

# FY 2018 Croatia Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



December 2018



## Acknowledgements

The Croatia Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jessica Cameron, Antonina Redko, and Calita Woods oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Croatia country team and the independent fielding agency Ipsos. In particular, PORG is grateful for the support from Vanja Frajtic (Communications Associate) who coordinated the survey related activities from Zagreb, Croatia.



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 Croatia.....                       | 7  |
| V. Overall Attitudes toward the World Bank Group.....        | 10 |
| VI. Sectoral Effectiveness.....                              | 15 |
| VII. How the World Bank Group Operates .....                 | 18 |
| VIII. World Bank Group’s Knowledge and Instruments .....     | 24 |
| IX. The Future Role of the World Bank Group in Croatia ..... | 28 |
| X. Communication and Outreach .....                          | 32 |
| XI. Appendices.....  | 36 |

## CROATIA





## I. Objectives

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

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

## II. Methodology

From May to June 2018, 519 stakeholders of the WBG in Croatia 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 143 stakeholders participated in the survey (28% response rate). Respondents received the questionnaires via the online survey platform Qualtrics.

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

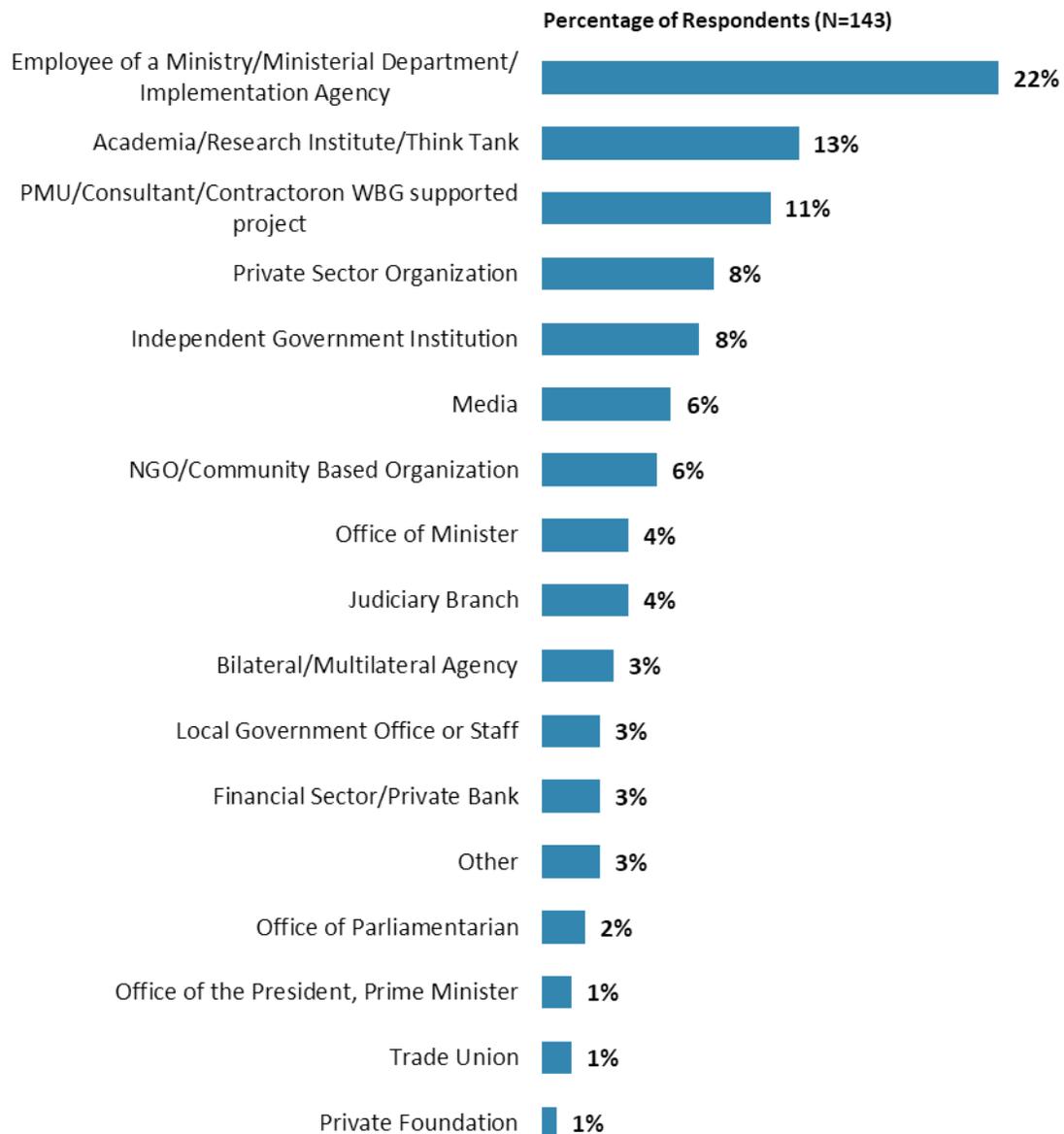
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'15 (response rate was 20%, N=175). Data were weighted to reach the same stakeholder composition in both years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'15 COS report and the non-weighted data presented in appendices A, B, C, D and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 72).



### III. Demographics of the Sample

#### Current Position

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



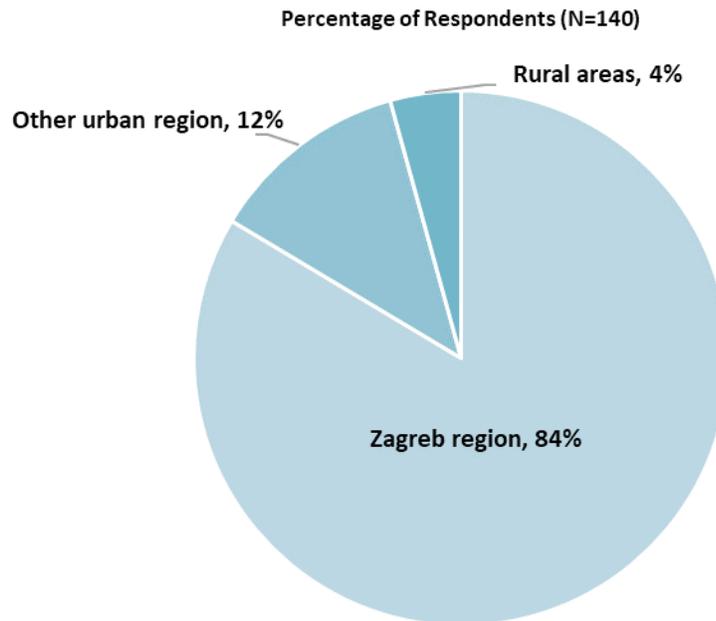
“Which of the following best describes your current position?” (Respondents chose from a list.)



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

#### Geographic Locations

- Because of the small number of respondents from outside the Zagreb region, all other geographic locations were combined in the “Other” category. Geographic location comparisons can be found in Appendix C (page 64).



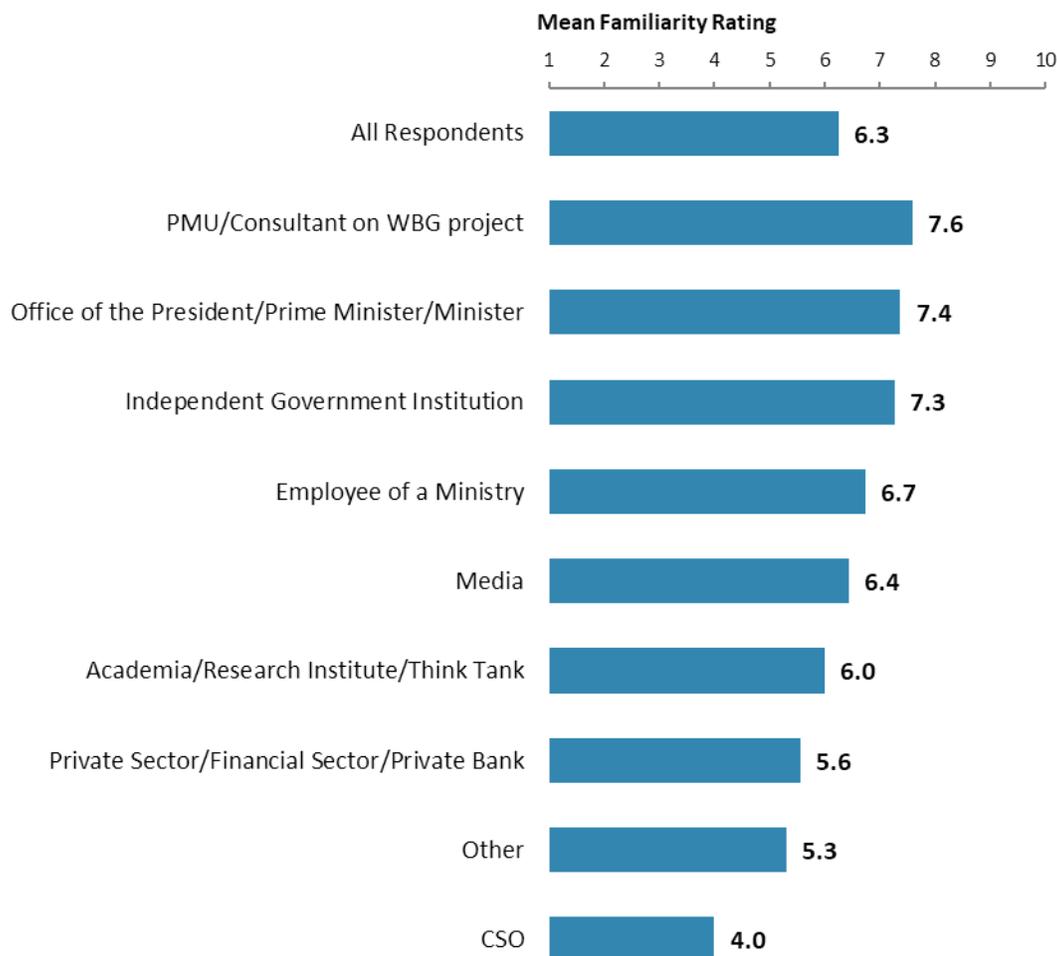
"Which best represents your geographic location?"  
(Respondents chose from a list.)



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'15 Country Survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'18 = 6.1; weighted mean in FY'15 = 6.3)<sup>1</sup>.
- Respondents' levels of familiarity with the WBG were significantly correlated with their ratings of the WBG's overall effectiveness in Croatia, and with their ratings of the extent to which the WBG plays a relevant role in development in Croatia.



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

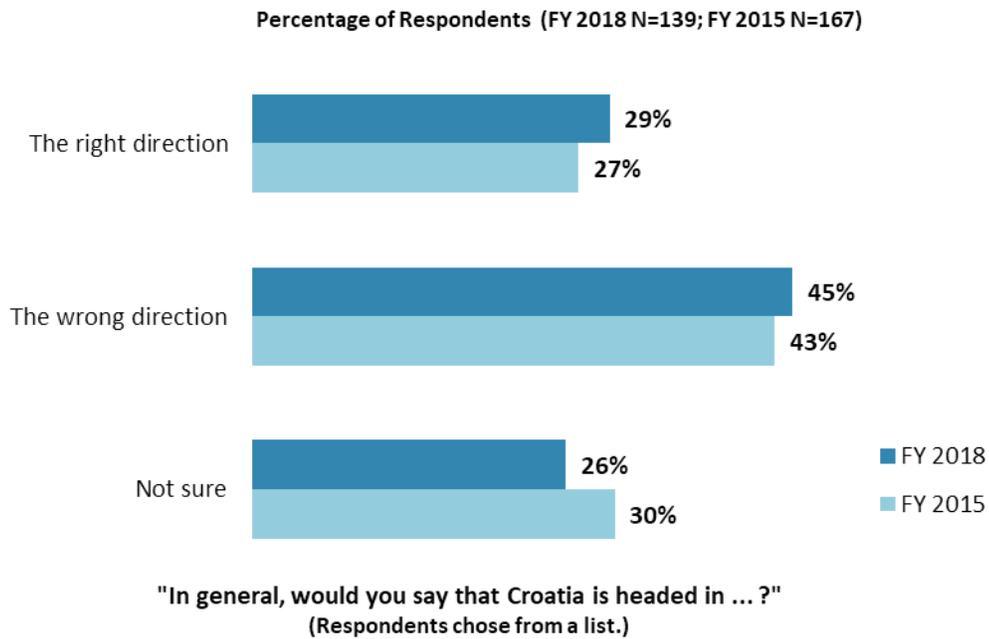
<sup>1</sup> Please refer to Appendix E (page 72) for more details on weighting. The means in the chart were calculated based on un-weighted data.



## IV. General Issues Facing Croatia

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

- **Stakeholder groups:** In this year's Country Survey, respondents from the Office of the President/Prime Minister/Minister and independent government institutions were significantly more likely to indicate that Croatia is headed in the right direction, while respondents from CSOs, private sector, academia, and the media were significantly less positive about the prospects of Croatia.



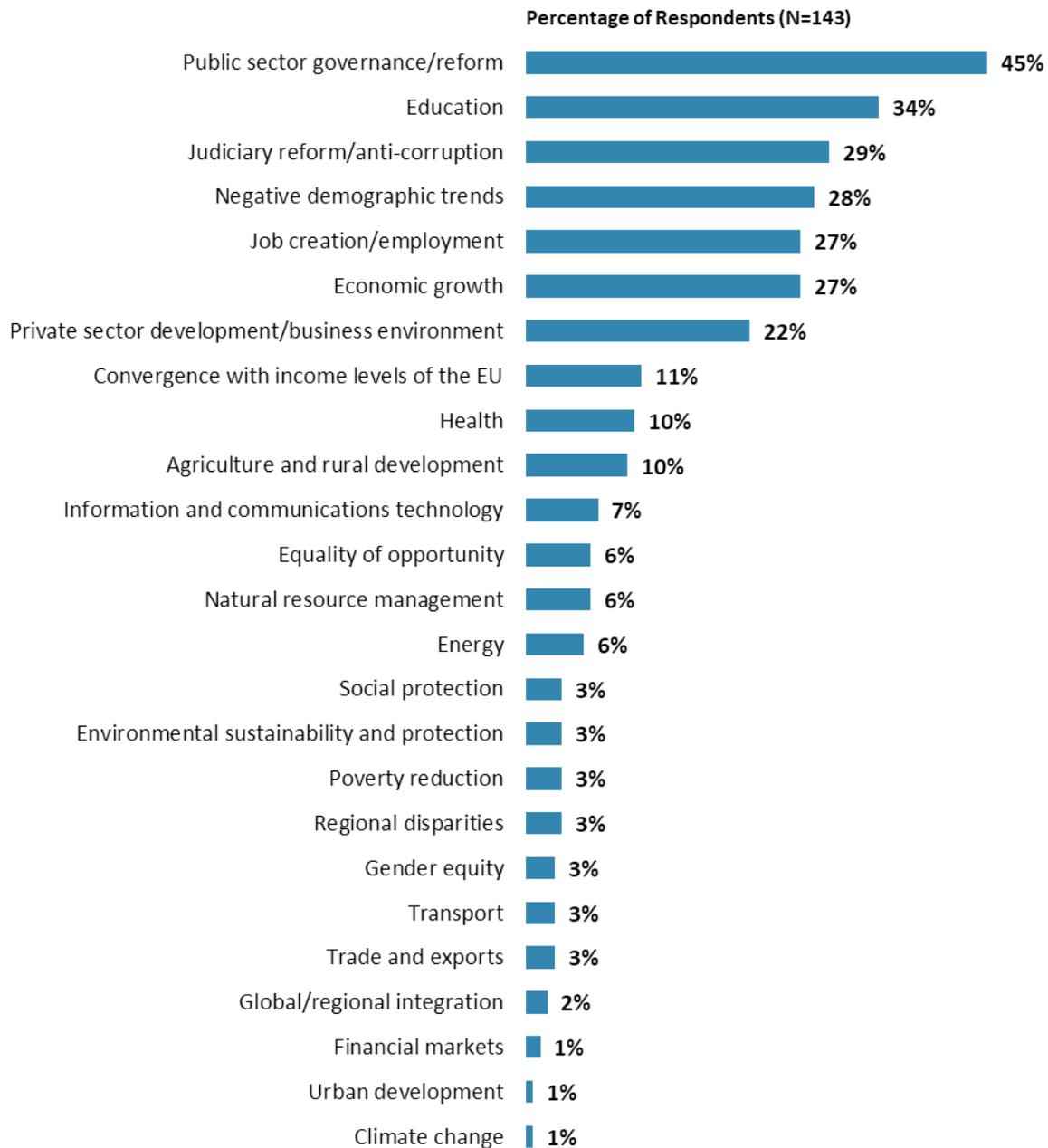
<sup>2</sup> Percentages presented in the chart were calculated based on weighted data.



## IV. General Issues Facing Croatia (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the most important development priorities in Croatia were “*public sector governance/reform*” (59%), “*job creation/employment*” (36%), “*private sector development*” (34%), and “*economic growth*” (34%).



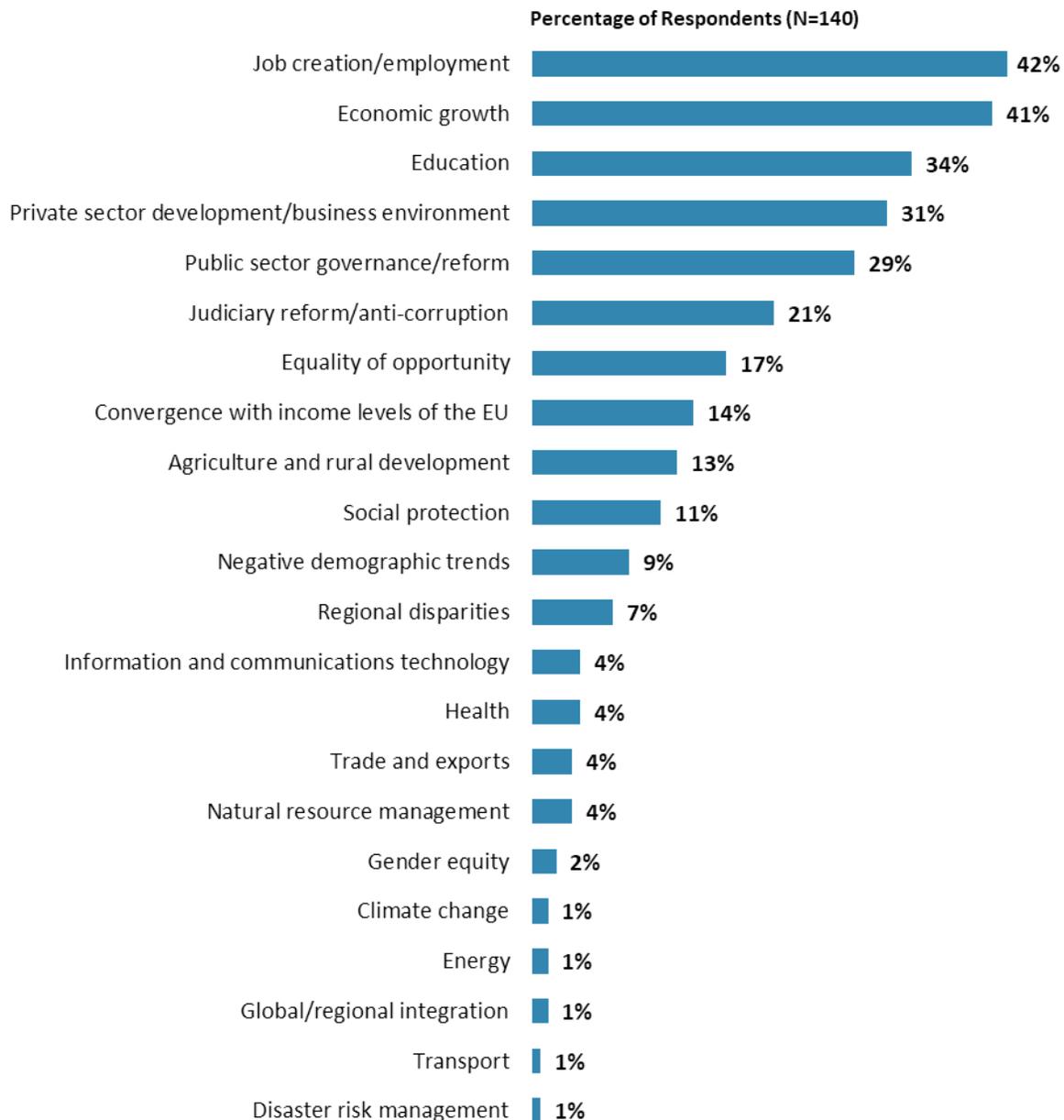
"Listed below are a number of development priorities in Croatia. Please identify which of the following you consider the most important development priorities in Croatia. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Croatia (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'15 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Croatia were “*economic growth*” (57%), “*job creation/employment*” (41%), “*public sector governance/reform*” (29%), “*private sector development*” (27%), and “*education*” (26%).



"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 Croatia?"

(Choose no more than THREE)"

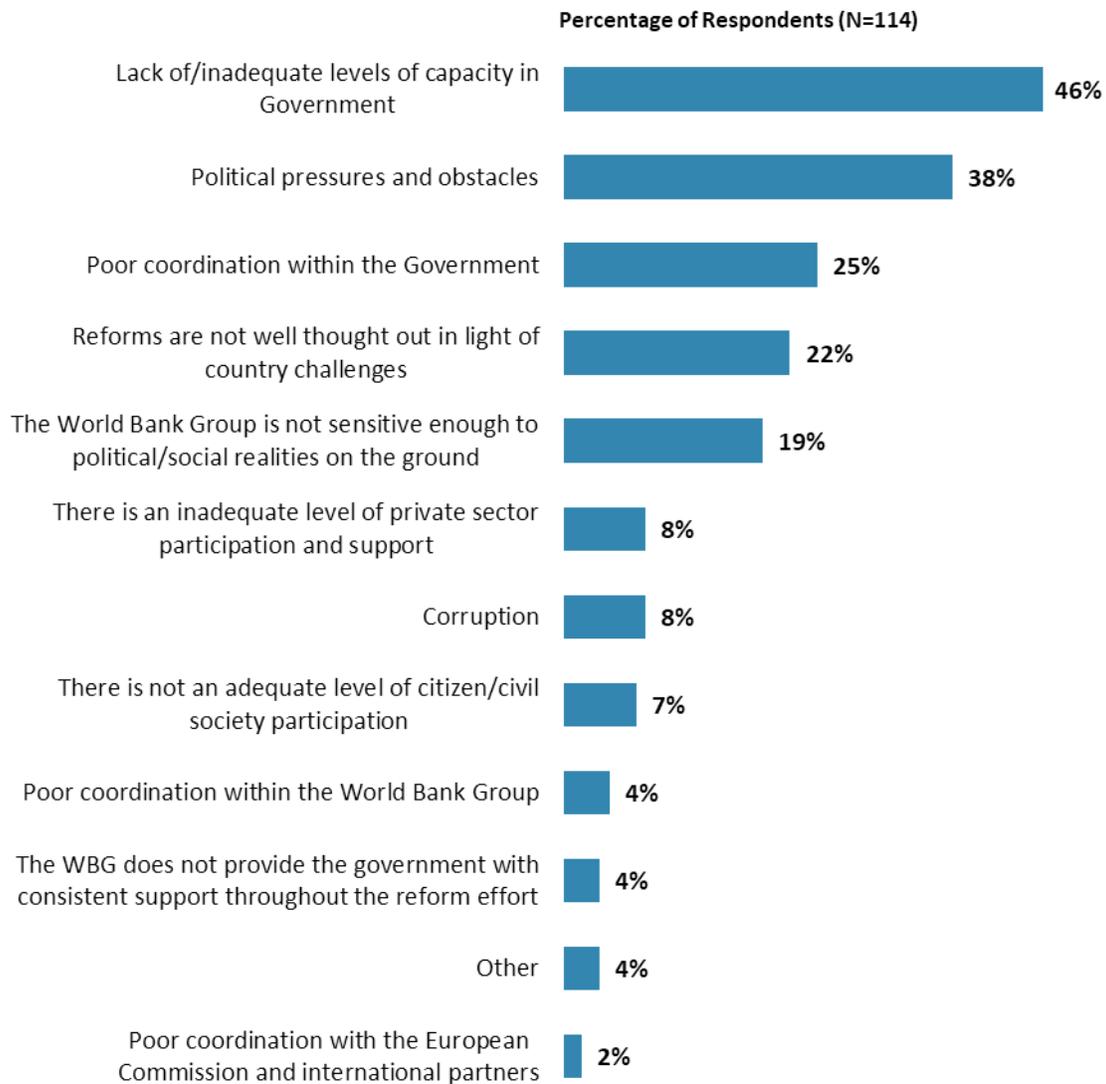
(Respondents chose from a list. Responses combined.)



## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'15 Country Survey most often attributed failed or slow WBG assisted reform efforts to “*lack of/inadequate levels of capacity in Government*” (52%), that “*reforms are not well thought out in light of country challenges*” (32%), and to “*political pressures and obstacles*” (25%).

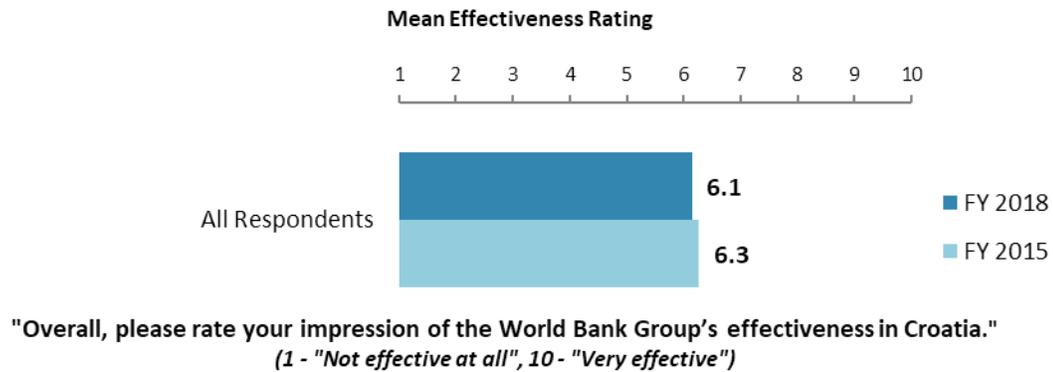


**"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)

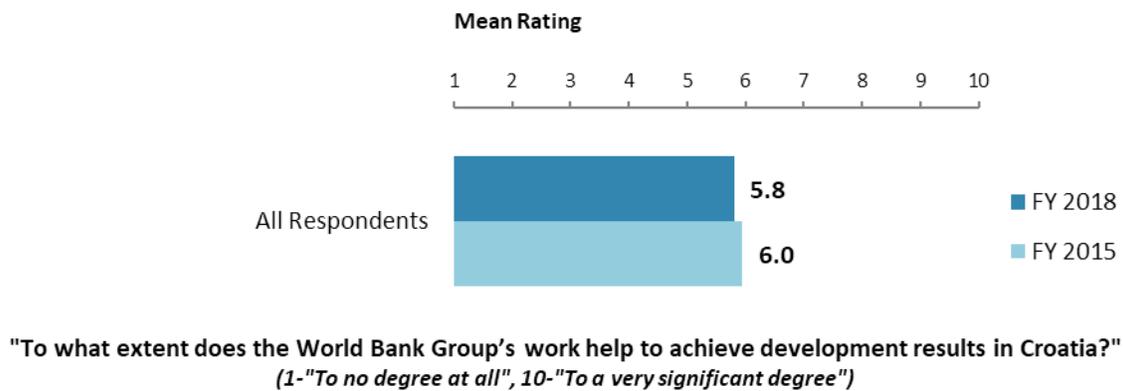


## V. Overall Attitudes toward the World Bank Group (continued)

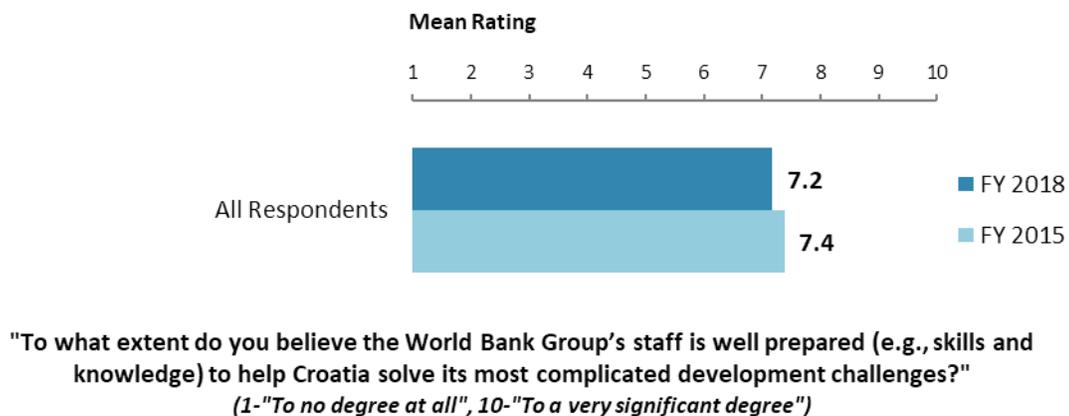
### The World Bank Group's Overall Effectiveness<sup>3</sup> (Indicator Question)



### Achieving Development Results (Indicator Question)



### WBG Staff Preparedness



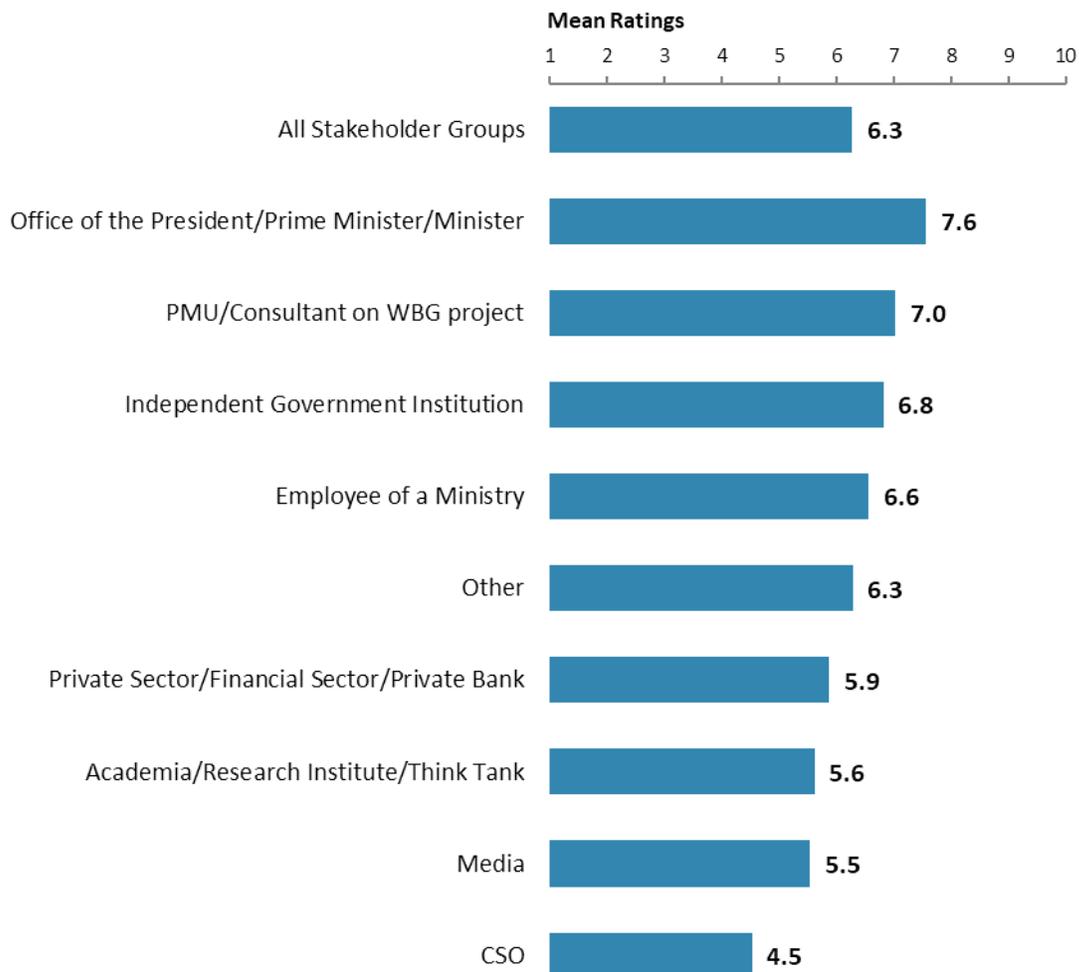
<sup>3</sup> Means presented in the charts on this page were calculated based on weighted data.



