

# FY2017 Serbia Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



**WORLD BANK GROUP**

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## Acknowledgements

The Serbia 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). Jing Guo, Svetlana Markova, and Jessica Cameron oversaw design, reporting, and analysis. Calita Woods, Dania Mendoza, and Noreen Wambui provided data support. PORG acknowledges the significant contribution from Serbia country team and Ipsos Strategic Marketing, a local independent fielding agency. In particular, PORG is grateful for the support from Vesna Kostic (Senior Communications Officer) who provided guidance on the survey related activities from Belgrade, Serbia.



Country Opinion Surveys  
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## I. Objectives

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

- *General Issues Facing Serbia*
- *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 Serbia*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From March to June 2017, 1008 stakeholders of the WBG in Serbia 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 280 stakeholders participated in the survey (28% response rate). Respondents either received the questionnaires via email and returned it accordingly, or completed the questionnaire on an independent online platform, Qualtrics.

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.

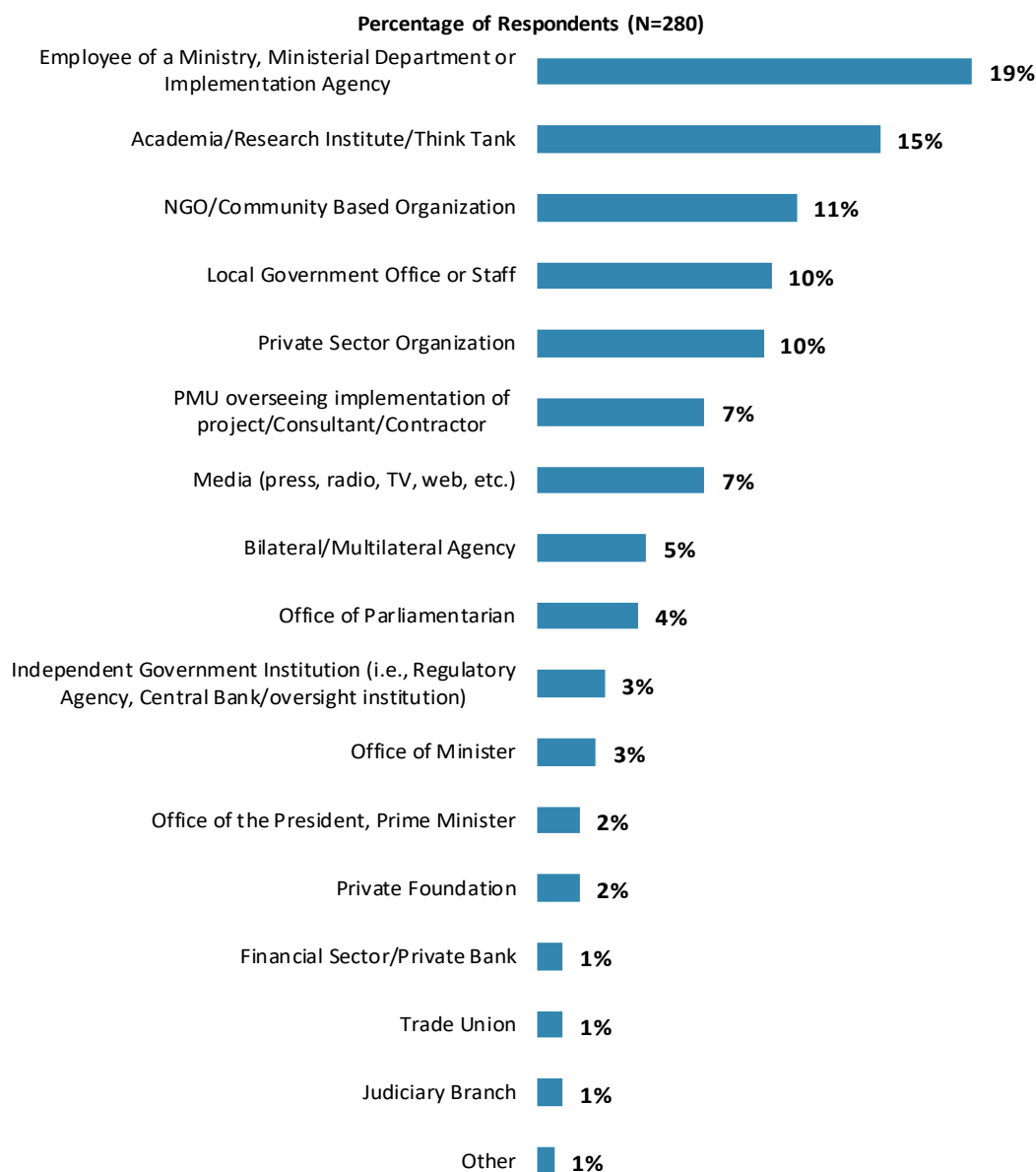
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'14 (response rate was 41%, N=247). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal 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 102).



### III. Demographics of the Sample

#### Current Position

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

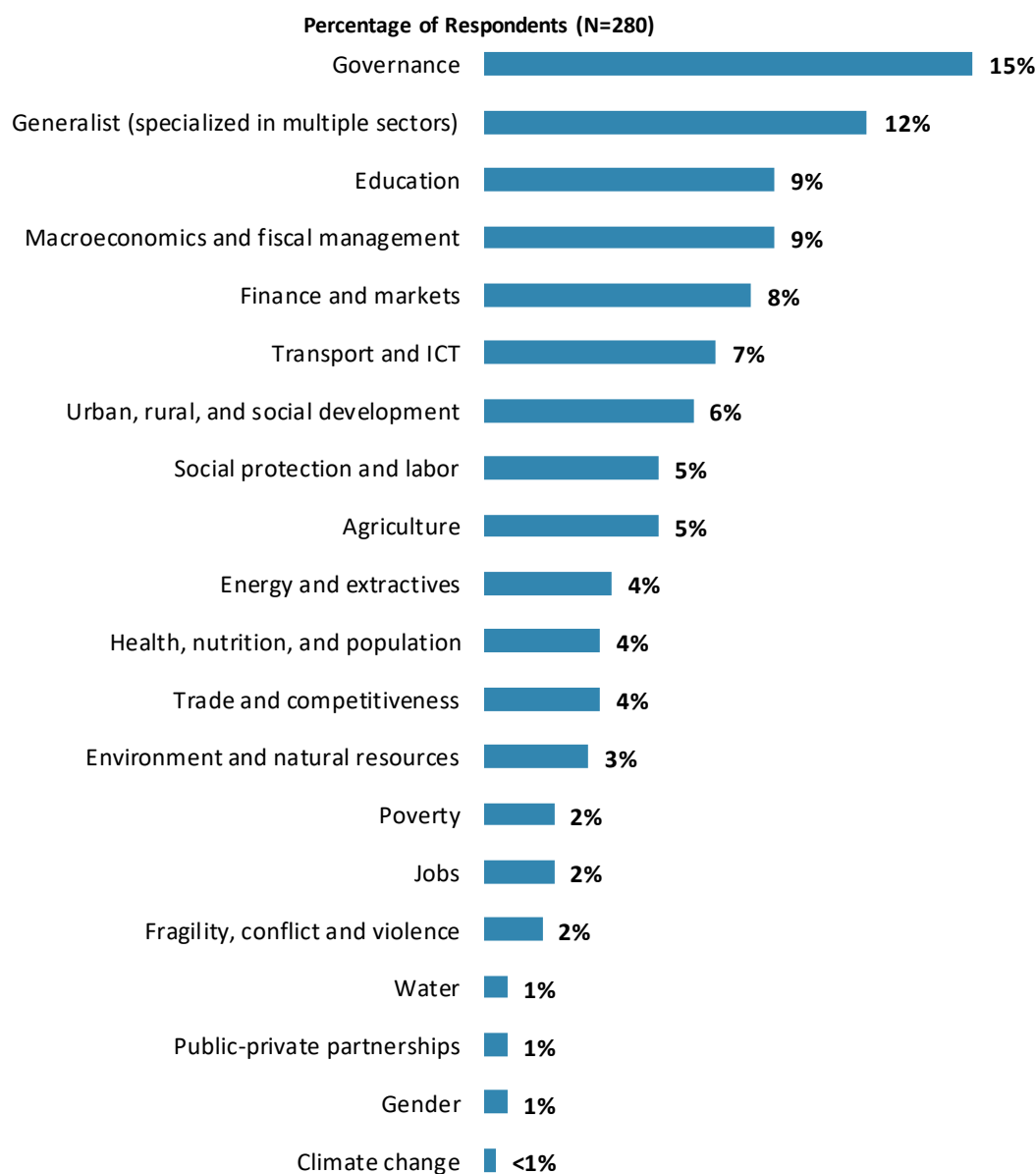


“Which of the following best describes your current position?” (Respondents chose from a list.)



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

#### Area of Primary Specialization



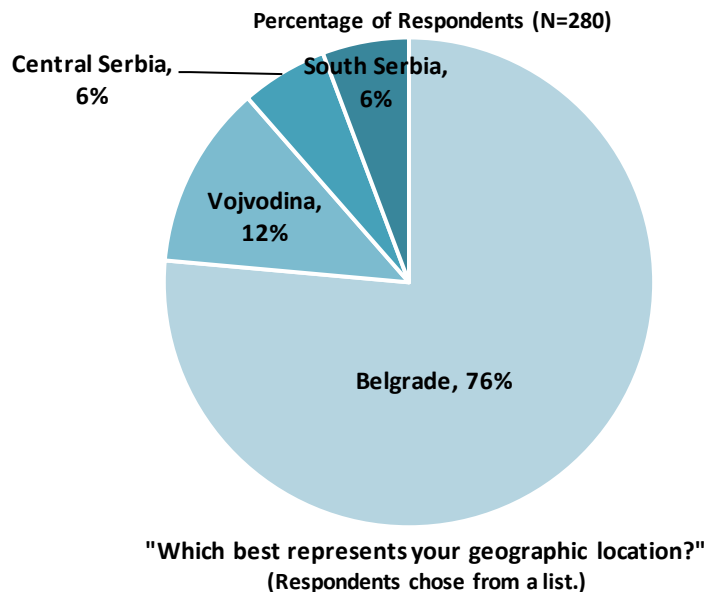
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



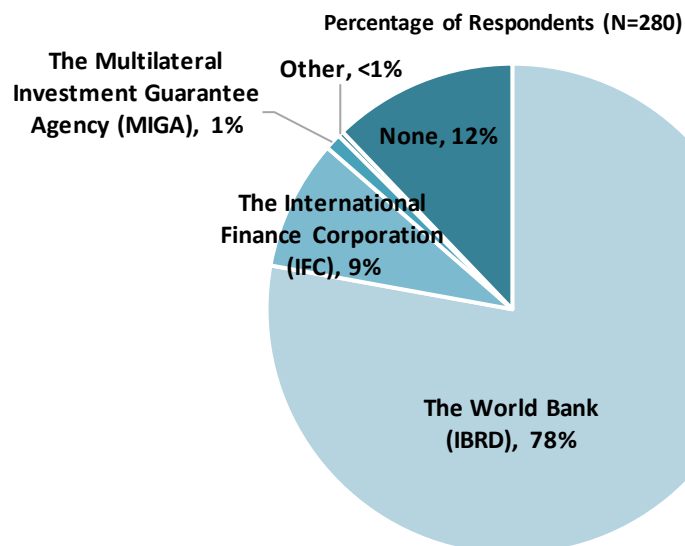
### III. Demographics of the Sample (continued)

#### Geographic Locations

- The small number of respondents from South Serbia, Central Serbia, and Vojvodina were combined into the “other” category. Geographic location comparisons between “Belgrade” and “other” can be found in Appendix C (page 84).



#### Exposure to Agencies within the World Bank Group



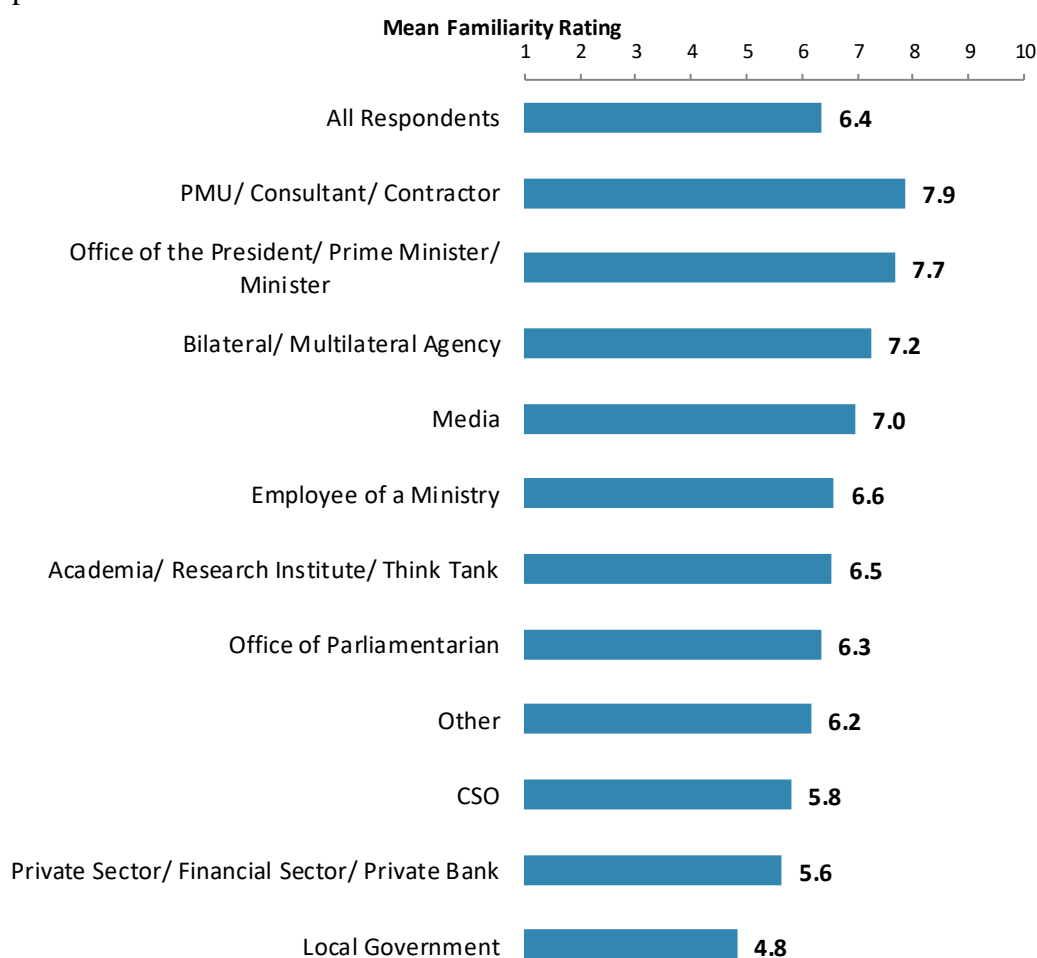
"Which of the following agencies of the World Bank Group do you primarily engage with in Serbia?" (Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of familiarity with the WBG than respondents in the FY'14 Country Survey (weighted mean in FY'17 = 6.4; weighted mean in FY'14 = 5.8)<sup>1</sup>.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Serbia, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in Serbia, 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 Serbia?"  
(1 - "Not familiar at all", 10 - "Extremely familiar")

<sup>1</sup> Please refer to Appendix E (page 95) for more details on weighting. The means in the chart were calculated based on un-weighted data.

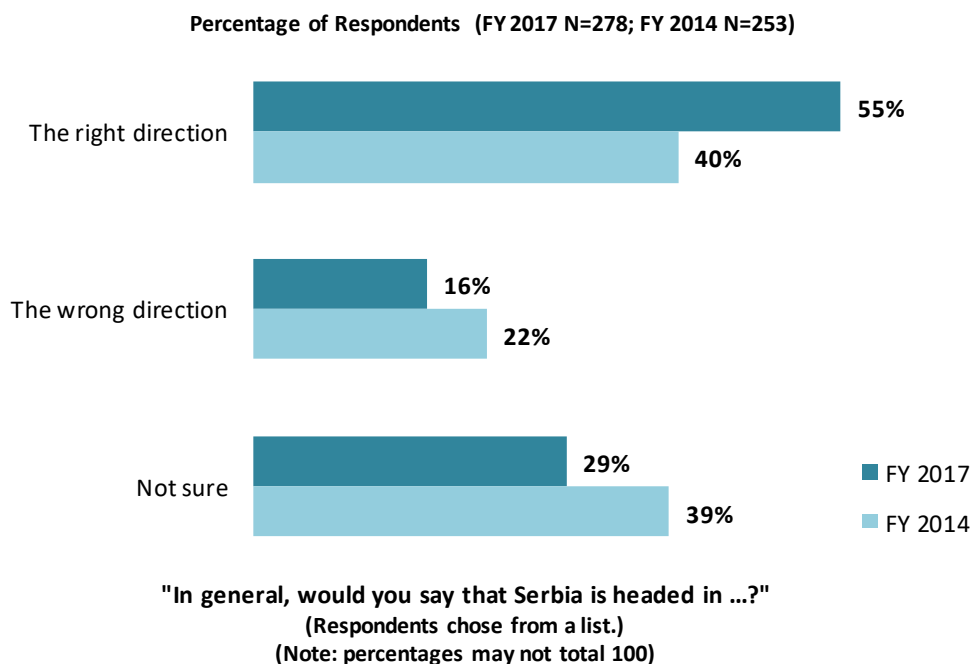




## IV. General Issues Facing Serbia

### Headed in the Right Direction<sup>2</sup>

- **Year comparison:** This year's respondents were significantly more likely to say that Serbia is headed in the right direction compared to respondents in FY'14.
- **Stakeholder groups:** In this year's Country Survey, respondents from the Office of the President/Prime Minister/Minister and employees of a ministry were significantly more likely to indicate that Serbia is headed in the right direction, while respondents from CSOs and bilateral/multilateral agencies were significantly less positive about the prospect of Serbia.



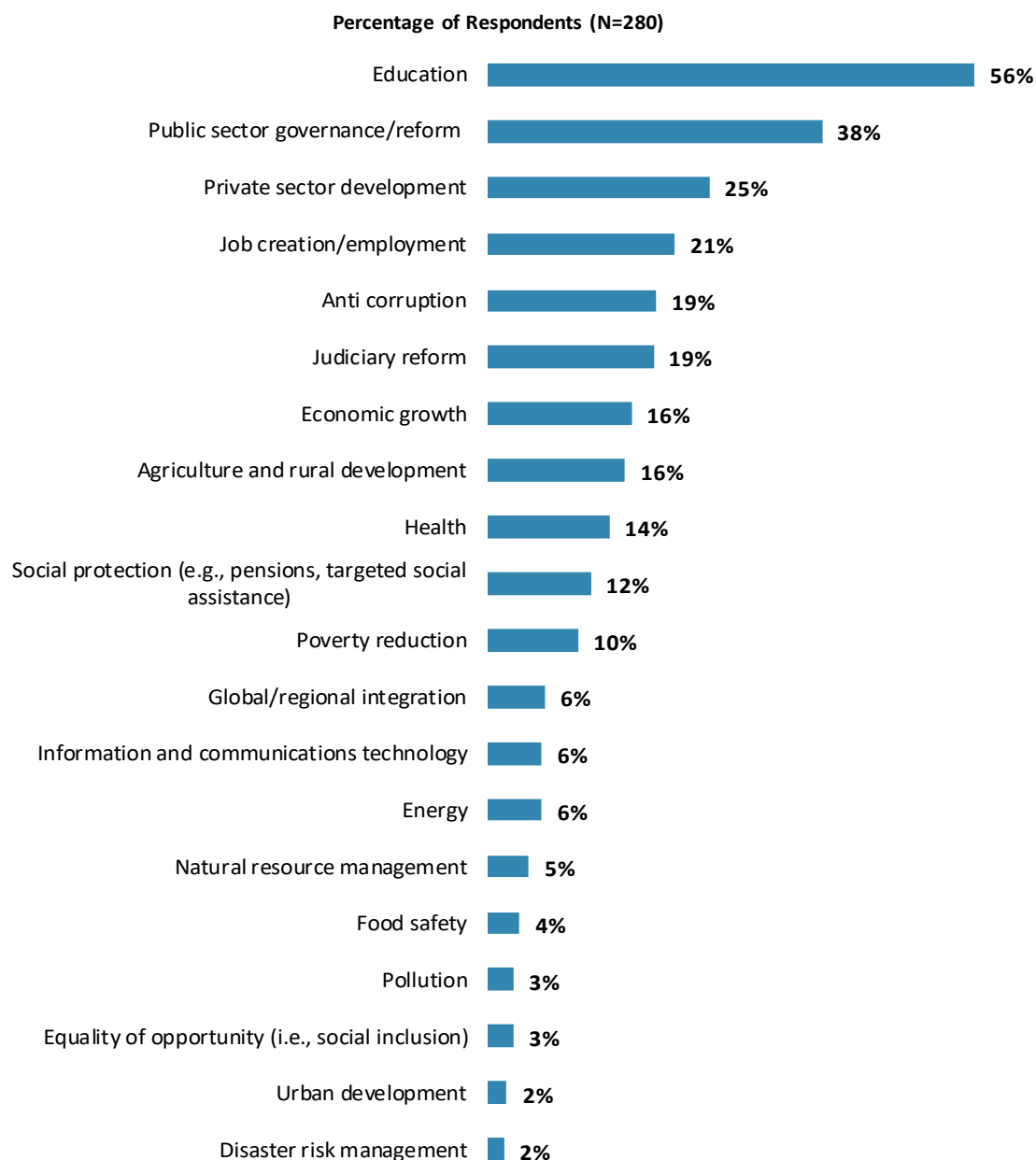
<sup>2</sup> Percentages presented in the chart were calculated based on weighted data from FY'17 and FY'14.



## IV. General Issues Facing Serbia (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the most important development priorities in Serbia were “*public sector governance/reform*” (44%), “*job creation/employment*” (38%), and “*domestic private sector development*” (32%).



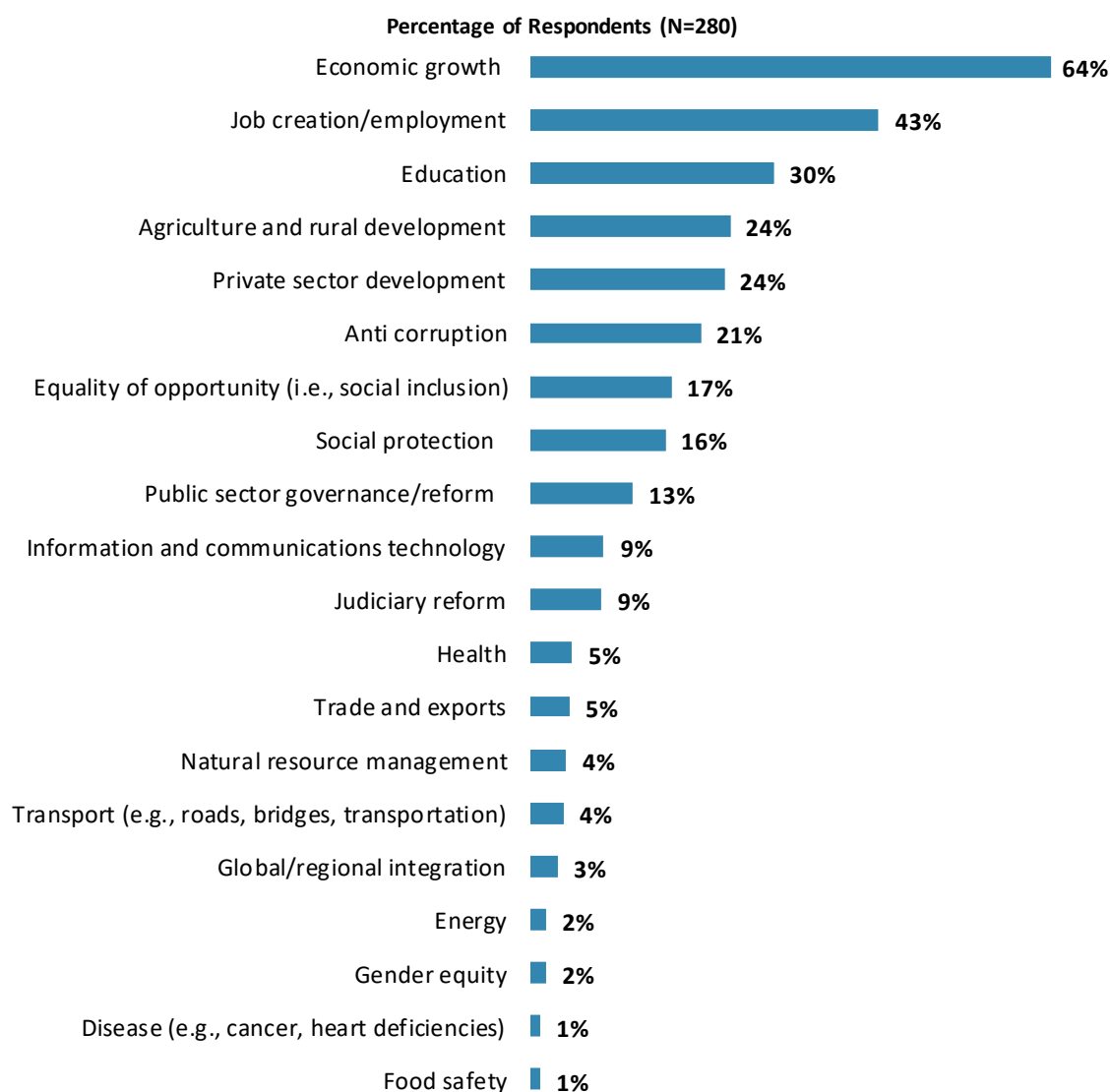
"Listed below are a number of development priorities in Serbia. Please identify which of the following you consider the most important development priorities in Serbia. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined. Top 20 of 28 response options shown.)



## IV. General Issues Facing Serbia (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 Serbia were “*economic growth*” (53%), “*job creation/employment*” (38%), “*domestic private sector development*” (37%), and “*education*” (28%).



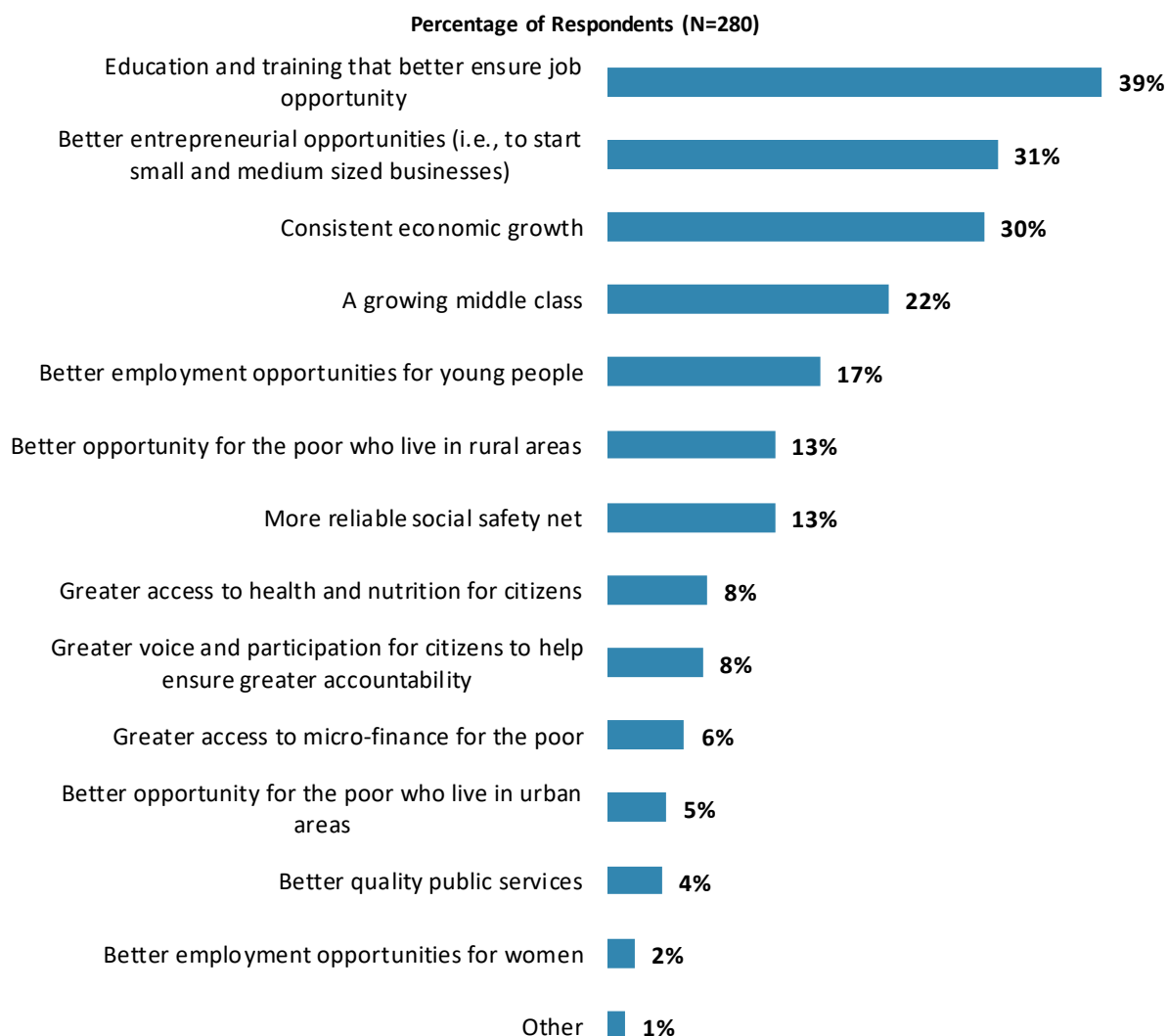
**"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Serbia? (Choose no more than THREE)"**  
(Respondents chose from a list. Responses combined. Top 20 of 27 response options shown.)



## IV. General Issues Facing Serbia (continued)

### Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’14 Country Survey, respondents indicated that shared prosperity can be best achieved through “*consistent economic growth*” (49%), “*better employment opportunities for young people*” (32%), and “*education and training that better ensure job opportunity*” (32%).



