

# FY 2021 Georgia Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group

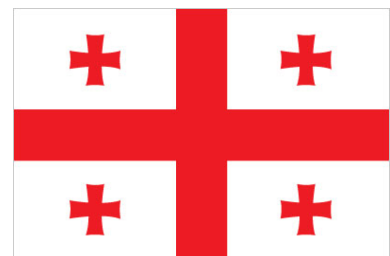


August 2021



## Acknowledgements

The Georgia Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Strategic Insights Group, led by Sharon Felzer (Senior Communications Officer, Head of the Strategic Insights Group). Svetlana Markova, Jessica Cameron, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. We acknowledge the significant contribution from the Georgia country team and independent fielding agency LTD ACT. In particular, Strategic Insights Group is grateful for the support from Anna Berdzenadze (Operations Analyst), who coordinated the survey related activities from Tbilisi, Georgia.





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## GEORGIA





## I. Objectives

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

## II. Methodology

From January 2021 to March 2021, 836 stakeholders of the WBG in Georgia 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 judicial system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community based organizations; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the media; and other organizations.

A total of 332 stakeholders participated in the survey (40% response rate). Respondents completed the questionnaire online.

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

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'18 (response rate was 48%, N=171). 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'18 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 79).

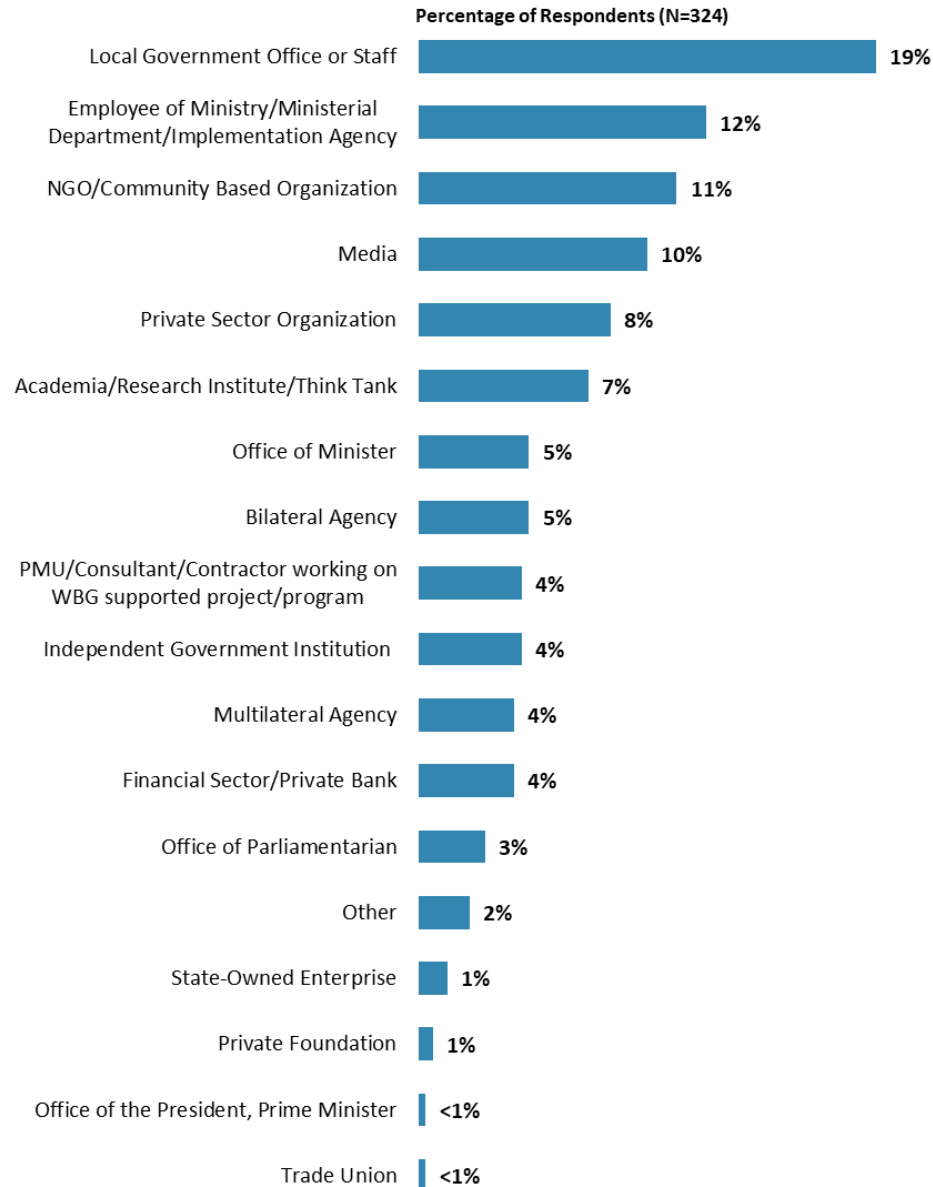
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Position

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



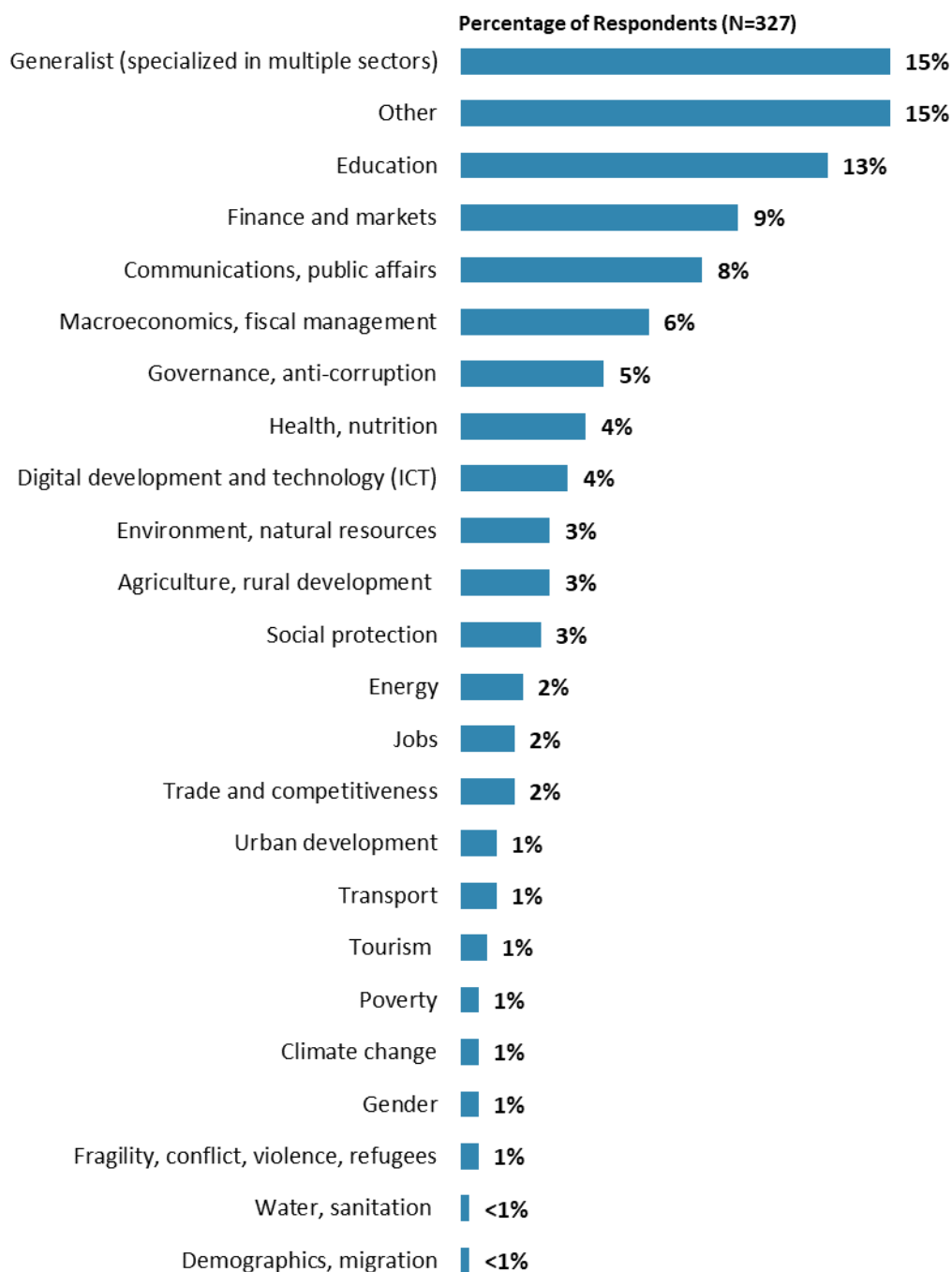
**"Which of the following best describes your current position?"**  
(Respondents chose from a list.)

<sup>1</sup> Respondents from the office of the President, Prime Minister were combined with the respondents from the office of a minister; employees of ministries were combined with those from PMU/consultants/contractors working on WBG projects; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations. Respondents from private foundations, NGO/community-based organizations, and trade unions were combined into the "CSO" category. The small number of the respondents from state-owned enterprises were included in the "Other" category. There were no respondents from the judicial system, from faith-based groups, and from youth groups.



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

#### Area of Primary Specialization

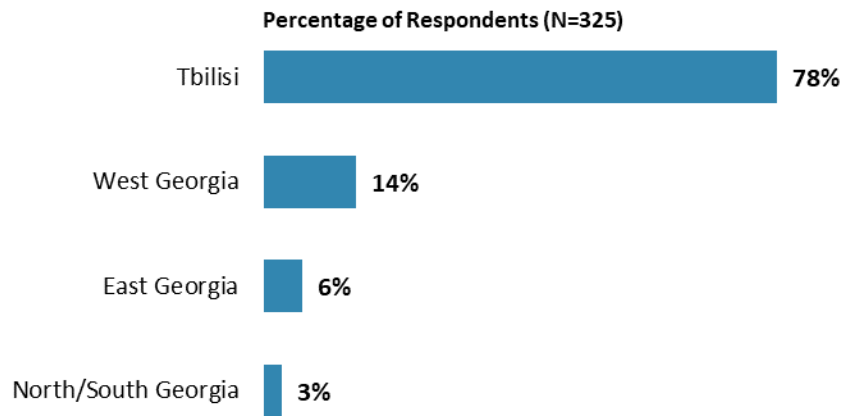


**“Please identify the primary specialization of your work.”**  
(Respondents chose from a list.)



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

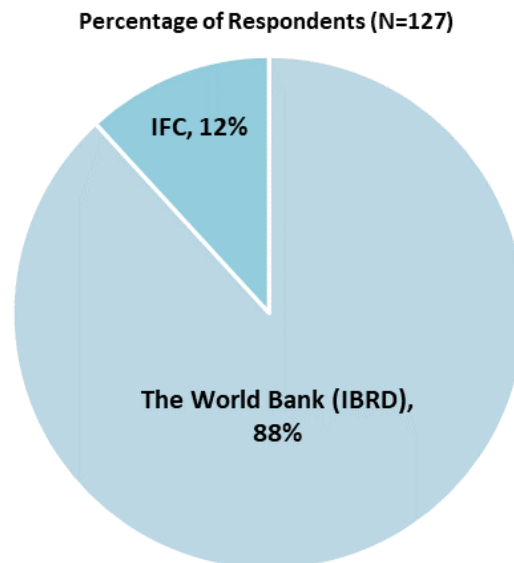
#### Geographic Locations



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

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#### 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 Georgia?"**  
(Respondents chose from a list.)

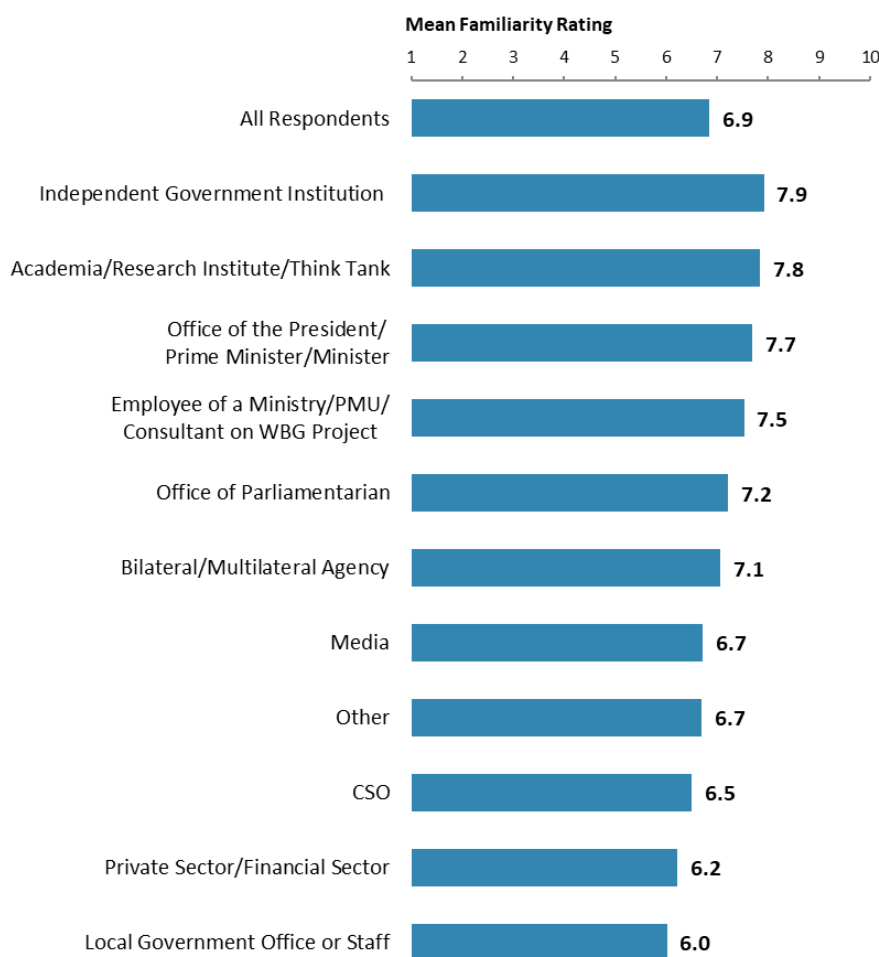
**Note: no respondents selected MIGA or ICSID response options**



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of familiarity with the WBG compared to respondents in the FY'18 Country Survey (weighted mean in FY'21 = 6.9; weighted mean in FY'18 = 6.3)<sup>2</sup>.
- **Impact of familiarity:** Respondents' ratings of familiarity<sup>3</sup> with the WBG were significantly, moderately correlated with their ratings for the WBG's overall effectiveness<sup>4</sup> in Georgia, with their agreement that the WBG plays a relevant role in Georgia's development, and with their ratings of the extent to which the WBG's work helps achieve development results in Georgia.



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

<sup>2</sup> The means in the chart below were calculated based on un-weighted data. Please refer to Appendix D (page 79) for more details on weighting.

<sup>3</sup> In FY 2021, the question about familiarity was asked separately about the World Bank and the IFC (B1\_1 and B1\_2). Only variable B1\_1 (World Bank) was used in this calculation.

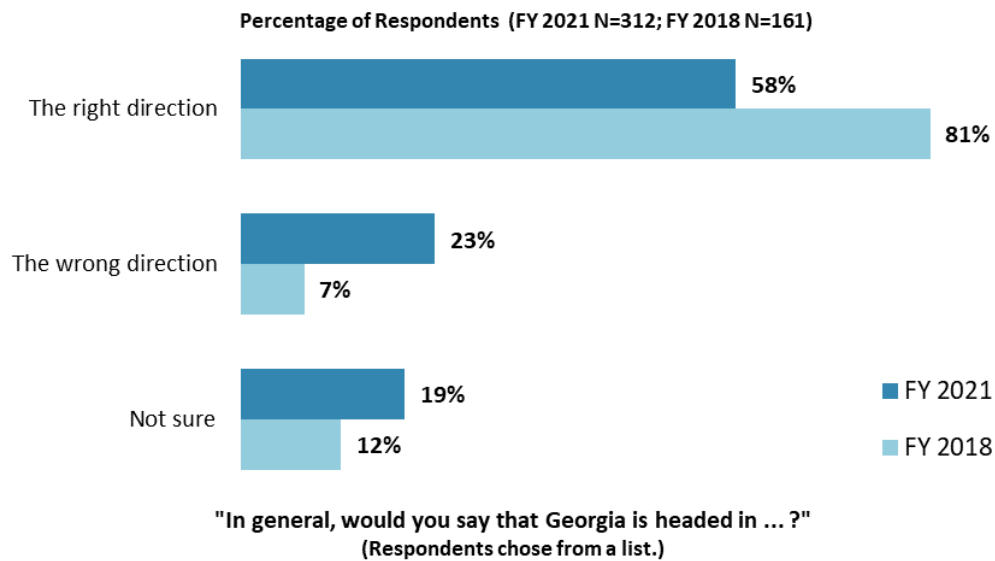
<sup>4</sup> In FY 2021, the question about effectiveness was asked separately about the World Bank and the IFC (B4\_1 and B4\_2). Only variable B4\_1 (World Bank) was used in this calculation.



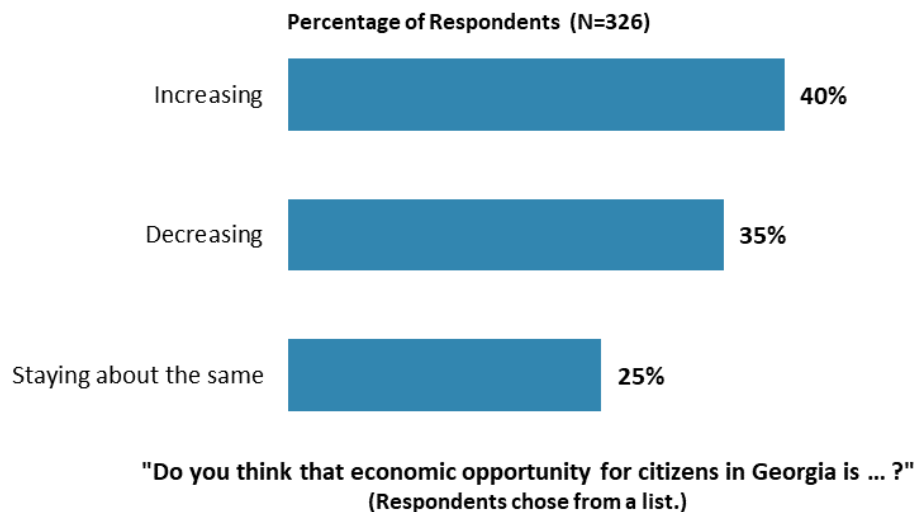


## IV. Overall Context

### Headed in the Right Direction<sup>5</sup>



### Perceptions of Economic Opportunity



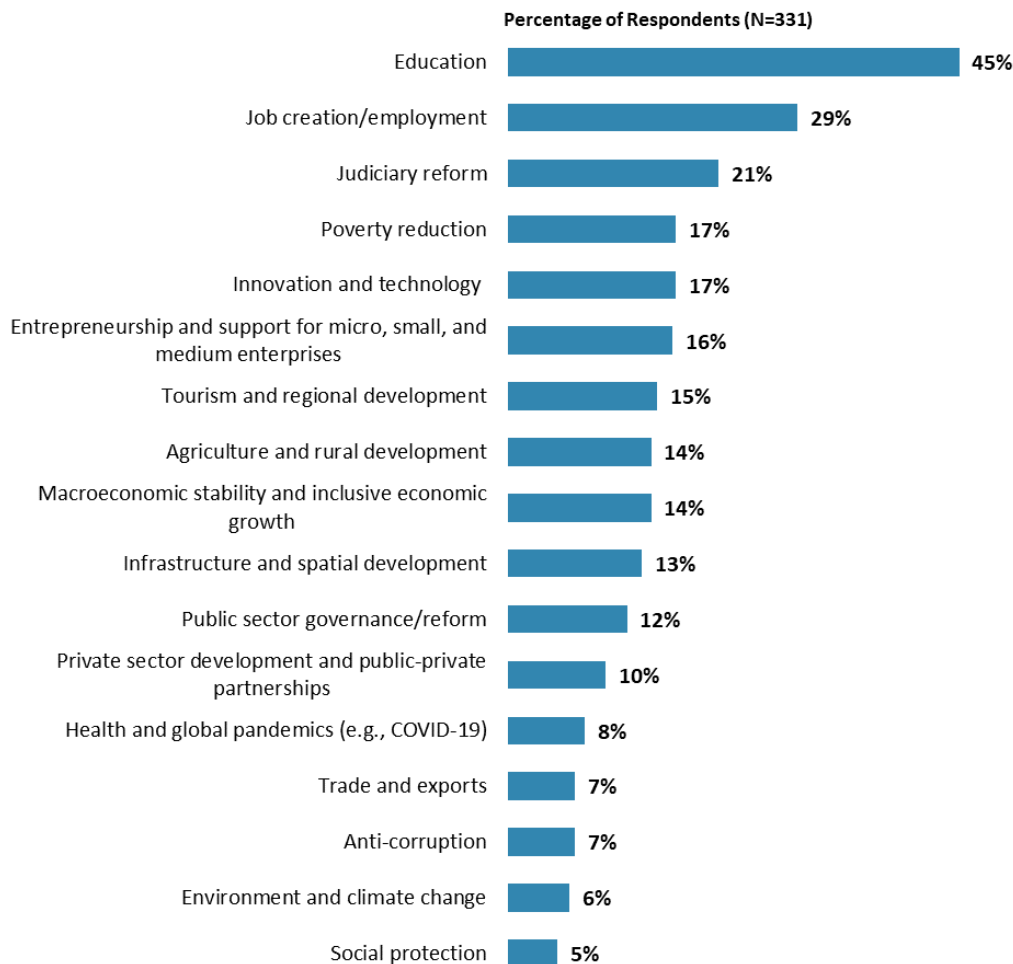
<sup>5</sup> Percentages presented in this chart were calculated based on weighted data.



## IV. Overall Context (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the most important development priorities in Georgia were “*education*” (52%), “*economic growth*” (29%), “*private sector development*” (28%), “*public sector governance/reform*” (22%), “*poverty reduction*” (18%), and “*job creation/employment*” (17%). The “*Judiciary reform*” option was offered only in the FY21 questionnaire, but it emerged among the top three development priorities this year.
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (13% of the sample) were significantly *more* likely to indicate that “*education*” was the most important development priority in Georgia, compared to the rest of the respondents (education specialists = 71%; others = 42%).<sup>6</sup>



"Listed below are a number of development priorities in Georgia. Please identify which of the following you consider the most important development priorities in Georgia. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined. Top 17 of 29 response options shown)

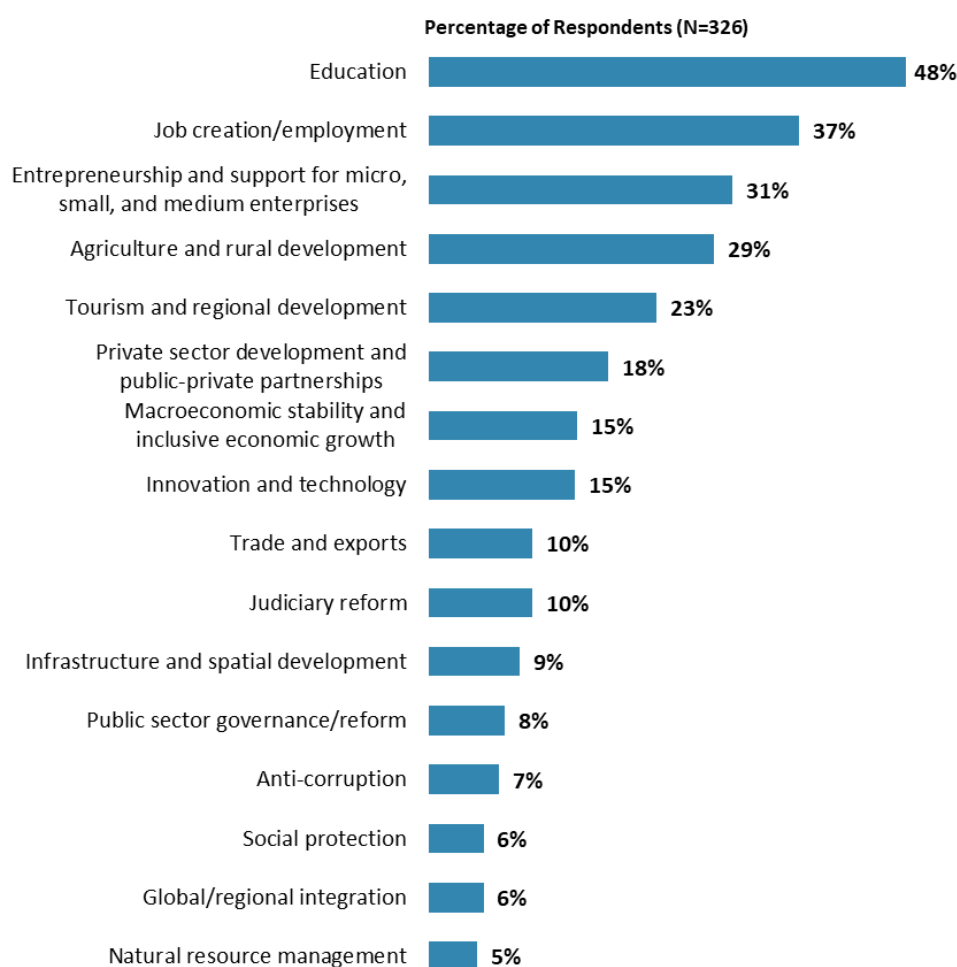
<sup>6</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about the development priorities in the country.



