

FY 2018 Georgia Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



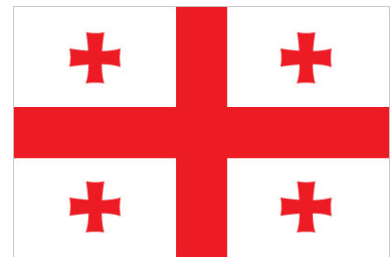
WORLD BANK GROUP

January 2018



Acknowledgements

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



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 Georgia.....	8
V. Overall Attitudes toward the World Bank Group.....	12
VI. Sectoral Effectiveness.....	18
VII. How the World Bank Group Operates	22
VIII. World Bank Group's Knowledge and Instruments	27
XI. The Future Role of the World Bank Group in Georgia	32
X. Communication and Outreach	36
XI. Appendices.....	40

GEORGIA





I. Objectives

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

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

II. Methodology

From November to December 2017, 358 stakeholders of the WBG in Georgia were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs and community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations.

A total of 171 stakeholders participated in the survey (48% response rate). Respondents received and completed the questionnaires via the online survey platform Qualtrics, or received and returned the questionnaires via courier or mail.

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.

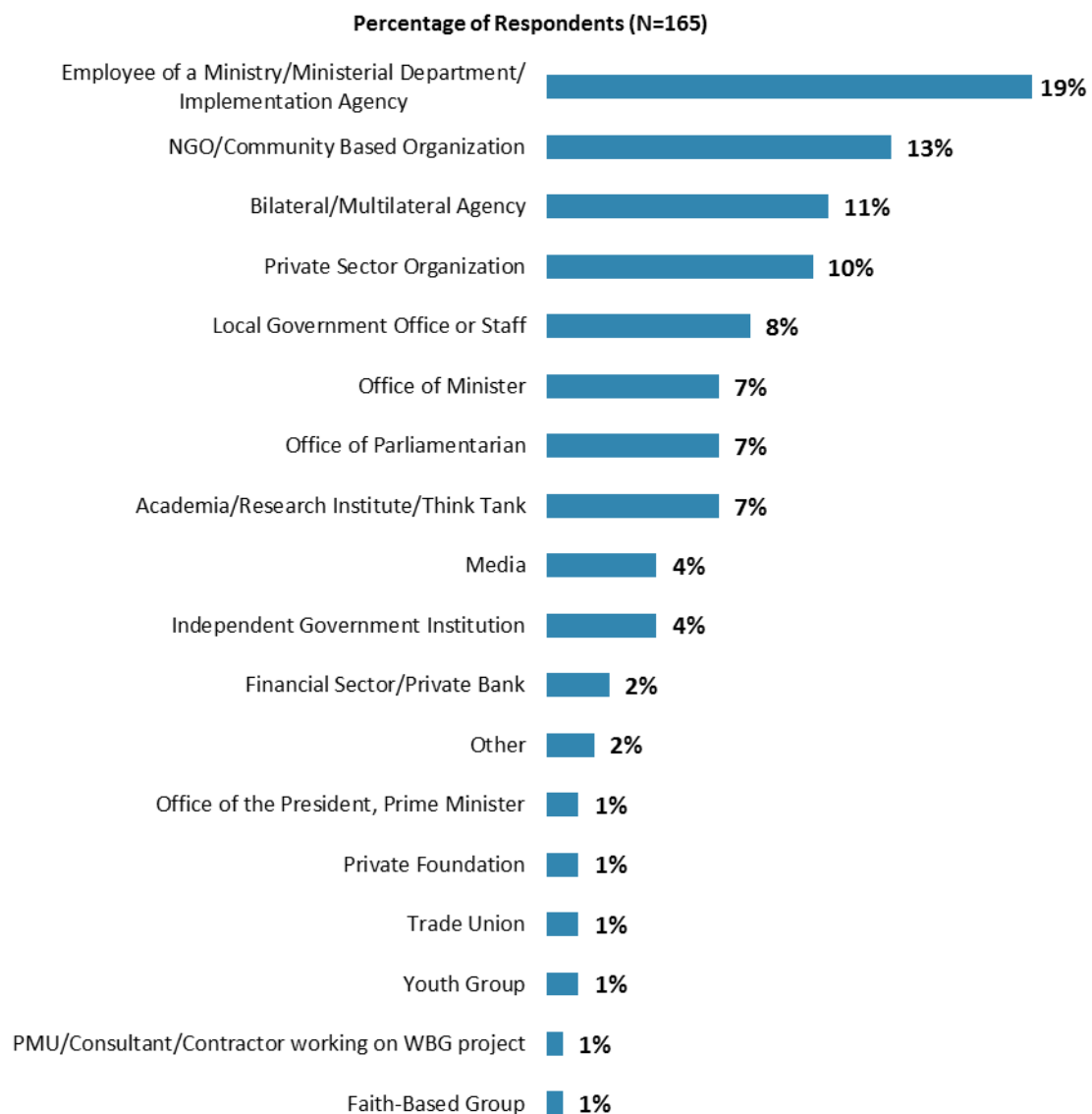
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'16 (response rate was 54%, N=166). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal 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'16 COS report and the non-weighted data presented in appendices A, B, C, and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 84).



III. Demographics of the Sample

Current Position

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

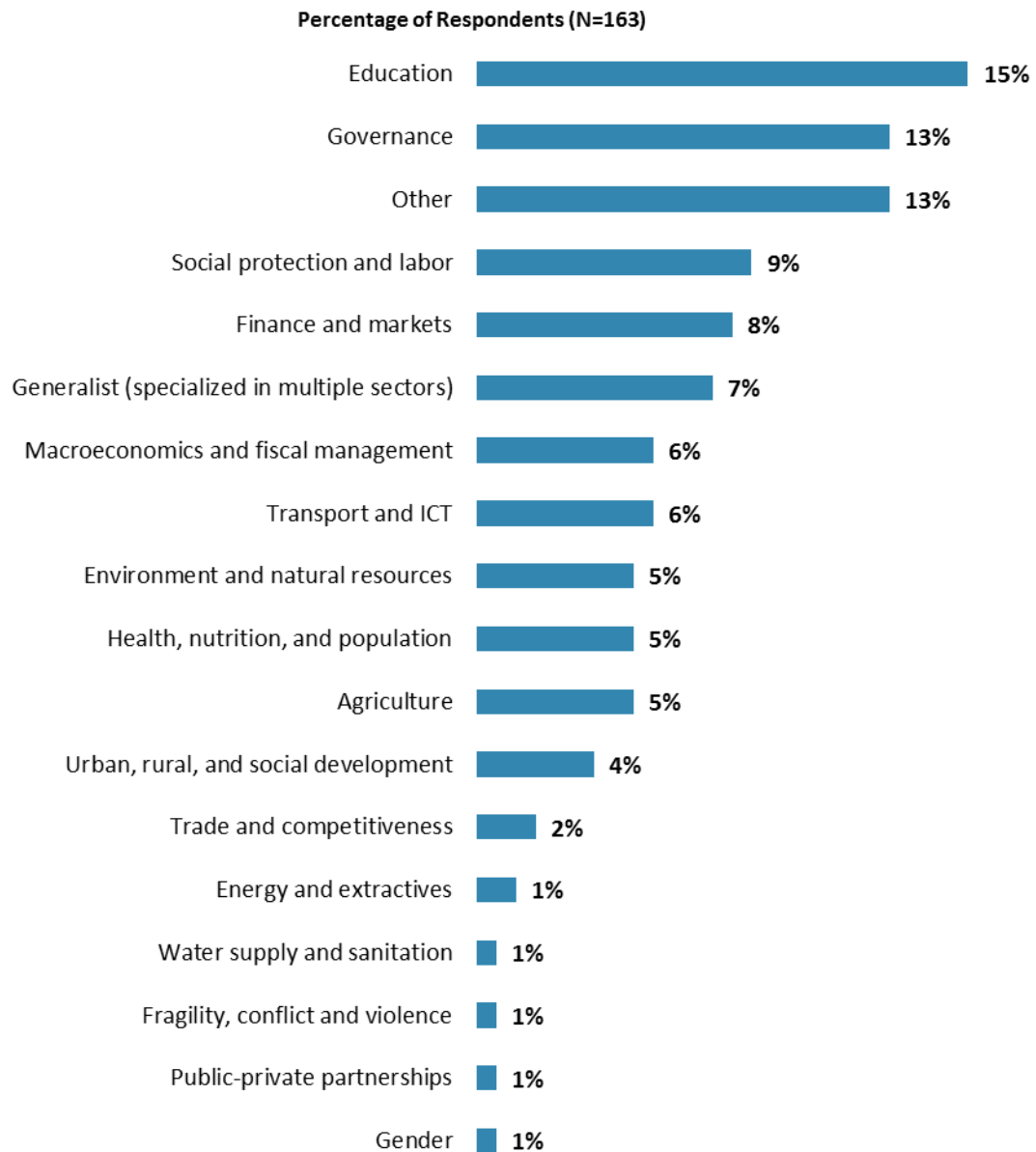


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



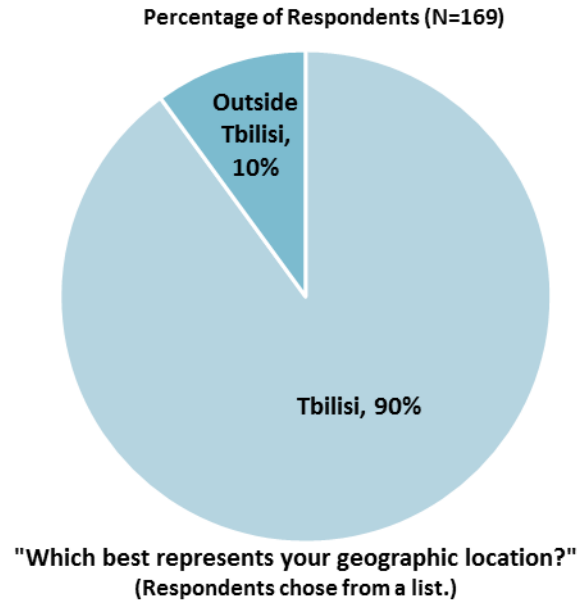
"Please identify the primary specialization of your work." (Respondents chose from a list.)



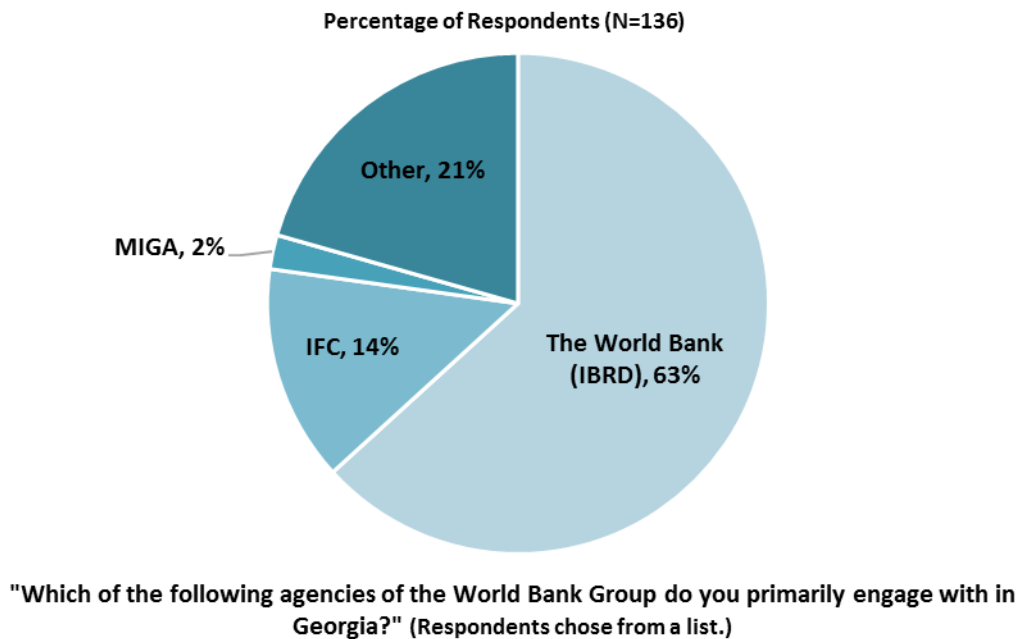
III. Demographics of the Sample (continued)

Geographic Locations

- Because of the small number of respondents from outside Tbilisi, comparisons of geographic locations were not conducted.



Exposure to Agencies within the World Bank Group

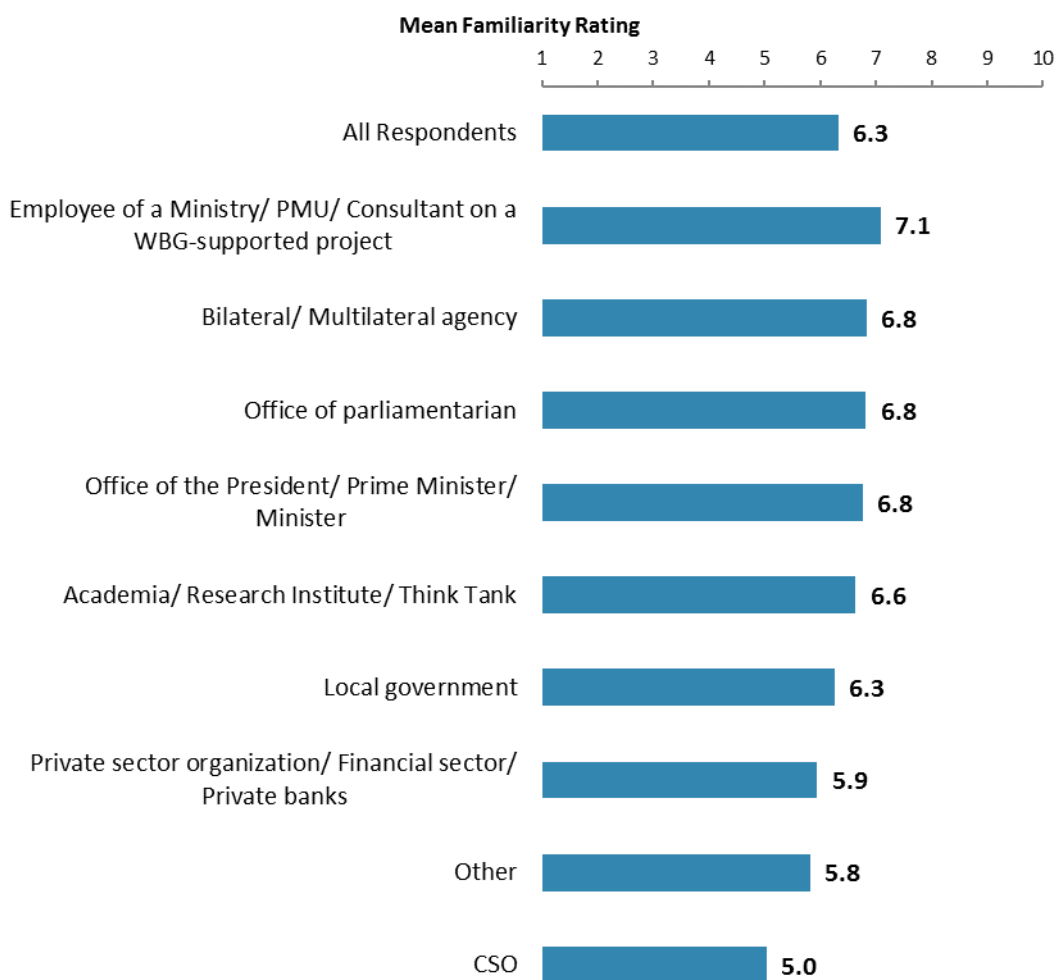




III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly lower levels of familiarity with the WBG than respondents in the FY'16 Country Survey (weighted mean in FY'18 = 6.3; weighted mean in FY'16 = 7.1)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Georgia, the extent to which the WBG plays a relevant role in development in Georgia, 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 Georgia?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

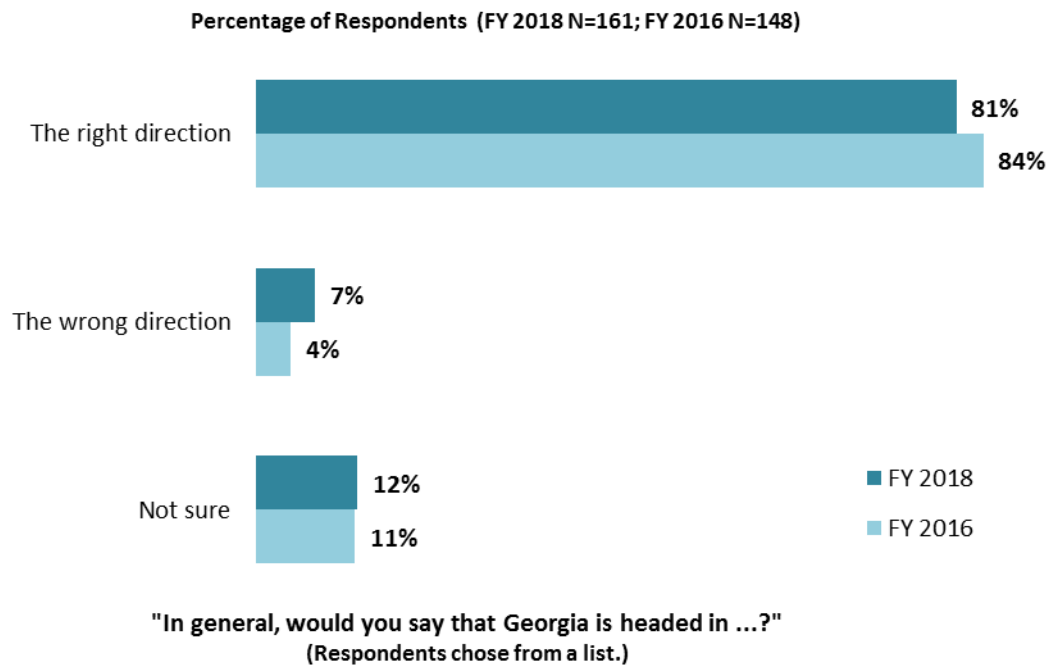
¹ Please refer to Appendix D (page 84) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Georgia

Headed in the Right Direction²

- **Stakeholder groups:** In this year's Country Survey, respondents across most stakeholder groups were likely to indicate that Georgia is headed in the right direction, while respondents from the office of parliamentarian and academia/research institutes/ think tanks were less positive about the prospect of Georgia.



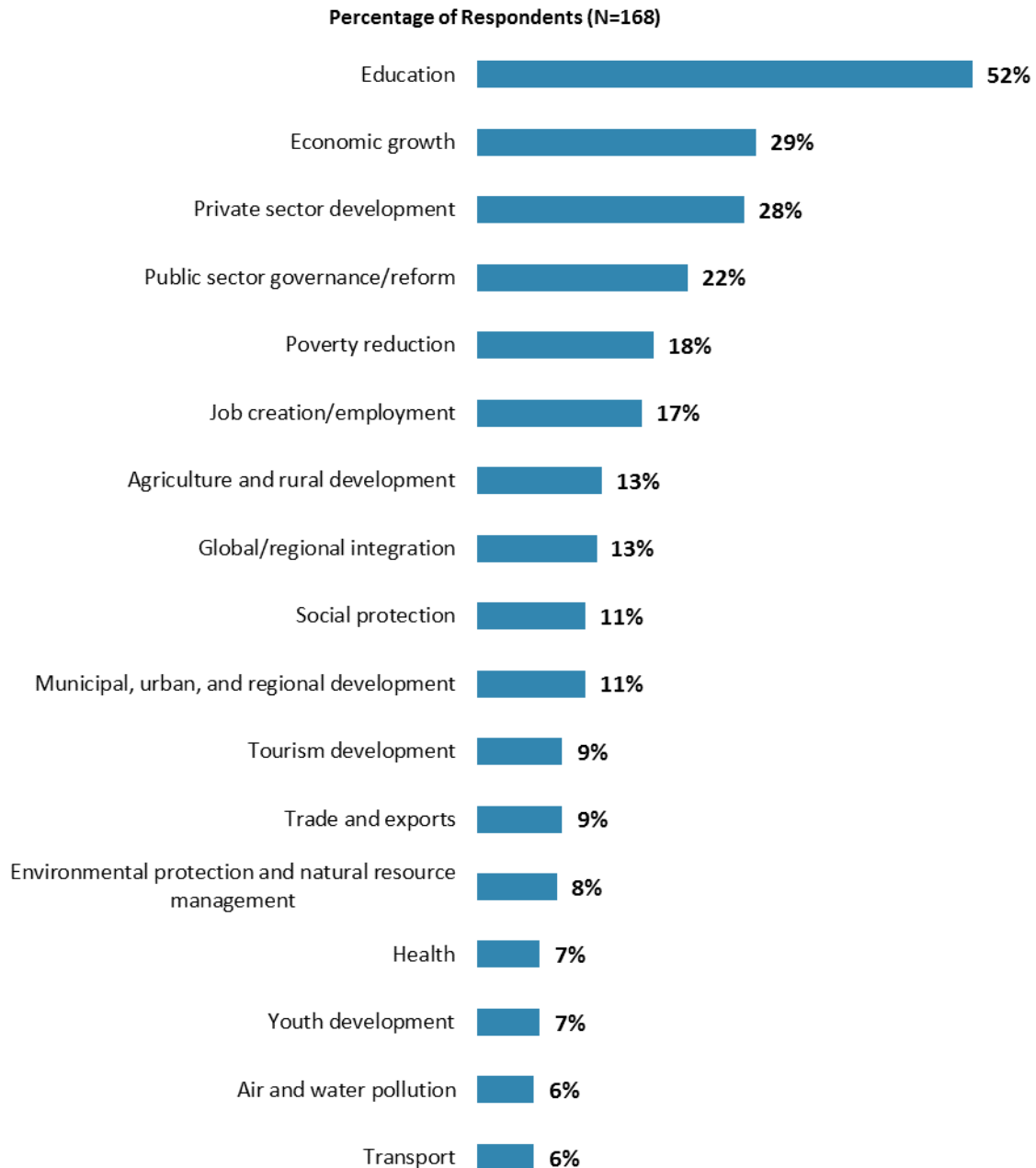
² Percentages presented in the chart were calculated based on weighted data from FY'18 and FY'16.



IV. General Issues Facing Georgia (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the most important development priorities in Georgia were “*education*” (45%) and “*economic growth*” (35%).



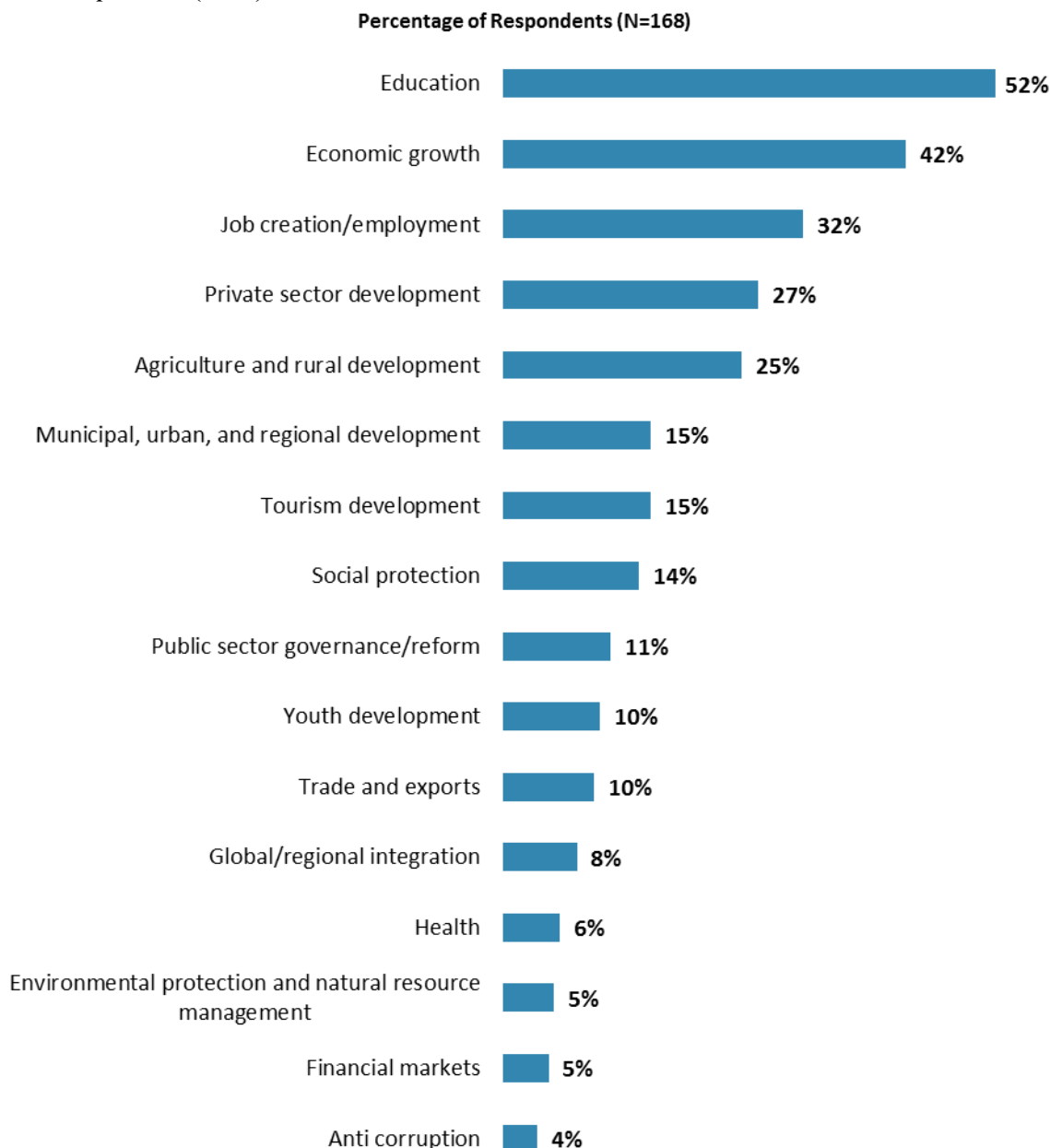
"Listed below are a number of development priorities in Georgia. Please identify which of the following you consider the most important development priorities in Georgia. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 17 of 28 response options shown.)



IV. General Issues Facing Georgia (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'16 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Georgia were “*economic growth*” (57%), and “*education*” (49%), “*job creation/employment*” (34%), and “*private sector development*” (28%).