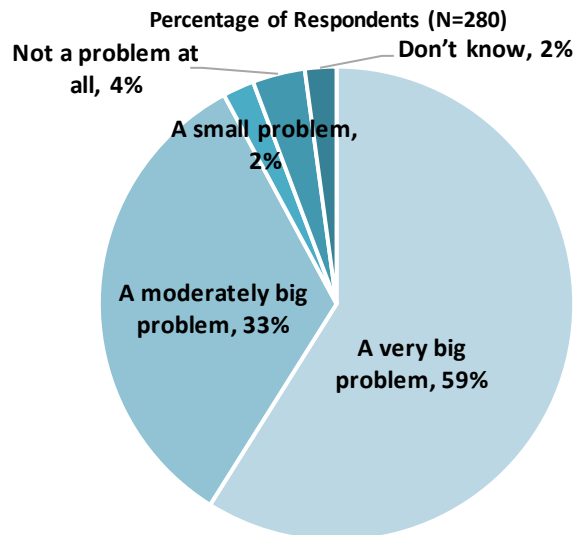
"The World Bank Group's “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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

(Respondents chose from a list. Responses combined.)



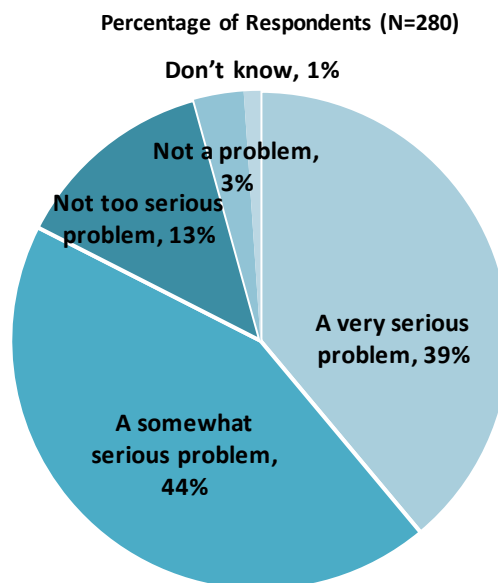
## IV. General Issues Facing Serbia (continued)

### 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 Serbia?" (Respondents chose from a list.)

### Global Climate Change

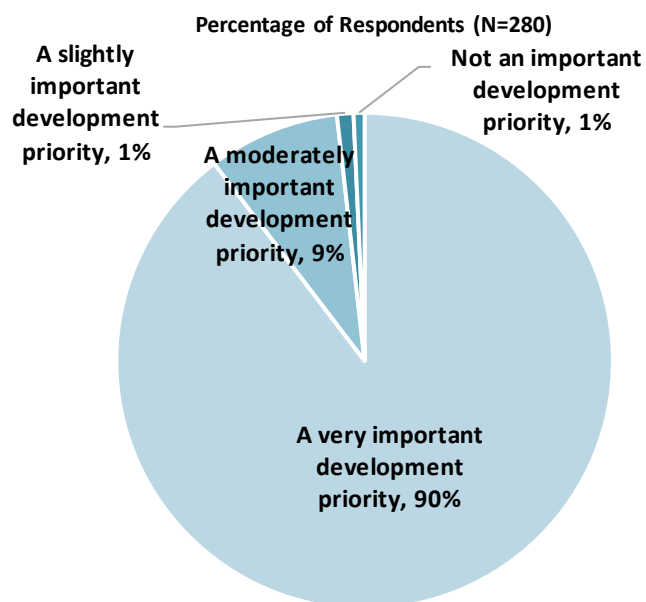


"In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list. )



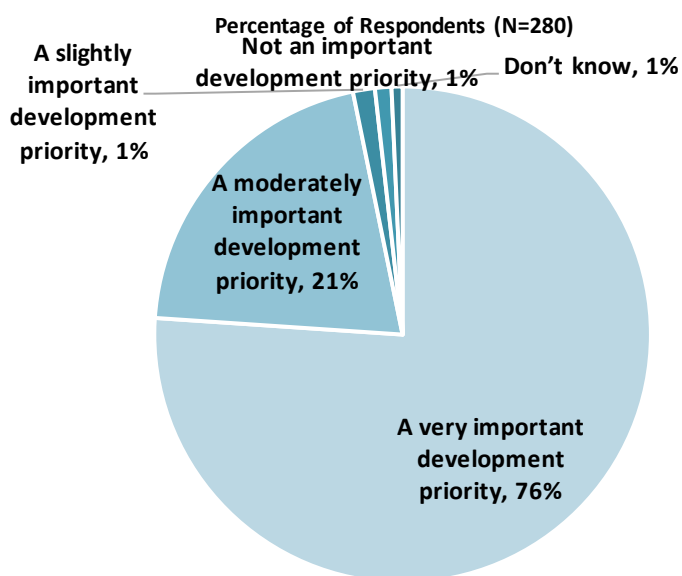
## IV. General Issues Facing Serbia (continued)

### Early Childhood Development



"In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Serbia?" (Respondents chose from a list.)  
(Note: percentages may not total 100 due to rounding)

### Business Environment

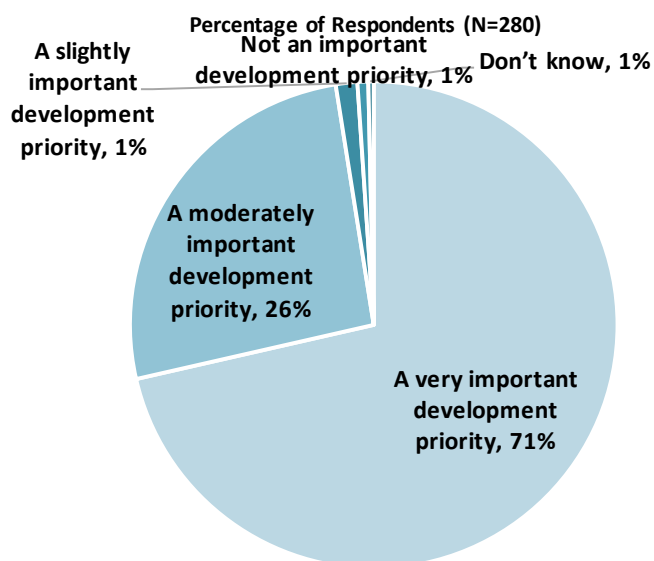


"In your view, is improvement of business environment a very important, moderately important, slightly important, or not an important development priority in Serbia?"  
(Respondents chose from a list.)



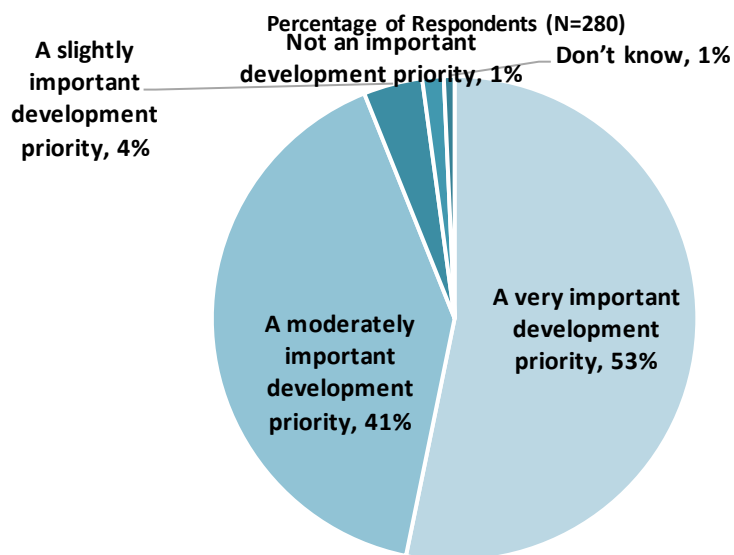
## IV. General Issues Facing Serbia (continued)

### Infrastructure Quality



"In your view, is improvement of infrastructure quality a very important, moderately important, slightly important, or not an important development priority in Serbia?"  
(Respondents chose from a list.)

### Energy Security



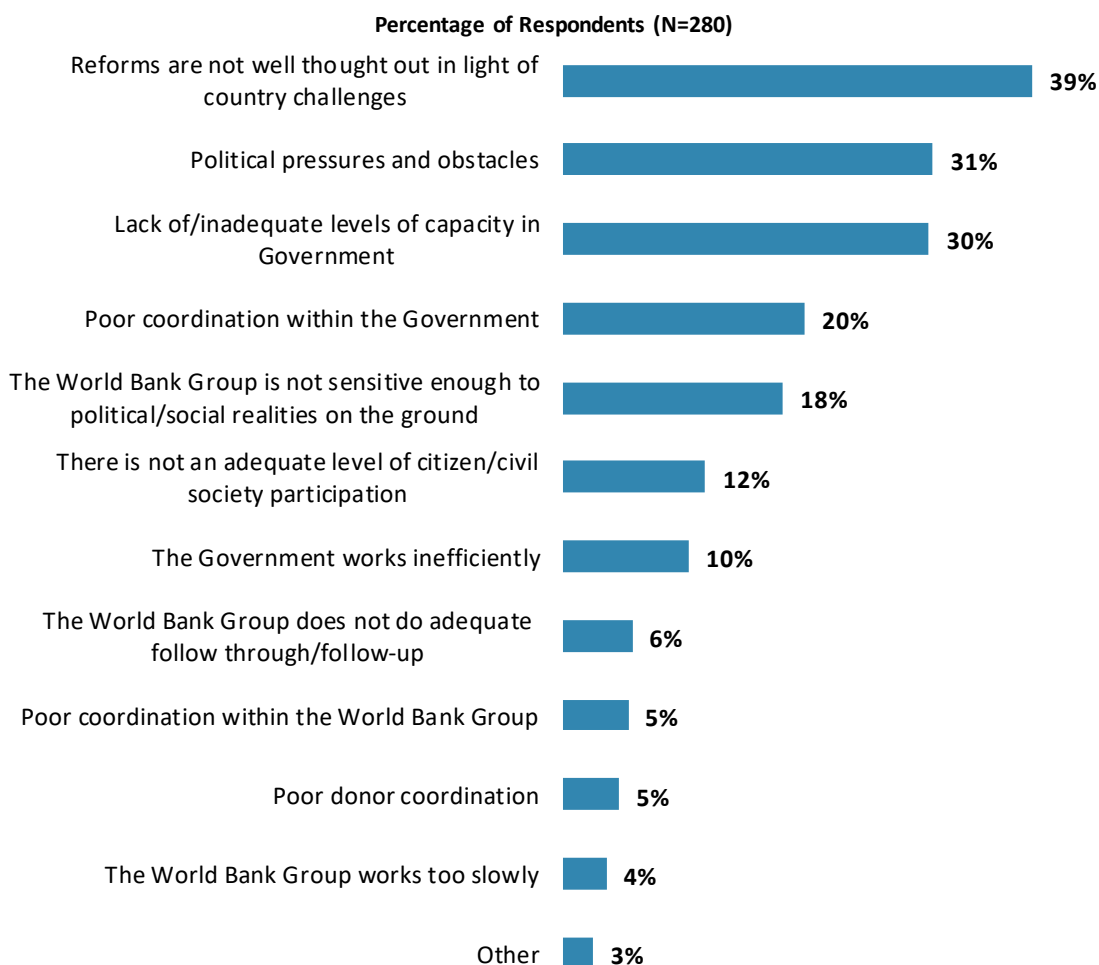
"In your view, is improvement of energy security a very important, moderately important, slightly important, or not an important development priority in Serbia?"  
(Respondents chose from a list.)



## 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 World Bank Group assisted reform efforts to “*lack of levels of capacity in government*” (41%), “*the government working inefficiently*” (32%), and “*reforms not being well thought out in light of country challenges*” (31%).



**"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.)

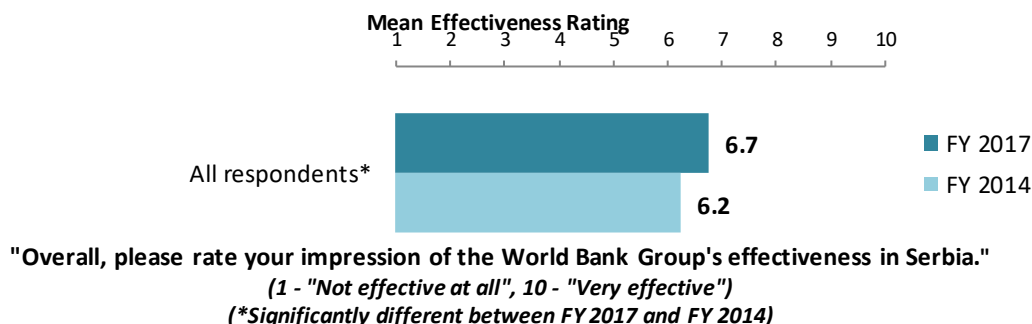




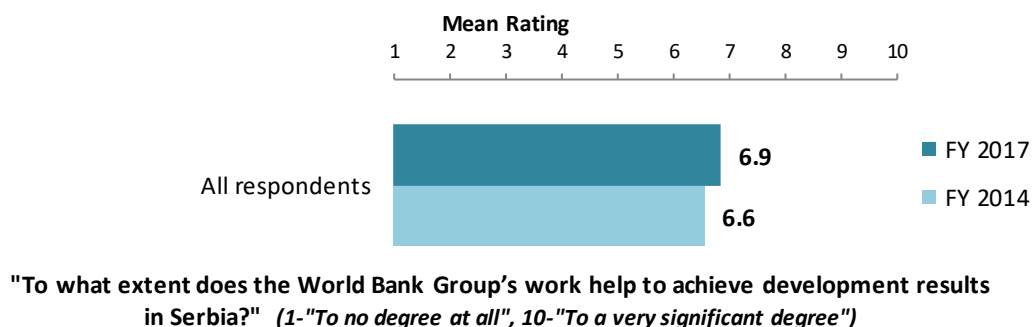
## V. Overall Attitudes toward the World Bank Group (continued)

*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.*

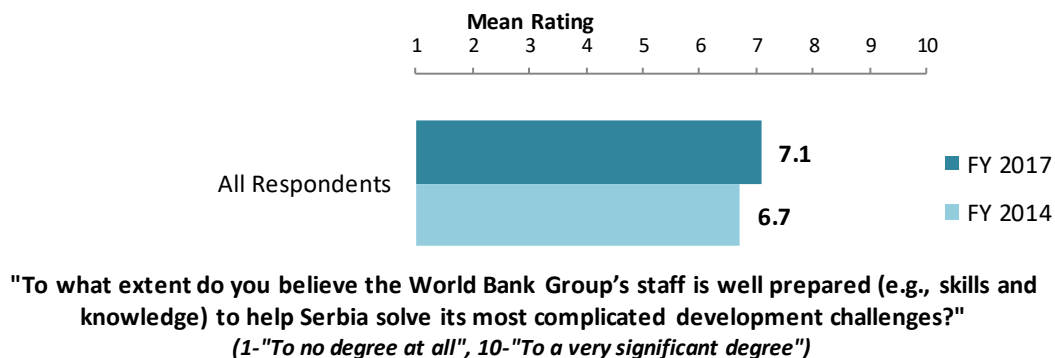
### The World Bank Group's Overall Effectiveness<sup>3</sup> (Indicator Question)



### Achieving Development Results (Indicator Question)



### WBG Staff Preparedness



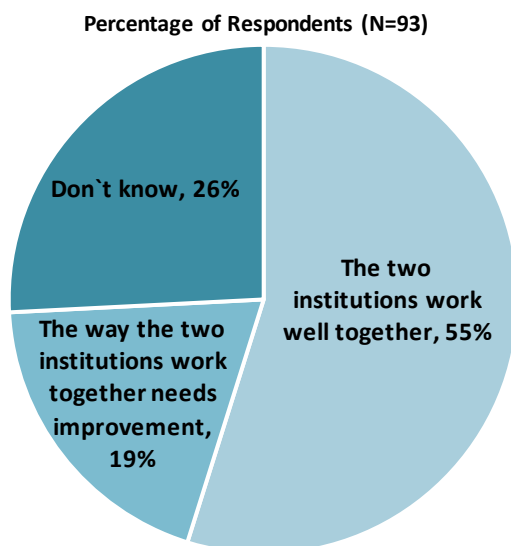
<sup>3</sup> Means presented in the charts on this page were calculated based on weighted data.



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

### 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.



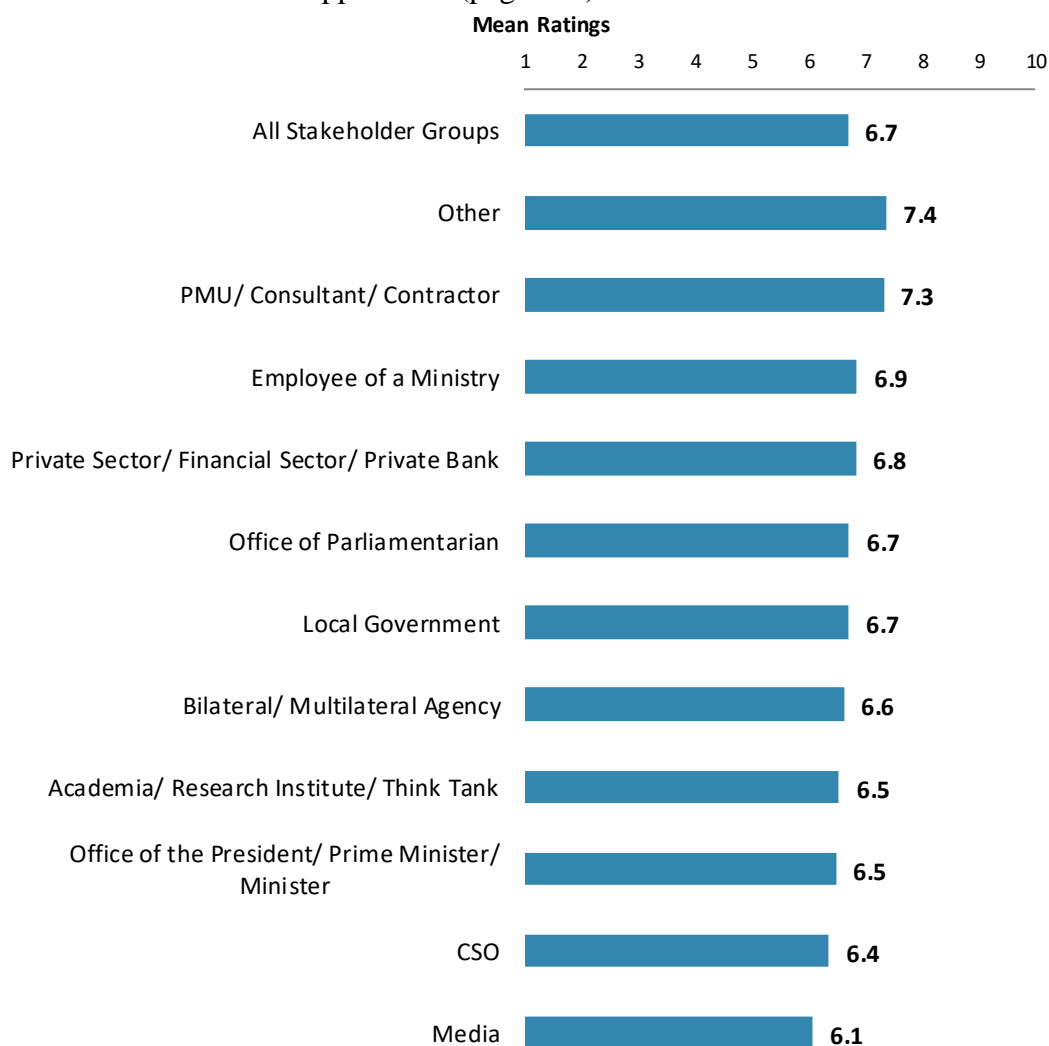
“If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Serbia?” (Respondents chose from a list.)



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents across stakeholder groups had statistically similar overall ratings for the indicator questions. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 60).
- **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 = 7.1) compared to respondents who do not collaborate with the WBG (mean rating = 6.4). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 102).



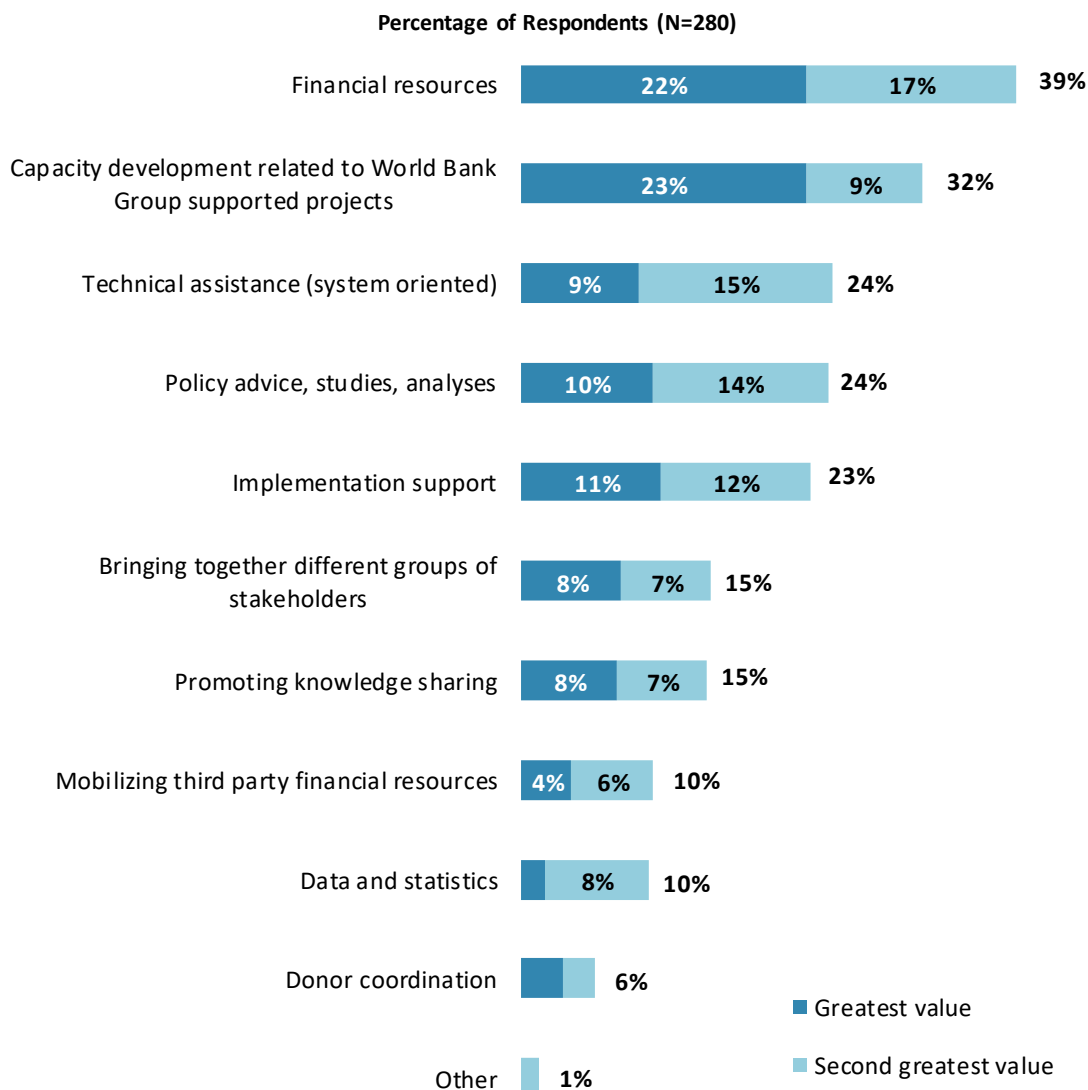
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group's greatest value to Serbia was its "*financial services*" (49%) and "*capacity development*" (40%).



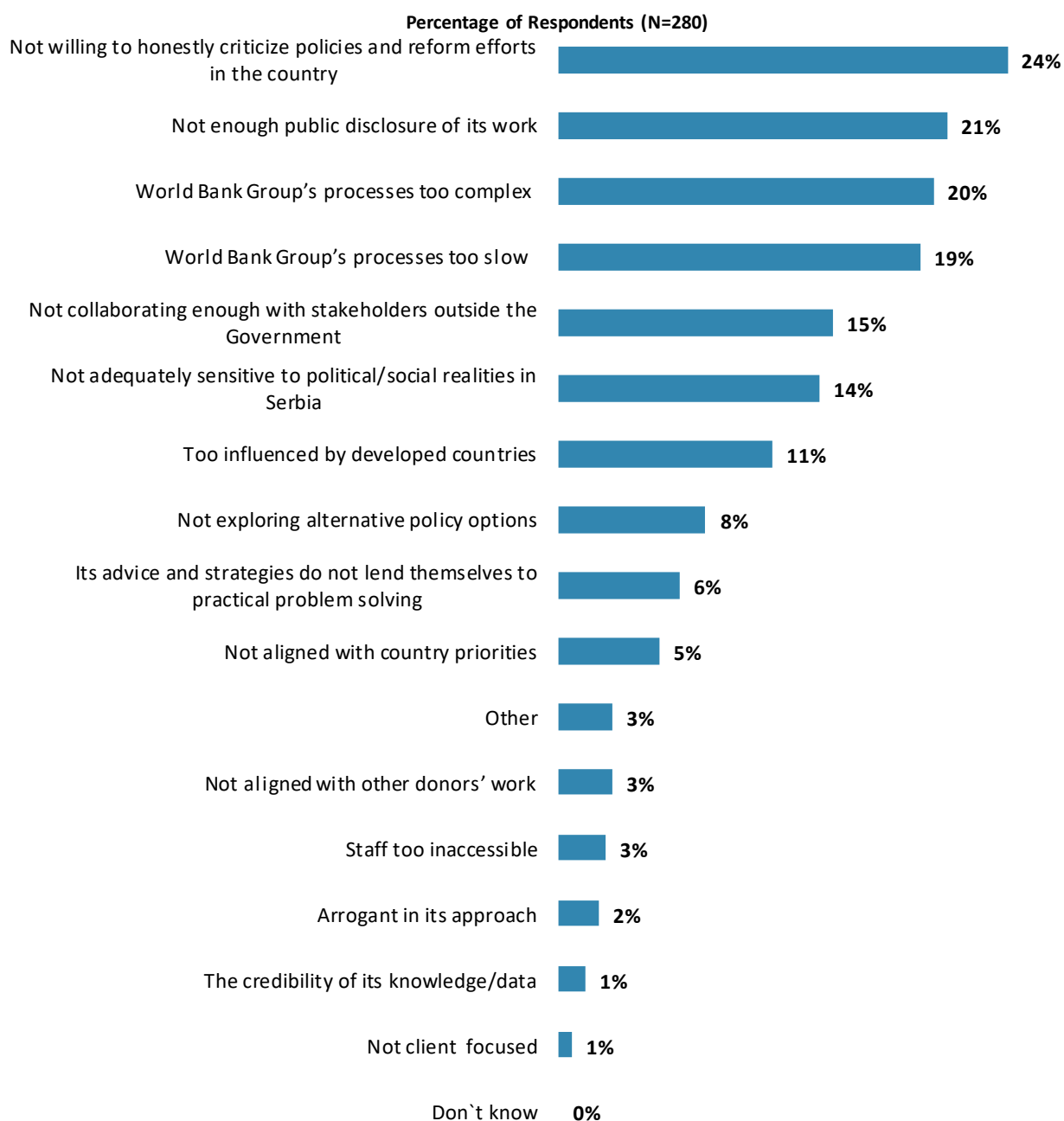
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Serbia?"  
(Respondents chose from a list.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group's greatest weaknesses in its work in Serbia were being "*not willing to honestly criticize policies and reform efforts in the country*" (21%) and "*not adequately sensitive to political/social realities in Serbia*" (18%).

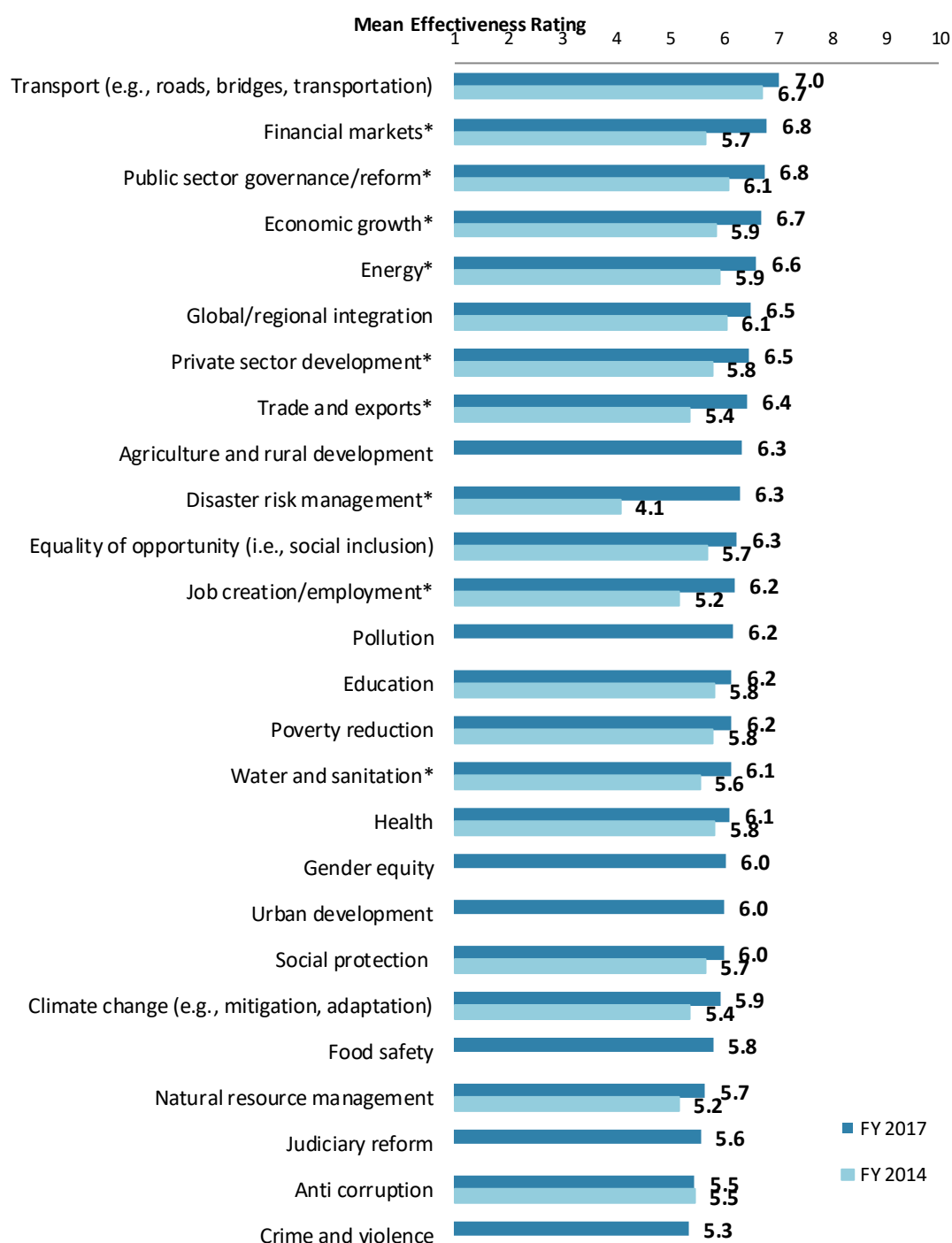


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Serbia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>4</sup>



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

<sup>4</sup> 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: Collaboration<sup>5</sup>



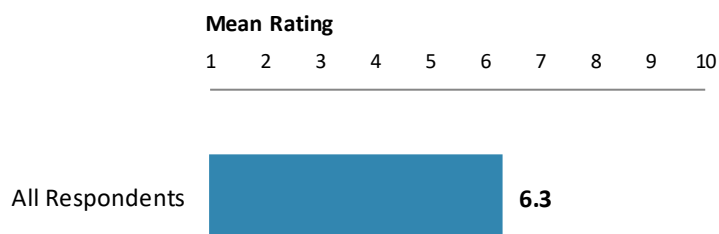
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Serbia?" (1-"Not effective at all", 10-"Very effective")**  
*(\*Significantly different between collaborators and non-collaborators with the WBG)*

<sup>5</sup> 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.



