

FY 2019 Moldova Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

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Acknowledgements

The Moldova 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 Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Moldova country team and the independent fielding agency Magenta Consulting LTD. In particular, PORG is grateful for the support from Carolina Odobescu (Senior Country Officer) and Boris Ciobanu (Communications Officer) who coordinated the survey related activities from Chisinau, Moldova.





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MOLDOVA





I. Objectives

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

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

II. Methodology

From April to July 2019, 480 stakeholders of the WBG in Moldova 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; the financial sector/private banks; private foundations; 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 204 stakeholders participated in the survey (43% response rate). Respondents either received the questionnaires via the online survey platform Qualtrics, or they received the questionnaire via courier and returned it accordingly.

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

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'16 (response rate was 48%, N=255). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'16 COS report and the non-weighted data presented in appendices A, B, C, D and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 84).

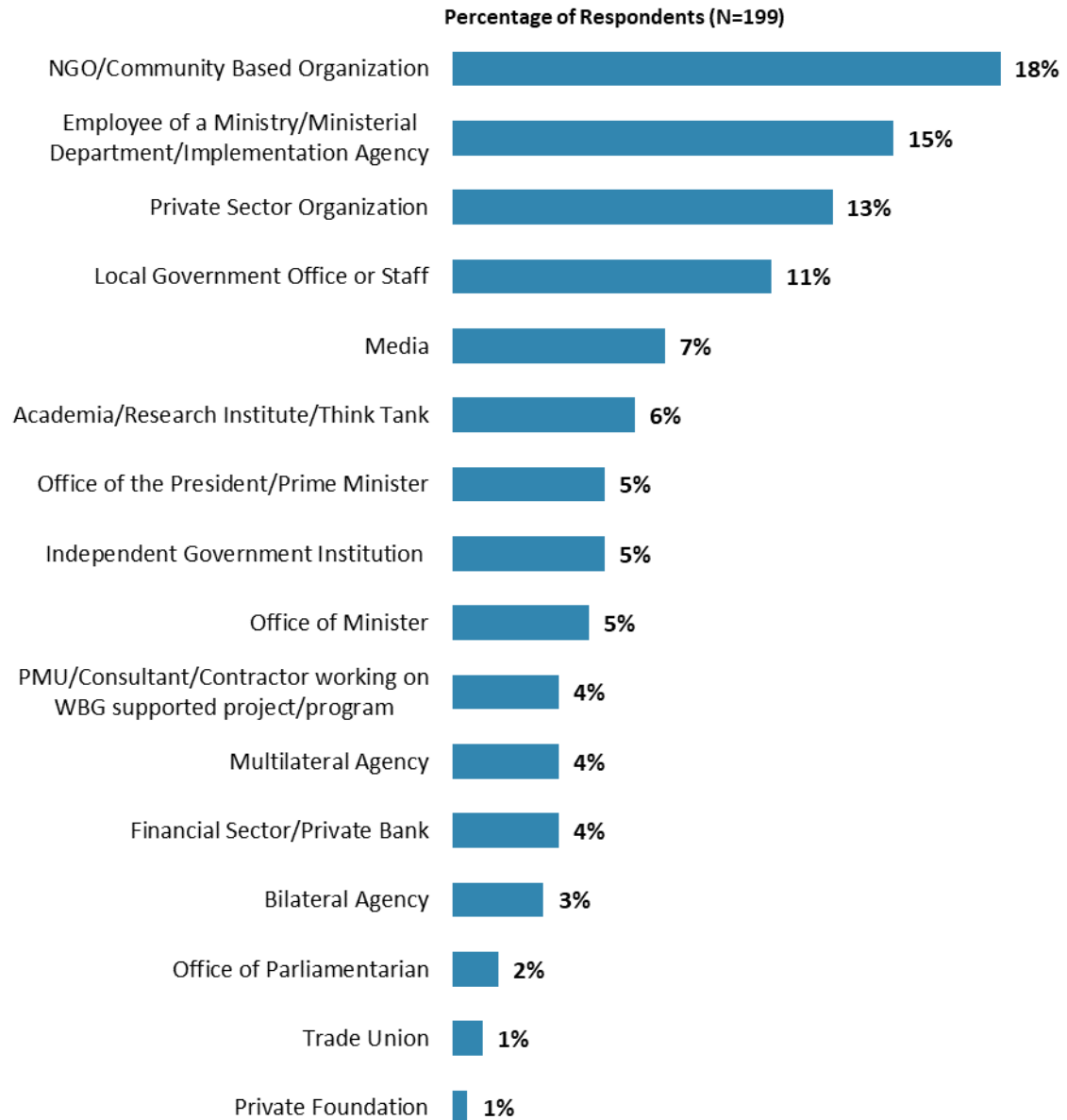
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, E and F present data on selected questions. Additional data breakdowns are available upon request.



III. Demographics of the Sample

Current Position

- Note that for further analyses, some respondent groups were combined.¹



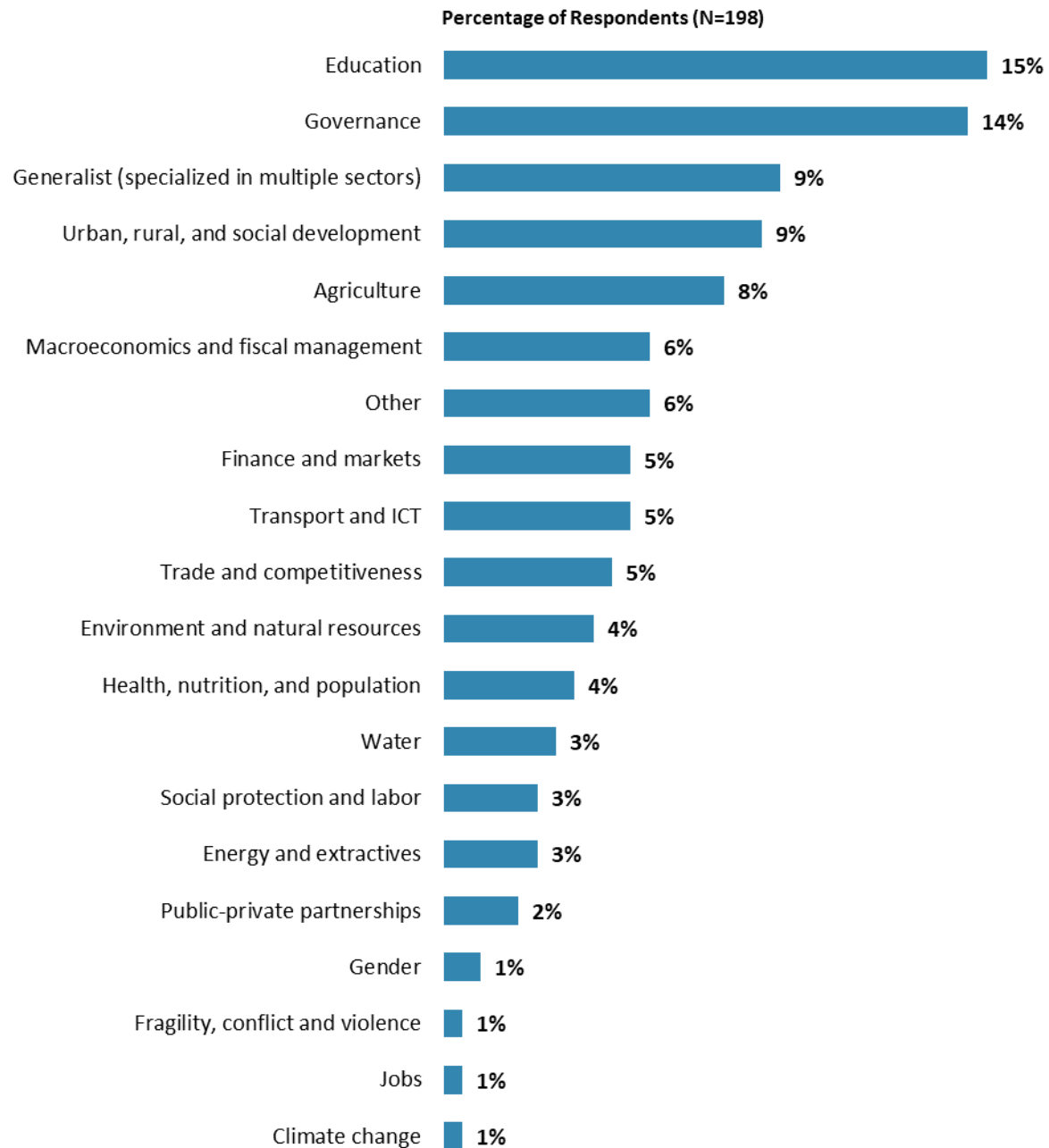
“Which of the following best describes your current position?”
(Respondents chose from a list.)

¹ Respondents from the office of the President/Prime Minister were combined with respondents from the office of a minister; employees of ministries/ministerial departments/implementation agencies were combined with respondents from PMUs/consultants/contractors working on WBG projects; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from private foundations, NGOs/community based organizations, and trade unions were combined in the “CSO” category. There were no respondents from faith-based groups, youth groups, and the judiciary branch.



III. Demographics of the Sample (continued)

Area of Primary Specialization



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

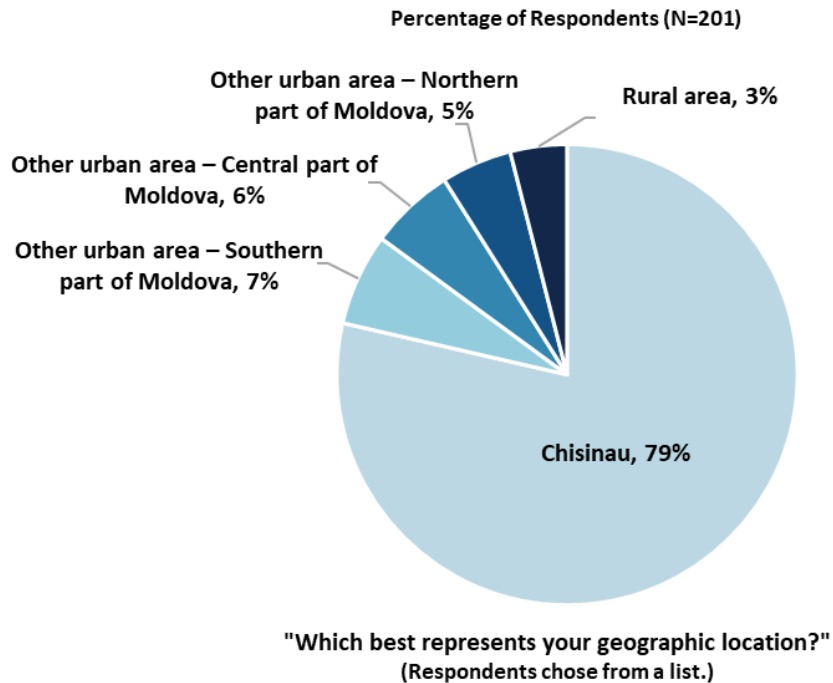
Note: no respondents selected "Poverty" response option



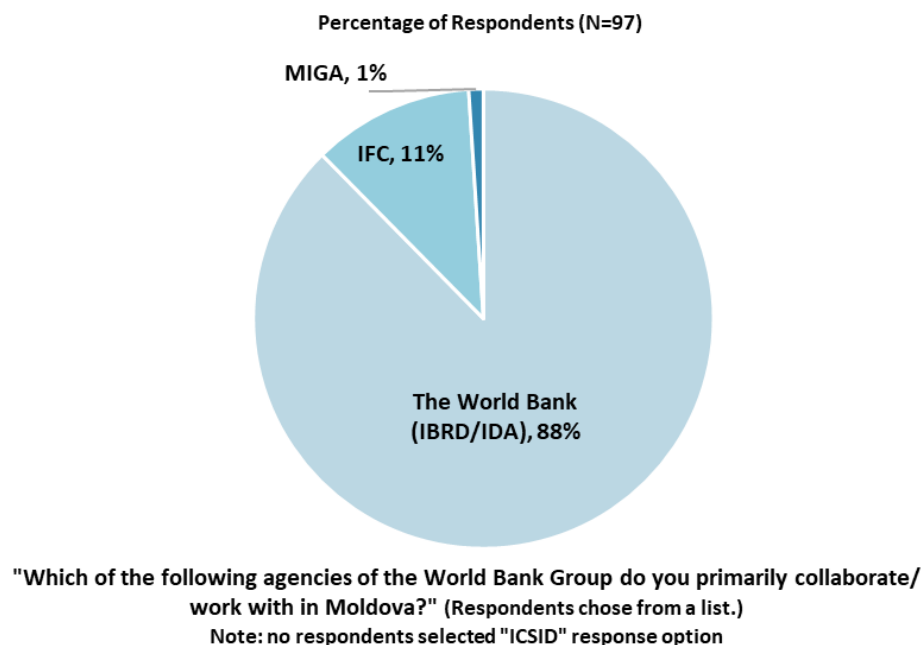
III. Demographics of the Sample (continued)

Geographic Locations

- Because of the small number of respondents from the urban areas in other parts of Moldova and from rural areas, they were combined in one category: “Outside Chisinau”. Geographic location comparisons can be found in Appendix C (page 73).



Exposure to Agencies within the World Bank Group

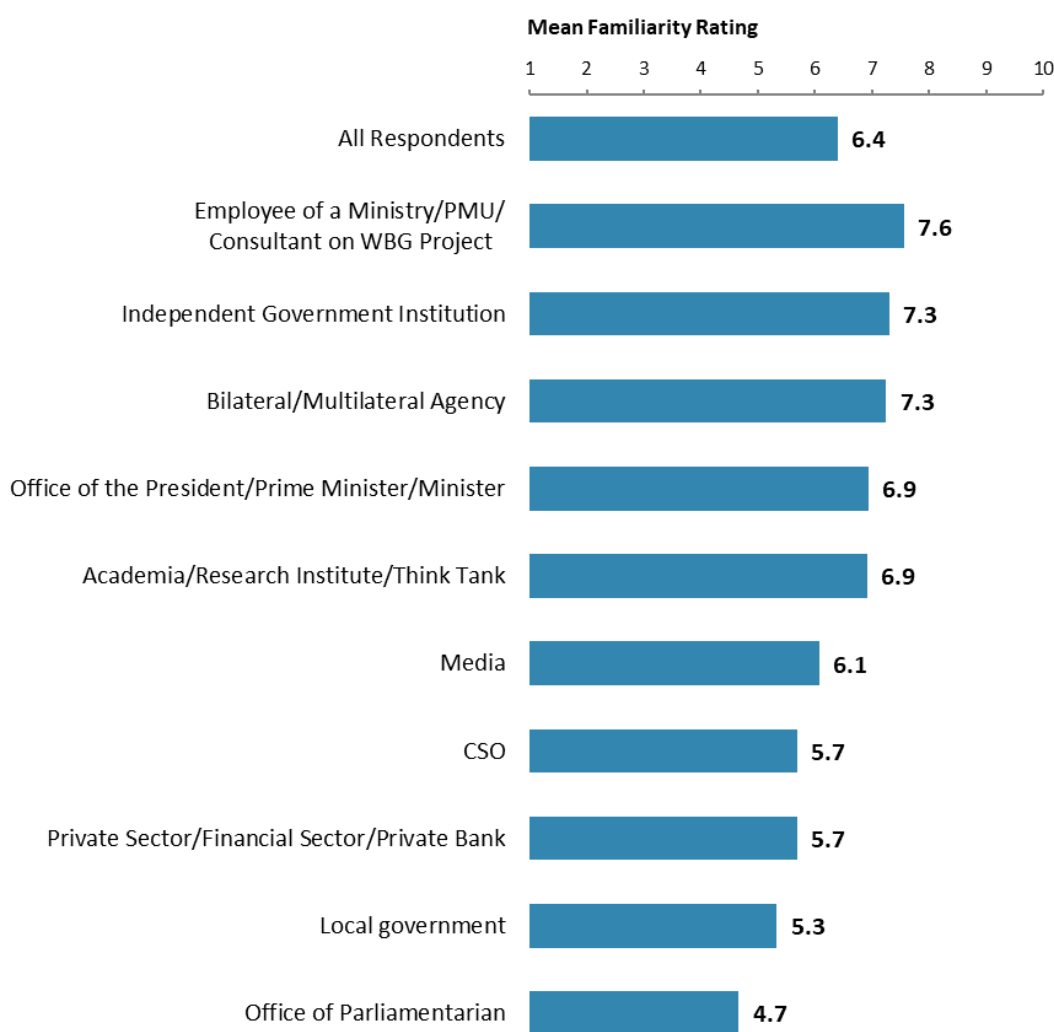




III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of familiarity with the WBG compared to respondents in the FY'16 Country Survey (weighted mean in FY'19 = 6.4; weighted mean in FY'16 = 6.0)².
- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their ratings for the WBG's overall effectiveness in Moldova and their agreement that the WBG plays a relevant role in Moldova's development, and significantly, moderately correlated with their ratings of the extent to which the WBG's work helps to achieve development results in Moldova.



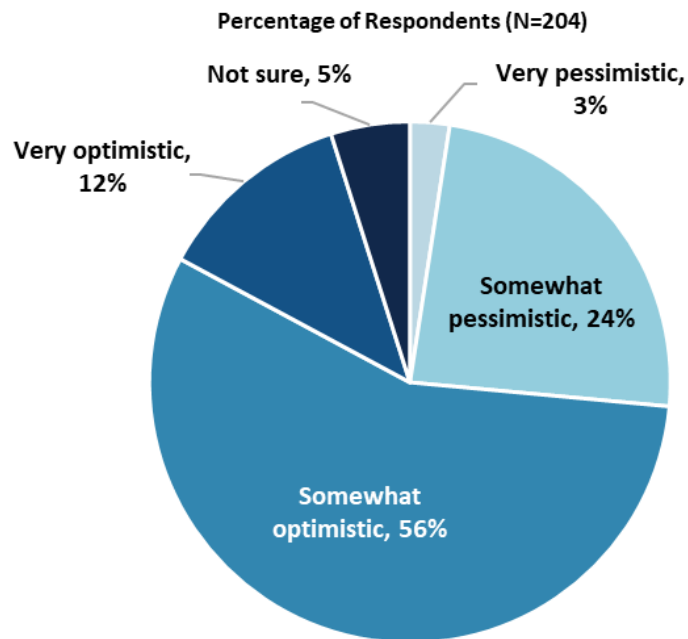
"How familiar are you with the work of the World Bank Group in Moldova?"
(1-"Not familiar at all", 10-"Extremely familiar")

² The means in the chart were calculated based on un-weighted data. Please refer to Appendix E (page 84) for more details on weighting.



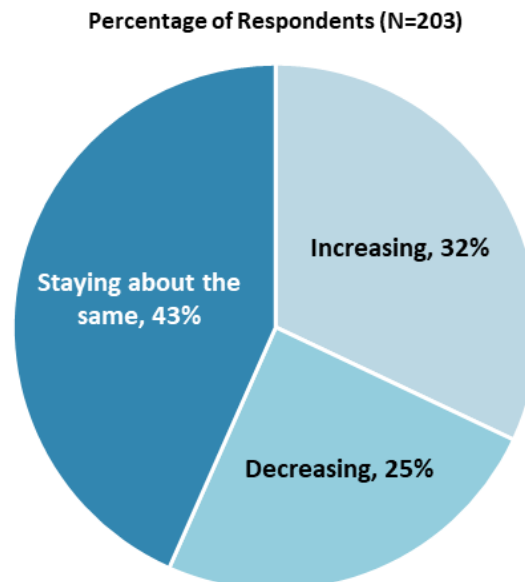
IV. General Issues Facing Moldova

Optimism for the Future of Moldova



"When you think about the future in Moldova, are you ... ?"
(Respondents chose from a list.)

Perceptions of Economic Opportunity

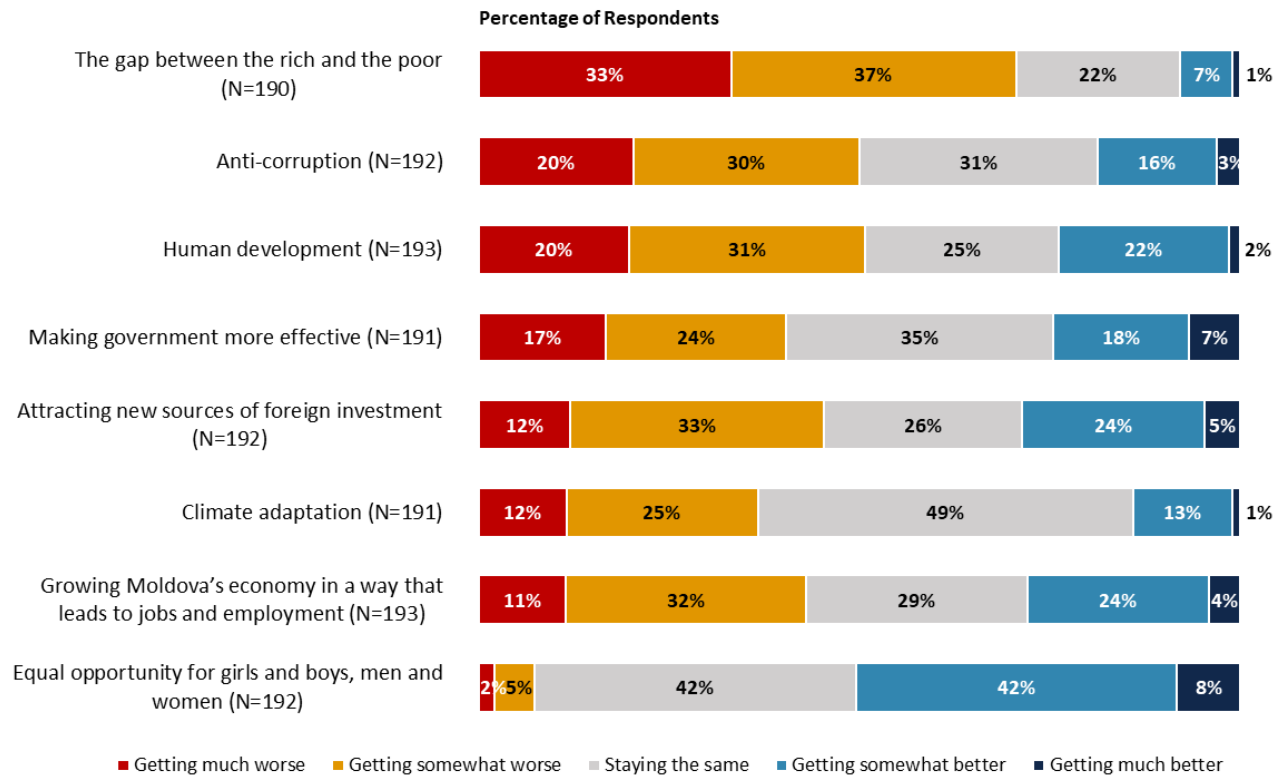


"Do you think that economic opportunity for citizens in Moldova is ... ?"
(Respondents chose from a list.)



IV. General Issues Facing Moldova (continued)

Perceptions of Improvement and Decline in Specific Areas



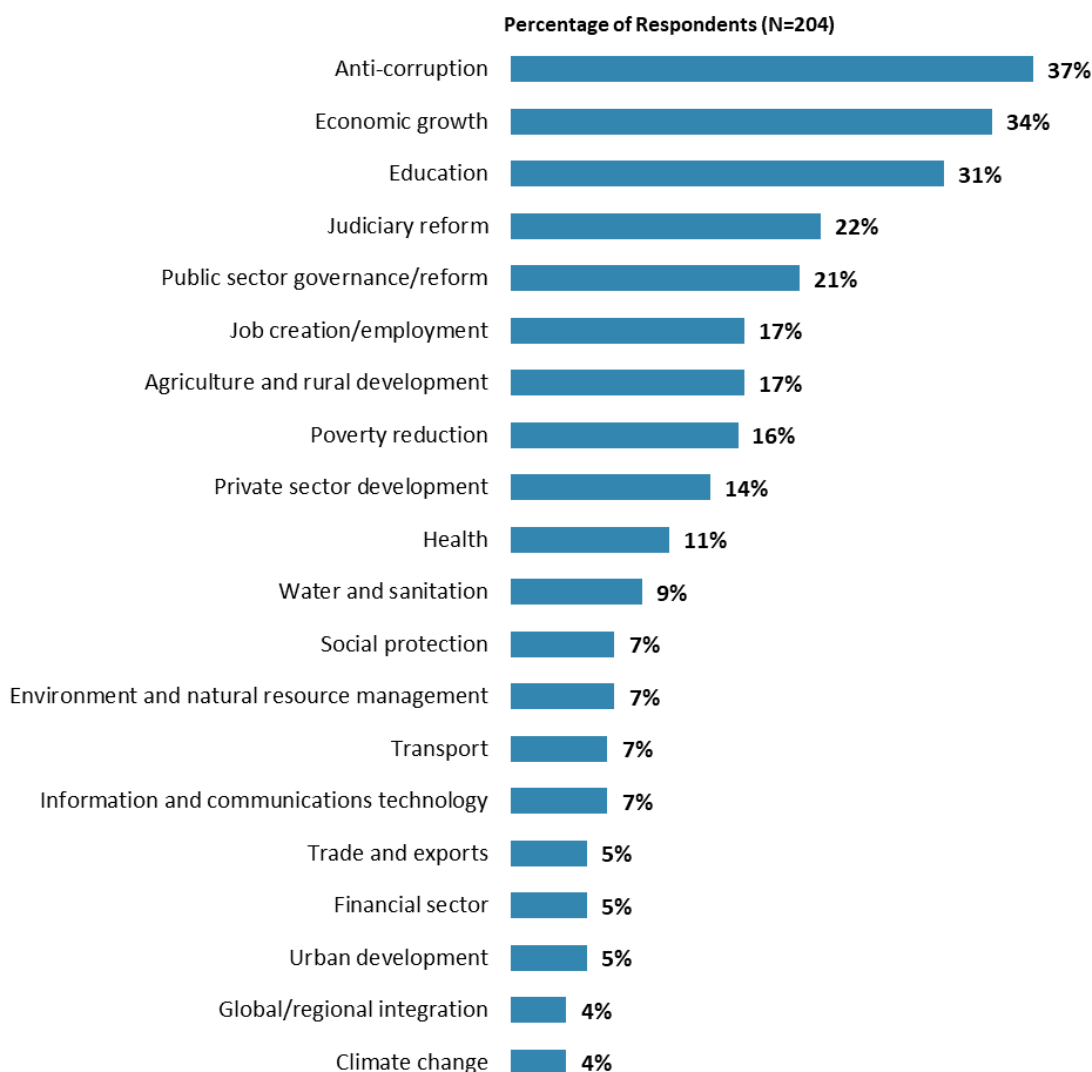
"Please describe the direction Moldova is moving in, when considering ... ?"
(Respondents chose from a list.)



