

FY 2020 Romania Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



October 2020



Acknowledgements

The Romania 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 Romania country team and the independent fielding agency Rubicon Strategy SRL. In particular, PORG is grateful for the support from Corina Mirabela Grigore (Senior Operations Officer) and Ana-Maria Catauta (External Affairs Officer) who coordinated the survey related activities from Bucharest, Romania.



Country Opinion Surveys
THE WORLD BANK GROUP



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ROMANIA





I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Romania 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 Romania*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From February to June 2020, 981 stakeholders of the WBG in Romania 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; liberal professions, and other organizations.

A total of 391 stakeholders participated in the survey (40% response rate). Respondents filled out the questionnaire via the online survey platform Qualtrics, or they received the questionnaire via mail and returned it accordingly.

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

The results of this year's Country Survey were compared to those of the Country Survey conducted in FY'16 (response rate was 23%, N=105). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'16 COS report and the non-weighted data presented in appendices A, B, C and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 73).

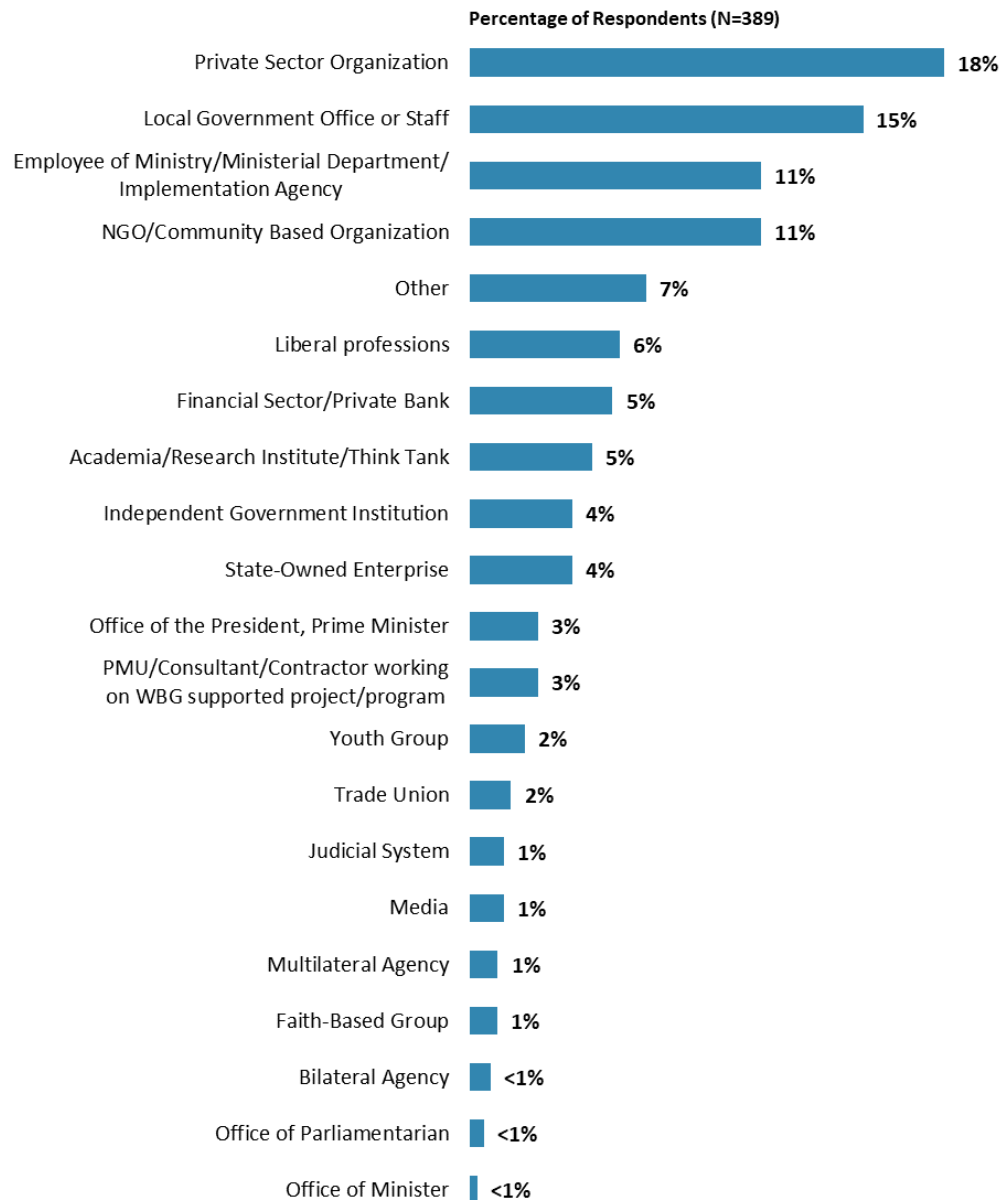
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



III. Demographics of the Sample

Current Position

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



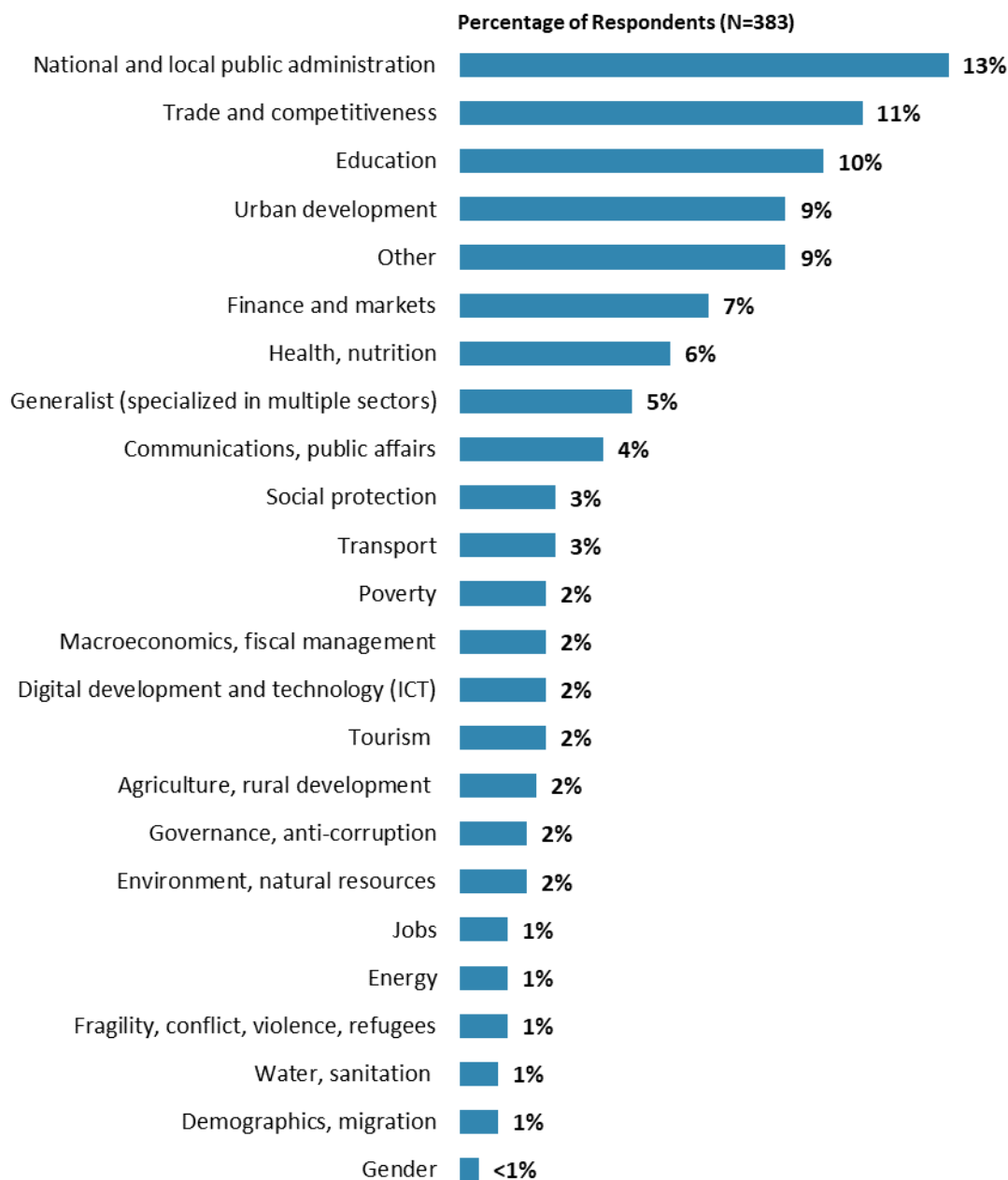
“Which of the following best describes your current position?”
(Respondents chose from a list.)

¹ Respondents from the office of the President/Prime Minister were combined with 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 the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community based organizations, trade unions, faith-based groups, and youth groups were combined in the “CSO” category. A small number of respondents from the office of a parliamentarian, the judicial system, bilateral and multilateral agencies, and the media were combined in the “Other” category. There were no respondents from private foundations.



III. Demographics of the Sample (continued)

Area of Primary Specialization

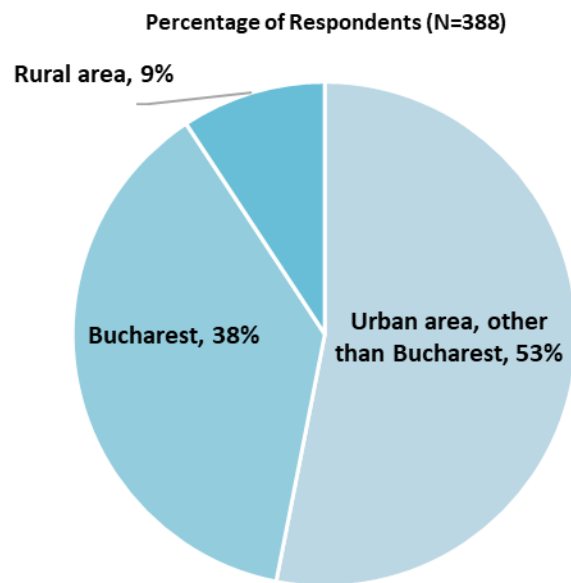


**"Please identify the primary specialization of your work."
(Respondents chose from a list.)**



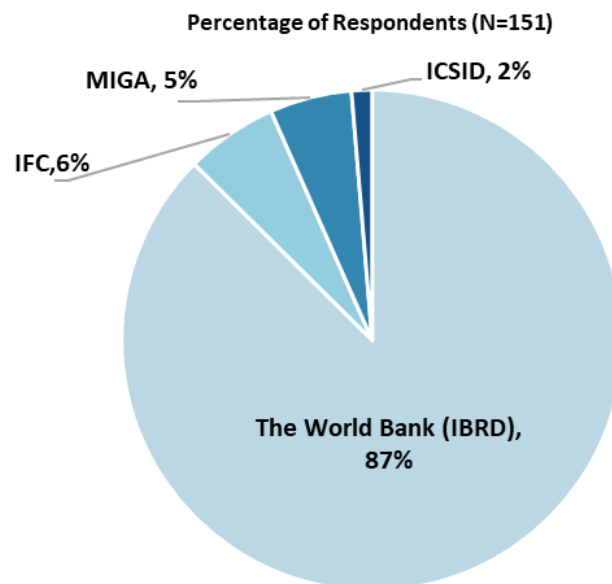
III. Demographics of the Sample (continued)

Geographic Locations



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

Exposure to Agencies within the World Bank Group



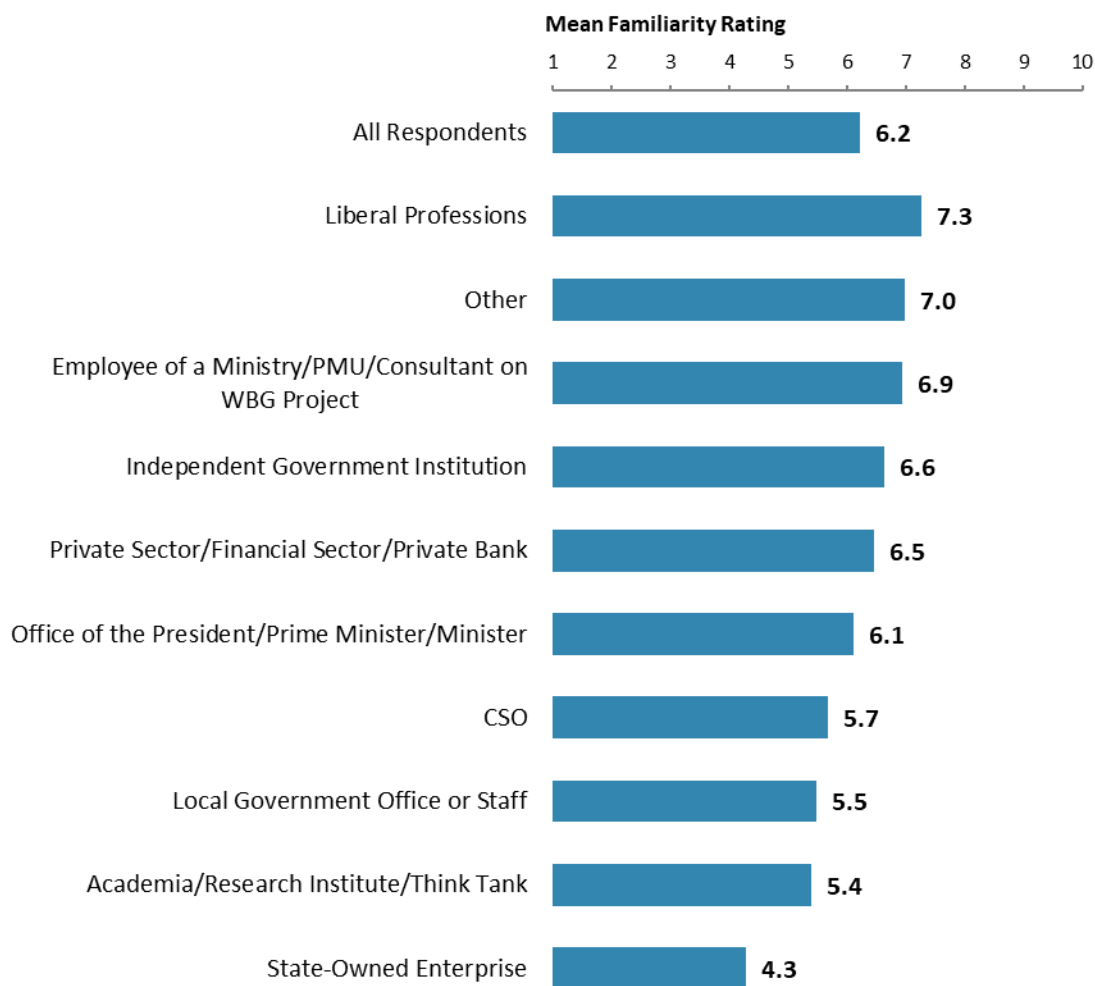
"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Romania?"
(Respondents chose from a list.)



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'16 Country Survey (weighted mean in FY'20 = 6.2; weighted mean in FY'16 = 6.9)².
- **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 Romania's development, with their ratings for the WBG's overall effectiveness in Romania, and with the ratings of the extent to which the WBG's work helps to achieve development results in Romania.



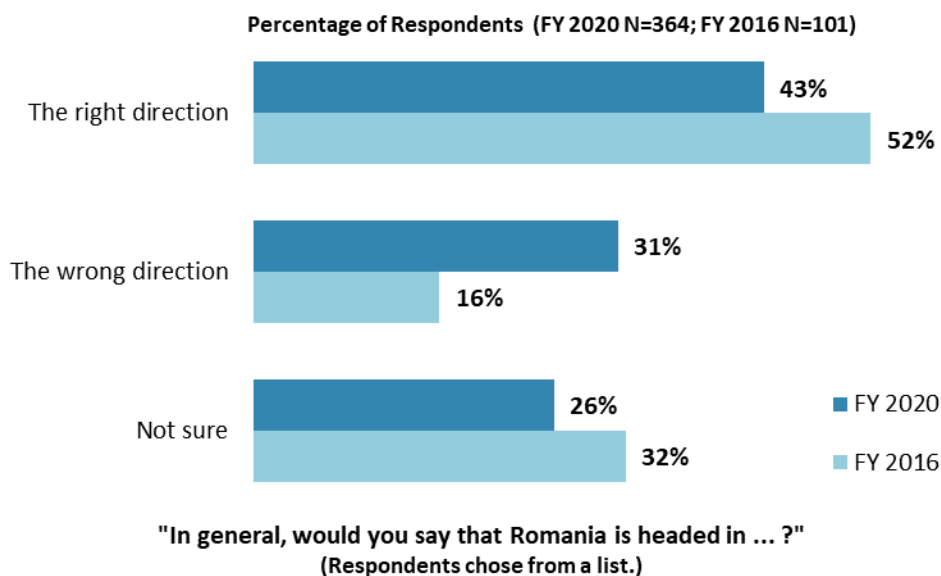
"How familiar are you with the work of the World Bank Group in Romania?"
(1-"Not familiar at all", 10-"Extremely familiar")

² The means in the chart were calculated based on un-weighted data. Please refer to Appendix D (page 73) for more details on weighting.

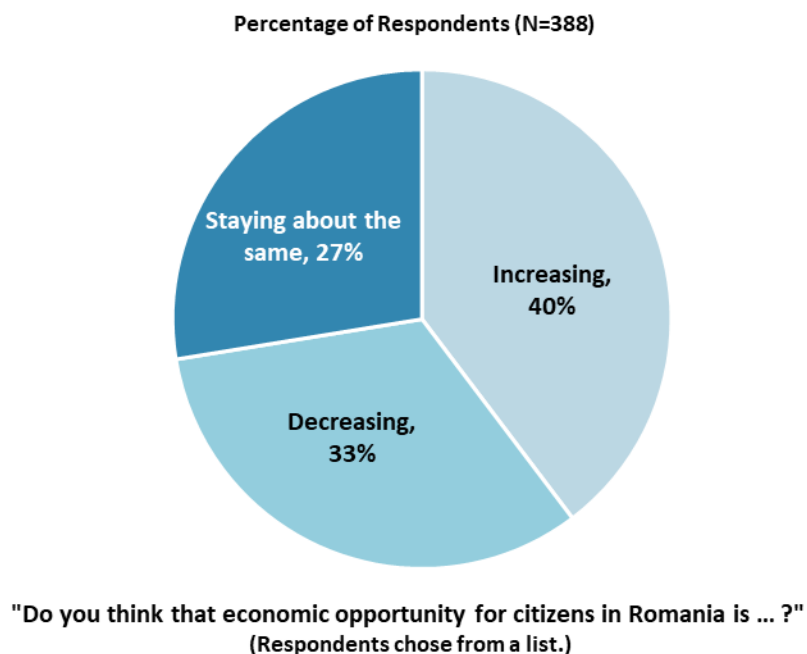


IV. Overall Context

Headed in the Right Direction³



Perceptions of Economic Opportunity

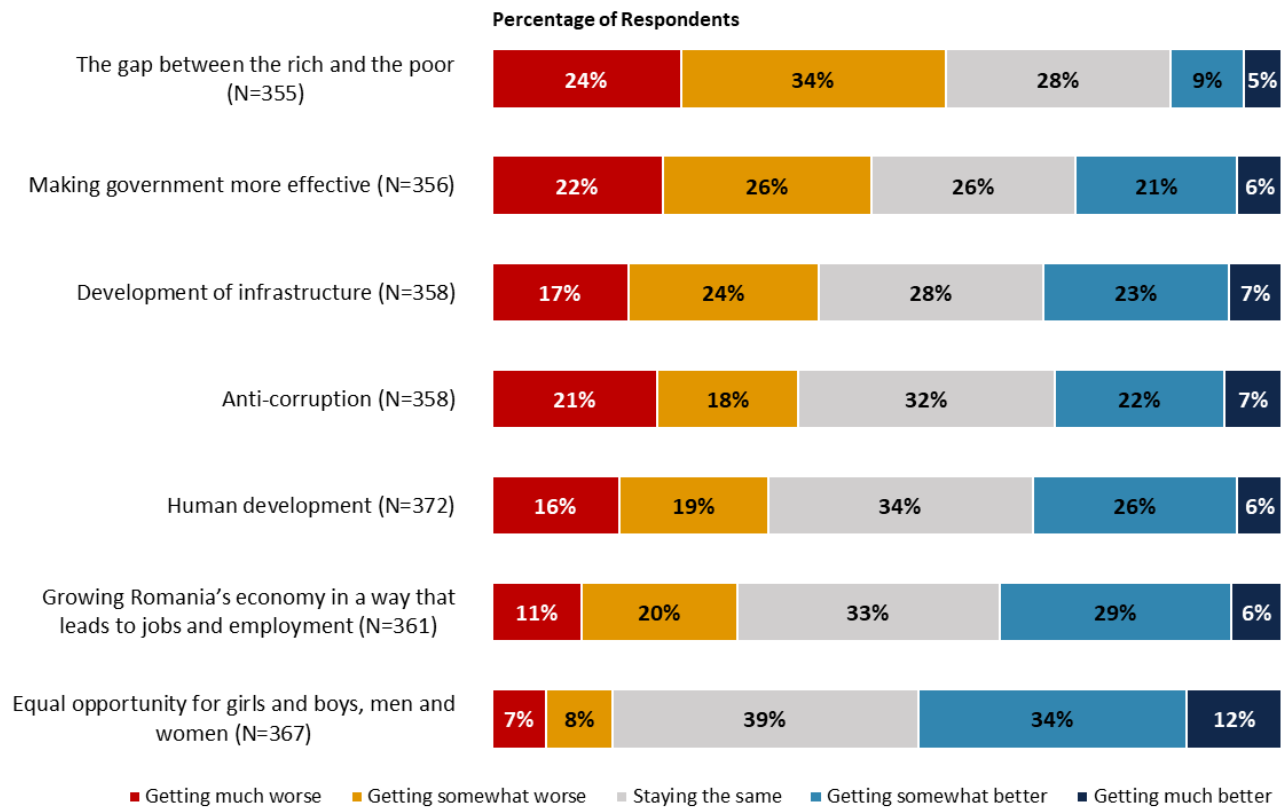


³ Percentages presented in this chart were calculated based on weighted data.



IV. Overall Context (continued)

Perceptions of Improvement and Decline in Specific Areas



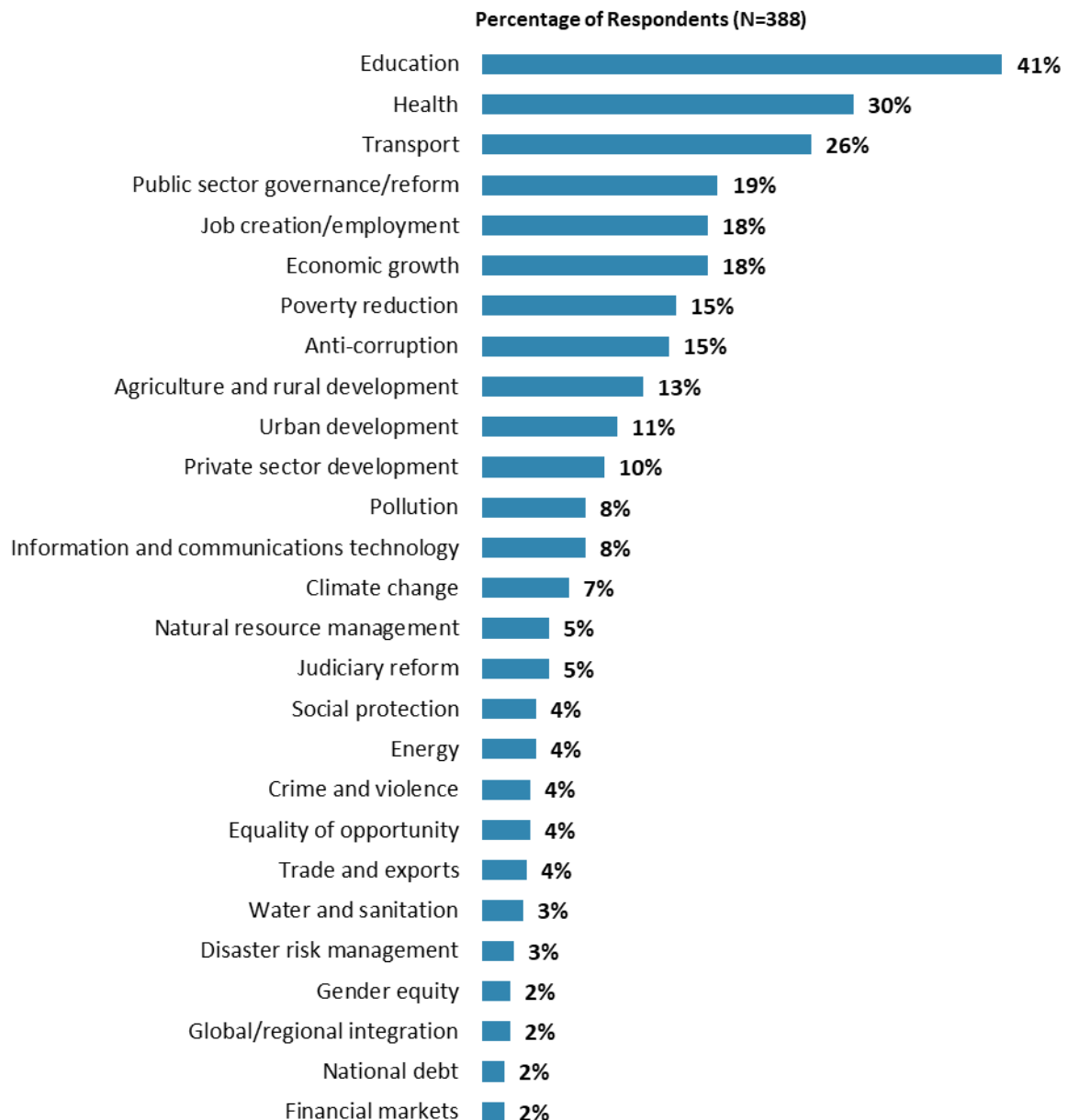
"Please describe the direction Romania is moving in, when considering ... ?"
(Respondents chose from a list.)