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from the Office of the President/Prime Minister/Minister had the highest mean ratings for the aggregated responses to the twenty-six COS indicator questions, whereas respondents from CSO had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 51).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-six COS indicator questions (mean rating = 6.7) compared to respondents who do not collaborate with the WBG (mean rating = 5.4). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 77).



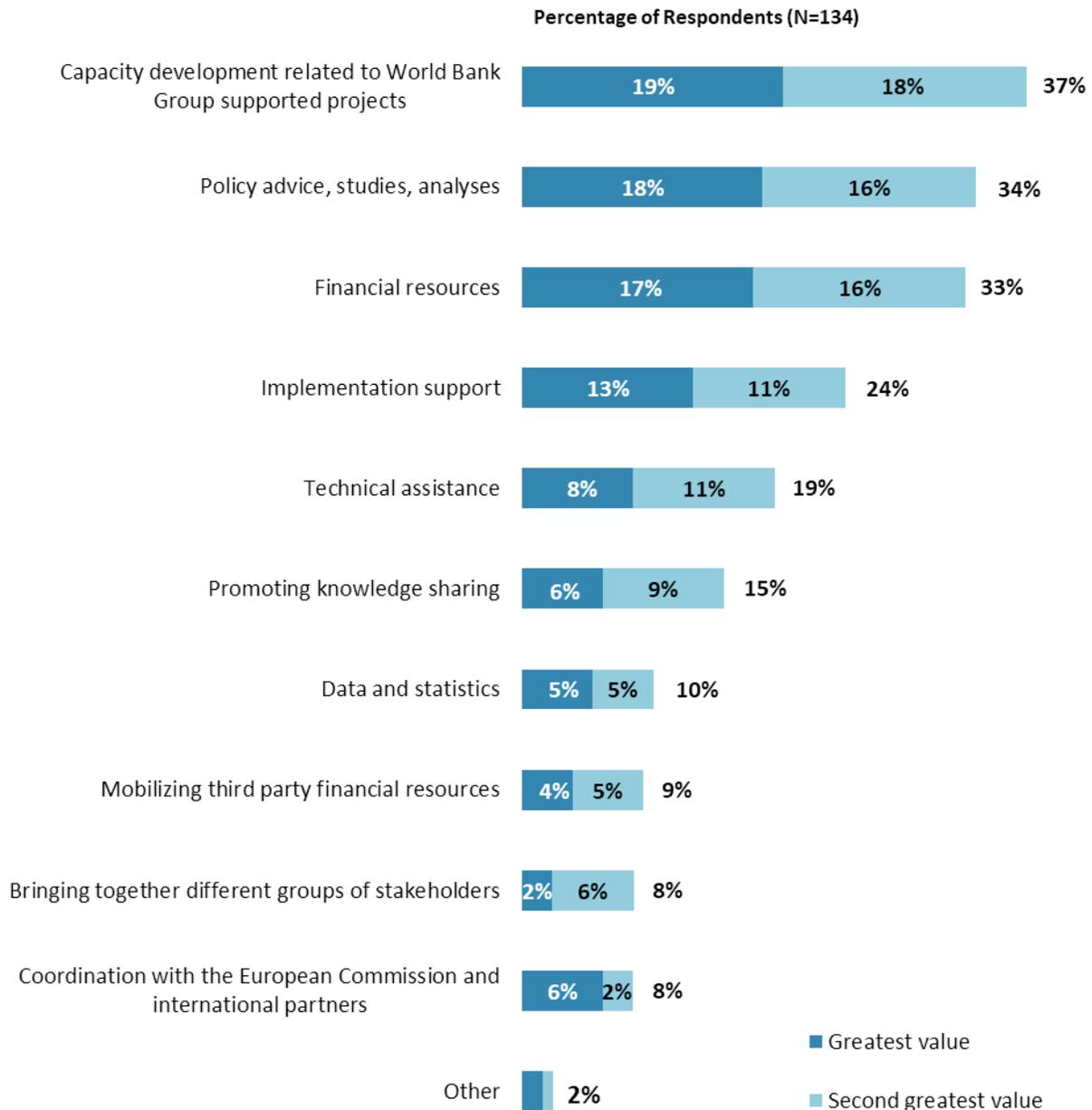
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG's greatest values to Croatia were "*policy advice, studies, analyses*" (50%), "*financial resources*" (33%), and "*capacity development*" (29%).



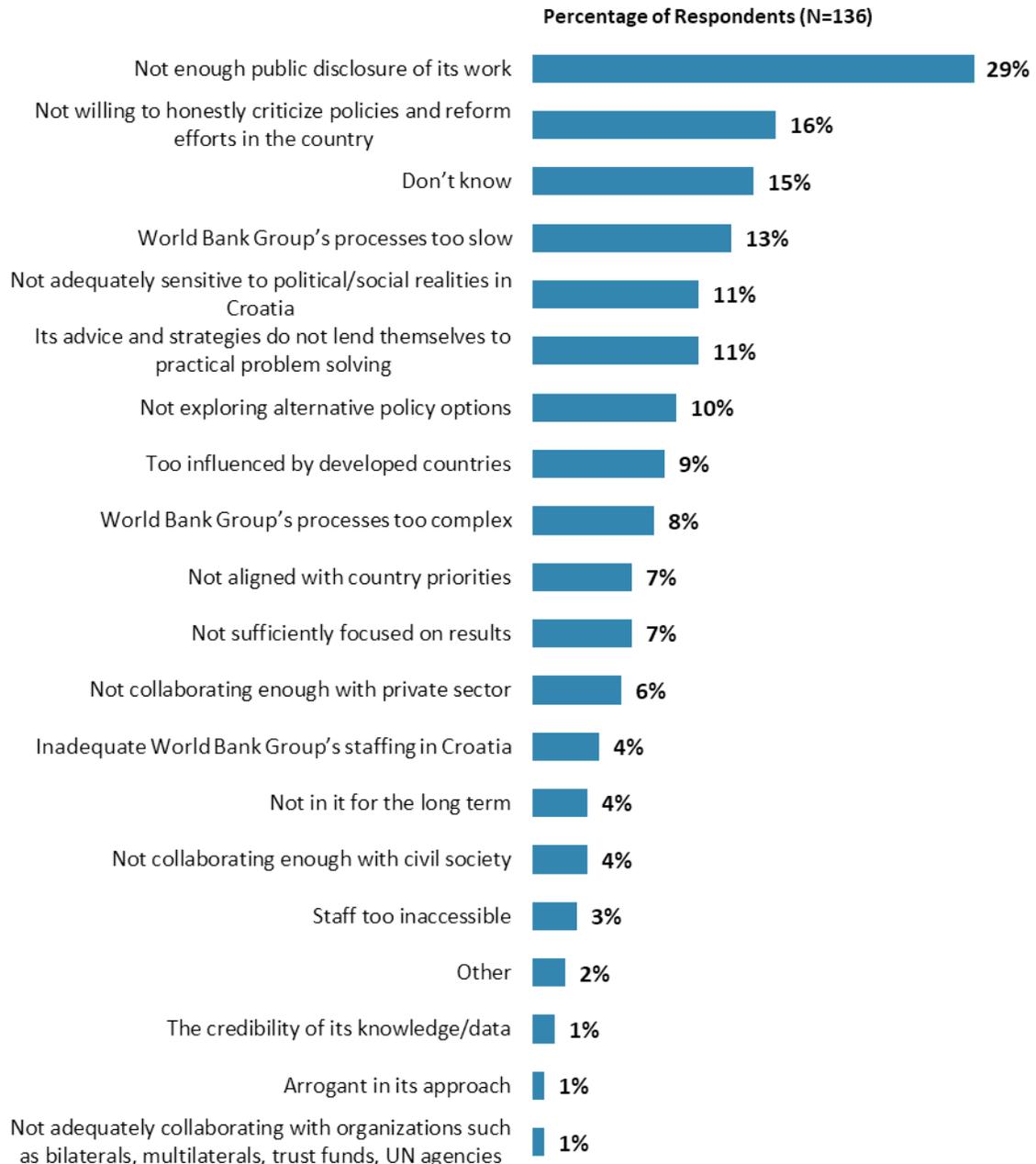
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Croatia?"  
(Respondents chose from a list.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG's greatest weaknesses in its work in Croatia were *"not willing to honestly criticize policies and reform efforts in the country"* (18%), *"not collaborating enough with stakeholders outside the Government"* (15%), and that *"World Bank Group's processes too complex"* (15%).

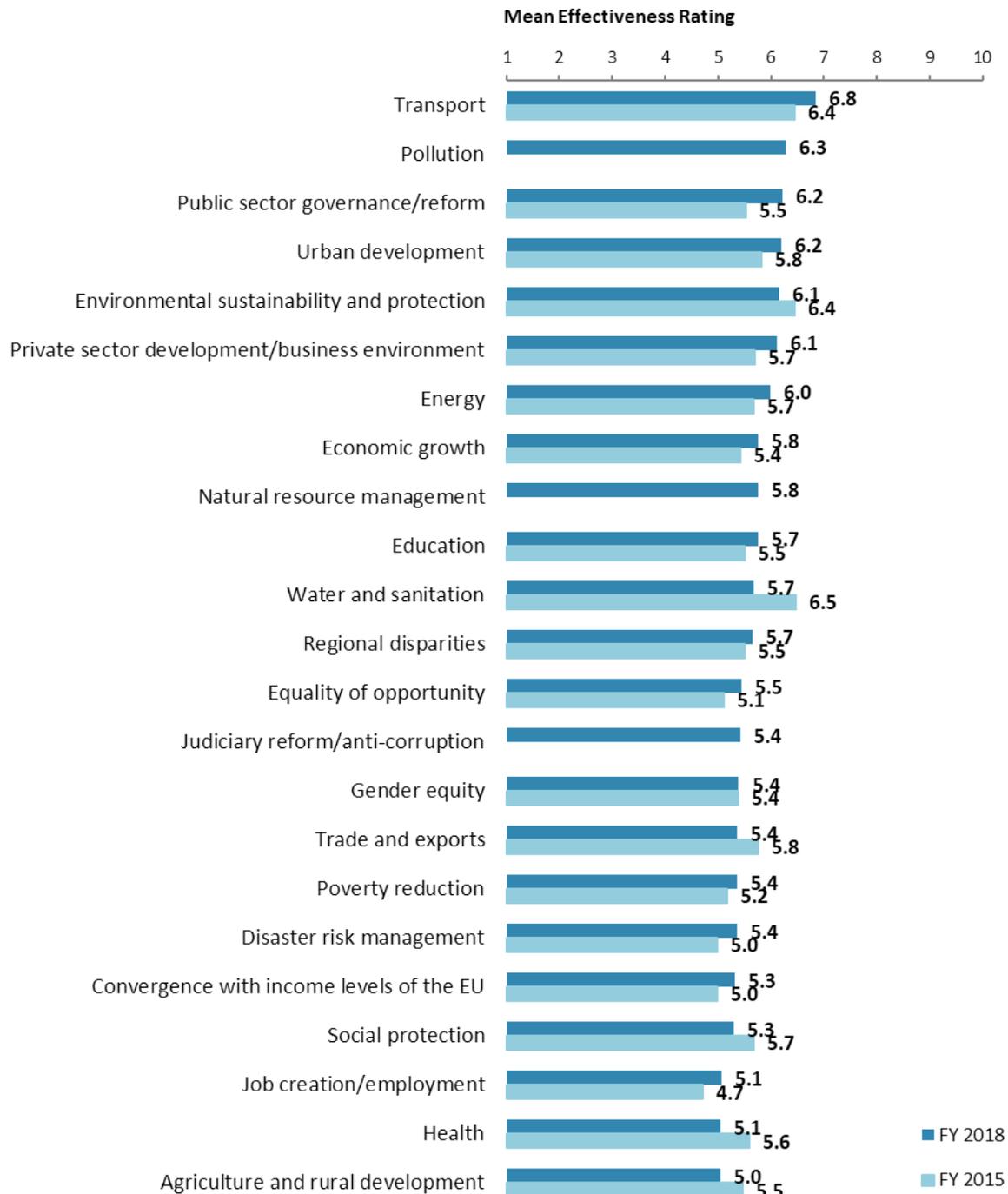


**"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Croatia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



## VI. Sectoral Effectiveness

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



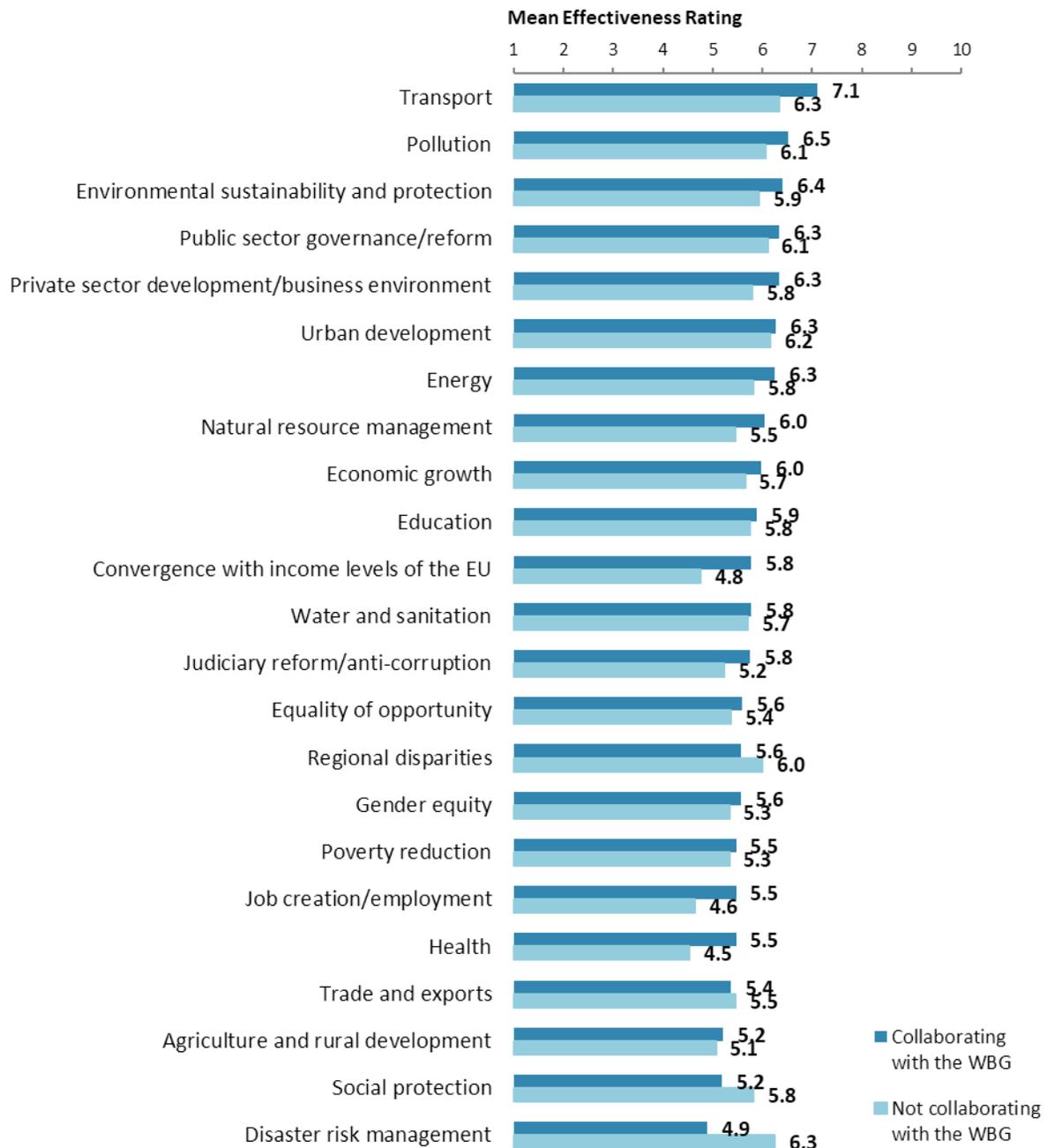
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Croatia?" (1-"Not effective at all", 10-"Very effective")

<sup>4</sup> Means presented in this chart were calculated based on weighted data. See Appendix E for details.



## VI. Sectoral Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>5</sup>



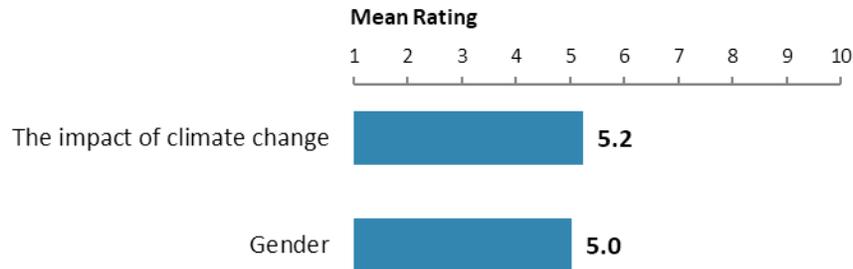
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Croatia?" (1-"Not effective at all", 10-"Very effective")

<sup>5</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 37) 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.



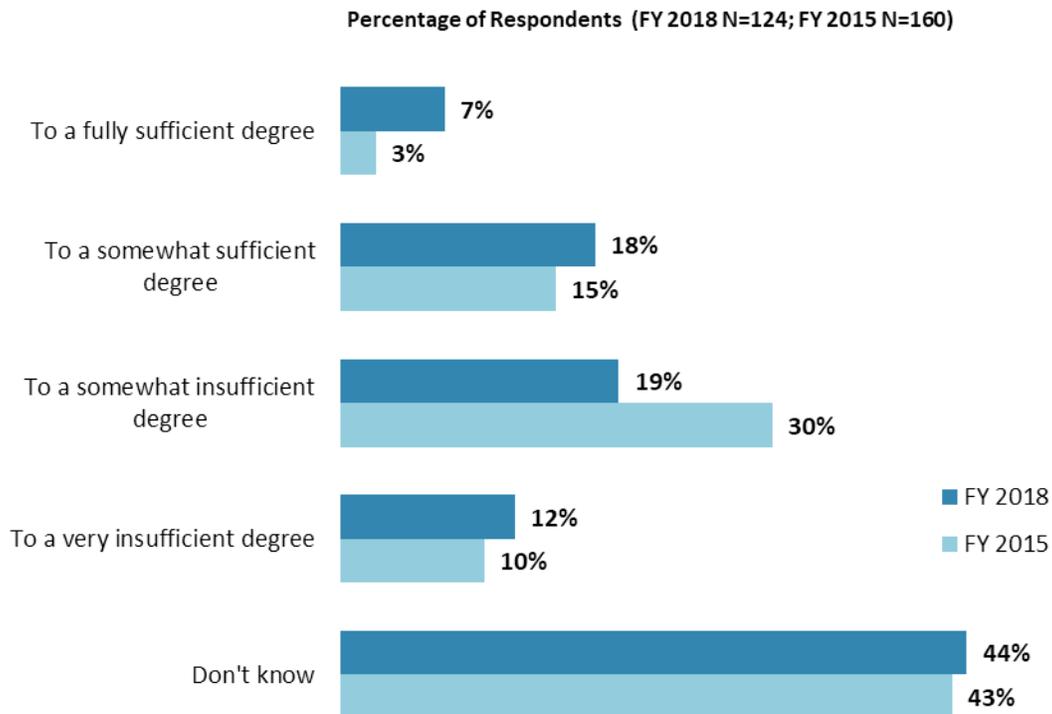
## VI. Sectoral Effectiveness (continued)

### WBG's Impact on Gender and Climate Change



**"In Croatia, 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<sup>6</sup>



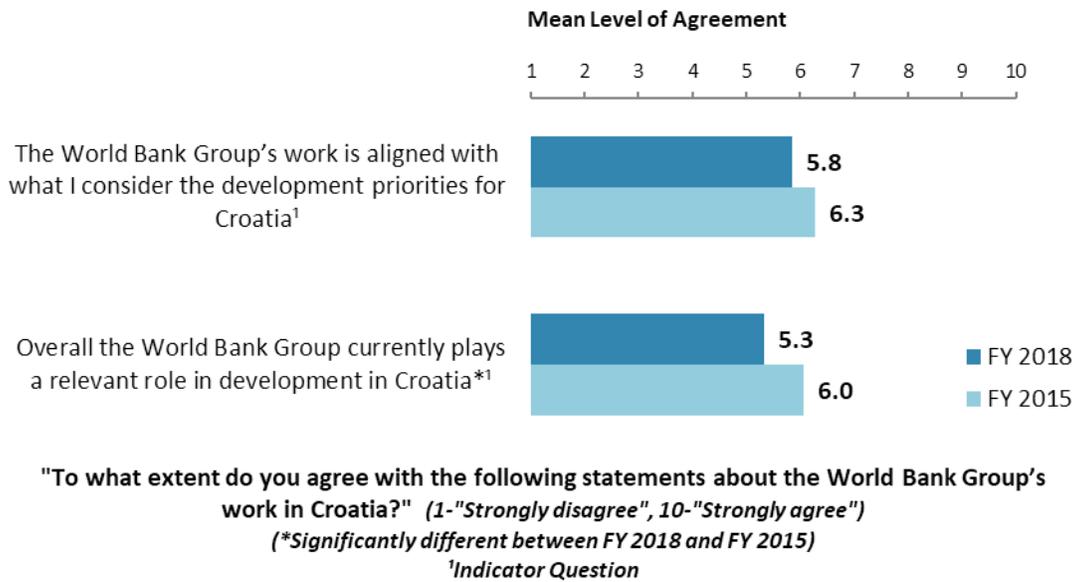
**"To what extent do you believe that the World Bank Group's work and support help the poorest in Croatia?" (Respondents chose from a list.)**

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

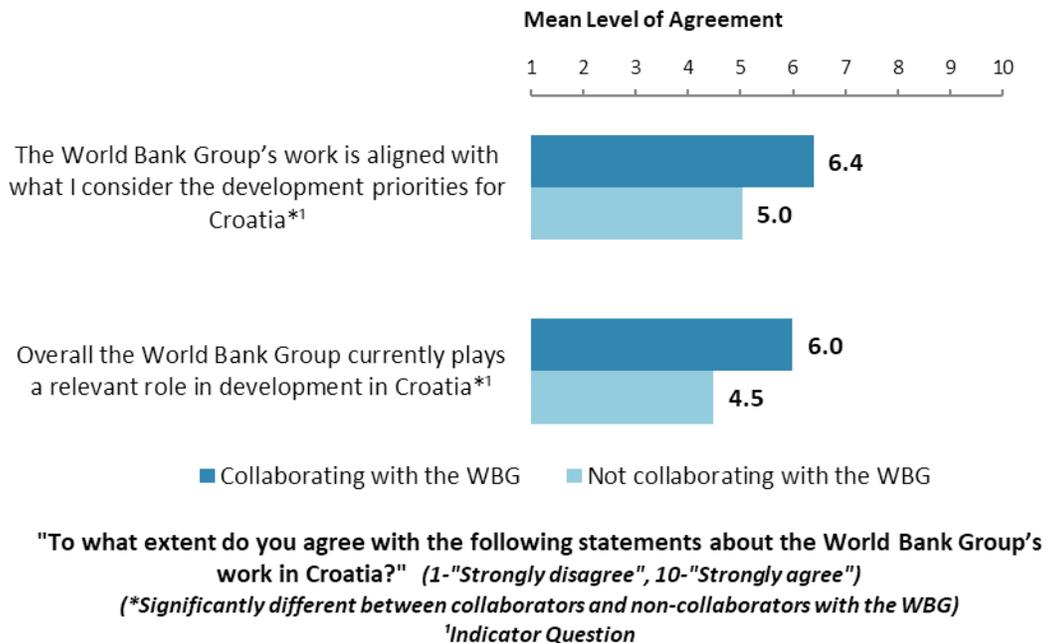


## VII. How the World Bank Group Operates

### The World Bank Group's Work in Croatia: Year Comparison<sup>7</sup>



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

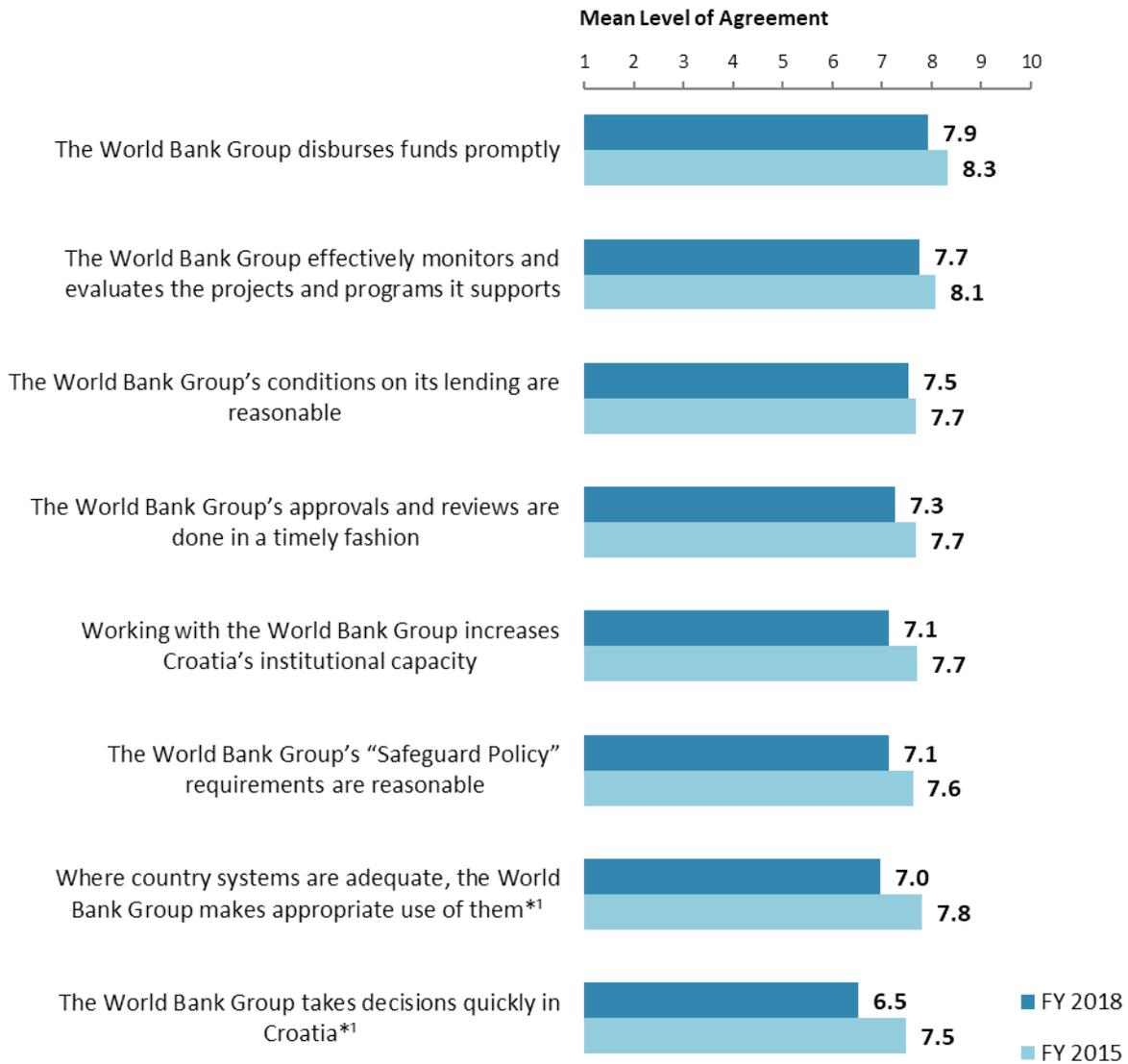


<sup>7</sup> Means in the chart were calculated based on weighted data.



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

### Overall Perceptions: Year Comparison<sup>8</sup>



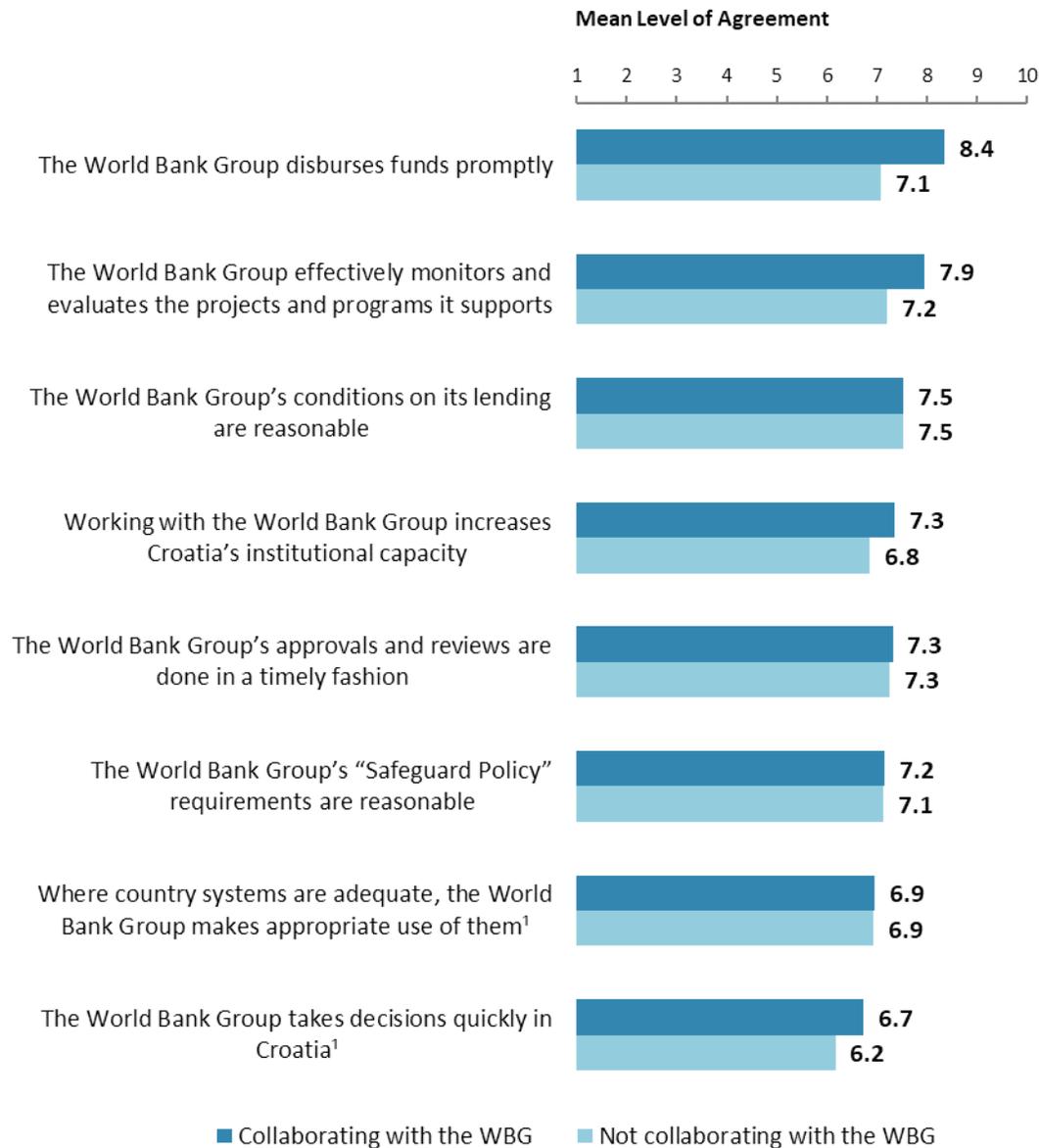
**"To what extent do you agree/disagree with the following statements?"**  
 (1-"Strongly disagree", 10-"Strongly agree")  
 (\*Significantly different between FY 2018 and FY 2015)  
<sup>1</sup>Indicator Question

<sup>8</sup> Means in the chart were calculated based on weighted data.



