

World Bank Group Country Survey FY 2024 – Moldova

The World Bank Group seeks your insights regarding our engagement and activities in Moldova. Our goal is to refine our country program to achieve greater impact and tangible results. As an integral partner, leader, and decision-maker, your perspective is invaluable.

We deeply value your participation in this crucial consultation. Your honest feedback will not only shape the future of our work in Moldova but also foster better development outcomes for the country. We are committed to sharing the findings of this survey with you, ensuring that your voice drives our initiatives forward.

To maintain the integrity and confidentiality of this process, we have engaged a reputable local firm to manage the survey logistics. Your responses will remain anonymous and no feedback will be linked to any specific individual.

[For paper distribution] PLEASE NOTE: If a question asks for a specific number of responses, please do not choose more than the requested number. If more responses are chosen, data cannot be included in analysis.

[For online distribution] Please click the arrow below to begin the survey. By starting the survey, you indicate that you have read the purpose of the survey and voluntarily agree to participate.

BACKGROUND INFORMATION

1. What is your primary professional affiliation? (Select only 1 response)	
1	Office of the President, Prime Minister, Minister
2	Office of a Parliamentarian
3	Government Institution: Employee of a Ministry / Ministerial Department / Project Implementation Unit / Independent Government Institution (e.g., National Bank of Moldova, Regulatory or Oversight Agency) / Judiciary / State-Owned Enterprise
4	Local Government Office or Staff
5	Bilateral or Multilateral Agency (e.g., embassy, development organization, development bank, UN Agency)
6	Civil Society Organization: local and regional (NGO; Community-Based Organization; Private Foundation; Professional / Trade association, Faith-Based Group, Youth Group)
7	Private Sector: Private Company / Financial Sector Organization / Private Bank
8	Academia / Research Centers
9	Media
10	Other (please specify): _____

2. How familiar are you with the work of these organizations in Moldova?											
		Not familiar at all								Very familiar	
		1	2	3	4	5	6	7	8	9	10
1	World Bank Group	1	2	3	4	5	6	7	8	9	10
2	International Monetary Fund	1	2	3	4	5	6	7	8	9	10
3	United Nations	1	2	3	4	5	6	7	8	9	10
4	European Union	1	2	3	4	5	6	7	8	9	10
5	European Investment Bank (EIB)	1	2	3	4	5	6	7	8	9	10
6	European Bank for Reconstruction and Development (EBRD)	1	2	3	4	5	6	7	8	9	10

3. Do you collaborate/work with the World Bank Group (WBG) in Moldova?	
1	Yes
2	No [skip to A1]

4. Which of the following WBG agencies do you collaborate/work with in Moldova? (Select ALL that apply)	
1	World Bank (IBRD)
2	International Finance Corporation (IFC)
3	Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

SECTION A: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP IN MOLDOVA

A1. How much do you trust each of the following institutions to do what is right for Moldova?		Not at all										Very much	Don't know
1	National government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Local government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Parliament	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Moldova's Central Bank (National Bank of Moldova)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	United Nations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	European Union	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Regional development banks (e.g., European Bank for Reconstruction and Development (EBRD), European Investment Bank (EIB))	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Bilateral Agencies (e.g., United States Agency for International Development (USAID), Swedish International Development Cooperation Agency (SIDA), Austrian Development Agency (ADA), Swiss Agency for Development and Cooperation (SDC), Foreign, Commonwealth and Development Office (FCDO))	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Private foundations (e.g., Open Society Foundation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Academia / research centers	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Media	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

A2. How effective is the World Bank Group (WBG) in helping Moldova achieve development results?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

A3. How significant a contribution do you believe the WBG's knowledge work make to development results in Moldova?

Knowledge work includes data resources, analytical reports, policy notes, hands-on advice, and knowledge-sharing workshops or training programs.

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not significant at all									Very significant	Don't know

SECTION A: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP IN MOLDOVA

To what extent do you agree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
A4	The WBG currently plays a relevant role in development in Moldova											<input type="checkbox"/>	
A5	The WBG's work is aligned with what I consider the development priorities for Moldova											<input type="checkbox"/>	
A6	The WBG has a positive influence on shaping development policy in Moldova											<input type="checkbox"/>	
A7	The WBG's work helps end poverty in Moldova											<input type="checkbox"/>	

SECTION B: WORLD BANK GROUP'S WORK AND EFFECTIVENESS IN MOLDOVA

B1. Which WBG instruments do you VALUE the most in Moldova? (Select up to 2)	
1	Convening / bringing together different groups of stakeholders
2	Capacity development and training
3	Technical assistance and implementation support (incl. project design and implementation)
4	Financial resources (e.g., budget support, investment lending, grants, trust funds)
5	Mobilizing third party financial resources (incl. both public and private)
6	Donor coordination
7	Knowledge and analytical products (e.g., data, reports, policy notes)
8	Other (please specify): _____