IV. Overall Context (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the most important development priorities in Romania were “*public sector governance/reform*” (59%), “*education*” (38%), “*transport*” (23%), “*poverty reduction*” (20%), “*health*” (18%), and “*job creation*” (17%).



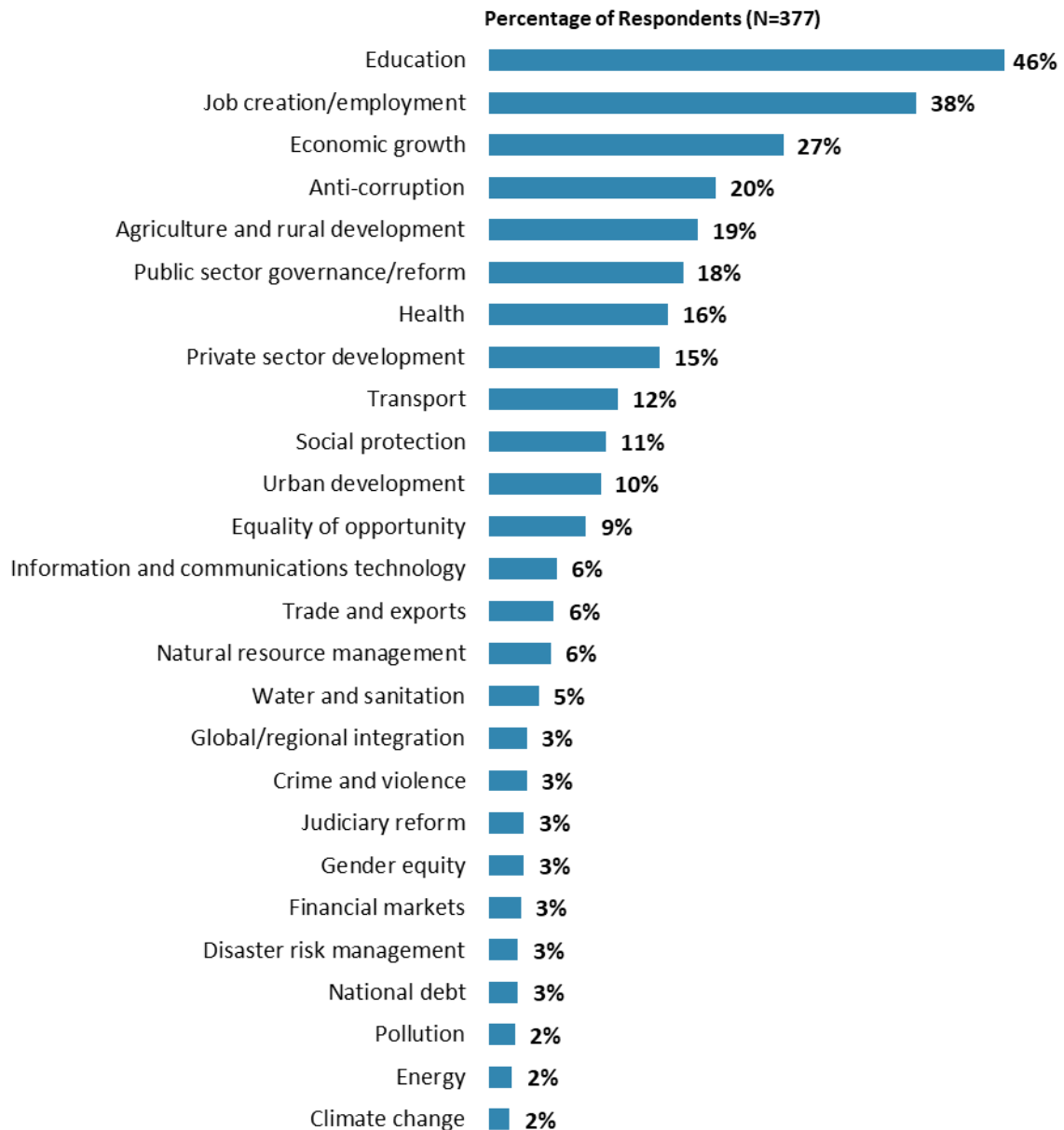
"Listed below are a number of development priorities in Romania. Please identify which of the following you consider the most important development priorities in Romania. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the biggest contributors to poverty reduction in Romania were “*education*” (49%), “*rural development*” (36%), “*economic growth*” (35%), “*public sector governance/reform*” (32%), and “*job creation*” (29%).



"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 Romania?

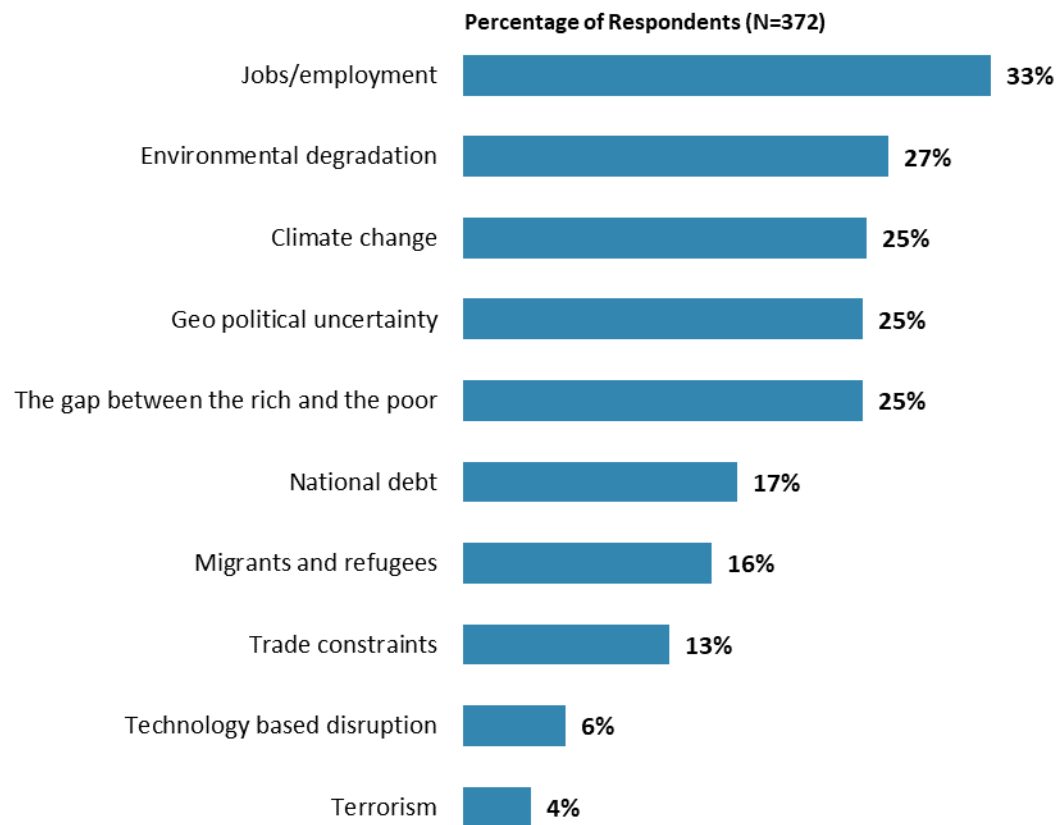
(Choose no more than THREE)"

(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

The Impact of Global Challenges on Romania

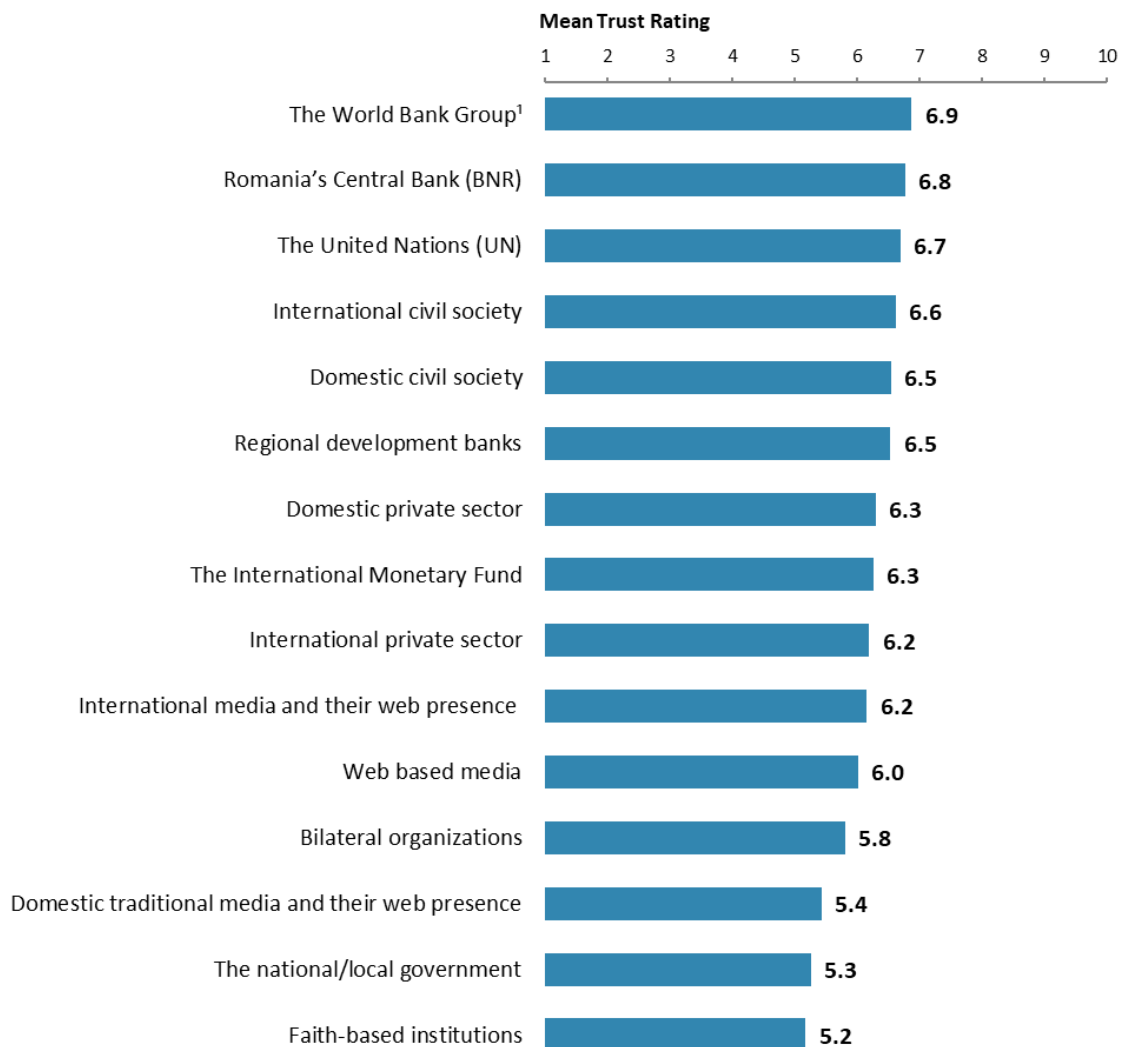


"Listed below are global challenges. Which do you think have the most serious impact on Romania? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



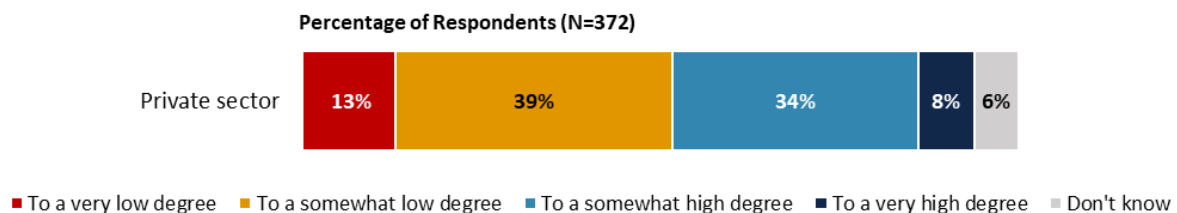
IV. Overall Context (continued)

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")

Trust in the Private Sector

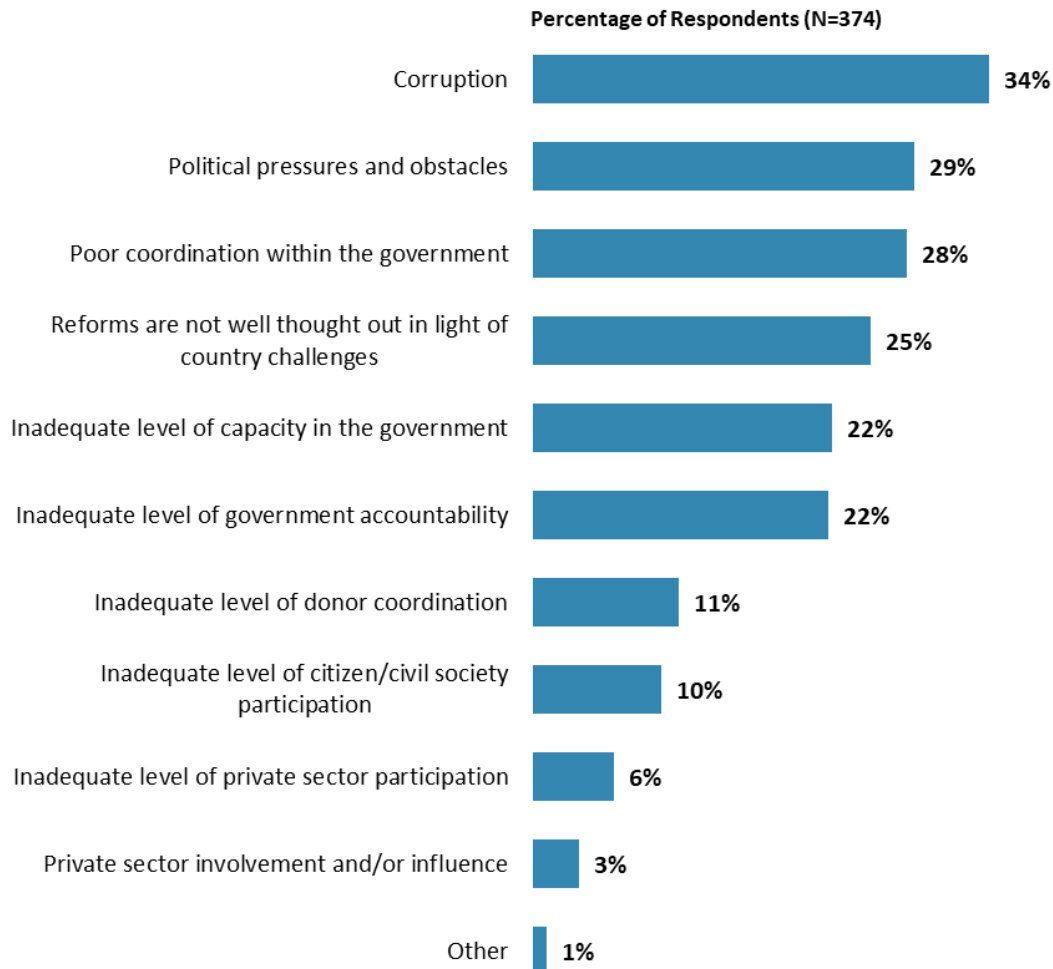


"To what extent do you trust private sector to engage in public service delivery in Romania?"
(Respondents chose from a list.)



IV. Overall Context (continued)

Attributions for Slow/Failed Reform Efforts

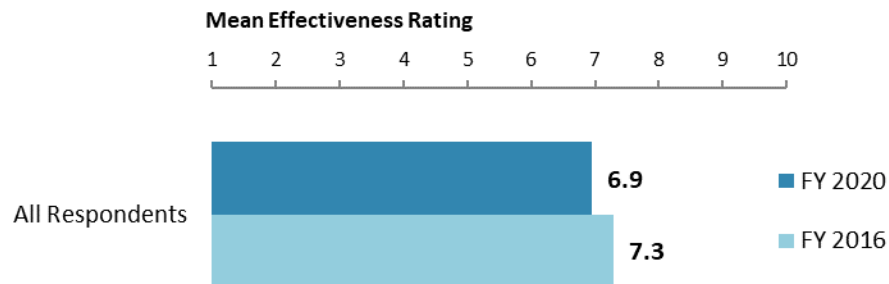


"When economic and/or social reform efforts fail or are slow to take place in Romania, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



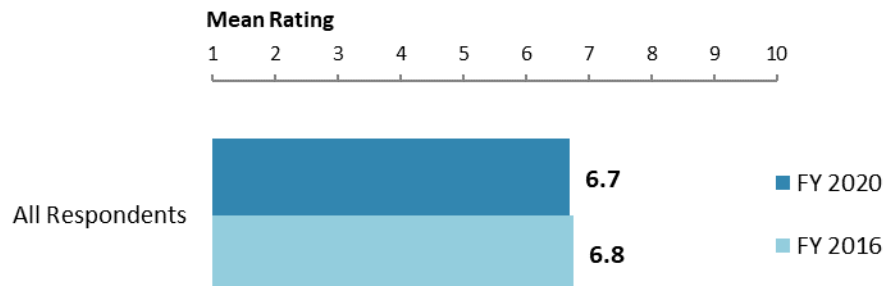
V. Overall Attitudes Toward the World Bank Group

The World Bank Group's Overall Effectiveness⁴ (*Indicator Question*)



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

Achieving Development Results (*Indicator Question*)



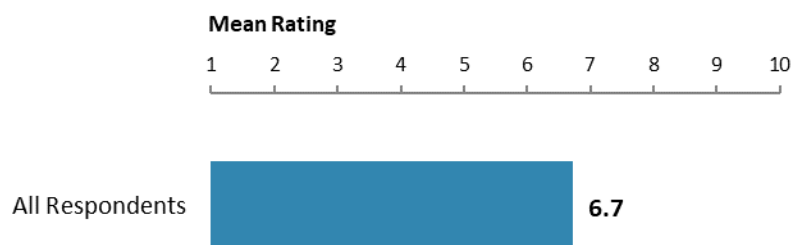
"To what extent does the World Bank Group's work help to achieve development results in Romania?" (1-"To no degree at all", 10-"To a very significant degree")

⁴ Means in the charts on this page were calculated based on weighted data.



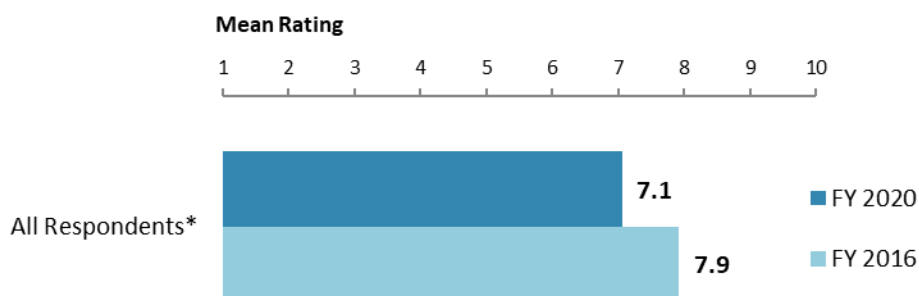
V. Overall Attitudes Toward the World Bank Group (continued)

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



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

WBG Staff Preparedness⁵



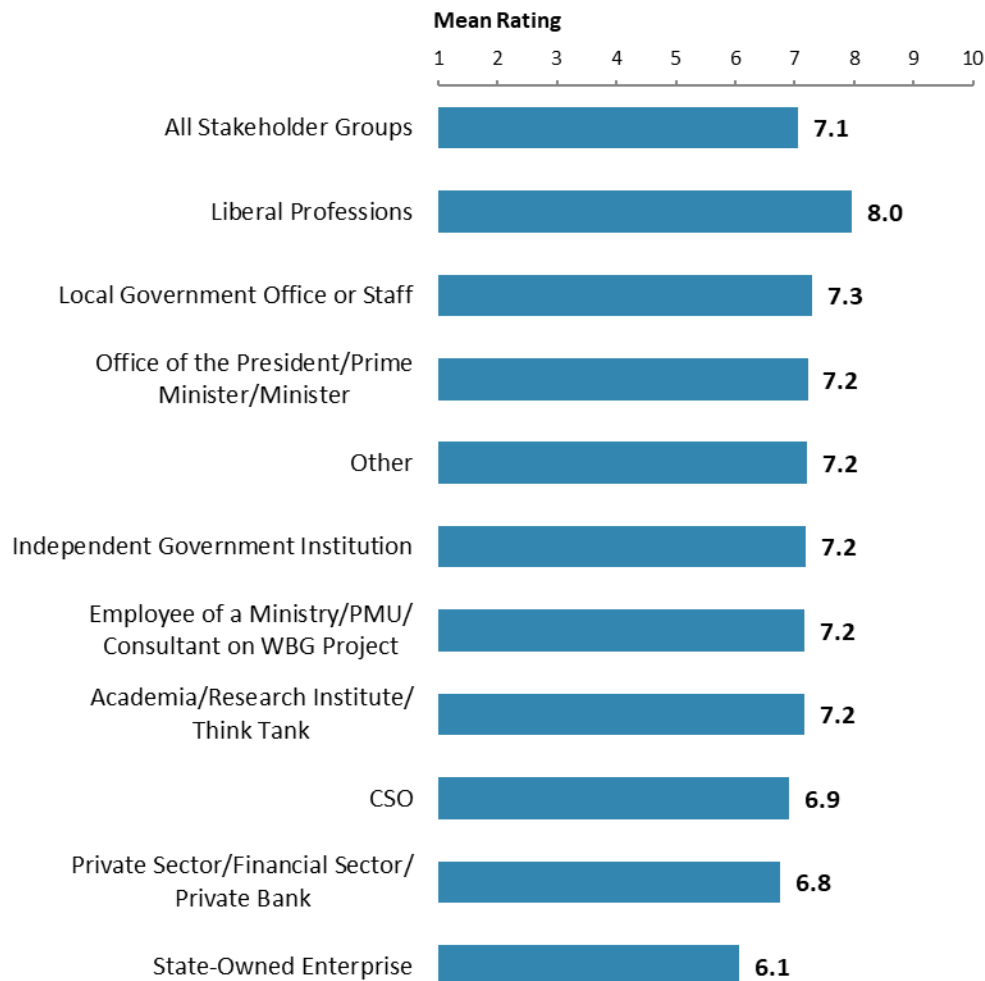
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Romania solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2020 and FY 2016)