## IV. Overall Context (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the biggest contributors to poverty reduction in Georgia were “*education*” (52%), “*economic growth*” (42%), “*job creation/employment*” (32%), “*private sector development*” (27%), and “*agriculture and rural development*” (25%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (13% of the sample) were significantly *more* likely to indicate that “*education*” would contribute the most to poverty reduction in Georgia compared to the rest of the respondents (education specialists = 71%; others = 45%).<sup>7</sup>



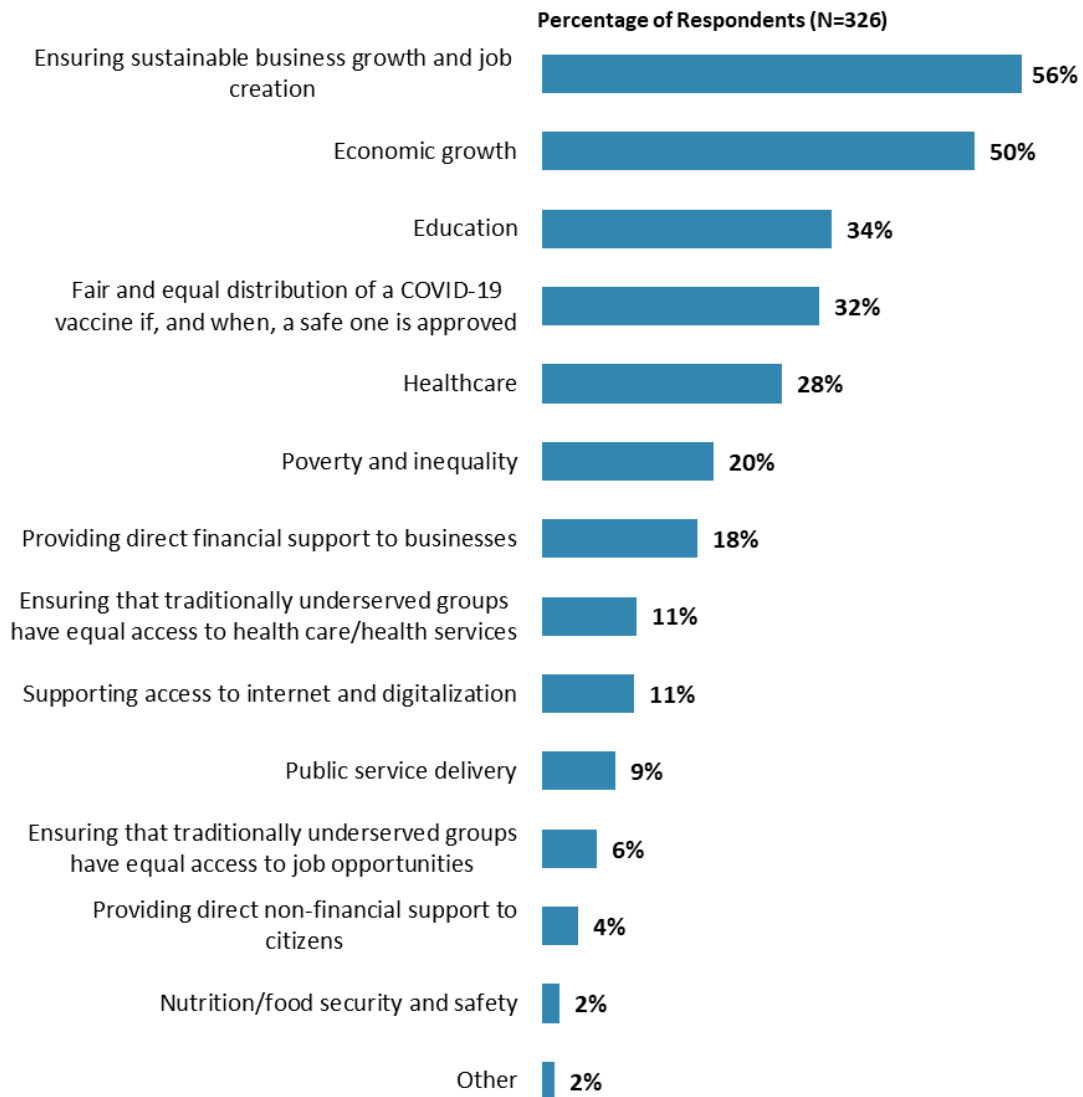
**"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Georgia? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 16 of 27 response options shown)**

<sup>7</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about which areas of development contribute most to poverty reduction in the country.



## IV. Overall Context (continued)

### COVID-19 Pandemic: Where the Government of Georgia Should Focus Efforts

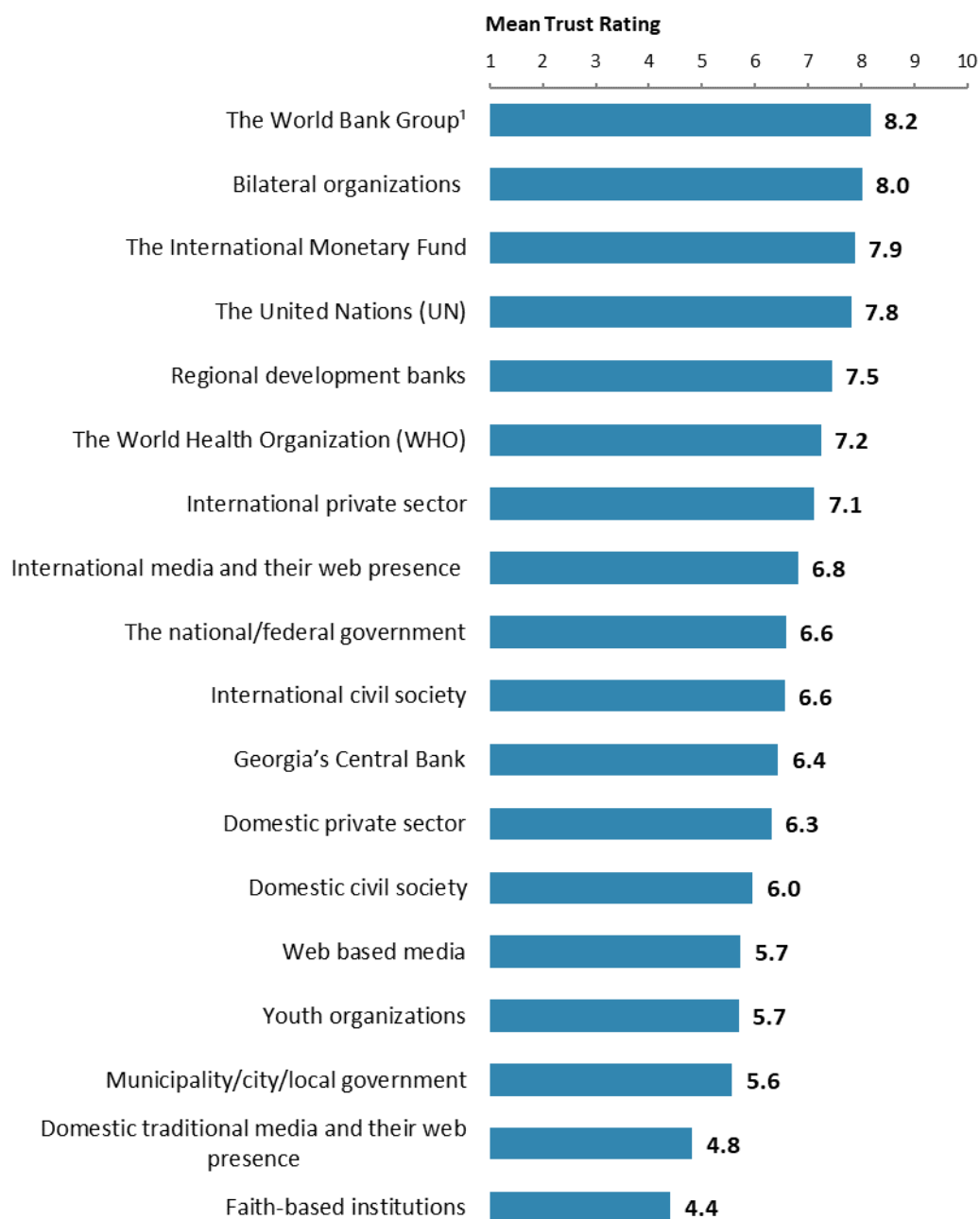


**"The COVID-19 pandemic has stressed many aspects of Georgia's growth and development. In which areas would you like to see the Georgia government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)"**  
(Respondents chose from a list. Responses combined.)



## IV. Overall Context (continued)

### Trust in Institutions

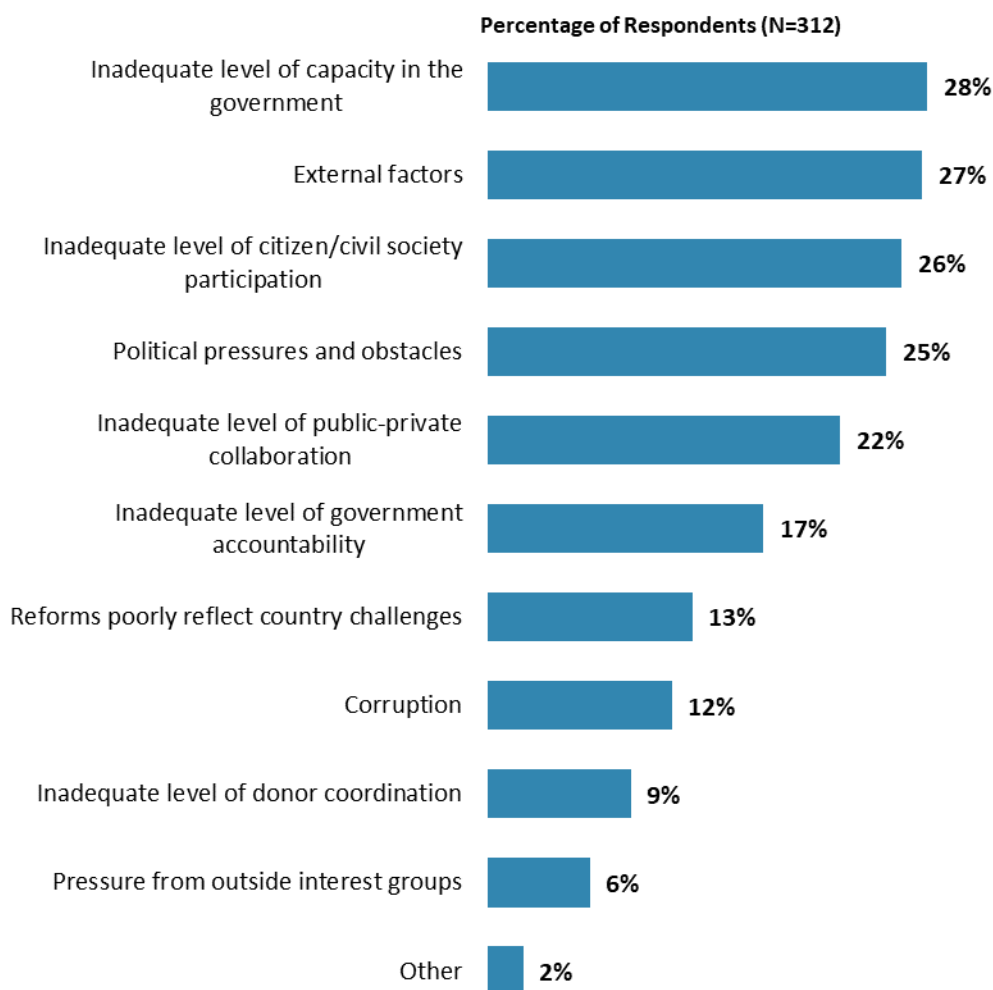


**"To what extent do you trust each of the following groups to do what is right?"**  
(1-"To no degree at all", 10-"To a very significant degree")  
*<sup>1</sup>Indicator Question*



## IV. Overall Context (continued)

### Attributions for Slow/Failed Reform Efforts

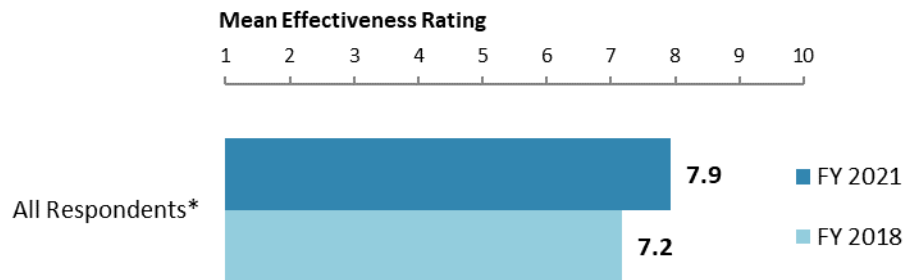


**"When economic and/or social reform efforts fail or are slow to take place in Georgia, which of the following would you attribute this to?  
(Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



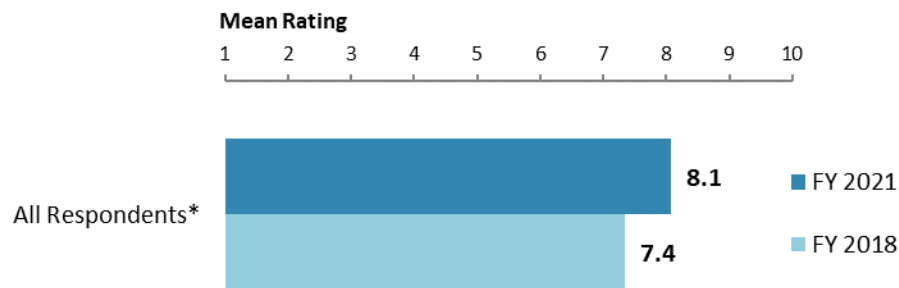
## V. Overall Attitudes Toward the World Bank Group

### The World Bank Group's Overall Effectiveness<sup>8</sup> (*Indicator Question*)



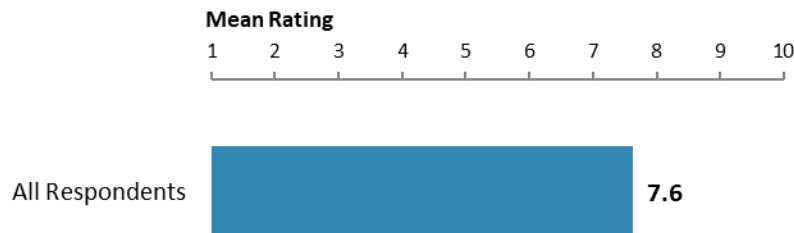
"Overall, please rate your impression of the World Bank Group's effectiveness in Georgia." (1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between FY 2021 and FY 2018)

### Achieving Development Results (*Indicator Question*)



"To what extent does the World Bank Group's work help to achieve development results in Georgia?" (1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2021 and FY 2018)

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



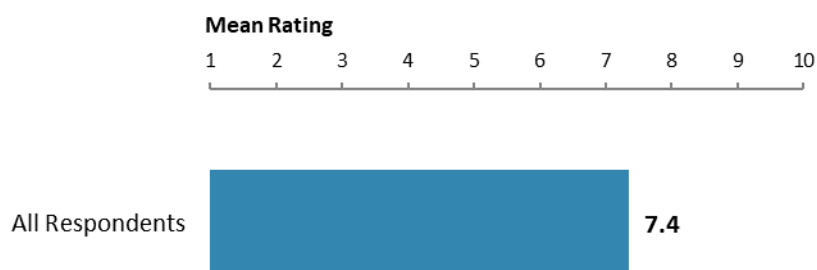
"To what extent does the World Bank Group influence the development agenda in Georgia?"  
(1-"To no degree at all", 10-"To a very significant degree")

<sup>8</sup> Means in the first two charts on this page were calculated based on weighted data.



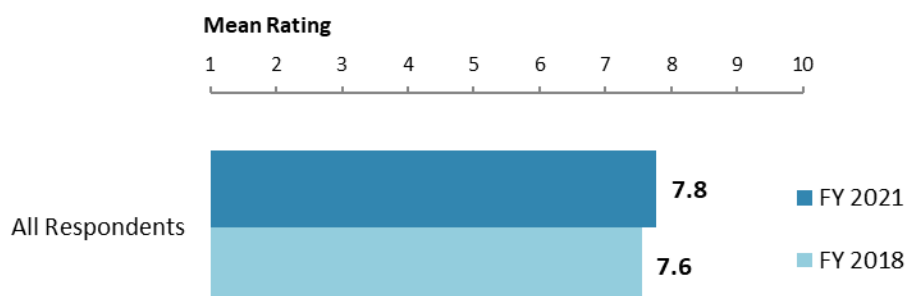
## V. Overall Attitudes Toward the World Bank Group (continued)

### WBG Staffing in Georgia



**"To what extent do you believe the World Bank Group is adequately staffed in Georgia?"**  
(1-"To no degree at all", 10-"To a very significant degree")

### WBG Staff Preparedness<sup>9</sup>



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

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

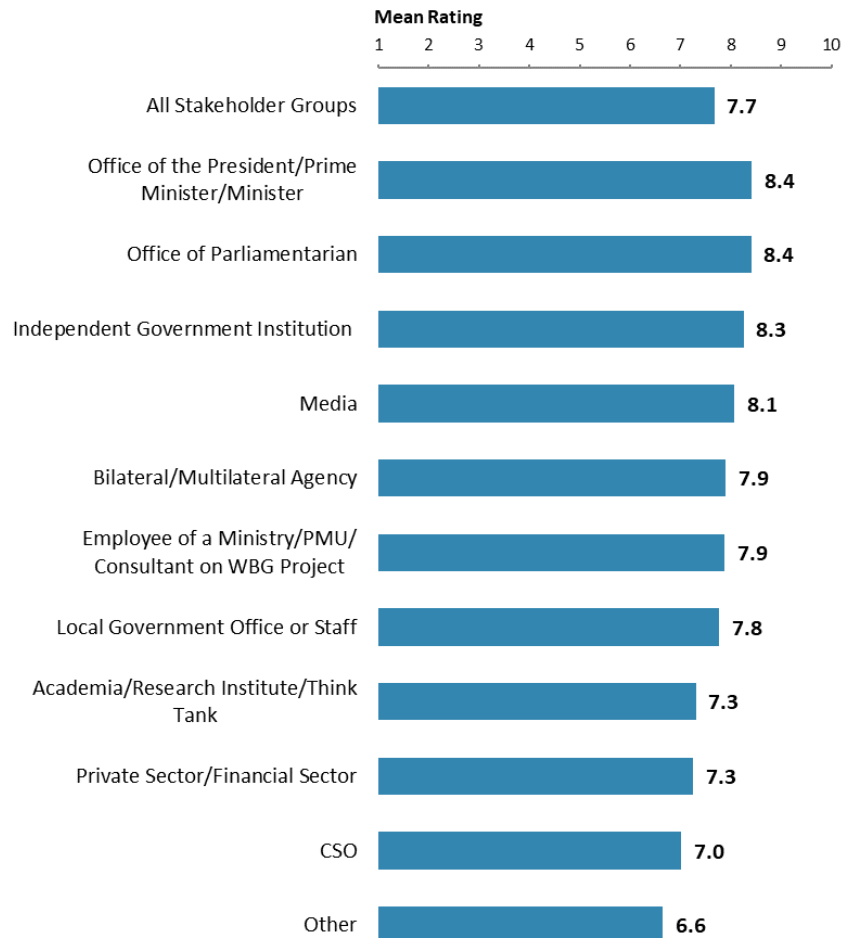




## V. Overall Attitudes Toward the World Bank Group (continued)

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-nine COS indicator questions (mean rating = 8.0) compared to respondents who do not collaborate with the WBG (mean rating = 7.5). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (page 84).
- **Stakeholder groups:** Respondents from the office of the President, Prime Minister, minister and from the office of a parliamentarian had the highest mean ratings for the aggregated responses to the twenty-nine COS indicator questions, whereas respondents from CSOs had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 57).



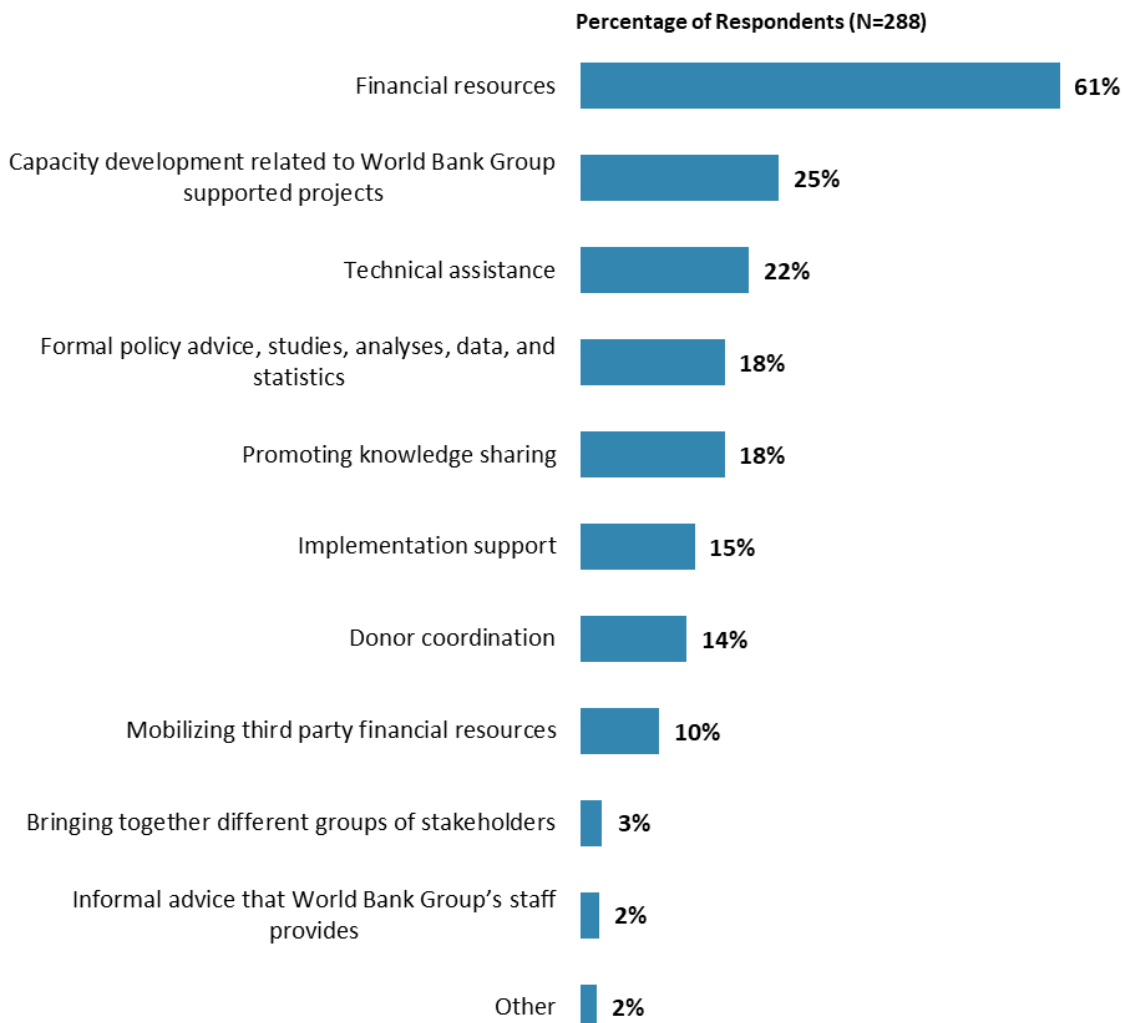
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG's greatest values to Georgia were "*financial resources*" (55%), "*policy advice, studies, analyses*" (37%), and "*promoting knowledge sharing*" (30%).



