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Albania Country Opinion Survey Report

(July 2012 - June 2013)

Country Opinion Surveys
THE WORLD BANK GROUP

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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 Albania perceive the Bank;
- Obtain systematic feedback from stakeholders in Albania regarding:
  - Their views regarding the general environment in Albania;
  - Their overall attitudes toward the World Bank in Albania;
  - Overall impressions of the World Bank's effectiveness and results, knowledge and research, and communication and information sharing in Albania; and
  - Perceptions of the World Bank's future role in Albania.
- Use data to help inform the Albania country team's strategy.

II. Methodology

In May and June 2012, 342 stakeholders of the World Bank in Albania were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Participants in the survey were drawn from among the office of the President, Prime Minister, Minister, or Parliamentarian; employees of a ministry, ministerial department, or implementation agency; consultants/contractors working on World Bank supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral or multilateral agencies; private sector organizations, financial sector/private banks; academia, research institutes or think tanks; NGOs, including CBOs (community- based organizations); the media; independent government institutions; trade unions; and the judiciary branch. A total of 198 stakeholders participated in the country survey (58%).

Respondents received questionnaires via courier, post, or email, and returned completed questionnaires similarly. Respondents were asked about: general issues facing Albania, their overall attitudes toward the Bank; the World Bank's effectiveness and results; the Bank's knowledge; working with the World Bank; the Bank's future role in Albania, and the Bank's communication and information sharing in Albania:

A. General Issues facing Albania: Respondents were asked to indicate whether Albania is headed in the right direction, what they thought were the top three most important development priorities, and which areas would contribute most to economic growth.

II. Methodology (continued)

B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in Albania, Bank staff preparedness, the extent to which the Bank should seek to influence the global development agenda, their agreement with various statements regarding the Bank's work in Albania, 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 in its work, with which groups the Bank should work more, and to what reasons respondents attributed failed or slow reform efforts.

C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve sustainable development results in Albania, the Bank's level of effectiveness across twenty-seven development areas, such as anti-corruption and economic growth, and the extent to which the Bank meets Albania's need for knowledge services and financial instruments.

D. The World Bank's Knowledge: Respondents were asked to indicate how frequently they consult Bank knowledge/research, the areas on which the Bank should focus its research efforts, and to rate the effectiveness and quality of the Bank's knowledge/research, including how significant of a contribution the Bank's knowledge and research make to development results and the technical quality of the Bank's knowledge and research.

E. Working with the World Bank: Respondents were asked to rate their level of agreement with a series of statements regarding working with the Bank, such as the World Bank's "Safeguard Policy" requirements being reasonable, working with the World Bank increasing Albania's institutional capacity, and the Bank disbursing funds promptly.

F. The Future Role of the World Bank in Albania: Respondents were asked to rate how significant a role the Bank should play in Albania's development over the medium term and to indicate what the Bank should do to make itself of greater value in Albania.

G. Communication and Information Sharing: Respondents were asked to indicate where they get information about economic and social development issues, how they prefer to receive information from the Bank, their access to the Internet, and their usage and evaluation of the Bank's website and PICs. 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 their level of agreement that they know how to find information from the Bank and that the Bank is responsive to information requests.

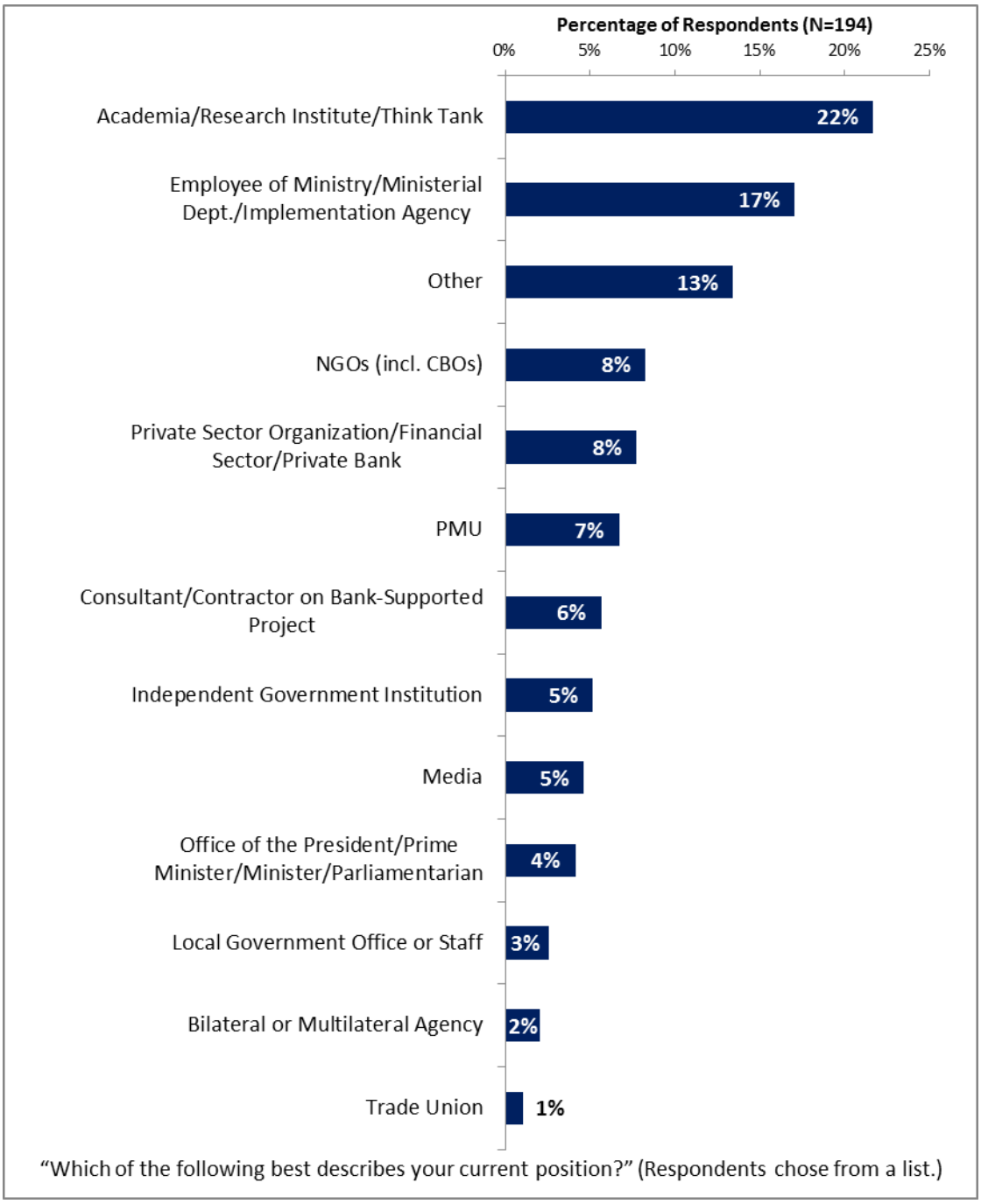
H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the World Bank, their exposure to the Bank in Albania, and their geographic location.

In addition, when possible, responses from respondents completing this year's country survey were compared to responses from the 200 respondents (73% response rate) who completed the country survey in FY 2010. Notations and/or charts are included when these comparisons were possible.

III. Demographics of the Sample

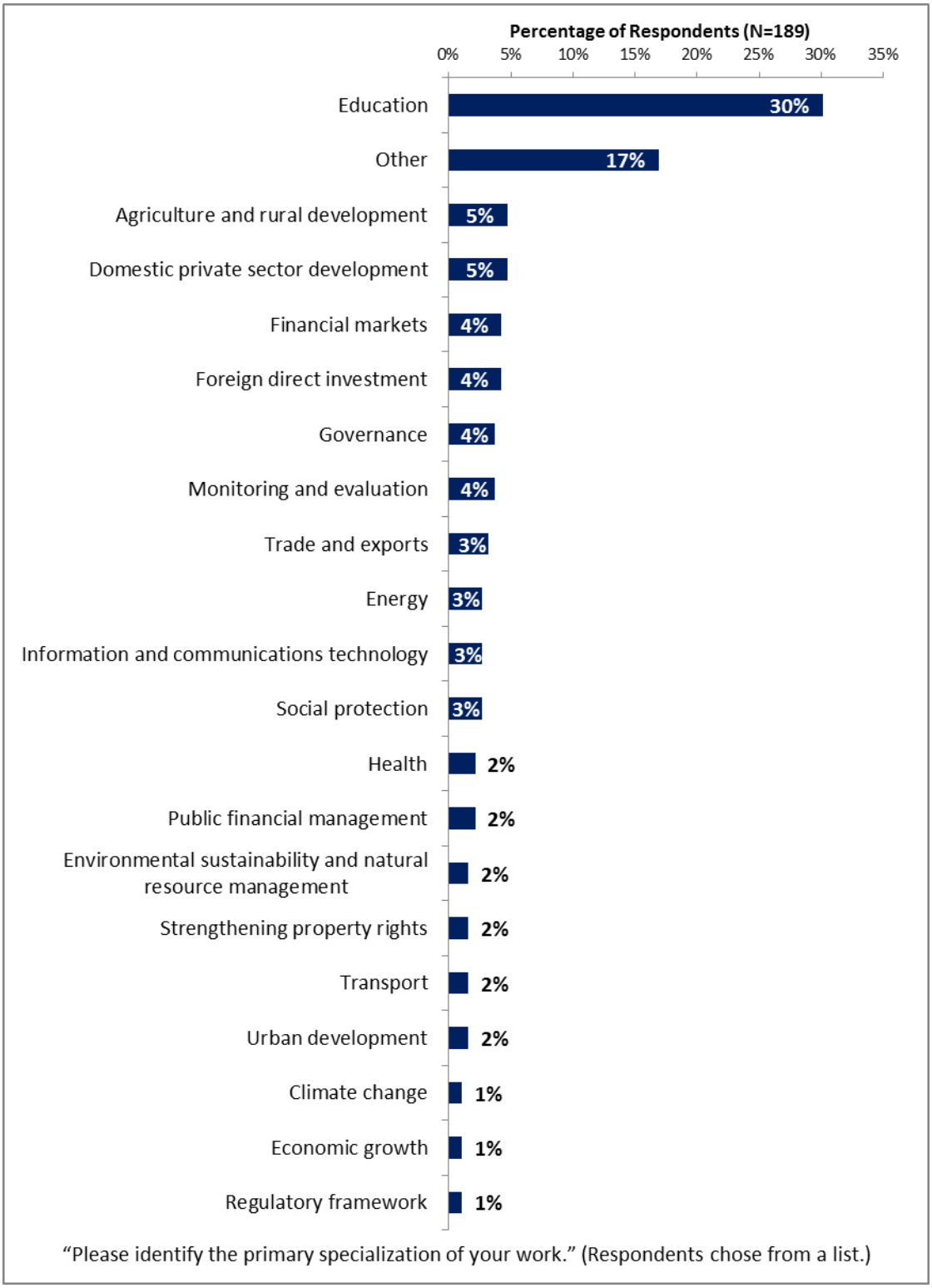
Current Position

- For further analyses, the small number of respondents from local government, bilateral or multilateral agencies, and trade unions were included in the "Other" category. Note there were no respondents from the judiciary branch.



III. Demographics of the Sample (continued)

Area of Primary Specialization

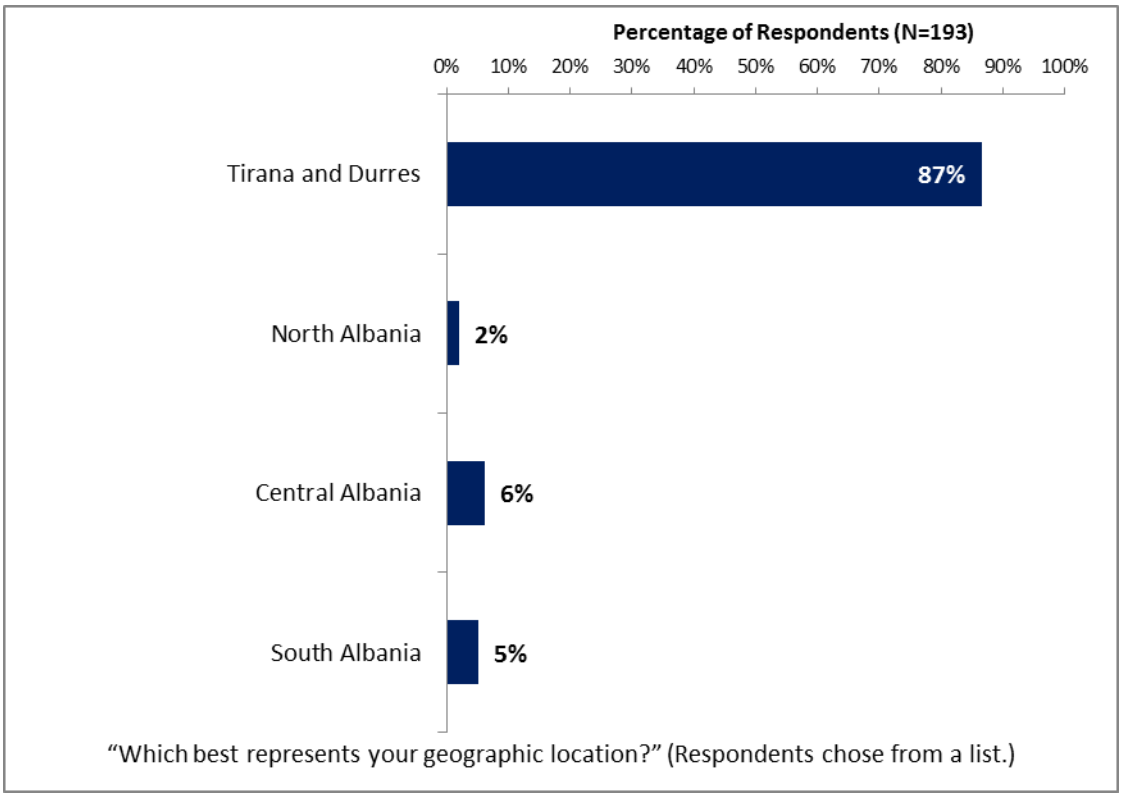


"Please identify the primary specialization of your work." (Respondents chose from a list.)

III. Demographics of the Sample (continued)

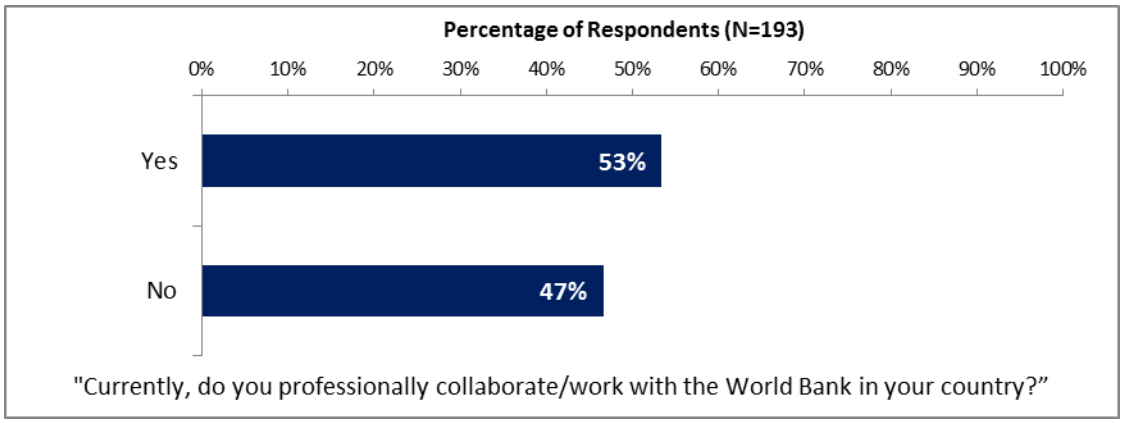
Geographic Location

- The vast majority of respondents indicated that they were located in Tirana and Durres. Because of the small number of respondents from Northern, Central, and Southern Albania, analyses comparing geographic locations were not possible.

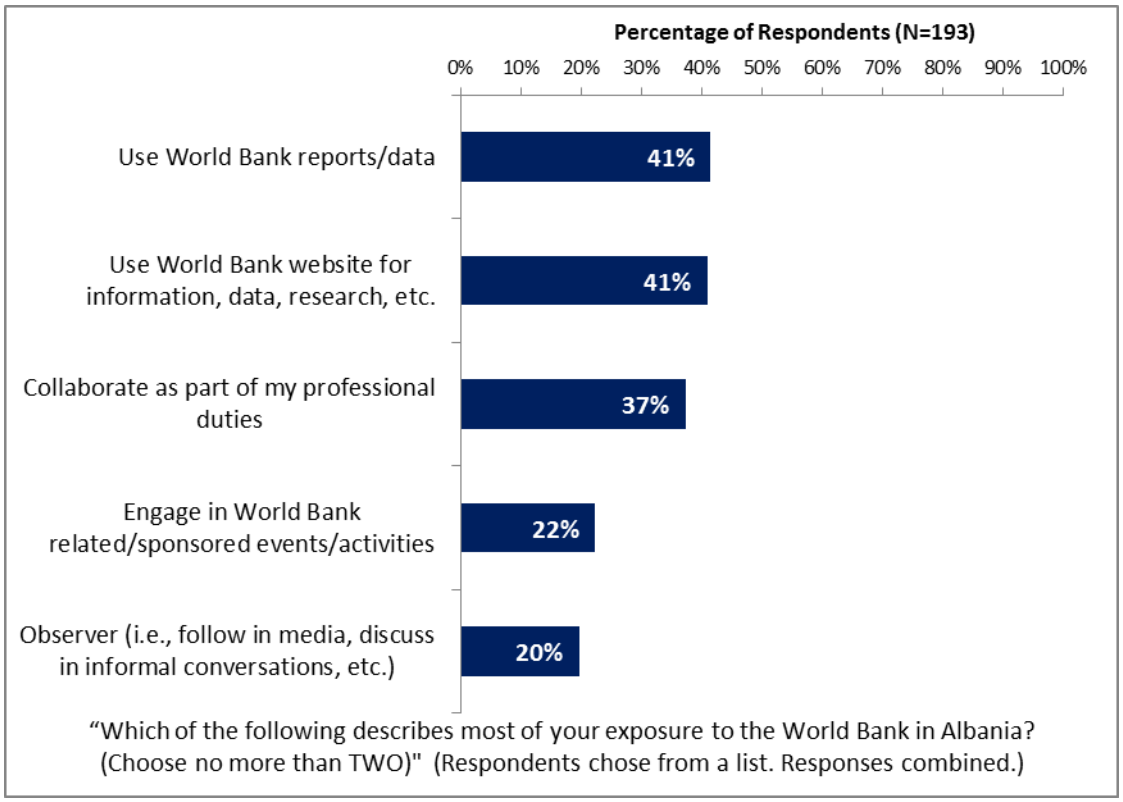


III. Demographics of the Sample (continued)

Professional Collaboration with the World Bank



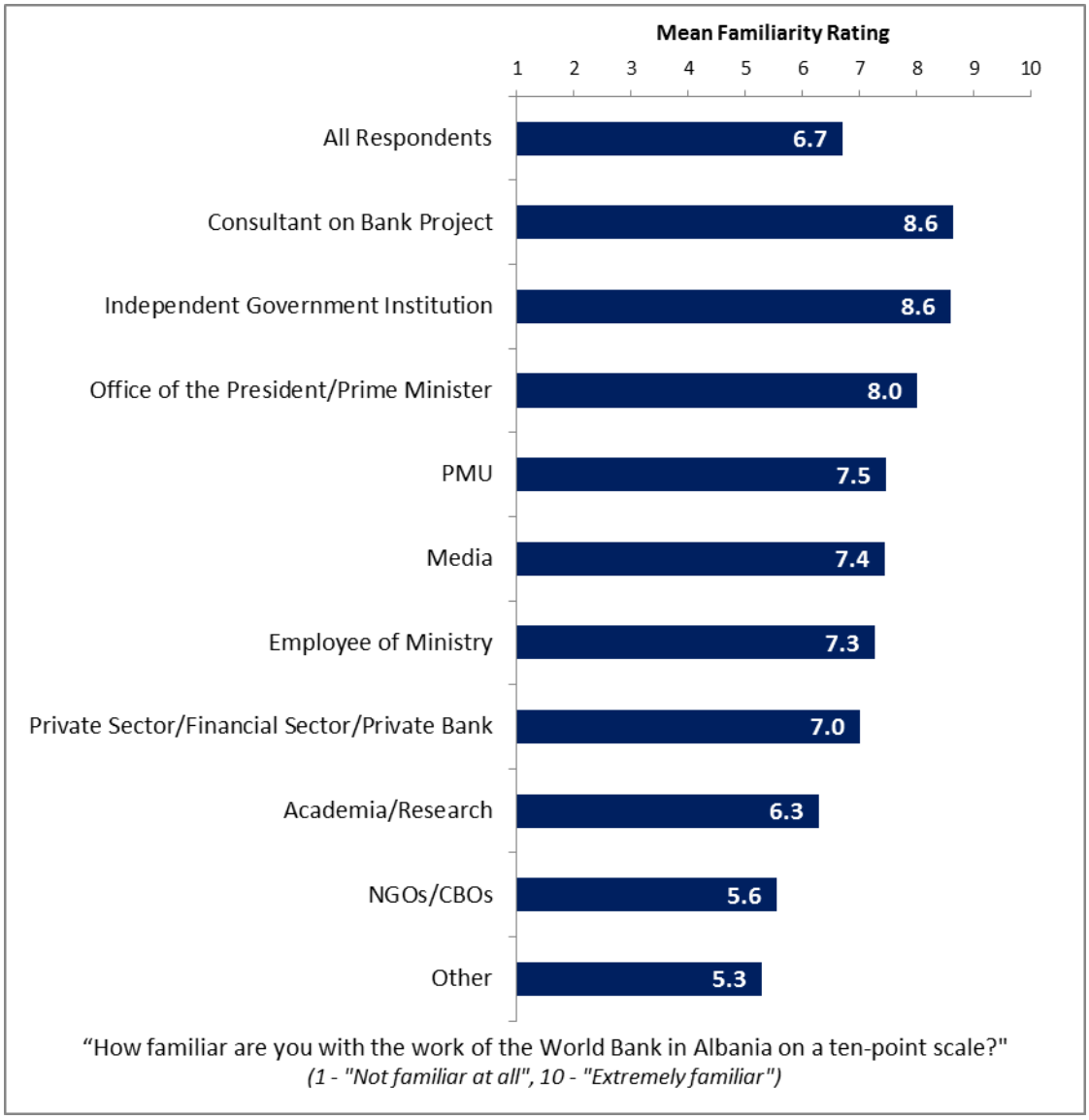
Exposure to the World Bank



III. Demographics of the Sample (continued)

Familiarity with the World Bank

- Across all respondents, familiarity with the Bank received a mean rating of 6.7 on a 10-point scale with 1 being not familiar at all and 10 being extremely familiar. This was significantly lower than the FY '10 survey, in which familiarity with the Bank received a mean rating of 7.2 across all respondents.
  - Consultants on Bank projects and respondents from independent government institutions indicated the highest levels of familiarity whereas respondents from NGOs/CBOs and other organizations indicated significantly lower levels.
  - It should be noted that respondents' ratings of familiarity with the Bank were significantly, strongly correlated with their impressions of the Bank's overall effectiveness in Albania as well as significantly, moderately correlated with their perceptions of the Bank's ability to help achieve sustainable development results and the Bank's relevance to Albania's development.

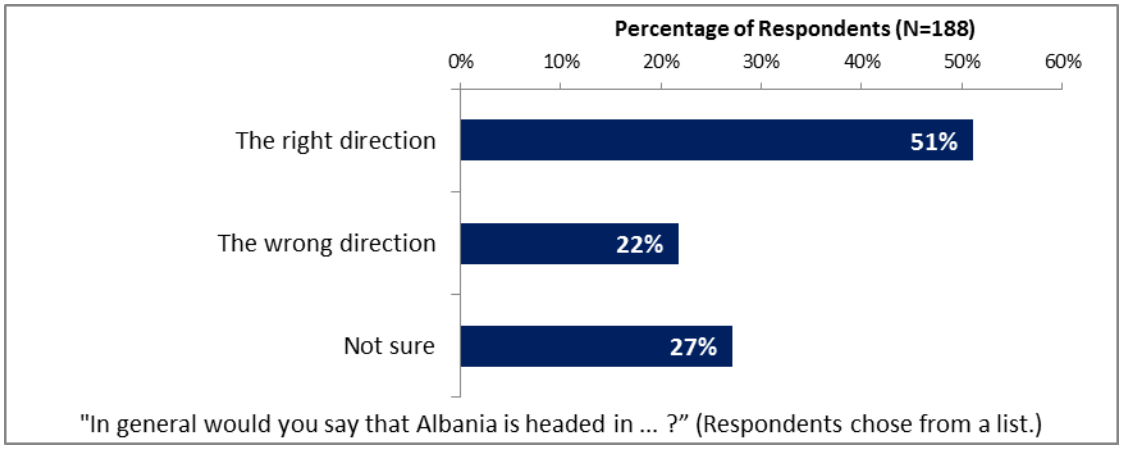


"How familiar are you with the work of the World Bank in Albania on a ten-point scale?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

IV. General Issues facing Albania

Headed in the Right Direction

- When asked whether Albania was headed in the right or wrong direction, over half of all respondents indicated that Albania was headed in the right direction.
  - Pluralities of employees of a ministry, consultants on Bank Projects, and respondents from the office of the President/Prime Minister, PMUs, academia/research institutes, and independent government institutions indicated that Albania was headed in the right direction.
  - In contrast, pluralities of respondents from the private sector/financial sector/private banks and the media indicated that Albania was headed in the wrong direction.
  - Pluralities of respondents from NGOs/CBOs and other organizations indicated that they were not sure if Albania was headed in the right or wrong direction.

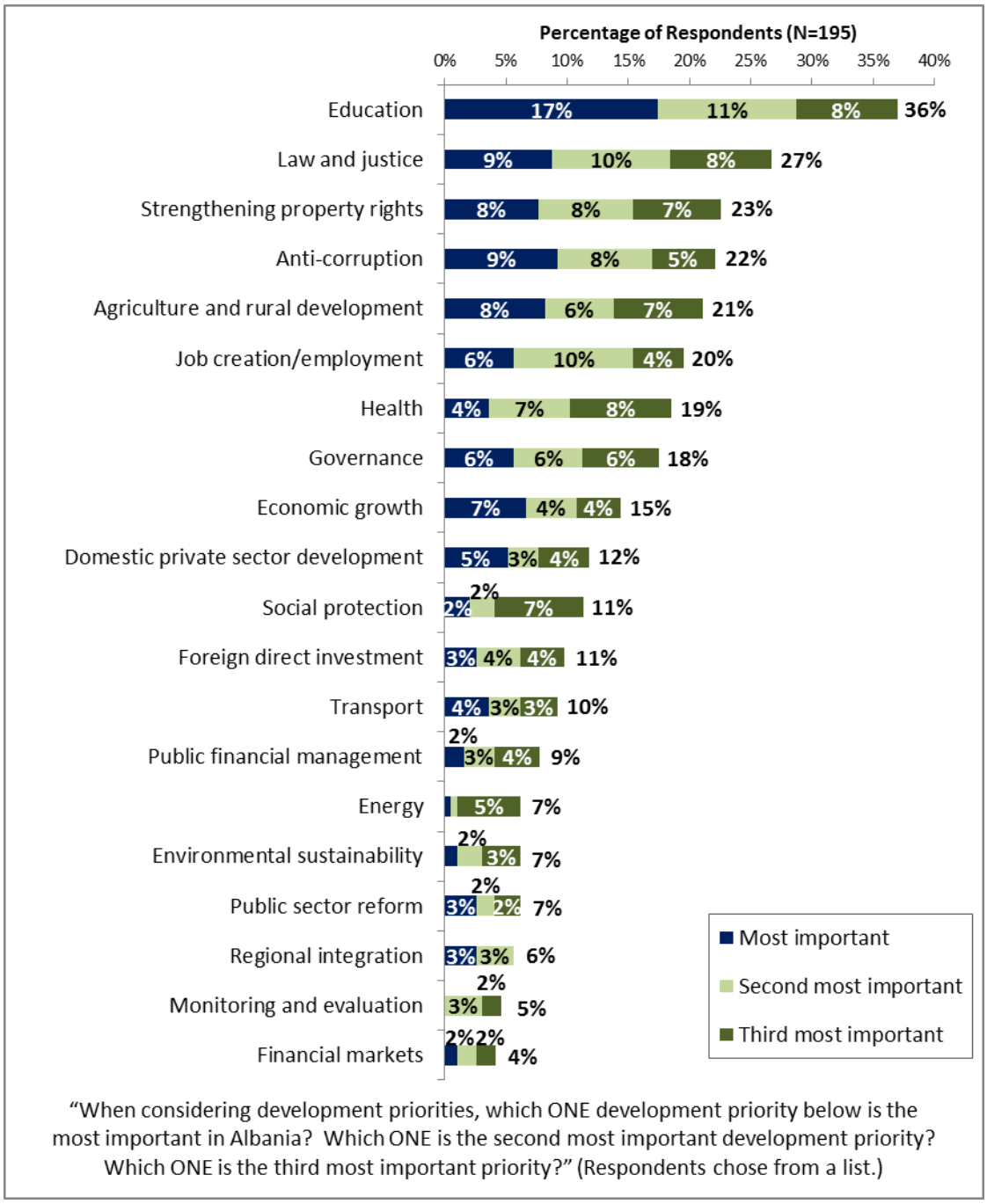


"In general would you say that Albania is headed in ... ?" (Respondents chose from a list.)