⁵ 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



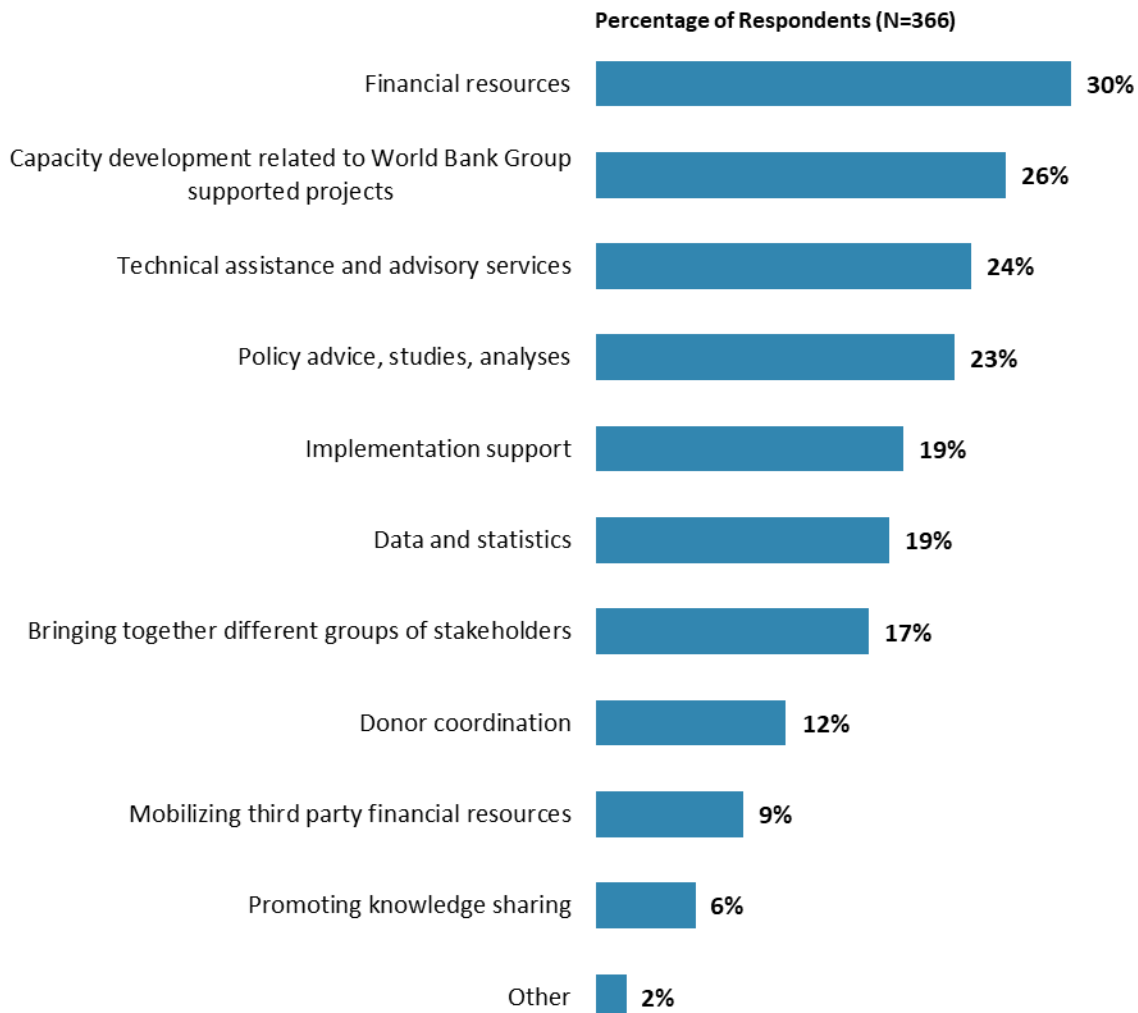
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest values to Romania were "*policy advice, studies, analyses*" (52%), "*technical assistance*" (36%), "*financial resources*" (30%), and "*capacity development and training*" (27%).



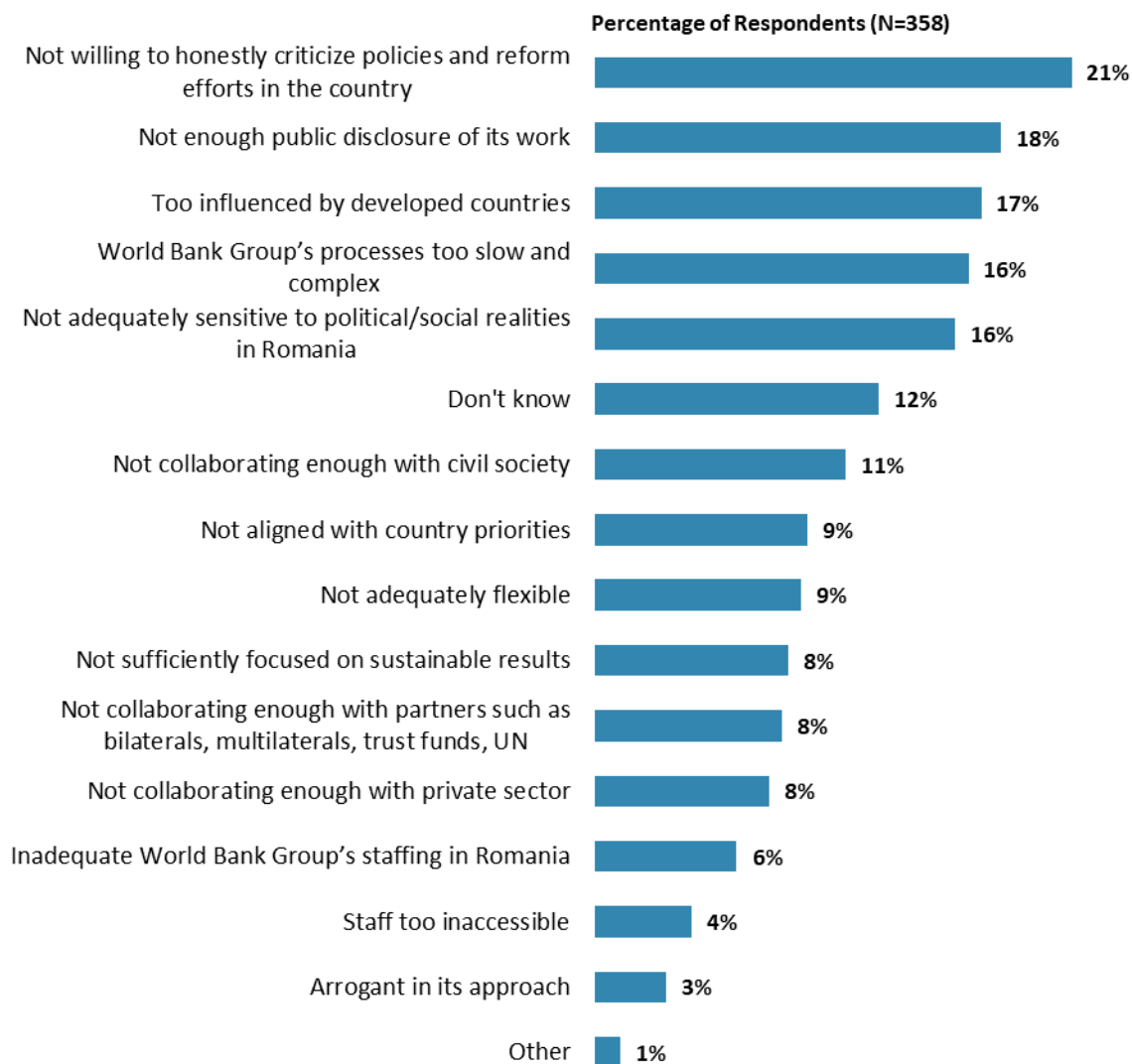
"When thinking about the World Bank Group's role in Romania, which activity do you VALUE the most? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest weaknesses in its work in Romania were "*its advice and strategies do not lend themselves to practical problem solving*" (25%), "*not willing to honestly criticize policies and reform efforts in the country*" (19%), and "*World Bank Group's processes too slow*" (17%).

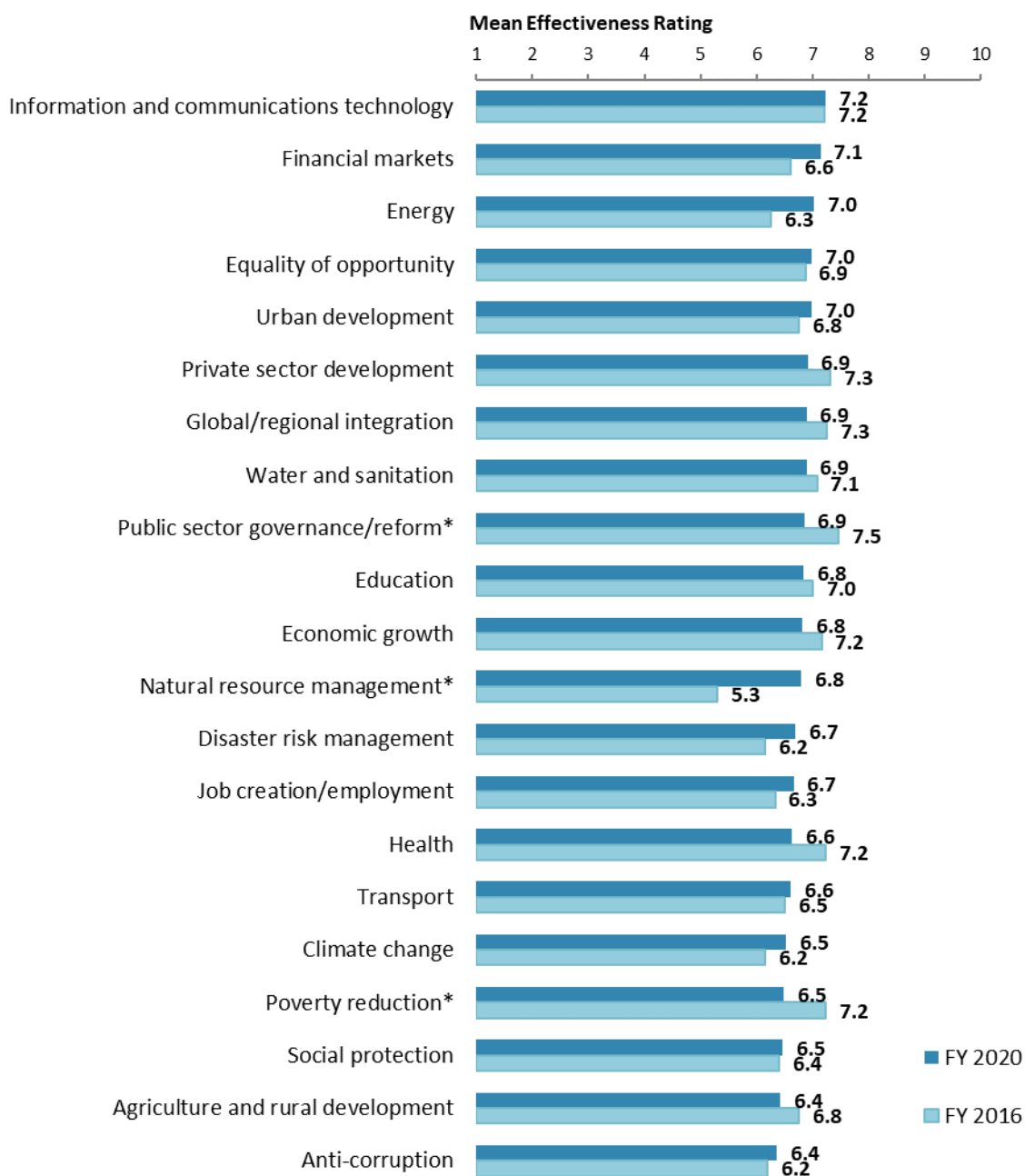


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Romania? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. World Bank Group's Support in Development Areas

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁶



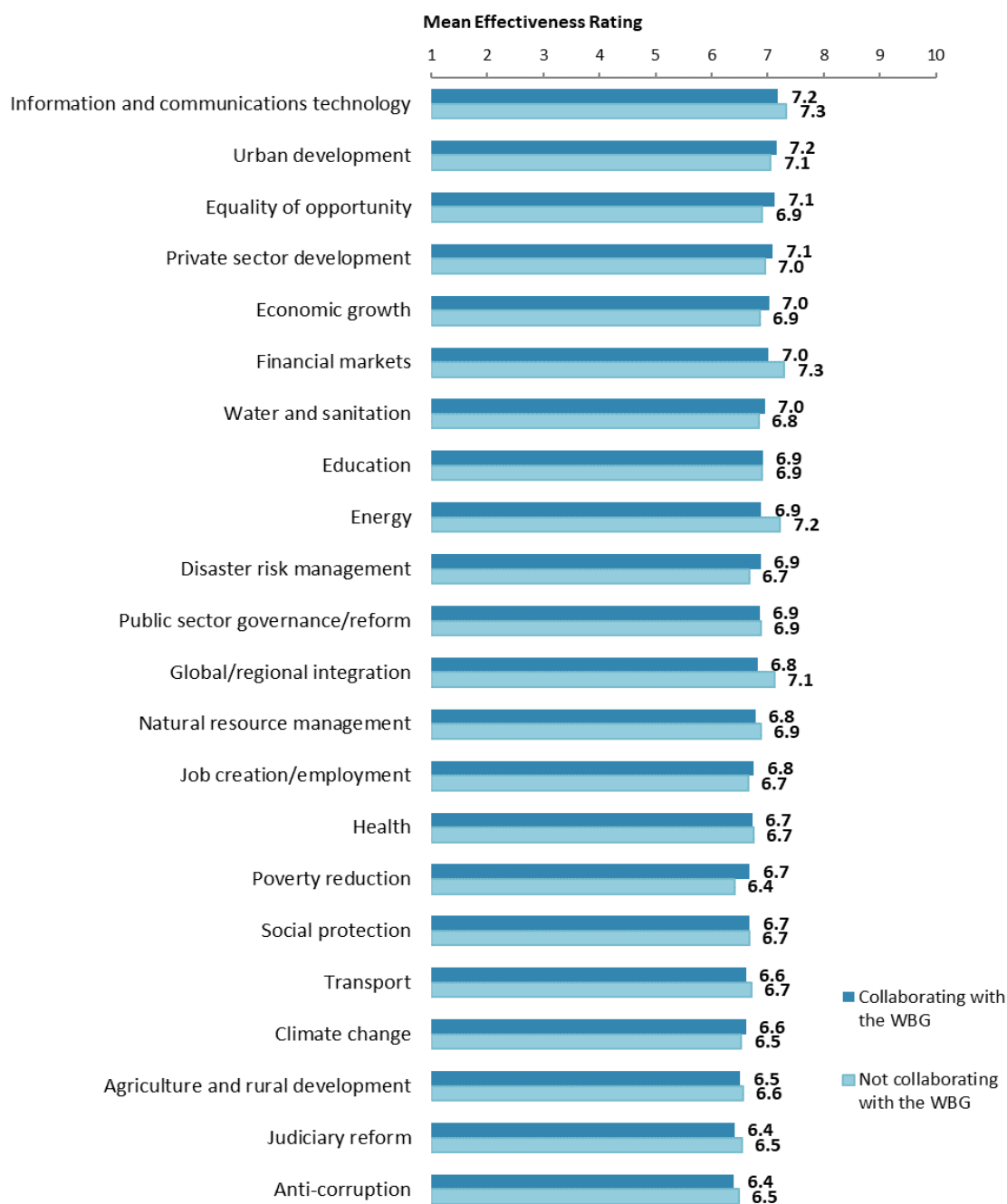
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Romania?"
(1- "Not effective at all", 10- "Very effective")
*(*Significantly different between FY 2020 and FY 2016)*

⁶ 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: Collaboration⁷



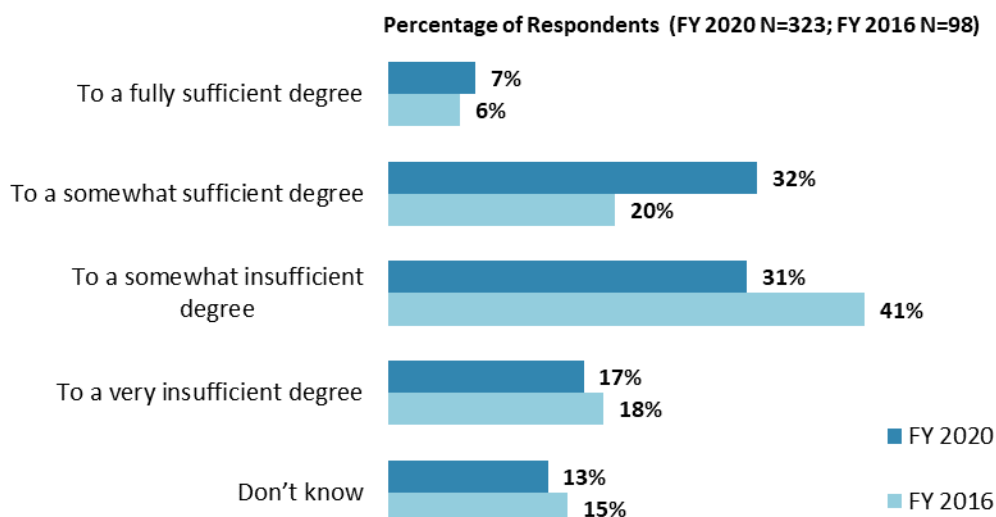
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Romania?"
(1-"Not effective at all", 10-"Very effective")

⁷ 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.



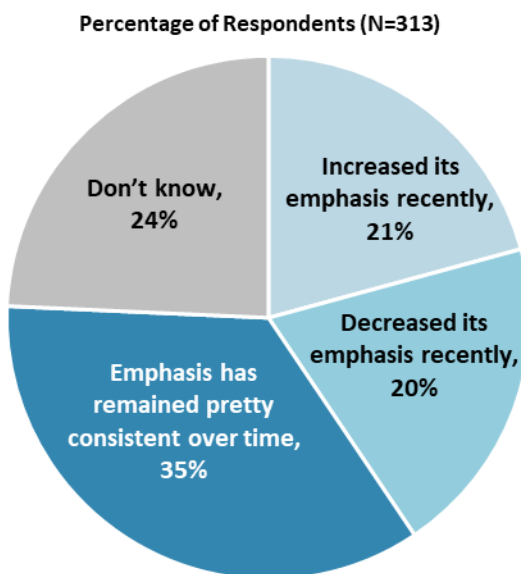
VI. WBG's Support in Development Areas (continued)

Helping the Poorest⁸



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

The WBG's Human Capital Investment



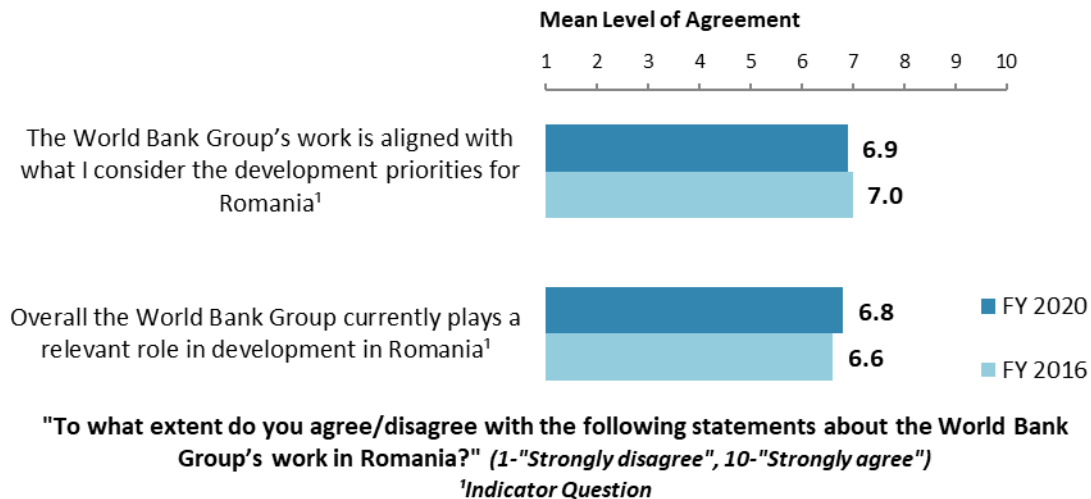
"From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?" (Respondents chose from a list.)

⁸ Percentages presented in this chart were calculated based on weighted data.

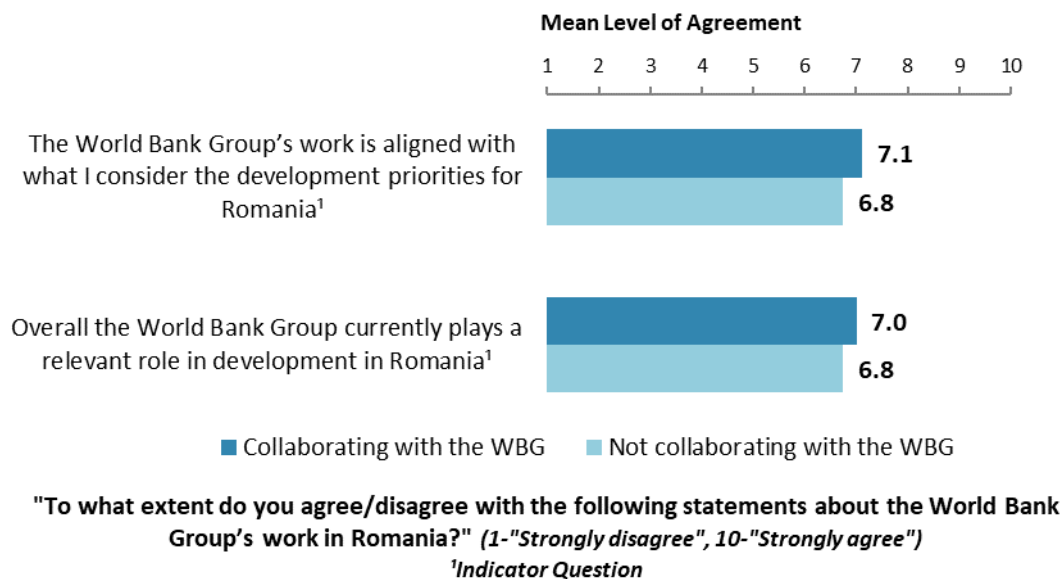


VII. World Bank Group's Work and Engagement on the Ground

The World Bank Group's Work in Romania: Year Comparison⁹



The World Bank Group's Work in Romania: Collaboration

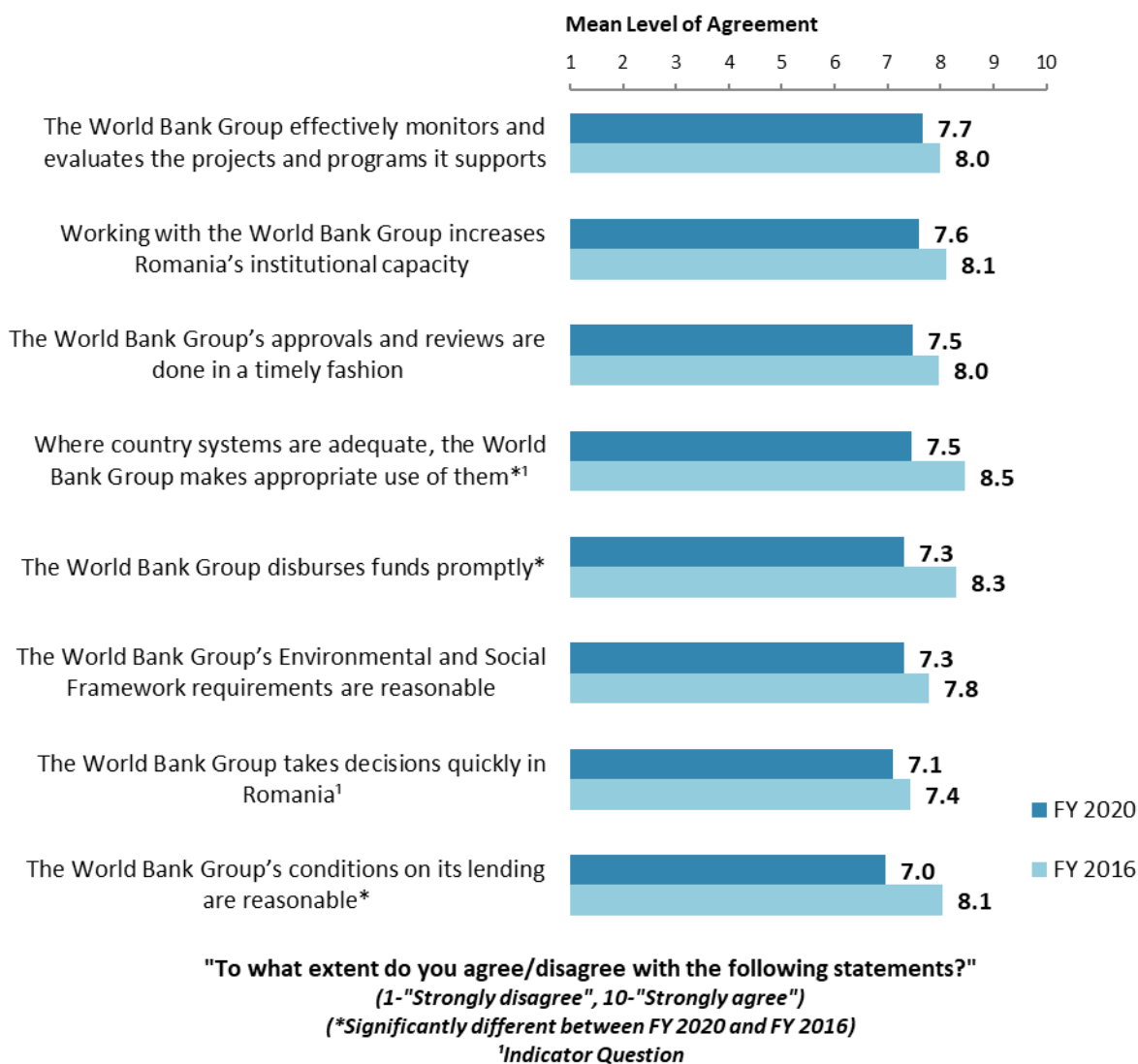


⁹ Means in this chart were calculated based on weighted data.