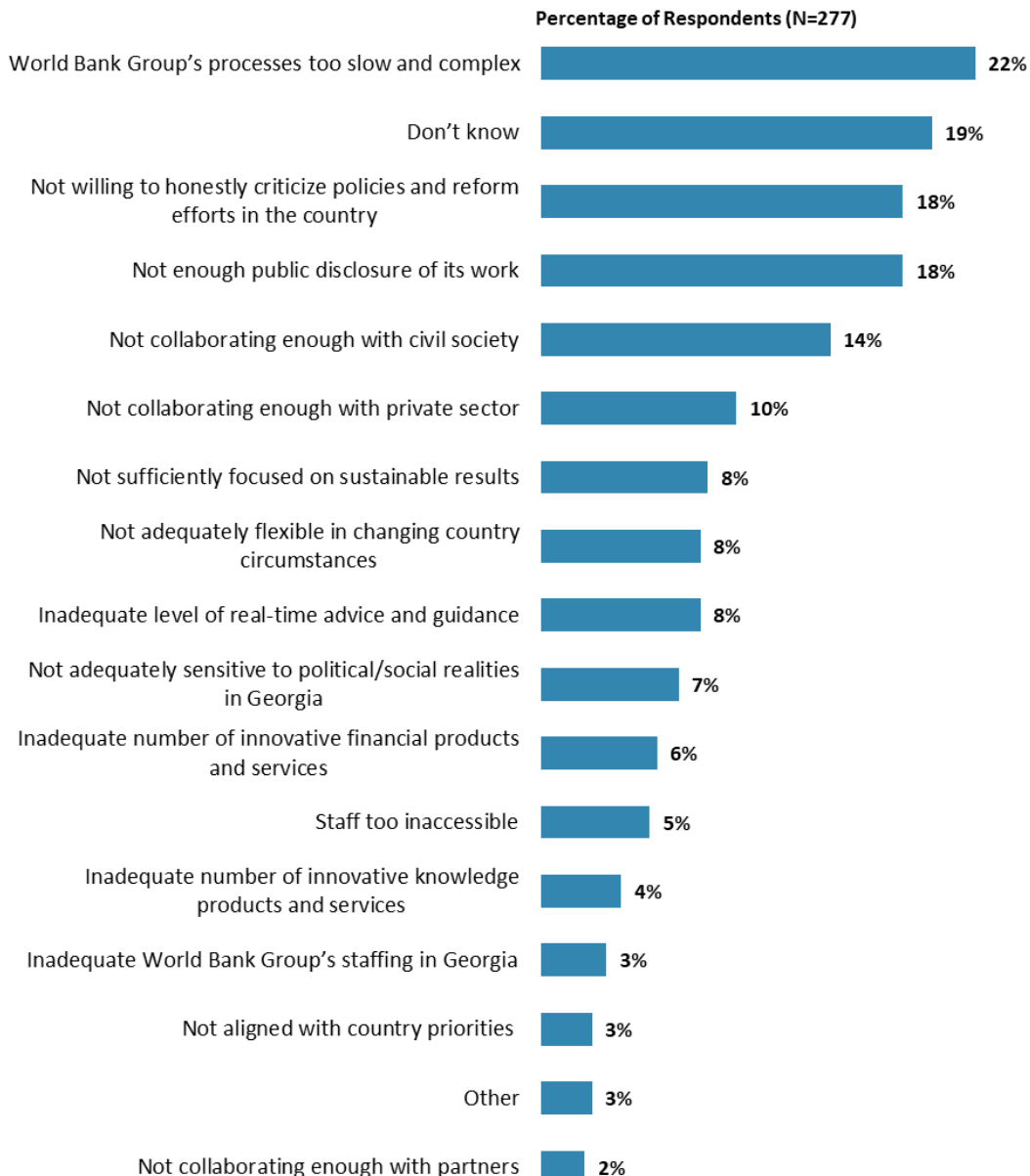
**"When thinking about the World Bank Group's role in Georgia, which activity do you VALUE the most? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG's greatest weaknesses in its work in Georgia were "*not enough public disclosure of its work*" (23%), "*World Bank Group's processes too complex*" (18%), and "*World Bank Group's processes too slow*" (16%).

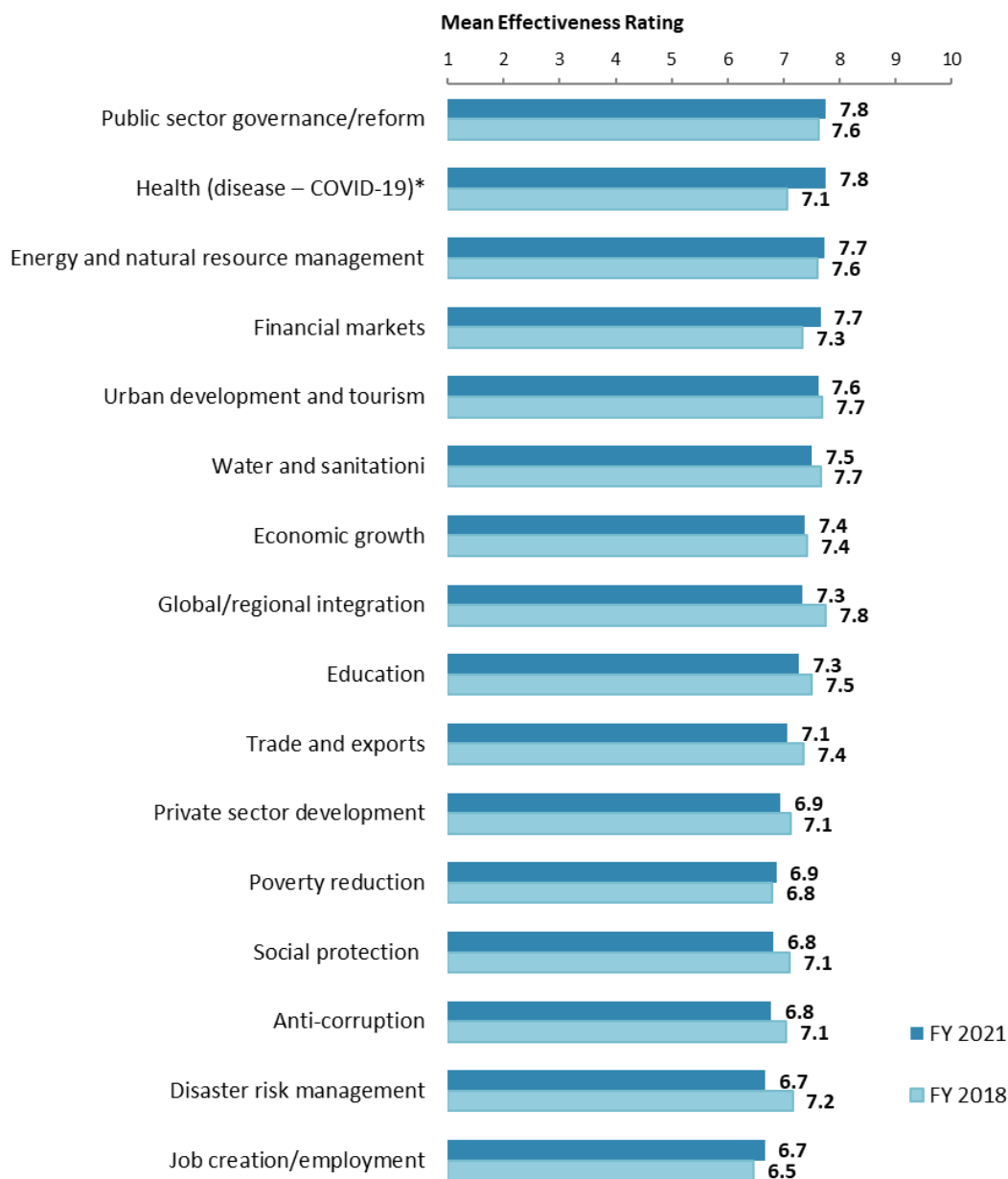


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Georgia? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



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

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>10</sup>



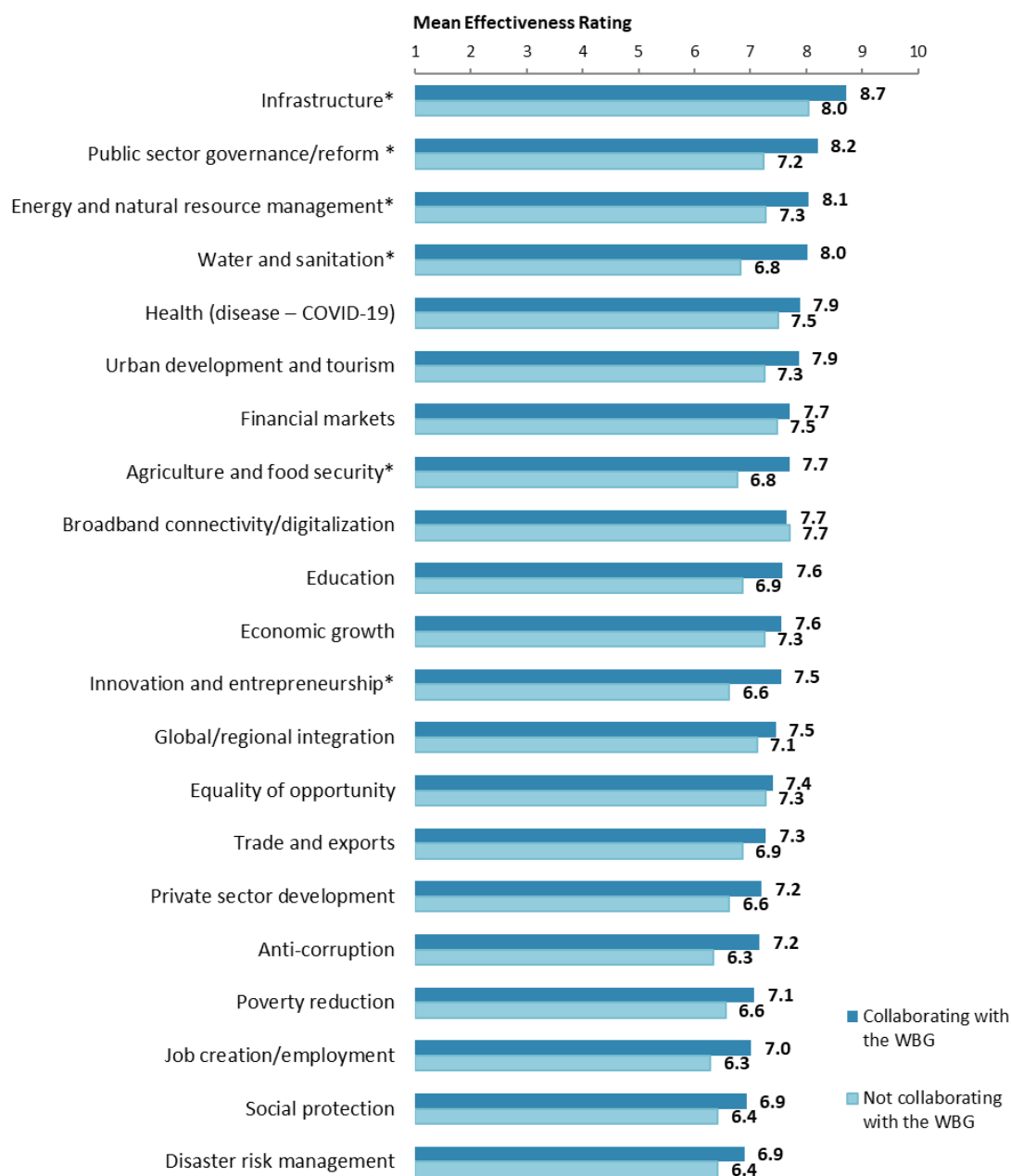
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Georgia?"**  
*(1-"Not effective at all", 10-"Very effective")*  
*(\*Significantly different between FY 2021 and FY 2018)*

<sup>10</sup> Means presented in this chart were calculated based on weighted data. See Appendix D for details. Please note that only those options that were asked both in FY 2018 and FY 2021 were included.



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

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>11</sup>



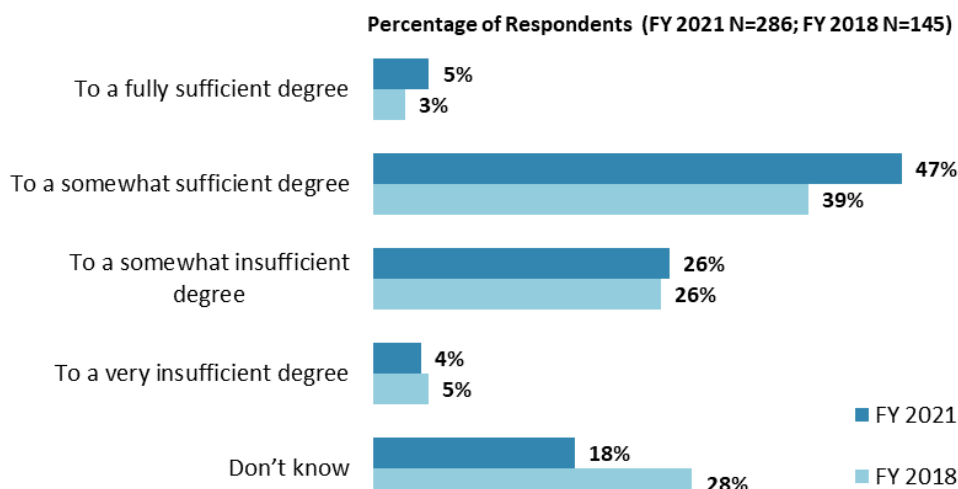
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Georgia?"**  
 (1-"Not effective at all", 10-"Very effective")  
 (\*Significantly different between collaborators and non-collaborators)

<sup>11</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 40) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



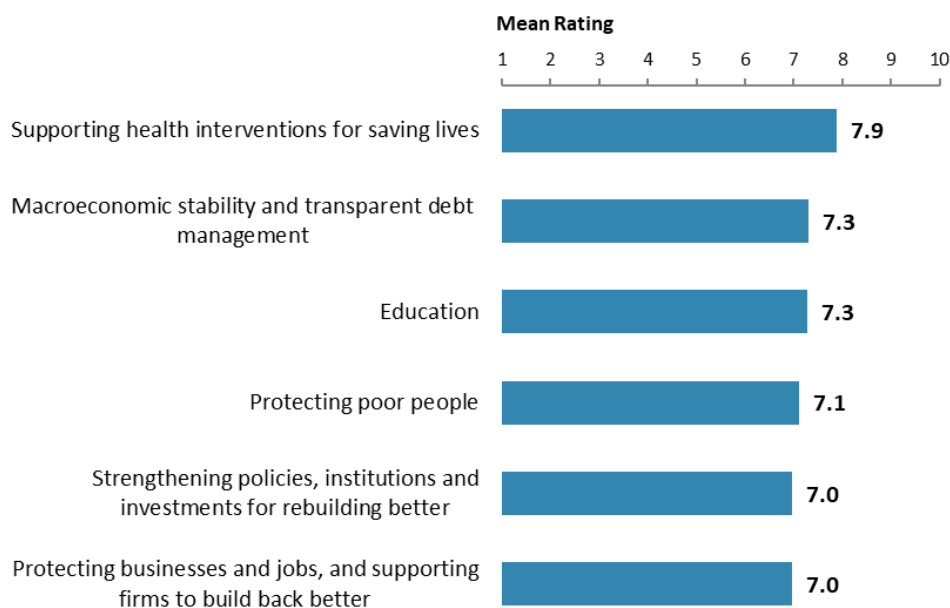
## VI. WBG's Support in Development Areas (continued)

### Helping the Poorest<sup>12</sup>



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

### Support related to COVID-19 outbreak



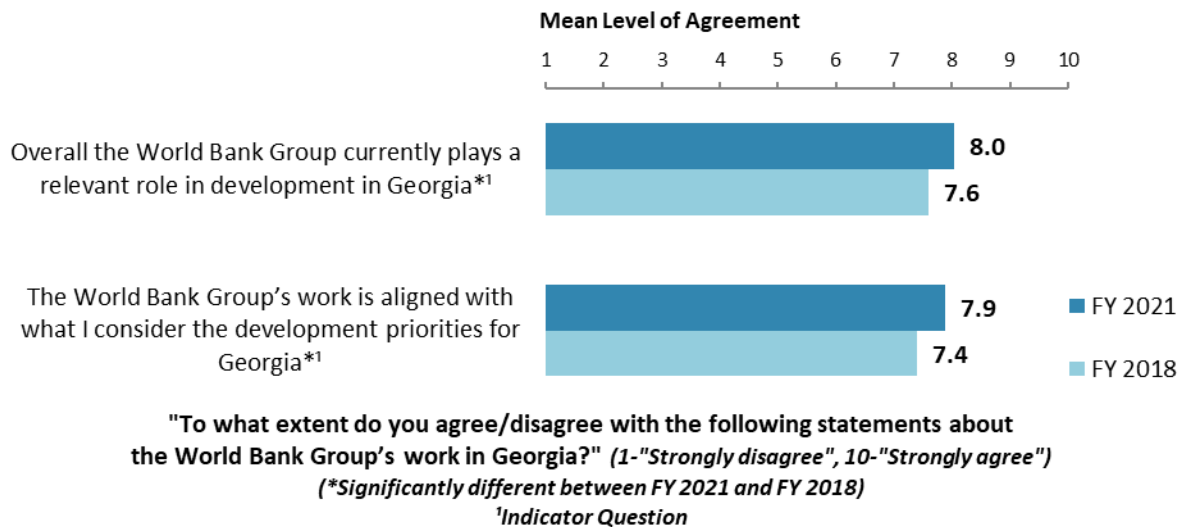
**"The World Bank Group has provided fast track support to Georgia related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to Georgia, in the following areas:"**  
(1 - "Not effective at all", 10 - "Very effective")

<sup>12</sup> Percentages presented in this chart were calculated based on weighted data.



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

### The World Bank Group's Work in Georgia: Year Comparison<sup>13</sup>



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

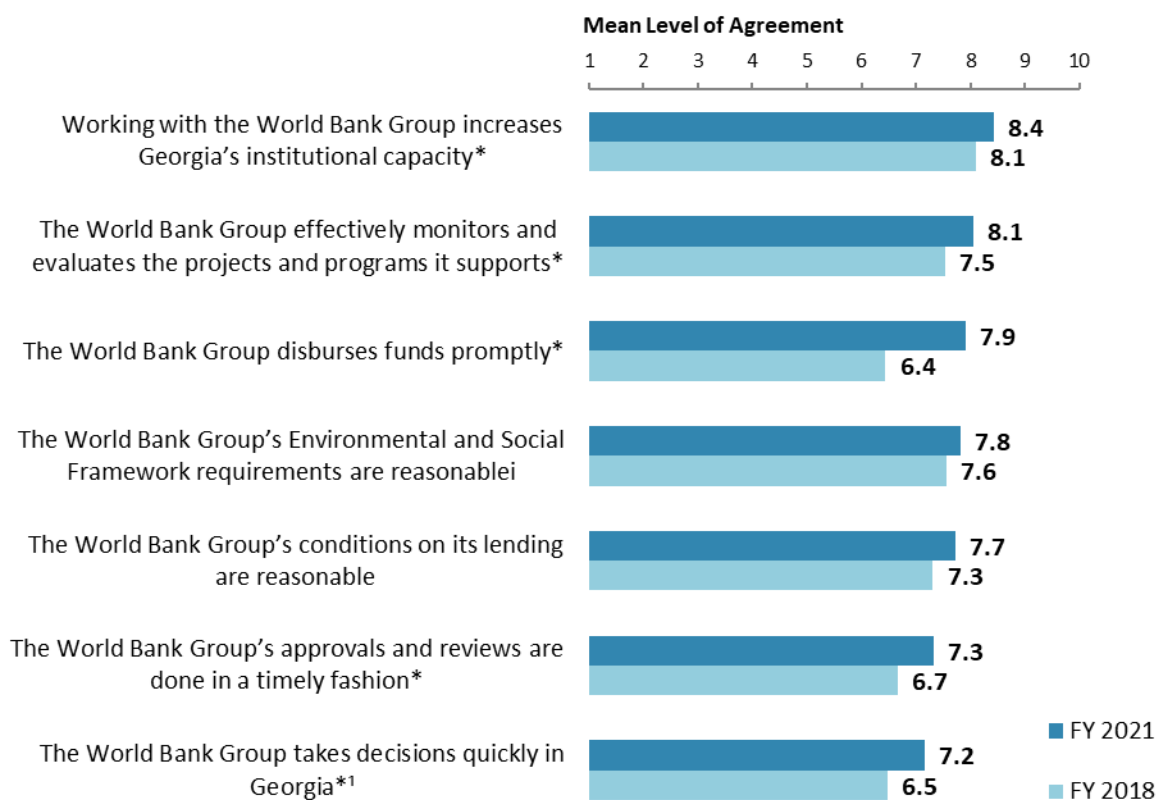


<sup>13</sup> Means in this chart were calculated based on weighted data.



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

### Overall Perceptions: Year Comparison<sup>14</sup>



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

(\*Significantly different between FY 2021 and FY 2018)

<sup>1</sup>Indicator Question

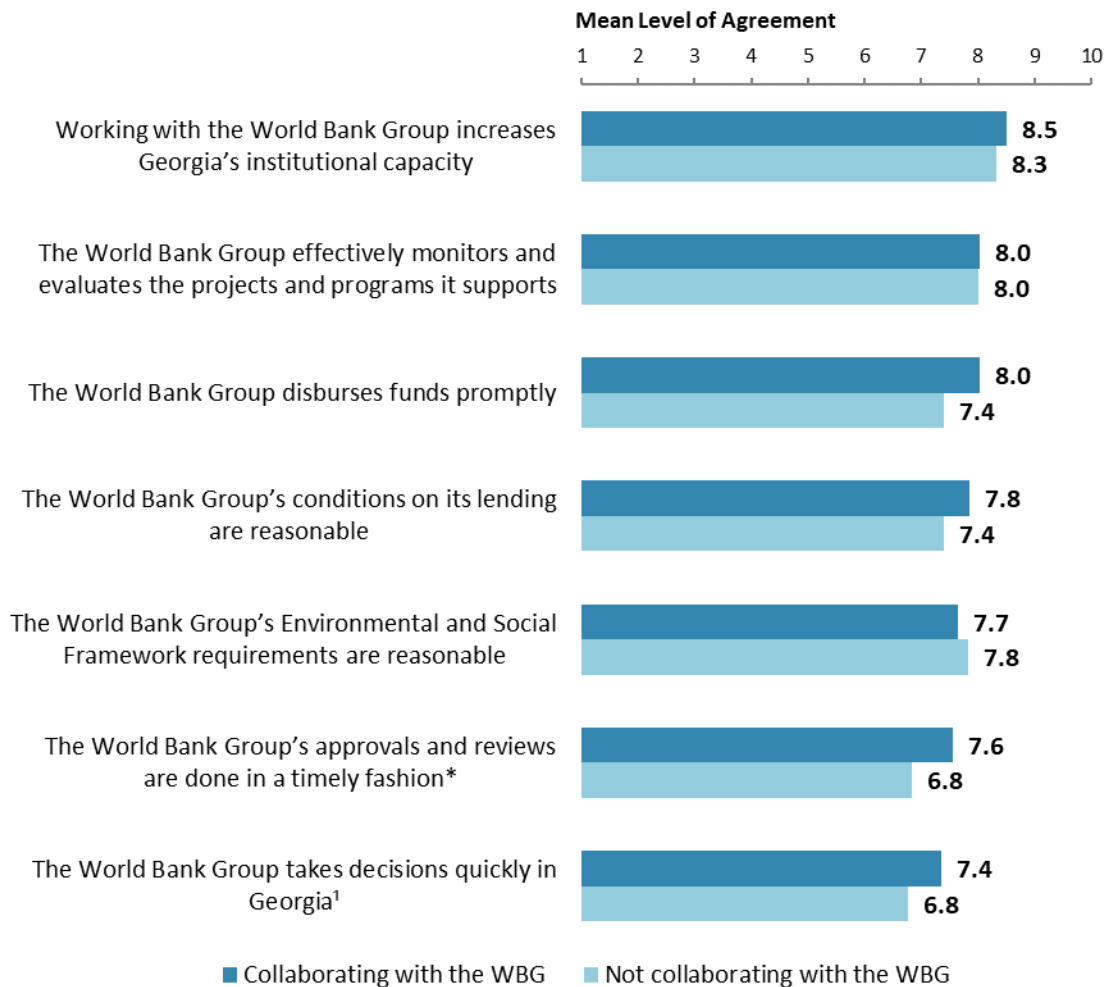
<sup>14</sup> Means in this chart were calculated based on weighted data.





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

### Overall Perceptions: Collaboration



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

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

<sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner: Year Comparison<sup>15</sup>



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

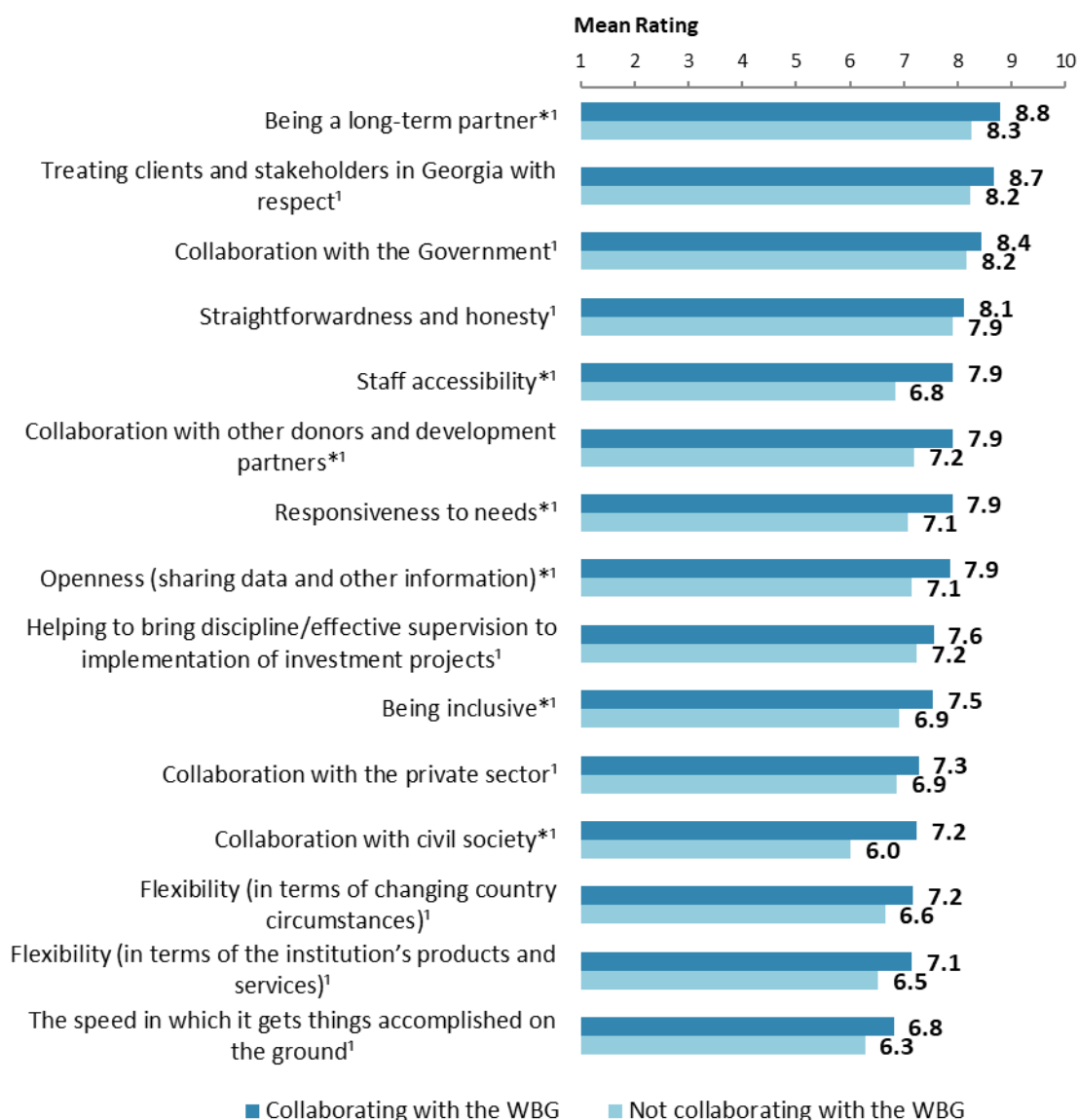
*<sup>1</sup>Indicator Question*

<sup>15</sup> Means in this chart were calculated based on weighted data.



