

# FY 2020 Albania Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



**WORLD BANK GROUP**

**August 2020**



## Acknowledgements

The Albania 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, 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 Albania country team and the independent fielding agency IDRA shpk. In particular, PORG is grateful for the support from Evis Sulko (Senior Country Operations Officer) and Ana Gjokutaj (Senior External Affairs Officer) who coordinated the survey related activities from Tirana, Albania.



Country Opinion Surveys  
THE WORLD BANK GROUP



# Table of Contents

I. Objectives .....	3
II. Methodology.....	3
III. Demographics of the Sample.....	4
IV. Overall Context .....	8
V. Overall Attitudes Toward the World Bank Group .....	16
VI. World Bank Group's Support in Development Areas.....	20
VII. World Bank Group's Work and Engagement on the Ground .....	23
VIII. World Bank Group's Knowledge and Instruments .....	28
IX. The Future Role of the WBG in Albania .....	31
X. Communication and Outreach .....	34
XI. Appendices.....	38

## ALBANIA





## I. Objectives

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

- *Overall Context*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Work and Engagement on the Ground*
- *World Bank Group's Support in Development Areas*
- *World Bank Group's Knowledge Work and Activities*
- *The Future Role of the World Bank Group in Albania*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From April to May 2020, 660 stakeholders of the WBG in Albania 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; independent government institutions; the judiciary system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community based organizations; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the media; and other organizations.

A total of 393 stakeholders participated in the survey (60% response rate). Respondents filled out the questionnaire via the online survey platform Qualtrics.

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

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'17 (response rate was 63%, N=332). 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'17 COS report and the non-weighted data presented in appendices A, B, C and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 72).

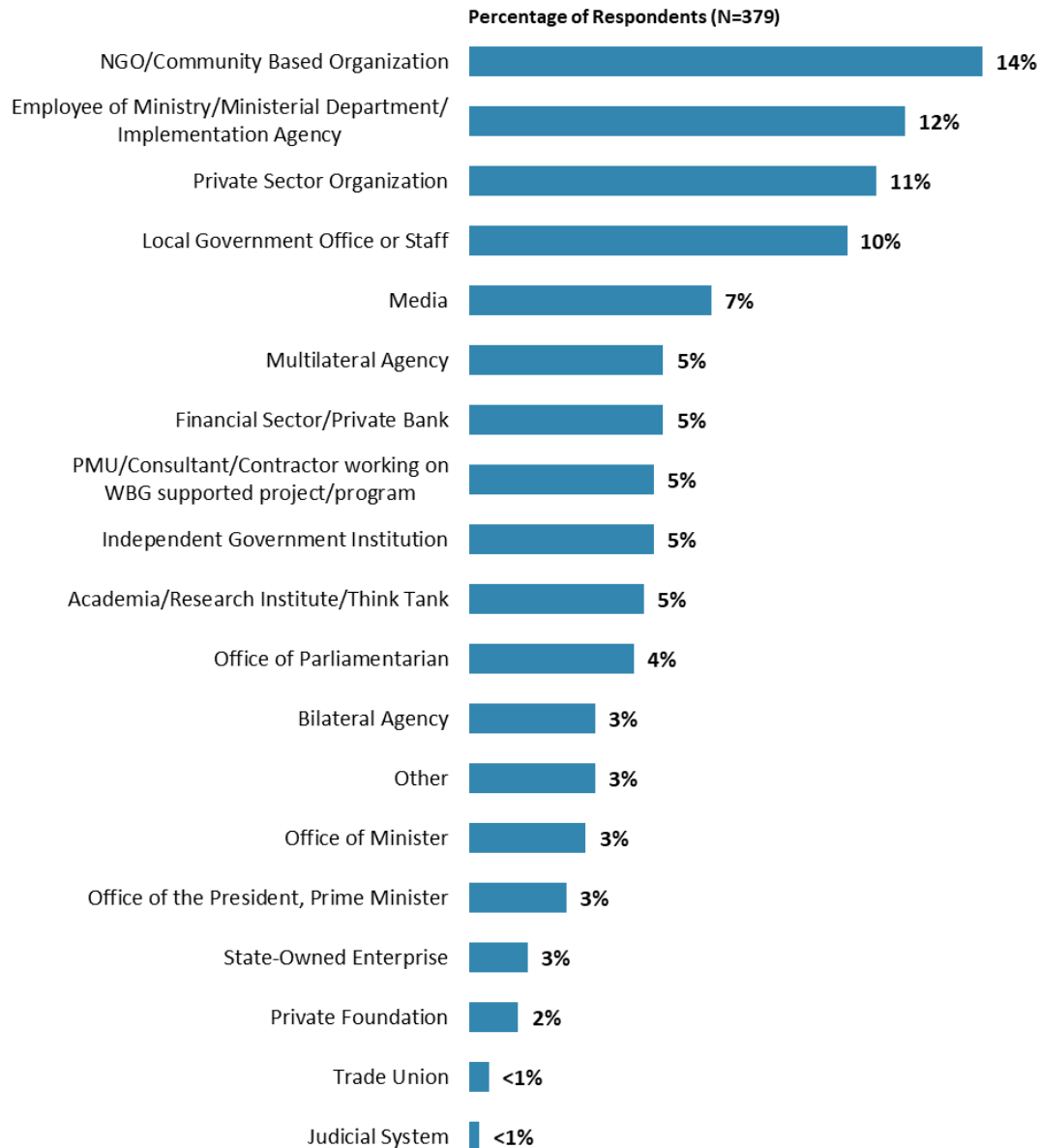
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Position

- Note that for further analyses, some respondent groups were combined.<sup>1</sup>



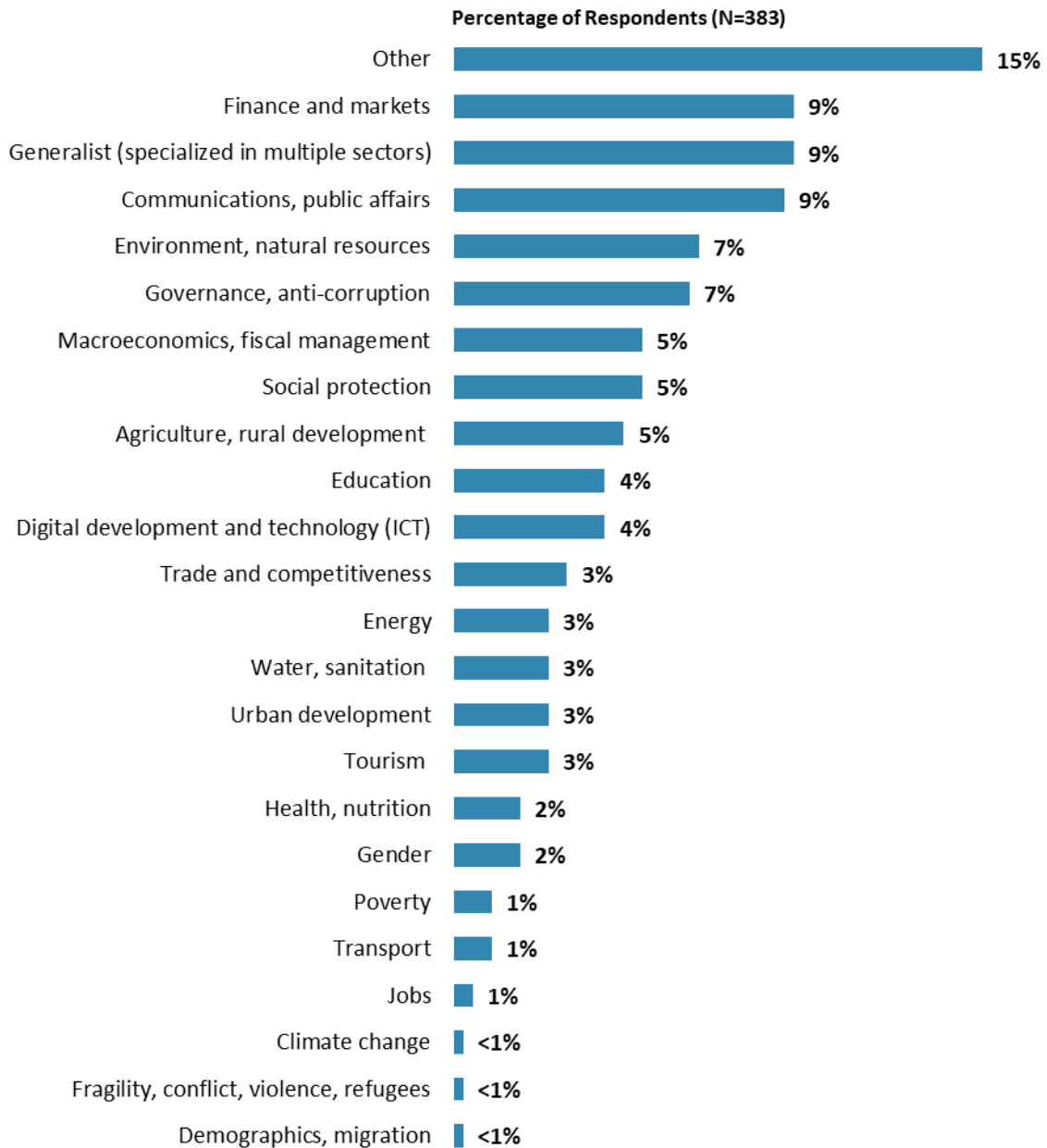
**“Which of the following best describes your current position?”**  
(Respondents chose from a list.)

<sup>1</sup> Respondents from the office of the President/Prime Minister were combined with the 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 NGOs/community based organizations, and trade unions, were combined in the “CSO” category. A small number of respondents from the judicial system and state-owned enterprises were combined in the “Other” category. There were no respondents from faith-based groups and youth groups.



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

#### Area of Primary Specialization

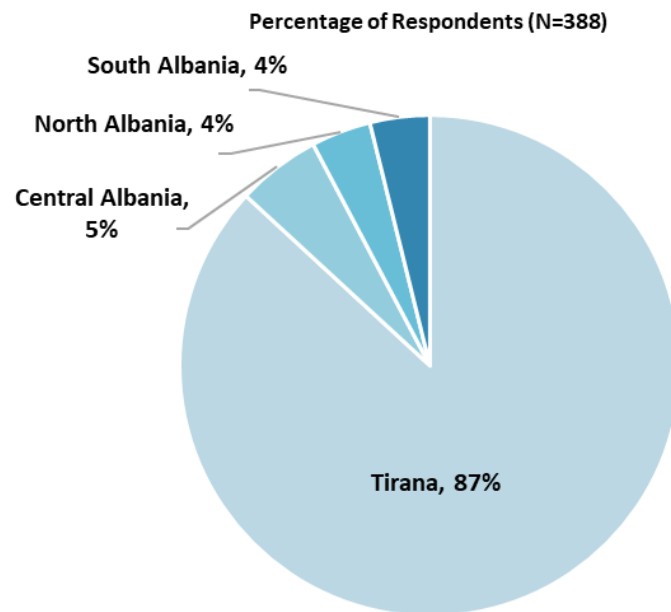


**"Please identify the primary specialization of your work."**  
(Respondents chose from a list.)



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

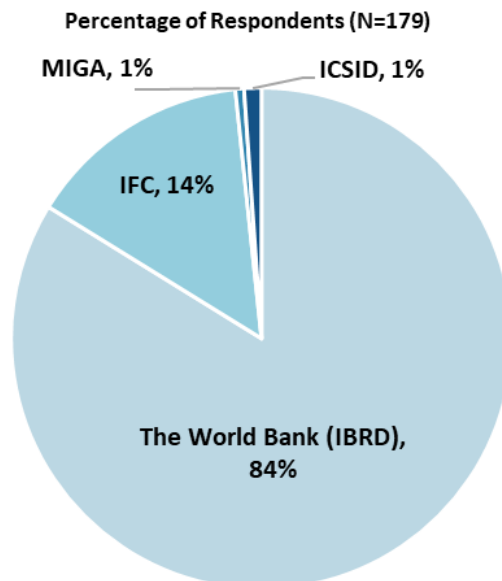
#### Geographic Locations



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

---

#### Exposure to Agencies within the World Bank Group



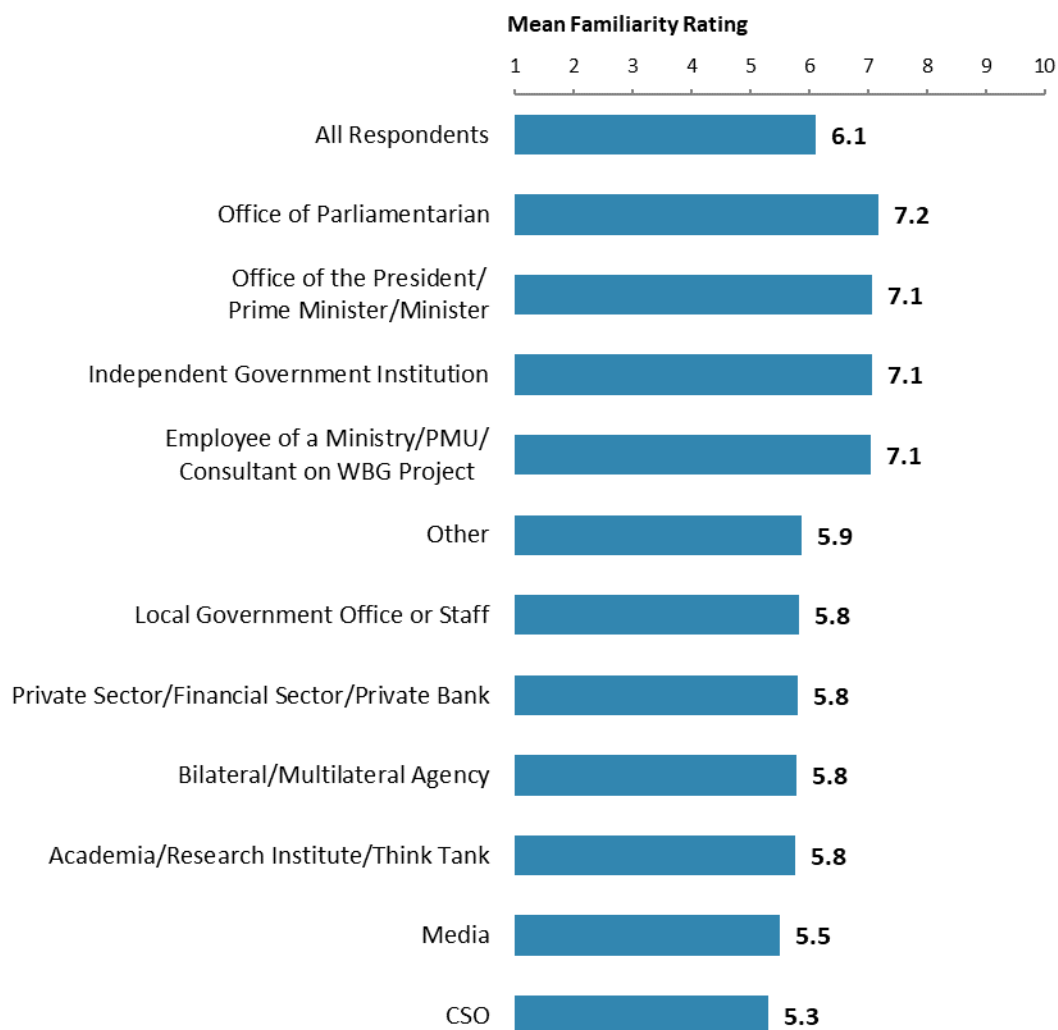
"Which of the following agencies of the World Bank Group  
do you primarily collaborate/work with in Albania?"  
(Respondents chose from a list.)



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly lower levels of familiarity with the WBG compared to respondents in the FY'17 Country Survey (weighted mean in FY'20 = 6.1; weighted mean in FY'17 = 6.7)<sup>2</sup>.
- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their agreement that the WBG plays a relevant role in Albania's development and significantly, moderately correlated with their ratings for the WBG's overall effectiveness in Albania and with the ratings of the extent to which the WBG's work helps to achieve development results in Albania.



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

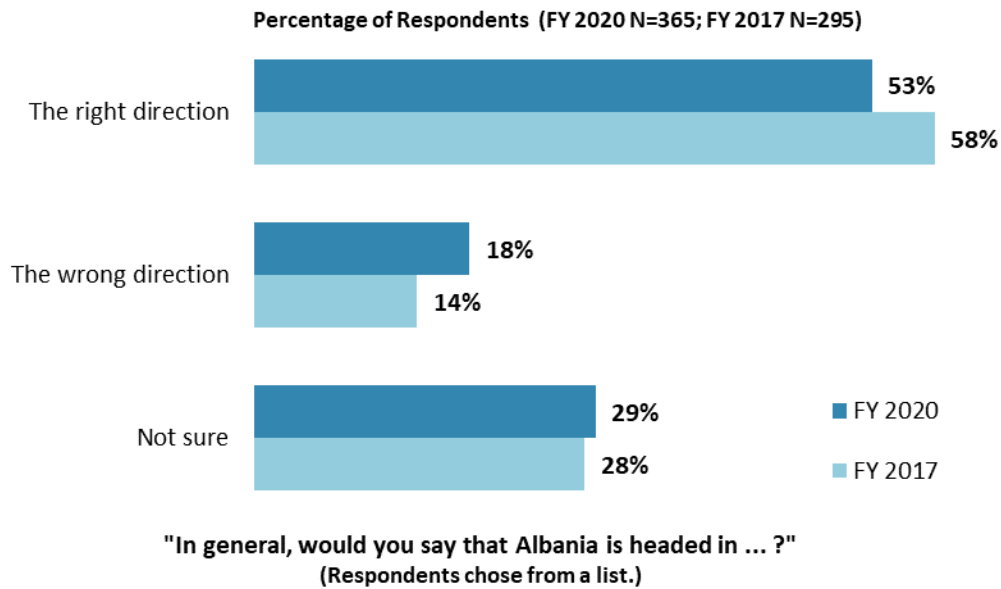
<sup>2</sup> The means in the chart were calculated based on un-weighted data. Please refer to Appendix D (page 72) for more details on weighting.



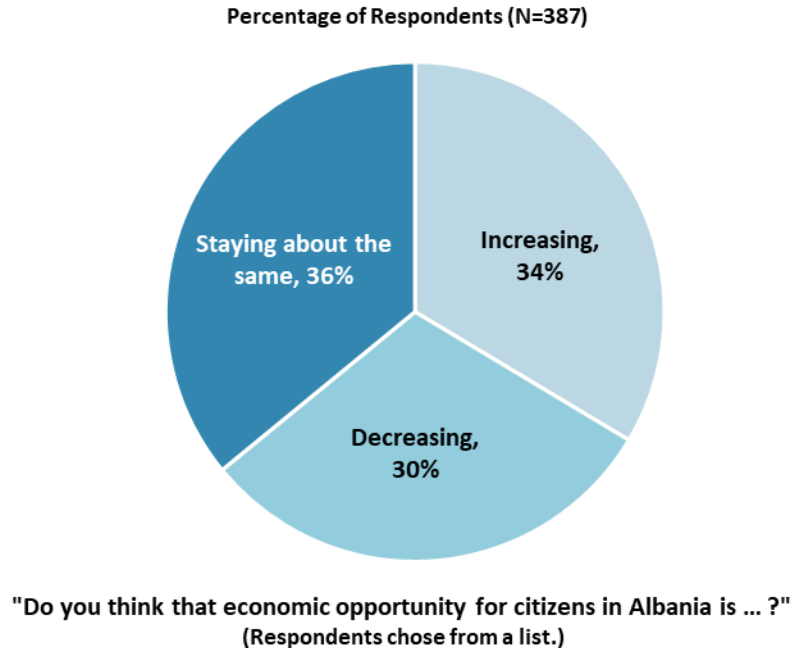


## IV. Overall Context

### Headed in the Right Direction<sup>3</sup>



### Perceptions of Economic Opportunity

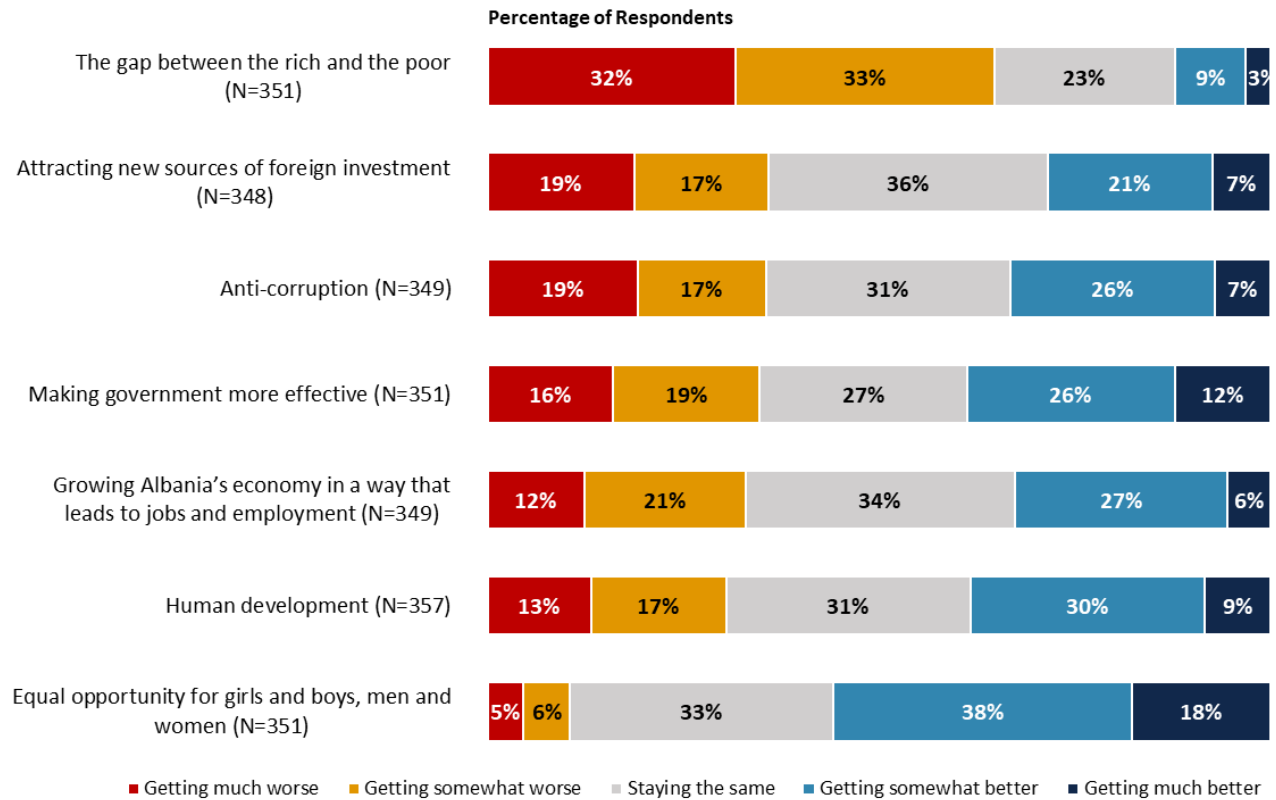


<sup>3</sup> Percentages presented in this chart were calculated based on weighted data.