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

Overall Perceptions: Year Comparison¹⁰

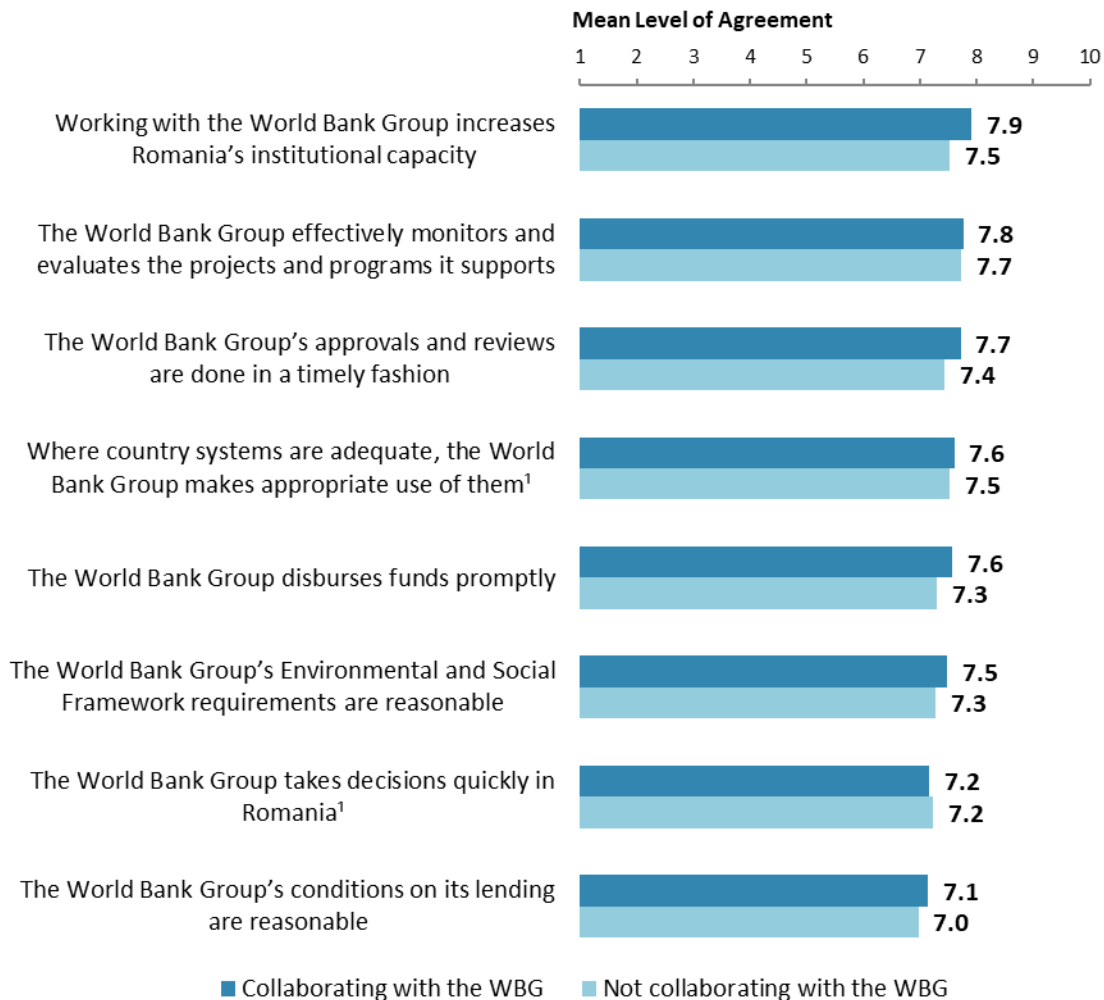


¹⁰ Means in this chart were calculated based on weighted data.



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

Overall Perceptions: Collaboration



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

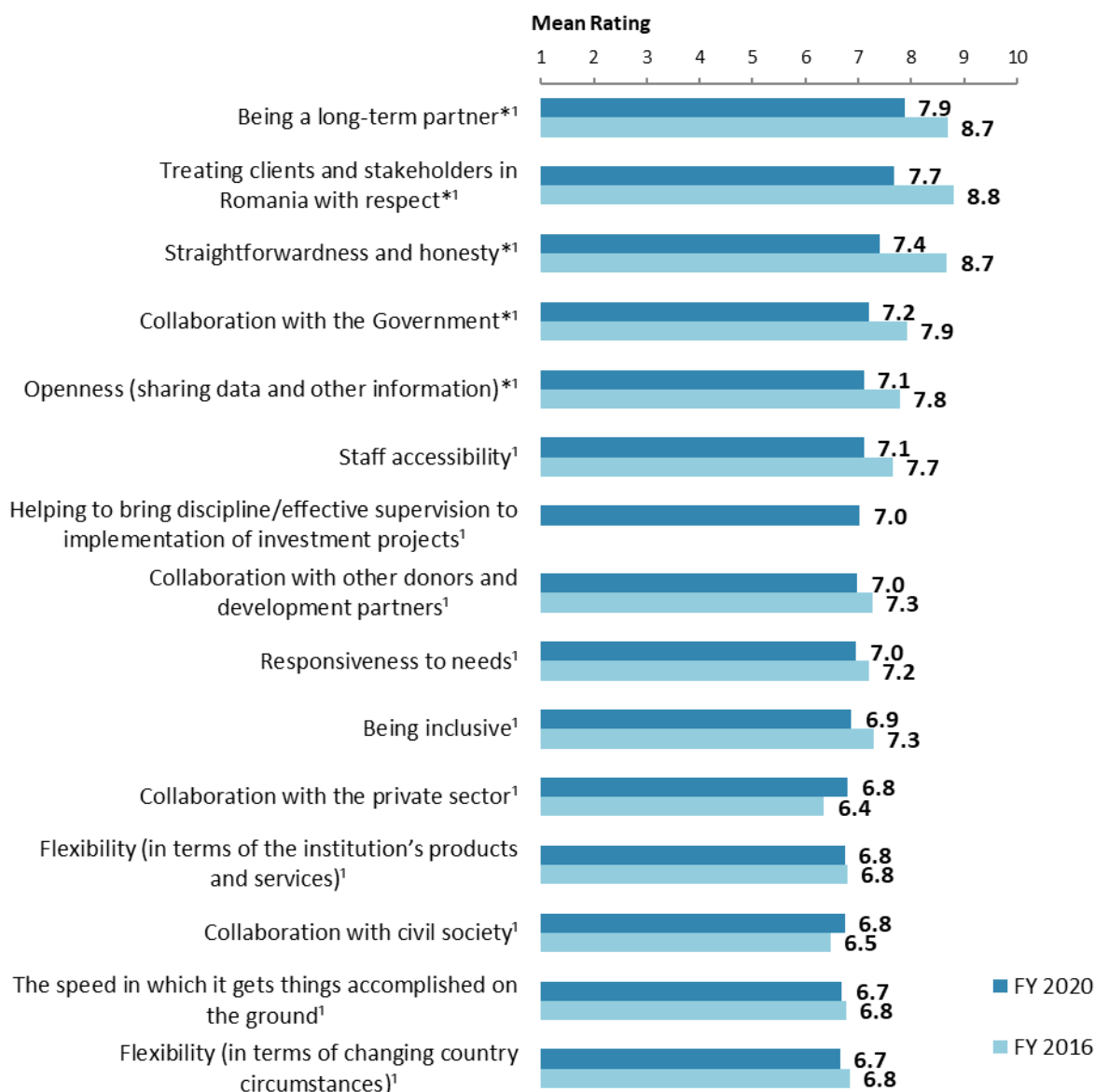
(1-"Strongly disagree", 10-"Strongly agree")

'Indicator Question



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

The WBG as an Effective Development Partner: Year Comparison¹¹



"To what extent is the World Bank Group an effective development partner in Romania, 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 2016)

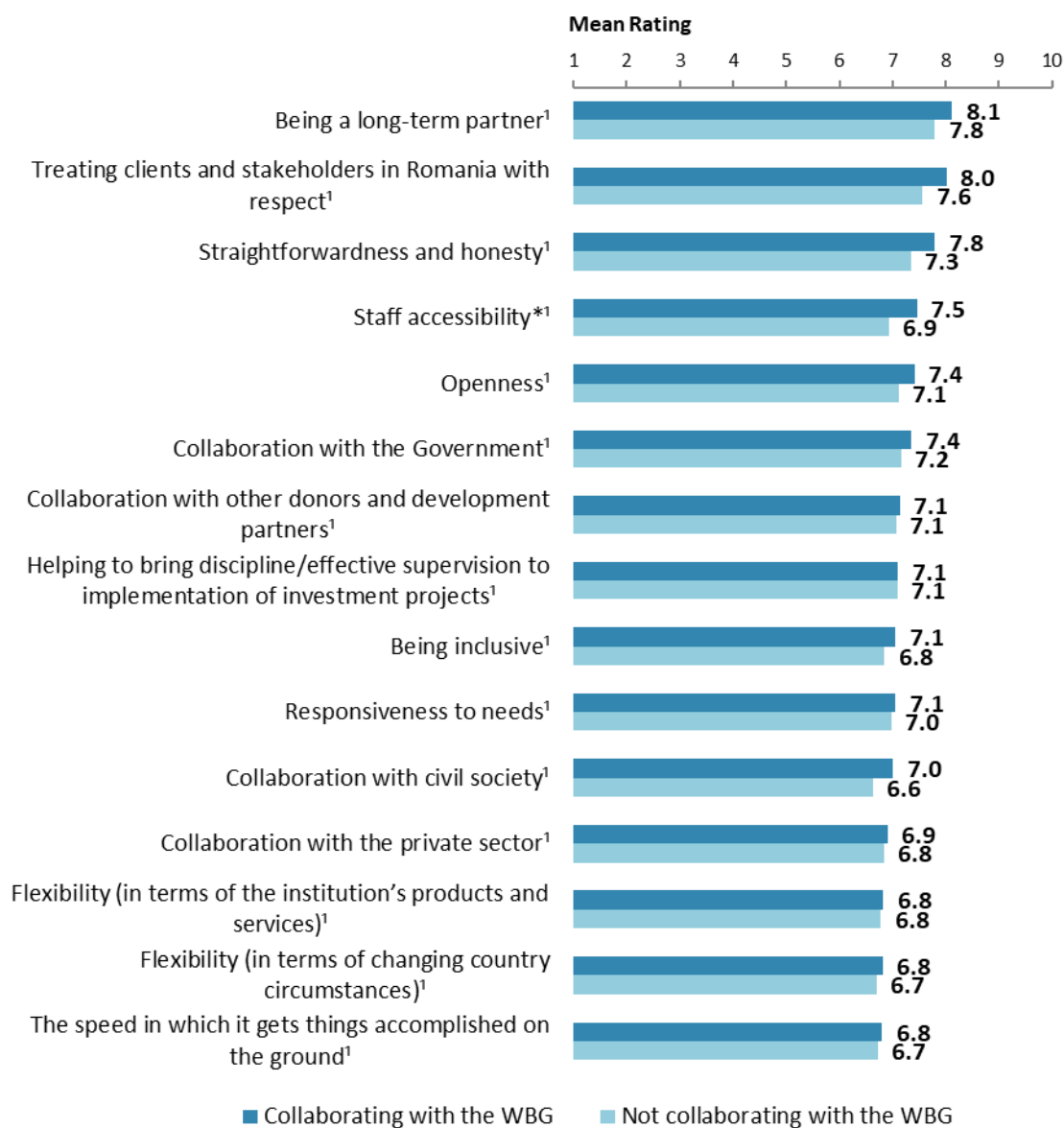
¹Indicator Question

¹¹ 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 Romania, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

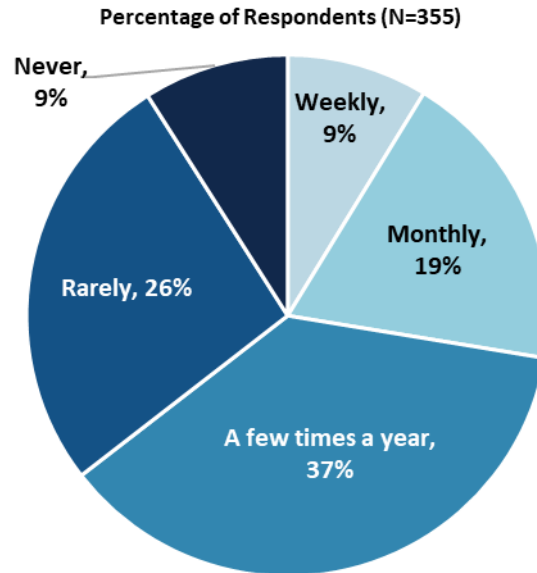
(*Significantly different between collaborators and non-collaborators)

¹Indicator Question



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

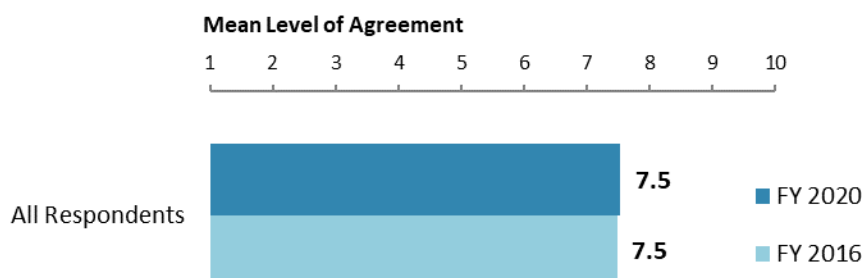


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)



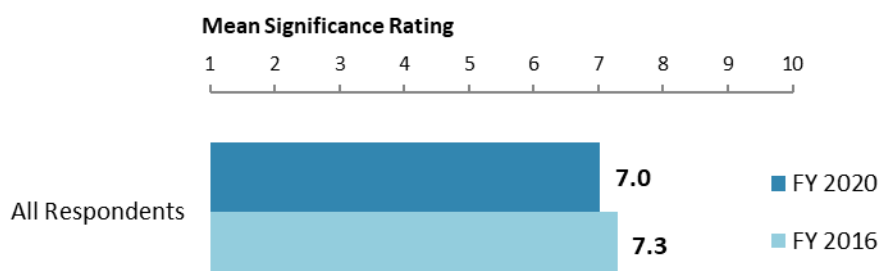
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Romania's Knowledge Needs¹² (Indicator Question)



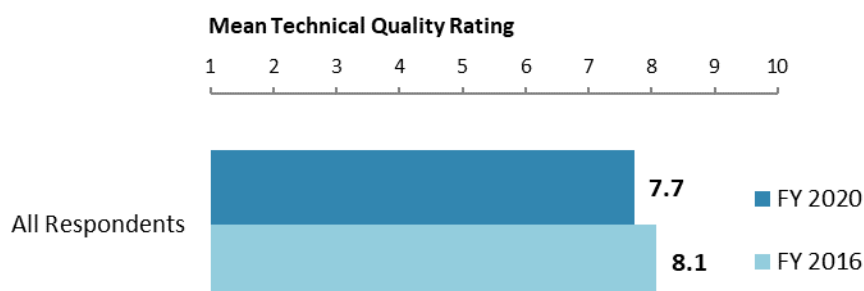
"The World Bank Group meets Romania's needs for knowledge services (e.g., research, analysis, data, technical assistance)"
(1-"Strongly disagree", 10-"Strongly agree")

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)



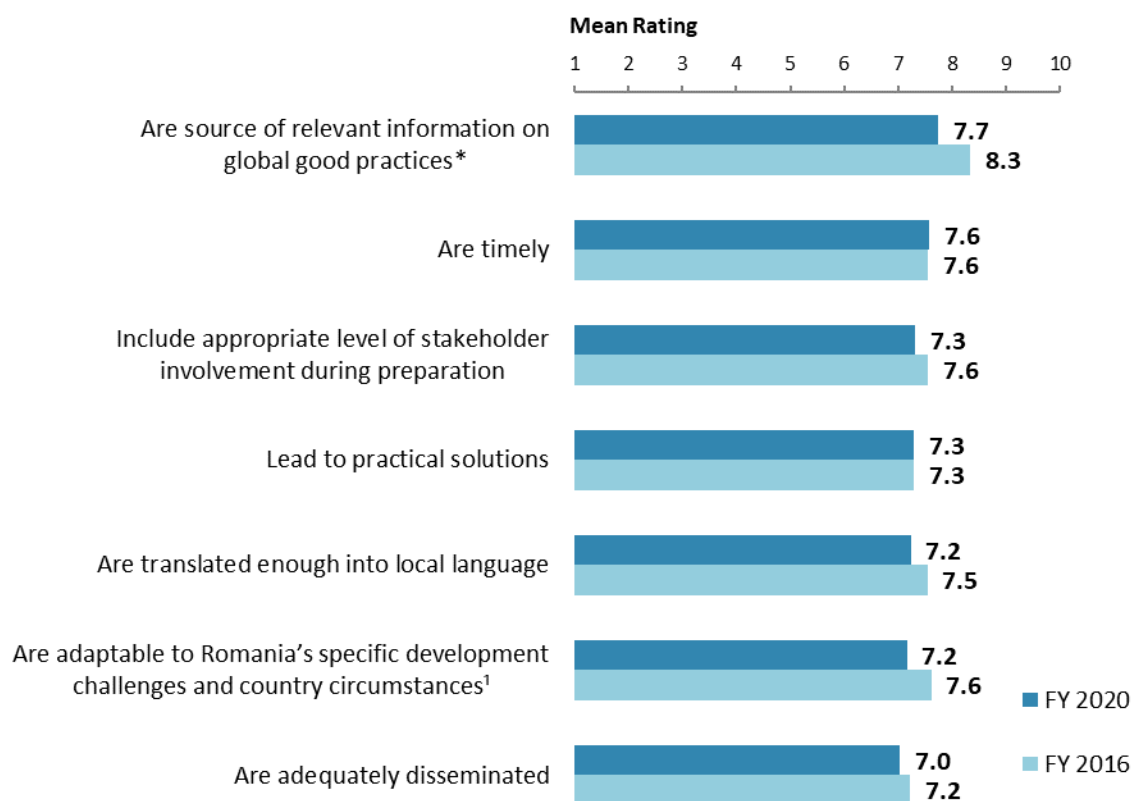
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"
(1-"Very low technical quality", 10-"Very high technical quality")

¹² 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 Activities¹³

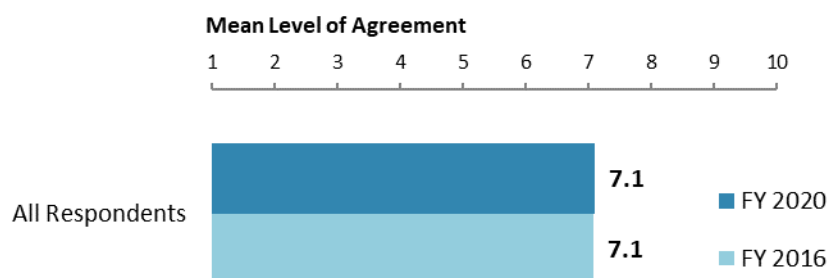


"In Romania, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")

(*Significantly different between FY 2020 and FY 2016)

Indicator Question

Meeting Romania's Needs for Financial Instruments (*Indicator Question*)



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

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

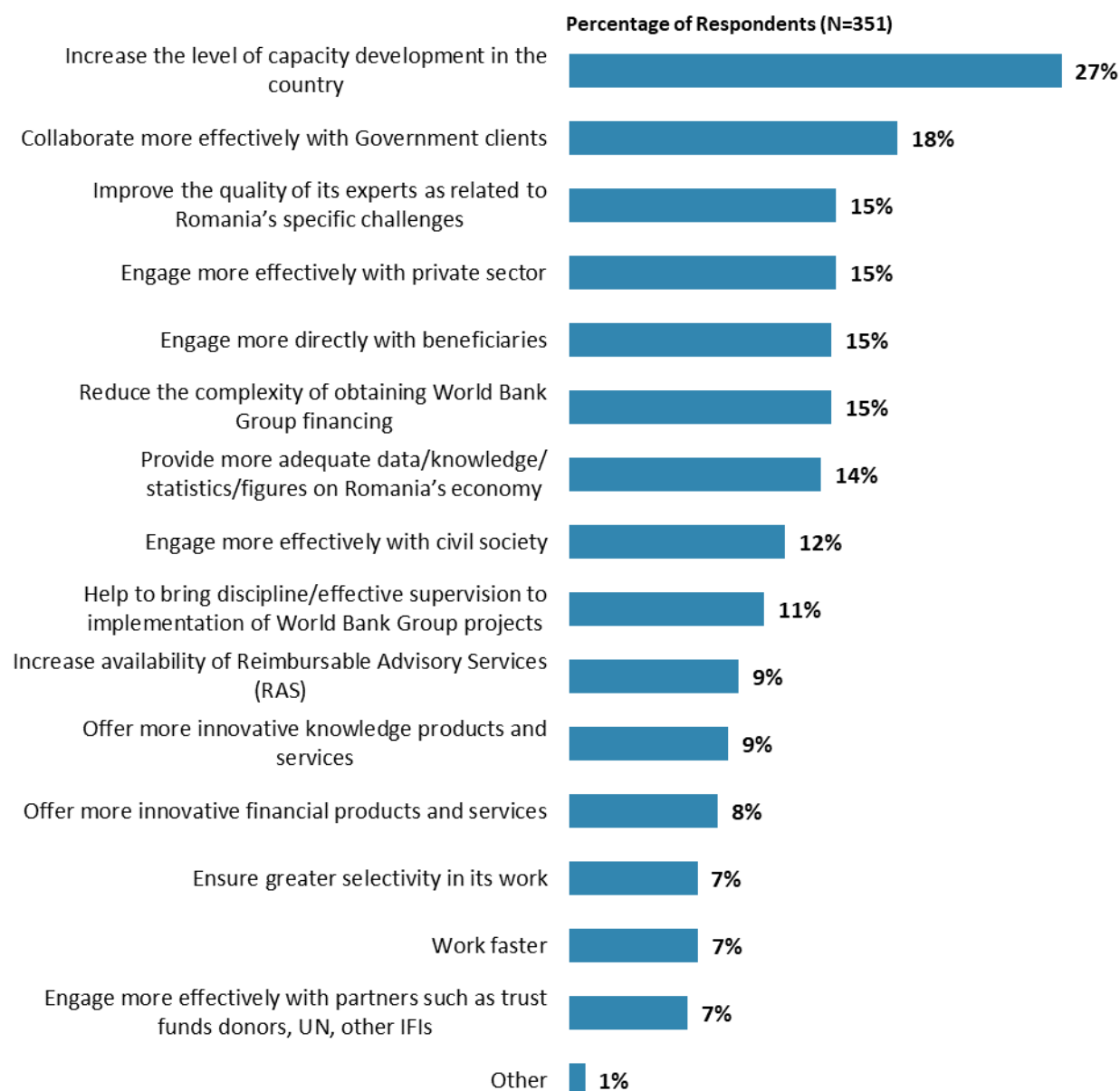
¹³ Means in the charts on this page were calculated based on weighted data.