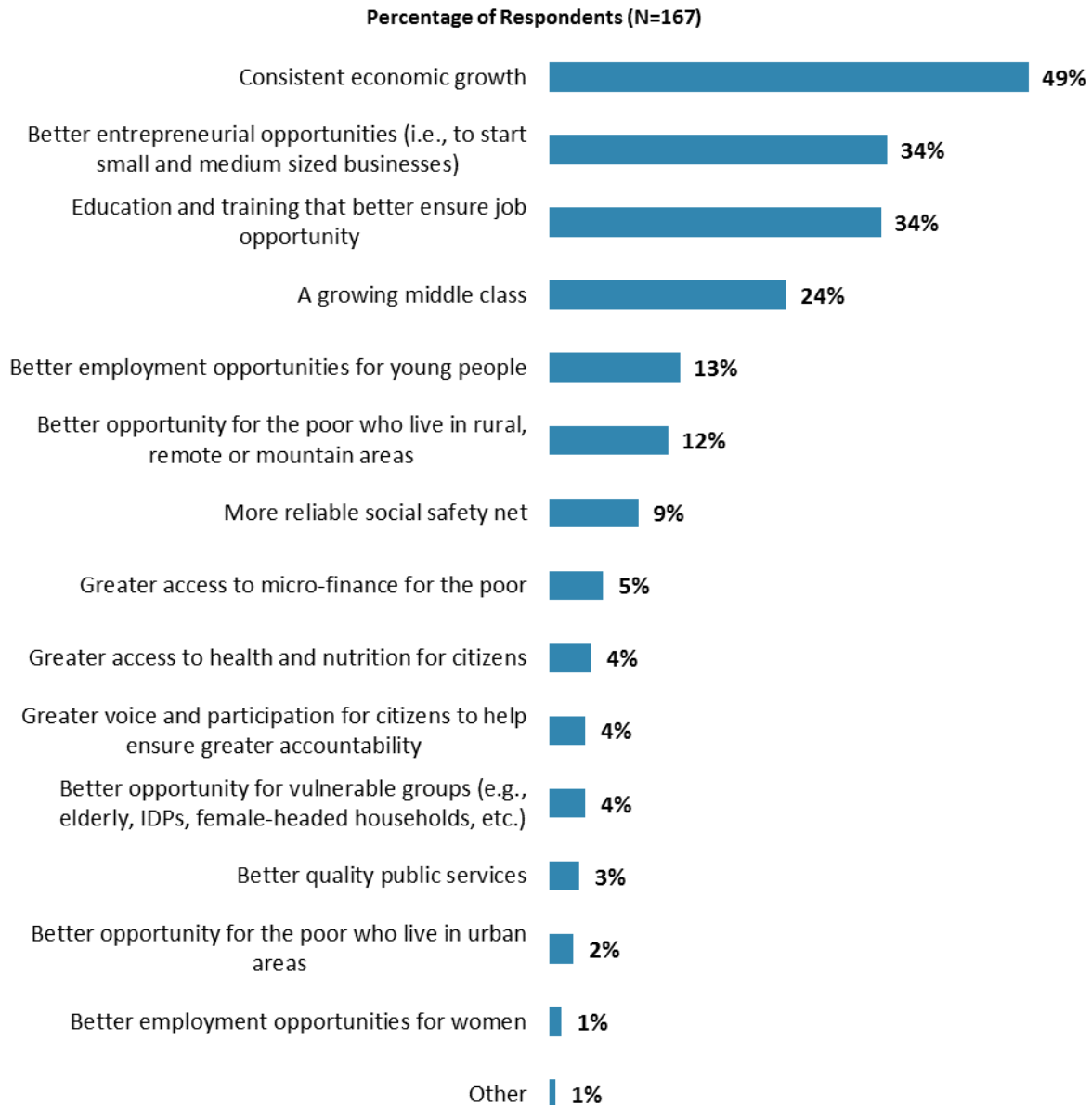
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Georgia? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 16 of 27 response options shown.)



IV. General Issues Facing Georgia (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’16 Country Survey, respondents indicated that shared prosperity in Georgia can be best achieved through “*consistent economic growth*” (56%).



"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 Georgia? (Choose no more than TWO)"

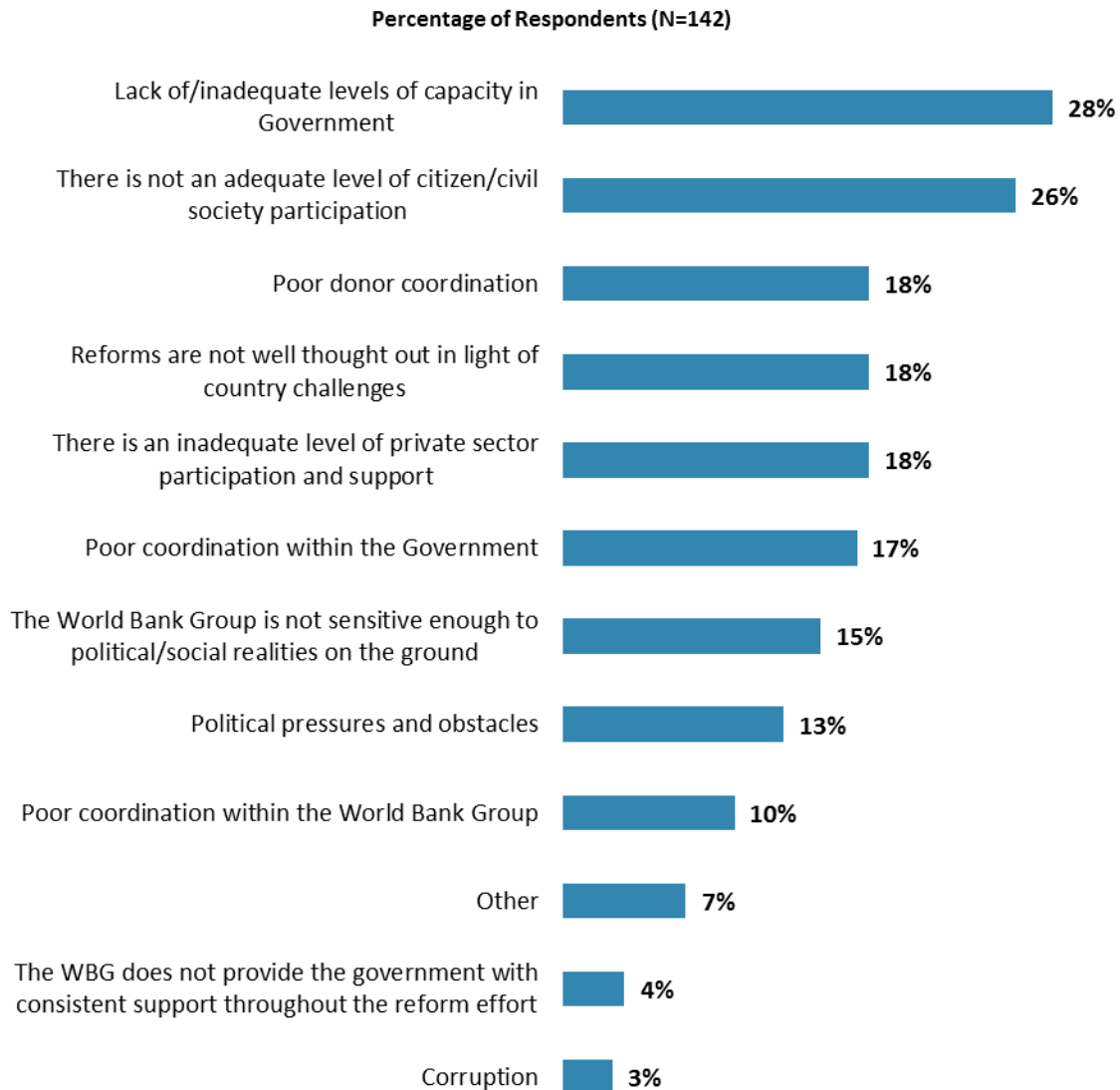
(Respondents chose from a list. Responses combined.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'16 Country Survey most often attributed failed or slow WBG assisted reform efforts to that *“there is not an adequate level of citizen/civil society participation”* (28%).



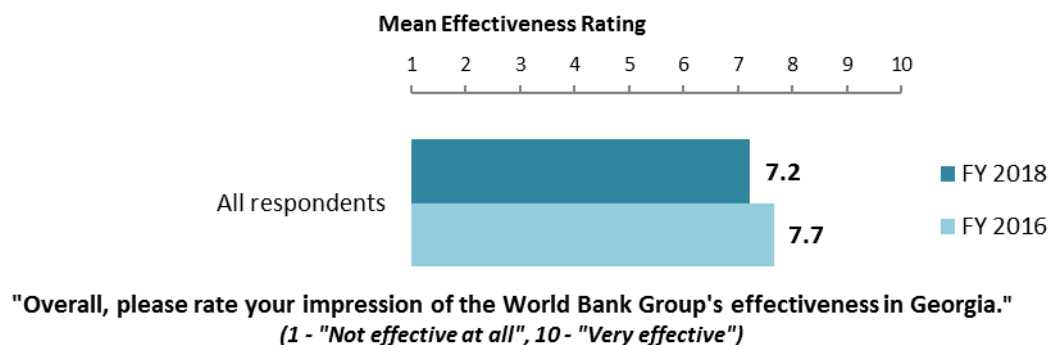
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



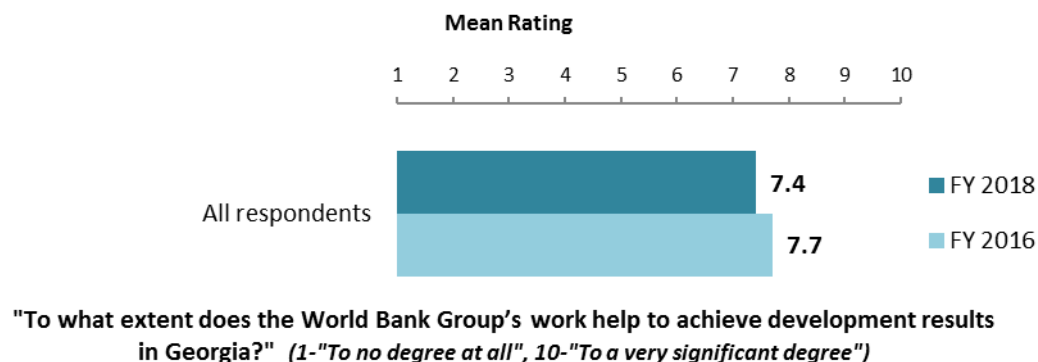
V. Overall Attitudes toward the World Bank Group (continued)

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

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



Achieving Development Results (Indicator Question)

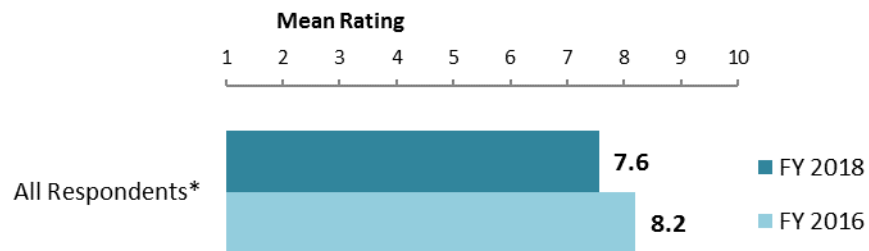


³ Means presented in the charts on this page were calculated based on weighted data.



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

WBG Staff Preparedness⁴



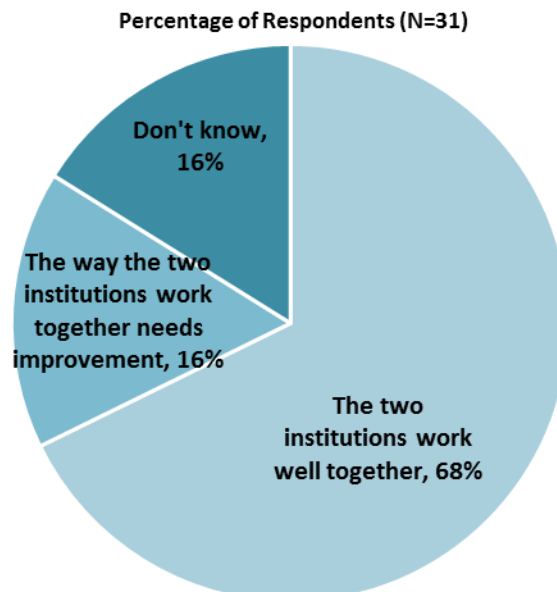
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Georgia solve its most complicated development challenges?"

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

(*Significantly different between FY 2018 and FY 2016)

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 Georgia?" (Respondents chose from a list.)

Note: None of respondents selected "The two institutions do not work well together"

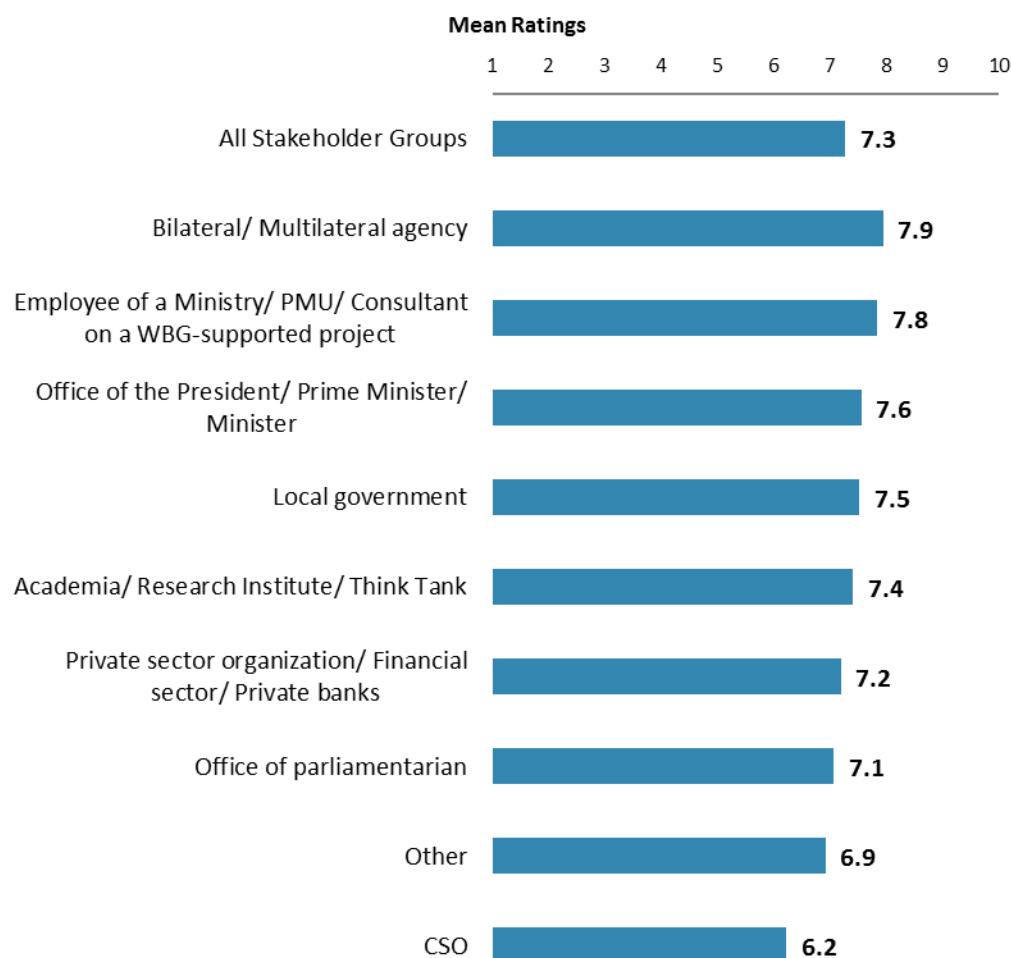
⁴ Means presented in the chart were calculated based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from bilateral/multilateral agencies had the highest mean ratings for the aggregated responses to the twenty-six COS indicator questions, whereas respondents from CSOs had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 55).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-six COS indicator questions (mean rating = 7.6) compared to respondents who do not collaborate with the WBG (mean rating = 7.0). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (page 91).



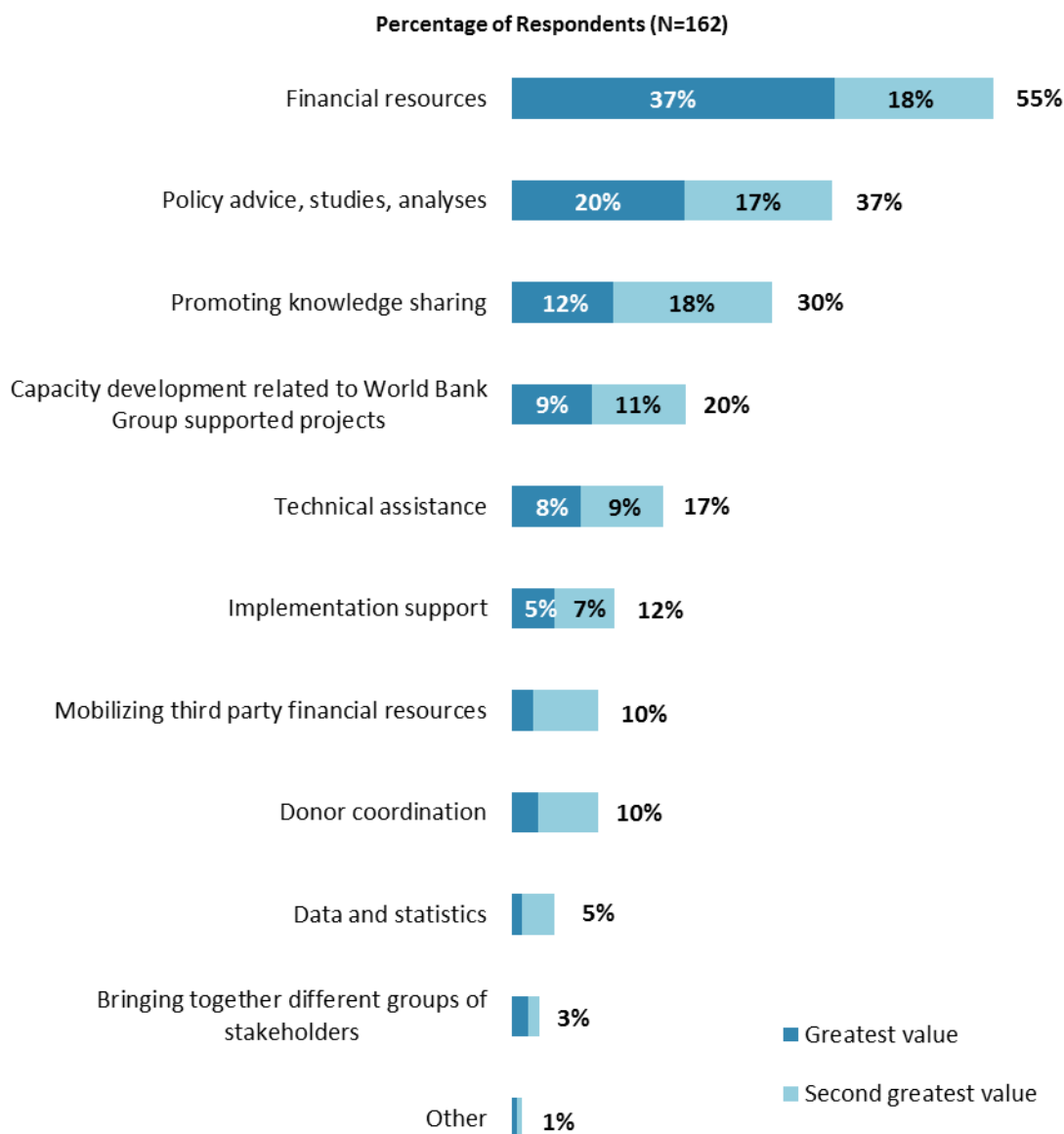
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest values to Georgia were "*financial resources*" (54%) and "*policy advice, studies, analyses*" (34%).



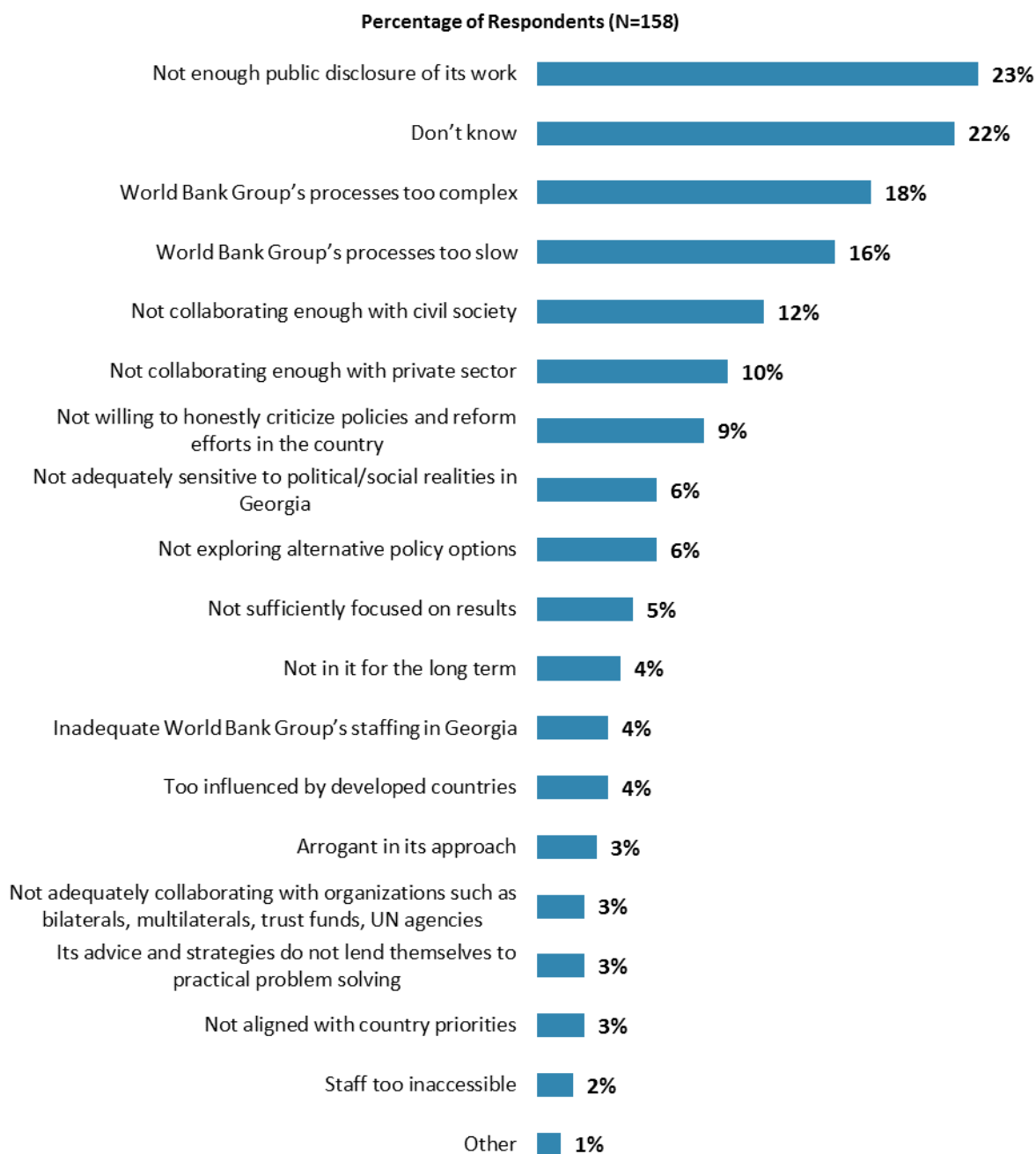
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Georgia?"
(Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest weakness in its work in Georgia was "*not collaborating enough with stakeholders outside the Government*" (26%).

