

FY 2021 Croatia Country Opinion Survey Report

THE WORLD BANK GROUP

Strategic Insights Group



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Acknowledgements

The Croatia 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 (SI), led by Sharon Felzer (Senior Communications Officer, Head of SI). Yulia Danilina, Jessica Cameron, Nan Lin, and Aditi Routh oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. SI acknowledges the significant contribution from the Croatia country team and independent fielding agency Ipsos d.o.o. In particular, Strategic Insights Group is grateful for the support from Vanja Frajtic (External Affairs Officer), who coordinated the survey related activities from Zagreb, Croatia.



Country Opinion Surveys
THE WORLD BANK GROUP



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CROATIA





I. Objectives

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

II. Methodology

From April to July 2021, 697 stakeholders of the WBG in Croatia 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; NGOs and community based organizations; trade unions; the European Commission, youth groups; academia/research institutes/think tanks; the media; and other organizations.

A total of 156 stakeholders participated in the survey (22% 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.

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, and C present data on selected questions. Additional data breakdowns are available upon request.



II. Methodology (continued)

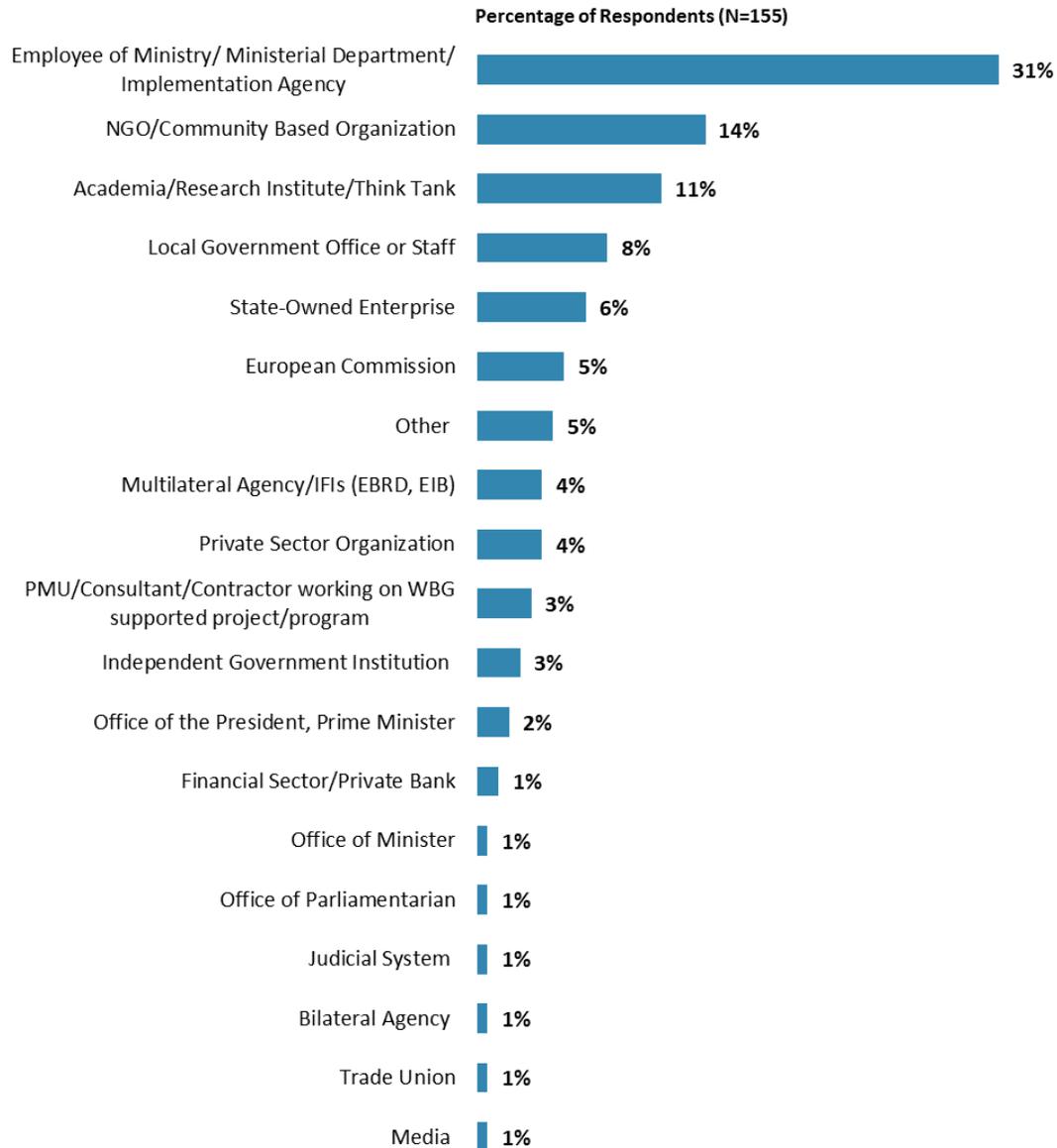
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'18 (response rate was 28%, N=143). Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. To reduce the influence of the former, the samples are usually weighted to have equivalent stakeholder groupings, allowing for more statistically reliable comparisons. However, in Croatia, the two samples had somewhat different stakeholder compositions: in FY'18, there was a higher number of respondents from the private sector (12.3%) and the media (6.9%), while in FY'21 – from the local government (8.6%) and civil society (15.8%). Weighting such a discrepant sample can create statistically unreliable samples, so for this reason, the year comparisons included in this report are based on unweighted data. One should keep in mind these differences when interpreting the results.



III. Demographics of the Sample

Current Affiliation

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



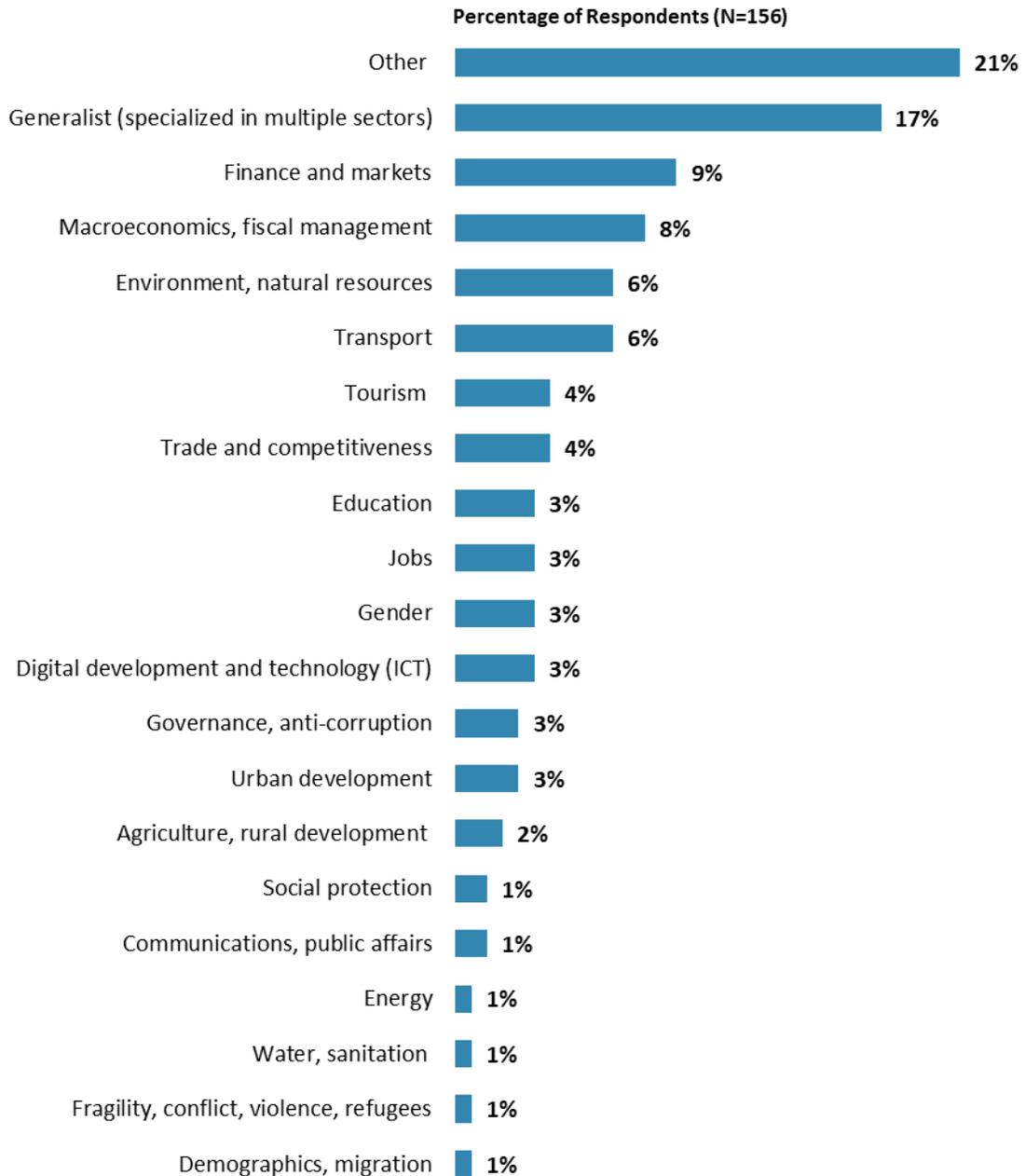
“Which of the following best describes your current affiliation?”
(Respondents chose from a list.)

¹ Respondents from ministries/ministerial departments/implementation agencies were combined with the respondents from PMUs/consultants/contractors working on WBG supported projects; respondents from independent government institutions and the judicial system were included in the “Other Government Institutions/Organizations” category; 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 NGO/community-based organizations and trade unions were included in the “CSO” category. The small number of the respondents from the office of the President/Prime Minister, from the office of a Minister, from the office of a Parliamentarian, and from the media were included in the “Other” category. There were no respondents from youth groups.



III. Demographics of the Sample (continued)

Area of Primary Specialization

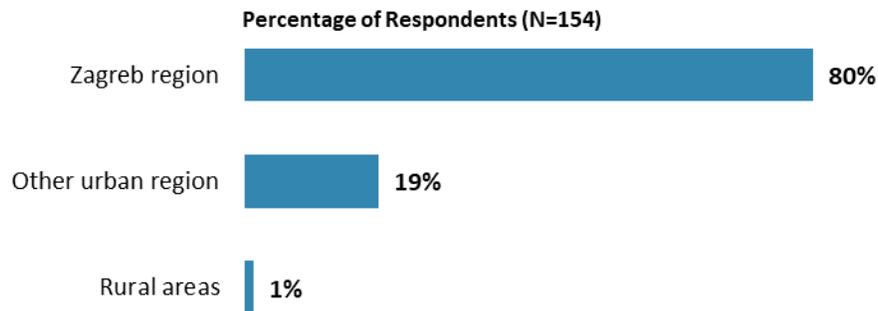


“Please identify the primary specialization of your work.”
(Respondents chose from a list.)



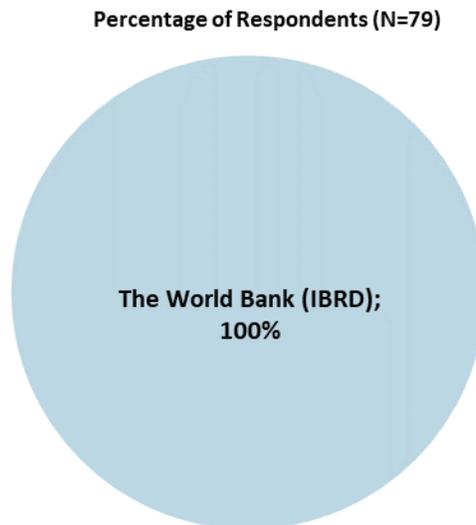
III. Demographics of the Sample (continued)

Geographic Locations



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

Exposure to Agencies within the World Bank Group



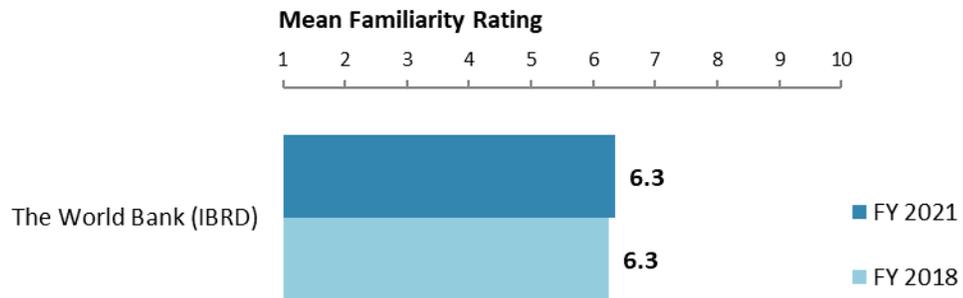
"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Croatia?"
(Respondents chose from a list.)

Note: no respondents selected IFC, MIGA or ICSID response options



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group²



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

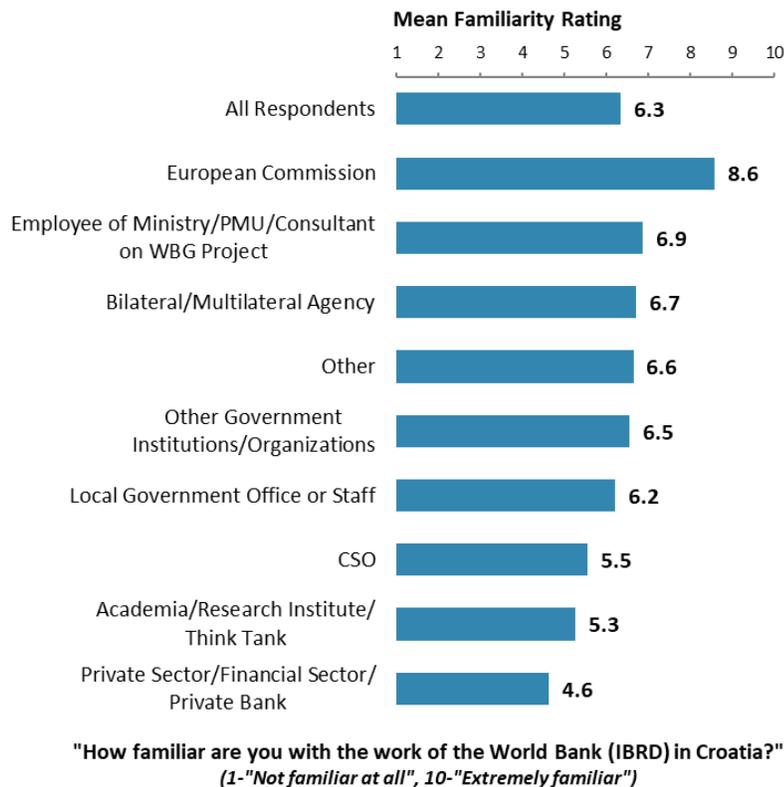
² In FY 2021, this question was asked separately about the World Bank and the IFC (B1_1 and B1_2). For this calculation, question B1_1 that refers to the World Bank was compared to the question B1 from the FY 2018 "How familiar are you with the work of the World Bank Group in Croatia?"



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of familiarity with the WBG compared to respondents in the FY'18 Country Survey (FY'21 mean = 6.34; FY'18 mean = 6.25).
- **Collaboration:** Respondents who collaborate with the WBG also reported significantly higher levels of familiarity with the work of the World Bank compared to respondents who do not collaborate (mean familiarity of collaborators = 7.3; mean familiarity of non-collaborators = 5.4).
- **Stakeholder Groups:** Respondents from the European Commission reported the highest levels of familiarity with the work of the World Bank (WB), while respondents from the private sector reported significantly lower levels of familiarity with the WB.
- **Impact of familiarity:** Respondents' ratings of familiarity³ with the WB were significantly, moderately correlated with their ratings for the WB's overall effectiveness⁴ in Croatia, with their agreement that the WBG plays a relevant role in Croatia's development, and with their ratings of the extent to which the WBG's work helps achieve development results in Croatia.



