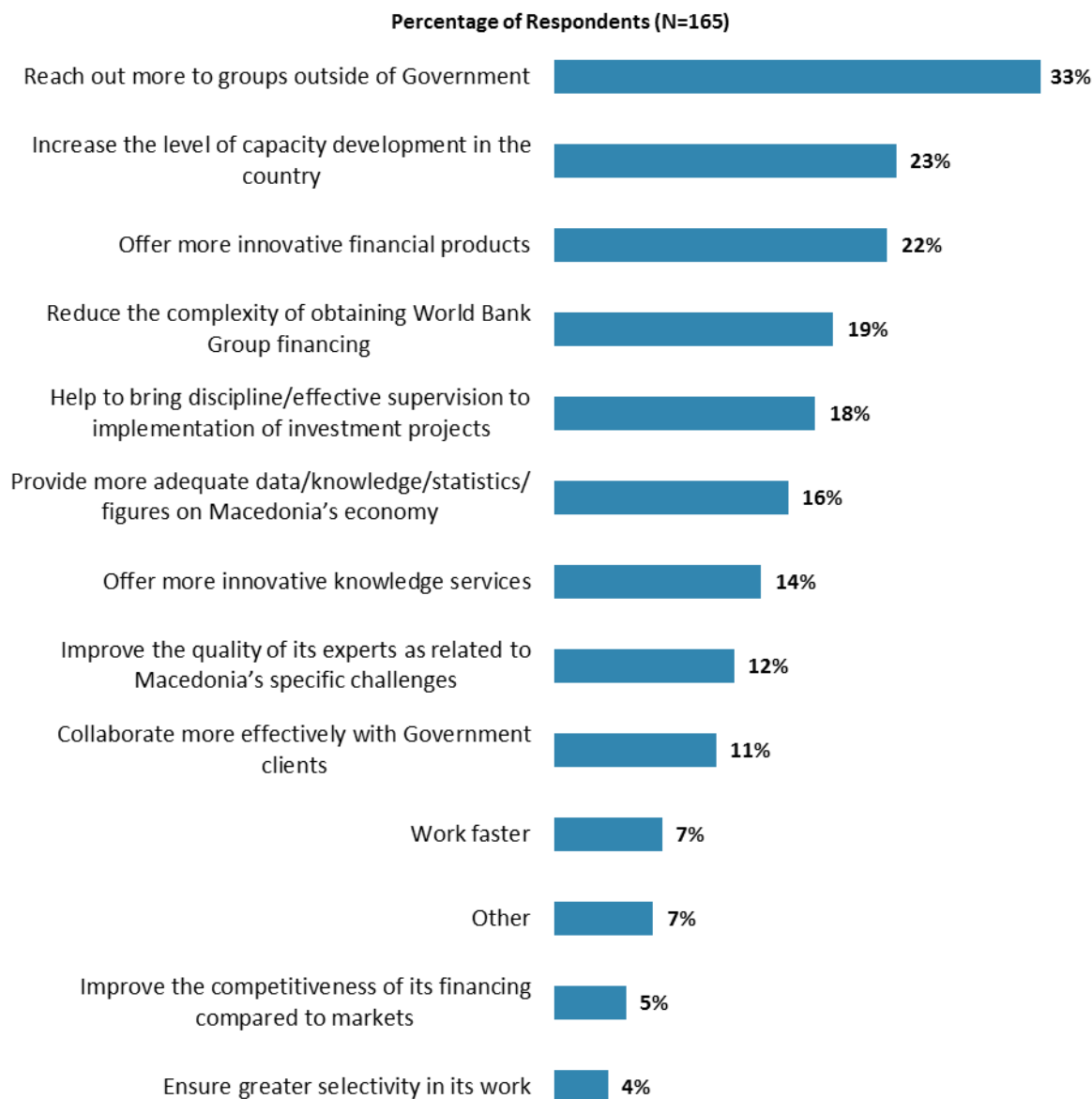
¹³ Means in the chart were calculated based on weighted data.



IX. The Future Role of the World Bank Group in Macedonia

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should “*offer more innovative financial products*” (32%) and “*reach out more to groups outside of Government*” (31%) to make itself of greater value in Macedonia.



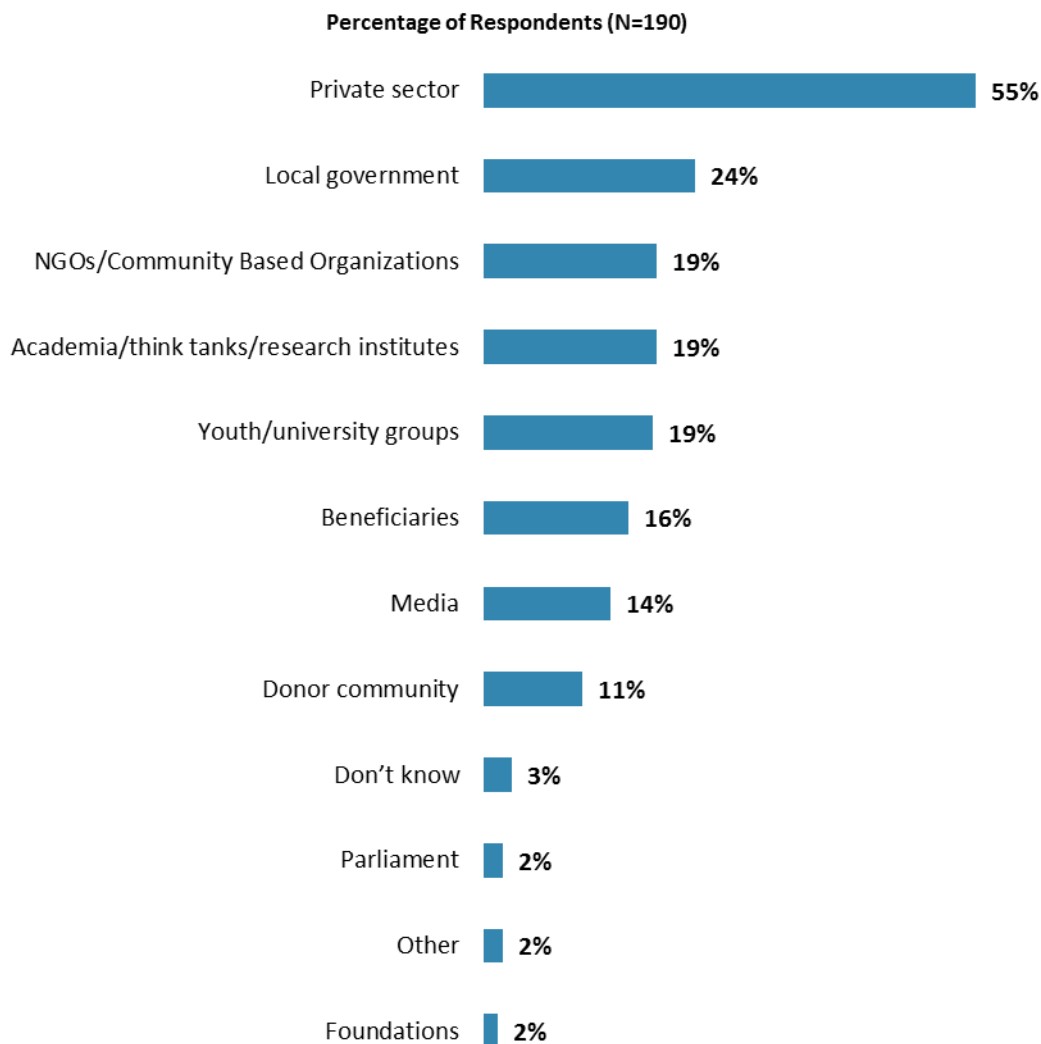
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Macedonia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Macedonia (continued)

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should collaborate more with “*private sector*” (47%) and “*local government*” (33%) to ensure better development results in Macedonia.



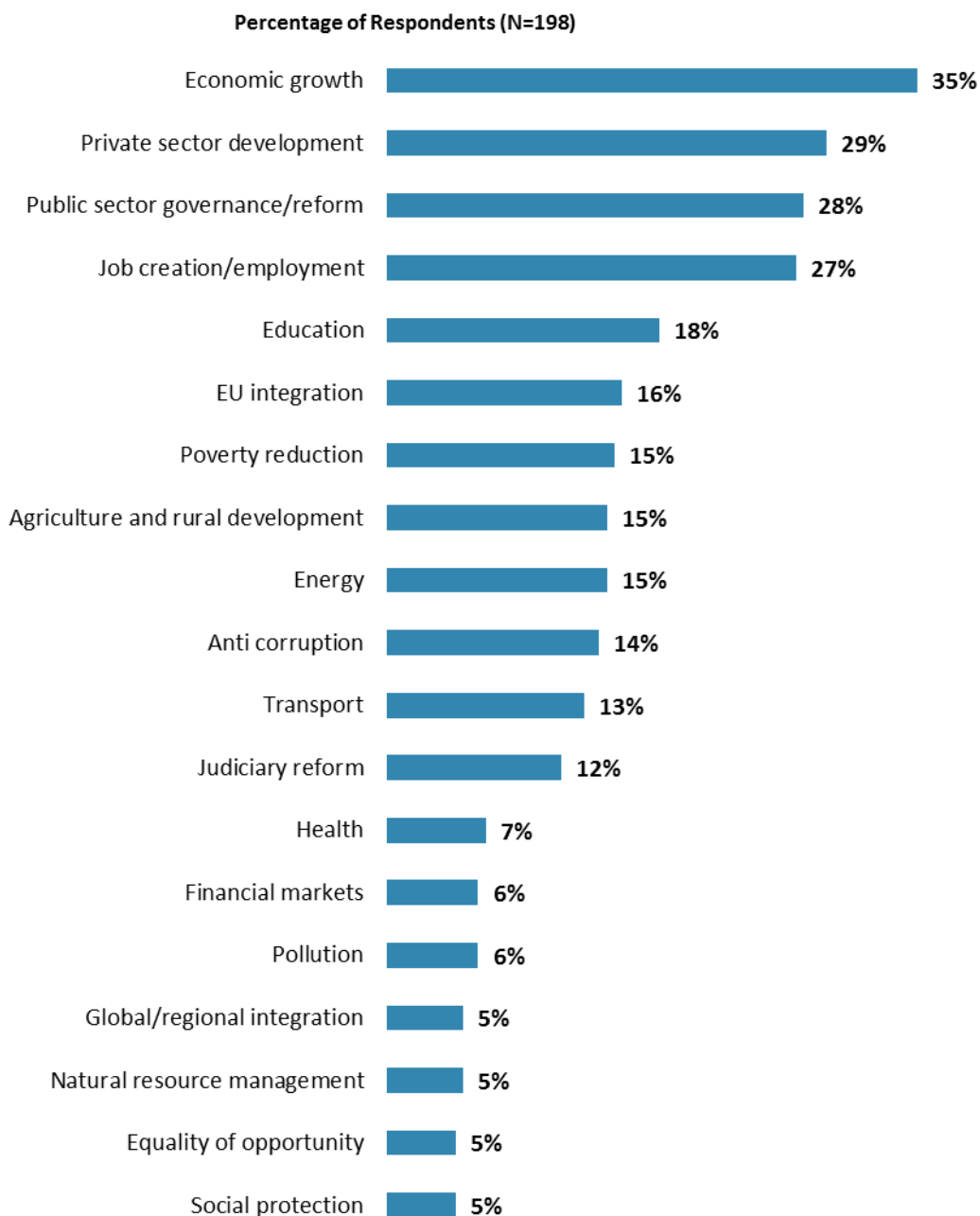
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Macedonia (continued)

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should focus its resources on “*transport*” (29%) and “*economic growth*” (26%).

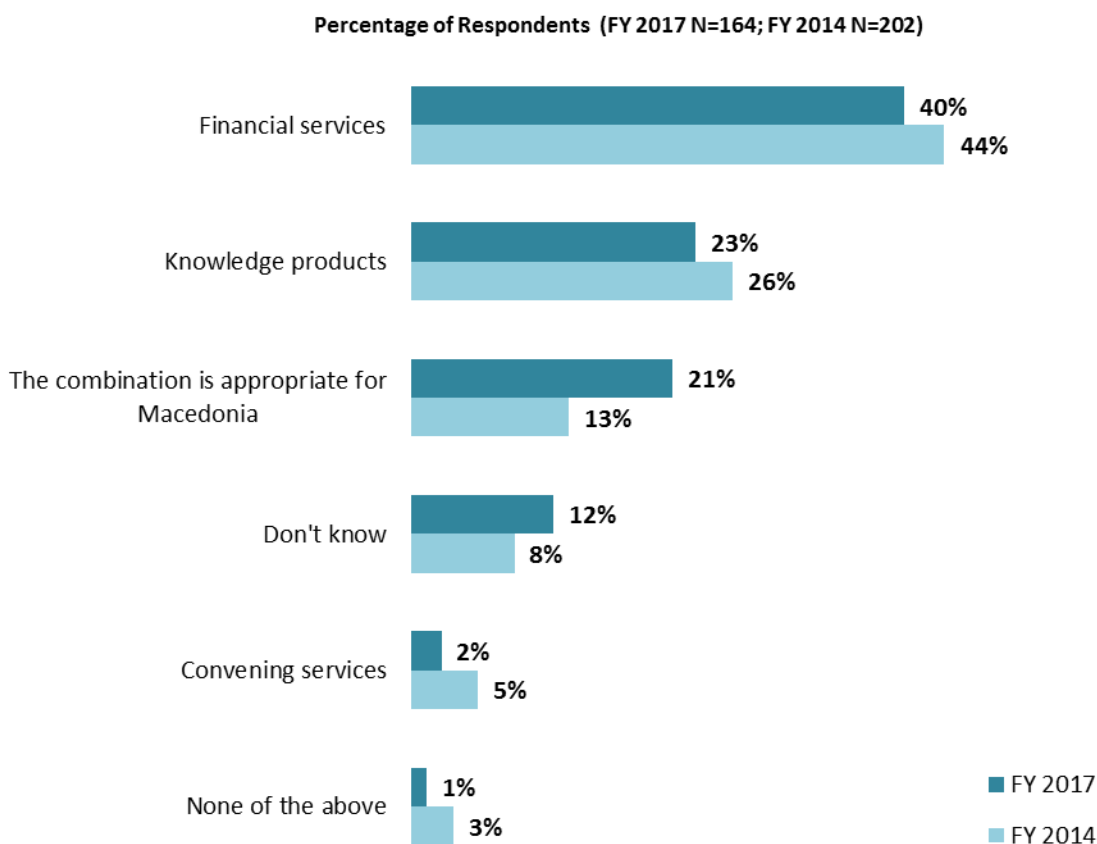


“When thinking about how the World Bank Group can have the most impact on development results in Macedonia, in which sectors do you believe the WBG should focus most of its resources in Macedonia? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 19 of 29 response options shown.)



IX. The Future Role of the WBG in Macedonia (continued)

Future Combination of the WBG Services



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

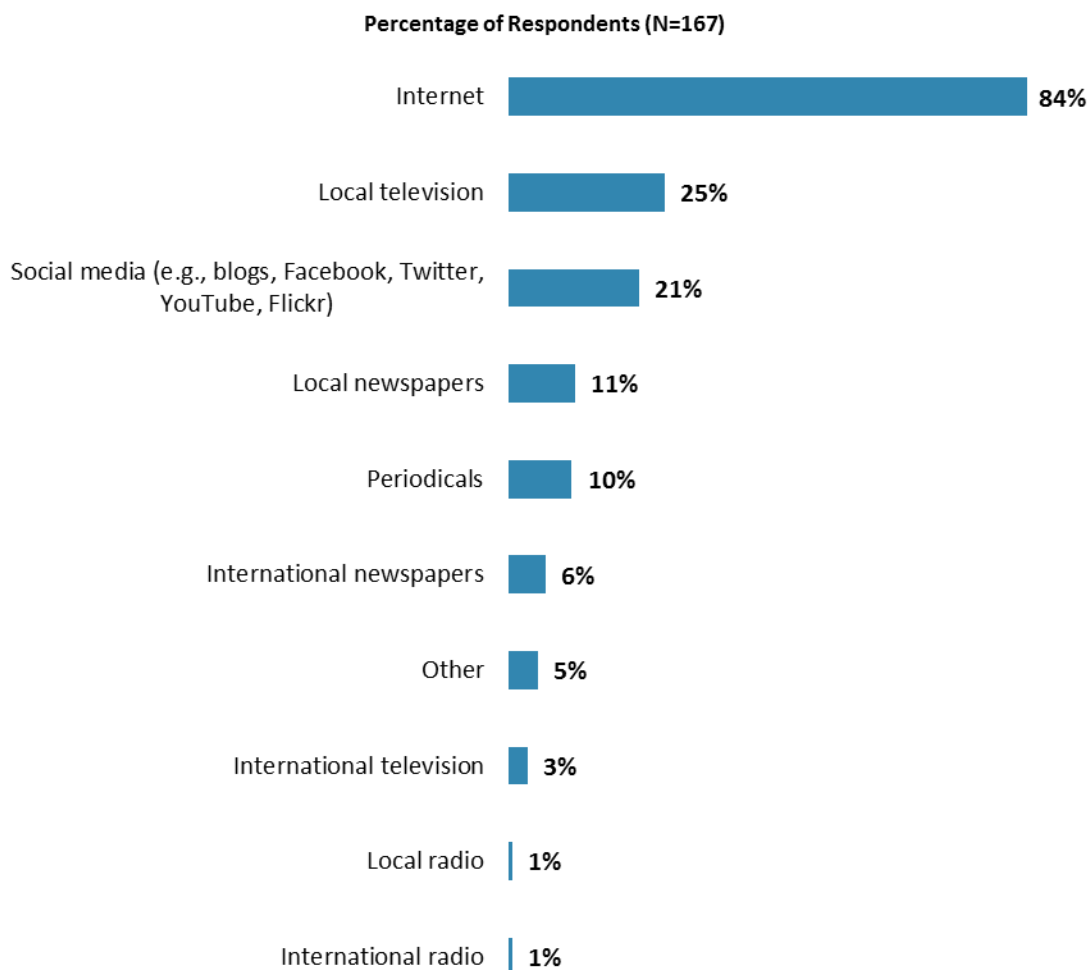


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 58) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they got most of their information about economic and social development issues in Macedonia from “*local television*” (41%) and “*local newspapers*” (34%).



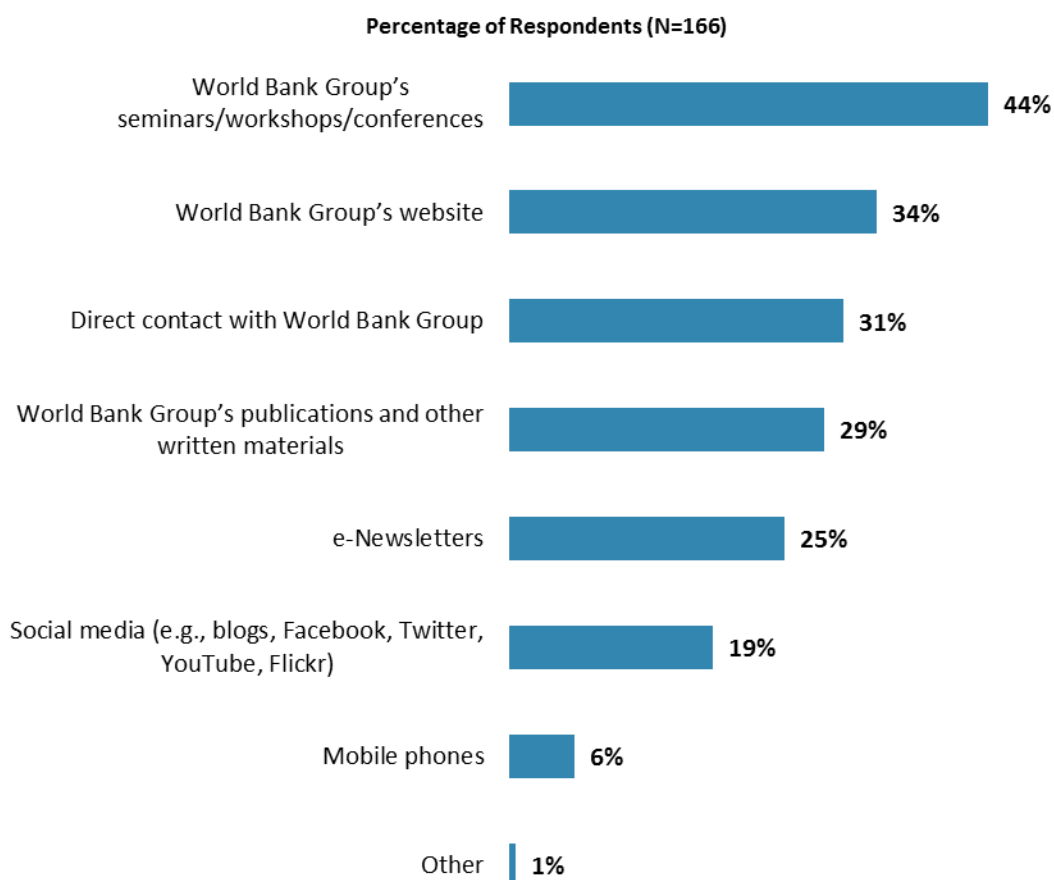
"How do you get most of your information about economic and social development issues in Macedonia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they would prefer to receive information from the WBG through its “*seminars/workshops/conference*” (40%), “*e-Newsletters*” (35%), and “*direct contact with World Bank Group*” (30%).

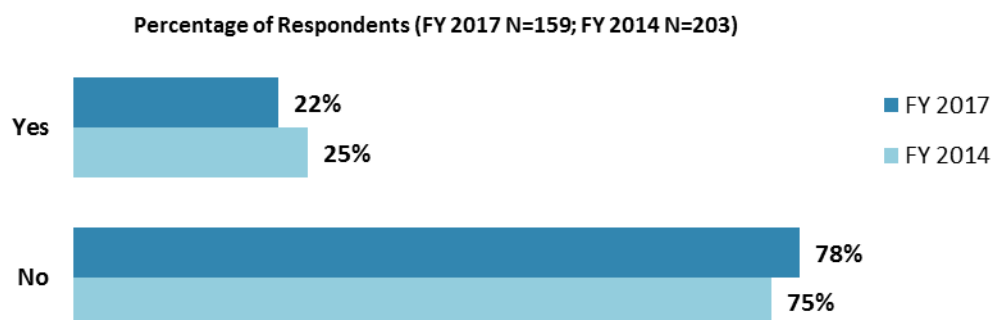


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

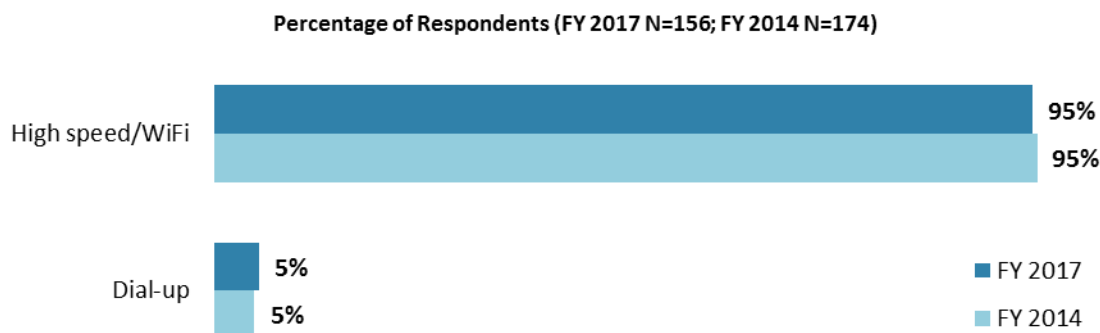
Access to Information¹⁴



"Are you aware of the World Bank Group's Access to Information Policies under which the WBG discloses any information in its possession that is not on a list of exceptions?"

Access to the Internet

- 97 percent of respondents in this year's Country Survey indicated that they had reliable access to the Internet.



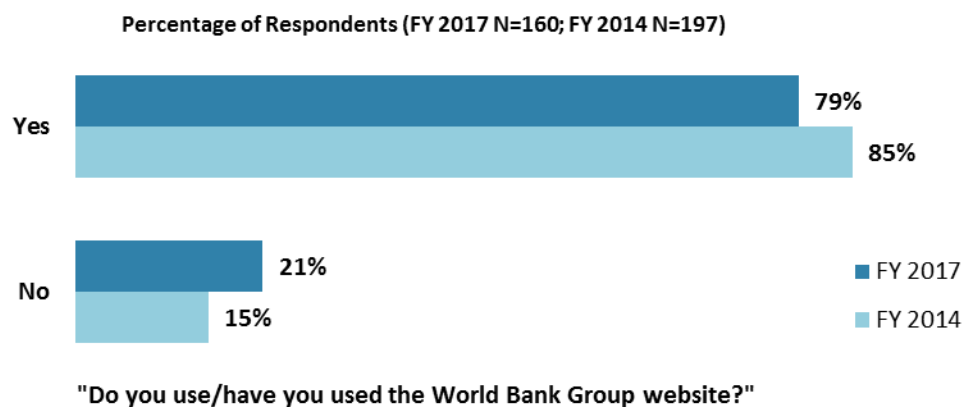
"Which Internet connection do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.)

¹⁴ Percentages presented in the charts on this page were calculated based on weighted data.

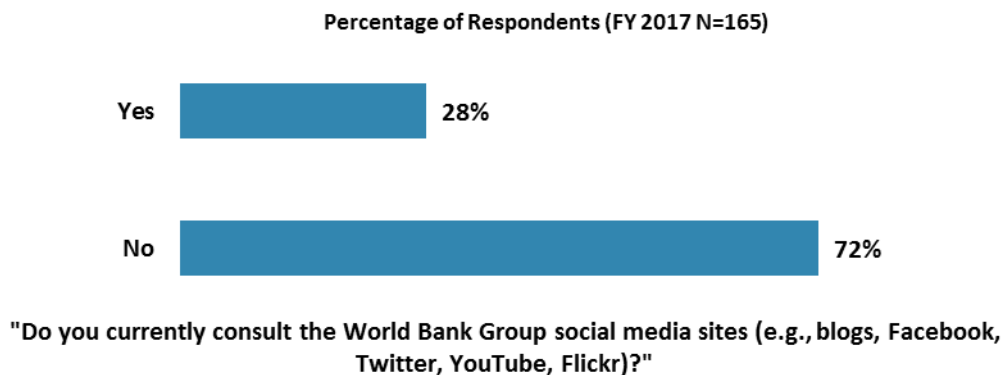


X. Communication and Outreach (continued)

The WBG Website Usage¹⁵



Use of the WBG's Social Media Channels



¹⁵ Percentages presented in the chart were calculated based on weighted data.



