FY 2017 Turkey Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group

WORLD BANK GROUP

April 2017

Acknowledgements

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

Country Opinion Surveys
THE WORLD BANK GROUP

Table of Contents

I. Objectives 3

II. Methodology.....3

III. Demographics of the Sample.....4

IV. General Issues Facing Turkey.....8

V. Overall Attitudes toward the World Bank Group.....14

VI. Sectoral Effectiveness.....21

VII. How the World Bank Group Operates 24

VIII. World Bank Group's Knowledge and Instruments 30

IX. The Future Role of the World Bank Group in Turkey 34

X. Communication and Outreach 38

XI. Appendices.....43

I. Objectives

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

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

II. Methodology

From January to March 2017, 536 stakeholders of the WBG in Turkey were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 262 stakeholders participated in the survey (49% response rate).

Respondents received and returned the questionnaires via courier or email. Respondents were asked about: general issues facing Turkey; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Turkey; and the WBG's communication and information sharing.

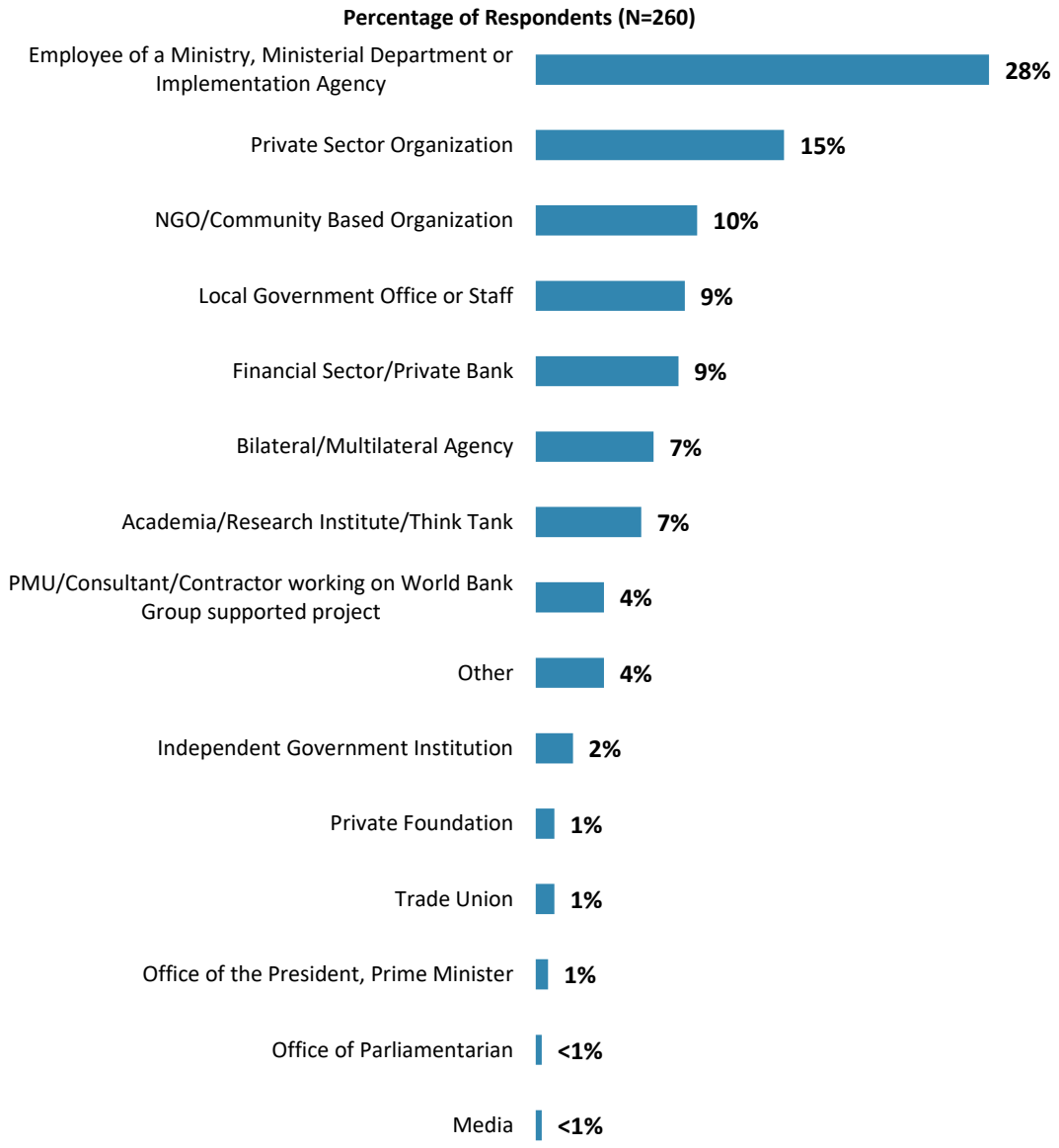
Every country that engages in the Country Opinion Survey (COS) must include specific indicator questions that will be aggregated for the World Bank Group's annual Corporate Scorecard. These questions are identified throughout the survey report.

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'14 (response rate was 38%, N=279). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'14 COS report and the non-weighted data presented in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 89).

III. Demographics of the Sample

Current Position

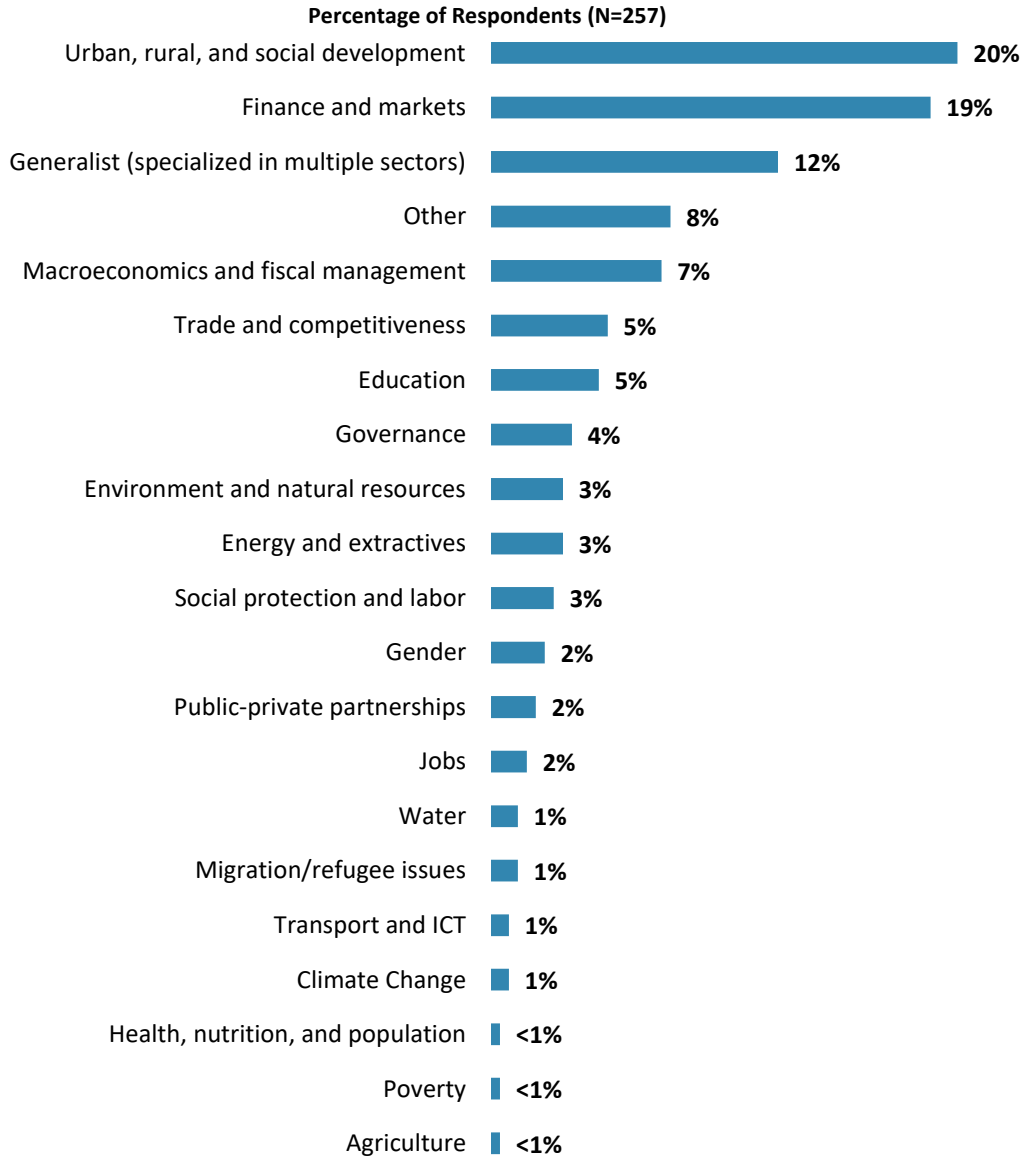
- For further analyses, respondents from ministries, PMUs, and consultants working WBG projects were combined, respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community based organizations, private foundations, and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



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

III. Demographics of the Sample (continued)

Area of Primary Specialization

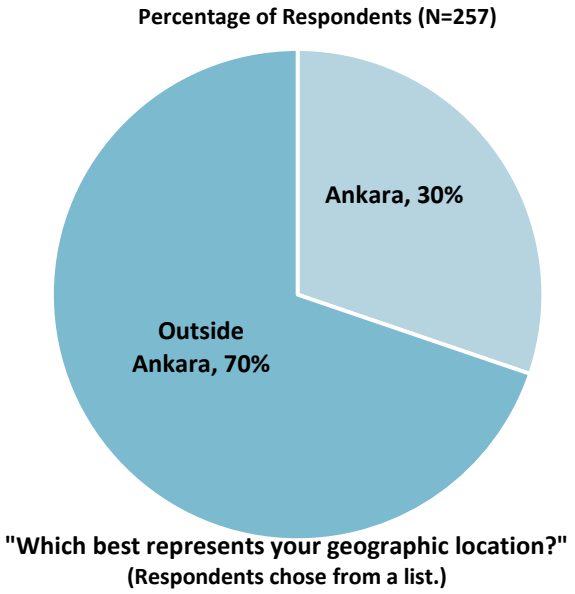


"Please identify the primary specialization of your work." **(Respondents chose from a list.)**

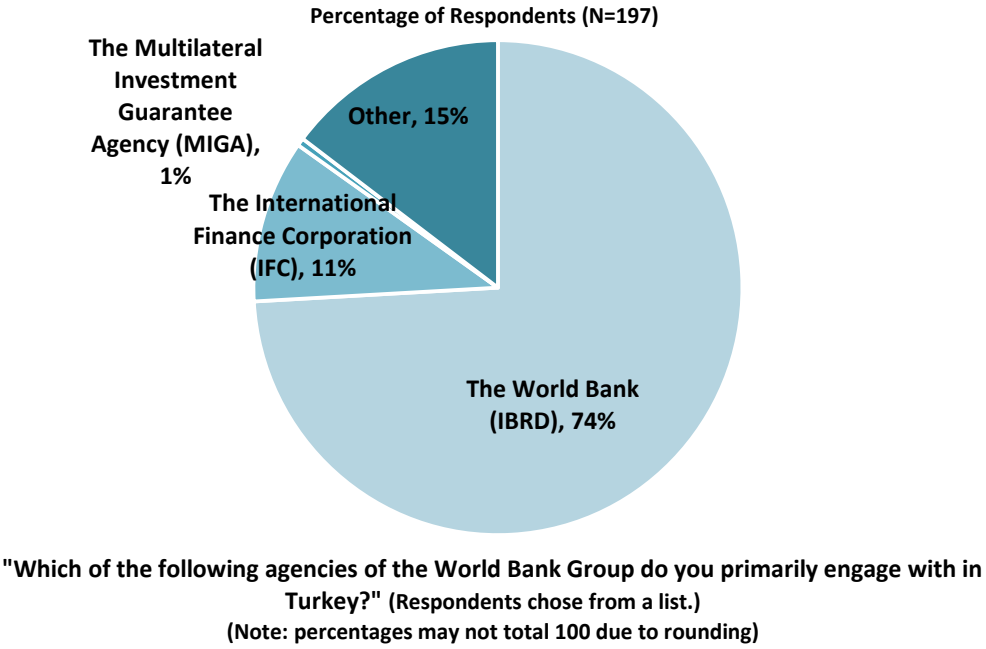
III. Demographics of the Sample (continued)

Geographic Locations

- Geographic location comparisons can be found in Appendix C (page 80).



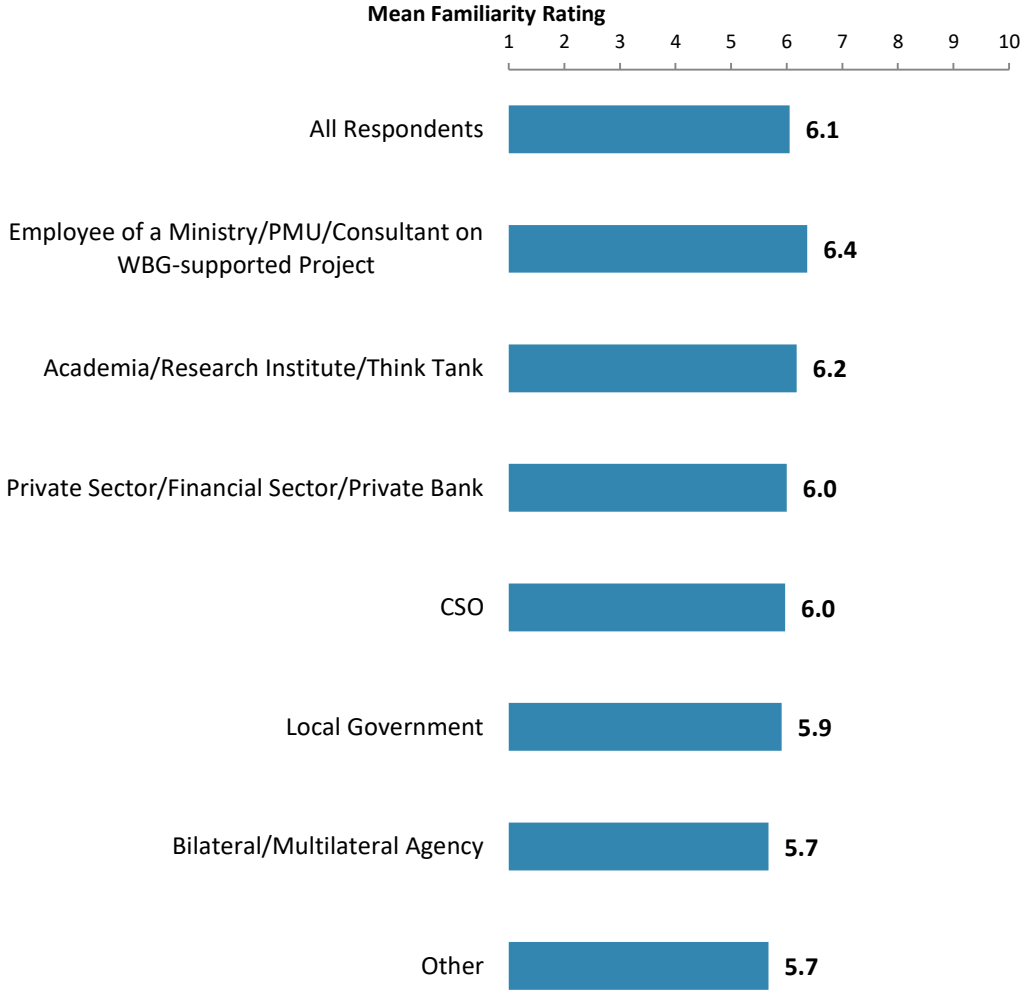
Exposure to Agencies within the World Bank Group



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey indicated significantly lower levels of familiarity with the WBG compared to respondents from the FY'14 Country Survey (weighted mean in FY'17 = 6.1; weighted mean in FY'14 = 6.6)[1].
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Turkey, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in Turkey, and the extent to which the WBG contributes to the country's development results.



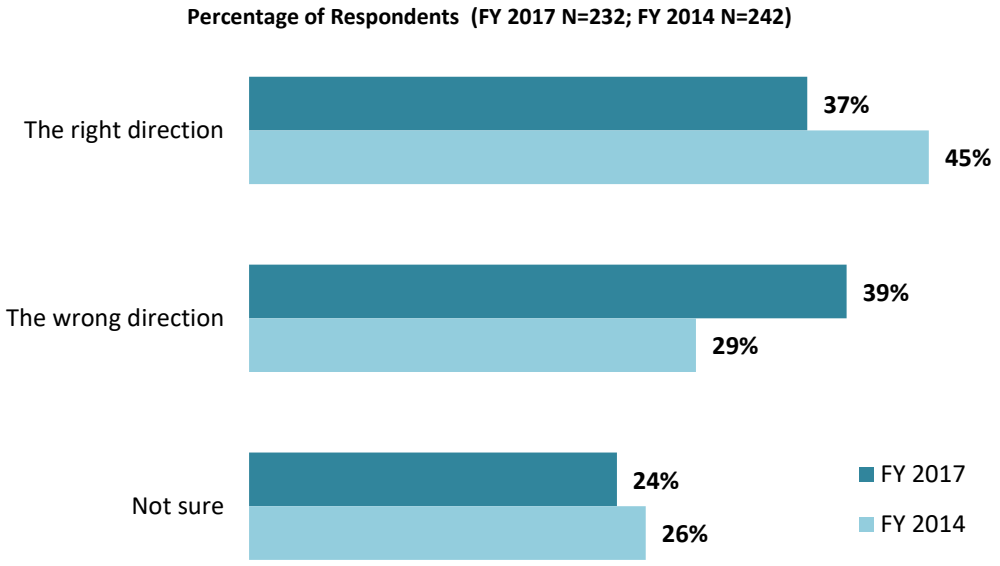
"How familiar are you with the work of the World Bank Group in Turkey?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

[1] Please refer to Appendix E (page 89) for more details on weighting. The means in the chart were calculated based on un-weighted data.

IV. General Issues Facing Turkey

Headed in the Right Direction[2]

- **Year comparison:** This year's respondents were significantly more likely to believe that Turkey is headed in the wrong direction compared to respondents in the FY'14 Country Survey.
- **Stakeholder groups:** In this year's Country Survey, respondents from the academia/research institutes/think tanks were significantly more likely to indicate that Turkey is headed in the wrong direction (75%) compared to other stakeholder groups.



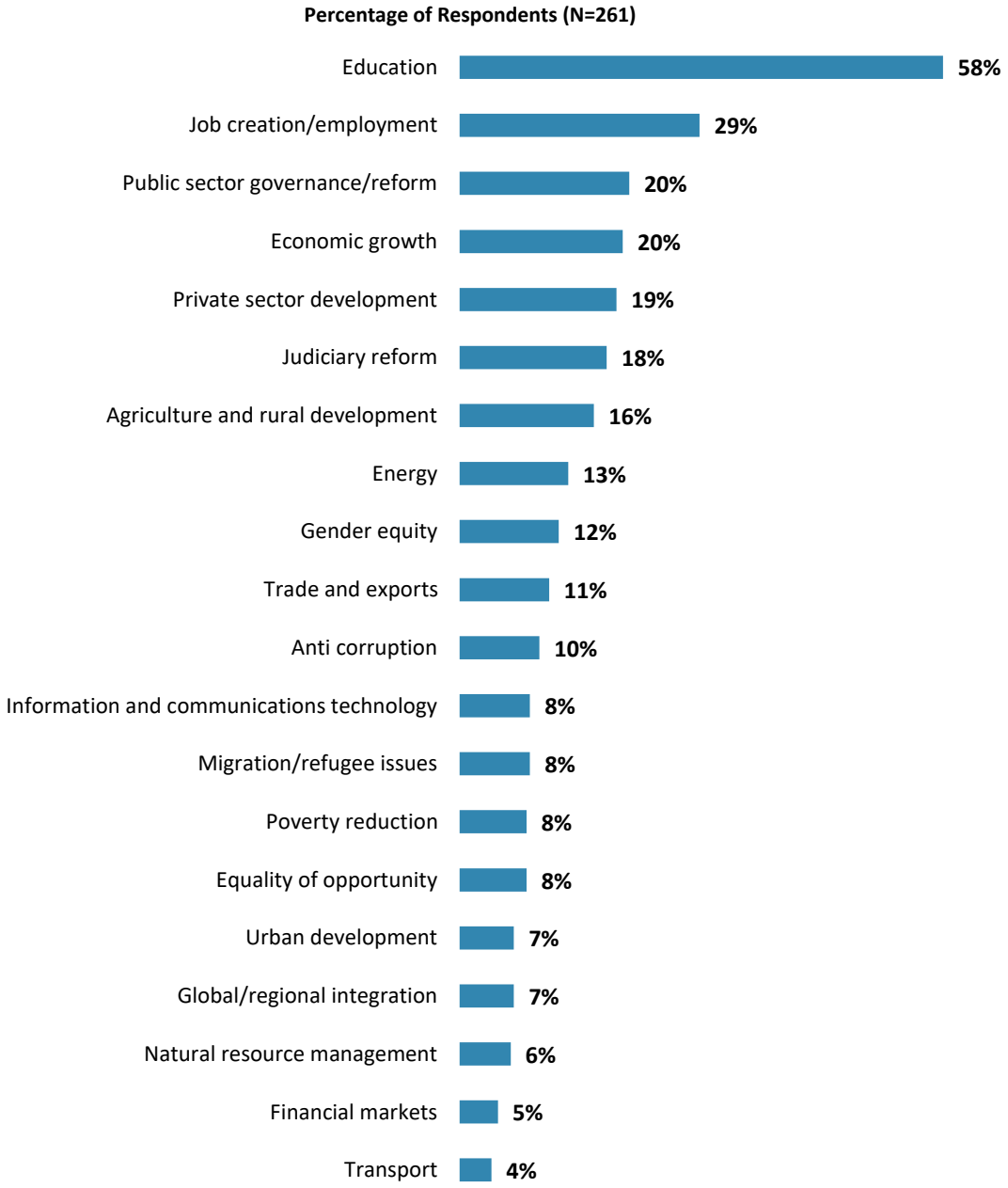
"In general, would you say that Turkey is headed in ...?"
(Respondents chose from a list.)

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

IV. General Issues Facing Turkey (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the most important development priorities in Turkey were "*education quality*" (55%), "*law and justice*" (29%), and "*job creation/employment*" (27%).

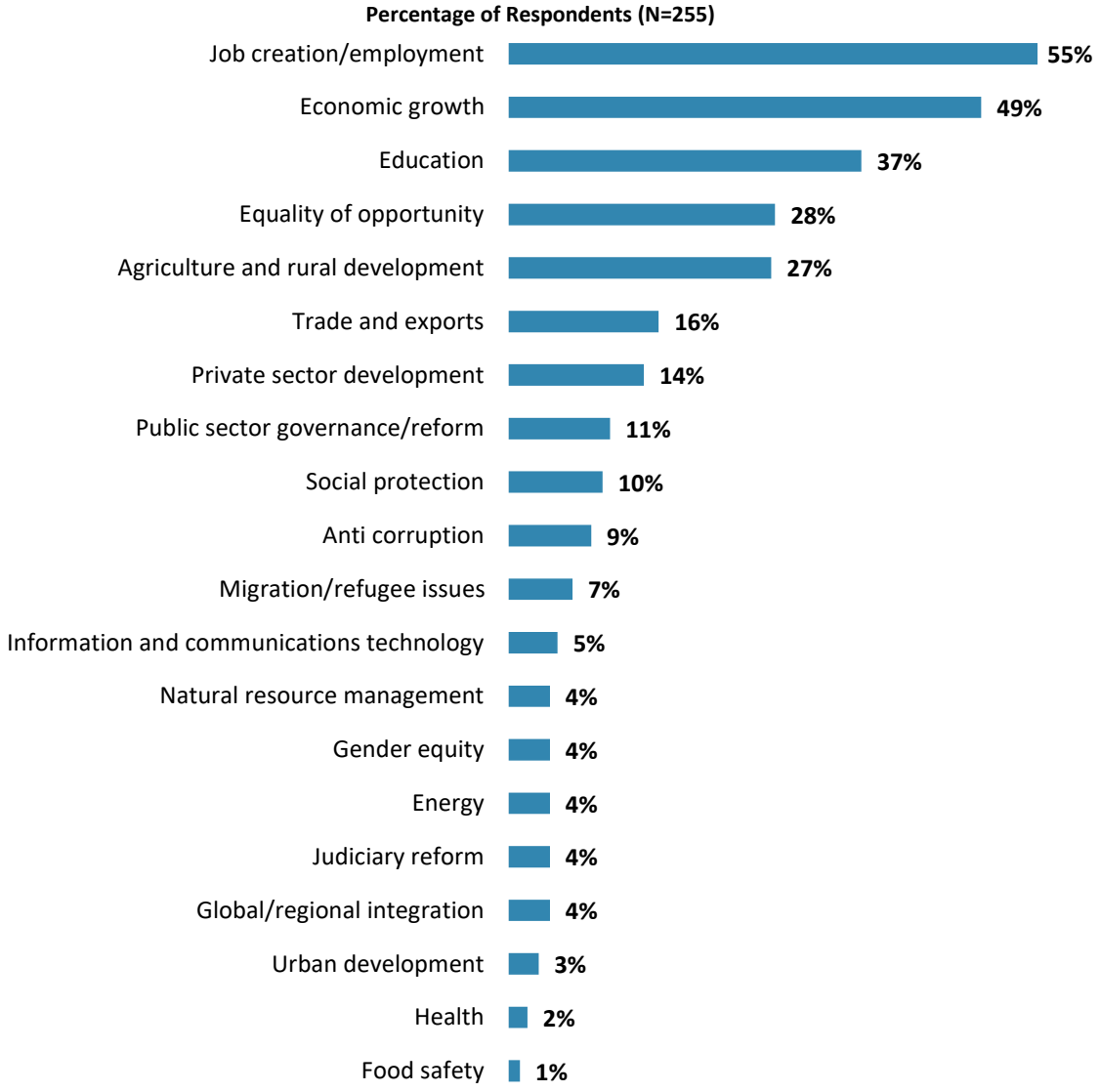


"Listed below are a number of development priorities in Turkey. Please identify which of the following you consider the most important development priorities in Turkey. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 26 response options shown.)

IV. General Issues Facing Turkey (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison**: In the previous FY'14 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Turkey were "*job creation/employment*" (47%), "*income inequality*" (45%), "*economic growth*" (42%), "*rural and regional development*" (38%), and "*education quality*" (35%).