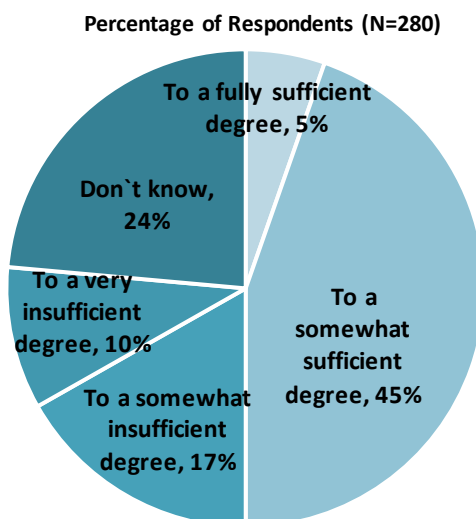
## VI. Sectoral Effectiveness (continued)

### 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 Serbia?"**  
(1 - "To no degree at all", 10 - "To a very significant degree")

### Helping the Poorest



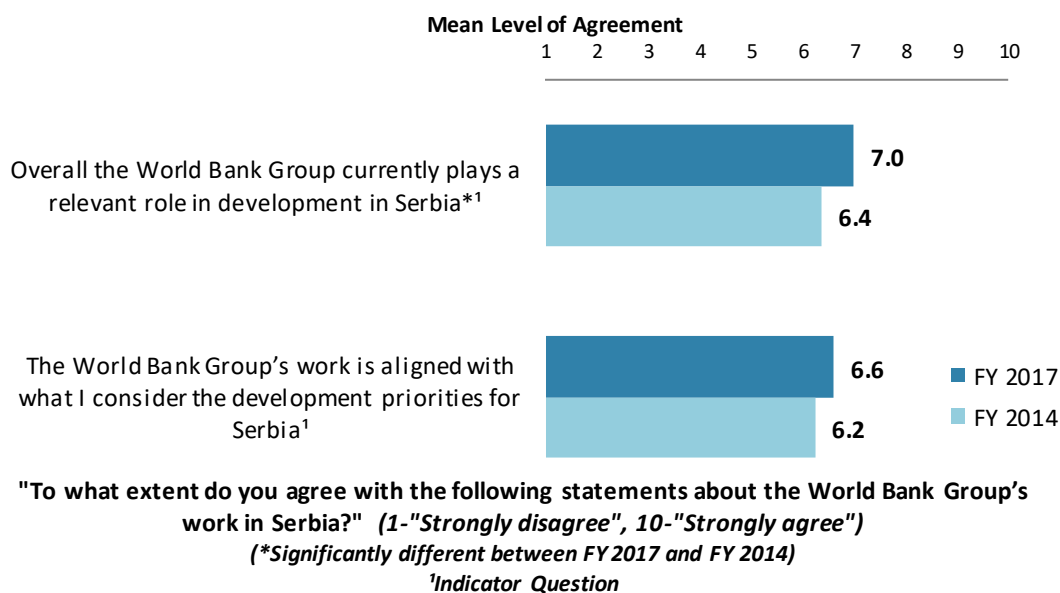
**"To what extent do you believe that the World Bank Group's work and support help the poorest in Serbia?"** (Respondents chose from a list.)  
(Note: percentages may not total 100 due to rounding)



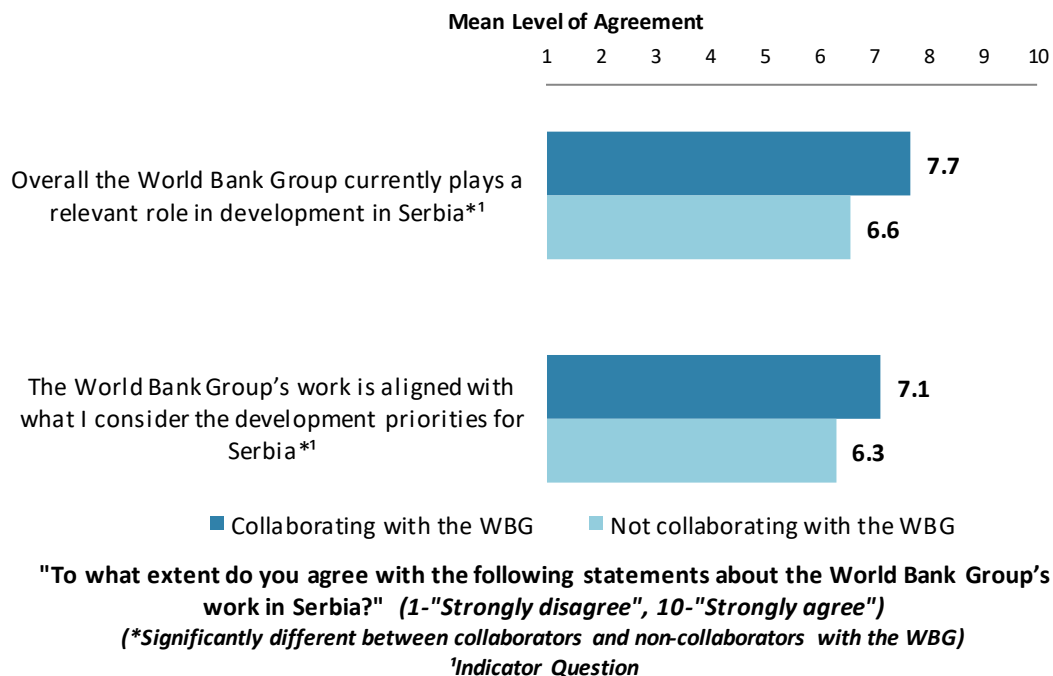


## VII. How the World Bank Group Operates

### The World Bank Group's Work in Serbia: Year Comparison<sup>6</sup>



### The World Bank Group's Work in Serbia: Collaboration

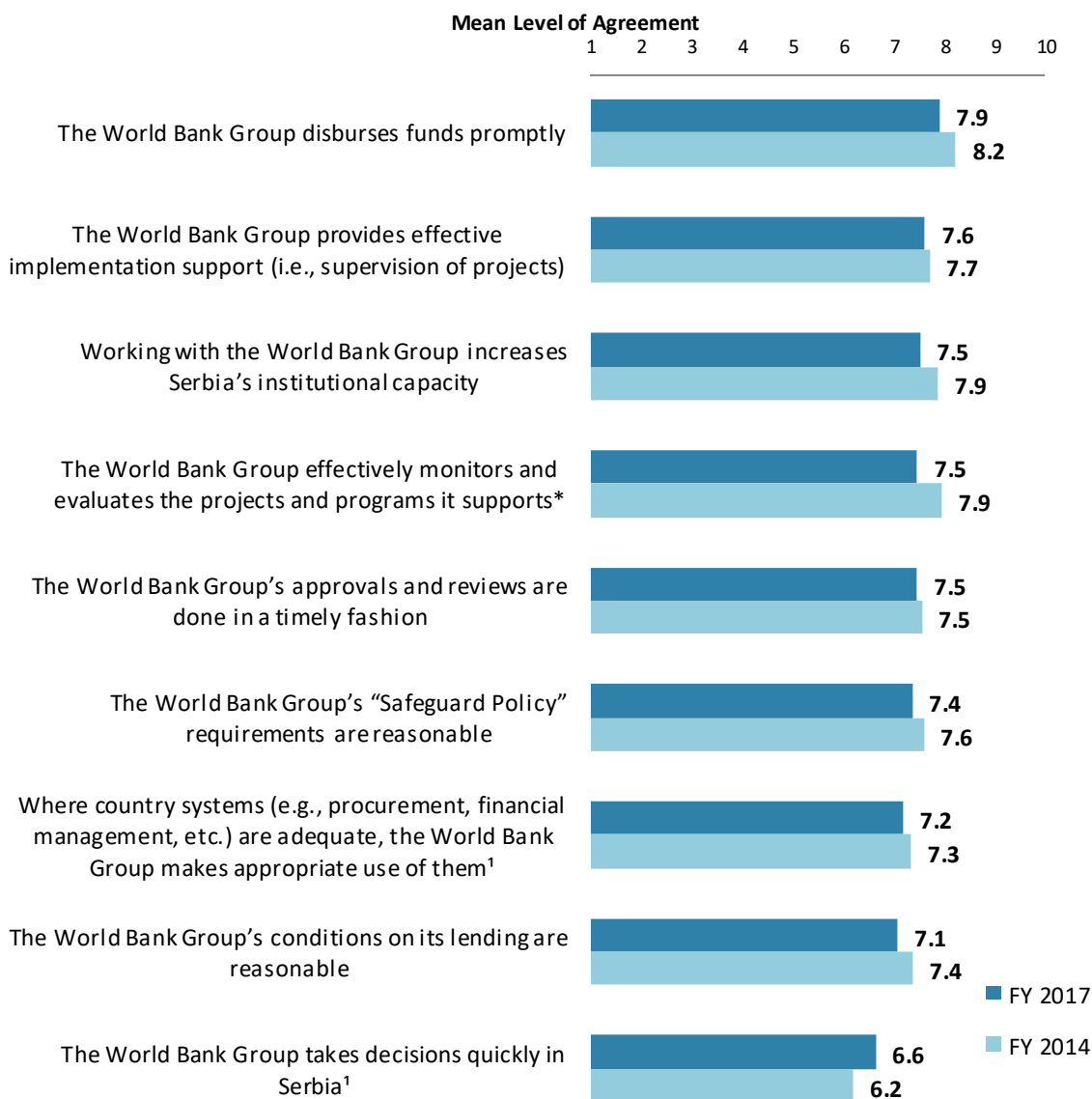


<sup>6</sup> Means in the chart were calculated based on weighted data.



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

### Overall Perceptions: Year Comparison<sup>7</sup>



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

*(1- "Strongly disagree", 10- "Strongly agree")*

*(\*Significantly different between FY 2017 and FY 2014)*

<sup>1</sup>Indicator Question

<sup>7</sup> 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)  
*Indicator Question*



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

### The WBG as an Effective Development Partner: Year Comparison<sup>8</sup>



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

**(\*Significantly different between FY 2017 and FY 2014)**

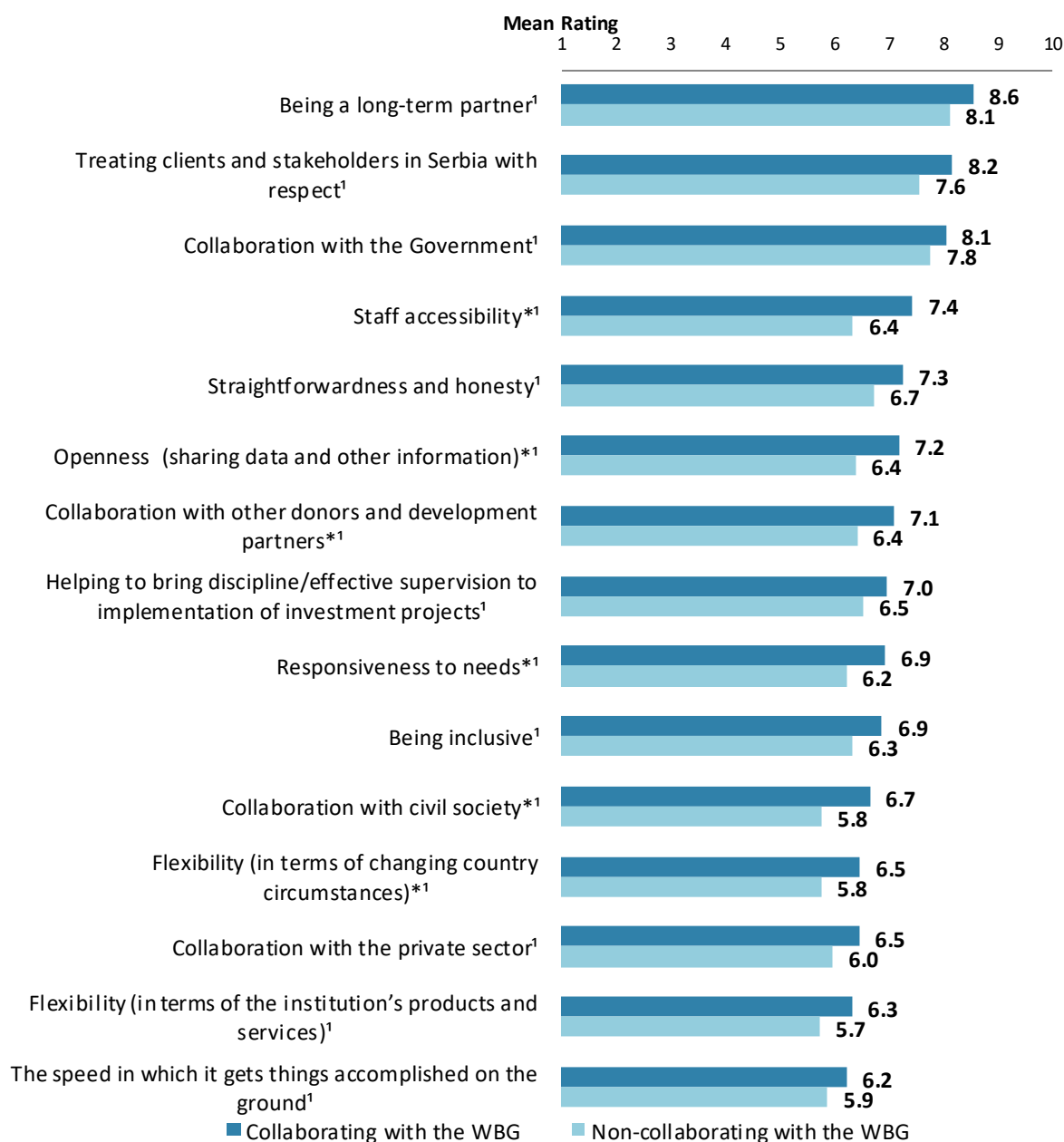
<sup>1</sup>Indicator Question

<sup>8</sup> 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 Serbia, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")**

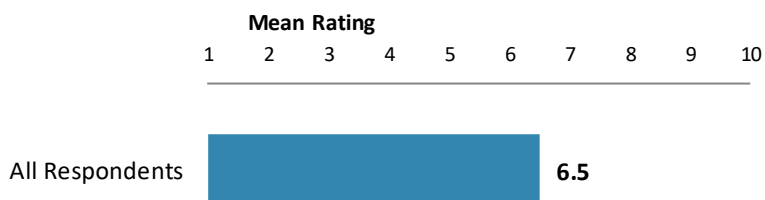
**(\*Significantly different between collaborators and non-collaborators with the WBG)**

<sup>1</sup>Indicator Question



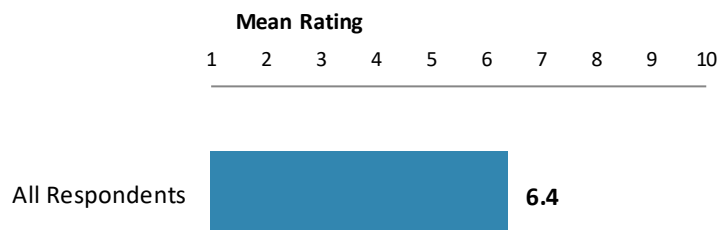
## VII. How the World Bank Group Operates (continued)

### Internal Measuring and Monitoring



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

### Reimbursable Advisory Services

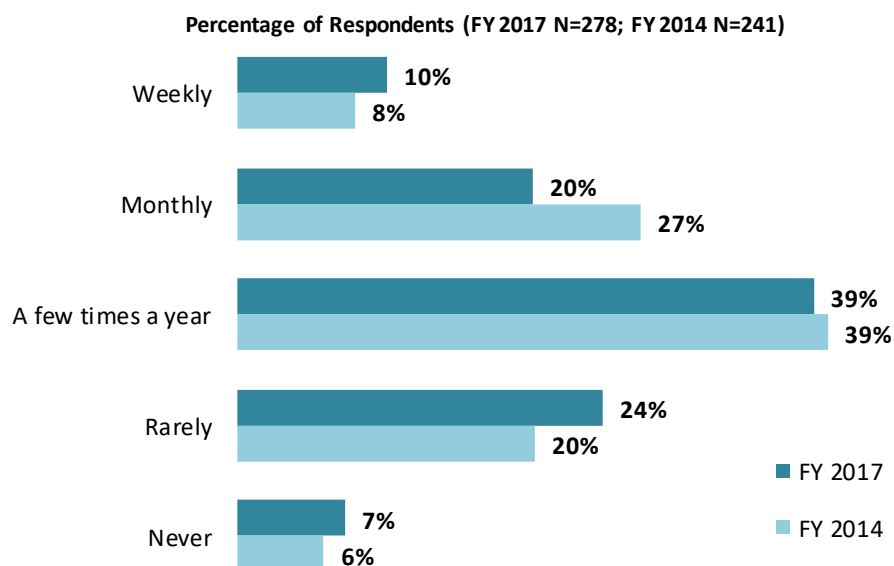


**"To what extent do you believe that Serbia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?"**  
(1 - "To no degree at all", 10 - "To a very significant degree")



## VIII. World Bank Group's Knowledge and Instruments

### Frequency of Consulting WBG Knowledge Work and Activities<sup>9</sup>



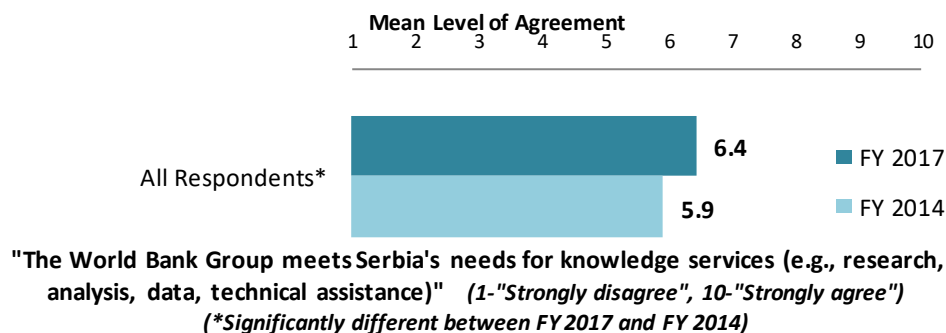
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)

<sup>9</sup> Means in the charts on this page were calculated based on weighted data.

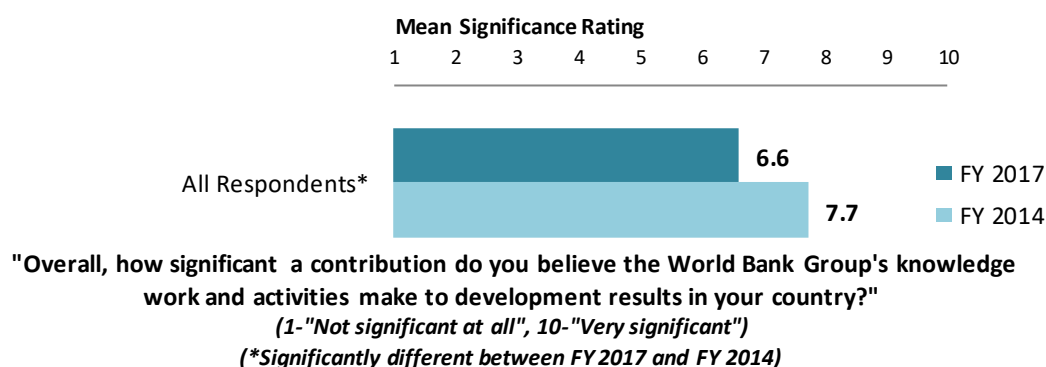


## VIII. World Bank Group's Knowledge and Instruments (continued)

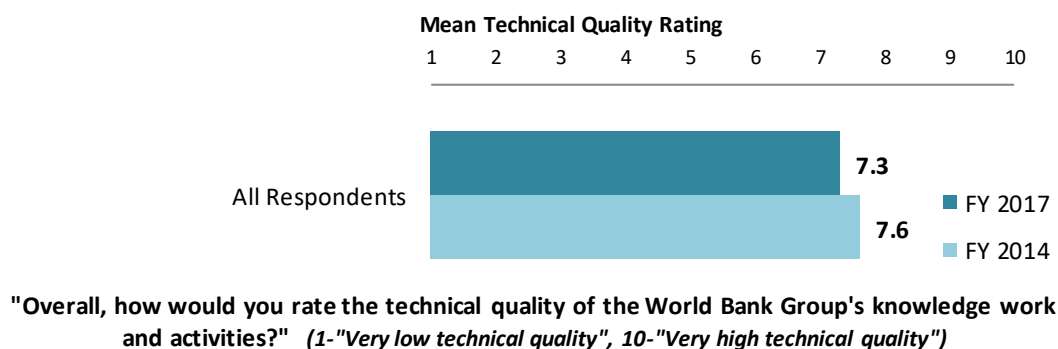
### Meeting Serbia's Knowledge Needs<sup>10</sup> (Indicator Question)



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



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



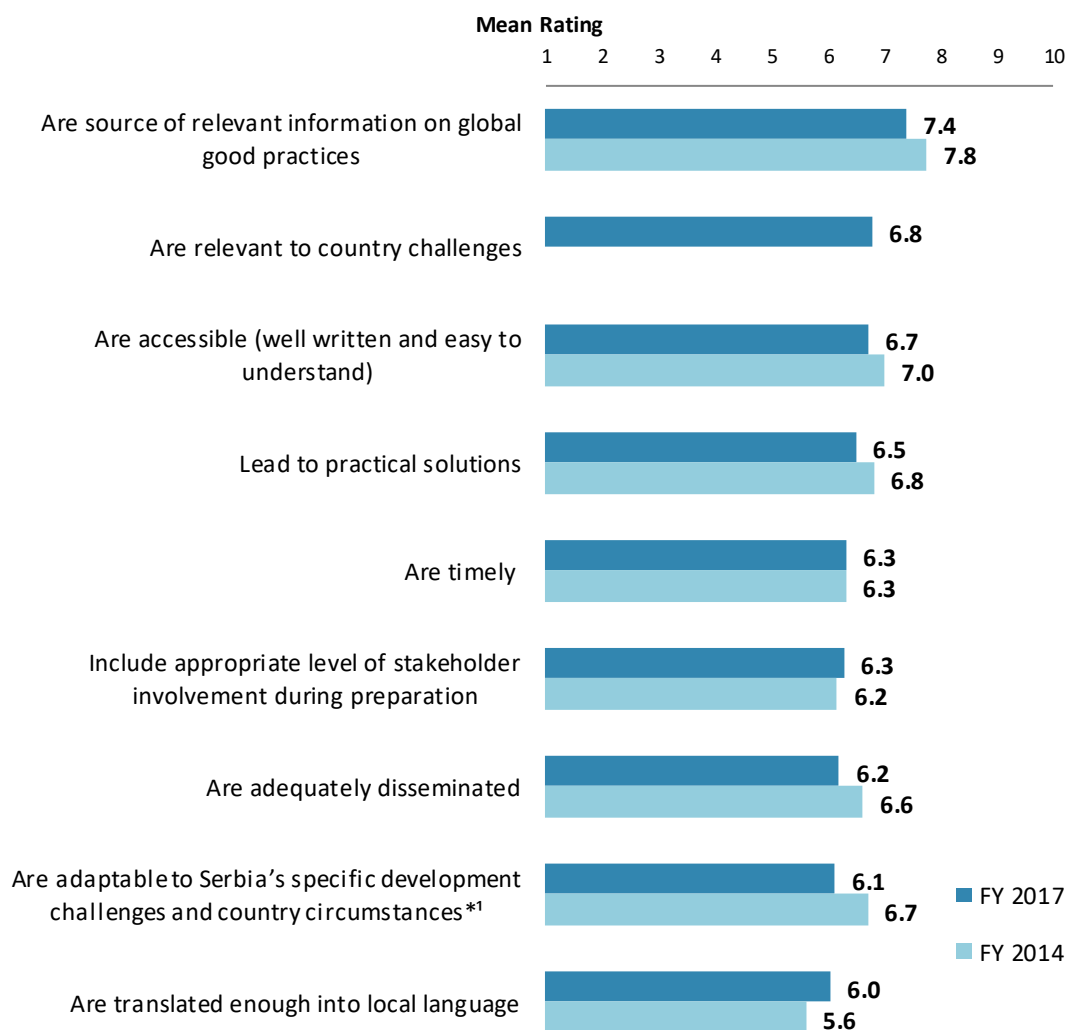
<sup>10</sup> Means in the charts on this page were calculated based on weighted data.





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

### Qualities of the WBG's Knowledge Work and Activities<sup>11</sup>



"In Serbia, 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")  
 (\*Significantly different between FY 2017 and FY 2014)

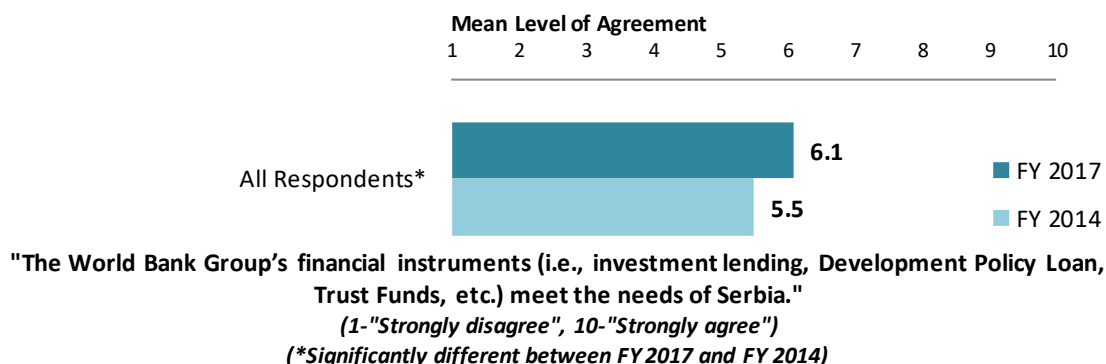
*'Indicator Question*

<sup>11</sup> Means in the chart were calculated based on weighted data.

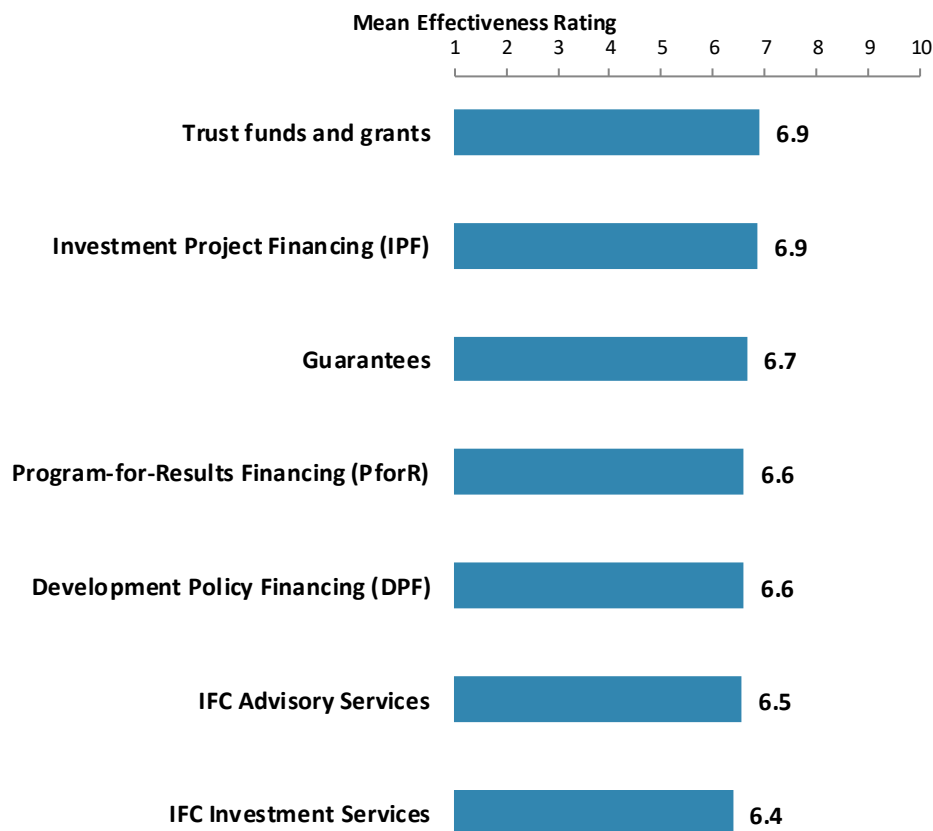


## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Serbia's Needs for Financial Instruments<sup>12</sup> (*Indicator Question*)



### Effectiveness of WBG's Instruments



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

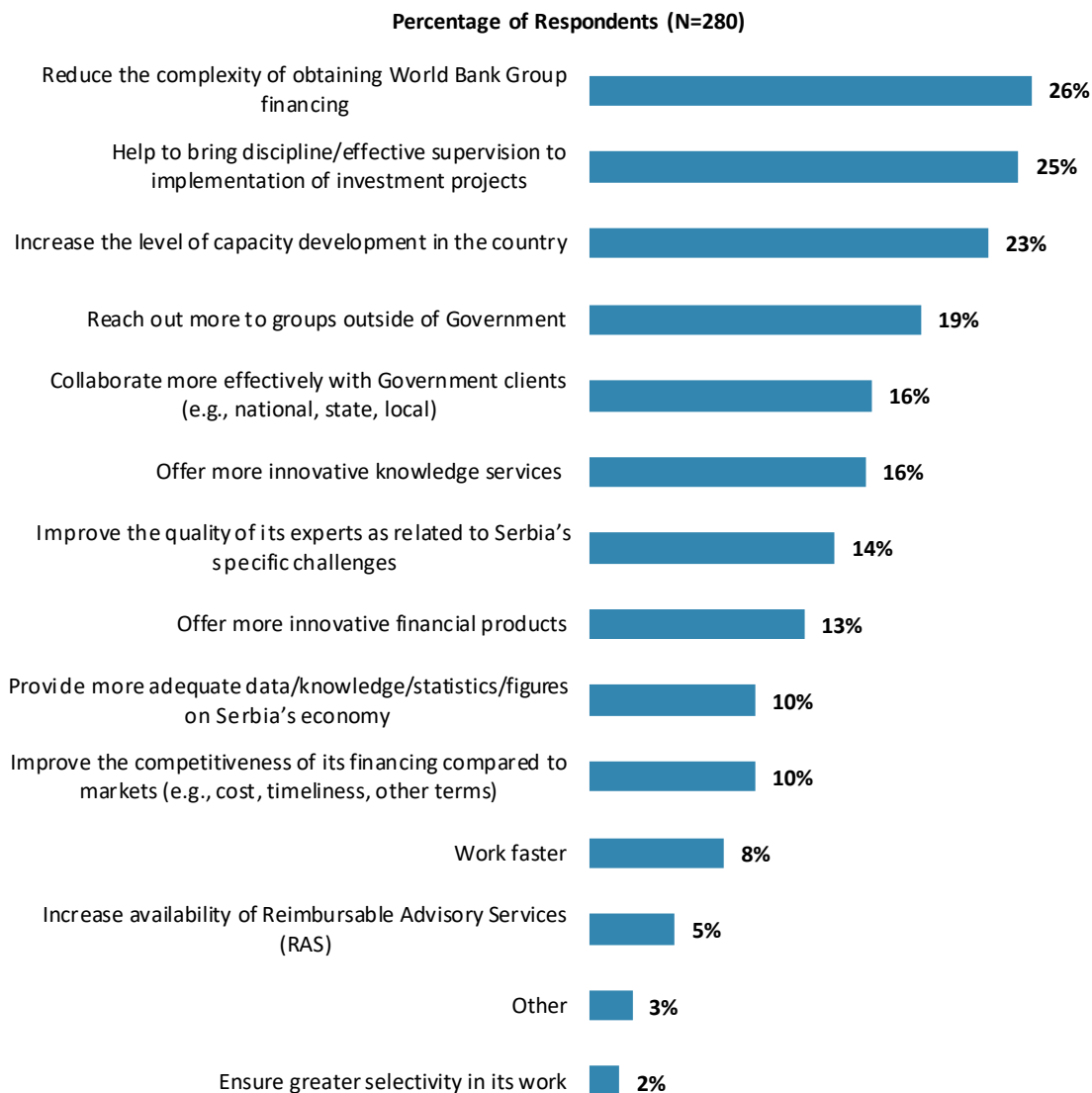
<sup>12</sup> Means in the chart were calculated based on weighted data.