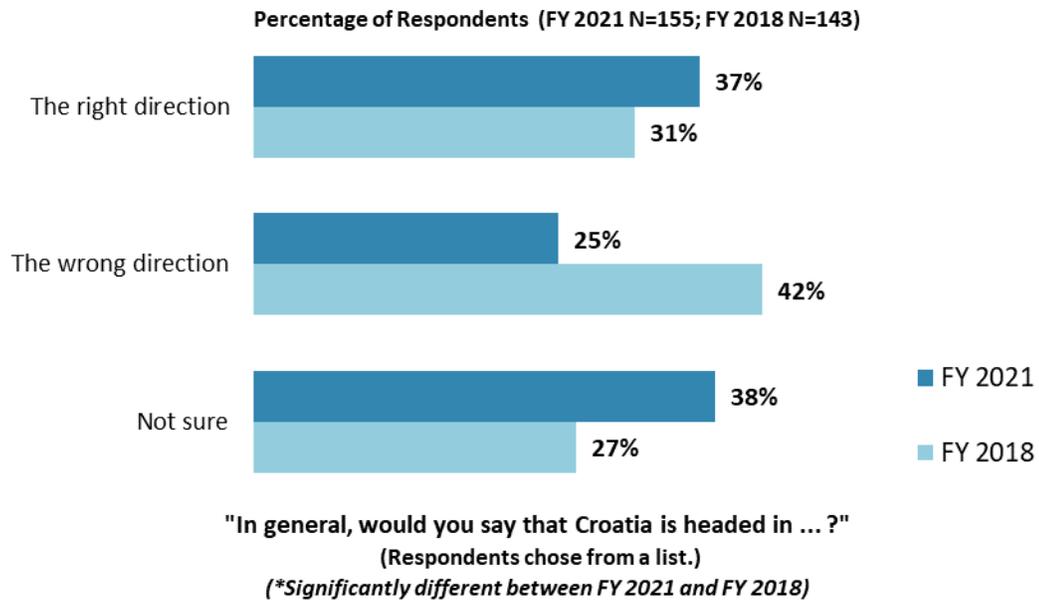
³ In FY 2021, the question about familiarity was asked separately about the World Bank and the IFC (B1_1 and B1_2). Only variable B1_1 (World Bank) was used in this calculation.

⁴ 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.

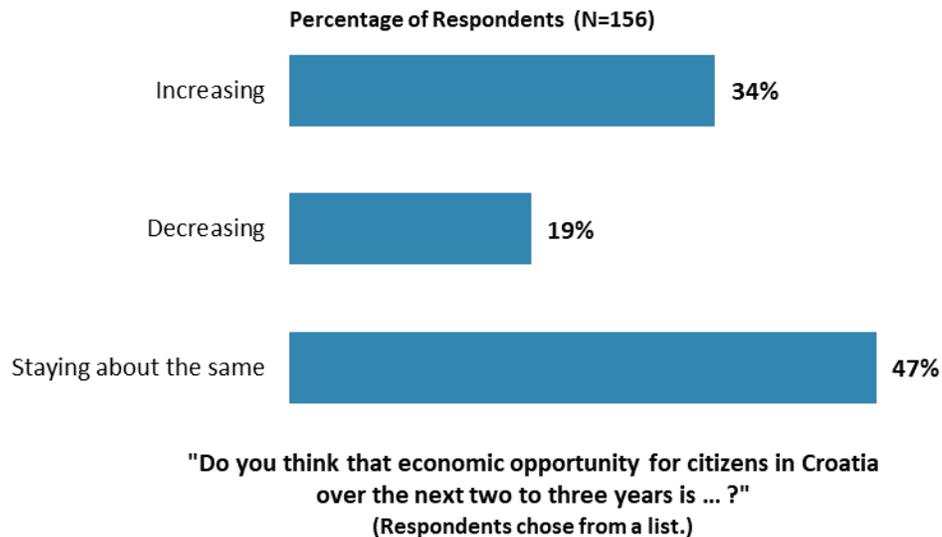


IV. Overall Context

Headed in the Right Direction



Perceptions of Economic Opportunity

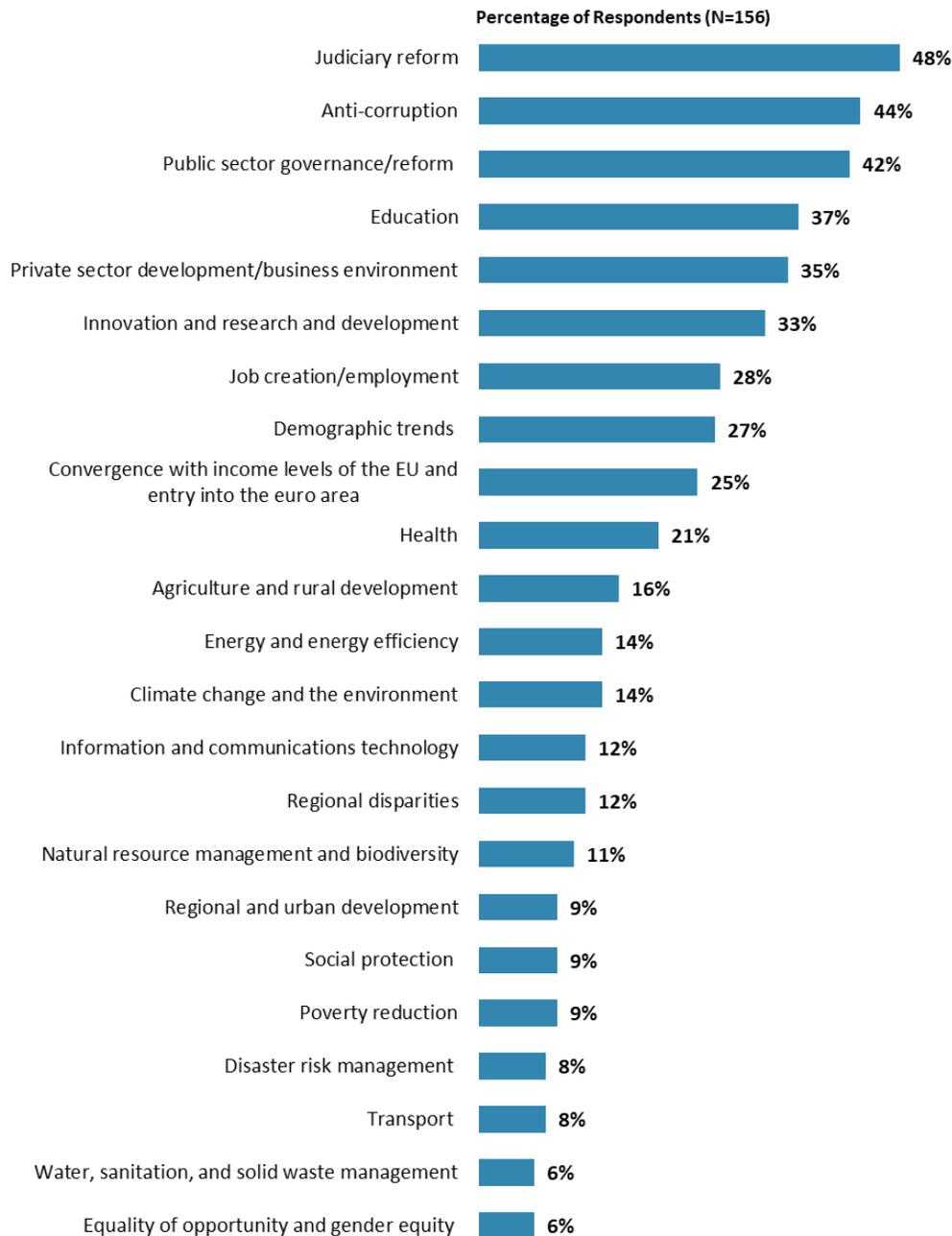




IV. Overall Context (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the most important development priorities in Croatia were “*public sector governance/reform*” (45%), “*education*” (34%), “*judiciary reform/anti-corruption*” (29%), “*negative demographic trends*” (28%), “*job creation/employment*” (27%), “and “*economic growth*” (27%).



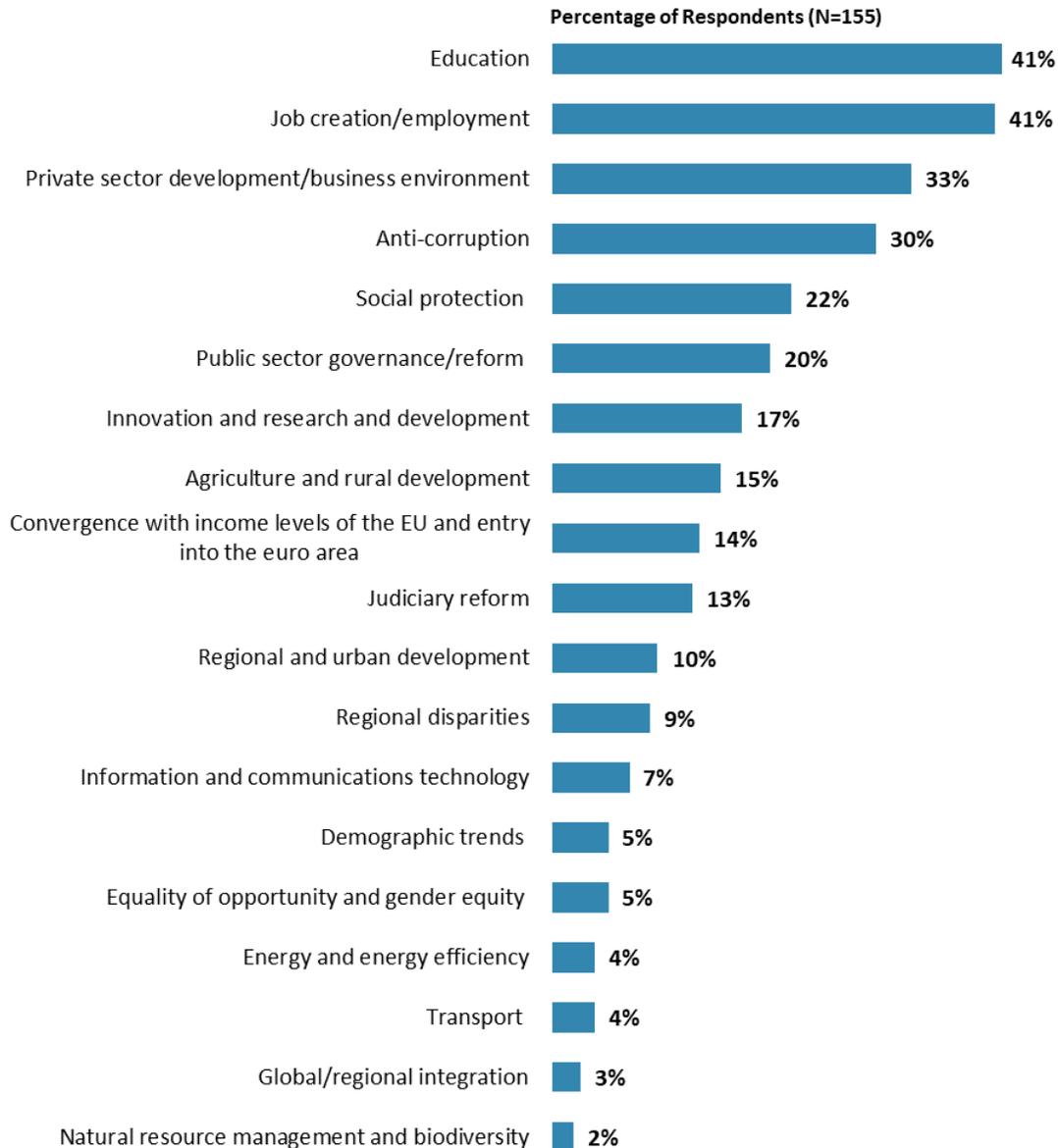
"Listed below are a number of development priorities in Croatia. Please identify which of the following you consider the most important development priorities in Croatia. (Choose no more than 5)"
(Respondents chose from a list. Responses combined. Top 23 of 26 response options shown)



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 Croatia were “*job creation/employment*” (42%), “*economic growth*” (41%), “*education*” (34%), “*public sector development/business environment*” (31%), and “*public sector governance/reform*” (29%).



"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Croatia?

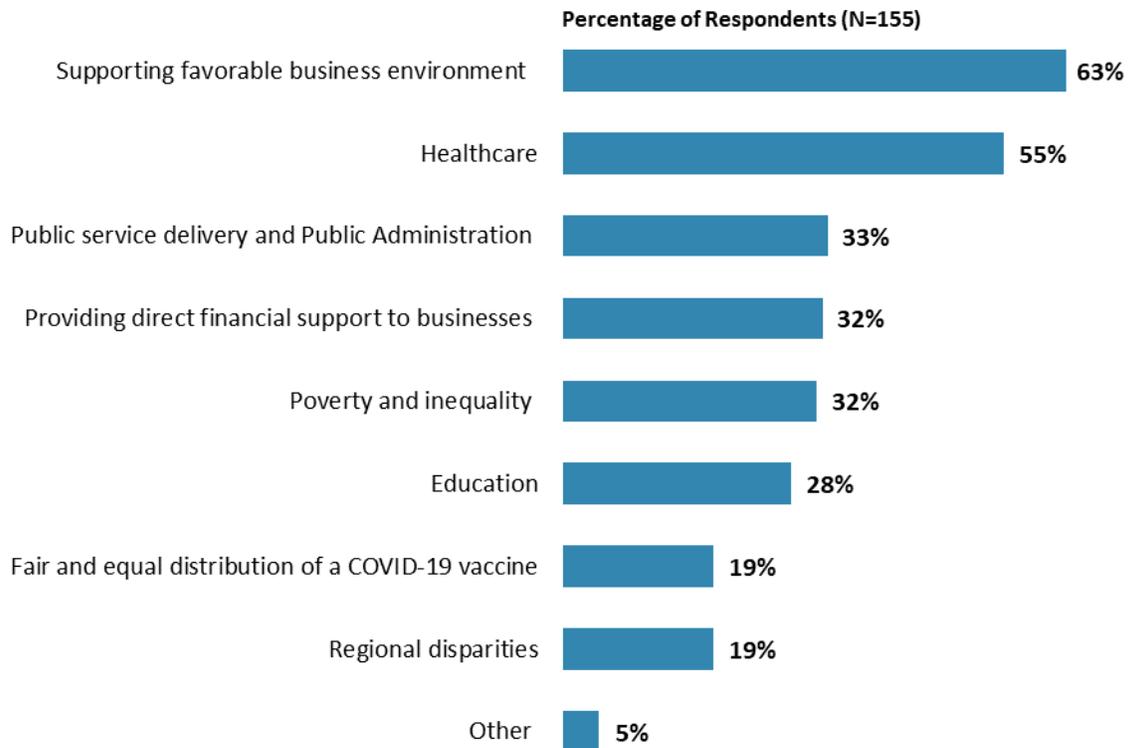
(Choose no more than 3)" (Respondents chose from a list. Responses combined.

