

FY 2017 Bosnia and Herzegovina Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



March 2018



Acknowledgements

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



Country Opinion Surveys
THE WORLD BANK GROUP



Table of Contents

I. Objectives	3
II. Methodology.....	3
III. Demographics of the Sample.....	4
IV. General Issues Facing Bosnia and Herzegovina	8
V. Overall Attitudes toward the World Bank Group.....	14
VI. Sectoral Effectiveness.....	20
VII. How the World Bank Group Operates	24
VIII. World Bank Group’s Knowledge and Instruments	30
IX. The Future Role of the World Bank Group in Bosnia and Herzegovina	34
X. Communication and Outreach	38
XI. Appendices.....	42





I. Objectives

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

- *General Issues Facing Bosnia and Herzegovina*
- *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 Bosnia and Herzegovina*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From June to August 2017, 244 stakeholders of the WBG in Bosnia and Herzegovina 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 and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs and community based organizations; the media; independent government institutions; trade unions; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations.

A total of 98 stakeholders participated in the survey (40% response rate). Respondents either received the questionnaires via courier or email and returned it accordingly, or completed the questionnaire via the online survey 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.

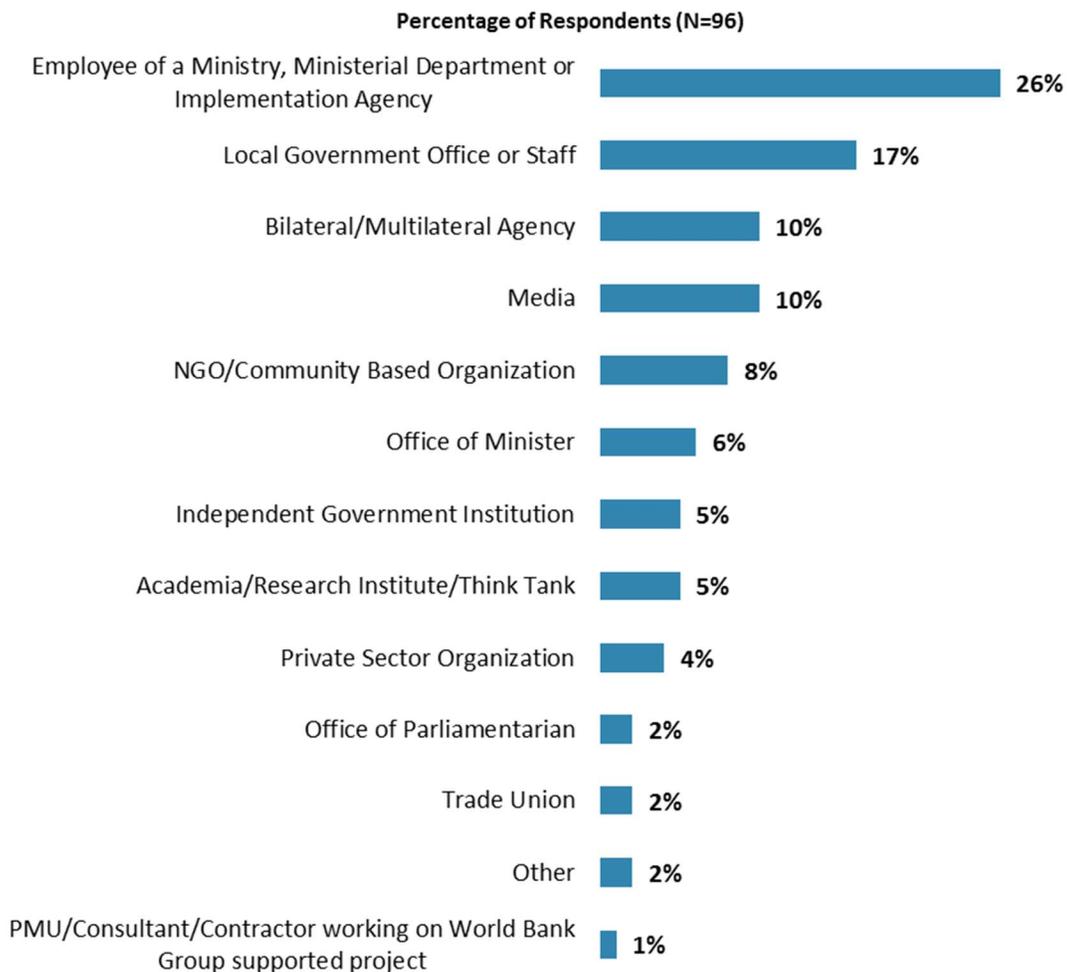
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'14 (response rate was 36%, N=109). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'14 COS report and the non-weighted data presented in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 88).



III. Demographics of the Sample

Current Position

- For further analyses, respondents from ministries/ministerial departments/implementation agencies were combined with respondents from PMUs overseeing implementation of WBG projects and consultants/contractors working on WBG-supported projects/programs; respondents from NGOs/community based organizations and trade unions were combined in the “CSO” category; and the small number of respondents from the office of a parliamentarian and other organizations were included in the “Other” category. There were no respondents from the Office of the President/Prime Minister, private foundations, the financial sector/private banks, youth groups, and the judiciary branch.

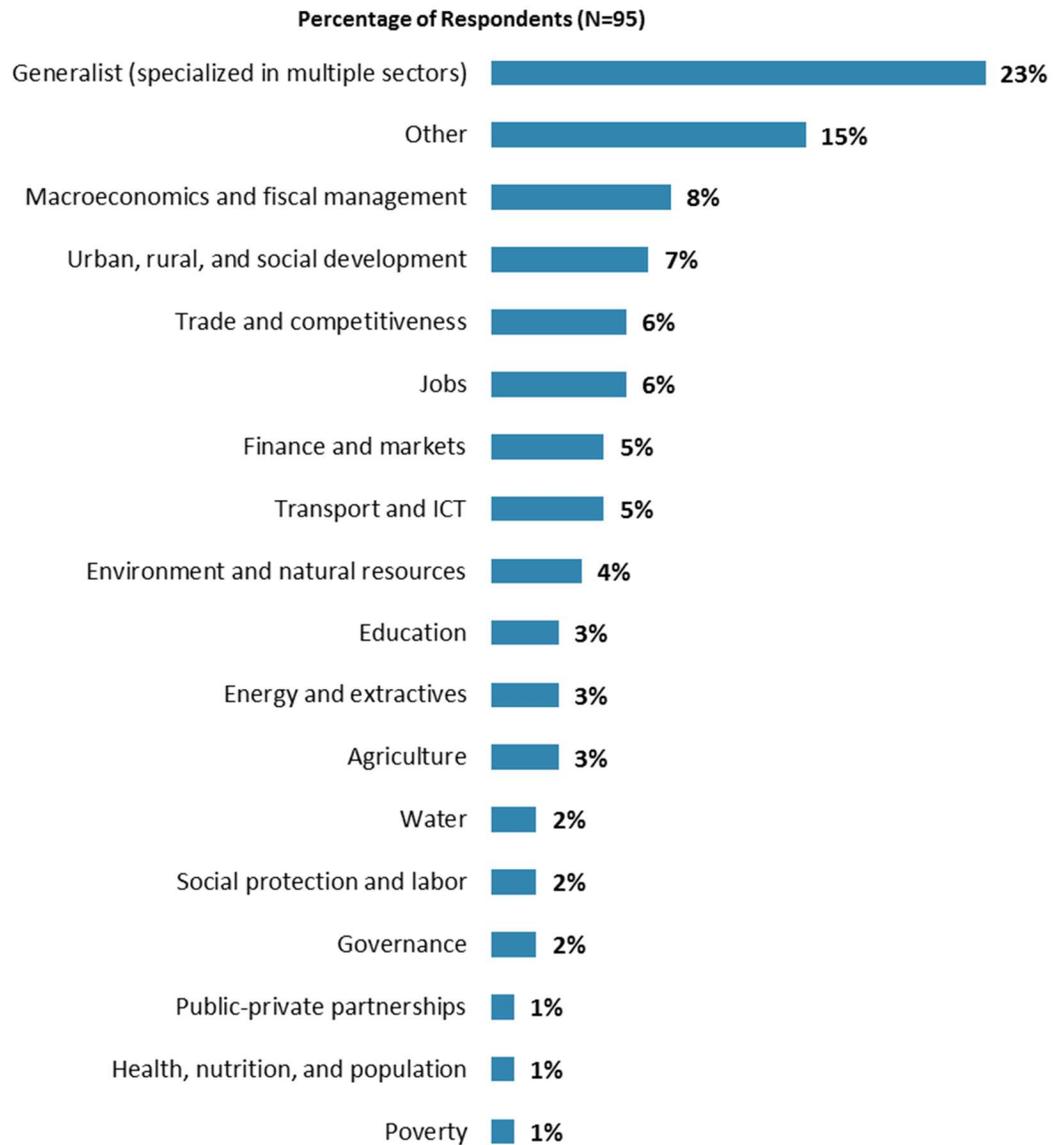


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



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

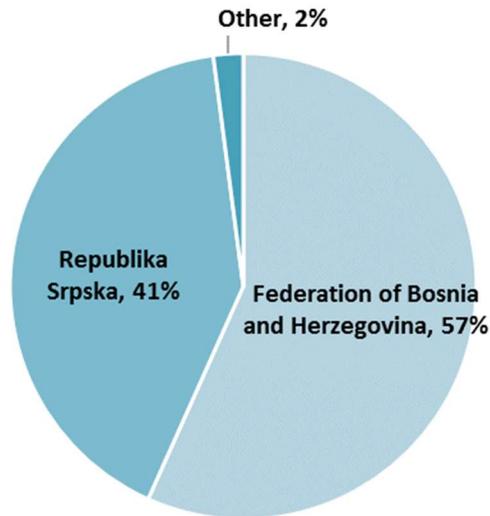


III. Demographics of the Sample (continued)

Geographic Locations

- There were no respondents from Brcko District. Due to the small number of respondents from outside of Federation of Bosnia and Herzegovina and Republika Srpska, only those two locations were included in comparisons of geographic locations. Geographic location comparisons can be found in Appendix C (page 79).

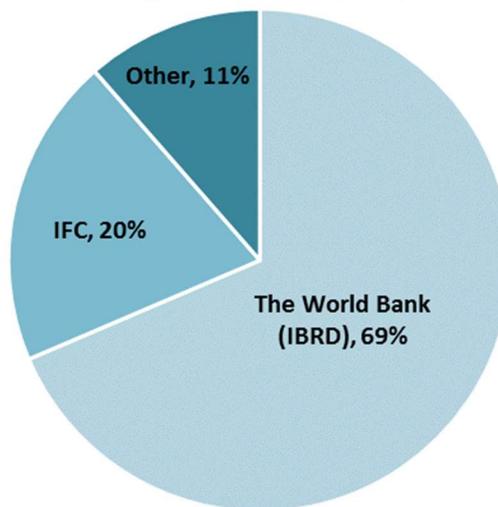
Percentage of Respondents (N=97)



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

Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=70)



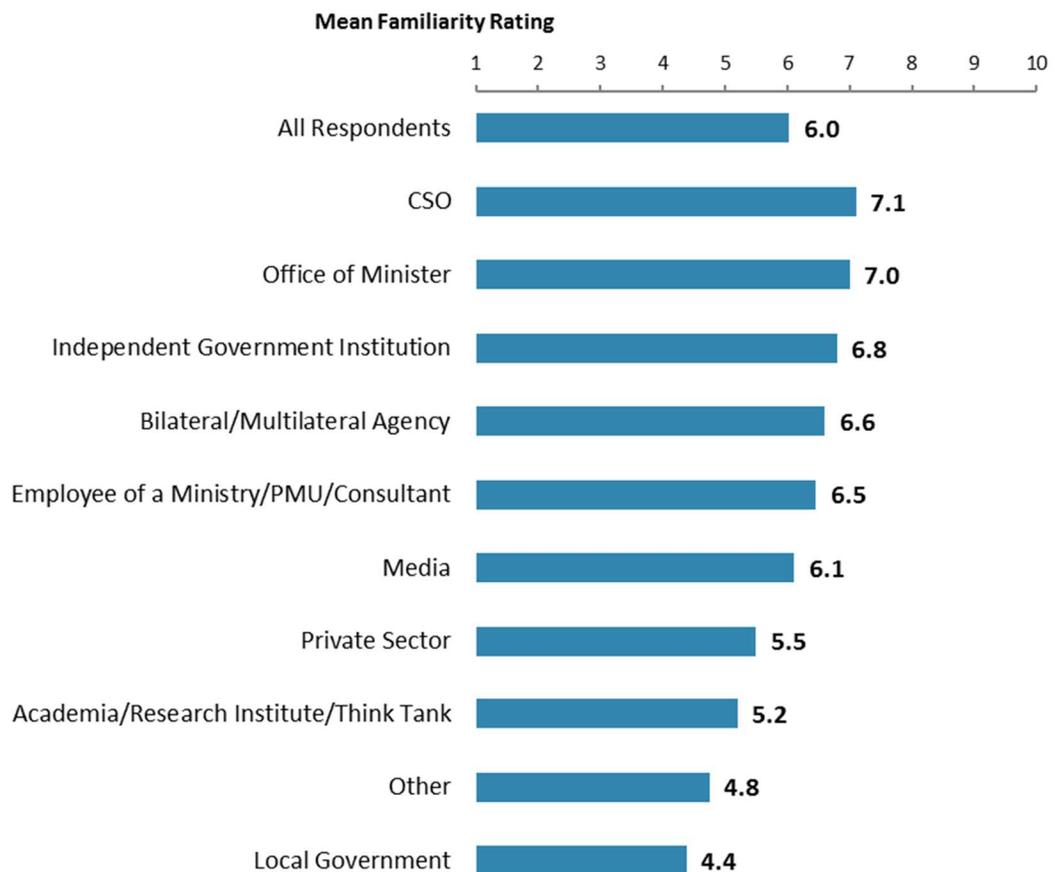
"Which of the following agencies of the World Bank Group do you primarily engage with in Bosnia and Herzegovina?" (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'14 Country Survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'17 = 6.1; weighted mean in FY'14 = 6.0)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Bosnia and Herzegovina, and significantly, moderately correlated with their ratings of the extent to which the WBG plays a relevant role in development in Bosnia and Herzegovina.



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

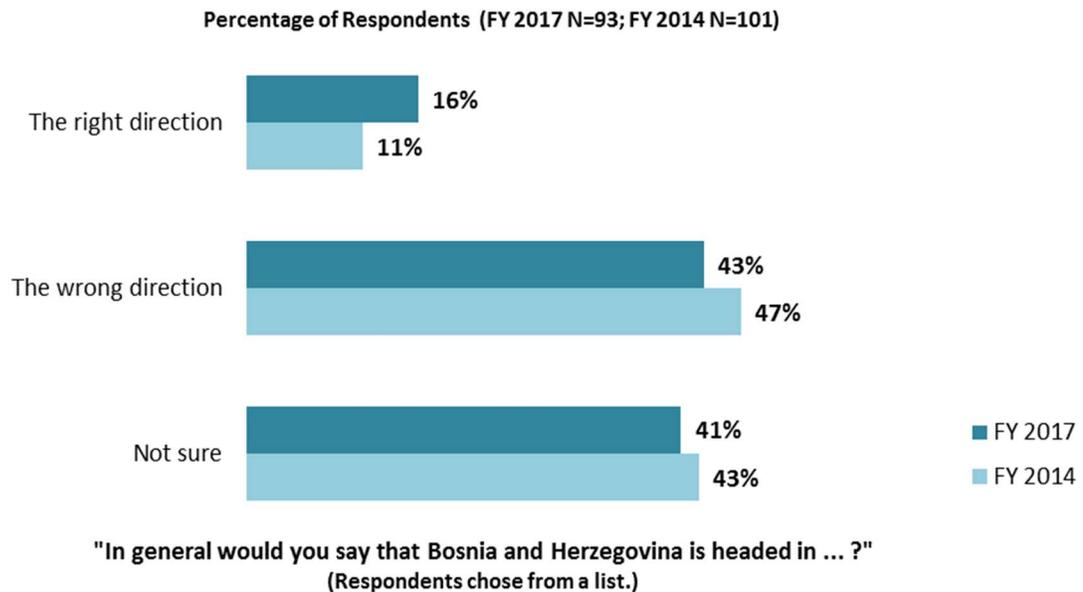
¹ Please refer to Appendix E (page 88) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Bosnia and Herzegovina

Headed in the Right Direction²

- **Year comparison:** This year's respondents and respondents in FY'14 had statistically similar views about the direction in which Bosnia and Herzegovina is headed.
- **Stakeholder groups:** In this year's Country Survey, respondents from the Office of the Minister and bilateral/multilateral agencies were significantly more likely to indicate that Bosnia and Herzegovina is headed in the right direction, while respondents from the media and academia/research institutes/think tanks were significantly less positive about the prospects of Bosnia and Herzegovina.



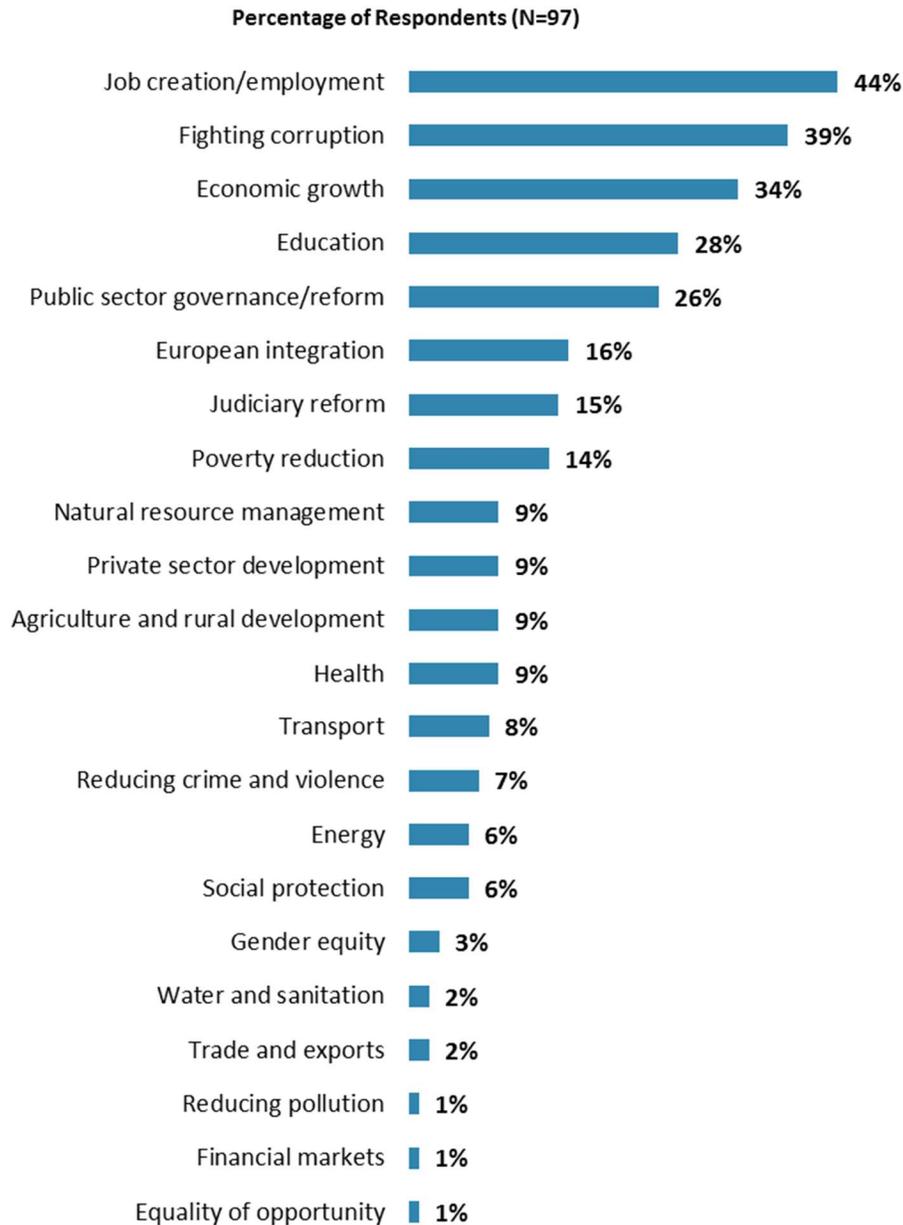
² Percentages presented in the chart were calculated based on weighted data from FY'17 and FY'14.



IV. General Issues Facing Bosnia and Herzegovina (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the most important development priorities in Bosnia and Herzegovina were “*job creation/employment*” (52%) and “*public sector governance/reform*” (36%).



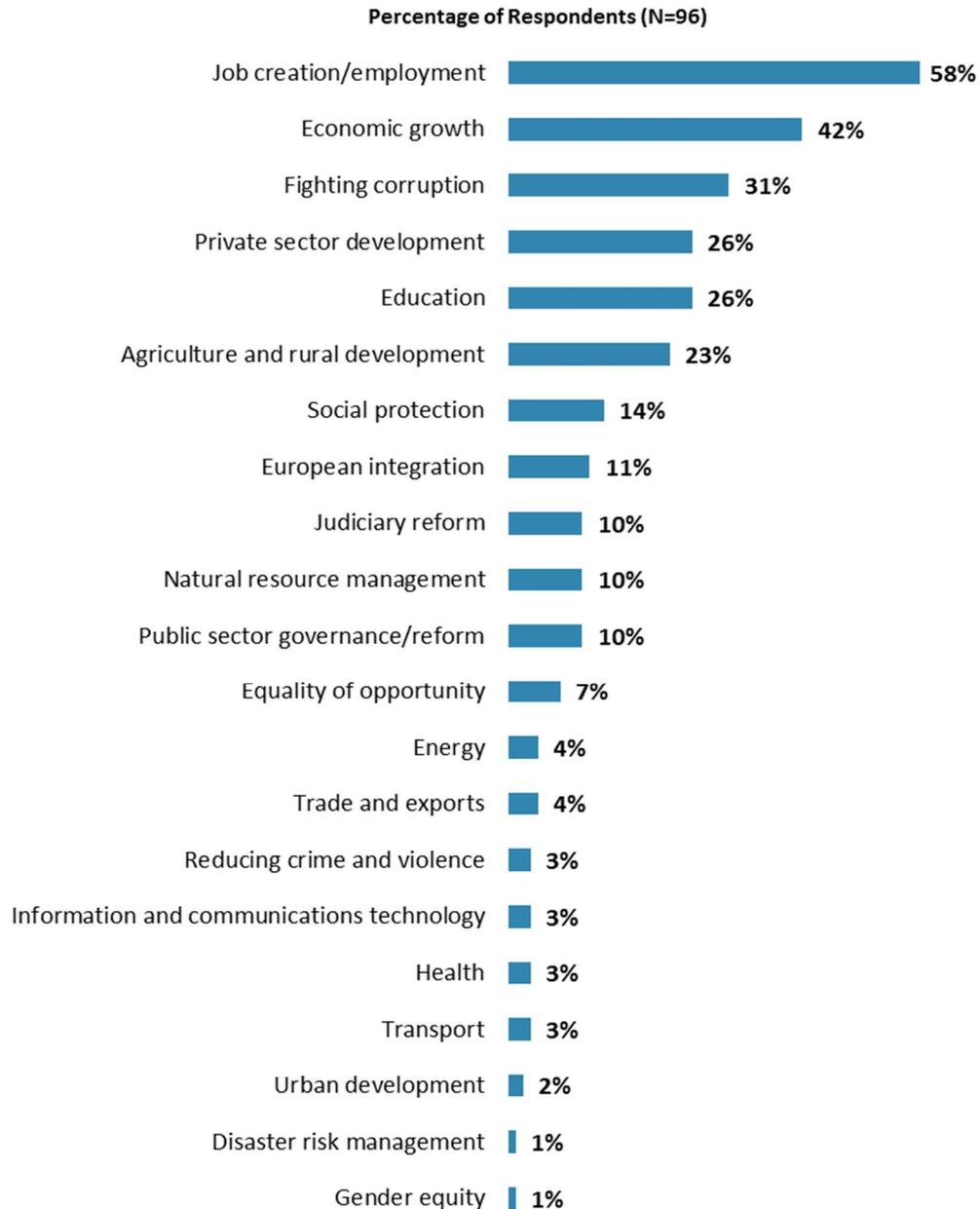
"Listed below are a number of development priorities in Bosnia and Herzegovina. Please identify which of the following you consider the most important development priorities in Bosnia and Herzegovina. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 22 of 26 response options shown.)



IV. General Issues Facing Bosnia and Herzegovina (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 Bosnia and Herzegovina were “*job creation/employment*” (50%) and “*economic growth*” (50%).



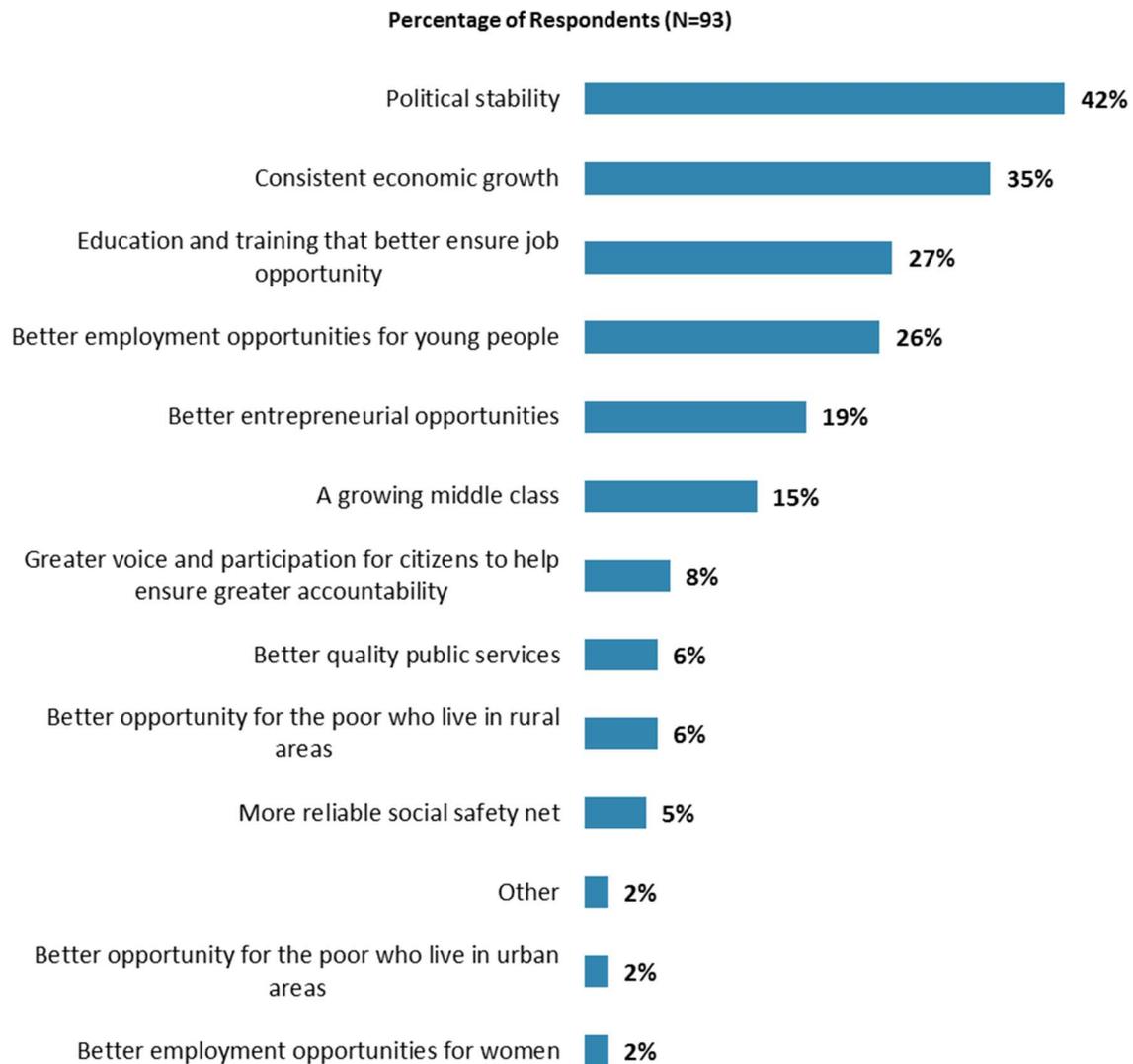
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Bosnia and Herzegovina? (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 21 of 25 response options shown.)