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

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



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

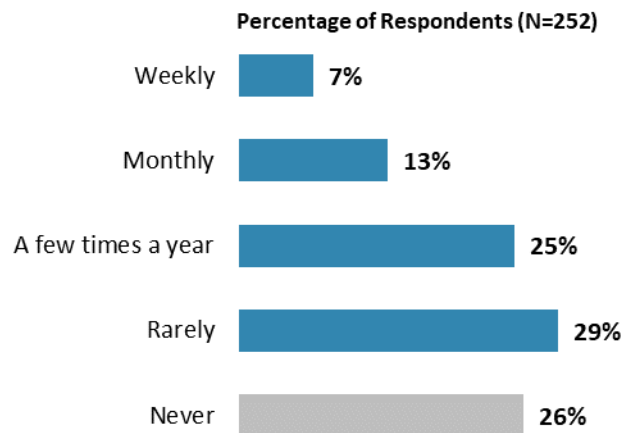
**(\*Significantly different between collaborators and non-collaborators)**

**<sup>1</sup>Indicator Question**



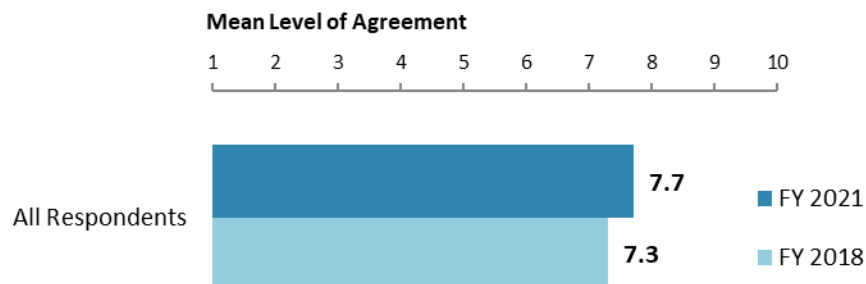
## VIII. World Bank Group's Knowledge and Instruments

### Frequency of Consulting WBG Knowledge Work and Activities



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

### Meeting Georgia's Knowledge Needs<sup>16</sup> (Indicator Question)



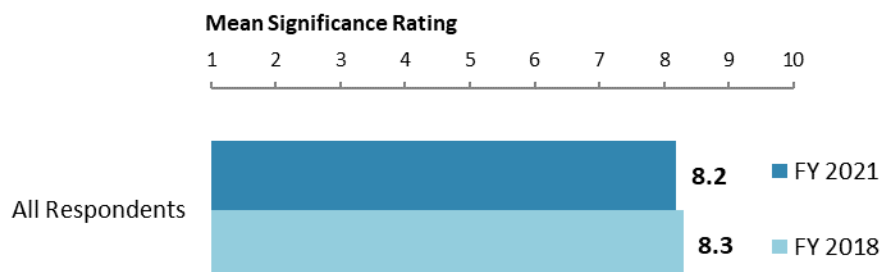
"The World Bank Group meets Georgia's needs for knowledge services (e.g., research, analysis, data, technical assistance)"  
(1-"Strongly disagree", 10-"Strongly agree")

<sup>16</sup> Means in the charts on this page were calculated based on weighted data.



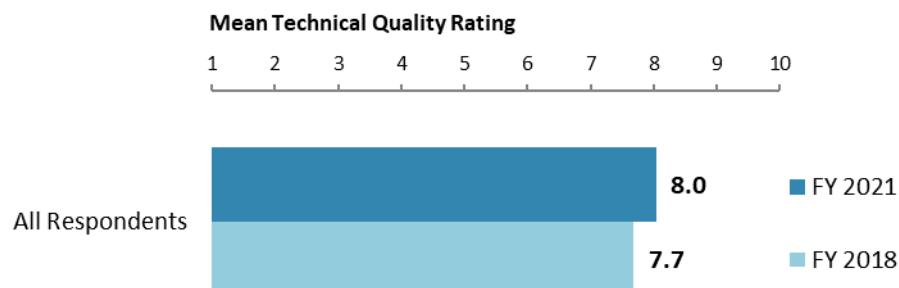
## VIII. World Bank Group's Knowledge and Instruments (continued)

### 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*)

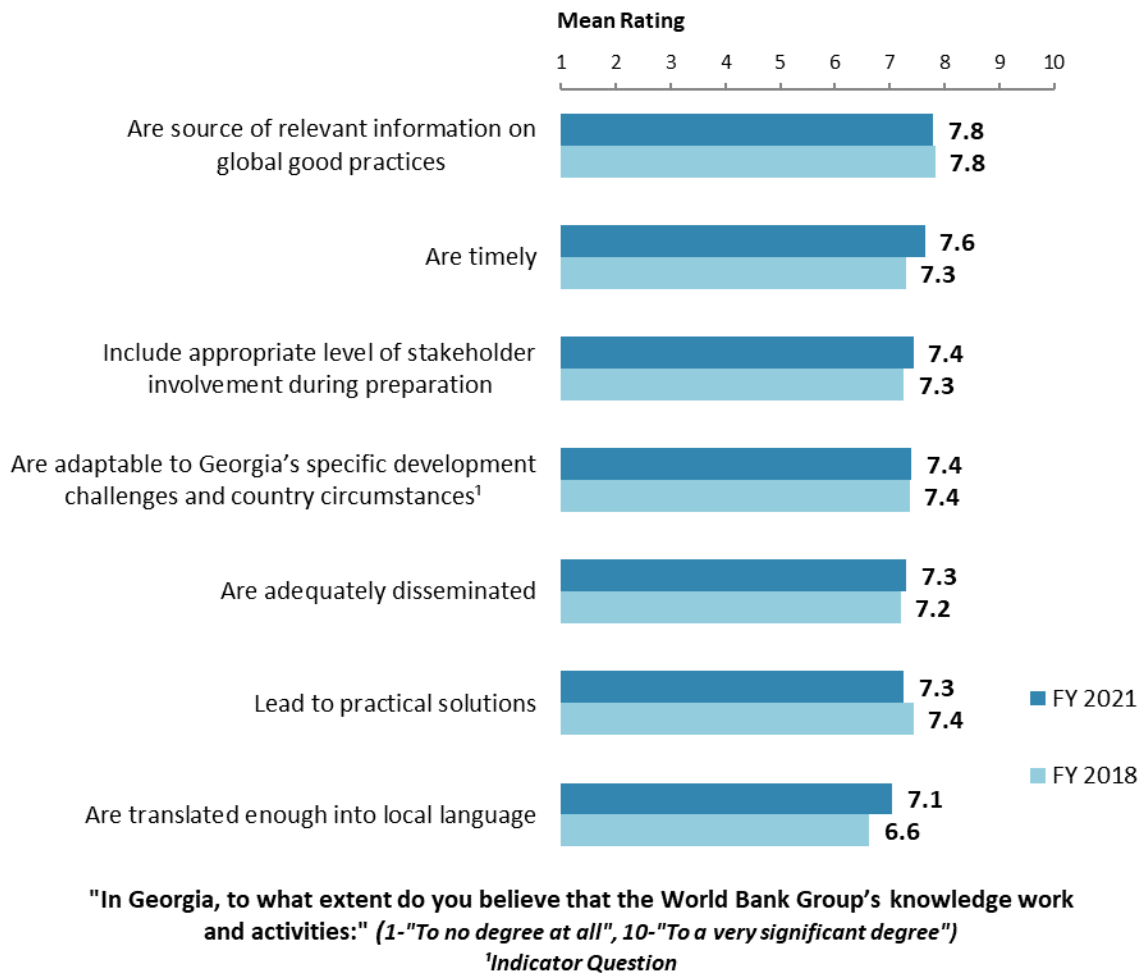


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"  
(1-"Very low technical quality", 10-"Very high technical quality")



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

### Qualities of the WBG's Knowledge Work and Activities<sup>17</sup>

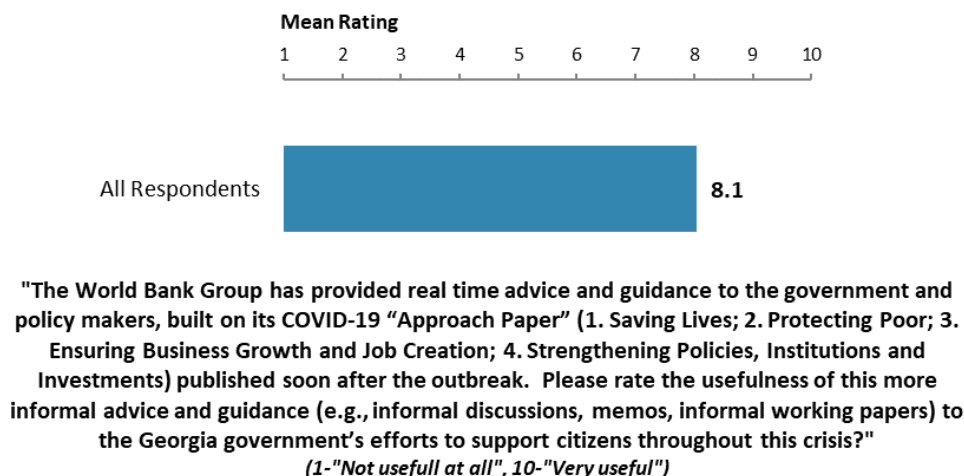


<sup>17</sup> Means in this chart were calculated based on weighted data.

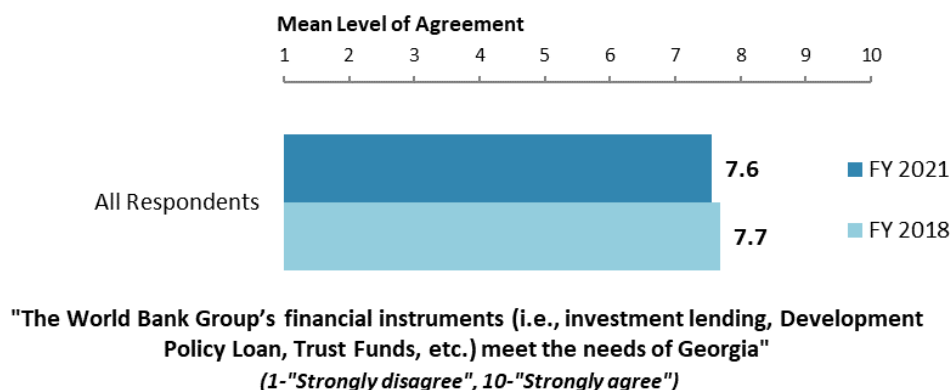


## VIII. World Bank Group's Knowledge and Instruments (continued)

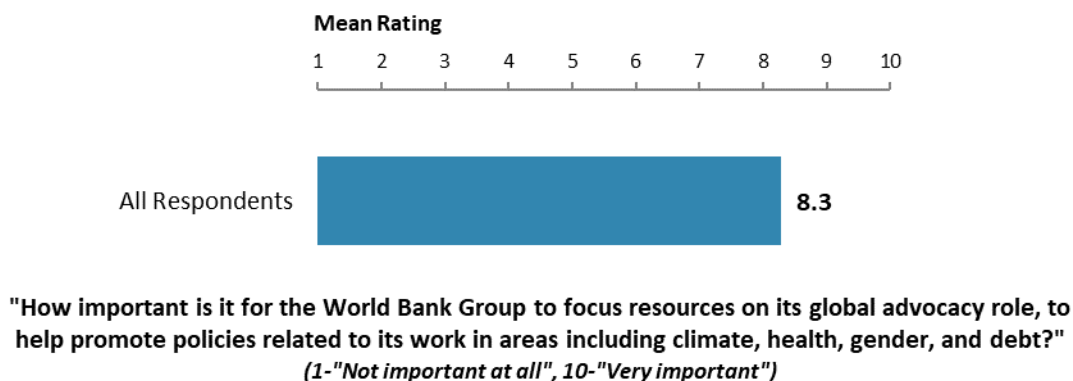
### Usefulness of the COVID-19 "Approach Paper"



### Meeting Georgia's Needs for Financial Instruments<sup>18</sup> (Indicator Question)



### WBG's Global Advocacy Role (Indicator Question)



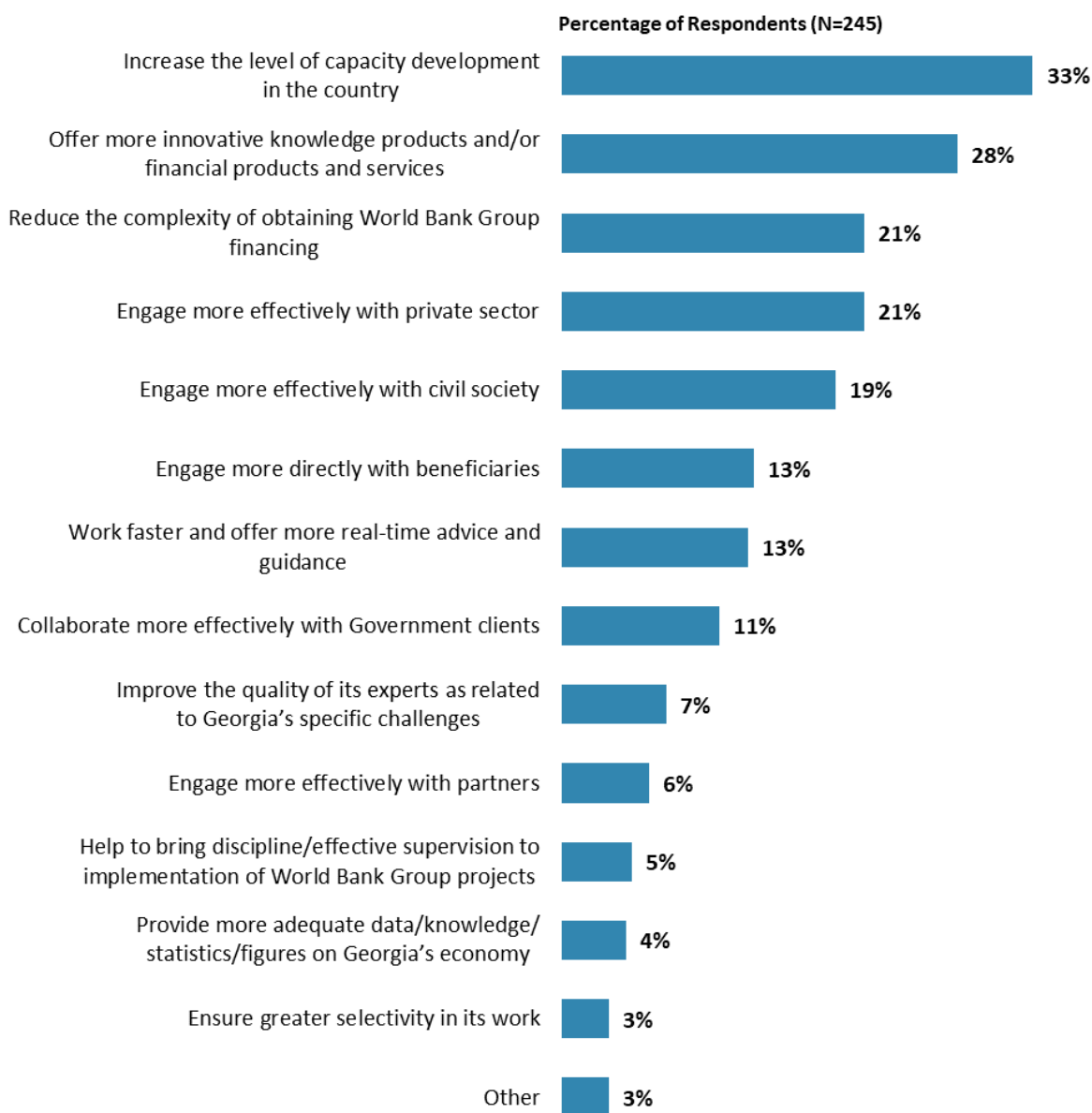
<sup>18</sup> Means in this chart were calculated based on weighted data.



## IX. The Future Role of the World Bank Group in Georgia

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG should “*offer more innovative financial products*” (27%) and “*increase the level of capacity development in the country*” (23%) to make itself of greater value in Georgia.



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

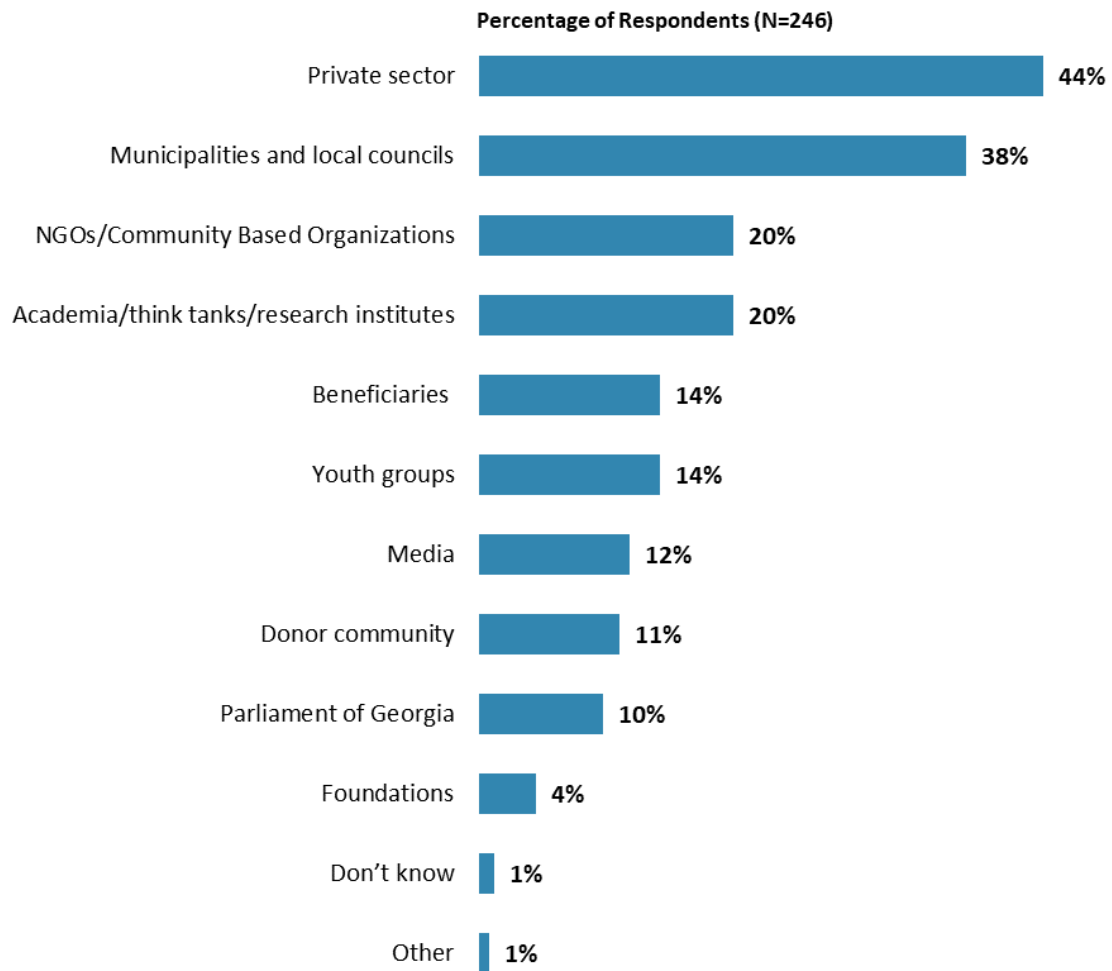




## IX. The Future Role of the WBG in Georgia (continued)

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

- **Year comparison:** Respondents in the FY'18 Country Survey indicated that the WBG should collaborate more with “*private sector*” (41%) and “*local government*” (32%) to ensure better development results in Georgia.



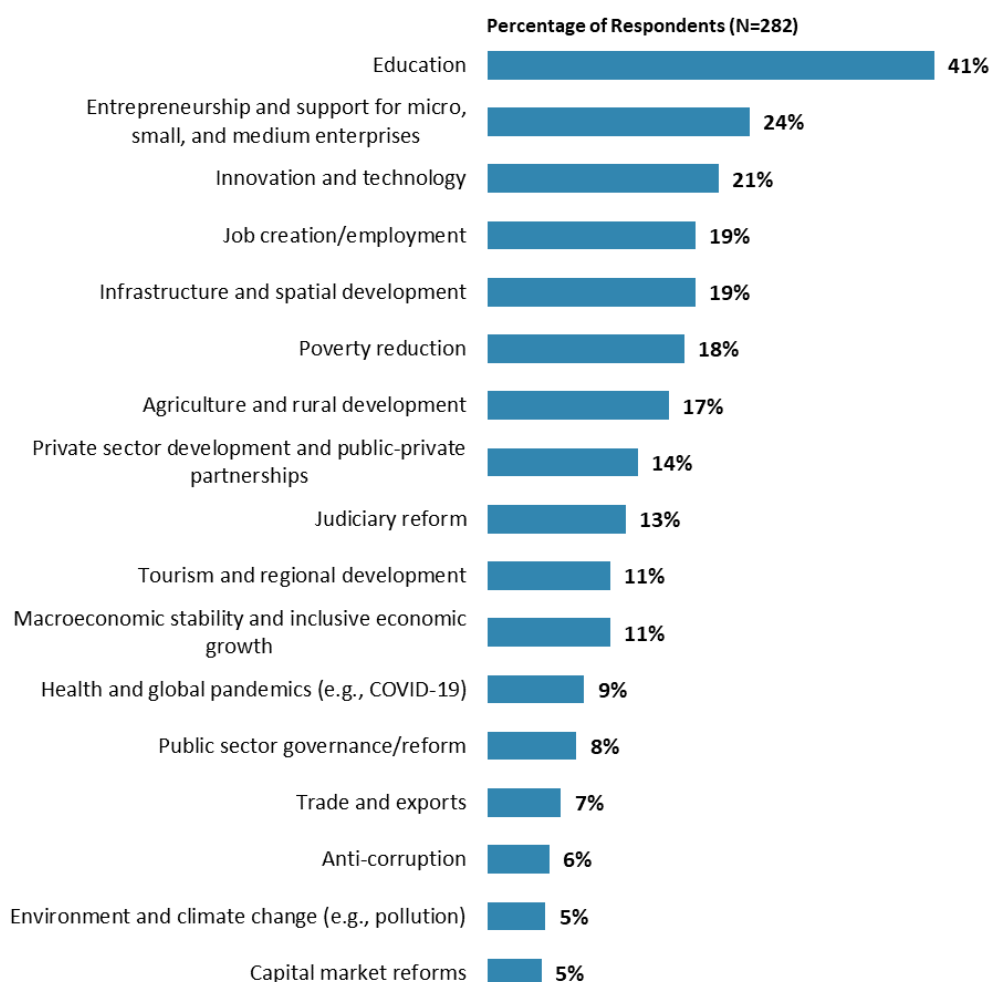
**"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in Georgia? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG should focus its resources on “*education*” (46%), “*economic growth*” (28%), “*agriculture and rural development*” (25%), “*private sector development*” (23%), and “*job creation/employment*” (22%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (13% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*education*”, compared to the rest of respondents (education specialists = 76%; others = 37%).<sup>19</sup>



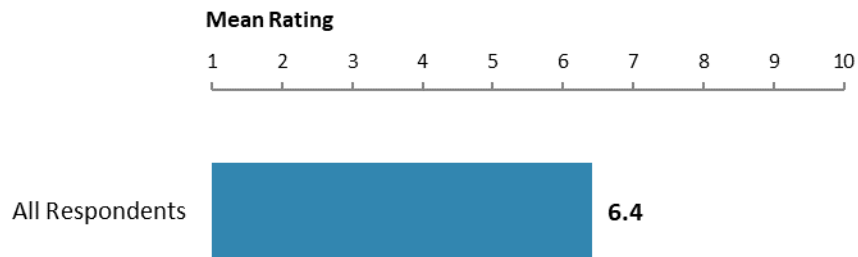
**“When thinking about how the World Bank Group can have the most impact on development results in Georgia, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Georgia? (Choose no more than THREE)”**  
(Respondents chose from a list. Responses combined. Top 17 of 29 response options shown)

<sup>19</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents’ views about which areas the World Bank Group should focus most of its resources on.



