

FY 2018 Bulgaria Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



May 2018



Acknowledgements

The Bulgaria 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, Jessica Cameron, and Calita Woods oversaw design, reporting, and analysis. Antonina Redko, Dania Mendoza, and Noreen Wambui provided data support. PORG acknowledges the significant contribution from the Bulgaria country team and the independent local fielding firm ESTAT Agency. In particular, PORG is grateful for the support from Ivelina Taushanova (Senior Communications Officer) who coordinated the survey related activities from Sofia, Bulgaria.



Country Opinion Surveys
THE WORLD BANK GROUP



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BULGARIA





I. Objectives

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

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

II. Methodology

From January to February 2018, 458 stakeholders of the WBG in Bulgaria 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; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations.

A total of 145 stakeholders participated in the survey (32% response rate). Respondents received and completed the questionnaires via the online survey platform Qualtrics, or received and returned the questionnaires via courier.

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.

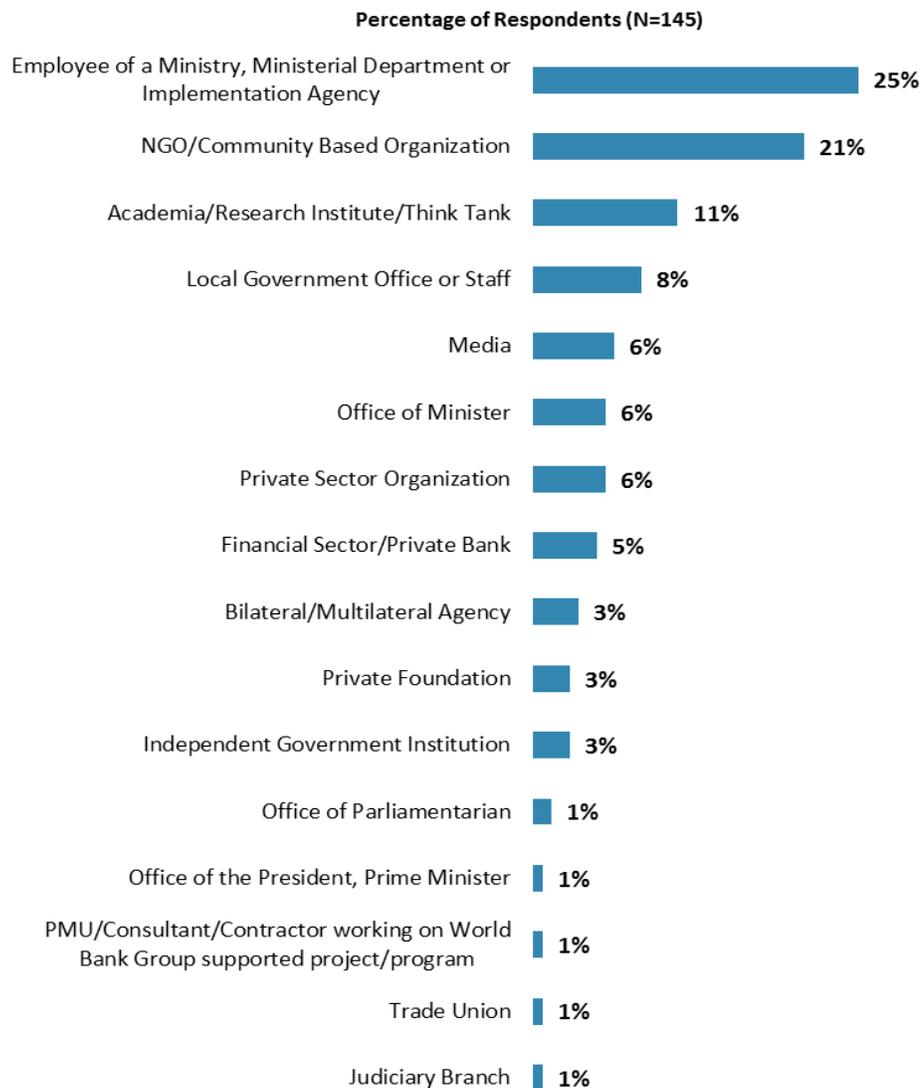
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'15 (response rate was 37%, N=183). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal 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'15 COS report and the non-weighted data presented in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 88).



III. Demographics of the Sample

Current Position

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

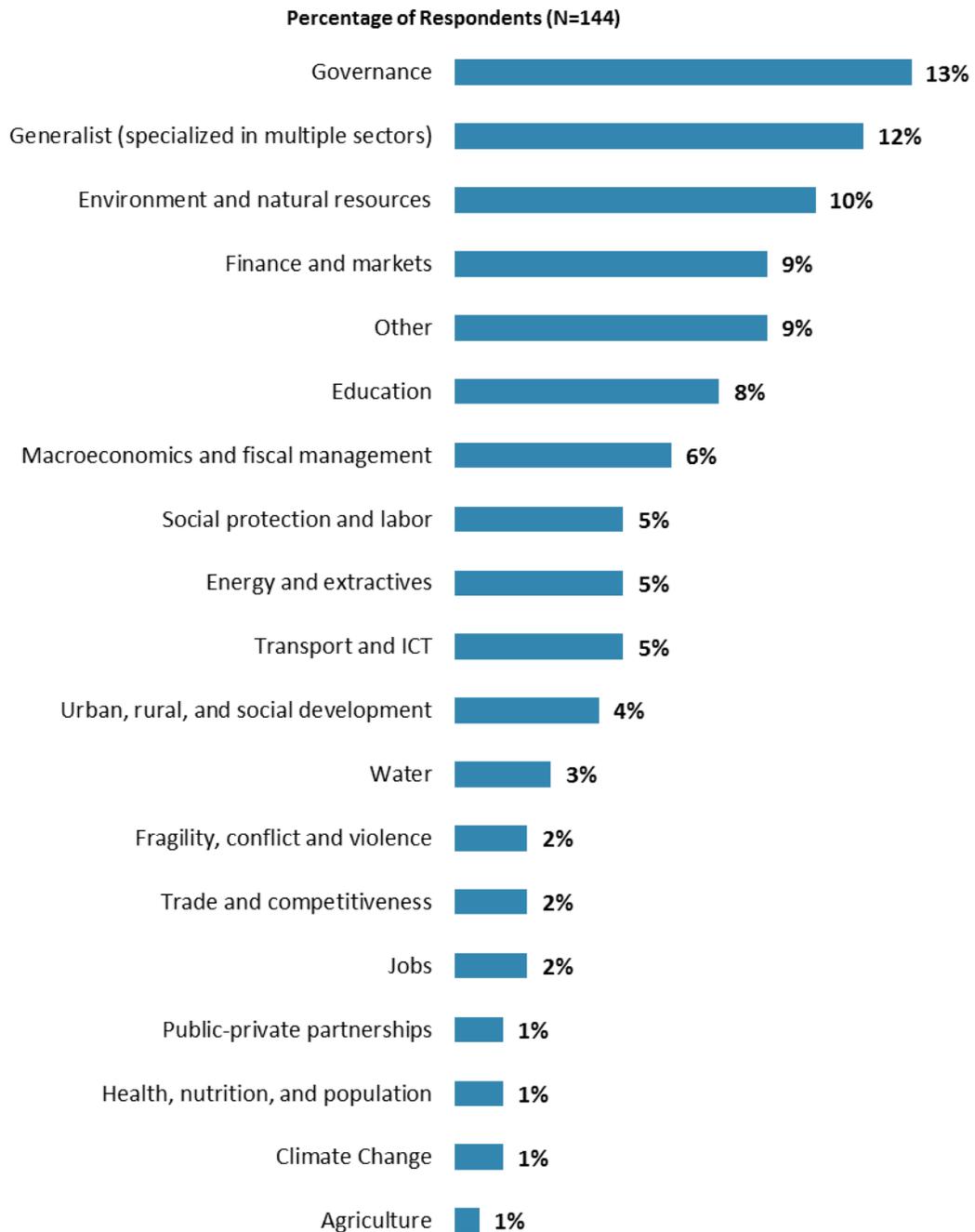


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



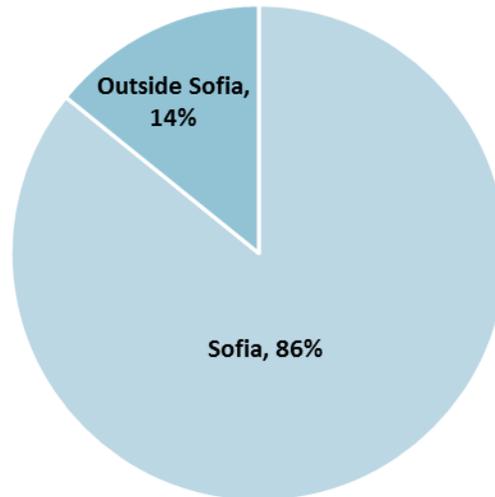
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Geographic Locations

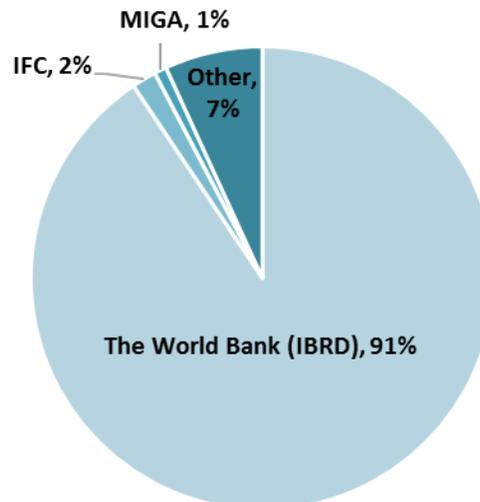
Percentage of Respondents (N=141)



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

Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=117)



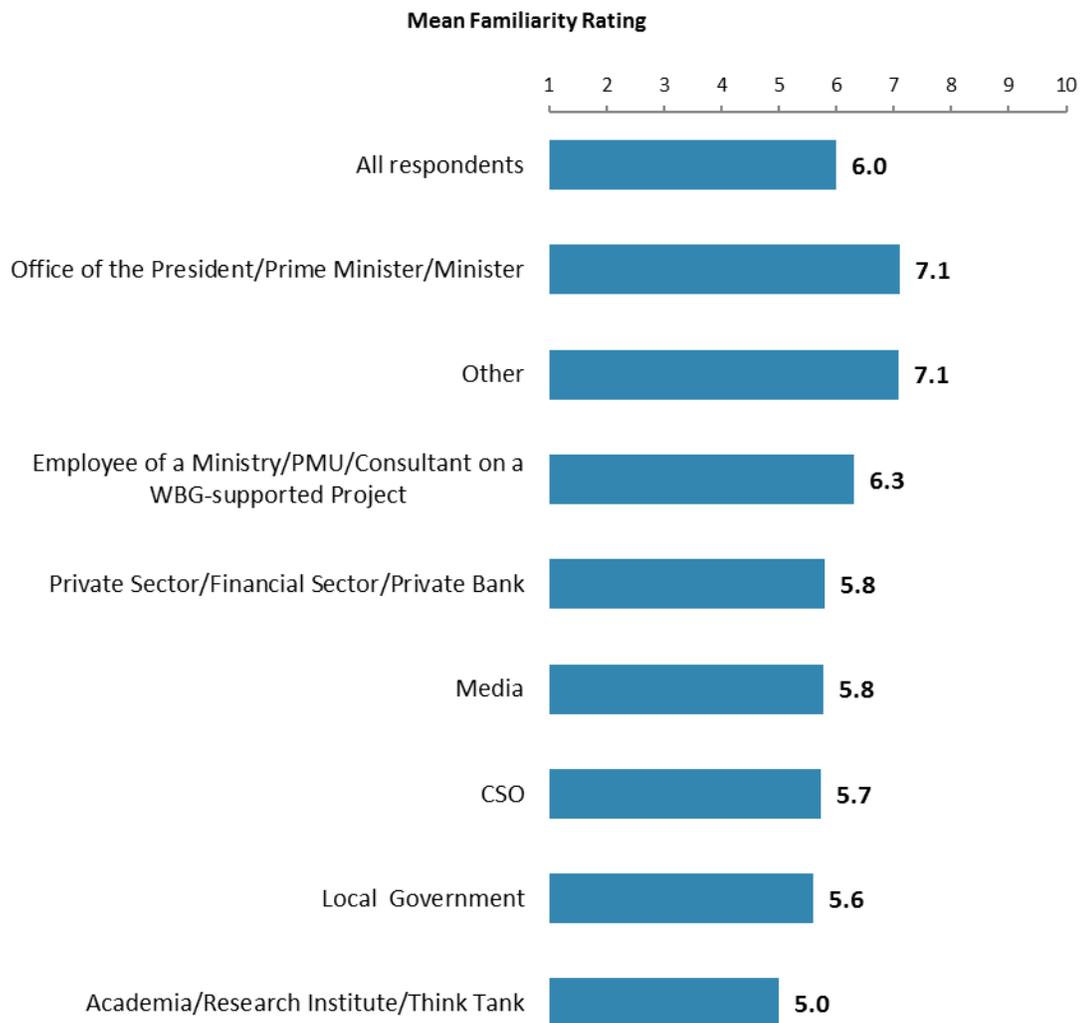
"Which of the following agencies of the World Bank Group do you primarily engage with in Bulgaria?" (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of familiarity with the WBG as respondents in the FY'15 Country Survey (weighted mean in FY'18 = 6.1; weighted mean in FY'15 = 5.8)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Bulgaria, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in Bulgaria, and the extent to which the WBG contributes to the country's development results.



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

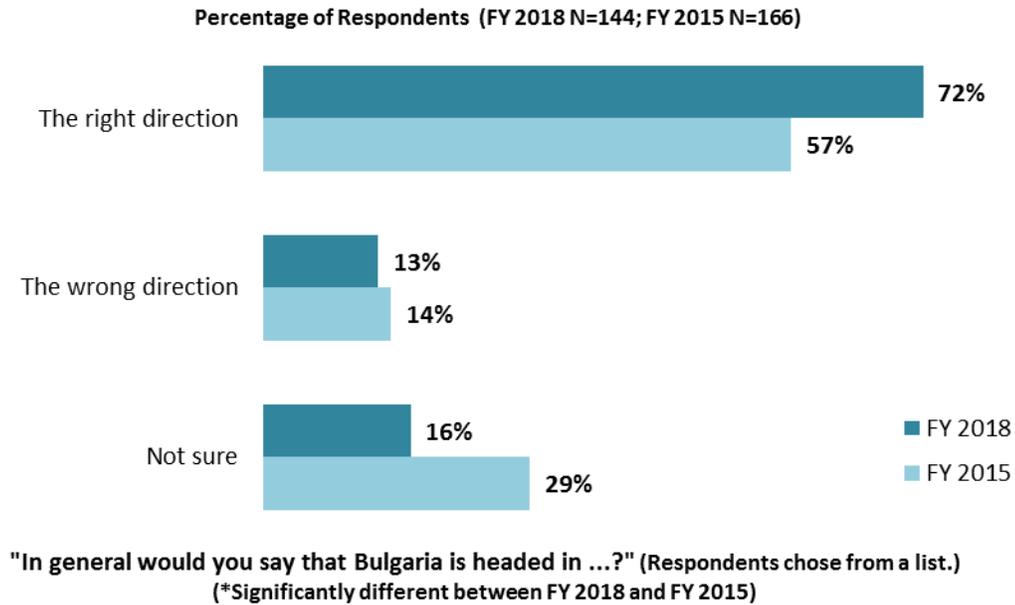
¹ Please refer to Appendix E (page 88) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Bulgaria

Headed in the Right Direction²

- **Stakeholder groups:** In this year’s Country Survey, respondents across most stakeholder groups were likely to indicate that Bulgaria is headed in the right direction, while respondents from the “CSO” category and the media were less positive about the prospects of Bulgaria.



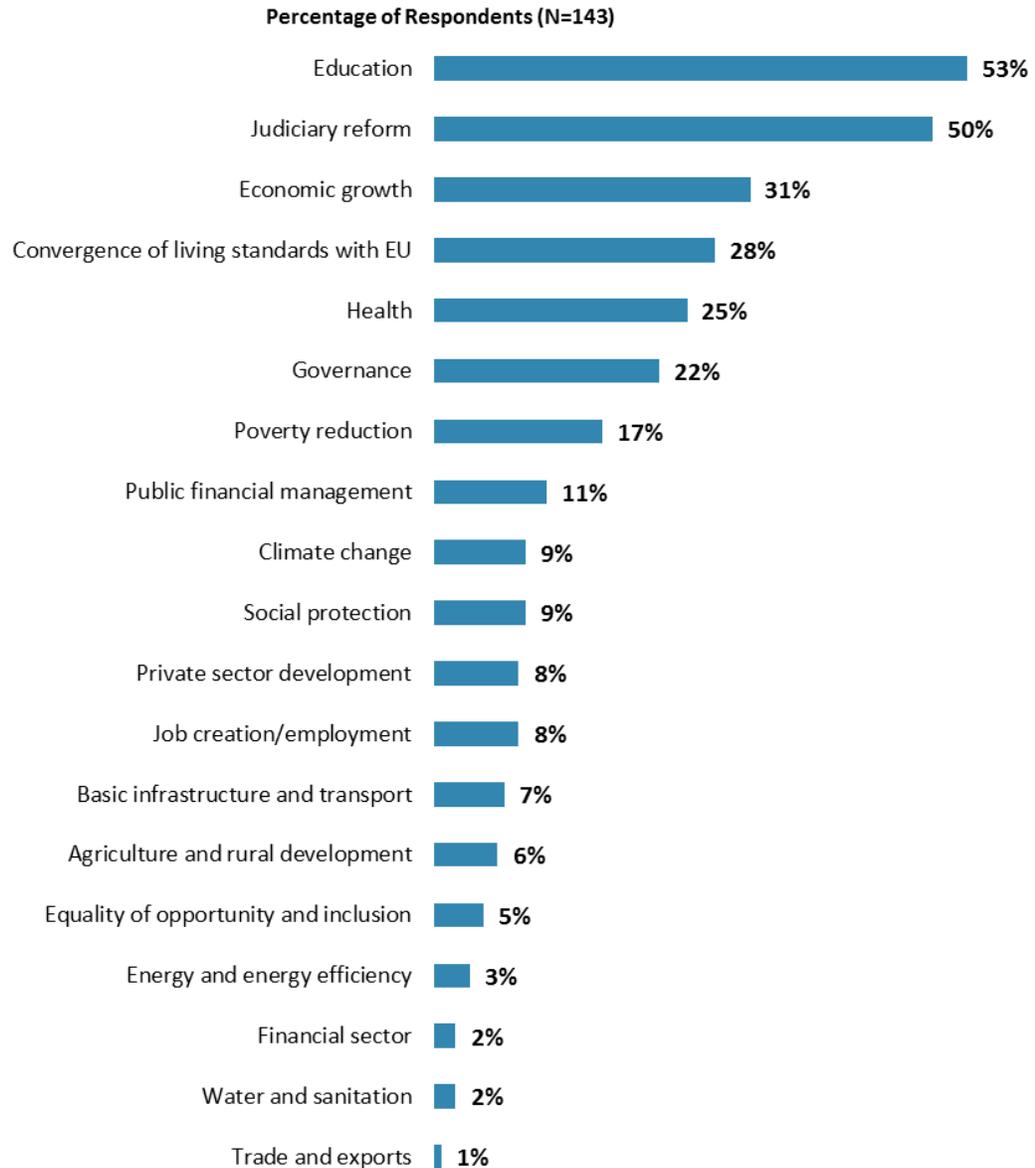
² Percentages presented in the chart were calculated based on weighted data from FY'18 and FY'15.



IV. General Issues Facing Bulgaria (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the most important development priorities in Bulgaria were “*education*” (53%), “*economic growth*” (53%), and “*law and justice*” (48%).



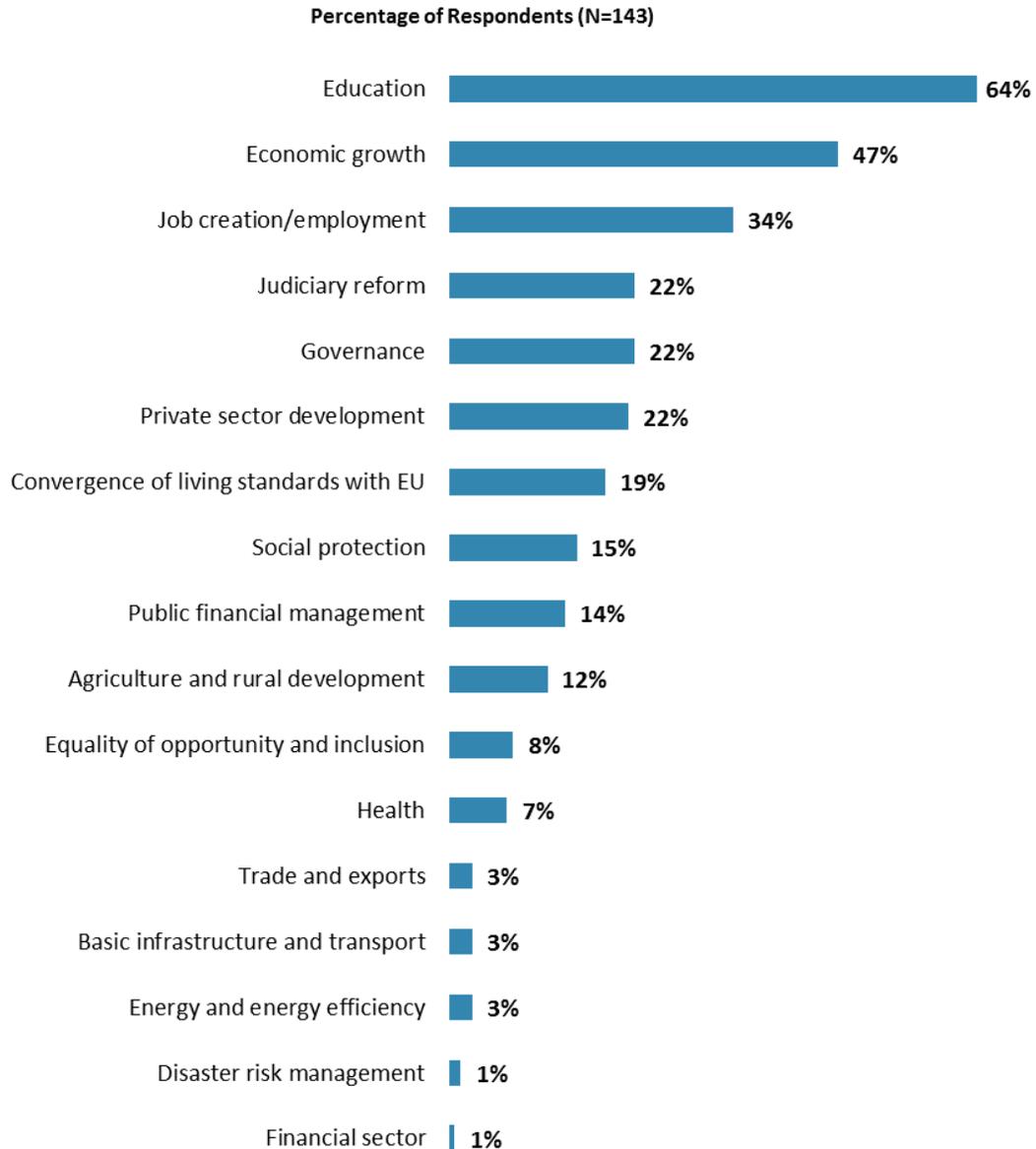
"Listed below are a number of development priorities in Bulgaria. Please identify which of the following you consider the most important development priorities in Bulgaria. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined.)



IV. General Issues Facing Bulgaria (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'15 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Bulgaria were “*education*” (53%), “*economic growth*” (41%), and “*job creation/employment*” (39%).



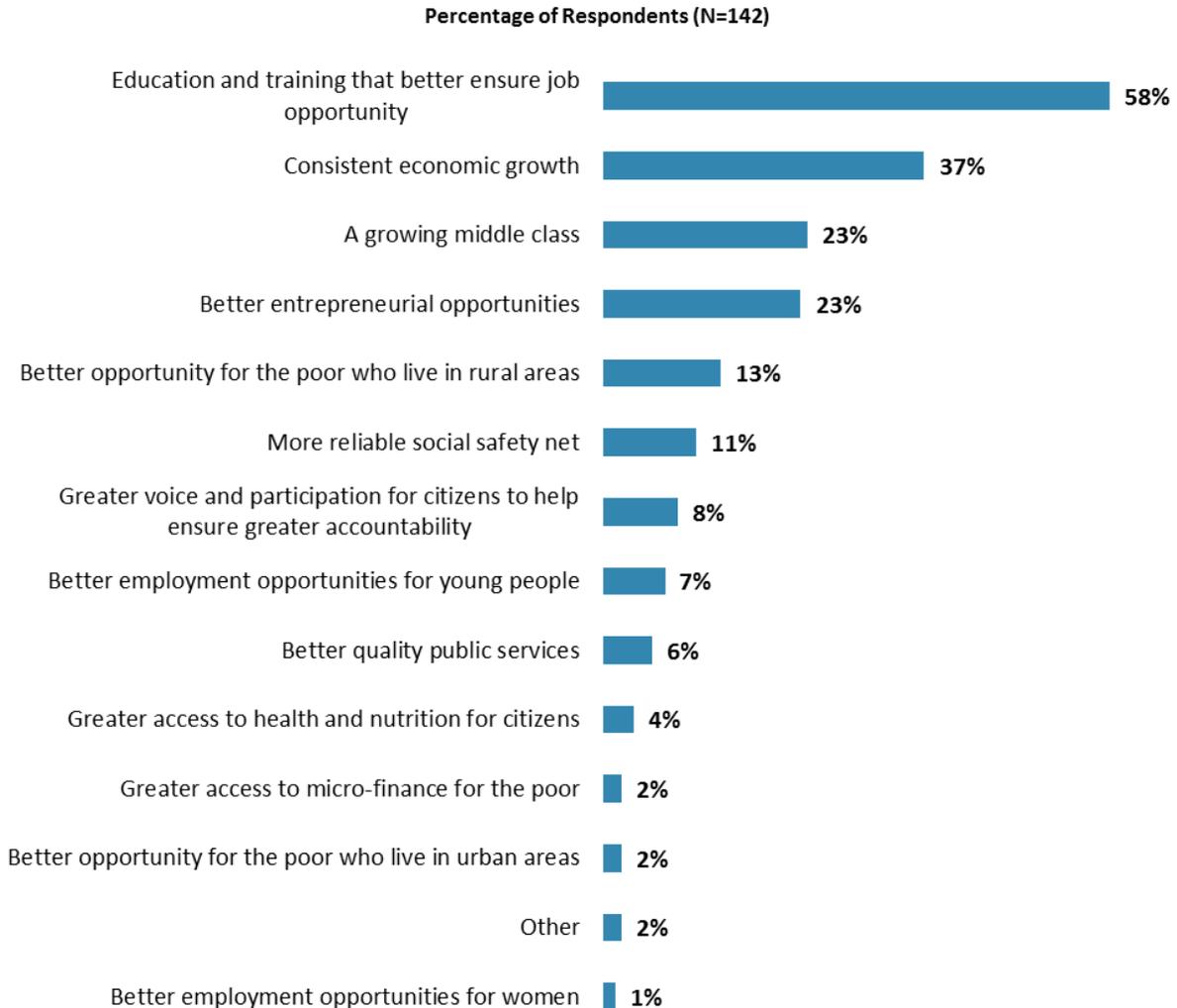
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Bulgaria? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Bulgaria (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’15 Country Survey, respondents indicated that shared prosperity in Bulgaria can be best achieved through “*education and training that better ensure job opportunity*” (54%) and “*consistent economic growth*” (47%).