IV. General Issues Facing Bosnia and Herzegovina (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’14 Country Survey, respondents indicated that shared prosperity in Bosnia and Herzegovina can be best achieved through “*consistent economic growth*” (44%), “*better employment opportunities for young people*” (41%), and “*better entrepreneurial opportunities*” (38%).



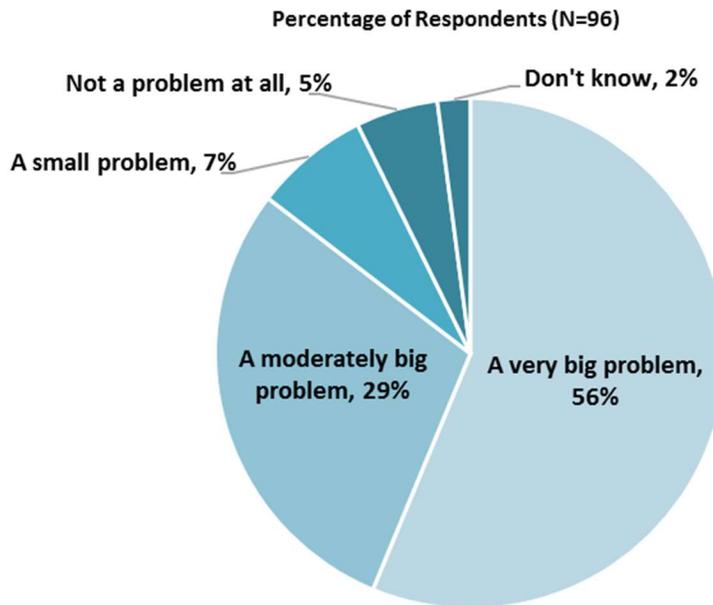
"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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

(Respondents chose from a list. Responses combined.)



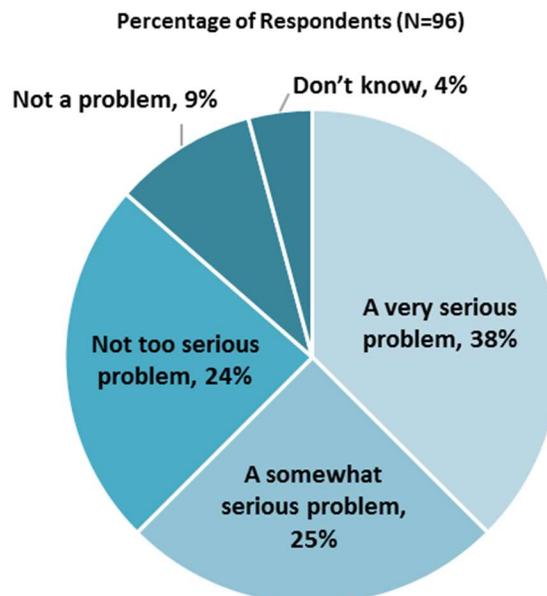
IV. General Issues Facing Bosnia and Herzegovina (continued)

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 Bosnia and Herzegovina?" (Respondents chose from a list.)

Global Climate Change

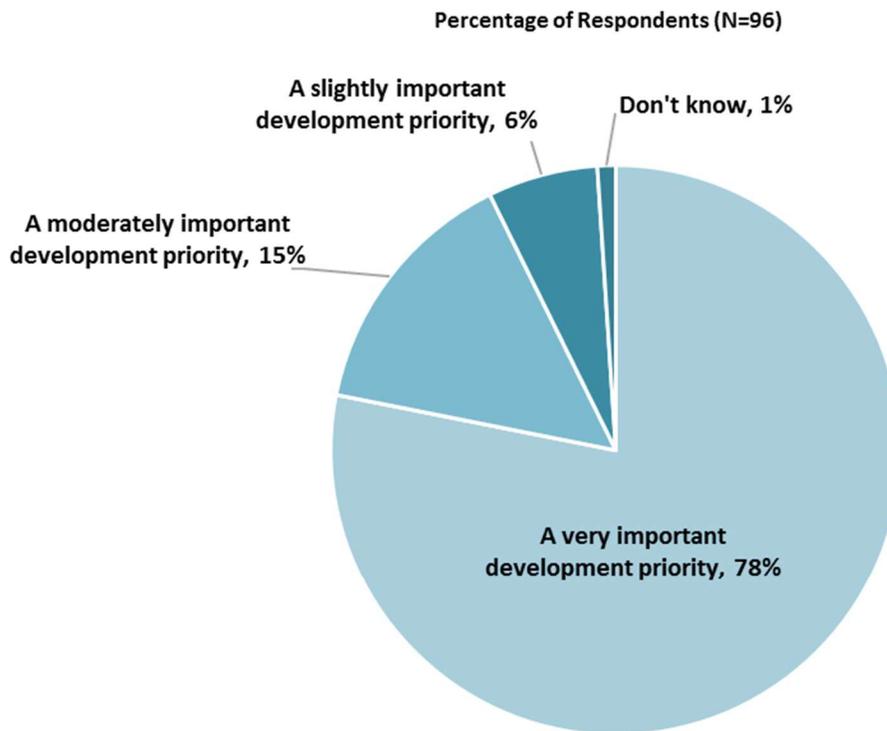


"In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country?" (Respondents chose from a list.)



IV. General Issues Facing Bosnia and Herzegovina (continued)

Early Childhood Development



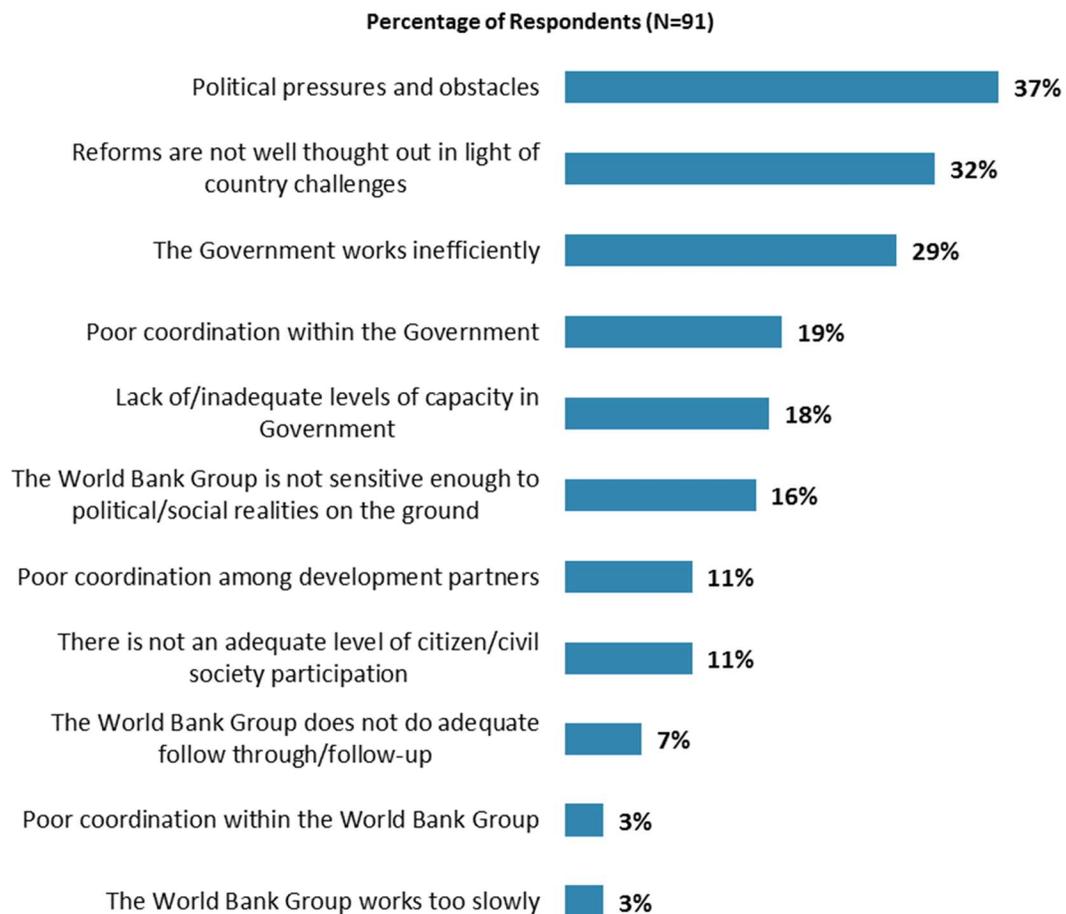
"In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Bosnia and Herzegovina?"
(Respondents chose from a list.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'14 Country Survey most often attributed failed or slow WBG assisted reform efforts to that “*lack of/inadequate levels of capacity in Government*” (45%) and “*the World Bank Group is not sensitive enough to political/social realities on the ground*” (43%).



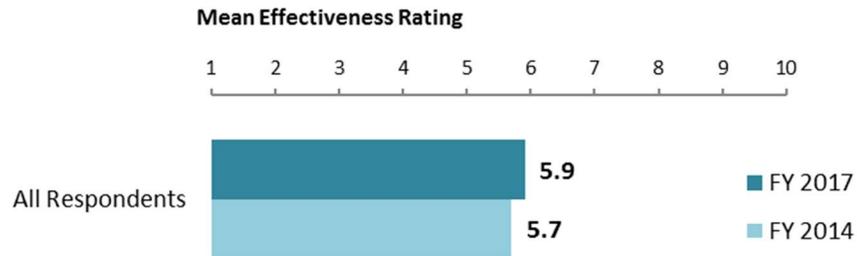
“When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)



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

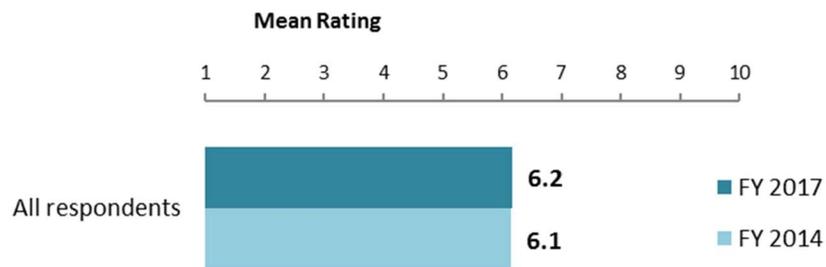
As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

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



"Overall, please rate your impression of the World Bank Group’s effectiveness in Bosnia and Herzegovina." (1-"Not effective at all", 10-"Very effective")

Achieving Development Results (Indicator Question)



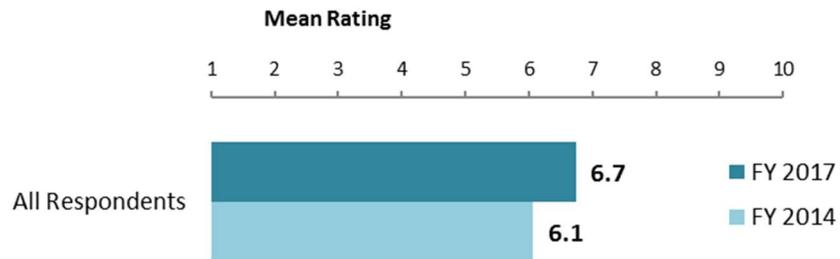
"To what extent does the World Bank Group’s work help to achieve development results in Bosnia and Herzegovina?" (1-To no degree at all", 10-To a very significant degree")

³ Means presented in the charts on this page were calculated based on weighted data.



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

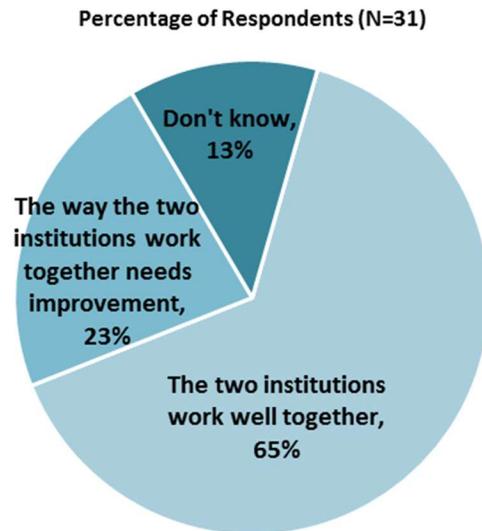
WBG Staff Preparedness⁴



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

The World Bank and the IFC Working Together

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



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

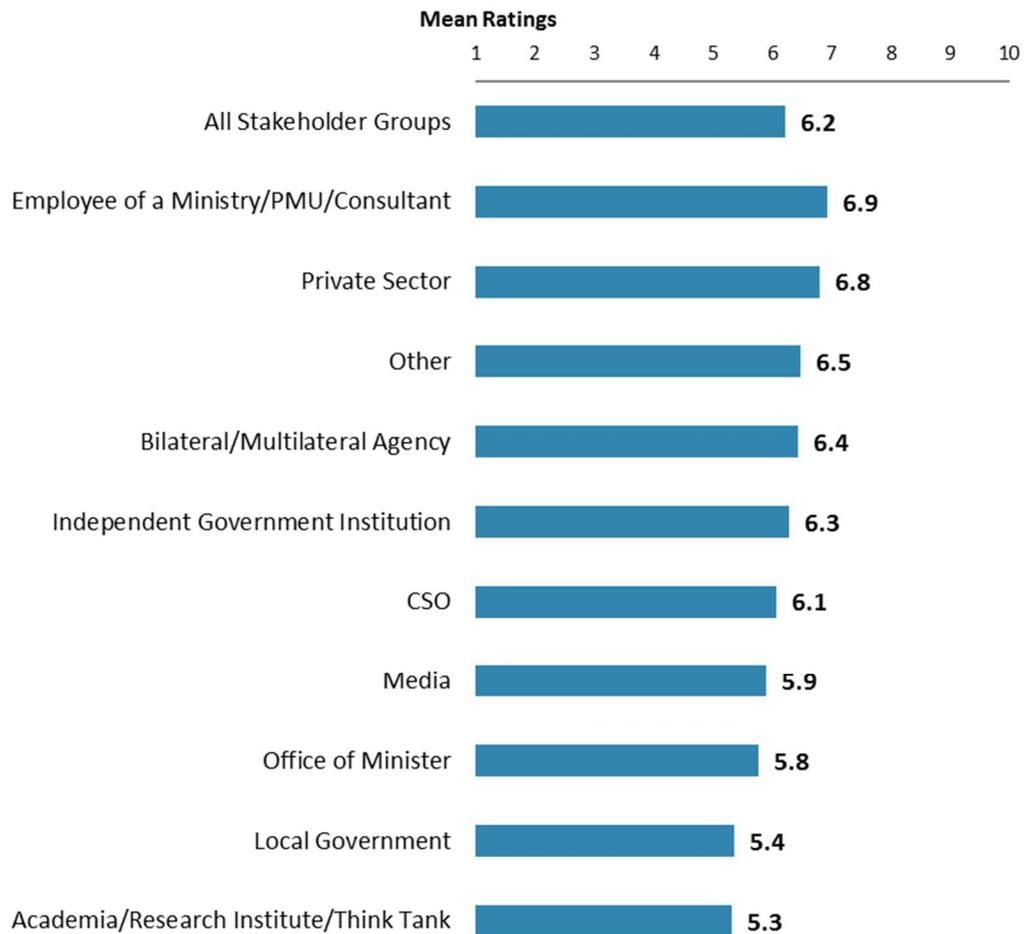
⁴ Means presented in the chart were calculated based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **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 = 6.7) compared to respondents who do not collaborate with the WBG (mean rating = 5.7). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 93).



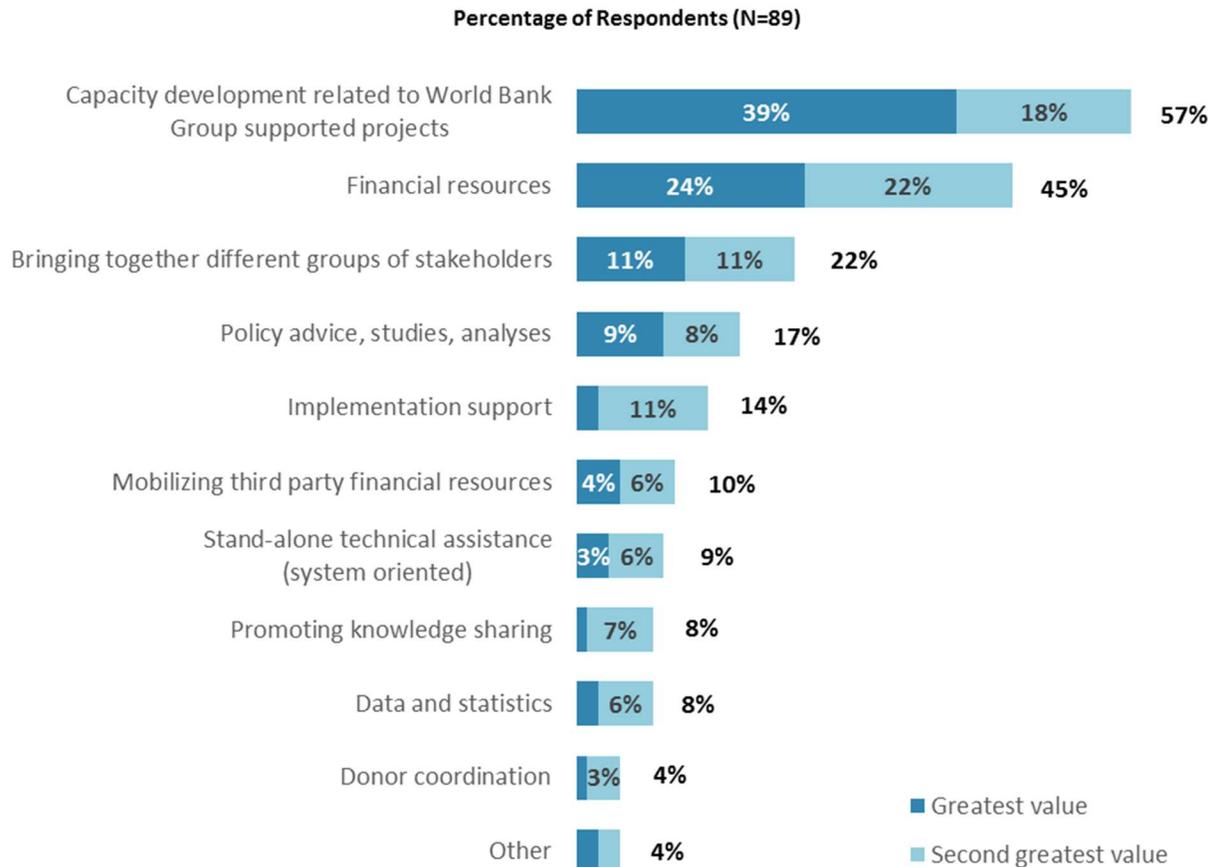
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest values to Bosnia and Herzegovina were "*financial resources*" (52%), "*capacity development*" (33%), and "*mobilizing third party financial resources*" (30%).



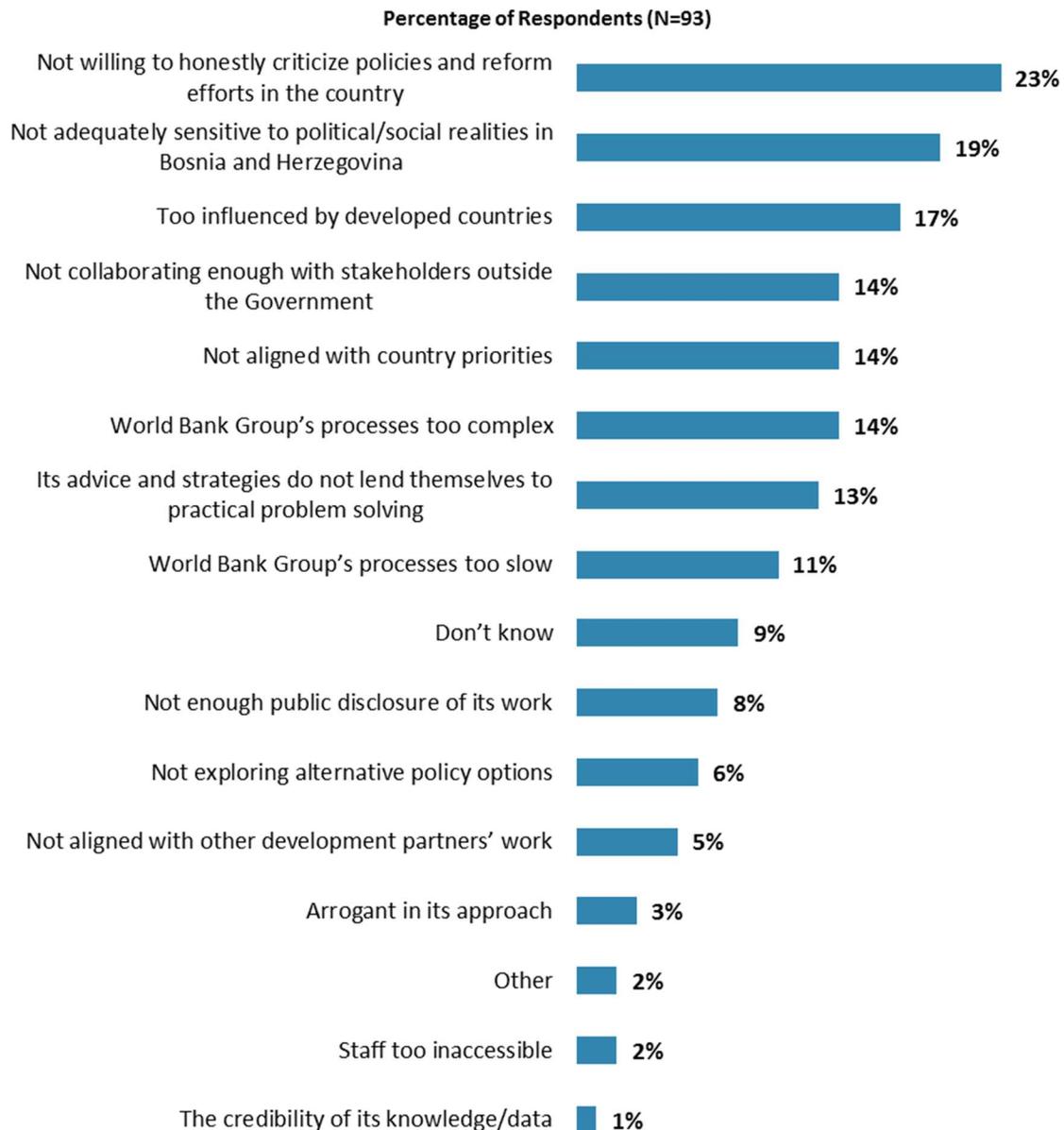
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Bosnia and Herzegovina?"
(Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest weakness in its work in Bosnia and Herzegovina was "*not adequately sensitive to political/social realities in BH*" (35%).

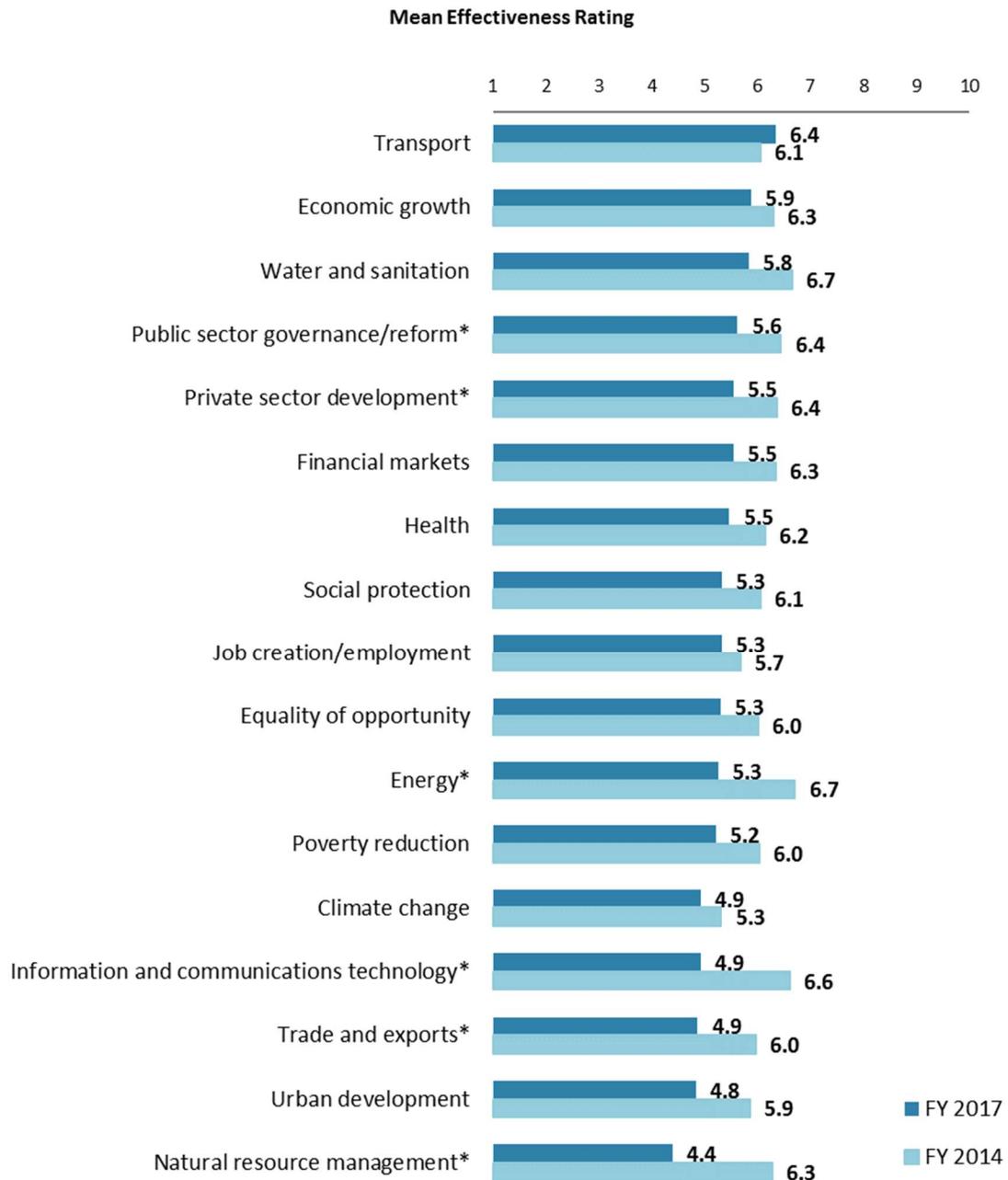


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bosnia and Herzegovina? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

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



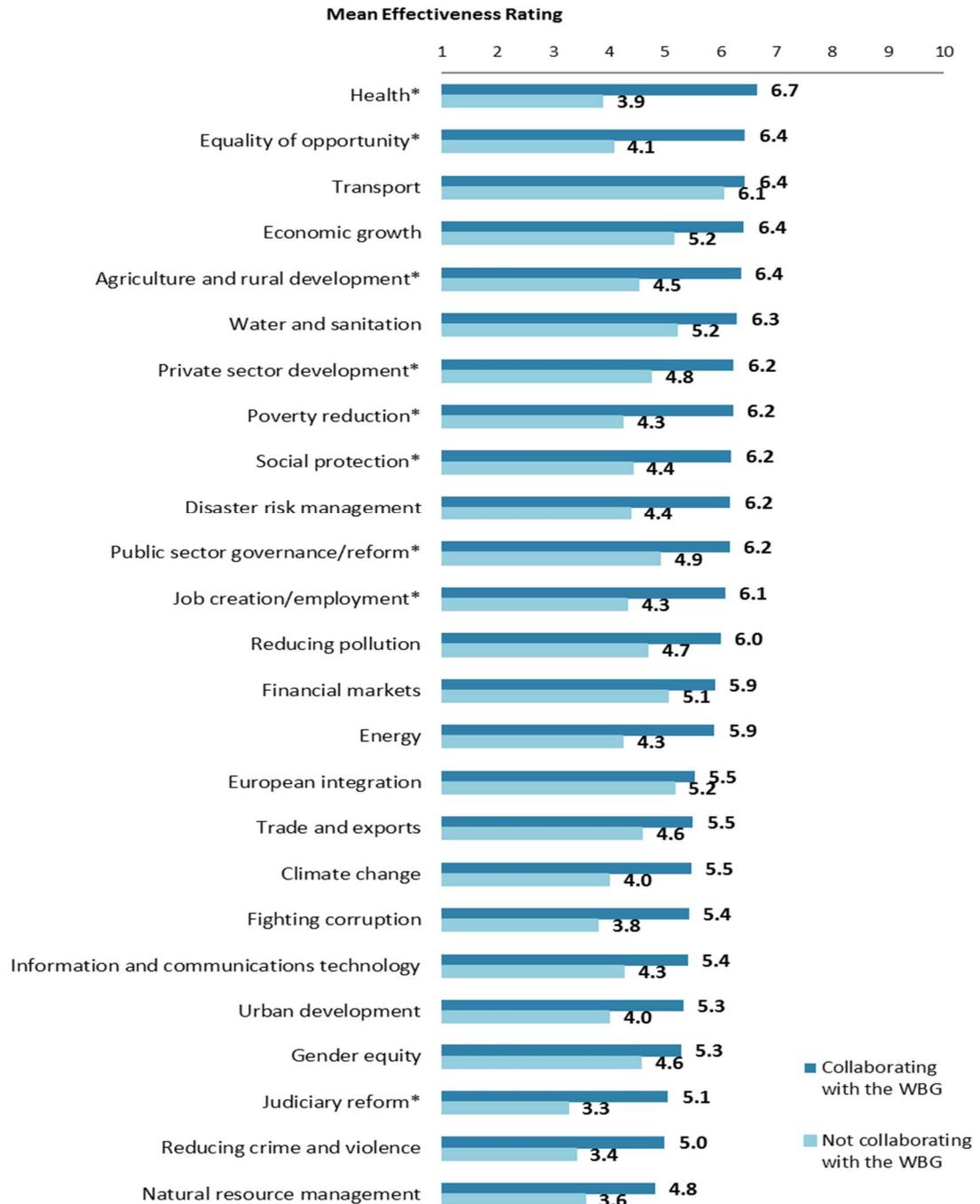
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bosnia and Herzegovina?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between FY 2017 and FY 2014)

⁵ Means presented in this chart were calculated based on weighted data. Only those sectors comparable across both FY'14 and FY'17 are presented in this chart. See Appendix E for details.