IV. General Issues Facing Moldova (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the most important development priorities in Moldova were “*public sector governance/reform*” (50%) “*anti-corruption*” (38%), and “*education*” (30%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (15% of the sample) were significantly *more* likely to indicate that “*education*” was the most important development priority in Moldova, compared to the rest of respondents in other areas of work (education specialists = 59%; others = 27%).³



"Listed below are a number of development priorities in Moldova. Please identify which of the following you consider the most important development priorities in Moldova. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 28 response options shown)

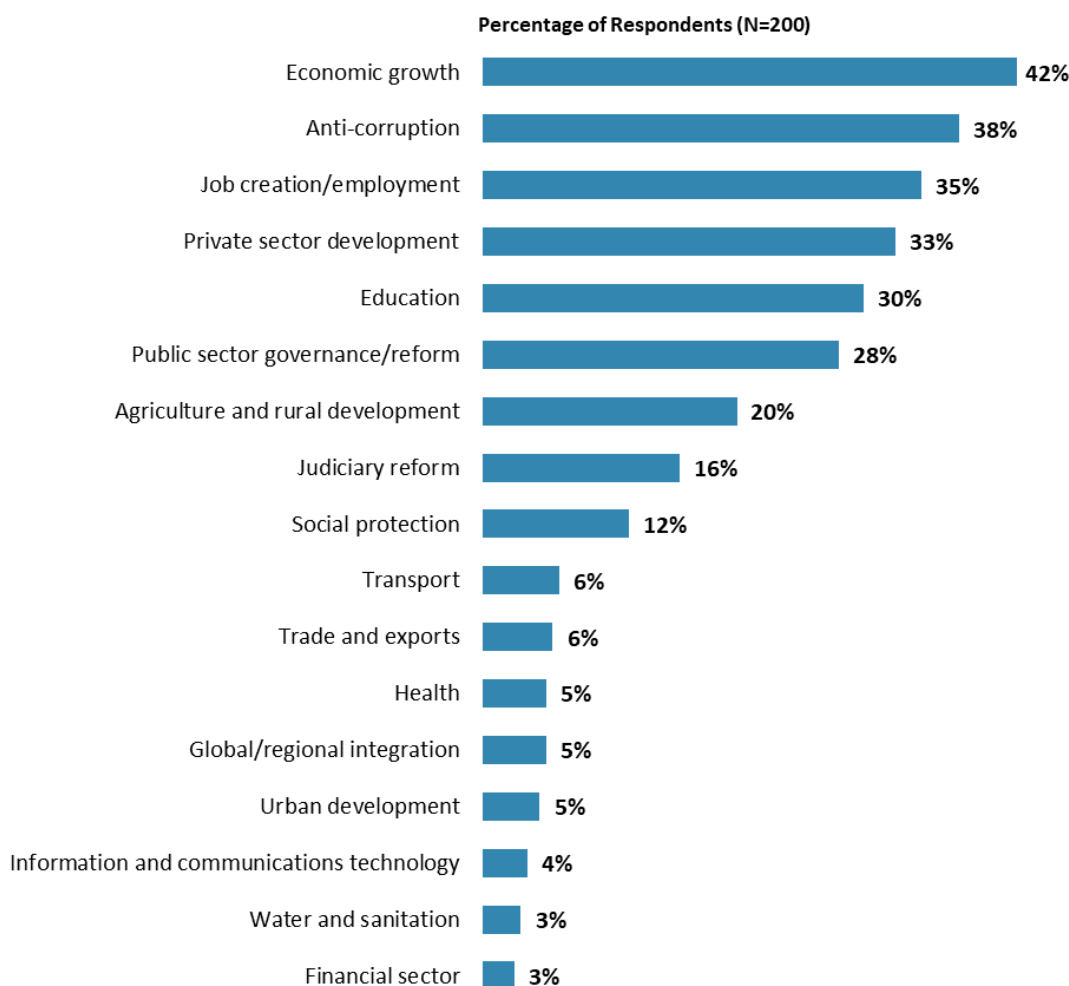
³ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix G), analyses are done to see these respondents' views about the development priorities in the country.



IV. General Issues Facing Moldova (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the biggest contributors to poverty reduction in Moldova were “*anti-corruption*” (46%) and “*economic growth*” (41%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (15% of the sample) were significantly *more* likely to indicate that “*education*” would contribute the most to poverty reduction in Moldova compared to the rest of respondents in other areas of work (education specialists = 52%; others = 27%).⁴



"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 Moldova?"

(Choose no more than THREE)"

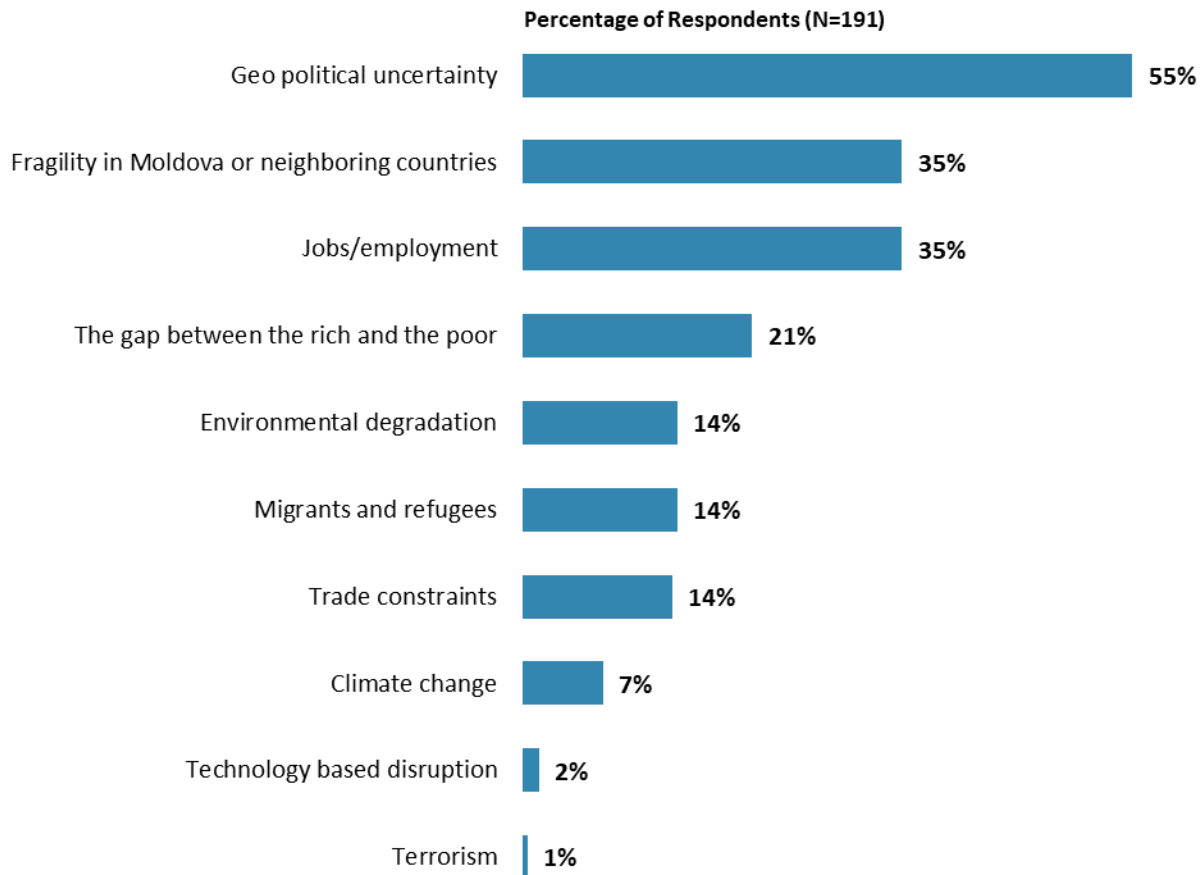
(Respondents chose from a list. Responses combined. Top 18 of 27 response options shown)

⁴ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix G), analyses are done to see these respondents' views about which areas of development contribute most to poverty reduction in the country.



IV. General Issues Facing Moldova (continued)

The Impact of Global Challenges on Moldova

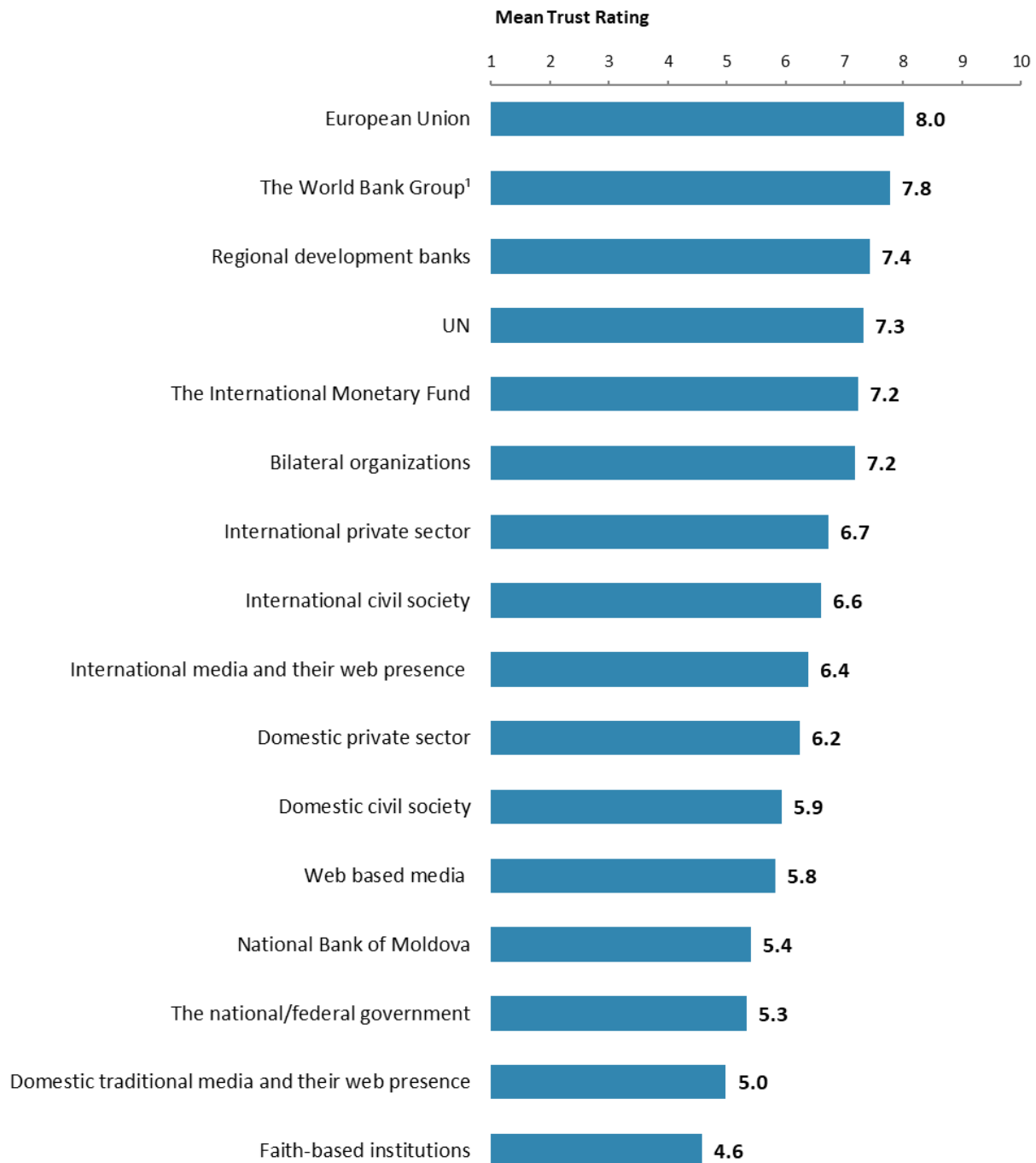


"Listed below are global challenges. Which do you think have the most serious impact on Moldova? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IV. General Issues Facing Moldova (continued)

Trust in Institutions



"To what extent do you trust each of the following groups to do what is right? "

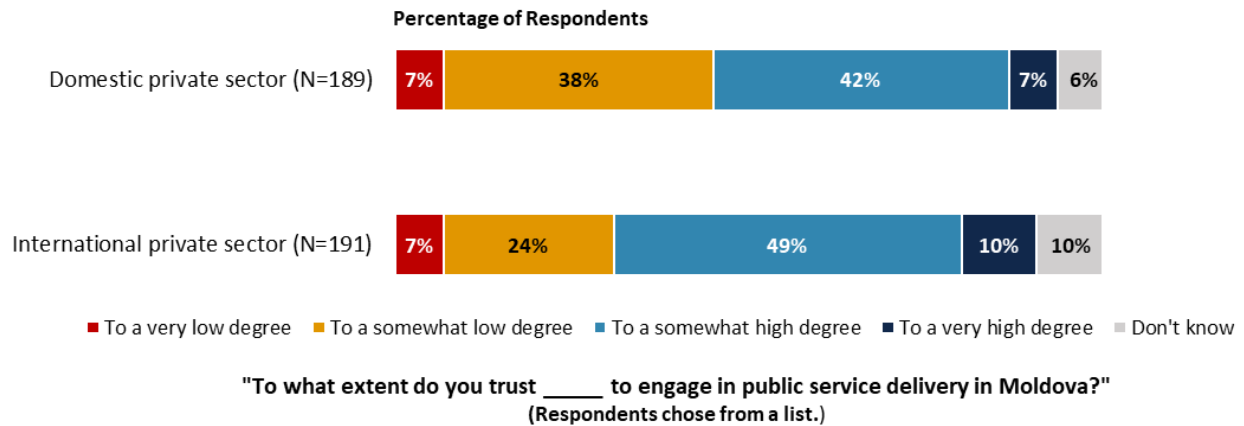
(1-"To no degree at all ", 10-"To a very significant degree")

¹Indicator Question

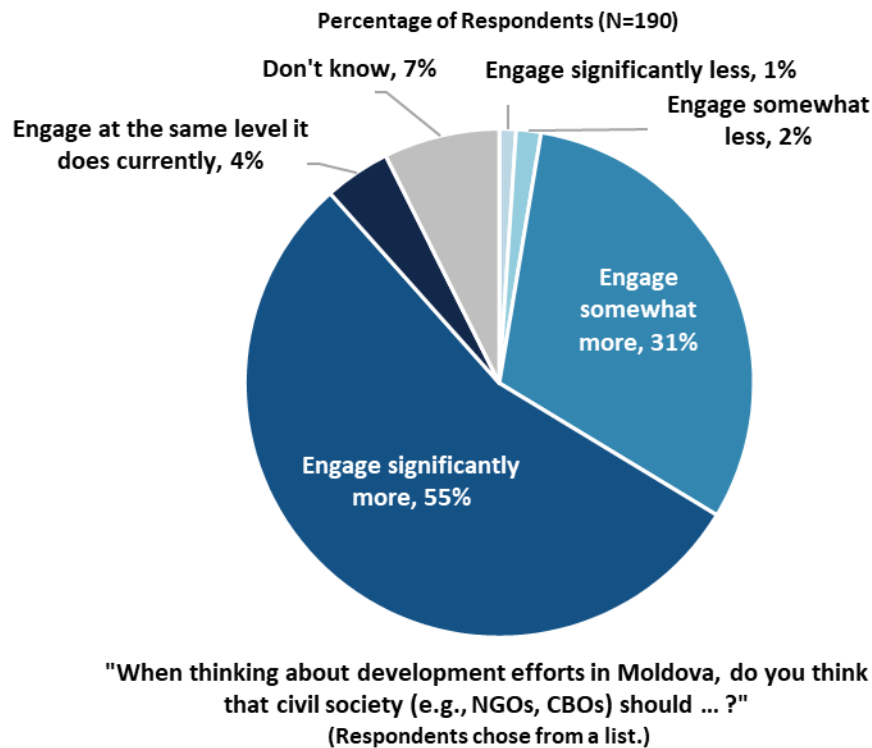


IV. General Issues Facing Moldova (continued)

Trust in the Private Sector



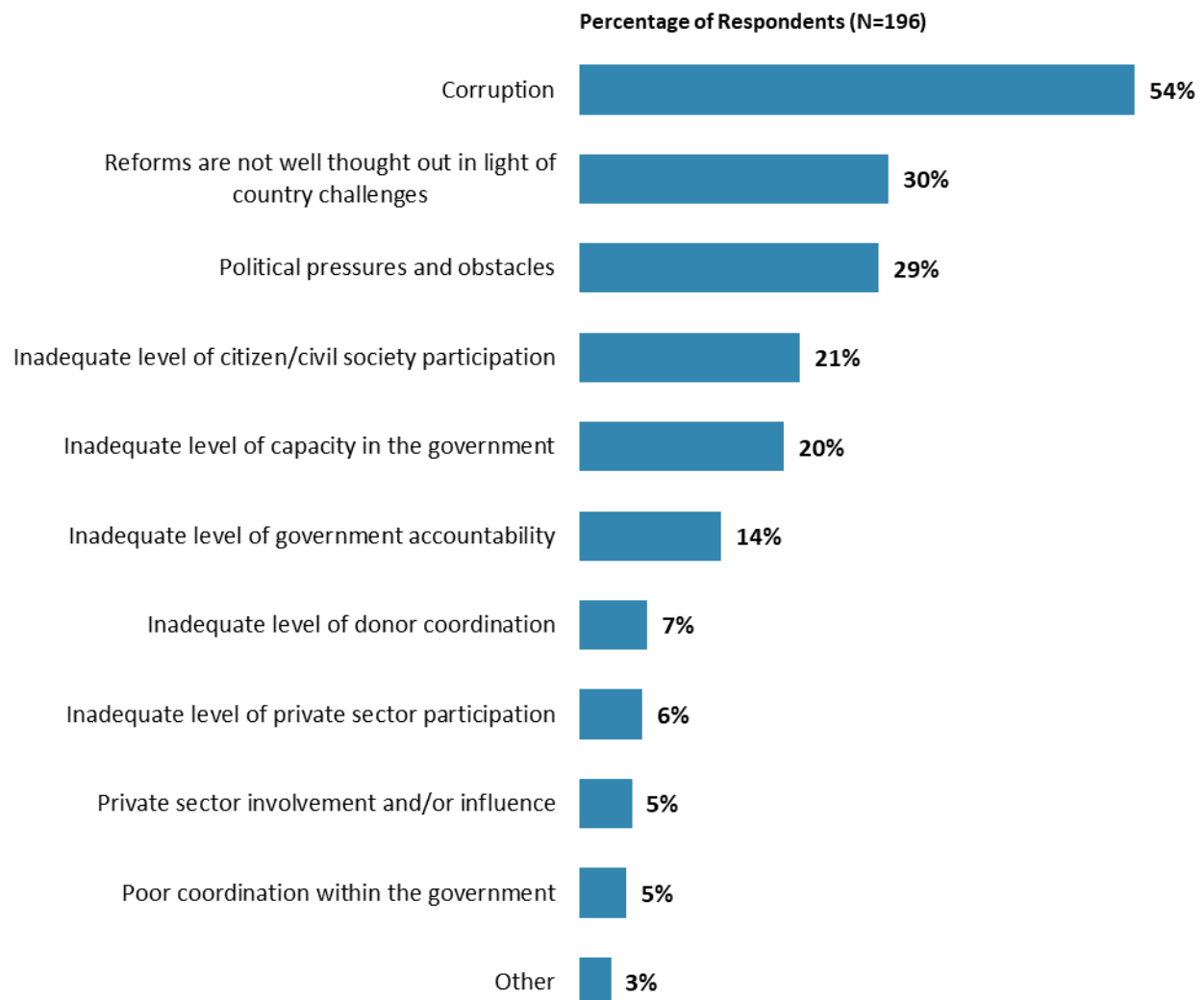
Civil Society Engagement





IV. General Issues Facing Moldova (continued)

Attributions for Slow/Failed Reform Efforts

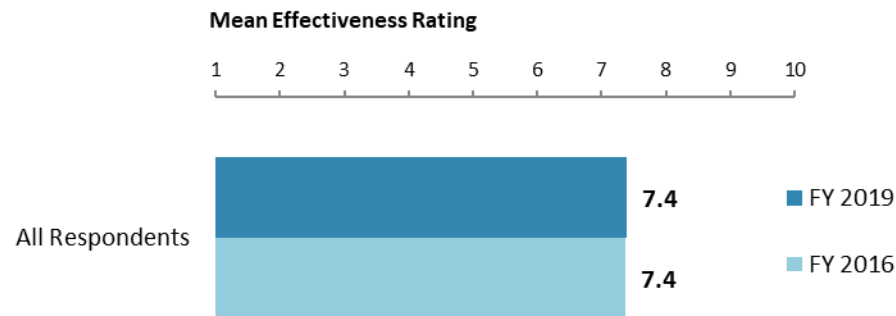


"When economic and/or social reform efforts fail or are slow to take place in Moldova, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



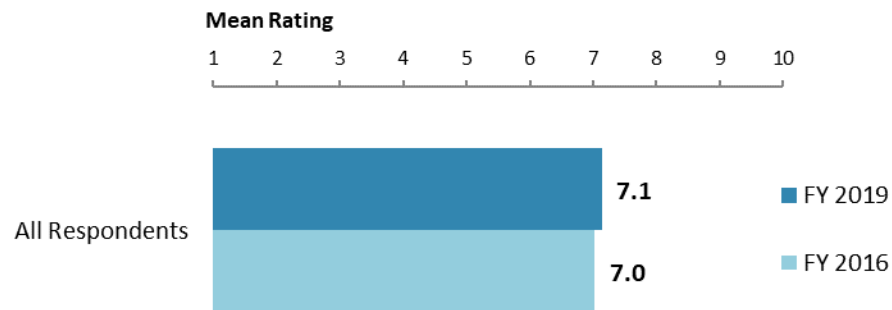
V. Overall Attitudes toward the World Bank Group

The World Bank Group's Overall Effectiveness⁵ (*Indicator Question*)



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

Achieving Development Results (*Indicator Question*)



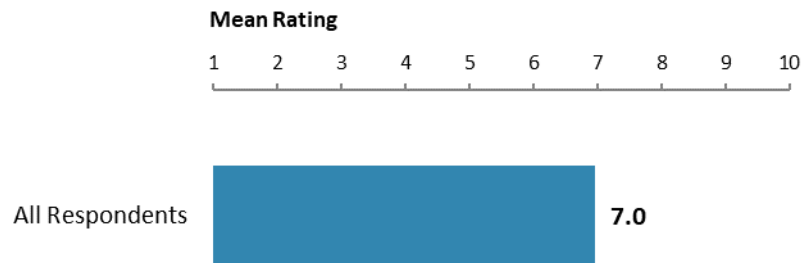
"To what extent does the World Bank Group's work help to achieve development results in Moldova?" (1-"To no degree at all", 10-"To a very significant degree")

⁵ Means presented in the charts on this page were calculated based on weighted data.



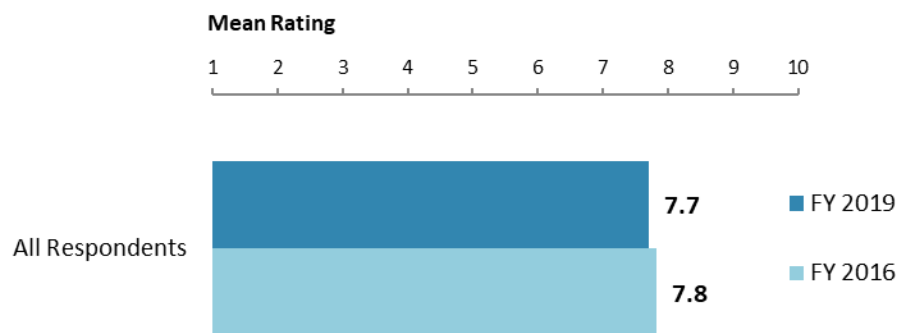
V. Overall Attitudes toward the World Bank Group (continued)

Influence on Moldova's Development Agenda (*Indicator Question*)



"To what extent does the World Bank Group influence the development agenda in Moldova?"
(1-"To no degree at all", 10-"To a very significant degree")

WBG Staff Preparedness⁶



"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Moldova solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

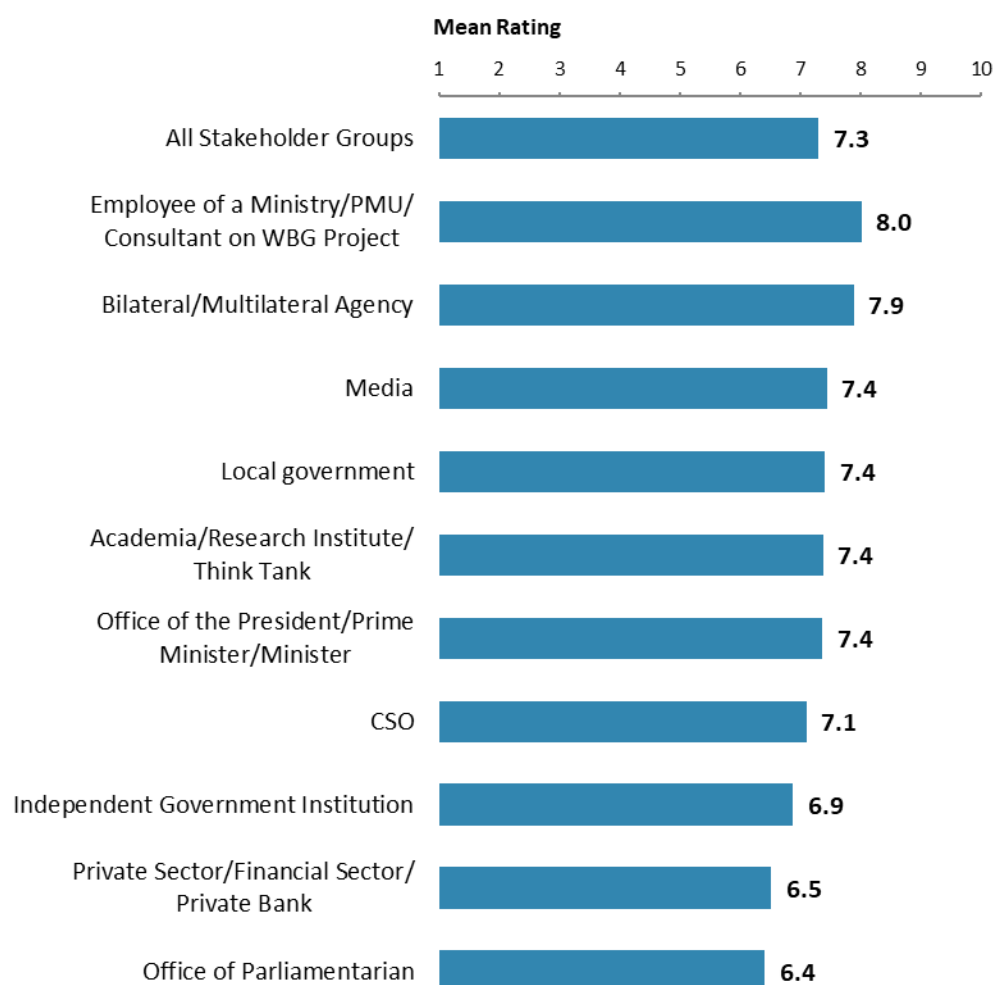
⁶ Means presented in this chart were calculated based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Employees of ministries, PMUs, and consultants on WBG projects had the highest mean ratings for the aggregated responses to the twenty-eight COS indicator questions, whereas respondents from the office of a parliamentarian had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 60).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-eight COS indicator questions (mean rating = 7.6) compared to respondents who do not collaborate with the WBG (mean rating = 6.9). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 89).