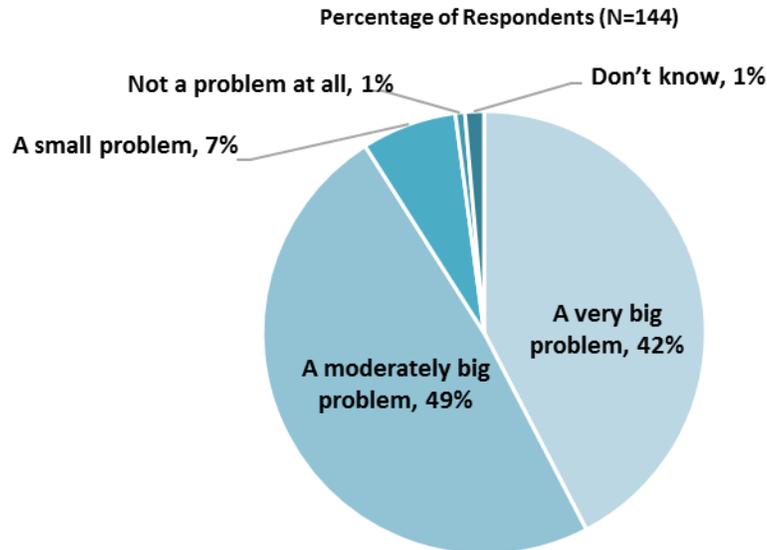


"The World Bank Group's “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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



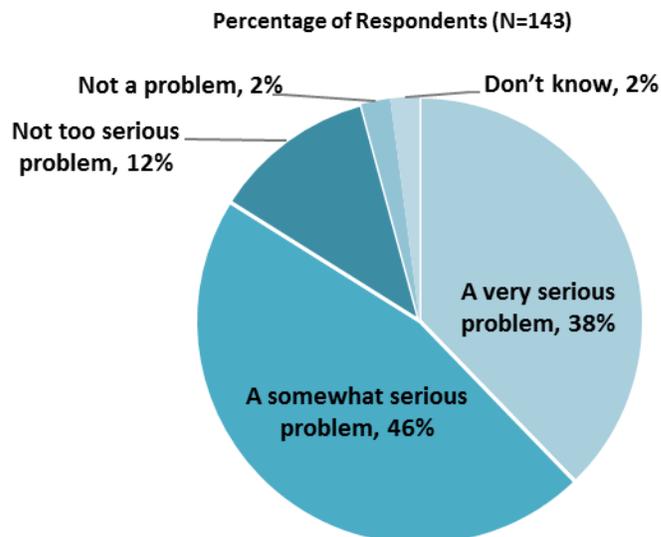
IV. General Issues Facing Bulgaria (continued)

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 Bulgaria?" (Respondents chose from a list.)

Global Climate Change

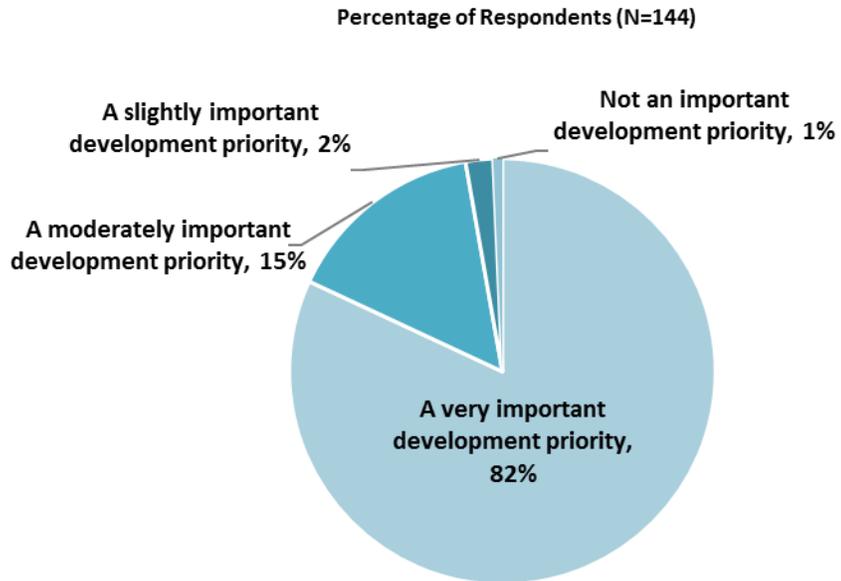


"In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country?" (Respondents chose from a list.)



IV. General Issues Facing Bulgaria (continued)

Early Childhood Development



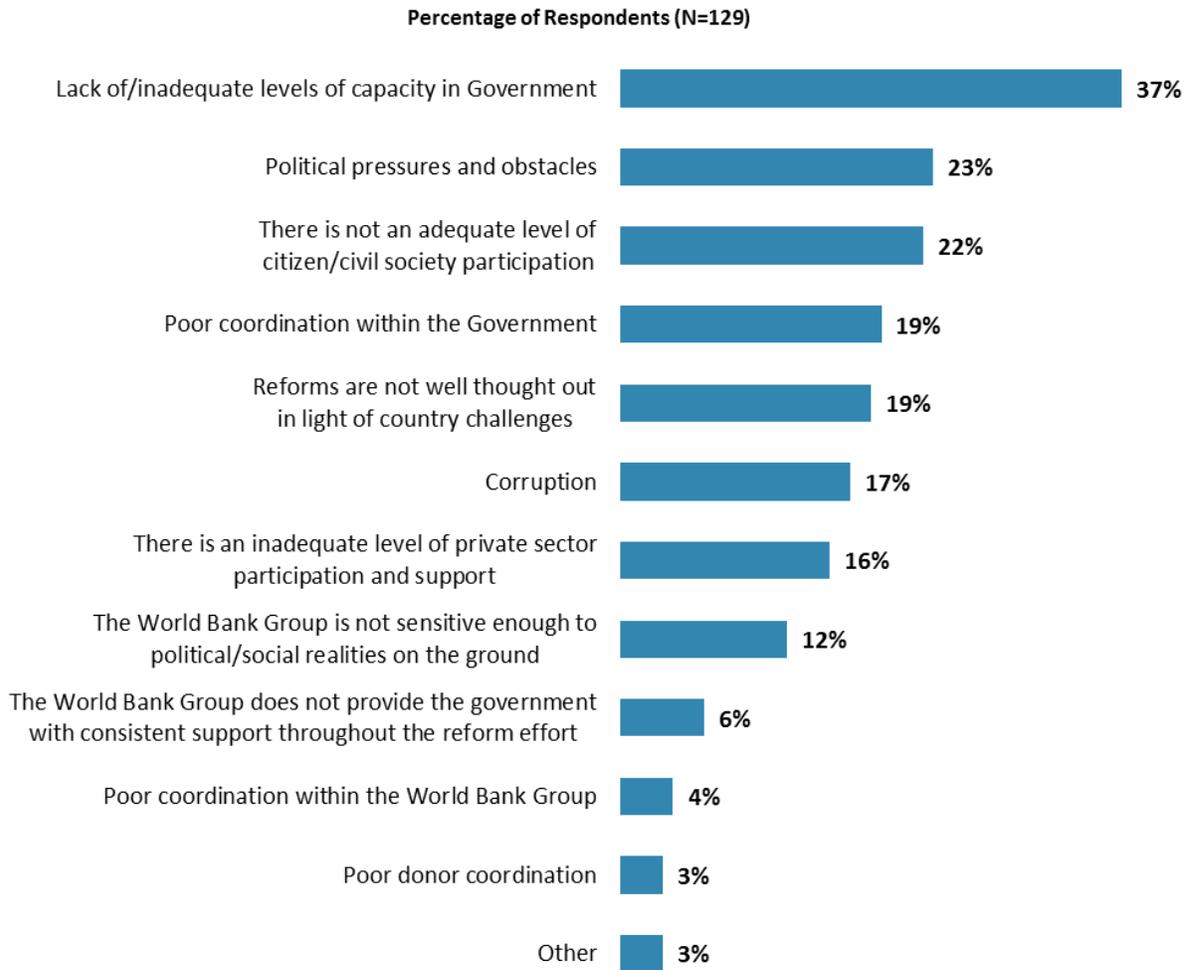
"In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Bulgaria?" (Respondents chose from a list.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'15 Country Survey most often attributed failed or slow WBG assisted reform efforts to “*lack of/inadequate levels of capacity in Government*” (40%).



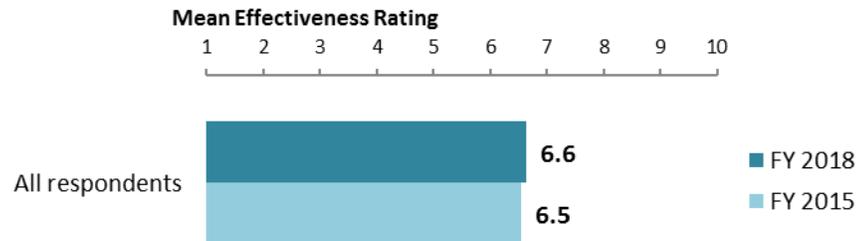
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

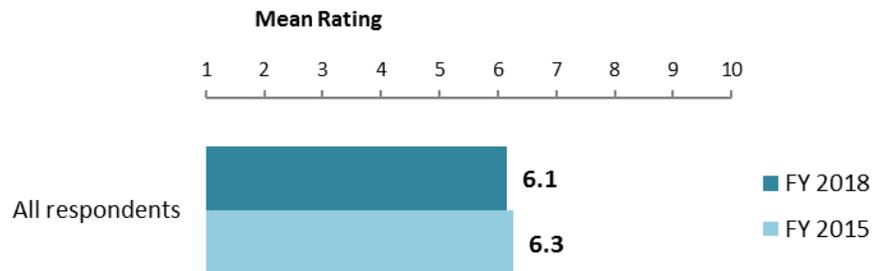
As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

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



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

Achieving Development Results (Indicator Question)



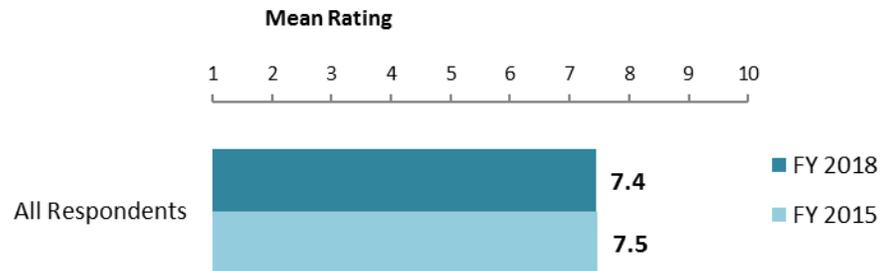
"To what extent does the World Bank Group’s work help to achieve development results in Bulgaria?" (1-"To no degree at all", 10-"To a very significant degree")

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



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

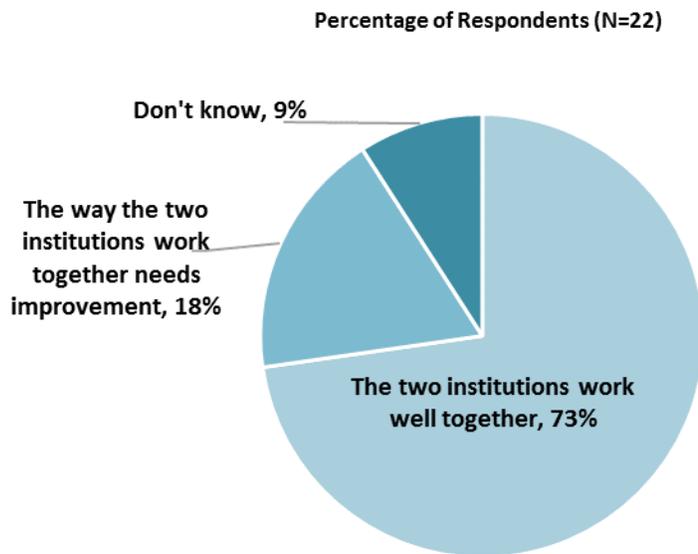
WBG Staff Preparedness⁴



"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Bulgaria 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 Bulgaria?" (Respondents chose from a list.)

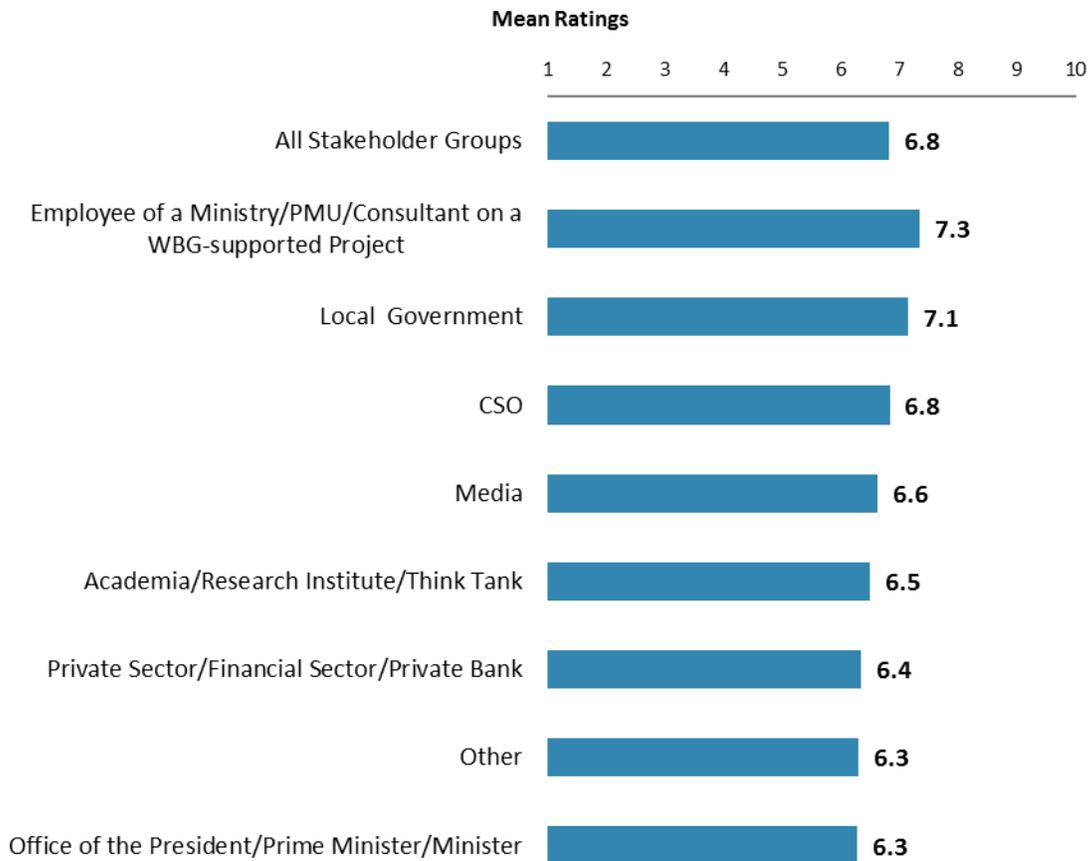
⁴ Means presented in the chart were calculated based on weighted data.



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 = 7.4) compared to respondents who do not collaborate with the WBG (mean rating = 6.2). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 95).



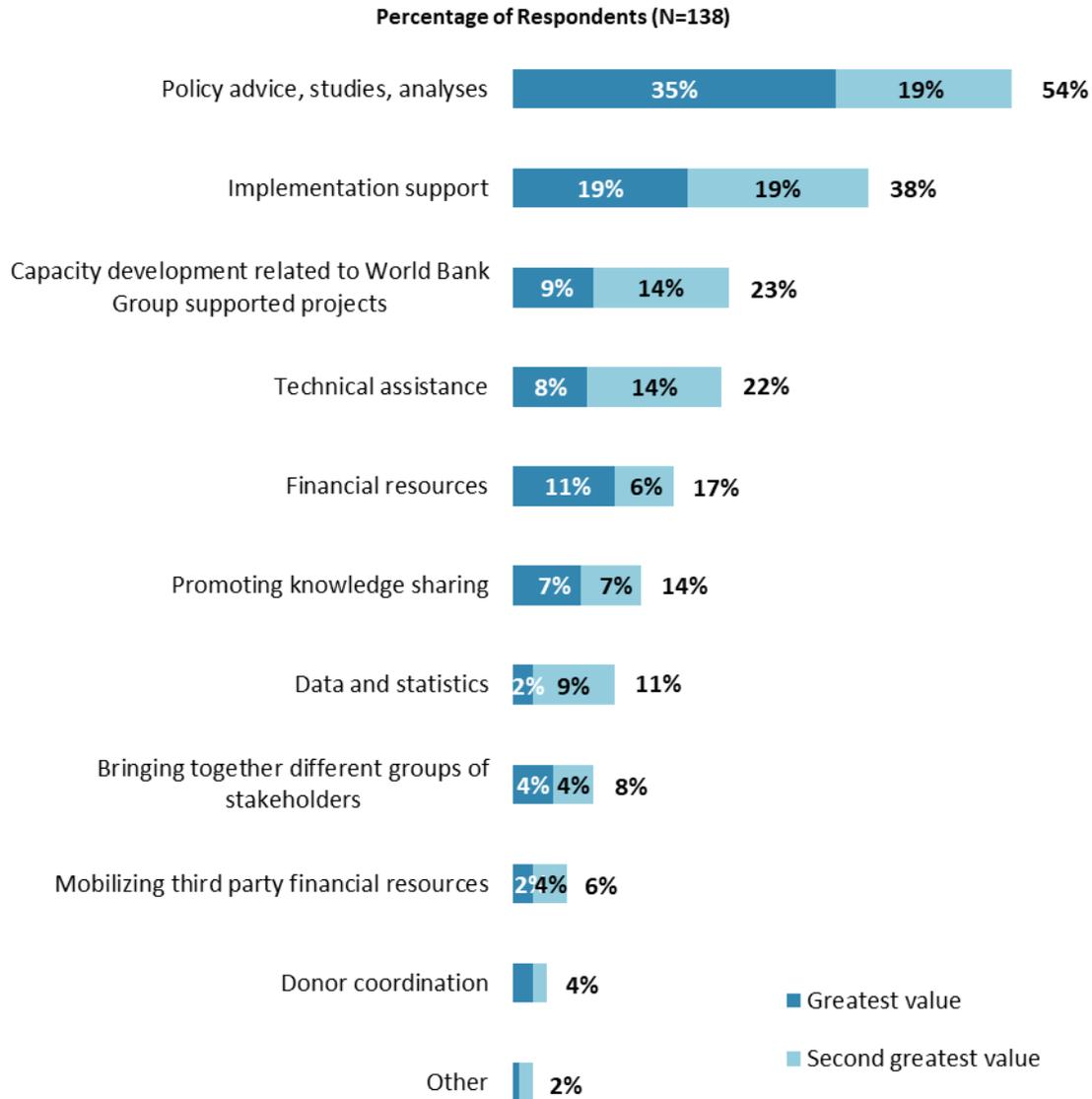
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG's greatest values to Bulgaria were its "*policy advice, studies, analyses*" (59%) and "*capacity development*" (42%).



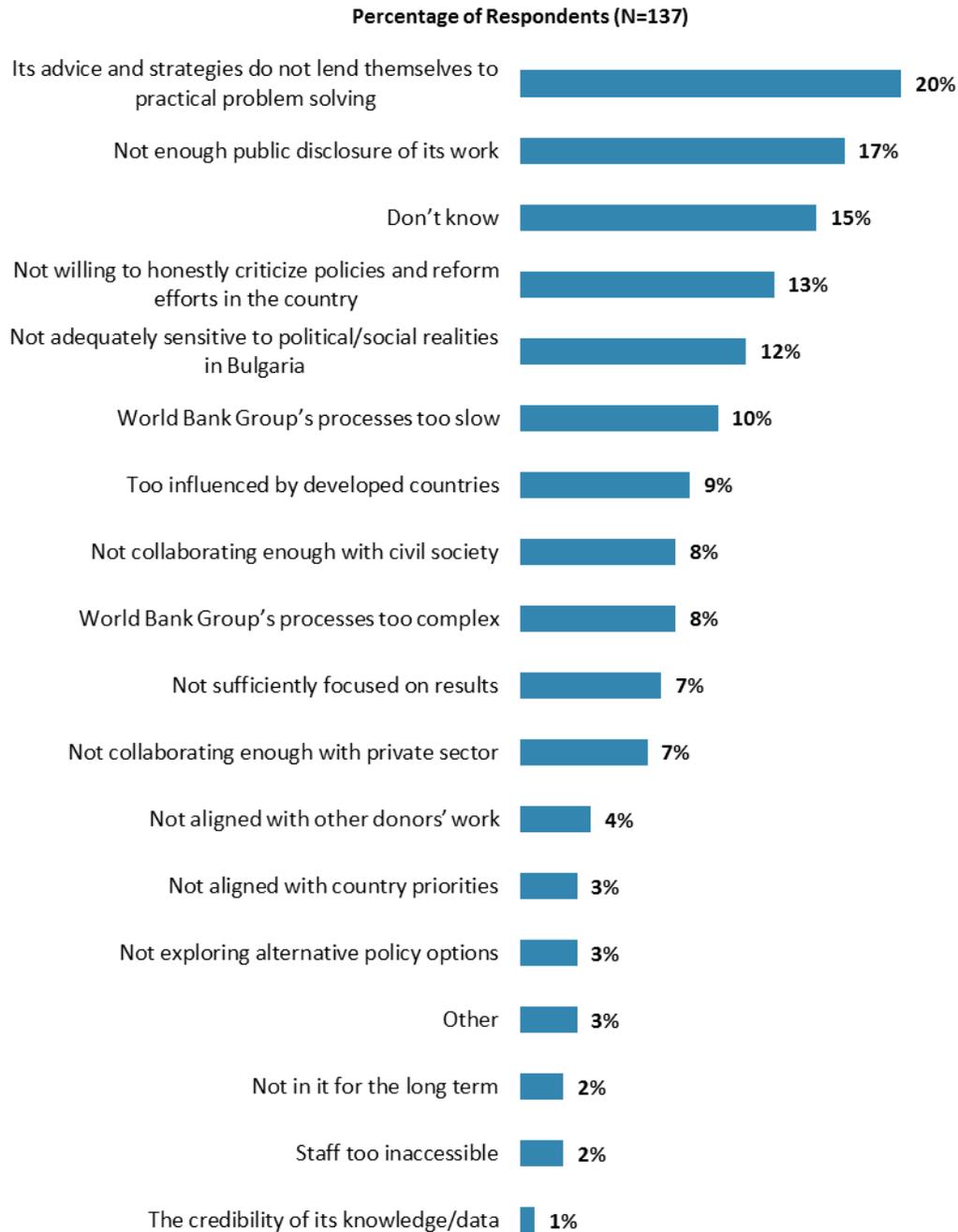
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Bulgaria?"
(Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG's greatest weakness in its work in Bulgaria was that *"its advice and strategies do not lend themselves to practical problem solving"* (24%).

