Acknowledgements

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I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank in gaining a better understanding of how stakeholders in Macedonia perceive the World Bank;

- Obtain systematic feedback from stakeholders in Macedonia regarding:
  - Their views regarding the general environment in Macedonia;
  - Their overall attitudes toward the World Bank in Macedonia;
  - Overall impressions of the World Bank’s effectiveness and results, project/program related issues, knowledge work and activities, and communication and information sharing in Macedonia; and
  - Perceptions of the World Bank’s future role in Macedonia.

- Use data to help inform Macedonia country team’s strategy.

II. Methodology

From December 2013 to January 2014, stakeholders of the World Bank Group in Macedonia were invited to provide their opinions on the Bank’s assistance to the country by participating in a country survey. Paper questionnaires were sent to 843 potential respondents. Of those, 159 were completed with a representative of the fielding agency or were received and returned via post (19% response rate; all in Macedonian). Online questionnaires were sent to 23,000 potential respondents via email. Of those, 1,012 were completed (4% response rate; 950 in Macedonian and 62 in English).

Further examination of these respondents indicated that overall familiarity with the World Bank Group was quite low (Mean = 5.0) and that just 18% professionally collaborated/worked with the WBG in Macedonia. To preserve the validity of the data, especially as relates to their overall attitudes toward the Bank, perceptions of the Bank’s effectiveness and results, perceptions of the Bank’s knowledge work and activities, and working with the Bank, only responses from those who indicated that they professionally collaborate/work with the WBG in Macedonia are presented in the body of this report (N = 208). The responses from those who indicated that they do not professionally collaborate/work with the WBG in Macedonia are noted in regards to general issues facing Macedonia, the Bank’s future role in Macedonia; and the Bank’s communication and information sharing in Macedonia. A full comparison of between those who do and those who do not professionally collaborate/work with the WBG in Macedonia is presented in the Appendix (see page 121).
II. Methodology (continued)

Participants in the survey were drawn from among the office of the President or Prime Minister; the office of a Minister; the office of a Parliamentarian; employees of a ministry, ministerial department, or implementation agency; consultants/contractors working on World Bank Group-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral agencies; multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community-based organizations (CBOs); the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; youth organizations; and the judiciary branch.

Respondents were asked about: general issues facing Macedonia; their overall attitudes toward the WBG; the WBG’s effectiveness and results; the WBG’s knowledge work and activities; working with the WBG; the Bank’s future role in Macedonia; and the Bank’s communication and information sharing in Macedonia. In addition, every country that engages in the Country Survey must include specific indicator questions that will be aggregated for the WBG’s annual Corporate Scorecard. These questions are identified throughout the survey report.

A. General Issues Facing Macedonia: Respondents were asked to indicate whether Macedonia is headed in the right direction, what they thought were the top three most important development priorities, which areas would contribute most to reducing poverty, which areas would contribute most to generating economic growth, and what would best achieve “shared prosperity” in Macedonia.

B. Overall Attitudes toward the World Bank Group: Respondents were asked to rate their familiarity with the WBG, the Bank’s effectiveness in Macedonia, Bank staff preparedness to help Macedonia solve its development challenges, the effectiveness of the Bank’s activities, to what extent the Bank should provide capacity building support to groups outside the government and the public sector, the importance and effectiveness of the Bank’s current capacity building work, their agreement with various statements regarding the Bank’s work, and the extent to which the Bank is an effective development partner. Respondents were also asked to indicate the sectoral areas on which it would be most productive for the Bank to focus its resources, the Bank’s greatest values and greatest weaknesses, the Bank’s most effective instruments, with which stakeholder groups the Bank should collaborate more, if the Bank should have more or less of a local presence in Macedonia, and to what they attributed slowed or failed reform efforts.

C. World Bank Group’s Effectiveness and Results: Respondents were asked to rate the extent to which the Bank’s work helps achieve development results in Macedonia, the extent to which the Bank meets Macedonia’s needs for knowledge services and financial instruments, the extent to which the Bank’s internal evaluation mechanisms hold it accountable for achieving results, and the importance of the Bank’s involvement and the Bank’s level of effectiveness across twenty-five development areas. Respondents were also asked to indicate if Bank decisions regarding its Macedonia program were made primarily in country or at Headquarters.
II. Methodology (continued)

D. The World Bank Group’s Knowledge Work and Activities: Respondents were asked to indicate how frequently they consult Bank knowledge work and the sectoral areas on which it would be most valuable for the Bank to focus its knowledge work and activities. Respondents were also asked to rate the quality of the Bank’s knowledge work and activities, including how significant of a contribution it makes to development results and its technical quality.

E. Working with the World Bank: Respondents were asked to rate the extent to which various aspects of the Bank’s delivery work contributes to solving Macedonia’s development challenges and their level of agreement with a series of statements regarding working with the Bank. Respondents were also asked to indicate if the Bank operates with too much risk.

F. The Future Role of the World Bank Group in Macedonia: Respondents were asked to indicate what the Bank should do to make itself of greater value in Macedonia, the two areas related to economic diversification to which the Bank should give greater support, and which of its services the Bank should offer more of in Macedonia.

G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the Bank, their Internet access, and their usage and evaluation of the Bank’s websites. Respondents were asked about their awareness of the Bank’s Access to Information policy, past information requests from the Bank, and their level of agreement that they use more data from the World Bank as a result of the Bank’s Open Data policy. Respondents were also asked to evaluate the Bank’s information accessibility and responsiveness to information requests.

H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the World Bank Group in Macedonia, with which of the WBG agencies they work, their exposure to the Bank in Macedonia, and their geographic location.

In addition, when possible, responses from respondents completing this year’s country survey were compared to responses from the 240 respondents (48% response rate) who completed the country survey in FY ’10. Notations and/or charts are included when these comparisons were possible. Additional comparisons to the 281 respondents (64% response rate) who completed the country survey in FY ’06 can be found in the Appendix (see page 140).
III. Demographics of the Sample

Current Position

- For further analyses, the few respondents from the office of a Ministry were combined with those from the office of the President/Prime Minister; respondents from PMUs were combined with consultants working on WBG-supported projects; the few respondents from the financial sector/private banks were combined with those from the private sector; those from multilateral agencies were combined with those from bilateral agencies; the few respondents from private foundations were combined with those from NGOs; and the few respondents from the office of a Parliamentarian, the media, faith-based groups, youth organizations, and the judiciary branch were included in the “Other” category.

<table>
<thead>
<tr>
<th>Percentage of Respondents (N=205)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Government Office or Staff</td>
</tr>
<tr>
<td>Employee of a Ministry/Implementation Agency</td>
</tr>
<tr>
<td>Private Sector Organization</td>
</tr>
<tr>
<td>Academia/Research Institute/Think Tank</td>
</tr>
<tr>
<td>Financial Sector/Private Bank</td>
</tr>
<tr>
<td>Multilateral Agency</td>
</tr>
<tr>
<td>Independent Government Institution</td>
</tr>
<tr>
<td>Consultant/Contractor on WBG project/program</td>
</tr>
<tr>
<td>NGO</td>
</tr>
<tr>
<td>PMU overseeing implementation of project</td>
</tr>
<tr>
<td>Bilateral Agency</td>
</tr>
<tr>
<td>Office of Minister</td>
</tr>
<tr>
<td>Private Foundation</td>
</tr>
<tr>
<td>Office of Parliamentarian</td>
</tr>
<tr>
<td>Media</td>
</tr>
<tr>
<td>Judiciary Branch</td>
</tr>
<tr>
<td>Office of the President, Prime Minister</td>
</tr>
<tr>
<td>Other</td>
</tr>
<tr>
<td>Faith-Based Group</td>
</tr>
<tr>
<td>Youth Organization</td>
</tr>
</tbody>
</table>

“Which of the following best describes your current position?” (Respondents chose from a list.)
III. Demographics of the Sample (continued)

Area of Primary Specialization

- Comparisons of ratings for the WBG’s sector importance and effectiveness across respondents’ specializations can be found in the Appendix (see page 143).

<table>
<thead>
<tr>
<th>Area of Primary Specialization</th>
<th>Percentage of Respondents (N=204)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education</td>
<td>10%</td>
</tr>
<tr>
<td>Financial markets/banking</td>
<td>10%</td>
</tr>
<tr>
<td>Public sector governance/public financial management/anti-corruption</td>
<td>10%</td>
</tr>
<tr>
<td>Private sector development/foreign direct investment</td>
<td>9%</td>
</tr>
<tr>
<td>Law and justice/regulatory framework</td>
<td>8%</td>
</tr>
<tr>
<td>Other</td>
<td>8%</td>
</tr>
<tr>
<td>Agriculture/rural development/food security</td>
<td>6%</td>
</tr>
<tr>
<td>Energy</td>
<td>6%</td>
</tr>
<tr>
<td>Job creation/employment</td>
<td>5%</td>
</tr>
<tr>
<td>Information and communications technology</td>
<td>4%</td>
</tr>
<tr>
<td>Social protection</td>
<td>4%</td>
</tr>
<tr>
<td>Transport</td>
<td>4%</td>
</tr>
<tr>
<td>Gender equity/equality of opportunity</td>
<td>3%</td>
</tr>
<tr>
<td>Natural resource management/environmental sustainability</td>
<td>3%</td>
</tr>
<tr>
<td>Urban development</td>
<td>3%</td>
</tr>
<tr>
<td>Climate change/disaster management</td>
<td>1%</td>
</tr>
<tr>
<td>Water and sanitation</td>
<td>1%</td>
</tr>
<tr>
<td>Health/Communicable/non-communicable diseases</td>
<td>1%</td>
</tr>
</tbody>
</table>

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

Geographic Location

- The majority of respondents were from Skopje. Only significant geographic location differences in ratings of indicator questions will be discussed in the body of this report. All geographic locations comparisons can be found in the Appendix (see page 103).

![Percentage of Respondents (N=206)]

Skopje 76%

Outside Skopje 24%

"Which best represents your geographic location?" (Respondents chose from a list.)
III. Demographics of the Sample (continued)

**Collaboration with the World Bank Group**

- As noted in the Methodology, responses only from those who professionally collaborate/work with the World Bank Group will be presented in the body of this report. Differences in responses to all questions, based on collaboration with the World Bank Group in Macedonia, can be found in the Appendix (see page 121).

- **Percentage of Respondents (N=1143)**
  - Yes: 18%
  - No: 82%

  “Currently, do you professionally collaborate/work with the World Bank Group in your country?”

- **Percentage of Respondents (N=200)**
  - The World Bank (IBRD): 79%
  - International Finance Corporation (IFC): 26%
  - The Multilateral Investment Guarantee Agency (MIGA): 3%
  - None: 10%

  “Which of the following agencies of the World Bank Group do you work with in Macedonia? (Select all that apply)" (Respondents chose from a list. Responses combined.)
III. Demographics of the Sample (continued)

Exposure to the World Bank Group

- Differences in responses to the indicator questions, based on exposure to the World Bank Group in Macedonia, can be found in the Appendix (see page 145). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Percentage of Respondents (N=208)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collaborate as part of my professional duties</td>
<td>56%</td>
</tr>
<tr>
<td>Engage in World Bank Group related/sponsored events/activities</td>
<td>34%</td>
</tr>
<tr>
<td>Use World Bank Group reports/data</td>
<td>22%</td>
</tr>
<tr>
<td>Observer (i.e., follow in media, discuss in informal conversations, etc.)</td>
<td>15%</td>
</tr>
<tr>
<td>Use World Bank Group website for information, data, research, etc.</td>
<td>13%</td>
</tr>
</tbody>
</table>

"Which of the following describes most of your exposure to the World Bank Group in Macedonia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)
III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- Respondents’ familiarity with the World Bank Group in Macedonia in this country survey was statistically similar to that of respondents in the FY ’10 country survey (6.3).
- Respondents from the office of the President/Prime Minister/Minister had the highest levels of familiarity with the World Bank Group in Macedonia whereas respondents from NGOs/private foundations had the lowest levels of familiarity; however, this did not reach statistical significance.
- Respondents’ ratings of familiarity with the World Bank Group were significantly, moderately correlated with their perceptions of the World Bank Group’s overall effectiveness in Macedonia and perceptions of the World Bank Group’s ability to help achieve development results in Macedonia.

![Mean Familiarity Rating](chart)

"How familiar are you with the work of the World Bank Group in Macedonia?"
(1 - "Not familiar at all", 10 - "Extremely familiar")
IV. General Issues Facing Macedonia

Macedonia Heading in the Right Direction

- A majority of respondents from the office of the President/Prime Minister/Minister, employees of ministries, local government, NGOs/private foundations, and independent government institutions indicated that Macedonia was headed in the right direction. Respondents from other stakeholder groups were divided as to whether Macedonia was headed in the right direction, wrong direction, or unsure.

- Among those respondents who indicated that they do not professionally collaborate with the World Bank Group, a plurality indicated that Macedonia was headed in the wrong direction.

<table>
<thead>
<tr>
<th>Percentage of Respondents (N=205)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>The right direction</strong></td>
</tr>
<tr>
<td><strong>The wrong direction</strong></td>
</tr>
<tr>
<td><strong>Not sure</strong></td>
</tr>
</tbody>
</table>

"In general would you say that Macedonia is headed in...?"
(Respondents chose from a list.)
IV. General Issues Facing Macedonia (continued)

Development Priority

- Respondents in the FY ’10 country survey indicated that economic growth (67%) and EU accession (49%) were the most important development priorities for Macedonia.
- Respondents from bilateral/multilateral agencies and academia indicated that education was the most important development priority for Macedonia.
- Among those respondents who indicated that they do not professionally collaborate with the World Bank Group, EU integration, economic growth, and poverty reduction were considered the most important development priorities.

<table>
<thead>
<tr>
<th>Development Priority</th>
<th>Percentage of Respondents (N=206)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job creation/employment</td>
<td>32%</td>
</tr>
<tr>
<td>Economic growth</td>
<td>28%</td>
</tr>
<tr>
<td>EU integration</td>
<td>27%</td>
</tr>
<tr>
<td>Transport</td>
<td>21%</td>
</tr>
<tr>
<td>Poverty reduction</td>
<td>20%</td>
</tr>
<tr>
<td>Education</td>
<td>19%</td>
</tr>
<tr>
<td>Foreign direct investment</td>
<td>17%</td>
</tr>
<tr>
<td>Public sector governance/reform</td>
<td>17%</td>
</tr>
<tr>
<td>Health</td>
<td>15%</td>
</tr>
<tr>
<td>Energy</td>
<td>15%</td>
</tr>
<tr>
<td>Law and justice</td>
<td>14%</td>
</tr>
<tr>
<td>Business environment and private sector development</td>
<td>12%</td>
</tr>
<tr>
<td>Agricultural development</td>
<td>12%</td>
</tr>
<tr>
<td>Trade and exports</td>
<td>11%</td>
</tr>
<tr>
<td>Social protection</td>
<td>6%</td>
</tr>
<tr>
<td>Anti-corruption</td>
<td>6%</td>
</tr>
<tr>
<td>Rural development</td>
<td>5%</td>
</tr>
</tbody>
</table>

“Listed below are a number of development priorities in Macedonia. Please identify which of the following you consider the most important development priorities in Macedonia. (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 17 shown.)
IV. General Issues Facing Macedonia (continued)

Factors Contributing to Poverty Reduction

- Respondents in the FY ’10 country survey indicated that increasing economic growth (39%), increasing employment (25%), and agriculture development (25%) would contribute most to poverty reduction in Macedonia.
- Those respondents who indicated that they do not professionally collaborate with the World Bank Group also considered economic growth, job creation/employment, and foreign direct investment as the factors that would contribute most to poverty reduction in Macedonia.

<table>
<thead>
<tr>
<th>Factor</th>
<th>Percentage of Respondents (N=208)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Economic growth</td>
<td>52%</td>
</tr>
<tr>
<td>Job creation/employment</td>
<td>43%</td>
</tr>
<tr>
<td>Foreign direct investment</td>
<td>32%</td>
</tr>
<tr>
<td>Education</td>
<td>23%</td>
</tr>
<tr>
<td>Business environment and private sector development</td>
<td>22%</td>
</tr>
<tr>
<td>EU integration</td>
<td>16%</td>
</tr>
<tr>
<td>Rural development</td>
<td>15%</td>
</tr>
<tr>
<td>Agricultural development</td>
<td>14%</td>
</tr>
<tr>
<td>Energy</td>
<td>10%</td>
</tr>
<tr>
<td>Public sector governance/reform</td>
<td>9%</td>
</tr>
<tr>
<td>Anti-corruption</td>
<td>8%</td>
</tr>
<tr>
<td>Equality of opportunity</td>
<td>8%</td>
</tr>
<tr>
<td>Social protection</td>
<td>8%</td>
</tr>
<tr>
<td>Trade and exports</td>
<td>7%</td>
</tr>
<tr>
<td>Transport</td>
<td>6%</td>
</tr>
<tr>
<td>Environmental sustainability</td>
<td>4%</td>
</tr>
</tbody>
</table>

“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 Macedonia?”
(Respondents chose from a list. Responses combined. Top 16 shown.)
IV. General Issues Facing Macedonia (continued)

Factors Contributing to Economic Growth

- Respondents in the FY '10 country survey indicated that enhancing the environment for private sector growth (31%) and increasing agricultural productivity and adapting it to climate changes (28%) would contribute most to economic growth in Macedonia.
- Consultants on WBG-supported projects/PMUs and respondents from academia indicated that public sector governance/reform would contribute most to economic growth. Respondents from NGOs/private foundations indicated that energy would contribute most to economic growth.
- Those respondents who indicated that they do not professionally collaborate with the World Bank Group also considered business environment/private sector development, foreign direct investment, EU integration, job creation/employment, and trade and exports as the factors that would contribute most to economic growth.

<table>
<thead>
<tr>
<th>Factor</th>
<th>Percentage of Respondents (N=207)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreign direct investment</td>
<td>37%</td>
</tr>
<tr>
<td>Job creation/employment</td>
<td>37%</td>
</tr>
<tr>
<td>Business environment and private sector development</td>
<td>33%</td>
</tr>
<tr>
<td>Trade and exports</td>
<td>26%</td>
</tr>
<tr>
<td>EU integration</td>
<td>25%</td>
</tr>
<tr>
<td>Public sector governance/reform</td>
<td>20%</td>
</tr>
<tr>
<td>Energy</td>
<td>20%</td>
</tr>
<tr>
<td>Agricultural development</td>
<td>19%</td>
</tr>
<tr>
<td>Transport</td>
<td>16%</td>
</tr>
<tr>
<td>Education</td>
<td>10%</td>
</tr>
<tr>
<td>Regulatory framework</td>
<td>9%</td>
</tr>
<tr>
<td>Rural development</td>
<td>8%</td>
</tr>
<tr>
<td>Law and justice</td>
<td>7%</td>
</tr>
<tr>
<td>Information and communications technology</td>
<td>6%</td>
</tr>
<tr>
<td>Anti-corruption</td>
<td>6%</td>
</tr>
<tr>
<td>Social protection</td>
<td>5%</td>
</tr>
</tbody>
</table>

“Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Macedonia? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 16 shown.)
### IV. General Issues Facing Macedonia (continued)

#### Achieving “Shared Prosperity”

- Those respondents who indicated that they do not professionally collaborate with the World Bank Group also considered better employment opportunities for young people and consistent economic growth, as well as a growing middle class, as the best ways to achieve “shared prosperity”.

<table>
<thead>
<tr>
<th>Issue</th>
<th>Percentage of Respondents (N=206)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better employment opportunities for young people</td>
<td>42%</td>
</tr>
<tr>
<td>Consistent economic growth</td>
<td>36%</td>
</tr>
<tr>
<td>Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)</td>
<td>23%</td>
</tr>
<tr>
<td>A growing middle class</td>
<td>20%</td>
</tr>
<tr>
<td>Education and training that better ensure job opportunity</td>
<td>17%</td>
</tr>
<tr>
<td>Greater access to micro-finance for the poor</td>
<td>10%</td>
</tr>
<tr>
<td>Greater voice and participation for citizens to help ensure greater accountability</td>
<td>10%</td>
</tr>
<tr>
<td>Better opportunity for the poor who live in rural areas</td>
<td>8%</td>
</tr>
<tr>
<td>Greater access to economic opportunities for ethnic minorities</td>
<td>6%</td>
</tr>
<tr>
<td>Better employment opportunities for women</td>
<td>5%</td>
</tr>
<tr>
<td>Greater access to health and nutrition for citizens</td>
<td>5%</td>
</tr>
<tr>
<td>More reliable social safety net</td>
<td>5%</td>
</tr>
<tr>
<td>Greater equity of fiscal policy</td>
<td>4%</td>
</tr>
<tr>
<td>Better opportunity for the poor who live in urban areas</td>
<td>3%</td>
</tr>
<tr>
<td>Better quality public services</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>1%</td>
</tr>
</tbody>
</table>

“When thinking about the idea of ‘shared prosperity’ in your country, which of the following TWO best illustrate how this would be achieved in Macedonia? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)
V. Overall Attitudes toward the World Bank Group

As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

Focusing World Bank Group Resources

- Respondents in the FY ’10 country survey indicated that it would be most productive for the Bank to focus most of its resources on economic growth (25%) in Macedonia.
- Those respondents who indicated that they do not professionally collaborate with the World Bank Group also considered transport and economic growth as the areas on which the Bank should focus most of its resources.

![Percentage of Respondents (N=208)]

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transport</td>
<td>29%</td>
</tr>
<tr>
<td>Economic growth</td>
<td>26%</td>
</tr>
<tr>
<td>Public sector governance/reform</td>
<td>22%</td>
</tr>
<tr>
<td>Education</td>
<td>21%</td>
</tr>
<tr>
<td>Poverty reduction</td>
<td>20%</td>
</tr>
<tr>
<td>Business environment/private sector dev</td>
<td>20%</td>
</tr>
<tr>
<td>Job creation/employment</td>
<td>20%</td>
</tr>
<tr>
<td>Health</td>
<td>15%</td>
</tr>
<tr>
<td>Agricultural development</td>
<td>15%</td>
</tr>
<tr>
<td>Foreign direct investment</td>
<td>13%</td>
</tr>
<tr>
<td>Energy</td>
<td>13%</td>
</tr>
<tr>
<td>Rural development</td>
<td>13%</td>
</tr>
<tr>
<td>EU integration</td>
<td>11%</td>
</tr>
<tr>
<td>Trade and exports</td>
<td>11%</td>
</tr>
<tr>
<td>Social protection</td>
<td>7%</td>
</tr>
<tr>
<td>Equality of opportunity</td>
<td>7%</td>
</tr>
</tbody>
</table>

“When thinking about how the World Bank Group can have the most impact on development results in Macedonia, in which sectoral areas do you believe the World Bank Group should focus most of its attention and resources in Macedonia? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined. Top 16 shown.)
V. Overall Attitudes toward the World Bank Group (continued)

The World Bank Group’s Overall Effectiveness *(Indicator Question)*

- Respondents’ ratings for the World Bank Group’s effectiveness in this country survey were statistically similar to that of respondents in the FY ’10 country survey (6.4).
- Respondents from the office of the President/Prime Minister/Minister and consultants on WBG-supported projects/PMUs gave the highest ratings for the World Bank Group’s effectiveness in Macedonia whereas respondents from the private sector/financial sector/private banks and other organizations gave significantly lower ratings.
- Respondents from local government, the office of the President/Prime Minister/Minister, and independent government institutions gave the highest ratings for the extent to which the World Bank’s work achieves development results in Macedonia whereas respondents from the private sector/financial sector/private banks gave significantly lower ratings.

<table>
<thead>
<tr>
<th>Mean Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
</tr>
<tr>
<td>Overall, please rate your impression of the World Bank’s effectiveness in Macedonia.</td>
</tr>
<tr>
<td>To what extent does the World Bank Group’s work help to achieve development results in Macedonia?</td>
</tr>
</tbody>
</table>

*(1.-"Not effective at all", 10.-"Very effective" and 1.-"To no degree at all", 10.-"To a very significant degree")*
V. Overall Attitudes toward the World Bank Group (continued)

**Staff Preparedness (Indicator Question)**

- Respondents from the office of the President/Prime Minister/Minister and bilateral or multilateral agencies gave the highest ratings for the extent to which the World Bank Group’s staff is well prepared to help Macedonia solve its most complicated development challenges whereas respondents from the private sector/financial sector/private banks and other organizations gave significantly lower ratings.

<table>
<thead>
<tr>
<th>Category</th>
<th>Mean Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Respondents</td>
<td>7.1</td>
</tr>
<tr>
<td>Office of the President/Prime Minister/Minister</td>
<td>8.1</td>
</tr>
<tr>
<td>Bilateral/Multilateral Agency</td>
<td>7.9</td>
</tr>
<tr>
<td>Independent Government Institution</td>
<td>7.4</td>
</tr>
<tr>
<td>Local Government</td>
<td>7.4</td>
</tr>
<tr>
<td>Consultant on WBG project/PMU</td>
<td>7.4</td>
</tr>
<tr>
<td>NGO/Private Foundation</td>
<td>7.3</td>
</tr>
<tr>
<td>Academia/Research Institute</td>
<td>7.2</td>
</tr>
<tr>
<td>Employee of a Ministry/Implementation Agency</td>
<td>7.1</td>
</tr>
<tr>
<td>Other</td>
<td>6.6</td>
</tr>
<tr>
<td>Private Sector/Financial Sector/Private Bank</td>
<td>6.1</td>
</tr>
</tbody>
</table>

“To what extent do you believe the World Bank Group’s staff is well prepared (e.g., skills and knowledge) to help Macedonia solve its most complicated development challenges?”

(1- “To no degree at all”, 10- “To a very significant degree”)
V. Overall Attitudes toward the World Bank (continued)

Overall Ratings for Indicator Questions

- Respondents from the office of the President/Prime Minister/Minister gave the highest ratings across all of the country survey indicator questions whereas respondents from the private sector/financial sector/private banks and other organizations gave significantly lower ratings. Responses for individual indicator questions by stakeholder groups can be found in the Appendix (see page 146).

<table>
<thead>
<tr>
<th>Stakeholder Group</th>
<th>Mean Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Respondents</td>
<td>7.1</td>
</tr>
<tr>
<td>Office of the President/Prime Minister/Minister</td>
<td>8.3</td>
</tr>
<tr>
<td>Local Government</td>
<td>7.8</td>
</tr>
<tr>
<td>Consultant on WBG project/PMU</td>
<td>7.5</td>
</tr>
<tr>
<td>Independent Government Institution</td>
<td>7.4</td>
</tr>
<tr>
<td>Bilateral/Multilateral Agency</td>
<td>7.3</td>
</tr>
<tr>
<td>Academia/Research Institute</td>
<td>7.2</td>
</tr>
<tr>
<td>Employee of a Ministry/Implementation Agency</td>
<td>7.1</td>
</tr>
<tr>
<td>NGO/Private Foundation</td>
<td>7.0</td>
</tr>
<tr>
<td>Other</td>
<td>6.5</td>
</tr>
<tr>
<td>Private Sector/Financial Sector/Private Bank</td>
<td>6.2</td>
</tr>
</tbody>
</table>

*Mean Ratings across all Indicator Questions, all asked on 1 to 10 scales*
V. Overall Attitudes toward the World Bank Group (continued)

WBG Activities: Greatest Value

- Respondents in the FY ’10 country survey indicated that the Bank’s greatest values to Macedonia were its financial resources (41%), the Bank’s knowledge (38%), and policy and economic advice (33%).

<table>
<thead>
<tr>
<th>Activity</th>
<th>Greatest Value</th>
<th>Second Greatest Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial resources</td>
<td>41%</td>
<td>16%</td>
</tr>
<tr>
<td>Policy advice, studies, analyses</td>
<td>18%</td>
<td>20%</td>
</tr>
<tr>
<td>Mobilizing third party financial resources</td>
<td>13%</td>
<td>18%</td>
</tr>
<tr>
<td>Technical assistance</td>
<td>5%</td>
<td>14%</td>
</tr>
<tr>
<td>Capacity development of staff at state institutions</td>
<td>3%</td>
<td>11%</td>
</tr>
<tr>
<td>Data</td>
<td>8%</td>
<td>6%</td>
</tr>
<tr>
<td>Convening/facilitating</td>
<td>6%</td>
<td>4%</td>
</tr>
<tr>
<td>Coordination with development partners</td>
<td>8%</td>
<td>10%</td>
</tr>
<tr>
<td>Linkage to non-Bank expertise</td>
<td>3%</td>
<td>6%</td>
</tr>
<tr>
<td>Other</td>
<td>2%</td>
<td></td>
</tr>
</tbody>
</table>

“When thinking about the World Bank Group’s role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Macedonia?” (Respondents chose from a list.)
V. Overall Attitudes toward the World Bank Group (continued)

**WBG Activities: Effectiveness**

<table>
<thead>
<tr>
<th>Service</th>
<th>Mean Effectiveness Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial resources</td>
<td>7.5</td>
</tr>
<tr>
<td>Policy advice, studies, analyses</td>
<td>7.4</td>
</tr>
<tr>
<td>Technical assistance</td>
<td>7.2</td>
</tr>
<tr>
<td>Data</td>
<td>7.2</td>
</tr>
<tr>
<td>Linkage to non-Bank expertise</td>
<td>7.0</td>
</tr>
<tr>
<td>Mobilizing third party financial resources</td>
<td>6.9</td>
</tr>
<tr>
<td>Coordination with development partners</td>
<td>6.8</td>
</tr>
<tr>
<td>Convening/facilitating</td>
<td>6.4</td>
</tr>
</tbody>
</table>

"How effectively do the World Bank Group's activities below support Macedonia's efforts to achieve development results?"  (1-"Not effective at all", 10-"Very effective")
V. Overall Attitudes toward the World Bank Group (continued)

Greatest Weakness

- Respondents in the FY ’10 country survey indicated that the Bank’s greatest weaknesses in its work in Macedonia were its being too bureaucratic in its operational policies and procedures (45%), imposing technocratic solutions without regard to political realities (38%), and not exploring alternative policy options (33%).

<table>
<thead>
<tr>
<th>Percentage of Respondents (N=207)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not adequately sensitive to political/social realities in Macedonia</td>
</tr>
<tr>
<td>Not enough public disclosure of its work</td>
</tr>
<tr>
<td>Don’t know</td>
</tr>
<tr>
<td>Too influenced by developed countries</td>
</tr>
<tr>
<td>Not collaborating enough with non-state actors</td>
</tr>
<tr>
<td>Not willing to honestly criticize policies and reform efforts in the country</td>
</tr>
<tr>
<td>Imposing technocratic solutions without regard to political realities</td>
</tr>
<tr>
<td>Not aligned with country priorities</td>
</tr>
<tr>
<td>World Bank Group’s processes too complex</td>
</tr>
<tr>
<td>Not exploring alternative policy options</td>
</tr>
<tr>
<td>Too bureaucratic in its operational policies and procedures</td>
</tr>
<tr>
<td>World Bank Group’s processes too slow</td>
</tr>
</tbody>
</table>

“Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in Macedonia (Choose no more than TWO)”

(Respondents chose from a list. Responses combined. Top 12 shown.)
V. Overall Attitudes toward the World Bank Group (continued)

Capacity Building

- Respondents from the office of the President/Prime Minister/Minister gave the highest ratings for the extent which Macedonia would benefit from WBG capacity building support to the public sector, related to implementation of specific development projects on the ground, whereas respondents from NGOs/private foundations gave significantly lower ratings.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Mean Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>The public sector, related to implementation of specific development projects on the ground</td>
<td>7.7</td>
</tr>
<tr>
<td>The public sector, related to changing institutions</td>
<td>7.4</td>
</tr>
<tr>
<td>Groups outside of government to help them more effectively engage and participate in development efforts</td>
<td>7.2</td>
</tr>
</tbody>
</table>

“The World Bank Group can provide capacity building support in a number of ways in Macedonia. To what degree would Macedonia benefit, if capacity building were to support?”

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

<table>
<thead>
<tr>
<th>Activity</th>
<th>Mean Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project implementation (or other organizational strengthening)</td>
<td>7.4</td>
</tr>
<tr>
<td>Policy design (for clarity and better incentives to achieve development goals)</td>
<td>6.9</td>
</tr>
<tr>
<td>Citizen engagement (incorporating citizens’ voices into development)</td>
<td>6.1</td>
</tr>
</tbody>
</table>

“How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Macedonia? When thinking about how to improve capacity building in Macedonia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?”

(1-“Not effective/important at all”, 10-“Very effective/important”)
VI. Sectors: Importance and Effectiveness

Importance of Specific Areas

<table>
<thead>
<tr>
<th>Sector</th>
<th>Mean Importance Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Economic growth</td>
<td>8.6</td>
</tr>
<tr>
<td>Transport</td>
<td>8.5</td>
</tr>
<tr>
<td>Agricultural development</td>
<td>8.4</td>
</tr>
<tr>
<td>Energy</td>
<td>8.4</td>
</tr>
<tr>
<td>Business environment &amp; private sector dev.</td>
<td>8.4</td>
</tr>
<tr>
<td>Poverty reduction</td>
<td>8.3</td>
</tr>
<tr>
<td>Foreign direct investment</td>
<td>8.3</td>
</tr>
<tr>
<td>Job creation/employment</td>
<td>8.2</td>
</tr>
<tr>
<td>Rural development</td>
<td>8.2</td>
</tr>
<tr>
<td>Education</td>
<td>8.0</td>
</tr>
<tr>
<td>Health</td>
<td>7.8</td>
</tr>
<tr>
<td>Water and sanitation</td>
<td>7.8</td>
</tr>
<tr>
<td>Environmental sustainability</td>
<td>7.8</td>
</tr>
<tr>
<td>Public sector governance/reform</td>
<td>7.8</td>
</tr>
<tr>
<td>Trade and exports</td>
<td>7.5</td>
</tr>
<tr>
<td>Law and justice</td>
<td>7.5</td>
</tr>
<tr>
<td>Regulatory framework</td>
<td>7.5</td>
</tr>
<tr>
<td>Climate change and green growth</td>
<td>7.4</td>
</tr>
<tr>
<td>Social protection</td>
<td>7.3</td>
</tr>
<tr>
<td>Anti-corruption</td>
<td>7.3</td>
</tr>
<tr>
<td>EU integration</td>
<td>7.3</td>
</tr>
<tr>
<td>Information and communications technology</td>
<td>7.2</td>
</tr>
<tr>
<td>Equality of opportunity</td>
<td>7.0</td>
</tr>
<tr>
<td>Gender equity</td>
<td>6.7</td>
</tr>
<tr>
<td>Disaster management</td>
<td>6.5</td>
</tr>
</tbody>
</table>

"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Macedonia?" (1-“Not important at all”, 10-“Very important”)
VI. Sectors: Importance and Effectiveness (continued)

Importance of Specific Areas (continued)

- There were statistically significant stakeholder group differences among six of these twenty-five areas of development. Those areas with significant stakeholder group differences were:

  - Employees of ministries and respondents from local government gave the highest importance ratings for the Bank being involved in “Poverty reduction” whereas respondents from the office of the President/Prime Minister/Minister and the private sector/financial sector/private banks gave significantly lower ratings;

  - Employees of ministries and respondents from local government and the office of the President/Prime Minister/Minister gave the highest importance ratings for the Bank being involved in “Foreign direct investment” whereas respondents from bilateral or multilateral agencies gave significantly lower ratings;

  - Respondents from local government gave the highest importance ratings for the Bank being involved in “Water and sanitation” whereas respondents from the office of the President/Prime Minister/Minister and the private sector/financial sector/private banks gave significantly lower ratings;

  - Employees of ministries and respondents from academia, local government, and the office of the President/Prime Minister/Minister gave the highest importance ratings for the Bank being involved in “Job creation/employment” whereas respondents from private sector/financial sector/private banks gave significantly lower ratings;

  - Respondents from the office of the President/Prime Minister/Minister gave the highest importance ratings for the Bank being involved in “Rural development” whereas respondents from private sector/financial sector/private banks and bilateral or multilateral agencies gave significantly lower ratings; and

  - Respondents from local government and academia gave the highest importance ratings for the Bank being involved in “Social protection” whereas respondents from private sector/financial sector/private banks gave significantly lower ratings.
VI. Sectors: Importance and Effectiveness (continued)

Importance of Specific Areas (continued)

- For those areas of development that could be compared, respondents in this year’s country survey tended to give higher importance ratings for the WBG being involved compared to respondents from the FY ’10 country survey. Those differences that reached statistical significance are noted in the chart.

<table>
<thead>
<tr>
<th>Area</th>
<th>Mean Importance Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Economic growth*</td>
<td>8.6</td>
</tr>
<tr>
<td>Agricultural development*</td>
<td>8.5</td>
</tr>
<tr>
<td>Business environment and private sector development*</td>
<td>8.4</td>
</tr>
<tr>
<td>Poverty reduction*</td>
<td>8.3</td>
</tr>
<tr>
<td>Foreign direct investment*</td>
<td>8.3</td>
</tr>
<tr>
<td>Job creation/employment*</td>
<td>8.2</td>
</tr>
<tr>
<td>Education</td>
<td>8.0</td>
</tr>
<tr>
<td>Health</td>
<td>7.8</td>
</tr>
<tr>
<td>Environmental sustainability*</td>
<td>7.8</td>
</tr>
<tr>
<td>Trade and exports</td>
<td>7.5</td>
</tr>
<tr>
<td>Law and justice</td>
<td>7.5</td>
</tr>
<tr>
<td>Regulatory framework</td>
<td>7.5</td>
</tr>
<tr>
<td>Climate change and green growth</td>
<td>7.4</td>
</tr>
<tr>
<td>EU integration</td>
<td>7.3</td>
</tr>
<tr>
<td>Disaster management</td>
<td>6.5</td>
</tr>
</tbody>
</table>

(*Significantly different between FY14 and FY10)
**VI. Sectors: Importance and Effectiveness (continued)**

**Effectiveness of Specific Areas**

- Respondents across all stakeholder group gave statistically similar ratings for the World Bank Group’s effectiveness in these areas.