XI. Appendices

| | |
|---|----|
| A. Responses to All Questions across All Respondents..... | 43 |
| B. Responses to All Questions by Stakeholder Groups..... | 58 |
| C. Responses to Indicator Questions by Geographic Location..... | 79 |
| D. Responses to Selected Questions by Level of Collaboration with the World Bank Group | 81 |
| E. Responses to Selected Questions by Year..... | 88 |
| F. Indicator Questions as a Function of Exposure to the WBG | 94 |
| G. WBG Country Opinion Survey FY17 – Macedonia Questionnaire | 95 |

Macedonia





Appendix A: Responses to All Questions across All Respondents (N=206)

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 Macedonia

| 1. In general would you say that Macedonia is headed in ... ? | Percentage of Respondents (N=198) |
|---|-----------------------------------|
| The right direction | 33.3% |
| The wrong direction | 33.3% |
| Not sure | 33.3% |

| 2. Listed below are a number of development priorities in Macedonia. Please identify which of the following you consider the most important development priorities in Macedonia? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=204) |
|--|---|
| Economic growth | 36.8% |
| EU integration | 32.8% |
| Job creation/employment | 28.9% |
| Education | 25.0% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 23.0% |
| Anti corruption | 19.1% |
| Judiciary reform | 18.1% |
| Poverty reduction | 17.6% |
| Private sector development | 17.2% |
| Agriculture and rural development | 9.3% |
| Pollution | 8.8% |
| Health | 8.8% |
| Energy (including renewable energy) | 6.9% |
| Transport (e.g., roads, bridges, transportation) | 5.4% |
| Social protection (e.g., pensions, targeted social assistance) | 4.4% |
| Information and communications technology | 3.9% |
| Global/regional integration | 3.9% |
| Equality of opportunity (i.e., social inclusion) | 3.4% |
| Crime and violence | 3.4% |
| Urban development | 2.9% |
| Trade and exports | 2.9% |
| Water and sanitation | 2.5% |
| Financial markets | 2.5% |
| Natural resource management | 2.0% |
| Climate change (e.g., mitigation, adaptation) | 2.0% |
| Disaster risk management | 1.5% |
| Food safety | 1.0% |
| Gender equity | 0.0% |
| Disease (e.g., HIV/AIDS) | 0.0% |

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

| 3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Macedonia? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=205) |
|---|--|
| Job creation/employment | 52.2% |
| Economic growth | 43.9% |
| Private sector development | 39.0% |
| Education | 29.3% |
| EU integration | 20.5% |
| Agriculture and rural development | 19.0% |
| Anti corruption | 15.6% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 14.1% |
| Equality of opportunity (i.e., social inclusion) | 12.7% |
| Social protection (e.g., pensions, targeted social assistance) | 10.7% |
| Judiciary reform | 7.3% |
| Trade and exports | 4.9% |
| Energy (including renewable energy) | 4.4% |
| Global/regional integration | 4.4% |
| Transport (e.g., roads, bridges, transportation) | 3.9% |
| Health | 3.4% |
| Information and communications technology | 2.9% |
| Natural resource management | 2.4% |
| Financial markets | 1.5% |
| Crime and violence | 1.0% |
| Water and sanitation | 1.0% |
| Pollution | 1.0% |
| Urban development | 0.5% |
| Disaster risk management | 0.0% |
| Disease (e.g., HIV/AIDS) | 0.0% |
| Climate change (e.g., mitigation, adaptation) | 0.0% |
| Gender equity | 0.0% |
| Food safety | 0.0% |

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

| 4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Macedonia? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=203) |
|---|--|
| Consistent economic growth | 39.9% |
| Education and training that better ensure job opportunity | 33.0% |
| A growing middle class | 29.6% |
| Better employment opportunities for young people | 26.1% |
| Better entrepreneurial opportunities (i.e., to start small and medium sized businesses) | 23.2% |
| Greater voice and participation for citizens to help ensure greater accountability | 9.9% |
| Better opportunity for the poor and the vulnerable who live in rural areas | 9.9% |
| Better quality public services | 7.9% |
| Greater access to micro-finance for the poor | 4.4% |
| More reliable social safety net | 4.4% |
| Better opportunity for the poor and the vulnerable who live in urban areas | 3.9% |
| Equal economic opportunities for ethnic minorities | 3.9% |
| Greater access to health and nutrition for citizens | 2.0% |
| Other | 1.0% |
| Better employment opportunities for women | 0.5% |

| 5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Macedonia? (Select only ONE response) | Percentage of Respondents (N=203) |
|---|--|
| A very big problem | 40.9% |
| A moderately big problem | 45.8% |
| A small problem | 7.9% |
| Not a problem at all | 1.5% |
| Don't know | 3.9% |

| 6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response) | Percentage of Respondents (N=203) |
|--|--|
| A very serious problem | 40.9% |
| A somewhat serious problem | 41.4% |
| Not too serious problem | 13.8% |
| Not a problem | 1.5% |
| Don't know | 2.5% |

B. Overall Attitudes toward the World Bank Group

| Familiarity | N | DK | Mean | SD |
|---|----------|-----------|-------------|-----------|
| 1. How familiar are you with the work of the World Bank Group in Macedonia? (1-Not familiar at all, 10-Extremely familiar) | 201 | 0 | 6.07 | 2.25 |
| Effectiveness* | N | DK | Mean | SD |
| 2. Overall, please rate your impression of the World Bank Group's effectiveness in Macedonia. (1-Not effective at all, 10-Very effective) | 177 | 22 | 6.55 | 2.04 |

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

| Staff Preparedness | N | DK | Mean | SD |
|---|----------|-----------|-------------|-----------|
| 3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Macedonia solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree) | 173 | 27 | 7.35 | 1.92 |

| 4. When thinking about how the World Bank Group can have the most impact on development results in Macedonia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Macedonia? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=198) |
|--|--|
| Economic growth | 35.4% |
| Private sector development | 29.3% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 27.8% |
| Job creation/employment | 27.3% |
| Education | 18.2% |
| EU integration | 15.7% |
| Poverty reduction | 15.2% |
| Agriculture and rural development | 14.6% |
| Energy (including renewable energy) | 14.6% |
| Anti corruption | 14.1% |
| Transport (e.g., roads, bridges, transportation) | 13.1% |
| Judiciary reform | 11.6% |
| Health | 6.6% |
| Financial markets | 6.1% |
| Pollution | 6.1% |
| Global/regional integration | 5.1% |
| Natural resource management | 5.1% |
| Equality of opportunity (i.e., social inclusion) | 4.5% |
| Social protection (e.g., pensions, targeted social assistance) | 4.5% |
| Climate change (e.g., mitigation, adaptation) | 4.0% |
| Trade and exports | 4.0% |
| Urban development | 3.5% |
| Water and sanitation | 2.0% |
| Information and communications technology | 2.0% |
| Crime and violence | 0.5% |
| Food safety | 0.5% |
| Gender equity | 0.0% |
| Disaster risk management | 0.0% |
| Disease (e.g., HIV/AIDS) | 0.0% |

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

| 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 Macedonia? | Percentage of Respondents (N=195) | | |
|---|-----------------------------------|--------------------------------|----------|
| | Greatest Value | 2 nd Greatest Value | Combined |
| Financial resources | 25.1% | 14.9% | 40.0% |
| Capacity development related to World Bank Group supported projects | 20.0% | 13.3% | 33.3% |
| Policy advice, studies, analyses | 14.4% | 16.4% | 30.8% |
| Implementation support | 10.8% | 14.4% | 25.1% |
| Technical assistance | 4.6% | 10.8% | 15.4% |
| Mobilizing third party financial resources | 6.2% | 8.2% | 14.4% |
| Data and statistics | 5.6% | 6.7% | 12.3% |
| Promoting knowledge sharing | 3.6% | 3.6% | 7.2% |
| Regional work in the Western Balkans | 2.1% | 4.6% | 6.7% |
| Bringing together different groups of stakeholders | 3.6% | 2.6% | 6.2% |
| Donor coordination | 2.6% | 3.1% | 5.6% |
| Other | 1.5% | 1.5% | 3.1% |

| 6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Macedonia? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=194) |
|---|---|
| Not willing to honestly criticize policies and reform efforts in the country | 23.2% |
| Don't know | 18.6% |
| World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures) | 17.5% |
| Not enough public disclosure of its work | 16.5% |
| Not collaborating enough with stakeholders outside the Government | 13.9% |
| Not adequately sensitive to political/social realities in Macedonia | 10.8% |
| World Bank Group's processes too complex | 9.8% |
| Its advice and strategies do not lend themselves to practical problem solving | 7.2% |
| Too influenced by developed countries | 7.2% |
| Not exploring alternative policy options | 6.2% |
| Not aligned with other donors' work | 4.1% |
| Not aligned with country priorities | 4.1% |
| Other | 2.6% |
| Politically biased | 2.1% |
| Staff too inaccessible | 0.5% |
| The credibility of its knowledge/data | 0.5% |
| Arrogant in its approach | 0.0% |
| Not client focused | 0.0% |

| 7. To what extent do you believe that the World Bank Group's work and support help the poorest in Macedonia? (Select only ONE response) | Percentage of Respondents (N=190) |
|---|-----------------------------------|
| To a fully sufficient degree | 4.7% |
| To a somewhat sufficient degree | 37.4% |
| To a somewhat insufficient degree | 22.6% |
| To a very insufficient degree | 10.5% |
| Don't know | 24.7% |

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

| 8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Macedonia Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective) | Effectiveness | | | |
|--|---------------|-----|------|------|
| | N | N/A | Mean | SD |
| 1. Investment Project Financing (IPF) | 115 | 65 | 6.63 | 2.37 |
| 2. Development Policy Financing (DPF) | 112 | 65 | 6.27 | 2.30 |
| 3. Trust funds and grants | 98 | 76 | 6.30 | 2.51 |
| 4. Guarantees | 80 | 93 | 5.86 | 2.46 |
| 5. IFC Investment Services | 84 | 87 | 5.58 | 2.26 |
| 6. IFC Advisory Services | 94 | 80 | 5.71 | 2.40 |

| 9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=190) |
|--|---|
| Private sector | 55.3% |
| Local government | 23.7% |
| NGOs/Community Based Organizations | 19.5% |
| Academia/think tanks/research institutes | 19.5% |
| Youth/university groups | 18.9% |
| Beneficiaries | 16.3% |
| Media | 14.2% |
| Donor community | 11.1% |
| Don't know | 3.2% |
| Parliament | 2.1% |
| Other | 2.1% |
| Foundations | 1.6% |

| To what extent do you agree with the following statements about the World Bank Group's work in Macedonia? (1-Strongly disagree, 10-Strongly agree) | Level of Agreement | | | |
|--|--------------------|----|------|------|
| | N | DK | Mean | SD |
| 10. Overall the World Bank Group currently plays a relevant role in development in Macedonia* | 171 | 20 | 6.53 | 2.09 |
| 11. The World Bank Group's work is aligned with what I consider the development priorities for Macedonia* | 172 | 18 | 6.53 | 2.18 |

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

| To what extent is the World Bank Group an effective development partner in Macedonia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree) | Degree | | | |
|---|--------|----|------|------|
| | N | DK | Mean | SD |
| 12. Responsiveness to needs* | 124 | 51 | 6.50 | 2.10 |
| 13. Flexibility (in terms of the institution's products and services)* | 128 | 47 | 6.13 | 2.20 |
| 14. Flexibility (in terms of changing country circumstances)* | 123 | 49 | 5.93 | 2.18 |
| 15. Being inclusive* | 130 | 43 | 6.51 | 2.21 |
| 16. Openness (sharing data and other information)* | 137 | 31 | 7.01 | 2.26 |
| 17. Collaboration with the Government* | 123 | 51 | 7.21 | 2.10 |
| 18. The speed in which it gets things accomplished on the ground* | 124 | 49 | 6.07 | 2.17 |
| 19. Helping to bring discipline/effective supervision to implementation of investment projects* | 113 | 56 | 6.69 | 2.30 |
| 20. Collaboration with civil society* | 112 | 61 | 6.01 | 2.38 |
| 21. Staff accessibility* | 139 | 32 | 7.37 | 2.39 |
| 22. Collaboration with other donors and development partners* | 103 | 68 | 6.73 | 2.24 |
| 23. Collaboration with the private sector* | 100 | 71 | 5.79 | 2.34 |
| 24. Straightforwardness and honesty* | 131 | 42 | 7.33 | 2.13 |
| 25. Treating clients and stakeholders in Macedonia with respect* | 135 | 39 | 7.77 | 2.28 |
| 26. Being a long-term partner* | 139 | 36 | 8.15 | 2.13 |

| 27. 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) | Percentage of Respondents (Responses Combined; N=173) |
|---|---|
| Reforms are not well thought out in light of country challenges | 26.6% |
| Political pressures and obstacles | 22.5% |
| Lack of/inadequate levels of capacity in Government | 22.0% |
| There is not an adequate level of citizen/civil society participation | 19.7% |
| The World Bank Group is not sensitive enough to political/social realities on the ground | 17.9% |
| The Government works inefficiently | 13.9% |
| Poor coordination within the Government | 13.3% |
| The World Bank Group works too slowly | 10.4% |
| Poor donor coordination | 8.7% |
| Other | 6.4% |
| The World Bank Group does not do adequate follow through/follow-up | 6.4% |
| Poor coordination within the World Bank Group | 3.5% |

**C. World Bank Group's 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 Macedonia? (1-Not important at all, 10-Very important) | Importance | | | |
|--|------------|----|------|------|
| | N | DK | Mean | SD |
| 1. Social protection (e.g., pensions, targeted social assistance) | 154 | 13 | 6.99 | 2.51 |
| 2. Gender equity | 145 | 16 | 5.96 | 2.51 |
| 3. Private sector development | 157 | 7 | 8.35 | 1.83 |
| 4. Education | 157 | 7 | 8.52 | 1.91 |
| 5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 158 | 9 | 8.49 | 1.87 |
| 6. Global/regional integration | 155 | 7 | 7.68 | 2.09 |
| 7. Food safety | 145 | 16 | 6.79 | 2.51 |
| 8. Urban development | 144 | 16 | 7.10 | 2.20 |
| 9. Energy (including renewable energy) | 154 | 8 | 8.21 | 1.91 |
| 10. Water and sanitation | 152 | 10 | 7.62 | 2.12 |
| 11. EU integration | 155 | 7 | 7.72 | 2.42 |
| 12. Pollution | 152 | 9 | 8.28 | 2.05 |
| 13. Job creation/employment | 156 | 6 | 8.46 | 2.02 |
| 14. Health | 151 | 9 | 7.99 | 2.20 |
| 15. Financial markets | 148 | 11 | 8.02 | 1.97 |
| 16. Transport (e.g., roads, bridges, transportation) | 156 | 6 | 8.36 | 1.91 |
| 17. Agriculture and rural development | 153 | 10 | 7.90 | 1.97 |
| 18. Trade and exports | 145 | 14 | 7.52 | 2.19 |
| 19. Crime and violence | 144 | 18 | 6.74 | 2.64 |
| 20. Natural resource management | 148 | 13 | 7.22 | 2.38 |
| 21. Climate change (e.g., mitigation, adaptation) | 148 | 13 | 7.57 | 2.44 |
| 22. Poverty reduction | 156 | 5 | 8.44 | 1.85 |
| 23. Anti corruption | 150 | 11 | 8.23 | 2.14 |
| 24. Judiciary reform | 152 | 12 | 8.24 | 2.14 |
| 25. Economic growth | 163 | 2 | 8.70 | 1.87 |
| 26. Disaster risk management | 143 | 19 | 7.08 | 2.26 |
| 27. Equality of opportunity (i.e., social inclusion) | 144 | 18 | 7.60 | 2.42 |
| 28. Disease (e.g., HIV/AIDS) | 143 | 19 | 6.52 | 2.60 |
| 29. Information and communications technology | 147 | 15 | 7.25 | 2.55 |

**C. World Bank Group's 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 Macedonia? (1-Not effective at all, 10-Very effective) | Effectiveness | | | |
|---|---------------|-----|------|------|
| | N | DK | Mean | SD |
| 1. Social protection (e.g., pensions, targeted social assistance) | 65 | 102 | 6.15 | 2.30 |
| 2. Gender equity | 64 | 102 | 5.88 | 1.99 |
| 3. Private sector development | 88 | 73 | 6.40 | 2.09 |
| 4. Education | 83 | 82 | 6.49 | 2.10 |
| 5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 84 | 80 | 6.26 | 2.27 |
| 6. Global/regional integration | 60 | 102 | 6.43 | 2.02 |
| 7. Food safety | 44 | 118 | 5.73 | 2.12 |
| 8. Urban development | 63 | 99 | 6.65 | 2.24 |
| 9. Energy (including renewable energy) | 74 | 89 | 6.47 | 2.25 |
| 10. Water and sanitation | 68 | 93 | 6.50 | 2.15 |
| 11. EU integration | 62 | 99 | 6.26 | 2.30 |
| 12. Pollution | 64 | 98 | 5.80 | 2.53 |
| 13. Job creation/employment | 83 | 79 | 6.63 | 2.27 |
| 14. Health | 62 | 99 | 6.31 | 2.39 |
| 15. Financial markets | 69 | 92 | 6.64 | 2.09 |
| 16. Transport (e.g., roads, bridges, transportation) | 82 | 79 | 7.21 | 2.25 |
| 17. Agriculture and rural development | 68 | 93 | 6.74 | 2.31 |
| 18. Trade and exports | 64 | 98 | 6.34 | 2.27 |
| 19. Natural resource management | 48 | 115 | 5.73 | 2.45 |
| 20. Climate change (e.g., mitigation, adaptation) | 63 | 98 | 6.06 | 2.46 |
| 21. Poverty reduction | 85 | 77 | 6.36 | 2.47 |
| 22. Judiciary reform | 57 | 104 | 5.56 | 2.56 |
| 23. Economic growth | 90 | 72 | 6.92 | 2.28 |
| 24. Disaster risk management | 53 | 106 | 5.62 | 2.49 |
| 25. Equality of opportunity (i.e., social inclusion) | 66 | 96 | 6.36 | 2.58 |
| 26. Disease (e.g., HIV/AIDS) | 44 | 117 | 5.64 | 2.51 |
| 27. Information and communications technology | 60 | 102 | 6.62 | 2.34 |

| Achieving Development Results* | N | DK | Mean | SD |
|---|-----|----|------|------|
| 3. To what extent does the World Bank Group's work help to achieve development results in Macedonia? (1-To no degree at all, 10-To a very significant degree) | 151 | 23 | 6.48 | 2.04 |

| To what extent do you agree with the following statements about the World Bank Group in Macedonia? (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 Macedonia* | 141 | 31 | 6.24 | 2.23 |
| 5. The World Bank Group meets Macedonia's needs for knowledge services (e.g., research, analysis, data, technical assistance)* | 147 | 24 | 6.56 | 2.28 |

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

| 1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do? | Percentage of Respondents (N=174) |
|---|-----------------------------------|
| Weekly | 6.9% |
| Monthly | 19.5% |
| A few times a year | 39.1% |
| Rarely | 23.0% |
| Never | 11.5% |

| In Macedonia, 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 | 116 | 47 | 6.84 | 2.07 |
| 3. Include appropriate level of stakeholder involvement during preparation | 125 | 38 | 6.74 | 2.10 |
| 4. Lead to practical solutions | 127 | 36 | 6.87 | 2.07 |
| 5. Are accessible (well written and easy to understand) | 132 | 30 | 7.23 | 2.11 |
| 6. Are source of relevant information on global good practices | 133 | 29 | 7.78 | 1.92 |
| 7. Are relevant to country challenges | 130 | 30 | 7.23 | 2.01 |
| 8. Are adequately disseminated | 125 | 37 | 6.70 | 2.36 |
| 9. Are translated enough into local language | 116 | 48 | 6.69 | 2.39 |
| 10. Are adaptable to Macedonia's specific development challenges and country circumstances* | 123 | 38 | 6.65 | 2.20 |

| Overall Evaluations | N | DK | Mean | SD |
|---|-----|----|------|------|
| 11. 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) | 146 | 22 | 7.12 | 2.15 |
| 12. 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) | 141 | 28 | 7.50 | 1.91 |

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 | 89 | 77 | 7.51 | 2.05 |
| 2. The World Bank Group effectively monitors and evaluates the projects and programs it supports | 124 | 42 | 7.77 | 1.76 |
| 3. The World Bank Group's approvals and reviews are done in a timely fashion | 104 | 61 | 7.40 | 2.06 |
| 4. The World Bank Group's "Safeguard Policy" requirements are reasonable | 92 | 73 | 7.40 | 1.97 |
| 5. The World Bank Group's conditions on its lending are reasonable | 95 | 67 | 7.32 | 2.07 |
| 6. The World Bank Group takes decisions quickly in Macedonia* | 103 | 59 | 6.70 | 2.27 |
| 7. Working with the World Bank Group increases Macedonia's institutional capacity | 119 | 42 | 7.59 | 2.17 |
| 8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them* | 83 | 77 | 7.43 | 2.24 |
| 9. The World Bank Group provides effective implementation support (i.e., supervision of projects) | 109 | 52 | 7.79 | 1.99 |

**E. Working with the World Bank Group (continued)**

| WBG Promoting PPP in Macedonia | N | DK | Mean | SD |
|--|-----|----|------|------|
| 10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Macedonia? (1-To no degree at all, 10-To a very significant degree) | 102 | 64 | 6.02 | 2.29 |

| Measuring/Correcting the World Bank Group's Work | N | DK | Mean | SD |
|---|-----|----|------|------|
| 11. To what extent do you believe the World Bank Group measures and corrects its work in real time in Macedonia? (1-To no degree at all, 10-To a very significant degree) | 105 | 59 | 6.42 | 2.35 |

F. The Future Role of the World Bank Group in Macedonia

| 1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Macedonia? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=165) |
|--|---|
| Reach out more to groups outside of Government | 32.7% |
| Increase the level of capacity development in the country | 23.0% |
| Offer more innovative financial products | 22.4% |
| Reduce the complexity of obtaining World Bank Group financing | 18.8% |
| Help to bring discipline/effective supervision to implementation of investment projects | 17.6% |
| Provide more adequate data/knowledge/statistics/figures on Macedonia's economy | 15.8% |
| Offer more innovative knowledge services | 13.9% |
| Improve the quality of its experts as related to Macedonia's specific challenges | 12.1% |
| Collaborate more effectively with Government clients (e.g., national, state, local) | 10.9% |
| Work faster | 7.3% |
| Other | 6.7% |
| Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms) | 4.8% |
| Ensure greater selectivity in its work | 3.6% |

| 2. When considering the combination of services that the World Bank Group offers in Macedonia, 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 Macedonia? (Select only ONE response) | Percentage of Respondents (N=168) |
|---|-----------------------------------|
| Financial services | 39.3% |
| Knowledge products | 23.2% |
| The combination is appropriate for Macedonia | 21.4% |
| Don't know | 12.5% |
| Convening services | 2.4% |
| None of the above | 1.2% |

**G. Communication and Information Sharing**

| 1. How do you get most of your information about economic and social development issues in Macedonia? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=167) |
|--|--|
| Internet | 83.8% |
| Local television | 25.1% |
| Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr) | 21.0% |
| Local newspapers | 10.8% |
| Periodicals | 10.2% |
| International newspapers | 6.0% |
| Other | 4.8% |
| International television | 3.0% |
| Local radio | 0.6% |
| International radio | 0.6% |

| 2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=166) |
|--|--|
| World Bank Group's seminars/workshops/conferences | 44.0% |
| World Bank Group's website | 33.7% |
| Direct contact with World Bank Group (i.e., face to face meetings/discussions) | 30.7% |
| World Bank Group's publications and other written materials | 28.9% |
| e-Newsletters | 25.3% |
| Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr) | 18.7% |
| Mobile phones | 6.0% |
| Other | 0.6% |

| 3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions? | Percentage of Respondents (N=165) |
|--|--|
| Yes | 23.6% |
| No | 76.4% |

| 4. Do you have reliable access to the Internet? | Percentage of Respondents (N=167) |
|--|--|
| Yes | 97.0% |
| No | 3.0% |

| 5. Do you use/have you used the World Bank Group website? | Percentage of Respondents (N=164) |
|--|--|
| Yes | 80.5% |
| No | 19.5% |

| 6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)? | Percentage of Respondents (N=165) |
|---|--|
| Yes | 27.9% |
| No | 72.1% |

| 7. Which Internet connection do you use primarily when visiting a World Bank Group website? | Percentage of Respondents (N=160) |
|--|--|
| High speed/WiFi | 95.0% |
| Dial-up | 5.0% |

**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 |
| 8. I find the World Bank Group's websites easy to navigate | 135 | 26 | 7.40 | 2.05 |
| 9. I find the information on the World Bank Group's websites useful | 135 | 22 | 7.90 | 1.90 |
| 10. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution | 85 | 73 | 6.68 | 2.36 |
| 11. 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.) | 138 | 20 | 7.44 | 2.31 |
| 12. The World Bank Group is responsive to my information requests and inquiries | 108 | 49 | 7.89 | 2.10 |

H. Background Information

| 1. Which of the following best describes your current position? (Select only ONE response) | Percentage of Respondents (N=200) |
|--|-----------------------------------|
| Employee of a Ministry, Ministerial Department or Implementation Agency | 21.5% |
| Media (press, radio, TV, web, etc.) | 11.0% |
| Local Government Office or Staff | 10.5% |
| Project Management Unit (PMU) overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program | 8.0% |
| Financial Sector/Private Bank | 8.0% |
| Academia/Research Institute/Think Tank | 8.0% |
| Bilateral/Multilateral Agency | 7.0% |
| NGO/Community Based Organization | 7.0% |
| Private Sector Organization | 4.5% |
| Office of Minister | 4.0% |
| Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution) | 3.5% |
| Office of the President, Prime Minister | 2.5% |
| Trade Union | 2.5% |
| Office of Parliamentarian | 0.5% |
| Private Foundation | 0.5% |
| Youth Group | 0.5% |
| Other | 0.5% |

