

FY 2018 Croatia Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK 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
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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.

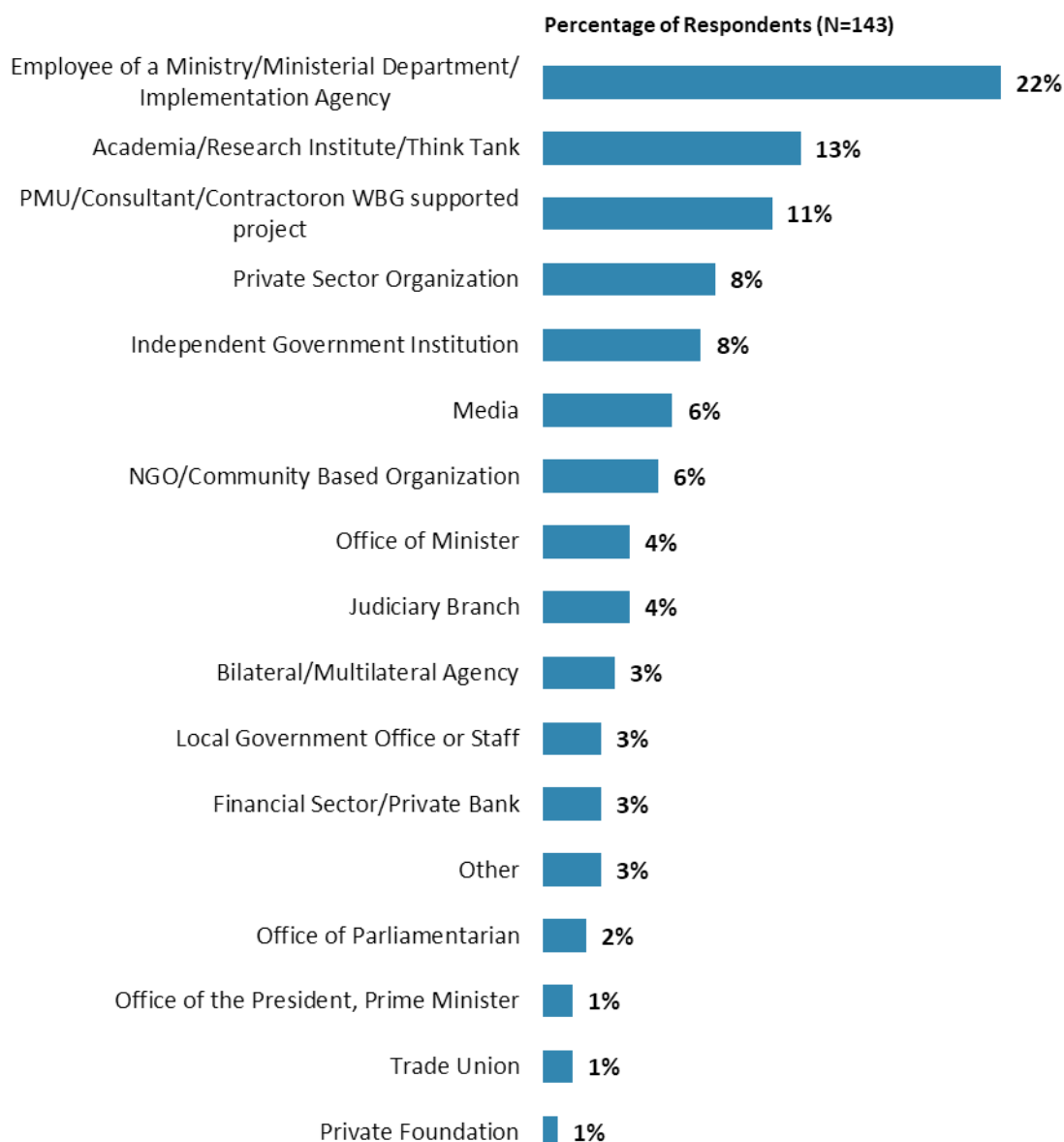
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'15 (response rate was 20%, N=175). Data were weighted to reach the same stakeholder composition in both years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal 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.



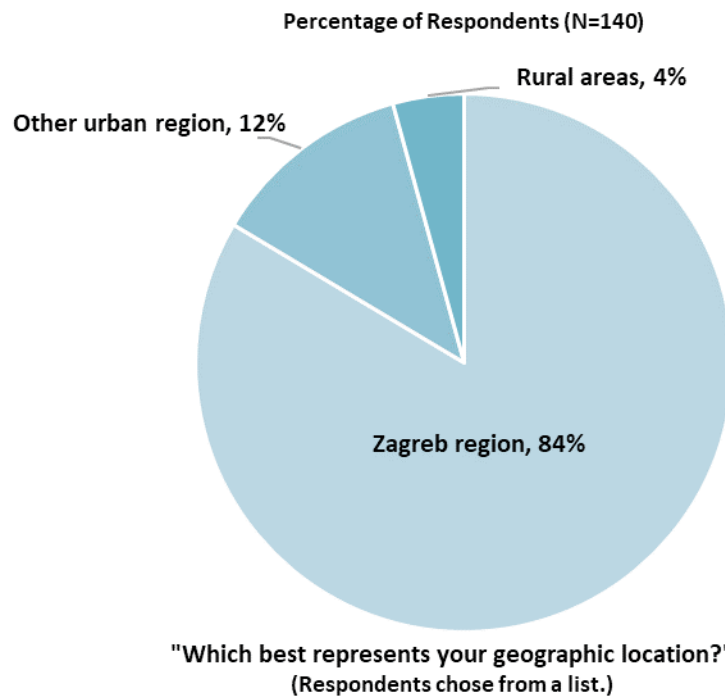
“Which of the following best describes your current position?” (Respondents chose from a list.)



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).

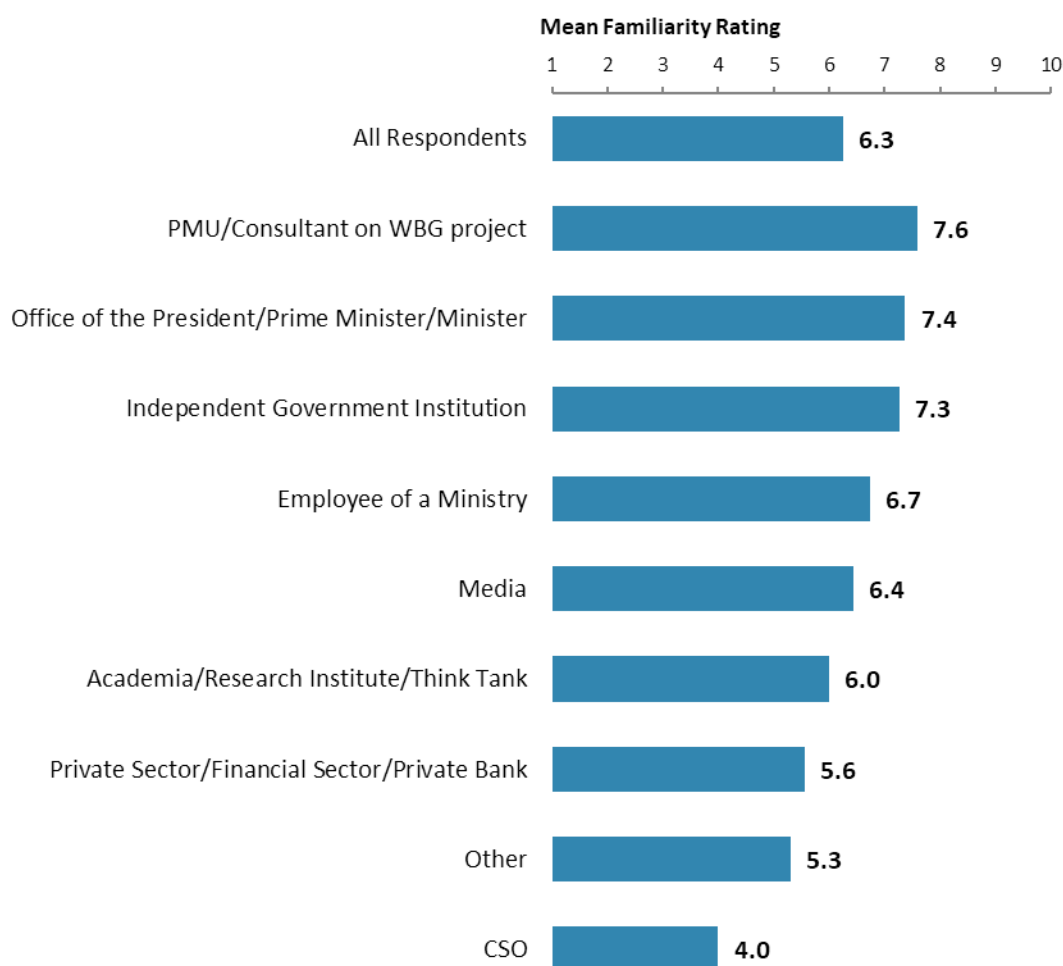




III. Demographics of the Sample (continued)

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)¹.
- 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")

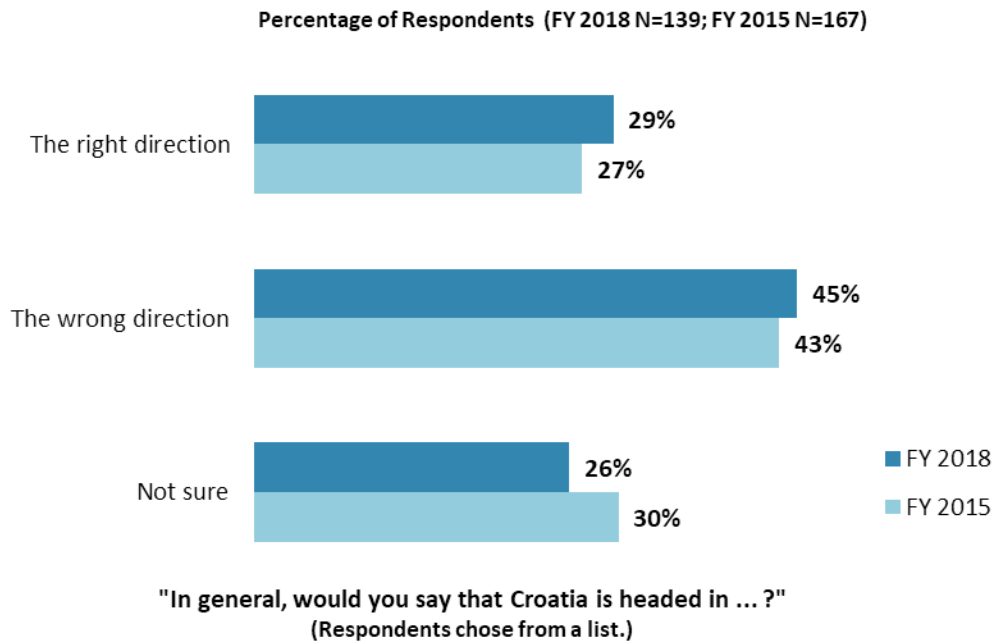
¹ Please refer to Appendix E (page 72) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Croatia

Headed in the Right Direction²

- **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.



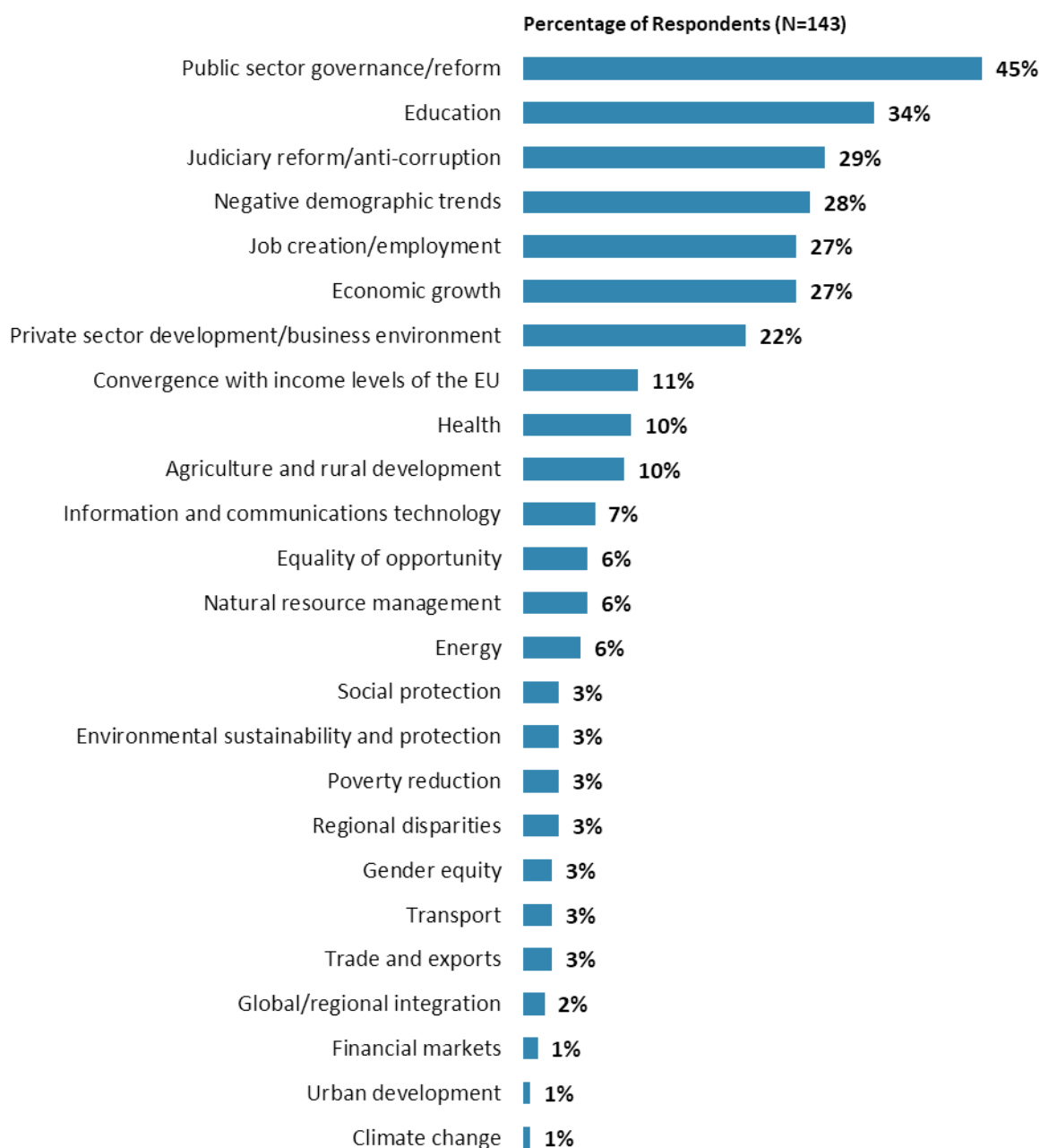
² Percentages presented in the chart were calculated based on weighted data.