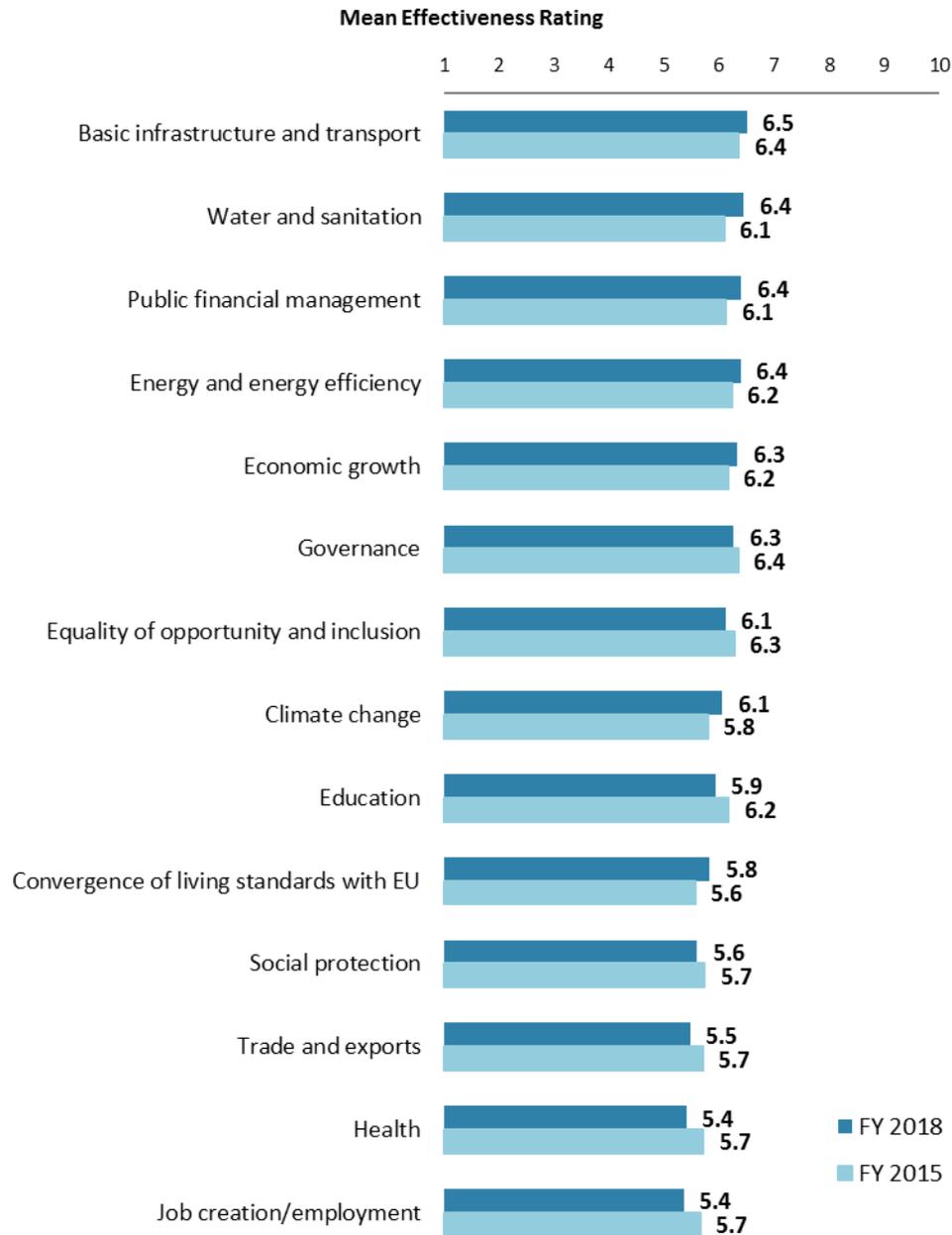


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bulgaria? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

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



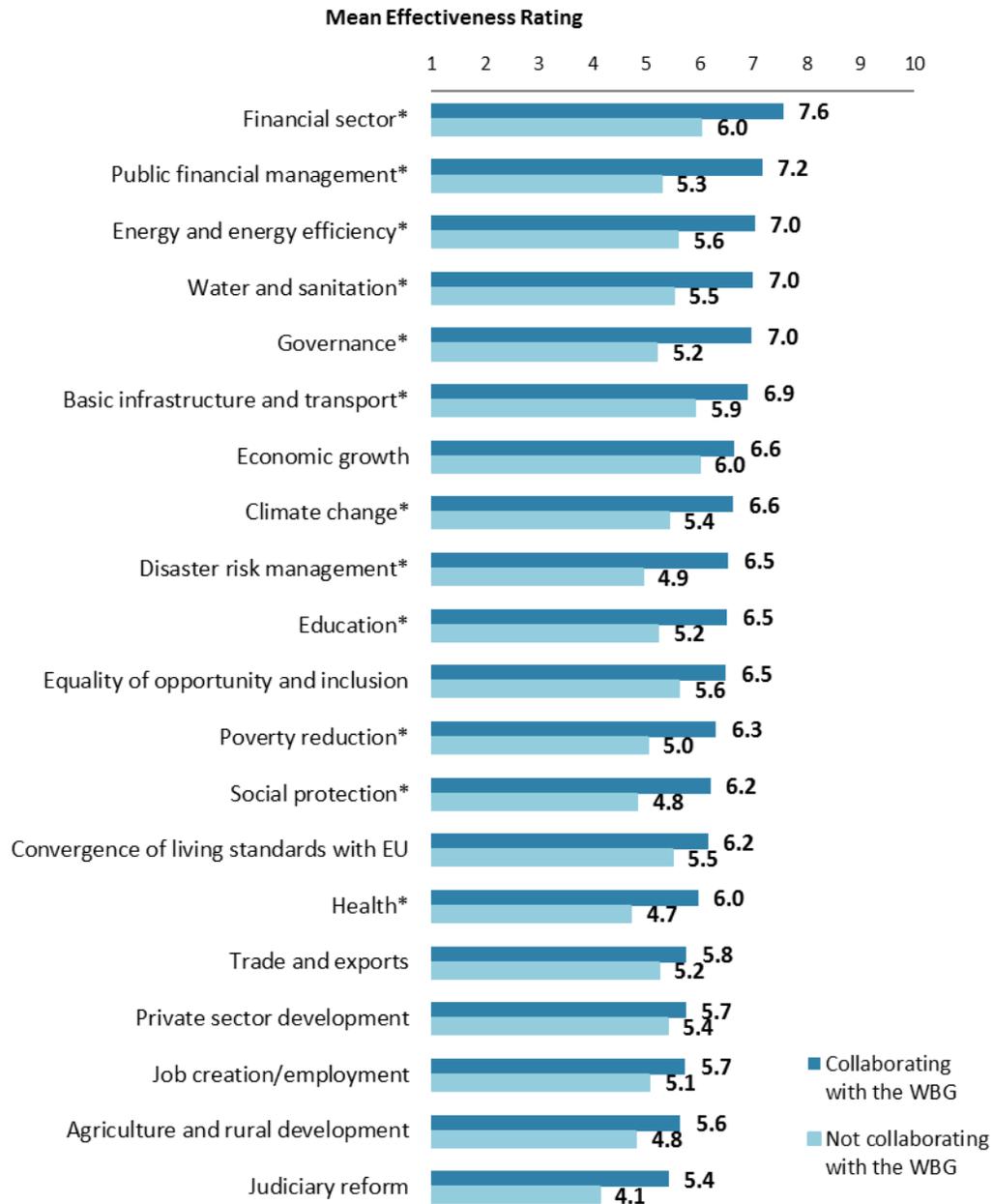
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bulgaria?" (1-"Not effective at all", 10-"Very effective")

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



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁶



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bulgaria?" (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 51) 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 Bulgaria, bivariate correlational analyses were conducted using respondents' ratings of the twenty 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 Bulgaria. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at public financial management;
 - The WBG's effectiveness at education; and
 - The WBG's effectiveness at poverty reduction.

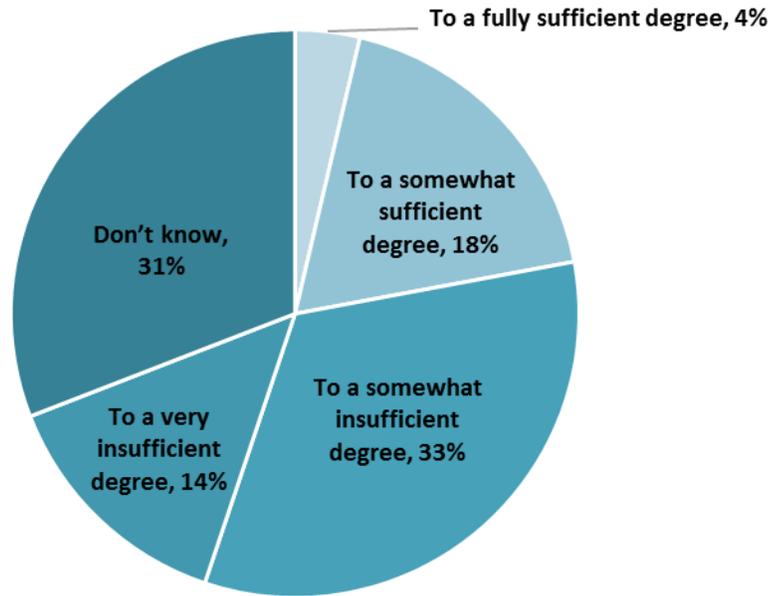
- **Achieving Development Results:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Bulgaria, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key driver from these analyses were:
 - The WBG's effectiveness at health;
 - The WBG's effectiveness at economic growth;
 - The WBG's effectiveness at public financial management;
 - The WBG's effectiveness at disaster risk management; and
 - The WBG's effectiveness at education.



VI. Sectoral Effectiveness (continued)

Helping the Poorest

Percentage of Respondents (N=136)

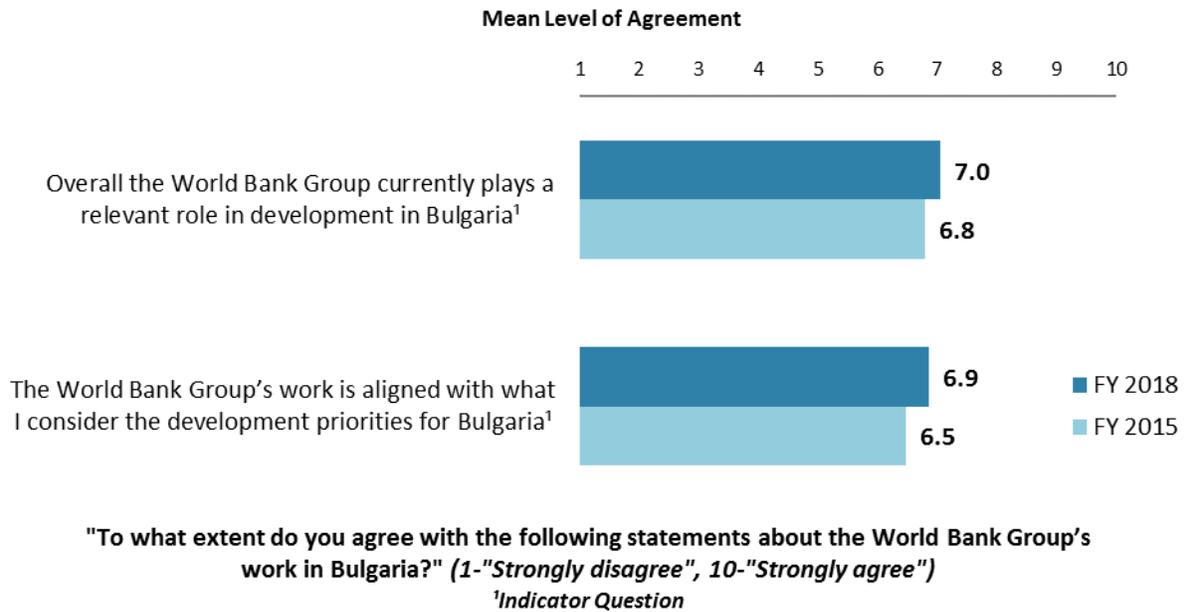


“To what extent do you believe that the World Bank Group’s work and support help the poorest in Bulgaria?” (Respondents chose from a list.)

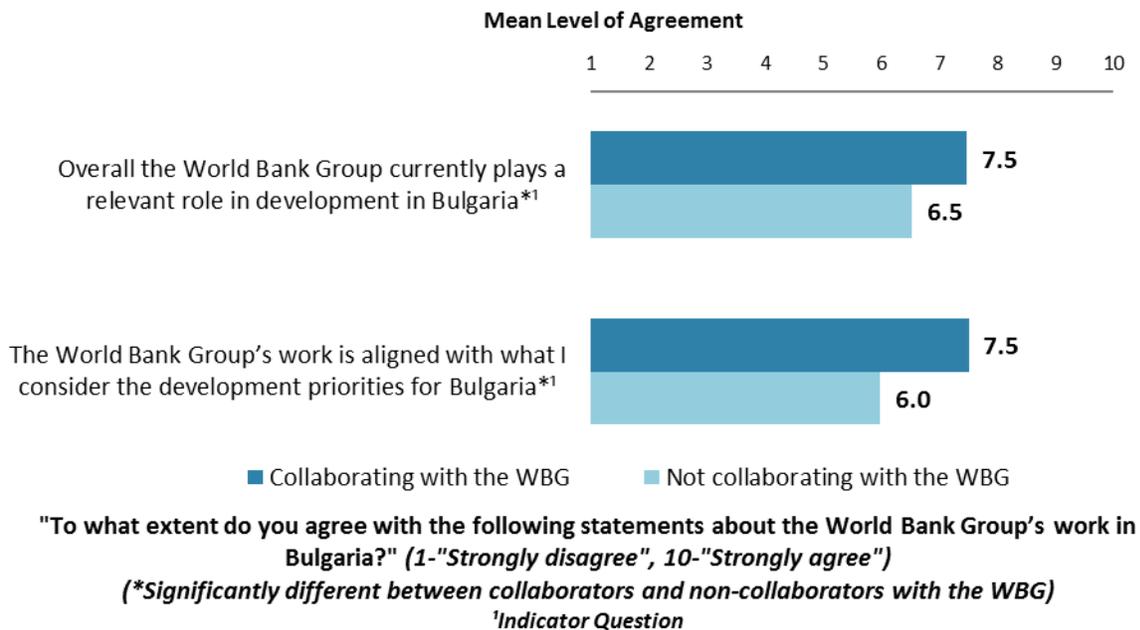


VII. How the World Bank Group Operates

The World Bank Group’s Work in Bulgaria: Year Comparison⁷



The World Bank Group’s Work in Bulgaria: Collaboration

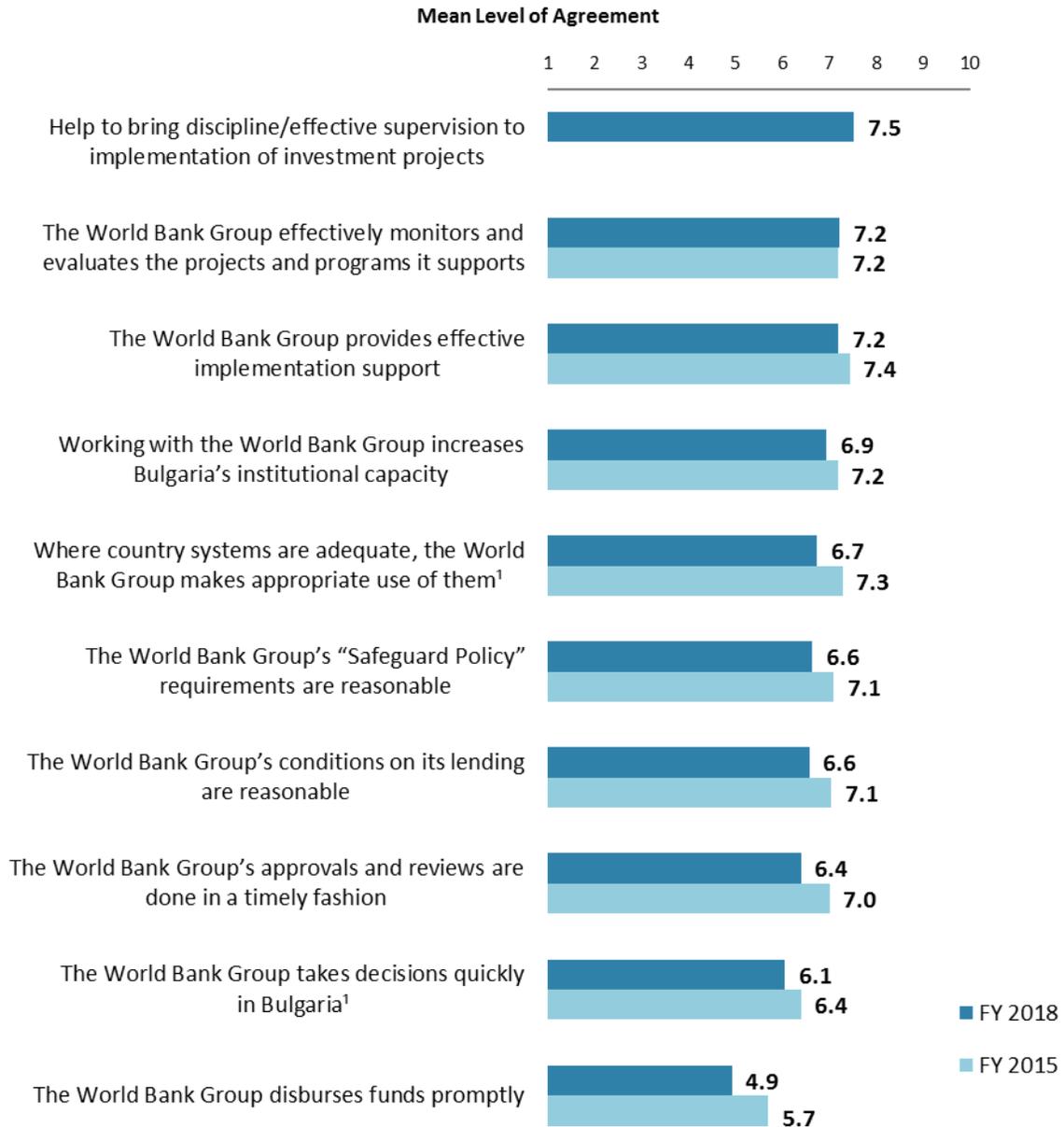


⁷ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸



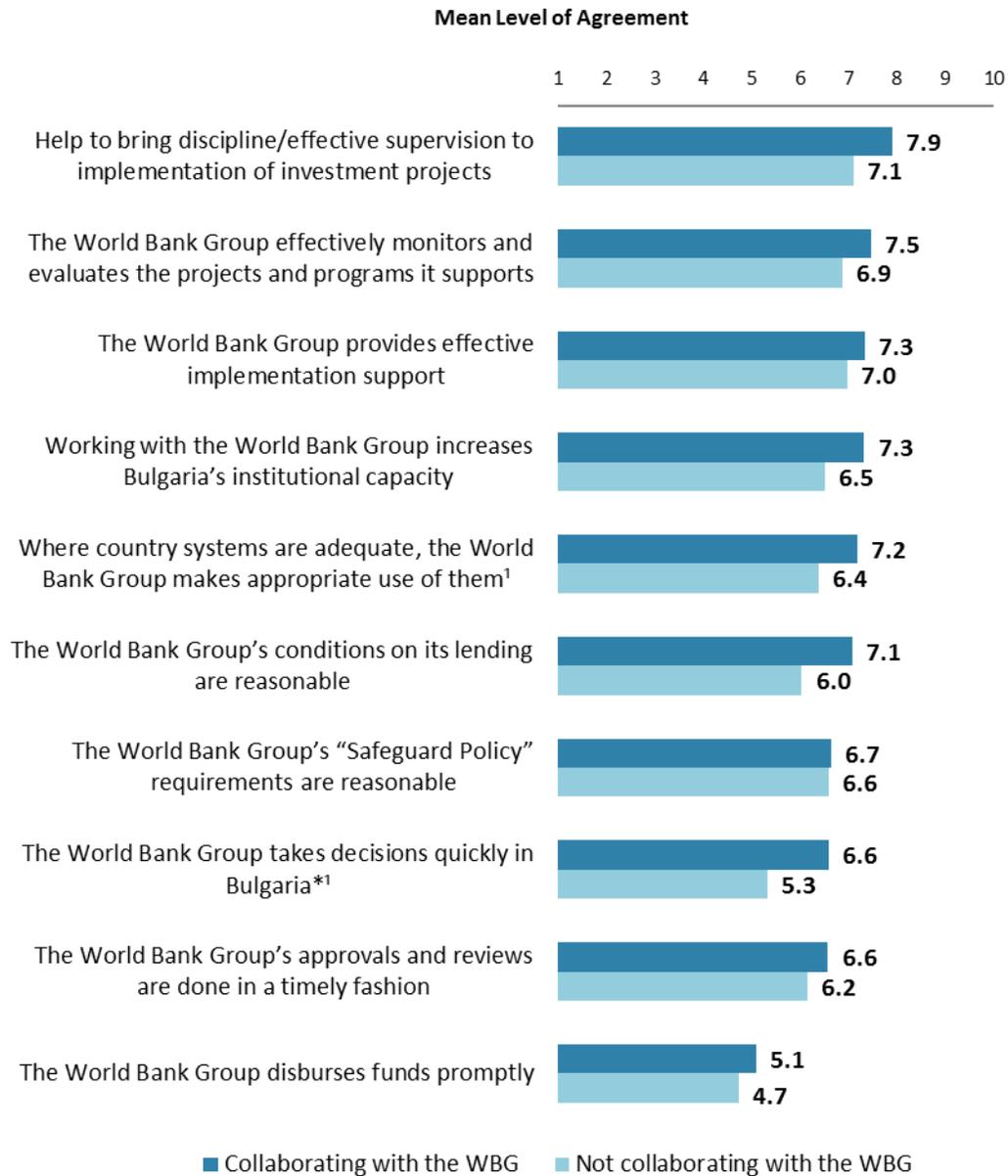
"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration



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



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁹



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

(*Significantly different between FY 2018 and FY 2015)

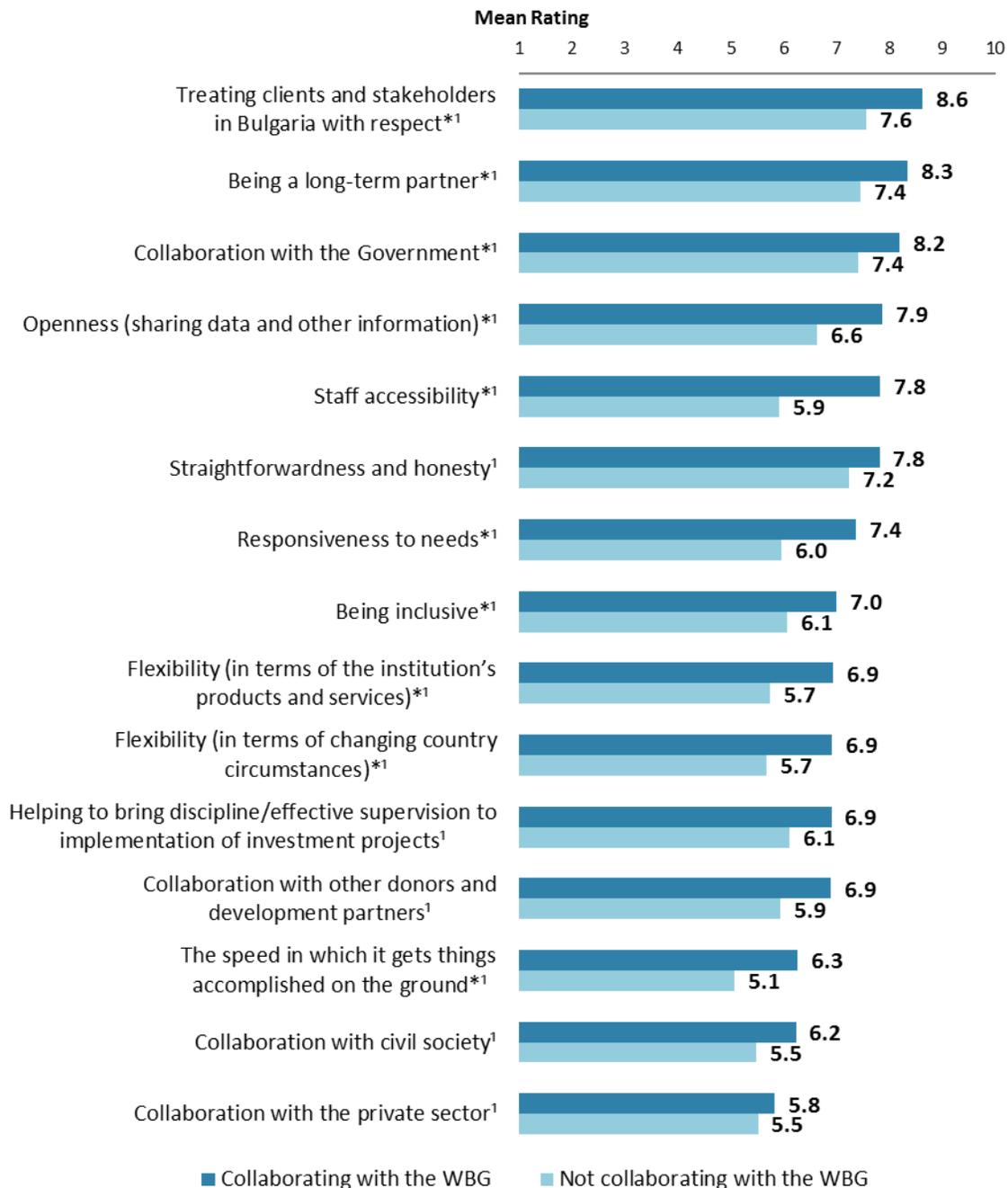
¹Indicator Question

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 Bulgaria, 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)

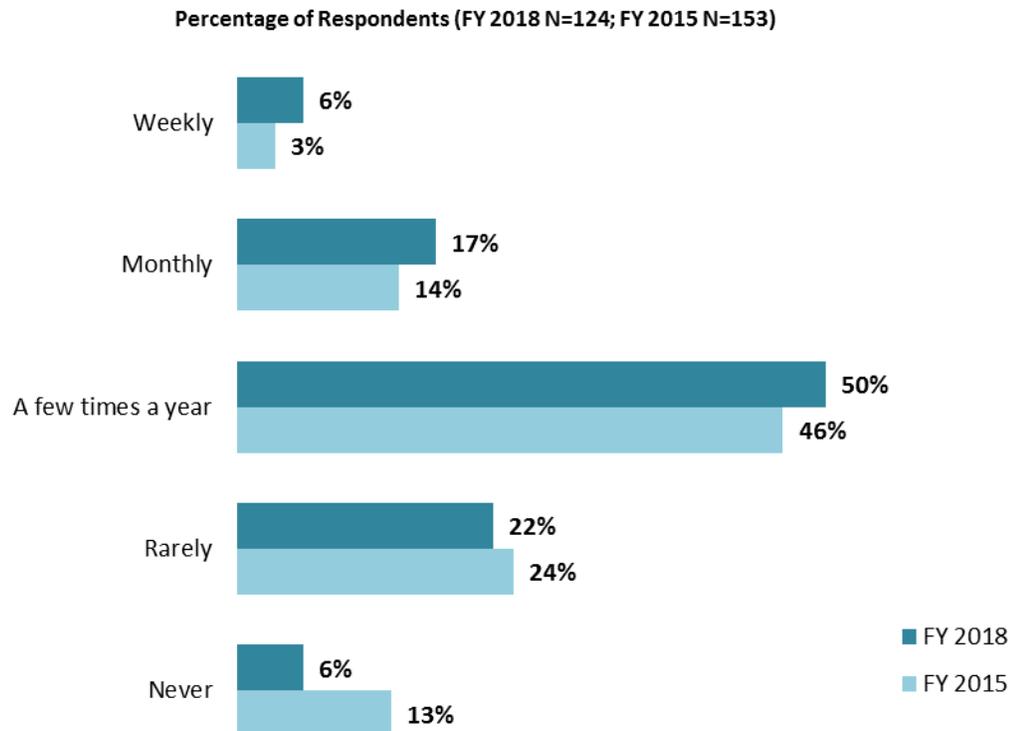
¹Indicator Question



VIII. World Bank Group’s Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹⁰

- **Stakeholder groups:** Respondents from the Office of the President/Prime Minister/Minister and respondents from the “Other” category indicated the most frequent usage (“*weekly/monthly*”) of the WBG’s knowledge work and activities compared to respondents from other stakeholder groups.