IX. The Future Role of the WBG in Romania

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should “*increase the level of capacity development in the country*” (30%) and “*collaborate more effectively with Government clients*” (20%) to make itself of greater value in Romania.



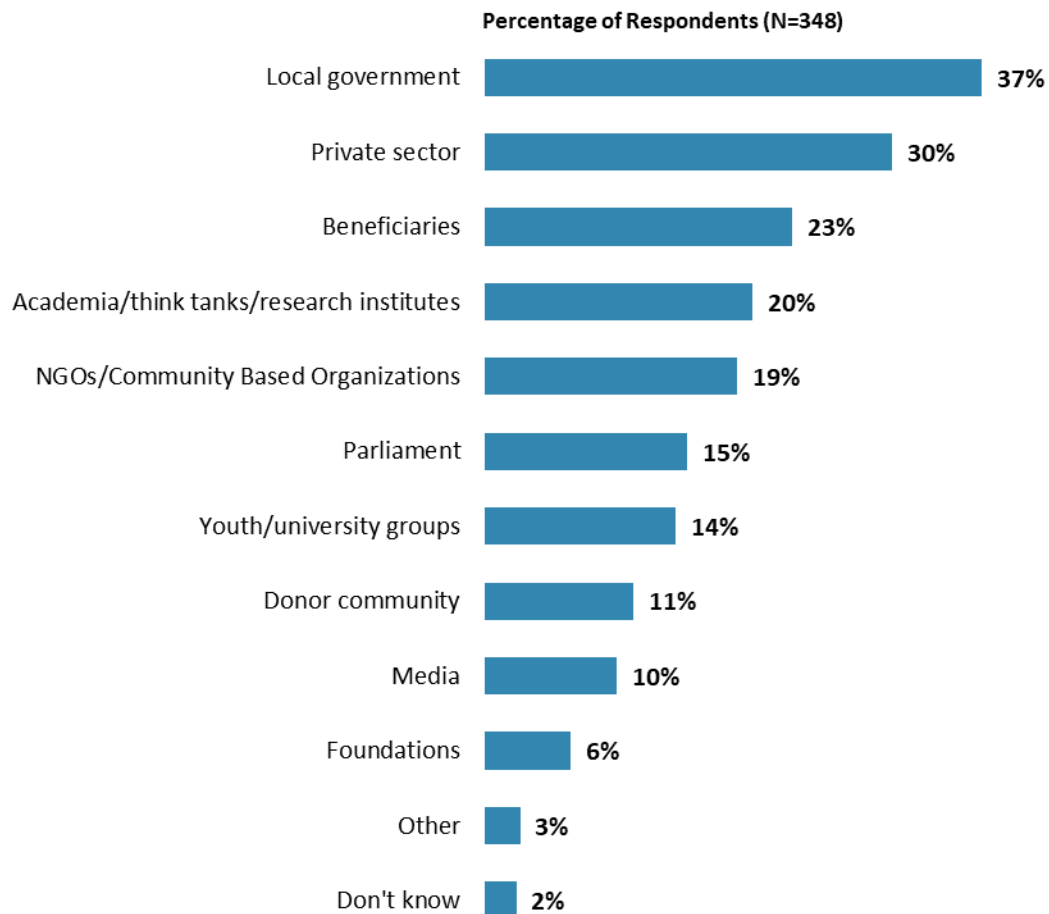
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Romania? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'16 Country Survey indicated that the WBG should collaborate more with “*local government*” (50%), “*private sector*” (36%), and “*academia/think tanks/research institutes*” (25%) to ensure better development results in Romania.



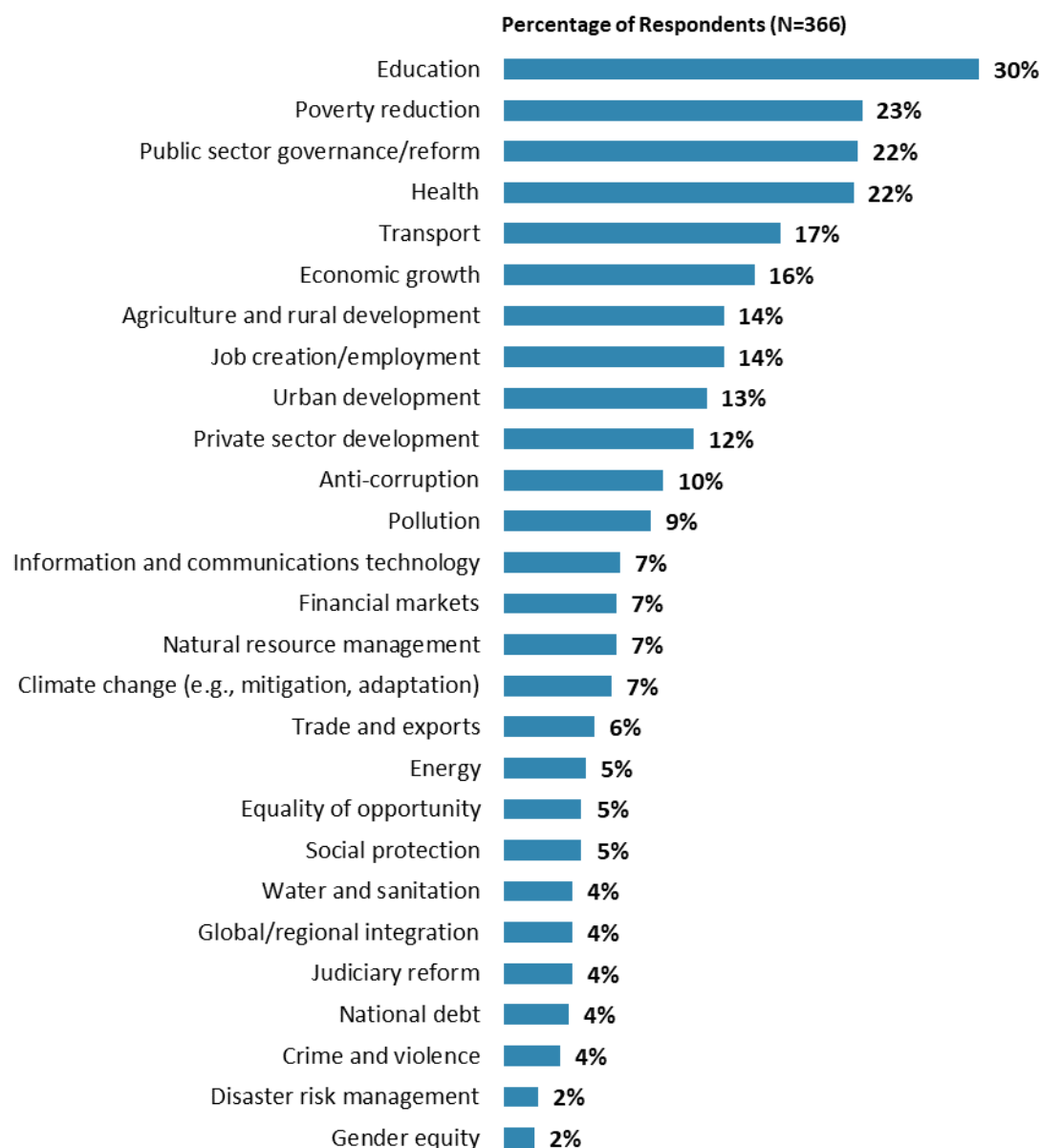
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should focus its resources on “*public sector governance/reform*” (42%), “*education*” (35%), “*health*” (25%), “*transport*” (22%), “*rural development*” (21%), “*economic growth*” (21%), and “*poverty reduction*” (19%).



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

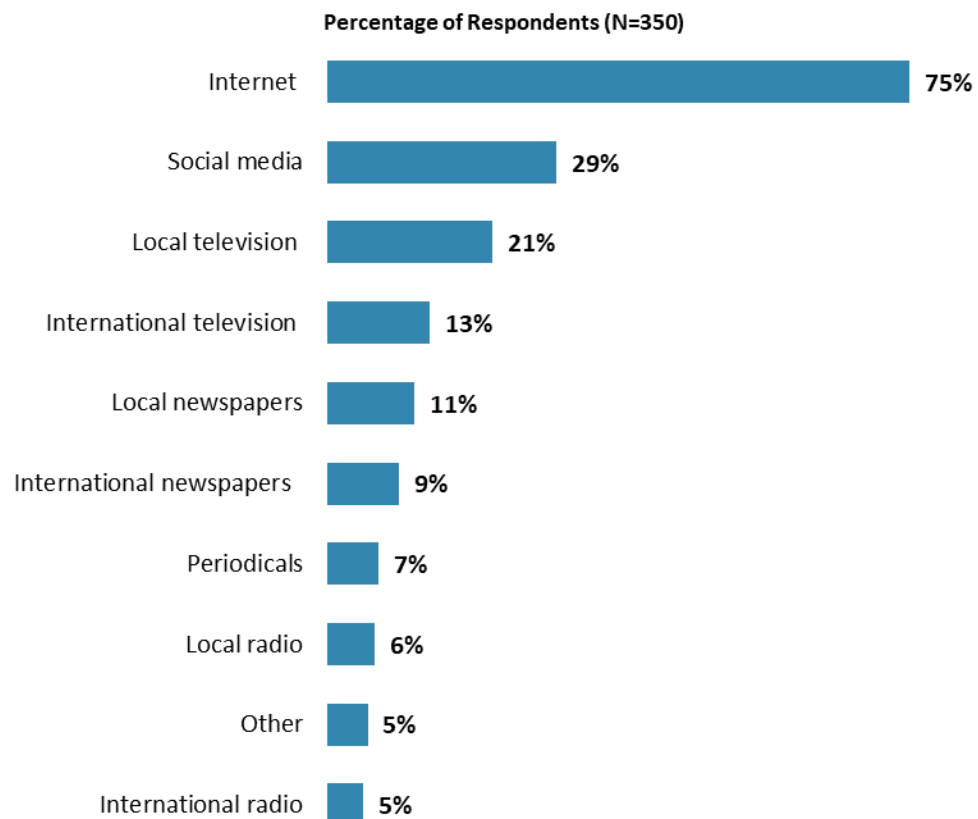


X. Communication and Outreach

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'16 Country Survey indicated that they got most of their information about economic and social development issues in Romania from the “Internet” (81%) and from “books and reports” (48%).



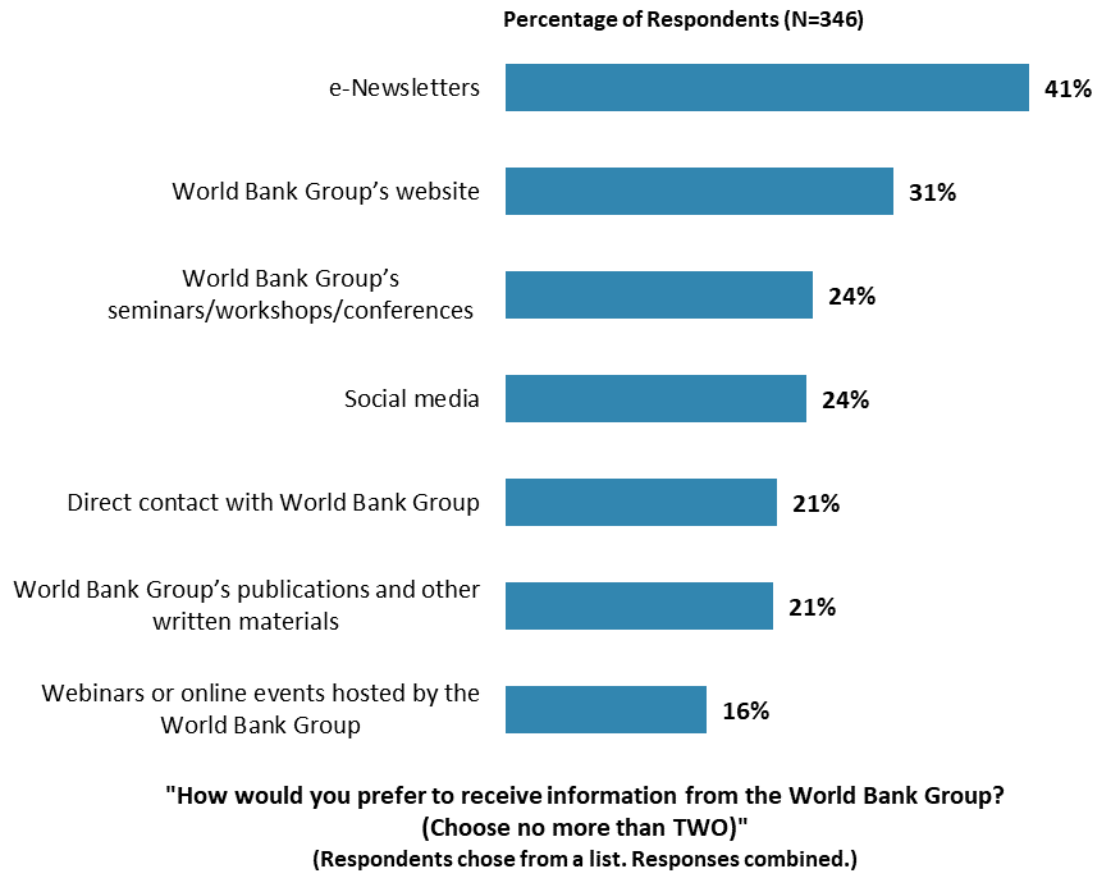
"How do you get most of your information about economic and social development issues in Romania? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

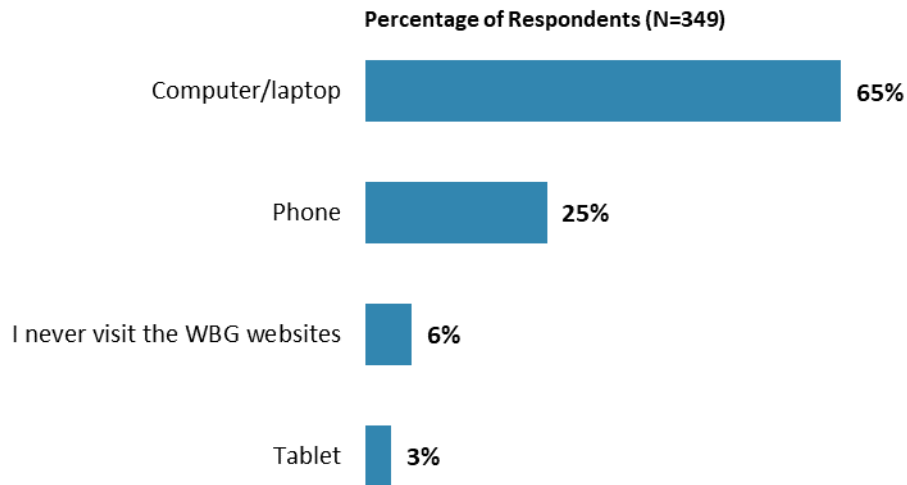
- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that they would prefer to receive information from the WBG through the “*World Bank Group’s seminars/workshops/conferences*” (51%), through “*e-Newsletters*” (38%), through “*direct contact with World Bank Group*” (37%), and through “*World Bank Group’s website*” (30%).





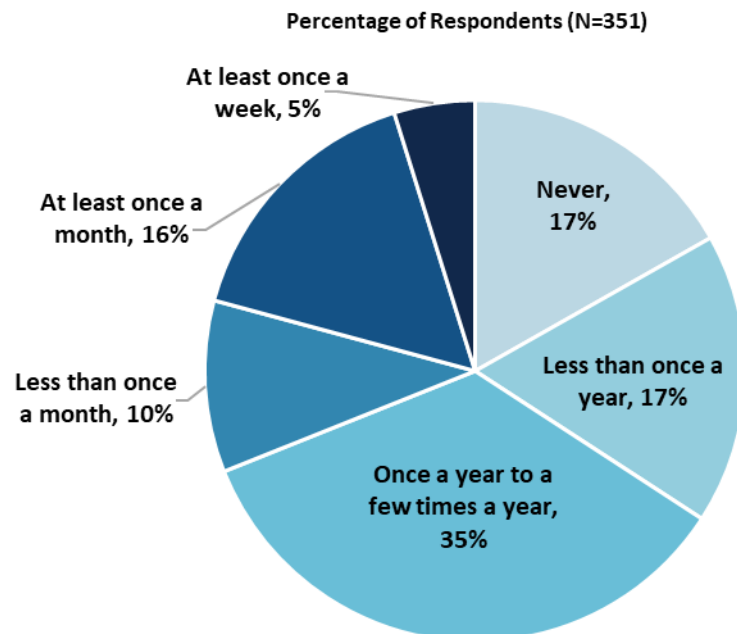
X. Communication and Outreach (continued)

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

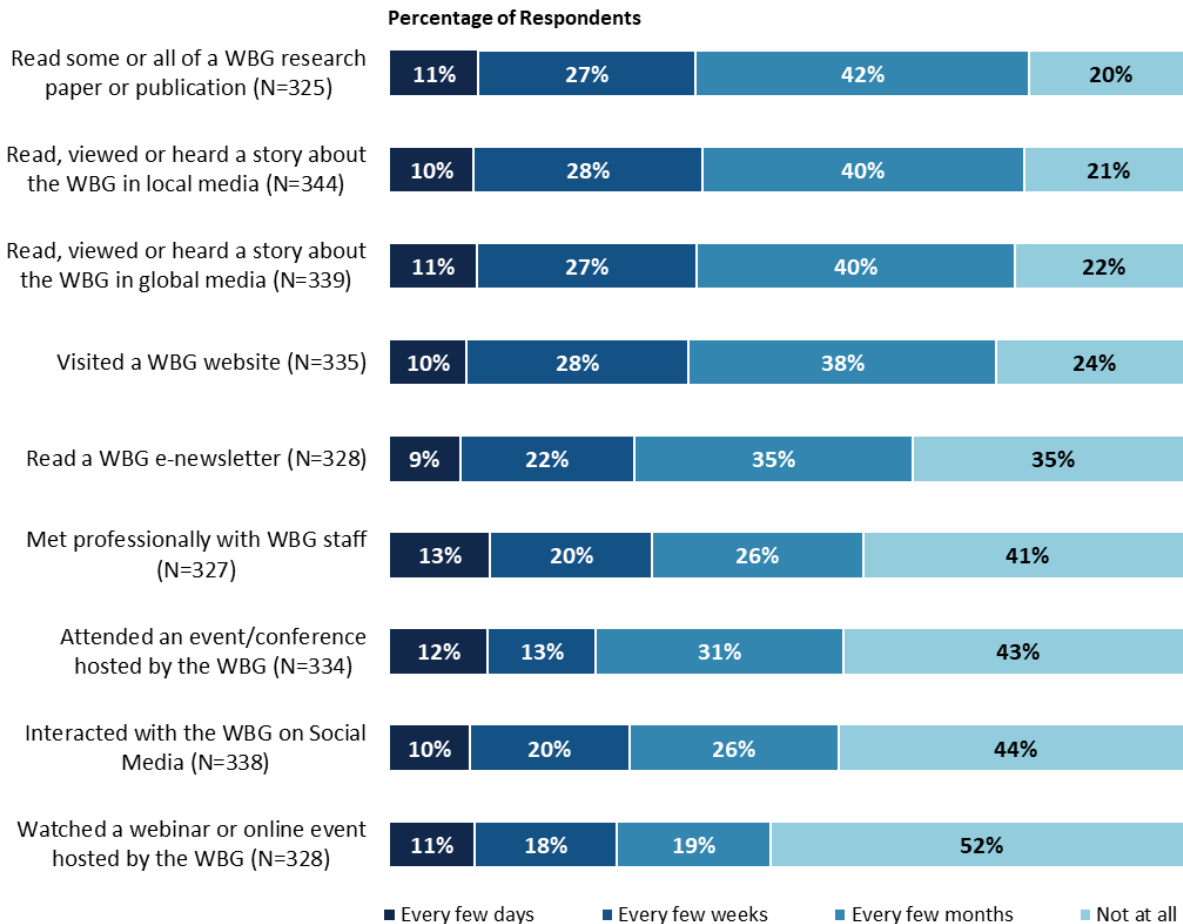


"How frequently do you interact with the World Bank Group now in Romania?"
(Respondents chose from a list.)