<table>
<thead>
<tr>
<th>Mean Effectiveness Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
</tr>
<tr>
<td>----</td>
</tr>
<tr>
<td>Transport</td>
</tr>
<tr>
<td>Energy</td>
</tr>
<tr>
<td>Economic growth</td>
</tr>
<tr>
<td>Water and sanitation</td>
</tr>
<tr>
<td>Regulatory framework</td>
</tr>
<tr>
<td>Environmental sustainability</td>
</tr>
<tr>
<td>Agricultural development</td>
</tr>
<tr>
<td>Public sector governance/reform</td>
</tr>
<tr>
<td>Business environment &amp; private sector dev.</td>
</tr>
<tr>
<td>Climate change and green growth</td>
</tr>
<tr>
<td>Health</td>
</tr>
<tr>
<td>Poverty reduction</td>
</tr>
<tr>
<td>Education</td>
</tr>
<tr>
<td>Information and communications technology</td>
</tr>
<tr>
<td>Foreign direct investment</td>
</tr>
<tr>
<td>Social protection</td>
</tr>
<tr>
<td>Law and justice</td>
</tr>
<tr>
<td>Rural development</td>
</tr>
<tr>
<td>Trade and exports</td>
</tr>
<tr>
<td>Job creation/employment</td>
</tr>
<tr>
<td>Gender equity</td>
</tr>
<tr>
<td>Disaster management</td>
</tr>
<tr>
<td>Equality of opportunity</td>
</tr>
<tr>
<td>EU integration</td>
</tr>
<tr>
<td>Anti-corruption</td>
</tr>
</tbody>
</table>

"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Macedonia?" (1-“Not effective at all”, 10-“Very effective”)
VI. Sectors: Importance and Effectiveness (continued)

Effectiveness of Specific Areas (continued)

- For those areas of development that could be compared, respondents in this year’s country survey gave higher ratings for the WBG’s effectiveness across all areas compared to respondents from the FY ’10 country survey. Those differences that reached statistical significance are noted in the chart.

<table>
<thead>
<tr>
<th>Area</th>
<th>Mean Effectiveness Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Economic growth*</td>
<td>7.1</td>
</tr>
<tr>
<td>Regulatory framework*</td>
<td>7.0</td>
</tr>
<tr>
<td>Environmental sustainability*</td>
<td>6.7</td>
</tr>
<tr>
<td>Agricultural development*</td>
<td>6.7</td>
</tr>
<tr>
<td>Business environment and private sector development*</td>
<td>6.6</td>
</tr>
<tr>
<td>Climate change and green growth*</td>
<td>6.6</td>
</tr>
<tr>
<td>Health*</td>
<td>6.4</td>
</tr>
<tr>
<td>Poverty reduction*</td>
<td>6.4</td>
</tr>
<tr>
<td>Education</td>
<td>6.4</td>
</tr>
<tr>
<td>Foreign direct investment</td>
<td>6.3</td>
</tr>
<tr>
<td>Law and justice*</td>
<td>6.3</td>
</tr>
<tr>
<td>Trade and exports*</td>
<td>6.2</td>
</tr>
<tr>
<td>Job creation/employment*</td>
<td>6.2</td>
</tr>
<tr>
<td>Disaster management*</td>
<td>6.1</td>
</tr>
<tr>
<td>EU integration</td>
<td>5.8</td>
</tr>
</tbody>
</table>

(*Significantly different between FY14 and FY10)
VI. Sectors: Importance and Effectiveness (continued)

Drivers of Effectiveness

To determine the key drivers of respondents’ ratings of the World Bank Group’s overall effectiveness and ratings of its ability to help achieve development results in Macedonia, bivariate correlational analyses were conducted using respondents’ ratings of the twenty-five specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents’ ratings of the Bank’s overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents’ ratings of the Bank’s overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the Bank’s ability to help achieve development results increase. Thus, it can be inferred that respondents’ perceptions of effectiveness in one specific area are related to, or drive, respondents’ perceptions of the Bank’s overall effectiveness or perceptions of the Bank’s ability to help achieve development results.

- **Overall Effectiveness:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank’s overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank’s overall effectiveness in Macedonia. The areas determined to be key drivers from these analyses were:
  - The Bank’s effectiveness at economic growth;
  - The Bank’s effectiveness at education;
  - The Bank’s effectiveness at transport;
  - The Bank’s effectiveness at energy;
  - The Bank’s effectiveness at rural development; and
  - The Bank’s effectiveness at social protection.

- **Achieving Development Results:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank’s ability to help achieve development results in Macedonia, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank’s ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - The Bank’s effectiveness at economic growth;
  - The Bank’s effectiveness at energy;
  - The Bank’s effectiveness at agricultural development;
  - The Bank’s effectiveness at public sector governance/reform; and
  - The Bank’s effectiveness at education.
VII. How the World Bank Group Operates

The World Bank Group’s Work in Macedonia

- Respondents in this year’s country survey had significantly higher levels of agreement that the World Bank Group supports programs and strategies that are realistic for Macedonia, currently plays a relevant role in development in Macedonia, and that the World Bank Group is aligned with their development priorities for Macedonia compared to respondents from the FY ’10 country survey.

- Respondents from the office of the President/Prime Minister/Minister had the highest levels of agreement that the World Bank Group supports programs and strategies that are realistic for Macedonia whereas respondents from the private sector/financial sector/private banks and other organizations had significantly lower levels of agreement.

- Respondents from the office of the President/Prime Minister/Minister, local government, and bilateral or multilateral agencies had the highest levels of agreement that the World Bank Group currently plays a relevant role in development in Macedonia whereas respondents from other organizations had significantly lower levels of agreement.

```
<table>
<thead>
<tr>
<th>Statement</th>
<th>Mean Level of Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td>The World Bank Group treats clients and stakeholders in Macedonia with respect</td>
<td>7.6 FY14, 7.4 FY10</td>
</tr>
<tr>
<td>The World Bank Group supports programs and strategies that are realistic for Macedonia*</td>
<td>7.2 FY14, 6.4 FY10</td>
</tr>
<tr>
<td>Overall the World Bank Group currently plays a relevant role in development in Macedonia**</td>
<td>7.0 FY14, 6.4 FY10</td>
</tr>
<tr>
<td>The World Bank Group’s work is aligned with what I consider the development priorities for Macedonia*</td>
<td>6.8 FY14, 6.2 FY10</td>
</tr>
</tbody>
</table>
```

*“To what extent do you agree with the following statements about the World Bank Group’s work in Macedonia?” (1.”Strongly disagree”, 10.”Strongly agree”) ¹Indicator Question ¹*Significantly different between FY14 and FY10*
VII. How the World Bank Group Operates (continued)

Overall Perceptions

- Respondents in this year’s country survey had statistically similar levels of agreement across all areas that could be compared to respondents from the FY ’10 country survey.

- Respondents from the office of the President/Prime Minister/Minister had the highest levels of agreement that the Bank effectively monitors and evaluates its projects, that working with the Bank increases institutional capacity, that the Bank ensures consistency through staff changes, that where country systems are adequate, the Bank uses them, and that the Bank provides effective implementation support whereas respondents from other organizations had significantly lower levels of agreement. Respondents from the office of the President/Prime Minister/Minister and local government had the highest levels of agreement that the Bank’s approvals are done in a timely fashion whereas respondents from other organizations had significantly lower levels of agreement. Respondents from NGOs/private foundations had the highest levels of agreement that the Bank’s lending conditions are reasonable whereas respondents from the private sector/financial sector/private banks had significantly lower levels of agreement.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Mean Level of Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td>The World Bank Group provides effective implementation support</td>
<td>7.7</td>
</tr>
<tr>
<td>Working with the World Bank Group increases Macedonia’s institutional capacity</td>
<td>7.5</td>
</tr>
<tr>
<td>The World Bank Group disburses funds promptly</td>
<td>7.5</td>
</tr>
<tr>
<td>The World Bank Group effectively monitors and evaluates the projects and programs it supports</td>
<td>7.5</td>
</tr>
<tr>
<td>The World Bank Group’s approvals and reviews are done in a timely fashion</td>
<td>7.5</td>
</tr>
<tr>
<td>The World Bank Group ensures consistency and continuity through staff changes</td>
<td>7.5</td>
</tr>
<tr>
<td>The World Bank Group’s “Safeguard Policy” requirements are reasonable</td>
<td>7.4</td>
</tr>
<tr>
<td>Where country systems are adequate, the WBG makes appropriate use of them</td>
<td>7.4</td>
</tr>
<tr>
<td>The World Bank Group’s conditions on its lending are reasonable</td>
<td>7.3</td>
</tr>
<tr>
<td>The World Bank Group takes decisions quickly in Macedonia</td>
<td>7.2</td>
</tr>
</tbody>
</table>

“To what extent do you agree/disagree with the following statements?”
(1-“Strongly disagree”, 10-“Strongly agree”) *Indicator Question
VII. How the World Bank Group Operates (continued)

The World Bank Group as an Effective Development Partner

- Respondents in this country survey had statistically similar ratings for the Bank’s staff accessibility and straightforwardness compared to respondents from the FY ’10 survey.
- There were significant stakeholder group differences across many of these aspects. For the most part, respondents from the office of the President/Prime Minister/Minister gave the highest ratings across these areas whereas respondents from the private sector/financial sector/private banks tended to give significantly lower ratings. Those areas with significant stakeholder group differences were: responsiveness, flexibility (in terms of changing country circumstances), inclusiveness, openness, straightforwardness and honesty, ease of access to decision makers, collaboration with groups outside of government, collaboration with other development partners, and the speed in which things get accomplished.
- Respondents from Outside Skopje gave significantly higher ratings for the Bank’s inclusiveness compared to respondents from Skopje.

```
<table>
<thead>
<tr>
<th>Mean Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 2 3 4 5 6 7 8 9 10</td>
</tr>
<tr>
<td>Being a long-term partner</td>
</tr>
<tr>
<td>Collaboration with the Government¹</td>
</tr>
<tr>
<td>Straightforwardness and honesty¹</td>
</tr>
<tr>
<td>Responsiveness¹</td>
</tr>
<tr>
<td>Collaboration with other development partners¹</td>
</tr>
<tr>
<td>Staff accessibility¹</td>
</tr>
<tr>
<td>The speed in which it gets things accomplished on the ground¹</td>
</tr>
<tr>
<td>Ease of access to people at the WBG who are making decisions important to my work</td>
</tr>
<tr>
<td>Being inclusive¹</td>
</tr>
<tr>
<td>Openness¹</td>
</tr>
<tr>
<td>Flexibility (in terms of changing country circumstances)¹</td>
</tr>
<tr>
<td>Flexibility (in terms of the World Bank Group’s products and services)¹</td>
</tr>
<tr>
<td>Collaboration with groups outside of the Government¹</td>
</tr>
</tbody>
</table>
```

"To what extent is the World Bank Group an effective development partner in Macedonia, in terms of each of the following?" (1."To no degree at all", 10."To a very significant degree") ¹Indicator Question
VII. How the World Bank Group Operates (continued)

Internal Evaluation Mechanisms

- Respondents from the office of the President/Prime Minister/Minister gave the highest ratings for the extent to which the World Bank Group’s internal evaluation mechanisms hold it accountable for achieving results in Macedonia whereas consultants on WBG-supported projects/PMUs and respondents from the private sector/financial sector/private banks and other organizations gave significantly lower ratings.
VII. How the World Bank Group Operates (continued)

Delivery Work

- Respondents from the office of the President/Prime Minister/Minister gave the highest ratings for the extent to which the World Bank Group’s delivery work contributes to conceptualization whereas employees of ministries and respondents from the private sector/financial sector/private banks and other organizations gave significantly lower ratings.

<table>
<thead>
<tr>
<th></th>
<th>Mean Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evaluation (assessing the impact and results)</td>
<td>7.4</td>
</tr>
<tr>
<td>Implementation (executing, carrying out, monitoring, and making appropriate adjustments)</td>
<td>7.3</td>
</tr>
<tr>
<td>Conceptualization (understanding and framing the problem)</td>
<td>7.2</td>
</tr>
<tr>
<td>Design (appraising and planning the solutions)</td>
<td>7.2</td>
</tr>
</tbody>
</table>

“To what extent does each of the following aspects of the World Bank Group’s delivery work contribute to solving Macedonia’s development challenges?”
(1-“To no degree at all”, 10-“To a very significant degree”)
VII. How the World Bank Group Operates (continued)

Risk-Taking

Percentage of Respondents (N=205)

- The World Bank Group takes too much risk in Macedonia: 3%
- The World Bank Group does not take enough risk in Macedonia: 22%
- The World Bank Group’s approach to risk is appropriate: 42%
- Don't know: 22%
- Prefer not to answer: 10%

“Which of the following best describes the way the World Bank Group operates in Macedonia?” (Respondents chose from a list.)

Where Decisions are Made

- A plurality of respondents across most stakeholder groups indicated that decisions about the program in Macedonia were made at Headquarters (Washington, D.C.). A plurality of respondents from local government, however, indicated that decisions about the program in Macedonia were made in Macedonia.

Percentage of Respondents (N=206)

- At the Headquarters (in Washington D.C.): 50%
- In the country: 25%
- Don't know: 26%

“Where are the World Bank Group’s decisions made primarily that support the program in Macedonia?” (Respondents chose from a list.)
VIII. The Future Role of the World Bank Group in Macedonia

Making the World Bank Group of Greater Value

- Respondents in the FY ’10 country survey indicated that the Bank should improve the quality of its experts as related to Macedonia’s specific challenges (30%) and reduce the complexity of obtaining Bank financing (22%) to make itself of greater value in Macedonia.

- Respondents from the office of the President/Prime Minister/Minister, employees of ministries, and consultants on WBG-supported projects/PMUs indicated that the Bank should collaborate more effectively with Government clients.

- Those respondents who indicated that they do not professionally collaborate with the World Bank Group also considered reaching out more to groups outside of Government, offering more innovative financial products, and increasing the level of capacity development in Macedonia as the best ways to make the Bank of greater value.

<table>
<thead>
<tr>
<th>Percentage of Respondents (N=202)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offer more innovative financial products</td>
</tr>
<tr>
<td>Reach out more to groups outside of Government</td>
</tr>
<tr>
<td>Increase the level of capacity development in the country</td>
</tr>
<tr>
<td>Collaborate more effectively with Government clients (e.g., state, local)</td>
</tr>
<tr>
<td>Reduce the complexity of obtaining World Bank Group financing</td>
</tr>
<tr>
<td>Improve the competitiveness of its financing compared to markets</td>
</tr>
<tr>
<td>Improve the quality of its experts as related to Macedonia’s specific challenges</td>
</tr>
<tr>
<td>Offer more innovative knowledge services</td>
</tr>
<tr>
<td>Provide more adequate data/knowledge/statistics/figures on Macedonia’s economy</td>
</tr>
<tr>
<td>Ensure greater selectivity in its work</td>
</tr>
<tr>
<td>Increase availability of Fee-Based services</td>
</tr>
<tr>
<td>Work faster</td>
</tr>
</tbody>
</table>

“Which of the following SHOULD the World Bank Group do to make itself of greater value in Macedonia? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)
VIII. The Future Role of the World Bank Group in Macedonia (cont.)

Focusing Services

- Although a plurality of respondents from most stakeholder groups indicated that the Bank should focus more on its financial services, respondents from bilateral or multilateral agencies indicated that the Bank should also focus on financial services and knowledge products, respondents from academia indicated that the combination of Bank services is appropriate for Macedonia, and respondents from other organization indicated that the Bank should focus on knowledge products.

- Those respondents who indicated that they do not professionally collaborate with the World Bank Group indicated that the Bank should focus more on its financial services, followed by its knowledge products.
VIII. The Future Role of the World Bank Group in Macedonia (cont.)

Contributing to Economic Diversification

- Those respondents who indicated that they do not professionally collaborate with the World Bank Group also considered investments in energy efficiency and renewable energy, transport infrastructure, and business environment reforms to increase Macedonia’s competitiveness as the areas in which greater support from the Bank would be of most value.
VIII. The Future Role of the World Bank Group in Macedonia (cont.)

Local Presence in Macedonia

- More than two-thirds of respondents who indicated that they do not professionally collaborate with the World Bank Group indicated that the Bank should have more of a local presence in Macedonia to be a more effective development partner.

<table>
<thead>
<tr>
<th>Percentage of Respondents (N=207)</th>
</tr>
</thead>
<tbody>
<tr>
<td>More local presence</td>
</tr>
<tr>
<td>The current level of local presence is adequate</td>
</tr>
<tr>
<td>Less local presence</td>
</tr>
<tr>
<td>Don't know</td>
</tr>
</tbody>
</table>

"To be a more effective development partner in Macedonia, do you believe that the World Bank Group should have...?" (Respondents chose from a list.)
VIII. The Future Role of the World Bank Group in Macedonia (cont.)

Collaborating with Stakeholders in Macedonia

- A plurality of respondents from most stakeholder groups indicated that the Bank should collaborate more with the private sector and local government in Macedonia, except the majority of respondents from NGOs/private foundations indicated that the Bank should collaborate more with NGOs and the majority of respondents from academia indicated that the Bank should collaborate more with academia/research institutes/think tanks.

- The majority of respondents who indicated that they do not professionally collaborate with the World Bank Group indicated that the Bank should collaborate more with the private sector in Macedonia, followed by academia/research institutes/think tanks, local government, and NGOs.

“...In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there?” (Respondents chose from a list. Responses combined.)
VIII. The Future Role of the World Bank Group in Macedonia (cont.)

Attributing Failed/Slow Reform Efforts

- Those respondents who indicated that they do not professionally collaborate with the World Bank Group indicated that they attribute failed or slow reform efforts to the Bank not being sensitive enough to political/social realities on the ground and there not being an adequate level of citizen/civil society participation, followed by political pressures and obstacles and reforms being not well thought out in light of country challenges.

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage of Respondents (N=203)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The World Bank Group is not sensitive enough to political/social realities on the ground</td>
<td>29%</td>
</tr>
<tr>
<td>Reforms are not well thought out in light of country challenges</td>
<td>26%</td>
</tr>
<tr>
<td>Lack of/inadequate levels of capacity in Government</td>
<td>26%</td>
</tr>
<tr>
<td>Political pressures and obstacles</td>
<td>25%</td>
</tr>
<tr>
<td>Poor coordination with development partners</td>
<td>22%</td>
</tr>
<tr>
<td>There is not an adequate level of citizen/civil society participation</td>
<td>17%</td>
</tr>
<tr>
<td>The Government works inefficiently</td>
<td>11%</td>
</tr>
<tr>
<td>The World Bank Group does not do adequate follow through/follow-up</td>
<td>10%</td>
</tr>
<tr>
<td>The World Bank Group works too slowly</td>
<td>9%</td>
</tr>
<tr>
<td>Other</td>
<td>4%</td>
</tr>
</tbody>
</table>

“When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)
IX. World Bank Group Knowledge and Instruments

Frequency of Consulting World Bank Group Knowledge Work and Activities

```
Percentage of Respondents (N=208)

Weekly  4%
Monthly 18%
A few times a year 37%
Rarely 32%
Never  9%
```

“How frequently do you consult World Bank Group’s knowledge work and activities in the work you do?” (Respondents chose from a list.)
Focusing World Bank Group Knowledge Work and Activities

- Respondents in the FY ’10 country survey indicated that it would be most productive for the Bank to focus its knowledge work on labor markets/job creation (26%) in Macedonia.
- Respondents from most stakeholder groups indicated that the Bank should focus its knowledge work and activities on economic growth and transport, but consultants on WBG-supported projects/PMUs indicated that the Bank’s knowledge work should focus on energy, respondents from local government indicated job creation, and those from other organizations indicated health.

<table>
<thead>
<tr>
<th>Topic</th>
<th>Percentage of Respondents (N=206)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Economic growth</td>
<td>36%</td>
</tr>
<tr>
<td>Transport</td>
<td>23%</td>
</tr>
<tr>
<td>Job creation/employment</td>
<td>19%</td>
</tr>
<tr>
<td>Education</td>
<td>19%</td>
</tr>
<tr>
<td>Poverty reduction</td>
<td>19%</td>
</tr>
<tr>
<td>Energy</td>
<td>18%</td>
</tr>
<tr>
<td>Public sector governance/reform</td>
<td>17%</td>
</tr>
<tr>
<td>Business environment and private sector development</td>
<td>17%</td>
</tr>
<tr>
<td>Agricultural development</td>
<td>15%</td>
</tr>
<tr>
<td>Health</td>
<td>14%</td>
</tr>
<tr>
<td>Trade and exports</td>
<td>14%</td>
</tr>
<tr>
<td>EU integration</td>
<td>13%</td>
</tr>
<tr>
<td>Foreign direct investment</td>
<td>11%</td>
</tr>
<tr>
<td>Rural development</td>
<td>9%</td>
</tr>
<tr>
<td>Social protection</td>
<td>8%</td>
</tr>
<tr>
<td>Law and justice</td>
<td>5%</td>
</tr>
<tr>
<td>Anti-corruption</td>
<td>5%</td>
</tr>
</tbody>
</table>

“When thinking about the development challenges in Macedonia, where do you believe it would be most valuable for the World Bank Group to focus its knowledge work and activities in the next few years? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined. Top 17 shown.)
IX. World Bank Group Knowledge and Instruments (continued)

Meeting Macedonia’s Knowledge Needs *(Indicator Question)*

- Respondents from the office of the President/Prime Minister/Minister had the highest levels of agreement that the World Bank Group meets Macedonia’s needs for knowledge services whereas respondents from the private sector/financial sector/private banks had significantly lower levels of agreement.

```
<table>
<thead>
<tr>
<th>Category</th>
<th>Mean Level of Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Respondents</td>
<td>6.5</td>
</tr>
<tr>
<td>Office of the President/Prime Minister/Minister</td>
<td>8.3</td>
</tr>
<tr>
<td>Local Government</td>
<td>7.1</td>
</tr>
<tr>
<td>Bilateral/Multilateral Agency</td>
<td>7.1</td>
</tr>
<tr>
<td>Independent Government Institution</td>
<td>7.0</td>
</tr>
<tr>
<td>Consultant on WB project/PMU</td>
<td>6.6</td>
</tr>
<tr>
<td>NGO/Private Foundation</td>
<td>6.5</td>
</tr>
<tr>
<td>Employee of a Ministry/Implementation Agency</td>
<td>6.4</td>
</tr>
<tr>
<td>Other</td>
<td>6.1</td>
</tr>
<tr>
<td>Academia/Research Institute</td>
<td>6.0</td>
</tr>
<tr>
<td>Private Sector/Financial Sector/Private Bank</td>
<td>5.6</td>
</tr>
</tbody>
</table>
```

"The World Bank Group meets Macedonia’s needs for knowledge services" *(1="Strongly disagree", 10="Strongly agree")*
IX. World Bank Group Knowledge and Instruments (continued)

Qualities of the Bank’s Knowledge Work and Activities

- Respondents in this country survey gave statistically similar ratings for the Bank’s knowledge work and activities being a source of relevant information on global good practices and being adaptable to Macedonia’s circumstances compared to respondents from the FY ’10 country survey.

- Respondents the office of the President/Prime Minister/Minister gave the highest ratings that the Bank’s knowledge work and activities are timely, adequately disseminated, translated enough into local language, and adaptable to Macedonia’s circumstances whereas respondents from the private sector/financial sector/private banks gave significantly lower ratings. Respondents the office of the President/Prime Minister/Minister also gave the highest ratings for the Bank’s knowledge work and activities leading to practical solutions whereas respondents from other organizations and the private sector/financial sector/private banks gave significantly lower ratings.

<table>
<thead>
<tr>
<th>Mean Rating</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are source of relevant information on global good practices</td>
<td>7.7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enhance your knowledge and/or skills</td>
<td>7.7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are relevant to Macedonia’s development priorities</td>
<td>7.4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lead to practical solutions</td>
<td>7.3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are accessible (well written and easy to understand)</td>
<td>7.2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are adaptable to Macedonia’s development challenges and circumstances(1)</td>
<td>7.1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are timely</td>
<td>7.0</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are adequately disseminated</td>
<td>6.7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Include appropriate level of stakeholder involvement during preparation</td>
<td>6.7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are translated enough into local language</td>
<td>6.7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

“In Macedonia, 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")  \(^1\)Indicator Question
IX. World Bank Group Knowledge and Instruments (continued)

Contribution of the Bank’s Knowledge Work and Activities (*Indicator Question*)

<table>
<thead>
<tr>
<th>Mean Significance Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
</tr>
</tbody>
</table>

All Respondents: 6.1

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

Technical Quality of the Bank’s Knowledge Work and Activities (*Indicator Question*)

<table>
<thead>
<tr>
<th>Mean Technical Quality Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
</tr>
</tbody>
</table>

All Respondents: 6.7

“Overall, how would you rate the technical quality of the World Bank’s knowledge work and activities? (1: "Very low technical quality", 10: "Very high technical quality")
IX. World Bank Group Knowledge and Instruments (continued)

Meeting Macedonia’s Needs for Financial Instruments (Indicator Question)

- Respondents from the office of the President/Prime Minister/Minister had the highest levels of agreement that the World Bank Group’s financial instruments meet the needs of Macedonia whereas respondents from academia and the private sector/financial sector/private banks had significantly lower levels of agreement.
IX. World Bank Group Knowledge and Instruments (continued)

Most Effective Instruments

- The majority of respondents from most stakeholder groups indicated that the Bank’s investment lending was its most effective instrument in promoting economic development in Macedonia. However, respondents from bilateral or multilateral agencies indicated that the Bank’s technical assistance was its most effective instrument, respondents from NGOs/private foundations and other organizations indicated that grant funding was its most effective instrument, and respondents from academia indicated that its knowledge products/services and technical assistance were its most effective instruments in promoting economic development.
X. Communication and Openness

Information Sources

- Respondents in the FY ’10 country survey indicated that they got most of their information about economic and social development issues in Macedonia from the Internet (62%), local television (54%), and local newspapers (40%).
- Those respondents who indicated that they do not professionally collaborate with the World Bank Group also indicated that they primarily utilize local television and local newspapers for their information about economic and social development issues.
X. Communication and Openness (continued)

Preferred Information Sources

- Although respondents from most stakeholder groups indicated that they preferred to get information from the World Bank Group via seminars/workshops/conferences and e-Newsletters, respondents from bilateral or multilateral agencies preferred the WBG’s website and respondents from NGOs/private foundations preferred social media.

- Those respondents who indicated that they do not professionally collaborate with the World Bank Group indicated a preference for e-Newsletters to receive information from the Bank, followed by seminars/workshops/conferences, social media, publications, and the Bank website.
X. Communication and Openness (continued)

Access to Information

- Respondents from the office of the President/Prime Minister/Minister and other organizations were significantly more likely to have been aware of the Bank’s Access to Information policy compared to respondents from other stakeholder groups (no respondents from academia were aware).

- Those respondents who indicated that they do not professionally collaborate with the World Bank Group were significantly less likely to have been aware of the Bank’s Access to Information policy, to have requested information from the Bank, and to have received the requested information compared to respondents who indicated that they do collaborate with the Bank.

![Percentage of Respondents (N=208)]

- Yes: 24%
- No: 76%

“Are you aware of the World Bank Group’s Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?”

![Percentage of Respondents (N=95)]

- Yes: 92%
- No: 8%
X. Communication and Openness (continued)

Access to Information (continued)

- Respondents from the office of the President/Prime Minister/Minister and independent government institutions had the highest levels of agreement that they use the WBG’s data more often whereas employees of ministries and respondents from the private sector/financial sector/private banks and other organizations had significantly lower levels of agreement.

- Those respondents who indicated that they do not professionally collaborate with the Bank had significantly lower levels of agreement that they use the WBG’s data more often compared to respondents who indicated that they do collaborate with the Bank.

<table>
<thead>
<tr>
<th>Mean Level of Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
</tr>
</tbody>
</table>

I use/consult World Bank Group’s data more often than I did a few years ago

6.4

"Please rate how much you agree with the following statements."

(1 - "Strongly disagree", 10 - "Strongly agree")

Internet Access

- All but one respondent indicated that they had access to the Internet, which was the same as the FY ’10 country survey (99%, all but one respondent).

- Those respondents who indicated that they do not professionally collaborate with the World Bank Group had statistically similar rates of Internet access as respondents who indicated that they do collaborate with the Bank.
X. Communication and Openness (continued)

Website Usage

- Respondents in this year’s survey indicated statistically similar rates of usage for the World Bank Group’s website compared to respondents from the FY ’10 country survey.
- Those respondents who indicated that they do not professionally collaborate with the World Bank Group were significantly less likely to have used the World Bank Group’s website compared to respondents who indicated that they do collaborate with the Bank.

![Percentage of Respondents (FY14 N=202; FY10 N=223)](image)

“Do you use/have you used the World Bank Group website?”

- Respondents in this year’s country survey indicated statistically similar usage for the Bank’s country and main websites compared to respondents from the FY ’10 survey.
- Respondents from local government were significantly more likely to have utilized the Bank’s country website compared to respondents from other stakeholder groups.
- Those respondents who indicated that they do not professionally collaborate with the World Bank Group had statistically similar usage for the Bank’s country and main websites as respondents who indicated that they do collaborate with the Bank.
X. Communication and Openness (continued)

Website Usage (continued)

- Although the vast majority of all respondents indicated using a high speed Internet connection when visiting the Bank’s website, those respondents who indicated that they do not professionally collaborate with the World Bank Group were significantly more likely to use a low speed connection compared to respondents who indicated that they do collaborate with the Bank.

![Percentage of Respondents (N=180)

<table>
<thead>
<tr>
<th>Speed</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>High speed</td>
<td>94%</td>
</tr>
<tr>
<td>Low speed (below 256 Kbps)</td>
<td>6%</td>
</tr>
</tbody>
</table>

“Which Internet connection do you use primarily when visiting a World Bank Group website?”
(Respondents chose from a list.)

Website/Social Media Evaluation

- Respondents in this year’s country survey had significantly lower levels of agreement that they find the Bank’s websites easy to navigate compared to respondents from the FY ’10 country survey.

- Those respondents who indicated that they do not professionally collaborate with the World Bank Group had significantly lower levels of agreement that they find the information on the Bank’s websites useful and that they find the Bank’s websites easy to navigate compared to respondents who indicated that they do collaborate with the Bank.
X. Communication and Openness (continued)

Information Sharing

- Respondents in this year’s country survey had significantly lower levels of agreement that when they need information from the Bank they know how to find it compared to respondents from the FY ’10 country survey.
- Those respondents who indicated that they do not professionally collaborate with the World Bank Group had significantly lower levels of agreement that the Bank is responsive to their information requests and that when they need information from the Bank they know how to find it compared to respondents who indicated that they do collaborate with the Bank.

Mean Level of Agreement

<table>
<thead>
<tr>
<th>Statement</th>
<th>FY14</th>
<th>FY10</th>
</tr>
</thead>
<tbody>
<tr>
<td>The World Bank Group is responsive to my information requests and inquiries</td>
<td>7.6</td>
<td>7.8</td>
</tr>
<tr>
<td>When I need information from the World Bank Group I know how to find it</td>
<td>7.4</td>
<td>8.1</td>
</tr>
</tbody>
</table>

“Please rate how much you agree with the following statements.”
(1=“Strongly disagree”, 10=“Strongly agree”)
XI. Appendices

<table>
<thead>
<tr>
<th>Appendix</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.</td>
<td>Responses to All Questions across All Respondents</td>
<td>58</td>
</tr>
<tr>
<td>B.</td>
<td>Responses to All Questions by Stakeholder Groups</td>
<td>75</td>
</tr>
<tr>
<td>C.</td>
<td>Responses to All Questions across Geographic Locations</td>
<td>100</td>
</tr>
<tr>
<td>D.</td>
<td>Responses to All Questions among WBG Collaborators and Non-Collaborators</td>
<td>118</td>
</tr>
<tr>
<td>E.</td>
<td>Responses to All Questions across Country Surveys</td>
<td>137</td>
</tr>
<tr>
<td>F.</td>
<td>Responses to Sector Specific Questions by Specialization</td>
<td>140</td>
</tr>
<tr>
<td>G.</td>
<td>Indicator Questions as a Function of Exposure to the Bank</td>
<td>142</td>
</tr>
<tr>
<td>H.</td>
<td>Indicator Questions as a Function of Stakeholder Groups</td>
<td>143</td>
</tr>
<tr>
<td>I.</td>
<td>World Bank Group Country Survey</td>
<td>144</td>
</tr>
</tbody>
</table>

MACEDONIA
Appendix A:  
Responses to All Questions across Collaborating Respondents (N=208)

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. General Issues Facing Macedonia

<table>
<thead>
<tr>
<th>Question</th>
<th>Percentage of Respondents (N=205)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. In general would you say that Macedonia is headed in...?</td>
<td></td>
</tr>
<tr>
<td>The right direction</td>
<td>50.2%</td>
</tr>
<tr>
<td>The wrong direction</td>
<td>25.9%</td>
</tr>
<tr>
<td>Not sure</td>
<td>23.9%</td>
</tr>
</tbody>
</table>

| 2. Listed below are a number of development priorities in Macedonia.     | Percentage of Respondents (Responses Combined; N=206) |
| Please identify which of the following you consider the most important  |                                    |
| development priorities in Macedonia. (Choose no more than THREE)        |                                    |
| Job creation/employment                                                 | 32.0%                             |
| Economic growth                                                         | 27.7%                             |
| EU integration                                                          | 26.7%                             |
| Transport                                                               | 20.9%                             |
| Poverty reduction                                                       | 19.9%                             |
| Education                                                               | 19.4%                             |
| Foreign direct investment                                               | 17.5%                             |
| Public sector governance/reform                                         | 16.5%                             |
| Health                                                                  | 14.6%                             |
| Energy                                                                  | 14.6%                             |
| Law and justice                                                         | 14.1%                             |
| Business environment and private sector development                      | 12.1%                             |
| Agricultural development                                                | 12.1%                             |
| Trade and exports                                                       | 11.2%                             |
| Social protection                                                       | 6.3%                              |
| Anti-corruption                                                         | 5.8%                              |
| Rural development                                                       | 5.3%                              |
| Environmental sustainability                                            | 4.4%                              |
| Gender equity                                                           | 3.4%                              |
| Climate change and green growth                                         | 3.4%                              |
| Regulatory framework                                                    | 2.9%                              |
| Information and communications technology                                | 2.9%                              |
| Equality of opportunity                                                 | 2.4%                              |
| Water and sanitation                                                    | 1.9%                              |
| Disaster management                                                     | 0.0%                              |
A. General Issues Facing Macedonia (continued)

3. 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 Macedonia? (Choose no more than THREE)

<table>
<thead>
<tr>
<th>Area</th>
<th>Percentage of Respondents (Responses Combined; N=208)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Economic growth</td>
<td>52.4%</td>
</tr>
<tr>
<td>Job creation/employment</td>
<td>42.8%</td>
</tr>
<tr>
<td>Foreign direct investment</td>
<td>31.7%</td>
</tr>
<tr>
<td>Education</td>
<td>23.1%</td>
</tr>
<tr>
<td>Business environment and private sector development</td>
<td>22.1%</td>
</tr>
<tr>
<td>EU integration</td>
<td>16.3%</td>
</tr>
<tr>
<td>Rural development</td>
<td>14.9%</td>
</tr>
<tr>
<td>Agricultural development</td>
<td>14.4%</td>
</tr>
<tr>
<td>Energy</td>
<td>10.1%</td>
</tr>
<tr>
<td>Public sector governance/reform</td>
<td>9.1%</td>
</tr>
<tr>
<td>Anti-corruption</td>
<td>8.2%</td>
</tr>
<tr>
<td>Equality of opportunity</td>
<td>7.7%</td>
</tr>
<tr>
<td>Social protection</td>
<td>7.7%</td>
</tr>
<tr>
<td>Trade and exports</td>
<td>7.2%</td>
</tr>
<tr>
<td>Transport</td>
<td>5.8%</td>
</tr>
<tr>
<td>Environmental sustainability</td>
<td>4.3%</td>
</tr>
<tr>
<td>Law and justice</td>
<td>3.4%</td>
</tr>
<tr>
<td>Climate change and green growth</td>
<td>2.9%</td>
</tr>
<tr>
<td>Gender equity</td>
<td>2.9%</td>
</tr>
<tr>
<td>Water and sanitation</td>
<td>2.4%</td>
</tr>
<tr>
<td>Information and communications technology</td>
<td>2.4%</td>
</tr>
<tr>
<td>Health</td>
<td>1.9%</td>
</tr>
<tr>
<td>Regulatory framework</td>
<td>1.4%</td>
</tr>
<tr>
<td>Disaster management</td>
<td>0.0%</td>
</tr>
</tbody>
</table>
### A. General Issues Facing Macedonia (continued)

#### 4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Macedonia? (Choose no more than THREE) 

<table>
<thead>
<tr>
<th>Area</th>
<th>Percentage of Respondents (Responses Combined; N=207)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreign direct investment</td>
<td>36.7%</td>
</tr>
<tr>
<td>Job creation/employment</td>
<td>36.7%</td>
</tr>
<tr>
<td>Business environment and private sector development</td>
<td>33.3%</td>
</tr>
<tr>
<td>Trade and exports</td>
<td>26.1%</td>
</tr>
<tr>
<td>EU integration</td>
<td>24.6%</td>
</tr>
<tr>
<td>Public sector governance/reform</td>
<td>20.3%</td>
</tr>
<tr>
<td>Energy</td>
<td>19.8%</td>
</tr>
<tr>
<td>Agricultural development</td>
<td>19.3%</td>
</tr>
<tr>
<td>Transport</td>
<td>16.4%</td>
</tr>
<tr>
<td>Education</td>
<td>10.1%</td>
</tr>
<tr>
<td>Regulatory framework</td>
<td>9.2%</td>
</tr>
<tr>
<td>Rural development</td>
<td>7.7%</td>
</tr>
<tr>
<td>Law and justice</td>
<td>7.2%</td>
</tr>
<tr>
<td>Information and communications technology</td>
<td>6.3%</td>
</tr>
<tr>
<td>Anti-corruption</td>
<td>5.8%</td>
</tr>
<tr>
<td>Social protection</td>
<td>4.8%</td>
</tr>
<tr>
<td>Equality of opportunity</td>
<td>3.9%</td>
</tr>
<tr>
<td>Environmental sustainability</td>
<td>1.9%</td>
</tr>
<tr>
<td>Health</td>
<td>1.9%</td>
</tr>
<tr>
<td>Gender equity</td>
<td>1.4%</td>
</tr>
<tr>
<td>Climate change and green growth</td>
<td>1.4%</td>
</tr>
<tr>
<td>Disaster management</td>
<td>0.0%</td>
</tr>
<tr>
<td>Water and sanitation</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