B2. Which areas should the WBG prioritize to have the most impact on development results in Moldova? (Select up to 5)			
1	Gender equity	13	Urban development
2	Water / sanitation	14	Social protection
3	Health / pandemic preparedness	15	Jobs
4	Transport infrastructure	16	Debt management
5	Energy	17	Skills development
6	Public sector governance	18	Youth development
7	Agriculture / food security	19	Tourism development
8	Education	20	Judiciary reform
9	Climate change	21	Disaster risk management
10	Digital infrastructure development	22	Digital development (incl. digital infrastructure, digital services, digital skills development)
11	Private sector development	23	Other (please specify): _____
12	Environment / natural resource management		

SECTION B: WORLD BANK GROUP'S WORK AND EFFECTIVENESS IN MOLDOVA

Listed below are development areas where the WBG is engaged in Moldova, organized by major thematic clusters.

How **EFFECTIVE** has the WBG been at achieving development results in each of these areas of **human development** in Moldova?
(If you have NO exposure to/experience in working in any of these areas, please respond "Don't know")

B3. Human Development:		Not effective at all										Very effective	Don't know
1	Education: more resilient and equitable education systems	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Health: universal health coverage, primary health systems, pandemic preparedness, eradicating infectious diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Social protection: pensions, social assistance, social safety nets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Social inclusion: increasing opportunities for marginalized people to participate fully in markets, services, technologies, and society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Gender equity: close gender gaps in health, education, social protection, economic opportunities, and voice and agency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

How **EFFECTIVE** has the WBG been at achieving development results in each of these areas of **infrastructure** in Moldova?
(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

B4. Infrastructure:		Not effective at all										Very effective	Don't know
1	Transport: roads, bridges, sustainable transportation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Water supply and sanitation infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Digital development: digital infrastructure, digital services, digital skills development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Urban development: urban planning, services, and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Energy / extractives: new energy facilities and infrastructures, energy system optimization and losses reduction, energy efficiency and access to energy, transition to cleaner energy sources; energy policy development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: WORLD BANK GROUP'S WORK AND EFFECTIVENESS IN MOLDOVA

How **EFFECTIVE** has the WBG been at achieving development results in each of these areas of **finance / institutions / economic growth** in Moldova?

(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

B5. Finance / Institutions / Economic growth:		Not effective at all										Very effective	Don't know
1	Public sector governance: efficiency, effectiveness, accountability, and transparency of the government institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Debt sustainability: management, relief, financing, and transparency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Trade: access to markets, tariffs, customs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Private sector development: business regulation, access to finance, improved competitiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Job creation / employment: labor policies, skills development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Macroeconomic stability: sustainable fiscal policy, effective tax administration, monetary policy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Regional integration: promote common physical and institutional infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

How **EFFECTIVE** has the WBG been at achieving development results in each of these areas of **environmental sustainability** in Moldova?

(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

B6. Environmental Sustainability:		Not effective at all										Very effective	Don't know
1	Environment / natural resource management: air/water quality, sustainable land and aquatic resource management, biodiversity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Climate change: transition to low-carbon economy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Agriculture and food security: sustainable agriculture, inclusive and efficient food systems	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Disaster risk management: risk assessments, risk reduction, preparedness, recovery, and reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK GROUP'S ENGAGEMENT AND COLLABORATION IN MOLDOVA

C1. To what extent is the WBG an effective development partner in terms of the following?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	Responsiveness to needs in Moldova	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Access to WBG staff and experts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Flexibility when circumstances change in Moldova	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Being a long-term partner to Moldova	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C2. To what extent is the WBG an effective development partner in Moldova, in terms of collaborating with the following groups?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	National government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Local government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Parliament / legislative branch	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Other donors and development partners (e.g., EBRD, EIB, EU, USAID, SIDA, ADA, SDC, FCDO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Academia / research centers	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C3. In addition to its partnership with the national government, which of the following should the WBG collaborate with more to have greater impact in Moldova? (Select up to 2)	
1	Local government
2	Parliament
3	Private sector
4	Civil society (e.g., NGOs, CBOs)
5	Other donors and development partners
6	Academia / research centers
7	Other (please specify): _____

SECTION C: WORLD BANK GROUP'S ENGAGEMENT AND COLLABORATION IN MOLDOVA

The following questions ask about **the WBG's financial support to Moldova.**

C4. To what extent do you agree with the following statements?													
<i>(If you have NO exposure to, or experience with the WBG's financing, please respond "Don't know")</i>													
		Strongly disagree										Strongly agree	Don't know
1	The WBG's financial instruments (i.e., budget support, loans, grants, trust funds) meet the needs of Moldova	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	The conditions of the WBG's financing are competitive compared to markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	The WBG insists on accountability through its lending (e.g., performance-based financing, resources tied to results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	The WBG's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	The WBG effectively monitors and evaluates the projects it supports in Moldova	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	The WBG provides financial support in a timely manner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

The following questions ask about **the WBG's knowledge work in Moldova.**

Knowledge work is WBG's non-lending activities that include data resources, analytical reports, policy notes, hands-on advice, and knowledge-sharing workshops or training programs.