Top 19 of 24 response options shown)



IV. Overall Context (continued)

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



"The COVID-19 pandemic has stressed many aspects of Croatia's growth and development. In which areas would you like to see the Croatian 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 3)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

Trust in Institutions

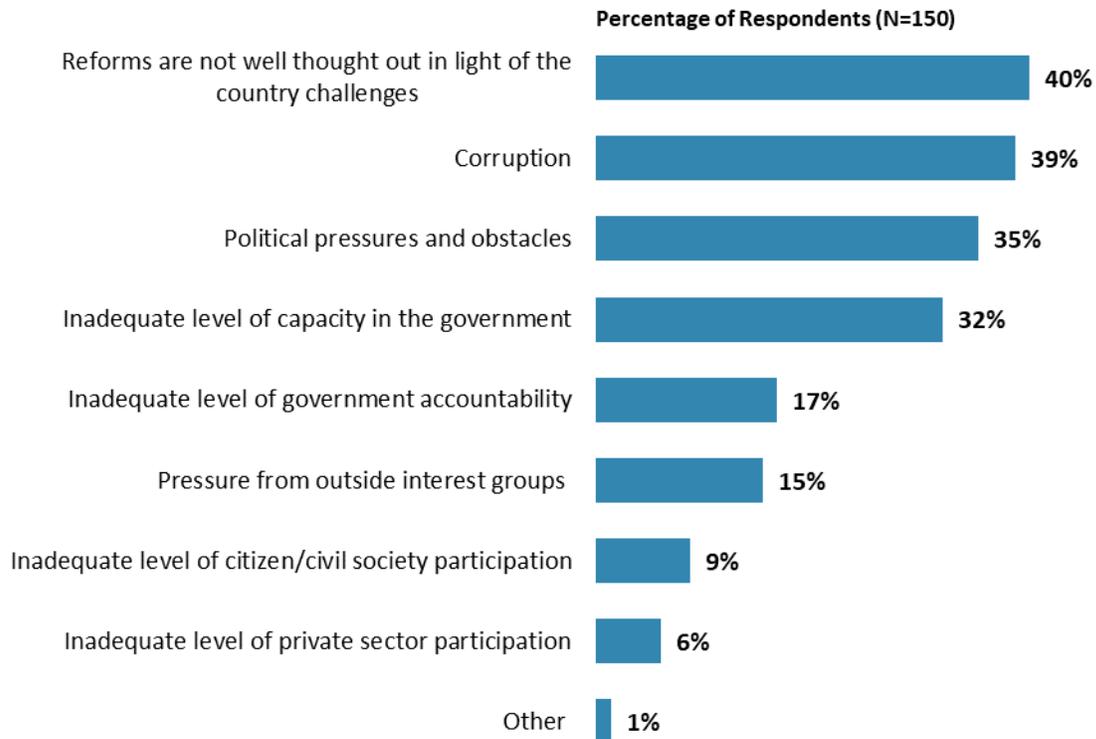


"To what extent do you trust each of the following groups to do what is right?"
(1-"To no degree at all", 10-"To a very significant degree")
'Indicator Question



IV. Overall Context (continued)

Attributions for Slow/Failed Reform Efforts

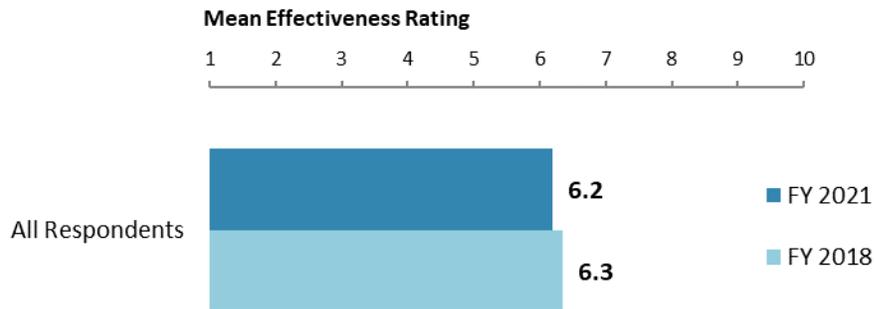


"When economic and/or social reform efforts fail or are slow to take place in Croatia, which of the following would you attribute this to? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



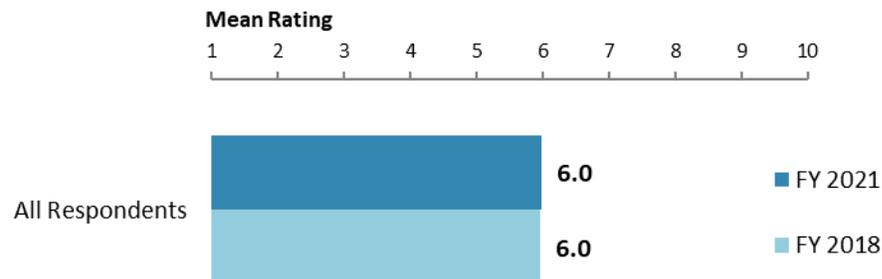
V. Overall Attitudes toward the World Bank Group

The World Bank Group's Overall Effectiveness⁵ (Indicator Question)



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

Achieving Development Results (Indicator Question)



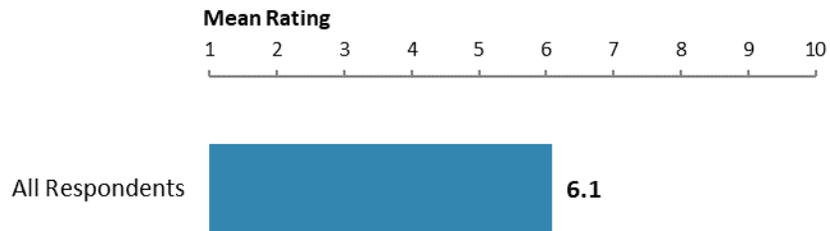
"To what extent does the World Bank Group's work help to achieve development results in Croatia?" (1-"To no degree at all", 10-"To a very significant degree")

⁵ In FY 2021, the question about effectiveness was asked separately about the World Bank and the IFC (B4_1 and B4_2). For this calculation, variable B4_1 (World Bank) was compared with B2 (World Bank Group) from the FY18 questionnaire.



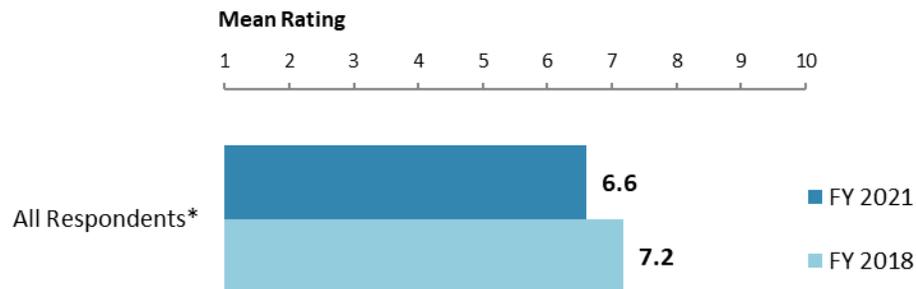
V. Overall Attitudes toward the World Bank Group (continued)

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



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

WBG Staff Preparedness



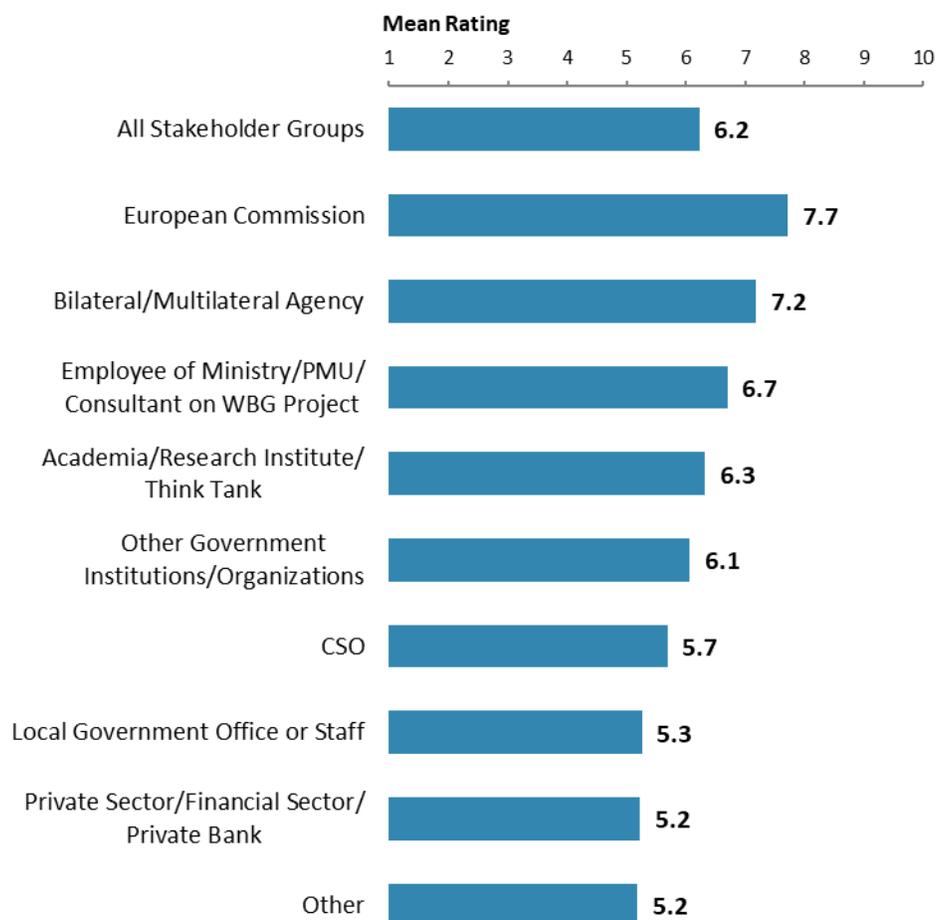
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Croatia solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2021 and FY 2018)



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 = 6.8) compared to respondents who do not collaborate with the WBG (mean rating = 5.7).
- **Stakeholder groups:** Respondents from the European Commission had the highest mean ratings for the aggregated responses to the twenty-nine COS indicator questions, whereas respondents from the private sector had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 47).



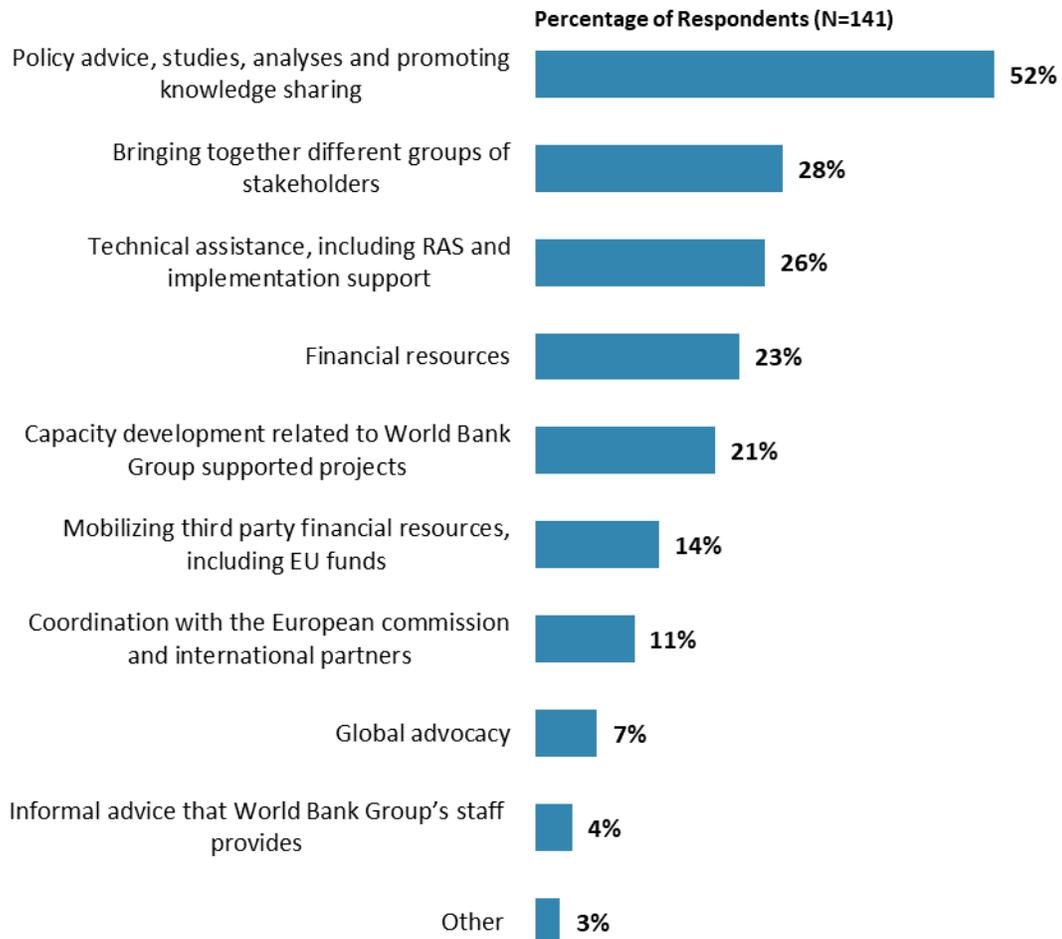
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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 Croatia were "*capacity development related to World Bank Group supported projects*" (37%), "*policy advice, studies, analyses*" (34%), and "*financial resources*" (33%).



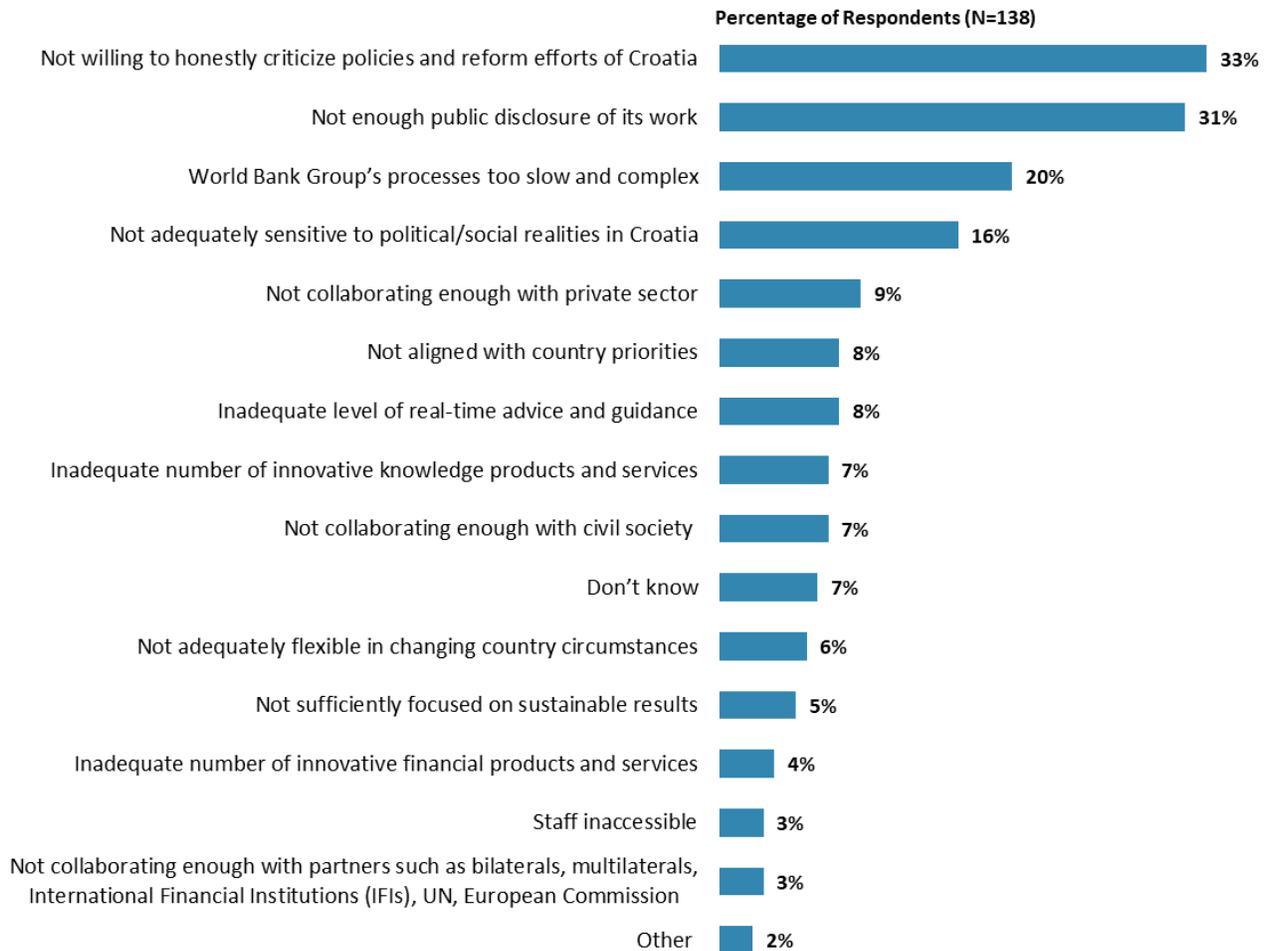
"When thinking about the World Bank Group's role in Croatia, which activity do you VALUE the most? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



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 Croatia were "*not enough public disclosure of its work*" (29%), "*not willing to honestly criticize policies and reform efforts in the country*" (16%), and "*World Bank Group's processes too slow*" (13%).