X. Communication and Outreach (continued)

Frequency of Specific WBG Interactions



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



XI. Appendices

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ROMANIA





Appendix A: Responses to All Questions across All Respondents (N=391)

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 Romania is headed in ... ?	Percentage of Respondents (N=390)
The right direction	43.6%
The wrong direction	31.0%
Not sure	25.4%

2. Do you think that economic opportunity for citizens in Romania is ... ?	Percentage of Respondents (N=388)
Increasing	39.7%
Decreasing	32.7%
Staying about the same	27.6%

3. Listed below are a number of development priorities in Romania. Please identify which of the following you consider the most important development priorities in Romania. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=388)
Education	41.5%
Health	29.6%
Transport (e.g., roads, bridges, transportation, railways)	26.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18.8%
Job creation/employment	18.0%
Economic growth	18.0%
Poverty reduction	15.5%
Anti-corruption	14.9%
Agriculture and rural development	12.9%
Urban development	10.8%
Private sector development	9.8%
Pollution	8.2%
Information and communications technology	8.2%
Climate change (e.g., mitigation, adaptation)	7.0%
Natural resource management	5.4%
Judiciary reform	5.4%
Social protection (e.g., pensions, targeted social assistance)	4.4%
Energy	4.4%
Crime and violence	3.9%
Equality of opportunity (i.e., social inclusion, including Roma population)	3.9%
Trade and exports	3.6%
Water and sanitation	3.4%
Disaster risk management	2.6%
Gender equity (closing the gap between women and men, and boys and girls)	2.3%
Global/regional integration	2.3%
National debt	1.8%
Financial markets	1.8%

**A. Overall Context (continued)**

4. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Romania? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=377)
Education	46.4%
Job creation/employment	38.5%
Economic growth	26.5%
Anti-corruption	20.4%
Agriculture and rural development	18.8%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17.5%
Health	16.2%
Private sector development	15.4%
Transport (e.g., roads, bridges, transportation, railways)	11.7%
Social protection (e.g., pensions, targeted social assistance)	10.6%
Urban development	10.1%
Equality of opportunity (i.e., social inclusion, including Roma population)	8.8%
Information and communications technology	6.1%
Trade and exports	5.8%
Natural resource management	5.6%
Water and sanitation	4.5%
Global/regional integration	3.4%
Crime and violence	3.4%
Judiciary reform	3.2%
Gender equity (closing the gap between women and men, and boys and girls)	3.2%
Financial markets	2.9%
Disaster risk management	2.7%
National debt	2.7%
Pollution	2.4%
Energy	2.1%
Climate change (e.g., mitigation, adaptation)	1.9%

5. Please describe the direction Romania is moving in, when considering ... ?	N	Direction				
		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1. Human development (e.g., health, education, and social protection)	372	16.1%	18.8%	33.6%	25.8%	5.6%
2. Equal opportunity for girls and boys, men and women	367	6.8%	8.4%	38.7%	34.1%	12.0%
3. Growing Romania's economy in a way that leads to jobs and employment	361	11.4%	19.7%	33.2%	29.4%	6.4%
4. The gap between the rich and the poor	355	23.9%	33.5%	28.5%	9.3%	4.8%
5. Making government more effective	356	21.6%	26.4%	25.8%	20.5%	5.6%
6. Anti-corruption	358	20.9%	17.9%	32.4%	21.5%	7.3%
7. Attracting new sources of foreign investment	358	15.4%	20.4%	34.4%	23.7%	6.1%
8. Development of infrastructure	358	17.32%	24.02%	28.49%	23.46%	6.70%

**A. Overall Context (continued)**

6. Listed below are global challenges. Which do you think have the most serious impact on Romania? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=372)
Jobs/employment	33.1%
Environmental degradation	26.6%
Climate change	25.3%
Geo political uncertainty	25.0%
The gap between the rich and the poor	25.0%
National debt	17.2%
Migrants and refugees	15.6%
Trade constraints	12.9%
Technology based disruption	6.5%
Terrorism	4.3%

7. When economic and/or social reform efforts fail or are slow to take place in Romania, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=374)
Corruption	34.2%
Political pressures and obstacles	28.6%
Poor coordination within the government	28.1%
Reforms are not well thought out in light of country challenges	25.4%
Inadequate level of capacity in the government	22.5%
Inadequate level of government accountability	22.2%
Inadequate level of donor coordination	11.0%
Inadequate level of citizen/civil society participation	9.6%
Inadequate level of private sector participation	6.1%
Private sector involvement and/or influence	3.5%
Other	1.1%

8. To what extent do you trust each of the following groups to do what is right? <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
1. The national/local government	354	12	5.25	2.35
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	276	78	5.80	2.42
3. The World Bank Group*	323	30	6.87	2.34
4. The International Monetary Fund	308	45	6.26	2.36
5. The United Nations (UN)	309	38	6.69	2.41
6. Regional development banks (EBRD, EIB, etc.)	314	38	6.53	2.25
7. Romania's Central Bank (BNR)	335	18	6.77	2.35
8. International private sector	315	36	6.19	2.26
9. Domestic private sector	329	18	6.30	2.25
10. International civil society (e.g., NGOs, CBOs)	322	28	6.62	2.19
11. Domestic civil society (e.g., NGOs, CBOs)	336	14	6.54	2.22
12. Faith-based institutions	328	24	5.17	2.63
13. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	341	7	5.43	2.41
14. International media and their web presence	337	12	6.15	2.27
15. Web based media (i.e., blogs, social media, other web-based news and information sources)	341	8	6.01	2.31

**A. Overall Context (continued)**

9. To what extent do you trust private sector to engage in public service delivery in Romania?	Percentage of Respondents (N=372)
To a very low degree	12.9%
To a somewhat low degree	38.7%
To a somewhat high degree	34.4%
To a very high degree	7.8%
Don't know	6.2%

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 Romania? (1-Not familiar at all, 10-Extremely familiar)	373	n/a	6.22	2.35

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Romania? (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 Romania*	346	17	6.88	2.22
3. The World Bank Group's work is aligned with what I consider the development priorities for Romania*	339	19	6.92	2.28

Effectiveness	N	DK	Mean	SD
4. Overall, please rate your impression of the World Bank Group's effectiveness in Romania.* (1-Not effective at all, 10-Very effective)	344	23	7.07	2.22

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Romania?* (1-To no degree at all, 10-To a very significant degree)	346	22	6.83	2.31

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Romania?* (1-To no degree at all, 10-To a very significant degree)	334	31	6.73	2.29

7. To what extent do you believe that the World Bank Group's work and support help the poorest people in Romania? (Select only ONE response)	Percentage of Respondents (N=349)
To a fully sufficient degree	8.3%
To a somewhat sufficient degree	30.9%
To a somewhat insufficient degree	29.2%
To a very insufficient degree	18.6%
Don't know	12.9%

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

8. When thinking about the World Bank Group's role in Romania, which activity do you VALUE the most? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=366)
Financial resources	30.1%
Capacity development related to World Bank Group supported projects	26.0%
Technical assistance and advisory services	23.8%
Policy advice, studies, analyses	22.7%
Implementation support	19.4%
Data and statistics	18.6%
Bringing together different groups of stakeholders	17.2%
Donor coordination	12.0%
Mobilizing third party financial resources	9.3%
Promoting knowledge sharing	6.3%
Other	1.9%

9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Romania? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=358)
Not willing to honestly criticize policies and reform efforts in the country	20.7%
Not enough public disclosure of its work	17.6%
Too influenced by developed countries	16.8%
World Bank Group's processes too slow and complex	16.2%
Not adequately sensitive to political/social realities in Romania	15.6%
Don't know	12.3%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	10.9%
Not aligned with country priorities	9.2%
Not adequately flexible	8.9%
Not sufficiently focused on sustainable results	8.4%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	8.1%
Not collaborating enough with private sector	7.5%
Inadequate World Bank Group's staffing in Romania	6.1%
Staff too inaccessible	4.2%
Arrogant in its approach	3.1%
Other	1.1%

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

10. When thinking about how the World Bank Group can have the most impact on development results in Romania, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Romania? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=366)
Education	30.1%
Poverty reduction	22.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22.4%
Health	22.1%
Transport (e.g., roads, bridges, transportation, railways)	17.5%
Economic growth	15.8%
Agriculture and rural development	13.9%
Job creation/employment	13.9%
Urban development	12.8%
Private sector development	12.0%
Anti-corruption	10.1%
Pollution	9.3%
Information and communications technology	7.4%
Financial markets	7.1%
Natural resource management	7.1%
Climate change (e.g., mitigation, adaptation)	6.8%
Trade and exports	5.7%
Energy	5.2%
Equality of opportunity (i.e., social inclusion, including Roma population)	4.9%
Social protection (e.g., pensions, targeted social assistance)	4.9%
Water and sanitation	4.4%
Global/regional integration	4.4%
Judiciary reform	4.4%
National debt	4.1%
Crime and violence	3.6%
Disaster risk management	2.2%
Gender equity (closing the gap between women and men, and boys and girls)	1.9%

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

Staff Preparedness	N	DK	Mean	SD
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Romania solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	323	38	7.28	2.31

**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 Romania, 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*	319	35	7.04	2.21
3. Flexibility (in terms of the institution's products and services)*	319	35	6.82	2.25
4. Flexibility (in terms of changing country circumstances)*	318	35	6.77	2.21
5. Being inclusive*	279	67	6.95	2.22
6. Openness (sharing data and other information)*	304	42	7.25	2.19
7. Collaboration with the Government*	307	43	7.25	2.11
8. The speed in which it gets things accomplished on the ground*	314	35	6.77	2.26
9. Helping to bring discipline/effective supervision to implementation of investment projects*	298	48	7.11	2.16
10. Collaboration with civil society*	299	51	6.80	2.24
11. Staff accessibility*	308	39	7.17	2.36
12. Collaboration with other donors and development partners*	284	63	7.11	2.12
13. Collaboration with the private sector*	272	74	6.88	2.21
14. Straightforwardness and honesty*	311	35	7.56	2.38
15. Treating clients and stakeholders in Romania with respect*	311	36	7.77	2.33
16. Being a long-term partner*	316	30	7.94	2.28

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	256	101	7.39	2.46
18. The World Bank Group effectively monitors and evaluates the projects and programs it supports	305	45	7.75	2.05
19. The World Bank Group's approvals and reviews are done in a timely fashion	291	58	7.57	2.11
20. The World Bank Group's Environmental and Social Framework requirements are reasonable	270	78	7.37	2.24
21. The World Bank Group's conditions on its lending are reasonable	247	98	7.03	2.33
22. The World Bank Group takes decisions quickly in Romania*	274	70	7.21	2.19
23. Working with the World Bank Group increases Romania's institutional capacity	316	29	7.69	2.18
24. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	263	82	7.57	2.14

To what extent do you agree/disagree with the following statements about the World Bank Group in Romania? (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, Program-for-Results, etc.) meet the needs of Romania*	295	59	7.22	2.33
26. The World Bank Group meets Romania's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	314	33	7.53	2.20

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
27. To what extent do you believe that Romania received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	271	85	6.85	2.38

**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 Romania? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	214	135	6.67	2.39
2. Private sector development	222	118	7.00	2.18
3. Education	258	86	6.92	2.24
4. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	265	73	6.89	2.13
5. Global/regional integration	233	102	7.02	2.14
6. Urban development	253	86	7.11	2.25
7. Energy	219	116	7.11	2.25
8. Water and sanitation	233	105	6.88	2.29
9. Job creation/employment	220	116	6.69	2.37
10. Health	246	93	6.74	2.47
11. Financial markets	223	112	7.21	2.15
12. Transport (e.g., roads, bridges, transportation, railways)	231	107	6.68	2.37
13. Agriculture and rural development	231	107	6.55	2.45
14. Natural resource management	217	119	6.85	2.36
15. Climate change (e.g., mitigation, adaptation)	214	121	6.57	2.49
16. Poverty reduction	242	96	6.51	2.49
17. Anti-corruption	218	117	6.45	2.64
18. Judiciary reform	208	121	6.50	2.60
19. Economic growth	232	101	6.92	2.36
20. Disaster risk management	216	117	6.77	2.47
21. Equality of opportunity (i.e., social inclusion, including Roma population)	229	104	6.99	2.37
22. Information and communications technology	233	104	7.30	2.16

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=313)
Increased its emphasis recently	20.8%
Decreased its emphasis recently	19.8%
Emphasis has remained pretty consistent over time	35.1%
Don't know	24.3%

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=355)
Weekly	8.7%
Monthly	18.9%
A few times a year	36.9%
Rarely	26.5%
Never	9.0%

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

In Romania, to what extent do you believe that the World Bank Group's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
2. Are timely	331	21	7.74	2.22
3. Include appropriate level of stakeholder involvement during preparation	309	36	7.40	2.05
4. Lead to practical solutions	319	27	7.33	2.10
5. Are source of relevant information on global good practices	325	20	7.79	2.09
6. Are adequately disseminated and accessible	311	34	7.11	2.19
7. Are translated enough into local language	298	40	7.34	2.12
8. Are adaptable to Romania's specific development challenges and country circumstances*	307	37	7.21	2.10

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?* <i>(1-Not significant at all, 10-Very significant)</i>	314	34	7.09	2.09
10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* <i>(1-Very low technical quality, 10-Very high technical quality)</i>	310	37	7.79	2.05

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Romania? <i>(Choose no more than TWO)</i>	Percentage of Respondents (Responses Combined; N=351)
Increase the level of capacity development in the country	27.4%
Collaborate more effectively with Government clients (e.g., national, state, local)	18.2%
Improve the quality of its experts as related to Romania's specific challenges	14.8%
Engage more effectively with private sector	14.8%
Engage more directly with beneficiaries	14.5%
Reduce the complexity of obtaining World Bank Group financing	14.5%
Provide more adequate data/knowledge/statistics/figures on Romania's economy	14.0%
Engage more effectively with civil society (e.g., NGOs, CBOs)	12.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	10.8%
Increase availability of Reimbursable Advisory Services (RAS)	9.4%
Offer more innovative knowledge products and services	8.8%
Offer more innovative financial products and services	8.3%
Ensure greater selectivity in its work	7.1%
Work faster	7.1%
Engage more effectively with partners such as trust funds donors, UN, other IFIs	6.6%
Other	0.9%

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

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)	Percentage of Respondents (Responses Combined; N=348)
Local government	36.8%
Private sector	30.2%
Beneficiaries	22.7%
Academia/think tanks/research institutes	19.8%
NGOs/Community Based Organizations	18.7%
Parliament	14.9%
Youth/university groups	14.1%
Donor community	10.9%
Media	9.8%
Foundations	6.3%
Other	2.6%
Don't know	2.3%

G. Communication and Information Sharing

1. How frequently do you interact with the World Bank Group now in Romania?	Percentage of Respondents (N=351)
Never	16.8%
Less than once a year	17.4%
Once a year to a few times a year	34.8%
Less than once a month	10.3%
At least once a month	16.0%
At least once a week	4.8%

2. How do you get most of your information about economic and social development issues in Romania? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=350)
Internet	74.9%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	29.4%
Local television	21.1%
International television	13.1%
Local newspapers	11.1%
International newspapers	9.1%
Periodicals	6.6%
Local radio	6.0%
Other	5.1%
International radio	4.6%

3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=346)
e-Newsletters	41.3%
World Bank Group's website	30.6%
World Bank Group's seminars/workshops/conferences	24.3%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	23.7%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	21.4%
World Bank Group's publications and other written materials	21.1%
Webinars or online events hosted by the World Bank Group	15.9%

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

4. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)	Percentage of Respondents (N=349)
Computer/laptop	65.3%
Phone	24.9%
I never visit the WBG websites	6.3%
Tablet	3.4%

6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	344	10.5%	28.5%	40.1%	20.9%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	339	10.9%	27.4%	39.5%	22.1%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	338	10.1%	19.8%	26.0%	44.1%
Visited a WBG website (e.g., read a blog, used data)	335	9.6%	27.8%	38.2%	24.5%
Attended an event/conference hosted by the WBG	334	12.3%	13.5%	30.8%	43.4%
Watched a webinar or online event hosted by the WBG	328	10.7%	17.7%	19.2%	52.4%
Read some or all of a WBG research paper or publication	325	11.1%	27.1%	41.5%	20.3%
Met professionally with WBG staff	327	12.5%	20.2%	26.3%	41.0%
Read a WBG e-newsletter	328	8.8%	21.6%	34.8%	34.8%



H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=389)
Private Sector Organization	18.0%
Local Government Office or Staff	14.9%
Employee of Ministry, Ministerial Department, Implementation Agency	11.1%
NGO/Community Based Organization	11.1%
Other	6.7%
Liberal professions (doctor, attorney, teacher etc.)	5.7%
Financial Sector/Private Bank	5.4%
Academia/Research Institute/Think Tank	4.6%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	3.9%
State-Owned Enterprise	3.9%
Office of the President, Prime Minister	2.6%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	2.6%
Youth Group	2.1%
Trade Union	1.5%
Judicial System (e.g., courts)	1.3%
Media (press, radio, TV, web, etc.)	1.3%
Multilateral Agency (e.g., UN, regional development bank)	1.0%
Faith-Based Group	1.0%
Bilateral Agency (e.g., embassy, diplomatic, military)	0.8%
Office of Parliamentarian	0.5%
Office of Minister	0.3%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	0.0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=383)
National and local public administration	13.3%
Trade and competitiveness	11.0%
Education	9.9%
Urban development	8.9%
Other	8.9%
Finance and markets	6.8%
Health, nutrition	5.7%
Generalist (specialized in multiple sectors)	4.7%
Communications, public affairs	3.9%
Social protection	2.6%
Transport	2.6%
Poverty	2.3%
Macroeconomics, fiscal management	2.3%
Digital development and technology (ICT)	2.3%
Tourism	2.3%
Agriculture, rural development	2.1%
Governance, anti-corruption	1.8%
Environment, natural resources	1.8%
Jobs	1.3%
Energy	1.3%
Fragility, conflict, violence, refugees	1.3%
Water, sanitation	1.0%
Demographics, migration	1.0%
Gender	0.5%
Climate change	0.0%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?	Percentage of Respondents (N=381)
Yes	39.4%
No	60.6%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Romania? (Select only ONE response)	Percentage of Respondents (N=151)
The World Bank (IBRD)	87.4%
The International Finance Corporation (IFC)	6.0%
The Multilateral Investment Guarantee Agency (MIGA)	5.3%
International Centre for Settlement of Investment Disputes (ICSID)	1.3%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=149)
Yes	33.6%
No	66.4%

**H. Background Information (continued)**

6. Which of the following describes most of your exposure to the World Bank Group in Romania? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=372)
Observer (i.e., follow in media, discuss in informal conversations, etc.)	43.0%
Collaborate as part of my professional duties	31.2%
Use World Bank Group reports/data	28.2%
Use World Bank Group website for information, data, research, etc.	23.4%
Engage in World Bank Group related/sponsored events/activities	12.1%

7. What's your gender?	Percentage of Respondents (N=386)
Female	62.2%
Male	37.8%

8. What's your age?	Percentage of Respondents (N=389)
25 and under	6.2%
26-35	22.6%
36-45	27.8%
46-55	30.6%
56 and above	12.9%

9. Which best represents your geographic location?	Percentage of Respondents (N=388)
Urban area, other than Bucharest	53.1%
Bucharest	37.6%
Rural area	9.3%



Appendix B: Responses to Selected Questions by Stakeholder Groups¹⁴

- Office of the President/Prime Minister/Minister N=11
- Employee of a Ministry/PMU/Consultant on WBG Project N=53
- Local Government Office or Staff N=58
- Independent Government Institution N=15
- State-Owned Enterprise N=15
- Private Sector/Financial Sector/Private Bank N=91
- CSO N=61
- Academia/Research Institute/Think Tank (Academia) N=18
- Liberal Professions N=22
- Other¹⁵ N=45

A. Overall Context

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	State-Owned Enterprise	Private Sector/Financial Sector/Private Bank	CSO	Academia	Liberal Professions	Other
The right direction	54.5%	47.2%	58.6%	40.0%	33.3%	39.6%	41.0%	50.0%	22.7%	43.2%
The wrong direction	27.3%	24.5%	20.7%	20.0%	40.0%	37.4%	31.1%	22.2%	40.9%	38.6%
Not sure	18.2%	28.3%	20.7%	40.0%	26.7%	23.1%	27.9%	27.8%	36.4%	18.2%

¹⁴ Only 389 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

¹⁵ Includes the following categories: Office of Parliamentarian (N=2), Judicial System (N=5), Bilateral Agency (N=3), Multilateral Agency (N=4), Media (N=5), and Other (26).

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	State-Owned Enterprise	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Liberal Professions	Other
Transport*	10.0%	24.5%	50.0%	46.7%	20.0%	24.2%	29.5%	16.7%	4.5%	11.6%
Education*	70.0%	52.8%	43.1%	60.0%	26.7%	22.0%	49.2%	66.7%	59.1%	30.2%
Gender equity	10.0%	1.9%	1.7%	0.0%	6.7%	3.3%	0.0%	0.0%	0.0%	4.7%
Water and sanitation	0.0%	1.9%	6.9%	0.0%	0.0%	3.3%	1.6%	5.6%	4.5%	4.7%
National debt	0.0%	0.0%	0.0%	0.0%	0.0%	6.6%	1.6%	0.0%	0.0%	0.0%
Natural resource management	0.0%	7.5%	0.0%	0.0%	0.0%	6.6%	4.9%	11.1%	4.5%	11.6%
Public sector governance/reform*	10.0%	30.2%	10.3%	53.3%	6.7%	16.5%	16.4%	27.8%	13.6%	14.0%
Agriculture and rural development*	10.0%	13.2%	6.9%	0.0%	0.0%	14.3%	9.8%	38.9%	9.1%	23.3%
Trade and exports	0.0%	0.0%	1.7%	0.0%	6.7%	7.7%	1.6%	5.6%	0.0%	7.0%
Crime and violence	0.0%	0.0%	3.4%	6.7%	13.3%	5.5%	1.6%	0.0%	0.0%	9.3%
Poverty reduction	10.0%	17.0%	17.2%	6.7%	13.3%	19.8%	13.1%	22.2%	9.1%	11.6%
Judiciary reform	0.0%	0.0%	6.9%	6.7%	0.0%	7.7%	3.3%	5.6%	9.1%	9.3%
Pollution	20.0%	3.8%	3.4%	20.0%	6.7%	11.0%	11.5%	0.0%	18.2%	2.3%
Social protection	20.0%	7.5%	1.7%	0.0%	6.7%	4.4%	1.6%	0.0%	4.5%	7.0%
Job creation/employment	10.0%	15.1%	24.1%	13.3%	33.3%	15.4%	18.0%	11.1%	22.7%	18.6%
Urban development*	10.0%	3.8%	24.1%	0.0%	13.3%	7.7%	16.4%	5.6%	0.0%	11.6%
Climate change*	10.0%	18.9%	8.6%	6.7%	0.0%	3.3%	4.9%	11.1%	4.5%	2.3%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	4.4%	6.6%	0.0%	0.0%	2.3%
Anti-corruption	30.0%	7.5%	13.8%	6.7%	26.7%	18.7%	11.5%	5.6%	31.8%	14.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	6.7%	2.2%	1.6%	0.0%	4.5%	4.7%
Energy	0.0%	5.7%	1.7%	6.7%	20.0%	4.4%	4.9%	0.0%	4.5%	2.3%
Health	30.0%	28.3%	25.9%	33.3%	20.0%	22.0%	37.7%	38.9%	54.5%	27.9%
Economic growth	20.0%	24.5%	12.1%	20.0%	20.0%	23.1%	16.4%	11.1%	4.5%	16.3%
Disaster risk management	0.0%	5.7%	3.4%	0.0%	0.0%	1.1%	0.0%	0.0%	4.5%	7.0%
Information and communications technology	10.0%	9.4%	8.6%	6.7%	13.3%	11.0%	8.2%	5.6%	4.5%	2.3%
Private sector development	0.0%	9.4%	13.8%	6.7%	0.0%	17.6%	6.6%	5.6%	0.0%	7.0%
Equality of opportunity	0.0%	1.9%	1.7%	0.0%	0.0%	4.4%	8.2%	0.0%	0.0%	9.3%

*Significantly different between stakeholder groups



A. Overall Context (continued)

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	State-Owned Enterprise	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Liberal Professions	Other
Inadequate level of donor coordination	10.0%	11.8%	7.1%	0.0%	7.1%	9.2%	8.8%	22.2%	13.6%	20.9%
Reforms are not well thought out in light of country challenges	20.0%	29.4%	30.4%	7.1%	14.3%	28.7%	28.1%	27.8%	18.2%	18.6%
Corruption*	30.0%	15.7%	32.1%	21.4%	57.1%	40.2%	33.3%	33.3%	54.5%	37.2%
Political pressures and obstacles	10.0%	45.1%	26.8%	50.0%	7.1%	26.4%	26.3%	22.2%	22.7%	25.6%
Inadequate level of government accountability	30.0%	29.4%	26.8%	21.4%	21.4%	23.0%	22.8%	5.6%	18.2%	14.0%
Inadequate level of private sector participation	0.0%	5.9%	5.4%	7.1%	0.0%	9.2%	7.0%	0.0%	4.5%	7.0%
Poor coordination within the government	30.0%	31.4%	21.4%	21.4%	42.9%	28.7%	24.6%	44.4%	22.7%	25.6%
Inadequate level of capacity in the government*	20.0%	11.8%	30.4%	57.1%	7.1%	17.2%	29.8%	27.8%	18.2%	20.9%
Inadequate level of citizen/civil society participation	30.0%	13.7%	10.7%	7.1%	21.4%	4.6%	7.0%	5.6%	9.1%	11.6%
Private sector involvement and/or influence	10.0%	0.0%	1.8%	0.0%	7.1%	5.7%	1.8%	0.0%	4.5%	7.0%
Other	0.0%	2.0%	0.0%	0.0%	0.0%	1.1%	1.8%	0.0%	0.0%	2.3%

*Significantly different between stakeholder groups

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Independent Government Institution		State-Owned Enterprise		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Liberal Professions		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you trust the World Bank Group to do what is right?	9	6.56	42	6.88	46	7.41	11	7.55	10	5.40	85	6.51	46	6.98	16	6.75	19	7.74	37	6.70

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

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Independent Government Institution		State-Owned Enterprise		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Liberal Professions		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How familiar are you with the work of the World Bank Group in Romania?*	9	6.11	49	6.94	56	5.48	14	6.64	14	4.29	86	6.47	56	5.68	18	5.39	22	7.27	41	6.98

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Independent Government Institution		State-Owned Enterprise		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Liberal Professions		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in development in Romania*	5	6.80	47	7.15	50	6.80	12	7.17	12	4.83	84	7.06	56	6.52	16	6.81	21	7.76	41	6.93
The World Bank Group's work is aligned with what I consider the development priorities for Romania	8	7.38	46	7.00	47	6.94	12	7.17	12	5.50	83	6.98	53	6.43	16	6.69	21	7.90	39	7.13

*Significantly different between stakeholder groups

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Independent Government Institution		State-Owned Enterprise		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Liberal Professions		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Romania.	8	7.13	47	6.89	47	7.09	12	6.50	13	6.00	84	7.11	53	6.87	16	6.81	21	8.29	41	7.34

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

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Independent Government Institution		State-Owned Enterprise		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Liberal Professions		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group's work help to achieve development results in Romania?	8	6.75	48	6.50	48	7.10	12	6.75	12	5.50	83	6.73	55	6.53	16	6.69	21	8.14	41	7.27