IV. General Issues facing Albania (continued)

Development Priority

- Respondents indicated that education was the most important development priority in Albania. Law and justice, strengthening property rights, anti-corruption, agricultural and rural development, and job creation/employment were also considered top priorities.
  - In the FY '10 country survey*, improving the effectiveness of the law and justice system (25%), strengthening property rights (24%), economic growth (24%), improving governance (20%), and reducing corruption (20%) were considered the most important development priorities for Albania.

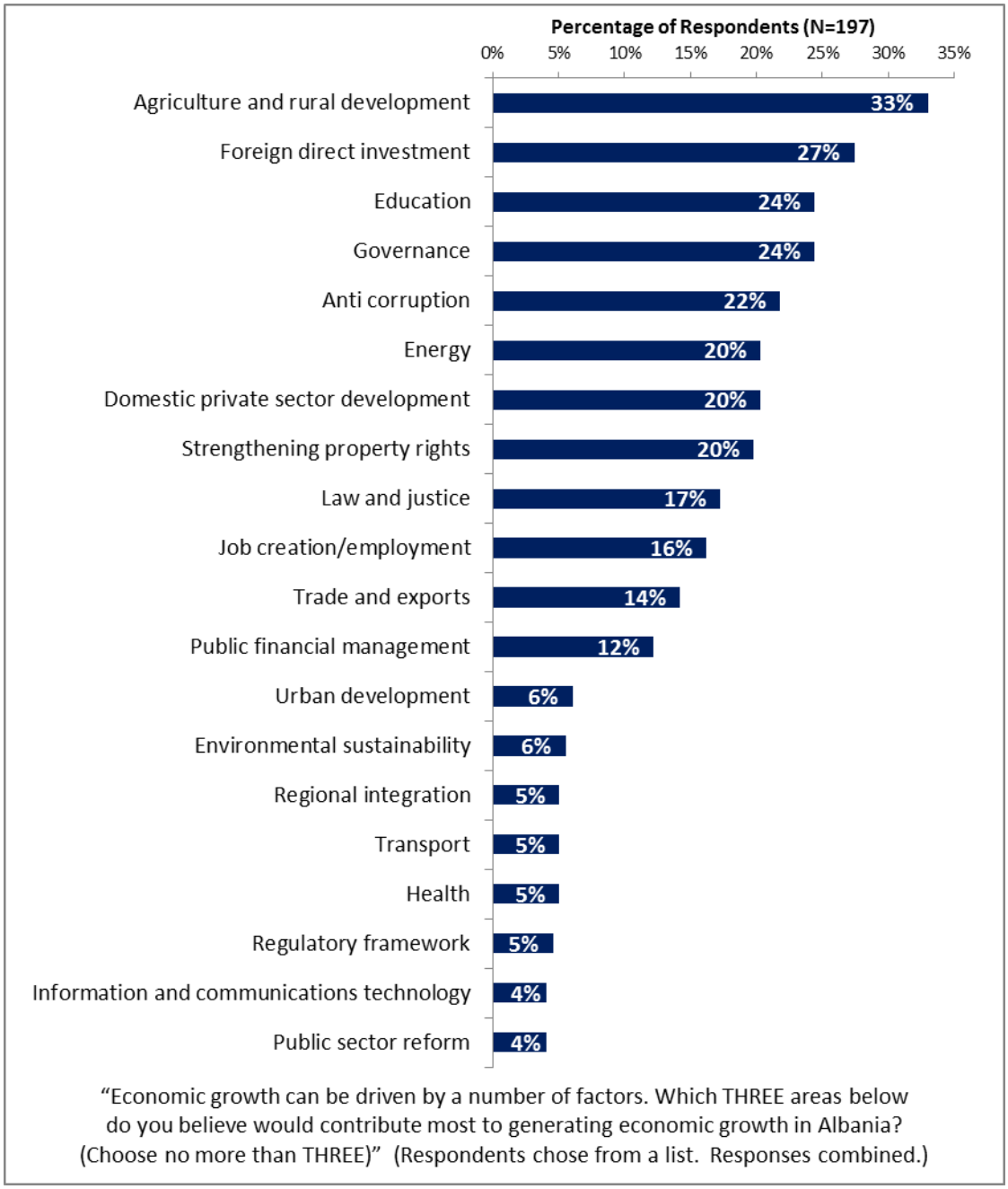


*Not all of the response options provided in the FY '12 survey were provided in the FY '10 survey.

IV. General Issues facing Albania (continued)

Economic Growth

- Respondents indicated that agricultural and rural development and foreign direct investment would contribute most to generating economic growth in Albania. Education, governance, anti-corruption, energy, domestic private sector development, and strengthening property rights were also identified as key to economic growth.
  - In the FY '10 country survey*, respondents indicated that enhancing the environment for private sector growth (38%), reducing corruption (28%), improving governance (27%), and increasing agricultural productivity (27%) would contribute most to generating economic growth in Albania.

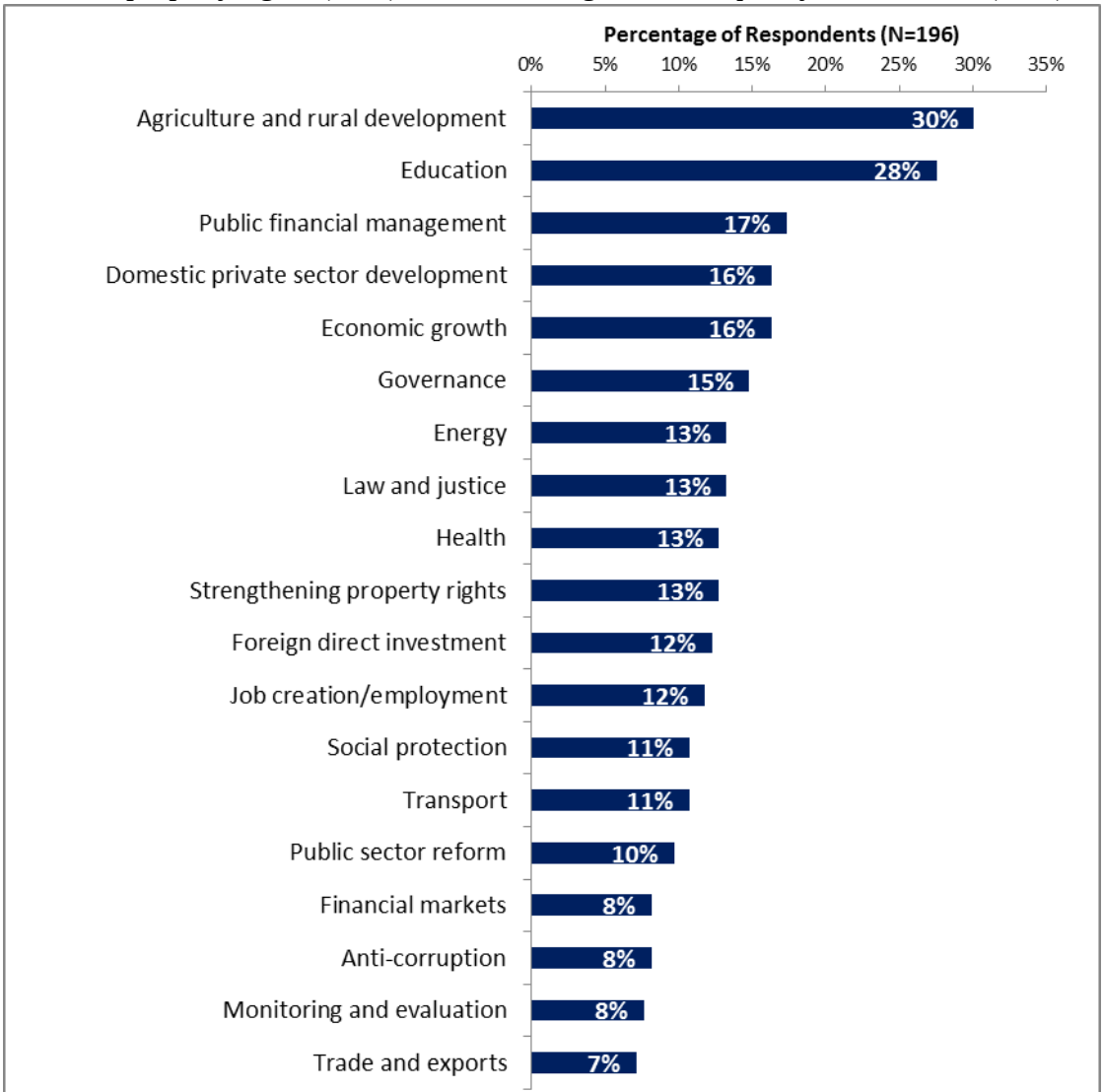


*Not all of the response options provided in the FY '12 survey were provided in the FY '10 survey.

V. Overall Attitudes toward the World Bank

Focusing World Bank Resources

- Respondents indicated that the Bank would have the most impact on development results in Albania by focusing most of its attention and resources on agricultural and rural development and education.
  - Respondents from most stakeholder groups indicated that the Bank should focus on agriculture and rural development and education; however, respondents from the office of the President/Prime Minister indicated that the Bank should focus on public financial management and respondents from other organizations indicated that the Bank should focus on financial markets.
  - In the FY '10 country survey*, respondents indicated that it would be most productive for the Bank to focus on economic growth (21%), strengthening property rights (19%), and increasing access to/quality of education (18%).



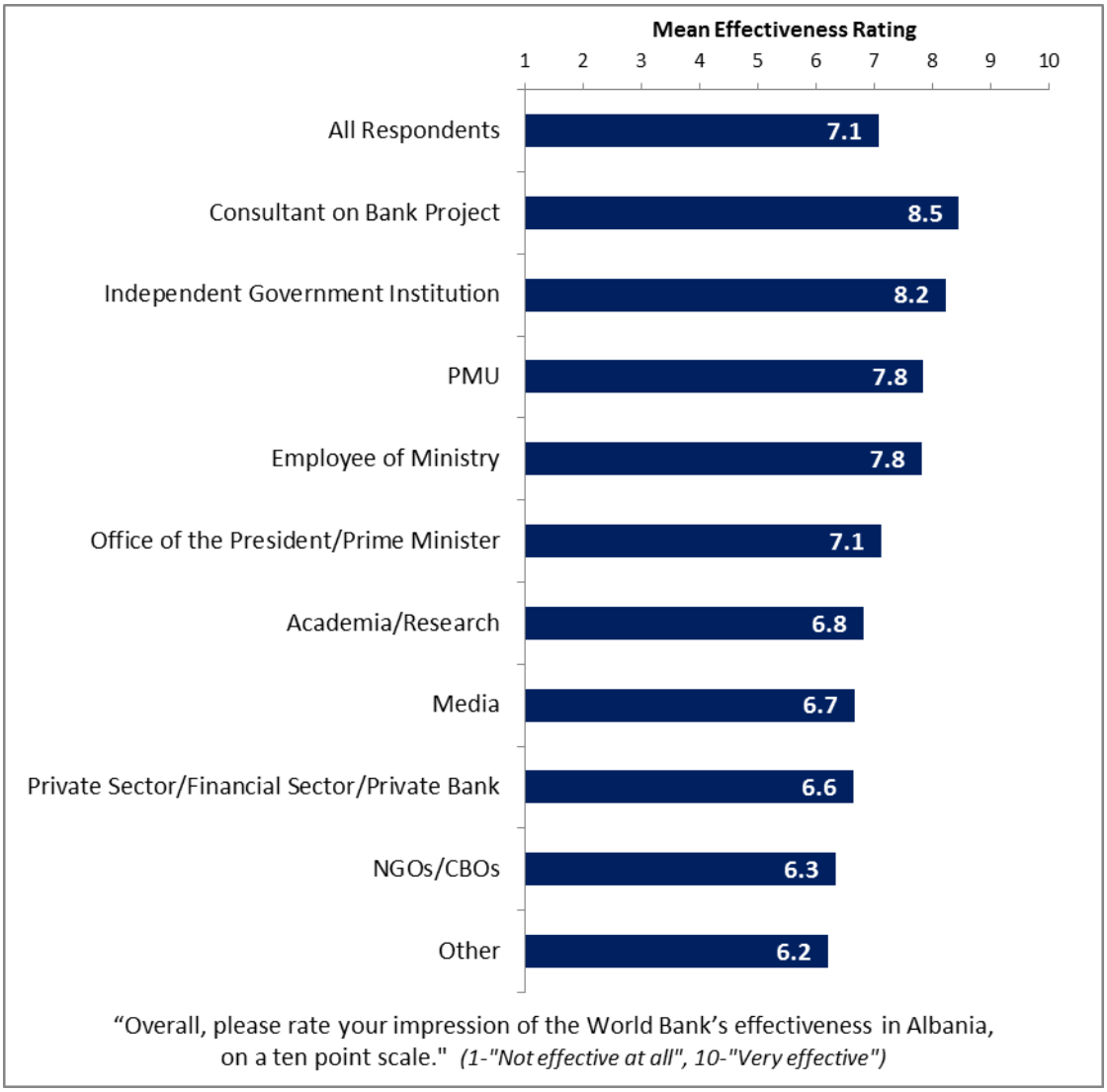
"When thinking about how the World Bank can have the most impact on development results in Albania, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Albania? (Choose no more than THREE)"
(Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '12 survey were provided in the FY '10 survey.

V. Overall Attitudes toward the World Bank (continued)

The World Bank's Overall Effectiveness

- Across all respondents, ratings of the World Bank's overall effectiveness in Albania received a mean rating of 7.1 on a 10-point scale, with 1 being not effective at all and 10 being very effective. This was significantly lower than the FY '10 survey, in which the Bank's overall effectiveness received a mean rating of 7.8 across all respondents.
  - Consultants on Bank projects and respondents from independent government institutions gave the highest ratings for the World Bank's overall effectiveness in Albania whereas respondents from NGOs/CBOs and other organizations gave significantly lower ratings.

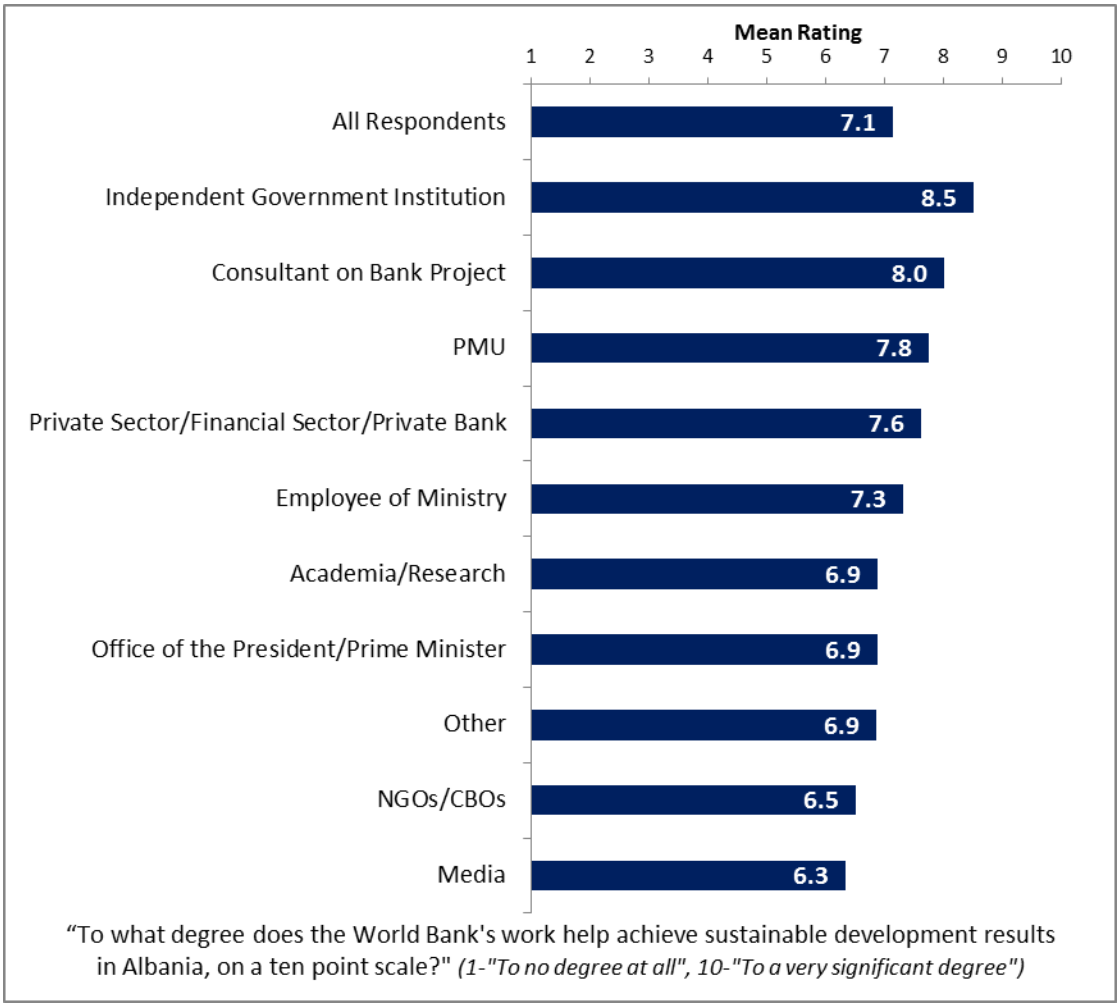


"Overall, please rate your impression of the World Bank's effectiveness in Albania, on a ten point scale." *(1-"Not effective at all", 10-"Very effective")*

V. Overall Attitudes toward the World Bank (continued)

Achieving Sustainable Development Results

- Across all respondents, the World Bank helping achieve sustainable development results in Albania received a mean rating of 7.1 on a 10-point scale, with 1 being to no degree at all and 10 being to a very significant degree.
  - Although it was not a significant difference, respondents from independent government institutions gave the highest ratings for the World Bank helping achieve sustainable development results in Albania whereas respondents from the media gave the lowest ratings.

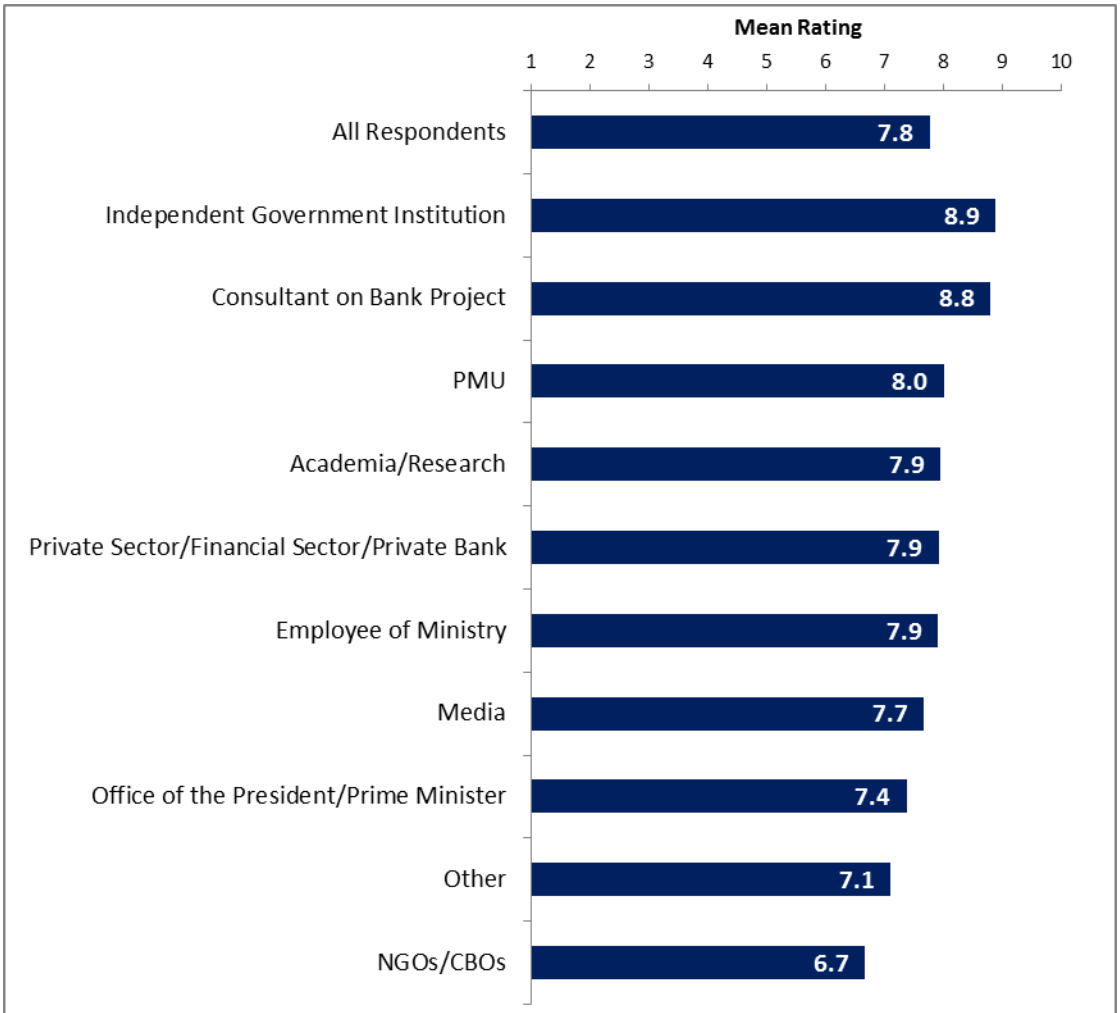


"To what degree does the World Bank's work help achieve sustainable development results in Albania, on a ten point scale?" *(1-"To no degree at all", 10-"To a very significant degree")*

V. Overall Attitudes toward the World Bank (continued)

Staff Preparedness

- Across all respondents, the World Bank's staff being well prepared to help Albania solve its most complicated development challenges received a mean rating of 7.8 on a 10-point scale, with 1 being to no degree at all and 10 being to a very significant degree.
  - Respondents from independent government institutions and consultants on Bank projects gave the highest ratings for the World Bank's staff being well prepared whereas respondents from NGOs/CBOs and other organizations gave significantly lower ratings.

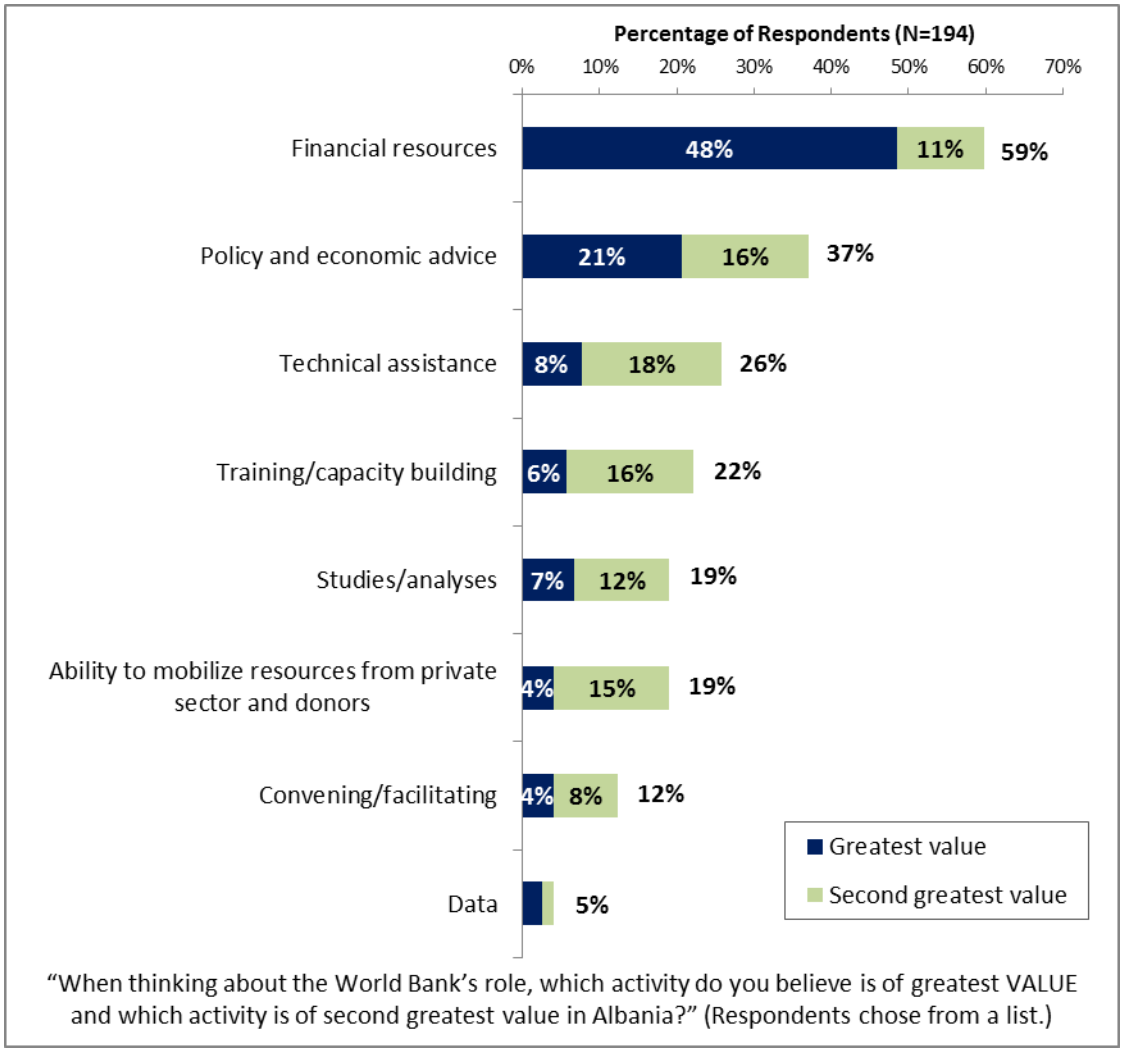


"To what extent do you believe the World Bank's staff is well prepared to help Albania solve its most complicated development challenges?" *(1-"To no degree at all", 10-"To a very significant degree")*

V. Overall Attitudes toward the World Bank (continued)

Greatest Value

- Over half of all respondents indicated that the Bank's greatest value to Albania was its financial resources. The Bank's policy and economic advice and technical assistance were also considered of great value to Albania.
  - Respondents in the FY '10 country survey* indicated that the Bank's greatest values to Albania were its financial resources (50%), policy and economic advice (36%), technical assistance (29%), and knowledge (25%).