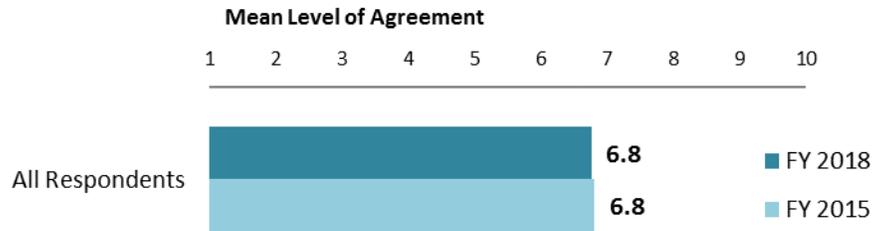
"How frequently do you consult World Bank Group’s knowledge work and activities in the work you do?"
(Respondents chose from a list.)

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



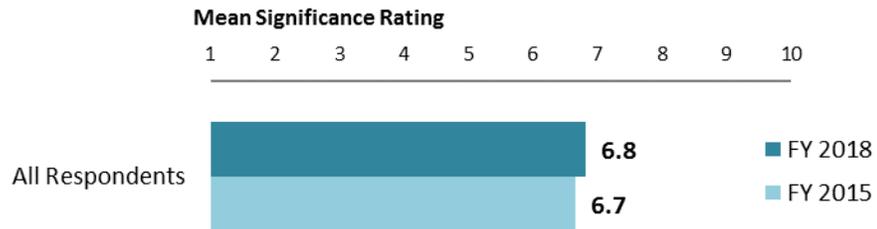
VIII. World Bank Group’s Knowledge and Instruments (continued)

Meeting Bulgaria’s Knowledge Needs¹¹ (Indicator Question)



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

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



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

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



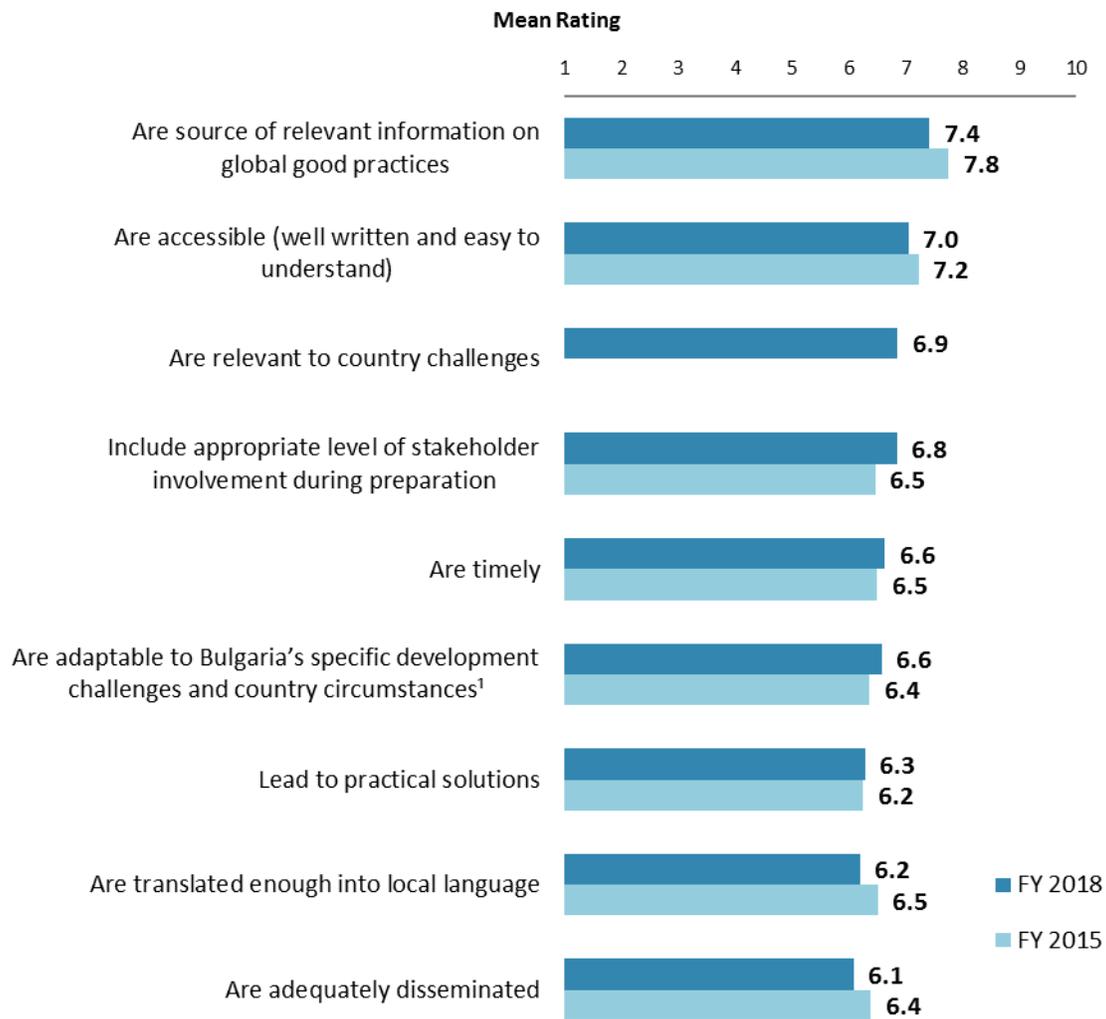
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

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



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

Qualities of the WBG's Knowledge Work and Activities¹²



"In Bulgaria, 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")

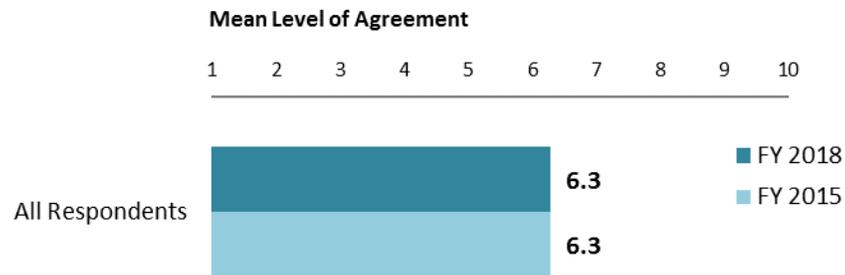
Indicator Question

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



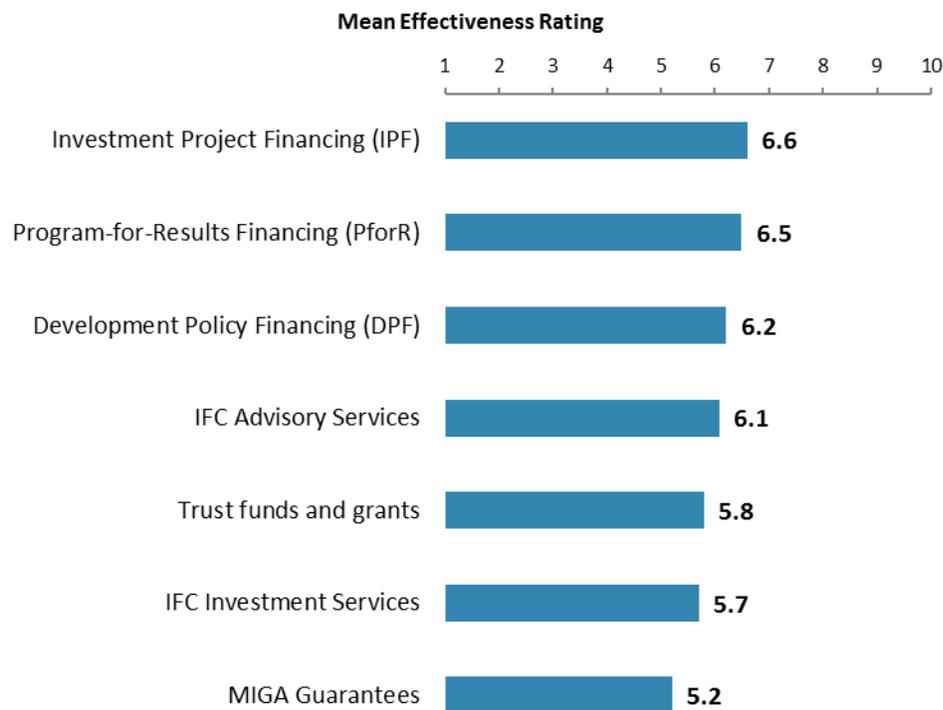
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Bulgaria's Needs for Financial Instruments¹³ (Indicator Question)



"The World Bank Group's financial instruments (i.e., investment lending, Program-for-Results, etc.) meet the needs of Bulgaria" (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 Bulgaria 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.



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

WBG's Reimbursable Advisory Services



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



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should “*reach out more to groups outside of Government*” (39%) and “*increase the level of capacity development in the country*” (33%) to make itself of greater value in Bulgaria.



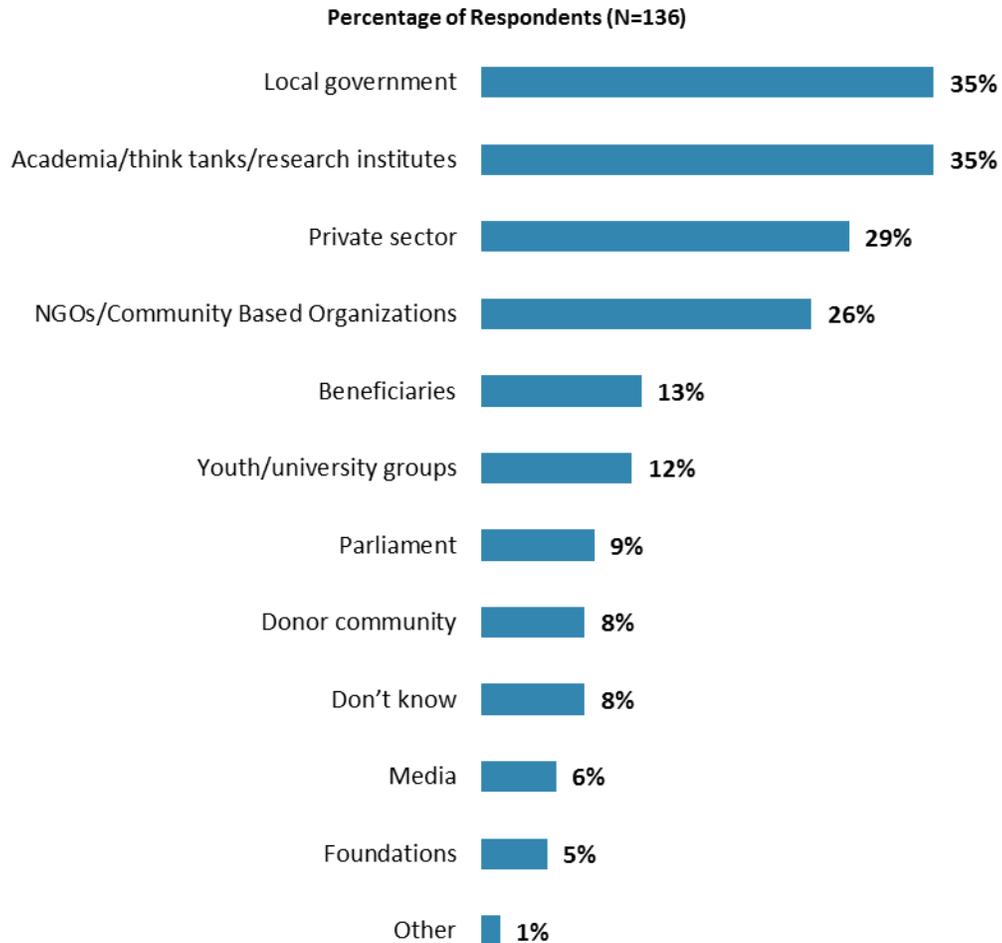
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Bulgaria? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should work more with “*academia/think tanks/research institutes*” (41%), “*local government*” (28%), and “*private sector*” (28%) to ensure better development results in Bulgaria.



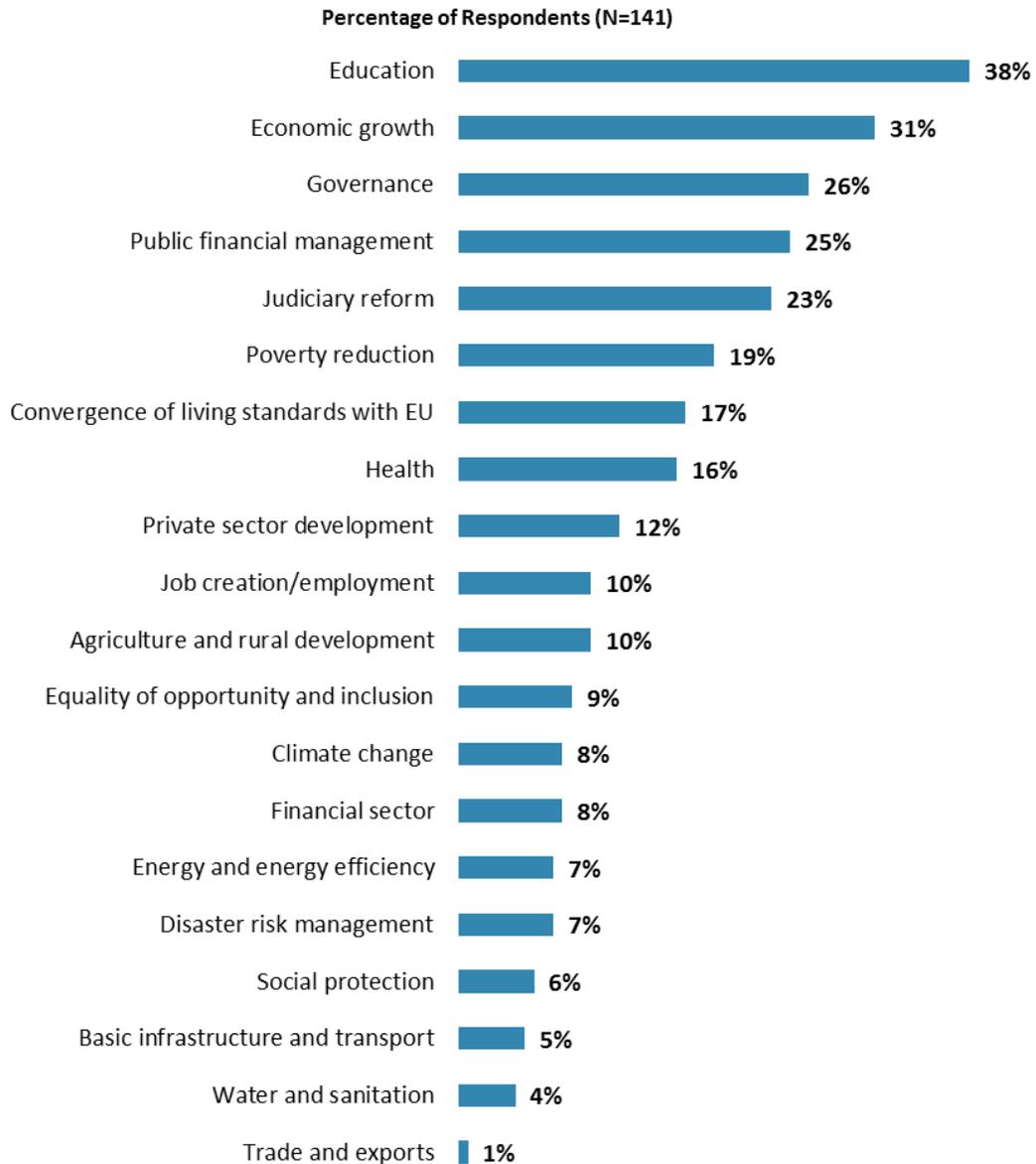
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should focus its resources on “*education*” (47%), “*economic growth*” (29%), and “*governance*” (27%).

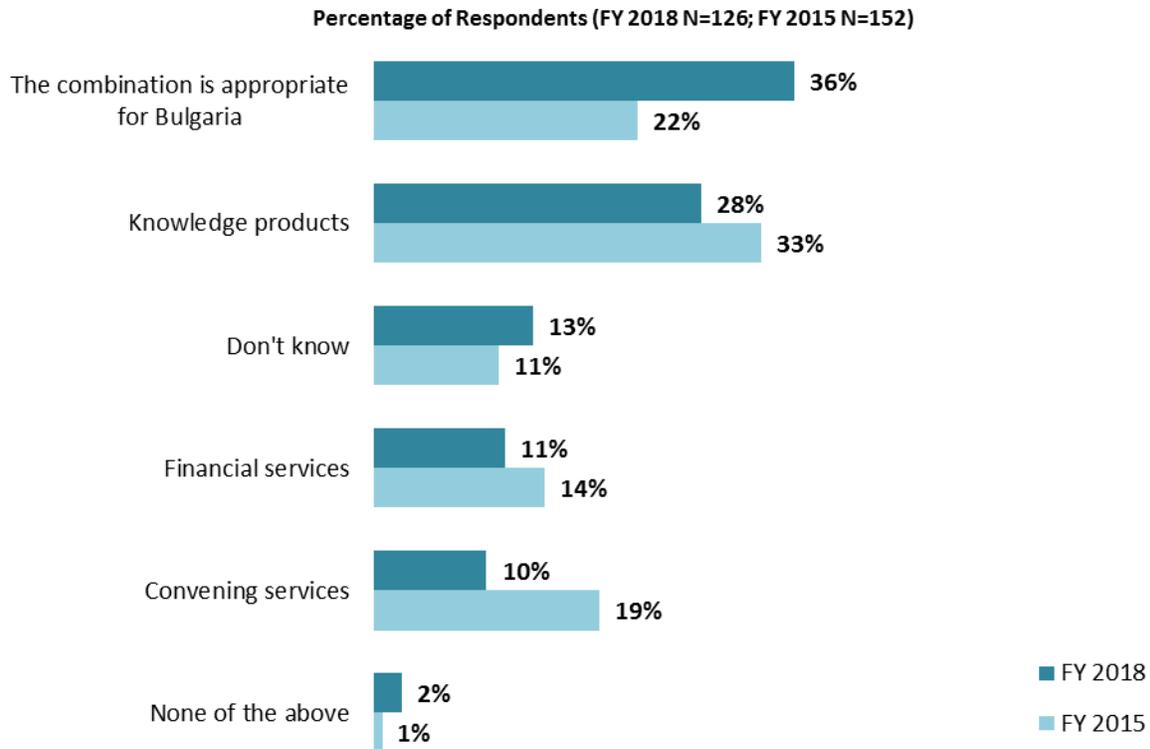


“When thinking about how the World Bank Group can have the most impact on development results in Bulgaria, in which sectors do you believe the World Bank Group should focus most of its resources in Bulgaria? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)



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

Future Combination of the WBG Services¹⁴



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

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

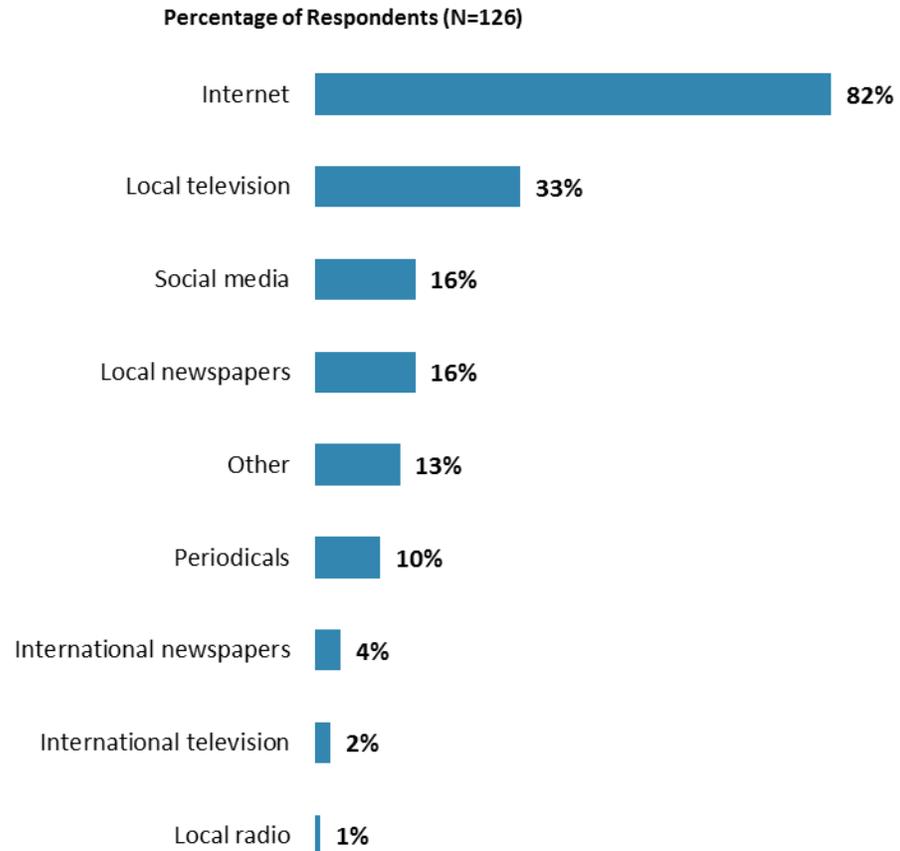


X. Communication and Outreach

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’15 Country Survey indicated that they got most of their information about economic and social development issues in Bulgaria from “*Internet*” (81%) and “*local television*” (27%).



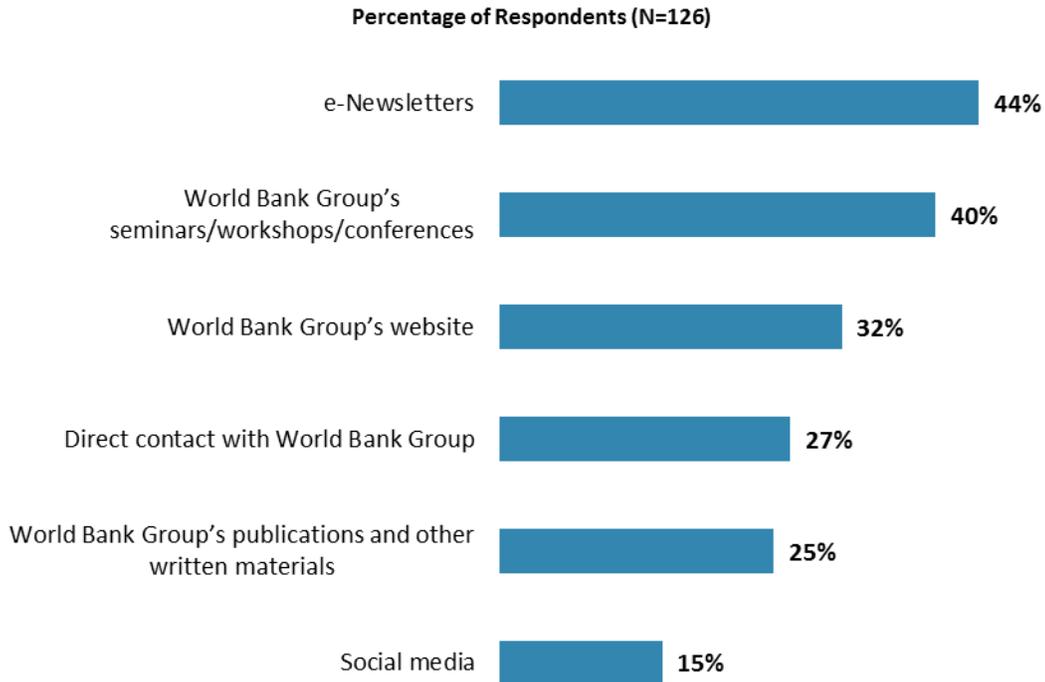
"How do you get most of your information about economic and social development issues in Bulgaria? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that they would prefer to receive information from the WBG through “*WBG’s seminars/workshops/conferences*” (42%), “*WBG’s website*” (36%), and “*e-Newsletters*” (35%).