#### 5. When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Macedonia? (Choose no more than TWO) 

<table>
<thead>
<tr>
<th>Area</th>
<th>Percentage of Respondents (Responses Combined; N=206)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better employment opportunities for young people</td>
<td>41.7%</td>
</tr>
<tr>
<td>Consistent economic growth</td>
<td>35.9%</td>
</tr>
<tr>
<td>Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)</td>
<td>22.8%</td>
</tr>
<tr>
<td>A growing middle class</td>
<td>20.4%</td>
</tr>
<tr>
<td>Education and training that better ensure job opportunity</td>
<td>17.0%</td>
</tr>
<tr>
<td>Greater access to micro-finance for the poor</td>
<td>9.7%</td>
</tr>
<tr>
<td>Greater voice and participation for citizens to help ensure greater accountability</td>
<td>9.7%</td>
</tr>
<tr>
<td>Better opportunity for the poor who live in rural areas</td>
<td>8.3%</td>
</tr>
<tr>
<td>Greater access to economic opportunities for ethnic minorities</td>
<td>5.8%</td>
</tr>
<tr>
<td>Better employment opportunities for women</td>
<td>5.3%</td>
</tr>
<tr>
<td>Greater access to health and nutrition for citizens</td>
<td>5.3%</td>
</tr>
<tr>
<td>More reliable social safety net</td>
<td>5.3%</td>
</tr>
<tr>
<td>Greater equity of fiscal policy</td>
<td>4.4%</td>
</tr>
<tr>
<td>Better opportunity for the poor who live in urban areas</td>
<td>2.9%</td>
</tr>
<tr>
<td>Better quality public services</td>
<td>1.5%</td>
</tr>
<tr>
<td>Other</td>
<td>1.5%</td>
</tr>
</tbody>
</table>
B. Overall Attitudes toward the World Bank Group

<table>
<thead>
<tr>
<th>Familiarity</th>
<th>N</th>
<th>DK</th>
<th>Mean</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. How familiar are you with the work of the World Bank Group in Macedonia? (1-Not familiar at all, 10-Extremely familiar)</td>
<td>206</td>
<td>0</td>
<td>6.46</td>
<td>1.87</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Overall Effectiveness</th>
<th>N</th>
<th>DK</th>
<th>Mean</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Overall, please rate your impression of the World Bank Group’s effectiveness in Macedonia.* (1-Not effective at all, 10-Very effective)</td>
<td>199</td>
<td>8</td>
<td>6.69</td>
<td>2.02</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Staff Preparedness</th>
<th>N</th>
<th>DK</th>
<th>Mean</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. To what extent do you believe the World Bank Group’s staff is well prepared (e.g., skills and knowledge) to help Macedonia solve its most complicated development challenges?* (1-To no degree at all, 10-To a very significant degree)</td>
<td>195</td>
<td>12</td>
<td>7.11</td>
<td>1.89</td>
</tr>
</tbody>
</table>

4. When thinking about how the World Bank Group can have the most impact on development results in Macedonia, in which sectoral areas do you believe the World Bank Group should focus most of its attention and resources in Macedonia? (Choose no more than THREE)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined; N=208)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Transport</td>
<td>29.3%</td>
</tr>
<tr>
<td>Economic growth</td>
<td>26.0%</td>
</tr>
<tr>
<td>Public sector governance/reform</td>
<td>22.1%</td>
</tr>
<tr>
<td>Education</td>
<td>21.2%</td>
</tr>
<tr>
<td>Poverty reduction</td>
<td>20.2%</td>
</tr>
<tr>
<td>Business environment and private sector development</td>
<td>20.2%</td>
</tr>
<tr>
<td>Job creation/employment</td>
<td>20.2%</td>
</tr>
<tr>
<td>Health</td>
<td>15.4%</td>
</tr>
<tr>
<td>Agricultural development</td>
<td>14.9%</td>
</tr>
<tr>
<td>Foreign direct investment</td>
<td>13.5%</td>
</tr>
<tr>
<td>Energy</td>
<td>13.5%</td>
</tr>
<tr>
<td>Rural development</td>
<td>13.0%</td>
</tr>
<tr>
<td>EU integration</td>
<td>10.6%</td>
</tr>
<tr>
<td>Trade and exports</td>
<td>10.6%</td>
</tr>
<tr>
<td>Social protection</td>
<td>6.7%</td>
</tr>
<tr>
<td>Equality of opportunity</td>
<td>6.7%</td>
</tr>
<tr>
<td>Law and justice</td>
<td>5.8%</td>
</tr>
<tr>
<td>Climate change and green growth</td>
<td>4.3%</td>
</tr>
<tr>
<td>Regulatory framework</td>
<td>4.3%</td>
</tr>
<tr>
<td>Environmental sustainability</td>
<td>3.8%</td>
</tr>
<tr>
<td>Information and communications technology</td>
<td>3.8%</td>
</tr>
<tr>
<td>Water and sanitation</td>
<td>2.4%</td>
</tr>
<tr>
<td>Anti-corruption</td>
<td>2.4%</td>
</tr>
<tr>
<td>Gender equity</td>
<td>1.0%</td>
</tr>
<tr>
<td>Disaster management</td>
<td>0.0%</td>
</tr>
</tbody>
</table>
### B. Overall Attitudes toward the World Bank Group (continued)

| 5. When thinking about the World Bank Group’s role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Macedonia? | Percentage of Respondents (N=207) |
| --- | --- | --- |
|  | Greatest Value | 2nd Greatest Value | Combined |
| Financial resources | 40.6% | 15.5% | 56.1% |
| Policy advice, studies, analyses | 18.4% | 19.9% | 38.3% |
| Mobilizing third party financial resources | 12.6% | 18.0% | 30.5% |
| Technical assistance | 5.3% | 13.6% | 18.9% |
| Capacity development of staff at state institutions | 3.4% | 11.2% | 14.5% |
| Data | 7.7% | 5.8% | 13.6% |
| Convening/facilitating | 6.3% | 4.4% | 10.6% |
| Coordination with development partners | 1.9% | 7.8% | 9.7% |
| Linkage to non-Bank expertise | 2.4% | 3.4% | 5.8% |
| Other | 1.4% | 0.5% | 1.9% |

| How effectively to the World Bank Groups’ activities below support Macedonia’s efforts to achieve development results? (1-Not effective at all, 10-Very effective) | Effectiveness |
| --- | --- | --- | --- |
| N | DK | Mean | SD |
| 6. Convening/facilitating | 177 | 31 | 6.38 | 1.99 |
| 7. Data | 188 | 20 | 7.20 | 1.98 |
| 8. Policy advice, studies, analyses | 192 | 16 | 7.36 | 1.83 |
| 9. Financial resources | 194 | 14 | 7.46 | 1.93 |
| 10. Technical assistance | 191 | 17 | 7.21 | 1.84 |
| 11. Mobilizing third party financial resources | 178 | 30 | 6.92 | 1.99 |
| 12. Coordination with development partners | 178 | 30 | 6.79 | 1.87 |
| 13. Linkage to non-Bank expertise | 161 | 47 | 6.96 | 1.96 |

| The World Bank Group can provide capacity building support in a number of ways in Macedonia. To what degree would Macedonia benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree) | Degree |
| --- | --- | --- | --- |
| N | DK | Mean | SD |
| 14. Groups outside of government to help them more effectively engage and participate in development efforts | 192 | 11 | 7.17 | 2.21 |
| 15. The public sector, related to implementation of specific development projects on the ground | 202 | 4 | 7.73 | 1.98 |
| 16. The public sector, related to changing institutions | 192 | 10 | 7.45 | 2.06 |

| How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Macedonia? (If you have NO exposure to/experience in any of the areas listed below, please respond “Don’t know”) (1-Not effective at all, 10-Very effective) | Effectiveness |
| --- | --- | --- | --- |
| N | DK | Mean | SD |
| 17. Project implementation (or other organizational strengthening) | 175 | 25 | 7.42 | 1.84 |
| 18. Citizen engagement (or other organizational strengthening) | 129 | 64 | 6.09 | 2.24 |
| 19. Policy design (for clarity and better incentives to achieve development goals) | 152 | 42 | 6.86 | 1.93 |
### B. Overall Attitudes toward the World Bank Group (continued)

<table>
<thead>
<tr>
<th>Importance N</th>
<th>DK</th>
<th>Mean</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>20. Project implementation (or other organizational strengthening)</td>
<td>187</td>
<td>14</td>
<td>8.18</td>
</tr>
<tr>
<td>21. Citizen engagement (incorporating citizens’ voices into development)</td>
<td>157</td>
<td>40</td>
<td>7.36</td>
</tr>
<tr>
<td>22. Policy design (for clarity and better incentives to achieve development goals)</td>
<td>165</td>
<td>32</td>
<td>7.91</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Weakness</th>
<th>Percentage of Respondents (Responses Combined; N=207)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not adequately sensitive to political/social realities in Macedonia</td>
<td>22.7%</td>
</tr>
<tr>
<td>Not enough public disclosure of its work</td>
<td>17.9%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>16.9%</td>
</tr>
<tr>
<td>Too influenced by developed countries</td>
<td>13.5%</td>
</tr>
<tr>
<td>Not collaborating enough with non-state actors</td>
<td>13.5%</td>
</tr>
<tr>
<td>Not willing to honestly criticize policies and reform efforts in the country</td>
<td>11.6%</td>
</tr>
<tr>
<td>Imposing technocratic solutions without regard to political realities</td>
<td>10.6%</td>
</tr>
<tr>
<td>Not aligned with country priorities</td>
<td>10.1%</td>
</tr>
<tr>
<td>World Bank Group’s processes too complex</td>
<td>8.7%</td>
</tr>
<tr>
<td>Not exploring alternative policy options</td>
<td>7.7%</td>
</tr>
<tr>
<td>Too bureaucratic in its operational policies and procedures</td>
<td>7.7%</td>
</tr>
<tr>
<td>World Bank Group’s processes too slow</td>
<td>7.2%</td>
</tr>
<tr>
<td>Arrogant in its approach</td>
<td>5.3%</td>
</tr>
<tr>
<td>Not aligned with other development partners’ work</td>
<td>4.3%</td>
</tr>
<tr>
<td>Staff too inaccessible</td>
<td>3.4%</td>
</tr>
<tr>
<td>The credibility of its knowledge/data</td>
<td>1.9%</td>
</tr>
<tr>
<td>Not client focused</td>
<td>1.4%</td>
</tr>
<tr>
<td>Other</td>
<td>1.4%</td>
</tr>
</tbody>
</table>

### 23. Which of the following do you identify as the World Bank Group’s greatest weaknesses in its work in Macedonia? (Choose no more than TWO)

<table>
<thead>
<tr>
<th>Instrument</th>
<th>Percentage of Respondents (Responses Combined; N=205)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Investment lending</td>
<td>51.2%</td>
</tr>
<tr>
<td>Grant funding</td>
<td>34.1%</td>
</tr>
<tr>
<td>Technical assistance</td>
<td>33.7%</td>
</tr>
<tr>
<td>Capacity development of staff at state institutions</td>
<td>22.0%</td>
</tr>
<tr>
<td>Knowledge products/services</td>
<td>21.0%</td>
</tr>
<tr>
<td>Policy based lending/budget support to the Government</td>
<td>18.0%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>3.4%</td>
</tr>
<tr>
<td>Other</td>
<td>0.0%</td>
</tr>
</tbody>
</table>
### B. Overall Attitudes toward the World Bank Group (continued)

25. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

<table>
<thead>
<tr>
<th>Group</th>
<th>Percentage of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private sector</td>
<td>46.6%</td>
</tr>
<tr>
<td>Local government</td>
<td>33.0%</td>
</tr>
<tr>
<td>Academia/think tanks/research institutes</td>
<td>24.8%</td>
</tr>
<tr>
<td>NGOs</td>
<td>20.4%</td>
</tr>
<tr>
<td>Beneficiaries</td>
<td>16.5%</td>
</tr>
<tr>
<td>Media</td>
<td>9.7%</td>
</tr>
<tr>
<td>Parliament</td>
<td>7.8%</td>
</tr>
<tr>
<td>Community of development partners</td>
<td>6.8%</td>
</tr>
<tr>
<td>Community-based organizations</td>
<td>6.3%</td>
</tr>
<tr>
<td>Foundations</td>
<td>5.8%</td>
</tr>
<tr>
<td>Other</td>
<td>2.9%</td>
</tr>
<tr>
<td>Faith-based organizations</td>
<td>2.4%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>1.9%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Statement</th>
<th>Level of Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td>To what extent do you agree with the following statements about the World Bank Group’s work in Macedonia? (1 - Strongly disagree, 10 - Strongly agree)</td>
<td></td>
</tr>
<tr>
<td>26. Overall the World Bank Group currently plays a relevant role in development in Macedonia*</td>
<td>192, 10, 7.02, 2.01</td>
</tr>
<tr>
<td>27. The World Bank Group’s work is aligned with what I consider the development priorities for Macedonia*</td>
<td>191, 13, 6.84, 1.91</td>
</tr>
<tr>
<td>28. The World Bank Group supports programs and strategies that are realistic for Macedonia</td>
<td>193, 11, 7.23, 1.84</td>
</tr>
<tr>
<td>29. The World Bank Group treats clients and stakeholders in Macedonia with respect</td>
<td>187, 16, 7.60, 1.94</td>
</tr>
</tbody>
</table>
### B. Overall Attitudes toward the World Bank Group (continued)

<table>
<thead>
<tr>
<th>To what extent is the World Bank Group an effective development partner in Macedonia, in terms of each of the following? (1=To no degree at all, 10=To a very significant degree)</th>
<th>Degree</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
</tr>
<tr>
<td>30. Responsiveness*</td>
<td>7.54</td>
</tr>
<tr>
<td>31. Flexibility (in terms of the World Bank Group’s products and services)*</td>
<td>7.07</td>
</tr>
<tr>
<td>32. Flexibility (in terms of changing country circumstances)*</td>
<td>7.11</td>
</tr>
<tr>
<td>33. Being inclusive*</td>
<td>7.23</td>
</tr>
<tr>
<td>34. Openness*</td>
<td>7.21</td>
</tr>
<tr>
<td>35. Staff accessibility*</td>
<td>7.43</td>
</tr>
<tr>
<td>36. Straightforwardness and honesty*</td>
<td>7.68</td>
</tr>
<tr>
<td>37. Ease of access to the people at the World Bank Group who are making decisions important to my work</td>
<td>7.36</td>
</tr>
<tr>
<td>38. Collaboration with groups outside of the Government*</td>
<td>6.68</td>
</tr>
<tr>
<td>39. Collaboration with the Government*</td>
<td>8.11</td>
</tr>
<tr>
<td>40. Collaboration with other development partners*</td>
<td>7.47</td>
</tr>
<tr>
<td>41. The speed in which it gets things accomplished on the ground*</td>
<td>7.40</td>
</tr>
<tr>
<td>42. Being a long-term partner</td>
<td>8.19</td>
</tr>
</tbody>
</table>

#### 43. To be a more effective development partner in Macedonia, do you believe that the World Bank Group should have...?

<table>
<thead>
<tr>
<th>Percentage of Respondents (N=207)</th>
</tr>
</thead>
<tbody>
<tr>
<td>More local presence</td>
</tr>
<tr>
<td>The current level of local presence is adequate</td>
</tr>
<tr>
<td>Less local presence</td>
</tr>
<tr>
<td>Don't know</td>
</tr>
</tbody>
</table>

#### 44. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined; N=206)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The World Bank Group is not sensitive enough to political/social realities on the ground</td>
</tr>
<tr>
<td>Reforms are not well thought out in light of country challenges</td>
</tr>
<tr>
<td>Lack of/inadequate levels of capacity in Government</td>
</tr>
<tr>
<td>Political pressures and obstacles</td>
</tr>
<tr>
<td>Poor coordination with development partners</td>
</tr>
<tr>
<td>There is not an adequate level of citizen/civil society participation</td>
</tr>
<tr>
<td>The Government works inefficiently</td>
</tr>
<tr>
<td>The World Bank Group does not do adequate follow through/follow-up</td>
</tr>
<tr>
<td>The World Bank Group works too slowly</td>
</tr>
<tr>
<td>Other</td>
</tr>
</tbody>
</table>
### C. World Bank Group Effectiveness and Results

1. **In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Macedonia?**

<table>
<thead>
<tr>
<th>Area</th>
<th>N</th>
<th>DK</th>
<th>Mean</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anti-corruption</td>
<td>182</td>
<td>15</td>
<td>7.31</td>
<td>2.45</td>
</tr>
<tr>
<td>Information and communications technology</td>
<td>191</td>
<td>6</td>
<td>7.19</td>
<td>2.09</td>
</tr>
<tr>
<td>Transport</td>
<td>197</td>
<td>4</td>
<td>8.52</td>
<td>1.80</td>
</tr>
<tr>
<td>Law and justice</td>
<td>191</td>
<td>7</td>
<td>7.50</td>
<td>2.18</td>
</tr>
<tr>
<td>Environmental sustainability</td>
<td>195</td>
<td>4</td>
<td>7.82</td>
<td>1.87</td>
</tr>
<tr>
<td>Regulatory framework</td>
<td>186</td>
<td>7</td>
<td>7.49</td>
<td>1.96</td>
</tr>
<tr>
<td>Poverty reduction</td>
<td>195</td>
<td>4</td>
<td>8.33</td>
<td>1.80</td>
</tr>
<tr>
<td>Gender equity</td>
<td>186</td>
<td>13</td>
<td>6.71</td>
<td>2.56</td>
</tr>
<tr>
<td>Business environment and private sector development</td>
<td>194</td>
<td>5</td>
<td>8.37</td>
<td>1.74</td>
</tr>
<tr>
<td>Foreign direct investment</td>
<td>195</td>
<td>4</td>
<td>8.28</td>
<td>1.80</td>
</tr>
<tr>
<td>Water and sanitation</td>
<td>190</td>
<td>10</td>
<td>7.84</td>
<td>1.93</td>
</tr>
<tr>
<td>Trade and exports</td>
<td>188</td>
<td>10</td>
<td>7.54</td>
<td>2.04</td>
</tr>
<tr>
<td>Economic growth</td>
<td>198</td>
<td>3</td>
<td>8.63</td>
<td>1.56</td>
</tr>
<tr>
<td>Energy</td>
<td>193</td>
<td>6</td>
<td>8.40</td>
<td>1.75</td>
</tr>
<tr>
<td>Disaster management</td>
<td>183</td>
<td>15</td>
<td>6.54</td>
<td>2.34</td>
</tr>
<tr>
<td>Public sector governance/reform</td>
<td>191</td>
<td>9</td>
<td>7.79</td>
<td>1.91</td>
</tr>
<tr>
<td>Job creation/employment</td>
<td>196</td>
<td>4</td>
<td>8.23</td>
<td>1.88</td>
</tr>
<tr>
<td>Equality of opportunity</td>
<td>184</td>
<td>13</td>
<td>6.96</td>
<td>2.42</td>
</tr>
<tr>
<td>Health</td>
<td>192</td>
<td>7</td>
<td>7.84</td>
<td>2.00</td>
</tr>
<tr>
<td>Rural development</td>
<td>196</td>
<td>4</td>
<td>8.19</td>
<td>1.77</td>
</tr>
<tr>
<td>EU integration</td>
<td>193</td>
<td>6</td>
<td>7.28</td>
<td>2.59</td>
</tr>
<tr>
<td>Education</td>
<td>192</td>
<td>6</td>
<td>8.00</td>
<td>1.93</td>
</tr>
<tr>
<td>Social protection</td>
<td>189</td>
<td>10</td>
<td>7.34</td>
<td>2.30</td>
</tr>
<tr>
<td>Climate change and green growth</td>
<td>194</td>
<td>6</td>
<td>7.44</td>
<td>2.21</td>
</tr>
<tr>
<td>Agricultural development</td>
<td>195</td>
<td>4</td>
<td>8.45</td>
<td>1.71</td>
</tr>
</tbody>
</table>
### C. World Bank Group Effectiveness and Results (continued)

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

<table>
<thead>
<tr>
<th>Area</th>
<th>N</th>
<th>DK</th>
<th>Mean</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Anti-corruption</td>
<td>83</td>
<td>111</td>
<td>5.70</td>
<td>2.59</td>
</tr>
<tr>
<td>2. Information and communications technology</td>
<td>85</td>
<td>111</td>
<td>6.36</td>
<td>2.35</td>
</tr>
<tr>
<td>3. Transport</td>
<td>133</td>
<td>62</td>
<td>7.38</td>
<td>1.96</td>
</tr>
<tr>
<td>4. Law and justice</td>
<td>88</td>
<td>107</td>
<td>6.30</td>
<td>2.25</td>
</tr>
<tr>
<td>5. Environmental sustainability</td>
<td>104</td>
<td>92</td>
<td>6.72</td>
<td>2.11</td>
</tr>
<tr>
<td>6. Regulatory framework</td>
<td>107</td>
<td>86</td>
<td>6.95</td>
<td>2.07</td>
</tr>
<tr>
<td>7. Poverty reduction</td>
<td>121</td>
<td>72</td>
<td>6.41</td>
<td>2.42</td>
</tr>
<tr>
<td>8. Gender equity</td>
<td>83</td>
<td>109</td>
<td>6.16</td>
<td>2.62</td>
</tr>
<tr>
<td>10. Foreign direct investment</td>
<td>113</td>
<td>83</td>
<td>6.32</td>
<td>2.23</td>
</tr>
<tr>
<td>11. Water and sanitation</td>
<td>115</td>
<td>78</td>
<td>6.97</td>
<td>2.26</td>
</tr>
<tr>
<td>12. Trade and exports</td>
<td>97</td>
<td>93</td>
<td>6.24</td>
<td>2.36</td>
</tr>
<tr>
<td>13. Economic growth</td>
<td>120</td>
<td>74</td>
<td>7.06</td>
<td>2.24</td>
</tr>
<tr>
<td>14. Energy</td>
<td>119</td>
<td>74</td>
<td>7.31</td>
<td>2.29</td>
</tr>
<tr>
<td>15. Disaster management</td>
<td>80</td>
<td>111</td>
<td>6.08</td>
<td>2.45</td>
</tr>
<tr>
<td>16. Public sector governance/reform</td>
<td>121</td>
<td>71</td>
<td>6.64</td>
<td>2.25</td>
</tr>
<tr>
<td>17. Job creation/employment</td>
<td>122</td>
<td>71</td>
<td>6.18</td>
<td>2.48</td>
</tr>
<tr>
<td>18. Equality of opportunity</td>
<td>88</td>
<td>103</td>
<td>5.93</td>
<td>2.66</td>
</tr>
<tr>
<td>19. Health</td>
<td>105</td>
<td>88</td>
<td>6.44</td>
<td>2.42</td>
</tr>
<tr>
<td>20. Rural development</td>
<td>105</td>
<td>87</td>
<td>6.30</td>
<td>2.49</td>
</tr>
<tr>
<td>21. EU integration</td>
<td>103</td>
<td>88</td>
<td>5.83</td>
<td>2.61</td>
</tr>
<tr>
<td>22. Education</td>
<td>109</td>
<td>82</td>
<td>6.41</td>
<td>2.48</td>
</tr>
<tr>
<td>23. Social protection</td>
<td>99</td>
<td>94</td>
<td>6.31</td>
<td>2.57</td>
</tr>
<tr>
<td>24. Climate change and green growth</td>
<td>100</td>
<td>94</td>
<td>6.59</td>
<td>2.49</td>
</tr>
<tr>
<td>25. Agricultural development</td>
<td>108</td>
<td>86</td>
<td>6.66</td>
<td>2.25</td>
</tr>
</tbody>
</table>

#### 3. Where are the World Bank Group’s decisions made primarily that support the program in Macedonia?

<table>
<thead>
<tr>
<th>Location</th>
<th>Percentage of Respondents (N=206)</th>
</tr>
</thead>
<tbody>
<tr>
<td>At the Headquarters (in Washington D.C.)</td>
<td>49.5%</td>
</tr>
<tr>
<td>In the country</td>
<td>24.8%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>25.7%</td>
</tr>
</tbody>
</table>

#### 4. To what extent does the World Bank Group’s work help to achieve development results in Macedonia?*  
(1-To no degree at all, 10-To a very significant degree)

<table>
<thead>
<tr>
<th>N</th>
<th>DK</th>
<th>Mean</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>194</td>
<td>12</td>
<td>6.63</td>
<td>1.85</td>
</tr>
</tbody>
</table>
C. World Bank Group Effectiveness and Results (continued)

<table>
<thead>
<tr>
<th>Statement</th>
<th>N</th>
<th>DK</th>
<th>Mean</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>5. The World Bank Group’s financial instruments (i.e., investment lending, Development Policy Loan, trust funds/grants, Program 4 Result, etc.) meet the needs of Macedonia*</td>
<td>185</td>
<td>21</td>
<td>6.52</td>
<td>2.02</td>
</tr>
<tr>
<td>6. The World Bank Group meets Macedonia’s needs for knowledge services (e.g., research, analysis, data, technical assistance)*</td>
<td>182</td>
<td>20</td>
<td>6.52</td>
<td>2.05</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Internal Evaluation Mechanisms</th>
<th>N</th>
<th>DK</th>
<th>Mean</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>7. To what extent do you believe the World Bank Group’s internal evaluation mechanisms hold the institution accountable for achieving results in Macedonia? (1-To no degree at all, 10-To a very significant degree)</td>
<td>156</td>
<td>50</td>
<td>6.79</td>
<td>1.99</td>
</tr>
</tbody>
</table>

D. The World Bank Group’s Knowledge Work and Activities
(i.e., Analysis, Studies, Data, Reports, Conferences)

<table>
<thead>
<tr>
<th>How frequently do you consult World Bank Group’s knowledge work and activities in the work you do?</th>
<th>Percentage of Respondents (N=365)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekly</td>
<td>4.3%</td>
</tr>
<tr>
<td>Monthly</td>
<td>17.8%</td>
</tr>
<tr>
<td>A few times a year</td>
<td>37.0%</td>
</tr>
<tr>
<td>Rarely</td>
<td>32.2%</td>
</tr>
<tr>
<td>Never</td>
<td>8.7%</td>
</tr>
</tbody>
</table>
2. When thinking about the development challenges in Macedonia, where do you believe it would be most valuable for the World Bank Group to focus its knowledge work and activities in the next few years? (Choose no more than THREE)

<table>
<thead>
<tr>
<th>Topic</th>
<th>Percentage of Respondents (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Economic growth</td>
<td>35.9%</td>
</tr>
<tr>
<td>Transport</td>
<td>23.3%</td>
</tr>
<tr>
<td>Job creation/employment</td>
<td>19.4%</td>
</tr>
<tr>
<td>Education</td>
<td>19.4%</td>
</tr>
<tr>
<td>Poverty reduction</td>
<td>18.9%</td>
</tr>
<tr>
<td>Energy</td>
<td>18.0%</td>
</tr>
<tr>
<td>Public sector governance/reform</td>
<td>17.5%</td>
</tr>
<tr>
<td>Business environment and private sector development</td>
<td>17.0%</td>
</tr>
<tr>
<td>Agricultural development</td>
<td>15.0%</td>
</tr>
<tr>
<td>Health</td>
<td>14.1%</td>
</tr>
<tr>
<td>Trade and exports</td>
<td>13.6%</td>
</tr>
<tr>
<td>EU integration</td>
<td>12.6%</td>
</tr>
<tr>
<td>Foreign direct investment</td>
<td>10.7%</td>
</tr>
<tr>
<td>Rural development</td>
<td>8.7%</td>
</tr>
<tr>
<td>Social protection</td>
<td>7.8%</td>
</tr>
<tr>
<td>Law and justice</td>
<td>5.3%</td>
</tr>
<tr>
<td>Anti-corruption</td>
<td>4.9%</td>
</tr>
<tr>
<td>Environmental sustainability</td>
<td>4.4%</td>
</tr>
<tr>
<td>Equality of opportunity</td>
<td>4.4%</td>
</tr>
<tr>
<td>Climate change and green growth</td>
<td>4.4%</td>
</tr>
<tr>
<td>Regulatory framework</td>
<td>3.9%</td>
</tr>
<tr>
<td>Information and communications technology</td>
<td>3.4%</td>
</tr>
<tr>
<td>Gender equity</td>
<td>1.9%</td>
</tr>
<tr>
<td>Water and sanitation</td>
<td>1.9%</td>
</tr>
<tr>
<td>Disaster management</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

3. Are timely

4. Include appropriate level of stakeholder involvement during preparation

5. Are relevant to Macedonia’s development priorities

6. Lead to practical solutions

7. Are accessible (well written and easy to understand)

8. Are source of relevant information on global good practices

9. Enhance your knowledge and/or skills

10. Are adequately disseminated

11. Are translated enough into local language

12. Are adaptable to Macedonia’s specific development challenges and country circumstances*
D. The World Bank Group’s Knowledge Work and Activities (continued)

<table>
<thead>
<tr>
<th>Overall Evaluations</th>
<th>N</th>
<th>DK</th>
<th>Mean</th>
<th>SD</th>
</tr>
</thead>
</table>
| 13. 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)                                      | 195| 10 | 7.50 | 1.85|
| 14. 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)                       | 181| 26 | 7.38 | 1.73|

E. Working with the World Bank Group

| To what extent does each of the following aspects of the World Bank Group’s delivery work contribute to solving Macedonia’s development challenges?  
  (1-No degree at all, 10-To a very significant degree) | Degree |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
</tr>
<tr>
<td>1. Conceptualization (understanding and framing the problem)</td>
<td>184</td>
</tr>
<tr>
<td>2. Design (appraising and planning the solutions)</td>
<td>181</td>
</tr>
<tr>
<td>3. Implementation (executing, carrying out, monitoring, and making appropriate adjustments)</td>
<td>186</td>
</tr>
<tr>
<td>4. Evaluation (assessing the impact and results)</td>
<td>180</td>
</tr>
</tbody>
</table>

| To what extent do you agree/disagree with the following statements?  
  (1-Strongly disagree, 10-Strongly agree) | Level of Agreement |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
</tr>
<tr>
<td>5. The World Bank Group disburses funds promptly</td>
<td>143</td>
</tr>
<tr>
<td>6. The World Bank Group effectively monitors and evaluates the projects and programs it supports</td>
<td>180</td>
</tr>
<tr>
<td>7. The World Bank Group’s approvals and reviews are done in a timely fashion</td>
<td>164</td>
</tr>
<tr>
<td>8. The World Bank Group’s “Safeguard Policy” requirements are reasonable</td>
<td>148</td>
</tr>
<tr>
<td>9. The World Bank Group’s conditions on its lending are reasonable</td>
<td>162</td>
</tr>
<tr>
<td>10. The World Bank Group takes decisions quickly in Macedonia</td>
<td>155</td>
</tr>
<tr>
<td>11. Working with the World Bank Group increases Macedonia’s institutional capacity</td>
<td>183</td>
</tr>
<tr>
<td>12. The World Bank Group ensures consistency and continuity through staff changes</td>
<td>166</td>
</tr>
<tr>
<td>13. Where country systems are adequate, the World Bank Group makes appropriate use of them*</td>
<td>146</td>
</tr>
<tr>
<td>14. The World Bank Group provides effective implementation support</td>
<td>172</td>
</tr>
</tbody>
</table>

15. Which of the following best describes the way the World Bank Group operates in Macedonia?  
<table>
<thead>
<tr>
<th>Percentage of Respondents (N=205)</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.4% The World Bank Group takes too much risk in Macedonia</td>
</tr>
<tr>
<td>22.0% The World Bank Group does not take enough risk in Macedonia</td>
</tr>
<tr>
<td>42.4% The World Bank Group’s approach to risk is appropriate</td>
</tr>
<tr>
<td>22.4% Don’t know</td>
</tr>
<tr>
<td>9.8% Prefer not to answer</td>
</tr>
</tbody>
</table>
### F. The Future Role of the World Bank Group in Macedonia

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

<table>
<thead>
<tr>
<th>Activity</th>
<th>Percentage of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offer more innovative financial products</td>
<td>32.2%</td>
</tr>
<tr>
<td>Reach out more to groups outside of Government</td>
<td>31.2%</td>
</tr>
<tr>
<td>Increase the level of capacity development in the country</td>
<td>23.8%</td>
</tr>
<tr>
<td>Collaborate more effectively with Government clients (e.g., state, local)</td>
<td>20.8%</td>
</tr>
<tr>
<td>Reduce the complexity of obtaining World Bank Group financing</td>
<td>19.8%</td>
</tr>
<tr>
<td>Improve the competitiveness of its financing compared to markets</td>
<td>13.9%</td>
</tr>
<tr>
<td>Improve the quality of its experts as related to Macedonia’s specific challenges</td>
<td>11.4%</td>
</tr>
<tr>
<td>Offer more innovative knowledge services</td>
<td>11.4%</td>
</tr>
<tr>
<td>Provide more adequate data/knowledge/statistics/figures on Macedonia’s economy</td>
<td>9.9%</td>
</tr>
<tr>
<td>Ensure greater selectivity in its work</td>
<td>4.5%</td>
</tr>
<tr>
<td>Increase availability of Fee-Based services</td>
<td>4.5%</td>
</tr>
<tr>
<td>Work faster</td>
<td>2.5%</td>
</tr>
<tr>
<td>Other</td>
<td>1.0%</td>
</tr>
</tbody>
</table>

2. When considering the combination of services that the World Bank Group offers in Macedonia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Macedonia?  