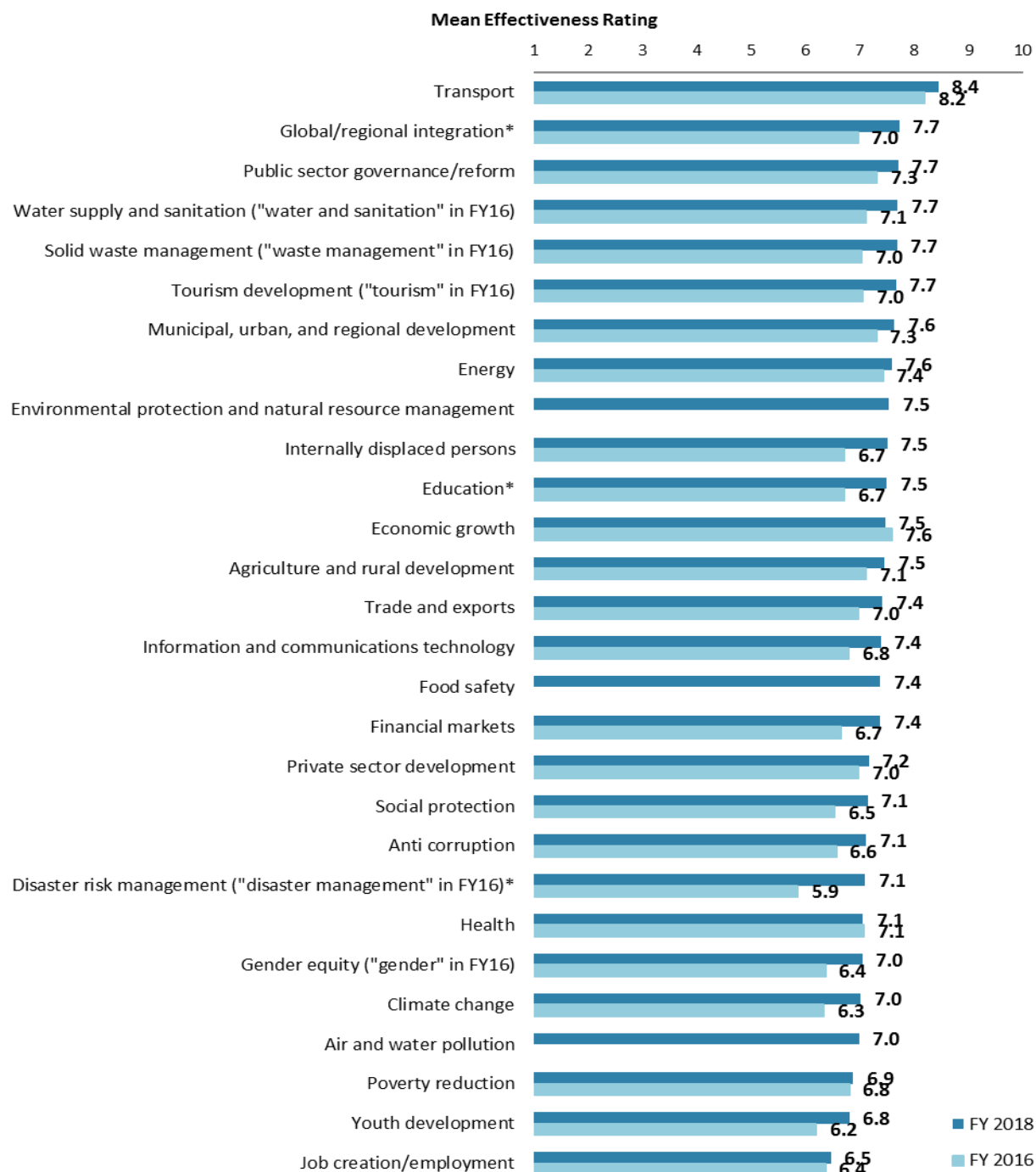


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Georgia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

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



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Georgia?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between FY 2018 and FY 2016)

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



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁶



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

⁶ Note in the Appendix on the sectoral effectiveness (Appendix A, page 48) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

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

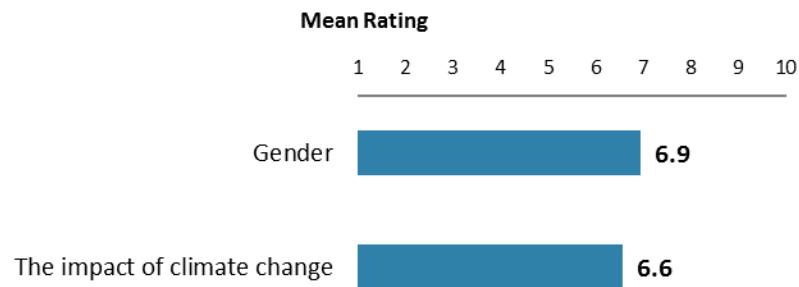
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents'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

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Georgia. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at public sector governance/reform;
 - The WBG's effectiveness at information and communications technology; and
 - The WBG's effectiveness at economic growth.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Georgia, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The area determined to be key driver from these analyses was:
 - The WBG's effectiveness at health;
 - The WBG's effectiveness at economic growth; and
 - The WBG's effectiveness at public sector governance/reform.



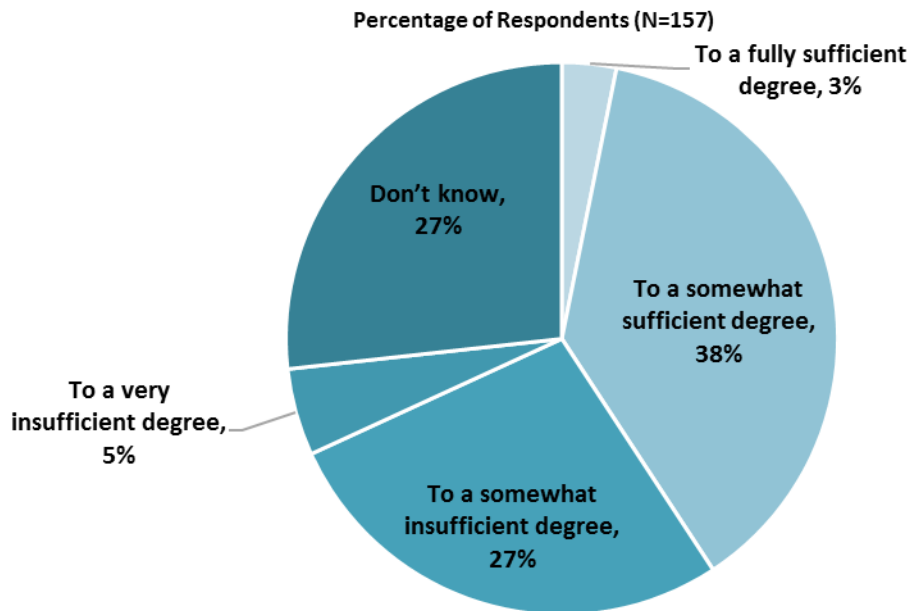
VI. Sectoral Effectiveness (continued)

The WBG's Influence on Gender and Climate Change Policy



"In Georgia, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ?"
(1 - "To no degree at all", 10 - "To a very significant degree")

Helping the Poorest

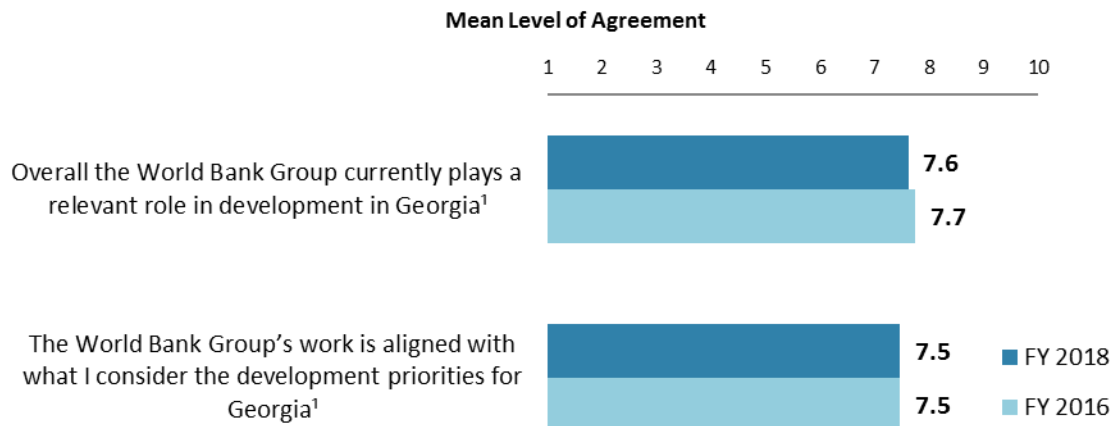


"To what extent do you believe that the World Bank Group's work and support help the poorest in Georgia?" (Respondents chose from a list.)



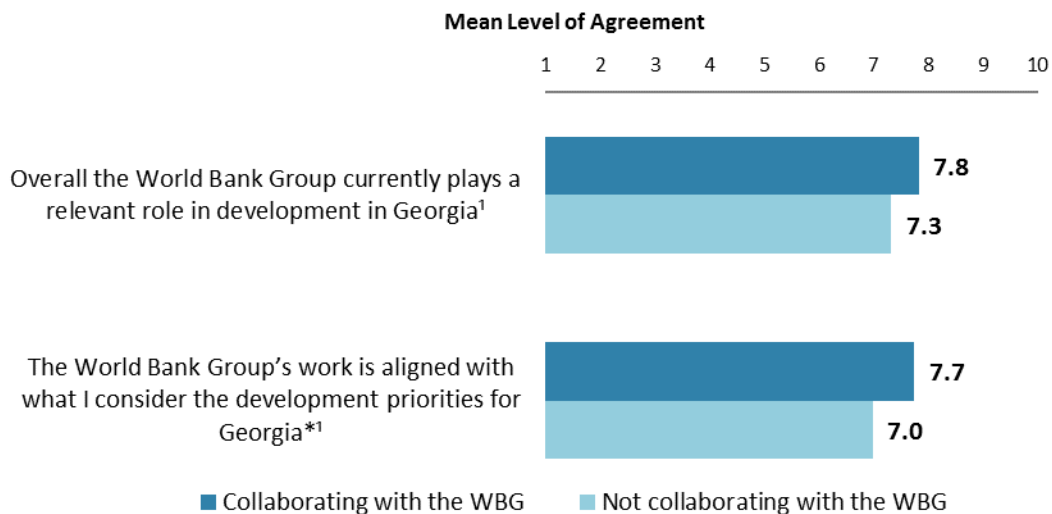
VII. How the World Bank Group Operates

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



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

The World Bank Group's Work in Georgia: Collaboration



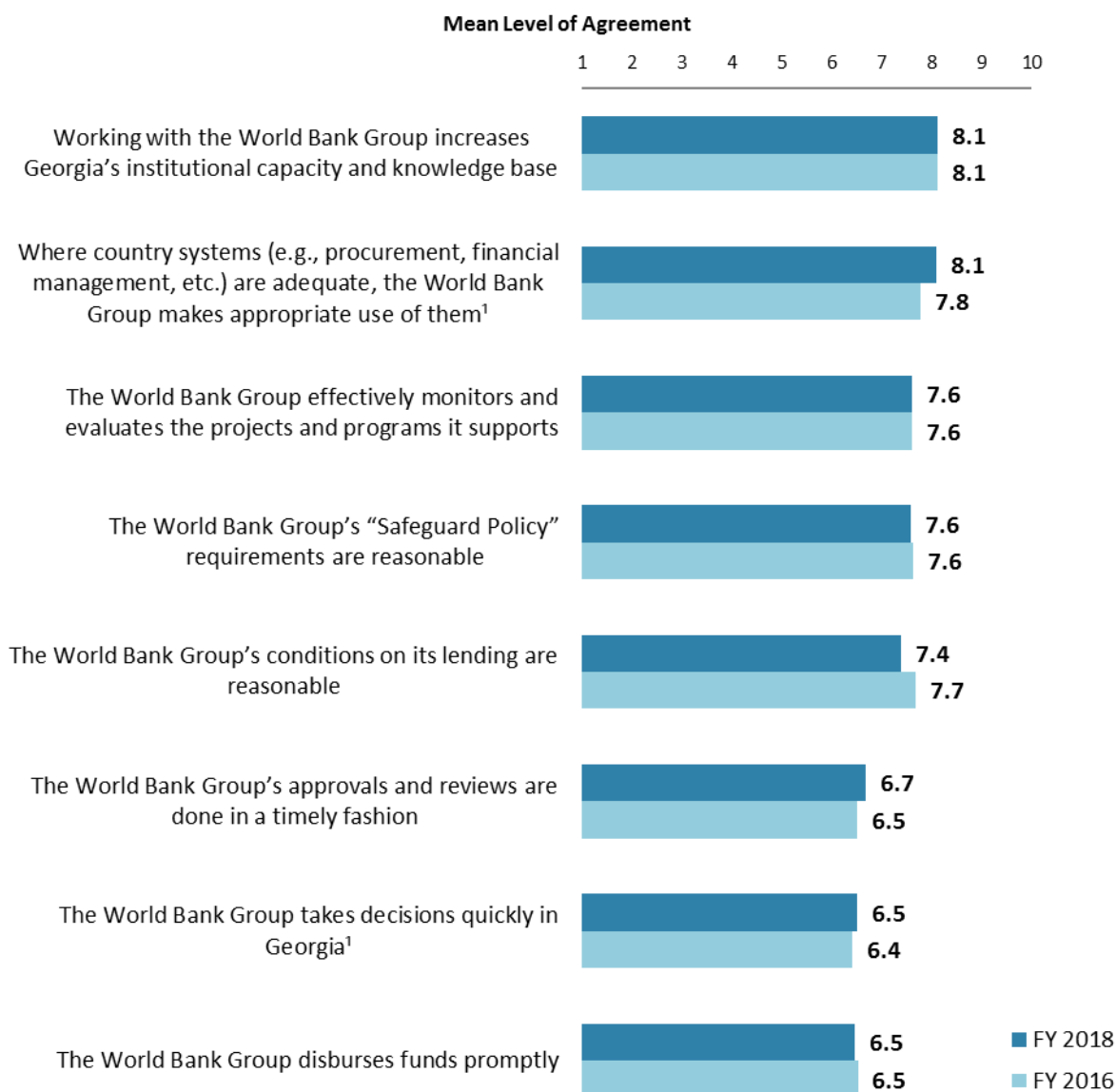
"To what extent do you agree with the following statements about the World Bank Group's work in Georgia?" (1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between collaborators and non-collaborators)
¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸



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

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

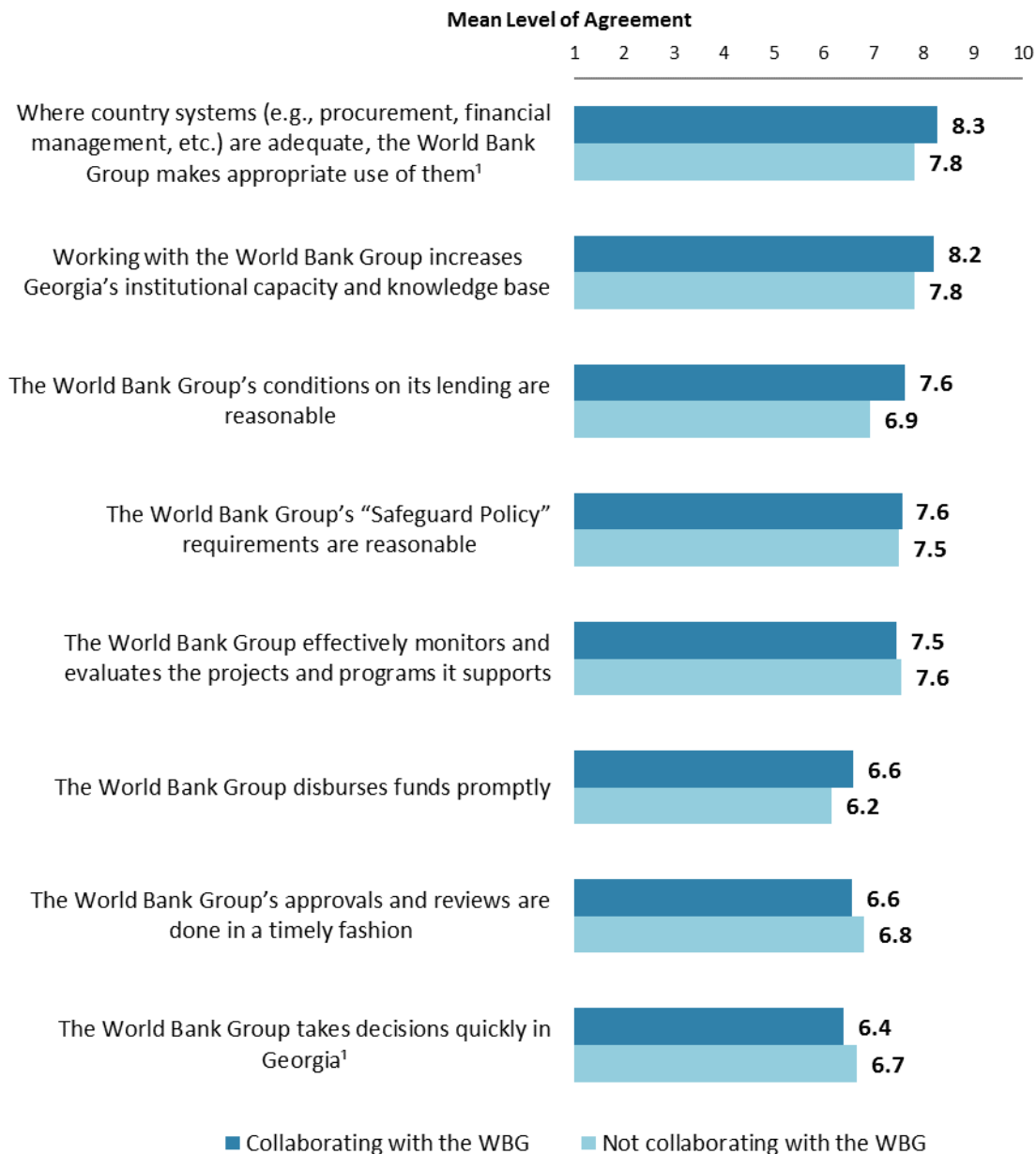
¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration



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



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁹



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

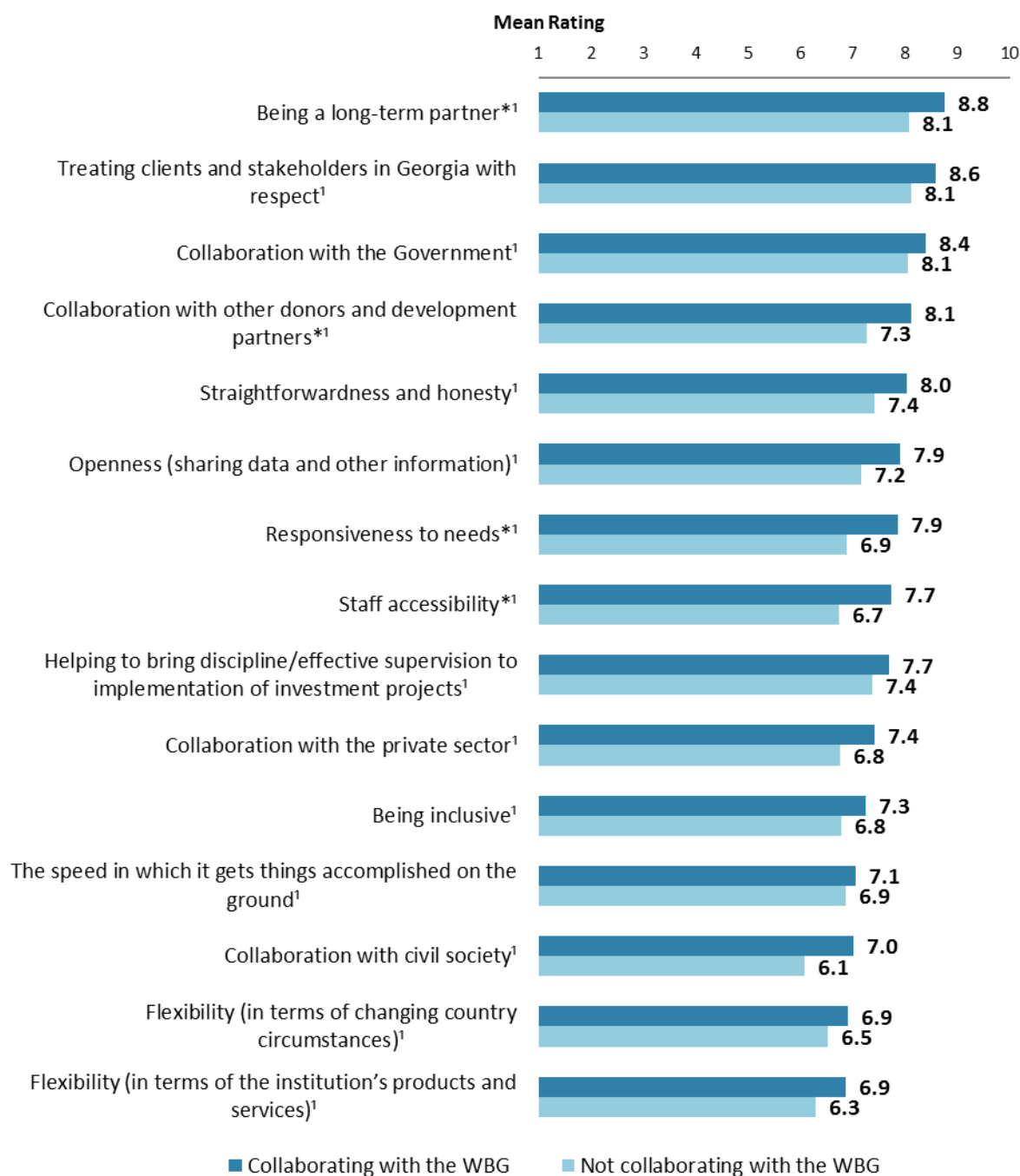
¹Indicator Question

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

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

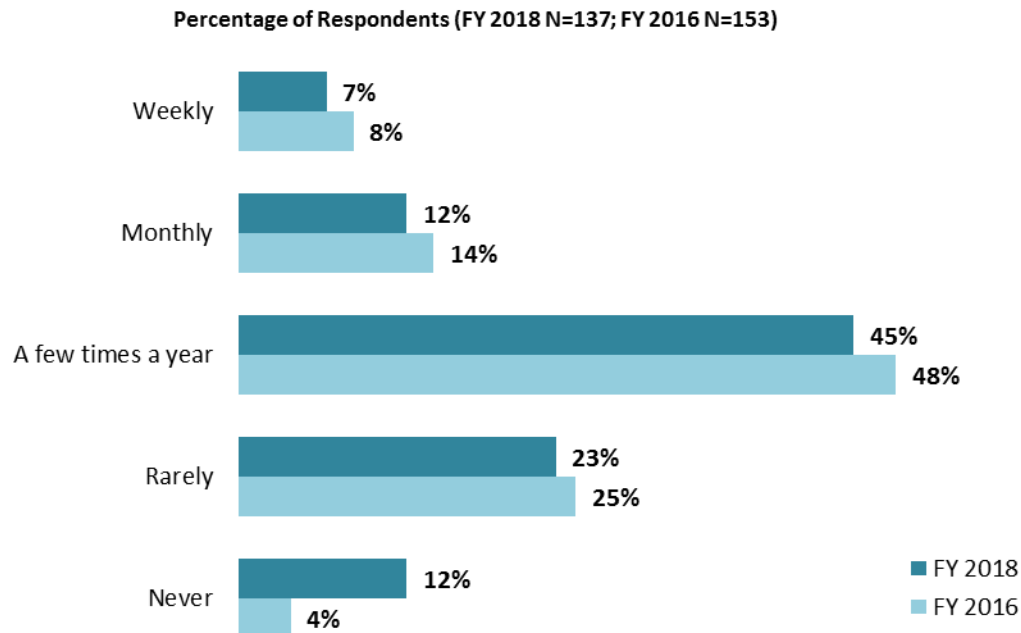
¹Indicator Question



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹⁰

- **Stakeholder groups:** Employees of ministries/PMUs/consultants/contractors on WBG-supported projects and respondents from bilateral/multilateral agencies indicated the most frequent usage (“*weekly/monthly*”) of the WBG’s knowledge work and activities compared to respondents from other stakeholder groups.



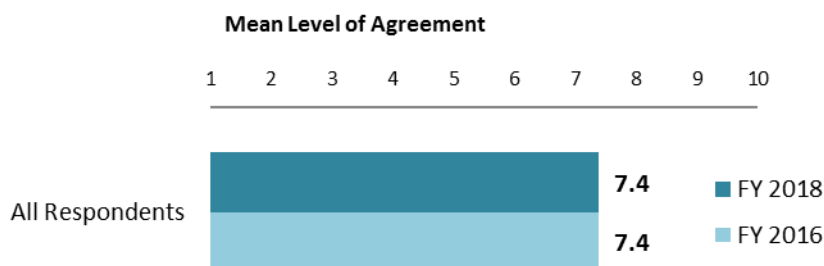
"How frequently do you consult the World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)

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



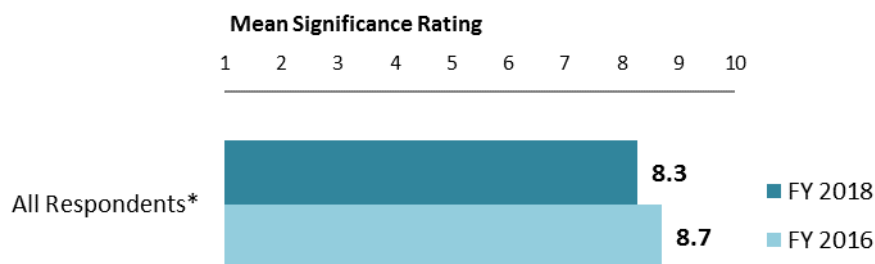
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Georgia's Knowledge Needs¹¹ (Indicator Question)



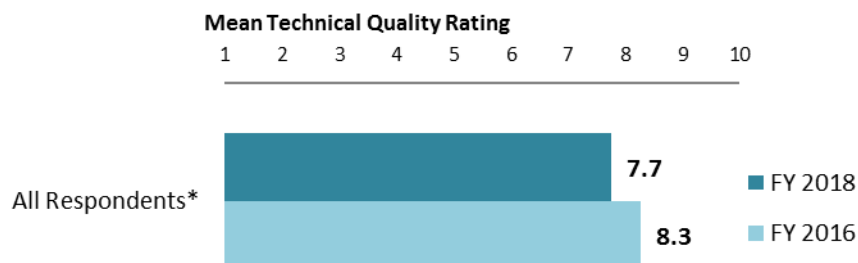
"The World Bank Group meets Georgia's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

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 2018 and FY 2016)