## IV. Overall Context (continued)

### Perceptions of Improvement and Decline in Specific Areas



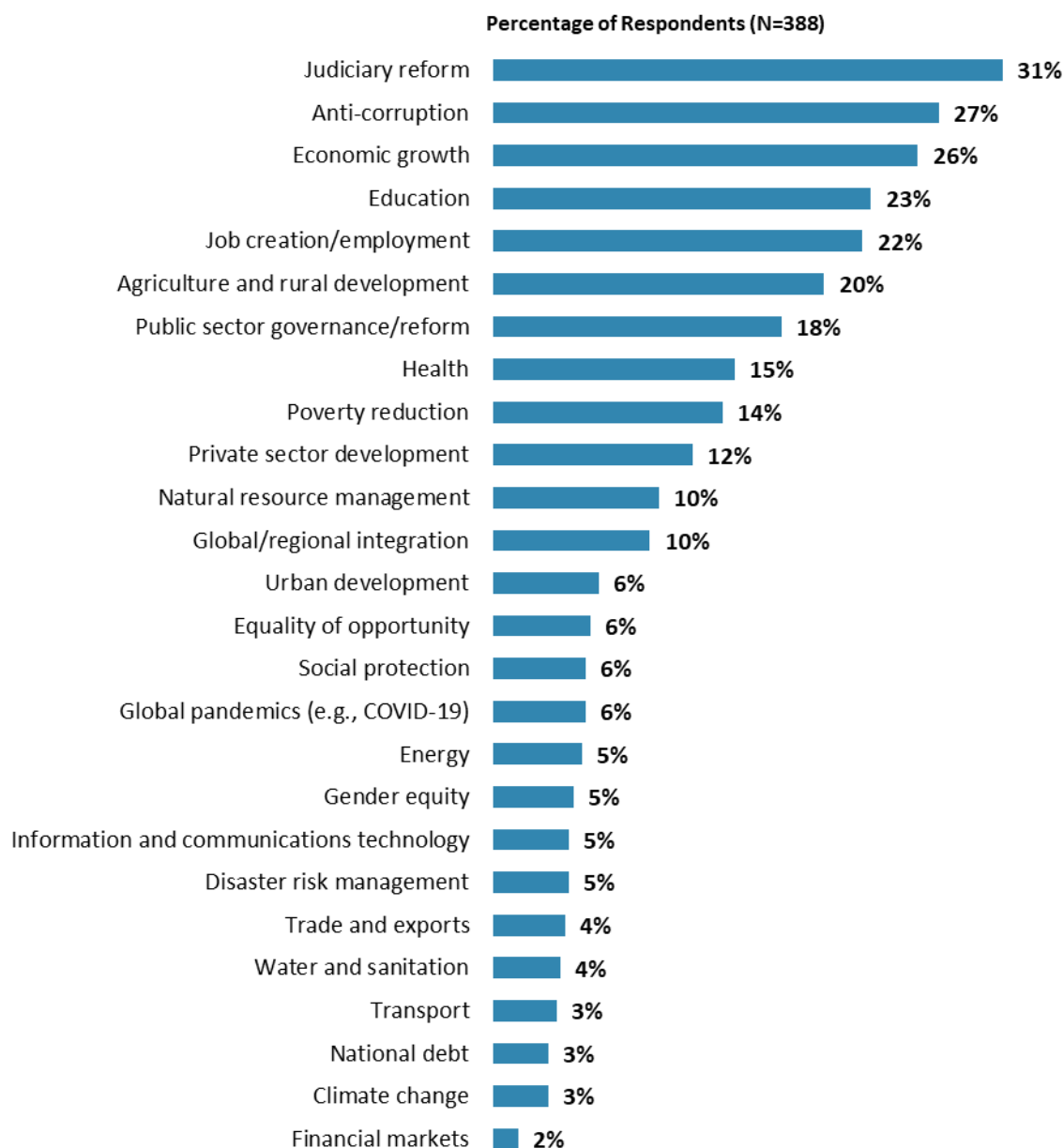
"Please describe the direction Albania is moving in, when considering ... ?"  
(Respondents chose from a list.)



## IV. Overall Context (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the most important development priorities in Albania were “*judiciary reform*” (38%), “*education*” (28%), “*public sector governance/reform*” (24%), “*anti-corruption*” (23%), and “*economic growth*” (20%).



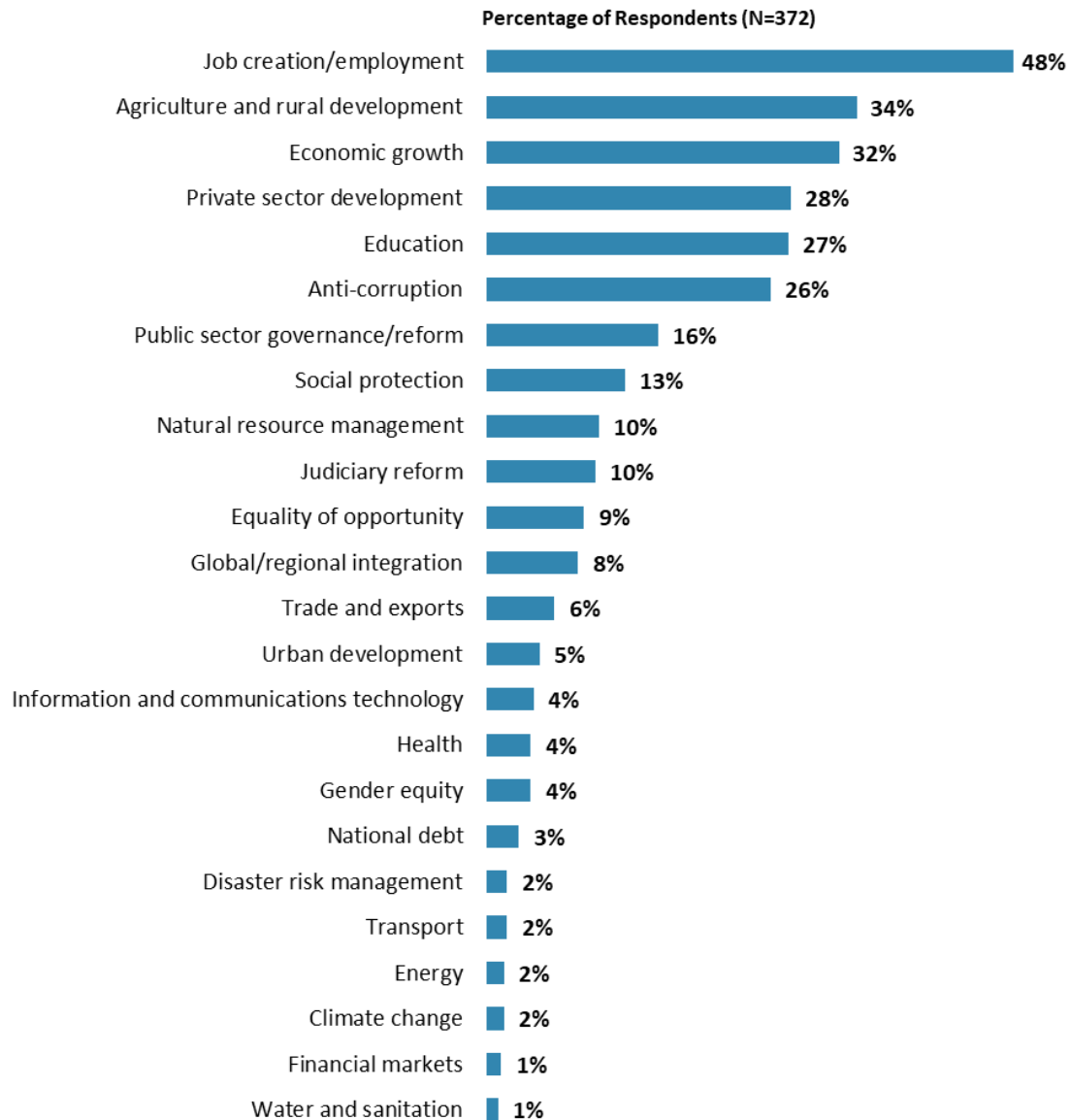
"Listed below are a number of development priorities in Albania. Please identify which of the following you consider the most important development priorities in Albania. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined.)



## IV. Overall Context (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the biggest contributors to poverty reduction in Albania were “*job creation/employment*” (44%), “*economic growth*” (39%), “*agriculture and rural development*” (33%), “*private sector development*” (26%), and “*education*” (22%).



"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 Albania?"

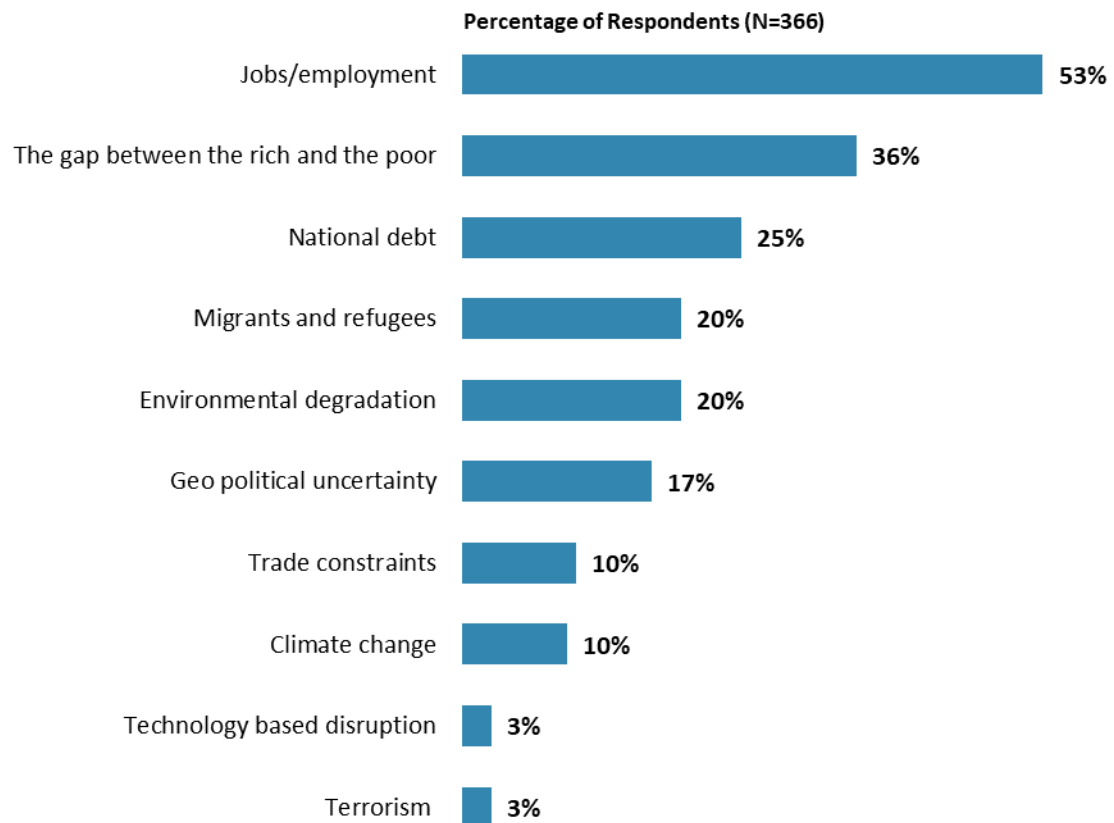
(Choose no more than THREE)"

(Respondents chose from a list. Responses combined.)



## IV. Overall Context (continued)

### The Impact of Global Challenges on Albania

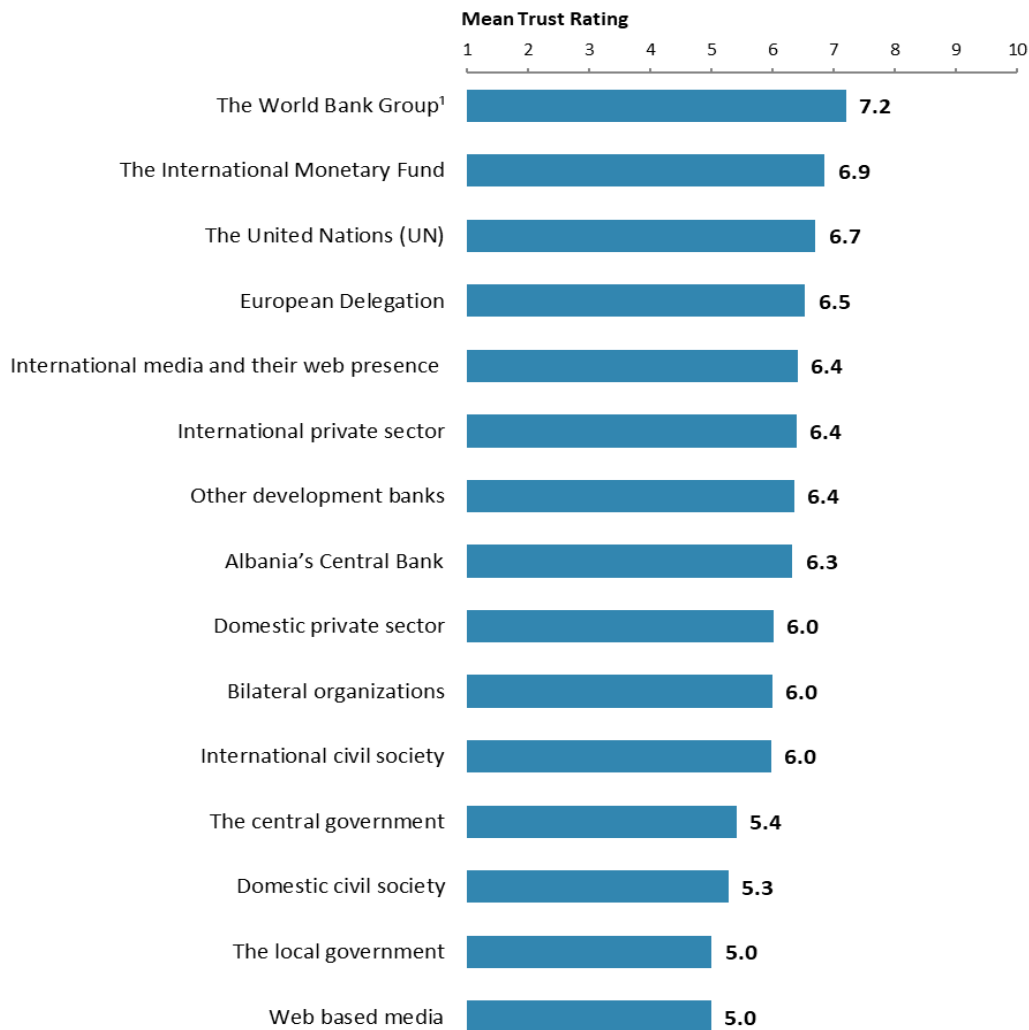


**"Listed below are global challenges. Which do you think have the most serious impact on Albania? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



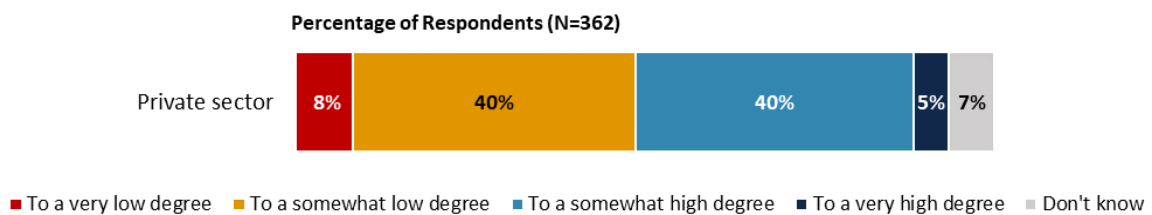
## IV. Overall Context (continued)

### 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")  
Indicator Question

### Trust in the Private Sector

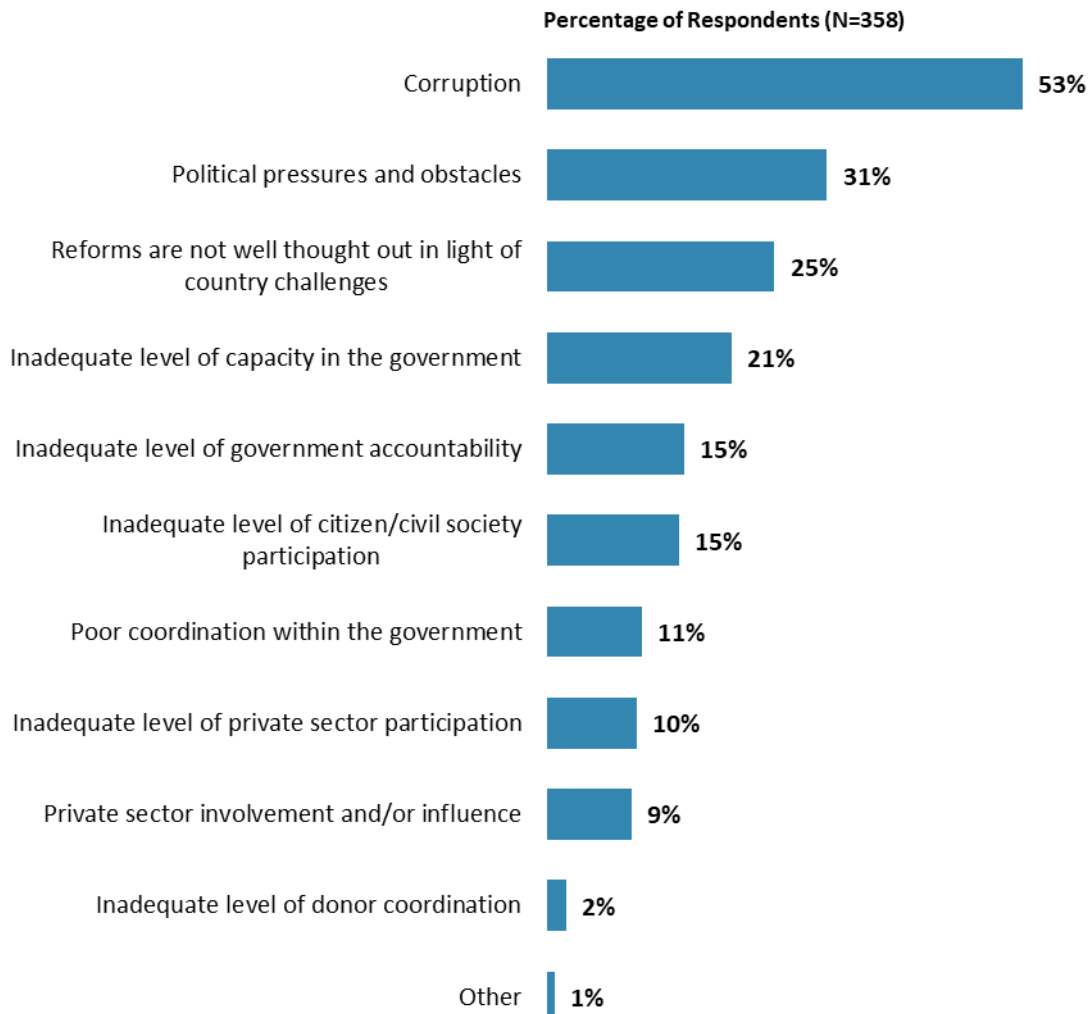


"To what extent do you trust private sector to engage in  
public service delivery in Albania?"  
(Respondents chose from a list.)



## IV. Overall Context (continued)

### Attributions for Slow/Failed Reform Efforts

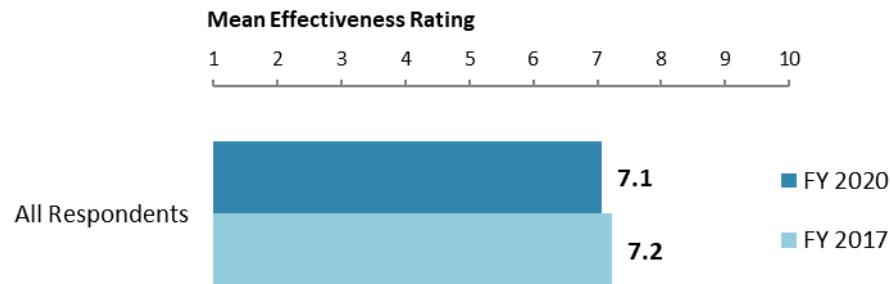


**"When economic and/or social reform efforts fail or are slow to take place in Albania, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



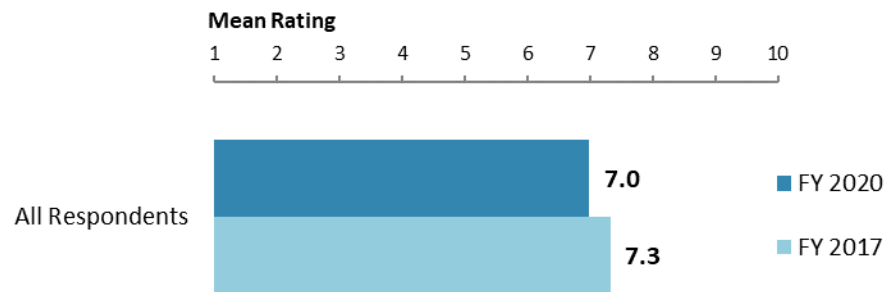
## V. Overall Attitudes Toward the World Bank Group

### The World Bank Group's Overall Effectiveness<sup>4</sup> (*Indicator Question*)



"Overall, please rate your impression of the World Bank Group's effectiveness in Albania." (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 Albania?" (1-"To no degree at all", 10-"To a very significant degree")

<sup>4</sup> Means in the charts on this page were calculated based on weighted data.





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

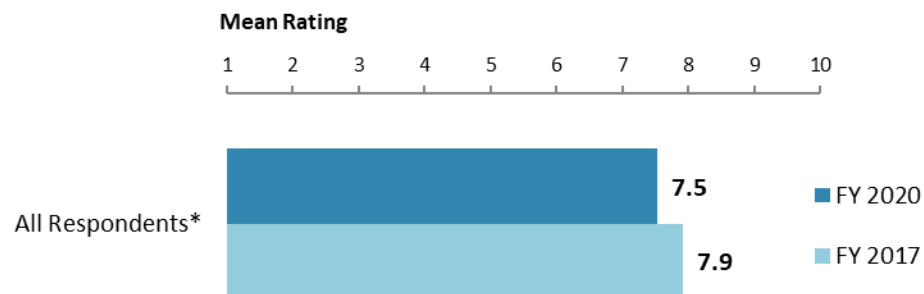
### Influence on Albania's Development Agenda (*Indicator Question*)



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

---

### WBG Staff Preparedness<sup>5</sup>



**"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Albania solve its most complicated development challenges?"**  
(1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2020 and FY 2017)

---

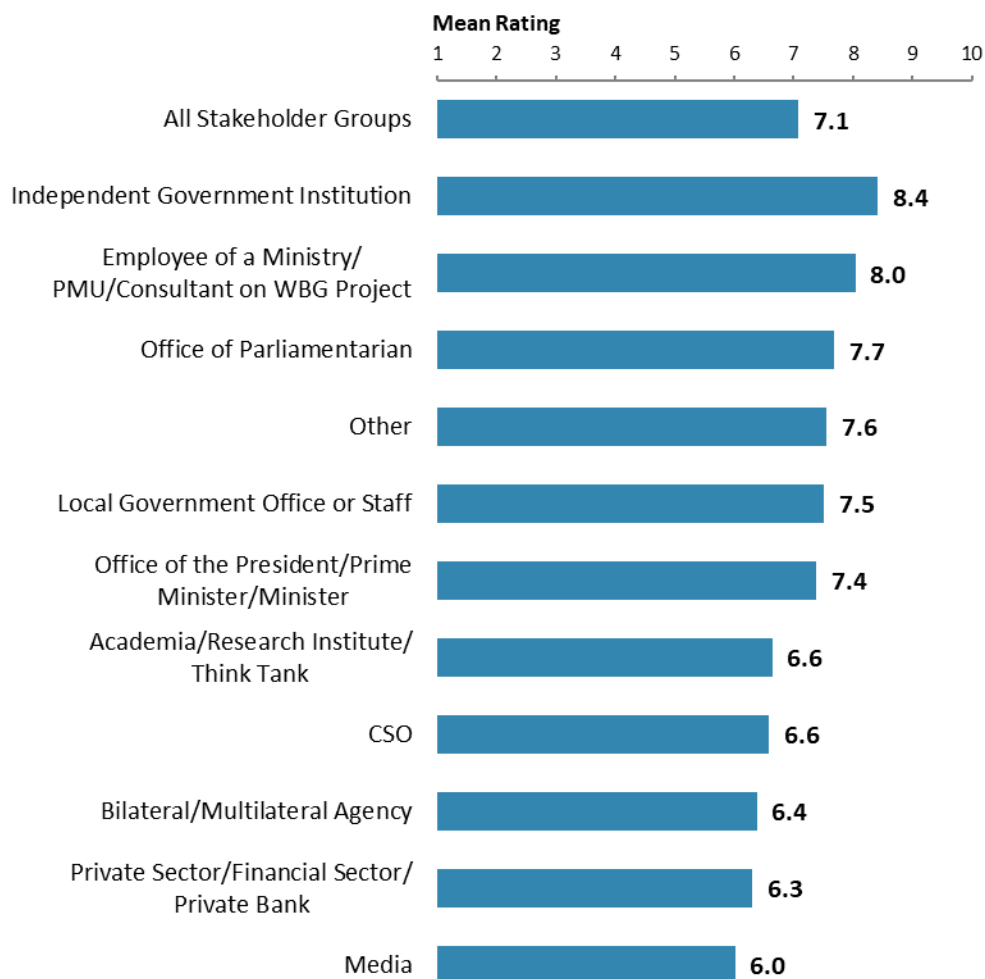
<sup>5</sup> Means in this chart were calculated based on weighted data.