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Percentage of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial services</td>
<td>44.7%</td>
</tr>
<tr>
<td>Knowledge products</td>
<td>25.2%</td>
</tr>
<tr>
<td>The combination is appropriate for Macedonia</td>
<td>11.7%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>9.2%</td>
</tr>
<tr>
<td>Convening services</td>
<td>5.8%</td>
</tr>
<tr>
<td>None of the above</td>
<td>3.4%</td>
</tr>
</tbody>
</table>

3. Please identify the TWO areas related to economic diversification in Macedonia where greater support from the World Bank Group would be most valuable. (Choose no more than TWO)  

<table>
<thead>
<tr>
<th>Area</th>
<th>Percentage of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transport infrastructure</td>
<td>35.7%</td>
</tr>
<tr>
<td>Investments in energy efficiency and renewable energy</td>
<td>33.8%</td>
</tr>
<tr>
<td>Business environment reforms to increase country’s competitiveness</td>
<td>30.4%</td>
</tr>
<tr>
<td>Skills development and innovation</td>
<td>27.1%</td>
</tr>
<tr>
<td>Conducting analysis of the profile of poverty and trends</td>
<td>18.8%</td>
</tr>
<tr>
<td>Public sector reform</td>
<td>13.5%</td>
</tr>
<tr>
<td>Information and communication technology</td>
<td>11.1%</td>
</tr>
<tr>
<td>Increasing the efficiency of the social protection system</td>
<td>9.7%</td>
</tr>
<tr>
<td>Climate change</td>
<td>4.3%</td>
</tr>
<tr>
<td>Other</td>
<td>1.9%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>1.0%</td>
</tr>
</tbody>
</table>
### G. Communication and Information Sharing

1. **How do you get most of your information about economic and social development issues in Macedonia? (Choose no more than TWO)**

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage of Respondents (N=207)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local television</td>
<td>40.6%</td>
</tr>
<tr>
<td>Local newspapers</td>
<td>33.8%</td>
</tr>
<tr>
<td>World Bank Group website</td>
<td>23.7%</td>
</tr>
<tr>
<td>Social media</td>
<td>19.8%</td>
</tr>
<tr>
<td>Periodicals</td>
<td>16.4%</td>
</tr>
<tr>
<td>International television</td>
<td>13.0%</td>
</tr>
<tr>
<td>International newspapers</td>
<td>11.1%</td>
</tr>
<tr>
<td>Other</td>
<td>11.1%</td>
</tr>
<tr>
<td>Local radio</td>
<td>4.8%</td>
</tr>
<tr>
<td>Blogs</td>
<td>2.4%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage of Respondents (N=208)</th>
</tr>
</thead>
<tbody>
<tr>
<td>World Bank Group’s seminars/workshops/conferences</td>
<td>40.4%</td>
</tr>
<tr>
<td>e-Newsletters</td>
<td>34.6%</td>
</tr>
<tr>
<td>Direct contact with World Bank Group</td>
<td>30.3%</td>
</tr>
<tr>
<td>World Bank Group’s publications and other written materials</td>
<td>23.6%</td>
</tr>
<tr>
<td>Social media</td>
<td>19.2%</td>
</tr>
<tr>
<td>World Bank Group’s website</td>
<td>16.3%</td>
</tr>
<tr>
<td>Blogs</td>
<td>10.1%</td>
</tr>
<tr>
<td>Instant messaging</td>
<td>7.7%</td>
</tr>
<tr>
<td>Other</td>
<td>1.9%</td>
</tr>
</tbody>
</table>

3. **Are you aware of the World Bank Group’s Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?**

<table>
<thead>
<tr>
<th>Awareness</th>
<th>Percentage of Respondents (N=208)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>24.0%</td>
</tr>
<tr>
<td>No</td>
<td>76.0%</td>
</tr>
</tbody>
</table>

4. **Have you requested information from the World Bank Group on its activities in the past year?**

<table>
<thead>
<tr>
<th>Requested</th>
<th>Percentage of Respondents (N=206)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>45.1%</td>
</tr>
<tr>
<td>No</td>
<td>54.9%</td>
</tr>
</tbody>
</table>

5. **Were you able to obtain this information?**

<table>
<thead>
<tr>
<th>Obtained</th>
<th>Percentage of Respondents (N=95)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>91.6%</td>
</tr>
<tr>
<td>No</td>
<td>8.4%</td>
</tr>
</tbody>
</table>

6. **Do you have access to the Internet?**

<table>
<thead>
<tr>
<th>Access</th>
<th>Percentage of Respondents (N=203)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>99.5%</td>
</tr>
<tr>
<td>No</td>
<td>.5%</td>
</tr>
</tbody>
</table>

7. **Do you use/have used the World Bank Group website?**

<table>
<thead>
<tr>
<th>Website</th>
<th>Percentage of Respondents (N=202)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>85.6%</td>
</tr>
<tr>
<td>No</td>
<td>14.4%</td>
</tr>
</tbody>
</table>
G. Communication and Information Sharing (continued)

<table>
<thead>
<tr>
<th>8. Which do you primarily use?</th>
<th>Percentage of Respondents (N=341)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The World Bank Group’s country website</td>
<td>56.1%</td>
</tr>
<tr>
<td>The World Bank Group’s main website</td>
<td>43.9%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>9. Which Internet connection do you use primarily when visiting a World Bank Group website?</th>
<th>Percentage of Respondents (N=180)</th>
</tr>
</thead>
<tbody>
<tr>
<td>High speed</td>
<td>94.4%</td>
</tr>
<tr>
<td>Low speed (below 256 Kbps)</td>
<td>5.6%</td>
</tr>
</tbody>
</table>

Please rate how much you agree with the following statements.
(1 - Strongly disagree, 10 - Strongly agree)

<table>
<thead>
<tr>
<th>Statement</th>
<th>Level of Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
<td>DK</td>
</tr>
<tr>
<td>10. I use/consult World Bank Group’s data more often than I did a few years ago</td>
<td>196</td>
</tr>
<tr>
<td>11. I find the World Bank Group’s websites easy to navigate</td>
<td>176</td>
</tr>
<tr>
<td>12. I find the information on the World Bank Group’s websites useful</td>
<td>174</td>
</tr>
<tr>
<td>13. The World Bank Group’s social media channels are valuable sources of information about the institution</td>
<td>145</td>
</tr>
<tr>
<td>14. When I need information from the World Bank Group I know how to find it</td>
<td>202</td>
</tr>
<tr>
<td>15. The World Bank Group is responsive to my information requests and inquiries</td>
<td>172</td>
</tr>
</tbody>
</table>

H. Background Information

<table>
<thead>
<tr>
<th>1. Which of the following best describes your current position? (Please mark only ONE response)</th>
<th>Percentage of Respondents (N=205)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Government Office or Staff</td>
<td>18.5%</td>
</tr>
<tr>
<td>Employee of a Ministry, Ministerial Department or Implementation Agency</td>
<td>18.0%</td>
</tr>
<tr>
<td>Private Sector Organization</td>
<td>12.2%</td>
</tr>
<tr>
<td>Academia/Research Institute/Think Tank</td>
<td>7.8%</td>
</tr>
<tr>
<td>Financial Sector/Private Bank</td>
<td>6.8%</td>
</tr>
<tr>
<td>Multilateral Agency</td>
<td>5.9%</td>
</tr>
<tr>
<td>Independent Government Institution</td>
<td>4.4%</td>
</tr>
<tr>
<td>Consultant/Contractor working on World Bank Group supported project/program</td>
<td>3.4%</td>
</tr>
<tr>
<td>NGO</td>
<td>3.4%</td>
</tr>
<tr>
<td>Project Management Unit overseeing implementation of project</td>
<td>2.9%</td>
</tr>
<tr>
<td>Bilateral Agency</td>
<td>2.9%</td>
</tr>
<tr>
<td>Office of Minister</td>
<td>2.4%</td>
</tr>
<tr>
<td>Private Foundation</td>
<td>2.4%</td>
</tr>
<tr>
<td>Office of Parliamentarian</td>
<td>2.0%</td>
</tr>
<tr>
<td>Media</td>
<td>2.0%</td>
</tr>
<tr>
<td>Judiciary Branch</td>
<td>2.0%</td>
</tr>
<tr>
<td>Office of the President, Prime Minister</td>
<td>1.0%</td>
</tr>
<tr>
<td>Other</td>
<td>1.0%</td>
</tr>
<tr>
<td>Faith-Based Group</td>
<td>.5%</td>
</tr>
<tr>
<td>Youth Organization</td>
<td>.5%</td>
</tr>
</tbody>
</table>
### H. Background Information (continued)

#### 2. Please identify the primary specialization of your work.
(Please mark only ONE response)

<table>
<thead>
<tr>
<th>Area</th>
<th>Percentage of Respondents (N=204)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education</td>
<td>10.3%</td>
</tr>
<tr>
<td>Financial markets/banking</td>
<td>10.3%</td>
</tr>
<tr>
<td>Public sector governance/public financial management/anti-corruption</td>
<td>10.3%</td>
</tr>
<tr>
<td>Private sector development/foreign direct investment</td>
<td>9.3%</td>
</tr>
<tr>
<td>Law and justice/regulatory framework</td>
<td>8.3%</td>
</tr>
<tr>
<td>Other</td>
<td>8.3%</td>
</tr>
<tr>
<td>Agriculture/rural development/food security</td>
<td>6.4%</td>
</tr>
<tr>
<td>Energy</td>
<td>6.4%</td>
</tr>
<tr>
<td>Job creation/employment</td>
<td>5.4%</td>
</tr>
<tr>
<td>Information and communications technology</td>
<td>4.4%</td>
</tr>
<tr>
<td>Social protection</td>
<td>3.9%</td>
</tr>
<tr>
<td>Transport</td>
<td>3.9%</td>
</tr>
<tr>
<td>Gender equity/equality of opportunity</td>
<td>2.9%</td>
</tr>
<tr>
<td>Natural resource management/environmental sustainability</td>
<td>2.9%</td>
</tr>
<tr>
<td>Urban development</td>
<td>2.9%</td>
</tr>
<tr>
<td>Climate change/disaster management</td>
<td>1.5%</td>
</tr>
<tr>
<td>Water and sanitation</td>
<td>1.5%</td>
</tr>
<tr>
<td>Health/Communicable/non-communicable diseases</td>
<td>1.0%</td>
</tr>
</tbody>
</table>

#### 3. Currently, do you professionally collaborate/work with the World Bank Group in your country?

<table>
<thead>
<tr>
<th>Response</th>
<th>Percentage of Respondents (N=208)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>100.0%</td>
</tr>
<tr>
<td>No</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

#### 4. Which of the following agencies of the World Bank Group do you work with in Macedonia? (Select all that apply)

<table>
<thead>
<tr>
<th>Agency</th>
<th>Percentage of Respondents (N=200)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The World Bank (IBRD)</td>
<td>79.0%</td>
</tr>
<tr>
<td>International Finance Corporation (IFC)</td>
<td>25.5%</td>
</tr>
<tr>
<td>The Multilateral Investment Guarantee Agency (MIGA)</td>
<td>2.5%</td>
</tr>
<tr>
<td>None</td>
<td>10.0%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Exposure</th>
<th>Percentage of Respondents (N=208)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collaborate as part of my professional duties</td>
<td>55.8%</td>
</tr>
<tr>
<td>Engage in World Bank Group related/sponsored events/activities</td>
<td>33.7%</td>
</tr>
<tr>
<td>Use World Bank Group reports/data</td>
<td>22.1%</td>
</tr>
<tr>
<td>Observer (i.e., follow in media, discuss in informal conversations, etc.)</td>
<td>14.9%</td>
</tr>
<tr>
<td>Use World Bank Group website for information, data, research, etc.</td>
<td>13.5%</td>
</tr>
</tbody>
</table>

#### 6. Which best represents your geographic location?

<table>
<thead>
<tr>
<th>Location</th>
<th>Percentage of Respondents (N=206)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skopje</td>
<td>76.2%</td>
</tr>
<tr>
<td>Outside Skopje</td>
<td>23.8%</td>
</tr>
</tbody>
</table>
Appendix B: Responses to All Questions by Stakeholder Groups

Office of the President/Prime Minister/Minister N=7  ●  Employee of a Ministry N=37  ●  Consultant on WBG project/PMU N=13
Local Government N=38  ●  Bilateral/Multilateral Agency N=18  ●  Private Sector/Financial Sector/Private Bank N=39
NGO/Private Foundation N=12  ●  Independent Government Institution N=9  ●  Academia/Research Institute N=16  ●  Other N=16

A. General Issues Facing Macedonia

In general, how would you say that Macedonia is headed in...?*

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
<th>Consultant on WBG Project/PMU</th>
<th>Local Government</th>
<th>Bilateral/Multilateral Agency</th>
<th>Private Sector/Financial Sector/Private Bank</th>
<th>NGO/Private Foundation</th>
<th>Independent Government Institution</th>
<th>Academia/Research Institute</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>The right direction</td>
<td>85.7%</td>
<td>56.8%</td>
<td>33.3%</td>
<td>73.0%</td>
<td>27.8%</td>
<td>35.9%</td>
<td>50.0%</td>
<td>88.9%</td>
<td>33.3%</td>
<td>31.3%</td>
</tr>
<tr>
<td>The wrong direction</td>
<td>14.3%</td>
<td>21.6%</td>
<td>33.3%</td>
<td>8.1%</td>
<td>44.4%</td>
<td>33.3%</td>
<td>33.3%</td>
<td>-</td>
<td>40.0%</td>
<td>31.3%</td>
</tr>
<tr>
<td>Not sure</td>
<td>-</td>
<td>21.6%</td>
<td>33.3%</td>
<td>18.9%</td>
<td>27.8%</td>
<td>30.8%</td>
<td>16.7%</td>
<td>11.1%</td>
<td>26.7%</td>
<td>37.5%</td>
</tr>
</tbody>
</table>

*Significantly different between stakeholder groups
### A. General Issues Facing Macedonia (continued)

Listed below are a number of development priorities in Macedonia. Please identify which of the following you consider the most important development priorities in Macedonia. (Choose no more than 3)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
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<tr>
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</table>

*Significantly different between stakeholder groups*
A. General Issues Facing Macedonia (continued)

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 Macedonia? (Choose no more than THREE)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
<th>Consultant on WBG Project/PMU</th>
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<th>Independent Government Institution</th>
<th>Academia/Research Institute</th>
<th>Other</th>
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<tr>
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*Significantly different between stakeholder groups
A. General Issues Facing Macedonia (continued)

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Macedonia? (Choose no more than 3)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
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<td>38.5%</td>
<td>26.3%</td>
<td>11.1%</td>
<td>33.3%</td>
<td>16.7%</td>
<td>33.3%</td>
<td>6.7%</td>
<td>18.8%</td>
</tr>
<tr>
<td>Climate change and green growth*</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
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<tr>
<td>Rural development</td>
<td>28.6%</td>
<td>8.1%</td>
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</tr>
<tr>
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<td>42.1%</td>
<td>22.2%</td>
<td>33.3%</td>
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<td>66.7%</td>
<td>33.3%</td>
<td>37.5%</td>
</tr>
<tr>
<td>Water and sanitation</td>
<td>0.0%</td>
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<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
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<td>Education*</td>
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<td>27.8%</td>
<td>12.8%</td>
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<tr>
<td>Information and communications technology</td>
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<td>5.6%</td>
<td>10.3%</td>
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<td>7.7%</td>
<td>16.7%</td>
<td>0.0%</td>
<td>6.7%</td>
<td>25.0%</td>
</tr>
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<td>Trade and exports</td>
<td>42.9%</td>
<td>24.3%</td>
<td>23.1%</td>
<td>36.8%</td>
<td>27.8%</td>
<td>33.3%</td>
<td>16.7%</td>
<td>11.1%</td>
<td>13.3%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Public sector governance/reform*</td>
<td>42.9%</td>
<td>21.6%</td>
<td>38.5%</td>
<td>7.9%</td>
<td>11.1%</td>
<td>23.1%</td>
<td>16.7%</td>
<td>0.0%</td>
<td>46.7%</td>
<td>18.8%</td>
</tr>
<tr>
<td>Business environment and private sector</td>
<td>57.1%</td>
<td>40.5%</td>
<td>30.8%</td>
<td>21.1%</td>
<td>44.4%</td>
<td>38.5%</td>
<td>25.0%</td>
<td>33.3%</td>
<td>26.7%</td>
<td>25.0%</td>
</tr>
<tr>
<td>Job creation/employment</td>
<td>14.3%</td>
<td>43.2%</td>
<td>23.1%</td>
<td>47.4%</td>
<td>44.4%</td>
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<td>11.1%</td>
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</tr>
<tr>
<td>Agricultural development</td>
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<td>15.4%</td>
<td>25.0%</td>
<td>33.3%</td>
<td>20.0%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Transport</td>
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<td>16.2%</td>
<td>7.7%</td>
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<td>22.2%</td>
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<td>33.3%</td>
<td>13.3%</td>
<td>25.0%</td>
</tr>
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<td>Environmental sustainability</td>
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<td>2.6%</td>
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<td>6.7%</td>
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</tr>
<tr>
<td>Health</td>
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<td>0.0%</td>
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<td>0.0%</td>
<td>0.0%</td>
<td>8.3%</td>
<td>11.1%</td>
<td>0.0%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Law and justice</td>
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<td>7.7%</td>
<td>7.9%</td>
<td>5.6%</td>
<td>5.1%</td>
<td>0.0%</td>
<td>11.1%</td>
<td>26.7%</td>
<td>6.3%</td>
</tr>
</tbody>
</table>

*Significantly different between stakeholder groups
### A. General Issues Facing Macedonia (continued)

When thinking about the idea of ‘shared prosperity’ in your country, which of the following TWO best illustrate how this would be achieved in Macedonia? (Choose no more than TWO)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
<th>Consultant on WBG Project/PMU</th>
<th>Local Government</th>
<th>Bilateral/Multilateral Agency</th>
<th>Private Sector/Financial Sector/Private Bank</th>
<th>NGO/Private Foundation</th>
<th>Independent Government Institution</th>
<th>Academia/Research Institute</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better employment opportunities for young people</td>
<td>57.1%</td>
<td>36.1%</td>
<td>23.1%</td>
<td>47.4%</td>
<td>50.0%</td>
<td>38.5%</td>
<td>41.7%</td>
<td>44.4%</td>
<td>56.3%</td>
<td>33.3%</td>
</tr>
<tr>
<td>Better employment opportunities for women</td>
<td>0.0%</td>
<td>0.0%</td>
<td>7.7%</td>
<td>10.5%</td>
<td>11.1%</td>
<td>2.6%</td>
<td>8.3%</td>
<td>0.0%</td>
<td>6.3%</td>
<td>6.7%</td>
</tr>
<tr>
<td>Greater access to micro-finance for the poor</td>
<td>14.3%</td>
<td>5.6%</td>
<td>7.7%</td>
<td>18.4%</td>
<td>5.6%</td>
<td>5.1%</td>
<td>8.3%</td>
<td>11.1%</td>
<td>6.3%</td>
<td>20.0%</td>
</tr>
<tr>
<td>Greater voice and participation for citizens to help ensure greater accountability</td>
<td>0.0%</td>
<td>16.7%</td>
<td>15.4%</td>
<td>0.0%</td>
<td>11.1%</td>
<td>15.4%</td>
<td>8.3%</td>
<td>0.0%</td>
<td>18.8%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Greater access to health and nutrition for citizens</td>
<td>14.3%</td>
<td>8.3%</td>
<td>7.7%</td>
<td>2.6%</td>
<td>5.6%</td>
<td>0.0%</td>
<td>8.3%</td>
<td>0.0%</td>
<td>6.3%</td>
<td>13.3%</td>
</tr>
<tr>
<td>Greater access to economic opportunities for ethnic minorities</td>
<td>0.0%</td>
<td>5.6%</td>
<td>7.7%</td>
<td>5.3%</td>
<td>11.1%</td>
<td>7.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>6.7%</td>
</tr>
<tr>
<td>Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)</td>
<td>28.6%</td>
<td>25.0%</td>
<td>23.1%</td>
<td>18.4%</td>
<td>27.8%</td>
<td>28.2%</td>
<td>16.7%</td>
<td>33.3%</td>
<td>12.5%</td>
<td>20.0%</td>
</tr>
<tr>
<td>A growing middle class</td>
<td>14.3%</td>
<td>16.7%</td>
<td>15.4%</td>
<td>21.1%</td>
<td>22.2%</td>
<td>25.6%</td>
<td>25.0%</td>
<td>33.3%</td>
<td>12.5%</td>
<td>20.0%</td>
</tr>
<tr>
<td>Better opportunity for the poor who live in rural areas</td>
<td>28.6%</td>
<td>2.8%</td>
<td>23.1%</td>
<td>10.5%</td>
<td>0.0%</td>
<td>7.7%</td>
<td>8.3%</td>
<td>0.0%</td>
<td>12.5%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Better opportunity for the poor who live in urban areas</td>
<td>0.0%</td>
<td>2.8%</td>
<td>0.0%</td>
<td>2.6%</td>
<td>0.0%</td>
<td>5.1%</td>
<td>16.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Consistent economic growth</td>
<td>14.3%</td>
<td>44.4%</td>
<td>46.2%</td>
<td>28.9%</td>
<td>38.9%</td>
<td>35.9%</td>
<td>25.0%</td>
<td>55.6%</td>
<td>37.5%</td>
<td>20.0%</td>
</tr>
<tr>
<td>More reliable social safety net</td>
<td>0.0%</td>
<td>2.8%</td>
<td>7.7%</td>
<td>15.8%</td>
<td>0.0%</td>
<td>2.6%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>13.3%</td>
</tr>
<tr>
<td>Greater equity of fiscal policy</td>
<td>14.3%</td>
<td>5.6%</td>
<td>0.0%</td>
<td>2.6%</td>
<td>0.0%</td>
<td>2.6%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>12.5%</td>
<td>13.3%</td>
</tr>
<tr>
<td>Education and training that better ensure job opportunity</td>
<td>0.0%</td>
<td>16.7%</td>
<td>15.4%</td>
<td>2.6%</td>
<td>16.7%</td>
<td>23.1%</td>
<td>25.0%</td>
<td>22.2%</td>
<td>18.8%</td>
<td>33.3%</td>
</tr>
<tr>
<td>Better quality public services</td>
<td>14.3%</td>
<td>2.8%</td>
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<td>0.0%</td>
<td>0.0%</td>
<td>8.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
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<tr>
<td>Other</td>
<td>0.0%</td>
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<td>5.3%</td>
<td>0.0%</td>
<td>0.0%</td>
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<td>0.0%</td>
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</table>
### B. Overall Attitudes toward the World Bank Group

<table>
<thead>
<tr>
<th>Question</th>
<th>Scale</th>
<th>Significantly different between stakeholder groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>Being familiar with the World Bank Group</td>
<td>1-Not familiar at all, 10-Extremely familiar</td>
<td></td>
</tr>
<tr>
<td>Being effective in providing support</td>
<td>1-Not effective at all, 10-Very effective</td>
<td>*Significantly different between stakeholder groups</td>
</tr>
<tr>
<td>Believing that the World Bank Group is effective in providing support</td>
<td>1-To no degree at all, 10-To a very significant degree</td>
<td>*Significantly different between stakeholder groups</td>
</tr>
</tbody>
</table>
### 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 Macedonia, in which sectoral areas do you believe the World Bank Group should focus most of its attention and resources in Macedonia? (Choose no more than THREE)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
<th>Consultant on WBG Project/PMU</th>
<th>Local Government</th>
<th>Bilateral/Multilateral Agency</th>
<th>Private Sector/Financial Sector/Private Bank</th>
<th>NGO/Private Foundation</th>
<th>Independent Government Institution</th>
<th>Academia/Research Institute</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social protection</td>
<td>0.0%</td>
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<td>7.7%</td>
<td>7.9%</td>
<td>0.0%</td>
<td>2.6%</td>
<td>8.3%</td>
<td>11.1%</td>
<td>12.5%</td>
<td>18.8%</td>
</tr>
<tr>
<td>Public sector governance/reform</td>
<td>0.0%</td>
<td>16.2%</td>
<td>15.4%</td>
<td>10.5%</td>
<td>33.3%</td>
<td>33.3%</td>
<td>33.3%</td>
<td>11.1%</td>
<td>31.3%</td>
<td>31.3%</td>
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<tr>
<td>Transport</td>
<td>28.6%</td>
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<td>33.3%</td>
<td>16.7%</td>
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<td>18.8%</td>
</tr>
<tr>
<td>Poverty reduction</td>
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<td>21.1%</td>
<td>11.1%</td>
<td>12.8%</td>
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<td>33.3%</td>
<td>18.8%</td>
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<td>EU integration</td>
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<td>Gender equity</td>
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<td>0.0%</td>
<td>0.0%</td>
<td>6.3%</td>
<td></td>
</tr>
<tr>
<td>Business environment and private sector development</td>
<td>14.3%</td>
<td>18.9%</td>
<td>15.4%</td>
<td>7.9%</td>
<td>27.8%</td>
<td>30.8%</td>
<td>16.7%</td>
<td>33.3%</td>
<td>37.5%</td>
<td>6.3%</td>
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<tr>
<td>Rural development</td>
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<td>13.5%</td>
<td>7.7%</td>
<td>21.1%</td>
<td>5.6%</td>
<td>5.1%</td>
<td>8.3%</td>
<td>11.1%</td>
<td>18.8%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Foreign direct investment*</td>
<td>28.6%</td>
<td>8.1%</td>
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<td>34.2%</td>
<td>0.0%</td>
<td>15.4%</td>
<td>8.3%</td>
<td>11.1%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Water and sanitation*</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>13.2%</td>
<td>0.0%</td>
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<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
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<tr>
<td>Energy</td>
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<td>7.9%</td>
<td>11.1%</td>
<td>7.7%</td>
<td>8.3%</td>
<td>22.2%</td>
<td>6.3%</td>
<td>18.8%</td>
</tr>
<tr>
<td>Job creation/employment</td>
<td>28.6%</td>
<td>27.0%</td>
<td>0.0%</td>
<td>28.9%</td>
<td>27.8%</td>
<td>12.8%</td>
<td>8.3%</td>
<td>11.1%</td>
<td>18.8%</td>
<td>25.0%</td>
</tr>
<tr>
<td>Environmental sustainability</td>
<td>0.0%</td>
<td>5.4%</td>
<td>0.0%</td>
<td>2.6%</td>
<td>0.0%</td>
<td>7.7%</td>
<td>8.3%</td>
<td>0.0%</td>
<td>6.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Equality of opportunity</td>
<td>0.0%</td>
<td>8.1%</td>
<td>15.4%</td>
<td>2.6%</td>
<td>5.6%</td>
<td>2.6%</td>
<td>25.0%</td>
<td>0.0%</td>
<td>18.8%</td>
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</tr>
<tr>
<td>Health*</td>
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<td>15.4%</td>
<td>7.9%</td>
<td>16.7%</td>
<td>10.3%</td>
<td>25.0%</td>
<td>33.3%</td>
<td>12.5%</td>
<td>43.8%</td>
</tr>
<tr>
<td>Education</td>
<td>28.6%</td>
<td>18.9%</td>
<td>23.1%</td>
<td>10.5%</td>
<td>38.9%</td>
<td>10.3%</td>
<td>33.3%</td>
<td>11.1%</td>
<td>25.0%</td>
<td>43.8%</td>
</tr>
<tr>
<td>Climate change and green growth</td>
<td>0.0%</td>
<td>5.4%</td>
<td>7.7%</td>
<td>2.6%</td>
<td>0.0%</td>
<td>2.6%</td>
<td>8.3%</td>
<td>11.1%</td>
<td>12.5%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Agricultural development</td>
<td>42.9%</td>
<td>18.9%</td>
<td>23.1%</td>
<td>5.3%</td>
<td>16.7%</td>
<td>10.3%</td>
<td>25.0%</td>
<td>0.0%</td>
<td>18.8%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Trade and exports</td>
<td>0.0%</td>
<td>10.8%</td>
<td>7.7%</td>
<td>21.1%</td>
<td>11.1%</td>
<td>15.4%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Economic growth</td>
<td>42.9%</td>
<td>32.4%</td>
<td>15.4%</td>
<td>18.4%</td>
<td>33.3%</td>
<td>35.9%</td>
<td>16.7%</td>
<td>22.2%</td>
<td>12.5%</td>
<td>18.8%</td>
</tr>
<tr>
<td>Law and justice</td>
<td>0.0%</td>
<td>8.1%</td>
<td>15.4%</td>
<td>2.6%</td>
<td>0.0%</td>
<td>7.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>6.3%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Regulatory framework</td>
<td>0.0%</td>
<td>0.0%</td>
<td>7.7%</td>
<td>0.0%</td>
<td>11.1%</td>
<td>7.7%</td>
<td>8.3%</td>
<td>11.1%</td>
<td>6.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Anti-corruption</td>
<td>0.0%</td>
<td>5.4%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.6%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>11.1%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Information and communications technology</td>
<td>0.0%</td>
<td>2.7%</td>
<td>15.4%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>10.3%</td>
<td>8.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Disaster management</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

*Significantly different between stakeholder groups
B. Overall Attitudes toward the World Bank Group (continued)

When thinking about the World Bank Group’s role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Macedonia?

<table>
<thead>
<tr>
<th>Greatest Value Activities</th>
<th>Percentage of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Convening/facilitating</td>
<td>28.6%</td>
</tr>
<tr>
<td>Data</td>
<td>0.0%</td>
</tr>
<tr>
<td>Policy advice, studies, analyses</td>
<td>0.0%</td>
</tr>
<tr>
<td>Financial resources*</td>
<td>57.1%</td>
</tr>
<tr>
<td>Capacity development of staff at state institutions</td>
<td>0.0%</td>
</tr>
<tr>
<td>Technical assistance</td>
<td>14.3%</td>
</tr>
<tr>
<td>Mobilizing third party financial resources</td>
<td>0.0%</td>
</tr>
<tr>
<td>Coordination with development partners</td>
<td>0.0%</td>
</tr>
<tr>
<td>Linkage to non-Bank expertise</td>
<td>0.0%</td>
</tr>
<tr>
<td>Other</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>Greatest Value</strong></td>
<td><strong>91.2%</strong></td>
</tr>
</tbody>
</table>

*Significantly different between stakeholder groups

<table>
<thead>
<tr>
<th>2nd Greatest Value Activities</th>
<th>Percentage of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Convening/facilitating</td>
<td>0.0%</td>
</tr>
<tr>
<td>Data</td>
<td>14.3%</td>
</tr>
<tr>
<td>Policy advice, studies, analyses</td>
<td>14.3%</td>
</tr>
<tr>
<td>Financial resources</td>
<td>14.3%</td>
</tr>
<tr>
<td>Capacity development of staff at state institutions</td>
<td>14.3%</td>
</tr>
<tr>
<td>Technical assistance</td>
<td>14.3%</td>
</tr>
<tr>
<td>Mobilizing third party financial resources</td>
<td>28.6%</td>
</tr>
<tr>
<td>Coordination with development partners</td>
<td>0.0%</td>
</tr>
<tr>
<td>Linkage to non-Bank expertise</td>
<td>0.0%</td>
</tr>
<tr>
<td>Other</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>2nd Greatest Value</strong></td>
<td><strong>91.2%</strong></td>
</tr>
</tbody>
</table>

*Significantly different between stakeholder groups
### B. Overall Attitudes toward the World Bank Group (continued)

How effectively to the World Bank Groups’ activities below support Macedonia’s efforts to achieve development results?

<table>
<thead>
<tr>
<th>(1-Not effective at all, 10-Very effective)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The World Bank Group can provide capacity building support in a number of ways in Macedonia. To what degree would Macedonia benefit, if capacity building were to support...?</td>
</tr>
</tbody>
</table>

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

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Macedonia?

<table>
<thead>
<tr>
<th>(1-Not effective at all, 10-Very effective)</th>
</tr>
</thead>
<tbody>
<tr>
<td>How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Macedonia?</td>
</tr>
</tbody>
</table>
B. Overall Attitudes toward the World Bank Group (continued)

When thinking about how to improve capacity building in Macedonia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?

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

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
<th>Consultant on WBG Project/PMU</th>
<th>Local Government</th>
<th>Bilateral/Multilateral Agency</th>
<th>Private Sector/Financial Sector/Private Bank</th>
<th>NGO/Private Foundation</th>
<th>Independent Government Institution</th>
<th>Academia/Research Institute</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff too inaccessible</td>
<td>0.0%</td>
<td>5.6%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>11.1%</td>
<td>2.6%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>6.3%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Not exploring alternative policy options</td>
<td>0.0%</td>
<td>5.6%</td>
<td>15.4%</td>
<td>5.3%</td>
<td>11.1%</td>
<td>10.3%</td>
<td>16.7%</td>
<td>0.0%</td>
<td>6.3%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Not adequately sensitive to political/social realities in Macedonia*</td>
<td>0.0%</td>
<td>25.0%</td>
<td>15.4%</td>
<td>44.7%</td>
<td>11.1%</td>
<td>25.6%</td>
<td>16.7%</td>
<td>16.7%</td>
<td>11.1%</td>
<td>18.8%</td>
</tr>
<tr>
<td>Not enough public disclosure of its work</td>
<td>0.0%</td>
<td>22.2%</td>
<td>15.4%</td>
<td>7.9%</td>
<td>33.3%</td>
<td>17.9%</td>
<td>16.7%</td>
<td>33.3%</td>
<td>12.5%</td>
<td>25.0%</td>
</tr>
<tr>
<td>Arrogant in its approach</td>
<td>14.3%</td>
<td>13.9%</td>
<td>0.0%</td>
<td>5.3%</td>
<td>0.0%</td>
<td>2.6%</td>
<td>8.3%</td>
<td>0.0%</td>
<td>6.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Not aligned with country priorities</td>
<td>28.6%</td>
<td>8.3%</td>
<td>7.7%</td>
<td>13.2%</td>
<td>11.1%</td>
<td>10.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>18.8%</td>
</tr>
<tr>
<td>The credibility of its knowledge/data</td>
<td>14.3%</td>
<td>0.0%</td>
<td>7.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>6.3%</td>
<td>6.3%</td>
</tr>
<tr>
<td>World Bank Group’s processes too complex</td>
<td>14.3%</td>
<td>11.1%</td>
<td>15.4%</td>
<td>5.3%</td>
<td>5.6%</td>
<td>5.1%</td>
<td>16.7%</td>
<td>0.0%</td>
<td>18.8%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Not willing to honestly criticize policies and reform efforts in the country</td>
<td>0.0%</td>
<td>8.3%</td>
<td>7.7%</td>
<td>10.5%</td>
<td>16.7%</td>
<td>12.8%</td>
<td>8.3%</td>
<td>11.1%</td>
<td>12.5%</td>
<td>25.0%</td>
</tr>
<tr>
<td>Too influenced by developed countries</td>
<td>0.0%</td>
<td>5.6%</td>
<td>0.0%</td>
<td>26.3%</td>
<td>11.1%</td>
<td>20.5%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>11.1%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Imposing technocratic solutions without regard to political realities</td>
<td>28.6%</td>
<td>5.6%</td>
<td>15.4%</td>
<td>7.9%</td>
<td>11.1%</td>
<td>5.1%</td>
<td>16.7%</td>
<td>11.1%</td>
<td>18.8%</td>
<td>18.8%</td>
</tr>
<tr>
<td>World Bank Group’s processes too slow</td>
<td>0.0%</td>
<td>2.8%</td>
<td>0.0%</td>
<td>7.9%</td>
<td>16.7%</td>
<td>15.4%</td>
<td>0.0%</td>
<td>11.1%</td>
<td>6.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Too bureaucratic in its operational policies and procedures</td>
<td>0.0%</td>
<td>13.9%</td>
<td>15.4%</td>
<td>5.3%</td>
<td>0.0%</td>
<td>10.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>18.8%</td>
</tr>
<tr>
<td>Not aligned with other development partners’ work</td>
<td>14.3%</td>
<td>5.6%</td>
<td>7.7%</td>
<td>2.6%</td>
<td>0.0%</td>
<td>5.1%</td>
<td>8.3%</td>
<td>0.0%</td>
<td>6.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Not collaborating enough with non-state actors</td>
<td>14.3%</td>
<td>2.8%</td>
<td>23.1%</td>
<td>7.9%</td>
<td>27.8%</td>
<td>15.4%</td>
<td>8.3%</td>
<td>11.1%</td>
<td>25.0%</td>
<td>18.8%</td>
</tr>
<tr>
<td>Not client-focused</td>
<td>14.3%</td>
<td>2.8%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.6%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Other</td>
<td>0.0%</td>
<td>2.8%</td>
<td>0.0%</td>
<td>2.6%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>8.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>28.6%</td>
<td>16.7%</td>
<td>15.4%</td>
<td>5.3%</td>
<td>11.1%</td>
<td>17.9%</td>
<td>25.0%</td>
<td>44.4%</td>
<td>18.8%</td>
<td>12.5%</td>
</tr>
</tbody>
</table>

*Significantly different between stakeholder groups
B. Overall Attitudes toward the World Bank Group (continued)

Which of the World Bank Group’s instruments do you believe are the MOST effective in promoting economic development in Macedonia? (Choose no more than TWO)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
<th>Consultant on WBG Project/PMU</th>
<th>Local Government</th>
<th>Bilateral/ Multilateral Agency</th>
<th>Private Sector/ Financial Sector/ Private Bank</th>
<th>NGO/ Private Foundation</th>
<th>Independent Government Institution</th>
<th>Academia/ Research Institute</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capacity development of staff at state institutions</td>
<td>28.6%</td>
<td>22.9%</td>
<td>15.4%</td>
<td>18.4%</td>
<td>22.2%</td>
<td>23.1%</td>
<td>9.1%</td>
<td>22.2%</td>
<td>18.8%</td>
<td>43.8%</td>
</tr>
<tr>
<td>Policy based lending/budget support to the Government*</td>
<td>42.9%</td>
<td>31.4%</td>
<td>0.0%</td>
<td>18.4%</td>
<td>11.1%</td>
<td>7.7%</td>
<td>45.5%</td>
<td>11.1%</td>
<td>6.3%</td>
<td>18.8%</td>
</tr>
<tr>
<td>Knowledge products/services</td>
<td>42.9%</td>
<td>20.0%</td>
<td>23.1%</td>
<td>10.5%</td>
<td>22.2%</td>
<td>25.6%</td>
<td>9.1%</td>
<td>22.2%</td>
<td>43.8%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Investment lending</td>
<td>57.1%</td>
<td>62.9%</td>
<td>53.8%</td>
<td>60.5%</td>
<td>38.9%</td>
<td>51.3%</td>
<td>54.5%</td>
<td>66.7%</td>
<td>18.8%</td>
<td>31.3%</td>
</tr>
<tr>
<td>Technical assistance*</td>
<td>0.0%</td>
<td>28.6%</td>
<td>46.2%</td>
<td>26.3%</td>
<td>55.6%</td>
<td>46.2%</td>
<td>9.1%</td>
<td>44.4%</td>
<td>43.8%</td>
<td>18.8%</td>
</tr>
<tr>
<td>Grant funding</td>
<td>28.6%</td>
<td>20.0%</td>
<td>38.5%</td>
<td>44.7%</td>
<td>11.1%</td>
<td>30.8%</td>
<td>63.6%</td>
<td>22.2%</td>
<td>37.5%</td>
<td>50.0%</td>
</tr>
<tr>
<td>Other</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Don’t know*</td>
<td>0.0%</td>
<td>2.9%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>16.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>6.3%</td>
<td>12.5%</td>
</tr>
</tbody>
</table>

*Significantly different between stakeholder groups

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
<th>Consultant on WBG Project/PMU</th>
<th>Local Government</th>
<th>Bilateral/ Multilateral Agency</th>
<th>Private Sector/ Financial Sector/ Private Bank</th>
<th>NGO/ Private Foundation</th>
<th>Independent Government Institution</th>
<th>Academia/ Research Institute</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academia/think tanks/research institutes*</td>
<td>14.3%</td>
<td>25.0%</td>
<td>23.1%</td>
<td>7.9%</td>
<td>33.3%</td>
<td>23.1%</td>
<td>33.3%</td>
<td>11.1%</td>
<td>75.0%</td>
<td>18.8%</td>
</tr>
<tr>
<td>Community of development partners*</td>
<td>42.9%</td>
<td>5.6%</td>
<td>7.7%</td>
<td>0.0%</td>
<td>16.7%</td>
<td>5.1%</td>
<td>0.0%</td>
<td>11.1%</td>
<td>12.5%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Media</td>
<td>0.0%</td>
<td>8.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>11.1%</td>
<td>20.5%</td>
<td>8.3%</td>
<td>11.1%</td>
<td>12.5%</td>
<td>18.8%</td>
</tr>
<tr>
<td>NGOs</td>
<td>0.0%</td>
<td>16.7%</td>
<td>30.8%</td>
<td>21.1%</td>
<td>27.8%</td>
<td>15.4%</td>
<td>50.0%</td>
<td>11.1%</td>
<td>12.5%</td>
<td>25.0%</td>
</tr>
<tr>
<td>Local government*</td>
<td>42.9%</td>
<td>36.1%</td>
<td>15.4%</td>
<td>76.3%</td>
<td>33.3%</td>
<td>10.3%</td>
<td>8.3%</td>
<td>22.2%</td>
<td>18.8%</td>
<td>31.3%</td>
</tr>
<tr>
<td>Private sector*</td>
<td>57.1%</td>
<td>47.2%</td>
<td>46.2%</td>
<td>26.3%</td>
<td>44.4%</td>
<td>79.5%</td>
<td>33.3%</td>
<td>77.8%</td>
<td>6.3%</td>
<td>43.8%</td>
</tr>
<tr>
<td>Parliament*</td>
<td>14.3%</td>
<td>8.3%</td>
<td>0.0%</td>
<td>26.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Community-based organizations</td>
<td>14.3%</td>
<td>5.6%</td>
<td>15.4%</td>
<td>7.9%</td>
<td>5.6%</td>
<td>5.1%</td>
<td>8.3%</td>
<td>11.1%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Beneficiaries</td>
<td>0.0%</td>
<td>16.7%</td>
<td>30.8%</td>
<td>7.9%</td>
<td>16.7%</td>
<td>20.5%</td>
<td>8.3%</td>
<td>22.2%</td>
<td>25.0%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Foundations</td>
<td>0.0%</td>
<td>5.6%</td>
<td>7.7%</td>
<td>5.3%</td>
<td>0.0%</td>
<td>7.7%</td>
<td>16.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Faith-based organizations</td>
<td>0.0%</td>
<td>2.8%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.6%</td>
<td>16.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Other</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.6%</td>
<td>2.6%</td>
<td>8.3%</td>
<td>0.0%</td>
<td>12.5%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>0.0%</td>
<td>5.6%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>6.3%</td>
</tr>
</tbody>
</table>

*Significantly different between stakeholder groups
B. Overall Attitudes toward the World Bank Group (continued)

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

*Significantly different between stakeholder groups

To what extent is the World Bank Group an effective development partner in Macedonia, in terms of each of the following? (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)**

To be a more effective development partner in Macedonia, do you believe that the World Bank Group should have...?