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

### Overall Perceptions: Collaboration



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



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

### The WBG as an Effective Development Partner: Year Comparison<sup>9</sup>



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

(\*Significantly different between FY 2018 and FY 2015)

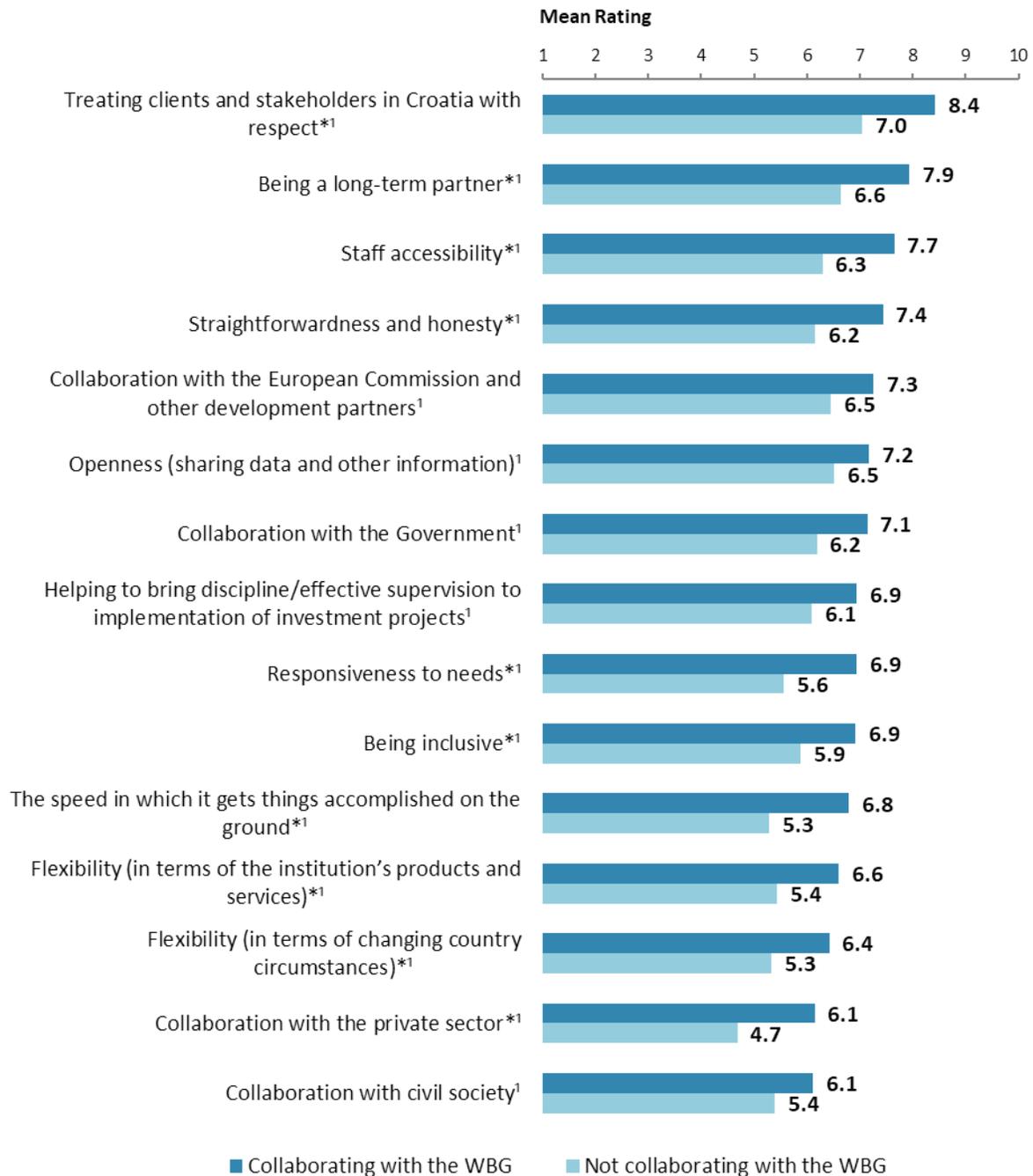
<sup>1</sup>Indicator Question

<sup>9</sup> Means in the chart were calculated based on weighted data.



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

### The WBG as an Effective Development Partner: Collaboration



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

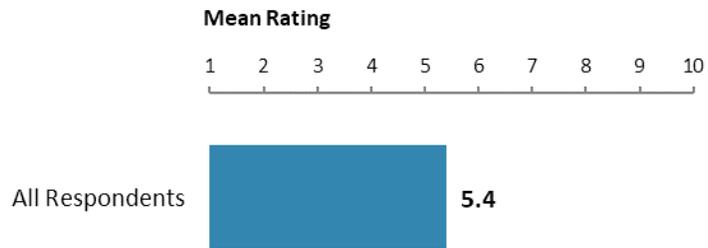
(\*Significantly different between collaborators and non-collaborators with the WBG)

<sup>1</sup>Indicator Question



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

### Mobilizing Finance for Development from Private Sector Sources

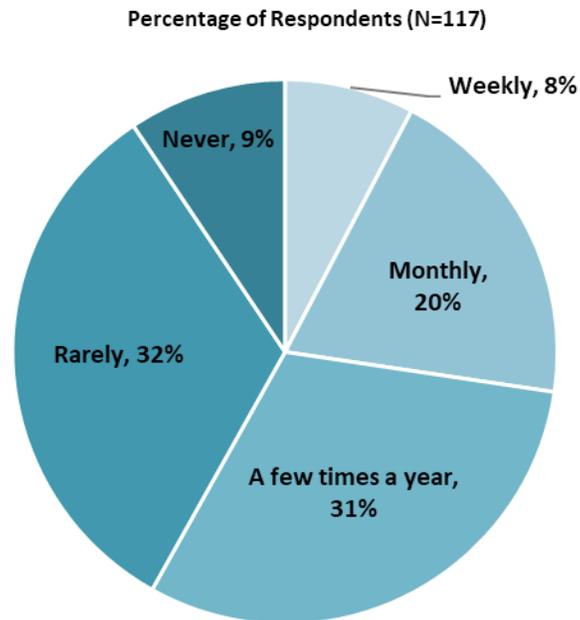


"How effectively does the World Bank Group help Croatia to mobilize finance for development from private sector sources?" (1-"Not effectively at all", 10-"Very effectively")



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

### Frequency of Consulting WBG Knowledge Work and Activities

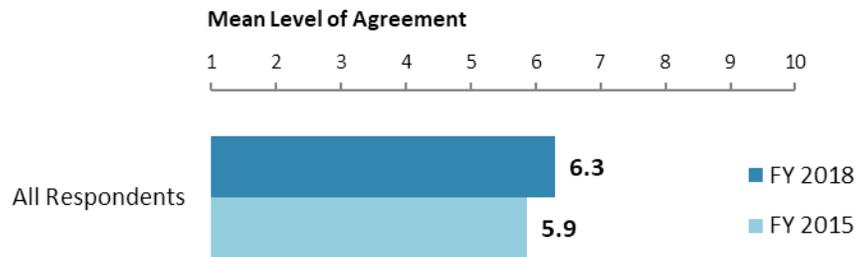


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"  
(Respondents chose from a list.)



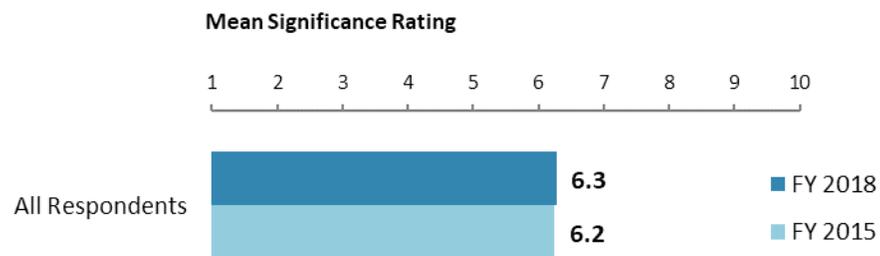
## VIII. World Bank Group's Knowledge and Instruments (continued)

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



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

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



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

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



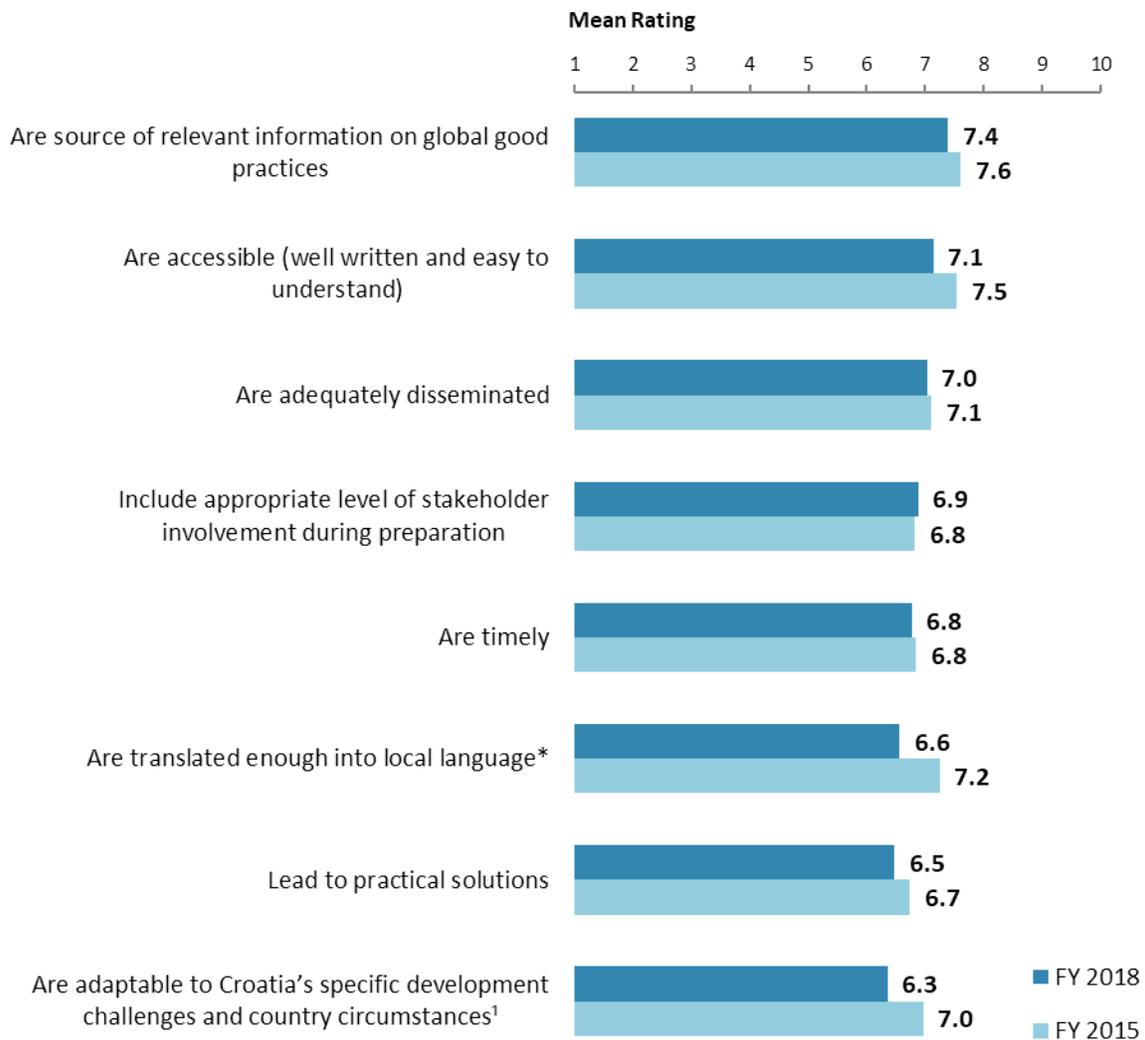
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

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



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

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



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

(\*Significantly different between FY 2018 and FY 2015)

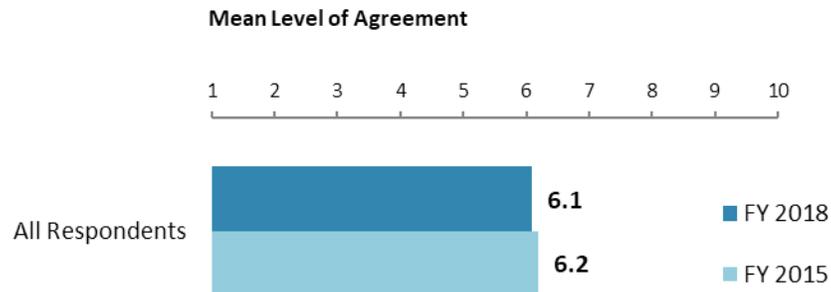
<sup>1</sup>Indicator Question

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



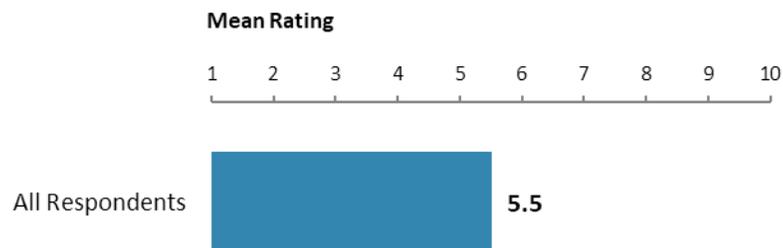
## VIII. World Bank Group's Knowledge and Instruments (continued)

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



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

### WBG's Reimbursable Advisory Services



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

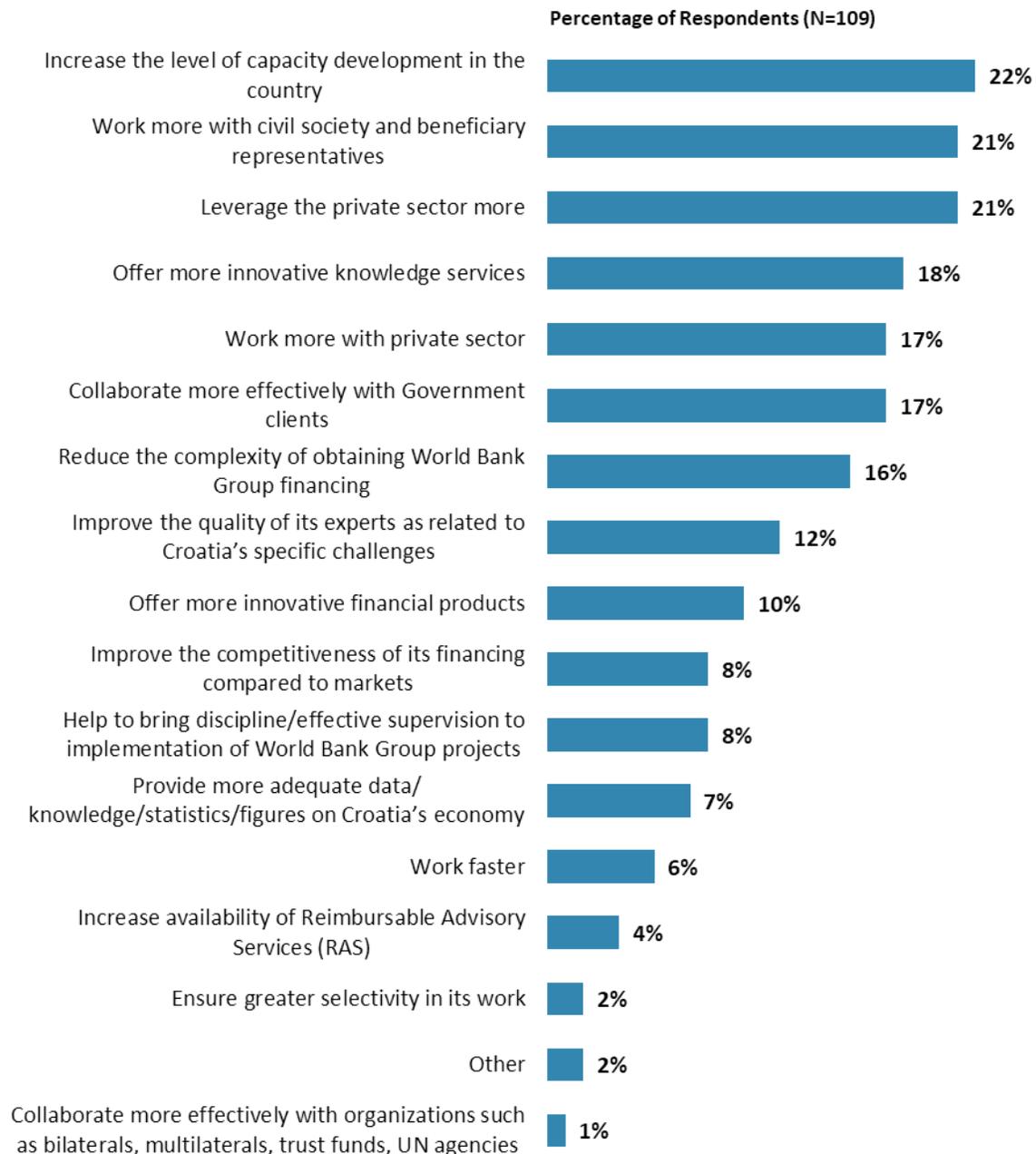
<sup>12</sup> Means in the chart were calculated based on weighted data.



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

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the World Bank Group should “assist in increasing European Union (EU) funds absorption” (56%) and “increase the level of capacity development in the country” (27%) to make itself of greater value in Croatia.



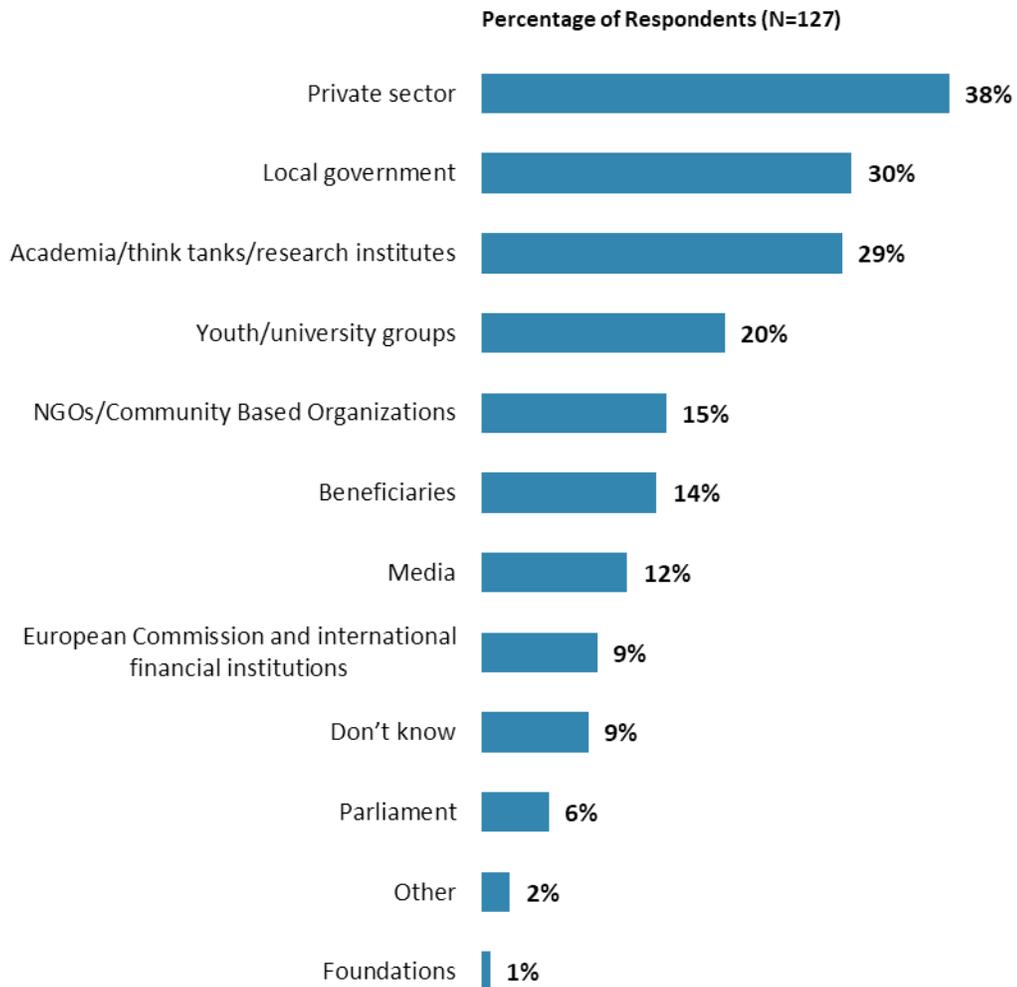
**"Which of the following SHOULD the World Bank Group do to make itself of greater value in Croatia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



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

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

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the World Bank Group should collaborate more with “*private sector*” (39%) and “*academia/think tanks/research institutes*” (38%) to ensure better development results in Croatia.



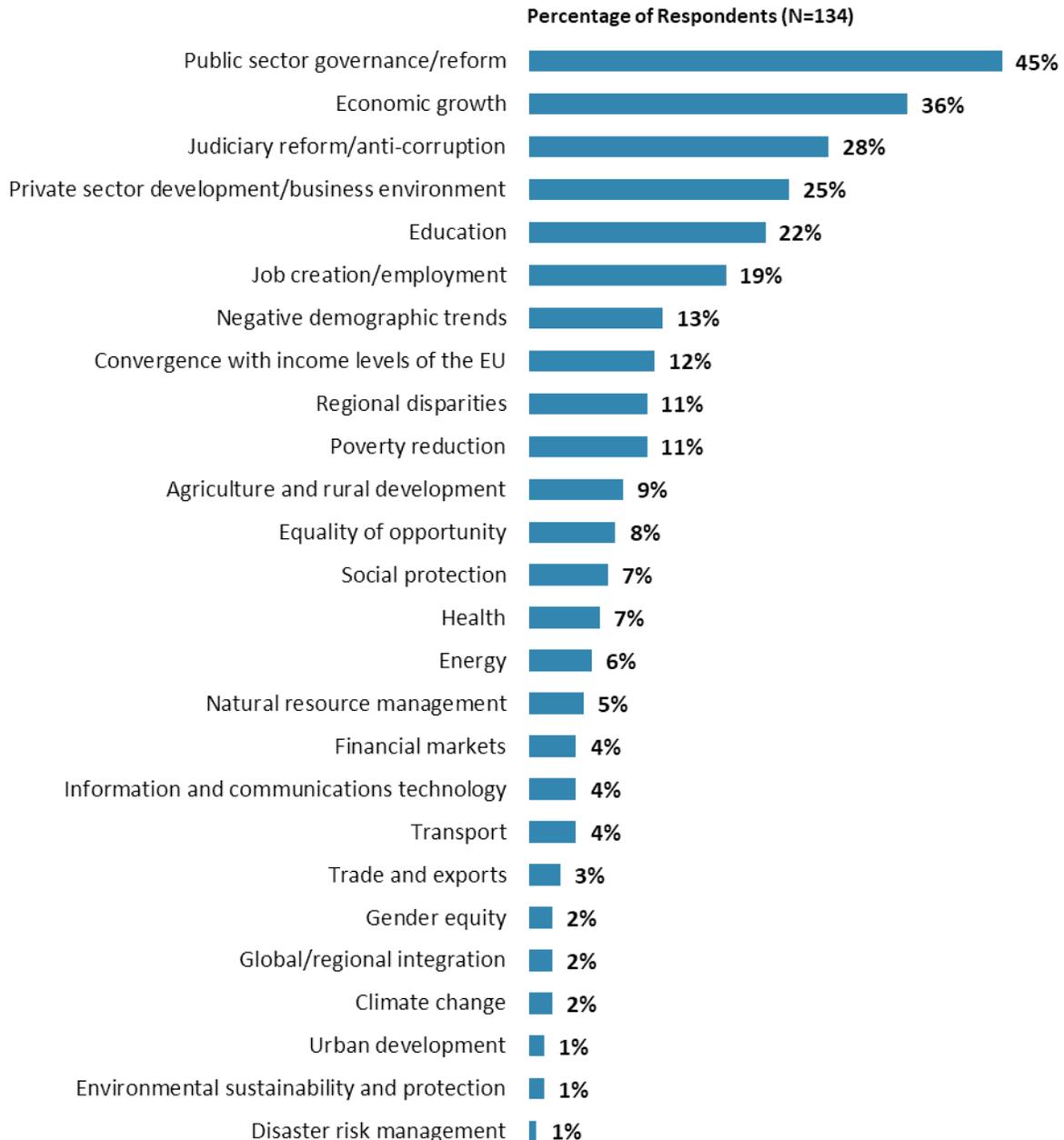
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should focus most of its resources on “*public sector governance/reform*” (45%) and “*economic growth*” (39%).

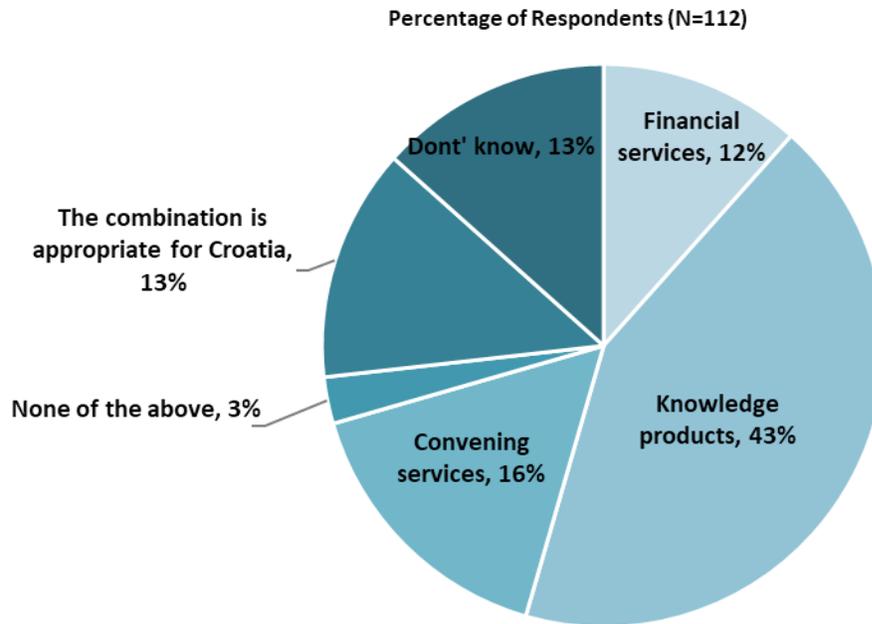


**“When thinking about how the World Bank Group can have the most impact on development results in Croatia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Croatia? (Choose no more than THREE)”**  
(Respondents chose from a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



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

### Future Combination of the WBG Services



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

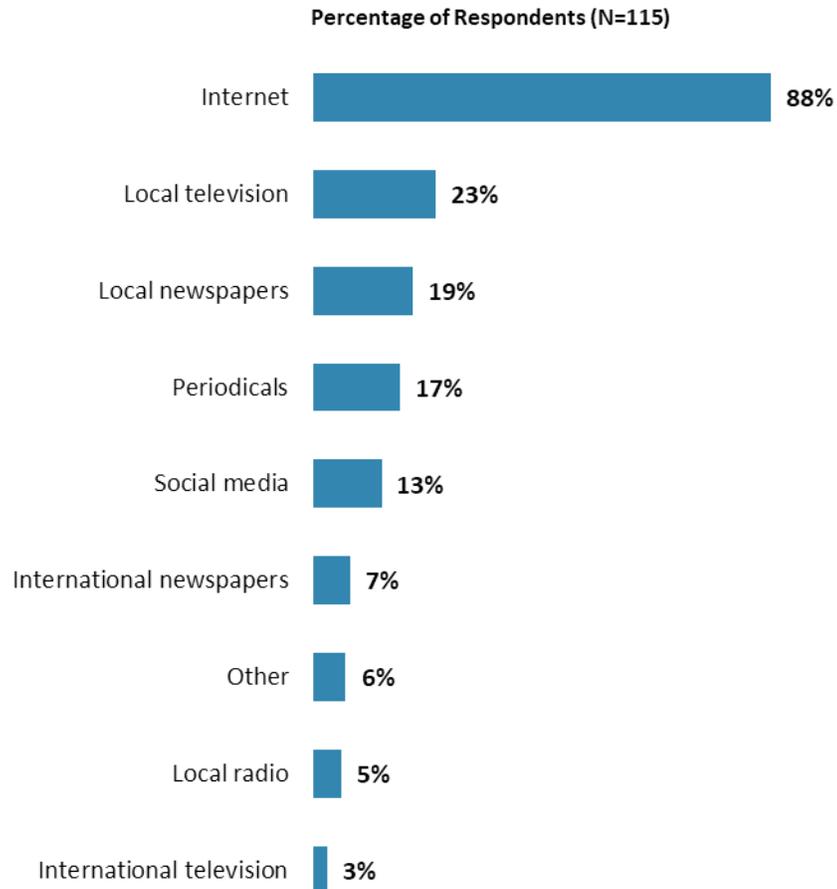


## X. Communication and Outreach

*Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 51) for all responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY’15 Country Survey indicated that they got most of their information about economic and social development issues in Croatia from “Internet” (85%).