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

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank should “*increase the level of capacity development in country*” (35%), “*reach out more to groups outside of Government*” (29%), “*collaborate more effectively with Government clients*” (22%), and “*offer more innovative financial products*” (19%) to make itself of greater value in Serbia.



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

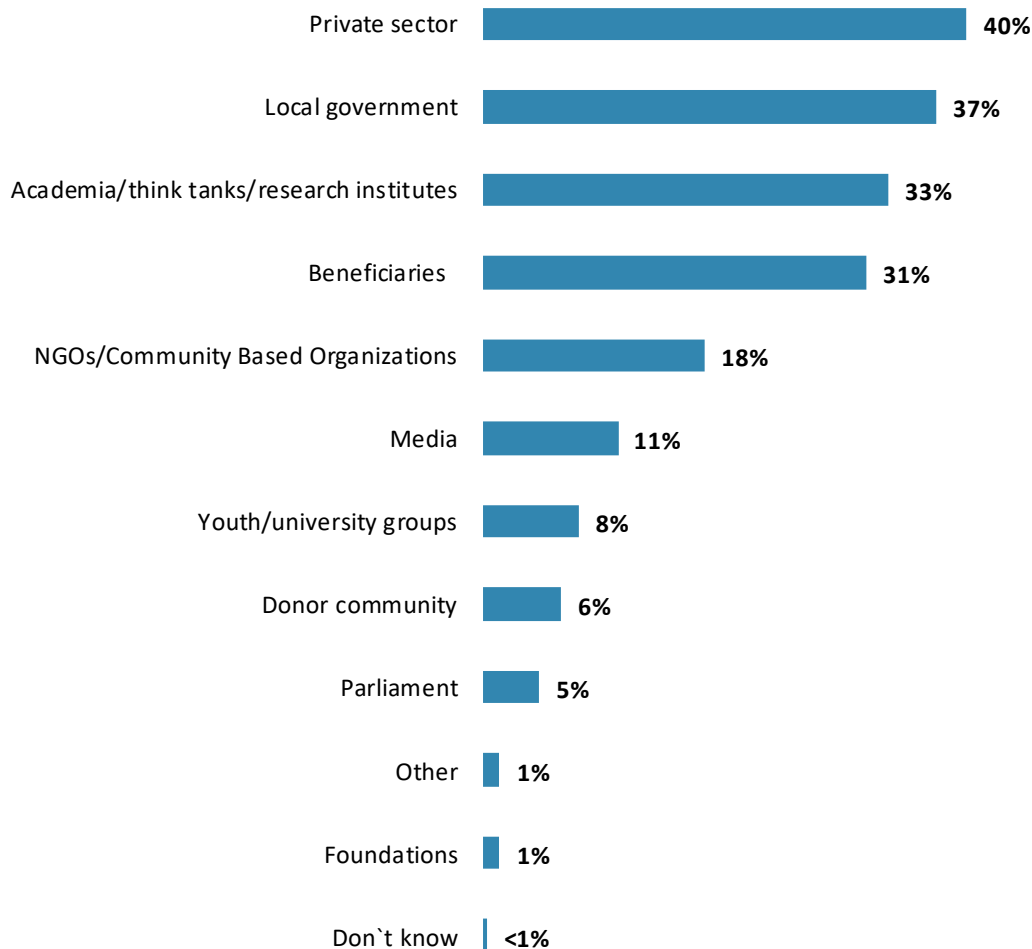


## IX. The Future Role of the World Bank Group in Serbia (continued)

### The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group should work more with “*private sector*” (45%), “*local government*” (39%), and “*academia/think tanks/research institutes*” (34%) to ensure better development results in Serbia.

Percentage of Respondents (N=280)



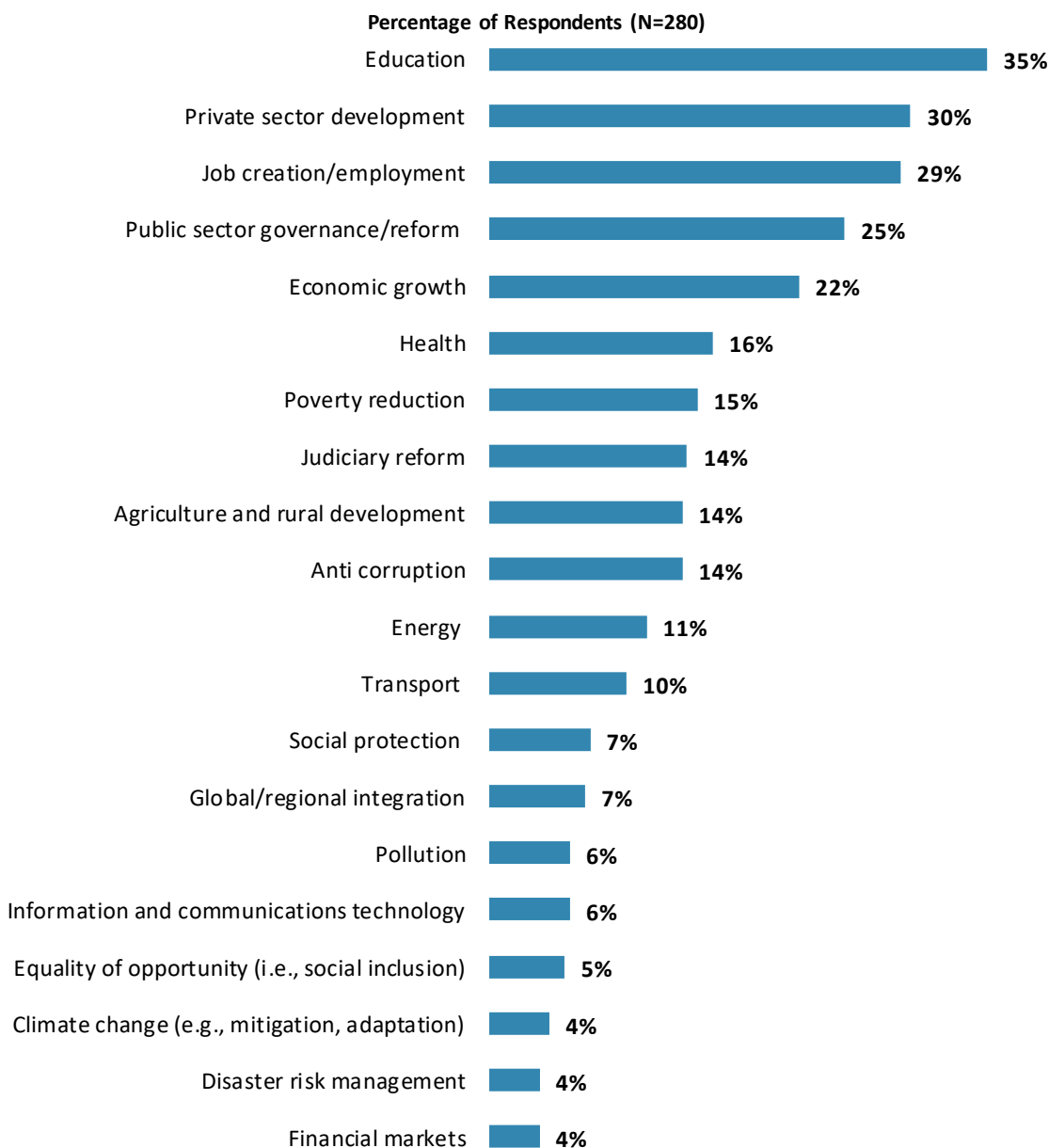
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"  
(Respondents chose from a list. Responses combined.)



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

### Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group should focus its resources on “*public sector governance/reform*” (38%), “*domestic private sector development*” (37%), and “*education*” (26%).



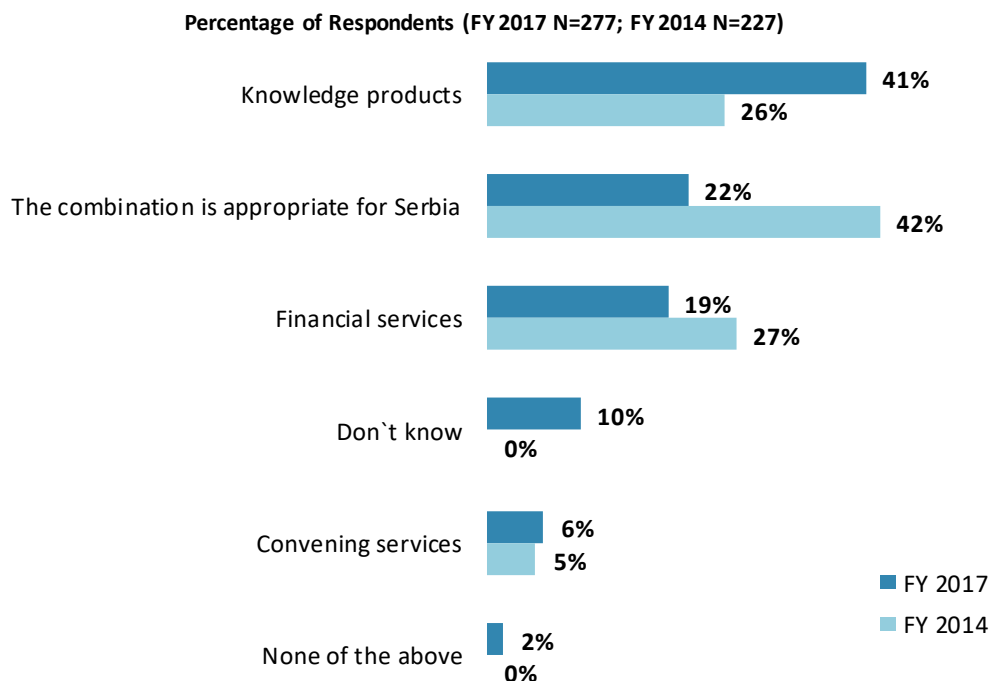
“When thinking about how the World Bank Group can have the most impact on development results in Serbia, in which sectoral areas do you believe the WBG should focus most of its resources in Serbia? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.  
Top 20 of 28 response options shown.)



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

### Future Combination of the WBG Services<sup>13</sup>

- **Year comparison:** This year's respondents were significantly more likely to indicate that the WBG should offer more knowledge services compared to respondents in the FY'14 Country Survey.



"When considering the combination of services that the World Bank Group offers in Serbia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Serbia?"  
(Respondents chose from a list. Responses combined.)  
(Percentages may not total 100 due to rounding)

<sup>13</sup> Percentages in the chart were calculated based on weighted data.

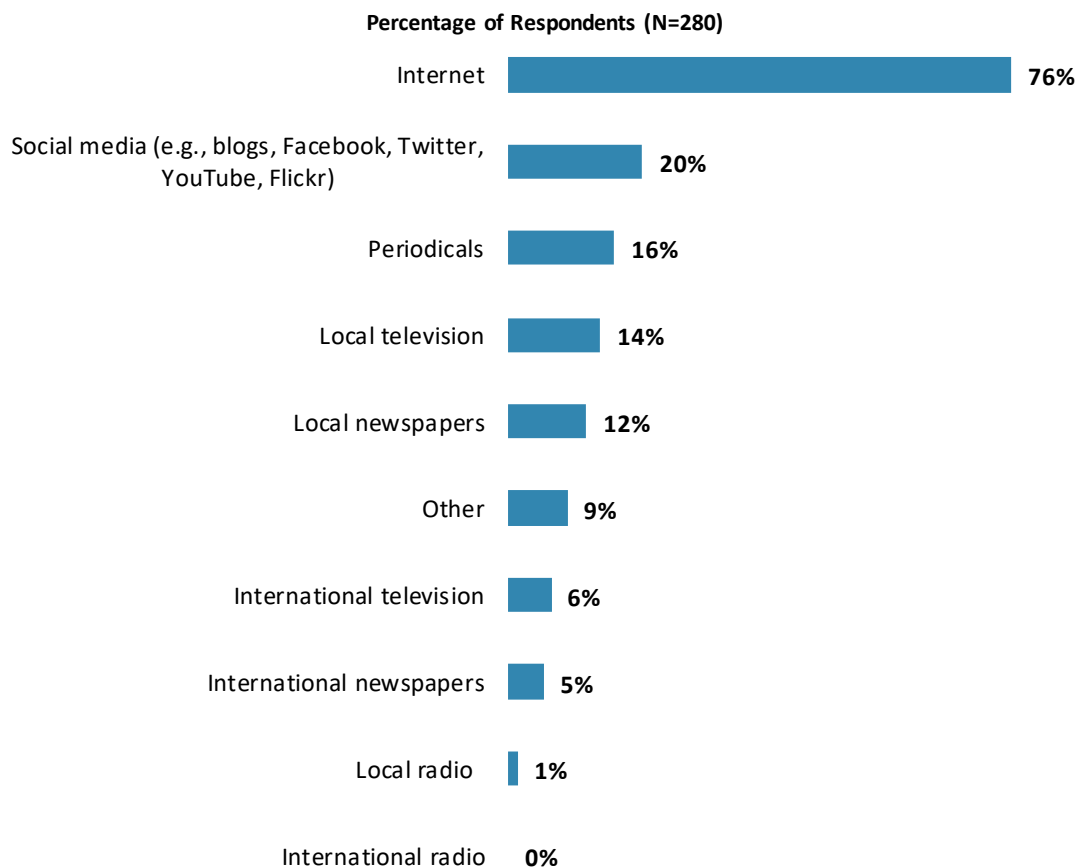


## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 60) 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 Serbia from "*the Internet*" (76%) and "*local newspapers*" (38%).



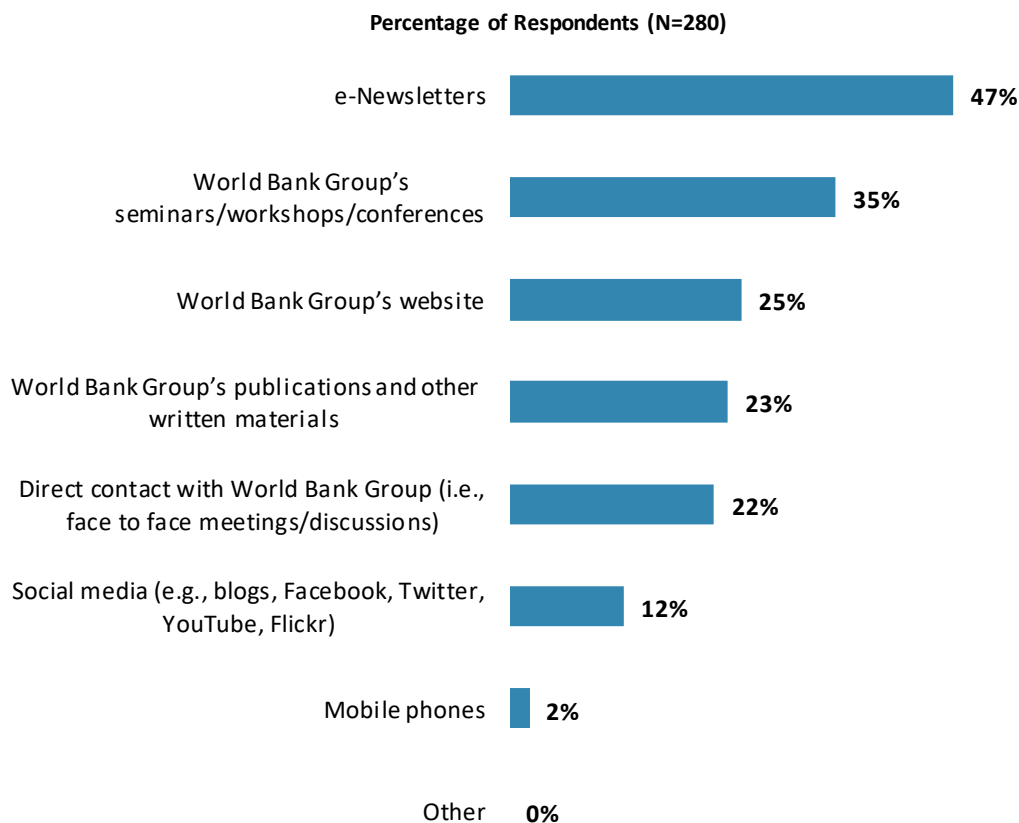
"How do you get most of your information about economic and social development issues in Serbia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## 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 World Bank Group through its “seminars/ workshops/conferences” (47%) and “e-Newsletters” (41%).



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

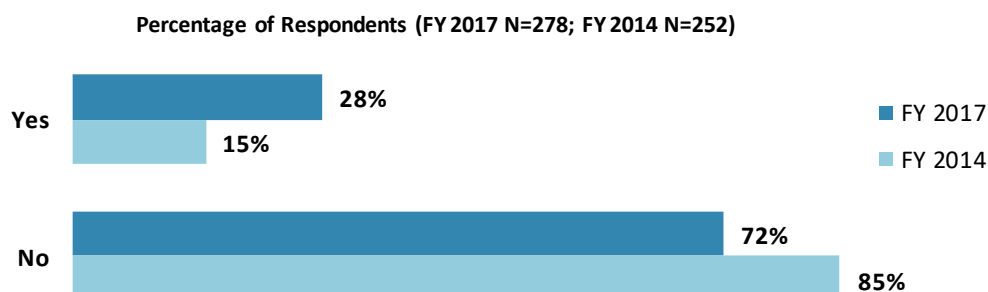




## X. Communication and Outreach (continued)

### Access to Information<sup>14</sup>

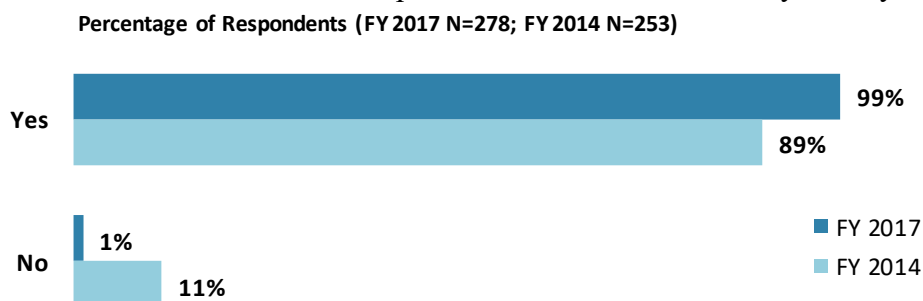
- **Year comparison:** This year's respondents were significantly more likely to be aware of the AI policy than the respondents in the FY'14 Country Survey.



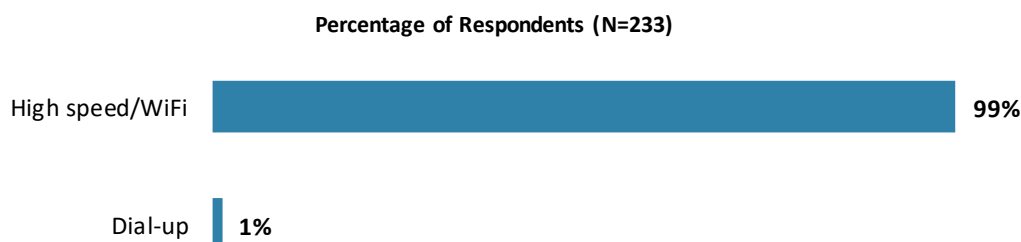
"Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?"

### Access to the Internet

- **Year comparison:** This year's respondents were significantly more likely to have reliable access to the Internet than the respondents in the FY'14 Country Survey.



"Do you have reliable access to the Internet?"



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

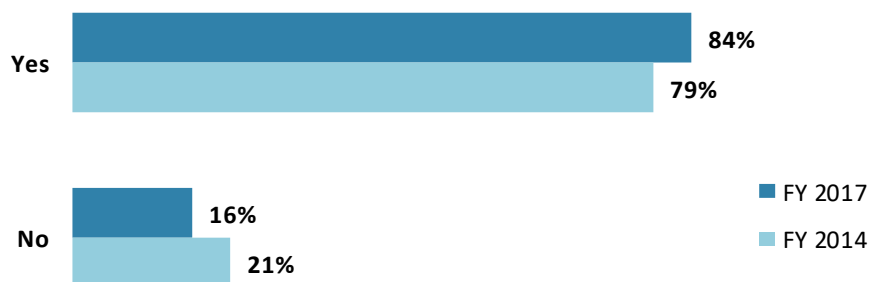
<sup>14</sup> Percentages presented in the first two charts were calculated based on weighted data.



## X. Communication and Outreach (continued)

### The WBG Website Usage<sup>15</sup>

Percentage of Respondents (FY 2017 N=278; FY 2014 N=253 )



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

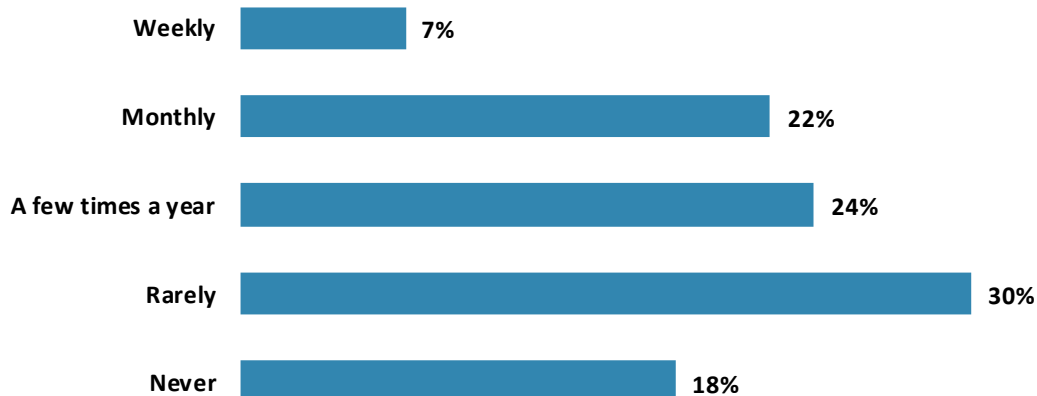
### Use of the WBG's Social Media Channels

Percentage of Respondents (FY 2017 N=280)



"Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?"

Percentage of Respondents (N=280)



"How frequently do you consult the World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?"  
(Respondents chose from a list. )

(Note: percentages may not total 100 due to rounding)

<sup>15</sup> Percentages presented in the chart were calculated based on weighted data.



## XI. Appendices

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**Serbia**





## Appendix A: Responses to All Questions across All Respondents (N=280)

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 Serbia

1. In general would you say that Serbia is headed in ... ?	Percentage of Respondents (N=280)
The right direction	56.1%
The wrong direction	15.4%
Not sure	28.6%

2. Listed below are a number of development priorities in Serbia. Please identify which of the following you consider the most important development priorities in Serbia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=280)
Education	55.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	38.2%
Private sector development	25.4%
Job creation/employment	21.4%
Anti corruption	19.3%
Judiciary reform	18.9%
Economic growth	16.4%
Agriculture and rural development	15.7%
Health	13.9%
Social protection (e.g., pensions, targeted social assistance)	11.8%
Poverty reduction	10.4%
Global/regional integration	6.4%
Information and communications technology	6.1%
Energy	6.1%
Natural resource management	4.6%
Food safety	3.6%
Pollution	2.9%
Equality of opportunity (i.e., social inclusion)	2.9%
Urban development	2.1%
Disaster risk management	1.8%
Gender equity	1.8%
Transport (e.g., roads, bridges, transportation)	1.4%
Crime and violence	1.4%
Climate change (e.g., mitigation, adaptation)	1.4%
Disease (e.g., cancer, heart deficiencies)	1.1%
Financial markets	0.7%
Water and sanitation	0.7%
Trade and exports	0.7%

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

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Serbia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=280)</b>
Economic growth	63.6%
Job creation/employment	42.5%
Education	29.6%
Agriculture and rural development	24.3%
Private sector development	23.6%
Anti corruption	20.7%
Equality of opportunity (i.e., social inclusion)	17.1%
Social protection (e.g., pensions, targeted social assistance)	16.4%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	12.5%
Information and communications technology	8.9%
Judiciary reform	8.6%
Health	5.0%
Trade and exports	4.6%
Natural resource management	4.3%
Transport (e.g., roads, bridges, transportation)	3.9%
Global/regional integration	3.2%
Energy	1.8%
Gender equity	1.8%
Disease (e.g., cancer, heart deficiencies)	1.1%
Food safety	1.1%
Crime and violence	0.7%
Climate change (e.g., mitigation, adaptation)	0.7%
Financial markets	0.7%
Disaster risk management	0.4%
Water and sanitation	0.4%
Pollution	0.0%
Urban development	0.0%

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

<b>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 Serbia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=280)</b>
Education and training that better ensure job opportunity	38.9%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	30.7%
Consistent economic growth	29.6%
A growing middle class	22.1%
Better employment opportunities for young people	16.8%
Better opportunity for the poor who live in rural areas	13.2%
More reliable social safety net	13.2%
Greater access to health and nutrition for citizens	7.9%
Greater voice and participation for citizens to help ensure greater accountability	7.5%
Greater access to micro-finance for the poor	6.1%
Better opportunity for the poor who live in urban areas	4.6%
Better quality public services	4.3%
Better employment opportunities for women	2.1%
Other	1.4%

<b>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 Serbia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=280)</b>
A very big problem	58.9%
A moderately big problem	33.2%
A small problem	2.1%
Not a problem at all	3.6%
Don't know	2.1%

<b>6. 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)</b>	<b>Percentage of Respondents (N=280)</b>
A very serious problem	38.9%
A somewhat serious problem	43.6%
Not too serious problem	13.2%
Not a problem	3.2%
Don't know	1.1%

<b>7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Serbia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=280)</b>
A very important development priority	89.6%
A moderately important development priority	8.6%
A slightly important development priority	1.1%
Not an important development priority	.7%

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

<b>8. In your view, is improvement of business environment a very important, moderately important, slightly important, or not an important development priority in Serbia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=280)</b>
A very important development priority	76.1%
A moderately important development priority	20.7%
A slightly important development priority	1.4%
Not an important development priority	1.1%
Don't know	.7%

<b>9. In your view, is improvement of infrastructure quality a very important, moderately important, slightly important, or not an important development priority in Serbia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=280)</b>
A very important development priority	71.4%
A moderately important development priority	26.1%
A slightly important development priority	1.4%
Not an important development priority	.7%
Don't know	.4%

<b>10. In your view, is improvement of energy security a very important, moderately important, slightly important, or not an important development priority in Serbia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=280)</b>
A very important development priority	53.2%
A moderately important development priority	40.7%
A slightly important development priority	3.9%
Not an important development priority	1.4%
Don't know	.7%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Serbia? (1-Not familiar at all, 10-Extremely familiar)	280	0	6.35	2.19

<b>Effectiveness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in Serbia. (1-Not effective at all, 10-Very effective)	250	30	6.76	1.97

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Serbia solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	226	54	7.07	2.18

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Serbia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Serbia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=280)</b>
Education	35.0%
Private sector development	29.6%
Job creation/employment	28.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25.0%
Economic growth	21.8%
Health	15.7%
Poverty reduction	14.6%
Judiciary reform	13.9%
Agriculture and rural development	13.6%
Anti corruption	13.6%
Energy	11.1%
Transport (e.g., roads, bridges, transportation)	9.6%
Social protection (e.g., pensions, targeted social assistance)	7.1%
Global/regional integration	6.8%
Pollution	5.7%
Information and communications technology	5.7%
Equality of opportunity (i.e., social inclusion)	5.4%
Climate change (e.g., mitigation, adaptation)	4.3%
Disaster risk management	3.6%
Financial markets	3.6%
Water and sanitation	3.2%
Natural resource management	3.2%
Food safety	2.1%
Urban development	1.8%
Gender equity	1.8%
Disease (e.g., cancer, heart deficiencies)	1.4%
Crime and violence	1.1%
Trade and exports	1.1%