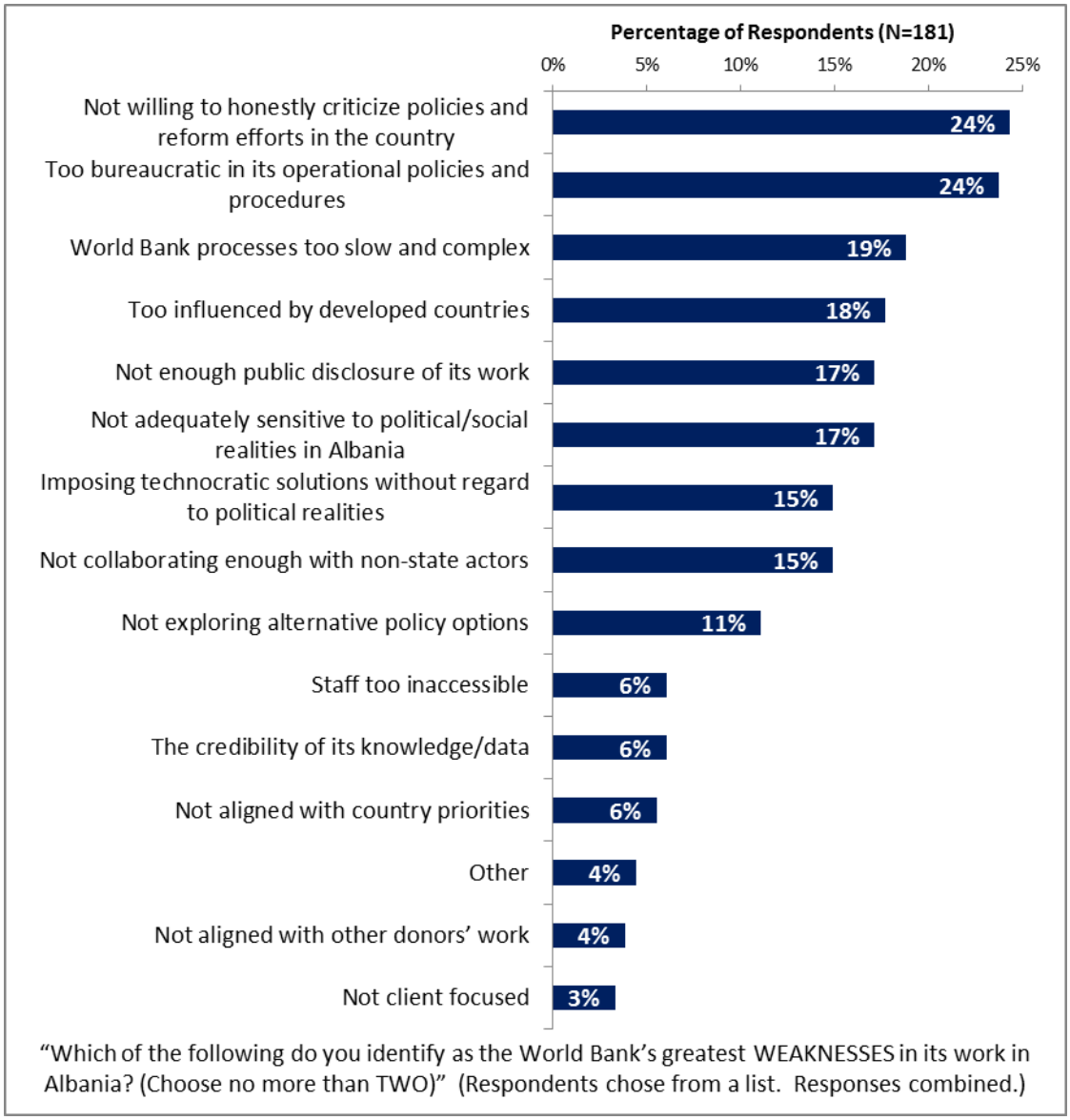


*Not all of the response options provided in the FY '12 survey were provided in the FY '10 survey.

V. Overall Attitudes toward the World Bank (continued)

Greatest Weakness

- Respondents indicated that the Bank's greatest weaknesses in its work in Albania were not being willing to honestly criticize policies and reform efforts in the country and being too bureaucratic in its operational policies and procedures.
  - Respondents in the FY '10 survey* indicated that the Bank's greatest weaknesses were not enough public disclosure of its work with government (40%) and being too bureaucratic in its operational policies and procedures (37%).
  - Respondents across most stakeholder groups indicated that these were the Bank's greatest weaknesses, except employees of ministries who indicated not enough public disclosure of its work, consultants on Bank projects who indicated not exploring alternative policy options, and respondents from the private sector/ financial sector/private banks, NGOs/CBOs, and other organizations who indicated not collaborating enough with non-state actors.



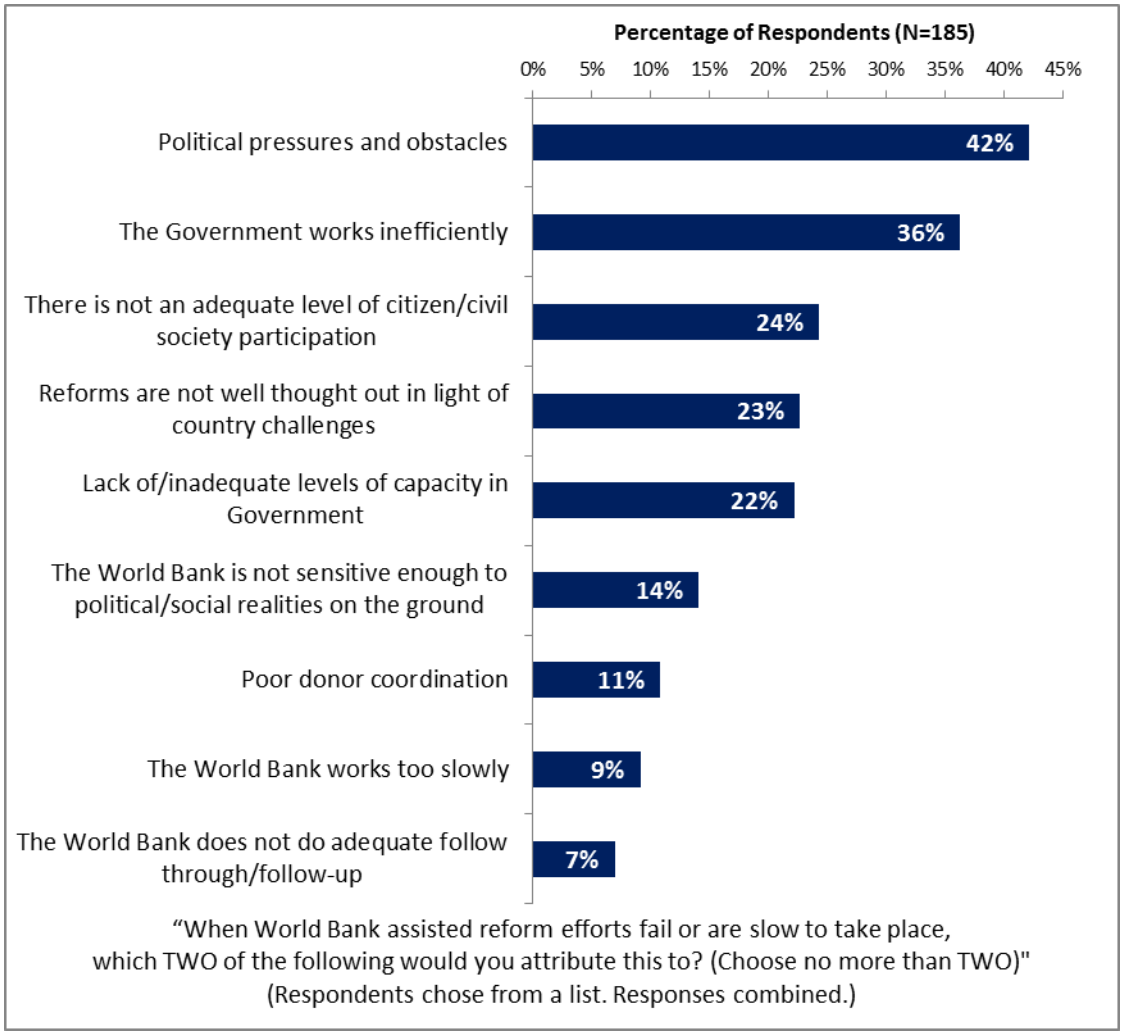
"Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Albania? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '12 survey were provided in the FY '10 survey.

V. Overall Attitudes toward the World Bank (continued)

Attributing Slow or Failed Reform Efforts

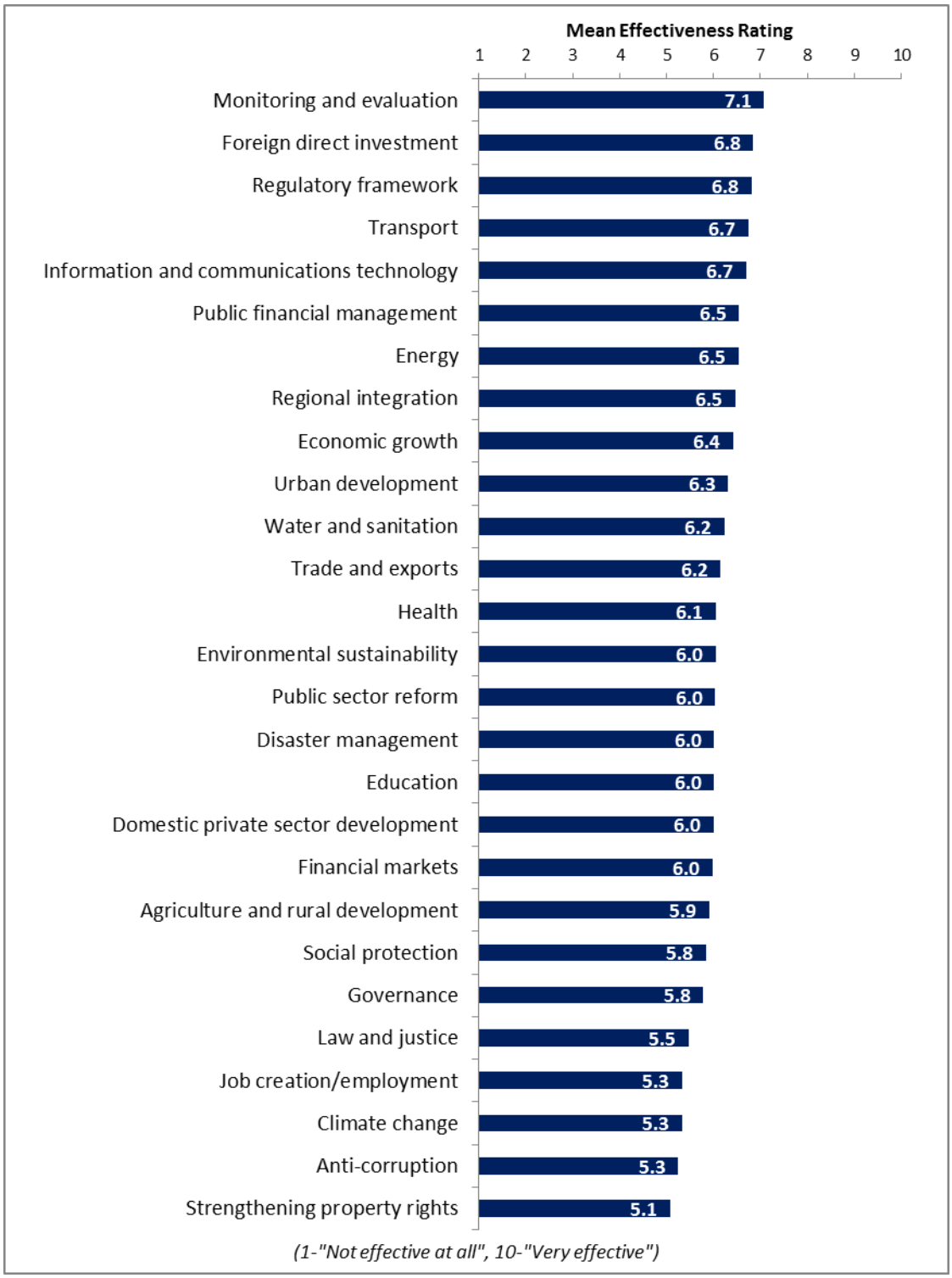
- When World Bank assisted reform efforts fail or are slow to take place, respondents indicated that they most often attribute this to political pressures and obstacles or the government working inefficiently.
  - Respondents from most stakeholder groups indicated that they most often attribute failed or slowed reform efforts to political pressures and the government working inefficiently, except respondents from the office of the President/Prime Minister and consultants on Bank projects who indicated lack of/inadequate levels of capacity in Government, employees of ministries who indicated an inadequate level of citizen/civil society participation and reforms not being well thought out in light of country challenges, and respondents from independent government institutions who indicated an inadequate level of citizen/civil society participation.



VI. Sectoral Effectiveness

Specific Areas of Effectiveness

- Respondents saw the Bank as most effective at monitoring and evaluation, receiving a mean rating of 7.1, across all respondents, on a 10-point scale with 1 being not effective at all and 10 being very effective.



VI. Sectoral Effectiveness (continued)

Specific Areas of Effectiveness (continued)

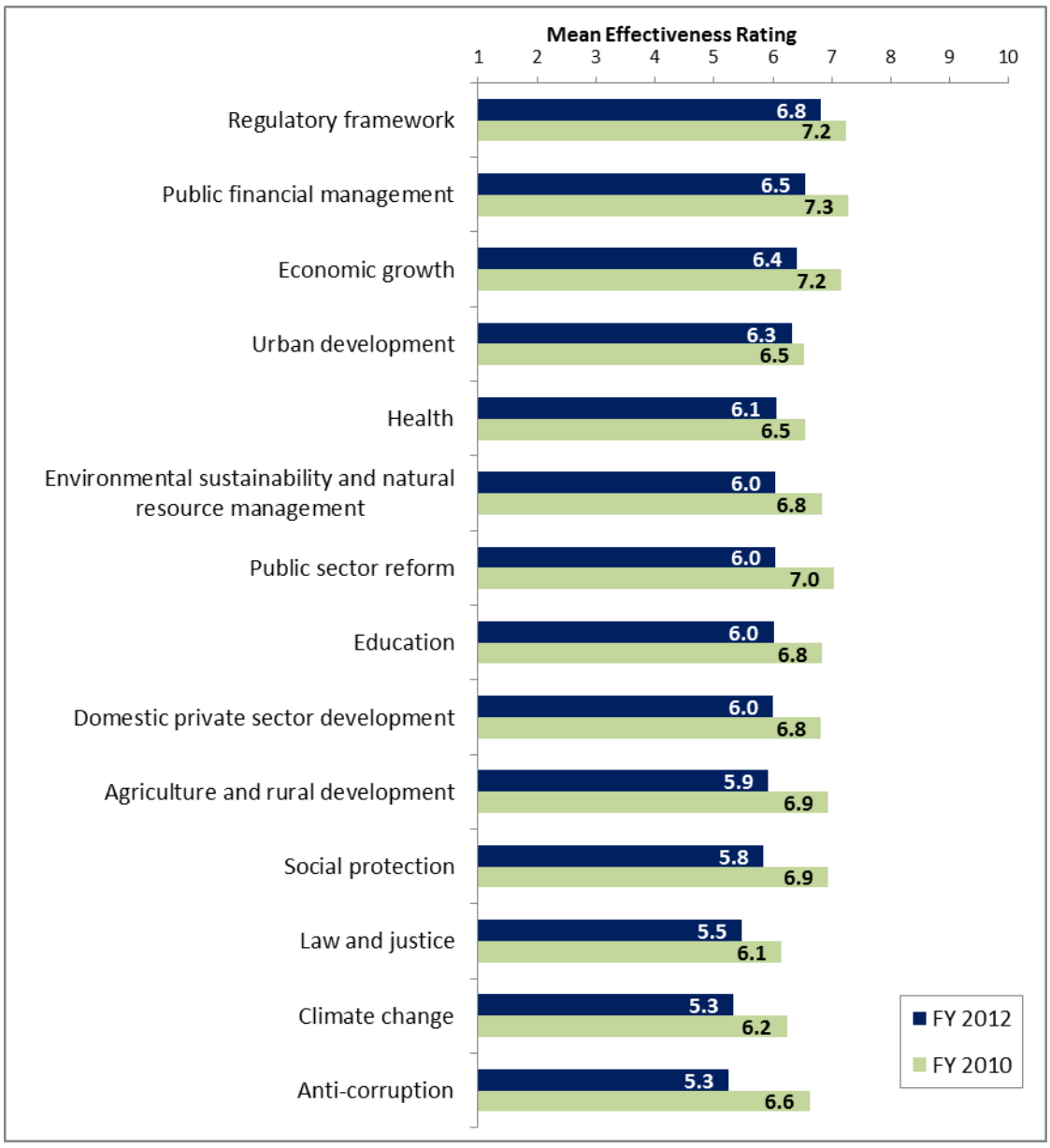
- There were significant stakeholder differences in their ratings of the Bank's effectiveness across nearly all of these twenty-seven areas. For the most part, consultants on Bank projects and respondents from PMUs and independent government institutions had the highest ratings across these areas whereas respondents from academia/research institutes and NGOs/CBOs tended to have significantly lower ratings for the Bank's effectiveness across these areas. Those areas with significant stakeholder group differences were:
  - "Anti-corruption";
  - "Information and communications technology";
  - "Transport";
  - "Urban development";
  - "Environmental sustainability and natural resource management";
  - "Regulatory framework";
  - "Foreign direct investment";
  - "Trade and exports";
  - "Energy";
  - "Monitoring and evaluation";
  - "Job creation/employment";
  - "Health";
  - "Agriculture and rural development";
  - "Governance";
  - "Strengthening property rights";
  - "Education";
  - "Social protection"; and
  - "Climate change".

- Responses across all stakeholder groups and both country surveys can be found in the Appendix.

VI. Sectoral Effectiveness (continued)

Specific Areas of Effectiveness (continued)

- Respondents in this year's country survey gave significantly lower ratings for the Bank's effectiveness at all areas that could be compared, except for "Urban development" which were statistically similar, compared to respondents in the FY '10 country survey.



VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the Bank's overall effectiveness and ratings of its ability to help achieve sustainable development results in Albania, bivariate correlational analyses were conducted using respondents' ratings of the twenty-seven 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 sustainable 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 sustainable 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 sustainable development results.

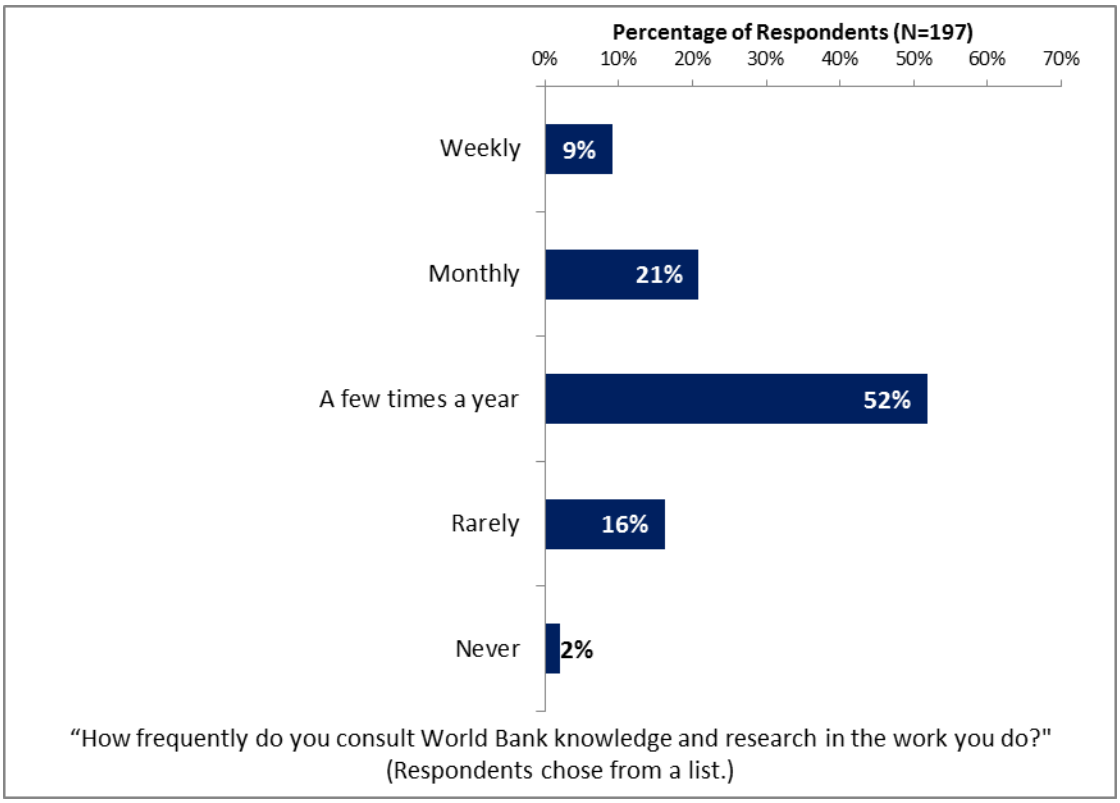
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in Albania. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at governance;
  - The Bank's effectiveness at anti-corruption;
  - The Bank's effectiveness at law and justice; and
  - The Bank's effectiveness at job creation/employment.

- Achieving Sustainable 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 sustainable development results in Albania, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve sustainable development results. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at law and justice;
  - The Bank's effectiveness at public sector reform; and
  - The Bank's effectiveness at economic growth.

VII. World Bank Knowledge and Instruments

Knowledge: Frequency of Use

- Over half of all respondents indicated that they consulted World Bank knowledge and research a few times a year.
  - Respondents across all stakeholder groups had statistically similar rates of usage of World Bank knowledge and research.

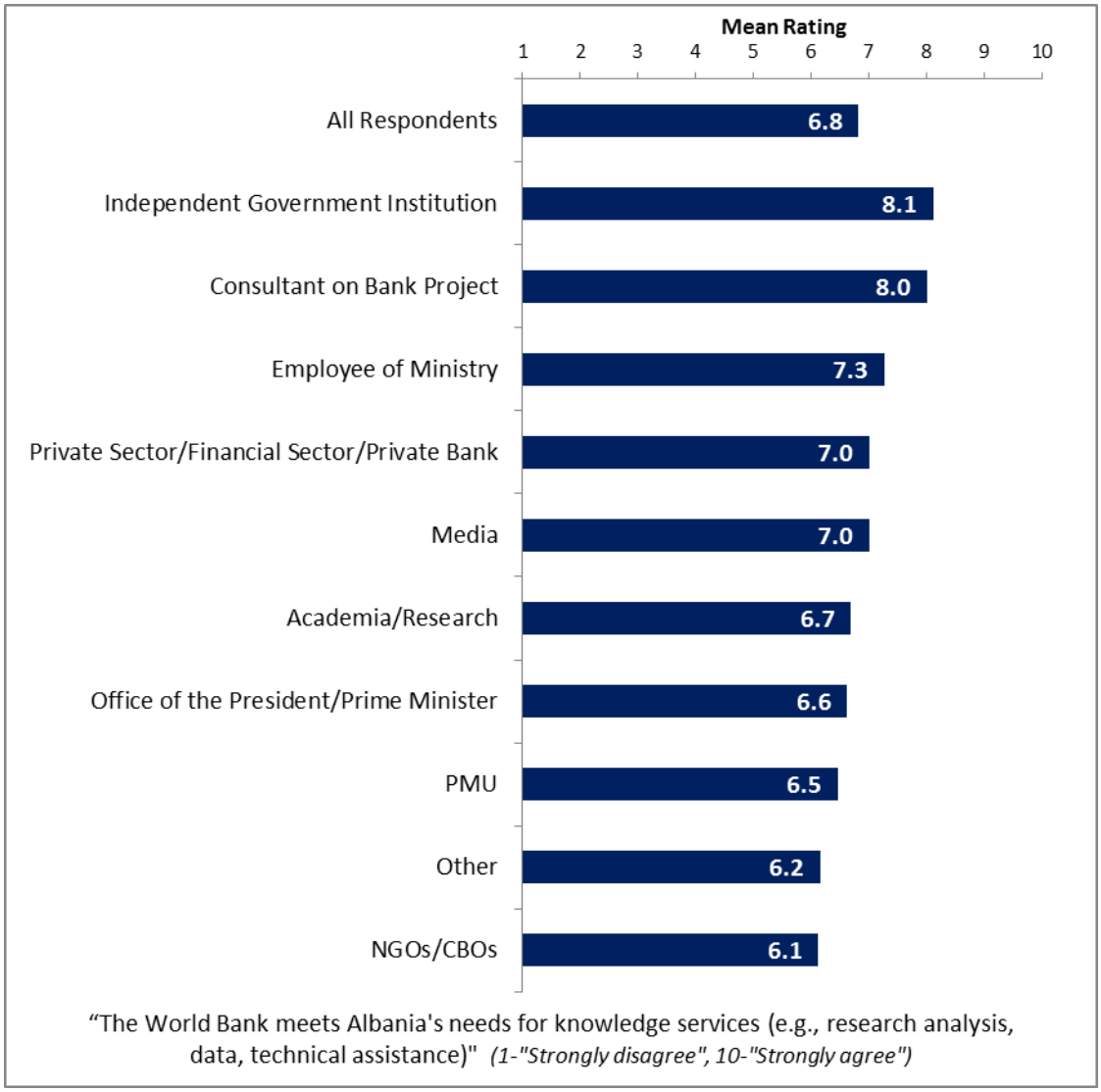


"How frequently do you consult World Bank knowledge and research in the work you do?" (Respondents chose from a list.)

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Meeting Albania's Knowledge Needs

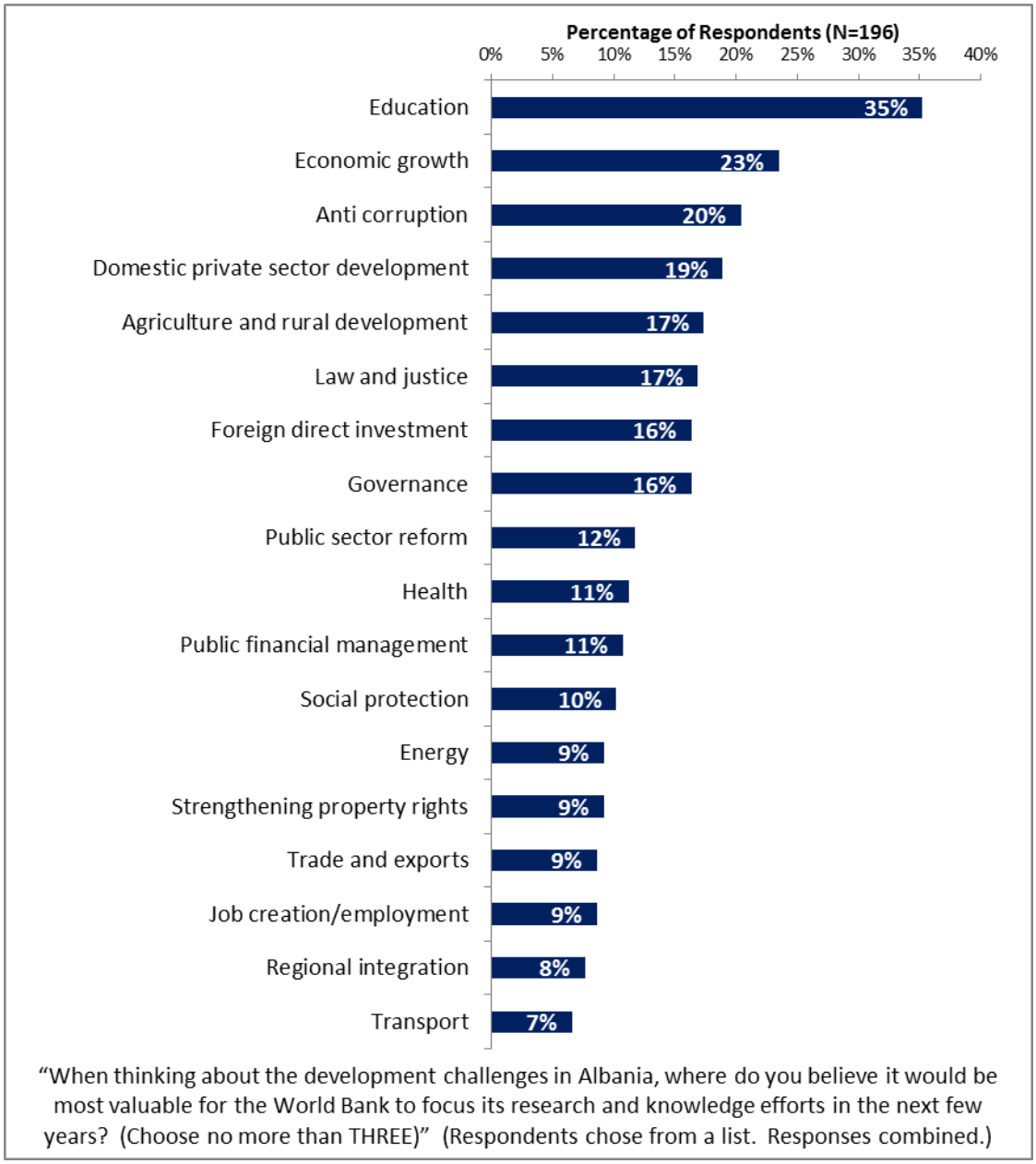
- Across all respondents, the extent to which the Bank meets Albania's needs for knowledge services received a mean rating of 6.8 on a 10-point scale, with 1 being to no degree at all and 10 being to a very significant degree.
  - Although it was not a significant difference, respondents from independent government institutions gave the highest ratings for the Bank meeting Albania's needs for knowledge services whereas respondents from NGOs/CBOs gave the lowest ratings.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Focusing Bank Research

- Respondents indicated that it would be most valuable for the Bank to focus its research and knowledge efforts on education. Economic growth, anti-corruption, and domestic private sector development were other research areas considered valuable.
  - Respondents in the FY '10 country survey* indicated that it would be most valuable for the Bank to focus its research efforts on education (25%), poverty (19%), and labor markets/job creation (17%).
  - Respondents across most stakeholder groups indicated that these would be the most valuable areas for the Bank's research, except respondents from independent government institutions who were more likely to indicate that the Bank should focus its research on agriculture and rural development.