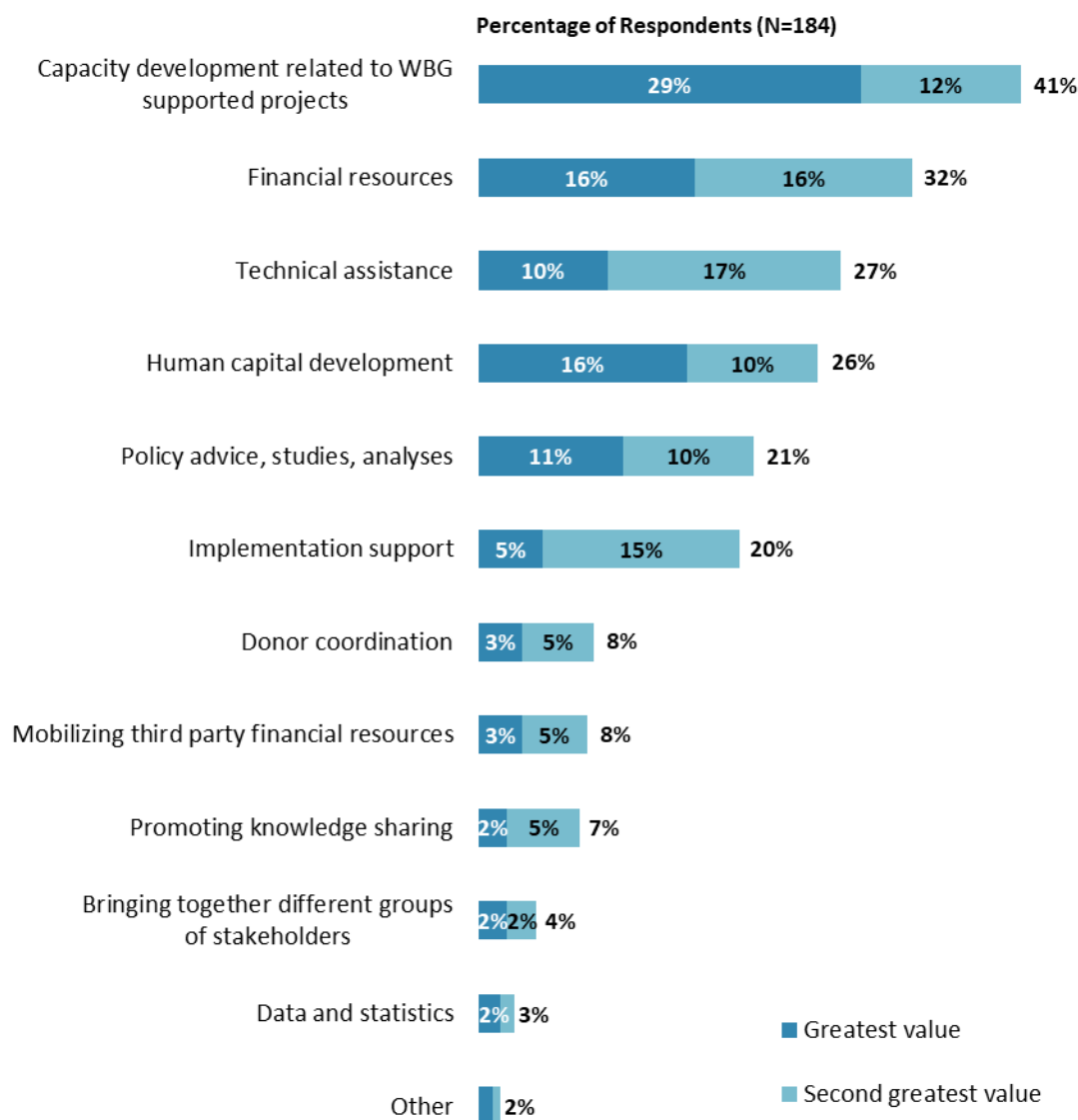
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest value to Moldova were its "*financial resources*" (48%) and "*policy advice, studies, analyses*" (33%).



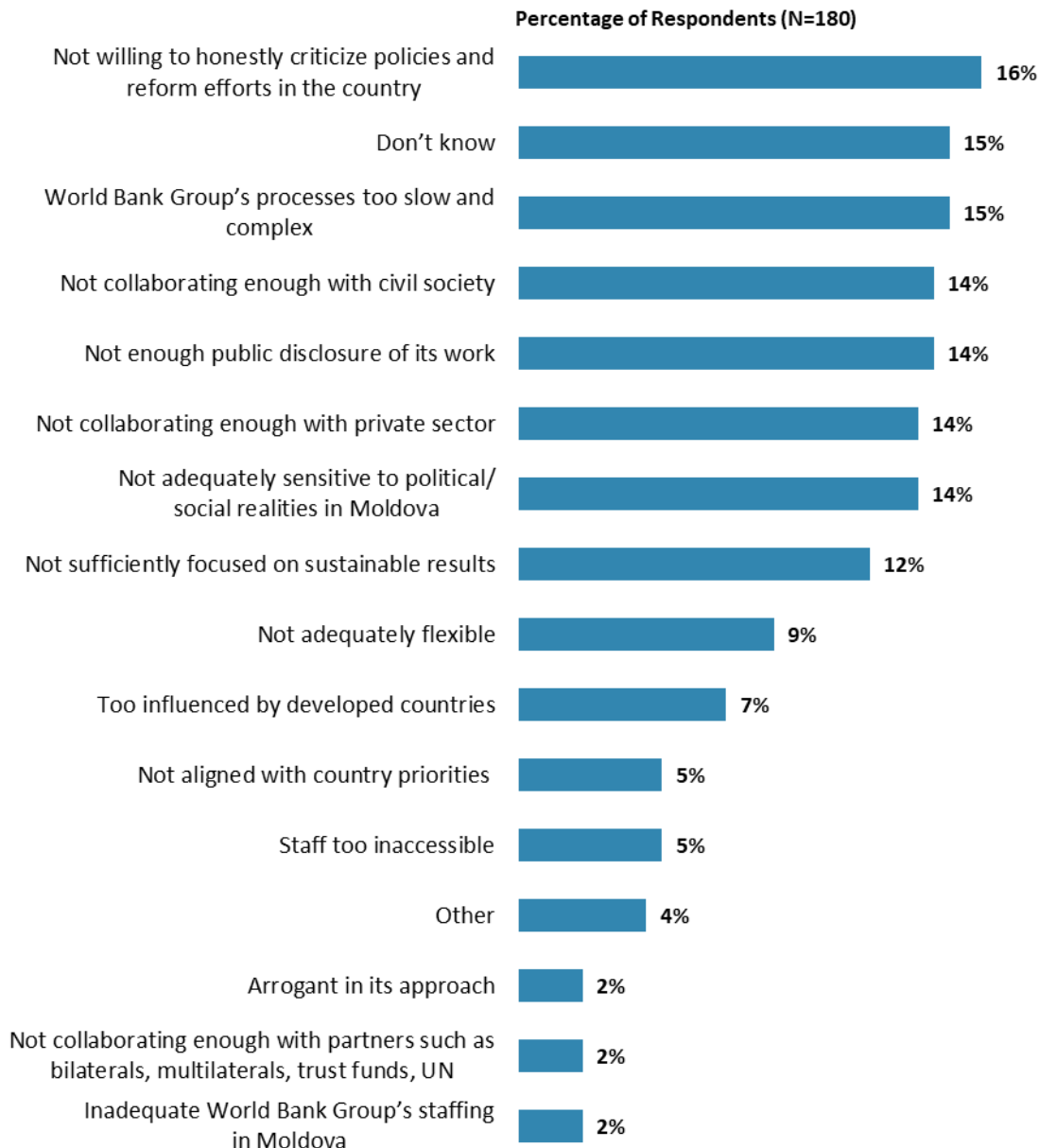
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Moldova?"
(Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest weaknesses in its work in Moldova were "*not enough visibility of the work it is doing in the country*" (22%), "*not enough public disclosure of its work*" (20%), and "*World Bank Group's processes too slow and complex*" (20%).

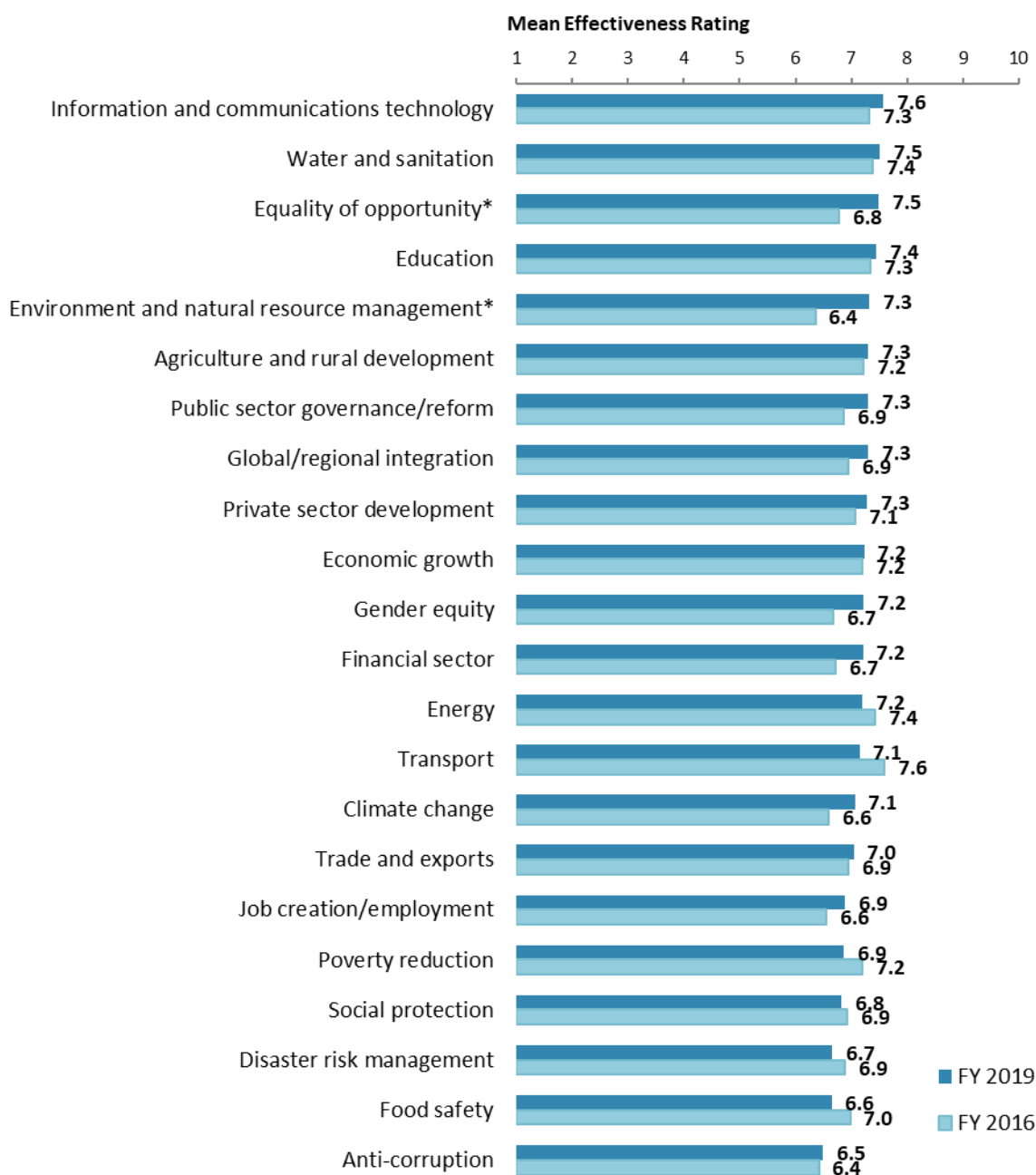


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Moldova? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁷



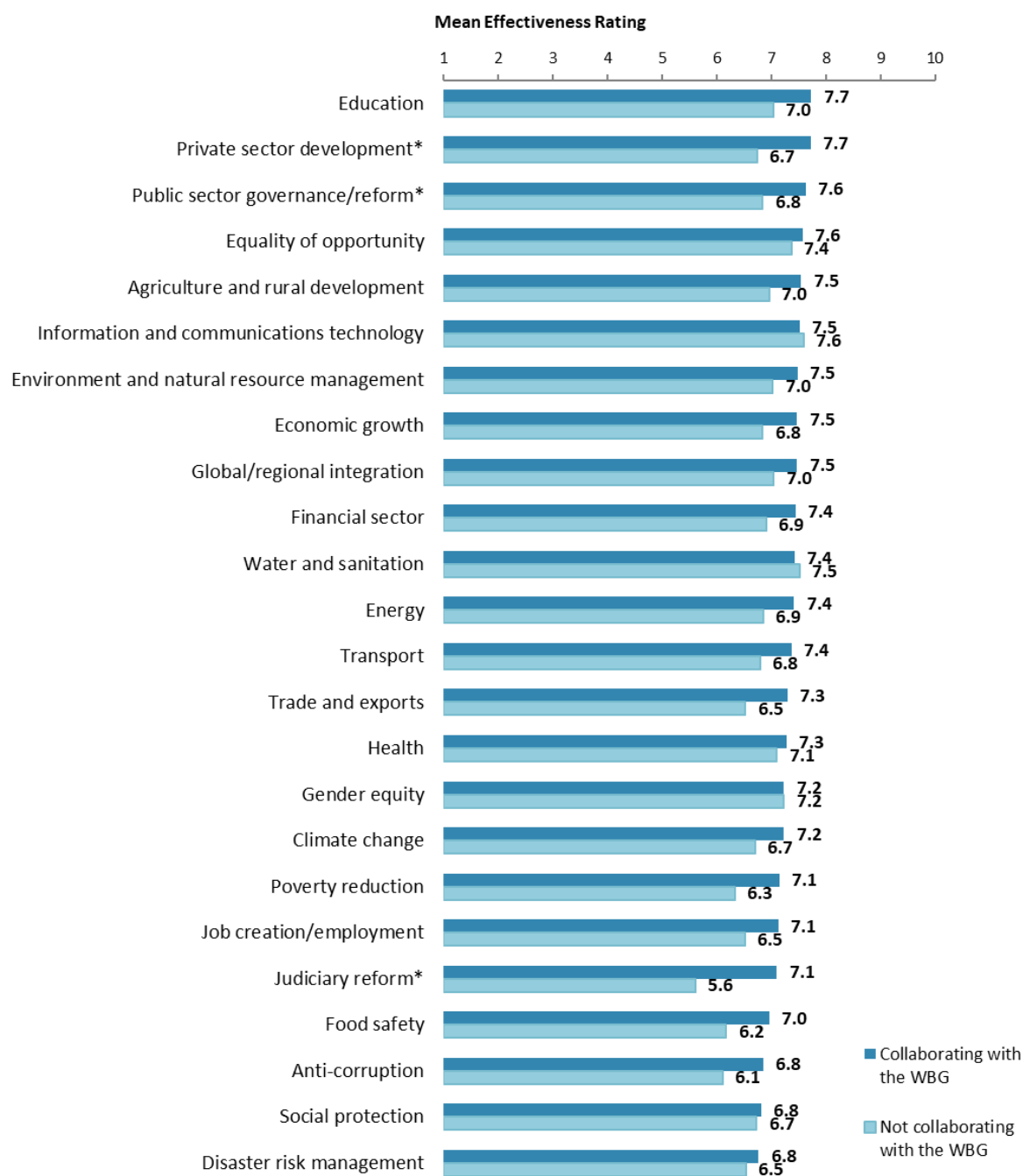
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Moldova?" (1-"Not effective at all", 10-"Very effective")
*(*Significantly different between FY 2019 and FY 2016)*

⁷ 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: Collaboration⁸



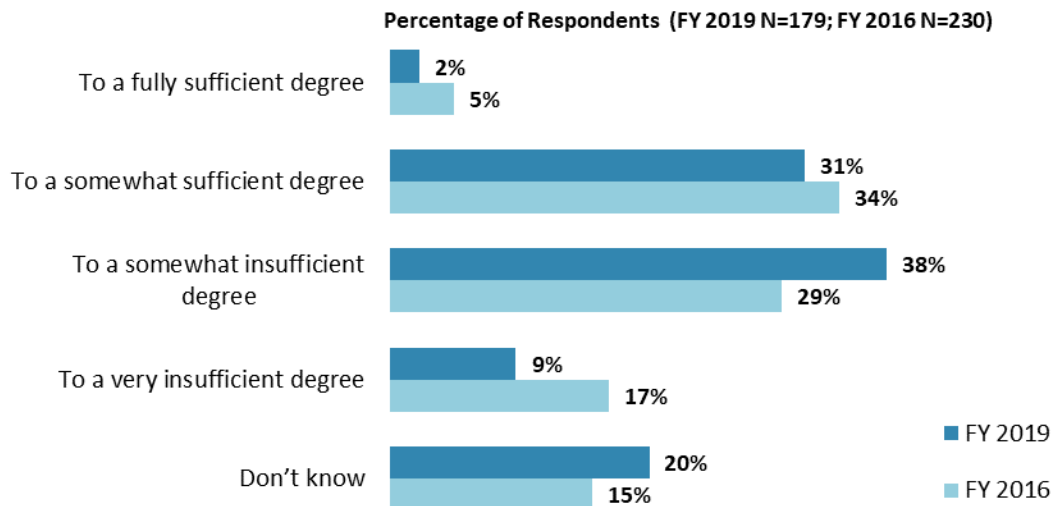
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Moldova?" (1-"Not effective at all", 10-"Very effective")
*(*Significantly different between collaborators and non-collaborators)*

⁸ Note in the Appendix on the sectoral effectiveness (Appendix A, page 43) 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.



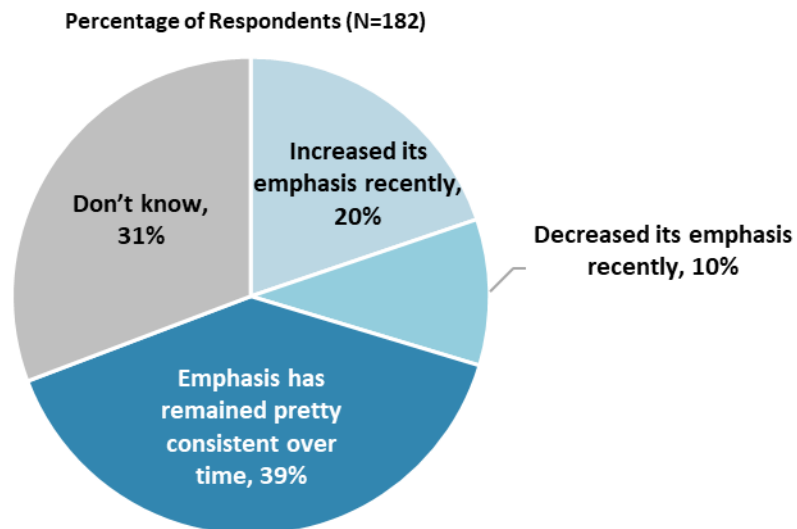
VI. Sectoral Effectiveness (continued)

Helping the Poorest⁹



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

The WBG's Human Capital Investment



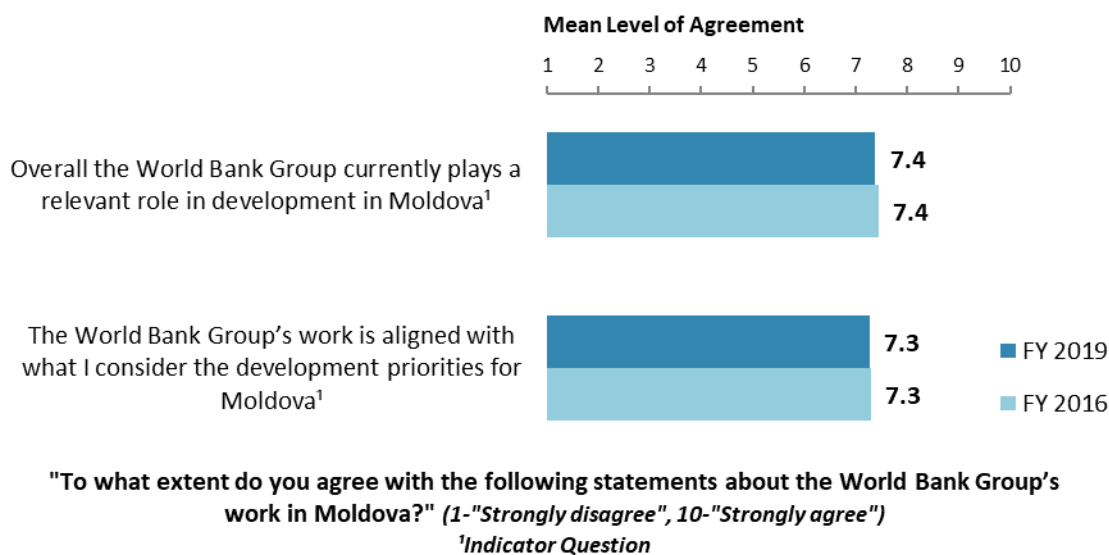
"From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?" (Respondents chose from a list.)

⁹ Percentages presented in this chart were calculated based on weighted data.

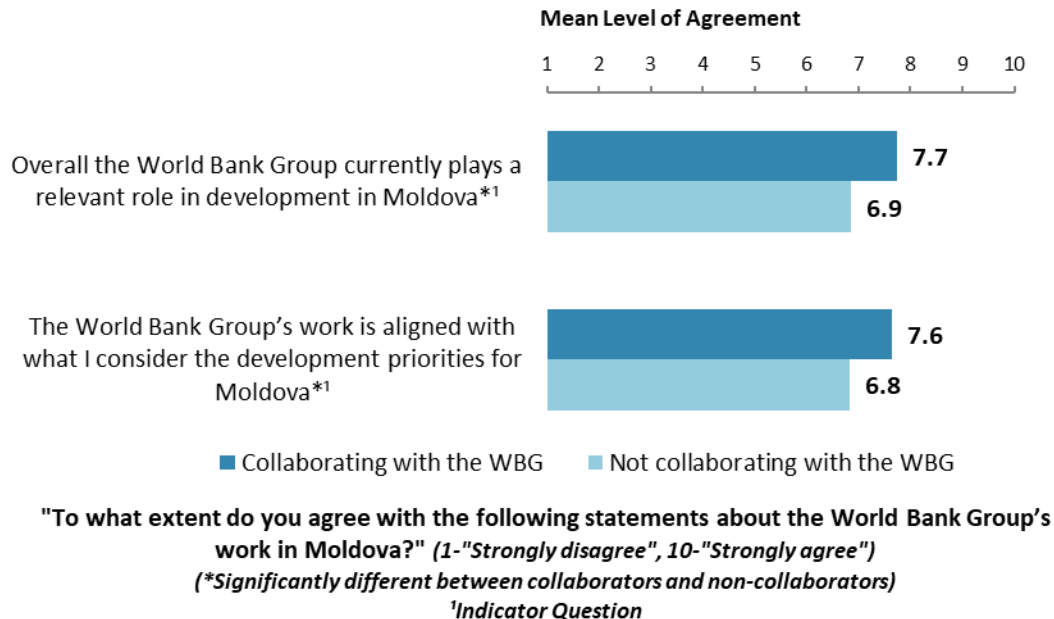


VII. How the World Bank Group Operates

The World Bank Group's Work in Moldova: Year Comparison¹⁰



The World Bank Group's Work in Moldova: Collaboration

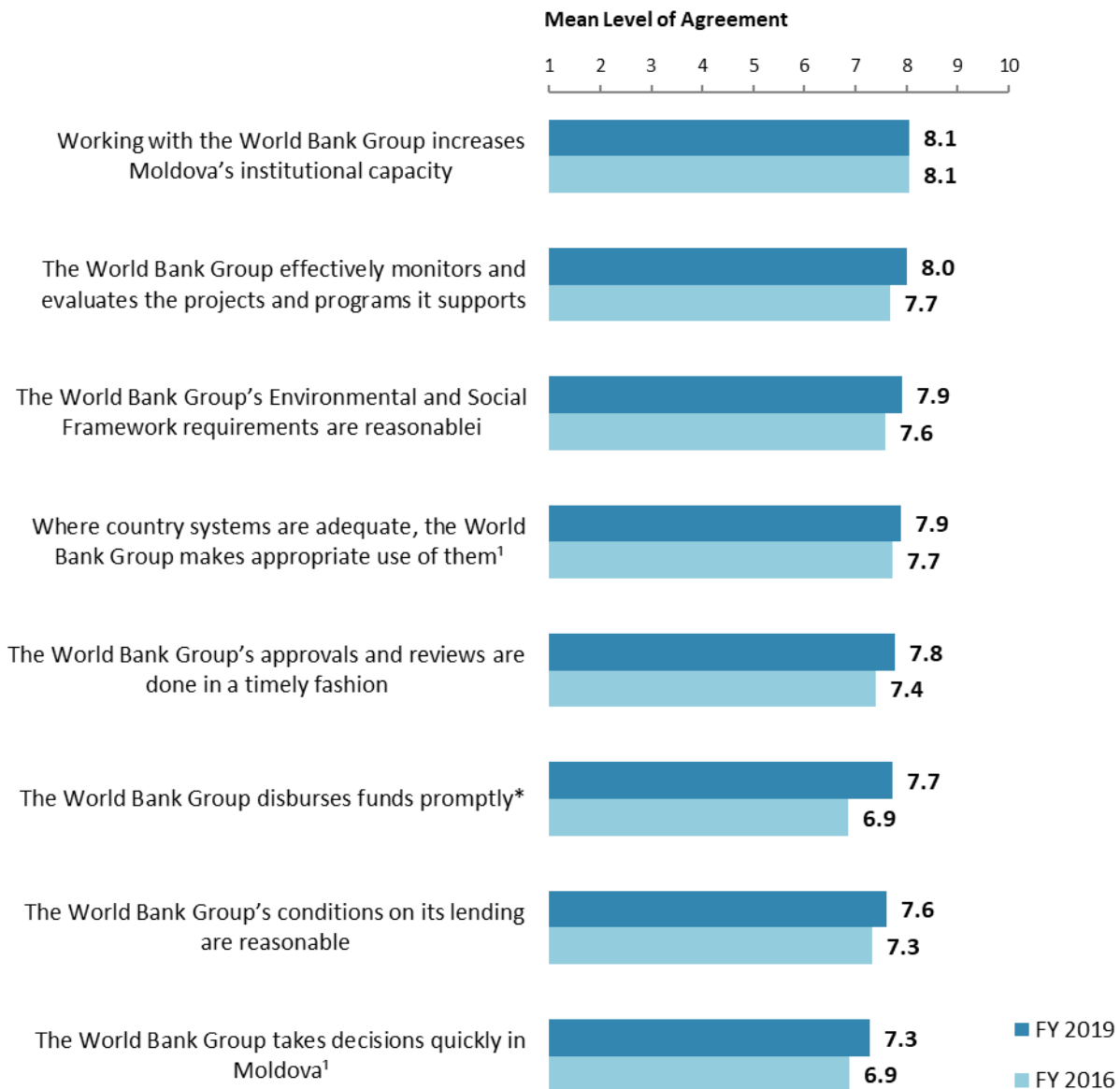


¹⁰ Means in this chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison¹¹



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

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

(*Significantly different between FY 2019 and FY 2016)