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁶



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

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



VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

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

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the WBG's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the WBG's ability to help achieve development results increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the WBG's overall effectiveness or perceptions of the WBG's ability to help achieve development results.

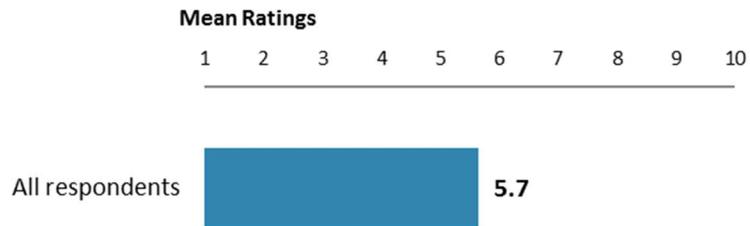
- **Overall Effectiveness:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Bosnia and Herzegovina. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at social protection;
 - The WBG's effectiveness at job creation/employment;
 - The WBG's effectiveness at public sector governance/reform; and
 - The WBG's effectiveness at private sector development.

- **Achieving Development Results:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Bosnia and Herzegovina, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The area determined to be key driver from these analyses was:
 - The WBG's effectiveness at job creation/employment;
 - The WBG's effectiveness at private sector development; and
 - The WBG's effectiveness at public sector governance/reform.



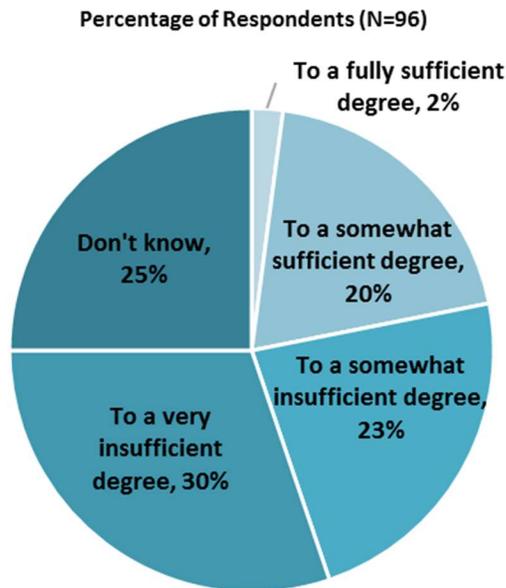
VI. Sectoral Effectiveness (continued)

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 public private partnerships in Bosnia and Herzegovina?"
(1-"To no degree at all", 10-"To a very significant degree")

Helping the Poorest

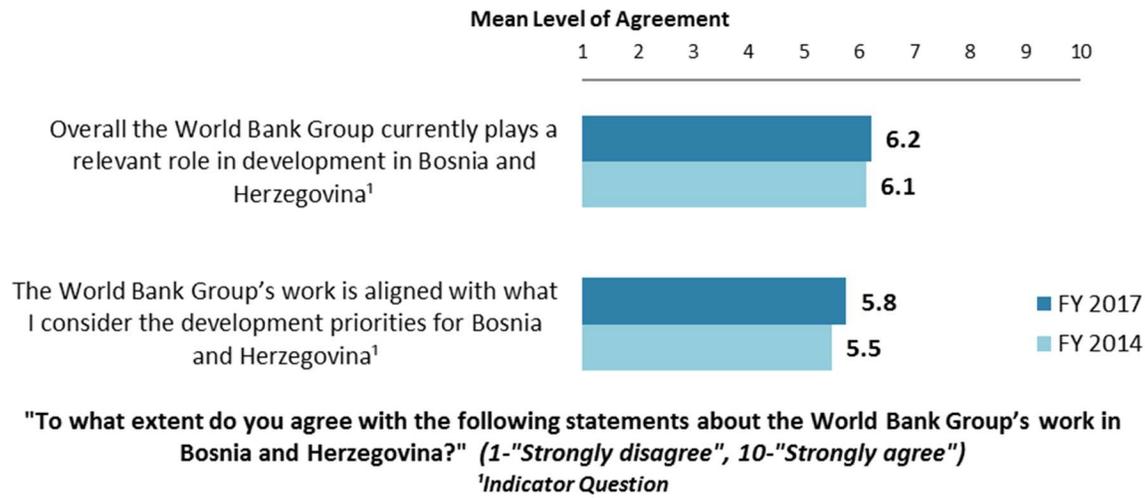


"To what extent do you believe that the World Bank Group's work and support help the poorest in Bosnia and Herzegovina?" (Respondents chose from a list.)

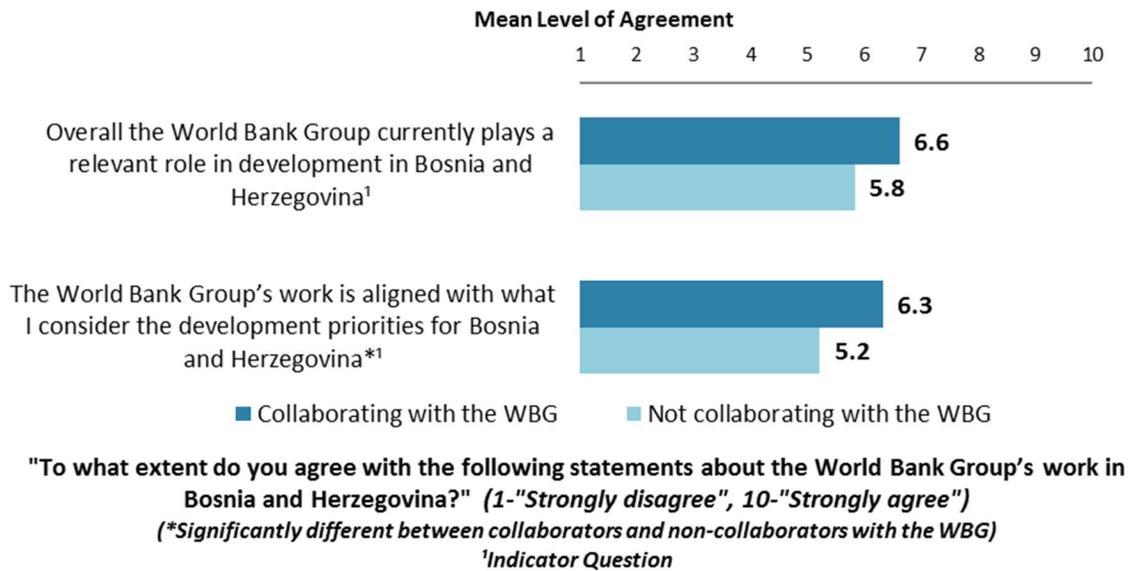


VII. How the World Bank Group Operates

The World Bank Group's Work in Bosnia and Herzegovina: Year Comparison⁷



The World Bank Group's Work in Bosnia and Herzegovina: Collaboration

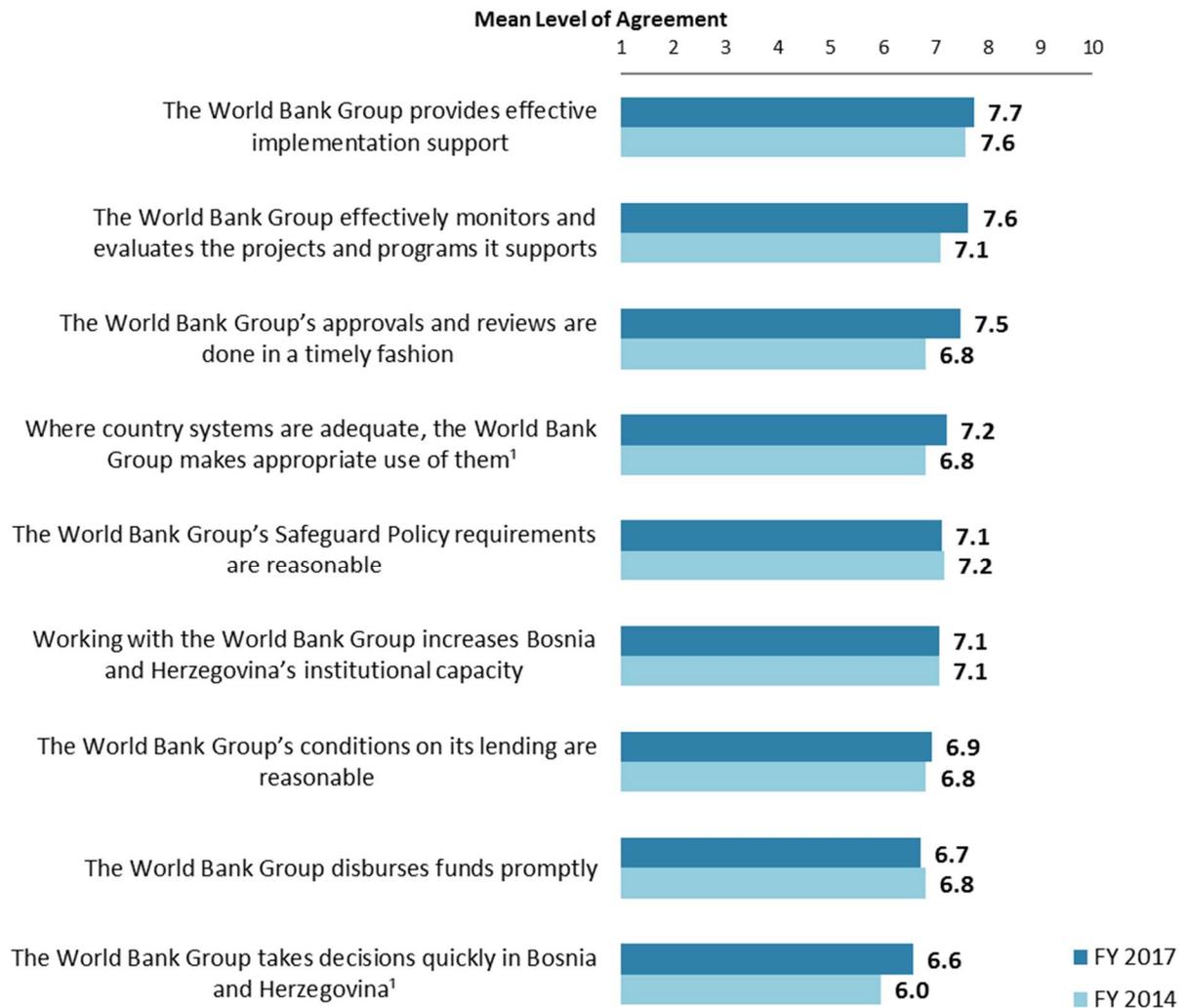


⁷ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸



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

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

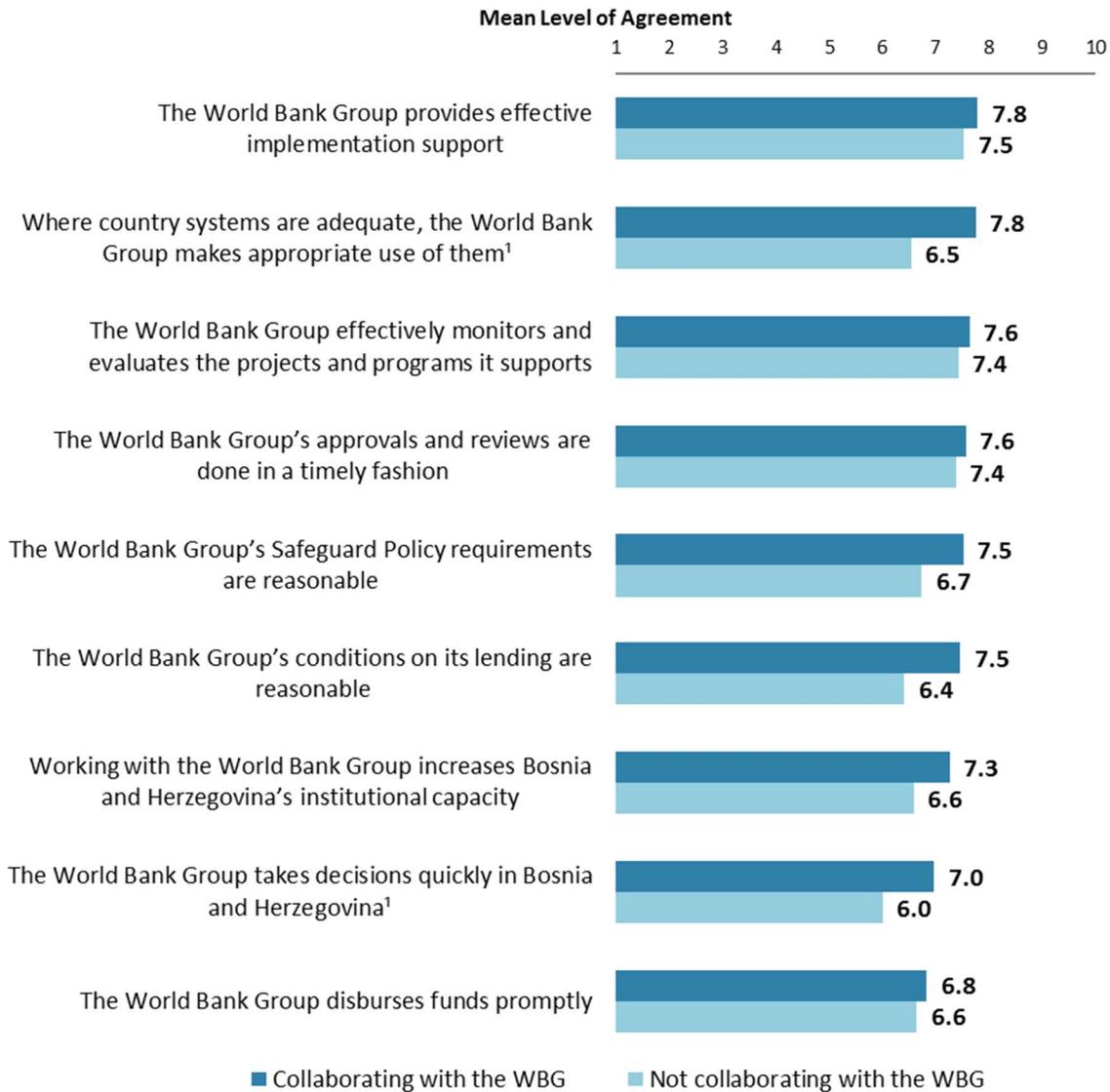
¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration



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



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁹



"To what extent is the World Bank Group an effective development partner in Bosnia and Herzegovina, 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)

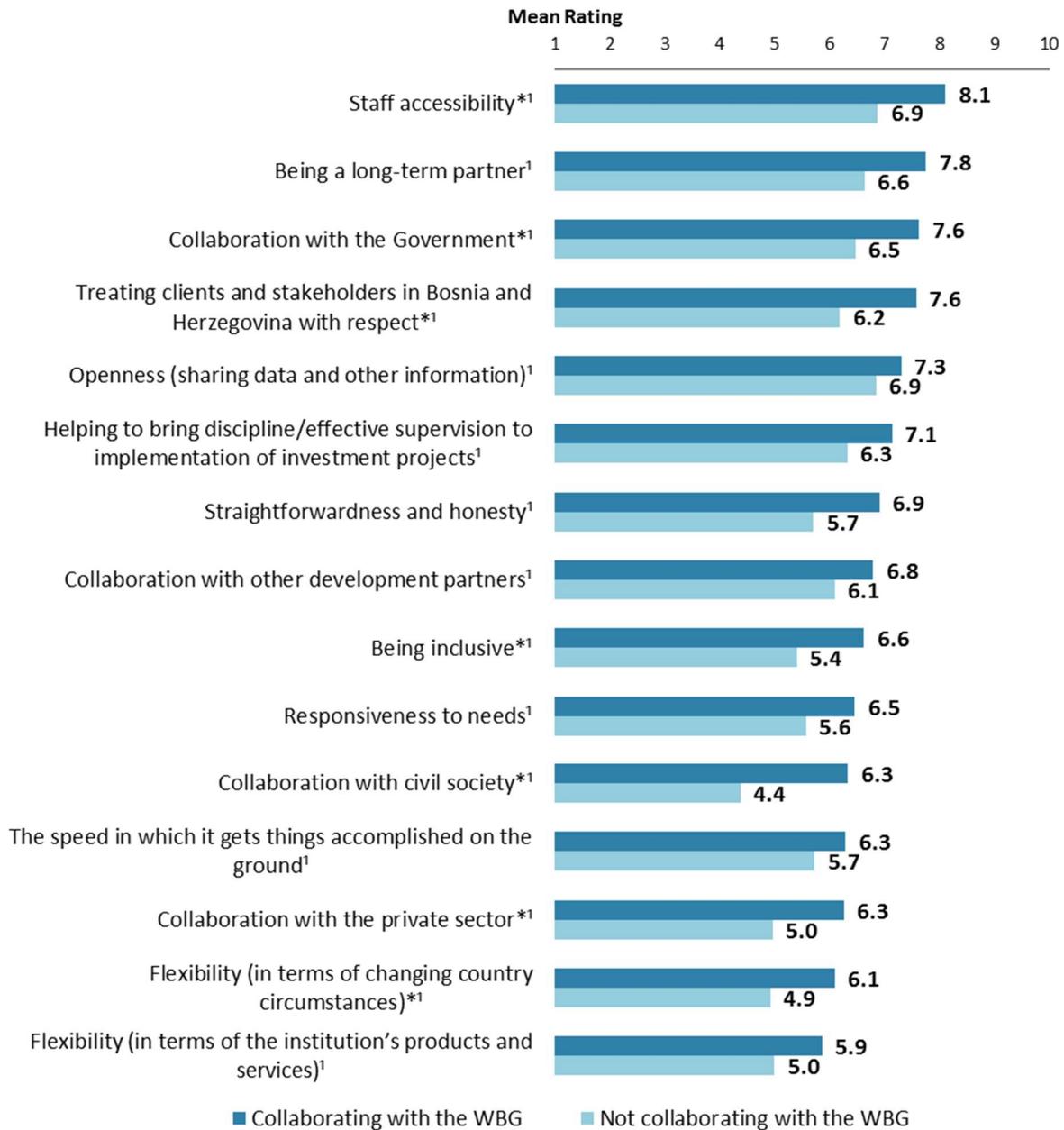
¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



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



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring

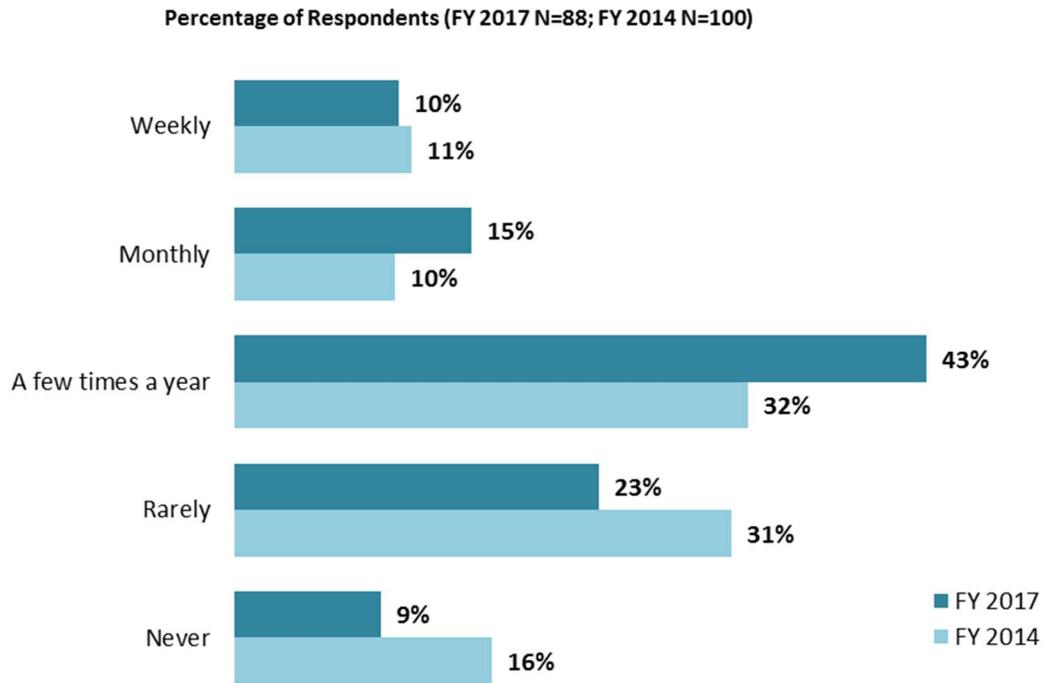


"To what extent do you believe the World Bank Group measures and corrects its work in real time in Bosnia and Herzegovina?" (1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹⁰



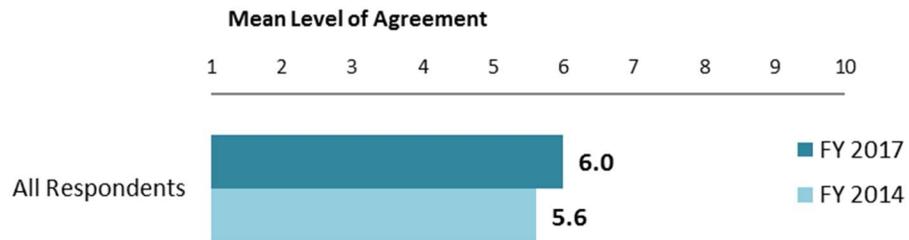
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)

¹⁰ Percentages presented in this chart were calculated based on weighted data.



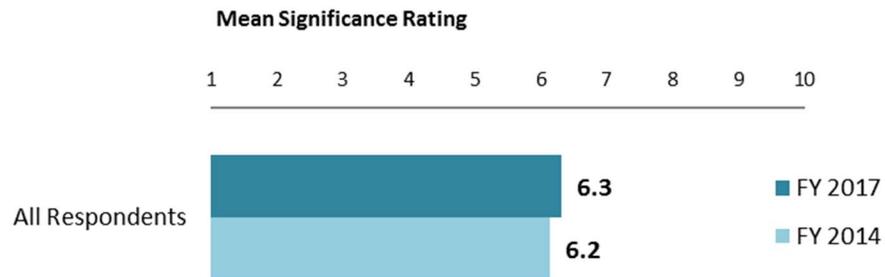
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Bosnia and Herzegovina's Knowledge Needs¹¹ (Indicator Question)



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

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



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

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



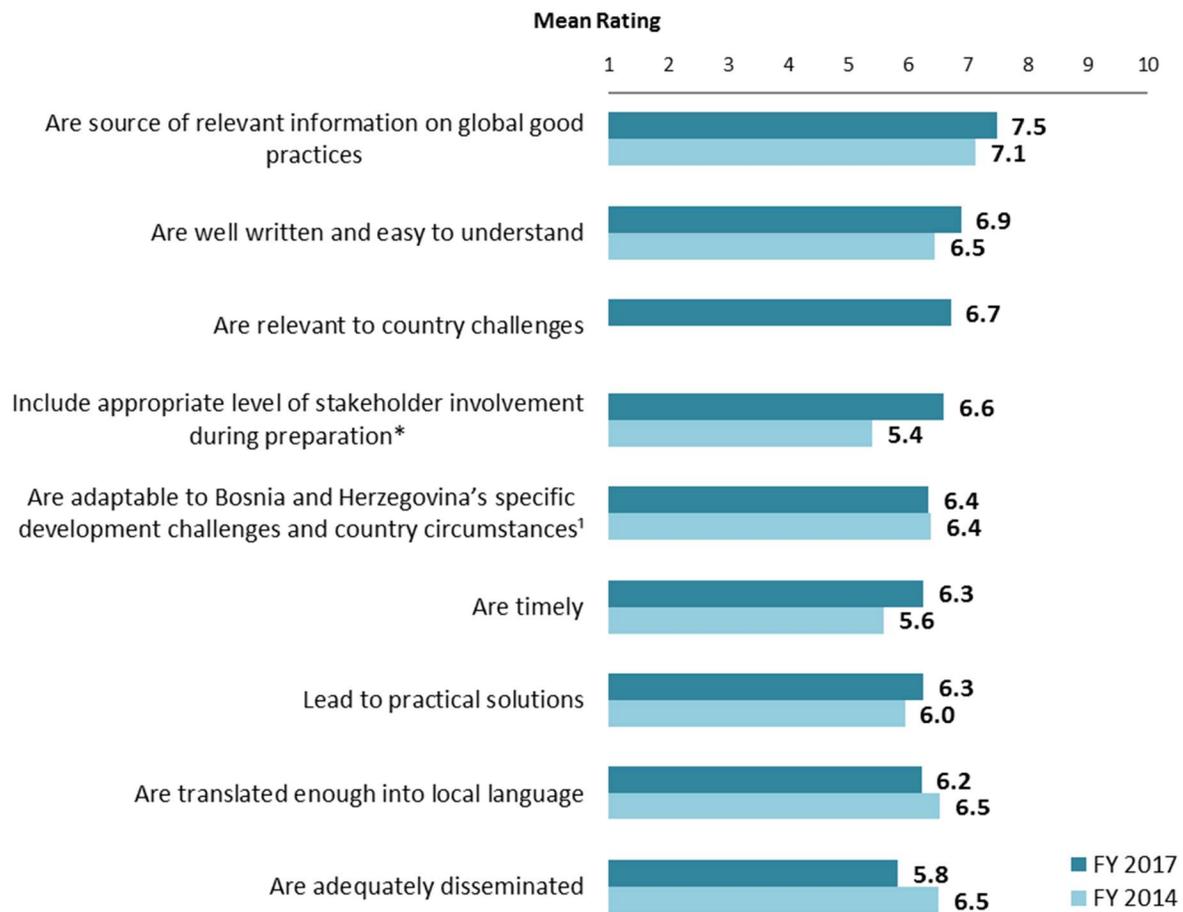
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

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



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

Qualities of the WBG's Knowledge Work and Activities¹²



"In Bosnia and Herzegovina, 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)

¹Indicator Question

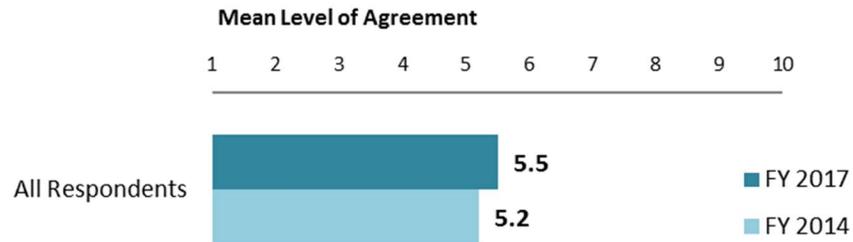
¹² Means in the charts on this page were calculated based on weighted data.