"When thinking about the development challenges in Albania, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '12 survey were provided in the FY '10 survey.

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Effectiveness

- Across all respondents, the effectiveness of the World Bank's knowledge and research to provide support for program implementation received the highest mean rating, 7.3, on a 10-point scale with 1 being not at all effective and 10 being very effective.
  - Consultants on Bank projects and respondents from independent government institutions had the highest ratings for the effectiveness of the Bank's knowledge and research to enhance knowledge and/or skills whereas respondents from academia/research institutes had significantly lower effectiveness ratings. Respondents across all stakeholder groups had statistically similar ratings for the effectiveness of the Bank's knowledge and research in all other areas.

VII. World Bank Knowledge and Instruments (continued)

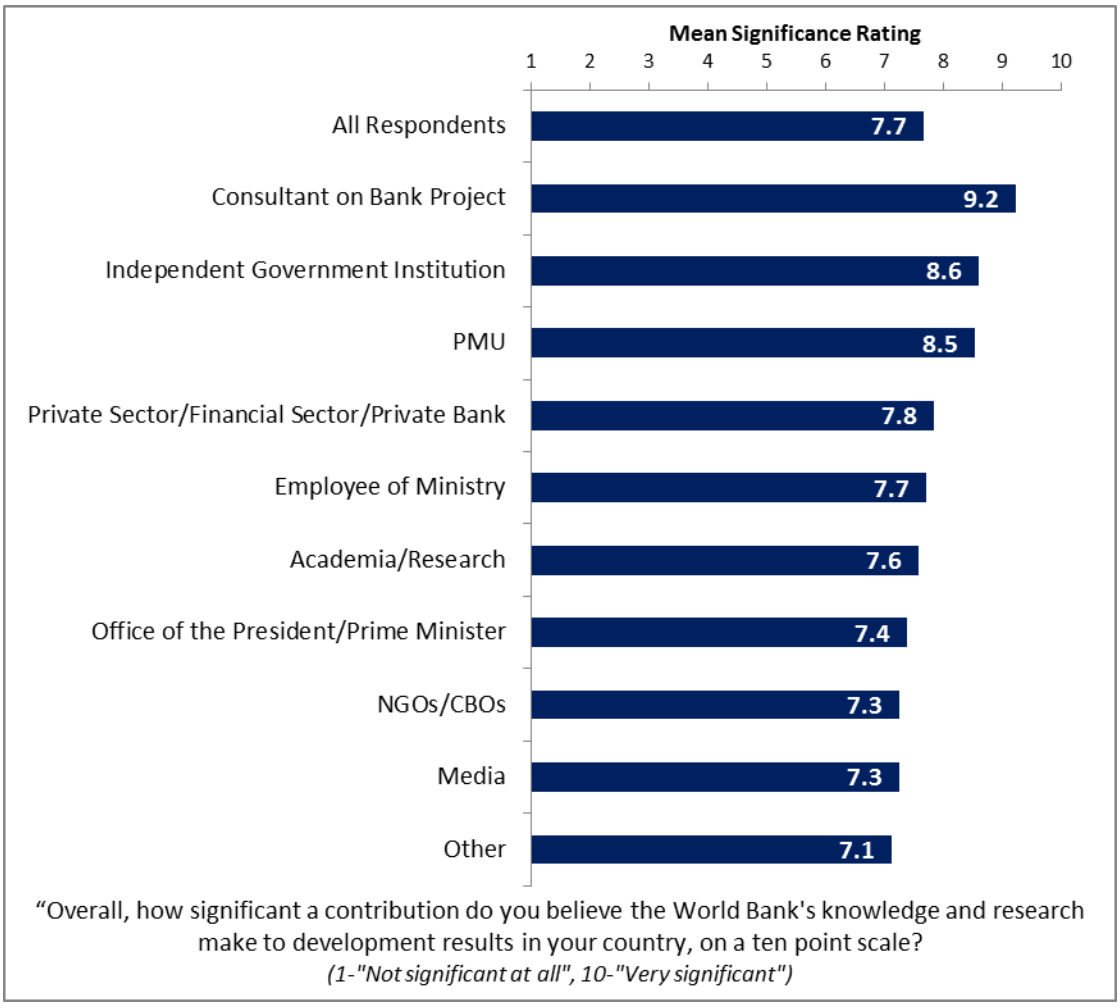
Knowledge: Qualities

- Across all respondents, the World Bank's knowledge and research being appropriately translated, being a source of relevant information on global good practices, and being accessible all received the highest mean rating, 7.8, on a 10-point scale with 1 being to no degree at all and 10 being to a very significant degree.
  - There were significant stakeholder group differences across most of these knowledge and research qualities. For the most part, consultants on Bank projects and respondents from independent government institutions gave the highest ratings for these qualities whereas respondents from academia/research institutes and other organizations tended to give significantly lower ratings. Those areas that did *not* have significant stakeholder group differences were: "Are accessible" and "Are adequately disseminated".

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Contribution

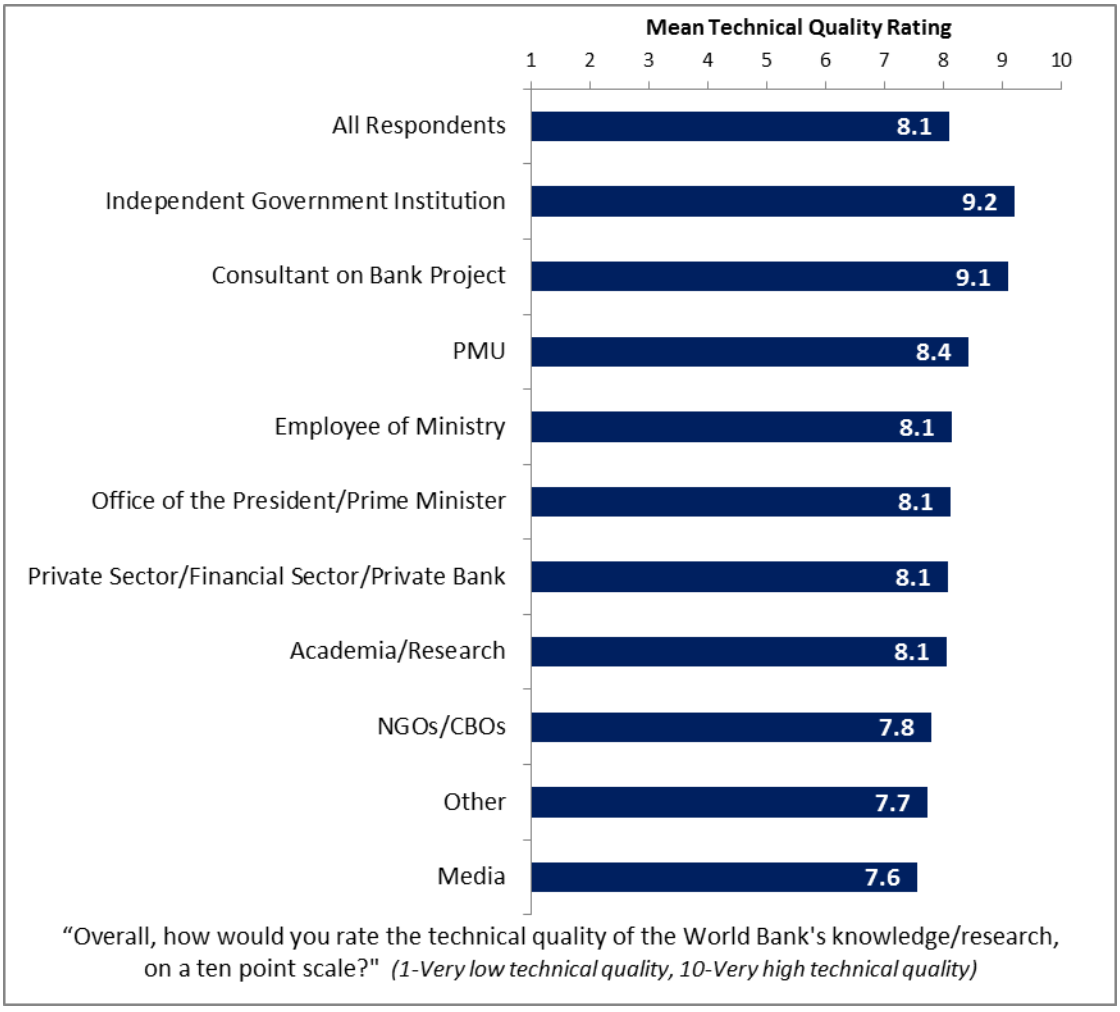
- Across all respondents, the significance of the contribution that the World Bank's knowledge and research make to development results in Albania received a mean rating of 7.7 on a 10-point scale, with 1 being not significant at all and 10 being very significant.
  - Consultants on Bank projects and respondents from independent government institutions and PMUs gave the highest ratings for the contribution that the Bank's knowledge and research make to development results in Albania whereas respondents from NGOs/CBOs, the media, and other organizations.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Technical Quality

- Across all respondents, the technical quality of the World Bank's knowledge and research received a mean rating of 8.1 on a 10-point scale, with 1 being very low technical quality and 10 being very high technical quality.
  - Although it was not a significant difference, respondents from independent government institutions and consultants on Bank projects gave the highest ratings for the technical quality of the Bank's knowledge and research whereas respondents from the media gave the lowest ratings.

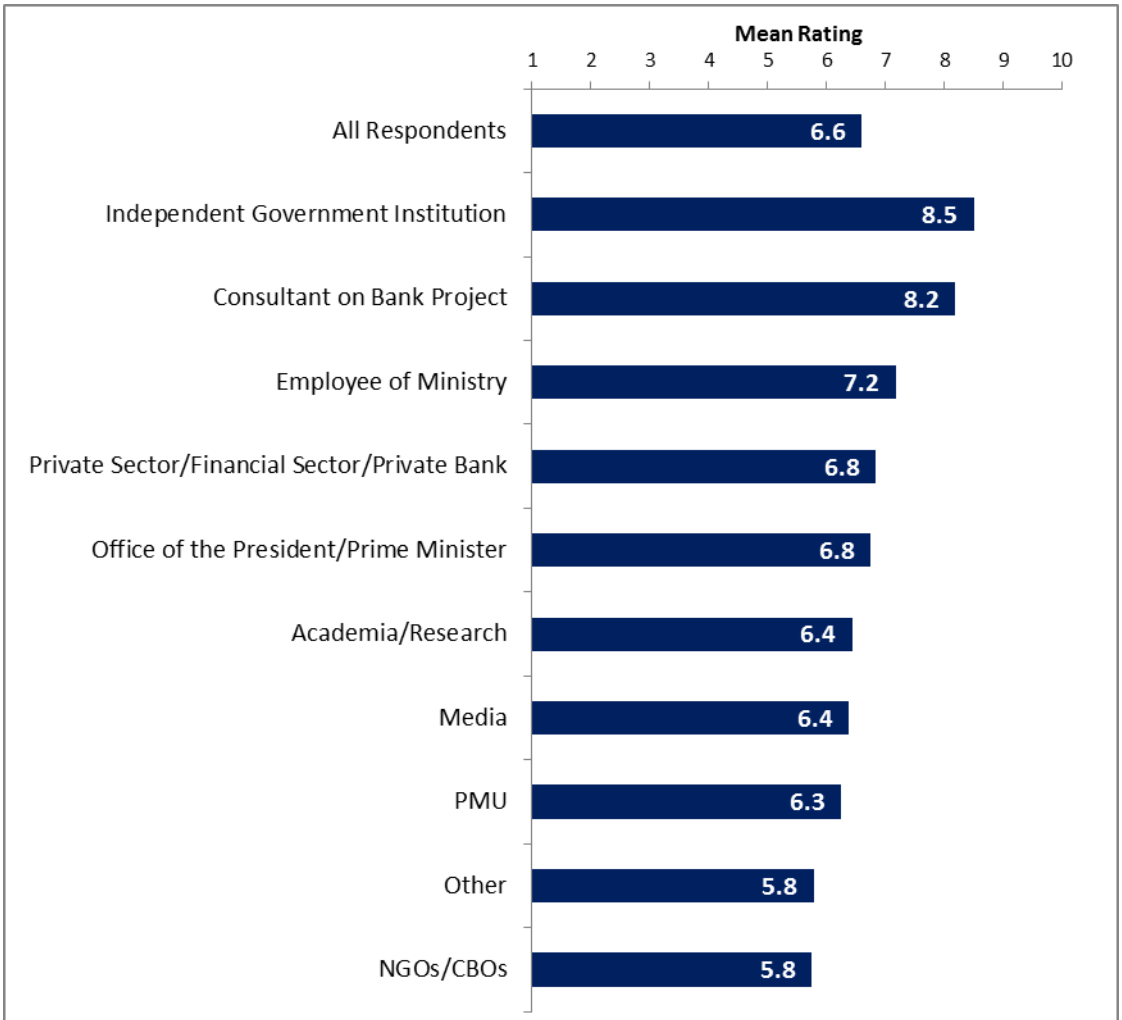


"Overall, how would you rate the technical quality of the World Bank's knowledge/research, on a ten point scale?" *(1-Very low technical quality, 10-Very high technical quality)*

VII. World Bank Knowledge and Instruments (continued)

Instruments: Meeting Albania's Needs

- Across all respondents, the extent to which the Bank's financial instruments meet Albania's needs received a mean rating of 6.6 on a 10-point scale, with 1 being to no degree at all and 10 being to a very significant degree.
  - Respondents from independent government institutions and consultants on Bank projects gave the highest ratings for the Bank's financial instruments meeting Albania's needs whereas respondents from NGOs/CBOs and other organizations gave significantly lower ratings.

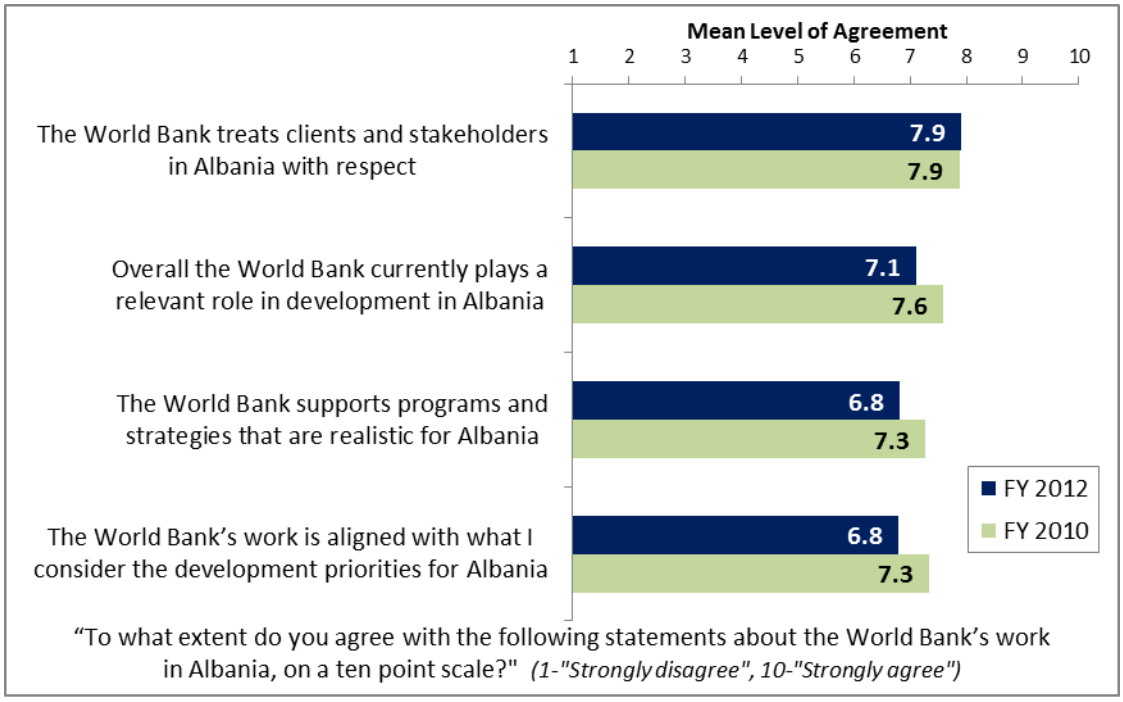


"The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Albania" *(1-"Strongly disagree", 10-"Strongly agree")*

VIII. How the World Bank Operates

The World Bank's Work in Albania

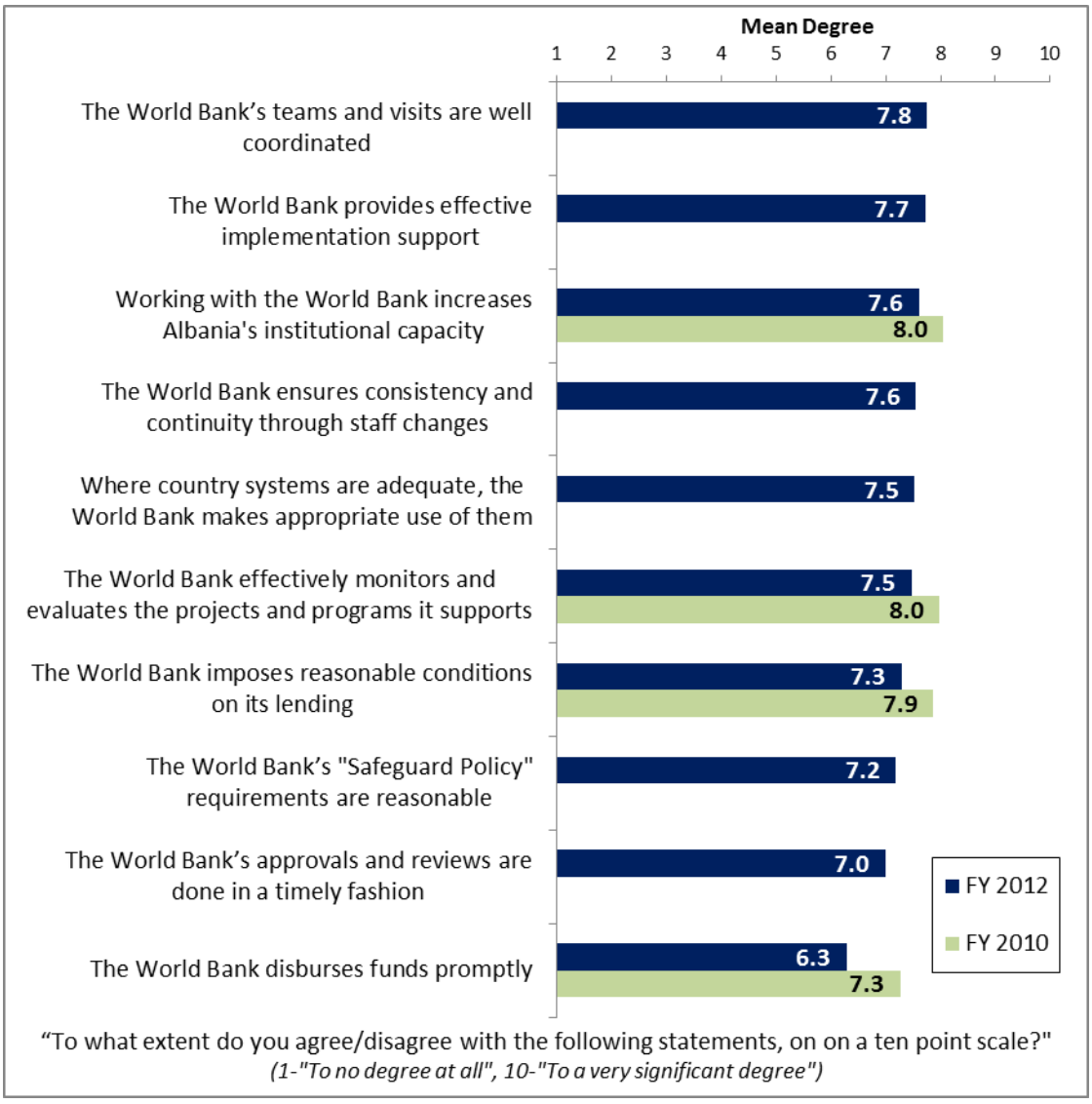
- In terms of the Bank's work, the World Bank treating clients and stakeholders in Albania with respect received the highest mean level of agreement, 7.9, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
  - Respondents in this year's country survey had significantly lower levels of agreement that the Bank plays a relevant role in Albania's development, that the programs and strategies the Bank supports are realistic for Albania, and that the Bank's work is aligned with their development priorities compared to respondents from the FY '10 country survey.
  - Consultants on Bank projects and respondents from independent government institutions had the highest levels of agreement that the Bank plays a relevant role in development in Albania whereas respondents from the office of the President/ Prime Minister and other organizations had significantly lower ratings.
  - Consultants on Bank projects and respondents from independent government institutions had the highest levels of agreement that the Bank is aligned with their development priorities whereas respondents from academia/research institutes and other organizations had significantly lower ratings.
  - Consultants on Bank projects and respondents from PMUs and independent government institutions had the highest levels of agreement that the Bank supports realistic programs whereas respondents from academia/research institutes, the media, and other organizations had significantly lower ratings.
  - Employees of ministries, consultants on Bank projects, and respondents from PMUs and independent government institutions had the highest levels of agreement that the Bank treats clients and stakeholders with respect whereas respondents from academia/research institutes had significantly lower ratings.



VIII. How the World Bank Operates (continued)

Overall Perceptions

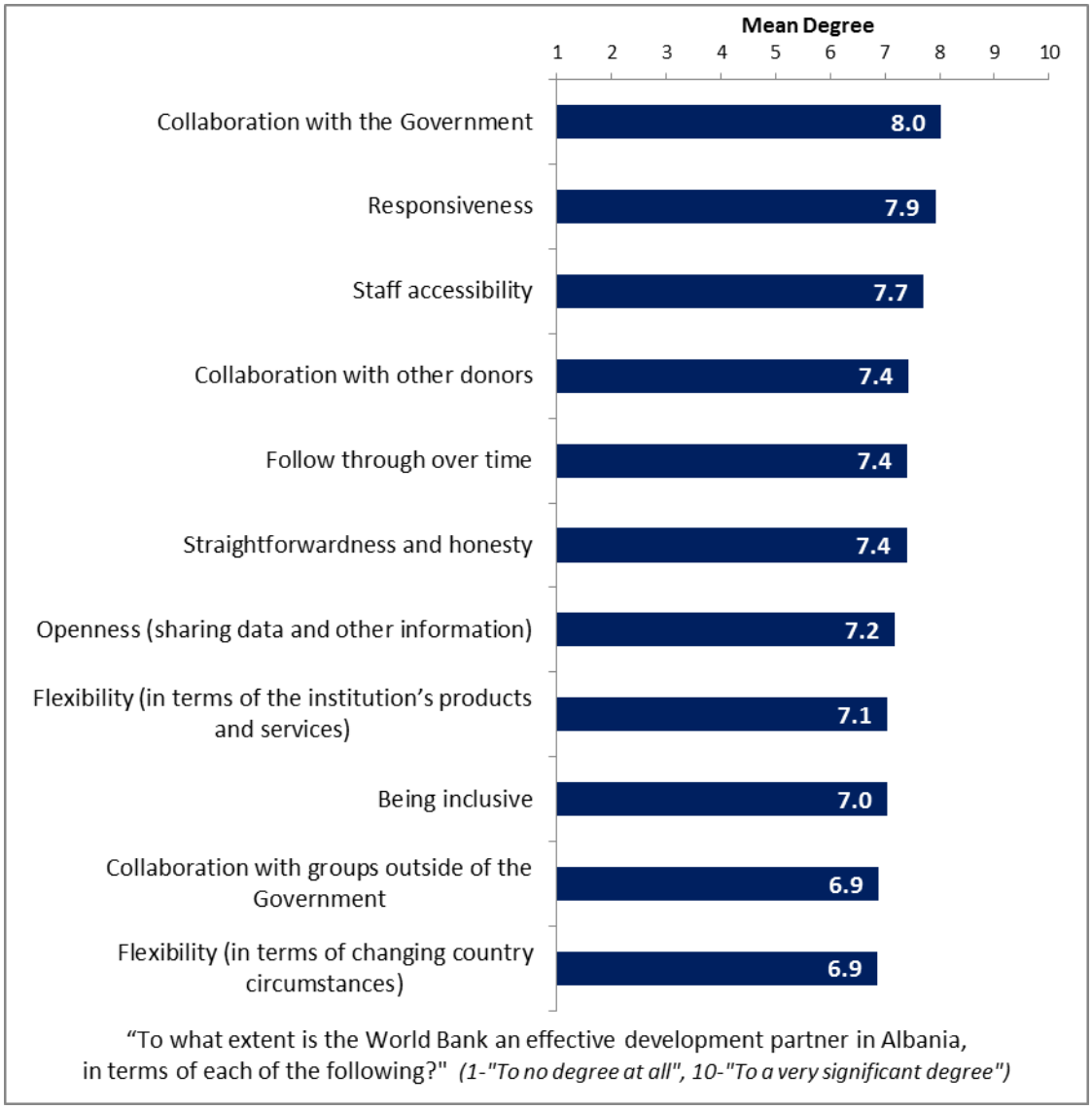
- Across all respondents, the World Bank's teams and visits being well coordinated received the highest mean rating, 7.8, on a 10-point scale with 1 being to no degree at all and 10 being to a very significant degree.
  - Ratings in this year's country survey were significantly lower compared to the FY '10 country survey for all four statements that could be compared.
  - There were significant stakeholder group differences across all but one of these aspects of how the World Bank operates. For the most part, consultants on Bank projects and respondents from independent government institutions gave the highest ratings for these aspects whereas respondents from the office of the President/Prime Minister tended to give significantly lower ratings. The one area that did *not* have a significant stakeholder group difference was: "The World Bank ensures consistency and continuity through staff changes".



VIII. How the World Bank Operates (continued)

The World Bank as an Effective Development Partner

- Across all respondents, the extent to which the World Bank is an effective development partner in terms of its collaboration with the Government in Albania received the highest mean rating, 8.0, on a 10-point scale with 1 being to no degree at all and 10 being to a very significant degree.
  - There were significant stakeholder group differences across all but one of these aspects of the Bank being an effective development partner. For the most part, consultants on Bank projects and respondents from independent government institutions gave the highest ratings for these aspects whereas respondents from other organizations tended to give significantly lower ratings. The one area that did *not* have a significant stakeholder group difference was: "Openness (sharing data and other information)".

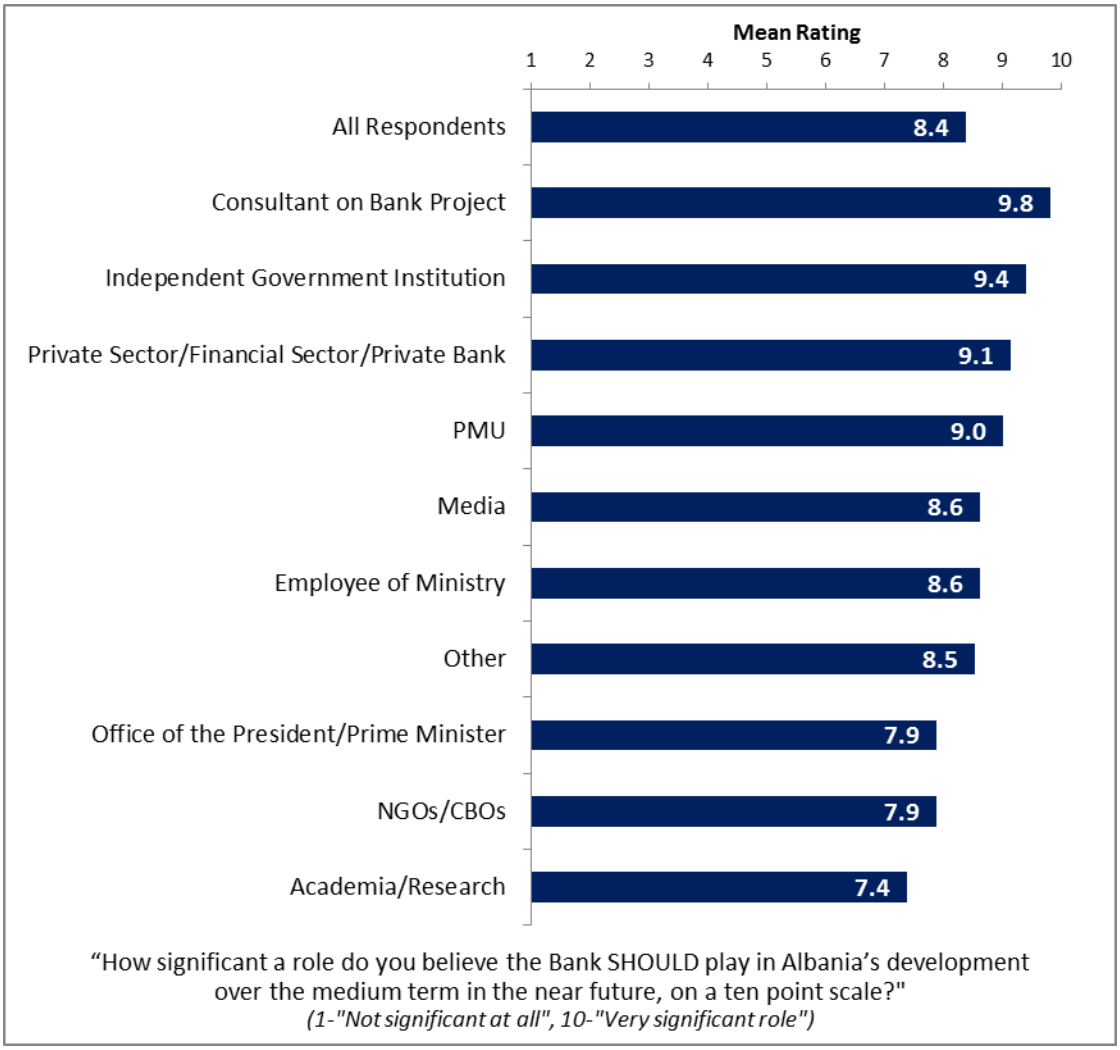


"To what extent is the World Bank an effective development partner in Albania, in terms of each of the following?" *(1-"To no degree at all", 10-"To a very significant degree")*

IX. The Future Role of the World Bank in Albania

Role Significance

- Respondents indicated that the Bank *should* play a fairly significant role in Albania's development over the medium term, receiving a mean rating of 8.4 across all respondents on a 10-point scale with 1 being not a significant role and 10 being very significant role. This was statistically similar to the mean rating received in the FY '10 survey (8.2).
  - Consultants on Bank projects and respondents from independent government institutions gave the highest ratings for the role significance that the Bank should have whereas respondents from the office of the President/Prime Minister, NGOs/CBOs, and academia/research institutes gave significantly lower ratings.