"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Croatia? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



VI. World Bank Group's Support in Development Areas

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



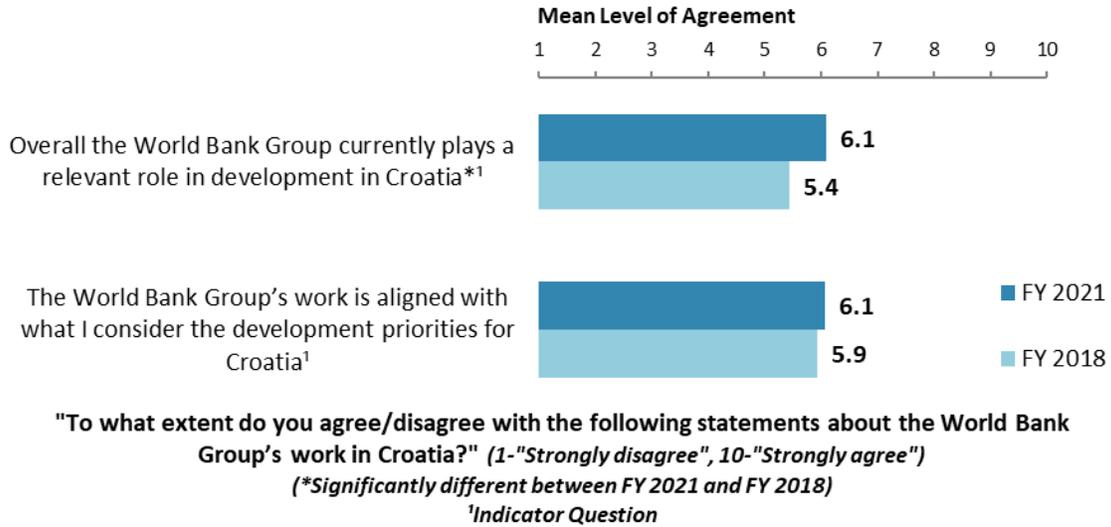
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Croatia?"
(1-"Not effective at all", 10-"Very effective")

⁶ Note, in Appendix A (page 33) 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.

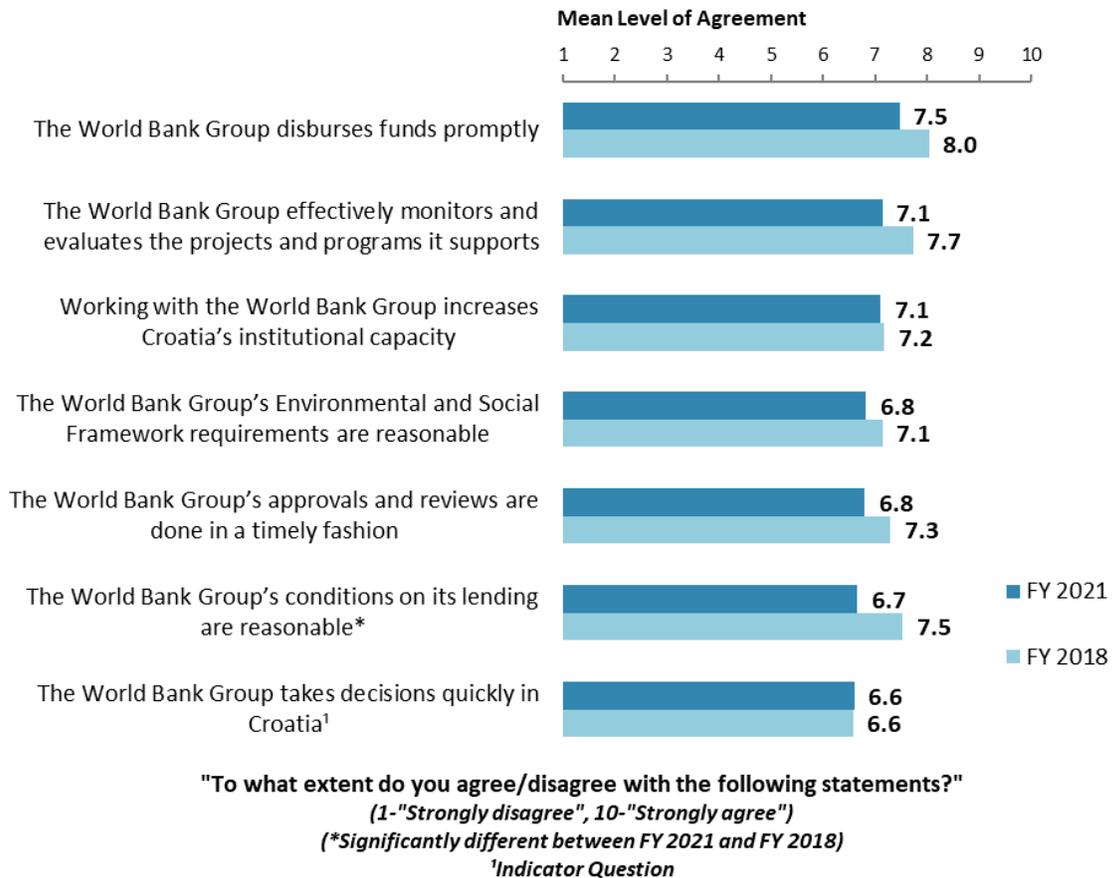


VII. World Bank Group’s Work and Engagement on the Ground

The World Bank Group’s Work in Croatia: Year Comparison



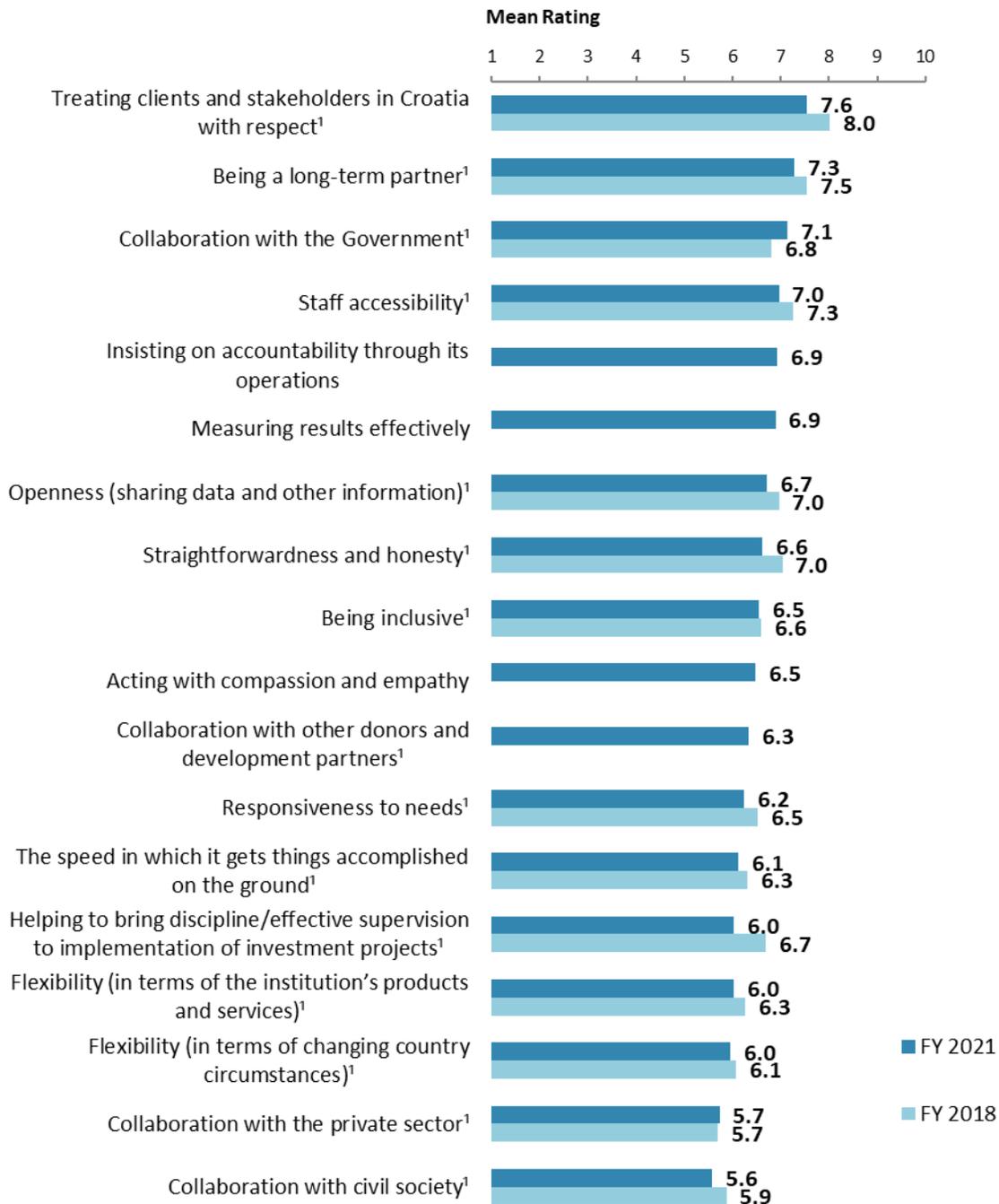
Overall Perceptions: Year Comparison





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

The WBG as an Effective Development Partner: Year Comparison



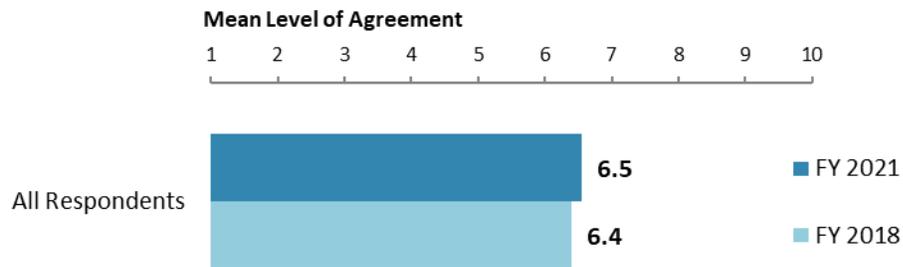
"To what extent is the World Bank Group an effective development partner in Croatia, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

¹Indicator Question



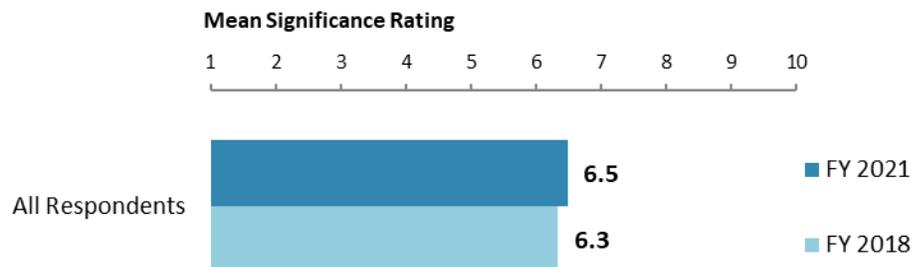
VIII. World Bank Group's Knowledge and Instruments

Meeting Croatia's Knowledge Needs *(Indicator Question)*



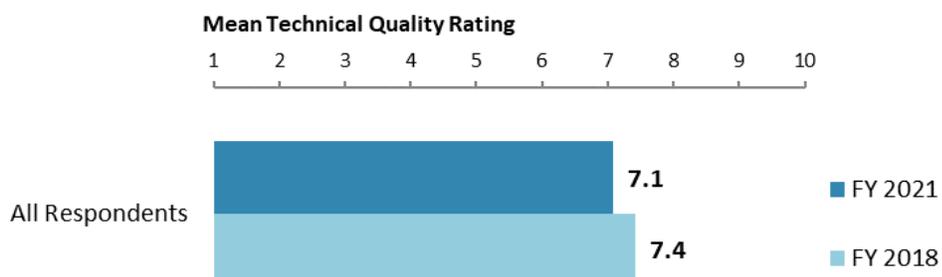
"The World Bank Group meets Croatia's needs for knowledge services (e.g., research, analysis, data, technical assistance)"
(1-"Strongly disagree", 10-"Strongly agree")

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



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

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

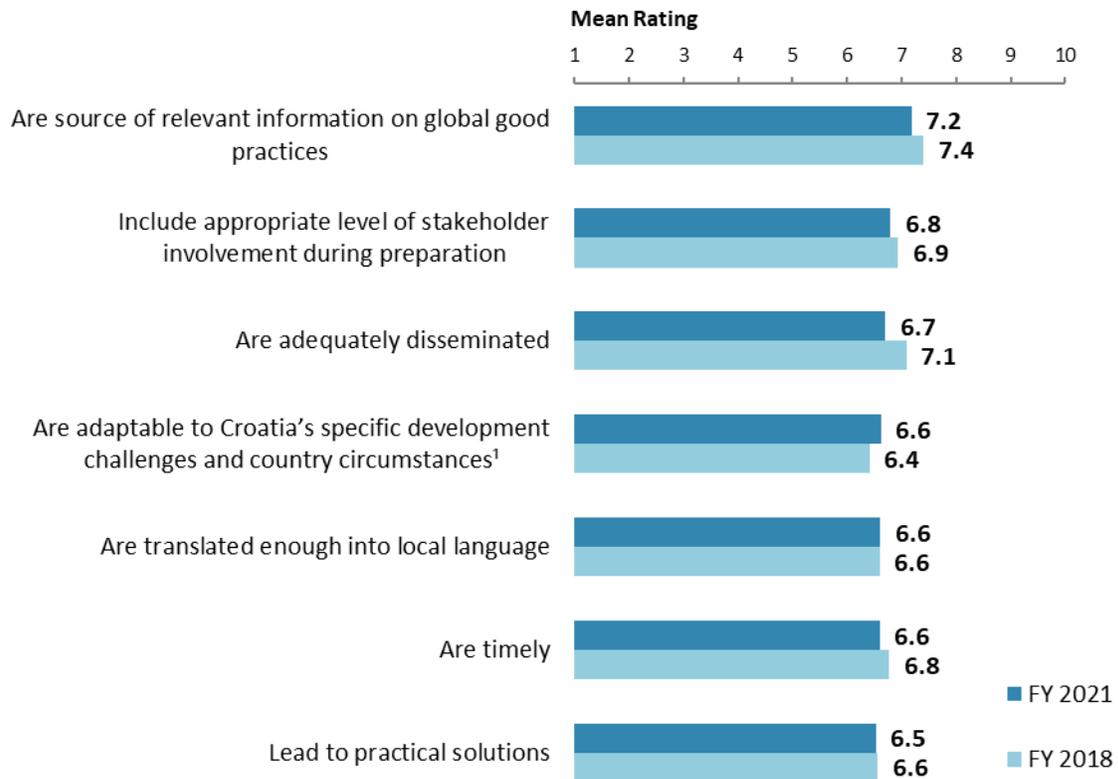


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"
(1-"Very low technical quality", 10-"Very high technical quality")



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

Qualities of the WBG's Knowledge Work and Activities

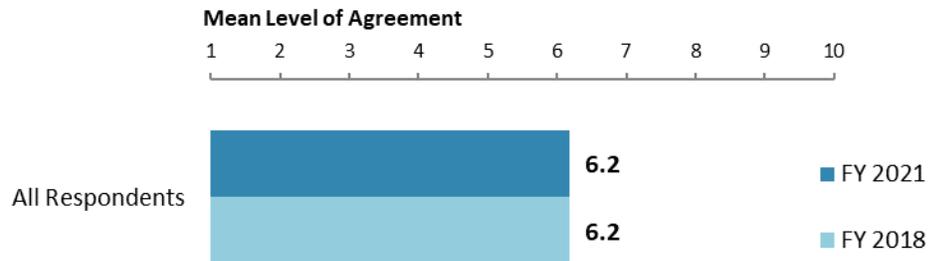


"In Croatia, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")
Indicator Question



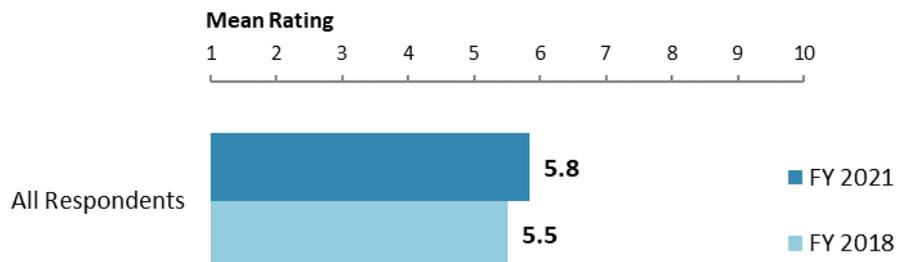
VIII. World Bank Group's Knowledge and Instruments (continued)

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



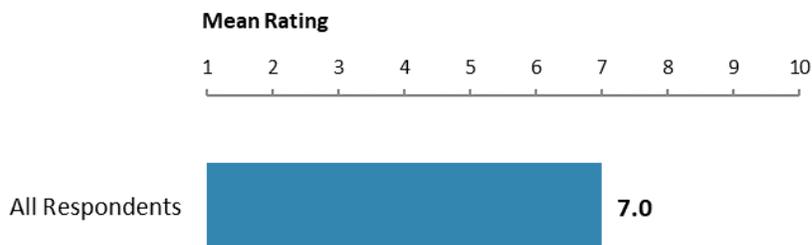
"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Program-for-Results, etc.) meet the needs of Croatia"
(1-"Strongly disagree", 10-"Strongly agree")

WBG's Reimbursable Advisory Services



"To what extent do you believe that Croatia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?"
(1-"To no degree at all", 10-"To a very significant degree")

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



"How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?"
(1-"Not important at all", 10-"Very important")



IX. The Future Role of the World Bank Group in Croatia

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG should “*increase the level of capacity development in the country*” (22%), “*work more with civil society and beneficiary representatives*” (21%), and “*leverage the private sector more*” (21%) to make itself of greater value in Croatia.