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



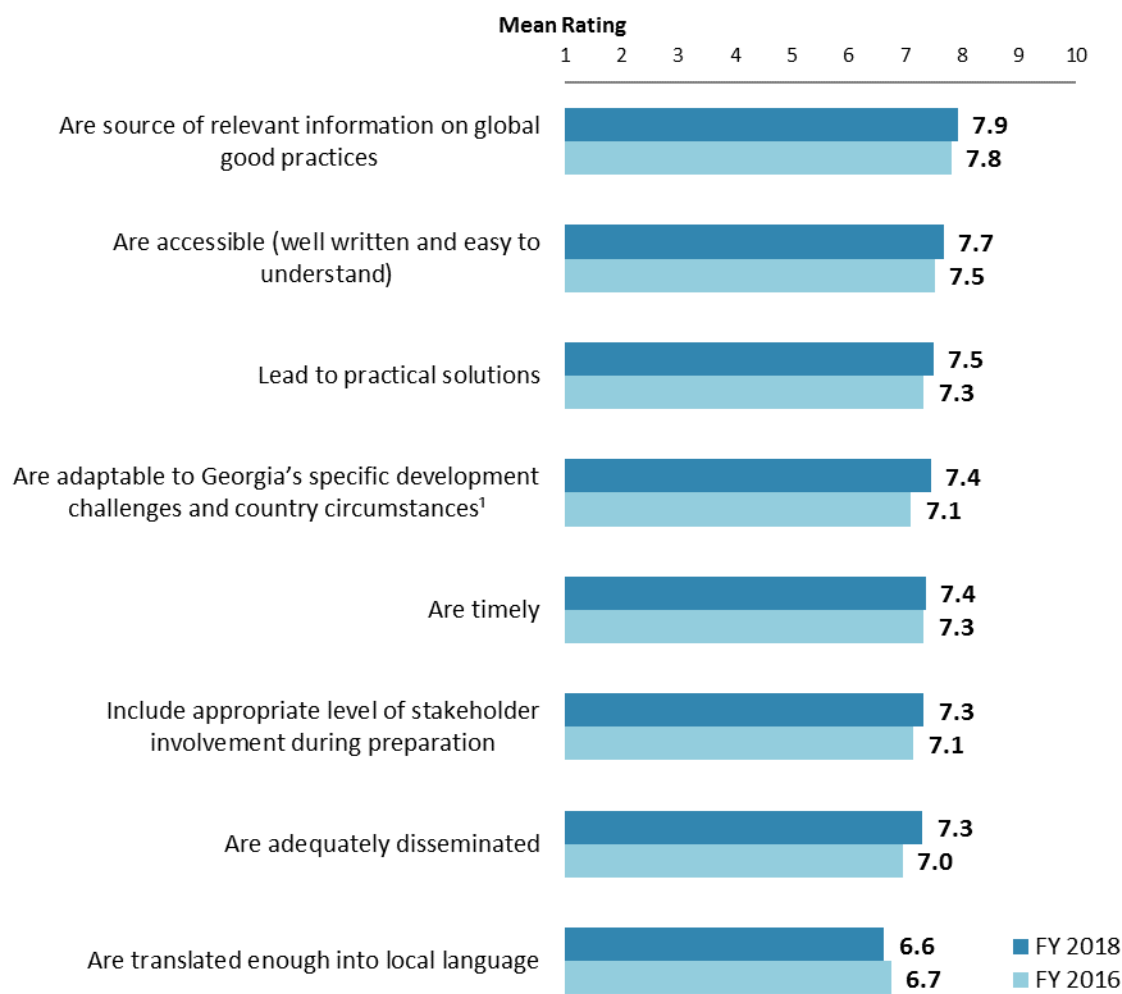
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")
(*Significantly different between FY 2018 and FY 2016)

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



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

Qualities of the WBG's Knowledge Work and Activities¹²



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

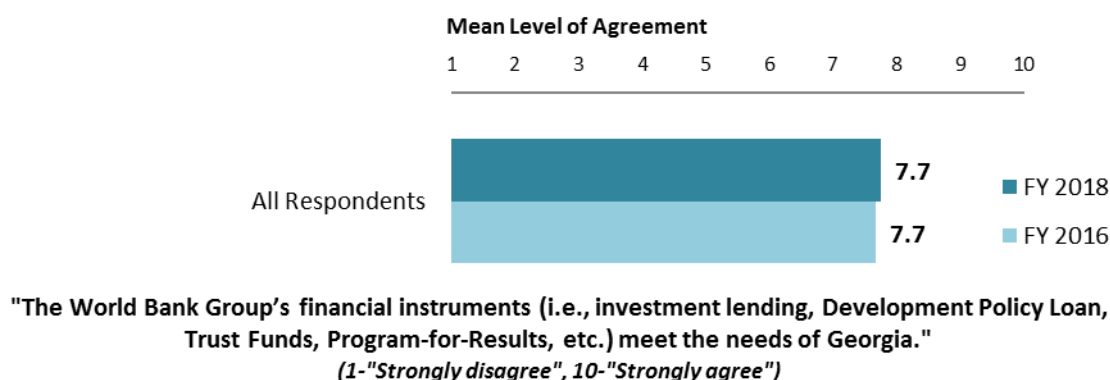
Indicator Question

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

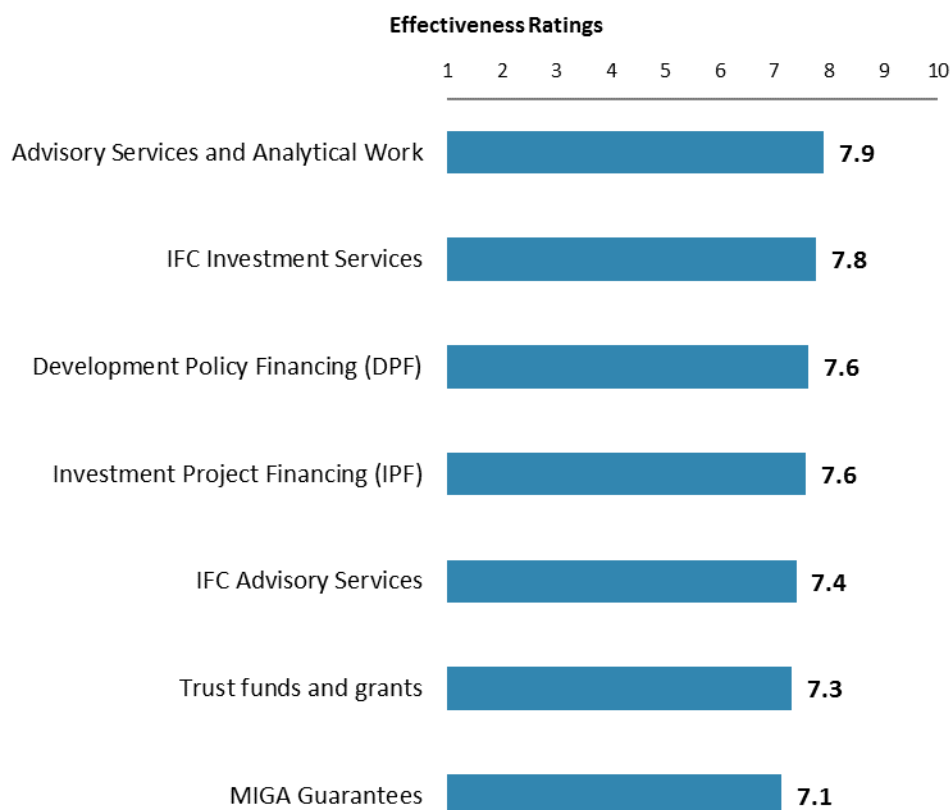


VIII. World Bank Group's Knowledge and Instruments (continued)

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



Effectiveness of WBG's Instruments



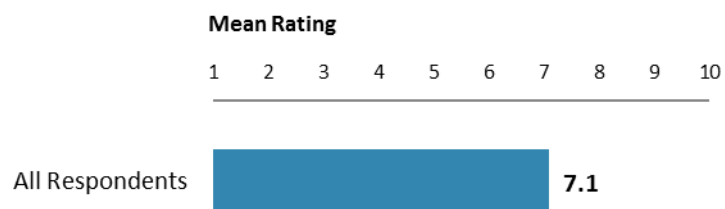
"How effective do you believe the following WBG instruments are in supporting the Georgia Government's efforts to reduce poverty?" (1-"Not effective at all", 10-"Very effective")

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



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

The WBG Mobilizing Finance for Development



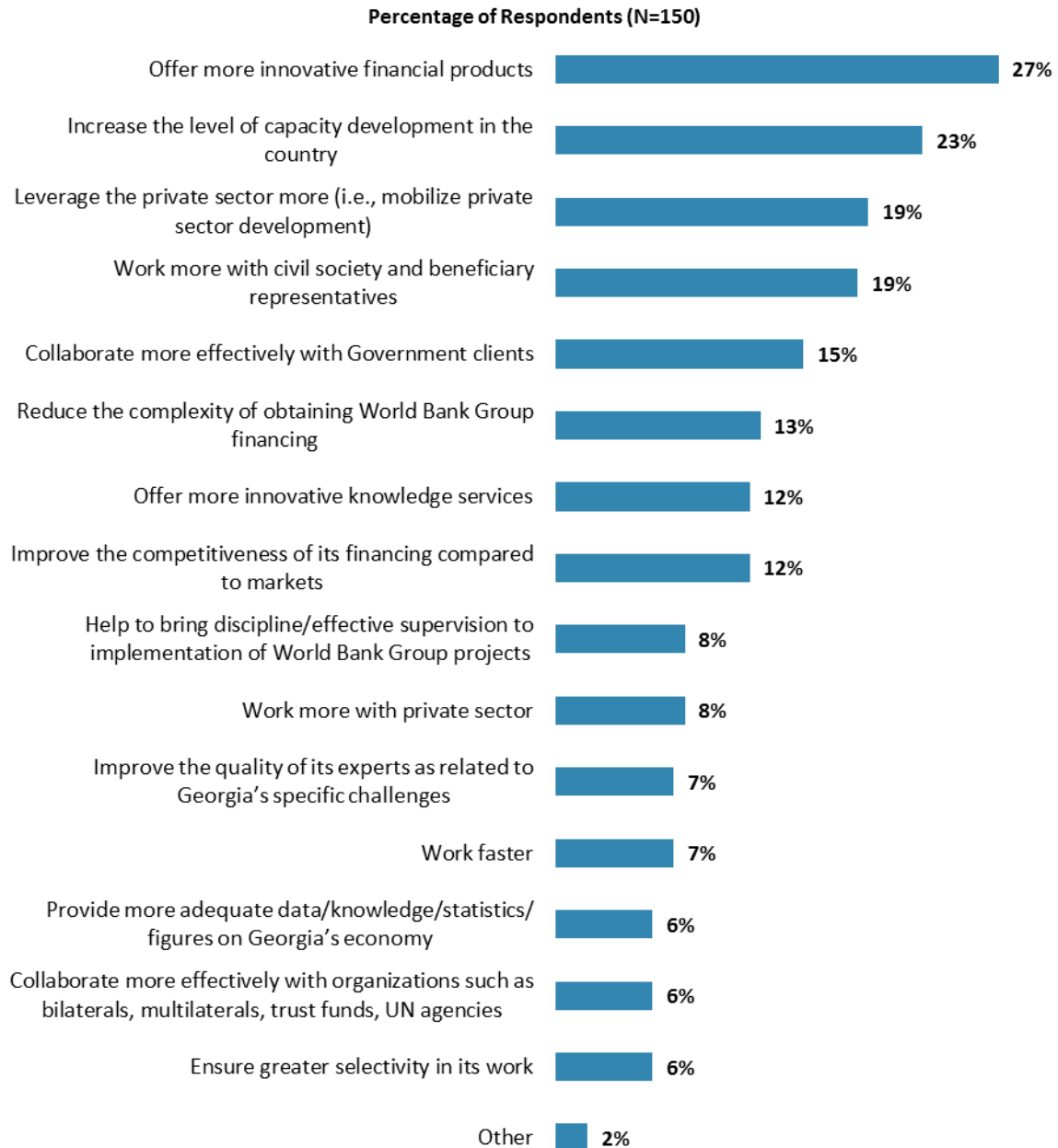
"How effectively does the World Bank Group help Georgia to mobilize finance for development from private sector sources?"
(1-"Not effectively at all", 10-"Very effectively")



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should “*increase the level of capacity development in the country*” (30%) to make itself of greater value in Georgia.



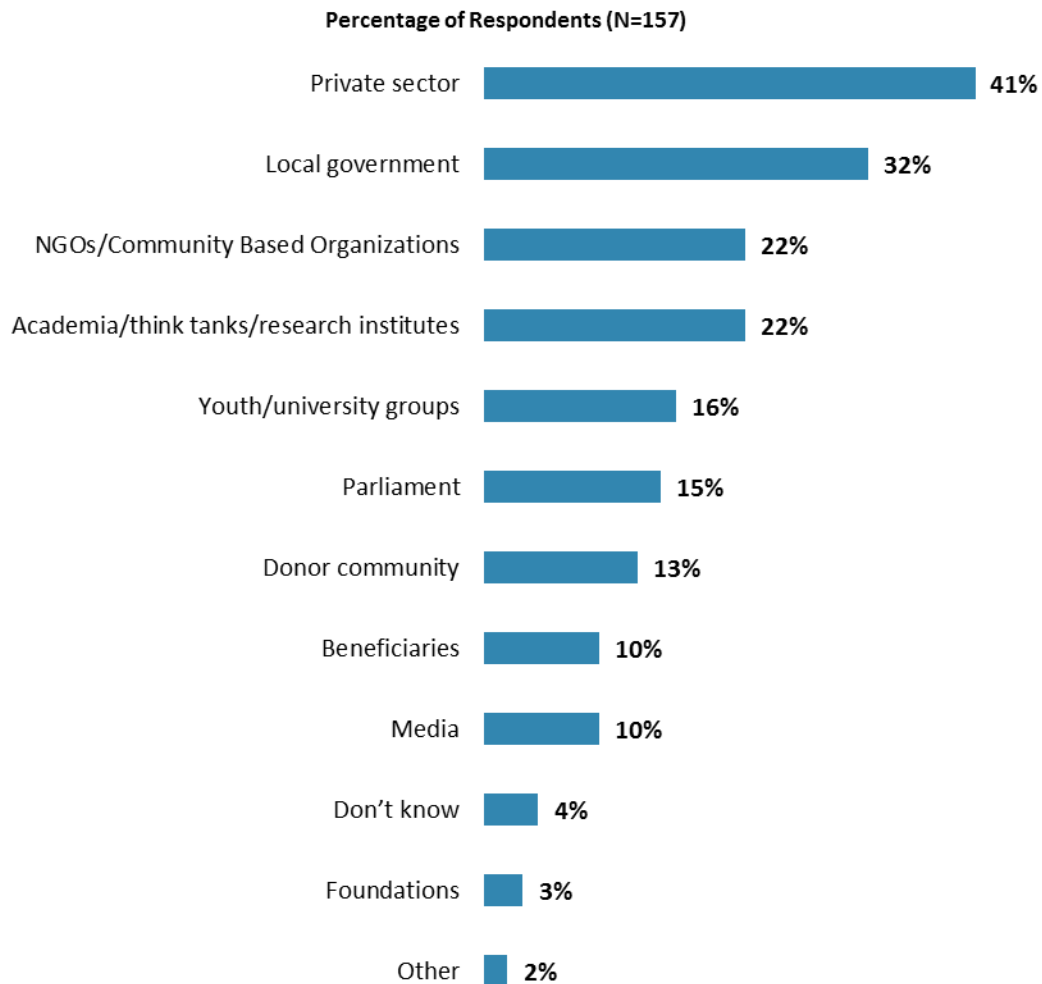
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Georgia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should work more with “*private sector*” (48%) and “*local governments*” (34%) to ensure better development results in Georgia.



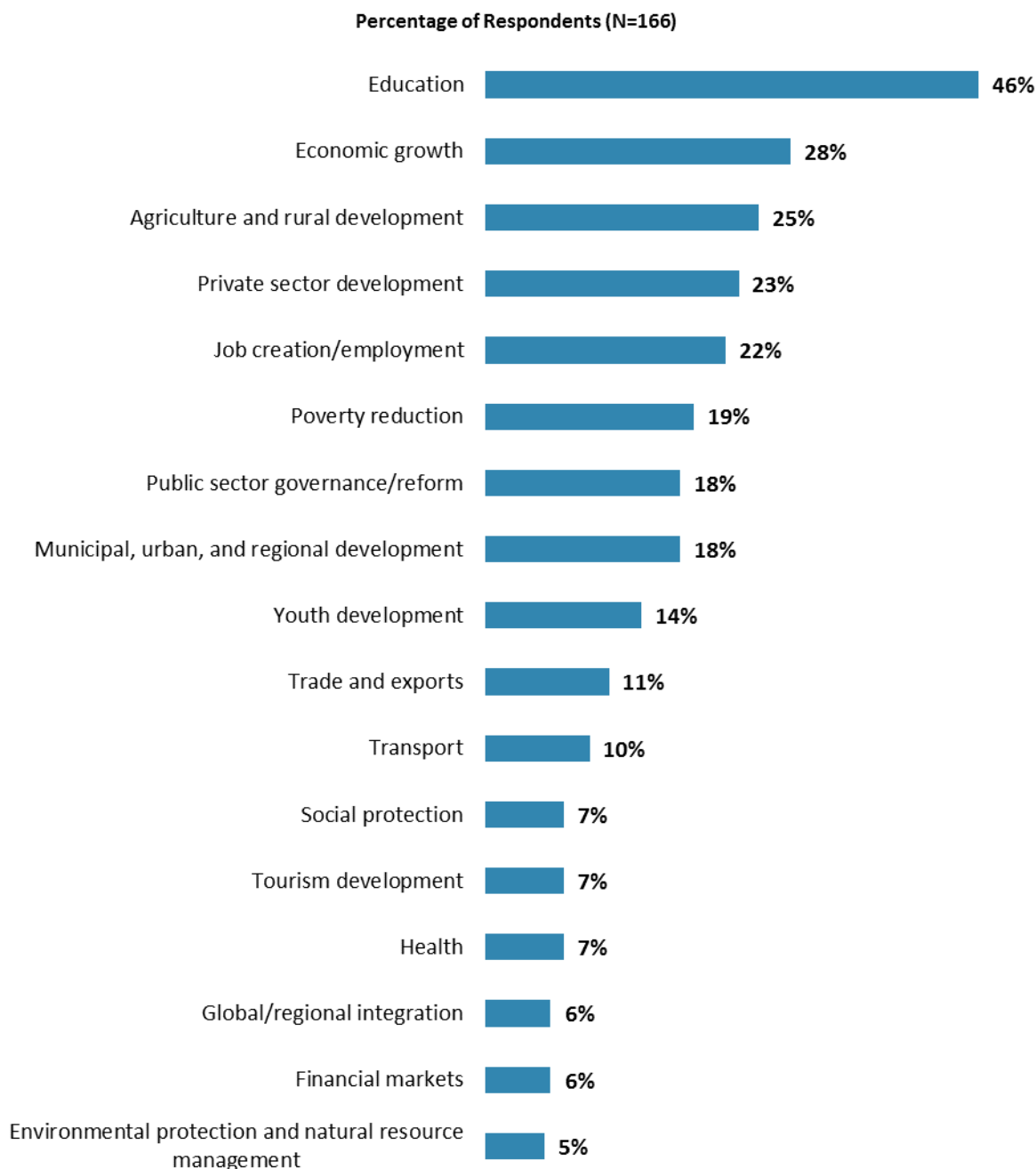
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should focus its resources on “*economic growth*” (46%) and “*education*” (39%).

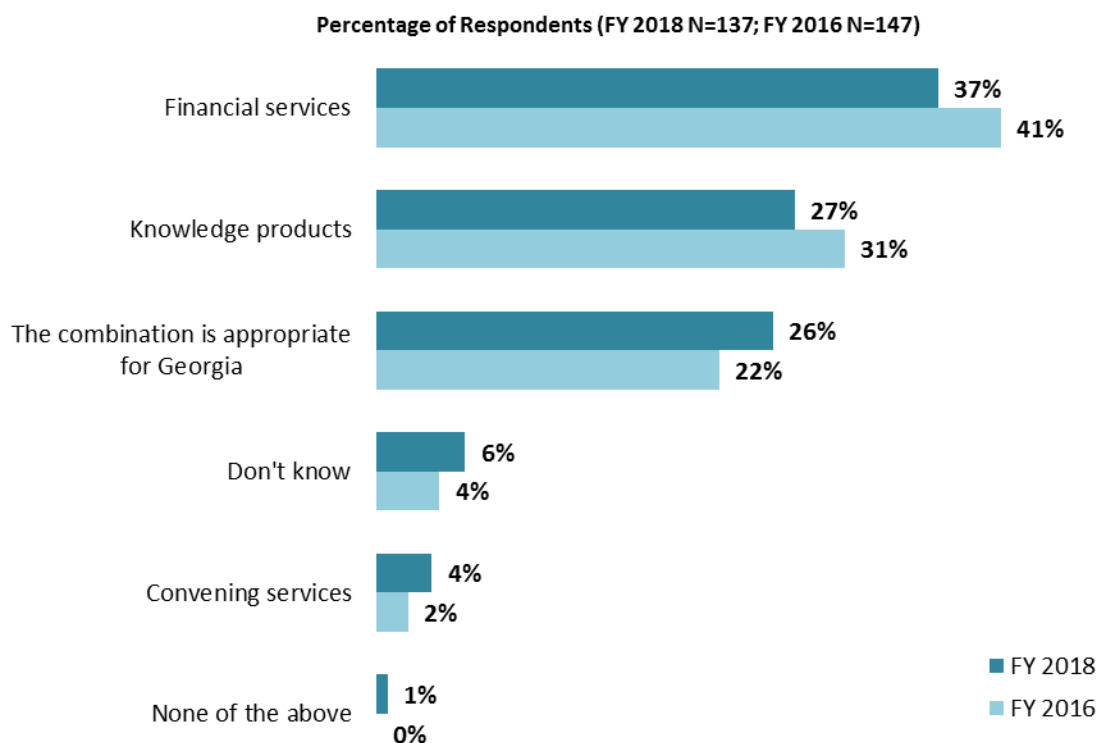


“When thinking about how the World Bank Group can have the most impact on development results in Georgia, in which sectors do you believe the WBG should focus most of its resources in Georgia? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 17 of 28 response options shown.)



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

Future Combination of the WBG Services¹⁴



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

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



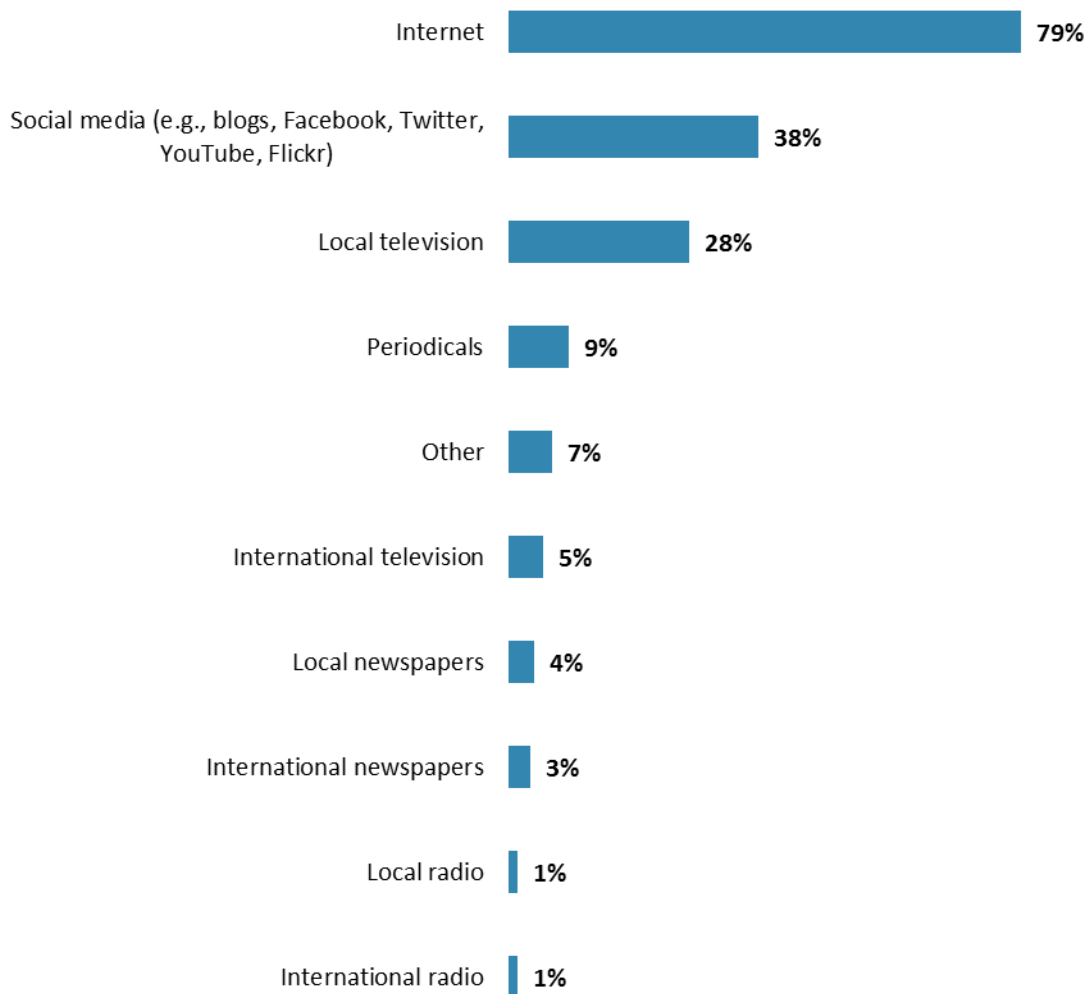
X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 55) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that they got most of their information about economic and social development issues in Georgia from “Internet” (77%), “local television” (44%), and “social media” (41%).

Percentage of Respondents (N=151)



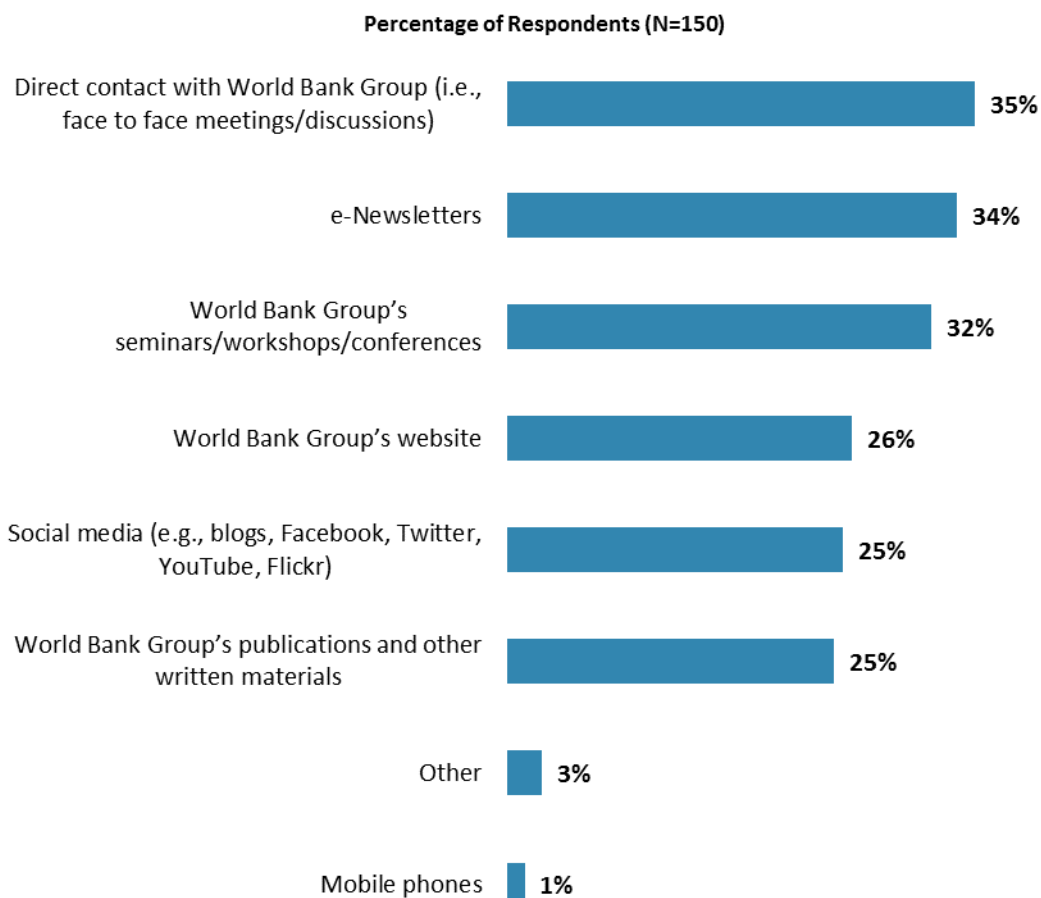
"How do you get most of your information about economic and social development issues in Georgia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that they would prefer to receive information from the WBG through “*direct contact*” (46%).