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Independent Government Institution		State-Owned Enterprise		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Liberal Professions		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group influence the development agenda in Romania?	8	7.75	45	6.64	44	6.89	12	6.00	13	5.85	82	6.72	53	6.21	15	6.40	21	7.86	39	7.08

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

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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	State-Owned Enterprise	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Liberal Professions	Other
Equality of opportunity	0.0%	4.1%	1.8%	7.1%	7.1%	3.5%	10.7%	0.0%	4.5%	7.3%
Pollution*	22.2%	10.2%	3.6%	7.1%	0.0%	8.1%	7.1%	0.0%	22.7%	19.5%
Social protection	11.1%	4.1%	3.6%	0.0%	21.4%	5.8%	3.6%	0.0%	9.1%	2.4%
Urban development*	0.0%	10.2%	28.6%	14.3%	0.0%	7.0%	16.1%	16.7%	13.6%	7.3%
Energy	11.1%	2.0%	7.1%	0.0%	0.0%	7.0%	5.4%	5.6%	4.5%	4.9%
Water and sanitation	0.0%	8.2%	5.4%	0.0%	14.3%	4.7%	0.0%	5.6%	0.0%	4.9%
Financial markets*	0.0%	2.0%	1.8%	14.3%	7.1%	17.4%	3.6%	5.6%	9.1%	2.4%
Disaster risk management	11.1%	4.1%	1.8%	0.0%	7.1%	1.2%	1.8%	0.0%	0.0%	2.4%
Gender equity	0.0%	0.0%	3.6%	7.1%	0.0%	3.5%	1.8%	0.0%	0.0%	0.0%
Poverty reduction	33.3%	26.5%	23.2%	28.6%	21.4%	19.8%	30.4%	16.7%	18.2%	12.2%
Private sector development	0.0%	6.1%	17.9%	21.4%	7.1%	18.6%	3.6%	11.1%	4.5%	14.6%
Trade and exports	22.2%	2.0%	7.1%	0.0%	0.0%	4.7%	10.7%	5.6%	4.5%	4.9%
Education	22.2%	32.7%	26.8%	35.7%	21.4%	24.4%	35.7%	55.6%	36.4%	24.4%
Public sector governance/reform	0.0%	32.7%	23.2%	35.7%	14.3%	17.4%	28.6%	11.1%	9.1%	26.8%
Agriculture and rural development*	11.1%	8.2%	16.1%	7.1%	0.0%	12.8%	10.7%	50.0%	22.7%	9.8%
Natural resource management	0.0%	14.3%	3.6%	0.0%	7.1%	7.0%	5.4%	5.6%	0.0%	14.6%
Crime and violence	11.1%	0.0%	0.0%	0.0%	14.3%	4.7%	3.6%	0.0%	4.5%	7.3%
Economic growth	11.1%	20.4%	12.5%	7.1%	7.1%	18.6%	14.3%	11.1%	13.6%	22.0%
Health	11.1%	34.7%	23.2%	7.1%	28.6%	20.9%	12.5%	16.7%	36.4%	19.5%
National debt	11.1%	2.0%	3.6%	7.1%	14.3%	5.8%	0.0%	0.0%	9.1%	2.4%
Global/regional integration	0.0%	4.1%	1.8%	0.0%	0.0%	10.5%	1.8%	0.0%	0.0%	7.3%
Anti-corruption	11.1%	4.1%	7.1%	0.0%	21.4%	11.6%	12.5%	22.2%	13.6%	7.3%
Job creation/employment	11.1%	10.2%	21.4%	14.3%	21.4%	17.4%	8.9%	5.6%	18.2%	7.3%
Information and communications technology	11.1%	6.1%	5.4%	21.4%	0.0%	7.0%	8.9%	5.6%	9.1%	7.3%
Judiciary reform	11.1%	0.0%	0.0%	0.0%	7.1%	3.5%	5.4%	5.6%	9.1%	12.2%
Climate change	22.2%	8.2%	8.9%	14.3%	0.0%	3.5%	7.1%	11.1%	0.0%	7.3%
Transport	33.3%	18.4%	30.4%	28.6%	7.1%	12.8%	17.9%	16.7%	13.6%	7.3%

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Independent Government Institution		State-Owned Enterprise		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Liberal Professions		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs*	6	7.33	46	7.20	38	7.11	9	6.78	12	4.83	74	6.84	44	7.16	15	7.60	20	7.95	32	7.44
Flexibility (in terms of the institution's products and services)	8	6.75	45	6.84	42	6.88	9	6.56	13	5.38	80	6.71	48	6.52	16	7.00	21	7.67	36	7.31
Flexibility (in terms of changing country circumstances)	8	6.00	44	6.55	40	6.70	8	6.63	12	5.75	81	6.65	50	6.52	16	7.06	21	7.76	37	7.46
Being inclusive	8	6.38	36	6.97	34	6.50	8	7.38	11	5.91	72	6.81	44	7.00	13	6.69	18	7.78	34	7.59
Openness (sharing data and other information)*	7	6.29	42	7.52	42	7.79	7	7.57	11	5.64	75	6.76	49	7.18	16	7.88	18	7.78	36	7.47
Collaboration with the Government	9	7.56	45	7.53	35	7.26	6	7.33	12	5.83	82	6.89	48	7.33	15	7.47	20	8.30	34	7.29
The speed in which it gets things accomplished on the ground	7	6.71	47	6.89	41	7.05	8	7.00	11	5.73	80	6.36	48	6.33	16	6.88	21	8.00	34	7.26
Helping to bring discipline/effective supervision to implementation of investment projects*	7	6.86	40	7.23	39	7.18	7	7.29	11	5.27	78	6.95	45	6.64	15	7.20	21	7.90	34	7.91
Collaboration with civil society	8	7.25	37	6.86	35	6.97	8	6.63	11	6.00	79	6.32	50	6.82	15	7.07	21	7.43	34	7.29
Staff accessibility	7	7.57	47	7.51	39	7.67	7	7.86	11	5.91	78	6.56	48	7.10	16	7.19	21	7.38	33	7.67
Collaboration with other donors and development partners	7	7.14	37	7.11	35	7.11	8	7.25	12	6.25	75	6.76	42	7.26	14	7.14	20	7.85	33	7.52
Collaboration with the private sector	7	8.14	29	6.69	33	7.06	7	7.14	12	5.50	77	6.62	43	6.77	12	7.33	20	7.20	31	7.32
Straightforwardness and honesty	7	6.57	44	7.48	42	7.95	8	7.50	12	6.33	77	7.18	48	7.63	16	8.06	21	8.29	35	7.83
Treating clients and stakeholders in Romania with respect*	7	6.57	46	8.15	42	8.19	7	8.43	11	6.64	78	7.01	48	8.21	16	8.31	21	8.10	34	7.79
Being a long-term partner	8	7.88	44	8.23	43	8.28	9	8.44	11	6.91	79	7.42	51	8.25	16	8.06	20	8.35	35	7.83

*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		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Independent Government Institution		State-Owned Enterprise		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Liberal Professions		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group takes decisions quickly in Romania*	6	8.17	39	7.00	36	7.33	7	6.57	12	6.83	75	6.87	37	6.86	12	6.83	20	8.50	30	8.03
Where country systems are adequate, the World Bank Group makes appropriate use of them	7	7.14	30	7.27	31	7.77	7	7.71	12	6.58	76	7.45	35	7.57	14	7.07	20	8.45	31	8.06

*Significantly different between stakeholder groups

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Independent Government Institution		State-Owned Enterprise		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Liberal Professions		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group's financial instruments meet the needs of Romania	6	7.00	36	6.97	39	7.33	7	7.43	12	5.75	81	7.25	43	6.93	16	6.81	20	8.25	35	7.71
The World Bank Group meets Romania's needs for knowledge services	6	7.67	48	7.65	42	7.57	10	8.00	11	6.55	76	7.24	50	7.62	16	7.56	18	7.94	37	7.76

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	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	State-Owned Enterprise	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Liberal Professions	Other
Increased its emphasis recently	50.0%	27.7%	9.4%	18.2%	11.1%	18.1%	25.0%	31.3%	22.2%	21.2%
Decreased its emphasis recently	33.3%	4.3%	18.9%	18.2%	55.6%	22.2%	14.6%	31.3%	27.8%	24.2%
Emphasis has remained pretty consistent over time	16.7%	36.2%	20.8%	45.5%	33.3%	43.1%	37.5%	31.3%	44.4%	33.3%
Don't know	0.0%	31.9%	50.9%	18.2%	0.0%	16.7%	22.9%	6.3%	5.6%	21.2%

*Significantly different between stakeholder groups



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	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	State-Owned Enterprise	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Liberal Professions	Other
Weekly	25.0%	10.2%	3.6%	0.0%	14.3%	12.2%	5.5%	11.1%	0.0%	12.5%
Monthly	0.0%	22.4%	12.7%	33.3%	21.4%	25.6%	18.2%	5.6%	13.6%	17.5%
A few times a year	37.5%	38.8%	36.4%	41.7%	14.3%	32.9%	43.6%	27.8%	50.0%	37.5%
Rarely	25.0%	24.5%	30.9%	16.7%	42.9%	19.5%	27.3%	38.9%	27.3%	27.5%
Never	12.5%	4.1%	16.4%	8.3%	7.1%	9.8%	5.5%	16.7%	9.1%	5.0%

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Independent Government Institution		State-Owned Enterprise		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Liberal Professions		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
are adaptable to Romania's specific development challenges and country circumstances	6	8.67	44	6.86	44	7.43	10	7.70	10	6.90	76	7.12	49	7.16	15	6.13	21	7.52	32	7.69

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Independent Government Institution		State-Owned Enterprise		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Liberal Professions		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7	7.29	45	6.89	40	7.20	10	7.00	13	6.92	75	7.08	51	6.63	16	6.94	22	7.86	35	7.51
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6	8.33	46	7.63	42	8.19	9	7.89	10	6.80	76	7.53	49	7.76	16	7.56	21	8.19	35	8.14

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



F. The Future Role of The World Bank Group in Romania

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	State-Owned Enterprise	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Liberal Professions	Other
Ensure greater selectivity in its work	0.0%	12.2%	11.3%	8.3%	0.0%	8.5%	1.9%	11.1%	4.5%	2.5%
Engage more effectively with civil society (e.g., NGOs, CBOs)	0.0%	16.3%	11.3%	0.0%	7.7%	8.5%	16.7%	11.1%	13.6%	15.0%
Provide more adequate data/knowledge/statistics/figures on Romania's economy	25.0%	10.2%	15.1%	16.7%	38.5%	13.4%	13.0%	5.6%	27.3%	5.0%
Improve the quality of its experts as related to Romania's specific challenges*	12.5%	30.6%	13.2%	0.0%	15.4%	9.8%	24.1%	16.7%	0.0%	7.5%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	8.2%	11.3%	16.7%	0.0%	13.4%	7.4%	5.6%	0.0%	12.5%
Engage more effectively with private sector	12.5%	10.2%	11.3%	33.3%	30.8%	17.1%	13.0%	5.6%	22.7%	12.5%
Offer more innovative financial products and services	0.0%	4.1%	1.9%	0.0%	7.7%	15.9%	9.3%	5.6%	9.1%	10.0%
Engage more directly with beneficiaries	25.0%	6.1%	13.2%	8.3%	15.4%	17.1%	13.0%	22.2%	9.1%	22.5%
Engage more effectively with partners such as trust funds donors, UN, other IFIs*	25.0%	6.1%	0.0%	0.0%	7.7%	9.8%	1.9%	0.0%	0.0%	20.0%
Work faster	12.5%	6.1%	7.5%	16.7%	7.7%	3.7%	5.6%	11.1%	13.6%	7.5%
Reduce the complexity of obtaining World Bank Group financing	12.5%	14.3%	22.6%	0.0%	7.7%	14.6%	11.1%	27.8%	13.6%	10.0%
Offer more innovative knowledge products and services*	0.0%	8.2%	0.0%	16.7%	7.7%	7.3%	9.3%	33.3%	0.0%	17.5%
Increase the level of capacity development in the country	50.0%	28.6%	34.0%	33.3%	23.1%	25.6%	25.9%	22.2%	31.8%	17.5%
Help to bring discipline/effective supervision to implementation of World Bank Group projects*	0.0%	12.2%	0.0%	16.7%	0.0%	8.5%	16.7%	11.1%	22.7%	17.5%
Collaborate more effectively with Government clients (e.g., national, state, local)	12.5%	10.2%	34.0%	25.0%	7.7%	15.9%	18.5%	5.6%	27.3%	15.0%
Other	0.0%	4.1%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

**F. The Future Role of The World Bank Group in Romania (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	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	State-Owned Enterprise	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Liberal Professions	Other
Local government*	25.0%	38.8%	67.9%	41.7%	0.0%	25.9%	41.8%	27.8%	27.3%	28.9%
Beneficiaries	25.0%	18.4%	20.8%	25.0%	33.3%	28.4%	21.8%	16.7%	22.7%	18.4%
Youth/university groups	12.5%	12.2%	13.2%	8.3%	16.7%	13.6%	12.7%	16.7%	22.7%	15.8%
Private sector*	25.0%	18.4%	30.2%	33.3%	16.7%	54.3%	23.6%	5.6%	22.7%	23.7%
Donor community	12.5%	18.4%	9.4%	0.0%	0.0%	12.3%	3.6%	11.1%	13.6%	15.8%
Foundations*	0.0%	8.2%	1.9%	0.0%	25.0%	4.9%	3.6%	0.0%	22.7%	7.9%
Academia/think tanks/research institutes*	0.0%	28.6%	15.1%	33.3%	8.3%	8.6%	20.0%	72.2%	18.2%	18.4%
Media*	37.5%	12.2%	1.9%	0.0%	8.3%	8.6%	7.3%	5.6%	13.6%	21.1%
NGOs/Community Based Organizations*	0.0%	8.2%	11.3%	33.3%	8.3%	21.0%	38.2%	11.1%	13.6%	18.4%
Parliament	25.0%	26.5%	11.3%	8.3%	16.7%	14.8%	12.7%	16.7%	9.1%	10.5%
Other*	12.5%	0.0%	1.9%	0.0%	16.7%	1.2%	3.6%	0.0%	0.0%	5.3%
Don't know	0.0%	2.0%	5.7%	8.3%	8.3%	0.0%	1.8%	0.0%	4.5%	0.0%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	State-Owned Enterprise	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Liberal Professions	Other
Never	12.5%	6.1%	20.8%	8.3%	38.5%	22.0%	9.3%	22.2%	27.3%	12.5%
Less than once a year	25.0%	10.2%	20.8%	8.3%	15.4%	14.6%	24.1%	16.7%	27.3%	15.0%
Once a year to a few times a year	25.0%	26.5%	37.7%	50.0%	38.5%	30.5%	40.7%	33.3%	40.9%	35.0%
Less than once a month	0.0%	10.2%	3.8%	16.7%	0.0%	15.9%	9.3%	11.1%	0.0%	17.5%
At least once a month	25.0%	28.6%	15.1%	16.7%	7.7%	13.4%	13.0%	11.1%	4.5%	20.0%
At least once a week	12.5%	18.4%	1.9%	0.0%	0.0%	3.7%	3.7%	5.6%	0.0%	0.0%

*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 Romania? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	State-Owned Enterprise	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Liberal Professions	Other
Local radio*	0.0%	6.1%	9.4%	0.0%	25.0%	1.2%	3.6%	0.0%	9.1%	12.5%
International radio	12.5%	4.1%	1.9%	0.0%	0.0%	6.1%	1.8%	0.0%	0.0%	15.0%
Social media*	25.0%	12.2%	26.4%	8.3%	41.7%	39.0%	40.0%	0.0%	45.5%	27.5%
International newspapers	12.5%	4.1%	1.9%	16.7%	25.0%	11.0%	7.3%	11.8%	18.2%	10.0%
Local television*	25.0%	36.7%	13.2%	16.7%	25.0%	20.7%	14.5%	41.2%	9.1%	20.0%
Internet*	37.5%	85.7%	88.7%	83.3%	41.7%	74.4%	80.0%	76.5%	81.8%	47.5%
Periodicals	0.0%	0.0%	5.7%	8.3%	8.3%	6.1%	10.9%	11.8%	13.6%	5.0%
International television*	37.5%	8.2%	5.7%	8.3%	33.3%	15.9%	5.5%	29.4%	13.6%	17.5%
Local newspapers	37.5%	12.2%	15.1%	8.3%	0.0%	9.8%	7.3%	0.0%	4.5%	20.0%
Other	0.0%	4.1%	7.5%	25.0%	0.0%	2.4%	3.6%	5.9%	0.0%	10.0%

*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	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	State-Owned Enterprise	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Liberal Professions	Other
World Bank Group's publications and other written materials	28.6%	22.4%	17.0%	36.4%	0.0%	21.0%	24.1%	22.2%	18.2%	23.7%
e-Newsletters*	14.3%	32.7%	58.5%	18.2%	23.1%	49.4%	46.3%	61.1%	18.2%	26.3%
World Bank Group's seminars/workshops/con ferences	14.3%	28.6%	26.4%	36.4%	15.4%	13.6%	25.9%	22.2%	36.4%	31.6%
World Bank Group's website	28.6%	34.7%	20.8%	36.4%	46.2%	37.0%	25.9%	22.2%	27.3%	31.6%
Direct contact with World Bank Group	28.6%	32.7%	24.5%	27.3%	23.1%	19.8%	16.7%	27.8%	4.5%	15.8%
Social media*	42.9%	6.1%	20.8%	0.0%	38.5%	27.2%	35.2%	5.6%	50.0%	18.4%
Webinars or online events hosted by the World Bank Group	28.6%	22.4%	13.2%	9.1%	15.4%	11.1%	9.3%	22.2%	22.7%	23.7%

*Significantly different between stakeholder groups



H. Background Information

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	State-Owned Enterprise	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Liberal Professions	Other
Yes	18.2%	69.2%	35.1%	33.3%	26.7%	43.2%	40.0%	23.5%	27.3%	25.6%
No	81.8%	30.8%	64.9%	66.7%	73.3%	56.8%	60.0%	76.5%	72.7%	74.4%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	State-Owned Enterprise	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Liberal Professions	Other
IBRD	100.0%	97.3%	95.2%	100.0%	25.0%	69.4%	100.0%	75.0%	100.0%	81.8%
IFC	0.0%	2.7%	4.8%	0.0%	25.0%	16.7%	0.0%	0.0%	0.0%	0.0%
MIGA	0.0%	0.0%	0.0%	0.0%	25.0%	13.9%	0.0%	25.0%	0.0%	9.1%
ICSID	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	9.1%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government Office or Staff	Independent Government Institution	State-Owned Enterprise	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Liberal Professions	Other
Observer*	70.0%	17.6%	37.0%	26.7%	28.6%	55.8%	36.1%	52.9%	70.0%	52.4%
Use World Bank Group reports/data*	10.0%	31.4%	25.9%	26.7%	28.6%	27.9%	44.3%	35.3%	0.0%	21.4%
Engage in World Bank Group related/ sponsored events/ activities*	20.0%	15.7%	9.3%	0.0%	0.0%	5.8%	23.0%	29.4%	5.0%	11.9%
Collaborate as part of my professional duties*	30.0%	62.7%	31.5%	60.0%	42.9%	18.6%	24.6%	23.5%	20.0%	21.4%
Use World Bank Group website for information, data, research, etc.	20.0%	13.7%	22.2%	33.3%	14.3%	29.1%	21.3%	11.8%	25.0%	33.3%

*Significantly different between stakeholder groups



Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁶

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 Romania COS questionnaire: All 10-point scale questions and questions B7, B9, B10, and F1.

For 10-point scale questions that were asked both in FY16 and FY20 Romania 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, FY16 N=58
- Collaborating with the WBG, FY20 N=150
- Not collaborating with the WBG, FY20 N=231

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	N	Mean
The national/local government	134	5.07	213	5.31
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	102	5.88	170	5.73
The World Bank Group	126	7.08	190	6.69
The International Monetary Fund	114	6.32	190	6.19
The United Nations (UN)	112	6.72	192	6.61
Regional development banks (EBRD, EIB, etc.)*	122	6.85	186	6.30
Romania's Central Bank (BNR)	126	6.87	203	6.66
International private sector	121	6.13	189	6.22
Domestic private sector	126	6.13	197	6.41
International civil society (e.g., NGOs, CBOs)	126	6.49	190	6.66
Domestic civil society (e.g., NGOs, CBOs)	132	6.43	197	6.56
Faith-based institutions	127	5.00	195	5.29
Domestic traditional media and their web presence*	130	5.04	204	5.65
International media and their web presence	126	5.83	204	6.32
Web based media	131	5.85	203	6.09

**Significantly different between collaborators and non-collaborators*

B. Overall Attitudes Toward the World Bank Group

	2016		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
How familiar are you with the work of the World Bank Group in Romania?*	57	7.63	143	6.89	222	5.77

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

¹⁶ Only 381 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 Romania?***(1-Strongly disagree, 10-Strongly agree)*

	2016		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in development in Romania	55	7.13	137	7.01	201	6.75
The World Bank Group's work is aligned with what I consider the development priorities for Romania	56	7.55	135	7.12	196	6.75

	2016		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Romania.	55	8.05	136	7.18	200	6.96

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

	2016		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group's work help to achieve development results in Romania?	47	7.13	136	6.91	202	6.74

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

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
To what extent does the World Bank Group influence the development agenda in Romania?	131	6.79	197	6.64

*(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 Romania?****(Select only ONE response)**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	9.6%	7.7%
To a somewhat sufficient degree	33.8%	29.5%
To a somewhat insufficient degree	25.7%	30.9%
To a very insufficient degree	16.9%	20.3%
Don't know	14.0%	11.6%

**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 Romania? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	7.2%	8.5%
World Bank Group's processes too slow and complex	19.6%	14.1%
Not aligned with country priorities	6.5%	11.3%
Not enough public disclosure of its work	18.8%	16.9%
Not collaborating enough with private sector	8.7%	7.0%
Inadequate World Bank Group's staffing in Romania	5.8%	6.1%
Not adequately sensitive to political/social realities in Romania	15.9%	15.5%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	8.7%	12.2%
Too influenced by developed countries	18.1%	16.4%
Not sufficiently focused on sustainable results	6.5%	9.9%
Not adequately flexible	8.7%	9.4%
Arrogant in its approach	4.3%	2.3%
Not willing to honestly criticize policies and reform efforts in the country*	27.5%	16.0%
Staff too inaccessible	2.2%	5.6%
Other	1.4%	0.9%
Don't know	10.1%	13.1%

*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Equality of opportunity (i.e., social inclusion, including Roma population)	5.7%	4.6%
Pollution	9.9%	8.7%
Social protection (e.g., pensions, targeted social assistance)	6.4%	4.1%
Urban development	16.3%	10.1%
Energy	3.5%	6.0%
Water and sanitation*	7.8%	2.3%
Financial markets	5.0%	8.3%
Disaster risk management	2.8%	1.8%
Gender equity (closing the gap between women and men, and boys and girls)	1.4%	2.3%
Poverty reduction	22.7%	23.4%
Private sector development	9.9%	13.3%
Trade and exports*	2.8%	7.8%
Education	31.9%	28.9%
Public sector governance/reform*	29.8%	17.0%
Agriculture and rural development*	9.2%	17.0%
Natural resource management	7.1%	6.9%
Crime and violence	2.1%	4.6%
Economic growth	14.2%	17.4%
Health	24.8%	21.1%
National debt	2.8%	5.0%
Global/regional integration	5.0%	3.7%
Anti-corruption	9.2%	10.6%
Job creation/employment	13.5%	14.2%
Information and communications technology	8.5%	6.4%
Judiciary reform	2.8%	5.5%
Climate change (e.g., mitigation, adaptation)	8.5%	5.0%
Transport	14.9%	19.7%

*Significantly different between collaborators and non-collaborators

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

	2016		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
To what extent do you believe the World Bank Group's staff is well prepared to help Romania solve its most complicated development challenges?	55	8.35	133	7.48	184	7.08