**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 Serbia?	Percentage of Respondents (N=280)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Financial resources	22.5%	16.8%	39.3%
Capacity development related to World Bank Group supported projects	22.5%	9.3%	31.8%
Technical assistance (system oriented)	9.3%	15.4%	24.6%
Policy advice, studies, analyses	10.4%	13.9%	24.3%
Implementation support	11.1%	11.8%	22.9%
Bringing together different groups of stakeholders	7.9%	7.1%	15.0%
Promoting knowledge sharing	7.5%	7.1%	14.6%
Mobilizing third party financial resources	3.9%	6.4%	10.4%
Data and statistics	1.8%	8.2%	10.0%
Donor coordination	3.2%	2.5%	5.7%
Other	0.0%	1.4%	1.4%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Serbia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=280)
Not willing to honestly criticize policies and reform efforts in the country	23.9%
Not enough public disclosure of its work	20.7%
World Bank Group's processes too complex	20.0%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	19.3%
Not collaborating enough with stakeholders outside the Government	14.6%
Not adequately sensitive to political/social realities in Serbia	13.9%
Too influenced by developed countries	11.4%
Not exploring alternative policy options	7.9%
Its advice and strategies do not lend themselves to practical problem solving	6.4%
Not aligned with country priorities	5.4%
Other	2.9%
Not aligned with other donors' work	2.9%
Staff too inaccessible	2.5%
Arrogant in its approach	2.1%
The credibility of its knowledge/data	1.4%
Not client focused	0.7%
Don't know	0.0%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Serbia? (Select only ONE response)	Percentage of Respondents (N=280)
To a fully sufficient degree	5.4%
To a somewhat sufficient degree	44.6%
To a somewhat insufficient degree	16.8%
To a very insufficient degree	9.6%
Don't know	23.6%

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

8. How <b>EFFECTIVE</b> do you believe the following World Bank Group's instruments are in supporting Serbia 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)	183	97	6.86	2.29
2. Development Policy Financing (DPF)	177	103	6.59	2.26
3. Program-for-Results Financing (PforR)	158	158	6.60	2.35
4. Trust funds and grants	173	107	6.89	2.44
5. Guarantees	129	151	6.65	2.22
6. IFC Investment Services	146	134	6.38	2.41
7. IFC Advisory Services	164	116	6.55	2.46

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=280)
Private sector	39.6%
Local government	37.1%
Academia/think tanks/research institutes	33.2%
Beneficiaries	31.4%
NGOs/Community Based Organizations	18.2%
Media	11.1%
Youth/university groups	7.9%
Donor community	6.4%
Parliament	4.6%
Other	1.4%
Foundations	1.4%
Don't know	0.4%

To what extent do you agree with the following statements about the World Bank Group's work in Serbia? (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 Serbia*	250	30	7.04	2.26
11. The World Bank Group's work is aligned with what I consider the development priorities for Serbia*	246	34	6.65	2.24

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

To what extent is the World Bank Group an effective development partner in Serbia, 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*	222	58	6.54	2.24
13. Flexibility (in terms of the institution's products and services)*	213	67	6.01	2.30
14. Flexibility (in terms of changing country circumstances)*	220	60	6.08	2.32
15. Being inclusive*	205	75	6.58	2.36
16. Openness (sharing data and other information)*	230	50	6.74	2.35
17. Collaboration with the Government*	222	58	7.90	1.92
18. The speed in which it gets things accomplished on the ground*	222	58	6.04	2.26
19. Helping to bring discipline/effective supervision to implementation of investment projects*	214	66	6.72	2.40
20. Collaboration with civil society*	196	84	6.13	2.37
21. Staff accessibility*	227	53	6.84	2.48
22. Collaboration with other donors and development partners*	188	92	6.74	2.28
23. Collaboration with the private sector*	170	110	6.17	2.28
24. Straightforwardness and honesty*	219	61	6.97	2.43
25. Treating clients and stakeholders in Serbia with respect*	227	53	7.84	2.33
26. Being a long-term partner*	236	44	8.31	2.01

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 THREE)	Percentage of Respondents (Responses Combined; N=280)
Reforms are not well thought out in light of country challenges	38.9%
Political pressures and obstacles	30.7%
Lack of/inadequate levels of capacity in Government	30.4%
Poor coordination within the Government	20.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	18.2%
There is not an adequate level of citizen/civil society participation	11.8%
The Government works inefficiently	10.4%
The World Bank Group does not do adequate follow through/follow-up	5.7%
Poor coordination within the World Bank Group	5.4%
Poor donor coordination	4.6%
The World Bank Group works too slowly	3.6%
Other	2.5%

**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 Serbia? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	254	26	7.24	2.50
2. Gender equity	253	27	6.58	2.60
3. Private sector development	265	15	8.26	1.90
4. Education	265	15	8.54	1.95
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	266	14	8.33	2.03
6. Global/regional integration	262	18	7.44	2.31
7. Food safety	244	36	7.09	2.32
8. Urban development	251	29	7.10	2.28
9. Energy	263	17	7.88	2.08
10. Water and sanitation	253	27	7.49	2.19
11. Pollution	257	23	7.91	2.09
12. Job creation/employment	266	14	8.40	1.90
13. Health	261	19	8.30	1.98
14. Financial markets	248	32	7.82	2.15
15. Transport (e.g., roads, bridges, transportation)	261	19	8.00	1.96
16. Agriculture and rural development	254	26	8.19	1.89
17. Trade and exports	247	33	7.29	2.19
18. Crime and violence	242	38	6.50	2.70
19. Natural resource management	245	35	6.78	2.52
20. Climate change (e.g., mitigation, adaptation)	258	22	7.47	2.38
21. Poverty reduction	258	22	8.43	2.02
22. Anti corruption	252	28	8.10	2.32
23. Judiciary reform	251	29	8.18	2.13
24. Economic growth	259	21	8.58	1.74
25. Disaster risk management	253	27	7.45	2.23
26. Equality of opportunity (i.e., social inclusion)	252	28	7.71	2.24
27. Disease (e.g., cancer, heart deficiencies)	244	36	7.18	2.48
28. Information and communications technology	254	26	7.81	2.25

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

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 Serbia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	168	112	6.04	2.41
2. Gender equity	150	130	6.10	2.31
3. Private sector development	170	110	6.51	2.22
4. Education	180	100	6.18	2.37
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	197	83	6.79	2.30
6. Global/regional integration	159	121	6.55	2.51
7. Food safety	125	155	5.83	2.35
8. Urban development	146	134	6.04	2.37
9. Energy	161	119	6.66	2.33
10. Water and sanitation	135	145	6.17	2.36
11. Pollution	139	141	6.23	2.41
12. Job creation/employment	166	114	6.25	2.39
13. Health	163	117	6.16	2.48
14. Financial markets	149	131	6.88	2.21
15. Transport (e.g., roads, bridges, transportation)	171	109	7.08	2.22
16. Agriculture and rural development	158	122	6.37	2.27
17. Trade and exports	143	137	6.47	2.19
18. Crime and violence	124	156	5.40	2.53
19. Natural resource management	127	153	5.70	2.50
20. Climate change (e.g., mitigation, adaptation)	149	131	5.99	2.57
21. Poverty reduction	175	105	6.18	2.54
22. Anti corruption	156	124	5.51	2.69
23. Judiciary reform	157	123	5.58	2.64
24. Economic growth	178	102	6.73	2.52
25. Disaster risk management	153	127	6.35	2.48
26. Equality of opportunity (i.e., social inclusion)	155	125	6.30	2.52

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Serbia? (1-To no degree at all, 10-To a very significant degree)	240	40	6.88	2.08

To what extent do you agree with the following statements about the World Bank Group in Serbia? (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 Serbia*	224	56	6.15	2.29
5. The World Bank Group meets Serbia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	238	42	6.50	2.35

Reimbursable Advisory Services*	N	DK	Mean	SD
6. To what extent do you believe that Serbia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree)	172	108	6.42	2.26

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

<b>1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	<b>Percentage of Respondents (N=280)</b>
Weekly	10.0%
Monthly	18.9%
A few times a year	38.2%
Rarely	25.7%
Never	7.1%

<b>In Serbia, 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)</b>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Are timely	217	63	6.38	2.19
3. Include appropriate level of stakeholder involvement during preparation	216	64	6.35	2.30
4. Lead to practical solutions	228	52	6.55	2.22
5. Are accessible (well written and easy to understand)	225	55	6.75	2.22
6. Are source of relevant information on global good practices	229	51	7.43	2.05
7. Are relevant to country challenges	225	55	6.81	2.25
8. Are adequately disseminated	207	73	6.27	2.28
9. Are translated enough into local language	199	81	6.05	2.50
10. Are adaptable to Serbia's specific development challenges and country circumstances*	216	64	6.16	2.34

<b>Overall Evaluations</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
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)	241	39	6.65	2.06
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)	235	45	7.33	1.90

**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	163	117	7.96	1.96
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	220	60	7.50	2.09
3. The World Bank Group's approvals and reviews are done in a timely fashion	176	104	7.49	2.01
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	148	132	7.44	2.24
5. The World Bank Group's conditions on its lending are reasonable	177	103	7.09	2.36
6. The World Bank Group takes decisions quickly in Serbia*	196	84	6.63	2.22
7. Working with the World Bank Group increases Serbia's institutional capacity	228	52	7.54	2.28
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	159	121	7.24	2.32
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	209	71	7.65	2.16
<b>WBG Promoting PPP in Serbia</b>				
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Serbia? (1-To no degree at all, 10-To a very significant degree)	189	91	6.31	2.21
<b>Measuring and Correcting the World Bank Group's Work</b>				
11. To what extent do you believe the World Bank Group measures and corrects its work in real time in Serbia? (1-To no degree at all, 10-To a very significant degree)	171	109	6.50	2.19

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Serbia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=280)</b>
Reduce the complexity of obtaining World Bank Group financing	25.7%
Help to bring discipline/effective supervision to implementation of investment projects	25.0%
Increase the level of capacity development in the country	23.2%
Reach out more to groups outside of Government	19.3%
Collaborate more effectively with Government clients (e.g., national, state, local)	16.4%
Offer more innovative knowledge services	16.1%
Improve the quality of its experts as related to Serbia's specific challenges	14.3%
Offer more innovative financial products	12.5%
Provide more adequate data/knowledge/statistics/figures on Serbia's economy	9.6%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	9.6%
Work faster	7.9%
Increase availability of Reimbursable Advisory Services (RAS)	5.0%
Other	2.5%
Ensure greater selectivity in its work	1.8%

<b>2. When considering the combination of services that the World Bank Group offers in Serbia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Serbia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=280)</b>
Knowledge products	40.4%
The combination is appropriate for Serbia	21.4%
Financial services	19.6%
Don't know	10.4%
Convening services	6.1%
None of the above	2.1%



**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Serbia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=280)</b>
Internet	76.4%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	20.4%
Periodicals	16.1%
Local television	13.9%
Local newspapers	11.8%
Other	8.9%
International television	6.4%
International newspapers	5.4%
Local radio	1.4%
International radio	0.0%

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=280)</b>
e-Newsletters	47.1%
World Bank Group's seminars/workshops/conferences	34.6%
World Bank Group's website	24.6%
World Bank Group's publications and other written materials	23.2%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	21.8%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	12.1%
Mobile phones	2.1%
Other	0.0%

<b>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?</b>	<b>Percentage of Respondents (N=280)</b>
Yes	28.2%
No	71.8%

<b>4. Do you have reliable access to the Internet?</b>	<b>Percentage of Respondents (N=280)</b>
Yes	98.6%
No	1.4%

<b>5. Do you use/have you used the World Bank Group website?</b>	<b>Percentage of Respondents (N=280)</b>
Yes	83.2%
No	16.8%

<b>6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?</b>	<b>Percentage of Respondents (N=280)</b>
Yes	20.7%
No	79.3%

<b>7. Have you visited the "World Bank Serbia" Facebook page?</b>	<b>Percentage of Respondents (N=280)</b>
Yes	29.3%
No	70.7%

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

8. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=233)
High speed/WiFi	98.7%
Dial-up	1.3%

9. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	Percentage of Respondents (N=280)
Weekly	6.8%
Monthly	21.8%
A few times a year	23.6%
Rarely	30.0%
Never	17.9%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. I find the World Bank Group's websites easy to navigate.	206	74	7.13	2.05
11. I find the information on the World Bank Group's websites useful.	211	69	7.75	1.81
12. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	103	177	7.09	2.36
13. 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.)	229	51	7.76	2.20
14. The World Bank Group is responsive to my information requests and inquiries	140	140	7.55	2.57

**H. Background Information**

<b>1. Which of the following best describes your current position? (Select only ONE response)</b>	<b>Percentage of Respondents (N=280)</b>
Employee of a Ministry, Ministerial Department or Implementation Agency	18.6%
Academia/Research Institute/Think Tank	14.6%
NGO/Community Based Organization	11.1%
Local Government Office or Staff	10.0%
Private Sector Organization	9.6%
Project Management Unit (PMU) overseeing implementation of project/Consultant/Contractor working on World Bank Group sup	7.1%
Media (press, radio, TV, web, etc.)	7.1%
Bilateral/Multilateral Agency	4.6%
Office of Parliamentarian	4.3%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	2.9%
Office of Minister	2.5%
Office of the President, Prime Minister	1.8%
Private Foundation	1.8%
Financial Sector/Private Bank	1.1%
Trade Union	1.1%
Judiciary Branch	1.1%
Other	.7%

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=280)</b>
Governance	15.0%
Generalist (specialized in multiple sectors)	11.8%
Education	8.9%
Macroeconomics and fiscal management	8.9%
Finance and markets	8.2%
Transport and ICT	7.1%
Urban, rural, and social development	6.4%
Social protection and labor	5.4%
Agriculture	5.4%
Energy and extractives	3.9%
Health, nutrition, and population	3.6%
Trade and competitiveness	3.6%
Environment and natural resources	3.2%
Poverty	2.1%
Jobs	2.1%
Fragility, conflict and violence	1.8%
Water	.7%
Public-private partnerships	.7%
Gender	.7%
Climate change	.4%

**H. Background Information (continued)**

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?</b>	<b>Percentage of Respondents (N=280)</b>
Yes	40.0%
No	60.0%

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Serbia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=280)</b>
The World Bank (IBRD)	77.9%
The International Finance Corporation (IFC)	8.6%
The Multilateral Investment Guarantee Agency (MIGA)	1.1%
Other	.4%
None	12.1%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=280)</b>
Yes	33.2%
No	66.8%

<b>6. If yes, what was your view of how the two institutions work together in Serbia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=93)</b>
The two institutions work well together	54.8%
The way the two institutions work together needs improvement	19.4%
Don't know	25.8%

<b>7. Which of the following describes most of your exposure to the World Bank Group in Serbia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=170)</b>
Collaborate as part of my professional duties	52.5%
Use World Bank Group reports/data	27.1%
Engage in World Bank Group related/sponsored events/activities	25.4%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	18.9%
Use World Bank Group website for information, data, research, etc.	16.1%

<b>8. What's your gender?</b>	<b>Percentage of Respondents (N=280)</b>
Female	52.5%
Male	47.5%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=280)</b>
Belgrade	76.4%
Vojvodina	12.1%
Central Serbia	5.7%
South Serbia	5.7%



## Appendix B: Responses to All Questions by Stakeholder Groups<sup>16</sup>

- Office of the President/Prime Minister/Minister N=12    ● Office of Parliamentarian N=12    ● Employee of a Ministry N=52
- PMU/Consultant on a WBG-supported Project N=20    ● Local Government N=28    ● Bilateral/Multilateral Agency N=13
- Private Sector/Financial Sector/Private Bank N=30    ● CSO N=39    ● Media N=20    ● Academia/Research Institute/Think Tank N=41    ● Other N=13

### A. General Issues facing Serbia

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The right direction	83.3%	41.7%	73.1%	50.0%	71.4%	30.8%	66.7%	28.2%	50.0%	51.2%	61.5%
The wrong direction	0.0%	58.3%	7.7%	5.0%	3.6%	38.5%	10.0%	41.0%	10.0%	7.3%	7.7%
Not sure	16.7%	0.0%	19.2%	45.0%	25.0%	30.8%	23.3%	30.8%	40.0%	41.5%	30.8%

\*Significantly different between stakeholder groups

<sup>16</sup> Only 280 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 Serbia (continued)**

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social protection (e.g., pensions, targeted social assistance)	16.7%	16.7%	21.2%	5.0%	10.7%	7.7%	3.3%	7.7%	30.0%	7.3%	0.0%
Gender equity	8.3%	8.3%	1.9%	0.0%	0.0%	7.7%	0.0%	2.6%	0.0%	0.0%	0.0%
Private sector development	33.3%	25.0%	17.3%	25.0%	39.3%	23.1%	43.3%	28.2%	10.0%	14.6%	30.8%
Education	41.7%	91.7%	51.9%	50.0%	50.0%	61.5%	36.7%	69.2%	50.0%	58.5%	69.2%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)*	58.3%	8.3%	23.1%	65.0%	21.4%	61.5%	50.0%	43.6%	55.0%	24.4%	53.8%
Global/regional integration	8.3%	8.3%	5.8%	5.0%	3.6%	7.7%	10.0%	7.7%	5.0%	4.9%	7.7%
Food safety	0.0%	0.0%	7.7%	5.0%	3.6%	0.0%	3.3%	2.6%	0.0%	4.9%	0.0%
Urban development	0.0%	0.0%	3.8%	0.0%	3.6%	7.7%	0.0%	0.0%	5.0%	2.4%	0.0%
Energy	8.3%	8.3%	1.9%	25.0%	3.6%	7.7%	3.3%	7.7%	5.0%	4.9%	0.0%
Water and sanitation	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
Pollution	0.0%	0.0%	1.9%	0.0%	3.6%	15.4%	3.3%	2.6%	0.0%	4.9%	0.0%
Job creation/employment*	0.0%	25.0%	21.2%	5.0%	60.7%	15.4%	23.3%	15.4%	25.0%	9.8%	30.8%
Health	8.3%	8.3%	15.4%	10.0%	10.7%	15.4%	10.0%	12.8%	20.0%	19.5%	15.4%
Financial markets	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%
Transport (e.g., roads, bridges, transportation)	0.0%	0.0%	0.0%	0.0%	3.6%	7.7%	0.0%	0.0%	0.0%	4.9%	0.0%
Agriculture and rural development	0.0%	8.3%	13.5%	20.0%	28.6%	7.7%	20.0%	7.7%	10.0%	26.8%	7.7%
Trade and exports	0.0%	0.0%	0.0%	0.0%	3.6%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence*	0.0%	8.3%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%
Natural resource management	0.0%	8.3%	3.8%	0.0%	7.1%	0.0%	3.3%	5.1%	5.0%	9.8%	0.0%
Climate change (e.g., mitigation, adaptation)	0.0%	0.0%	5.8%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	16.7%	8.3%	15.4%	0.0%	14.3%	0.0%	0.0%	20.5%	5.0%	12.2%	0.0%
Anti corruption	8.3%	25.0%	19.2%	25.0%	0.0%	15.4%	30.0%	23.1%	15.0%	17.1%	38.5%
Judiciary reform	41.7%	25.0%	9.6%	10.0%	10.7%	23.1%	20.0%	30.8%	20.0%	22.0%	7.7%
Economic growth	25.0%	8.3%	21.2%	30.0%	10.7%	0.0%	23.3%	7.7%	20.0%	14.6%	15.4%
Disaster risk management	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%
Equality of opportunity (i.e., social inclusion)	8.3%	0.0%	7.7%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	4.9%	0.0%
Disease (e.g., cancer, heart deficiencies)	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
Information and communications technology	8.3%	8.3%	5.8%	15.0%	3.6%	0.0%	6.7%	0.0%	5.0%	9.8%	7.7%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Economic growth*	75.0%	75.0%	73.1%	80.0%	71.4%	38.5%	70.0%	51.3%	70.0%	51.2%	38.5%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%
Equality of opportunity (i.e., social inclusion)	25.0%	0.0%	15.4%	10.0%	10.7%	30.8%	6.7%	30.8%	20.0%	19.5%	15.4%
Disease (e.g., cancer, heart deficiencies)	0.0%	0.0%	3.8%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	8.3%	8.3%	3.8%	15.0%	3.6%	0.0%	13.3%	10.3%	10.0%	12.2%	15.4%
Social protection (e.g., pensions, targeted social assistance)	16.7%	16.7%	15.4%	15.0%	3.6%	30.8%	3.3%	25.6%	25.0%	19.5%	15.4%
Agriculture and rural development	16.7%	41.7%	30.8%	20.0%	35.7%	7.7%	16.7%	25.6%	5.0%	26.8%	23.1%
Trade and exports	8.3%	8.3%	7.7%	10.0%	0.0%	7.7%	0.0%	5.1%	5.0%	2.4%	0.0%
Crime and violence	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%
Climate change (e.g., mitigation, adaptation)	0.0%	0.0%	1.9%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport (e.g., roads, bridges, transportation)	8.3%	8.3%	1.9%	0.0%	14.3%	0.0%	0.0%	2.6%	5.0%	4.9%	0.0%
Energy	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	3.3%	2.6%	0.0%	2.4%	0.0%
Anti corruption	8.3%	33.3%	21.2%	15.0%	7.1%	38.5%	33.3%	28.2%	25.0%	9.8%	15.4%
Judiciary reform	8.3%	25.0%	5.8%	10.0%	0.0%	15.4%	10.0%	7.7%	10.0%	7.3%	15.4%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment*	33.3%	33.3%	38.5%	30.0%	82.1%	53.8%	43.3%	23.1%	50.0%	43.9%	38.5%
Health	16.7%	0.0%	3.8%	5.0%	0.0%	7.7%	0.0%	7.7%	0.0%	12.2%	0.0%
Financial markets	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	8.3%	8.3%	3.8%	20.0%	7.1%	0.0%	20.0%	15.4%	20.0%	17.1%	15.4%
Gender equity	8.3%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	5.1%	5.0%	0.0%	0.0%
Private sector development	16.7%	8.3%	21.2%	35.0%	35.7%	7.7%	40.0%	17.9%	15.0%	17.1%	38.5%
Education	33.3%	25.0%	36.5%	15.0%	17.9%	53.8%	16.7%	28.2%	25.0%	36.6%	46.2%
Global/regional integration	8.3%	0.0%	1.9%	5.0%	0.0%	0.0%	10.0%	5.1%	0.0%	2.4%	0.0%
Food safety	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	2.4%	7.7%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	1.9%	0.0%	7.1%	0.0%	10.0%	5.1%	0.0%	4.9%	15.4%

\*Significantly different between stakeholder groups

**A. General Issues facing Serbia (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 Serbia? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	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	16.7%	0.0%	11.5%	5.0%	7.1%	0.0%	3.3%	7.7%	15.0%	9.8%	0.0%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	33.3%	33.3%	25.0%	30.0%	39.3%	30.8%	50.0%	23.1%	30.0%	26.8%	23.1%
A growing middle class	8.3%	25.0%	23.1%	20.0%	21.4%	0.0%	36.7%	23.1%	15.0%	22.0%	30.8%
Better opportunity for the poor who live in rural areas	8.3%	16.7%	19.2%	5.0%	3.6%	7.7%	16.7%	17.9%	15.0%	9.8%	15.4%
Better opportunity for the poor who live in urban areas	8.3%	16.7%	3.8%	5.0%	0.0%	7.7%	0.0%	5.1%	15.0%	2.4%	0.0%
Consistent economic growth	25.0%	8.3%	40.4%	35.0%	42.9%	23.1%	20.0%	20.5%	30.0%	29.3%	30.8%
More reliable social safety net	25.0%	8.3%	9.6%	20.0%	7.1%	23.1%	10.0%	15.4%	15.0%	14.6%	7.7%
Greater access to micro-finance for the poor	0.0%	0.0%	3.8%	10.0%	10.7%	15.4%	6.7%	7.7%	5.0%	4.9%	0.0%
Greater voice and participation for citizens to help ensure greater accountability	16.7%	8.3%	3.8%	0.0%	3.6%	7.7%	6.7%	12.8%	10.0%	9.8%	7.7%
Education and training that better ensure job opportunity	50.0%	50.0%	34.6%	30.0%	28.6%	61.5%	33.3%	30.8%	40.0%	48.8%	53.8%
Better quality public services	0.0%	0.0%	5.8%	0.0%	3.6%	0.0%	6.7%	10.3%	0.0%	4.9%	0.0%
Better employment opportunities for young people	8.3%	16.7%	15.4%	35.0%	25.0%	15.4%	6.7%	20.5%	10.0%	12.2%	23.1%
Better employment opportunities for women	0.0%	8.3%	0.0%	0.0%	3.6%	7.7%	3.3%	2.6%	0.0%	2.4%	0.0%
Other	0.0%	8.3%	0.0%	5.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	7.7%

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 Serbia? (Select only ONE response)

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very big problem	33.3%	66.7%	69.2%	55.0%	57.1%	46.2%	36.7%	71.8%	60.0%	65.9%	46.2%
A moderately big problem	50.0%	33.3%	25.0%	35.0%	35.7%	30.8%	50.0%	25.6%	30.0%	29.3%	46.2%
A small problem	0.0%	0.0%	1.9%	0.0%	0.0%	7.7%	6.7%	0.0%	10.0%	0.0%	0.0%
Not a problem at all	16.7%	0.0%	3.8%	5.0%	0.0%	7.7%	6.7%	2.6%	0.0%	0.0%	7.7%
Don't know	0.0%	0.0%	0.0%	5.0%	7.1%	7.7%	0.0%	0.0%	0.0%	4.9%	0.0%



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

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)

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very serious problem	25.0%	66.7%	36.5%	40.0%	50.0%	15.4%	36.7%	48.7%	20.0%	41.5%	30.8%
A somewhat serious problem	58.3%	25.0%	40.4%	45.0%	42.9%	61.5%	30.0%	41.0%	65.0%	41.5%	53.8%
Not too serious problem	16.7%	8.3%	17.3%	5.0%	7.1%	7.7%	30.0%	7.7%	10.0%	12.2%	15.4%
Not a problem	0.0%	0.0%	5.8%	10.0%	0.0%	7.7%	3.3%	0.0%	5.0%	2.4%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	2.6%	0.0%	2.4%	0.0%

In your view, is early childhood development (i.e. nutrition, growth, Serbia, and education) a very important, moderately important, slightly important, or not an important development priority in Serbia? (Select only ONE response)

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very important development priority	75.0%	91.7%	90.4%	90.0%	96.4%	76.9%	90.0%	89.7%	90.0%	90.2%	92.3%
A moderately important development priority	25.0%	8.3%	7.7%	10.0%	3.6%	15.4%	6.7%	10.3%	5.0%	9.8%	0.0%
A slightly important development priority	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	3.3%	0.0%	5.0%	0.0%	0.0%
Not an important development priority	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%

In your view, is improvement of business environment a very important, moderately important, slightly important, or not an important development priority in Serbia? (Select only ONE response)

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very important development priority	75.0%	75.0%	78.8%	65.0%	82.1%	84.6%	93.3%	66.7%	75.0%	70.7%	69.2%
A moderately important development priority	25.0%	25.0%	11.5%	35.0%	14.3%	15.4%	3.3%	33.3%	20.0%	29.3%	23.1%
A slightly important development priority	0.0%	0.0%	5.8%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%
Not an important development priority	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	7.7%
Don't know	0.0%	0.0%	1.9%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

In your view, is improvement of infrastructure quality a very important, moderately important, slightly important, or not an important development priority in Serbia?\*

(Select only ONE response)

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very important development priority	91.7%	91.7%	80.8%	60.0%	78.6%	38.5%	70.0%	64.1%	55.0%	73.2%	76.9%
A moderately important development priority	8.3%	8.3%	17.3%	40.0%	21.4%	46.2%	30.0%	33.3%	35.0%	26.8%	15.4%
A slightly important development priority	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	2.6%	5.0%	0.0%	7.7%
Not an important development priority	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

In your view, is improvement of energy security a very important, moderately important, slightly important, or not an important development priority in Serbia?