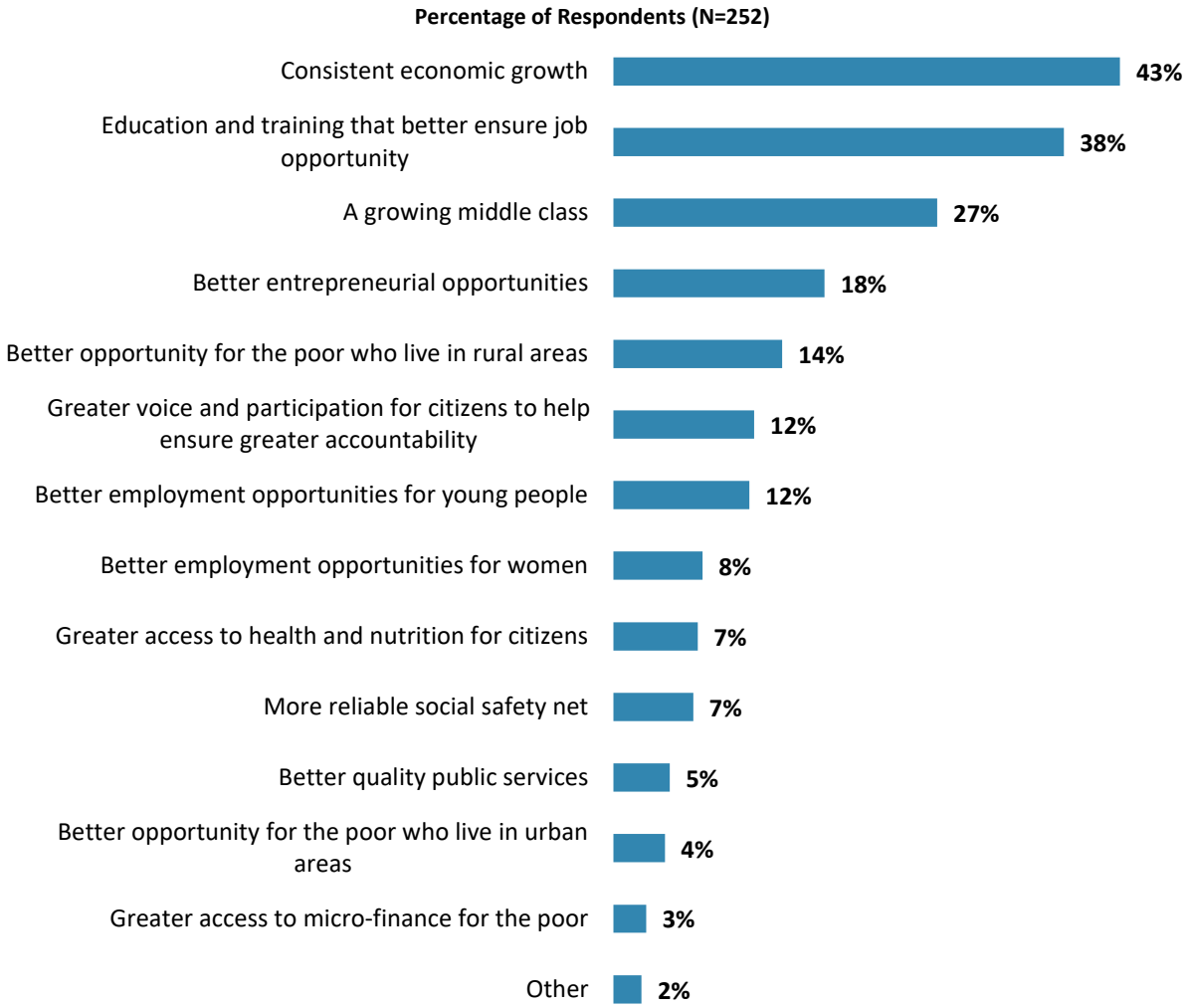
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Turkey? (Choose no more than THREE)"

(Respondents chose from a list. Responses combined. Top 20 of 25 response options shown.)

IV. General Issues Facing Turkey (continued)

Factors Contributing to "Shared Prosperity"

- **Year comparison**: In the previous FY'14 Country Survey, respondents indicated that shared prosperity can be best illustrated in Turkey through "*education and training that better ensure job opportunity*" (43%), and "*consistent economic growth*" (34%).

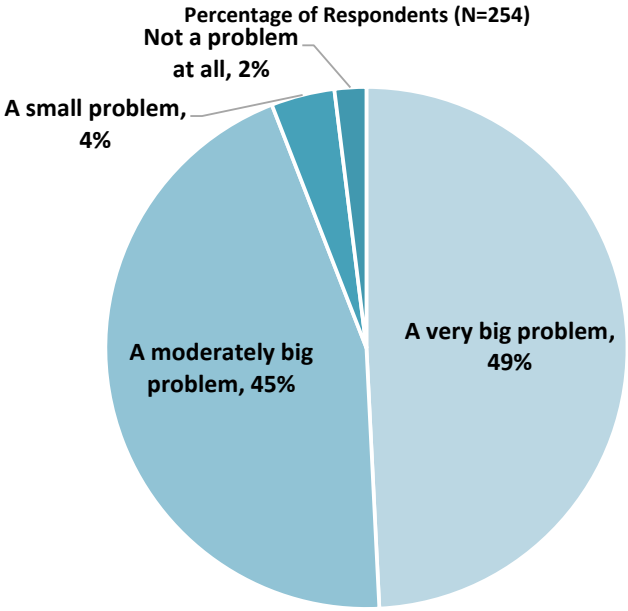


"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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

(Respondents chose from a list. Responses combined.)

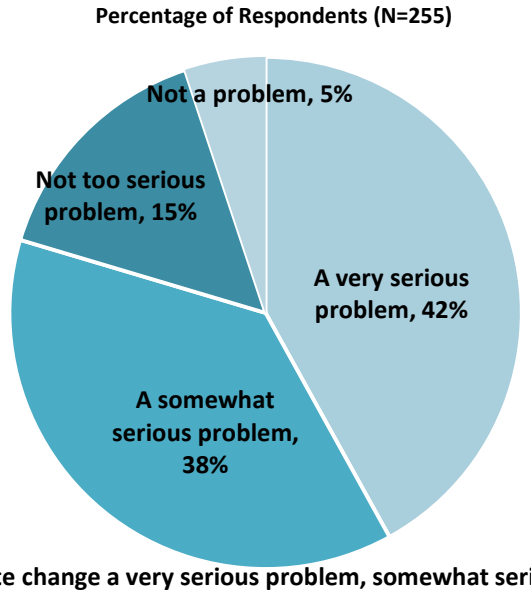
IV. General Issues Facing Turkey (continued)

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 Turkey?" (Respondents chose from a list.)

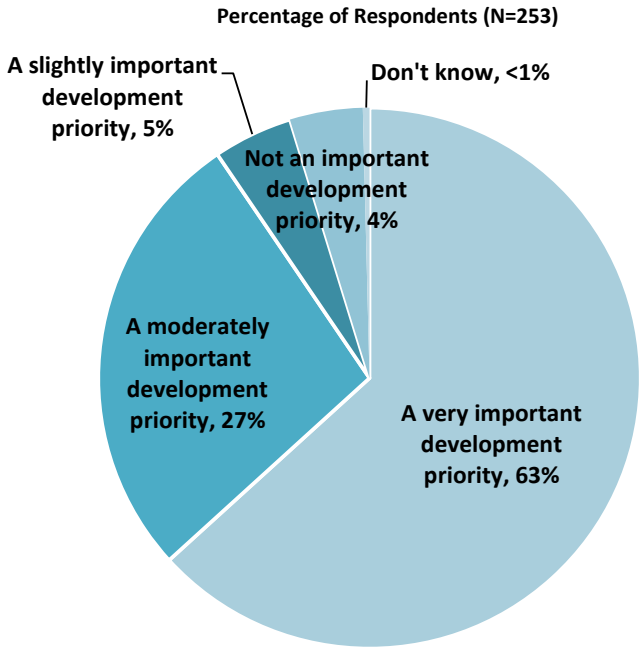
Global Climate Change



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

IV. General Issues Facing Turkey (continued)

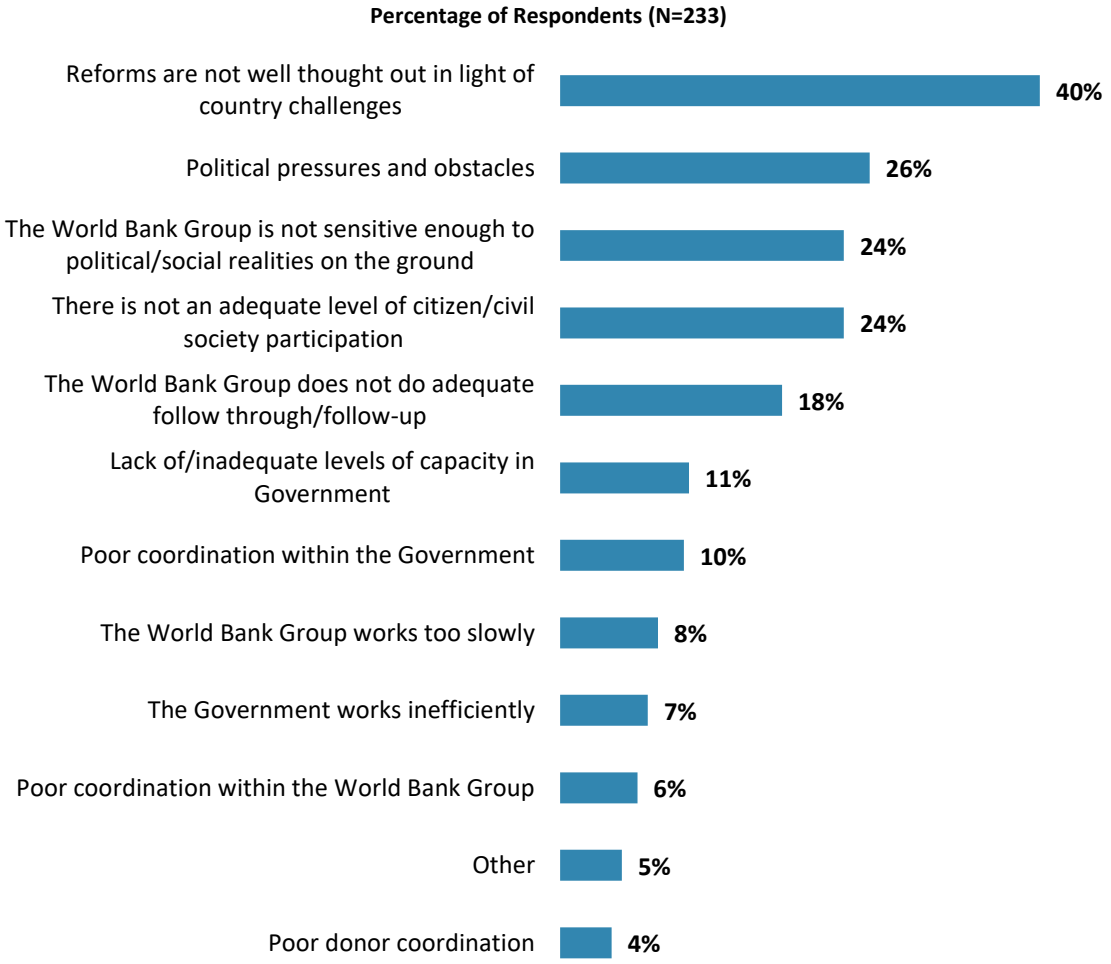
Early Childhood Development



"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 Turkey?" (Respondents chose from a list.)

V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

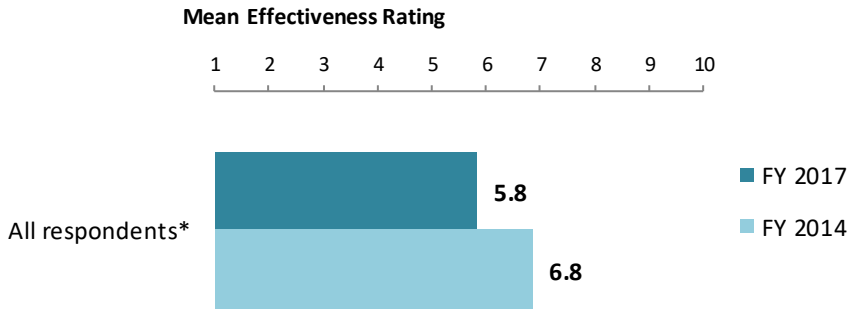


"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

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

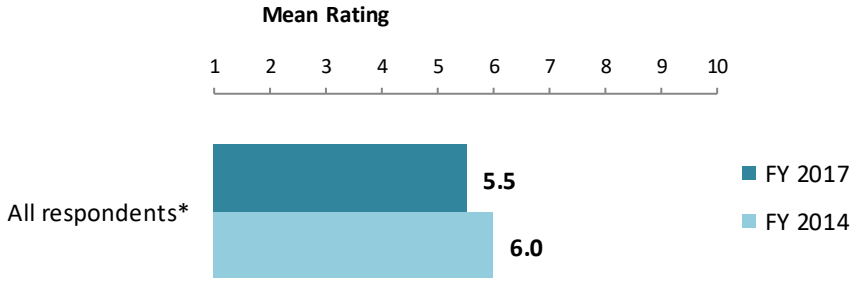
As noted in the "Methodology" section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group's annual Corporate Scorecard.

The World Bank Group's Overall Effectiveness[3] *(Indicator Question)*



"Overall, please rate your impression of the World Bank Group's effectiveness in Turkey."
(1 - "Not effective at all", 10 - "Very effective")
(*Significantly different between FY 2017 and FY 2014)

Achieving Development Results *(Indicator Question)*

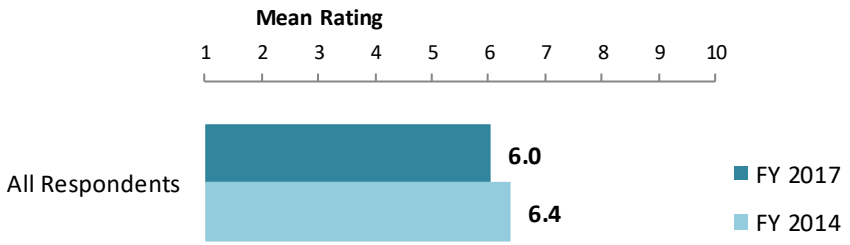


"To what extent does the World Bank Group's work help to achieve development results in Turkey?" ***(1-"To no degree at all", 10-"To a very significant degree")***
(*Significantly different between FY 2017 and FY 2014)

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

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

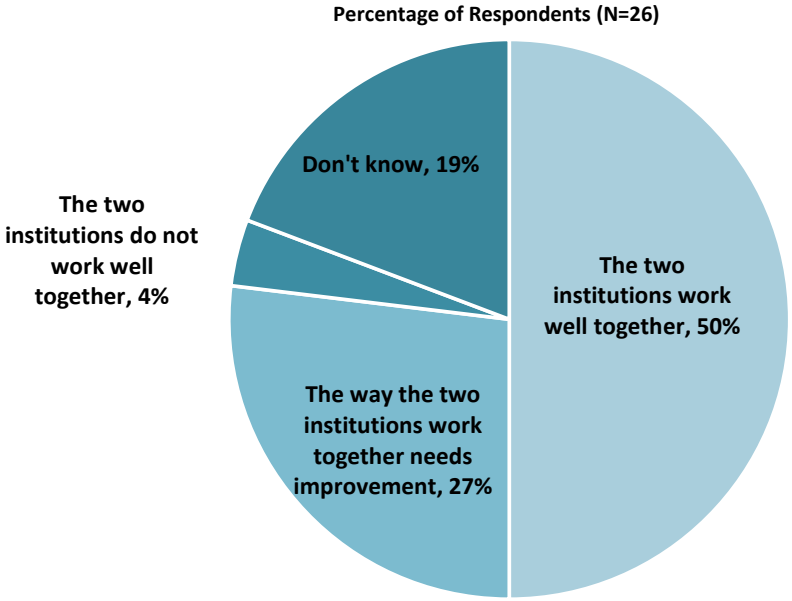
WBG Staff Preparedness[4]



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

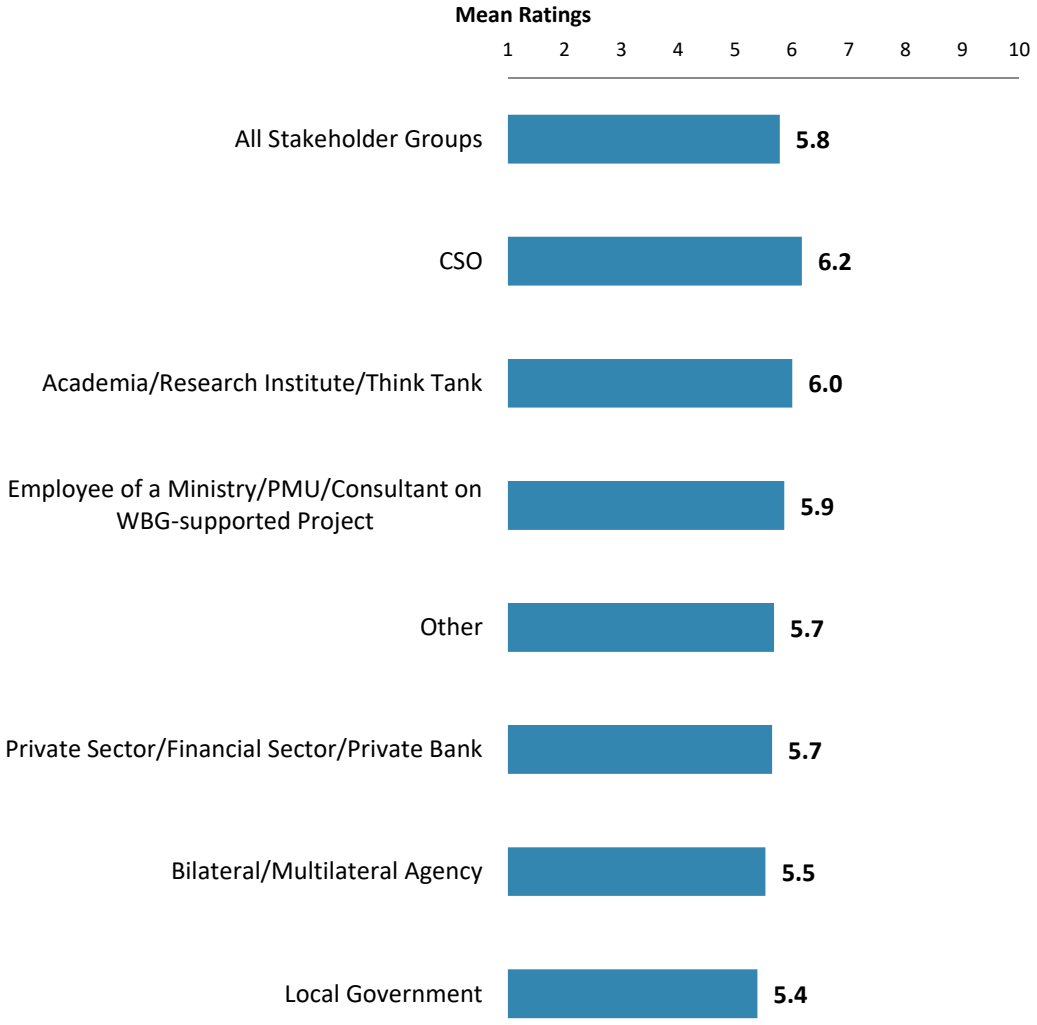
[4] Means presented in the chart were calculated based on weighted data.

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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents across stakeholder groups gave statistically similar ratings for the aggregated responses to the twenty six COS indicator questions. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 59).

- **Collaboration:** Respondents who work with the WBG gave significantly higher overall ratings (6.3) for the twenty six COS indicator questions than respondents who do not collaborate with the WBG (5.5).

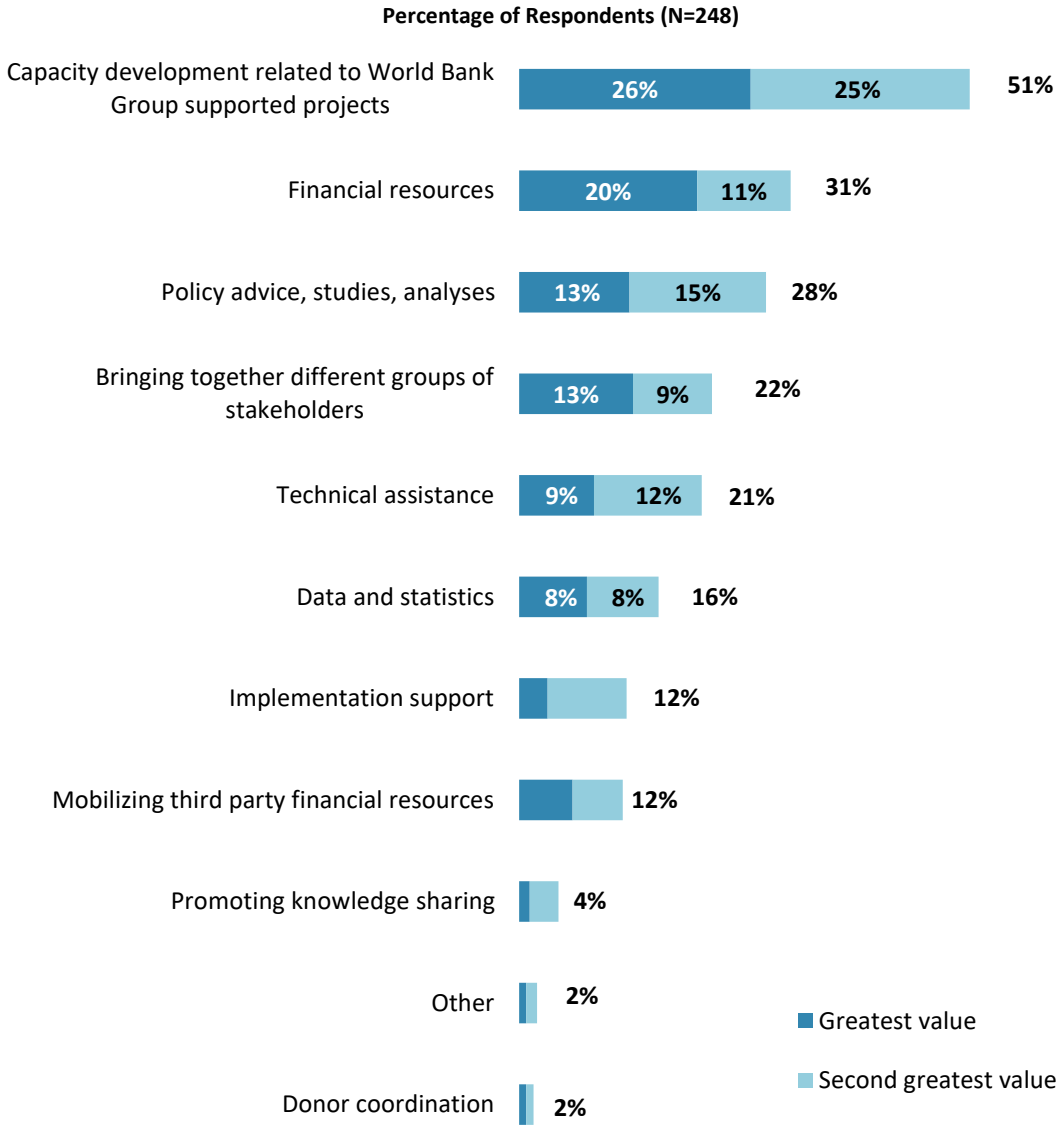


Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

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

Greatest Value

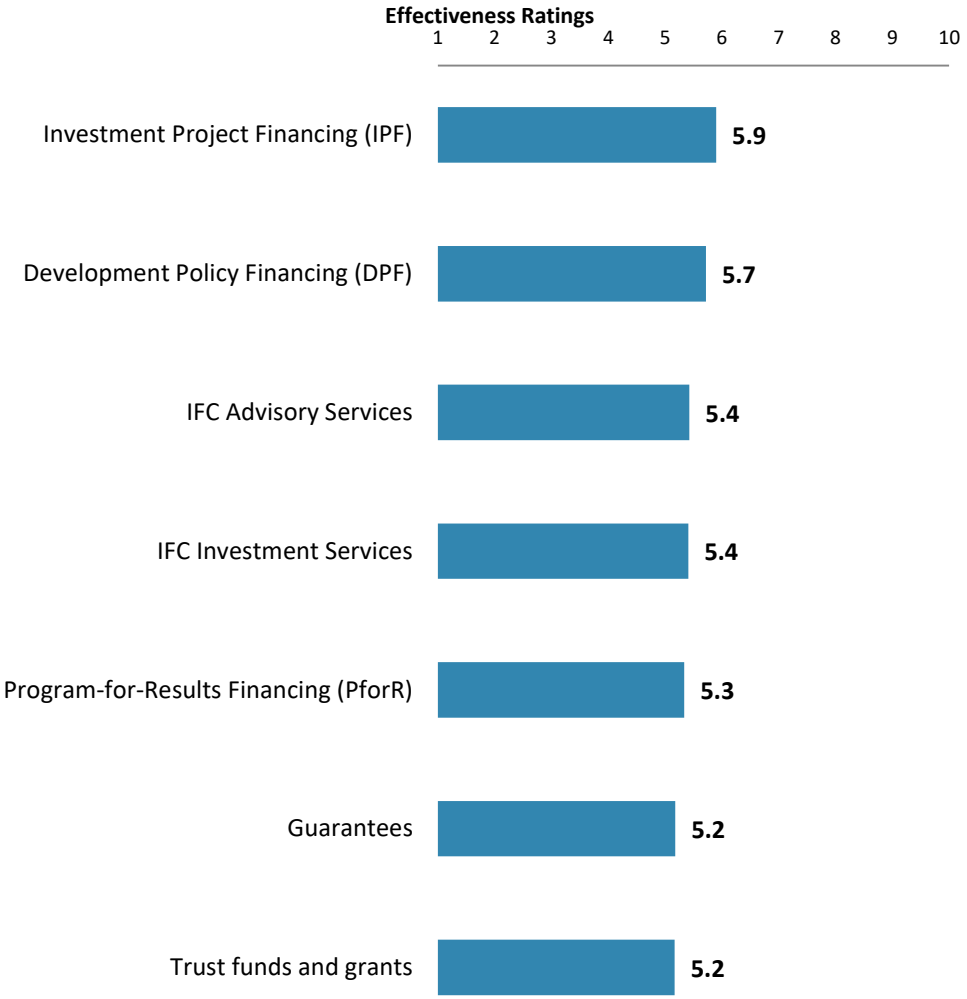
- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank's greatest value to Turkey were its "*capacity development*" (48%), "*policy advice, studies, analyses*" (43%), and "*financial resources*" (42%).



"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 Turkey?"
(Respondents chose from a list.)