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
<th>Consultant on WBG Project/PMU</th>
<th>Local Government</th>
<th>Bilateral/ Multilateral Agency</th>
<th>Private Sector/ Financial Sector/ Private Bank</th>
<th>NGO/ Private Foundation</th>
<th>Independent Government Institution</th>
<th>Academia/ Research Institute</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>More local presence</td>
<td>57.1%</td>
<td>64.9%</td>
<td>84.6%</td>
<td>73.7%</td>
<td>72.2%</td>
<td>55.3%</td>
<td>50.0%</td>
<td>44.4%</td>
<td>62.5%</td>
<td>68.8%</td>
</tr>
<tr>
<td>The current level of local presence is adequate</td>
<td>42.9%</td>
<td>27.0%</td>
<td>7.7%</td>
<td>23.7%</td>
<td>22.2%</td>
<td>23.7%</td>
<td>33.3%</td>
<td>33.3%</td>
<td>25.0%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Less local presence</td>
<td>-</td>
<td>-</td>
<td>7.7%</td>
<td>-</td>
<td>-</td>
<td>18.4%</td>
<td>-</td>
<td>11.1%</td>
<td>6.3%</td>
<td>-</td>
</tr>
<tr>
<td>Don’t know</td>
<td>-</td>
<td>8.1%</td>
<td>-</td>
<td>2.6%</td>
<td>5.6%</td>
<td>2.6%</td>
<td>16.7%</td>
<td>11.1%</td>
<td>6.3%</td>
<td>18.8%</td>
</tr>
</tbody>
</table>

When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
<th>Consultant on WBG Project/PMU</th>
<th>Local Government</th>
<th>Bilateral/ Multilateral Agency</th>
<th>Private Sector/ Financial Sector/ Private Bank</th>
<th>NGO/ Private Foundation</th>
<th>Independent Government Institution</th>
<th>Academia/ Research Institute</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>The World Bank Group does not do adequate follow through/follow-up</td>
<td>28.6%</td>
<td>13.5%</td>
<td>15.4%</td>
<td>13.2%</td>
<td>5.6%</td>
<td>5.4%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>6.7%</td>
<td>6.3%</td>
</tr>
<tr>
<td>There is not an adequate level of citizen/civil society participation</td>
<td>0.0%</td>
<td>18.9%</td>
<td>23.1%</td>
<td>18.4%</td>
<td>16.7%</td>
<td>10.8%</td>
<td>8.3%</td>
<td>12.5%</td>
<td>13.3%</td>
<td>31.3%</td>
</tr>
<tr>
<td>The World Bank Group is not sensitive enough to political/social realities on the ground</td>
<td>42.9%</td>
<td>16.2%</td>
<td>30.8%</td>
<td>44.7%</td>
<td>22.2%</td>
<td>29.7%</td>
<td>33.3%</td>
<td>12.5%</td>
<td>13.3%</td>
<td>37.5%</td>
</tr>
<tr>
<td>Lack of/inadequate levels of capacity in Government*</td>
<td>0.0%</td>
<td>32.4%</td>
<td>46.2%</td>
<td>10.5%</td>
<td>50.0%</td>
<td>24.3%</td>
<td>33.3%</td>
<td>12.5%</td>
<td>20.0%</td>
<td>25.0%</td>
</tr>
<tr>
<td>Poor coordination with development partners</td>
<td>14.3%</td>
<td>18.9%</td>
<td>0.0%</td>
<td>23.7%</td>
<td>27.8%</td>
<td>24.3%</td>
<td>25.0%</td>
<td>25.0%</td>
<td>26.7%</td>
<td>25.0%</td>
</tr>
<tr>
<td>The World Bank Group works too slowly</td>
<td>14.3%</td>
<td>13.5%</td>
<td>23.1%</td>
<td>7.9%</td>
<td>0.0%</td>
<td>2.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>6.7%</td>
<td>25.0%</td>
</tr>
<tr>
<td>The Government works inefficiently</td>
<td>0.0%</td>
<td>5.4%</td>
<td>0.0%</td>
<td>13.2%</td>
<td>11.1%</td>
<td>13.5%</td>
<td>16.7%</td>
<td>0.0%</td>
<td>26.7%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Political pressures and obstacles*</td>
<td>0.0%</td>
<td>13.5%</td>
<td>23.1%</td>
<td>13.2%</td>
<td>44.4%</td>
<td>45.9%</td>
<td>33.3%</td>
<td>25.0%</td>
<td>26.7%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Reforms are not well thought out in light of country challenges</td>
<td>42.9%</td>
<td>29.7%</td>
<td>23.1%</td>
<td>26.3%</td>
<td>11.1%</td>
<td>18.9%</td>
<td>16.7%</td>
<td>50.0%</td>
<td>40.0%</td>
<td>25.0%</td>
</tr>
<tr>
<td>Other</td>
<td>14.3%</td>
<td>2.7%</td>
<td>0.0%</td>
<td>2.6%</td>
<td>5.6%</td>
<td>5.4%</td>
<td>0.0%</td>
<td>12.5%</td>
<td>6.7%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

*Significantly different between stakeholder groups
C. World Bank Group’s Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Macedonia? (1-Not important at all, 10-Very important)

*Significantly different between stakeholder groups
### C. World Bank Group Effectiveness and Results (continued)

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

| **Where are the World Bank Group’s decisions made primarily that support the program in Macedonia?** |
|-------------------------------------------------|-------------------------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|
| **Percentage of Respondents** (Responses Combined) | **Office of President/Prime Minister/Minister** | **Employee of a Ministry** | **Consultant on WBG Project/PMU** | **Local Government** | **Bilateral/Multilateral Agency** | **Private Sector/Financial Sector/Private Bank** | **NGO/Private Foundation** | **Independent Government Institution** | **Academia/Research Institute** | **Other** |
| At the Headquarters (in Washington D.C.) | 57.1% | 48.6% | 53.8% | 21.1% | 50.0% | 61.5% | 63.6% | 88.9% | 43.8% | 60.0% |
| In the country | 28.6% | 32.4% | 23.1% | 47.4% | 27.8% | 7.7% | 18.2% | - | 25.0% | 6.7% |
| Don’t know | 14.3% | 18.9% | 23.1% | 31.6% | 22.2% | 30.8% | 18.2% | 11.1% | 31.3% | 33.3% |
C. World Bank Group Effectiveness and Results (continued)

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

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

*Significantly different between stakeholder groups

D. The World Bank Group's Knowledge Work and Activities

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
<th>Consultant on WBG Project/PMU</th>
<th>Local Government</th>
<th>Bilateral/Multilateral Agency</th>
<th>Private Sector/Financial Sector/Private Bank</th>
<th>NGO/Private Foundation</th>
<th>Independent Government Institution</th>
<th>Academia/Research Institute</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekly</td>
<td>-</td>
<td>2.7%</td>
<td>-</td>
<td>2.6%</td>
<td>11.1%</td>
<td>10.3%</td>
<td>8.3%</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Monthly</td>
<td>14.3%</td>
<td>24.3%</td>
<td>38.5%</td>
<td>5.3%</td>
<td>16.7%</td>
<td>17.9%</td>
<td>-</td>
<td>11.1%</td>
<td>31.3%</td>
<td>18.8%</td>
</tr>
<tr>
<td>A few times a year</td>
<td>42.9%</td>
<td>35.1%</td>
<td>46.2%</td>
<td>31.6%</td>
<td>44.4%</td>
<td>20.5%</td>
<td>50.0%</td>
<td>77.8%</td>
<td>50.0%</td>
<td>37.5%</td>
</tr>
<tr>
<td>Rarely</td>
<td>14.3%</td>
<td>32.4%</td>
<td>15.4%</td>
<td>50.0%</td>
<td>22.2%</td>
<td>30.8%</td>
<td>41.7%</td>
<td>11.1%</td>
<td>12.5%</td>
<td>43.8%</td>
</tr>
<tr>
<td>Never</td>
<td>28.6%</td>
<td>5.4%</td>
<td>-</td>
<td>10.5%</td>
<td>5.6%</td>
<td>20.5%</td>
<td>-</td>
<td>-</td>
<td>6.3%</td>
<td>-</td>
</tr>
</tbody>
</table>
D. The World Bank Group’s Knowledge Work and Activities (continued)

When thinking about the development challenges in Macedonia, where do you believe it would be most valuable for the World Bank Group to focus its knowledge work and activities in the next few years? (Choose no more than THREE)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
<th>Consultant on WBG Project/PMU</th>
<th>Local Government</th>
<th>Bilateral/Multilateral Agency</th>
<th>Private Sector/Financial Sector/Private Bank</th>
<th>NGO/Private Foundation</th>
<th>Independent Government Institution</th>
<th>Academia/Research Institute</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social protection</td>
<td>0.0%</td>
<td>2.7%</td>
<td>7.7%</td>
<td>10.5%</td>
<td>5.6%</td>
<td>12.8%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>12.5%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Public sector governance/reform</td>
<td>16.7%</td>
<td>13.5%</td>
<td>7.7%</td>
<td>10.5%</td>
<td>38.9%</td>
<td>12.8%</td>
<td>18.2%</td>
<td>33.3%</td>
<td>31.3%</td>
<td>18.8%</td>
</tr>
<tr>
<td>Transport</td>
<td>33.3%</td>
<td>24.3%</td>
<td>30.8%</td>
<td>31.6%</td>
<td>22.2%</td>
<td>15.4%</td>
<td>18.2%</td>
<td>33.3%</td>
<td>12.5%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Poverty reduction</td>
<td>16.7%</td>
<td>24.3%</td>
<td>7.7%</td>
<td>26.3%</td>
<td>5.6%</td>
<td>25.6%</td>
<td>0.0%</td>
<td>11.1%</td>
<td>12.5%</td>
<td>25.0%</td>
</tr>
<tr>
<td>EU integration</td>
<td>16.7%</td>
<td>13.5%</td>
<td>7.7%</td>
<td>13.2%</td>
<td>11.1%</td>
<td>12.8%</td>
<td>9.1%</td>
<td>22.2%</td>
<td>6.3%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Gender equity</td>
<td>0.0%</td>
<td>2.7%</td>
<td>7.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>12.5%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Business environment and private sector</td>
<td>33.3%</td>
<td>16.2%</td>
<td>7.7%</td>
<td>5.3%</td>
<td>44.4%</td>
<td>20.5%</td>
<td>9.1%</td>
<td>22.2%</td>
<td>18.8%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Rural development</td>
<td>33.3%</td>
<td>8.1%</td>
<td>15.4%</td>
<td>15.8%</td>
<td>0.0%</td>
<td>10.3%</td>
<td>9.1%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Foreign direct investment*</td>
<td>16.7%</td>
<td>8.1%</td>
<td>7.7%</td>
<td>31.6%</td>
<td>0.0%</td>
<td>5.1%</td>
<td>9.1%</td>
<td>11.1%</td>
<td>6.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Water and sanitation</td>
<td>0.0%</td>
<td>0.0%</td>
<td>7.7%</td>
<td>7.9%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Energy</td>
<td>0.0%</td>
<td>27.0%</td>
<td>38.5%</td>
<td>10.5%</td>
<td>16.7%</td>
<td>12.8%</td>
<td>9.1%</td>
<td>33.3%</td>
<td>18.8%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Job creation/employment</td>
<td>16.7%</td>
<td>13.5%</td>
<td>15.4%</td>
<td>34.2%</td>
<td>22.2%</td>
<td>10.3%</td>
<td>36.4%</td>
<td>22.2%</td>
<td>12.5%</td>
<td>18.8%</td>
</tr>
<tr>
<td>Environmental sustainability</td>
<td>0.0%</td>
<td>5.4%</td>
<td>0.0%</td>
<td>2.6%</td>
<td>0.0%</td>
<td>5.1%</td>
<td>9.1%</td>
<td>11.1%</td>
<td>6.3%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Equality of opportunity</td>
<td>0.0%</td>
<td>2.7%</td>
<td>0.0%</td>
<td>2.6%</td>
<td>16.7%</td>
<td>2.6%</td>
<td>9.1%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Health*</td>
<td>0.0%</td>
<td>13.5%</td>
<td>15.4%</td>
<td>7.9%</td>
<td>5.6%</td>
<td>10.3%</td>
<td>9.1%</td>
<td>33.3%</td>
<td>6.3%</td>
<td>50.0%</td>
</tr>
<tr>
<td>Education</td>
<td>16.7%</td>
<td>21.6%</td>
<td>7.7%</td>
<td>7.9%</td>
<td>22.2%</td>
<td>23.1%</td>
<td>27.3%</td>
<td>22.2%</td>
<td>31.3%</td>
<td>18.8%</td>
</tr>
<tr>
<td>Climate change and green growth*</td>
<td>0.0%</td>
<td>0.0%</td>
<td>7.7%</td>
<td>2.6%</td>
<td>0.0%</td>
<td>2.6%</td>
<td>9.1%</td>
<td>11.1%</td>
<td>25.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Agricultural development</td>
<td>0.0%</td>
<td>24.3%</td>
<td>23.1%</td>
<td>13.2%</td>
<td>22.2%</td>
<td>0.0%</td>
<td>18.2%</td>
<td>0.0%</td>
<td>18.8%</td>
<td>25.0%</td>
</tr>
<tr>
<td>Trade and exports</td>
<td>33.3%</td>
<td>10.8%</td>
<td>0.0%</td>
<td>18.4%</td>
<td>16.7%</td>
<td>15.4%</td>
<td>18.2%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>25.0%</td>
</tr>
<tr>
<td>Economic growth</td>
<td>50.0%</td>
<td>37.8%</td>
<td>38.5%</td>
<td>23.7%</td>
<td>44.4%</td>
<td>46.2%</td>
<td>45.5%</td>
<td>22.2%</td>
<td>31.3%</td>
<td>25.0%</td>
</tr>
<tr>
<td>Law and justice</td>
<td>0.0%</td>
<td>0.0%</td>
<td>7.7%</td>
<td>5.3%</td>
<td>0.0%</td>
<td>12.8%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>12.5%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Regulatory framework</td>
<td>0.0%</td>
<td>2.7%</td>
<td>7.7%</td>
<td>2.6%</td>
<td>0.0%</td>
<td>10.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>6.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Anti-corruption</td>
<td>0.0%</td>
<td>2.7%</td>
<td>7.7%</td>
<td>2.6%</td>
<td>5.6%</td>
<td>5.1%</td>
<td>9.1%</td>
<td>0.0%</td>
<td>6.3%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Information and communications technology</td>
<td>0.0%</td>
<td>5.4%</td>
<td>7.7%</td>
<td>2.6%</td>
<td>0.0%</td>
<td>7.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Disaster management</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

*Significantly different between stakeholder groups
D. The World Bank Group’s Knowledge Work and Activities (continued)

In Macedonia, 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)

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(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)
E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group’s delivery work contribute to solving Macedonia’s development challenges?

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

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

*Significantly different between stakeholder groups
### E. Working with the World Bank Group (continued)

Which of the following best describes the way the World Bank Group operates in Macedonia?

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
<th>Consultant on WBG Project/PMU</th>
<th>Local Government</th>
<th>Bilateral/Multilateral Agency</th>
<th>Private Sector/Financial Sector/Private Bank</th>
<th>NGO/Private Foundation</th>
<th>Independent Government Institution</th>
<th>Academia/Research Institute</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>The World Bank Group takes too much risk in Macedonia</td>
<td>-</td>
<td>5.4%</td>
<td>-</td>
<td>-</td>
<td>5.1%</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>6.7%</td>
<td>6.3%</td>
</tr>
<tr>
<td>The World Bank Group does not take enough risk in Macedonia</td>
<td>33.3%</td>
<td>21.6%</td>
<td>30.8%</td>
<td>16.2%</td>
<td>22.2%</td>
<td>12.8%</td>
<td>33.3%</td>
<td>11.1%</td>
<td>33.3%</td>
<td>37.5%</td>
</tr>
<tr>
<td>The World Bank Group’s approach to risk is appropriate</td>
<td>50.0%</td>
<td>35.1%</td>
<td>46.2%</td>
<td>70.3%</td>
<td>44.4%</td>
<td>33.3%</td>
<td>33.3%</td>
<td>66.7%</td>
<td>26.7%</td>
<td>18.8%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>-</td>
<td>27.0%</td>
<td>15.4%</td>
<td>10.8%</td>
<td>5.6%</td>
<td>33.3%</td>
<td>25.0%</td>
<td>22.2%</td>
<td>33.3%</td>
<td>31.3%</td>
</tr>
<tr>
<td>Prefer not to answer</td>
<td>16.7%</td>
<td>10.8%</td>
<td>7.7%</td>
<td>2.7%</td>
<td>27.8%</td>
<td>15.4%</td>
<td>8.3%</td>
<td>-</td>
<td>-</td>
<td>6.3%</td>
</tr>
</tbody>
</table>

### F. The Future Role of the World Bank Group in Macedonia

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

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
<th>Consultant on WBG Project/PMU</th>
<th>Local Government</th>
<th>Bilateral/Multilateral Agency</th>
<th>Private Sector/Financial Sector/Private Bank</th>
<th>NGO/Private Foundation</th>
<th>Independent Government Institution</th>
<th>Academia/Research Institute</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide more adequate data/knowledge/statistics/figures on Macedonia’s economy</td>
<td>0.0%</td>
<td>13.5%</td>
<td>23.1%</td>
<td>7.9%</td>
<td>5.9%</td>
<td>10.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>6.7%</td>
<td>18.8%</td>
</tr>
<tr>
<td>Collaborate more effectively with Government clients (e.g., state, local)*</td>
<td>71.4%</td>
<td>29.7%</td>
<td>46.2%</td>
<td>31.6%</td>
<td>5.9%</td>
<td>7.7%</td>
<td>9.1%</td>
<td>0.0%</td>
<td>6.7%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Offer more innovative financial products</td>
<td>57.1%</td>
<td>27.0%</td>
<td>7.7%</td>
<td>36.8%</td>
<td>35.3%</td>
<td>48.7%</td>
<td>36.4%</td>
<td>14.3%</td>
<td>26.7%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Improve the competitiveness of its financing compared to markets</td>
<td>0.0%</td>
<td>29.7%</td>
<td>0.0%</td>
<td>7.9%</td>
<td>11.8%</td>
<td>12.8%</td>
<td>9.1%</td>
<td>28.6%</td>
<td>6.7%</td>
<td>18.8%</td>
</tr>
<tr>
<td>Reach out more to groups outside of Government*</td>
<td>28.6%</td>
<td>8.1%</td>
<td>30.8%</td>
<td>13.2%</td>
<td>58.8%</td>
<td>35.9%</td>
<td>45.5%</td>
<td>28.6%</td>
<td>60.0%</td>
<td>50.0%</td>
</tr>
<tr>
<td>Improve the quality of its experts as related to Macedonia’s specific challenges</td>
<td>0.0%</td>
<td>10.8%</td>
<td>7.7%</td>
<td>7.9%</td>
<td>5.9%</td>
<td>17.9%</td>
<td>18.2%</td>
<td>28.6%</td>
<td>6.7%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Offer more innovative knowledge services</td>
<td>14.3%</td>
<td>8.1%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>18.4%</td>
<td>5.9%</td>
<td>12.8%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>20.0%</td>
</tr>
<tr>
<td>Ensure greater selectivity in its work</td>
<td>0.0%</td>
<td>5.4%</td>
<td>0.0%</td>
<td>2.6%</td>
<td>5.9%</td>
<td>7.7%</td>
<td>9.1%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Increase the level of capacity development in the country</td>
<td>0.0%</td>
<td>24.3%</td>
<td>23.1%</td>
<td>26.3%</td>
<td>17.6%</td>
<td>20.5%</td>
<td>18.2%</td>
<td>71.4%</td>
<td>26.7%</td>
<td>18.8%</td>
</tr>
<tr>
<td>Reduce the complexity of obtaining World Bank Group financing</td>
<td>28.6%</td>
<td>21.6%</td>
<td>30.8%</td>
<td>13.2%</td>
<td>17.6%</td>
<td>15.4%</td>
<td>36.4%</td>
<td>28.6%</td>
<td>13.3%</td>
<td>25.0%</td>
</tr>
<tr>
<td>Increase availability of Fee-Based services</td>
<td>0.0%</td>
<td>2.7%</td>
<td>7.7%</td>
<td>5.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>9.1%</td>
<td>0.0%</td>
<td>20.0%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Work faster</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.9%</td>
<td>5.1%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Other*</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>11.8%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

*Significantly different between stakeholder groups
F. The Future Role of the World Bank Group in Macedonia (continued)

When considering the combination of services that the World Bank Group offers in Macedonia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Macedonia?*

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
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<th>NGO/ Private Foundation</th>
<th>Independent Government Institution</th>
<th>Academia/ Research Institute</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial services</td>
<td>57.1%</td>
<td>50.0%</td>
<td>69.2%</td>
<td>71.1%</td>
<td>29.4%</td>
<td>41.0%</td>
<td>41.7%</td>
<td>55.6%</td>
<td>6.3%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Knowledge products</td>
<td>14.3%</td>
<td>30.6%</td>
<td>15.4%</td>
<td>10.5%</td>
<td>29.4%</td>
<td>23.1%</td>
<td>25.0%</td>
<td>22.2%</td>
<td>31.3%</td>
<td>56.3%</td>
</tr>
<tr>
<td>Convening services</td>
<td>-</td>
<td>-</td>
<td>7.7%</td>
<td>2.6%</td>
<td>5.9%</td>
<td>10.3%</td>
<td>8.3%</td>
<td>11.1%</td>
<td>18.8%</td>
<td>-</td>
</tr>
<tr>
<td>None of the above</td>
<td>-</td>
<td>5.6%</td>
<td>-</td>
<td>2.6%</td>
<td>-</td>
<td>2.6%</td>
<td>8.3%</td>
<td>-</td>
<td>6.3%</td>
<td>6.3%</td>
</tr>
<tr>
<td>The combination is appropriate for Macedonia</td>
<td>28.6%</td>
<td>8.3%</td>
<td>-</td>
<td>5.3%</td>
<td>23.5%</td>
<td>12.8%</td>
<td>-</td>
<td>11.1%</td>
<td>37.5%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>-</td>
<td>5.6%</td>
<td>7.7%</td>
<td>7.9%</td>
<td>11.8%</td>
<td>10.3%</td>
<td>16.7%</td>
<td>-</td>
<td>-</td>
<td>18.8%</td>
</tr>
</tbody>
</table>

*Significantly different between stakeholder groups

Please identify the TWO areas related to economic diversification in Macedonia where greater support from the World Bank Group would be most valuable. (Choose no more than TWO)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
<th>Consultant on WBG Project/PMU</th>
<th>Local Government</th>
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<th>Private Sector/ Financial Sector/ Private Bank</th>
<th>NGO/ Private Foundation</th>
<th>Independent Government Institution</th>
<th>Academia/ Research Institute</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skills development and innovation</td>
<td>42.9%</td>
<td>29.7%</td>
<td>7.7%</td>
<td>13.2%</td>
<td>38.9%</td>
<td>25.6%</td>
<td>16.7%</td>
<td>44.4%</td>
<td>43.8%</td>
<td>31.3%</td>
</tr>
<tr>
<td>Transport infrastructure</td>
<td>28.6%</td>
<td>29.7%</td>
<td>46.2%</td>
<td>57.9%</td>
<td>38.9%</td>
<td>20.5%</td>
<td>33.3%</td>
<td>33.3%</td>
<td>31.3%</td>
<td>31.3%</td>
</tr>
<tr>
<td>Investments in energy efficiency and renewable energy</td>
<td>0.0%</td>
<td>29.7%</td>
<td>53.8%</td>
<td>39.5%</td>
<td>38.9%</td>
<td>38.5%</td>
<td>16.7%</td>
<td>44.4%</td>
<td>18.8%</td>
<td>37.5%</td>
</tr>
<tr>
<td>Business environment reforms to increase country’s competitiveness*</td>
<td>42.9%</td>
<td>29.7%</td>
<td>23.1%</td>
<td>10.5%</td>
<td>44.4%</td>
<td>35.9%</td>
<td>41.7%</td>
<td>66.7%</td>
<td>18.8%</td>
<td>31.3%</td>
</tr>
<tr>
<td>Increasing the efficiency of the social protection system</td>
<td>0.0%</td>
<td>8.1%</td>
<td>7.7%</td>
<td>5.3%</td>
<td>5.6%</td>
<td>10.3%</td>
<td>25.0%</td>
<td>0.0%</td>
<td>18.8%</td>
<td>18.8%</td>
</tr>
<tr>
<td>Conducting analysis of the profile of poverty and trends*</td>
<td>14.3%</td>
<td>13.5%</td>
<td>23.1%</td>
<td>42.1%</td>
<td>11.1%</td>
<td>10.3%</td>
<td>8.3%</td>
<td>11.1%</td>
<td>6.3%</td>
<td>25.0%</td>
</tr>
<tr>
<td>Information and communication technology*</td>
<td>14.3%</td>
<td>10.8%</td>
<td>23.1%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>30.8%</td>
<td>8.3%</td>
<td>0.0%</td>
<td>12.5%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Climate change</td>
<td>0.0%</td>
<td>8.1%</td>
<td>0.0%</td>
<td>2.6%</td>
<td>0.0%</td>
<td>2.6%</td>
<td>8.3%</td>
<td>0.0%</td>
<td>12.5%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Public sector reform</td>
<td>14.3%</td>
<td>10.8%</td>
<td>7.7%</td>
<td>7.9%</td>
<td>22.2%</td>
<td>17.9%</td>
<td>8.3%</td>
<td>0.0%</td>
<td>25.0%</td>
<td>18.8%</td>
</tr>
<tr>
<td>Other</td>
<td>0.0%</td>
<td>8.1%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>6.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

*Significantly different between stakeholder groups
### G. Communication and Information Sharing

#### How do you get most of your information about economic and social development issues in Macedonia? (Choose no more than TWO)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
<th>Consultant on WBG Project/PMU</th>
<th>Local Government</th>
<th>Bilateral/ Multilateral Agency</th>
<th>Private Sector/ Financial Sector/ Private Bank</th>
<th>NGO/ Private Foundation</th>
<th>Independent Government Institution</th>
<th>Academia/ Research Institute</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local newspapers</td>
<td>14.3%</td>
<td>32.4%</td>
<td>15.4%</td>
<td>18.4%</td>
<td>38.9%</td>
<td>38.5%</td>
<td>41.7%</td>
<td>66.7%</td>
<td>50.0%</td>
<td>33.3%</td>
</tr>
<tr>
<td>International newspapers</td>
<td>0.0%</td>
<td>2.7%</td>
<td>23.1%</td>
<td>7.9%</td>
<td>16.7%</td>
<td>10.3%</td>
<td>8.3%</td>
<td>11.1%</td>
<td>25.0%</td>
<td>20.0%</td>
</tr>
<tr>
<td>Local radio*</td>
<td>0.0%</td>
<td>2.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.1%</td>
<td>16.7%</td>
<td>11.1%</td>
<td>0.0%</td>
<td>20.0%</td>
</tr>
<tr>
<td>Local television</td>
<td>42.9%</td>
<td>40.5%</td>
<td>46.2%</td>
<td>52.6%</td>
<td>44.4%</td>
<td>38.5%</td>
<td>33.3%</td>
<td>33.3%</td>
<td>31.3%</td>
<td>26.7%</td>
</tr>
<tr>
<td>International television</td>
<td>0.0%</td>
<td>10.8%</td>
<td>7.7%</td>
<td>10.5%</td>
<td>16.7%</td>
<td>15.4%</td>
<td>8.3%</td>
<td>11.1%</td>
<td>18.8%</td>
<td>20.0%</td>
</tr>
<tr>
<td>Periodicals</td>
<td>14.3%</td>
<td>10.8%</td>
<td>30.8%</td>
<td>18.4%</td>
<td>16.7%</td>
<td>20.5%</td>
<td>25.0%</td>
<td>0.0%</td>
<td>18.8%</td>
<td>6.7%</td>
</tr>
<tr>
<td>World Bank Group web site</td>
<td>42.9%</td>
<td>27.0%</td>
<td>23.1%</td>
<td>23.7%</td>
<td>27.8%</td>
<td>28.2%</td>
<td>8.3%</td>
<td>33.3%</td>
<td>18.8%</td>
<td>6.7%</td>
</tr>
<tr>
<td>Social media</td>
<td>14.3%</td>
<td>21.6%</td>
<td>23.1%</td>
<td>18.4%</td>
<td>0.0%</td>
<td>20.5%</td>
<td>33.3%</td>
<td>22.2%</td>
<td>6.3%</td>
<td>40.0%</td>
</tr>
<tr>
<td>Blogs</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.6%</td>
<td>8.3%</td>
<td>11.1%</td>
<td>12.5%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Other</td>
<td>14.3%</td>
<td>18.9%</td>
<td>15.4%</td>
<td>7.9%</td>
<td>22.2%</td>
<td>5.1%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>12.5%</td>
<td>13.3%</td>
</tr>
</tbody>
</table>

*Significantly different between stakeholder groups

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

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
<th>Consultant on WBG Project/PMU</th>
<th>Local Government</th>
<th>Bilateral/ Multilateral Agency</th>
<th>Private Sector/ Financial Sector/ Private Bank</th>
<th>NGO/ Private Foundation</th>
<th>Independent Government Institution</th>
<th>Academia/ Research Institute</th>
<th>Other</th>
</tr>
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<tbody>
<tr>
<td>Blogs</td>
<td>14.3%</td>
<td>8.1%</td>
<td>7.7%</td>
<td>5.3%</td>
<td>11.1%</td>
<td>17.9%</td>
<td>16.7%</td>
<td>0.0%</td>
<td>6.3%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Direct contact with World Bank Group</td>
<td>14.3%</td>
<td>40.5%</td>
<td>7.7%</td>
<td>31.6%</td>
<td>27.8%</td>
<td>28.2%</td>
<td>25.0%</td>
<td>33.3%</td>
<td>50.0%</td>
<td>25.0%</td>
</tr>
<tr>
<td>e-Newsletters</td>
<td>28.6%</td>
<td>32.4%</td>
<td>38.5%</td>
<td>26.3%</td>
<td>27.8%</td>
<td>38.5%</td>
<td>16.7%</td>
<td>44.4%</td>
<td>50.0%</td>
<td>37.5%</td>
</tr>
<tr>
<td>Instant messaging</td>
<td>0.0%</td>
<td>8.1%</td>
<td>15.4%</td>
<td>7.9%</td>
<td>5.6%</td>
<td>5.1%</td>
<td>16.7%</td>
<td>11.1%</td>
<td>0.0%</td>
<td>12.5%</td>
</tr>
<tr>
<td>World Bank Group’s seminars/workshops/conferences</td>
<td>42.9%</td>
<td>48.6%</td>
<td>46.2%</td>
<td>50.0%</td>
<td>33.3%</td>
<td>30.8%</td>
<td>33.3%</td>
<td>55.6%</td>
<td>56.3%</td>
<td>12.5%</td>
</tr>
<tr>
<td>World Bank Group’s publications and other written materials</td>
<td>28.6%</td>
<td>19.9%</td>
<td>38.5%</td>
<td>21.1%</td>
<td>27.8%</td>
<td>25.6%</td>
<td>25.0%</td>
<td>33.3%</td>
<td>12.5%</td>
<td>25.0%</td>
</tr>
<tr>
<td>Social media*</td>
<td>28.6%</td>
<td>10.8%</td>
<td>30.8%</td>
<td>10.5%</td>
<td>16.7%</td>
<td>17.9%</td>
<td>50.0%</td>
<td>0.0%</td>
<td>12.5%</td>
<td>37.5%</td>
</tr>
<tr>
<td>World Bank Group’s website</td>
<td>28.6%</td>
<td>10.8%</td>
<td>15.4%</td>
<td>15.8%</td>
<td>38.9%</td>
<td>12.8%</td>
<td>8.3%</td>
<td>11.1%</td>
<td>6.3%</td>
<td>31.3%</td>
</tr>
<tr>
<td>Other</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.6%</td>
<td>2.6%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>6.3%</td>
<td>6.3%</td>
</tr>
</tbody>
</table>

*Significantly different between stakeholder groups

#### Are you aware of the World Bank’s Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions? 

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
<th>Consultant on WBG Project/PMU</th>
<th>Local Government</th>
<th>Bilateral/ Multilateral Agency</th>
<th>Private Sector/ Financial Sector/ Private Bank</th>
<th>NGO/ Private Foundation</th>
<th>Independent Government Institution</th>
<th>Academia/ Research Institute</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>42.9%</td>
<td>29.7%</td>
<td>23.1%</td>
<td>28.9%</td>
<td>16.7%</td>
<td>10.3%</td>
<td>33.3%</td>
<td>22.2%</td>
<td>50.0%</td>
<td>50.0%</td>
</tr>
<tr>
<td>No</td>
<td>57.1%</td>
<td>70.3%</td>
<td>76.9%</td>
<td>71.1%</td>
<td>83.3%</td>
<td>89.7%</td>
<td>66.7%</td>
<td>77.8%</td>
<td>100.0%</td>
<td>50.0%</td>
</tr>
</tbody>
</table>

*Significantly different between stakeholder groups
## G. Communication and Information Sharing (continued)

Have you requested information from the World Bank Group on its activities in the past year?

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
<th>Consultant on WBG Project/PMU</th>
<th>Local Government</th>
<th>Bilateral/ Multilateral Agency</th>
<th>Private Sector/ Financial Sector/ Private Bank</th>
<th>NGO/ Private Foundation</th>
<th>Independent Government Institution</th>
<th>Academia/ Research Institute</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>66.7%</td>
<td>38.9%</td>
<td>46.2%</td>
<td>52.6%</td>
<td>66.7%</td>
<td>28.2%</td>
<td>41.7%</td>
<td>44.4%</td>
<td>50.0%</td>
<td>50.0%</td>
</tr>
<tr>
<td>No</td>
<td>33.3%</td>
<td>61.1%</td>
<td>53.8%</td>
<td>47.4%</td>
<td>33.3%</td>
<td>71.8%</td>
<td>58.3%</td>
<td>55.6%</td>
<td>50.0%</td>
<td>50.0%</td>
</tr>
</tbody>
</table>

Were you able to obtain this information?

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
<th>Consultant on WBG Project/PMU</th>
<th>Local Government</th>
<th>Bilateral/ Multilateral Agency</th>
<th>Private Sector/ Financial Sector/ Private Bank</th>
<th>NGO/ Private Foundation</th>
<th>Independent Government Institution</th>
<th>Academia/ Research Institute</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>80.0%</td>
<td>80.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>91.7%</td>
<td>90.9%</td>
<td>100.0%</td>
<td>75.0%</td>
<td>100.0%</td>
<td>87.5%</td>
</tr>
<tr>
<td>No</td>
<td>20.0%</td>
<td>20.0%</td>
<td>-</td>
<td>-</td>
<td>8.3%</td>
<td>9.1%</td>
<td>-</td>
<td>25.0%</td>
<td>-</td>
<td>12.5%</td>
</tr>
</tbody>
</table>

Do you have access to the Internet?

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
<th>Consultant on WBG Project/PMU</th>
<th>Local Government</th>
<th>Bilateral/ Multilateral Agency</th>
<th>Private Sector/ Financial Sector/ Private Bank</th>
<th>NGO/ Private Foundation</th>
<th>Independent Government Institution</th>
<th>Academia/ Research Institute</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>93.8%</td>
</tr>
<tr>
<td>No</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>6.3%</td>
</tr>
</tbody>
</table>

Do you use/have used the World Bank Group website?