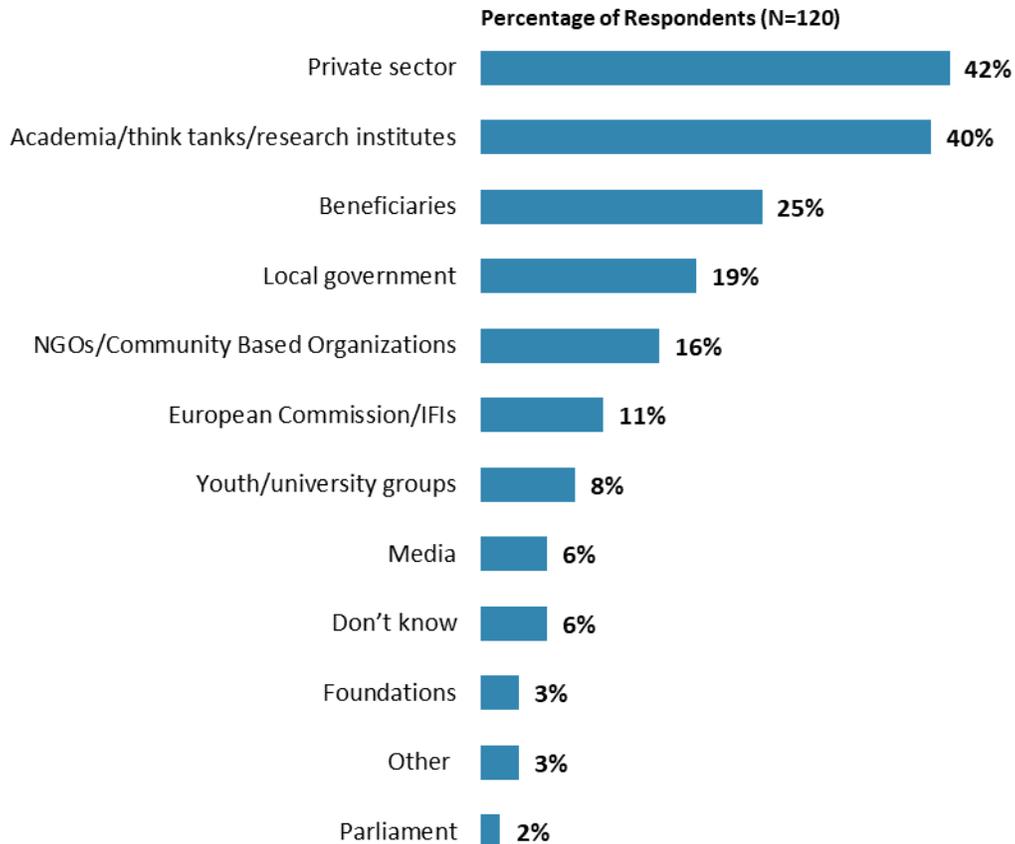
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Croatia? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Croatia (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*” (38%), “*local government*” (30%), “*academia/think tanks/research institutes*” (29%), and “*youth/university groups*” (20%) to ensure better development results in Croatia.



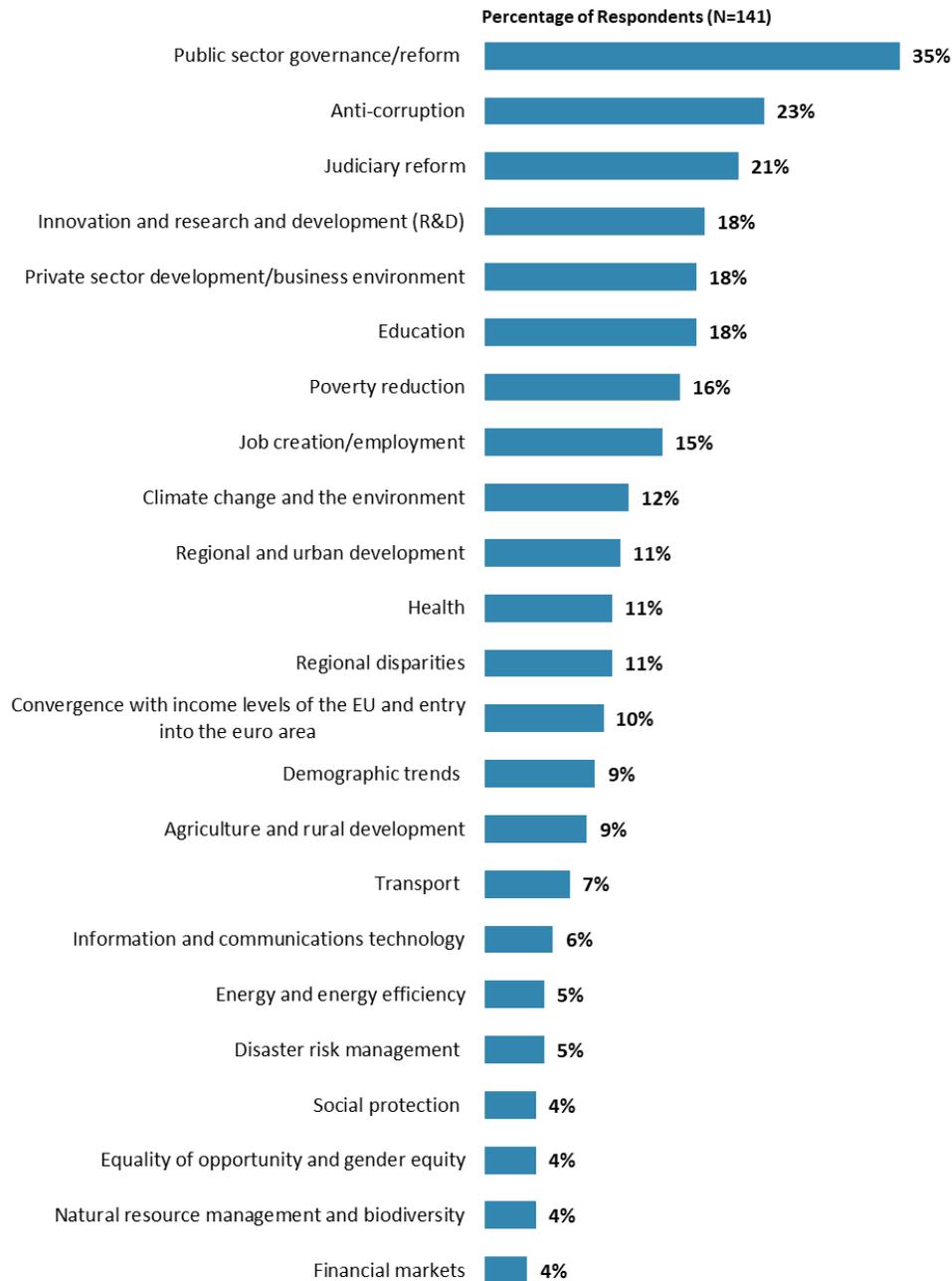
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Croatia (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 “public sector governance/reform” (45%), “economic growth” (36%), “judiciary reform/anti-corruption” (28%), “private sector development/business environment” (25%), and “education” (22%).



“When thinking about how the World Bank Group can have the most impact on development results in Croatia, which sectors do you believe the World Bank Group should prioritize with its engagement in Croatia? (Choose no more than 3)”

(Respondents chose from a list. Responses combined. Top 23 of 26 response options shown)



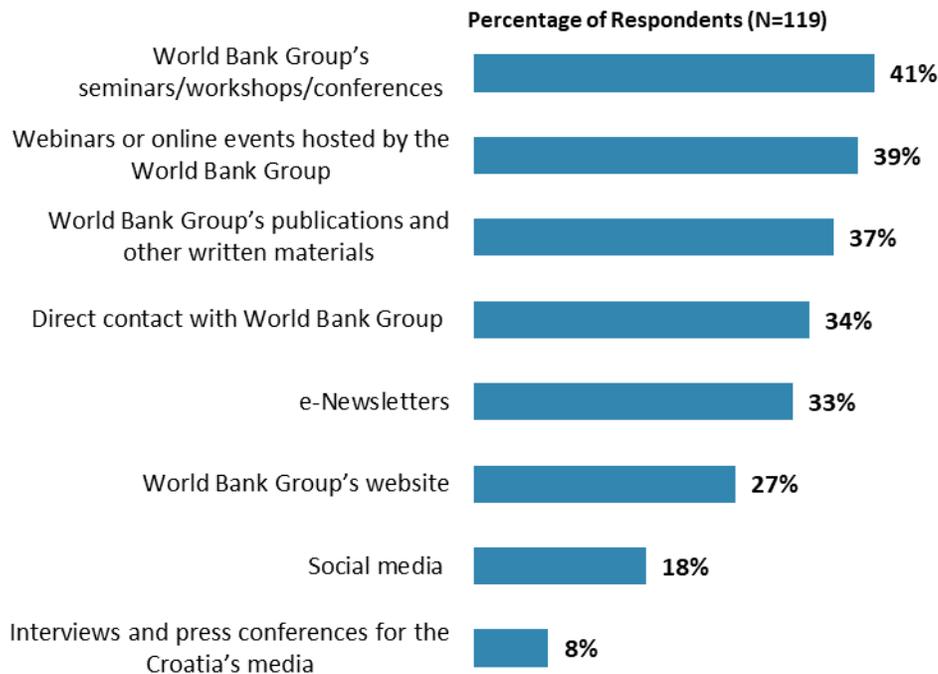
X. Communication and Outreach

Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 47) for selected responses by stakeholder groups.

When considering communication methods for the World Bank Group’s future outreach, please see Appendix A (page 33) for reported frequency of interactions with key forms of World Bank Group communications.

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 “e-Newsletters” (43%), “WBG’s seminars/workshops/conferences” (39%), “WBG’s website” (36%), and through “WBG’s publications and other written materials” (27%).

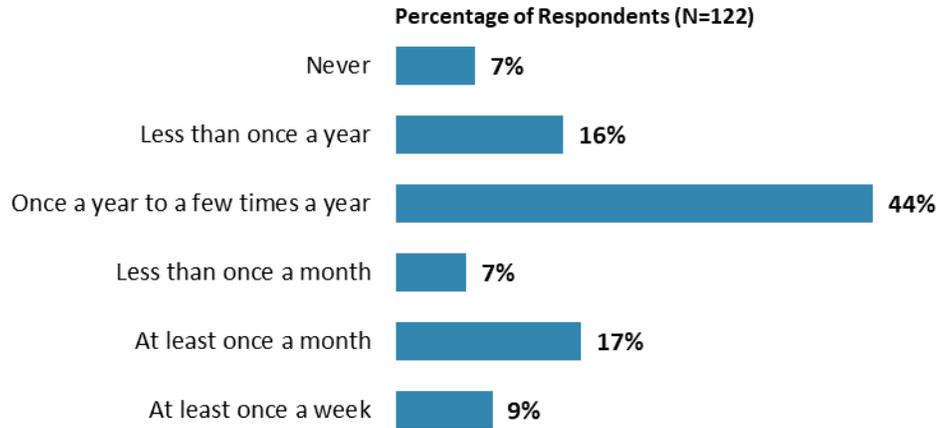


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than 3)"**
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

WBG Interaction Frequency



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



XI. Appendices

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Appendix A: Responses to All Questions across All Respondents (N=156)

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 Croatia is headed in ... ?	Percentage of Respondents (N=155)
The right direction	36.8%
The wrong direction	25.2%
Not sure	38.1%

2. Do you think that economic opportunity for citizens in Croatia over the next two to three years is ... ?	Percentage of Respondents (N=156)
Increasing	34.0%
Decreasing	19.2%
Staying about the same	46.8%

**A. Overall Context (continued)**

3. Listed below are a number of development priorities in Croatia. Please identify which of the following you consider the most important development priorities in Croatia. (Choose no more than 5)	Percentage of Respondents (Responses Combined; N=156)
Judiciary reform	48.1%
Anti-corruption	43.6%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	42.3%
Education	36.5%
Private sector development/business environment	35.3%
Innovation and research and development (R&D)	32.7%
Job creation/employment	27.6%
Demographic trends (i.e. rapidly aging society, shrinking population, migration)	26.9%
Convergence with income levels of the European Union (EU) and entry into the euro area	25.0%
Health	20.5%
Agriculture and rural development	16.0%
Energy and energy efficiency	14.1%
Climate change and the environment	14.1%
Information and communications technology	12.2%
Regional disparities	12.2%
Natural resource management and biodiversity	10.9%
Regional and urban development	9.0%
Social protection (e.g., pensions, targeted social assistance, social inclusion)	9.0%
Poverty reduction	9.0%
Disaster risk management (e.g., earthquakes, floods)	7.7%
Transport (e.g., roads, railways, ports)	7.7%
Water, sanitation, and solid waste management	6.4%
Equality of opportunity and gender equity (closing the gap between women and men, and boys and girls)	6.4%
Global pandemics (e.g., COVID-19)	3.8%
Financial markets	2.6%
Global/regional integration	1.9%

**A. Overall Context (continued)**

4. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Croatia? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=155)
Education	41.3%
Job creation/employment	40.6%
Private sector development/business environment	32.9%
Anti-corruption	29.7%
Social protection (e.g., pensions, targeted social assistance, social inclusion)	21.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20.0%
Innovation and research and development (R&D)	17.4%
Agriculture and rural development	15.5%
Convergence with income levels of the European Union (EU) and entry into the euro area	13.5%
Judiciary reform	12.9%
Regional and urban development	9.7%
Regional disparities	9.0%
Information and communications technology	7.1%
Demographic trends (i.e. rapidly aging society, shrinking population, migration)	5.2%
Equality of opportunity and gender equity (closing the gap between women and men, and boys and girls)	5.2%
Energy and energy efficiency	3.9%
Transport (e.g., roads, railways, ports)	3.9%
Global/regional integration	2.6%
Natural resource management and biodiversity	1.9%
Health	1.3%
Disaster risk management (e.g., earthquakes, floods)	0.6%
Climate change and the environment	0.6%
Financial markets	0.6%
Water, sanitation, and solid waste management	0.0%

5. The COVID-19 pandemic has stressed many aspects of Croatia's growth and development. In which areas would you like to see the Croatian 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 3)	Percentage of Respondents (Responses Combined; N=155)
Supporting favorable business environment	62.6%
Healthcare	54.8%
Public service delivery and Public Administration (e.g., strengthening policies, institutions)	32.9%
Providing direct financial support to businesses (business support packages)	32.3%
Poverty and inequality (e.g., strengthening the social safety net, social assistance)	31.6%
Education	28.4%
Fair and equal distribution of a COVID-19 vaccine	18.7%
Regional disparities	18.7%
Other	4.5%