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

Effective Instruments in Reducing Poverty

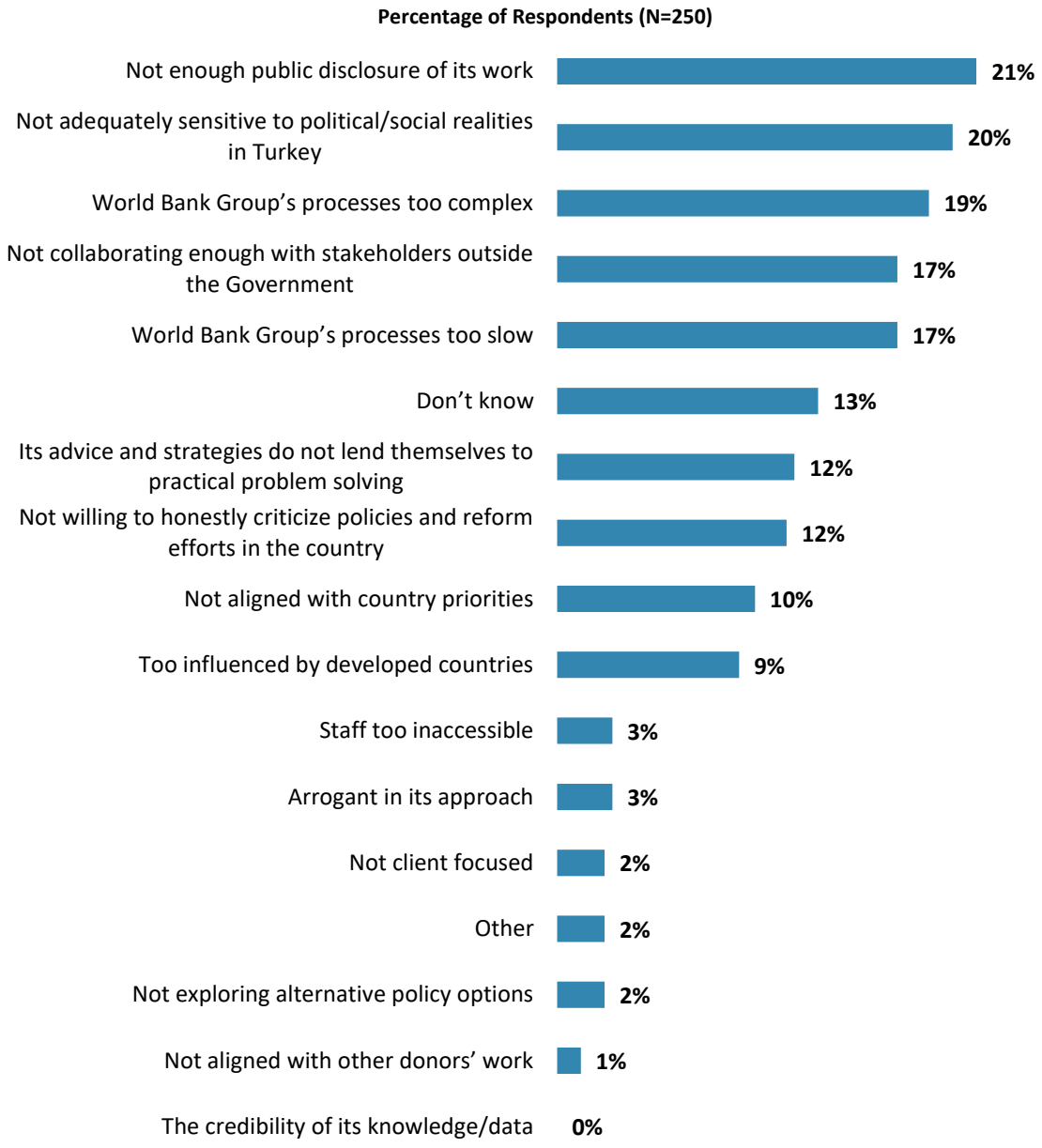


"How effective do you believe the following WBG instruments are in supporting the Turkey Government's efforts to reduce poverty?"
(1-"Not effective at all", 10-"Very effective")

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

Greatest Weakness

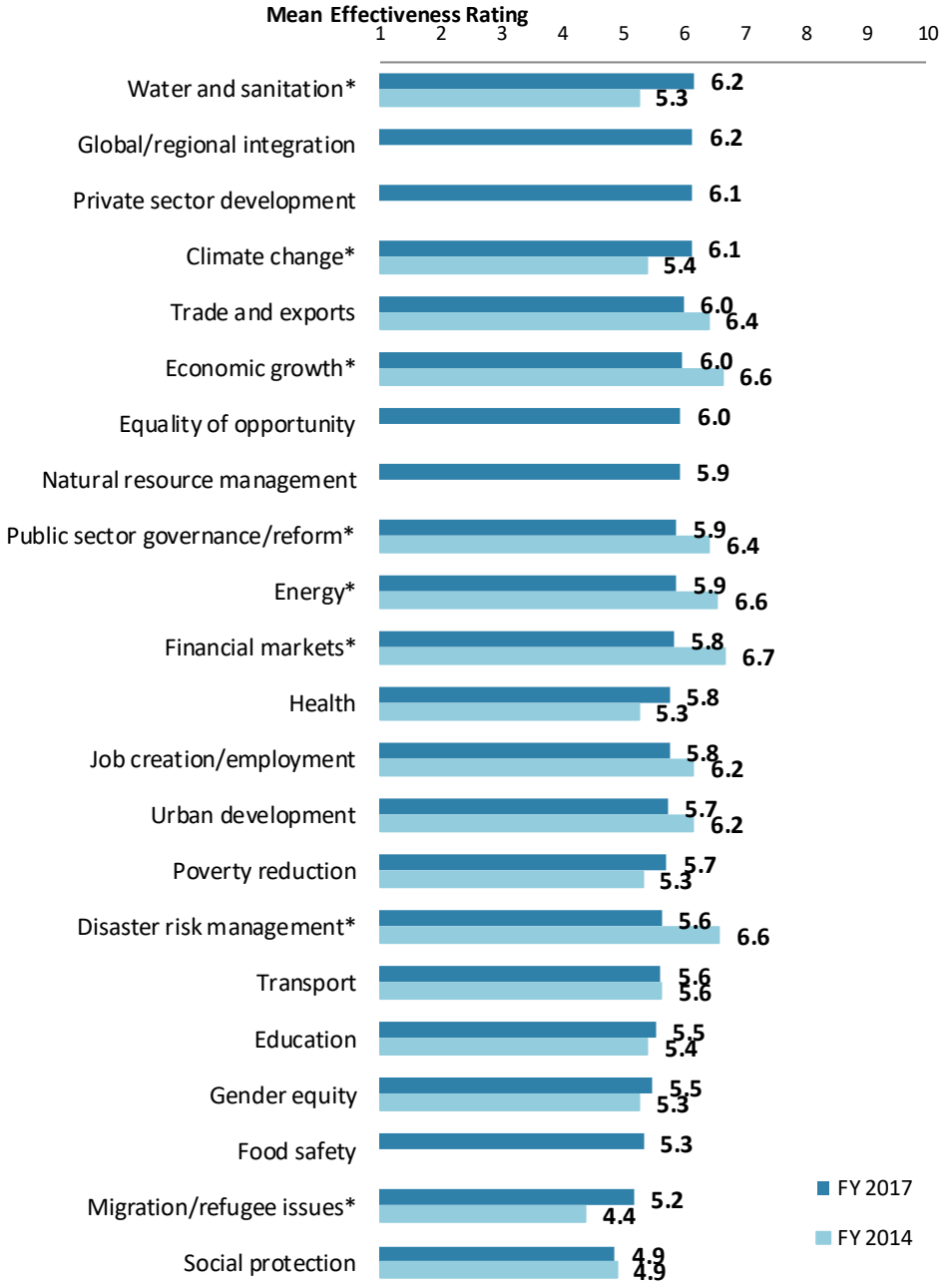
- **Year comparison**: Respondents in the previous FY'14 Country Survey indicated that the World Bank's greatest weakness in its work in Turkey were "*too slow and bureaucratic in its operational policies and procedures*" (27%), and "*not enough public disclosure of its work*" (23%)



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

VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison[5]

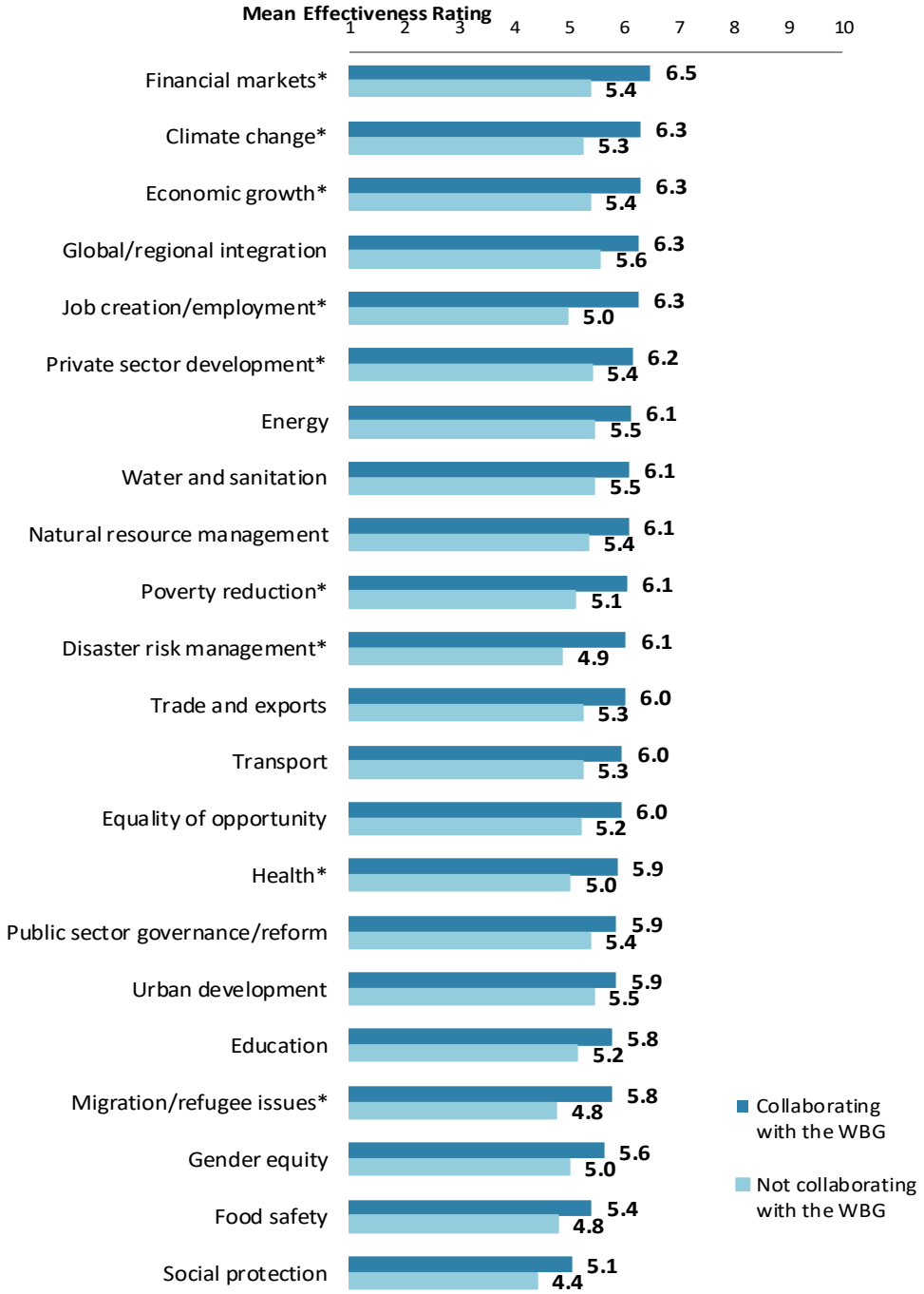


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Turkey?" ***(1-"Not effective at all", 10-"Very effective")***
(*Significantly different between FY 2017 and FY 2014)

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

VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration[6]

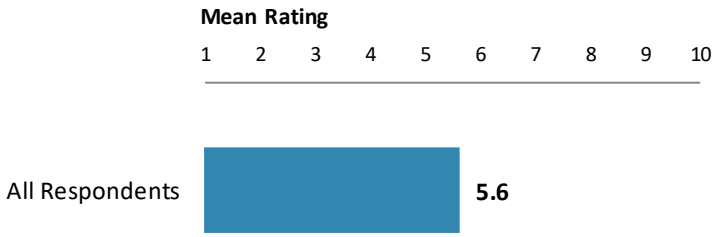


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Turkey?" ***(1-"Not effective at all", 10-"Very effective")***
(*Significantly different between collaborators and non-collaborators with the WBG)

[6] Note in the Appendix on the sectoral effectiveness (Appendix A, page 44) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.

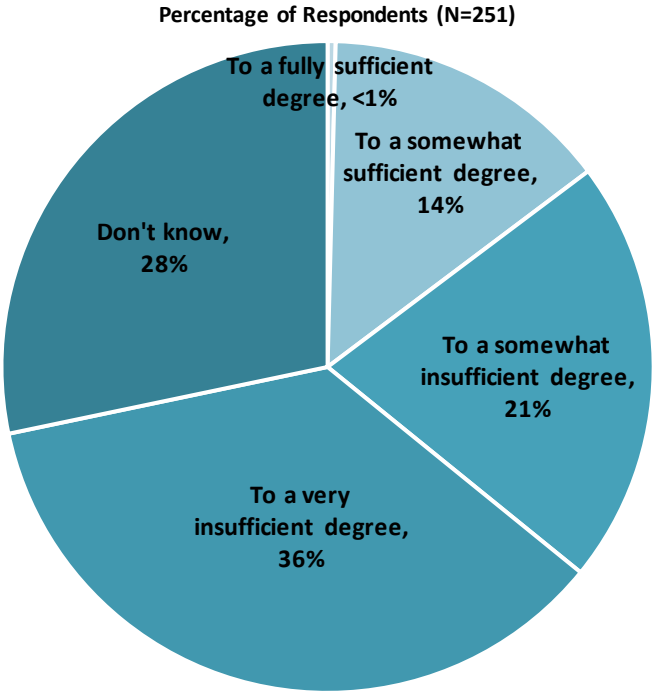
VI. Sectoral Effectiveness (continued)

The WBG Promoting Private Public Partnerships



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

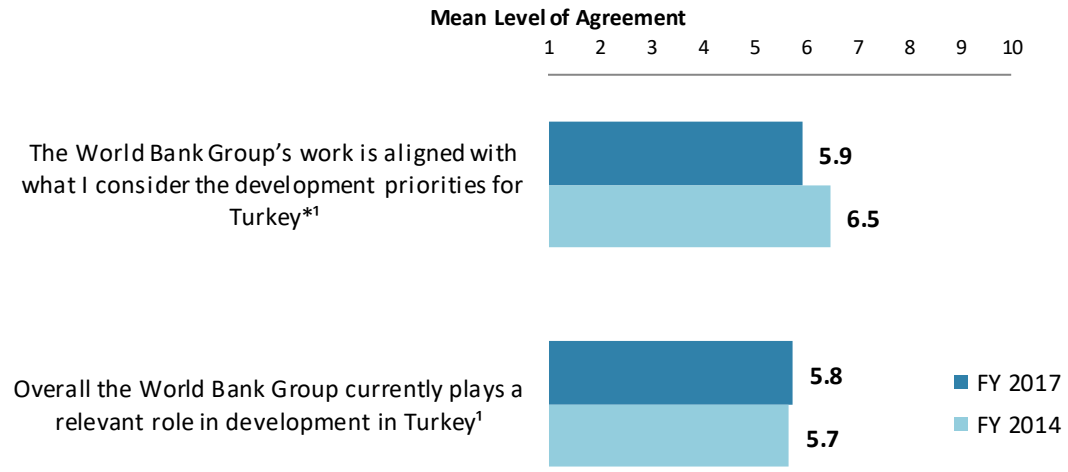
Helping the Poorest



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

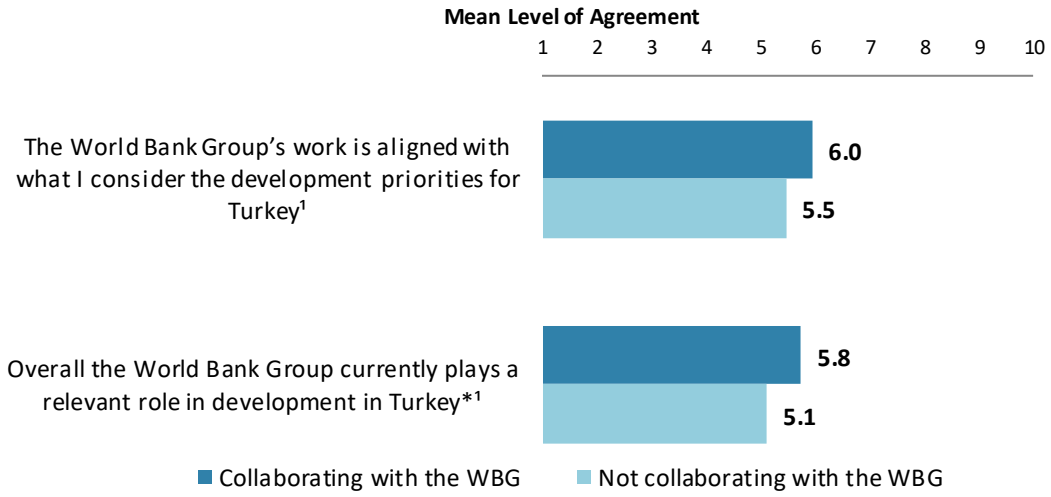
VII. How the World Bank Group Operates

The World Bank Group's Work in Turkey: Year Comparison[7]



"To what extent do you agree with the following statements about the World Bank Group's work in Turkey?" ***(1-"Strongly disagree", 10-"Strongly agree")***
(*Significantly different between FY2017 and FY2014)
¹Indicator Question

The World Bank Group's Work in Turkey: Collaboration

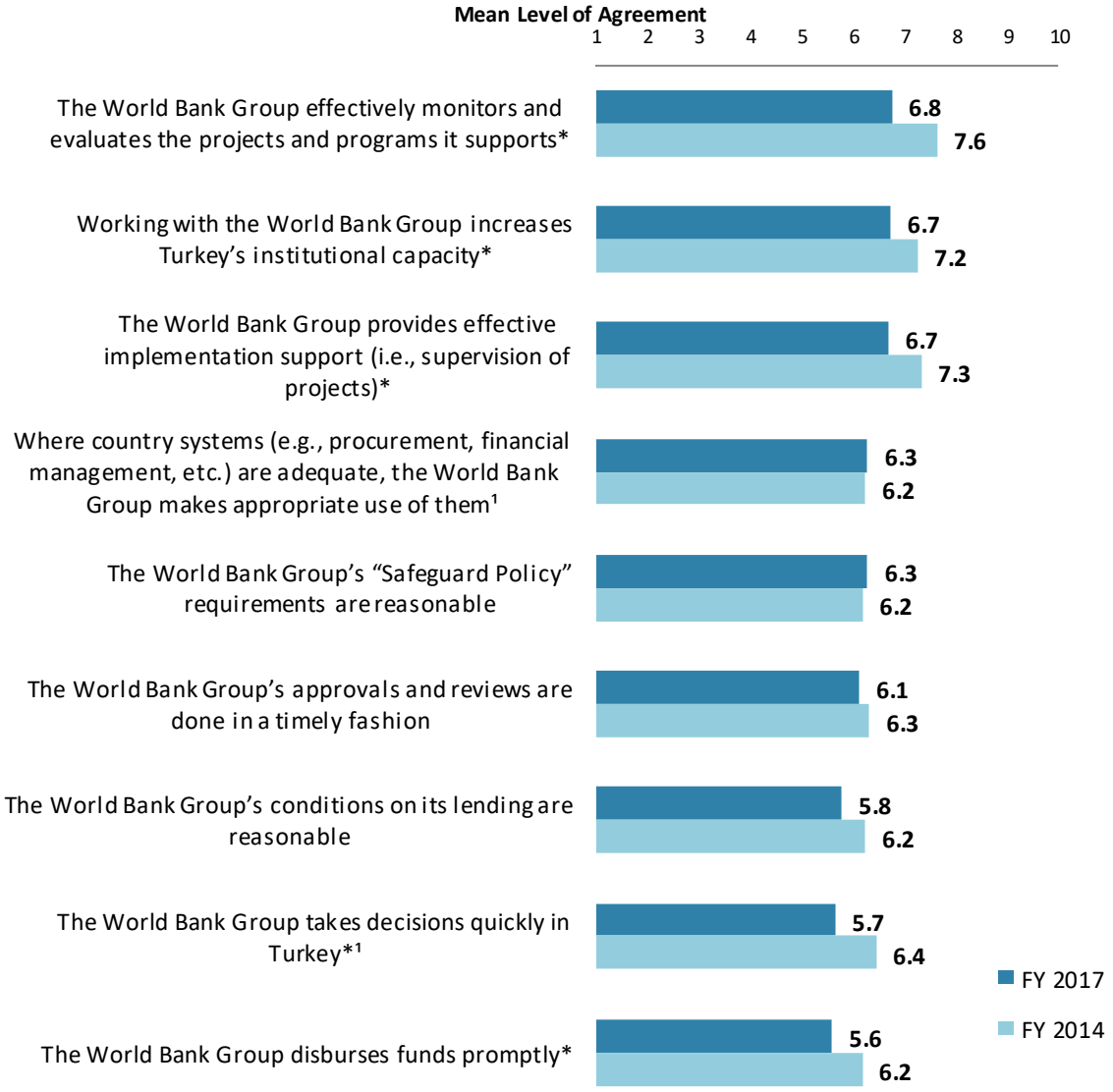


"To what extent do you agree with the following statements about the World Bank Group's work in Turkey?" ***(1-"Strongly disagree", 10-"Strongly agree")***
(*Significantly different betwee collaborators and non-collaborators)
¹Indicator Question

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

VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison[8]

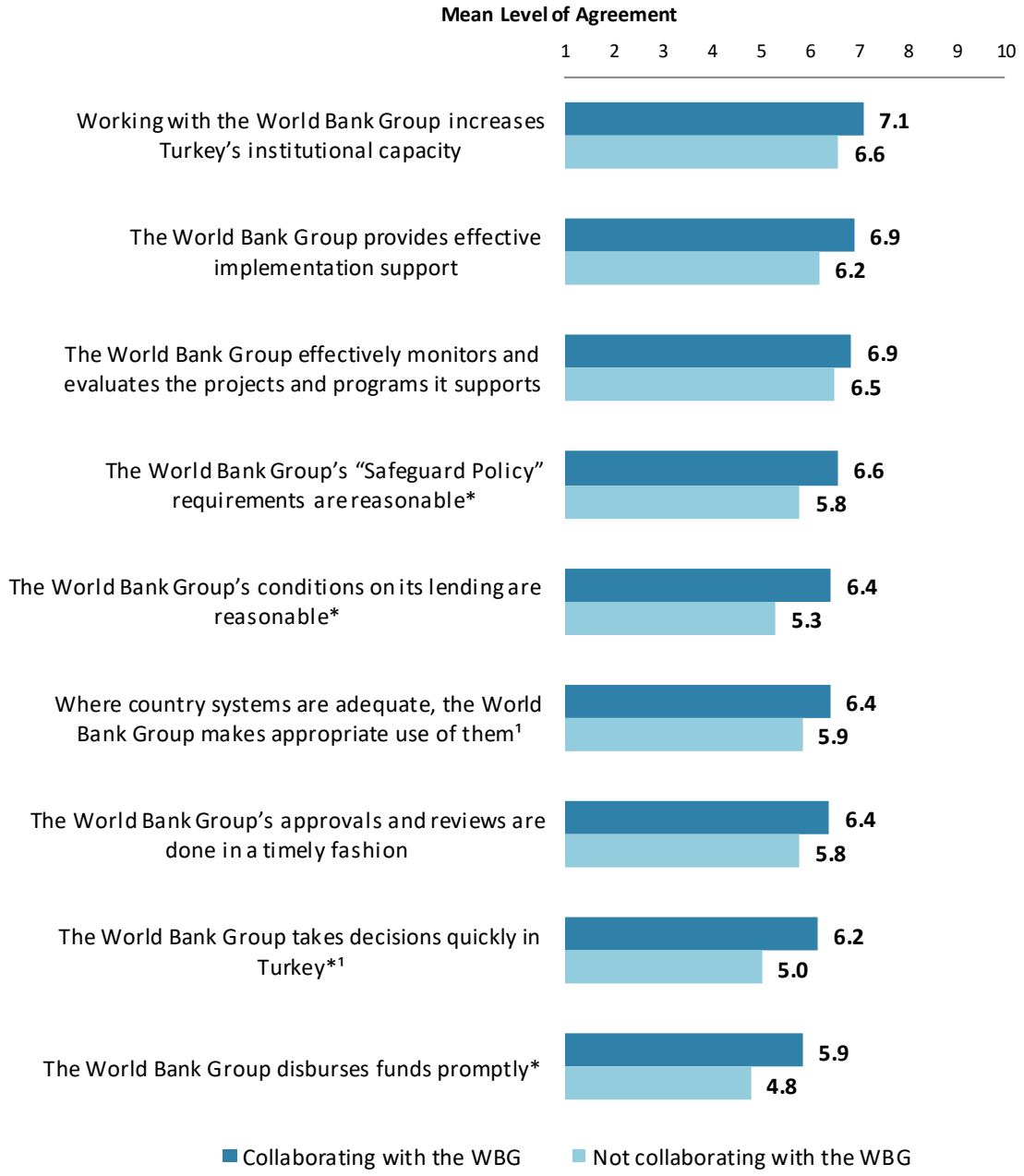


"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2017 and FY 2014)
¹Indicator Question

[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)

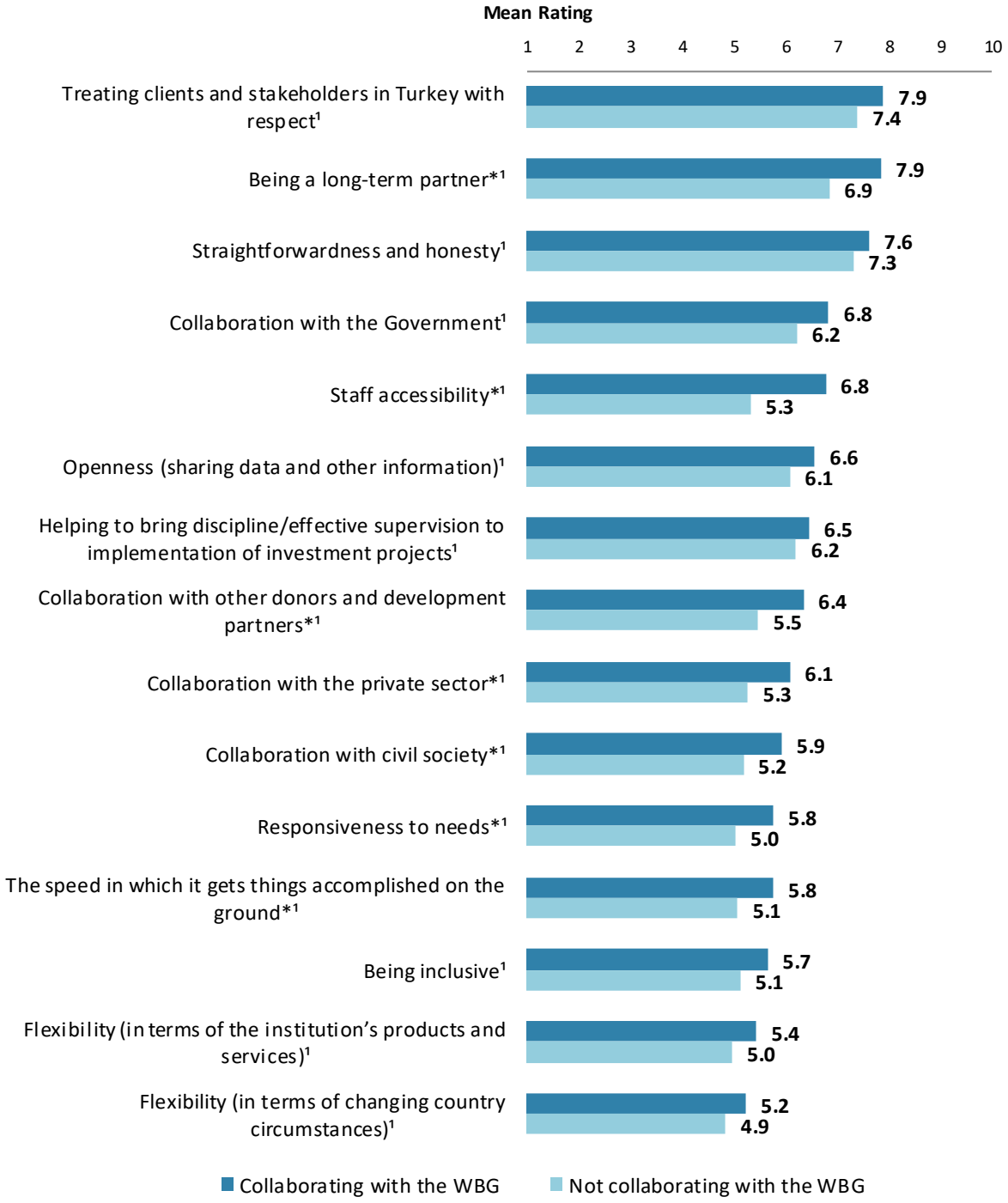
The WBG as an Effective Development Partner: Year Comparison[9]