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%).



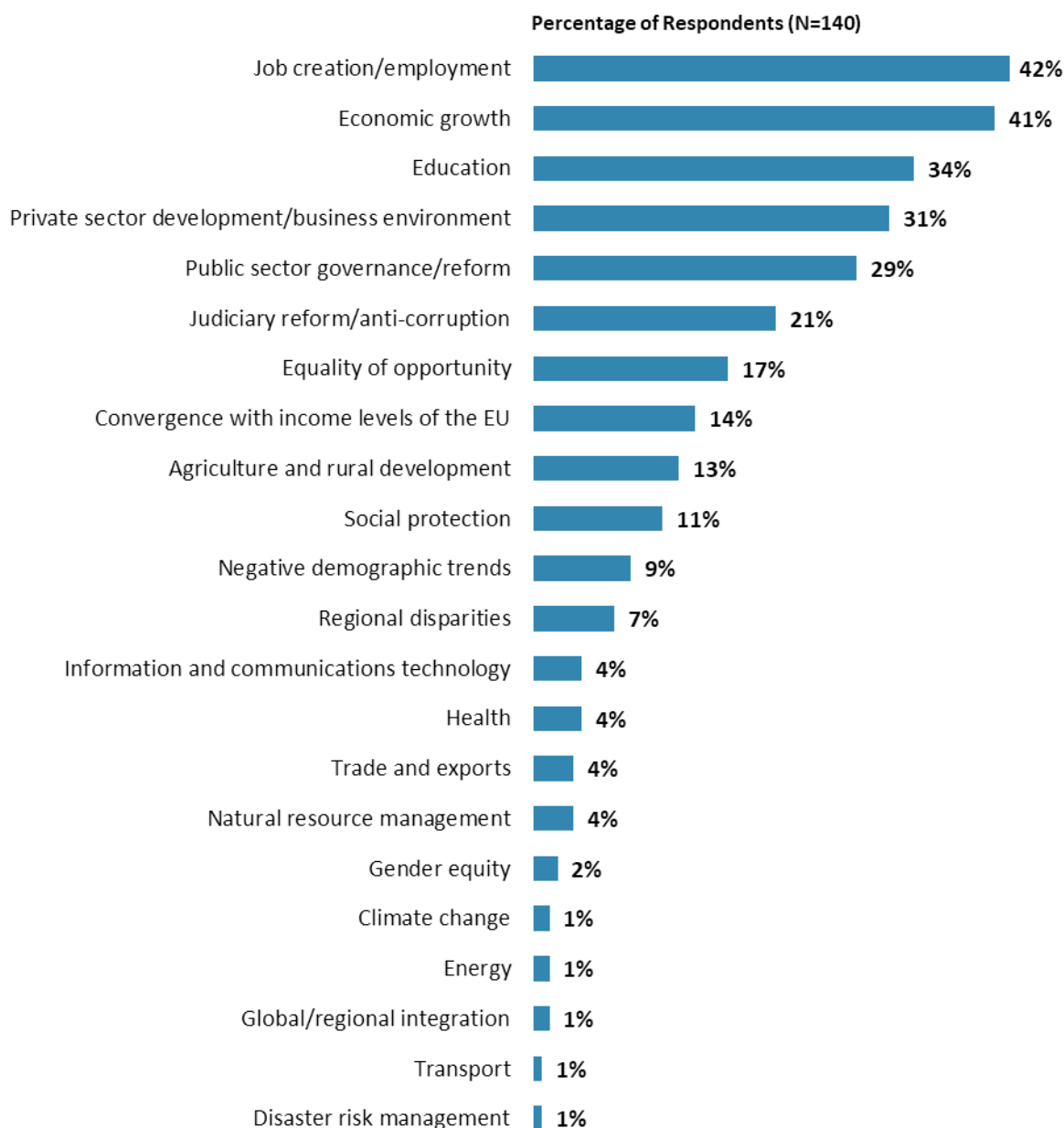
"Listed below are a number of development priorities in Croatia. Please identify which of the following you consider the most important development priorities in Croatia. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined.)



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)"

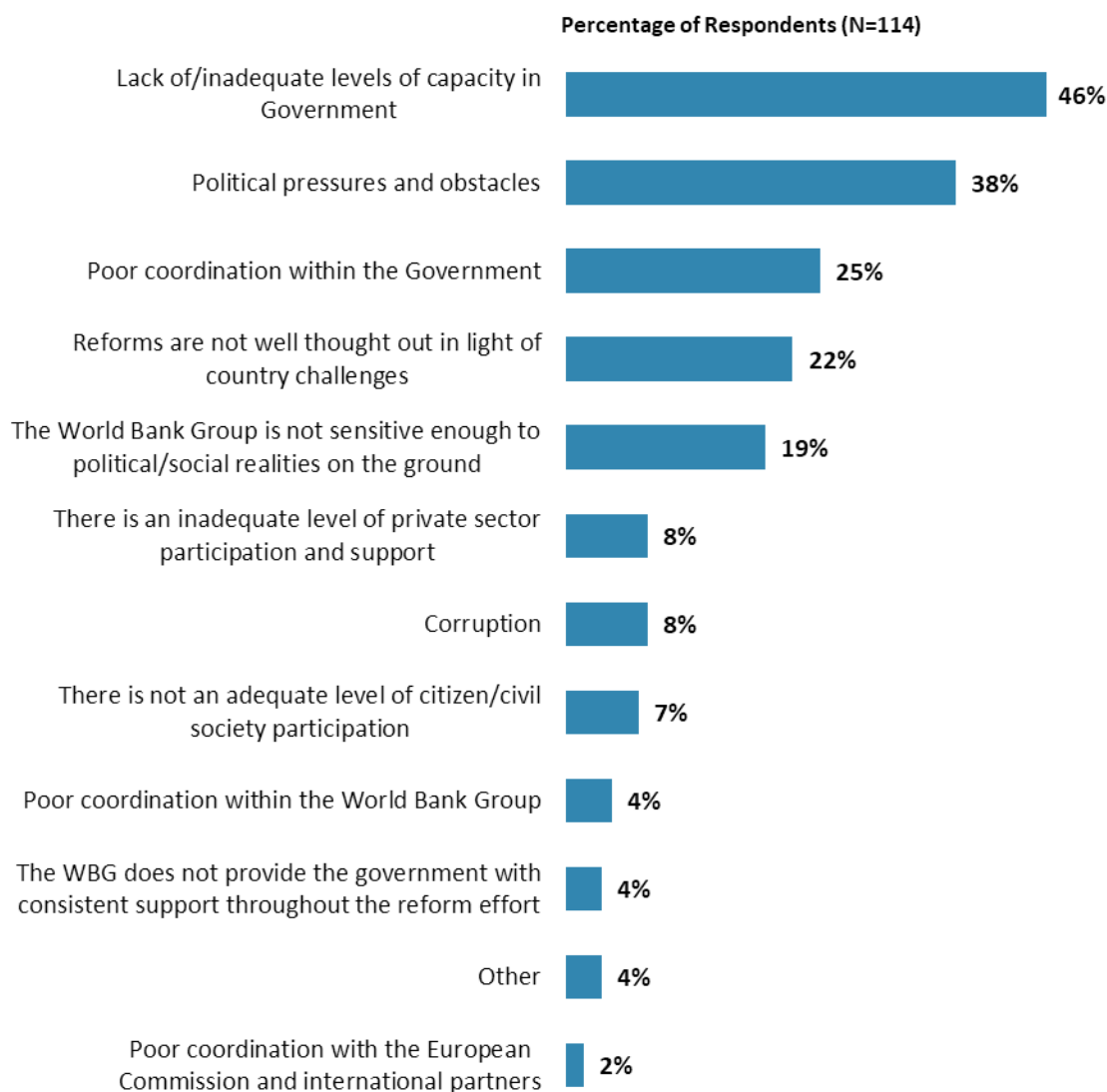
(Respondents chose from a list. Responses combined.)



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%).

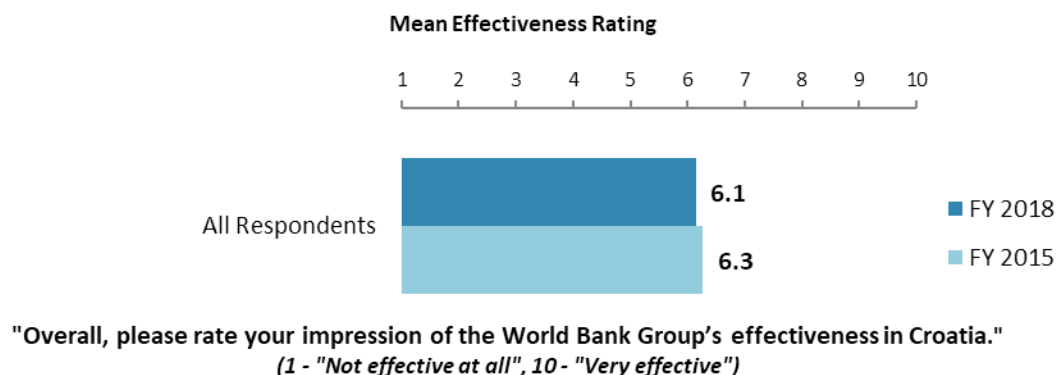


"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

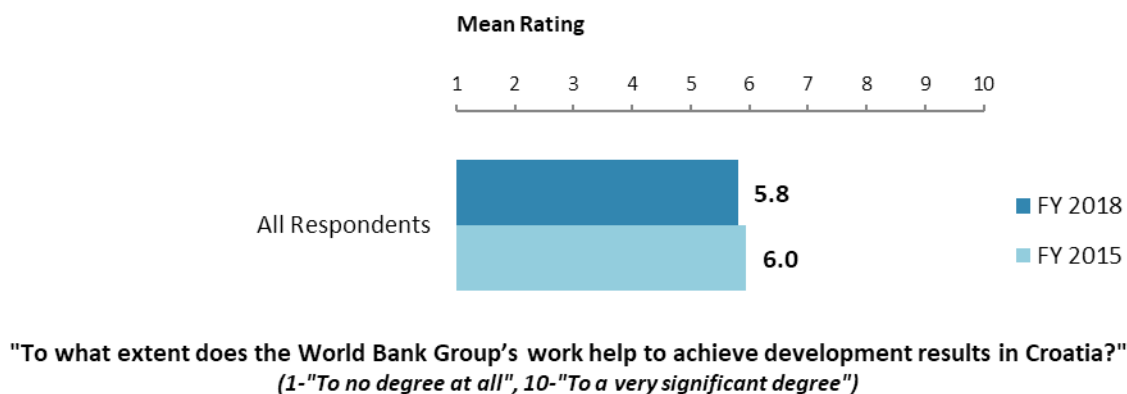


V. Overall Attitudes toward the World Bank Group (continued)

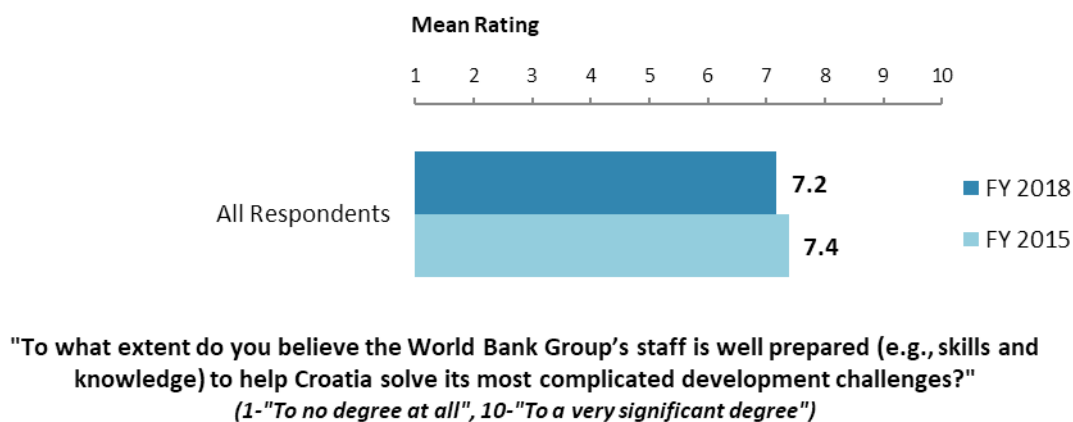
The World Bank Group's Overall Effectiveness³ (*Indicator Question*)