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

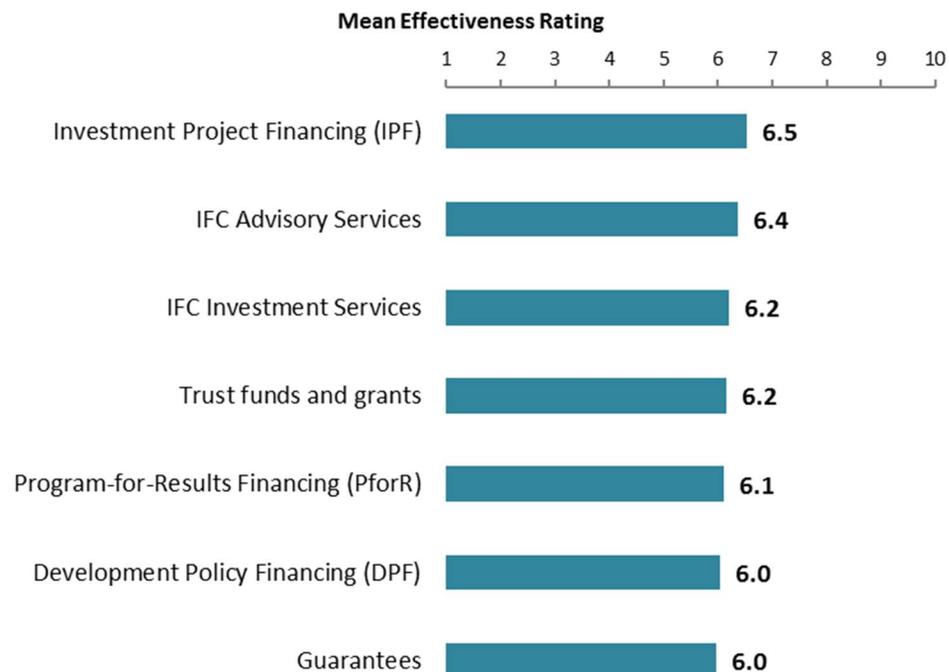
Meeting Bosnia and Herzegovina’s Needs for Financial Instruments¹³

(Indicator Question)



"The World Bank Group’s financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Bosnia and Herzegovina."
(1-"Strongly disagree", 10-"Strongly agree")

Effectiveness of WBG’s Instruments



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

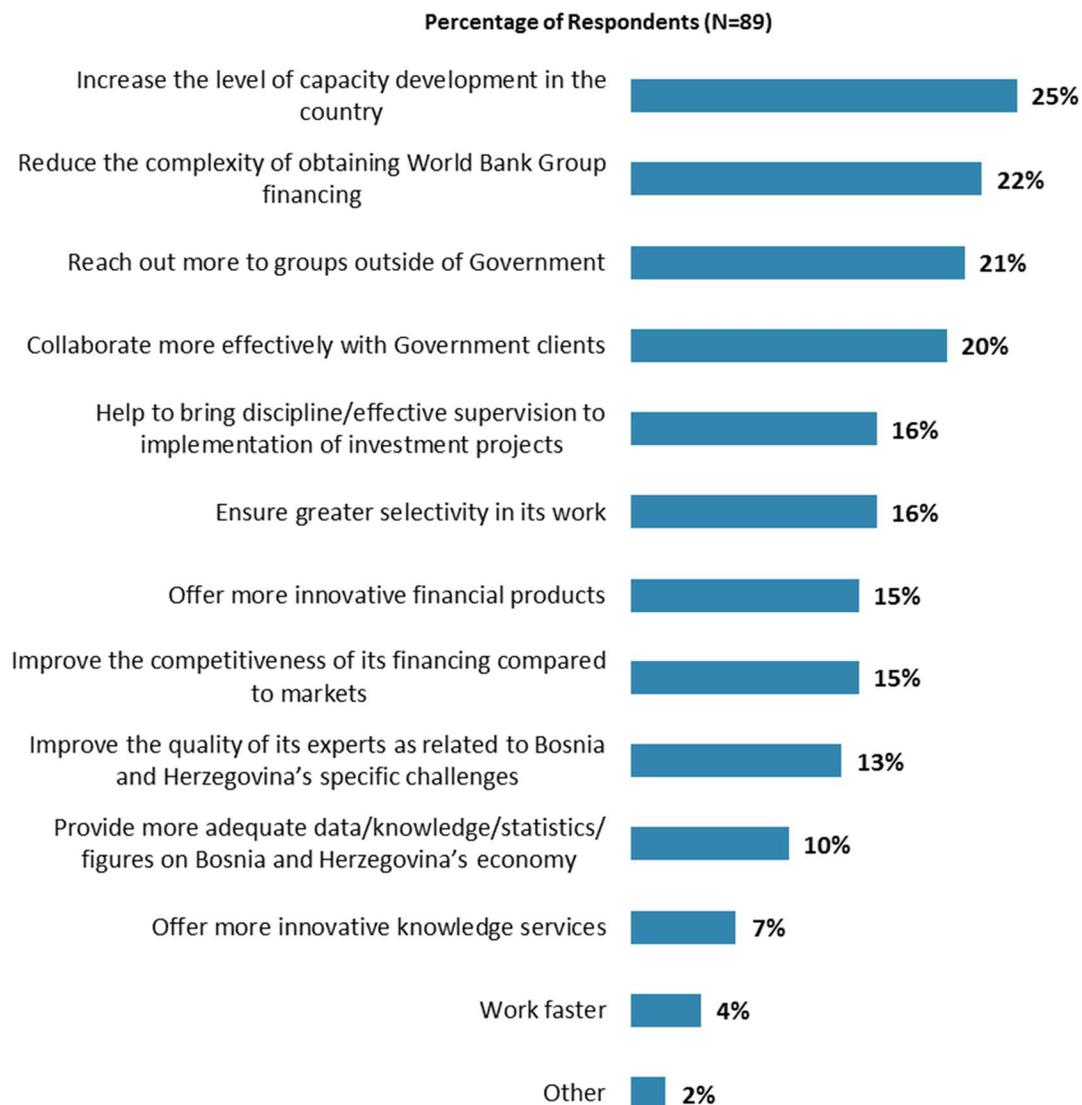
¹³ Means in the chart were calculated based on weighted data.



IX. The Future Role of the World Bank Group in Bosnia and Herzegovina

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should “*increase the level of capacity development in the country*” (31%) and “*offer more innovative financial products*” (29%) to make itself of greater value in Bosnia and Herzegovina.



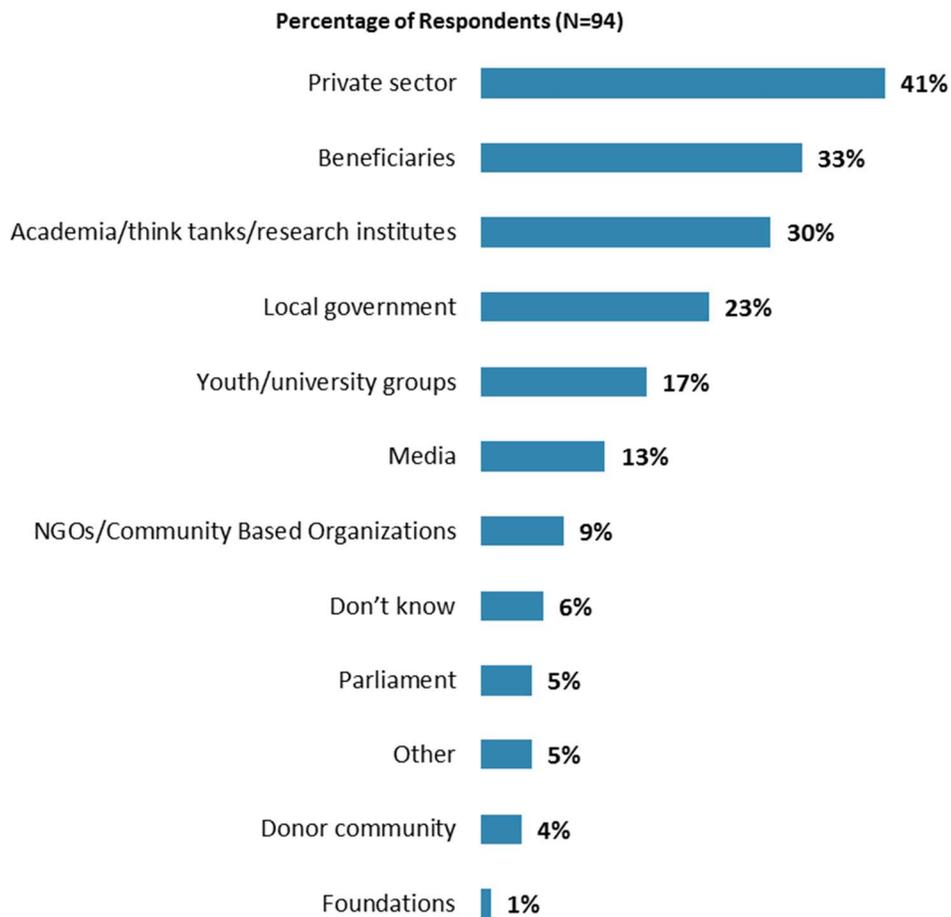
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Bosnia and Herzegovina? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Bosnia and Herzegovina (continued)

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should work more with “*private sector*” (50%), “*local government*” (37%), and “*community of development partners*” (32%) to ensure better development results in Bosnia and Herzegovina.



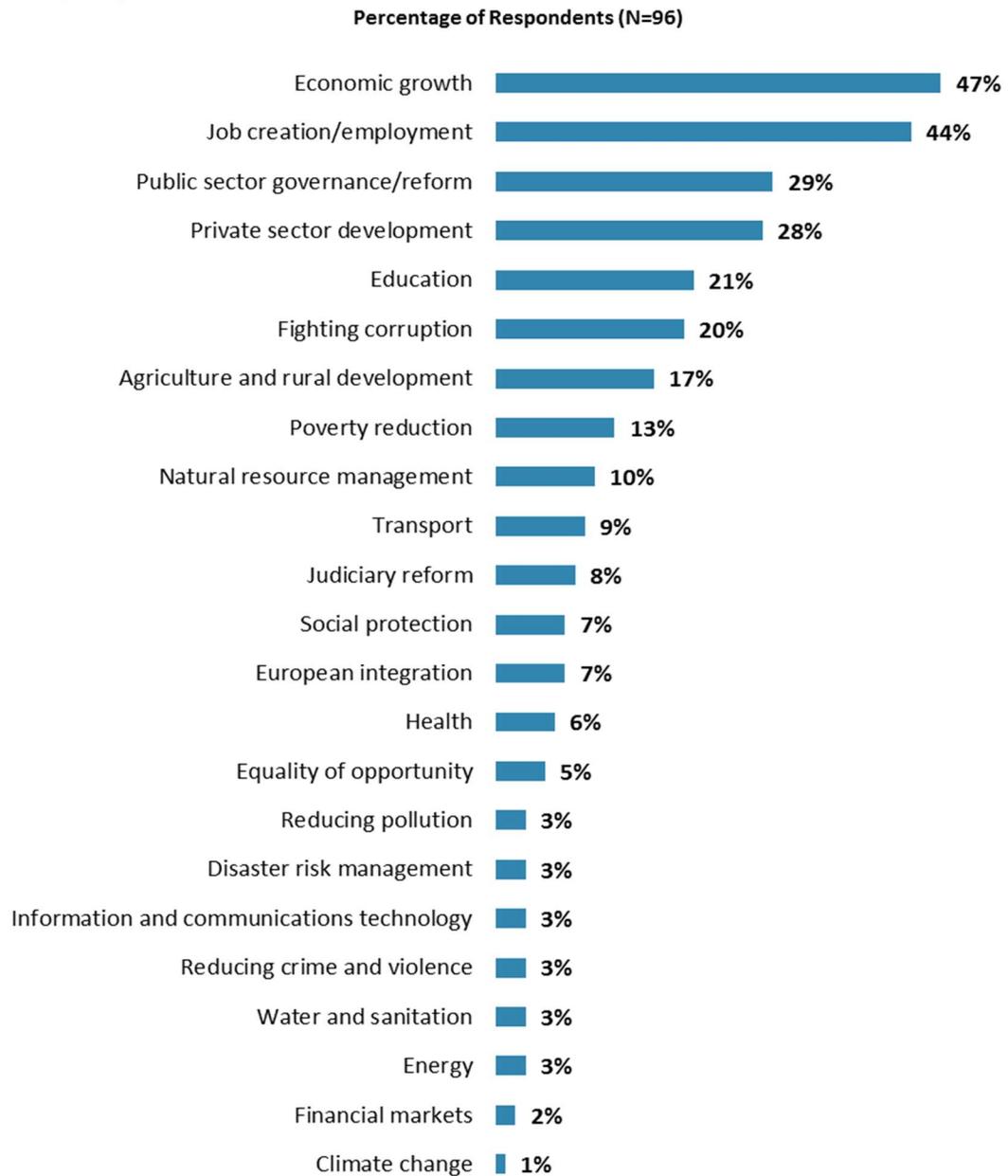
“In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Bosnia and Herzegovina (continued)

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should focus its resources on “*job creation/employment*” (38%) and “*economic growth*” (32%).



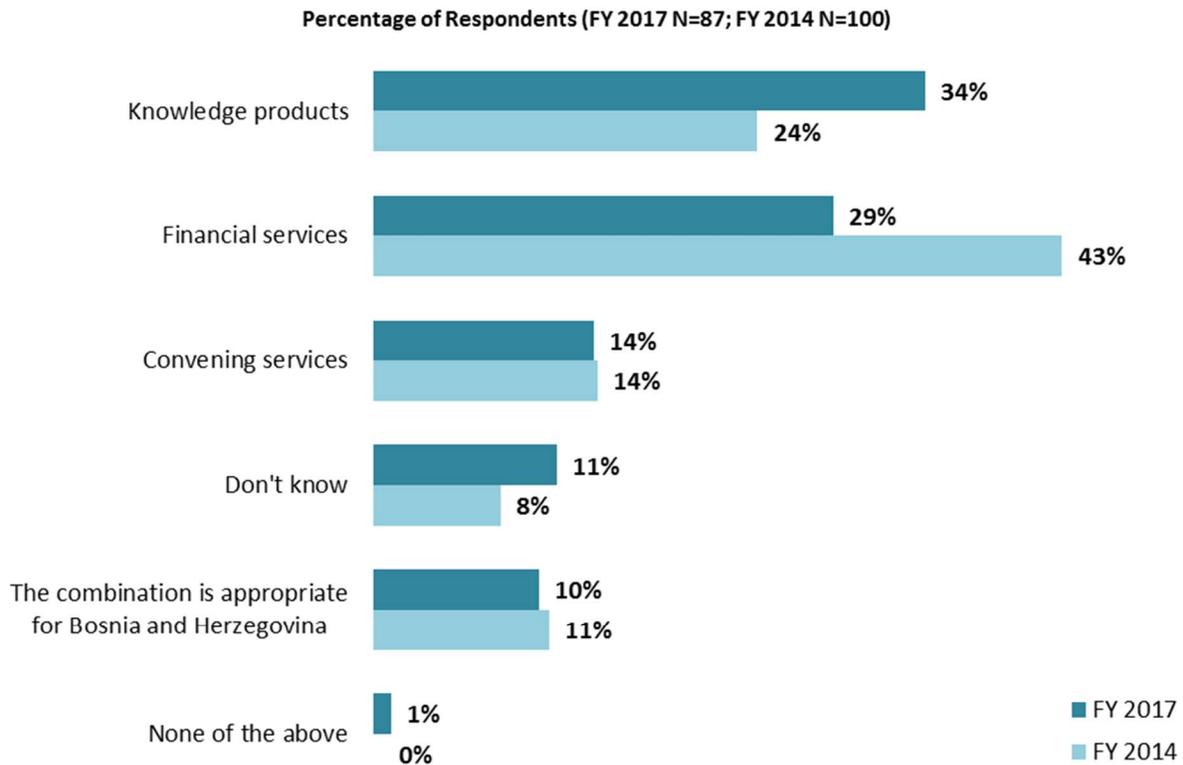
“When thinking about how the World Bank Group can have the most impact on development results in Bosnia and Herzegovina, in which sectors do you believe the WBG should focus most of its resources in Bosnia and Herzegovina? (Choose no more than THREE)”

(Respondents chose from a list. Responses combined. Top 23 of 26 response options shown.)



IX. The Future Role of the WBG in Bosnia and Herzegovina (continued)

Future Combination of the WBG Services¹⁴



**"When considering the combination of services that the World Bank Group offers in Bosnia and Herzegovina, 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 Bosnia and Herzegovina?"
(Respondents chose from a list.)**

¹⁴ Percentages presented in this chart were calculated based on weighted data.

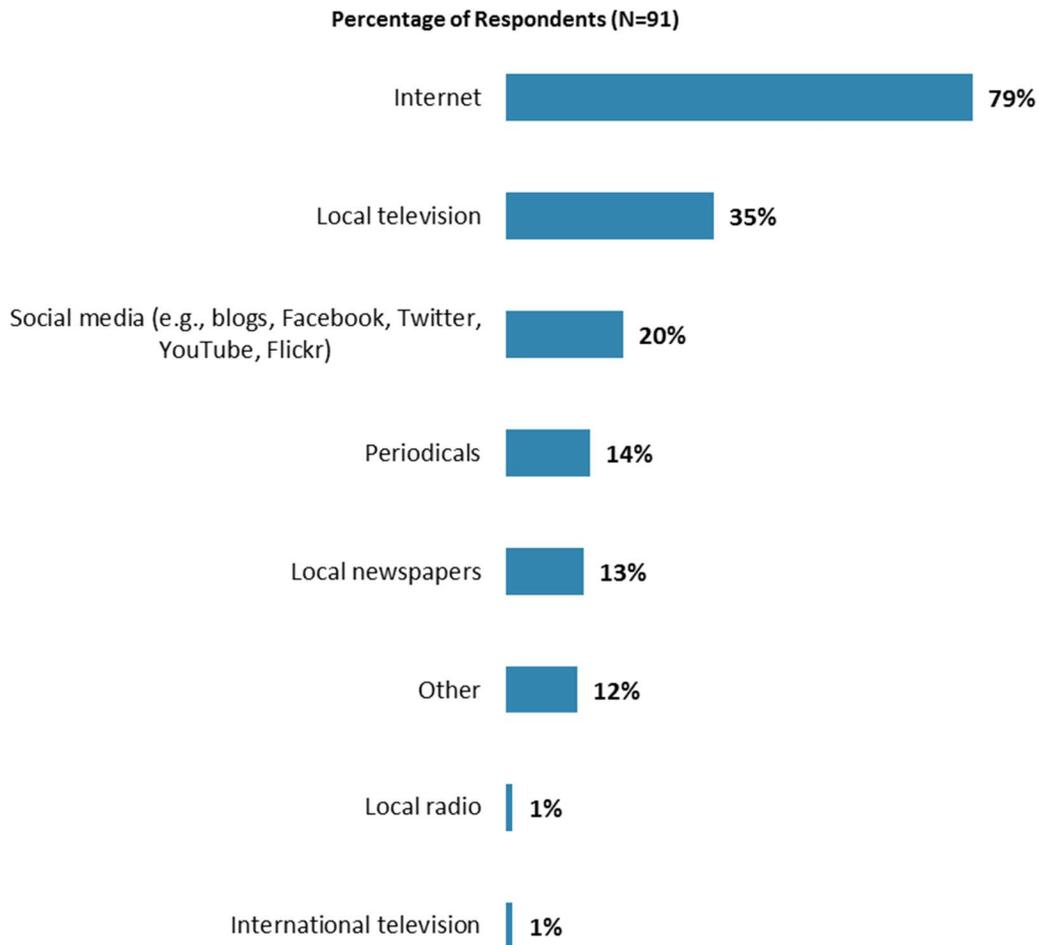


X. Communication and Outreach

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

General Information Sources

- **Year comparison:** Respondents in the previous FY’14 Country Survey indicated that they got most of their information about economic and social development issues in Bosnia and Herzegovina from “Internet” (63%) and “local newspapers” (36%).



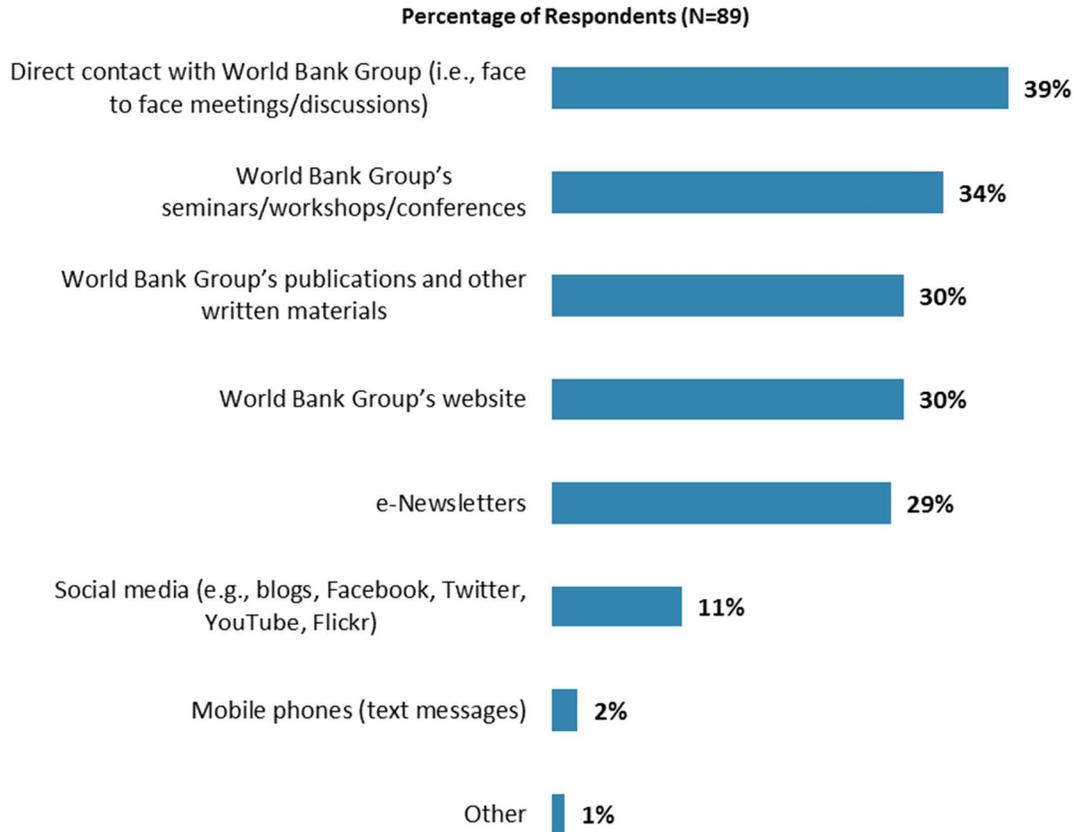
"How do you get most of your information about economic and social development issues in Bosnia and Herzegovina? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they would prefer to receive information from the WBG through its “*seminars/workshops/conferences*” (46%) and “*direct contact with the WBG*” (40%).

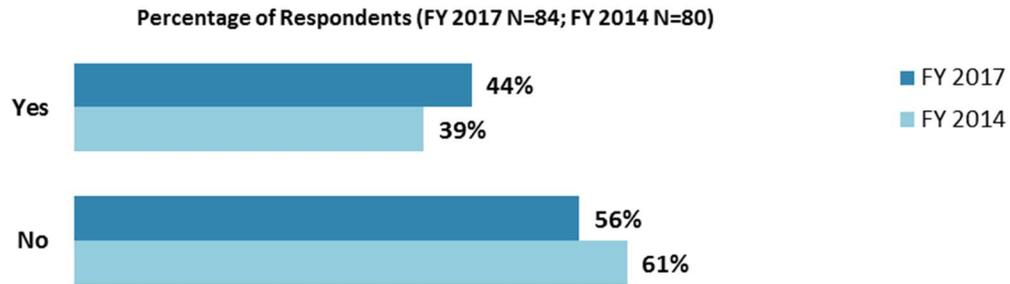


"How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



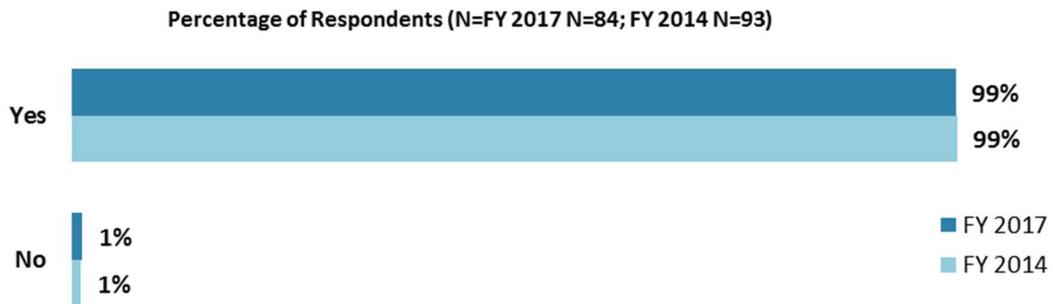
X. Communication and Outreach (continued)

Access to Information¹⁵



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

Access to the Internet



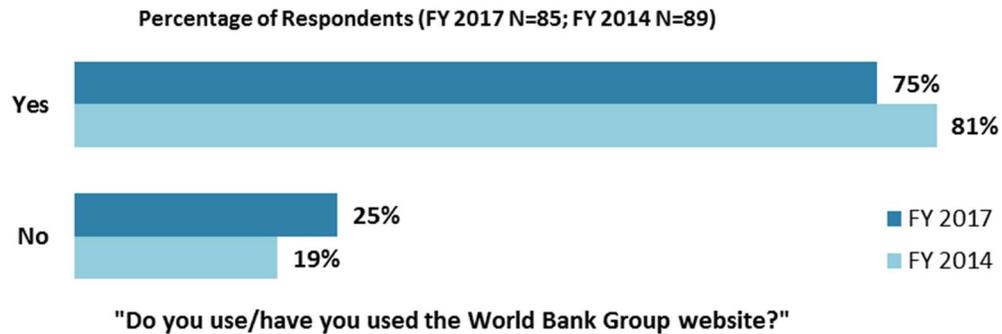
"Do you have reliable access to the Internet?"

¹⁵ Percentages presented in the charts on this page were calculated based on weighted data.