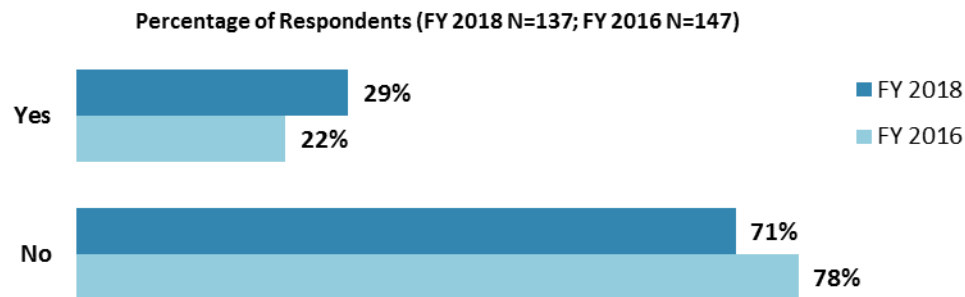


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



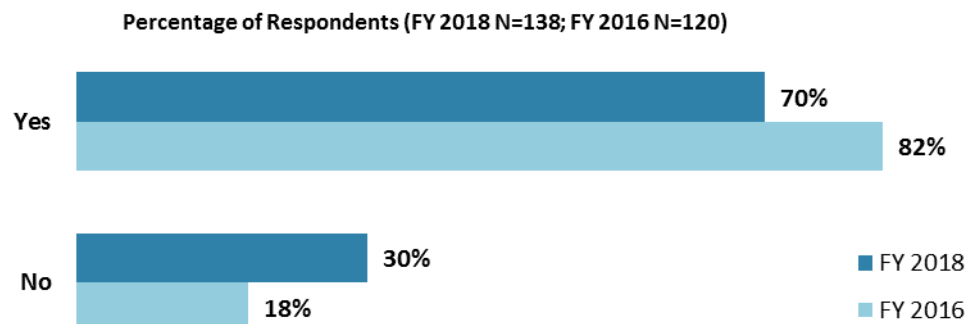
X. Communication and Outreach (continued)

Access to Information¹⁵



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

The WBG Website Usage



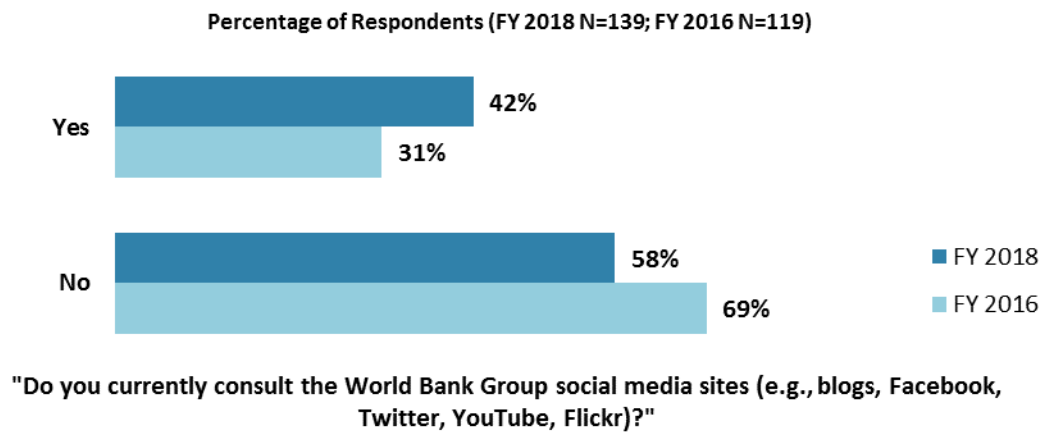
"Do you use/have you used the World Bank Group website?"

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

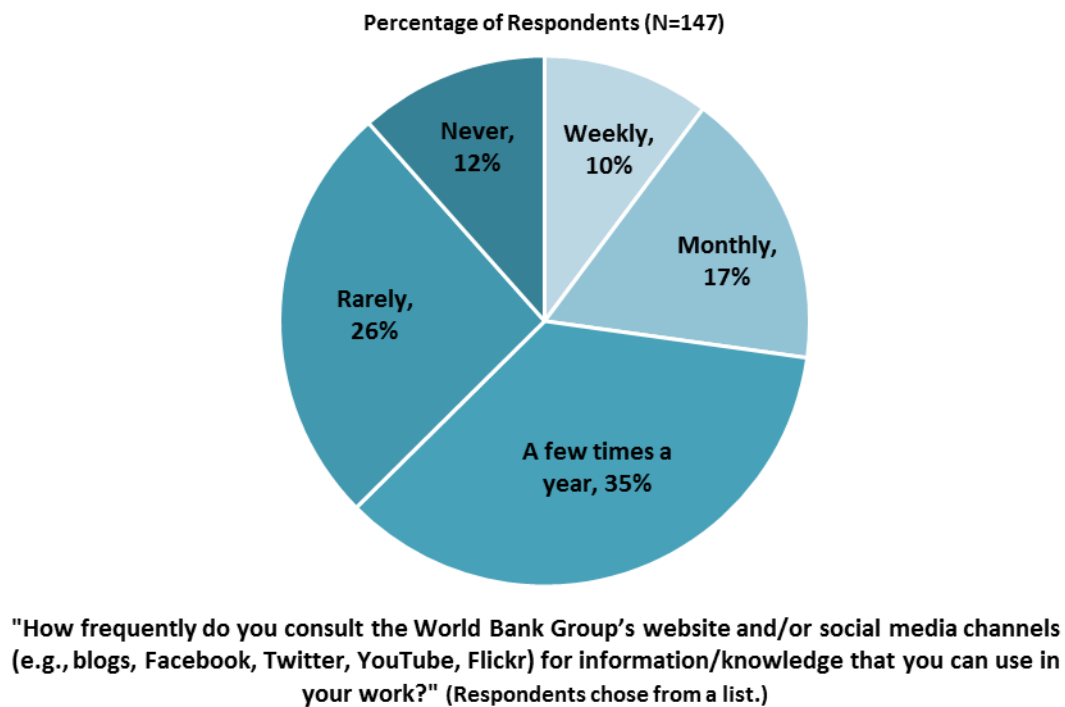


X. Communication and Outreach (continued)

Use of the WBG's Social Media Channels¹⁶



Frequency of Digital WBG Usage



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



XI. Appendices

A. Responses to All Questions across All Respondents.....	41
B. Responses to All Questions by Stakeholder Groups.....	55
C. Responses to Select Questions by Levels of Collaboration with the World Bank Group	77
D. Responses to Select Questions by Year.....	84
E. Indicator Questions as a Function of Exposure to the WBG	91
F. WBG Country Opinion Survey FY 2018 – Georgia	92

GEORGIA





Appendix A: Responses to All Questions across All Respondents (N=171)

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 Georgia

1. In general would you say that Georgia is headed in ...?	Percentage of Respondents (N=169)
The right direction	79.9%
The wrong direction	7.1%
Not sure	13.0%

2. Listed below are a number of development priorities in Georgia. Please identify which of the following you consider the most important development priorities in Georgia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=168)
Education	51.8%
Economic growth	29.2%
Private sector development	28.0%
Public sector governance/reform	22.0%
Poverty reduction	18.5%
Job creation/employment	17.3%
Agriculture and rural development	13.1%
Global/regional integration	12.5%
Social protection	11.3%
Municipal, urban, and regional development	11.3%
Tourism development	8.9%
Trade and exports	8.9%
Environmental protection and natural resource management	8.3%
Health	6.5%
Youth development	6.5%
Air and water pollution	6.0%
Transport	6.0%
Gender equity	3.0%
Financial markets	3.0%
Energy	3.0%
Climate change	3.0%
Anti corruption	3.0%
Information and communications technology	3.0%
Disaster risk management	1.8%
Food safety	1.8%
Solid waste management	1.2%
Internally displaced persons	1.2%
Water supply and sanitation	0.6%

**A. General Issues Facing Georgia (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 Georgia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=168)
Education	51.8%
Economic growth	42.3%
Job creation/employment	31.5%
Private sector development	26.8%
Agriculture and rural development	25.0%
Municipal, urban, and regional development	15.5%
Tourism development	15.5%
Social protection	14.3%
Public sector governance/reform	11.3%
Youth development	10.1%
Trade and exports	9.5%
Global/regional integration	7.7%
Health	6.0%
Environmental protection and natural resource management	5.4%
Financial markets	4.8%
Anti corruption	3.6%
Gender equity	2.4%
Information and communications technology	2.4%
Energy	2.4%
Transport	1.8%
Internally displaced persons	1.8%
Climate change	1.8%
Solid waste management	1.2%
Air and water pollution	0.6%
Disaster risk management	0.6%
Water supply and sanitation	0.0%
Food safety	0.0%

**A. General Issues Facing Georgia (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 Georgia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=167)
Consistent economic growth	48.5%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	34.1%
Education and training that better ensure job opportunity	33.5%
A growing middle class	24.0%
Better employment opportunities for young people	13.2%
Better opportunity for the poor who live in rural, remote or mountain areas	12.0%
More reliable social safety net	9.0%
Greater access to micro-finance for the poor	5.4%
Greater access to health and nutrition for citizens	4.2%
Greater voice and participation for citizens to help ensure greater accountability	3.6%
Better opportunity for vulnerable groups (e.g., elderly, IDPs, female-headed households, etc.)	3.6%
Better quality public services	3.0%
Better opportunity for the poor who live in urban areas	2.4%
Better employment opportunities for women	1.2%
Other	0.6%

B. Overall Attitudes toward the World Bank Group

(1-Not familiar at all, 10-Extremely familiar)	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Georgia?	168	n/a	6.32	2.21

(1-Not effective at all, 10-Very effective)	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Georgia.	153	13	7.16	2.00

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared to help Georgia solve its most complicated development challenges?	140	27	7.54	1.89

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

4. When thinking about how the World Bank Group can have the most impact on development results in Georgia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Georgia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=166)
Education	45.8%
Economic growth	28.3%
Agriculture and rural development	25.3%
Private sector development	23.5%
Job creation/employment	22.3%
Poverty reduction	19.3%
Public sector governance/reform	18.1%
Municipal, urban, and regional development	18.1%
Youth development	14.5%
Trade and exports	11.4%
Transport	9.6%
Social protection	7.2%
Tourism development	7.2%
Health	7.2%
Global/regional integration	6.0%
Financial markets	6.0%
Environmental protection and natural resource management	5.4%
Climate change	3.0%
Information and communications technology	3.0%
Energy	3.0%
Anti corruption	2.4%
Air and water pollution	1.8%
Disaster risk management	1.8%
Water supply and sanitation	1.2%
Food safety	1.2%
Solid waste management	1.2%
Internally displaced persons	0.6%
Gender equity	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Georgia?	Percentage of Respondents (N=162)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	37.0%	18.1%	55.2%
Policy advice, studies, analyses	19.8%	16.9%	36.6%
Promoting knowledge sharing	11.7%	18.1%	29.9%
Capacity development related to World Bank Group supported projects	9.3%	10.6%	19.9%
Technical assistance	8.0%	9.4%	17.4%
Implementation support	4.9%	6.9%	11.8%
Mobilizing third party financial resources	2.5%	7.5%	10.0%
Donor coordination	3.1%	6.9%	10.0%
Data and statistics	1.2%	3.8%	5.0%
Bringing together different groups of stakeholders	1.9%	1.3%	3.1%
Other	0.6%	0.6%	1.2%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Georgia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=158)
Not enough public disclosure of its work	23.4%
Don't know	22.2%
World Bank Group's processes too complex	17.7%
World Bank Group's processes too slow	15.8%
Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)	12.0%
Not collaborating enough with private sector	10.1%
Not willing to honestly criticize policies and reform efforts in the country	8.9%
Not adequately sensitive to political/social realities in Georgia	6.3%
Not exploring alternative policy options	6.3%
Not sufficiently focused on results	5.1%
Not in it for the long term	4.4%
Inadequate World Bank Group's staffing in Georgia	3.8%
Too influenced by developed countries	3.8%
Arrogant in its approach	3.2%
Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies	2.5%
Its advice and strategies do not lend themselves to practical problem solving	2.5%
Not aligned with country priorities	2.5%
Staff too inaccessible	1.9%
Other	1.3%
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 Georgia? (Select only ONE response)	Percentage of Respondents (N=157)
To a fully sufficient degree	3.2%
To a somewhat sufficient degree	37.6%
To a somewhat insufficient degree	27.4%
To a very insufficient degree	5.1%
Don't know	26.8%

**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 Georgia Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	N/A	Mean	SD
Investment Project Financing (IPF)	70	80	7.57	1.97
Development Policy Financing (DPF)	65	79	7.63	1.55
Advisory Services and Analytical Work	86	57	7.90	1.42
Trust funds and grants	59	84	7.32	1.93
MIGA Guarantees	30	112	7.13	1.72
IFC Investment Services	54	90	7.76	1.58
IFC Advisory Services	50	95	7.40	1.81

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=157)
Private sector	40.8%
Local government	31.8%
NGOs/Community Based Organizations	21.7%
Academia/think tanks/research institutes	21.7%
Youth/university groups	15.9%
Parliament	14.6%
Donor community	12.7%
Beneficiaries	9.6%
Media	9.6%
Don't know	4.5%
Foundations	3.2%
Other	1.9%

To what extent do you agree with the following statements about the World Bank Group's work in Georgia? (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 Georgia*	145	11	7.59	1.93
11. The World Bank Group's work is aligned with what I consider the development priorities for Georgia*	137	17	7.39	2.02

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

To what extent is the World Bank Group an effective development partner in Georgia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Mean Rating			
	N	DK	Mean	SD
12. Responsiveness to needs*	118	27	7.40	1.83
13. Flexibility (in terms of the institution's products and services)*	110	37	6.64	1.92
14. Flexibility (in terms of changing country circumstances)*	116	31	6.78	1.89
15. Being inclusive*	107	37	7.05	1.99
16. Openness (sharing data and other information)*	121	23	7.56	2.07
17. Collaboration with the Government*	121	26	8.24	1.78
18. The speed in which it gets things accomplished on the ground*	114	32	7.02	1.86
19. Helping to bring discipline/effective supervision to implementation of investment projects*	101	43	7.57	1.82
20. Collaboration with civil society*	99	46	6.57	2.35
21. Staff accessibility*	115	29	7.30	2.09
22. Collaboration with other donors and development partners*	98	45	7.74	1.92
23. Collaboration with the private sector*	90	52	7.14	1.95
24. Straightforwardness and honesty*	106	37	7.77	1.96
25. Treating clients and stakeholders in Georgia with respect*	110	33	8.37	1.64
26. Being a long-term partner*	119	25	8.43	1.56

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=142)
Lack of/inadequate levels of capacity in Government	28.2%
There is not an adequate level of citizen/civil society participation	26.1%
Poor donor coordination	17.6%
Reforms are not well thought out in light of country challenges	17.6%
There is an inadequate level of private sector participation and support	17.6%
Poor coordination within the Government	16.9%
The World Bank Group is not sensitive enough to political/social realities on the ground	14.8%
Political pressures and obstacles	12.7%
Poor coordination within the World Bank Group	9.9%
Other	7.0%
The World Bank Group does not provide the government with consistent support throughout the reform effort	3.5%
Corruption	2.8%

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

1. In Georgia, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to...? (1-To no degree at all, 10-To a very significant degree)	Importance			
	N	DK	Mean	SD
1. Gender	97	54	6.94	2.47
2. The impact of climate change	94	58	6.56	2.38

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 Georgia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Gender equity	71	71	7.07	2.13
2. Information and communications technology	56	84	7.39	1.80
3. Transport	86	54	8.40	1.70
4. Poverty reduction	95	47	6.85	2.27
5. Anti corruption	67	70	7.04	2.26
6. Private sector development	88	52	7.17	1.98
7. Water supply and sanitation	62	75	7.76	1.76
8. Trade and exports	62	77	7.40	1.85
9. Economic growth	98	39	7.42	1.82
10. Health	62	73	7.08	2.07
11. Disaster risk management	48	86	7.15	2.23
12. Public sector governance/reform	88	47	7.68	2.03
13. Job creation/employment	79	59	6.44	2.32
14. Financial markets	67	69	7.45	2.03
15. Energy	73	66	7.60	1.69
16. Agriculture and rural development	86	54	7.44	1.88
17. Global/regional integration	56	79	7.75	1.34
18. Food safety	48	87	7.40	1.71
19. Education	71	65	7.44	1.89
20. Social protection	68	68	7.22	1.84
21. Climate change	51	84	7.02	1.99
22. Municipal, urban, and regional development	73	61	7.56	2.12
23. Environmental protection and natural resource management	62	74	7.47	1.98
24. Internally displaced persons	51	84	7.57	1.77
25. Youth development	59	77	6.81	2.26
26. Tourism development	74	63	7.68	1.79
27. Solid waste management	55	80	7.67	1.74
28. Air and water pollution	49	87	6.98	1.96

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Georgia?*	137	12	7.32	2.00

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

To what extent do you agree with the following statements about the World Bank Group in Georgia? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Georgia*	128	23	7.67	1.92
5. The World Bank Group meets Georgia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	123	24	7.36	2.05
(1-Not effectively at all, 10-Very effectively)				
6. How effectively does the World Bank Group help Georgia to mobilize finance for development from private sector sources?	92	57	7.09	2.13

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=148)
Weekly	6.1%
Monthly	12.8%
A few times a year	44.6%
Rarely	23.0%
Never	13.5%

In Georgia, 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	108	27	7.34	1.87
3. Include appropriate level of stakeholder involvement during preparation	110	31	7.26	1.96
4. Lead to practical solutions	118	23	7.42	1.86
5. Are accessible (well written and easy to understand)	119	23	7.68	2.05
6. Are source of relevant information on global good practices	119	20	7.93	1.99
7. Are adequately disseminated	118	23	7.32	2.21
8. Are translated enough into local language	93	45	6.67	2.58
9. Are adaptable to Georgia's specific development challenges and country circumstances*	118	22	7.41	2.11

Overall Evaluations	N	DK	Mean	SD
10. 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)	141	8	8.27	1.74
11. 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)	130	19	7.73	1.77

**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	78	84	6.50	2.32
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	94	48	7.56	2.03
3. The World Bank Group's approvals and reviews are done in a timely fashion	89	54	6.73	2.29
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	80	60	7.61	2.22
5. The World Bank Group's conditions on its lending are reasonable	81	62	7.37	1.90
6. The World Bank Group takes decisions quickly in Georgia*	94	49	6.59	2.26
7. Working with the World Bank Group increases Georgia's institutional capacity and knowledge base	118	26	8.06	1.74
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	82	63	8.11	1.78

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Georgia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=150)
Offer more innovative financial products	27.3%
Increase the level of capacity development in the country	22.7%
Leverage the private sector more (i.e., mobilize private sector development)	19.3%
Work more with civil society and beneficiary representatives	18.7%
Collaborate more effectively with Government clients (e.g., national, state, local)	15.3%
Reduce the complexity of obtaining World Bank Group financing	12.7%
Offer more innovative knowledge services	12.0%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	12.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	8.0%
Work more with private sector	8.0%
Improve the quality of its experts as related to Georgia's specific challenges	7.3%
Work faster	7.3%
Provide more adequate data/knowledge/statistics/figures on Georgia's economy	6.0%
Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies	6.0%
Ensure greater selectivity in its work	6.0%
Other	2.0%

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

2. When considering the combination of services that the World Bank Group offers in Georgia, 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 Georgia? (Select only ONE response)	Percentage of Respondents (N=149)
Financial services	34.9%
Knowledge products	27.5%
The combination is appropriate for Georgia	27.5%
Don't know	6.0%
Convening services	3.4%
None of the above	.7%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Georgia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=151)
Internet	78.8%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	38.4%
Local television	27.8%
Periodicals	9.3%
Other	6.6%
International television	5.3%
Local newspapers	4.0%
International newspapers	3.3%
Local radio	1.3%
International radio	1.3%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=150)
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	35.3%
e-Newsletters	34.0%
World Bank Group's seminars/workshops/conferences	32.0%
World Bank Group's website	26.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	25.3%
World Bank Group's publications and other written materials	24.7%
Other	2.7%
Mobile phones	1.3%

3. 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?	Percentage of Respondents (N=145)
Yes	29.0%
No	71.0%

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

4. Do you have reliable access to the Internet?	Percentage of Respondents (N=147)
Yes	98.6%
No	1.4%

5. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=146)
Yes	71.9%
No	28.1%

6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Percentage of Respondents (N=148)
Yes	41.9%
No	58.1%

7. 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 (N=147)
Weekly	10.2%
Monthly	17.0%
A few times a year	35.4%
Rarely	25.9%
Never	11.6%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
8. I find the World Bank Group's websites easy to navigate.	117	27	7.35	1.99
9. I find the information on the World Bank Group's websites useful.	122	24	8.23	1.55
10. The World Bank Group's social media channels are valuable sources of information about the institution	85	59	7.74	1.89

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=165)
Employee of a Ministry, Ministerial Department or Implementation Agency	18.8%
NGO/Community Based Organization	13.3%
Bilateral/Multilateral Agency	10.9%
Private Sector Organization	10.3%
Local Government Office or Staff	7.9%
Office of Minister	6.7%
Office of Parliamentarian	6.7%
Academia/Research Institute/Think Tank	6.7%
Media	4.2%
Independent Government Institution	4.2%
Financial Sector/Private Bank	2.4%
Other	1.8%
Office of the President, Prime Minister	1.2%
Private Foundation	1.2%
Trade Union	1.2%
Youth Group	1.2%
PMU/Consultant/Contractor working on World Bank Group supported project	.6%
Faith-Based Group	.6%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=163)
Education	15.3%
Governance	12.9%
Other	12.9%
Social protection and labor	8.6%
Finance and markets	8.0%
Generalist (specialized in multiple sectors)	7.4%
Macroeconomics and fiscal management	5.5%
Transport and ICT	5.5%
Environment and natural resources	4.9%
Health, nutrition, and population	4.9%
Agriculture	4.9%
Urban, rural, and social development	3.7%
Trade and competitiveness	1.8%
Energy and extractives	1.2%
Water supply and sanitation	.6%
Fragility, conflict and violence	.6%
Public-private partnerships	.6%
Gender	.6%

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=166)
Yes	47.6%
No	52.4%

**H. Background Information (continued)**

4. Which of the following agencies of the World Bank Group do you primarily engage with in Georgia? (Select only ONE response)	Percentage of Respondents (N=136)
The World Bank (IBRD)	63.2%
The International Finance Corporation (IFC)	14.0%
The Multilateral Investment Guarantee Agency (MIGA)	2.2%
Other	20.6%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=161)
Yes	16.1%
No	83.9%

6. If yes, what was your view of how the two institutions work together in Georgia? (Choose no more than TWO)	Percentage of Respondents (N=31)
The two institutions work well together	67.7%
The way the two institutions work together needs improvement	16.1%
Don't know	16.1%
The two institutions do not work well together	-

7. Which of the following describes most of your exposure to the World Bank Group in Georgia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=158)
Collaborate as part of my professional duties	43.0%
Use World Bank Group reports/data	36.1%
Engage in World Bank Group related/sponsored events/activities	28.5%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	22.8%
Use World Bank Group website for information, data, research, etc.	19.0%

8. What's your age?	Percentage of Respondents (N=170)
25 and under	2.9%
26-35	23.5%
36-45	41.2%
46-55	22.4%
56 and above	10.0%

9. Which best represents your geographic location?	Percentage of Respondents (N=169)
Tbilisi	89.9%
Outside Tbilisi	10.1%

Appendix B: Responses to All Questions by Stakeholder Groups¹⁷

Office of the President/ Prime Minister/ Minister N=13 ● Office of parliamentarian N=11 ● Employee of a Ministry/ PMU/ Consultant N=32 ● Local government N=13 ● Bilateral/ Multilateral agency N=18 Private Sector/Financial Sector/Private Bank N=21 ● CSO N=29 ● Academia/ Research Institute/ Think Tank N=11 ● Other N=17

A. General Issues facing Georgia

In general, how would you say that Georgia is headed in...?

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local gov.	Bilateral/ Multilateral agency	Private sector org./ Financial sector/ Private banks	CSO	Academia/ Research Institute/ Think Tank	Other
The right direction	92.3%	54.5%	96.9%	84.6%	83.3%	76.2%	67.9%	63.6%	76.5%
The wrong direction	0.0%	18.2%	0.0%	7.7%	0.0%	14.3%	7.1%	27.3%	5.9%
Not sure	7.7%	27.3%	3.1%	7.7%	16.7%	9.5%	25.0%	9.1%	17.6%

¹⁷Only 163 respondents provided their current position. Thus, only these respondents were included in the analysis presented in this Appendix.