Achieving Development Results (*Indicator Question*)



WBG Staff Preparedness



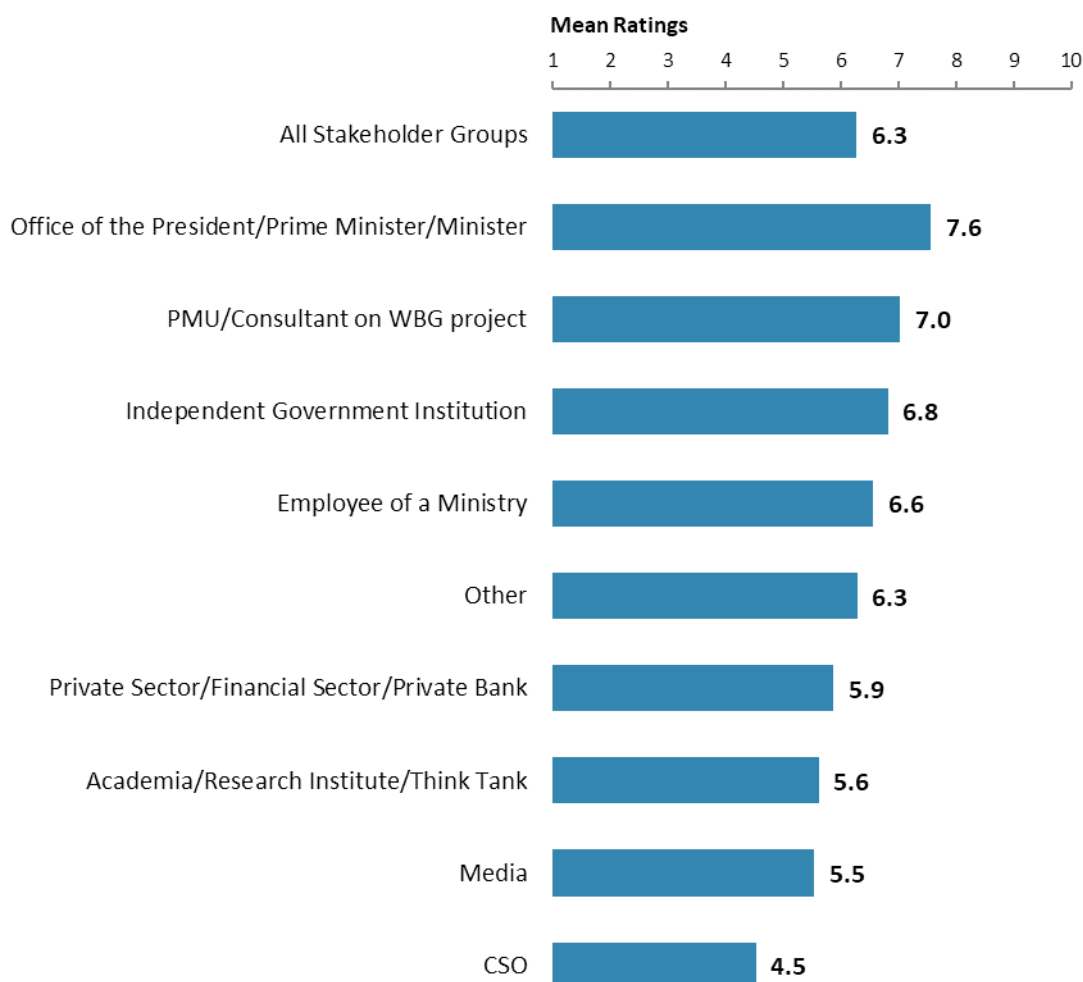
³ Means presented in the charts on this page were calculated based on weighted data.



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).



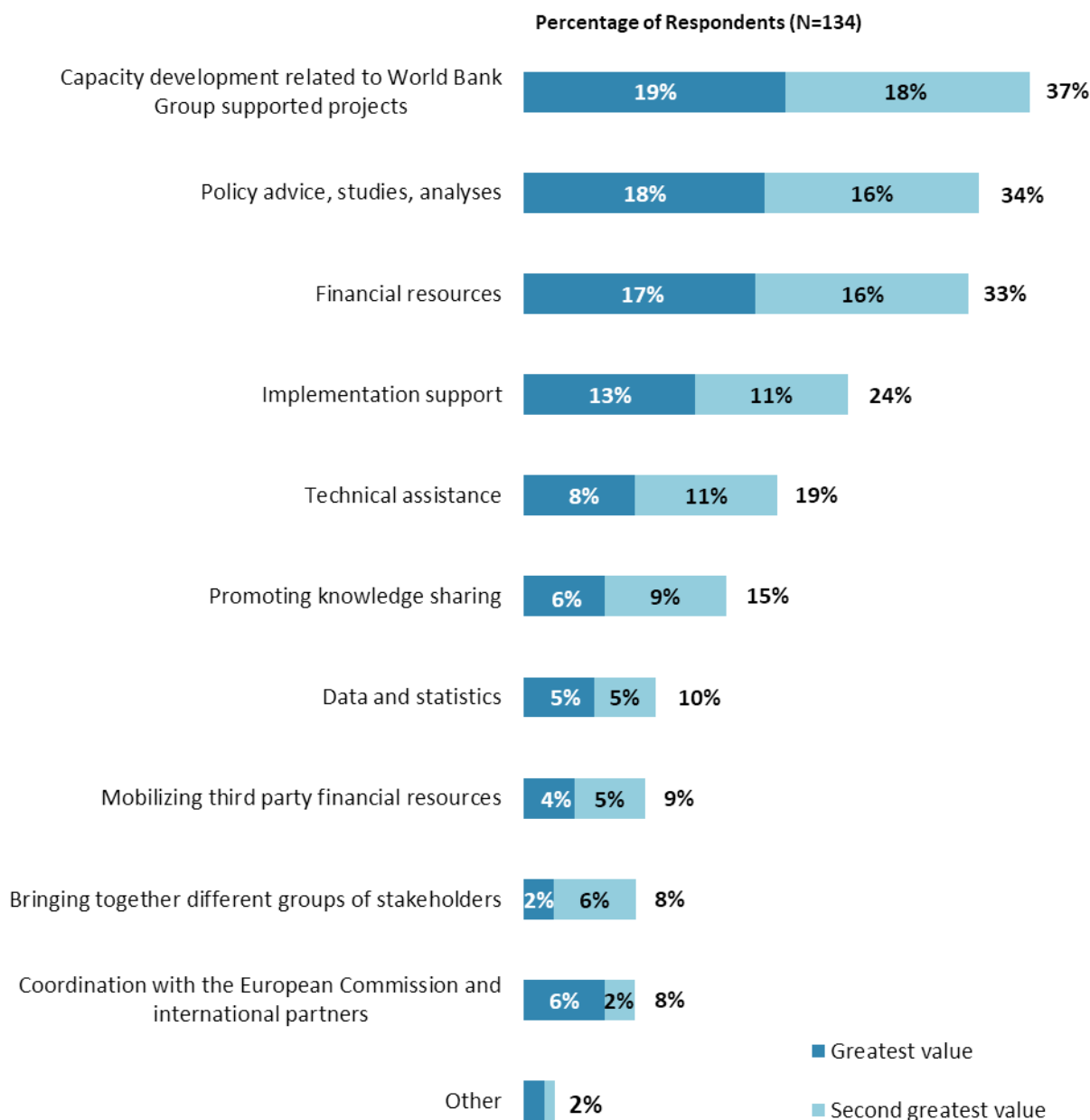
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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%).



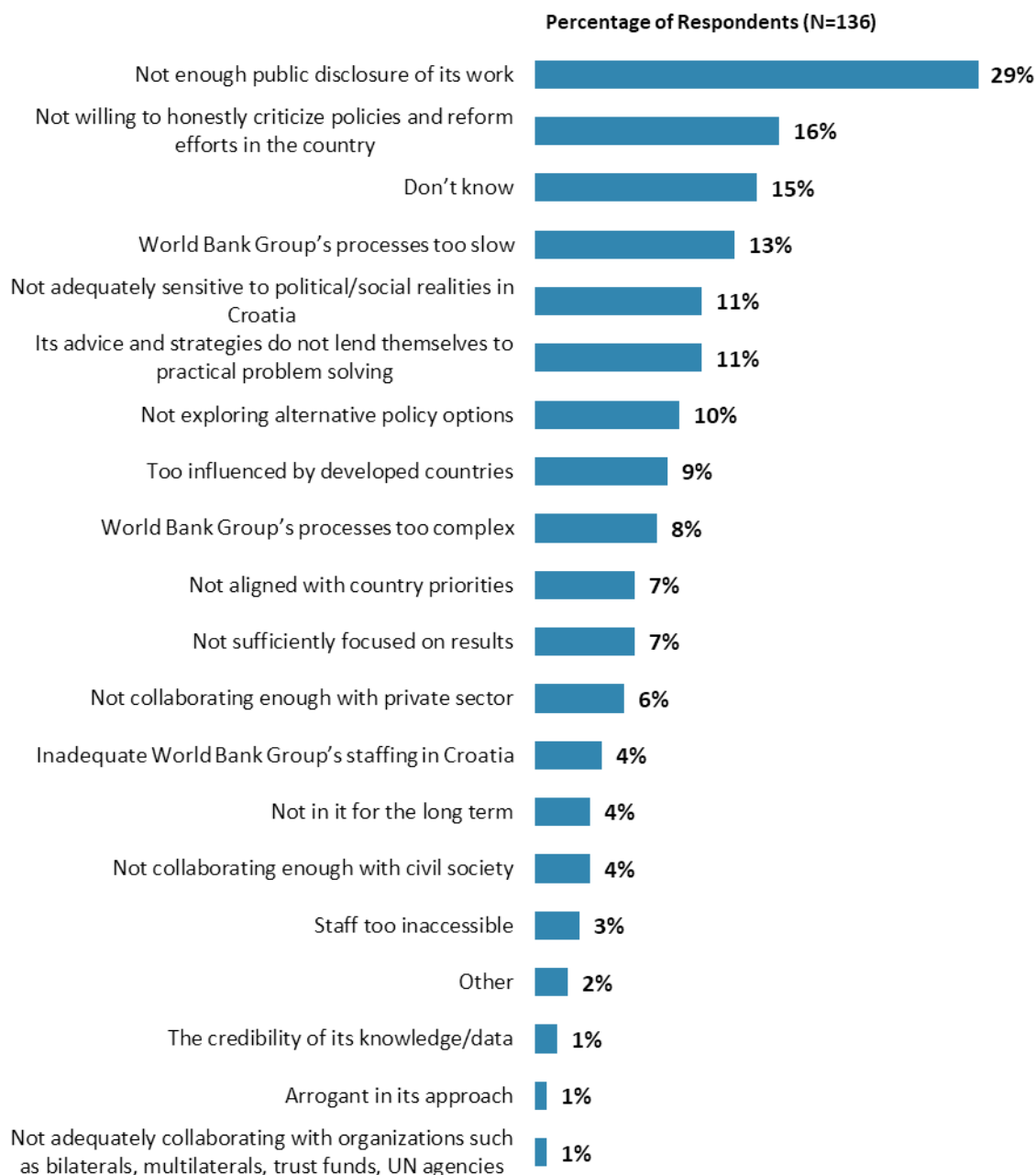
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Croatia?"
(Respondents chose from a list.)



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%).