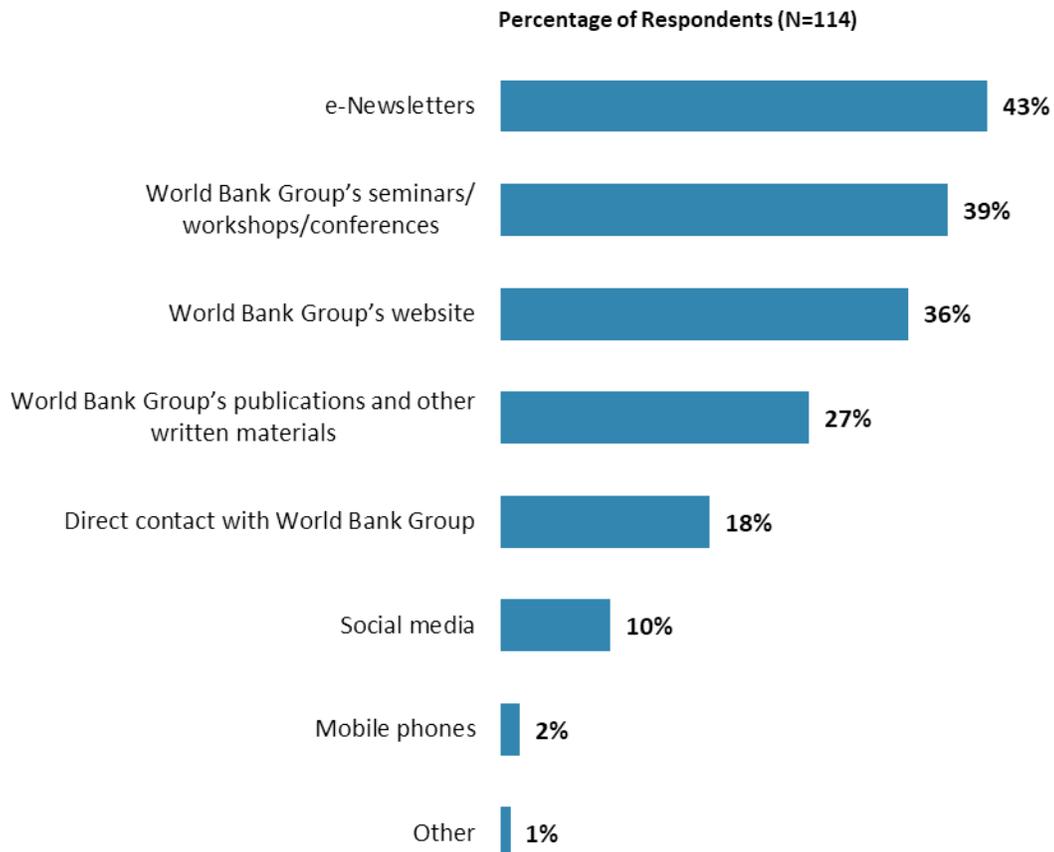
"How do you get most of your information about economic and social development issues in Croatia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that they would prefer to receive information from the World Bank Group through “*World Bank Group’s website*” (53%), “*World Bank Group’s seminars/workshops/conferences*” (37%), and “*e-Newsletters*” (36%).

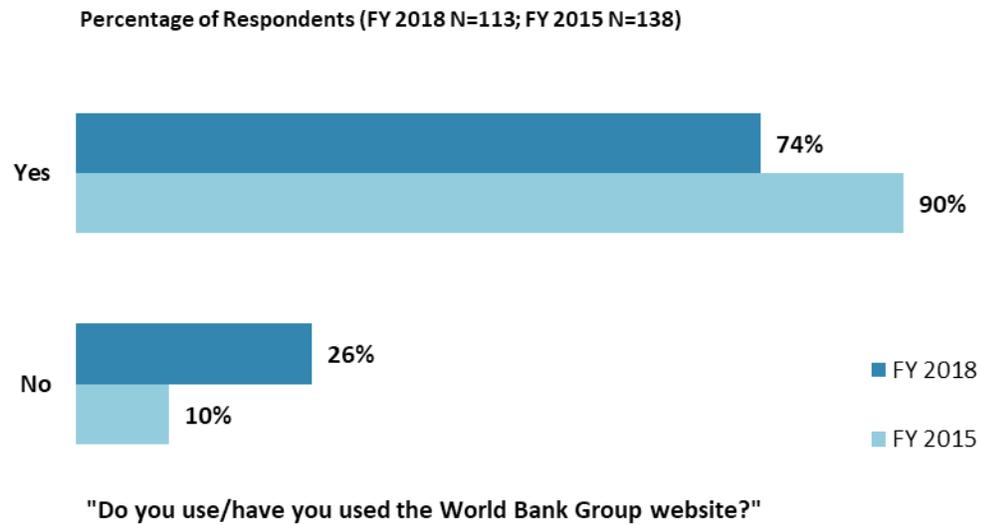


"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

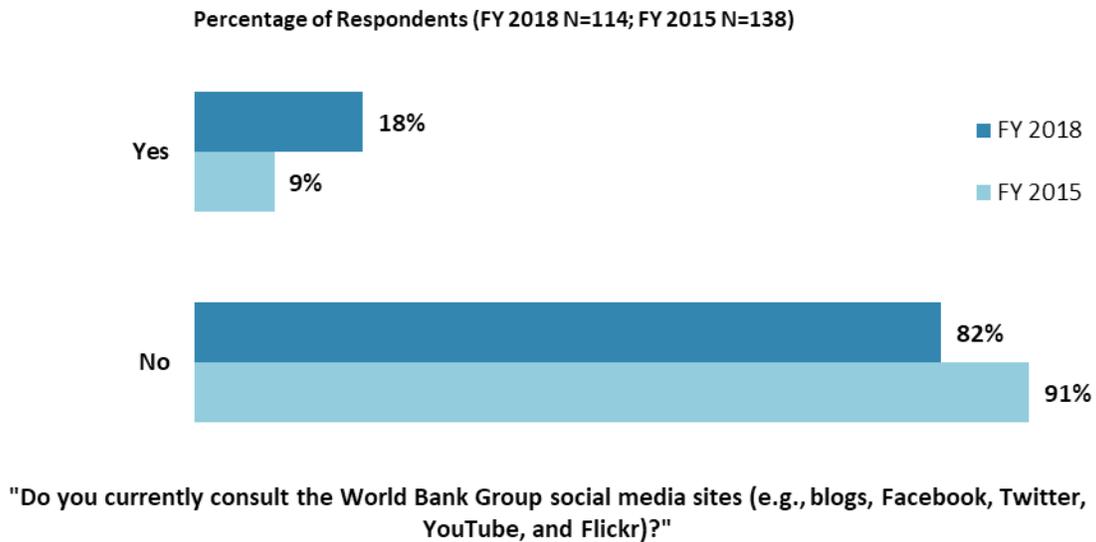


## X. Communication and Outreach (continued)

### The WBG Website Usage



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

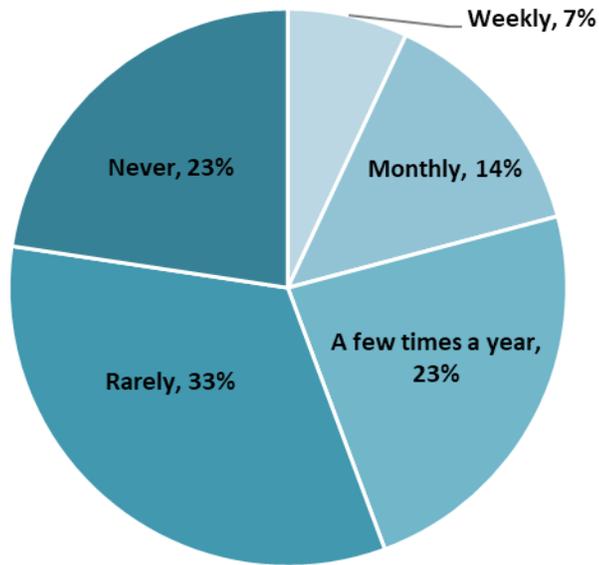




## X. Communication and Outreach (continued)

### Frequency Visiting WBG Websites and Social Media

Percentage of Respondents (N=115)



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



## XI. Appendices

|  |    |
|--|----|
| A. Responses to All Questions across All Respondents.....                                    | 37 |
| B. Responses to Selected Questions by Stakeholder Groups .....                               | 51 |
| C. Responses to Indicator Questions by Geographic Location.....                              | 64 |
| D. Responses to Selected Questions by Level of Collaboration with the World Bank Group ..... | 66 |
| E. Responses to Selected Questions by Year.....  | 72 |
| F. Indicator Questions as a Function of Exposure to the WBG .....                            | 77 |
| G. WBG Country Opinion Survey FY'18 – Croatia Questionnaire .....                            | 78 |

### CROATIA





## Appendix A: Responses to All Questions across All Respondents (N=143)

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 Croatia

| 1. In general, would you say that Croatia is headed in ... ? | Percentage of Respondents (N=143) |
|--|-----------------------------------|
| The right direction  | 31.5%                             |
| The wrong direction  | 42.0%                             |
| Not sure   | 26.6%                             |

| 2. Listed below are a number of development priorities in Croatia. Please identify which of the following you consider the most important development priorities in Croatia. (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=143) |
|--|---|
| Public sector governance/reform (i.e., government and institutions’ effectiveness, public financial management, public expenditure, fiscal system reform)  | 44.8%   |
| Education  | 34.3%   |
| Judiciary reform/anti-corruption   | 29.4%   |
| Negative demographic trends (i.e., rapidly aging society, shrinking population, out migration)   | 28.0%   |
| Job creation/employment  | 26.6%   |
| Economic growth  | 26.6%   |
| Private sector development/business environment  | 21.7%   |
| Convergence with income levels of the European Union (EU)  | 11.2%   |
| Health   | 10.5%   |
| Agriculture and rural development  | 9.8%  |
| Information and communications technology  | 7.0%  |
| Equality of opportunity (i.e., social inclusion)   | 6.3%  |
| Natural resource management (renewable and non-renewable)  | 6.3%  |
| Energy   | 5.6%  |
| Social protection (e.g., pensions, targeted social assistance)   | 3.5%  |
| Environmental sustainability and protection  | 3.5%  |
| Poverty reduction  | 3.5%  |
| Regional disparities   | 3.5%  |
| Gender equity (closing the gap between women and men, and boys and girls)  | 2.8%  |
| Transport (e.g., roads, bridges, transportation)   | 2.8%  |
| Trade and exports  | 2.8%  |
| Global/regional integration  | 2.1%  |
| Financial markets  | 1.4%  |
| Urban development  | 0.7%  |
| Climate change (e.g., mitigation, adaptation)  | 0.7%  |
| Water and sanitation   | 0.0%  |
| Pollution  | 0.0%  |
| Disaster risk management   | 0.0%  |

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

| <b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Croatia? (Choose no more than THREE)</b> | <b>Percentage of Respondents (Responses Combined; N=140)</b> |
|---|--|
| Job creation/employment   | 42.1%  |
| Economic growth   | 40.7%  |
| Education   | 33.6%  |
| Private sector development/business environment   | 31.4%  |
| Public sector governance/reform (i.e., government and institutions' effectiveness, public financial management, public expenditure, fiscal system reform)   | 28.6%  |
| Judiciary reform/anti-corruption  | 21.4%  |
| Equality of opportunity (i.e., social inclusion)  | 17.1%  |
| Convergence with income levels of the European Union (EU)   | 14.3%  |
| Agriculture and rural development   | 12.9%  |
| Social protection (e.g., pensions, targeted social assistance)  | 11.4%  |
| Negative demographic trends (i.e., rapidly aging society, shrinking population, out migration)  | 8.6%   |
| Regional disparities  | 7.1%   |
| Information and communications technology   | 4.3%   |
| Health  | 4.3%   |
| Trade and exports   | 3.6%   |
| Natural resource management (renewable and non-renewable)   | 3.6%   |
| Gender equity (closing the gap between women and men, and boys and girls)   | 2.1%   |
| Climate change (e.g., mitigation, adaptation)   | 1.4%   |
| Energy  | 1.4%   |
| Global/regional integration   | 1.4%   |
| Transport (e.g., roads, bridges, transportation)  | 0.7%   |
| Disaster risk management  | 0.7%   |
| Environmental sustainability and protection   | 0.0%   |
| Urban development   | 0.0%   |
| Water and sanitation  | 0.0%   |
| Pollution   | 0.0%   |
| Financial markets   | 0.0%   |

**A. General Issues Facing Croatia (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 Croatia? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=139) |
|--|---|
| Education and training that better ensure job opportunity  | 42.4%   |
| Consistent economic growth   | 36.0%   |
| Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)  | 25.2%   |
| Better employment opportunities for young people   | 17.3%   |
| Better quality public services   | 16.5%   |
| A growing middle class   | 13.7%   |
| Better accountability of public servants   | 12.2%   |
| More reliable social safety net  | 7.2%  |
| Better opportunity for the poor who live in rural areas  | 5.8%  |
| Greater social inclusion of marginalized groups  | 4.3%  |
| Better care for the growing elderly population   | 4.3%  |
| Greater access to micro-finance for the poor   | 3.6%  |
| Greater voice and participation for citizens to help ensure greater accountability   | 3.6%  |
| Greater access to health and nutrition for citizens  | 3.6%  |
| Better employment opportunities for women  | 1.4%  |
| Other  | 0.7%  |
| Better opportunity for the poor who live in urban areas  | 0.0%  |

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

| <b>Familiarity</b>  | <b>N</b> | <b>DK</b> | <b>Mean</b> | <b>SD</b> |
|---|----------|-----------|-------------|-----------|
| 1. How familiar are you with the work of the World Bank Group in Croatia? (1-Not familiar at all, 10-Extremely familiar)  | 136      | n/a       | 6.25        | 2.37      |
| <b>Effectiveness*</b>   | <b>N</b> | <b>DK</b> | <b>Mean</b> | <b>SD</b> |
| 2. Overall, please rate your impression of the World Bank Group’s effectiveness in Croatia. (1-Not effective at all, 10-Very effective)   | 112      | 21        | 6.35        | 2.12      |
| <b>Staff Preparedness</b>   | <b>N</b> | <b>DK</b> | <b>Mean</b> | <b>SD</b> |
| 3. To what extent do you believe the World Bank Group’s staff is well prepared (e.g., skills and knowledge) to help Croatia solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree) | 117      | 19        | 7.17        | 2.13      |

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

| <b>4. When thinking about how the World Bank Group can have the most impact on development results in Croatia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Croatia? (Choose no more than THREE)</b> | <b>Percentage of Respondents (Responses Combined; N=134)</b> |
|---|--|
| Public sector governance/reform (i.e., government and institutions' effectiveness, public financial management, public expenditure, fiscal system reform)   | 44.8%  |
| Economic growth   | 35.8%  |
| Judiciary reform/anti-corruption  | 28.4%  |
| Private sector development/business environment   | 24.6%  |
| Education   | 22.4%  |
| Job creation/employment   | 18.7%  |
| Negative demographic trends (i.e., rapidly aging society, shrinking population, out migration)  | 12.7%  |
| Convergence with income levels of the European Union (EU)   | 11.9%  |
| Regional disparities  | 11.2%  |
| Poverty reduction   | 11.2%  |
| Agriculture and rural development   | 9.0%   |
| Equality of opportunity (i.e., social inclusion)  | 8.2%   |
| Social protection (e.g., pensions, targeted social assistance)  | 7.5%   |
| Health  | 6.7%   |
| Energy  | 6.0%   |
| Natural resource management (renewable and non-renewable)   | 5.2%   |
| Financial markets   | 4.5%   |
| Information and communications technology   | 4.5%   |
| Transport (e.g., roads, bridges, transportation)  | 4.5%   |
| Trade and exports   | 3.0%   |
| Gender equity (closing the gap between women and men, and boys and girls)   | 2.2%   |
| Global/regional integration   | 2.2%   |
| Climate change (e.g., mitigation, adaptation)   | 2.2%   |
| Urban development   | 1.5%   |
| Environmental sustainability and protection   | 1.5%   |
| Disaster risk management  | 0.7%   |
| Water and sanitation  | 0.0%   |
| Pollution   | 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 Croatia? | Percentage of Respondents (N=134) |                                |          |
|---|-----------------------------------|--------------------------------|----------|
|   | Greatest Value                    | 2 <sup>nd</sup> Greatest Value | Combined |
| Capacity development related to World Bank Group supported projects   | 19.4%                             | 18.2%                          | 37.6%    |
| Policy advice, studies, analyses  | 17.9%                             | 15.9%                          | 33.8%    |
| Financial resources   | 17.2%                             | 15.9%                          | 33.1%    |
| Implementation support  | 12.7%                             | 11.4%                          | 24.1%    |
| Technical assistance  | 8.2%                              | 10.6%                          | 18.8%    |
| Promoting knowledge sharing   | 6.0%                              | 9.1%                           | 15.1%    |
| Data and statistics   | 5.2%                              | 4.5%                           | 9.8%     |
| Mobilizing third party financial resources  | 3.7%                              | 5.3%                           | 9.0%     |
| Bringing together different groups of stakeholders  | 2.2%                              | 6.1%                           | 8.3%     |
| Coordination with the European Commission and international partners  | 6.0%                              | 2.3%                           | 8.2%     |
| Other   | 1.5%                              | 0.8%                           | 2.3%     |

| 6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Croatia? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=136) |
|---|---|
| Not enough public disclosure of its work  | 29.4%   |
| Not willing to honestly criticize policies and reform efforts in the country  | 16.2%   |
| Don't know  | 14.7%   |
| World Bank Group's processes too slow   | 13.2%   |
| Not adequately sensitive to political/social realities in Croatia   | 11.0%   |
| Its advice and strategies do not lend themselves to practical problem solving   | 11.0%   |
| Not exploring alternative policy options  | 9.6%  |
| Too influenced by developed countries   | 8.8%  |
| World Bank Group's processes too complex  | 8.1%  |
| Not aligned with country priorities   | 6.6%  |
| Not sufficiently focused on results   | 6.6%  |
| Not collaborating enough with private sector  | 5.9%  |
| Inadequate World Bank Group's staffing in Croatia   | 4.4%  |
| Not in it for the long term   | 3.7%  |
| Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)   | 3.7%  |
| Staff too inaccessible  | 2.9%  |
| Other   | 2.2%  |
| The credibility of its knowledge/data   | 1.5%  |
| Arrogant in its approach  | 0.7%  |
| Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies                               | 0.7%  |

| 7. To what extent do you believe that the World Bank Group's work and support help the poorest in Croatia? (Select only ONE response) | Percentage of Respondents (N=125) |
|---|-----------------------------------|
| To a fully sufficient degree  | 7.2%                              |
| To a somewhat sufficient degree   | 18.4%                             |
| To a somewhat insufficient degree   | 19.2%                             |
| To a very insufficient degree   | 12.0%                             |
| Don't know  | 43.2%                             |

**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 Croatia Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective) | Effectiveness |     |      |      |
|--|---------------|-----|------|------|
|  | N             | N/A | Mean | SD   |
| 1. Investment projects   | 61            | 62  | 6.26 | 2.38 |
| 2. Policy based loans/state budget support   | 65            | 60  | 6.00 | 2.32 |
| 3. Financing for programs (results oriented)   | 70            | 53  | 6.47 | 2.22 |
| 4. Trust funds and grants  | 54            | 68  | 6.39 | 2.40 |
| 5. MIGA guarantees   | 28            | 94  | 6.04 | 2.50 |
| 6. IFC investment services   | 32            | 90  | 6.00 | 2.44 |
| 7. IFC advisory services   | 36            | 86  | 6.22 | 2.29 |

| 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=127) |
|--|---|
| Private sector   | 37.8%   |
| Local government   | 29.9%   |
| Academia/think tanks/research institutes   | 29.1%   |
| Youth/university groups  | 19.7%   |
| NGOs/Community Based Organizations   | 15.0%   |
| Beneficiaries  | 14.2%   |
| Media  | 11.8%   |
| European Commission and international financial institutions   | 9.4%  |
| Don't know   | 8.7%  |
| Parliament   | 5.5%  |
| Other  | 2.4%  |
| Foundations  | 0.8%  |

| To what extent do you agree with the following statements about the World Bank Group's work in Croatia? (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 Croatia*  | 105                | 21 | 5.43 | 2.42 |
| 11. The World Bank Group's work is aligned with what I consider the development priorities for Croatia*  | 105                | 22 | 5.92 | 2.42 |

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

| To what extent is the World Bank Group an effective development partner in Croatia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree) | Degree |    |      |      |
|---|--------|----|------|------|
|   | N      | DK | Mean | SD   |
| 12. Responsiveness to needs*  | 83     | 30 | 6.52 | 2.19 |
| 13. Flexibility (in terms of the institution's products and services)*  | 80     | 33 | 6.26 | 2.26 |
| 14. Flexibility (in terms of changing country circumstances)*   | 80     | 33 | 6.08 | 2.30 |
| 15. Being inclusive*  | 81     | 30 | 6.60 | 2.15 |
| 16. Openness (sharing data and other information)*  | 84     | 29 | 6.96 | 2.31 |
| 17. Collaboration with the Government*  | 77     | 37 | 6.81 | 2.16 |
| 18. The speed in which it gets things accomplished on the ground*   | 76     | 38 | 6.32 | 2.25 |
| 19. Helping to bring discipline/effective supervision to implementation of investment projects*   | 74     | 40 | 6.69 | 2.17 |
| 20. Collaboration with civil society*   | 55     | 59 | 5.87 | 2.19 |
| 21. Staff accessibility*  | 84     | 30 | 7.26 | 2.29 |
| 22. Collaboration with the European Commission and other development partners*  | 60     | 53 | 6.98 | 2.10 |
| 23. Collaboration with the private sector*  | 61     | 50 | 5.69 | 2.45 |
| 24. Straightforwardness and honesty*  | 80     | 33 | 7.04 | 2.39 |
| 25. Treating clients and stakeholders in Croatia with respect*  | 78     | 34 | 8.01 | 2.16 |
| 26. Being a long-term partner*  | 83     | 31 | 7.54 | 2.19 |

| 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=114) |
|---|---|
| Lack of/inadequate levels of capacity in Government   | 46.5%   |
| Political pressures and obstacles   | 37.7%   |
| Poor coordination within the Government   | 24.6%   |
| Reforms are not well thought out in light of country challenges   | 21.9%   |
| The World Bank Group is not sensitive enough to political/social realities on the ground  | 19.3%   |
| There is an inadequate level of private sector participation and support  | 7.9%  |
| Corruption  | 7.9%  |
| There is not an adequate level of citizen/civil society participation   | 7.0%  |
| Poor coordination within the World Bank Group   | 4.4%  |
| The World Bank Group does not provide the government with consistent support throughout the reform effort   | 3.5%  |
| Other   | 3.5%  |
| Poor coordination with the European Commission and international partners   | 1.8%  |

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

| 1. In Croatia, 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) | Degree |    |      |      |
|---|--------|----|------|------|
|   | N      | DK | Mean | SD   |
| 1. Gender (i.e., closing the gap between women and men, and boys and girls)   | 50     | 68 | 5.02 | 2.82 |
| 2. The impact of climate change   | 52     | 66 | 5.23 | 2.65 |

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

| 2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Croatia? (1-Not effective at all, 10-Very effective) | Effectiveness |    |      |      |
|--|---------------|----|------|------|
|  | N             | DK | Mean | SD   |
| 1. Social protection (e.g., pensions, targeted social assistance)  | 43            | 68 | 5.42 | 2.50 |
| 2. Gender equity (closing the gap between women and men, and boys and girls)   | 40            | 71 | 5.50 | 2.90 |
| 3. Private sector development/business environment   | 62            | 49 | 6.16 | 2.37 |
| 4. Education   | 51            | 59 | 5.84 | 2.48 |
| 5. Public sector governance/reform (i.e., government and institutions' effectiveness, public financial management, public expenditure, fiscal system reform)                       | 64            | 49 | 6.27 | 2.32 |
| 6. Convergence with income levels of the European Union (EU)   | 49            | 60 | 5.43 | 2.62 |
| 7. Urban development   | 43            | 67 | 6.23 | 2.58 |
| 8. Energy  | 44            | 66 | 6.09 | 2.71 |
| 9. Water and sanitation  | 45            | 66 | 5.76 | 2.69 |
| 10. Pollution  | 45            | 63 | 6.38 | 2.83 |
| 11. Job creation/employment  | 49            | 61 | 5.18 | 2.70 |
| 12. Health   | 47            | 59 | 5.17 | 2.85 |
| 13. Transport (e.g., roads, bridges, transportation)   | 56            | 55 | 6.89 | 2.51 |
| 14. Agriculture and rural development  | 44            | 66 | 5.16 | 2.68 |
| 15. Trade and exports  | 36            | 75 | 5.39 | 2.86 |
| 16. Environmental sustainability and protection  | 45            | 65 | 6.27 | 2.73 |
| 17. Natural resource management (renewable and non-renewable)  | 38            | 71 | 5.84 | 2.86 |
| 18. Poverty reduction  | 47            | 60 | 5.43 | 2.73 |
| 19. Judiciary reform/anti-corruption   | 51            | 58 | 5.57 | 2.84 |
| 20. Regional disparities   | 53            | 56 | 5.74 | 2.70 |
| 21. Economic growth  | 58            | 52 | 5.86 | 2.65 |
| 22. Disaster risk management   | 27            | 83 | 5.30 | 2.93 |
| 23. Equality of opportunity (i.e., social inclusion)   | 41            | 68 | 5.51 | 2.98 |

| Achieving Development Results*  | N  | DK | Mean | SD   |
|---|----|----|------|------|
| 3. To what extent does the World Bank Group's work help to achieve development results in Croatia? (1-To no degree at all, 10-To a very significant degree) | 85 | 31 | 5.95 | 2.18 |

| To what extent do you agree with the following statements about the World Bank Group in Croatia? (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 Croatia* | 74 | 43 | 6.18 | 2.15 |
| 5. The World Bank Group meets Croatia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*   | 81 | 36 | 6.40 | 2.39 |

| Mobilizing Finance for Development   | N  | DK | Mean | SD   |
|--|----|----|------|------|
| 6. How effectively does the World Bank Group help Croatia to mobilize finance for development from private sector sources? (1-Not effectively at all, 10-Very effectively) | 51 | 63 | 5.39 | 2.39 |

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

| Reimbursable Advisory Services (RAS)  | N  | DK | Mean | SD   |
|---|----|----|------|------|
| 7. To what extent do you believe that Croatia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree) | 51 | 64 | 5.51 | 2.45 |

**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=117) |
|---|-----------------------------------|
| Weekly  | 7.7%                              |
| Monthly   | 19.7%                             |
| A few times a year  | 30.8%                             |
| Rarely  | 32.5%                             |
| Never   | 9.4%                              |

| In Croatia, 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   | 81     | 32 | 6.78 | 2.30 |
| 3. Include appropriate level of stakeholder involvement during preparation  | 82     | 32 | 6.94 | 2.08 |
| 4. Lead to practical solutions  | 80     | 34 | 6.56 | 2.40 |
| 5. Are accessible (well written and easy to understand)   | 87     | 28 | 7.17 | 2.11 |
| 6. Are source of relevant information on global good practices  | 83     | 31 | 7.41 | 2.16 |
| 7. Are adequately disseminated  | 77     | 37 | 7.09 | 2.29 |
| 8. Are translated enough into local language  | 79     | 35 | 6.59 | 2.54 |
| 9. Are adaptable to Croatia's specific development challenges and country circumstances*  | 79     | 34 | 6.42 | 2.43 |

| 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) | 88 | 26 | 6.34 | 2.27 |
| 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)                                | 90 | 24 | 7.42 | 2.04 |

**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   | 56                 | 58 | 8.04 | 2.26 |
| 2. The World Bank Group effectively monitors and evaluates the projects and programs it supports   | 68                 | 45 | 7.74 | 2.10 |
| 3. The World Bank Group's approvals and reviews are done in a timely fashion   | 64                 | 49 | 7.30 | 2.08 |
| 4. The World Bank Group's "Safeguard Policy" requirements are reasonable   | 54                 | 59 | 7.15 | 2.30 |
| 5. The World Bank Group's conditions on its lending are reasonable   | 62                 | 51 | 7.53 | 2.17 |
| 6. The World Bank Group takes decisions quickly in Croatia*  | 67                 | 45 | 6.58 | 2.36 |
| 7. Working with the World Bank Group increases Croatia's institutional capacity  | 81                 | 32 | 7.19 | 2.29 |
| 8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them* | 53                 | 59 | 6.94 | 2.37 |

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

| <b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Croatia? (Choose no more than TWO)</b> | <b>Percentage of Respondents (Responses Combined; N=109)</b> |
|---|--|
| Increase the level of capacity development in the country   | 22.0%  |
| Work more with civil society and beneficiary representatives  | 21.1%  |
| Leverage the private sector more  | 21.1%  |
| Offer more innovative knowledge services  | 18.3%  |
| Work more with private sector   | 17.4%  |
| Collaborate more effectively with Government clients  | 17.4%  |
| Reduce the complexity of obtaining World Bank Group financing   | 15.6%  |
| Improve the quality of its experts as related to Croatia's specific challenges  | 11.9%  |
| Offer more innovative financial products  | 10.1%  |
| Improve the competitiveness of its financing compared to markets  | 8.3%   |
| Help to bring discipline/effective supervision to implementation of World Bank Group projects   | 8.3%   |
| Provide more adequate data/knowledge/statistics/figures on Croatia's economy  | 7.3%   |
| Work faster   | 5.5%   |
| Increase availability of Reimbursable Advisory Services (RAS)   | 3.7%   |
| Ensure greater selectivity in its work  | 1.8%   |
| Other   | 1.8%   |
| Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies                           | 0.9%   |

| <b>2. When considering the combination of services that the World Bank Group offers in Croatia, 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 Croatia? (Select only ONE response)</b> | <b>Percentage of Respondents (N=112)</b> |
|--|--|
| Knowledge products   | 42.9%                                    |
| Convening services   | 16.1%                                    |
| The combination is appropriate for Croatia   | 13.4%                                    |
| Don't know   | 13.4%                                    |
| Financial services   | 11.6%                                    |
| None of the above  | 2.7%                                     |

**G. Communication and Information Sharing**

| <b>1. How do you get most of your information about economic and social development issues in Croatia? (Choose no more than TWO)</b> | <b>Percentage of Respondents (Responses Combined; N=115)</b> |
|--|--|
| Internet   | 87.8%  |
| Local television   | 23.5%  |
| Local newspapers   | 19.1%  |
| Periodicals  | 16.5%  |
| Social media   | 13.0%  |
| International newspapers   | 7.0%   |
| Other  | 6.1%   |
| Local radio  | 5.2%   |
| International television   | 2.6%   |
| International radio  | 0.0%   |

| <b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b> | <b>Percentage of Respondents (Responses Combined; N=114)</b> |
|--|--|
| e-Newsletters  | 43.0%  |
| World Bank Group's seminars/workshops/conferences  | 39.5%  |
| World Bank Group's website   | 36.0%  |
| World Bank Group's publications and other written materials  | 27.2%  |
| Direct contact with World Bank Group   | 18.4%  |
| Social media   | 9.6%   |
| Mobile phones  | 1.8%   |
| Other  | 0.9%   |

| <b>3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?</b> | <b>Percentage of Respondents (N=115)</b> |
|--|--|
| Yes  | 35.7%                                    |
| No   | 64.3%                                    |

| <b>4. Do you have reliable access to the Internet?</b> | <b>Percentage of Respondents (N=143)</b> |
|--|--|
| Yes  | 100.0%                                   |
| No   | 0.0%                                     |

| <b>5. Do you use/have you used the World Bank Group website?</b> | <b>Percentage of Respondents (N=114)</b> |
|--|--|
| Yes  | 75.4%                                    |
| No   | 24.6%                                    |

| <b>6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?</b> | <b>Percentage of Respondents (N=115)</b> |
|---|--|
| Yes   | 18.3%                                    |
| No  | 81.7%                                    |