**H. Background Information (continued)**

| 2. Please identify the primary specialization of your work. (Select only ONE response) | Percentage of Respondents (N=200) |
|---|--|
| Finance and markets | 15.0% |
| Macroeconomics and fiscal management | 12.5% |
| Generalist (specialized in multiple sectors) | 12.0% |
| Other | 11.0% |
| Education | 10.0% |
| Trade and competitiveness | 7.5% |
| Social protection and labor | 5.5% |
| Transport and ICT | 5.5% |
| Urban, rural, and social development | 5.0% |
| Energy and extractives | 3.5% |
| Governance | 3.0% |
| Environment and natural resources | 2.0% |
| Poverty | 2.0% |
| Water | 1.5% |
| Jobs | 1.5% |
| Agriculture | 1.0% |
| Public-private partnerships | 0.5% |
| Gender | 0.5% |
| Climate Change | 0.5% |

| 3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response) | Percentage of Respondents (N=199) |
|--|--|
| Yes | 64.3% |
| No | 35.7% |

| 4. Which of the following agencies of the World Bank Group do you primarily engage with in Macedonia? (Select only ONE response) | Percentage of Respondents (N=176) |
|---|--|
| The World Bank (IBRD) | 83.5% |
| The International Finance Corporation (IFC) | 6.8% |
| The Multilateral Investment Guarantee Agency (MIGA) | 0.0% |
| Other | 9.7% |

| 5. Do your projects involve both the World Bank and the IFC? | Percentage of Respondents (N=196) |
|---|--|
| Yes | 37.8% |
| No | 62.2% |

| 6. If yes, what was your view of how the two institutions work together in Macedonia? (Select only ONE response) | Percentage of Respondents (N=74) |
|---|---|
| The two institutions work well together | 48.6% |
| The way the two institutions work together needs improvement | 27.0% |
| The two institutions do not work well together | 1.4% |
| Don't know | 23.0% |

**H. Background Information (continued)**

| 7. Which of the following describes most of your exposure to the World Bank Group in Macedonia? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=200) |
|--|--|
| Collaborate as part of my professional duties | 46.5% |
| Use World Bank Group reports/data | 35.5% |
| Engage in World Bank Group related/sponsored events/activities | 25.0% |
| Use World Bank Group website for information, data, research, etc. | 22.0% |
| Observer (i.e., follow in media, discuss in informal conversations, etc.) | 18.0% |

| 8. What's your gender? | Percentage of Respondents (N=204) |
|-------------------------------|--|
| Female | 53.4% |
| Male | 46.6% |

| 9. Which best represents your geographic location? | Percentage of Respondents (N=204) |
|---|--|
| Skopje | 81.9% |
| Outside Skopje | 18.1% |



Appendix B: Responses to All Questions by Stakeholder Groups¹⁶

- Office of President/Prime Minister/Minister N=13 ● Employee of a Ministry N=43 ● PMU/Consultant on WBG-supported Project N=16
- Local Government N=21 ● Bilateral/Multilateral Agency N=14 ● Private Sector/Financial Sector/Private Bank N=25 ● CSO N=21
- Media N=22 ● Academia/Research Institute/Think Tank N=16 ● Other N=9

A. General Issues facing Macedonia

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

| Percentage of Respondents | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO | Media | Academia/Research Institute/Think Tank | Other |
|---------------------------|---|------------------------|----------------|------------------|-------------------------------|--|-------|-------|--|-------|
| The right direction | 76.9% | 43.9% | 50.0% | 61.1% | 0.0% | 12.0% | 25.0% | 13.6% | 6.7% | 50.0% |
| The wrong direction | 7.7% | 19.5% | 6.3% | 11.1% | 64.3% | 32.0% | 45.0% | 63.6% | 86.7% | 0.0% |
| Not sure | 15.4% | 36.6% | 43.8% | 27.8% | 35.7% | 56.0% | 30.0% | 22.7% | 6.7% | 50.0% |

*Significantly different between stakeholder groups

¹⁶ Only 200 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

**A. General Issues facing Macedonia (continued)**

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

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research Institute/ Think Tank | Other |
|---|---|---------------------------|--------------------|---------------------|--------------------------------------|--|-------|-------|--|-------|
| Social protection | 7.7% | 7.0% | 13.3% | 0.0% | 7.1% | 0.0% | 9.5% | 0.0% | 0.0% | 0.0% |
| Gender equity | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Private sector development* | 30.8% | 7.0% | 33.3% | 10.0% | 21.4% | 36.0% | 28.6% | 0.0% | 6.3% | 11.1% |
| Education | 30.8% | 30.2% | 40.0% | 10.0% | 28.6% | 28.0% | 23.8% | 18.2% | 25.0% | 11.1% |
| Public sector governance/reform* | 23.1% | 11.6% | 13.3% | 10.0% | 28.6% | 36.0% | 14.3% | 27.3% | 62.5% | 22.2% |
| EU integration | 38.5% | 32.6% | 26.7% | 35.0% | 28.6% | 24.0% | 28.6% | 31.8% | 56.3% | 11.1% |
| Global/regional integration | 0.0% | 7.0% | 0.0% | 0.0% | 7.1% | 0.0% | 4.8% | 4.5% | 12.5% | 0.0% |
| Food safety | 0.0% | 2.3% | 0.0% | 0.0% | 7.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Urban development | 0.0% | 2.3% | 0.0% | 15.0% | 7.1% | 0.0% | 0.0% | 4.5% | 0.0% | 0.0% |
| Energy | 0.0% | 11.6% | 6.7% | 15.0% | 0.0% | 0.0% | 0.0% | 9.1% | 12.5% | 0.0% |
| Water and sanitation | 0.0% | 0.0% | 13.3% | 5.0% | 0.0% | 0.0% | 0.0% | 4.5% | 0.0% | 0.0% |
| Pollution* | 7.7% | 7.0% | 6.7% | 5.0% | 0.0% | 4.0% | 14.3% | 13.6% | 0.0% | 44.4% |
| Job creation/employment | 38.5% | 34.9% | 13.3% | 45.0% | 21.4% | 24.0% | 28.6% | 18.2% | 25.0% | 44.4% |
| Health | 15.4% | 9.3% | 6.7% | 5.0% | 7.1% | 12.0% | 14.3% | 9.1% | 0.0% | 0.0% |
| Financial markets | 7.7% | 0.0% | 0.0% | 0.0% | 0.0% | 12.0% | 4.8% | 0.0% | 0.0% | 0.0% |
| Transport | 0.0% | 9.3% | 13.3% | 15.0% | 0.0% | 0.0% | 4.8% | 0.0% | 0.0% | 11.1% |
| Agriculture and rural development* | 0.0% | 4.7% | 20.0% | 30.0% | 7.1% | 8.0% | 4.8% | 18.2% | 0.0% | 0.0% |
| Trade and exports | 0.0% | 4.7% | 6.7% | 0.0% | 7.1% | 4.0% | 4.8% | 0.0% | 0.0% | 0.0% |
| Crime and violence | 0.0% | 4.7% | 0.0% | 0.0% | 7.1% | 4.0% | 0.0% | 4.5% | 6.3% | 11.1% |
| Natural resource management | 0.0% | 0.0% | 6.7% | 10.0% | 0.0% | 4.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Climate change | 7.7% | 4.7% | 0.0% | 5.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Poverty reduction | 23.1% | 16.3% | 6.7% | 10.0% | 7.1% | 16.0% | 28.6% | 27.3% | 12.5% | 33.3% |
| Anti corruption | 7.7% | 16.3% | 13.3% | 15.0% | 35.7% | 24.0% | 19.0% | 27.3% | 12.5% | 22.2% |
| Judiciary reform | 0.0% | 14.0% | 20.0% | 10.0% | 21.4% | 28.0% | 14.3% | 27.3% | 37.5% | 11.1% |
| Economic growth | 23.1% | 46.5% | 33.3% | 40.0% | 50.0% | 32.0% | 42.9% | 31.8% | 12.5% | 33.3% |
| Disaster risk management | 0.0% | 2.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.5% | 0.0% | 11.1% |
| Equality of opportunity | 0.0% | 2.3% | 6.7% | 0.0% | 0.0% | 4.0% | 9.5% | 0.0% | 12.5% | 0.0% |
| Disease | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Information and communications technology* | 15.4% | 4.7% | 0.0% | 10.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 22.2% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research Institute/ Think Tank | Other |
|---|---|---------------------------|--------------------|---------------------|--------------------------------------|--|-------|-------|--|--------|
| Economic growth | 15.4% | 48.8% | 31.3% | 55.0% | 42.9% | 56.0% | 47.6% | 40.9% | 25.0% | 44.4% |
| Disaster risk management | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Equality of opportunity | 23.1% | 7.0% | 18.8% | 0.0% | 28.6% | 4.0% | 14.3% | 9.1% | 31.3% | 11.1% |
| Disease | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Information and communications technology | 7.7% | 4.7% | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% | 4.5% | 0.0% | 11.1% |
| Social protection | 7.7% | 14.0% | 25.0% | 5.0% | 7.1% | 0.0% | 9.5% | 9.1% | 25.0% | 11.1% |
| Agriculture and rural development | 30.8% | 16.3% | 25.0% | 40.0% | 7.1% | 12.0% | 28.6% | 13.6% | 6.3% | 11.1% |
| Trade and exports | 0.0% | 7.0% | 6.3% | 5.0% | 7.1% | 8.0% | 9.5% | 0.0% | 0.0% | 0.0% |
| Crime and violence | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.5% | 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% |
| Transport | 7.7% | 7.0% | 6.3% | 5.0% | 0.0% | 4.0% | 4.8% | 0.0% | 0.0% | 0.0% |
| Energy | 0.0% | 4.7% | 0.0% | 10.0% | 0.0% | 12.0% | 0.0% | 4.5% | 6.3% | 0.0% |
| Anti corruption | 15.4% | 9.3% | 12.5% | 10.0% | 28.6% | 16.0% | 14.3% | 31.8% | 25.0% | 0.0% |
| Judiciary reform | 0.0% | 7.0% | 12.5% | 10.0% | 0.0% | 0.0% | 4.8% | 13.6% | 25.0% | 0.0% |
| Water and sanitation | 0.0% | 2.3% | 0.0% | 5.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| EU integration | 15.4% | 32.6% | 12.5% | 20.0% | 7.1% | 24.0% | 14.3% | 27.3% | 12.5% | 0.0% |
| Pollution | 0.0% | 2.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.5% | 0.0% | 0.0% |
| Job creation/employment | 53.8% | 44.2% | 50.0% | 45.0% | 57.1% | 56.0% | 57.1% | 54.5% | 43.8% | 100.0% |
| Health | 7.7% | 4.7% | 6.3% | 5.0% | 0.0% | 4.0% | 0.0% | 0.0% | 6.3% | 0.0% |
| Financial markets | 0.0% | 0.0% | 6.3% | 0.0% | 0.0% | 4.0% | 0.0% | 4.5% | 0.0% | 0.0% |
| Public sector governance/reform | 0.0% | 16.3% | 18.8% | 20.0% | 7.1% | 8.0% | 9.5% | 13.6% | 31.3% | 0.0% |
| Gender equity | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Private sector development | 53.8% | 25.6% | 56.3% | 40.0% | 42.9% | 40.0% | 42.9% | 45.5% | 25.0% | 44.4% |
| Education | 46.2% | 30.2% | 12.5% | 15.0% | 50.0% | 36.0% | 33.3% | 18.2% | 18.8% | 44.4% |
| Global/regional integration | 7.7% | 7.0% | 0.0% | 5.0% | 14.3% | 4.0% | 4.8% | 0.0% | 0.0% | 0.0% |
| Food safety | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Urban development | 0.0% | 2.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Natural resource management | 0.0% | 4.7% | 0.0% | 5.0% | 0.0% | 4.0% | 0.0% | 0.0% | 0.0% | 11.1% |

**A. General Issues facing Macedonia (continued)**

The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Macedonia? (Choose no more than TWO)

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research Institute/ Think Tank | Other |
|--|---|---------------------------|--------------------|---------------------|--------------------------------------|--|-------|-------|--|-------|
| Greater access to health and nutrition for citizens | 7.7% | 4.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 6.3% | 0.0% |
| Better entrepreneurial opportunities | 7.7% | 14.0% | 25.0% | 40.0% | 50.0% | 25.0% | 25.0% | 22.7% | 12.5% | 22.2% |
| A growing middle class | 30.8% | 20.9% | 31.3% | 30.0% | 28.6% | 33.3% | 20.0% | 63.6% | 25.0% | 11.1% |
| Better opportunity for the poor and the vulnerable who live in rural areas | 30.8% | 7.0% | 12.5% | 10.0% | 7.1% | 12.5% | 15.0% | 0.0% | 0.0% | 22.2% |
| Better opportunity for the poor and the vulnerable who live in urban areas | 0.0% | 2.3% | 0.0% | 5.0% | 0.0% | 8.3% | 10.0% | 4.5% | 0.0% | 11.1% |
| Consistent economic growth* | 46.2% | 44.2% | 68.8% | 45.0% | 14.3% | 41.7% | 10.0% | 31.8% | 25.0% | 55.6% |
| More reliable social safety net | 0.0% | 2.3% | 0.0% | 0.0% | 7.1% | 0.0% | 15.0% | 4.5% | 12.5% | 0.0% |
| Equal economic opportunities for ethnic minorities | 0.0% | 9.3% | 0.0% | 0.0% | 7.1% | 0.0% | 10.0% | 0.0% | 6.3% | 0.0% |
| Greater access to micro-finance for the poor | 0.0% | 2.3% | 6.3% | 0.0% | 0.0% | 4.2% | 5.0% | 13.6% | 12.5% | 0.0% |
| Greater voice and participation for citizens to help ensure greater accountability | 7.7% | 7.0% | 6.3% | 10.0% | 14.3% | 20.8% | 15.0% | 0.0% | 18.8% | 0.0% |
| Education and training that better ensure job opportunity | 38.5% | 37.2% | 31.3% | 25.0% | 50.0% | 29.2% | 50.0% | 13.6% | 25.0% | 44.4% |
| Better quality public services | 23.1% | 9.3% | 6.3% | 5.0% | 0.0% | 0.0% | 5.0% | 18.2% | 12.5% | 0.0% |
| Better employment opportunities for young people | 7.7% | 37.2% | 12.5% | 30.0% | 21.4% | 16.7% | 20.0% | 27.3% | 37.5% | 33.3% |
| Better employment opportunities for women | 0.0% | 2.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.2% | 0.0% | 0.0% | 6.3% | 0.0% |

*Significantly different between stakeholder groups

Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Macedonia? (Select only ONE response)

| Percentage of Respondents | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|---|---------------------------|--------------------|---------------------|--------------------------------------|--|-------|-------|--|-------|
| A very big problem | 30.8% | 27.9% | 31.3% | 45.0% | 42.9% | 25.0% | 55.0% | 81.8% | 50.0% | 11.1% |
| A moderately big problem | 69.2% | 41.9% | 50.0% | 55.0% | 57.1% | 58.3% | 40.0% | 13.6% | 31.3% | 77.8% |
| A small problem | 0.0% | 23.3% | 6.3% | 0.0% | 0.0% | 4.2% | 5.0% | 4.5% | 12.5% | 0.0% |
| Not a problem at all | 0.0% | 0.0% | 6.3% | 0.0% | 0.0% | 8.3% | 0.0% | 0.0% | 0.0% | 0.0% |
| Don't know | 0.0% | 7.0% | 6.3% | 0.0% | 0.0% | 4.2% | 0.0% | 0.0% | 6.3% | 11.1% |

*Significantly different between stakeholder groups

**A. General Issues facing Macedonia (continued)**

In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)

| Percentage of Respondents | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO | Media | Academia/Research Institute/Think Tank | Other |
|----------------------------|---|------------------------|----------------|------------------|-------------------------------|--|-------|-------|--|-------|
| A very serious problem | 53.8% | 41.9% | 31.3% | 50.0% | 21.4% | 20.8% | 55.0% | 77.3% | 25.0% | 22.2% |
| A somewhat serious problem | 30.8% | 34.9% | 43.8% | 35.0% | 71.4% | 50.0% | 25.0% | 18.2% | 62.5% | 55.6% |
| Not too serious problem | 15.4% | 18.6% | 12.5% | 10.0% | 7.1% | 25.0% | 10.0% | 4.5% | 12.5% | 22.2% |
| Not a problem | 0.0% | 2.3% | 0.0% | 5.0% | 0.0% | 0.0% | 5.0% | 0.0% | 0.0% | 0.0% |
| Don't know | 0.0% | 2.3% | 12.5% | 0.0% | 0.0% | 4.2% | 5.0% | 0.0% | 0.0% | 0.0% |

B. Overall Attitudes toward the World Bank Group

| | Office of President/Prime Minister/Minister | | | Employee of a Ministry | | | PMU/Consultant | | | Local Government | | | Bilateral/Multilateral Agency | | | Private Sector/Financial Sector/Private Bank | | | CSO | | | Media | | | Academia/Research Institute/Think Tank | | | 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 Macedonia?* | 13 | 5.85 | 2.88 | 43 | 6.67 | 2.43 | 16 | 6.94 | 1.65 | 20 | 5.35 | 1.76 | 14 | 7.36 | 1.28 | 23 | 5.61 | 2.35 | 20 | 4.75 | 1.80 | 22 | 5.95 | 2.28 | 16 | 6.44 | 2.25 | 8 | 5.88 | 2.85 |

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

| | Office of President/Prime Minister/Minister | | | Employee of a Ministry | | | PMU/Consultant | | | Local Government | | | Bilateral/Multilateral Agency | | | Private Sector/Financial Sector/Private Bank | | | CSO | | | Media | | | Academia/Research Institute/Think Tank | | | 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 Macedonia.* | 11 | 7.09 | 1.92 | 42 | 7.10 | 2.14 | 16 | 7.25 | 2.05 | 18 | 6.89 | 1.68 | 12 | 6.92 | 1.44 | 18 | 6.06 | 1.80 | 14 | 5.07 | 1.64 | 21 | 6.05 | 2.13 | 14 | 5.50 | 2.31 | 6 | 7.67 | 1.03 |

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

| | Office of President/Prime Minister/Minister | | | Employee of a Ministry | | | PMU/Consultant | | | Local Government | | | Bilateral/Multilateral Agency | | | Private Sector/Financial Sector/Private Bank | | | CSO | | | Media | | | Academia/Research Institute/Think Tank | | | 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 Macedonia solve its most complicated development challenges? | 10 | 7.40 | 1.84 | 41 | 7.49 | 2.03 | 14 | 7.50 | 2.14 | 19 | 7.63 | 1.89 | 13 | 8.38 | 1.12 | 15 | 6.80 | 1.82 | 15 | 6.40 | 1.59 | 20 | 7.30 | 2.03 | 15 | 7.07 | 2.15 | 6 | 7.50 | 1.97 |

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

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

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

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research Institute/ Think Tank | Other |
|---|---|---------------------------|--------------------|---------------------|--------------------------------------|--|-------|-------|--|-------|
| Energy* | 8.3% | 9.3% | 12.5% | 40.0% | 21.4% | 0.0% | 15.8% | 9.1% | 12.5% | 25.0% |
| Water and sanitation* | 0.0% | 0.0% | 12.5% | 10.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Pollution | 0.0% | 9.3% | 0.0% | 10.0% | 7.1% | 0.0% | 0.0% | 13.6% | 0.0% | 12.5% |
| Job creation/employment | 16.7% | 32.6% | 37.5% | 30.0% | 14.3% | 17.4% | 31.6% | 27.3% | 25.0% | 37.5% |
| Health | 0.0% | 4.7% | 0.0% | 10.0% | 7.1% | 17.4% | 5.3% | 9.1% | 6.3% | 0.0% |
| Financial markets* | 16.7% | 2.3% | 6.3% | 0.0% | 7.1% | 26.1% | 0.0% | 0.0% | 0.0% | 12.5% |
| Social protection | 0.0% | 4.7% | 12.5% | 0.0% | 7.1% | 4.3% | 5.3% | 0.0% | 6.3% | 0.0% |
| EU integration | 16.7% | 18.6% | 0.0% | 30.0% | 0.0% | 17.4% | 15.8% | 18.2% | 6.3% | 25.0% |
| Gender equity | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Private sector development | 50.0% | 23.3% | 31.3% | 20.0% | 42.9% | 30.4% | 31.6% | 40.9% | 12.5% | 25.0% |
| Education | 16.7% | 25.6% | 18.8% | 5.0% | 21.4% | 13.0% | 15.8% | 18.2% | 18.8% | 37.5% |
| Public sector governance/reform* | 16.7% | 25.6% | 31.3% | 5.0% | 35.7% | 30.4% | 15.8% | 40.9% | 68.8% | 12.5% |
| Global/regional integration | 8.3% | 2.3% | 6.3% | 5.0% | 0.0% | 4.3% | 15.8% | 4.5% | 0.0% | 0.0% |
| Food safety | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.5% | 0.0% | 0.0% |
| Urban development | 0.0% | 7.0% | 6.3% | 15.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Judiciary reform | 8.3% | 7.0% | 6.3% | 0.0% | 0.0% | 26.1% | 21.1% | 13.6% | 25.0% | 12.5% |
| Economic growth | 33.3% | 39.5% | 25.0% | 45.0% | 21.4% | 52.2% | 31.6% | 9.1% | 37.5% | 37.5% |
| Disaster risk management | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Equality of opportunity | 0.0% | 4.7% | 18.8% | 0.0% | 7.1% | 4.3% | 0.0% | 4.5% | 6.3% | 0.0% |
| Disease | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Information and communications technology | 16.7% | 2.3% | 6.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Transport | 25.0% | 9.3% | 18.8% | 20.0% | 28.6% | 8.7% | 10.5% | 9.1% | 12.5% | 0.0% |
| Agriculture and rural development | 16.7% | 9.3% | 0.0% | 30.0% | 14.3% | 17.4% | 21.1% | 13.6% | 6.3% | 25.0% |
| Trade and exports | 8.3% | 7.0% | 0.0% | 0.0% | 7.1% | 4.3% | 10.5% | 0.0% | 0.0% | 0.0% |
| Crime and violence | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 6.3% | 0.0% |
| Natural resource management | 8.3% | 7.0% | 6.3% | 0.0% | 0.0% | 8.7% | 10.5% | 0.0% | 0.0% | 12.5% |
| Climate change | 0.0% | 7.0% | 6.3% | 10.0% | 0.0% | 0.0% | 0.0% | 9.1% | 0.0% | 0.0% |
| Poverty reduction | 16.7% | 14.0% | 31.3% | 10.0% | 14.3% | 13.0% | 15.8% | 13.6% | 12.5% | 0.0% |
| Anti corruption | 8.3% | 16.3% | 6.3% | 5.0% | 21.4% | 4.3% | 26.3% | 27.3% | 18.8% | 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 Macedonia?

| Greatest Value Percentage of Respondents | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research Institute/ Think Tank | Other |
|---|---|---------------------------|--------------------|---------------------|--------------------------------------|--|-------|-------|--|-------|
| Bringing together different groups of stakeholders | 0.0% | 4.8% | 0.0% | 5.3% | 0.0% | 0.0% | 0.0% | 13.6% | 6.7% | 0.0% |
| Capacity development related to World Bank Group supported projects | 8.3% | 23.8% | 31.3% | 21.1% | 7.1% | 13.0% | 21.1% | 31.8% | 13.3% | 11.1% |
| Technical assistance* | 0.0% | 0.0% | 6.3% | 5.3% | 14.3% | 0.0% | 10.5% | 0.0% | 0.0% | 33.3% |
| Policy advice, studies, analyses* | 0.0% | 9.5% | 6.3% | 5.3% | 42.9% | 21.7% | 31.6% | 4.5% | 13.3% | 11.1% |
| Financial resources | 25.0% | 23.8% | 31.3% | 26.3% | 28.6% | 34.8% | 15.8% | 27.3% | 6.7% | 22.2% |
| Regional work in the Western Balkans | 8.3% | 0.0% | 0.0% | 0.0% | 0.0% | 8.7% | 0.0% | 0.0% | 0.0% | 11.1% |
| Data and statistics | 16.7% | 4.8% | 0.0% | 0.0% | 0.0% | 4.3% | 10.5% | 4.5% | 20.0% | 0.0% |
| Promoting knowledge sharing | 0.0% | 4.8% | 6.3% | 0.0% | 0.0% | 0.0% | 5.3% | 0.0% | 20.0% | 0.0% |
| Implementation support | 25.0% | 21.4% | 6.3% | 5.3% | 0.0% | 17.4% | 5.3% | 9.1% | 0.0% | 0.0% |
| Mobilizing third party financial resources* | 8.3% | 4.8% | 6.3% | 26.3% | 7.1% | 0.0% | 0.0% | 4.5% | 0.0% | 11.1% |
| Donor coordination | 0.0% | 2.4% | 6.3% | 5.3% | 0.0% | 0.0% | 0.0% | 0.0% | 13.3% | 0.0% |
| Other | 8.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.5% | 6.7% | 0.0% |

*Significantly different between stakeholder groups

| 2nd Greatest Value Percentage of Respondents | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research Institute/ Think Tank | Other |
|---|---|---------------------------|--------------------|---------------------|--------------------------------------|--|-------|-------|--|-------|
| Bringing together different groups of stakeholders | 0.0% | 4.8% | 0.0% | 0.0% | 0.0% | 8.7% | 5.3% | 0.0% | 0.0% | 0.0% |
| Capacity development related to World Bank Group supported projects | 8.3% | 7.1% | 6.3% | 26.3% | 14.3% | 13.0% | 10.5% | 9.1% | 13.3% | 44.4% |
| Technical assistance | 8.3% | 14.3% | 12.5% | 10.5% | 14.3% | 8.7% | 5.3% | 9.1% | 6.7% | 11.1% |
| Policy advice, studies, analyses | 25.0% | 9.5% | 25.0% | 5.3% | 14.3% | 13.0% | 21.1% | 27.3% | 26.7% | 11.1% |
| Financial resources | 16.7% | 19.0% | 0.0% | 21.1% | 21.4% | 0.0% | 10.5% | 18.2% | 26.7% | 11.1% |
| Regional work in the Western Balkans | 0.0% | 2.4% | 6.3% | 5.3% | 7.1% | 4.3% | 10.5% | 9.1% | 0.0% | 0.0% |
| Data and statistics | 0.0% | 7.1% | 0.0% | 0.0% | 7.1% | 4.3% | 15.8% | 9.1% | 13.3% | 11.1% |
| Promoting knowledge sharing | 8.3% | 4.8% | 0.0% | 0.0% | 0.0% | 8.7% | 0.0% | 0.0% | 6.7% | 0.0% |
| Implementation support | 16.7% | 26.2% | 31.3% | 10.5% | 14.3% | 13.0% | 5.3% | 9.1% | 0.0% | 0.0% |
| Mobilizing third party financial resources | 8.3% | 2.4% | 12.5% | 15.8% | 7.1% | 13.0% | 10.5% | 9.1% | 0.0% | 11.1% |
| Donor coordination | 0.0% | 2.4% | 6.3% | 5.3% | 0.0% | 13.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Other | 8.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 5.3% | 0.0% | 6.7% | 0.0% |