**A. Overall Context (continued)**

6. When economic and/or social reform efforts fail or are slow to take place in Croatia, which of the following would you attribute this to? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=150)
Reforms are not well thought out in light of the country challenges	40.0%
Corruption	38.7%
Political pressures and obstacles	35.3%
Inadequate level of capacity in the government	32.0%
Inadequate level of government accountability	16.7%
Pressure from outside interest groups (e.g., private sector, unions)	15.3%
Inadequate level of citizen/civil society participation	8.7%
Inadequate level of private sector participation	6.0%
Other	1.3%

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/local government	137	6	4.53	2.09
2. European Commission and the EU Institutions	137	7	6.22	2.10
3. The World Bank Group*	130	14	6.05	2.21
4. The World Health Organization (WHO)	131	12	5.69	2.41
5. Regional development banks (i.e. European Investment Bank, European Bank for Reconstruction and Development)	129	14	5.97	2.21
6. Croatia's Central Bank	131	11	5.78	2.26
7. The private sector	139	6	6.24	2.17
8. Civil society (e.g., NGOs, CBOs)	135	7	5.95	2.14
9. Media and their web presence (e.g., newspapers, TV stations, radio)	139	5	4.54	2.22
10. Web based media (i.e., blogs, social media, other web-based news and information sources)	137	7	4.34	2.28

B. Overall Attitudes toward the World Bank Group

1. How familiar are you with the work of these organizations in Croatia? (1-Not familiar at all, 10-Extremely familiar)	Familiarity			
	N	DK	Mean	SD
1. The World Bank (IBRD)	145	n/a	6.34	2.29
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	143	n/a	4.11	2.55

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Croatia? (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 Croatia*	125	17	6.08	2.36
3. The World Bank Group's work is aligned with what I consider the development priorities for Croatia*	121	21	6.06	2.18

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

4. Overall, please rate your impression of the effectiveness of these organizations in Croatia. (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. The World Bank (IBRD)*	121	20	6.20	2.11
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm*	76	64	5.37	2.12

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Croatia?* (1-To no degree at all, 10-To a very significant degree)	124	20	5.98	2.16

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Croatia?* (1-To no degree at all, 10-To a very significant degree)	118	25	6.09	2.18

7. When thinking about the World Bank Group's role in Croatia, which activity do you VALUE the most? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=141)
Policy advice, studies, analyses and promoting knowledge sharing	52.5%
Bringing together different groups of stakeholders	28.4%
Technical assistance, including Reimbursable Advisory Services (RAS) and implementation support	26.2%
Financial resources	23.4%
Capacity development related to World Bank Group supported projects	20.6%
Mobilizing third party financial resources, including EU funds	14.2%
Coordination with the European commission and international partners	11.3%
Global advocacy	7.1%
Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)	4.3%
Other	2.8%

8. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Croatia? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=138)
Not willing to honestly criticize policies and reform efforts of Croatia	32.6%
Not enough public disclosure of its work	31.2%
World Bank Group's processes too slow and complex	19.6%
Not adequately sensitive to political/social realities in Croatia	15.9%
Not collaborating enough with private sector	9.4%
Not aligned with country priorities	8.0%
Inadequate level of real-time advice and guidance	8.0%
Inadequate number of innovative knowledge products and services	7.2%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	7.2%
Don't know	6.5%
Not adequately flexible in changing country circumstances	5.8%
Not sufficiently focused on sustainable results	5.1%
Inadequate number of innovative financial products and services	3.6%
Staff inaccessible	2.9%
Not collaborating enough with partners such as bilaterals, multilaterals, International Financial Institutions (IFIs), UN, European Commission	2.9%
Other	2.2%

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

9. When thinking about how the World Bank Group can have the most impact on development results in Croatia, which sectors do you believe the World Bank Group should prioritize with its engagement in Croatia? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=141)
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	34.8%
Anti-corruption	23.4%
Judiciary reform	21.3%
Innovation and research and development (R&D)	18.4%
Private sector development/business environment	17.7%
Education	17.7%
Poverty reduction	16.3%
Job creation/employment	14.9%
Climate change and the environment	12.1%
Regional and urban development	11.3%
Health	10.6%
Regional disparities	10.6%
Convergence with income levels of the European Union (EU) and entry into the euro area	9.9%
Demographic trends (i.e. rapidly aging society, shrinking population, migration)	9.2%
Agriculture and rural development	8.5%
Transport (e.g., roads, railways, ports)	7.1%
Information and communications technology	5.7%
Energy and energy efficiency	5.0%
Disaster risk management (e.g., earthquakes, floods)	5.0%
Social protection (e.g., pensions, targeted social assistance, social inclusion)	4.3%
Equality of opportunity and gender equity (closing the gap between women and men, and boys and girls)	4.3%
Natural resource management and biodiversity	4.3%
Financial markets	3.5%
Global/regional integration	2.8%
Global pandemics (e.g., COVID-19)	2.8%
Water, sanitation, and solid waste management	1.4%

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

10. What comes to mind when you hear about the International Finance Corporation (The IFC) (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=142)
World Bank	34.5%
Multi-lateral financial institution	27.5%
Investment Bank	22.5%
Don't know	19.7%
Financial advisory solutions	16.2%
Private sector solutions	12.0%
None of the above	9.9%
Venture capital	9.2%
Development institution	7.0%
Public-private partnership	6.3%
Innovation and Entrepreneurship	4.9%
Impact investor	4.2%
Other	2.8%
Asset Manager	1.4%
Thought leader	0.7%

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 Croatia solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	120	21	6.61	2.17

To what extent is the World Bank Group an effective development partner in Croatia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Responsiveness to needs*	110	21	6.25	2.21
3. Flexibility (in terms of the institution's products and services)*	103	27	6.02	2.28
4. Flexibility (in terms of changing country circumstances)*	101	29	5.96	2.32
5. Being inclusive*	107	25	6.54	2.30
6. Openness (sharing data and other information)*	113	19	6.72	2.23
7. Collaboration with the Government*	100	31	7.14	1.96
8. The speed in which it gets things accomplished on the ground*	99	31	6.13	2.30
9. Helping to bring discipline/effective supervision to implementation of investment projects*	84	46	6.04	2.25
10. Collaboration with civil society*	82	47	5.57	2.32
11. Staff accessibility*	104	26	6.96	2.30
12. Collaboration with other donors and development partners*	67	60	6.33	2.25
13. Collaboration with the private sector*	79	50	5.73	2.20
14. Straightforwardness and honesty*	103	26	6.62	2.37
15. Treating clients and stakeholders in Croatia with respect*	109	22	7.55	2.43
16. Being a long-term partner*	105	24	7.28	2.39
17. Acting with compassion and empathy	94	37	6.47	2.65
18. Insisting on accountability through its operations (e.g., performance-based financing/resources tied to results)	98	33	6.92	2.34
19. Measuring results effectively	101	29	6.89	2.38

**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
20. The World Bank Group disburses funds promptly	63	69	7.48	2.57
21. The World Bank Group effectively monitors and evaluates the projects and programs it supports	82	49	7.15	2.28
22. The World Bank Group's approvals and reviews are done in a timely fashion	72	60	6.81	2.16
23. The World Bank Group's Environmental and Social Framework requirements are reasonable	65	67	6.83	2.33
24. The World Bank Group's conditions on its lending are reasonable	60	71	6.67	2.57
25. The World Bank Group takes decisions quickly in Croatia*	77	54	6.60	2.30
26. Working with the World Bank Group increases Croatia's institutional capacity	105	26	7.11	2.32

To what extent do you agree/disagree with the following statements about the World Bank Group in Croatia? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
27. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Program-for-Results, etc.) meet the needs of Croatia*	77	55	6.18	2.31
28. The World Bank Group meets Croatia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	94	37	6.54	2.28

Reimbursable Advisory Services	N	DK	Mean	SD
29. To what extent do you believe that Croatia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree)	86	45	5.84	2.44

Global role of advocacy	N	DK	Mean	SD
30. How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?* (1-Not important at all, 10-Very important)	94	35	6.99	2.68

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

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Croatia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance, social inclusion)	46	77	5.96	2.49
2. Equality of opportunity and gender equity (closing the gap between women and men, and boys and girls)	39	84	5.92	2.42
3. Private sector development/business environment	59	63	6.08	2.38
4. Education	48	75	6.04	2.57
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	67	55	5.96	2.70
6. Regional and urban development	62	61	5.84	2.40
7. Energy and energy efficiency	45	77	5.71	2.62
8. Water, sanitation, and solid waste management	44	78	5.70	2.54
9. Convergence with income levels of the European Union (EU) and entry into the euro area	43	80	5.16	2.53
10. Job creation/employment	52	69	5.27	2.30
11. Health	44	78	5.50	2.57
12. Financial markets	44	79	5.59	2.46
13. Transport (e.g., roads, railways, ports)	48	75	6.04	2.77
14. Agriculture and rural development	47	75	5.49	2.44
15. Innovation and research and development (R&D)	55	68	5.95	2.53
16. Natural resource management and biodiversity	41	81	5.41	2.70
17. Climate change and the environment	48	75	5.73	2.56
18. Anti-corruption	46	76	5.09	2.71
19. Judiciary reform	52	71	5.13	2.62
20. Disaster risk management (e.g., earthquakes, floods)	48	75	5.71	2.51
21. Information and communications technology	42	79	5.83	2.46

E. World Bank Group's Knowledge Work and Activities

In Croatia, 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
1. Are timely	98	24	6.59	2.19
2. Include appropriate level of stakeholder involvement during preparation	95	27	6.80	2.26
3. Lead to practical solutions	95	26	6.53	2.39
4. Are source of relevant information on global good practices	97	23	7.19	2.31
5. Are adequately disseminated	95	27	6.71	2.36
6. Are translated enough into local language	92	30	6.61	2.44
7. Are adaptable to Croatia's specific development challenges and country circumstances*	99	23	6.62	2.49
Overall Evaluations	N	DK	Mean	SD
8. 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)	98	26	6.49	2.29
9. 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)	101	22	7.08	2.24

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Croatia? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=119)
Increase the level of capacity development in the country	31.9%
Engage more effectively with private sector	18.5%
Collaborate more effectively with Government clients (e.g., national, state, local)	15.1%
Offer more real-time advice and guidance	14.3%
Engage more directly with beneficiaries	14.3%
Provide more adequate data/knowledge/statistics/figures on Croatia's economy	13.4%
Engage more effectively with civil society (e.g., NGOs, CBOs)	11.8%
Reduce the complexity of obtaining World Bank Group financing	10.9%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	10.9%
Improve the quality of its experts as related to Croatia's specific challenges	10.9%
Offer more innovative knowledge products and services	8.4%
Work faster	6.7%
Increase availability of Reimbursable Advisory Services (RAS)	5.0%
Offer more innovative financial products and services	5.0%
Ensure greater selectivity in its work	4.2%
Engage more effectively with partners such as the European Commission	3.4%
Other	3.4%

2. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=120)
Private sector	41.7%
Academia/think tanks/research institutes	40.0%
Beneficiaries	25.0%
Local government	19.2%
NGOs/Community Based Organizations	15.8%
European Commission/IFIs	10.8%
Youth/university groups	8.3%
Media	5.8%
Don't know	5.8%
Foundations	3.3%
Other	3.3%
Parliament	1.7%

**G. Communication and Information Sharing**

1. How frequently do you interact with the World Bank Group now in Croatia?	Percentage of Respondents (N=122)
Never	7.4%
Less than once a year	15.6%
Once a year to a few times a year	44.3%
Less than once a month	6.6%
At least once a month	17.2%
At least once a week	9.0%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=119)
World Bank Group's seminars/workshops/conferences	41.2%
Webinars or online events hosted by the World Bank Group	39.5%
World Bank Group's publications and other written materials	37.0%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	34.5%
e-Newsletters	32.8%
World Bank Group's website	26.9%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	17.6%
Interviews and press conferences for the Croatia's media	7.6%

3. 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)	117	6.0%	15.4%	42.7%	35.9%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	117	7.7%	17.1%	39.3%	35.9%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	116	3.4%	8.6%	20.7%	67.2%
Visited a WBG website (e.g., read a blog, used data)	117	6.0%	17.1%	47.0%	29.9%
Attended an event/conference hosted by the WBG	116	1.7%	5.2%	38.8%	54.3%
Watched a webinar or online event hosted by the WBG	117	1.7%	5.1%	40.2%	53.0%
Read some or all of a WBG research paper or publication	116	3.4%	15.5%	54.3%	26.7%
Met professionally with WBG staff	117	4.3%	14.5%	47.9%	33.3%
Read a WBG e-newsletter	114	1.8%	6.1%	17.5%	74.6%



H. Background Information

1. Which of the following best describes your current affiliation? (Select only 1 response)	Percentage of Respondents (N=155)
Employee of Ministry, Ministerial Department, Implementation Agency	31.0%
NGO/Community Based Organization	13.5%
Academia/Research Institute/Think Tank	11.0%
Local Government Office or Staff	7.7%
State-Owned Enterprise	6.5%
European Commission	5.2%
Other	4.5%
Multilateral Agency/IFIs (EBRD, EIB)	3.9%
Private Sector Organization	3.9%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	3.2%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	2.6%
Office of the President, Prime Minister	1.9%
Financial Sector/Private Bank	1.3%
Office of Minister	0.6%
Office of Parliamentarian	0.6%
Judicial System (e.g., courts)	0.6%
Bilateral Agency (e.g., embassy, diplomatic, military)	0.6%
Trade Union	0.6%
Media (press, radio, TV, web, etc.)	0.6%
Youth Group	0.0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only 1 response)	Percentage of Respondents (N=156)
Other	20.5%
Generalist (specialized in multiple sectors)	17.3%
Finance and markets	9.0%
Macroeconomics, fiscal management	7.7%
Environment, natural resources	6.4%
Transport	6.4%
Tourism	3.8%
Trade and competitiveness	3.8%
Education	3.2%
Jobs	3.2%
Gender	3.2%
Digital development and technology (ICT)	3.2%
Governance, anti-corruption	2.6%
Urban development	2.6%
Agriculture, rural development	1.9%
Social protection	1.3%
Communications, public affairs	1.3%
Energy	0.6%
Water, sanitation	0.6%
Fragility, conflict, violence, refugees	0.6%
Demographics, migration	0.6%
Poverty	0.0%
Health, nutrition	0.0%
Climate change	0.0%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in Croatia?	Percentage of Respondents (N=156)
Yes	50.6%
No	49.4%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Croatia? (Select only 1 response)	Percentage of Respondents (N=79)
The World Bank (IBRD)	100%
The International Finance Corporation (IFC)	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

5. Which of the following describes most of your exposure to the World Bank Group in Croatia? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=155)
Collaborate as part of my professional duties	56.1%
Use World Bank Group reports/data	31.0%
Engage in World Bank Group related/sponsored events/activities	27.7%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	13.5%
Use World Bank Group website for information, data, research, etc.	13.5%

**H. Background Information (continued)**

6. What's your gender?	Percentage of Respondents (N=153)
Female	55.6%
Male	44.4%

7. What's your age?	Percentage of Respondents (N=154)
25 and under	0.0%
26-35	7.8%
36-45	43.5%
46-55	32.5%
56 and above	16.2%

8. Which best represents your geographic location?	Percentage of Respondents (N=154)
Zagreb region	79.9%
Other urban region	18.8%
Rural areas	1.3%



Appendix B: Responses to Selected Questions by Stakeholder Groups⁷

- Employee of Ministry/PMU/Consultant on WBG Project N=53
- Local Government Office or Staff N=12
- Other Government Institutions/Organizations N=15
- Bilateral/Multilateral Agency N=7
- Private Sector/Financial Sector/Private Bank N=8 (Private Sector)
- CSO N=22
- European Commission N=8
- Academia/Research Institute/Think Tank N=17 (Academia)
- Other⁸ N=13

A. Overall Context

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

Percentage of Respondents	Employee of Ministry/PMU/Consultant	Local Government	Other Government Institutions/Organizations	Bilateral/Multilateral Agency	Private Sector	CSO	European Commission	Academia	Other
The right direction*	43.4%	58.3%	60.0%	33.3%	25.0%	9.1%	25.0%	23.5%	38.5%
The wrong direction*	11.3%	8.3%	6.7%	50.0%	25.0%	54.5%	0.0%	64.7%	23.1%
Not sure	45.3%	33.3%	33.3%	16.7%	50.0%	36.4%	75.0%	11.8%	38.5%

*Significantly different between stakeholder groups

⁷ Only 155 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

⁸ Includes the following categories: Office of the President, Prime Minister (N=3), Office of Minister (N=1), Office of Parliamentarian (N=1), Media (N=1) and Other (N=7). There were no respondents from the youth group.