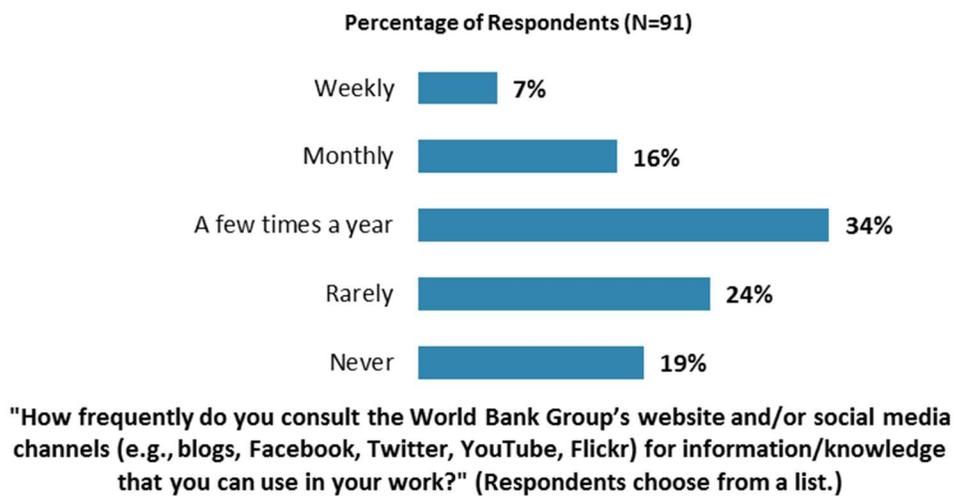
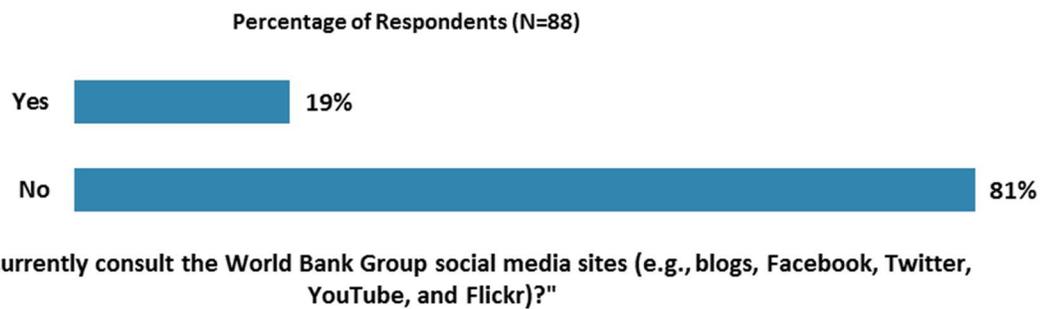


X. Communication and Outreach (continued)

The WBG Website Usage¹⁶



Use of the WBG's Social Media Channels



¹⁶ Percentages presented in the chart were calculated based on weighted data.



XI. Appendices

A. Responses to All Questions across All Respondents.....	43
B. Responses to All Questions by Stakeholder Groups.....	58
C. Responses to Indicator Questions by Geographic Location.....	79
D. Responses to Selected Questions by Level of Collaboration with the World Bank Group	81
E. Responses to Selected Questions by Year.....	88
F. Indicator Questions as a Function of Exposure to the WBG	93
G. WBG Country Opinion Survey FY17 – Bosnia and Herzegovina Questionnaire	94

Bosnia and Herzegovina





Appendix A: Responses to All Questions across All Respondents (N=98)

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 Bosnia and Herzegovina

1. In general would you say that Bosnia and Herzegovina is headed in ... ?	Percentage of Respondents (N=96)
The right direction	16.7%
The wrong direction	41.7%
Not sure	41.7%

2. Listed below are a number of development priorities in Bosnia and Herzegovina. Please identify which of the following you consider the most important development priorities in Bosnia and Herzegovina? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=97)
Job creation/employment	44.3%
Fighting corruption	39.2%
Economic growth	34.0%
Education	27.8%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25.8%
European integration	16.5%
Judiciary reform	15.5%
Poverty reduction	14.4%
Natural resource management	9.3%
Private sector development	9.3%
Agriculture and rural development	9.3%
Health	9.3%
Transport (e.g., roads, bridges, transportation)	8.2%
Reducing crime and violence	7.2%
Energy	6.2%
Social protection (e.g., pensions, targeted social assistance)	6.2%
Gender equity	3.1%
Water and sanitation	2.1%
Trade and exports	2.1%
Reducing pollution	1.0%
Financial markets	1.0%
Equality of opportunity (i.e., social inclusion)	1.0%
Climate change (e.g., mitigation, adaptation)	0.0%
Urban development	0.0%
Disaster risk management	0.0%
Information and communications technology	0.0%

**A. General Issues Facing Bosnia and Herzegovina (continued)**

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Bosnia and Herzegovina? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=96)
Job creation/employment	58.3%
Economic growth	41.7%
Fighting corruption	31.3%
Private sector development	26.0%
Education	26.0%
Agriculture and rural development	22.9%
Social protection (e.g., pensions, targeted social assistance)	13.5%
European integration	11.5%
Judiciary reform	10.4%
Natural resource management	10.4%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	10.4%
Equality of opportunity (i.e., social inclusion)	7.3%
Energy	4.2%
Trade and exports	4.2%
Reducing crime and violence	3.1%
Information and communications technology	3.1%
Health	3.1%
Transport (e.g., roads, bridges, transportation)	3.1%
Urban development	2.1%
Disaster risk management	1.0%
Gender equity	1.0%
Climate change (e.g., mitigation, adaptation)	0.0%
Water and sanitation	0.0%
Reducing pollution	0.0%
Financial markets	0.0%

**A. General Issues Facing Bosnia and Herzegovina (continued)**

4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Bosnia and Herzegovina? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=93)
Political stability	41.9%
Consistent economic growth	35.5%
Education and training that better ensure job opportunity	26.9%
Better employment opportunities for young people	25.8%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	19.4%
A growing middle class	15.1%
Greater voice and participation for citizens to help ensure greater accountability	7.5%
Better quality public services	6.5%
Better opportunity for the poor who live in rural areas	6.5%
More reliable social safety net	5.4%
Other	2.2%
Better opportunity for the poor who live in urban areas	2.2%
Better employment opportunities for women	2.2%
Greater access to health and nutrition for citizens	0.0%
Greater access to micro-finance for the poor	0.0%
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 Bosnia and Herzegovina? (Select only ONE response)	Percentage of Respondents (N=96)
A very big problem	56.3%
A moderately big problem	29.2%
A small problem	7.3%
Not a problem at all	5.2%
Don’t know	2.1%
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)	Percentage of Respondents (N=96)
A very serious problem	37.5%
A somewhat serious problem	25.0%
Not too serious problem	24.0%
Not a problem	9.4%
Don’t know	4.2%
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 Bosnia and Herzegovina? (Select only ONE response)	Percentage of Respondents (N=96)
A very important development priority	78.1%
A moderately important development priority	14.6%
A slightly important development priority	6.3%
Not an important development priority	0.0%
Don’t know	1.0%



B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Bosnia and Herzegovina? (1-Not familiar at all, 10-Extremely familiar)	96	0	6.01	2.25

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group’s effectiveness in Bosnia and Herzegovina. (1-Not effective at all, 10-Very effective)	83	13	5.90	2.20

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group’s staff is well prepared (e.g., skills and knowledge) to help Bosnia and Herzegovina solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	78	18	6.73	2.27

4. When thinking about how the World Bank Group can have the most impact on development results in Bosnia and Herzegovina, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Bosnia and Herzegovina? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=96)
Economic growth	46.9%
Job creation/employment	43.8%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	29.2%
Private sector development	28.1%
Education	20.8%
Fighting corruption	19.8%
Agriculture and rural development	16.7%
Poverty reduction	12.5%
Natural resource management	10.4%
Transport (e.g., roads, bridges, transportation)	9.4%
Judiciary reform	8.3%
Social protection (e.g., pensions, targeted social assistance)	7.3%
European integration	7.3%
Health	6.3%
Equality of opportunity (i.e., social inclusion)	5.2%
Reducing pollution	3.1%
Disaster risk management	3.1%
Information and communications technology	3.1%
Reducing crime and violence	3.1%
Water and sanitation	3.1%
Energy	3.1%
Financial markets	2.1%
Climate change (e.g., mitigation, adaptation)	1.0%
Gender equity	0.0%
Urban development	0.0%
Trade and exports	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Bosnia and Herzegovina?	Percentage of Respondents (N=89)		
	Greatest Value	2 nd Greatest Value	Combined
Capacity development related to World Bank Group supported projects	39.3%	18.2%	57.5%
Financial resources	23.6%	21.6%	45.2%
Bringing together different groups of stakeholders	11.2%	11.4%	22.6%
Policy advice, studies, analyses	9.0%	8.0%	16.9%
Implementation support	2.2%	11.4%	13.6%
Mobilizing third party financial resources	4.5%	5.7%	10.2%
Stand-alone technical assistance (system oriented)	3.4%	5.7%	9.1%
Promoting knowledge sharing	1.1%	6.8%	7.9%
Data and statistics	2.2%	5.7%	7.9%
Donor coordination	1.1%	3.4%	4.5%
Other	2.2%	2.3%	4.5%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bosnia and Herzegovina? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=93)
Not willing to honestly criticize policies and reform efforts in the country	22.6%
Not adequately sensitive to political/social realities in Bosnia and Herzegovina	19.4%
Too influenced by developed countries	17.2%
Not collaborating enough with stakeholders outside the Government	14.0%
Not aligned with country priorities	14.0%
World Bank Group's processes too complex	14.0%
Its advice and strategies do not lend themselves to practical problem solving	12.9%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	10.8%
Don't know	8.6%
Not enough public disclosure of its work	7.5%
Not exploring alternative policy options	6.5%
Not aligned with other development partners' work	5.4%
Arrogant in its approach	3.2%
Other	2.2%
Staff too inaccessible	2.2%
The credibility of its knowledge/data	1.1%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Bosnia and Herzegovina? (Select only ONE response)	Percentage of Respondents (N=96)
To a fully sufficient degree	2.1%
To a somewhat sufficient degree	19.8%
To a somewhat insufficient degree	22.9%
To a very insufficient degree	30.2%
Don't know	25.0%

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

8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Bosnia and Herzegovina 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)	59	30	6.53	2.19
2. Development Policy Financing (DPF)	52	35	6.04	2.00
3. Program-for-Results Financing (PforR)	33	55	6.12	2.10
4. Trust funds and grants	45	44	6.16	2.19
5. Guarantees	35	53	5.97	2.13
6. IFC Investment Services	46	45	6.20	2.05
7. IFC Advisory Services	53	37	6.36	1.89

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=94)
Private sector	41.5%
Beneficiaries	33.0%
Academia/think tanks/research institutes	29.8%
Local government	23.4%
Youth/university groups	17.0%
Media	12.8%
NGOs/Community Based Organizations	8.5%
Don't know	6.4%
Parliament	5.3%
Other	5.3%
Donor community	4.3%
Foundations	1.1%

To what extent do you agree with the following statements about the World Bank Group's work in Bosnia and Herzegovina? (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 Bosnia and Herzegovina*	83	10	6.27	2.48
11. The World Bank Group's work is aligned with what I consider the development priorities for Bosnia and Herzegovina*	76	15	5.91	2.26

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

To what extent is the World Bank Group an effective development partner in Bosnia and Herzegovina, 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*	70	19	6.14	2.22
13. Flexibility (in terms of the institution's products and services)*	63	23	5.56	2.03
14. Flexibility (in terms of changing country circumstances)*	63	23	5.65	2.15
15. Being inclusive*	62	24	6.16	2.17
16. Openness (sharing data and other information)*	72	14	7.11	2.02
17. Collaboration with the Government*	72	15	7.07	2.22
18. The speed in which it gets things accomplished on the ground*	64	22	6.11	2.12
19. Helping to bring discipline/effective supervision to implementation of investment projects*	56	29	6.80	2.30
20. Collaboration with civil society*	55	29	5.51	2.31
21. Staff accessibility*	66	21	7.67	2.20
22. Collaboration with other donors and development partners*	54	32	6.59	2.16
23. Collaboration with the private sector*	53	32	5.75	2.07
24. Straightforwardness and honesty*	67	22	6.54	2.60
25. Treating clients and stakeholders in Bosnia and Herzegovina with respect*	61	27	7.03	2.60
26. Being a long-term partner*	66	24	7.29	2.52

27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=91)
Political pressures and obstacles	37.4%
Reforms are not well thought out in light of country challenges	31.9%
The Government works inefficiently	28.6%
Poor coordination within the Government	18.7%
Lack of/inadequate levels of capacity in Government	17.6%
The World Bank Group is not sensitive enough to political/social realities on the ground	16.5%
Poor coordination among development partners	11.0%
There is not an adequate level of citizen/civil society participation	11.0%
The World Bank Group does not do adequate follow through/follow-up	6.6%
Poor coordination within the World Bank Group	3.3%
The World Bank Group works too slowly	3.3%
Other	0.0%

**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 Bosnia and Herzegovina? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	77	7	7.35	2.44
2. Gender equity	75	8	5.24	2.32
3. Private sector development	80	4	8.36	1.89
4. Education	78	8	8.22	1.84
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	79	8	8.46	2.07
6. European integration	78	8	6.94	2.74
7. Urban development	72	11	6.68	2.12
8. Energy	73	13	6.92	2.36
9. Water and sanitation	75	11	6.92	2.32
10. Reducing pollution	74	9	7.28	2.31
11. Job creation/employment	81	7	8.72	1.83
12. Health	77	9	7.75	2.13
13. Financial markets	76	9	6.96	2.67
14. Transport (e.g., roads, bridges, transportation)	78	7	7.90	2.09
15. Agriculture and rural development	79	8	7.99	2.21
16. Trade and exports	76	10	7.16	2.37
17. Reducing crime and violence	72	13	6.69	2.65
18. Natural resource management	77	11	6.38	2.78
19. Climate change (e.g., mitigation, adaptation)	78	7	6.69	2.68
20. Poverty reduction	82	6	8.52	1.91
21. Fighting corruption	77	12	8.56	2.02
22. Judiciary reform	76	11	7.82	2.61
23. Economic growth	77	10	8.88	1.56
24. Disaster risk management	74	12	7.16	2.32
25. Equality of opportunity (i.e., social inclusion)	77	9	6.86	2.55
26. Information and communications technology	76	9	7.00	2.34

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bosnia and Herzegovina? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	42	42	5.40	2.37
2. Gender equity	29	55	5.00	2.58
3. Private sector development	44	39	5.70	2.35
4. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	53	33	5.75	2.33
5. European integration	39	45	5.56	2.40
6. Urban development	35	48	4.94	2.63
7. Energy	37	46	5.35	2.61
8. Water and sanitation	40	44	5.85	2.56
9. Reducing pollution	36	49	5.47	2.49
10. Job creation/employment	48	36	5.48	2.63
11. Health	41	43	5.63	2.65
12. Financial markets	41	43	5.66	2.77
13. Transport (e.g., roads, bridges, transportation)	45	41	6.49	2.36
14. Agriculture and rural development	41	43	5.68	2.66
15. Trade and exports	35	49	5.20	2.78
16. Reducing crime and violence	32	52	4.31	2.60
17. Natural resource management	33	49	4.45	2.84
18. Climate change (e.g., mitigation, adaptation)	36	48	4.94	2.74
19. Poverty reduction	45	38	5.44	2.75
20. Fighting corruption	43	40	4.81	2.82
21. Judiciary reform	36	48	4.22	2.68
22. Economic growth	45	38	5.96	2.58
23. Disaster risk management	36	48	5.44	2.96
24. Equality of opportunity (i.e., social inclusion)	34	50	5.44	2.60
25. Information and communications technology	34	51	5.09	2.77

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Bosnia and Herzegovina? (1-To no degree at all, 10-To a very significant degree)	68	22	6.31	2.23

To what extent do you agree with the following statements about the World Bank Group in Bosnia and Herzegovina? (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, Program-for-Results, etc.) meet the needs of Bosnia and Herzegovina*	69	21	5.64	2.32
5. The World Bank Group meets Bosnia and Herzegovina's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	67	22	6.13	2.28

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=91)
Weekly	9.9%
Monthly	15.4%
A few times a year	41.8%
Rarely	23.1%
Never	9.9%

In Bosnia and Herzegovina, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	54	26	6.28	2.14
3. Include appropriate level of stakeholder involvement during preparation	52	30	6.62	2.43
4. Lead to practical solutions	55	26	6.31	2.39
5. Are well written and easy to understand	56	25	6.91	2.17
6. Are source of relevant information on global good practices	58	24	7.48	1.96
7. Are relevant to country challenges	59	22	6.78	2.08
8. Are adequately disseminated	46	35	5.83	2.26
9. Are translated enough into local language	49	33	6.18	2.82
10. Are adaptable to Bosnia and Herzegovina's specific development challenges and country circumstances*	58	23	6.36	2.27

Overall Evaluations	N	DK	Mean	SD
11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities (both global and local) make to development results in your country?* (1-Not significant at all, 10-Very significant)	67	23	6.33	2.16
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)	66	23	7.11	1.83

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	41	48	6.73	2.47
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	53	36	7.58	1.96
3. The World Bank Group's approvals and reviews are done in a timely fashion	46	44	7.48	2.04
4. The World Bank Group's Safeguard Policy requirements are reasonable	43	46	7.21	2.14
5. The World Bank Group's conditions on its lending are reasonable	46	43	7.04	2.46
6. The World Bank Group takes decisions quickly in Bosnia and Herzegovina*	48	38	6.65	1.90
7. Working with the World Bank Group increases Bosnia and Herzegovina's institutional capacity	60	29	7.02	2.13
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	35	54	7.37	2.03
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	46	43	7.74	2.10

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

WBG Promoting PPP in Bosnia and Herzegovina	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote public private partnerships in Bosnia and Herzegovina? (1-To no degree at all, 10-To a very significant degree)	43	47	5.65	2.31

Measuring and Correcting the World Bank Group's Work	N	DK	Mean	SD
11. To what extent do you believe the World Bank Group measures and corrects its work in real time in Bosnia and Herzegovina? (1-To no degree at all, 10-To a very significant degree)	43	47	6.09	2.18

F. The Future Role of the World Bank Group in Bosnia and Herzegovina

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Bosnia and Herzegovina? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=89)
Increase the level of capacity development in the country	24.7%
Reduce the complexity of obtaining World Bank Group financing	22.5%
Reach out more to groups outside of Government	21.3%
Collaborate more effectively with Government clients (e.g., BiH Institutions, entity, cantonal, municipal)	20.2%
Help to bring discipline/effective supervision to implementation of investment projects	15.7%
Ensure greater selectivity in its work	15.7%
Offer more innovative financial products	14.6%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	14.6%
Improve the quality of its experts as related to Bosnia and Herzegovina's specific challenges	13.5%
Provide more adequate data/knowledge/statistics/figures on Bosnia and Herzegovina's economy	10.1%
Offer more innovative knowledge services	6.7%
Work faster	4.5%
Other	2.2%

2. When considering the combination of services that the World Bank Group offers in Bosnia and Herzegovina, 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 Bosnia and Herzegovina? (Select only ONE response)	Percentage of Respondents (N=89)
Knowledge products	33.7%
Financial services	28.1%
Convening services	13.5%
The combination is appropriate for Bosnia and Herzegovina	12.4%
Don't know	11.2%
None of the above	1.1%

**G. Communication and Information Sharing**

1. How do you get most of your information about economic and social development issues in Bosnia and Herzegovina? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=91)
Internet	79.1%
Local television	35.2%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	19.8%
Periodicals	14.3%
Local newspapers	13.2%
Other	12.1%
Local radio	1.1%
International television	1.1%
International radio	0.0%
International newspapers	0.0%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=89)
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	39.3%
World Bank Group's seminars/workshops/conferences	33.7%
World Bank Group's publications and other written materials	30.3%
World Bank Group's website	30.3%
e-Newsletters	29.2%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	11.2%
Mobile phones (text messages)	2.2%
Other	1.1%

3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=87)
Yes	44.8%
No	55.2%

4. Do you have reliable access to the Internet?	Percentage of Respondents (N=87)
Yes	98.9%
No	1.1%

5. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=88)
Yes	75.0%
No	25.0%

6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=88)
Yes	19.3%
No	80.7%

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

7. 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=91)
Weekly	6.6%
Monthly	16.5%
A few times a year	34.1%
Rarely	24.2%
Never	18.7%

Please rate how much you agree with the following statements. <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
8. I find the World Bank Group's websites easy to navigate	61	12	7.23	2.04
9. I find the information on the World Bank Group's websites useful	59	10	7.97	1.64
10. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	32	53	6.06	2.66
11. When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	75	14	7.85	1.84
12. The World Bank Group is responsive to my information requests and inquiries	50	35	8.56	1.59

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=96)
Employee of a Ministry, Ministerial Department or Implementation Agency	26.0%
Local Government Office or Staff	16.7%
Bilateral/Multilateral Agency	10.4%
Media (press, radio, TV, web, etc.)	10.4%
NGO/Community Based Organization	8.3%
Office of Minister	6.3%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	5.2%
Academia/Research Institute/Think Tank	5.2%
Private Sector Organization	4.2%
Office of Parliamentarian	2.1%
Trade Union	2.1%
Other	2.1%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	1.0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=95)
Generalist (specialized in multiple sectors)	23.2%
Other	14.7%
Macroeconomics and fiscal management	8.4%
Urban, rural, and social development	7.4%
Trade and competitiveness	6.3%
Jobs	6.3%
Finance and markets	5.3%
Transport and ICT	5.3%
Environment and natural resources	4.2%
Education	3.2%
Energy and extractives	3.2%
Agriculture	3.2%
Water	2.1%
Social protection and labor	2.1%
Governance	2.1%
Public-private partnerships	1.1%
Health, nutrition, and population	1.1%
Poverty	1.1%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?	Percentage of Respondents (N=91)
Yes	49.5%
No	50.5%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Bosnia and Herzegovina? (Select only ONE response)	Percentage of Respondents (N=70)
The World Bank (IBRD)	68.6%
The International Finance Corporation (IFC)	20.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
Other	11.4%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=91)
Yes	34.1%
No	65.9%

6. If yes, what was your view of how the two institutions work together in Bosnia and Herzegovina? (Select only ONE response)	Percentage of Respondents (N=31)
The two institutions work well together	64.5%
The way the two institutions work together needs improvement	22.6%
The two institutions do not work well together	0.0%
Don't know	12.9%

**H. Background Information (continued)**

7. Which of the following describes most of your exposure to the World Bank Group in Bosnia and Herzegovina? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=92)
Collaborate as part of my professional duties	44.6%
Use World Bank Group reports/data	33.7%
Use World Bank Group website for information, data, research, etc.	26.1%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	25.0%
Engage in World Bank Group related/sponsored events/activities	18.5%

8. What's your gender?	Percentage of Respondents (N=97)
Female	47.4%
Male	52.6%

9. Which best represents your geographic location?	Percentage of Respondents (N=97)
Federation of Bosnia and Herzegovina	56.7%
Republika Srpska	41.2%
Brcko District	0.0%
Other	2.1%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁷

- Office of Minister N=6 ● Employee of a Ministry/PMU/Consultant N=26 ● Local Government N=16 ● Bilateral/Multilateral Agency N=10
- Private Sector N=4 ● CSO N=10 ● Media N=10 ● Independent Government Institution N=5 ● Academia/Research Institute/Think Tank N=5
- Other N=4

A. General Issues facing Bosnia and Herzegovina

In general, would you say that Bosnia and Herzegovina is headed in ... ?*

Percentage of Respondents	Office of Minister	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
The right direction	33.3%	19.2%	13.3%	40.0%	0.0%	20.0%	0.0%	20.0%	0.0%	0.0%
The wrong direction	33.3%	23.1%	26.7%	30.0%	50.0%	60.0%	100.0%	20.0%	80.0%	25.0%
Not sure	33.3%	57.7%	60.0%	30.0%	50.0%	20.0%	0.0	60.0%	20.0%	75.0%

*Significantly different between stakeholder groups

¹⁷ Only 96 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 Bosnia and Herzegovina (continued)**

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant		Local Government	Bilateral/ Multilateral Agency		Private Sector	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank		Other
	Office of Minister											
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	3.8%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development	16.7%	3.8%	0.0%	10.0%	0.0%	30.0%	20.0%	0.0%	20.0%	0.0%	20.0%	0.0%
Education	16.7%	19.2%	12.5%	40.0%	25.0%	40.0%	50.0%	80.0%	0.0%	0.0%	25.0%	0.0%
Public sector governance/reform	16.7%	19.2%	25.0%	60.0%	50.0%	30.0%	10.0%	20.0%	0.0%	0.0%	50.0%	0.0%
European integration	33.3%	23.1%	0.0%	10.0%	0.0%	10.0%	10.0%	20.0%	60.0%	25.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	7.7%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	25.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%
Reducing pollution	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	66.7%	46.2%	68.8%	40.0%	25.0%	50.0%	40.0%	20.0%	20.0%	0.0%	0.0%	0.0%
Health	16.7%	11.5%	6.3%	10.0%	25.0%	10.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%
Financial markets*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%
Transport	16.7%	3.8%	6.3%	0.0%	0.0%	0.0%	10.0%	20.0%	20.0%	50.0%	0.0%	0.0%
Agriculture and rural development	16.7%	11.5%	18.8%	0.0%	0.0%	0.0%	10.0%	0.0%	20.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%
Reducing crime and violence	16.7%	7.7%	0.0%	10.0%	25.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	11.5%	6.3%	0.0%	50.0%	20.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%
Social protection	0.0%	11.5%	6.3%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	0.0%	19.2%	25.0%	0.0%	0.0%	10.0%	30.0%	0.0%	0.0%	25.0%	0.0%	0.0%
Fighting corruption	33.3%	26.9%	25.0%	70.0%	0.0%	40.0%	70.0%	40.0%	60.0%	25.0%	0.0%	0.0%
Judiciary reform	0.0%	15.4%	12.5%	20.0%	25.0%	10.0%	20.0%	20.0%	20.0%	25.0%	0.0%	0.0%
Economic growth	50.0%	38.5%	31.3%	30.0%	75.0%	20.0%	30.0%	40.0%	0.0%	25.0%	0.0%	0.0%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	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

**A. General Issues facing Bosnia and Herzegovina (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 Bosnia and Herzegovina? (Choose no more than **THREE**)

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant		Local Government	Bilateral/ Multilateral Agency		Private Sector	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank		Other
	Office of Minister	Consultant		Agency	Agency					Think Tank	Think Tank	
Economic growth*	83.3%	34.6%	46.7%	10.0%	25.0%	80.0%	10.0%	60.0%	40.0%	50.0%		
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%		
Equality of opportunity	0.0%	0.0%	6.7%	20.0%	0.0%	10.0%	20.0%	20.0%	0.0%	0.0%		
Information and communications technology	16.7%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Social protection	0.0%	3.8%	20.0%	40.0%	0.0%	20.0%	10.0%	40.0%	0.0%	0.0%		
Health	0.0%	11.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Trade and exports	0.0%	7.7%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	20.0%	0.0%		
Reducing crime and violence*	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	40.0%	0.0%		
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Transport*	33.3%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%		
Energy	16.7%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%		
Fighting corruption	33.3%	30.8%	6.7%	50.0%	25.0%	40.0%	60.0%	20.0%	20.0%	25.0%		
Judiciary reform	0.0%	11.5%	0.0%	10.0%	25.0%	20.0%	20.0%	0.0%	20.0%	0.0%		
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Reducing pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Job creation/employment	66.7%	61.5%	73.3%	30.0%	100.0%	50.0%	50.0%	40.0%	40.0%	75.0%		
Agriculture and rural development	16.7%	26.9%	33.3%	20.0%	25.0%	0.0%	30.0%	40.0%	20.0%	0.0%		
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Public sector governance/reform	0.0%	11.5%	13.3%	20.0%	0.0%	0.0%	10.0%	20.0%	20.0%	0.0%		
Gender equity	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Private sector development	16.7%	26.9%	33.3%	20.0%	25.0%	30.0%	20.0%	0.0%	40.0%	25.0%		
Education	16.7%	26.9%	13.3%	40.0%	0.0%	30.0%	30.0%	40.0%	20.0%	50.0%		
European integration	0.0%	11.5%	26.7%	30.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Urban development	0.0%	3.8%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Natural resource management	0.0%	7.7%	6.7%	0.0%	25.0%	10.0%	30.0%	0.0%	20.0%	25.0%		