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

| <b>7. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?</b> | <b>Percentage of Respondents (N=115)</b> |
|--|--|
| Weekly   | 7.0%                                     |
| Monthly  | 13.9%                                    |
| A few times a year   | 23.5%                                    |
| Rarely   | 33.0%                                    |
| Never  | 22.6%                                    |

| <b>Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)</b>  | <b>Level of Agreement</b> |           |             |           |
|--|---------------------------|-----------|-------------|-----------|
|  | <b>N</b>                  | <b>DK</b> | <b>Mean</b> | <b>SD</b> |
| 8. I find the World Bank Group's websites easy to navigate   | 84                        | 31        | 6.83        | 2.02      |
| 9. I find the information on the World Bank Group's websites useful  | 87                        | 27        | 7.62        | 1.87      |
| 10. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution | 33                        | 78        | 6.15        | 2.36      |

**H. Background Information**

| <b>1. Which of the following best describes your current position? (Select only ONE response)</b>                    | <b>Percentage of Respondents (N=143)</b> |
|--|--|
| Employee of a Ministry, Ministerial Department or Implementation Agency  | 22.4%                                    |
| Academia/Research Institute/Think Tank   | 12.6%                                    |
| PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program | 11.2%                                    |
| Private Sector Organization  | 8.4%                                     |
| Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)                     | 7.7%                                     |
| Media (press, radio, TV, web, etc.)  | 6.3%                                     |
| NGO/Community Based Organization   | 5.6%                                     |
| Office of Minister   | 4.2%                                     |
| Judiciary Branch   | 4.2%                                     |
| Bilateral/Multilateral Agency  | 3.5%                                     |
| Local Government Office or Staff   | 2.8%                                     |
| Financial Sector/Private Bank  | 2.8%                                     |
| Other  | 2.8%                                     |
| Office of Parliamentarian  | 2.1%                                     |
| Office of the President, Prime Minister  | 1.4%                                     |
| Trade Union  | 1.4%                                     |
| Private Foundation   | 0.7%                                     |
| Faith-Based Group  | 0.0%                                     |
| Youth Group  | 0.0%                                     |

**H. Background Information (continued)**

| <b>2. Please identify the primary specialization of your work. (Select only ONE response)</b> | <b>Percentage of Respondents (N=139)</b> |
|---|--|
| Other   | 14.4%                                    |
| Finance and markets   | 11.5%                                    |
| Transport and ICT   | 11.5%                                    |
| Social protection and labor   | 7.9%                                     |
| Macroeconomics and fiscal management  | 7.2%                                     |
| Urban, rural, and social development  | 7.2%                                     |
| Generalist  | 7.2%                                     |
| Governance  | 6.5%                                     |
| Education   | 5.0%                                     |
| Trade and competitiveness   | 5.0%                                     |
| Agriculture   | 4.3%                                     |
| Energy and extractives  | 3.6%                                     |
| Health, nutrition, and population   | 2.9%                                     |
| Gender  | 2.9%                                     |
| Environment and natural resources   | 2.2%                                     |
| Poverty   | 0.7%                                     |
| Water   | 0.0%                                     |
| Fragility, conflict and violence  | 0.0%                                     |
| Public-private partnerships   | 0.0%                                     |
| Jobs  | 0.0%                                     |
| Climate change  | 0.0%                                     |

| <b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?</b> | <b>Percentage of Respondents (N=142)</b> |
|---|--|
| Yes   | 58.5%                                    |
| No  | 41.5%                                    |

| <b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Croatia? (Select only ONE response)</b> | <b>Percentage of Respondents (N=110)</b> |
|---|--|
| The World Bank (IBRD)   | 91.8%                                    |
| The International Finance Corporation (IFC)   | 2.7%                                     |
| The Multilateral Investment Guarantee Agency (MIGA)   | 0.9%                                     |
| Other   | 4.5%                                     |

| <b>5. Do your projects involve both the World Bank and the IFC?</b> | <b>Percentage of Respondents (N=138)</b> |
|---|--|
| Yes   | 23.2%                                    |
| No  | 76.8%                                    |

| <b>6. If yes, what was your view of how the two institutions work together in Croatia? (Select only ONE response)</b> | <b>Percentage of Respondents (N=34)</b> |
|---|---|
| The two institutions work well together   | 50.0%                                   |
| The way the two institutions work together needs improvement  | 17.6%                                   |
| The two institutions do not work well together  | 0.0%                                    |
| Don't know  | 32.4%                                   |

**H. Background Information (continued)**

| <b>7. Which of the following describes most of your exposure to the World Bank Group in Croatia? (Choose no more than TWO)</b> | <b>Percentage of Respondents (Responses Combined; N=137)</b> |
|--|--|
| Collaborate as part of my professional duties  | 59.1%  |
| Use World Bank Group reports/data  | 30.7%  |
| Engage in World Bank Group related/sponsored events/activities   | 27.0%  |
| Use World Bank Group website for information, data, research, etc.   | 17.5%  |
| Observer (i.e., follow in media, discuss in informal conversations, etc.)  | 16.8%  |

| <b>8. What's your gender?</b> | <b>Percentage of Respondents (N=143)</b> |
|-------------------------------|--|
| Female                        | 46.2%                                    |
| Male                          | 53.8%                                    |

| <b>9. What's your age?</b> | <b>Percentage of Respondents (N=143)</b> |
|----------------------------|--|
| 25 and under               | 0.0%                                     |
| 26-35                      | 11.9%                                    |
| 36-45                      | 35.0%                                    |
| 46-55                      | 33.6%                                    |
| 56 and above               | 19.6%                                    |

| <b>10. Which best represents your geographic location?</b> | <b>Percentage of Respondents (N=140)</b> |
|--|--|
| Zagreb region  | 83.6%                                    |
| Other urban region   | 12.1%                                    |
| Rural areas  | 4.3%                                     |



## Appendix B: Responses to Selected Questions by Stakeholder Groups<sup>13</sup>

- Office of the President/Prime Minister/Minister N=8
- Private Sector/Financial Sector/Private Bank N=16
- Independent Government Institution N=11
- Employee of a Ministry N=32
- CSO N=11
- Academia N=18
- PMU/Consultant on WBG project N=16
- Media N=9
- Other N=22

### A. General Issues facing Croatia

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

| Percentage of Respondents | Office of the President/Prime Minister/Minister | Employee of a Ministry | PMU/Consultant on WBG project | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Independent Government Institution | Academia | Other |
|---------------------------|---|------------------------|-------------------------------|--|-------|-------|------------------------------------|----------|-------|
| The right direction       | 75.0%   | 34.4%                  | 25.0%                         | 18.8%  | 9.1%  | 22.2% | 45.5%                              | 27.8%    | 36.4% |
| The wrong direction       | 0.0%  | 31.3%                  | 18.8%                         | 68.8%  | 72.7% | 44.4% | 18.2%                              | 66.7%    | 45.5% |
| Not sure                  | 25.0%   | 34.4%                  | 56.3%                         | 12.5%  | 18.2% | 33.3% | 36.4%                              | 5.6%     | 18.2% |

\*Significantly different between stakeholder groups

<sup>13</sup> All 143 respondents provided their current position (question H1 in the questionnaire).



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

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

| Percentage of Respondents (Responses combined)            | Office of the President/Prime Minister/Minister | Employee of a Ministry | PMU/Consultant on WBG project | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Independent Government Institution | Academia | Other |
|---|---|------------------------|-------------------------------|--|-------|-------|------------------------------------|----------|-------|
| Water and sanitation                                      | 0.0%  | 0.0%                   | 0.0%                          | 0.0%   | 0.0%  | 0.0%  | 0.0%                               | 0.0%     | 0.0%  |
| Pollution   | 0.0%  | 0.0%                   | 0.0%                          | 0.0%   | 0.0%  | 0.0%  | 0.0%                               | 0.0%     | 0.0%  |
| Job creation/employment                                   | 12.5%   | 40.6%                  | 31.3%                         | 12.5%  | 18.2% | 33.3% | 18.2%                              | 27.8%    | 22.7% |
| Health  | 12.5%   | 9.4%                   | 12.5%                         | 0.0%   | 0.0%  | 22.2% | 9.1%                               | 5.6%     | 22.7% |
| Financial markets   | 0.0%  | 3.1%                   | 0.0%                          | 0.0%   | 0.0%  | 0.0%  | 0.0%                               | 0.0%     | 4.5%  |
| Social protection   | 0.0%  | 3.1%                   | 0.0%                          | 0.0%   | 0.0%  | 0.0%  | 0.0%                               | 11.1%    | 9.1%  |
| Gender equity*  | 0.0%  | 0.0%                   | 0.0%                          | 0.0%   | 27.3% | 0.0%  | 0.0%                               | 0.0%     | 4.5%  |
| Private sector development/business environment           | 12.5%   | 18.8%                  | 25.0%                         | 50.0%  | 9.1%  | 11.1% | 36.4%                              | 5.6%     | 22.7% |
| Education   | 50.0%   | 31.3%                  | 25.0%                         | 37.5%  | 27.3% | 22.2% | 9.1%                               | 61.1%    | 36.4% |
| Public sector governance/reform                           | 62.5%   | 37.5%                  | 31.3%                         | 50.0%  | 72.7% | 11.1% | 45.5%                              | 55.6%    | 45.5% |
| Global/regional integration                               | 12.5%   | 0.0%                   | 0.0%                          | 6.3%   | 0.0%  | 0.0%  | 9.1%                               | 0.0%     | 0.0%  |
| Convergence with income levels of the European Union (EU) | 0.0%  | 12.5%                  | 12.5%                         | 6.3%   | 0.0%  | 11.1% | 36.4%                              | 11.1%    | 9.1%  |
| Urban development   | 0.0%  | 0.0%                   | 0.0%                          | 0.0%   | 0.0%  | 0.0%  | 0.0%                               | 5.6%     | 0.0%  |
| Energy  | 12.5%   | 9.4%                   | 12.5%                         | 6.3%   | 0.0%  | 0.0%  | 0.0%                               | 5.6%     | 0.0%  |
| Economic growth   | 37.5%   | 28.1%                  | 25.0%                         | 25.0%  | 36.4% | 11.1% | 45.5%                              | 16.7%    | 22.7% |
| Disaster risk management                                  | 0.0%  | 0.0%                   | 0.0%                          | 0.0%   | 0.0%  | 0.0%  | 0.0%                               | 0.0%     | 0.0%  |
| Equality of opportunity*                                  | 0.0%  | 0.0%                   | 0.0%                          | 12.5%  | 0.0%  | 44.4% | 9.1%                               | 5.6%     | 4.5%  |
| Negative demographic trends                               | 12.5%   | 21.9%                  | 31.3%                         | 25.0%  | 27.3% | 33.3% | 36.4%                              | 33.3%    | 31.8% |
| Information and communications technology                 | 12.5%   | 6.3%                   | 25.0%                         | 0.0%   | 0.0%  | 0.0%  | 0.0%                               | 5.6%     | 9.1%  |
| Transport   | 0.0%  | 0.0%                   | 12.5%                         | 6.3%   | 0.0%  | 0.0%  | 9.1%                               | 0.0%     | 0.0%  |
| Agriculture and rural development                         | 0.0%  | 12.5%                  | 18.8%                         | 12.5%  | 9.1%  | 0.0%  | 9.1%                               | 5.6%     | 9.1%  |
| Trade and exports   | 0.0%  | 6.3%                   | 0.0%                          | 6.3%   | 0.0%  | 11.1% | 0.0%                               | 0.0%     | 0.0%  |
| Environmental sustainability and protection               | 0.0%  | 6.3%                   | 12.5%                         | 0.0%   | 0.0%  | 0.0%  | 9.1%                               | 0.0%     | 0.0%  |
| Natural resource management (renewable and non-renewable) | 0.0%  | 3.1%                   | 0.0%                          | 12.5%  | 9.1%  | 11.1% | 0.0%                               | 16.7%    | 4.5%  |
| Climate change  | 0.0%  | 3.1%                   | 0.0%                          | 0.0%   | 0.0%  | 0.0%  | 0.0%                               | 0.0%     | 0.0%  |
| Poverty reduction   | 0.0%  | 3.1%                   | 0.0%                          | 0.0%   | 0.0%  | 11.1% | 0.0%                               | 5.6%     | 9.1%  |
| Judiciary reform/anti-corruption                          | 62.5%   | 31.3%                  | 25.0%                         | 31.3%  | 45.5% | 33.3% | 18.2%                              | 16.7%    | 22.7% |
| Regional disparities                                      | 0.0%  | 0.0%                   | 0.0%                          | 0.0%   | 18.2% | 0.0%  | 0.0%                               | 5.6%     | 9.1%  |

\*Significantly different between stakeholder groups



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

|   | Office of the President/Prime Minister/Minister |      |      | Employee of a Ministry |      |      | PMU/Consultant on WBG project |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia |      |      | 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 Croatia?* | 8   | 7.38 | 2.13 | 30                     | 6.73 | 2.52 | 15                            | 7.60 | 1.76 | 16   | 5.56 | 2.13 | 10  | 4.00 | 2.00 | 9     | 6.44 | 1.51 | 11                                 | 7.27 | 1.10 | 17       | 6.00 | 2.72 | 20    | 5.30 | 2.43 |

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

|  | Office of the President/Prime Minister/Minister |      |      | Employee of a Ministry |      |      | PMU/Consultant on WBG project |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia |      |      | 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 Croatia. | 7   | 7.43 | 2.15 | 27                     | 6.33 | 1.98 | 14                            | 6.93 | 1.73 | 11   | 5.82 | 1.83 | 6   | 4.50 | 1.87 | 7     | 6.29 | 2.29 | 9                                  | 7.67 | 1.50 | 15       | 6.00 | 2.65 | 16    | 6.06 | 2.26 |

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

|  | Office of the President/Prime Minister/Minister |      |      | Employee of a Ministry |      |      | PMU/Consultant on WBG project |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia |      |      | 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 to help Croatia solve its most complicated development challenges? | 7   | 7.57 | 2.70 | 26                     | 6.96 | 2.14 | 15                            | 7.33 | 2.09 | 13   | 7.15 | 2.51 | 6   | 6.50 | 2.81 | 9     | 7.33 | 1.22 | 9                                  | 8.22 | 1.39 | 16       | 7.06 | 2.24 | 16    | 6.88 | 2.19 |

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

| Percentage of Respondents (Responses combined)            | Office of the President/Prime Minister/Minister | Employee of a Ministry | PMU/Consultant on WBG project | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Independent Government Institution | Academia | Other |
|---|---|------------------------|-------------------------------|--|-------|-------|------------------------------------|----------|-------|
| Gender equity*  | 0.0%  | 0.0%                   | 0.0%                          | 0.0%   | 22.2% | 0.0%  | 0.0%                               | 6.3%     | 0.0%  |
| Private sector development/business environment           | 37.5%   | 20.0%                  | 6.7%                          | 37.5%  | 22.2% | 11.1% | 54.5%                              | 18.8%    | 25.0% |
| Education   | 12.5%   | 23.3%                  | 26.7%                         | 18.8%  | 11.1% | 44.4% | 0.0%                               | 37.5%    | 20.0% |
| Public sector governance/reform                           | 75.0%   | 33.3%                  | 33.3%                         | 50.0%  | 22.2% | 33.3% | 45.5%                              | 62.5%    | 55.0% |
| Energy  | 12.5%   | 13.3%                  | 6.7%                          | 0.0%   | 11.1% | 0.0%  | 0.0%                               | 0.0%     | 5.0%  |
| Water and sanitation                                      | 0.0%  | 0.0%                   | 0.0%                          | 0.0%   | 0.0%  | 0.0%  | 0.0%                               | 0.0%     | 0.0%  |
| Pollution   | 0.0%  | 0.0%                   | 0.0%                          | 0.0%   | 0.0%  | 0.0%  | 0.0%                               | 0.0%     | 0.0%  |
| Job creation/employment                                   | 25.0%   | 23.3%                  | 6.7%                          | 31.3%  | 44.4% | 0.0%  | 9.1%                               | 25.0%    | 5.0%  |
| Health  | 12.5%   | 6.7%                   | 6.7%                          | 0.0%   | 11.1% | 0.0%  | 18.2%                              | 0.0%     | 10.0% |
| Financial markets   | 0.0%  | 10.0%                  | 0.0%                          | 0.0%   | 0.0%  | 0.0%  | 18.2%                              | 0.0%     | 5.0%  |
| Social protection   | 0.0%  | 3.3%                   | 6.7%                          | 0.0%   | 0.0%  | 22.2% | 27.3%                              | 12.5%    | 5.0%  |
| Global/regional integration                               | 0.0%  | 10.0%                  | 0.0%                          | 0.0%   | 0.0%  | 0.0%  | 0.0%                               | 0.0%     | 0.0%  |
| Convergence with income levels of the European Union (EU) | 0.0%  | 16.7%                  | 20.0%                         | 6.3%   | 0.0%  | 11.1% | 18.2%                              | 18.8%    | 5.0%  |
| Urban development   | 0.0%  | 0.0%                   | 0.0%                          | 6.3%   | 0.0%  | 0.0%  | 0.0%                               | 6.3%     | 0.0%  |
| Agriculture and rural development                         | 0.0%  | 13.3%                  | 13.3%                         | 12.5%  | 11.1% | 0.0%  | 9.1%                               | 6.3%     | 5.0%  |
| Trade and exports   | 0.0%  | 3.3%                   | 0.0%                          | 0.0%   | 11.1% | 11.1% | 0.0%                               | 0.0%     | 5.0%  |
| Environmental sustainability and protection               | 0.0%  | 0.0%                   | 0.0%                          | 0.0%   | 0.0%  | 0.0%  | 0.0%                               | 6.3%     | 5.0%  |
| Natural resource management (renewable and non-renewable) | 0.0%  | 0.0%                   | 6.7%                          | 12.5%  | 0.0%  | 0.0%  | 0.0%                               | 18.8%    | 5.0%  |
| Regional disparities                                      | 12.5%   | 13.3%                  | 6.7%                          | 0.0%   | 22.2% | 11.1% | 0.0%                               | 12.5%    | 20.0% |
| Economic growth   | 37.5%   | 33.3%                  | 53.3%                         | 50.0%  | 44.4% | 22.2% | 36.4%                              | 18.8%    | 30.0% |
| Disaster risk management                                  | 0.0%  | 3.3%                   | 0.0%                          | 0.0%   | 0.0%  | 0.0%  | 0.0%                               | 0.0%     | 0.0%  |
| Equality of opportunity                                   | 0.0%  | 6.7%                   | 13.3%                         | 12.5%  | 0.0%  | 33.3% | 0.0%                               | 6.3%     | 5.0%  |
| Negative demographic trends                               | 12.5%   | 6.7%                   | 20.0%                         | 6.3%   | 11.1% | 11.1% | 27.3%                              | 25.0%    | 5.0%  |
| Information and communications technology                 | 0.0%  | 6.7%                   | 6.7%                          | 6.3%   | 0.0%  | 0.0%  | 0.0%                               | 0.0%     | 10.0% |
| Transport   | 12.5%   | 0.0%                   | 13.3%                         | 6.3%   | 0.0%  | 0.0%  | 0.0%                               | 6.3%     | 5.0%  |
| Climate change  | 0.0%  | 6.7%                   | 6.7%                          | 0.0%   | 0.0%  | 0.0%  | 0.0%                               | 0.0%     | 0.0%  |
| Poverty reduction*  | 0.0%  | 10.0%                  | 13.3%                         | 0.0%   | 44.4% | 33.3% | 0.0%                               | 6.3%     | 10.0% |
| Judiciary reform/anti-corruption                          | 37.5%   | 23.3%                  | 26.7%                         | 43.8%  | 11.1% | 33.3% | 36.4%                              | 6.3%     | 40.0% |

\*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 Croatia?

| <b>Greatest Value<br/>Percentage of Respondents</b>                  | <b>Office of the<br/>President/Prime<br/>Minister/Minister</b> | <b>Employee of a<br/>Ministry</b> | <b>PMU/Consultant<br/>on WBG project</b> | <b>Private Sector/<br/>Financial Sector/<br/>Private Bank</b> | <b>CSO</b> | <b>Media</b> | <b>Independent<br/>Government<br/>Institution</b> | <b>Academia</b> | <b>Other</b> |
|--|--|-----------------------------------|--|---|------------|--------------|---|-----------------|--------------|
| Bringing together different groups of stakeholders                   | 0.0%   | 3.3%                              | 0.0%                                     | 0.0%  | 0.0%       | 0.0%         | 0.0%  | 6.3%            | 5.3%         |
| Capacity development related to World Bank Group supported projects  | 0.0%   | 16.7%                             | 26.7%                                    | 12.5%   | 20.0%      | 22.2%        | 45.5%   | 12.5%           | 21.1%        |
| Technical assistance   | 25.0%  | 13.3%                             | 13.3%                                    | 0.0%  | 0.0%       | 0.0%         | 9.1%  | 6.3%            | 5.3%         |
| Policy advice, studies, analyses                                     | 37.5%  | 6.7%                              | 6.7%                                     | 25.0%   | 10.0%      | 33.3%        | 9.1%  | 31.3%           | 21.1%        |
| Financial resources  | 0.0%   | 23.3%                             | 26.7%                                    | 6.3%  | 40.0%      | 11.1%        | 18.2%   | 12.5%           | 10.5%        |
| Data and statistics  | 0.0%   | 10.0%                             | 0.0%                                     | 6.3%  | 10.0%      | 0.0%         | 0.0%  | 6.3%            | 5.3%         |
| Promoting knowledge sharing  | 0.0%   | 6.7%                              | 0.0%                                     | 6.3%  | 10.0%      | 22.2%        | 0.0%  | 6.3%            | 5.3%         |
| Implementation support   | 25.0%  | 10.0%                             | 20.0%                                    | 31.3%   | 0.0%       | 0.0%         | 18.2%   | 6.3%            | 5.3%         |
| Mobilizing third party financial resources                           | 0.0%   | 6.7%                              | 6.7%                                     | 0.0%  | 0.0%       | 0.0%         | 0.0%  | 6.3%            | 5.3%         |
| Coordination with the European Commission and international partners | 12.5%  | 0.0%                              | 0.0%                                     | 12.5%   | 0.0%       | 11.1%        | 0.0%  | 6.3%            | 15.8%        |
| Other  | 0.0%   | 3.3%                              | 0.0%                                     | 0.0%  | 10.0%      | 0.0%         | 0.0%  | 0.0%            | 0.0%         |

| <b>2<sup>nd</sup> Greatest Value<br/>Percentage of Respondents</b>   | <b>Office of the<br/>President/Prime<br/>Minister/Minister</b> | <b>Employee of a<br/>Ministry</b> | <b>PMU/Consultant<br/>on WBG project</b> | <b>Private Sector/<br/>Financial Sector/<br/>Private Bank</b> | <b>CSO</b> | <b>Media</b> | <b>Independent<br/>Government<br/>Institution</b> | <b>Academia</b> | <b>Other</b> |
|--|--|-----------------------------------|--|---|------------|--------------|---|-----------------|--------------|
| Bringing together different groups of stakeholders                   | 0.0%   | 16.7%                             | 6.7%                                     | 0.0%  | 0.0%       | 0.0%         | 0.0%  | 6.3%            | 5.6%         |
| Capacity development related to World Bank Group supported projects  | 42.9%  | 20.0%                             | 26.7%                                    | 6.3%  | 10.0%      | 22.2%        | 27.3%   | 12.5%           | 11.1%        |
| Technical assistance   | 14.3%  | 16.7%                             | 0.0%                                     | 25.0%   | 10.0%      | 0.0%         | 9.1%  | 6.3%            | 5.6%         |
| Policy advice, studies, analyses                                     | 28.6%  | 16.7%                             | 13.3%                                    | 12.5%   | 20.0%      | 0.0%         | 45.5%   | 6.3%            | 11.1%        |
| Financial resources  | 14.3%  | 10.0%                             | 20.0%                                    | 12.5%   | 10.0%      | 44.4%        | 0.0%  | 12.5%           | 27.8%        |
| Data and statistics  | 0.0%   | 3.3%                              | 0.0%                                     | 0.0%  | 10.0%      | 11.1%        | 0.0%  | 6.3%            | 11.1%        |
| Promoting knowledge sharing  | 0.0%   | 10.0%                             | 6.7%                                     | 12.5%   | 10.0%      | 0.0%         | 9.1%  | 18.8%           | 5.6%         |
| Implementation support   | 0.0%   | 3.3%                              | 13.3%                                    | 18.8%   | 10.0%      | 22.2%        | 9.1%  | 18.8%           | 11.1%        |
| Mobilizing third party financial resources                           | 0.0%   | 0.0%                              | 6.7%                                     | 12.5%   | 10.0%      | 0.0%         | 0.0%  | 12.5%           | 5.6%         |
| Coordination with the European Commission and international partners | 0.0%   | 3.3%                              | 6.7%                                     | 0.0%  | 0.0%       | 0.0%         | 0.0%  | 0.0%            | 5.6%         |
| Other  | 0.0%   | 0.0%                              | 0.0%                                     | 0.0%  | 10.0%      | 0.0%         | 0.0%  | 0.0%            | 0.0%         |



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

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

| Percentage of Respondents<br>(Responses combined)   | Office of the<br>President/Prime<br>Minister/Minister | Employee of a<br>Ministry | PMU/Consultant<br>on WBG project | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Independent<br>Government<br>Institution | Academia | Other |
|---|---|---------------------------|----------------------------------|--|-------|-------|--|----------|-------|
| Arrogant in its approach  | 0.0%  | 0.0%                      | 0.0%                             | 0.0%   | 0.0%  | 0.0%  | 0.0%                                     | 0.0%     | 5.3%  |
| Inadequate World Bank Group's staffing in Croatia   | 0.0%  | 6.5%                      | 0.0%                             | 6.3%   | 0.0%  | 11.1% | 0.0%                                     | 0.0%     | 10.5% |
| The credibility of its knowledge/data   | 0.0%  | 3.2%                      | 6.7%                             | 0.0%   | 0.0%  | 0.0%  | 0.0%                                     | 0.0%     | 0.0%  |
| Not willing to honestly criticize policies and reform efforts in the country                                | 0.0%  | 22.6%                     | 13.3%                            | 25.0%  | 10.0% | 11.1% | 18.2%                                    | 17.6%    | 10.5% |
| Staff too inaccessible  | 0.0%  | 6.5%                      | 6.7%                             | 0.0%   | 0.0%  | 0.0%  | 0.0%                                     | 5.9%     | 0.0%  |
| Not collaborating enough with private sector*   | 0.0%  | 0.0%                      | 0.0%                             | 31.3%  | 0.0%  | 0.0%  | 0.0%                                     | 5.9%     | 10.5% |
| Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies | 0.0%  | 0.0%                      | 0.0%                             | 0.0%   | 0.0%  | 0.0%  | 0.0%                                     | 0.0%     | 5.3%  |
| Not aligned with country priorities   | 0.0%  | 9.7%                      | 6.7%                             | 6.3%   | 20.0% | 11.1% | 9.1%                                     | 0.0%     | 0.0%  |
| Not adequately sensitive to political/social realities in Croatia   | 12.5%   | 12.9%                     | 13.3%                            | 0.0%   | 10.0% | 11.1% | 9.1%                                     | 11.8%    | 15.8% |
| Not exploring alternative policy options  | 12.5%   | 12.9%                     | 6.7%                             | 6.3%   | 0.0%  | 22.2% | 9.1%                                     | 17.6%    | 0.0%  |
| Not sufficiently focused on results   | 0.0%  | 6.5%                      | 0.0%                             | 18.8%  | 0.0%  | 22.2% | 9.1%                                     | 5.9%     | 0.0%  |
| Not in it for the long term   | 12.5%   | 0.0%                      | 13.3%                            | 0.0%   | 0.0%  | 0.0%  | 0.0%                                     | 5.9%     | 5.3%  |
| Its advice and strategies do not lend themselves to practical problem solving                               | 25.0%   | 16.1%                     | 13.3%                            | 12.5%  | 0.0%  | 11.1% | 9.1%                                     | 0.0%     | 10.5% |
| Not collaborating enough with civil society*  | 0.0%  | 0.0%                      | 0.0%                             | 0.0%   | 30.0% | 11.1% | 0.0%                                     | 5.9%     | 0.0%  |
| Not enough public disclosure of its work  | 25.0%   | 22.6%                     | 26.7%                            | 43.8%  | 30.0% | 22.2% | 18.2%                                    | 58.8%    | 15.8% |
| Too influenced by developed countries   | 12.5%   | 9.7%                      | 6.7%                             | 6.3%   | 10.0% | 0.0%  | 0.0%                                     | 11.8%    | 15.8% |
| World Bank Group's processes too slow   | 37.5%   | 12.9%                     | 13.3%                            | 6.3%   | 20.0% | 22.2% | 9.1%                                     | 11.8%    | 5.3%  |
| World Bank Group's processes too complex  | 0.0%  | 9.7%                      | 20.0%                            | 0.0%   | 0.0%  | 22.2% | 9.1%                                     | 5.9%     | 5.3%  |
| Other*  | 0.0%  | 0.0%                      | 0.0%                             | 0.0%   | 10.0% | 0.0%  | 18.2%                                    | 0.0%     | 0.0%  |
| Don't know*   | 25.0%   | 6.5%                      | 13.3%                            | 0.0%   | 30.0% | 0.0%  | 18.2%                                    | 11.8%    | 36.8% |

\*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 Croatia? (Select only ONE response)

| Percentage of Respondents         | Office of the President/Prime Minister/Minister | Employee of a Ministry | PMU/Consultant on WBG project | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Independent Government Institution | Academia | Other |
|-----------------------------------|---|------------------------|-------------------------------|--|-------|-------|------------------------------------|----------|-------|
| To a fully sufficient degree      | 14.3%   | 4.0%                   | 7.7%                          | 6.3%   | 0.0%  | 0.0%  | 27.3%                              | 11.8%    | 0.0%  |
| To a somewhat sufficient degree   | 57.1%   | 16.0%                  | 15.4%                         | 12.5%  | 0.0%  | 33.3% | 9.1%                               | 23.5%    | 16.7% |
| To a somewhat insufficient degree | 14.3%   | 20.0%                  | 23.1%                         | 6.3%   | 22.2% | 44.4% | 9.1%                               | 23.5%    | 16.7% |
| To a very insufficient degree     | 0.0%  | 12.0%                  | 7.7%                          | 6.3%   | 11.1% | 11.1% | 9.1%                               | 29.4%    | 11.1% |
| Don't know                        | 14.3%   | 48.0%                  | 46.2%                         | 68.8%  | 66.7% | 11.1% | 45.5%                              | 11.8%    | 55.6% |