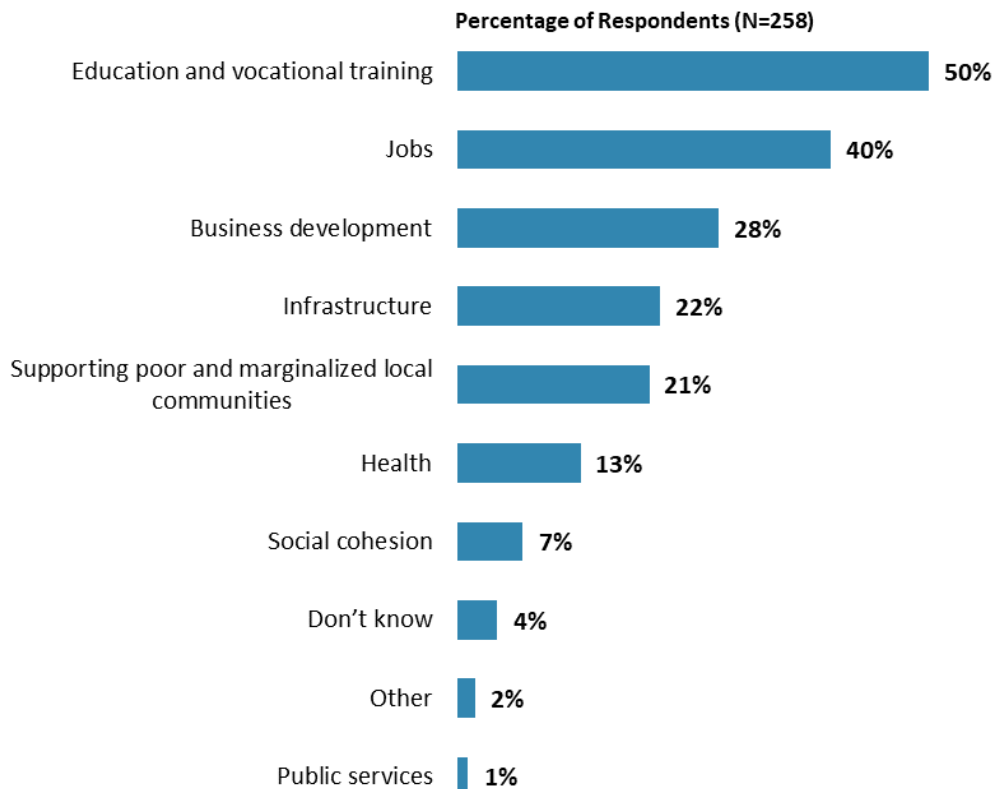
## IX. The Future Role of the WBG in Georgia (continued)

### Refugees: Donor Community's Support



**"To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Georgia?"**  
(1-"To no degree at all", 10-"To a very significant degree")

### Refugees: WBG's Support



**"In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to refugees in Georgia?"**  
(Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

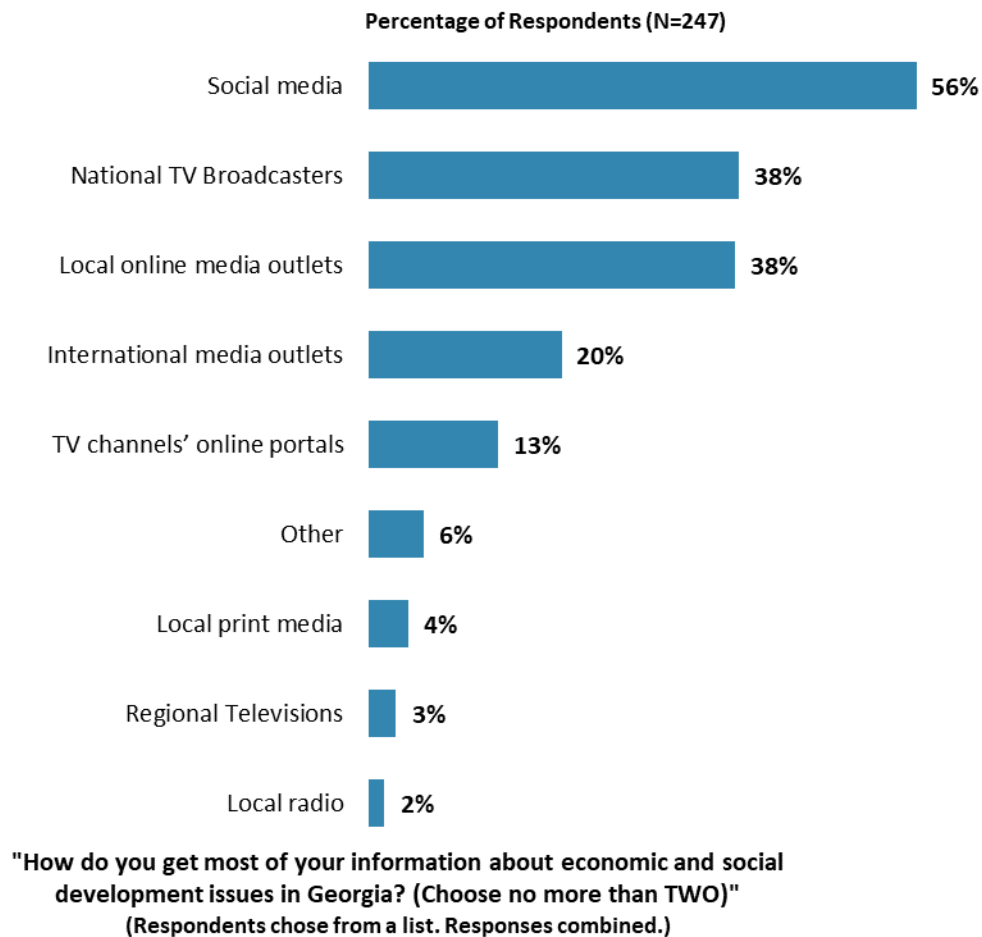


## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 57) for selected responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that they got most of their information about economic and social development issues in Georgia from the “Internet” (79%) and from “social media” (38%).

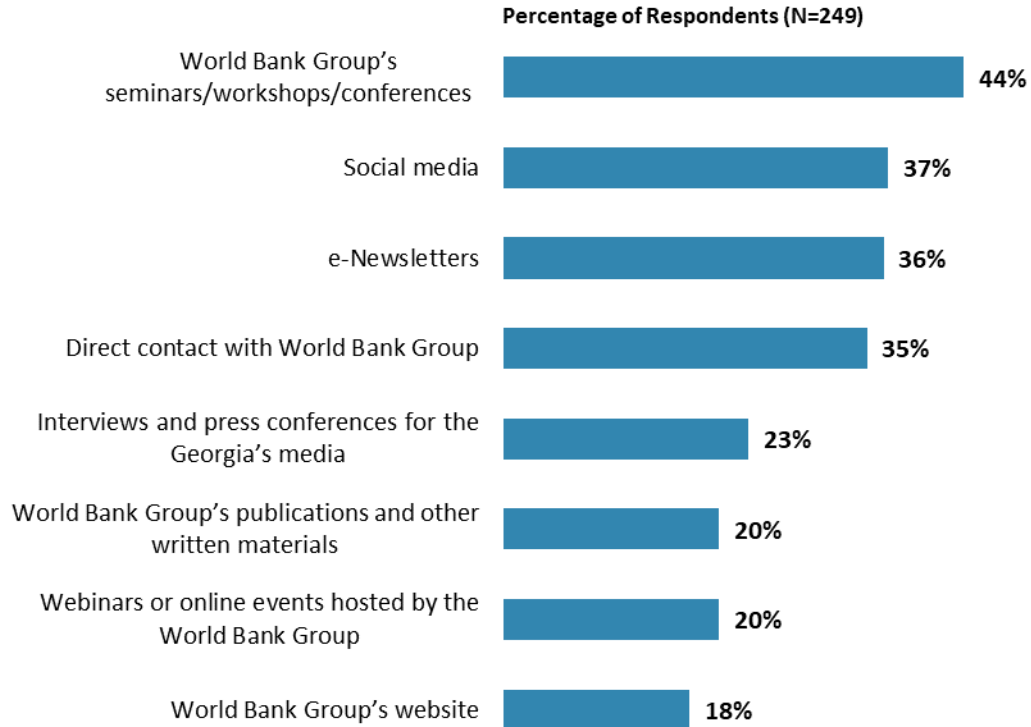




## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that they would prefer to receive information from the WBG through and through “*direct contact with World Bank Group*” (35%), “*e-Newsletters*” (34%), and “*WBG’s seminars/workshops/conferences*” (32%).

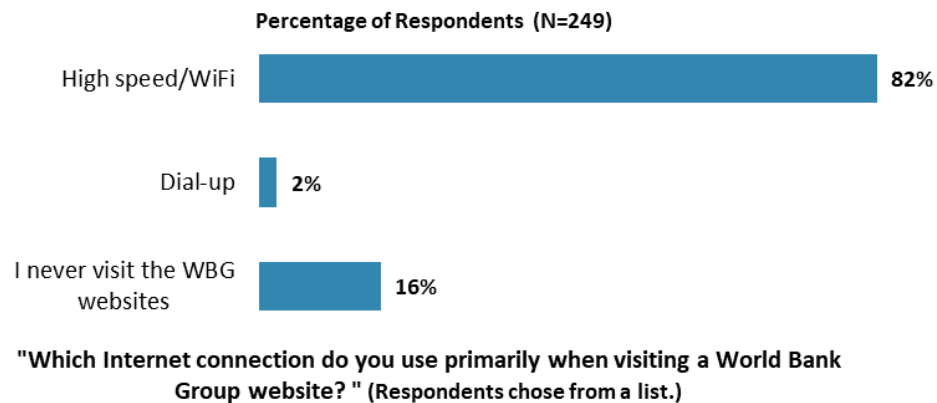


**"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)

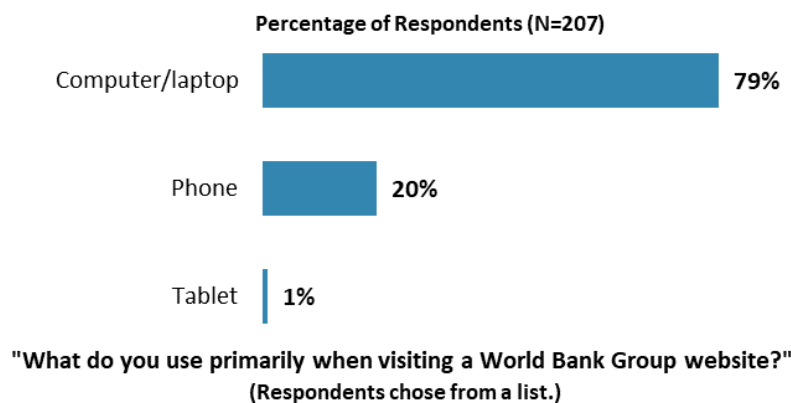


## X. Communication and Outreach (continued)

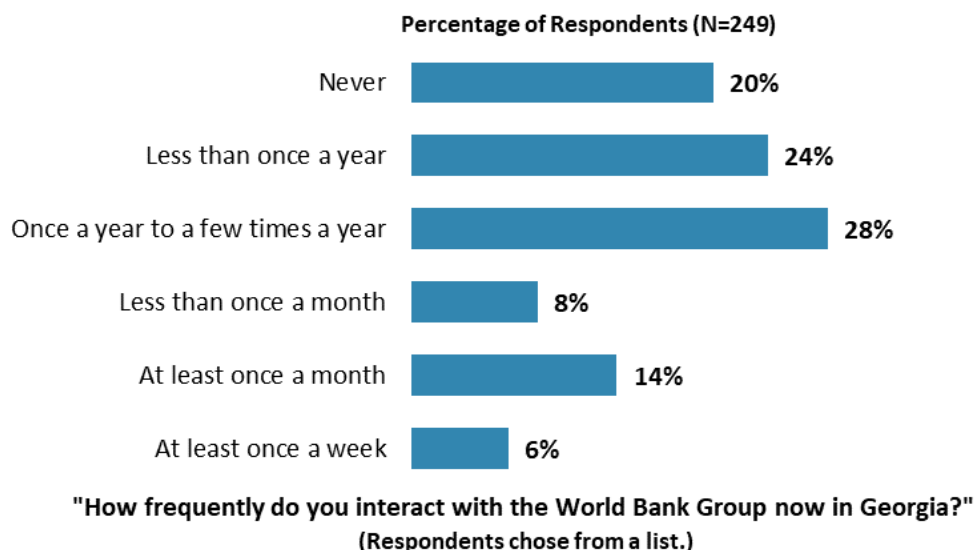
### Internet connection



### Devices used to access WBG website



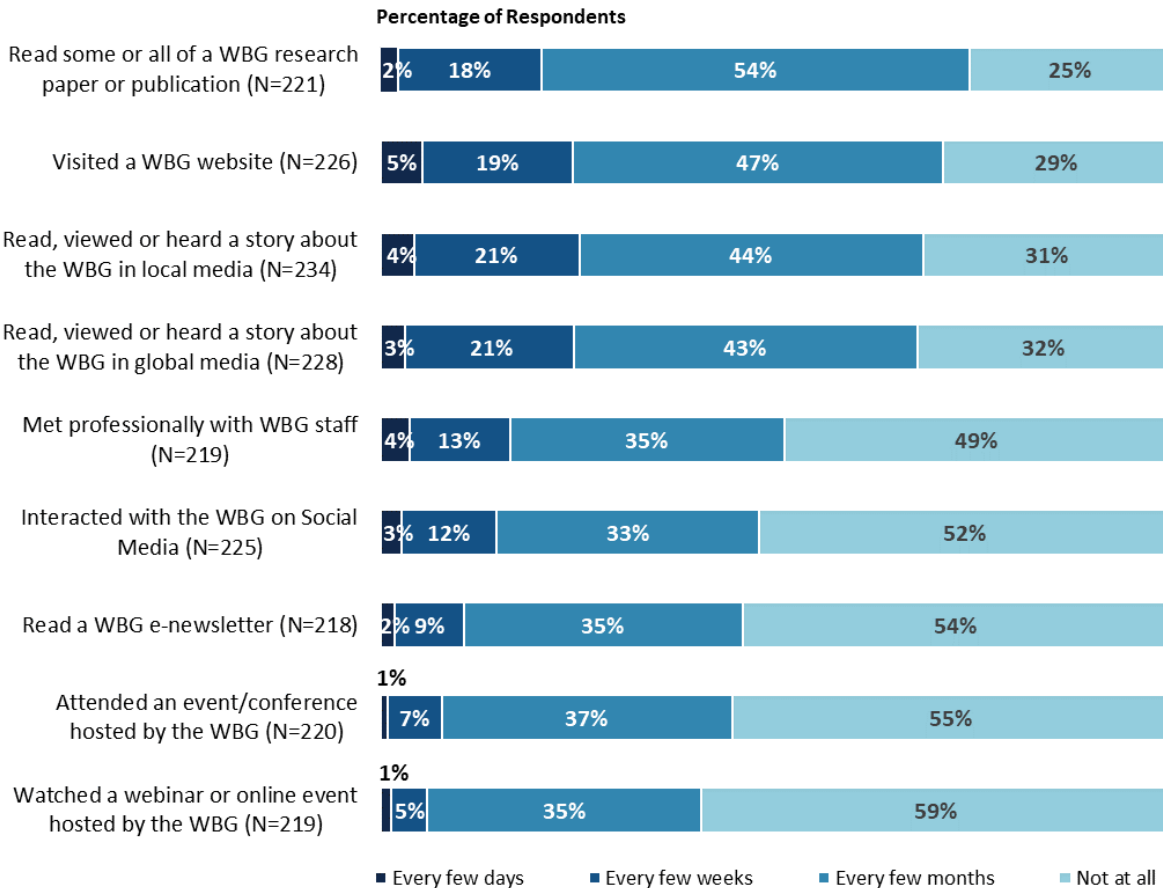
### WBG Interaction Frequency





## 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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### GEORGIA







## Appendix A: Responses to All Questions across All Respondents (N=332)

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 Georgia is headed in ... ?	Percentage of Respondents (N=325)
The right direction	59.1%
The wrong direction	20.9%
Not sure	20.0%

2. Do you think that economic opportunity for citizens in Georgia is ... ?	Percentage of Respondents (N=326)
Increasing	39.9%
Decreasing	35.0%
Staying about the same	25.2%

**A. Overall Context (continued)**

<b>3. Listed below are a number of development priorities in Georgia. Please identify which of the following you consider the most important development priorities in Georgia. (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=331)</b>
Education	44.7%
Job creation/employment	28.7%
Judiciary reform	20.8%
Poverty reduction	16.6%
Innovation and technology	16.6%
Entrepreneurship and support for micro, small, and medium enterprises	16.3%
Tourism and regional development	14.8%
Agriculture and rural development	14.2%
Macroeconomic stability and inclusive economic growth	14.2%
Infrastructure and spatial development	13.3%
Public sector governance/reform (e.g., government effectiveness, open/digital government, public financial management, public expenditure, public procurement, fiscal system reform)	11.8%
Private sector development and public-private partnerships	9.7%
Health and global pandemics (e.g., COVID-19)	7.6%
Trade and exports	6.6%
Anti-corruption	6.6%
Environment and climate change (e.g., pollution)	6.0%
Social protection (e.g., pensions, targeted social assistance)	4.8%
Equality of opportunity (i.e., closing gender gaps, inclusion of traditionally underserved groups)	4.2%
Energy	3.6%
Transport (e.g., roads, bridges, transportation)	3.6%
Capital market reforms	3.3%
Natural resource management	3.0%
Global/regional integration	2.7%
Food security and safety	2.4%
Youth affairs, culture and sport	1.5%
National debt	1.5%
Disaster risk management	0.9%
Water and sanitation	0.6%
Crime and violence	0.6%

**A. Overall Context (continued)**

<b>4. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Georgia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=326)</b>
Education	48.2%
Job creation/employment	37.4%
Entrepreneurship and support for micro, small, and medium enterprises	30.7%
Agriculture and rural development	28.8%
Tourism and regional development	23.0%
Private sector development and public-private partnerships	18.1%
Macroeconomic stability and inclusive economic growth	15.0%
Innovation and technology	14.7%
Trade and exports	10.4%
Judiciary reform	10.4%
Infrastructure and spatial development	9.2%
Public sector governance/reform (e.g., government effectiveness, open/digital government, public financial management, public expenditure, public procurement, fiscal system reform)	7.7%
Anti-corruption	7.1%
Social protection (e.g., pensions, targeted social assistance)	5.5%
Global/regional integration	5.5%
Natural resource management	4.9%
Health and global pandemics (e.g., COVID-19)	3.7%
Capital market reforms	3.4%
Equality of opportunity (i.e., closing gender gaps, inclusion of traditionally underserved groups)	2.5%
Transport (e.g., roads, bridges, transportation)	1.8%
Energy	1.5%
Youth affairs, culture and sport	1.2%
Environment and climate change (e.g., pollution)	1.2%
Food security and safety	0.6%
Crime and violence	0.3%
National debt	0.3%
Water and sanitation	0.0%

**A. Overall Context (continued)**

<b>5. The COVID-19 pandemic has stressed many aspects of Georgia's growth and development. In which areas would you like to see the Georgia government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=326)</b>
Ensuring sustainable business growth and job creation	55.8%
Economic growth	50.3%
Education	33.7%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved	32.2%
Healthcare	27.9%
Poverty and inequality (e.g., strengthening the social safety net, targeted social assistance)	19.9%
Providing direct financial support to businesses (business support packages)	18.1%
Ensuring that traditionally underserved groups (women, persons with disabilities, ethnic minorities, internally displaced people) have equal access to health care/health services	11.0%
Supporting access to internet and digitalization	10.7%
Public service delivery (e.g., strengthening policies, institutions, infrastructure)	8.6%
Ensuring that traditionally underserved groups (women, persons with disabilities, ethnic minorities, internally displaced people) have equal access to job opportunities	6.4%
Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens	4.3%
Nutrition/food security and safety	2.1%
Other	1.5%

<b>6. When economic and/or social reform efforts fail or are slow to take place in Georgia, which of the following would you attribute this to? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=312)</b>
Inadequate level of capacity in the government	27.6%
External factors (e.g. geopolitical challenges)	27.2%
Inadequate level of citizen/civil society participation	26.0%
Political pressures and obstacles	25.0%
Inadequate level of public-private collaboration	22.1%
Inadequate level of government accountability	17.3%
Reforms poorly reflect country challenges	12.8%
Corruption	11.5%
Inadequate level of donor coordination	9.0%
Pressure from outside interest groups (e.g., private sector, unions)	6.4%
Other	2.2%

**A. Overall Context (continued)**

7. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national/federal government	296	8	6.59	3.00
2. Municipality/city/local government	289	12	5.57	3.00
3. The World Bank Group*	272	28	8.18	2.08
4. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	269	34	8.03	2.02
5. The International Monetary Fund	260	40	7.89	2.19
6. The United Nations (UN)	276	22	7.82	2.24
7. The World Health Organization (WHO)	282	17	7.24	2.39
8. Regional development banks	249	42	7.45	2.15
9. Georgia's Central Bank (National Bank of Georgia)	270	27	6.44	2.66
10. International private sector	248	44	7.12	2.17
11. Domestic private sector	265	23	6.31	2.21
12. International civil society (e.g., NGOs, CBOs)	270	21	6.57	2.29
13. Domestic civil society (e.g., NGOs, CBOs)	276	15	5.96	2.36
14. Youth organizations	259	35	5.69	2.36
15. Faith-based institutions	256	32	4.41	2.62
16. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	277	13	4.82	2.42
17. International media and their web presence	277	18	6.82	2.13
18. Web based media (i.e., blogs, social media, other web-based news and information sources)	282	10	5.73	2.28

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

1. How familiar are you with the work of these organizations in Georgia? (1-Not familiar at all, 10-Extremely familiar)	Familiarity			
	N	DK	Mean	SD
1. The World Bank (IBRD)	306	n/a	6.85	2.39
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	293	n/a	5.82	2.85

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Georgia? (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 Georgia*	267	32	7.99	1.99
3. The World Bank Group's work is aligned with what I consider the development priorities for Georgia*	268	34	7.87	2.04

4. Overall, please rate your impression of the effectiveness of these organizations in Georgia. (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. The World Bank (IBRD)*	260	35	7.95	1.73
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm*	217	76	7.53	1.95

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

<b>Achieving Development Results</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
5. To what extent does the World Bank Group's work help to achieve development results in Georgia?* (1-To no degree at all, 10-To a very significant degree)	270	29	8.13	1.93

<b>Influencing the Development Agenda</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
6. To what extent does the World Bank Group influence the development agenda in Georgia?* (1-To no degree at all, 10-To a very significant degree)	255	36	7.62	1.96

<b>7. To what extent do you believe that the World Bank Group's work and support help the poorest in Georgia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=295)</b>
To a fully sufficient degree	4.4%
To a somewhat sufficient degree	48.1%
To a somewhat insufficient degree	25.8%
To a very insufficient degree	4.1%
Don't know	17.6%

<b>8. When thinking about the World Bank Group's role in Georgia, which activity do you VALUE the most? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=288)</b>
Financial resources (Investment Projects, Development Policy Operations)	61.1%
Capacity development related to World Bank Group supported projects	25.3%
Technical assistance	21.5%
Formal policy advice, studies, analyses, data, and statistics	18.4%
Promoting knowledge sharing	18.4%
Implementation support	14.6%
Donor coordination	13.5%
Mobilizing third party financial resources	10.1%
Bringing together different groups of stakeholders	2.8%
Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)	2.4%
Other	2.1%

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

<b>9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Georgia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=277)</b>
World Bank Group's processes too slow and complex	21.7%
Don't know	19.5%
Not willing to honestly criticize policies and reform efforts in the country	18.1%
Not enough public disclosure of its work	18.1%
Not collaborating enough with civil society (e.g., NGOs, CBOs, foundations)	14.4%
Not collaborating enough with private sector	9.7%
Not sufficiently focused on sustainable results	8.3%
Not adequately flexible in changing country circumstances	7.9%
Inadequate level of real-time advice and guidance	7.9%
Not adequately sensitive to political/social realities in Georgia	6.9%
Inadequate number of innovative financial products and services	5.8%
Staff too inaccessible	5.4%
Inadequate number of innovative knowledge products and services	4.0%
Inadequate World Bank Group's staffing in Georgia	3.2%
Not aligned with country priorities	2.5%
Other	2.5%
Not collaborating enough with partners such as other international financial institutions, bi-laterals, multilaterals, UN, etc.	2.2%

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

<b>10. When thinking about how the World Bank Group can have the most impact on development results in Georgia, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Georgia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=282)</b>
Education	41.1%
Entrepreneurship and support for micro, small, and medium enterprises	24.1%
Innovation and technology	21.3%
Job creation/employment	19.1%
Infrastructure and spatial development	19.1%
Poverty reduction	18.1%
Agriculture and rural development	16.7%
Private sector development and public-private partnerships	13.8%
Judiciary reform	12.8%
Tourism and regional development	11.3%
Macroeconomic stability and inclusive economic growth	11.3%
Health and global pandemics (e.g., COVID-19)	8.9%
Public sector governance/reform (e.g., government effectiveness, open/digital government, public financial management, public expenditure, public procurement, fiscal system reform)	8.2%
Trade and exports	6.7%
Anti-corruption	5.7%
Environment and climate change (e.g., pollution)	5.3%
Capital market reforms	5.0%
Natural resource management	4.3%
Energy	3.5%
Global/regional integration	3.5%
Transport (e.g., roads, bridges, transportation)	3.5%
Social protection (e.g., pensions, targeted social assistance)	2.8%
Pollution	2.5%
Water and sanitation	1.8%
Food security and safety	1.8%
Equality of opportunity (i.e., closing gender gaps, inclusion of traditionally underserved groups)	1.8%
National debt	1.1%
Disaster risk management	0.4%
Crime and violence	0.4%