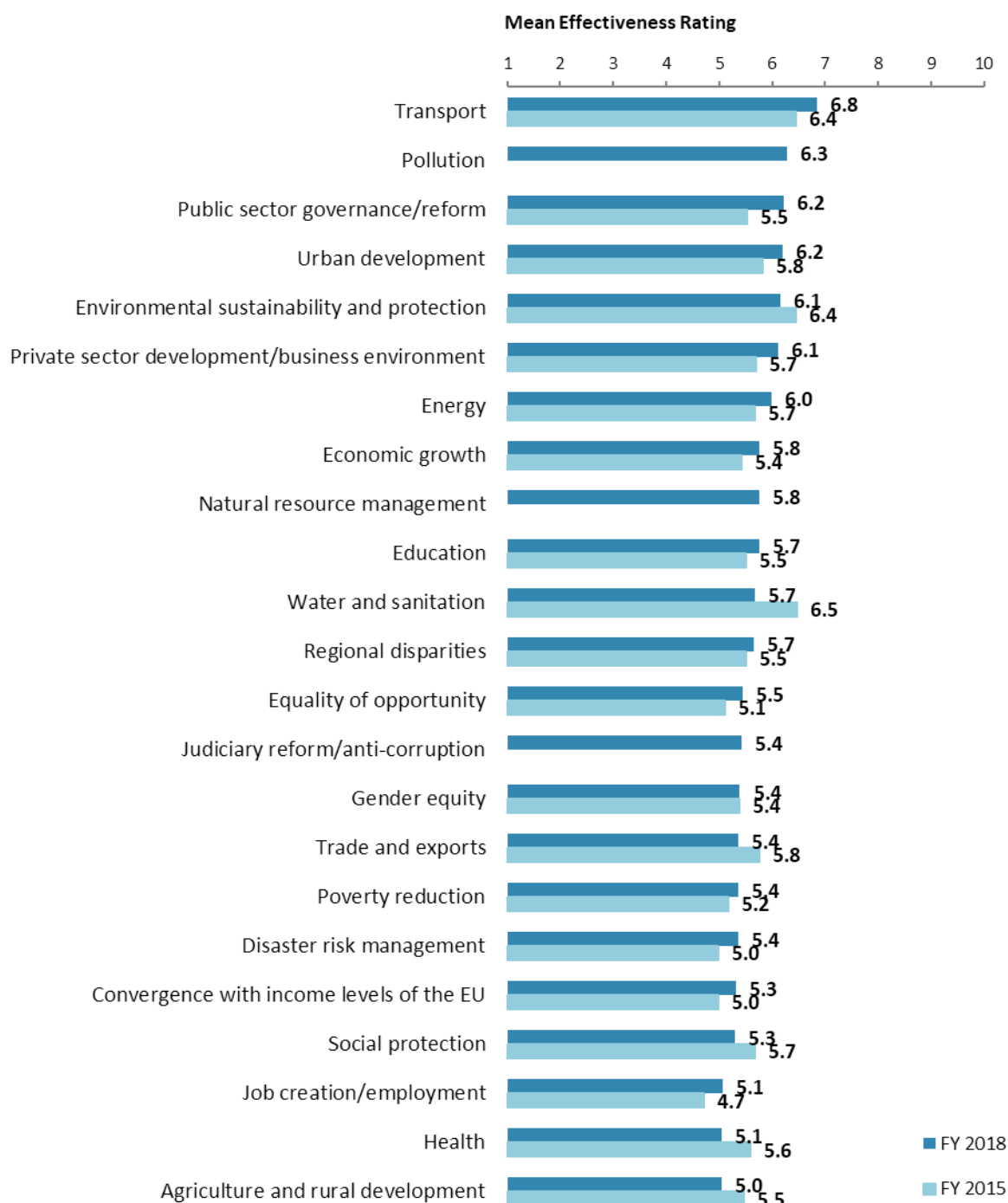


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Croatia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁴



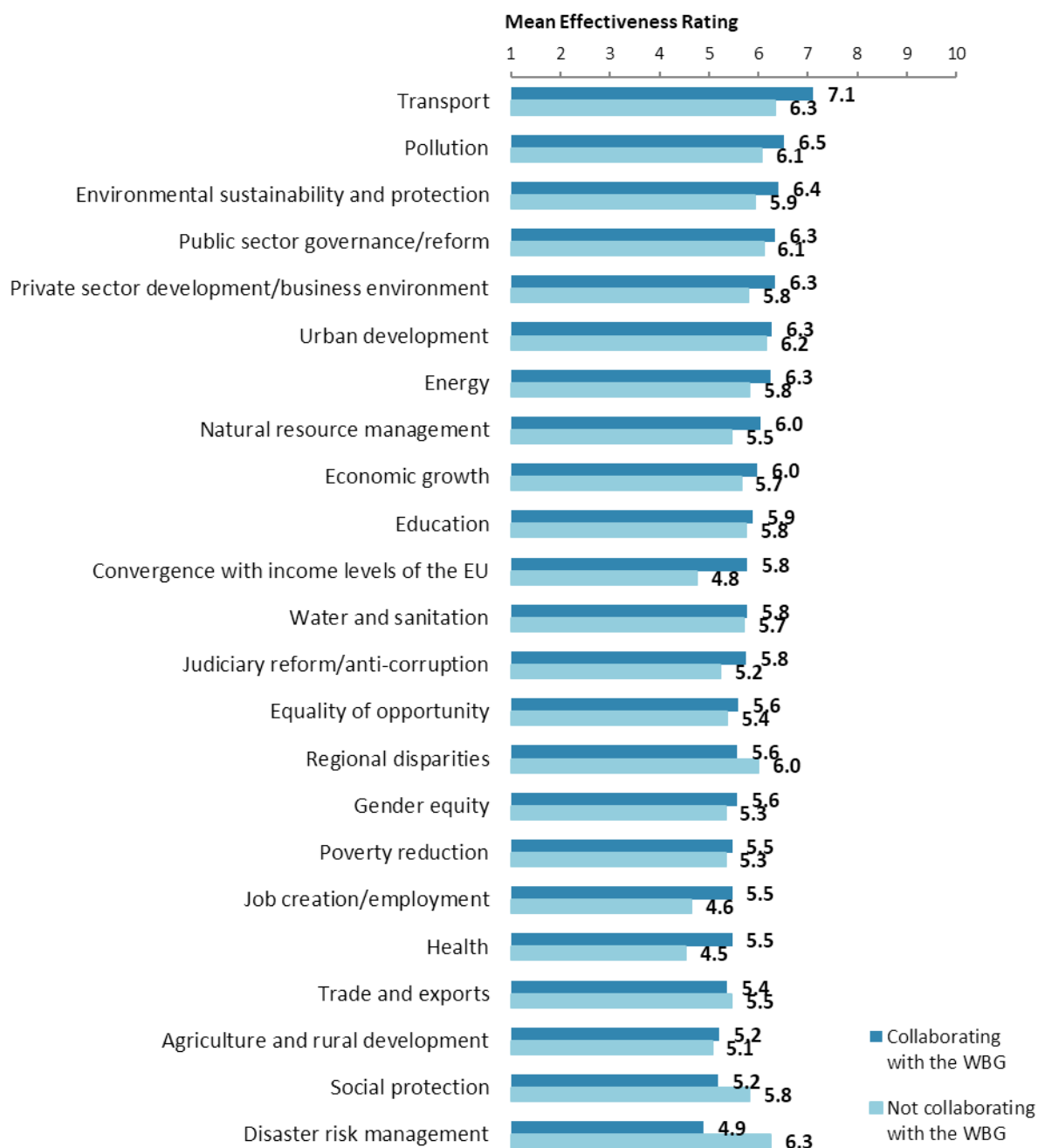
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Croatia?" (1-"Not effective at all", 10-"Very effective")

⁴ 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: Collaboration⁵



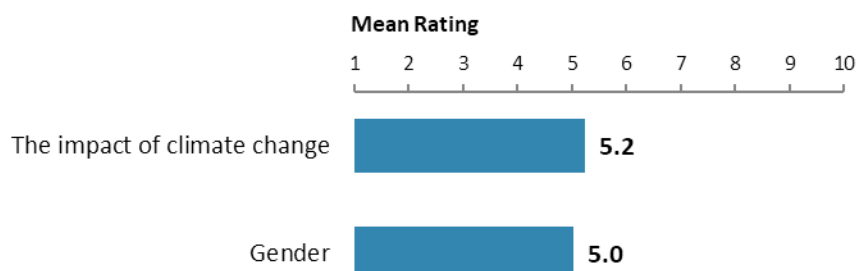
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Croatia?" (1-"Not effective at all", 10-"Very effective")

⁵ 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.



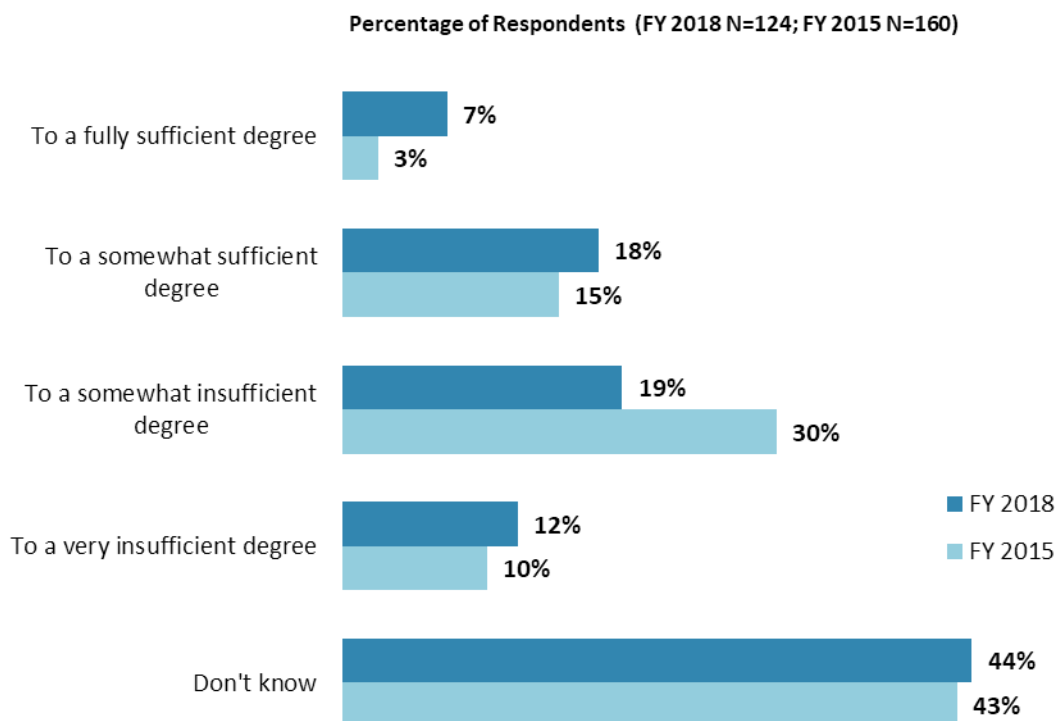
VI. Sectoral Effectiveness (continued)

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 Poorest⁶



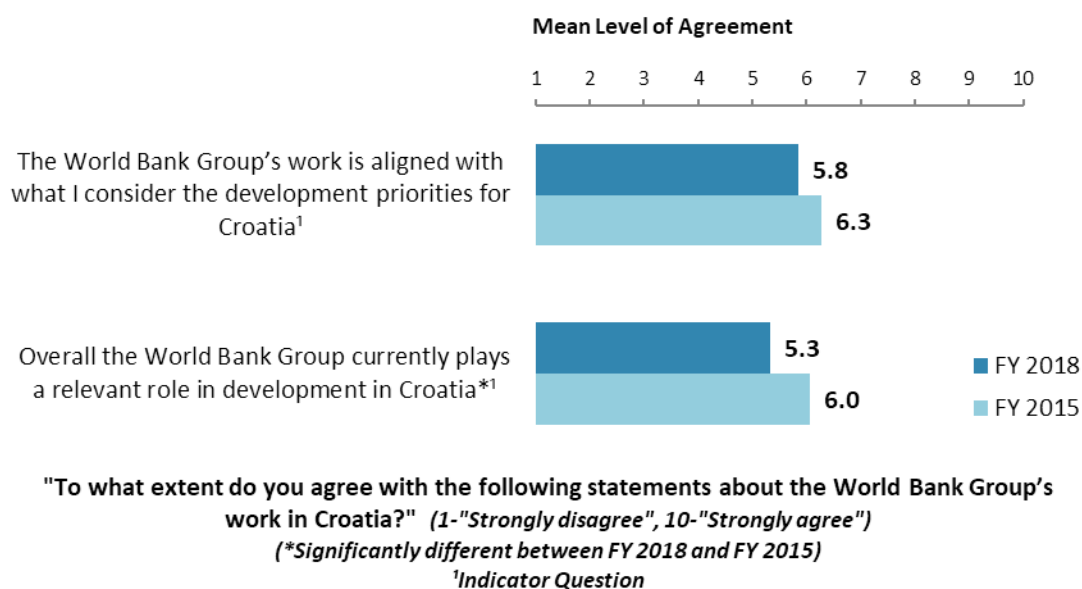
"To what extent do you believe that the World Bank Group's work and support help the poorest in Croatia?" (Respondents chose from a list.)

⁶ Means in the chart were calculated based on weighted data.