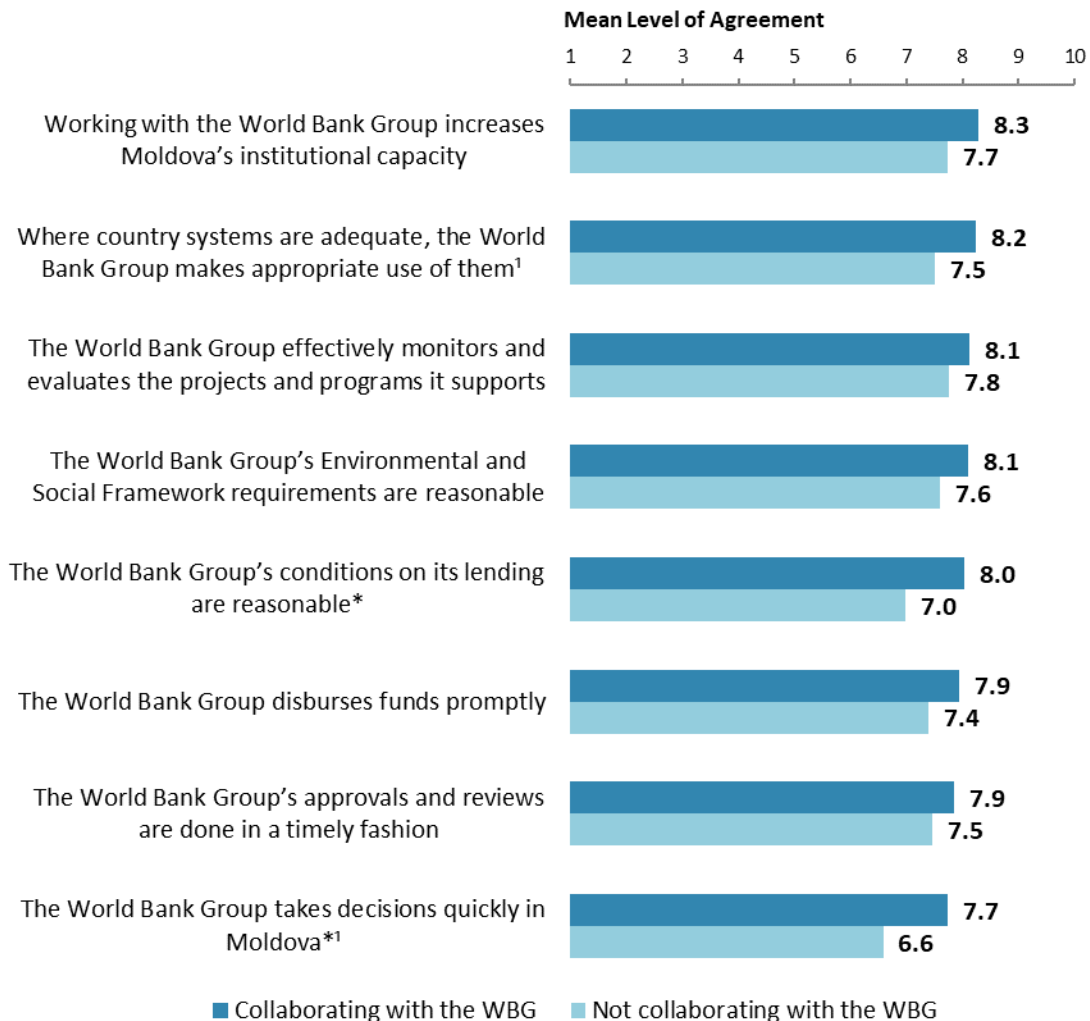
¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration



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

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

(*Significantly different between collaborators and non-collaborators)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison¹²



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

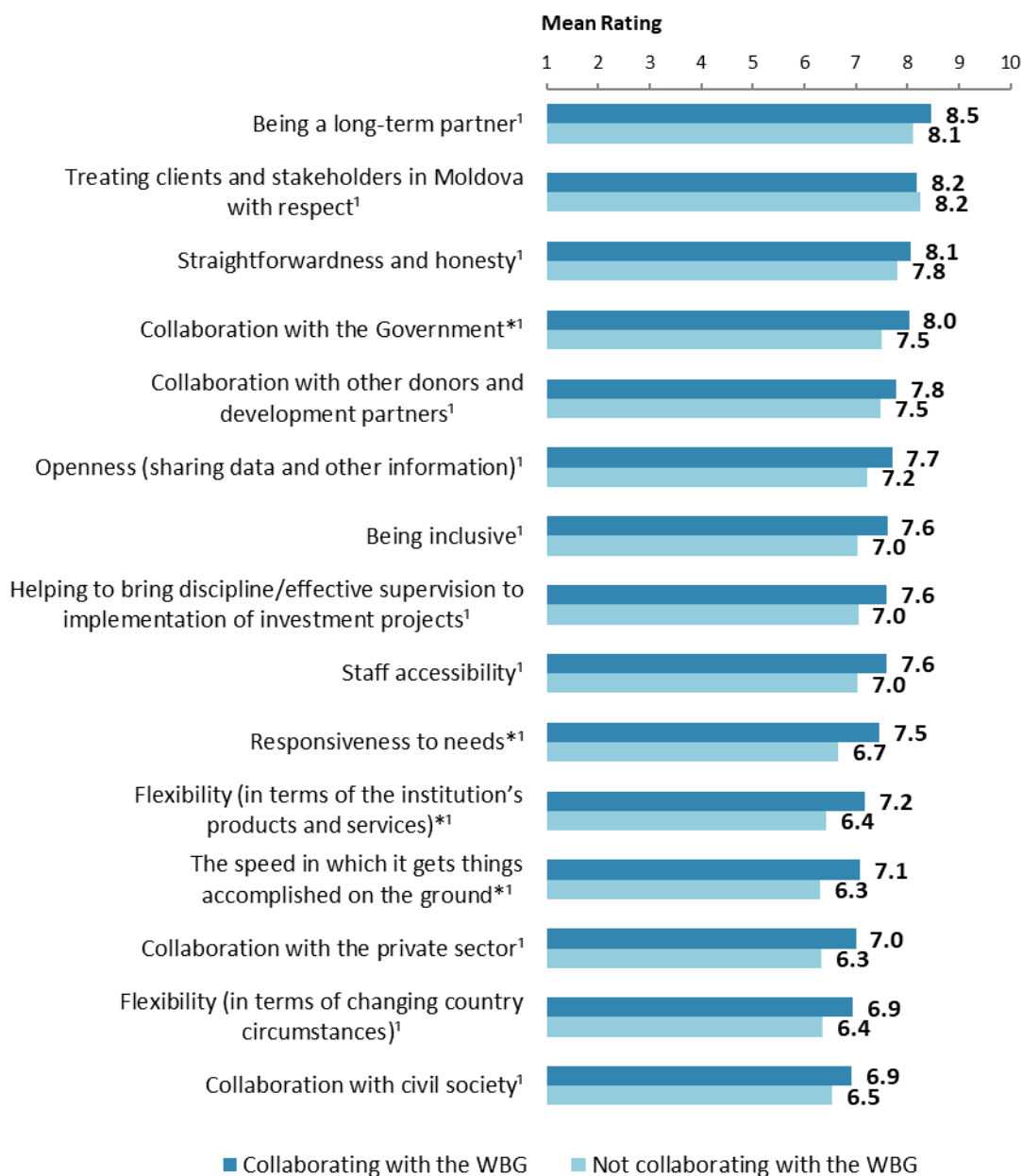
¹Indicator Question

¹² Means in this 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 Moldova, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

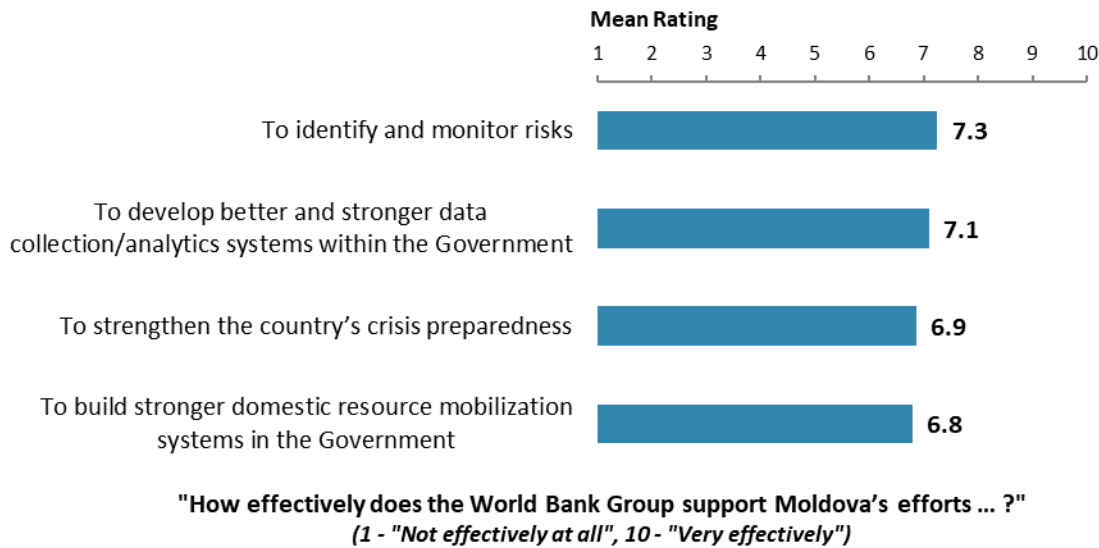
(*Significantly different between collaborators and non-collaborators)

¹Indicator Question

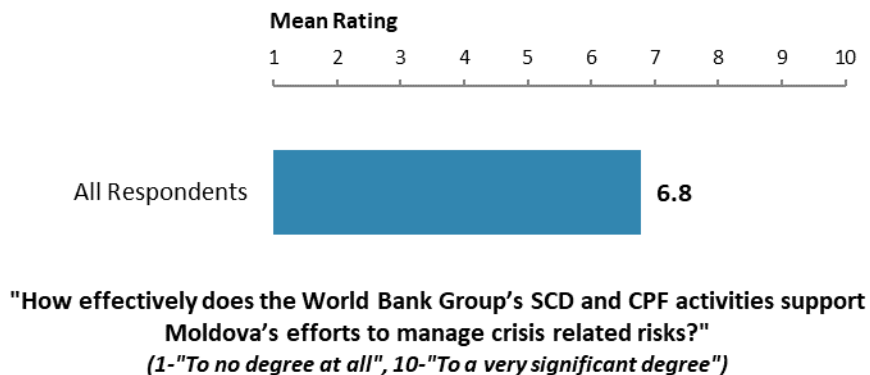


VII. How the World Bank Group Operates (continued)

Effectiveness of WBG's Support



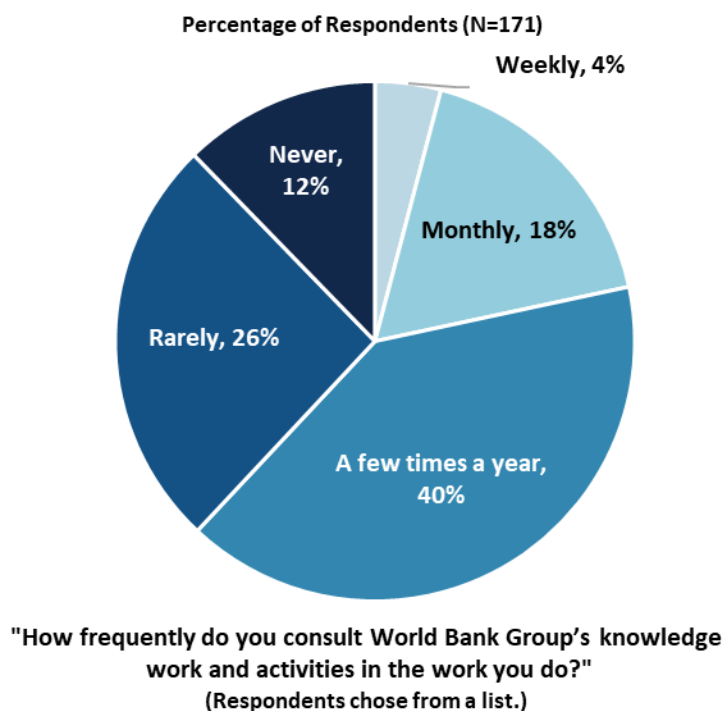
Effectiveness of WBG's Support for Management of Crisis Related Risks





VIII. World Bank Group's Knowledge and Instruments

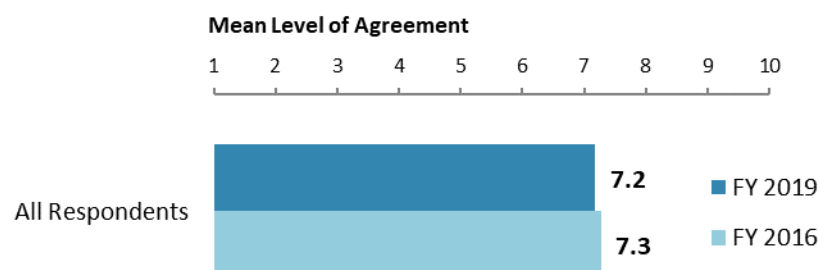
Frequency of Consulting WBG Knowledge Work and Activities





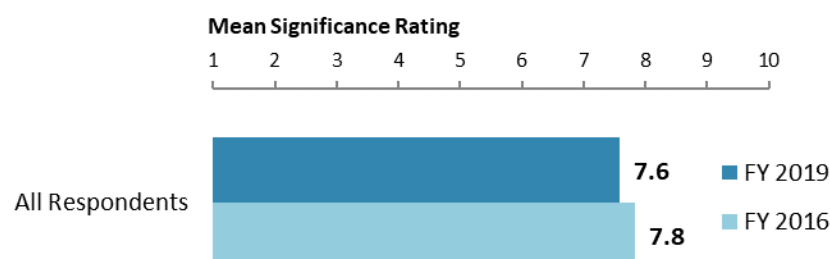
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Moldova's Knowledge Needs¹³ (*Indicator Question*)



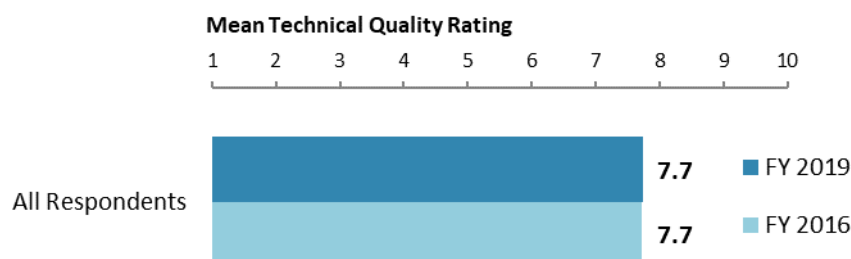
"The World Bank Group meets Moldova's needs for knowledge services (e.g., research, analysis, data, technical assistance)"
(1-"Strongly disagree", 10-"Strongly agree")

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*)



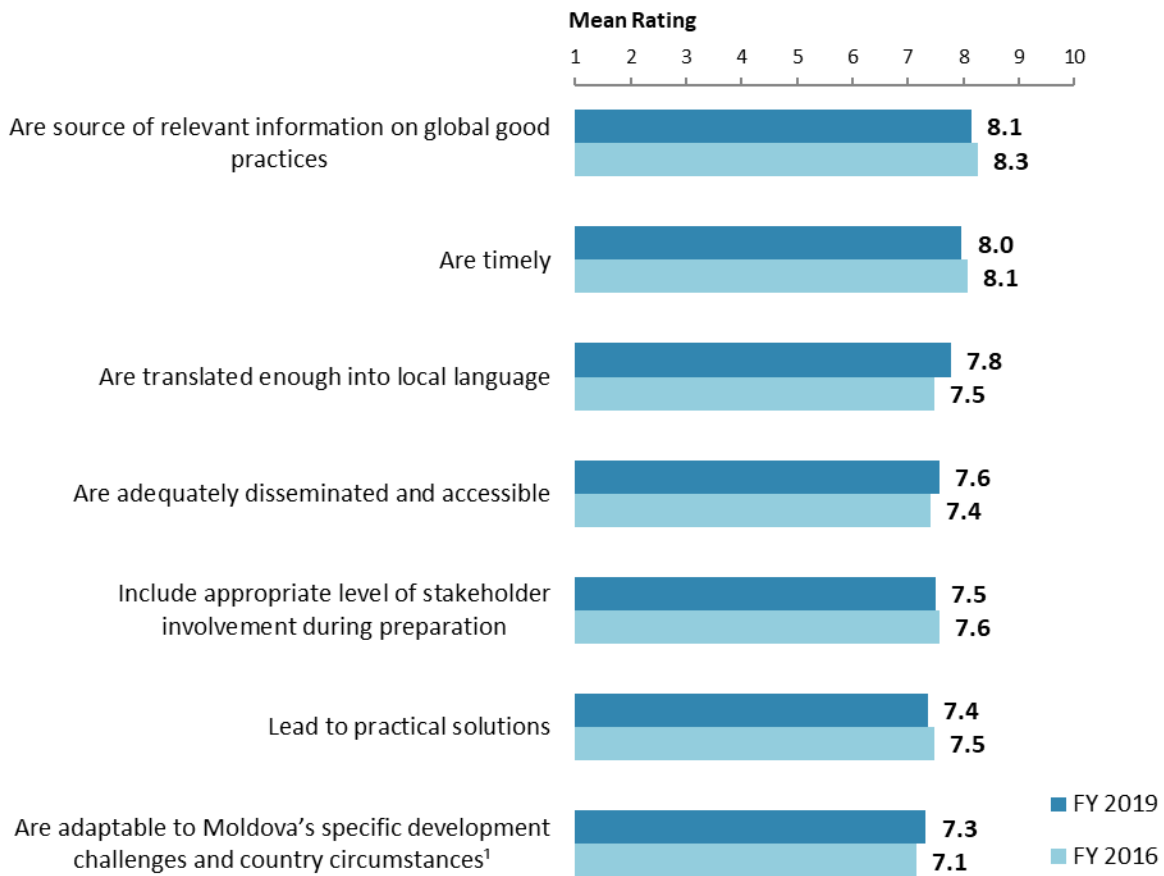
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"
(1-"Very low technical quality", 10-"Very high technical quality")

¹³ 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 Activities¹⁴



"In Moldova, 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")

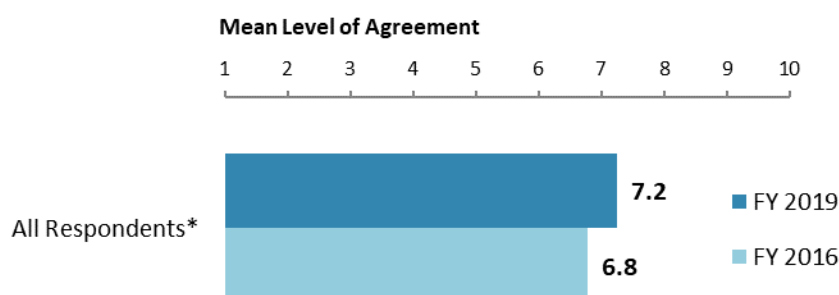
¹Indicator Question

¹⁴ Means in this chart were calculated based on weighted data.



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

Meeting Moldova's Needs for Financial Instruments¹⁵ (Indicator Question)

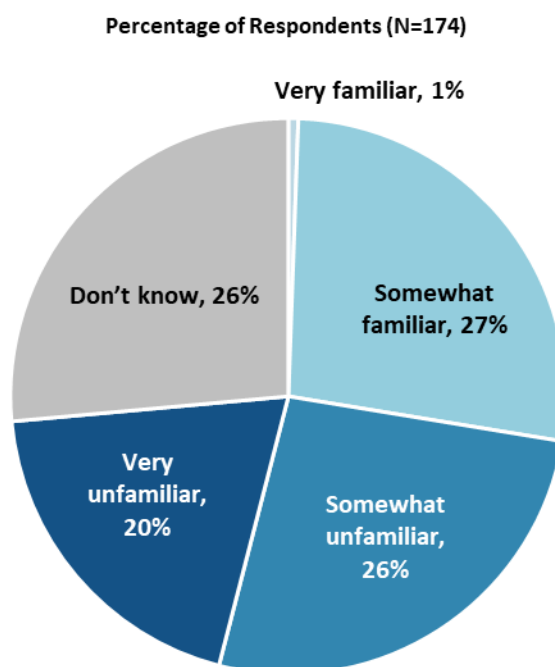


"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Moldova"

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

(*Significantly different between FY 2019 and FY 2016)

Familiarity with WBG's New Financial Instruments



"As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Moldova? " (Respondents chose from a list.)

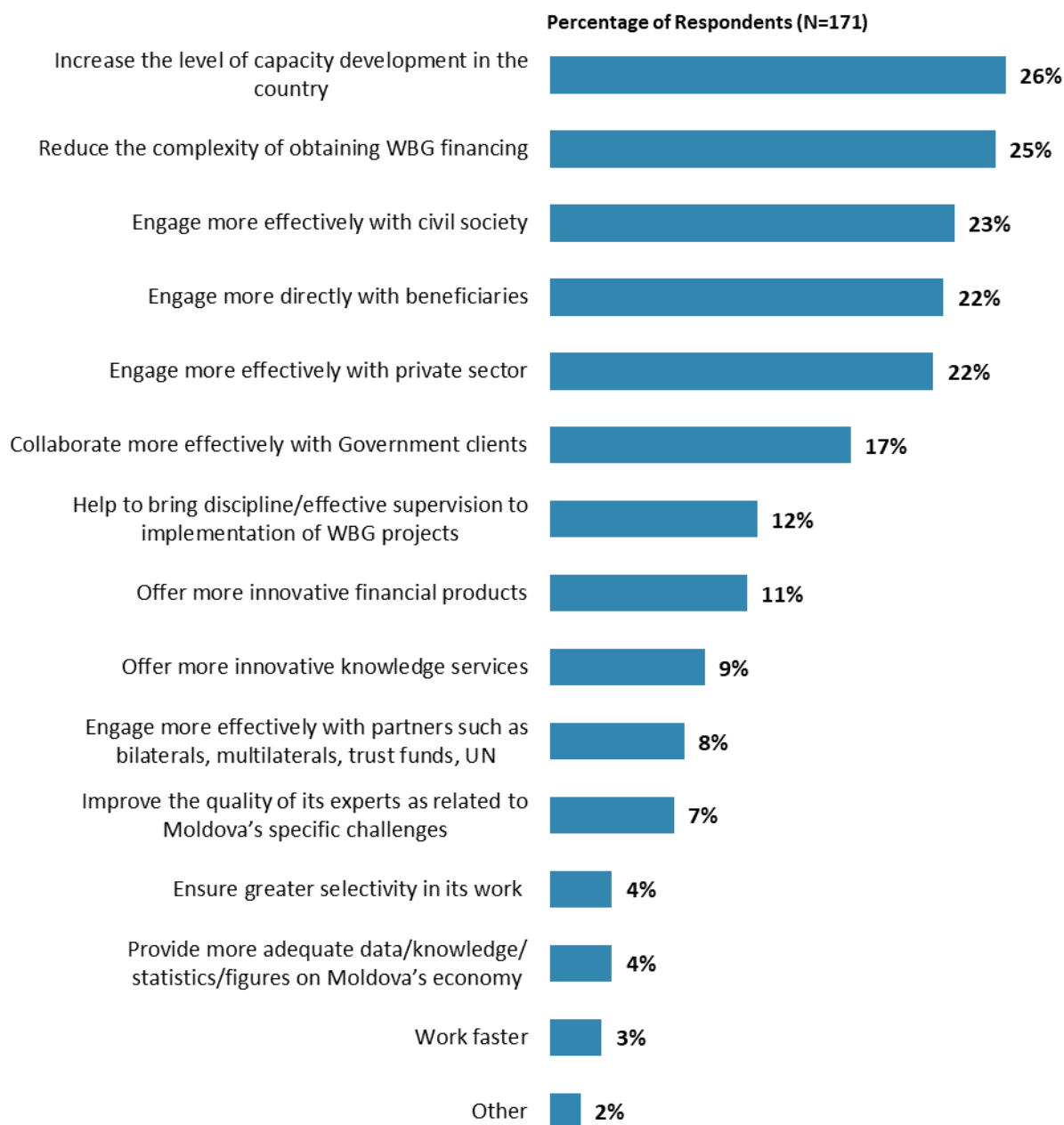
¹⁵ Means in this chart were calculated based on weighted data.



IX. The Future Role of the WBG in Moldova

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should “*increase the level of capacity development in the country*” (30%) and “*offer more innovative financial products*” (24%) to make itself of greater value in Moldova.