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

|   | Office of the President/Prime Minister/Minister |       |      | Employee of a Ministry |      |      | PMU/Consultant on WBG project |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia |      |      | 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 projects                       | 3   | 6.33  | 2.89 | 14                     | 6.29 | 2.46 | 11                            | 7.36 | 1.80 | 7  | 4.86 | 2.34 | 1   | 3.00 |      | 6     | 5.50 | 1.52 | 7                                  | 7.57 | 1.90 | 8        | 5.75 | 2.60 | 4     | 6.25 | 3.77 |
| Policy based loans/state budget support   | 3   | 5.67  | 4.04 | 15                     | 6.80 | 1.37 | 11                            | 6.91 | 1.97 | 6  | 5.17 | 2.71 | 1   | 2.00 |      | 6     | 5.67 | 1.37 | 6                                  | 6.33 | 2.34 | 11       | 4.82 | 2.48 | 6     | 6.17 | 3.31 |
| Financing for programs (results oriented) | 4   | 6.00  | 3.37 | 15                     | 7.27 | 1.67 | 11                            | 7.00 | 2.32 | 7  | 5.43 | 2.23 | 2   | 4.00 | 0.00 | 7     | 5.71 | 1.60 | 7                                  | 7.29 | 1.60 | 10       | 5.70 | 2.41 | 7     | 7.00 | 2.94 |
| Trust funds and grants                    | 3   | 8.33  | 1.53 | 12                     | 7.08 | 2.35 | 8                             | 7.50 | 2.20 | 5  | 5.80 | 2.39 | 2   | 3.50 | 0.71 | 4     | 5.00 | 2.45 | 6                                  | 6.17 | 2.48 | 8        | 5.63 | 2.13 | 6     | 6.17 | 2.93 |
| MIGA guarantees                           | 1   | 10.00 |      | 4                      | 7.75 | 1.50 | 6                             | 6.83 | 2.14 | 4  | 6.25 | 2.75 | 1   | 3.00 |      | 3     | 4.33 | 2.08 | 4                                  | 6.00 | 1.41 | 3        | 5.00 | 3.46 | 2     | 3.50 | 3.54 |
| IFC investment services                   | 2   | 4.00  | 1.41 | 5                      | 7.00 | 1.87 | 6                             | 7.00 | 1.90 | 5  | 6.00 | 2.55 | 1   | 3.00 |      | 3     | 4.33 | 2.08 | 4                                  | 7.75 | 1.89 | 4        | 5.75 | 3.20 | 2     | 3.50 | 3.54 |
| IFC advisory services                     | 2   | 4.00  | 1.41 | 6                      | 6.17 | 1.94 | 6                             | 8.17 | 1.72 | 5  | 7.00 | 1.58 | 1   | 4.00 |      | 3     | 4.00 | 1.73 | 5                                  | 6.80 | 1.30 | 5        | 6.00 | 3.08 | 3     | 5.00 | 3.61 |

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

| Percentage of Respondents (Responses combined)               | Office of the President/Prime Minister/Minister | Employee of a Ministry | PMU/Consultant on WBG project | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Independent Government Institution | Academia | Other |
|--|---|------------------------|-------------------------------|--|-------|-------|------------------------------------|----------|-------|
| Private sector   | 57.1%   | 23.1%                  | 35.7%                         | 68.8%  | 33.3% | 33.3% | 54.5%                              | 23.5%    | 33.3% |
| Local government   | 42.9%   | 42.3%                  | 35.7%                         | 18.8%  | 11.1% | 33.3% | 36.4%                              | 11.8%    | 33.3% |
| Beneficiaries  | 14.3%   | 26.9%                  | 7.1%                          | 0.0%   | 11.1% | 22.2% | 18.2%                              | 0.0%     | 22.2% |
| Youth/university groups                                      | 14.3%   | 23.1%                  | 0.0%                          | 18.8%  | 11.1% | 22.2% | 9.1%                               | 41.2%    | 22.2% |
| European Commission and international financial institutions | 0.0%  | 3.8%                   | 14.3%                         | 25.0%  | 11.1% | 11.1% | 9.1%                               | 5.9%     | 5.6%  |
| NGOs/Community Based Organizations*                          | 0.0%  | 11.5%                  | 14.3%                         | 6.3%   | 66.7% | 33.3% | 9.1%                               | 11.8%    | 5.6%  |
| Foundations  | 0.0%  | 0.0%                   | 0.0%                          | 0.0%   | 11.1% | 0.0%  | 0.0%                               | 0.0%     | 0.0%  |
| Media*   | 0.0%  | 3.8%                   | 28.6%                         | 12.5%  | 0.0%  | 44.4% | 9.1%                               | 11.8%    | 5.6%  |
| Academia/think tanks/research institutes*                    | 42.9%   | 23.1%                  | 35.7%                         | 25.0%  | 11.1% | 0.0%  | 36.4%                              | 64.7%    | 16.7% |
| Parliament   | 0.0%  | 3.8%                   | 7.1%                          | 6.3%   | 11.1% | 0.0%  | 18.2%                              | 5.9%     | 0.0%  |
| Other  | 0.0%  | 0.0%                   | 0.0%                          | 6.3%   | 0.0%  | 0.0%  | 0.0%                               | 0.0%     | 11.1% |
| Don't know   | 14.3%   | 11.5%                  | 7.1%                          | 0.0%   | 11.1% | 0.0%  | 0.0%                               | 5.9%     | 22.2% |

\*Significantly different between stakeholder groups



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

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

|  | Office of the President/Prime Minister/Minister |      |      | Employee of a Ministry |      |      | PMU/Consultant on WBG project |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia |      |      | 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 Croatia             | 7   | 6.86 | 3.02 | 22                     | 6.00 | 2.35 | 12                            | 6.00 | 1.76 | 14   | 4.21 | 2.29 | 5   | 5.00 | 2.55 | 8     | 5.25 | 1.75 | 10                                 | 6.00 | 2.83 | 15       | 4.87 | 2.47 | 12    | 4.92 | 2.57 |
| The World Bank Group's work is aligned with what I consider the development priorities for Croatia | 7   | 6.71 | 2.81 | 23                     | 5.96 | 2.53 | 12                            | 6.67 | 2.19 | 12   | 5.25 | 2.09 | 5   | 4.80 | 2.17 | 9     | 5.11 | 1.27 | 10                                 | 7.30 | 1.77 | 14       | 5.29 | 3.05 | 13    | 6.00 | 2.65 |

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

|  | Office of the President/Prime Minister/Minister |      |      | Employee of a Ministry |      |      | PMU/Consultant on WBG project |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia |      |      | 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  | 6   | 6.83 | 2.48 | 21                     | 6.67 | 2.08 | 11                            | 7.27 | 1.79 | 11   | 6.00 | 2.14 | 2   | 5.50 | 3.54 | 7     | 5.00 | 1.83 | 8                                  | 7.50 | 1.60 | 10       | 5.90 | 2.56 | 7     | 7.00 | 2.83 |
| Flexibility (in terms of the institution's products and services)                          | 6   | 7.33 | 1.37 | 21                     | 5.90 | 2.36 | 11                            | 7.55 | 2.02 | 9  | 6.78 | 1.48 | 1   | 2.00 |      | 7     | 5.14 | 1.77 | 8                                  | 6.50 | 1.60 | 10       | 5.50 | 2.68 | 7     | 6.29 | 3.15 |
| Flexibility (in terms of changing country circumstances)                                   | 5   | 7.40 | 1.52 | 19                     | 5.95 | 2.61 | 11                            | 6.91 | 1.87 | 10   | 6.20 | 2.35 | 3   | 4.67 | 3.06 | 7     | 5.14 | 1.77 | 8                                  | 6.63 | 1.51 | 10       | 5.40 | 2.76 | 7     | 5.86 | 2.73 |
| Being inclusive*   | 5   | 7.80 | 1.92 | 18                     | 6.94 | 1.89 | 11                            | 7.64 | 1.86 | 9  | 7.33 | 2.06 | 4   | 4.00 | 1.63 | 7     | 4.86 | 1.77 | 9                                  | 6.33 | 1.80 | 10       | 5.80 | 2.20 | 8     | 7.00 | 2.62 |
| Openness (sharing data and other information)  | 6   | 6.83 | 2.99 | 21                     | 6.67 | 2.46 | 11                            | 7.45 | 2.02 | 10   | 7.80 | 2.39 | 3   | 5.00 | 2.65 | 7     | 5.43 | 2.15 | 8                                  | 7.75 | 1.67 | 10       | 6.60 | 2.07 | 8     | 7.88 | 2.17 |
| Collaboration with the Government*   | 6   | 7.17 | 2.79 | 20                     | 7.70 | 1.66 | 10                            | 7.20 | 2.15 | 10   | 5.20 | 2.15 | 3   | 4.00 | 1.00 | 7     | 5.86 | 1.35 | 7                                  | 7.14 | 2.91 | 9        | 7.11 | 1.17 | 5     | 7.20 | 2.77 |
| The speed in which it gets things accomplished on the ground                               | 6   | 7.33 | 0.82 | 21                     | 6.57 | 2.25 | 11                            | 6.82 | 2.09 | 11   | 5.82 | 2.96 | 2   | 4.00 | 1.41 | 6     | 5.33 | 1.37 | 6                                  | 7.67 | 1.63 | 8        | 6.13 | 2.64 | 5     | 4.80 | 2.17 |
| Helping to bring discipline/effective supervision to implementation of investment projects | 6   | 8.00 | 0.89 | 21                     | 7.00 | 1.87 | 10                            | 7.20 | 1.75 | 7  | 7.43 | 1.62 | 2   | 6.50 | 3.54 | 6     | 5.00 | 1.41 | 7                                  | 6.71 | 2.87 | 8        | 5.50 | 2.56 | 7     | 6.00 | 3.11 |
| Collaboration with civil society   | 3   | 8.00 | 0.00 | 12                     | 6.67 | 2.06 | 8                             | 6.00 | 2.07 | 5  | 6.00 | 2.35 | 3   | 3.00 | 1.00 | 6     | 5.17 | 1.60 | 6                                  | 6.33 | 2.16 | 8        | 5.38 | 2.45 | 4     | 5.00 | 2.94 |
| Staff accessibility*   | 6   | 8.67 | 1.03 | 22                     | 7.55 | 2.20 | 11                            | 7.73 | 1.79 | 10   | 7.10 | 2.47 | 2   | 2.50 | 2.12 | 7     | 5.71 | 2.14 | 8                                  | 8.63 | 1.19 | 9        | 5.89 | 2.71 | 9     | 7.67 | 1.94 |
| Collaboration with the European Commission and other development partners                  | 5   | 8.00 | 1.22 | 15                     | 7.80 | 1.70 | 8                             | 6.75 | 2.12 | 6  | 7.50 | 1.05 | 2   | 5.00 | 4.24 | 4     | 5.00 | 1.41 | 7                                  | 7.29 | 2.56 | 8        | 6.88 | 2.47 | 5     | 5.40 | 2.07 |
| Collaboration with the private sector  | 3   | 8.00 | 1.00 | 17                     | 6.47 | 2.43 | 9                             | 6.33 | 2.55 | 10   | 4.70 | 2.36 | 3   | 4.00 | 2.65 | 5     | 4.80 | 0.84 | 5                                  | 6.20 | 2.49 | 6        | 5.33 | 2.73 | 3     | 3.33 | 2.52 |
| Straightforwardness and honesty*   | 5   | 8.60 | 1.34 | 21                     | 7.24 | 2.23 | 10                            | 6.80 | 1.87 | 10   | 7.50 | 2.42 | 3   | 2.67 | 1.15 | 6     | 5.83 | 1.83 | 7                                  | 7.86 | 1.68 | 9        | 6.00 | 2.65 | 9     | 8.11 | 2.76 |
| Treating clients and stakeholders in Croatia with respect*                                 | 5   | 8.60 | 1.14 | 21                     | 8.43 | 2.11 | 10                            | 8.10 | 1.79 | 9  | 8.22 | 1.86 | 3   | 3.67 | 1.53 | 5     | 6.20 | 1.79 | 7                                  | 9.14 | 0.69 | 8        | 7.75 | 2.25 | 10    | 8.20 | 2.66 |
| Being a long-term partner  | 5   | 7.80 | 2.86 | 21                     | 7.95 | 1.99 | 11                            | 7.55 | 1.92 | 10   | 8.40 | 1.17 | 3   | 3.67 | 1.53 | 7     | 6.86 | 2.27 | 7                                  | 7.57 | 2.23 | 10       | 7.30 | 2.21 | 9     | 7.56 | 2.83 |

\*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<br>(Responses combined)   | Office of the<br>President/Prime<br>Minister/Minister |      |    | Employee of a<br>Ministry |      |    | PMU/Consultant<br>on WBG project |      |    | Private Sector/<br>Financial Sector/<br>Private Bank |      |    | CSO |      |    | Media |      |    | Independent<br>Government<br>Institution |      |    | Academia |      |    | 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 |  |
| Poor coordination within the Government   |   |      |    |                           |      |    |                                  |      |    |  |      |    |     |      |    |       |      |    |  |      |    |          |      |    |       |      |    |  |
| There is an inadequate level of private sector participation and support                                  |   |      |    |                           |      |    |                                  |      |    |  |      |    |     |      |    |       |      |    |  |      |    |          |      |    |       |      |    |  |
| Poor coordination with the European Commission and international partners                                 |   |      |    |                           |      |    |                                  |      |    |  |      |    |     |      |    |       |      |    |  |      |    |          |      |    |       |      |    |  |
| The World Bank Group is not sensitive enough to political/social realities on the ground                  |   |      |    |                           |      |    |                                  |      |    |  |      |    |     |      |    |       |      |    |  |      |    |          |      |    |       |      |    |  |
| Lack of/inadequate levels of capacity in Government   |   |      |    |                           |      |    |                                  |      |    |  |      |    |     |      |    |       |      |    |  |      |    |          |      |    |       |      |    |  |
| There is not an adequate level of citizen/civil society participation                                     |   |      |    |                           |      |    |                                  |      |    |  |      |    |     |      |    |       |      |    |  |      |    |          |      |    |       |      |    |  |
| Corruption  |   |      |    |                           |      |    |                                  |      |    |  |      |    |     |      |    |       |      |    |  |      |    |          |      |    |       |      |    |  |
| Poor coordination within the World Bank Group   |   |      |    |                           |      |    |                                  |      |    |  |      |    |     |      |    |       |      |    |  |      |    |          |      |    |       |      |    |  |
| The World Bank Group does not provide the government with consistent support throughout the reform effort |   |      |    |                           |      |    |                                  |      |    |  |      |    |     |      |    |       |      |    |  |      |    |          |      |    |       |      |    |  |
| Political pressures and obstacles   |   |      |    |                           |      |    |                                  |      |    |  |      |    |     |      |    |       |      |    |  |      |    |          |      |    |       |      |    |  |
| Reforms are not well thought out in light of country challenges   |   |      |    |                           |      |    |                                  |      |    |  |      |    |     |      |    |       |      |    |  |      |    |          |      |    |       |      |    |  |
| Other   |   |      |    |                           |      |    |                                  |      |    |  |      |    |     |      |    |       |      |    |  |      |    |          |      |    |       |      |    |  |

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

|   | Office of the<br>President/Prime<br>Minister/Minister |      |      | Employee of a<br>Ministry |      |      | PMU/Consultant<br>on WBG project |      |      | Private Sector/<br>Financial Sector/<br>Private Bank |      |      | CSO |      |      | Media |      |      | Independent<br>Government<br>Institution |      |      | Academia |      |      | 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 Croatia? | 7   | 7.00 | 2.45 | 19                        | 6.53 | 2.01 | 11                               | 6.45 | 1.37 | 11   | 4.82 | 2.18 | 2   | 4.00 | 1.41 | 7     | 4.43 | 1.40 | 9  | 6.44 | 2.46 | 12       | 5.50 | 2.35 | 7     | 6.57 | 2.51 |

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



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

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

|  | Office of the President/Prime Minister/Minister |      |      | Employee of a Ministry |      |      | PMU/Consultant on WBG project |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia |      |      | 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 meet the needs of Croatia | 5   | 7.40 | 1.67 | 19                     | 6.58 | 1.87 | 10                            | 7.30 | 1.89 | 10   | 5.80 | 1.99 | 2   | 4.50 | 2.12 | 6     | 5.50 | 1.87 | 7                                  | 6.00 | 2.16 | 9        | 4.89 | 2.76 | 6     | 6.00 | 2.68 |
| The World Bank Group meets Croatia's needs for knowledge services      | 7   | 7.14 | 2.41 | 20                     | 6.85 | 2.06 | 9                             | 7.78 | 2.22 | 10   | 6.10 | 2.33 | 2   | 4.00 | 1.41 | 6     | 5.17 | 1.83 | 8                                  | 7.25 | 1.75 | 11       | 5.18 | 2.86 | 8     | 5.75 | 2.87 |

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

|  | Office of the President/Prime Minister/Minister |      |      | Employee of a Ministry |      |      | PMU/Consultant on WBG project |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia |      |      | 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? | 6   | 7.17 | 2.56 | 22                     | 6.32 | 2.44 | 11                            | 6.73 | 2.00 | 10   | 6.10 | 2.60 | 3   | 5.67 | 2.52 | 6     | 5.67 | 1.63 | 9                                  | 6.44 | 1.81 | 12       | 5.67 | 2.42 | 9     | 7.11 | 2.52 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?   | 7   | 8.71 | 0.95 | 21                     | 6.86 | 2.03 | 10                            | 8.00 | 1.76 | 12   | 7.08 | 2.31 | 2   | 7.00 | 2.83 | 6     | 6.67 | 1.75 | 9                                  | 7.56 | 1.33 | 13       | 7.46 | 2.40 | 10    | 7.90 | 2.56 |

(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)

|   | Office of the President/Prime Minister/Minister |      |      | Employee of a Ministry |      |      | PMU/Consultant on WBG project |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia |      |      | 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   | 4   | 9.50 | 0.58 | 15                     | 8.27 | 1.87 | 13                            | 9.08 | 1.93 | 4  | 7.25 | 2.63 |     |      |      | 5     | 6.40 | 2.51 | 2                                  | 9.00 | 1.41 | 7        | 6.57 | 2.51 | 6     | 7.50 | 2.95 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports | 6   | 8.17 | 2.14 | 18                     | 7.61 | 2.09 | 13                            | 8.08 | 1.93 | 7  | 8.43 | 2.07 | 1   | 9.00 |      | 4     | 7.50 | 1.91 | 4                                  | 8.00 | 1.41 | 9        | 7.11 | 2.37 | 6     | 6.83 | 3.13 |
| The World Bank Group's approvals and reviews are done in a timely fashion                     | 6   | 9.17 | 0.75 | 18                     | 7.28 | 2.27 | 13                            | 7.15 | 1.72 | 5  | 8.00 | 1.41 |     |      |      | 4     | 5.50 | 1.73 | 3                                  | 7.67 | 1.53 | 9        | 6.89 | 2.32 | 6     | 6.83 | 2.93 |
| The World Bank Group's "Safeguard Policy" requirements are reasonable                         | 3   | 9.00 | 1.00 | 15                     | 6.47 | 2.26 | 12                            | 7.67 | 1.87 | 6  | 8.83 | 0.75 | 1   | 4.00 |      | 4     | 5.50 | 1.73 | 2                                  | 8.50 | 0.71 | 6        | 6.17 | 2.99 | 5     | 7.40 | 3.29 |
| The World Bank Group's conditions on its lending are reasonable*                              | 5   | 9.40 | 0.55 | 17                     | 6.82 | 2.21 | 13                            | 8.00 | 1.53 | 6  | 9.17 | 0.75 | 1   | 3.00 |      | 5     | 6.40 | 1.14 | 2                                  | 9.00 | 1.41 | 8        | 7.13 | 2.42 | 5     | 7.00 | 3.54 |
| The World Bank Group takes decisions quickly in Croatia                                       | 6   | 9.00 | 0.89 | 20                     | 6.25 | 2.43 | 13                            | 6.85 | 1.82 | 8  | 6.75 | 2.49 |     |      |      | 4     | 5.25 | 1.71 | 3                                  | 8.67 | 0.58 | 7        | 5.29 | 2.56 | 6     | 5.83 | 3.06 |
| Working with the World Bank Group increases Croatia's institutional capacity                  | 6   | 7.67 | 2.88 | 21                     | 7.33 | 2.37 | 13                            | 7.85 | 1.46 | 8  | 7.63 | 2.45 | 2   | 6.50 | 2.12 | 6     | 5.67 | 2.66 | 7                                  | 7.14 | 1.57 | 10       | 6.30 | 2.54 | 8     | 7.38 | 2.77 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them        | 5   | 7.60 | 3.21 | 13                     | 6.77 | 2.89 | 12                            | 7.00 | 1.65 | 6  | 7.67 | 2.25 |     |      |      | 3     | 5.33 | 2.08 | 2                                  | 8.50 | 0.71 | 8        | 6.63 | 2.67 | 4     | 6.50 | 2.38 |

\*Significantly different between stakeholder groups



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

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

| Percentage of Respondents<br>(Responses combined)   | Office of the<br>President/Prime<br>Minister/Minister | Employee of a<br>Ministry | PMU/Consultant<br>on WBG project | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Independent<br>Government<br>Institution | Academia | Other |
|---|---|---------------------------|----------------------------------|--|-------|-------|--|----------|-------|
| Ensure greater selectivity in its work  | 0.0%  | 0.0%                      | 8.3%                             | 0.0%   | 0.0%  | 0.0%  | 0.0%                                     | 7.1%     | 0.0%  |
| Provide more adequate data/knowledge/statistics/figures on Croatia's economy                                | 16.7%   | 13.6%                     | 0.0%                             | 0.0%   | 0.0%  | 14.3% | 10.0%                                    | 7.1%     | 6.7%  |
| Improve the competitiveness of its financing compared to markets  | 16.7%   | 13.6%                     | 0.0%                             | 6.7%   | 12.5% | 14.3% | 10.0%                                    | 7.1%     | 0.0%  |
| Work more with civil society and beneficiary representatives  | 0.0%  | 13.6%                     | 25.0%                            | 13.3%  | 62.5% | 42.9% | 10.0%                                    | 21.4%    | 20.0% |
| Increase the level of capacity development in the country   | 33.3%   | 13.6%                     | 33.3%                            | 20.0%  | 12.5% | 14.3% | 40.0%                                    | 21.4%    | 20.0% |
| Leverage the private sector more  | 33.3%   | 9.1%                      | 25.0%                            | 46.7%  | 25.0% | 14.3% | 30.0%                                    | 0.0%     | 20.0% |
| Improve the quality of its experts as related to Croatia's specific challenges                              | 16.7%   | 18.2%                     | 0.0%                             | 6.7%   | 0.0%  | 0.0%  | 0.0%                                     | 28.6%    | 20.0% |
| Work more with private sector   | 0.0%  | 9.1%                      | 8.3%                             | 40.0%  | 25.0% | 14.3% | 20.0%                                    | 14.3%    | 20.0% |
| Offer more innovative knowledge services*   | 16.7%   | 40.9%                     | 33.3%                            | 0.0%   | 12.5% | 0.0%  | 0.0%                                     | 28.6%    | 6.7%  |
| Collaborate more effectively with Government clients  | 33.3%   | 13.6%                     | 8.3%                             | 26.7%  | 0.0%  | 0.0%  | 30.0%                                    | 21.4%    | 20.0% |
| Work faster   | 16.7%   | 0.0%                      | 8.3%                             | 6.7%   | 0.0%  | 28.6% | 0.0%                                     | 0.0%     | 6.7%  |
| Reduce the complexity of obtaining World Bank Group financing   | 0.0%  | 13.6%                     | 33.3%                            | 0.0%   | 25.0% | 42.9% | 10.0%                                    | 7.1%     | 20.0% |
| Increase availability of Reimbursable Advisory Services (RAS)   | 0.0%  | 4.5%                      | 0.0%                             | 0.0%   | 0.0%  | 0.0%  | 10.0%                                    | 7.1%     | 6.7%  |
| Help to bring discipline/effective supervision to implementation of World Bank Group projects               | 0.0%  | 9.1%                      | 0.0%                             | 13.3%  | 0.0%  | 14.3% | 0.0%                                     | 21.4%    | 6.7%  |
| Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies | 0.0%  | 0.0%                      | 0.0%                             | 0.0%   | 0.0%  | 0.0%  | 0.0%                                     | 0.0%     | 6.7%  |
| Offer more innovative financial products  | 16.7%   | 13.6%                     | 8.3%                             | 6.7%   | 12.5% | 0.0%  | 20.0%                                    | 7.1%     | 6.7%  |
| Other   | 0.0%  | 4.5%                      | 0.0%                             | 0.0%   | 0.0%  | 0.0%  | 0.0%                                     | 0.0%     | 6.7%  |

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing**

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

| Percentage of Respondents<br>(Responses combined) | Office of the                        |                           | PMU/Consultant<br>on WBG project | Private Sector/<br>Financial Sector/<br>Private Bank |          | CSO   | Media  | Independent<br>Government |       | Academia | Other |
|---|--------------------------------------|---------------------------|----------------------------------|--|----------|-------|--------|---------------------------|-------|----------|-------|
|   | President/Prime<br>Minister/Minister | Employee of a<br>Ministry |                                  | Government<br>Institution                            | Academia |       |        |                           |       |          |       |
| Local radio                                       | 28.6%                                | 13.0%                     | 0.0%                             | 0.0%   | 0.0%     | 0.0%  | 0.0%   | 0.0%                      | 0.0%  | 0.0%     | 6.3%  |
| International radio                               | 0.0%                                 | 0.0%                      | 0.0%                             | 0.0%   | 0.0%     | 0.0%  | 0.0%   | 0.0%                      | 0.0%  | 0.0%     | 0.0%  |
| Social media                                      | 0.0%                                 | 8.7%                      | 7.7%                             | 13.3%  | 44.4%    | 28.6% | 28.6%  | 0.0%                      | 20.0% | 6.3%     | 6.3%  |
| International newspapers                          | 14.3%                                | 8.7%                      | 0.0%                             | 13.3%  | 0.0%     | 0.0%  | 0.0%   | 10.0%                     | 0.0%  | 12.5%    | 12.5% |
| Local television                                  | 14.3%                                | 26.1%                     | 61.5%                            | 20.0%  | 11.1%    | 28.6% | 10.0%  | 13.3%                     | 18.8% | 18.8%    | 18.8% |
| Internet  | 85.7%                                | 78.3%                     | 100.0%                           | 86.7%  | 77.8%    | 71.4% | 100.0% | 93.3%                     | 93.8% | 93.8%    | 93.8% |
| Periodicals                                       | 14.3%                                | 17.4%                     | 0.0%                             | 33.3%  | 11.1%    | 0.0%  | 10.0%  | 40.0%                     | 6.3%  | 6.3%     | 6.3%  |
| International television                          | 0.0%                                 | 4.3%                      | 7.7%                             | 6.7%   | 0.0%     | 0.0%  | 0.0%   | 0.0%                      | 0.0%  | 0.0%     | 0.0%  |
| Local newspapers                                  | 14.3%                                | 21.7%                     | 7.7%                             | 6.7%   | 11.1%    | 42.9% | 50.0%  | 20.0%                     | 12.5% | 12.5%    | 12.5% |
| Other   | 14.3%                                | 4.3%                      | 0.0%                             | 0.0%   | 22.2%    | 14.3% | 10.0%  | 0.0%                      | 6.3%  | 6.3%     | 6.3%  |

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

| Percentage of Respondents<br>(Responses combined)               | Office of the                        |                           | PMU/Consultant<br>on WBG project | Private Sector/<br>Financial Sector/<br>Private Bank |          | CSO   | Media | Independent<br>Government |       | Academia | Other |
|---|--------------------------------------|---------------------------|----------------------------------|--|----------|-------|-------|---------------------------|-------|----------|-------|
|   | President/Prime<br>Minister/Minister | Employee of a<br>Ministry |                                  | Government<br>Institution                            | Academia |       |       |                           |       |          |       |
| World Bank Group's publications and<br>other written materials* | 50.0%                                | 21.7%                     | 7.7%                             | 46.7%  | 22.2%    | 14.3% | 20.0% | 60.0%                     | 6.3%  | 6.3%     | 6.3%  |
| e-Newsletters   | 16.7%                                | 43.5%                     | 38.5%                            | 60.0%  | 55.6%    | 42.9% | 40.0% | 20.0%                     | 56.3% | 56.3%    | 56.3% |
| World Bank Group's<br>seminars/workshops/conferences            | 66.7%                                | 56.5%                     | 38.5%                            | 26.7%  | 33.3%    | 14.3% | 30.0% | 40.0%                     | 37.5% | 37.5%    | 37.5% |
| Mobile phones   | 0.0%                                 | 0.0%                      | 0.0%                             | 0.0%   | 0.0%     | 14.3% | 0.0%  | 0.0%                      | 6.3%  | 6.3%     | 6.3%  |
| Direct contact with World Bank Group                            | 16.7%                                | 26.1%                     | 7.7%                             | 13.3%  | 11.1%    | 42.9% | 30.0% | 20.0%                     | 6.3%  | 6.3%     | 6.3%  |
| World Bank Group's website                                      | 16.7%                                | 30.4%                     | 61.5%                            | 33.3%  | 33.3%    | 28.6% | 50.0% | 33.3%                     | 31.3% | 31.3%    | 31.3% |
| Social media  | 16.7%                                | 4.3%                      | 0.0%                             | 13.3%  | 33.3%    | 14.3% | 10.0% | 13.3%                     | 0.0%  | 0.0%     | 0.0%  |
| Other*  | 16.7%                                | 0.0%                      | 0.0%                             | 0.0%   | 0.0%     | 0.0%  | 0.0%  | 0.0%                      | 0.0%  | 0.0%     | 0.0%  |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents | Office of the                        |                           | PMU/Consultant<br>on WBG project | Private Sector/<br>Financial Sector/<br>Private Bank |          | CSO   | Media | Independent<br>Government |       | Academia | Other |
|---------------------------|--------------------------------------|---------------------------|----------------------------------|--|----------|-------|-------|---------------------------|-------|----------|-------|
|                           | President/Prime<br>Minister/Minister | Employee of a<br>Ministry |                                  | Government<br>Institution                            | Academia |       |       |                           |       |          |       |
| Weekly                    | 14.3%                                | 8.7%                      | 7.7%                             | 0.0%   | 0.0%     | 14.3% | 0.0%  | 13.3%                     | 6.3%  | 6.3%     | 6.3%  |
| Monthly                   | 14.3%                                | 13.0%                     | 30.8%                            | 0.0%   | 0.0%     | 42.9% | 0.0%  | 26.7%                     | 6.3%  | 6.3%     | 6.3%  |
| A few times a year        | 14.3%                                | 17.4%                     | 30.8%                            | 26.7%  | 22.2%    | 14.3% | 50.0% | 20.0%                     | 18.8% | 18.8%    | 18.8% |
| Rarely                    | 42.9%                                | 43.5%                     | 7.7%                             | 26.7%  | 44.4%    | 28.6% | 30.0% | 40.0%                     | 31.3% | 31.3%    | 31.3% |
| Never                     | 14.3%                                | 17.4%                     | 23.1%                            | 46.7%  | 33.3%    | 0.0%  | 20.0% | 0.0%                      | 37.5% | 37.5%    | 37.5% |