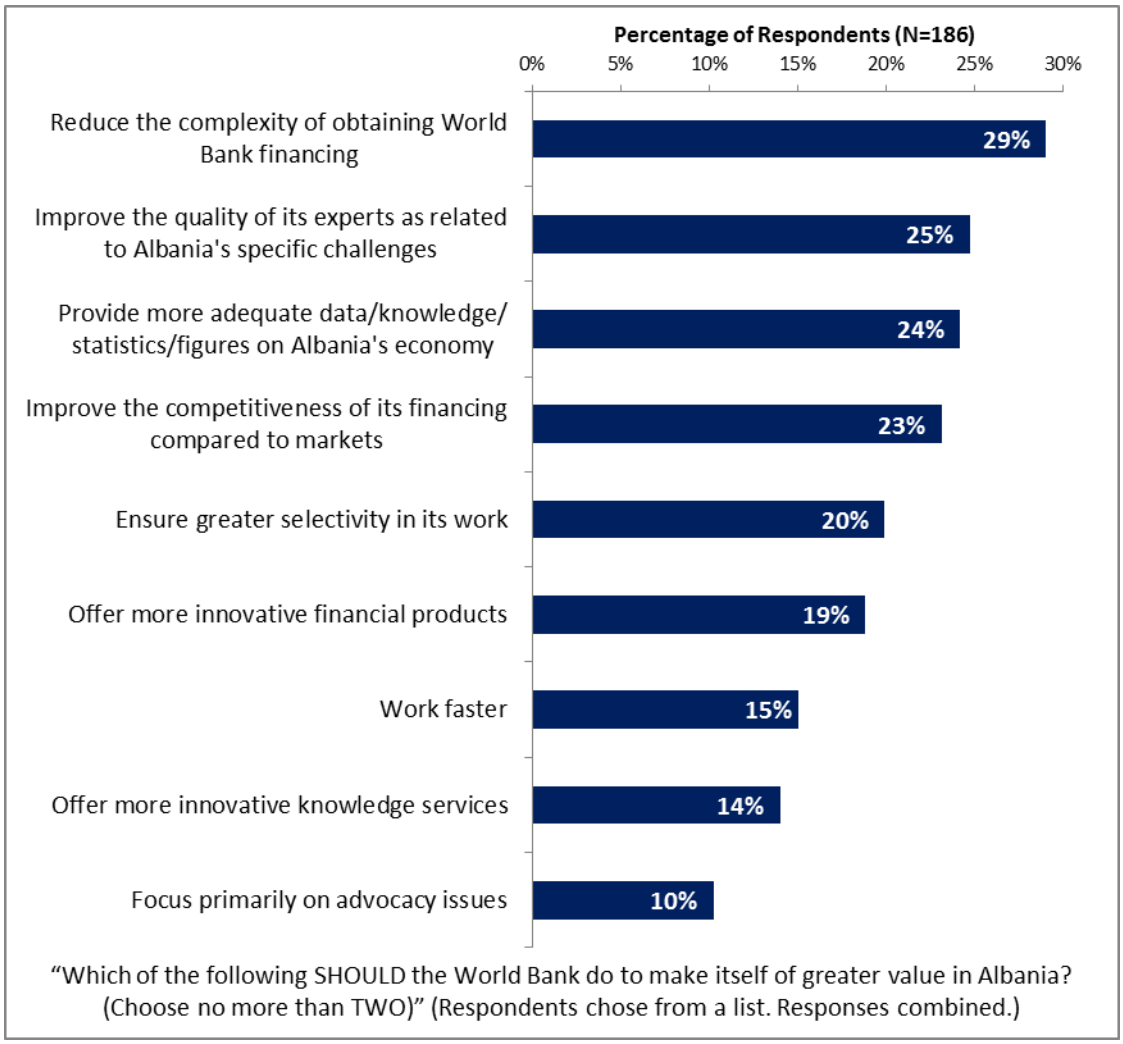


"How significant a role do you believe the Bank SHOULD play in Albania's development over the medium term in the near future, on a ten point scale?"
(1-"Not significant at all", 10-"Very significant role")

IX. The Future Role of the World Bank in Albania (continued)

Making the Bank of Greater Value

- Respondents indicated that the World Bank should reduce the complexity of obtaining Bank financing to make itself of greater value in Albania. Respondents also indicated that the Bank should improve the quality of its experts as related to Albania's specific challenges, provide more adequate data/knowledge/statistics/figures on Albania's economy, and improve the competitiveness of its financing compared to markets.
  - Respondents in the FY '10 country survey* indicated that the World Bank should reduce the complexity of obtaining Bank financing (29%) and improve the quality of its experts as related to Albania's specific challenges (26%) to make itself of greater value in Albania.
  - Respondents across most stakeholders indicated that the Bank should do these things to make itself of greater value, except respondents from academia/research institutes and the media who indicated that the Bank should ensure greater selectivity in its work.

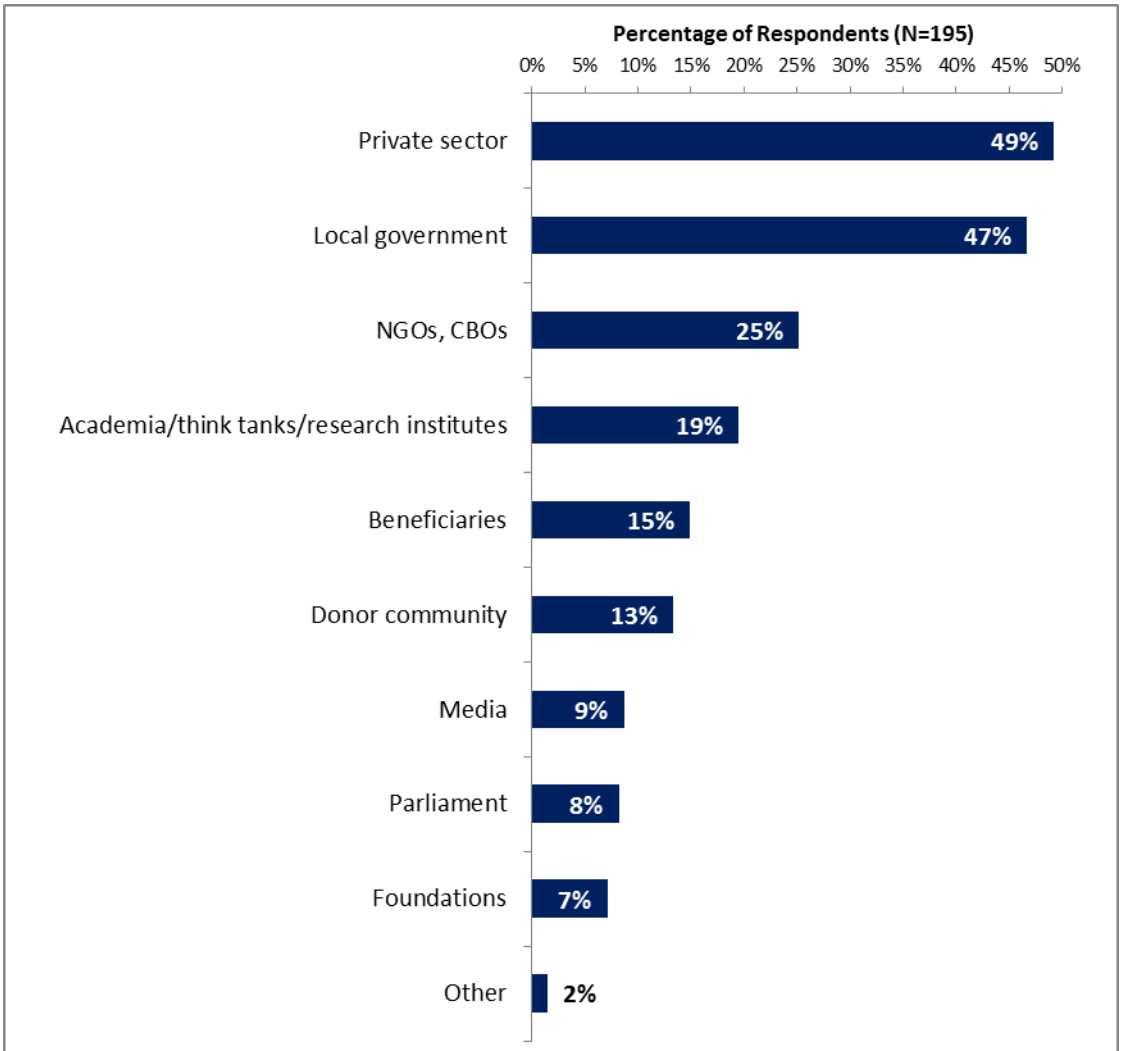


*Not all of the response options provided in the FY '12 survey were provided in the FY '10 survey.

IX. The Future Role of the World Bank in Albania (continued)

Collaborating in Albania

- Respondents indicated that the World Bank should work more closely with the private sector and local government to ensure better development results in Albania.
  - Respondents in the FY '10 country survey* also indicated that the World Bank should work more with local government (44%) and private sector (42%) to ensure better development results in Albania
  - Respondents from most stakeholder groups indicated that the Bank should work more closely with the private sector and local government, except respondents from NGOs/CBOs who were more likely to indicate that the Bank should work more closely with NGOs and CBOs.



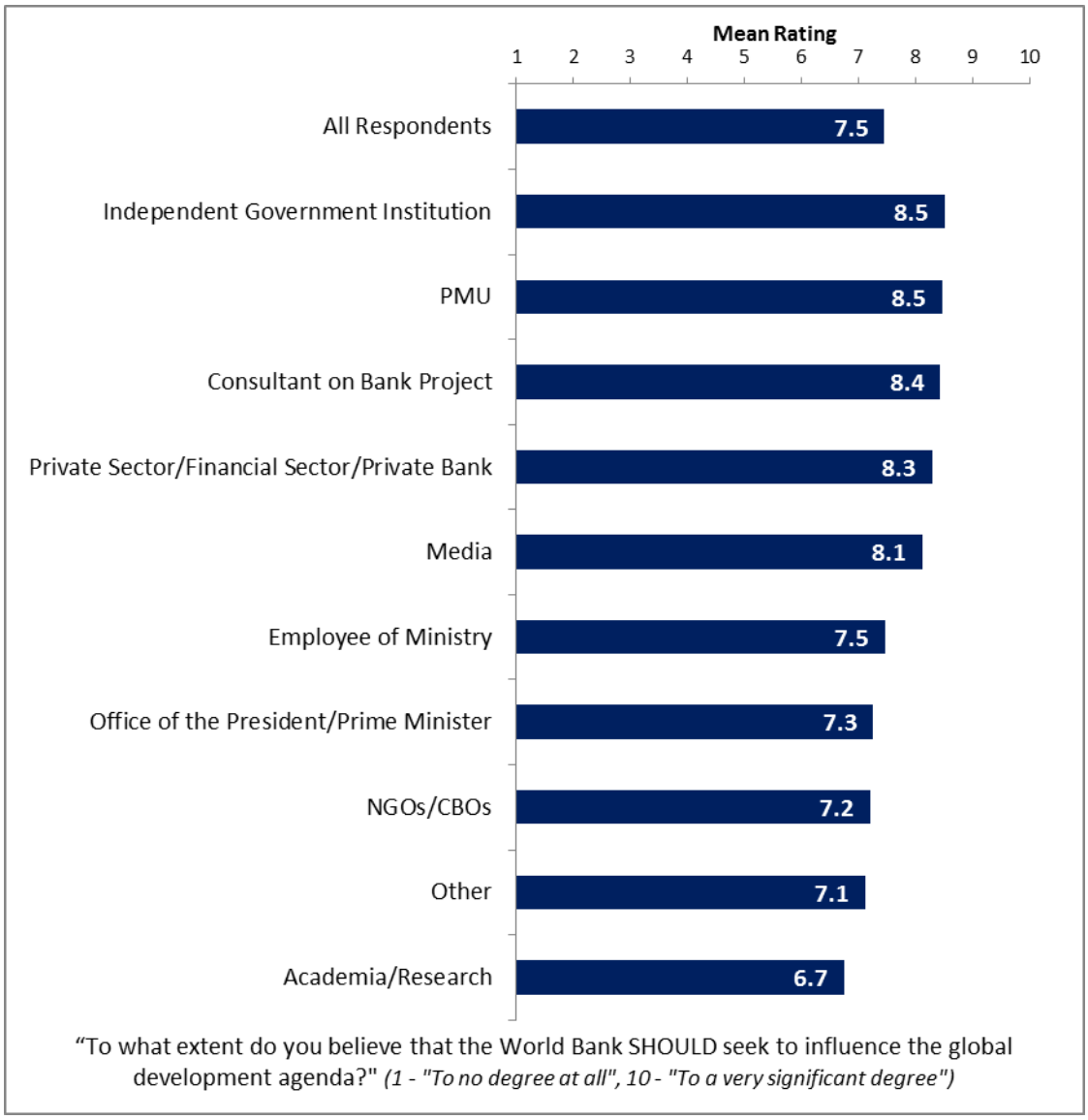
"In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank work with more in your country to ensure better development results there?" (Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '12 survey were provided in the FY '10 survey.

IX. The Future Role of the World Bank in Albania (continued)

Influencing the Global Development Agenda

- Across all respondents, the extent to which respondents believed the World Bank *should* influence the global development agenda received a mean rating of 7.5 on a 10-point scale, with 1 being to no degree at all and 10 being to a very significant degree.
  - Consultants on Bank projects and respondents from independent government institutions, PMUs, the private sector/financial sector/private banks, and the media gave the highest ratings for the extent to which the Bank *should* influence the global development agenda whereas respondents from academia/research institutes gave significantly lower ratings.

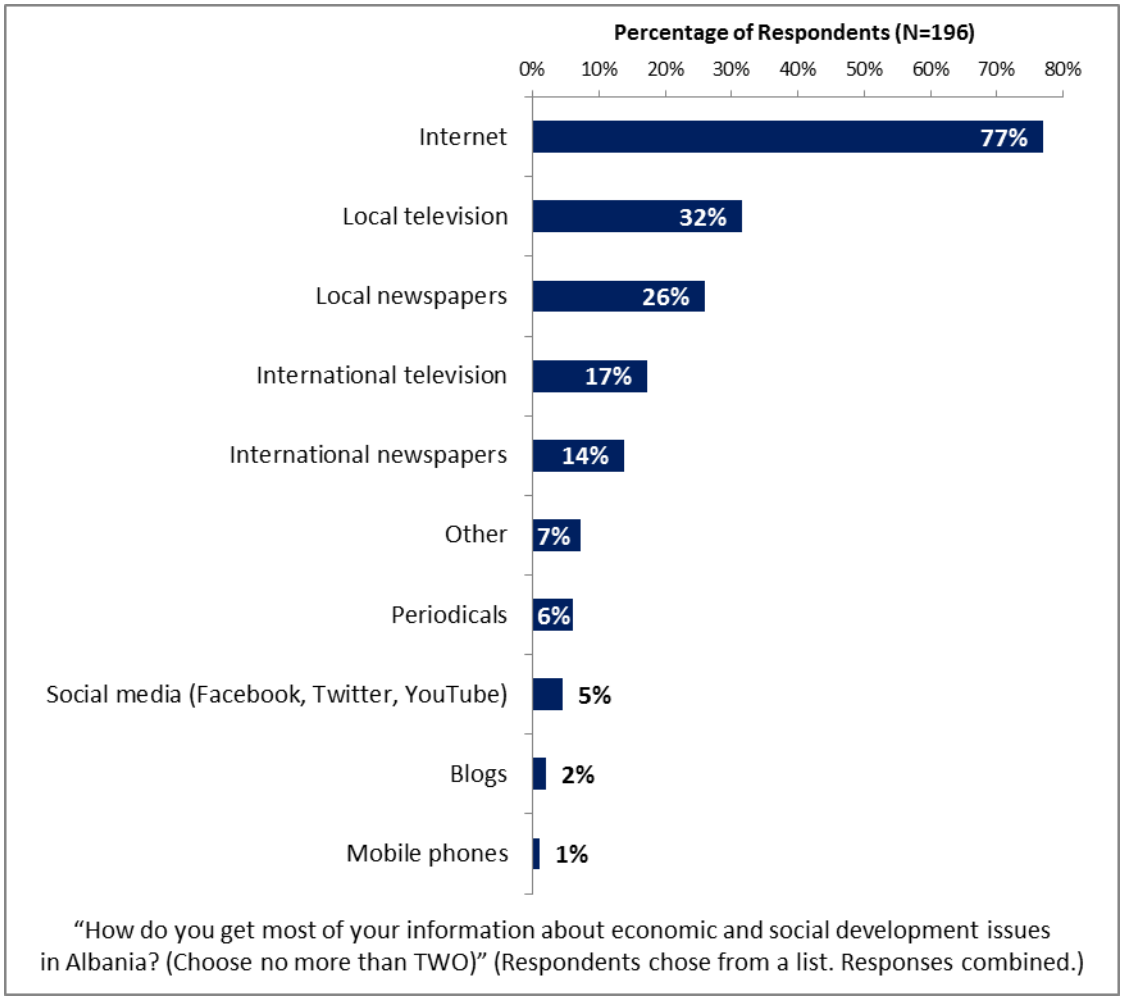


"To what extent do you believe that the World Bank SHOULD seek to influence the global development agenda?" *(1 - "To no degree at all", 10 - "To a very significant degree")*

X. Communication and Openness

Information Sources

- More than three-quarters of all respondents indicated that they got most of their information about economic and social development issues in Albania from the Internet.
  - Respondents in the FY '10 country survey* also indicated that they got most of their information about economic and social development issues in Albania from the Internet (63%).



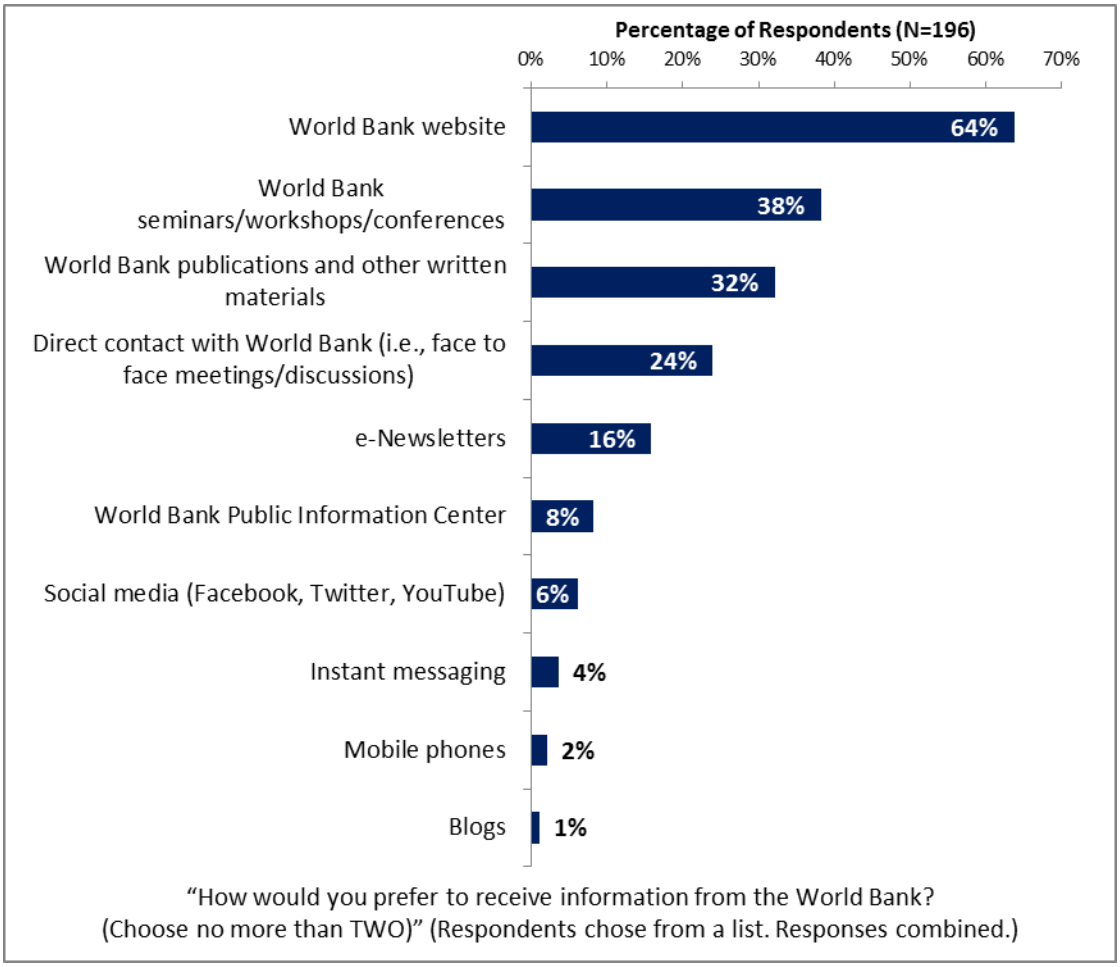
"How do you get most of your information about economic and social development issues in Albania? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

*Not all of the response options provided in the FY '12 survey were provided in the FY '10 survey.

X. Communication and Openness (continued)

Information Sources (continued)

- When asked how they would prefer to receive information from the World Bank, nearly two-thirds of respondents indicated the World Bank website. Other popular choices were World Bank seminars/workshops/conferences, World Bank publications and other written materials, and direct contact with World Bank staff.

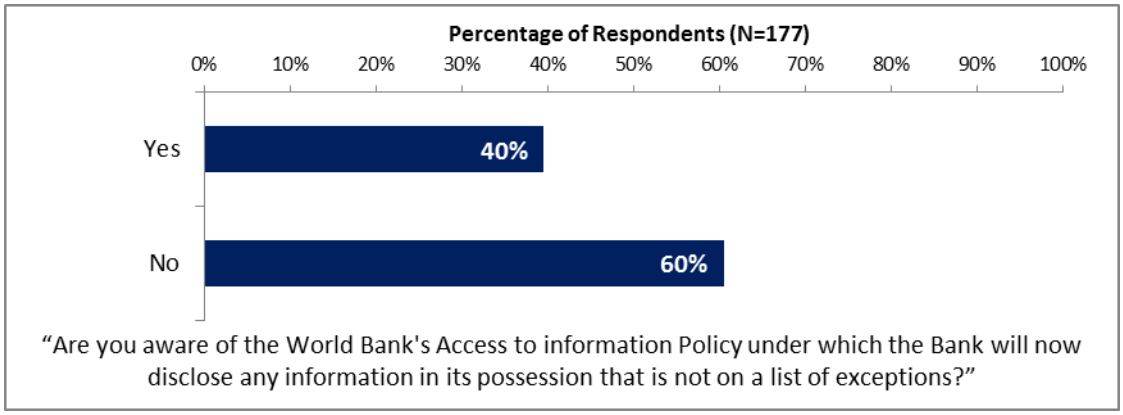


"How would you prefer to receive information from the World Bank? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

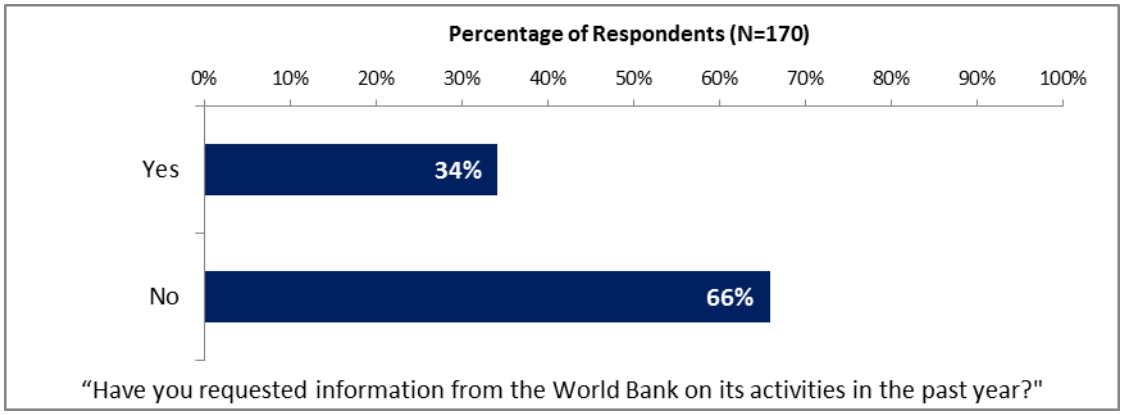
X. Communication and Openness (continued)

Access to Information

- Less than half of all respondents indicated that they were aware of the Bank's Access to Information policy.
  - Respondents across all stakeholder groups had statistically similar levels of awareness for the Bank's Access to Information policy.



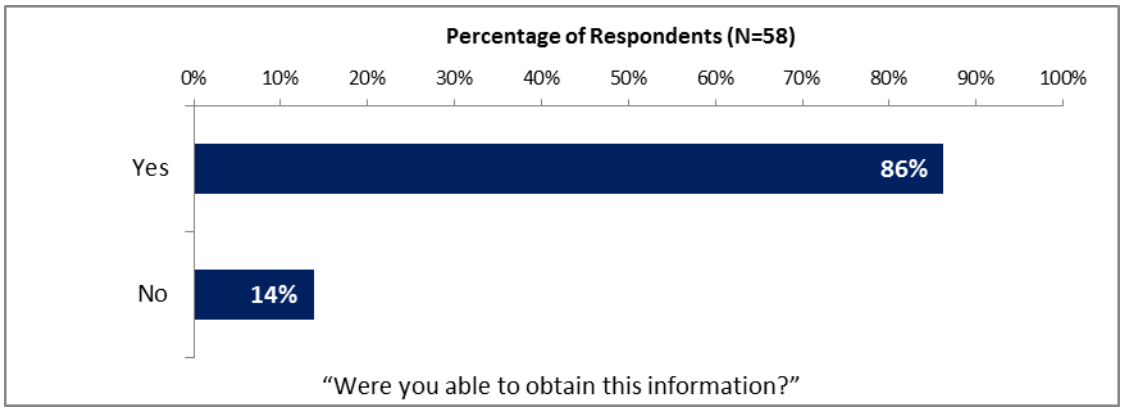
- Over a third of all respondents indicated that they had requested information from the World Bank in the past year.
  - Employees of ministries and respondents from PMUs, academia/research institutes, the media, independent government institutions, and other organizations were significantly more likely to have requested information from the World Bank compared to respondents from other stakeholder groups.