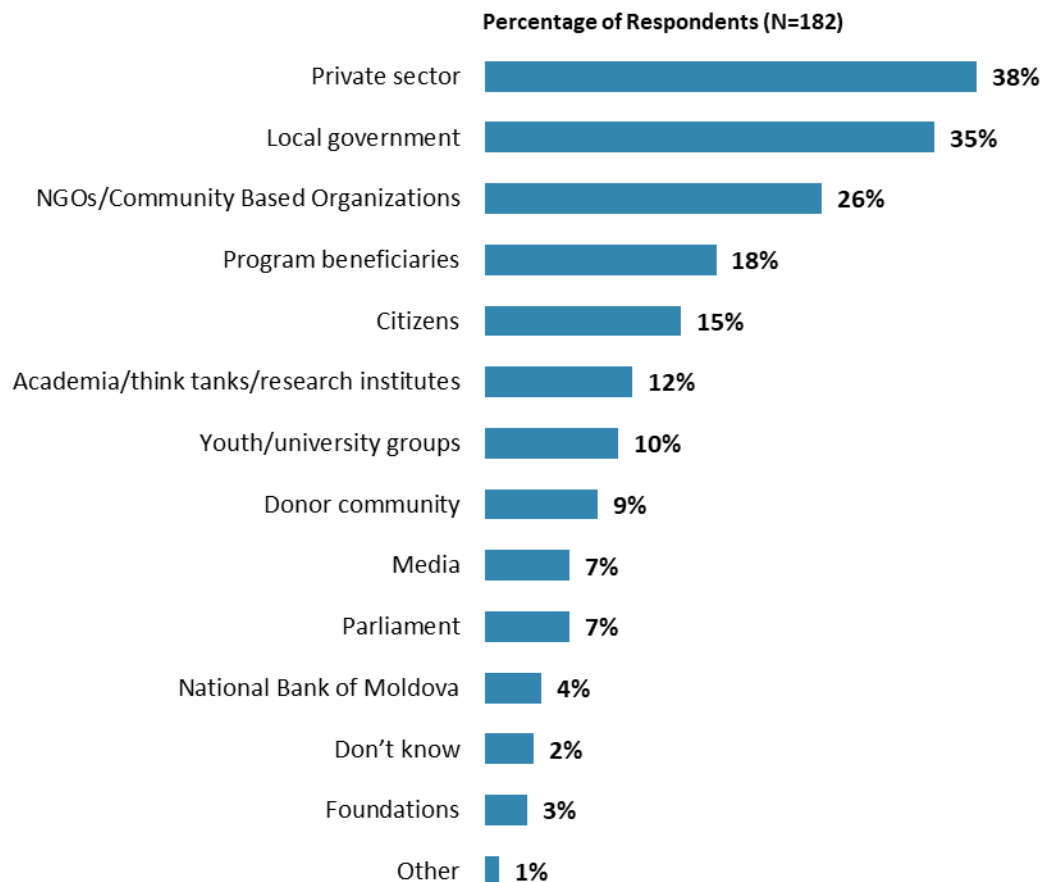
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Moldova? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'16 Country Survey indicated that the WBG should collaborate more with local government (46%), private sector (37%), and NGOs/community-based organizations (29%).



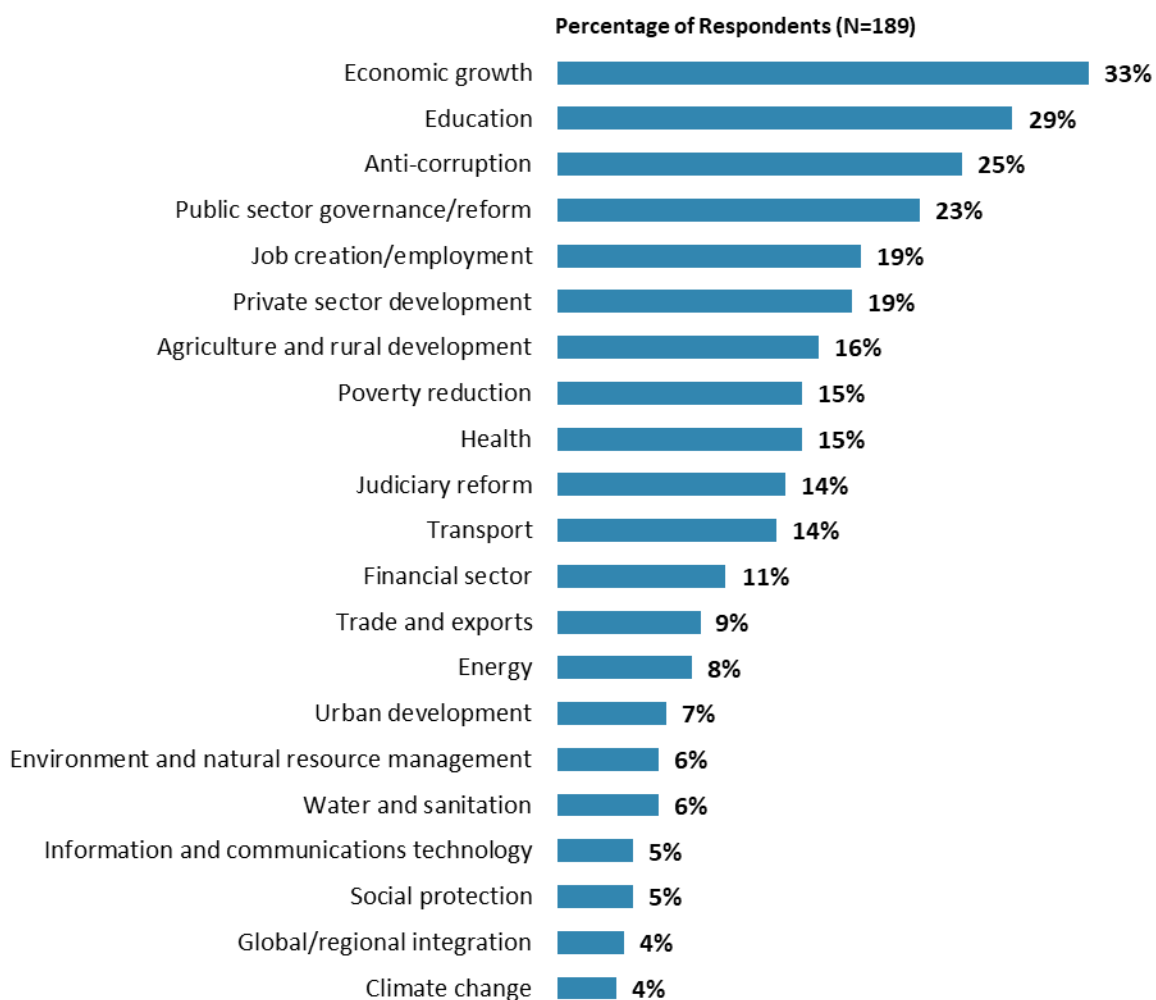
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should focus its resources on “*public sector governance/reform*” (40%), “*economic growth*” (33%), “*anti-corruption*” (31%), and “*education*” (28%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (15% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*education*,” compared to the rest of respondents in other areas of work (education specialists = 68%; others = 22%).¹⁶



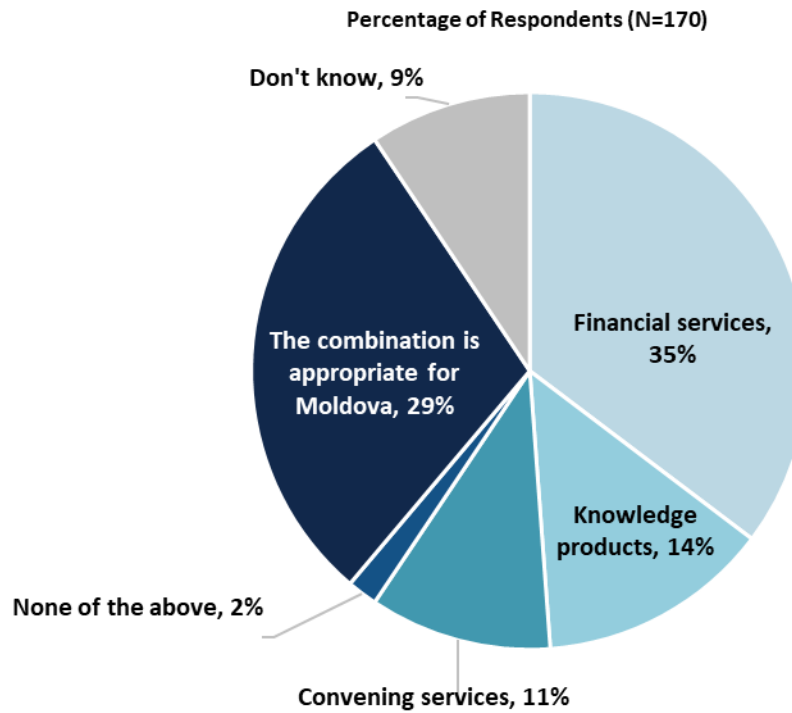
“When thinking about how the World Bank Group can have the most impact on development results in Moldova, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Moldova? (Choose no more than THREE)”
 (Respondents chose from a list. Responses combined. Top 21 of 28 response options shown)

¹⁶ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix G), analyses are done to see these respondents’ views about which areas the World Bank Group should focus most of its resources on.



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

Future Combination of the WBG Services



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

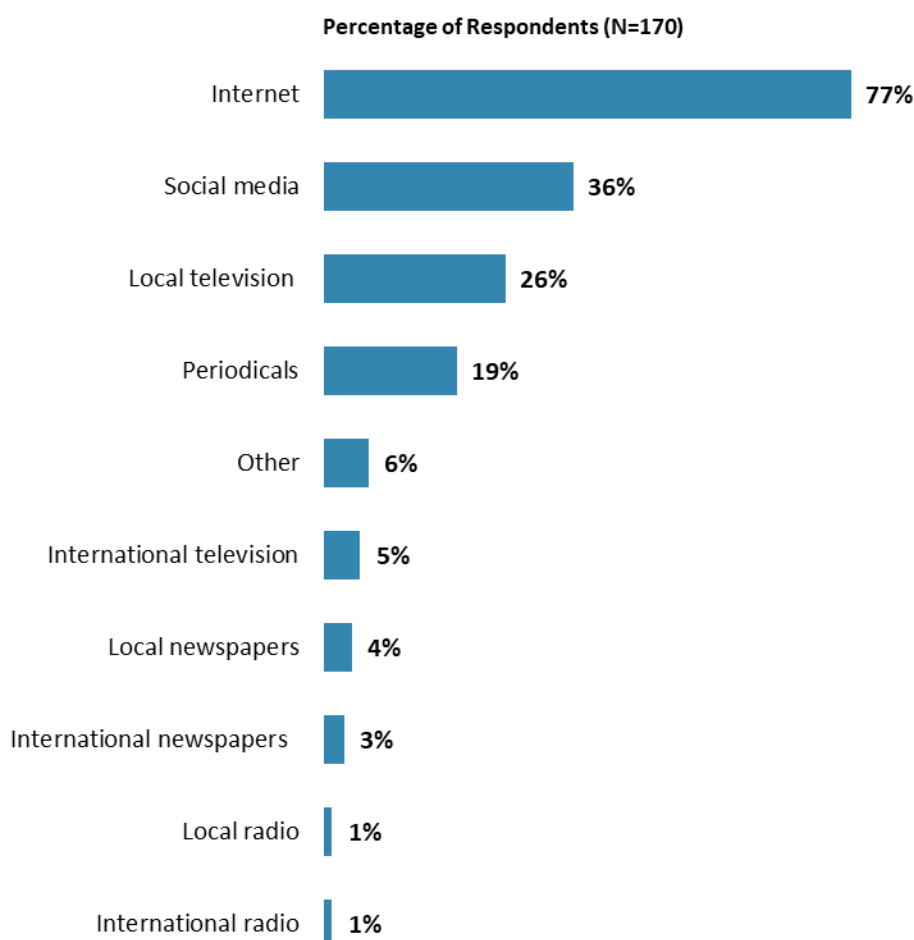


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 60) for selected responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that they got most of their information about economic and social development issues in Moldova from the "Internet" (78%).



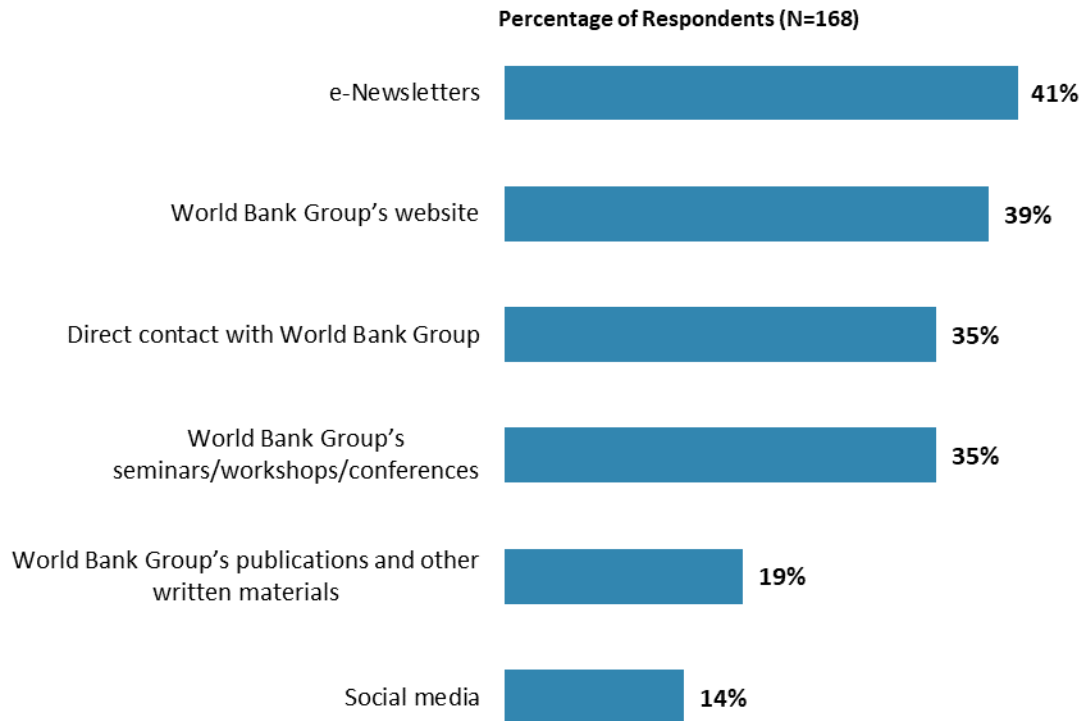
"How do you get most of your information about economic and social development issues in Moldova? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that they would prefer to receive information from the WBG through the “*World Bank Group’s seminars/workshops/conferences*” (38%), “*World Bank Group’s website*” (36%), “*World Bank Group’s publications and other written materials*” (35%), and through “*direct contact with World Bank Group*” (32%).

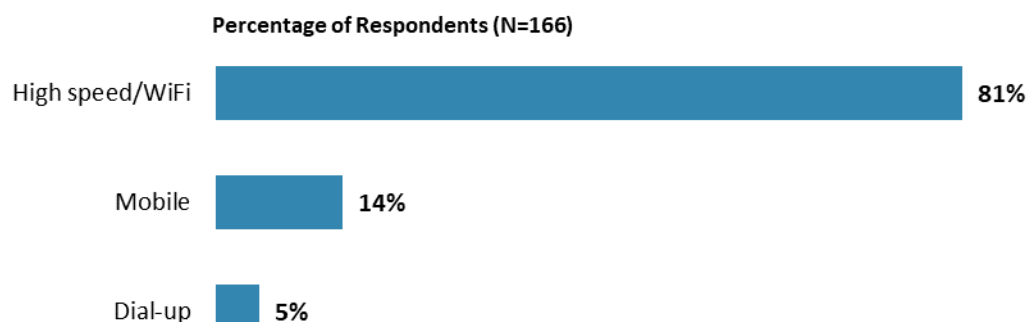


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



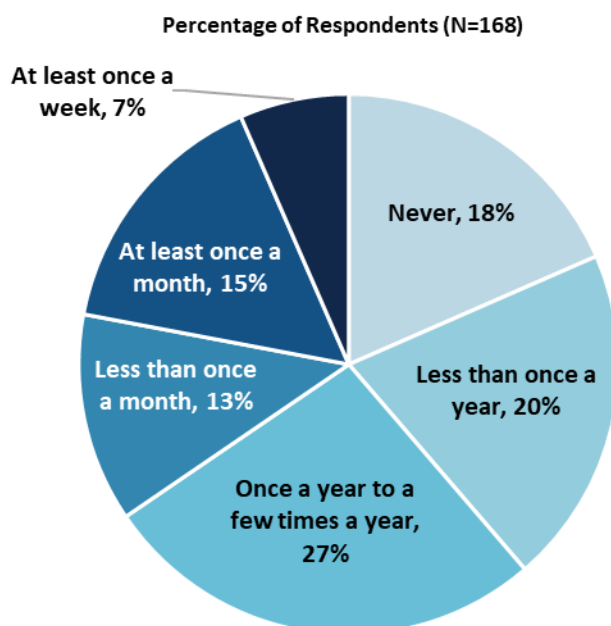
X. Communication and Outreach (continued)

Access to the Internet



"Which Internet connection do you use primarily when visiting a World Bank Group website?" (Respondents chose from a list.)

WBG Interaction Frequency

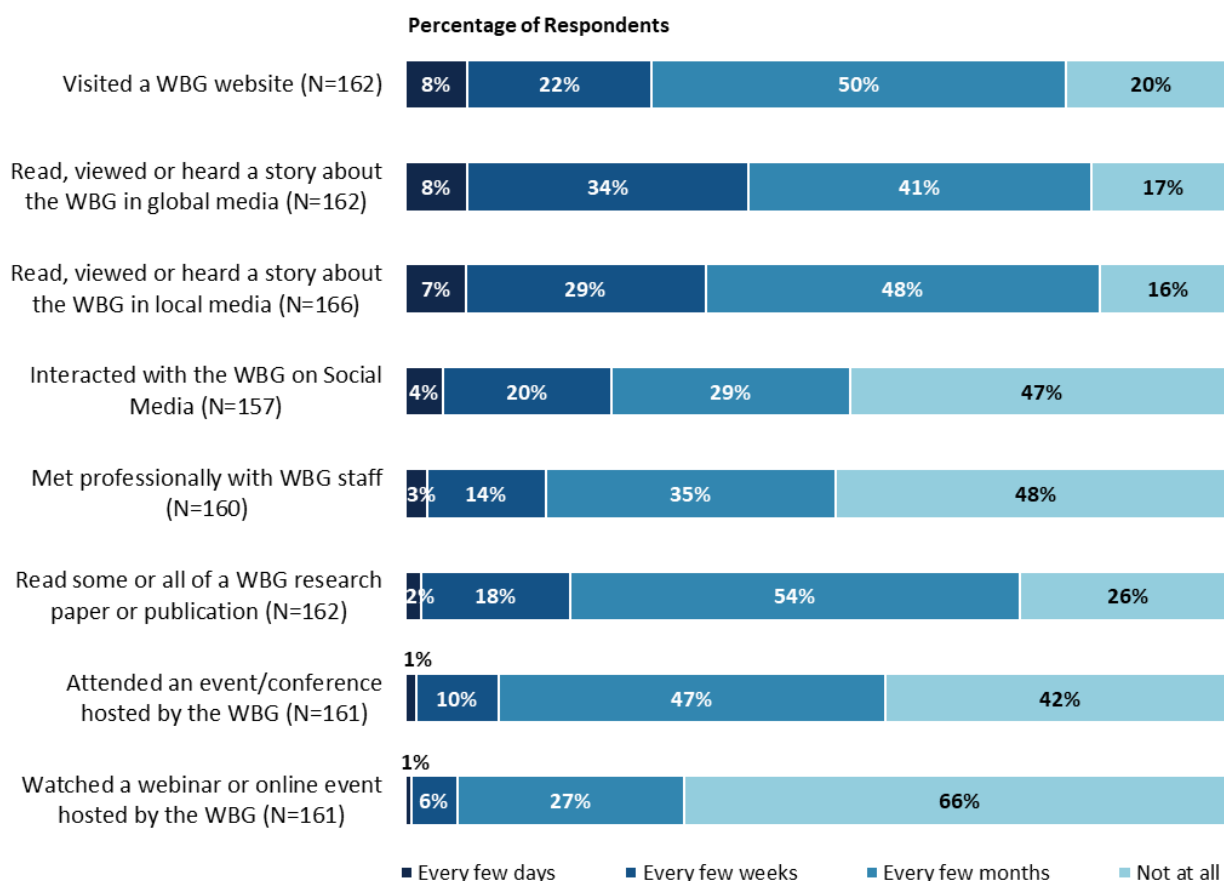


"How frequently do you interact with the World Bank Group now in Moldova?" (Respondents chose from a list.)



X. Communication and Outreach (continued)

Frequency of Specific WBG Interactions



"Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?" (Respondents chose from a list.)



XI. Appendices

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MOLDOVA





Appendix A: Responses to All Questions across All Respondents (N=204)

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 Moldova

1. When you think about the future in Moldova, are you ... ?	Percentage of Respondents (N=204)
Very pessimistic	2.5%
Somewhat pessimistic	24.0%
Somewhat optimistic	56.4%
Very optimistic	12.3%
Not sure	4.9%

2. Do you think that economic opportunity for citizens in Moldova is ... ?	Percentage of Respondents (N=203)
Increasing	32.0%
Decreasing	24.6%
Staying about the same	43.3%

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

3. Listed below are a number of development priorities in Moldova. Please identify which of the following you consider the most important development priorities in Moldova. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=204)
Anti-corruption	37.3%
Economic growth	34.3%
Education (including skills development)	30.9%
Judiciary reform	22.1%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20.6%
Job creation/employment	16.7%
Agriculture and rural development	16.7%
Poverty reduction	16.2%
Private sector development	14.2%
Health	11.3%
Water and sanitation	9.3%
Social protection (e.g., pensions, targeted social assistance)	7.4%
Environment and natural resource management (renewables)	7.4%
Transport (e.g., roads, bridges, transportation)	6.9%
Information and communications technology	6.9%
Trade and exports	5.4%
Financial sector (including development, stability, and transparency of financial markets)	5.4%
Urban development	5.4%
Global/regional integration	3.9%
Climate change (e.g., mitigation, adaptation)	3.9%
Energy	2.5%
Pollution	2.5%
Equality of opportunity (i.e., social inclusion)	2.5%
Crime and violence	2.0%
Food safety	2.0%
Gender equity (closing the gap between women and men, and boys and girls)	1.5%
Disaster risk management	1.0%
Non-communicable diseases	0.0%

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

4. 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 Moldova? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=200)
Economic growth	42.0%
Anti-corruption	37.5%
Job creation/employment	34.5%
Private sector development	32.5%
Education (including skills development)	30.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	28.0%
Agriculture and rural development	20.0%
Judiciary reform	15.5%
Social protection (e.g., pensions, targeted social assistance)	11.5%
Transport (e.g., roads, bridges, transportation)	6.0%
Trade and exports	5.5%
Health	5.0%
Global/regional integration	5.0%
Urban development	4.5%
Information and communications technology	3.5%
Water and sanitation	3.0%
Financial sector (including development, stability, and transparency of financial markets)	2.5%
Crime and violence	2.0%
Energy	2.0%
Gender equity (closing the gap between women and men, and boys and girls)	2.0%
Equality of opportunity (i.e., social inclusion)	1.5%
Pollution	1.0%
Climate change (e.g., mitigation, adaptation)	0.5%
Environment and natural resource management (renewables)	0.5%
Disaster risk management	0.0%
Non-communicable diseases	0.0%
Food safety	0.0%

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

5. When economic and/or social reform efforts fail or are slow to take place in Moldova, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=196)
Corruption	54.1%
Reforms are not well thought out in light of country challenges	30.1%
Political pressures and obstacles	29.1%
Inadequate level of citizen/civil society participation	21.4%
Inadequate level of capacity in the government	19.9%
Inadequate level of government accountability	13.8%
Inadequate level of donor coordination	6.6%
Inadequate level of private sector participation	6.1%
Private sector involvement and/or influence	5.1%
Poor coordination within the government	4.6%
Other	3.1%

6. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national/federal government	177	7	5.34	2.58
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	183	7	7.17	1.94
3. The World Bank Group (World Bank, IFC, MIGA)*	180	5	7.77	1.78
4. The International Monetary Fund	181	7	7.24	2.08
5. UN	176	9	7.32	2.05
6. European Union	182	3	8.01	1.82
7. Regional development banks (e.g. EBRD, EIB)	172	10	7.43	1.79
8. National Bank of Moldova	176	9	5.41	2.32
9. International private sector	175	13	6.73	1.89
10. Domestic private sector	176	6	6.23	2.05
11. International civil society (e.g., NGOs, CBOs)	177	11	6.60	2.18
12. Domestic civil society (e.g., NGOs, CBOs)	176	8	5.94	2.08
13. Faith-based institutions	164	21	4.57	2.32
14. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	184	3	4.98	2.25
15. International media and their web presence	182	5	6.38	1.90
16. Web based media (i.e., blogs, social media, other web-based news and information sources)	176	8	5.82	2.14

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

7. Please describe the direction Moldova is moving in, when considering ... ?	N	Direction				
		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1. Human development (e.g., health, education, and social protection)	193	19.7%	31.1%	25.4%	22.3%	1.6%
2. Equal opportunity for girls and boys, men and women	192	2.1%	5.2%	42.2%	42.2%	8.3%
3. Growing Moldova's economy in a way that leads to jobs and employment	193	11.4%	31.6%	29.0%	23.8%	4.1%
4. The gap between the rich and the poor	190	33.2%	37.4%	21.6%	6.8%	1.1%
5. Making government more effective	191	16.8%	23.6%	35.1%	17.8%	6.8%
6. Anti-corruption	192	20.3%	29.7%	31.3%	15.6%	3.1%
7. Attracting new sources of foreign investment	192	12.0%	33.3%	26.0%	24.0%	4.7%
8. Climate adaptation	191	11.5%	25.1%	49.2%	13.1%	1.0%

8. Listed below are global challenges. Which do you think have the most serious impact on Moldova? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=191)
Geo political uncertainty	55.5%
Fragility in Moldova or neighboring countries	34.6%
Jobs/employment	34.6%
The gap between the rich and the poor	20.9%
Environmental degradation	14.1%
Migrants and refugees	14.1%
Trade constraints	13.6%
Climate change	7.3%
Technology based disruption	1.6%
Terrorism	0.5%

9. When thinking about development efforts in Moldova, do you think that civil society (e.g., NGOs, CBOs) should ... ?	Percentage of Respondents (N=190)
Engage significantly less	1.1%
Engage somewhat less	1.6%
Engage somewhat more	31.1%
Engage significantly more	54.7%
Engage at the same level it does currently	4.2%
Don't know	7.4%