**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 Macedonia? (Choose no more than TWO)

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research Institute/ Think Tank | Other |
|---|---|---------------------------|--------------------|---------------------|--------------------------------------|--|-------|-------|--|-------|
| World Bank Group's processes too complex* | 33.3% | 9.8% | 13.3% | 21.1% | 0.0% | 13.0% | 10.0% | 0.0% | 0.0% | 0.0% |
| Not willing to honestly criticize policies and reform efforts in the country* | 8.3% | 9.8% | 13.3% | 10.5% | 57.1% | 17.4% | 20.0% | 40.9% | 60.0% | 0.0% |
| Staff too inaccessible | 0.0% | 0.0% | 6.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| World Bank Group's processes too slow | 25.0% | 17.1% | 40.0% | 36.8% | 7.1% | 13.0% | 20.0% | 9.1% | 0.0% | 11.1% |
| Not aligned with other donors' work | 8.3% | 2.4% | 0.0% | 5.3% | 7.1% | 0.0% | 5.0% | 0.0% | 20.0% | 0.0% |
| Not aligned with country priorities | 8.3% | 4.9% | 6.7% | 5.3% | 0.0% | 8.7% | 5.0% | 0.0% | 0.0% | 0.0% |
| Not adequately sensitive to political/social realities in Macedonia | 0.0% | 2.4% | 6.7% | 15.8% | 7.1% | 17.4% | 10.0% | 13.6% | 20.0% | 22.2% |
| Too influenced by developed countries | 8.3% | 4.9% | 20.0% | 10.5% | 0.0% | 4.3% | 5.0% | 9.1% | 6.7% | 0.0% |
| Politically biased | 0.0% | 2.4% | 6.7% | 0.0% | 0.0% | 0.0% | 0.0% | 9.1% | 0.0% | 0.0% |
| Not exploring alternative policy options | 8.3% | 14.6% | 0.0% | 0.0% | 0.0% | 0.0% | 5.0% | 4.5% | 13.3% | 11.1% |
| Not collaborating enough with stakeholders outside the Government* | 0.0% | 0.0% | 0.0% | 10.5% | 21.4% | 26.1% | 30.0% | 9.1% | 53.3% | 0.0% |
| Its advice and strategies do not lend themselves to practical problem solving | 16.7% | 9.8% | 6.7% | 5.3% | 0.0% | 8.7% | 5.0% | 9.1% | 0.0% | 11.1% |
| Not enough public disclosure of its work | 8.3% | 17.1% | 6.7% | 15.8% | 21.4% | 13.0% | 20.0% | 36.4% | 0.0% | 11.1% |
| Arrogant in its approach | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Not client focused | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| The credibility of its knowledge/data | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.5% | 0.0% | 0.0% |
| Other | 0.0% | 4.9% | 0.0% | 0.0% | 7.1% | 0.0% | 5.0% | 0.0% | 0.0% | 11.1% |
| Don't know | 25.0% | 26.8% | 13.3% | 21.1% | 7.1% | 30.4% | 20.0% | 4.5% | 0.0% | 22.2% |

*Significantly different between stakeholder groups

To what extent do you believe that the World Bank Group's work and support help the poorest in Macedonia?* (Select only ONE response)

| Percentage of Respondents | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research Institute/ Think Tank | Other |
|-----------------------------------|---|---------------------------|--------------------|---------------------|--------------------------------------|--|-------|-------|--|-------|
| To a fully sufficient degree | 20.0% | 7.1% | 6.3% | 0.0% | 7.1% | 0.0% | 0.0% | 0.0% | 0.0% | 12.5% |
| To a somewhat sufficient degree | 50.0% | 42.9% | 37.5% | 73.7% | 35.7% | 23.8% | 22.2% | 36.4% | 26.7% | 0.0% |
| To a somewhat insufficient degree | 20.0% | 16.7% | 31.3% | 10.5% | 21.4% | 19.0% | 22.2% | 27.3% | 53.3% | 25.0% |
| To a very insufficient degree | 10.0% | 11.9% | 0.0% | 0.0% | 21.4% | 4.8% | 22.2% | 18.2% | 13.3% | 0.0% |
| Don't know | 0.0% | 21.4% | 25.0% | 15.8% | 14.3% | 52.4% | 33.3% | 18.2% | 6.7% | 62.5% |

*Significantly different between stakeholder groups

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

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Macedonia Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

| | Office of President/Prime Minister/Minister | | | Employee of a Ministry | | | PMU/Consultant | | | Local Government | | | Bilateral/Multilateral Agency | | | Private Sector/Financial Sector/Private Bank | | | CSO | | | Media | | | Academia/Research Institute/Think Tank | | | 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 |
| Investment Project Financing (IPF)* | 7 | 7.14 | 2.19 | 26 | 7.35 | 2.61 | 11 | 8.09 | 2.07 | 16 | 7.44 | 1.90 | 7 | 6.57 | 1.62 | 11 | 5.18 | 1.72 | 7 | 6.00 | 1.63 | 13 | 5.69 | 2.21 | 12 | 5.33 | 3.08 | 3 | 7.00 | 1.73 |
| Development Policy Financing (DPF)* | 7 | 7.14 | 2.12 | 27 | 7.00 | 2.39 | 10 | 8.00 | 1.49 | 13 | 6.38 | 2.06 | 8 | 5.25 | 1.98 | 12 | 5.75 | 2.18 | 7 | 5.43 | 1.90 | 11 | 5.55 | 2.30 | 11 | 4.82 | 2.75 | 3 | 6.67 | 2.31 |
| Trust funds and grants* | 7 | 8.00 | 1.53 | 23 | 6.74 | 2.68 | 10 | 8.20 | 1.14 | 13 | 7.54 | 1.98 | 5 | 5.80 | 1.92 | 11 | 5.09 | 2.51 | 5 | 4.80 | 2.28 | 9 | 4.89 | 2.03 | 11 | 4.45 | 2.70 | 2 | 7.00 | 2.83 |
| Guarantees | 6 | 7.17 | 2.40 | 19 | 6.26 | 2.60 | 5 | 7.40 | 1.52 | 11 | 6.73 | 2.49 | 4 | 4.00 | 1.15 | 8 | 5.13 | 1.89 | 3 | 5.33 | 1.15 | 10 | 5.20 | 2.35 | 9 | 4.44 | 3.00 | 3 | 7.00 | 3.46 |
| IFC Investment Services | 6 | 6.33 | 2.07 | 15 | 5.20 | 2.08 | 4 | 7.75 | 1.71 | 11 | 7.00 | 2.41 | 5 | 4.80 | 1.92 | 12 | 5.00 | 1.76 | 6 | 5.83 | 1.72 | 11 | 5.64 | 2.50 | 10 | 4.50 | 2.92 | 2 | 4.50 | 2.12 |
| IFC Advisory Services | 7 | 6.43 | 2.23 | 22 | 5.50 | 2.41 | 5 | 7.00 | 2.24 | 11 | 7.27 | 2.05 | 6 | 5.00 | 2.10 | 11 | 5.09 | 1.92 | 7 | 5.57 | 1.72 | 9 | 5.56 | 2.88 | 10 | 4.90 | 3.35 | 4 | 5.50 | 2.89 |

*Significantly different between stakeholder groups

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO | Media | Academia/Research Institute/Think Tank | Other |
|--|---|------------------------|----------------|------------------|-------------------------------|--|-------|-------|--|-------|
| Beneficiaries* | 0.0% | 33.3% | 28.6% | 10.5% | 7.1% | 9.1% | 11.1% | 4.5% | 20.0% | 0.0% |
| Youth/university groups* | 30.0% | 26.2% | 7.1% | 5.3% | 14.3% | 18.2% | 0.0% | 13.6% | 60.0% | 12.5% |
| Private sector* | 60.0% | 52.4% | 71.4% | 42.1% | 57.1% | 90.9% | 55.6% | 45.5% | 20.0% | 75.0% |
| Local government* | 0.0% | 19.0% | 35.7% | 73.7% | 28.6% | 22.7% | 11.1% | 13.6% | 0.0% | 37.5% |
| Donor community* | 30.0% | 7.1% | 35.7% | 0.0% | 28.6% | 4.5% | 5.6% | 4.5% | 6.7% | 12.5% |
| NGOs/Community Based Organizations* | 10.0% | 14.3% | 7.1% | 31.6% | 21.4% | 4.5% | 77.8% | 13.6% | 6.7% | 0.0% |
| Academia/think tanks/research institutes* | 20.0% | 14.3% | 7.1% | 10.5% | 28.6% | 22.7% | 11.1% | 13.6% | 66.7% | 12.5% |
| Parliament | 10.0% | 2.4% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.5% | 6.7% | 0.0% |
| Foundations | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.5% | 0.0% | 0.0% |
| Media* | 0.0% | 4.8% | 0.0% | 0.0% | 7.1% | 18.2% | 5.6% | 68.2% | 13.3% | 12.5% |
| Other* | 10.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 16.7% | 0.0% | 0.0% | 0.0% |
| Don't know | 10.0% | 4.8% | 0.0% | 5.3% | 0.0% | 4.5% | 0.0% | 0.0% | 0.0% | 12.5% |

*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)****To what extent do you agree with the following statements about the World Bank Group's work in Macedonia? (1-Strongly disagree, 10-Strongly agree)**

| | Office of President/Prime Minister/Minister | | | Employee of a Ministry | | | PMU/Consultant | | | Local Government | | | Bilateral/Multilateral Agency | | | Private Sector/Financial Sector/Private Bank | | | CSO | | | Media | | | Academia/Research Institute/Think Tank | | | 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 Macedonia* | 9 | 7.00 | 2.18 | 38 | 6.66 | 2.37 | 16 | 7.69 | 1.58 | 16 | 6.75 | 1.88 | 14 | 7.21 | 1.31 | 17 | 5.41 | 1.62 | 15 | 5.60 | 1.80 | 20 | 6.70 | 2.13 | 15 | 5.53 | 2.23 | 5 | 7.60 | 1.52 |
| The World Bank Group's work is aligned with what I consider the development priorities for Macedonia* | 8 | 7.25 | 2.38 | 41 | 7.05 | 2.34 | 15 | 7.53 | 1.81 | 17 | 6.76 | 1.64 | 14 | 7.07 | 1.49 | 17 | 5.82 | 1.78 | 14 | 5.14 | 1.92 | 20 | 6.75 | 2.20 | 15 | 4.87 | 2.50 | 5 | 6.80 | 1.10 |

*Significantly different between stakeholder groups

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

| | Office of President/Prime Minister/Minister | | | Employee of a Ministry | | | PMU/Consultant | | | Local Government | | | Bilateral/Multilateral Agency | | | Private Sector/Financial Sector/Private Bank | | | CSO | | | Media | | | Academia/Research Institute/Think Tank | | | 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 to needs* | 7 | 7.29 | 1.38 | 27 | 7.22 | 2.12 | 14 | 7.43 | 1.40 | 11 | 6.91 | 1.92 | 11 | 6.73 | 1.27 | 13 | 5.31 | 1.84 | 8 | 5.88 | 2.23 | 12 | 6.33 | 2.42 | 13 | 4.38 | 2.29 | 5 | 7.40 | 1.52 |
| Flexibility (in terms of the institution's products and services)* | 7 | 7.29 | 2.36 | 28 | 6.96 | 2.20 | 16 | 7.00 | 1.86 | 11 | 5.64 | 2.11 | 11 | 6.36 | 1.21 | 12 | 5.25 | 1.60 | 8 | 4.13 | 1.13 | 13 | 6.31 | 2.56 | 12 | 4.25 | 2.45 | 6 | 6.50 | 2.07 |
| Flexibility (in terms of changing country circumstances)* | 6 | 7.17 | 2.56 | 27 | 6.96 | 2.14 | 15 | 7.20 | 1.78 | 10 | 6.20 | 2.30 | 12 | 6.33 | 1.50 | 11 | 4.82 | 1.47 | 9 | 4.67 | 1.41 | 12 | 4.75 | 1.96 | 13 | 4.00 | 2.24 | 5 | 6.00 | 1.87 |
| Being inclusive* | 7 | 7.71 | 2.43 | 27 | 7.37 | 2.00 | 15 | 7.73 | 1.91 | 11 | 6.82 | 1.83 | 14 | 6.50 | 1.70 | 10 | 5.80 | 2.15 | 11 | 4.91 | 1.81 | 13 | 6.15 | 2.64 | 15 | 5.13 | 2.45 | 4 | 6.25 | 0.96 |
| Openness (sharing data and other information) | 7 | 7.57 | 3.10 | 27 | 7.41 | 2.27 | 15 | 7.40 | 1.99 | 12 | 7.42 | 1.56 | 13 | 7.31 | 1.97 | 13 | 5.92 | 2.14 | 12 | 6.33 | 2.64 | 14 | 6.50 | 2.65 | 15 | 6.87 | 2.61 | 6 | 8.00 | 1.10 |
| Collaboration with the Government* | 7 | 8.14 | 1.68 | 28 | 7.89 | 2.01 | 14 | 7.64 | 1.74 | 9 | 7.67 | 1.66 | 13 | 7.92 | 1.89 | 12 | 6.00 | 2.04 | 11 | 5.73 | 2.41 | 12 | 6.67 | 2.64 | 13 | 6.85 | 1.86 | 2 | 7.00 | 1.41 |
| The speed in which it gets things accomplished on the ground | 7 | 6.43 | 2.30 | 27 | 6.70 | 2.32 | 15 | 6.53 | 2.42 | 13 | 5.77 | 1.48 | 8 | 6.50 | 1.60 | 11 | 5.36 | 2.11 | 8 | 5.38 | 2.56 | 12 | 5.42 | 2.47 | 14 | 5.43 | 2.14 | 5 | 7.00 | 1.87 |
| Helping to bring discipline/effective supervision to implementation of investment projects | 7 | 7.14 | 2.73 | 27 | 7.26 | 2.49 | 13 | 7.54 | 1.98 | 13 | 7.69 | 1.65 | 8 | 6.50 | 1.69 | 11 | 5.18 | 2.04 | 7 | 6.00 | 2.16 | 11 | 6.09 | 2.88 | 10 | 5.50 | 2.17 | 4 | 6.75 | 1.71 |
| Collaboration with civil society | 6 | 7.00 | 2.97 | 24 | 6.75 | 2.33 | 11 | 6.91 | 1.97 | 12 | 6.67 | 2.10 | 8 | 6.00 | 1.31 | 11 | 5.36 | 1.69 | 12 | 4.42 | 2.64 | 13 | 5.77 | 2.95 | 10 | 4.70 | 2.41 | 2 | 7.50 | 0.71 |
| Staff accessibility | 7 | 7.57 | 2.88 | 34 | 8.03 | 2.38 | 13 | 7.77 | 2.17 | 13 | 7.23 | 1.64 | 13 | 8.08 | 1.71 | 14 | 6.29 | 2.27 | 10 | 5.90 | 2.77 | 11 | 6.55 | 2.88 | 15 | 7.27 | 2.84 | 6 | 8.33 | 1.03 |
| Collaboration with other donors and development partners* | 6 | 7.33 | 1.97 | 25 | 7.60 | 2.27 | 11 | 6.73 | 1.62 | 9 | 7.56 | 2.07 | 12 | 7.58 | 2.23 | 12 | 5.50 | 2.07 | 5 | 5.80 | 2.59 | 9 | 4.89 | 2.57 | 9 | 5.67 | 1.73 | 2 | 7.50 | 0.71 |
| Collaboration with the private sector | 5 | 6.60 | 3.05 | 20 | 6.80 | 2.82 | 9 | 5.78 | 1.48 | 7 | 6.43 | 1.81 | 8 | 6.75 | 1.58 | 14 | 5.36 | 2.31 | 9 | 4.67 | 2.06 | 11 | 5.18 | 2.60 | 12 | 4.75 | 2.26 | 2 | 6.00 | 1.41 |
| Straightforwardness and honesty | 6 | 7.67 | 2.07 | 28 | 7.75 | 2.29 | 15 | 8.00 | 1.56 | 11 | 7.73 | 1.49 | 11 | 6.55 | 1.75 | 13 | 6.85 | 2.19 | 10 | 6.60 | 2.80 | 15 | 6.93 | 2.58 | 14 | 7.14 | 2.35 | 5 | 8.00 | 1.58 |
| Treating clients and stakeholders in Macedonia with respect | 7 | 8.29 | 1.80 | 29 | 7.93 | 2.34 | 15 | 8.00 | 2.04 | 10 | 7.40 | 1.96 | 11 | 8.18 | 1.99 | 14 | 7.29 | 2.33 | 12 | 7.58 | 2.61 | 14 | 7.21 | 2.91 | 15 | 7.80 | 2.68 | 5 | 8.80 | 1.30 |
| Being a long-term partner | 7 | 8.71 | 1.80 | 31 | 8.65 | 2.11 | 12 | 9.08 | 0.79 | 12 | 7.92 | 1.62 | 12 | 8.67 | 1.92 | 13 | 7.15 | 2.34 | 13 | 7.08 | 2.75 | 16 | 7.69 | 2.91 | 15 | 8.13 | 1.77 | 5 | 8.60 | 1.14 |

*Significantly different between stakeholder groups

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

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)

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research Institute/ Think Tank | Other |
|--|---|---------------------------|--------------------|---------------------|--------------------------------------|--|-------|-------|--|-------|
| The World Bank Group does not do adequate follow through/follow-up | 11.1% | 10.8% | 0.0% | 6.3% | 7.1% | 5.9% | 5.6% | 4.8% | 6.7% | 0.0% |
| Political pressures and obstacles* | 22.2% | 16.2% | 13.3% | 12.5% | 14.3% | 47.1% | 16.7% | 23.8% | 53.3% | 0.0% |
| Reforms are not well thought out in light of country challenges | 33.3% | 27.0% | 26.7% | 25.0% | 14.3% | 35.3% | 38.9% | 23.8% | 13.3% | 37.5% |
| Poor coordination within the Government | 0.0% | 16.2% | 20.0% | 12.5% | 21.4% | 11.8% | 5.6% | 9.5% | 13.3% | 12.5% |
| The Government works inefficiently* | 0.0% | 10.8% | 0.0% | 0.0% | 21.4% | 0.0% | 16.7% | 33.3% | 33.3% | 0.0% |
| Poor donor coordination | 22.2% | 8.1% | 6.7% | 25.0% | 0.0% | 11.8% | 0.0% | 4.8% | 6.7% | 12.5% |
| The World Bank Group is not sensitive enough to political/social realities on the ground | 11.1% | 13.5% | 26.7% | 25.0% | 21.4% | 11.8% | 16.7% | 28.6% | 13.3% | 12.5% |
| Lack of/inadequate levels of capacity in Government* | 33.3% | 16.2% | 6.7% | 6.3% | 71.4% | 5.9% | 11.1% | 42.9% | 26.7% | 12.5% |
| There is not an adequate level of citizen/civil society participation | 11.1% | 18.9% | 20.0% | 25.0% | 7.1% | 35.3% | 38.9% | 9.5% | 13.3% | 12.5% |
| The World Bank Group works too slowly* | 11.1% | 13.5% | 33.3% | 18.8% | 0.0% | 5.9% | 11.1% | 0.0% | 0.0% | 0.0% |
| Poor coordination within the World Bank Group | 11.1% | 2.7% | 6.7% | 0.0% | 0.0% | 5.9% | 5.6% | 4.8% | 0.0% | 0.0% |
| Other | 11.1% | 10.8% | 6.7% | 6.3% | 0.0% | 0.0% | 11.1% | 0.0% | 0.0% | 25.0% |

*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 Macedonia? (1-Not important at all, 10-Very important)

| | Office of President/Prime Minister/Minister | | | Employee of a Ministry | | | PMU/Consultant | | | Local Government | | | Bilateral/Multilateral Agency | | | Private Sector/Financial Sector/Private Bank | | | CSO | | | Media | | | Academia/Research Institute/Think Tank | | | 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 |
| Social protection | 8 | 5.62 | 3.34 | 30 | 7.83 | 1.86 | 14 | 7.07 | 2.40 | 11 | 5.82 | 2.64 | 13 | 7.31 | 2.06 | 18 | 7.11 | 2.32 | 17 | 6.00 | 3.18 | 20 | 7.50 | 2.59 | 14 | 7.43 | 2.41 | 5 | 6.20 | 3.56 |
| Gender equity | 5 | 5.60 | 3.58 | 27 | 6.48 | 2.44 | 12 | 6.08 | 3.23 | 12 | 5.67 | 2.27 | 12 | 6.42 | 1.98 | 18 | 5.50 | 2.28 | 17 | 5.71 | 3.18 | 19 | 6.58 | 2.34 | 14 | 5.64 | 1.98 | 5 | 4.80 | 2.59 |
| Private sector development* | 7 | 9.71 | 0.76 | 32 | 8.69 | 1.33 | 13 | 8.69 | 1.25 | 12 | 7.08 | 1.68 | 12 | 8.50 | 1.38 | 18 | 8.28 | 1.84 | 18 | 8.33 | 2.28 | 20 | 8.55 | 1.88 | 14 | 7.29 | 2.73 | 7 | 9.00 | 1.15 |
| Education | 8 | 8.00 | 3.30 | 33 | 9.00 | 1.35 | 13 | 8.23 | 1.74 | 12 | 7.50 | 2.50 | 13 | 8.38 | 1.89 | 17 | 8.24 | 1.99 | 18 | 8.67 | 1.81 | 19 | 8.74 | 1.88 | 14 | 8.64 | 1.98 | 7 | 9.14 | 1.21 |
| Public sector governance/reform | 8 | 8.75 | 1.16 | 32 | 8.69 | 1.55 | 14 | 8.43 | 1.65 | 12 | 7.83 | 2.41 | 13 | 8.15 | 2.34 | 17 | 7.88 | 2.23 | 17 | 8.59 | 2.06 | 20 | 9.05 | 1.64 | 14 | 8.86 | 1.88 | 7 | 8.14 | 1.46 |
| Global/regional integration | 6 | 7.83 | 1.94 | 33 | 8.73 | 1.26 | 13 | 7.85 | 2.23 | 13 | 7.85 | 1.86 | 12 | 7.00 | 2.09 | 17 | 7.24 | 1.99 | 18 | 7.17 | 2.57 | 20 | 7.45 | 2.11 | 14 | 6.79 | 2.99 | 6 | 8.33 | 1.21 |
| Food safety | 6 | 6.67 | 2.94 | 28 | 8.00 | 1.76 | 11 | 7.09 | 3.02 | 13 | 6.62 | 2.57 | 12 | 5.50 | 2.65 | 17 | 6.76 | 1.89 | 18 | 6.67 | 2.95 | 19 | 7.05 | 2.68 | 13 | 5.15 | 2.15 | 5 | 7.00 | 3.00 |
| Urban development* | 6 | 8.67 | 1.51 | 29 | 8.48 | 1.45 | 10 | 7.50 | 2.17 | 14 | 7.71 | 1.77 | 12 | 6.17 | 2.04 | 17 | 6.76 | 1.71 | 17 | 6.29 | 2.73 | 18 | 7.06 | 2.55 | 13 | 5.54 | 2.18 | 5 | 6.20 | 1.64 |
| Energy | 7 | 9.43 | 1.13 | 31 | 8.65 | 1.33 | 12 | 8.92 | 1.44 | 15 | 7.80 | 1.90 | 13 | 8.15 | 1.63 | 16 | 7.31 | 2.24 | 18 | 8.00 | 2.30 | 19 | 8.26 | 2.45 | 13 | 8.23 | 1.83 | 7 | 7.71 | 2.06 |
| Water and sanitation | 6 | 8.17 | 2.14 | 29 | 8.38 | 1.68 | 12 | 7.42 | 2.68 | 15 | 8.27 | 1.53 | 13 | 7.15 | 2.34 | 18 | 6.67 | 1.46 | 18 | 7.83 | 2.43 | 19 | 7.89 | 2.21 | 13 | 6.31 | 2.36 | 6 | 7.33 | 2.34 |
| EU integration | 8 | 7.75 | 2.31 | 32 | 8.00 | 2.20 | 11 | 7.00 | 3.19 | 14 | 7.79 | 1.81 | 12 | 6.92 | 2.50 | 17 | 7.65 | 2.40 | 18 | 7.89 | 2.68 | 20 | 8.55 | 2.31 | 13 | 7.08 | 3.01 | 6 | 6.83 | 1.83 |
| Pollution* | 6 | 8.83 | 1.17 | 32 | 8.88 | 1.34 | 12 | 7.92 | 2.75 | 13 | 7.85 | 2.34 | 13 | 7.15 | 1.57 | 17 | 7.94 | 1.92 | 17 | 8.00 | 2.72 | 19 | 9.37 | 1.34 | 13 | 7.31 | 2.66 | 7 | 9.14 | 1.21 |
| Job creation/employment | 7 | 9.43 | 0.79 | 33 | 8.79 | 1.88 | 12 | 8.42 | 1.83 | 13 | 7.77 | 2.28 | 13 | 8.38 | 1.33 | 17 | 7.53 | 2.35 | 17 | 8.71 | 2.26 | 19 | 8.53 | 2.04 | 15 | 8.20 | 2.54 | 7 | 9.43 | 0.79 |
| Health | 7 | 8.43 | 1.81 | 29 | 8.52 | 1.74 | 12 | 7.92 | 1.68 | 13 | 7.54 | 2.22 | 13 | 7.15 | 2.76 | 16 | 7.44 | 2.37 | 17 | 7.82 | 2.90 | 19 | 8.84 | 1.64 | 15 | 7.33 | 2.61 | 7 | 8.71 | 1.50 |
| Financial markets | 9 | 9.00 | 1.58 | 28 | 8.54 | 1.43 | 13 | 8.15 | 1.72 | 12 | 7.42 | 1.78 | 13 | 7.54 | 2.63 | 17 | 7.35 | 2.06 | 17 | 8.41 | 2.12 | 18 | 8.33 | 1.81 | 13 | 6.92 | 2.43 | 6 | 8.67 | 1.63 |
| Transport | 7 | 9.57 | 0.79 | 33 | 8.70 | 1.55 | 13 | 8.23 | 2.42 | 14 | 8.64 | 1.39 | 13 | 8.62 | 1.33 | 17 | 7.53 | 2.29 | 17 | 8.12 | 2.32 | 18 | 8.67 | 2.20 | 14 | 7.64 | 1.86 | 7 | 8.43 | 1.90 |
| Agriculture and rural development | 8 | 8.75 | 1.28 | 30 | 8.53 | 1.55 | 13 | 7.46 | 2.40 | 13 | 8.00 | 1.78 | 13 | 7.46 | 1.45 | 17 | 6.82 | 2.16 | 18 | 7.83 | 2.18 | 19 | 8.21 | 2.18 | 13 | 7.54 | 2.26 | 6 | 8.50 | 1.87 |
| Trade and exports | 7 | 8.00 | 1.53 | 29 | 8.28 | 1.98 | 11 | 6.91 | 3.02 | 12 | 7.42 | 1.78 | 11 | 7.64 | 2.11 | 17 | 6.59 | 1.91 | 17 | 7.71 | 2.37 | 19 | 7.63 | 2.54 | 13 | 6.85 | 2.03 | 6 | 8.17 | 2.23 |
| Crime and violence | 6 | 6.33 | 3.20 | 28 | 7.39 | 2.36 | 12 | 6.75 | 2.93 | 13 | 6.15 | 2.54 | 13 | 5.00 | 2.74 | 17 | 6.82 | 2.24 | 17 | 6.41 | 2.72 | 19 | 7.84 | 2.48 | 13 | 6.92 | 3.01 | 3 | 5.67 | 3.51 |
| Natural resource management | 6 | 7.50 | 1.87 | 29 | 8.14 | 1.36 | 13 | 7.00 | 2.83 | 13 | 6.62 | 2.66 | 12 | 5.58 | 2.78 | 17 | 7.00 | 2.62 | 17 | 7.35 | 2.69 | 19 | 7.84 | 2.09 | 13 | 6.31 | 2.59 | 6 | 8.33 | 1.63 |
| Climate change* | 6 | 8.83 | 1.60 | 29 | 8.62 | 1.68 | 12 | 8.33 | 2.50 | 12 | 6.83 | 2.33 | 13 | 7.15 | 1.21 | 16 | 5.94 | 2.89 | 18 | 7.11 | 2.95 | 19 | 7.79 | 2.66 | 14 | 7.43 | 2.38 | 6 | 7.50 | 2.95 |
| Poverty reduction | 8 | 9.12 | 0.99 | 30 | 8.77 | 1.63 | 13 | 8.54 | 1.71 | 13 | 7.77 | 2.24 | 13 | 7.92 | 1.66 | 17 | 7.53 | 1.87 | 18 | 8.83 | 2.09 | 20 | 8.70 | 1.75 | 14 | 8.36 | 2.37 | 6 | 9.33 | 0.52 |
| Anti corruption | 8 | 8.38 | 2.20 | 30 | 8.23 | 2.01 | 13 | 7.54 | 2.85 | 12 | 7.67 | 2.31 | 13 | 7.92 | 1.50 | 16 | 8.25 | 2.24 | 18 | 8.94 | 1.95 | 17 | 8.71 | 1.83 | 13 | 8.31 | 2.84 | 7 | 7.86 | 1.77 |
| Judiciary reform | 7 | 7.71 | 2.63 | 30 | 8.40 | 1.99 | 13 | 7.62 | 2.57 | 12 | 7.42 | 2.47 | 13 | 7.69 | 1.60 | 18 | 8.39 | 2.00 | 16 | 8.63 | 2.28 | 19 | 8.95 | 1.68 | 14 | 8.36 | 2.76 | 6 | 8.50 | 1.87 |
| Economic growth | 9 | 8.78 | 1.72 | 35 | 8.89 | 1.73 | 11 | 9.27 | 1.01 | 16 | 8.38 | 1.96 | 13 | 8.46 | 1.90 | 18 | 8.39 | 1.82 | 18 | 8.56 | 2.20 | 19 | 8.84 | 2.01 | 14 | 8.29 | 2.46 | 7 | 9.71 | 0.49 |
| Disaster risk management | 6 | 7.67 | 2.25 | 28 | 8.14 | 1.43 | 11 | 7.00 | 2.53 | 12 | 7.00 | 2.22 | 13 | 6.54 | 1.76 | 16 | 6.06 | 2.54 | 17 | 6.29 | 2.69 | 19 | 7.74 | 2.13 | 13 | 6.77 | 2.52 | 4 | 7.75 | 2.63 |
| Equality of opportunity | 6 | 8.00 | 1.90 | 29 | 8.34 | 2.04 | 12 | 7.50 | 3.09 | 12 | 6.50 | 2.71 | 12 | 7.42 | 1.51 | 15 | 6.60 | 2.32 | 18 | 8.06 | 2.67 | 19 | 8.26 | 2.38 | 14 | 7.57 | 2.62 | 4 | 6.75 | 2.22 |
| Disease | 6 | 7.50 | 2.43 | 25 | 7.52 | 2.08 | 12 | 6.58 | 3.03 | 12 | 5.50 | 2.15 | 13 | 5.69 | 2.21 | 16 | 5.69 | 2.47 | 18 | 6.89 | 3.07 | 19 | 7.37 | 2.41 | 14 | 6.07 | 2.81 | 4 | 4.50 | 3.79 |
| Information and communications technology* | 7 | 8.00 | 1.73 | 29 | 8.38 | 1.76 | 13 | 5.77 | 3.37 | 11 | 7.45 | 2.38 | 13 | 6.08 | 2.14 | 16 | 5.94 | 2.43 | 18 | 7.50 | 2.83 | 20 | 8.40 | 1.85 | 13 | 6.23 | 2.95 | 4 | 9.50 | 0.58 |