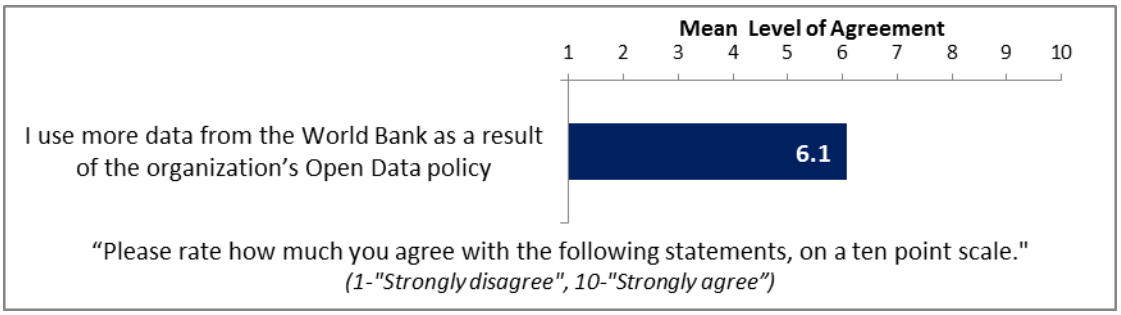
X. Communication and Openness (continued)

Access to Information (continued)

- Nearly all respondents who indicated that they had requested information from the World Bank indicated that they were able to obtain this information.
  - Respondents across all stakeholder groups had statistically similar rates of obtaining their requested information.



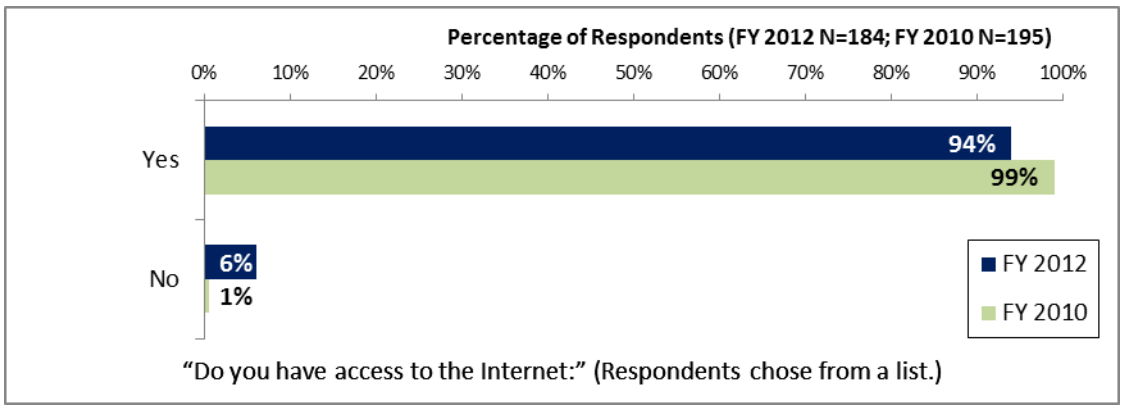
- Agreement that respondents use more data from the World Bank as a result of its Open Data policy received a mean rating of 6.1, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
  - Respondents across all stakeholder groups had statistically similar levels of agreement that they use more data from the World Bank as a result of the Bank's Open Data policy.



X. Communication and Openness (continued)

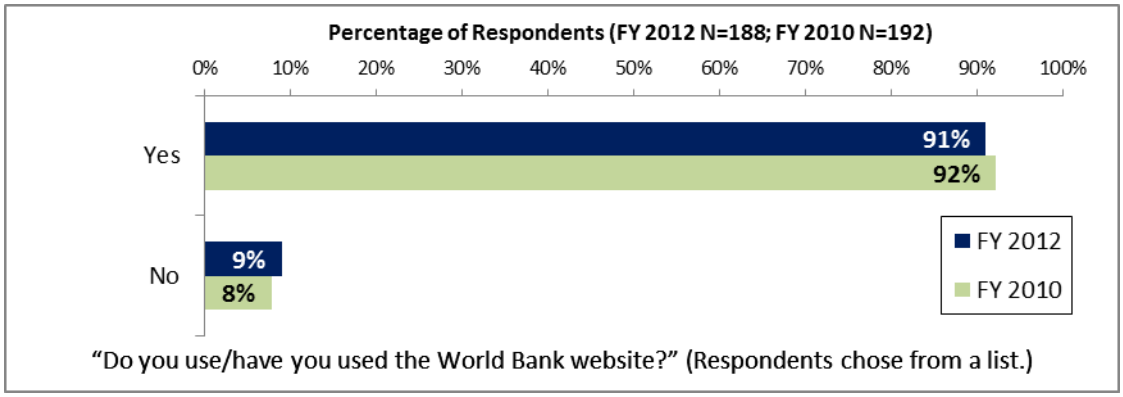
Internet Access

- Nearly all respondents indicated that they had access to the Internet, but this was significantly fewer than the 99% of respondents who indicated that they had access to the Internet in the FY '10 country survey.
  - Respondents across all stakeholder groups had statistically similar rates of Internet access.



Website Usage

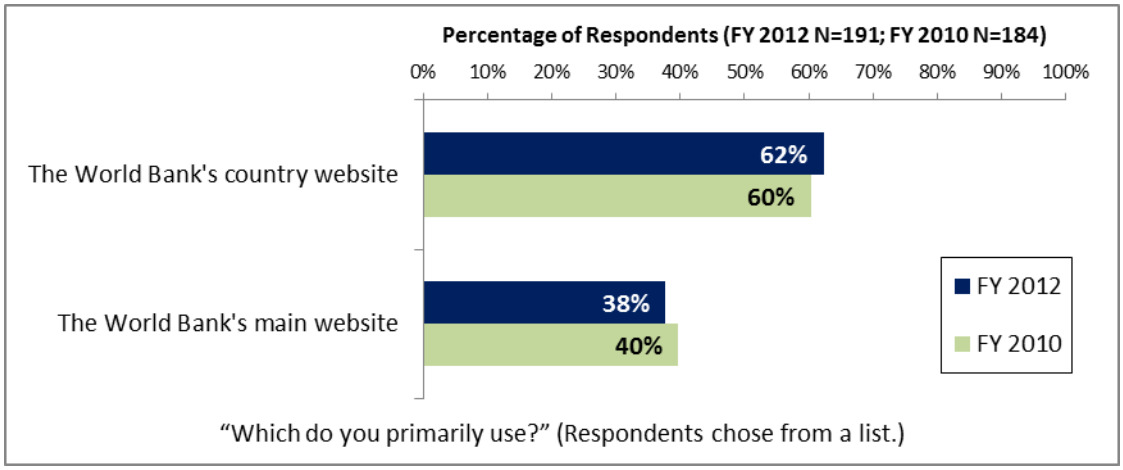
- Nearly all respondents indicated that they had used the Bank's website, statistically similar to the rates of website usage found in the FY '10 country survey.
  - Respondents across all stakeholder groups had statistically similar rates of Bank website usage.



X. Communication and Openness (continued)

Website Usage (continued)

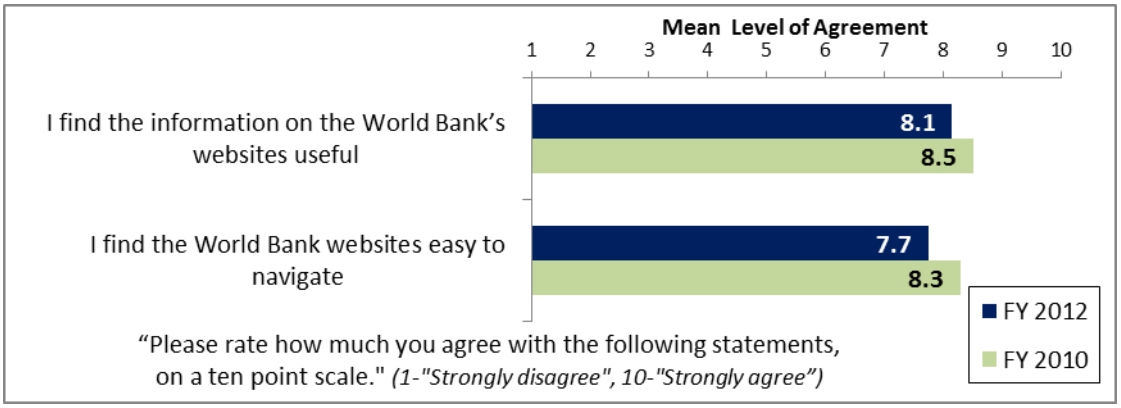
- Of those respondents who used the Bank's website, nearly two-thirds indicated that they used the World Bank's country website, statistically similar to the FY '10 country survey.
  - Respondents across all stakeholder groups had statistically similar rates of usage for the World Bank's websites.



X. Communication and Openness (continued)

Website Evaluation

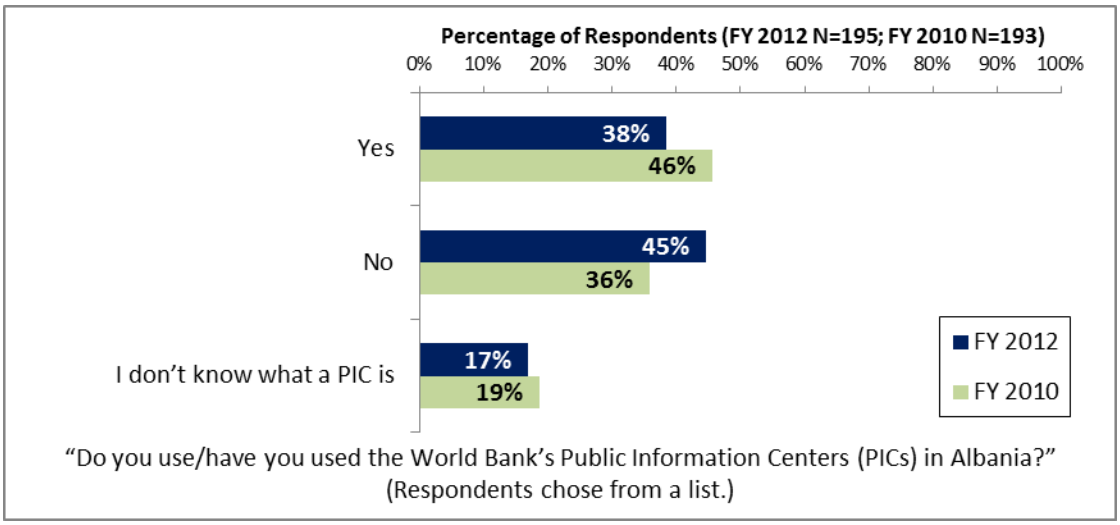
- Among those respondents who utilized the World Bank's websites, agreement that respondents find the information on the Bank's websites useful received the highest mean rating, 8.1, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
  - Respondents from the FY '10 country survey had significantly higher levels of agreement regarding both evaluations of the Bank's websites compared to respondents from this country survey.
  - Employees of ministries, consultants on Bank projects and respondents from independent government institutions had the highest levels of agreement that the Bank websites are easy to navigate whereas respondents from the office of the President/Prime Minister and the private sector/financial sector/private banks had significantly lower levels of agreement.
  - Employees of ministries, consultants on Bank projects and respondents from PMUs, the media, and independent government institutions had the highest levels of agreement that they find the information on the Bank's websites useful whereas respondents from the office of the President/Prime Minister, the private sector/financial sector/private banks, academia/research institutes, NGOs/CBOs, and other organizations had significantly lower levels of agreement.



X. Communication and Openness (continued)

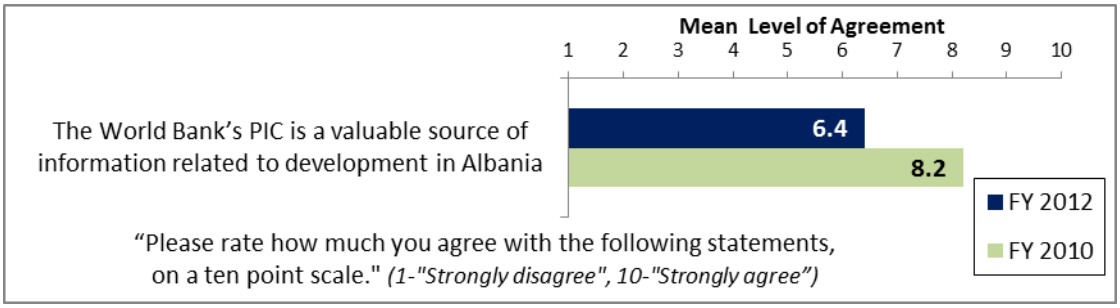
PIC Usage

- More than a third of all respondents in this year's country survey indicated that they had used the Bank's PICs in Albania, statistically similar to the usage of the Bank's PICs in the FY '10 country survey.
  - Respondents across all stakeholder groups had statistically similar rates of usage for the World Bank's PICs.



PIC Evaluation

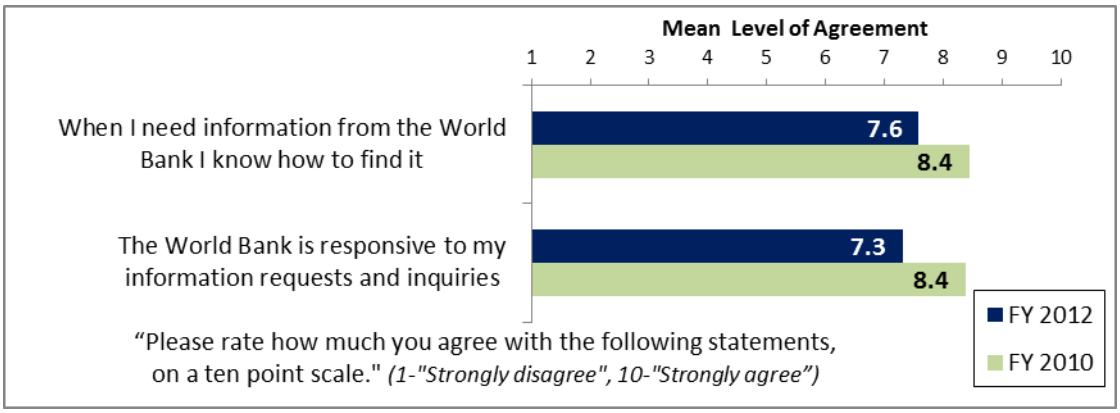
- Among those respondents who utilized the World Bank's PICs, agreement that respondents find them to be a valuable source of information related to development in Albania received a mean rating of 6.4, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
  - Respondents in the FY '10 country survey had significantly higher levels of agreement that the Bank's PIC is a valuable source of information compared to respondents in this year's country survey.
  - Respondents across all stakeholder groups had statistically similar levels of agreement regarding the value of the Bank's PICs.



X. Communication and Openness (continued)

Information Sharing

- In terms of the Bank's information sharing in Albania, respondents had the highest level of agreement that when they need information from the World Bank they know how to find it, receiving a mean rating of 7.6, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
  - Respondents in this year's country survey had significantly *lower* levels of agreement that the Bank is appropriately responsive to their information requests and inquiries and that when they need information from the World Bank they know how to find it compared to respondents in the FY '10 country survey.
  - Respondents from the media and independent government institutions had the highest levels of agreement that when they need information from the World Bank they know how to find it whereas respondents from academia/research institutes and other organizations had significantly lower levels of agreement.
  - Respondents from independent government institutions had the highest levels of agreement that the Bank is appropriately responsive to their information requests and inquiries whereas respondents from academia/research institutes, the media, and other organizations had significantly lower levels of agreement.



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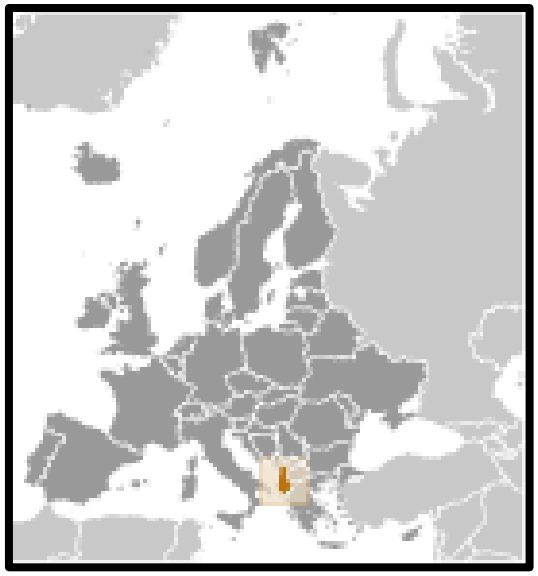
ALBANIA



Appendix A: Responses to All Questions across All Respondents (N=198)

A. General Issues facing Albania

1. In general, would you say that Albania is headed in...?	Percentage of Respondents (N=188)
The right direction	51.1%
The wrong direction	21.8%
Not sure	27.1%

2. When considering development priorities, which ONE development priority below is the most important in Albania? Which ONE is the second most important development priority? Which ONE is the third most important priority?	Percentage of Respondents (N=195)			
	Most Important	*2nd Most Important*	*3rd Most Important*	*Combined*
Education	17.4%	11.3%	8.2%	37.0%
Law and justice	8.7%	9.7%	8.2%	26.7%
Strengthening property rights	7.7%	7.7%	7.2%	22.6%
Anti-corruption	9.2%	7.7%	5.2%	22.1%
Agriculture and rural development	8.2%	5.6%	7.2%	21.1%
Job creation/employment	5.6%	9.7%	4.1%	19.5%
Health	3.6%	6.7%	8.2%	18.5%
Governance	5.6%	5.6%	6.2%	17.5%
Economic growth	6.7%	4.1%	3.6%	14.4%
Domestic private sector development	5.1%	2.6%	4.1%	11.8%
Social protection	2.1%	2.1%	7.2%	11.3%
Foreign direct investment	2.6%	3.6%	3.6%	9.8%
Transport	3.6%	2.6%	3.1%	9.2%
Public financial management	1.5%	2.6%	3.6%	7.7%
Energy	0.5%	0.5%	5.2%	6.2%
Environmental sustainability and natural resource management	1.0%	2.1%	3.1%	6.2%
Public sector reform	2.6%	1.5%	2.1%	6.2%
Regional integration	2.6%	3.1%	0.0%	5.6%
Monitoring and evaluation	0.0%	3.1%	1.5%	4.6%
Financial markets	1.0%	1.5%	1.5%	4.1%
Urban development	1.5%	1.0%	1.0%	3.6%
Trade and exports	1.0%	1.0%	1.0%	3.1%
Water and sanitation	1.0%	1.5%	0.5%	3.1%
Regulatory framework	0.5%	2.1%	0.5%	3.1%
Climate change	0.0%	0.5%	1.5%	2.1%
Disaster management	0.0%	0.5%	1.0%	1.5%
Information and communications technology	0.5%	0.0%	1.0%	1.5%

A. General Issues facing Albania (continued)

3. 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 Albania? (Choose no more than THREE)	**Percentage of Respondents (Responses Combined; N=197)**
Agriculture and rural development	33.0%
Foreign direct investment	27.4%
Education	24.4%
Governance	24.4%
Anti-corruption	21.8%
Energy	20.3%
Domestic private sector development	20.3%
Strengthening property rights	19.8%
Law and justice	17.3%
Job creation/employment	16.2%
Trade and exports	14.2%
Public financial management	12.2%
Urban development	6.1%
Environmental sustainability and natural resource management	5.6%
Regional integration	5.1%
Transport	5.1%
Health	5.1%
Regulatory framework	4.6%
Information and communications technology	4.1%
Public sector reform	4.1%
Social protection	2.0%
Financial markets	2.0%
Water and sanitation	1.0%
Monitoring and evaluation	0.5%
Climate change	0.0%
Disaster management	0.0%

B. Overall Attitudes toward the World Bank

Familiarity, Overall Effectiveness, Preparedness	**N**	**Mean**	**SD**
1. How familiar are you with the work of the World Bank in Albania, on a ten-point scale? *(1-Not familiar at all, 10-Extremely familiar)*	197	6.70	2.15
2. Overall, please rate your impression of the World Bank's effectiveness in Albania, on a ten-point scale. *(1-Not effective at all, 10-Very effective)*	189	7.08	1.87
3. To what extent do you believe the World Bank's staff is well prepared to help Albania solve its most complicated development challenges? *(1-To no degree at all, 10-To a very significant degree)*	175	7.77	1.60

B. Overall Attitudes toward the World Bank (continued)

4. When thinking about how the World Bank can have the most impact on development results in Albania, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Albania? (Choose no more than THREE)	**Percentage of Respondents (Responses Combined; N=196)**
Agriculture and rural development	30.1%
Education	27.6%
Public financial management	17.3%
Domestic private sector development	16.3%
Economic growth	16.3%
Governance	14.8%
Energy	13.3%
Law and justice	13.3%
Health	12.8%
Strengthening property rights	12.8%
Foreign direct investment	12.2%
Job creation/employment	11.7%
Social protection	10.7%
Transport	10.7%
Public sector reform	9.7%
Financial markets	8.2%
Anti-corruption	8.2%
Monitoring and evaluation	7.7%
Trade and exports	7.1%
Regulatory framework	5.6%
Urban development	5.6%
Regional integration	5.1%
Environmental sustainability and natural resource management	5.1%
Water and sanitation	4.1%
Information and communications technology	3.1%
Climate change	1.0%
Disaster management	0.5%

5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Albania?	**Percentage of Respondents (N=194)**		
	Greatest Value	***2nd Greatest Value***	***Combined***
Financial resources	48.5%	11.3%	59.8%
Policy and economic advice	20.6%	16.5%	37.1%
Technical assistance	7.7%	18.0%	25.8%
Training/capacity building	5.7%	16.5%	22.2%
Studies/analyses	6.7%	12.4%	19.1%
Ability to mobilize resources from private sector and donors	4.1%	14.9%	19.1%
Convening/facilitating	4.1%	8.2%	12.4%
Data	2.6%	1.5%	4.1%
Other	0.0%	0.5%	0.5%

B. Overall Attitudes toward the World Bank (continued)

6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Albania? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=181)
Not willing to honestly criticize policies and reform efforts in the country	24.3%
Too bureaucratic in its operational policies and procedures	23.8%
World Bank processes too slow and complex	18.8%
Too influenced by developed countries	17.7%
Not enough public disclosure of its work	17.1%
Not adequately sensitive to political/social realities in Albania	17.1%
Imposing technocratic solutions without regard to political realities	14.9%
Not collaborating enough with non-state actors	14.9%
Not exploring alternative policy options	11.0%
Staff too inaccessible	6.1%
The credibility of its knowledge/data	6.1%
Not aligned with country priorities	5.5%
Other	4.4%
Not aligned with other donors' work	3.9%
Not client focused	3.3%
Arrogant in its approach	0.0%

Global Development Agenda	N	Mean	SD
7. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale? *(1-To no degree at all, 10-To a very significant degree)*	186	7.45	2.00

8. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=195)
Private sector	49.2%
Local government	46.7%
NGOs, CBOs	25.1%
Academia/think tanks/research institutes	19.5%
Beneficiaries	14.9%
Donor community	13.3%
Media	8.7%
Parliament	8.2%
Foundations	7.2%
Other	1.5%

To what extent do you agree with the following statements about the World Bank's work in Albania, on a ten point scale? *(1-Strongly disagree, 10-Strongly agree)*	Level of Agreement		
	N	Mean	SD
9. Overall the World Bank currently plays a relevant role in development in Albania	192	7.11	2.14
10. The World Bank's work is aligned with what I consider the development priorities for this country	181	6.80	2.07
11. The World Bank supports programs and strategies that are realistic for Albania	179	6.82	2.05
12. The World Bank treats clients and stakeholders in Albania with respect	180	7.90	1.97

B. Overall Attitudes toward the World Bank (continued)

To what extent is the World Bank an effective development partner in Albania in terms of each of the following? *(1-To no degree at all, 10-To a very significant degree)*	**Degree**		
	N	**Mean**	**SD**
13. Responsiveness	186	7.92	1.84
14. Flexibility (in terms of the institution's products and services)	174	7.05	1.89
15. Flexibility (in terms of changing country circumstances)	176	6.86	1.93
16. Being inclusive	174	7.04	1.98
17. Openness (sharing data and other information)	187	7.17	2.29
18. Staff accessibility	168	7.71	2.24
19. Straightforwardness and honesty	176	7.40	2.16
20. Collaboration with groups outside of the Government	161	6.89	2.14
21. Collaboration with the Government	174	8.03	1.74
22. Collaboration with other donors	152	7.42	2.16
23. Follow through over time	171	7.40	2.12

24. When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose no more than TWO)	**Percentage of Respondents (Responses Combined; N=185)**
Political pressures and obstacles	42.2%
The Government works inefficiently	36.2%
There is not an adequate level of citizen/civil society participation	24.3%
Reforms are not well thought out in light of country challenges	22.7%
Lack of/inadequate levels of capacity in Government	22.2%
The World Bank is not sensitive enough to political/social realities on the ground	14.1%
Poor donor coordination	10.8%
The World Bank works too slowly	9.2%
The World Bank does not do adequate follow through/follow-up	7.0%
Other	2.2%

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Albania, on a ten point scale? *(1-Not effective at all, 10-Very effective)*	**Effectiveness**		
	N	**Mean**	**SD**
1. Anti-corruption	156	5.25	2.42
2. Information and communications technology	145	6.70	1.92
3. Transport	161	6.75	2.14
4. Law and justice	147	5.47	2.20
5. Urban development	152	6.32	1.97
6. Environmental sustainability and natural resource management	150	6.05	2.04
7. Regulatory framework	141	6.81	1.91
8. Domestic private sector development	144	6.00	2.25
9. Foreign direct investment	142	6.85	2.01
10. Water and sanitation	150	6.23	2.18
11. Trade and exports	132	6.15	2.07
12. Economic growth	159	6.42	2.14
13. Energy	149	6.54	2.06
14. Disaster management	141	6.01	2.36
15. Monitoring and evaluation	145	7.08	1.94
16. Public financial management	160	6.54	2.08
17. Job creation/employment	151	5.34	2.16
18. Financial markets	130	5.98	2.12
19. Health	151	6.05	2.20
20. Agriculture and rural development	157	5.92	2.21
21. Governance	154	5.78	2.20
22. Strengthening property rights	155	5.08	2.38
23. Education	155	6.01	2.21
24. Social protection	149	5.84	2.39
25. Climate change	130	5.33	2.31
26. Public sector reform	161	6.04	2.06
27. Regional integration	140	6.47	2.08

Achieving Sustainable Results	**N**	**Mean**	**SD**
28. To what degree does the World Bank's work help achieve sustainable development results in Albania, on a ten point scale? *(1-To no degree at all, 10-To a very significant degree)*	192	7.13	1.92

To what extent do you agree with the following statements about the World Bank in Albania, on a ten point scale? *(1-Strongly disagree, 10-Strongly agree)*	**N**	**Mean**	**SD**
29. The World Bank's financial instruments meet the needs of Albania	179	6.59	2.09
30. The World Bank meets Albania's needs for knowledge services	177	6.82	2.03

D. The World Bank's Knowledge

1. How frequently do you consult World Bank knowledge and research in the work you do?	Percentage of Respondents (N=197)
Weekly	9.1%
Monthly	20.8%
A few times a year	51.8%
Rarely	16.2%
Never	2.0%

2. When thinking about the development challenges in Albania, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=196)
Education	35.2%
Economic growth	23.5%
Anti-corruption	20.4%
Domestic private sector development	18.9%
Agriculture and rural development	17.3%
Law and justice	16.8%
Foreign direct investment	16.3%
Governance	16.3%
Public sector reform	11.7%
Health	11.2%
Public financial management	10.7%
Social protection	10.2%
Energy	9.2%
Strengthening property rights	9.2%
Trade and exports	8.7%
Job creation/employment	8.7%
Regional integration	7.7%
Transport	6.6%
Financial markets	5.1%
Urban development	5.1%
Environmental sustainability and natural resource management	5.1%
Information and communications technology	4.6%
Regulatory framework	4.6%
Monitoring and evaluation	4.1%
Water and sanitation	2.6%
Climate change	1.5%
Disaster management	1.0%

D. The World Bank's Knowledge (continued)

In Albania, how effective do you believe the World Bank's knowledge and research are at: *(1-Not effective at all, 10-Very effective)*	**Level of Effectiveness**		
	N	**Mean**	**SD**
3. Raising your awareness of the particular topic	168	6.32	2.22
4. Stimulating public debate/dialogue	175	5.94	2.26
5. Enhancing your knowledge and/or skills	179	6.85	2.30
6. Contributing to good policy making	175	6.59	2.16
7. Providing support for program implementation	177	7.25	1.91

In Albania, to what extent do you believe that the World Bank's knowledge and research: *(1-To no degree at all, 10-To a very significant degree)*	**Degree**		
	N	**Mean**	**SD**
8. Are timely	183	7.32	1.94
9. Include appropriate level of stakeholder involvement during preparation	174	6.73	2.09
10. Are relevant to Albania's development priorities	180	7.16	1.91
11. Provide feasible recommendations	182	7.54	1.85
12. Are accessible (well written and easy to understand)	183	7.79	1.67
13. A source of relevant information on global good practices	177	7.82	1.74
14. Are adequately disseminated	167	6.90	2.09
15. Are appropriately translated	165	7.83	1.71
16. Are adaptable to Albania's specific development challenges and country circumstances	185	7.21	1.77