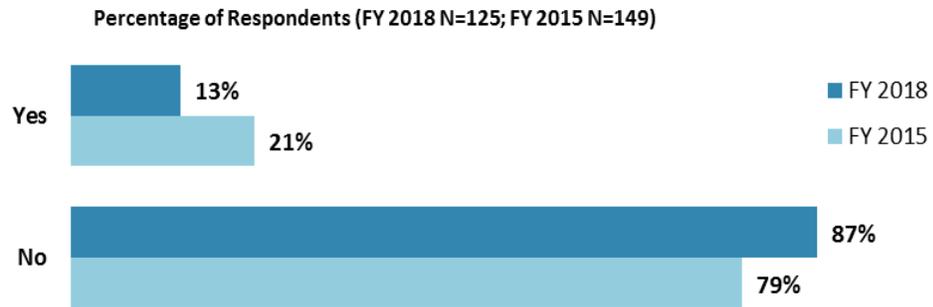


"How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



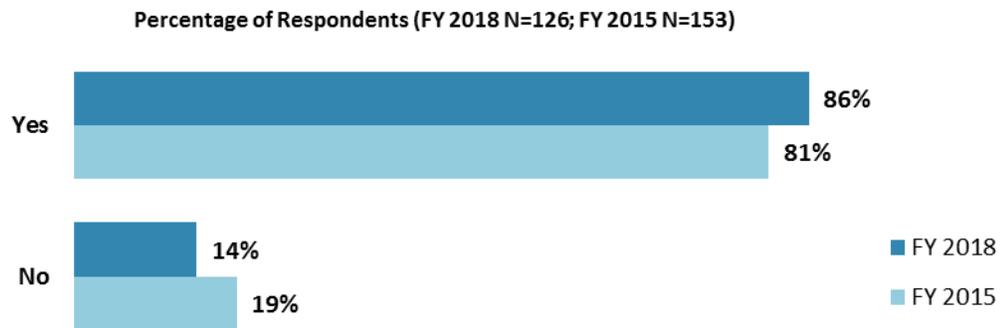
X. Communication and Outreach (continued)

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?"

The WBG Website Usage



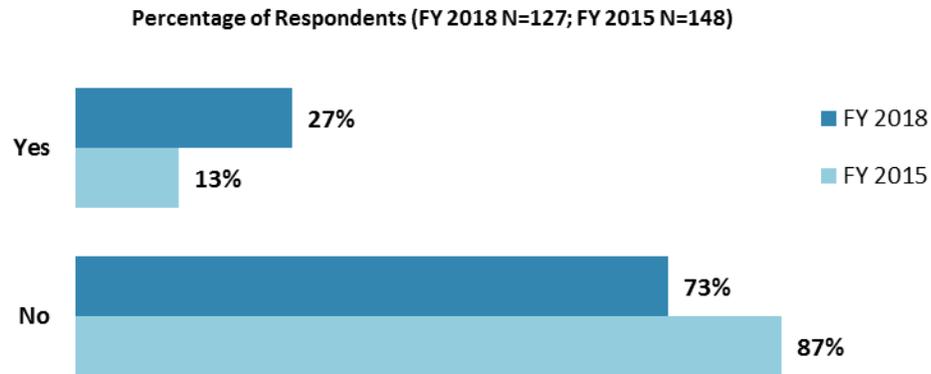
"Do you use/have you used the World Bank Group website?"

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



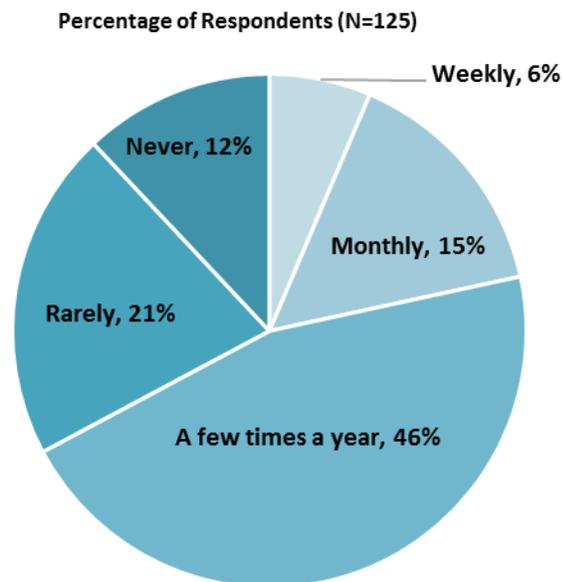
X. Communication and Outreach (continued)

Use of the WBG's Social Media Channels¹⁶



"Do you currently consult the World Bank Group's social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?"
*(*Significantly different between FY 2018 and FY 2015)*

Frequency of Digital WBG Usage



"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?" (Respondents chose from a list.)

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



XI. Appendices

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Appendix A: Responses to All Questions across All Respondents (N=145)

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 Bulgaria

1. In general would you say that Bulgaria is headed in ...?	Percentage of Respondents (N=143)
The right direction	70.6%
The wrong direction	12.6%
Not sure	16.8%

2. Listed below are a number of development priorities in Bulgaria. Please identify which of the following you consider the most important development priorities in Bulgaria? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=143)
Education	53.1%
Judiciary reform	49.7%
Economic growth	31.5%
Convergence of living standards with EU	28.0%
Health	25.2%
Governance (i.e., government effectiveness)	22.4%
Poverty reduction	16.8%
Public financial management (e.g., public expenditure, fiscal system reform)	11.2%
Climate change (e.g., mitigation, adaptation)	9.1%
Social protection (e.g., pensions, targeted social assistance)	9.1%
Private sector development	8.4%
Job creation/employment	8.4%
Basic infrastructure and transport (e.g., roads, bridges, transportation)	7.0%
Agriculture and rural development	6.3%
Equality of opportunity and inclusion (e.g., gender, Roma inclusion)	4.9%
Energy and energy efficiency	3.5%
Financial sector (e.g., banking/non-banking)	2.1%
Water and sanitation	2.1%
Trade and exports	0.7%
Disaster risk management	0.0%

**A. General Issues Facing Bulgaria (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 Bulgaria? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=143)
Education	63.6%
Economic growth	46.9%
Job creation/employment	34.3%
Judiciary reform	22.4%
Governance (i.e., government effectiveness)	22.4%
Private sector development	21.7%
Convergence of living standards with EU	18.9%
Social protection (e.g., pensions, targeted social assistance)	15.4%
Public financial management (e.g., public expenditure, fiscal system reform)	14.0%
Agriculture and rural development	11.9%
Equality of opportunity and inclusion (e.g., gender, Roma inclusion)	7.7%
Health	7.0%
Trade and exports	2.8%
Basic infrastructure and transport (e.g., roads, bridges, transportation)	2.8%
Energy and energy efficiency	2.8%
Disaster risk management	1.4%
Financial sector (e.g., banking/non-banking)	0.7%
Water and sanitation	0.0%
Climate change (e.g., mitigation, adaptation)	0.0%

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 Bulgaria? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=142)
Education and training that better ensure job opportunity	57.7%
Consistent economic growth	36.6%
A growing middle class	23.2%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	22.5%
Better opportunity for the poor who live in rural areas	13.4%
More reliable social safety net	10.6%
Greater voice and participation for citizens to help ensure greater accountability	8.5%
Better employment opportunities for young people	7.0%
Better quality public services	5.6%
Greater access to health and nutrition for citizens	3.5%
Greater access to micro-finance for the poor	2.1%
Better opportunity for the poor who live in urban areas	2.1%
Other	2.1%
Better employment opportunities for women	1.4%

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

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 Bulgaria? (Select only ONE response)	Percentage of Respondents (N=144)
A very big problem	42.4%
A moderately big problem	48.6%
A small problem	6.9%
Not a problem at all	0.7%
Don't know	1.4%

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=143)
A very serious problem	37.8%
A somewhat serious problem	46.2%
Not too serious problem	11.9%
Not a problem	2.1%
Don't know	2.1%

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 Bulgaria? (Select only ONE response)	Percentage of Respondents (N=144)
A very important development priority	81.9%
A moderately important development priority	15.3%
A slightly important development priority	2.1%
Not an important development priority	0.7%
Don't know	0.0%

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 Bulgaria? (1-Not familiar at all, 10-Extremely familiar)	143	n/a	6.00	2.19

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Bulgaria. (1-Not effective at all, 10-Very effective)	127	16	6.62	1.87

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 Bulgaria solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	121	21	7.47	1.82

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

4. When thinking about how the World Bank Group can have the most impact on development results in Bulgaria, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Bulgaria? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=141)
Education	38.3%
Economic growth	31.2%
Governance (i.e., government effectiveness)	26.2%
Public financial management (e.g., public expenditure, fiscal system reform)	24.8%
Judiciary reform	23.4%
Poverty reduction	19.1%
Convergence of living standards with EU	17.0%
Health	16.3%
Private sector development	12.1%
Job creation/employment	9.9%
Agriculture and rural development	9.9%
Equality of opportunity and inclusion (e.g., gender, Roma inclusion)	8.5%
Climate change (e.g., mitigation, adaptation)	7.8%
Financial sector (e.g., banking/non-banking)	7.8%
Energy and energy efficiency	7.1%
Disaster risk management	7.1%
Social protection (e.g., pensions, targeted social assistance)	5.7%
Basic infrastructure and transport (e.g., roads, bridges, transportation)	5.0%
Water and sanitation	4.3%
Trade and exports	0.7%

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 Bulgaria?	Percentage of Respondents (N=138)		
	Greatest Value	2nd Greatest Value	Combined
Policy advice, studies, analyses	34.8%	18.8%	53.6%
Implementation support	18.8%	19.6%	38.4%
Capacity development related to World Bank Group supported projects	8.7%	14.5%	23.2%
Technical assistance	8.0%	14.5%	22.5%
Financial resources	10.9%	6.5%	17.4%
Promoting knowledge sharing	7.2%	6.5%	13.8%
Data and statistics	2.2%	8.7%	10.9%
Bringing together different groups of stakeholders	4.3%	4.3%	8.7%
Mobilizing third party financial resources	2.2%	3.6%	5.8%
Donor coordination	2.2%	1.4%	3.6%
Other	0.7%	1.4%	2.2%

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

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bulgaria? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=137)
Its advice and strategies do not lend themselves to practical problem solving	19.7%
Not enough public disclosure of its work	16.8%
Don't know	15.3%
Not willing to honestly criticize policies and reform efforts in the country	13.1%
Not adequately sensitive to political/social realities in Bulgaria	11.7%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	10.2%
Too influenced by developed countries	8.8%
Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)	8.0%
World Bank Group's processes too complex	8.0%
Not sufficiently focused on results	7.3%
Not collaborating enough with private sector	6.6%
Not aligned with other donors' work	3.6%
Not aligned with country priorities	2.9%
Not exploring alternative policy options	2.9%
Other	2.9%
Not in it for the long term	2.2%
Staff too inaccessible	2.2%
The credibility of its knowledge/data	0.7%
Arrogant in its approach	0.0%
Not client focused	0.0%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Bulgaria? (Select only ONE response)	Percentage of Respondents (N=136)
To a fully sufficient degree	3.7%
To a somewhat sufficient degree	18.4%
To a somewhat insufficient degree	33.1%
To a very insufficient degree	14.0%
Don't know	30.9%

**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 Bulgaria Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	N/A	Mean	SD
Investment Project Financing (IPF)	71	64	6.59	2.19
Development Policy Financing (DPF)	86	48	6.21	2.04
Program-for-Results Financing (PforR)	65	66	6.49	2.13
Trust funds and grants	44	88	5.80	2.31
MIGA Guarantees	35	98	5.20	2.40
IFC Investment Services	46	87	5.70	2.26
IFC Advisory Services	54	78	6.07	2.39

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=136)
Local government	35.3%
Academia/think tanks/research institutes	35.3%
Private sector	28.7%
NGOs/Community Based Organizations	25.7%
Beneficiaries	12.5%
Youth/university groups	11.8%
Parliament	8.8%
Donor community	8.1%
Don't know	8.1%
Media	5.9%
Foundations	5.1%
Other	1.5%

To what extent do you agree with the following statements about the World Bank Group's work in Bulgaria? (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 Bulgaria*	118	17	7.04	1.95
11. The World Bank Group's work is aligned with what I consider the development priorities for Bulgaria*	121	15	6.82	1.97

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

To what extent is the World Bank Group an effective development partner in Bulgaria, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Mean Rating			
	N	DK	Mean	SD
12. Responsiveness to needs*	101	29	6.73	1.92
13. Flexibility (in terms of the institution's products and services)*	92	39	6.38	1.91
14. Flexibility (in terms of changing country circumstances)*	97	35	6.34	1.99
15. Being inclusive*	89	41	6.61	1.83
16. Openness (sharing data and other information)*	106	25	7.31	2.12
17. Collaboration with the Government*	102	28	7.82	1.76
18. The speed in which it gets things accomplished on the ground*	100	31	5.71	2.13
19. Helping to bring discipline/effective supervision to implementation of investment projects*	82	49	6.54	2.22
20. Collaboration with civil society*	87	45	5.85	2.23
21. Staff accessibility*	91	41	6.98	2.54
22. Collaboration with other donors and development partners*	62	69	6.40	2.10
23. Collaboration with the private sector*	63	68	5.70	2.17
24. Straightforwardness and honesty*	98	33	7.58	1.94
25. Treating clients and stakeholders in Bulgaria with respect*	104	28	8.13	2.15
26. Being a long-term partner*	103	30	7.90	2.04

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=129)
Lack of/inadequate levels of capacity in Government	37.2%
Political pressures and obstacles	23.3%
There is not an adequate level of citizen/civil society participation	22.5%
Poor coordination within the Government	19.4%
Reforms are not well thought out in light of country challenges	18.6%
Corruption	17.1%
There is an inadequate level of private sector participation and support	15.5%
The World Bank Group is not sensitive enough to political/social realities on the ground	12.4%
The World Bank Group does not provide the government with consistent support throughout the reform effort	6.2%
Poor coordination within the World Bank Group	3.9%
Poor donor coordination	3.1%
Other	3.1%

**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 Bulgaria? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Economic growth	123	5	8.33	1.95
2. Convergence of living standards with EU	119	6	7.92	2.03
3. Basic infrastructure and transport (e.g., roads, bridges, transportation)	118	8	7.33	2.22
4. Energy and energy efficiency	119	6	7.37	2.17
5. Public financial management (e.g., public expenditure, fiscal system reform)	119	6	7.37	2.34
6. Poverty reduction	119	7	8.00	2.09
7. Education	119	8	8.55	1.75
8. Health	117	8	8.10	2.10
9. Climate change (e.g., mitigation, adaptation)	117	9	7.19	2.22
10. Governance (i.e., government effectiveness)	118	9	8.05	2.03
11. Financial sector (e.g., banking/non-banking)	111	16	7.00	2.37
12. Water and sanitation	114	13	6.79	2.31
13. Social protection (e.g., pensions, targeted social assistance)	117	9	6.81	2.29
14. Agriculture and rural development	117	10	6.74	2.31
15. Equality of opportunity and inclusion (e.g., gender, Roma inclusion)	116	10	6.47	2.53
16. Private sector development	118	8	7.18	2.30
17. Disaster risk management	114	11	6.66	2.45
18. Job creation/employment	118	9	6.89	2.44
19. Judiciary reform	114	12	7.61	2.56
20. Trade and exports	114	12	6.19	2.68

**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 Bulgaria? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Economic growth	66	59	6.38	1.89
2. Convergence of living standards with EU	64	61	5.83	2.01
3. Basic infrastructure and transport (e.g., roads, bridges, transportation)	65	59	6.42	1.98
4. Energy and energy efficiency	73	51	6.34	2.07
5. Public financial management (e.g., public expenditure, fiscal system reform)	56	66	6.32	2.14
6. Poverty reduction	70	53	5.66	2.11
7. Education	72	51	5.88	2.46
8. Health	65	57	5.35	2.31
9. Climate change (e.g., mitigation, adaptation)	66	56	6.06	2.37
10. Governance (i.e., government effectiveness)	65	59	6.18	2.23
11. Financial sector (e.g., banking/non-banking)	57	65	6.75	2.37
12. Water and sanitation	61	62	6.33	2.36
13. Social protection (e.g., pensions, targeted social assistance)	62	62	5.55	2.27
14. Agriculture and rural development	51	73	5.22	2.15
15. Equality of opportunity and inclusion (e.g., gender, Roma inclusion)	63	61	6.11	2.25
16. Private sector development	55	69	5.56	2.34
17. Disaster risk management	57	65	5.74	2.36
18. Job creation/employment	57	67	5.37	2.18
19. Judiciary reform	57	66	4.72	2.58
20. Trade and exports	50	73	5.48	2.24
Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Bulgaria? (1-To no degree at all, 10-To a very significant degree)	101	22	6.14	1.85
To what extent do you agree with the following statements about the World Bank Group in Bulgaria? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Program-for-Results, etc.) meet the needs of Bulgaria*	81	42	6.30	1.96
5. The World Bank Group meets Bulgaria's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	100	24	6.73	2.17
Reimbursable Advisory Services (RAS)	N	DK	Mean	SD
6. To what extent do you believe that Bulgaria received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree)	86	39	6.40	2.25

**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=124)
Weekly	4.0%
Monthly	16.1%
A few times a year	50.0%
Rarely	23.4%
Never	6.5%

In Bulgaria, 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	102	23	6.64	2.11
3. Include appropriate level of stakeholder involvement during preparation	99	22	6.82	2.22
4. Lead to practical solutions	101	22	6.29	2.17
5. Are accessible (well written and easy to understand)	107	15	7.05	2.16
6. Are source of relevant information on global good practices	109	12	7.46	1.91
7. Are relevant to country challenges	104	14	6.88	2.24
8. Are adequately disseminated	101	20	6.02	2.43
9. Are translated enough into local language	98	25	6.12	2.52
10. Are adaptable to Bulgaria's specific development challenges and country circumstances*	105	16	6.56	2.09

Overall Evaluations	N	DK	Mean	SD
11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*(1-Not significant at all, 10-Very significant)	105	18	6.80	1.98
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)	112	11	7.63	1.88

**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	51	71	4.94	2.04
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	81	42	7.19	2.18
3. The World Bank Group's approvals and reviews are done in a timely fashion	62	60	6.42	2.24
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	50	73	6.66	1.98
5. The World Bank Group's conditions on its lending are reasonable	56	67	6.59	2.09
6. The World Bank Group takes decisions quickly in Bulgaria*	64	57	6.06	2.22
7. Working with the World Bank Group increases Bulgaria's institutional capacity	95	27	6.96	2.11
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	62	60	6.82	2.22
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	78	45	7.19	2.21
10. Help to bring discipline/effective supervision to implementation of investment projects	68	54	7.50	2.18

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Bulgaria? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=120)
Increase the level of capacity development in the country	27.5%
Work more with civil society and beneficiary representatives	25.8%
Collaborate more effectively with Government clients (e.g., national, state, local)	19.2%
Offer more innovative knowledge services	16.7%
Improve the quality of its experts as related to Bulgaria's specific challenges	16.7%
Work more with private sector	15.8%
Reduce the complexity of obtaining World Bank Group financing	12.5%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	10.0%
Provide more adequate data/knowledge/statistics/figures on Bulgaria's economy	9.2%
Offer more innovative financial products	8.3%
Help to bring discipline/effective supervision to implementation of investment projects	7.5%
Work faster	4.2%
Increase availability of Reimbursable Advisory Services (RAS)	4.2%
Other	2.5%
Ensure greater selectivity in its work	1.7%

**F. The Future Role of the World Bank Group in Bulgaria (continued)**

2. When considering the combination of services that the World Bank Group offers in Bulgaria, 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 Bulgaria? (Select only ONE response)	Percentage of Respondents (N=125)
Financial services	11.2%
Knowledge products	25.6%
Convening services	10.4%
None of the above	1.6%
The combination is appropriate for Bulgaria	37.6%
Don't know	13.6%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Bulgaria? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=126)
Internet	81.7%
Local television	32.5%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	15.9%
Local newspapers	15.9%
Other	13.5%
Periodicals	10.3%
International newspapers	4.0%
International television	2.4%
Local radio	0.8%
International radio	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=126)
e-Newsletters	44.4%
World Bank Group's seminars/workshops/conferences	40.5%
World Bank Group's website	31.7%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	27.0%
World Bank Group's publications and other written materials	25.4%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	15.1%
Mobile phones	0.0%
Other	0.0%

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=125)
Yes	12.0%
No	88.0%

4. Do you have reliable access to the Internet?	Percentage of Respondents (N=127)
Yes	100.0%
No	0.0%

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

5. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=125)
Yes	84.8%
No	15.2%

6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=126)
Yes	25.4%
No	74.6%

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=125)
Weekly	6.4%
Monthly	15.2%
A few times a year	45.6%
Rarely	20.8%
Never	12.0%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
8. I find the World Bank Group's websites easy to navigate.	95	8	7.47	1.74
9. I find the information on the World Bank Group's websites useful.	96	6	8.20	1.50
10. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	49	73	7.41	2.12

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=145)
Employee of a Ministry, Ministerial Department or Implementation Agency	24.8%
NGO/Community Based Organization	20.7%
Academia/Research Institute/Think Tank	11.0%
Local Government Office or Staff	8.3%
Media (press, radio, TV, web, etc.)	6.2%
Office of Minister	5.5%
Private Sector Organization	5.5%
Financial Sector/Private Bank	4.8%
Bilateral/Multilateral Agency	3.4%
Private Foundation	2.8%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	2.8%
Office of Parliamentarian	1.4%
PMU/Consultant/Contractor working on World Bank Group supported project/program	0.7%
Trade Union	0.7%
Judiciary Branch	0.7%
Office of the President, Prime Minister	0.7%
Faith-Based Group	0.0%
Youth Group	0.0%
Other	0.0%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=144)
Governance	13.2%
Generalist (specialized in multiple sectors)	11.8%
Environment and natural resources	10.4%
Finance and markets	9.0%
Other	9.0%
Education	7.6%
Macroeconomics and fiscal management	6.3%
Social protection and labor	4.9%
Energy and extractives	4.9%
Transport and ICT	4.9%
Urban, rural, and social development	4.2%
Water	2.8%
Fragility, conflict and violence	2.1%
Trade and competitiveness	2.1%
Jobs	2.1%
Public-private partnerships	1.4%
Health, nutrition, and population	1.4%
Climate Change	1.4%
Agriculture	0.7%
Gender	0.0%
Poverty	0.0%

**H. Background Information (continued)**

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?	Percentage of Respondents (N=142)
Yes	48.6%
No	51.4%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Bulgaria? (Select only ONE response)	Percentage of Respondents (N=117)
The World Bank (IBRD)	90.6%
The International Finance Corporation (IFC)	1.7%
The Multilateral Investment Guarantee Agency (MIGA)	0.9%
Other	6.8%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=135)
Yes	14.8%
No	85.2%

6. If yes, what was your view of how the two institutions work together in Bulgaria? (Select only ONE response)	Percentage of Respondents (N=22)
The two institutions work well together	72.7%
The way the two institutions work together needs improvement	18.2%
The two institutions do not work well together	0.0%
Don't know	9.1%

7. Which of the following describes most of your exposure to the World Bank Group in Bulgaria? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=138)
Use World Bank Group reports/data	44.9%
Collaborate as part of my professional duties	38.4%
Engage in World Bank Group related/sponsored events/activities	26.8%
Use World Bank Group website for information, data, research, etc.	24.6%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	21.7%

8. What's your gender?	Percentage of Respondents (N=141)
Female	55.3%
Male	44.7%

9. What's your age?	Percentage of Respondents (N=141)
25 and under	2.1%
26-35	13.5%
36-45	35.5%
46-55	32.6%
56 and above	16.3%

10. Which best represents your geographic location?	Percentage of Respondents (N=141)
Sofia	85.8%
Outside Sofia	14.2%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁷

- Office of the President/ Prime Minister/ Minister N=9
- Employee of a Ministry/ PMU/ Consultant on WBG Project N=37
- Local government N=12
- Private Sector/ Financial Sector/ Private Bank N=15
- CSO N=35
- Media N=9
- Academia/ Research Institute/ Think Tank N=16
- Other N=12

A. General Issues facing Bulgaria

In general would you say that Bulgaria is headed in ... ?

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The right direction	88.9%	75.0%	81.8%	93.3%	54.3%	55.6%	62.5%	75.0%
The wrong direction	0.0%	11.1%	0.0%	0.0%	22.9%	22.2%	12.5%	16.7%
Not sure	11.1%	13.9%	18.2%	6.7%	22.9%	22.2%	25.0%	8.3%

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Economic growth	44.4%	48.6%	36.4%	40.0%	22.9%	11.1%	12.5%	18.2%
Convergence of living standards with EU	11.1%	35.1%	36.4%	20.0%	20.0%	55.6%	37.5%	9.1%
Basic infrastructure and transport*	11.1%	2.7%	27.3%	13.3%	0.0%	0.0%	6.3%	18.2%
Energy and energy efficiency	11.1%	8.1%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
Public financial management	11.1%	10.8%	9.1%	6.7%	11.4%	11.1%	12.5%	18.2%
Poverty reduction	0.0%	10.8%	45.5%	13.3%	17.1%	11.1%	25.0%	18.2%
Education	100.0%	51.4%	36.4%	46.7%	54.3%	66.7%	50.0%	36.4%
Health	33.3%	24.3%	18.2%	20.0%	28.6%	22.2%	25.0%	27.3%
Climate change	0.0%	24.3%	0.0%	0.0%	2.9%	11.1%	12.5%	0.0%
Governance	0.0%	21.6%	18.2%	33.3%	34.3%	0.0%	6.3%	36.4%
Financial sector	0.0%	2.7%	0.0%	13.3%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	2.7%	0.0%	0.0%	2.9%	11.1%	0.0%	0.0%
Social protection	0.0%	13.5%	18.2%	6.7%	2.9%	33.3%	6.3%	0.0%
Agriculture and rural development	11.1%	8.1%	0.0%	6.7%	2.9%	0.0%	18.8%	0.0%
Equality of opportunity and inclusion*	0.0%	0.0%	9.1%	0.0%	17.1%	0.0%	0.0%	0.0%
Private sector development	33.3%	5.4%	0.0%	20.0%	5.7%	0.0%	6.3%	9.1%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	0.0%	10.8%	9.1%	6.7%	2.9%	11.1%	6.3%	27.3%
Judiciary reform	22.2%	35.1%	36.4%	53.3%	65.7%	55.6%	68.8%	45.5%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%

*Significantly different between stakeholder groups

¹⁷Only 145 respondents provided their current position. Thus, only these respondents were included in the analysis presented in this Appendix.