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

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

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

	2016		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
Responsiveness to needs	52	7.63	131	7.05	182	6.98
Flexibility (in terms of the institution's products and services)	53	7.19	127	6.83	186	6.77
Flexibility (in terms of changing country circumstances)	53	7.21	126	6.82	186	6.70
Being inclusive	48	7.58	108	7.06	167	6.84
Openness (sharing data and other information)	53	8.23	124	7.41	175	7.11
Collaboration with the Government	52	8.54	121	7.36	180	7.16
The speed in which it gets things accomplished on the ground	48	7.10	130	6.80	179	6.72
Helping to bring discipline/effective supervision to implementation of investment projects ⁱ			119	7.10	174	7.09
Collaboration with civil society	42	7.05	119	7.01	175	6.63
Staff accessibility*	52	8.29	130	7.46	173	6.93
Collaboration with other donors and development partners	37	7.59	107	7.14	173	7.07
Collaboration with the private sector	37	6.92	101	6.90	167	6.83
Straightforwardness and honesty	47	8.91	129	7.80	177	7.34
Treating clients and stakeholders in Romania with respect	50	9.12	126	8.02	179	7.56
Being a long-term partner	52	9.02	132	8.11	178	7.79

*Significantly different between collaborators and non-collaborators

**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)**

	2016		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
The World Bank Group disburses funds promptly	21	8.71	89	7.56	165	7.30
The World Bank Group effectively monitors and evaluates the projects and programs it supports	39	8.33	121	7.76	177	7.73
The World Bank Group's approvals and reviews are done in a timely fashion	35	8.09	112	7.71	173	7.43
The World Bank Group's Environmental and Social Framework requirements are reasonable ⁱ	18	8.28	101	7.48	164	7.27
The World Bank Group's conditions on its lending are reasonable	24	8.38	81	7.14	163	6.97
The World Bank Group takes decisions quickly in Romania	33	7.88	102	7.16	168	7.22
Working with the World Bank Group increases Romania's institutional capacity	44	8.61	125	7.90	184	7.52
Where country systems are adequate, the World Bank Group makes appropriate use of them	30	8.63	93	7.60	166	7.53

ⁱIn FY 2016, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".**To what extent do you agree/disagree with the following statements about the World Bank Group in Romania? (1- Strongly disagree, 10- Strongly agree)**

	2016		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
The World Bank Group's financial instruments meet the needs of Romania	40	7.70	109	7.29	181	7.16
The World Bank Group meets Romania's needs for knowledge services	44	7.93	128	7.62	180	7.44

*Significantly different between collaborators and non-collaborators

	2016		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
To what extent do you believe that Romania received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	30	7.50	104	6.72	165	6.95

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

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

	2016		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
Social protection	21	7.29	75	6.68	138	6.67
Private sector development	13	8.62	75	7.09	143	6.95
Education	23	8.09	93	6.91	160	6.90
effectiveness, public financial management, public	40	7.90	102	6.85	158	6.88
Global/regional integration	17	8.88	82	6.82	145	7.12
Urban development	17	7.35	89	7.16	158	7.06
Energy	16	7.50	71	6.89	146	7.22
Water and sanitation	15	8.07	82	6.95	149	6.84
Job creation/employment	23	6.78	77	6.75	141	6.65
Health	25	7.84	94	6.72	149	6.74
Financial markets	14	7.50	76	7.01	145	7.30
Transport	19	6.58	83	6.61	146	6.71
Agriculture and rural development ⁱ	23	7.41	80	6.51	148	6.55
Natural resource management	10	6.60	72	6.78	143	6.87
Climate change (e.g., mitigation, adaptation)	10	6.90	75	6.61	137	6.53
Poverty reduction	30	8.10	88	6.68	151	6.40
Anti-corruption	18	7.72	71	6.39	145	6.48
Judiciary reform ⁱⁱ			66	6.41	140	6.54
Economic growth	18	7.72	77	7.03	150	6.86
Disaster risk management ⁱⁱⁱ	12	7.33	80	6.88	132	6.67
Equality of opportunity	22	7.45	84	7.13	142	6.90
Information and communications technology	16	8.19	81	7.19	148	7.34

ⁱ In FY 2016, there were two categories related to agriculture and rural development: "Rural development" and "Agricultural development and food security." A mean score of responses to these two categories was calculated and included in a separate variable that then was compared to FY 2020 "Agriculture and rural development" category.

ⁱⁱ Only FY 2020 questionnaire had this response option

ⁱⁱⁱ In FY 2016, the category was "Disaster management"

E. World Bank Group's Knowledge Work and Activities

In Romania, 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)

	2016		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
Are timely	41	8.00	133	7.94	191	7.55
Include appropriate level of stakeholder involvement during preparation	41	7.93	128	7.55	175	7.26
Lead to practical solutions	41	7.93	130	7.42	182	7.21
Are source of relevant information on global good practices	46	8.59	131	8.01	187	7.60
Are adequately disseminated	43	7.95	125	7.18	179	7.02
Are translated enough into local language	36	7.81	122	7.47	171	7.23
Are adaptable to Romania's specific development challenges and country circumstances	44	7.89	123	7.26	178	7.15



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

	2016		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	44	7.89	130	7.12	178	7.00

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

	2016		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	48	8.38	130	7.96	174	7.61

(1- Very low technical quality, 10- Very high technical quality)

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Ensure greater selectivity in its work	9.6%	5.8%
Engage more effectively with civil society (e.g., NGOs, CBOs)	11.8%	12.5%
Provide more adequate data/knowledge/statistics/figures on Romania's economy	13.2%	13.9%
Improve the quality of its experts as related to Romania's specific challenges	18.4%	12.5%
Increase availability of Reimbursable Advisory Services (RAS)	12.5%	7.7%
Engage more effectively with private sector	10.3%	17.8%
Offer more innovative financial products and services	8.8%	8.2%
Engage more directly with beneficiaries	16.2%	13.0%
Engage more effectively with partners such as trust funds donors, UN, other IFIs	3.7%	8.7%
Work faster	7.4%	7.2%
Reduce the complexity of obtaining World Bank Group financing*	8.8%	17.8%
Offer more innovative knowledge products and services	11.0%	7.2%
Increase the level of capacity development in the country	27.9%	26.4%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	11.8%	10.6%
Collaborate more effectively with Government clients (e.g., national, state, local)	16.2%	19.7%
Other	1.5%	0.5%

*Significantly different between collaborators and non-collaborators



Appendix D: Responses to Selected Questions by Year¹⁷

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 2016 respondents and the total number of respondents indicated may differ from those reported in the FY 2016 COS report.

- FY 2016 Number of comparable respondents = 102
- FY 2020 Number of comparable respondents = 363

By weighting, the FY 2016 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 2016	FY 2020
Office of the President/Prime Minister/Minister	5.0%	5.0%
Office of Parliamentarian	1.0%	1.0%
Government Institutions	38.5%	38.5%
Local Government	5.5%	5.5%
Bilateral/Multilateral Agency	2.5%	2.5%
Civil Society	14.5%	14.5%
Private Sector	25.0%	25.0%
Academia/Research Institute/Think Tank	5.0%	5.0%
Media	3.0%	3.0%

A. Overall Context

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

Percentage of Respondents	FY 2016	FY 2020
The right direction	52.5%	43.4%
The wrong direction	15.8%	31.0%
Not sure	31.7%	25.5%

**Significantly different between FY2016 and FY2020*

B. Overall Attitudes toward the World Bank Group

	FY 2016			FY 2020		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Romania?*	97	6.90	1.93	342	6.24	2.39

*(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY2016 and FY2020*

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2016			FY 2020		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Romania	93	6.61	1.91	313	6.81	2.21
The World Bank Group's work is aligned with what I consider the development priorities for Romania	89	6.99	1.94	310	6.89	2.25

¹⁷ Only those questions that were asked in the FY 2016 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 2016			FY 2020		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Romania.	92	7.28	2.10	316	6.94	2.26

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

	FY 2016			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Romania?	76	6.76	1.78	315	6.70	2.33

(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 Romania?
(Select only ONE response)

Percentage of Respondents	FY 2016	FY 2020
To a fully sufficient degree	6.1%	7.4%
To a somewhat sufficient degree	19.4%	31.6%
To a somewhat insufficient degree	40.8%	30.7%
To a very insufficient degree	18.4%	16.7%
Don't know	15.3%	13.6%

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

	FY 2016			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 Romania solve its most complicated development challenges?*	88	7.92	1.65	299	7.06	2.36

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2016 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 Romania, in terms of each of the following?
(1-To no degree at all, 10-To a very significant degree)

	FY 2016			FY 2020		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	84	7.20	1.84	293	6.96	2.30
Flexibility (in terms of the institution's products and services)	86	6.79	1.78	294	6.75	2.23
Flexibility (in terms of changing country circumstances)	82	6.84	1.82	292	6.66	2.21
Being inclusive	75	7.29	1.86	257	6.87	2.28
Openness (sharing data and other information)*	86	7.78	1.73	277	7.11	2.28
Collaboration with the Government*	77	7.92	1.66	287	7.20	2.20
The speed in which it gets things accomplished on the ground	76	6.77	2.05	288	6.69	2.28
Helping to bring discipline/effective supervision to implementation of investment projects ⁱ				271	7.03	2.23
Collaboration with civil society	71	6.47	2.26	274	6.75	2.22
Staff accessibility	83	7.65	2.05	285	7.11	2.42
Collaboration with other donors and development partners	62	7.27	1.66	262	6.98	2.17
Collaboration with the private sector	66	6.35	1.92	242	6.80	2.20
Straightforwardness and honesty*	74	8.68	1.54	284	7.40	2.46
Treating clients and stakeholders in Romania with respect*	79	8.80	1.41	284	7.68	2.38
Being a long-term partner*	88	8.69	1.49	290	7.87	2.38

*Significantly different between FY2016 and FY2020

ⁱ Only FY2020 questionnaire had this response option

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

	FY 2016			FY 2020		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	34	8.30	1.54	234	7.31	2.47
The World Bank Group effectively monitors and evaluates the projects and programs it supports	65	8.00	1.81	280	7.67	2.09
The World Bank Group's approvals and reviews are done in a timely fashion	52	7.98	1.72	266	7.48	2.15
The World Bank Group's Environmental and Social Framework requirements are reasonable ⁱ	30	7.79	1.43	247	7.31	2.31
The World Bank Group's conditions on its lending are reasonable*	35	8.05	1.42	219	6.95	2.29
The World Bank Group takes decisions quickly in Romania	44	7.42	2.11	253	7.10	2.20
Working with the World Bank Group increases Romania's institutional capacity	73	8.10	1.71	290	7.60	2.17
Where country systems are adequate, the World Bank Group makes appropriate use of them*	48	8.46	1.49	239	7.45	2.16

*Significantly different between FY2016 and FY2020

ⁱ In FY 2016, 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 Romania?***(1-Strongly disagree, 10-Strongly agree)*

	FY 2016			FY 2020		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Romania	63	7.07	2.06	265	7.09	2.34
The World Bank Group meets Romania's needs for knowledge services	76	7.48	1.93	287	7.53	2.20

	FY 2016			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Romania received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	42	6.86	2.33	251	6.72	2.38

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

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

	FY 2016			FY 2020		
	N	Mean	SD	N	Mean	SD
Social protection	36	6.41	2.33	196	6.46	2.43
Private sector development	33	7.32	1.94	201	6.91	2.18
Education	44	7.01	2.11	245	6.84	2.23
Public sector governance/reform*	61	7.47	2.06	248	6.85	2.11
Global/regional integration	35	7.25	2.12	206	6.89	2.12
Urban development	37	6.76	2.38	220	6.98	2.27
Energy	32	6.26	2.36	193	7.02	2.26
Water and sanitation	29	7.08	2.16	213	6.89	2.30
Job creation/employment	39	6.33	2.13	195	6.66	2.33
Health	41	7.24	1.89	223	6.63	2.50
Financial markets	30	6.61	2.29	202	7.14	2.15
Transport	35	6.50	2.18	207	6.61	2.41
Agriculture and rural development ⁱ	39	6.75	2.21	211	6.43	2.45
Natural resource management*	24	5.30	2.22	196	6.79	2.36
Climate change	23	6.16	2.51	194	6.53	2.51
Poverty reduction	51	7.23	2.30	219	6.49	2.54
Anti-corruption	37	6.20	2.80	195	6.36	2.71
Judiciary reform ⁱⁱ				186	6.48	2.60
Economic growth	37	7.16	1.87	204	6.82	2.41
Disaster risk management ⁱⁱⁱ	24	6.15	2.31	198	6.70	2.47
Equality of opportunity	41	6.87	2.33	207	6.98	2.40
Information and communications technology	29	7.22	1.97	207	7.23	2.13

*Significantly different between FY2016 and FY2020

ⁱ In FY 2016, there were two categories related to agriculture and rural development: "Rural development" and "Agricultural development and food safety." A mean score of responses to these two categories was calculated and included in a separate variable that then was compared to FY 2020 "Agriculture and rural development" category.

ⁱⁱ Only FY2020 questionnaire had this response option

ⁱⁱⁱ In FY 2016, this category was "Disaster management".

**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 2016	FY 2020
Weekly	11.4%	10.4%
Monthly	18.2%	19.6%
A few times a year	50.0%	35.0%
Rarely	18.2%	26.7%
Never	2.3%	8.3%

Significantly different between FY2016 and FY2020*In Romania, to what extent do you believe that the World Bank Group's knowledge work and activities:***(1-To no degree at all, 10-To a very significant degree)*

	FY 2016			FY 2020		
	N	Mean	SD	N	Mean	SD
Are timely	65	7.56	1.96	305	7.57	2.30
Include appropriate level of stakeholder involvement during preparation	66	7.55	1.95	287	7.31	2.16
Lead to practical solutions	68	7.29	2.14	294	7.30	2.13
Are source of relevant information on global good practices*	78	8.33	1.59	297	7.74	2.17
Are adequately disseminated	74	7.22	2.19	285	7.04	2.27
Are translated enough into local language	65	7.54	2.18	273	7.23	2.19
Are adaptable to Romania's specific development challenges and country circumstances	73	7.61	1.82	278	7.16	2.08

**Significantly different between FY2016 and FY2020*

	FY 2016			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?	75	7.30	1.86	291	7.03	2.08
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	81	8.08	1.38	286	7.73	2.11

(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 Romania? (Choose no more than TWO)									
			Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
	Not collaborating with the WBG	Collaborating with the WBG	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
To what extent do you trust the World Bank Group to do what is right?	6.69	7.08	7.03	6.65	6.79	7.06	6.80	7.43	6.78	7.07	6.80	7.09
Overall the World Bank Group currently plays a relevant role in development in Romania	6.75	7.01	6.97	6.74	6.83	6.98	6.81	7.33	6.76	7.11	6.80	7.12
The World Bank Group's work is aligned with what I consider the development priorities for Romania	6.75	7.12	7.13	6.60	6.77	7.21	6.77	7.90	6.80	7.14	6.86	7.05
Overall, please rate your impression of the World Bank Group's effectiveness in Romania.	6.96	7.18	7.11	6.98	6.99	7.22	7.00	7.45	7.01	7.15	7.00	7.23
To what extent does the World Bank Group's work help to achieve development results in Romania?	6.74	6.91	6.84	6.78	6.81	6.82	6.70	7.61	6.82	6.81	6.76	7.00
To what extent does the World Bank Group influence the development agenda in Romania?	6.64	6.79	6.62	6.80	6.71	6.66	6.62	7.26	6.71	6.66	6.69	6.71
Responsiveness to needs	6.98	7.05	7.04	7.02	7.03	7.03	6.93	7.74	7.08	6.94	7.02	7.08
Flexibility (in terms of the institution's products and services)	6.77	6.83	6.91	6.67	6.77	6.88	6.73	7.37	6.75	6.95	6.78	6.89
Flexibility (in terms of changing country circumstances)	6.70	6.82	6.83	6.69	6.76	6.79	6.71	7.26	6.76	6.80	6.70	7.00
Being inclusive	6.84	7.06	7.16	6.66	6.88	7.07	6.83	7.73	6.83	7.22	6.86	7.22
Openness (sharing data and other information)	7.11	7.41	7.37	7.10	7.23	7.30	7.19	7.71	7.06	7.70	7.25	7.28
Collaboration with the Government	7.16	7.36	7.22	7.26	7.24	7.24	7.14	7.92	7.21	7.29	7.26	7.15
The speed in which it gets things accomplished on the ground	6.72	6.80	6.82	6.68	6.83	6.62	6.66	7.47	6.74	6.82	6.72	6.90
Helping to bring discipline/effective supervision to implementation of investment projects	7.09	7.10	7.01	7.24	7.24	6.80	7.00	7.94	7.15	7.02	7.11	7.12
Collaboration with civil society	6.63	7.01	6.88	6.74	6.83	6.79	6.69	7.82	6.76	6.95	6.84	6.73
Staff accessibility	6.93	7.46	7.41	6.77	7.12	7.21	7.03	7.95	6.89	7.71	7.17	7.07
Collaboration with other donors and development partners	7.07	7.14	7.06	7.12	7.20	6.83	6.95	8.12	7.09	7.09	7.09	7.09
Collaboration with the private sector	6.83	6.90	6.77	6.97	6.87	6.85	6.73	7.81	6.84	6.90	6.95	6.59
Straightforwardness and honesty	7.34	7.80	7.65	7.45	7.47	7.78	7.46	8.30	7.51	7.70	7.63	7.35
Treating clients and stakeholders in Romania with respect	7.56	8.02	7.92	7.56	7.68	7.98	7.66	8.53	7.63	8.10	7.93	7.26
Being a long-term partner	7.79	8.11	8.04	7.80	7.91	8.01	7.83	8.69	7.86	8.12	7.97	7.86
The World Bank Group takes decisions quickly in Romania	7.22	7.16	7.27	7.18	7.33	6.96	7.14	7.90	7.10	7.52	7.28	7.09
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.53	7.60	7.52	7.60	7.61	7.42	7.53	7.77	7.58	7.49	7.55	7.56
The World Bank Group's financial instruments meet the needs of Romania	7.16	7.29	7.24	7.18	7.29	7.00	7.17	7.53	7.14	7.39	7.18	7.32
The World Bank Group meets Romania's needs for knowledge services	7.44	7.62	7.68	7.33	7.44	7.73	7.45	8.11	7.39	7.84	7.59	7.34
In Romania, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Romania's specific development challenges and country circumstances	7.15	7.26	7.29	7.08	7.17	7.27	7.12	7.71	7.13	7.35	7.24	7.08
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.00	7.12	7.17	6.94	6.99	7.28	7.00	7.68	7.05	7.14	7.18	6.78
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.61	7.96	7.93	7.57	7.68	7.99	7.67	8.56	7.68	7.99	7.89	7.45

Yellow highlight indicates significant difference between Yes and No means.

Appendix F: Romania FY20 COS Questionnaire



World Bank Group Country Survey FY 2020 – Romania

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

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 Romania is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

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

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

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 Romania? (Choose no more than THREE)

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

A5. Please describe the direction Romania 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 Romania's economy in a way that leads to jobs and employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The gap between the rich and the poor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Making government more effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Attracting new sources of foreign investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Development of infrastructure	<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 Romania? (Choose no more than TWO)

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

SECTION A: OVERALL CONTEXT

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

1	Inadequate level of donor coordination
2	Reforms are not well thought out in light of country challenges
3	Corruption
4	Political pressures and obstacles
5	Inadequate level of government accountability
6	Inadequate level of private sector participation
7	Poor coordination within the government
8	Inadequate level of capacity in the government
9	Inadequate level of citizen/civil society participation
10	Private sector involvement and/or influence
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	The national/local government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Regional development banks (EBRD, EIB, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Romania's Central Bank (BNR)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION A: OVERALL CONTEXT

A9. To what extent do you trust private sector to engage in public service delivery in Romania?	
1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

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

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

B5. To what extent does the World Bank Group's work help to achieve development results in Romania?											
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

B6. To what extent does the World Bank Group influence the development agenda in Romania?											
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

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Romania? (Select only ONE response)	
1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

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

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

1	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
2	World Bank Group's processes too slow and complex
3	Not aligned with country priorities
4	Not enough public disclosure of its work
5	Not collaborating enough with private sector
6	Inadequate World Bank Group's staffing in Romania
7	Not adequately sensitive to political/social realities in Romania
8	Not collaborating enough with civil society (e.g., NGOs, CBOs)
9	Too influenced by developed countries
10	Not sufficiently focused on sustainable results
11	Not adequately flexible
12	Arrogant in its approach
13	Not willing to honestly criticize policies and reform efforts in the country
14	Staff too inaccessible
15	Other (please specify): _____
16	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 Romania, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Romania? (Choose no more than THREE)			
1	Equality of opportunity (i.e., social inclusion, including Roma population)	15	Agriculture and rural development
2	Pollution	16	Natural resource management
3	Social protection (e.g., pensions, targeted social assistance)	17	Crime and violence
4	Urban development	18	Economic growth
5	Energy	19	Health
6	Water and sanitation	20	National debt
7	Financial markets	21	Global/regional integration
8	Disaster risk management	22	Anti-corruption
9	Gender equity (closing the gap between women and men, and boys and girls)	23	Job creation/employment
10	Poverty reduction	24	Information and communications technology
11	Private sector development	25	Judiciary reform
12	Trade and exports	26	Climate change (e.g., mitigation, adaptation)
13	Education	27	Transport (e.g., roads, bridges, transportation, railways)
14	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)		

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

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

To what extent is the World Bank Group an effective development partner in Romania, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
C2	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	Treating clients and stakeholders in Romania with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16	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
C17	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C18	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"/>
C19	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"/>
C20	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"/>
C21	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C22	The World Bank Group takes decisions quickly in Romania	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C23	Working with the World Bank Group increases Romania's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C24	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 Romania?												
		Strongly disagree								Strongly agree		Don't know
C25	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Romania	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C26	The World Bank Group meets Romania'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"/>

C27. To what extent do you believe that Romania received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

SECTION D: 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 Romania? *(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	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	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"/>	
5	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Transport (e.g., roads, bridges, transportation, railways)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Natural resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Equality of opportunity (i.e., social inclusion, including Roma population)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	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 Romania, 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
E2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	Are adaptable to Romania'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 ROMANIA

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Romania? (Choose no more than TWO)	
1	Ensure greater selectivity in its work
2	Engage more effectively with civil society (e.g., NGOs, CBOs)
3	Provide more adequate data/knowledge/statistics/figures on Romania's economy
4	Improve the quality of its experts as related to Romania's specific challenges
5	Increase availability of Reimbursable Advisory Services (RAS)
6	Engage more effectively with private sector
7	Offer more innovative financial products and services
8	Engage more directly with beneficiaries
9	Engage more effectively with partners such as trust funds donors, UN, other IFIs
10	Work faster
11	Reduce the complexity of obtaining World Bank Group financing
12	Offer more innovative knowledge products and services
13	Increase the level of capacity development in the country
14	Help to bring discipline/effective supervision to implementation of World Bank Group projects
15	Collaborate more effectively with Government clients (e.g., national, state, local)
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	Academia/think tanks/research institutes
2	Beneficiaries	8	Media
3	Youth/university groups	9	NGOs/Community Based Organizations
4	Private sector	10	Parliament
5	Donor community	11	Other (please specify): _____
6	Foundations	12	Don't know

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in Romania?	
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 Romania? (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. 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

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

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current affiliation? (Select only ONE response)			
1	Office of the President, Prime Minister	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	Liberal professions (doctor, attorney, teacher etc.)
11	Multilateral Agency (e.g., UN, regional development bank)	22	Other (please specify): _____

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Poverty	14	Urban development
2	Macroeconomics, fiscal management	15	Transport
3	Governance, anti-corruption	16	Digital development and technology (ICT)
4	Education	17	Tourism
5	Health, nutrition	18	Fragility, conflict, violence, refugees
6	Social protection	19	Demographics, migration
7	Jobs	20	Trade and competitiveness
8	Energy	21	Finance and markets
9	Environment, natural resources	22	Communications, public affairs
10	Climate change	23	Generalist (specialized in multiple sectors)
11	Water, sanitation	24	National and local public administration
12	Gender	25	Other (please specify): _____
13	Agriculture, rural development		

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

SECTION H: BACKGROUND INFORMATION

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Romania? (Select only ONE response)

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)

H5. Do your projects involve both the World Bank and the IFC?

1	Yes
2	No

H6. Which of the following describes most of your exposure to the World Bank Group in Romania? (Choose no more than TWO)

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

H7. What's your gender?

1	Female
2	Male

H8. What's your age?

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

H9. Which best represents your geographic location?

1	Bucharest
2	Urban area, other than Bucharest
3	Rural area

Thank you for completing the survey!