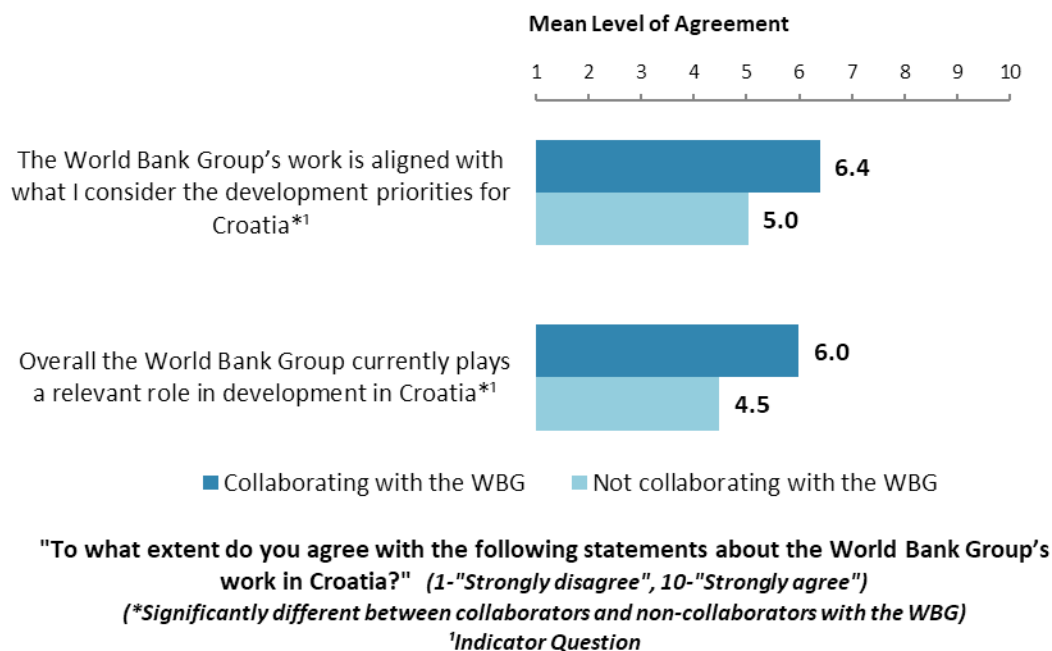


VII. How the World Bank Group Operates

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



The World Bank Group's Work in Croatia: Collaboration

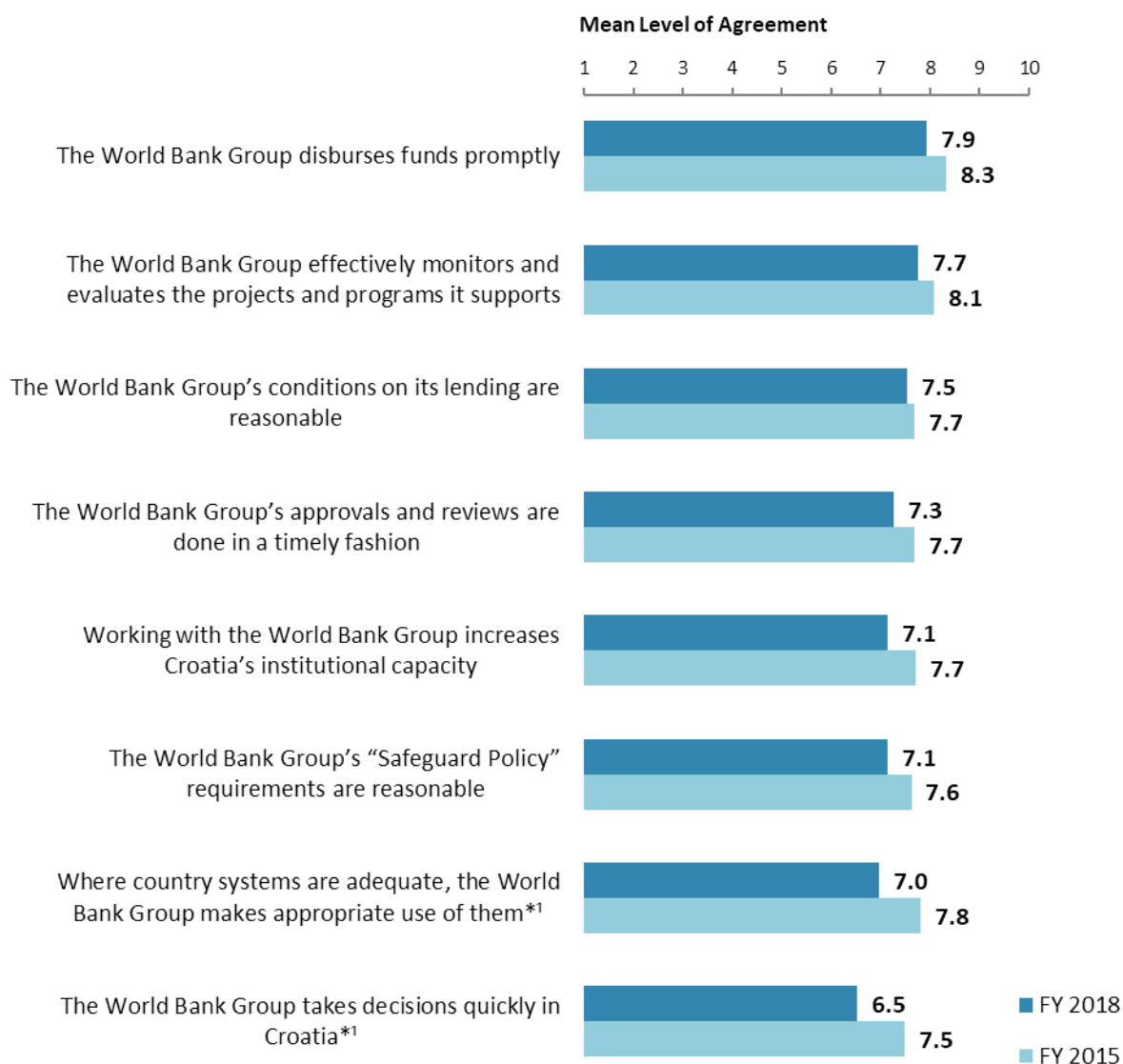


⁷ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸



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

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

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

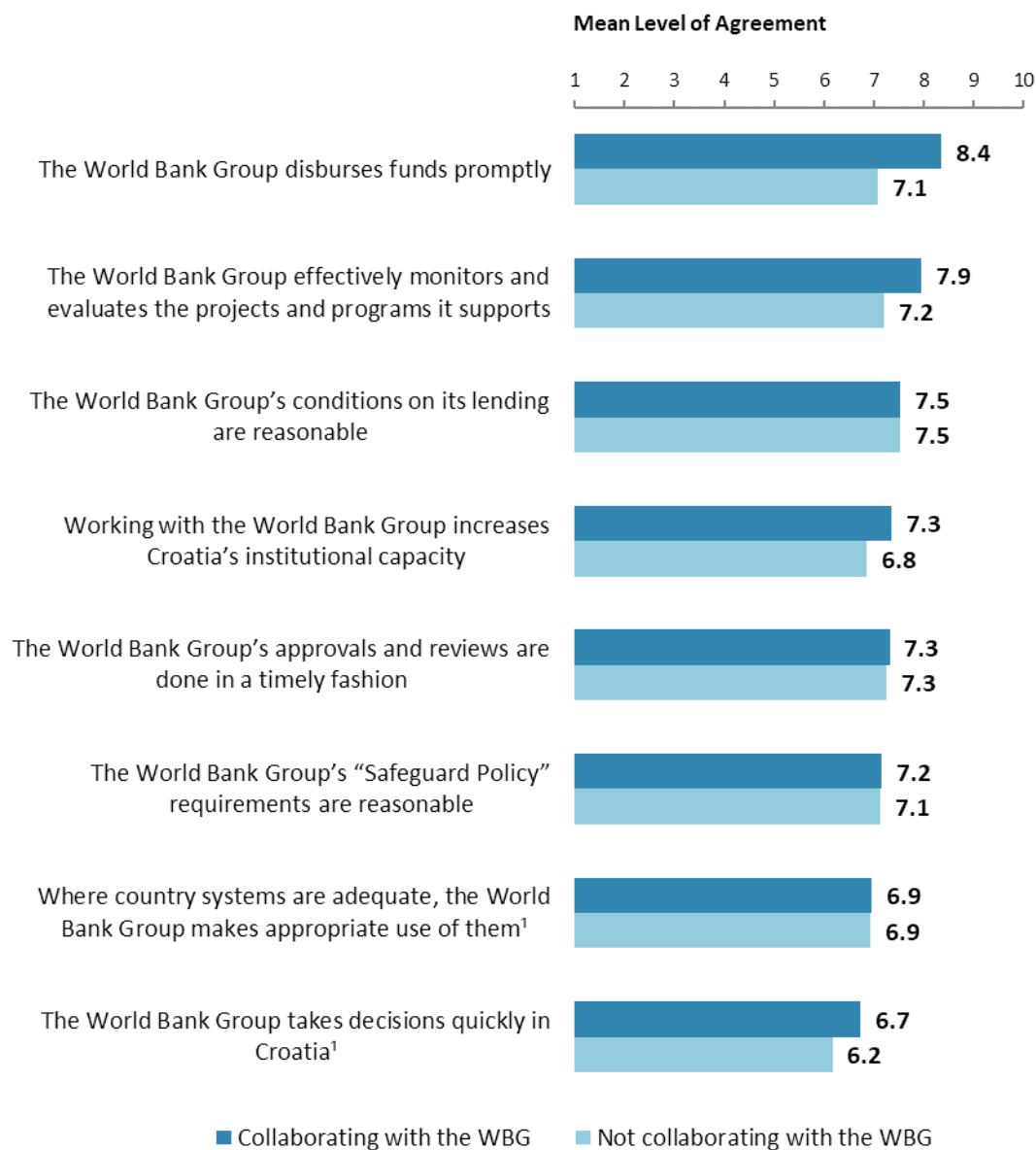
¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration



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



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁹



"To what extent is the World Bank Group an effective development partner in 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)

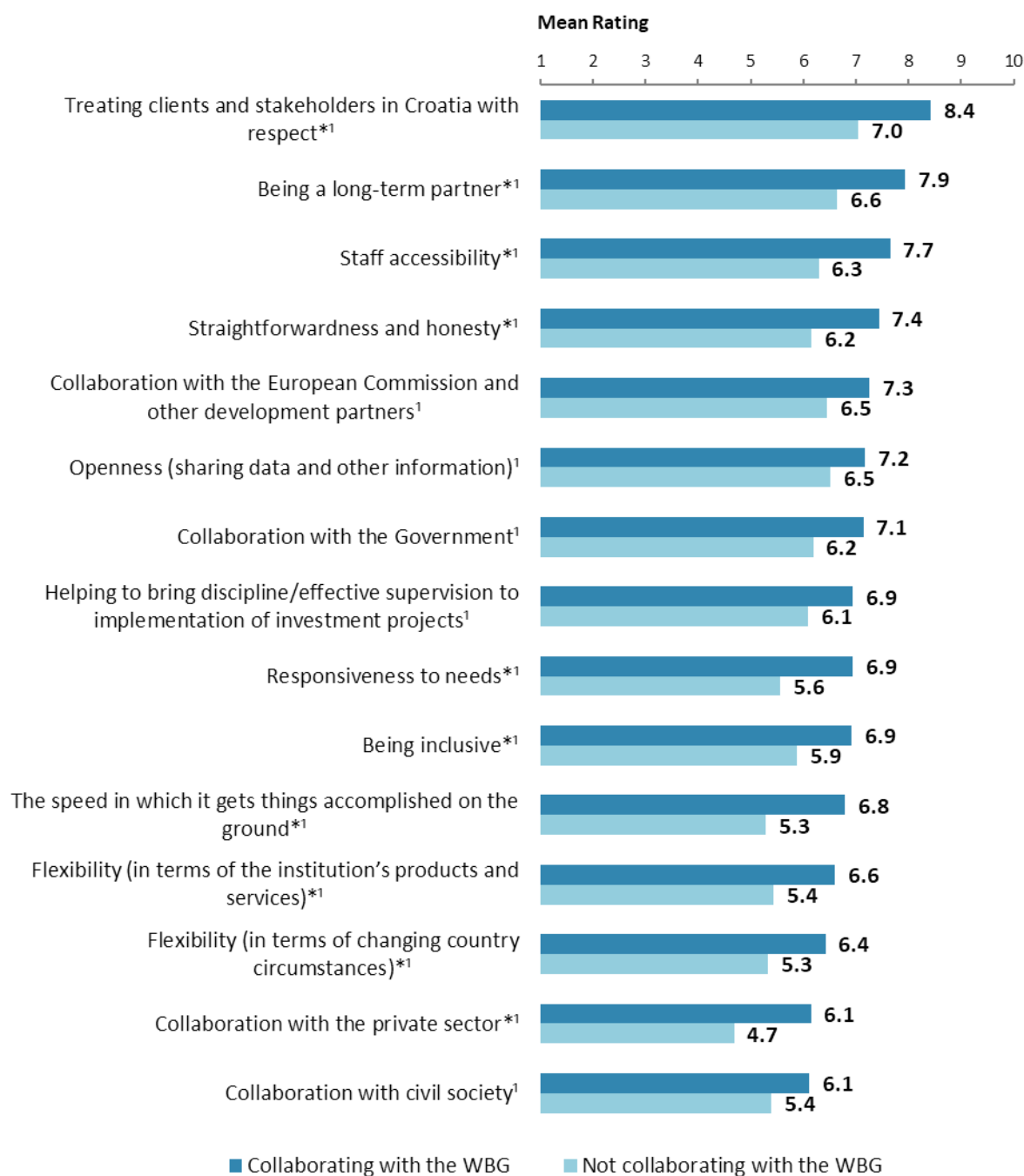
¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