10. To what extent do you trust domestic private sector to engage in public service delivery in Moldova?	Percentage of Respondents (N=189)
To a very low degree	6.9%
To a somewhat low degree	38.1%
To a somewhat high degree	41.8%
To a very high degree	6.9%
Don't know	6.3%

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

11. To what extent do you trust international private sector to engage in public service delivery in Moldova?	Percentage of Respondents (N=191)
To a very low degree	6.8%
To a somewhat low degree	24.1%
To a somewhat high degree	49.2%
To a very high degree	10.5%
Don't know	9.4%

B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Moldova? (1-Not familiar at all, 10-Extremely familiar)	188	n/a	6.39	2.39

Effectiveness	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Moldova.* (1-Not effective at all, 10-Very effective)	164	23	7.39	1.90

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 Moldova solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	158	29	7.75	1.76

**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 Moldova, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Moldova? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=189)
Economic growth	33.3%
Education (including skills development)	28.6%
Anti-corruption	25.4%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22.8%
Job creation/employment	19.0%
Private sector development	18.5%
Agriculture and rural development	16.4%
Poverty reduction	15.3%
Health	15.3%
Judiciary reform	14.3%
Transport (e.g., roads, bridges, transportation)	13.8%
Financial sector (including development, stability, and transparency of financial markets)	10.6%
Trade and exports	9.0%
Energy	8.5%
Urban development	6.9%
Environment and natural resource management (renewables)	6.3%
Water and sanitation	6.3%
Information and communications technology	4.8%
Social protection (e.g., pensions, targeted social assistance)	4.8%
Global/regional integration	4.2%
Climate change (e.g., mitigation, adaptation)	3.7%
Pollution	2.6%
Gender equity (closing the gap between women and men, and boys and girls)	1.1%
Food safety	1.1%
Disaster risk management	1.1%
Equality of opportunity (i.e., social inclusion)	0.5%
Crime and violence	0.5%
Non-communicable diseases	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 Moldova?	Percentage of Respondents (N=184)		
	Greatest Value	Second Greatest Value	Combined
Capacity development related to World Bank Group supported projects	28.8%	12.0%	40.8%
Financial resources	16.3%	16.4%	32.7%
Technical assistance	9.8%	17.5%	27.3%
Human capital development	15.8%	9.8%	25.6%
Policy advice, studies, analyses	10.9%	9.8%	20.7%
Implementation support	4.9%	14.8%	19.6%
Donor coordination	3.3%	5.5%	8.7%
Mobilizing third party financial resources	3.3%	4.9%	8.2%
Promoting knowledge sharing	2.2%	5.5%	7.6%
Bringing together different groups of stakeholders	2.2%	2.2%	4.4%
Data and statistics	1.6%	1.1%	2.7%
Other	1.1%	0.5%	1.6%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Moldova? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=180)
Not willing to honestly criticize policies and reform efforts in the country	16.1%
Don't know	15.0%
World Bank Group's processes too slow and complex	15.0%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	14.4%
Not enough public disclosure of its work	14.4%
Not collaborating enough with private sector	13.9%
Not adequately sensitive to political/social realities in Moldova	13.9%
Not sufficiently focused on sustainable results	12.2%
Not adequately flexible	8.9%
Too influenced by developed countries	7.2%
Not aligned with country priorities	5.0%
Staff too inaccessible	5.0%
Other	4.4%
Arrogant in its approach	2.2%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	2.2%
Inadequate World Bank Group's staffing in Moldova	2.2%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Moldova? (Select only ONE response)	Percentage of Respondents (N=183)
To a fully sufficient degree	2.2%
To a somewhat sufficient degree	31.1%
To a somewhat insufficient degree	38.3%
To a very insufficient degree	9.3%
Don't know	19.1%

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

8. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?	Percentage of Respondents (N=182)
Increased its emphasis recently	19.8%
Decreased its emphasis recently	9.9%
Emphasis has remained pretty consistent over time	39.6%
Don't know	30.8%

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=182)
Private sector	38.5%
Local government	35.2%
NGOs/Community Based Organizations	26.4%
Program beneficiaries	18.1%
Citizens	15.4%
Academia/think tanks/research institutes	11.5%
Youth/university groups	10.4%
Donor community	8.8%
Media	6.6%
Parliament	6.6%
National Bank of Moldova	4.4%
Don't know	3.8%
Foundations	3.3%
Other	1.1%

To what extent do you agree with the following statements about the World Bank Group's work in Moldova? (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 Moldova*	172	10	7.38	2.02
11. The World Bank Group's work is aligned with what I consider the development priorities for Moldova*	166	15	7.30	1.91

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

To what extent is the World Bank Group an effective development partner in Moldova, 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*	155	23	7.16	1.81
13. Flexibility (in terms of the institution's products and services)*	152	26	6.86	1.89
14. Flexibility (in terms of changing country circumstances)*	145	30	6.70	1.86
15. Being inclusive*	131	43	7.36	1.74
16. Openness (sharing data and other information)*	154	20	7.55	1.80
17. Collaboration with the Government*	146	29	7.84	1.54
18. The speed in which it gets things accomplished on the ground*	145	29	6.81	1.82
19. Helping to bring discipline/effective supervision to implementation of investment projects*	152	22	7.42	1.89
20. Collaboration with civil society*	143	30	6.78	2.06
21. Staff accessibility*	147	25	7.36	1.99
22. Collaboration with other donors and development partners*	130	46	7.65	1.75
23. Collaboration with the private sector*	127	44	6.68	2.04
24. Straightforwardness and honesty*	152	20	7.99	1.80
25. Treating clients and stakeholders in Moldova with respect*	148	27	8.25	1.65
26. Being a long-term partner*	156	20	8.34	1.79

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

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Moldova? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	84	85	6.82	2.28
2. Gender equity (closing the gap between women and men, and boys and girls)	98	71	7.27	2.11
3. Private sector development	113	58	7.20	2.08
4. Education (including skills development)	124	43	7.42	2.06
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	125	40	7.30	2.14
6. Global/regional integration	96	72	7.27	1.95
7. Food safety	92	77	6.66	2.30
8. Energy	103	65	7.17	2.35
9. Water and sanitation	108	58	7.50	2.08
10. Job creation/employment	106	63	6.83	2.39
11. Health	110	57	7.23	2.20
12. Financial sector (including development, stability, and transparency of financial markets)	116	52	7.24	2.21
13. Transport (e.g., roads, bridges, transportation)	115	54	7.11	2.20
14. Agriculture and rural development	106	61	7.29	2.10
15. Trade and exports	99	65	7.01	2.14
16. Environment and natural resource management (renewables)	98	67	7.31	2.20
17. Climate change (e.g., mitigation, adaptation)	90	76	7.04	2.29
18. Poverty reduction	117	49	6.85	2.33
19. Anti-corruption	104	60	6.50	2.74
20. Judiciary reform	98	67	6.40	2.94
21. Economic growth	122	43	7.19	2.24
22. Disaster risk management	84	81	6.65	2.22
23. Equality of opportunity (i.e., social inclusion)	104	63	7.49	2.10
24. Non-communicable diseases	70	97	6.59	2.23
25. Information and communications technology	101	64	7.57	1.90

Achieving Development Results	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in Moldova?* (1-To no degree at all, 10-To a very significant degree)	149	27	7.12	1.88

Influencing the Development Agenda	N	DK	Mean	SD
3. To what extent does the World Bank Group influence the development agenda in Moldova?* (1-To no degree at all, 10-To a very significant degree)	142	34	6.97	1.84

To what extent do you agree with the following statements about the World Bank Group in Moldova? (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 Moldova*	152	24	7.26	1.81
5. The World Bank Group meets Moldova's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	151	23	7.17	1.89

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

6. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Moldova? (Select only ONE response)	Percentage of Respondents (N=174)
Very familiar	0.6%
Somewhat familiar	27.0%
Somewhat unfamiliar	26.4%
Very unfamiliar	19.5%
Don't know	26.4%

How effectively does the World Bank Group support Moldova's efforts ... ? (1-Not effectively at all, 10-Very effectively)	Effectiveness			
	N	DK	Mean	SD
7. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	123	49	6.79	2.02
8. To develop better and stronger data collection/analytics systems within the Government	128	44	7.10	1.88
9. To strengthen the country's crisis preparedness	114	58	6.87	1.98
10. To identify and monitor risks	122	50	7.25	1.93

Systematic Country Diagnosis and Country Partnership Framework Activities	N	DK	Mean	SD
11. How effectively does the World Bank Group's SCD and CPF activities support Moldova's efforts to manage crisis related risks? (1-Not effectively at all, 10-Very effectively)	47	122	6.79	2.13

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=171)
Weekly	4.1%
Monthly	17.5%
A few times a year	40.4%
Rarely	25.7%
Never	12.3%

In Moldova, 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	152	14	7.96	1.79
3. Include appropriate level of stakeholder involvement during preparation	137	28	7.52	1.85
4. Lead to practical solutions	140	24	7.35	1.93
5. Are source of relevant information on global good practices	145	20	8.16	1.71
6. Are adequately disseminated and accessible	140	25	7.58	1.89
7. Are translated enough into local language	130	36	7.82	1.91
8. Are adaptable to Moldova's specific development challenges and country circumstances*	140	26	7.32	1.90

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

Overall Evaluations	N	DK	Mean	SD
9. 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)	151	19	7.59	1.77
10. 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)	139	32	7.71	1.78

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	100	65	7.77	1.95
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	136	29	8.03	1.83
3. The World Bank Group's approvals and reviews are done in a timely fashion	118	47	7.75	1.74
4. The World Bank Group's Environmental and Social Framework requirements are reasonable	106	58	7.95	1.73
5. The World Bank Group's conditions on its lending are reasonable	106	58	7.66	1.89
6. The World Bank Group takes decisions quickly in Moldova*	121	43	7.30	2.11
7. Working with the World Bank Group increases Moldova's institutional capacity	144	21	8.09	1.85
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	104	61	7.91	1.84

Donor Support to Refugees	N	DK	Mean	SD
9. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Moldova? (1-To no degree at all, 10-To a very significant degree)	76	90	6.86	1.96

10. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Moldova? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=170)
Jobs	38.2%
Education	35.9%
Business development	28.2%
Social cohesion	17.6%
Supporting poor and marginalized local communities	14.7%
Infrastructure	14.1%
Don't know	13.5%
Health	10.0%
Public services	4.1%
Macro issues (fiscal accounts, balance of payments, etc.)	1.8%
Other	0.6%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Moldova? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=171)
Increase the level of capacity development in the country	25.7%
Reduce the complexity of obtaining World Bank Group financing	25.1%
Engage more effectively with civil society (e.g., NGOs, CBOs)	22.8%
Engage more directly with beneficiaries	22.2%
Engage more effectively with private sector	21.6%
Collaborate more effectively with Government clients (e.g., national, state, local)	17.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	11.7%
Offer more innovative financial products	11.1%
Offer more innovative knowledge services	8.8%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	7.6%
Improve the quality of its experts as related to Moldova's specific challenges	7.0%
Ensure greater selectivity in its work	3.5%
Provide more adequate data/knowledge/statistics/figures on Moldova's economy	3.5%
Work faster	2.9%
Other	1.8%

2. When considering the combination of services that the World Bank Group offers in Moldova, 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 Moldova? (Select only ONE response)	Percentage of Respondents (N=170)
Financial services	35.3%
Knowledge products	13.5%
Convening services	10.6%
None of the above	1.8%
The combination is appropriate for Moldova	29.4%
Don't know	9.4%

G. Communication and Information Sharing

1. How frequently do you interact with the World Bank Group now in Moldova?	Percentage of Respondents (N=168)
Never	18.5%
Less than once a year	20.2%
Once a year to a few times a year	26.8%
Less than once a month	12.5%
At least once a month	15.5%
At least once a week	6.5%

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

2. How do you get most of your information about economic and social development issues in Moldova? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=170)
Internet	77.1%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	36.5%
Local television	26.5%
Periodicals	19.4%
Other	6.5%
International television	5.3%
Local newspapers	4.1%
International newspapers	2.9%
Local radio	1.2%
International radio	1.2%

3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=168)
e-Newsletters	41.1%
World Bank Group's website	38.7%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	34.5%
World Bank Group's seminars/workshops/conferences	34.5%
World Bank Group's publications and other written materials	19.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	14.3%

4. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=166)
High speed/WiFi	81.3%
Mobile	13.9%
Dial-up	4.8%

5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	166	7.2%	28.9%	47.6%	16.3%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	162	7.4%	34.0%	41.4%	17.3%
Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)	157	4.5%	20.4%	28.7%	46.5%
Visited a WBG website (e.g. read a blog, used data)	162	7.4%	22.2%	50.0%	20.4%
Attended an event/conference hosted by the WBG	161	1.2%	9.9%	46.6%	42.2%
Watched a webinar or online event hosted by the WBG	161	0.6%	5.6%	27.3%	66.5%
Read some or all of a WBG research paper or publication	162	1.9%	17.9%	54.3%	25.9%
Met professionally with WBG staff	160	2.5%	14.4%	35.0%	48.1%

**H. Background Information**

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=199)
NGO/Community Based Organization	18.1%
Employee of a Ministry, Ministerial Department or Implementation Agency	14.6%
Private Sector Organization	12.6%
Local Government Office or Staff	10.6%
Media (press, radio, TV, web, etc.)	7.0%
Academia/Research Institute/Think Tank	6.0%
Office of the President, Prime Minister	5.0%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	5.0%
Office of Minister	4.5%
Project Management Unit (PMU) overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	3.5%
Multilateral Agency	3.5%
Financial Sector/Private Bank	3.5%
Bilateral Agency	3.0%
Office of Parliamentarian	1.5%
Trade Union	1.0%
Private Foundation	0.5%
Faith-Based Group	0.0%
Youth Group	0.0%
Judiciary Branch	0.0%
Other	0.0%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=198)
Education	14.6%
Governance	14.1%
Generalist (specialized in multiple sectors)	9.1%
Urban, rural, and social development	8.6%
Agriculture	7.6%
Macroeconomics and fiscal management	5.6%
Other	5.6%
Finance and markets	5.1%
Transport and ICT	5.1%
Trade and competitiveness	4.5%
Environment and natural resources	4.0%
Health, nutrition, and population	3.5%
Water	3.0%
Social protection and labor	2.5%
Energy and extractives	2.5%
Public-private partnerships	2.0%
Gender	1.0%
Fragility, conflict and violence	0.5%
Jobs	0.5%
Climate change	0.5%
Poverty	0.0%

**H. Background Information (continued)**

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in your country?	Percentage of Respondents (N=194)
Yes	50.0%
No	50.0%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Moldova? (Select only ONE response)	Percentage of Respondents (N=97)
The World Bank (IDA)	87.6%
The International Finance Corporation (IFC)	11.3%
The Multilateral Investment Guarantee Agency (MIGA)	1.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=99)
Yes	45.5%
No	54.5%

6. Which of the following describes most of your exposure to the World Bank Group in Moldova? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=188)
Collaborate as part of my professional duties	36.7%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	36.2%
Use World Bank Group reports/data	28.7%
Engage in World Bank Group related/sponsored events/activities	28.2%
Use World Bank Group website for information, data, research, etc.	20.7%

7. What's your gender?	Percentage of Respondents (N=200)
Female	40.5%
Male	59.5%

8. What's your age?	Percentage of Respondents (N=200)
25 and under	0.5%
26-35	12.0%
36-45	35.5%
46-55	30.5%
56 and above	21.5%

9. Which best represents your geographic location?	Percentage of Respondents (N=201)
Chisinau	78.6%
Other urban area – Southern part of Moldova	6.5%
Other urban area – Central part of Moldova	6.0%
Other urban area – Northern part of Moldova	5.0%
Rural area	4.0%



Appendix B: Responses to Selected Questions by Stakeholder Groups¹⁷

- Office of President/Prime Minister/Minister N=19
- Office of Parliamentarian N=3
- Employee of a Ministry/PMU/Consultant on WBG Project N=36
- Local Government N=21
- Bilateral/Multilateral Agency N=13
- Private Sector/Financial Sector/Private Bank N=32
- CSO N=39
- Media N=14
- Independent Government Institution N=10
- Academia/Research Institute/Think Tank N=12

A. General Issues facing Moldova

When you think about the future in Moldova, are you ... ?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank
Very pessimistic	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	8.3%
Somewhat pessimistic	21.1%	66.7%	11.1%	19.0%	38.5%	31.3%	25.6%	35.7%	0.0%	25.0%
Somewhat optimistic	42.1%	33.3%	63.9%	61.9%	46.2%	53.1%	56.4%	64.3%	70.0%	66.7%
Very optimistic	36.8%	0.0%	13.9%	14.3%	15.4%	6.3%	5.1%	0.0%	30.0%	0.0%
Not sure	0.0%	0.0%	8.3%	4.8%	0.0%	9.4%	5.1%	0.0%	0.0%	0.0%

¹⁷ Only 199 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.



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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank
Social protection	10.5%	0.0%	5.6%	0.0%	7.7%	3.1%	10.3%	0.0%	20.0%	25.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	2.6%	7.1%	0.0%	0.0%
Private sector development	21.1%	0.0%	19.4%	14.3%	0.0%	21.9%	12.8%	0.0%	10.0%	0.0%
Education	42.1%	66.7%	27.8%	14.3%	38.5%	31.3%	28.2%	21.4%	50.0%	41.7%
Public sector governance/reform	21.1%	0.0%	19.4%	28.6%	30.8%	18.8%	20.5%	21.4%	20.0%	8.3%
Global/regional integration*	10.5%	0.0%	2.8%	0.0%	15.4%	0.0%	0.0%	7.1%	20.0%	0.0%
Food safety	5.3%	0.0%	2.8%	0.0%	0.0%	3.1%	0.0%	7.1%	0.0%	0.0%
Urban development*	0.0%	0.0%	2.8%	19.0%	0.0%	0.0%	5.1%	14.3%	0.0%	16.7%
Energy	0.0%	0.0%	0.0%	0.0%	7.7%	3.1%	0.0%	14.3%	0.0%	8.3%
Water and sanitation	15.8%	0.0%	8.3%	23.8%	15.4%	3.1%	7.7%	7.1%	0.0%	8.3%
Pollution	0.0%	0.0%	2.8%	0.0%	0.0%	3.1%	5.1%	0.0%	0.0%	8.3%
Job creation/employment	10.5%	66.7%	13.9%	19.0%	15.4%	9.4%	20.5%	21.4%	20.0%	16.7%
Health	26.3%	0.0%	11.1%	4.8%	15.4%	12.5%	5.1%	0.0%	30.0%	16.7%
Financial sector	5.3%	0.0%	5.6%	4.8%	7.7%	6.3%	5.1%	14.3%	0.0%	0.0%
Transport	10.5%	0.0%	2.8%	9.5%	0.0%	15.6%	10.3%	0.0%	0.0%	0.0%
Agriculture and rural development	10.5%	33.3%	22.2%	19.0%	7.7%	9.4%	23.1%	14.3%	20.0%	8.3%
Trade and exports	5.3%	0.0%	8.3%	4.8%	7.7%	6.3%	2.6%	7.1%	10.0%	0.0%
Crime and violence	0.0%	0.0%	2.8%	4.8%	0.0%	3.1%	0.0%	0.0%	0.0%	8.3%
Environment and natural resource management	5.3%	0.0%	16.7%	4.8%	0.0%	6.3%	10.3%	0.0%	0.0%	8.3%
Climate change	0.0%	0.0%	5.6%	4.8%	0.0%	3.1%	7.7%	0.0%	10.0%	0.0%
Poverty reduction	15.8%	0.0%	22.2%	9.5%	0.0%	18.8%	30.8%	0.0%	10.0%	8.3%
Anti-corruption	10.5%	66.7%	27.8%	42.9%	61.5%	50.0%	35.9%	42.9%	20.0%	41.7%
Judiciary reform	5.3%	66.7%	19.4%	14.3%	38.5%	34.4%	17.9%	21.4%	0.0%	16.7%
Economic growth	52.6%	0.0%	33.3%	42.9%	23.1%	21.9%	25.6%	50.0%	50.0%	41.7%
Disaster risk management	5.3%	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	2.8%	0.0%	0.0%	3.1%	5.1%	7.1%	0.0%	0.0%
Non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	10.5%	0.0%	8.3%	0.0%	7.7%	3.1%	5.1%	21.4%	10.0%	0.0%

*Significantly different between stakeholder groups



A. General Issues facing Moldova (continued)

When economic and/or social reform efforts fail or are slow to take place in Moldova, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank
Political pressures and obstacles	15.8%	33.3%	26.5%	57.1%	33.3%	27.6%	21.1%	42.9%	0.0%	33.3%
Inadequate level of private sector participation	5.3%	0.0%	5.9%	4.8%	16.7%	3.4%	2.6%	14.3%	22.2%	0.0%
Inadequate level of citizen/civil society participation	36.8%	33.3%	17.6%	19.0%	8.3%	10.3%	31.6%	7.1%	55.6%	16.7%
Inadequate level of donor coordination	10.5%	0.0%	14.7%	0.0%	8.3%	0.0%	0.0%	14.3%	11.1%	8.3%
Reforms are not well thought out in light of country challenges*	47.4%	0.0%	41.2%	19.0%	8.3%	17.2%	34.2%	21.4%	11.1%	58.3%
Poor coordination within the government	0.0%	0.0%	2.9%	0.0%	8.3%	3.4%	7.9%	21.4%	0.0%	0.0%
Inadequate level of government accountability	15.8%	0.0%	14.7%	4.8%	33.3%	17.2%	15.8%	14.3%	11.1%	0.0%
Inadequate level of capacity in the government	21.1%	33.3%	20.6%	14.3%	25.0%	34.5%	23.7%	7.1%	11.1%	0.0%
Corruption*	31.6%	100.0%	35.3%	71.4%	33.3%	82.8%	52.6%	50.0%	55.6%	58.3%
Private sector involvement and/or influence	0.0%	0.0%	11.8%	4.8%	8.3%	3.4%	5.3%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	4.8%	8.3%	0.0%	2.6%	7.1%	11.1%	0.0%

*Significantly different between stakeholder groups

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank		
	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	N	Mean	SD
To what extent do you trust the World Bank Group to do what is right?	18	7.39	1.79	2	7.50	0.71	32	8.44	1.37	20	7.80	1.64	12	8.33	1.07	27	7.22	2.31	31	7.48	1.84	13	7.77	1.48	9	7.44	2.46	12	7.92	1.68

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

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank		
	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	N	Mean	SD
How familiar are you with the work of the World Bank Group in Moldova?*	18	6.94	2.10	3	4.67	3.21	34	7.56	1.85	18	5.33	1.94	12	7.25	2.01	29	5.69	2.45	36	5.69	2.71	12	6.08	2.61	10	7.30	2.31	12	6.92	2.15

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank		
	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	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Moldova.	17	7.47	2.00	2	7.00	0.00	29	8.34	0.97	17	7.06	1.92	11	7.73	1.27	23	6.83	2.33	30	6.83	2.07	9	7.89	1.69	10	7.10	2.56	12	7.33	1.78

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank
Energy	11.1%	33.3%	5.9%	5.6%	8.3%	10.0%	11.1%	0.0%	0.0%	8.3%
Water and sanitation	5.6%	0.0%	5.9%	11.1%	16.7%	3.3%	5.6%	8.3%	0.0%	8.3%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	5.6%	8.3%	0.0%	0.0%
Job creation/employment*	16.7%	66.7%	11.8%	44.4%	8.3%	16.7%	25.0%	0.0%	10.0%	25.0%
Health	22.2%	0.0%	14.7%	11.1%	8.3%	16.7%	11.1%	0.0%	40.0%	33.3%
Financial sector	0.0%	0.0%	11.8%	11.1%	25.0%	6.7%	11.1%	8.3%	0.0%	8.3%
Social protection	5.6%	0.0%	0.0%	0.0%	16.7%	6.7%	5.6%	0.0%	10.0%	8.3%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%
Private sector development	11.1%	0.0%	14.7%	22.2%	25.0%	33.3%	19.4%	16.7%	0.0%	0.0%
Education*	38.9%	0.0%	26.5%	11.1%	41.7%	13.3%	27.8%	41.7%	50.0%	58.3%
Public sector governance/reform	11.1%	0.0%	32.4%	22.2%	8.3%	23.3%	19.4%	33.3%	30.0%	16.7%
Global/regional integration	16.7%	0.0%	0.0%	0.0%	0.0%	3.3%	2.8%	16.7%	10.0%	0.0%
Food safety	5.6%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%
Urban development*	0.0%	0.0%	0.0%	33.3%	0.0%	3.3%	8.3%	16.7%	0.0%	8.3%
Judiciary reform	11.1%	33.3%	11.8%	5.6%	8.3%	23.3%	8.3%	25.0%	0.0%	16.7%
Economic growth	50.0%	33.3%	35.3%	44.4%	33.3%	16.7%	36.1%	50.0%	30.0%	16.7%
Disaster risk management	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%
Non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	5.9%	0.0%	0.0%	10.0%	0.0%	8.3%	20.0%	8.3%
Transport	11.1%	33.3%	20.6%	5.6%	25.0%	16.7%	8.3%	25.0%	0.0%	8.3%
Agriculture and rural development	16.7%	0.0%	17.6%	16.7%	16.7%	6.7%	27.8%	0.0%	20.0%	16.7%
Trade and exports	16.7%	0.0%	14.7%	11.1%	8.3%	13.3%	2.8%	0.0%	10.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Environment and natural resource management	5.6%	0.0%	5.9%	11.1%	0.0%	3.3%	16.7%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	8.8%	0.0%	0.0%	3.3%	8.3%	0.0%	0.0%	0.0%
Poverty reduction	27.8%	0.0%	17.6%	16.7%	25.0%	3.3%	13.9%	16.7%	30.0%	8.3%
Anti-corruption	16.7%	100.0%	26.5%	16.7%	16.7%	36.7%	16.7%	25.0%	30.0%	41.7%

*Significantly different between stakeholder groups

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

From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank
Increased its emphasis recently	17.6%	0.0%	9.1%	22.2%	27.3%	21.4%	17.1%	33.3%	33.3%	16.7%
Decreased its emphasis recently	5.9%	33.3%	12.1%	5.6%	0.0%	14.3%	14.3%	8.3%	0.0%	8.3%
Emphasis has remained pretty consistent over time	58.8%	33.3%	39.4%	27.8%	45.5%	32.1%	40.0%	33.3%	22.2%	66.7%
Don't know	17.6%	33.3%	39.4%	44.4%	27.3%	32.1%	28.6%	25.0%	44.4%	8.3%