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

11. What do you immediately think of when you hear about the IFC? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=271)
Multi-lateral financial institution	35.4%
World Bank	33.6%
Financial Advisory Solutions	24.7%
Private Sector Solutions	21.8%
Investment Bank	21.4%
Development institution	21.0%
Do not have enough information to say	16.6%
Impact Investor	13.7%
Public-private partnerships	8.1%
Innovation and Entrepreneurship	5.5%
Thought leader	1.5%
Venture Capital	1.1%
Asset Manager	0.4%
None of these	0.4%
Other	0.4%

**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 Georgia solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	195	80	7.74	2.03

Staffing adequacy	N	DK	Mean	SD
2. To what extent do you believe the World Bank Group is adequately staffed in Georgia? (1-To no degree at all, 10-To a very significant degree)	172	98	7.35	2.08

To what extent is the World Bank Group an effective development partner in Georgia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
3. Responsiveness to needs*	203	52	7.48	2.00
4. Flexibility (in terms of the institution's products and services)*	183	63	6.86	2.19
5. Flexibility (in terms of changing country circumstances)*	186	55	6.92	2.20
6. Being inclusive*	180	62	7.23	2.08
7. Openness (sharing data and other information)*	199	42	7.46	2.18
8. Collaboration with the Government*	203	44	8.29	1.68
9. The speed in which it gets things accomplished on the ground*	178	63	6.55	2.19
10. Helping to bring discipline/effective supervision to implementation of investment projects*	185	60	7.40	1.97
11. Collaboration with civil society*	168	76	6.58	2.36
12. Staff accessibility*	174	63	7.39	2.20
13. Collaboration with other donors and development partners*	176	66	7.57	1.97
14. Collaboration with the private sector*	158	83	7.07	2.14
15. Straightforwardness and honesty*	189	53	8.02	2.05
16. Treating clients and stakeholders in Georgia with respect*	190	51	8.47	1.78
17. Being a long-term partner*	203	42	8.52	1.79

**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)	Level of Agreement			
	N	DK	Mean	SD
18. The World Bank Group disburses funds promptly	117	131	7.82	2.10
19. The World Bank Group effectively monitors and evaluates the projects and programs it supports	181	67	8.04	1.90
20. The World Bank Group's approvals and reviews are done in a timely fashion	154	92	7.23	2.20
21. The World Bank Group's Environmental and Social Framework requirements are reasonable	151	91	7.74	2.01
22. The World Bank Group's conditions on its lending are reasonable	139	105	7.68	1.93
23. The World Bank Group takes decisions quickly in Georgia*	162	82	7.09	2.18
24. Working with the World Bank Group increases Georgia's institutional capacity	205	43	8.43	1.81

To what extent do you agree/disagree with the following statements about the World Bank Group in Georgia? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
25. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Georgia*	183	72	7.48	2.02
26. The World Bank Group meets Georgia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	196	56	7.65	2.16

COVID-19 "Approach Paper"	N	DK	Mean	SD
27. The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Georgia government's efforts to support citizens throughout this crisis? (1-Not useful at all, 10-Very useful)	160	94	8.05	1.95

Global role of advocacy	N	DK	Mean	SD
28. How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt? * (1-Not important at all, 10-Very important)	228	26	8.29	1.98

Donor Support to Refugees	N	DK	Mean	SD
29. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Georgia? (1-To no degree at all, 10-To a very significant degree)	180	77	6.41	2.53

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

<b>30. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Georgia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=258)</b>
Education and vocational training	50.4%
Jobs	39.9%
Business development	27.9%
Infrastructure	21.7%
Supporting poor and marginalized local communities (women, girls, persons with disabilities, minorities, etc.)	20.5%
Health	13.2%
Social cohesion	7.0%
Don't know	4.3%
Other	1.9%
Public services	1.2%

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

<b>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 Georgia? (1-Not effective at all, 10-Very effective)</b>	<b>Effectiveness</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. Social protection (e.g., pensions, targeted social assistance)	83	153	6.70	2.62
2. Equality of opportunity (i.e., social inclusion, gender equity)	95	137	7.39	2.26
3. Private sector development	138	93	6.95	2.19
4. Education	151	80	7.25	2.32
5. Public sector governance/reform (i.e., government effectiveness, open government; public financial management, public expenditure, public procurement, fiscal system reform)	152	76	7.76	2.02
6. Global/regional integration	103	120	7.33	2.23
7. Urban development and tourism	124	103	7.57	2.02
8. Energy and natural resource management	115	115	7.70	2.05
9. Water and sanitation	99	126	7.47	2.06
10. Job creation/employment	113	110	6.69	2.50
11. Health (disease – COVID-19)	125	101	7.72	2.29
12. Financial markets	124	97	7.61	2.10
13. Infrastructure (e.g., roads, bridges, transportation)	166	63	8.39	1.79
14. Agriculture and food security	114	110	7.24	2.29
15. Trade and exports	99	123	7.09	2.24
16. Innovation and entrepreneurship	113	111	7.12	2.33
17. Poverty reduction	134	88	6.85	2.50
18. Anti-corruption	94	126	6.80	2.73
19. Economic growth	151	76	7.42	2.37
20. Disaster risk management	90	132	6.68	2.70
21. Broadband connectivity/digitalization	91	133	7.71	2.54

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

2. The World Bank Group has provided fast track support to Georgia related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to Georgia, in the following areas: (1-Not effective at all, 10-Very effective)	Effectiveness				
	N	NA	DK	Mean	SD
1. Supporting health interventions for saving lives	188	14	33	7.88	2.17
2. Education (e.g., transitioning to remote learning, ensuring access, etc.)	170	17	34	7.29	2.33
3. Protecting poor people (social assistance/ social safety nets)	166	17	35	7.11	2.58
4. Protecting businesses and jobs, and supporting firms to build back better	161	18	37	6.96	2.64
5. Strengthening policies, institutions and investments for rebuilding better	160	19	36	6.97	2.60
6. Macroeconomic stability and transparent debt management	169	12	37	7.30	2.52

**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=252)
Weekly	6.7%
Monthly	13.5%
A few times a year	25.0%
Rarely	29.0%
Never	25.8%

In Georgia, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	165	68	7.67	2.15
3. Include appropriate level of stakeholder involvement during preparation	154	72	7.45	2.16
4. Lead to practical solutions	160	66	7.26	2.18
5. Are source of relevant information on global good practices	170	59	7.80	2.25
6. Are adequately disseminated	166	60	7.33	2.28
7. Are translated enough into local language	146	82	7.10	2.53
8. Are adaptable to Georgia's specific development challenges and country circumstances*	168	57	7.36	2.20

Overall Evaluations	N	DK	Mean	SD
9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	200	47	8.15	2.02
10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	184	58	8.01	1.93

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Georgia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=245)</b>
Increase the level of capacity development in the country	33.1%
Offer more innovative knowledge products and/or financial products and services	27.8%
Reduce the complexity of obtaining World Bank Group financing	21.2%
Engage more effectively with private sector	21.2%
Engage more effectively with civil society (e.g., NGOs, CBOs)	19.2%
Engage more directly with beneficiaries	13.5%
Work faster and offer more real-time advice and guidance	13.1%
Collaborate more effectively with Government clients (e.g., national, state, local)	11.0%
Improve the quality of its experts as related to Georgia's specific challenges	7.3%
Engage more effectively with partners such as international financial institutions, bi-laterals, multilaterals, trust funds, UN	6.1%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	4.9%
Provide more adequate data/knowledge/statistics/figures on Georgia's economy	4.5%
Ensure greater selectivity in its work	3.3%
Other	3.3%

<b>2. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in Georgia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=246)</b>
Private sector	44.3%
Municipalities and local councils	38.2%
NGOs/Community Based Organizations	19.9%
Academia/think tanks/research institutes	19.9%
Beneficiaries	14.2%
Youth groups	14.2%
Media	11.8%
Donor community	11.0%
Parliament of Georgia	9.8%
Foundations	4.5%
Don't know	1.2%
Other	0.8%

**G. Communication and Information Sharing**

<b>1. How frequently do you interact with the World Bank Group now in Georgia?</b>	<b>Percentage of Respondents (N=249)</b>
Never	20.1%
Less than once a year	23.7%
Once a year to a few times a year	27.7%
Less than once a month	8.4%
At least once a month	13.7%
At least once a week	6.4%

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

<b>2. How do you get most of your information about economic and social development issues in Georgia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=247)</b>
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	56.3%
National TV Broadcasters	38.1%
Local online media outlets (news agencies, news sites)	37.7%
International media outlets (TV, radio, print, online)	19.8%
TV channels' online portals	13.4%
Other	5.7%
Local print media (newspapers, magazine, etc.)	4.0%
Regional Televisions	2.8%
Local radio	1.6%

<b>3. How would you prefer to receive information from the World Bank Group? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=249)</b>
World Bank Group's seminars/workshops/conferences	43.8%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	36.5%
e-Newsletters	36.1%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	34.5%
Interviews and press conferences for the Georgia's media	23.3%
World Bank Group's publications and other written materials	20.5%
Webinars or online events hosted by the World Bank Group	20.5%
World Bank Group's website	17.7%

<b>4. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=249)</b>
High speed/WiFi	81.5%
Dial-up	2.4%
I never visit the WBG websites	16.1%

<b>5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)</b>	<b>Percentage of Respondents (N=207)</b>
Computer/laptop	79.2%
Phone	19.8%
Tablet	1.0%

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

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)	234	4.3%	20.9%	43.6%	31.2%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	228	3.1%	21.5%	43.4%	32.0%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	225	2.7%	12.0%	33.3%	52.0%
Visited a WBG website (e.g., read a blog, used data)	226	5.3%	19.0%	46.9%	28.8%
Attended an event/conference hosted by the WBG	220	0.9%	6.8%	36.8%	55.5%
Watched a webinar or online event hosted by the WBG	219	1.4%	4.6%	34.7%	59.4%
Read some or all of a WBG research paper or publication	221	2.3%	18.1%	54.3%	25.3%
Met professionally with WBG staff	219	3.7%	12.8%	34.7%	48.9%
Read a WBG e-newsletter	218	1.8%	8.7%	35.3%	54.1%

**H. Background Information**

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=324)
Local Government Office or Staff	19.1%
Employee of Ministry, Ministerial Department, Implementation Agency	12.0%
NGO/Community Based Organization	10.8%
Media (press, radio, TV, web, etc.)	9.6%
Private Sector Organization	8.0%
Academia/Research Institute/Think Tank	7.1%
Office of Minister	4.6%
Bilateral Agency (e.g., embassy, diplomatic, military)	4.6%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	4.3%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	4.3%
Multilateral Agency (UN, regional development bank, international financial institution)	4.0%
Financial Sector/Private Bank	4.0%
Office of Parliamentarian	2.8%
Other	2.2%
State-Owned Enterprise	1.2%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	0.6%
Office of the President, Prime Minister	0.3%
Trade Union	0.3%
Judicial System (e.g., courts)	0.0%
Faith-Based Group	0.0%
Youth Group	0.0%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=327)</b>
Generalist (specialized in multiple sectors)	14.7%
Other	14.7%
Education	12.5%
Finance and markets	9.5%
Communications, public affairs	8.3%
Macroeconomics, fiscal management	6.4%
Governance, anti-corruption	4.9%
Health, nutrition	4.3%
Digital development and technology (ICT)	3.7%
Environment, natural resources	3.1%
Agriculture, rural development	3.1%
Social protection	2.8%
Energy	2.1%
Jobs	1.8%
Trade and competitiveness	1.8%
Urban development	1.2%
Transport	1.2%
Tourism	0.9%
Poverty	0.6%
Climate change	0.6%
Gender	0.6%
Fragility, conflict, violence, refugees	0.6%
Water, sanitation	0.3%
Demographics, migration	0.3%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in Georgia?</b>	<b>Percentage of Respondents (N=325)</b>
Yes	40.0%
No	60.0%

<b>4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Georgia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=127)</b>
The World Bank (IBRD)	88.2%
The International Finance Corporation (IFC)	11.8%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=123)</b>
Yes	60.2%
No	39.8%



**H. Background Information (continued)**

<b>6. Which of the following describes most of your exposure to the World Bank Group in Georgia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=313)</b>
Collaborate as part of my professional duties	39.3%
Engage in World Bank Group related/sponsored events/activities	30.7%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	29.7%
Use World Bank Group reports/data	26.8%
Use World Bank Group website for information, data, research, etc.	16.0%

<b>7. What's your gender?</b>	<b>Percentage of Respondents (N=322)</b>
Female	47.8%
Male	52.2%

<b>8. What's your age?</b>	<b>Percentage of Respondents (N=329)</b>
25 and under	2.7%
26-35	18.8%
36-45	39.2%
46-55	24.9%
56 and above	14.3%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=325)</b>
Tbilisi	77.5%
West Georgia	13.8%
East Georgia	5.8%
North/South Georgia	2.8%



## Appendix B: Responses to Selected Questions by Stakeholder Groups<sup>20</sup>

- Office of the President/Prime Minister/Minister N=16   ● Office of Parliamentarian N=9   ● Employee of a Ministry/PMU/Consultant on WBG Project N=53   ● Local Government Office or Staff N=62
- Independent Government Institution N=14   ● Bilateral/Multilateral Agency N=28   ● Private Sector/Financial Sector N=39 (Private Sector)   ● CSO N=38
- Academia/Research Institute/Think Tank (Academia) N=23   ● Media N=31   ● Other<sup>21</sup> N=11

### A. Overall Context

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

Percentage of Respondents	Office of the President/PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
The right direction	100.0%	77.8%	62.3%	85.2%	84.6%	53.6%	31.6%	39.5%	47.8%	29.0%	63.6%
The wrong direction	0.0%	11.1%	17.0%	3.3%	0.0%	17.9%	47.4%	42.1%	34.8%	22.6%	18.2%
Not sure	0.0%	11.1%	20.8%	11.5%	15.4%	28.6%	21.1%	18.4%	17.4%	48.4%	18.2%

\*Significantly different between stakeholder groups

<sup>20</sup> Only 324 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

<sup>21</sup> Includes the following categories: State-Owned Enterprise (N=4) and Other (N=7). There were no respondents from the Judicial System, Faith-Based Group and Youth Group.

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Social protection	0.0%	11.1%	5.7%	6.5%	7.1%	7.1%	0.0%	7.9%	8.7%	0.0%	0.0%
Infrastructure and spatial development*	12.5%	44.4%	15.1%	27.4%	14.3%	10.7%	5.1%	0.0%	8.7%	9.7%	9.1%
Private sector development and public-private partnerships	18.8%	22.2%	7.5%	11.3%	0.0%	3.6%	10.3%	2.6%	21.7%	12.9%	0.0%
Education	43.8%	22.2%	45.3%	37.1%	57.1%	28.6%	53.8%	55.3%	56.5%	45.2%	45.5%
Public sector governance/reform	6.3%	22.2%	13.2%	4.8%	14.3%	10.7%	12.8%	18.4%	21.7%	6.5%	18.2%
Global/regional integration	0.0%	0.0%	3.8%	0.0%	0.0%	3.6%	2.6%	2.6%	8.7%	6.5%	0.0%
Food security and safety	0.0%	11.1%	0.0%	3.2%	0.0%	0.0%	0.0%	7.9%	0.0%	0.0%	0.0%
Tourism and regional development	6.3%	11.1%	15.1%	29.0%	7.1%	14.3%	10.3%	5.3%	13.0%	19.4%	0.0%
Energy*	6.3%	0.0%	3.8%	4.8%	0.0%	3.6%	0.0%	0.0%	0.0%	6.5%	27.3%
Water and sanitation	0.0%	0.0%	1.9%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	18.8%	33.3%	32.1%	24.2%	28.6%	50.0%	28.2%	23.7%	34.8%	25.8%	9.1%
Health and global pandemics (e.g., COVID-19)	12.5%	0.0%	11.3%	6.5%	0.0%	7.1%	5.1%	2.6%	8.7%	9.7%	9.1%
Capital market reforms*	18.8%	0.0%	1.9%	0.0%	14.3%	3.6%	5.1%	2.6%	4.3%	0.0%	0.0%
Entrepreneurship and support for micro, small, and medium enterprises	6.3%	33.3%	13.2%	22.6%	21.4%	17.9%	17.9%	21.1%	0.0%	12.9%	9.1%
Transport	0.0%	0.0%	3.8%	3.2%	0.0%	10.7%	0.0%	5.3%	4.3%	6.5%	0.0%
Agriculture and rural development*	12.5%	0.0%	11.3%	27.4%	0.0%	21.4%	12.8%	2.6%	8.7%	16.1%	18.2%
Trade and exports	0.0%	0.0%	7.5%	9.7%	0.0%	7.1%	12.8%	0.0%	13.0%	0.0%	9.1%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	3.2%	0.0%
Natural resource management	6.3%	0.0%	1.9%	3.2%	0.0%	3.6%	2.6%	7.9%	0.0%	3.2%	0.0%
Environment and climate change	6.3%	0.0%	5.7%	8.1%	7.1%	10.7%	2.6%	13.2%	4.3%	0.0%	0.0%
Poverty reduction	6.3%	22.2%	24.5%	9.7%	28.6%	21.4%	10.3%	23.7%	4.3%	16.1%	27.3%
Anti-corruption	0.0%	0.0%	7.5%	8.1%	0.0%	7.1%	10.3%	5.3%	4.3%	12.9%	0.0%
Judiciary reform*	12.5%	0.0%	17.0%	3.2%	57.1%	25.0%	46.2%	26.3%	17.4%	25.8%	9.1%
Macroeconomic stability and inclusive economic growth	25.0%	22.2%	15.1%	3.2%	28.6%	21.4%	17.9%	15.8%	13.0%	6.5%	18.2%
Disaster risk management	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	3.8%	6.5%	0.0%	0.0%	2.6%	10.5%	0.0%	6.5%	9.1%
Youth affairs, culture and sport	0.0%	0.0%	1.9%	3.2%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%
National debt	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	5.1%	0.0%	4.3%	0.0%	0.0%
Innovation and technology	25.0%	11.1%	17.0%	14.5%	14.3%	7.1%	23.1%	23.7%	17.4%	3.2%	36.4%

\*Significantly different between stakeholder groups



## A. Overall Context (continued)

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

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Political pressures and obstacles	21.4%	44.4%	33.3%	17.9%	28.6%	28.6%	27.8%	21.1%	25.0%	20.0%	20.0%
Inadequate level of public-private collaboration	28.6%	33.3%	25.5%	30.4%	28.6%	10.7%	25.0%	7.9%	10.0%	23.3%	30.0%
Inadequate level of citizen/civil society participation	21.4%	55.6%	27.5%	26.8%	14.3%	25.0%	13.9%	31.6%	20.0%	40.0%	0.0%
Inadequate level of donor coordination*	7.1%	0.0%	3.9%	23.2%	7.1%	3.6%	5.6%	13.2%	5.0%	3.3%	0.0%
Reforms poorly reflect country challenges	14.3%	0.0%	13.7%	8.9%	7.1%	10.7%	16.7%	13.2%	30.0%	10.0%	0.0%
Inadequate level of government accountability*	0.0%	0.0%	13.7%	1.8%	28.6%	21.4%	25.0%	34.2%	30.0%	26.7%	0.0%
Inadequate level of capacity in the government*	14.3%	11.1%	19.6%	10.7%	14.3%	50.0%	41.7%	52.6%	15.0%	30.0%	30.0%
Corruption	7.1%	0.0%	11.8%	3.6%	7.1%	3.6%	25.0%	13.2%	15.0%	16.7%	30.0%
Pressure from outside interest groups	14.3%	0.0%	9.8%	7.1%	14.3%	14.3%	0.0%	5.3%	5.0%	0.0%	0.0%
External factors*	42.9%	44.4%	31.4%	42.9%	42.9%	17.9%	11.1%	7.9%	35.0%	13.3%	40.0%
Other	0.0%	0.0%	0.0%	1.8%	0.0%	7.1%	5.6%	0.0%	5.0%	3.3%	0.0%

\*Significantly different between stakeholder groups

	Office of the President/PM/ Minister		Office of Parliamentarian		Employee of a Ministry/PMU/ Consultant		Local Government Office or Staff		Independent Government Institution		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	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?*	15	8.73	7	9.57	45	8.02	43	8.53	13	8.77	25	8.32	32	8.06	36	7.28	18	7.72	24	9.00	9	6.44

\*Significantly different between stakeholder groups

**B. Overall Attitudes Toward the World Bank Group****How familiar are you with the work of these organizations in Georgia?** (1-Not familiar at all, 10-Extremely familiar)

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant		Local Government Office or Staff		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD)*	16	7.69	9	7.22	47	7.53	54	6.02	13	7.92	28	7.07	37	6.22	38	6.50	19	7.84	29	6.72	10	6.70
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	15	6.20	8	6.13	45	6.13	50	4.90	12	8.17	28	6.11	36	5.94	36	5.19	18	6.56	30	5.50	9	5.67

\*Significantly different between stakeholder groups

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

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant		Local Government Office or Staff		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	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 Georgia*	15	8.60	7	9.00	44	8.50	42	7.98	12	8.75	26	8.35	31	7.45	34	7.38	18	8.06	24	7.88	9	6.56
The World Bank Group's work is aligned with what I consider the development priorities for Georgia*	16	8.75	6	9.00	44	8.30	45	7.78	12	8.67	26	8.38	30	7.03	33	7.06	18	7.56	24	8.54	9	6.00

\*Significantly different between stakeholder groups

**Overall, please rate your impression of the effectiveness of these organizations in Georgia.** (1-Not effective at all, 10-Very effective)

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant		Local Government Office or Staff		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD)*	16	8.44	6	9.83	43	8.00	45	8.33	11	8.36	24	8.08	27	6.96	32	7.25	18	7.83	23	8.48	10	6.90
The International Finance Corporation (IFC), the World Bank Group's private sector arm	11	8.00	6	9.00	30	8.07	36	7.36	10	8.20	23	7.22	29	6.97	26	7.15	15	7.73	20	7.70	7	6.29

\*Significantly different between stakeholder groups

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

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant		Local Government Office or Staff		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	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 Georgia?*	16	8.44	7	9.43	43	8.40	45	8.51	12	8.83	25	8.00	30	7.23	34	7.44	19	7.79	24	8.83	10	6.80

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

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant		Local Government Office or Staff		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	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 Georgia?*	15	8.00	7	9.14	42	7.76	41	7.88	12	7.92	23	7.70	29	6.69	28	6.82	18	7.67	25	8.52	10	6.20

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

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

Percentage of Respondents (Responses combined)	Office of the President/PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Energy	7.1%	0.0%	4.5%	1.9%	0.0%	8.7%	3.1%	0.0%	5.6%	3.7%	10.0%
Water and sanitation	0.0%	0.0%	0.0%	5.8%	0.0%	4.3%	3.1%	0.0%	0.0%	0.0%	0.0%
Pollution	0.0%	14.3%	4.5%	3.8%	0.0%	0.0%	3.1%	2.6%	0.0%	0.0%	0.0%
Job creation/employment	21.4%	14.3%	25.0%	23.1%	9.1%	21.7%	3.1%	21.1%	5.6%	22.2%	50.0%
Health and global pandemics (e.g., COVID-19)	21.4%	14.3%	6.8%	9.6%	9.1%	8.7%	3.1%	7.9%	11.1%	14.8%	0.0%
Capital market reforms	21.4%	0.0%	2.3%	3.8%	9.1%	0.0%	12.5%	2.6%	5.6%	0.0%	10.0%
Social protection*	7.1%	28.6%	2.3%	0.0%	0.0%	4.3%	0.0%	5.3%	0.0%	3.7%	0.0%
Infrastructure and spatial development	28.6%	28.6%	20.5%	17.3%	36.4%	30.4%	3.1%	18.4%	11.1%	14.8%	20.0%
Private sector development and public-private partnerships	14.3%	14.3%	11.4%	15.4%	9.1%	17.4%	9.4%	18.4%	22.2%	14.8%	0.0%
Education*	50.0%	0.0%	54.5%	25.0%	72.7%	26.1%	53.1%	36.8%	55.6%	44.4%	30.0%
Public sector governance/reform	0.0%	14.3%	6.8%	3.8%	0.0%	8.7%	15.6%	10.5%	16.7%	3.7%	10.0%
Global/regional integration	7.1%	0.0%	0.0%	3.8%	9.1%	4.3%	3.1%	0.0%	16.7%	3.7%	0.0%
Food security and safety	0.0%	0.0%	0.0%	3.8%	0.0%	4.3%	0.0%	2.6%	0.0%	0.0%	0.0%
Tourism and regional development*	0.0%	14.3%	6.8%	28.8%	0.0%	0.0%	15.6%	5.3%	0.0%	22.2%	0.0%