(Select only ONE response)

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very important development priority	50.0%	66.7%	50.0%	50.0%	60.7%	53.8%	53.3%	46.2%	40.0%	56.1%	76.9%
A moderately important development priority	33.3%	33.3%	48.1%	40.0%	35.7%	38.5%	40.0%	51.3%	45.0%	36.6%	15.4%
A slightly important development priority	8.3%	0.0%	0.0%	5.0%	3.6%	0.0%	6.7%	2.6%	10.0%	4.9%	7.7%
Not an important development priority	8.3%	0.0%	1.9%	0.0%	0.0%	7.7%	0.0%	0.0%	5.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%

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

	Which of the following best describes your current position?																																
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant/ Contractor			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 Serbia?*	12	7.67	2.27	12	6.33	2.42	52	6.58	2.16	20	7.85	1.79	28	4.82	1.52	13	7.23	2.13	30	5.63	2.14	39	5.79	1.99	20	6.95	1.54	41	6.54	2.27	13	6.15	2.70

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

	Which of the following best describes your current position?																																
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant/ Contractor			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 Serbia.	11	7.18	2.27	12	6.42	1.88	49	6.67	2.11	20	7.60	2.16	21	6.38	1.99	12	6.50	1.78	25	7.20	1.83	34	6.38	1.65	19	6.47	2.17	37	6.97	1.67	10	6.40	2.80

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

	Which of the following best describes your current position?																																
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant/ Contractor			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 (e.g., skills and knowledge) to help Serbia solve its most complicated development challenges?	11	7.27	2.15	11	6.45	2.30	45	6.91	2.16	20	7.35	2.72	15	7.53	2.23	12	8.08	1.24	21	7.00	2.07	31	6.87	2.06	18	6.89	2.05	34	7.12	2.21	8	6.63	2.97

(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 Serbia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Serbia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Energy	16.7%	8.3%	7.7%	20.0%	21.4%	0.0%	10.0%	12.8%	10.0%	4.9%	15.4%
Water and sanitation	8.3%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	5.1%	5.0%	4.9%	7.7%
Pollution	8.3%	8.3%	3.8%	10.0%	3.6%	0.0%	6.7%	2.6%	10.0%	7.3%	7.7%
Job creation/employment	33.3%	41.7%	19.2%	15.0%	42.9%	46.2%	23.3%	30.8%	45.0%	19.5%	38.5%
Health	33.3%	25.0%	17.3%	30.0%	7.1%	15.4%	13.3%	17.9%	5.0%	12.2%	7.7%
Financial markets	16.7%	8.3%	1.9%	0.0%	3.6%	15.4%	3.3%	5.1%	0.0%	0.0%	0.0%
Social protection (e.g., pensions, targeted social assistance)	16.7%	16.7%	5.8%	0.0%	7.1%	15.4%	0.0%	7.7%	15.0%	4.9%	7.7%
Gender equity	0.0%	8.3%	1.9%	0.0%	0.0%	7.7%	0.0%	5.1%	0.0%	0.0%	0.0%
Private sector development	25.0%	16.7%	25.0%	45.0%	32.1%	23.1%	53.3%	20.5%	30.0%	26.8%	23.1%
Education	33.3%	50.0%	32.7%	40.0%	28.6%	61.5%	23.3%	38.5%	20.0%	39.0%	38.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25.0%	16.7%	17.3%	25.0%	14.3%	23.1%	36.7%	33.3%	45.0%	19.5%	23.1%
Global/regional integration	0.0%	0.0%	3.8%	0.0%	10.7%	0.0%	20.0%	7.7%	0.0%	9.8%	7.7%
Food safety	0.0%	0.0%	3.8%	5.0%	3.6%	0.0%	3.3%	0.0%	0.0%	2.4%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	7.1%	7.7%	0.0%	2.6%	0.0%	2.4%	0.0%
Judiciary reform	8.3%	8.3%	13.5%	20.0%	3.6%	23.1%	13.3%	12.8%	5.0%	22.0%	23.1%
Economic growth	25.0%	25.0%	30.8%	10.0%	14.3%	15.4%	16.7%	10.3%	35.0%	26.8%	30.8%
Disaster risk management*	8.3%	0.0%	13.5%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%
Equality of opportunity (i.e., social inclusion)	0.0%	0.0%	5.8%	5.0%	0.0%	0.0%	3.3%	12.8%	0.0%	7.3%	15.4%
Disease (e.g., cancer, heart deficiencies)	0.0%	0.0%	1.9%	10.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%
Information and communications technology	8.3%	0.0%	7.7%	5.0%	7.1%	0.0%	6.7%	5.1%	0.0%	7.3%	7.7%
Transport (e.g., roads, bridges, transportation)	0.0%	25.0%	13.5%	5.0%	10.7%	7.7%	6.7%	5.1%	10.0%	9.8%	15.4%
Agriculture and rural development	0.0%	8.3%	15.4%	10.0%	28.6%	0.0%	13.3%	12.8%	0.0%	19.5%	15.4%
Trade and exports	0.0%	8.3%	1.9%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	5.8%	0.0%	7.1%	0.0%	6.7%	2.6%	0.0%	2.4%	0.0%
Climate change (e.g., mitigation, adaptation)	0.0%	0.0%	11.5%	0.0%	7.1%	0.0%	0.0%	5.1%	0.0%	4.9%	0.0%
Poverty reduction	25.0%	8.3%	13.5%	10.0%	21.4%	7.7%	10.0%	10.3%	30.0%	17.1%	7.7%
Anti corruption	8.3%	8.3%	9.6%	15.0%	7.1%	23.1%	23.3%	17.9%	20.0%	12.2%	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 Serbia?

Greatest Value Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	25.0%	0.0%	11.5%	5.0%	7.1%	0.0%	6.7%	5.1%	15.0%	7.3%	0.0%
Capacity development related to World Bank Group supported projects*	25.0%	25.0%	17.3%	45.0%	35.7%	0.0%	16.7%	30.8%	5.0%	22.0%	15.4%
Technical assistance (system oriented)	16.7%	8.3%	11.5%	5.0%	0.0%	15.4%	23.3%	2.6%	10.0%	7.3%	7.7%
Policy advice, studies, analyses*	0.0%	25.0%	3.8%	5.0%	3.6%	30.8%	10.0%	20.5%	5.0%	12.2%	7.7%
Financial resources	16.7%	8.3%	26.9%	25.0%	39.3%	15.4%	16.7%	23.1%	30.0%	12.2%	23.1%
Data and statistics	0.0%	8.3%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	2.4%	7.7%
Promoting knowledge sharing	0.0%	8.3%	5.8%	15.0%	0.0%	0.0%	10.0%	7.7%	0.0%	17.1%	7.7%
Implementation support	8.3%	16.7%	11.5%	0.0%	14.3%	30.8%	6.7%	5.1%	15.0%	12.2%	15.4%
Mobilizing third party financial resources	8.3%	0.0%	3.8%	0.0%	0.0%	7.7%	3.3%	0.0%	5.0%	7.3%	15.4%
Donor coordination	0.0%	0.0%	5.8%	0.0%	0.0%	0.0%	6.7%	5.1%	10.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	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%	16.7%	7.7%	5.0%	0.0%	7.7%	3.3%	10.3%	10.0%	7.3%	15.4%
Capacity development related to World Bank Group supported projects	0.0%	16.7%	1.9%	0.0%	17.9%	15.4%	16.7%	7.7%	0.0%	14.6%	15.4%
Technical assistance (system oriented)	33.3%	0.0%	25.0%	25.0%	10.7%	7.7%	20.0%	15.4%	15.0%	4.9%	0.0%
Policy advice, studies, analyses	16.7%	8.3%	7.7%	30.0%	3.6%	7.7%	20.0%	10.3%	25.0%	17.1%	15.4%
Financial resources	16.7%	8.3%	13.5%	15.0%	32.1%	23.1%	10.0%	17.9%	20.0%	12.2%	23.1%
Data and statistics	8.3%	25.0%	9.6%	0.0%	0.0%	7.7%	3.3%	15.4%	5.0%	9.8%	7.7%
Promoting knowledge sharing	16.7%	0.0%	5.8%	15.0%	10.7%	0.0%	6.7%	7.7%	0.0%	7.3%	7.7%
Implementation support	0.0%	8.3%	15.4%	5.0%	10.7%	7.7%	16.7%	7.7%	15.0%	17.1%	7.7%
Mobilizing third party financial resources	8.3%	16.7%	9.6%	5.0%	10.7%	7.7%	3.3%	2.6%	5.0%	2.4%	7.7%
Donor coordination	0.0%	0.0%	3.8%	0.0%	3.6%	7.7%	0.0%	2.6%	5.0%	2.4%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	2.6%	0.0%	4.9%	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 Serbia? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	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%	8.3%	23.1%	15.0%	17.9%	0.0%	30.0%	15.4%	25.0%	22.0%	15.4%
Not willing to honestly criticize policies and reform efforts in the country*	8.3%	25.0%	21.2%	45.0%	3.6%	46.2%	13.3%	33.3%	35.0%	24.4%	15.4%
Staff too inaccessible	8.3%	0.0%	0.0%	0.0%	3.6%	15.4%	3.3%	5.1%	0.0%	0.0%	0.0%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	25.0%	16.7%	19.2%	30.0%	17.9%	0.0%	33.3%	17.9%	25.0%	7.3%	23.1%
Not aligned with other donors' work	8.3%	0.0%	1.9%	10.0%	0.0%	0.0%	10.0%	2.6%	0.0%	0.0%	0.0%
Not aligned with country priorities	0.0%	0.0%	5.8%	5.0%	7.1%	7.7%	3.3%	7.7%	5.0%	2.4%	15.4%
Not adequately sensitive to political/social realities in Serbia	16.7%	25.0%	13.5%	15.0%	7.1%	15.4%	13.3%	10.3%	25.0%	14.6%	7.7%
Too influenced by developed countries	8.3%	0.0%	7.7%	15.0%	14.3%	0.0%	6.7%	7.7%	15.0%	24.4%	15.4%
Not exploring alternative policy options*	8.3%	16.7%	3.8%	5.0%	0.0%	0.0%	0.0%	17.9%	0.0%	22.0%	0.0%
Not collaborating enough with stakeholders outside the Government*	8.3%	33.3%	7.7%	5.0%	7.1%	30.8%	16.7%	25.6%	10.0%	19.5%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	16.7%	0.0%	13.5%	10.0%	3.6%	7.7%	13.3%	2.6%	0.0%	0.0%	0.0%
Not enough public disclosure of its work*	8.3%	50.0%	15.4%	10.0%	42.9%	15.4%	10.0%	20.5%	25.0%	17.1%	30.8%
Arrogant in its approach	0.0%	0.0%	3.8%	5.0%	0.0%	0.0%	3.3%	0.0%	0.0%	2.4%	7.7%
Not client focused	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	3.8%	0.0%	0.0%	7.7%	0.0%	0.0%	5.0%	0.0%	0.0%
Other*	8.3%	0.0%	7.7%	0.0%	0.0%	23.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
To a fully sufficient degree	8.3%	25.0%	5.8%	5.0%	7.1%	0.0%	0.0%	5.1%	0.0%	2.4%	15.4%
To a somewhat sufficient degree	50.0%	50.0%	44.2%	65.0%	39.3%	46.2%	50.0%	38.5%	40.0%	41.5%	38.5%
To a somewhat insufficient degree	0.0%	0.0%	19.2%	15.0%	10.7%	7.7%	13.3%	25.6%	35.0%	19.5%	7.7%
To a very insufficient degree	25.0%	16.7%	11.5%	10.0%	10.7%	7.7%	3.3%	7.7%	15.0%	4.9%	7.7%
Don't know	16.7%	8.3%	19.2%	5.0%	32.1%	38.5%	33.3%	23.1%	10.0%	31.7%	30.8%

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

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

	Which of the following best describes your current position?																																
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant/ Contractor			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	N	Mean	SD
Investment Project Financing (IPF)	9	6.00	2.18	8	7.75	2.25	33	7.00	2.47	17	7.35	2.50	19	7.26	2.02	6	6.67	2.50	23	7.22	1.91	23	5.87	2.14	14	6.64	2.65	26	6.88	2.05	5	6.40	3.78
Development Policy Financing (DPF)	9	7.11	2.26	9	7.11	2.03	31	6.55	2.59	16	6.81	1.97	19	6.68	2.47	6	6.67	2.42	21	7.14	2.24	22	5.91	1.66	15	6.33	2.32	22	6.32	2.23	7	6.57	3.26
Program-for-Results Financing (PforR)	10	6.50	2.32	9	7.00	2.12	29	6.34	2.77	17	6.59	2.48	14	7.07	1.86	7	6.43	2.37	17	7.18	1.98	17	6.41	2.15	13	6.54	2.54	20	6.40	2.30	5	6.20	3.90
Trust funds and grants	9	6.89	2.15	10	7.40	2.32	34	7.32	2.45	15	6.80	2.57	18	6.94	2.41	7	6.14	2.61	17	7.53	2.27	22	6.36	2.84	14	6.29	2.43	20	6.60	2.41	7	7.00	2.38
Guarantees	9	6.33	2.55	8	7.75	2.12	23	6.65	2.01	12	6.25	1.96	12	6.92	2.31	4	6.75	1.89	13	7.08	2.47	16	6.31	2.18	13	6.08	2.29	15	6.93	2.60	4	6.25	2.63
IFC Investment Services	10	5.40	2.41	8	7.38	1.85	26	6.35	2.40	12	6.75	2.83	13	6.62	2.26	4	5.75	2.87	18	6.83	2.15	17	5.76	2.33	15	6.80	2.51	18	6.11	2.49	5	6.00	3.67
IFC Advisory Services	12	4.92	2.84	9	7.67	1.87	27	6.04	2.24	14	7.00	2.72	15	7.20	2.43	6	6.50	3.02	18	7.17	2.15	20	6.40	1.96	16	6.94	2.59	20	6.25	2.51	7	6.43	3.36

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Beneficiaries	25.0%	25.0%	32.7%	30.0%	42.9%	46.2%	43.3%	33.3%	35.0%	12.2%	23.1%
Youth/university groups	0.0%	8.3%	9.6%	5.0%	7.1%	15.4%	6.7%	7.7%	5.0%	12.2%	0.0%
Private sector*	25.0%	25.0%	42.3%	30.0%	35.7%	23.1%	73.3%	28.2%	30.0%	43.9%	53.8%
Local government*	58.3%	33.3%	30.8%	35.0%	82.1%	38.5%	36.7%	23.1%	25.0%	29.3%	38.5%
Donor community	25.0%	0.0%	5.8%	10.0%	3.6%	23.1%	6.7%	5.1%	5.0%	0.0%	7.7%
NGOs/Community Based Organizations*	8.3%	16.7%	3.8%	20.0%	7.1%	30.8%	10.0%	61.5%	20.0%	9.8%	7.7%
Academia/think tanks/research institutes*	33.3%	25.0%	32.7%	35.0%	10.7%	15.4%	10.0%	25.6%	30.0%	75.6%	53.8%
Parliament*	8.3%	41.7%	3.8%	5.0%	0.0%	0.0%	3.3%	2.6%	10.0%	0.0%	0.0%
Foundations*	8.3%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%
Media*	8.3%	0.0%	17.3%	10.0%	0.0%	7.7%	6.7%	7.7%	40.0%	9.8%	7.7%
Other	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	5.1%	0.0%	0.0%	7.7%
Don't know	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																																
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant/ Contractor			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 Serbia	11	7.00	2.72	11	7.27	2.00	45	7.44	2.29	20	7.75	2.40	23	6.65	2.31	12	7.00	2.00	25	7.08	2.25	38	6.68	2.03	19	6.63	2.27	36	6.64	2.37	10	8.10	2.13
The World Bank Group's work is aligned with what I consider the development priorities for Serbia	11	6.55	2.66	11	6.55	2.50	46	6.70	2.26	18	7.33	2.09	23	6.61	2.37	12	6.67	1.67	26	6.62	1.94	35	6.37	2.26	19	6.16	2.24	35	6.83	2.33	10	6.90	2.96

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

	Which of the following best describes your current position?																																
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant/ Contractor			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	N	Mean	SD
Responsiveness to needs	11	6.73	2.61	9	6.67	2.35	42	7.00	1.74	19	6.84	2.12	21	6.52	2.42	12	6.50	1.88	22	6.82	1.82	29	6.41	2.50	16	5.69	2.33	33	5.94	2.68	8	7.00	2.51
Flexibility (in terms of the institution's products and services)	11	6.45	2.73	9	6.11	1.90	40	6.23	2.35	18	6.22	2.53	21	6.62	2.16	9	5.33	1.87	19	6.16	1.68	30	5.77	2.57	16	5.50	1.97	31	5.58	2.39	9	6.11	2.98
Flexibility (in terms of changing country circumstances)	11	6.18	2.56	9	6.33	2.00	40	6.28	2.11	18	6.39	2.35	20	6.70	2.74	10	6.20	2.15	22	6.18	2.08	31	5.61	2.39	16	5.88	2.16	33	5.70	2.39	10	5.90	3.21
Being inclusive	11	6.91	2.34	9	7.78	2.22	39	6.82	2.19	15	6.60	2.85	20	6.70	2.75	9	4.78	1.99	20	7.05	1.76	30	6.33	2.51	14	6.14	2.25	30	6.30	2.28	8	6.88	2.75
Openness (sharing data and other information)	11	7.18	2.52	8	7.38	2.45	44	7.23	1.87	19	7.42	2.14	20	6.10	2.36	11	5.73	1.95	24	7.58	1.82	32	5.91	2.72	15	6.33	2.92	36	6.44	2.32	10	7.00	3.02
Collaboration with the Government	11	7.55	2.16	9	8.22	2.22	41	8.15	1.94	19	8.16	1.80	19	8.16	1.80	11	7.45	2.46	24	8.13	.99	34	7.68	1.98	17	8.00	2.47	29	7.14	1.96	8	8.88	.83
The speed in which it gets things accomplished on the ground	11	6.27	2.65	9	6.22	1.92	44	6.00	2.34	19	5.84	2.41	17	6.47	2.48	10	6.30	1.34	23	6.17	2.19	33	5.76	2.56	15	5.87	2.23	34	5.85	2.09	7	7.00	2.16
Helping to bring discipline/effective supervision to implementation of investment projects	11	6.00	2.49	8	7.13	2.17	40	7.00	2.29	18	7.22	2.18	19	7.95	1.90	7	5.86	2.41	23	7.09	2.09	30	6.07	2.59	17	6.35	2.42	35	6.34	2.51	6	6.50	4.04
Collaboration with civil society*	11	6.27	2.57	9	6.00	2.74	31	6.94	1.67	15	6.53	2.45	19	6.68	2.60	8	4.63	1.85	20	6.65	1.79	34	5.12	2.64	13	5.46	2.18	29	5.76	2.52	7	8.14	1.07
Staff accessibility	11	7.09	2.39	7	6.29	2.21	41	7.54	1.83	20	7.60	2.93	23	6.09	2.68	11	6.27	2.10	21	7.05	2.42	33	6.58	2.81	17	6.00	2.72	33	6.67	2.31	10	7.40	2.91
Collaboration with other donors and development partners	11	6.18	2.68	8	6.75	1.75	36	7.22	1.73	17	7.41	2.48	16	6.88	2.36	11	6.73	1.79	18	6.33	2.11	26	6.46	2.85	13	6.08	2.43	26	6.69	2.20	6	6.67	3.33
Collaboration with the private sector	10	6.20	2.35	9	6.11	1.83	28	6.93	1.84	13	6.31	2.56	18	6.50	2.48	5	6.80	.84	23	5.57	2.46	19	5.89	2.64	15	5.73	2.09	25	5.92	2.45	5	6.20	2.68
Straightforwardness and honesty	11	6.82	2.75	8	7.50	2.45	42	7.31	2.03	18	7.61	2.91	22	6.82	2.48	10	6.40	1.84	22	7.59	2.36	28	6.21	2.71	15	6.20	2.27	33	6.64	2.43	10	8.10	2.47
Treating clients and stakeholders in Serbia with respect	11	7.91	2.81	8	8.13	2.17	45	7.96	2.03	19	8.47	2.48	21	7.48	2.36	10	8.30	1.95	23	8.26	2.03	29	7.24	2.63	16	7.75	2.54	34	7.41	2.45	11	8.36	2.42
Being a long-term partner	11	8.64	1.63	10	8.50	2.07	44	8.80	1.46	20	8.55	2.44	25	7.64	2.25	11	8.45	1.69	23	8.43	1.85	30	8.00	2.03	17	8.06	2.63	34	8.00	2.02	11	8.64	2.38

\*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 THREE)

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	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	8.3%	0.0%	9.6%	0.0%	3.6%	7.7%	6.7%	2.6%	5.0%	9.8%	0.0%
Political pressures and obstacles	16.7%	50.0%	17.3%	40.0%	25.0%	46.2%	23.3%	46.2%	35.0%	34.1%	15.4%
Reforms are not well thought out in light of country challenges	25.0%	41.7%	36.5%	35.0%	32.1%	23.1%	33.3%	48.7%	40.0%	46.3%	53.8%
Poor coordination within the Government	33.3%	33.3%	21.2%	30.0%	17.9%	23.1%	30.0%	5.1%	10.0%	19.5%	15.4%
The Government works inefficiently	0.0%	16.7%	7.7%	5.0%	7.1%	15.4%	20.0%	5.1%	25.0%	9.8%	7.7%
Poor donor coordination	0.0%	8.3%	3.8%	10.0%	14.3%	0.0%	3.3%	2.6%	0.0%	0.0%	15.4%
The World Bank Group is not sensitive enough to political/social realities on the ground	41.7%	16.7%	15.4%	15.0%	3.6%	15.4%	23.3%	25.6%	25.0%	9.8%	30.8%
Lack of/inadequate levels of capacity in Government	8.3%	16.7%	26.9%	40.0%	14.3%	46.2%	30.0%	33.3%	35.0%	41.5%	30.8%
There is not an adequate level of citizen/civil society participation*	8.3%	0.0%	7.7%	5.0%	32.1%	0.0%	10.0%	23.1%	0.0%	9.8%	15.4%
The World Bank Group works too slowly	0.0%	8.3%	7.7%	5.0%	3.6%	0.0%	3.3%	0.0%	5.0%	2.4%	0.0%
Poor coordination within the World Bank Group	16.7%	0.0%	13.5%	5.0%	7.1%	0.0%	0.0%	0.0%	5.0%	4.9%	0.0%
Other	8.3%	0.0%	5.8%	0.0%	0.0%	7.7%	3.3%	2.6%	0.0%	0.0%	0.0%

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

	Which of the following best describes your current position?																																
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant/ Contractor			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 (e.g., pensions, targeted social assistance)	10	8.30	2.50	12	7.83	1.47	44	7.16	2.52	18	7.33	2.57	27	6.56	2.65	12	7.75	2.09	28	6.96	2.46	34	7.50	2.26	20	7.45	2.84	39	7.13	2.74	10	6.70	2.91
Gender equity	10	7.50	1.90	12	6.33	2.39	45	6.42	2.49	18	6.44	2.41	27	5.30	2.74	10	7.00	2.75	30	6.50	2.52	34	7.41	2.32	20	6.60	2.82	38	6.66	2.93	9	7.00	2.83
Private sector development	11	8.27	1.90	12	8.75	1.54	46	7.85	2.15	18	8.44	1.89	28	7.75	1.76	13	8.46	1.33	30	8.83	1.37	36	8.19	2.19	20	8.10	2.40	40	8.30	1.90	11	9.09	1.04
Education	11	9.09	1.04	11	9.36	1.12	46	8.78	1.43	19	8.42	2.17	27	7.81	2.04	13	8.62	2.02	30	8.60	1.75	36	8.56	2.21	20	8.00	2.62	41	8.61	2.05	11	8.64	2.42
Public sector governance/reform	11	8.27	2.33	12	8.17	1.70	44	8.00	2.00	19	8.89	1.59	28	7.75	2.22	13	8.77	1.42	30	9.20	1.00	36	8.42	2.14	20	8.05	2.70	41	8.34	2.02	12	7.83	2.79
Global/regional integration	10	6.50	2.88	12	8.17	2.08	45	7.24	2.13	19	8.11	1.76	28	7.36	2.13	12	7.67	1.83	30	7.43	2.50	36	7.56	2.29	20	7.50	2.50	41	7.05	2.83	9	8.33	1.41
Food safety	10	6.60	2.32	11	7.00	2.37	44	7.36	2.19	17	7.24	2.36	27	7.11	1.89	9	6.11	3.10	29	7.62	2.06	32	6.69	2.36	20	7.25	2.63	36	6.67	2.67	9	8.11	1.76
Urban development	11	7.09	2.12	12	7.08	2.07	44	7.14	2.16	19	6.89	2.38	26	7.35	1.98	9	7.33	2.55	29	7.17	2.39	33	7.30	2.30	20	6.60	2.76	39	6.79	2.52	9	7.78	1.86
Energy	10	8.00	1.89	12	7.92	2.35	46	7.67	2.19	20	8.10	2.29	28	8.07	1.72	10	8.10	2.13	29	7.90	1.88	36	7.97	1.86	20	7.90	2.27	41	7.56	2.49	11	8.27	1.56
Water and sanitation	10	7.70	1.95	12	8.58	1.73	46	7.59	2.29	19	7.11	2.23	27	7.56	2.10	9	8.11	1.83	28	7.32	1.98	33	7.03	2.28	20	7.45	2.72	40	7.35	2.28	9	8.11	1.69
Pollution	10	8.10	1.45	12	8.67	1.56	46	8.17	1.88	20	7.95	2.24	27	8.07	1.80	10	7.10	3.38	29	7.52	1.98	33	7.52	2.22	19	7.74	2.60	41	8.00	2.20	10	8.40	1.43
Job creation/employment	11	8.64	1.63	12	9.08	.90	46	8.41	2.01	19	8.16	2.14	28	8.36	1.73	13	8.62	1.66	30	8.50	1.72	35	8.74	1.44	19	8.16	2.50	41	7.95	2.07	12	8.33	2.77
Health	11	8.73	1.42	11	9.45	1.04	46	8.39	1.78	19	8.63	2.19	28	8.11	1.52	12	8.42	2.43	29	8.28	1.67	35	8.29	1.98	19	7.74	2.64	41	8.15	2.16	10	7.80	2.97
Financial markets	11	7.73	2.37	12	8.42	1.56	44	7.73	2.04	17	8.35	1.58	26	7.81	1.81	10	6.80	2.94	27	7.44	2.68	33	8.55	1.54	20	7.40	2.64	38	7.71	2.08	10	7.70	2.91
Transport (e.g., roads, bridges, transportation)	10	7.40	2.55	12	8.75	.97	45	8.22	1.76	18	8.00	2.50	28	8.36	1.81	12	7.75	1.76	29	7.45	2.26	36	7.92	1.78	20	7.50	2.46	41	8.17	1.84	10	8.20	1.62
Agriculture and rural development	10	8.30	1.42	10	9.20	.79	45	8.29	1.60	18	8.44	2.33	26	8.35	1.94	10	7.80	1.99	29	8.17	1.85	35	8.11	1.66	20	6.85	2.83	40	8.25	1.75	11	8.73	1.68
Trade and exports	10	7.50	1.90	12	7.83	1.80	45	7.56	1.96	19	7.32	2.54	26	7.58	1.98	9	7.67	1.58	27	6.70	2.55	31	7.39	1.93	20	6.75	2.90	39	6.92	2.36	9	7.89	1.45
Crime and violence	9	7.00	2.29	11	6.36	2.01	43	6.95	2.45	19	7.11	2.66	25	6.20	2.47	9	5.11	3.44	26	6.81	2.61	34	5.88	3.15	20	6.75	3.13	38	6.32	2.67	8	6.50	2.73
Natural resource management	9	6.11	2.62	12	7.08	1.98	45	7.18	2.37	19	6.95	2.63	25	6.48	2.63	10	6.30	3.33	28	6.86	2.53	32	6.84	2.23	20	6.00	2.58	38	7.03	2.71	7	6.29	2.87
Climate change (e.g., mitigation, adaptation)	11	7.09	2.51	11	7.36	1.69	46	7.57	2.17	19	7.63	2.67	27	7.74	2.14	11	7.09	3.45	29	7.28	2.03	35	7.43	2.46	20	6.75	2.49	40	7.43	2.71	9	9.33	.87
Poverty reduction	10	8.90	1.37	9	9.11	1.17	44	8.23	2.09	18	7.94	2.62	27	8.30	1.90	13	8.54	2.50	29	8.48	1.60	35	8.80	1.75	20	7.95	2.68	41	8.32	2.08	12	9.08	1.83
Anti corruption	9	8.67	1.66	10	7.60	2.17	44	7.95	2.43	19	8.16	2.85	27	7.30	2.64	11	8.09	2.66	27	8.56	1.72	35	8.63	1.94	20	8.20	2.38	41	7.90	2.51	9	8.33	1.80
Judiciary reform	9	7.78	2.17	10	7.70	1.89	44	8.05	2.42	18	8.50	2.33	26	7.46	2.47	12	7.67	2.46	27	8.33	2.06	35	8.66	1.73	20	8.15	2.32	39	8.38	1.90	11	8.73	1.19
Economic growth	9	9.33	1.12	12	8.58	1.68	43	8.70	1.54	17	8.35	1.58	28	8.18	1.70	12	8.58	1.68	29	8.97	1.45	36	8.50	1.93	20	8.15	2.43	41	8.56	1.84	12	8.83	1.70
Disaster risk management	9	7.89	2.32	12	7.75	1.60	46	7.83	2.01	18	7.50	2.33	26	7.31	2.29	12	6.42	3.20	28	7.29	2.03	36	7.22	2.10	19	7.53	2.57	38	7.26	2.46	9	8.44	1.33
Equality of opportunity (i.e., social inclusion)	10	8.30	2.31	11	8.00	1.73	46	7.72	2.22	16	7.69	2.24	26	7.19	2.32	11	7.27	2.87	29	7.69	2.11	35	8.40	1.77	19	7.37	2.52	40	7.48	2.36	9	8.00	2.87
Disease (e.g., cancer, heart deficiencies)	9	8.22	2.22	11	7.27	1.85	46	7.11	2.69	18	7.89	2.45	26	7.27	1.93	10	6.90	2.77	28	7.07	2.52	32	6.69	2.75	19	6.74	2.56	37	7.30	2.37	8	7.50	3.16
Information and communications technology	11	8.09	2.12	12	8.00	1.41	47	7.70	2.20	19	7.95	2.20	27	8.22	1.72	11	7.27	2.87	28	7.93	2.49	32	8.19	2.05	19	7.53	2.52	39	7.54	2.48	9	7.11	3.18