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
<th>Consultant on WBG Project/PMU</th>
<th>Local Government</th>
<th>Bilateral/ Multilateral Agency</th>
<th>Private Sector/ Financial Sector/ Private Bank</th>
<th>NGO/ Private Foundation</th>
<th>Independent Government Institution</th>
<th>Academia/ Research Institute</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>100.0%</td>
<td>80.0%</td>
<td>84.6%</td>
<td>86.5%</td>
<td>100.0%</td>
<td>81.1%</td>
<td>75.0%</td>
<td>100.0%</td>
<td>87.5%</td>
<td>80.0%</td>
</tr>
<tr>
<td>No</td>
<td>-</td>
<td>20.0%</td>
<td>15.4%</td>
<td>13.5%</td>
<td>-</td>
<td>18.9%</td>
<td>25.0%</td>
<td>-</td>
<td>-</td>
<td>12.5%</td>
</tr>
</tbody>
</table>

Which do you primarily use?*

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
<th>Consultant on WBG Project/PMU</th>
<th>Local Government</th>
<th>Bilateral/ Multilateral Agency</th>
<th>Private Sector/ Financial Sector/ Private Bank</th>
<th>NGO/ Private Foundation</th>
<th>Independent Government Institution</th>
<th>Academia/ Research Institute</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>The World Bank Group’s country website</td>
<td>42.9%</td>
<td>43.8%</td>
<td>45.5%</td>
<td>85.3%</td>
<td>55.6%</td>
<td>45.2%</td>
<td>66.7%</td>
<td>44.4%</td>
<td>50.0%</td>
<td>61.5%</td>
</tr>
<tr>
<td>The World Bank Group’s main website</td>
<td>57.1%</td>
<td>56.3%</td>
<td>54.5%</td>
<td>14.7%</td>
<td>44.4%</td>
<td>54.8%</td>
<td>33.3%</td>
<td>55.6%</td>
<td>50.0%</td>
<td>38.5%</td>
</tr>
</tbody>
</table>

*Significantly different between stakeholder groups

Which Internet connection do you use primarily when visiting a World Bank website?

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
<th>Consultant on WBG Project/PMU</th>
<th>Local Government</th>
<th>Bilateral/ Multilateral Agency</th>
<th>Private Sector/ Financial Sector/ Private Bank</th>
<th>NGO/ Private Foundation</th>
<th>Independent Government Institution</th>
<th>Academia/ Research Institute</th>
<th>Other</th>
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<tbody>
<tr>
<td>High speed</td>
<td>100.0%</td>
<td>93.8%</td>
<td>90.9%</td>
<td>88.2%</td>
<td>94.4%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>92.9%</td>
<td>92.3%</td>
</tr>
<tr>
<td>Low speed (below 256 Kbps)</td>
<td>-</td>
<td>6.3%</td>
<td>9.1%</td>
<td>11.8%</td>
<td>5.6%</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>7.1%</td>
</tr>
</tbody>
</table>

97
G. Communication and Information Sharing (continued)

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

*Significantly different between stakeholder groups
## H. Background Information

### Which of the following agencies of the World Bank Group do you work with in Macedonia? (Select all that apply)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
<th>Consultant on WBG Project/PMU</th>
<th>Local Government</th>
<th>Bilateral/Multilateral Agency</th>
<th>Private Sector/Financial Sector/Private Bank</th>
<th>NGO/Private Foundation</th>
<th>Independent Government Institution</th>
<th>Academia/Research Institute</th>
<th>Other</th>
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</thead>
<tbody>
<tr>
<td>The World Bank (IBRD)</td>
<td>100.0%</td>
<td>77.1%</td>
<td>76.9%</td>
<td>86.1%</td>
<td>83.3%</td>
<td>75.7%</td>
<td>90.0%</td>
<td>77.8%</td>
<td>75.0%</td>
<td>62.5%</td>
</tr>
<tr>
<td>International Finance Corporation (IFC)</td>
<td>42.9%</td>
<td>25.7%</td>
<td>15.4%</td>
<td>8.3%</td>
<td>38.9%</td>
<td>37.8%</td>
<td>20.0%</td>
<td>33.3%</td>
<td>18.8%</td>
<td>31.3%</td>
</tr>
<tr>
<td>The Multilateral Investment Guarantee Agency (MIGA)*</td>
<td>28.6%</td>
<td>5.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>None</td>
<td>0.0%</td>
<td>14.3%</td>
<td>15.4%</td>
<td>8.3%</td>
<td>5.6%</td>
<td>5.4%</td>
<td>10.0%</td>
<td>11.1%</td>
<td>12.5%</td>
<td>12.5%</td>
</tr>
</tbody>
</table>

*Significantly different between stakeholder groups

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

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Office of President/Prime Minister/Minister</th>
<th>Employee of a Ministry</th>
<th>Consultant on WBG Project/PMU</th>
<th>Local Government</th>
<th>Bilateral/Multilateral Agency</th>
<th>Private Sector/Financial Sector/Private Bank</th>
<th>NGO/Private Foundation</th>
<th>Independent Government Institution</th>
<th>Academia/Research Institute</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Observer (i.e., follow in media, discuss in informal conversations, etc.)</td>
<td>28.6%</td>
<td>2.7%</td>
<td>15.4%</td>
<td>7.9%</td>
<td>11.1%</td>
<td>17.9%</td>
<td>33.3%</td>
<td>22.2%</td>
<td>25.0%</td>
<td>18.8%</td>
</tr>
<tr>
<td>Use World Bank Group reports/data</td>
<td>28.6%</td>
<td>16.2%</td>
<td>15.4%</td>
<td>13.2%</td>
<td>27.8%</td>
<td>25.6%</td>
<td>8.3%</td>
<td>22.2%</td>
<td>50.0%</td>
<td>25.0%</td>
</tr>
<tr>
<td>Engage in World Bank Group related/sponsored events/activities</td>
<td>28.6%</td>
<td>27.0%</td>
<td>69.2%</td>
<td>36.8%</td>
<td>27.8%</td>
<td>23.1%</td>
<td>41.7%</td>
<td>44.4%</td>
<td>37.5%</td>
<td>25.0%</td>
</tr>
<tr>
<td>Collaborate as part of my professional duties</td>
<td>57.1%</td>
<td>78.4%</td>
<td>53.8%</td>
<td>57.9%</td>
<td>61.1%</td>
<td>53.8%</td>
<td>41.7%</td>
<td>44.4%</td>
<td>43.8%</td>
<td>37.5%</td>
</tr>
<tr>
<td>Use World Bank Group website for information, data, research, etc.</td>
<td>14.3%</td>
<td>8.1%</td>
<td>7.7%</td>
<td>10.5%</td>
<td>11.1%</td>
<td>20.5%</td>
<td>8.3%</td>
<td>33.3%</td>
<td>12.5%</td>
<td>18.8%</td>
</tr>
</tbody>
</table>
Appendix C: Responses to All Questions across Geographic Locations

Skopje N=157 ● Outside Skopje N=49

A. General Issues Facing Macedonia

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

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>The right direction</td>
<td>46.5%</td>
<td>64.6%</td>
</tr>
<tr>
<td>The wrong direction</td>
<td>27.7%</td>
<td>20.8%</td>
</tr>
<tr>
<td>Not sure</td>
<td>25.8%</td>
<td>14.6%</td>
</tr>
</tbody>
</table>

*Significantly different between locations

Listed below are a number of development priorities in Macedonia. Please identify which of the following you consider the most important development priorities in Macedonia. (Choose no more than 3)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social protection</td>
<td>5.8%</td>
<td>8.3%</td>
</tr>
<tr>
<td>Transport</td>
<td>19.9%</td>
<td>22.9%</td>
</tr>
<tr>
<td>Public sector governance/reform</td>
<td>17.9%</td>
<td>12.5%</td>
</tr>
<tr>
<td>EU integration</td>
<td>25.6%</td>
<td>29.2%</td>
</tr>
<tr>
<td>Gender equity</td>
<td>4.5%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Business environment and private sector dev*</td>
<td>15.4%</td>
<td>2.1%</td>
</tr>
<tr>
<td>Foreign direct investment*</td>
<td>12.2%</td>
<td>33.3%</td>
</tr>
<tr>
<td>Water and sanitation</td>
<td>1.9%</td>
<td>2.1%</td>
</tr>
<tr>
<td>Anti-corruption</td>
<td>5.8%</td>
<td>4.2%</td>
</tr>
<tr>
<td>Job creation/employment</td>
<td>29.5%</td>
<td>41.7%</td>
</tr>
<tr>
<td>Rural development</td>
<td>5.1%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Environmental sustainability</td>
<td>4.5%</td>
<td>4.2%</td>
</tr>
<tr>
<td>Equality of opportunity</td>
<td>1.9%</td>
<td>4.2%</td>
</tr>
<tr>
<td>Health</td>
<td>15.4%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Education</td>
<td>21.2%</td>
<td>14.6%</td>
</tr>
<tr>
<td>Poverty reduction*</td>
<td>16.0%</td>
<td>33.3%</td>
</tr>
<tr>
<td>Energy</td>
<td>15.4%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Climate change and green growth</td>
<td>3.8%</td>
<td>2.1%</td>
</tr>
<tr>
<td>Agricultural development</td>
<td>14.1%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Trade and exports</td>
<td>11.5%</td>
<td>10.4%</td>
</tr>
<tr>
<td>Economic growth</td>
<td>28.8%</td>
<td>22.9%</td>
</tr>
<tr>
<td>Law and justice*</td>
<td>16.7%</td>
<td>4.2%</td>
</tr>
<tr>
<td>Regulatory framework</td>
<td>2.6%</td>
<td>4.2%</td>
</tr>
<tr>
<td>Disaster management</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Information and communications technology</td>
<td>2.6%</td>
<td>4.2%</td>
</tr>
</tbody>
</table>

*Significantly different between locations
## A. General Issues Facing Macedonia (continued)

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 Macedonia? (Choose no more than THREE)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water and sanitation</td>
<td>1.9%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Equality of opportunity</td>
<td>8.9%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Economic growth</td>
<td>54.1%</td>
<td>44.9%</td>
</tr>
<tr>
<td>Climate change and green growth</td>
<td>2.5%</td>
<td>4.1%</td>
</tr>
<tr>
<td>EU integration</td>
<td>13.4%</td>
<td>22.4%</td>
</tr>
<tr>
<td>Gender equity</td>
<td>2.5%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Rural development</td>
<td>15.3%</td>
<td>14.3%</td>
</tr>
<tr>
<td>Regulatory framework</td>
<td>1.3%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Social protection</td>
<td>7.6%</td>
<td>8.2%</td>
</tr>
<tr>
<td>Law and justice</td>
<td>2.5%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Transport</td>
<td>5.1%</td>
<td>8.2%</td>
</tr>
<tr>
<td>Information and communications technology</td>
<td>3.2%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Anti-corruption</td>
<td>8.3%</td>
<td>8.2%</td>
</tr>
<tr>
<td>Business environment and private sector</td>
<td>27.4%</td>
<td>6.1%</td>
</tr>
<tr>
<td>Foreign direct investment*</td>
<td>25.5%</td>
<td>53.1%</td>
</tr>
<tr>
<td>Education*</td>
<td>26.8%</td>
<td>12.2%</td>
</tr>
<tr>
<td>Energy</td>
<td>9.6%</td>
<td>12.2%</td>
</tr>
<tr>
<td>Public sector governance/reform</td>
<td>10.2%</td>
<td>6.1%</td>
</tr>
<tr>
<td>Environmental sustainability</td>
<td>5.1%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Disaster management</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Health</td>
<td>1.9%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Agricultural development</td>
<td>15.9%</td>
<td>10.2%</td>
</tr>
<tr>
<td>Job creation/employment</td>
<td>41.4%</td>
<td>46.9%</td>
</tr>
<tr>
<td>Trade and exports*</td>
<td>5.1%</td>
<td>14.3%</td>
</tr>
</tbody>
</table>

*Significantly different between locations*
A. General Issues Facing Macedonia (continued)

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Macedonia? (Choose no more than 3)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy</td>
<td>19.2%</td>
<td>22.4%</td>
</tr>
<tr>
<td>Gender equity</td>
<td>1.9%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Equality of opportunity</td>
<td>4.5%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Social protection</td>
<td>3.8%</td>
<td>8.2%</td>
</tr>
<tr>
<td>EU integration</td>
<td>23.1%</td>
<td>26.5%</td>
</tr>
<tr>
<td>Climate change and green growth</td>
<td>1.9%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Anti-corruption</td>
<td>6.4%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Disaster management</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Rural development</td>
<td>6.4%</td>
<td>12.2%</td>
</tr>
<tr>
<td>Foreign direct investment</td>
<td>36.5%</td>
<td>36.7%</td>
</tr>
<tr>
<td>Water and sanitation</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Education*</td>
<td>12.8%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Information and communications technology</td>
<td>7.1%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Regulatory framework</td>
<td>7.7%</td>
<td>14.3%</td>
</tr>
<tr>
<td>Trade and exports</td>
<td>24.4%</td>
<td>32.7%</td>
</tr>
<tr>
<td>Public sector governance/reform</td>
<td>19.9%</td>
<td>20.4%</td>
</tr>
<tr>
<td>Business environment and private sector development*</td>
<td>38.5%</td>
<td>18.4%</td>
</tr>
<tr>
<td>Job creation/employment</td>
<td>35.3%</td>
<td>42.9%</td>
</tr>
<tr>
<td>Agricultural development</td>
<td>18.6%</td>
<td>22.4%</td>
</tr>
<tr>
<td>Transport*</td>
<td>19.2%</td>
<td>6.1%</td>
</tr>
<tr>
<td>Environmental sustainability</td>
<td>1.3%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Health</td>
<td>1.3%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Law and justice</td>
<td>8.3%</td>
<td>2.0%</td>
</tr>
</tbody>
</table>

*Significantly different between locations

When thinking about the idea of ‘shared prosperity’ in your country, which of the following TWO best illustrate how this would be achieved in Macedonia? (Choose no more than TWO)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better employment opportunities for young people</td>
<td>40.0%</td>
<td>49.0%</td>
</tr>
<tr>
<td>Better employment opportunities for women</td>
<td>3.9%</td>
<td>10.2%</td>
</tr>
<tr>
<td>Greater access to micro-finance for the poor</td>
<td>7.7%</td>
<td>16.3%</td>
</tr>
<tr>
<td>Greater voice and participation for citizens to help ensure greater accountability</td>
<td>11.6%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Greater access to health and nutrition for citizens</td>
<td>5.8%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Greater access to economic opportunities for ethnic minorities*</td>
<td>3.9%</td>
<td>12.2%</td>
</tr>
<tr>
<td>Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)</td>
<td>23.2%</td>
<td>22.4%</td>
</tr>
<tr>
<td>A growing middle class</td>
<td>21.3%</td>
<td>16.3%</td>
</tr>
<tr>
<td>Better opportunity for the poor who live in rural areas</td>
<td>7.7%</td>
<td>8.2%</td>
</tr>
<tr>
<td>Better opportunity for the poor who live in urban areas</td>
<td>2.6%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Consistent economic growth*</td>
<td>39.4%</td>
<td>22.4%</td>
</tr>
<tr>
<td>More reliable social safety net*</td>
<td>3.2%</td>
<td>12.2%</td>
</tr>
<tr>
<td>Greater equity of fiscal policy</td>
<td>3.9%</td>
<td>6.1%</td>
</tr>
<tr>
<td>Education and training that better ensure job opportunity*</td>
<td>21.9%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Better quality public services</td>
<td>1.3%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Other</td>
<td>1.3%</td>
<td>2.0%</td>
</tr>
</tbody>
</table>

*Significantly different between locations
B. Overall Attitudes toward the World Bank Group

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

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

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

When thinking about how the World Bank Group can have the most impact on development results in Macedonia, in which sectoral areas do you believe the World Bank Group should focus most of its attention and resources in Macedonia?
(Choose no more than THREE)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social protection</td>
<td>5.1%</td>
<td>12.2%</td>
</tr>
<tr>
<td>Public sector governance/reform</td>
<td>22.3%</td>
<td>22.4%</td>
</tr>
<tr>
<td>Transport</td>
<td>29.3%</td>
<td>26.5%</td>
</tr>
<tr>
<td>Poverty reduction</td>
<td>18.5%</td>
<td>26.5%</td>
</tr>
<tr>
<td>EU integration</td>
<td>10.8%</td>
<td>8.2%</td>
</tr>
<tr>
<td>Gender equity</td>
<td>1.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Business environment and private sector dev*</td>
<td>24.8%</td>
<td>6.1%</td>
</tr>
<tr>
<td>Rural development</td>
<td>12.1%</td>
<td>16.3%</td>
</tr>
<tr>
<td>Foreign direct investment*</td>
<td>8.3%</td>
<td>30.6%</td>
</tr>
<tr>
<td>Water and sanitation*</td>
<td>0.6%</td>
<td>8.2%</td>
</tr>
<tr>
<td>Energy</td>
<td>15.3%</td>
<td>6.1%</td>
</tr>
<tr>
<td>Job creation/employment</td>
<td>19.7%</td>
<td>22.4%</td>
</tr>
<tr>
<td>Environmental sustainability</td>
<td>4.5%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Equality of opportunity</td>
<td>6.4%</td>
<td>8.2%</td>
</tr>
<tr>
<td>Health</td>
<td>16.6%</td>
<td>12.2%</td>
</tr>
<tr>
<td>Education</td>
<td>22.9%</td>
<td>16.3%</td>
</tr>
<tr>
<td>Climate change and green growth</td>
<td>4.5%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Agricultural development</td>
<td>16.6%</td>
<td>10.2%</td>
</tr>
<tr>
<td>Trade and exports*</td>
<td>8.3%</td>
<td>18.4%</td>
</tr>
<tr>
<td>Economic growth</td>
<td>27.4%</td>
<td>22.4%</td>
</tr>
<tr>
<td>Law and justice</td>
<td>7.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Regulatory framework</td>
<td>3.8%</td>
<td>6.1%</td>
</tr>
<tr>
<td>Anti-corruption</td>
<td>3.2%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Information and communications technology</td>
<td>4.5%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Disaster management</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

*Significantly different between locations
## B. Overall Attitudes toward the World Bank Group (continued)

When thinking about the World Bank Group’s role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Macedonia?

<table>
<thead>
<tr>
<th>Greatest Value</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>Convening/facilitating</td>
<td>6.4%</td>
<td>6.1%</td>
</tr>
<tr>
<td>Data</td>
<td>8.3%</td>
<td>6.1%</td>
</tr>
<tr>
<td>Policy advice, studies, analyses</td>
<td>19.2%</td>
<td>16.3%</td>
</tr>
<tr>
<td>Financial resources*</td>
<td>34.0%</td>
<td>59.2%</td>
</tr>
<tr>
<td>Capacity development of staff at state institutions</td>
<td>3.8%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Technical assistance</td>
<td>7.1%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Mobilizing third party financial resources</td>
<td>14.7%</td>
<td>6.1%</td>
</tr>
<tr>
<td>Coordination with development partners</td>
<td>1.9%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Linkage to non-Bank expertise</td>
<td>2.6%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Other</td>
<td>1.9%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

*Significantly different between locations

<table>
<thead>
<tr>
<th>2nd Greatest Value</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>Convening/facilitating*</td>
<td>2.6%</td>
<td>10.2%</td>
</tr>
<tr>
<td>Data</td>
<td>6.5%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Policy advice, studies, analyses</td>
<td>18.1%</td>
<td>24.5%</td>
</tr>
<tr>
<td>Financial resources</td>
<td>14.8%</td>
<td>18.4%</td>
</tr>
<tr>
<td>Capacity development of staff at state institutions</td>
<td>12.3%</td>
<td>8.2%</td>
</tr>
<tr>
<td>Technical assistance*</td>
<td>16.8%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Mobilizing third party financial resources</td>
<td>16.1%</td>
<td>22.4%</td>
</tr>
<tr>
<td>Coordination with development partners</td>
<td>8.4%</td>
<td>6.1%</td>
</tr>
<tr>
<td>Linkage to non-Bank expertise</td>
<td>3.9%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Other</td>
<td>0.6%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

*Significantly different between locations

How effectively to the World Bank Groups’ activities below support Macedonia’s efforts to achieve development results?

(1-Not effective at all, 10-Very effective)
B. Overall Attitudes toward the World Bank Group (continued)

The World Bank Group can provide capacity building support in a number of ways in Macedonia. To what degree would Macedonia benefit, if capacity building were to support...?

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

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Macedonia?

(1-Not effective at all, 10-Very effective) *Significantly different between locations

When thinking about how to improve capacity building in Macedonia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?

(1-Not important at all, 10-Very important)
B. Overall Attitudes toward the World Bank Group (continued)

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

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff too inaccessible</td>
<td>4.5%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Not exploring alternative policy options</td>
<td>8.3%</td>
<td>6.1%</td>
</tr>
<tr>
<td>Not adequately sensitive to political/social realities in Macedonia*</td>
<td>17.9%</td>
<td>34.7%</td>
</tr>
<tr>
<td>Not enough public disclosure of its work</td>
<td>20.5%</td>
<td>10.2%</td>
</tr>
<tr>
<td>Arrogant in its approach</td>
<td>5.8%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Not aligned with country priorities*</td>
<td>7.1%</td>
<td>20.4%</td>
</tr>
<tr>
<td>The credibility of its knowledge/data</td>
<td>1.9%</td>
<td>2.0%</td>
</tr>
<tr>
<td>World Bank Group’s processes too complex</td>
<td>10.3%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Not willing to honestly criticize policies and reform efforts in the country*</td>
<td>14.1%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Too influenced by developed countries</td>
<td>11.5%</td>
<td>20.4%</td>
</tr>
<tr>
<td>Imposing technocratic solutions without regard to political realities</td>
<td>10.9%</td>
<td>10.2%</td>
</tr>
<tr>
<td>World Bank Group’s processes too slow*</td>
<td>5.1%</td>
<td>14.3%</td>
</tr>
<tr>
<td>Too bureaucratic in its operational policies and procedures</td>
<td>8.3%</td>
<td>6.1%</td>
</tr>
<tr>
<td>Not aligned with other development partners’ work</td>
<td>3.2%</td>
<td>8.2%</td>
</tr>
<tr>
<td>Not collaborating enough with non-state actors</td>
<td>16.0%</td>
<td>6.1%</td>
</tr>
<tr>
<td>Not client focused</td>
<td>1.9%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Other</td>
<td>1.3%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>19.2%</td>
<td>10.2%</td>
</tr>
</tbody>
</table>

*Significantly different between locations

Which of the World Bank Group’s instruments do you believe are the MOST effective in promoting economic development in Macedonia? (Choose no more than TWO)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capacity development of staff at state institutions</td>
<td>21.4%</td>
<td>24.5%</td>
</tr>
<tr>
<td>Policy based lending/budget support to the Government</td>
<td>18.2%</td>
<td>18.4%</td>
</tr>
<tr>
<td>Knowledge products/services</td>
<td>21.4%</td>
<td>20.4%</td>
</tr>
<tr>
<td>Investment lending</td>
<td>51.3%</td>
<td>49.0%</td>
</tr>
<tr>
<td>Technical assistance</td>
<td>35.7%</td>
<td>26.5%</td>
</tr>
<tr>
<td>Grant funding*</td>
<td>29.9%</td>
<td>46.9%</td>
</tr>
<tr>
<td>Other</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>4.5%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

*Significantly different between locations
B. Overall Attitudes toward the World Bank Group (continued)

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academia/think tanks/research institutes*</td>
<td>29.7%</td>
<td>10.2%</td>
</tr>
<tr>
<td>Community of development partners</td>
<td>8.4%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Media*</td>
<td>12.9%</td>
<td>0.0%</td>
</tr>
<tr>
<td>NGOs</td>
<td>19.4%</td>
<td>22.4%</td>
</tr>
<tr>
<td>Local Government*</td>
<td>23.9%</td>
<td>63.3%</td>
</tr>
<tr>
<td>Private sector*</td>
<td>51.0%</td>
<td>34.7%</td>
</tr>
<tr>
<td>Parliament*</td>
<td>3.9%</td>
<td>20.4%</td>
</tr>
<tr>
<td>Community Based Organizations</td>
<td>7.1%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Beneficiaries</td>
<td>16.1%</td>
<td>16.3%</td>
</tr>
<tr>
<td>Foundations</td>
<td>4.5%</td>
<td>10.2%</td>
</tr>
<tr>
<td>Faith based organizations</td>
<td>3.2%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Other</td>
<td>3.9%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>2.6%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

*Significantly different between locations

To what extent do you agree with the following statements about the World Bank Group’s work in Macedonia?

(1-Strongly disagree, 10-Strongly agree)
B. Overall Attitudes toward the World Bank Group (continued)

To what extent is the World Bank Group an effective development partner in Macedonia, in terms of each of the following?

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>More local presence</td>
<td>61.5%</td>
<td>69.4%</td>
</tr>
<tr>
<td>The current level of local presence is adequate</td>
<td>25.0%</td>
<td>22.4%</td>
</tr>
<tr>
<td>Less local presence</td>
<td>5.1%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>8.3%</td>
<td>4.1%</td>
</tr>
</tbody>
</table>

To be a more effective development partner in Macedonia, do you believe that the World Bank Group should have...?

When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>The World Bank Group does not do adequate follow through/follow-up</td>
<td>9.8%</td>
<td>10.4%</td>
</tr>
<tr>
<td>There is not an adequate level of citizen/civil society participation</td>
<td>14.4%</td>
<td>25.0%</td>
</tr>
<tr>
<td>The World Bank Group is not sensitive enough to political/social realities on the ground*</td>
<td>24.8%</td>
<td>41.7%</td>
</tr>
<tr>
<td>Lack of/inadequate levels of capacity in Government*</td>
<td>29.4%</td>
<td>10.4%</td>
</tr>
<tr>
<td>Poor coordination with development partners</td>
<td>21.6%</td>
<td>25.0%</td>
</tr>
<tr>
<td>The World Bank Group works too slowly</td>
<td>8.5%</td>
<td>10.4%</td>
</tr>
<tr>
<td>The Government works inefficiently</td>
<td>9.8%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Political pressures and obstacles</td>
<td>26.8%</td>
<td>18.8%</td>
</tr>
<tr>
<td>Reforms are not well thought out in light of country challenges</td>
<td>28.1%</td>
<td>20.8%</td>
</tr>
<tr>
<td>Other</td>
<td>4.6%</td>
<td>2.1%</td>
</tr>
</tbody>
</table>

*Significantly different between locations
**C. World Bank Group’s Effectiveness and Results**

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in **Macedonia**? *(1-Not important at all, 10-Very important)*

*Significantly different between locations*
C. World Bank Group Effectiveness and Results (continued)

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

<table>
<thead>
<tr>
<th>Area</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>At the Headquarters (in Washington D.C.)</td>
<td>56.8%</td>
<td>24.5%</td>
</tr>
<tr>
<td>In the country</td>
<td>20.0%</td>
<td>40.8%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>23.2%</td>
<td>34.7%</td>
</tr>
</tbody>
</table>

*Significantly different between locations

Where are the World Bank Group’s decisions made primarily that support the program in Macedonia?*

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>At the Headquarters (in Washington D.C.)</td>
<td>56.8%</td>
<td>24.5%</td>
</tr>
<tr>
<td>In the country</td>
<td>20.0%</td>
<td>40.8%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>23.2%</td>
<td>34.7%</td>
</tr>
</tbody>
</table>

*Significantly different between locations*
C. World Bank Group Effectiveness and Results (continued)

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

To what extent do you agree with the following statements about the World Bank Group in Macedonia?

(1-Strongly disagree, 10-Strongly agree)

D. The World Bank Group’s Knowledge Work and Activities

How frequently do you consult World Bank Group’s knowledge work and activities in the work you do?

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekly</td>
<td>4.5%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Monthly</td>
<td>19.1%</td>
<td>12.2%</td>
</tr>
<tr>
<td>A few times a year</td>
<td>38.2%</td>
<td>34.7%</td>
</tr>
<tr>
<td>Rarely</td>
<td>28.7%</td>
<td>44.9%</td>
</tr>
<tr>
<td>Never</td>
<td>9.6%</td>
<td>4.1%</td>
</tr>
</tbody>
</table>
**D. The World Bank Group’s Knowledge Work and Activities (continued)**

When thinking about the development challenges in Macedonia, where do you believe it would be most valuable for the World Bank Group to focus its knowledge work and activities in the next few years? (Choose no more than THREE)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social protection*</td>
<td>5.2%</td>
<td>16.3%</td>
</tr>
<tr>
<td>Public sector governance/reform</td>
<td>17.4%</td>
<td>18.4%</td>
</tr>
<tr>
<td>Transport</td>
<td>23.2%</td>
<td>22.4%</td>
</tr>
<tr>
<td>Poverty reduction</td>
<td>18.7%</td>
<td>20.4%</td>
</tr>
<tr>
<td>EU integration</td>
<td>12.3%</td>
<td>12.2%</td>
</tr>
<tr>
<td>Gender equity</td>
<td>2.6%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Business environment and private sector develop*</td>
<td>21.3%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Rural development</td>
<td>7.1%</td>
<td>14.3%</td>
</tr>
<tr>
<td>Foreign direct investment*</td>
<td>5.8%</td>
<td>24.5%</td>
</tr>
<tr>
<td>Water and sanitation*</td>
<td>0.6%</td>
<td>6.1%</td>
</tr>
<tr>
<td>Energy*</td>
<td>21.3%</td>
<td>6.1%</td>
</tr>
<tr>
<td>Job creation/employment*</td>
<td>16.1%</td>
<td>30.6%</td>
</tr>
<tr>
<td>Environmental sustainability</td>
<td>5.2%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Equality of opportunity</td>
<td>3.9%</td>
<td>6.1%</td>
</tr>
<tr>
<td>Health</td>
<td>14.8%</td>
<td>12.2%</td>
</tr>
<tr>
<td>Education</td>
<td>21.3%</td>
<td>14.3%</td>
</tr>
<tr>
<td>Climate change and green growth</td>
<td>4.5%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Agricultural development</td>
<td>15.5%</td>
<td>14.3%</td>
</tr>
<tr>
<td>Trade and exports</td>
<td>11.6%</td>
<td>20.4%</td>
</tr>
<tr>
<td>Economic growth</td>
<td>38.1%</td>
<td>30.6%</td>
</tr>
<tr>
<td>Law and justice</td>
<td>5.2%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Regulatory framework</td>
<td>3.9%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Anti-corruption</td>
<td>5.8%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Information and communications technology</td>
<td>3.9%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Disaster management</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

*Significantly different between locations

In Macedonia, 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) *Significantly different between locations
D. The World Bank Group’s Knowledge Work and Activities (continued)

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group’s delivery work contribute to solving Macedonia’s development challenges?

(1-To no degree at all, 10-To a very significant degree)
E. Working with the World Bank Group (continued)

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

Which of the following best describes the way the World Bank Group operates in Macedonia?

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>The World Bank Group takes too much risk in Macedonia</td>
<td>2.6%</td>
<td>6.3%</td>
</tr>
<tr>
<td>The World Bank Group does not take enough risk in Macedonia</td>
<td>22.6%</td>
<td>20.8%</td>
</tr>
<tr>
<td>The World Bank Group’s approach to risk is appropriate</td>
<td>39.4%</td>
<td>52.1%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>23.9%</td>
<td>16.7%</td>
</tr>
<tr>
<td>Prefer not to answer</td>
<td>11.6%</td>
<td>4.2%</td>
</tr>
</tbody>
</table>

*Significantly different between locations*
### F. The Future Role of the World Bank Group in Macedonia

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

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide more adequate data/knowledge/statistics/figures on Macedonia’s economy</td>
<td>9.9%</td>
<td>10.2%</td>
</tr>
<tr>
<td>Collaborate more effectively with Government clients (e.g., state, local)</td>
<td>17.9%</td>
<td>28.6%</td>
</tr>
<tr>
<td>Offer more innovative financial products</td>
<td>33.8%</td>
<td>26.5%</td>
</tr>
<tr>
<td>Improve the competitiveness of its financing compared to markets</td>
<td>14.6%</td>
<td>12.2%</td>
</tr>
<tr>
<td>Reach out more to groups outside of Government</td>
<td>33.8%</td>
<td>24.5%</td>
</tr>
<tr>
<td>Improve the quality of its experts as related to Macedonia’s specific challenges</td>
<td>12.6%</td>
<td>6.1%</td>
</tr>
<tr>
<td>Offer more innovative knowledge services</td>
<td>10.6%</td>
<td>14.3%</td>
</tr>
<tr>
<td>Ensure greater selectivity in its work</td>
<td>3.3%</td>
<td>8.2%</td>
</tr>
<tr>
<td>Increase the level of capacity development in the country</td>
<td>23.2%</td>
<td>26.5%</td>
</tr>
<tr>
<td>Reduce the complexity of obtaining World Bank Group financing</td>
<td>21.2%</td>
<td>16.3%</td>
</tr>
<tr>
<td>Increase availability of Fee-Based services</td>
<td>4.6%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Work faster</td>
<td>2.6%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Other</td>
<td>1.3%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

When considering the combination of services that the World Bank Group offers in Macedonia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Macedonia?*

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial services</td>
<td>39.4%</td>
<td>61.2%</td>
</tr>
<tr>
<td>Knowledge products</td>
<td>27.7%</td>
<td>18.4%</td>
</tr>
<tr>
<td>Convening services</td>
<td>5.8%</td>
<td>6.1%</td>
</tr>
<tr>
<td>None of the above</td>
<td>3.9%</td>
<td>2.0%</td>
</tr>
<tr>
<td>The combination is appropriate for Macedonia</td>
<td>12.9%</td>
<td>8.2%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>10.3%</td>
<td>4.1%</td>
</tr>
</tbody>
</table>

*Significantly different between locations

Please identify the TWO areas related to economic diversification in Macedonia where greater support from the World Bank Group would be most valuable. (Choose no more than TWO)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skills development and innovation*</td>
<td>32.7%</td>
<td>10.2%</td>
</tr>
<tr>
<td>Transport infrastructure</td>
<td>32.7%</td>
<td>44.9%</td>
</tr>
<tr>
<td>Investments in energy efficiency and renewable energy</td>
<td>32.7%</td>
<td>34.7%</td>
</tr>
<tr>
<td>Business environment reforms to increase country’s competitiveness*</td>
<td>35.3%</td>
<td>16.3%</td>
</tr>
<tr>
<td>Increasing the efficiency of the social protection system</td>
<td>8.3%</td>
<td>14.3%</td>
</tr>
<tr>
<td>Conducting analysis of the profile of poverty and trends*</td>
<td>14.1%</td>
<td>34.7%</td>
</tr>
<tr>
<td>Information and communication technology</td>
<td>12.8%</td>
<td>6.1%</td>
</tr>
<tr>
<td>Climate change</td>
<td>3.8%</td>
<td>6.1%</td>
</tr>
<tr>
<td>Public sector reform</td>
<td>12.8%</td>
<td>16.3%</td>
</tr>
<tr>
<td>Other</td>
<td>2.6%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

*Significantly different between locations
### G. Communication and Information Sharing

**How do you get most of your information about economic and social development issues in Macedonia? (Choose no more than TWO)**

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local newspapers*</td>
<td>37.8%</td>
<td>22.4%</td>
</tr>
<tr>
<td>International newspapers</td>
<td>11.5%</td>
<td>10.2%</td>
</tr>
<tr>
<td>Local radio*</td>
<td>3.2%</td>
<td>10.2%</td>
</tr>
<tr>
<td>Local television</td>
<td>40.4%</td>
<td>40.8%</td>
</tr>
<tr>
<td>International television</td>
<td>12.2%</td>
<td>12.2%</td>
</tr>
<tr>
<td>Periodicals</td>
<td>17.3%</td>
<td>14.3%</td>
</tr>
<tr>
<td>World Bank Group web site</td>
<td>23.7%</td>
<td>24.5%</td>
</tr>
<tr>
<td>Social media</td>
<td>17.3%</td>
<td>28.6%</td>
</tr>
<tr>
<td>Blogs</td>
<td>2.6%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Other</td>
<td>12.8%</td>
<td>6.1%</td>
</tr>
</tbody>
</table>

*Significantly different between locations

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

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blogs</td>
<td>8.9%</td>
<td>14.3%</td>
</tr>
<tr>
<td>Direct contact with World Bank Group</td>
<td>30.6%</td>
<td>28.6%</td>
</tr>
<tr>
<td>e-Newsletters</td>
<td>37.6%</td>
<td>26.5%</td>
</tr>
<tr>
<td>Instant messaging</td>
<td>6.4%</td>
<td>12.2%</td>
</tr>
<tr>
<td>World Bank Group’s seminars/workshops/conferences</td>
<td>40.1%</td>
<td>40.8%</td>
</tr>
<tr>
<td>World Bank Group’s publications and other written materials</td>
<td>25.5%</td>
<td>16.3%</td>
</tr>
<tr>
<td>Social media*</td>
<td>15.9%</td>
<td>30.6%</td>
</tr>
<tr>
<td>World Bank Group’s website</td>
<td>17.8%</td>
<td>12.2%</td>
</tr>
<tr>
<td>Other</td>
<td>2.5%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

*Significantly different between locations

**Are you aware of the World Bank’s Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?**

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>21.0%</td>
<td>32.7%</td>
</tr>
<tr>
<td>No</td>
<td>79.0%</td>
<td>67.3%</td>
</tr>
</tbody>
</table>

**Have you requested information from the World Bank Group on its activities in the past year?**

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>42.6%</td>
<td>55.1%</td>
</tr>
<tr>
<td>No</td>
<td>57.4%</td>
<td>44.9%</td>
</tr>
</tbody>
</table>

**Were you able to obtain this information?**

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>89.7%</td>
<td>96.3%</td>
</tr>
<tr>
<td>No</td>
<td>10.3%</td>
<td>3.7%</td>
</tr>
</tbody>
</table>

**Do you have access to the Internet?**

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>99.4%</td>
<td>100.0%</td>
</tr>
<tr>
<td>No</td>
<td>0.60%</td>
<td>-</td>
</tr>
</tbody>
</table>

**Do you use/have used the World Bank Group website?**

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>85.6%</td>
<td>87.2%</td>
</tr>
<tr>
<td>No</td>
<td>14.4%</td>
<td>12.8%</td>
</tr>
</tbody>
</table>
G. Communication and Information Sharing (continued)

Which do you primarily use?*

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>The World Bank Group’s country website</td>
<td>48.5%</td>
<td>81.4%</td>
</tr>
<tr>
<td>The World Bank Group’s main website</td>
<td>51.5%</td>
<td>18.6%</td>
</tr>
</tbody>
</table>

*Significantly different between locations

Which Internet connection do you use primarily when visiting a World Bank website?*

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>High speed</td>
<td>96.3%</td>
<td>88.4%</td>
</tr>
<tr>
<td>Low speed (below 256 Kbps)</td>
<td>3.7%</td>
<td>11.6%</td>
</tr>
</tbody>
</table>