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

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

VII. How the World Bank Group Operates (continued)

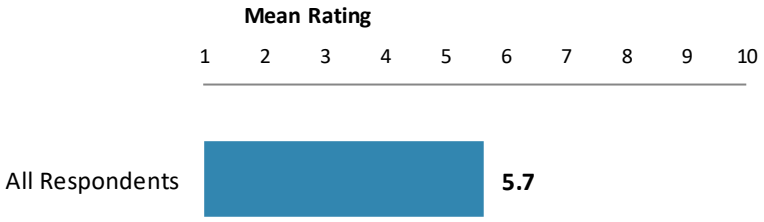
The WBG as an Effective Development Partner: Collaboration



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

VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring

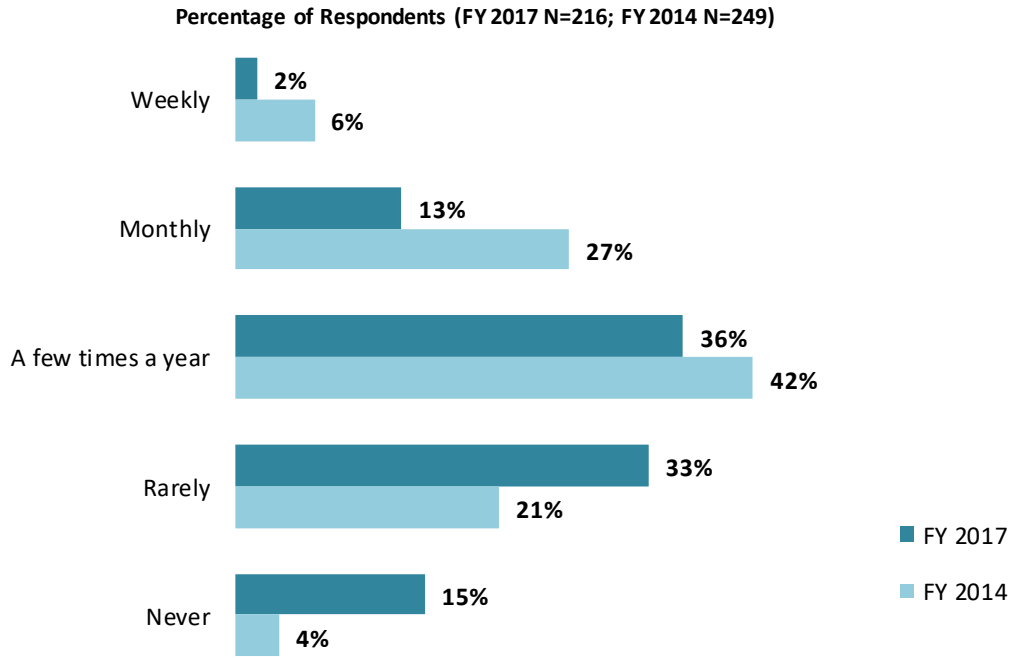


"To what extent do you believe the World Bank Group measures and corrects its work in real time in Turkey?" ***(1-"To no degree at all", 10-"To a very significant degree")***

VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities[10]

- **Year comparison**: This year's respondents were significantly less likely to consult the WBG's knowledge work and activities than respondents in the previous FY'14 Country Survey.

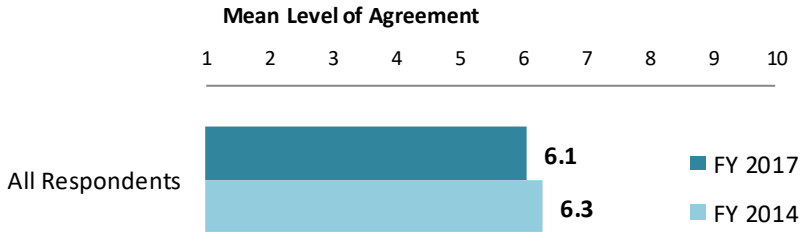


"How frequently do you consult the World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)
(Note: percentages may not total due to rounding)

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

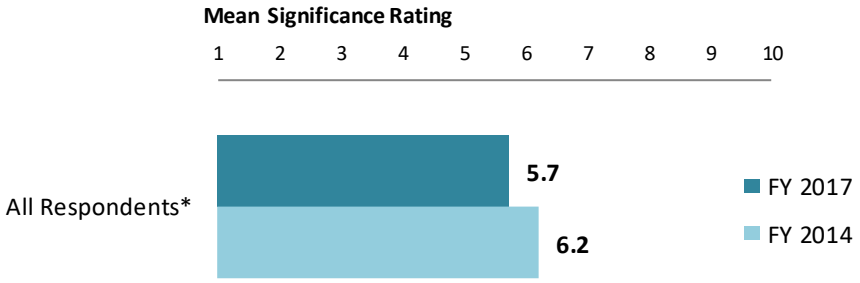
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Turkey' Knowledge Needs[11] *(Indicator Question)*



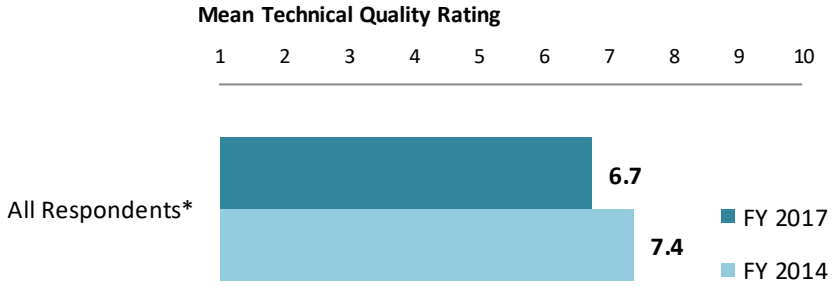
"The World Bank Group meets Turkey's needs for knowledge services (e.g., research, analysis, data, technical assistance)" ***(1-"Strongly disagree", 10-"Strongly agree")***

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

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

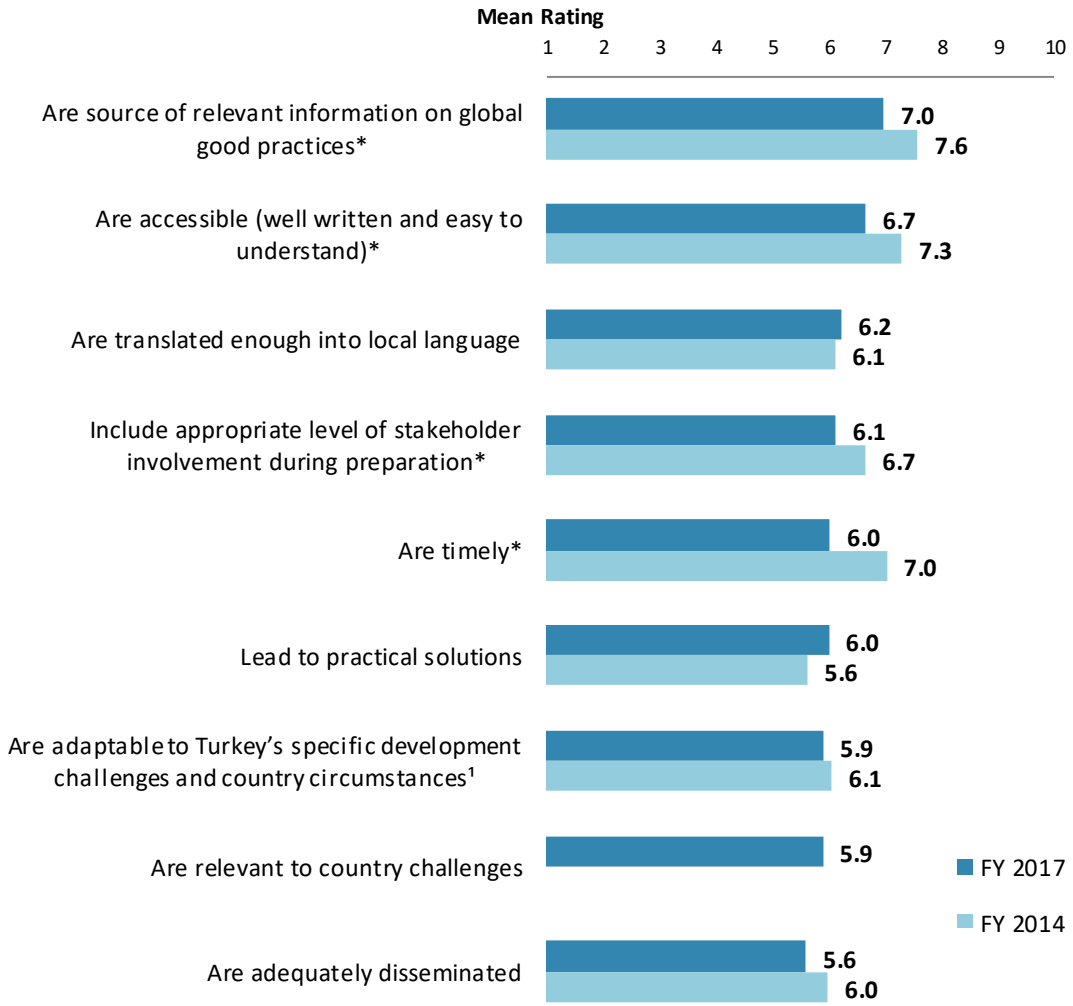


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" ***(1-"Very low technical quality", 10-"Very high technical quality")***
(*Significantly different between FY 2017 and FY 2014)

[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 Activities[12]

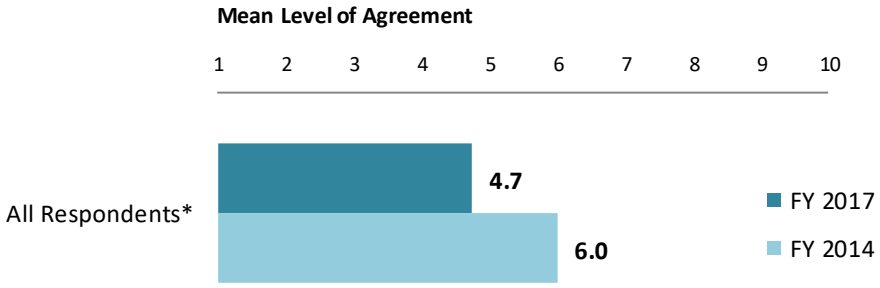


"In Turkey, to what extent do you believe that the World Bank Group's knowledge work and activities:" ***(1-"To no degree at all", 10-"To a very significant degree")***
(*Significantly different between FY 2017 and FY 2014)
¹Indicator Question

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

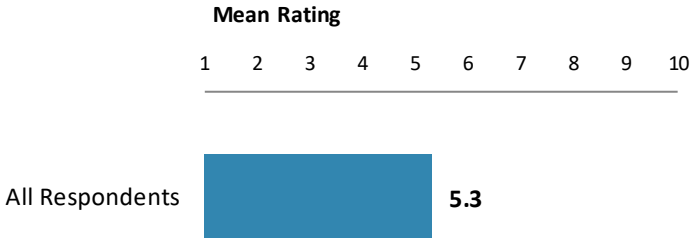
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Turkey's Needs for Financial Instruments[13] *(Indicator Question)*



"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Turkey."
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2017 and FY 2014)

Reimbursable Advisory Services



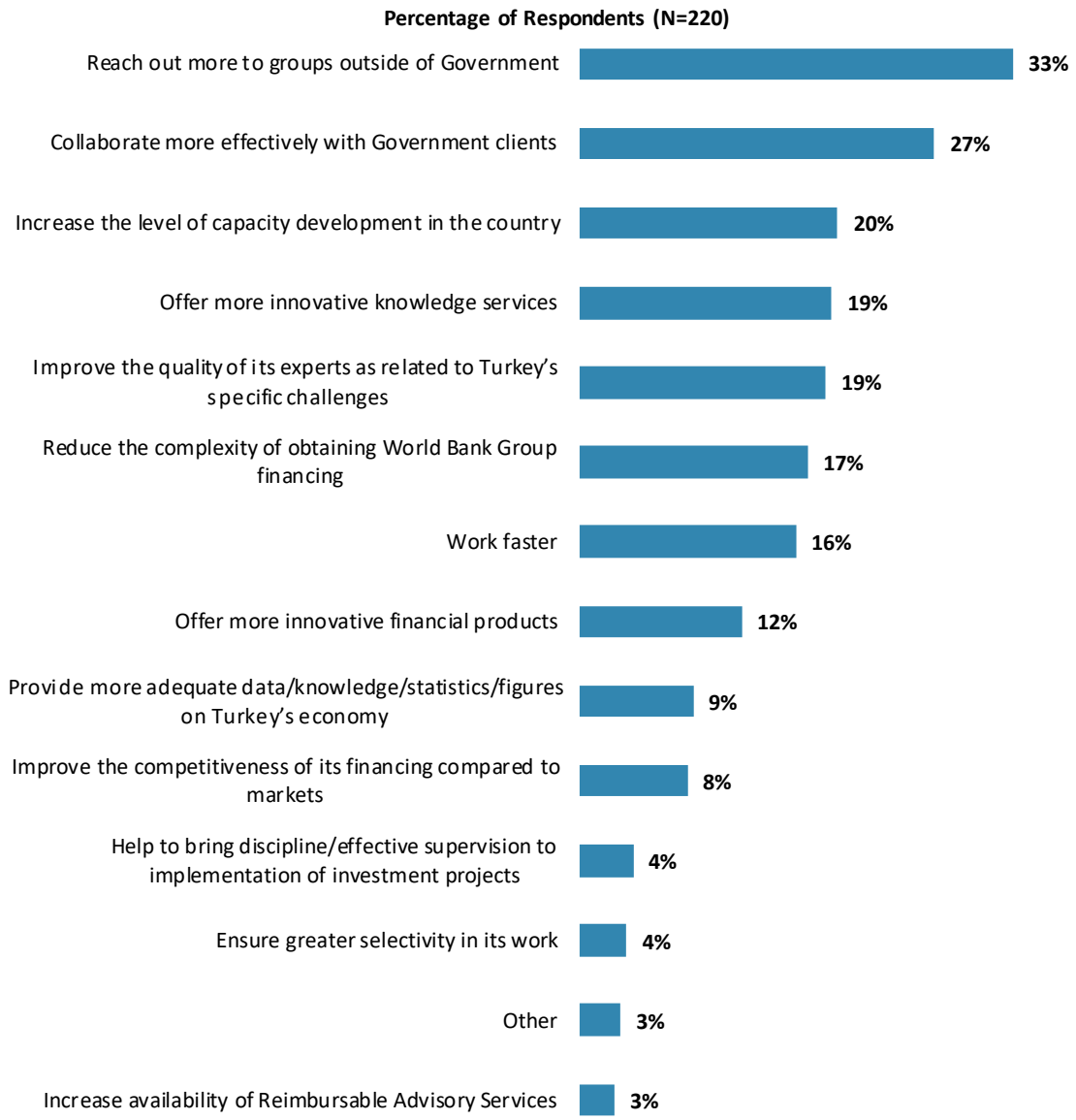
"To what extent do you believe that Turkey received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?"
(1-"To no degree at all", 10-"To a very significant degree")

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

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

Making the World Bank Group of Greater Value

- **Year comparison**: Respondents in the previous FY'14 Country Survey indicated that the World Bank should "*reach out more to groups outside of Government*" (38%) and "*increase the level of capacity development in the country*" (30%) to make itself of greater value in Turkey.

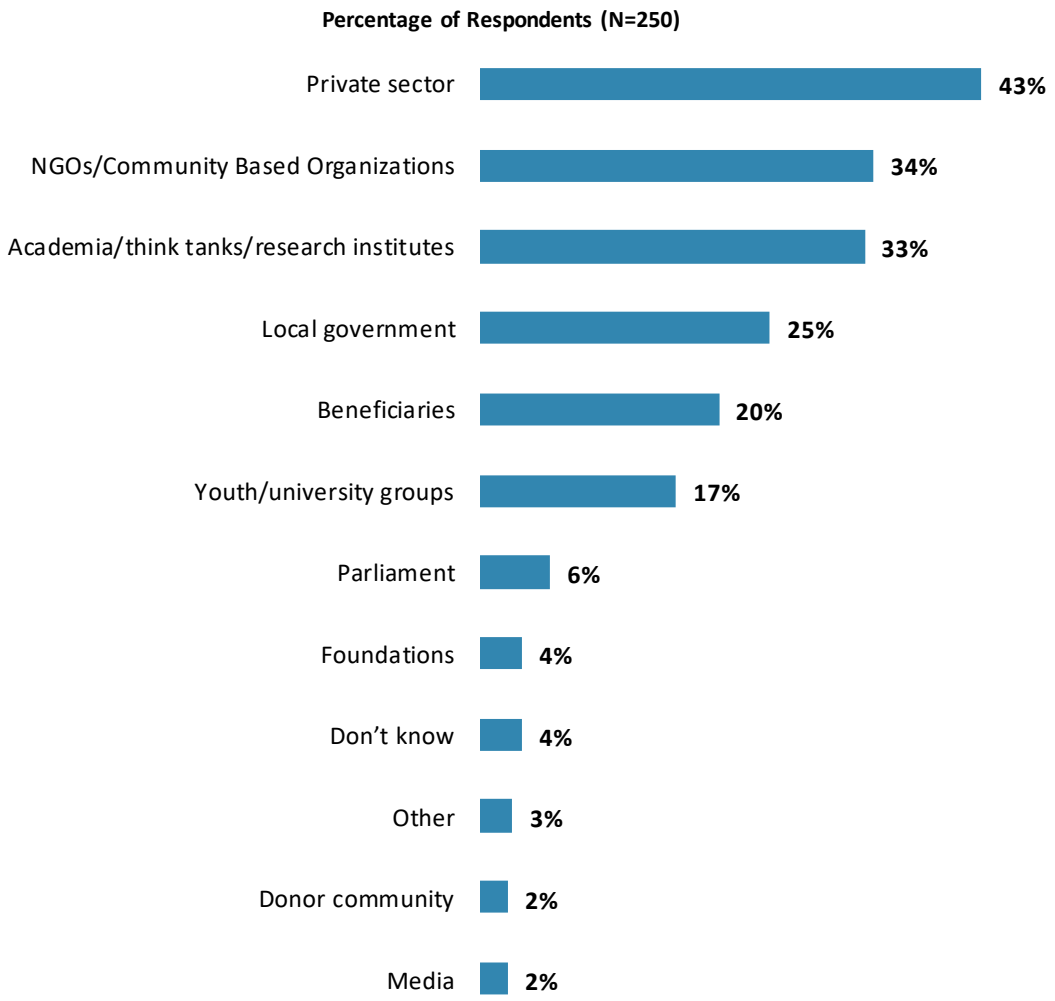


"Which of the following SHOULD the World Bank Group do to make itself of greater value in Turkey? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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

The World Bank Group Should Collaborate More with …

- **Year comparison**: Respondents in the previous FY'14 Country Survey indicated that the World Bank should work more with "*academia/think tanks/research institutes*" (41%), "*private sector*" (35%), and "*NGOs*" (21%) to ensure better development results in Turkey.

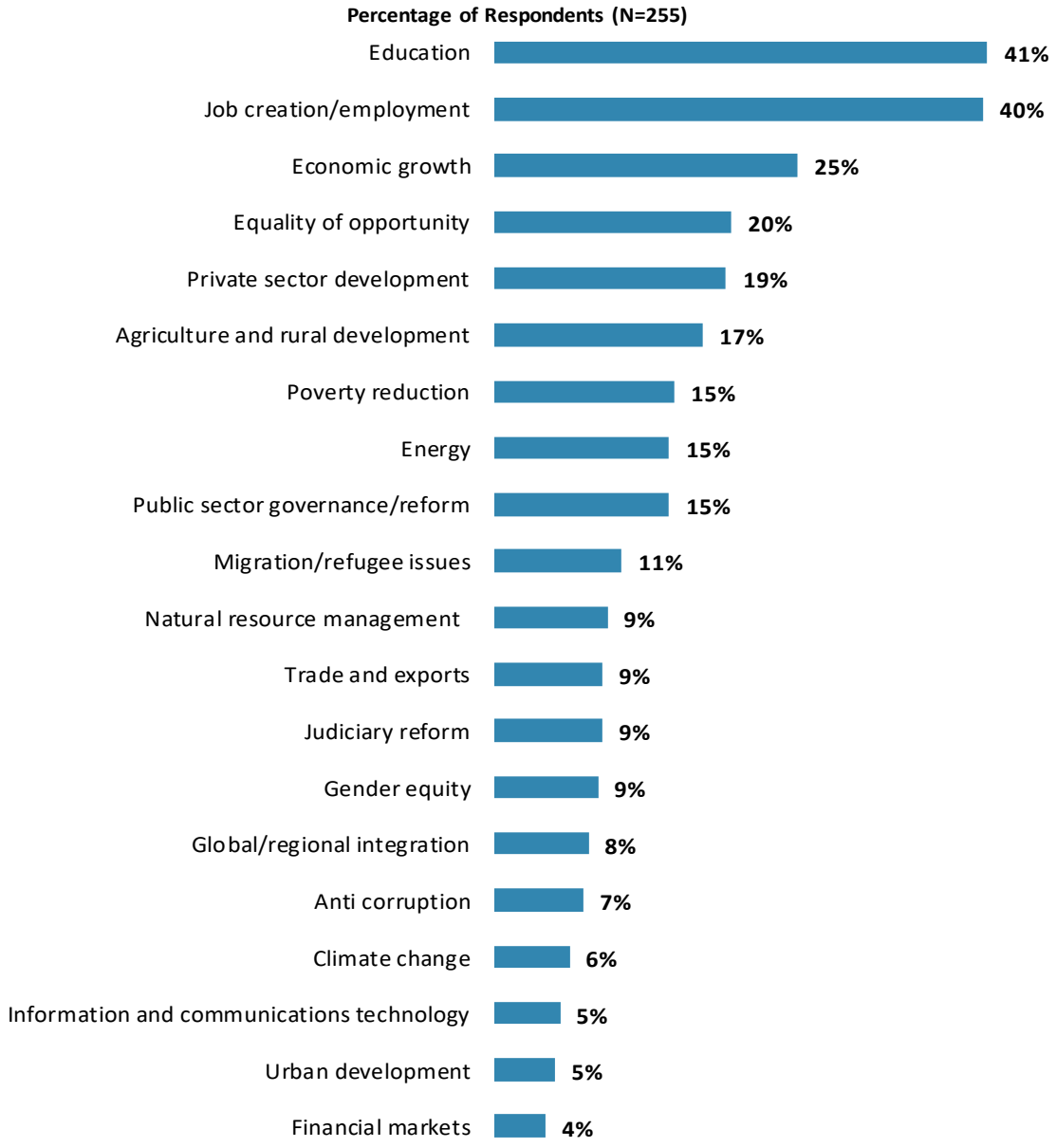


"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)

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

Where the World Bank Group Should Focus its Resources

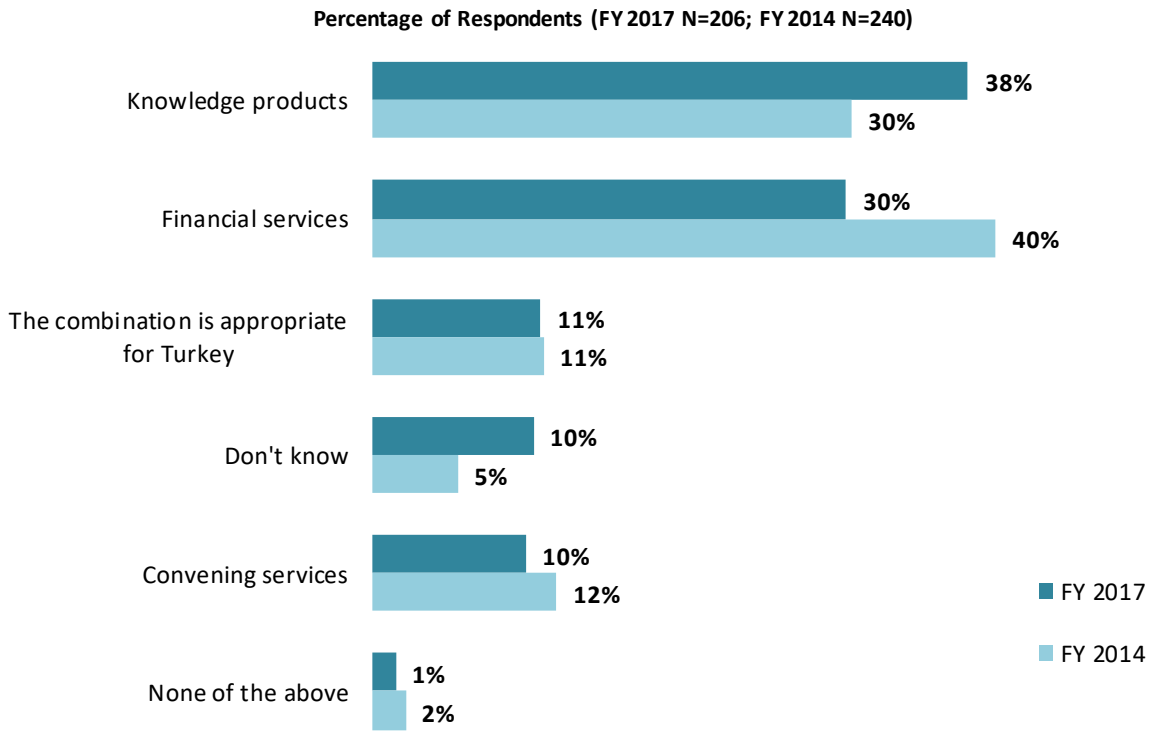
- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank should focus its resources on "*education quality*" (46%), "*job creation/employment*" (29%), and "*economic growth*" (28%).