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

	Which of the following best describes your current position?																																
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant/ Contractor			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	N	Mean	SD
Social protection (e.g., pensions, targeted social assistance)	10	5.90	3.07	9	6.33	1.41	29	6.55	2.38	11	5.73	2.72	16	6.38	2.87	7	5.29	1.89	18	6.28	1.49	28	5.57	2.57	15	5.40	2.38	20	6.15	2.39	5	6.80	3.70
Gender equity	9	6.67	1.87	7	6.00	2.00	26	6.62	2.62	12	6.33	2.74	15	6.53	2.17	4	4.00	2.16	18	6.28	1.74	25	5.32	2.48	13	5.23	2.17	16	6.19	2.10	5	7.60	2.30
Private sector development	9	7.33	1.73	9	6.11	1.54	25	6.92	2.48	13	6.23	1.92	14	6.43	2.71	7	6.43	2.15	22	6.41	1.89	27	6.00	2.32	15	5.93	2.46	22	6.73	2.19	7	8.14	2.12
Education	9	6.89	2.09	9	6.22	1.72	32	6.50	2.62	13	5.54	2.40	16	6.00	2.78	9	5.56	2.51	20	5.85	1.95	26	6.00	2.48	14	5.64	2.37	26	6.58	2.32	6	7.67	2.07
Public sector governance/reform	10	6.90	2.23	9	7.11	1.90	33	6.82	2.57	18	7.22	1.77	20	6.50	2.56	9	6.67	2.29	22	6.86	1.81	29	6.34	2.38	16	6.63	2.63	24	6.79	2.23	7	7.86	3.34
Global/regional integration	7	7.14	2.19	8	5.63	1.19	25	7.32	2.75	13	6.85	2.41	16	6.50	2.92	6	4.67	2.25	21	6.19	2.23	23	6.26	2.45	14	6.93	2.89	20	6.05	2.52	6	8.33	1.63
Food safety	8	6.50	2.14	9	5.89	2.03	19	6.26	2.45	10	5.20	2.25	11	6.09	2.88	4	4.50	1.73	15	5.93	2.34	16	5.31	2.73	12	5.25	2.14	17	5.88	2.29	4	7.75	1.71
Urban development	8	6.88	1.96	8	5.63	2.00	25	6.28	2.26	10	6.40	2.55	15	6.13	2.90	5	5.20	2.86	19	5.89	2.54	21	5.33	2.54	13	5.62	2.26	17	6.24	1.99	5	8.00	1.58
Energy	7	7.14	1.46	8	6.00	2.27	27	7.37	2.24	15	6.67	2.16	15	6.47	2.47	7	5.71	2.43	19	5.89	2.26	22	5.95	2.42	15	6.60	2.67	19	6.95	2.17	7	9.14	1.46
Water and sanitation	7	7.43	1.27	9	6.00	2.06	21	6.81	2.32	10	5.90	2.42	14	5.64	2.68	5	4.80	2.28	16	6.19	2.17	19	5.58	2.43	14	5.93	2.59	15	6.20	2.51	5	8.20	1.79
Pollution	7	7.86	1.57	9	6.00	2.00	24	6.79	2.52	13	6.69	2.63	12	6.00	2.59	5	4.20	2.59	16	6.00	2.25	18	5.61	2.23	13	5.62	2.40	17	6.24	2.51	5	7.60	2.30
Job creation/employment	10	6.50	2.12	9	6.00	2.00	29	6.69	2.70	12	6.50	1.57	13	6.85	2.54	7	5.57	2.07	21	6.00	2.24	24	5.96	2.51	14	5.50	2.18	21	6.05	2.46	6	7.67	3.61
Health	9	6.67	2.78	9	6.11	1.76	30	6.63	2.39	14	7.00	2.45	15	6.33	3.02	7	5.86	2.79	19	5.89	1.97	22	5.73	2.69	15	5.67	2.38	19	5.74	2.54	4	6.00	3.74
Financial markets	6	7.17	2.04	8	6.25	1.39	26	7.27	2.36	14	7.36	1.86	15	6.73	2.22	4	6.50	2.65	16	6.63	2.00	22	6.86	2.08	14	6.43	2.62	17	6.12	2.62	7	8.86	1.57
Transport (e.g., roads, bridges, transportation)	6	8.00	1.41	9	7.11	1.62	26	7.50	2.23	17	6.71	2.39	17	7.47	2.40	6	5.67	1.37	20	6.85	2.25	25	7.00	1.96	14	6.50	2.68	25	6.84	2.34	6	9.17	1.60
Agriculture and rural development	8	7.00	2.39	9	5.78	1.72	26	6.54	2.37	12	5.75	2.30	15	6.80	2.65	5	4.20	1.48	21	6.33	2.35	24	6.58	1.95	14	5.93	2.40	19	6.37	2.27	5	8.40	1.67
Trade and exports	8	7.13	1.64	9	6.00	1.22	25	6.96	2.15	11	5.45	2.07	14	6.71	2.64	5	5.60	1.52	17	6.29	2.14	19	6.42	2.36	13	5.69	2.39	16	6.69	2.39	6	8.00	1.79
Crime and violence	8	6.38	2.39	9	5.33	1.41	19	6.00	2.98	10	4.80	2.30	12	5.92	2.81	4	3.50	2.38	13	5.08	2.50	18	5.00	2.97	13	4.77	2.28	12	5.17	2.12	6	7.17	1.83
Natural resource management	7	6.71	2.29	8	5.38	1.51	21	5.90	2.95	10	5.00	2.58	13	6.77	2.62	4	3.50	2.38	15	5.80	1.97	19	5.63	2.65	12	4.75	2.53	14	5.57	2.31	4	7.25	2.22
Climate change (e.g., mitigation, adaptation)	7	7.71	2.06	9	5.33	1.73	26	6.46	3.05	11	5.73	2.87	17	6.29	2.52	5	4.40	2.07	18	6.00	2.28	21	5.62	2.60	12	4.83	2.17	17	5.88	2.71	6	7.83	2.04
Poverty reduction	9	6.67	2.45	9	6.44	2.07	28	6.21	2.91	14	5.79	2.58	15	6.60	2.67	8	6.63	1.85	19	6.42	1.74	28	5.57	2.53	14	5.43	2.62	24	6.25	2.79	7	7.57	3.31
Anti corruption	8	6.50	1.69	9	5.78	1.79	27	5.93	3.20	15	5.27	2.87	14	6.21	2.83	7	4.29	2.56	16	5.50	2.03	23	4.52	2.79	15	5.53	2.72	16	4.94	2.72	6	7.67	1.86
Judiciary reform	8	6.50	1.93	9	6.11	1.90	26	5.65	2.80	15	5.33	2.72	13	6.15	2.82	6	4.33	3.20	19	6.21	2.12	23	5.00	3.18	15	5.40	2.77	17	5.18	2.51	6	5.67	2.42
Economic growth	9	7.33	2.18	9	7.33	1.50	29	7.07	2.59	16	7.06	2.26	15	6.87	2.56	7	6.86	2.19	23	6.30	2.40	27	6.22	2.76	15	6.47	2.77	21	6.29	2.67	7	7.86	3.34
Disaster risk management	7	6.71	2.29	9	6.11	1.83	29	7.07	2.87	12	5.67	2.61	14	6.71	2.67	6	5.00	2.37	15	6.67	1.84	23	6.22	2.39	13	5.85	2.76	21	5.90	2.49	4	7.25	2.22
Equality of opportunity (i.e., social inclusion)	9	6.67	2.45	9	6.11	2.09	28	6.64	2.92	12	6.50	2.65	14	6.86	2.21	5	5.00	2.74	16	6.13	2.13	21	6.14	2.41	13	5.38	2.43	23	6.13	2.80	5	7.80	2.22

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

	Which of the following best describes your current position?																																
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant/ Contractor			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 Serbia?	11	7.09	2.30	11	7.73	1.49	45	6.71	2.15	18	7.61	1.75	21	6.67	2.39	12	6.83	1.70	25	6.92	2.06	36	6.67	2.03	18	6.78	2.18	35	6.60	2.19	8	7.50	2.27

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

	Which of the following best describes your current position?																																
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant/ Contractor			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 (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Serbia	11	6.55	2.73	10	6.50	2.01	40	6.60	2.13	17	6.76	2.02	23	5.91	2.25	10	6.00	1.89	24	6.33	2.10	30	6.13	2.10	18	4.94	2.69	34	5.68	2.59	7	6.86	2.48
The World Bank Group meets Serbia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	12	6.67	2.61	10	6.40	2.27	39	6.69	2.24	19	7.21	1.99	22	6.55	2.42	12	6.50	1.73	25	6.56	2.12	33	6.85	2.12	18	5.33	2.85	39	5.92	2.60	9	7.22	2.82

		Which of the following best describes your current position?																																
		Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant/ Contractor			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	N	Mean	SD
To what extent do you believe that Serbia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?		9	6.78	2.39	9	6.67	1.50	35	6.06	2.60	17	7.47	1.94	13	6.15	2.41	6	6.00	1.79	17	7.06	1.92	24	6.38	2.04	13	6.23	1.92	22	6.32	2.38	7	5.00	3.27

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

**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 the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	25.0%	8.3%	9.6%	45.0%	0.0%	0.0%	0.0%	5.1%	30.0%	2.4%	7.7%
Monthly	50.0%	8.3%	19.2%	20.0%	7.1%	38.5%	10.0%	12.8%	35.0%	19.5%	15.4%
A few times a year	16.7%	50.0%	40.4%	30.0%	28.6%	38.5%	30.0%	51.3%	30.0%	48.8%	30.8%
Rarely	0.0%	25.0%	23.1%	5.0%	53.6%	7.7%	50.0%	25.6%	0.0%	24.4%	38.5%
Never	8.3%	8.3%	7.7%	0.0%	10.7%	15.4%	10.0%	5.1%	5.0%	4.9%	7.7%

\*Significantly different between stakeholder groups

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

In Serbia, 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)

	Which of the following best describes your current position?																																
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant/ Contractor			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	11	6.64	2.38	9	6.22	1.86	40	6.48	1.85	18	7.67	1.97	24	6.21	2.43	11	6.55	2.21	20	6.65	1.81	30	6.03	2.30	16	5.69	2.18	31	5.90	2.53	7	7.00	2.24
Include appropriate level of stakeholder involvement during preparation	11	6.55	2.38	9	6.78	1.79	39	6.54	1.88	18	7.56	2.15	23	6.78	2.26	12	5.50	2.68	19	6.58	1.98	31	5.90	2.55	15	5.80	2.76	30	5.60	2.14	9	6.89	3.06
Lead to practical solutions	11	6.82	2.32	9	7.00	2.06	42	6.69	2.10	19	7.84	1.54	23	6.57	2.33	12	6.58	1.68	22	6.45	2.18	31	6.35	2.18	16	6.06	2.29	34	5.79	2.52	9	6.89	2.76
Are accessible (well written and easy to understand)	11	6.82	2.14	8	7.00	2.07	41	6.61	2.08	19	8.16	1.95	23	6.39	2.44	11	6.82	2.09	22	7.18	1.84	31	6.90	2.29	17	5.76	2.36	33	6.42	2.33	9	6.44	2.55
Are source of relevant information on global good practices	11	7.91	1.64	9	7.67	2.50	42	7.29	2.08	19	8.79	1.27	26	6.77	2.60	12	7.50	1.45	21	7.76	2.02	32	7.41	1.62	17	6.59	2.29	32	7.38	1.90	8	7.25	3.01
Are relevant to country challenges	11	7.27	2.37	9	7.44	2.13	41	6.54	2.12	19	8.05	1.84	24	6.71	2.56	11	6.91	2.17	22	6.55	2.28	32	6.63	2.15	16	6.44	2.42	32	6.66	2.19	8	6.88	3.09
Are adequately disseminated*	11	7.36	2.06	9	5.67	2.12	35	6.37	2.00	18	7.83	1.86	24	6.13	2.58	9	6.78	1.99	17	5.88	2.52	28	5.79	2.42	16	5.13	2.03	32	5.97	2.01	8	7.38	2.97
Are translated enough into local language	11	7.09	2.95	7	5.57	2.64	36	5.53	2.42	18	6.89	2.45	24	6.38	2.57	8	6.75	1.75	16	6.38	2.75	27	5.59	2.55	16	5.44	2.56	30	5.93	2.21	6	6.33	3.20
Are adaptable to Serbia's specific development challenges and country circumstances	11	6.73	2.72	9	6.11	1.76	38	6.13	2.29	16	7.44	2.22	24	6.38	2.63	11	6.64	2.06	21	5.90	2.43	31	5.61	2.22	16	5.56	2.39	32	6.06	2.15	7	6.00	3.32

\*Significantly different between stakeholder groups

	Which of the following best describes your current position?																																
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant/ Contractor			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	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?	11	7.00	2.24	9	6.89	1.69	42	6.57	1.94	18	7.67	2.14	24	6.63	2.39	13	6.54	1.71	27	6.70	1.79	34	6.65	1.81	19	5.89	2.40	35	6.34	2.06	9	7.22	3.03
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	11	7.55	1.92	9	7.11	1.83	43	7.30	1.78	20	7.95	2.06	22	7.09	2.07	12	7.50	1.68	23	7.35	1.61	30	7.23	1.83	19	6.84	2.19	36	7.22	1.94	10	8.00	2.36

(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)

	Which of the following best describes your current position?																																
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant/ Contractor			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	N	Mean	SD
The World Bank Group disburses funds promptly	9	7.44	2.51	8	7.88	1.36	31	8.39	1.89	18	8.61	1.97	16	7.38	2.00	5	7.40	1.14	17	8.06	1.82	20	7.45	2.04	11	6.73	2.45	24	8.50	1.62	4	8.25	2.22
The World Bank Group effectively monitors and evaluates the projects and programs it supports	11	7.18	2.96	11	7.73	1.85	42	7.38	2.26	19	8.32	1.57	22	7.73	1.93	8	6.88	1.36	25	7.80	1.71	28	7.18	1.94	14	6.86	2.11	33	7.55	2.33	7	7.29	3.15
The World Bank Group's approvals and reviews are done in a timely fashion	9	7.78	1.92	8	7.88	1.25	33	7.42	2.36	19	7.63	1.89	21	7.24	2.19	4	5.50	.58	19	7.79	1.44	20	7.40	2.06	12	6.50	2.15	26	7.88	2.08	5	8.40	1.52
The World Bank Group's "Safeguard Policy" requirements are reasonable	8	7.88	1.46	7	8.29	.95	27	7.74	2.05	17	7.76	1.89	17	7.24	2.54	4	6.25	1.89	16	7.56	2.13	17	7.18	2.24	11	5.45	2.62	20	7.80	2.65	4	8.00	2.71
The World Bank Group's conditions on its lending are reasonable	9	7.78	1.92	10	8.60	1.17	29	7.03	2.57	17	7.59	2.43	20	6.50	3.07	5	6.40	2.61	19	6.95	2.30	22	6.82	1.89	16	6.19	2.10	23	7.43	2.37	7	7.43	2.44
The World Bank Group takes decisions quickly in Serbia	11	6.73	2.76	8	8.00	1.07	37	6.81	2.01	18	7.17	2.12	18	6.61	2.81	7	5.71	2.29	24	6.25	2.15	28	6.39	1.87	14	6.21	2.36	24	6.67	2.44	7	6.43	2.64
Working with the World Bank Group increases Serbia's institutional capacity	11	8.18	1.66	10	7.70	2.54	42	7.26	2.71	19	8.58	1.74	22	6.95	2.68	10	7.00	2.16	25	7.92	1.63	29	7.17	2.09	17	7.00	2.42	34	7.97	2.05	9	7.22	2.95
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	9	7.78	1.79	8	7.38	2.56	29	7.52	2.43	16	8.19	2.20	17	7.41	2.53	5	6.40	2.30	15	6.80	2.31	23	6.48	2.23	11	6.09	2.66	21	7.43	2.09	5	8.20	2.05
The World Bank Group provides effective implementation support (i.e., supervision of projects)	10	7.70	2.21	9	7.56	2.35	39	7.79	2.23	20	7.95	2.35	20	7.45	2.06	6	7.00	2.00	25	7.48	1.90	26	7.50	2.21	16	7.31	2.36	32	7.78	2.31	6	8.67	1.51

	Which of the following best describes your current position?																																
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant/ Contractor			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	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 Serbia?	11	6.73	2.24	8	6.88	1.73	29	5.93	2.14	14	6.43	2.24	22	6.14	2.34	7	5.71	1.38	23	6.70	2.10	23	6.39	2.10	18	5.61	2.50	28	6.39	2.50	6	7.67	2.07
To what extent do you believe the World Bank Group measures and corrects its work in real time in Serbia?	11	6.73	2.15	6	7.67	1.03	35	6.26	2.29	14	7.50	1.40	18	6.17	2.18	5	5.80	1.30	18	6.72	2.08	21	6.14	2.48	13	6.00	2.12	22	6.36	2.50	8	7.38	2.56

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

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Offer more innovative knowledge services	41.7%	8.3%	13.5%	20.0%	17.9%	15.4%	10.0%	10.3%	15.0%	22.0%	15.4%
Collaborate more effectively with Government clients (e.g., national, state, local)	8.3%	25.0%	19.2%	20.0%	28.6%	15.4%	16.7%	7.7%	5.0%	14.6%	23.1%
Work faster	16.7%	0.0%	13.5%	10.0%	14.3%	7.7%	6.7%	5.1%	0.0%	2.4%	7.7%
Reduce the complexity of obtaining World Bank Group financing	33.3%	33.3%	17.3%	35.0%	28.6%	15.4%	26.7%	25.6%	35.0%	24.4%	23.1%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	0.0%	0.0%	15.0%	7.1%	0.0%	10.0%	7.7%	0.0%	4.9%	7.7%
Help to bring discipline/effective supervision to implementation of investment projects	16.7%	41.7%	25.0%	25.0%	10.7%	23.1%	23.3%	30.8%	40.0%	24.4%	15.4%
Offer more innovative financial products	25.0%	16.7%	11.5%	0.0%	28.6%	15.4%	13.3%	2.6%	5.0%	17.1%	7.7%
Ensure greater selectivity in its work*	0.0%	0.0%	0.0%	0.0%	0.0%	15.4%	0.0%	5.1%	0.0%	2.4%	0.0%
Provide more adequate data/knowledge/statistics/figures on Serbia's economy	0.0%	8.3%	5.8%	5.0%	3.6%	7.7%	6.7%	15.4%	25.0%	12.2%	15.4%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	0.0%	8.3%	11.5%	5.0%	14.3%	0.0%	10.0%	12.8%	25.0%	2.4%	7.7%
Reach out more to groups outside of Government*	8.3%	33.3%	5.8%	10.0%	25.0%	23.1%	16.7%	46.2%	15.0%	14.6%	15.4%
Increase the level of capacity development in the country	16.7%	16.7%	28.8%	30.0%	7.1%	46.2%	23.3%	17.9%	5.0%	34.1%	23.1%
Improve the quality of its experts as related to Serbia's specific challenges	16.7%	0.0%	23.1%	20.0%	3.6%	7.7%	26.7%	5.1%	20.0%	12.2%	7.7%
Other	0.0%	8.3%	1.9%	0.0%	0.0%	0.0%	6.7%	2.6%	0.0%	2.4%	7.7%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Financial services	8.3%	25.0%	15.4%	10.0%	39.3%	7.7%	26.7%	15.4%	15.0%	24.4%	15.4%
Knowledge products	41.7%	50.0%	30.8%	55.0%	14.3%	61.5%	40.0%	48.7%	40.0%	43.9%	46.2%
Convening services	25.0%	0.0%	3.8%	10.0%	7.1%	0.0%	10.0%	7.7%	5.0%	2.4%	0.0%
None of the above	0.0%	0.0%	5.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.9%	7.7%
The combination is appropriate for Serbia	25.0%	16.7%	25.0%	25.0%	32.1%	0.0%	13.3%	17.9%	30.0%	19.5%	23.1%
Don't know	0.0%	8.3%	19.2%	0.0%	7.1%	30.8%	10.0%	10.3%	10.0%	4.9%	7.7%



## G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Local radio*	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	2.6%	0.0%	0.0%	15.4%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	0.0%	16.7%	21.2%	10.0%	28.6%	38.5%	23.3%	25.6%	20.0%	14.6%	15.4%
International newspapers*	33.3%	8.3%	0.0%	0.0%	7.1%	7.7%	3.3%	12.8%	0.0%	2.4%	0.0%
Local television*	41.7%	8.3%	23.1%	15.0%	14.3%	0.0%	16.7%	5.1%	5.0%	4.9%	30.8%
Internet	66.7%	58.3%	71.2%	90.0%	78.6%	69.2%	86.7%	82.1%	80.0%	75.6%	61.5%
Periodicals	0.0%	33.3%	11.5%	10.0%	7.1%	15.4%	20.0%	12.8%	20.0%	29.3%	15.4%
International television	0.0%	0.0%	9.6%	5.0%	3.6%	0.0%	10.0%	10.3%	5.0%	4.9%	7.7%
Local newspapers	25.0%	8.3%	9.6%	10.0%	10.7%	23.1%	6.7%	7.7%	35.0%	4.9%	15.4%
Other	8.3%	8.3%	9.6%	5.0%	0.0%	15.4%	6.7%	10.3%	5.0%	14.6%	15.4%

\*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 the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	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*	33.3%	16.7%	13.5%	35.0%	10.7%	23.1%	26.7%	12.8%	20.0%	39.0%	46.2%
e-Newsletters	58.3%	66.7%	40.4%	55.0%	53.6%	46.2%	63.3%	43.6%	40.0%	41.5%	23.1%
World Bank Group's seminars/workshops/conferences	25.0%	25.0%	44.2%	45.0%	25.0%	38.5%	26.7%	33.3%	30.0%	39.0%	30.8%
Mobile phones	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	2.6%	5.0%	0.0%	0.0%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	25.0%	8.3%	17.3%	20.0%	21.4%	7.7%	30.0%	33.3%	25.0%	17.1%	23.1%
World Bank Group's website	41.7%	16.7%	26.9%	15.0%	28.6%	23.1%	20.0%	25.6%	35.0%	19.5%	23.1%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8.3%	25.0%	9.6%	0.0%	17.9%	30.8%	6.7%	17.9%	5.0%	9.8%	15.4%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups



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

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 the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	33.3%	25.0%	23.1%	60.0%	17.9%	30.8%	20.0%	23.1%	25.0%	36.6%	30.8%
No	66.7%	75.0%	76.9%	40.0%	82.1%	69.2%	80.0%	76.9%	75.0%	63.4%	69.2%

Do you have reliable access to the Internet?

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	100.0%	100.0%	100.0%	96.4%	100.0%	100.0%	97.4%	95.0%	97.6%	100.0%
No	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	2.6%	5.0%	2.4%	0.0%

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	83.3%	66.7%	78.8%	100.0%	75.0%	92.3%	80.0%	94.9%	95.0%	75.6%	76.9%
No	16.7%	33.3%	21.2%	0.0%	25.0%	7.7%	20.0%	5.1%	5.0%	24.4%	23.1%

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	25.0%	33.3%	17.3%	15.0%	14.3%	15.4%	13.3%	28.2%	40.0%	19.5%	15.4%
No	75.0%	66.7%	82.7%	85.0%	85.7%	84.6%	86.7%	71.8%	60.0%	80.5%	84.6%

Have you visited the "World Bank Serbia" Facebook page?\*

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	41.7%	33.3%	28.8%	20.0%	17.9%	7.7%	23.3%	48.7%	55.0%	19.5%	23.1%
No	58.3%	66.7%	71.2%	80.0%	82.1%	92.3%	76.7%	51.3%	45.0%	80.5%	76.9%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
High speed/WiFi	90.0%	100.0%	100.0%	100.0%	95.2%	100.0%	100.0%	100.0%	94.7%	100.0%	100.0%
Dial-up	10.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%

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

How frequently do you consult the World Bank Group's website and/or social media channels for information/knowledge that you can use in your work?

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	8.3%	8.3%	11.5%	10.0%	0.0%	0.0%	0.0%	7.7%	20.0%	4.9%	0.0%
Monthly	8.3%	25.0%	15.4%	35.0%	14.3%	30.8%	13.3%	23.1%	30.0%	29.3%	23.1%
A few times a year	25.0%	16.7%	23.1%	15.0%	14.3%	15.4%	36.7%	30.8%	30.0%	24.4%	7.7%
Rarely	25.0%	33.3%	26.9%	30.0%	64.3%	38.5%	23.3%	28.2%	0.0%	26.8%	38.5%
Never	33.3%	16.7%	23.1%	10.0%	7.1%	15.4%	26.7%	10.3%	20.0%	14.6%	30.8%

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

	Which of the following best describes your current position?																																
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant/ Contractor			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.	9	7.33	2.24	7	7.43	2.99	39	7.38	1.83	18	7.06	2.13	20	7.15	1.90	9	7.33	1.41	22	7.41	1.92	30	6.83	2.00	19	5.79	2.37	25	7.32	2.14	8	8.13	1.96
I find the information on the World Bank Group's websites useful.	9	7.00	2.40	8	8.00	2.33	38	7.95	1.56	18	8.39	2.03	22	7.64	1.81	9	7.78	1.09	23	8.00	1.71	30	7.27	1.44	19	6.74	2.18	27	8.19	1.57	8	8.25	2.38
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	6	6.33	2.88	5	8.20	2.05	17	7.06	2.33	6	7.67	2.25	12	8.17	2.25	2	7.00	0.00	13	7.38	2.02	17	6.47	2.58	12	6.17	2.59	10	6.50	2.32	3	9.33	1.15
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.)	12	7.50	2.54	8	8.88	1.25	42	7.64	2.26	18	9.17	1.04	23	7.00	2.47	10	7.90	1.60	24	7.67	1.97	34	7.15	2.31	18	7.83	2.83	29	8.03	2.13	11	8.09	1.87
The World Bank Group is responsive to my information requests and inquiries	8	8.63	1.69	3	8.33	2.89	25	7.64	2.08	11	8.73	2.00	14	6.86	2.85	4	8.00	2.45	11	8.45	1.92	23	7.00	2.78	18	7.72	2.74	18	6.67	3.09	5	7.00	3.46



## H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?\*

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	83.3%	0.0%	61.5%	95.0%	3.6%	61.5%	23.3%	33.3%	55.0%	14.6%	38.5%
No	16.7%	100.0%	38.5%	5.0%	96.4%	38.5%	76.7%	66.7%	45.0%	85.4%	61.5%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank (IBRD)	91.7%	66.7%	90.4%	90.0%	78.6%	92.3%	63.3%	74.4%	85.0%	68.3%	53.8%
The International Finance Corporation (IFC)	0.0%	8.3%	3.8%	10.0%	7.1%	7.7%	16.7%	2.6%	15.0%	14.6%	7.7%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	7.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
None	8.3%	25.0%	3.8%	0.0%	14.3%	0.0%	20.0%	17.9%	0.0%	17.1%	30.8%

Do your projects involve both the World Bank and the IFC?

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	66.7%	8.3%	38.5%	55.0%	25.0%	30.8%	30.0%	25.6%	35.0%	29.3%	30.8%
No	33.3%	91.7%	61.5%	45.0%	75.0%	69.2%	70.0%	74.4%	65.0%	70.7%	69.2%

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The two institutions work well together	50.0%	100.0%	75.0%	63.6%	42.9%	75.0%	33.3%	60.0%	42.9%	25.0%	75.0%
The way the two institutions work together needs improvement	25.0%	0.0%	10.0%	27.3%	28.6%	25.0%	22.2%	10.0%	14.3%	25.0%	25.0%
Don't know	25.0%	0.0%	15.0%	9.1%	28.6%	0.0%	44.4%	30.0%	42.9%	50.0%	0.0%

**H. Background Information (continued)**

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	16.7%	41.7%	5.8%	5.0%	57.1%	15.4%	20.0%	23.1%	15.0%	12.2%	7.7%
Use World Bank Group reports/data*	8.3%	41.7%	17.3%	5.0%	10.7%	46.2%	20.0%	41.0%	70.0%	29.3%	23.1%
Engage in World Bank Group related/sponsored events/activities*	33.3%	16.7%	38.5%	45.0%	14.3%	7.7%	20.0%	20.5%	0.0%	26.8%	46.2%
Collaborate as part of my professional duties*	66.7%	33.3%	69.2%	70.0%	32.1%	69.2%	46.7%	46.2%	50.0%	46.3%	46.2%
Use World Bank Group website for information, data, research, etc.	0.0%	16.7%	5.8%	5.0%	17.9%	15.4%	13.3%	25.6%	15.0%	29.3%	23.1%

\*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Female	50.0%	66.7%	48.1%	50.0%	53.6%	53.8%	36.7%	64.1%	65.0%	48.8%	53.8%
Male	50.0%	33.3%	51.9%	50.0%	46.4%	46.2%	63.3%	35.9%	35.0%	51.2%	46.2%



## Appendix C: Responses to Indicator Questions by Geographic Location<sup>17</sup>

● Belgrade N=214      ● Other N=66

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

	Which best represents your geographic location?					
	Belgrade			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Serbia. (1-Not effective at all, 10-Very effective)	195	6.82	2.02	55	6.53	1.78

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Belgrade			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Serbia	197	7.12	2.26	53	6.75	2.23
The World Bank Group's work is aligned with what I consider the development priorities for Serbia*	192	6.82	2.17	54	6.06	2.41

\*Significantly different between geographic locations

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

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

	Which best represents your geographic location?					
	Belgrade			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	169	6.67	2.25	53	6.11	2.19
Flexibility (in terms of the institution's products and services)	166	6.00	2.36	47	6.04	2.11
Flexibility (in terms of changing country circumstances)	172	6.06	2.32	48	6.17	2.36
Being inclusive	160	6.67	2.35	45	6.27	2.38
Openness (sharing data and other information)	179	6.89	2.38	51	6.22	2.19
Collaboration with the Government	175	7.93	1.87	47	7.79	2.11
The speed in which it gets things accomplished on the ground	173	6.08	2.29	49	5.92	2.17
Helping to bring discipline/effective supervision to implementation of investment projects	161	6.66	2.41	53	6.91	2.41
Collaboration with civil society	151	6.17	2.42	45	6.02	2.22
Staff accessibility	174	6.99	2.45	53	6.34	2.53
Collaboration with other donors and development partners	150	6.87	2.29	38	6.24	2.19
Collaboration with the private sector	125	6.28	2.21	45	5.87	2.48
Straightforwardness and honesty	165	7.01	2.45	54	6.85	2.40
Treating clients and stakeholders in Serbia with respect	174	7.94	2.31	53	7.51	2.39
Being a long-term partner*	181	8.46	1.94	55	7.80	2.16

\*Significantly different between geographic locations

<sup>17</sup> 280 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**

	Which best represents your geographic location?					
	Belgrade			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Serbia?	187	6.96	2.09	53	6.58	2.02

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

	Which best represents your geographic location?					
	Belgrade			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Serbia*	168	6.42	2.29	56	5.36	2.09
The World Bank Group meets Serbia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	183	6.63	2.35	55	6.05	2.31

\*Significantly different between geographic locations

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

In Serbia, 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)

	Which best represents your geographic location?					
	Belgrade			Other		
	N	Mean	SD	N	Mean	SD
Are adaptable to Serbia's specific development challenges and country circumstances	165	6.25	2.44	51	5.86	2.01

	Which best represents your geographic location?					
	Belgrade			Other		
	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?	187	6.75	2.11	54	6.31	1.89
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	184	7.47	1.91	51	6.80	1.78

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

\*Significantly different between geographic locations

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

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

	Which best represents your geographic location?					
	Belgrade			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Serbia	150	6.75	2.15	46	6.24	2.42
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	116	7.26	2.28	43	7.19	2.44



## Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>18</sup>

*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 FY17 Serbia 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 Serbia, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Serbia?"*

● Collaborating with the WBG N=82    ● Not collaborating with the WBG N=122

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Serbia?*	112	7.36	1.84	168	5.68	2.15

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Serbia.*	107	7.16	2.09	143	6.45	1.83

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Serbia solve its most complicated development challenges?*	105	7.41	2.21	121	6.78	2.11

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

<sup>18</sup> Only 280 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 Serbia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Serbia? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Energy	9.8%	11.9%
Water and sanitation	2.7%	3.6%
Pollution	4.5%	6.5%
Job creation/employment	28.6%	29.2%
Health*	21.4%	11.9%
Financial markets	5.4%	2.4%
Social protection (e.g., pensions, targeted social assistance)	6.3%	7.7%
Gender equity	0.9%	2.4%
Private sector development	35.7%	25.6%
Education	36.6%	33.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	30.4%	21.4%
Global/regional integration*	2.7%	9.5%
Food safety	2.7%	1.8%
Urban development	0.0%	3.0%
Judiciary reform	17.0%	11.9%
Economic growth	18.8%	23.8%
Disaster risk management	4.5%	3.0%
Equality of opportunity (i.e., social inclusion)	5.4%	5.4%
Disease (e.g., cancer, heart deficiencies)*	3.6%	0.0%
Information and communications technology	4.5%	6.5%
Transport (e.g., roads, bridges, transportation)	8.0%	10.7%
Agriculture and rural development	11.6%	14.9%
Trade and exports	1.8%	0.6%
Crime and violence	0.9%	1.2%
Natural resource management	2.7%	3.6%
Climate change (e.g., mitigation, adaptation)	1.8%	6.0%
Poverty reduction	17.9%	12.5%
Anti corruption*	8.0%	17.3%