\*Significantly different between stakeholder groups



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

Continued from previous page

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Judiciary reform*	21.4%	0.0%	15.9%	1.9%	9.1%	4.3%	40.6%	7.9%	22.2%	11.1%	0.0%
Macroeconomic stability and inclusive economic growth	0.0%	28.6%	11.4%	7.7%	9.1%	17.4%	15.6%	10.5%	11.1%	11.1%	10.0%
Disaster risk management	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	5.3%	0.0%	3.7%	10.0%
Innovation and technology	21.4%	42.9%	29.5%	13.5%	36.4%	13.0%	25.0%	21.1%	11.1%	11.1%	40.0%
Transport	14.3%	0.0%	0.0%	7.7%	0.0%	8.7%	3.1%	2.6%	0.0%	0.0%	0.0%
Agriculture and rural development*	14.3%	14.3%	2.3%	36.5%	0.0%	21.7%	18.8%	13.2%	11.1%	14.8%	10.0%
Trade and exports	7.1%	0.0%	9.1%	3.8%	9.1%	4.3%	3.1%	10.5%	5.6%	7.4%	20.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	4.5%	3.8%	0.0%	4.3%	3.1%	2.6%	5.6%	3.7%	20.0%
Environment and climate change	0.0%	0.0%	2.3%	3.8%	0.0%	13.0%	3.1%	15.8%	5.6%	0.0%	0.0%
Poverty reduction	14.3%	28.6%	15.9%	11.5%	27.3%	26.1%	6.3%	21.1%	33.3%	18.5%	30.0%
National debt	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	3.1%	0.0%	5.6%	0.0%	0.0%
Anti-corruption	7.1%	0.0%	4.5%	1.9%	9.1%	0.0%	6.3%	13.2%	0.0%	14.8%	0.0%
Entrepreneurship and support for micro, small, and medium enterprises	7.1%	14.3%	18.2%	36.5%	36.4%	13.0%	28.1%	28.9%	5.6%	29.6%	10.0%

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

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant		Local Government Office or Staff		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs	14	8.29	5	9.40	34	7.79	32	7.56	9	7.89	19	8.16	15	6.80	26	6.81	14	7.43	14	7.14	9	6.78
Flexibility (in terms of the institution's products and services)*	10	7.10	5	8.60	31	7.00	30	7.47	10	7.30	19	7.74	16	5.88	25	6.24	12	5.67	13	6.46	7	5.57
Flexibility (in terms of changing country circumstances)*	11	7.73	5	8.80	32	7.19	29	7.41	10	7.20	18	7.67	16	6.00	26	6.27	14	5.79	13	6.54	8	6.00
Being inclusive*	12	8.33	5	8.60	30	7.50	28	7.54	10	7.40	18	7.94	14	6.64	25	6.28	15	6.93	14	6.50	6	6.17
Openness (sharing data and other information)	12	8.25	4	9.00	33	7.73	30	7.60	10	7.70	22	8.05	14	6.86	31	7.00	16	7.00	16	7.19	7	6.57
Collaboration with the Government	14	8.71	5	9.80	34	8.24	32	8.75	10	8.30	21	8.48	15	8.07	29	8.03	14	7.57	17	8.18	7	6.86
The speed in which it gets things accomplished on the ground*	10	6.60	4	8.25	33	6.79	28	7.00	10	6.80	17	7.94	15	6.00	26	6.08	13	5.38	12	5.42	7	5.86
Helping to bring discipline/effective supervision to implementation of investment projects	13	7.92	5	9.00	34	7.44	29	7.97	10	7.50	18	7.89	16	6.88	25	7.16	14	6.14	12	7.00	6	6.17
Collaboration with civil society*	8	7.63	4	8.00	27	7.04	28	7.79	8	7.88	16	7.13	11	6.09	31	5.00	13	5.38	13	5.77	5	6.60
Staff accessibility*	10	9.30	4	9.00	35	7.94	23	7.13	8	8.00	21	7.71	14	6.64	23	6.83	15	6.33	10	6.90	7	7.14
Collaboration with other donors and development partners	8	8.88	5	9.40	31	7.81	26	7.77	10	8.10	21	7.71	15	7.07	27	7.11	14	6.79	10	7.10	7	6.86
Collaboration with the private sector	6	7.50	4	8.50	25	7.12	28	7.64	10	7.20	16	7.50	16	6.50	23	6.78	12	6.00	11	6.73	5	6.40
Straightforwardness and honesty	10	9.20	5	8.80	35	8.14	30	8.70	10	8.20	18	8.00	16	7.13	27	7.56	16	7.19	12	8.25	7	7.00
Treating clients and stakeholders in Georgia with respect*	11	9.55	5	9.80	33	8.67	30	8.93	10	8.50	21	8.57	17	7.53	27	8.22	16	7.50	12	8.17	5	7.80
Being a long-term partner	11	9.18	5	9.80	34	8.68	33	8.97	10	8.80	22	8.73	18	8.06	29	8.03	16	7.38	13	8.69	8	8.00

\*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 statement?** (1- Strongly disagree, 10- Strongly agree)

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant		Local Government Office or Staff		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	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 Georgia	12	7.58	4	8.50	35	7.26	31	6.97	8	7.13	13	8.00	13	6.23	18	7.11	9	6.11	9	7.00	6	5.67

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

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant		Local Government Office or Staff		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	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 Georgia	11	7.73	5	9.20	31	8.00	34	7.32	10	7.20	19	8.11	16	6.75	21	7.43	12	6.33	12	7.58	8	6.75
The World Bank Group meets Georgia's needs for knowledge services*	11	8.45	5	9.20	34	7.91	37	7.76	9	8.44	18	8.33	17	6.53	27	7.67	15	6.27	10	7.60	8	6.13

\*Significantly different between stakeholder groups

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant		Local Government Office or Staff		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?	13	8.92	5	9.40	31	8.00	41	8.24	9	8.22	21	8.19	24	8.25	31	8.23	18	7.61	22	9.09	7	6.71

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

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

In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Georgia?  
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Supporting poor and marginalized local communities	14.3%	33.3%	15.4%	32.6%	9.1%	22.7%	19.2%	8.8%	23.5%	15.4%	40.0%
Jobs	35.7%	16.7%	35.9%	34.8%	45.5%	50.0%	42.3%	38.2%	29.4%	50.0%	60.0%
Education and vocational training	42.9%	16.7%	51.3%	30.4%	63.6%	54.5%	53.8%	67.6%	58.8%	61.5%	50.0%
Business development	35.7%	33.3%	17.9%	32.6%	9.1%	18.2%	46.2%	23.5%	29.4%	34.6%	20.0%
Infrastructure*	28.6%	50.0%	30.8%	34.8%	18.2%	4.5%	19.2%	20.6%	11.8%	7.7%	0.0%
Health	7.1%	0.0%	15.4%	8.7%	18.2%	18.2%	11.5%	11.8%	5.9%	15.4%	20.0%
Social cohesion	7.1%	0.0%	5.1%	8.7%	0.0%	13.6%	7.7%	5.9%	0.0%	11.5%	10.0%
Public services	7.1%	0.0%	2.6%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	4.3%	0.0%	4.5%	0.0%	5.9%	0.0%	0.0%	0.0%
Don't know*	0.0%	16.7%	7.7%	0.0%	18.2%	4.5%	0.0%	2.9%	17.6%	0.0%	0.0%

\*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/PM/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Weekly	21.4%	0.0%	18.9%	0.0%	0.0%	20.0%	3.8%	2.9%	5.9%	0.0%	0.0%
Monthly	21.4%	0.0%	27.0%	4.4%	40.0%	15.0%	0.0%	8.8%	29.4%	0.0%	30.0%
A few times a year	28.6%	33.3%	18.9%	20.0%	40.0%	55.0%	15.4%	23.5%	29.4%	7.7%	40.0%
Rarely	21.4%	33.3%	27.0%	33.3%	20.0%	10.0%	34.6%	44.1%	23.5%	30.8%	20.0%
Never	7.1%	33.3%	8.1%	42.2%	0.0%	0.0%	46.2%	20.6%	11.8%	61.5%	10.0%

\*Significantly different between stakeholder groups

**E. World Bank Group's Knowledge Work and Activities (continued)****In Georgia, to what extent do you believe that the World Bank Group's knowledge work and activities:**

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant		Local Government Office or Staff		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are adaptable to Georgia's specific development challenges and country circumstances*	10	8.00	4	8.50	31	7.81	26	7.88	9	7.67	16	8.13	12	5.75	23	7.17	12	6.33	12	6.25	8	6.38

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

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant		Local Government Office or Staff		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	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?	12	8.67	5	9.60	36	8.28	35	8.46	9	9.00	19	8.47	18	7.11	25	8.08	15	7.40	13	7.92	8	6.88
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	10	9.10	4	9.25	33	8.27	32	8.09	9	8.67	20	8.55	14	6.14	22	7.95	12	7.17	15	7.80	8	7.13

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

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

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

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Offer more innovative knowledge products and/or financial products and services	35.7%	40.0%	43.2%	35.6%	20.0%	22.2%	7.7%	21.9%	18.8%	28.0%	30.0%
Collaborate more effectively with Government clients*	0.0%	20.0%	8.1%	31.1%	0.0%	5.6%	11.5%	3.1%	0.0%	4.0%	20.0%
Work faster and offer more real-time advice and guidance	28.6%	0.0%	21.6%	8.9%	10.0%	11.1%	3.8%	9.4%	18.8%	12.0%	20.0%
Reduce the complexity of obtaining World Bank Group financing*	21.4%	40.0%	13.5%	40.0%	50.0%	22.2%	26.9%	6.3%	6.3%	12.0%	10.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	7.1%	20.0%	13.5%	2.2%	10.0%	0.0%	3.8%	3.1%	6.3%	0.0%	0.0%
Engage more effectively with partners such as international financial institutions, bi-laterals, multilaterals, trust funds, UN	0.0%	20.0%	5.4%	2.2%	0.0%	16.7%	11.5%	0.0%	12.5%	4.0%	20.0%
Ensure greater selectivity in its work	0.0%	0.0%	0.0%	4.4%	20.0%	5.6%	0.0%	3.1%	6.3%	4.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Georgia's economy	0.0%	20.0%	0.0%	2.2%	0.0%	11.1%	7.7%	6.3%	6.3%	4.0%	0.0%
Engage more effectively with civil society*	21.4%	0.0%	13.5%	2.2%	0.0%	11.1%	7.7%	68.8%	12.5%	32.0%	10.0%
Increase the level of capacity development in the country	50.0%	40.0%	37.8%	28.9%	40.0%	38.9%	19.2%	25.0%	25.0%	36.0%	40.0%
Engage more directly with beneficiaries*	7.1%	0.0%	8.1%	11.1%	20.0%	0.0%	11.5%	28.1%	37.5%	16.0%	0.0%
Improve the quality of its experts as related to Georgia's specific challenges	7.1%	0.0%	13.5%	6.7%	10.0%	0.0%	11.5%	3.1%	6.3%	0.0%	20.0%
Engage more effectively with private sector*	7.1%	0.0%	16.2%	15.6%	20.0%	33.3%	57.7%	15.6%	6.3%	28.0%	0.0%
Other*	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	7.7%	0.0%	18.8%	8.0%	0.0%

\*Significantly different between stakeholder groups

**F. The Future Role of The World Bank Group in Georgia (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 Georgia?  
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Beneficiaries*	30.8%	40.0%	27.0%	15.6%	0.0%	10.5%	7.7%	9.4%	17.6%	0.0%	10.0%
Youth groups	15.4%	20.0%	16.2%	15.6%	10.0%	10.5%	11.5%	15.6%	0.0%	20.0%	10.0%
Private sector*	46.2%	20.0%	37.8%	37.8%	70.0%	52.6%	80.8%	21.9%	35.3%	44.0%	50.0%
Municipalities and local councils*	76.9%	60.0%	37.8%	80.0%	50.0%	21.1%	7.7%	25.0%	23.5%	16.0%	20.0%
Donor community	0.0%	20.0%	10.8%	11.1%	0.0%	21.1%	15.4%	9.4%	5.9%	8.0%	30.0%
NGOs/Community Based Organizations*	0.0%	0.0%	5.4%	11.1%	0.0%	10.5%	15.4%	81.3%	11.8%	24.0%	10.0%
Foundations	0.0%	0.0%	2.7%	4.4%	20.0%	5.3%	7.7%	3.1%	0.0%	4.0%	0.0%
Media*	7.7%	0.0%	5.4%	0.0%	10.0%	5.3%	19.2%	3.1%	0.0%	72.0%	0.0%
Academia/think tanks/research institutes*	15.4%	0.0%	29.7%	8.9%	10.0%	15.8%	7.7%	18.8%	76.5%	4.0%	40.0%
Parliament of Georgia	0.0%	40.0%	13.5%	8.9%	30.0%	10.5%	11.5%	3.1%	0.0%	8.0%	10.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	10.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	3.8%	0.0%	5.9%	0.0%	0.0%

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing**

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

Percentage of Respondents	Office of the President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Never	0.0%	33.3%	10.5%	29.5%	0.0%	0.0%	32.0%	15.2%	18.8%	48.0%	10.0%
Less than once a year	14.3%	16.7%	10.5%	36.4%	10.0%	4.8%	36.0%	45.5%	12.5%	24.0%	10.0%
Once a year to a few times a year	28.6%	50.0%	7.9%	25.0%	50.0%	47.6%	24.0%	27.3%	43.8%	24.0%	30.0%
Less than once a month	0.0%	0.0%	13.2%	9.1%	0.0%	14.3%	4.0%	6.1%	18.8%	0.0%	20.0%
At least once a month	35.7%	0.0%	34.2%	0.0%	40.0%	23.8%	0.0%	6.1%	6.3%	4.0%	30.0%
At least once a week	21.4%	0.0%	23.7%	0.0%	0.0%	9.5%	4.0%	0.0%	0.0%	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 Georgia? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Local radio*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.2%	0.0%	12.0%	0.0%
National TV Broadcasters	42.9%	20.0%	45.9%	51.1%	30.0%	30.0%	26.9%	35.5%	11.8%	44.0%	30.0%
Regional Televisions	0.0%	0.0%	5.4%	4.4%	0.0%	0.0%	0.0%	0.0%	0.0%	12.0%	0.0%
International media outlets	7.1%	20.0%	24.3%	13.3%	20.0%	35.0%	23.1%	12.9%	29.4%	16.0%	20.0%
Local print media	0.0%	0.0%	0.0%	4.4%	0.0%	15.0%	7.7%	3.2%	5.9%	4.0%	0.0%
Social media*	50.0%	80.0%	59.5%	66.7%	50.0%	30.0%	69.2%	71.0%	52.9%	24.0%	60.0%
TV channels' online portals*	14.3%	20.0%	10.8%	24.4%	30.0%	5.0%	3.8%	9.7%	11.8%	4.0%	40.0%
Local online media outlets	42.9%	20.0%	32.4%	24.4%	50.0%	55.0%	34.6%	35.5%	52.9%	60.0%	20.0%
Other	0.0%	0.0%	8.1%	2.2%	0.0%	15.0%	3.8%	6.5%	11.8%	4.0%	10.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
World Bank Group's publications and other written materials	28.6%	0.0%	18.9%	13.3%	10.0%	35.0%	11.5%	30.3%	29.4%	20.0%	11.1%
e-Newsletters	35.7%	33.3%	35.1%	22.2%	40.0%	40.0%	53.8%	30.3%	52.9%	36.0%	55.6%
World Bank Group's seminars/ workshops/conferences*	42.9%	33.3%	56.8%	37.8%	80.0%	30.0%	23.1%	39.4%	64.7%	48.0%	55.6%
Social media	28.6%	50.0%	29.7%	44.4%	30.0%	30.0%	50.0%	48.5%	11.8%	28.0%	44.4%
Direct contact with World Bank Group	35.7%	33.3%	37.8%	40.0%	30.0%	55.0%	7.7%	39.4%	35.3%	28.0%	22.2%
World Bank Group's website	14.3%	16.7%	16.2%	13.3%	20.0%	40.0%	15.4%	21.2%	11.8%	8.0%	33.3%
Webinars or online events hosted by the World Bank Group	14.3%	16.7%	24.3%	22.2%	0.0%	40.0%	23.1%	21.2%	29.4%	0.0%	33.3%
Interviews and press conferences for the Georgia's media*	14.3%	16.7%	21.6%	24.4%	20.0%	10.0%	19.2%	9.1%	5.9%	68.0%	33.3%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
High speed/WiFi	92.9%	83.3%	88.9%	77.8%	90.0%	95.2%	65.4%	84.8%	94.1%	68.0%	77.8%
Dial-up	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	6.1%	5.9%	4.0%	0.0%
I never visit the WBG websites	7.1%	16.7%	11.1%	20.0%	10.0%	4.8%	34.6%	9.1%	0.0%	28.0%	22.2%



## H. Background Information

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

Percentage of Respondents	Office of the President/PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Yes	68.8%	22.2%	77.4%	21.7%	61.5%	60.7%	20.5%	23.7%	26.1%	19.4%	63.6%
No	31.3%	77.8%	22.6%	78.3%	38.5%	39.3%	79.5%	76.3%	73.9%	80.6%	36.4%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
IBRD	100.0%	100.0%	100.0%	90.9%	100.0%	76.5%	37.5%	77.8%	66.7%	100.0%	85.7%
IFC	0.0%	0.0%	0.0%	9.1%	0.0%	23.5%	62.5%	22.2%	33.3%	0.0%	14.3%
MIGA	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
ICSID	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government Office or Staff	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Observer*	13.3%	37.5%	4.0%	40.4%	14.3%	25.9%	42.9%	40.5%	34.8%	45.2%	18.2%
Use World Bank Group reports/data*	13.3%	25.0%	14.0%	10.5%	28.6%	29.6%	31.4%	62.2%	39.1%	38.7%	0.0%
Engage in World Bank Group related/sponsored events/activities*	33.3%	25.0%	50.0%	31.6%	42.9%	18.5%	25.7%	29.7%	26.1%	6.5%	45.5%
Collaborate as part of my professional duties*	53.3%	37.5%	68.0%	24.6%	64.3%	51.9%	22.9%	10.8%	39.1%	35.5%	36.4%
Use World Bank Group website for information, data, research, etc.	6.7%	12.5%	10.0%	15.8%	0.0%	33.3%	11.4%	18.9%	21.7%	16.1%	36.4%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>22</sup>

*Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY21 Georgia COS questionnaire: All 10-point scale questions and questions B7, B9, B10, and F1.*

● Collaborating with the WBG, FY21 N=130

● Not collaborating with the WBG, FY21 N=195

### A. Overall Context

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The national/federal government*	118	7.14	2.64	175	6.17	3.16
Municipality/city/local government	114	5.68	2.75	171	5.49	3.15
The World Bank Group	116	8.22	1.79	153	8.14	2.29
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	116	8.10	1.76	148	8.00	2.13
The International Monetary Fund	110	7.98	2.09	147	7.81	2.29
The United Nations (UN)	108	7.76	1.99	164	7.82	2.41
The World Health Organization (WHO)	113	7.17	2.24	166	7.24	2.49
Regional development banks	103	7.58	1.94	143	7.31	2.29
Georgia's Central Bank (National Bank of Georgia)	109	6.74	2.35	157	6.20	2.84
International private sector	101	7.11	1.89	144	7.11	2.34
Domestic private sector	108	6.33	2.01	153	6.30	2.35
International civil society (e.g., NGOs, CBOs)	116	6.53	2.29	171	7.15	2.57
Domestic civil society (e.g., NGOs, CBOs)	112	5.66	2.14	160	6.19	2.48
Youth organizations	108	5.81	2.34	148	5.60	2.37
Faith-based institutions	104	4.43	2.42	149	4.40	2.78
Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	112	4.60	2.28	161	4.95	2.51
International media and their web presence	111	6.61	1.99	163	6.95	2.23
Web based media (i.e., blogs, social media, other web-based news and information sources)	113	5.46	2.10	165	5.89	2.40

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

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

**How familiar are you with the work of these organizations in Georgia? (1-Not familiar at all, 10-Extremely familiar)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank (IBRD)*	120	8.02	1.77	182	6.07	2.45
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	117	6.76	2.58	172	5.16	2.87

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

<sup>22</sup> Only 325 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 Georgia?***(1-Strongly disagree, 10-Strongly agree)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Georgia*	117	8.30	1.88	147	7.74	2.06
The World Bank Group's work is aligned with what I consider the development priorities for Georgia*	117	8.32	1.86	148	7.51	2.11

*\*Significantly different between collaborators and non-collaborators***Overall, please rate your impression of the effectiveness of these organizations in Georgia.***(1-Not effective at all, 10-Very effective)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank (IBRD)*	115	8.23	1.73	141	7.70	1.71
The International Finance Corporation (IFC), the World Bank Group's private sector arm	91	7.81	1.99	125	7.30	1.90

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Georgia?*	116	8.38	1.77	150	7.89	2.04

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Georgia?	112	7.77	1.87	140	7.50	2.04

*(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 Georgia?\*****(Select only ONE response)**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	6.0%	3.4%
To a somewhat sufficient degree	56.9%	42.9%
To a somewhat insufficient degree	29.3%	22.9%
To a very insufficient degree	1.7%	5.7%
Don't know	6.0%	25.1%

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

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Not willing to honestly criticize policies and reform efforts in the country	16.5%	18.9%
Staff too inaccessible	5.5%	4.9%
Not collaborating enough with private sector	11.9%	8.5%
Not collaborating enough with partners such as other international financial institutions, bi-laterals, multilaterals, UN, etc.	3.7%	1.2%
Not aligned with country priorities	1.8%	3.0%
Not adequately sensitive to political/social realities in Georgia	4.6%	8.5%
World Bank Group's processes too slow and complex*	29.4%	16.5%
Not adequately flexible in changing country circumstances*	17.4%	1.8%
Not sufficiently focused on sustainable results	9.2%	7.3%
Not collaborating enough with civil society*	9.2%	18.3%
Not enough public disclosure of its work*	11.9%	22.0%
Inadequate World Bank Group's staffing in Georgia	5.5%	1.8%
Inadequate level of real-time advice and guidance	9.2%	6.7%
Inadequate number of innovative knowledge products and services*	7.3%	1.8%
Inadequate number of innovative financial products and services	8.3%	4.3%
Other*	0.0%	4.3%
Don't know*	12.8%	23.8%

\*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Energy	3.5%	3.6%
Water and sanitation	0.0%	3.0%
Pollution	1.8%	3.0%
Job creation/employment	20.4%	18.8%
Health and global pandemics (e.g., COVID-19)	8.8%	9.1%
Capital market reforms	6.2%	4.2%
Social protection	2.7%	3.0%
Infrastructure and spatial development	23.9%	15.8%
Private sector development and public-private partnerships	10.6%	15.8%
Education	46.0%	37.6%
Public sector governance/reform	7.1%	9.1%
Global/regional integration	2.7%	4.2%
Food security and safety	1.8%	1.8%
Tourism and regional development	8.0%	13.3%
Judiciary reform	13.3%	12.7%
Macroeconomic stability and inclusive economic growth	11.5%	11.5%
Disaster risk management	0.0%	0.6%
Equality of opportunity	0.9%	2.4%
Innovation and technology	21.2%	20.6%
Transport (e.g., roads, bridges, transportation)	3.5%	3.6%
Agriculture and rural development	15.0%	17.6%
Trade and exports	7.1%	6.7%
Crime and violence	0.0%	0.6%
Natural resource management	6.2%	3.0%
Environment and climate change (e.g., pollution)	6.2%	4.2%
Poverty reduction	20.4%	17.0%
National debt	1.8%	0.6%
Anti-corruption	2.7%	7.9%
Entrepreneurship and support for micro, small, and medium enterprises	23.0%	23.6%

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Georgia solve its most complicated development challenges?	102	7.96	1.92	88	7.45	2.08

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Georgia?	96	7.48	2.09	72	7.11	2.08

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	100	7.90	1.81	100	7.08	2.12
Flexibility (in terms of the institution's products and services)	93	7.14	2.07	86	6.52	2.30
Flexibility (in terms of changing country circumstances)	92	7.16	2.12	91	6.65	2.29
Being inclusive*	86	7.55	1.90	91	6.91	2.22
Openness (sharing data and other information)*	95	7.85	1.95	101	7.15	2.26
Collaboration with the Government	94	8.44	1.68	105	8.16	1.66
The speed in which it gets things accomplished on the ground	89	6.81	2.25	86	6.28	2.12
Helping to bring discipline/effective supervision to implementation of investment projects	90	7.56	1.91	92	7.24	2.05
Collaboration with civil society*	76	7.24	1.93	89	6.01	2.54
Staff accessibility*	92	7.91	1.94	80	6.84	2.29
Collaboration with other donors and development partners*	89	7.91	1.74	85	7.20	2.14
Collaboration with the private sector	76	7.28	1.93	80	6.86	2.30
Straightforwardness and honesty	96	8.11	1.97	91	7.91	2.16
Treating clients and stakeholders in Georgia with respect	93	8.68	1.64	95	8.23	1.90
Being a long-term partner*	96	8.79	1.68	104	8.26	1.86

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	74	8.03	2.01	42	7.40	2.22
The World Bank Group effectively monitors and evaluates the projects and programs it supports	93	8.04	1.85	84	8.01	1.97
The World Bank Group's approvals and reviews are done in a timely fashion*	89	7.55	2.10	62	6.84	2.31
The World Bank Group's Environmental and Social Framework requirements are reasonable	82	7.66	2.03	67	7.84	2.01
The World Bank Group's conditions on its lending are reasonable	83	7.84	1.76	55	7.40	2.15
The World Bank Group takes decisions quickly in Georgia	88	7.36	2.29	71	6.76	2.01
Working with the World Bank Group increases Georgia's institutional capacity	98	8.51	1.69	103	8.32	1.94

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Georgia*	96	7.80	1.76	84	7.15	2.25
The World Bank Group meets Georgia's needs for knowledge services*	97	7.97	1.98	95	7.32	2.31

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance to the Georgia government's efforts to support citizens throughout this crisis?	77	8.00	1.86	81	8.06	2.05

*(1- Not useful at all, 10- Very useful)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?	94	8.30	1.84	130	8.27	2.06

*(1- Not important at all, 10- Very important)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Georgia?*	79	6.94	2.28	97	6.05	2.68