*Significantly different between stakeholder groups



A. General Issues facing Bosnia and Herzegovina (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 Bosnia and Herzegovina? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant		Local Government	Bilateral/ Multilateral Agency		Private Sector	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank		Other
	Office of Minister	Consultant		Agency	Agency					Think Tank	Other	
Greater access to health and nutrition for citizens	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Better quality public services	0.0%	8.0%	0.0%	20.0%	0.0%	0.0%	0.0%	22.2%	0.0%	0.0%	0.0%	0.0%
A growing middle class	16.7%	8.0%	14.3%	30.0%	0.0%	0.0%	10.0%	33.3%	0.0%	0.0%	40.0%	0.0%
Better opportunity for the poor who live in rural areas	16.7%	4.0%	14.3%	0.0%	0.0%	0.0%	10.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Better opportunity for the poor who live in urban areas	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Consistent economic growth*	50.0%	24.0%	42.9%	20.0%	75.0%	30.0%	30.0%	33.3%	60.0%	0.0%	0.0%	100.0%
Political stability	16.7%	48.0%	28.6%	60.0%	50.0%	40.0%	22.2%	22.2%	20.0%	0.0%	80.0%	50.0%
More reliable social safety net	0.0%	8.0%	0.0%	0.0%	0.0%	0.0%	10.0%	22.2%	0.0%	0.0%	0.0%	0.0%
Greater access to micro-finance for the poor	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	8.0%	21.4%	10.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Education and training that better ensure job opportunity	33.3%	36.0%	0.0%	20.0%	25.0%	20.0%	20.0%	22.2%	80.0%	0.0%	40.0%	25.0%
Better entrepreneurial opportunities	33.3%	24.0%	28.6%	10.0%	0.0%	0.0%	30.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Better employment opportunities for young people	33.3%	24.0%	28.6%	20.0%	50.0%	30.0%	30.0%	11.1%	40.0%	0.0%	20.0%	25.0%
Better employment opportunities for women	0.0%	0.0%	7.1%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	20.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant		Local Government	Bilateral/ Multilateral Agency		Private Sector	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank		Other
	Office of Minister	Consultant		Agency	Agency					Think Tank	Other	
A very big problem	16.7%	50.0%	75.0%	30.0%	25.0%	80.0%	88.9%	88.9%	80.0%	40.0%	25.0%	25.0%
A moderately big problem	66.7%	30.8%	25.0%	30.0%	75.0%	20.0%	0.0%	0.0%	20.0%	20.0%	50.0%	50.0%
A small problem	16.7%	7.7%	0.0%	30.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Not a problem at all	0.0%	3.8%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	40.0%	25.0%	25.0%
Don't know	0.0%	7.7%	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



A. General Issues facing Bosnia and Herzegovina (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	Employee of a Ministry/PMU/ Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	Office of Minister	Consultant	Government	Agency	Private Sector	CSO	Media	Institution	Think Tank	Other																	
A very serious problem	16.7%	26.9%	56.3%	50.0%	0.0%	40.0%	44.4%	40.0%	60.0%	25.0%																	
A somewhat serious problem	33.3%	34.6%	6.3%	40.0%	25.0%	30.0%	22.2%	0.0%	20.0%	25.0%																	
Not too serious problem	33.3%	23.1%	18.8%	0.0%	25.0%	30.0%	11.1%	60.0%	20.0%	50.0%																	
Not a problem	16.7%	7.7%	18.8%	0.0%	50.0%	0.0%	11.1%	0.0%	0.0%	0.0%																	
Don't know	0.0%	7.7%	0.0%	10.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%																	

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 Bosnia and Herzegovina? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	Office of Minister	Consultant	Government	Agency	Private Sector	CSO	Media	Institution	Think Tank	Other																	
A very important development priority	66.7%	84.6%	81.3%	20.0%	75.0%	90.0%	100.0%	100.0%	80.0%	100.0%																	
A moderately important development priority	16.7%	15.4%	12.5%	50.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%																	
A slightly important development priority	16.7%	0.0%	6.3%	20.0%	0.0%	10.0%	0.0%	0.0%	20.0%	0.0%																	
Not an important development priority	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%																	
Don't know	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%																	

B. Overall Attitudes toward the World Bank Group

	Office of Minister			Employee of a Ministry/PMU/ Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			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			
	How familiar are you with the work of the World Bank Group in Bosnia and Herzegovina?	6	7.00	2.97	26	6.46	1.73	16	4.38	2.06	10	6.60	2.63	4	5.50	1.73	10	7.10	2.23	9	6.11	2.20	5	6.80	1.10	5	5.20	2.77	4	4.75

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

	Office of Minister			Employee of a Ministry/PMU/ Consultant			Local Government			Bilateral/Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			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			
	Overall, please rate your impression of the World Bank Group's effectiveness in Bosnia and Herzegovina.	6	6.33	2.94	22	6.77	1.80	12	5.08	2.02	10	6.40	2.63	3	5.00	1.73	10	5.70	2.67	8	5.13	2.03	4	5.50	1.73	4	5.50	3.00	3	5.33

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



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

	Office of Minister			Employee of a Ministry/PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
	To what extent do you believe the World Bank Group's staff is well prepared to help Bosnia and Herzegovina solve its most complicated development challenges?	6	6.83	3.06	23	6.70	1.96	11	6.73	2.41	8	6.63	2.97	3	6.33	1.15	10	7.40	2.22	5	6.80	2.17	4	7.25	1.71	4	5.50	3.70	3	6.00

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

When thinking about how the World Bank Group can have the most impact on development results in Bosnia and Herzegovina, in which sectors do you believe the World Bank Group should focus most of its resources in Bosnia and Herzegovina? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	Office of Minister	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other																	
Economic growth	66.7%	50.0%	50.0%	30.0%	50.0%	50.0%	22.2%	40.0%	80.0%	25.0%																	
Water and sanitation	0.0%	7.7%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%																	
Reducing pollution	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	25.0%																	
Job creation/employment	66.7%	38.5%	62.5%	30.0%	50.0%	40.0%	44.4%	40.0%	20.0%	25.0%																	
Health	16.7%	11.5%	6.3%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%																	
Financial markets	0.0%	3.8%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%																	
Social protection	16.7%	3.8%	6.3%	10.0%	0.0%	10.0%	11.1%	20.0%	0.0%	0.0%																	
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%																	
Private sector development	16.7%	30.8%	25.0%	50.0%	25.0%	30.0%	22.2%	20.0%	40.0%	0.0%																	
Education	16.7%	19.2%	12.5%	10.0%	25.0%	30.0%	11.1%	40.0%	40.0%	50.0%																	
Public sector governance/reform	33.3%	26.9%	12.5%	50.0%	75.0%	30.0%	44.4%	20.0%	20.0%	0.0%																	
European integration	0.0%	3.8%	12.5%	0.0%	0.0%	10.0%	11.1%	0.0%	40.0%	0.0%																	
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%																	
Judiciary reform	0.0%	15.4%	6.3%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	25.0%																	
Energy	16.7%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%																	
Disaster risk management	0.0%	3.8%	0.0%	10.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%																	
Equality of opportunity	0.0%	3.8%	6.3%	10.0%	0.0%	10.0%	11.1%	0.0%	0.0%	0.0%																	
Information and communications technology	16.7%	3.8%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%																	
Transport*	16.7%	0.0%	6.3%	30.0%	0.0%	0.0%	0.0%	20.0%	0.0%	50.0%																	
Agriculture and rural development	16.7%	23.1%	31.3%	20.0%	0.0%	0.0%	11.1%	20.0%	0.0%	0.0%																	
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%																	
Reducing crime and violence	0.0%	7.7%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%																	
Natural resource management	0.0%	11.5%	12.5%	0.0%	0.0%	10.0%	11.1%	20.0%	0.0%	50.0%																	
Climate change	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%																	
Poverty reduction	0.0%	11.5%	18.8%	10.0%	0.0%	20.0%	22.2%	20.0%	0.0%	0.0%																	
Fighting corruption*	0.0%	11.5%	0.0%	30.0%	25.0%	40.0%	66.7%	20.0%	0.0%	25.0%																	

*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 Bosnia and Herzegovina?

Greatest Value Percentage of Respondents	Office of Minister	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	0.0%	13.0%	23.1%	11.1%	25.0%	0.0%	22.2%	0.0%	0.0%	0.0%
Capacity development related to World Bank Group supported projects	60.0%	34.8%	38.5%	22.2%	75.0%	30.0%	22.2%	40.0%	60.0%	50.0%
Stand-alone technical assistance	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	20.0%	0.0%	0.0%
Policy advice, studies, analyses*	0.0%	8.7%	0.0%	44.4%	0.0%	0.0%	11.1%	20.0%	0.0%	0.0%
Financial resources	20.0%	26.1%	30.8%	11.1%	0.0%	30.0%	33.3%	20.0%	0.0%	50.0%
Data and statistics	0.0%	0.0%	0.0%	11.1%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%
Promoting knowledge sharing	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%
Implementation support	0.0%	4.3%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%
Mobilizing third party financial resources	0.0%	13.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%
Donor coordination	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	20.0%	0.0%

*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Office of Minister	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	0.0%	8.7%	8.3%	11.1%	0.0%	10.0%	33.3%	20.0%	20.0%	0.0%
Capacity development related to World Bank Group supported projects	40.0%	13.0%	25.0%	33.3%	25.0%	20.0%	0.0%	20.0%	0.0%	25.0%
Stand-alone technical assistance (system oriented)	0.0%	4.3%	8.3%	0.0%	25.0%	10.0%	0.0%	20.0%	0.0%	0.0%
Policy advice, studies, analyses	0.0%	8.7%	16.7%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%
Financial resources	40.0%	17.4%	33.3%	11.1%	0.0%	20.0%	11.1%	40.0%	40.0%	25.0%
Data and statistics	0.0%	8.7%	0.0%	11.1%	25.0%	0.0%	0.0%	0.0%	0.0%	25.0%
Promoting knowledge sharing	20.0%	8.7%	0.0%	0.0%	0.0%	10.0%	22.2%	0.0%	0.0%	0.0%
Implementation support	0.0%	21.7%	8.3%	11.1%	0.0%	10.0%	11.1%	0.0%	0.0%	0.0%
Mobilizing third party financial resources	0.0%	4.3%	0.0%	0.0%	25.0%	0.0%	22.2%	0.0%	0.0%	25.0%
Donor coordination	0.0%	4.3%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%
Other	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	20.0%	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 Bosnia and Herzegovina? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/		Local Government	Bilateral/ Multilateral		Private Sector	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
	Office of Minister	Consultant		Agency							
Not aligned with country priorities	33.3%	12.5%	20.0%	0.0%	25.0%	10.0%	25.0%	0.0%	0.0%	25.0%	
Not willing to honestly criticize policies and reform efforts in the country	33.3%	20.8%	13.3%	20.0%	50.0%	40.0%	25.0%	40.0%	0.0%	0.0%	
Staff too inaccessible	0.0%	4.2%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
World Bank Group's processes too slow	0.0%	16.7%	6.7%	30.0%	0.0%	10.0%	0.0%	20.0%	0.0%	0.0%	
Not aligned with other development partners' work	0.0%	8.3%	0.0%	20.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	
World Bank Group's processes too complex	16.7%	8.3%	20.0%	20.0%	25.0%	0.0%	0.0%	40.0%	0.0%	50.0%	
Not adequately sensitive to political/social realities in Bosnia and Herzegovina	33.3%	4.2%	33.3%	10.0%	0.0%	30.0%	50.0%	0.0%	0.0%	25.0%	
Too influenced by developed countries	0.0%	25.0%	20.0%	0.0%	25.0%	10.0%	12.5%	0.0%	20.0%	50.0%	
Not exploring alternative policy options	0.0%	8.3%	0.0%	10.0%	0.0%	20.0%	12.5%	0.0%	0.0%	0.0%	
Not collaborating enough with stakeholders outside the Government	16.7%	4.2%	26.7%	0.0%	25.0%	40.0%	25.0%	0.0%	0.0%	0.0%	
Its advice and strategies do not lend themselves to practical problem solving	0.0%	20.8%	6.7%	10.0%	0.0%	20.0%	12.5%	0.0%	40.0%	0.0%	
Not enough public disclosure of its work	16.7%	12.5%	6.7%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Arrogant in its approach	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	
The credibility of its knowledge/data*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	
Other	0.0%	4.2%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Don't know	0.0%	8.3%	6.7%	10.0%	0.0%	0.0%	0.0%	20.0%	40.0%	25.0%	

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/PMU/		Local Government	Bilateral/ Multilateral		Private Sector	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
	Office of Minister	Consultant		Agency							
To a fully sufficient degree	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
To a somewhat sufficient degree	0.0%	32.0%	12.5%	40.0%	25.0%	10.0%	11.1%	0.0%	0.0%	25.0%	
To a somewhat insufficient degree	66.7%	16.0%	12.5%	40.0%	25.0%	50.0%	11.1%	0.0%	0.0%	25.0%	
To a very insufficient degree	16.7%	28.0%	37.5%	10.0%	50.0%	20.0%	33.3%	40.0%	80.0%	25.0%	
Don't know	16.7%	24.0%	31.3%	10.0%	0.0%	20.0%	44.4%	60.0%	20.0%	25.0%	



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

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

	Office of Minister			Employee of a Ministry/PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Investment Project Financing	5	6.40	3.78	16	7.44	1.97	7	6.71	2.06	6	6.83	1.33	2	8.00	1.41	7	6.29	1.60	6	5.00	1.90	2	6.00	2.83	3	3.00	2.00	3	6.33	1.15
Development Policy Financing	4	7.50	2.89	13	6.38	1.71	4	5.50	2.38	7	7.29	0.95	2	6.00	0.00	9	5.56	2.07	5	5.20	1.48	2	5.50	2.12	3	2.67	2.08	1	7.00	-
Program-for-Results Financing	3	7.67	3.21	10	6.50	1.43	3	4.67	2.08	4	7.75	1.89	1	6.00	-	5	5.60	1.82	3	5.33	2.52				2	3.00	2.83	1	6.00	-
Trust funds and grants	2	7.00	2.83	15	6.87	2.17	3	5.00	1.73	6	6.33	1.63	2	8.00	1.41	6	5.83	2.04	4	4.75	2.63				3	3.00	2.00	2	6.00	0.00
Guarantees	3	5.67	0.58	10	7.20	1.99	3	4.33	1.15	5	6.60	2.30	2	6.00	0.00	4	5.25	1.71	3	4.00	2.65				2	4.50	4.95	2	7.00	1.41
IFC Investment Services	4	5.25	0.50	11	6.91	2.07	5	5.80	1.79	7	6.57	1.81	1	7.00	-	6	6.33	1.75	5	4.80	2.05				3	4.67	4.73	2	7.50	0.71
IFC Advisory Services*	4	5.50	0.58	13	7.00	1.68	5	6.40	1.95	7	7.00	1.53	3	6.67	1.15	6	6.33	2.07	6	5.67	1.75	3	6.00	2.65	2	1.50	0.71	2	8.00	0.00

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	Office of Minister	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other																	
Beneficiaries	33.3%	29.2%	46.7%	20.0%	25.0%	10.0%	44.4%	60.0%	40.0%	50.0%																	
Youth/university groups	16.7%	25.0%	6.7%	20.0%	25.0%	10.0%	33.3%	0.0%	20.0%	0.0%																	
Private sector	50.0%	41.7%	40.0%	40.0%	100.0%	40.0%	33.3%	20.0%	20.0%	25.0%																	
Local government	16.7%	25.0%	46.7%	10.0%	0.0%	10.0%	22.2%	40.0%	0.0%	50.0%																	
Donor community	0.0%	4.2%	0.0%	20.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%																	
NGOs/Community Based Organizations*	0.0%	4.2%	0.0%	0.0%	0.0%	60.0%	11.1%	0.0%	0.0%	0.0%																	
Academia/think tanks/research institutes	16.7%	41.7%	40.0%	10.0%	25.0%	30.0%	0.0%	20.0%	60.0%	25.0%																	
Parliament	16.7%	4.2%	0.0%	20.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%																	
Foundations	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%																	
Media	16.7%	8.3%	0.0%	40.0%	25.0%	0.0%	33.3%	20.0%	0.0%	0.0%																	
Other	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	11.1%	0.0%	20.0%	0.0%																	
Don't know	16.7%	4.2%	6.7%	10.0%	0.0%	0.0%	0.0%	0.0%	20.0%	25.0%																	

*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 Bosnia and Herzegovina? (1-Strongly disagree, 10-Strongly agree)

	Office of Minister			Employee of a Ministry/PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			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 Bosnia and Herzegovina	4	6.00	3.16	21	6.90	2.07	11	5.82	2.48	10	6.30	3.20	4	7.00	1.83	10	6.10	3.00	8	6.00	2.33	5	5.40	2.07	4	4.75	3.30	4	6.50
The World Bank Group's work is aligned with what I consider the development priorities for Bosnia and Herzegovina	5	6.40	2.51	20	6.05	1.96	8	5.00	1.77	10	6.60	2.76	4	6.50	1.29	10	5.90	2.73	6	5.00	2.19	3	5.67	2.08	4	3.75	1.89	4	6.50	2.89

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

	Office of Minister			Employee of a Ministry/PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
	Responsiveness to needs	4	6.00	2.58	19	6.89	1.63	8	4.88	1.81	10	6.2	2.66	2	8.50	0.71	9	5.56	2.55	7	5.57	2.23	2	5.00	0.00	4	4.50	2.89	3	8.00
Flexibility (in terms of the institution's products and services)	4	5.25	1.71	17	6.35	1.77	6	4.33	1.75	10	5.20	2.62	2	7.50	0.71	8	5.50	2.20	7	5.14	1.95	2	5.50	0.71	4	4.00	2.16	1	8.00	-
Flexibility (in terms of changing country circumstances)	4	5.00	1.83	16	6.56	1.90	6	4.17	2.23	10	5.90	2.73	3	7.00	1.00	8	5.13	2.36	7	5.29	1.80	2	5.50	0.71	4	4.00	2.16	1	7.00	-
Being inclusive	4	5.50	2.38	16	7.06	1.77	8	4.63	2.00	9	6.11	3.22	1	7.00	-	8	6.13	1.73	7	6.71	1.38	2	6.50	2.12	3	4.33	2.89	2	5.50	2.12
Openness (sharing data and other information)	5	7.20	0.84	16	7.44	2.03	10	6.90	1.73	10	7.00	2.21	3	8.33	1.15	9	6.33	3.12	7	7.14	1.95	3	6.33	2.89	4	7.50	1.91	3	7.33	1.53
Collaboration with the Government	4	7.75	2.63	17	7.88	1.36	10	6.30	1.83	9	7.22	2.33	3	8.00	1.00	9	6.11	3.55	8	6.38	1.30	3	6.33	2.08	4	7.00	4.08	3	8.00	2.00
The speed in which it gets things accomplished on the ground	4	6.75	1.50	16	6.56	2.10	7	4.86	2.12	9	4.89	2.15	2	7.50	0.71	8	6.63	2.33	7	6.00	1.63	3	7.33	1.53	4	4.75	3.30	2	7.50	0.71
Helping to bring discipline/effective supervision to implementation of investment projects	4	6.75	1.50	15	7.20	2.08	8	6.50	2.39	6	6.17	2.56	2	9.00	0.00	6	6.00	3.10	6	7.00	2.28	2	9.00	1.41	3	4.33	3.51	2	7.50	0.71
Collaboration with civil society	4	5.75	1.50	14	6.64	1.78	8	4.00	2.39	6	5.17	2.56	1	8.00	-	8	4.13	2.30	5	6.20	1.30	2	5.00	0.00	3	3.33	2.08	2	7.00	2.83
Staff accessibility	4	7.75	2.63	17	8.29	1.76	9	6.78	2.49	9	8.00	2.60	2	8.00	0.00	5	7.80	1.92	8	7.38	1.92	4	8.00	2.16	3	4.00	2.65	3	8.33	2.08
Collaboration with other development partners	4	7.00	2.16	15	7.13	1.46	6	6.00	1.79	9	5.89	2.80	1	7.00	-	6	6.83	2.93	4	6.50	1.73	2	5.50	3.54	3	5.33	4.04	2	7.00	0.00
Collaboration with the private sector	4	5.25	1.89	14	6.64	1.82	5	4.20	1.92	6	5.50	2.43	3	5.67	1.15	7	5.57	2.44	6	5.67	1.86	1	5.00	-	3	4.67	3.21	2	5.50	2.12
Straightforwardness and honesty	4	7.00	2.94	17	7.12	1.76	9	4.89	2.85	10	6.80	3.16	2	7.50	0.71	8	6.37	3.29	7	6.71	1.89	2	6.50	2.12	4	4.75	4.11	2	7.00	1.41
Treating clients and stakeholders in Bosnia and Herzegovina with respect	4	7.25	3.10	15	7.53	2.10	8	4.88	2.80	10	7.50	3.17	2	8.50	0.71	7	7.43	2.37	4	6.75	2.06	3	7.67	1.53	3	3.67	2.52	3	8.00	1.73
Being a long-term partner	4	7.50	3.11	18	7.78	1.86	9	6.22	2.77	10	7.50	3.57	2	9.50	0.71	7	6.86	2.27	7	7.29	2.29	3	7.33	1.53	2	3.50	3.54	3	8.00	2.00

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant		Local Government	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
	Office of Minister									
Lack of/inadequate levels of capacity in Government	0.0%	22.7%	13.3%	10.0%	75.0%	20.0%	0.0%	20.0%	0.0%	25.0%
Political pressures and obstacles	80.0%	50.0%	6.7%	60.0%	25.0%	30.0%	33.3%	40.0%	20.0%	25.0%
Reforms are not well thought out in light of country challenges	0.0%	31.8%	26.7%	10.0%	25.0%	30.0%	44.4%	80.0%	40.0%	25.0%
Poor coordination within the Government	40.0%	22.7%	33.3%	20.0%	0.0%	0.0%	0.0%	0.0%	20.0%	50.0%
The Government works inefficiently	40.0%	13.6%	20.0%	30.0%	50.0%	30.0%	66.7%	20.0%	40.0%	25.0%
Poor coordination among development partners	20.0%	13.6%	20.0%	0.0%	0.0%	10.0%	0.0%	0.0%	20.0%	25.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	0.0%	9.1%	26.7%	0.0%	25.0%	30.0%	33.3%	20.0%	0.0%	25.0%
The World Bank Group does not do adequate follow through/follow-up	0.0%	4.5%	13.3%	20.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%
There is not an adequate level of citizen/civil society participation	0.0%	4.5%	13.3%	20.0%	0.0%	40.0%	11.1%	0.0%	0.0%	0.0%
The World Bank Group works too slowly	0.0%	4.5%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poor coordination within the World Bank Group	0.0%	0.0%	6.7%	0.0%	0.0%	10.0%	0.0%	0.0%	20.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%



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 Bosnia and Herzegovina? (1-Not important at all, 10-Very important)

	Office of Minister			Employee of a Ministry/PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector			CSO			Media			Independent Government Institution			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*	5	6.40	3.29	20	7.15	2.46	11	7.18	2.40	8	8.50	0.93	4	8.75	1.89	9	7.89	1.62	9	8.33	1.58	3	7.33	3.06	4	2.75	3.50	2	7.50
Gender equity	3	3.67	1.53	20	5.75	2.45	12	4.92	2.35	7	6.00	1.83	4	6.00	2.58	9	5.00	2.18	8	5.88	2.59	2	6.00	2.83	4	3.25	2.63	4	3.25	1.71
Private sector development	4	7.75	2.06	20	8.30	1.75	12	7.83	2.17	9	8.56	1.51	4	9.50	0.58	10	9.10	1.60	9	9.00	1.41	4	8.25	1.26	4	7.00	4.08	2	6.00	2.83
Education	3	9.33	1.15	21	8.48	1.81	11	8.18	2.36	8	7.25	1.98	4	8.25	2.22	8	8.38	1.69	9	8.22	1.72	4	8.00	2.16	5	7.80	1.92	3	8.33	2.08
Public sector governance/reform	4	9.25	1.50	20	8.70	1.53	12	7.42	2.23	9	8.56	2.01	4	9.50	0.58	8	7.88	3.18	9	9.56	0.73	3	9.00	1.00	4	7.50	4.36	4	7.50	2.38
European integration	4	7.50	1.00	20	7.10	2.57	10	7.80	2.97	8	6.13	2.42	4	8.00	3.37	9	6.33	2.65	9	7.33	2.60	3	4.67	4.04	5	6.00	4.64	4	6.00	1.41
Urban development	4	6.00	1.41	18	7.06	1.80	11	8.09	1.97	7	4.57	1.90	4	7.00	1.83	8	6.75	1.49	8	6.00	2.33	3	6.33	3.21	3	5.67	4.16	4	6.50	1.29
Energy	4	4.50	3.00	19	7.21	2.32	9	7.00	2.29	8	5.37	1.77	4	8.75	0.96	9	7.11	2.26	8	6.88	2.03	4	7.00	2.16	3	6.67	4.93	3	7.67	1.53
Water and sanitation	4	5.00	3.46	19	7.79	2.18	10	7.70	1.64	8	6.00	2.33	4	6.25	2.75	8	6.25	1.75	8	7.00	2.88	4	7.25	1.26	4	5.75	3.77	4	6.75	1.50
Reducing pollution	4	4.50	3.51	19	7.68	2.24	9	7.56	2.01	8	7.88	1.81	4	6.50	3.11	9	7.67	1.73	9	7.33	2.78	3	6.00	1.00	3	8.00	2.65	4	6.00	2.45
Job creation/employment	4	8.50	1.91	21	8.19	1.97	14	8.79	1.76	8	8.88	1.36	4	10.00	0.00	8	10.00	0.00	9	9.22	0.83	5	8.40	2.61	4	7.00	4.08	3	8.00	1.00
Health*	4	7.25	2.99	20	8.15	2.03	11	7.82	2.36	8	8.50	1.07	4	8.25	2.22	8	8.25	1.04	8	8.13	1.73	4	6.75	1.71	4	3.50	3.00	4	7.50	1.73
Financial markets	4	6.25	2.87	19	7.05	2.22	11	6.73	2.57	8	6.38	3.78	4	7.75	1.50	8	6.50	2.98	9	7.33	2.65	4	8.50	2.38	4	4.50	4.04	3	8.67	0.58
Transport	4	8.50	1.29	19	7.53	2.61	10	8.00	2.11	9	8.00	1.87	4	8.25	1.50	9	7.78	2.44	9	8.33	1.80	4	8.50	1.29	4	6.75	2.63	4	7.50	2.38
Agriculture and rural development	4	8.50	1.29	20	8.40	2.06	12	7.92	1.88	8	5.63	3.02	4	8.50	1.29	9	8.56	1.74	8	8.75	1.67	4	8.75	1.50	4	6.75	4.03	4	7.00	2.16
Trade and exports	4	6.75	1.89	19	7.32	1.80	11	7.09	2.84	7	7.43	2.88	4	7.50	1.29	9	8.44	1.67	8	6.88	3.14	4	6.75	2.06	4	4.50	4.12	4	6.50	1.73
Reducing crime and violence	4	6.00	3.37	20	7.35	2.64	10	6.70	2.50	7	4.57	1.99	3	8.00	1.00	8	6.50	2.51	7	7.14	3.72	3	6.00	2.65	4	7.50	3.32	4	5.50	2.08
Natural resource management*	4	6.75	1.26	20	7.05	2.39	11	4.64	2.29	8	5.38	2.83	4	8.50	1.29	10	6.70	3.33	8	8.25	2.31	3	6.67	2.52	3	1.00	0.00	4	5.50	2.08
Climate change	4	4.75	2.63	20	7.30	2.79	10	6.40	2.99	8	6.25	2.76	4	6.75	2.63	9	5.44	2.74	9	7.44	2.96	4	6.25	2.06	4	8.75	1.50	4	5.50	0.58
Poverty reduction	4	7.75	2.06	21	8.95	1.40	14	8.21	2.04	8	8.00	2.93	4	9.75	0.50	8	8.75	2.19	9	9.00	0.87	5	8.80	0.84	4	6.50	3.87	3	7.33	0.58
Fighting corruption	4	7.25	2.99	21	8.19	2.44	11	8.82	1.89	7	9.14	0.90	4	9.75	0.50	9	8.78	1.39	8	8.63	2.77	4	8.50	2.38	4	8.25	2.06	3	8.00	0.00
Judiciary reform*	4	7.25	2.99	21	8.00	2.61	10	8.40	2.01	8	4.75	2.87	4	9.75	0.50	9	8.56	1.67	8	7.25	3.41	3	7.67	3.21	4	9.50	1.00	3	7.00	1.00
Economic growth	4	9.50	1.00	21	8.90	1.14	12	8.67	1.78	7	8.71	1.80	4	9.75	0.50	8	9.75	0.46	9	8.78	0.97	5	9.00	1.41	3	6.67	4.93	3	7.67	1.53
Disaster risk management	4	7.25	1.71	20	7.70	2.62	11	7.27	1.74	8	6.13	3.18	4	7.25	2.06	7	6.86	1.86	8	6.75	2.92	3	5.67	0.58	3	10.00	0.00	4	6.00	1.15
Equality of opportunity	4	7.00	1.63	20	6.60	2.64	11	7.18	2.32	8	7.50	2.14	4	6.25	2.75	9	7.11	2.76	9	7.44	2.65	3	7.00	2.65	3	6.67	4.93	4	4.00	1.83
Information and communications technology	4	5.50	3.42	21	7.38	2.36	9	7.56	2.13	8	5.25	2.60	4	6.50	2.52	9	7.44	2.19	9	8.22	1.20	3	7.00	2.65	3	5.67	2.89	4	5.50	1.00