*Significantly different between stakeholder groups

**C. World Bank Group's Effectiveness and Results (continued)****How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Macedonia? (1-Not effective at all, 10-Very effective)**

| | Office of President/Prime Minister/Minister | | | Employee of a Ministry | | | PMU/Consultant | | | Local Government | | | Bilateral/Multilateral Agency | | | Private Sector/Financial Sector/Private Bank | | | CSO | | | Media | | | Academia/Research Institute/Think Tank | | | 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 |
| Social protection | 2 | 8.50 | 0.71 | 12 | 7.50 | 2.20 | 8 | 6.50 | 2.83 | 2 | 7.00 | 1.41 | 9 | 6.22 | 1.56 | 6 | 5.33 | 2.25 | 4 | 5.25 | 3.30 | 9 | 5.00 | 1.94 | 9 | 5.78 | 2.64 | 2 | 5.50 | 2.12 |
| Gender equity | 1 | 6.00 | - | 11 | 6.73 | 2.45 | 10 | 6.80 | 2.20 | 3 | 7.00 | 1.00 | 6 | 5.50 | 1.05 | 7 | 5.57 | 0.98 | 5 | 5.80 | 2.59 | 9 | 4.67 | 2.00 | 8 | 5.38 | 2.07 | 2 | 5.50 | 2.12 |
| Private sector development | 4 | 7.75 | 1.26 | 17 | 7.82 | 1.70 | 9 | 5.67 | 1.73 | 4 | 6.75 | 1.50 | 9 | 6.11 | 1.90 | 11 | 6.00 | 2.19 | 6 | 5.83 | 1.72 | 10 | 6.00 | 2.79 | 12 | 5.58 | 2.35 | 3 | 7.00 | 2.00 |
| Education* | 3 | 7.00 | 1.00 | 20 | 7.95 | 2.09 | 9 | 6.22 | 1.99 | 5 | 7.40 | 1.67 | 8 | 6.50 | 1.31 | 9 | 5.33 | 1.94 | 5 | 4.60 | 2.51 | 9 | 6.00 | 2.40 | 10 | 6.10 | 1.79 | 2 | 5.50 | 2.12 |
| Public sector governance/reform* | 3 | 7.33 | 1.53 | 15 | 7.73 | 2.02 | 10 | 6.00 | 2.45 | 5 | 6.20 | 1.79 | 11 | 7.45 | 1.57 | 9 | 5.22 | 2.68 | 5 | 5.60 | 2.88 | 10 | 5.60 | 2.07 | 10 | 4.80 | 2.25 | 3 | 6.67 | 0.58 |
| Global/regional integration | - | - | - | 13 | 7.38 | 1.80 | 5 | 6.20 | 2.95 | 5 | 6.80 | 1.10 | 7 | 7.00 | 1.83 | 9 | 5.89 | 2.15 | 3 | 6.33 | 2.52 | 8 | 5.50 | 2.27 | 6 | 6.33 | 2.16 | 2 | 6.50 | 0.71 |
| Food safety | 1 | 9.00 | - | 9 | 7.22 | 1.92 | 3 | 4.33 | 3.06 | 3 | 6.00 | 1.73 | 3 | 5.00 | 1.00 | 7 | 6.00 | 1.73 | 2 | 3.50 | 2.12 | 8 | 4.75 | 2.12 | 5 | 5.80 | 2.28 | 1 | 7.00 | - |
| Urban development* | 2 | 8.00 | 1.41 | 13 | 8.00 | 1.29 | 5 | 7.40 | 2.07 | 9 | 8.22 | 1.72 | 5 | 5.80 | 1.30 | 8 | 5.88 | 1.96 | 2 | 4.00 | 1.41 | 8 | 4.62 | 2.26 | 8 | 6.00 | 2.51 | 1 | 10.00 | - |
| Energy* | 2 | 9.50 | 0.71 | 13 | 7.62 | 2.02 | 7 | 6.57 | 2.44 | 5 | 7.20 | 1.30 | 10 | 7.30 | 1.77 | 10 | 6.10 | 1.91 | 3 | 4.00 | 1.00 | 10 | 5.80 | 2.10 | 10 | 5.00 | 2.67 | 2 | 8.00 | 2.83 |
| Water and sanitation* | 1 | 9.00 | - | 10 | 7.80 | 1.40 | 7 | 7.14 | 2.34 | 9 | 8.11 | 1.76 | 9 | 6.89 | 1.27 | 9 | 6.00 | 1.73 | 5 | 4.20 | 1.30 | 9 | 5.56 | 2.40 | 7 | 5.14 | 2.48 | - | - | - |
| EU integration | - | - | - | 14 | 7.86 | 1.83 | 5 | 5.00 | 2.55 | 4 | 6.25 | 2.06 | 7 | 6.00 | 2.52 | 8 | 5.88 | 2.30 | 4 | 6.75 | 3.30 | 8 | 5.25 | 1.98 | 7 | 5.43 | 2.23 | 3 | 7.67 | 1.15 |
| Pollution | 1 | 8.00 | - | 12 | 6.58 | 2.54 | 8 | 6.00 | 3.16 | 6 | 7.67 | 1.37 | 6 | 4.50 | 2.07 | 7 | 5.71 | 2.29 | 3 | 3.67 | 2.08 | 8 | 5.25 | 2.25 | 9 | 5.22 | 2.86 | 2 | 7.50 | 3.54 |
| Job creation/employment* | 3 | 8.00 | 1.00 | 18 | 7.83 | 2.23 | 10 | 7.30 | 1.70 | 6 | 7.00 | 2.00 | 9 | 7.00 | 1.22 | 9 | 5.78 | 2.11 | 4 | 6.00 | 2.83 | 9 | 5.56 | 2.55 | 11 | 5.18 | 2.52 | 2 | 8.00 | 1.41 |
| Health* | 1 | 9.00 | - | 12 | 8.08 | 1.68 | 3 | 6.00 | 1.00 | 6 | 7.67 | 2.16 | 6 | 6.33 | 1.21 | 10 | 6.40 | 2.55 | 3 | 4.00 | 1.73 | 8 | 5.25 | 2.38 | 9 | 4.56 | 2.51 | 2 | 7.50 | 3.54 |
| Financial markets | 1 | 7.00 | - | 13 | 7.92 | 1.61 | 6 | 7.00 | 1.26 | 7 | 7.14 | 2.27 | 7 | 6.86 | 2.04 | 9 | 6.67 | 1.66 | 3 | 5.33 | 1.53 | 10 | 5.70 | 2.58 | 7 | 5.29 | 2.56 | 4 | 7.25 | 2.06 |
| Transport* | 3 | 9.33 | 0.58 | 12 | 8.42 | 1.38 | 8 | 7.25 | 2.19 | 12 | 8.17 | 1.90 | 12 | 8.25 | 1.48 | 9 | 6.78 | 1.79 | 3 | 4.00 | 1.00 | 9 | 5.56 | 2.55 | 10 | 5.80 | 2.49 | 2 | 8.50 | 2.12 |
| Agriculture and rural development | 1 | 9.00 | - | 11 | 7.91 | 1.81 | 8 | 7.25 | 2.05 | 10 | 8.20 | 1.87 | 5 | 6.20 | 1.10 | 8 | 6.50 | 2.00 | 4 | 4.75 | 1.26 | 9 | 5.89 | 2.57 | 8 | 5.50 | 3.02 | 2 | 7.00 | 4.24 |
| Trade and exports | 3 | 8.67 | 0.58 | 13 | 7.31 | 1.93 | 6 | 5.33 | 2.34 | 6 | 6.83 | 1.94 | 6 | 7.00 | 1.10 | 8 | 7.12 | 2.23 | 4 | 5.25 | 2.06 | 8 | 4.62 | 2.07 | 6 | 5.33 | 2.94 | 2 | 6.50 | 4.95 |
| Natural resource management | - | - | - | 10 | 7.60 | 2.01 | 4 | 5.50 | 3.11 | 5 | 7.00 | 2.12 | 4 | 5.50 | 1.29 | 7 | 5.00 | 1.73 | 1 | 3.00 | - | 8 | 4.75 | 1.83 | 5 | 4.60 | 3.21 | 2 | 5.50 | 6.36 |
| Climate change | 2 | 9.00 | 0.00 | 14 | 7.00 | 2.29 | 5 | 5.80 | 3.42 | 5 | 6.40 | 1.82 | 8 | 6.00 | 1.77 | 9 | 6.00 | 2.29 | 2 | 2.50 | 0.71 | 8 | 5.50 | 2.39 | 6 | 5.67 | 2.66 | 2 | 5.50 | 6.36 |
| Poverty reduction | 3 | 7.67 | 1.15 | 17 | 7.65 | 2.12 | 10 | 6.30 | 2.79 | 5 | 6.60 | 2.07 | 8 | 6.63 | 1.41 | 10 | 6.60 | 2.37 | 6 | 4.17 | 1.83 | 10 | 5.90 | 2.85 | 12 | 5.17 | 2.86 | 2 | 9.00 | 1.41 |
| Judiciary reform | - | - | - | 12 | 7.25 | 2.38 | 4 | 4.50 | 2.89 | 4 | 7.00 | 2.94 | 4 | 5.25 | 0.50 | 8 | 5.37 | 2.39 | 4 | 4.00 | 2.94 | 8 | 5.00 | 2.39 | 9 | 4.56 | 2.96 | 2 | 7.00 | 1.41 |
| Economic growth* | 3 | 8.00 | 1.73 | 20 | 8.00 | 1.69 | 8 | 7.25 | 1.83 | 6 | 7.17 | 2.32 | 10 | 7.10 | 1.60 | 11 | 6.82 | 2.44 | 4 | 5.50 | 3.42 | 9 | 6.22 | 2.44 | 12 | 5.25 | 2.70 | 5 | 8.40 | 1.52 |
| Disaster risk management | - | - | - | 10 | 6.90 | 2.13 | 4 | 5.50 | 3.42 | 5 | 6.00 | 2.00 | 5 | 6.40 | 1.82 | 7 | 4.71 | 1.89 | 2 | 3.50 | 0.71 | 8 | 4.62 | 2.26 | 7 | 5.29 | 3.55 | 3 | 7.33 | 3.79 |
| Equality of opportunity | - | - | - | 11 | 7.91 | 1.92 | 10 | 7.10 | 2.60 | 6 | 7.17 | 2.14 | 3 | 5.33 | 1.53 | 9 | 6.00 | 2.78 | 6 | 5.17 | 3.31 | 8 | 4.75 | 2.60 | 9 | 5.78 | 2.54 | 2 | 9.00 | 1.41 |
| Disease | - | - | - | 9 | 7.22 | 2.49 | 4 | 5.50 | 3.11 | 5 | 5.40 | 2.41 | 2 | 4.50 | 0.71 | 8 | 6.00 | 2.14 | 1 | 2.00 | - | 8 | 4.25 | 2.12 | 4 | 5.50 | 3.00 | 1 | 10.00 | - |
| Information and communications technology | 3 | 7.67 | 1.53 | 14 | 7.71 | 2.05 | 7 | 7.14 | 3.08 | 5 | 7.20 | 2.17 | 4 | 6.00 | 1.83 | 8 | 7.38 | 1.92 | 2 | 4.50 | 3.54 | 8 | 4.62 | 1.92 | 5 | 5.20 | 2.59 | 2 | 7.50 | 0.71 |

*Significantly different between stakeholder groups

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

| | Office of President/Prime Minister/Minister | | | Employee of a Ministry | | | PMU/Consultant | | | Local Government | | | Bilateral/Multilateral Agency | | | Private Sector/Financial Sector/Private Bank | | | CSO | | | Media | | | Academia/Research Institute/Think Tank | | | 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 Macedonia?* | 9 | 7.33 | 2.69 | 30 | 7.17 | 1.84 | 15 | 7.93 | 1.58 | 16 | 6.44 | 1.97 | 14 | 6.43 | 1.74 | 13 | 5.62 | 1.85 | 14 | 5.07 | 2.02 | 20 | 6.00 | 1.95 | 13 | 5.77 | 2.13 | 3 | 7.33 | 2.08 |

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

| | Office of President/Prime Minister/Minister | | | Employee of a Ministry | | | PMU/Consultant | | | Local Government | | | Bilateral/Multilateral Agency | | | Private Sector/Financial Sector/Private Bank | | | CSO | | | Media | | | Academia/Research Institute/Think Tank | | | 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 Macedonia* | 9 | 7.11 | 3.22 | 28 | 6.93 | 2.26 | 14 | 7.21 | 1.89 | 16 | 6.56 | 1.93 | 11 | 6.73 | 2.28 | 14 | 5.64 | 1.39 | 12 | 4.42 | 1.56 | 17 | 5.82 | 1.98 | 12 | 4.92 | 2.61 | 4 | 7.00 | 2.58 |
| The World Bank Group meets Macedonia's needs for knowledge services | 9 | 7.44 | 3.00 | 31 | 6.84 | 2.42 | 15 | 7.40 | 1.72 | 14 | 6.21 | 1.72 | 13 | 7.15 | 1.82 | 13 | 6.00 | 2.08 | 14 | 5.86 | 2.60 | 17 | 6.65 | 2.67 | 12 | 5.50 | 1.78 | 5 | 7.20 | 2.68 |

*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 | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO | Media | Academia/Research Institute/Think Tank | Other |
|---------------------------|---|------------------------|----------------|------------------|-------------------------------|--|-------|-------|--|-------|
| Weekly | 11.1% | 11.1% | 18.8% | 0.0% | 7.7% | 0.0% | 0.0% | 14.3% | 0.0% | 0.0% |
| Monthly | 33.3% | 11.1% | 18.8% | 15.8% | 23.1% | 16.7% | 25.0% | 14.3% | 50.0% | 14.3% |
| A few times a year | 11.1% | 52.8% | 50.0% | 26.3% | 61.5% | 27.8% | 18.8% | 47.6% | 35.7% | 42.9% |
| Rarely | 11.1% | 19.4% | 12.5% | 36.8% | 7.7% | 50.0% | 37.5% | 19.0% | 14.3% | 14.3% |
| Never | 33.3% | 5.6% | 0.0% | 21.1% | 0.0% | 5.6% | 18.8% | 4.8% | 0.0% | 28.6% |

*Significantly different between stakeholder groups

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

In Macedonia, 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)

| | Office of President/Prime Minister/Minister | | | Employee of a Ministry | | | PMU/Consultant | | | Local Government | | | Bilateral/Multilateral Agency | | | Private Sector/Financial Sector/Private Bank | | | CSO | | | Media | | | Academia/Research Institute/Think Tank | | | 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* | 7 | 7.86 | 1.68 | 23 | 7.65 | 1.70 | 13 | 6.46 | 2.57 | 10 | 7.10 | 1.73 | 11 | 8.00 | 1.73 | 11 | 5.91 | 1.58 | 7 | 5.14 | 1.95 | 16 | 6.25 | 2.29 | 12 | 6.42 | 2.31 | 3 | 8.33 | 0.58 |
| Include appropriate level of stakeholder involvement during preparation* | 8 | 8.00 | 2.56 | 27 | 7.59 | 1.78 | 14 | 7.50 | 1.79 | 10 | 6.70 | 1.83 | 10 | 7.10 | 1.52 | 11 | 5.73 | 1.74 | 11 | 5.36 | 2.20 | 15 | 5.87 | 2.29 | 13 | 6.00 | 2.31 | 3 | 8.33 | 1.53 |
| Lead to practical solutions | 8 | 7.38 | 2.56 | 26 | 7.35 | 1.87 | 14 | 7.07 | 1.90 | 10 | 7.30 | 1.83 | 11 | 7.36 | 1.96 | 11 | 6.00 | 1.55 | 11 | 5.64 | 2.69 | 17 | 6.18 | 2.43 | 13 | 7.00 | 1.73 | 3 | 8.67 | 0.58 |
| Are accessible (well written and easy to understand) | 8 | 7.75 | 2.60 | 25 | 7.76 | 1.71 | 15 | 7.53 | 1.92 | 11 | 6.73 | 2.00 | 12 | 7.83 | 1.80 | 11 | 6.45 | 1.86 | 13 | 6.31 | 2.36 | 18 | 6.39 | 2.79 | 13 | 7.85 | 1.63 | 3 | 9.00 | 1.73 |
| Are source of relevant information on global good practices | 8 | 8.63 | 1.30 | 25 | 8.00 | 1.73 | 15 | 7.87 | 1.64 | 11 | 7.64 | 1.86 | 12 | 8.17 | 1.34 | 11 | 6.82 | 1.99 | 14 | 7.14 | 2.54 | 18 | 7.39 | 2.59 | 13 | 8.38 | 1.39 | 3 | 8.67 | 1.15 |
| Are relevant to country challenges | 8 | 8.25 | 1.75 | 25 | 7.32 | 1.89 | 12 | 6.83 | 2.12 | 11 | 7.09 | 1.81 | 12 | 8.33 | 1.23 | 12 | 6.50 | 1.93 | 13 | 6.00 | 2.27 | 18 | 7.11 | 2.40 | 13 | 7.31 | 1.84 | 3 | 9.33 | 1.15 |
| Are adequately disseminated* | 8 | 7.25 | 2.60 | 21 | 7.38 | 1.91 | 14 | 7.14 | 2.21 | 10 | 7.30 | 1.70 | 12 | 7.58 | 1.93 | 11 | 5.82 | 2.56 | 13 | 4.85 | 2.51 | 17 | 6.29 | 2.57 | 13 | 6.23 | 2.45 | 3 | 9.00 | 1.73 |
| Are translated enough into local language | 7 | 8.00 | 2.00 | 19 | 7.16 | 2.01 | 14 | 6.14 | 3.23 | 11 | 7.09 | 2.12 | 8 | 6.75 | 2.12 | 11 | 6.36 | 1.75 | 13 | 5.69 | 2.63 | 16 | 6.63 | 2.53 | 12 | 6.50 | 2.71 | 2 | 8.50 | 2.12 |
| Are adaptable to Macedonia's specific development challenges and country circumstances* | 8 | 7.88 | 2.59 | 22 | 7.36 | 2.26 | 14 | 6.50 | 2.03 | 11 | 6.64 | 1.96 | 12 | 7.50 | 1.73 | 11 | 5.82 | 1.47 | 11 | 5.45 | 2.07 | 16 | 6.31 | 2.30 | 12 | 5.67 | 2.61 | 3 | 8.67 | 1.15 |

*Significantly different between stakeholder groups

| | Office of President/Prime Minister/Minister | | | Employee of a Ministry | | | PMU/Consultant | | | Local Government | | | Bilateral/Multilateral Agency | | | Private Sector/Financial Sector/Private Bank | | | CSO | | | Media | | | Academia/Research Institute/Think Tank | | | 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?* | 9 | 8.56 | 1.24 | 31 | 7.19 | 2.15 | 15 | 8.00 | 1.69 | 16 | 6.69 | 1.99 | 11 | 7.36 | 1.91 | 13 | 7.15 | 1.95 | 13 | 5.62 | 2.36 | 18 | 7.17 | 2.36 | 13 | 6.15 | 2.44 | 3 | 9.00 | 0.00 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? | 8 | 9.00 | 1.41 | 30 | 7.37 | 2.04 | 15 | 7.93 | 1.53 | 16 | 7.19 | 2.01 | 12 | 8.25 | 1.42 | 12 | 6.42 | 1.88 | 10 | 6.70 | 2.06 | 16 | 7.50 | 2.10 | 13 | 7.54 | 1.66 | 5 | 8.00 | 1.73 |