**A. General Issues Facing Bulgaria (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 Bulgaria? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Disaster risk management	0.0%	2.7%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Job creation/employment	33.3%	32.4%	36.4%	26.7%	40.0%	22.2%	43.8%	27.3%
Social protection	0.0%	18.9%	18.2%	0.0%	8.6%	33.3%	25.0%	27.3%
Agriculture and rural development	22.2%	18.9%	9.1%	0.0%	11.4%	11.1%	12.5%	0.0%
Equality of opportunity and inclusion	11.1%	2.7%	18.2%	0.0%	11.4%	11.1%	12.5%	0.0%
Judiciary reform	11.1%	21.6%	9.1%	40.0%	22.9%	33.3%	18.8%	18.2%
Trade and exports	11.1%	2.7%	9.1%	6.7%	0.0%	0.0%	0.0%	0.0%
Financial sector	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development*	11.1%	27.0%	0.0%	53.3%	22.9%	11.1%	6.3%	18.2%
Education	55.6%	45.9%	72.7%	86.7%	71.4%	66.7%	68.8%	54.5%
Health	11.1%	8.1%	0.0%	13.3%	8.6%	0.0%	0.0%	9.1%
Basic infrastructure and transport	0.0%	8.1%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy and energy efficiency	0.0%	10.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	22.2%	8.1%	9.1%	6.7%	20.0%	11.1%	25.0%	9.1%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Governance	11.1%	27.0%	27.3%	20.0%	11.4%	22.2%	25.0%	45.5%
Economic growth	66.7%	54.1%	72.7%	26.7%	45.7%	22.2%	37.5%	45.5%
Convergence of living standards with EU	33.3%	5.4%	9.1%	13.3%	22.9%	44.4%	25.0%	27.3%

*Significantly different between stakeholder groups



A. General Issues Facing Bulgaria (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 Bulgaria? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
More reliable social safety net	0.0%	5.6%	18.2%	13.3%	11.8%	22.2%	6.3%	16.7%
Greater access to micro-finance for the poor	11.1%	0.0%	0.0%	6.7%	0.0%	0.0%	6.3%	0.0%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	8.3%	0.0%	0.0%	20.6%	11.1%	0.0%	8.3%
Greater access to health and nutrition for citizens*	0.0%	0.0%	9.1%	0.0%	2.9%	22.2%	0.0%	8.3%
Better entrepreneurial opportunities	55.6%	13.9%	27.3%	26.7%	29.4%	0.0%	25.0%	8.3%
A growing middle class	11.1%	22.2%	27.3%	46.7%	14.7%	22.2%	25.0%	25.0%
Better opportunity for the poor who live in rural areas	0.0%	8.3%	9.1%	6.7%	23.5%	22.2%	25.0%	0.0%
Better opportunity for the poor who live in urban areas	0.0%	2.8%	9.1%	0.0%	0.0%	0.0%	0.0%	8.3%
Consistent economic growth*	33.3%	63.9%	18.2%	46.7%	14.7%	22.2%	25.0%	50.0%
Education and training that better ensure job opportunity	66.7%	61.1%	72.7%	53.3%	47.1%	55.6%	75.0%	41.7%
Better quality public services	11.1%	5.6%	0.0%	0.0%	14.7%	0.0%	0.0%	0.0%
Better employment opportunities for young people	11.1%	5.6%	0.0%	0.0%	11.8%	11.1%	6.3%	8.3%
Better employment opportunities for women	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	6.3%	8.3%

*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 Bulgaria? (Select only ONE response)

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very big problem	22.2%	37.8%	63.6%	20.0%	51.4%	55.6%	50.0%	33.3%
A moderately big problem	77.8%	51.4%	36.4%	66.7%	40.0%	44.4%	43.8%	41.7%
A small problem	0.0%	8.1%	0.0%	6.7%	8.6%	0.0%	6.3%	16.7%
Not a problem at all	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Don't know	0.0%	2.7%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%

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

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very serious problem	33.3%	33.3%	45.5%	26.7%	42.9%	44.4%	25.0%	58.3%
A somewhat serious problem	55.6%	50.0%	36.4%	53.3%	40.0%	33.3%	68.8%	25.0%
Not too serious problem	11.1%	11.1%	18.2%	20.0%	11.4%	11.1%	0.0%	16.7%
Not a problem	0.0%	2.8%	0.0%	0.0%	5.7%	0.0%	0.0%	0.0%
Don't know	0.0%	2.8%	0.0%	0.0%	0.0%	11.1%	6.3%	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 Bulgaria? (Select only ONE response)

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very important development priority	77.8%	83.8%	72.7%	93.3%	77.1%	88.9%	87.5%	75.0%
A moderately important development priority	22.2%	16.2%	18.2%	6.7%	20.0%	11.1%	0.0%	25.0%
A slightly important development priority	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	12.5%	0.0%
Not an important development priority	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	77.8%	83.8%	72.7%	93.3%	77.1%	88.9%	87.5%	75.0%



B. Overall Attitudes toward the World Bank Group

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Bulgaria?	9	7.11	2.37	37	6.30	2.22	10	5.60	1.90	15	5.80	2.31	35	5.74	2.15	9	5.78	2.28	16	5.00	2.16	12	7.08	1.78

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

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Bulgaria	9	6.33	1.50	33	7.00	1.62	9	7.33	1.73	13	6.77	2.35	31	6.45	1.77	8	6.75	1.91	12	5.67	1.303	12	6.42	2.81

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

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Bulgaria solve its most complicated development challenges?	9	6.56	1.94	33	7.85	1.20	8	8.38	1.69	11	7.36	1.80	30	7.63	1.83	7	6.86	2.97	11	6.73	1.56	12	7.25	2.45

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



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

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Poverty reduction	33.3%	8.3%	30.0%	6.7%	22.9%	44.4%	20.0%	16.7%
Education	44.4%	38.9%	20.0%	53.3%	34.3%	55.6%	33.3%	33.3%
Health	33.3%	19.4%	0.0%	6.7%	17.1%	11.1%	13.3%	25.0%
Climate change	11.1%	11.1%	0.0%	0.0%	11.4%	0.0%	6.7%	8.3%
Governance	0.0%	36.1%	20.0%	26.7%	14.3%	44.4%	26.7%	41.7%
Economic growth*	44.4%	27.8%	70.0%	33.3%	20.0%	0.0%	53.3%	25.0%
Convergence of living standards with EU	22.2%	5.6%	0.0%	20.0%	20.0%	33.3%	26.7%	25.0%
Basic infrastructure and transport	11.1%	5.6%	0.0%	13.3%	2.9%	11.1%	0.0%	0.0%
Energy and energy efficiency	11.1%	16.7%	0.0%	0.0%	2.9%	0.0%	0.0%	16.7%
Public financial management	0.0%	25.0%	30.0%	33.3%	37.1%	0.0%	20.0%	16.7%
Private sector development*	33.3%	13.9%	0.0%	33.3%	5.7%	11.1%	6.7%	0.0%
Disaster risk management	0.0%	13.9%	0.0%	0.0%	5.7%	11.1%	13.3%	0.0%
Job creation/employment	0.0%	8.3%	20.0%	13.3%	5.7%	22.2%	20.0%	0.0%
Judiciary reform	22.2%	19.4%	10.0%	20.0%	34.3%	22.2%	33.3%	8.3%
Trade and exports	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial sector	0.0%	5.6%	30.0%	13.3%	8.6%	0.0%	0.0%	8.3%
Water and sanitation	22.2%	2.8%	0.0%	0.0%	2.9%	11.1%	0.0%	8.3%
Social protection	0.0%	5.6%	10.0%	0.0%	5.7%	0.0%	6.7%	16.7%
Agriculture and rural development	11.1%	11.1%	10.0%	6.7%	8.6%	0.0%	20.0%	8.3%
Equality of opportunity and inclusion	0.0%	8.3%	10.0%	0.0%	17.1%	11.1%	0.0%	8.3%

*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 Bulgaria?

Greatest Value Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	0.0%	2.9%	0.0%	21.4%	2.9%	0.0%	0.0%	8.3%
Capacity development related to World Bank Group supported projects	12.5%	5.7%	10.0%	28.6%	2.9%	11.1%	13.3%	0.0%
Technical assistance	12.5%	8.6%	0.0%	0.0%	2.9%	11.1%	13.3%	25.0%
Policy advice, studies, analyses	50.0%	40.0%	10.0%	28.6%	40.0%	44.4%	20.0%	33.3%
Financial resources*	0.0%	14.3%	40.0%	0.0%	5.7%	22.2%	13.3%	0.0%
Data and statistics	0.0%	0.0%	10.0%	0.0%	2.9%	11.1%	0.0%	0.0%
Promoting knowledge sharing	12.5%	5.7%	10.0%	7.1%	8.6%	0.0%	13.3%	0.0%
Implementation support	12.5%	22.9%	10.0%	14.3%	20.0%	0.0%	26.7%	25.0%
Mobilizing third party financial resources	0.0%	0.0%	10.0%	0.0%	5.7%	0.0%	0.0%	0.0%
Donor coordination	0.0%	0.0%	0.0%	0.0%	8.6%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%

*Significantly different between stakeholder groups

2 nd Greatest Value Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	12.5%	5.7%	0.0%	14.3%	0.0%	0.0%	6.7%	0.0%
Capacity development related to World Bank Group supported projects	12.5%	8.6%	0.0%	21.4%	20.0%	0.0%	26.7%	16.7%
Technical assistance*	12.5%	17.1%	0.0%	7.1%	5.7%	77.8%	13.3%	8.3%
Policy advice, studies, analyses	12.5%	17.1%	30.0%	21.4%	8.6%	11.1%	33.3%	33.3%
Financial resources	25.0%	8.6%	20.0%	0.0%	5.7%	0.0%	0.0%	0.0%
Data and statistics	0.0%	11.4%	10.0%	0.0%	14.3%	0.0%	0.0%	16.7%
Promoting knowledge sharing	0.0%	8.6%	0.0%	7.1%	5.7%	0.0%	13.3%	8.3%
Implementation support	25.0%	20.0%	30.0%	14.3%	28.6%	11.1%	6.7%	8.3%
Mobilizing third party financial resources	0.0%	2.9%	10.0%	14.3%	2.9%	0.0%	0.0%	0.0%
Donor coordination	0.0%	0.0%	0.0%	0.0%	5.7%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	8.3%

*Significantly different between stakeholder groups



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 Bulgaria? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Not sufficiently focused on results	12.5%	5.9%	10.0%	0.0%	11.4%	0.0%	6.7%	8.3%
Not in it for the long term	0.0%	2.9%	0.0%	7.1%	0.0%	0.0%	6.7%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	12.5%	23.5%	0.0%	14.3%	22.9%	22.2%	26.7%	16.7%
Not collaborating enough with civil society*	0.0%	0.0%	0.0%	7.1%	25.7%	0.0%	6.7%	0.0%
Not enough public disclosure of its work	0.0%	20.6%	40.0%	21.4%	17.1%	0.0%	13.3%	8.3%
World Bank Group's processes too complex	25.0%	17.6%	0.0%	14.3%	2.9%	0.0%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	0.0%	11.8%	10.0%	7.1%	20.0%	22.2%	0.0%	25.0%
Staff too inaccessible	12.5%	0.0%	0.0%	0.0%	0.0%	11.1%	6.7%	0.0%
World Bank Group's processes too slow*	0.0%	5.9%	0.0%	35.7%	2.9%	22.2%	0.0%	33.3%
Not collaborating enough with private sector	25.0%	2.9%	0.0%	14.3%	5.7%	0.0%	6.7%	8.3%
Not aligned with other donors' work	25.0%	5.9%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
Not aligned with country priorities	0.0%	2.9%	0.0%	0.0%	5.7%	11.1%	0.0%	0.0%
Not adequately sensitive to political/social realities in Bulgaria	0.0%	11.8%	20.0%	14.3%	14.3%	0.0%	13.3%	8.3%
Too influenced by developed countries	0.0%	11.8%	10.0%	0.0%	11.4%	0.0%	6.7%	16.7%
Not exploring alternative policy options	0.0%	2.9%	0.0%	14.3%	0.0%	11.1%	0.0%	0.0%
Arrogant in its approach	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not client focused	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%
Other	12.5%	0.0%	0.0%	0.0%	2.9%	0.0%	13.3%	0.0%
Don't know	12.5%	14.7%	30.0%	14.3%	5.7%	22.2%	26.7%	16.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
To a fully sufficient degree	12.5%	0.0%	0.0%	0.0%	6.1%	0.0%	0.0%	16.7%
To a somewhat sufficient degree	0.0%	28.6%	10.0%	21.4%	21.2%	22.2%	0.0%	16.7%
To a somewhat insufficient degree	37.5%	25.7%	40.0%	50.0%	36.4%	22.2%	26.7%	33.3%
To a very insufficient degree	12.5%	14.3%	10.0%	0.0%	18.2%	11.1%	13.3%	25.0%
Don't know	37.5%	31.4%	40.0%	28.6%	18.2%	44.4%	60.0%	8.3%



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 Bulgaria Government’s efforts to reduce poverty?

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

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)	5	6.80	2.39	17	7.41	1.58	5	6.60	2.70	8	6.50	1.85	20	6.60	1.88	4	6.50	1.73	5	6.00	2.92	7	5.00	3.61
Development Policy Financing (DPF)	5	6.20	2.49	20	6.65	1.90	4	7.75	2.22	8	5.25	2.05	25	6.20	1.94	6	6.17	2.14	9	6.22	0.67	9	5.44	3.00
Program-for-Results Financing (PforR)	5	5.00	1.87	15	6.93	1.71	5	7.40	1.82	7	7.00	2.31	18	6.44	1.89	2	8.00	2.83	7	5.14	2.61	6	6.50	2.95
Trust funds and grants	4	5.25	3.77	9	6.67	1.94	3	8.67	1.53	8	5.25	1.04	9	5.56	1.81	3	5.33	0.58	3	6.00	3.61	5	4.40	3.36
MIGA Guarantees	4	3.75	2.50	8	5.88	2.42	1	10.00		5	4.40	1.34	8	5.25	1.28	1	8.00		2	5.00	4.24	6	4.67	3.20
IFC Investment Services	5	4.80	2.28	10	6.40	2.01	5	6.20	2.95	7	5.71	2.29	7	5.43	1.13	2	6.00	2.83	3	5.67	3.21	7	5.14	3.08
IFC Advisory Services	5	5.60	3.05	14	7.14	1.99	5	6.40	3.05	8	6.25	1.58	8	5.75	1.83	2	7.00	4.24	5	5.80	2.17	7	4.14	2.91

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Beneficiaries	0.0%	20.0%	10.0%	14.3%	12.1%	11.1%	6.7%	8.3%
Youth/university groups	37.5%	11.4%	10.0%	21.4%	3.0%	11.1%	6.7%	16.7%
Private sector*	25.0%	22.9%	20.0%	64.3%	21.2%	33.3%	13.3%	50.0%
Local government	62.5%	34.3%	50.0%	14.3%	30.3%	44.4%	46.7%	25.0%
Donor community	12.5%	2.9%	0.0%	7.1%	9.1%	0.0%	13.3%	25.0%
NGOs/Community Based Organizations*	0.0%	8.6%	10.0%	21.4%	66.7%	33.3%	6.7%	16.7%
Academia/think tanks/research institutes	25.0%	42.9%	50.0%	14.3%	24.2%	33.3%	60.0%	33.3%
Parliament	12.5%	8.6%	0.0%	14.3%	6.1%	0.0%	13.3%	16.7%
Foundations	0.0%	0.0%	0.0%	14.3%	12.1%	0.0%	6.7%	0.0%
Media*	0.0%	2.9%	0.0%	7.1%	9.1%	33.3%	0.0%	0.0%
Other	12.5%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	17.1%	20.0%	0.0%	3.0%	0.0%	13.3%	0.0%

**Significantly different between stakeholder groups*



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

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

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Bulgaria	8	7.25	2.19	28	7.68	1.19	8	7.00	1.60	14	7.36	2.10	29	6.93	2.07	7	6.43	2.30	12	6.75	1.60	12	6.00	2.83
The World Bank Group's work is aligned with what I consider the development priorities for Bulgaria	8	7.50	2.33	31	7.03	1.70	8	6.63	2.20	14	6.71	1.98	28	6.71	1.67	8	6.50	2.88	12	6.92	2.07	12	6.42	2.47

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

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	7	7.29	2.43	23	7.30	1.69	6	7.00	1.41	12	5.75	2.01	27	6.78	1.60	6	6.17	2.56	10	6.60	1.71	10	6.40	2.67
Flexibility (in terms of the institution's products and services)*	7	7.14	2.19	23	7.04	1.55	5	7.40	0.55	11	4.82	1.60	25	6.20	1.66	3	6.00	2.00	8	6.75	1.75	10	5.80	2.94
Flexibility (in terms of changing country circumstances)	7	6.86	2.12	23	6.74	2.18	5	8.00	1.00	13	5.00	1.58	25	6.32	1.60	5	6.40	1.14	9	6.89	1.90	10	5.50	2.72
Being inclusive	7	6.43	2.07	20	7.15	1.50	6	7.67	1.51	10	5.70	1.64	26	6.46	1.61	5	7.80	0.84	6	6.33	2.07	9	5.78	2.91
Openness (sharing data and other information)*	7	7.71	2.43	27	8.44	1.01	6	7.50	1.76	12	6.25	2.38	27	6.89	1.93	7	8.14	1.57	9	6.22	2.86	11	6.73	2.87
Collaboration with the Government*	8	8.13	1.73	27	8.70	1.03	6	8.33	0.82	13	6.46	1.90	24	7.92	1.59	7	7.71	1.80	7	7.00	2.00	10	7.10	2.56
The speed in which it gets things accomplished on the ground	7	6.57	2.15	25	6.64	2.04	5	6.60	1.14	13	4.46	1.76	25	5.28	1.88	7	5.57	2.64	8	5.38	1.06	10	5.40	3.13
Helping to bring discipline/effective supervision to implementation of investment projects	7	6.86	2.67	20	7.50	1.85	2	8.00	1.41	11	5.73	2.24	21	5.95	2.16	7	7.71	1.50	6	6.67	1.97	8	5.00	2.56
Collaboration with civil society	3	4.67	2.08	20	7.15	1.60	3	7.00	2.00	11	6.00	2.00	28	5.04	2.27	7	5.57	2.23	7	5.86	1.86	8	5.50	3.21
Staff accessibility*	7	6.86	3.02	26	7.96	2.05	4	8.50	0.58	12	6.42	2.31	21	7.14	2.31	5	5.00	3.39	6	4.83	1.94	10	6.50	3.34
Collaboration with other donors and development partners	5	5.20	2.77	11	7.00	1.95	4	8.25	0.50	9	6.00	1.94	17	6.59	1.80	3	6.33	0.58	5	5.80	2.17	8	5.88	3.09
Collaboration with the private sector*	4	3.00	1.41	13	6.92	1.80	1	5.00		11	6.18	2.14	18	6.00	1.91	4	6.00	0.82	6	4.67	1.21	6	4.00	3.29
Straightforwardness and honesty	7	7.86	2.61	27	8.07	1.49	6	8.17	0.75	10	7.40	2.37	26	7.54	1.61	6	7.33	1.86	7	7.57	1.72	9	6.00	3.16
Treating clients and stakeholders in Bulgaria with respect	7	7.57	2.51	29	8.93	1.31	6	9.00	1.10	12	7.25	2.49	26	8.00	2.24	5	8.20	1.79	9	8.00	2.18	10	7.10	3.25
Being a long-term partner	7	8.00	2.89	26	8.58	1.21	7	8.57	1.27	12	7.17	2.33	24	7.58	2.06	7	7.43	2.30	10	8.20	1.48	10	7.30	3.16

*Significantly different between stakeholder groups



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

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank Group does not provide the government with consistent support throughout the reform effort*	50.0%	3.1%	10.0%	7.7%	0.0%	0.0%	0.0%	9.1%
Political pressures and obstacles	12.5%	31.3%	10.0%	7.7%	25.0%	33.3%	14.3%	36.4%
Reforms are not well thought out in light of country challenges	12.5%	21.9%	10.0%	15.4%	15.6%	11.1%	42.9%	9.1%
Poor coordination within the Government	12.5%	40.6%	10.0%	15.4%	12.5%	11.1%	14.3%	9.1%
There is an inadequate level of private sector participation and support*	12.5%	15.6%	40.0%	38.5%	3.1%	0.0%	21.4%	9.1%
Poor donor coordination	0.0%	6.3%	0.0%	7.7%	3.1%	0.0%	0.0%	0.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	12.5%	6.3%	10.0%	15.4%	9.4%	11.1%	28.6%	18.2%
Lack of/inadequate levels of capacity in Government*	0.0%	31.3%	20.0%	23.1%	53.1%	44.4%	28.6%	72.7%
There is not an adequate level of citizen/civil society participation*	12.5%	6.3%	60.0%	15.4%	40.6%	22.2%	21.4%	0.0%
Corruption	12.5%	9.4%	10.0%	30.8%	21.9%	22.2%	21.4%	9.1%
Poor coordination within the World Bank Group	25.0%	0.0%	0.0%	7.7%	6.3%	0.0%	0.0%	0.0%
Other	0.0%	3.1%	0.0%	0.0%	6.3%	11.1%	0.0%	0.0%

*Significantly different between stakeholder groups



C. World Bank Group’s Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Bulgaria? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Economic growth	8	8.38	2.45	32	8.59	1.58	8	8.88	1.36	12	8.75	1.29	30	8.00	1.95	9	9.11	1.17	13	8.38	1.80	11	6.91	3.39
Convergence of living standards with EU*	8	8.63	1.85	30	7.70	1.84	9	7.78	2.64	11	7.45	1.86	29	7.76	1.70	9	9.33	1.00	12	9.17	1.27	11	6.45	3.11
Basic infrastructure and transport	8	7.50	2.73	28	7.54	1.48	9	7.11	2.93	11	7.73	1.62	29	6.59	2.53	9	8.56	1.42	14	7.93	1.82	10	6.60	3.13
Energy and energy efficiency	8	7.50	2.51	27	7.67	1.86	9	7.00	2.65	11	7.55	1.75	30	7.20	2.01	9	8.56	1.42	14	7.14	2.38	11	6.45	3.14
Public financial management	8	6.63	3.20	29	7.48	2.18	9	6.89	2.71	10	7.90	1.37	30	7.97	1.63	9	7.44	2.07	13	6.85	3.11	11	6.45	3.24
Poverty reduction	8	8.88	1.55	31	7.58	2.01	9	8.11	2.42	11	7.82	1.83	30	7.97	2.11	7	9.14	0.90	12	8.08	1.73	11	7.91	3.30
Education	8	8.88	1.81	29	8.79	1.15	9	8.44	2.07	11	8.18	1.54	30	8.47	1.66	7	8.43	1.81	14	8.86	1.35	11	8.00	3.32
Health	8	8.25	2.19	29	7.90	1.97	8	6.88	2.85	11	8.27	1.42	29	7.93	2.09	7	9.29	0.95	14	8.86	1.35	11	8.00	3.32
Climate change	8	6.00	2.73	28	7.71	1.80	9	6.22	2.28	11	7.18	1.66	29	7.03	2.43	7	8.14	1.57	14	7.86	1.51	11	6.45	3.27
Governance	8	6.50	2.27	29	8.17	1.63	9	7.89	2.32	11	8.73	1.35	30	8.00	1.66	8	8.25	1.83	12	8.25	2.53	11	8.09	3.33
Financial sector	8	5.88	3.48	27	7.48	1.81	7	7.00	3.11	10	7.30	2.16	29	6.97	2.15	9	6.78	2.05	11	7.91	1.76	10	5.60	3.44
Water and sanitation	8	7.25	1.91	25	7.48	1.69	9	6.89	2.09	11	7.09	1.45	28	6.04	2.53	9	8.22	1.48	14	5.79	3.04	10	6.50	2.92
Social protection	8	6.63	2.39	29	6.79	1.95	9	5.44	2.96	11	6.91	2.12	29	6.62	2.14	8	8.63	1.30	13	6.77	2.68	10	7.30	2.79
Agriculture and rural development	8	6.38	2.83	29	7.41	1.64	9	6.11	2.80	11	6.91	2.39	29	5.83	2.39	8	7.38	2.50	13	7.46	2.26	10	6.60	2.41
Equality of opportunity and inclusion	8	6.75	3.15	28	6.61	2.39	9	5.11	2.67	11	5.55	2.38	29	6.86	2.20	8	7.50	1.93	13	6.00	3.16	10	6.70	2.83
Private sector development	8	7.13	2.95	29	7.45	2.05	9	7.78	1.39	11	7.91	1.81	29	7.14	2.29	9	6.67	2.35	13	6.54	2.79	10	6.50	3.06
Disaster risk management*	8	6.88	2.53	28	7.39	1.99	9	5.22	2.91	11	6.00	1.55	28	5.96	2.52	9	8.78	1.30	13	6.62	2.84	8	6.50	2.98
Job creation/employment	8	5.75	2.76	30	6.80	2.12	9	7.00	2.96	11	7.36	2.20	29	6.62	2.31	8	7.25	2.49	13	7.62	2.60	10	7.00	3.27
Judiciary reform	8	5.50	3.34	29	7.66	2.32	9	6.33	3.24	10	7.00	3.16	28	8.18	2.21	7	8.29	1.80	13	8.62	1.85	10	7.60	2.67
Trade and exports	8	6.00	3.12	26	6.92	2.17	9	6.22	2.91	11	6.64	2.38	28	5.14	2.65	9	6.33	2.35	13	6.92	2.99	10	5.80	3.46

