



World Bank Group Country Survey FY 2020 – Serbia

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

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 Serbia is headed in ... ?

1	The right direction
2	The wrong direction
3	Not sure

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

1	Increasing
2	Decreasing
3	Staying about the same

A3. Listed below are a number of development priorities in Serbia.

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

1	Trade and exports	16	Information and communications technology
2	Energy	17	Judiciary reform
3	Gender equity (closing the gap between women and men, and boys and girls)	18	Agriculture and rural development
4	Global/regional integration	19	Climate change (e.g., mitigation, adaptation)
5	Education	20	Crime and violence
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21	Natural resource management
7	Non-communicable diseases (e.g., cardiovascular diseases, diabetes, chronic obstructive pulmonary disease, cancer)	22	Health
8	Food safety	23	Poverty reduction
9	Social protection (e.g., pensions, targeted social assistance)	24	Transport (e.g., roads, bridges, transportation)
10	Water and sanitation	25	Economic growth
11	Pollution	26	Disaster risk management
12	Equality of opportunity (i.e., social inclusion)	27	Job creation/employment
13	National debt	28	Anti-corruption
14	Financial markets	29	Private sector development
15	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 Serbia? (Choose no more than THREE)

1	Transport (e.g., roads, bridges, transportation)	15	Food safety
2	Water and sanitation	16	Economic growth
3	Crime and violence	17	Education
4	Equality of opportunity (i.e., social inclusion)	18	Job creation/employment
5	Non-communicable diseases (e.g., cardiovascular diseases, diabetes, chronic obstructive pulmonary disease, cancer)	19	Health
6	Information and communications technology	20	Financial markets
7	Trade and exports	21	Private sector development
8	Agriculture and rural development	22	Gender equity (closing the gap between women and men, and boys and girls)
9	Judiciary reform	23	Natural resource management
10	Social protection (e.g., pensions, targeted social assistance)	24	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
11	Climate change (e.g., mitigation, adaptation)	25	Global/regional integration
12	Disaster risk management	26	Pollution
13	Anti-corruption	27	National debt
14	Energy	28	Urban development

A5. Please describe the direction Serbia 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 Serbia'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 Serbia? (Choose no more than TWO)

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

SECTION A: OVERALL CONTEXT

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

1	Political pressures and obstacles
2	Corruption
3	Inadequate level of private sector participation
4	Inadequate level of citizen/civil society participation
5	Inadequate level of government accountability
6	Reforms are not well thought out in light of country challenges
7	Poor coordination within the government
8	Private sector involvement and/or influence
9	Inadequate level of capacity in the government
10	Inadequate level of donor coordination
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/federal government	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
2	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
3	The World Bank Group	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	Serbia'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 Serbia?

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 Serbia?									
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 Serbia?													
		Strongly disagree								Strongly agree		Don't know	
B2	Overall the World Bank Group currently plays a relevant role in development in Serbia	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 Serbia	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 Serbia.										
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 Serbia?										
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 Serbia?										
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 Serbia? (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 Serbia, which activity do you VALUE the most? (Choose no more than TWO)

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

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

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

1	National debt	16	Anti-corruption
2	Energy	17	Judiciary reform
3	Agriculture and rural development	18	Health
4	Pollution	19	Disaster risk management
5	Job creation/employment	20	Equality of opportunity (i.e., social inclusion)
6	Economic growth	21	Non-communicable diseases (e.g., cardiovascular diseases, diabetes, chronic obstructive pulmonary disease, cancer)
7	Financial markets	22	Information and communications technology
8	Social protection (e.g., pensions, targeted social assistance)	23	Transport (e.g., roads, bridges, transportation)
9	Private sector development	24	Trade and exports
10	Education	25	Crime and violence
11	Global/regional integration	26	Climate change (e.g., mitigation, adaptation)
12	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	27	Natural resource management
13	Food safety	28	Poverty reduction
14	Urban development	29	Water and sanitation
15	Gender equity (closing the gap between women and men, and boys and girls)		

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 Serbia 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 Serbia, in terms of each of the following?

		To no degree at all					To a very significant degree					Don't know
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 Serbia 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 Serbia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	Working with the World Bank Group increases Serbia'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 Serbia?													
		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 Serbia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C26	The World Bank Group meets Serbia'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 Serbia 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 Serbia? *(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

		Not effective at all										Very effective	Don't know
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Food safety	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Pollution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Crime and violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Natural resource management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Anti-corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Judiciary reform	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Non-communicable diseases (e.g., cardiovascular diseases, diabetes, chronic obstructive pulmonary disease, cancer)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

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 Serbia, 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 Serbia'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 SERBIA

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

1	Work faster
2	Engage more effectively with private sector
3	Collaborate more effectively with Government clients (e.g., national, state, local)
4	Offer more innovative knowledge products and services
5	Increase availability of Reimbursable Advisory Services (RAS)
6	Help to bring discipline/effective supervision to implementation of World Bank Group projects
7	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
8	Increase the level of capacity development in the country
9	Ensure greater selectivity in its work
10	Provide more adequate data/knowledge/statistics/figures on Serbia's economy
11	Engage more effectively with civil society (e.g., NGOs, CBOs)
12	Reduce the complexity of obtaining World Bank Group financing
13	Offer more innovative financial products and services
14	Improve the quality of its experts as related to Serbia's specific challenges
15	Engage more directly with beneficiaries
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	Media	7	Academia/think tanks/research institutes
2	Youth/university groups	8	NGOs/Community Based Organizations
3	Private sector	9	Foundations
4	National Assembly	10	Local government
5	Donor community	11	Other (please specify): _____
6	Beneficiaries	12	Don't know

SECTION G: COMMUNICATION AND INFORMATION SHARING

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

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 Serbia? (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 (e.g., about economic reform efforts in Serbia, etc.) 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 Serbian media

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

1	High speed/WiFi
2	Dial-up

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

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

SECTION G: COMMUNICATION AND INFORMATION SHARING

G6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?

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

In Serbia, to what extent do you believe that the World Bank Group's communications about the necessity of economic reforms:

		To no degree at all					To a very significant degree					Don't know
G7	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
G8	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

In Serbia, to what extent do you believe that the Government's communications about the necessity of economic reforms:

		To no degree at all					To a very significant degree					Don't know
G9	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
G10	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

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

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 Serbia? (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 Serbia? (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

Thank you for completing the survey!