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **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 = 6.6). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (page 77).
- **Stakeholder groups:** Respondents from independent government institutions had the highest mean ratings for the aggregated responses to the twenty eight COS indicator questions, whereas respondents from the media had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 53).



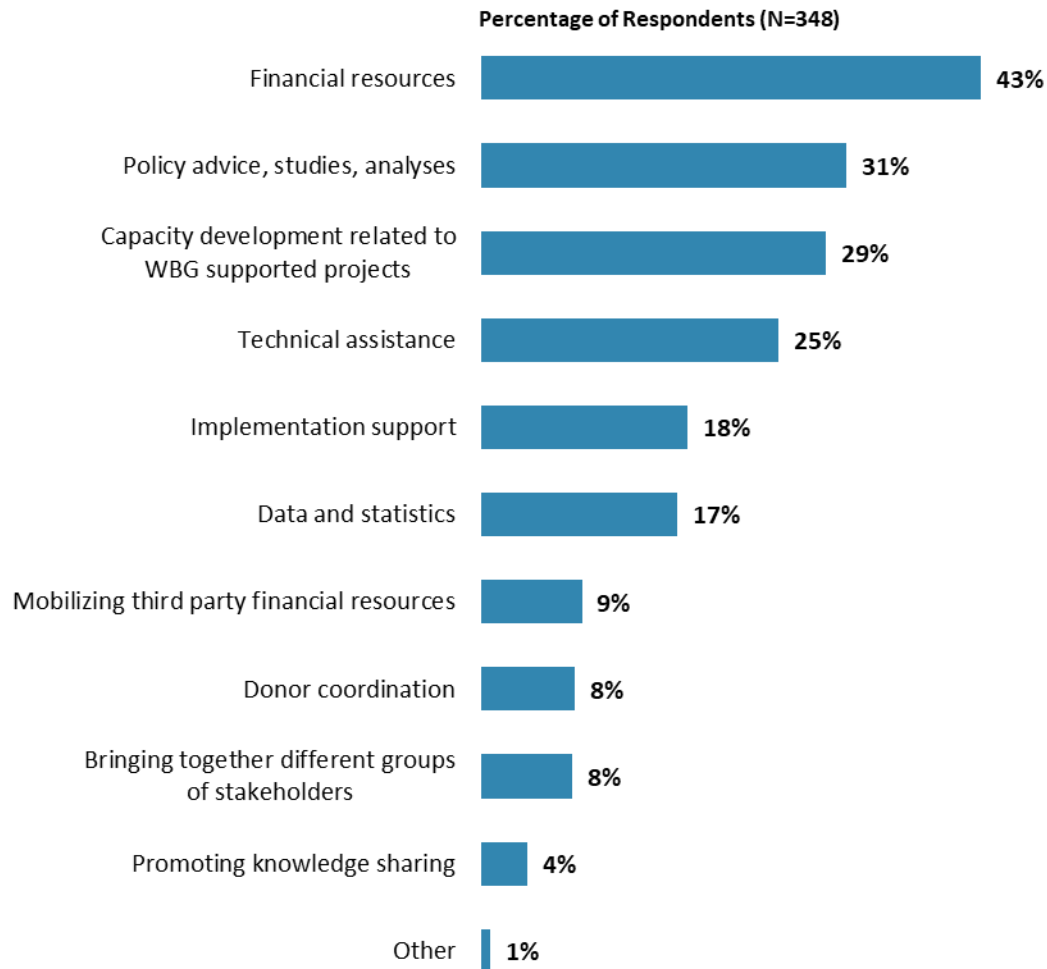
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest values to Albania were "*financial resources*" (39%), "*implementation support*" (32%), and "*capacity development related to WBG supported projects*" (29%).



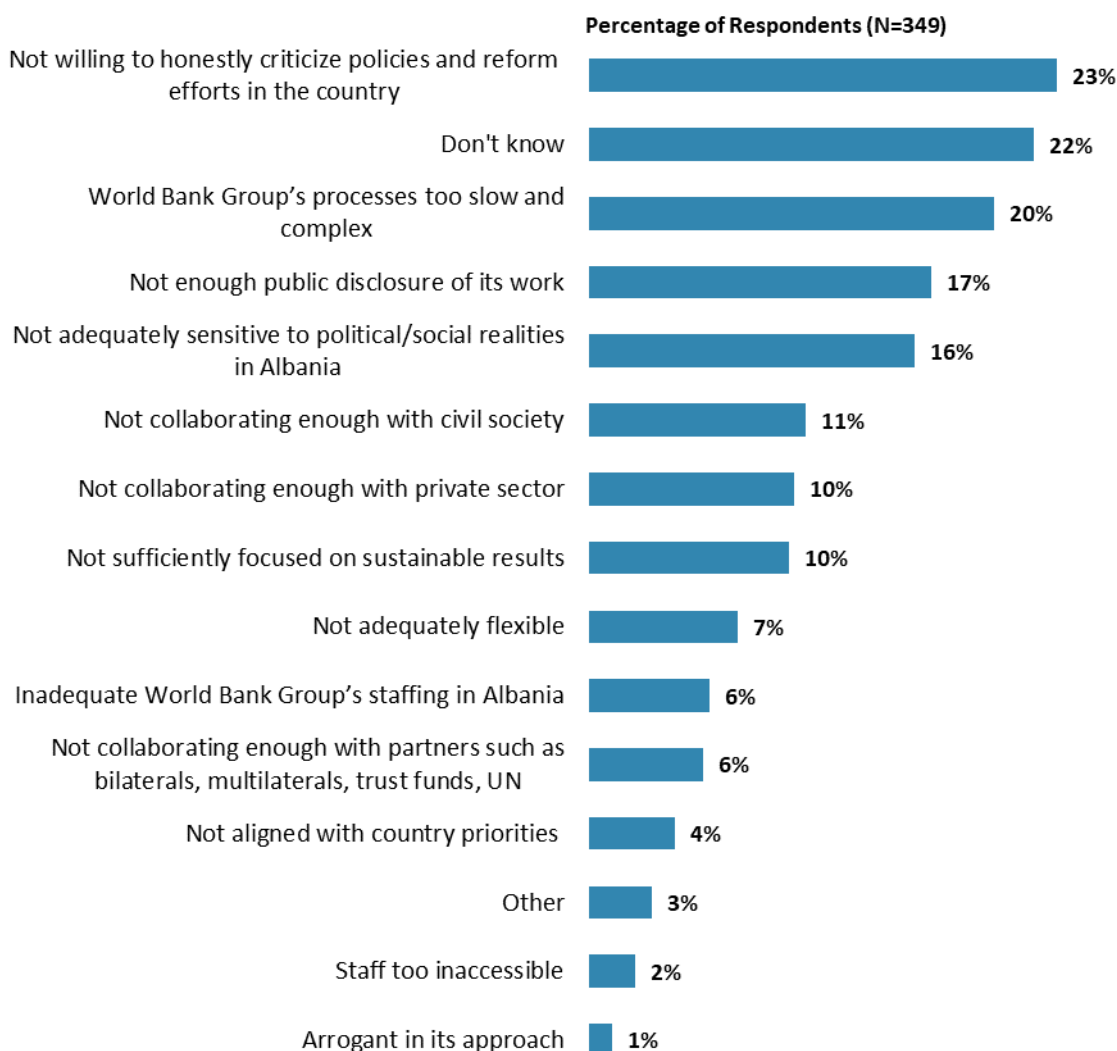
**"When thinking about the World Bank Group's role in Albania, which activity do you VALUE the most? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest weaknesses in its work in Albania were "*not enough public disclosure of its work*" (25%), "*World Bank Group's processes too slow*" (22%), and "*not collaborating enough with stakeholders outside the Government*" (20%).

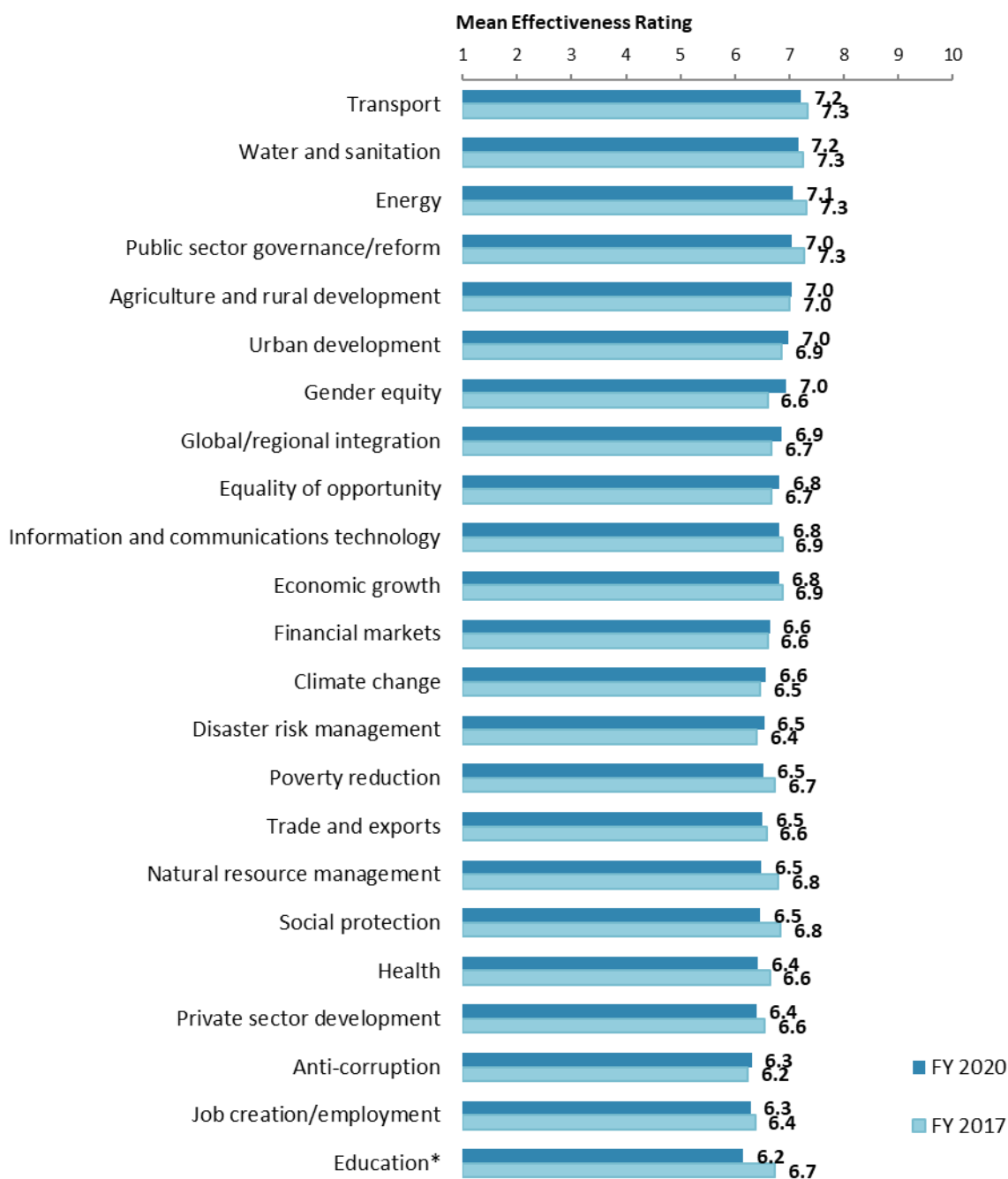


**"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Albania? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## VI. World Bank Group's Support in Development Areas

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>6</sup>



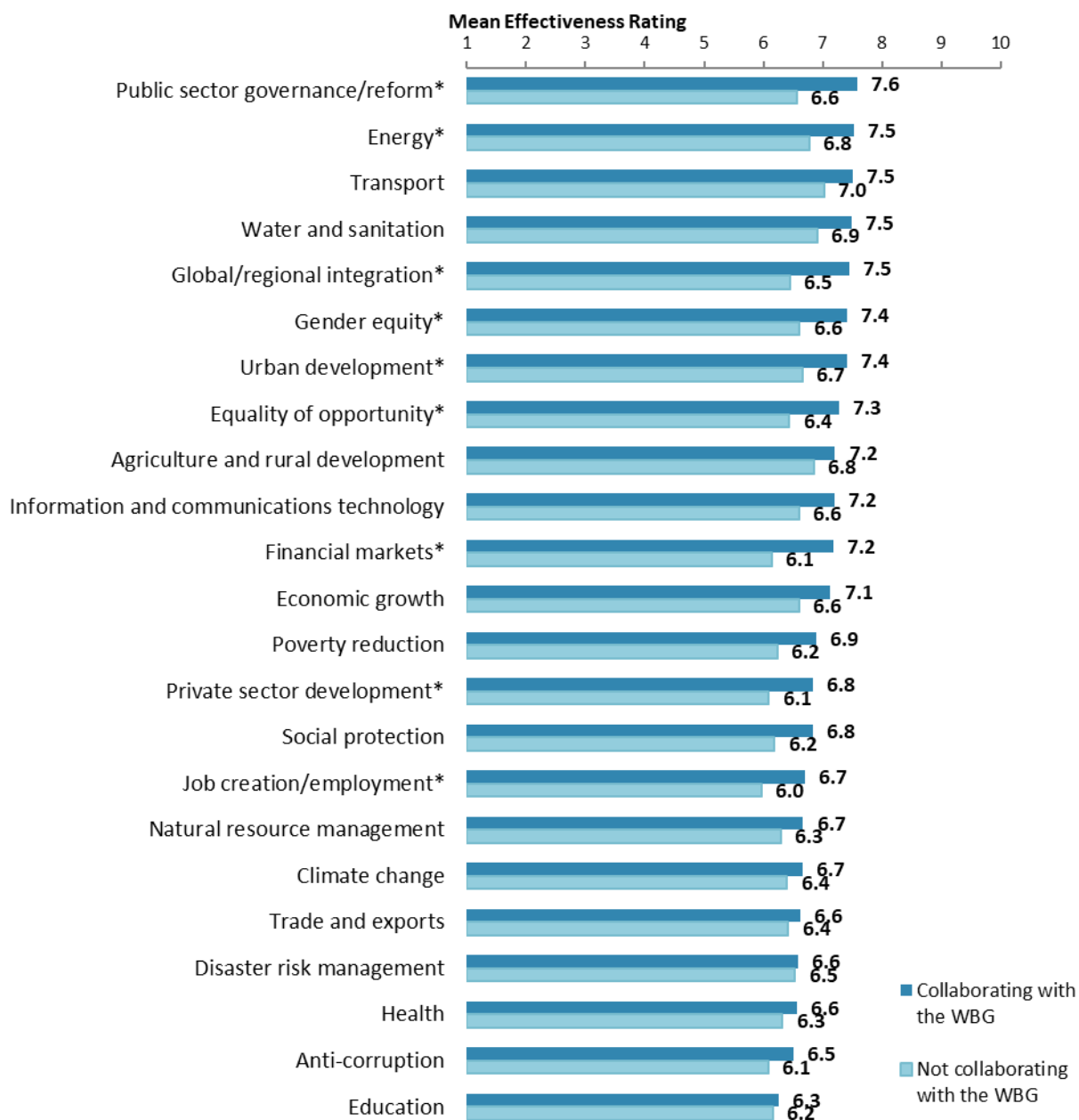
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Albania?"**  
(1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between FY 2020 and FY 2017)

<sup>6</sup> Means presented in this chart were calculated based on weighted data. See Appendix D for details.



## VI. WBG's Support in Development Areas (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>7</sup>



**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Albania?"**

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

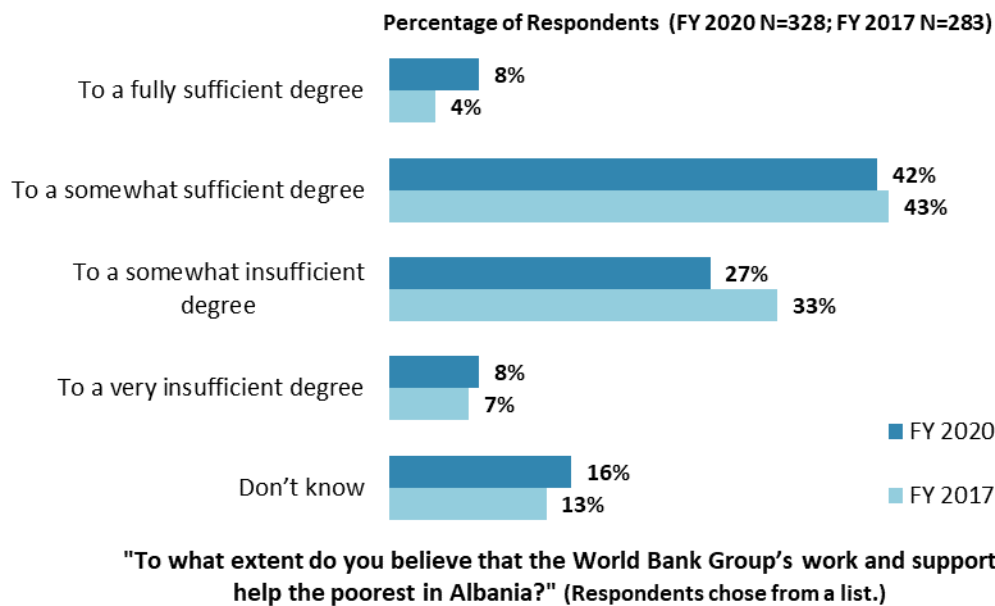
**(\*Significantly different between collaborators and non-collaborators)**

<sup>7</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 39) 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.

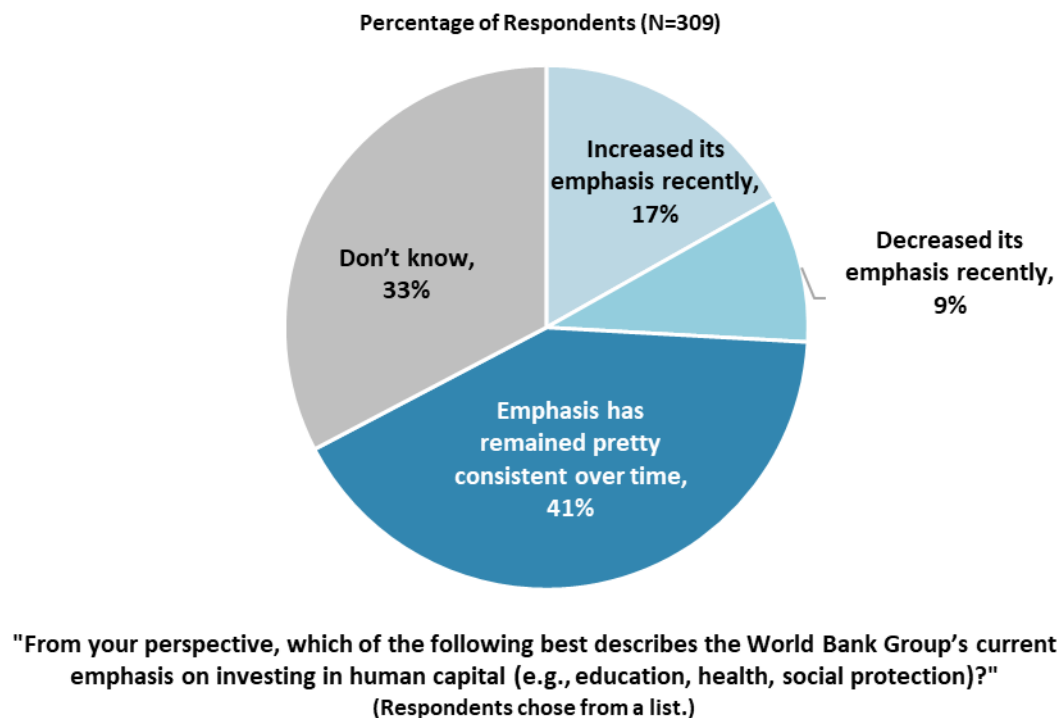


## VI. WBG's Support in Development Areas (continued)

### Helping the Poorest<sup>8</sup>



### The WBG's Human Capital Investment

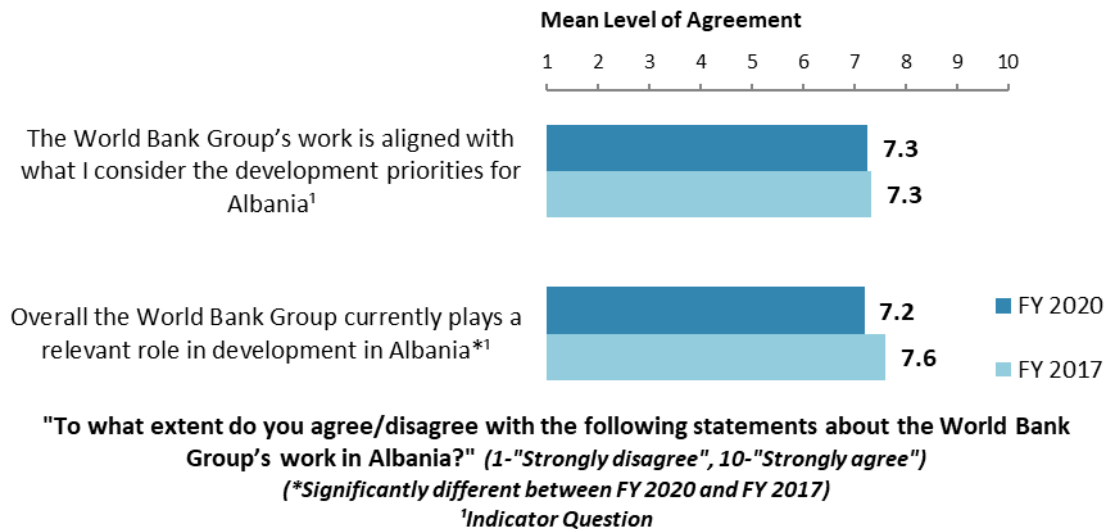


<sup>8</sup> Percentages presented in this chart were calculated based on weighted data.