*Significantly different between stakeholder groups



C. World Bank Group 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 Bulgaria? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Economic growth	7	5.00	2.08	15	7.20	1.42	7	7.14	1.77	6	6.50	0.84	13	6.31	1.65	3	6.33	1.53	6	6.33	1.37	9	5.56	3.05
Convergence of living standards with EU	7	4.57	2.07	12	6.50	1.57	6	6.17	2.48	5	6.40	1.14	14	5.93	1.59	4	5.00	2.94	7	6.14	1.07	9	5.33	3.08
Basic infrastructure and transport	7	6.86	2.34	17	6.88	1.62	3	4.67	1.53	7	6.57	1.27	15	6.27	2.05	3	6.67	1.53	6	5.83	1.47	7	6.14	3.44
Energy and energy efficiency	7	7.00	2.31	21	7.14	1.77	4	6.50	2.89	7	6.57	1.40	16	5.94	1.84	5	5.20	2.28	5	4.80	0.84	8	5.88	3.00
Public financial management	5	6.40	2.51	14	7.29	1.77	3	6.33	0.58	6	5.33	2.50	13	6.08	1.89	3	6.00	1.73	5	5.20	2.05	7	6.57	3.21
Poverty reduction	7	4.57	1.62	14	6.00	2.22	5	7.00	2.45	5	5.00	1.22	20	5.70	1.87	5	5.40	2.61	6	5.17	1.94	8	6.00	2.98
Education	7	5.57	1.27	16	6.56	2.13	4	6.50	3.51	5	5.80	2.17	20	5.90	2.15	3	4.67	3.51	8	5.50	2.88	9	5.33	3.67
Health	7	5.14	0.90	14	6.29	2.30	3	5.67	3.79	5	5.60	1.14	18	5.39	1.97	3	4.67	3.51	6	4.33	2.16	9	4.67	3.43
Climate change*	7	5.29	2.14	20	7.45	1.67	2	4.50	2.12	4	4.75	.96	15	6.07	1.67	4	4.75	2.87	8	6.13	2.90	6	4.50	3.99
Governance	5	7.40	2.97	18	7.11	1.68	4	5.50	1.91	4	6.00	2.45	17	5.53	1.81	4	6.75	1.50	5	4.60	1.95	8	5.88	3.48
Financial sector	5	6.40	3.51	12	7.58	1.93	3	7.67	2.52	6	5.83	2.48	15	6.47	1.77	4	7.25	2.22	5	6.40	2.30	7	6.57	3.69
Water and sanitation	7	6.71	2.93	17	7.59	1.50	1	3.00		6	5.17	1.60	14	5.50	2.28	3	6.00	2.00	7	6.29	2.50	6	6.17	3.54
Social protection	6	5.00	2.45	16	6.06	2.11	2	4.00	1.41	4	6.75	2.06	17	5.65	1.97	4	5.00	2.94	5	3.80	2.17	8	5.88	2.95
Agriculture and rural development	5	4.00	1.00	13	5.77	2.13	2	6.50	4.95	4	5.50	1.00	13	5.31	1.70	4	5.50	2.38	3	5.00	2.00	7	4.29	3.25
Equality of opportunity and inclusion	5	7.20	2.39	14	7.21	1.53	4	5.25	2.63	4	5.75	0.96	21	6.05	2.18	3	7.00	1.00	4	4.00	2.58	8	5.00	3.02
Private sector development	5	3.80	1.64	13	6.69	1.84	3	5.33	4.04	5	6.80	1.30	15	5.80	1.86	3	6.00	2.65	4	4.50	2.08	7	3.86	3.24
Disaster risk management	6	5.67	2.80	16	7.06	2.02	3	2.33	1.15	5	5.40	1.14	14	5.43	1.83	3	5.00	3.61	5	5.80	2.39	5	5.20	3.27
Job creation/employment	5	4.00	1.00	13	5.85	1.82	4	5.50	3.11	6	6.17	1.60	15	5.60	2.03	3	5.00	3.61	5	4.60	2.70	6	4.83	3.06
Judiciary reform	5	2.60	1.82	12	6.00	1.60	3	2.33	1.15	5	5.40	2.61	17	5.00	2.35	3	5.00	3.61	5	2.60	2.51	7	5.29	3.55
Trade and exports	5	4.00	2.55	12	6.00	1.95	3	5.33	3.21	6	6.17	1.83	13	5.62	2.06	3	5.67	2.31	3	4.67	2.52	5	5.00	3.39

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Bulgaria?	7	5.71	1.50	25	7.00	1.63	8	6.38	1.30	10	6.00	2.16	26	5.88	1.73	5	5.40	2.51	11	5.73	1.68	9	5.67	2.65

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



C. World Bank Group Effectiveness and Results (continued)

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

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Bulgaria	7	6.43	2.23	18	6.83	1.86	6	7.00	1.41	10	5.40	2.63	22	6.50	1.54	2	4.00	2.83	8	6.38	1.06	8	5.50	2.67
The World Bank Group meets Bulgaria's needs for knowledge services	8	6.25	2.38	25	6.88	1.99	7	6.71	1.89	9	6.78	2.22	27	7.11	1.95	3	4.00	2.65	12	6.58	2.19	9	6.67	3.08

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that Bulgaria received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	8	5.75	2.38	25	6.48	2.12	5	7.20	1.79	9	6.00	2.35	20	6.60	2.19	2	6.50	0.71	10	6.20	2.44	7	6.43	3.46

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

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

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	0.0%	9.7%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%
Monthly	25.0%	19.4%	10.0%	18.2%	16.1%	14.3%	0.0%	30.0%
A few times a year	50.0%	48.4%	30.0%	27.3%	61.3%	71.4%	56.3%	40.0%
Rarely	12.5%	22.6%	40.0%	45.5%	19.4%	0.0%	31.3%	10.0%
Never	12.5%	0.0%	20.0%	9.1%	3.2%	14.3%	12.5%	0.0%



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

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

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	7	6.57	1.40	28	7.07	1.65	8	7.00	1.51	10	6.40	2.32	27	6.89	2.19	4	5.25	2.87	9	6.22	2.44	9	5.56	3.00
Include appropriate level of stakeholder involvement during preparation	7	6.71	1.80	27	7.56	1.78	8	7.00	1.31	10	5.90	2.47	26	6.81	2.40	4	7.75	1.71	9	5.67	2.35	8	6.25	3.28
Lead to practical solutions	8	6.00	2.07	28	6.57	1.83	8	7.00	1.51	10	5.40	1.96	26	6.65	2.28	4	4.25	2.75	9	6.00	2.35	8	6.13	3.14
Are accessible (well written and easy to understand)	7	7.14	2.19	29	7.14	1.94	8	7.75	1.04	10	6.20	2.10	28	7.07	1.98	6	7.33	3.33	10	7.00	2.54	9	6.78	3.23
Are source of relevant information on global good practices	8	6.63	2.20	30	7.57	1.48	8	7.88	1.13	10	6.40	2.41	27	7.85	1.77	6	8.83	0.98	10	6.90	2.38	10	7.20	2.62
Are relevant to country challenges	7	6.00	2.00	25	6.92	1.89	8	7.13	1.46	10	6.30	2.00	28	7.36	2.28	6	7.50	3.39	11	6.36	2.62	9	6.56	2.88
Are adequately disseminated	8	6.75	2.55	25	6.72	1.95	8	6.63	1.92	10	4.70	2.36	27	5.63	2.34	6	7.17	3.31	9	5.00	1.87	8	5.75	3.65
Are translated enough into local language	6	8.17	2.40	24	5.92	2.41	8	6.38	2.13	10	5.20	2.49	25	6.36	2.34	6	6.00	2.97	11	5.36	2.46	8	6.50	3.51
Are adaptable to Bulgaria's specific development challenges and country circumstances	8	6.25	2.38	26	6.58	1.84	8	6.75	1.39	10	6.50	2.01	28	6.64	2.11	6	7.33	2.94	10	6.20	2.15	9	6.33	2.96

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	8	6.13	2.30	23	7.17	1.70	8	7.00	1.07	11	6.45	1.51	28	7.04	1.77	4	6.00	2.71	13	6.00	2.45	10	7.40	2.84
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	8	6.75	2.25	30	8.07	1.23	8	7.75	1.28	11	7.55	2.07	28	7.71	1.92	6	7.17	2.79	11	7.27	1.85	10	7.40	2.76

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



E. Working with the World Bank Group

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

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	6	4.83	1.33	13	5.08	2.06	4	6.75	1.26	7	4.71	1.80	10	4.70	1.83	4	5.00	2.71	1	5.00		6	4.17	3.31
The World Bank Group effectively monitors and evaluates the projects and programs it supports	7	7.14	2.41	20	7.80	2.02	4	7.50	0.58	10	7.10	1.79	20	6.50	2.35	5	6.80	2.77	8	7.75	1.91	7	7.00	3.06
The World Bank Group's approvals and reviews are done in a timely fashion	6	5.67	1.63	18	7.50	1.82	4	7.25	0.50	8	5.75	1.83	12	6.00	2.30	4	5.75	3.69	4	6.75	2.22	6	5.33	3.33
The World Bank Group's "Safeguard Policy" requirements are reasonable	5	6.00	2.00	11	6.82	1.83	4	7.00	0.00	7	5.71	2.14	11	7.00	1.90	1	7.00		5	7.80	1.79	6	6.17	3.06
The World Bank Group's conditions on its lending are reasonable	5	6.40	1.52	14	6.43	2.10	4	7.00	0.82	9	6.67	2.24	12	6.92	1.68	2	5.00	2.83	3	9.00	1.00	7	5.57	3.10
The World Bank Group takes decisions quickly in Bulgaria	7	6.29	1.60	16	6.75	2.11	2	7.50	0.71	9	4.89	2.20	17	6.53	1.74	2	3.50	3.54	3	6.00	2.65	8	5.13	3.09
Working with the World Bank Group increases Bulgaria's institutional capacity	8	5.88	1.96	24	7.83	1.74	7	8.14	1.21	9	6.67	1.50	24	6.54	1.91	5	6.20	3.42	10	7.30	2.00	8	6.00	3.30
Where country systems are adequate, the World Bank Group makes appropriate use of them	6	5.17	1.72	14	7.71	1.68	6	7.83	1.72	8	6.25	1.83	14	7.36	1.95	3	6.00	4.00	5	6.40	2.07	6	5.67	3.50
The World Bank Group provides effective implementation support	8	6.38	2.92	20	8.00	1.62	5	7.40	1.67	10	7.00	2.21	19	6.89	2.02	3	6.33	1.15	6	7.50	2.66	7	6.86	3.53
Help to bring discipline/effective supervision to implementation of investment projects	7	7.14	2.48	17	8.71	1.10	5	7.60	1.82	9	6.78	2.22	15	7.20	2.31	3	5.33	2.08	4	7.75	1.71	8	7.25	3.15



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

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Ensure greater selectivity in its work	0.0%	0.0%	0.0%	0.0%	3.1%	14.3%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Bulgaria's economy	0.0%	6.9%	10.0%	0.0%	9.4%	28.6%	23.1%	0.0%
Improve the competitiveness of its financing compared to markets	25.0%	10.3%	20.0%	27.3%	3.1%	0.0%	0.0%	10.0%
Offer more innovative knowledge services	12.5%	24.1%	10.0%	9.1%	18.8%	0.0%	7.7%	30.0%
Collaborate more effectively with Government clients	25.0%	24.1%	10.0%	9.1%	28.1%	0.0%	15.4%	10.0%
Work faster	0.0%	3.4%	0.0%	18.2%	3.1%	14.3%	0.0%	0.0%
Reduce the complexity of obtaining World Bank Group financing	25.0%	17.2%	30.0%	9.1%	0.0%	14.3%	7.7%	20.0%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	6.9%	10.0%	0.0%	0.0%	0.0%	7.7%	10.0%
Help to bring discipline/effective supervision to implementation of investment projects	0.0%	10.3%	10.0%	18.2%	6.3%	14.3%	0.0%	0.0%
Offer more innovative financial products*	25.0%	3.4%	50.0%	0.0%	0.0%	0.0%	7.7%	10.0%
Work more with civil society and beneficiary representatives*	0.0%	3.4%	20.0%	18.2%	62.5%	14.3%	30.8%	10.0%
Increase the level of capacity development in the country	0.0%	27.6%	30.0%	27.3%	18.8%	14.3%	53.8%	50.0%
Improve the quality of its experts as related to Bulgaria's specific challenges	37.5%	17.2%	0.0%	0.0%	18.8%	0.0%	38.5%	10.0%
Work more with private sector	25.0%	13.8%	0.0%	45.5%	9.4%	14.3%	7.7%	30.0%
Other	0.0%	0.0%	0.0%	0.0%	6.3%	14.3%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Financial services	25.0%	12.1%	10.0%	18.2%	12.5%	14.3%	0.0%	0.0%
Knowledge products	37.5%	30.3%	0.0%	54.5%	18.8%	28.6%	14.3%	30.0%
Convening services	0.0%	9.1%	0.0%	0.0%	21.9%	14.3%	7.1%	10.0%
None of the above	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%
The combination is appropriate for Bulgaria	25.0%	33.3%	70.0%	18.2%	34.4%	14.3%	64.3%	40.0%
Don't know	0.0%	15.2%	20.0%	9.1%	12.5%	28.6%	14.3%	10.0%



G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Local radio*	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social media	25.0%	11.8%	10.0%	45.5%	12.5%	28.6%	14.3%	0.0%
International newspapers	0.0%	2.9%	0.0%	0.0%	3.1%	0.0%	7.1%	20.0%
Local television	37.5%	26.5%	50.0%	18.2%	31.3%	28.6%	50.0%	30.0%
Internet*	62.5%	91.2%	70.0%	81.8%	84.4%	57.1%	100.0%	60.0%
Periodicals	12.5%	5.9%	10.0%	9.1%	12.5%	0.0%	14.3%	20.0%
International television	0.0%	5.9%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%
Local newspapers	12.5%	14.7%	20.0%	0.0%	15.6%	28.6%	14.3%	30.0%
Other	12.5%	11.8%	10.0%	9.1%	18.8%	28.6%	0.0%	20.0%

*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 the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
World Bank Group's publications and other written materials	12.5%	20.6%	40.0%	36.4%	25.0%	14.3%	42.9%	10.0%
e-Newsletters	25.0%	50.0%	70.0%	27.3%	46.9%	42.9%	35.7%	40.0%
World Bank Group's seminars/workshops/conferences	37.5%	32.4%	30.0%	18.2%	59.4%	42.9%	42.9%	40.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Direct contact with World Bank Group*	62.5%	11.8%	0.0%	72.7%	31.3%	14.3%	14.3%	40.0%
World Bank Group's website	12.5%	41.2%	20.0%	18.2%	25.0%	57.1%	35.7%	40.0%
Social media	37.5%	17.6%	20.0%	18.2%	3.1%	28.6%	14.3%	10.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	25.0%	12.1%	0.0%	18.2%	9.7%	0.0%	13.3%	20.0%
No	75.0%	87.9%	100.0%	81.8%	90.3%	100.0%	86.7%	80.0%



G. Communication and Information Sharing (continued)

Do you have reliable access to the Internet?

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	75.0%	97.1%	70.0%	81.8%	76.7%	85.7%	80.0%	100.0%
No	25.0%	2.9%	30.0%	18.2%	23.3%	14.3%	20.0%	0.0%

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	50.0%	15.2%	20.0%	36.4%	25.0%	14.3%	20.0%	50.0%
No	50.0%	84.8%	80.0%	63.6%	75.0%	85.7%	80.0%	50.0%

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	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	28.6%	6.1%	0.0%	9.1%	3.1%	0.0%	0.0%	20.0%
Monthly	14.3%	18.2%	0.0%	18.2%	21.9%	14.3%	0.0%	20.0%
A few times a year	14.3%	48.5%	40.0%	36.4%	43.8%	71.4%	53.3%	50.0%
Rarely	14.3%	27.3%	40.0%	27.3%	12.5%	0.0%	26.7%	10.0%
Never	28.6%	0.0%	20.0%	9.1%	18.8%	14.3%	20.0%	0.0%



G. Communication and Information Sharing (continued)

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

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	5	7.80	1.79	29	7.34	1.49	6	8.67	0.82	9	6.89	1.54	21	7.57	1.94	5	6.80	2.77	11	7.91	1.81	9	7.11	1.96
I find the information on the World Bank Group's websites useful	5	8.20	2.17	29	8.03	1.30	6	8.17	1.72	9	7.56	1.42	21	8.52	1.57	6	8.17	2.32	11	8.27	1.27	9	8.56	1.42
The World Bank Group's social media channels are valuable sources of information about the institution	5	9.00	1.73	9	7.56	1.51	5	7.80	2.17	7	5.57	2.94	9	8.11	1.54	2	6.50	0.71	7	6.57	2.23	5	8.00	2.00

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 the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	77.8%	71.4%	41.7%	28.6%	42.9%	44.4%	12.5%	58.3%
No	22.2%	28.6%	58.3%	71.4%	57.1%	55.6%	87.5%	41.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank (IBRD)	100.0%	97.1%	90.0%	70.0%	92.9%	85.7%	80.0%	90.0%
The International Finance Corporation (IFC)	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	10.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	2.9%	10.0%	10.0%	7.1%	14.3%	20.0%	0.0%

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	37.5%	26.5%	27.3%	0.0%	3.0%	0.0%	6.7%	27.3%
No	62.5%	73.5%	72.7%	100.0%	97.0%	100.0%	93.3%	72.7%

*Significantly different between stakeholder groups



H. Background Information (continued)

If yes, what was your view of how the two institutions work together in Bulgaria?

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The two institutions work well together	66.7%	60.0%	100.0%	0.0%	100.0%	100.0%	100.0%	66.7%
The way the two institutions work together needs improvement	33.3%	20.0%	0.0%	100.0%	0.0%	0.0%	0.0%	33.3%
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	20.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Observer	11.1%	8.1%	27.3%	38.5%	18.2%	25.0%	40.0%	33.3%
Use World Bank Group reports/data	55.6%	35.1%	36.4%	30.8%	60.6%	62.5%	40.0%	41.7%
Engage in World Bank Group related/sponsored events/activities	11.1%	27.0%	18.2%	30.8%	36.4%	12.5%	26.7%	25.0%
Collaborate as part of my professional duties*	66.7%	56.8%	18.2%	38.5%	24.2%	25.0%	20.0%	50.0%
Use World Bank Group website for information, data, research, etc.	11.1%	27.0%	36.4%	23.1%	24.2%	37.5%	26.7%	8.3%

*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Female	66.7%	48.6%	81.8%	26.7%	61.8%	55.6%	56.3%	58.3%
Male	33.3%	51.4%	18.2%	73.3%	38.2%	44.4%	43.8%	41.7%

Appendix C: Responses to Indicator Questions by Geographic Location¹⁸

● Sofia N=121 ● Outside Sofia N=20

B. Overall Attitudes toward the World Bank Group

	Which best represents your geographic location?					
	Sofia			Outside Sofia		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Bulgaria	108	6.52	1.84	16	6.94	1.84

(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 Bulgaria?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Sofia			Outside Sofia		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Bulgaria	100	7.06	1.99	15	6.53	1.60
The World Bank Group's work is aligned with what I consider the development priorities for Bulgaria	103	6.87	1.96	15	6.00	1.81

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

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

	Which best represents your geographic location?					
	Sofia			Outside Sofia		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	86	6.80	1.91	12	5.83	1.85
Flexibility (in terms of the institution's products and services)	79	6.46	1.94	11	5.91	1.92
Flexibility (in terms of changing country circumstances)	83	6.39	2.01	12	5.92	1.98
Being inclusive	75	6.64	1.82	11	6.18	2.14
Openness (sharing data and other information)	90	7.41	2.10	13	6.23	2.09
Collaboration with the Government	87	7.90	1.68	12	6.92	2.15
The speed in which it gets things accomplished on the ground	85	5.79	2.16	12	4.67	1.78
Helping to bring discipline/effective supervision to implementation of investment projects	70	6.57	2.15	9	5.33	2.29
Collaboration with civil society	74	5.91	2.25	10	4.90	2.08
Staff accessibility	80	6.93	2.54	8	6.88	2.64
Collaboration with other donors and development partners	52	6.37	2.12	8	6.50	2.27
Collaboration with the private sector	55	5.75	2.22	6	4.67	1.37
Straightforwardness and honesty	83	7.63	1.92	12	6.92	2.07
Treating clients and stakeholders in Bulgaria with respect	89	8.13	2.13	12	7.75	2.49
Being a long-term partner	87	7.95	2.00	12	7.25	2.45

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

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

	Which best represents your geographic location?					
	Sofia			Outside Sofia		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Bulgaria?	84	6.19	1.79	13	5.23	1.92

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

	Which best represents your geographic location?					
	Sofia			Outside Sofia		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Bulgaria	64	6.20	1.97	13	6.15	1.91
The World Bank Group meets Bulgaria's needs for knowledge services	85	6.67	2.15	11	6.64	2.25

D. The World Bank Group's Knowledge Work and Activities**In Bulgaria, to what extent do you believe that the World Bank Group's knowledge work and activities:***(1-To no degree at all, 10-To a very significant degree)*

	Which best represents your geographic location?					
	Sofia			Outside Sofia		
	N	Mean	SD	N	Mean	SD
Are adaptable to Bulgaria's specific development challenges and country circumstances	88	6.59	2.14	14	6.21	1.85

	Which best represents your geographic location?					
	Sofia			Outside Sofia		
	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?	85	6.81	2.03	16	6.50	1.83
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	94	7.63	1.91	14	7.21	1.76

*(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)***E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Which best represents your geographic location?					
	Sofia			Outside Sofia		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Bulgaria	58	6.05	2.32	4	5.75	0.96
Where country systems are adequate, the World Bank Group makes appropriate use of them	51	6.76	2.31	9	7.00	1.87

Appendix D: Responses to Selected Questions by Levels of Collaboration¹⁹

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 FY18 Bulgaria 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 Bulgaria, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Bulgaria?”

- Collaborating with the WBG N=69
- Not collaborating with the WBG N=73

B. Overall Attitudes toward the World Bank Group

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Bulgaria?*	68	6.88	1.99	72	5.18	2.08

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group’s effectiveness in Bulgaria*	64	7.45	1.39	60	5.68	1.90

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group’s staff is well prepared (e.g., skills and knowledge) to help Bulgaria solve its most complicated development challenges?*	65	7.97	1.54	53	6.81	1.98

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

¹⁹Only 142 respondents provided information about whether they collaborated with the WBG, therefore, only responses from these individuals were analyzed.



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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Poverty reduction	22.4%	16.9%
Education	43.3%	35.2%
Health	19.4%	14.1%
Climate change (e.g., mitigation, adaptation)	10.4%	5.6%
Governance (i.e., government effectiveness)	29.9%	23.9%
Economic growth*	22.4%	38.0%
Convergence of living standards with EU	11.9%	22.5%
Basic infrastructure and transport (e.g., roads, bridges, transportation)	4.5%	4.2%
Energy and energy efficiency	3.0%	9.9%
Public financial management (e.g., public expenditure, fiscal system reform)	26.9%	22.5%
Private sector development	10.4%	12.7%
Disaster risk management	4.5%	8.5%
Job creation/employment	6.0%	14.1%
Judiciary reform	23.9%	21.1%
Trade and exports	0.0%	1.4%
Financial sector (e.g., banking/non-banking)	6.0%	9.9%
Water and sanitation	3.0%	5.6%
Social protection (e.g., pensions, targeted social assistance)	9.0%	2.8%
Agriculture and rural development	9.0%	11.3%
Equality of opportunity and inclusion (e.g., gender, Roma inclusion)	10.4%	7.0%

*Significantly different between collaborators and non-collaborators

How EFFECTIVE do you believe the following World Bank Group’s instruments are in supporting the Bulgaria Government’s efforts to reduce poverty?