A. General Issues Facing Georgia (continued)

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Office of parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local gov.	Bilateral/ Multilateral agency	Private sector org./ Financial sector/ Private banks	CSO	Academia/ Research Institute/ Think Tank	Other
Global/regional integration	15.4%	9.1%	16.1%	23.1%	11.8%	9.5%	6.9%	18.2%	5.9%
Food safety*	15.4%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance/reform	15.4%	18.2%	9.7%	23.1%	17.6%	14.3%	24.1%	36.4%	52.9%
Social protection	7.7%	9.1%	16.1%	7.7%	11.8%	4.8%	6.9%	27.3%	17.6%
Gender equity	7.7%	0.0%	6.5%	0.0%	0.0%	4.8%	0.0%	0.0%	5.9%
Private sector development	15.4%	18.2%	35.5%	15.4%	29.4%	47.6%	20.7%	27.3%	29.4%
Tourism development	0.0%	0.0%	6.5%	7.7%	5.9%	23.8%	13.8%	0.0%	5.9%
Energy	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	3.4%	18.2%	5.9%
Job creation/employment	7.7%	27.3%	12.9%	30.8%	35.3%	4.8%	13.8%	18.2%	17.6%
Agriculture and rural development*	0.0%	9.1%	9.7%	46.2%	11.8%	14.3%	13.8%	9.1%	0.0%
Financial markets*	23.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.8%
Water supply and sanitation	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Solid waste management	7.7%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	18.2%	6.5%	7.7%	11.8%	4.8%	3.4%	18.2%	0.0%
Climate change	0.0%	9.1%	0.0%	0.0%	11.8%	4.8%	3.4%	0.0%	0.0%
Poverty reduction	15.4%	27.3%	25.8%	23.1%	5.9%	9.5%	24.1%	9.1%	17.6%
Transport	15.4%	0.0%	3.2%	7.7%	11.8%	14.3%	0.0%	9.1%	0.0%
Education	53.8%	36.4%	58.1%	30.8%	52.9%	47.6%	51.7%	72.7%	52.9%
Municipal, urban, and regional development	7.7%	9.1%	19.4%	23.1%	17.6%	9.5%	6.9%	0.0%	5.9%
Trade and exports	7.7%	0.0%	12.9%	0.0%	23.5%	14.3%	3.4%	0.0%	0.0%
Anti corruption*	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	3.4%	0.0%	17.6%
Youth development	7.7%	0.0%	0.0%	15.4%	5.9%	4.8%	17.2%	9.1%	0.0%
Environmental protection and natural resource management*	0.0%	36.4%	3.2%	0.0%	5.9%	4.8%	24.1%	0.0%	0.0%
Economic growth	46.2%	45.5%	32.3%	15.4%	23.5%	42.9%	10.3%	27.3%	35.3%
Disaster risk management	0.0%	9.1%	0.0%	0.0%	0.0%	4.8%	3.4%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	6.5%	0.0%	0.0%	0.0%	6.9%	0.0%	5.9%
Internally displaced persons	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%
Air and water pollution*	7.7%	0.0%	0.0%	0.0%	5.9%	9.5%	20.7%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Office of parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local gov.	Bilateral/ Multilateral agency	Private sector org./ Financial sector/ Private banks	CSO	Academia/ Research Institute/ Think Tank	Other
Water supply and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Municipal, urban, and regional development*	15.4%	36.4%	15.6%	46.2%	5.6%	5.3%	6.9%	9.1%	17.6%
Climate change	0.0%	9.1%	0.0%	0.0%	5.6%	0.0%	3.4%	0.0%	0.0%
Internally displaced persons	0.0%	0.0%	3.1%	0.0%	0.0%	5.3%	3.4%	0.0%	0.0%
Global/regional integration	0.0%	18.2%	12.5%	7.7%	0.0%	10.5%	3.4%	18.2%	0.0%
Gender equity	7.7%	0.0%	6.3%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%
Economic growth	69.2%	45.5%	53.1%	30.8%	27.8%	42.1%	34.5%	27.3%	47.1%
Social protection	7.7%	27.3%	18.8%	0.0%	16.7%	21.1%	10.3%	27.3%	5.9%
Transport	0.0%	0.0%	3.1%	0.0%	5.6%	5.3%	0.0%	0.0%	0.0%
Youth development	0.0%	0.0%	6.3%	15.4%	5.6%	10.5%	20.7%	18.2%	11.8%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	3.4%	0.0%	11.8%
Trade and exports	0.0%	0.0%	3.1%	7.7%	16.7%	21.1%	10.3%	0.0%	17.6%
Food safety	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Air and water pollution	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%
Anti corruption	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	10.3%	0.0%	11.8%
Education	46.2%	36.4%	65.6%	30.8%	72.2%	36.8%	55.2%	63.6%	41.2%
Energy*	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	3.4%	18.2%	0.0%
Public sector governance/reform	7.7%	18.2%	6.3%	15.4%	11.1%	5.3%	17.2%	9.1%	11.8%
Solid waste management	0.0%	9.1%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%
Private sector development	38.5%	18.2%	25.0%	30.8%	16.7%	36.8%	13.8%	27.3%	47.1%
Environmental protection and natural resource management	0.0%	9.1%	3.1%	0.0%	5.6%	0.0%	13.8%	0.0%	11.8%
Health	0.0%	9.1%	6.3%	0.0%	11.1%	5.3%	3.4%	18.2%	5.9%
Agriculture and rural development	23.1%	0.0%	25.0%	53.8%	38.9%	26.3%	13.8%	27.3%	17.6%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%
Job creation/employment	38.5%	54.5%	25.0%	46.2%	38.9%	31.6%	24.1%	18.2%	29.4%
Tourism development	0.0%	0.0%	15.6%	15.4%	11.1%	21.1%	31.0%	9.1%	5.9%
Financial markets*	30.8%	0.0%	0.0%	0.0%	0.0%	5.3%	3.4%	0.0%	5.9%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Office of parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local gov.	Bilateral/ Multilateral agency	Private sector org./ Financial sector/ Private banks	CSO	Academia/ Research Institute/ Think Tank	Other
Consistent economic growth	38.5%	45.5%	62.5%	50.0%	44.4%	52.6%	24.1%	36.4%	70.6%
More reliable social safety net*	7.7%	54.5%	6.3%	8.3%	11.1%	0.0%	6.9%	0.0%	5.9%
Greater access to micro-finance for the poor	0.0%	9.1%	3.1%	8.3%	0.0%	10.5%	6.9%	0.0%	11.8%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	0.0%	0.0%	0.0%	11.1%	5.3%	6.9%	9.1%	0.0%
Greater access to health and nutrition for citizens	0.0%	0.0%	3.1%	0.0%	11.1%	5.3%	6.9%	0.0%	5.9%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	53.8%	36.4%	43.8%	41.7%	11.1%	42.1%	37.9%	18.2%	23.5%
A growing middle class	15.4%	9.1%	9.4%	25.0%	22.2%	26.3%	31.0%	45.5%	41.2%
Better opportunity for the poor who live in rural, remote or mountain areas	15.4%	18.2%	6.3%	25.0%	16.7%	5.3%	17.2%	9.1%	5.9%
Better opportunity for the poor who live in urban areas*	15.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%
Better opportunity for vulnerable groups (e.g., elderly, IDPs, female-headed households, etc.)	0.0%	9.1%	3.1%	0.0%	11.1%	5.3%	0.0%	9.1%	0.0%
Better employment opportunities for young people	0.0%	0.0%	18.8%	16.7%	11.1%	10.5%	13.8%	36.4%	0.0%
Better employment opportunities for women	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%
Education and training that better ensure job opportunity	23.1%	18.2%	43.8%	25.0%	50.0%	31.6%	34.5%	18.2%	29.4%
Better quality public services	15.4%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	9.1%	5.9%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Office of parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral agency			Private sector org./ Financial sector/ Private banks			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	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Georgia?*	13	6.77	2.13	11	6.82	2.14	32	7.09	1.94	12	6.25	1.48	18	6.83	1.65	19	5.95	2.59	29	5.03	2.26	11	6.64	2.29	17	5.82	2.51

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Office of parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral agency			Private sector org./ Financial sector/ Private banks			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	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Georgia.*	11	7.91	2.12	10	7.30	1.57	31	7.71	1.51	12	7.92	2.07	17	7.53	1.55	15	7.07	1.79	23	6.00	1.73	11	6.45	2.94	17	6.47	2.48

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

	Which of the following best describes your current position?																											
	Office of the President/ Prime Minister/ Minister			Office of parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral agency			Private sector org./ Financial sector/ Private banks			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	N	Mean	SD	N	Mean	SD	
To what extent do you believe the World Bank Group’s staff is well prepared (e.g., skills and knowledge) to help Georgia solve its most complicated development challenges?	12	7.25	2.14	10	7.40	1.84	31	8.13	1.38	11	7.82	2.18	15	8.33	1.40	14	7.43	1.83	19	6.79	1.65	10	6.60	2.95	12	6.83	1.95	

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Office of parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local gov.	Bilateral/ Multilateral agency	Private sector org./ Financial sector/ Private banks	CSO	Academia/ Research Institute/ Think Tank	Other
Health	15.4%	20.0%	12.5%	0.0%	5.9%	5.3%	0.0%	18.2%	0.0%
Transport*	7.7%	0.0%	9.4%	8.3%	35.3%	5.3%	6.9%	0.0%	5.9%
Agriculture and rural development	23.1%	10.0%	25.0%	41.7%	17.6%	36.8%	24.1%	36.4%	17.6%
Global/regional integration	7.7%	10.0%	3.1%	16.7%	5.9%	5.3%	3.4%	9.1%	5.9%
Youth development	0.0%	0.0%	12.5%	33.3%	0.0%	15.8%	24.1%	18.2%	17.6%
Job creation/employment	23.1%	50.0%	21.9%	25.0%	29.4%	15.8%	20.7%	0.0%	23.5%
Public sector governance/reform	38.5%	30.0%	9.4%	8.3%	23.5%	15.8%	10.3%	18.2%	29.4%
Social protection	0.0%	10.0%	6.3%	0.0%	17.6%	5.3%	10.3%	9.1%	5.9%
Municipal, urban, and regional development	23.1%	20.0%	18.8%	25.0%	23.5%	21.1%	13.8%	0.0%	17.6%
Education	30.8%	30.0%	53.1%	33.3%	52.9%	36.8%	44.8%	72.7%	47.1%
Energy	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	3.4%	18.2%	5.9%
Tourism development	7.7%	0.0%	3.1%	16.7%	5.9%	15.8%	6.9%	0.0%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets*	30.8%	0.0%	0.0%	0.0%	5.9%	5.3%	0.0%	0.0%	17.6%
Economic growth	38.5%	30.0%	31.3%	25.0%	23.5%	31.6%	20.7%	36.4%	29.4%
Private sector development	30.8%	20.0%	25.0%	16.7%	17.6%	31.6%	17.2%	36.4%	23.5%
Water supply and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	5.9%
Food safety	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Climate change	0.0%	0.0%	3.1%	8.3%	5.9%	0.0%	3.4%	0.0%	0.0%
Information and communications technology	0.0%	10.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	11.8%
Trade and exports	0.0%	0.0%	3.1%	25.0%	17.6%	26.3%	13.8%	18.2%	0.0%
Internally displaced persons	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%
Environmental protection and natural resource management*	0.0%	30.0%	3.1%	0.0%	5.9%	0.0%	10.3%	0.0%	5.9%
Solid waste management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.9%	0.0%	0.0%
Poverty reduction*	7.7%	30.0%	43.8%	8.3%	0.0%	5.3%	27.6%	9.1%	17.6%
Anti corruption	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	3.4%	0.0%	5.9%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	6.9%	0.0%	0.0%
Air and water pollution	7.7%	0.0%	0.0%	8.3%	5.9%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Greatest Value	Office of the President/ Prime Minister/ Minister	Office of parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local gov.	Bilateral/ Multilateral agency	Private sector org./ Financial sector/ Private banks	CSO	Academia/ Research Institute/ Think Tank	Other
Percentage of Respondents									
Policy advice, studies, analyses	23.1%	10.0%	20.0%	0.0%	33.3%	5.3%	14.3%	36.4%	25.0%
Data and statistics	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	3.6%	0.0%	0.0%
Bringing together different groups of stakeholders*	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%
Financial resources	53.8%	20.0%	36.7%	36.4%	27.8%	36.8%	39.3%	36.4%	50.0%
Capacity development related to World Bank Group supported projects	7.7%	20.0%	10.0%	18.2%	0.0%	15.8%	3.6%	18.2%	0.0%
Technical assistance	7.7%	0.0%	6.7%	0.0%	5.6%	15.8%	14.3%	0.0%	6.3%
Mobilizing third party financial resources	0.0%	10.0%	3.3%	0.0%	5.6%	5.3%	0.0%	0.0%	0.0%
Donor coordination	0.0%	10.0%	0.0%	18.2%	0.0%	0.0%	3.6%	0.0%	6.3%
Promoting knowledge sharing	0.0%	10.0%	20.0%	18.2%	16.7%	15.8%	7.1%	9.1%	6.3%
Implementation support	7.7%	0.0%	3.3%	9.1%	5.6%	5.3%	10.7%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%

*Significantly different between stakeholder groups

2 nd Greatest Value	Office of the President/ Prime Minister/ Minister	Office of parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local gov.	Bilateral/ Multilateral agency	Private sector org./ Financial sector/ Private banks	CSO	Academia/ Research Institute/ Think Tank	Other
Percentage of Respondents									
Policy advice, studies, analyses	7.7%	10.0%	3.4%	9.1%	35.3%	21.1%	28.6%	18.2%	12.5%
Data and statistics	0.0%	10.0%	0.0%	0.0%	17.6%	0.0%	3.6%	0.0%	6.3%
Bringing together different groups of stakeholders	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	3.6%	0.0%	0.0%
Financial resources	38.5%	0.0%	20.7%	18.2%	23.5%	10.5%	7.1%	18.2%	25.0%
Capacity development related to World Bank Group supported projects	7.7%	0.0%	13.8%	27.3%	11.8%	15.8%	7.1%	0.0%	6.3%
Technical assistance	0.0%	20.0%	10.3%	18.2%	5.9%	10.5%	7.1%	9.1%	12.5%
Mobilizing third party financial resources	7.7%	0.0%	13.8%	9.1%	0.0%	5.3%	7.1%	27.3%	0.0%
Donor coordination	0.0%	10.0%	10.3%	0.0%	0.0%	15.8%	3.6%	0.0%	18.8%
Promoting knowledge sharing	23.1%	20.0%	24.1%	18.2%	5.9%	15.8%	17.9%	27.3%	12.5%
Implementation support*	15.4%	30.0%	3.4%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Office of parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local gov.	Bilateral/ Multilateral agency	Private sector org./ Financial sector/ Private banks	CSO	Academia/ Research Institute/ Think Tank	Other
Too influenced by developed countries	7.7%	10.0%	10.0%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%
Not exploring alternative policy options	0.0%	20.0%	3.3%	0.0%	11.8%	11.1%	3.7%	18.2%	0.0%
Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)*	0.0%	0.0%	3.3%	0.0%	5.9%	0.0%	48.1%	18.2%	11.8%
Its advice and strategies do not lend themselves to practical problem solving	7.7%	0.0%	3.3%	0.0%	0.0%	5.6%	3.7%	0.0%	0.0%
Not enough public disclosure of its work	15.4%	30.0%	10.0%	10.0%	17.6%	22.2%	37.0%	36.4%	29.4%
Arrogant in its approach	0.0%	0.0%	3.3%	0.0%	5.9%	0.0%	0.0%	18.2%	5.9%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex	30.8%	10.0%	30.0%	20.0%	5.9%	22.2%	11.1%	18.2%	5.9%
Not willing to honestly criticize policies and reform efforts in the country	7.7%	30.0%	0.0%	0.0%	17.6%	5.6%	11.1%	18.2%	5.9%
Staff too inaccessible	0.0%	0.0%	0.0%	10.0%	5.9%	0.0%	3.7%	0.0%	0.0%
Not collaborating enough with private sector	15.4%	0.0%	3.3%	10.0%	5.9%	27.8%	7.4%	9.1%	17.6%
Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies	0.0%	10.0%	0.0%	0.0%	5.9%	0.0%	3.7%	0.0%	5.9%
World Bank Group's processes too slow	38.5%	10.0%	23.3%	0.0%	23.5%	22.2%	3.7%	0.0%	17.6%
Inadequate World Bank Group's staffing in Georgia	7.7%	0.0%	0.0%	10.0%	0.0%	11.1%	0.0%	0.0%	11.8%
Not aligned with country priorities	7.7%	0.0%	0.0%	10.0%	0.0%	0.0%	3.7%	9.1%	0.0%
Not adequately sensitive to political/social realities in Georgia*	0.0%	30.0%	10.0%	0.0%	5.9%	0.0%	3.7%	9.1%	0.0%
Not sufficiently focused on results	0.0%	0.0%	3.3%	0.0%	5.9%	11.1%	11.1%	0.0%	5.9%
Not in it for the long term	0.0%	10.0%	3.3%	0.0%	0.0%	5.6%	7.4%	9.1%	5.9%
Other	0.0%	0.0%	0.0%	0.0%	5.9%	5.6%	0.0%	0.0%	0.0%
Don't know*	15.4%	20.0%	30.0%	60.0%	23.5%	11.1%	7.4%	9.1%	29.4%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local gov.	Bilateral/ Multilateral agency	Private sector org./ Financial sector/ Private banks	CSO	Academia/ Research Institute/ Think Tank	Other
To a fully sufficient degree	7.7%	0.0%	0.0%	10.0%	5.9%	0.0%	0.0%	9.1%	0.0%
To a somewhat sufficient degree	46.2%	40.0%	42.9%	70.0%	58.8%	44.4%	25.9%	18.2%	5.9%
To a somewhat insufficient degree	30.8%	40.0%	35.7%	10.0%	11.8%	0.0%	37.0%	63.6%	17.6%
To a very insufficient degree	0.0%	10.0%	3.6%	0.0%	0.0%	11.1%	7.4%	9.1%	5.9%
Don't know	15.4%	10.0%	17.9%	10.0%	23.5%	44.4%	29.6%	0.0%	70.6%

*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																											
	Office of the President/ Prime Minister/ Minister			Office of parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral agency			Private sector org./ Financial sector/ Private banks			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	N	Mean	SD	N	Mean	SD	
Investment Project Financing (IPF)	7	7.57	1.90	5	7.20	2.77	15	7.27	2.09	4	8.75	.96	9	8.33	1.41	4	8.75	1.26	11	7.00	1.67	5	7.80	1.10	6	5.50	2.66	
Development Policy Financing (DPF)	7	7.14	2.19	5	7.80	2.39	13	7.54	1.27	4	8.50	1.00	9	8.22	1.39	5	8.40	1.34	9	6.89	1.05	5	7.80	1.30	5	6.20	1.30	
Advisory Services and Analytical Work	6	8.00	1.79	5	7.80	1.30	20	7.90	1.33	4	8.75	1.26	12	8.42	1.00	8	7.88	1.46	12	7.50	.90	7	8.43	1.40	9	6.78	2.17	
Trust funds and grants	8	7.75	1.75	4	7.25	2.75	10	7.60	1.58	3	9.33	1.15	6	8.33	1.63	3	8.33	.58	12	6.08	1.73	5	7.20	2.49	7	6.29	1.98	
MIGA Guarantees	6	7.50	2.35	2	7.00	2.83	6	7.00	1.67	1	8.00		1	10.00		3	7.67	1.15	5	5.60	.89	4	8.00	.82	2	6.00	0.00	
IFC Investment Services	7	8.14	1.86	3	8.00	2.65	9	7.44	1.88	2	9.00	1.41	7	7.86	1.07	8	8.38	1.41	8	7.00	1.31	4	8.25	.96	5	6.60	1.52	
IFC Advisory Services	6	7.83	1.94	3	7.33	2.08	12	7.33	1.72	2	9.00	0.00	5	8.20	1.30	4	8.25	1.71	7	5.57	1.90	5	8.20	1.30	5	6.40	1.52	

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

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Office of parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local gov.	Bilateral/ Multilateral agency	Private sector org./ Financial sector/ Private banks	CSO	Academia/ Research Institute/ Think Tank	Other
Parliament	30.8%	40.0%	7.4%	8.3%	23.5%	11.1%	11.1%	0.0%	11.8%
Donor community	30.8%	10.0%	14.8%	8.3%	29.4%	0.0%	11.1%	0.0%	11.8%
Media*	0.0%	20.0%	3.7%	0.0%	11.8%	5.6%	7.4%	0.0%	35.3%
Local government*	38.5%	20.0%	51.9%	75.0%	23.5%	11.1%	22.2%	27.3%	23.5%
Private sector*	61.5%	20.0%	44.4%	50.0%	35.3%	72.2%	25.9%	9.1%	41.2%
Academia/think tanks/research institutes*	7.7%	30.0%	14.8%	0.0%	11.8%	22.2%	29.6%	90.9%	11.8%
NGOs/Community Based Organizations*	0.0%	30.0%	7.4%	8.3%	17.6%	5.6%	70.4%	18.2%	11.8%
Youth/university groups	7.7%	30.0%	18.5%	25.0%	17.6%	22.2%	0.0%	36.4%	5.9%
Beneficiaries	23.1%	0.0%	18.5%	8.3%	5.9%	16.7%	3.7%	0.0%	5.9%
Foundations	0.0%	0.0%	3.7%	0.0%	5.9%	0.0%	3.7%	9.1%	5.9%
Other	0.0%	0.0%	3.7%	8.3%	5.9%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	3.7%	0.0%	0.0%	11.1%	0.0%	0.0%	17.6%

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Office of parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral agency			Private sector org./ Financial sector/ Private banks			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	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Georgia	13	7.85	1.99	10	6.90	1.66	28	7.96	1.64	10	7.90	2.38	15	8.40	1.30	14	7.57	2.38	23	6.61	1.62	11	8.00	1.73	15	6.87	2.50
The World Bank Group's work is aligned with what I consider the development priorities for Georgia*	13	8.15	1.91	10	6.60	2.12	26	8.04	1.51	11	7.73	2.49	13	8.77	1.24	15	7.13	2.77	21	6.10	1.22	10	7.20	1.93	12	6.42	2.15

*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Office of parliamentary			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral agency			Private sector org./ Financial sector/ Private banks			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	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	12	7.33	2.23	8	6.75	1.49	20	7.70	1.34	8	7.88	1.96	13	8.38	1.19	11	8.18	1.60	18	6.22	1.63	10	6.70	1.95	12	7.33	2.35
Flexibility (in terms of the institution's products and services)*	12	6.83	2.72	9	5.89	1.17	19	6.79	1.18	8	7.50	2.07	12	7.08	2.02	9	7.89	1.76	15	5.07	1.22	10	6.40	2.01	10	6.30	1.89
Flexibility (in terms of changing country circumstances)*	12	7.17	2.44	9	5.56	1.33	21	7.00	1.41	8	7.25	2.25	13	7.85	1.72	11	7.73	1.49	18	5.50	1.58	9	6.00	1.58	9	6.44	1.94
Being inclusive*	9	7.00	2.00	8	5.50	1.77	21	7.76	1.51	7	8.43	1.81	12	8.25	1.36	10	7.70	1.57	17	5.53	2.03	10	6.00	2.16	7	6.86	1.46
Openness (sharing data and other information)	11	8.36	1.80	9	7.56	1.74	22	8.05	1.89	7	8.29	2.21	14	8.29	1.59	11	7.64	1.57	21	6.48	2.44	10	7.10	2.38	11	6.55	2.11
Collaboration with the Government	12	8.08	2.57	8	8.25	1.16	25	8.12	1.94	7	8.86	1.57	12	8.92	1.08	10	8.60	1.35	18	7.61	1.46	11	8.91	1.30	12	7.50	2.47
The speed in which it gets things accomplished on the ground	12	7.00	2.45	9	6.56	1.13	23	7.22	1.54	8	8.25	1.91	11	7.27	2.28	10	7.00	1.94	18	5.89	1.57	10	7.20	1.69	7	7.14	1.35
Helping to bring discipline/effective supervision to implementation of investment projects	11	7.82	2.14	7	7.29	1.38	21	7.95	1.40	7	7.43	2.37	9	8.44	2.30	10	7.20	1.93	11	6.27	1.56	10	7.90	1.66	9	7.22	1.56
Collaboration with civil society*	9	7.11	1.54	6	7.50	1.87	19	7.26	1.94	7	7.29	2.50	7	7.57	1.51	10	7.70	1.64	20	3.90	1.80	9	6.11	2.67	6	7.00	1.90
Staff accessibility*	9	8.22	1.79	8	7.00	1.31	23	8.13	1.36	7	8.00	2.00	13	8.08	1.98	9	7.44	1.51	20	5.25	2.10	10	6.80	2.74	10	7.40	1.78
Collaboration with other donors and development partners*	9	8.00	1.58	6	8.50	1.38	20	8.25	1.59	3	9.33	.58	16	7.81	2.46	8	8.63	1.69	14	6.36	1.60	8	7.50	2.07	8	6.50	2.00
Collaboration with the private sector*	9	8.33	1.50	5	7.60	.55	19	7.32	1.83	3	9.33	.58	7	7.71	1.98	12	6.67	2.42	13	6.15	2.03	9	6.44	1.81	7	6.14	1.21
Straightforwardness and honesty*	9	8.78	1.64	8	6.50	1.93	22	8.23	1.63	7	8.71	1.80	11	8.91	1.38	11	8.55	1.57	17	5.76	1.71	8	7.50	2.14	7	7.43	1.72
Treating clients and stakeholders in Georgia with respect*	9	8.44	1.51	7	8.00	1.41	22	8.59	1.30	6	9.67	.52	13	9.00	1.35	12	8.83	1.47	17	7.18	2.04	10	8.30	1.89	8	7.88	1.81
Being a long-term partner	10	8.50	1.51	9	8.22	1.20	24	8.83	1.31	6	8.33	1.97	13	9.08	1.19	11	8.82	1.54	21	7.52	1.97	9	8.44	1.24	10	8.30	1.49