"When thinking about how the World Bank Group can have the most impact on development results in Turkey, in which sectoral areas do you believe the WBG should focus most of its resources in Turkey? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 20 of 26 response options shown.)

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

Future Combination of the WBG Services[14]



"When considering the combination of services that the World Bank Group offers in Turkey, 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 Turkey?" (Respondents chose from a list.)
(Note: percentages may not total due to rounding)

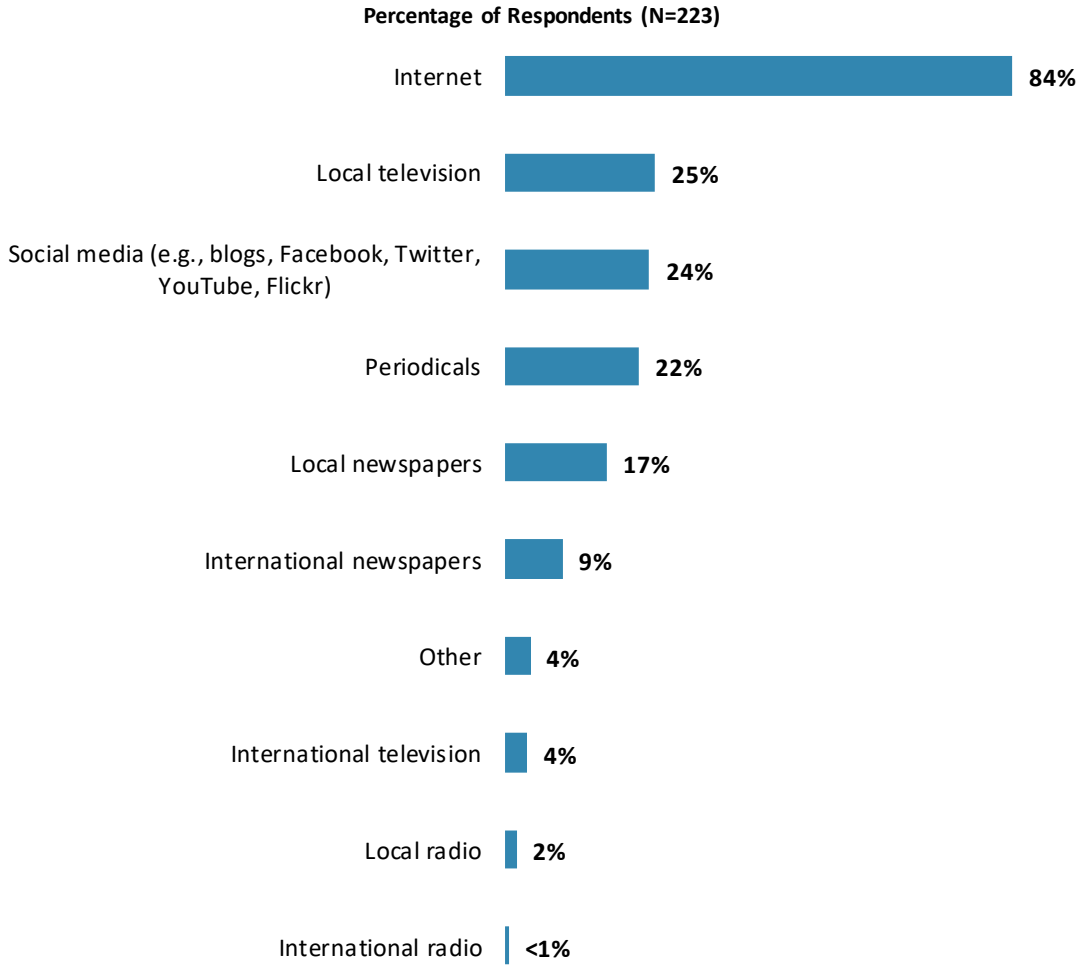
[14] Percentages in the chart were calculated based on weighted data.

X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 59) for all responses by stakeholder groups.

General Information Sources

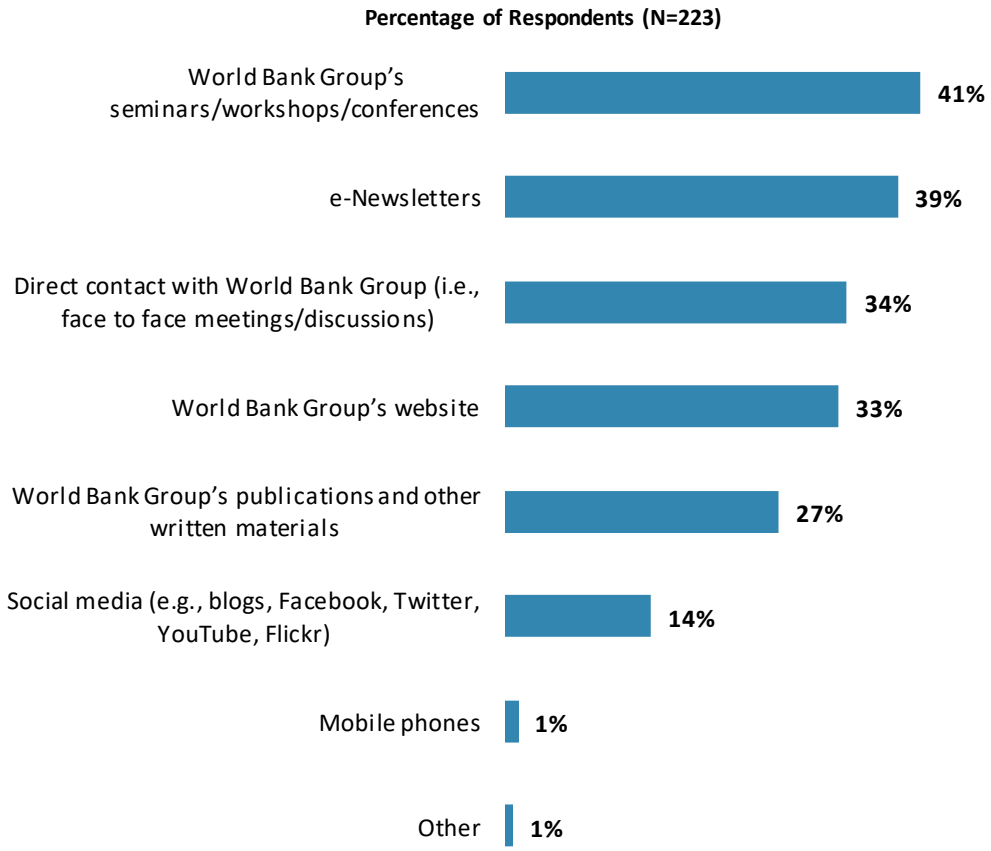
- **Year comparison**: Respondents in the previous FY'14 Country Survey indicated that they got most of their information about economic and social development issues in Turkey from "the *Internet*" (77%), and "*local newspapers*" (44%).



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

X. Communication and Outreach (continued)

Preferred Information Sources

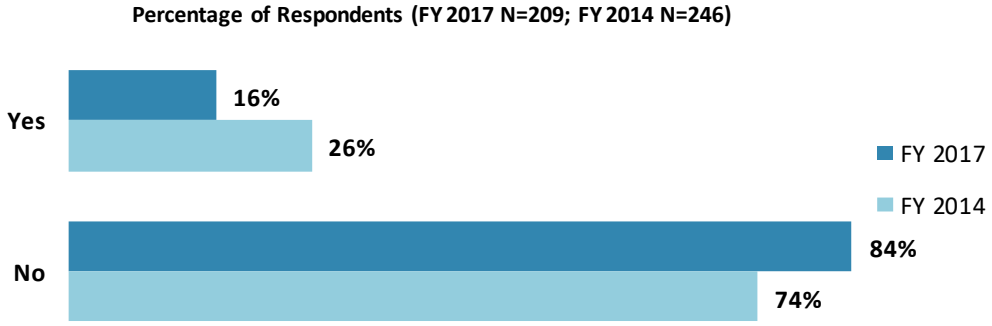


"How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

X. Communication and Outreach (continued)

Access to Information[15]

- This year's respondents were significantly less likely to be aware of the WBG's AI Policy compared to respondents in the FY'14 Country Survey.

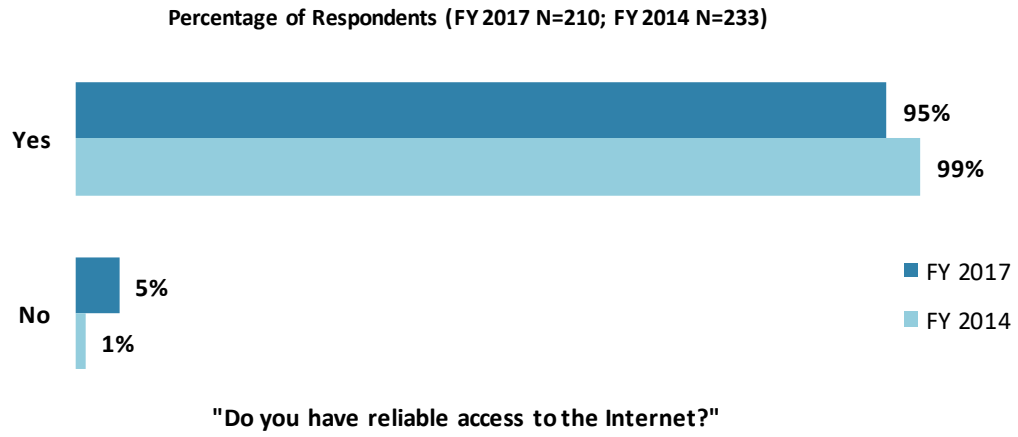


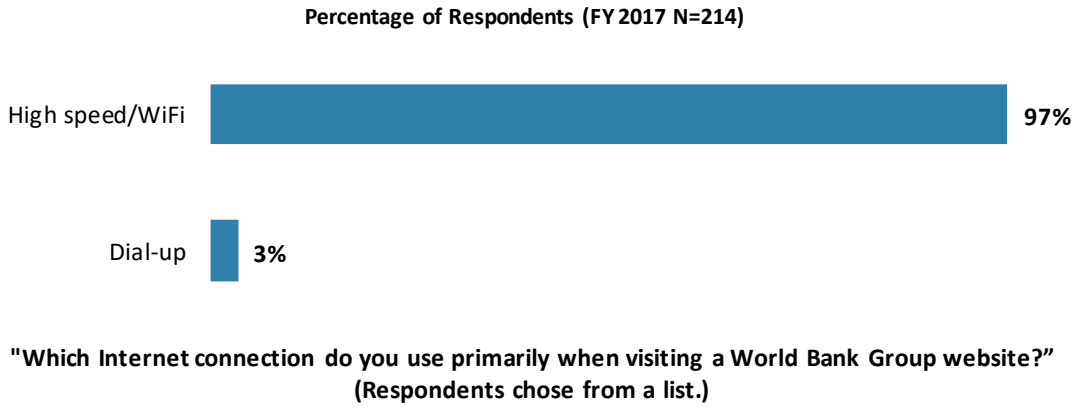
"Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?"

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

X. Communication and Outreach (continued)

Access to the Internet[16]



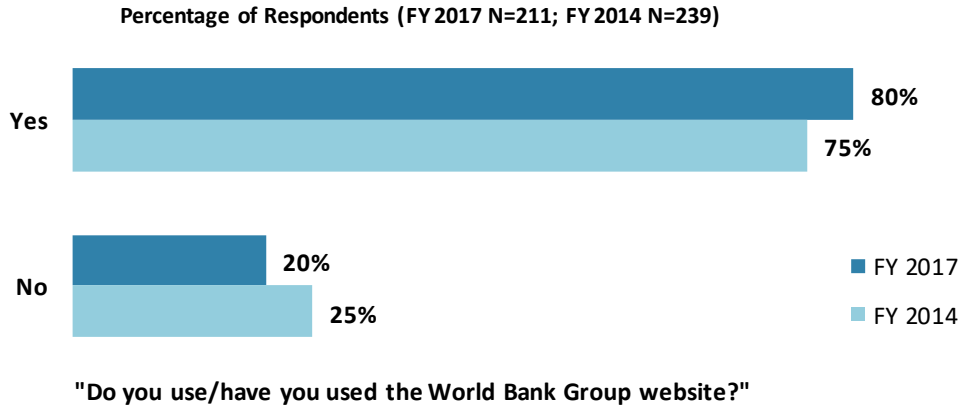


[16] Percentages presented in the chart were calculated based on weighted data.

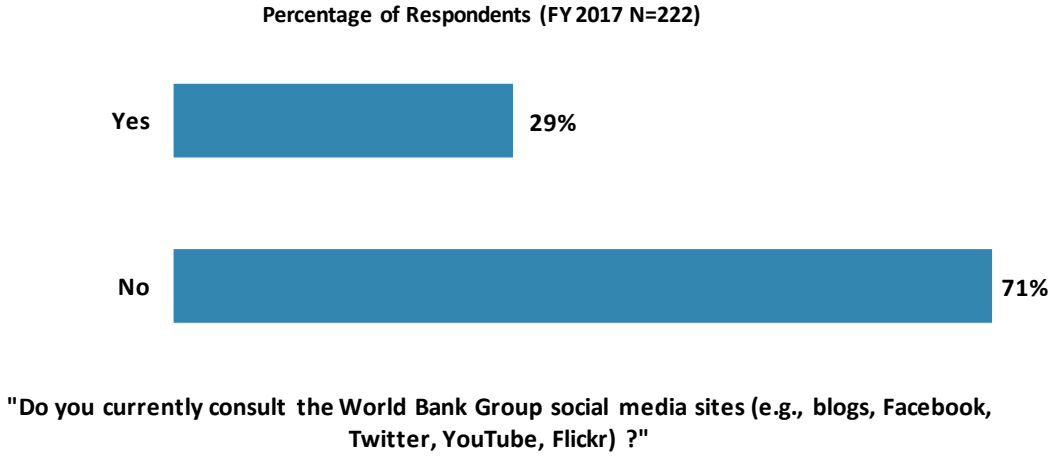
X. Communication and Outreach (continued)

The WBG Website Usage[17]

- This year's respondents were significantly more likely to have used the WBG website compared to respondents in the FY'14 Country Survey.



Use of the WBG's Social Media Channels



[17] Percentages presented in the chart were calculated based on weighted data.

XI. Appendices

A. Responses to All Questions across All Respondents..... 44

B. Responses to All Questions by Stakeholder Groups..... 59

C. Responses to Indicator Questions by Geographic Location..... 80

D. Responses to Selected Questions by Level of Collaboration with the World Bank Group 82

E. Responses to Selected Questions by Year..... 89

F. Indicator Questions as a Function of Exposure to the WBG..... 95

G. WBG Country Opinion Survey FY17 – Turkey Questionnaire 96

Turkey

Appendix A: Responses to All Questions across All Respondents (N=262)

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 Turkey

1. In general would you say that Turkey is headed in ... ?	**Percentage of Respondents (N=248)**
The right direction	40.3%
The wrong direction	33.1%
Not sure	26.6%

2. Listed below are a number of development priorities in Turkey. Please identify which of the following you consider the most important development priorities in Turkey? (Choose no more than THREE)	**Percentage of Respondents (Responses Combined; N=261)**
Education	57.9%
Job creation/employment	28.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20.3%
Economic growth	19.5%
Private sector development	18.8%
Judiciary reform	17.6%
Agriculture and rural development	16.1%
Energy	13.0%
Gender equity	11.9%
Trade and exports	10.7%
Anti corruption	9.6%
Information and communications technology	8.4%
Migration/refugee issues	8.4%
Poverty reduction	8.0%
Equality of opportunity (i.e., social inclusion)	8.0%
Urban development	6.5%
Global/regional integration	6.5%
Natural resource management (renewable resources)	6.1%
Financial markets	4.6%
Transport (e.g., roads, bridges, transportation)	3.8%
Food safety	3.1%
Health	3.1%
Climate change (e.g., mitigation, adaptation)	3.1%
Social protection (e.g., pensions, targeted social assistance)	2.7%
Disaster risk management	0.8%
Water and sanitation	0.0%

A. General Issues Facing Turkey (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 Turkey? (Choose no more than THREE)	**Percentage of Respondents (Responses Combined; N=255)**
Job creation/employment	55.3%
Economic growth	49.4%
Education	36.9%
Equality of opportunity (i.e., social inclusion)	27.8%
Agriculture and rural development	27.5%
Trade and exports	15.7%
Private sector development	14.1%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	10.6%
Social protection (e.g., pensions, targeted social assistance)	9.8%
Anti corruption	8.6%
Migration/refugee issues	6.7%
Information and communications technology	5.1%
Natural resource management (renewable resources)	4.3%
Gender equity	4.3%
Energy	4.3%
Judiciary reform	4.3%
Global/regional integration	4.3%
Urban development	3.1%
Health	2.0%
Food safety	1.2%
Financial markets	1.2%
Transport (e.g., roads, bridges, transportation)	0.4%
Disaster risk management	0.4%
Climate change (e.g., mitigation, adaptation)	0.4%
Water and sanitation	0.4%

A. General Issues Facing Turkey (continued)

4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Turkey? (Choose no more than TWO)	**Percentage of Respondents (Responses Combined; N=252)**
Consistent economic growth	42.9%
Education and training that better ensure job opportunity	38.1%
A growing middle class	27.4%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	17.9%
Better opportunity for the poor who live in rural areas	14.3%
Greater voice and participation for citizens to help ensure greater accountability	11.9%
Better employment opportunities for young people	11.5%
Better employment opportunities for women	7.5%
Greater access to health and nutrition for citizens	7.1%
More reliable social safety net	6.7%
Better quality public services	4.8%
Better opportunity for the poor who live in urban areas	4.4%
Greater access to micro-finance for the poor	2.8%
Other	2.4%

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 Turkey? (Select only ONE response)	**Percentage of Respondents (N=254)**
A very big problem	49.2%
A moderately big problem	44.9%
A small problem	3.9%
Not a problem at all	2.0%
Don't know	0.0%

6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)	**Percentage of Respondents (N=255)**
A very serious problem	42.0%
A somewhat serious problem	37.6%
Not too serious problem	15.3%
Not a problem	5.1%
Don't know	0.0%

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 Turkey? (Select only ONE response)	**Percentage of Respondents (N=253)**
A very important development priority	63.2%
A moderately important development priority	27.3%
A slightly important development priority	4.7%
Not an important development priority	4.3%
Don't know	0.4%

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 Turkey? *(1-Not familiar at all, 10-Extremely familiar)*	256	0	6.05	2.35

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Turkey. *(1-Not effective at all, 10-Very effective)*	238	17	5.66	1.95

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 Turkey solve its most complicated development challenges? *(1-To no degree at all, 10-To a very significant degree)*	206	49	5.92	2.14

4. When thinking about how the World Bank Group can have the most impact on development results in Turkey, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Turkey? (Choose no more than THREE)	**Percentage of Respondents (Responses Combined; N=255)**
Education	40.8%
Job creation/employment	40.4%
Economic growth	25.1%
Equality of opportunity (i.e., social inclusion)	19.6%
Private sector development	19.2%
Agriculture and rural development	17.3%
Poverty reduction	14.9%
Energy	14.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	14.5%
Migration/refugee issues	10.6%
Natural resource management (renewable resources)	9.4%
Trade and exports	9.0%
Judiciary reform	9.0%
Gender equity	8.6%
Global/regional integration	7.8%
Anti corruption	7.5%
Climate change (e.g., mitigation, adaptation)	6.3%
Information and communications technology	5.5%
Urban development	5.1%
Financial markets	4.3%
Disaster risk management	2.0%
Social protection (e.g., pensions, targeted social assistance)	1.6%
Food safety	1.6%
Health	1.2%
Transport (e.g., roads, bridges, transportation)	1.2%
Water and sanitation	0.8%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Turkey?	Percentage of Respondents (N=248)		
	Greatest Value	2nd Greatest Value	Combined
Capacity development related to World Bank Group supported projects	26.2%	24.8%	51.0%
Financial resources	20.2%	10.6%	30.7%
Policy advice, studies, analyses	12.5%	15.4%	27.9%
Bringing together different groups of stakeholders	12.9%	8.9%	21.8%
Technical assistance	8.5%	12.2%	20.7%
Data and statistics	7.7%	8.1%	15.8%
Implementation support	3.2%	8.9%	12.2%
Mobilizing third party financial resources	6.0%	5.7%	11.7%
Promoting knowledge sharing	1.2%	3.3%	4.5%
Other	0.8%	1.2%	2.0%
Donor coordination	0.8%	0.8%	1.6%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Turkey? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=250)
Not enough public disclosure of its work	21.2%
Not adequately sensitive to political/social realities in Turkey	20.0%
World Bank Group's processes too complex	18.8%
Not collaborating enough with stakeholders outside the Government	17.2%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	17.2%
Don't know	13.2%
Its advice and strategies do not lend themselves to practical problem solving	12.0%
Not willing to honestly criticize policies and reform efforts in the country	11.6%
Not aligned with country priorities	10.0%
Too influenced by developed countries	9.2%
Staff too inaccessible	2.8%
Arrogant in its approach	2.8%
Not client focused	2.4%
Other	2.4%
Not exploring alternative policy options	2.4%
Not aligned with other donors' work	1.2%
The credibility of its knowledge/data	0.0%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Turkey? (Select only ONE response)	Percentage of Respondents (N=251)
To a fully sufficient degree	0.4%
To a somewhat sufficient degree	14.3%

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 Turkey Government's efforts to reduce poverty? *(1-Not effective at all, 10-Very effective)*	**Effectiveness**			
	N	**N/A**	**Mean**	**SD**
1. Investment Project Financing (IPF)	137	98	5.90	2.19
2. Development Policy Financing (DPF)	128	104	5.72	2.27
3. Program-for-Results Financing (PforR)	109	120	5.34	2.29
4. Trust funds and grants	125	105	5.17	2.22
5. Guarantees	99	128	5.18	2.21
6. IFC Investment Services	116	114	5.41	2.37
7. IFC Advisory Services	119	110	5.43	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=250)**
Private sector	42.8%
NGOs/Community Based Organizations	33.6%
Academia/think tanks/research institutes	32.8%
Local government	24.8%
Beneficiaries	20.4%
Youth/university groups	16.8%
Parliament	6.0%
Foundations	3.6%
Don't know	3.6%
Other	2.8%
Donor community	2.4%
Media	2.4%

To what extent do you agree with the following statements about the World Bank Group's work in Turkey? *(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 Turkey*	219	32	5.37	2.17
11. The World Bank Group's work is aligned with what I consider the development priorities for Turkey*	207	41	5.68	2.04

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

To what extent is the World Bank Group an effective development partner in Turkey, in terms of each of the following? *(1-To no degree at all, 10-To a very significant degree)*	**Degree**			
	N	**DK**	**Mean**	**SD**
12. Responsiveness to needs*	191	43	5.35	2.01
13. Flexibility (in terms of the institution's products and services)*	172	61	5.15	2.11
14. Flexibility (in terms of changing country circumstances)*	182	49	5.01	2.02
15. Being inclusive*	187	43	5.35	2.08
16. Openness (sharing data and other information)*	196	37	6.29	2.29
17. Collaboration with the Government*	177	54	6.50	2.13
18. The speed in which it gets things accomplished on the ground*	183	50	5.36	2.22
19. Helping to bring discipline/effective supervision to implementation of investment projects*	170	61	6.32	2.27
20. Collaboration with civil society*	174	53	5.51	2.15
21. Staff accessibility*	178	54	5.98	2.41
22. Collaboration with other donors and development partners*	155	73	5.81	2.14
23. Collaboration with the private sector*	169	62	5.60	2.12
24. Straightforwardness and honesty*	177	52	7.44	2.16
25. Treating clients and stakeholders in Turkey with respect*	180	51	7.61	2.03
26. Being a long-term partner*	181	51	7.30	2.21

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=233)**
Reforms are not well thought out in light of country challenges	39.9%
Political pressures and obstacles	25.8%
The World Bank Group is not sensitive enough to political/social realities on the ground	23.6%
There is not an adequate level of citizen/civil society participation	23.6%
The World Bank Group does not do adequate follow through/follow-up	18.5%
Lack of/inadequate levels of capacity in Government	10.7%
Poor coordination within the Government	10.3%
The World Bank Group works too slowly	8.2%
The Government works inefficiently	7.3%
Poor coordination within the World Bank Group	6.4%
Other	5.2%
Poor donor coordination	4.3%

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 Turkey? *(1-Not important at all, 10-Very important)*	**Importance**			
	N	**DK**	**Mean**	**SD**
1. Social protection (e.g., pensions, targeted social assistance)	203	21	6.14	2.57
2. Gender equity	202	19	7.22	2.36
3. Private sector development	209	16	7.55	2.09
4. Education	209	18	8.29	2.12
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	208	16	7.60	2.06
6. Global/regional integration	205	18	7.48	2.06
7. Food safety	200	24	6.77	2.47
8. Urban development	203	19	7.18	2.21
9. Energy	206	17	7.64	2.14
10. Water and sanitation	201	22	7.13	2.23
11. Migration/refugee issues	204	21	7.71	2.29
12. Job creation/employment	207	16	7.93	2.11
13. Health	196	23	7.15	2.28
14. Financial markets	199	23	7.02	2.17
15. Transport (e.g., roads, bridges, transportation)	193	26	6.18	2.42
16. Agriculture and rural development	205	19	7.85	2.08
17. Trade and exports	204	18	7.34	2.15
18. Natural resource management (renewable resources)	205	17	7.43	2.27
19. Climate change (e.g., mitigation, adaptation)	200	25	7.20	2.41
20. Poverty reduction	201	21	7.92	2.03
21. Anti corruption	195	26	7.23	2.61
22. Judiciary reform	184	33	6.79	2.97
23. Economic growth	202	23	8.08	1.98
24. Disaster risk management	198	25	6.97	2.20
25. Equality of opportunity (i.e., social inclusion)	193	29	7.73	2.24
26. Information and communications technology	193	30	7.48	2.14

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 Turkey? *(1-Not effective at all, 10-Very effective)*	**Effectiveness**			
	N	**DK**	**Mean**	**SD**
1. Social protection (e.g., pensions, targeted social assistance)	112	114	4.63	2.20
2. Gender equity	120	103	5.23	2.22
3. Private sector development	145	73	5.72	2.16
4. Education	136	86	5.40	2.15
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	143	80	5.56	2.22
6. Global/regional integration	132	90	5.86	2.16
7. Food safety	106	112	5.05	2.18
8. Urban development	119	99	5.61	2.33
9. Energy	133	86	5.80	2.19
10. Water and sanitation	129	89	5.75	2.31
11. Migration/refugee issues	125	91	5.12	2.28
12. Job creation/employment	135	81	5.48	2.23
13. Health	118	101	5.34	2.23
14. Financial markets	125	94	5.84	2.25
15. Transport (e.g., roads, bridges, transportation)	125	95	5.54	2.35
16. Trade and exports	118	100	5.55	2.23
17. Natural resource management (renewable resources)	124	94	5.62	2.20
18. Climate change (e.g., mitigation, adaptation)	120	98	5.66	2.34
19. Poverty reduction	139	81	5.48	2.34
20. Economic growth	143	76	5.74	2.22
21. Disaster risk management	115	104	5.29	2.49
22. Equality of opportunity (i.e., social inclusion)	122	96	5.46	2.39