*Significantly different between stakeholder groups



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

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Judiciary Branch			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	3	6.67	3.21	11	6.09	1.92	3	3.33	2.52	6	5.50	2.95	2	5.50	0.71	5	5.40	2.07	5	5.20	2.77	2	6.00	0.00	2	1.00	0.00	2	6.00	1.41
Gender equity	2	2.50	2.12	5	6.80	3.03	3	5.33	2.52	5	4.00	2.12	2	7.50	0.71	3	6.00	1.00	3	4.00	2.65	1	6.00	-	3	1.67	1.15	1	7.00	-
Private sector development*	4	4.75	1.26	10	6.70	1.57	2	2.00	1.41	5	5.80	2.59	3	6.00	1.00	8	6.00	2.39	4	5.75	2.06	1	5.00	-	3	1.67	1.15	2	7.00	0.00
Public sector governance/reform	4	6.25	1.26	12	5.92	1.88	4	3.50	1.73	6	6.67	2.50	3	7.33	1.53	7	5.86	1.68	6	4.17	2.40	2	5.00	0.00	4	4.00	4.08	3	7.67	0.58
European integration	4	5.25	1.71	8	6.13	1.73	2	4.00	1.41	7	4.86	2.27	2	7.00	1.41	6	6.33	2.50	3	4.33	2.89				3	2.00	1.73	2	7.50	0.71
Urban development	4	3.50	2.89	9	6.44	1.88	3	3.33	1.53	3	4.00	3.00	2	6.00	0.00	4	4.25	2.99	4	5.50	2.52				3	1.33	0.58	1	7.00	-
Energy	3	2.67	2.89	10	6.50	1.78	2	2.50	0.71	4	5.25	3.50	2	7.00	1.41	6	4.83	2.56	4	5.50	1.73				3	2.67	1.53	1	8.00	-
Water and sanitation*	4	4.50	3.11	10	7.50	1.27	4	6.25	2.75	5	5.00	2.74	3	7.33	1.53	3	4.00	3.61	5	5.60	1.67				3	2.00	1.73	2	7.50	0.71
Reducing pollution	4	4.25	3.30	11	6.82	1.83	3	6.00	3.00	2	4.50	2.12	2	6.00	1.41	3	4.00	3.61	5	5.00	2.00				3	2.33	1.53	2	7.00	1.41
Job creation/employment	4	7.25	1.50	12	5.83	2.04	2	2.00	1.41	6	5.33	3.78	3	5.67	2.31	6	5.17	2.93	6	4.67	1.97	2	6.50	2.12	3	2.00	1.73	2	7.50	0.71
Health	4	6.50	3.11	11	6.73	1.35	2	2.00	1.41	6	6.17	3.06	2	5.00	4.24	5	5.00	2.74	5	5.60	2.70				3	1.67	1.15	1	6.00	-
Financial markets	4	6.25	3.59	8	5.38	2.20	2	2.00	1.41	6	5.17	2.93	2	6.50	0.71	6	6.33	3.01	4	6.00	1.41	2	8.00	1.41	3	1.33	0.58	2	8.50	0.71
Transport	5	6.40	2.51	11	7.00	2.32	3	5.33	2.52	6	6.17	1.47	3	7.00	2.00	3	6.33	2.31	3	4.33	3.21	2	6.50	0.71	4	5.00	3.74	3	8.33	0.58
Agriculture and rural development	4	6.50	1.29	12	6.67	2.84	2	2.00	1.41	5	5.40	2.97	3	6.33	2.52	5	5.60	2.07	4	4.50	2.38				3	2.67	2.89	1	7.00	-
Trade and exports	3	5.33	3.79	7	5.29	2.56	2	2.00	1.41	5	7.20	2.49	2	5.00	1.41	6	5.33	2.50	3	3.67	2.08				3	1.33	0.58	2	8.00	0.00
Reducing crime and violence	4	4.00	3.46	7	6.29	2.50	2	2.50	0.71	4	3.25	2.63	2	6.00	1.41	5	3.80	2.39	3	3.33	2.52				3	2.00	1.00	1	6.00	-
Natural resource management	4	4.25	3.77	8	5.00	2.73	3	1.67	1.15	3	3.67	3.79	2	6.00	0.00	3	5.00	2.00	4	5.50	2.89				3	1.00	0.00	1	7.00	-
Climate change	4	4.00	3.46	10	6.20	2.97	2	4.00	1.41	4	4.25	3.20	2	6.00	1.41	3	5.33	2.08	5	4.20	2.59				3	1.67	0.58	1	7.00	-
Poverty reduction	4	5.00	2.94	11	6.09	2.66	2	2.00	1.41	6	6.33	3.08	2	4.50	0.71	7	5.14	3.02	5	5.40	2.19	1	7.00	-	3	1.67	1.15	2	7.50	0.71
Fighting corruption	4	4.00	3.56	9	6.22	1.86	3	2.33	1.15	6	5.83	3.97	3	5.33	1.53	6	4.00	2.97	5	3.20	1.79				3	2.00	1.00	2	7.00	0.00
Judiciary reform	3	5.00	3.61	8	5.50	2.67	2	2.50	0.71	5	3.20	2.77	3	5.33	1.53	6	4.00	2.97	4	2.75	1.26				3	1.67	1.15	1	7.00	-
Economic growth*	3	7.67	0.58	11	6.45	1.75	3	1.67	1.15	6	6.50	3.27	3	5.67	2.52	5	7.20	2.05	6	5.50	1.64	1	7.00	-	3	1.67	0.58	2	8.00	1.41
Disaster risk management	3	5.00	3.61	8	6.25	3.01	2	2.00	1.41	5	6.40	3.13	3	7.33	1.53	5	4.80	2.86	4	5.50	3.32				3	1.67	0.58	1	7.00	-
Equality of opportunity	3	7.67	1.53	8	5.63	2.56	2	4.00	1.41	6	5.83	3.06	2	5.50	0.71	4	4.50	2.89	4	6.25	2.36				3	1.67	1.15	1	7.00	-
Information and communications technology	4	4.25	3.95	8	5.13	2.47	3	3.67	2.08	3	5.67	4.04	2	6.00	1.41	5	5.20	2.68	3	6.33	1.53				3	1.67	1.15	1	8.00	-

*Significantly different between stakeholder groups

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Judiciary Branch			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 Bosnia and Herzegovina?	4	6.50	1.91	16	6.75	1.65	8	6.13	2.95	8	7.00	2.62	3	6.33	2.08	10	5.90	2.51	6	6.17	1.47	3	5.67	1.15	4	4.00	3.46	4	6.50	2.65

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



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

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Judiciary Branch			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Bosnia and Herzegovina*	4	6.00	1.41	18	6.28	1.78	6	2.83	1.83	7	7.00	2.00	2	7.00	2.83	10	5.70	2.00	7	4.57	1.51	5	5.40	1.95	4	3.50	4.36	4	6.75	2.87
The World Bank Group meets Bosnia and Herzegovina's needs for knowledge services*	4	7.25	1.71	19	6.53	1.74	6	5.17	2.40	6	8.33	1.03	2	8.00	1.41	10	5.90	2.73	7	5.14	1.35	4	5.00	3.16	3	2.00	1.00	4	6.25	2.22

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Employee of a Ministry/PMU/Consultant			Local Government		Bilateral/Multilateral Agency		Private Sector		CSO		Media		Independent Government Institution		Academia/Research Institute/Think Tank		Other	
	Office of Minister	Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other									
Weekly	0.0%	17.4%	0.0%	28.6%	0.0%	10.0%	11.1%	0.0%	20.0%	0.0%									
Monthly	16.7%	8.7%	18.8%	28.6%	0.0%	30.0%	22.2%	0.0%	20.0%	0.0%									
A few times a year	50.0%	47.8%	12.5%	42.9%	75.0%	40.0%	44.4%	80.0%	40.0%	0.0%									
Rarely	16.7%	21.7%	37.5%	0.0%	25.0%	10.0%	22.2%	0.0%	20.0%	100.0%									
Never	16.7%	4.3%	31.3%	0.0%	0.0%	10.0%	0.0%	20.0%	0.0%	0.0%									



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

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Judiciary Branch			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	4	6.25	1.71	15	6.20	1.78	5	4.20	1.92	7	7.57	1.90	2	7.50	0.71	8	6.75	2.60	6	6.50	2.17	2	7.50	0.71	3	3.33	2.52	1	7.00	-
Include appropriate level of stakeholder involvement during preparation	5	7.00	1.22	15	6.93	2.37	5	5.00	3.08	6	7.33	2.58	2	8.00	1.41	7	6.29	3.09	5	6.40	2.61	2	7.50	0.71	2	3.50	3.54	1	7.00	-
Lead to practical solutions*	4	7.25	1.50	15	6.80	2.01	5	4.40	1.95	7	7.57	1.81	2	7.00	0.00	8	6.00	3.07	6	6.33	2.73	2	6.50	2.12	3	2.00	1.00	1	8.00	-
Are well written and easy to understand	4	7.00	1.83	15	7.13	1.96	5	4.40	2.61	7	8.29	1.25	2	8.00	1.41	9	6.89	2.32	6	7.17	2.04	2	8.00	0.00	3	4.00	2.65	1	8.00	-
Are source of relevant information on global good practices	4	8.25	1.71	14	7.64	1.86	7	6.57	2.37	6	8.50	1.22	3	7.67	1.53	8	7.87	2.10	7	7.14	1.86	2	8.50	0.71	3	4.67	3.06	2	7.00	1.41
Are relevant to country challenges	4	7.00	1.41	15	6.93	1.62	7	5.71	2.50	7	8.43	0.98	2	6.50	2.12	8	7.13	2.36	7	7.00	2.65	2	6.00	0.00	3	3.67	2.52	2	6.50	0.71
Are adequately disseminated	4	6.75	1.50	11	5.91	2.59	6	3.83	1.83	6	6.17	1.94	1	8.00	-	7	6.57	2.37	3	6.33	2.31	1	5.00	-	3	3.67	2.52	2	6.00	1.41
Are translated enough into local language	3	7.00	2.65	12	6.33	2.46	7	3.71	2.63	2	9.00	1.41	2	8.00	1.41	8	5.13	2.80	6	6.83	2.93	1	7.00	-	4	7.25	4.19	2	6.50	2.12
Are adaptable to Bosnia and Herzegovina's specific development challenges and country circumstances	3	8.67	0.58	15	6.33	1.99	7	4.43	2.44	6	7.50	2.26	2	8.50	0.71	9	6.44	2.51	6	5.67	1.75	3	6.33	1.15	3	5.00	3.61	2	6.50	0.71

*Significantly different between stakeholder groups

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Judiciary Branch			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	4	6.75	1.89	19	6.84	1.89	8	4.63	2.33	7	7.57	1.13	1	8.00	-	10	6.40	2.37	6	5.67	1.63	4	7.00	0.82	4	4.25	2.99	2	4.50	3.54
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	4	7.75	1.26	19	7.11	1.49	7	4.57	1.40	7	8.14	1.21	2	7.50	0.71	10	7.50	1.72	6	7.33	2.07	4	8.00	0.82	2	3.50	2.12	3	8.00	1.73

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

*Significantly different between stakeholder groups



E. Working with the World Bank Group

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Judiciary Branch			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	4	6.25	1.50	13	7.08	2.33	3	4.00	1.73	5	6.60	3.21	2	8.00	0.00	5	8.00	2.55	2	7.00	2.83	1	8.00	-	1	1.00	-	3	6.33	2.89
The World Bank Group effectively monitors and evaluates the projects and programs it supports	4	7.75	1.50	14	7.57	1.55	6	7.67	2.16	6	6.83	2.64	3	9.00	1.00	6	7.50	1.76	4	8.00	2.16	4	7.75	1.89	2	5.50	6.36	2	8.00	0.00
The World Bank Group's approvals and reviews are done in a timely fashion	5	7.80	1.10	14	7.79	1.63	3	8.33	2.08	6	6.67	3.01	3	8.33	0.58	4	7.25	2.75	3	7.33	2.08	1	7.00	-	2	5.50	6.36	3	7.00	1.00
The World Bank Group's Safeguard Policy requirements are reasonable	4	6.50	1.91	13	7.54	1.85	3	8.33	2.08	4	8.50	0.58	3	8.00	1.00	5	6.40	3.58	3	7.00	1.73	2	6.50	2.12	2	4.50	4.95	2	6.00	1.41
The World Bank Group's conditions on its lending are reasonable	4	8.00	1.15	11	7.91	1.97	4	4.50	3.70	6	8.50	0.84	3	7.67	1.15	5	6.20	3.56	4	6.00	2.45	2	6.00	1.41	2	4.50	4.95	3	7.00	2.00
The World Bank Group takes decisions quickly in Bosnia and Herzegovina	4	6.25	0.96	14	6.86	2.03	4	4.00	1.41	6	7.83	1.17	1	8.00	-	5	7.00	2.35	5	6.20	2.39	2	6.50	0.71	2	5.50	0.71	3	7.00	1.73
Working with the World Bank Group increases Bosnia and Herzegovina's institutional capacity	4	7.25	1.50	14	7.50	1.70	6	5.00	2.10	6	7.17	2.14	3	8.33	1.53	9	7.56	2.65	7	6.86	1.68	3	6.67	0.58	3	5.33	4.51	3	6.33	1.15
Where country systems are adequate, the World Bank Group makes appropriate use of them	3	7.33	1.53	11	7.64	1.69	3	6.67	3.06	4	8.00	0.82	1	7.00	-	3	7.33	2.89	2	7.00	2.83	1	6.00	-	2	5.50	6.36	3	7.33	0.58
The World Bank Group provides effective implementation support	4	8.25	1.50	13	8.31	1.60	3	7.33	2.31	6	6.67	3.14	3	8.33	0.58	3	8.67	1.53	3	6.67	2.08	3	6.67	1.53	3	6.67	4.93	3	8.00	1.00

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Judiciary Branch			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote public private partnerships in Bosnia and Herzegovina?	4	5.75	0.96	8	6.25	2.43	4	2.75	1.71	4	6.50	1.29	3	7.00	0.00	7	6.00	2.52	5	5.80	2.49	1	6.00	-	3	2.67	1.53	3	6.00	2.65

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



E. Working with the World Bank Group (continued)

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Judiciary Branch			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 measures and corrects its work in real time in Bosnia and Herzegovina?	4	6.50	1.00	12	6.50	2.07	4	4.50	1.73	4	6.25	2.63	1	7.00	-	7	5.71	2.87	2	6.50	0.71	2	7.00	0.00	3	4.67	4.04	3	6.00	1.73

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

F. The Future Role of the World Bank Group in Bosnia and Herzegovina

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Ensure greater selectivity in its work*	33.3%	8.7%	0.0%	71.4%	25.0%	20.0%	0.0%	20.0%	0.0%	25.0%
Collaborate more effectively with Government clients*	16.7%	21.7%	42.9%	0.0%	0.0%	10.0%	0.0%	20.0%	20.0%	75.0%
Work faster	0.0%	8.7%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	20.0%	0.0%
Reduce the complexity of obtaining World Bank Group financing	33.3%	17.4%	28.6%	14.3%	25.0%	20.0%	11.1%	20.0%	20.0%	50.0%
Help to bring discipline/effective supervision to implementation of investment projects	0.0%	26.1%	14.3%	14.3%	0.0%	0.0%	33.3%	20.0%	0.0%	0.0%
Offer more innovative financial products	0.0%	26.1%	28.6%	14.3%	0.0%	10.0%	11.1%	0.0%	0.0%	0.0%
Offer more innovative knowledge services	0.0%	4.3%	0.0%	14.3%	0.0%	20.0%	11.1%	20.0%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Bosnia and Herzegovina's economy	33.3%	4.3%	7.1%	0.0%	25.0%	0.0%	22.2%	0.0%	20.0%	25.0%
Improve the competitiveness of its financing compared to markets*	16.7%	21.7%	21.4%	0.0%	0.0%	0.0%	0.0%	0.0%	60.0%	0.0%
Reach out more to groups outside of Government*	0.0%	0.0%	14.3%	14.3%	50.0%	90.0%	44.4%	20.0%	0.0%	0.0%
Increase the level of capacity development in the country	33.3%	21.7%	21.4%	28.6%	50.0%	10.0%	22.2%	40.0%	40.0%	25.0%
Improve the quality of its experts as related to Bosnia and Herzegovina's specific challenges	16.7%	21.7%	7.1%	14.3%	25.0%	10.0%	0.0%	0.0%	20.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	11.1%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

F. The Future Role of the World Bank Group in Bosnia and Herzegovina (continued)

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Financial services	50.0%	20.8%	33.3%	28.6%	25.0%	30.0%	22.2%	20.0%	50.0%	33.3%
Knowledge products	33.3%	37.5%	20.0%	28.6%	25.0%	60.0%	33.3%	40.0%	25.0%	0.0%
Convening services	16.7%	8.3%	20.0%	0.0%	50.0%	0.0%	33.3%	0.0%	0.0%	0.0%
None of the above	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%
The combination is appropriate for Bosnia and Herzegovina	0.0%	16.7%	6.7%	42.9%	0.0%	0.0%	11.1%	0.0%	0.0%	66.7%
Don't know	0.0%	16.7%	20.0%	0.0%	0.0%	0.0%	0.0%	40.0%	25.0%	0.0%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Local radio	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social media*	0.0%	12.5%	26.7%	14.3%	75.0%	50.0%	11.1%	0.0%	0.0%	25.0%
International newspapers	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	66.7%	41.7%	26.7%	14.3%	25.0%	30.0%	22.2%	20.0%	60.0%	50.0%
Internet	50.0%	87.5%	86.7%	71.4%	75.0%	90.0%	66.7%	100.0%	80.0%	50.0%
Periodicals	0.0%	12.5%	26.7%	0.0%	25.0%	0.0%	11.1%	20.0%	20.0%	25.0%
International television	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%
Local newspapers*	0.0%	12.5%	6.7%	57.1%	0.0%	10.0%	11.1%	0.0%	0.0%	25.0%
Other*	50.0%	0.0%	13.3%	28.6%	0.0%	10.0%	33.3%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
World Bank Group's publications and other written materials	33.3%	29.2%	42.9%	33.3%	0.0%	40.0%	22.2%	40.0%	20.0%	25.0%
e-Newsletters	33.3%	29.2%	28.6%	0.0%	50.0%	20.0%	44.4%	20.0%	80.0%	0.0%
World Bank Group's seminars/workshops/conferences	16.7%	33.3%	50.0%	0.0%	0.0%	20.0%	33.3%	60.0%	60.0%	75.0%
Mobile phones (text messages)	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%
Direct contact with World Bank Group	16.7%	29.2%	35.7%	66.7%	25.0%	70.0%	55.6%	40.0%	0.0%	50.0%
World Bank Group's website	16.7%	45.8%	7.1%	33.3%	75.0%	10.0%	11.1%	40.0%	40.0%	50.0%
Social media	0.0%	8.3%	14.3%	33.3%	0.0%	30.0%	0.0%	0.0%	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%

**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 Minister	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	66.7%	30.4%	38.5%	42.9%	50.0%	60.0%	66.7%	40.0%	50.0%	0.0%
No	33.3%	69.6%	61.5%	57.1%	50.0%	40.0%	33.3%	60.0%	50.0%	100.0%

Do you have reliable access to the Internet?

Percentage of Respondents	Office of Minister	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	95.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	33.3%	82.6%	50.0%	85.7%	75.0%	90.0%	88.9%	100.0%	75.0%	50.0%
No	66.7%	17.4%	50.0%	14.3%	25.0%	10.0%	11.1%	0.0%	25.0%	50.0%

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	0.0%	26.1%	7.1%	14.3%	25.0%	50.0%	33.3%	0.0%	0.0%	0.0%
No	100.0%	73.9%	92.9%	85.7%	75.0%	50.0%	66.7%	100.0%	100.0%	100.0%

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 Minister	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Weekly	0.0%	8.3%	0.0%	0.0%	0.0%	10.0%	22.2%	0.0%	20.0%	0.0%
Monthly	16.7%	16.7%	6.7%	28.6%	25.0%	30.0%	22.2%	20.0%	0.0%	0.0%
A few times a year	16.7%	41.7%	20.0%	42.9%	0.0%	40.0%	22.2%	60.0%	40.0%	50.0%
Rarely	33.3%	16.7%	26.7%	14.3%	50.0%	20.0%	33.3%	20.0%	0.0%	50.0%
Never	33.3%	16.7%	46.7%	14.3%	25.0%	0.0%	0.0%	0.0%	40.0%	0.0%



G. Communication and Information Sharing (continued)

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia/Research Institute/Think Tank			Judiciary Branch			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	2	8.00	1.41	18	7.11	1.81	6	7.17	1.72	6	6.50	2.88	3	6.00	1.00	9	7.44	2.13	6	7.67	1.86	4	8.50	1.00	3	6.67	4.16	2	5.00	0.00
I find the information on the World Bank Group's websites useful	1	8.00	-	18	7.44	1.54	6	7.67	0.82	6	7.00	2.28	2	6.50	2.12	9	8.22	1.30	7	8.86	1.46	4	9.50	0.58	3	8.00	2.65	1	10.00	-
The World Bank Group's social media channels are valuable sources of information about the institution	1	5.00	-	8	5.88	2.30	4	6.50	2.65	2	4.50	3.54	1	7.00	-	5	7.00	2.74	4	7.25	3.20	1	9.00	-	3	2.67	2.08	2	8.00	1.41
When I need information from the World Bank Group I know how to find it	5	7.20	1.30	19	7.63	1.80	8	6.88	1.64	6	8.67	1.21	4	7.50	2.52	10	8.00	1.63	8	9.00	1.77	5	9.00	1.22	4	6.75	2.36	4	7.25	3.10
The World Bank Group is responsive to my information requests and inquiries	4	8.25	1.50	14	8.21	1.85	4	6.75	2.75	6	9.00	1.10	1	8.00	-	7	9.00	1.15	7	9.57	0.79	2	9.50	0.71	1	8.00	-	2	8.00	1.41

H. Background Information

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	100.0%	69.2%	12.5%	90.0%	25.0%	11.1%	50.0%	100.0%	0.0%	0.0%
No	0.0%	30.8%	87.5%	10.0%	75.0%	88.9%	50.0%	0.0%	100.0%	100.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
The World Bank (IBRD)	83.3%	82.6%	37.5%	77.8%	0.0%	50.0%	83.3%	80.0%	50.0%	50.0%
The International Finance Corporation	0.0%	17.4%	37.5%	22.2%	33.3%	33.3%	0.0%	20.0%	50.0%	0.0%
The Multilateral Investment Guarantee Agency	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	16.7%	0.0%	25.0%	0.0%	66.7%	16.7%	16.7%	0.0%	0.0%	50.0%

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Yes	40.0%	50.0%	25.0%	60.0%	25.0%	10.0%	22.2%	40.0%	25.0%	0.0%
No	60.0%	50.0%	75.0%	40.0%	75.0%	90.0%	77.8%	60.0%	75.0%	100.0%



H. Background Information (continued)

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

Percentage of Respondents	Employee of a Ministry/PMU/		Local Government	Bilateral/Multilateral		Private Sector	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank		Other
	Office of Minister	Consultant		Agency	Agency					Think Tank	Think Tank	
The two institutions work well together	50.0%	75.0%	50.0%	83.3%	0.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	
The way the two institutions work together needs improvement	50.0%	25.0%	0.0%	16.7%	0.0%	0.0%	0.0%	50.0%	100.0%	0.0%	0.0%	
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Don't know	0.0%	0.0%	50.0%	0.0%	100.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/		Local Government	Bilateral/Multilateral		Private Sector	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank		Other
	Office of Minister	Consultant		Agency	Agency					Think Tank	Think Tank	
Observer*	16.7%	8.0%	46.7%	10.0%	50.0%	22.2%	30.0%	0.0%	0.0%	100.0%		
Use World Bank Group reports/data*	0.0%	28.0%	20.0%	40.0%	0.0%	77.8%	50.0%	40.0%	66.7%	25.0%		
Engage in World Bank Group related/sponsored events/activities	0.0%	24.0%	40.0%	20.0%	25.0%	11.1%	0.0%	20.0%	0.0%	0.0%		
Collaborate as part of my professional duties*	83.3%	64.0%	13.3%	80.0%	0.0%	11.1%	30.0%	80.0%	66.7%	0.0%		
Use World Bank Group website for information, data, research, etc.	0.0%	16.0%	20.0%	20.0%	25.0%	44.4%	60.0%	40.0%	33.3%	25.0%		

*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Employee of a Ministry/PMU/		Local Government	Bilateral/Multilateral		Private Sector	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank		Other
	Office of Minister	Consultant		Agency	Agency					Think Tank	Think Tank	
Female	50.0%	50.0%	56.3%	40.0%	50.0%	50.0%	40.0%	40.0%	60.0%	25.0%		
Male	50.0%	50.0%	43.8%	60.0%	50.0%	50.0%	60.0%	60.0%	40.0%	75.0%		



Appendix C: Responses to Indicator Questions by Geographic Location¹⁸

- Federation of Bosnia and Herzegovina N=55 ● Republika Srpska N=40

B. Overall Attitudes toward the World Bank Group

	Federation of Bosnia and Herzegovina			Republika Srpska		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Bosnia and Herzegovina.	49	5.98	2.30	32	5.91	2.08

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

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

	Federation of Bosnia and Herzegovina			Republika Srpska		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Bosnia and Herzegovina	48	6.35	2.65	32	6.34	2.16
The World Bank Group's work is aligned with what I consider the development priorities for Bosnia and Herzegovina	44	5.91	2.37	29	6.07	2.00

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

	Federation of Bosnia and Herzegovina			Republika Srpska		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	43	5.98	2.21	24	6.71	1.97
Flexibility (in terms of the institution's products and services)*	40	5.28	1.91	20	6.40	2.01
Flexibility (in terms of changing country circumstances)	40	5.53	2.06	20	6.25	2.12
Being inclusive	39	6.05	2.26	20	6.75	1.77
Openness (sharing data and other information)	44	7.09	2.08	25	7.48	1.71
Collaboration with the Government	45	7.13	2.35	24	7.33	1.71
The speed in which it gets things accomplished on the ground	39	6.03	2.29	22	6.45	1.79
Helping to bring discipline/effective supervision to implementation of investment projects	35	6.80	2.51	18	7.17	1.76
Collaboration with civil society	35	5.37	2.22	18	5.78	2.49
Staff accessibility	44	7.64	2.29	21	7.71	2.10
Collaboration with other development partners	37	6.38	2.27	15	7.33	1.45
Collaboration with the private sector	33	5.55	2.11	18	6.17	1.95
Straightforwardness and honesty	42	6.62	2.64	23	6.57	2.41
Treating clients and stakeholders in Bosnia and Herzegovina with respect	40	7.32	2.57	18	6.78	2.37
Being a long-term partner	42	7.45	2.54	21	7.38	2.06

*Significantly different between geographic locations

¹⁸ 95 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**

	Federation of Bosnia and Herzegovina			Republika Srpska		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Bosnia and Herzegovina?	43	6.30	2.35	23	6.39	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 Bosnia and Herzegovina?