*Significantly different between locations

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

H. Background Information

Which of the following agencies of the World Bank Group do you work with in Macedonia? (Select all that apply)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>The World Bank (IBRD)</td>
<td>77.0%</td>
<td>84.8%</td>
</tr>
<tr>
<td>International Finance Corporation (IFC)*</td>
<td>30.9%</td>
<td>8.7%</td>
</tr>
<tr>
<td>The Multilateral Investment Guarantee Agency (MIGA)</td>
<td>3.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>None</td>
<td>10.5%</td>
<td>8.7%</td>
</tr>
</tbody>
</table>

*Significantly different between locations

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

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Skopje</th>
<th>Outside Skopje</th>
</tr>
</thead>
<tbody>
<tr>
<td>Observer (i.e., follow in media, discuss in informal conversations, etc.)</td>
<td>16.6%</td>
<td>10.2%</td>
</tr>
<tr>
<td>Use World Bank Group reports/data</td>
<td>23.6%</td>
<td>18.4%</td>
</tr>
<tr>
<td>Engage in World Bank Group related/sponsored events/activities</td>
<td>31.8%</td>
<td>36.7%</td>
</tr>
<tr>
<td>Collaborate as part of my professional duties</td>
<td>58.6%</td>
<td>46.9%</td>
</tr>
<tr>
<td>Use World Bank Group website for information, data, research, etc.</td>
<td>14.0%</td>
<td>12.2%</td>
</tr>
</tbody>
</table>
Appendix D: Responses to All Questions across Collaborators

Collaborators N=208 ● Non-Collaborators N=935

A. General Issues Facing Macedonia

In general, how would you say that Macedonia is headed in...?*

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>The right direction</td>
<td>50.2%</td>
</tr>
<tr>
<td>The wrong direction</td>
<td>25.9%</td>
</tr>
<tr>
<td>Not sure</td>
<td>23.9%</td>
</tr>
</tbody>
</table>

*Significantly different between collaborators and non-collaborators

Listed below are a number of development priorities in Macedonia. Please identify which of the following you consider the most important development priorities in Macedonia. (Choose no more than 3)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Social protection</td>
<td>6.3%</td>
</tr>
<tr>
<td>Transport</td>
<td>20.9%</td>
</tr>
<tr>
<td>Public sector governance/reform</td>
<td>16.5%</td>
</tr>
<tr>
<td>EU integration</td>
<td>26.7%</td>
</tr>
<tr>
<td>Gender equity</td>
<td>3.4%</td>
</tr>
<tr>
<td>Business environment and private sector development</td>
<td>12.1%</td>
</tr>
<tr>
<td>Foreign direct investment</td>
<td>17.5%</td>
</tr>
<tr>
<td>Water and sanitation</td>
<td>1.9%</td>
</tr>
<tr>
<td>Anti-corruption</td>
<td>5.8%</td>
</tr>
<tr>
<td>Job creation/employment*</td>
<td>32.0%</td>
</tr>
<tr>
<td>Rural development</td>
<td>5.3%</td>
</tr>
<tr>
<td>Environmental sustainability</td>
<td>4.4%</td>
</tr>
<tr>
<td>Equality of opportunity</td>
<td>2.4%</td>
</tr>
<tr>
<td>Health</td>
<td>14.6%</td>
</tr>
<tr>
<td>Education</td>
<td>19.4%</td>
</tr>
<tr>
<td>Poverty reduction</td>
<td>19.9%</td>
</tr>
<tr>
<td>Energy</td>
<td>14.6%</td>
</tr>
<tr>
<td>Climate change and green growth</td>
<td>3.4%</td>
</tr>
<tr>
<td>Agricultural development</td>
<td>12.1%</td>
</tr>
<tr>
<td>Trade and exports</td>
<td>11.2%</td>
</tr>
<tr>
<td>Economic growth</td>
<td>27.7%</td>
</tr>
<tr>
<td>Law and justice</td>
<td>14.1%</td>
</tr>
<tr>
<td>Regulatory framework</td>
<td>2.9%</td>
</tr>
<tr>
<td>Disaster management</td>
<td>0.0%</td>
</tr>
<tr>
<td>Information and communications technology</td>
<td>2.9%</td>
</tr>
</tbody>
</table>

*Significantly different between collaborators and non-collaborators
### A. General Issues Facing Macedonia (continued)

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 Macedonia? (Choose no more than THREE)

<table>
<thead>
<tr>
<th>Area</th>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water and sanitation</td>
<td>2.4%</td>
<td>Yes: 1.3%</td>
</tr>
<tr>
<td>Equality of opportunity</td>
<td>7.7%</td>
<td>No: 12.2%</td>
</tr>
<tr>
<td>Economic growth*</td>
<td>52.4%</td>
<td>Yes: 44.9%</td>
</tr>
<tr>
<td>Climate change and green growth</td>
<td>2.9%</td>
<td>Yes: 1.8%</td>
</tr>
<tr>
<td>EU integration</td>
<td>16.3%</td>
<td>No: 18.8%</td>
</tr>
<tr>
<td>Gender equity</td>
<td>2.9%</td>
<td>Yes: 2.3%</td>
</tr>
<tr>
<td>Rural development</td>
<td>14.9%</td>
<td>No: 17.3%</td>
</tr>
<tr>
<td>Regulatory framework</td>
<td>1.4%</td>
<td>Yes: 2.7%</td>
</tr>
<tr>
<td>Social protection</td>
<td>7.7%</td>
<td>No: 5.5%</td>
</tr>
<tr>
<td>Law and justice</td>
<td>3.4%</td>
<td>Yes: 6.7%</td>
</tr>
<tr>
<td>Transport</td>
<td>5.8%</td>
<td>No: 8.0%</td>
</tr>
<tr>
<td>Information and communications technology</td>
<td>2.4%</td>
<td>Yes: 1.4%</td>
</tr>
<tr>
<td>Anti-corruption</td>
<td>8.2%</td>
<td>No: 11.1%</td>
</tr>
<tr>
<td>Business environment and private sector development</td>
<td>22.1%</td>
<td>Yes: 22.5%</td>
</tr>
<tr>
<td>Foreign direct investment*</td>
<td>31.7%</td>
<td>No: 24.5%</td>
</tr>
<tr>
<td>Education</td>
<td>23.1%</td>
<td>Yes: 21.9%</td>
</tr>
<tr>
<td>Energy</td>
<td>10.1%</td>
<td>No: 10.3%</td>
</tr>
<tr>
<td>Public sector governance/reform</td>
<td>9.1%</td>
<td>Yes: 11.5%</td>
</tr>
<tr>
<td>Environmental sustainability</td>
<td>4.3%</td>
<td>No: 2.8%</td>
</tr>
<tr>
<td>Disaster management</td>
<td>0.0%</td>
<td>Yes: 0.5%</td>
</tr>
<tr>
<td>Health</td>
<td>1.9%</td>
<td>No: 4.9%</td>
</tr>
<tr>
<td>Agricultural development</td>
<td>14.4%</td>
<td>Yes: 14.2%</td>
</tr>
<tr>
<td>Job creation/employment</td>
<td>42.8%</td>
<td>No: 38.3%</td>
</tr>
<tr>
<td>Trade and exports</td>
<td>7.2%</td>
<td>Yes: 9.5%</td>
</tr>
</tbody>
</table>

*Significantly different between collaborators and non-collaborators
### A. General Issues Facing Macedonia (continued)

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Macedonia? (Choose no more than 3)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Energy</td>
<td>19.8%</td>
</tr>
<tr>
<td>Gender equity</td>
<td>1.4%</td>
</tr>
<tr>
<td>Equality of opportunity</td>
<td>3.9%</td>
</tr>
<tr>
<td>Social protection</td>
<td>4.8%</td>
</tr>
<tr>
<td>EU integration</td>
<td>24.6%</td>
</tr>
<tr>
<td>Climate change and green growth</td>
<td>1.4%</td>
</tr>
<tr>
<td>Anti-corruption</td>
<td>5.8%</td>
</tr>
<tr>
<td>Disaster management</td>
<td>0.0%</td>
</tr>
<tr>
<td>Rural development</td>
<td>7.7%</td>
</tr>
<tr>
<td>Foreign direct investment*</td>
<td>36.7%</td>
</tr>
<tr>
<td>Water and sanitation</td>
<td>0.0%</td>
</tr>
<tr>
<td>Education</td>
<td>10.1%</td>
</tr>
<tr>
<td>Information and communications technology</td>
<td>6.3%</td>
</tr>
<tr>
<td>Regulatory framework</td>
<td>9.2%</td>
</tr>
<tr>
<td>Trade and exports</td>
<td>26.1%</td>
</tr>
<tr>
<td>Public sector governance/reform</td>
<td>20.3%</td>
</tr>
<tr>
<td>Business environment and private sector</td>
<td>33.3%</td>
</tr>
<tr>
<td>Job creation/employment*</td>
<td>36.7%</td>
</tr>
<tr>
<td>Agricultural development</td>
<td>19.3%</td>
</tr>
<tr>
<td>Transport</td>
<td>16.4%</td>
</tr>
<tr>
<td>Environmental sustainability</td>
<td>1.9%</td>
</tr>
<tr>
<td>Health</td>
<td>1.9%</td>
</tr>
<tr>
<td>Law and justice</td>
<td>7.2%</td>
</tr>
</tbody>
</table>

*Significantly different between collaborators and non-collaborators

When thinking about the idea of ‘shared prosperity’ in your country, which of the following TWO best illustrate how this would be achieved in Macedonia? (Choose no more than TWO)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Better employment opportunities for young people</td>
<td>41.7%</td>
</tr>
<tr>
<td>Better employment opportunities for women</td>
<td>5.3%</td>
</tr>
<tr>
<td>Greater access to micro-finance for the poor</td>
<td>9.7%</td>
</tr>
<tr>
<td>Greater voice and participation for citizens to help ensure greater accountability</td>
<td>9.7%</td>
</tr>
<tr>
<td>Greater access to health and nutrition for citizens</td>
<td>5.3%</td>
</tr>
<tr>
<td>Greater access to economic opportunities for ethnic minorities*</td>
<td>5.8%</td>
</tr>
<tr>
<td>Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)</td>
<td>22.8%</td>
</tr>
<tr>
<td>A growing middle class*</td>
<td>20.4%</td>
</tr>
<tr>
<td>Better opportunity for the poor who live in rural areas</td>
<td>8.3%</td>
</tr>
<tr>
<td>Better opportunity for the poor who live in urban areas</td>
<td>2.9%</td>
</tr>
<tr>
<td>Consistent economic growth</td>
<td>35.9%</td>
</tr>
<tr>
<td>More reliable social safety net*</td>
<td>5.3%</td>
</tr>
<tr>
<td>Greater equity of fiscal policy</td>
<td>4.4%</td>
</tr>
<tr>
<td>Education and training that better ensure job opportunity</td>
<td>17.0%</td>
</tr>
<tr>
<td>Better quality public services</td>
<td>1.5%</td>
</tr>
<tr>
<td>Other</td>
<td>1.5%</td>
</tr>
</tbody>
</table>

*Significantly different between collaborators and non-collaborators
B. Overall Attitudes toward the World Bank Group

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between collaborators and non-collaborators

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

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

When thinking about how the World Bank Group can have the most impact on development results in Macedonia, in which sectoral areas do you believe the World Bank Group should focus most of its attention and resources in Macedonia? (Choose no more than THREE)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Social protection</td>
<td>6.7%</td>
</tr>
<tr>
<td>Public sector governance/reform</td>
<td>22.1%</td>
</tr>
<tr>
<td>Transport</td>
<td>29.3%</td>
</tr>
<tr>
<td>Poverty reduction</td>
<td>20.2%</td>
</tr>
<tr>
<td>EU integration*</td>
<td>10.6%</td>
</tr>
<tr>
<td>Gender equity</td>
<td>1.0%</td>
</tr>
<tr>
<td>Business environment and private sector develop</td>
<td>20.2%</td>
</tr>
<tr>
<td>Rural development</td>
<td>13.0%</td>
</tr>
<tr>
<td>Foreign direct investment</td>
<td>13.5%</td>
</tr>
<tr>
<td>Water and sanitation</td>
<td>2.4%</td>
</tr>
<tr>
<td>Energy</td>
<td>13.5%</td>
</tr>
<tr>
<td>Job creation/employment</td>
<td>20.2%</td>
</tr>
<tr>
<td>Environmental sustainability</td>
<td>3.8%</td>
</tr>
<tr>
<td>Equality of opportunity</td>
<td>6.7%</td>
</tr>
<tr>
<td>Health</td>
<td>15.4%</td>
</tr>
<tr>
<td>Education</td>
<td>21.2%</td>
</tr>
<tr>
<td>Climate change and green growth</td>
<td>4.3%</td>
</tr>
<tr>
<td>Agricultural development</td>
<td>14.9%</td>
</tr>
<tr>
<td>Trade and exports</td>
<td>10.6%</td>
</tr>
<tr>
<td>Economic growth</td>
<td>26.0%</td>
</tr>
<tr>
<td>Law and justice</td>
<td>5.8%</td>
</tr>
<tr>
<td>Regulatory framework</td>
<td>4.3%</td>
</tr>
<tr>
<td>Anti-corruption*</td>
<td>2.4%</td>
</tr>
<tr>
<td>Information and communications technology</td>
<td>3.8%</td>
</tr>
<tr>
<td>Disaster management</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

*Significantly different between collaborators and non-collaborators
B. Overall Attitudes toward the World Bank Group (continued)

When thinking about the World Bank Group’s role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Macedonia?

<table>
<thead>
<tr>
<th>Greatest Value</th>
<th>Percentage of Respondents</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Convening/facilitating</td>
<td>6.3%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Data</td>
<td>7.7%</td>
<td>6.4%</td>
</tr>
<tr>
<td>*Policy advice, studies, analyses</td>
<td>18.4%</td>
<td>12.0%</td>
</tr>
<tr>
<td>Financial resources</td>
<td>40.6%</td>
<td>37.6%</td>
</tr>
<tr>
<td>Capacity development of staff at state institutions</td>
<td>3.4%</td>
<td>4.9%</td>
</tr>
<tr>
<td>Technical assistance</td>
<td>5.3%</td>
<td>5.5%</td>
</tr>
<tr>
<td>Mobilizing third party financial resources*</td>
<td>12.6%</td>
<td>18.9%</td>
</tr>
<tr>
<td>Coordination with development partners</td>
<td>1.9%</td>
<td>3.8%</td>
</tr>
<tr>
<td>Linkage to non-Bank expertise</td>
<td>2.4%</td>
<td>3.5%</td>
</tr>
<tr>
<td>Other</td>
<td>1.4%</td>
<td>1.1%</td>
</tr>
</tbody>
</table>

*Significantly different between collaborators and non-collaborators

<table>
<thead>
<tr>
<th>2nd Greatest Value</th>
<th>Percentage of Respondents</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Convening/facilitating</td>
<td>4.4%</td>
<td>5.5%</td>
</tr>
<tr>
<td>Data</td>
<td>5.8%</td>
<td>5.1%</td>
</tr>
<tr>
<td>Policy advice, studies, analyses</td>
<td>19.9%</td>
<td>15.2%</td>
</tr>
<tr>
<td>Financial resources</td>
<td>15.5%</td>
<td>19.7%</td>
</tr>
<tr>
<td>Capacity development of staff at state institutions</td>
<td>11.2%</td>
<td>7.6%</td>
</tr>
<tr>
<td>Technical assistance</td>
<td>13.6%</td>
<td>9.5%</td>
</tr>
<tr>
<td>Mobilizing third party financial resources</td>
<td>18.0%</td>
<td>18.6%</td>
</tr>
<tr>
<td>Coordination with development partners</td>
<td>7.8%</td>
<td>11.2%</td>
</tr>
<tr>
<td>Linkage to non-Bank expertise</td>
<td>3.4%</td>
<td>6.7%</td>
</tr>
<tr>
<td>Other</td>
<td>0.5%</td>
<td>0.9%</td>
</tr>
</tbody>
</table>

How effectively to the World Bank Groups’ activities below support Macedonia’s efforts to achieve development results?

(1-Not effective at all, 10-Very effective) *Significantly different between collaborators and non-collaborators
B. Overall Attitudes toward the World Bank Group (continued)

The World Bank Group can provide capacity building support in a number of ways in Macedonia. To what degree would Macedonia benefit, if capacity building were to support…?

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

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Macedonia?

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

When thinking about how to improve capacity building in Macedonia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?

(1-Not important at all, 10-Very important) *Significantly different between collaborators and non-collaborators
B. Overall Attitudes toward the World Bank Group (continued)

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

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Staff too inaccessible*</td>
<td>3.4%</td>
</tr>
<tr>
<td>Not exploring alternative policy options</td>
<td>7.7%</td>
</tr>
<tr>
<td>Not adequately sensitive to political/social realities in Macedonia</td>
<td>22.7%</td>
</tr>
<tr>
<td>Not enough public disclosure of its work</td>
<td>17.9%</td>
</tr>
<tr>
<td>Arrogant in its approach</td>
<td>5.3%</td>
</tr>
<tr>
<td>Not aligned with country priorities</td>
<td>10.1%</td>
</tr>
<tr>
<td>The credibility of its knowledge/data</td>
<td>1.9%</td>
</tr>
<tr>
<td>World Bank Group’s processes too complex</td>
<td>8.7%</td>
</tr>
<tr>
<td>Not willing to honestly criticize policies and reform efforts in the country*</td>
<td>11.6%</td>
</tr>
<tr>
<td>Too influenced by developed countries</td>
<td>13.5%</td>
</tr>
<tr>
<td>Imposing technocratic solutions without regard to political realities</td>
<td>10.6%</td>
</tr>
<tr>
<td>World Bank Group’s processes too slow*</td>
<td>7.2%</td>
</tr>
<tr>
<td>Too bureaucratic in its operational policies and procedures</td>
<td>7.7%</td>
</tr>
<tr>
<td>Not aligned with other development partners’ work</td>
<td>4.3%</td>
</tr>
<tr>
<td>Not collaborating enough with non-state actors</td>
<td>13.5%</td>
</tr>
<tr>
<td>Not client focused</td>
<td>1.4%</td>
</tr>
<tr>
<td>Other</td>
<td>1.4%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>16.9%</td>
</tr>
</tbody>
</table>

*Significantly different between collaborators and non-collaborators

Which of the World Bank Group’s instruments do you believe are the MOST effective in promoting economic development in Macedonia? (Choose no more than TWO)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Capacity development of staff at state institutions*</td>
<td>22.0%</td>
</tr>
<tr>
<td>Policy based lending/budget support to the Government</td>
<td>18.0%</td>
</tr>
<tr>
<td>Knowledge products/services</td>
<td>21.0%</td>
</tr>
<tr>
<td>Investment lending</td>
<td>51.2%</td>
</tr>
<tr>
<td>Technical assistance</td>
<td>33.7%</td>
</tr>
<tr>
<td>Grant funding</td>
<td>34.1%</td>
</tr>
<tr>
<td>Other</td>
<td>0.0%</td>
</tr>
<tr>
<td>Don’t know*</td>
<td>3.4%</td>
</tr>
</tbody>
</table>

*Significantly different between collaborators and non-collaborators
B. Overall Attitudes toward the World Bank Group (continued)

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Academia/think tanks/research institutes</td>
<td>24.8%</td>
</tr>
<tr>
<td>Community of development partners</td>
<td>6.8%</td>
</tr>
<tr>
<td>Media</td>
<td>9.7%</td>
</tr>
<tr>
<td>NGOs</td>
<td>20.4%</td>
</tr>
<tr>
<td>Local Government*</td>
<td>33.0%</td>
</tr>
<tr>
<td>Private sector</td>
<td>46.6%</td>
</tr>
<tr>
<td>Parliament</td>
<td>7.8%</td>
</tr>
<tr>
<td>Community Based Organizations</td>
<td>6.3%</td>
</tr>
<tr>
<td>Beneficiaries</td>
<td>16.5%</td>
</tr>
<tr>
<td>Foundations</td>
<td>5.8%</td>
</tr>
<tr>
<td>Faith based organizations</td>
<td>2.4%</td>
</tr>
<tr>
<td>Other</td>
<td>2.9%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>1.9%</td>
</tr>
</tbody>
</table>

*Significantly different between collaborators and non-collaborators

To what extent do you agree with the following statements about the World Bank Group’s work in Macedonia?

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

*Significantly different between collaborators and non-collaborators
B. Overall Attitudes toward the World Bank Group (continued)

To what extent is the World Bank Group an effective development partner in Macedonia, in terms of each of the following?

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

<table>
<thead>
<tr>
<th></th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>More local presence</td>
<td>63.8%</td>
</tr>
<tr>
<td>The current level of local presence is adequate</td>
<td>24.2%</td>
</tr>
<tr>
<td>Less local presence</td>
<td>4.8%</td>
</tr>
<tr>
<td>Don't know</td>
<td>7.2%</td>
</tr>
</tbody>
</table>

When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

(Responses Combined)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>The World Bank Group does not do adequate follow through/follow-up</td>
<td>9.9%</td>
</tr>
<tr>
<td>There is not an adequate level of citizen/civil society participation*</td>
<td>16.7%</td>
</tr>
<tr>
<td>The World Bank Group is not sensitive enough to political/social realities on the ground</td>
<td>28.6%</td>
</tr>
<tr>
<td>Lack of/inadequate levels of capacity in Government</td>
<td>25.6%</td>
</tr>
<tr>
<td>Poor coordination with development partners</td>
<td>22.2%</td>
</tr>
<tr>
<td>The World Bank Group works too slowly</td>
<td>8.9%</td>
</tr>
<tr>
<td>The Government works inefficiently*</td>
<td>10.8%</td>
</tr>
<tr>
<td>Political pressures and obstacles</td>
<td>24.6%</td>
</tr>
<tr>
<td>Reforms are not well thought out in light of country challenges</td>
<td>26.1%</td>
</tr>
<tr>
<td>Other</td>
<td>3.9%</td>
</tr>
</tbody>
</table>

*Significantly different between collaborators and non-collaborators
C. World Bank Group’s Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Macedonia? (1-Not important at all, 10-Very important)

*Significantly different between collaborators and non-collaborators*
C. World Bank Group Effectiveness and Results (continued)

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

*Significantly different between collaborators and non-collaborators*
C. World Bank Group Effectiveness and Results (continued)

Where are the World Bank Group’s decisions made primarily that support the program in Macedonia?*

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>At the Headquarters (in Washington D.C.)</td>
<td>49.5%</td>
</tr>
<tr>
<td>In the country</td>
<td>24.8%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>25.7%</td>
</tr>
</tbody>
</table>

*Significantly different between collaborators and non-collaborators

To what extent do you agree with the following statements about the World Bank Group in Macedonia?

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

D. The World Bank Group’s Knowledge Work and Activities

How frequently do you consult World Bank Group’s knowledge work and activities in the work you do?*

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Weekly</td>
<td>4.3%</td>
</tr>
<tr>
<td>Monthly</td>
<td>17.8%</td>
</tr>
<tr>
<td>A few times a year</td>
<td>37.0%</td>
</tr>
<tr>
<td>Rarely</td>
<td>32.2%</td>
</tr>
<tr>
<td>Never</td>
<td>8.7%</td>
</tr>
</tbody>
</table>

*Significantly different between collaborators and non-collaborators
D. The World Bank Group’s Knowledge Work and Activities (continued)

When thinking about the development challenges in Macedonia, where do you believe it would be most valuable for the World Bank Group to focus its knowledge work and activities in the next few years? (Choose no more than THREE)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Social protection</td>
<td>7.8%</td>
</tr>
<tr>
<td>Public sector governance/reform</td>
<td>17.5%</td>
</tr>
<tr>
<td>Transport</td>
<td>23.3%</td>
</tr>
<tr>
<td>Poverty reduction</td>
<td>18.9%</td>
</tr>
<tr>
<td>EU integration*</td>
<td>12.6%</td>
</tr>
<tr>
<td>Gender equity</td>
<td>1.9%</td>
</tr>
<tr>
<td>Business environment and private sector development</td>
<td>17.0%</td>
</tr>
<tr>
<td>Rural development</td>
<td>8.7%</td>
</tr>
<tr>
<td>Foreign direct investment</td>
<td>10.7%</td>
</tr>
<tr>
<td>Water and sanitation</td>
<td>1.9%</td>
</tr>
<tr>
<td>Energy</td>
<td>18.0%</td>
</tr>
<tr>
<td>Job creation/employment</td>
<td>19.4%</td>
</tr>
<tr>
<td>Environmental sustainability</td>
<td>4.4%</td>
</tr>
<tr>
<td>Equality of opportunity</td>
<td>4.4%</td>
</tr>
<tr>
<td>Health</td>
<td>14.1%</td>
</tr>
<tr>
<td>Education</td>
<td>19.4%</td>
</tr>
<tr>
<td>Climate change and green growth</td>
<td>4.4%</td>
</tr>
<tr>
<td>Agricultural development</td>
<td>15.0%</td>
</tr>
<tr>
<td>Trade and exports</td>
<td>13.6%</td>
</tr>
<tr>
<td>Economic growth</td>
<td>35.9%</td>
</tr>
<tr>
<td>Law and justice*</td>
<td>5.3%</td>
</tr>
<tr>
<td>Regulatory framework</td>
<td>3.9%</td>
</tr>
<tr>
<td>Anti-corruption</td>
<td>4.9%</td>
</tr>
<tr>
<td>Information and communications technology</td>
<td>3.4%</td>
</tr>
<tr>
<td>Disaster management</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

*Significantly different between collaborators and non-collaborators

In Macedonia, 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) *Significantly different between collaborators and non-collaborators
### D. The World Bank Group’s Knowledge Work and Activities (continued)

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Collaborators</th>
<th>Non-collaborators</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low technical quality</td>
<td>8.5</td>
<td>6.2</td>
</tr>
<tr>
<td>Very high technical quality</td>
<td>1.5</td>
<td>3.7</td>
</tr>
</tbody>
</table>
*Significantly different between collaborators and non-collaborators

### E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group’s delivery work contribute to solving Macedonia’s development challenges?

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Collaborators</th>
<th>Non-collaborators</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low help</td>
<td>7.0</td>
<td>5.2</td>
</tr>
<tr>
<td>Very high help</td>
<td>3.0</td>
<td>4.8</td>
</tr>
</tbody>
</table>
*Significantly different between collaborators and non-collaborators
E. Working with the World Bank Group (continued)

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

*Significantly different between collaborators and non-collaborators

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>The World Bank Group takes too much risk in Macedonia</td>
<td>3.4%</td>
</tr>
<tr>
<td>The World Bank Group does not take enough risk in Macedonia</td>
<td>22.0%</td>
</tr>
<tr>
<td>The World Bank Group’s approach to risk is appropriate</td>
<td>42.4%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>22.4%</td>
</tr>
<tr>
<td>Prefer not to answer</td>
<td>9.8%</td>
</tr>
</tbody>
</table>
**F. The Future Role of the World Bank Group in Macedonia**

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

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Provide more adequate data/knowledge/statistics/figures on Macedonia’s economy*</td>
<td>9.9%</td>
</tr>
<tr>
<td>Collaborate more effectively with Government clients (e.g., state, local)*</td>
<td>20.8%</td>
</tr>
<tr>
<td>Offer more innovative financial products</td>
<td>32.2%</td>
</tr>
<tr>
<td>Improve the competitiveness of its financing compared to markets</td>
<td>13.9%</td>
</tr>
<tr>
<td>Reach out more to groups outside of Government*</td>
<td>31.2%</td>
</tr>
<tr>
<td>Improve the quality of its experts as related to Macedonia’s specific challenges</td>
<td>11.4%</td>
</tr>
<tr>
<td>Offer more innovative knowledge services</td>
<td>11.4%</td>
</tr>
<tr>
<td>Ensure greater selectivity in its work</td>
<td>4.5%</td>
</tr>
<tr>
<td>Increase the level of capacity development in the country</td>
<td>23.8%</td>
</tr>
<tr>
<td>Reduce the complexity of obtaining World Bank Group financing</td>
<td>19.8%</td>
</tr>
<tr>
<td>Increase availability of Fee-Based services</td>
<td>4.5%</td>
</tr>
<tr>
<td>Work faster</td>
<td>2.5%</td>
</tr>
<tr>
<td>Other</td>
<td>1.0%</td>
</tr>
</tbody>
</table>

*Significantly different between collaborators and non-collaborators

When considering the combination of services that the World Bank Group offers in Macedonia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Macedonia?*

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Financial services</td>
<td>44.7%</td>
</tr>
<tr>
<td>Knowledge products</td>
<td>25.2%</td>
</tr>
<tr>
<td>Convening services</td>
<td>5.8%</td>
</tr>
<tr>
<td>None of the above</td>
<td>3.4%</td>
</tr>
<tr>
<td>The combination is appropriate for Macedonia</td>
<td>11.7%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>9.2%</td>
</tr>
</tbody>
</table>

*Significantly different between collaborators and non-collaborators

Please identify the TWO areas related to economic diversification in Macedonia where greater support from the World Bank Group would be most valuable. (Choose no more than TWO)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Skills development and innovation</td>
<td>27.1%</td>
</tr>
<tr>
<td>Transport infrastructure</td>
<td>35.7%</td>
</tr>
<tr>
<td>Investments in energy efficiency and renewable energy</td>
<td>33.8%</td>
</tr>
<tr>
<td>Business environment reforms to increase country’s competitiveness</td>
<td>30.4%</td>
</tr>
<tr>
<td>Increasing the efficiency of the social protection system</td>
<td>9.7%</td>
</tr>
<tr>
<td>Conducting analysis of the profile of poverty and trends*</td>
<td>18.8%</td>
</tr>
<tr>
<td>Information and communication technology</td>
<td>11.1%</td>
</tr>
<tr>
<td>Climate change</td>
<td>4.3%</td>
</tr>
<tr>
<td>Public sector reform</td>
<td>13.5%</td>
</tr>
<tr>
<td>Other</td>
<td>1.9%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

*Significantly different between collaborators and non-collaborators
G. Communication and Information Sharing

How do you get most of your information about economic and social development issues in Macedonia? (Choose no more than TWO)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Local newspapers</td>
<td>33.8%</td>
</tr>
<tr>
<td>International newspapers</td>
<td>11.1%</td>
</tr>
<tr>
<td>Local radio</td>
<td>4.8%</td>
</tr>
<tr>
<td>Local television</td>
<td>40.6%</td>
</tr>
<tr>
<td>International television</td>
<td>13.0%</td>
</tr>
<tr>
<td>Periodicals</td>
<td>16.4%</td>
</tr>
<tr>
<td>World Bank Group website</td>
<td>23.7%</td>
</tr>
<tr>
<td>Social media</td>
<td>19.8%</td>
</tr>
<tr>
<td>Blogs</td>
<td>2.4%</td>
</tr>
<tr>
<td>Other*</td>
<td>11.1%</td>
</tr>
</tbody>
</table>

*Significantly different between collaborators and non-collaborators

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

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Blogs</td>
<td>10.1%</td>
</tr>
<tr>
<td>Direct contact with World Bank Group*</td>
<td>30.3%</td>
</tr>
<tr>
<td>e-Newsletters</td>
<td>34.6%</td>
</tr>
<tr>
<td>Instant messaging</td>
<td>7.7%</td>
</tr>
<tr>
<td>World Bank Group’s seminars/workshops/conferences*</td>
<td>40.4%</td>
</tr>
<tr>
<td>World Bank Group’s publications and other written materials</td>
<td>23.6%</td>
</tr>
<tr>
<td>Social media</td>
<td>19.2%</td>
</tr>
<tr>
<td>World Bank Group’s website</td>
<td>16.3%</td>
</tr>
<tr>
<td>Other</td>
<td>1.9%</td>
</tr>
</tbody>
</table>

*Significantly different between collaborators and non-collaborators

Are you aware of the World Bank’s Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?*

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Yes</td>
<td>24.0%</td>
</tr>
<tr>
<td>No</td>
<td>76.0%</td>
</tr>
</tbody>
</table>

*Significantly different between collaborators and non-collaborators

Have you requested information from the World Bank Group on its activities in the past year?*

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Yes</td>
<td>45.1%</td>
</tr>
<tr>
<td>No</td>
<td>54.9%</td>
</tr>
</tbody>
</table>

*Significantly different between collaborators and non-collaborators

Were you able to obtain this information?*

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Yes</td>
<td>91.6%</td>
</tr>
<tr>
<td>No</td>
<td>8.4%</td>
</tr>
</tbody>
</table>

*Significantly different between collaborators and non-collaborators
**G. Communication and Information Sharing (continued)**

**Do you have access to the Internet?**

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Yes</td>
<td>99.5%</td>
</tr>
<tr>
<td>No</td>
<td>.5%</td>
</tr>
</tbody>
</table>

**Do you use/have used the World Bank Group website?***

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Yes</td>
<td>85.6%</td>
</tr>
<tr>
<td>No</td>
<td>14.4%</td>
</tr>
</tbody>
</table>

*Significantly different between collaborators and non-collaborators

**Which do you primarily use?**

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>The World Bank Group’s country website</td>
<td>56.1%</td>
</tr>
<tr>
<td>The World Bank Group’s main website</td>
<td>43.9%</td>
</tr>
</tbody>
</table>

**Which Internet connection do you use primarily when visiting a World Bank website?***

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>High speed</td>
<td>94.4%</td>
</tr>
<tr>
<td>Low speed (below 256 Kbps)</td>
<td>5.6%</td>
</tr>
</tbody>
</table>

*Significantly different between collaborators and non-collaborators

**Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)**

*Significantly different between collaborators and non-collaborators
H. Background Information

Which of the following agencies of the World Bank Group do you work with in Macedonia? (Select all that apply)

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>The World Bank (IBRD)*</td>
<td>79.0%</td>
</tr>
<tr>
<td>International Finance Corporation (IFC)*</td>
<td>25.5%</td>
</tr>
<tr>
<td>The Multilateral Investment Guarantee Agency (MIGA)</td>
<td>2.5%</td>
</tr>
<tr>
<td>None*</td>
<td>10.0%</td>
</tr>
</tbody>
</table>

*Significantly different between collaborators and non-collaborators

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

<table>
<thead>
<tr>
<th>Percentage of Respondents (Responses Combined)</th>
<th>Currently, do you professionally collaborate/work with the World Bank Group in your country?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Observer (i.e., follow in media, discuss in informal conversations, etc.)*</td>
<td>14.9%</td>
</tr>
<tr>
<td>Use World Bank Group reports/data</td>
<td>22.1%</td>
</tr>
<tr>
<td>Engage in World Bank Group related/sponsored events/activities*</td>
<td>33.7%</td>
</tr>
<tr>
<td>Collaborate as part of my professional duties*</td>
<td>55.8%</td>
</tr>
<tr>
<td>Use World Bank Group website for information, data, research, etc.*</td>
<td>13.5%</td>
</tr>
</tbody>
</table>

*Significantly different between collaborators and non-collaborators
Appendix E: Responses to All Questions across Country Surveys

FY06 N=281  ●  FY10 N=240  ●  FY14 N=208

B. Overall Attitudes toward the World Bank Group

(1-Not familiar at all, 10-Extremely familiar) ^Significantly different between FY06 and FY14 surveys.

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

To what extent do you agree with the following statements about the World Bank Group’s work in Macedonia?

(1-Strongly disagree, 10-Strongly agree) ^Significantly different between FY06 and FY14 surveys. *Significantly different between FY10 and FY14 surveys.

To what extent is the World Bank Group an effective development partner in Macedonia, in terms of each of the following?

(1-To no degree at all, 10-To a very significant degree) ^Significantly different between FY06 and FY14 surveys.

1 Only those questions with similar response options/scales could be included in these comparisons.
C. World Bank Group’s Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Macedonia? (1-Not important at all, 10-Very important)

<table>
<thead>
<tr>
<th>Area of Development</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Significantly different between FY06 and FY14 surveys. *Significantly different between FY10 and FY14 surveys.

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

<table>
<thead>
<tr>
<th>Area of Development</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Significantly different between FY06 and FY14 surveys. *Significantly different between FY10 and FY14 surveys.
D. The World Bank Group’s Knowledge Work and Activities

In Macedonia, 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)

E. Working with the World Bank Group

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

^Significantly different between FY06 and FY14 surveys.

G. Communication and Information Sharing

Do you have access to the Internet?

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>FY06</th>
<th>FY10</th>
<th>FY14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>-</td>
<td>99.5%</td>
<td>99.5%</td>
</tr>
<tr>
<td>No</td>
<td>-</td>
<td>0.5%</td>
<td>0.5%</td>
</tr>
</tbody>
</table>

Do you use/have used the World Bank Group website?

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>FY06</th>
<th>FY10</th>
<th>FY14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>84.6%</td>
<td>80.3%</td>
<td>85.6%</td>
</tr>
<tr>
<td>No</td>
<td>15.4%</td>
<td>19.7%</td>
<td>14.4%</td>
</tr>
</tbody>
</table>

Which do you primarily use?