Achieving Development Results*	**N**	**DK**	**Mean**	**SD**
3. To what extent does the World Bank Group's work help to achieve development results in Turkey? *(1-To no degree at all, 10-To a very significant degree)*	178	55	5.26	2.05

To what extent do you agree with the following statements about the World Bank Group in Turkey? *(1-Strongly disagree, 10-Strongly agree)*	**N**	**DK**	**Mean**	**SD**
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Turkey*	174	59	4.79	2.17
5. The World Bank Group meets Turkey's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	185	45	5.74	2.22

Reimbursable Advisory Services	**N**	**DK**	**Mean**	**SD**
6. To what extent do you believe that Turkey 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)*	96	134	5.33	2.17

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=232)
Weekly	1.7%
Monthly	8.2%
A few times a year	35.8%
Rarely	36.6%
Never	17.7%

In Turkey, 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	140	79	5.96	2.02
3. Include appropriate level of stakeholder involvement during preparation	142	76	6.01	2.04
4. Lead to practical solutions	151	70	5.65	1.99
5. Are accessible (well written and easy to understand)	167	56	6.43	2.29
6. Are source of relevant information on global good practices	164	58	6.94	2.17
7. Are relevant to country challenges	155	67	5.90	2.13
8. Are adequately disseminated	158	65	5.51	2.13
9. Are translated enough into local language	158	63	6.05	2.32
10. Are adaptable to Turkey's specific development challenges and country circumstances*	161	59	5.66	2.11

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)*	178	52	5.49	2.06
12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* *(1-Very low technical quality, 10-Very high technical quality)*	177	51	6.67	1.94

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	129	90	5.26	2.06
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	151	66	6.65	2.01
3. The World Bank Group's approvals and reviews are done in a timely fashion	133	83	6.08	1.98
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	97	120	6.14	1.90
5. The World Bank Group's conditions on its lending are reasonable	111	105	5.83	2.29
6. The World Bank Group takes decisions quickly in Turkey*	120	97	5.53	2.12
7. Working with the World Bank Group increases Turkey's institutional capacity	160	57	6.81	2.11
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	100	117	6.10	2.28
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	126	92	6.49	2.15

E. Working with the World Bank Group (continued)

WBG Promoting PPP in Turkey	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Turkey? *(1-To no degree at all, 10-To a very significant degree)*	149	72	5.62	2.09

Measuring/Correcting the World Bank Group's Work	N	DK	Mean	SD
11. To what extent do you believe the World Bank Group measures and corrects its work in real time in Turkey? *(1-To no degree at all, 10-To a very significant degree)*	133	89	5.66	2.07

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Turkey? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=220)
Reach out more to groups outside of Government	32.7%
Collaborate more effectively with Government clients (e.g., national, state, local)	26.8%
Increase the level of capacity development in the country	19.5%
Offer more innovative knowledge services	19.1%
Improve the quality of its experts as related to Turkey's specific challenges	18.6%
Reduce the complexity of obtaining World Bank Group financing	17.3%
Work faster	16.4%
Offer more innovative financial products	12.3%
Provide more adequate data/knowledge/statistics/figures on Turkey's economy	8.6%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	8.2%
Help to bring discipline/effective supervision to implementation of investment projects	4.1%
Ensure greater selectivity in its work	3.6%
Other	3.2%
Increase availability of Reimbursable Advisory Services (RAS)	2.7%

2. When considering the combination of services that the World Bank Group offers in Turkey, 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 Turkey? (Select only ONE response)	Percentage of Respondents (N=219)
Knowledge products	39.3%
Financial services	35.2%
Don't know	9.6%
Convening services	9.1%
The combination is appropriate for Turkey	5.0%
None of the above	1.8%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Turkey? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=223)
Internet	83.9%
Local television	24.7%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	23.8%
Periodicals	22.0%
Local newspapers	16.6%
International newspapers	9.4%
Other	4.0%
International television	3.6%
Local radio	1.8%
International radio	0.4%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=223)
World Bank Group's seminars/workshops/conferences	40.8%
e-Newsletters	38.6%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	33.6%
World Bank Group's website	32.7%
World Bank Group's publications and other written materials	26.9%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	14.3%
Mobile phones	1.3%
Other	0.9%

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=220)
Yes	15.5%
No	84.5%

4. Do you have reliable access to the Internet?	Percentage of Respondents (N=221)
Yes	93.2%
No	6.8%

5. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=221)
Yes	75.6%
No	24.4%

6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=222)
Yes	29.3%
No	70.7%

7. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=214)
High speed/WiFi	96.7%
Dial-up	3.3%

G. Communication and Information Sharing (continued)

8. 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=219)
Weekly	6.8%
Monthly	15.5%
A few times a year	31.1%
Rarely	28.3%
Never	18.3%

Please rate how much you agree with the following statements. *(1-Strongly disagree, 10-Strongly agree)*	Level of Agreement			
	N	DK	Mean	SD
9. I find the World Bank Group's websites easy to navigate	170	36	6.75	1.96
10. I find the information on the World Bank Group's websites useful	170	36	7.68	1.68
11. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	89	116	6.83	1.95
12. When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	149	57	6.16	2.43
13. The World Bank Group is responsive to my information requests and inquiries	110	97	6.98	2.10

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=260)
Employee of a Ministry, Ministerial Department or Implementation Agency	28.1%
Private Sector Organization	15.4%
NGO/Community Based Organization	10.0%
Local Government Office or Staff	9.2%
Financial Sector/Private Bank	8.8%
Bilateral/Multilateral Agency	7.3%
Academia/Research Institute/Think Tank	6.5%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	4.2%
Other	4.2%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	2.3%
Private Foundation	1.2%
Trade Union	1.2%
Office of the President, Prime Minister	0.8%
Office of Parliamentarian	0.4%
Media (press, radio, TV, web, etc.)	0.4%

H. Background Information (continued)

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=257)
Urban, rural, and social development	20.2%
Finance and markets	19.1%
Generalist (specialized in multiple sectors)	12.5%
Other	7.8%
Macroeconomics and fiscal management	7.4%
Trade and competitiveness	5.1%
Education	4.7%
Governance	3.5%
Environment and natural resources	3.1%
Energy and extractives	3.1%
Social protection and labor	2.7%
Gender	2.3%
Public-private partnerships	1.9%
Jobs	1.6%
Water	1.2%
Migration/refugee issues	1.2%
Transport and ICT	0.8%
Climate change	0.8%
Health, nutrition, and population	0.4%
Poverty	0.4%
Agriculture	0.4%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)	Percentage of Respondents (N=256)
Yes	40.2%
No	59.8%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Turkey? (Select only ONE response)	Percentage of Respondents (N=197)
The World Bank (IBRD)	74.1%
The International Finance Corporation (IFC)	10.7%
The Multilateral Investment Guarantee Agency (MIGA)	0.5%
Other	14.7%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=232)
Yes	11.2%
No	88.8%

6. If yes, what was your view of how the two institutions work together in Turkey? (Select only ONE response)	Percentage of Respondents (N=26)
The two institutions work well together	50.0%
The way the two institutions work together needs improvement	26.9%
The two institutions do not work well together	3.8%
Don't know	19.2%

H. Background Information (continued)

7. Which of the following describes most of your exposure to the World Bank Group in Turkey? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=237)
Collaborate as part of my professional duties	40.5%
Use World Bank Group reports/data	37.6%
Use World Bank Group website for information, data, research, etc.	29.5%
Engage in World Bank Group related/sponsored events/activities	22.4%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	18.1%

8. What's your gender?	Percentage of Respondents (N=257)
Female	26.5%
Male	73.5%

9. Which best represents your geographic location?	Percentage of Respondents (N=258)
Ankara	30.2%
Outside Ankara	69.8%

Appendix B: Responses to All Questions by Stakeholder Groups[18]

- **Employee of a Ministry/PMU/Consultant on a WBG-supported Project N=84**
- **Local Government N=24**
- **Bilateral/Multilateral Agency N=19**
- **Private Sector/Financial Sector/Private Bank N=63**
- **CSO N=32**
- **Academia/Research Institute/Think Tank N=17**
- **Other N=21**

A. General Issues facing Turkey

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
The right direction	56.3%	52.4%	50.0%	21.0%	31.0%	12.5%	55.0%
The wrong direction	11.3%	23.8%	22.2%	46.8%	51.7%	75.0%	35.0%
Not sure	32.5%	23.8%	27.8%	32.3%	17.2%	12.5%	10.0%

**Significantly different between stakeholder groups*

[18] Only 260 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

A. General Issues facing Turkey (continued)

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Social protection	4.8%	0.0%	5.3%	0.0%	3.1%	6.3%	0.0%
Gender equity*	6.0%	8.3%	10.5%	12.7%	31.3%	12.5%	9.5%
Private sector development*	25.0%	12.5%	36.8%	6.3%	28.1%	6.3%	19.0%
Education*	51.2%	50.0%	63.2%	79.4%	50.0%	50.0%	47.6%
Public sector governance/reform	21.4%	29.2%	15.8%	14.3%	12.5%	31.3%	28.6%
Global/regional integration	6.0%	4.2%	5.3%	7.9%	9.4%	6.3%	4.8%
Food safety	2.4%	8.3%	5.3%	0.0%	3.1%	6.3%	4.8%
Urban development	9.5%	16.7%	0.0%	3.2%	0.0%	12.5%	4.8%
Energy	19.0%	12.5%	5.3%	15.9%	9.4%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	31.0%	20.8%	42.1%	31.7%	18.8%	31.3%	23.8%
Health	4.8%	8.3%	0.0%	0.0%	6.3%	0.0%	0.0%
Financial markets	6.0%	4.2%	0.0%	4.8%	0.0%	0.0%	14.3%
Transport	3.6%	12.5%	5.3%	0.0%	9.4%	0.0%	0.0%
Agriculture and rural development	20.2%	8.3%	31.6%	12.7%	9.4%	6.3%	19.0%
Trade and exports	13.1%	16.7%	0.0%	12.7%	9.4%	6.3%	0.0%
Migration/refugee issues	9.5%	8.3%	10.5%	1.6%	18.8%	6.3%	9.5%
Natural resource management	7.1%	4.2%	5.3%	4.8%	6.3%	12.5%	4.8%
Climate change	6.0%	0.0%	0.0%	0.0%	6.3%	6.3%	0.0%
Poverty reduction	8.3%	0.0%	10.5%	7.9%	12.5%	6.3%	9.5%
Anti corruption*	4.8%	12.5%	5.3%	14.3%	3.1%	31.3%	9.5%
Judiciary reform*	8.3%	8.3%	10.5%	25.4%	34.4%	25.0%	19.0%
Economic growth	15.5%	29.2%	10.5%	27.0%	9.4%	18.8%	28.6%
Disaster risk management	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity*	2.4%	12.5%	15.8%	7.9%	3.1%	12.5%	23.8%
Information and communications technology	11.9%	8.3%	5.3%	3.2%	6.3%	6.3%	9.5%

**Significantly different between stakeholder groups*

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Economic growth	57.8%	59.1%	55.6%	41.0%	37.5%	56.3%	38.1%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%
Equality of opportunity	22.9%	22.7%	22.2%	39.3%	21.9%	37.5%	28.6%
Migration/refugee issues	10.8%	4.5%	5.6%	4.9%	3.1%	6.3%	4.8%
Information and communications technology	6.0%	0.0%	0.0%	6.6%	6.3%	6.3%	0.0%
Social protection	4.8%	9.1%	11.1%	8.2%	12.5%	18.8%	23.8%
Agriculture and rural development	22.9%	27.3%	33.3%	24.6%	34.4%	12.5%	47.6%
Trade and exports*	22.9%	9.1%	11.1%	23.0%	9.4%	0.0%	0.0%
Climate change	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	9.6%	0.0%	0.0%	4.9%	0.0%	0.0%	0.0%
Anti corruption	6.0%	9.1%	11.1%	13.1%	9.4%	0.0%	9.5%
Judiciary reform*	0.0%	13.6%	5.6%	3.3%	12.5%	6.3%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%
Job creation/employment	62.7%	50.0%	61.1%	44.3%	56.3%	62.5%	47.6%
Health	2.4%	0.0%	0.0%	0.0%	6.3%	6.3%	0.0%
Financial markets	0.0%	4.5%	0.0%	3.3%	0.0%	0.0%	0.0%
Public sector governance/reform	7.2%	18.2%	5.6%	14.8%	12.5%	12.5%	4.8%
Gender equity*	2.4%	0.0%	0.0%	1.6%	15.6%	12.5%	4.8%
Private sector development	20.5%	13.6%	5.6%	11.5%	15.6%	0.0%	14.3%
Education	32.5%	36.4%	66.7%	37.7%	28.1%	50.0%	33.3%
Global/regional integration	2.4%	4.5%	5.6%	3.3%	9.4%	0.0%	4.8%
Food safety	0.0%	4.5%	0.0%	0.0%	6.3%	0.0%	0.0%
Urban development	1.2%	9.1%	0.0%	3.3%	3.1%	6.3%	4.8%
Natural resource management	2.4%	4.5%	0.0%	6.6%	0.0%	6.3%	14.3%

**Significantly different between stakeholder groups*

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Greater access to health and nutrition for citizens	11.0%	9.1%	0.0%	5.0%	6.5%	6.3%	4.8%
Better entrepreneurial opportunities	23.2%	18.2%	27.8%	13.3%	19.4%	6.3%	9.5%
A growing middle class	22.0%	22.7%	44.4%	40.0%	19.4%	18.8%	19.0%
Better opportunity for the poor who live in rural areas	17.1%	9.1%	16.7%	20.0%	0.0%	12.5%	14.3%
Better opportunity for the poor who live in urban areas*	4.9%	0.0%	16.7%	0.0%	6.5%	0.0%	9.5%
Consistent economic growth	51.2%	40.9%	27.8%	43.3%	29.0%	43.8%	47.6%
More reliable social safety net	0.0%	13.6%	5.6%	11.7%	6.5%	12.5%	9.5%
Greater access to micro-finance for the poor	1.2%	9.1%	0.0%	1.7%	3.2%	0.0%	4.8%
Greater voice and participation for citizens to help ensure greater accountability	9.8%	9.1%	5.6%	10.0%	16.1%	18.8%	19.0%
Education and training that better ensure job opportunity	34.1%	40.9%	38.9%	33.3%	48.4%	50.0%	42.9%
Better quality public services	7.3%	9.1%	0.0%	3.3%	0.0%	6.3%	4.8%
Better employment opportunities for young people	9.8%	9.1%	5.6%	16.7%	12.9%	6.3%	9.5%
Better employment opportunities for women*	4.9%	9.1%	11.1%	1.7%	25.8%	12.5%	0.0%
Other	3.7%	0.0%	0.0%	0.0%	6.5%	6.3%	0.0%

**Significantly different between stakeholder groups*

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
A very big problem	45.8%	54.5%	38.9%	55.0%	53.1%	43.8%	47.6%
A moderately big problem	47.0%	36.4%	61.1%	40.0%	43.8%	50.0%	42.9%
A small problem	3.6%	4.5%	0.0%	3.3%	3.1%	6.3%	9.5%
Not a problem at all	3.6%	4.5%	0.0%	1.7%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
A very serious problem	32.5%	36.4%	50.0%	44.3%	62.5%	43.8%	42.9%
A somewhat serious problem	42.2%	40.9%	27.8%	36.1%	31.3%	37.5%	38.1%
Not too serious problem	20.5%	13.6%	22.2%	14.8%	3.1%	18.8%	9.5%
Not a problem	4.8%	9.1%	0.0%	4.9%	3.1%	0.0%	9.5%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

A. General Issues facing Turkey (continued)

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 Turkey? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
A very important development priority	62.7%	45.5%	66.7%	71.7%	61.3%	68.8%	57.1%
A moderately important development priority	27.7%	45.5%	22.2%	21.7%	29.0%	18.8%	28.6%
A slightly important development priority	4.8%	0.0%	11.1%	3.3%	3.2%	0.0%	14.3%
Not an important development priority	4.8%	4.5%	0.0%	3.3%	6.5%	12.5%	0.0%
Don't know	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%

B. Overall Attitudes toward the World Bank Group

	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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
How familiar are you with the work of the World Bank Group in Turkey?	83	6.37	2.33	22	5.91	1.60	18	5.67	1.68	61	6.00	2.61	32	5.97	2.62	17	6.18	2.63	21	5.67	2.22

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

	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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
Overall, please rate your impression of the World Bank Group's effectiveness in Turkey.	81	5.94	1.83	20	6.00	1.62	18	5.33	1.97	51	5.57	2.16	31	5.65	1.92	16	5.19	1.76	19	5.26	2.42

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

	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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
To what extent do you believe the World Bank Group's staff is well prepared to help Turkey solve its most complicated development challenges?	71	5.99	2.11	19	6.68	1.80	16	5.75	2.46	47	5.81	2.17	22	5.82	2.13	14	5.57	2.17	15	5.87	2.26

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Energy	19.3%	13.6%	5.6%	14.8%	12.5%	5.9%	10.0%
Water and sanitation	1.2%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	45.8%	22.7%	38.9%	47.5%	28.1%	29.4%	45.0%
Health	0.0%	0.0%	0.0%	4.9%	0.0%	0.0%	0.0%
Financial markets	6.0%	0.0%	0.0%	9.8%	0.0%	0.0%	0.0%
Social protection	1.2%	0.0%	0.0%	4.9%	0.0%	0.0%	0.0%
Gender equity*	6.0%	4.5%	0.0%	4.9%	18.8%	23.5%	15.0%
Private sector development*	18.1%	13.6%	50.0%	19.7%	15.6%	0.0%	25.0%
Education	36.1%	31.8%	38.9%	47.5%	34.4%	52.9%	45.0%
Public sector governance/reform*	13.3%	27.3%	11.1%	6.6%	12.5%	41.2%	15.0%
Global/regional integration	7.2%	9.1%	11.1%	4.9%	6.3%	11.8%	15.0%
Food safety	1.2%	0.0%	0.0%	1.6%	3.1%	0.0%	5.0%
Urban development	4.8%	18.2%	0.0%	3.3%	6.3%	5.9%	0.0%
Judiciary reform*	1.2%	22.7%	16.7%	8.2%	18.8%	17.6%	0.0%
Economic growth	27.7%	27.3%	16.7%	26.2%	21.9%	17.6%	30.0%
Disaster risk management	3.6%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	13.3%	9.1%	22.2%	23.0%	28.1%	29.4%	20.0%
Migration/refugee issues	12.0%	13.6%	11.1%	3.3%	18.8%	5.9%	15.0%
Information and communications technology	9.6%	0.0%	5.6%	1.6%	6.3%	5.9%	0.0%
Transport	2.4%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%
Agriculture and rural development	18.1%	27.3%	16.7%	16.4%	21.9%	5.9%	10.0%
Trade and exports	8.4%	0.0%	11.1%	13.1%	6.3%	5.9%	15.0%
Natural resource management	12.0%	13.6%	5.6%	8.2%	6.3%	17.6%	0.0%
Climate change*	4.8%	9.1%	5.6%	1.6%	21.9%	5.9%	0.0%
Poverty reduction	18.1%	22.7%	16.7%	11.5%	6.3%	5.9%	25.0%
Anti corruption	6.0%	0.0%	11.1%	14.8%	3.1%	5.9%	5.0%

**Significantly different between stakeholder groups*

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

When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Turkey?

Greatest Value Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	7.3%	25.0%	11.1%	13.3%	22.6%	13.3%	10.0%
Capacity development related to World Bank Group supported projects	32.9%	10.0%	22.2%	26.7%	22.6%	20.0%	25.0%
Technical assistance*	11.0%	10.0%	16.7%	0.0%	3.2%	13.3%	20.0%
Policy advice, studies, analyses*	9.8%	20.0%	22.2%	6.7%	22.6%	26.7%	0.0%
Financial resources	17.1%	15.0%	16.7%	30.0%	9.7%	13.3%	35.0%
Data and statistics	9.8%	5.0%	11.1%	5.0%	6.5%	6.7%	5.0%
Promoting knowledge sharing	0.0%	5.0%	0.0%	3.3%	0.0%	0.0%	0.0%
Implementation support	2.4%	5.0%	0.0%	3.3%	6.5%	0.0%	5.0%
Mobilizing third party financial resources	6.1%	5.0%	0.0%	11.7%	3.2%	6.7%	0.0%
Donor coordination	1.2%	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%
Other	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**Significantly different between stakeholder groups*

2nd Greatest Value Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	8.5%	5.0%	0.0%	15.0%	9.7%	6.7%	5.6%
Capacity development related to World Bank Group supported projects	29.3%	35.0%	22.2%	20.0%	19.4%	26.7%	22.2%
Technical assistance	14.6%	0.0%	16.7%	10.0%	9.7%	6.7%	22.2%
Policy advice, studies, analyses	17.1%	15.0%	27.8%	5.0%	29.0%	6.7%	16.7%
Financial resources*	4.9%	10.0%	11.1%	21.7%	9.7%	6.7%	0.0%
Data and statistics	9.8%	15.0%	11.1%	3.3%	6.5%	6.7%	11.1%
Promoting knowledge sharing*	2.4%	0.0%	0.0%	3.3%	3.2%	20.0%	0.0%
Implementation support	6.1%	15.0%	5.6%	10.0%	9.7%	20.0%	5.6%
Mobilizing third party financial resources	4.9%	0.0%	0.0%	11.7%	3.2%	0.0%	11.1%
Donor coordination	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	5.6%
Other	2.4%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**Significantly different between stakeholder groups*

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
World Bank Group's processes too complex*	9.9%	23.8%	11.1%	23.3%	41.9%	6.3%	14.3%
Not willing to honestly criticize policies and reform efforts in the country	9.9%	23.8%	11.1%	11.7%	6.5%	25.0%	4.8%
Staff too inaccessible	3.7%	4.8%	0.0%	1.7%	0.0%	12.5%	0.0%
World Bank Group's processes too slow	16.0%	14.3%	27.8%	26.7%	12.9%	12.5%	0.0%
Not aligned with other donors' work*	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	9.5%
Not aligned with country priorities	12.3%	4.8%	16.7%	8.3%	6.5%	0.0%	14.3%
Not adequately sensitive to political/social realities in Turkey	19.8%	19.0%	5.6%	16.7%	25.8%	25.0%	28.6%
Too influenced by developed countries	11.1%	19.0%	11.1%	5.0%	3.2%	6.3%	14.3%
Not exploring alternative policy options	6.2%	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%
Not collaborating enough with stakeholders outside the Government*	9.9%	14.3%	16.7%	11.7%	35.5%	50.0%	14.3%
Its advice and strategies do not lend themselves to practical problem solving*	22.2%	9.5%	11.1%	3.3%	6.5%	0.0%	19.0%
Not enough public disclosure of its work	14.8%	23.8%	11.1%	31.7%	22.6%	12.5%	28.6%
Arrogant in its approach*	2.5%	0.0%	0.0%	1.7%	0.0%	6.3%	14.3%
Not client focused	2.5%	0.0%	5.6%	3.3%	3.2%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	3.7%	0.0%	0.0%	1.7%	3.2%	0.0%	4.8%
Don't know	16.0%	4.8%	22.2%	13.3%	9.7%	12.5%	9.5%

**Significantly different between stakeholder groups*

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
To a fully sufficient degree	0.0%	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%
To a somewhat sufficient degree	12.3%	4.5%	16.7%	11.7%	25.8%	18.8%	19.0%
To a somewhat insufficient degree	25.9%	22.7%	22.2%	16.7%	19.4%	37.5%	0.0%
To a very insufficient degree	29.6%	50.0%	38.9%	40.0%	29.0%	25.0%	52.4%
Don't know	32.1%	22.7%	22.2%	31.7%	22.6%	18.8%	28.6%

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 Turkey Government's efforts to reduce poverty? *(1-Not effective at all, 10-Very effective)*

	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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
Investment Project Financing	47	5.57	2.03	16	6.25	1.77	9	7.11	2.26	33	5.79	2.30	14	5.50	2.50	7	5.43	1.81	10	7.10	2.69
Development Policy Financing	40	5.58	2.32	13	5.54	1.81	12	6.08	2.39	29	5.38	2.21	17	5.65	2.52	8	6.38	1.60	8	7.00	3.02
Program-for-Results Financing	38	5.58	2.19	12	5.25	2.14	7	6.57	2.70	24	4.92	2.24	15	4.93	2.52	7	5.57	2.37	5	4.60	2.88
Trust funds and grants	40	5.23	2.03	12	4.75	1.86	9	5.78	2.59	31	5.29	2.15	16	4.13	2.50	8	5.88	2.42	8	5.50	2.83
Guarantees	30	5.13	2.08	10	4.50	1.58	5	7.40	2.19	27	5.19	2.24	16	5.00	2.56	6	5.50	1.97	4	4.50	3.11
IFC Investment Services	32	4.97	2.13	12	4.83	2.12	7	7.43	2.57	31	5.42	2.33	20	5.20	2.69	7	5.86	2.04	6	6.50	2.81
IFC Advisory Services	33	4.91	2.24	14	5.00	2.63	7	7.14	2.34	31	5.32	2.26	19	5.53	2.59	7	5.71	1.98	7	6.86	2.73

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

Percentage of Respondents (Responses combined)	**Employee of a Ministry/ PMU/Consultant on a WBG-supported Project**	**Local Government**	**Bilateral/ Multilateral Agency**	**Private Sector/ Financial Sector/ Private Bank**	**CSO**	**Academia/ Research Institute/ Think Tank**	**Other**
Beneficiaries	23.2%	22.7%	5.6%	25.4%	15.6%	18.8%	15.8%
Youth/university groups	20.7%	18.2%	11.1%	11.9%	12.5%	18.8%	26.3%
Private sector*	43.9%	31.8%	66.7%	55.9%	28.1%	18.8%	31.6%
Local government	25.6%	45.5%	33.3%	16.9%	18.8%	12.5%	31.6%
Donor community	2.4%	0.0%	0.0%	0.0%	6.3%	0.0%	10.5%
NGOs/Community Based Organizations*	19.5%	31.8%	44.4%	28.8%	81.3%	37.5%	15.8%
Academia/think tanks/research institutes	36.6%	22.7%	16.7%	33.9%	21.9%	62.5%	31.6%
Parliament	11.0%	9.1%	0.0%	5.1%	0.0%	6.3%	0.0%
Foundations*	1.2%	4.5%	0.0%	1.7%	15.6%	0.0%	5.3%
Media	2.4%	0.0%	0.0%	3.4%	0.0%	0.0%	10.5%
Other	3.7%	4.5%	5.6%	1.7%	0.0%	0.0%	5.3%
Don't know	2.4%	0.0%	5.6%	5.1%	0.0%	12.5%	5.3%