(1-Strongly disagree, 10-Strongly agree)

	Federation of Bosnia and Herzegovina			Republika Srpska		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Bosnia and Herzegovina	44	5.73	2.29	23	5.52	2.45
The World Bank Group meets Bosnia and Herzegovina's needs for knowledge services	42	6.31	2.25	23	5.83	2.42

D. The World Bank Group's Knowledge Work and Activities**In Bosnia and Herzegovina, 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)

	Federation of Bosnia and Herzegovina			Republika Srpska		
	N	Mean	SD	N	Mean	SD
Are adaptable to Bosnia and Herzegovina's specific development challenges and country circumstances	37	6.46	2.35	19	6.37	2.14

	Federation of Bosnia and Herzegovina			Republika Srpska		
	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?	43	6.21	2.22	22	6.64	1.99
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	42	7.19	1.88	22	6.95	1.84

(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)**

	Federation of Bosnia and Herzegovina			Republika Srpska		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Bosnia and Herzegovina	30	6.83	1.66	17	6.24	2.28
Where country systems are adequate, the World Bank Group makes appropriate use of them	21	7.24	2.23	13	7.54	1.81



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁹

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 Bosnia and Herzegovina 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 Bosnia and Herzegovina, in which sectors do you believe the World Bank Group should focus most of its resources in Bosnia and Herzegovina?"

- Collaborating with the WBG N=45
- Not collaborating with the WBG N=46

B. Overall Attitudes toward the World Bank Group

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Bosnia and Herzegovina?*	45	7.00	1.78	45	5.20	2.32

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Bosnia and Herzegovina.*	41	6.71	1.97	36	5.08	2.12

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Bosnia and Herzegovina solve its most complicated development challenges?	40	7.05	2.07	32	6.50	2.38

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

¹⁹ Only 91 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 Bosnia and Herzegovina, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Bosnia and Herzegovina? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Economic growth	44.4%	44.4%
Water and sanitation	6.7%	0.0%
Reducing pollution	2.2%	4.4%
Job creation/employment	33.3%	53.3%
Health	6.7%	6.7%
Financial markets	2.2%	2.2%
Social protection	8.9%	6.7%
Gender equity	0.0%	0.0%
Private sector development	35.6%	24.4%
Education	13.3%	26.7%
Public sector governance/reform	37.8%	24.4%
European integration	4.4%	8.9%
Urban development	0.0%	0.0%
Judiciary reform	8.9%	6.7%
Energy	4.4%	0.0%
Disaster risk management	4.4%	2.2%
Equality of opportunity	4.4%	6.7%
Information and communications technology	2.2%	2.2%
Transport	11.1%	6.7%
Agriculture and rural development	22.2%	11.1%
Trade and exports	0.0%	0.0%
Reducing crime and violence	6.7%	0.0%
Natural resource management	4.4%	15.6%
Climate change	2.2%	0.0%
Poverty reduction	15.6%	11.1%
Fighting corruption	15.6%	24.4%

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Investment Project Financing	32	6.94	2.26	24	5.92	2.08
Development Policy Financing*	29	6.62	1.82	21	5.14	2.03
Program-for-Results Financing*	19	6.79	2.02	13	5.08	1.93
Trust funds and grants*	26	6.73	2.03	17	5.06	2.11
Guarantees*	20	6.75	1.92	14	4.86	2.07
IFC Investment Services	25	6.44	1.78	17	5.41	2.27
IFC Advisory Services	29	6.72	1.51	20	5.65	2.35

*Significantly different between collaborators and non-collaborators

**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 Bosnia and Herzegovina?
(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Bosnia and Herzegovina	42	6.62	2.54	36	5.83	2.47
The World Bank Group's work is aligned with what I consider the development priorities for Bosnia and Herzegovina*	39	6.33	2.26	32	5.22	2.11

*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	37	6.46	2.18	30	5.57	2.24
Flexibility (in terms of the institution's products and services)	36	5.86	2.11	24	5.00	1.93
Flexibility (in terms of changing country circumstances)*	35	6.09	2.13	25	4.92	2.10
Being inclusive*	35	6.63	2.10	25	5.40	2.12
Openness (sharing data and other information)	36	7.31	1.94	33	6.85	2.17
Collaboration with the Government*	35	7.63	1.82	34	6.47	2.51
The speed in which it gets things accomplished on the ground	35	6.29	1.90	26	5.73	2.46
Helping to bring discipline/effective supervision to implementation of investment projects	28	7.14	2.09	25	6.32	2.59
Collaboration with civil society*	27	6.33	1.94	26	4.38	2.12
Staff accessibility*	37	8.11	1.91	26	6.88	2.47
Collaboration with other development partners	29	6.79	2.13	22	6.09	2.22
Collaboration with the private sector*	27	6.26	1.97	24	4.96	1.92
Straightforwardness and honesty	35	6.91	2.32	28	5.71	2.80
Treating clients and stakeholders in Bosnia and Herzegovina with respect*	31	7.58	2.42	27	6.19	2.69
Being a long-term partner	36	7.75	2.49	28	6.64	2.53

*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 Bosnia and Herzegovina? (1-Not important at all, 10-Very important)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	38	7.61	1.91	37	7.08	2.93
Gender equity	33	5.67	2.12	39	4.95	2.45
Private sector development	40	8.58	1.39	36	8.06	2.38
Education	39	8.23	1.74	36	8.17	2.04
Public sector governance/reform	39	8.79	1.58	37	8.19	2.47
European integration	38	6.50	2.78	36	7.22	2.71
Urban development	36	6.31	2.16	33	7.03	2.05
Energy	37	6.51	2.42	34	7.21	2.25
Water and sanitation	37	7.08	2.48	35	6.74	2.21
Reducing pollution	36	7.06	2.39	35	7.57	2.19
Job creation/employment	40	8.58	1.84	39	8.87	1.88
Health	38	8.13	1.82	36	7.42	2.43
Financial markets	39	7.03	2.50	35	6.77	2.90
Transport	37	8.16	1.94	37	7.65	2.26
Agriculture and rural development	38	8.11	2.39	37	7.89	2.08
Trade and exports	36	7.00	2.11	37	7.32	2.66
Reducing crime and violence	36	6.67	2.82	32	6.59	2.55
Natural resource management	38	6.53	2.40	35	6.03	3.19
Climate change	38	6.63	2.77	37	6.68	2.66
Poverty reduction	39	8.72	1.76	40	8.30	2.10
Fighting corruption	39	8.36	2.41	34	8.65	1.55
Judiciary reform*	38	7.05	3.08	36	8.53	1.78
Economic growth	39	8.79	1.32	36	8.97	1.83
Disaster risk management	36	7.08	2.63	35	7.26	2.05
Equality of opportunity	38	6.92	2.53	36	6.86	2.52
Information and communications technology	38	6.82	2.58	35	7.14	2.10

*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 Bosnia and Herzegovina? (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection*	21	6.19	2.36	19	4.42	2.17
Gender equity	14	5.29	2.84	14	4.57	2.38
Private sector development*	22	6.23	1.85	20	4.75	2.43
Public sector governance/reform*	25	6.16	2.10	25	4.92	2.18
European integration	19	5.53	2.27	18	5.17	2.33
Urban development	18	5.33	2.63	15	4.00	2.33
Energy	19	5.89	2.60	16	4.25	2.18
Water and sanitation	21	6.29	2.41	18	5.22	2.69
Reducing pollution	19	6.00	2.40	16	4.69	2.47
Job creation/employment*	24	6.08	2.39	21	4.33	2.50
Health*	23	6.65	2.31	16	3.88	2.31
Financial markets	21	5.90	2.57	18	5.06	2.98
Transport	23	6.43	2.33	19	6.05	2.25
Agriculture and rural development*	22	6.36	2.52	17	4.53	2.58
Trade and exports	16	5.50	2.68	17	4.59	2.85
Reducing crime and violence	16	5.00	2.83	15	3.40	2.10
Natural resource management	17	4.82	3.05	14	3.57	2.44
Climate change	19	5.47	3.10	15	4.00	2.07
Poverty reduction*	23	6.22	2.65	20	4.25	2.49
Fighting corruption	21	5.43	3.14	20	3.80	2.07
Judiciary reform*	16	5.06	2.95	19	3.26	1.97
Economic growth	24	6.42	2.41	19	5.16	2.63
Disaster risk management	18	6.17	3.09	16	4.38	2.63
Equality of opportunity*	18	6.44	2.62	15	4.07	1.94
Information and communications technology	17	5.41	2.96	15	4.27	2.34

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Bosnia and Herzegovina?*	31	6.84	1.85	31	5.65	2.48

(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 Bosnia and Herzegovina?

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Bosnia and Herzegovina	34	6.03	2.10	29	4.93	2.43
The World Bank Group meets Bosnia and Herzegovina's needs for knowledge services	33	6.61	2.05	29	5.59	2.51



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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely*	31	6.90	1.78	22	5.36	2.36
Include appropriate level of stakeholder involvement during preparation*	31	7.48	2.03	19	5.11	2.47
Lead to practical solutions*	31	7.16	1.77	22	5.05	2.70
Are well written and easy to understand*	31	7.55	1.61	23	6.00	2.59
Are source of relevant information on global good practices	29	7.90	1.59	26	6.96	2.31
Are relevant to country challenges	33	7.21	1.75	24	6.17	2.39
Are adequately disseminated*	24	6.42	2.08	20	4.95	2.26
Are translated enough into local language	22	6.73	2.37	24	5.46	3.09
Are adaptable to Bosnia and Herzegovina's specific development challenges and country circumstances*	30	7.00	1.82	26	5.50	2.47

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	35	6.94	1.63	27	5.26	2.47
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	34	7.65	1.54	28	6.32	2.00

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

*Significantly different between collaborators and non-collaborators

E. Working with the World Bank Group

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	24	6.83	2.32	14	6.64	2.82
The World Bank Group effectively monitors and evaluates the projects and programs it supports	30	7.63	1.71	19	7.42	2.48
The World Bank Group's approvals and reviews are done in a timely fashion	27	7.56	1.80	16	7.38	2.58
The World Bank Group's Safeguard Policy requirements are reasonable	25	7.52	1.50	15	6.73	2.99
The World Bank Group's conditions on its lending are reasonable	26	7.46	2.08	17	6.41	3.00
The World Bank Group takes decisions quickly in Bosnia and Herzegovina	29	6.97	1.88	16	6.00	1.90
Working with the World Bank Group increases Bosnia and Herzegovina's institutional capacity	31	7.26	1.88	26	6.58	2.40
Where country systems are adequate, the World Bank Group makes appropriate use of them	20	7.75	1.45	13	6.54	2.60
The World Bank Group provides effective implementation support	27	7.78	2.03	15	7.53	2.47

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote public private partnerships in Bosnia and Herzegovina?*	18	6.56	1.76	22	4.82	2.40

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Bosnia and Herzegovina?*	20	7.00	1.52	18	4.78	2.24

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

G. Communication and Information Sharing

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	31	7.48	1.96	26	6.69	2.09
I find the information on the World Bank Group's websites useful	31	7.94	1.57	24	7.88	1.80
The World Bank Group's social media channels are valuable sources of information about the institution	13	6.00	2.55	17	6.12	2.78
When I need information from the World Bank Group I know how to find it*	38	8.34	1.34	32	7.13	2.18
The World Bank Group is responsive to my information requests and inquiries*	29	8.97	1.05	17	7.88	2.18

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to Selected Questions by Year²⁰

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

- FY 2014 Number of comparable respondents = 101
- FY 2017 Number of comparable respondents = 94

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

Percentage of Respondents	FY 2014	FY 2017
Office of the President/Prime Minister/Minister	6%	6%
Office of Parliamentarian	3%	3%
Government Institutions	35%	35%
Local Government	14%	14%
Bilateral/Multilateral Agencies	7%	7%
Civil Society	12%	12%
Private Sector	7%	7%
Academia	6%	6%
Media	10%	10%

A. General Issues facing Bosnia and Herzegovina

In general would you say that Bosnia and Herzegovina is headed in ... ?

Percentage of Respondents	FY 2014	FY 2017
The right direction	10.9%	16.1%
The wrong direction	46.5%	43.0%
Not sure	42.6%	40.9%

B. Overall Attitudes toward the World Bank Group

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Bosnia and Herzegovina?	101	6.00	2.28	93	6.10	2.20

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Bosnia and Herzegovina.	88	5.70	2.10	81	5.91	2.20

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

²⁰ 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)**

	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 to help Bosnia and Herzegovina solve its most complicated development challenges?	76	6.07	2.28	77	6.74	2.24

(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's work in Bosnia and Herzegovina?
(1-Strongly disagree, 10-Strongly agree)

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Bosnia and Herzegovina	89	6.12	2.36	80	6.21	2.46
The World Bank Group's work is aligned with what I consider the development priorities for Bosnia and Herzegovina	84	5.50	2.21	73	5.76	2.18

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	84	5.78	2.25	65	6.10	2.20
Flexibility (in terms of the institution's products and services)	79	5.70	2.03	60	5.63	2.03
Flexibility (in terms of changing country circumstances)	77	5.08	2.29	61	5.67	2.11
Being inclusive	76	6.05	2.11	57	6.21	2.10
Openness (sharing data and other information)	79	6.83	2.38	67	7.17	2.08
Collaboration with the Government	79	7.33	1.71	68	7.07	2.25
The speed in which it gets things accomplished on the ground*	72	5.18	1.91	60	6.19	2.14
Helping to bring discipline/effective supervision to implementation of investment projects				53	6.85	2.37
Collaboration with civil society	65	5.62	2.18	51	5.47	2.27
Staff accessibility	84	7.31	2.21	61	7.63	2.18
Collaboration with other development partners	61	7.31	2.12	50	6.57	2.15
Collaboration with the private sector	63	5.54	1.85	51	5.73	2.01
Straightforwardness and honesty	78	6.67	2.49	63	6.51	2.57
Treating clients and stakeholders in Bosnia and Herzegovina with respect	83	7.43	2.18	56	7.00	2.55
Being a long-term partner	80	7.26	2.11	61	7.29	2.45

*Significantly different between FY 2014 and FY 2017



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 Bosnia and Herzegovina? (1-Not effective at all, 10-Very effective)

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Social protection	49	6.06	2.15	40	5.33	2.32
Private sector development*	59	6.37	1.93	43	5.54	2.21
Public sector governance/reform*	66	6.44	2.10	50	5.62	2.27
Urban development	48	5.86	2.12	34	4.83	2.53
Energy*	57	6.71	2.02	36	5.26	2.48
Water and sanitation	57	6.65	1.91	39	5.84	2.57
Job creation/employment	59	5.68	2.27	46	5.33	2.52
Health	55	6.15	1.99	39	5.47	2.64
Financial markets	57	6.34	2.03	39	5.54	2.75
Transport	51	6.05	2.08	42	6.35	2.37
Trade and exports*	52	5.97	1.83	33	4.87	2.68
Natural resource management*	41	6.28	1.83	32	4.40	2.75
Climate change	46	5.31	2.30	35	4.93	2.72
Poverty reduction	64	6.04	2.21	43	5.22	2.71
Economic growth	64	6.29	2.13	43	5.87	2.53
Equality of opportunity	54	6.01	2.16	33	5.30	2.55
Information and communications technology*	34	6.61	2.00	33	4.92	2.66

*Significantly different between FY 2014 and FY 2017

	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 Bosnia and Herzegovina?	86	6.14	2.05	65	6.16	2.23

(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 Bosnia and Herzegovina?

(1-Strongly disagree, 10-Strongly agree)

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Bosnia and Herzegovina	83	5.22	2.30	66	5.51	2.29
The World Bank Group meets Bosnia and Herzegovina's needs for knowledge services	79	5.62	2.44	64	5.99	2.33

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	11.0%	10.2%
Monthly	10.0%	14.8%
A few times a year	32.0%	43.2%
Rarely	31.0%	22.7%
Never	16.0%	9.1%

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

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
Are timely	74	5.60	2.07	53	6.26	2.14
Include appropriate level of stakeholder involvement during preparation*	69	5.41	2.20	50	6.60	2.45
Lead to practical solutions	76	5.95	1.97	53	6.26	2.42
Are well written and easy to understand	76	6.45	2.05	54	6.89	2.18
Are source of relevant information on global good practices	78	7.13	1.75	56	7.48	1.98
Are relevant to country challenges				56	6.72	2.09
Are adequately disseminated	73	6.52	2.10	43	5.83	2.30
Are translated enough into local language	67	6.53	2.32	48	6.23	2.80
Are adaptable to Bosnia and Herzegovina's specific development challenges and country circumstances	74	6.39	1.87	56	6.35	2.25

*Significantly different between FY 2014 and FY 2017

	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?	80	6.15	1.86	62	6.32	2.12
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	80	6.99	1.67	62	7.03	1.80

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

E. Working with the World Bank Group

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	55	6.81	2.39	39	6.71	2.51
The World Bank Group effectively monitors and evaluates the projects and programs it supports	72	7.09	2.27	51	7.63	1.98
The World Bank Group's approvals and reviews are done in a timely fashion	68	6.81	2.23	44	7.48	2.04
The World Bank Group's Safeguard Policy requirements are reasonable	52	7.17	1.90	43	7.11	2.19
The World Bank Group's conditions on its lending are reasonable	66	6.82	1.91	44	6.92	2.47
The World Bank Group takes decisions quickly in Bosnia and Herzegovina	63	5.96	2.25	45	6.57	1.91
Working with the World Bank Group increases Bosnia and Herzegovina's institutional capacity	82	7.07	2.28	57	7.07	2.14
Where country systems are adequate, the World Bank Group makes appropriate use of them	59	6.81	2.05	31	7.22	2.12
The World Bank Group provides effective implementation support	63	7.58	1.83	43	7.73	2.07

	FY 2014			FY 2017		
	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 Bosnia and Herzegovina?	70	5.51	2.06	42	6.01	2.18

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



F. The Future Role of the World Bank Group in Bosnia and Herzegovina

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

Percentage of Respondents	FY 2014	FY 2017
Financial services	43.0%	28.7%
Knowledge products	24.0%	34.5%
Convening services	14.0%	13.8%
None of the above	0.0%	1.1%
The combination is appropriate for Bosnia and Herzegovina	11.0%	10.3%
Don't know	8.0%	11.5%

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	38.8%	44.0%
No	61.3%	56.0%

Do you have reliable access to the Internet?

Percentage of Respondents	FY 2014	FY 2017
Yes	98.9%	98.8%
No	1.1%	1.2%

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

Percentage of Respondents	FY 2014	FY 2017
Yes	80.9%	75.3%
No	19.1%	24.7%

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

	FY 2014			FY 2017		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	80	6.97	2.00	58	7.20	1.98
I find the information on the World Bank Group's websites useful	80	7.78	1.98	57	7.88	1.62
The World Bank Group's social media channels are valuable sources of information about the institution	50	5.77	2.47	31	6.10	2.61
When I need information from the World Bank Group I know how to find it	91	7.33	2.46	73	7.85	1.80
The World Bank Group is responsive to my information requests and inquiries*	67	7.39	2.04	47	8.51	1.60

*Significantly different between FY 2014 and FY 2017



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 Bosnia and Herzegovina? (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 Bosnia and Herzegovina.	5.08	6.71	6.34	5.05	5.80	6.54	6.03	6.06	5.67	6.46	6.25	5.43
Overall the World Bank Group currently plays a relevant role in development in Bosnia and Herzegovina	5.83	6.62	6.25	6.56	6.36	6.24	6.27	6.50	6.12	6.56	6.58	5.64
The World Bank Group's work is aligned with what I consider the development priorities for Bosnia and Herzegovina	5.22	6.33	5.91	6.12	5.79	6.28	5.97	5.93	5.69	6.27	6.40	4.74
Responsiveness to needs	5.57	6.46	6.00	6.81	6.23	6.15	6.19	6.20	6.08	6.33	6.61	4.88
Flexibility (in terms of the institution's products and services)	5.00	5.86	5.37	6.36	5.65	5.42	5.59	5.43	5.42	5.69	5.93	4.29
Flexibility (in terms of changing country circumstances)	4.92	6.09	5.53	6.18	5.74	5.52	5.57	5.93	5.44	5.89	6.09	4.33
Being inclusive	5.40	6.63	6.17	5.92	6.18	6.04	6.09	6.25	5.68	6.61	6.52	4.93
Openness (sharing data and other information)	6.85	7.31	7.13	7.47	7.00	7.50	7.24	7.08	7.16	7.27	7.29	7.00
Collaboration with the Government	6.47	7.63	7.21	6.87	7.24	6.96	6.92	7.87	6.55	7.87	7.52	6.20
The speed in which it gets things accomplished on the ground	5.73	6.29	5.75	7.00	6.17	5.76	6.09	5.73	6.16	5.83	6.20	5.36
Helping to bring discipline/effective supervision to implementation of investment projects	6.32	7.14	6.76	6.58	7.06	6.06	6.37	7.92	6.52	7.00	6.87	6.29
Collaboration with civil society	4.38	6.33	5.43	5.69	5.85	4.90	5.29	6.17	5.19	5.95	5.91	4.67
Staff accessibility	6.88	8.11	7.66	7.79	7.89	7.38	7.45	8.47	7.15	8.30	8.26	6.22
Collaboration with other development partners	6.09	6.79	6.62	6.92	6.67	6.72	6.74	6.50	6.44	6.96	7.14	5.50
Collaboration with the private sector	4.96	6.26	5.69	6.09	5.71	5.89	5.70	6.10	5.76	5.81	6.30	4.76
Straightforwardness and honesty	5.71	6.91	6.54	7.14	6.79	6.50	6.72	6.50	6.37	7.03	6.98	5.82
Treating clients and stakeholders in Bosnia and Herzegovina with respect	6.19	7.58	6.89	7.53	7.06	7.04	7.11	6.83	6.73	7.46	7.41	5.77
Being a long-term partner	6.64	7.75	7.25	7.29	7.16	7.39	7.27	7.21	6.85	7.71	7.59	6.25
To what extent does the World Bank Group's work help to achieve development results in Bosnia and Herzegovina?	5.65	6.84	6.46	6.24	6.54	6.19	6.41	6.36	6.14	6.75	6.80	5.07
The World Bank Group's financial instruments meet the needs of Bosnia and Herzegovina	4.93	6.03	5.54	6.36	5.85	5.52	5.80	5.33	5.51	5.94	6.15	4.70
The World Bank Group meets Bosnia and Herzegovina's needs for knowledge services	5.59	6.61	6.08	6.86	6.38	6.04	6.23	6.33	6.11	6.41	6.52	5.65
The World Bank Group's knowledge work and activities are adaptable to Bosnia and Herzegovina's specific development challenges and country circumstances	5.50	7.00	6.30	6.75	6.63	6.12	6.50	6.08	6.19	6.70	6.67	5.75
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	5.26	6.94	6.40	6.55	6.71	6.07	6.54	5.92	6.12	6.77	6.57	6.00
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.32	7.65	7.02	7.57	7.14	7.15	7.26	6.55	7.03	7.28	7.28	6.76
The World Bank Group takes decisions quickly in Bosnia and Herzegovina	6.00	6.97	6.60	7.00	6.64	6.75	6.69	6.70	6.77	6.61	6.86	5.87
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.54	7.75	7.48	7.38	7.55	7.31	7.42	7.56	7.33	7.60	7.81	6.14

Yellow highlight indicates significant difference between Yes and No means.

Appendix G: Bosnia and Herzegovina FY 2017 Questionnaire



World Bank Group Country Survey FY 2017 – Bosnia and Herzegovina

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

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 BOSNIA AND HERZEGOVINA

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

**SECTION A: GENERAL ISSUES**

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

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

1	Greater access to health and nutrition for citizens
2	Better quality public services
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	Political stability
8	More reliable social safety net
9	Greater access to micro-finance for the poor
10	Greater voice and participation for citizens to help ensure greater accountability
11	Education and training that better ensure job opportunity
12	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
13	Better employment opportunities for young people
14	Better employment opportunities for women
15	Other (please specify): _____

**SECTION A: GENERAL ISSUES**

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 Bosnia and Herzegovina? (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

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 Bosnia and Herzegovina? (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**

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

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

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

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

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

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Bosnia and Herzegovina?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Stand-alone 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"/>

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bosnia and Herzegovina? (Choose no more than TWO)	
1	Not aligned with country priorities
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 development partners' work
6	World Bank Group's processes too complex
7	Not adequately sensitive to political/social realities in Bosnia and Herzegovina
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	The credibility of its knowledge/data
15	Other (please specify): _____
16	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 Bosnia and Herzegovina? (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 Bosnia and Herzegovina 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 Bosnia and Herzegovina?

		Strongly disagree										Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10			
B10	Overall the World Bank Group currently plays a relevant role in development in Bosnia and Herzegovina	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
B11	The World Bank Group’s work is aligned with what I consider the development priorities for Bosnia and Herzegovina	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 Bosnia and Herzegovina, 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	<input type="checkbox"/>
B12	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B13	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B14	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B15	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B16	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B19	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B20	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	Collaboration with other development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B25	Treating clients and stakeholders in Bosnia and Herzegovina with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B26	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

1	Lack of/inadequate levels of capacity in Government
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 coordination among development partners
7	The World Bank Group is not sensitive enough to political/social realities on the ground
8	The World Bank Group does not do adequate follow through/follow-up
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 Bosnia and Herzegovina?													
		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	European integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Reducing pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Reducing crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Natural resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Fighting corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	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 Bosnia and Herzegovina? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	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"/>	
5	European integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Reducing pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Reducing crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Natural resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Fighting corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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

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



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

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

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

D11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities (both global and local) make to development results in your country?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant	Don't know		

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



SECTION E: WORKING WITH THE WORLD BANK GROUP

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

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

E11. To what extent do you believe the World Bank Group measures and corrects its work in real time in Bosnia and Herzegovina?												
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 BOSNIA AND HERZEGOVINA****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Bosnia and Herzegovina? (Choose no more than TWO)**

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

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

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Bosnia and Herzegovina
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 Bosnia and Herzegovina? (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 (text messages)	8	Other (please specify): _____

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

G7. 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		
G8	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G9	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G10	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G11	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G12	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

H1. Which of the following best describes your current position? (Select only ONE response)			
1	Office of the President, Prime Minister (BiH Institutions, entity)	10	Financial Sector/Private Bank
2	Office of Minister	11	NGO/Community Based Organization
3	Office of Parliamentarian	12	Media (press, radio, TV, web, etc.)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	13	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	14	Trade Union
6	Local Government Office or Staff	15	Youth Group
7	Bilateral/Multilateral Agency	16	Academia/Research Institute/Think Tank
8	Private Sector Organization	17	Judiciary Branch
9	Private Foundation	18	Other (please specify): _____

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

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

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Bosnia and Herzegovina? (Select only ONE response)	
1	The World Bank (IBRD/IDA)
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? <i>(If YES please go to Question H6; If NO please go to H7)</i>	
1	Yes
2	No

H6. If yes, what was your view of how the two institutions work together in Bosnia and Herzegovina? (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 Bosnia and Herzegovina? (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	Federation of Bosnia and Herzegovina
2	Republika Srpska
3	Brcko District
4	Other

Thank you for completing the survey!