(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)

| | Office of President/Prime Minister/Minister | | | Employee of a Ministry | | | PMU/Consultant | | | Local Government | | | Bilateral/Multilateral Agency | | | Private Sector/Financial Sector/Private Bank | | | CSO | | | Media | | | Academia/Research Institute/Think Tank | | | 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* | 5 | 9.00 | 1.22 | 23 | 8.52 | 1.31 | 12 | 8.25 | 2.18 | 14 | 8.00 | 1.41 | 5 | 7.00 | 0.71 | 6 | 6.67 | 1.37 | 5 | 6.40 | 2.88 | 6 | 5.17 | 2.04 | 8 | 5.63 | 2.45 | 3 | 7.67 | 2.08 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports* | 9 | 8.78 | 1.64 | 30 | 7.93 | 1.39 | 15 | 8.20 | 1.74 | 17 | 8.71 | 1.21 | 9 | 7.22 | 0.83 | 9 | 6.89 | 1.83 | 9 | 7.56 | 1.88 | 10 | 6.10 | 2.47 | 10 | 7.40 | 1.96 | 4 | 8.25 | 1.26 |
| The World Bank Group's approvals and reviews are done in a timely fashion | 7 | 7.86 | 1.95 | 29 | 7.76 | 1.77 | 14 | 7.71 | 2.30 | 16 | 8.00 | 2.07 | 5 | 7.40 | 1.14 | 8 | 6.63 | 2.33 | 6 | 7.00 | 2.37 | 7 | 5.00 | 1.73 | 8 | 6.88 | 1.96 | 2 | 8.50 | 2.12 |
| The World Bank Group's "Safeguard Policy" requirements are reasonable* | 7 | 8.29 | 1.70 | 24 | 7.96 | 1.46 | 15 | 8.07 | 1.53 | 14 | 6.86 | 2.32 | 4 | 7.50 | 1.29 | 6 | 6.83 | 1.60 | 3 | 5.33 | 2.52 | 8 | 5.25 | 2.12 | 7 | 7.71 | 2.14 | 2 | 8.50 | 2.12 |
| The World Bank Group's conditions on its lending are reasonable | 6 | 8.17 | 2.14 | 23 | 7.52 | 1.93 | 10 | 7.70 | 2.21 | 16 | 7.81 | 2.10 | 7 | 7.43 | 1.13 | 9 | 6.56 | 1.59 | 4 | 5.25 | 2.06 | 8 | 5.75 | 2.87 | 8 | 7.38 | 1.51 | 2 | 9.50 | 0.71 |
| The World Bank Group takes decisions quickly in Macedonia | 6 | 7.00 | 2.68 | 26 | 7.35 | 1.96 | 14 | 6.64 | 2.47 | 16 | 6.75 | 2.24 | 6 | 6.50 | 2.07 | 6 | 6.17 | 2.14 | 6 | 5.33 | 1.86 | 10 | 5.20 | 2.62 | 8 | 7.13 | 2.42 | 3 | 8.33 | 1.15 |
| Working with the World Bank Group increases Macedonia's institutional capacity | 7 | 7.71 | 2.75 | 28 | 7.68 | 2.28 | 14 | 8.21 | 1.76 | 16 | 7.88 | 1.45 | 9 | 6.78 | 2.54 | 10 | 7.10 | 2.18 | 10 | 7.00 | 2.71 | 9 | 6.00 | 2.45 | 10 | 8.50 | 1.35 | 4 | 9.25 | 0.50 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them* | 5 | 8.60 | 1.52 | 22 | 8.09 | 1.97 | 11 | 8.09 | 2.07 | 11 | 6.64 | 2.46 | 4 | 6.50 | 1.29 | 6 | 6.00 | 1.55 | 6 | 6.83 | 2.64 | 7 | 5.29 | 2.69 | 8 | 8.63 | 1.41 | 1 | 10.00 | - |
| The World Bank Group provides effective implementation support | 7 | 8.14 | 1.77 | 29 | 7.79 | 2.04 | 13 | 8.54 | 1.45 | 17 | 8.35 | 1.73 | 7 | 7.00 | 1.53 | 8 | 6.38 | 1.77 | 8 | 7.00 | 2.51 | 8 | 7.00 | 3.02 | 8 | 8.63 | 1.30 | 2 | 8.50 | 0.71 |

*Significantly different between stakeholder groups

| | Office of President/Prime Minister/Minister | | | Employee of a Ministry | | | PMU/Consultant | | | Local Government | | | Bilateral/Multilateral Agency | | | Private Sector/Financial Sector/Private Bank | | | CSO | | | Media | | | Academia/Research Institute/Think Tank | | | 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 that the World Bank Group's work helps to find solutions that promote private public partnerships in Macedonia? | 4 | 6.25 | 4.50 | 19 | 6.16 | 2.19 | 12 | 7.17 | 1.53 | 7 | 5.29 | 1.38 | 9 | 5.78 | 2.22 | 10 | 5.90 | 1.79 | 12 | 5.92 | 2.68 | 12 | 5.42 | 1.93 | 11 | 5.09 | 3.02 | 3 | 8.67 | 1.15 |
| To what extent do you believe the World Bank Group measures and corrects its work in real time in Macedonia? | 7 | 6.86 | 3.24 | 19 | 6.21 | 2.68 | 12 | 7.67 | 2.10 | 10 | 6.10 | 1.85 | 10 | 6.60 | 1.58 | 9 | 5.78 | 1.56 | 10 | 6.20 | 2.66 | 13 | 5.69 | 2.36 | 10 | 6.40 | 2.91 | 3 | 7.33 | 1.15 |

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



F. The Future Role of the World Bank Group in Macedonia

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

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research Institute/ Think Tank | Other |
|---|---|---------------------------|--------------------|---------------------|--------------------------------------|--|-------|-------|--|-------|
| Offer more innovative knowledge services | 22.2% | 17.1% | 28.6% | 5.9% | 23.1% | 16.7% | 12.5% | 5.3% | 0.0% | 12.5% |
| Collaborate more effectively with Government clients* | 0.0% | 17.1% | 7.1% | 41.2% | 7.7% | 5.6% | 6.3% | 5.3% | 0.0% | 0.0% |
| Work faster | 22.2% | 8.6% | 21.4% | 11.8% | 0.0% | 0.0% | 0.0% | 5.3% | 0.0% | 12.5% |
| Reduce the complexity of obtaining World Bank Group financing | 33.3% | 8.6% | 21.4% | 35.3% | 0.0% | 22.2% | 6.3% | 36.8% | 16.7% | 12.5% |
| Help to bring discipline/effective supervision to implementation of investment projects | 22.2% | 20.0% | 14.3% | 17.6% | 15.4% | 16.7% | 18.8% | 21.1% | 16.7% | 0.0% |
| Offer more innovative financial products | 33.3% | 28.6% | 0.0% | 23.5% | 23.1% | 33.3% | 6.3% | 21.1% | 25.0% | 12.5% |
| Ensure greater selectivity in its work* | 22.2% | 2.9% | 0.0% | 0.0% | 15.4% | 0.0% | 6.3% | 0.0% | 0.0% | 0.0% |
| Provide more adequate data/knowledge/statistics/figures on Macedonia's economy | 22.2% | 11.4% | 28.6% | 0.0% | 15.4% | 11.1% | 31.3% | 21.1% | 8.3% | 12.5% |
| Improve the competitiveness of its financing compared to markets | 0.0% | 2.9% | 7.1% | 5.9% | 0.0% | 0.0% | 6.3% | 15.8% | 0.0% | 12.5% |
| Reach out more to groups outside of Government | 11.1% | 20.0% | 14.3% | 29.4% | 38.5% | 50.0% | 56.3% | 42.1% | 33.3% | 25.0% |
| Increase the level of capacity development in the country | 11.1% | 14.3% | 28.6% | 29.4% | 30.8% | 16.7% | 37.5% | 10.5% | 50.0% | 25.0% |
| Improve the quality of its experts as related to Macedonia's specific challenges | 0.0% | 20.0% | 21.4% | 0.0% | 7.7% | 16.7% | 0.0% | 5.3% | 16.7% | 37.5% |
| Other | 0.0% | 11.4% | 0.0% | 0.0% | 7.7% | 0.0% | 6.3% | 5.3% | 25.0% | 12.5% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research Institute/ Think Tank | Other |
|--|---|---------------------------|--------------------|---------------------|--------------------------------------|--|-------|-------|--|-------|
| Financial services | 44.4% | 36.1% | 40.0% | 64.7% | 15.4% | 61.1% | 25.0% | 42.1% | 33.3% | 25.0% |
| Knowledge products | 22.2% | 25.0% | 20.0% | 11.8% | 30.8% | 22.2% | 31.3% | 15.8% | 25.0% | 37.5% |
| Convening services | 0.0% | 2.8% | 0.0% | 0.0% | 0.0% | 0.0% | 12.5% | 0.0% | 8.3% | 0.0% |
| None of the above | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 6.3% | 0.0% | 8.3% | 0.0% |
| The combination is appropriate for Macedonia | 22.2% | 30.6% | 13.3% | 17.6% | 38.5% | 16.7% | 18.8% | 21.1% | 16.7% | 0.0% |
| Don't know | 11.1% | 5.6% | 26.7% | 5.9% | 15.4% | 0.0% | 6.3% | 21.1% | 8.3% | 37.5% |



G. Communication and Information Sharing

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

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research Institute/ Think Tank | Other |
|---|---|---------------------------|--------------------|---------------------|--------------------------------------|--|--------|-------|--|-------|
| Local radio | 0.0% | 2.8% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| International radio | 0.0% | 2.8% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Social media* | 11.1% | 19.4% | 33.3% | 17.6% | 8.3% | 11.1% | 50.0% | 5.0% | 45.5% | 25.0% |
| International newspapers | 11.1% | 5.6% | 6.7% | 5.9% | 8.3% | 5.6% | 6.3% | 5.0% | 0.0% | 0.0% |
| Local television* | 0.0% | 41.7% | 40.0% | 17.6% | 50.0% | 27.8% | 12.5% | 10.0% | 18.2% | 12.5% |
| Internet | 77.8% | 77.8% | 80.0% | 94.1% | 83.3% | 94.4% | 100.0% | 85.0% | 63.6% | 62.5% |
| Periodicals | 11.1% | 8.3% | 0.0% | 11.8% | 16.7% | 27.8% | 12.5% | 0.0% | 9.1% | 12.5% |
| International television | 0.0% | 5.6% | 6.7% | 0.0% | 0.0% | 0.0% | 0.0% | 5.0% | 9.1% | 0.0% |
| Local newspapers* | 44.4% | 5.6% | 13.3% | 0.0% | 8.3% | 5.6% | 12.5% | 15.0% | 18.2% | 0.0% |
| Other | 11.1% | 2.8% | 0.0% | 0.0% | 8.3% | 0.0% | 0.0% | 10.0% | 9.1% | 25.0% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research Institute/ Think Tank | Other |
|---|---|---------------------------|--------------------|---------------------|--------------------------------------|--|-------|-------|--|-------|
| World Bank Group's publications and other written materials | 44.4% | 30.6% | 33.3% | 11.8% | 36.4% | 44.4% | 18.8% | 10.0% | 41.7% | 37.5% |
| e-Newsletters* | 0.0% | 25.0% | 6.7% | 17.6% | 36.4% | 44.4% | 50.0% | 15.0% | 25.0% | 25.0% |
| World Bank Group's seminars/workshops/conferences | 33.3% | 47.2% | 73.3% | 58.8% | 36.4% | 27.8% | 43.8% | 40.0% | 25.0% | 37.5% |
| Mobile phones | 22.2% | 2.8% | 6.7% | 5.9% | 0.0% | 5.6% | 0.0% | 15.0% | 8.3% | 0.0% |
| Direct contact with World Bank Group | 22.2% | 38.9% | 20.0% | 47.1% | 27.3% | 5.6% | 18.8% | 50.0% | 33.3% | 25.0% |
| World Bank Group's website | 44.4% | 25.0% | 26.7% | 17.6% | 45.5% | 38.9% | 31.3% | 35.0% | 50.0% | 37.5% |
| Social media | 22.2% | 13.9% | 13.3% | 23.5% | 18.2% | 11.1% | 37.5% | 25.0% | 8.3% | 25.0% |
| Other* | 11.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?

| Percentage of Respondents | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|---|---------------------------|--------------------|---------------------|--------------------------------------|--|-------|-------|--|--------|
| Yes | 44.4% | 26.5% | 40.0% | 11.8% | 25.0% | 16.7% | 6.3% | 42.1% | 16.7% | 0.0% |
| No | 55.6% | 73.5% | 60.0% | 88.2% | 75.0% | 83.3% | 93.8% | 57.9% | 83.3% | 100.0% |

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

| Percentage of Respondents | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO | Media | Academia/Research Institute/Think Tank | Other |
|---------------------------|---|------------------------|----------------|------------------|-------------------------------|--|--------|--------|--|--------|
| Yes | 100.0% | 94.3% | 93.3% | 94.1% | 91.7% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No | 0.0% | 5.7% | 6.7% | 5.9% | 8.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

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

| Percentage of Respondents | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO | Media | Academia/Research Institute/Think Tank | Other |
|---------------------------|---|------------------------|----------------|------------------|-------------------------------|--|-------|-------|--|-------|
| Yes | 66.7% | 76.5% | 100.0% | 70.6% | 100.0% | 72.2% | 68.8% | 89.5% | 100.0% | 62.5% |
| No | 33.3% | 23.5% | 0.0% | 29.4% | 0.0% | 27.8% | 31.3% | 10.5% | 0.0% | 37.5% |

Do you currently consult the World Bank Group social media sites?

| Percentage of Respondents | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO | Media | Academia/Research Institute/Think Tank | Other |
|---------------------------|---|------------------------|----------------|------------------|-------------------------------|--|-------|-------|--|-------|
| Yes | 22.2% | 22.9% | 26.7% | 29.4% | 50.0% | 16.7% | 13.3% | 30.0% | 58.3% | 14.3% |
| No | 77.8% | 77.1% | 73.3% | 70.6% | 50.0% | 83.3% | 86.7% | 70.0% | 41.7% | 85.7% |

Which Internet connection do you use primarily when visiting a World Bank Group website?

| Percentage of Respondents | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO | Media | Academia/Research Institute/Think Tank | Other |
|---------------------------|---|------------------------|----------------|------------------|-------------------------------|--|--------|-------|--|--------|
| High speed/WiFi | 100.0% | 91.4% | 93.3% | 93.3% | 91.7% | 94.4% | 100.0% | 94.4% | 100.0% | 100.0% |
| Dial-up | 0.0% | 8.6% | 6.7% | 6.7% | 8.3% | 5.6% | 0.0% | 5.6% | 0.0% | 0.0% |

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

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

| | Office of President/Prime Minister/Minister | | | Employee of a Ministry | | | PMU/Consultant | | | Local Government | | | Bilateral/Multilateral Agency | | | Private Sector/Financial Sector/Private Bank | | | CSO | | | Media | | | Academia/Research Institute/Think Tank | | | 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 find the World Bank Group's websites easy to navigate | 6 | 7.67 | 1.03 | 30 | 7.17 | 2.15 | 14 | 7.71 | 1.73 | 12 | 8.00 | 1.65 | 12 | 8.00 | 1.95 | 14 | 7.00 | 1.57 | 9 | 6.67 | 3.32 | 19 | 6.63 | 2.22 | 11 | 8.27 | 1.35 | 5 | 7.80 | 2.68 |
| I find the information on the World Bank Group's websites useful | 6 | 9.00 | 0.89 | 30 | 7.70 | 1.97 | 14 | 8.36 | 1.45 | 11 | 8.00 | 1.34 | 12 | 8.25 | 1.54 | 14 | 7.21 | 1.67 | 9 | 7.22 | 2.68 | 20 | 7.30 | 2.45 | 11 | 9.00 | 0.89 | 5 | 8.60 | 2.07 |
| The World Bank Group's social media channels are valuable sources of information about the institution | 3 | 8.67 | 0.58 | 19 | 6.32 | 2.19 | 9 | 6.22 | 1.86 | 8 | 7.63 | 2.13 | 7 | 6.57 | 2.64 | 9 | 6.44 | 2.74 | 4 | 5.00 | 2.94 | 16 | 6.06 | 2.62 | 6 | 8.00 | 1.41 | 2 | 8.00 | 1.41 |
| When I need information from the World Bank Group I know how to find it | 6 | 8.83 | 1.60 | 29 | 7.59 | 2.31 | 14 | 7.50 | 2.28 | 15 | 7.20 | 2.65 | 12 | 7.92 | 1.83 | 13 | 6.69 | 2.18 | 10 | 6.60 | 2.41 | 20 | 7.45 | 2.48 | 11 | 7.73 | 2.24 | 5 | 7.20 | 2.39 |
| The World Bank Group is responsive to my information requests and inquiries | 5 | 8.40 | 2.19 | 27 | 7.78 | 2.34 | 11 | 8.36 | 1.50 | 10 | 7.70 | 2.26 | 11 | 8.45 | 1.69 | 9 | 6.89 | 1.96 | 4 | 7.25 | 3.59 | 19 | 7.89 | 2.08 | 7 | 7.86 | 1.86 | 2 | 9.00 | 0.00 |

H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)

| Percentage of Respondents | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO | Media | Academia/Research Institute/Think Tank | Other |
|---------------------------|---|------------------------|----------------|------------------|-------------------------------|--|-------|-------|--|-------|
| Yes | 76.9% | 74.4% | 100.0% | 85.0% | 78.6% | 52.0% | 10.0% | 71.4% | 18.8% | 88.9% |
| No | 23.1% | 25.6% | 0.0% | 15.0% | 21.4% | 48.0% | 90.0% | 28.6% | 81.3% | 11.1% |

*Significantly different between stakeholder groups

Which of the following agencies of the World Bank Group do you primarily engage with in Macedonia? (Select only ONE response)

| Percentage of Respondents | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/Consultant | Local Government | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO | Media | Academia/Research Institute/Think Tank | Other |
|---|---|------------------------|----------------|------------------|-------------------------------|--|-------|-------|--|-------|
| The World Bank (IBRD) | 76.9% | 95.2% | 93.8% | 94.4% | 100.0% | 44.4% | 66.7% | 86.4% | 83.3% | 66.7% |
| The International Finance Corporation (IFC) | 0.0% | 2.4% | 0.0% | 0.0% | 0.0% | 50.0% | 0.0% | 0.0% | 0.0% | 22.2% |
| The Multilateral Investment Guarantee Agency (MIGA) | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Other | 23.1% | 2.4% | 6.3% | 5.6% | 0.0% | 5.6% | 33.3% | 13.6% | 16.7% | 11.1% |

*Significantly different between stakeholder groups

**H. Background Information (continued)****Do your projects involve both the World Bank and the IFC?***

| Percentage of Respondents | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|---|------------------------|-----------------|------------------|--------------------------------|--|--------|-------|--|-------|
| Yes | 61.5% | 51.2% | 31.3% | 45.0% | 57.1% | 20.8% | 0.0% | 42.9% | 20.0% | 55.6% |
| No | 38.5% | 48.8% | 68.8% | 55.0% | 42.9% | 79.2% | 100.0% | 57.1% | 80.0% | 44.4% |

*Significantly different between stakeholder groups

If yes, what was your view of how the two institutions work together in Macedonia?* (Select only ONE response)

| Percentage of Respondents | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research Institute/ Think Tank | Other |
|--|---|------------------------|-----------------|------------------|--------------------------------|--|------|-------|--|-------|
| The two institutions work well together | 37.5% | 50.0% | 0.0% | 66.7% | 50.0% | 40.0% | 0.0% | 77.8% | 33.3% | 40.0% |
| The way the two institutions work together needs improvement | 50.0% | 40.9% | 80.0% | 0.0% | 12.5% | 40.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| The two institutions do not work well together | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 20.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Don't know | 12.5% | 9.1% | 20.0% | 33.3% | 37.5% | 0.0% | 0.0% | 22.2% | 66.7% | 60.0% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research Institute/ Think Tank | Other |
|---|---|------------------------|-----------------|------------------|--------------------------------|--|-------|-------|--|-------|
| Observer* | 23.1% | 9.5% | 6.3% | 15.0% | 0.0% | 16.0% | 57.1% | 18.2% | 20.0% | 11.1% |
| Use World Bank Group reports/data* | 38.5% | 26.2% | 12.5% | 10.0% | 64.3% | 48.0% | 28.6% | 63.6% | 40.0% | 44.4% |
| Engage in World Bank Group related/sponsored events/activities* | 38.5% | 40.5% | 50.0% | 25.0% | 14.3% | 16.0% | 14.3% | 0.0% | 20.0% | 11.1% |
| Collaborate as part of my professional duties* | 38.5% | 66.7% | 62.5% | 65.0% | 71.4% | 36.0% | 19.0% | 18.2% | 20.0% | 77.8% |
| Use World Bank Group website for information, data, research, etc.* | 0.0% | 14.3% | 0.0% | 10.0% | 28.6% | 24.0% | 28.6% | 31.8% | 66.7% | 22.2% |

*Significantly different between stakeholder groups

What's your gender?

| Percentage of Respondents | Office of President/Prime Minister/Minister | Employee of a Ministry | PMU/ Consultant | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|---|------------------------|-----------------|------------------|--------------------------------|--|-------|-------|--|-------|
| Female | 61.5% | 58.1% | 68.8% | 40.0% | 71.4% | 36.0% | 42.9% | 54.5% | 43.8% | 66.7% |
| Male | 38.5% | 41.9% | 31.3% | 60.0% | 28.6% | 64.0% | 57.1% | 45.5% | 56.3% | 33.3% |



Appendix C: Responses to Indicator Questions by Geographic Location¹⁷

● Skopje N=167 ● Outside Skopje N=37

B. Overall Attitudes toward the World Bank Group

| | Skopje | | | Outside Skopje | | |
|--|--------|------|------|----------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall, please rate your impression of the World Bank Group's effectiveness in Macedonia. | 148 | 6.54 | 2.08 | 28 | 6.54 | 1.79 |

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

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

(1-Strongly disagree, 10-Strongly agree)

| | Skopje | | | Outside Skopje | | |
|--|--------|------|------|----------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall the World Bank Group currently plays a relevant role in development in Macedonia | 140 | 6.49 | 2.12 | 30 | 6.60 | 1.90 |
| The World Bank Group's work is aligned with what I consider the development priorities for Macedonia | 140 | 6.54 | 2.25 | 31 | 6.42 | 1.86 |

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

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

| | Skopje | | | Outside Skopje | | |
|--|--------|------|------|----------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Responsiveness to needs | 104 | 6.50 | 2.15 | 19 | 6.42 | 1.87 |
| Flexibility (in terms of the institution's products and services) | 109 | 6.19 | 2.24 | 18 | 5.72 | 1.99 |
| Flexibility (in terms of changing country circumstances) | 105 | 5.93 | 2.22 | 17 | 5.88 | 2.09 |
| Being inclusive | 109 | 6.50 | 2.30 | 20 | 6.65 | 1.73 |
| Openness (sharing data and other information) | 114 | 6.95 | 2.34 | 22 | 7.41 | 1.82 |
| Collaboration with the Government | 105 | 7.22 | 2.16 | 18 | 7.17 | 1.72 |
| The speed in which it gets things accomplished on the ground | 103 | 6.20 | 2.24 | 20 | 5.45 | 1.73 |
| Helping to bring discipline/effective supervision to implementation of investment projects | 93 | 6.59 | 2.33 | 20 | 7.15 | 2.16 |
| Collaboration with civil society | 93 | 6.01 | 2.35 | 18 | 6.11 | 2.59 |
| Staff accessibility | 116 | 7.41 | 2.44 | 22 | 7.05 | 2.17 |
| Collaboration with other donors and development partners | 86 | 6.71 | 2.23 | 16 | 6.75 | 2.41 |
| Collaboration with the private sector | 84 | 5.92 | 2.36 | 15 | 5.20 | 2.27 |
| Straightforwardness and honesty | 111 | 7.24 | 2.17 | 19 | 7.79 | 1.90 |
| Treating clients and stakeholders in Macedonia with respect | 115 | 7.79 | 2.35 | 19 | 7.58 | 1.89 |
| Being a long-term partner | 118 | 8.16 | 2.19 | 20 | 8.00 | 1.84 |

¹⁷ 204 respondents provided information about their geographic location. Only these respondents were included in the analysis presented in this appendix.

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

| | Skopje | | | Outside Skopje | | |
|---|--------|------|------|----------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent does the World Bank Group's work help to achieve development results in Macedonia? | 123 | 6.42 | 2.06 | 26 | 6.58 | 1.96 |

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

| | Skopje | | | Outside Skopje | | |
|--|--------|------|------|----------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| The World Bank Group's financial instruments meet the needs of Macedonia | 113 | 6.26 | 2.23 | 26 | 6.00 | 2.23 |
| The World Bank Group meets Macedonia's needs for knowledge services | 120 | 6.63 | 2.30 | 25 | 6.28 | 2.07 |

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

In Macedonia, 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)

| | Skopje | | | Outside Skopje | | |
|--|--------|------|------|----------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Are adaptable to Macedonia's specific development challenges and country circumstances | 99 | 6.76 | 2.22 | 22 | 6.14 | 2.08 |

| | Skopje | | | Outside Skopje | | |
|--|--------|------|------|----------------|------|------|
| | 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? | 116 | 7.12 | 2.20 | 28 | 6.93 | 1.96 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? | 114 | 7.55 | 1.92 | 25 | 7.12 | 1.90 |

(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)

| | Skopje | | | Outside Skopje | | |
|--|--------|------|------|----------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| The World Bank Group takes decisions quickly in Macedonia | 79 | 6.65 | 2.23 | 23 | 6.74 | 2.42 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them | 64 | 7.45 | 2.26 | 18 | 7.22 | 2.21 |



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁸

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY16 Macedonia COS questionnaire: All 10-point scale questions and question B4 "When thinking about how the World Bank Group can have the most impact on development results in Macedonia, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Macedonia?"