C5. Have you ever used the WBG's knowledge work, including participating in workshops or training programs?	
1	Yes
2	No

C6. To what extent do you agree with the following statements?													
<i>(If you have NO exposure to, or experience with the WBG's knowledge work, please respond "Don't know")</i>													
		Strongly disagree										Strongly agree	Don't know
1	I am satisfied with the quality of the WBG's knowledge work in Moldova	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Working with the WBG increases Moldova's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	The WBG brings global expertise to Moldova as part of its knowledge work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	The WBG's knowledge work is tailored to Moldova's context	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	When I need to consult the WBG's knowledge work, I know how to find it	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION D: THE WORLD BANK GROUP IN MOLDOVA GOING FORWARD

D1. In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Moldova? (Please be specific)

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SECTION E: WORLD BANK GROUP'S COMMUNICATION AND INFORMATION SHARING

E1. How would you prefer to receive communication from the WBG? (Select up to 2)

1	e-Newsletters	4	Direct messaging (e.g., WhatsApp, Telegram, Viber)
2	Direct contact with staff (e.g., in person, virtually, phone, email)	5	Event / conference / seminar / workshop (in person or online)
3	Social media (e.g., Facebook, Twitter)	6	Other (please specify): _____

E2. Do you recall seeing or hearing anything about the WBG recently?

1	Yes
2	No [skip to Section F]

E3. If you answered "Yes" for E2, where do you recall seeing or hearing this information? (Select ALL that apply)

1	Television (TV)	7	Direct contact with WBG staff (e.g., in person, virtually, phone, email)
2	Radio	8	Blogs
3	Newspapers (print or online)	9	Podcasts
4	Event / conference / seminar (in person or online)	10	e-Newsletters
5	WBG websites	11	Direct messaging (e.g., WhatsApp, Telegram, Viber)
6	Social media	12	Other (please specify): _____

SECTION E: WORLD BANK'S COMMUNICATION AND INFORMATION SHARING

E4. If you answered "Yes" for E2, what topics were included in what you saw or heard about WBG's work or research? (Select ALL that apply)

1	Climate change
2	Pandemic preparedness
3	Job creation / employment
4	Human capital
5	Food security
6	Digital economy
7	Women empowerment
8	Youth development
9	Debt relief for developing countries
10	Ending poverty in developing countries
11	WBG economic forecasts
12	Changes to the WBG financial and operational model
13	Other (please specify): _____

E5. How concerned are you about the following potential impacts of climate change in Moldova?

		Not concerned at all	A little concerned	Somewhat concerned	Very concerned	NA
1	More frequent and intense wild fires	<input type="checkbox"/>				
2	Decreased crop yields / increased food insecurity	<input type="checkbox"/>				
3	Climate-driven migration	<input type="checkbox"/>				
4	More frequent and severe floods	<input type="checkbox"/>				
5	More frequent and severe droughts	<input type="checkbox"/>				
6	More frequent and severe heatwaves	<input type="checkbox"/>				
7	Air pollution	<input type="checkbox"/>				
8	Extinction of plant / animal species	<input type="checkbox"/>				
9	Land and forest degradation	<input type="checkbox"/>				
10	Loss of jobs	<input type="checkbox"/>				
11	Increased erosion of shoreline	<input type="checkbox"/>				
12	Coastal flooding due to sea level rise	<input type="checkbox"/>				
13	Decreased water availability / quality	<input type="checkbox"/>				

SECTION F: ADDITIONAL BACKGROUND INFORMATION

F1. What is the primary specialization of your work? (Select only 1 response)			
1	Education	10	Macroeconomics, fiscal / debt management
2	Health / pandemic preparedness	11	Private sector development / trade
3	Social protection	12	Environment / natural resource management
4	Gender equity	13	Climate change
5	Transport	14	Agriculture and food security
6	Water / sanitation	15	Urban development
7	Digital development	16	Legal / human rights
8	Energy	17	Generalist (specialize in multiple sectors)
9	Public sector governance	18	Other (please specify): _____

F2. What is your gender?	
1	Female
2	Male
3	Other
4	Prefer not to specify

F3. What is your age?	
1	25 or younger
2	26-35
3	36-45
4	46-55
5	56 and above
6	Prefer not to specify

F4. Which best represents your geographic location?	
1	Chisinau
2	Other urban area – Northern part of Moldova
3	Other urban area – Central part of Moldova
4	Other urban area – Southern part of Moldova
5	Rural area

Thank you for completing this survey!