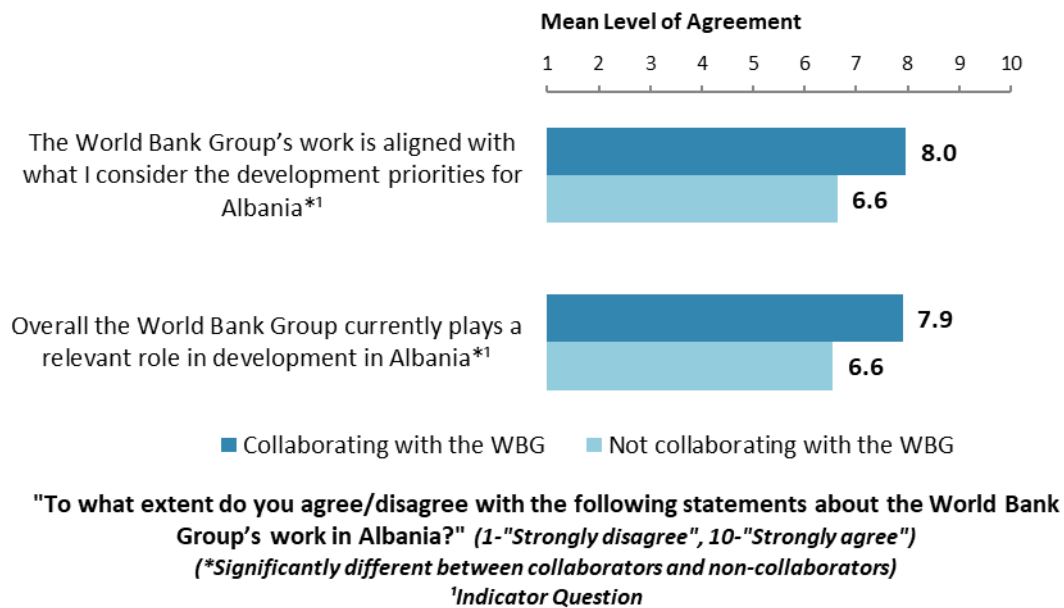


## VII. World Bank Group's Work and Engagement on the Ground

### The World Bank Group's Work in Albania: Year Comparison<sup>9</sup>



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



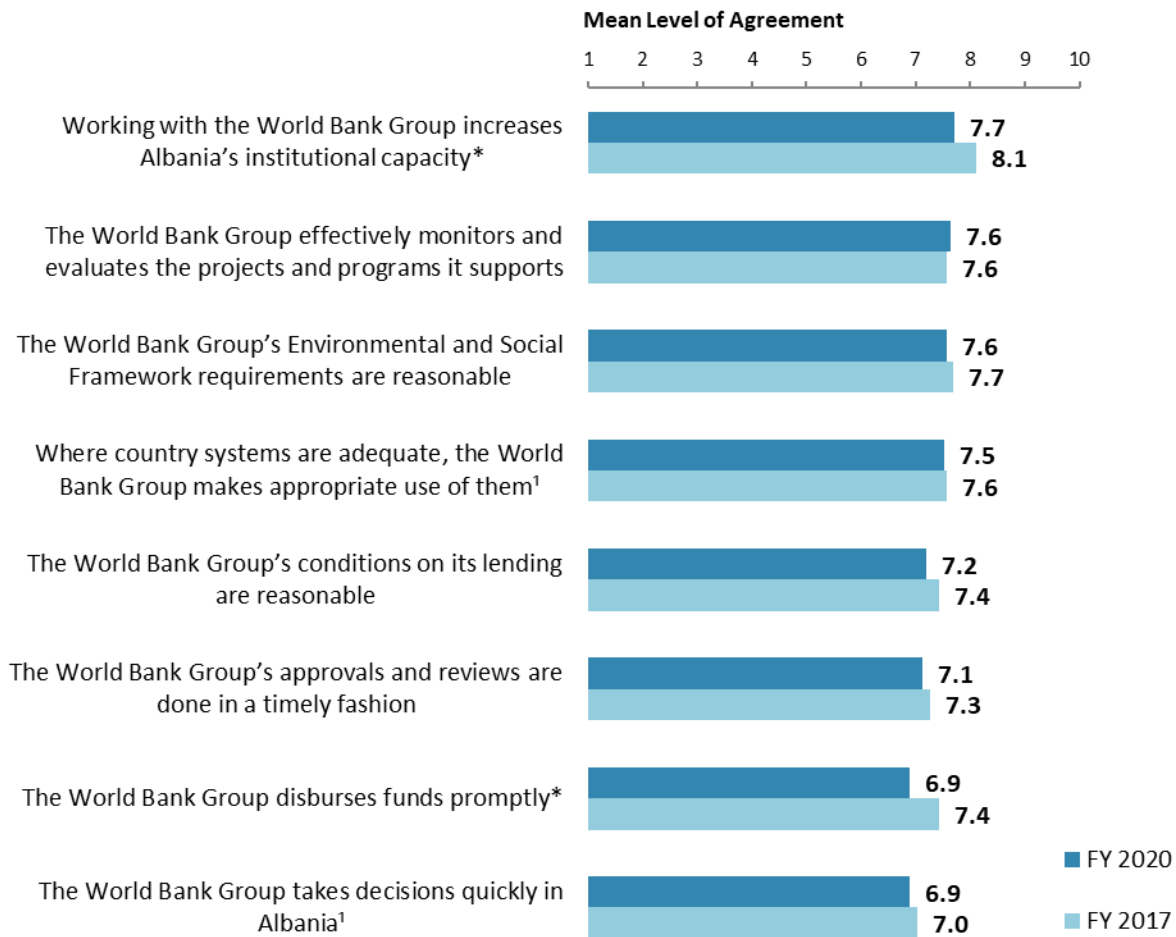
<sup>9</sup> Means in this chart were calculated based on weighted data.





## VII. WBG's Work and Engagement on the Ground (continued)

### Overall Perceptions: Year Comparison<sup>10</sup>



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

(\*Significantly different between FY 2020 and FY 2017)

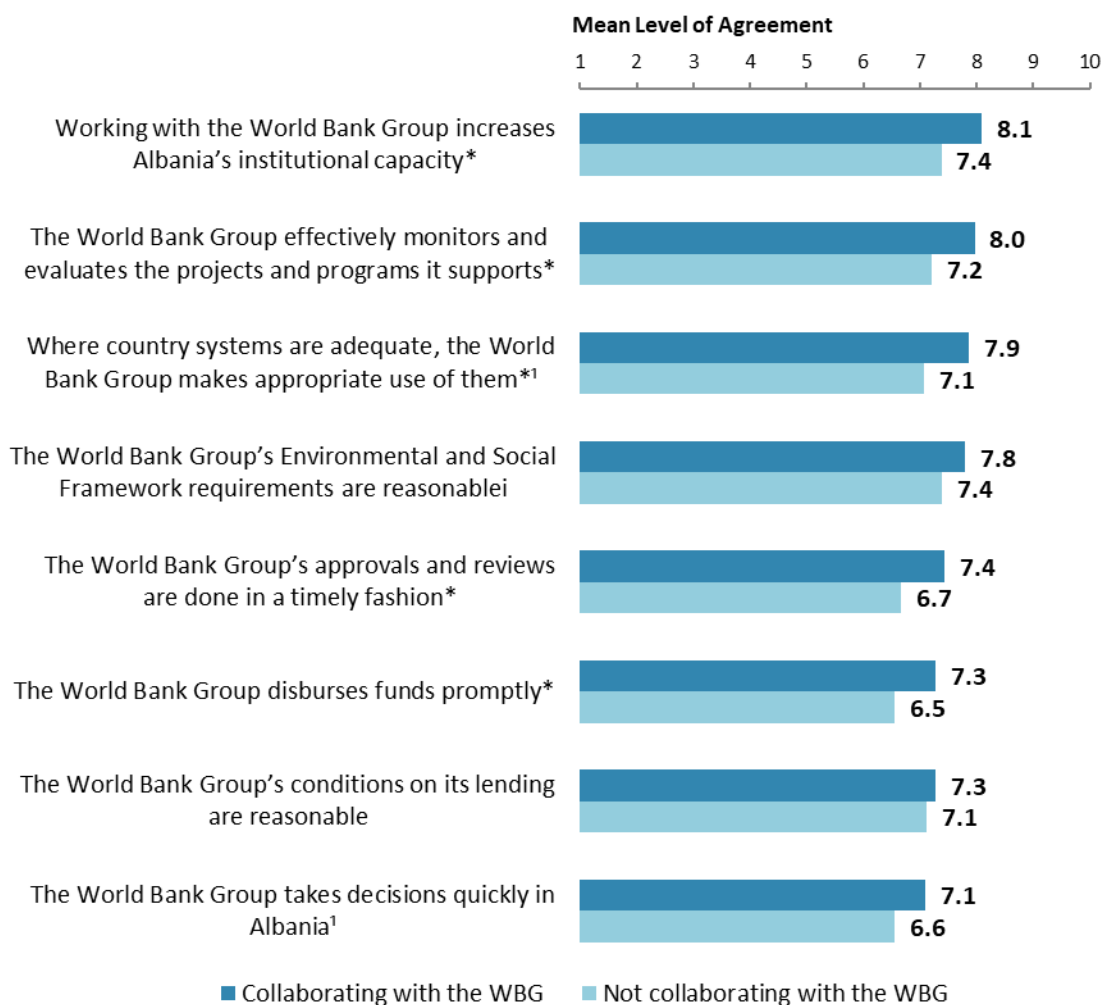
<sup>1</sup>Indicator Question

<sup>10</sup> Means in this chart were calculated based on weighted data.



## VII. WBG's Work and Engagement on the Ground (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)

<sup>1</sup>Indicator Question



## VII. WBG's Work and Engagement on the Ground (continued)

### The WBG as an Effective Development Partner: Year Comparison<sup>11</sup>



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

(\*Significantly different between FY 2020 and FY 2017)

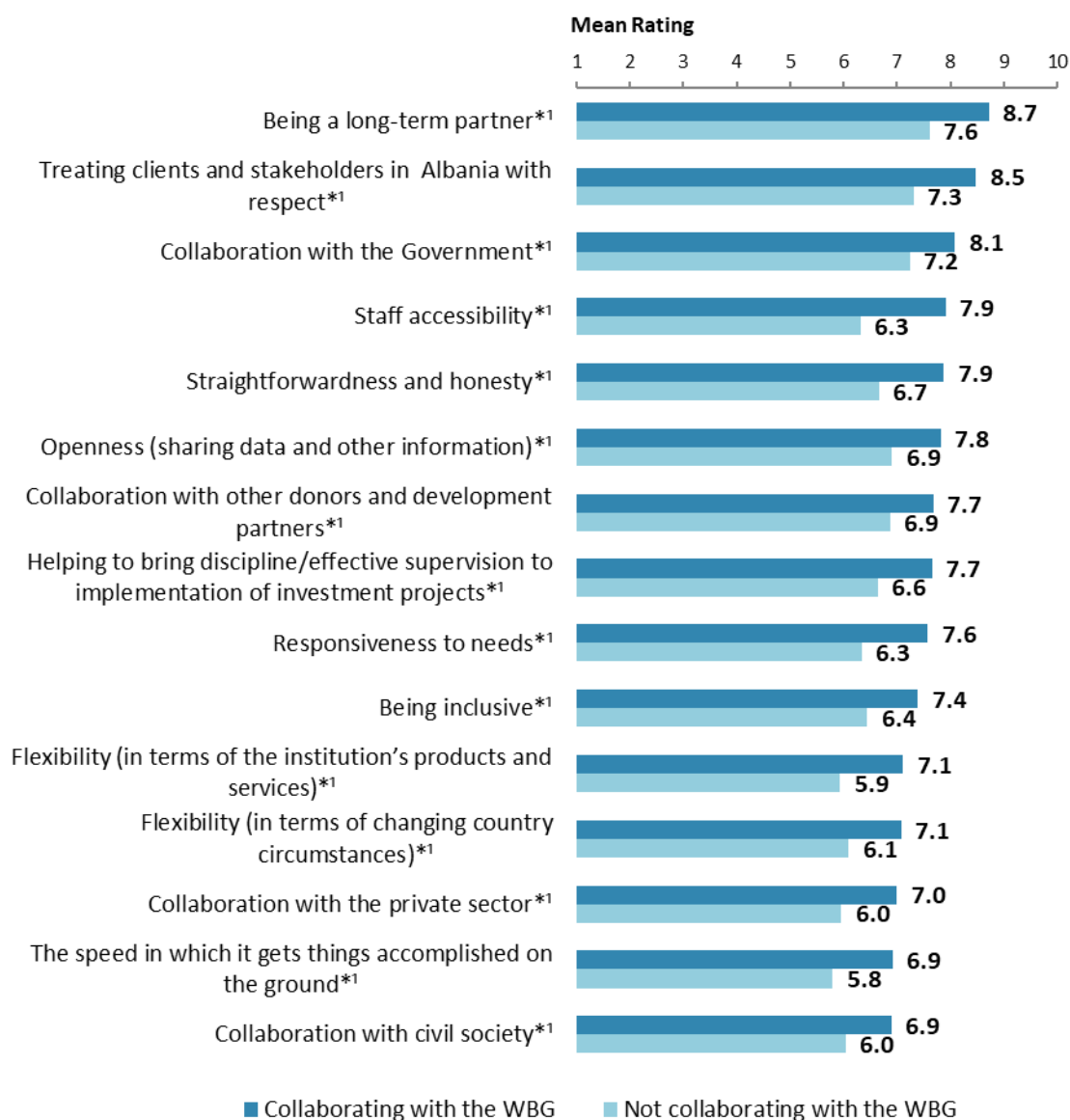
<sup>1</sup>Indicator Question

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



## VII. WBG's Work and Engagement on the Ground (continued)

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



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

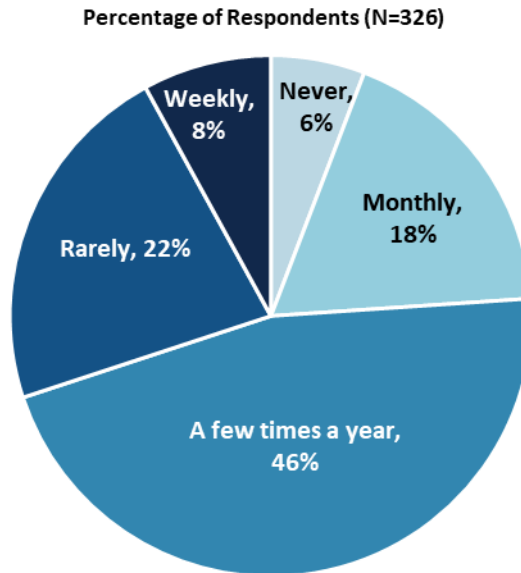
**(\*Significantly different between collaborators and non-collaborators)**

<sup>1</sup>Indicator Question



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

### Frequency of Consulting WBG Knowledge Work and Activities

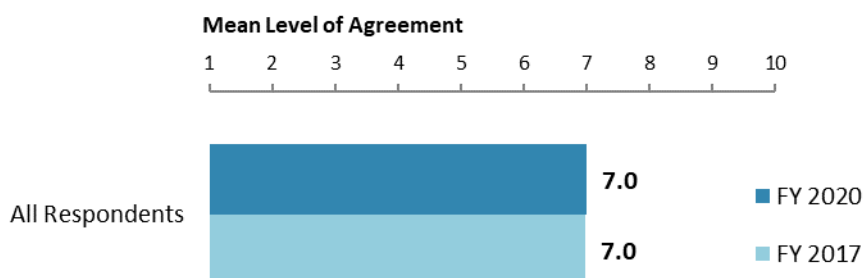


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"  
(Respondents chose from a list.)



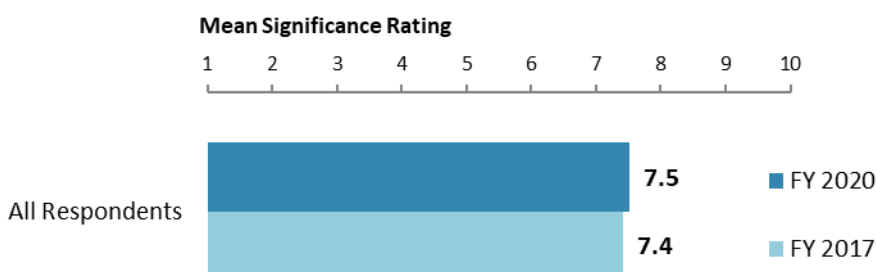
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Albania's Knowledge Needs<sup>12</sup> (*Indicator Question*)



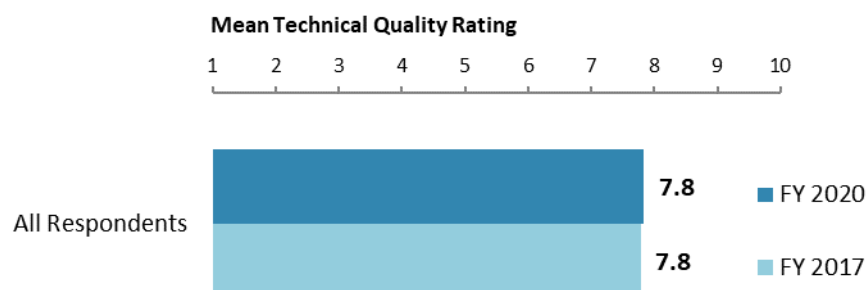
"The World Bank Group meets Albania's needs for knowledge services (e.g., research, analysis, data, technical assistance)"  
(1-"Strongly disagree", 10-"Strongly agree")

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



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

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



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

<sup>12</sup> Means in the charts on this page were calculated based on weighted data.



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

### Qualities of the WBG's Knowledge Work and Activities<sup>13</sup>

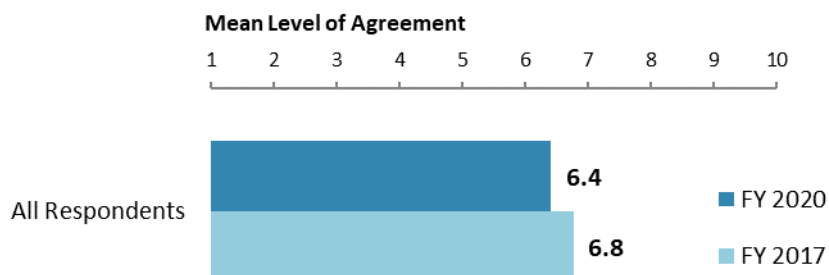


"In Albania, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")

(\*Significantly different between FY 2020 and FY 2017)

<sup>1</sup>Indicator Question

### Meeting Albania's Needs for Financial Instruments (Indicator Question)



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

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

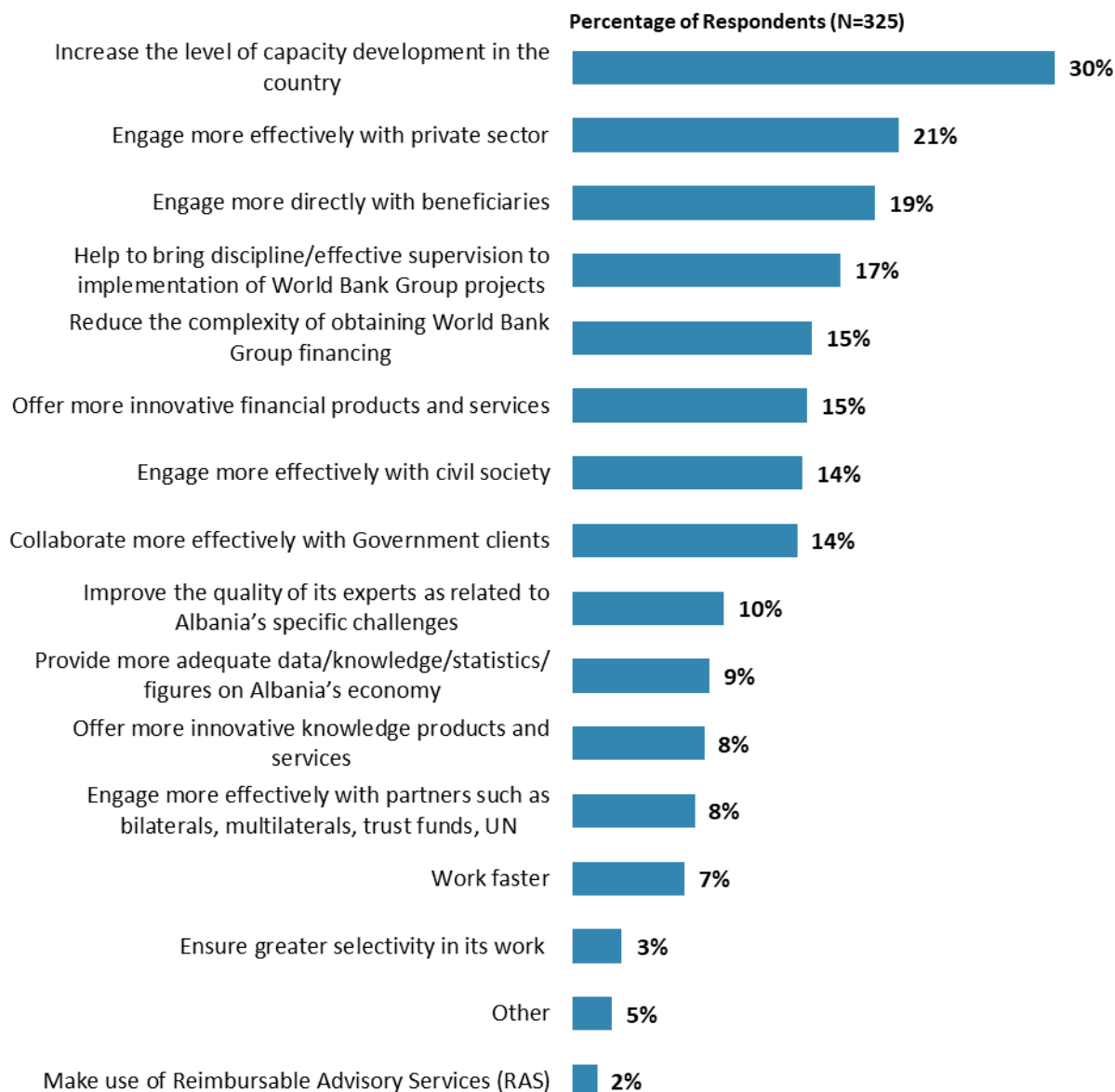
<sup>13</sup> Means in the charts on this page were calculated based on weighted data.



## IX. The Future Role of the WBG in Albania

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should “*increase the level of capacity development in the country*” (33%), “*reach out more to groups outside of Government*” (29%), and “*help to bring discipline/effective supervision to implementation of investment projects*” (26%) to make itself of greater value in Albania.



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

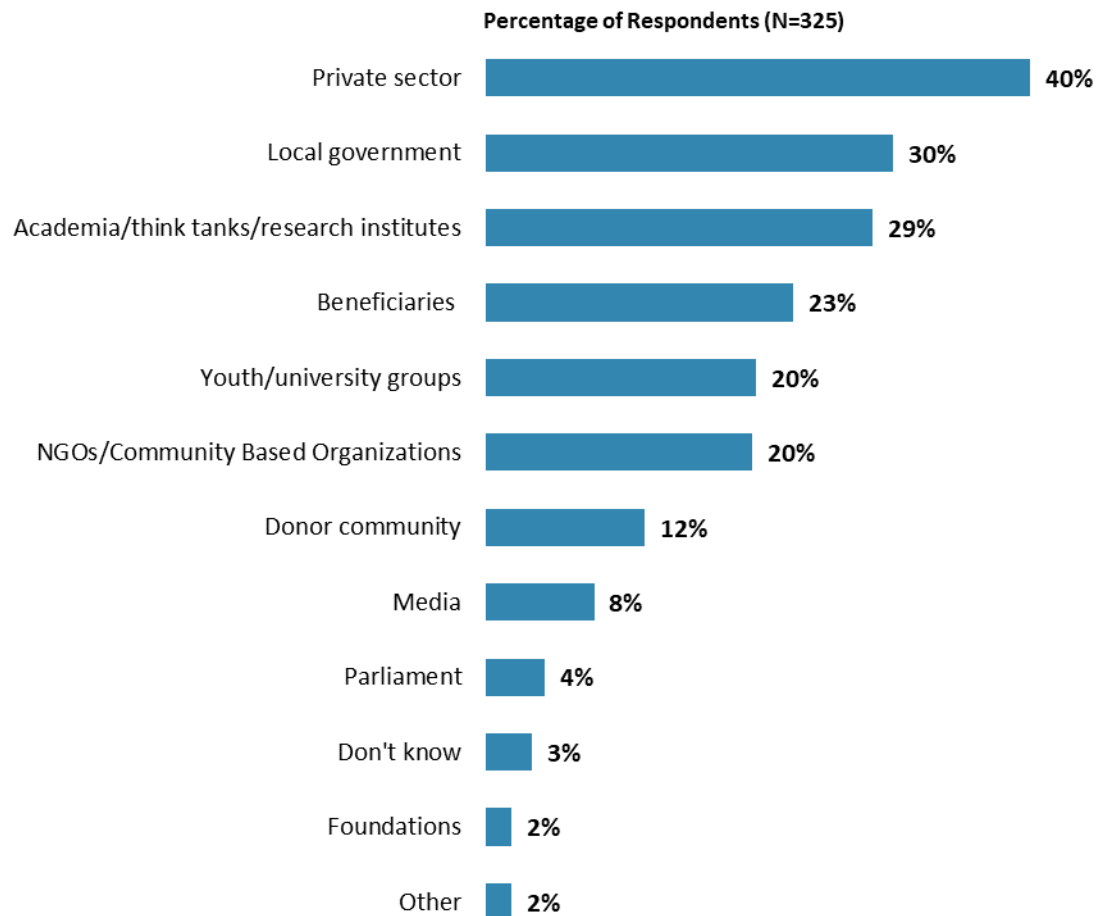




## IX. The Future Role of the WBG in Albania (continued)

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

- **Year comparison:** Respondents in the FY'17 Country Survey indicated that the WBG should collaborate more with “*private sector*” (40%), “*local government*” (37%), “*beneficiaries*” (32%), and “*academia/think tanks/research institutes*” (28%) to ensure better development results in Albania.