Overall Evaluations	**N**	**Mean**	**SD**
17. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale? *(1-Not significant at all, 10-Very significant)*	186	7.66	1.79
18. Overall, how would you rate the technical quality of the World Bank's knowledge/ research, on a ten point scale? *(1-Very low technical quality, 10-Very high technical quality)*	181	8.09	1.58

E. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten point scale? *(1-Strongly disagree, 10-Strongly agree)*	**Level of Agreement**		
	N	**Mean**	**SD**
1. The World Bank disburses funds promptly	163	6.29	2.43
2. The World Bank effectively monitors and evaluates the projects and programs it supports	180	7.48	1.95
3. The World Bank's approvals and reviews are done in a timely fashion	164	6.99	2.10
4. The World Bank's "Safeguard Policy" requirements are reasonable	162	7.19	1.95
5. The World Bank imposes reasonable conditions on its lending	158	7.28	1.94
6. Working with the World Bank increases Albania's institutional capacity	184	7.60	1.97
7. The World Bank ensures consistency and continuity through staff changes	140	7.55	1.76
8. The World Bank's teams and visits are well coordinated	160	7.76	1.92
9. Where country systems are adequate (e.g., procurement, financial management, etc.), the World Bank makes appropriate use of them	161	7.53	2.00
10. The World Bank provides effective implementation support (i.e., supervision of projects)	176	7.72	1.82

F. The Future Role of the World Bank in Albania

The Bank's Role	**N**	**Mean**	**SD**
1. How significant a role do you believe the Bank SHOULD play in Albania's development over the medium term in the near future, on a ten point scale? *(1-Not a significant role at all, 10-Very significant role)*	191	8.38	1.72

2. Which of the following SHOULD the World Bank do to make itself of greater value in Albania? (Choose no more than TWO)	**Percentage of Respondents (Responses Combined; N=186)**
Reduce the complexity of obtaining World Bank financing	29.0%
Improve the quality of its experts as related to Albania's specific challenges	24.7%
Provide more adequate data/knowledge/statistics/figures on Albania's economy	24.2%
Improve the competitiveness of its financing compared to markets	23.1%
Ensure greater selectivity in its work	19.9%
Offer more innovative financial products	18.8%
Work faster	15.1%
Offer more innovative knowledge services	14.0%
Focus primarily on advocacy issues	10.2%
Increase availability of Fee-Based services	7.0%
Other	3.8%

G. Communication and Information Sharing

1. Where do you get most of your information about economic and social development issues in Albania? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=196)
Internet	77.0%
Local television	31.6%
Local newspapers	26.0%
International television	17.3%
International newspapers	13.8%
Other	7.1%
Periodicals	6.1%
Social media (Facebook, Twitter, YouTube)	4.6%
Blogs	2.0%
Mobile phones	1.0%
Local radio	0.5%
International radio	0.5%
Instant messaging	0.0%

2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=196)
World Bank website	63.8%
World Bank seminars/workshops/conferences	38.3%
World Bank publications and other written materials	32.1%
Direct contact with World Bank (i.e., face to face meetings/discussions)	24.0%
e-Newsletters	15.8%
World Bank Public Information Center	8.2%
Social media (Facebook, Twitter, YouTube)	6.1%
Instant messaging	3.6%
Mobile phones	2.0%
Blogs	1.0%
Other	0.0%

3. 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?	Percentage of Respondents (N=177)
Yes	39.5%
No	60.5%

4. Have you requested information from the World Bank on its activities in the past year?	Percentage of Respondents (N=170)
Yes	34.1%
No	65.9%

5. Were you able to obtain this information?	Percentage of Respondents (N=58)
Yes	86.2%
No	13.8%

6. Do you have access to the Internet?	Percentage of Respondents (N=184)
Yes	94.0%
No	6.0%

G. Communication and Information Sharing (continued)

7. Do you use/have used the World Bank website?	Percentage of Respondents (N=188)
Yes	91.0%
No	9.0%

8. Which do you primarily use?	Percentage of Respondents (N=191)
The World Bank's country website (www. worldbank.org.al)	62.3%
The World Bank's main website (www.worldbank.org)	37.7%

9. Do you use/have you used the World Bank's Public Information Centers (PICs) in Albania?	Percentage of Respondents (N=195)
Yes	38.5%
No	44.6%
I don't know what a PIC is	16.9%

Please rate how much you agree with the following statements, on a ten point scale. *(1-Strongly disagree, 10-Strongly agree)*	Level of Agreement		
	N	Mean	SD
10. I use more data from the World Bank as a result of the organization's Open Data policy	150	6.09	2.47
11. The World Bank's PIC is a valuable source of information related to development in Albania	91	6.41	2.14
12. I find the World Bank websites easy to navigate	175	7.75	1.90
13. I find the information on the World Bank's websites useful	177	8.15	1.71
14. When I need information from the World Bank I know how to find it	182	7.58	2.40
15. The World Bank is responsive to my information requests and inquiries	156	7.31	2.21

H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=194)
Academia/Research institute/Think tank	21.6%
Employee of Ministry/Ministerial Dept./Implementation Agency	17.0%
Other	13.4%
NGOs (incl. CBOs)	8.2%
Private sector organization/Financial Sector/Private Bank	7.7%
PMU	6.7%
Consultant/Contractor on Bank supported Project	5.7%
Independent Government Institution	5.2%
Media	4.6%
Office of the President/Prime Minister/Minister/Parliamentarian	4.1%
Local Government office or staff	2.6%
Bilateral or Multilateral Agency	2.1%
Trade Union	1.0%

H. Background Information (continued)

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=189)
Education	30.2%
Other	16.9%
Agriculture and rural development	4.8%
Domestic private sector development	4.8%
Financial markets	4.2%
Foreign direct investment	4.2%
Governance	3.7%
Monitoring and evaluation	3.7%
Trade and exports	3.2%
Energy	2.6%
Information and communications technology	2.6%
Social protection	2.6%
Health	2.1%
Public financial management	2.1%
Environmental sustainability and natural resource management	1.6%
Strengthening property rights	1.6%
Transport	1.6%
Urban development	1.6%
Climate change	1.1%
Economic growth	1.1%
Regulatory framework	1.1%
Disaster management	0.5%
Job creation/employment	0.5%
Law and justice	0.5%
Public sector reform	0.5%
Regional integration	0.5%

3. Currently, do you professionally collaborate/work with the World Bank in your country?	Percentage of Respondents (N=193)
Yes	38.5%
No	61.5%

4. Which of the following describes most of your exposure to the World Bank in Albania? (Choose no more than TWO)	Percentage of Respondents (N=193)
Use World Bank reports/data	41.5%
Use World Bank website for information, data, research, etc.	40.9%
Collaborate as part of my professional duties	37.3%
Engage in World Bank related/sponsored events/activities	22.3%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	19.7%

5. Which best represents your geographic location?	Percentage of Respondents (N=193)
Tirana and Durres	86.5%
North Albania	2.1%
Central Albania	6.2%
South Albania	5.2%

Appendix B: Responses to All Questions by Stakeholder Groups

A. General Issues facing Albania

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

Percentage of Respondents	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project	PMU	Private Sector/ Financial Sector/Private Bank	Academia/ Research	NGOs/ CBOs	Media	Independent Government Institution	Other
The right direction	71.4%	80.6%	70.0%	84.6%	26.7%	42.5%	21.4%	22.2%	100.0%	27.8%
The wrong direction	28.6%	3.2%	0.0%	0.0%	46.7%	32.5%	14.3%	44.4%	0.0%	33.3%
Not sure	0.0%	16.1%	30.0%	15.4%	26.7%	25.0%	64.3%	33.3%	0.0%	38.9%

When considering development priorities, which ONE development priority below is the most important in Albania? Which ONE is the second most important development priority? Which ONE is the third most important priority?

1st Most Important

Percentage of Respondents	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project	PMU	Private Sector/ Financial Sector/Private Bank	Academia/ Research	NGOs/ CBOs	Media	Independent Government Institution	Other
Agriculture and rural development	12.5%	6.3%	18.2%	7.7%	0.0%	2.4%	13.3%	11.1%	20.0%	10.8%
Education	37.5%	28.1%	9.1%	30.8%	6.7%	19.0%	20.0%	22.2%	10.0%	5.4%
Social protection	0.0%	6.3%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	2.7%
Transport	12.5%	3.1%	0.0%	15.4%	0.0%	2.4%	0.0%	0.0%	0.0%	5.4%
Public sector reform	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	10.8%
Regional integration	0.0%	3.1%	0.0%	7.7%	6.7%	4.8%	0.0%	0.0%	0.0%	0.0%
Strengthening property rights	12.5%	9.4%	27.3%	7.7%	6.7%	2.4%	0.0%	0.0%	30.0%	5.4%
Domestic private sector development	0.0%	6.3%	0.0%	0.0%	20.0%	7.1%	0.0%	11.1%	0.0%	2.7%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	22.2%	0.0%	2.7%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	0.0%	0.0%	0.0%	7.7%	20.0%	16.7%	6.7%	11.1%	0.0%	10.8%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	6.7%	0.0%	0.0%	0.0%
Job creation/employment	0.0%	9.4%	9.1%	7.7%	6.7%	4.8%	20.0%	0.0%	0.0%	0.0%
Governance	12.5%	0.0%	0.0%	7.7%	0.0%	4.8%	20.0%	0.0%	10.0%	8.1%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	3.1%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%
Environmental sustainability and natural resource management	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	2.7%
Health	0.0%	6.3%	9.1%	0.0%	0.0%	2.4%	0.0%	0.0%	10.0%	5.4%
Energy	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%
Economic growth	12.5%	6.3%	9.1%	0.0%	0.0%	4.8%	13.3%	11.1%	0.0%	10.8%
Law and justice	0.0%	9.4%	9.1%	7.7%	6.7%	11.9%	0.0%	11.1%	10.0%	10.8%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

A. General Issues facing Albania (continued)

When considering development priorities, which ONE development priority below is the most important in Albania? Which ONE is the second most important development priority? Which ONE is the third most important priority?

2nd Most Important

Percentage of Respondents	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project	PMU	Private Sector/ Financial Sector/Private Bank	Academia/ Research	NGOs/ CBOs	Media	Independent Government Institution	Other
Agriculture and rural development	12.5%	6.3%	18.2%	0.0%	6.7%	4.8%	6.7%	22.2%	0.0%	0.0%
Education	0.0%	6.3%	18.2%	15.4%	13.3%	9.5%	13.3%	0.0%	0.0%	21.6%
Social protection	0.0%	6.3%	0.0%	0.0%	0.0%	2.4%	0.0%	11.1%	0.0%	0.0%
Transport	0.0%	0.0%	0.0%	7.7%	13.3%	0.0%	0.0%	0.0%	0.0%	2.7%
Public sector reform	0.0%	6.3%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional integration	25.0%	3.1%	9.1%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Strengthening property rights	12.5%	6.3%	9.1%	15.4%	13.3%	2.4%	13.3%	11.1%	10.0%	5.4%
Domestic private sector development	12.5%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	11.1%	0.0%	5.4%
Foreign direct investment	0.0%	6.3%	0.0%	0.0%	6.7%	4.8%	0.0%	0.0%	0.0%	5.4%
Water and sanitation	12.5%	3.1%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	12.5%	3.1%	9.1%	7.7%	0.0%	7.1%	26.7%	11.1%	0.0%	8.1%
Monitoring and evaluation	0.0%	3.1%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	5.4%
Public financial management	0.0%	3.1%	0.0%	0.0%	0.0%	4.8%	6.7%	0.0%	0.0%	0.0%
Job creation/employment	0.0%	15.6%	18.2%	0.0%	6.7%	7.1%	13.3%	11.1%	20.0%	8.1%
Governance	0.0%	0.0%	9.1%	0.0%	6.7%	7.1%	6.7%	11.1%	10.0%	8.1%
Financial markets	0.0%	3.1%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	2.7%
Urban development	0.0%	3.1%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability and natural resource management	0.0%	3.1%	0.0%	7.7%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	3.1%	0.0%	15.4%	6.7%	16.7%	6.7%	0.0%	10.0%	0.0%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%
Trade and exports	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%
Economic growth	12.5%	0.0%	0.0%	0.0%	6.7%	4.8%	0.0%	11.1%	20.0%	2.7%
Law and justice	0.0%	12.5%	9.1%	15.4%	13.3%	4.8%	6.7%	0.0%	20.0%	10.8%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	10.0%	5.4%
Disaster management	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

A. General Issues facing Albania (continued)

When considering development priorities, which ONE development priority below is the most important in Albania? Which ONE is the second most important development priority? Which ONE is the third most important priority?

3rd Most Important

Percentage of Respondents	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project	PMU	Private Sector/ Financial Sector/Private Bank	Academia/ Research	NGOs/ CBOs	Media	Independent Government Institution	Other
Agriculture and rural development	12.5%	6.5%	9.1%	15.4%	6.7%	2.4%	6.7%	0.0%	10.0%	10.8%
Education	12.5%	0.0%	18.2%	0.0%	13.3%	14.3%	0.0%	11.1%	10.0%	5.4%
Social protection	12.5%	19.4%	0.0%	0.0%	0.0%	7.1%	26.7%	0.0%	0.0%	0.0%
Transport	0.0%	16.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector reform	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	2.7%
Regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Strengthening property rights	0.0%	3.2%	9.1%	23.1%	6.7%	2.4%	0.0%	11.1%	0.0%	16.2%
Domestic private sector development	12.5%	3.2%	0.0%	7.7%	6.7%	0.0%	6.7%	0.0%	20.0%	2.7%
Foreign direct investment	0.0%	0.0%	18.2%	0.0%	0.0%	4.8%	0.0%	0.0%	10.0%	5.4%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Anti-corruption	12.5%	6.5%	9.1%	0.0%	6.7%	2.4%	0.0%	22.2%	0.0%	5.4%
Monitoring and evaluation	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	2.7%
Public financial management	0.0%	3.2%	9.1%	0.0%	13.3%	0.0%	6.7%	0.0%	10.0%	2.7%
Job creation/employment	0.0%	0.0%	9.1%	7.7%	0.0%	7.1%	0.0%	11.1%	0.0%	5.4%
Governance	12.5%	3.2%	9.1%	15.4%	6.7%	4.8%	6.7%	0.0%	10.0%	5.4%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	2.7%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability and natural resource management	0.0%	3.2%	0.0%	7.7%	0.0%	4.8%	6.7%	0.0%	10.0%	0.0%
Health	25.0%	16.1%	0.0%	0.0%	6.7%	7.1%	6.7%	22.2%	0.0%	5.4%
Energy	0.0%	3.2%	0.0%	15.4%	13.3%	4.8%	6.7%	11.1%	0.0%	2.7%
Climate change	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.4%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	2.7%
Economic growth	0.0%	6.5%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	2.7%
Law and justice	0.0%	3.2%	0.0%	0.0%	20.0%	9.5%	26.7%	0.0%	10.0%	8.1%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%
Disaster management	0.0%	0.0%	0.0%	7.7%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%

A. General Issues facing Albania (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 Albania? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project	PMU	Private Sector/ Financial Sector/Private Bank	Academia/ Research	NGOs/ CBOs	Media	Independent Government Institution	Other
Energy	37.5%	18.2%	27.3%	46.2%	20.0%	21.4%	12.5%	11.1%	10.0%	16.7%
Social protection	0.0%	3.0%	0.0%	0.0%	0.0%	4.8%	6.3%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	37.5%	15.2%	36.4%	23.1%	20.0%	16.7%	31.3%	44.4%	10.0%	19.4%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agriculture and rural development	25.0%	30.3%	18.2%	46.2%	33.3%	28.6%	50.0%	22.2%	60.0%	30.6%
Foreign direct investment	25.0%	30.3%	18.2%	15.4%	33.3%	9.5%	18.8%	33.3%	40.0%	50.0%
Urban development	0.0%	3.0%	0.0%	7.7%	0.0%	16.7%	0.0%	11.1%	0.0%	5.6%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	6.3%	0.0%	0.0%	0.0%
Education	50.0%	15.2%	18.2%	38.5%	13.3%	28.6%	25.0%	33.3%	30.0%	22.2%
Information and communications technology	0.0%	0.0%	9.1%	0.0%	13.3%	4.8%	0.0%	11.1%	0.0%	0.0%
Regulatory framework	0.0%	3.0%	0.0%	0.0%	6.7%	9.5%	0.0%	0.0%	10.0%	5.6%
Trade and exports	0.0%	3.0%	18.2%	7.7%	26.7%	9.5%	6.3%	11.1%	20.0%	30.6%
Public sector reform	0.0%	6.1%	0.0%	0.0%	6.7%	7.1%	6.3%	0.0%	0.0%	2.8%
Regional integration	0.0%	3.0%	18.2%	0.0%	6.7%	2.4%	6.3%	11.1%	20.0%	2.8%
Domestic private sector development	12.5%	42.4%	36.4%	7.7%	20.0%	16.7%	25.0%	33.3%	0.0%	5.6%
Job creation/employment	0.0%	18.2%	9.1%	30.8%	20.0%	21.4%	18.8%	0.0%	20.0%	11.1%
Strengthening property rights	25.0%	18.2%	45.5%	23.1%	13.3%	9.5%	25.0%	22.2%	50.0%	13.9%
Governance	12.5%	18.2%	9.1%	15.4%	13.3%	28.6%	25.0%	11.1%	10.0%	41.7%
Transport	0.0%	15.2%	9.1%	7.7%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability and natural resource management	12.5%	3.0%	0.0%	15.4%	0.0%	4.8%	6.3%	11.1%	0.0%	5.6%
Health	12.5%	3.0%	9.1%	0.0%	0.0%	11.9%	0.0%	22.2%	0.0%	0.0%
Law and justice	12.5%	18.2%	9.1%	15.4%	33.3%	23.8%	6.3%	11.1%	10.0%	16.7%
Public financial management	25.0%	18.2%	0.0%	0.0%	13.3%	11.9%	25.0%	0.0%	0.0%	13.9%
Financial markets	12.5%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	10.0%	2.8%

B. Overall Attitudes toward the World Bank

Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																											
	Office of the President/Prime Minister			Employee of Ministry			Consultant on Bank Project			PMU			Private Sector/Financial Sector/Private Bank			Academia/Research			NGOs/CBOs			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Albania?*	8	8.00	1.77	33	7.27	1.99	11	8.64	1.57	13	7.46	1.76	15	7.00	1.56	42	6.29	2.16	16	5.56	1.93	9	7.44	1.59	10	8.60	1.78	37	5.30	1.87
Overall, please rate your impression of the World Bank's effectiveness in Albania.*	8	7.13	.99	33	7.82	1.45	11	8.45	1.57	13	7.85	1.34	14	6.64	1.65	41	6.80	2.12	15	6.33	2.09	9	6.67	2.55	9	8.22	1.56	33	6.21	1.65
To what extent do you believe the World Bank's staff is well prepared to help Albania solve its most complicated development challenges?*	8	7.38	.52	33	7.91	1.72	10	8.80	1.48	13	8.00	.91	13	7.92	1.19	39	7.95	1.56	12	6.67	2.23	6	7.67	1.51	9	8.89	1.17	29	7.10	1.68

(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)
**Significantly different between stakeholder groups*

B. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project	PMU	Private Sector/ Financial Sector/Private Bank	Academia/ Research	NGOs/ CBOs	Media	Independent Government Institution	Other
Education	25.0%	21.9%	27.3%	38.5%	20.0%	33.3%	31.3%	33.3%	30.0%	22.2%
Social protection	0.0%	15.6%	18.2%	15.4%	6.7%	7.1%	31.3%	11.1%	0.0%	5.6%
Governance	12.5%	9.4%	9.1%	7.7%	20.0%	16.7%	18.8%	11.1%	0.0%	22.2%
Agriculture and rural development	25.0%	34.4%	36.4%	30.8%	33.3%	23.8%	37.5%	33.3%	70.0%	19.4%
Transport	25.0%	21.9%	9.1%	23.1%	13.3%	7.1%	6.3%	0.0%	0.0%	5.6%
Public sector reform	0.0%	9.4%	0.0%	15.4%	13.3%	4.8%	18.8%	0.0%	10.0%	13.9%
Regional integration	0.0%	3.1%	0.0%	0.0%	0.0%	16.7%	0.0%	11.1%	0.0%	2.8%
Domestic private sector development	12.5%	21.9%	0.0%	0.0%	26.7%	21.4%	25.0%	33.3%	10.0%	8.3%
Foreign direct investment	0.0%	15.6%	18.2%	0.0%	13.3%	14.3%	0.0%	11.1%	0.0%	19.4%
Regulatory framework	0.0%	3.1%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	20.0%	13.9%
Water and sanitation	12.5%	6.3%	0.0%	0.0%	0.0%	7.1%	12.5%	0.0%	0.0%	0.0%
Energy	25.0%	6.3%	27.3%	23.1%	33.3%	11.9%	0.0%	22.2%	20.0%	5.6%
Monitoring and evaluation	12.5%	3.1%	9.1%	0.0%	0.0%	11.9%	12.5%	0.0%	0.0%	13.9%
Public financial management	37.5%	9.4%	9.1%	15.4%	20.0%	14.3%	31.3%	11.1%	10.0%	19.4%
Job creation/employment	12.5%	18.8%	9.1%	0.0%	13.3%	11.9%	6.3%	11.1%	20.0%	8.3%
Financial markets	12.5%	6.3%	0.0%	7.7%	6.7%	2.4%	6.3%	0.0%	0.0%	25.0%
Urban development	0.0%	3.1%	9.1%	15.4%	0.0%	4.8%	6.3%	11.1%	0.0%	8.3%
Environmental sustainability and natural resource management	0.0%	6.3%	0.0%	0.0%	0.0%	4.8%	6.3%	0.0%	10.0%	8.3%
Health	25.0%	12.5%	18.2%	15.4%	13.3%	16.7%	12.5%	22.2%	10.0%	2.8%
Strengthening property rights	25.0%	6.3%	36.4%	23.1%	6.7%	7.1%	0.0%	22.2%	50.0%	8.3%
Climate change	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%
Trade and exports	12.5%	3.1%	0.0%	0.0%	0.0%	9.5%	0.0%	11.1%	10.0%	16.7%
Economic growth	12.5%	15.6%	18.2%	23.1%	20.0%	19.0%	12.5%	11.1%	0.0%	19.4%
Law and justice	0.0%	18.8%	9.1%	15.4%	33.3%	9.5%	6.3%	0.0%	10.0%	13.9%
Anti-corruption	12.5%	3.1%	9.1%	15.4%	6.7%	4.8%	12.5%	22.2%	10.0%	5.6%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	2.8%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%

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

Greatest Value Percentage of Respondents	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project	PMU	Private Sector/ Financial Sector/Private Bank	Academia/ Research	NGOs/ CBOs	Media	Independent Government Institution	Other
Financial resources	50.0%	58.1%	50.0%	69.2%	40.0%	35.7%	25.0%	66.7%	70.0%	48.6%
Policy and economic advice	37.5%	19.4%	20.0%	15.4%	33.3%	16.7%	18.8%	33.3%	10.0%	21.6%
Technical assistance	0.0%	6.5%	20.0%	0.0%	0.0%	14.3%	18.8%	0.0%	0.0%	5.4%
Studies/analyses	0.0%	3.2%	10.0%	7.7%	6.7%	4.8%	12.5%	0.0%	10.0%	8.1%
Training/capacity building	12.5%	6.5%	0.0%	0.0%	0.0%	9.5%	12.5%	0.0%	10.0%	2.7%
Data	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	6.3%	0.0%	0.0%	2.7%
Convening/facilitating	0.0%	3.2%	0.0%	0.0%	6.7%	11.9%	0.0%	0.0%	0.0%	2.7%
Ability to mobilize resources from private sector and donors	0.0%	3.2%	0.0%	7.7%	13.3%	0.0%	6.3%	0.0%	0.0%	8.1%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

B. Overall Attitudes toward the World Bank (continued)

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

2nd Greatest Value

Percentage of Respondents	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project	PMU	Private Sector/ Financial Sector/Private Bank	Academia/ Research	NGOs/ CBOs	Media	Independent Government Institution	Other
Financial resources	0.0%	0.0%	20.0%	7.7%	20.0%	14.3%	18.8%	11.1%	10.0%	13.5%
Policy and economic advice	0.0%	9.7%	10.0%	15.4%	13.3%	23.8%	25.0%	33.3%	0.0%	16.2%
Technical assistance	25.0%	19.4%	20.0%	0.0%	6.7%	21.4%	0.0%	0.0%	30.0%	29.7%
Studies/analyses	12.5%	19.4%	0.0%	15.4%	6.7%	7.1%	25.0%	33.3%	10.0%	8.1%
Training/capacity building	0.0%	25.8%	20.0%	30.8%	26.7%	11.9%	18.8%	11.1%	10.0%	10.8%
Data	0.0%	3.2%	0.0%	0.0%	0.0%	2.4%	6.3%	0.0%	0.0%	0.0%
Convening/facilitating	25.0%	6.5%	0.0%	7.7%	0.0%	7.1%	0.0%	0.0%	0.0%	18.9%
Ability to mobilize resources from private sector and donors	37.5%	16.1%	30.0%	23.1%	26.7%	11.9%	6.3%	11.1%	30.0%	2.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project	PMU	Private Sector/ Financial Sector/Private Bank	Academia/ Research	NGOs/ CBOs	Media	Independent Government Institution	Other
Imposing technocratic solutions without regard to political realities	12.5%	27.6%	14.3%	11.1%	14.3%	9.8%	6.3%	11.1%	11.1%	14.3%
Not exploring alternative policy options	12.5%	3.4%	42.9%	0.0%	7.1%	12.2%	6.3%	11.1%	22.2%	11.4%
Too bureaucratic in its operational policies and procedures	37.5%	27.6%	14.3%	88.9%	21.4%	17.1%	25.0%	22.2%	22.2%	14.3%
Staff too inaccessible	0.0%	3.4%	0.0%	11.1%	0.0%	9.8%	6.3%	22.2%	0.0%	5.7%
Arrogant in its approach	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not client focused	0.0%	0.0%	14.3%	0.0%	0.0%	7.3%	6.3%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	3.4%	14.3%	0.0%	0.0%	14.6%	6.3%	11.1%	11.1%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	37.5%	17.2%	14.3%	11.1%	35.7%	29.3%	12.5%	66.7%	0.0%	22.9%
Too influenced by developed countries	12.5%	13.8%	14.3%	0.0%	7.1%	24.4%	18.8%	11.1%	44.4%	20.0%
Not enough public disclosure of its work	12.5%	31.0%	14.3%	22.2%	28.6%	19.5%	12.5%	0.0%	22.2%	5.7%
World Bank processes too slow and complex	25.0%	24.1%	14.3%	33.3%	7.1%	17.1%	6.3%	22.2%	33.3%	14.3%
Not aligned with country priorities	0.0%	6.9%	0.0%	0.0%	7.1%	9.8%	6.3%	0.0%	0.0%	5.7%
Not aligned with other donors' work	0.0%	3.4%	14.3%	0.0%	0.0%	7.3%	6.3%	0.0%	0.0%	2.9%
Not collaborating enough with non-state actors	25.0%	3.4%	14.3%	0.0%	35.7%	7.3%	37.5%	0.0%	0.0%	25.7%
Not adequately sensitive to political/social realities in Albania	0.0%	20.7%	0.0%	11.1%	21.4%	9.8%	25.0%	11.1%	11.1%	31.4%
Other	12.5%	3.4%	0.0%	11.1%	0.0%	4.9%	6.3%	0.0%	11.1%	2.9%

Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																														
	Office of the President/Prime Minister			Employee of Ministry			Consultant on Bank Project			PMU			Private Sector/Financial Sector/Private Bank			Academia/Research			NGOs/CBOs			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"?*	8	7.25	2.25	28	7.46	2.03	7	8.43	1.62	13	8.46	1.61	14	8.29	1.73	42	6.74	1.90	15	7.20	2.54	9	8.11	1.96	10	8.50	2.17	37	7.11	1.79

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

**Significantly different between stakeholder groups*

B. Overall Attitudes toward the World Bank (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 collaborate with more in your country to ensure better development results there? (Choose no more than TWO)?