<table>
<thead>
<tr>
<th>Percentage of Respondents</th>
<th>FY06</th>
<th>FY10</th>
<th>FY14</th>
</tr>
</thead>
<tbody>
<tr>
<td>The World Bank Group’s country website</td>
<td>55.5%</td>
<td>55.5%</td>
<td>56.1%</td>
</tr>
<tr>
<td>The World Bank Group’s main website</td>
<td>44.5%</td>
<td>44.5%</td>
<td>43.9%</td>
</tr>
</tbody>
</table>

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

^Significantly different between FY10 and FY14 surveys.
Appendix F: Responses to Sector Specific Questions by Specialization

C. World Bank Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Macedonia? (1-Not important at all, 10- Very important)

<table>
<thead>
<tr>
<th>Area</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agriculture</td>
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<td></td>
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<tr>
<td>Energy</td>
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<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Education</td>
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<td></td>
<td></td>
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<tr>
<td>Health</td>
<td></td>
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<td></td>
<td></td>
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</tr>
<tr>
<td>Industry</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Infrastructure</td>
<td></td>
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<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Poverty</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trade</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tourism</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Water and Sanitation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social Protection</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial Institutions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
C. World Bank Effectiveness and Results (continued)

How EFFECTIVE do you believe the World Bank is in terms of the work it does in the following areas of development in Macedonia? (1-Not effective at all, 10-Very effective)
Appendix G: Indicator Questions as a Function of Exposure to the Bank

Yellow highlight indicates significant difference between Yes and No mean. *Mean ratings only represent Collaborators (those who indicated “Yes” to H3).
Appendix H: Indicator Questions as a Function of Stakeholder Group

*Significantly different between stakeholder groups*
Appendix I: Macedonia FY 2013 Questionnaire

World Bank Group Country Survey FY14 – Macedonia

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

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: GENERAL ISSUES FACING MACEDONIA

A1. In general would you say that Macedonia is headed in ... ?

1. The right direction
2. The wrong direction
3. Not sure
SECTION A: GENERAL ISSUES

A2. Listed below are a number of development priorities in Macedonia. Please identify which of the following you consider the most important development priorities in Macedonia? (Choose no more than THREE)

<table>
<thead>
<tr>
<th></th>
<th>Priority</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Social protection (e.g., pensions, targeted social assistance)</td>
<td>14</td>
</tr>
<tr>
<td>2</td>
<td>Transport (e.g., roads, bridges, transportation)</td>
<td>15</td>
</tr>
<tr>
<td>3</td>
<td>Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)</td>
<td>16</td>
</tr>
<tr>
<td>4</td>
<td>EU integration</td>
<td>17</td>
</tr>
<tr>
<td>5</td>
<td>Gender equity</td>
<td>18</td>
</tr>
<tr>
<td>6</td>
<td>Business environment and private sector development</td>
<td>19</td>
</tr>
<tr>
<td>7</td>
<td>Foreign direct investment</td>
<td>20</td>
</tr>
<tr>
<td>8</td>
<td>Water and sanitation</td>
<td>21</td>
</tr>
<tr>
<td>9</td>
<td>Anti corruption</td>
<td>22</td>
</tr>
<tr>
<td>10</td>
<td>Job creation/employment</td>
<td>23</td>
</tr>
<tr>
<td>11</td>
<td>Rural development</td>
<td>24</td>
</tr>
<tr>
<td>12</td>
<td>Environmental sustainability</td>
<td>25</td>
</tr>
<tr>
<td>13</td>
<td>Equality of opportunity (i.e., equity)</td>
<td></td>
</tr>
</tbody>
</table>

A3. 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 Macedonia? (Choose no more than THREE)

<table>
<thead>
<tr>
<th></th>
<th>Priority</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Water and sanitation</td>
<td>13</td>
</tr>
<tr>
<td>2</td>
<td>Equality of opportunity (i.e., equity)</td>
<td>14</td>
</tr>
<tr>
<td>3</td>
<td>Economic growth</td>
<td>15</td>
</tr>
<tr>
<td>4</td>
<td>Climate change (e.g., mitigation, adaptation) and green growth</td>
<td>16</td>
</tr>
<tr>
<td>5</td>
<td>EU integration</td>
<td>17</td>
</tr>
<tr>
<td>6</td>
<td>Gender equity</td>
<td>18</td>
</tr>
<tr>
<td>7</td>
<td>Rural development</td>
<td>19</td>
</tr>
<tr>
<td>8</td>
<td>Regulatory framework</td>
<td>20</td>
</tr>
<tr>
<td>9</td>
<td>Social protection (e.g., pensions, targeted social assistance)</td>
<td>21</td>
</tr>
<tr>
<td>10</td>
<td>Law and justice (e.g., judicial system)</td>
<td>22</td>
</tr>
<tr>
<td>11</td>
<td>Transport (e.g., roads, bridges, transportation)</td>
<td>23</td>
</tr>
<tr>
<td>12</td>
<td>Information and communications technology</td>
<td>24</td>
</tr>
</tbody>
</table>
**SECTION A: GENERAL ISSUES**

**A4. Economic growth can be driven by a number of factors.**

Which THREE areas below do you believe would contribute most to generating economic growth in Macedonia? *(Choose no more than THREE)*

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Energy</td>
</tr>
<tr>
<td>2</td>
<td>Gender equity</td>
</tr>
<tr>
<td>3</td>
<td>Equality of opportunity (i.e., equity)</td>
</tr>
<tr>
<td>4</td>
<td>Social protection (e.g., pensions, targeted social assistance)</td>
</tr>
<tr>
<td>5</td>
<td>EU integration</td>
</tr>
<tr>
<td>6</td>
<td>Climate change (e.g., mitigation, adaptation) and green growth</td>
</tr>
<tr>
<td>7</td>
<td>Anti corruption</td>
</tr>
<tr>
<td>8</td>
<td>Disaster management</td>
</tr>
<tr>
<td>9</td>
<td>Rural development</td>
</tr>
<tr>
<td>10</td>
<td>Foreign direct investment</td>
</tr>
<tr>
<td>11</td>
<td>Water and sanitation</td>
</tr>
<tr>
<td>12</td>
<td>Education</td>
</tr>
<tr>
<td>13</td>
<td>Information and communications technology</td>
</tr>
<tr>
<td>14</td>
<td>Regulatory framework</td>
</tr>
<tr>
<td>15</td>
<td>Trade and exports</td>
</tr>
<tr>
<td>16</td>
<td>Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)</td>
</tr>
<tr>
<td>17</td>
<td>Business environment and private sector development</td>
</tr>
<tr>
<td>18</td>
<td>Job creation/employment</td>
</tr>
<tr>
<td>19</td>
<td>Agricultural development</td>
</tr>
<tr>
<td>20</td>
<td>Transport (e.g., roads, bridges, transportation)</td>
</tr>
<tr>
<td>21</td>
<td>Environmental sustainability</td>
</tr>
<tr>
<td>22</td>
<td>Health</td>
</tr>
<tr>
<td>23</td>
<td>Law and justice (e.g., judicial system)</td>
</tr>
</tbody>
</table>

**A5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Macedonia? *(Choose no more than TWO)*

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Better employment opportunities for young people</td>
</tr>
<tr>
<td>2</td>
<td>Better employment opportunities for women</td>
</tr>
<tr>
<td>3</td>
<td>Greater access to micro-finance for the poor</td>
</tr>
<tr>
<td>4</td>
<td>Greater voice and participation for citizens to help ensure greater accountability</td>
</tr>
<tr>
<td>5</td>
<td>Greater access to health and nutrition for citizens</td>
</tr>
<tr>
<td>6</td>
<td>Greater access to economic opportunities for ethnic minorities</td>
</tr>
<tr>
<td>7</td>
<td>Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)</td>
</tr>
<tr>
<td>8</td>
<td>A growing middle class</td>
</tr>
<tr>
<td>9</td>
<td>Better opportunity for the poor who live in rural areas</td>
</tr>
<tr>
<td>10</td>
<td>Better opportunity for the poor who live in urban areas</td>
</tr>
<tr>
<td>11</td>
<td>Consistent economic growth</td>
</tr>
<tr>
<td>12</td>
<td>More reliable social safety net</td>
</tr>
<tr>
<td>13</td>
<td>Greater equity of fiscal policy</td>
</tr>
<tr>
<td>14</td>
<td>Education and training that better ensure job opportunity</td>
</tr>
<tr>
<td>15</td>
<td>Better quality public services</td>
</tr>
<tr>
<td>16</td>
<td>Other (please specify): ________________________________</td>
</tr>
</tbody>
</table>
SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in Macedonia?

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not familiar at all</td>
<td>Extremely familiar</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

B2. Overall, please rate your impression of the World Bank Group’s effectiveness in Macedonia.

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not effective at all</td>
<td>Very effective</td>
<td>Don’t know</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

B3. To what extent do you believe the World Bank Group’s staff is well prepared (e.g., skills and knowledge) to help Macedonia solve its most complicated development challenges?

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td>To no degree at all</td>
<td>To a very significant degree</td>
<td>Don’t know</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

B4. When thinking about how the World Bank Group can have the most impact on development results in Macedonia, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Macedonia? (Choose no more than THREE)

| 1 | Social protection (e.g., pensions, targeted social assistance) |
| 2 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) |
| 3 | Transport (e.g., roads, bridges, transportation) |
| 4 | Poverty reduction |
| 5 | EU integration |
| 6 | Gender equity |
| 7 | Business environment and private sector development |
| 8 | Rural development |
| 9 | Foreign direct investment |
| 10 | Water and sanitation |
| 11 | Energy |
| 12 | Job creation/employment |
| 13 | Environmental sustainability |
| 14 | Equality of opportunity (i.e., equity) |
| 15 | Health |
| 16 | Education |
| 17 | Climate change (e.g., mitigation, adaptation) and green growth |
| 18 | Agricultural development |
| 19 | Trade and exports |
| 20 | Economic growth |
| 21 | Law and justice (e.g., judicial system) |
| 22 | Regulatory framework |
| 23 | Anti corruption |
| 24 | Information and communications technology |
| 25 | Disaster management |
SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B5. When thinking about the World Bank Group’s role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Macedonia?

<table>
<thead>
<tr>
<th></th>
<th>Greatest Value (Choose only ONE)</th>
<th>Second Greatest Value (Choose only ONE)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Convoking/Facilitating</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Data</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Policy advice, studies, analyses</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Financial resources</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Capacity development of staff at state institutions (cadaster, social services, etc.)</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Technical assistance</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Mobilizing third party financial resources (e.g., financial markets, commercial lenders, private sector investors)</td>
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</tr>
<tr>
<td>8</td>
<td>Coordination with development partners</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Linkage to non-Bank expertise (i.e., South-South knowledge sharing)</td>
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<tr>
<td>10</td>
<td>Other (please specify):</td>
<td></td>
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</tbody>
</table>

How effectively do the World Bank Group’s activities below support Macedonia’s efforts to achieve development results?

<table>
<thead>
<tr>
<th></th>
<th>Not effective at all</th>
<th>Very effective</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>B6</td>
<td>Convening/Facilitating</td>
<td>1 2 3 4 5 6 7 8 9 10 □</td>
<td></td>
</tr>
<tr>
<td>B7</td>
<td>Data</td>
<td>1 2 3 4 5 6 7 8 9 10 □</td>
<td></td>
</tr>
<tr>
<td>B8</td>
<td>Policy advice, studies, analyses</td>
<td>1 2 3 4 5 6 7 8 9 10 □</td>
<td></td>
</tr>
<tr>
<td>B9</td>
<td>Financial resources</td>
<td>1 2 3 4 5 6 7 8 9 10 □</td>
<td></td>
</tr>
<tr>
<td>B10</td>
<td>Technical assistance</td>
<td>1 2 3 4 5 6 7 8 9 10 □</td>
<td></td>
</tr>
<tr>
<td>B11</td>
<td>Mobilizing third party financial resources (e.g., financial markets, commercial lenders, private sector investors)</td>
<td>1 2 3 4 5 6 7 8 9 10 □</td>
<td></td>
</tr>
<tr>
<td>B12</td>
<td>Coordination with development partners</td>
<td>1 2 3 4 5 6 7 8 9 10 □</td>
<td></td>
</tr>
<tr>
<td>B13</td>
<td>Linkage to non-Bank expertise (i.e., South-South knowledge sharing)</td>
<td>1 2 3 4 5 6 7 8 9 10 □</td>
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</tr>
</tbody>
</table>

The World Bank Group can provide capacity building support in a number of ways in Macedonia. To what degree would Macedonia benefit, if capacity building were to support...

<table>
<thead>
<tr>
<th></th>
<th>To no degree at all</th>
<th>To a very significant degree</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>B14</td>
<td>Groups outside of government (e.g., civil society, media) to help them more effectively engage and participate in development efforts</td>
<td>1 2 3 4 5 6 7 8 9 10 □</td>
<td></td>
</tr>
<tr>
<td>B15</td>
<td>The public sector, related to implementation of specific development projects on the ground</td>
<td>1 2 3 4 5 6 7 8 9 10 □</td>
<td></td>
</tr>
<tr>
<td>B16</td>
<td>The public sector, related to changing institutions (organizations or sociopolitical conditions)</td>
<td>1 2 3 4 5 6 7 8 9 10 □</td>
<td></td>
</tr>
</tbody>
</table>
SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Macedonia? *(If you have NO exposure to/experience in any of the areas listed below, please respond “Don’t know”)*

<table>
<thead>
<tr>
<th></th>
<th>Not effective at all</th>
<th>Very effective</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>B17 Project implementation (or other organizational strengthening)</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>B18 Citizen engagement (incorporating citizens’ voices into development)</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>B19 Policy design (for clarity and better incentives to achieve development goals)</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>☐</td>
<td></td>
</tr>
</tbody>
</table>

When thinking about how to improve capacity building in Macedonia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? *(If you have NO exposure to/experience in any of the areas listed below, please respond “Don’t know”)*

<table>
<thead>
<tr>
<th></th>
<th>Not important at all</th>
<th>Very important</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>B20 Project implementation (or other organizational strengthening)</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>B21 Citizen engagement (incorporating citizens’ voices into development)</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>B22 Policy design (for clarity and better incentives to achieve development goals)</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>☐</td>
<td></td>
</tr>
</tbody>
</table>

B23. Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in Macedonia? *(Choose no more than TWO)*

1. Staff too inaccessible
2. Not exploring alternative policy options
3. Not adequately sensitive to political/social realities in Macedonia
4. Not enough public disclosure of its work
5. Arrogant in its approach
6. Not aligned with country priorities
7. The credibility of its knowledge/data
8. World Bank Group’s processes too complex
9. Not willing to honestly criticize policies and reform efforts in the country
10. Too influenced by developed countries
11. Imposing technocratic solutions without regard to political realities
12. World Bank Group’s processes too slow
13. Too bureaucratic in its operational policies and procedures
14. Not aligned with other development partners’ work
15. Not collaborating enough with non-state actors
16. Not client focused
17. Other (please specify): __________________________________________________
18. Don’t know
SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B24. Which World Bank Group’s instruments do you believe are the MOST effective in promoting economic development in Macedonia? (Choose no more than TWO)

1. Capacity development of staff at state institutions (cadaster, social services, etc.)
2. Policy based lending / budget support to the Government
3. Knowledge products/services (analytical work, studies, surveys, etc.)
4. Investment lending (financing specific projects)
5. Technical assistance (advice, best practice, international experience, etc.)
6. Grant funding
7. Other (please specify): ________________________________________________
8. Don’t know

B25. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

1. Academia/think tanks/research institutes
2. Community of development partners
3. Media
4. NGOs
5. Local Government
6. Private sector
7. Parliament
8. Community Based Organizations (CBOs)
9. Beneficiaries
10. Foundations
11. Faith based organizations
12. Other (please specify): __________________________
13. Don’t know

To what extent do you agree with the following statements about the World Bank Group’s work in Macedonia?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly disagree</th>
<th>Strongly agree</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>B26 Overall the World Bank Group currently plays a relevant role in development in Macedonia</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B27 The World Bank Group’s work is aligned with what I consider the development priorities for Macedonia</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
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</tr>
<tr>
<td>B28 The World Bank Group supports programs and strategies that are realistic for Macedonia</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B29 The World Bank Group treats clients and stakeholders in Macedonia with respect</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

To what extent is the World Bank Group an effective development partner in Macedonia in terms of each of the following?

<table>
<thead>
<tr>
<th></th>
<th>To no degree at all</th>
<th>To a very significant degree</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>B30</td>
<td>Responsiveness</td>
<td>1  2  3  4  5  6  7  8  9  10</td>
<td>□</td>
</tr>
<tr>
<td>B31</td>
<td>Flexibility (in terms of the World Bank Group's products and services)</td>
<td>1  2  3  4  5  6  7  8  9  10</td>
<td>□</td>
</tr>
<tr>
<td>B32</td>
<td>Flexibility (in terms of changing country circumstances)</td>
<td>1  2  3  4  5  6  7  8  9  10</td>
<td>□</td>
</tr>
<tr>
<td>B33</td>
<td>Being inclusive</td>
<td>1  2  3  4  5  6  7  8  9  10</td>
<td>□</td>
</tr>
<tr>
<td>B34</td>
<td>Openness (sharing data and other information)</td>
<td>1  2  3  4  5  6  7  8  9  10</td>
<td>□</td>
</tr>
<tr>
<td>B35</td>
<td>Staff accessibility</td>
<td>1  2  3  4  5  6  7  8  9  10</td>
<td>□</td>
</tr>
<tr>
<td>B36</td>
<td>Straightforwardness and honesty</td>
<td>1  2  3  4  5  6  7  8  9  10</td>
<td>□</td>
</tr>
<tr>
<td>B37</td>
<td>Ease of access to the people at the World Bank Group who are making decisions important to my work</td>
<td>1  2  3  4  5  6  7  8  9  10</td>
<td>□</td>
</tr>
<tr>
<td>B38</td>
<td>Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)</td>
<td>1  2  3  4  5  6  7  8  9  10</td>
<td>□</td>
</tr>
<tr>
<td>B39</td>
<td>Collaboration with the Government</td>
<td>1  2  3  4  5  6  7  8  9  10</td>
<td>□</td>
</tr>
<tr>
<td>B40</td>
<td>Collaboration with other development partners</td>
<td>1  2  3  4  5  6  7  8  9  10</td>
<td>□</td>
</tr>
<tr>
<td>B41</td>
<td>The speed in which it gets things accomplished on the ground</td>
<td>1  2  3  4  5  6  7  8  9  10</td>
<td>□</td>
</tr>
<tr>
<td>B42</td>
<td>Being a long-term partner</td>
<td>1  2  3  4  5  6  7  8  9  10</td>
<td>□</td>
</tr>
</tbody>
</table>

B43. To be a more effective development partner in Macedonia, do you believe that the World Bank Group should have ...?  (Select only ONE response)

□ More local presence □ The current level of local presence is adequate □ Less local presence □ Don't know

B44. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to?  (Choose no more than TWO)

1 The World Bank Group does not do adequate follow through/follow-up
2 There is not an adequate level of citizen/civil society participation
3 The World Bank Group is not sensitive enough to political/social realities on the ground
4 Lack of/inadequate levels of capacity in Government
5 Poor coordination with development partners
6 The World Bank Group works too slowly
7 The Government works inefficiently
8 Political pressures and obstacles
9 Reforms are not well thought out in light of country challenges
10 Other (please specify): ________________________________
SECTION C: WORLD BANK GROUP’S EFFECTIVENESS AND RESULTS

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Macedonia?

<table>
<thead>
<tr>
<th>Area</th>
<th>Not important at all</th>
<th>Very important</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Anti corruption</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Information and communications technology</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
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<tr>
<td>3 Transport (e.g., roads, bridges, transportation)</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
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<tr>
<td>4 Law and justice (e.g., judicial system)</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
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<tr>
<td>5 Environmental sustainability</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
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<tr>
<td>6 Regulatory framework</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
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<td></td>
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<tr>
<td>7 Poverty reduction</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
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<tr>
<td>8 Gender equity</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9 Business environment and private sector development</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
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<tr>
<td>10 Foreign direct investment</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
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<tr>
<td>11 Water and sanitation</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
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<tr>
<td>12 Trade and exports</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
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<tr>
<td>13 Economic growth</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
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<tr>
<td>14 Energy</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
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<td></td>
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<tr>
<td>15 Disaster management</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
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<tr>
<td>16 Public sector governance/ reform (i.e., government effectiveness,</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
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<tr>
<td>public financial management, public expenditure, fiscal system reform)</td>
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<tr>
<td>17 Job creation/employment</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
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<tr>
<td>18 Equality of opportunity (i.e., equity)</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
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<tr>
<td>19 Health</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20 Rural development</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
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<tr>
<td>21 EU integration</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
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<td></td>
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<tr>
<td>22 Education</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>23 Social protection (e.g., pensions, targeted social assistance)</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>24 Climate change (e.g., mitigation, adaptation) and green growth</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>25 Agricultural development</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
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</tbody>
</table>
### SECTION C: WORLD BANK GROUP’S EFFECTIVENESS AND RESULTS

#### C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Macedonia?  
(If you have NO exposure to/experience in working in any of the sectors listed below, please respond “Don’t know”)  

<table>
<thead>
<tr>
<th>Number</th>
<th>Area</th>
<th>Not effective at all</th>
<th>Very effective</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Anti corruption</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
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<tr>
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<td>Information and communications technology</td>
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<tr>
<td>3</td>
<td>Transport (e.g., roads, bridges, transportation)</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Law and justice (e.g., judicial system)</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
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<td></td>
</tr>
<tr>
<td>5</td>
<td>Environmental sustainability</td>
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<td></td>
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<tr>
<td>6</td>
<td>Regulatory framework</td>
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<td>Gender equity</td>
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<td>Business environment and private sector development</td>
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<td>Energy</td>
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<td></td>
</tr>
<tr>
<td>15</td>
<td>Disaster management</td>
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<td>16</td>
<td>Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)</td>
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<td>17</td>
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<td>18</td>
<td>Equality of opportunity (i.e., equity)</td>
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<td></td>
<td></td>
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<tr>
<td>19</td>
<td>Health</td>
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<td></td>
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</tr>
<tr>
<td>20</td>
<td>Rural development</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21</td>
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<td></td>
<td></td>
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<tr>
<td>24</td>
<td>Climate change (e.g., mitigation, adaptation) and green growth</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>Agricultural development</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
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</tbody>
</table>
SECTION C: WORLD BANK GROUP’S EFFECTIVENESS AND RESULTS

C3. Where are the World Bank Group’s decisions made primarily that support the program in Macedonia?  (Select only ONE response)

1  At the Headquarters (in Washington D.C.)
2  In the country
3  Don’t know

C4. To what extent does the World Bank Group’s work help to achieve development results in Macedonia?

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<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
<td>Don’t know</td>
</tr>
</tbody>
</table>

To no degree at all

To a very significant degree

Don’t know

To what extent do you agree with the following statements about the World Bank Group in Macedonia?

<p>| | | | | | | | | | | |</p>
<table>
<thead>
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<td>1</td>
<td>2</td>
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<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
<td>Don’t know</td>
</tr>
</tbody>
</table>

C5. The World Bank Group’s financial instruments (i.e., investment lending, Development Policy Loan, trust funds/grants, Program 4 Result, etc.) meet the needs of Macedonia

C6. The World Bank Group meets Macedonia’s needs for knowledge services (e.g., research, analysis, data, technical assistance)

C7. To what extent do you believe the World Bank Group’s internal evaluation mechanisms hold the institution accountable for achieving results in Macedonia?

<p>| | | | | | | | | | | |</p>
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<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
<td>Don’t know</td>
</tr>
</tbody>
</table>

To no degree at all

To a very significant degree

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 D: THE WORLD BANK GROUP’S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

D1. How frequently do you consult World Bank Group’s knowledge work and activities in the work you do?

<p>| | |</p>
<table>
<thead>
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<tbody>
<tr>
<td>1</td>
<td>Weekly</td>
</tr>
<tr>
<td>2</td>
<td>Monthly</td>
</tr>
<tr>
<td>3</td>
<td>A few times a year</td>
</tr>
<tr>
<td>4</td>
<td>Rarely</td>
</tr>
<tr>
<td>5</td>
<td>Never</td>
</tr>
</tbody>
</table>

D2. When thinking about the development challenges in Macedonia, where do you believe it would be most valuable for the World Bank Group to focus its knowledge work and activities in the next few years? (Choose no more than THREE)

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Social protection (e.g., pensions, targeted social assistance)</td>
</tr>
<tr>
<td>2</td>
<td>Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)</td>
</tr>
<tr>
<td>3</td>
<td>Transport (e.g., roads, bridges, transportation)</td>
</tr>
<tr>
<td>4</td>
<td>Poverty reduction</td>
</tr>
<tr>
<td>5</td>
<td>EU integration</td>
</tr>
<tr>
<td>6</td>
<td>Gender equity</td>
</tr>
<tr>
<td>7</td>
<td>Business environment and private sector development</td>
</tr>
<tr>
<td>8</td>
<td>Rural development</td>
</tr>
<tr>
<td>9</td>
<td>Foreign direct investment</td>
</tr>
<tr>
<td>10</td>
<td>Water and sanitation</td>
</tr>
<tr>
<td>11</td>
<td>Energy</td>
</tr>
<tr>
<td>12</td>
<td>Job creation/employment</td>
</tr>
<tr>
<td>13</td>
<td>Environmental sustainability</td>
</tr>
<tr>
<td>14</td>
<td>Equality of opportunity (i.e., equity)</td>
</tr>
<tr>
<td>15</td>
<td>Health</td>
</tr>
<tr>
<td>16</td>
<td>Education</td>
</tr>
<tr>
<td>17</td>
<td>Climate change (e.g., mitigation, adaptation) and green growth</td>
</tr>
<tr>
<td>18</td>
<td>Agricultural development</td>
</tr>
<tr>
<td>19</td>
<td>Trade and exports</td>
</tr>
<tr>
<td>20</td>
<td>Economic growth</td>
</tr>
<tr>
<td>21</td>
<td>Law and justice (e.g., judicial system)</td>
</tr>
<tr>
<td>22</td>
<td>Regulatory framework</td>
</tr>
<tr>
<td>23</td>
<td>Anti corruption</td>
</tr>
<tr>
<td>24</td>
<td>Information and communications technology</td>
</tr>
<tr>
<td>25</td>
<td>Disaster management</td>
</tr>
</tbody>
</table>
SECTION D: THE WORLD BANK GROUP’S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

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

<table>
<thead>
<tr>
<th></th>
<th>To no degree at all</th>
<th>To a very significant degree</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>D3</td>
<td>Are timely</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>□</td>
</tr>
<tr>
<td>D4</td>
<td>Include appropriate level of stakeholder involvement during preparation</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>□</td>
</tr>
<tr>
<td>D5</td>
<td>Are relevant to Macedonia’s development priorities</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>□</td>
</tr>
<tr>
<td>D6</td>
<td>Lead to practical solutions</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>□</td>
</tr>
<tr>
<td>D7</td>
<td>Are accessible (well written and easy to understand)</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>□</td>
</tr>
<tr>
<td>D8</td>
<td>Are source of relevant information on global good practices</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>□</td>
</tr>
<tr>
<td>D9</td>
<td>Enhance your knowledge and/or skills</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>□</td>
</tr>
<tr>
<td>D10</td>
<td>Are adequately disseminated</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>□</td>
</tr>
<tr>
<td>D11</td>
<td>Are translated enough into local language</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>□</td>
</tr>
<tr>
<td>D12</td>
<td>Are adaptable to Macedonia’s specific development challenges and country circumstances</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>□</td>
</tr>
</tbody>
</table>

D13. Overall, how significant a contribution do you believe the World Bank Group’s knowledge work and activities make to development results in your country?

<table>
<thead>
<tr>
<th></th>
<th>Not significant at all</th>
<th>Very significant</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td>□</td>
</tr>
</tbody>
</table>

D14. Overall, how would you rate the technical quality of the World Bank Group’s knowledge work and activities?

<table>
<thead>
<tr>
<th></th>
<th>Very low technical quality</th>
<th>Very high technical quality</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td>□</td>
</tr>
</tbody>
</table>
SECTION E: WORKING WITH THE WORLD BANK GROUP

To what extent does each of the following aspect of the World Bank Group’s delivery work contribute to solving Macedonia’s development challenges?

<table>
<thead>
<tr>
<th></th>
<th>To no degree at all</th>
<th>To a very significant degree</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>E1</td>
<td>Conceptualization (understanding and framing the problem)</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>□</td>
</tr>
<tr>
<td>E2</td>
<td>Design (appraising and planning the solutions)</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>□</td>
</tr>
<tr>
<td>E3</td>
<td>Implementation (Executing, carrying out, monitoring and making appropriate adjustments)</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>□</td>
</tr>
<tr>
<td>E4</td>
<td>Evaluation (assessing the impact and results)</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>□</td>
</tr>
</tbody>
</table>

To what extent do you agree/disagree with the following statements?

<table>
<thead>
<tr>
<th></th>
<th>Strongly disagree</th>
<th>Strongly agree</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>E5</td>
<td>The World Bank Group disburses funds promptly</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>□</td>
</tr>
<tr>
<td>E6</td>
<td>The World Bank Group effectively monitors and evaluates the projects and programs it supports</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>□</td>
</tr>
<tr>
<td>E7</td>
<td>The World Bank Group’s approvals and reviews are done in a timely fashion</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>□</td>
</tr>
<tr>
<td>E8</td>
<td>The World Bank Group’s “Safeguard Policy” requirements are reasonable</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>□</td>
</tr>
<tr>
<td>E9</td>
<td>The World Bank Group’s conditions on its lending are reasonable</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>□</td>
</tr>
<tr>
<td>E10</td>
<td>The World Bank Group takes decisions quickly in Macedonia</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>□</td>
</tr>
<tr>
<td>E11</td>
<td>Working with the World Bank Group increases Macedonia’s institutional capacity</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>□</td>
</tr>
<tr>
<td>E12</td>
<td>The World Bank Group ensures consistency and continuity through staff changes</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>□</td>
</tr>
<tr>
<td>E13</td>
<td>Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>□</td>
</tr>
<tr>
<td>E14</td>
<td>The World Bank Group provides effective implementation support (i.e., supervision of projects)</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>□</td>
</tr>
</tbody>
</table>

E15. Which of the following best describes the way the World Bank Group operates in Macedonia? (Select only one response)

1 The World Bank Group takes too much risk in Macedonia
2 The World Bank Group does not take enough risk in Macedonia
3 The World Bank Group’s approach to risk is appropriate
4 Don’t know
5 Prefer not to answer
**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN MACEDONIA**

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

1. Provide more adequate data/knowledge/statistics/figures on Macedonia’s economy
2. Collaborate more effectively with Government clients (e.g., state, local)
3. Offer more innovative financial products
4. Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5. Reach out more to groups outside of Government
6. Improve the quality of its experts as related to Macedonia’s specific challenges
7. Offer more innovative knowledge services
8. Ensure greater selectivity in its work
9. Increase the level of capacity development in the country
10. Reduce the complexity of obtaining World Bank Group financing
11. Increase availability of Fee-Based services
12. Work faster
13. Other (please specify): ______________________________________________

**F2. When considering the combination of services that the World Bank Group offers in Macedonia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Macedonia? (Select only ONE response)**

1. Financial services
2. Knowledge products
3. Convening services
4. None of the above
5. The combination is appropriate for Macedonia
6. Don’t know

**F3. Please identify TWO areas related to economic diversification in Macedonia where greater support from the World Bank Group would be most valuable. (Choose no more than TWO)**

1. Skills development and innovation
2. Transport infrastructure
3. Investments in energy efficiency and renewable energy
4. Business environment reforms to increase country’s competitiveness
5. Increasing the efficiency of the social protection system
6. Conducting analysis of the profile of poverty and trends
7. Information and communication technology
8. Climate change
9. Public sector reform
10. Other (please specify): ________________________________
11. Don’t know
SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Macedonia? (Choose no more than TWO)

1. Local newspapers
2. International newspapers
3. Local radio
4. Local television
5. International television
6. Periodicals
7. World Bank Group web site
8. Social media (e.g., Facebook, Twitter, Youtube, Flickr)
9. Blogs
10. Other (please specify): ____________________________

G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)

1. Blogs
2. Direct contact with World Bank Group (i.e., face to face meetings/discussions)
3. e-Newsletters
4. Instant messaging
5. World Bank Group’s seminars/workshops/conferences
6. World Bank Group’s publications and other written materials
7. Social media (e.g., Facebook, Twitter, Youtube, Flickr)
8. World Bank Group’s website
9. Other (please specify): ____________________________

G3. Are you aware of the World Bank Group’s Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?  

Yes | No

G4. Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)  

Yes | No

G5. Were you able to obtain this information?  

Yes | No

G6. Do you have access to the Internet?  

Yes | No

G7. Do you use/have you used the World Bank Group website?  

Yes | No
### SECTION G: COMMUNICATION AND INFORMATION SHARING

#### G8. Which do you primarily use? (Select only ONE response)

2. The World Bank Group’s main website (www.worldbank.org)

#### G9. Which Internet connection do you use primarily when visiting a World Bank Group website?

1. High speed
2. Low speed (below 256 Kbps)

<table>
<thead>
<tr>
<th>Please rate how much you agree with the following statements.</th>
<th>Strongly disagree</th>
<th>Strongly agree</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>G10 I use/consult World Bank Group’s data more often than I did a few years ago</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G11 I find the World Bank Group’s websites easy to navigate. <em>(Only answer if you have used a World Bank Group website)</em></td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G12 I find the information on the World Bank Group’s websites useful. <em>(Only answer if you have used a World Bank Group website)</em></td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G13 The World Bank Group’s social media channels (e.g., Facebook, Twitter, Youtube, Flickr) are valuable sources of information about the institution</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G14 When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G15 The World Bank Group is responsive to my information requests and inquiries</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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 H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (Select only ONE response)

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Office of the President, Prime Minister</td>
</tr>
<tr>
<td>2</td>
<td>Office of Minister</td>
</tr>
<tr>
<td>3</td>
<td>Office of Parliamentarian</td>
</tr>
<tr>
<td>4</td>
<td>Employee of a Ministry, Ministerial Department or Implementation Agency</td>
</tr>
<tr>
<td>5</td>
<td>Consultant/Contractor working on World Bank Group supported Project/Program</td>
</tr>
<tr>
<td>6</td>
<td>Project Management Unit (PMU) overseeing implementation of project</td>
</tr>
<tr>
<td>7</td>
<td>Local Government Office or Staff</td>
</tr>
<tr>
<td>8</td>
<td>Bilateral Agency</td>
</tr>
<tr>
<td>9</td>
<td>Multilateral Agency</td>
</tr>
<tr>
<td>10</td>
<td>Private Sector Organization</td>
</tr>
<tr>
<td>11</td>
<td>Private Foundation</td>
</tr>
<tr>
<td>12</td>
<td>Financial Sector/Private Bank</td>
</tr>
<tr>
<td>13</td>
<td>NGO</td>
</tr>
<tr>
<td>14</td>
<td>Community Based Organization</td>
</tr>
<tr>
<td>15</td>
<td>Media (Press, Radio, TV, Web, etc.)</td>
</tr>
<tr>
<td>16</td>
<td>Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)</td>
</tr>
<tr>
<td>17</td>
<td>Trade Union</td>
</tr>
<tr>
<td>18</td>
<td>Faith-Based Group</td>
</tr>
<tr>
<td>19</td>
<td>Academia/Research Institute/Think Tank</td>
</tr>
<tr>
<td>20</td>
<td>Youth organizations</td>
</tr>
<tr>
<td>21</td>
<td>Judiciary Branch</td>
</tr>
<tr>
<td>22</td>
<td>Other (please specify):</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Agriculture/rural development/food security</td>
</tr>
<tr>
<td>2</td>
<td>Climate change/disaster management</td>
</tr>
<tr>
<td>3</td>
<td>Education</td>
</tr>
<tr>
<td>4</td>
<td>Energy</td>
</tr>
<tr>
<td>5</td>
<td>Financial markets/banking</td>
</tr>
<tr>
<td>6</td>
<td>Gender equity/equality of opportunity</td>
</tr>
<tr>
<td>7</td>
<td>Health/communicable/non-communicable diseases</td>
</tr>
<tr>
<td>8</td>
<td>Information and communications technology</td>
</tr>
<tr>
<td>9</td>
<td>Job creation/employment</td>
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<tr>
<td>10</td>
<td>Law and justice/regulatory framework</td>
</tr>
<tr>
<td>11</td>
<td>Natural resource management/environment sustainability</td>
</tr>
<tr>
<td>12</td>
<td>Private sector development/foreign direct investment</td>
</tr>
<tr>
<td>13</td>
<td>Public sector governance/public financial management/anti corruption</td>
</tr>
<tr>
<td>14</td>
<td>Social protection</td>
</tr>
<tr>
<td>15</td>
<td>Transport</td>
</tr>
<tr>
<td>16</td>
<td>Urban development</td>
</tr>
<tr>
<td>17</td>
<td>Water and sanitation</td>
</tr>
<tr>
<td>18</td>
<td>Other (please specify):</td>
</tr>
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</table>
**SECTION H: BACKGROUND INFORMATION**

**H3. Currently, do you professionally collaborate/work with the World Bank Group in your country?**

<p>| | |</p>
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<tbody>
<tr>
<td>1</td>
<td>Yes</td>
</tr>
<tr>
<td>2</td>
<td>No</td>
</tr>
</tbody>
</table>

**H4. Which of the following agencies of the World Bank Group do you work with in Macedonia? (Select all that apply)**

<p>| | |</p>
<table>
<thead>
<tr>
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<th></th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>The World Bank (IBRD/IDA)</td>
</tr>
<tr>
<td>2</td>
<td>The International Finance Corporation (IFC)</td>
</tr>
<tr>
<td>3</td>
<td>The Multilateral Investment Guarantee Agency (MIGA)</td>
</tr>
<tr>
<td>4</td>
<td>None</td>
</tr>
</tbody>
</table>

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

<p>| | |</p>
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<thead>
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<tbody>
<tr>
<td>1</td>
<td>Observer (i.e., follow in media, discuss in informal conversations, etc.)</td>
</tr>
<tr>
<td>2</td>
<td>Use World Bank Group reports/data</td>
</tr>
<tr>
<td>3</td>
<td>Engage in World Bank Group related/sponsored events/activities</td>
</tr>
<tr>
<td>4</td>
<td>Collaborate as part of my professional duties</td>
</tr>
<tr>
<td>5</td>
<td>Use World Bank Group website for information, data, research, etc.</td>
</tr>
</tbody>
</table>

**H6. Which best represents your geographic location?**

<p>| | |</p>
<table>
<thead>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Skopje</td>
</tr>
<tr>
<td>2</td>
<td>Outside Skopje</td>
</tr>
</tbody>
</table>

**Thank you for completing the survey!**