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

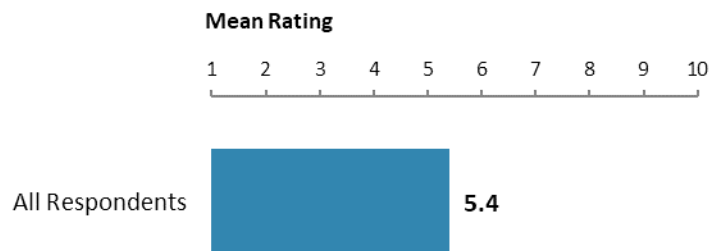
*(*Significantly different between collaborators and non-collaborators with the WBG)*

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Mobilizing Finance for Development from Private Sector Sources



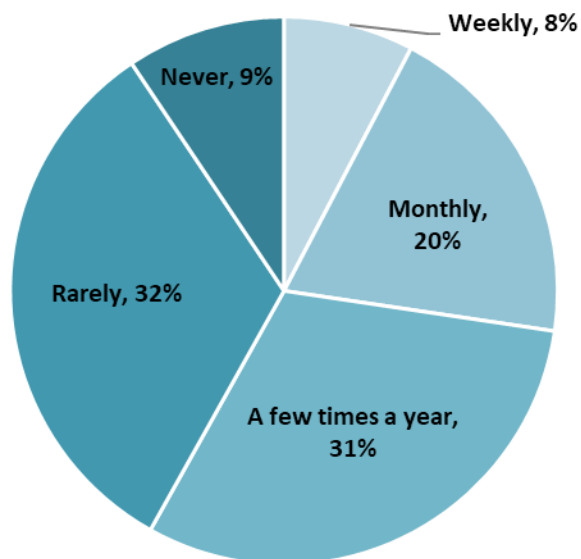
"How effectively does the World Bank Group help Croatia to mobilize finance for development from private sector sources?" (1-"Not effectively at all", 10-"Very effectively")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

Percentage of Respondents (N=117)

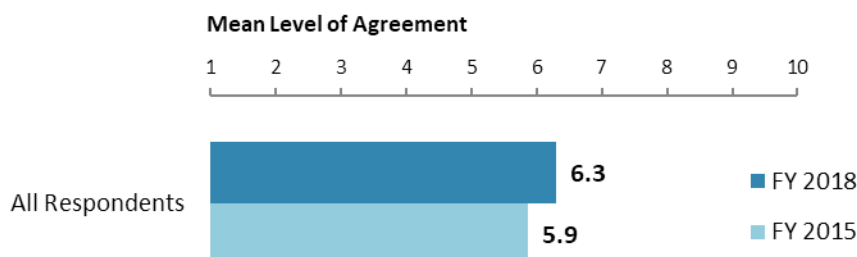


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)



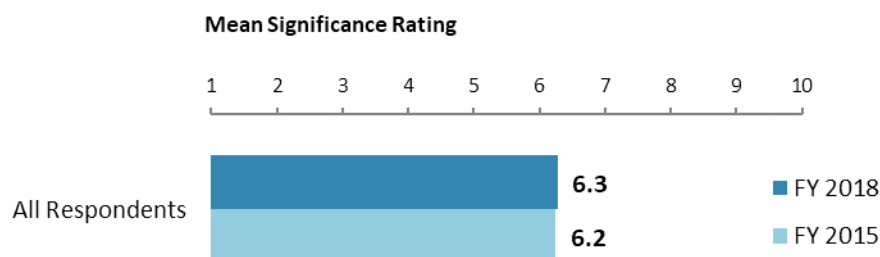
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Croatia's Knowledge Needs¹⁰ (Indicator Question)



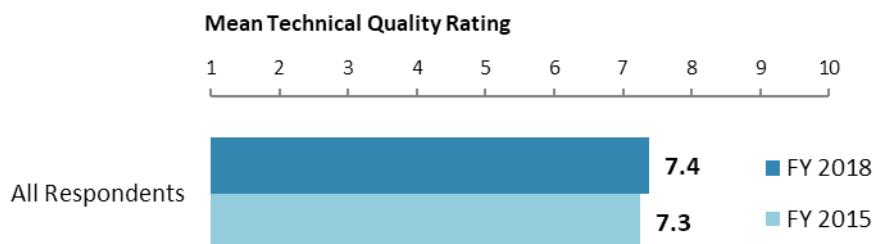
"The World Bank Group meets Croatia's needs for knowledge services (e.g., research, analysis, data, technical assistance)." (1-"Strongly disagree", 10-"Strongly agree")

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)



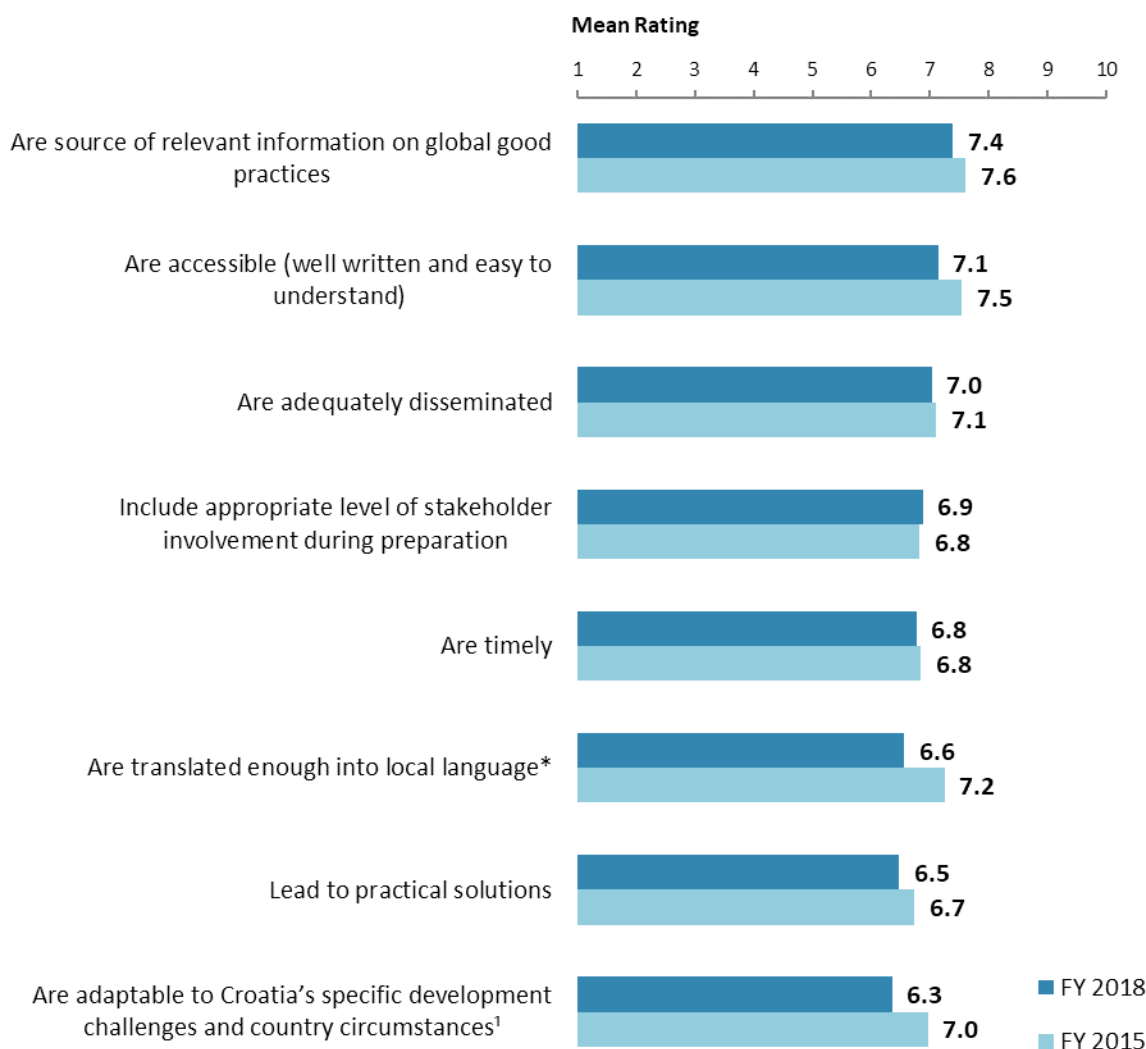
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

¹⁰ 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 Activities¹¹



"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)

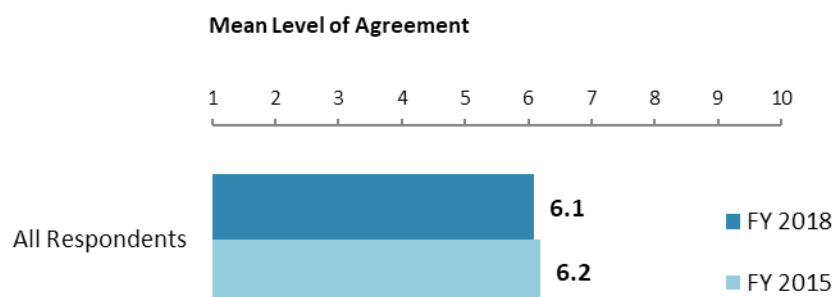
¹Indicator Question

¹¹ Means in the chart were calculated based on weighted data.



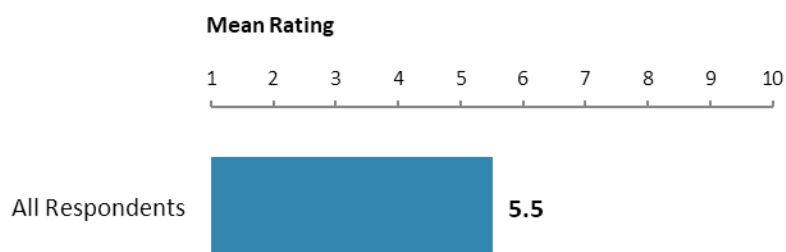
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Croatia's Needs for Financial Instruments¹² (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")

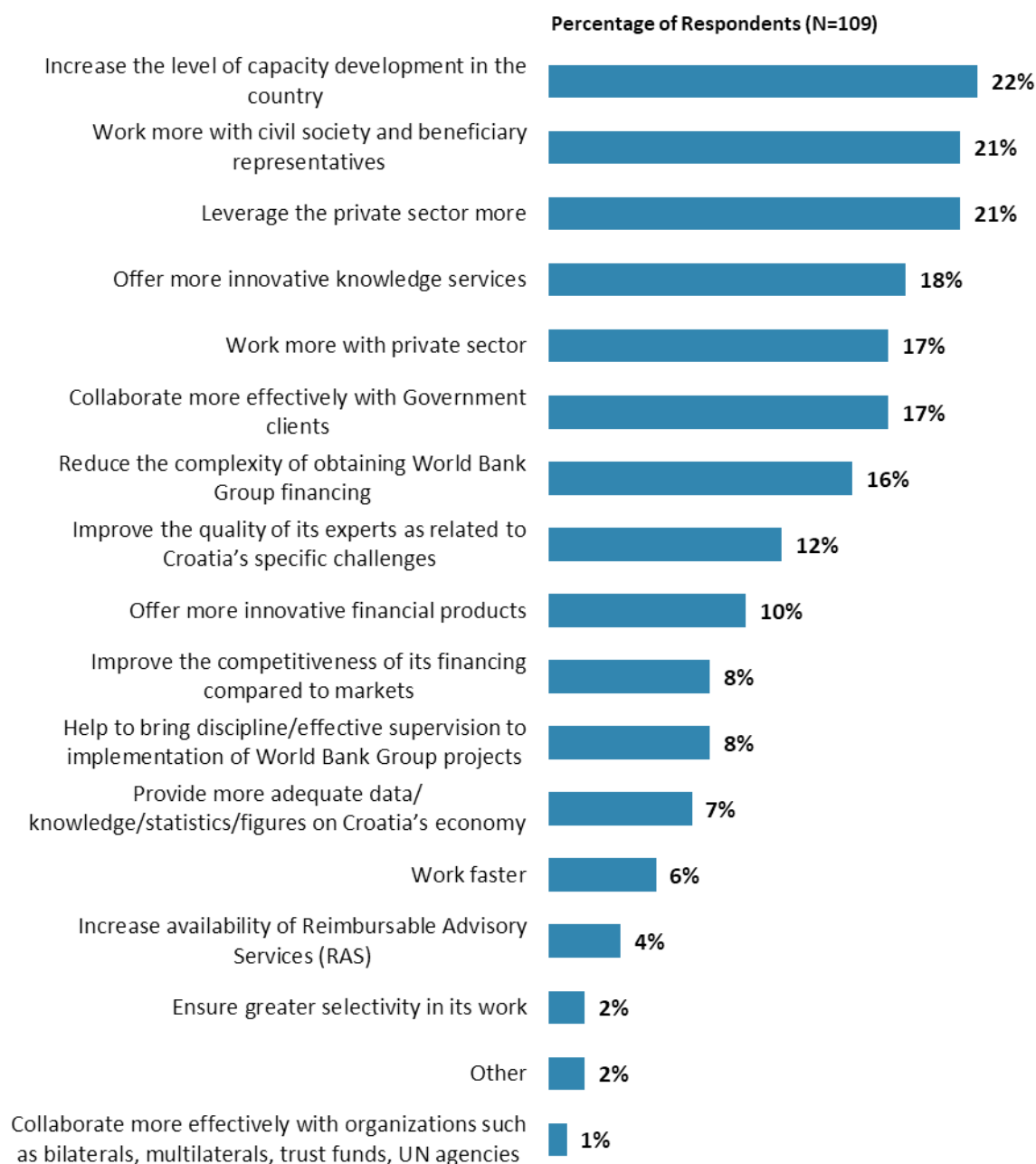
¹² Means in the chart were calculated based on weighted data.