● Collaborating with the WBG N=128 ● Not collaborating with the WBG N=71

B. Overall Attitudes toward the World Bank Group

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| How familiar are you with the work of the World Bank Group in Macedonia?* | 125 | 6.62 | 2.08 | 70 | 5.14 | 2.32 |

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

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall, please rate your impression of the World Bank Group's effectiveness in Macedonia.* | 118 | 7.07 | 1.90 | 53 | 5.45 | 1.87 |

(1-Not effective at all, 10-Very effective) *Significantly different between collaborators and non-collaborators

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent do you believe the World Bank Group's staff is well prepared to help Macedonia solve its most complicated development challenges?* | 113 | 7.68 | 1.85 | 54 | 6.67 | 1.89 |

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

¹⁸ 199 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

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

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

| Percentage of Respondents (Responses combined) | Collaborating with the WBG | Not collaborating with the WBG |
|---|-------------------------------|-----------------------------------|
| Energy | 17.1% | 8.7% |
| Water and sanitation | 3.3% | 0.0% |
| Pollution | 4.9% | 7.2% |
| Job creation/employment* | 34.1% | 14.5% |
| Health | 6.5% | 7.2% |
| Financial markets | 4.1% | 10.1% |
| Social protection | 4.1% | 4.3% |
| EU integration | 13.0% | 18.8% |
| Gender equity | 0.0% | 0.0% |
| Private sector development | 26.8% | 31.9% |
| Education | 18.7% | 18.8% |
| Public sector governance/reform | 27.6% | 30.4% |
| Global/regional integration | 4.1% | 7.2% |
| Food safety | 0.8% | 0.0% |
| Urban development | 4.9% | 1.4% |
| Judiciary reform* | 7.3% | 18.8% |
| Economic growth | 34.1% | 36.2% |
| Disaster risk management | 0.0% | 0.0% |
| Equality of opportunity | 4.9% | 4.3% |
| Disease | 0.0% | 0.0% |
| Information and communications technology | 3.3% | 0.0% |
| Transport | 13.8% | 13.0% |
| Agriculture and rural development | 13.8% | 15.9% |
| Trade and exports | 2.4% | 7.2% |
| Crime and violence | 0.0% | 1.4% |
| Natural resource management | 4.9% | 5.8% |
| Climate change* | 6.5% | 0.0% |
| Poverty reduction | 17.1% | 11.6% |
| Anti corruption | 12.2% | 17.4% |

*Significantly different between collaborators and non-collaborators

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Macedonia Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|-------------------------------|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Investment Project Financing* | 76 | 7.28 | 2.11 | 37 | 5.41 | 2.42 |
| Development Policy Financing* | 73 | 6.86 | 2.14 | 36 | 5.11 | 2.26 |
| Trust funds and grants* | 67 | 7.03 | 2.29 | 29 | 4.69 | 2.33 |
| Guarantees* | 52 | 6.56 | 2.42 | 26 | 4.54 | 2.08 |
| IFC Investment Services* | 51 | 6.18 | 2.14 | 31 | 4.65 | 2.23 |
| IFC Advisory Services* | 57 | 6.32 | 2.35 | 35 | 4.77 | 2.26 |

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

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall the World Bank Group currently plays a relevant role in development in Macedonia* | 108 | 7.15 | 1.81 | 58 | 5.45 | 2.07 |
| The World Bank Group's work is aligned with what I consider the development priorities for Macedonia* | 111 | 7.22 | 1.87 | 57 | 5.25 | 2.13 |

*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 Macedonia, in terms of each of the following?
(1-To no degree at all, 10-To a very significant degree)

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Responsiveness to needs* | 79 | 7.13 | 1.77 | 41 | 5.32 | 2.24 |
| Flexibility (in terms of the institution's products and services)* | 86 | 6.78 | 1.97 | 37 | 4.59 | 2.07 |
| Flexibility (in terms of changing country circumstances)* | 81 | 6.58 | 2.02 | 38 | 4.55 | 1.98 |
| Being inclusive* | 84 | 7.15 | 1.95 | 42 | 5.31 | 2.26 |
| Openness (sharing data and other information)* | 87 | 7.55 | 1.85 | 46 | 6.04 | 2.68 |
| Collaboration with the Government* | 79 | 7.71 | 1.83 | 41 | 6.37 | 2.33 |
| The speed in which it gets things accomplished on the ground* | 79 | 6.46 | 1.99 | 40 | 5.35 | 2.42 |
| Helping to bring discipline/effective supervision to implementation of investment projects* | 75 | 7.55 | 1.85 | 36 | 4.94 | 2.20 |
| Collaboration with civil society* | 72 | 6.83 | 2.13 | 36 | 4.44 | 2.14 |
| Staff accessibility* | 91 | 7.91 | 1.90 | 44 | 6.25 | 2.91 |
| Collaboration with other donors and development partners* | 71 | 7.31 | 1.96 | 29 | 5.28 | 2.36 |
| Collaboration with the private sector* | 62 | 6.37 | 2.20 | 34 | 4.79 | 2.37 |
| Straightforwardness and honesty* | 85 | 7.66 | 1.94 | 42 | 6.62 | 2.39 |
| Treating clients and stakeholders in Macedonia with respect* | 87 | 8.24 | 1.87 | 44 | 6.82 | 2.74 |
| Being a long-term partner* | 88 | 8.67 | 1.67 | 47 | 7.17 | 2.56 |

**Significantly different between collaborators and non-collaborators*



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 Macedonia? (1-Not important at all, 10-Very important)

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Social protection | 94 | 7.26 | 2.41 | 55 | 6.58 | 2.69 |
| Gender equity* | 86 | 6.34 | 2.53 | 54 | 5.46 | 2.42 |
| Private sector development | 97 | 8.45 | 1.70 | 55 | 8.16 | 2.02 |
| Education | 96 | 8.59 | 1.83 | 56 | 8.37 | 2.05 |
| Public sector governance/reform | 97 | 8.61 | 1.82 | 56 | 8.25 | 1.93 |
| Global/regional integration* | 94 | 7.99 | 1.91 | 56 | 7.12 | 2.32 |
| Food safety* | 85 | 7.09 | 2.51 | 55 | 6.24 | 2.47 |
| Urban development* | 84 | 7.50 | 2.11 | 55 | 6.55 | 2.24 |
| Energy* | 95 | 8.57 | 1.74 | 54 | 7.61 | 2.07 |
| Water and sanitation | 93 | 7.81 | 2.16 | 54 | 7.20 | 2.01 |
| EU integration | 94 | 7.86 | 2.30 | 56 | 7.37 | 2.60 |
| Pollution | 96 | 8.45 | 1.94 | 51 | 7.92 | 2.23 |
| Job creation/employment | 96 | 8.68 | 1.88 | 55 | 8.02 | 2.20 |
| Health | 91 | 8.24 | 2.12 | 55 | 7.51 | 2.29 |
| Financial markets | 91 | 8.18 | 1.91 | 53 | 7.72 | 2.05 |
| Transport | 96 | 8.55 | 1.85 | 55 | 8.02 | 1.99 |
| Agriculture and rural development | 97 | 8.00 | 1.99 | 51 | 7.65 | 1.93 |
| Trade and exports | 86 | 7.77 | 2.17 | 54 | 7.09 | 2.17 |
| Crime and violence | 85 | 6.91 | 2.77 | 54 | 6.39 | 2.44 |
| Natural resource management | 89 | 7.26 | 2.42 | 54 | 7.11 | 2.34 |
| Climate change* | 90 | 8.02 | 2.18 | 53 | 6.72 | 2.66 |
| Poverty reduction | 95 | 8.57 | 1.88 | 56 | 8.21 | 1.79 |
| Anti corruption | 91 | 8.19 | 2.14 | 54 | 8.26 | 2.17 |
| Judiciary reform | 93 | 8.24 | 2.14 | 54 | 8.22 | 2.19 |
| Economic growth | 101 | 8.87 | 1.83 | 57 | 8.37 | 1.90 |
| Disaster risk management* | 86 | 7.44 | 2.19 | 52 | 6.50 | 2.22 |
| Equality of opportunity | 87 | 7.79 | 2.39 | 52 | 7.37 | 2.43 |
| Disease | 85 | 6.67 | 2.60 | 53 | 6.25 | 2.59 |
| Information and communications technology | 88 | 7.52 | 2.53 | 54 | 6.85 | 2.53 |

*Significantly different between collaborators and non-collaborators

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

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

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|--|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Social protection* | 43 | 6.60 | 2.31 | 20 | 5.30 | 2.15 |
| Gender equity* | 40 | 6.27 | 1.92 | 22 | 5.23 | 2.05 |
| Private sector development* | 56 | 6.73 | 2.18 | 28 | 5.75 | 1.86 |
| Education* | 55 | 7.15 | 1.91 | 25 | 5.16 | 1.97 |
| Public sector governance/reform* | 55 | 6.96 | 2.16 | 26 | 4.88 | 1.90 |
| Global/regional integration* | 39 | 6.87 | 1.94 | 18 | 5.56 | 1.92 |
| Food safety | 30 | 6.17 | 2.25 | 12 | 4.83 | 1.59 |
| Urban development* | 45 | 7.13 | 2.02 | 15 | 5.27 | 2.25 |
| Energy* | 51 | 7.18 | 2.02 | 21 | 4.95 | 2.06 |
| Water and sanitation* | 45 | 7.16 | 2.00 | 20 | 5.05 | 1.67 |
| EU integration* | 43 | 6.84 | 2.22 | 17 | 5.00 | 2.03 |
| Pollution* | 44 | 6.36 | 2.49 | 18 | 4.61 | 2.28 |
| Job creation/employment* | 57 | 7.40 | 1.91 | 24 | 5.00 | 2.13 |
| Health* | 40 | 7.10 | 2.17 | 20 | 4.90 | 2.22 |
| Financial markets* | 49 | 7.18 | 1.92 | 18 | 5.39 | 1.97 |
| Transport* | 56 | 7.80 | 2.06 | 24 | 6.04 | 2.18 |
| Agriculture and rural development* | 46 | 7.43 | 2.02 | 19 | 5.11 | 2.11 |
| Trade and exports* | 45 | 6.80 | 2.23 | 16 | 5.13 | 2.09 |
| Natural resource management* | 32 | 6.37 | 2.54 | 14 | 4.36 | 1.78 |
| Climate change | 45 | 6.44 | 2.50 | 16 | 5.19 | 2.23 |
| Poverty reduction* | 55 | 7.15 | 2.21 | 28 | 4.96 | 2.38 |
| Judiciary reform* | 35 | 6.51 | 2.38 | 20 | 4.00 | 2.20 |
| Economic growth* | 61 | 7.59 | 1.96 | 27 | 5.59 | 2.36 |
| Disaster risk management | 34 | 6.15 | 2.61 | 17 | 4.71 | 2.11 |
| Equality of opportunity* | 42 | 7.10 | 2.47 | 22 | 5.09 | 2.41 |
| Disease | 29 | 6.03 | 2.72 | 13 | 4.92 | 2.02 |
| Information and communications technology* | 43 | 7.14 | 2.24 | 15 | 5.33 | 2.26 |

*Significantly different between collaborators and non-collaborators

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|--|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent does the World Bank Group's work help to achieve development results in Macedonia?* | 97 | 6.95 | 1.78 | 47 | 5.51 | 2.27 |

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

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

(1-Strongly disagree, 10-Strongly agree)

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| The World Bank Group's financial instruments meet the needs of Macedonia* | 90 | 6.86 | 1.98 | 44 | 4.98 | 2.28 |
| The World Bank Group meets Macedonia's needs for knowledge services* | 94 | 7.15 | 1.96 | 46 | 5.37 | 2.43 |

*Significantly different between collaborators and non-collaborators



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

In Macedonia, 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)

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Are timely* | 75 | 7.24 | 1.94 | 36 | 6.08 | 2.14 |
| Include appropriate level of stakeholder involvement during preparation* | 78 | 7.22 | 1.91 | 43 | 5.88 | 2.22 |
| Lead to practical solutions* | 81 | 7.26 | 1.89 | 41 | 6.00 | 2.18 |
| Are accessible (well written and easy to understand)* | 84 | 7.50 | 2.02 | 43 | 6.63 | 2.24 |
| Are source of relevant information on global good practices* | 84 | 8.12 | 1.59 | 44 | 7.07 | 2.29 |
| Are relevant to country challenges* | 81 | 7.67 | 1.81 | 44 | 6.30 | 2.12 |
| Are adequately disseminated* | 78 | 7.24 | 2.05 | 42 | 5.71 | 2.63 |
| Are translated enough into local language | 72 | 6.93 | 2.32 | 39 | 6.21 | 2.54 |
| Are adaptable to Macedonia's specific development challenges and country circumstances* | 77 | 7.01 | 2.05 | 41 | 5.95 | 2.37 |

*Significantly different between collaborators and non-collaborators

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | 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?* | 93 | 7.57 | 1.83 | 48 | 6.19 | 2.44 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* | 94 | 7.84 | 1.67 | 41 | 6.63 | 2.12 |

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

*Significantly different between collaborators and non-collaborators

E. Working with the World Bank Group

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

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| The World Bank Group disburses funds promptly* | 58 | 8.00 | 1.70 | 28 | 6.57 | 2.33 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports | 84 | 7.99 | 1.62 | 36 | 7.36 | 1.88 |
| The World Bank Group's approvals and reviews are done in a timely fashion | 70 | 7.61 | 2.05 | 30 | 6.90 | 1.99 |
| The World Bank Group's "Safeguard Policy" requirements are reasonable* | 66 | 7.70 | 1.83 | 24 | 6.58 | 2.10 |
| The World Bank Group's conditions on its lending are reasonable* | 62 | 7.73 | 1.98 | 30 | 6.37 | 1.92 |
| The World Bank Group takes decisions quickly in Macedonia | 72 | 6.85 | 2.25 | 27 | 6.22 | 2.22 |
| Working with the World Bank Group increases Macedonia's institutional capacity* | 77 | 7.87 | 1.81 | 38 | 6.89 | 2.65 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them* | 54 | 7.80 | 2.07 | 26 | 6.58 | 2.37 |
| The World Bank Group provides effective implementation support* | 76 | 8.18 | 1.59 | 29 | 6.79 | 2.48 |

*Significantly different between collaborators and non-collaborators

**E. Working with the World Bank Group (continued)**

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|--|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Macedonia?* | 60 | 6.4 | 2.13 | 38 | 5.26 | 2.37 |
| To what extent do you believe the World Bank Group measures and corrects its work in real time in Macedonia? | 66 | 6.67 | 2.19 | 35 | 5.83 | 2.53 |

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

*Significantly different between collaborators and non-collaborators

G. Communication and Information Sharing

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

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| I find the World Bank Group's websites easy to navigate* | 91 | 7.70 | 1.80 | 39 | 6.54 | 2.33 |
| I find the information on the World Bank Group's websites useful* | 92 | 8.16 | 1.65 | 38 | 7.18 | 2.25 |
| The World Bank Group's social media channels are valuable sources of information about the institution* | 61 | 7.02 | 2.16 | 22 | 5.45 | 2.44 |
| When I need information from the World Bank Group I know how to find it* | 94 | 7.74 | 2.16 | 39 | 6.79 | 2.21 |
| The World Bank Group is responsive to my information requests and inquiries* | 80 | 8.15 | 1.94 | 24 | 6.92 | 2.26 |

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to Selected Questions by Year¹⁹

All data presented in this appendix are weighted. As a result, means of the FY 2017 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2014 respondents and the total number of respondents indicated may differ from those reported in the FY 2014 COS report.

- FY 2014 Number of comparable respondents = 205 • FY 2017 Number of comparable respondents = 200

By weighting, the FY 2014 and FY 2017 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

| Percentage of Respondents | FY 2014 | FY 2017 |
|---|---------|---------|
| Office of the President/Prime Minister/Minister | 6.0% | 6.0% |
| Office of Parliamentarian | 1.0% | 1.0% |
| Government institutions | 33.0% | 33.0% |
| Local Government | 14.0% | 14.0% |
| Bilateral/multilateral agencies | 8.0% | 8.0% |
| Civil society | 10.0% | 10.0% |
| Private sector | 14.0% | 14.0% |
| Academia | 8.0% | 8.0% |
| Media | 6.0% | 6.0% |

A. General Issues facing Macedonia

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

| Percentage of Respondents | FY 2014 | FY 2017 |
|---------------------------|---------|---------|
| The right direction | 49.5% | 34.2% |
| The wrong direction | 26.0% | 32.1% |
| Not sure | 24.5% | 33.7% |

**Significantly different between FY2017 and FY2014*

B. Overall Attitudes toward the World Bank Group

| | FY 2014 | | | FY 2017 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| How familiar are you with the work of the World Bank Group in Macedonia?* | 201 | 6.50 | 1.85 | 194 | 6.08 | 2.27 |

*(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY2017 and FY2014*

| | FY 2014 | | | FY 2017 | | |
|--|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall, please rate your impression of the World Bank Group's effectiveness in Macedonia. | 194 | 6.71 | 2.04 | 169 | 6.60 | 2.01 |

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

| | FY 2014 | | | FY 2017 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Macedonia solve its most complicated development challenges? | 191 | 7.16 | 1.86 | 166 | 7.38 | 1.91 |

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

¹⁹ Only those questions that were asked in the FY 2014 and FY 2017 country opinion surveys, with similar response scales/options, are presented in this appendix.

**B. Overall Attitudes toward the World Bank Group (continued)****To what extent do you agree with the following statements about the World Bank Group's work in Macedonia?***(1-Strongly disagree, 10-Strongly agree)*

| | FY 2014 | | | FY 2017 | | |
|--|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall the World Bank Group currently plays a relevant role in development in Macedonia* | 189 | 7.01 | 2.04 | 162 | 6.54 | 2.05 |
| The World Bank Group's work is aligned with what I consider the development priorities for Macedonia | 187 | 6.82 | 1.90 | 164 | 6.55 | 2.14 |

Significantly different between FY2017 and FY2014*To what extent is the World Bank Group an effective development partner in Macedonia, in terms of each of the following?***(1-To no degree at all, 10-To a very significant degree)*

| | FY 2014 | | | FY 2017 | | |
|--|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Responsiveness to needs* | 171 | 7.53 | 1.88 | 120 | 6.51 | 2.09 |
| Flexibility (in terms of the institution's products and services)* | 170 | 7.08 | 1.83 | 122 | 6.10 | 2.19 |
| Flexibility (in terms of changing country circumstances)* | 171 | 7.11 | 2.02 | 118 | 6.00 | 2.20 |
| Being inclusive* | 167 | 7.23 | 1.94 | 125 | 6.56 | 2.19 |
| Openness (sharing data and other information) | 186 | 7.19 | 2.15 | 132 | 7.07 | 2.24 |
| Collaboration with the Government* | 178 | 8.18 | 1.62 | 119 | 7.28 | 2.07 |
| The speed in which it gets things accomplished on the ground* | 176 | 7.47 | 1.80 | 119 | 6.10 | 2.15 |
| Helping to bring discipline/effective supervision to implementation of investment projects | | | | 110 | 6.75 | 2.28 |
| Collaboration with civil society | | | | 107 | 6.05 | 2.35 |
| Staff accessibility | 176 | 7.34 | 2.19 | 136 | 7.41 | 2.35 |
| Collaboration with other donors and development partners* | 156 | 7.55 | 1.89 | 100 | 6.81 | 2.24 |
| Collaboration with the private sector | | | | 95 | 5.87 | 2.34 |
| Straightforwardness and honesty | 168 | 7.66 | 1.96 | 125 | 7.37 | 2.11 |
| Treating clients and stakeholders in Macedonia with respect | 185 | 7.62 | 1.91 | 129 | 7.80 | 2.26 |
| Being a long-term partner | 183 | 8.21 | 1.75 | 133 | 8.19 | 2.08 |

**Significantly different between FY2017 and FY2014*



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

| | FY 2014 | | | FY 2017 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Social protection | 183 | 7.30 | 2.30 | 146 | 6.98 | 2.53 |
| Gender equity* | 182 | 6.74 | 2.49 | 137 | 5.95 | 2.50 |
| Private sector development | 191 | 8.41 | 1.72 | 149 | 8.33 | 1.82 |
| Education* | 187 | 8.02 | 1.92 | 150 | 8.50 | 1.92 |
| Public sector governance/reform* | 188 | 7.86 | 1.86 | 150 | 8.44 | 1.90 |
| Global/regional integration | | | | 148 | 7.70 | 2.10 |
| Food safety | | | | 138 | 6.75 | 2.52 |
| Urban development | | | | 138 | 7.16 | 2.17 |
| Energy | 189 | 8.39 | 1.75 | 148 | 8.21 | 1.87 |
| Water and sanitation | 186 | 7.83 | 1.94 | 146 | 7.60 | 2.11 |
| EU integration | 190 | 7.29 | 2.54 | 147 | 7.65 | 2.41 |
| Pollution | | | | 146 | 8.20 | 2.07 |
| Job creation/employment | 192 | 8.29 | 1.83 | 149 | 8.41 | 2.03 |
| Health | 188 | 7.90 | 1.97 | 144 | 7.91 | 2.24 |
| Financial markets | | | | 143 | 7.98 | 1.99 |
| Transport | 192 | 8.59 | 1.73 | 150 | 8.36 | 1.89 |
| Agriculture and rural development | | | | 146 | 7.86 | 1.96 |
| Trade and exports | 185 | 7.55 | 2.05 | 138 | 7.51 | 2.17 |
| Crime and violence | | | | 139 | 6.65 | 2.66 |
| Natural resource management | | | | 142 | 7.16 | 2.43 |
| Climate change | 190 | 7.42 | 2.22 | 141 | 7.51 | 2.44 |
| Poverty reduction | 191 | 8.32 | 1.76 | 149 | 8.40 | 1.87 |
| Anti corruption* | 179 | 7.40 | 2.44 | 144 | 8.19 | 2.16 |
| Judiciary reform | | | | 145 | 8.18 | 2.17 |
| Economic growth | 194 | 8.57 | 1.58 | 157 | 8.68 | 1.86 |
| Disaster risk management* | 181 | 6.54 | 2.34 | 136 | 7.06 | 2.26 |
| Equality of opportunity* | 181 | 6.95 | 2.38 | 138 | 7.58 | 2.41 |
| Disease | | | | 136 | 6.44 | 2.61 |
| Information and communications technology | 187 | 7.25 | 2.11 | 140 | 7.20 | 2.56 |

*Significantly different between FY2017 and FY2014

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

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

| | FY 2014 | | | FY 2017 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Social protection | 101 | 6.38 | 2.56 | 61 | 6.27 | 2.31 |
| Gender equity | 83 | 6.16 | 2.61 | 60 | 6.00 | 1.96 |
| Private sector development | 117 | 6.59 | 2.21 | 83 | 6.44 | 2.06 |
| Education | 114 | 6.52 | 2.51 | 79 | 6.56 | 2.10 |
| Public sector governance/reform | 122 | 6.59 | 2.22 | 80 | 6.34 | 2.29 |
| Global/regional integration | | | | 58 | 6.57 | 1.97 |
| Food safety | | | | 40 | 5.88 | 2.10 |
| Urban development | | | | 61 | 6.89 | 2.17 |
| Energy* | 117 | 7.30 | 2.28 | 71 | 6.60 | 2.23 |
| Water and sanitation | 117 | 7.01 | 2.21 | 67 | 6.69 | 2.11 |
| EU integration | 103 | 5.90 | 2.59 | 59 | 6.37 | 2.31 |
| Pollution | | | | 62 | 5.93 | 2.54 |
| Job creation/employment | 121 | 6.26 | 2.48 | 80 | 6.75 | 2.20 |
| Health | 108 | 6.54 | 2.33 | 60 | 6.48 | 2.38 |
| Financial markets | | | | 66 | 6.79 | 2.03 |
| Transport | 136 | 7.36 | 1.94 | 82 | 7.42 | 2.16 |
| Agriculture and rural development | | | | 66 | 6.92 | 2.27 |
| Trade and exports | 99 | 6.36 | 2.39 | 61 | 6.52 | 2.24 |
| Natural resource management | | | | 45 | 5.87 | 2.50 |
| Climate change | 104 | 6.76 | 2.43 | 61 | 6.15 | 2.45 |
| Poverty reduction | 121 | 6.36 | 2.45 | 82 | 6.45 | 2.44 |
| Judiciary reform | | | | 54 | 5.67 | 2.61 |
| Economic growth | 119 | 7.08 | 2.22 | 88 | 7.02 | 2.25 |
| Disaster risk management | 80 | 6.11 | 2.46 | 50 | 5.75 | 2.50 |
| Equality of opportunity | 85 | 5.91 | 2.63 | 63 | 6.52 | 2.56 |
| Disease | | | | 41 | 5.81 | 2.52 |
| Information and communications technology | 87 | 6.40 | 2.40 | 57 | 6.82 | 2.31 |

*Significantly different between FY2017 and FY2014

| | FY 2014 | | | FY 2017 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent does the World Bank Group's work help to achieve development results in Macedonia? | 189 | 6.67 | 1.86 | 145 | 6.51 | 2.05 |

(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 Macedonia?