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

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection (e.g., pensions, targeted social assistance)	45	6.93	2.58	38	6.42	2.68
Equality of opportunity (i.e., social inclusion, gender equity)	48	7.40	2.39	44	7.27	2.17
Private sector development	64	7.20	1.84	71	6.62	2.42
Education	78	7.58	2.06	72	6.86	2.54
Public sector governance/reform *	79	8.20	1.79	71	7.24	2.17
Global/regional integration	50	7.46	2.11	50	7.12	2.38
Urban development and tourism	59	7.86	1.60	63	7.25	2.32
Energy and natural resource management*	60	8.05	1.93	53	7.28	2.16
Water and sanitation*	52	8.02	1.57	46	6.83	2.38
Job creation/employment	60	7.02	2.30	52	6.29	2.70
Health (disease – COVID-19)	62	7.89	2.10	61	7.49	2.48
Financial markets	58	7.71	1.79	63	7.48	2.38
Infrastructure (e.g., roads, bridges, transportation)*	78	8.72	1.61	85	8.04	1.90
Agriculture and food security*	53	7.70	1.92	59	6.76	2.53
Trade and exports	47	7.28	2.22	50	6.86	2.28
Innovation and entrepreneurship*	53	7.55	1.98	56	6.63	2.60
Poverty reduction	65	7.08	2.13	66	6.56	2.83
Anti-corruption	49	7.16	2.57	44	6.34	2.88
Economic growth	73	7.56	2.13	75	7.25	2.63
Disaster risk management	49	6.90	2.85	41	6.41	2.52
Broadband connectivity/digitalization	46	7.65	2.59	43	7.70	2.54

\*Significantly different between collaborators and non-collaborators

**The World Bank Group has provided fast track support to Georgia related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:** (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Supporting health interventions for saving lives	86	8.15	1.90	100	7.62	2.38
Education	79	7.54	1.94	89	7.03	2.63
Protecting poor people	77	7.21	2.38	87	7.01	2.77
Protecting businesses and jobs, and supporting firms to build back better	76	7.01	2.44	82	6.87	2.87
Strengthening policies, institutions and investments for rebuilding better	76	7.26	2.22	82	6.67	2.90
Macroeconomic stability and transparent debt management	82	7.59	2.21	85	7.01	2.80



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

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	89	7.91	1.90	73	7.27	2.38
Include appropriate level of stakeholder involvement during preparation*	86	7.76	1.95	64	6.98	2.38
Lead to practical solutions	87	7.46	2.00	70	6.94	2.38
Are source of relevant information on global good practices*	90	8.13	2.07	76	7.34	2.41
Are adequately disseminated*	88	7.77	1.93	75	6.79	2.56
Are translated enough into local language	74	7.36	2.30	69	6.78	2.69
Are adaptable to Georgia's specific development challenges and country circumstances*	88	7.74	1.87	76	6.87	2.47

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	95	8.35	1.76	101	7.91	2.24

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	92	8.28	1.70	88	7.68	2.14

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

### F. The future role of the World Bank Group in Georgia

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Offer more innovative knowledge products and/or financial products and services	30.0%	26.2%
Collaborate more effectively with Government clients	7.0%	13.5%
Work faster and offer more real-time advice and guidance	16.0%	11.3%
Reduce the complexity of obtaining World Bank Group financing	21.0%	21.3%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	8.0%	2.8%
Engage more effectively with partners such as international financial institutions, bi-laterals, multilaterals, trust funds, UN	6.0%	6.4%
Ensure greater selectivity in its work	3.0%	3.5%
Provide more adequate data/knowledge/statistics/figures on Georgia's economy	6.0%	3.5%
Engage more effectively with civil society (e.g., NGOs, CBOs)	17.0%	20.6%
Increase the level of capacity development in the country	39.0%	28.4%
Engage more directly with beneficiaries	11.0%	15.6%
Improve the quality of its experts as related to Georgia's specific challenges	8.0%	6.4%
Engage more effectively with private sector	20.0%	22.0%
Other	1.0%	5.0%



## Appendix D: Responses to Selected Questions by Year<sup>23</sup>

*All data presented in this appendix are weighted. As a result, means of the FY 2021 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2018 respondents and the total number of respondents indicated may differ from those reported in the FY 2018 COS report.*

- FY 2018 Number of comparable respondents = 162
- FY 2021 Number of comparable respondents = 317

*By weighting, the FY 2018 and FY 2021 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 2018	FY 2021
Office of the President/Prime Minister/Minister	6.5%	6.5%
Office of Parliamentarian	4.5%	4.5%
Government Institutions	23.5%	23.5%
Local Government	13.5%	13.5%
Bilateral/Multilateral Agency	10.0%	10.0%
Civil Society	15.5%	15.5%
Private Sector	13.0%	13.0%
Academia/Research Institute/Think Tank	7.0%	7.0%
Media	6.5%	6.5%

### A. Overall Context

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

Percentage of Respondents	FY 2018	FY 2021
The right direction	80.7%	58.0%
The wrong direction	7.5%	22.8%
Not sure	11.8%	19.2%

\*Significantly different between FY2018 and FY2021

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Georgia? <sup>i</sup>	158	6.29	2.21	297	6.91	2.38

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

\*Significantly different between FY2018 and FY2021

<sup>i</sup> In FY 2021, this question was asked separately about the World Bank and the IFC (B1\_1 and B1\_2). For this calculation, variable B1\_1 that refers to the World Bank was compared to question B1 from FY 2018 – “How familiar are you with the work of the World Bank Group in Georgia”.

<sup>23</sup> Only those questions that were asked both in FY 2018 and FY 2021 country opinion surveys, with similar response scales/options, are presented in this appendix.



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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Georgia*	136	7.60	1.97	261	8.04	1.96
The World Bank Group's work is aligned with what I consider the development priorities for Georgia*	129	7.40	2.07	260	7.89	2.03

\*Significantly different between FY2018 and FY2021

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Georgia.* <sup>i</sup>	145	7.18	2.04	252	7.93	1.76

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

\*Significantly different between FY2018 and FY2021

<sup>i</sup> In FY 2021, this question was asked separately about the World Bank and the IFC (B4\_1 and B4\_2). For this calculation, variable B4\_1 that refers to the World Bank was compared to question B2 from FY 2018 – "Overall, please rate your impression of the World Bank Group's effectiveness in Georgia."

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Georgia?*	130	7.35	2.02	263	8.08	1.94

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY2018 and FY2021

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

(Select only ONE response)

Percentage of Respondents	FY 2018	FY 2021
To a fully sufficient degree	2.8%	4.9%
To a somewhat sufficient degree	38.6%	46.9%
To a somewhat insufficient degree	25.5%	26.2%
To a very insufficient degree	4.8%	4.2%
Don't know	28.3%	17.8%

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Georgia solve its most complicated development challenges?	130	7.55	1.90	184	7.77	2.00

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

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	110	7.43	1.84	198	7.54	2.03
Flexibility (in terms of the institution's products and services)	100	6.67	1.90	178	6.85	2.21
Flexibility (in terms of changing country circumstances)	106	6.82	1.88	181	6.94	2.21
Being inclusive	98	7.13	1.98	177	7.26	2.08
Openness (sharing data and other information)	111	7.52	2.12	195	7.52	2.13
Collaboration with the Government	112	8.22	1.84	197	8.32	1.67
The speed in which it gets things accomplished on the ground	104	7.05	1.85	175	6.58	2.17
Helping to bring discipline/effective supervision to implementation of investment projects	92	7.54	1.84	184	7.42	1.98
Collaboration with civil society	91	6.52	2.33	165	6.50	2.38
Staff accessibility	106	7.29	2.09	172	7.50	2.15
Collaboration with other donors and development partners	86	7.79	1.93	175	7.63	1.98
Collaboration with the private sector	81	7.11	1.96	154	7.08	2.15
Straightforwardness and honesty	98	7.82	1.96	186	8.00	2.06
Treating clients and stakeholders in Georgia with respect	102	8.41	1.65	189	8.48	1.75
Being a long-term partner	108	8.43	1.58	199	8.53	1.78

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	71	6.44	2.36	115	7.91	2.08
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	85	7.54	2.03	175	8.06	1.88
The World Bank Group's approvals and reviews are done in a timely fashion*	81	6.66	2.31	148	7.33	2.16
The World Bank Group's Environmental and Social Framework requirements are reasonable <sup>i</sup>	73	7.55	2.26	147	7.81	1.99
The World Bank Group's conditions on its lending are reasonable	74	7.31	1.98	136	7.73	1.90
The World Bank Group takes decisions quickly in Georgia*	85	6.48	2.30	156	7.16	2.14
Working with the World Bank Group increases Georgia's institutional capacity*	109	8.09	1.78	197	8.43	1.78

\* Significantly different between FY2018 and FY2021

<sup>i</sup> In FY 2018, the option 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 Georgia?**  
(1-Strongly disagree, 10-Strongly agree)

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Georgia	120	7.69	1.94	176	7.55	2.03
The World Bank Group meets Georgia's needs for knowledge services	116	7.30	2.13	189	7.71	2.13



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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Social protection	62	7.11	1.82	77	6.82	2.57
Equality of opportunity <sup>i</sup>				90	7.47	2.20
Private sector development	83	7.12	2.02	131	6.94	2.14
Education	65	7.51	1.82	146	7.27	2.26
Public sector governance/reform	82	7.62	2.04	143	7.76	2.04
Global/regional integration	53	7.75	1.36	96	7.34	2.22
Urban development and tourism <sup>ii</sup>	70	7.69	1.78	121	7.62	2.01
Energy and natural resource management <sup>iii</sup>	66	7.60	1.64	110	7.73	2.03
Water and sanitation <sup>iv</sup>	57	7.66	1.72	94	7.50	2.02
Job creation/employment	72	6.46	2.30	105	6.66	2.49
Health (disease – COVID-19)* <sup>v</sup>	56	7.06	2.03	117	7.76	2.25
Financial markets	60	7.34	2.07	117	7.66	2.09
Infrastructure (e.g., roads, bridges, transportation) <sup>i</sup>				162	8.40	1.74
Agriculture and food security <sup>i</sup>				107	7.26	2.25
Trade and exports	59	7.36	1.87	90	7.07	2.21
Innovation and entrepreneurship <sup>i</sup>				103	7.08	2.32
Poverty reduction	88	6.80	2.31	126	6.87	2.49
Anti-corruption	64	7.05	2.27	88	6.78	2.77
Economic growth	90	7.42	1.80	143	7.38	2.41
Disaster risk management	46	7.16	2.22	82	6.67	2.72
Broadband connectivity/digitalization <sup>i</sup>				82	7.74	2.51

\*Significantly different between FY2018 and FY2021

<sup>i</sup> Only FY21 questionnaire had this response option

<sup>ii</sup> In FY18, this option was "Tourism development"

<sup>iii</sup> In FY18, this option was "Energy"

<sup>iv</sup> In FY18, this option was "Water supply and sanitation"

<sup>v</sup> In FY18, this option was "Health"

### 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 2018	FY 2021
Weekly	6.5%	7.9%
Monthly	12.3%	13.8%
A few times a year	43.5%	25.1%
Rarely	24.6%	29.7%
Never	13.0%	23.4%

\*Significantly different between FY2018 and FY2021

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

**In Georgia, 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 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Are timely	101	7.30	1.93	159	7.64	2.15
Include appropriate level of stakeholder involvement during preparation	101	7.26	1.93	150	7.44	2.17
Lead to practical solutions	109	7.43	1.87	155	7.26	2.18
Are source of relevant information on global good practices	110	7.84	2.08	164	7.80	2.24
Are adequately disseminated	107	7.20	2.32	160	7.31	2.32
Are translated enough into local language	88	6.63	2.63	137	7.05	2.53
Are adaptable to Georgia's specific development challenges and country circumstances	108	7.37	2.14	161	7.40	2.20

	FY 2018			FY 2021		
	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?	132	8.30	1.79	193	8.19	1.98
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	121	7.68	1.88	175	8.04	1.87

*(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?	
	Not collaborating with the WBG	Collaborating with the WBG
To what extent do you trust the World Bank Group to do what is right?	8.14	8.22
Overall the World Bank Group currently plays a relevant role in development in Georgia	7.74	8.30
The World Bank Group's work is aligned with what I consider the development priorities for Georgia	7.51	8.32
Overall, please rate your impression of the World Bank's effectiveness in Georgia.	7.70	8.23
Overall, please rate your impression of the IFC's effectiveness in Georgia.	7.30	7.81
To what extent does the World Bank Group's work help to achieve development results in Georgia?	7.89	8.38
To what extent does the World Bank Group influence the development agenda in Georgia?	7.50	7.77
Responsiveness to needs	7.08	7.90
Flexibility (in terms of the institution's products and services)	6.52	7.14
Flexibility (in terms of changing country circumstances)	6.65	7.16
Being inclusive	6.91	7.55
Openness (sharing data and other information)	7.15	7.85
Collaboration with the Government	8.16	8.44
The speed in which it gets things accomplished on the ground	6.28	6.81
Helping to bring discipline/effective supervision to implementation of investment projects	7.24	7.56
Collaboration with civil society	6.01	7.24
Staff accessibility	6.84	7.91
Collaboration with other donors and development partners	7.20	7.91
Collaboration with the private sector	6.86	7.28
Straightforwardness and honesty	7.91	8.11
Treating clients and stakeholders in Georgia with respect	8.23	8.68
Being a long-term partner	8.26	8.79
The World Bank Group takes decisions quickly in Georgia	6.76	7.36
The World Bank Group's financial instruments meet the needs of Georgia	7.15	7.80
The World Bank Group meets Georgia's needs for knowledge services	7.32	7.97
How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in a range of areas including climate, health, gender, and debt?	8.27	8.30
In Georgia, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Georgia's specific development challenges and country circumstances?	6.87	7.74
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.91	8.35
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.68	8.28

Yellow highlight indicates significant difference between Yes and No means.

## Appendix F: Georgia FY21 COS Questionnaire



### **World Bank Group Country Survey FY 2021 – Georgia**

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

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

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

A3. Listed below are a number of development priorities in Georgia.			
Please identify which of the following you consider the most important development priorities in Georgia. (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	16	Agriculture and rural development
2	Infrastructure and spatial development	17	Trade and exports
3	Private sector development and public-private partnerships	18	Crime and violence
4	Education	19	Natural resource management
5	Public sector governance/reform (e.g., government effectiveness, open/digital government, public financial management, public expenditure, public procurement, fiscal system reform)	20	Environment and climate change (e.g., pollution)
6	Global/regional integration	21	Poverty reduction
7	Food security and safety	22	Anti-corruption
8	Tourism and regional development	23	Judiciary reform
9	Energy	24	Macroeconomic stability and inclusive economic growth
10	Water and sanitation	25	Disaster risk management
11	Job creation/employment	26	Equality of opportunity (i.e., closing gender gaps, inclusion of traditionally underserved groups)
12	Health and global pandemics (e.g., COVID-19)	27	Youth affairs, culture and sport
13	Capital market reforms	28	National debt
14	Entrepreneurship and support for micro, small, and medium enterprises	29	Innovation and technology
15	Transport (e.g., roads, bridges, transportation)		

## 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 Georgia? (Choose no more than THREE)**

1	Macroeconomic stability and inclusive economic growth	15	Water and sanitation
2	Youth affairs, culture and sport	16	Job creation/employment
3	Equality of opportunity (i.e., closing gender gaps, inclusion of traditionally underserved groups)	17	Health and global pandemics (e.g., COVID-19)
4	Innovation and technology	18	Capital market reforms
5	Social protection (e.g., pensions, targeted social assistance)	19	Public sector governance/reform (e.g., government effectiveness, open/digital government, public financial management, public expenditure, public procurement, fiscal system reform)
6	Agriculture and rural development	20	Infrastructure and spatial development
7	Trade and exports	21	Private sector development and public-private partnerships
8	Crime and violence	22	Education
9	Environment and climate change (e.g., pollution)	23	Global/regional integration
10	Transport (e.g., roads, bridges, transportation)	24	Food security and safety
11	Energy	25	Tourism and regional development
12	Anti-corruption	26	Natural resource management
13	Entrepreneurship and support for micro, small, and medium enterprises	27	National debt
14	Judiciary reform		

**A5. The COVID-19 pandemic has stressed many aspects of Georgia's growth and development. In which areas would you like to see the Georgia's government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)**

1	Education
2	Ensuring that traditionally underserved groups (women, persons with disabilities, ethnic minorities, internally displaced people) have equal access to job opportunities
3	Economic growth
4	Poverty and inequality (e.g., strengthening the social safety net, targeted social assistance)
5	Nutrition/food security and safety
6	Public service delivery (e.g., strengthening policies, institutions, infrastructure)
7	Ensuring sustainable business growth and job creation
8	Healthcare
9	Providing direct financial support to businesses (business support packages)
10	Ensuring that traditionally underserved groups (women, persons with disabilities, ethnic minorities, internally displaced people) have equal access to health care/health services
11	Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens
12	Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved
13	Supporting access to internet and digitalization
14	Other (please specify): _____



## SECTION A: OVERALL CONTEXT

**A6. When economic and/or social reform efforts fail or are slow to take place in Georgia, which of the following would you attribute this to? (Choose no more than TWO)**

1	Political pressures and obstacles
2	Inadequate level of public-private collaboration
3	Inadequate level of citizen/civil society participation
4	Inadequate level of donor coordination
5	Reforms poorly reflect country challenges
6	Inadequate level of government accountability
7	Inadequate level of capacity in the government
8	Corruption
9	Pressure from outside interest groups (e.g., private sector, unions)
10	External factors (e.g. geopolitical challenges)
11	Other (please specify): _____

**A7. 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 national/federal government	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
2	Municipality/city/local government	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	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
5	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
6	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
7	The World Health Organization (WHO)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
8	Regional development banks	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
9	Georgia's Central Bank (National Bank of Georgia)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
10	International private sector	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
11	Domestic private sector	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
12	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
13	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
14	Youth organizations	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
15	Faith-based institutions	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
16	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"/>
17	International media and their web presence	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
18	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 B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of these organizations in Georgia?											
		Not familiar at all								Extremely familiar	
1	The World Bank (IBRD)	1	2	3	4	5	6	7	8	9	10
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm	1	2	3	4	5	6	7	8	9	10

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

B4. Overall, please rate your impression of the effectiveness of these organizations in Georgia.													
		Not effective at all										Very effective	Don't know
1	The World Bank (IBRD)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

<b>B8. When thinking about the World Bank Group's role in Georgia, which activity do you VALUE the most? (Choose no more than TWO)</b>	
1	Bringing together different groups of stakeholders
2	Capacity development related to World Bank Group supported projects
3	Technical assistance
4	Formal policy advice, studies, analyses, data, and statistics
5	Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)
6	Financial resources (Investment Projects, Development Policy Operations)
7	Promoting knowledge sharing
8	Implementation support
9	Mobilizing third party financial resources
10	Donor coordination
11	Other (please specify): _____

<b>B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Georgia? (Choose no more than TWO)</b>	
1	Not willing to honestly criticize policies and reform efforts in the country
2	Staff too inaccessible
3	Not collaborating enough with private sector
4	Not collaborating enough with partners such as other international financial institutions, bi-laterals, multilaterals, UN, etc.
5	Not aligned with country priorities
6	Not adequately sensitive to political/social realities in Georgia
7	World Bank Group's processes too slow and complex
8	Not adequately flexible in changing country circumstances
9	Not sufficiently focused on sustainable results
10	Not collaborating enough with civil society (e.g., NGOs, CBOs, foundations)
11	Not enough public disclosure of its work
12	Inadequate World Bank Group's staffing in Georgia
13	Inadequate level of real-time advice and guidance
14	Inadequate number of innovative knowledge products and services
15	Inadequate number of innovative financial products and services
16	Other (please specify): _____
17	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 Georgia, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Georgia? (Choose no more than THREE)**

1	Energy	16	Macroeconomic stability and inclusive economic growth
2	Water and sanitation	17	Disaster risk management
3	Pollution	18	Equality of opportunity (i.e., closing gender gaps, inclusion of traditionally underserved groups)
4	Job creation/employment	19	Innovation and technology
5	Health and global pandemics (e.g., COVID-19)	20	Transport (e.g., roads, bridges, transportation)
6	Capital market reforms	21	Agriculture and rural development
7	Social protection (e.g., pensions, targeted social assistance)	22	Trade and exports
8	Infrastructure and spatial development	23	Crime and violence
9	Private sector development and public-private partnerships	24	Natural resource management
10	Education	25	Environment and climate change (e.g., pollution)
11	Public sector governance/reform (e.g., government effectiveness, open/digital government, public financial management, public expenditure, public procurement, fiscal system reform)	26	Poverty reduction
12	Global/regional integration	27	National debt
13	Food security and safety	28	Anti-corruption
14	Tourism and regional development	29	Entrepreneurship and support for micro, small, and medium enterprises
15	Judiciary reform		

**B11. What do you immediately think of when you hear about the IFC? (Choose no more than THREE)**

1	Development institution	9	Impact Investor
2	Investment Bank	10	Venture Capital
3	Asset Manager	11	Innovation and Entrepreneurship
4	Multi-lateral financial institution	12	Public-private partnerships
5	Private Sector Solutions	13	None of these
6	World Bank	14	Other (please specify): _____
7	Financial Advisory Solutions	15	Do not have enough information to say
8	Thought leader		

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

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

<b>C2. To what extent do you believe the World Bank Group is adequately staffed in Georgia?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

<b>To what extent is the World Bank Group an effective development partner in Georgia, in terms of each of the following?</b>												
		To no degree at all				To a very significant degree						Don't know
<b>C3</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C4</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>C5</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C6</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C7</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C8</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C9</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>C10</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>C11</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C12</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C13</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C14</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C15</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C16</b>	Treating clients and stakeholders in Georgia with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C17</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
C18	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C19	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"/>
C20	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"/>
C21	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"/>
C22	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C23	The World Bank Group takes decisions quickly in Georgia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C24	Working with the World Bank Group increases Georgia's institutional capacity	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 Georgia?												
		Strongly disagree								Strongly agree		Don't know
C25	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Georgia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C26	The World Bank Group meets Georgia'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. The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" (1. Saving Lives; 2. Protecting Poor; 3. Ensuring Business Growth and Job Creation; 4. Strengthening Policies, Institutions and Investments) published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Georgia government's efforts to support citizens throughout this crisis?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not useful at all									Very useful		Don't know	

C28. How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not important at all									Very important		Don't know	

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

<b>C29. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Georgia?</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>C30. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Georgia? (Choose no more than TWO)</b>	
1	Supporting poor and marginalized local communities (women, girls, persons with disabilities, minorities, etc.)
2	Jobs
3	Education and vocational training
4	Business development
5	Infrastructure
6	Health
7	Social cohesion
8	Public services
9	Other (please specify): _____
10	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 Georgia?** *(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	Equality of opportunity (i.e., social inclusion, gender equity)	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, open government; public financial management, public expenditure, public procurement, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Urban development and tourism	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Energy and natural resource management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Health (disease – COVID-19)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Infrastructure (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Agriculture and food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Innovation and entrepreneurship	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Anti-corruption	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	Broadband connectivity/digitalization	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>



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

D2. The World Bank Group has provided fast track support to Georgia related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to Georgia, in the following areas:															
		Not effective at all										Very effective		N/A	Don't know
		1	2	3	4	5	6	7	8	9	10				
1	Supporting health interventions for saving lives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2	Education (e.g., transitioning to remote learning, ensuring access, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3	Protecting poor people (social assistance/ social safety nets)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4	Protecting businesses and jobs, and supporting firms to build back better	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5	Strengthening policies, institutions and investments for rebuilding better	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
6	Macroeconomic stability and transparent debt management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

## 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 Georgia, 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 Georgia'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 GEORGIA

<b>F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Georgia? (Choose no more than TWO)</b>	
1	Offer more innovative knowledge products and/or financial products and services
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Work faster and offer more real-time advice and guidance
4	Reduce the complexity of obtaining World Bank Group financing
5	Help to bring discipline/effective supervision to implementation of World Bank Group projects
6	Engage more effectively with partners such as international financial institutions, bi-laterals, multilaterals, trust funds, UN
7	Ensure greater selectivity in its work
8	Provide more adequate data/knowledge/statistics/figures on Georgia's economy
9	Engage more effectively with civil society (e.g., NGOs, CBOs)
10	Increase the level of capacity development in the country
11	Engage more directly with beneficiaries
12	Improve the quality of its experts as related to Georgia's specific challenges
13	Engage more effectively with private sector
14	Other (please specify): _____

<b>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 Georgia? (Choose no more than TWO)</b>			
1	Beneficiaries	7	Foundations
2	Youth groups	8	Media
3	Private sector	9	Academia/think tanks/research institutes
4	Municipalities and local councils	10	Parliament of Georgia
5	Donor community	11	Other (please specify): _____
6	NGOs/Community Based Organizations	12	Don't know

## SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in Georgia?	
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 Georgia? (Choose no more than TWO)			
1	Local radio	6	Local radio
2	National TV Broadcasters	7	National TV Broadcasters
3	Regional Televisions	8	Regional Televisions International media outlets (TV, radio, print, online)
4	International media outlets (TV, radio, print, online)		
5	Local print media (newspapers, magazine, etc.)	9	Local print media (newspapers, magazine, etc.)

G3. How would you prefer to receive information from the World Bank Group? (Choose no more than THREE)			
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	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	Interviews and press conferences for the Georgia's 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
3	I never visit the WBG websites

G5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)	
1	Phone
2	Tablet
3	Computer/laptop

## SECTION G: COMMUNICATION AND INFORMATION SHARING

G6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?					
		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g., read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

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

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

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

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

**SECTION H: BACKGROUND INFORMATION**

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

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

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

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

<b>H9. Which best represents your geographic location?</b>	
1	Tbilisi
2	East Georgia
3	West Georgia
4	North/South Georgia

**Thank you for completing the survey!**