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.



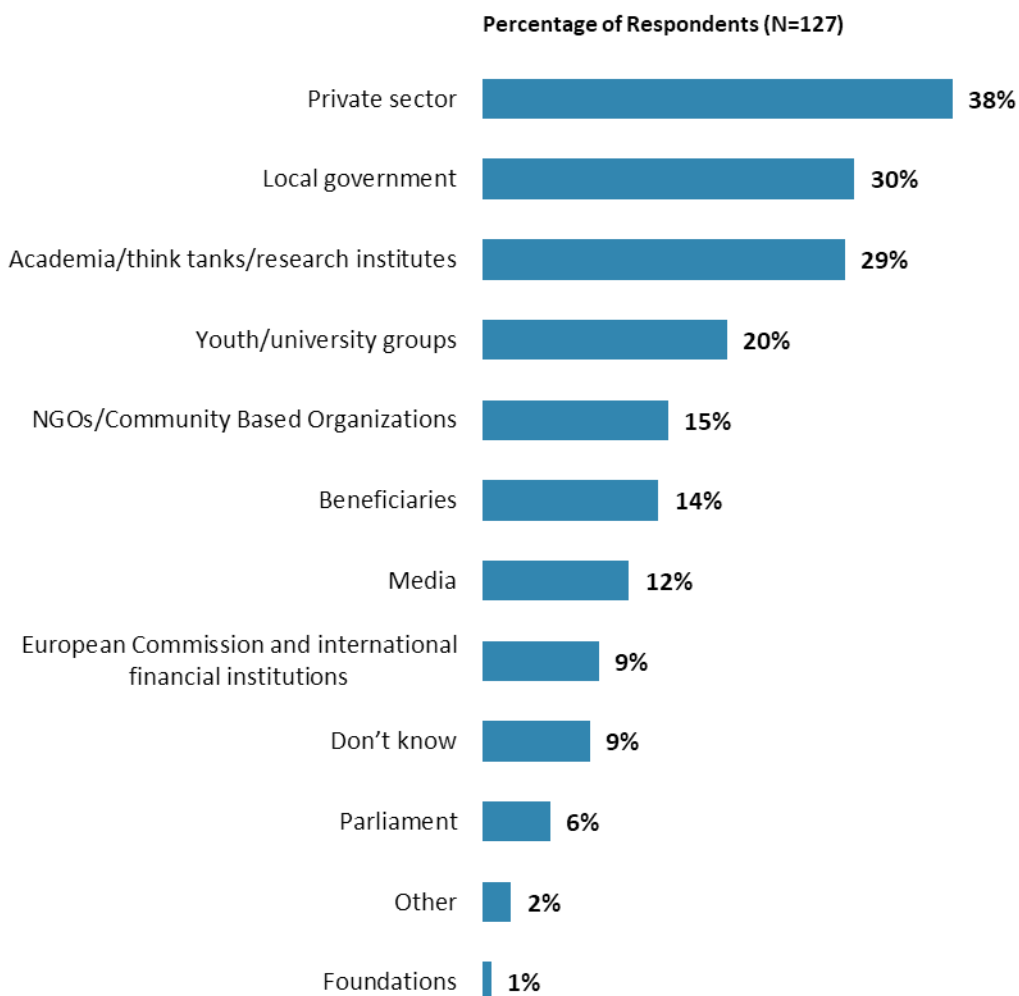
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Croatia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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.

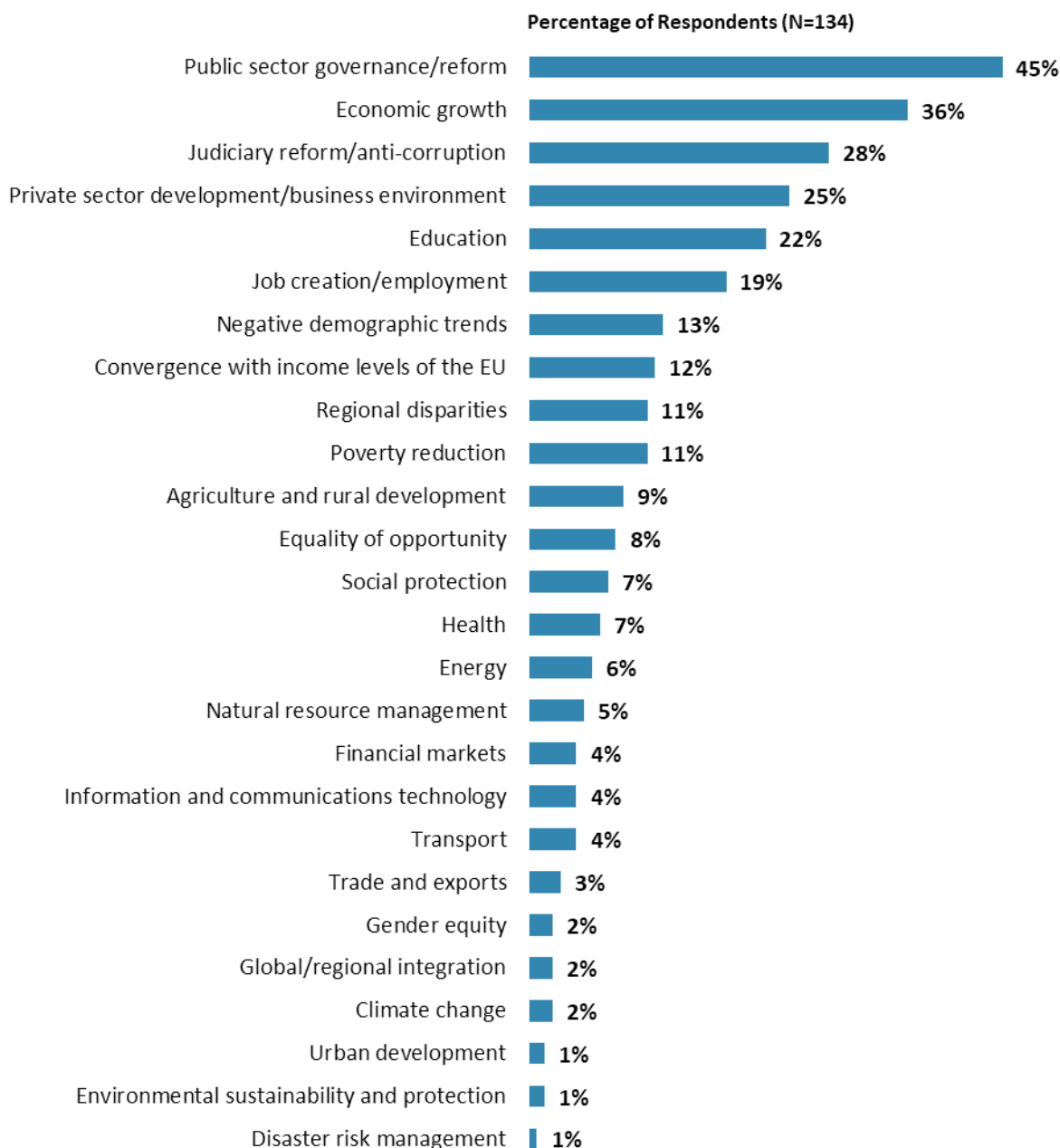


"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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%).

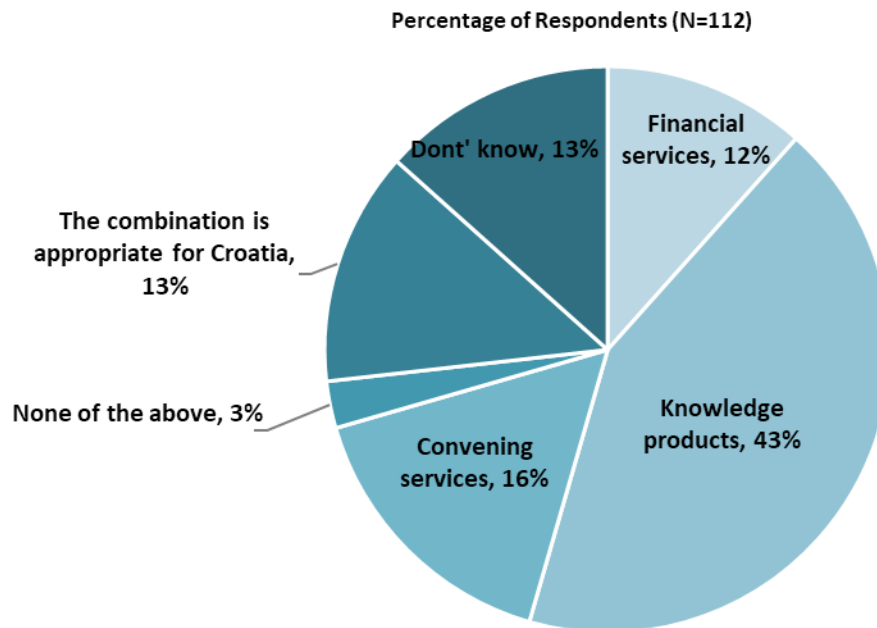


“When thinking about how the World Bank Group can have the most impact on development results in Croatia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Croatia? (Choose no more than THREE)”
(Respondents chose from a list.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

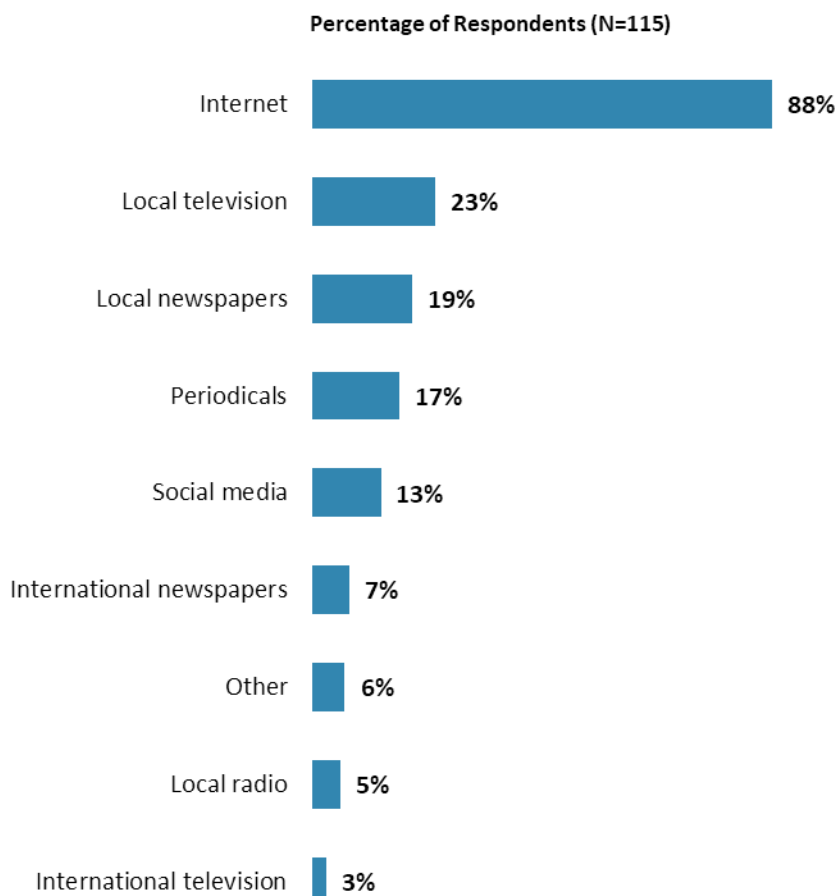


X. Communication and Outreach

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%).