(1-Strongly disagree, 10-Strongly agree)

| | FY 2014 | | | FY 2017 | | |
|--|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| The World Bank Group's financial instruments meet the needs of Macedonia | 184 | 6.49 | 2.02 | 136 | 6.29 | 2.25 |
| The World Bank Group meets Macedonia's needs for knowledge services | 181 | 6.51 | 2.08 | 141 | 6.59 | 2.23 |

**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 | FY 2014 | FY 2017 |
|---------------------------|---------|---------|
| Weekly | 3.9% | 6.5% |
| Monthly | 19.7% | 20.1% |
| A few times a year | 39.4% | 38.5% |
| Rarely | 29.1% | 24.3% |
| Never | 7.9% | 10.7% |

In Macedonia, 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)*

| | FY 2014 | | | FY 2017 | | |
|--|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Are timely | 164 | 7.02 | 1.99 | 111 | 6.93 | 2.05 |
| Include appropriate level of stakeholder involvement during preparation | 167 | 6.73 | 2.04 | 120 | 6.80 | 2.08 |
| Lead to practical solutions | 171 | 7.37 | 1.92 | 121 | 6.93 | 2.04 |
| Are accessible (well written and easy to understand) | 178 | 7.22 | 1.96 | 126 | 7.28 | 2.06 |
| Are source of relevant information on global good practices | 174 | 7.69 | 1.90 | 127 | 7.80 | 1.86 |
| Are relevant to country challenges | | | | 124 | 7.22 | 1.98 |
| Are adequately disseminated | 164 | 6.81 | 2.29 | 119 | 6.77 | 2.34 |
| Are translated enough into local language | 158 | 6.71 | 2.20 | 110 | 6.69 | 2.38 |
| Are adaptable to Macedonia's specific development challenges and country circumstances | 169 | 7.14 | 2.10 | 118 | 6.67 | 2.18 |

| | FY 2014 | | | FY 2017 | | |
|--|---------|------|------|---------|------|------|
| | 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? | 193 | 7.49 | 1.85 | 140 | 7.10 | 2.13 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? | 178 | 7.38 | 1.77 | 136 | 7.49 | 1.89 |

*(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)**

| | FY 2014 | | | FY 2017 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| The World Bank Group disburses funds promptly | 138 | 7.59 | 1.92 | 89 | 7.64 | 1.95 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports | 176 | 7.56 | 1.95 | 124 | 7.88 | 1.66 |
| The World Bank Group's approvals and reviews are done in a timely fashion | 157 | 7.51 | 1.96 | 104 | 7.50 | 2.02 |
| The World Bank Group's "Safeguard Policy" requirements are reasonable | 143 | 7.36 | 1.95 | 91 | 7.45 | 1.92 |
| The World Bank Group's conditions on its lending are reasonable | 158 | 7.40 | 1.98 | 96 | 7.39 | 2.00 |
| The World Bank Group takes decisions quickly in Macedonia | 151 | 7.18 | 2.04 | 102 | 6.76 | 2.21 |
| Working with the World Bank Group increases Macedonia's institutional capacity | 181 | 7.59 | 1.96 | 119 | 7.64 | 2.11 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them | 142 | 7.34 | 1.97 | 82 | 7.46 | 2.19 |
| The World Bank Group provides effective implementation support | 170 | 7.73 | 1.88 | 110 | 7.83 | 1.93 |

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

When considering the combination of services that the World Bank Group offers in Macedonia, 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 Macedonia?

| Percentage of Respondents | FY 2014 | FY 2017 |
|--|---------|---------|
| Financial services | 43.6% | 40.2% |
| Knowledge products | 26.2% | 23.2% |
| Convening services | 5.4% | 2.4% |
| None of the above | 3.5% | 1.2% |
| The combination is appropriate for Macedonia | 12.9% | 21.3% |
| Don't know | 8.4% | 11.6% |

G. Communication and Information Sharing

Are you aware of the World Bank Group's Access to Information Policies under which the WBG discloses any information in its possession that is not a list of exceptions?

| Percentage of Respondents | FY 2014 | FY 2017 |
|---------------------------|---------|---------|
| Yes | 25.1% | 22.0% |
| No | 74.9% | 78.0% |

Do you have access to the Internet?

| Percentage of Respondents | FY 2014 | FY 2017 |
|---------------------------|---------|---------|
| Yes | 99.5% | 96.9% |
| No | 0.5% | 3.1% |

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

| Percentage of Respondents | FY 2014 | FY 2017 |
|---------------------------|---------|---------|
| Yes | 85.3% | 79.4% |
| No | 14.7% | 20.6% |

Which Internet connection do you use primarily when visiting a World Bank Group website?

| Percentage of Respondents | FY 2014 | FY 2017 |
|---------------------------|---------|---------|
| High speed/WiFi | 95.4% | 94.9% |
| Dial-up | 4.6% | 5.1% |

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

| | FY 2014 | | | FY 2017 | | |
|--|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| I find the World Bank Group's websites easy to navigate | 170 | 7.22 | 1.88 | 129 | 7.46 | 2.00 |
| I find the information on the World Bank Group's websites useful | 169 | 7.82 | 1.83 | 128 | 7.94 | 1.82 |
| The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution | 142 | 6.44 | 2.42 | 80 | 6.68 | 2.30 |
| 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.) | 198 | 7.38 | 2.25 | 133 | 7.42 | 2.27 |
| The World Bank Group is responsive to my information requests and inquiries | 173 | 7.61 | 2.28 | 101 | 7.88 | 2.08 |



Appendix F: Indicator Questions as a Function of Exposure to the World Bank Group

| Indicator Question | Currently, do you professionally collaborate/work with the World Bank Group in your country? | | Which of the following describes most of your exposure to the World Bank Group in Macedonia? (Choose no more than TWO) | | | | | | | | | |
|--|--|----------------------------|--|----------|----------------------|----------|--------------------------|----------|-------------|----------|-----------------|----------|
| | | | Observer | | Use WBG reports/data | | Engage in WBG activities | | Collaborate | | Use WBG website | |
| | Not collaborating with the WBG | Collaborating with the WBG | 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 Macedonia. | 5.45 | 7.07 | 6.73 | 5.52 | 6.68 | 6.31 | 6.49 | 6.69 | 6.02 | 7.11 | 6.54 | 6.56 |
| Overall the World Bank Group currently plays a relevant role in development in Macedonia | 5.45 | 7.15 | 6.72 | 5.52 | 6.51 | 6.53 | 6.53 | 6.48 | 6.20 | 6.87 | 6.52 | 6.51 |
| The World Bank Group's work is aligned with what I consider the development priorities for Macedonia | 5.25 | 7.22 | 6.75 | 5.22 | 6.39 | 6.72 | 6.53 | 6.43 | 6.14 | 6.91 | 6.59 | 6.23 |
| Responsiveness to needs | 5.32 | 7.13 | 6.62 | 5.83 | 6.53 | 6.45 | 6.40 | 6.81 | 6.29 | 6.73 | 6.55 | 6.35 |
| Flexibility (in terms of the institution's products and services) | 4.59 | 6.78 | 6.32 | 5.06 | 6.05 | 6.33 | 6.06 | 6.38 | 5.81 | 6.47 | 6.29 | 5.72 |
| Flexibility (in terms of changing country circumstances) | 4.55 | 6.58 | 6.12 | 4.76 | 5.99 | 5.83 | 5.79 | 6.34 | 5.38 | 6.48 | 6.13 | 5.38 |
| Being inclusive | 5.31 | 7.15 | 6.81 | 5.00 | 6.26 | 7.02 | 6.39 | 6.97 | 6.25 | 6.83 | 6.77 | 5.89 |
| Openness (sharing data and other information) | 6.04 | 7.55 | 7.20 | 6.14 | 6.66 | 7.68 | 6.93 | 7.35 | 6.96 | 7.13 | 7.08 | 6.91 |
| Collaboration with the Government | 6.37 | 7.71 | 7.48 | 5.56 | 7.20 | 7.19 | 7.03 | 7.68 | 6.68 | 7.75 | 7.33 | 6.80 |
| The speed in which it gets things accomplished on the ground | 5.35 | 6.46 | 6.32 | 4.65 | 5.92 | 6.40 | 5.98 | 6.39 | 5.84 | 6.36 | 6.18 | 5.79 |
| Helping to bring discipline/effective supervision to implementation of investment projects | 4.94 | 7.55 | 6.92 | 5.33 | 6.65 | 6.83 | 6.72 | 6.67 | 6.13 | 7.26 | 6.75 | 6.56 |
| Collaboration with civil society | 4.44 | 6.83 | 6.23 | 5.06 | 5.92 | 6.26 | 5.94 | 6.31 | 5.67 | 6.49 | 6.04 | 6.03 |
| Staff accessibility | 6.25 | 7.91 | 7.58 | 6.00 | 7.03 | 7.98 | 7.17 | 7.89 | 6.91 | 7.75 | 7.58 | 6.68 |
| Collaboration with other donors and development partners | 5.28 | 7.31 | 6.88 | 5.71 | 6.63 | 6.89 | 6.54 | 7.23 | 6.18 | 7.23 | 6.91 | 6.15 |
| Collaboration with the private sector | 4.79 | 6.37 | 6.04 | 5.00 | 5.69 | 6.08 | 5.58 | 6.60 | 5.53 | 6.23 | 6.14 | 5.00 |
| Straightforwardness and honesty | 6.62 | 7.66 | 7.46 | 6.55 | 6.99 | 7.93 | 7.08 | 7.97 | 7.45 | 7.18 | 7.38 | 7.16 |
| Treating clients and stakeholders in Macedonia with respect | 6.82 | 8.24 | 7.91 | 6.90 | 7.33 | 8.55 | 7.67 | 8.00 | 7.61 | 7.92 | 7.74 | 7.82 |
| Being a long-term partner | 7.17 | 8.67 | 8.38 | 6.80 | 7.80 | 8.71 | 7.98 | 8.63 | 8.08 | 8.21 | 8.08 | 8.36 |
| To what extent does the World Bank Group's work help to achieve development results in Macedonia? | 5.51 | 6.95 | 6.55 | 6.08 | 6.56 | 6.30 | 6.39 | 6.66 | 6.27 | 6.70 | 6.48 | 6.42 |
| The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Macedonia | 4.98 | 6.86 | 6.40 | 5.41 | 6.24 | 6.24 | 6.30 | 6.10 | 5.76 | 6.82 | 6.23 | 6.29 |
| The World Bank Group meets Macedonia's needs for knowledge services (e.g., research, analysis, data, technical assistance) | 5.37 | 7.15 | 6.69 | 6.13 | 6.34 | 7.04 | 6.84 | 5.98 | 6.25 | 7.00 | 6.54 | 6.78 |
| The World Bank Group's knowledge work and activities are adaptable to Macedonia's specific development challenges and country circumstances | 5.95 | 7.01 | 6.78 | 5.89 | 6.37 | 7.09 | 6.64 | 6.66 | 6.60 | 6.70 | 6.60 | 6.77 |
| Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? | 6.19 | 7.57 | 7.12 | 6.88 | 6.94 | 7.35 | 7.11 | 7.00 | 7.01 | 7.16 | 7.05 | 7.16 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? | 6.63 | 7.84 | 7.48 | 7.42 | 7.39 | 7.63 | 7.51 | 7.40 | 7.49 | 7.46 | 7.41 | 7.72 |
| The World Bank Group takes decisions quickly in Macedonia | 6.22 | 6.85 | 6.65 | 6.79 | 6.76 | 6.41 | 6.80 | 6.32 | 6.24 | 7.00 | 6.74 | 6.41 |
| Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them | 6.58 | 7.80 | 7.48 | 6.91 | 7.29 | 7.79 | 7.34 | 7.54 | 7.11 | 7.66 | 7.33 | 7.62 |

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: Macedonia FY 2017 Questionnaire



World Bank Group Country Survey FY 2017 – Macedonia

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

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 MACEDONIA

| A1. In general would you say that Macedonia 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 Macedonia. | | | |
| Please identify which of the following you consider the most important development priorities in Macedonia. (Choose no more than THREE) | | | |
| 1 | Social protection (e.g., pensions, targeted social assistance) | 16 | Transport (e.g., roads, bridges, transportation) |
| 2 | Gender equity | 17 | Agriculture and rural development |
| 3 | Private sector development | 18 | Trade and exports |
| 4 | Education | 19 | Crime and violence |
| 5 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 20 | Natural resource management |
| 6 | EU integration | 21 | Climate change (e.g., mitigation, adaptation) |
| 7 | Global/regional integration | 22 | Poverty reduction |
| 8 | Food safety | 23 | Anti corruption |
| 9 | Urban development | 24 | Judiciary reform |
| 10 | Energy (incl. renewable energy) | 25 | Economic growth |
| 11 | Water and sanitation | 26 | Disaster risk management |
| 12 | Pollution | 27 | Equality of opportunity (i.e., social inclusion) |
| 13 | Job creation/employment | 28 | Disease (e.g., HIV/AIDS) |
| 14 | Health | 29 | Information and communications technology |
| 15 | Financial markets | | |

| | | | |
|---|--|----|---|
| 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 Macedonia? (Choose no more than THREE) | | | |
| 1 | Economic growth | 15 | Water and sanitation |
| 2 | Disaster risk management | 16 | EU integration |
| 3 | Equality of opportunity (i.e., social inclusion) | 17 | Pollution |
| 4 | Disease (e.g., HIV/AIDS) | 18 | Job creation/employment |
| 5 | Information and communications technology | 19 | Health |
| 6 | Social protection (e.g., pensions, targeted social assistance) | 20 | Financial markets |
| 7 | Agriculture and rural development | 21 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) |
| 8 | Trade and exports | 22 | Gender equity |
| 9 | Crime and violence | 23 | Private sector development |
| 10 | Climate change (e.g., mitigation, adaptation) | 24 | Education |
| 11 | Transport (e.g., roads, bridges, transportation) | 25 | Global/regional integration |
| 12 | Energy (incl. renewable energy) | 26 | Food safety |
| 13 | Anti corruption | 27 | Urban development |
| 14 | Judiciary reform | 28 | Natural resource management |

**SECTION A: GENERAL ISSUES**

A4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Macedonia? (Choose no more than TWO)

| | |
|----|---|
| 1 | Greater access to health and nutrition for citizens |
| 2 | Better entrepreneurial opportunities (i.e., to start small and medium sized businesses) |
| 3 | A growing middle class |
| 4 | Better opportunity for the poor who live in rural areas |
| 5 | Better opportunity for the poor who live in urban areas |
| 6 | Consistent economic growth |
| 7 | More reliable social safety net |
| 8 | Equal economic opportunities for ethnic minorities |
| 9 | Greater access to micro-finance for the poor |
| 10 | Greater voice and participation for citizens to help ensure greater accountability |
| 11 | Education and training that better ensure job opportunity |
| 12 | Better quality public services |
| 13 | Better employment opportunities for young people |
| 14 | Better employment opportunities for women |
| 15 | Other (please specify): _____ |

A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Macedonia? (Select only ONE response)

| | |
|---|--------------------------|
| 1 | A very big problem |
| 2 | A moderately big problem |
| 3 | A small problem |
| 4 | Not a problem at all |
| 5 | Don't know |

A6. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)

| | |
|---|----------------------------|
| 1 | A very serious problem |
| 2 | A somewhat serious problem |
| 3 | Not too serious problem |
| 4 | Not a problem |
| 5 | Don't know |

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

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|--------------------|----|
| B1. How familiar are you with the work of the World Bank Group in Macedonia? | | | | | | | | | |
| 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 Macedonia. | | | | | | | | | | |
| 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 Macedonia 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 Macedonia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Macedonia? (Choose no more than THREE) | | | |
| 1 | Energy (incl. renewable energy) | 16 | Judiciary reform |
| 2 | Water and sanitation | 17 | Economic growth |
| 3 | Pollution | 18 | Disaster risk management |
| 4 | Job creation/employment | 19 | Equality of opportunity (i.e., social inclusion) |
| 5 | Health | 20 | Disease (e.g., HIV/AIDS) |
| 6 | Financial markets | 21 | Information and communications technology |
| 7 | Social protection (e.g., pensions, targeted social assistance) | 22 | Transport (e.g., roads, bridges, transportation) |
| 8 | EU integration | 23 | Agriculture and rural development |
| 9 | Gender equity | 24 | Trade and exports |
| 10 | Private sector development | 25 | Crime and violence |
| 11 | Education | 26 | Natural resource management |
| 12 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 27 | Climate change (e.g., mitigation, adaptation) |
| 13 | Global/regional integration | 28 | Poverty reduction |
| 14 | Food safety | 29 | Anti corruption |
| 15 | Urban development | | |

**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 Macedonia? | | | |
|---|---|---|--|
| | | Greatest Value (Choose only ONE) | Second Greatest Value (Choose only ONE) |
| 1 | Bringing together different groups of stakeholders | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | Capacity development related to World Bank Group supported projects | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | Technical assistance | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | Policy advice, studies, analyses | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | Financial resources | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | Regional work in the Western Balkans | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | Data and statistics | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | Promoting knowledge sharing | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 | Implementation support | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 | Mobilizing third party financial resources | <input type="checkbox"/> | <input type="checkbox"/> |
| 11 | Donor coordination | <input type="checkbox"/> | <input type="checkbox"/> |
| 12 | Other (please specify): _____ | <input type="checkbox"/> | <input type="checkbox"/> |

| B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Macedonia? (Choose no more than TWO) | |
|---|---|
| 1 | World Bank Group's processes too complex |
| 2 | Not willing to honestly criticize policies and reform efforts in the country |
| 3 | Staff too inaccessible |
| 4 | World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures) |
| 5 | Not aligned with other donors' work |
| 6 | Not aligned with country priorities |
| 7 | Not adequately sensitive to political/social realities in Macedonia |
| 8 | Too influenced by developed countries |
| 9 | Politically biased |
| 10 | Not exploring alternative policy options |
| 11 | Not collaborating enough with stakeholders outside the Government |
| 12 | Its advice and strategies do not lend themselves to practical problem solving |
| 13 | Not enough public disclosure of its work |
| 14 | Arrogant in its approach |
| 15 | Not client focused |
| 16 | The credibility of its knowledge/data |
| 17 | Other (please specify): _____ |
| 18 | Don't know |

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

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Macedonia? (Select only ONE response)

| | |
|---|-----------------------------------|
| 1 | To a fully sufficient degree |
| 2 | To a somewhat sufficient degree |
| 3 | To a somewhat insufficient degree |
| 4 | To a very insufficient degree |
| 5 | Don't know |

B8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Macedonia Government's efforts to reduce poverty? (If you have NO exposure to/experience with the instruments listed below, please select "N/A")

Not effective
at all

Very

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

| To what extent is the World Bank Group an effective development partner in Macedonia, 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 | |
| B12 | Responsiveness to needs | | | | | | | | | | | <input type="checkbox"/> |
| B13 | Flexibility (in terms of the institution's products and services) | | | | | | | | | | | <input type="checkbox"/> |
| B14 | Flexibility (in terms of changing country circumstances) | | | | | | | | | | | <input type="checkbox"/> |
| B15 | Being inclusive | | | | | | | | | | | <input type="checkbox"/> |
| B16 | Openness (sharing data and other information) | | | | | | | | | | | <input type="checkbox"/> |
| B17 | Collaboration with the Government | | | | | | | | | | | <input type="checkbox"/> |
| B18 | The speed in which it gets things accomplished on the ground | | | | | | | | | | | <input type="checkbox"/> |
| B19 | Helping to bring discipline/effective supervision to implementation of investment projects | | | | | | | | | | | <input type="checkbox"/> |
| B20 | Collaboration with civil society | | | | | | | | | | | <input type="checkbox"/> |
| B21 | Staff accessibility | | | | | | | | | | | <input type="checkbox"/> |
| B22 | Collaboration with other donors and development partners | | | | | | | | | | | <input type="checkbox"/> |
| B23 | Collaboration with the private sector | | | | | | | | | | | <input type="checkbox"/> |
| B24 | Straightforwardness and honesty | | | | | | | | | | | <input type="checkbox"/> |
| B25 | Treating clients and stakeholders in Macedonia with respect | | | | | | | | | | | <input type="checkbox"/> |
| B26 | Being a long-term partner | | | | | | | | | | | <input type="checkbox"/> |

| B27. 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 | Political pressures and obstacles |
| 3 | Reforms are not well thought out in light of country challenges |
| 4 | Poor coordination within the Government |
| 5 | The Government works inefficiently |
| 6 | Poor donor coordination |
| 7 | The World Bank Group is not sensitive enough to political/social realities on the ground |
| 8 | Lack of/inadequate levels of capacity in Government |
| 9 | There is not an adequate level of citizen/civil society participation |
| 10 | The World Bank Group works too slowly |
| 11 | Poor coordination within the World Bank Group |
| 12 | 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 Macedonia? | | | | | | | | | | | | | |
|--|---|----------------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
| | | Not important at all | | | | | | | | | | Very important | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| 1 | Social protection (e.g., pensions, targeted social assistance) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 2 | Gender equity | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 3 | Private sector development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 4 | Education | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 5 | 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"/> | |
| 6 | Global/regional integration | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 7 | Food safety | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 8 | Urban development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 9 | Energy (incl. renewable energy) | 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 | EU integration | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 12 | Pollution | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 13 | Job creation/employment | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 14 | Health | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 15 | Financial markets | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 16 | Transport (e.g., roads, bridges, transportation) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 17 | Agriculture and rural development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 18 | Trade and exports | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 19 | Crime and violence | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 20 | Natural resource management | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 21 | Climate change (e.g., mitigation, adaptation) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 22 | Poverty reduction | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 23 | Anti corruption | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 24 | Judiciary reform | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 25 | Economic growth | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 26 | Disaster risk management | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 27 | Equality of opportunity (i.e., social inclusion) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 28 | Disease (e.g., HIV/AIDS) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 29 | Information and communications technology | 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 Macedonia? (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 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| 1 | Social protection (e.g., pensions, targeted social assistance) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 2 | Gender equity | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 3 | Private sector development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 4 | Education | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 5 | 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"/> | |
| 6 | Global/regional integration | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 7 | Food safety | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 8 | Urban development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 9 | Energy (incl. renewable energy) | 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 | EU integration | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 12 | Pollution | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 13 | Job creation/employment | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 14 | Health | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 15 | Financial markets | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 16 | Transport (e.g., roads, bridges, transportation) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 17 | Agriculture and rural development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 18 | Trade and exports | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 19 | Natural resource management | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 20 | Climate change (e.g., mitigation, adaptation) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 21 | Poverty reduction | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 22 | Judiciary reform | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 23 | Economic growth | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 24 | Disaster risk management | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 25 | Equality of opportunity (i.e., social inclusion) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 26 | Disease (e.g., HIV/AIDS) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 27 | Information and communications technology | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |

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

| | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|------------------------------|--------------------------|------------|
| C3. To what extent does the World Bank Group's work help to achieve development results in Macedonia? | | | | | | | | | | | |
| 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 Macedonia? | | | | | | | | | | | | | | |
| | | Strongly disagree | | | | | | | | | | Strongly agree | | Don't know |
| C4 | The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Macedonia | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | | |
| C5 | The World Bank Group meets Macedonia's needs for knowledge services (e.g., research, analysis, data, technical assistance) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | | |

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



SECTION D: THE WORLD BANK 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 Macedonia, 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 | Lead to practical solutions | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| D5 | Are accessible (well written and easy to understand) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| D6 | Are source of relevant information on global good practices | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| D7 | Are relevant to country challenges | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| D8 | Are adequately disseminated | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| D9 | Are translated enough into local language | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| D10 | Are adaptable to Macedonia's specific development challenges and country circumstances | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |

| D11. 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 | | |

| D12. 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 do you agree/disagree with the following statements? | | | | | | | | | | | | | |
|---|--|-------------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
| | | Strongly disagree | | | | | | | | | | Strongly agree | Don't know |
| E1 | The World Bank Group disburses funds promptly | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E2 | 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"/> | |
| E3 | 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"/> | |
| E4 | The World Bank Group's "Safeguard Policy" requirements are reasonable | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E5 | The World Bank Group's conditions on its lending are reasonable | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E6 | The World Bank Group takes decisions quickly in Macedonia | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E7 | Working with the World Bank Group increases Macedonia's institutional capacity | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E8 | 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"/> | |
| E9 | 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"/> | |

| E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Macedonia? | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|------------------------------|--------------------------|------------|--|
| 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 | |

| E11. To what extent do you believe the World Bank Group measures and corrects its work in real time in Macedonia? | | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|------------------------------|--------------------------|------------|--|
| 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 F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN MACEDONIA**

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

| | |
|----|--|
| 1 | Offer more innovative knowledge services |
| 2 | Collaborate more effectively with Government clients (e.g., national, state, local) |
| 3 | Work faster |
| 4 | Reduce the complexity of obtaining World Bank Group financing |
| 5 | Help to bring discipline/effective supervision to implementation of investment projects |
| 6 | Offer more innovative financial products |
| 7 | Ensure greater selectivity in its work |
| 8 | Provide more adequate data/knowledge/statistics/figures on Macedonia's economy |
| 9 | Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms) |
| 10 | Reach out more to groups outside of Government |
| 11 | Increase the level of capacity development in the country |
| 12 | Improve the quality of its experts as related to Macedonia's specific challenges |
| 13 | Other (please specify): _____ |

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

| | |
|---|--|
| 1 | Financial services |
| 2 | Knowledge products |
| 3 | Convening services |
| 4 | None of the above |
| 5 | The combination is appropriate for Macedonia |
| 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 Macedonia? (Choose no more than TWO)**

| | | | |
|---|--|----|-------------------------------|
| 1 | Local radio | 6 | Internet |
| 2 | International radio | 7 | Periodicals |
| 3 | Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr) | 8 | International television |
| 4 | International newspapers | 9 | Local newspapers |
| 5 | Local television | 10 | Other (please specify): _____ |

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

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

| | | | |
|-----------|--|------------|-----------|
| G3 | Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions? | Yes | No |
| G4 | Do you have reliable access to the Internet? | Yes | No |
| G5 | Do you use/have you used the World Bank Group website? | Yes | No |
| G6 | Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)? | Yes | No |

G7. Which Internet connection do you use primarily when visiting a World Bank Group website?

| | |
|---|-----------------|
| 1 | High speed/WiFi |
| 2 | Dial-up |

Please rate how much you agree with the following statements.

| | | Strongly disagree | | | | | | | | | | Strongly agree | Don't know |
|------------|--|-------------------|---|---|---|---|---|---|---|---|----|----------------|--------------------------|
| G8 | 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"/> |
| G9 | 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"/> |
| G10 | The World Bank Group's social media channels (e.g., blogs, 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"/> |
| G11 | 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"/> |
| G12 | 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"/> |

**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 | 11 | NGO/Community Based Organization |
| 2 | Office of Minister | 12 | Media (press, radio, TV, web, etc.) |
| 3 | Office of Parliamentarian | 13 | Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution) |
| 4 | Employee of a Ministry, Ministerial Department or Implementation Agency | 14 | Trade Union |
| 5 | Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program | 15 | Faith-Based Group |
| 6 | Local Government Office or Staff | 16 | Youth Group |
| 7 | Bilateral/Multilateral Agency | 17 | Academia/Research Institute/Think Tank |
| 8 | Private Sector Organization | 18 | Judiciary Branch |
| 9 | Private Foundation | 19 | Other (please specify): _____ |
| 10 | Financial Sector/Private Bank | | |

| H2. Please identify the primary specialization of your work. (Select only ONE response) | | | |
|--|--------------------------------------|----|--|
| 1 | Water | 12 | Gender |
| 2 | Social protection and labor | 13 | Transport and ICT |
| 3 | Fragility, conflict and violence | 14 | Urban, rural, and social development |
| 4 | Environment and natural resources | 15 | Governance |
| 5 | Public-private partnerships | 16 | Poverty |
| 6 | Education | 17 | Jobs |
| 7 | Health, nutrition, and population | 18 | Agriculture |
| 8 | Energy and extractives | 19 | Climate Change |
| 9 | Macroeconomics and fiscal management | 20 | Generalist (specialized in multiple sectors) |
| 10 | Trade and competitiveness | 21 | Other (please specify): _____ |
| 11 | Finance and markets | | |

| H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country? | |
|--|-----|
| 1 | Yes |
| 2 | No |

| H4. Which of the following agencies of the World Bank Group do you primarily engage with in Macedonia? (Select only ONE response) | |
|--|---|
| 1 | The World Bank (IBRD) |
| 2 | The International Finance Corporation (IFC) |
| 3 | The Multilateral Investment Guarantee Agency (MIGA) |
| 4 | Other (please specify): _____ |

**SECTION H: BACKGROUND INFORMATION****H5. Do your projects involve both the World Bank and the IFC?***(If YES please go to Question H6; If NO please go to H7)*

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

H6. If yes, what was your view of how the two institutions work together in Macedonia?**(Select only ONE response)**

| | |
|---|--|
| 1 | The two institutions work well together |
| 2 | The way the two institutions work together needs improvement |
| 3 | The two institutions do not work well together |
| 4 | Don't know |

H7. Which of the following describes most of your exposure to the World Bank Group in Macedonia?**(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. |

H8. What's your gender?

| | |
|---|--------|
| 1 | Female |
| 2 | Male |

H9. Which best represents your geographic location?

| | |
|---|----------------|
| 1 | Skopje |
| 2 | Outside Skopje |

Thank you for completing the survey!