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 President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank
Program beneficiaries*	35.3%	0.0%	36.4%	5.6%	16.7%	7.4%	8.6%	16.7%	33.3%	8.3%
Youth/university groups	11.8%	33.3%	21.2%	0.0%	8.3%	11.1%	2.9%	8.3%	0.0%	25.0%
National Bank of Moldova	0.0%	0.0%	3.0%	11.1%	8.3%	7.4%	0.0%	8.3%	0.0%	8.3%
Private sector	47.1%	0.0%	39.4%	33.3%	41.7%	63.0%	31.4%	33.3%	22.2%	16.7%
Local government*	35.3%	66.7%	24.2%	94.4%	41.7%	18.5%	22.9%	41.7%	22.2%	25.0%
Donor community	23.5%	0.0%	3.0%	0.0%	16.7%	7.4%	5.7%	8.3%	22.2%	16.7%
NGOs/Community Based Organizations*	5.9%	33.3%	6.1%	27.8%	16.7%	22.2%	74.3%	16.7%	11.1%	16.7%
Academia/think tanks/research institutes*	5.9%	0.0%	15.2%	5.6%	0.0%	7.4%	8.6%	0.0%	33.3%	50.0%
Parliament	5.9%	33.3%	6.1%	5.6%	8.3%	7.4%	2.9%	16.7%	0.0%	0.0%
Citizens	5.9%	0.0%	15.2%	5.6%	8.3%	29.6%	20.0%	8.3%	22.2%	8.3%
Foundations	5.9%	0.0%	0.0%	11.1%	8.3%	0.0%	2.9%	0.0%	0.0%	8.3%
Media*	0.0%	33.3%	3.0%	0.0%	0.0%	3.7%	8.6%	41.7%	0.0%	8.3%
Other	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%
Don't know	5.9%	0.0%	6.1%	0.0%	0.0%	7.4%	5.7%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank		
	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	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Moldova	17	7.71	1.86	2	8.00	1.41	30	8.30	1.24	18	7.17	1.86	12	8.33	1.61	25	6.76	2.54	33	6.94	1.89	11	6.82	2.48	8	6.88	2.75	12	6.92	1.93
The World Bank Group's work is aligned with what I consider the development priorities for Moldova*	16	7.25	1.73	2	7.00	0.00	30	8.37	1.00	18	7.28	1.74	11	8.09	1.70	23	6.30	2.20	31	7.03	1.83	11	7.00	2.41	8	6.38	2.72	12	6.83	1.59

*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank		
	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	N	Mean	SD
Responsiveness to needs*	14	7.71	1.59	2	7.00	0.00	27	8.04	1.29	16	7.00	1.71	10	7.90	1.29	21	6.67	2.06	30	6.37	2.04	11	7.00	1.90	9	7.00	1.87	11	7.00	1.67
Flexibility (in terms of the institution's products and services)	16	6.94	1.61	2	7.50	0.71	27	7.48	1.40	14	6.79	2.29	10	7.70	1.49	20	6.25	1.92	30	6.40	2.06	10	7.00	2.00	9	6.33	2.40	11	6.91	2.17
Flexibility (in terms of changing country circumstances)	16	6.69	1.74	2	6.50	0.71	24	7.42	1.28	13	6.69	1.89	10	7.40	1.51	19	6.11	2.13	27	6.63	1.98	10	6.20	1.81	9	6.22	2.44	12	6.50	2.20
Being inclusive	15	7.80	1.42	2	8.00	1.41	20	7.95	1.61	12	7.25	1.96	10	7.70	1.16	15	7.13	1.88	26	6.92	1.52	9	7.67	1.66	7	6.29	2.93	11	7.18	1.78
Openness (sharing data and other information)	16	8.19	1.33	2	9.50	0.71	26	8.08	1.85	15	7.07	1.79	11	7.82	1.40	20	7.70	1.81	29	7.17	1.61	11	7.18	1.47	8	6.38	2.88	12	7.33	1.83
Collaboration with the Government*	16	8.31	1.58	2	6.50	0.71	27	8.52	0.98	12	8.08	1.31	10	8.00	1.63	19	6.68	2.16	31	7.84	1.29	9	7.33	1.58	7	7.29	1.80	11	7.82	1.17
The speed in which it gets things accomplished on the ground*	15	6.93	1.71	2	6.50	0.71	26	7.62	1.33	11	7.64	2.01	12	7.33	1.61	18	6.17	2.38	27	6.04	1.60	10	6.70	1.70	8	6.00	2.14	12	6.75	1.71
Helping to bring discipline/effective supervision to implementation of investment projects	15	7.13	2.13	2	7.50	0.71	28	8.21	1.07	14	8.14	1.75	12	8.00	1.54	20	6.80	2.31	27	6.96	1.83	10	7.10	1.60	8	6.38	2.45	12	7.00	2.34
Collaboration with civil society*	14	7.00	1.52	2	9.50	0.71	19	7.68	1.67	17	7.24	1.92	10	7.30	1.49	17	6.00	2.55	30	5.70	1.86	11	7.00	1.48	7	5.57	2.88	12	7.33	2.23
Staff accessibility	16	7.75	1.61	2	7.50	2.12	24	8.08	1.79	15	7.53	1.88	11	7.64	1.80	19	6.79	2.94	28	6.82	1.70	11	7.18	1.08	8	7.38	2.88	10	7.30	2.06
Collaboration with other donors and development partners	14	7.93	1.49	2	8.00	1.41	21	8.19	1.33	15	8.07	1.79	10	7.60	1.71	17	7.47	2.12	23	7.35	1.43	10	7.90	1.20	7	6.00	3.37	9	7.22	1.72
Collaboration with the private sector	14	6.64	1.65	2	7.50	0.71	19	6.84	1.92	11	7.91	1.76	10	7.00	1.70	20	6.20	2.67	23	6.52	1.81	10	7.10	1.79	6	5.67	3.33	9	6.44	1.94
Straightforwardness and honesty	16	8.00	1.37	2	6.50	0.71	27	8.56	1.28	14	8.86	1.23	11	8.09	1.45	19	7.47	2.32	30	7.57	2.01	10	7.80	1.75	9	7.44	2.55	10	7.90	2.02
Treating clients and stakeholders in Moldova with respect	15	8.40	1.40	2	7.00	0.00	25	8.64	1.19	15	8.67	1.18	11	8.18	1.40	19	8.26	1.73	29	7.83	1.93	9	8.56	1.24	8	7.50	3.12	11	8.36	1.36
Being a long-term partner	16	8.50	1.46	2	8.00	1.41	29	8.90	1.18	15	8.73	1.49	10	8.30	1.25	19	8.58	2.06	29	7.66	2.19	11	8.55	0.93	9	7.11	3.18	12	8.33	1.37

*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank		
	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	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Moldova?	16	7.25	1.84	3	6.33	1.15	27	8.04	1.09	15	6.80	2.37	9	7.44	1.67	20	6.50	2.35	26	6.69	1.76	10	7.10	1.85	8	6.63	2.77	12	7.42	1.38

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank		
	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	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Moldova?	15	6.80	1.74	2	8.00	0.00	25	7.72	1.43	15	6.93	2.12	10	6.80	1.14	18	6.33	2.38	24	6.96	1.81	10	6.50	1.43	8	6.50	2.62	12	7.33	1.83

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank		
	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	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Moldova	16	8.13	1.59	3	7.33	0.58	28	7.86	0.97	14	6.57	2.31	9	7.67	1.22	21	6.81	2.20	26	6.81	1.60	11	6.91	1.81	8	6.88	2.85	12	7.25	2.01
The World Bank Group meets Moldova's needs for knowledge services	15	7.87	1.73	3	6.33	3.06	27	7.59	1.45	13	6.62	2.40	9	7.67	1.00	21	6.81	2.29	29	6.83	1.75	11	7.09	1.81	8	6.63	2.88	12	7.67	1.56

D. The World Bank Group's Knowledge Work and Activities**How frequently do you consult World Bank Group's knowledge work and activities in the work you do?**

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank
Weekly	5.9%	33.3%	6.9%	0.0%	9.1%	0.0%	0.0%	8.3%	12.5%	0.0%
Monthly	29.4%	0.0%	3.4%	13.3%	36.4%	11.1%	30.3%	25.0%	12.5%	8.3%
A few times a year	47.1%	33.3%	48.3%	20.0%	36.4%	51.9%	21.2%	41.7%	50.0%	58.3%
Rarely	11.8%	0.0%	37.9%	46.7%	9.1%	18.5%	30.3%	16.7%	25.0%	25.0%
Never	5.9%	33.3%	3.4%	20.0%	9.1%	18.5%	18.2%	8.3%	0.0%	8.3%

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank		
	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	N	Mean	SD
In Moldova, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Moldova's specific development challenges and country circumstances	15	7.13	1.60	2	8.00	0.00	24	8.17	1.17	12	7.17	2.17	9	7.67	1.58	19	6.68	2.50	26	7.19	1.79	9	7.11	1.83	9	6.67	2.69	11	7.27	2.00

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank		
	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	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?	15	7.73	1.62	2	8.50	0.71	26	7.96	1.54	14	7.50	2.07	9	7.22	1.56	22	7.55	2.04	28	7.39	1.55	11	7.27	2.20	8	6.75	2.82	12	7.92	1.38
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	15	7.80	1.61	2	9.00	0.00	25	8.32	1.07	11	7.55	2.70	9	7.56	1.24	19	7.79	1.69	27	7.63	1.78	9	7.11	2.26	7	6.86	2.73	12	7.58	1.44

(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 President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank		
	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	N	Mean	SD
The World Bank Group takes decisions quickly in Moldova	15	7.13	1.81	2	4.00	4.24	22	8.00	1.48	10	7.50	1.96	7	7.57	2.07	14	7.00	2.25	22	7.23	2.16	7	7.57	2.23	8	6.50	2.93	11	7.18	2.23
Where country systems are adequate, the World Bank Group makes appropriate use of them	9	8.22	1.86	1	7.00	0.00	13	8.31	1.49	10	8.70	1.42	6	7.50	2.07	13	8.08	1.75	24	7.79	1.59	7	8.29	1.60	7	6.00	2.52	10	7.80	2.30



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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank
Offer more innovative knowledge services	17.6%	0.0%	6.9%	13.3%	9.1%	11.5%	3.0%	8.3%	22.2%	0.0%
Collaborate more effectively with Government clients*	23.5%	33.3%	6.9%	33.3%	45.5%	19.2%	6.1%	16.7%	11.1%	0.0%
Work faster	11.8%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	8.3%	11.1%	0.0%
Reduce the complexity of obtaining World Bank Group financing	29.4%	66.7%	27.6%	40.0%	0.0%	23.1%	18.2%	25.0%	22.2%	41.7%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	11.8%	0.0%	13.8%	6.7%	9.1%	15.4%	6.1%	16.7%	33.3%	8.3%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	5.9%	0.0%	6.9%	13.3%	27.3%	3.8%	6.1%	0.0%	11.1%	8.3%
Offer more innovative financial products	11.8%	33.3%	6.9%	0.0%	18.2%	11.5%	9.1%	8.3%	11.1%	8.3%
Ensure greater selectivity in its work	0.0%	0.0%	0.0%	6.7%	0.0%	3.8%	6.1%	0.0%	0.0%	16.7%
Provide more adequate data/knowledge/statistics/figures on Moldova's economy	5.9%	0.0%	10.3%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%
Engage more effectively with civil society*	0.0%	0.0%	10.3%	13.3%	0.0%	11.5%	78.8%	16.7%	11.1%	16.7%
Increase the level of capacity development in the country	35.3%	0.0%	41.4%	13.3%	27.3%	11.5%	33.3%	16.7%	11.1%	33.3%
Engage more directly with beneficiaries*	11.8%	0.0%	24.1%	46.7%	18.2%	7.7%	12.1%	50.0%	11.1%	41.7%
Improve the quality of its experts as related to Moldova's specific challenges	5.9%	0.0%	6.9%	0.0%	9.1%	7.7%	6.1%	0.0%	11.1%	25.0%
Engage more effectively with private sector*	23.5%	0.0%	17.2%	6.7%	18.2%	50.0%	15.2%	33.3%	22.2%	0.0%
Other*	0.0%	33.3%	0.0%	6.7%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



G. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in Moldova?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank
Never	12.5%	33.3%	3.4%	28.6%	0.0%	20.0%	27.3%	16.7%	11.1%	25.0%
Less than once a year	37.5%	0.0%	10.3%	7.1%	9.1%	24.0%	33.3%	8.3%	0.0%	41.7%
Once a year to a few times a year	6.3%	66.7%	34.5%	42.9%	0.0%	36.0%	12.1%	41.7%	33.3%	33.3%
Less than once a month	6.3%	0.0%	13.8%	14.3%	36.4%	8.0%	9.1%	33.3%	11.1%	0.0%
At least once a month	31.3%	0.0%	20.7%	7.1%	18.2%	12.0%	18.2%	0.0%	33.3%	0.0%
At least once a week	6.3%	0.0%	17.2%	0.0%	36.4%	0.0%	0.0%	0.0%	11.1%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank
Local radio	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	8.3%
Social media	17.6%	33.3%	41.4%	33.3%	27.3%	40.0%	57.6%	25.0%	33.3%	8.3%
International newspapers	5.9%	0.0%	0.0%	0.0%	0.0%	12.0%	3.0%	0.0%	0.0%	0.0%
Local television	35.3%	0.0%	41.4%	26.7%	27.3%	16.0%	15.2%	25.0%	22.2%	25.0%
Internet	88.2%	66.7%	75.9%	60.0%	81.8%	68.0%	81.8%	66.7%	88.9%	91.7%
Periodicals	17.6%	33.3%	6.9%	20.0%	27.3%	20.0%	9.1%	33.3%	33.3%	50.0%
International television	11.8%	0.0%	3.4%	13.3%	9.1%	4.0%	3.0%	0.0%	0.0%	8.3%
Local newspapers	5.9%	0.0%	3.4%	13.3%	9.1%	4.0%	3.0%	0.0%	0.0%	0.0%
Other	5.9%	0.0%	3.4%	13.3%	9.1%	8.0%	3.0%	16.7%	11.1%	0.0%

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank
World Bank Group's publications and other written materials	17.6%	33.3%	20.7%	6.7%	36.4%	8.3%	15.2%	16.7%	22.2%	36.4%
e-Newsletters	52.9%	33.3%	41.4%	60.0%	18.2%	29.2%	36.4%	50.0%	33.3%	54.5%
World Bank Group's seminars/workshops/conferences*	41.2%	0.0%	58.6%	40.0%	36.4%	25.0%	30.3%	0.0%	44.4%	27.3%
Direct contact with World Bank Group	23.5%	33.3%	20.7%	46.7%	54.5%	20.8%	48.5%	58.3%	44.4%	18.2%
World Bank Group's website	47.1%	33.3%	27.6%	20.0%	27.3%	54.2%	36.4%	41.7%	44.4%	54.5%
Social media	5.9%	33.3%	10.3%	20.0%	18.2%	25.0%	12.1%	25.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank
High speed/WiFi	92.9%	100.0%	85.7%	73.3%	81.8%	80.0%	72.7%	100.0%	77.8%	75.0%
Dial-up	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	9.1%	0.0%	11.1%	16.7%
Mobile	7.1%	0.0%	14.3%	20.0%	18.2%	20.0%	18.2%	0.0%	11.1%	8.3%

H. Background Information

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank
Yes	52.6%	0.0%	77.8%	33.3%	90.9%	38.7%	24.3%	76.9%	80.0%	25.0%
No	47.4%	100.0%	22.2%	66.7%	9.1%	61.3%	75.7%	23.1%	20.0%	75.0%

*Significantly different between stakeholder groups

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Moldova?* (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank
The World Bank (IBRD/IDA)	88.9%	0.0%	96.4%	85.7%	90.9%	58.3%	75.0%	100.0%	87.5%	100.0%
The International Finance Corporation (IFC)	0.0%	0.0%	3.6%	14.3%	9.1%	41.7%	25.0%	0.0%	12.5%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

**H. Background Information (continued)**

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank
Observer*	27.8%	33.3%	8.8%	70.6%	7.7%	37.9%	50.0%	64.3%	30.0%	18.2%
Use World Bank Group reports/data	33.3%	33.3%	23.5%	11.8%	53.8%	31.0%	19.4%	50.0%	10.0%	45.5%
Engage in World Bank Group related/sponsored events/activities*	16.7%	0.0%	52.9%	11.8%	30.8%	13.8%	33.3%	7.1%	70.0%	18.2%
Collaborate as part of my professional duties*	55.6%	0.0%	67.6%	29.4%	69.2%	17.2%	16.7%	21.4%	30.0%	36.4%
Use World Bank Group website for information, data, research, etc.*	16.7%	66.7%	8.8%	5.9%	15.4%	44.8%	19.4%	21.4%	10.0%	36.4%

*Significantly different between stakeholder groups



Appendix C: Responses to Indicator Questions by Geographic Location¹⁸

● Chisinau N=158 ● Outside Chisinau N=43

A. General Issues Facing Moldova

	Chisinau			Outside Chisinau		
	N	Mean	SD	N	Mean	SD
To what extent do you trust the World Bank Group to do what is right?	137	7.67	1.85	40	8.03	1.53

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

B. Overall Attitudes toward the World Bank Group

	Chisinau			Outside Chisinau		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Moldova.	123	7.39	1.89	38	7.34	1.99

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

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

(1-Strongly disagree, 10-Strongly agree)

	Chisinau			Outside Chisinau		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Moldova	129	7.37	2.04	40	7.33	1.95
The World Bank Group's work is aligned with what I consider the development priorities for Moldova	124	7.24	2.01	39	7.44	1.57

¹⁸ 201 respondents provided information about their geographic location (question H9 in the questionnaire).

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

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

	Chisinau			Outside Chisinau		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	116	7.24	1.79	36	6.81	1.83
Flexibility (in terms of the institution's products and services)	114	6.88	1.93	36	6.78	1.81
Flexibility (in terms of changing country circumstances)	110	6.66	1.93	33	6.76	1.66
Being inclusive	98	7.38	1.81	30	7.17	1.51
Openness (sharing data and other information)	117	7.67	1.77	34	7.09	1.90
Collaboration with the Government	111	7.89	1.63	33	7.67	1.22
The speed in which it gets things accomplished on the ground	109	6.79	1.86	33	6.82	1.78
Helping to bring discipline/effective supervision to implementation of investment projects	114	7.29	1.94	35	7.77	1.70
Collaboration with civil society	104	6.82	2.11	36	6.58	1.95
Staff accessibility	112	7.46	2.04	33	7.00	1.84
Collaboration with other donors and development partners	97	7.71	1.70	31	7.48	1.95
Collaboration with the private sector	96	6.74	1.97	29	6.55	2.32
Straightforwardness and honesty	117	7.95	1.85	32	8.03	1.66
Treating clients and stakeholders in Moldova with respect	112	8.27	1.70	33	8.15	1.50
Being a long-term partner	118	8.47	1.76	35	7.86	1.87

C. World Bank Group's Effectiveness and Results

	Chisinau			Outside Chisinau		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Moldova?	114	7.11	1.84	33	7.12	2.04

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

	Chisinau			Outside Chisinau		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Moldova?	107	6.93	1.85	33	7.09	1.84

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

	Chisinau			Outside Chisinau		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Moldova	117	7.31	1.74	32	7.00	2.03
The World Bank Group meets Moldova's needs for knowledge services	118	7.21	1.84	31	7.00	2.11

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

	Chisinau			Outside Chisinau		
	N	Mean	SD	N	Mean	SD
Are adaptable to Moldova's specific development challenges and country circumstances	109	7.30	1.92	28	7.32	1.87

	Chisinau			Outside Chisinau		
	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?	116	7.48	1.82	32	7.91	1.57
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	111	7.65	1.74	26	8.00	2.00

*(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)*

	Chisinau			Outside Chisinau		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Moldova	91	7.22	2.15	28	7.39	1.99
Where country systems are adequate, the World Bank Group makes appropriate use of them	75	7.72	1.88	27	8.33	1.71



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁹

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 FY19 Moldova COS questionnaire: All 10-point scale questions and questions B4, B6, B7, and F1.

● Collaborating with the WBG N=97 ● Not collaborating with the WBG N=97

A. General Issues Facing Moldova

To what extent do you trust each of the following groups to do what is right? (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
The national/federal government*	85	6.04	2.61	83	4.48	2.29
Bilateral organizations	88	7.33	1.80	85	6.96	1.97
The World Bank Group*	91	8.04	1.73	81	7.43	1.75
The International Monetary Fund*	89	7.48	1.99	83	6.86	2.16
UN	85	7.52	1.99	82	7.16	2.05
European Union	88	8.13	1.73	84	7.87	1.83
Regional development banks	86	7.52	1.89	79	7.28	1.70
National Bank of Moldova*	86	5.73	2.30	82	4.91	2.23
International private sector	84	6.88	1.75	83	6.51	1.98
Domestic private sector	85	6.29	2.17	83	6.17	1.91
International civil society	84	6.58	2.15	83	6.64	2.16
Domestic civil society	84	5.95	2.05	83	5.94	2.13
Faith-based institutions*	79	5.08	2.26	78	4.12	2.37
Domestic traditional media and their web presence	88	5.07	2.22	87	4.79	2.33
International media and their web presence	87	6.26	1.94	86	6.43	1.91
Web based media	83	5.78	2.21	85	5.78	2.13

*Significantly different between collaborators and non-collaborators

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 Moldova?*	90	7.33	1.87	89	5.54	2.46

(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 Moldova.*	86	7.74	1.83	72	6.89	1.93

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

¹⁹ Only 194 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

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

	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 Moldova solve its most complicated development challenges?*	83	8.08	1.58	70	7.24	1.88

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Energy	10.0%	6.7%
Water and sanitation	6.7%	5.6%
Pollution	2.2%	3.3%
Job creation/employment	16.7%	22.2%
Health	18.9%	13.3%
Financial sector	8.9%	10.0%
Social protection	5.6%	4.4%
Gender equity	0.0%	1.1%
Private sector development	18.9%	18.9%
Education	32.2%	24.4%
Public sector governance/reform	24.4%	21.1%
Global/regional integration	3.3%	5.6%
Food safety	1.1%	1.1%
Urban development*	3.3%	11.1%
Judiciary reform	10.0%	14.4%
Economic growth	40.0%	27.8%
Disaster risk management	1.1%	1.1%
Equality of opportunity	1.1%	0.0%
Non-communicable diseases	0.0%	0.0%
Information and communications technology	6.7%	3.3%
Transport	11.1%	16.7%
Agriculture and rural development	11.1%	20.0%
Trade and exports	13.3%	5.6%
Crime and violence	0.0%	1.1%
Environment and natural resource management	3.3%	10.0%
Climate change	3.3%	4.4%
Poverty reduction*	22.2%	8.9%
Anti-corruption*	17.8%	34.4%

*Significantly different between collaborators and non-collaborators



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 Moldova?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Not willing to honestly criticize policies and reform efforts in the country	16.1%	16.7%
Staff too inaccessible	6.9%	2.4%
Not collaborating enough with private sector	9.2%	17.9%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	3.4%	1.2%
Not aligned with country priorities	5.7%	4.8%
Not adequately sensitive to political/social realities in Moldova	11.5%	15.5%
Too influenced by developed countries	5.7%	8.3%
World Bank Group's processes too slow and complex	16.1%	14.3%
Not adequately flexible	9.2%	7.1%
Not sufficiently focused on sustainable results	16.1%	9.5%
Not collaborating enough with civil society	9.2%	19.0%
Not enough public disclosure of its work	14.9%	15.5%
Arrogant in its approach	3.4%	1.2%
Inadequate World Bank Group's staffing in Moldova	2.3%	2.4%
Other	5.7%	3.6%
Don't know	13.8%	16.7%

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	2.3%	1.1%
To a somewhat sufficient degree	34.5%	28.7%
To a somewhat insufficient degree	40.2%	34.5%
To a very insufficient degree	8.0%	11.5%
Don't know	14.9%	24.1%

To what extent do you agree with the following statements about the World Bank Group's work in Moldova?
(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 Moldova*	84	7.74	1.98	81	6.86	1.96
The World Bank Group's work is aligned with what I consider the development priorities for Moldova*	85	7.65	1.96	76	6.83	1.75

*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	82	7.45	1.79	68	6.66	1.72
Flexibility (in terms of the institution's products and services)*	80	7.18	1.93	68	6.43	1.80
Flexibility (in terms of changing country circumstances)	77	6.94	1.88	65	6.35	1.82
Being inclusive	69	7.61	1.69	59	7.03	1.73
Openness (sharing data and other information)	80	7.70	1.66	68	7.22	1.95
Collaboration with the Government*	74	8.03	1.60	67	7.51	1.44
The speed in which it gets things accomplished on the ground*	75	7.08	1.88	64	6.31	1.65
Helping to bring discipline/effective supervision to implementation of investment projects	78	7.60	1.80	68	7.04	1.96
Collaboration with civil society	70	6.91	2.01	68	6.54	2.10
Staff accessibility	80	7.59	2.07	64	7.03	1.89
Collaboration with other donors and development partners	71	7.77	1.91	57	7.47	1.56
Collaboration with the private sector	63	7.00	2.12	60	6.33	1.95
Straightforwardness and honesty	78	8.06	1.92	70	7.80	1.66
Treating clients and stakeholders in Moldova with respect	79	8.19	1.79	65	8.25	1.49
Being a long-term partner	83	8.47	1.95	69	8.12	1.60

**Significantly different between collaborators and non-collaborators*



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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	42	6.81	2.33	40	6.73	2.26
Gender equity	48	7.23	2.10	48	7.23	2.17
Private sector development*	57	7.72	2.09	53	6.74	1.98
Education	63	7.73	2.12	59	7.03	1.96
Public sector governance/reform*	67	7.63	2.15	56	6.84	2.09
Global/regional integration	47	7.47	1.90	48	7.04	2.00
Food safety	50	6.96	2.34	40	6.18	2.19
Energy	53	7.42	2.45	48	6.85	2.27
Water and sanitation	54	7.43	2.32	52	7.52	1.85
Job creation/employment	55	7.13	2.34	51	6.51	2.42
Health	58	7.28	2.32	50	7.10	2.09
Financial sector	59	7.44	2.25	54	6.91	2.15
Transport	60	7.37	2.36	54	6.80	2.00
Agriculture and rural development	59	7.54	2.18	45	6.96	2.00
Trade and exports	54	7.30	2.04	42	6.52	2.23
Environment and natural resource management	52	7.48	2.31	44	7.02	2.09
Climate change	48	7.23	2.34	40	6.70	2.21
Poverty reduction	62	7.15	2.29	51	6.33	2.34
Anti-corruption	53	6.85	2.51	49	6.10	2.97
Judiciary reform*	50	7.10	2.60	46	5.61	3.14
Economic growth	64	7.47	2.12	56	6.84	2.38
Disaster risk management	43	6.77	2.46	41	6.54	1.96
Equality of opportunity	51	7.57	2.44	51	7.37	1.75
Non-communicable diseases	31	6.42	2.45	38	6.68	2.08
Information and communications technology	52	7.52	2.10	47	7.60	1.70