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Office of parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local gov.	Bilateral/ Multilateral agency	Private sector org./ Financial sector/ Private banks	CSO	Academia/ Research Institute/ Think Tank	Other
The World Bank Group does not provide the government with consistent support throughout the reform effort	9.1%	11.1%	4.0%	10.0%	0.0%	5.9%	0.0%	0.0%	0.0%
Poor donor coordination	9.1%	0.0%	16.0%	10.0%	30.8%	5.9%	19.2%	27.3%	33.3%
The World Bank Group is not sensitive enough to political/social realities on the ground	9.1%	44.4%	12.0%	10.0%	23.1%	5.9%	19.2%	27.3%	0.0%
Lack of/inadequate levels of capacity in Government	36.4%	44.4%	28.0%	20.0%	30.8%	29.4%	38.5%	9.1%	13.3%
There is not an adequate level of citizen/civil society participation	27.3%	33.3%	24.0%	10.0%	7.7%	23.5%	42.3%	27.3%	20.0%
Poor coordination within the World Bank Group*	45.5%	0.0%	8.0%	20.0%	0.0%	0.0%	3.8%	9.1%	20.0%
Poor coordination within the Government	27.3%	22.2%	12.0%	20.0%	30.8%	23.5%	0.0%	27.3%	13.3%
Political pressures and obstacles	0.0%	33.3%	4.0%	10.0%	30.8%	5.9%	19.2%	9.1%	6.7%
Reforms are not well thought out in light of country challenges	0.0%	0.0%	20.0%	20.0%	15.4%	35.3%	19.2%	27.3%	6.7%
There is an inadequate level of private sector participation and support	9.1%	11.1%	36.0%	0.0%	0.0%	23.5%	19.2%	9.1%	26.7%
Corruption	0.0%	0.0%	0.0%	10.0%	7.7%	0.0%	0.0%	9.1%	0.0%
Other*	0.0%	0.0%	4.0%	20.0%	0.0%	5.9%	3.8%	0.0%	26.7%

*Significantly different between stakeholder groups

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

In Georgia, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to... (1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Office of parliamentary			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral agency			Private sector org./ Financial sector/ Private banks			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	N	Mean	SD	N	Mean	SD
Gender	8	7.00	2.83	8	6.50	2.00	19	7.21	1.72	9	7.00	3.24	7	6.43	2.51	10	7.70	3.40	14	5.50	1.99	8	7.75	2.55	9	7.11	2.80
The impact of climate change	9	5.78	1.92	8	6.00	2.51	17	7.53	1.97	8	6.25	3.49	8	6.88	2.10	9	7.00	3.20	14	6.00	2.25	8	6.75	1.98	9	6.11	2.76

C. World Bank Group Effectiveness and Results (continued)

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Office of parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral agency			Private sector org./ Financial sector/ Private banks			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	N	Mean	SD	N	Mean	SD
Gender equity*	6	6.83	1.94	7	6.86	1.77	13	7.46	1.56	6	8.33	1.63	6	6.17	2.56	8	7.75	2.92	11	5.55	1.44	6	9.00	.63	5	5.60	2.79
Information and communications technology*	5	6.40	2.41	4	7.00	1.41	10	7.80	1.62	5	8.80	1.10	5	8.00	1.22	5	8.20	1.30	8	6.63	1.51	6	8.17	1.72	6	5.67	1.75
Transport	8	8.50	2.00	7	8.00	2.08	15	8.67	1.18	5	9.40	.89	11	8.91	1.22	7	9.29	.76	15	7.73	2.19	6	8.83	1.17	8	7.13	2.17
Poverty reduction*	9	8.11	2.03	8	6.25	2.05	17	7.06	1.92	6	8.00	1.67	7	8.14	1.46	11	7.45	2.62	19	5.58	2.01	7	6.86	2.41	7	5.14	3.02
Anti corruption*	7	7.86	1.46	6	7.00	2.37	12	8.33	1.07	5	8.20	1.30	7	6.14	2.67	4	7.75	1.50	10	5.70	1.77	7	7.14	2.41	6	5.17	3.66
Private sector development*	9	8.33	1.66	5	7.40	.89	16	6.88	1.59	6	8.33	1.37	8	7.88	2.10	12	7.08	2.57	14	6.29	1.77	7	7.43	1.13	7	5.43	2.51
Water supply and sanitation	6	7.33	1.97	8	7.88	1.13	10	8.10	1.52	6	7.83	1.72	4	9.00	1.15	2	9.00	0.00	10	7.00	2.40	6	7.17	1.72	6	7.67	1.86
Trade and exports	8	7.63	1.85	3	7.33	1.15	10	7.70	1.57	4	8.00	2.16	5	7.60	2.19	10	8.00	1.49	9	7.33	1.41	5	7.20	1.79	5	4.80	2.49
Economic growth*	10	8.30	1.95	8	6.25	1.58	16	7.75	1.24	6	8.67	1.03	9	8.11	1.45	11	7.45	2.50	15	6.67	1.45	10	7.00	1.94	8	6.25	1.83
Health*	6	7.33	1.97	8	6.13	1.89	10	8.10	.88	3	9.00	1.00	4	8.25	1.71	6	7.17	1.94	10	5.20	2.04	7	7.43	2.57	4	5.75	.96
Disaster risk management	7	7.00	2.16	3	6.67	.58	5	7.20	1.92	4	9.25	.50	4	9.00	2.00	5	6.80	1.92	8	5.75	2.25	6	7.50	2.88	3	5.00	1.00
Public sector governance/reform*	9	8.00	1.87	7	6.29	2.43	16	8.06	1.53	5	8.80	.84	11	8.82	.87	7	8.86	1.07	11	6.18	1.72	9	6.89	2.52	8	6.75	2.76
Job creation/employment*	8	7.38	1.30	7	4.86	2.41	13	6.92	1.89	5	8.40	1.34	6	7.67	1.37	7	6.57	3.15	15	4.67	2.02	8	7.13	1.96	6	5.17	1.94
Financial markets	8	7.63	2.56	5	6.00	2.92	6	7.67	1.51	5	8.40	1.34	8	7.88	.99	7	8.29	1.60	11	6.64	1.91	6	7.67	.52	6	6.00	3.22
Energy*	6	7.17	1.47	7	6.86	1.95	10	8.00	1.05	4	9.00	.82	11	8.45	1.21	7	8.00	1.15	11	6.55	2.38	6	7.83	.75	6	6.00	1.26
Agriculture and rural development	9	7.33	2.40	7	6.29	1.60	12	8.25	1.42	6	8.67	.82	11	7.00	2.49	9	8.11	1.27	13	6.77	1.64	8	7.13	1.55	6	6.67	2.25
Global/regional integration	6	7.50	1.64	6	7.67	1.03	8	8.25	1.16	5	8.60	1.14	6	6.83	1.94	5	7.80	.45	8	7.63	1.30	7	8.14	.90	2	5.50	.71
Food safety	4	7.00	.82	6	7.00	1.10	5	8.00	1.58	5	8.60	1.14	4	7.50	2.08	6	8.00	1.67	7	5.57	1.72	5	7.80	1.79	2	6.00	0.00
Education	8	7.63	2.00	6	6.50	1.52	10	7.80	1.40	5	8.80	.84	7	8.14	2.19	7	7.71	1.89	11	6.36	2.20	9	7.56	1.88	4	6.00	.82
Social protection	8	7.75	2.19	5	7.60	1.82	9	7.67	1.32	5	7.80	1.92	8	7.38	1.60	7	7.43	1.99	10	5.70	1.64	5	7.80	.84	6	5.50	1.64
Climate change	5	6.40	1.14	5	6.80	2.28	7	7.71	1.50	3	8.67	1.53	5	7.40	2.41	4	7.50	1.91	10	5.90	2.42	5	7.60	1.67	3	5.33	.58
Municipal, urban, and regional development	8	8.13	1.73	6	7.17	1.72	11	7.82	1.78	5	8.60	.89	6	8.50	1.38	7	8.29	2.14	15	6.73	2.60	6	7.50	2.26	5	5.60	2.88
Environmental protection and natural resource management*	7	7.71	1.25	6	7.17	2.40	7	8.43	1.27	4	8.50	1.29	5	8.60	.89	7	8.71	.95	11	5.91	2.55	6	7.50	1.05	5	5.20	1.92
Internally displaced persons*	5	7.00	2.00	4	7.50	1.73	5	9.00	1.00	4	8.50	1.29	3	8.00	2.00	8	8.00	1.51	10	6.40	1.90	4	8.00	.82	3	5.33	.58
Youth development*	4	6.00	1.41	5	5.80	3.42	7	7.71	1.70	5	8.60	1.52	2	8.50	2.12	7	7.43	1.81	12	5.33	1.97	8	7.63	2.00	5	5.00	1.73
Tourism development*	6	7.17	2.23	6	7.50	1.38	8	7.88	1.13	7	8.71	.76	7	8.43	1.27	8	8.38	1.85	14	6.64	1.98	9	8.44	.73	5	5.20	1.92
Solid waste management	6	7.83	1.60	5	7.80	1.30	9	8.11	1.54	4	8.50	1.29	6	8.33	1.86	3	8.33	1.15	9	7.22	1.99	7	7.00	1.00	3	5.33	3.06
Air and water pollution	5	7.40	.89	6	6.50	2.35	6	7.17	2.14	4	8.25	1.50	2	9.00	1.41	3	8.00	1.00	11	6.09	2.12	6	7.00	.89	3	5.00	2.65

*Significantly different between stakeholder groups

C. World Bank Group Effectiveness and Results (continued)

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Office of parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral agency			Private sector org./ Financial sector/ Private banks			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	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Georgia?*	12	7.58	2.15	9	6.33	1.50	26	7.92	1.57	10	7.90	2.28	15	7.93	1.58	12	8.58	1.51	22	6.14	1.17	10	7.60	1.35	16	5.88	2.96

(1-To no degree at all, 10-To a very significant degree) *Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Office of parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral agency			Private sector org./ Financial sector/ Private banks			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	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Georgia*	11	8.36	2.20	7	7.00	2.00	25	7.88	1.51	8	7.75	2.49	13	8.54	1.13	11	8.73	1.10	22	6.27	1.58	10	8.20	1.55	15	6.93	2.63
The World Bank Group meets Georgia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	8	7.88	1.73	9	7.11	1.76	24	8.08	1.14	8	7.38	2.67	14	8.21	1.67	12	7.92	1.73	18	5.83	1.98	10	7.00	2.11	14	6.43	2.79

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																											
	Office of the President/ Prime Minister/ Minister			Office of parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral agency			Private sector org./ Financial sector/ Private banks			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	N	Mean	SD	N	Mean	SD	
How effectively does the World Bank Group help Georgia to mobilize finance for development from private sector sources?	7	8.29	1.25	6	7.33	.52	13	7.46	1.85	7	7.57	2.64	8	7.38	2.62	10	7.20	3.19	16	6.00	1.21	10	6.50	1.27	10	6.70	2.98	

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

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

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local gov.	Bilateral/ Multilateral agency	Private sector org./ Financial sector/ Private banks	CSO	Academia/ Research Institute/ Think Tank	Other
Weekly	8.3%	0.0%	18.5%	0.0%	6.3%	0.0%	0.0%	0.0%	12.5%
Monthly	16.7%	22.2%	14.8%	11.1%	25.0%	5.6%	16.0%	0.0%	0.0%
A few times a year	33.3%	55.6%	44.4%	22.2%	56.3%	61.1%	44.0%	40.0%	37.5%
Rarely	33.3%	22.2%	18.5%	44.4%	12.5%	5.6%	24.0%	30.0%	31.3%
Never	8.3%	0.0%	3.7%	22.2%	0.0%	27.8%	16.0%	30.0%	18.8%

In Georgia, 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)

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Office of parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral agency		Private sector org./ Financial sector/ Private banks			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	N	Mean	SD	N	Mean	SD
Are timely	9	8.11	1.36	7	7.29	.76	22	7.41	1.37	6	7.67	2.25	13	7.62	1.89	10	7.40	2.01	16	6.19	1.91	8	7.75	1.91	13	7.23	2.62
Include appropriate level of stakeholder involvement during preparation*	8	8.00	1.51	7	5.43	3.15	24	7.83	1.24	7	7.29	1.89	13	8.00	1.68	11	7.45	2.07	14	6.00	1.88	8	7.25	2.19	12	7.08	2.07
Lead to practical solutions*	9	8.44	1.13	9	6.56	1.42	23	8.00	1.13	8	7.88	1.89	13	7.77	1.42	13	7.85	1.91	17	5.76	1.82	9	7.67	2.12	11	6.91	2.55
Are accessible (well written and easy to understand)	9	8.33	1.58	9	7.33	1.41	23	8.30	1.06	8	7.13	2.42	13	8.69	1.18	13	6.92	2.56	18	7.00	2.47	8	7.38	2.39	12	7.50	2.65
Are source of relevant information on global good practices	9	8.67	1.22	8	8.00	2.51	23	8.26	1.25	7	7.43	2.44	15	8.60	1.18	13	7.85	2.61	18	7.28	2.44	9	8.33	1.50	11	6.82	2.52
Are adequately disseminated*	8	8.25	1.49	8	6.13	1.96	22	8.36	1.22	6	7.17	2.71	15	8.07	1.62	12	7.25	2.42	19	5.89	2.38	9	7.44	2.24	13	6.54	2.88
Are translated enough into local language*	7	7.57	1.27	7	7.29	1.98	20	6.25	2.49	7	7.86	2.19	6	8.83	.98	11	6.73	3.61	12	5.67	2.27	10	7.30	2.26	9	4.22	2.59
Are adaptable to Georgia's specific development challenges and country circumstances*	9	8.56	1.51	9	6.89	1.76	23	7.87	1.42	9	7.33	2.50	13	8.15	1.14	12	7.42	2.47	17	5.41	2.37	9	7.44	2.35	11	7.82	2.18

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Office of parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral agency			Private sector org./ Financial sector/ Private banks			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	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?	12	8.00	2.04	9	7.78	2.11	26	8.35	1.57	9	8.33	2.60	15	8.53	1.25	15	8.40	1.64	23	7.48	1.73	11	8.91	1.51	15	8.67	1.84
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	11	7.82	2.27	9	7.33	1.41	25	7.96	1.24	8	7.75	2.71	14	8.64	1.01	13	8.23	1.24	20	7.20	1.51	10	7.50	2.01	14	6.79	2.55

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

E. Working with the World Bank Group

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

	Which of the following best describes your current position?																											
	Office of the President/ Prime Minister/ Minister			Office of parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral agency			Private sector org./ Financial sector/ Private banks			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	N	Mean	SD	N	Mean	SD	
The World Bank Group disburses funds promptly	9	7.67	1.66	4	6.75	1.89	20	6.30	2.03	5	7.00	3.16	4	7.00	1.83	9	5.33	3.24	10	5.50	1.65	6	7.50	1.38	6	5.33	3.20	
The World Bank Group effectively monitors and evaluates the projects and programs it supports	9	8.22	1.30	5	7.40	1.52	24	7.79	1.64	5	7.20	2.77	7	8.29	1.70	11	7.82	2.14	12	6.17	1.80	8	8.13	2.47	8	6.25	2.92	
The World Bank Group's approvals and reviews are done in a timely fashion	10	7.10	2.51	4	6.75	1.89	23	6.70	1.79	5	6.60	3.13	9	7.78	2.11	11	6.27	2.72	11	5.55	1.97	7	7.86	2.48	4	4.75	2.36	
The World Bank Group's "Safeguard Policy" requirements are reasonable	7	8.00	1.41	4	6.75	2.63	21	7.43	1.69	4	7.25	3.40	6	9.50	.55	8	7.88	2.17	12	6.25	2.90	8	8.88	1.73	5	6.20	2.68	
The World Bank Group's conditions on its lending are reasonable*	8	7.63	1.69	4	7.25	1.71	17	7.41	1.58	5	7.00	3.16	7	9.14	.69	11	7.73	1.62	9	5.89	1.54	7	8.14	1.35	8	5.75	2.25	
The World Bank Group takes decisions quickly in Georgia	11	6.82	2.75	5	7.20	1.48	23	6.61	1.88	6	6.50	2.81	9	6.89	2.32	11	6.18	2.60	11	5.36	1.63	6	8.00	2.19	6	5.67	2.88	
Working with the World Bank Group increases Georgia's institutional capacity and knowledge base	9	7.89	1.36	7	8.71	1.38	25	8.08	1.44	8	8.13	2.59	11	8.64	1.12	14	8.71	1.59	17	6.71	1.72	10	8.00	2.31	11	8.18	1.78	
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	9	7.56	2.55	5	9.00	1.22	21	7.95	1.47	6	8.17	3.13	6	8.67	1.21	7	8.71	1.11	11	7.55	1.63	7	8.57	1.27	5	7.40	2.51	

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Office of parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local gov.	Bilateral/ Multilateral agency	Private sector org./ Financial sector/ Private banks	CSO	Academia/ Research Institute/ Think Tank	Other
Offer more innovative financial products	25.0%	44.4%	30.8%	45.5%	13.3%	27.8%	8.0%	27.3%	35.3%
Ensure greater selectivity in its work	0.0%	11.1%	7.7%	0.0%	6.7%	0.0%	8.0%	0.0%	17.6%
Provide more adequate data/knowledge/statistics/figures on Georgia's economy	0.0%	22.2%	0.0%	0.0%	0.0%	5.6%	16.0%	9.1%	5.9%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	16.7%	0.0%	15.4%	18.2%	13.3%	11.1%	8.0%	18.2%	0.0%
Work more with civil society and beneficiary representatives*	0.0%	11.1%	15.4%	9.1%	13.3%	11.1%	48.0%	27.3%	11.8%
Increase the level of capacity development in the country	33.3%	11.1%	23.1%	36.4%	13.3%	22.2%	28.0%	27.3%	17.6%
Improve the quality of its experts as related to Georgia's specific challenges	16.7%	11.1%	7.7%	0.0%	0.0%	5.6%	8.0%	9.1%	11.8%
Offer more innovative knowledge services	0.0%	11.1%	3.8%	9.1%	20.0%	11.1%	20.0%	18.2%	17.6%
Collaborate more effectively with Government clients (e.g., national, state, local)*	25.0%	11.1%	19.2%	36.4%	13.3%	0.0%	4.0%	9.1%	35.3%
Work faster	16.7%	11.1%	0.0%	9.1%	6.7%	11.1%	4.0%	0.0%	5.9%
Reduce the complexity of obtaining World Bank Group financing	8.3%	11.1%	15.4%	9.1%	13.3%	16.7%	8.0%	9.1%	23.5%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	8.3%	11.1%	7.7%	18.2%	6.7%	5.6%	8.0%	18.2%	0.0%
Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies*	0.0%	11.1%	3.8%	0.0%	26.7%	0.0%	8.0%	9.1%	0.0%
Leverage the private sector more (i.e., mobilize private sector development)	16.7%	11.1%	30.8%	9.1%	26.7%	33.3%	12.0%	9.1%	5.9%
Work more with private sector*	0.0%	11.1%	7.7%	0.0%	0.0%	27.8%	4.0%	9.1%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	6.7%	5.6%	0.0%	0.0%	5.9%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local gov.	Bilateral/ Multilateral agency	Private sector org./ Financial sector/ Private banks	CSO	Academia/ Research Institute/ Think Tank	Other
Financial services	41.7%	11.1%	50.0%	27.3%	6.7%	47.1%	20.0%	63.6%	41.2%
Knowledge products	8.3%	22.2%	26.9%	36.4%	46.7%	29.4%	32.0%	9.1%	29.4%
Convening services	8.3%	0.0%	0.0%	0.0%	6.7%	0.0%	4.0%	9.1%	5.9%
None of the above	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
The combination is appropriate for Georgia	33.3%	66.7%	19.2%	27.3%	33.3%	17.6%	36.0%	18.2%	5.9%
Don't know	8.3%	0.0%	3.8%	9.1%	6.7%	5.9%	8.0%	0.0%	11.8%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Office of parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local gov.	Bilateral/ Multilateral agency	Private sector org./ Financial sector/ Private banks	CSO	Academia/ Research Institute/ Think Tank	Other
Local radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	5.9%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)*	41.7%	44.4%	37.0%	72.7%	12.5%	38.9%	62.5%	36.4%	0.0%
International newspapers*	0.0%	11.1%	0.0%	0.0%	18.8%	5.6%	0.0%	0.0%	0.0%
Local television	8.3%	22.2%	29.6%	36.4%	25.0%	22.2%	12.5%	27.3%	58.8%
Internet	66.7%	88.9%	77.8%	63.6%	81.3%	83.3%	83.3%	90.9%	82.4%
Periodicals	25.0%	11.1%	14.8%	0.0%	6.3%	5.6%	4.2%	9.1%	11.8%
International television	0.0%	11.1%	7.4%	0.0%	0.0%	5.6%	4.2%	9.1%	5.9%
Local newspapers*	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	4.2%	0.0%	5.9%
Other	16.7%	0.0%	3.7%	0.0%	12.5%	5.6%	12.5%	0.0%	5.9%

*Significantly different between stakeholder groups

G. Communication and Information Sharing (continued)

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Office of parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local gov.	Bilateral/ Multilateral agency	Private sector org./ Financial sector/ Private banks	CSO	Academia/ Research Institute/ Think Tank	Other
World Bank Group's publications and other written materials	9.1%	0.0%	29.6%	18.2%	37.5%	27.8%	33.3%	27.3%	17.6%
e-Newsletters	18.2%	55.6%	40.7%	27.3%	25.0%	27.8%	33.3%	45.5%	35.3%
World Bank Group's seminars/workshops/conferences	18.2%	55.6%	33.3%	54.5%	25.0%	22.2%	29.2%	27.3%	41.2%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	5.9%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	54.5%	33.3%	25.9%	27.3%	50.0%	38.9%	25.0%	36.4%	47.1%
World Bank Group's website	27.3%	22.2%	14.8%	18.2%	37.5%	16.7%	45.8%	36.4%	17.6%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	54.5%	11.1%	33.3%	27.3%	12.5%	38.9%	20.8%	18.2%	5.9%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	11.8%

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local gov.	Bilateral/ Multilateral agency	Private sector org./ Financial sector/ Private banks	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	54.5%	55.6%	37.0%	9.1%	33.3%	17.6%	33.3%	27.3%	0.0%
No	45.5%	44.4%	63.0%	90.9%	66.7%	82.4%	66.7%	72.7%	100.0%

*Significantly different between stakeholder groups

Do you have reliable access to the Internet?

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local gov.	Bilateral/ Multilateral agency	Private sector org./ Financial sector/ Private banks	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	100.0%	96.3%	100.0%	100.0%	100.0%	100.0%	100.0%	93.8%
No	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local gov.	Bilateral/ Multilateral agency	Private sector org./ Financial sector/ Private banks	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	75.0%	87.5%	80.8%	30.0%	93.8%	50.0%	75.0%	81.8%	66.7%
No	25.0%	12.5%	19.2%	70.0%	6.3%	50.0%	25.0%	18.2%	33.3%

*Significantly different between stakeholder groups

G. Communication and Information Sharing (continued)

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local gov.	Bilateral/ Multilateral agency	Private sector org./ Financial sector/ Private banks	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	63.6%	25.0%	44.4%	36.4%	25.0%	44.4%	41.7%	45.5%	37.5%
No	36.4%	75.0%	55.6%	63.6%	75.0%	55.6%	58.3%	54.5%	62.5%

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local gov.	Bilateral/ Multilateral agency	Private sector org./ Financial sector/ Private banks	CSO	Academia/ Research Institute/ Think Tank	Other
Weekly	18.2%	0.0%	14.8%	18.2%	6.7%	5.6%	8.3%	0.0%	11.8%
Monthly	18.2%	55.6%	14.8%	9.1%	26.7%	5.6%	12.5%	22.2%	11.8%
A few times a year	27.3%	33.3%	40.7%	18.2%	40.0%	38.9%	33.3%	33.3%	47.1%
Rarely	18.2%	11.1%	25.9%	54.5%	13.3%	27.8%	33.3%	33.3%	11.8%
Never	18.2%	0.0%	3.7%	0.0%	13.3%	22.2%	12.5%	11.1%	17.6%

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Office of parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local government			Bilateral/ Multilateral agency			Private sector org./ Financial sector/ Private banks			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	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	8	7.00	1.51	8	7.75	.89	24	7.58	1.53	9	8.00	2.06	14	7.79	1.93	10	7.20	2.49	18	6.89	2.03	10	7.10	2.38	11	6.18	2.79
I find the information on the World Bank Group's websites useful	8	8.00	1.51	8	8.75	1.04	24	8.38	1.31	9	8.44	1.94	15	8.27	1.49	11	8.18	1.25	20	8.15	1.50	10	8.00	1.76	12	7.67	2.39
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	7	7.71	1.50	3	8.00	1.00	22	8.05	1.29	7	8.29	2.21	5	7.00	3.67	7	8.43	.53	14	6.93	1.73	8	8.63	1.30	8	6.25	2.92

H. Background Information

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Office of parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local gov.	Bilateral/ Multilateral agency	Private sector org./ Financial sector/ Private banks	CSO	Academia/ Research Institute/ Think Tank	Other
The World Bank (IBRD)	50.0%	70.0%	81.5%	55.6%	82.4%	45.0%	60.0%	62.5%	41.7%
The International Finance Corporation (IFC)	16.7%	10.0%	3.7%	22.2%	11.8%	35.0%	15.0%	12.5%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Other	16.7%	20.0%	14.8%	22.2%	5.9%	20.0%	25.0%	25.0%	50.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister/ Minister	Office of parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local gov.	Bilateral/ Multilateral agency	Private sector org./ Financial sector/ Private banks	CSO	Academia/ Research Institute/ Think Tank	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)	15.4%	10.0%	6.5%	33.3%	27.8%	25.0%	38.5%	27.3%	26.7%
Use World Bank Group reports/data	38.5%	60.0%	25.8%	22.2%	44.4%	30.0%	38.5%	63.6%	33.3%
Engage in World Bank Group related/sponsored events/activities	23.1%	10.0%	45.2%	33.3%	38.9%	35.0%	7.7%	36.4%	13.3%
Collaborate as part of my professional duties	61.5%	30.0%	58.1%	33.3%	55.6%	40.0%	19.2%	27.3%	46.7%
Use World Bank Group website for information, data, research, etc.*	7.7%	20.0%	12.9%	22.2%	5.6%	15.0%	50.0%	9.1%	13.3%

*Significantly different between stakeholder groups

Appendix C: Responses to Selected Questions by Levels of Collaboration¹⁸

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY18 Georgia 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 Georgia, in which sectors do you believe the World Bank Group should focus most of its resources in Georgia?”

● Collaborating with the WBG N=79 ● Not collaborating with the WBG N=87

B. Overall Attitudes toward the World Bank Group

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Georgia?*	78	6.94	1.84	85	5.67	2.36

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Georgia.	76	7.30	1.90	72	6.93	2.13

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Georgia solve its most complicated development challenges?	71	7.76	1.74	64	7.20	2.05

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

¹⁸Only 166 respondents provided information about whether they collaborated with the WBG, therefore, only responses from these individuals were analyzed.

