

## **World Bank Group Country Survey FY 2021 – Bosnia and Herzegovina**

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

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 Bosnia and Herzegovina is headed in ... ?

1	The right direction
2	The wrong direction
3	Not sure

### A2. Do you think that economic opportunity for citizens in Bosnia and Herzegovina is ... ?

1	Increasing
2	Decreasing
3	Staying about the same

### A3. Listed below are a number of development priorities in Bosnia and Herzegovina.

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

1	Information and communications technology (including digital connectivity)	12	Job creation/employment
2	Air quality, pollution and environmental degradation	13	Global pandemics (e.g., COVID-19)
3	Social protection (e.g., pensions, targeted social assistance)	14	Dealing with impacts of outward migration
4	Climate change (e.g., mitigation, adaptation)	15	Disaster risk management (including floods, earthquakes, draughts)
5	Trade and exports	16	Private sector development (including improving business environment)
6	Health (i.e., reforming health care insurance and health care services)	17	Water and sanitation
7	Public sector governance/reform (i.e., government effectiveness, public financial management, anticorruption)	18	Education
8	Agriculture and rural development (including forestry, irrigation, & food safety)	19	Energy (including transitioning from coal)
9	Economic growth	20	Financial markets (including access to finance)
10	Equality of opportunity (e.g. social inclusion of women, youth, and Roma)	21	Transport (e.g., roads, bridges, transportation)
11	Urban development		

## 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 Bosnia and Herzegovina? (Choose no more than THREE)**

1	Health (i.e., reforming health care insurance and health care services)	11	Energy (including transitioning from coal)
2	Public sector governance/reform (i.e., government effectiveness, public financial management, anticorruption)	12	Private sector development (including improving business environment)
3	Urban development	13	Air quality, pollution and environmental degradation
4	Financial markets (including access to finance)	14	Agriculture and rural development (including forestry, irrigation, & food safety)
5	Disaster risk management (including floods, earthquakes, draughts)	15	Information and communications technology (including digital connectivity)
6	Dealing with impacts of outward migration	16	Economic growth
7	Water and sanitation	17	Climate change (e.g., mitigation, adaptation)
8	Education	18	Transport (e.g., roads, bridges, transportation)
9	Equality of opportunity (e.g. social inclusion of women, youth, and Roma)	19	Trade and exports
10	Job creation/employment	20	Social protection (e.g., pensions, targeted social assistance)

**A5. Please describe the direction Bosnia and Herzegovina 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 Bosnia and Herzegovina's economy in a way that leads to jobs and employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The gap between the rich and the poor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Making government more effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Attracting new sources of foreign investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

1	Trade constraints	7	National debt
2	Geopolitical uncertainty	8	Environmental degradation
3	Terrorism	9	Climate change
4	Migrants and refugees	10	Technology-based disruption
5	Jobs/employment	11	Fragility in Bosnia and Herzegovina or neighboring countries
6	The gap between the rich and the poor		

## SECTION A: OVERALL CONTEXT

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

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

### A8. To what extent do you trust each of the following groups to do what is right?

		To no degree at all						To a very significant degree						Don't know
1	The BiH Council of Ministers/entity governments	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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
7	Bosnia and Herzegovina's Central Bank	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"/>		

### A9. To what extent do you trust private sector to engage in public service delivery in Bosnia and Herzegovina?

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

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

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

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

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

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

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

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

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

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

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

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

1	Not sufficiently focused on sustainable results
2	Staff too inaccessible
3	Not collaborating enough with private sector
4	Not aligned with country priorities
5	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
6	Not collaborating enough with civil society (e.g., NGOs, CBOs)
7	Not adequately sensitive to political/social realities in Bosnia and Herzegovina
8	Too influenced by developed countries
9	World Bank Group's processes too slow and complex
10	Not adequately flexible
11	Arrogant in its approach
12	Not willing to honestly criticize policies and reform efforts in the country
13	Not enough public disclosure of its work
14	Inadequate World Bank Group's staffing in Bosnia and Herzegovina
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 Bosnia and Herzegovina, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Bosnia and Herzegovina?**

**(Choose no more than THREE)**

1	Public sector governance/reform (i.e., government effectiveness, public financial management, anticorruption)	12	Dealing with impacts of outward migration
2	Water and sanitation	13	Economic growth
3	Air quality, pollution and environmental degradation	14	Disaster risk management (including floods, earthquakes, draughts)
4	Social protection (e.g., pensions, targeted social assistance)	15	Agriculture and rural development (including forestry, irrigation, & food safety)
5	Job creation/employment	16	Equality of opportunity (e.g., social inclusion of women, youth, and Roma)
6	Information and communications technology (including digital connectivity)	17	Private sector development (including improving business environment)
7	Global pandemics (e.g., COVID-19)	18	Transport (e.g., roads, bridges, transportation)
8	Financial markets (including access to finance)	19	Urban development
9	Energy (including transitioning from coal)	20	Trade and exports
10	Education	21	Climate change (e.g., mitigation, adaptation)
11	Health (i.e., reforming health care insurance and health care services)		

## 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 Bosnia and Herzegovina 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 Bosnia and Herzegovina, in terms of each of the following?**

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



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

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>C17</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C18</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C19</b>	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C20</b>	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C21</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C22</b>	The World Bank Group takes decisions quickly in Bosnia and Herzegovina	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C23</b>	Working with the World Bank Group increases Bosnia and Herzegovina's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C24</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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

**D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bosnia and Herzegovina?** *(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 (including business environment)	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)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Air quality, pollution and environmental degradation	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 (i.e., reforming health care insurance and health care services)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Financial markets (including access to finance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Agriculture and rural development (including forestry & irrigation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Solid waste 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 monitoring and economic inclusion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Judiciary reform (including commercial justice)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Economic growth forecasting	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Disaster risk management (including floods, earthquakes, draughts)	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 Bosnia and Herzegovina, to what extent do you believe that the World Bank Group's knowledge work and activities:**

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

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

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

**F2. In addition to the regular relations with BiH Institutions and entity governments, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)**

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

## SECTION G: COMMUNICATION AND INFORMATION SHARING

### G1. How frequently do you interact with the World Bank Group now in Bosnia and Herzegovina?

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 Bosnia and Herzegovina? (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	8	Interviews and press conferences for the Bosnia and Herzegovina's media

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

### H2. Please identify the primary specialization of your work. (Select only ONE response)

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

### H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?

1	Yes
2	No

### H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Bosnia and Herzegovina? (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)

## SECTION H: BACKGROUND INFORMATION

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

- |   |     |
|---|-----|
| 1 | Yes |
| 2 | No  |

### H6. Which of the following describes most of your exposure to the World Bank Group in Bosnia and Herzegovina? (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 | Federation of Bosnia and Herzegovina |
| 2 | Republika Srpska                     |
| 3 | Brcko District                       |
| 4 | Other                                |

**Thank you for completing the survey!**