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Moldova?*	75	7.44	1.96	69	6.71	1.75

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Moldova?	72	7.07	1.92	65	6.83	1.80

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

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

	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 Moldova*	77	7.56	1.70	70	6.83	1.87
The World Bank Group meets Moldova's needs for knowledge services	78	7.37	1.79	69	6.93	2.02

(1- Strongly disagree, 10- Strongly agree) *Significantly different between collaborators and non-collaborators

How effectively does the World Bank Group support Moldova's efforts ... ? (1-Not effectively at all, 10-Very effectively)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government	67	6.93	2.17	53	6.51	1.81
To develop better and stronger data collection/analytics systems within the Government	67	7.10	1.99	57	6.96	1.74
To strengthen the country's crisis preparedness	61	6.92	2.02	51	6.75	1.96
To identify and monitor risks	64	7.30	2.00	55	7.09	1.84

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group's SCD and CPF activities support Moldova's efforts to manage crisis related risks?	30	6.70	2.32	17	6.94	1.78

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

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

In Moldova, 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	78	7.96	1.79	69	7.83	1.78
Include appropriate level of stakeholder involvement during preparation	74	7.51	2.02	58	7.38	1.62
Lead to practical solutions	74	7.43	1.98	61	7.07	1.82
Are source of relevant information on global good practices	76	8.13	1.86	65	8.09	1.54
Are adequately disseminated and accessible	74	7.72	2.04	61	7.26	1.65
Are translated enough into local language	68	7.82	2.15	59	7.71	1.61
Are adaptable to Moldova's specific development challenges and country circumstances	75	7.44	2.01	61	7.10	1.77

	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?	76	7.61	1.93	70	7.48571	1.60

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	73	7.89	1.68	63	7.48	1.91

(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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	57	7.93	2.05	39	7.38	1.80
The World Bank Group effectively monitors and evaluates the projects and programs it supports	73	8.12	1.82	56	7.75	1.89
The World Bank Group's approvals and reviews are done in a timely fashion	63	7.86	1.82	50	7.46	1.63
The World Bank Group's Environmental and Social Framework requirements are reasonable	56	8.11	1.77	45	7.60	1.68
The World Bank Group's conditions on its lending are reasonable*	58	8.03	1.56	43	6.98	2.14
The World Bank Group takes decisions quickly in Moldova*	68	7.74	1.88	50	6.58	2.24
Working with the World Bank Group increases Moldova's institutional capacity	76	8.28	1.64	62	7.74	2.06
Where country systems are adequate, the World Bank Group makes appropriate use of them	53	8.23	1.69	46	7.50	2.00

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Moldova?	34	7.29	1.95	39	6.49	1.96

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

**F. The future role of the World Bank Group in Moldova**

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Offer more innovative knowledge services	7.3%	10.0%
Collaborate more effectively with Government clients	19.5%	12.5%
Work faster	3.7%	2.5%
Reduce the complexity of obtaining World Bank Group financing	24.4%	27.5%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	11.0%	12.5%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	11.0%	5.0%
Offer more innovative financial products	12.2%	7.5%
Ensure greater selectivity in its work	1.2%	6.3%
Provide more adequate data/knowledge/statistics/figures on Moldova's economy	4.9%	2.5%
Engage more effectively with civil society*	13.4%	32.5%
Increase the level of capacity development in the country	30.5%	22.5%
Engage more directly with beneficiaries	20.7%	23.8%
Improve the quality of its experts as related to Moldova's specific challenges	9.8%	5.0%
Engage more effectively with private sector	18.3%	23.8%
Other	1.2%	2.5%

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to Selected Questions by Year²⁰

All data presented in this appendix are weighted. As a result, means of the FY 2019 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2016 respondents and the total number of respondents indicated may differ from those reported in the FY 2016 COS report.

- FY 2016 Number of comparable respondents = 241
- FY 2019 Number of comparable respondents = 199

By weighting, the FY 2016 and FY 2019 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2016	FY 2019
Office of the President/Prime Minister/Minister	8.5%	8.5%
Office of Parliamentarian	2.0%	2.0%
Government Institutions	25.0%	25.0%
Local Government Office or Staff	10.0%	10.0%
Bilateral/Multilateral Agency/Embassy	7.0%	7.0%
Civil Society	20.0%	20.0%
Private Sector	13.5%	13.5%
Academia	7.0%	7.0%
Media	7.0%	7.0%

B. Overall Attitudes toward the World Bank Group

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Moldova?	233	6.05	2.38	185	6.44	2.39

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Moldova.	204	7.37	1.75	161	7.40	1.88

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Moldova solve its most complicated development challenges?	188	7.82	1.72	155	7.71	1.74

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

²⁰ Only those questions that were asked in the FY 2016 and FY 2019 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

To what extent do you believe that the World Bank Group's work and support help the poorest in Moldova?

(Select only ONE response)

Percentage of Respondents	FY 2016	FY 2019
To a fully sufficient degree	4.8%	2.2%
To a somewhat sufficient degree	33.9%	31.3%
To a somewhat insufficient degree	29.6%	37.4%
To a very insufficient degree	16.5%	9.5%
Don't know	15.2%	19.6%

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Moldova	212	7.44	1.75	168	7.38	1.99
The World Bank Group's work is aligned with what I consider the development priorities for Moldova	201	7.29	1.97	163	7.28	1.87

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

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	184	6.91	1.89	152	7.16	1.79
Flexibility (in terms of the institution's products and services)	173	6.47	1.86	150	6.87	1.90
Flexibility (in terms of changing country circumstances)	174	6.49	1.95	143	6.71	1.86
Being inclusive	155	6.99	1.77	128	7.36	1.72
Openness (sharing data and other information)	181	7.58	1.84	151	7.55	1.79
Collaboration with the Government	182	7.81	1.64	145	7.84	1.52
The speed in which it gets things accomplished on the ground	170	6.67	1.89	143	6.80	1.80
Helping to bring discipline/effective supervision to implementation of investment projects ¹				149	7.40	1.88
Collaboration with civil society	166	6.62	2.28	140	6.77	2.06
Staff accessibility	168	7.09	2.26	145	7.38	1.98
Collaboration with other donors and development partners	156	7.54	1.86	129	7.63	1.76
Collaboration with the private sector	145	6.46	2.17	124	6.72	2.02
Straightforwardness and honesty	168	8.17	1.77	149	7.96	1.80
Treating clients and stakeholders in Moldova with respect	172	8.36	1.63	145	8.25	1.63
Being a long-term partner	175	8.58	1.48	153	8.33	1.78

¹ Only FY 2019 questionnaire had this response option.



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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Social protection	93	6.93	2.25	81	6.83	2.28
Gender equity	67	6.67	2.35	95	7.22	2.12
Private sector development ⁱ	114	7.07	2.19	110	7.27	2.07
Education	116	7.34	2.22	121	7.45	2.04
Public sector governance/reform	124	6.87	2.26	122	7.31	2.12
Global/regional integration	83	6.95	2.29	94	7.30	1.94
Food safety ⁱⁱ	82	6.98	2.13	89	6.65	2.29
Energy	99	7.43	1.94	100	7.20	2.35
Water and sanitation	100	7.38	1.84	105	7.51	2.08
Job creation/employment	105	6.56	2.07	105	6.89	2.38
Health ⁱⁱⁱ				107	7.23	2.20
Financial sector ^{iv}	83	6.72	2.27	113	7.21	2.23
Transport	114	7.60	1.78	112	7.14	2.19
Agriculture and rural development ^v	123	7.22	2.05	104	7.31	2.12
Trade and exports	102	6.95	2.06	96	7.04	2.11
Environment and natural resource management ^{*vi}	59	6.35	2.29	96	7.33	2.19
Climate change	70	6.59	2.54	88	7.06	2.29
Poverty reduction	130	7.19	2.10	115	6.86	2.32
Anti-corruption	110	6.42	2.51	101	6.49	2.75
Judiciary reform ⁱⁱⁱ				95	6.46	2.91
Economic growth	128	7.19	2.15	119	7.23	2.24
Disaster risk management ^{vii}	64	6.88	2.25	83	6.66	2.22
Equality of opportunity*	77	6.78	2.06	101	7.48	2.12
Non-communicable diseases ⁱⁱⁱ				67	6.54	2.27
Information and communications technology	81	7.32	1.89	98	7.58	1.91

*Significantly different between FY2016 and FY2019

ⁱ In FY 2016, the category was "Private sector development and foreign direct investment"

ⁱⁱ In FY 2016, the category was "Food security"

ⁱⁱⁱ Only FY 2019 questionnaire had this response option

^{iv} In FY 2016, the category was "Financial markets"

^v In FY 2016, 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 2019 "Agriculture, irrigation, and rural development" category.

^{vi} In FY 2016, the category was "Natural resource management"

^{vii} In FY 2016, the category was "Disaster management"

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Moldova?	178	7.03	1.84	147	7.13	1.86

(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 Moldova?

(1-Strongly disagree, 10-Strongly agree)

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Moldova*	170	6.78	2.04	149	7.25	1.79
The World Bank Group meets Moldova's needs for knowledge services	177	7.28	1.91	149	7.18	1.89

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 2016	FY 2019
Weekly	3.9%	4.8%
Monthly	25.1%	17.9%
A few times a year	38.9%	39.9%
Rarely	25.1%	25.6%
Never	6.9%	11.9%

In Moldova, 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 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Are timely	174	8.07	1.65	148	7.97	1.75
Include appropriate level of stakeholder involvement during preparation	154	7.57	1.60	134	7.50	1.84
Lead to practical solutions	167	7.46	1.67	138	7.35	1.90
Are source of relevant information on global good practices	179	8.27	1.59	142	8.15	1.70
Are adequately disseminated and accessible ⁱ	166	7.41	1.95	137	7.56	1.86
Are translated enough into local language	163	7.48	2.00	128	7.78	1.89
Are adaptable to Moldova's specific development challenges and country circumstances	160	7.14	2.01	137	7.32	1.88

ⁱ In FY 2016, the category was "Are adequately disseminated"

	FY 2016			FY 2019		
	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?	178	7.83	1.69	148	7.57	1.77
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	168	7.73	1.79	137	7.73	1.74

(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 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	108	6.86	1.95	98	7.73	1.94
The World Bank Group effectively monitors and evaluates the projects and programs it supports	143	7.68	1.85	133	8.01	1.84
The World Bank Group's approvals and reviews are done in a timely fashion	129	7.39	1.84	116	7.76	1.73
The World Bank Group's Environmental and Social Framework requirements are reasonable ⁱ	103	7.58	1.80	102	7.91	1.75
The World Bank Group's conditions on its lending are reasonable	130	7.34	1.96	103	7.61	1.88
The World Bank Group takes decisions quickly in Moldova	124	6.88	2.22	119	7.28	2.12
Working with the World Bank Group increases Moldova's institutional capacity	162	8.06	1.68	143	8.05	1.84
Where country systems are adequate, the World Bank Group makes appropriate use of them	112	7.73	1.88	101	7.89	1.83

*Significantly different between FY2016 and FY2019

ⁱ In FY 2016, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Moldova? (Choose no more than TWO)									
			Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
	Not collaborating with the WBG	Collaborating with the WBG	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
To what extent do you trust The World Bank Group to do what is right?	7.43	8.04	7.93	7.37	7.67	7.92	7.56	8.16	7.55	8.06	7.72	7.81
Overall, please rate your impression of the World Bank Group's effectiveness in Moldova.	6.89	7.74	7.58	6.98	7.25	7.71	7.31	7.59	7.24	7.66	7.38	7.47
Overall the World Bank Group currently plays a relevant role in development in Moldova	6.86	7.74	7.67	6.85	7.25	7.71	7.22	7.83	7.15	7.79	7.46	7.14
The World Bank Group's work is aligned with what I consider the development priorities for Moldova	6.83	7.65	7.56	6.75	7.19	7.52	7.11	7.72	6.95	7.84	7.33	7.15
Responsiveness to needs	6.66	7.45	7.47	6.52	6.97	7.54	7.10	7.29	6.79	7.74	7.19	7.00
Flexibility (in terms of the institution's products and services)	6.43	7.18	7.06	6.53	6.90	6.85	6.84	6.98	6.53	7.46	6.88	6.90
Flexibility (in terms of changing country circumstances)	6.35	6.94	6.93	6.22	6.67	6.74	6.66	6.78	6.34	7.26	6.72	6.61
Being inclusive	7.03	7.61	7.54	6.95	7.21	7.60	7.38	7.26	7.03	7.85	7.34	7.35
Openness (sharing data and other information)	7.22	7.70	7.89	6.86	7.45	7.73	7.53	7.58	7.25	8.00	7.46	7.84
Collaboration with the Government	7.51	8.03	8.04	7.36	7.87	7.76	7.67	8.23	7.53	8.32	7.90	7.59
The speed in which it gets things accomplished on the ground	6.31	7.08	7.01	6.36	6.75	6.89	6.73	6.97	6.57	7.17	6.76	6.93
Helping to bring discipline/effective supervision to implementation of investment projects	7.04	7.60	7.46	7.28	7.36	7.50	7.37	7.48	7.13	7.84	7.56	6.88
Collaboration with civil society	6.54	6.91	6.85	6.59	6.62	7.07	6.93	6.30	6.40	7.38	6.86	6.42
Staff accessibility	7.03	7.59	7.64	6.83	7.23	7.67	7.37	7.37	6.98	7.96	7.44	7.13
Collaboration with other donors and development partners	7.47	7.77	7.76	7.43	7.54	7.89	7.65	7.64	7.43	8.04	7.68	7.54
Collaboration with the private sector	6.33	7.00	6.87	6.37	6.64	6.82	6.69	6.74	6.53	6.98	6.71	6.68
Straightforwardness and honesty	7.80	8.06	8.04	7.78	7.95	7.96	7.87	8.14	7.66	8.40	8.08	7.48
Treating clients and stakeholders in Moldova with respect	8.25	8.19	8.32	8.07	8.18	8.38	8.26	8.20	8.04	8.55	8.24	8.23
Being a long-term partner	8.12	8.47	8.51	7.92	8.12	8.73	8.31	8.32	8.11	8.65	8.33	8.26
To what extent does the World Bank Group's work help to achieve development results in Moldova?	6.71	7.44	7.35	6.66	7.06	7.25	7.12	7.14	6.80	7.63	7.16	7.00
To what extent does the World Bank Group influence the development agenda in Moldova?	6.83	7.07	7.08	6.74	6.88	7.16	6.95	7.02	6.89	7.09	6.97	6.96
The World Bank Group's financial instruments meet the needs of Moldova	6.83	7.56	7.46	6.85	7.11	7.57	7.20	7.41	7.01	7.66	7.29	7.17
The World Bank Group meets Moldova's needs for knowledge services	6.93	7.37	7.32	6.85	7.02	7.46	7.24	7.00	7.02	7.39	7.12	7.36
The World Bank Group's knowledge work and activities are adaptable to Moldova's specific development challenges and country circumstances	7.10	7.44	7.31	7.25	7.39	7.09	7.27	7.34	7.16	7.50	7.33	7.15
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.49	7.61	7.58	7.56	7.60	7.53	7.47	7.85	7.52	7.66	7.60	7.50
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.48	7.89	7.82	7.59	7.78	7.70	7.72	7.83	7.63	7.93	7.76	7.71
The World Bank Group takes decisions quickly in Moldova	6.58	7.74	7.59	6.53	7.34	7.08	7.08	7.65	6.88	7.81	7.35	6.80
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.50	8.23	7.81	8.03	8.07	7.35	7.83	8.00	7.76	8.08	8.00	7.40

Yellow highlight indicates significant difference between Yes and No means.

Appendix G: Moldova FY19 COS Questionnaire



World Bank Group Country Survey FY 2019 – Moldova

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

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 MOLDOVA

A1. When you think about the future in Moldova, are you ... ?	
1	Very pessimistic
2	Somewhat pessimistic
3	Somewhat optimistic
4	Very optimistic
5	Not sure

A2. Do you think that economic opportunity for citizens in Moldova is ... ?	
1	Increasing
2	Decreasing
3	Staying about the same

A3. Listed below are a number of development priorities in Moldova.			
Please identify which of the following you consider the most important development priorities in Moldova. (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	15	Transport (e.g., roads, bridges, transportation)
2	Gender equity (closing the gap between women and men, and boys and girls)	16	Agriculture and rural development
3	Private sector development	17	Trade and exports
4	Education (including skills development)	18	Crime and violence
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Environment and natural resource management (renewables)
6	Global/regional integration	20	Climate change (e.g., mitigation, adaptation)
7	Food safety	21	Poverty reduction
8	Urban development	22	Anti-corruption
9	Energy	23	Judiciary reform
10	Water and sanitation	24	Economic growth
11	Pollution	25	Disaster risk management
12	Job creation/employment	26	Equality of opportunity (i.e., social inclusion)
13	Health	27	Non-communicable diseases
14	Financial sector (including development, stability, and transparency of financial markets)	28	Information and communications technology

SECTION A: GENERAL ISSUES

A4. 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 Moldova? (Choose no more than THREE)			
1	Economic growth	15	Water and sanitation
2	Disaster risk management	16	Pollution
3	Equality of opportunity (i.e., social inclusion)	17	Job creation/employment
4	Non-communicable diseases	18	Health
5	Information and communications technology	19	Financial sector (including development, stability, and transparency of financial markets)
6	Social protection (e.g., pensions, targeted social assistance)	20	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Agriculture and rural development	21	Gender equity (closing the gap between women and men, and boys and girls)
8	Trade and exports	22	Private sector development
9	Crime and violence	23	Education (including skills development)
10	Climate change (e.g., mitigation, adaptation)	24	Global/regional integration
11	Transport (e.g., roads, bridges, transportation)	25	Food safety
12	Energy	26	Urban development
13	Anti-corruption	27	Environment and natural resource management (renewables)
14	Judiciary reform		

A5. When economic and/or social reform efforts fail or are slow to take place in Moldova, which of the following would you attribute this to? (Choose no more than TWO)	
1	Political pressures and obstacles
2	Inadequate level of private sector participation
3	Inadequate level of citizen/civil society participation
4	Inadequate level of donor coordination
5	Reforms are not well thought out in light of country challenges
6	Poor coordination within the government
7	Inadequate level of government accountability
8	Inadequate level of capacity in the government
9	Corruption
10	Private sector involvement and/or influence
11	Other (please specify): _____

SECTION A: GENERAL ISSUES

A6. To what extent do you trust each of the following groups to do what is right?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	The national/federal government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The World Bank Group (World Bank, IFC, MIGA)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	European Union	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Regional development banks (e.g. EBRD, EIB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	National Bank of Moldova	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

A7. Please describe the direction Moldova is moving in, when considering ... ?						
		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1	Human development (e.g., health, education, and social protection)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Equal opportunity for girls and boys, men and women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Growing Moldova's economy in a way that leads to jobs and employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The gap between the rich and the poor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Making government more effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Attracting new sources of foreign investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Climate adaptation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION A: GENERAL ISSUES

A8. Listed below are global challenges. Which do you think have the most serious impact on Moldova? (Choose no more than TWO)

1	Climate change	6	The gap between the rich and the poor
2	Terrorism	7	Environmental degradation
3	Migrants and refugees	8	Fragility in Moldova or neighboring countries
4	Jobs/employment	9	Technology based disruption
5	Trade constraints	10	Geo political uncertainty

A9. When thinking about development efforts in Moldova, do you think that civil society (e.g., NGOs, CBOs) should ... ?

1	Engage significantly less
2	Engage somewhat less
3	Engage somewhat more
4	Engage significantly more
5	Engage at the same level it does currently
6	Don't know

A10. To what extent do you trust domestic private sector to engage in public service delivery in Moldova?

1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

A11. To what extent do you trust international private sector to engage in public service delivery in Moldova?

1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in Moldova?									
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 Moldova.										
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 Moldova 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 Moldova, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Moldova? (Choose no more than THREE)			
1	Energy	15	Judiciary reform
2	Water and sanitation	16	Economic growth
3	Pollution	17	Disaster risk management
4	Job creation/employment	18	Equality of opportunity (i.e., social inclusion)
5	Health	19	Non-communicable diseases
6	Financial sector (including development, stability, and transparency of financial markets)	20	Information and communications technology
7	Social protection (e.g., pensions, targeted social assistance)	21	Transport (e.g., roads, bridges, transportation)
8	Gender equity (closing the gap between women and men, and boys and girls)	22	Agriculture and rural development
9	Private sector development	23	Trade and exports
10	Education (including skills development)	24	Crime and violence
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25	Environment and natural resource management (renewables)
12	Global/regional integration	26	Climate change (e.g., mitigation, adaptation)
13	Food safety	27	Poverty reduction
14	Urban development	28	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 Moldova?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Human capital development	<input type="checkbox"/>	<input type="checkbox"/>
12	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 Moldova? (Choose no more than TWO)	
1	Not willing to honestly criticize policies and reform efforts in the country
2	Staff too inaccessible
3	Not collaborating enough with private sector
4	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
5	Not aligned with country priorities
6	Not adequately sensitive to political/social realities in Moldova
7	Too influenced by developed countries
8	World Bank Group's processes too slow and complex
9	Not adequately flexible
10	Not sufficiently focused on sustainable results
11	Not collaborating enough with civil society (e.g., NGOs, CBOs)
12	Not enough public disclosure of its work
13	Arrogant in its approach
14	Inadequate World Bank Group's staffing in Moldova
15	Other (please specify): _____
16	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 Moldova? (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. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?

1	Increased its emphasis recently
2	Decreased its emphasis recently
3	Emphasis has remained pretty consistent over time
4	Don't know

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	Program beneficiaries	8	Academia/think tanks/research institutes
2	Youth/university groups	9	Parliament
3	National Bank of Moldova	10	Citizens
4	Private sector	11	Foundations
5	Local government	12	Media
6	Donor community	13	Other (please specify): _____
7	NGOs/Community Based Organizations	14	Don't know

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

		Strongly disagree										Strongly agree	Don't know
B10	Overall the World Bank Group currently plays a relevant role in development in Moldova	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 Moldova	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 Moldova, 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 other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B25	Treating clients and stakeholders in Moldova 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"/>

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Moldova? *(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education (including skills development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food safety	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	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Financial sector (including development, stability, and transparency of financial markets)	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	Environment and natural resource management (renewables)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Climate change (e.g., mitigation, adaptation)	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	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Judiciary reform	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"/>	
24	Non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

C2. To what extent does the World Bank Group's work help to achieve development results in Moldova?

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 C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C3. To what extent does the World Bank Group influence the development agenda in Moldova?												
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 Moldova?												
		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 Moldova	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group meets Moldova'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. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Moldova? (Select only ONE response)	
1	Very familiar
2	Somewhat familiar
3	Somewhat unfamiliar
4	Very unfamiliar
5	Don't know

How effectively does the World Bank Group support Moldova's efforts ... ?												
		Not effectively at all								Very effectively		Don't know
C7	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	To develop better and stronger data collection/analytics systems within the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	To strengthen the country's crisis preparedness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	To identify and monitor risks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C11. How effectively does the World Bank Group's SCD and CPF activities support Moldova's efforts to manage crisis related risks? [Please only respond if you are familiar with the WBG's Systematic Country Diagnosis (SCD) and Country Partnership Framework (CPF)]												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not effectively at all									Very effectively		Don't know	

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

D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

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

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

		To no degree at all					To a very significant degree					Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Are adequately disseminated and accessible	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Are adaptable to Moldova's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D9. 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

D10. 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 Environmental and Social Framework 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 Moldova											<input type="checkbox"/>	
E7	Working with the World Bank Group increases Moldova'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"/>	

E9. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Moldova?											
1	2	3	4	5	6	7	8	9	10		
To no degree at all									To a very significant degree	<input type="checkbox"/>	
										Don't know	

E10. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Moldova? (Choose no more than TWO)	
1	Education
2	Health
3	Supporting poor and marginalized local communities
4	Jobs
5	Business development
6	Infrastructure
7	Social cohesion
8	Public services
9	Macro issues (fiscal accounts, balance of payments, etc.)
10	Other (please specify): _____
11	Don't know

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

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

1	Offer more innovative knowledge services
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Work faster
4	Reduce the complexity of obtaining World Bank Group financing
5	Help to bring discipline/effective supervision to implementation of World Bank Group projects
6	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
7	Offer more innovative financial products
8	Ensure greater selectivity in its work
9	Provide more adequate data/knowledge/statistics/figures on Moldova's economy
10	Engage more effectively with civil society (e.g., NGOs, CBOs)
11	Increase the level of capacity development in the country
12	Engage more directly with beneficiaries
13	Improve the quality of its experts as related to Moldova's specific challenges
14	Engage more effectively with private sector
15	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Moldova, 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 Moldova? (Select only ONE response)

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Moldova
6	Don't know

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in Moldova?	
1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

G2. How do you get most of your information about economic and social development issues in Moldova? (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): _____

G3. 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	4	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	5	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	6	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)

G4. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
2	Dial-up
3	Mobile

G5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g. read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current affiliation? (Select only ONE response)			
1	Office of the President, Prime Minister	11	Private Foundation
2	Office of Minister	12	NGO/Community Based Organization
3	Office of Parliamentarian	13	Media (press, radio, TV, web, etc.)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
5	Project Management Unit (PMU) overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	15	Trade Union
6	Local Government Office or Staff	16	Faith-Based Group
7	Bilateral Agency	17	Youth Group
8	Multilateral Agency	18	Academia/Research Institute/Think Tank
9	Private Sector Organization	19	Judiciary Branch
10	Financial Sector/Private Bank	20	Other (please specify): _____

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/IDA, IFC, MIGA, ICSID) in your country?	
1	Yes
2	No

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Moldova? (Select only ONE response)	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

SECTION H: BACKGROUND INFORMATION

H5. Do your projects involve both the World Bank and the IFC?	
1	Yes
2	No

H6. Which of the following describes most of your exposure to the World Bank Group in Moldova? (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.

H7. What's your gender?	
1	Female
2	Male

H8. What's your age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H9. Which best represents your geographic location?	
1	Chisinau
2	Other urban area – Northern part of Moldova
3	Other urban area – Central part of Moldova
4	Other urban area – Southern part of Moldova
5	Rural area

Thank you for completing the survey!