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Health	7.8%	6.0%
Transport	13.0%	6.0%
Agriculture and rural development	20.8%	29.8%
Global/regional integration	3.9%	8.3%
Youth development	10.4%	17.9%
Job creation/employment	28.6%	17.9%
Public sector governance/reform	18.2%	17.9%
Social protection	5.2%	9.5%
Municipal, urban, and regional development	23.4%	11.9%
Education	39.0%	52.4%
Energy	3.9%	2.4%
Tourism development	9.1%	6.0%
Gender equity	0.0%	0.0%
Financial markets	7.8%	3.6%
Economic growth*	36.4%	21.4%
Private sector development	20.8%	26.2%
Water supply and sanitation	1.3%	1.2%
Food safety	2.6%	0.0%
Climate change	2.6%	2.4%
Information and communications technology	3.9%	2.4%
Trade and exports	10.4%	11.9%
Internally displaced persons	0.0%	1.2%
Environmental protection and natural resource management	3.9%	7.1%
Solid waste management	1.3%	1.2%
Poverty reduction	16.9%	22.6%
Anti corruption	0.0%	4.8%
Disaster risk management	1.3%	2.4%
Air and water pollution	2.6%	1.2%

*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 Georgia?

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)	37	7.65	1.78	30	7.30	2.22
Development Policy Financing (DPF)	36	7.53	1.70	27	7.70	1.38
Advisory Services and Analytical Work	50	7.92	1.24	34	7.88	1.70
Trust funds and grants	30	7.20	1.79	28	7.39	2.11
MIGA Guarantees	17	6.94	1.95	13	7.38	1.39
IFC Investment Services	31	7.52	1.63	22	8.05	1.50
IFC Advisory Services	29	7.31	1.98	20	7.45	1.57

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

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Georgia	68	7.82	1.67	73	7.32	2.15
The World Bank Group's work is aligned with what I consider the development priorities for Georgia*	65	7.74	1.89	68	6.99	2.11

*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 Georgia, in terms of each of the following?

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	56	7.88	1.58	58	6.90	1.93
Flexibility (in terms of the institution's products and services)	54	6.87	1.91	52	6.29	1.90
Flexibility (in terms of changing country circumstances)	60	6.90	1.95	52	6.54	1.82
Being inclusive	52	7.25	1.99	51	6.78	2.00
Openness (sharing data and other information)	59	7.92	1.73	59	7.17	2.32
Collaboration with the Government	59	8.41	1.57	58	8.05	1.99
The speed in which it gets things accomplished on the ground	58	7.07	1.95	52	6.87	1.76
Helping to bring discipline/effective supervision to implementation of investment projects	50	7.70	1.78	47	7.38	1.88
Collaboration with civil society	41	7.02	2.09	54	6.09	2.47
Staff accessibility*	59	7.73	1.87	52	6.73	2.24
Collaboration with other donors and development partners*	51	8.12	1.96	43	7.28	1.84
Collaboration with the private sector	43	7.42	1.83	43	6.77	2.03
Straightforwardness and honesty	55	8.04	1.93	47	7.43	2.00
Treating clients and stakeholders in Georgia with respect	56	8.59	1.65	50	8.12	1.62
Being a long-term partner*	59	8.76	1.22	56	8.07	1.80

*Significantly different between collaborators and non-collaborators

C. World Bank Group's Effectiveness and Results

In Georgia, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ...? ? (1-To no degree at all, 10-To a very significantly degree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Gender	42	6.90	2.42	52	6.90	2.58
The impact of climate change	41	6.54	2.42	50	6.54	2.43

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Gender equity	35	7.11	2.18	35	7.00	2.13
Information and communications technology	32	7.63	1.58	24	7.08	2.04
Transport	45	8.67	1.60	39	8.10	1.83
Poverty reduction	43	7.33	1.77	50	6.42	2.60
Anti corruption	34	6.97	2.24	32	7.09	2.35
Private sector development	47	7.06	1.93	39	7.21	2.07
Water supply and sanitation	28	7.86	1.56	32	7.59	1.95
Trade and exports	35	7.23	1.96	26	7.62	1.75
Economic growth	47	7.53	1.56	48	7.21	2.04
Health	29	7.07	2.05	31	6.94	2.08
Disaster risk management	23	7.52	1.88	24	6.67	2.46
Public sector governance/reform	42	8.00	1.61	43	7.23	2.33
Job creation/employment	39	6.79	1.98	38	5.92	2.53
Financial markets	34	7.32	1.80	30	7.40	2.30
Energy	39	7.67	1.75	31	7.35	1.60
Agriculture and rural development	46	7.30	2.06	37	7.46	1.63
Global/regional integration	32	7.66	1.38	23	7.87	1.32
Food safety	26	7.23	1.80	20	7.45	1.61
Education	34	7.53	1.74	35	7.26	2.03
Social protection	34	7.26	1.76	31	7.00	1.93
Climate change	22	7.05	1.89	27	6.89	2.14
Municipal, urban, and regional development	40	7.73	1.81	31	7.29	2.52
Environmental protection and natural resource management	31	7.90	1.74	29	6.93	2.17
Internally displaced persons	24	7.92	1.72	24	7.08	1.77
Youth development	27	7.15	1.92	30	6.37	2.50
Tourism development	41	7.76	1.55	31	7.45	2.08
Solid waste management	26	7.92	1.72	28	7.39	1.77
Air and water pollution	20	7.15	2.06	28	6.79	1.91

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Georgia?	65	7.54	1.86	69	7.04	2.12

(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 Georgia?

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Georgia	60	7.87	1.80	64	7.42	2.05
The World Bank Group meets Georgia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	58	7.93	1.58	61	6.72	2.29

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group help Georgia to mobilize finance for development from private sector sources?*	42	7.55	1.86	47	6.60	2.26

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

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

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

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely	56	7.48	1.75	50	7.14	2.00
Include appropriate level of stakeholder involvement during preparation	55	7.56	2.02	51	6.92	1.92
Lead to practical solutions	60	7.68	1.76	54	7.07	1.94
Are accessible (well written and easy to understand)*	61	8.03	1.64	54	7.24	2.39
Are source of relevant information on global good practices*	62	8.31	1.51	53	7.49	2.40
Are adequately disseminated*	59	7.76	1.86	55	6.76	2.47
Are translated enough into local language	46	6.70	2.61	45	6.60	2.61
Are adaptable to Georgia's specific development challenges and country circumstances	60	7.70	1.88	54	7.04	2.32

*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	66	8.33	1.66	71	8.17	1.86
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	65	8.08	1.53	61	7.31	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)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	44	6.59	2.17	31	6.16	2.50
The World Bank Group effectively monitors and evaluates the projects and programs it supports	52	7.46	2.02	39	7.56	2.09
The World Bank Group's approvals and reviews are done in a timely fashion	52	6.58	2.39	34	6.82	2.17
The World Bank Group's "Safeguard Policy" requirements are reasonable	40	7.58	2.07	37	7.51	2.43
The World Bank Group's conditions on its lending are reasonable	44	7.64	1.82	34	6.94	1.98
The World Bank Group takes decisions quickly in Georgia	53	6.42	2.28	37	6.68	2.29
Working with the World Bank Group increases Georgia's institutional capacity and knowledge base	60	8.22	1.70	54	7.83	1.81
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	43	8.28	1.79	36	7.83	1.81

G. Communication and Information Sharing

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	61	7.43	2.19	52	7.17	1.77
I find the information on the World Bank Group's websites useful	63	8.29	1.57	55	8.15	1.56
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	43	7.79	1.92	39	7.64	1.91

Appendix D: Responses to Select Questions by Year¹⁹

All data presented in this appendix are weighted. As a result, means of the FY 2018 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2016 respondents and the total number of respondents indicated may differ from those reported in the FY 2016 COS report.

FY 2016 Number of comparable respondents = 156 • FY 2018 Number of comparable respondents = 162

By weighting, the FY 2018 and FY 2016 samples have the same stakeholder composition and thus are comparable. The stakeholder groups which do not have respondents in both years are not included in the comparison. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY16	FY18
Office of the President/ Prime Minister/ Minister	10%	10%
Office of Parliamentarian	5%	5%
Government Institutions	25%	25%
Local Government	10%	10%
Bilateral/Multilateral Agency	10%	10%
Private Sector	15%	15%
Civil Society	15%	15%
Academia/Research Institute/Think Tank	5%	5%
Media	5%	5%

A. General Issues facing Georgia

In general would you say that Georgia is headed in?

Percentage of Respondents	FY16	FY18
The right direction	84.5%	81.4%
The wrong direction	4.1%	6.8%
Not sure	11.5%	11.8%

B. Overall Attitudes toward the World Bank Group

	year					
	FY 2016			FY 2018		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Georgia?*	155	7.06	2.08	158	6.33	2.21

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY18 and FY16 respondents

	year					
	FY 2016			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Georgia.	138	7.66	1.86	144	7.23	1.98

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

¹⁹ Only those questions that were asked in the FY '16 and FY '18 country opinion surveys, with similar response scales/options, are presented.

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

	year					
	FY 2016			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Georgia solve its most complicated development challenges?*	125	8.21	1.55	131	7.57	1.87

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY18 and FY16 respondents

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

	year					
	FY 2016			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Georgia	143	7.74	1.74	136	7.61	1.95
The World Bank Group's work is aligned with what I consider the development priorities for Georgia	141	7.46	1.81	129	7.46	2.06

(1-Strongly disagree, 10-Strongly agree)

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

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

	year					
	FY 2016			FY 2018		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	128	7.18	1.69	110	7.46	1.83
Flexibility (in terms of the institution's products and services)	122	6.49	1.97	101	6.70	1.93
Flexibility (in terms of changing country circumstances)	123	6.45	1.98	107	6.86	1.89
Being inclusive	120	6.88	2.06	98	7.15	1.95
Openness (sharing data and other information)	132	7.52	2.00	112	7.60	2.07
Collaboration with the Government	134	8.36	1.42	113	8.22	1.86
The speed in which it gets things accomplished on the ground	116	6.81	1.99	106	7.02	1.86
Helping to bring discipline/effective supervision to implementation of investment projects				93	7.57	1.84
Collaboration with civil society	113	6.91	2.20	91	6.60	2.28
Staff accessibility	123	7.39	2.07	106	7.36	2.04
Collaboration with other donors and development partners	111	7.63	1.78	88	7.84	1.90
Collaboration with the private sector	107	6.84	2.01	83	7.16	1.96
Straightforwardness and honesty	120	7.99	1.79	99	7.87	1.94
Treating clients and stakeholders in Georgia with respect	122	8.42	1.65	103	8.42	1.62
Being a long-term partner	131	8.62	1.71	110	8.47	1.56

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 Georgia?

	year					
	FY 2016			FY 2018		
	N	Mean	SD	N	Mean	SD
Gender equity ("gender" in FY16)	59	6.37	1.92	67	7.04	2.18
Information and communications technology	65	6.80	2.08	54	7.38	1.81
Transport	110	8.19	1.66	80	8.44	1.72
Poverty reduction	107	6.80	2.05	89	6.87	2.30
Anti corruption	66	6.57	2.40	63	7.11	2.23
Private sector development	91	6.98	2.17	84	7.16	2.03
Water supply and sanitation ("water and sanitation" in FY16)	77	7.12	2.08	56	7.70	1.72
Trade and exports	75	6.98	1.82	61	7.41	1.86
Economic growth	103	7.59	1.99	91	7.47	1.82
Health	77	7.07	2.10	56	7.06	1.99
Disaster risk management ("disaster management" in FY16)*	48	5.86	2.42	45	7.10	2.17
Public sector governance/reform	96	7.32	2.12	82	7.71	1.98
Job creation/employment	88	6.37	2.06	72	6.47	2.27
Financial markets	89	6.65	2.50	61	7.37	2.08
Energy	79	7.42	1.82	65	7.58	1.62
Agriculture and rural development	90	7.11	2.06	78	7.45	1.87
Global/regional integration*	72	6.97	1.97	52	7.72	1.36
Food safety				43	7.37	1.65
Education*	94	6.71	2.22	65	7.50	1.83
Social protection	74	6.53	2.62	63	7.15	1.85
Climate change	60	6.34	2.13	44	7.01	1.94
Municipal, urban, and regional development	94	7.30	1.77	67	7.63	2.11
Environmental protection and natural resource management				56	7.53	1.95
Internally displaced persons	76	6.71	2.41	46	7.51	1.76
Youth development	56	6.20	2.36	53	6.80	2.20
Tourism development ("tourism" in FY16)	76	7.05	2.21	67	7.66	1.80
Solid waste management ("waste management" in FY16)	65	7.04	2.09	50	7.69	1.74
Air and water pollution				44	6.98	1.92

(1-Not effective at all, 10-Very effective) *Significantly different between FY18 and FY16 respondents.

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

	year					
	FY 2016			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Georgia?	141	7.71	1.69	130	7.40	1.98

(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 Georgia?

	year					
	FY 2016			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Georgia	141	7.68	1.81	119	7.75	1.91
The World Bank Group meets Georgia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	132	7.39	1.98	115	7.38	2.06

(1-Strongly disagree, 10-Strongly agree)

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	FY16	FY18
Weekly	8.5%	6.6%
Monthly	14.4%	12.4%
A few times a year	48.4%	45.3%
Rarely	24.8%	23.4%
Never	3.9%	12.4%

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

	year					
	FY 2016			FY 2018		
	N	Mean	SD	N	Mean	SD
Are timely	123	7.32	1.91	101	7.35	1.87
Include appropriate level of stakeholder involvement during preparation	119	7.14	1.97	102	7.32	1.92
Lead to practical solutions	124	7.33	1.95	110	7.50	1.83
Are accessible (well written and easy to understand)	132	7.51	2.04	110	7.67	2.07
Are source of relevant information on global good practices	128	7.80	1.99	111	7.92	2.03
Are adequately disseminated	123	6.95	2.28	108	7.30	2.25
Are translated enough into local language	102	6.75	2.52	88	6.62	2.64
Are adaptable to Georgia's specific development challenges and country circumstances	132	7.10	2.01	109	7.45	2.10

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

	year					
	FY 2016			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	147	8.71	1.44	132	8.27	1.77
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	135	8.26	1.54	121	7.75	1.81

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

*Significantly different between FY18 and FY16 respondents.

E. Working with the World Bank Group

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

	year					
	FY 2016			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	98	6.52	1.98	72	6.46	2.33
The World Bank Group effectively monitors and evaluates the projects and programs it supports	122	7.60	1.80	87	7.61	1.95
The World Bank Group's approvals and reviews are done in a timely fashion	103	6.50	2.28	84	6.68	2.28
The World Bank Group's "Safeguard Policy" requirements are reasonable	76	7.62	1.93	73	7.57	2.19
The World Bank Group's conditions on its lending are reasonable	85	7.68	1.93	75	7.38	1.90
The World Bank Group takes decisions quickly in Georgia	110	6.41	2.14	88	6.50	2.30
Working with the World Bank Group increases Georgia's institutional capacity and knowledge base	133	8.12	1.86	110	8.11	1.72
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	94	7.78	1.68	76	8.09	1.84

(1-Strongly disagree, 10-Strongly agree)

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

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

Percentage of Respondents	FY16	FY18
Financial services	40.8%	36.7%
Knowledge products	30.6%	27.3%
Convening services	2.0%	3.6%
None of the above	0.0%	.7%
The combination is appropriate for Georgia	22.4%	25.9%
Don't know	4.1%	5.8%

G. Communication and Information Sharing

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

Percentage of Respondents	FY16	FY18
Yes	22.4%	29.2%
No	77.6%	70.8%

Do you have reliable access to the Internet?

Percentage of Respondents	FY16	FY18
Yes	100.0%	99.3%
No	0.0%	.7%

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

Percentage of Respondents	FY16	FY18
Yes	82.5%	70.3%
No	17.5%	29.7%

*Significantly different between FY18 and FY16 respondents.

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

Percentage of Respondents	FY16	FY18
Yes	31.1%	41.7%
No	68.9%	58.3%

Please rate how much you agree with the following statements.

	year					
	FY 2016			FY 2018		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	116	7.65	1.86	108	7.36	1.93
I find the information on the World Bank Group's websites useful	118	8.42	1.49	113	8.26	1.49
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	62	7.77	2.24	79	7.78	1.84

(1-Strongly disagree, 10-Strongly agree)

Appendix E: 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 Georgia? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Georgia.	6.93	7.30	7.34	6.43	7.18	7.11	7.07	7.34	6.86	7.52	7.14	7.24
Overall the World Bank Group currently plays a relevant role in development in Georgia	7.32	7.82	7.79	6.75	7.54	7.62	7.37	8.11	7.28	7.95	7.63	7.37
The World Bank Group's work is aligned with what I consider the development priorities for Georgia	6.99	7.74	7.58	6.43	7.39	7.34	7.14	7.92	6.94	7.91	7.45	7.07
Responsiveness to needs	6.90	7.88	7.45	6.95	7.59	7.04	7.09	8.00	7.10	7.69	7.39	7.26
Flexibility (in terms of the institution's products and services)	6.29	6.87	6.67	6.30	6.85	6.30	6.35	7.19	6.44	6.81	6.59	6.67
Flexibility (in terms of changing country circumstances)	6.54	6.90	6.79	6.55	6.98	6.41	6.58	7.15	6.47	7.06	6.74	6.78
Being inclusive	6.78	7.25	7.13	6.47	7.42	6.51	6.72	7.76	6.75	7.32	7.07	6.78
Openness (sharing data and other information)	7.17	7.92	7.60	7.33	7.76	7.25	7.39	8.00	7.22	7.94	7.63	7.23
Collaboration with the Government	8.05	8.41	8.20	8.25	8.25	8.15	8.10	8.49	7.95	8.50	8.31	7.83
The speed in which it gets things accomplished on the ground	6.87	7.07	7.05	6.53	7.27	6.57	6.80	7.35	6.90	7.06	6.83	7.55
Helping to bring discipline/effective supervision to implementation of investment projects	7.38	7.70	7.64	7.24	7.70	7.33	7.28	8.16	7.40	7.76	7.53	7.70
Collaboration with civil society	6.09	7.02	6.81	5.52	6.86	5.92	5.94	7.86	6.25	6.87	6.67	5.96
Staff accessibility	6.73	7.73	7.50	6.27	7.57	6.77	6.93	8.13	6.88	7.68	7.36	6.87
Collaboration with other donors and development partners	7.28	8.12	7.99	6.78	7.95	7.46	7.43	8.43	7.63	7.89	7.75	7.78
Collaboration with the private sector	6.77	7.42	7.23	6.50	7.32	6.74	6.92	7.48	6.94	7.30	7.00	7.40
Straightforwardness and honesty	7.43	8.04	7.83	7.31	8.00	7.40	7.44	8.44	7.25	8.34	7.96	7.04
Treating clients and stakeholders in Georgia with respect	8.12	8.59	8.41	8.05	8.55	8.07	8.08	8.97	8.21	8.50	8.40	8.17
Being a long-term partner	8.07	8.76	8.48	8.05	8.49	8.28	8.27	8.75	8.13	8.70	8.50	8.04
To what extent does the World Bank Group's work help to achieve development results in Georgia?	7.04	7.54	7.45	6.76	7.47	7.08	7.00	8.08	6.89	7.87	7.40	7.00
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Georgia	7.42	7.87	7.95	6.60	7.67	7.67	7.31	8.54	7.30	8.13	7.81	7.08
The World Bank Group meets Georgia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	6.72	7.93	7.53	6.38	7.56	6.98	7.01	8.00	6.84	8.00	7.44	6.83
The World Bank Group knowledge work and activities are adaptable to Georgia's specific development challenges and country circumstances	7.04	7.70	7.55	6.35	7.29	7.40	7.04	8.03	7.00	7.70	7.43	6.90
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	8.17	8.33	8.42	7.66	8.19	8.36	8.20	8.38	8.06	8.52	8.30	8.07
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.31	8.08	7.88	6.95	7.78	7.63	7.51	8.21	7.28	8.27	7.79	7.44
The World Bank Group takes decisions quickly in Georgia	6.68	6.42	6.75	6.07	6.78	6.42	6.35	7.20	6.39	6.89	6.63	6.65
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	7.83	8.28	8.30	7.08	8.19	8.00	7.80	8.68	7.89	8.42	8.13	8.06

Yellow highlight indicates significant difference between Yes and No means.

Appendix F: Georgia FY18 COS Questionnaire



World Bank Group Country Survey FY 2018 – Georgia

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

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

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

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

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

SECTION A: GENERAL ISSUES FACING GEORGIA

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

A2. Listed below are a number of development priorities in Georgia.			
Please identify which of the following you consider the most important development priorities in Georgia. (Choose no more than THREE)			
1	Global/regional integration	15	Climate change (e.g., mitigation, adaptation)
2	Food safety	16	Poverty reduction
3	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Transport (e.g., roads, bridges, transportation)
4	Social protection (e.g., pensions, targeted social assistance)	18	Education
5	Gender equity (closing the gap between women and men, and boys and girls)	19	Municipal, urban, and regional development
6	Private sector development	20	Trade and exports
7	Tourism development	21	Anti corruption
8	Energy	22	Youth development
9	Job creation/employment	23	Environmental protection and natural resource management
10	Agriculture and rural development	24	Economic growth
11	Financial markets	25	Disaster risk management
12	Water supply and sanitation	26	Information and communications technology
13	Solid waste management	27	Internally displaced persons (e.g., housing, social inclusion)
14	Health	28	Air and water pollution

SECTION A: GENERAL ISSUES

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 Georgia? (Choose no more than THREE)

1	Water supply and sanitation	15	Anti corruption
2	Municipal, urban, and regional development	16	Education
3	Climate change (e.g., mitigation, adaptation)	17	Energy
4	Internally displaced persons (e.g., housing, social inclusion)	18	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
5	Global/regional integration	19	Solid waste management
6	Gender equity (closing the gap between women and men, and boys and girls)	20	Private sector development
7	Economic growth	21	Environmental protection and natural resource management
8	Social protection (e.g., pensions, targeted social assistance)	22	Health
9	Transport (e.g., roads, bridges, transportation)	23	Agriculture and rural development
10	Youth development	24	Disaster risk management
11	Information and communications technology	25	Job creation/employment
12	Trade and exports	26	Tourism development
13	Food safety	27	Financial markets
14	Air and water pollution		

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 Georgia? (Choose no more than TWO)

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in Georgia?									
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 Georgia.										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all								Very effective		Don't know

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

B4. When thinking about how the World Bank Group can have the most impact on development results in Georgia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Georgia? (Choose no more than THREE)			
1	Health	15	Economic growth
2	Transport (e.g., roads, bridges, transportation)	16	Private sector development
3	Agriculture and rural development	17	Water supply and sanitation
4	Global/regional integration	18	Food safety
5	Youth development	19	Climate change (e.g., mitigation, adaptation)
6	Job creation/employment	20	Information and communications technology
7	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21	Trade and exports
8	Social protection (e.g., pensions, targeted social assistance)	22	Internally displaced persons (e.g., housing, social inclusion)
9	Municipal, urban, and regional development	23	Environmental protection and natural resource management
10	Education	24	Solid waste management
11	Energy	25	Poverty reduction
12	Tourism development	26	Anti corruption
13	Gender equity (closing the gap between women and men, and boys and girls)	27	Disaster risk management
14	Financial markets	28	Air and water pollution

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 Georgia?

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Promoting knowledge sharing (i.e., international good practices and experiences)	<input type="checkbox"/>	<input type="checkbox"/>
10	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

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

1	Too influenced by developed countries
2	Not exploring alternative policy options
3	Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	The credibility of its knowledge/data
8	World Bank Group's processes too complex
9	Not willing to honestly criticize policies and reform efforts in the country
10	Staff too inaccessible
11	Not collaborating enough with private sector
12	Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies
13	World Bank Group's processes too slow
14	Inadequate World Bank Group's staffing in Georgia
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in Georgia
17	Not sufficiently focused on results
18	Not in it for the long term
19	Other (please specify): _____
20	Don't know

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

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Georgia? (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 Georgia Government's efforts to reduce poverty? (If you have NO exposure to/experience with the instruments listed below, please select "N/A")

		Not effective at all										Very effective	N/A
		1	2	3	4	5	6	7	8	9	10		
1	Investment Project Financing (IPF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Development Policy Financing (DPF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Advisory Services and Analytical Work	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Trust funds and grants	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	MIGA Guarantees	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	IFC Investment Services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	IFC Advisory Services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

B9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

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

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

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

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

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

1	The World Bank Group does not provide the government with consistent support throughout the reform effort
2	Poor donor coordination
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	There is not an adequate level of citizen/civil society participation
6	Poor coordination within the World Bank Group
7	Poor coordination within the Government
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	There is an inadequate level of private sector participation and support
11	Corruption
12	Other (please specify): _____

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

C1. In Georgia, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	Gender (i.e., closing the gap between women and men, and boys and girls)											<input type="checkbox"/>
2	The impact of climate change											<input type="checkbox"/>

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

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Georgia? *(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Water supply and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Food safety	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Municipal, urban, and regional development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Environmental protection and natural resource management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Internally displaced persons (e.g., housing, social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Youth development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Tourism development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Solid waste management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Air and water pollution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C3. To what extent does the World Bank Group's work help to achieve development results in Georgia?

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

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

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

C6. How effectively does the World Bank Group help Georgia to mobilize finance for development from private sector sources?

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

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 Georgia, 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																				<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation																				<input type="checkbox"/>
D4	Lead to practical solutions																				<input type="checkbox"/>
D5	Are accessible (well written and easy to understand)																				<input type="checkbox"/>
D6	Are source of relevant information on global good practices																				<input type="checkbox"/>
D7	Are adequately disseminated																				<input type="checkbox"/>
D8	Are translated enough into local language																				<input type="checkbox"/>
D9	Are adaptable to Georgia's specific development challenges and country circumstances																				<input type="checkbox"/>

D10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

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

D11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

SECTION E: WORKING WITH THE WORLD BANK GROUP

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

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

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

F2. When considering the combination of services that the World Bank Group offers in Georgia, 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 Georgia? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Georgia
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 Georgia? (Choose no more than TWO)			
1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)			
1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
4	Mobile phones	8	Other (please specify): _____

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

G7. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
G8	I find the World Bank Group's websites easy to navigate												<input type="checkbox"/>
G9	I find the information on the World Bank Group's websites useful												<input type="checkbox"/>
G10	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution												<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

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

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

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

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Georgia? (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 Georgia? (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 Georgia? (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 age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H9. Which best represents your geographic location?	
1	Tbilisi
2	Outside Tbilisi

Thank you for completing the survey!