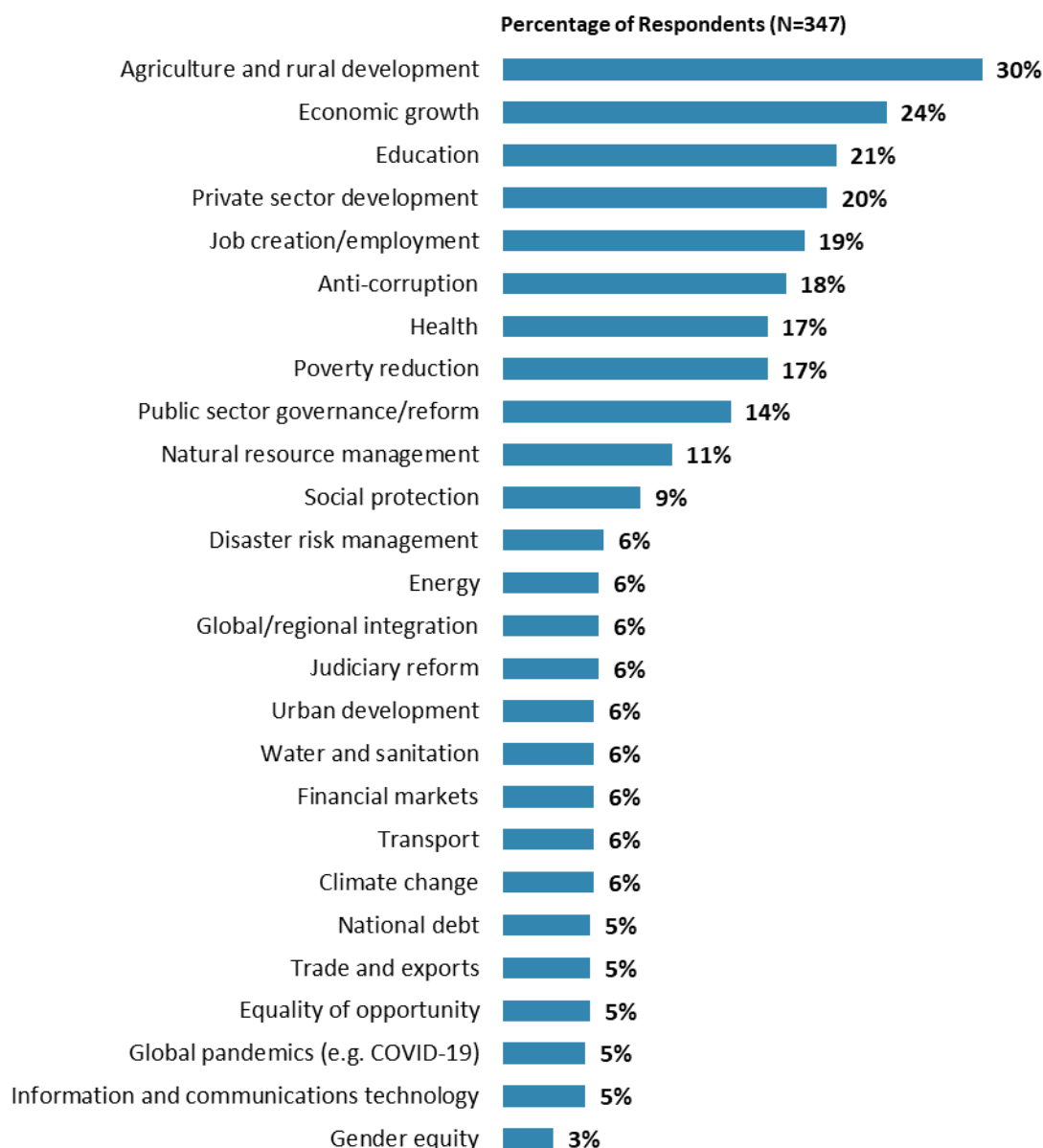
**"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should focus its resources on “*agriculture and rural development*” (26%), “*education*” (23%), “*job creation/employment*” (23%), “*public sector governance/reform*” (22%), and “*economic growth*” (22%).



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

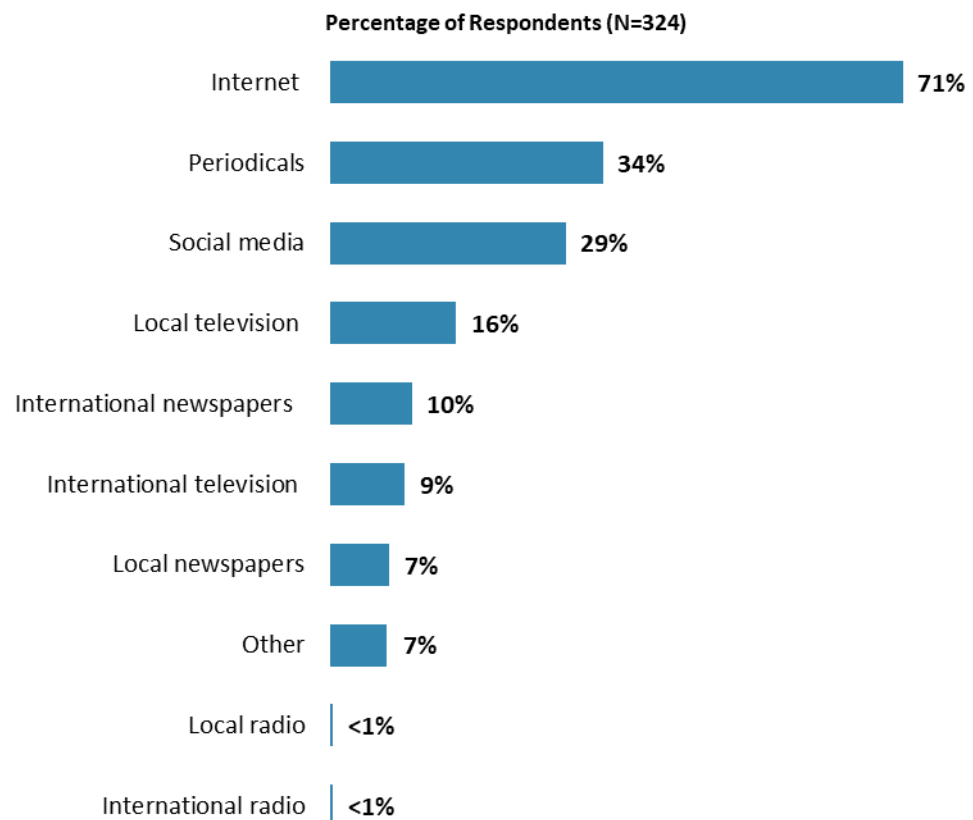


## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 53) for selected responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that they got most of their information about economic and social development issues in Albania from the “Internet” (74%) and from “local television” (40%).



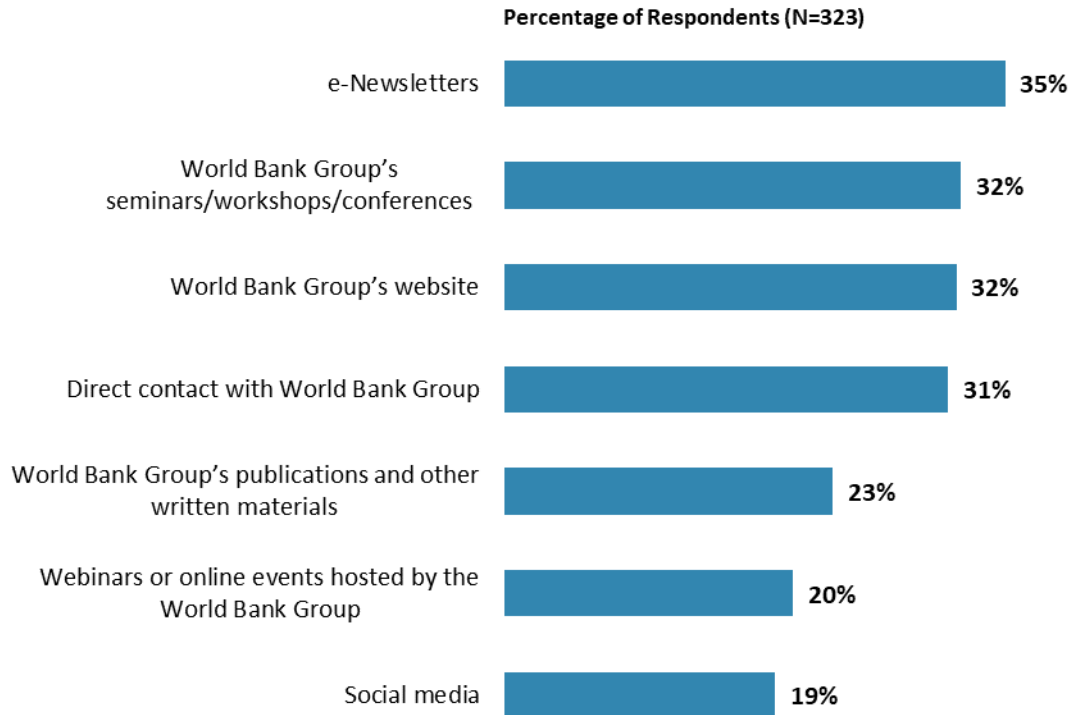
**"How do you get most of your information about economic and social development issues in Albania? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that they would prefer to receive information from the WBG through the “*World Bank Group’s website*” (43%), through “*World Bank Group’s publications and other written materials*” (35%), through “*World Bank Group’s seminars/workshops/conferences*” (33%), and through “*direct contact with World Bank Group*” (33%).



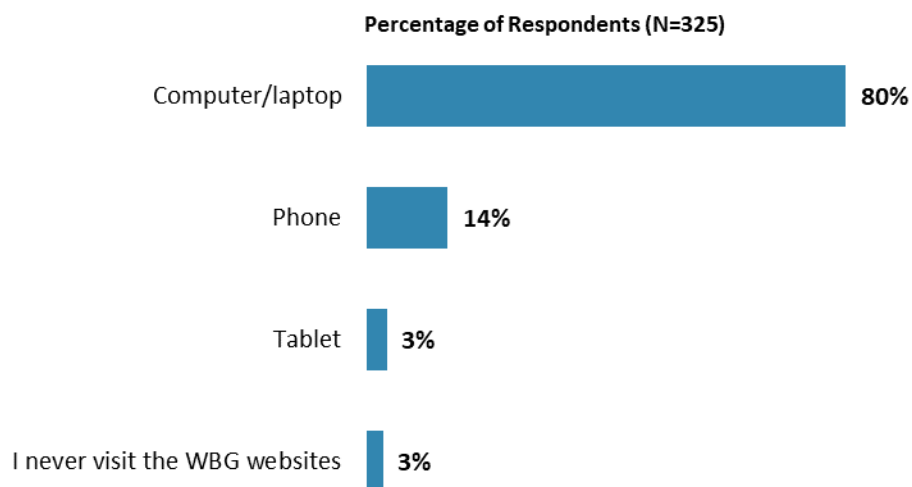
"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)"

(Respondents chose from a list. Responses combined.)



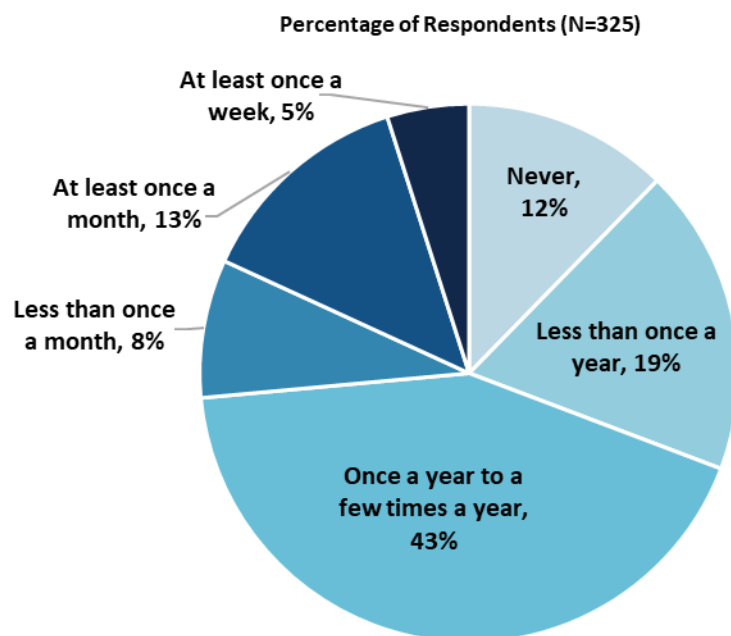
## X. Communication and Outreach (continued)

### Devices used to access WBG website



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

### WBG Interaction Frequency

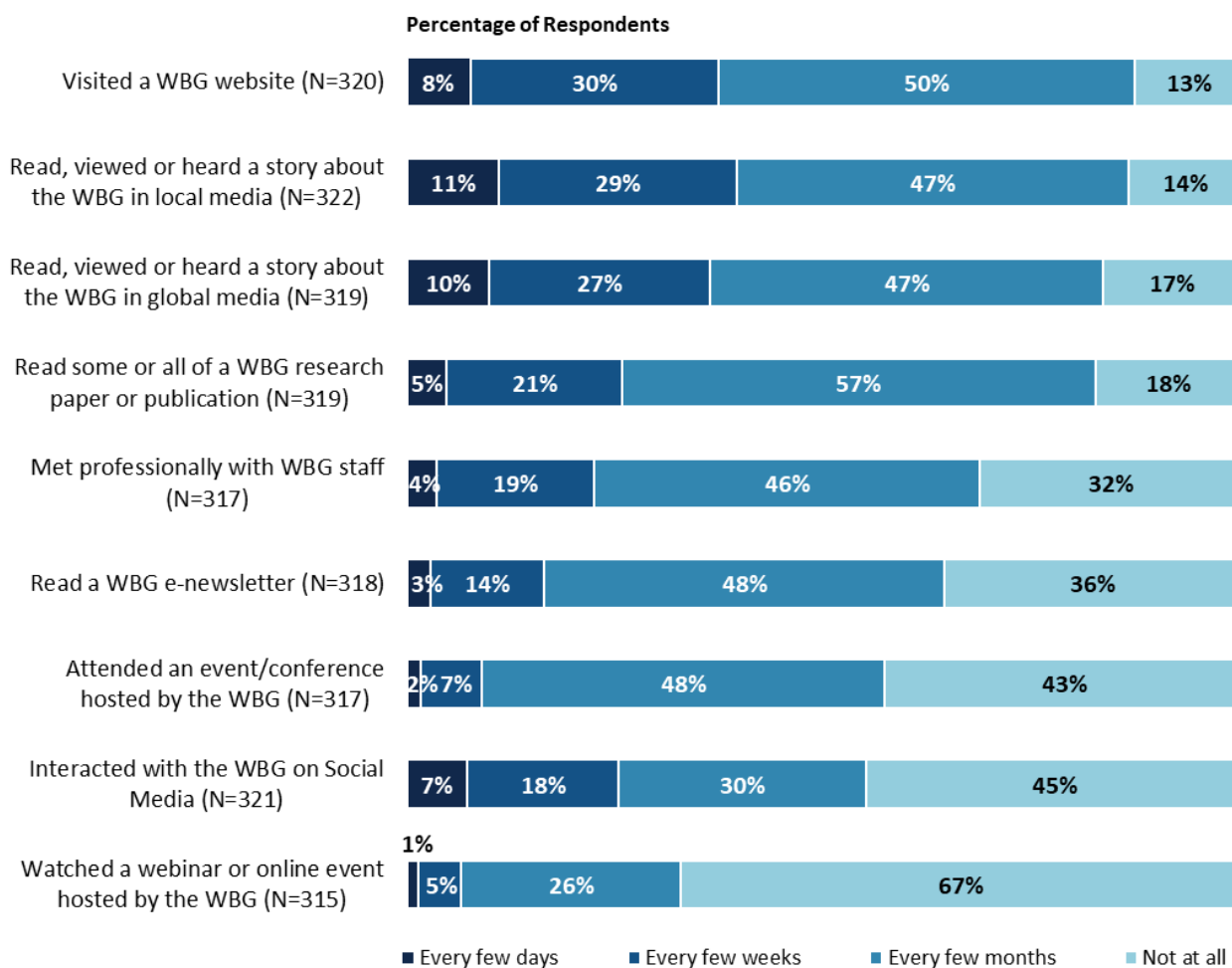


"How frequently do you interact with the World Bank Group now in Albania?"  
(Respondents chose from a list.)



## 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

A. Responses to All Questions Across All Respondents .....	39
B. Responses to Selected Questions by Stakeholder Groups .....	53
C. Responses to Selected Questions by Levels of Collaboration with the World Bank Group .....	66
D. Responses to Selected Questions by Year.....	72
E. Indicator Questions as a Function of Exposure to the WBG.....	77
F. Albania FY 2020 COS Questionnaire .....	78

### ALBANIA





## Appendix A: Responses to All Questions across All Respondents (N=393)

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. Overall Context

1. In general, would you say that Albania is headed in ... ?	Percentage of Respondents (N=389)
The right direction	51.7%
The wrong direction	18.5%
Not sure	29.8%

2. Do you think that economic opportunity for citizens in Albania is ... ?	Percentage of Respondents (N=387)
Increasing	33.6%
Decreasing	30.5%
Staying about the same	35.9%

3. Listed below are a number of development priorities in Albania. Please identify which of the following you consider the most important development priorities in Albania. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=388)
Judiciary reform	30.9%
Anti-corruption	27.1%
Economic growth	25.8%
Education	22.9%
Job creation/employment	22.4%
Agriculture and rural development	20.1%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17.5%
Health	14.7%
Poverty reduction	13.9%
Private sector development	12.1%
Natural resource management	10.1%
Global/regional integration	9.5%
Urban development	6.4%
Equality of opportunity (i.e., social inclusion)	5.9%
Social protection (e.g., pensions, targeted social assistance)	5.7%
Global pandemics (e.g., COVID-19)	5.7%
Energy	5.4%
Gender equity (closing the gap between women and men, and boys and girls)	4.9%
Information and communications technology	4.6%
Disaster risk management	4.6%
Trade and exports	4.4%
Water and sanitation	4.1%
Transport (e.g., roads, bridges, transportation)	3.9%
National debt	3.4%
Climate change (e.g., mitigation, adaptation)	3.4%
Financial markets	1.5%



**A. Overall Context (continued)**

<b>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 Albania? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=372)</b>
Job creation/employment	47.8%
Agriculture and rural development	33.6%
Economic growth	32.0%
Private sector development	27.7%
Education	27.4%
Anti-corruption	25.8%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	15.6%
Social protection (e.g., pensions, targeted social assistance)	12.6%
Natural resource management	10.2%
Judiciary reform	9.9%
Equality of opportunity (i.e., social inclusion)	8.9%
Global/regional integration	8.3%
Trade and exports	6.2%
Urban development	4.8%
Information and communications technology	4.3%
Health	4.0%
Gender equity (closing the gap between women and men, and boys and girls)	4.0%
National debt	3.0%
Disaster risk management	1.9%
Transport (e.g., roads, bridges, transportation)	1.9%
Energy	1.6%
Climate change (e.g., mitigation, adaptation)	1.6%
Financial markets	1.3%
Water and sanitation	1.1%

<b>5. Please describe the direction Albania is moving in, when considering ... ?</b>	<b>N</b>	<b>Direction</b>				
		<b>Getting much worse</b>	<b>Getting somewhat worse</b>	<b>Staying the same</b>	<b>Getting somewhat better</b>	<b>Getting much better</b>
1. Human development (e.g., health, education, and social protection)	357	13.2%	17.4%	31.1%	30.0%	8.4%
2. Equal opportunity for girls and boys, men and women	351	4.6%	6.0%	33.6%	38.2%	17.7%
3. Growing Albania's economy in a way that leads to jobs and employment	349	12.3%	20.6%	34.4%	27.2%	5.4%
4. The gap between the rich and the poor	351	31.6%	33.0%	23.1%	9.1%	3.1%
5. Making government more effective	351	16.0%	18.8%	26.5%	26.5%	12.3%
6. Anti-corruption	349	19.2%	16.3%	31.2%	26.1%	7.2%
7. Attracting new sources of foreign investment	348	18.7%	17.2%	35.6%	21.0%	7.5%

**A. Overall Context (continued)**

<b>6. Listed below are global challenges. Which do you think have the most serious impact on Albania? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=366)</b>
Jobs/employment	52.7%
The gap between the rich and the poor	35.8%
National debt	25.4%
Migrants and refugees	19.9%
Environmental degradation	19.9%
Geo political uncertainty	17.2%
Trade constraints	10.4%
Climate change	9.6%
Technology based disruption	2.7%
Terrorism	2.7%

<b>7. When economic and/or social reform efforts fail or are slow to take place in Albania, which of the following would you attribute this to? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=358)</b>
Corruption	53.1%
Political pressures and obstacles	31.3%
Reforms are not well thought out in light of country challenges	25.4%
Inadequate level of capacity in the government	20.7%
Inadequate level of government accountability	15.4%
Inadequate level of citizen/civil society participation	14.8%
Poor coordination within the government	10.6%
Inadequate level of private sector participation	10.1%
Private sector involvement and/or influence	9.5%
Inadequate level of donor coordination	2.2%
Other	0.8%

<b>8. To what extent do you trust each of the following groups to do what is right?</b> (1-To no degree at all, 10-To a very significant degree)	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. The central government	343	11	5.41	2.61
2. The local government	337	9	5.00	2.49
3. European Delegation	333	14	6.53	2.30
4. Bilateral organizations	270	62	5.99	2.14
5. The World Bank Group*	325	18	7.20	2.25
6. The International Monetary Fund	309	33	6.85	2.23
7. The United Nations (UN)	305	36	6.70	2.36
8. Other development banks	284	51	6.35	2.14
9. Albania's Central Bank	311	30	6.32	2.29
10. International private sector	290	51	6.39	2.06
11. Domestic private sector	323	18	6.01	2.07
12. International civil society (e.g., NGOs, CBOs)	310	33	5.98	2.21
13. Domestic civil society (e.g., NGOs, CBOs)	324	14	5.27	2.30
14. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	340	4	4.54	2.24
15. International media and their web presence	315	26	6.40	2.16
16. Web based media (i.e., blogs, social media, other web-based news and information sources)	332	11	4.99	2.45

**A. Overall Context (continued)**

9. To what extent do you trust private sector to engage in public service delivery in Albania?	Percentage of Respondents (N=362)
To a very low degree	8.3%
To a somewhat low degree	40.3%
To a somewhat high degree	39.8%
To a very high degree	5.0%
Don't know	6.6%

**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 Albania? (1-Not familiar at all, 10-Extremely familiar)	349	n/a	6.05	2.24

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Albania? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in Albania*	325	24	7.21	2.24
3. The World Bank Group's work is aligned with what I consider the development priorities for Albania*	310	30	7.27	2.20

Effectiveness	N	DK	Mean	SD
4. Overall, please rate your impression of the World Bank Group's effectiveness in Albania.* (1-Not effective at all, 10-Very effective)	313	35	7.09	2.29

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Albania?*(1-To no degree at all, 10-To a very significant degree)	312	37	7.01	2.25

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Albania?*(1-To no degree at all, 10-To a very significant degree)	311	36	7.00	2.19

7. To what extent do you believe that the World Bank Group's work and support help the poorest people in Albania? (Select only ONE response)	Percentage of Respondents (N=351)
To a fully sufficient degree	8.3%
To a somewhat sufficient degree	41.3%
To a somewhat insufficient degree	26.8%
To a very insufficient degree	7.4%
Don't know	16.2%

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

<b>8. When thinking about the World Bank Group's role in Albania, which activity do you VALUE the most? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=348)</b>
Financial resources	42.5%
Policy advice, studies, analyses	31.0%
Capacity development related to World Bank Group supported projects	29.3%
Technical assistance	25.3%
Implementation support	17.5%
Data and statistics	16.7%
Mobilizing third party financial resources	8.6%
Donor coordination	8.0%
Bringing together different groups of stakeholders	7.8%
Promoting knowledge sharing	4.0%
Other	0.9%

<b>9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Albania? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=349)</b>
Not willing to honestly criticize policies and reform efforts in the country	23.5%
Don't know	22.3%
World Bank Group's processes too slow and complex	20.3%
Not enough public disclosure of its work	17.2%
Not adequately sensitive to political/social realities in Albania	16.3%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	10.9%
Not collaborating enough with private sector	10.3%
Not sufficiently focused on sustainable results	10.0%
Not adequately flexible	7.4%
Inadequate World Bank Group's staffing in Albania	6.0%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	5.7%
Not aligned with country priorities	4.3%
Other	3.2%
Staff too inaccessible	2.3%
Arrogant in its approach	1.1%