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

	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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
Overall the World Bank Group currently plays a relevant role in development in Turkey*	74	5.15	1.98	20	5.30	1.92	16	5.81	2.54	50	4.92	2.06	27	6.26	2.58	15	6.73	1.67	17	4.65	2.29
The World Bank Group's work is aligned with what I consider the development priorities for Turkey	69	5.64	1.83	18	5.44	1.54	16	5.94	2.86	49	5.12	2.09	27	6.41	2.29	13	6.46	1.45	15	5.67	2.06

**Significantly different between stakeholder groups*

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

	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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
Responsiveness to needs	64	5.17	1.99	17	5.00	1.62	12	5.33	2.71	46	5.28	2.06	25	5.84	2.06	11	5.73	1.79	16	5.56	2.03
Flexibility (in terms of the institution's products and services)	57	5.16	1.9	16	4.50	1.79	12	4.83	2.37	47	4.96	2.26	20	5.60	2.39	8	6.13	2.17	12	5.67	2.06
Flexibility (in terms of changing country circumstances)	60	4.9	1.91	17	4.24	1.60	12	5.33	2.23	47	4.79	2.22	23	5.39	2.02	9	6.56	2.07	14	5.29	1.77
Being inclusive	61	5.46	2.02	18	4.94	1.98	13	4.85	2.67	45	4.93	2.09	25	5.84	1.84	10	5.90	1.73	15	5.87	2.33
Openness (sharing data and other information)	66	6.56	2.10	18	6.33	2.38	13	5.85	2.54	45	5.80	2.60	26	7.08	1.92	11	6.09	2.02	16	5.69	2.52
Collaboration with the Government	59	6.68	1.95	17	6.24	2.08	13	6.23	2.39	42	5.88	2.28	21	7.43	2.06	10	6.90	1.85	14	6.43	2.34
The speed in which it gets things accomplished on the ground	60	5.65	2.17	18	4.94	2.04	12	4.50	2.24	45	4.84	2.43	22	6.14	2.01	9	5.44	1.33	16	5.69	2.44
Helping to bring discipline/effective supervision to implementation of investment projects	56	6.29	2.1	17	6.24	2.11	11	5.55	2.42	45	5.93	2.45	19	7.32	2.29	8	6.63	1.92	14	6.86	2.38
Collaboration with civil society	54	5.80	1.92	16	4.44	1.46	12	5.42	2.19	41	5.37	2.24	26	5.42	2.30	10	5.40	2.27	14	6.21	2.83
Staff accessibility	58	6.53	2.19	17	5.06	1.82	11	4.91	2.84	44	5.70	2.68	25	6.28	2.28	9	5.33	1.94	13	6.38	2.90
Collaboration with other donors and development partners	49	6.24	2.09	16	4.94	1.12	12	5.58	2.43	38	5.29	2.15	18	6.61	2.43	8	5.75	1.83	14	5.93	2.37
Collaboration with the private sector*	47	5.36	1.89	16	4.88	1.82	13	5.31	2.36	47	5.60	2.19	23	6.83	2.35	9	6.44	1.33	14	5.00	2.15
Straightforwardness and honesty	57	7.53	2.11	16	7.12	1.78	11	6.00	2.83	46	7.57	2.15	23	7.96	2.31	10	7.80	1.23	13	7.08	2.40
Treating clients and stakeholders in Turkey with respect	58	7.84	1.76	16	7.69	1.85	12	6.42	2.68	46	7.59	2.08	22	7.82	2.02	10	7.30	1.49	15	7.60	2.77
Being a long-term partner	56	7.27	2.27	15	7.47	1.85	13	6.38	2.47	48	7.31	2.38	22	7.86	1.86	12	7.08	1.68	14	7.36	2.62

**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)	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
The World Bank Group does not do adequate follow through/follow-up	16.2%	27.3%	17.6%	15.8%	26.7%	7.7%	21.1%
Political pressures and obstacles*	12.2%	13.6%	17.6%	36.8%	36.7%	61.5%	26.3%
Reforms are not well thought out in light of country challenges	48.6%	40.9%	41.2%	31.6%	26.7%	53.8%	36.8%
Poor coordination within the Government	8.1%	18.2%	5.9%	10.5%	13.3%	7.7%	10.5%
The Government works inefficiently	4.1%	9.1%	5.9%	8.8%	16.7%	0.0%	5.3%
Poor donor coordination	5.4%	13.6%	5.9%	1.8%	0.0%	0.0%	5.3%
The World Bank Group is not sensitive enough to political/social realities on the ground	28.4%	18.2%	29.4%	14.0%	26.7%	23.1%	31.6%
Lack of/inadequate levels of capacity in Government	5.4%	4.5%	17.6%	19.3%	6.7%	15.4%	10.5%
There is not an adequate level of citizen/civil society participation	18.9%	31.8%	11.8%	24.6%	33.3%	23.1%	26.3%
The World Bank Group works too slowly	10.8%	0.0%	17.6%	8.8%	6.7%	0.0%	0.0%
Poor coordination within the World Bank Group	9.5%	0.0%	5.9%	8.8%	3.3%	0.0%	5.3%
Other	9.5%	4.5%	11.8%	1.8%	0.0%	0.0%	5.3%

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

	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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
Social protection*	61	5.33	2.55	19	5.89	2.79	15	6.20	3.10	50	6.82	2.33	27	6.96	2.31	13	5.62	2.02	17	6.12	2.67
Gender equity*	62	6.56	2.19	19	6.63	2.83	15	7.47	2.50	49	8.00	1.57	27	7.48	2.74	13	7.54	2.37	16	6.94	3.00
Private sector development	66	7.39	2.17	19	7.84	2.22	13	7.69	2.39	54	7.85	1.81	28	7.21	2.02	12	7.08	2.19	16	7.50	2.42
Education	69	7.83	2.33	20	7.80	2.69	12	8.50	1.73	52	8.73	1.76	27	8.67	1.62	12	8.17	2.41	16	8.63	2.16
Public sector governance/reform	69	7.26	2.19	19	7.63	2.09	13	8.08	1.71	50	7.80	1.84	28	7.79	2.06	12	7.67	2.64	17	7.59	2.00
Global/regional integration	68	7.34	1.94	19	7.53	1.78	13	7.23	2.80	50	7.76	1.80	26	7.62	2.26	11	7.09	2.30	18	7.44	2.59
Food safety	63	6.62	2.46	20	6.65	2.16	14	6.29	2.79	50	7.26	2.35	27	6.78	2.71	11	6.36	2.54	15	6.67	2.72
Urban development	67	6.93	2.29	19	7.21	2.35	14	7.21	2.64	50	7.44	2.16	26	7.42	2.00	11	7.36	2.42	16	6.88	1.96
Energy	66	7.45	2.19	17	7.06	2.75	14	7.00	2.15	53	8.09	1.60	27	7.78	2.22	11	7.73	2.49	17	7.59	2.37
Water and sanitation	65	6.86	2.36	20	6.90	2.40	14	6.29	2.58	51	7.82	1.74	25	7.24	2.33	10	6.80	2.20	16	7.13	2.25
Migration/refugee issues	67	7.22	2.49	20	7.25	2.27	15	8.33	1.99	50	7.70	2.16	26	8.38	2.43	10	8.80	0.92	16	7.94	2.08
Job creation/employment	67	7.73	2.29	20	7.30	2.39	12	7.50	2.71	52	8.21	1.70	26	8.27	1.95	12	8.25	2.18	18	8.11	2.00
Health	62	6.74	2.40	19	6.47	2.22	13	7.23	2.77	50	7.78	2.07	26	7.27	2.11	10	6.70	2.54	16	7.56	1.97
Financial markets	62	6.79	2.18	19	6.53	2.09	13	6.62	2.69	51	7.41	2.10	27	7.52	1.95	10	6.60	1.84	17	7.00	2.50
Transport	58	6.16	2.46	19	6.32	2.36	11	6.36	2.91	51	6.53	2.10	27	5.44	2.58	10	6.30	3.23	17	6.00	2.29
Agriculture and rural development	62	7.53	2.29	20	7.90	1.97	15	8.00	2.30	50	7.96	1.84	27	7.93	2.15	11	8.09	1.51	19	8.11	2.31
Trade and exports	68	7.19	2.15	19	7.58	1.98	12	7.83	2.33	52	7.60	2.10	24	6.92	2.06	11	6.55	2.16	18	7.61	2.52
Natural resource management	66	7.17	2.31	20	7.10	2.36	13	6.69	3.15	51	8.02	1.93	26	7.35	2.19	11	7.73	1.49	18	7.56	2.62
Climate change	64	6.70	2.39	19	6.42	3.01	12	7.75	2.80	50	7.94	1.90	27	7.52	2.39	11	7.55	2.42	17	6.71	2.39
Poverty reduction	67	7.48	2.22	19	7.89	2.26	11	8.00	2.28	50	8.16	1.71	25	8.12	1.99	11	8.45	1.44	17	8.18	2.10
Anti corruption	62	6.50	2.71	19	7.21	2.53	13	7.69	2.29	48	7.71	2.26	27	7.85	2.41	9	7.56	3.24	16	6.81	3.15
Judiciary reform	54	6.13	3.25	19	6.58	2.91	12	7.33	3.06	47	7.15	2.74	26	7.46	2.60	9	7.11	2.98	16	6.38	3.18
Economic growth	66	7.85	2.29	18	8.56	1.72	13	8.54	1.45	52	8.29	1.68	25	7.76	1.90	11	8.18	2.32	17	7.88	2.15
Disaster risk management	62	6.85	2.38	21	6.43	2.20	12	6.67	3.03	50	7.52	1.96	25	7.16	1.65	11	6.82	2.60	17	6.53	2.00
Equality of opportunity	59	7.51	2.25	19	6.84	2.71	13	9.08	0.95	49	8.08	1.75	26	7.81	2.56	10	7.80	2.70	17	7.29	2.42
Information and communications technology	57	7.19	2.39	20	7.80	1.61	14	6.64	2.98	49	7.94	1.91	26	7.69	1.23	10	6.80	2.94	16	7.38	2.13

**Significantly different between stakeholder groups*

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

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

	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	40	5.10	2.27	7	3.57	1.81	6	4.17	2.40	27	4.15	2.07	17	5.53	2.27	7	4.43	1.62	8	3.50	2.07
Gender equity	43	5.77	2.14	10	4.00	1.83	9	5.00	2.50	27	4.59	2.29	16	5.81	2.29	8	5.63	2.07	7	4.57	1.90
Private sector development	47	5.60	2.22	10	6.20	2.15	10	5.50	2.07	37	5.81	2.32	22	6.32	1.59	7	5.14	1.68	11	4.82	2.71
Education	49	5.82	2.10	9	4.22	0.97	9	5.11	2.62	31	4.87	2.31	17	5.71	2.31	9	5.33	1.58	12	5.83	2.12
Public sector governance/reform	53	5.68	2.05	12	6.25	1.76	10	5.10	2.33	30	4.73	2.38	19	6.05	2.48	8	6.13	2.10	11	5.64	2.29
Global/regional integration	48	5.98	2.05	12	6.08	1.83	8	5.25	2.43	32	5.63	2.46	15	6.80	2.08	8	5.88	1.73	9	4.78	2.17
Food safety	36	5.67	1.96	9	4.22	0.83	6	4.83	2.48	26	4.73	2.55	13	5.46	2.15	6	3.83	2.64	9	4.44	2.01
Urban development	41	5.88	2.06	10	6.00	2.45	8	4.88	2.53	28	5.29	2.51	16	6.31	2.41	7	4.71	2.81	9	5.11	2.15
Energy	47	6.15	2.12	10	5.00	1.94	8	5.25	2.675 reTm0 g0 G 0.232 Tc[(16)]TJq0.75 211.15 792.75 14 Tm0 g0 9.025 Tf1 0 0 1 317.5												

**Significantly different between stakeholder groups*

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

	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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
To what extent does the World Bank Group's work help to achieve development results in Turkey?	58	5.26	1.90	18	4.94	1.70	12	4.58	2.61	40	5.40	2.24	26	5.81	2.04	12	5.50	1.73	12	4.58	2.31

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

	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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
The World Bank Group's financial instruments meet the needs of Turkey	57	4.75	2.01	18	4.56	1.69	11	4.27	2.90	45	4.98	2.36	21	5.10	2.34	9	4.67	1.80	12	4.58	2.50
The World Bank Group meets Turkey's needs for knowledge services	62	5.92	2.07	20	5.75	2.15	11	5.45	2.66	42	5.43	2.13	24	6.17	2.51	12	5.50	2.07	13	5.54	2.76

	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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
To what extent do you believe that Turkey received value for money from the World Bank Group's Reimbursable Advisory Services?	34	5.65	2.03	12	5.42	1.68	7	5.00	2.45	20	4.95	2.61	9	5.44	2.79	4	5.25	0.96	9	5.11	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	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Weekly	1.3%	0.0%	6.7%	0.0%	6.7%	0.0%	0.0%
Monthly	10.4%	9.5%	13.3%	3.6%	6.7%	7.7%	10.0%
A few times a year	42.9%	23.8%	33.3%	25.5%	40.0%	53.8%	35.0%
Rarely	35.1%	61.9%	33.3%	36.4%	26.7%	23.1%	40.0%
Never	10.4%	4.8%	13.3%	34.5%	20.0%	15.4%	15.0%

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

In Turkey, 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)*

	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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
Are timely	48	6.42	1.93	15	6.13	1.41	9	5.56	2.46	29	5.34	2.14	19	5.84	2.19	8	6.13	1.81	12	5.83	2.21
Include appropriate level of stakeholder involvement during preparation	48	6.31	2.06	14	6.71	1.59	11	5.82	1.60	29	5.52	2.15	21	5.57	2.20	7	6.00	1.63	12	6.17	2.41
Lead to practical solutions	48	5.79	1.90	14	5.71	1.44	11	5.73	2.05	31	5.16	1.93	23	6.09	2.07	9	6.11	2.26	15	5.13	2.56
Are accessible (well written and easy to understand)	56	6.57	2.16	17	6.53	2.15	11	6.00	1.73	36	6.50	2.56	22	6.36	2.38	10	7.10	2.23	15	5.53	2.56
Are source of relevant information on global good practices	53	7.02	2.00	18	6.83	2.12	11	6.55	1.97	35	6.94	2.63	24	7.25	2.01	9	7.00	2.06	14	6.50	2.41
Are relevant to country challenges	49	6.08	1.99	17	5.47	2.15	10	6.10	2.28	32	5.56	2.24	23	6.26	2.05	10	5.90	1.91	14	5.79	2.69
Are adequately disseminated	51	5.80	2.18	16	5.44	1.75	10	5.30	2.41	32	5.13	2.01	24	5.83	2.30	10	5.80	1.87	14	4.64	2.41
Are translated enough into local language	54	6.11	2.18	16	5.81	2.01	10	4.90	2.18	34	6.35	2.46	21	6.52	2.58	9	6.56	2.01	14	5.14	2.60
Are adaptable to Turkey's specific development challenges and country circumstances	52	5.63	2.07	17	5.47	1.94	11	5.73	2.53	34	5.44	2.19	22	6.09	2.04	9	6.33	1.58	15	5.27	2.49

	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	60	5.28	1.96	18	5.61	1.54	12	5.75	2.22	38	5.39	2.37	25	6.04	2.24	10	5.50	1.72	14	5.36	2.24
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	60	6.95	1.80	20	6.60	1.82	10	6.30	2.16	35	6.29	2.18	25	6.76	2.01	10	7.10	1.66	16	6.38	2.16

(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)*

	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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
The World Bank Group disburses funds promptly	45	5.33	1.77	12	5.17	1.70	8	4.63	2.20	34	4.88	2.24	19	5.63	2.50	4	6.75	1.50	6	6.17	2.23
The World Bank Group effectively monitors and evaluates the projects and programs it supports	53	6.98	1.90	14	6.71	1.82	9	6.33	2.40	40	6.43	2.07	20	6.35	2.37	5	7.80	0.45	9	6.22	1.92
The World Bank Group's approvals and reviews are done in a timely fashion	47	6.15	1.76	12	5.83	1.47	7	5.00	1.91	36	6.11	2.28	18	6.06	2.48	6	7.33	1.21	7	6.00	1.83
The World Bank Group's "Safeguard Policy" requirements are reasonable	34	6.12	1.61	9	6.33	1.22	5	5.00	2.45	26	5.92	2.17	14	6.43	2.50	3	7.67	0.58	6	6.50	1.38
The World Bank Group's conditions on its lending are reasonable	34	5.82	2.29	11	5.55	1.51	5	5.00	3.00	36	5.64	2.43	15	6.27	2.69	3	7.67	0.58	6	5.83	1.72
The World Bank Group takes decisions quickly in Turkey	43	5.53	2.18	12	5.50	1.62	7	5.29	2.14	32	5.25	2.20	16	6.00	2.66	4	6.50	1.29	6	5.50	1.22
Working with the World Bank Group increases Turkey's institutional capacity	57	6.58	2.09	16	7.00	1.93	10	7.20	2.15	38	6.87	2.52	22	6.82	2.11	7	6.71	1.38	9	7.33	1.58
Where country systems are adequate, the World Bank Group makes appropriate use of them	37	5.97	1.99	9	5.56	2.40	7	6.14	2.91	26	5.73	2.57	14	7.29	2.30	2	7.00	0.00	5	6.20	1.64
The World Bank Group provides effective implementation support	45	6.38	2.05	13	7.08	2.06	6	6.00	2.53	34	6.32	2.34	16	6.62	2.42	3	7.67	0.58	9	6.56	1.81

	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Turkey?	50	5.48	2.01	12	6.42	1.68	9	4.78	1.99	36	5.83	2.34	23	5.78	2.28	9	4.78	1.30	10	5.70	2.26
To what extent do you believe the World Bank Group measures and corrects its work in real time in Turkey?	46	5.54	1.92	14	6.57	1.28	9	4.67	1.87	32	5.72	2.17	14	5.79	3.12	8	5.75	1.49	10	5.40	2.12

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

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Offer more innovative knowledge services*	32.0%	30.0%	13.3%	11.3%	0.0%	7.7%	17.6%
Collaborate more effectively with Government clients	30.7%	25.0%	13.3%	20.8%	23.1%	23.1%	52.9%
Work faster	14.7%	20.0%	33.3%	13.2%	23.1%	0.0%	11.8%
Reduce the complexity of obtaining World Bank Group financing	17.3%	15.0%	13.3%	28.3%	11.5%	7.7%	5.9%
Increase availability of Reimbursable Advisory Services	0.0%	10.0%	6.7%	3.8%	3.8%	0.0%	0.0%
Help to bring discipline/effective supervision to implementation of investment projects	1.3%	5.0%	6.7%	5.7%	0.0%	15.4%	5.9%
Offer more innovative financial products	16.0%	10.0%	13.3%	9.4%	7.7%	15.4%	5.9%
Ensure greater selectivity in its work	2.7%	0.0%	0.0%	11.3%	0.0%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Turkey's economy	8.0%	5.0%	26.7%	7.5%	0.0%	7.7%	17.6%
Improve the competitiveness of its financing compared to markets	5.3%	5.0%	6.7%	13.2%	11.5%	7.7%	5.9%
Reach out more to groups outside of Government*	22.7%	35.0%	13.3%	37.7%	57.7%	53.8%	23.5%
Increase the level of capacity development in the country	17.3%	20.0%	20.0%	11.3%	34.6%	30.8%	23.5%
Improve the quality of its experts as related to Turkey's specific challenges	20.0%	15.0%	20.0%	18.9%	7.7%	30.8%	23.5%
Other*	1.3%	0.0%	0.0%	3.8%	15.4%	0.0%	0.0%

**Significantly different between stakeholder groups*

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Financial services	33.8%	20.0%	43.8%	43.4%	28.0%	15.4%	47.1%
Knowledge products	44.6%	50.0%	25.0%	34.0%	36.0%	46.2%	35.3%
Convening services	5.4%	10.0%	18.8%	9.4%	12.0%	15.4%	5.9%
None of the above	2.7%	0.0%	0.0%	1.9%	4.0%	0.0%	0.0%
The combination is appropriate for Turkey	2.7%	10.0%	0.0%	3.8%	16.0%	0.0%	5.9%
Don't know	10.8%	10.0%	12.5%	7.5%	4.0%	23.1%	5.9%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Local radio	0.0%	5.0%	0.0%	3.8%	0.0%	7.1%	0.0%
International radio	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social media	27.4%	10.0%	18.8%	25.0%	27.6%	14.3%	27.8%
International newspapers	9.6%	5.0%	6.3%	11.5%	10.3%	7.1%	11.1%
Local television	20.5%	45.0%	12.5%	26.9%	24.1%	28.6%	22.2%
Internet	86.3%	80.0%	75.0%	88.5%	79.3%	78.6%	88.9%
Periodicals	21.9%	20.0%	37.5%	13.5%	20.7%	42.9%	16.7%
International television	2.7%	10.0%	0.0%	5.8%	3.4%	0.0%	0.0%
Local newspapers	12.3%	15.0%	18.8%	15.4%	20.7%	21.4%	27.8%
Other	6.8%	5.0%	0.0%	0.0%	6.9%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
World Bank Group's publications and other written materials	28.4%	20.0%	18.8%	32.7%	17.2%	28.6%	29.4%
e-Newsletters*	21.6%	40.0%	62.5%	57.7%	44.8%	28.6%	29.4%
World Bank Group's seminars/workshops/conferences	44.6%	55.0%	12.5%	30.8%	41.4%	57.1%	52.9%
Mobile phones	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Direct contact with World Bank Group	35.1%	40.0%	43.8%	23.1%	48.3%	28.6%	17.6%
World Bank Group's website	37.8%	35.0%	25.0%	26.9%	20.7%	35.7%	52.9%
Social media	16.2%	10.0%	18.8%	15.4%	20.7%	7.1%	0.0%
Other	2.7%	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	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	13.5%	0.0%	20.0%	19.2%	18.5%	28.6%	11.8%
No	86.5%	100.0%	80.0%	80.8%	81.5%	71.4%	88.2%

Do you have reliable access to the Internet?

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
95.9%	95.0%	100.0%	92.3%	89.3%	92.9%	88.2%	95.9%
4.1%	5.0%	0.0%	7.7%	10.7%	7.1%	11.8%	4.1%

G. Communication and Information Sharing (continued)

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	82.2%	75.0%	86.7%	69.2%	75.9%	85.7%	52.9%
No	17.8%	25.0%	13.3%	30.8%	24.1%	14.3%	47.1%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	29.7%	30.0%	50.0%	17.3%	39.3%	28.6%	29.4%
No	70.3%	70.0%	50.0%	82.7%	60.7%	71.4%	70.6%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
High speed/WiFi	97.1%	94.7%	93.8%	98.0%	92.9%	100.0%	100.0%
Dial-up	2.9%	5.3%	6.3%	2.0%	7.1%	0.0%	0.0%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Weekly	9.7%	5.0%	12.5%	3.9%	11.1%	0.0%	0.0%
Monthly	16.7%	15.0%	6.3%	11.8%	25.9%	14.3%	16.7%
A few times a year	30.6%	30.0%	37.5%	33.3%	25.9%	50.0%	16.7%
Rarely	23.6%	35.0%	25.0%	29.4%	33.3%	14.3%	44.4%
Never	19.4%	15.0%	18.8%	21.6%	3.7%	21.4%	22.2%

G. Communication and Information Sharing (continued)

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

	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			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
I find the World Bank Group's websites easy to navigate	59	6.68	1.86	14	6.29	1.68	14	6.21	2.36	38	6.84	2.11	22	7.00	1.88	10	7.60	1.51	13	6.85	2.30
I find the information on the World Bank Group's websites useful	59	7.51	1.63	14	7.43	2.21	14	7.50	1.91	38	7.87	1.53	22	8.05	1.50	10	7.70	1.64	13	7.69	1.97
The World Bank Group's social media channels are valuable sources of information about the institution	29	6.90	1.59	9	6.44	2.24	9	6.78	2.54	15	6.87	1.96	16	7.25	2.14	3	6.33	1.15	8	6.37	2.39
When I need information from the World Bank Group I know how to find it	49	6.33	2.26	18	5.50	2.43	11	5.55	2.54	31	6.19	2.70	20	6.35	2.72	8	6.50	2.07	12	6.42	2.31
The World Bank Group is responsive to my information requests and inquiries	36	7.08	1.95	11	6.18	1.78	7	6.00	2.45	23	7.39	2.08	16	7.38	2.09	8	6.25	2.43	9	7.22	2.54

H. Background Information

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	47.6%	41.7%	47.4%	42.6%	25.0%	26.7%	30.0%
No	52.4%	58.3%	52.6%	57.4%	75.0%	73.3%	70.0%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
The World Bank (IBRD)	83.3%	94.1%	68.8%	50.0%	68.2%	81.8%	92.9%
The International Finance Corporation (IFC)	1.4%	0.0%	12.5%	34.1%	9.1%	9.1%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%
Other	15.3%	5.9%	18.8%	13.6%	22.7%	9.1%	7.1%

**Significantly different between stakeholder groups*

H. Background Information (continued)

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	7.4%	0.0%	16.7%	18.2%	11.1%	0.0%	18.8%
No	92.6%	100.0%	83.3%	81.8%	88.9%	100.0%	81.3%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
The two institutions work well together	83.3%	0.0%	66.7%	20.0%	66.7%	0.0%	66.7%
The way the two institutions work together needs improvement	16.7%	0.0%	33.3%	40.0%	33.3%	0.0%	0.0%
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%
Don't know	0.0%	0.0%	0.0%	40.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Observer*	12.5%	13.0%	16.7%	31.5%	23.3%	21.4%	0.0%
Use World Bank Group reports/data	32.5%	39.1%	50.0%	27.8%	53.3%	35.7%	50.0%
Engage in World Bank Group related/sponsored events/activities*	27.5%	13.0%	33.3%	5.6%	26.7%	14.3%	50.0%
Collaborate as part of my professional duties	48.8%	39.1%	33.3%	44.4%	23.3%	42.9%	31.3%
Use World Bank Group website for information, data, research, etc.	27.5%	30.4%	27.8%	25.9%	40.0%	28.6%	31.3%

**Significantly different between stakeholder groups*

What's your gender?

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Female	26.2%	8.3%	26.3%	24.6%	36.7%	37.5%	33.3%
Male	73.8%	91.7%	73.7%	75.4%	63.3%	62.5%	66.7%

Appendix C: Responses to Indicator Questions by Geographic Location[19]

- **Ankara N=78**
- **Outside Ankara N=180**

B. Overall Attitudes toward the World Bank Group

	Ankara			Outside Ankara		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Turkey.	71	5.94	1.84	164	5.55	2.01

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

	Ankara			Outside Ankara		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Turkey	65	5.74	2.29	151	5.23	2.08
The World Bank Group's work is aligned with what I consider the development priorities for Turkey	61	5.87	2.06	144	5.62	2.01

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

	Ankara			Outside Ankara		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	62	5.34	2.05	127	5.39	2.00
Flexibility (in terms of the institution's products and services)	54	5.26	2.21	116	5.14	2.06
Flexibility (in terms of changing country circumstances)	57	4.95	2.17	123	5.07	1.96
Being inclusive	60	5.30	2.07	125	5.38	2.09
Openness (sharing data and other information)	61	6.16	2.11	133	6.35	2.37
Collaboration with the Government	57	6.35	2.05	119	6.55	2.17
The speed in which it gets things accomplished on the ground	57	5.54	2.21	124	5.26	2.22
Helping to bring discipline/effective supervision to implementation of investment projects	48	6.25	2.41	120	6.33	2.22
Collaboration with civil society	53	5.49	2.03	119	5.49	2.19
Staff accessibility	59	6.02	2.49	117	5.96	2.40
Collaboration with other donors and development partners	46	5.78	2.26	107	5.79	2.08
Collaboration with the private sector	51	5.63	2.11	117	5.59	2.15
Straightforwardness and honesty	50	7.52	2.16	125	7.40	2.16
Treating clients and stakeholders in Turkey with respect	59	7.59	2.13	120	7.62	1.99
Being a long-term partner	57	7.40	2.21	122	7.22	2.22

[19] 258 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

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

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

In Turkey, 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)

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

Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group[20]

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY17 Turkey 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 Turkey, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Turkey?"