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)	32	6.97	1.99	37	6.14	2.29
Development Policy Financing (DPF)*	38	6.76	1.85	46	5.65	2.05
Program-for-Results Financing (PforR)	30	6.53	1.93	34	6.44	2.35
Trust funds and grants	19	6.05	2.39	25	5.60	2.27
MIGA Guarantees	16	5.13	2.36	19	5.26	2.49
IFC Investment Services	22	5.77	2.16	24	5.63	2.39
IFC Advisory Services	25	6.12	2.37	28	5.93	2.42

*Significantly different between collaborators and non-collaborators

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

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Bulgaria*	60	7.47	1.85	55	6.53	1.99
The World Bank Group’s work is aligned with what I consider the development priorities for Bulgaria*	62	7.50	1.56	56	5.98	2.10

*Significantly different between collaborators and non-collaborators

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

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	51	7.37	1.56	47	5.96	2.03
Flexibility (in terms of the institution's products and services)*	47	6.94	1.69	43	5.74	2.00
Flexibility (in terms of changing country circumstances)*	49	6.92	1.69	46	5.67	2.12
Being inclusive*	46	7.00	1.76	40	6.08	1.85
Openness (sharing data and other information)*	56	7.86	1.69	47	6.64	2.45
Collaboration with the Government*	53	8.19	1.56	47	7.40	1.92
The speed in which it gets things accomplished on the ground*	50	6.26	2.04	47	5.06	2.13
Helping to bring discipline/effective supervision to implementation of investment projects	41	6.90	2.29	39	6.10	2.11
Collaboration with civil society	39	6.23	2.18	46	5.48	2.28
Staff accessibility*	50	7.82	2.26	39	5.92	2.56
Collaboration with other donors and development partners	29	6.90	1.93	31	5.94	2.24
Collaboration with the private sector	30	5.83	2.25	31	5.52	2.19
Straightforwardness and honesty	53	7.81	1.71	42	7.24	2.22
Treating clients and stakeholders in Bulgaria with respect*	53	8.62	1.73	48	7.56	2.49
Being a long-term partner*	53	8.34	1.79	47	7.45	2.26

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Economic growth	61	8.36	1.89	59	8.25	2.06
Convergence of living standards with EU	60	7.82	2.04	56	8.04	2.07
Basic infrastructure and transport	57	7.07	2.42	58	7.52	2.04
Energy and energy efficiency	57	7.26	2.37	59	7.39	1.99
Public financial management	58	7.33	2.28	58	7.34	2.45
Poverty reduction	60	8.03	2.04	56	7.93	2.21
Education	59	8.41	1.84	57	8.67	1.69
Health	58	7.88	2.30	56	8.29	1.92
Climate change	58	7.02	2.47	56	7.38	1.97
Governance	58	8.05	1.99	57	7.98	2.12
Financial sector	53	6.79	2.46	55	7.13	2.32
Water and sanitation	55	6.64	2.39	56	6.88	2.27
Social protection	58	7.07	2.25	56	6.48	2.34
Agriculture and rural development	58	6.64	2.31	56	6.77	2.37
Equality of opportunity and inclusion*	57	7.04	2.31	56	5.82	2.66
Private sector development	57	7.30	2.24	58	6.98	2.40
Disaster risk management	54	6.30	2.48	57	6.96	2.45
Job creation/employment	58	6.47	2.56	57	7.28	2.27
Judiciary reform	56	7.55	2.44	55	7.62	2.73
Trade and exports	54	5.80	2.74	57	6.51	2.65

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Economic growth	34	6.65	1.63	31	6.00	2.08
Convergence of living standards with EU	33	6.15	1.79	31	5.48	2.20
Basic infrastructure and transport*	31	6.90	1.68	33	5.91	2.16
Energy and energy efficiency*	34	7.03	1.80	37	5.59	2.07
Public financial management*	31	7.16	1.63	25	5.28	2.26
Poverty reduction*	33	6.30	1.78	36	5.03	2.25
Education*	35	6.51	1.99	36	5.22	2.75
Health*	33	5.97	2.04	32	4.72	2.43
Climate change*	32	6.63	2.28	33	5.42	2.32
Governance*	34	6.97	2.05	30	5.20	2.04
Financial sector*	27	7.56	2.01	30	6.03	2.47
Water and sanitation*	31	7.00	2.28	29	5.52	2.21
Social protection*	30	6.20	1.90	31	4.84	2.41
Agriculture and rural development	25	5.64	1.96	26	4.81	2.28
Equality of opportunity and inclusion	33	6.48	2.15	29	5.62	2.32
Private sector development	27	5.74	2.30	28	5.39	2.41
Disaster risk management*	26	6.54	2.21	30	4.93	2.21
Job creation/employment	26	5.73	1.80	31	5.06	2.45
Judiciary reform	26	5.42	2.56	31	4.13	2.49
Trade and exports	24	5.75	2.05	26	5.23	2.42

**Significantly different between collaborators and non-collaborators*

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group’s work help to achieve development results in Bulgaria?*	49	6.61	1.58	49	5.57	1.98

*(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 Bulgaria?

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group’s financial instruments meet the needs of Bulgaria*	39	6.82	1.67	39	5.67	2.12
The World Bank Group meets Bulgaria’s needs for knowledge services	50	7.04	1.99	47	6.34	2.36

**Significantly different between collaborators and non-collaborators*

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Bulgaria received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?*	40	6.85	2.19	43	5.81	2.21

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

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

In Bulgaria, to what extent do you believe that the World Bank Group's knowledge work and activities:

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely*	50	7.14	1.62	49	6.02	2.41
Include appropriate level of stakeholder involvement during preparation*	46	7.24	1.77	50	6.32	2.52
Lead to practical solutions*	46	6.72	1.82	52	5.77	2.36
Are accessible (well written and easy to understand)*	50	7.68	1.66	54	6.37	2.41
Are source of relevant information on global good practices*	53	7.87	1.61	53	6.98	2.13
Are relevant to country challenges*	48	7.35	1.78	53	6.34	2.52
Are adequately disseminated*	47	6.83	2.28	52	5.17	2.28
Are translated enough into local language*	44	6.66	2.48	52	5.56	2.45
Are adaptable to Bulgaria's specific development challenges and country circumstances	48	6.75	1.91	54	6.28	2.24

*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	49	7.14	1.72	53	6.42	2.17
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	54	7.94	1.70	55	7.25	2.02

(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)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	22	5.09	1.87	27	4.74	2.23
The World Bank Group effectively monitors and evaluates the projects and programs it supports	36	7.47	2.40	42	6.88	2.04
The World Bank Group's approvals and reviews are done in a timely fashion	26	6.58	2.23	33	6.15	2.31
The World Bank Group's "Safeguard Policy" requirements are reasonable	23	6.65	1.77	25	6.60	2.24
The World Bank Group's conditions on its lending are reasonable	27	7.07	1.77	27	6.04	2.33
The World Bank Group takes decisions quickly in Bulgaria*	34	6.59	1.65	28	5.32	2.67
Working with the World Bank Group increases Bulgaria's institutional capacity	46	7.33	1.91	46	6.52	2.30
Where country systems are adequate, the World Bank Group makes appropriate use of them	29	7.17	2.07	31	6.39	2.35
The World Bank Group provides effective implementation support	36	7.33	2.19	39	6.97	2.30
Help to bring discipline/effective supervision to implementation of investment projects	30	7.90	2.11	36	7.11	2.24

*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)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	48	7.58	1.47	45	7.33	2.02
I find the information on the World Bank Group's websites useful	47	8.21	1.44	47	8.17	1.59
The World Bank Group's social media channels are valuable sources of information about the institution	22	7.68	2.10	26	7.19	2.19

Appendix E: Responses to Select Questions by Year²⁰

All data presented in this appendix are weighted. As a result, means of the FY 2018 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2015 respondents and the total number of respondents indicated may differ from those reported in the FY 2015 COS report.

- FY 2015 Number of comparable respondents N=173
- FY 2018 Number of comparable respondents N=145

By weighting, the FY 2018 and FY 2015 samples have the same stakeholder composition and thus are comparable. The stakeholder groups which do not have respondents in both years are not included in the comparison. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY15	FY18
Office of the President/ Prime Minister/ Minister	8%	8%
Office of Parliamentarian	2%	2%
Government Institutions	30%	30%
Local Government	5%	5%
Bilateral/Multilateral Agency	6%	6%
Civil Society	22%	22%
Private Sector	10%	10%
Academia/Research Institute/Think Tank	11%	11%
Media	6%	6%

A. General Issues facing Bulgaria

In general would you say that Bulgaria is headed in?*

Percentage of Respondents	FY15	FY18
The right direction	57.2%	71.5%
The wrong direction	13.9%	12.5%
Not sure	28.9%	16.0%

*Significantly different between FY15 and FY18 respondents

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 Bulgaria? (Select only ONE response)

Percentage of Respondents	FY15	FY18
A very big problem	39.9%	41.0%
A moderately big problem	45.1%	50.0%
A small problem	11.0%	6.9%
Not a problem at all	3.5%	0.7%
Don't know	0.6%	1.4%

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	FY15	FY18
A very serious problem	39.8%	38.2%
A somewhat serious problem	40.9%	45.8%
Not too serious problem	15.2%	11.8%
Not a problem	2.3%	2.1%
Don't know	1.8%	2.1%

²⁰ Only those questions that were asked in the FY '15 and FY '18 country opinion surveys, with similar response scales/options, are presented.

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Bulgaria?	170	5.76	2.20	144	6.09	2.21

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Bulgaria	145	6.54	1.85	129	6.63	1.90

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Bulgaria solve its most complicated development challenges?	130	7.47	1.79	123	7.44	1.85

*(1-To no degree at all, 10-To a very significant degree)***To what extent do you believe that the World Bank Group's work and support help the poorest in Bulgaria? (Select only ONE response)**

Percentage of Respondents	FY15	FY18
To a fully sufficient degree	2.5%	4.4%
To a somewhat sufficient degree	13.7%	19.0%
To a somewhat insufficient degree	35.4%	32.8%
To a very insufficient degree	15.5%	13.9%
Don't know	32.9%	29.9%

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Bulgaria	142	6.80	1.97	120	7.04	2.00
The World Bank Group's work is aligned with what I consider the development priorities for Bulgaria	133	6.47	2.12	123	6.86	2.00

(1-Strongly disagree, 10-Strongly agree)

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

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	104	7.60	1.94	102	6.77	1.98
Flexibility (in terms of the institution's products and services)	105	6.49	2.04	94	6.41	1.98
Flexibility (in terms of changing country circumstances)	108	6.36	2.09	99	6.31	2.02
Being inclusive	100	6.73	1.96	91	6.57	1.91
Openness (sharing data and other information)	125	7.44	2.17	108	7.34	2.16
Collaboration with the Government	113	8.04	1.42	104	7.80	1.82
The speed in which it gets things accomplished on the ground	110	6.25	2.30	102	5.76	2.20
Helping to bring discipline/effective supervision to implementation of investment projects				84	6.52	2.27
Collaboration with civil society	98	6.51	2.26	88	5.89	2.28
Staff accessibility	121	7.34	2.17	94	6.99	2.58
Collaboration with other donors and development partners				64	6.32	2.16
Collaboration with the private sector	82	6.06	2.32	65	5.61	2.30
Straightforwardness and honesty	112	7.46	1.99	100	7.58	2.01
Treating clients and stakeholders in Bulgaria with respect	134	7.93	1.82	106	8.09	2.20
Being a long-term partner	118	8.08	1.84	104	7.89	2.10

*Significantly different between FY15 and FY18 respondents

**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 Bulgaria?

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Economic growth	82	6.16	2.15	68	6.33	1.96
Convergence of living standards with EU	66	5.57	2.48	66	5.83	2.08
Basic infrastructure and transport	74	6.36	2.29	68	6.51	2.05
Energy and energy efficiency	66	6.23	1.98	76	6.40	2.12
Public financial management	76	6.13	1.98	59	6.41	2.24
Poverty reduction				72	5.66	2.16
Education	93	6.18	2.24	75	5.94	2.47
Health	77	5.71	2.27	69	5.40	2.33
Climate change ("Climate change and green growth" in FY15)	62	5.80	2.11	69	6.06	2.48
Governance	86	6.35	2.14	67	6.26	2.36
Financial sector				59	6.82	2.47
Water and sanitation ("Water supply and sanitation" in FY15)	73	6.10	2.29	64	6.45	2.42
Social protection	78	5.74	2.23	65	5.60	2.31
Agriculture and rural development				54	5.16	2.21
Equality of opportunity and inclusion	78	6.28	2.14	65	6.11	2.34
Private sector development				57	5.49	2.42
Disaster risk management				59	5.84	2.39
Job creation/employment	75	5.66	2.40	58	5.36	2.22
Judiciary reform				59	4.82	2.68
Trade and exports	60	5.71	2.15	51	5.47	2.32

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Bulgaria?	115	6.26	1.88	101	6.15	1.90

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

To what extent does the World Bank Group's work help to achieve development results in Bulgaria?

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Bulgaria	101	6.28	1.96	82	6.29	2.02
The World Bank Group meets Bulgaria's needs for knowledge services	121	6.81	2.14	101	6.75	2.22

(1-Strongly disagree, 10-Strongly agree)

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Bulgaria received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	101	6.07	2.31	87	6.39	2.32

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

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

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

Percentage of Respondents	FY15	FY18
Weekly	3.3%	5.6%
Monthly	13.7%	16.9%
A few times a year	46.4%	50.0%
Rarely	23.5%	21.8%
Never	13.1%	5.6%

In Bulgaria, to what extent do you believe that the World Bank Group's knowledge work and activities:

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Are timely	115	6.49	2.15	103	6.63	2.12
Include appropriate level of stakeholder involvement during preparation	111	6.47	2.39	99	6.84	2.26
Lead to practical solutions	121	6.25	2.11	102	6.28	2.22
Are accessible (well written and easy to understand)	128	7.22	2.06	107	7.04	2.21
Are source of relevant information on global good practices	124	7.75	1.81	111	7.42	1.97
Are relevant to country challenges				104	6.86	2.27
Are adequately disseminated	116	6.38	2.36	101	6.08	2.48
Are translated enough into local language	115	6.51	2.53	97	6.19	2.58
Are adaptable to Bulgaria's specific development challenges and country circumstances	119	6.36	2.03	106	6.58	2.15

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

	Year					
	FY 2015			FY 2018		
	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?	124	6.66	1.87	106	6.82	2.05
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	120	7.80	1.64	113	7.61	1.93

(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?

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	63	5.70	2.44	52	4.92	2.12
The World Bank Group effectively monitors and evaluates the projects and programs it supports	96	7.19	1.95	82	7.22	2.25
The World Bank Group's approvals and reviews are done in a timely fashion	92	7.00	2.03	63	6.40	2.30
The World Bank Group's "Safeguard Policy" requirements are reasonable	59	7.10	2.11	50	6.63	2.09
The World Bank Group's conditions on its lending are reasonable	64	7.05	2.09	57	6.57	2.16
The World Bank Group takes decisions quickly in Bulgaria	74	6.40	2.40	67	6.06	2.26
Working with the World Bank Group increases Bulgaria's institutional capacity	107	7.18	1.94	96	6.94	2.17
Where country systems are adequate, the World Bank Group makes appropriate use of them	64	7.28	2.00	62	6.74	2.29
The World Bank Group provides effective implementation support	91	7.44	1.97	79	7.20	2.30

(1-Strongly disagree, 10-Strongly agree)

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

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

Percentage of Respondents	FY15	FY18
Financial services	14.5%	11.1%
Knowledge products	32.9%	27.8%
Convening services	19.1%	9.5%
None of the above	0.7%	2.4%
The combination is appropriate for Bulgaria	22.4%	35.7%
Don't know	10.5%	13.5%

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	FY15	FY18
Yes	21.5%	12.8%
No	78.5%	87.2%

*Significantly different between FY15 and FY18 respondents

Do you have reliable access to the Internet?

Percentage of Respondents	FY15	FY18
Yes	100%	100%
No	0%	0%

**G. Communication and Information Sharing (continued)****Do you use/have you used the World Bank Group website?**

Percentage of Respondents	FY15	FY18
Yes	81.0%	85.7%
No	19.0%	14.3%

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

Percentage of Respondents	FY15	FY18
Yes	12.8%	26.8%
No	87.2%	73.2%

Significantly different between FY15 and FY18 respondents*Please rate how much you agree with the following statements.**

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	113	7.31	1.85	96	7.46	1.74
I find the information on the World Bank Group's websites useful	117	7.89	1.58	97	8.21	1.50
The World Bank Group's social media channels are valuable sources of information about the institution*	43	6.17	2.86	50	7.50	2.13

*(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY15 and FY18 respondents*



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 Bulgaria? (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 Bulgaria	5.68	7.45	6.78	5.92	6.57	6.66	6.56	6.74	6.18	7.24	6.76	6.16
Overall the World Bank Group currently plays a relevant role in development in Bulgaria	6.53	7.47	7.29	6.42	7.22	6.96	7.01	7.32	6.75	7.68	7.17	6.90
The World Bank Group's work is aligned with what I consider the development priorities for Bulgaria	5.98	7.50	7.05	6.21	6.79	7.00	6.92	6.79	6.33	7.69	7.08	6.28
Responsiveness to needs	5.96	7.37	7.08	5.70	6.83	6.74	6.76	6.86	6.32	7.53	6.83	6.68
Flexibility (in terms of the institution's products and services)	5.74	6.94	6.71	5.41	6.57	6.32	6.55	6.28	5.96	7.16	6.50	6.32
Flexibility (in terms of changing country circumstances)	5.67	6.92	6.68	5.39	6.42	6.46	6.44	6.43	6.04	7.03	6.49	6.27
Being inclusive	6.08	7.00	6.89	5.56	6.52	6.77	6.65	6.63	6.24	7.16	6.74	6.28
Openness (sharing data and other information)	6.64	7.86	7.66	6.00	7.13	7.61	7.37	7.32	6.98	7.90	7.43	7.09
Collaboration with the Government	7.40	8.19	8.20	6.42	7.81	7.91	7.69	8.30	7.52	8.34	7.91	7.70
The speed in which it gets things accomplished on the ground	5.06	6.26	6.15	4.06	5.87	5.69	5.94	5.43	5.11	6.75	5.77	5.85
Helping to bring discipline/effective supervision to implementation of investment projects	6.10	6.90	6.94	5.24	6.76	6.34	6.60	6.52	5.88	7.63	6.64	6.29
Collaboration with civil society	5.48	6.23	6.25	4.41	5.85	5.92	5.91	5.83	5.33	6.93	5.85	6.00
Staff accessibility	5.92	7.82	7.42	5.07	7.12	6.89	6.92	7.27	6.22	7.90	7.21	6.24
Collaboration with other donors and development partners	5.94	6.90	6.71	5.58	6.53	6.42	6.43	6.63	6.29	6.76	6.48	6.50
Collaboration with the private sector	5.52	5.83	6.11	4.50	6.11	5.20	5.64	6.00	5.31	6.32	5.74	5.71
Straightforwardness and honesty	7.24	7.81	7.84	6.63	7.75	7.50	7.73	7.41	7.20	8.26	7.53	8.00
Treating clients and stakeholders in Bulgaria with respect	7.56	8.62	8.57	6.12	8.26	8.02	8.11	8.26	7.70	8.75	8.14	8.25
Being a long-term partner	7.45	8.34	8.29	6.38	7.93	8.04	7.87	8.23	7.63	8.45	7.92	8.19
To what extent does the World Bank Group's work help to achieve development results in Bulgaria?	5.57	6.61	6.47	5.06	6.37	6.07	6.13	6.45	5.81	6.85	6.21	6.29
The World Bank Group's financial instruments meet the needs of Bulgaria	5.67	6.82	6.66	4.83	6.64	6.00	6.31	6.50	5.80	7.16	6.41	6.24
The World Bank Group meets Bulgaria's needs for knowledge services	6.34	7.04	7.01	5.57	6.78	6.83	6.66	7.14	6.54	7.14	6.91	6.40
The World Bank Group's knowledge work and activities are adaptable to Bulgaria's specific development challenges and country circumstances	6.28	6.75	6.88	5.33	6.82	6.38	6.47	6.91	6.25	7.21	6.76	6.16
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.42	7.14	7.12	5.74	7.09	6.60	6.74	7.13	6.56	7.33	6.94	6.61
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.25	7.94	7.81	6.68	7.68	7.54	7.52	7.87	7.37	7.96	7.65	7.50
The World Bank Group takes decisions quickly in Bulgaria	5.32	6.59	6.48	3.90	6.11	6.00	5.82	6.71	5.71	6.42	6.02	6.27
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.39	7.17	7.27	5.25	6.76	7.00	6.66	7.44	6.54	7.39	6.80	7.07

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: Bulgaria FY18 COS Questionnaire



World Bank Group Country Survey FY 2018 – Bulgaria

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

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 BULGARIA

A1. In general would you say that Bulgaria 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 Bulgaria.			
Please identify which of the following you consider the most important development priorities in Bulgaria. (Choose no more than THREE)			
1	Economic growth	11	Financial sector (e.g., banking/non-banking)
2	Convergence of living standards with EU	12	Water and sanitation
3	Basic infrastructure and transport (e.g., roads, bridges, transportation)	13	Social protection (e.g., pensions, targeted social assistance)
4	Energy and energy efficiency	14	Agriculture and rural development
5	Public financial management (e.g., public expenditure, fiscal system reform)	15	Equality of opportunity and inclusion (e.g., gender, Roma inclusion)
6	Poverty reduction	16	Private sector development
7	Education	17	Disaster risk management
8	Health	18	Job creation/employment
9	Climate change (e.g., mitigation, adaptation)	19	Judiciary reform
10	Governance (i.e., government effectiveness)	20	Trade and exports

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 Bulgaria? (Choose no more than THREE)			
1	Disaster risk management	11	Education
2	Job creation/employment	12	Health
3	Social protection (e.g., pensions, targeted social assistance)	13	Basic infrastructure and transport (e.g., roads, bridges, transportation)
4	Agriculture and rural development	14	Energy and energy efficiency
5	Equality of opportunity and inclusion (e.g., gender, Roma inclusion)	15	Public financial management (e.g., public expenditure, fiscal system reform)
6	Judiciary reform	16	Climate change (e.g., mitigation, adaptation)
7	Trade and exports	17	Governance (i.e., government effectiveness)
8	Financial sector (e.g., banking/non-banking)	18	Economic growth
9	Water and sanitation	19	Convergence of living standards with EU
10	Private sector development		

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

**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 Bulgaria? (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 Bulgaria? (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 Bulgaria?									
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 Bulgaria.										
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 Bulgaria 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 Bulgaria, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Bulgaria? (Choose no more than THREE)			
1	Poverty reduction	11	Private sector development
2	Education	12	Disaster risk management
3	Health	13	Job creation/employment
4	Climate change (e.g., mitigation, adaptation)	14	Judiciary reform
5	Governance (i.e., government effectiveness)	15	Trade and exports
6	Economic growth	16	Financial sector (e.g., banking/non-banking)
7	Convergence of living standards with EU	17	Water and sanitation
8	Basic infrastructure and transport (e.g., roads, bridges, transportation)	18	Social protection (e.g., pensions, targeted social assistance)
9	Energy and energy efficiency	19	Agriculture and rural development
10	Public financial management (e.g., public expenditure, fiscal system reform)	20	Equality of opportunity and inclusion (e.g., gender, Roma inclusion)

**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 Bulgaria?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	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 Bulgaria? (Choose no more than TWO)	
1	Not sufficiently focused on results
2	Not in it for the long term
3	Its advice and strategies do not lend themselves to practical problem solving
4	Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)
5	Not enough public disclosure of its work
6	World Bank Group's processes too complex
7	Not willing to honestly criticize policies and reform efforts in the country
8	Staff too inaccessible
9	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
10	Not collaborating enough with private sector
11	Not aligned with other donors' work
12	Not aligned with country priorities
13	Not adequately sensitive to political/social realities in Bulgaria
14	Too influenced by developed countries
15	Not exploring alternative policy options
16	Arrogant in its approach
17	Not client focused
18	The credibility of its knowledge/data
19	Other (please specify): _____
20	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 Bulgaria? (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 Bulgaria 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	2	3	4	5	6	7	8	9	10	
1	Investment Project Financing (IPF)	1	2	3	4	5	6	7	8	9	10	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	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	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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	MIGA Guarantees	1	2	3	4	5	6	7	8	9	10	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	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	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 Bulgaria?

		Strongly disagree										Strongly agree		Don't know								
		1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	
B10	Overall the World Bank Group currently plays a relevant role in development in Bulgaria	1	2	3	4	5	6	7	8	9	10	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 Bulgaria	1	2	3	4	5	6	7	8	9	10	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 Bulgaria, 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 donors and 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 Bulgaria 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	The World Bank Group does not provide the government with consistent support throughout the reform effort
2	Political pressures and obstacles
3	Reforms are not well thought out in light of country challenges
4	Poor coordination within the Government
5	There is an inadequate level of private sector participation and support
6	Poor donor coordination
7	The World Bank Group is not sensitive enough to political/social realities on the ground
8	Lack of/inadequate levels of capacity in Government
9	There is not an adequate level of citizen/civil society participation
10	Corruption
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 Bulgaria?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Convergence of living standards with EU	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Basic infrastructure and transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Energy and energy efficiency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Governance (i.e., government effectiveness)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Financial sector (e.g., banking/non-banking)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Social protection (e.g., pensions, targeted social assistance)	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	Equality of opportunity and inclusion (e.g., gender, Roma inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Trade and exports	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 Bulgaria? (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	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Convergence of living standards with EU	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Basic infrastructure and transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Energy and energy efficiency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Governance (i.e., government effectiveness)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Financial sector (e.g., banking/non-banking)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Social protection (e.g., pensions, targeted social assistance)	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	Equality of opportunity and inclusion (e.g., gender, Roma inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Trade and exports	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 Bulgaria?												
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 Bulgaria?												
		Strongly disagree								Strongly agree		Don't know
C4	The World Bank Group's financial instruments (i.e., investment lending, Program-for-Results, etc.) meet the needs of Bulgaria	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group meets Bulgaria's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C6. To what extent do you believe that Bulgaria received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree			Don't know

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



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

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

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

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

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

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
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 Bulgaria	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Working with the World Bank Group increases Bulgaria'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	Help to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN BULGARIA**

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Bulgaria? (Choose no more than TWO)	
1	Ensure greater selectivity in its work
2	Provide more adequate data/knowledge/statistics/figures on Bulgaria's economy
3	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
4	Offer more innovative knowledge services
5	Collaborate more effectively with Government clients (e.g., national, state, local)
6	Work faster
7	Reduce the complexity of obtaining World Bank Group financing
8	Increase availability of Reimbursable Advisory Services (RAS)
9	Help to bring discipline/effective supervision to implementation of investment projects
10	Offer more innovative financial products
11	Work more with civil society and beneficiary representatives
12	Increase the level of capacity development in the country
13	Improve the quality of its experts as related to Bulgaria's specific challenges
14	Work more with private sector
15	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Bulgaria, 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 Bulgaria? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Bulgaria
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 Bulgaria? (Choose no more than TWO)**

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

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

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

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

G7. 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

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"/>

**SECTION H: BACKGROUND INFORMATION**

H1. Which of the following best describes your current position? (Select only ONE response)			
1	Office of the President, Prime Minister	11	NGO/Community Based Organization
2	Office of Minister	12	Media (press, radio, TV, web, etc.)
3	Office of Parliamentarian	13	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Trade Union
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	15	Faith-Based Group
6	Local Government Office or Staff	16	Youth Group
7	Bilateral/Multilateral Agency	17	Academia/Research Institute/Think Tank
8	Private Sector Organization	18	Judiciary Branch
9	Private Foundation	19	Other (please specify): _____
10	Financial Sector/Private Bank		

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

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

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

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

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

H6. If yes, what was your view of how the two institutions work together in Bulgaria?**(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 Bulgaria?**(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. What's your age?

- | | |
|---|--------------|
| 1 | 25 and under |
| 2 | 26-35 |
| 3 | 36-45 |
| 4 | 46-55 |
| 5 | 56 and above |

H10. Which best represents your geographic location?

- | | |
|---|---------------|
| 1 | Sofia |
| 2 | Outside Sofia |

Thank you for completing the survey!