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

<b>10. When thinking about how the World Bank Group can have the most impact on development results in Albania, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Albania? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=347)</b>
Agriculture and rural development	30.3%
Economic growth	24.2%
Education	21.0%
Private sector development	20.5%
Job creation/employment	19.0%
Anti-corruption	17.9%
Health	16.7%
Poverty reduction	16.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	14.4%
Natural resource management	10.7%
Social protection (e.g., pensions, targeted social assistance)	8.6%
Disaster risk management	6.3%
Energy	6.1%
Global/regional integration	6.1%
Judiciary reform	6.1%
Urban development	5.8%
Water and sanitation	5.8%
Financial markets	5.8%
Transport (e.g., roads, bridges, transportation)	5.8%
Climate change (e.g., mitigation, adaptation)	5.8%
National debt	5.5%
Trade and exports	5.5%
Equality of opportunity (i.e., social inclusion)	5.5%
Global pandemics (e.g. COVID-19)	5.2%
Information and communications technology	5.2%
Gender equity (closing the gap between women and men, and boys and girls)	3.2%

**C. World Bank Group's Work and Engagement on the Ground**

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Albania solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	280	58	7.55	2.24

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent is the World Bank Group an effective development partner in Albania, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Responsiveness to needs*	272	54	6.97	2.20
3. Flexibility (in terms of the institution's products and services)*	255	68	6.58	2.15
4. Flexibility (in terms of changing country circumstances)*	258	63	6.62	2.19
5. Being inclusive*	267	51	6.95	2.28
6. Openness (sharing data and other information)*	272	47	7.39	2.24
7. Collaboration with the Government*	275	48	7.68	2.11
8. The speed in which it gets things accomplished on the ground*	263	58	6.43	2.30
9. Helping to bring discipline/effective supervision to implementation of investment projects*	259	61	7.18	2.26
10. Collaboration with civil society*	227	95	6.47	2.42
11. Staff accessibility*	257	65	7.24	2.52
12. Collaboration with other donors and development partners*	245	77	7.32	2.18
13. Collaboration with the private sector*	226	94	6.54	2.31
14. Straightforwardness and honesty*	252	69	7.35	2.42
15. Treating clients and stakeholders in Albania with respect*	260	65	7.96	2.36
16. Being a long-term partner*	275	49	8.19	2.27

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
17. The World Bank Group disburses funds promptly	196	129	6.97	2.45
18. The World Bank Group effectively monitors and evaluates the projects and programs it supports	263	62	7.64	2.34
19. The World Bank Group's approvals and reviews are done in a timely fashion	214	110	7.14	2.29
20. The World Bank Group's Environmental and Social Framework requirements are reasonable	227	94	7.63	2.22
21. The World Bank Group's conditions on its lending are reasonable	199	122	7.23	2.24
22. The World Bank Group takes decisions quickly in Albania*	221	100	6.90	2.28
23. Working with the World Bank Group increases Albania's institutional capacity	284	39	7.76	2.30
24. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	222	100	7.54	2.11

To what extent do you agree/disagree with the following statements about the World Bank Group in Albania? (1-Strongly disagree, 10-Strongly agree)				
	N	DK	Mean	SD
25. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Albania*	253	73	6.47	2.33
26. The World Bank Group meets Albania's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	264	59	7.06	2.25

**D. World Bank Group's Support in Development Areas**

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 Albania? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	151	166	6.5	2.5
2. Gender equity (closing the gap between women and men, and boys and girls)	173	139	7.1	2.4
3. Private sector development	179	130	6.5	2.2
4. Education	165	143	6.3	2.3
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	215	97	7.1	2.2
6. Global/regional integration	171	138	6.9	2.2
7. Food security	188	122	7.0	2.2
8. Urban development	182	127	7.2	2.2
9. Energy	188	120	7.2	2.2
10. Water and sanitation	170	138	6.4	2.4
11. Pollution	154	156	6.5	2.4
12. Job creation/employment (e.g., income opportunities for the poor)	148	159	6.7	2.2
13. Health and nutrition	185	122	7.3	2.1
14. Financial markets	191	119	7.1	2.3
15. Transport (e.g., roads, bridges, transportation)	145	160	6.6	2.4
16. Agriculture and rural development	158	146	6.5	2.5
17. Trade and exports	142	161	6.6	2.4
18. Natural resource management	194	113	6.6	2.5
19. Climate change (e.g., mitigation, adaptation)	170	136	6.3	2.5
20. Poverty reduction	193	112	6.9	2.2
21. Anti-corruption	158	148	6.6	2.3
22. Judiciary reform	174	135	6.9	2.5
23. Economic growth (e.g., higher growth in pro-poor sectors)	161	147	6.9	2.2

2. 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=309)
Increased its emphasis recently	16.8%
Decreased its emphasis recently	9.1%
Emphasis has remained pretty consistent over time	41.4%
Don't know	32.7%

**E. 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=326)
Weekly	5.8%
Monthly	18.1%
A few times a year	46.0%
Rarely	22.1%
Never	8.0%

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

In Albania, 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	279	42	7.18	2.14
3. Include appropriate level of stakeholder involvement during preparation	266	50	7.32	2.13
4. Lead to practical solutions	272	46	7.04	2.19
5. Are source of relevant information on global good practices	289	29	7.88	2.12
6. Are adequately disseminated and accessible	257	57	7.30	2.25
7. Are translated enough into local language	252	61	7.40	2.23
8. Are adaptable to Albania's specific development challenges and country circumstances*	273	43	7.27	2.03

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)	299	24	7.52	2.08
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)	297	24	7.85	2.09

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Albania? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=325)
Increase the level of capacity development in the country	30.5%
Engage more effectively with private sector	20.6%
Engage more directly with beneficiaries	19.1%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	16.9%
Reduce the complexity of obtaining World Bank Group financing	15.1%
Offer more innovative financial products and services	14.8%
Engage more effectively with civil society (e.g., NGOs, CBOs)	14.5%
Collaborate more effectively with Government clients (e.g., national, state, local)	14.2%
Improve the quality of its experts as related to Albania's specific challenges	9.5%
Provide more adequate data/knowledge/statistics/figures on Albania's economy	8.6%
Offer more innovative knowledge products and services	8.3%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	7.7%
Work faster	7.1%
Ensure greater selectivity in its work	3.1%
Other	2.5%
Make use of Reimbursable Advisory Services (RAS)	1.5%



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

<b>2. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=325)</b>
Private sector	40.3%
Local government	30.2%
Academia/think tanks/research institutes	28.6%
Beneficiaries	22.8%
Youth/university groups	20.0%
NGOs/Community Based Organizations	19.7%
Donor community	11.7%
Media	8.0%
Parliament	4.3%
Don't know	3.4%
Foundations	1.8%
Other	1.8%

**G. Communication and Information Sharing**

<b>1. How frequently do you interact with the World Bank Group now in Albania?</b>	<b>Percentage of Respondents (N=325)</b>
Never	12.3%
Less than once a year	18.5%
Once a year to a few times a year	42.8%
Less than once a month	8.3%
At least once a month	13.2%
At least once a week	4.9%

<b>2. How do you get most of your information about economic and social development issues in Albania? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=324)</b>
Internet	71.3%
Periodicals	34.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	29.3%
Local television	15.7%
International newspapers	10.2%
International television	9.3%
Local newspapers	7.4%
Other	7.1%
Local radio	0.3%
International radio	0.3%

<b>3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=323)</b>
e-Newsletters	35.0%
World Bank Group's seminars/workshops/conferences	31.9%
World Bank Group's website	31.6%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	31.0%
World Bank Group's publications and other written materials	22.9%
Webinars or online events hosted by the World Bank Group	20.1%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	18.9%

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

<b>4. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)</b>	<b>Percentage of Respondents (N=323)</b>
High speed/WiFi	82.0%
Dial-up	18.0%

<b>5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)</b>	<b>Percentage of Respondents (N=325)</b>
Computer/laptop	80.3%
Phone	13.5%
Tablet	3.4%
I never visit the WBG websites	2.8%

<b>6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?</b>	<b>N</b>	<b>Percentage of Respondents</b>			
		<b>Every few days</b>	<b>Every few weeks</b>	<b>Every few months</b>	<b>Not at all</b>
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	322	10.9%	28.6%	46.9%	13.7%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	319	9.7%	26.6%	47.0%	16.6%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	321	7.2%	18.1%	29.6%	45.2%
Visited a WBG website (e.g., read a blog, used data)	320	7.5%	29.7%	50.0%	12.8%
Attended an event/conference hosted by the WBG	317	1.6%	7.3%	48.3%	42.9%
Watched a webinar or online event hosted by the WBG	315	1.3%	5.1%	26.3%	67.3%
Read some or all of a WBG research paper or publication	319	4.7%	21.0%	56.7%	17.6%
Met professionally with WBG staff	317	3.5%	18.9%	46.1%	31.5%
Read a WBG e-newsletter	318	2.8%	13.5%	48.1%	35.5%



## H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=379)
NGO/Community Based Organization	14.0%
Employee of Ministry, Ministerial Department, Implementation Agency	11.9%
Private Sector Organization	11.1%
Local Government Office or Staff	10.3%
Media (press, radio, TV, web, etc.)	6.6%
Multilateral Agency (UN, regional development bank)	5.3%
Financial Sector/Private Bank	5.3%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	5.0%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	5.0%
Academia/Research Institute/Think Tank	4.7%
Office of Parliamentarian	4.5%
Bilateral Agency (e.g., embassy, diplomatic, military)	3.4%
Other	3.4%
Office of Minister	3.2%
Office of the President, Prime Minister	2.6%
State-Owned Enterprise	1.6%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	1.3%
Trade Union	0.5%
Judicial System (e.g., courts)	0.3%
Faith-Based Group	0.0%
Youth Group	0.0%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=383)</b>
Other	14.6%
Finance and markets	9.4%
Generalist (specialized in multiple sectors)	9.4%
Communications, public affairs	9.1%
Environment, natural resources	6.8%
Governance, anti-corruption	6.5%
Macroeconomics, fiscal management	5.2%
Social protection	5.2%
Agriculture, rural development	4.7%
Education	4.2%
Digital development and technology (ICT)	4.2%
Trade and competitiveness	3.1%
Energy	2.6%
Water, sanitation	2.6%
Urban development	2.6%
Tourism	2.6%
Health, nutrition	1.8%
Gender	1.8%
Poverty	1.0%
Transport	1.0%
Jobs	0.5%
Climate change	0.3%
Fragility, conflict, violence, refugees	0.3%
Demographics, migration	0.3%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country?</b>	<b>Percentage of Respondents (N=374)</b>
Yes	46.3%
No	53.7%

<b>4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Albania? (Select only ONE response)</b>	<b>Percentage of Respondents (N=179)</b>
The World Bank (IBRD)	83.8%
The International Finance Corporation (IFC)	14.5%
The Multilateral Investment Guarantee Agency (MIGA)	0.6%
International Centre for Settlement of Investment Disputes (ICSID)	1.1%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=178)</b>
Yes	71.9%
No	28.1%

**H. Background Information (continued)**

<b>6. Which of the following describes most of your exposure to the World Bank Group in Albania? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=376)</b>
Collaborate as part of my professional duties	41.5%
Use World Bank Group reports/data	38.8%
Engage in World Bank Group related/sponsored events/activities	29.0%
Use World Bank Group website for information, data, research, etc.	23.7%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	22.1%

<b>7. What's your gender?</b>	<b>Percentage of Respondents (N=388)</b>
Female	51.3%
Male	48.7%

<b>8. What's your age?</b>	<b>Percentage of Respondents (N=389)</b>
25 and under	1.8%
26-35	22.4%
36-45	36.0%
46-55	22.4%
56 and above	17.5%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=388)</b>
Tirana	86.9%
Central Albania	5.4%
North Albania	3.9%
South Albania	3.9%



## Appendix B: Responses to Selected Questions by Stakeholder Groups<sup>14</sup>

- Office of the President/Prime Minister/Minister N=22   ● Office of Parliamentarian N=17   ● Employee of a Ministry/PMU/Consultant on WBG Project N=64
- Local Government Office or Staff N=39   ● Independent Government Institution N=19   ● Bilateral/Multilateral Agency N=33
- Private Sector/Financial Sector/Private Bank N=62   ● CSO N=60   ● Academia/Research Institute/Think Tank (Academia) N=18   ● Media N=25   ● Other<sup>15</sup> N=20

### A. Overall Context

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Academia	Media	Other
The right direction	90.9%	82.4%	73.4%	64.1%	89.5%	39.4%	33.9%	32.2%	27.8%	16.0%	50.0%
The wrong direction	0.0%	5.9%	7.8%	15.4%	5.3%	18.2%	30.6%	22.0%	27.8%	44.0%	15.0%
Not sure	9.1%	11.8%	18.8%	20.5%	5.3%	42.4%	35.5%	45.8%	44.4%	40.0%	35.0%

\*Significantly different between stakeholder groups

<sup>14</sup> Only 379 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

<sup>15</sup> Includes the following categories: Judicial System (N=1), State-Owned Enterprise (N=6), and Other (13).

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Financial markets*	0.0%	0.0%	1.6%	2.6%	15.8%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%
Gender equity	4.8%	5.9%	7.8%	7.7%	0.0%	3.0%	3.2%	8.5%	0.0%	0.0%	5.0%
Private sector development	9.5%	5.9%	10.9%	10.3%	15.8%	9.1%	16.1%	8.5%	16.7%	16.0%	15.0%
Education	19.0%	5.9%	20.3%	20.5%	31.6%	21.2%	32.3%	22.0%	33.3%	12.0%	25.0%
Transport	0.0%	5.9%	9.4%	0.0%	0.0%	0.0%	4.8%	1.7%	5.6%	0.0%	5.0%
Global/regional integration	19.0%	17.6%	15.6%	10.3%	21.1%	3.0%	8.1%	0.0%	11.1%	8.0%	5.0%
National debt	4.8%	0.0%	3.1%	5.1%	0.0%	3.0%	1.6%	8.5%	0.0%	0.0%	5.0%
Urban development*	0.0%	11.8%	4.7%	20.5%	0.0%	0.0%	6.5%	5.1%	0.0%	0.0%	20.0%
Social protection	4.8%	11.8%	1.6%	5.1%	0.0%	15.2%	4.8%	8.5%	5.6%	4.0%	5.0%
Energy*	19.0%	5.9%	7.8%	5.1%	0.0%	3.0%	6.5%	0.0%	0.0%	0.0%	15.0%
Health	9.5%	5.9%	15.6%	15.4%	15.8%	6.1%	21.0%	13.6%	11.1%	12.0%	30.0%
Trade and exports	4.8%	11.8%	4.7%	2.6%	0.0%	3.0%	8.1%	3.4%	11.1%	0.0%	0.0%
Job creation/employment	23.8%	17.6%	21.9%	23.1%	15.8%	36.4%	17.7%	18.6%	33.3%	44.0%	10.0%
Information and communications technology	14.3%	5.9%	6.3%	2.6%	0.0%	0.0%	6.5%	3.4%	11.1%	4.0%	0.0%
Agriculture and rural development	33.3%	47.1%	18.8%	17.9%	21.1%	15.2%	12.9%	18.6%	16.7%	16.0%	25.0%
Water and sanitation	0.0%	0.0%	3.1%	0.0%	5.3%	6.1%	3.2%	8.5%	5.6%	0.0%	15.0%
Natural resource management	4.8%	0.0%	15.6%	5.1%	0.0%	12.1%	6.5%	16.9%	11.1%	0.0%	15.0%
Climate change	4.8%	0.0%	3.1%	5.1%	0.0%	6.1%	1.6%	6.8%	0.0%	0.0%	5.0%
Poverty reduction*	4.8%	17.6%	12.5%	17.9%	5.3%	12.1%	9.7%	11.9%	16.7%	40.0%	5.0%
Anti-corruption	19.0%	17.6%	18.8%	20.5%	31.6%	45.5%	27.4%	27.1%	38.9%	28.0%	35.0%
Public sector governance/reform	19.0%	5.9%	17.2%	15.4%	26.3%	33.3%	19.4%	16.9%	16.7%	12.0%	5.0%
Global pandemics (e.g., COVID-19)	0.0%	5.9%	4.7%	5.1%	0.0%	3.0%	11.3%	5.1%	11.1%	8.0%	5.0%
Judiciary reform	33.3%	41.2%	29.7%	38.5%	36.8%	33.3%	32.3%	37.3%	11.1%	20.0%	10.0%
Equality of opportunity*	0.0%	0.0%	1.6%	0.0%	5.3%	12.1%	3.2%	16.9%	5.6%	8.0%	5.0%
Economic growth	33.3%	17.6%	21.9%	38.5%	36.8%	12.1%	24.2%	25.4%	16.7%	36.0%	20.0%
Disaster risk management	4.8%	23.5%	4.7%	5.1%	0.0%	6.1%	3.2%	3.4%	5.6%	4.0%	0.0%

\*Significantly different between stakeholder groups

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Corruption	35.3%	47.1%	38.7%	51.4%	61.1%	56.7%	60.3%	54.5%	64.7%	50.0%	64.7%
Inadequate level of private sector participation*	29.4%	5.9%	21.0%	8.1%	11.1%	3.3%	10.3%	5.5%	5.9%	5.0%	0.0%
Private sector involvement and/or influence	23.5%	5.9%	12.9%	13.5%	5.6%	3.3%	5.2%	14.5%	0.0%	5.0%	5.9%
Inadequate level of government accountability	11.8%	0.0%	6.5%	16.2%	5.6%	26.7%	12.1%	21.8%	23.5%	25.0%	17.6%
Reforms are not well thought out in light of country challenges	23.5%	23.5%	30.6%	32.4%	27.8%	13.3%	22.4%	21.8%	35.3%	30.0%	29.4%
Poor coordination within the government	23.5%	5.9%	11.3%	5.4%	5.6%	23.3%	10.3%	10.9%	5.9%	5.0%	11.8%
Inadequate level of donor coordination	5.9%	5.9%	1.6%	2.7%	0.0%	0.0%	1.7%	3.6%	0.0%	0.0%	0.0%
Inadequate level of capacity in the government*	11.8%	5.9%	22.6%	5.4%	11.1%	30.0%	29.3%	29.1%	29.4%	10.0%	17.6%
Political pressures and obstacles*	17.6%	47.1%	25.8%	35.1%	61.1%	26.7%	32.8%	18.2%	29.4%	45.0%	29.4%
Inadequate level of citizen/civil society participation	17.6%	23.5%	19.4%	21.6%	11.1%	13.3%	10.3%	16.4%	0.0%	10.0%	17.6%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	3.4%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you trust the World Bank Group to do what is right?*	15	7.07	2.55	15	8.33	1.18	61	8.30	1.74	31	7.74	1.91	18	8.33	1.53	28	6.07	2.37	52	6.40	2.21	50	6.64	2.35	17	7.18	1.98	17	5.47	2.03	15	7.40	2.97

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



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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Albania?*	16	7.06	2.21	16	7.19	1.56	58	7.05	1.93	35	5.83	2.39	16	7.06	2.11	28	5.79	1.66	55	5.80	2.34	54	5.31	2.29	17	5.76	1.35	18	5.50	1.95	15	5.87	3.14

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

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Albania*	17	7.35	2.26	16	7.63	2.28	61	8.30	1.73	32	7.44	1.90	17	8.47	1.70	25	6.44	2.29	52	6.40	2.18	48	6.71	2.40	17	6.71	1.83	19	5.89	2.35	13	7.69	3.12
The World Bank Group's work is aligned with what I consider the development priorities for Albania*	17	7.65	2.40	13	8.08	1.93	59	8.32	1.74	29	7.52	1.92	15	8.73	1.53	27	6.44	2.36	49	6.43	2.25	47	6.77	2.13	17	6.76	1.68	16	6.00	2.25	13	7.38	2.75

\*Significantly different between stakeholder groups

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Albania.*	16	7.19	2.32	16	8.06	1.34	61	8.16	1.85	31	7.29	2.30	16	8.38	1.50	25	6.28	2.17	47	6.04	2.40	48	6.52	2.30	15	6.80	2.14	17	5.65	1.90	14	7.71	3.12

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

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Albania?*	17	6.94	2.28	16	7.75	1.39	61	8.11	1.76	30	7.53	2.06	16	8.19	1.60	25	5.84	2.23	48	6.02	2.44	45	6.53	2.26	16	6.69	1.85	19	5.68	2.11	13	7.54	2.99

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Albania?*	15	7.13	2.29	14	7.79	1.31	59	8.15	1.79	30	7.50	2.13	15	8.33	1.54	28	5.93	2.34	48	6.10	2.25	47	6.62	2.08	17	6.71	1.61	16	5.56	1.93	14	6.86	2.77

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



## 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 Albania, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Albania? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Urban development*	0.0%	0.0%	6.7%	19.4%	0.0%	3.4%	3.6%	5.5%	0.0%	0.0%	13.3%
Water and sanitation	6.3%	0.0%	10.0%	5.6%	6.3%	3.4%	3.6%	5.5%	5.9%	5.3%	13.3%
Job creation/employment*	6.3%	17.6%	25.0%	5.6%	18.8%	24.1%	16.4%	16.4%	17.6%	52.6%	26.7%
Private sector development	25.0%	5.9%	28.3%	11.1%	18.8%	13.8%	32.7%	18.2%	11.8%	26.3%	13.3%
Financial markets*	6.3%	11.8%	0.0%	2.8%	25.0%	6.9%	10.9%	3.6%	0.0%	5.3%	0.0%
Social protection	12.5%	5.9%	8.3%	5.6%	18.8%	10.3%	3.6%	7.3%	17.6%	15.8%	6.7%
Gender equity	0.0%	0.0%	5.0%	2.8%	0.0%	0.0%	0.0%	7.3%	5.9%	0.0%	6.7%
Energy	0.0%	11.8%	11.7%	5.6%	0.0%	10.3%	5.5%	1.8%	0.0%	0.0%	20.0%
Education	25.0%	11.8%	18.3%	13.9%	12.5%	37.9%	25.5%	14.5%	35.3%	15.8%	13.3%
Global pandemics (e.g. COVID-19)*	0.0%	23.5%	1.7%	2.8%	6.3%	10.3%	5.5%	0.0%	0.0%	15.8%	6.7%
Public sector governance/reform	12.5%	5.9%	11.7%	22.2%	25.0%	17.2%	16.4%	16.4%	23.5%	5.3%	0.0%
Health	12.5%	11.8%	20.0%	11.1%	25.0%	27.6%	14.5%	10.9%	17.6%	10.5%	26.7%
Global/regional integration	6.3%	5.9%	6.7%	11.1%	12.5%	6.9%	1.8%	3.6%	0.0%	15.8%	6.7%
Anti-corruption*	12.5%	5.9%	11.7%	11.1%	18.8%	10.3%	29.1%	20.0%	29.4%	10.5%	40.0%
Economic growth	50.0%	23.5%	16.7%	30.6%	31.3%	10.3%	27.3%	23.6%	35.3%	15.8%	13.3%
Disaster risk management	0.0%	11.8%	6.7%	5.6%	6.3%	3.4%	9.1%	7.3%	0.0%	0.0%	13.3%
National debt*	12.5%	0.0%	1.7%	13.9%	0.0%	3.4%	3.6%	12.7%	0.0%	0.0%	0.0%
Trade and exports	6.3%	5.9%	5.0%	5.6%	0.0%	3.4%	10.9%	5.5%	0.0%	5.3%	6.7%
Information and communications technology	25.0%	5.9%	6.7%	0.0%	6.3%	6.9%	5.5%	1.8%	5.9%	5.3%	0.0%
Transport*	0.0%	0.0%	15.0%	8.3%	6.3%	3.4%	0.0%	1.8%	11.8%	5.3%	6.7%
Agriculture and rural development	31.3%	58.8%	28.3%	41.7%	37.5%	27.6%	21.8%	27.3%	11.8%	26.3%	33.3%
Judiciary reform	0.0%	5.9%	5.0%	8.3%	0.0%	3.4%	14.5%	3.6%	11.8%	0.0%	0.0%
Natural resource management	12.5%	5.9%	13.3%	8.3%	0.0%	13.8%	9.1%	14.5%	5.9%	15.8%	6.7%
Climate change*	6.3%	0.0%	5.0%	5.6%	0.0%	3.4%	1.8%	16.4%	0.0%	0.0%	13.3%
Equality of opportunity	6.3%	5.9%	3.3%	5.6%	0.0%	3.4%	3.6%	12.7%	11.8%	0.0%	0.0%
Poverty reduction*	0.0%	29.4%	10.0%	25.0%	12.5%	17.2%	5.5%	23.6%	29.4%	31.6%	6.7%