- **Collaborating with the WBG N=103**
- **Not collaborating with the WBG N=153**

B. Overall Attitudes toward the World Bank Group

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Turkey?*	100	6.80	2.00	151	5.58	2.44

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Turkey.*	98	6.21	1.75	135	5.30	2.00

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Turkey solve its most complicated development challenges?*	86	6.56	1.94	116	5.51	2.15

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

[20] Only 256 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Energy	14.0%	14.7%
Water and sanitation	1.0%	0.7%
Job creation/employment	47.0%	36.0%
Health	2.0%	0.7%
Financial markets*	9.0%	1.3%
Social protection	1.0%	1.3%
Gender equity	9.0%	8.7%
Private sector development	15.0%	22.7%
Education	40.0%	40.7%
Public sector governance/reform	11.0%	17.3%
Global/regional integration	5.0%	9.3%
Food safety	1.0%	2.0%
Urban development	3.0%	6.7%
Judiciary reform	10.0%	8.7%
Economic growth	28.0%	24.0%
Disaster risk management	3.0%	1.3%
Equality of opportunity	14.0%	22.7%
Migration/refugee issues	9.0%	12.0%
Information and communications technology	5.0%	5.3%
Transport	0.0%	1.3%
Agriculture and rural development	20.0%	16.0%
Trade and exports	8.0%	9.3%
Natural resource management (renewable resources)	8.0%	10.7%
Climate change	4.0%	8.0%
Poverty reduction	19.0%	12.0%
Anti corruption	9.0%	6.0%

**Significantly different between collaborators and non-collaborators*

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)	59	6.10	1.98	76	5.76	2.37
Development Policy Financing (DPF)	52	6.06	2.12	75	5.49	2.37
Program-for-Results Financing (PforR)*	46	5.93	2.12	62	4.87	2.34
Trust funds and grants	56	5.41	2.00	67	4.91	2.40
Guarantees*	43	5.72	1.98	54	4.76	2.33
IFC Investment Services	49	5.80	2.19	65	5.12	2.50
IFC Advisory Services	53	5.74	2.27	64	5.19	2.50

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Turkey*	91	5.75	2.12	125	5.12	2.19
The World Bank Group's work is aligned with what I consider the development priorities for Turkey	87	5.95	2.03	119	5.47	2.05

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	82	5.77	1.89	107	5.04	2.06
Flexibility (in terms of the institution's products and services)	73	5.44	2.14	98	4.97	2.06
Flexibility (in terms of changing country circumstances)	78	5.24	2.08	102	4.85	1.97
Being inclusive	77	5.66	2.13	108	5.13	2.02
Openness (sharing data and other information)	82	6.57	2.24	111	6.09	2.32
Collaboration with the Government	75	6.84	2.07	100	6.23	2.17
The speed in which it gets things accomplished on the ground*	73	5.77	2.29	107	5.08	2.16
Helping to bring discipline/effective supervision to implementation of investment projects	68	6.46	2.27	100	6.21	2.28
Collaboration with civil society*	70	5.93	1.95	101	5.19	2.25
Staff accessibility*	79	6.78	2.30	97	5.33	2.34
Collaboration with other donors and development partners*	60	6.35	2.01	94	5.48	2.17
Collaboration with the private sector*	67	6.09	2.01	101	5.28	2.15
Straightforwardness and honesty	73	7.62	2.00	101	7.32	2.28
Treating clients and stakeholders in Turkey with respect	77	7.90	1.93	101	7.40	2.10
Being a long-term partner*	78	7.85	2.01	100	6.85	2.30

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	42	5.05	2.19	69	4.42	2.19
Gender equity	45	5.64	2.11	74	5.01	2.25
Private sector development*	56	6.16	1.94	86	5.42	2.27
Education	52	5.79	2.07	82	5.16	2.20
Public sector governance/reform	53	5.87	2.10	89	5.39	2.28
Global/regional integration	51	6.27	1.91	79	5.58	2.30
Food safety	40	5.42	2.00	64	4.80	2.28
Urban development	43	5.86	1.93	75	5.45	2.53
Energy	53	6.13	1.96	77	5.48	2.31
Water and sanitation	52	6.10	1.97	75	5.47	2.51
Migration/refugee issues*	45	5.78	2.15	78	4.78	2.29
Job creation/employment*	51	6.27	2.01	82	4.98	2.25
Health*	43	5.88	2.15	74	5.03	2.24
Financial markets*	49	6.49	2.04	74	5.39	2.30
Transport	43	5.98	2.12	79	5.25	2.42
Trade and exports	46	6.02	2.02	71	5.25	2.33
Natural resource management	47	6.09	2.04	76	5.36	2.27
Climate change*	45	6.31	2.17	73	5.26	2.39
Poverty reduction*	52	6.06	2.17	85	5.13	2.40
Economic growth*	55	6.31	2.03	87	5.39	2.28
Disaster risk management*	41	6.05	2.41	73	4.89	2.46
Equality of opportunity	43	5.95	2.22	78	5.21	2.46

**Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Turkey?	69	5.54	2.01	106	5.09	2.07

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Turkey*	63	5.24	2.26	107	4.50	2.12
The World Bank Group meets Turkey's needs for knowledge services	69	6.12	2.13	113	5.53	2.27

**Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Turkey received value for money from the World Bank Group's Reimbursable Advisory Services?	36	5.89	1.94	58	5.02	2.28

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

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely*	60	6.72	1.72	79	5.41	2.07
Include appropriate level of stakeholder involvement during preparation*	62	6.84	1.67	79	5.38	2.10
Lead to practical solutions*	60	6.37	1.65	89	5.21	2.06
Are accessible (well written and easy to understand)*	68	7.16	1.77	97	5.97	2.46
Are source of relevant information on global good practices	66	7.33	1.74	96	6.73	2.38
Are relevant to country challenges*	64	6.61	1.77	89	5.44	2.22
Are adequately disseminated*	63	6.40	1.85	92	4.92	2.12
Are translated enough into local language*	61	6.85	1.83	95	5.59	2.45
Are adaptable to Turkey's specific development challenges and country circumstances*	61	6.48	1.98	97	5.18	2.03

**Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	72	5.94	1.93	103	5.19	2.13
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	71	7.23	1.82	104	6.29	1.95

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

E. Working with the World Bank Group

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	57	5.86	1.85	70	4.80	2.12
The World Bank Group effectively monitors and evaluates the projects and programs it supports	66	6.86	1.68	83	6.52	2.24
The World Bank Group's approvals and reviews are done in a timely fashion	61	6.41	1.70	71	5.80	2.19
The World Bank Group's "Safeguard Policy" requirements are reasonable*	43	6.58	1.48	53	5.81	2.15
The World Bank Group's conditions on its lending are reasonable*	50	6.44	2.05	59	5.31	2.38
The World Bank Group takes decisions quickly in Turkey*	54	6.17	2.03	65	5.03	2.08
Working with the World Bank Group increases Turkey's institutional capacity	71	7.10	1.77	87	6.60	2.35
Where country systems are adequate, the World Bank Group makes appropriate use of them	45	6.42	2.31	54	5.85	2.25
The World Bank Group provides effective implementation support	54	6.91	1.87	71	6.20	2.31

**Significantly different between collaborators and non-collaborators*

E. Working with the World Bank Group (continued)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Turkey?*	56	6.21	1.97	91	5.26	2.12
To what extent do you believe the World Bank Group measures and corrects its work in real time in Turkey?*	52	6.23	1.85	80	5.30	2.14

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

G. Communication and Information Sharing

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	70	6.61	2.05	100	6.85	1.90
I find the information on the World Bank Group's websites useful	70	7.89	1.44	100	7.53	1.82
The World Bank Group's social media channels are valuable sources of information about the institution	32	6.81	1.86	57	6.84	2.02
When I need information from the World Bank Group I know how to find it	63	6.59	2.18	86	5.85	2.56
The World Bank Group is responsive to my information requests and inquiries*	55	7.38	1.90	55	6.58	2.23

**Significantly different between collaborators and non-collaborators*

Appendix E: Responses to Selected Questions by Year[21]

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

FY 2014 Number of comparable respondents = 284 • FY 2017 Number of comparable respondents = 391

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

Percentage of Respondents	FY 2017	FY 2014
Government institutions	30%	30%
Local government	10%	10%
Bilateral/Multilateral Agency	10%	10%
Private Sector Organization/ Financial Sector/ Private Bank	15%	15%
Civil Society	15%	15%
Academia/Research Institute/Think Tank	15%	15%
Media	5%	5%

A. General Issues facing Turkey

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

Percentage of Respondents	FY 2017	FY 2014
The right direction	36.6%	44.6%
The wrong direction	39.2%	29.3%
Not sure	24.1%	26.0%

B. Overall Attitudes toward the World Bank Group

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Turkey?*	241	6.12	2.29	249	6.55	2.38

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

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Turkey.*	228	5.83	1.97	236	6.84	1.95

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

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Turkey solve its most complicated development challenges?	198	6.05	2.11	217	6.39	2.07

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

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

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

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

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Turkey	211	5.76	2.19	232	5.69	2.20
The World Bank Group's work is aligned with what I consider the development priorities for Turkey*	200	5.94	2.04	230	6.47	2.19

**Significantly different between FY2017 and FY2014*

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

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	182	5.57	2.04	216	6.35	1.99
Flexibility (in terms of the institution's products and services)*	161	5.42	2.18	205	5.99	2.07
Flexibility (in terms of changing country circumstances)*	171	5.35	2.11	211	5.83	2.12
Being inclusive*	178	5.65	2.18	211	6.47	1.91
Openness (sharing data and other information)*	185	6.48	2.19	217	7.26	1.80
Collaboration with the Government*	168	6.83	2.20	190	7.38	1.72
The speed in which it gets things accomplished on the ground*	170	5.57	2.17	187	6.15	2.02
Helping to bring discipline/effective supervision to implementation of investment projects	159	6.47	2.19			
Collaboration with civil society	168	5.36	2.08			
Staff accessibility*	170	6.05	2.33	210	7.10	2.22
Collaboration with other donors and development partners*	148	5.95	2.04	149	6.63	1.96
Collaboration with the private sector	160	5.86	2.03			
Straightforwardness and honesty	167	7.56	2.08	209	7.87	1.83
Treating clients and stakeholders in Turkey with respect	169	7.67	1.93	211	7.29	2.20
Being a long-term partner	173	7.46	2.16	192	7.55	2.26

**Significantly different between FY2017 and FY2014*

C. World Bank Group's Effectiveness and Results

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

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
Social protection	111	4.88	2.06	121	4.90	2.26
Gender equity	122	5.49	2.15	126	5.28	2.58
Private sector development	138	6.14	2.28			
Education	132	5.54	2.05	152	5.41	2.20
Public sector governance/reform*	140	5.88	2.20	146	6.43	1.68
Global/regional integration	129	6.16	2.07			
Food safety	103	5.34	2.28			
Urban development	117	5.74	2.29	104	6.17	1.78
Energy*	117	5.88	2.17	163	6.56	2.35
Water and sanitation*	125	6.17	2.55	117	5.26	2.40
Migration/refugee issues*	113	5.19	2.33	92	4.40	1.75
Job creation/employment	132	5.77	2.21	156	6.17	2.04
Health	114	5.77	2.37	127	5.27	2.44
Financial markets*	109	5.84	2.20	141	6.69	1.89
Transport	121	5.63	2.20	116	5.64	2.48
Trade and exports	114	6.00	2.30	136	6.41	1.94
Natural resource management	120	5.94	2.15			
Climate change*	119	6.13	2.35	136	5.39	2.57
Poverty reduction	135	5.72	2.29	142	5.33	2.05
Economic growth*	138	5.99	2.15	172	6.64	2.07
Disaster risk management*	114	5.64	2.67	114	6.60	2.28
Equality of opportunity	122	5.95	2.63			

**Significantly different between FY2017 and FY2014*

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Turkey?*	175	5.51	2.04	226	5.99	1.88

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2017 and FY2014*

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

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Turkey*	153	4.75	2.15	220	6.00	2.14
The World Bank Group meets Turkey's needs for knowledge services (e.g., research, analysis, data, technical assistance)	180	6.06	2.39	229	6.32	1.90

**Significantly different between FY2017 and FY2014*

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

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

Percentage of Respondents	FY 2017	FY 2014
Weekly	1.9%	6.4%
Monthly	13.4%	26.9%
A few times a year	36.1%	41.8%
Rarely	33.3%	21.3%
Never	15.3%	3.6%

**Significantly different between FY2017 and FY2014*

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

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
Are timely*	138	6.02	1.89	202	7.03	1.45
Include appropriate level of stakeholder involvement during preparation*	140	6.13	1.90	205	6.65	1.87
Lead to practical solutions	148	6.00	1.96	208	5.63	1.95
Are accessible (well written and easy to understand)*	161	6.66	2.15	222	7.30	1.84
Are source of relevant information on global good practices*	147	6.98	2.08	224	7.58	1.87
Are relevant to country challenges	153	5.89	1.99			
Are adequately disseminated	154	5.60	2.02	187	5.99	2.05
Are translated enough into local language	153	6.23	2.17	191	6.12	2.36
Are adaptable to Turkey's specific development challenges and country circumstances	155	5.90	1.99	207	6.06	2.29

**Significantly different between FY2017 and FY2014*

	year					
	FY 2017			FY 2014		
	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?*	172	5.73	2.04	233	6.21	1.78
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	159	6.75	1.90	229	7.39	1.55

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

E. Working with the World Bank Group

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

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	123	5.59	2.10	183	6.17	1.86
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	140	6.75	1.91	206	7.62	1.44
The World Bank Group's approvals and reviews are done in a timely fashion	116	6.12	1.98	189	6.32	2.01
The World Bank Group's "Safeguard Policy" requirements are reasonable	95	6.29	1.83	147	6.19	1.92
The World Bank Group's conditions on its lending are reasonable	104	5.78	2.19	165	6.23	1.94
The World Bank Group takes decisions quickly in Turkey*	116	5.65	2.02	176	6.44	2.02
Working with the World Bank Group increases Turkey's institutional capacity*	153	6.72	1.99	211	7.25	1.69
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	97	6.29	2.16	139	6.24	2.04
The World Bank Group provides effective implementation support (i.e., supervision of projects)*	116	6.69	2.08	177	7.32	1.60

**Significantly different between FY2017 and FY2014*

F. The Future Role of the WBG in Turkey

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

Percentage of Respondents	FY 2017	FY 2014
Financial services	30.1%	39.6%
Knowledge products	37.9%	30.4%
Convening services	9.7%	11.7%
None of the above	1.5%	2.1%
The combination is appropriate for Turkey	10.7%	10.8%
Don't know	10.2%	5.4%

G. Communication and Information Sharing

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

Percentage of Respondents	FY 2017	FY 2014
Yes	15.8%	26.0%
No	84.2%	74.0%

**Significantly different between FY2017 and FY2014*

Do you have reliable access to the Internet?*

Percentage of Respondents	FY 2017	FY 2014
Yes	94.8%	98.7%
No	5.2%	1.3%

**Significantly different between FY2017 and FY2014*

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

Percentage of Respondents	FY 2017	FY 2014
Yes	80.1%	75.3%
No	19.9%	24.7%

G. Communication and Information Sharing (continued)

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

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	166	6.93	1.97	182	6.27	2.07
I find the information on the World Bank Group's websites useful*	166	7.76	1.67	183	7.30	1.67
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution*	92	7.11	1.97	107	5.55	2.71
When I need information from the World Bank Group I know how to find it	147	6.40	2.45	226	6.82	2.52
The World Bank Group is responsive to my information requests and inquiries	114	7.08	2.13	183	6.91	2.66

**Significantly different between FY2017 and FY2014*

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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Turkey? (Choose no more than TWO)									
			Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
	Not collaborating with the WBG	Collaborating with the WBG	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Turkey.	5.30	6.21	5.93	4.95	5.75	5.77	5.63	6.18	5.39	6.28	5.80	5.66
Overall the World Bank Group currently plays a relevant role in development in Turkey	5.12	5.75	5.48	5.11	5.19	5.81	5.34	5.67	5.21	5.67	5.45	5.31
The World Bank Group's work is aligned with what I consider the development priorities for Turkey	5.47	5.95	5.78	5.21	5.56	5.89	5.57	6.07	5.42	6.04	5.76	5.48
Responsiveness to needs	5.04	5.77	5.41	5.48	5.36	5.53	5.34	5.66	5.35	5.51	5.42	5.43
Flexibility (in terms of the institution's products and services)	4.97	5.44	5.23	5.22	5.18	5.32	5.16	5.46	5.16	5.31	5.20	5.30
Flexibility (in terms of changing country circumstances)	4.85	5.24	5.03	5.30	5.06	5.11	5.00	5.34	4.99	5.19	5.14	4.92
Being inclusive	5.13	5.66	5.46	5.20	5.27	5.67	5.44	5.33	5.31	5.56	5.34	5.59
Openness (sharing data and other information)	6.09	6.57	6.36	6.53	6.18	6.75	6.44	6.25	6.39	6.39	6.30	6.60
Collaboration with the Government	6.23	6.84	6.68	6.33	6.61	6.65	6.49	7.02	6.49	6.80	6.56	6.77
The speed in which it gets things accomplished on the ground	5.08	5.77	5.42	5.45	5.43	5.42	5.39	5.55	5.47	5.37	5.40	5.50
Helping to bring discipline/effective supervision to implementation of investment projects	6.21	6.46	6.36	6.47	6.37	6.40	6.34	6.53	6.34	6.43	6.23	6.76
Collaboration with civil society	5.19	5.93	5.45	5.72	5.62	5.30	5.59	5.25	5.52	5.48	5.38	5.80
Staff accessibility	5.33	6.78	6.18	5.69	6.06	6.14	5.91	6.65	5.70	6.56	6.33	5.48
Collaboration with other donors and development partners	5.48	6.35	5.92	5.64	5.84	5.92	5.62	6.57	5.81	5.95	5.94	5.67
Collaboration with the private sector	5.28	6.09	5.70	5.47	5.49	5.96	5.62	5.76	5.52	5.84	5.70	5.53
Straightforwardness and honesty	7.32	7.62	7.53	7.59	7.55	7.52	7.50	7.65	7.45	7.66	7.50	7.65
Treating clients and stakeholders in Turkey with respect	7.40	7.90	7.74	7.48	7.76	7.55	7.69	7.70	7.33	8.12	7.76	7.51
Being a long-term partner	6.85	7.85	7.49	7.03	7.50	7.24	7.37	7.52	6.96	8.00	7.43	7.35
To what extent does the World Bank Group's work help to achieve development results in Turkey?	5.09	5.54	5.29	5.50	5.31	5.36	5.14	5.92	5.33	5.32	5.36	5.23
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Turkey	4.50	5.24	5.01	4.07	4.71	5.03	4.65	5.49	4.62	5.16	4.94	4.58
The World Bank Group meets Turkey's needs for knowledge services (e.g., research, analysis, data, technical assistance)	5.53	6.12	5.88	5.83	5.55	6.38	5.68	6.42	5.96	5.72	6.01	5.57
The World Bank Group's knowledge work and activities are adaptable to Turkey's specific development challenges and country circumstances	5.18	6.48	5.76	5.60	5.70	5.79	5.50	6.35	5.64	5.87	5.87	5.40
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	5.19	5.94	5.58	5.35	5.40	5.77	5.42	5.87	5.46	5.65	5.54	5.54
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.29	7.23	6.85	6.21	6.72	6.77	6.69	6.87	6.41	7.22	6.75	6.72
The World Bank Group takes decisions quickly in Turkey	5.03	6.17	5.58	5.88	5.72	5.44	5.49	6.08	5.39	5.92	5.82	5.10
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	5.85	6.42	6.12	6.21	6.00	6.38	6.01	6.48	6.10	6.18	6.09	6.27

Yellow highlight indicates significant difference between Yes and No means.

SECTION A: GENERAL ISSUES

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

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

SECTION A: GENERAL ISSUES

A4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Turkey? (Choose no more than TWO)	
1	Greater access to health and nutrition for citizens
2	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
3	A growing middle class
4	Better opportunity for the poor who live in rural areas
5	Better opportunity for the poor who live in urban areas
6	Consistent economic growth
7	More reliable social safety net
8	Greater access to micro-finance for the poor
9	Greater voice and participation for citizens to help ensure greater accountability
10	Education and training that better ensure job opportunity
11	Better quality public services
12	Better employment opportunities for young people
13	Better employment opportunities for women
14	Other (please specify):_____

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 Turkey? (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 Turkey? (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 Turkey?									
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 Turkey.										
1	2	3	4	5	6	7	8	9	10	☐
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 Turkey solve its most complicated development challenges?										
1	2	3	4	5	6	7	8	9	10	☐
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 Turkey, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Turkey? (Choose no more than THREE)

1	Energy	14	Judiciary reform
2	Water and sanitation	15	Economic growth
3	Job creation/employment	16	Disaster risk management
4	Health	17	Equality of opportunity (i.e., social inclusion)
5	Financial markets	18	Migration/refugee issues
6	Social protection (e.g., pensions, targeted social assistance)	19	Information and communications technology
7	Gender equity	20	Transport (e.g., roads, bridges, transportation)
8	Private sector development	21	Agriculture and rural development
9	Education	22	Trade and exports
10	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23	Natural resource management (renewable resources)
11	Global/regional integration	24	Climate change (e.g., mitigation, adaptation)
12	Food safety	25	Poverty reduction
13	Urban development	26	Anti corruption

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Turkey?

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	☐	☐
2	Capacity development related to World Bank Group supported projects	☐	☐
3	Technical assistance	☐	☐
4	Policy advice, studies, analyses	☐	☐
5	Financial resources	☐	☐
6	Data and statistics	☐	☐
7	Promoting knowledge sharing	☐	☐
8	Implementation support	☐	☐
9	Mobilizing third party financial resources	☐	☐
10	Donor coordination	☐	☐
11	Other (please specify): _____	☐	☐

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Turkey? (Choose no more than TWO)

1	World Bank Group's processes too complex
2	Not willing to honestly criticize policies and reform efforts in the country
3	Staff too inaccessible
4	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
5	Not aligned with other donors' work
6	Not aligned with country priorities
7	Not adequately sensitive to political/social realities in Turkey
8	Too influenced by developed countries
9	Not exploring alternative policy options
10	

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 Turkey? (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 Turkey 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	Investment Project Financing (IPF)	1	2	3	4	5	6	7	8	9	10	☐

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

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

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

1	The World Bank Group does not do adequate follow through/follow-up
2	Political pressures and obstacles
3	Reforms are not well thought out in light of country challenges
4	Poor coordination within the Government
5	The Government works inefficiently
6	Poor donor coordination
7	The World Bank Group is not sensitive enough to political/social realities on the ground
8	Lack of/inadequate levels of capacity in Government
9	There is not an adequate level of citizen/civil society participation
10	The World Bank Group works too slowly
11	Poor coordination within the World Bank Group
12	Other (please specify): _____

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Turkey?

	Not important at all				Very important	Don't know

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 Turkey? *(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	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	☐
2	Gender equity	1	2	3	4	5	6	7	8	9	10	☐
3	Private sector development	1	2	3	4	5	6	7	8	9	10	☐
4	Education	1	2	3	4	5	6	7	8	9	10	☐
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	☐
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	☐
7	Food safety	1	2	3	4	5	6	7	8	9	10	☐
8	Urban development	1	2	3	4	5	6	7	8	9	10	☐
9	Energy	1	2	3	4	5	6	7	8	9	10	☐
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	☐
11	Migration/refugee issues	1	2	3	4	5	6	7	8	9	10	☐
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	☐
13	Health	1	2	3	4	5	6	7	8	9	10	☐
14	Financial markets	1	2	3	4	5	6	7	8	9	10	☐
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	☐
16	Trade and exports	1	2	3	4	5	6	7	8	9	10	☐
17	Natural resource management (renewable resources)	1	2	3	4	5	6	7	8	9	10	☐
18	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	☐
19	Poverty reduction	1	2	3	4	5	6	7	8	9	10	☐
20	Economic growth	1	2	3	4	5	6	7	8	9	10	☐
21	Disaster risk management	1	2	3	4	5	6	7	8	9	10	☐
22	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	☐

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 Turkey?										
1	2	3	4	5	6	7	8	9	10	☐
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 Turkey?												
		Strongly disagree									**Strongly agree**	Don't know
C4	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Turkey	1	2	3	4	5	6	7	8	9	10	☐
C5	The World Bank Group meets Turkey's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	☐

C6. To what extent do you believe that Turkey received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)[1]?										
1	2	3	4	5	6	7	8	9	10	☐
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.

[1] Reimbursable Advisory Services (RAS) are an increasingly important instrument to meet client demand for services beyond what the World Bank's administrative budget or relevant trust funds can support. RAS are of significant importance to the World Bank's middle- and high-income country clients, including non-borrowing members. Demand for RAS programs from countries in Europe and Central Asia has grown across different sectors in recent years.

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 Turkey, 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	☐
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	☐
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	☐
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	☐
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	☐
D7	Are relevant to country challenges	1	2	3	4	5	6	7	8	9	10	☐
D8	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	☐
D9	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	☐
D10	Are adaptable to Turkey's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	☐

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	☐
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	☐
Very low technical quality									**Very high technical quality**	Don't know

SECTION E: WORKING WITH THE WORLD BANK GROUP

To what extent do you agree/disagree with the following statements?												
		Strongly disagree									**Strongly agree**	Don't know
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	☐
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	☐
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	☐
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	☐
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	☐
E6	The World Bank Group takes decisions quickly in Turkey	1	2	3	4	5	6	7	8	9	10	☐
E7	Working with the World Bank Group increases Turkey's institutional capacity	1	2	3	4	5	6	7	8	9	10	☐
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	☐
E9	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	☐

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Turkey?										
1	2	3	4	5	6	7	8	9	10	☐
To no degree at all									**To a very significant degree**	Don't know

E11. To what extent do you believe the World Bank Group measures and corrects its work in real time in Turkey?										
1	2	3	4	5	6	7	8	9	10	☐
To no degree at all									**To a very significant degree**	Don't know

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN TURKEY

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

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

1

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	Migration/refugee issues
10	Trade and competitiveness	21	Generalist (specialized in multiple sectors)
11	Finance and markets	22	Other (please specify): _____

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 Turkey? **(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 Turkey? (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 Turkey? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H8. What's your gender?	
1	Female
2	Male

H9. Which best represents your geographic location?	
1	Ankara
2	