\*Significantly different between collaborators and non-collaborators

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)	83	6.94	2.38	100	6.79	2.23
Development Policy Financing (DPF)	83	6.71	2.33	94	6.49	2.20
Program-for-Results Financing (PforR)	79	6.73	2.53	79	6.47	2.17
Trust funds and grants	77	7.26	2.41	96	6.59	2.43
Guarantees	59	6.59	2.24	70	6.70	2.22
IFC Investment Services	69	6.55	2.61	77	6.22	2.23
IFC Advisory Services	76	6.64	2.66	88	6.47	2.27



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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Serbia*	106	7.68	2.21	144	6.58	2.18
The World Bank Group's work is aligned with what I consider the development priorities for Serbia*	102	7.14	2.20	144	6.31	2.21

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	97	6.94	2.21	125	6.23	2.23
Flexibility (in terms of the institution's products and services)	96	6.33	2.51	117	5.74	2.08
Flexibility (in terms of changing country circumstances)*	96	6.48	2.38	124	5.77	2.24
Being inclusive	89	6.89	2.47	116	6.34	2.25
Openness (sharing data and other information)*	99	7.19	2.30	131	6.40	2.34
Collaboration with the Government	95	8.05	1.93	127	7.78	1.91
The speed in which it gets things accomplished on the ground	98	6.23	2.30	124	5.89	2.22
Helping to bring discipline/effective supervision to implementation of investment projects	89	6.98	2.44	125	6.54	2.37
Collaboration with civil society*	79	6.66	2.30	117	5.78	2.36
Staff accessibility*	101	7.45	2.48	126	6.36	2.38
Collaboration with other donors and development partners*	87	7.10	2.26	101	6.43	2.25
Collaboration with the private sector	67	6.46	2.22	103	5.98	2.31
Straightforwardness and honesty	97	7.27	2.51	122	6.74	2.36
Treating clients and stakeholders in Serbia with respect	99	8.17	2.43	128	7.58	2.22
Being a long-term partner	99	8.56	2.07	137	8.12	1.95

*\*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 Serbia? (1-Not effective at all, 10-Very effective)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Social protection (e.g., pensions, targeted social assistance)	100	7.49	2.59	154	7.07	2.43
Gender equity	101	6.75	2.60	152	6.46	2.61
Private sector development	107	8.31	2.01	158	8.23	1.83
Education	106	8.51	2.10	159	8.57	1.85
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	106	8.51	2.02	160	8.22	2.03
Global/regional integration	104	7.37	2.28	158	7.49	2.34
Food safety	95	6.78	2.43	149	7.29	2.24
Urban development	101	7.12	2.35	150	7.08	2.24
Energy	106	7.79	2.27	157	7.94	1.94
Water and sanitation	100	7.19	2.37	153	7.68	2.04
Pollution*	103	7.55	2.41	154	8.16	1.81
Job creation/employment	106	8.31	2.09	160	8.46	1.77
Health	104	8.22	2.31	157	8.36	1.74
Financial markets	99	7.78	2.36	149	7.85	2.00
Transport (e.g., roads, bridges, transportation)	101	7.81	2.10	160	8.12	1.86
Agriculture and rural development	100	8.03	2.00	154	8.29	1.81
Trade and exports	96	7.27	2.21	151	7.30	2.18
Crime and violence	97	6.46	2.82	145	6.52	2.63
Natural resource management	97	6.62	2.72	148	6.89	2.37
Climate change (e.g., mitigation, adaptation)*	104	7.07	2.60	154	7.73	2.18
Poverty reduction	102	8.29	2.28	156	8.51	1.83
Anti corruption	98	7.95	2.51	154	8.19	2.19
Judiciary reform	99	8.07	2.39	152	8.26	1.95
Economic growth	100	8.51	1.80	159	8.62	1.71
Disaster risk management	103	7.29	2.50	150	7.56	2.01
Equality of opportunity (i.e., social inclusion)	100	7.76	2.34	152	7.68	2.17
Disease (e.g., cancer, heart deficiencies)	96	7.01	2.83	148	7.28	2.23
Information and communications technology	101	7.50	2.57	153	8.02	2.00

\*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 Serbia? (1-Not effective at all, 10-Very effective)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Social protection (e.g., pensions, targeted social assistance)	72	6.38	2.58	96	5.79	2.26
Gender equity*	66	6.62	2.36	84	5.69	2.20
Private sector development*	73	6.92	2.17	97	6.21	2.21
Education	77	6.40	2.52	103	6.02	2.24
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	87	6.97	2.33	110	6.65	2.28
Global/regional integration	61	6.97	2.46	98	6.29	2.52
Food safety	48	6.04	2.42	77	5.70	2.31
Urban development*	60	6.50	2.16	86	5.72	2.46
Energy*	72	7.07	2.34	89	6.33	2.29
Water and sanitation	56	6.61	2.31	79	5.86	2.36
Pollution	54	6.57	2.51	85	6.01	2.33
Job creation/employment	72	6.40	2.49	94	6.14	2.31
Health	71	6.54	2.68	92	5.87	2.29
Financial markets	63	7.29	2.24	86	6.58	2.16
Transport (e.g., roads, bridges, transportation)	71	7.21	2.37	100	6.99	2.11
Agriculture and rural development	63	6.37	2.40	95	6.38	2.19
Trade and exports	61	6.62	2.14	82	6.35	2.23
Crime and violence	52	5.58	2.80	72	5.26	2.32
Natural resource management	52	5.87	2.74	75	5.59	2.32
Climate change (e.g., mitigation, adaptation)	58	6.19	2.76	91	5.87	2.46
Poverty reduction	78	6.41	2.60	97	6.00	2.49
Anti corruption	68	5.72	2.77	88	5.35	2.63
Judiciary reform	68	5.63	2.81	89	5.54	2.51
Economic growth	78	7.06	2.57	100	6.47	2.46
Disaster risk management	60	6.38	2.68	93	6.32	2.36
Equality of opportunity (i.e., social inclusion)	70	6.49	2.61	85	6.15	2.44

\*Significantly different between collaborators and non-collaborators

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Serbia?*	103	7.26	2.05	137	6.58	2.06

(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 Serbia?**

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Serbia*	96	6.69	2.33	128	5.75	2.18
The World Bank Group meets Serbia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	102	7.02	2.23	136	6.10	2.37

\*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Serbia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?*	79	6.85	2.25	93	6.05	2.20

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

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

**In Serbia, 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)*

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely*	97	6.99	2.15	120	5.88	2.10
Include appropriate level of stakeholder involvement during preparation*	97	6.72	2.39	119	6.04	2.19
Lead to practical solutions*	101	7.01	2.11	127	6.18	2.24
Are accessible (well written and easy to understand)*	102	7.17	2.28	123	6.41	2.11
Are source of relevant information on global good practices*	101	7.81	1.95	128	7.13	2.09
Are relevant to country challenges*	99	7.27	2.27	126	6.44	2.17
Are adequately disseminated*	89	6.92	2.26	118	5.78	2.18
Are translated enough into local language	86	6.35	2.66	113	5.81	2.36
Are adaptable to Serbia's specific development challenges and country circumstances*	93	6.63	2.40	123	5.80	2.24

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	103	6.97	2.25	138	6.41	1.89
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	108	7.64	2.09	127	7.06	1.67

*(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)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	67	8.39	1.93	96	7.66	1.93
The World Bank Group effectively monitors and evaluates the projects and programs it supports	91	7.81	1.98	129	7.27	2.15
The World Bank Group's approvals and reviews are done in a timely fashion	74	7.53	2.09	102	7.46	1.96
The World Bank Group's "Safeguard Policy" requirements are reasonable	66	7.45	2.33	82	7.43	2.18
The World Bank Group's conditions on its lending are reasonable	80	7.26	2.42	97	6.95	2.32
The World Bank Group takes decisions quickly in Serbia*	90	6.97	2.23	106	6.34	2.18
Working with the World Bank Group increases Serbia's institutional capacity*	100	7.95	2.15	128	7.22	2.34
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	65	7.46	2.57	94	7.09	2.13
The World Bank Group provides effective implementation support (i.e., supervision of projects)	90	7.94	2.02	119	7.43	2.23

\*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	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 Serbia?	83	6.42	2.39	106	6.23	2.06

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Serbia?	74	6.85	2.29	97	6.23	2.08

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

**G. Communication and Information Sharing**

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	93	6.98	2.11	113	7.25	2.01
I find the information on the World Bank Group's websites useful.	92	7.67	1.95	119	7.81	1.69
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	42	6.76	2.70	61	7.31	2.09
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.)	100	7.97	2.18	129	7.60	2.22
The World Bank Group is responsive to my information requests and inquiries*	76	8.00	2.38	64	7.02	2.69

\*Significantly different between collaborators and non-collaborators



## Appendix E: Responses to Selected Questions by Year<sup>19</sup>

*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 2017 Number of comparable respondents = 278
- FY 2014 Number of comparable respondents = 253

*By weighting, the FY 2017 and FY 2014 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	5%	5%
Office of Parliamentarian	5%	5%
Government Institutions	25%	25%
Local Government	10%	10%
Bilateral/Multilateral Agency	5%	5%
CSO	15%	15%
Private Sector	10%	10%
Academia/ Research Institute/ Think Tank	15%	15%
Media	10%	10%

### A. General Issues facing Serbia

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

Percentage of Respondents	FY 2014	FY 2017
The right direction	39.5%	54.7%
The wrong direction	21.7%	16.2%
Not sure	38.7%	29.1%

\*Significantly different between FY2017 and FY2014

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

	year					
	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Serbia?*	253	5.80	2.49	278	6.36	2.18

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

	year					
	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Serbia.*	218	6.23	2.09	248	6.74	1.97

(1-Not effective at all, 10-Very effective) \*Significantly different between FY2017 and FY2014

	year					
	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 Serbia solve its most complicated development challenges?	217	6.72	2.12	225	7.09	2.15

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

<sup>19</sup> 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 Serbia?

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Serbia*	230	6.38	2.48	249	7.00	2.25
The World Bank Group's work is aligned with what I consider the development priorities for Serbia	212	6.24	2.39	245	6.61	2.25

\*Significantly different between FY2017 and FY2014

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

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

	year					
	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	202	6.19	2.27	220	6.48	2.27
Flexibility (in terms of the institution's products and services)	198	5.77	2.16	212	5.99	2.29
Flexibility (in terms of changing country circumstances)	201	5.72	2.19	218	6.07	2.32
Being inclusive	197	6.14	2.15	203	6.56	2.36
Openness (sharing data and other information)	207	7.00	2.18	227	6.71	2.38
Collaboration with the Government*	190	7.44	1.94	221	7.87	1.96
The speed in which it gets things accomplished on the ground	195	6.17	2.26	220	6.05	2.26
Helping to bring discipline/effective supervision to implementation of investment projects				214	6.67	2.41
Collaboration with civil society				196	6.03	2.38
Staff accessibility	207	6.97	2.38	225	6.78	2.49
Collaboration with other donors and development partners	156	6.65	2.11	186	6.70	2.28
Collaboration with the private sector				171	6.14	2.28
Straightforwardness and honesty	199	7.02	2.39	217	6.91	2.44
Treating clients and stakeholders in Serbia with respect	217	7.57	2.28	224	7.82	2.35
Being a long-term partner*	187	7.45	2.16	234	8.27	2.03

\*Significantly different between FY2017 and FY2014



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

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

	year					
	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Social protection (e.g., pensions, targeted social assistance)	158	5.66	2.48	171	6.00	2.41
Gender equity				151	6.04	2.30
Private sector development*	173	5.78	2.34	172	6.47	2.22
Education	166	5.83	2.43	180	6.16	2.36
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)*	183	6.09	2.34	197	6.76	2.30
Global/regional integration	152	6.05	2.35	160	6.50	2.51
Food safety				128	5.80	2.33
Urban development				148	6.00	2.36
Energy*	153	5.94	2.27	162	6.62	2.34
Water and sanitation*	126	5.56	2.32	138	6.14	2.36
Pollution				140	6.18	2.40
Job creation/employment*	165	5.19	2.34	168	6.20	2.37
Health	139	5.84	2.46	165	6.12	2.47
Financial markets*	148	5.68	2.23	149	6.81	2.21
Transport (e.g., roads, bridges, transportation)	174	6.72	2.37	171	7.04	2.22
Agriculture and rural development				160	6.35	2.26
Trade and exports*	139	5.38	2.07	144	6.43	2.19
Crime and violence				126	5.35	2.51
Natural resource management	120	5.16	2.39	129	5.66	2.48
Climate change (e.g., mitigation, adaptation)	134	5.38	2.43	150	5.93	2.55
Poverty reduction	179	5.81	2.45	177	6.15	2.53
Anti corruption	157	5.46	2.60	157	5.47	2.66
Judiciary reform				158	5.57	2.64
Economic growth*	161	5.85	2.33	178	6.70	2.51
Disaster risk management*	105	4.09	2.37	154	6.30	2.47
Equality of opportunity (i.e., social inclusion)	144	5.69	2.52	157	6.25	2.50

\*Significantly different between FY2017 and FY2014

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

	year					
	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 Serbia?	211	6.57	2.22	239	6.87	2.08

(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 Serbia?**

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Serbia*	199	5.51	2.32	224	6.10	2.32
The World Bank Group meets Serbia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	204	5.92	2.26	238	6.44	2.38

\*Significantly different between FY2017 and FY2014

**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	7.9%	10.1%
Monthly	27.0%	19.8%
A few times a year	39.4%	38.5%
Rarely	19.9%	24.5%
Never	5.8%	7.2%

**In Serbia, 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)*

	year					
	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Are timely	191	6.32	1.99	217	6.33	2.20
Include appropriate level of stakeholder involvement during preparation	181	6.17	2.03	215	6.29	2.33
Lead to practical solutions	199	6.82	2.21	226	6.50	2.22
Are accessible (well written and easy to understand)	199	7.00	2.27	223	6.72	2.23
Are source of relevant information on global good practices	202	7.75	1.81	228	7.39	2.06
Are relevant to country challenges				223	6.79	2.25
Are adequately disseminated	204	6.63	2.27	207	6.21	2.28
Are translated enough into local language	186	5.61	2.39	198	6.05	2.50
Are adaptable to Serbia's specific development challenges and country circumstances*	203	6.71	2.14	216	6.13	2.34

*\*Significantly different between FY2017 and FY2014*

	year					
	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?*	212	7.73	2.19	240	6.60	2.06
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	203	7.61	1.83	234	7.30	1.91

*(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)**\*Significantly different between FY2017 and FY2014*

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

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

	year					
	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	162	8.23	1.96	161	7.90	1.97
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	197	7.95	2.03	217	7.47	2.10
The World Bank Group's approvals and reviews are done in a timely fashion	165	7.55	2.12	173	7.46	2.02
The World Bank Group's "Safeguard Policy" requirements are reasonable	150	7.59	2.02	147	7.36	2.28
The World Bank Group's conditions on its lending are reasonable	171	7.38	2.13	178	7.08	2.34
The World Bank Group takes decisions quickly in Serbia	180	6.20	2.37	194	6.64	2.22
Working with the World Bank Group increases Serbia's institutional capacity	203	7.87	2.09	226	7.52	2.28
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	147	7.34	2.17	158	7.19	2.33
The World Bank Group provides effective implementation support (i.e., supervision of projects)	189	7.70	1.96	207	7.62	2.17

\*Significantly different between FY2017 and FY2014

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

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

Percentage of Respondents	FY 2014	FY 2017
Financial services	26.9%	19.5%
Knowledge products	25.6%	40.8%
Convening services	5.3%	6.1%
None of the above	0.0%	1.8%
The combination is appropriate for Serbia	42.3%	21.7%
Don't know	0.0%	10.1%

\*Significantly different between FY2017 and FY2014

**G. Communication and Information Sharing**

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	FY 2014	FY 2017
Yes	14.7%	27.7%
No	85.3%	72.3%

\*Significantly different between FY2017 and FY2014

Do you have reliable access to the Internet?\*

Percentage of Respondents	FY 2014	FY 2017
Yes	88.5%	98.6%
No	11.5%	1.4%

\*Significantly different between FY2017 and FY2014

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

Percentage of Respondents	FY 2014	FY 2017
Yes	78.7%	83.8%
No	21.3%	16.2%

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

	year					
	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	195	7.30	2.20	207	7.06	2.09
I find the information on the World Bank Group's websites useful.	191	8.05	2.04	212	7.69	1.83
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution*	150	4.50	2.90	105	7.00	2.38
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.)	206	7.52	2.72	228	7.75	2.23
The World Bank Group is responsive to my information requests and inquiries	141	7.42	2.40	143	7.54	2.58

\*Significantly different between FY2017 and FY2014



## 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 Serbia? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Serbia.	6.45	7.16	6.83	6.35	6.81	6.60	6.58	7.25	6.58	6.90	6.89	6.05
Overall the World Bank Group currently plays a relevant role in development in Serbia	6.58	7.68	7.20	6.20	7.00	7.15	6.90	7.45	6.81	7.23	7.22	6.10
The World Bank Group's work is aligned with what I consider the development priorities for Serbia	6.31	7.14	6.76	6.05	6.61	6.76	6.55	6.94	6.46	6.81	6.77	6.05
Responsiveness to needs	6.23	6.94	6.67	5.86	6.58	6.45	6.33	7.16	6.37	6.66	6.72	5.47
Flexibility (in terms of the institution's products and services)	5.74	6.33	5.99	6.13	6.11	5.75	6.01	6.02	5.93	6.06	6.17	5.15
Flexibility (in terms of changing country circumstances)	5.77	6.48	6.10	5.97	6.13	5.97	6.08	6.09	5.86	6.24	6.29	5.05
Being inclusive	6.34	6.89	6.65	6.24	6.71	6.25	6.50	6.81	6.24	6.83	6.77	5.50
Openness (sharing data and other information)	6.40	7.19	6.93	5.65	6.87	6.37	6.61	7.08	6.34	7.04	6.90	5.95
Collaboration with the Government	7.78	8.05	7.95	7.63	7.89	7.91	7.84	8.05	7.64	8.11	7.98	7.41
The speed in which it gets things accomplished on the ground	5.89	6.23	6.03	6.09	6.07	5.95	6.04	6.05	6.10	6.00	6.13	5.52
Helping to bring discipline/effective supervision to implementation of investment projects	6.54	6.98	6.79	6.39	6.74	6.67	6.58	7.20	6.69	6.75	6.86	6.03
Collaboration with civil society	5.78	6.66	6.23	5.73	6.25	5.86	5.91	6.76	5.96	6.29	6.32	4.92
Staff accessibility	6.36	7.45	7.02	5.82	6.95	6.56	6.66	7.35	6.24	7.30	7.11	5.29
Collaboration with other donors and development partners	6.43	7.10	6.78	6.50	6.72	6.79	6.77	6.66	6.42	6.99	6.88	5.80
Collaboration with the private sector	5.98	6.46	6.08	6.56	6.07	6.40	6.25	5.90	6.12	6.22	6.37	5.08
Straightforwardness and honesty	6.74	7.27	7.06	6.48	7.01	6.87	6.84	7.35	6.92	7.02	7.16	5.97
Treating clients and stakeholders in Serbia with respect	7.58	8.17	7.95	7.18	7.74	8.08	7.62	8.40	7.67	7.96	8.02	6.89
Being a long-term partner	8.12	8.56	8.47	7.54	8.20	8.56	8.20	8.60	8.02	8.55	8.44	7.59
To what extent does the World Bank Group's work help to achieve development results in Serbia?	6.58	7.26	6.89	6.82	6.86	6.91	6.71	7.37	6.89	6.86	7.06	5.90
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Serbia	5.75	6.69	6.14	6.19	6.17	6.10	6.07	6.42	5.95	6.32	6.29	5.47
The World Bank Group meets Serbia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	6.10	7.02	6.51	6.38	6.59	6.24	6.33	7.00	6.27	6.67	6.65	5.75
The World Bank Group's knowledge work and activities are adaptable to Serbia's specific development challenges and country circumstances	5.80	6.63	6.12	6.36	6.19	6.07	6.04	6.51	6.13	6.18	6.38	5.06
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.41	6.97	6.63	6.77	6.71	6.50	6.50	7.10	6.73	6.59	6.84	5.74
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.06	7.64	7.39	6.94	7.33	7.33	7.25	7.57	7.12	7.48	7.48	6.58
The World Bank Group takes decisions quickly in Serbia	6.34	6.97	6.60	6.79	6.66	6.55	6.60	6.69	6.56	6.68	6.74	6.06
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank	7.09	7.46	7.19	7.48	7.36	6.98	7.08	7.64	7.05	7.40	7.44	6.08

Yellow highlight indicates significant difference between Yes and No means.



## Appendix G: Serbia FY 2017 Questionnaire



### **World Bank Group Country Survey FY 2017 – Serbia**

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

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

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

**To complete the survey, please circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check "Don't know".**

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

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

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



## SECTION A: GENERAL ISSUES

<b>A2. Listed below are a number of development priorities in Serbia.</b>			
<b>Please identify which of the following you consider the most important development priorities in Serbia. (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	15	Transport (e.g., roads, bridges, transportation)
2	Gender equity	16	Agriculture and rural development
3	Private sector development	17	Trade and exports
4	Education	18	Crime and violence
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Natural resource management
6	Global/regional integration	20	Climate change (e.g., mitigation, adaptation)
7	Food safety	21	Poverty reduction
8	Urban development	22	Anti corruption
9	Energy	23	Judiciary reform
10	Water and sanitation	24	Economic growth
11	Pollution	25	Disaster risk management
12	Job creation/employment	26	Equality of opportunity (i.e., social inclusion)
13	Health	27	Disease (e.g., cancer, heart deficiencies)
14	Financial markets	28	Information and communications technology

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Serbia? (Choose no more than THREE)</b>			
1	Economic growth	15	Water and sanitation
2	Disaster risk management	16	Pollution
3	Equality of opportunity (i.e., social inclusion)	17	Job creation/employment
4	Disease (e.g., cancer, heart deficiencies)	18	Health
5	Information and communications technology	19	Financial markets
6	Social protection (e.g., pensions, targeted social assistance)	20	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Agriculture and rural development	21	Gender equity
8	Trade and exports	22	Private sector development
9	Crime and violence	23	Education
10	Climate change (e.g., mitigation, adaptation)	24	Global/regional integration
11	Transport (e.g., roads, bridges, transportation)	25	Food safety
12	Energy	26	Urban development
13	Anti corruption	27	Natural resource management
14	Judiciary reform		

**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 Serbia? (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	Greater access to micro-finance for the poor
9	Greater voice and participation for citizens to help ensure greater accountability
10	Education and training that better ensure job opportunity
11	Better quality public services
12	Better employment opportunities for young people
13	Better employment opportunities for women
14	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 Serbia? (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 A: GENERAL ISSUES**

**A7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Serbia? (Select only ONE response)**

1	A very important development priority
2	A moderately important development priority
3	A slightly important development priority
4	Not an important development priority
5	Don't know

**A8. In your view, is improvement of business environment a very important, moderately important, slightly important, or not an important development priority in Serbia? (Select only ONE response)**

1	A very important development priority
2	A moderately important development priority
3	A slightly important development priority
4	Not an important development priority
5	Don't know

**A9. In your view, is improvement of infrastructure quality a very important, moderately important, slightly important, or not an important development priority in Serbia? (Select only ONE response)**

1	A very important development priority
2	A moderately important development priority
3	A slightly important development priority
4	Not an important development priority
5	Don't know

**A10. In your view, is improvement of energy security a very important, moderately important, slightly important, or not an important development priority in Serbia? (Select only ONE response)**

1	A very important development priority
2	A moderately important development priority
3	A slightly important development priority
4	Not an important development priority
5	Don't know

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

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

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

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

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in Serbia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Serbia? (Choose no more than THREE)</b>			
1	Energy	15	Judiciary reform
2	Water and sanitation	16	Economic growth
3	Pollution	17	Disaster risk management
4	Job creation/employment	18	Equality of opportunity (i.e., social inclusion)
5	Health	19	Disease (e.g., cancer, heart deficiencies)
6	Financial markets	20	Information and communications technology
7	Social protection (e.g., pensions, targeted social assistance)	21	Transport (e.g., roads, bridges, transportation)
8	Gender equity	22	Agriculture and rural development
9	Private sector development	23	Trade and exports
10	Education	24	Crime and violence
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25	Natural resource management
12	Global/regional integration	26	Climate change (e.g., mitigation, adaptation)
13	Food safety	27	Poverty reduction
14	Urban development	28	Anti corruption

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

<b>B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Serbia?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
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 (system oriented)	<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	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Serbia? (Choose no more than TWO)</b>	
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 Serbia
8	Too influenced by developed countries
9	Not exploring alternative policy options
10	Not collaborating enough with stakeholders outside the Government
11	Its advice and strategies do not lend themselves to practical problem solving
12	Not enough public disclosure of its work
13	Arrogant in its approach
14	Not client focused
15	The credibility of its knowledge/data
16	Other (please specify): _____
17	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 Serbia? (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 Serbia 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 effective	N/A
		1	2	3	4	5	6	7	8	9	10		
1	Investment Project Financing (IPF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Development Policy Financing (DPF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Program-for-Results Financing (PforR)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Trust funds and grants	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Guarantees	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	IFC Investment Services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	IFC Advisory Services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**B9. 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)**

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

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B10</b>	Overall the World Bank Group currently plays a relevant role in development in Serbia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B11</b>	The World Bank Group's work is aligned with what I consider the development priorities for Serbia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

To what extent is the World Bank Group an effective development partner in Serbia, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>B12</b>	Responsiveness to needs											<input type="checkbox"/>
<b>B13</b>	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
<b>B14</b>	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
<b>B15</b>	Being inclusive											<input type="checkbox"/>
<b>B16</b>	Openness (sharing data and other information)											<input type="checkbox"/>
<b>B17</b>	Collaboration with the Government											<input type="checkbox"/>
<b>B18</b>	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
<b>B19</b>	Helping to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>
<b>B20</b>	Collaboration with civil society											<input type="checkbox"/>
<b>B21</b>	Staff accessibility											<input type="checkbox"/>
<b>B22</b>	Collaboration with other donors and development partners											<input type="checkbox"/>
<b>B23</b>	Collaboration with the private sector											<input type="checkbox"/>
<b>B24</b>	Straightforwardness and honesty											<input type="checkbox"/>
<b>B25</b>	Treating clients and stakeholders in Serbia with respect											<input type="checkbox"/>
<b>B26</b>	Being a long-term partner											<input type="checkbox"/>

<b>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)</b>	
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 Serbia?													
		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	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	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Crime and violence	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	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Disease (e.g., cancer, heart deficiencies)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	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 Serbia? (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)											<input type="checkbox"/>	
2	Gender equity											<input type="checkbox"/>	
3	Private sector development											<input type="checkbox"/>	
4	Education											<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)											<input type="checkbox"/>	
6	Global/regional integration											<input type="checkbox"/>	
7	Food safety											<input type="checkbox"/>	
8	Urban development											<input type="checkbox"/>	
9	Energy											<input type="checkbox"/>	
10	Water and sanitation											<input type="checkbox"/>	
11	Pollution											<input type="checkbox"/>	
12	Job creation/employment											<input type="checkbox"/>	
13	Health											<input type="checkbox"/>	
14	Financial markets											<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation)											<input type="checkbox"/>	
16	Agriculture and rural development											<input type="checkbox"/>	
17	Trade and exports											<input type="checkbox"/>	
18	Crime and violence											<input type="checkbox"/>	
19	Natural resource management											<input type="checkbox"/>	
20	Climate change (e.g., mitigation, adaptation)											<input type="checkbox"/>	
21	Poverty reduction											<input type="checkbox"/>	
22	Anti corruption											<input type="checkbox"/>	
23	Judiciary reform											<input type="checkbox"/>	
24	Economic growth											<input type="checkbox"/>	
25	Disaster risk management											<input type="checkbox"/>	
26	Equality of opportunity (i.e., social inclusion)											<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 Serbia?**

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

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

		Strongly disagree										Strongly agree	Don't know
<b>C4</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Serbia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C5</b>	The World Bank Group meets Serbia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**C6. To what extent do you believe that Serbia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?**

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

**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)

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

<b>In Serbia, to what extent do you believe that the World Bank Group's knowledge work and activities:</b>												
		To no degree at all					To a very significant degree					Don't know
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D4</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D5</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D6</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D7</b>	Are relevant to country challenges	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D8</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D9</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D10</b>	Are adaptable to Serbia's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>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?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant		Don't know	

<b>D12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Very low technical quality									Very high technical quality		Don't know	

**SECTION E: WORKING WITH THE WORLD BANK GROUP**

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

<b>E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Serbia?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

<b>E11. To what extent do you believe the World Bank Group measures and corrects its work in real time in Serbia?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN SERBIA****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Serbia? (Choose no more than TWO)**

1	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	Increase availability of Reimbursable Advisory Services (RAS)
6	Help to bring discipline/effective supervision to implementation of investment projects
7	Offer more innovative financial products
8	Ensure greater selectivity in its work
9	Provide more adequate data/knowledge/statistics/figures on Serbia's economy
10	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
11	Reach out more to groups outside of Government
12	Increase the level of capacity development in the country
13	Improve the quality of its experts as related to Serbia's specific challenges
14	Other (please specify): _____

**F2. When considering the combination of services that the World Bank Group offers in Serbia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Serbia? (Select only ONE response)**

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

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How do you get most of your information about economic and social development issues in Serbia? (Choose no more than TWO)**

1	Local 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): _____

<b>G3</b>	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?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Do you have reliable access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G5</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Have you visited the "World Bank Serbia" Facebook page?	<b>Yes</b>	<b>No</b>

**G8. Which Internet connection do you use primarily when visiting a World Bank Group website?**

1	High speed/WiFi
2	Dial-up

**G9. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?**

1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>G10</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G11</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G12</b>	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"/>	
<b>G13</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G14</b>	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION H: BACKGROUND INFORMATION**

<b>H1. Which of the following best describes your current position? (Select only ONE response)</b>			
1	Office of the President, Prime Minister	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		

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
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		

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

<b>H4. Which of the following agencies of the World Bank Group do you primarily engage with in Serbia? (Select only ONE response)</b>	
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 Serbia?****(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 Serbia?****(Choose no more than TWO)**

1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

**H8. What's your gender?**

1	Female
2	Male

**H9. Which best represents your geographic location?**

1	Belgrade
2	Vojvodina
3	Central Serbia
4	South Serbia

**Thank you for completing the survey!**