\*Significantly different between stakeholder groups



### C. World Bank Group's Work and Engagement on the Ground

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	15	7.47	2.17	13	8.46	0.97	47	7.96	1.81	26	7.62	2.04	14	8.00	1.62	20	5.95	2.26	39	6.26	2.09	37	6.05	2.28	12	6.25	2.01	14	5.86	2.41	13	7.85	2.03
Flexibility (in terms of the institution's products and services)*	15	6.13	2.50	12	8.08	0.90	46	7.41	1.80	25	7.44	1.87	15	7.87	1.46	17	5.59	2.21	41	5.78	2.19	38	5.68	1.97	13	6.00	2.08	15	5.53	1.96	12	7.50	2.50
Flexibility (in terms of changing country circumstances)*	14	6.64	2.27	12	7.92	1.08	46	7.63	1.77	26	7.54	2.10	14	7.64	1.78	19	5.37	1.86	41	5.71	2.15	40	5.95	2.24	14	5.71	1.98	14	5.43	2.10	12	7.58	2.19
Being inclusive*	15	7.13	2.17	10	8.00	1.56	51	8.00	1.70	26	7.81	2.10	15	7.87	2.23	21	5.90	2.66	42	6.21	2.05	42	6.17	2.41	14	6.07	2.09	13	5.46	2.33	11	8.09	2.43
Openness (sharing data and other information)*	14	7.50	2.14	13	8.62	0.77	48	8.19	1.65	26	8.08	2.45	14	8.21	1.97	22	6.50	1.85	44	6.77	2.60	42	6.98	2.43	15	6.53	2.23	14	5.71	2.40	13	8.31	1.65
Collaboration with the Government*	16	8.25	1.98	13	8.77	0.93	52	8.52	1.64	26	8.23	2.29	14	8.71	1.49	22	6.86	2.34	41	6.90	2.23	39	7.28	2.14	16	6.88	1.86	15	6.40	2.53	13	7.69	2.10
The speed in which it gets things accomplished on the ground*	15	7.40	1.76	11	7.55	0.82	51	7.59	1.86	28	7.07	2.23	14	7.07	2.16	21	5.33	2.39	39	5.41	2.00	35	5.29	2.47	13	5.85	2.41	15	5.13	2.29	14	7.29	2.13
Helping to bring discipline/effective supervision to implementation of investment projects*	14	7.71	1.73	10	8.10	0.88	52	8.33	1.62	30	7.53	2.29	12	7.67	1.56	18	6.44	2.50	39	6.36	2.25	36	6.19	2.39	14	6.71	2.52	14	5.86	2.60	14	8.00	2.39
Collaboration with civil society*	12	7.25	2.30	9	7.56	1.13	36	7.50	2.12	22	7.32	2.36	7	6.14	1.35	19	5.68	2.54	38	5.87	2.64	40	5.55	2.44	12	6.58	1.62	13	4.92	2.40	11	8.00	2.10
Staff accessibility*	13	8.00	1.63	6	8.00	0.89	50	8.22	2.24	25	8.16	2.13	15	8.53	1.55	22	6.27	3.03	41	6.39	2.50	36	6.25	2.66	15	6.27	2.49	14	5.64	2.68	14	8.29	2.20
Collaboration with other donors and development partners*	14	7.86	2.14	8	7.38	1.06	46	7.83	2.18	26	8.19	2.15	13	8.38	1.50	22	6.64	2.24	39	6.74	2.27	34	6.47	2.14	13	7.08	2.22	12	5.92	2.19	11	8.55	1.44
Collaboration with the private sector*	13	7.54	1.90	6	7.33	0.52	39	7.21	2.36	22	6.95	2.63	11	7.55	1.29	18	6.44	2.04	44	5.70	2.26	31	5.71	2.15	13	6.00	1.83	13	5.00	2.74	10	8.40	1.84
Straightforwardness and honesty*	14	8.14	1.88	10	8.40	1.07	50	8.04	2.16	25	8.20	2.14	15	8.53	1.51	18	6.61	2.89	41	6.56	2.49	32	6.22	2.50	13	6.77	2.42	13	5.54	2.85	13	8.23	2.31
Treating clients and stakeholders in Albania with respect*	15	8.67	2.06	10	8.70	0.82	49	8.45	2.26	26	8.50	2.34	15	8.93	1.33	20	6.95	2.50	42	7.50	2.49	36	7.14	2.70	14	7.57	2.31	12	6.42	2.87	13	9.15	1.41
Being a long-term partner*	15	8.60	2.03	13	9.08	0.95	52	8.90	2.03	28	8.50	1.99	14	8.93	1.38	19	7.21	2.12	46	7.89	2.32	39	7.38	2.77	17	7.82	2.40	13	6.85	3.29	11	9.18	1.54

\*Significantly different between stakeholder groups

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent do you agree/disagree with the following statements? (1- Strongly disagree, 10- Strongly agree)**

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Albania*	14	7.57	1.55	10	7.30	1.89	43	8.02	2.10	25	7.08	2.40	12	8.25	1.82	16	5.81	2.59	39	6.00	2.08	23	6.17	2.04	10	6.40	2.07	11	5.00	2.57	11	7.82	2.18
Where country systems are adequate, the World Bank Group makes appropriate use of them*	13	7.46	1.90	10	8.10	0.74	42	8.62	1.48	24	8.08	1.74	13	8.77	1.54	16	6.75	2.57	34	6.29	2.13	28	7.25	2.03	13	7.46	1.94	10	5.10	2.28	13	8.23	2.31

\*Significantly different between stakeholder groups

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Albania*	15	7.00	2.10	13	7.54	1.05	42	7.14	2.09	28	6.36	2.68	11	7.73	1.85	21	6.24	2.12	41	5.56	2.32	35	5.89	2.40	15	6.13	2.20	14	5.79	2.83	12	8.08	1.68
The World Bank Group meets Albania's needs for knowledge services*	16	7.50	2.13	13	7.92	1.12	46	7.87	1.83	28	7.25	2.05	15	8.00	1.85	23	6.91	2.11	39	6.05	2.49	36	6.22	2.50	14	6.29	2.30	14	6.86	2.44	13	7.92	2.10

\*Significantly different between stakeholder groups

**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 the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Academia	Media	Other
Increased its emphasis recently	21.4%	20.0%	14.8%	21.9%	26.7%	25.9%	10.0%	16.7%	6.3%	13.3%	21.4%
Decreased its emphasis recently	21.4%	0.0%	9.3%	9.4%	13.3%	14.8%	10.0%	4.2%	0.0%	20.0%	0.0%
Emphasis has remained pretty consistent over time	35.7%	53.3%	42.6%	40.6%	33.3%	25.9%	36.0%	45.8%	68.8%	46.7%	35.7%
Don't know	21.4%	26.7%	33.3%	28.1%	26.7%	33.3%	44.0%	33.3%	25.0%	20.0%	42.9%



## E. World Bank Group's Knowledge Work and Activities

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Academia	Media	Other
Weekly	11.8%	6.3%	14.3%	2.9%	0.0%	7.7%	2.0%	0.0%	0.0%	11.8%	13.3%
Monthly	29.4%	12.5%	25.0%	8.6%	33.3%	26.9%	11.8%	15.7%	17.6%	23.5%	13.3%
A few times a year	47.1%	50.0%	39.3%	40.0%	66.7%	46.2%	35.3%	60.8%	35.3%	52.9%	40.0%
Rarely	11.8%	31.3%	17.9%	28.6%	0.0%	19.2%	33.3%	15.7%	47.1%	5.9%	20.0%
Never	0.0%	0.0%	3.6%	20.0%	0.0%	0.0%	17.6%	7.8%	0.0%	5.9%	13.3%

\*Significantly different between stakeholder groups

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
In Albania, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Albania's specific development challenges and country circumstances?	15	7.53	1.73	13	7.85	1.14	47	8.43	1.47	29	7.55	1.88	15	8.20	1.82	22	6.68	2.32	43	6.30	2.14	42	6.95	2.05	16	6.38	2.06	12	6.42	2.27	13	7.85	2.08

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

	Office of the President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/PMU/Consultant on WBG Project			Local Government Office or Staff			Independent Government Institution			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Academia			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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?*	16	8.06	1.53	14	8.50	1.22	52	8.60	1.32	32	7.91	1.91	15	8.93	1.44	25	6.40	2.42	47	6.57	2.11	44	6.95	2.12	17	7.18	1.91	16	6.31	2.57	13	8.00	2.45
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	16	8.31	1.54	15	8.73	1.16	53	8.77	1.50	31	8.23	2.03	15	9.00	1.46	26	6.96	2.24	45	7.00	2.35	44	7.68	1.86	16	7.00	2.28	16	6.44	2.80	13	8.31	2.14

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) \*Significantly different between stakeholder groups

**F. The Future Role of The World Bank Group in Albania**

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Engage more directly with beneficiaries	6.3%	6.3%	25.0%	17.1%	20.0%	14.3%	12.0%	18.0%	41.2%	35.3%	26.7%
Work faster	12.5%	0.0%	3.6%	11.4%	13.3%	10.7%	12.0%	4.0%	5.9%	5.9%	0.0%
Collaborate more effectively with Government clients*	18.8%	18.8%	19.6%	37.1%	6.7%	7.1%	10.0%	6.0%	5.9%	5.9%	6.7%
Reduce the complexity of obtaining World Bank Group financing	31.3%	31.3%	19.6%	14.3%	26.7%	7.1%	14.0%	10.0%	0.0%	5.9%	20.0%
Make use of Reimbursable Advisory Services (RAS)	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	2.0%	0.0%	11.8%	0.0%	6.7%
Engage more effectively with private sector*	25.0%	18.8%	19.6%	11.4%	6.7%	7.1%	46.0%	14.0%	11.8%	35.3%	20.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	6.3%	12.5%	5.4%	14.3%	0.0%	25.0%	4.0%	2.0%	5.9%	5.9%	6.7%
Offer more innovative financial products and services	12.5%	12.5%	8.9%	17.1%	26.7%	14.3%	24.0%	12.0%	17.6%	11.8%	6.7%
Ensure greater selectivity in its work*	0.0%	0.0%	1.8%	0.0%	6.7%	21.4%	2.0%	0.0%	5.9%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Albania's economy	12.5%	12.5%	5.4%	5.7%	13.3%	0.0%	6.0%	10.0%	11.8%	17.6%	20.0%
Engage more effectively with civil society*	0.0%	0.0%	3.6%	5.7%	6.7%	10.7%	6.0%	58.0%	11.8%	11.8%	6.7%
Increase the level of capacity development in the country	25.0%	37.5%	39.3%	28.6%	26.7%	25.0%	32.0%	24.0%	23.5%	17.6%	40.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	12.5%	25.0%	26.8%	14.3%	26.7%	21.4%	8.0%	14.0%	17.6%	11.8%	13.3%
Improve the quality of its experts as related to Albania's specific challenges	25.0%	6.3%	5.4%	11.4%	6.7%	7.1%	8.0%	8.0%	17.6%	11.8%	6.7%
Offer more innovative knowledge products and services	12.5%	6.3%	5.4%	2.9%	0.0%	10.7%	6.0%	10.0%	11.8%	17.6%	20.0%
Other	0.0%	0.0%	1.8%	0.0%	0.0%	7.1%	4.0%	4.0%	0.0%	5.9%	0.0%

\*Significantly different between stakeholder groups



## F. The Future Role of The World Bank Group in Albania (continued)

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Local government*	12.5%	53.3%	23.6%	85.7%	33.3%	28.6%	13.7%	23.5%	5.9%	17.6%	26.7%
Beneficiaries	12.5%	20.0%	25.5%	17.1%	26.7%	28.6%	17.6%	23.5%	23.5%	29.4%	33.3%
Private sector*	56.3%	20.0%	34.5%	37.1%	60.0%	10.7%	70.6%	31.4%	29.4%	47.1%	40.0%
Youth/university groups	31.3%	0.0%	21.8%	8.6%	26.7%	17.9%	21.6%	19.6%	23.5%	29.4%	26.7%
Donor community*	12.5%	13.3%	21.8%	14.3%	0.0%	28.6%	5.9%	2.0%	17.6%	0.0%	6.7%
Academia/think tanks/research institutes*	37.5%	33.3%	43.6%	2.9%	26.7%	25.0%	33.3%	19.6%	64.7%	5.9%	26.7%
Media*	0.0%	0.0%	7.3%	0.0%	6.7%	7.1%	7.8%	7.8%	5.9%	52.9%	6.7%
NGOs/Community Based Organizations*	6.3%	0.0%	7.3%	5.7%	0.0%	28.6%	17.6%	62.7%	11.8%	5.9%	20.0%
Foundations	0.0%	6.7%	1.8%	5.7%	0.0%	0.0%	0.0%	3.9%	0.0%	0.0%	0.0%
Parliament*	6.3%	46.7%	1.8%	2.9%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	13.3%
Other	6.3%	0.0%	1.8%	2.9%	0.0%	7.1%	0.0%	0.0%	0.0%	5.9%	0.0%
Don't know	6.3%	0.0%	3.6%	5.7%	6.7%	7.1%	2.0%	2.0%	5.9%	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 Albania?\*

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Never	0.0%	6.3%	0.0%	29.4%	6.7%	10.7%	27.5%	11.5%	11.8%	0.0%	13.3%
Less than once a year	6.3%	25.0%	14.5%	17.6%	0.0%	17.9%	23.5%	25.0%	29.4%	17.6%	13.3%
Once a year to a few times a year	37.5%	56.3%	34.5%	41.2%	26.7%	50.0%	29.4%	51.9%	52.9%	58.8%	33.3%
Less than once a month	18.8%	12.5%	5.5%	2.9%	20.0%	10.7%	9.8%	5.8%	0.0%	5.9%	20.0%
At least once a month	37.5%	0.0%	25.5%	5.9%	46.7%	3.6%	9.8%	5.8%	5.9%	17.6%	6.7%
At least once a week	0.0%	0.0%	20.0%	2.9%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	13.3%

\*Significantly different between stakeholder groups



**G. Communication and Information Sharing (continued)****How do you get most of your information about economic and social development issues in Albania? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Local radio	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social media*	47.1%	12.5%	20.0%	50.0%	0.0%	25.9%	30.8%	22.0%	25.0%	41.2%	40.0%
International newspapers	11.8%	12.5%	5.5%	5.9%	13.3%	18.5%	15.4%	6.0%	12.5%	0.0%	20.0%
Local television	0.0%	25.0%	21.8%	14.7%	13.3%	22.2%	11.5%	18.0%	12.5%	11.8%	13.3%
Internet*	76.5%	68.8%	83.6%	58.8%	60.0%	74.1%	75.0%	76.0%	75.0%	35.3%	73.3%
Periodicals*	35.3%	56.3%	45.5%	26.5%	73.3%	3.7%	23.1%	32.0%	50.0%	41.2%	13.3%
International television	5.9%	0.0%	9.1%	5.9%	6.7%	3.7%	13.5%	14.0%	0.0%	11.8%	13.3%
Local newspapers	5.9%	12.5%	3.6%	2.9%	6.7%	14.8%	3.8%	10.0%	12.5%	23.5%	0.0%
Other	5.9%	6.3%	3.6%	2.9%	6.7%	14.8%	5.8%	10.0%	6.3%	11.8%	13.3%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
World Bank Group's publications and other written materials	12.5%	37.5%	25.0%	12.1%	46.7%	28.6%	13.7%	25.5%	29.4%	33.3%	6.7%
e-Newsletters	31.3%	25.0%	33.9%	33.3%	40.0%	42.9%	47.1%	27.5%	35.3%	26.7%	33.3%
World Bank Group's seminars/workshops/con ferences*	31.3%	43.8%	44.6%	30.3%	40.0%	14.3%	25.5%	19.6%	23.5%	46.7%	46.7%
World Bank Group's website	43.8%	31.3%	30.4%	30.3%	20.0%	17.9%	31.4%	39.2%	29.4%	40.0%	26.7%
Direct contact with World Bank Group	18.8%	18.8%	42.9%	30.3%	33.3%	39.3%	17.6%	33.3%	11.8%	46.7%	40.0%
Social media*	31.3%	25.0%	1.8%	18.2%	6.7%	21.4%	29.4%	25.5%	35.3%	6.7%	13.3%
Webinars or online events hosted by the World Bank Group	25.0%	18.8%	19.6%	33.3%	13.3%	14.3%	19.6%	19.6%	23.5%	0.0%	26.7%

\*Significantly different between stakeholder groups



## H. Background Information

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Minister Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Yes	66.7%	33.3%	65.6%	44.4%	84.2%	64.5%	31.7%	20.0%	22.2%	56.0%	60.0%
No	33.3%	66.7%	34.4%	55.6%	15.8%	35.5%	68.3%	80.0%	77.8%	44.0%	40.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Office of Minister Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
IBRD	92.9%	100.0%	90.5%	93.8%	81.3%	90.0%	42.9%	75.0%	100.0%	92.9%	83.3%
IFC	7.1%	0.0%	9.5%	6.3%	18.8%	10.0%	52.4%	16.7%	0.0%	7.1%	8.3%
MIGA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
ICSID	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	8.3%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Office of Minister Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Observer*	23.8%	23.5%	9.7%	33.3%	0.0%	15.6%	41.0%	19.0%	22.2%	12.0%	27.8%
Use World Bank Group reports/data*	57.1%	58.8%	17.7%	33.3%	31.6%	46.9%	24.6%	53.4%	50.0%	72.0%	22.2%
Engage in World Bank Group related/sponsored events/activities*	23.8%	5.9%	53.2%	30.6%	57.9%	18.8%	18.0%	20.7%	38.9%	4.0%	44.4%
Collaborate as part of my professional duties*	42.9%	35.3%	61.3%	41.7%	63.2%	56.3%	27.9%	34.5%	22.2%	24.0%	50.0%
Use World Bank Group website for information, data, research, etc.*	28.6%	29.4%	9.7%	5.6%	5.3%	31.3%	41.0%	34.5%	11.1%	36.0%	5.6%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>16</sup>

*Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY20 Albania COS questionnaire: All 10-point scale questions and questions B7, B9, B10, and F1.*

*For 10-point scale questions that were asked both in FY17 and FY20 Albania COS, the analysis for collaborators is presented for both years. However, ONLY FY20 responses are tested for statistical significance (collaborators vs. non-collaborators).*

- Collaborating with the WBG, FY17 N=180
- Collaborating with the WBG, FY20 N=173
- Not collaborating with the WBG, FY20 N=201

### A. Overall Context

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 central government*	151	5.66	2.54	177	5.08	2.64
The local government	151	5.02	2.32	172	4.85	2.60
European Delegation*	148	6.76	2.23	170	6.24	2.36
Bilateral organizations*	115	6.40	2.03	143	5.53	2.17
The World Bank Group*	152	7.62	2.21	158	6.72	2.25
The International Monetary Fund*	136	7.26	2.23	159	6.45	2.18
The United Nations (UN)*	129	7.16	2.15	162	6.22	2.47
Other development banks*	125	6.70	2.19	146	5.97	2.05
Albania's Central Bank*	136	6.71	2.25	161	5.89	2.30
International private sector*	131	6.76	2.09	145	5.94	1.97
Domestic private sector*	146	6.19	2.06	163	5.74	2.08
International civil society (e.g., NGOs, CBOs)*	154	6.77	2.49	173	6.07	2.62
Domestic civil society (e.g., NGOs, CBOs)	153	5.63	2.51	169	5.19	2.49
Domestic traditional media and their web presence	154	4.76	2.18	174	4.32	2.40
International media and their web presence*	152	7.06	2.25	174	6.44	2.55
Web based media*	154	5.37	2.60	174	4.94	2.63

\*Significantly different between collaborators and non-collaborators

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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Albania?*	175	7.50	1.89	153	6.92	2.01	178	5.38	2.19

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

<sup>16</sup> Only 374 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)****To what extent do you agree/disagree with the following statements about the World Bank Group's work in Albania?***(1-Strongly disagree, 10-Strongly agree)*

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Albania*	169	7.99	1.68	151	7.91	2.11	160	6.55	2.20
The World Bank Group's work is aligned with what I consider the development priorities for Albania*	165	7.77	1.70	142	7.96	2.08	155	6.63	2.15

*\*Significantly different between collaborators and non-collaborators*

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Albania.*	167	7.77	1.75	147	7.75	2.09	152	6.41	2.32

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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	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 Albania?*	157	7.61	1.62	146	7.58	2.14	152	6.43	2.26

*(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 Albania?*	143	7.53	2.17	154	6.47	2.14

*(1-To no degree at all, 10-To a very significant degree) \*Significantly different between collaborators and non-collaborators***To what extent do you believe that the World Bank Group's work and support help the poorest in Albania?****(Select only ONE response)**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	11.0%	6.7%
To a somewhat sufficient degree	46.1%	36.1%
To a somewhat insufficient degree	22.1%	30.0%
To a very insufficient degree	4.5%	10.0%
Don't know	16.2%	17.2%

**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 Albania?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Arrogant in its approach	0.0%	2.2%
Not adequately sensitive to political/social realities in Albania	15.0%	16.7%
Not collaborating enough with private sector	9.8%	11.1%
Not enough public disclosure of its work	20.3%	15.0%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	7.8%	3.3%
Not aligned with country priorities	3.9%	3.9%
World Bank Group's processes too slow and complex	24.2%	17.2%
Inadequate World Bank Group's staffing in Albania*	8.5%	3.3%
Not sufficiently focused on sustainable results	6.5%	12.8%
Not collaborating enough with civil society (e.g., NGOs, CBOs)*	5.2%	16.1%
Not adequately flexible*	11.1%	5.0%
Not willing to honestly criticize policies and reform efforts in the country	20.3%	27.8%
Staff too inaccessible	2.6%	2.2%
Other	2.0%	3.9%
Don't know	18.3%	25.6%

\*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Urban development	7.8%	4.0%
Water and sanitation*	9.1%	3.4%
Job creation/employment	16.9%	19.8%
Private sector development	22.1%	18.6%
Financial markets	6.5%	5.1%
Social protection (e.g., pensions, targeted social assistance)	7.8%	10.2%
Gender equity (closing the gap between women and men, and boys and girls)	2.6%	3.4%
Energy	7.8%	4.5%
Education	19.5%	20.9%
Global pandemics (e.g. COVID-19)	4.5%	5.6%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	13.0%	15.3%
Health	17.5%	15.8%
Global/regional integration	4.5%	7.3%
Anti-corruption	17.5%	19.2%
Economic growth	25.3%	24.3%
Disaster risk management	5.8%	7.3%
National debt	3.9%	6.8%
Trade and exports	7.8%	4.0%
Information and communications technology	7.8%	3.4%
Transport (e.g., roads, bridges, transportation)	5.8%	5.6%
Agriculture and rural development	33.1%	27.1%
Judiciary reform	5.2%	7.3%
Natural resource management	7.8%	12.4%
Climate change (e.g., mitigation, adaptation)	7.1%	5.1%
Equality of opportunity (i.e., social inclusion)	3.2%	7.3%
Poverty reduction	13.0%	19.2%

\*Significantly different between collaborators and non-collaborators

**C. World Bank Group's Work and Engagement on the Ground**

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Albania solve its most complicated development challenges?*	158	8.24	1.57	139	8.06	2.04	126	7.01	2.42

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

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

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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	152	7.25	1.82	133	7.57	2.21	129	6.33	2.07
Flexibility (in terms of the institution's products and services)*	149	6.85	1.96	128	7.12	2.17	116	5.94	2.00
Flexibility (in terms of changing country circumstances)*	147	6.91	1.98	125	7.08	2.16	122	6.10	2.15
Being inclusive*	147	7.22	2.01	132	7.39	2.26	124	6.44	2.26
Openness (sharing data and other information)*	149	7.70	2.00	133	7.82	2.18	127	6.91	2.29
Collaboration with the Government*	155	8.21	1.89	136	8.08	2.09	128	7.23	2.10
The speed in which it gets things accomplished on the ground*	148	6.82	1.98	136	6.92	2.32	117	5.79	2.19
Helping to bring discipline/effective supervision to implementation of investment projects*	152	7.51	2.02	129	7.66	2.11	120	6.63	2.36
Collaboration with civil society*	129	6.84	2.05	101	6.89	2.34	116	6.03	2.45
Staff accessibility*	134	7.72	2.02	136	7.90	2.38	110	6.32	2.50
Collaboration with other donors and development partners*	116	6.61	1.96	123	7.68	2.26	111	6.87	2.09
Collaboration with the private sector*	130	7.60	1.82	110	7.00	2.29	106	5.95	2.24
Straightforwardness and honesty*	145	7.92	2.13	129	7.88	2.41	111	6.67	2.36
Treating clients and stakeholders in Albania with respect*	134	8.38	1.72	135	8.47	2.32	114	7.31	2.34
Being a long-term partner*	158	8.80	1.56	135	8.72	2.12	128	7.61	2.35