**A. Overall Context (continued)**

Listed below are a number of development priorities in Croatia. Please identify which of the following you consider the most important development priorities in Croatia. (Choose no more than 5)

Percentage of Respondents (Responses combined)	Employee of Ministry/PMU/ Consultant	Local Government	Other Government Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	European Commission	Academia	Other
Water, sanitation, and solid waste management	11.3%	8.3%	6.7%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%
Energy and energy efficiency	15.1%	25.0%	33.3%	0.0%	0.0%	13.6%	0.0%	11.8%	7.7%
Private sector development/business environment	43.4%	41.7%	13.3%	57.1%	37.5%	18.2%	37.5%	17.6%	53.8%
Disaster risk management	13.2%	8.3%	13.3%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%
Financial markets	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	7.7%
Global/regional integration	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Convergence with income levels of the European Union (EU) and entry into the euro area	32.1%	25.0%	20.0%	28.6%	25.0%	18.2%	50.0%	11.8%	15.4%
Regional and urban development	13.2%	16.7%	0.0%	0.0%	12.5%	4.5%	0.0%	0.0%	15.4%
Social protection	9.4%	8.3%	6.7%	0.0%	12.5%	27.3%	0.0%	0.0%	0.0%
Public sector governance/reform	35.8%	33.3%	40.0%	57.1%	37.5%	36.4%	62.5%	52.9%	53.8%
Job creation/employment	20.8%	25.0%	46.7%	14.3%	37.5%	22.7%	37.5%	29.4%	30.8%
Information and communications technology	13.2%	16.7%	20.0%	28.6%	12.5%	9.1%	0.0%	0.0%	15.4%
Equality of opportunity and gender equity	3.8%	8.3%	0.0%	14.3%	0.0%	22.7%	0.0%	5.9%	0.0%
Judiciary reform	43.4%	16.7%	46.7%	57.1%	50.0%	50.0%	37.5%	76.5%	53.8%
Anti-corruption	35.8%	25.0%	33.3%	57.1%	62.5%	50.0%	37.5%	64.7%	53.8%
Agriculture and rural development	13.2%	25.0%	20.0%	14.3%	37.5%	27.3%	12.5%	0.0%	7.7%
Innovation and research and development (R&D)*	26.4%	66.7%	40.0%	0.0%	12.5%	40.9%	12.5%	47.1%	30.8%
Health	17.0%	16.7%	26.7%	14.3%	12.5%	13.6%	12.5%	41.2%	30.8%
Natural resource management and biodiversity	13.2%	16.7%	6.7%	0.0%	0.0%	13.6%	0.0%	11.8%	15.4%
Climate change and the environment	15.1%	16.7%	20.0%	14.3%	0.0%	18.2%	12.5%	5.9%	15.4%
Poverty reduction	5.7%	0.0%	6.7%	28.6%	12.5%	22.7%	12.5%	5.9%	0.0%
Global pandemics (e.g., COVID-19)	5.7%	8.3%	13.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Demographic trends	26.4%	41.7%	20.0%	42.9%	50.0%	4.5%	37.5%	29.4%	30.8%
Education*	34.0%	8.3%	40.0%	57.1%	25.0%	54.5%	12.5%	58.8%	23.1%
Regional disparities*	5.7%	33.3%	0.0%	14.3%	0.0%	18.2%	12.5%	11.8%	30.8%
Transport	11.3%	0.0%	26.7%	0.0%	0.0%	0.0%	0.0%	11.8%	0.0%

*Significantly different between stakeholder groups

**A. Overall Context (continued)**

The COVID-19 pandemic has stressed many aspects of Croatia's growth and development. In which areas would you like to see the Croatian 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 3)

Percentage of Respondents (Responses combined)	Employee of Ministry/PMU/ Consultant	Local Government	Other Government Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	European Commission	Academia	Other
Fair and equal distribution of a COVID-19 vaccine	9.4%	16.7%	20.0%	57.1%	12.5%	27.3%	0.0%	31.3%	23.1%
Healthcare	58.5%	58.3%	60.0%	57.1%	37.5%	40.9%	50.0%	50.0%	69.2%
Providing direct financial support to businesses	32.1%	25.0%	53.3%	14.3%	37.5%	18.2%	12.5%	43.8%	46.2%
Poverty and inequality	35.8%	16.7%	13.3%	42.9%	12.5%	36.4%	75.0%	18.8%	38.5%
Regional disparities	17.0%	41.7%	26.7%	14.3%	37.5%	27.3%	0.0%	6.3%	0.0%
Education*	28.3%	50.0%	6.7%	14.3%	37.5%	50.0%	25.0%	25.0%	0.0%
Supporting favorable business environment	58.5%	75.0%	73.3%	57.1%	75.0%	54.5%	75.0%	56.3%	61.5%
Public service delivery and Public Administration	26.4%	16.7%	33.3%	28.6%	12.5%	27.3%	50.0%	62.5%	53.8%
Other	3.8%	0.0%	6.7%	14.3%	12.5%	9.1%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

When economic and/or social reform efforts fail or are slow to take place in Croatia, which of the following would you attribute this to? (Choose no more than 2)

Percentage of Respondents (Responses combined)	Employee of Ministry/PMU/ Consultant	Local Government	Other Government Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	European Commission	Academia	Other
Corruption	31.4%	33.3%	42.9%	33.3%	25.0%	63.6%	42.9%	50.0%	23.1%
Inadequate level of private sector participation*	2.0%	8.3%	7.1%	0.0%	37.5%	0.0%	0.0%	6.3%	15.4%
Inadequate level of citizen/civil society participation	9.8%	16.7%	28.6%	0.0%	12.5%	4.5%	0.0%	0.0%	0.0%
Political pressures and obstacles	39.2%	8.3%	21.4%	33.3%	50.0%	36.4%	42.9%	31.3%	46.2%
Inadequate level of government accountability*	19.6%	0.0%	0.0%	66.7%	12.5%	18.2%	14.3%	25.0%	7.7%
Inadequate level of capacity in the government	27.5%	33.3%	21.4%	16.7%	12.5%	36.4%	57.1%	50.0%	38.5%
Reforms are not well thought out in light of the country challenges*	39.2%	91.7%	28.6%	16.7%	37.5%	40.9%	28.6%	25.0%	38.5%
Pressure from outside interest groups*	19.6%	8.3%	42.9%	33.3%	0.0%	0.0%	0.0%	12.5%	15.4%
Other	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	7.7%

*Significantly different between stakeholder groups

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

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

	Employee of Ministry/PMU/ Consultant		Local Government		Other Government Institutions/ Organizations		Bilateral/ Multilateral Agency		Private Sector		CSO		European Commission		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD)*	50	6.86	10	6.20	13	6.54	7	6.71	8	4.63	22	5.55	7	8.57	16	5.25	11	6.64
The International Finance Corporation (IFC) - the World Bank Group's private sector arm*	50	3.94	9	3.67	13	4.54	7	6.00	8	4.63	22	4.14	6	6.67	16	3.25	11	2.73

*Significantly different between stakeholder groups

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

	Employee of Ministry/PMU/ Consultant		Local Government		Other Government Institutions/ Organizations		Bilateral/ Multilateral Agency		Private Sector		CSO		European Commission		Academia		Other	
	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 Croatia	45	6.51	8	4.88	12	5.75	7	7.00	5	4.80	20	5.70	6	7.83	11	5.91	10	5.30
The World Bank Group's work is aligned with what I consider the development priorities for Croatia*	44	6.55	9	4.78	11	5.64	7	7.00	4	5.75	19	5.16	6	7.17	10	7.20	10	5.00

*Significantly different between stakeholder groups

	Employee of Ministry/PMU/ Consultant		Local Government		Other Government Institutions/ Organizations		Bilateral/ Multilateral Agency		Private Sector		CSO		European Commission		Academia		Other	
	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 Croatia?*	45	6.33	10	5.00	11	6.55	7	7.14	5	4.00	19	5.11	6	7.50	11	6.64	9	5.00

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

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

When thinking about how the World Bank Group can have the most impact on development results in Croatia, which sectors do you believe the World Bank Group should prioritize with its engagement in Croatia? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Employee of Ministry/PMU/ Consultant	Local Government	Other Government Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	European Commission	Academia	Other
Social protection*	4.1%	10.0%	0.0%	0.0%	0.0%	4.5%	33.3%	0.0%	0.0%
Public sector governance/reform	28.6%	20.0%	23.1%	42.9%	42.9%	36.4%	16.7%	46.7%	72.7%
Equality of opportunity and gender equity	4.1%	0.0%	0.0%	0.0%	0.0%	13.6%	0.0%	6.7%	0.0%
Private sector development/business environment	20.4%	30.0%	15.4%	14.3%	14.3%	9.1%	33.3%	13.3%	18.2%
Education	16.3%	20.0%	23.1%	14.3%	14.3%	27.3%	16.7%	20.0%	0.0%
Energy and energy efficiency	6.1%	10.0%	0.0%	0.0%	0.0%	4.5%	16.7%	6.7%	0.0%
Global/regional integration	8.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Convergence with income levels of the European Union (EU) and entry into the euro area*	8.2%	10.0%	7.7%	28.6%	14.3%	0.0%	50.0%	6.7%	9.1%
Health	10.2%	10.0%	23.1%	14.3%	0.0%	4.5%	0.0%	20.0%	9.1%
Financial markets	4.1%	0.0%	7.7%	0.0%	0.0%	4.5%	16.7%	0.0%	0.0%
Water, sanitation, and solid waste management	4.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	16.3%	10.0%	7.7%	14.3%	28.6%	22.7%	0.0%	13.3%	0.0%
Regional and urban development	8.2%	30.0%	23.1%	0.0%	14.3%	13.6%	0.0%	13.3%	0.0%
Global pandemics	4.1%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%
Demographic trends	6.1%	30.0%	15.4%	14.3%	14.3%	0.0%	33.3%	6.7%	0.0%
Transport	10.2%	10.0%	15.4%	0.0%	0.0%	4.5%	0.0%	6.7%	0.0%
Agriculture and rural development	12.2%	10.0%	0.0%	0.0%	14.3%	18.2%	0.0%	0.0%	0.0%
Innovation and research and development (R&D)	20.4%	0.0%	23.1%	28.6%	14.3%	27.3%	16.7%	6.7%	18.2%
Anti-corruption	14.3%	10.0%	30.8%	14.3%	42.9%	36.4%	16.7%	26.7%	36.4%
Natural resource management and biodiversity	2.0%	0.0%	0.0%	14.3%	0.0%	9.1%	0.0%	6.7%	9.1%
Climate change and the environment	12.2%	20.0%	15.4%	0.0%	14.3%	4.5%	33.3%	13.3%	9.1%
Regional disparities	4.1%	30.0%	0.0%	14.3%	28.6%	13.6%	0.0%	20.0%	9.1%
Information and communications technology	10.2%	10.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	9.1%
Judiciary reform	18.4%	10.0%	23.1%	42.9%	28.6%	18.2%	0.0%	20.0%	45.5%
Disaster risk management	8.2%	0.0%	0.0%	0.0%	0.0%	4.5%	16.7%	6.7%	0.0%
Poverty reduction	14.3%	20.0%	30.8%	28.6%	0.0%	9.1%	0.0%	13.3%	27.3%

*Significantly different between stakeholder groups

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

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

	Employee of Ministry/PMU/ Consultant		Local Government		Other Government Institutions/ Organizations		Bilateral/ Multilateral Agency		Private Sector		CSO		European Commission		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs	42	6.52	7	5.00	8	6.13	6	7.17	6	6.00	16	5.94	6	7.33	10	7.10	8	4.38
Flexibility (in terms of the institution's products and services)*	41	6.80	7	4.86	9	5.89	5	6.00	5	4.40	13	5.00	6	7.00	9	6.33	7	4.71
Flexibility (in terms of changing country circumstances)*	40	6.48	8	4.25	8	5.38	5	6.60	4	4.75	13	5.15	6	7.33	9	7.11	7	4.86
Being inclusive	40	6.95	9	5.56	9	6.67	5	7.60	5	5.60	17	5.71	5	7.80	8	7.75	8	5.38
Openness	42	6.90	9	6.22	9	6.78	7	7.71	6	5.83	17	6.18	6	8.17	9	6.89	7	6.00
Collaboration with the Government	40	7.33	7	6.29	7	7.00	6	7.17	3	5.67	15	6.80	6	8.00	8	7.88	7	7.14
The speed in which it gets things accomplished on the ground	42	6.74	8	4.63	7	6.00	5	6.80	4	3.75	10	5.60	6	6.67	9	6.67	7	5.00
Helping to bring discipline/effective supervision to implementation of investment projects	35	6.63	6	4.33	7	6.14	5	6.80	4	5.75	8	4.25	3	6.67	10	6.60	5	4.80
Collaboration with civil society	27	5.67	5	4.80	6	5.83	5	6.60	5	5.40	18	4.83	3	6.67	9	7.00	3	3.33
Staff accessibility	41	7.15	8	6.13	8	6.75	6	7.50	6	5.83	12	6.75	6	7.83	8	8.50	8	5.88
Collaboration with other donors and development partners	27	6.44	5	4.40	6	6.67	5	6.80	4	5.50	9	5.22	6	8.33	4	7.50	0	0.00
Collaboration with the private sector	30	5.83	6	4.17	7	6.00	5	6.60	5	6.80	12	5.33	3	6.67	5	7.00	5	4.00
Straightforwardness and honesty	40	6.83	8	5.38	8	7.63	6	7.67	6	5.83	12	6.25	5	8.00	10	6.90	7	5.00
Treating clients and stakeholders in Croatia with respect	42	7.83	8	6.50	9	8.22	6	8.00	6	6.50	15	7.53	6	8.17	10	7.70	6	6.17
Being a long-term partner*	42	7.74	6	4.83	8	7.50	5	7.60	6	6.17	14	6.64	6	8.50	11	8.27	6	5.83
Acting with compassion and empathy	35	6.94	8	5.25	9	7.22	4	7.75	6	5.67	11	6.09	4	7.75	9	6.22	7	4.86
Insisting on accountability through its operations	39	7.36	8	5.50	8	7.13	5	8.00	6	6.83	14	6.36	5	7.80	8	7.00	4	5.00
Measuring results effectively	40	7.35	7	5.43	9	7.22	5	7.80	5	6.20	14	6.64	5	7.80	9	7.00	6	4.83

*Significantly different between stakeholder groups

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

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

	Employee of Ministry/PMU/ Consultant		Local Government		Other Government Institutions/ Organizations		Bilateral/ Multilateral Agency		Private Sector		CSO		European Commission		Academia		Other	
	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 Croatia*	35	6.94	4	3.25	6	7.83	4	7.25	3	3.67	7	6.00	5	7.60	8	7.38	4	5.25

*Significantly different between stakeholder groups

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

	Employee of Ministry/PMU/ Consultant		Local Government		Other Government Institutions/ Organizations		Bilateral/ Multilateral Agency		Private Sector		CSO		European Commission		Academia		Other	
	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 Croatia*	33	6.52	4	4.75	7	7.86	4	6.75	4	4.00	10	4.70	5	6.80	6	7.17	3	5.00

*Significantly different between stakeholder groups


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

Which of the following SHOULD the World Bank Group do to make itself of greater value in Croatia? (Choose no more than 2)