**H. Background Information**

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

| Percentage of Respondents | Office of the President/Prime Minister/Minister | Employee of a Ministry | PMU/Consultant on WBG project | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Independent Government Institution | Academia | Other |
|---------------------------|---|------------------------|-------------------------------|--|-------|-------|------------------------------------|----------|-------|
| Yes                       | 75.0%   | 78.1%                  | 100.0%                        | 31.3%  | 9.1%  | 77.8% | 72.7%                              | 27.8%    | 47.6% |
| No                        | 25.0%   | 21.9%                  | 0.0%                          | 68.8%  | 90.9% | 22.2% | 27.3%                              | 72.2%    | 52.4% |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents                           | Office of the President/Prime Minister/Minister | Employee of a Ministry | PMU/Consultant on WBG project | Private Sector/ Financial Sector/ Private Bank | CSO   | Media  | Independent Government Institution | Academia | Other |
|---|---|------------------------|-------------------------------|--|-------|--------|------------------------------------|----------|-------|
| The World Bank (IBRD)                               | 100.0%  | 96.3%                  | 100.0%                        | 63.6%  | 66.7% | 100.0% | 100.0%                             | 84.6%    | 91.7% |
| The International Finance Corporation (IFC)         | 0.0%  | 0.0%                   | 0.0%                          | 18.2%  | 0.0%  | 0.0%   | 0.0%                               | 7.7%     | 0.0%  |
| The Multilateral Investment Guarantee Agency (MIGA) | 0.0%  | 0.0%                   | 0.0%                          | 9.1%   | 0.0%  | 0.0%   | 0.0%                               | 0.0%     | 0.0%  |
| Other   | 0.0%  | 3.7%                   | 0.0%                          | 9.1%   | 33.3% | 0.0%   | 0.0%                               | 7.7%     | 8.3%  |

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

| Percentage of Respondents | Office of the President/Prime Minister/Minister | Employee of a Ministry | PMU/Consultant on WBG project | Private Sector/ Financial Sector/ Private Bank | CSO    | Media | Independent Government Institution | Academia | Other |
|---------------------------|---|------------------------|-------------------------------|--|--------|-------|------------------------------------|----------|-------|
| Yes                       | 37.5%   | 41.9%                  | 18.8%                         | 0.0%   | 0.0%   | 12.5% | 20.0%                              | 23.5%    | 27.3% |
| No                        | 62.5%   | 58.1%                  | 81.3%                         | 100.0%   | 100.0% | 87.5% | 80.0%                              | 76.5%    | 72.7% |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses combined)                      | Office of the President/Prime Minister/Minister | Employee of a Ministry | PMU/Consultant on WBG project | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Independent Government Institution | Academia | Other |
|---|---|------------------------|-------------------------------|--|-------|-------|------------------------------------|----------|-------|
| Observer  | 12.5%   | 13.3%                  | 0.0%                          | 31.3%  | 44.4% | 22.2% | 18.2%                              | 22.2%    | 5.0%  |
| Use World Bank Group reports/data*                                  | 75.0%   | 3.3%                   | 0.0%                          | 37.5%  | 44.4% | 66.7% | 45.5%                              | 44.4%    | 30.0% |
| Engage in World Bank Group related/sponsored events/activities      | 37.5%   | 30.0%                  | 31.3%                         | 25.0%  | 22.2% | 11.1% | 9.1%                               | 38.9%    | 25.0% |
| Collaborate as part of my professional duties*                      | 62.5%   | 83.3%                  | 81.3%                         | 43.8%  | 22.2% | 33.3% | 90.9%                              | 16.7%    | 65.0% |
| Use World Bank Group website for information, data, research, etc.* | 0.0%  | 0.0%                   | 12.5%                         | 25.0%  | 33.3% | 11.1% | 9.1%                               | 44.4%    | 25.0% |

\*Significantly different between stakeholder groups

What's your gender?

| Percentage of Respondents | Office of the President/Prime Minister/Minister | Employee of a Ministry | PMU/Consultant on WBG project | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Independent Government Institution | Academia | Other |
|---------------------------|---|------------------------|-------------------------------|--|-------|-------|------------------------------------|----------|-------|
| Female                    | 50.0%   | 43.8%                  | 43.8%                         | 25.0%  | 81.8% | 44.4% | 63.6%                              | 33.3%    | 50.0% |
| Male                      | 50.0%   | 56.3%                  | 56.3%                         | 75.0%  | 18.2% | 55.6% | 36.4%                              | 66.7%    | 50.0% |



## Appendix C: Responses to Indicator Questions by Geographic Location<sup>14</sup>

● Zagreb region N=117

● Other N=23

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

|   | Zagreb region |      |      | Other |      |      |
|---|---------------|------|------|-------|------|------|
|   | N             | Mean | SD   | N     | Mean | SD   |
| Overall, please rate your impression of the World Bank Group's effectiveness in Croatia.* | 91            | 6.59 | 1.89 | 18    | 5.00 | 2.83 |

(1-Not effective at all, 10-Very effective) \*Significantly different between geographic locations

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

(1-Strongly disagree, 10-Strongly agree)

|   | Zagreb region |      |      | Other |      |      |
|---|---------------|------|------|-------|------|------|
|   | N             | Mean | SD   | N     | Mean | SD   |
| Overall the World Bank Group currently plays a relevant role in development in Croatia*             | 88            | 5.64 | 2.37 | 15    | 4.27 | 2.60 |
| The World Bank Group's work is aligned with what I consider the development priorities for Croatia* | 87            | 6.16 | 2.30 | 16    | 4.69 | 2.87 |

\*Significantly different between geographic locations

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

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

|  | Zagreb region |      |      | Other |      |      |
|--|---------------|------|------|-------|------|------|
|  | N             | Mean | SD   | N     | Mean | SD   |
| Responsiveness to needs  | 72            | 6.57 | 2.05 | 9     | 5.78 | 3.15 |
| Flexibility (in terms of the institution's products and services)                          | 71            | 6.25 | 2.19 | 7     | 6.14 | 3.13 |
| Flexibility (in terms of changing country circumstances)                                   | 69            | 6.12 | 2.21 | 9     | 5.56 | 3.05 |
| Being inclusive  | 70            | 6.54 | 2.07 | 9     | 6.78 | 2.82 |
| Openness (sharing data and other information)  | 73            | 6.95 | 2.30 | 9     | 6.89 | 2.57 |
| Collaboration with the Government  | 66            | 6.91 | 2.07 | 10    | 6.20 | 2.82 |
| The speed in which it gets things accomplished on the ground                               | 64            | 6.44 | 2.02 | 10    | 5.20 | 3.26 |
| Helping to bring discipline/effective supervision to implementation of investment projects | 64            | 6.77 | 1.94 | 8     | 5.75 | 3.54 |
| Collaboration with civil society   | 47            | 5.96 | 1.98 | 7     | 5.43 | 3.60 |
| Staff accessibility  | 73            | 7.37 | 2.23 | 9     | 6.33 | 2.69 |
| Collaboration with the European Commission and other development partners                  | 55            | 6.95 | 2.07 | 5     | 7.40 | 2.70 |
| Collaboration with the private sector  | 53            | 5.83 | 2.34 | 7     | 4.57 | 3.31 |
| Straightforwardness and honesty  | 68            | 7.00 | 2.29 | 10    | 7.00 | 3.20 |
| Treating clients and stakeholders in Croatia with respect                                  | 67            | 8.01 | 2.08 | 9     | 7.78 | 2.95 |
| Being a long-term partner  | 71            | 7.58 | 2.10 | 10    | 7.00 | 2.91 |

<sup>14</sup> 140 respondents provided information about their geographic location (question H10 in the questionnaire). Only these respondents were included in the analysis presented in this appendix.

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

|   | Zagreb region |      |      | Other |      |      |
|---|---------------|------|------|-------|------|------|
|   | N             | Mean | SD   | N     | Mean | SD   |
| To what extent does the World Bank Group's work help to achieve development results in Croatia? | 73            | 6.05 | 2.11 | 10    | 5.40 | 2.84 |

(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 Croatia?**

(1-Strongly disagree, 10-Strongly agree)

|   | Zagreb region |      |      | Other |      |      |
|---|---------------|------|------|-------|------|------|
|   | N             | Mean | SD   | N     | Mean | SD   |
| The World Bank Group's financial instruments meet the needs of Croatia* | 63            | 6.48 | 1.96 | 9     | 4.44 | 2.74 |
| The World Bank Group meets Croatia's needs for knowledge services*      | 68            | 6.68 | 2.20 | 12    | 4.92 | 2.97 |

\*Significantly different between geographic locations

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

|  | Zagreb region |      |      | Other |      |      |
|--|---------------|------|------|-------|------|------|
|  | N             | Mean | SD   | N     | Mean | SD   |
| Are adaptable to Croatia's specific development challenges and country circumstances | 67            | 6.48 | 2.32 | 10    | 5.90 | 3.21 |

|  | Zagreb region |      |      | Other |      |      |
|--|---------------|------|------|-------|------|------|
|  | N             | Mean | SD   | N     | Mean | SD   |
| Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? | 75            | 6.48 | 2.20 | 11    | 5.64 | 2.84 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?   | 76            | 7.59 | 1.81 | 12    | 6.58 | 3.18 |

(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)**

|  | Zagreb region |      |      | Other |      |      |
|--|---------------|------|------|-------|------|------|
|  | N             | Mean | SD   | N     | Mean | SD   |
| The World Bank Group takes decisions quickly in Croatia                                | 54            | 6.70 | 2.13 | 11    | 5.82 | 3.25 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them | 42            | 6.95 | 2.28 | 10    | 6.60 | 2.76 |



## Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>15</sup>

*Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY 2018 Croatia 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 Croatia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Croatia?"*

● Collaborating with the WBG N=83

● Not collaborating with the WBG N=59

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

|   | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|---|----------------------------|------|------|--------------------------------|------|------|
|   | N                          | Mean | SD   | N                              | Mean | SD   |
| How familiar are you with the work of the World Bank Group in Croatia?* | 80                         | 6.95 | 1.98 | 55                             | 5.24 | 2.55 |

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

|   | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|---|----------------------------|------|------|--------------------------------|------|------|
|   | N                          | Mean | SD   | N                              | Mean | SD   |
| Overall, please rate your impression of the World Bank Group's effectiveness in Croatia.* | 73                         | 6.71 | 2.08 | 38                             | 5.66 | 2.08 |

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

|  | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|--|----------------------------|------|------|--------------------------------|------|------|
|  | N                          | Mean | SD   | N                              | Mean | SD   |
| To what extent do you believe the World Bank Group's staff is well prepared to help Croatia solve its most complicated development challenges? | 76                         | 7.36 | 1.95 | 40                             | 6.83 | 2.45 |

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

<sup>15</sup> 142 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Only these respondents were included in the analysis presented in this appendix.

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

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

| Percentage of Respondents<br>(Responses combined)         | Collaborating with<br>the WBG | Not collaborating<br>with the WBG |
|---|-------------------------------|-----------------------------------|
| Gender equity*  | 0.0%                          | 5.7%                              |
| Private sector development/business environment           | 20.0%                         | 32.1%                             |
| Education   | 23.8%                         | 20.8%                             |
| Public sector governance/reform                           | 42.5%                         | 49.1%                             |
| Energy  | 2.5%                          | 9.4%                              |
| Water and sanitation                                      | 0.0%                          | 0.0%                              |
| Pollution   | 0.0%                          | 0.0%                              |
| Job creation/employment                                   | 15.0%                         | 24.5%                             |
| Health  | 5.0%                          | 9.4%                              |
| Financial markets   | 6.3%                          | 0.0%                              |
| Social protection   | 8.8%                          | 5.7%                              |
| Global/regional integration                               | 3.8%                          | 0.0%                              |
| Convergence with income levels of the European Union (EU) | 13.8%                         | 9.4%                              |
| Urban development   | 0.0%                          | 3.8%                              |
| Agriculture and rural development                         | 7.5%                          | 11.3%                             |
| Trade and exports   | 2.5%                          | 3.8%                              |
| Environmental sustainability and protection               | 1.3%                          | 1.9%                              |
| Natural resource management (renewable and non-renewable) | 2.5%                          | 9.4%                              |
| Regional disparities                                      | 10.0%                         | 13.2%                             |
| Economic growth   | 38.8%                         | 30.2%                             |
| Disaster risk management                                  | 1.3%                          | 0.0%                              |
| Equality of opportunity                                   | 8.8%                          | 7.5%                              |
| Negative demographic trends                               | 16.3%                         | 7.5%                              |
| Information and communications technology                 | 5.0%                          | 3.8%                              |
| Transport   | 6.3%                          | 1.9%                              |
| Climate change  | 3.8%                          | 0.0%                              |
| Poverty reduction   | 10.0%                         | 13.2%                             |
| Judiciary reform/anti-corruption                          | 33.8%                         | 20.8%                             |

\*Significantly different between collaborators and non-collaborators

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

|   | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|---|----------------------------|------|------|--------------------------------|------|------|
|   | N                          | Mean | SD   | N                              | Mean | SD   |
| Investment projects                       | 44                         | 6.52 | 2.33 | 17                             | 5.59 | 2.45 |
| Policy based loans/state budget support   | 44                         | 6.39 | 2.10 | 21                             | 5.19 | 2.58 |
| Financing for programs (results oriented) | 47                         | 6.83 | 2.15 | 23                             | 5.74 | 2.24 |
| Trust funds and grants                    | 37                         | 6.73 | 2.49 | 17                             | 5.65 | 2.06 |
| MIGA guarantees                           | 17                         | 6.18 | 2.70 | 11                             | 5.82 | 2.27 |
| IFC investment services                   | 20                         | 6.05 | 2.35 | 12                             | 5.92 | 2.68 |
| IFC advisory services                     | 23                         | 6.48 | 2.48 | 13                             | 5.77 | 1.92 |

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

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

(1-Strongly disagree, 10-Strongly agree)

|   | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|---|----------------------------|------|------|--------------------------------|------|------|
|   | N                          | Mean | SD   | N                              | Mean | SD   |
| Overall the World Bank Group currently plays a relevant role in development in Croatia*             | 66                         | 5.98 | 2.34 | 39                             | 4.49 | 2.28 |
| The World Bank Group's work is aligned with what I consider the development priorities for Croatia* | 69                         | 6.39 | 2.27 | 36                             | 5.03 | 2.47 |

\*Significantly different between collaborators and non-collaborators

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

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

|  | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|--|----------------------------|------|------|--------------------------------|------|------|
|  | N                          | Mean | SD   | N                              | Mean | SD   |
| Responsiveness to needs*   | 58                         | 6.93 | 2.11 | 25                             | 5.56 | 2.12 |
| Flexibility (in terms of the institution's products and services)*                         | 57                         | 6.60 | 2.23 | 23                             | 5.43 | 2.15 |
| Flexibility (in terms of changing country circumstances)*                                  | 55                         | 6.42 | 2.29 | 25                             | 5.32 | 2.19 |
| Being inclusive*   | 57                         | 6.91 | 2.22 | 24                             | 5.88 | 1.83 |
| Openness (sharing data and other information)  | 57                         | 7.18 | 2.30 | 27                             | 6.52 | 2.31 |
| Collaboration with the Government  | 50                         | 7.14 | 2.14 | 27                             | 6.19 | 2.11 |
| The speed in which it gets things accomplished on the ground*                              | 52                         | 6.79 | 2.14 | 24                             | 5.29 | 2.20 |
| Helping to bring discipline/effective supervision to implementation of investment projects | 52                         | 6.94 | 2.17 | 22                             | 6.09 | 2.09 |
| Collaboration with civil society   | 37                         | 6.11 | 2.13 | 18                             | 5.39 | 2.30 |
| Staff accessibility*   | 60                         | 7.65 | 2.08 | 24                             | 6.29 | 2.54 |
| Collaboration with the European Commission and other development partners                  | 40                         | 7.25 | 2.07 | 20                             | 6.45 | 2.11 |
| Collaboration with the private sector*   | 42                         | 6.14 | 2.44 | 19                             | 4.68 | 2.24 |
| Straightforwardness and honesty*   | 55                         | 7.44 | 2.26 | 25                             | 6.16 | 2.48 |
| Treating clients and stakeholders in Croatia with respect*                                 | 55                         | 8.42 | 2.02 | 23                             | 7.04 | 2.20 |
| Being a long-term partner*   | 58                         | 7.93 | 2.10 | 25                             | 6.64 | 2.18 |

\*Significantly different between collaborators and non-collaborators

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

In Croatia, 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)

|                              | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|------------------------------|----------------------------|------|------|--------------------------------|------|------|
|                              | N                          | Mean | SD   | N                              | Mean | SD   |
| Gender                       | 31                         | 5.52 | 2.93 | 19                             | 4.21 | 2.51 |
| The impact of climate change | 35                         | 5.69 | 2.42 | 17                             | 4.29 | 2.91 |

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

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

|   | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|---|----------------------------|------|------|--------------------------------|------|------|
|   | N                          | Mean | SD   | N                              | Mean | SD   |
| Social protection   | 27                         | 5.19 | 2.47 | 16                             | 5.81 | 2.59 |
| Gender equity   | 28                         | 5.57 | 2.94 | 12                             | 5.33 | 2.93 |
| Private sector development/business environment           | 42                         | 6.33 | 2.43 | 20                             | 5.80 | 2.26 |
| Education   | 35                         | 5.89 | 2.52 | 16                             | 5.75 | 2.49 |
| Public sector governance/reform                           | 44                         | 6.34 | 2.32 | 20                             | 6.10 | 2.38 |
| Convergence with income levels of the European Union (EU) | 32                         | 5.78 | 2.46 | 17                             | 4.76 | 2.86 |
| Urban development   | 30                         | 6.27 | 2.61 | 13                             | 6.15 | 2.61 |
| Energy  | 28                         | 6.25 | 2.53 | 16                             | 5.81 | 3.06 |
| Water and sanitation                                      | 31                         | 5.77 | 2.60 | 14                             | 5.71 | 2.97 |
| Pollution   | 31                         | 6.52 | 2.79 | 14                             | 6.07 | 3.00 |
| Job creation/employment                                   | 32                         | 5.47 | 2.55 | 17                             | 4.65 | 2.96 |
| Health  | 32                         | 5.47 | 2.82 | 15                             | 4.53 | 2.92 |
| Transport   | 41                         | 7.10 | 2.51 | 15                             | 6.33 | 2.50 |
| Agriculture and rural development                         | 28                         | 5.21 | 2.64 | 16                             | 5.06 | 2.84 |
| Trade and exports   | 25                         | 5.36 | 2.84 | 11                             | 5.45 | 3.05 |
| Environmental sustainability and protection               | 32                         | 6.41 | 2.76 | 13                             | 5.92 | 2.72 |
| Natural resource management (renewable and non-renewable) | 25                         | 6.04 | 2.89 | 13                             | 5.46 | 2.88 |
| Poverty reduction   | 32                         | 5.47 | 2.71 | 15                             | 5.33 | 2.87 |
| Judiciary reform/anti-corruption                          | 33                         | 5.76 | 2.80 | 18                             | 5.22 | 2.96 |
| Regional disparities                                      | 33                         | 5.58 | 2.61 | 20                             | 6.00 | 2.88 |
| Economic growth   | 38                         | 5.97 | 2.71 | 20                             | 5.65 | 2.60 |
| Disaster risk management                                  | 19                         | 4.89 | 2.90 | 8                              | 6.25 | 2.96 |
| Equality of opportunity                                   | 25                         | 5.60 | 3.18 | 16                             | 5.38 | 2.75 |

|   | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|---|----------------------------|------|------|--------------------------------|------|------|
|   | N                          | Mean | SD   | N                              | Mean | SD   |
| To what extent does the World Bank Group's work help to achieve development results in Croatia? | 58                         | 6.24 | 2.15 | 27                             | 5.33 | 2.13 |

(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 Croatia?

(1-Strongly disagree, 10-Strongly agree)

|  | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|--|----------------------------|------|------|--------------------------------|------|------|
|  | N                          | Mean | SD   | N                              | Mean | SD   |
| The World Bank Group's financial instruments meet the needs of Croatia | 53                         | 6.36 | 2.17 | 21                             | 5.71 | 2.08 |
| The World Bank Group meets Croatia's needs for knowledge services*     | 53                         | 6.92 | 2.34 | 28                             | 5.39 | 2.18 |

\*Significantly different between collaborators and non-collaborators

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

|   | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|---|----------------------------|------|------|--------------------------------|------|------|
|   | N                          | Mean | SD   | N                              | Mean | SD   |
| How effectively does the World Bank Group help Croatia to mobilize finance for development from private sector sources? | 32                         | 5.59 | 2.38 | 19                             | 5.05 | 2.44 |

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

|   | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|---|----------------------------|------|------|--------------------------------|------|------|
|   | N                          | Mean | SD   | N                              | Mean | SD   |
| To what extent do you believe that Croatia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? | 33                         | 5.67 | 2.45 | 18                             | 5.22 | 2.51 |

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

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

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

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

|   | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|---|----------------------------|------|------|--------------------------------|------|------|
|   | N                          | Mean | SD   | N                              | Mean | SD   |
| Are timely  | 55                         | 6.76 | 2.43 | 26                             | 6.81 | 2.04 |
| Include appropriate level of stakeholder involvement during preparation               | 58                         | 7.05 | 2.13 | 24                             | 6.67 | 1.97 |
| Lead to practical solutions*  | 56                         | 6.95 | 2.37 | 24                             | 5.67 | 2.28 |
| Are accessible (well written and easy to understand)                                  | 58                         | 7.38 | 2.26 | 29                             | 6.76 | 1.72 |
| Are source of relevant information on global good practices                           | 57                         | 7.54 | 2.25 | 26                             | 7.12 | 1.97 |
| Are adequately disseminated   | 52                         | 7.38 | 2.25 | 25                             | 6.48 | 2.29 |
| Are translated enough into local language   | 51                         | 6.78 | 2.44 | 28                             | 6.25 | 2.73 |
| Are adaptable to Croatia's specific development challenges and country circumstances* | 53                         | 6.81 | 2.31 | 26                             | 5.62 | 2.52 |

\*Significantly different between collaborators and non-collaborators

|   | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|---|----------------------------|------|------|--------------------------------|------|------|
|   | N                          | Mean | SD   | N                              | Mean | SD   |
| Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* | 59                         | 6.68 | 2.14 | 29                             | 5.66 | 2.41 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?  | 60                         | 7.40 | 2.14 | 30                             | 7.47 | 1.85 |

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

\*Significantly different between collaborators and non-collaborators

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

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

|   | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|---|----------------------------|------|------|--------------------------------|------|------|
|   | N                          | Mean | SD   | N                              | Mean | SD   |
| The World Bank Group disburses funds promptly   | 42                         | 8.36 | 2.24 | 14                             | 7.07 | 2.13 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports | 49                         | 7.94 | 2.18 | 19                             | 7.21 | 1.81 |
| The World Bank Group's approvals and reviews are done in a timely fashion                     | 48                         | 7.31 | 2.21 | 16                             | 7.25 | 1.69 |
| The World Bank Group's "Safeguard Policy" requirements are reasonable                         | 39                         | 7.15 | 2.42 | 15                             | 7.13 | 2.03 |
| The World Bank Group's conditions on its lending are reasonable                               | 45                         | 7.53 | 2.24 | 17                             | 7.53 | 2.03 |
| The World Bank Group takes decisions quickly in Croatia                                       | 49                         | 6.73 | 2.47 | 18                             | 6.17 | 2.04 |
| Working with the World Bank Group increases Croatia's institutional capacity                  | 55                         | 7.35 | 2.34 | 26                             | 6.85 | 2.19 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them        | 37                         | 6.95 | 2.55 | 16                             | 6.94 | 1.98 |

**G. Communication and Information Sharing**

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

|  | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|--|----------------------------|------|------|--------------------------------|------|------|
|  | N                          | Mean | SD   | N                              | Mean | SD   |
| I find the World Bank Group's websites easy to navigate  | 51                         | 6.86 | 2.02 | 33                             | 6.79 | 2.04 |
| I find the information on the World Bank Group's websites useful                                       | 53                         | 7.83 | 1.90 | 34                             | 7.29 | 1.80 |
| The World Bank Group's social media channels are valuable sources of information about the institution | 19                         | 6.05 | 2.66 | 14                             | 6.29 | 1.98 |



## Appendix E: Responses to Selected Questions by Year<sup>16</sup>

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

- FY 2015 Number of comparable respondents N=170
- FY 2018 Number of comparable respondents N=139

By weighting, the FY 2015 and FY 2018 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                       | FY 2015 | FY 2018 |
|---|---------|---------|
| Office of the President/Prime Minister/Minister | 5.0%    | 5.0%    |
| Office of Parliamentarian                       | 2.0%    | 2.0%    |
| Government Institutions                         | 40.0%   | 40.0%   |
| Local Government                                | 2.0%    | 2.0%    |
| Bilateral/Multilateral Agency                   | 5.0%    | 5.0%    |
| Civil Society                                   | 11.0%   | 11.0%   |
| Private Sector                                  | 15.0%   | 15.0%   |
| Academia/Research Institute/Think Tank          | 13.5%   | 13.5%   |
| Media   | 6.5%    | 6.5%    |

### A. General Issues facing Croatia

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

| Percentage of Respondents | FY 2015 | FY 2018 |
|---------------------------|---------|---------|
| The right direction       | 26.9%   | 29.5%   |
| The wrong direction       | 43.1%   | 44.6%   |
| Not sure                  | 29.9%   | 25.9%   |

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

|  | FY 2015 |      |      | FY 2018 |      |      |
|--|---------|------|------|---------|------|------|
|  | N       | Mean | SD   | N       | Mean | SD   |
| How familiar are you with the work of the World Bank Group in Croatia? | 162     | 6.27 | 2.15 | 134     | 6.15 | 2.37 |

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

|  | FY 2015 |      |      | FY 2018 |      |      |
|--|---------|------|------|---------|------|------|
|  | N       | Mean | SD   | N       | Mean | SD   |
| Overall, please rate your impression of the World Bank Group's effectiveness in Croatia. | 143     | 6.66 | 1.94 | 107     | 6.28 | 2.10 |

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

|  | FY 2015 |      |      | FY 2018 |      |      |
|--|---------|------|------|---------|------|------|
|  | N       | Mean | SD   | N       | Mean | SD   |
| To what extent do you believe the World Bank Group's staff is well prepared to help Croatia solve its most complicated development challenges? | 137     | 7.38 | 2.00 | 116     | 7.17 | 2.12 |

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

<sup>16</sup> Only those questions that were asked in the FY 2015 and FY 2018 country opinion surveys, with similar response scales/options, are presented.

**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 Croatia?  
(Select only ONE response)

| Percentage of Respondents         | FY 2015 | FY 2018 |
|-----------------------------------|---------|---------|
| To a fully sufficient degree      | 2.5%    | 7.3%    |
| To a somewhat sufficient degree   | 15.0%   | 17.7%   |
| To a somewhat insufficient degree | 30.0%   | 19.4%   |
| To a very insufficient degree     | 10.0%   | 12.1%   |
| Don't know                        | 42.5%   | 43.5%   |

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

|  | FY 2015 |      |      | FY 2018 |      |      |
|--|---------|------|------|---------|------|------|
|  | N       | Mean | SD   | N       | Mean | SD   |
| Overall the World Bank Group currently plays a relevant role in development in Croatia*            | 139     | 6.05 | 2.15 | 103     | 5.32 | 2.42 |
| The World Bank Group's work is aligned with what I consider the development priorities for Croatia | 137     | 6.27 | 2.03 | 101     | 5.84 | 2.40 |

\*Significantly different between FY 2015 and FY 2018

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

|   | FY 2015 |      |      | FY 2018 |      |      |
|---|---------|------|------|---------|------|------|
|   | N       | Mean | SD   | N       | Mean | SD   |
| Responsiveness to needs   | 121     | 6.69 | 2.11 | 79      | 6.42 | 2.19 |
| Flexibility (in terms of the institution's products and services)                                       | 120     | 6.31 | 2.16 | 75      | 6.20 | 2.24 |
| Flexibility (in terms of changing country circumstances)  | 119     | 6.28 | 2.15 | 77      | 6.04 | 2.31 |
| Being inclusive   | 121     | 6.58 | 1.99 | 77      | 6.50 | 2.15 |
| Openness (sharing data and other information)   | 131     | 7.23 | 2.12 | 81      | 6.92 | 2.31 |
| Collaboration with the Government*  | 104     | 7.39 | 1.91 | 75      | 6.65 | 2.18 |
| The speed in which it gets things accomplished on the ground  | 104     | 6.14 | 2.17 | 73      | 6.24 | 2.29 |
| Helping to bring discipline/effective supervision to implementation of investment projects <sup>†</sup> |         |      |      | 69      | 6.65 | 2.13 |
| Collaboration with civil society*   | 91      | 6.60 | 1.80 | 53      | 5.78 | 2.20 |
| Staff accessibility   | 126     | 7.60 | 2.04 | 80      | 7.14 | 2.36 |
| Collaboration with the European Commission and other development partners                               | 78      | 7.20 | 1.99 | 58      | 6.93 | 2.12 |
| Collaboration with the private sector   | 89      | 6.02 | 2.17 | 60      | 5.57 | 2.44 |
| Straightforwardness and honesty   | 128     | 7.31 | 2.18 | 76      | 6.92 | 2.43 |
| Treating clients and stakeholders in Croatia with respect <sup>‡</sup>                                  | 137     | 7.70 | 2.07 | 74      | 7.90 | 2.19 |
| Being a long-term partner   | 126     | 7.43 | 2.08 | 79      | 7.49 | 2.19 |

\*Significantly different between FY 2015 and FY 2018

<sup>†</sup> Only FY 2018 questionnaire had this response option.

<sup>‡</sup> In FY 2015, the category was "The World Bank Group treats clients and stakeholders in Croatia with respect" with the 10-point scale "1-Strongly disagree, 10-Strongly agree."



### 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 Croatia? (1-Not effective at all, 10-Very effective)

|  | FY 2015 |      |      | FY 2018 |      |      |
|--|---------|------|------|---------|------|------|
|  | N       | Mean | SD   | N       | Mean | SD   |
| Social protection  | 58      | 5.67 | 2.44 | 42      | 5.30 | 2.48 |
| Gender equity  | 41      | 5.39 | 2.01 | 38      | 5.39 | 2.82 |
| Private sector development/business environment <sup>1</sup>           | 54      | 5.69 | 2.19 | 60      | 6.10 | 2.37 |
| Education  | 58      | 5.51 | 2.37 | 49      | 5.75 | 2.40 |
| Public sector governance/reform  | 82      | 5.54 | 2.33 | 62      | 6.22 | 2.32 |
| Convergence with income levels of the European Union (EU) <sup>2</sup> | 54      | 4.99 | 2.20 | 49      | 5.32 | 2.63 |
| Urban development  | 52      | 5.83 | 2.24 | 41      | 6.19 | 2.57 |
| Energy   | 51      | 5.67 | 2.04 | 43      | 5.98 | 2.75 |
| Water and sanitation   | 57      | 6.47 | 2.32 | 44      | 5.67 | 2.69 |
| Pollution  |         |      |      | 43      | 6.27 | 2.86 |
| Job creation/employment  | 60      | 4.70 | 2.43 | 49      | 5.07 | 2.69 |
| Health   | 52      | 5.60 | 2.42 | 46      | 5.05 | 2.84 |
| Transport  | 71      | 6.44 | 1.99 | 53      | 6.84 | 2.52 |
| Agriculture and rural development <sup>3</sup>                         | 61      | 5.47 | 2.12 | 43      | 5.04 | 2.71 |
| Trade and exports  | 52      | 5.75 | 2.13 | 35      | 5.37 | 2.81 |
| Environmental sustainability and protection <sup>4</sup>               | 63      | 6.44 | 2.30 | 44      | 6.15 | 2.70 |
| Natural resource management (renewable and non-renewable)              |         |      |      | 37      | 5.76 | 2.84 |
| Poverty reduction  | 57      | 5.17 | 2.28 | 46      | 5.36 | 2.70 |
| Judiciary reform/anti-corruption                                       |         |      |      | 50      | 5.42 | 2.83 |
| Regional disparities   | 51      | 5.51 | 2.08 | 52      | 5.66 | 2.69 |
| Economic growth  | 67      | 5.42 | 2.22 | 56      | 5.77 | 2.67 |
| Disaster risk management <sup>5</sup>                                  | 33      | 4.99 | 2.13 | 26      | 5.35 | 2.91 |
| Equality of opportunity  | 48      | 5.11 | 2.28 | 41      | 5.45 | 2.94 |

<sup>1</sup> In FY 2015, the category was "Private sector development."