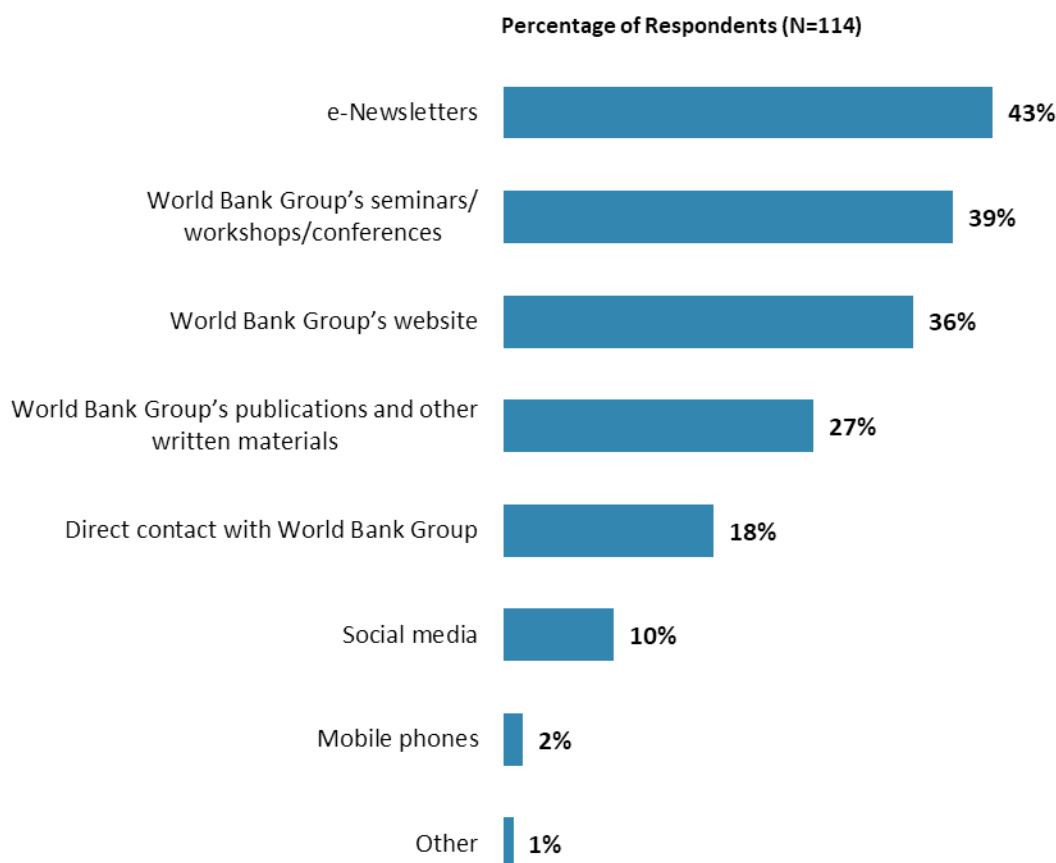
"How do you get most of your information about economic and social development issues in Croatia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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%).



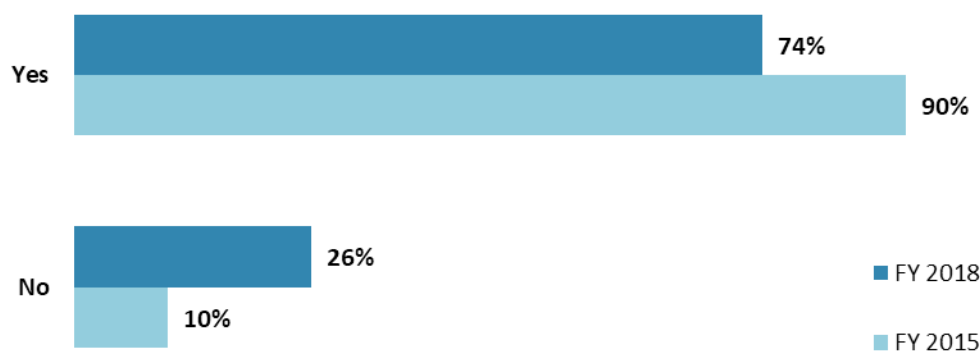
"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

The WBG Website Usage

Percentage of Respondents (FY 2018 N=113; FY 2015 N=138)



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

Use of the WBG's Social Media Channels

Percentage of Respondents (FY 2018 N=114; FY 2015 N=138)



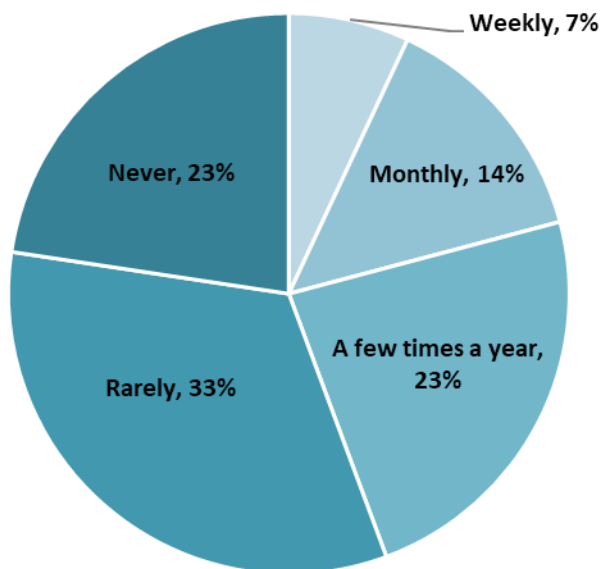
"Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?"



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

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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)**

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)	Percentage of Respondents (Responses Combined; N=140)
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

Familiarity	N	DK	Mean	SD
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
Effectiveness*	N	DK	Mean	SD
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
Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help 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)**

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)	Percentage of Respondents (Responses Combined; N=134)
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 nd 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**

1. 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 (Responses Combined; N=109)
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%

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)	Percentage of Respondents (N=112)
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**

1. How do you get most of your information about economic and social development issues in Croatia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=115)
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%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=114)
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%

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

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

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

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

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

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

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
8. I find the World Bank Group's websites easy to navigate	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

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=143)
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)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=139)
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%

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

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

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

6. If yes, what was your view of how the two institutions work together in Croatia? (Select only ONE response)	Percentage of Respondents (N=34)
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)**

7. 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; N=137)
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%

8. What's your gender?	Percentage of Respondents (N=143)
Female	46.2%
Male	53.8%

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

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



Appendix B: Responses to Selected Questions by Stakeholder Groups¹³

- 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

¹³ 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?

Greatest Value 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
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%

2 nd Greatest Value 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
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 (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
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 (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
Poor coordination within the Government	16.7%	20.8%	25.0%	25.0%	12.5%	42.9%	18.2%	42.9%	18.8%
There is an inadequate level of private sector participation and support	0.0%	4.2%	25.0%	18.8%	12.5%	14.3%	0.0%	0.0%	0.0%
Poor coordination with the European Commission and international partners	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	6.3%
The World Bank Group is not sensitive enough to political/social realities on the ground	33.3%	16.7%	33.3%	12.5%	25.0%	28.6%	9.1%	21.4%	12.5%
Lack of/inadequate levels of capacity in Government	66.7%	37.5%	33.3%	62.5%	62.5%	14.3%	45.5%	50.0%	50.0%
There is not an adequate level of citizen/civil society participation	16.7%	8.3%	8.3%	0.0%	12.5%	0.0%	9.1%	14.3%	0.0%
Corruption	0.0%	0.0%	0.0%	18.8%	12.5%	0.0%	9.1%	7.1%	18.8%
Poor coordination within the World Bank Group	0.0%	4.2%	0.0%	0.0%	12.5%	0.0%	9.1%	7.1%	6.3%
The World Bank Group does not provide the government with consistent support throughout the reform effort	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	9.1%	7.1%	0.0%
Political pressures and obstacles	16.7%	54.2%	41.7%	37.5%	12.5%	57.1%	36.4%	35.7%	25.0%
Reforms are not well thought out in light of country challenges	33.3%	33.3%	8.3%	18.8%	12.5%	42.9%	9.1%	14.3%	25.0%
Other	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	18.8%

C. World Bank Group's Effectiveness and Results

	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 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 (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
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 (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
Local radio	28.6%	13.0%	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%
Social media	0.0%	8.7%	7.7%	13.3%	44.4%	28.6%	0.0%	20.0%	6.3%
International newspapers	14.3%	8.7%	0.0%	13.3%	0.0%	0.0%	10.0%	0.0%	12.5%
Local television	14.3%	26.1%	61.5%	20.0%	11.1%	28.6%	10.0%	13.3%	18.8%
Internet	85.7%	78.3%	100.0%	86.7%	77.8%	71.4%	100.0%	93.3%	93.8%
Periodicals	14.3%	17.4%	0.0%	33.3%	11.1%	0.0%	10.0%	40.0%	6.3%
International television	0.0%	4.3%	7.7%	6.7%	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%
Other	14.3%	4.3%	0.0%	0.0%	22.2%	14.3%	10.0%	0.0%	6.3%

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
World Bank Group's publications and other written materials*	50.0%	21.7%	7.7%	46.7%	22.2%	14.3%	20.0%	60.0%	6.3%
e-Newsletters	16.7%	43.5%	38.5%	60.0%	55.6%	42.9%	40.0%	20.0%	56.3%
World Bank Group's seminars/workshops/conferences	66.7%	56.5%	38.5%	26.7%	33.3%	14.3%	30.0%	40.0%	37.5%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	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%
World Bank Group's website	16.7%	30.4%	61.5%	33.3%	33.3%	28.6%	50.0%	33.3%	31.3%
Social media	16.7%	4.3%	0.0%	13.3%	33.3%	14.3%	10.0%	13.3%	0.0%
Other*	16.7%	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 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
Weekly	14.3%	8.7%	7.7%	0.0%	0.0%	14.3%	0.0%	13.3%	6.3%
Monthly	14.3%	13.0%	30.8%	0.0%	0.0%	42.9%	0.0%	26.7%	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%
Rarely	42.9%	43.5%	7.7%	26.7%	44.4%	28.6%	30.0%	40.0%	31.3%
Never	14.3%	17.4%	23.1%	46.7%	33.3%	0.0%	20.0%	0.0%	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 Location¹⁴

● 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

¹⁴ 140 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 Group¹⁵

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)

¹⁵ 142 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 (Responses combined)	Collaborating with the WBG	Not collaborating 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 Year¹⁶

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)

¹⁶ 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 ¹				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 ²	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

¹ Only FY 2018 questionnaire had this response option.

² 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 ¹	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) ²	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 ³	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 ⁴	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 ⁵	33	4.99	2.13	26	5.35	2.91
Equality of opportunity	48	5.11	2.28	41	5.45	2.94

¹ In FY 2015, the category was "Private sector development."

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

³ 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.

⁴ In FY 2015, the category was "Environmental sustainability."

⁵ 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**

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

A2. 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)			
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**

A3. Poverty reduction is a broad term that encompasses work in many different areas.			
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Croatia? (Choose no more than THREE)			
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**

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

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

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

B4. When thinking about how the World Bank Group can have the most impact on development results in 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)			
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

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

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Croatia? (Choose no more than TWO)	
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	Investment projects	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		<input type="checkbox"/>
3	Financing for programs (results oriented)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Trust funds and grants	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	MIGA guarantees	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	IFC investment services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	IFC advisory services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

1	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		
B10	Overall the World Bank Group currently plays a relevant role in development in Croatia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B11	The World Bank Group's work is aligned with what I consider the development priorities for Croatia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

B27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	
1	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

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

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")												
		Not effective at all					Very effective					Don't know
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Private sector development/business environment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Public sector governance/reform (i.e., government and institutions' effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Convergence with income levels of the European Union (EU)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Environmental sustainability and protection	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	Natural resource management (renewable and non-renewable)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
19	Judiciary reform/anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
20	Regional disparities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
21	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
22	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
23	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS****C3. To what extent does the World Bank Group's work help to achieve development results in Croatia?**

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

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

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

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

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

C7. To what extent do you believe that Croatia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?

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



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
D2	Are timely																				<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation																				<input type="checkbox"/>
D4	Lead to practical solutions																				<input type="checkbox"/>
D5	Are accessible (well written and easy to understand)																				<input type="checkbox"/>
D6	Are source of relevant information on global good practices																				<input type="checkbox"/>
D7	Are adequately disseminated																				<input type="checkbox"/>
D8	Are translated enough into local language																				<input type="checkbox"/>
D9	Are adaptable to Croatia's specific development challenges and country circumstances																				<input type="checkbox"/>

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

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

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

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

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

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

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

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Croatia? (Choose no more than TWO)	
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): _____

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)	
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): _____

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

G7. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?

1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

Please rate how much you agree with the following statements.

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

**SECTION H: BACKGROUND INFORMATION**

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

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

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

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

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

1	Yes
2	No

H6. If yes, what was your view of how the two institutions work together in Croatia?**(Select only ONE response)**

1	The two institutions work well together
2	The way the two institutions work together needs improvement
3	The two institutions do not work well together
4	Don't know

H7. Which of the following describes most of your exposure to the World Bank Group in Croatia?**(Choose no more than TWO)**

1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H8. What's your gender?

1	Female
2	Male

H9. What's your age?

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

H10. Which best represents your geographic location?

1	Zagreb region
2	Other urban region
3	Rural areas

Thank you for completing the survey!