Percentage of Respondents (Responses combined)	Employee of Ministry/PMU/ Consultant	Local Government	Other Government Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	European Commission	Academia	Other
Provide more adequate data/knowledge/statistics/figures on Croatia's economy	14.0%	20.0%	0.0%	0.0%	33.3%	10.5%	0.0%	23.1%	14.3%
Engage more effectively with partners such as the European Commission	4.7%	0.0%	0.0%	0.0%	0.0%	10.5%	0.0%	0.0%	0.0%
Collaborate more effectively with Government clients	16.3%	30.0%	20.0%	0.0%	16.7%	5.3%	20.0%	23.1%	0.0%
Work faster	7.0%	10.0%	10.0%	0.0%	0.0%	5.3%	0.0%	7.7%	14.3%
Reduce the complexity of obtaining World Bank Group financing	14.0%	10.0%	30.0%	16.7%	16.7%	5.3%	0.0%	0.0%	0.0%
Offer more real-time advice and guidance	16.3%	10.0%	20.0%	16.7%	16.7%	10.5%	20.0%	7.7%	14.3%
Increase availability of Reimbursable Advisory Services (RAS)	9.3%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	7.7%	0.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	11.6%	10.0%	0.0%	0.0%	16.7%	10.5%	40.0%	7.7%	14.3%
Offer more innovative knowledge products and services	11.6%	0.0%	10.0%	0.0%	16.7%	10.5%	0.0%	0.0%	14.3%
Offer more innovative financial products and services	2.3%	10.0%	10.0%	16.7%	16.7%	5.3%	0.0%	0.0%	0.0%
Ensure greater selectivity in its work	4.7%	10.0%	0.0%	0.0%	0.0%	0.0%	20.0%	7.7%	0.0%
Engage more effectively with private sector	11.6%	20.0%	30.0%	33.3%	16.7%	21.1%	0.0%	23.1%	28.6%
Improve the quality of its experts as related to Croatia's specific challenges	16.3%	10.0%	20.0%	0.0%	0.0%	5.3%	20.0%	7.7%	0.0%
Engage more directly with beneficiaries	9.3%	10.0%	10.0%	0.0%	33.3%	26.3%	0.0%	15.4%	28.6%
Increase the level of capacity development in the country	30.2%	20.0%	30.0%	50.0%	0.0%	21.1%	80.0%	38.5%	57.1%
Engage more effectively with civil society*	4.7%	10.0%	0.0%	33.3%	0.0%	36.8%	0.0%	15.4%	0.0%
Other	2.3%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	7.7%	14.3%

*Significantly different between stakeholder groups

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

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?
(Choose no more than 2)

Percentage of Respondents (Responses combined)	Employee of Ministry/PMU/ Consultant	Local Government	Other Government Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	European Commission	Academia	Other
Parliament	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%
Youth/university groups	4.7%	10.0%	10.0%	16.7%	16.7%	10.0%	0.0%	7.7%	14.3%
Private sector	39.5%	50.0%	50.0%	33.3%	50.0%	35.0%	20.0%	53.8%	42.9%
Academia/think tanks/research institutes	27.9%	30.0%	40.0%	33.3%	33.3%	40.0%	40.0%	76.9%	71.4%
European Commission/IFIs	18.6%	0.0%	10.0%	33.3%	0.0%	5.0%	20.0%	0.0%	0.0%
Media	4.7%	0.0%	0.0%	0.0%	33.3%	5.0%	0.0%	15.4%	0.0%
Local government*	14.0%	70.0%	20.0%	16.7%	33.3%	0.0%	40.0%	15.4%	14.3%
Beneficiaries	27.9%	30.0%	30.0%	33.3%	16.7%	15.0%	40.0%	15.4%	28.6%
Foundations	2.3%	0.0%	10.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%
NGOs/Community Based Organizations*	9.3%	0.0%	0.0%	33.3%	0.0%	55.0%	0.0%	7.7%	14.3%
Other	2.3%	10.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	14.3%
Don't know	11.6%	0.0%	0.0%	0.0%	0.0%	5.0%	20.0%	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 Croatia?

Percentage of Respondents	Employee of Ministry/PMU/ Consultant	Local Government	Other Government Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	European Commission	Academia	Other
Never	9.1%	0.0%	0.0%	0.0%	16.7%	15.0%	0.0%	7.7%	0.0%
Less than once a year	9.1%	40.0%	20.0%	0.0%	33.3%	15.0%	0.0%	23.1%	14.3%
Once a year to a few times a year*	31.8%	10.0%	40.0%	71.4%	33.3%	70.0%	60.0%	53.8%	57.1%
Less than once a month	6.8%	0.0%	0.0%	28.6%	16.7%	0.0%	0.0%	7.7%	14.3%
At least once a month*	25.0%	40.0%	30.0%	0.0%	0.0%	0.0%	40.0%	0.0%	14.3%
At least once a week	18.2%	10.0%	10.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%

*Significantly different between stakeholder groups

**H. Background Information**

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

Percentage of Respondents	Employee of Ministry/PMU/ Consultant	Local Government	Other Government Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	European Commission	Academia	Other
Yes	62.3%	50.0%	53.3%	71.4%	37.5%	18.2%	100.0%	17.6%	61.5%
No	37.7%	50.0%	46.7%	28.6%	62.5%	81.8%	0.0%	82.4%	38.5%

**Significantly different between stakeholder groups*

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Croatia? * (Select only 1 response)

Percentage of Respondents	Employee of Ministry/PMU/ Consultant	Local Government	Other Government Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	European Commission	Academia	Other
The World Bank (IBRD)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
The International Finance Corporation (IFC)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**Significantly different between stakeholder groups*

**Appendix C: Responses to Indicator Questions by Collaboration with the WBG**

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?	5.52	6.54
Overall the World Bank Group currently plays a relevant role in development in Croatia	5.57	6.49
The World Bank Group's work is aligned with what I consider the development priorities for Croatia	5.52	6.46
Overall, please rate your impression of the World Bank's effectiveness in Croatia.	5.64	6.63
Overall, please rate your impression of the IFC's effectiveness in Croatia.	5.02	5.79
To what extent does the World Bank Group's work help to achieve development results in Croatia?	5.30	6.54
To what extent does the World Bank Group influence the development agenda in Croatia?	5.49	6.58
Responsiveness to needs	6.00	6.45
Flexibility (in terms of the institution's products and services)	5.60	6.32
Flexibility (in terms of changing country circumstances)	5.45	6.30
Being inclusive	6.21	6.80
Openness (sharing data and other information)	6.30	7.05
Collaboration with the Government	6.60	7.50
The speed in which it gets things accomplished on the ground	5.64	6.45
Helping to bring discipline/effective supervision to implementation of investment projects	5.59	6.34
Collaboration with civil society	5.41	5.73
Staff accessibility	6.61	7.22
Collaboration with other donors and development partners	5.76	6.67
Collaboration with the private sector	5.86	5.63
Straightforwardness and honesty	6.37	6.82
Treating clients and stakeholders in Croatia with respect	7.20	7.85
Being a long-term partner	6.76	7.67
The World Bank Group takes decisions quickly in Croatia	6.17	6.85
The World Bank Group's financial instruments meet the needs of Croatia	5.59	6.60
The World Bank Group meets Croatia's needs for knowledge services	6.03	6.88
How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?	6.79	7.15
In Croatia, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Croatia's specific development challenges and country circumstances	6.02	7.05
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.00	6.89
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.64	7.43

Yellow highlight indicates significant difference between Yes and No means.



Appendix D: Croatia FY21 COS Questionnaire



World Bank Group Country Survey FY 2021 – Croatia

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

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

A2. Do you think that economic opportunity for citizens in Croatia over the next two to three years is ... ?	
1	Increasing
2	Decreasing
3	Staying about the same

A3. Listed below are a number of development priorities in Croatia.			
Please identify which of the following you consider the most important development priorities in Croatia. (Choose no more than 5)			
1	Water, sanitation, and solid waste management	14	Judiciary reform
2	Energy and energy efficiency	15	Anti-corruption
3	Private sector development/business environment	16	Agriculture and rural development
4	Disaster risk management (e.g., earthquakes, floods)	17	Innovation and research and development (R&D)
5	Financial markets	18	Health
6	Global/regional integration	19	Natural resource management and biodiversity
7	Convergence with income levels of the European Union (EU) and entry into the euro area	20	Climate change and the environment
8	Regional and urban development	21	Poverty reduction
9	Social protection (e.g., pensions, targeted social assistance, social inclusion)	22	Global pandemics (e.g., COVID-19)
10	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23	Demographic trends (i.e. rapidly aging society, shrinking population, migration)
11	Job creation/employment	24	Education
12	Information and communications technology	25	Regional disparities
13	Equality of opportunity and gender equity (closing the gap between women and men, and boys and girls)	26	Transport (e.g., roads, railways, ports)

**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 Croatia? (Choose no more than 3)			
1	Judiciary reform	13	Natural resource management and biodiversity
2	Innovation and research and development (R&D)	14	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
3	Demographic trends (i.e. rapidly aging society, shrinking population, migration)	15	Equality of opportunity and gender equity (closing the gap between women and men, and boys and girls)
4	Disaster risk management (e.g., earthquakes, floods)	16	Water, sanitation, and solid waste management
5	Social protection (e.g., pensions, targeted social assistance, social inclusion)	17	Health
6	Climate change and the environment	18	Education
7	Information and communications technology	19	Job creation/employment
8	Regional disparities	20	Private sector development/business environment
9	Anti-corruption	21	Regional and urban development
10	Agriculture and rural development	22	Financial markets
11	Energy and energy efficiency	23	Convergence with income levels of the European Union (EU) and entry into the euro area
12	Transport (e.g., roads, railways, ports)	24	Global/regional integration

A5. The COVID-19 pandemic has stressed many aspects of Croatia's growth and development. In which areas would you like to see the Croatian 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 3)	
1	Fair and equal distribution of a COVID-19 vaccine
2	Healthcare
3	Providing direct financial support to businesses (business support packages)
4	Poverty and inequality (e.g., strengthening the social safety net, social assistance)
5	Regional disparities
6	Education
7	Supporting favorable business environment
8	Public service delivery and Public Administration (e.g., strengthening policies, institutions)
9	Other (please specify): _____

**SECTION A: OVERALL CONTEXT**

A6. When economic and/or social reform efforts fail or are slow to take place in Croatia, which of the following would you attribute this to? (Choose no more than 2)	
1	Corruption
2	Inadequate level of private sector participation
3	Inadequate level of citizen/civil society participation
4	Political pressures and obstacles
5	Inadequate level of government accountability
6	Inadequate level of capacity in the government
7	Reforms are not well thought out in light of the country challenges
8	Pressure from outside interest groups (e.g., private sector, unions)
9	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/local government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	European Commission and the EU Institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The World Health Organization (WHO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Regional development banks (i.e. European Investment Bank, European Bank for Reconstruction and Development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Croatia's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	The private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	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 Croatia?											
		Not familiar at all								Extremely familiar	
		1	2	3	4	5	6	7	8	9	10
1	The World Bank (IBRD)										
2	The International Finance Corporation (IFC) - the World Bank Group's private sector arm										

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

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

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

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

B7. When thinking about the World Bank Group’s role in Croatia, which activity do you VALUE the most? (Choose no more than 2)	
1	Global advocacy
2	Technical assistance, including Reimbursable Advisory Services (RAS) and implementation support
3	Bringing together different groups of stakeholders
4	Policy advice, studies, analyses and promoting knowledge sharing
5	Informal advice that World Bank Group’s staff provides (e.g., memos, short evidence notes, informal discussions and emails)
6	Coordination with the European commission and international partners
7	Financial resources
8	Mobilizing third party financial resources, including EU funds
9	Capacity development related to World Bank Group supported projects
10	Other (please specify): _____

B8. Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in Croatia? (Choose no more than 2)	
1	Not aligned with country priorities
2	Not adequately flexible in changing country circumstances
3	Staff inaccessible
4	Not collaborating enough with private sector
5	Not collaborating enough with partners such as bilaterals, multilaterals, International Financial Institutions (IFIs), UN, European Commission
6	Not enough public disclosure of its work
7	Not adequately sensitive to political/social realities in Croatia
8	World Bank Group’s processes too slow and complex
9	Not sufficiently focused on sustainable results
10	Not willing to honestly criticize policies and reform efforts of Croatia
11	Inadequate number of innovative financial products and services
12	Inadequate level of real-time advice and guidance
13	Inadequate number of innovative knowledge products and services
14	Not collaborating enough with civil society (e.g., NGOs, CBOs)
15	Other (please specify): _____
16	Don’t know

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

B9. When thinking about how the World Bank Group can have the most impact on development results in Croatia, which sectors do you believe the World Bank Group should prioritize with its engagement in Croatia? (Choose no more than 3)

1	Social protection (e.g., pensions, targeted social assistance, social inclusion)	14	Global pandemics (e.g., COVID-19)
2	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	15	Demographic trends (i.e. rapidly aging society, shrinking population, migration)
3	Equality of opportunity and gender equity (closing the gap between women and men, and boys and girls)	16	Transport (e.g., roads, railways, ports)
4	Private sector development/business environment	17	Agriculture and rural development
5	Education	18	Innovation and research and development (R&D)
6	Energy and energy efficiency	19	Anti-corruption
7	Global/regional integration	20	Natural resource management and biodiversity
8	Convergence with income levels of the European Union (EU) and entry into the euro area	21	Climate change and the environment
9	Health	22	Regional disparities
10	Financial markets	23	Information and communications technology
11	Water, sanitation, and solid waste management	24	Judiciary reform
12	Job creation/employment	25	Disaster risk management (e.g., earthquakes, floods)
13	Regional and urban development	26	Poverty reduction

B10. What comes to mind when you hear about the International Finance Corporation (The IFC) (Choose no more than 3)

1	Multi-lateral financial institution	9	Thought leader
2	Public-private partnership	10	Venture capital
3	Asset Manager	11	Innovation and Entrepreneurship
4	Development institution	12	Investment Bank
5	Private sector solutions	13	None of the above
6	World Bank	14	Don't know
7	Financial advisory solutions	15	Other (please specify): _____
8	Impact investor		

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

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

To what extent is the World Bank Group an effective development partner in Croatia, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
C2	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	Treating clients and stakeholders in Croatia with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C17	Acting with compassion and empathy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C18	Insisting on accountability through its operations (e.g., performance-based financing/resources tied to results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C19	Measuring results effectively	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
C20	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C21	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"/>
C22	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"/>
C23	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"/>
C24	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C25	The World Bank Group takes decisions quickly in Croatia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C26	Working with the World Bank Group increases Croatia'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 Croatia?												
		Strongly disagree								Strongly agree		Don't know
C27	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Program-for-Results, etc.) meet the needs of Croatia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C28	The World Bank Group meets Croatia'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"/>

C29. To what extent do you believe that Croatia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

C30. How important is the World Bank Group's global advocacy role in areas such as 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 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 Croatia? (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	2	3	4	5	6	7	8	9	10	
1	Social protection (e.g., pensions, targeted social assistance, social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Equality of opportunity and gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Private sector development/business environment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Regional and urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Energy and energy efficiency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Water, sanitation, and solid waste management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Convergence with income levels of the European Union (EU) and entry into the euro area	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Transport (e.g., roads, railways, ports)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Innovation and research and development (R&D)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Natural resource management and biodiversity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	Climate change and the environment	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	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
20	Disaster risk management (e.g., earthquakes, floods)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
21	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>



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

In Croatia, 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
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E1	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E2	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Are adaptable to Croatia's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E8. 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	

E9. 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 CROATIA**

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

F2. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than 2)			
1	Parliament	7	Local government
2	Youth/university groups	8	Beneficiaries
3	Private sector	9	Foundations
4	Academia/think tanks/research institutes	10	NGOs/Community Based Organizations
5	European Commission/IFIs	11	Other (please specify): _____
6	Media	12	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G1. How frequently do you interact with the World Bank Group now in Croatia?	
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 would you prefer to receive information from the World Bank Group? (Choose no more than 3)			
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 Croatia's media

G3. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?					
		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g., read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

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

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

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

**SECTION H: BACKGROUND INFORMATION**

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Croatia? (Select only 1 response)

1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

H5. Which of the following describes most of your exposure to the World Bank Group in Croatia? (Choose no more than 2)

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.

H6. What's your gender?

1	Female
2	Male

H7. What's your age?

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

H8. Which best represents your geographic location?

1	Zagreb region
2	Other urban region
3	Rural areas

Thank you for completing the survey!