\*Significantly different between collaborators and non-collaborators

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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	125	7.76	1.97	106	7.28	2.64	79	6.54	2.21
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	144	7.87	1.98	135	7.96	2.38	115	7.21	2.35
The World Bank Group's approvals and reviews are done in a timely fashion*	134	7.46	2.01	119	7.44	2.34	85	6.67	2.24
The World Bank Group's Environmental and Social Framework requirements are reasonable <sup>i</sup>	115	7.83	1.81	117	7.79	2.27	101	7.39	2.21
The World Bank Group's conditions on its lending are reasonable	112	7.63	1.99	104	7.27	2.37	88	7.13	2.12
The World Bank Group takes decisions quickly in Albania	124	7.30	2.04	118	7.10	2.49	93	6.56	2.03
Working with the World Bank Group increases Albania's institutional capacity*	149	8.24	1.69	140	8.09	2.40	133	7.38	2.21
Where country systems are adequate, the World Bank Group makes appropriate use of them*	115	7.89	2.04	116	7.85	2.17	97	7.07	2.00

\*Significantly different between collaborators and non-collaborators

<sup>i</sup> In FY 2017, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Albania*	151	7.11	1.99	122	6.82	2.50	122	6.05	2.13
The World Bank Group meets Albania's needs for knowledge services*	145	7.17	2.01	130	7.52	2.29	124	6.56	2.16

\*Significantly different between collaborators and non-collaborators

**D. World Bank Group's Support in Development Areas**

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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	81	6.96	2.15	64	6.83	2.55	79	6.19	2.56
Gender equity*	75	6.75	2.20	79	7.41	2.53	82	6.61	2.31
Private sector development*	89	6.63	1.95	83	6.83	2.35	86	6.09	2.12
Education	84	6.73	2.13	70	6.26	2.44	85	6.15	2.31
Public sector governance/reform*	118	7.53	1.85	101	7.58	2.32	103	6.56	2.08
Global/regional integration*	66	6.71	1.94	80	7.45	2.21	82	6.45	2.12
Urban development*	94	7.00	2.15	82	7.40	2.23	96	6.66	2.09
Energy*	114	7.67	2.05	85	7.53	2.32	87	6.77	2.10
Water and sanitation	93	7.60	1.85	88	7.49	2.40	89	6.91	2.04
Job creation/employment*	74	6.58	2.27	83	6.70	2.60	79	5.97	2.11
Health	81	6.77	2.28	71	6.56	2.57	74	6.32	2.20
Financial markets*	74	6.64	2.38	73	7.18	2.28	66	6.14	2.13
Transport (e.g., roads, bridges, transportation)	96	7.55	1.92	86	7.50	2.28	89	7.02	2.02
Agriculture and rural development	93	7.20	2.16	87	7.21	2.66	93	6.85	2.07
Trade and exports	63	6.57	2.05	73	6.62	2.58	62	6.42	2.24
Natural resource management	84	7.30	2.14	72	6.67	2.64	77	6.30	2.42
Climate change (e.g., mitigation, adaptation)	75	6.80	2.20	62	6.66	2.46	70	6.40	2.50
Poverty reduction	94	6.93	2.26	88	6.89	2.54	95	6.24	2.42
Anti-corruption	87	6.52	2.47	80	6.50	2.57	81	6.09	2.39
Economic growth	102	7.07	2.14	94	7.13	2.37	89	6.61	2.02
Disaster risk management	74	6.68	2.11	75	6.59	2.44	75	6.53	2.33
Equality of opportunity (i.e., social inclusion)*	78	6.69	2.32	82	7.27	2.56	82	6.44	2.46
Information and communications technology	73	6.92	1.96	80	7.20	2.18	73	6.60	2.38

\*Significantly different between collaborators and non-collaborators

**E. World Bank Group's Knowledge Work and Activities**

**In Albania, 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)

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	138	7.40	1.75	132	7.80	2.08	134	6.54	2.07
Include appropriate level of stakeholder involvement during preparation*	146	7.17	2.02	130	7.92	2.11	124	6.72	2.05
Lead to practical solutions*	145	7.03	1.95	133	7.45	2.30	127	6.61	2.05
Are source of relevant information on global good practices*	148	8.07	1.78	138	8.37	1.96	139	7.42	2.22
Are adequately disseminated*	139	7.24	2.07	124	7.90	2.15	124	6.70	2.24
Are translated enough into local language*	130	7.46	2.13	118	7.73	2.23	124	7.06	2.22
Are adaptable to Albania's specific development challenges and country circumstances*	151	7.36	1.85	130	7.78	1.96	133	6.77	2.03

\*Significantly different between collaborators and non-collaborators

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	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?*	152	7.63	1.63	141	8.04	2.02	145	6.97	2.06

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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	156	8.07	1.57	141	8.34	1.97	144	7.35	2.14

(1- Very low technical quality, 10- Very high technical quality) \*Significantly different between collaborators and non-collaborators

**Which of the following SHOULD the World Bank Group do to make itself of greater value in Albania?**

**(Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Engage more directly with beneficiaries	19.7%	20.2%
Work faster	8.8%	4.9%
Collaborate more effectively with Government clients (e.g., national, state, local)	12.9%	14.7%
Reduce the complexity of obtaining World Bank Group financing	18.4%	12.9%
Make use of Reimbursable Advisory Services (RAS)	2.7%	0.6%
Engage more effectively with private sector	21.8%	18.4%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	7.5%	8.0%
Offer more innovative financial products and services	16.3%	13.5%
Ensure greater selectivity in its work	2.7%	3.7%
Provide more adequate data/knowledge/statistics/figures on Albania's economy	8.2%	9.2%
Engage more effectively with civil society (e.g., NGOs, CBOs)*	6.1%	21.5%
Increase the level of capacity development in the country	32.0%	28.8%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	19.7%	14.7%
Improve the quality of its experts as related to Albania's specific challenges*	4.8%	12.9%
Offer more innovative knowledge products and services	8.8%	7.4%
Other	2.0%	3.1%

\*Significantly different between collaborators and non-collaborators





## Appendix D: Responses to Selected Questions by Year<sup>17</sup>

*All data presented in this appendix are weighted. As a result, means of the FY 2020 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2017 respondents and the total number of respondents indicated may differ from those reported in the FY 2017 COS report.*

- FY 2017 Number of comparable respondents = 239
- FY 2020 Number of comparable respondents = 224

*By weighting, the FY 2017 and FY 2020 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:*

Percentage of Respondents	FY 2017	FY 2020
Office of the President/Prime Minister/Minister	7.0%	7.0%
Office of Parliamentarian	3.5%	3.5%
Government Institutions	25.0%	25.0%
Local Government	12.0%	12.0%
Bilateral/Multilateral Agency	7.0%	7.0%
Civil Society	16.0%	16.0%
Private Sector	16.5%	16.5%
Academia/Research Institute/Think Tank	7.0%	7.0%
Media	6.0%	6.0%

### A. Overall Context

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

Percentage of Respondents	FY 2017	FY 2020
The right direction	58.0%	52.6%
The wrong direction	13.9%	18.4%
Not sure	28.1%	29.0%

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Albania?*	289	6.72	2.30	330	6.08	2.19

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between FY2017 and FY2020

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Albania*	263	7.60	1.96	309	7.19	2.19
The World Bank Group's work is aligned with what I consider the development priorities for Albania	255	7.33	1.93	293	7.26	2.16

\*Significantly different between FY2017 and FY2020

<sup>17</sup> Only those questions that were asked in the FY 2017 and FY 2020 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Albania.	266	7.23	1.92	296	7.07	2.26

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Albania?	247	7.32	1.85	298	6.99	2.22

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

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

Percentage of Respondents	FY 2017	FY 2020
To a fully sufficient degree	3.9%	7.6%
To a somewhat sufficient degree	42.8%	41.8%
To a somewhat insufficient degree	33.2%	27.4%
To a very insufficient degree	6.7%	7.6%
Don't know	13.4%	15.5%

**C. World Bank Group's Work and Engagement on the Ground**

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Albania solve its most complicated development challenges?*	242	7.91	1.82	262	7.52	2.24

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY2017 and FY2020

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	240	6.86	1.96	256	6.94	2.20
Flexibility (in terms of the institution's products and services)	227	6.67	1.95	242	6.54	2.13
Flexibility (in terms of changing country circumstances)	227	6.81	1.97	245	6.58	2.18
Being inclusive	230	6.86	2.10	253	6.93	2.27
Openness (sharing data and other information)	234	7.43	2.11	257	7.34	2.27
Collaboration with the Government	246	7.94	1.98	261	7.66	2.13
The speed in which it gets things accomplished on the ground	224	6.66	2.06	249	6.43	2.30
Helping to bring discipline/effective supervision to implementation of investment projects	232	7.38	2.02	247	7.17	2.24
Collaboration with civil society	211	6.51	2.11	212	6.44	2.40
Staff accessibility	199	7.29	2.13	245	7.20	2.51
Collaboration with other donors and development partners*	179	6.51	2.04	232	7.30	2.21
Collaboration with the private sector*	208	7.37	1.95	214	6.44	2.29
Straightforwardness and honesty	226	7.58	2.16	237	7.31	2.42
Treating clients and stakeholders in Albania with respect	215	8.01	1.94	245	7.91	2.40
Being a long-term partner	247	8.48	1.79	261	8.17	2.31

\*Significantly different between FY2017 and FY2020

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	174	7.42	2.10	183	6.90	2.44
The World Bank Group effectively monitors and evaluates the projects and programs it supports	220	7.58	2.04	248	7.63	2.34
The World Bank Group's approvals and reviews are done in a timely fashion	189	7.27	2.06	202	7.12	2.29
The World Bank Group's Environmental and Social Framework requirements are reasonable <sup>i</sup>	174	7.69	1.85	215	7.56	2.23
The World Bank Group's conditions on its lending are reasonable	169	7.44	1.98	186	7.19	2.24
The World Bank Group takes decisions quickly in Albania	181	7.03	1.99	208	6.88	2.27
Working with the World Bank Group increases Albania's institutional capacity*	230	8.12	1.79	270	7.72	2.31
Where country systems are adequate, the World Bank Group makes appropriate use of them	174	7.58	2.14	210	7.52	2.07

\*Significantly different between FY2017 and FY2020

<sup>i</sup> In FY 2017, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Albania	235	6.76	2.07	241	6.41	2.32
The World Bank Group meets Albania's needs for knowledge services	231	6.98	2.10	249	7.00	2.24

**D. World Bank Group's Support in Development Areas**

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Social protection	134	6.84	2.07	145	6.46	2.50
Gender equity	119	6.60	2.17	163	6.95	2.38
Private sector development	136	6.55	1.95	169	6.39	2.21
Education*	141	6.74	2.03	158	6.16	2.31
Public sector governance/reform	185	7.28	2.00	205	7.04	2.18
Global/regional integration	110	6.68	1.95	161	6.86	2.20
Urban development	146	6.86	2.12	181	6.99	2.12
Energy	168	7.32	2.18	174	7.06	2.18
Water and sanitation	150	7.26	2.03	177	7.16	2.20
Job creation/employment	124	6.37	2.23	163	6.29	2.35
Health	136	6.64	2.30	145	6.43	2.32
Financial markets	116	6.60	2.26	142	6.64	2.21
Transport	156	7.34	1.95	175	7.21	2.12
Agriculture and rural development	152	7.01	2.17	182	7.04	2.31
Trade and exports	109	6.58	2.00	135	6.51	2.35
Natural resource management	131	6.80	2.22	149	6.49	2.47
Climate change (e.g., mitigation, adaptation)	114	6.46	2.20	133	6.57	2.39
Poverty reduction	157	6.74	2.29	185	6.53	2.45
Anti-corruption	150	6.24	2.41	162	6.31	2.39
Economic growth	161	6.87	2.18	184	6.81	2.16
Disaster risk management	117	6.41	2.16	148	6.54	2.28
Equality of opportunity	132	6.67	2.28	163	6.82	2.49
Information and communications technology	126	6.87	2.07	150	6.82	2.23

\*Significantly different between FY2017 and FY2020

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

Percentage of Respondents	FY 2017	FY 2020
Weekly	9.5%	5.5%
Monthly	28.0%	18.6%
A few times a year	46.2%	45.3%
Rarely	13.3%	22.8%
Never	3.0%	7.8%

\*Significantly different between FY2017 and FY2020

**In Albania, 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 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Are timely	221	7.10	1.99	265	7.13	2.13
Include appropriate level of stakeholder involvement during preparation*	224	6.79	2.11	251	7.32	2.14
Lead to practical solutions	233	6.75	1.91	256	7.00	2.20
Are source of relevant information on global good practices	232	7.84	1.87	274	7.87	2.12
Are adequately disseminated	223	6.87	2.20	244	7.26	2.26
Are translated enough into local language	213	7.40	2.10	238	7.39	2.21
Are adaptable to Albania's specific development challenges and country circumstances	238	7.16	1.90	260	7.26	2.03

\*Significantly different between FY2017 and FY2020

	FY 2017			FY 2020		
	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?	238	7.42	1.74	284	7.51	2.07
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	241	7.79	1.70	283	7.84	2.09

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



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Albania? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
To what extent do you trust the World Bank Group to do what is right?	6.72	7.62	7.33	6.74	7.41	6.92	6.87	7.95	6.97	7.53	7.42	6.54
Overall the World Bank Group currently plays a relevant role in development in Albania	6.55	7.91	7.45	6.32	7.33	7.05	6.89	7.96	6.74	7.84	7.41	6.54
The World Bank Group's work is aligned with what I consider the development priorities for Albania	6.63	7.96	7.50	6.42	7.40	7.11	6.97	7.98	6.95	7.71	7.43	6.78
Overall, please rate your impression of the World Bank Group's effectiveness in Albania.	6.41	7.75	7.34	6.20	7.20	6.98	6.73	7.95	6.78	7.52	7.29	6.49
To what extent does the World Bank Group's work help to achieve development results in Albania?	6.43	7.58	7.21	6.23	7.12	6.86	6.67	7.80	6.73	7.38	7.16	6.49
To what extent does the World Bank Group influence the development agenda in Albania?	6.47	7.53	7.17	6.35	7.07	6.91	6.73	7.61	6.71	7.37	7.11	6.61
Responsiveness to needs	6.33	7.57	7.18	6.15	7.07	6.80	6.66	7.61	6.68	7.31	7.13	6.38
Flexibility (in terms of the institution's products and services)	5.94	7.12	6.80	5.58	6.66	6.38	6.24	7.16	6.36	6.78	6.68	6.11
Flexibility (in terms of changing country circumstances)	6.10	7.08	6.81	5.79	6.72	6.40	6.35	7.09	6.36	6.89	6.71	6.19
Being inclusive	6.44	7.39	7.06	6.49	7.08	6.72	6.67	7.49	6.75	7.15	7.07	6.47
Openness (sharing data and other information)	6.91	7.82	7.52	6.85	7.52	7.17	7.09	8.00	7.15	7.66	7.55	6.83
Collaboration with the Government	7.23	8.08	7.81	7.28	7.63	7.82	7.50	8.10	7.48	7.96	7.90	6.95
The speed in which it gets things accomplished on the ground	5.79	6.92	6.63	5.53	6.54	6.19	6.16	6.89	6.17	6.67	6.44	6.27
Helping to bring discipline/effective supervision to implementation of investment projects	6.63	7.66	7.32	6.47	7.30	6.90	6.92	7.58	6.86	7.49	7.29	6.60
Collaboration with civil society	6.03	6.89	6.62	5.75	6.50	6.32	6.14	7.07	6.33	6.57	6.62	5.83
Staff accessibility	6.32	7.90	7.41	6.45	7.32	7.03	6.80	7.95	7.02	7.43	7.43	6.34
Collaboration with other donors and development partners	6.87	7.68	7.41	6.86	7.24	7.39	7.05	7.80	7.11	7.50	7.53	6.38
Collaboration with the private sector	5.95	7.00	6.72	5.81	6.45	6.61	6.25	7.07	6.26	6.79	6.68	5.87
Straightforwardness and honesty	6.67	7.88	7.54	6.62	7.45	7.16	6.98	8.09	7.06	7.63	7.51	6.69
Treating clients and stakeholders in Albania with respect	7.31	8.47	8.06	7.58	7.99	7.90	7.71	8.44	7.76	8.18	8.14	7.24
Being a long-term partner	7.61	8.72	8.28	7.79	8.27	8.02	8.01	8.53	7.99	8.38	8.34	7.56
The World Bank Group takes decisions quickly in Albania	6.56	7.10	6.97	6.49	6.94	6.74	6.68	7.21	6.76	7.00	6.97	6.47
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.07	7.85	7.57	7.31	7.58	7.41	7.28	7.95	7.26	7.82	7.70	6.77
The World Bank Group's financial instruments meet the needs of Albania	6.05	6.82	6.69	5.70	6.45	6.49	6.26	6.99	6.26	6.72	6.55	6.17
The World Bank Group meets Albania's needs for knowledge services	6.56	7.52	7.29	6.11	6.99	7.14	6.86	7.44	6.83	7.31	7.15	6.67
In Albania, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Albania's specific development challenges and country circumstances	6.77	7.78	7.50	6.46	7.20	7.38	7.00	7.83	7.00	7.60	7.42	6.74
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.97	8.04	7.75	6.75	7.61	7.37	7.23	8.15	7.25	7.86	7.63	7.07
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.35	8.34	8.02	7.18	7.84	7.83	7.64	8.25	7.57	8.17	7.94	7.44

Yellow highlight indicates significant difference between Yes and No means.

## Appendix F: Albania FY20 COS Questionnaire



### **World Bank Group Country Survey FY 2020 – Albania**

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

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: OVERALL CONTEXT****A1. In general, would you say that Albania is headed in ... ?**

1	The right direction
2	The wrong direction
3	Not sure

**A2. Do you think that economic opportunity for citizens in Albania is ... ?**

1	Increasing
2	Decreasing
3	Staying about the same

**A3. Listed below are a number of development priorities in Albania.**

**Please identify which of the following you consider the most important development priorities in Albania. (Choose no more than THREE)**

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



**SECTION A: OVERALL CONTEXT****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 Albania? (Choose no more than THREE)**

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

**A5. Please describe the direction Albania 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 Albania'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"/>

**A6. Listed below are global challenges. Which do you think have the most serious impact on Albania? (Choose no more than TWO)**

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

## SECTION A: OVERALL CONTEXT

**A7. When economic and/or social reform efforts fail or are slow to take place in Albania, which of the following would you attribute this to? (Choose no more than TWO)**

1	Corruption
2	Inadequate level of private sector participation
3	Private sector involvement and/or influence
4	Inadequate level of government accountability
5	Reforms are not well thought out in light of country challenges
6	Poor coordination within the government
7	Inadequate level of donor coordination
8	Inadequate level of capacity in the government
9	Political pressures and obstacles
10	Inadequate level of citizen/civil society participation
11	Other (please specify): _____

**A8. 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	2	3	4	5	6	7	8	9	10	
1	The central government	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	The local government	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	European Delegation	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Bilateral organizations	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The World Bank Group	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Other development banks	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Albania's Central Bank	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	International private sector	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Domestic private sector	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	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	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	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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION A: OVERALL CONTEXT**

<b>A9. To what extent do you trust private sector to engage in public service delivery in Albania?</b>	
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**

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

<b>To what extent do you agree/disagree with the following statements about the World Bank Group's work in Albania?</b>														
		<b>Strongly disagree</b>										<b>Strongly agree</b>		Don't know
<b>B2</b>	Overall the World Bank Group currently plays a relevant role in development in Albania	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B3</b>	The World Bank Group's work is aligned with what I consider the development priorities for Albania	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

<b>B4. Overall, please rate your impression of the World Bank Group's effectiveness in Albania.</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not effective at all									Very effective		Don't know

<b>B5. To what extent does the World Bank Group's work help to achieve development results in Albania?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

<b>B6. To what extent does the World Bank Group influence the development agenda in Albania?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

<b>B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Albania? (Select only ONE response)</b>	
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

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

**B8. When thinking about the World Bank Group's role in Albania, which activity do you VALUE the most? (Choose no more than TWO)**

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

**B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Albania? (Choose no more than TWO)**

1	Arrogant in its approach
2	Not adequately sensitive to political/social realities in Albania
3	Not collaborating enough with private sector
4	Not enough public disclosure of its work
5	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
6	Not aligned with country priorities
7	World Bank Group's processes too slow and complex
8	Inadequate World Bank Group's staffing in Albania
9	Not sufficiently focused on sustainable results
10	Not collaborating enough with civil society (e.g., NGOs, CBOs)
11	Not adequately flexible
12	Not willing to honestly criticize policies and reform efforts in the country
13	Staff too inaccessible
14	Other (please specify): _____
15	Don't know

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

**B10. When thinking about how the World Bank Group can have the most impact on development results in Albania, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Albania? (Choose no more than THREE)**

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

**SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

<b>C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Albania solve its most complicated development challenges?</b>												
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know	

<b>To what extent is the World Bank Group an effective development partner in Albania, in terms of each of the following?</b>													
		To no degree at all					To a very significant degree					Don't know	
		1	2	3	4	5	6	7	8	9	10		
<b>C2</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C3</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C4</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C5</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C6</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C7</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C8</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C9</b>	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C10</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C11</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C12</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C13</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C14</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C15</b>	Treating clients and stakeholders in Albania with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C16</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

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		
<b>C17</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C18</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C19</b>	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C20</b>	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C21</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C22</b>	The World Bank Group takes decisions quickly in Albania	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C23</b>	Working with the World Bank Group increases Albania's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C24</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

To what extent do you agree/disagree with the following statements about the World Bank Group in Albania?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>C25</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Albania	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C26</b>	The World Bank Group meets Albania'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"/>	



## SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS

**D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Albania?** (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Public sector governance/reform (i.e., government 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	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	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 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	Natural resource management	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	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**D2. 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



## SECTION E: WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., analysis, studies, research, data, reports, conferences)

**E1. 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 Albania, to what extent do you believe that the World Bank Group's knowledge work and activities:**

		To no degree at all					To a very significant degree					Don't know
<b>E2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E4</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E8</b>	Are adaptable to Albania's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**E9. 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

**E10. 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 F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN ALBANIA**

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

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

**F2. 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	Local government	7	Media
2	Beneficiaries	8	NGOs/Community Based Organizations
3	Private sector	9	Foundations
4	Youth/university groups	10	Parliament
5	Donor community	11	Other (please specify): _____
6	Academia/think tanks/research institutes	12	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How frequently do you interact with the World Bank Group now in Albania?**

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 Albania? (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	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	World Bank Group's website		

**G4. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)**

1	High speed/WiFi
2	Dial-up

**G5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)**

1	Phone
2	Tablet
3	Computer/laptop
4	I never visit the WBG websites

## SECTION G: COMMUNICATION AND INFORMATION SHARING

G6. 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"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## SECTION H: BACKGROUND INFORMATION

<b>H1. Which of the following best describes your current affiliation? (Select only ONE response)</b>			
1	Office of the President, Prime Minister	12	Private Sector Organization
2	Office of Minister	13	Financial Sector/Private Bank
3	Office of Parliamentarian	14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
4	Employee of Ministry, Ministerial Department, Implementation Agency	15	NGO/Community Based Organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	16	Trade Union
6	Local Government Office or Staff	17	Faith-Based Group
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	18	Youth Group
8	Judicial System (e.g., courts)	19	Academia/Research Institute/Think Tank
9	State-Owned Enterprise	20	Media (press, radio, TV, web, etc.)
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Other (please specify): _____
11	Multilateral Agency (UN, regional development bank)		

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Poverty	13	Agriculture, rural development
2	Macroeconomics, fiscal management	14	Urban development
3	Governance, anti-corruption	15	Transport
4	Education	16	Digital development and technology (ICT)
5	Health, nutrition	17	Tourism
6	Social protection	18	Fragility, conflict, violence, refugees
7	Jobs	19	Demographics, migration
8	Energy	20	Trade and competitiveness
9	Environment, natural resources	21	Finance and markets
10	Climate change	22	Communications, public affairs
11	Water, sanitation	23	Generalist (specialized in multiple sectors)
12	Gender	24	Other (please specify): _____

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

<b>H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Albania? (Select only ONE response)</b>	
1	The World Bank (IBRD)
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**

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

<b>H6. Which of the following describes most of your exposure to the World Bank Group in Albania? (Choose no more than TWO)</b>	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

<b>H7. What's your gender?</b>	
1	Female
2	Male

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

<b>H9. Which best represents your geographic location?</b>	
1	Tirana
2	Central Albania
3	North Albania
4	South Albania

**Thank you for completing the survey!**