<sup>2</sup> In FY 2015, the category was "European Union (EU) income convergence."

<sup>3</sup> In FY 2015, there were two categories related to agriculture and rural development: "Rural development" and "Agricultural development." A mean score of responses to these two categories was calculated and included in a separate variable that then was compared to FY 2018 "Agriculture and rural development" category.

<sup>4</sup> In FY 2015, the category was "Environmental sustainability."

<sup>5</sup> In FY 2015, the category was "Disaster management."

|   | FY 2015 |      |      | FY 2018 |      |      |
|---|---------|------|------|---------|------|------|
|   | N       | Mean | SD   | N       | Mean | SD   |
| To what extent does the World Bank Group's work help to achieve development results in Croatia? | 120     | 5.95 | 2.12 | 81      | 5.82 | 2.18 |

(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 Croatia?

(1-Strongly disagree, 10-Strongly agree)

|  | FY 2015 |      |      | FY 2018 |      |      |
|--|---------|------|------|---------|------|------|
|  | N       | Mean | SD   | N       | Mean | SD   |
| The World Bank Group's financial instruments meet the needs of Croatia | 116     | 6.19 | 2.19 | 71      | 6.09 | 2.15 |
| The World Bank Group meets Croatia's needs for knowledge services      | 115     | 5.87 | 2.30 | 77      | 6.30 | 2.37 |



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

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

| Percentage of Respondents | FY 2015 | FY 2018 |
|---------------------------|---------|---------|
| Weekly                    | 10.5%   | 6.9%    |
| Monthly                   | 22.4%   | 18.1%   |
| A few times a year        | 42.7%   | 32.8%   |
| Rarely                    | 21.0%   | 32.8%   |
| Never                     | 3.5%    | 9.5%    |

\*Significantly different between FY 2015 and FY 2018

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

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

|  | FY 2015 |      |      | FY 2018 |      |      |
|--|---------|------|------|---------|------|------|
|  | N       | Mean | SD   | N       | Mean | SD   |
| Are timely   | 106     | 6.85 | 1.82 | 78      | 6.76 | 2.25 |
| Include appropriate level of stakeholder involvement during preparation              | 104     | 6.83 | 1.79 | 79      | 6.87 | 2.05 |
| Lead to practical solutions  | 110     | 6.73 | 1.97 | 76      | 6.48 | 2.40 |
| Are accessible (well written and easy to understand)                                 | 113     | 7.53 | 1.65 | 84      | 7.13 | 2.08 |
| Are source of relevant information on global good practices                          | 113     | 7.61 | 1.63 | 80      | 7.39 | 2.13 |
| Are adequately disseminated  | 110     | 7.10 | 1.87 | 74      | 7.03 | 2.30 |
| Are translated enough into local language*   | 106     | 7.25 | 2.14 | 77      | 6.55 | 2.53 |
| Are adaptable to Croatia's specific development challenges and country circumstances | 109     | 6.96 | 2.10 | 76      | 6.35 | 2.44 |

\*Significantly different between FY 2015 and FY 2018

|  | FY 2015 |      |      | FY 2018 |      |      |
|--|---------|------|------|---------|------|------|
|  | N       | Mean | SD   | N       | Mean | SD   |
| Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? | 113     | 6.24 | 2.05 | 84      | 6.28 | 2.26 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?   | 110     | 7.25 | 1.66 | 87      | 7.39 | 2.02 |

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

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

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

|   | FY 2015 |      |      | FY 2018 |      |      |
|---|---------|------|------|---------|------|------|
|   | N       | Mean | SD   | N       | Mean | SD   |
| The World Bank Group disburses funds promptly   | 77      | 8.33 | 1.86 | 51      | 7.94 | 2.27 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports | 92      | 8.09 | 1.62 | 63      | 7.75 | 2.06 |
| The World Bank Group's approvals and reviews are done in a timely fashion                     | 83      | 7.68 | 1.73 | 59      | 7.27 | 2.04 |
| The World Bank Group's "Safeguard Policy" requirements are reasonable                         | 74      | 7.62 | 1.85 | 50      | 7.14 | 2.28 |
| The World Bank Group's conditions on its lending are reasonable                               | 86      | 7.68 | 1.86 | 58      | 7.53 | 2.16 |
| The World Bank Group takes decisions quickly in Croatia*                                      | 84      | 7.48 | 1.83 | 62      | 6.52 | 2.33 |
| Working with the World Bank Group increases Croatia's institutional capacity                  | 104     | 7.70 | 1.98 | 76      | 7.14 | 2.28 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them*       | 77      | 7.81 | 1.74 | 50      | 6.97 | 2.36 |

\*Significantly different between FY 2015 and FY 2018



### F. The Future Role of the World Bank Group in Croatia

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

| Percentage of Respondents                  | FY 2015 | FY 2018 |
|--|---------|---------|
| Financial services                         | 17.5%   | 11.7%   |
| Knowledge products                         | 39.4%   | 41.4%   |
| Convening services                         | 10.9%   | 17.1%   |
| None of the above                          | 2.2%    | 2.7%    |
| The combination is appropriate for Croatia | 21.9%   | 13.5%   |
| Don't know                                 | 8.0%    | 13.5%   |

### G. Communication and Information Sharing

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

| Percentage of Respondents | FY 2015 | FY 2018 |
|---------------------------|---------|---------|
| Yes                       | 28.5%   | 33.9%   |
| No                        | 71.5%   | 66.1%   |

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

| Percentage of Respondents | FY 2015 | FY 2018 |
|---------------------------|---------|---------|
| Yes                       | 89.9%   | 74.3%   |
| No                        | 10.1%   | 25.7%   |

\*Significantly different between FY 2015 and FY 2018

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

| Percentage of Respondents | FY 2015 | FY 2018 |
|---------------------------|---------|---------|
| Yes                       | 8.7%    | 18.4%   |
| No                        | 91.3%   | 81.6%   |

\*Significantly different between FY 2015 and FY 2018

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

|   | FY 2015 |      |      | FY 2018 |      |      |
|---|---------|------|------|---------|------|------|
|   | N       | Mean | SD   | N       | Mean | SD   |
| I find the World Bank Group's websites easy to navigate   | 114     | 7.03 | 1.97 | 83      | 6.82 | 1.97 |
| I find the information on the World Bank Group's websites useful  | 114     | 7.63 | 1.49 | 86      | 7.57 | 1.85 |
| The World Bank Group's social media channels are valuable sources of information about the institution* | 26      | 7.46 | 1.81 | 32      | 6.15 | 2.29 |

\*Significantly different between FY 2015 and FY 2018



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

| Indicator Question   | Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country? |                            | Which of the following describes most of your exposure to the World Bank Group in Croatia? (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 Croatia.   | 5.66  | 6.71                       | 6.51   | 5.50     | 6.25                 | 6.63     | 6.28                     | 6.55     | 5.83        | 6.68     | 6.46            | 5.83     |
| Overall the World Bank Group currently plays a relevant role in development in Croatia   | 4.49  | 5.98                       | 5.64   | 4.47     | 5.48                 | 5.45     | 5.34                     | 5.77     | 4.79        | 5.88     | 5.66            | 4.53     |
| The World Bank Group's work is aligned with what I consider the development priorities for Croatia   | 5.03  | 6.39                       | 6.19   | 4.67     | 5.93                 | 6.06     | 5.85                     | 6.26     | 5.30        | 6.34     | 6.10            | 5.29     |
| Responsiveness to needs  | 5.56  | 6.93                       | 6.61   | 5.82     | 6.57                 | 6.32     | 6.28                     | 7.04     | 6.00        | 6.73     | 6.63            | 5.64     |
| Flexibility (in terms of the institution's products and services)  | 5.43  | 6.60                       | 6.29   | 5.89     | 6.34                 | 5.95     | 6.04                     | 6.71     | 6.04        | 6.33     | 6.32            | 5.70     |
| Flexibility (in terms of changing country circumstances)   | 5.32  | 6.42                       | 6.10   | 5.80     | 6.18                 | 5.77     | 5.98                     | 6.27     | 5.96        | 6.11     | 6.12            | 5.73     |
| Being inclusive  | 5.88  | 6.91                       | 6.71   | 5.78     | 6.88                 | 5.91     | 6.39                     | 7.13     | 5.93        | 6.94     | 6.71            | 6.00     |
| Openness (sharing data and other information)  | 6.52  | 7.18                       | 6.94   | 7.27     | 7.05                 | 6.84     | 6.95                     | 7.08     | 7.00        | 6.98     | 7.01            | 6.83     |
| Collaboration with the Government  | 6.19  | 7.14                       | 6.86   | 6.42     | 7.06                 | 6.17     | 6.58                     | 7.25     | 6.48        | 6.98     | 6.85            | 6.40     |
| The speed in which it gets things accomplished on the ground   | 5.29  | 6.79                       | 6.52   | 5.00     | 6.38                 | 6.05     | 6.12                     | 6.70     | 5.84        | 6.52     | 6.44            | 5.22     |
| Helping to bring discipline/effective supervision to implementation of investment projects   | 6.09  | 6.94                       | 6.66   | 6.75     | 6.72                 | 6.55     | 6.71                     | 6.59     | 6.24        | 6.85     | 6.74            | 6.13     |
| Collaboration with civil society   | 5.39  | 6.11                       | 5.81   | 6.00     | 5.91                 | 5.70     | 5.74                     | 6.18     | 5.40        | 6.09     | 6.11            | 4.44     |
| Staff accessibility  | 6.29  | 7.65                       | 7.32   | 6.67     | 7.37                 | 6.96     | 7.10                     | 7.60     | 6.57        | 7.60     | 7.44            | 6.17     |
| Collaboration with the European Commission and other development partners  | 6.45  | 7.25                       | 7.04   | 6.43     | 6.87                 | 7.16     | 6.84                     | 7.36     | 6.50        | 7.17     | 7.10            | 6.13     |
| Collaboration with the private sector  | 4.68  | 6.14                       | 5.82   | 4.80     | 5.65                 | 5.65     | 5.61                     | 5.75     | 5.09        | 5.97     | 5.74            | 5.20     |
| Straightforwardness and honesty  | 6.16  | 7.44                       | 7.16   | 6.10     | 6.96                 | 7.18     | 6.84                     | 7.46     | 6.56        | 7.27     | 7.24            | 5.73     |
| Treating clients and stakeholders in Croatia with respect  | 7.04  | 8.42                       | 8.17   | 6.63     | 8.07                 | 7.85     | 7.57                     | 9.00     | 7.40        | 8.30     | 8.21            | 6.82     |
| Being a long-term partner  | 6.64  | 7.93                       | 7.63   | 6.78     | 7.48                 | 7.67     | 7.23                     | 8.24     | 6.93        | 7.85     | 7.69            | 6.55     |
| To what extent does the World Bank Group's work help to achieve development results in Croatia?  | 5.33  | 6.24                       | 5.99   | 5.73     | 6.03                 | 5.77     | 5.98                     | 5.87     | 5.29        | 6.29     | 6.09            | 5.29     |
| The World Bank Group's financial instruments meet the needs of Croatia   | 5.71  | 6.36                       | 6.22   | 5.80     | 6.25                 | 5.95     | 6.21                     | 6.05     | 6.00        | 6.24     | 6.21            | 5.91     |
| The World Bank Group meets Croatia's needs for knowledge services  | 5.39  | 6.92                       | 6.46   | 5.91     | 6.37                 | 6.43     | 6.19                     | 6.91     | 5.89        | 6.65     | 6.57            | 5.46     |
| The World Bank Group's knowledge work and activities are adaptable to Croatia's specific development challenges and country circumstances                | 5.62  | 6.81                       | 6.51   | 5.82     | 6.36                 | 6.52     | 6.06                     | 7.21     | 6.36        | 6.44     | 6.49            | 5.91     |
| Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? | 5.66  | 6.68                       | 6.44   | 6.09     | 6.27                 | 6.71     | 6.11                     | 7.13     | 6.32        | 6.43     | 6.56            | 5.60     |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?   | 7.47  | 7.40                       | 7.53   | 6.73     | 7.21                 | 7.89     | 7.30                     | 7.76     | 7.53        | 7.37     | 7.42            | 7.47     |
| The World Bank Group takes decisions quickly in Croatia  | 6.17  | 6.73                       | 6.68   | 5.71     | 6.41                 | 7.13     | 6.70                     | 6.26     | 6.24        | 6.69     | 6.62            | 6.25     |
| Where country systems are adequate, the World Bank Group makes appropriate use of them   | 6.94  | 6.95                       | 7.00   | 6.50     | 6.67                 | 7.83     | 6.79                     | 7.36     | 7.44        | 6.72     | 6.91            | 7.14     |

Yellow highlight indicates significant difference between Yes and No means.



## Appendix G: Croatia FY 2018 Questionnaire



### **World Bank Group Country Survey FY 2018 – Croatia**

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

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 CROATIA**

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

| <b>A2. Listed below are a number of development priorities in Croatia.</b>   |   |    |  |
|--|---|----|--|
| <b>Please identify which of the following you consider the most important development priorities in Croatia. (Choose no more than THREE)</b> |   |    |  |
| 1  | Water and sanitation  | 15 | Economic growth  |
| 2  | Pollution   | 16 | Disaster risk management   |
| 3  | Job creation/employment   | 17 | Equality of opportunity (i.e., social inclusion)   |
| 4  | Health  | 18 | Negative demographic trends (i.e., rapidly aging society, shrinking population, out migration) |
| 5  | Financial markets   | 19 | Information and communications technology  |
| 6  | Social protection (e.g., pensions, targeted social assistance)  | 20 | Transport (e.g., roads, bridges, transportation)   |
| 7  | Gender equity (closing the gap between women and men, and boys and girls)   | 21 | Agriculture and rural development  |
| 8  | Private sector development/business environment   | 22 | Trade and exports  |
| 9  | Education   | 23 | Environmental sustainability and protection  |
| 10   | Public sector governance/reform (i.e., government and institutions' effectiveness, public financial management, public expenditure, fiscal system reform) | 24 | Natural resource management (renewable and non-renewable)                                      |
| 11   | Global/regional integration   | 25 | Climate change (e.g., mitigation, adaptation)  |
| 12   | Convergence with income levels of the European Union (EU)   | 26 | Poverty reduction  |
| 13   | Urban development   | 27 | Judiciary reform/anti-corruption   |
| 14   | Energy  | 28 | Regional disparities   |

**SECTION A: GENERAL ISSUES**

| <b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>   |  |    |   |
|---|--|----|---|
| <b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Croatia? (Choose no more than THREE)</b> |  |    |   |
| 1   | Social protection (e.g., pensions, targeted social assistance)                                 | 15 | Public sector governance/reform (i.e., government and institutions' effectiveness, public financial management, public expenditure, fiscal system reform) |
| 2   | Agriculture and rural development  | 16 | Gender equity (closing the gap between women and men, and boys and girls)   |
| 3   | Trade and exports  | 17 | Private sector development/business environment   |
| 4   | Environmental sustainability and protection  | 18 | Education   |
| 5   | Climate change (e.g., mitigation, adaptation)  | 19 | Global/regional integration   |
| 6   | Transport (e.g., roads, bridges, transportation)   | 20 | Convergence with income levels of the European Union (EU)   |
| 7   | Energy   | 21 | Urban development   |
| 8   | Economic growth  | 22 | Water and sanitation  |
| 9   | Disaster risk management   | 23 | Pollution   |
| 10  | Equality of opportunity (i.e., social inclusion)   | 24 | Job creation/employment   |
| 11  | Negative demographic trends (i.e., rapidly aging society, shrinking population, out migration) | 25 | Health  |
| 12  | Information and communications technology  | 26 | Financial markets   |
| 13  | Judiciary reform/anti-corruption   | 27 | Natural resource management (renewable and non-renewable)   |
| 14  | Regional disparities   |    |   |

**SECTION A: GENERAL ISSUES**

**A4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Croatia? (Choose no more than TWO)**

|    |   |
|----|---|
| 1  | Greater access to micro-finance for the poor  |
| 2  | Greater voice and participation for citizens to help ensure greater accountability      |
| 3  | Greater social inclusion of marginalized groups   |
| 4  | Education and training that better ensure job opportunity                               |
| 5  | Better quality public services  |
| 6  | Better accountability of public servants  |
| 7  | Better employment opportunities for young people  |
| 8  | Better employment opportunities for women   |
| 9  | Better care for the growing elderly population  |
| 10 | Greater access to health and nutrition for citizens                                     |
| 11 | Better entrepreneurial opportunities (i.e., to start small and medium sized businesses) |
| 12 | A growing middle class  |
| 13 | Better opportunity for the poor who live in rural areas                                 |
| 14 | Better opportunity for the poor who live in urban areas                                 |
| 15 | Consistent economic growth  |
| 16 | More reliable social safety net   |
| 17 | Other (please specify): _____   |

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

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

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

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

| <b>B4. When thinking about how the World Bank Group can have the most impact on development results in Croatia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Croatia? (Choose no more than THREE)</b> |   |    |  |
|--|---|----|--|
| 1  | Gender equity (closing the gap between women and men, and boys and girls)   | 15 | Agriculture and rural development  |
| 2  | Private sector development/business environment   | 16 | Trade and exports  |
| 3  | Education   | 17 | Environmental sustainability and protection  |
| 4  | Public sector governance/reform (i.e., government and institutions' effectiveness, public financial management, public expenditure, fiscal system reform) | 18 | Natural resource management (renewable and non-renewable)                                      |
| 5  | Energy  | 19 | Regional disparities   |
| 6  | Water and sanitation  | 20 | Economic growth  |
| 7  | Pollution   | 21 | Disaster risk management   |
| 8  | Job creation/employment   | 22 | Equality of opportunity (i.e., social inclusion)   |
| 9  | Health  | 23 | Negative demographic trends (i.e., rapidly aging society, shrinking population, out migration) |
| 10   | Financial markets   | 24 | Information and communications technology  |
| 11   | Social protection (e.g., pensions, targeted social assistance)  | 25 | Transport (e.g., roads, bridges, transportation)   |
| 12   | Global/regional integration   | 26 | Climate change (e.g., mitigation, adaptation)  |
| 13   | Convergence with income levels of the European Union (EU)   | 27 | Poverty reduction  |
| 14   | Urban development   | 28 | Judiciary reform/anti-corruption   |

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

| <b>B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Croatia?</b> |  |   |  |
|---|--|---|--|
|   |  | <b>Greatest Value<br/>(Choose only ONE)</b> | <b>Second Greatest Value<br/>(Choose only ONE)</b> |
| 1   | Bringing together different groups of stakeholders                   | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 2   | Capacity development related to World Bank Group supported projects  | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 3   | Technical assistance   | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 4   | Policy advice, studies, analyses                                     | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 5   | Financial resources  | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 6   | Data and statistics  | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 7   | Promoting knowledge sharing  | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 8   | Implementation support   | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 9   | Mobilizing third party financial resources                           | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 10  | Coordination with the European Commission and international partners | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 11  | Other (please specify): _____  | <input type="checkbox"/>                    | <input type="checkbox"/>                           |

| <b>B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Croatia? (Choose no more than TWO)</b> |   |
|---|---|
| 1   | Arrogant in its approach  |
| 2   | Inadequate World Bank Group's staffing in Croatia   |
| 3   | The credibility of its knowledge/data   |
| 4   | Not willing to honestly criticize policies and reform efforts in the country                                |
| 5   | Staff too inaccessible  |
| 6   | Not collaborating enough with private sector  |
| 7   | Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies |
| 8   | Not aligned with country priorities   |
| 9   | Not adequately sensitive to political/social realities in Croatia   |
| 10  | Not exploring alternative policy options  |
| 11  | Not sufficiently focused on results   |
| 12  | Not in it for the long term   |
| 13  | Its advice and strategies do not lend themselves to practical problem solving                               |
| 14  | Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)             |
| 15  | Not enough public disclosure of its work  |
| 16  | Too influenced by developed countries   |
| 17  | World Bank Group's processes too slow   |
| 18  | World Bank Group's processes too complex  |
| 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 Croatia? (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 Croatia Government's efforts to reduce poverty? (If you have NO exposure to/experience with the instruments listed below, please select "N/A")**

|   |   | Not effective at all |   |   |   |   |   |   |   |   |    | Very effective |   | N/A |   |   |   |   |   |   |    |                          |
|---|---|----------------------|---|---|---|---|---|---|---|---|----|----------------|---|-----|---|---|---|---|---|---|----|--------------------------|
|   |   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 1              | 2 | 3   | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                          |
| 1 | Investment projects                       | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 1              | 2 | 3   | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 2 | Policy based loans/state budget support   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 1              | 2 | 3   | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 3 | Financing for programs (results oriented) | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 1              | 2 | 3   | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 4 | Trust funds and grants                    | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 1              | 2 | 3   | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 5 | MIGA guarantees                           | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 1              | 2 | 3   | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 6 | IFC investment services                   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 1              | 2 | 3   | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 7 | IFC advisory services                     | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 1              | 2 | 3   | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

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

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

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

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

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

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

| <b>B27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)</b> |   |
|---|---|
| 1   | Poor coordination within the Government   |
| 2   | There is an inadequate level of private sector participation and support                                  |
| 3   | Poor coordination with the European Commission and international partners                                 |
| 4   | The World Bank Group is not sensitive enough to political/social realities on the ground                  |
| 5   | Lack of/inadequate levels of capacity in Government   |
| 6   | There is not an adequate level of citizen/civil society participation                                     |
| 7   | Corruption  |
| 8   | Poor coordination within the World Bank Group   |
| 9   | The World Bank Group does not provide the government with consistent support throughout the reform effort |
| 10  | Political pressures and obstacles   |
| 11  | Reforms are not well thought out in light of country challenges   |
| 12  | Other (please specify): _____   |

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

| <b>C1. In Croatia, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ?</b> |  | <b>To no degree at all</b> |   |   |   |   | <b>To a very significant degree</b> |   |   |   |    | <b>Don't know</b>        |
|--|--|----------------------------|---|---|---|---|-------------------------------------|---|---|---|----|--------------------------|
|  |  | 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"/> |

| <b>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 Croatia? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")</b> |   | <b>Not effective at all</b> |   |   |   |   | <b>Very effective</b> |   |   |   |    | <b>Don't know</b>        |
|---|---|-----------------------------|---|---|---|---|-----------------------|---|---|---|----|--------------------------|
|   |   | 1                           | 2 | 3 | 4 | 5 | 6                     | 7 | 8 | 9 | 10 |                          |
| 1   | Social protection (e.g., pensions, targeted social assistance)  |                             |   |   |   |   |                       |   |   |   |    | <input type="checkbox"/> |
| 2   | Gender equity (closing the gap between women and men, and boys and girls)   |                             |   |   |   |   |                       |   |   |   |    | <input type="checkbox"/> |
| 3   | Private sector development/business environment   |                             |   |   |   |   |                       |   |   |   |    | <input type="checkbox"/> |
| 4   | Education   |                             |   |   |   |   |                       |   |   |   |    | <input type="checkbox"/> |
| 5   | Public sector governance/reform (i.e., government and institutions' effectiveness, public financial management, public expenditure, fiscal system reform) |                             |   |   |   |   |                       |   |   |   |    | <input type="checkbox"/> |
| 6   | Convergence with income levels of the European Union (EU)   |                             |   |   |   |   |                       |   |   |   |    | <input type="checkbox"/> |
| 7   | Urban development   |                             |   |   |   |   |                       |   |   |   |    | <input type="checkbox"/> |
| 8   | Energy  |                             |   |   |   |   |                       |   |   |   |    | <input type="checkbox"/> |
| 9   | Water and sanitation  |                             |   |   |   |   |                       |   |   |   |    | <input type="checkbox"/> |
| 10  | Pollution   |                             |   |   |   |   |                       |   |   |   |    | <input type="checkbox"/> |
| 11  | Job creation/employment   |                             |   |   |   |   |                       |   |   |   |    | <input type="checkbox"/> |
| 12  | Health  |                             |   |   |   |   |                       |   |   |   |    | <input type="checkbox"/> |
| 13  | Transport (e.g., roads, bridges, transportation)  |                             |   |   |   |   |                       |   |   |   |    | <input type="checkbox"/> |
| 14  | Agriculture and rural development   |                             |   |   |   |   |                       |   |   |   |    | <input type="checkbox"/> |
| 15  | Trade and exports   |                             |   |   |   |   |                       |   |   |   |    | <input type="checkbox"/> |
| 16  | Environmental sustainability and protection   |                             |   |   |   |   |                       |   |   |   |    | <input type="checkbox"/> |
| 17  | Natural resource management (renewable and non-renewable)   |                             |   |   |   |   |                       |   |   |   |    | <input type="checkbox"/> |
| 18  | Poverty reduction   |                             |   |   |   |   |                       |   |   |   |    | <input type="checkbox"/> |
| 19  | Judiciary reform/anti-corruption  |                             |   |   |   |   |                       |   |   |   |    | <input type="checkbox"/> |
| 20  | Regional disparities  |                             |   |   |   |   |                       |   |   |   |    | <input type="checkbox"/> |
| 21  | Economic growth   |                             |   |   |   |   |                       |   |   |   |    | <input type="checkbox"/> |
| 22  | Disaster risk management  |                             |   |   |   |   |                       |   |   |   |    | <input type="checkbox"/> |
| 23  | Equality of opportunity (i.e., social inclusion)  |                             |   |   |   |   |                       |   |   |   |    | <input type="checkbox"/> |

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

| <b>C3. To what extent does the World Bank Group's work help to achieve development results in Croatia?</b> |   |   |   |   |   |   |   |   |                              |  |                          |
|--|---|---|---|---|---|---|---|---|------------------------------|--|--------------------------|
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10                           |  | <input type="checkbox"/> |
| To no degree at all  |   |   |   |   |   |   |   |   | To a very significant degree |  | Don't know               |

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

| <b>C6. How effectively does the World Bank Group help Croatia to mobilize finance for development from private sector sources?</b> |   |   |   |   |   |   |   |   |                  |  |                          |
|--|---|---|---|---|---|---|---|---|------------------|--|--------------------------|
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10               |  | <input type="checkbox"/> |
| Not effectively at all   |   |   |   |   |   |   |   |   | Very effectively |  | Don't know               |

| <b>C7. To what extent do you believe that Croatia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?</b> |   |   |   |   |   |   |   |   |                              |  |                          |
|--|---|---|---|---|---|---|---|---|------------------------------|--|--------------------------|
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10                           |  | <input type="checkbox"/> |
| To no degree at all  |   |   |   |   |   |   |   |   | To a very significant degree |  | Don't know               |



**SECTION 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 Croatia, 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               |
|-----------|--|---------------------|---|---|---|---|------------------------------|---|---|---|----|--------------------------|
| <b>D2</b> | Are timely   | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>D3</b> | Include appropriate level of stakeholder involvement during preparation              | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>D4</b> | Lead to practical solutions  | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>D5</b> | Are accessible (well written and easy to understand)                                 | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>D6</b> | Are source of relevant information on global good practices                          | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>D7</b> | Are adequately disseminated  | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>D8</b> | Are translated enough into local language  | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>D9</b> | Are adaptable to Croatia’s specific development challenges and country circumstances | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <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               |
|   |  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>E1</b>   | The World Bank Group disburses funds promptly  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>E2</b>   | The World Bank Group effectively monitors and evaluates the projects and programs it supports  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>E3</b>   | The World Bank Group's approvals and reviews are done in a timely fashion  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>E4</b>   | The World Bank Group's "Safeguard Policy" requirements are reasonable  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>E5</b>   | The World Bank Group's conditions on its lending are reasonable  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>E6</b>   | The World Bank Group takes decisions quickly in Croatia  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>E7</b>   | Working with the World Bank Group increases Croatia's institutional capacity   | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>E8</b>   | Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |

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

| <b>F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Croatia? (Choose no more than TWO)</b> |   |
|--|---|
| 1  | Ensure greater selectivity in its work  |
| 2  | Provide more adequate data/knowledge/statistics/figures on Croatia's economy                                |
| 3  | Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)      |
| 4  | Work more with civil society and beneficiary representatives  |
| 5  | Increase the level of capacity development in the country   |
| 6  | Leverage the private sector more (i.e., mobilize private sector development)                                |
| 7  | Improve the quality of its experts as related to Croatia's specific challenges                              |
| 8  | Work more with private sector   |
| 9  | Offer more innovative knowledge services  |
| 10   | Collaborate more effectively with Government clients (e.g., national, state, local)                         |
| 11   | Work faster   |
| 12   | Reduce the complexity of obtaining World Bank Group financing   |
| 13   | Increase availability of Reimbursable Advisory Services (RAS)   |
| 14   | Help to bring discipline/effective supervision to implementation of World Bank Group projects               |
| 15   | Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies |
| 16   | Offer more innovative financial products  |
| 17   | Other (please specify): _____   |

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

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

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

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

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

**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 |                |  |                          |
| <b>G8</b>  | I find the World Bank Group's websites easy to navigate  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                |  | <input type="checkbox"/> |
| <b>G9</b>  | I find the information on the World Bank Group's websites useful   | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                |  | <input type="checkbox"/> |
| <b>G10</b> | The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                |  | <input type="checkbox"/> |

**SECTION H: BACKGROUND INFORMATION**

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

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

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

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

**SECTION H: BACKGROUND INFORMATION**

|   |     |
|---|-----|
| <b>H5. Do your projects involve both the World Bank and the IFC?</b><br><i>(If YES please go to Question H6; If NO please go to H7)</i> |     |
| 1   | Yes |
| 2   | No  |

|  |  |
|--|--|
| <b>H6. If yes, what was your view of how the two institutions work together in Croatia?</b><br><b>(Select only ONE response)</b> |  |
| 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   |

|   |   |
|---|---|
| <b>H7. Which of the following describes most of your exposure to the World Bank Group in Croatia?</b><br><b>(Choose no more than TWO)</b> |   |
| 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.        |

|                                |        |
|--------------------------------|--------|
| <b>H8. What's your gender?</b> |        |
| 1                              | Female |
| 2                              | Male   |

|                             |              |
|-----------------------------|--------------|
| <b>H9. What's your age?</b> |              |
| 1                           | 25 and under |
| 2                           | 26-35        |
| 3                           | 36-45        |
| 4                           | 46-55        |
| 5                           | 56 and above |

|   |                    |
|---|--------------------|
| <b>H10. Which best represents your geographic location?</b> |                    |
| 1   | Zagreb region      |
| 2   | Other urban region |
| 3   | Rural areas        |

**Thank you for completing the survey!**