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project	PMU	Private Sector/ Financial Sector/Private Bank	Academia/ Research	NGOs/ CBOs	Media	Independent Government Institution	Other
NGOs, Community Based Organizations (CBOs)	12.5%	22.6%	20.0%	23.1%	6.7%	23.8%	81.3%	22.2%	10.0%	24.3%
Local Government	37.5%	51.6%	50.0%	53.8%	73.3%	42.9%	18.8%	33.3%	50.0%	45.9%
Beneficiaries	12.5%	32.3%	20.0%	46.2%	6.7%	7.1%	12.5%	11.1%	10.0%	2.7%
Private sector	62.5%	32.3%	70.0%	38.5%	80.0%	47.6%	25.0%	66.7%	60.0%	56.8%
Donor community	12.5%	16.1%	30.0%	7.7%	6.7%	9.5%	12.5%	11.1%	20.0%	13.5%
Foundations	0.0%	6.5%	0.0%	7.7%	0.0%	9.5%	12.5%	11.1%	0.0%	8.1%
Academia/think tanks/research institutes	50.0%	6.5%	10.0%	7.7%	6.7%	38.1%	12.5%	11.1%	40.0%	16.2%
Parliament	12.5%	3.2%	0.0%	0.0%	0.0%	7.1%	12.5%	11.1%	10.0%	16.2%
Media	0.0%	12.9%	0.0%	7.7%	13.3%	11.9%	6.3%	22.2%	0.0%	5.4%
Other	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.4%

To what extent do you agree with the following statements about the World Bank's work in Albania, on a ten point scale? *(1-Strongly disagree, 10-Strongly agree)*

Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																													
	Office of the President/Prime Minister			Employee of Ministry			Consultant on Bank Project			PMU			Private Sector/Financial Sector/Private Bank			Academia/Research			NGOs/CBOs			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Albania*	8	5.88	1.55	33	7.97	1.65	10	8.50	1.90	13	8.08	1.89	15	7.40	2.03	41	6.54	1.91	16	6.88	2.66	8	6.75	2.71	10	8.90	1.85	35	5.97	2.01
The World Bank's work is aligned with what I consider the development priorities for Albania*	8	6.25	1.91	29	7.66	1.93	10	8.30	1.77	13	7.69	1.70	14	6.43	1.55	40	6.07	2.13	15	6.73	1.98	8	6.75	2.60	8	8.63	1.69	33	5.97	1.91
The World Bank supports programs and strategies that are realistic for Albania*	8	7.25	2.05	29	7.38	1.84	10	8.50	1.78	13	8.00	1.29	14	6.71	1.86	41	6.17	1.83	15	6.33	1.84	7	6.00	2.71	8	8.13	2.17	31	6.16	2.28
The World Bank treats clients and stakeholders in Albania with respect*	8	7.50	1.51	32	8.88	1.34	9	8.78	1.56	13	8.62	1.39	15	8.13	1.96	38	6.66	2.23	14	8.29	1.90	7	7.86	3.18	9	9.22	1.09	32	7.31	1.71

**Significantly different between stakeholder groups*

B. Overall Attitudes toward the World Bank (continued)

To what extent is the World Bank an effective development partner in Albania in terms of…, on a ten point scale? *(1-To no degree at all, 10-To a very significant degree)*

Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																													
	Office of the President/Prime Minister			Employee of Ministry			Consultant on Bank Project			PMU			Private Sector/Financial Sector/Private Bank			Academia/Research			NGOs/CBOs			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness*	7	8.00	1.41	31	8.58	1.20	11	9.00	1.34	13	8.77	1.01	12	8.33	1.78	40	7.45	1.95	15	7.47	2.03	9	7.33	2.78	9	9.44	.53	35	7.06	1.89
Flexibility (in terms of the institution's products and services)*	7	6.71	1.80	29	7.59	1.82	9	8.44	1.13	12	7.75	2.05	13	7.38	2.02	38	6.34	1.70	14	6.21	2.39	8	7.25	1.28	8	8.50	.93	32	6.63	1.90
Flexibility (in terms of changing country circumstances)*	8	6.00	1.85	30	7.63	1.40	10	8.00	1.15	12	7.33	1.87	11	6.27	2.87	38	6.63	1.63	13	6.46	2.15	7	6.57	2.57	8	8.38	.92	35	6.14	2.03
Being inclusive*	8	6.87	1.55	28	7.50	1.69	11	7.91	1.64	11	8.09	.94	12	7.33	1.78	37	6.73	2.19	14	6.50	1.83	7	8.00	1.53	10	8.10	2.02	32	6.00	2.13
Openness (sharing data and other information)	7	7.43	1.62	31	7.87	1.84	10	7.20	2.04	13	8.00	2.35	13	7.15	2.27	40	6.65	2.21	16	7.81	2.10	8	5.88	3.27	10	8.30	2.41	35	6.43	2.54
Staff accessibility*	8	8.25	1.16	30	8.43	1.36	10	8.60	2.32	13	8.69	1.25	11	7.82	2.40	34	6.97	2.55	12	7.08	2.19	7	7.14	3.02	9	9.33	1.12	31	6.71	2.52
Straightforwardness and honesty*	8	7.63	2.26	27	8.15	1.61	8	9.25	1.39	13	8.92	1.32	13	7.77	2.35	38	6.84	2.12	15	6.60	2.69	9	5.56	2.79	10	8.60	1.78	31	6.68	1.72
Collaboration with groups outside of the Government*	8	6.63	1.69	27	7.59	1.45	7	8.14	1.35	8	7.25	2.76	11	6.27	2.65	34	6.12	2.33	16	6.56	2.25	7	7.71	1.98	10	8.40	1.07	30	6.53	2.10
Collaboration with the Government*	8	7.50	1.41	31	8.81	1.25	9	9.11	1.27	13	8.92	1.04	10	7.80	2.70	36	7.19	1.88	16	8.69	1.14	7	9.00	.82	9	8.56	1.24	31	7.23	1.69
Collaboration with other donors*	8	7.00	1.20	26	8.54	1.24	9	8.89	1.45	10	8.00	2.62	10	7.50	2.12	35	6.83	2.24	9	6.44	2.60	5	6.80	3.42	7	9.43	.79	29	6.48	2.10
Follow through over time*	8	6.88	1.55	30	8.27	1.44	10	8.50	2.12	12	8.08	1.68	10	7.20	3.12	37	6.78	2.24	12	6.67	2.06	9	6.33	3.08	8	8.62	.92	32	7.09	2.01

**Significantly different between stakeholder groups*

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project	PMU	Private Sector/ Financial Sector/Private Bank	Academia/ Research	NGOs/ CBOs	Media	Independent Government Institution	Other
The World Bank works too slowly	0.0%	13.3%	10.0%	9.1%	0.0%	9.5%	12.5%	11.1%	14.3%	8.8%
The Government works inefficiently	37.5%	13.3%	40.0%	45.5%	64.3%	35.7%	62.5%	22.2%	14.3%	38.2%
There is not an adequate level of citizen/civil society participation	25.0%	36.7%	20.0%	27.3%	14.3%	19.0%	25.0%	22.2%	42.9%	23.5%
Poor donor coordination	12.5%	13.3%	0.0%	36.4%	0.0%	14.3%	12.5%	0.0%	14.3%	2.9%
The World Bank does not do adequate follow through/follow-up	12.5%	0.0%	0.0%	18.2%	21.4%	4.8%	6.3%	0.0%	0.0%	11.8%
Lack of/inadequate levels of capacity in Government	50.0%	13.3%	50.0%	18.2%	35.7%	19.0%	25.0%	11.1%	28.6%	17.6%
Political pressures and obstacles	25.0%	30.0%	20.0%	27.3%	35.7%	59.5%	25.0%	66.7%	28.6%	55.9%
Reforms are not well thought out in light of country challenges	25.0%	36.7%	20.0%	18.2%	14.3%	23.8%	18.8%	0.0%	14.3%	23.5%
The World Bank is not sensitive enough to political/social realities on the ground	12.5%	30.0%	10.0%	0.0%	7.1%	11.9%	6.3%	33.3%	0.0%	11.8%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	6.3%	0.0%	14.3%	0.0%

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Albania, on a ten point scale? *(1-Not effective at all, 10-Very effective)*

World Bank Effectiveness and Results

	Which of the following best describes your current position?																													
	Office of the President/Prime Minister			Employee of Ministry			Consultant on Bank Project			PMU			Private Sector/Financial Sector/Private Bank			Academia/Research			NGOs/CBOs			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti-corruption*	8	4.88	2.17	17	7.06	2.33	7	6.86	2.27	10	6.30	1.57	11	4.27	2.41	39	4.62	2.37	15	4.60	2.03	7	4.29	2.14	7	7.14	2.67	31	4.90	2.24
Information and communications technology*	8	6.50	2.62	18	7.78	1.93	9	7.89	1.27	9	7.44	1.51	11	6.45	1.97	39	6.08	1.42	9	5.33	2.35	4	7.50	1.29	5	8.80	.45	30	6.33	1.95
Transport*	8	6.75	2.71	23	7.52	1.81	7	7.71	2.06	10	8.30	1.42	13	6.69	2.21	36	6.44	2.17	14	6.86	2.18	7	6.00	2.83	7	8.43	.53	33	5.70	1.83
Law and justice	8	5.50	2.07	18	5.72	1.87	6	7.67	2.16	7	6.29	1.50	13	4.77	2.59	38	5.32	1.95	11	5.45	2.54	6	4.50	3.08	6	7.17	2.14	30	4.97	2.16
Urban development*	8	6.88	1.13	19	6.89	1.79	7	7.43	2.15	7	6.57	1.62	11	5.91	2.47	37	5.54	2.08	14	5.86	2.44	7	6.00	1.15	7	8.14	.90	32	6.34	1.72
Environmental sustainability and natural resource management*	8	6.13	1.46	17	6.88	1.54	8	7.63	1.51	9	6.44	1.51	12	6.42	2.35	37	5.24	2.29	10	4.80	1.99	5	6.00	1.41	7	8.29	1.50	33	5.70	1.76
Regulatory framework*	7	7.71	.76	17	7.29	1.36	5	8.20	1.92	8	7.38	1.69	13	7.00	2.12	39	5.82	1.85	8	6.88	2.36	6	7.00	2.00	6	9.17	.98	28	6.46	1.86
Domestic private sector development	7	6.29	1.11	16	6.06	1.84	5	7.40	1.95	9	6.89	2.71	11	5.18	2.75	38	5.34	2.17	12	5.17	2.62	5	5.80	3.63	7	7.57	2.07	30	6.47	1.68
Foreign direct investment*	7	6.57	1.27	17	7.18	1.38	5	8.00	2.35	8	8.25	.89	12	6.67	1.50	37	6.08	2.45	9	6.67	2.35	4	6.00	3.37	7	8.71	.76	33	6.79	1.71
Water and sanitation	8	6.25	2.49	18	6.83	1.54	5	6.80	1.64	9	7.22	1.30	12	6.17	2.08	39	5.49	2.57	12	6.58	2.15	7	7.00	1.63	5	8.60	.55	32	5.81	2.13
Trade and exports*	7	6.71	.95	17	6.35	1.66	5	7.00	2.12	8	6.75	1.67	10	4.90	2.85	35	5.37	2.03	8	5.50	1.93	6	6.17	2.64	6	8.50	.55	28	6.61	1.95
Economic growth	7	7.00	1.91	23	6.83	1.92	4	7.25	2.06	10	7.10	1.37	12	6.75	1.96	40	5.58	2.10	14	5.79	2.67	7	6.71	2.56	7	8.14	2.34	31	6.39	1.98
Energy*	8	6.38	2.50	19	7.16	1.50	6	7.83	1.47	9	7.67	1.50	12	7.17	1.75	37	5.35	1.96	10	7.30	1.95	7	5.86	3.13	7	8.71	.95	31	6.16	1.92
Disaster management	7	5.43	2.23	20	7.05	2.09	6	7.33	1.75	9	6.78	1.64	10	6.00	2.79	35	5.09	2.49	9	5.11	3.22	4	6.00	3.37	5	7.40	1.34	32	6.00	2.03
Monitoring and evaluation*	6	7.67	1.63	23	7.26	1.98	6	8.17	1.94	9	8.33	1.22	12	6.83	1.90	36	6.53	2.08	8	6.75	1.75	5	6.00	3.08	5	9.20	.84	32	6.84	1.65
Public financial management	8	6.38	2.45	23	7.13	1.98	5	7.40	1.95	10	7.20	1.62	12	6.50	2.39	38	5.63	2.22	14	6.36	2.47	8	6.88	2.30	7	7.86	1.46	31	6.42	1.54
Job creation/ employment*	7	5.43	2.07	18	5.78	1.99	5	6.00	2.74	11	7.00	1.48	11	5.55	2.42	39	4.46	1.98	13	4.69	2.18	6	4.83	2.32	7	7.00	1.91	31	5.16	2.10
Financial markets	7	6.57	1.81	14	6.36	2.13	5	5.60	3.29	7	7.00	1.53	11	5.82	2.56	35	5.11	1.89	8	5.25	2.76	5	5.80	2.95	6	8.17	.75	29	6.21	1.70
Health*	8	6.50	2.45	20	7.25	1.92	8	7.13	2.36	8	6.75	2.31	11	6.18	1.99	38	5.42	2.16	12	5.58	1.88	5	5.20	1.79	7	7.86	2.67	31	5.23	1.94
Agriculture and rural development*	8	6.50	2.45	24	7.04	1.92	7	7.71	1.60	9	6.89	1.54	11	5.82	2.40	38	4.84	2.11	13	5.69	2.32	7	6.14	2.04	7	7.43	2.44	30	5.20	1.92
Governance*	8	6.13	1.64	21	6.48	1.91	5	7.20	2.17	10	6.60	1.51	12	5.17	2.95	37	4.95	1.99	13	4.77	2.31	6	5.83	3.06	7	7.86	2.34	31	5.68	1.87
Strengthening property rights*	8	4.88	1.96	23	6.22	1.95	5	5.60	1.34	12	6.00	2.59	13	4.62	3.04	38	4.32	2.18	11	4.18	3.34	6	4.33	2.58	6	7.33	2.73	29	4.83	1.77
Education*	8	5.75	2.12	23	7.48	1.93	6	6.67	2.42	10	7.10	2.13	12	5.58	2.71	37	5.35	2.02	11	4.73	2.15	7	5.86	1.95	7	7.29	2.43	31	5.58	1.95
Social protection*	8	5.88	2.36	19	6.37	2.19	7	7.00	2.89	9	7.11	2.32	11	6.45	2.46	38	4.71	2.44	13	6.08	2.90	6	6.00	2.83	5	7.60	2.61	30	5.43	1.43
Climate change*	8	5.63	2.07	15	6.13	1.60	6	5.83	2.86	7	6.86	2.34	12	6.17	2.17	33	4.12	1.95	10	4.80	2.49	6	6.00	2.61	4	8.75	.50	28	4.96	2.30
Public sector reform	8	6.63	.92	21	6.95	1.07	7	6.57	2.51	11	6.27	2.37	12	5.75	2.63	38	5.50	1.94	15	5.67	2.74	6	5.17	2.56	7	7.71	2.21	33	5.70	1.76
Regional integration	8	6.00	1.41	17	7.12	1.36	6	6.83	2.86	9	6.67	2.55	10	6.10	2.18	35	6.09	2.12	10	5.60	2.95	6	5.33	2.25	6	7.67	2.34	30	6.80	1.69

**Significantly different between stakeholder groups*

World Bank Effectiveness and Results

	Which of the following best describes your current position?																													
	Office of the President/Prime Minister			Employee of Ministry			Consultant on Bank Project			PMU			Private Sector/Financial Sector/Private Bank			Academia/Research			NGOs/CBOs			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Albania?	8	6.88	1.25	32	7.31	1.73	11	8.00	1.48	12	7.75	1.48	13	7.62	1.66	42	6.88	2.04	16	6.50	2.50	9	6.33	2.00	10	8.50	1.84	35	6.86	1.80

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

C. World Bank Effectiveness and Results (continued)

To what extent do you agree with the following statements about the World Bank in Albania, on a ten point scale? *(1-Strongly disagree, 10-Strongly agree)*

World Bank Effectiveness and Results

	Which of the following best describes your current position?																											
	Office of the President/Prime Minister			Employee of Ministry			Consultant on Bank Project			PMU			Private Sector/Financial Sector/Private Bank			Academia/Research			NGOs/CBOs			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Albania*	8	6.75	.89	29	7.17	1.98	11	8.18	2.32	12	6.25	2.42	12	6.83	1.95	39	6.44	1.76	16	5.75	2.41	8	6.38	3.07	8	8.50	.53	32	5.78	1.81
The World Bank meets Albania's needs for knowledge services	8	6.63	1.69	27	7.26	1.79	11	8.00	2.90	11	6.45	2.88	13	7.00	1.47	39	6.69	1.79	16	6.13	2.55	7	7.00	2.16	9	8.11	1.96	32	6.16	1.67

**Significantly different between stakeholder groups*

D. The World Bank's Knowledge

How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project	PMU	Private Sector/ Financial Sector/Private Bank	Academia/ Research	NGOs/ CBOs	Media	Independent Government Institution	Other
Weekly	12.5%	3.0%	18.2%	7.7%	6.7%	11.9%	0.0%	22.2%	30.0%	5.6%
Monthly	12.5%	15.2%	9.1%	38.5%	20.0%	28.6%	18.8%	44.4%	30.0%	11.1%
A few times a year	62.5%	75.8%	54.5%	30.8%	53.3%	45.2%	50.0%	11.1%	30.0%	58.3%
Rarely	12.5%	6.1%	18.2%	23.1%	13.3%	11.9%	31.3%	22.2%	10.0%	22.2%
Never	0.0%	0.0%	0.0%	0.0%	6.7%	2.4%	0.0%	0.0%	0.0%	2.8%

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project	PMU	Private Sector/ Financial Sector/Private Bank	Academia/ Research	NGOs/ CBOs	Media	Independent Government Institution	Other
Public sector reform	0.0%	15.6%	9.1%	7.7%	13.3%	9.5%	25.0%	11.1%	0.0%	11.1%
Education	62.5%	28.1%	27.3%	30.8%	33.3%	52.4%	37.5%	44.4%	20.0%	25.0%
Domestic private sector development	12.5%	21.9%	0.0%	23.1%	40.0%	14.3%	18.8%	33.3%	20.0%	13.9%
Foreign direct investment	25.0%	12.5%	27.3%	15.4%	13.3%	11.9%	6.3%	22.2%	20.0%	22.2%
Water and sanitation	0.0%	6.3%	0.0%	7.7%	0.0%	2.4%	0.0%	11.1%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	15.4%	6.7%	9.5%	6.3%	11.1%	30.0%	13.9%
Economic growth	25.0%	21.9%	36.4%	23.1%	20.0%	28.6%	18.8%	33.3%	30.0%	13.9%
Energy	0.0%	6.3%	9.1%	7.7%	20.0%	14.3%	6.3%	22.2%	0.0%	5.6%
Disaster management	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Monitoring and evaluation	0.0%	6.3%	0.0%	0.0%	0.0%	2.4%	6.3%	0.0%	0.0%	8.3%
Governance	25.0%	9.4%	9.1%	15.4%	20.0%	9.5%	25.0%	11.1%	20.0%	25.0%
Social protection	0.0%	21.9%	9.1%	15.4%	0.0%	9.5%	18.8%	0.0%	0.0%	8.3%
Climate change	0.0%	3.1%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	2.8%
Law and justice	0.0%	18.8%	9.1%	23.1%	26.7%	19.0%	6.3%	0.0%	10.0%	25.0%
Anti-corruption	0.0%	6.3%	18.2%	30.8%	20.0%	21.4%	31.3%	33.3%	0.0%	33.3%
Financial markets	12.5%	0.0%	0.0%	15.4%	13.3%	2.4%	6.3%	0.0%	0.0%	8.3%
Urban development	0.0%	3.1%	18.2%	7.7%	6.7%	4.8%	0.0%	11.1%	0.0%	5.6%
Regional integration	0.0%	9.4%	0.0%	0.0%	13.3%	16.7%	6.3%	0.0%	10.0%	2.8%
Information and communications technology	0.0%	0.0%	9.1%	0.0%	13.3%	7.1%	0.0%	0.0%	0.0%	2.8%
Transport	12.5%	12.5%	9.1%	0.0%	6.7%	9.5%	0.0%	0.0%	0.0%	2.8%
Agriculture and rural development	37.5%	21.9%	18.2%	15.4%	6.7%	9.5%	25.0%	33.3%	50.0%	8.3%
Environmental sustainability and natural resource management	12.5%	6.3%	0.0%	7.7%	0.0%	2.4%	0.0%	11.1%	0.0%	8.3%
Public financial management	25.0%	12.5%	18.2%	7.7%	6.7%	0.0%	25.0%	0.0%	0.0%	16.7%
Job creation/employment	0.0%	12.5%	0.0%	7.7%	0.0%	11.9%	6.3%	0.0%	20.0%	11.1%
Health	12.5%	21.9%	18.2%	15.4%	6.7%	11.9%	12.5%	0.0%	10.0%	2.8%
Regulatory framework	12.5%	3.1%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	20.0%	5.6%
Strengthening property rights	25.0%	9.4%	18.2%	7.7%	13.3%	4.8%	6.3%	11.1%	30.0%	2.8%

D. The World Bank's Knowledge (continued)

In Albania, how effective do you believe the World Bank's knowledge and research are at: *(1-Not effective at all, 10-Very effective)*

The World Bank's Knowledge

	Which of the following best describes your current position?																													
	Office of the President/Prime Minister			Employee of Ministry			Consultant on Bank Project			PMU			Private Sector/Financial Sector/Private Bank			Academia/Research			NGOs/CBOs			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Raising your awareness of the particular topic	8	5.75	2.12	24	6.33	1.90	6	7.67	1.63	11	7.27	2.00	13	5.85	2.38	40	5.98	2.30	12	5.92	3.12	7	5.57	2.57	9	8.00	2.55	34	6.24	1.88
Stimulating public debate/dialogue	8	5.50	2.45	29	6.14	2.15	7	7.57	1.62	12	6.33	2.50	11	5.36	2.29	40	5.68	2.29	15	5.27	2.55	7	6.57	2.99	8	6.75	2.49	34	5.85	1.92
Enhancing your knowledge and/or skills*	8	6.38	1.51	28	7.18	2.28	8	8.88	.99	13	7.31	2.59	13	6.69	2.39	40	6.10	2.34	13	6.62	2.69	7	7.43	2.23	10	8.40	2.41	35	6.57	2.10
Contributing to good policy making	8	6.00	2.33	24	7.42	1.67	7	7.71	1.50	12	6.92	2.31	13	6.69	2.18	40	6.38	2.47	16	6.56	2.10	7	6.43	2.44	10	7.90	2.60	34	5.76	1.72
Providing support for program implementation	8	7.38	1.19	30	7.53	1.70	9	8.89	1.05	13	7.54	1.90	13	6.92	2.47	36	6.94	2.28	16	7.38	1.96	6	6.67	1.21	9	8.33	1.41	33	6.61	1.77

**Significantly different between stakeholder groups*

In Albania, to what extent do you believe that the World Bank's knowledge and research: *(1-To no degree at all, 10-To a very significant degree)*

The World Bank's Knowledge

	Which of the following best describes your current position?																													
	Office of the President/Prime Minister			Employee of Ministry			Consultant on Bank Project			PMU			Private Sector/Financial Sector/Private Bank			Academia/Research			NGOs/CBOs			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	8	7.25	2.49	31	7.32	1.51	9	9.44	1.13	12	7.67	1.78	13	7.31	2.25	39	7.31	1.82	16	7.19	2.14	6	7.17	2.04	9	8.33	2.18	36	6.56	1.81
Include appropriate level of stakeholder involvement during preparation*	8	6.25	.71	31	6.97	1.89	9	8.00	1.87	11	6.36	1.86	12	6.92	1.83	37	6.30	2.26	15	6.00	2.88	6	6.67	2.34	8	8.88	.99	35	6.57	1.91
Are relevant to Albania's development priorities*	8	6.87	1.81	27	7.59	1.65	9	8.78	1.09	12	7.58	1.08	13	6.85	1.72	40	6.68	1.91	16	6.69	2.27	7	6.86	2.73	9	8.67	2.00	35	6.83	1.84
Provide feasible recommendations*	8	7.38	1.69	31	7.81	1.35	10	9.10	.99	12	8.17	1.47	12	7.17	1.80	39	6.92	1.95	15	7.47	2.29	8	7.13	2.59	9	8.78	2.33	35	7.26	1.65
Are accessible (well written and easy to understand)	8	8.00	1.41	32	7.97	1.33	9	8.00	1.32	12	7.58	1.93	14	8.00	1.62	39	7.56	1.62	15	7.67	2.19	7	8.14	1.46	9	8.89	2.32	35	7.57	1.61
A source of relevant information on global good practices*	7	8.71	1.25	29	8.31	1.31	9	9.11	1.05	12	7.83	2.08	14	8.07	1.82	38	6.95	1.80	13	8.08	1.38	7	8.57	.98	9	8.56	2.19	35	7.31	1.78
Are adequately disseminated	8	7.25	1.98	25	7.36	1.52	9	8.33	1.32	10	6.50	1.84	13	6.62	2.40	36	6.22	2.02	15	7.47	2.17	4	7.00	4.08	9	8.22	2.54	34	6.47	1.96
Are appropriately translated*	7	7.86	.69	30	8.33	1.18	8	8.75	1.16	10	7.60	1.90	13	8.00	2.04	36	7.47	1.52	12	8.00	2.13	7	8.86	.90	7	9.14	1.07	32	7.03	2.06
Are adaptable to Albania's specific development challenges and country circumstances*	8	6.88	1.13	30	7.73	1.20	9	8.56	1.67	13	7.62	1.39	14	7.21	1.93	40	7.00	1.60	15	6.87	2.36	8	7.25	2.71	9	8.33	2.12	35	6.49	1.67

**Significantly different between stakeholder groups*

The World Bank's Knowledge

	Which of the following best describes your current position?																													
	Office of the President/Prime Minister			Employee of Ministry			Consultant on Bank Project			PMU			Private Sector/Financial Sector/Private Bank			Academia/Research			NGOs/CBOs			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?*	8	7.38	1.19	31	7.71	1.40	9	9.22	1.09	13	8.54	.88	12	7.83	1.59	39	7.56	1.73	16	7.25	2.24	8	7.25	2.76	10	8.60	1.71	36	7.11	1.77
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	8	8.13	.99	29	8.14	1.19	10	9.10	1.10	12	8.42	1.00	12	8.08	1.31	39	8.05	1.49	14	7.79	2.19	9	7.56	2.60	10	9.20	1.55	34	7.74	1.44

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

E. Working with the World Bank

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

Working with the World Bank

	Which of the following best describes your current position?																											
	Office of the President/Prime Minister			Employee of Ministry			Consultant on Bank Project			PMU			Private Sector/Financial Sector/Private Bank			Academia/Research			NGOs/CBOs			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly*	8	5.75	1.28	29	7.14	2.10	10	8.90	1.37	13	7.62	2.22	14	5.71	3.05	31	5.13	1.82	12	6.83	2.44	6	4.00	2.68	10	6.60	3.27	27	5.78	1.95
The World Bank effectively monitors and evaluates the projects and programs it supports*	8	6.75	.89	33	8.33	1.34	11	8.73	1.19	13	8.23	1.83	14	7.64	2.10	38	6.55	1.84	13	7.08	2.72	6	7.00	2.19	10	8.70	1.42	31	7.03	2.01
The World Bank's approvals and reviews are done in a timely fashion*	8	5.63	.92	30	7.43	1.76	10	8.80	1.40	13	7.31	2.21	14	6.43	2.41	38	6.29	2.17	11	7.55	2.42	2	8.00	.00	8	8.75	1.04	28	6.50	2.06
The World Bank's "Safeguard Policy" requirements are reasonable*	8	5.88	.83	28	7.50	1.50	8	8.63	1.51	11	8.18	1.40	13	6.92	2.40	35	6.57	2.12	11	7.36	2.01	6	7.33	1.63	8	9.12	.99	31	6.77	1.93
The World Bank imposes reasonable conditions on its lending*	8	6.00	1.60	28	7.36	1.81	7	9.14	1.46	12	7.83	1.99	13	7.08	2.29	34	6.56	1.78	10	7.80	2.35	5	7.60	3.36	9	8.67	.71	29	7.14	1.57
Working with the World Bank increases Albania's institutional capacity*	8	6.50	1.31	32	7.84	1.67	11	9.18	1.25	13	8.38	1.80	13	8.15	1.72	38	6.92	2.27	14	7.71	2.16	7	6.86	2.85	10	8.70	1.95	34	7.26	1.48
The World Bank ensures consistency and continuity through staff changes	7	7.00	.82	25	7.92	1.58	8	8.38	1.85	13	8.23	2.39	12	7.67	1.83	26	6.88	1.66	4	8.50	1.91	4	7.00	.00	9	8.44	1.13	29	7.10	1.84
The World Bank's teams and visits are well coordinated*	7	7.43	.79	30	8.53	1.17	10	9.50	1.27	13	8.38	1.94	12	7.75	1.82	32	6.59	1.98	8	8.38	1.92	5	6.60	3.21	9	8.56	.73	31	7.29	1.97
Where country systems are adequate, the World Bank makes appropriate use of them*	7	6.43	1.27	27	8.04	1.22	10	8.50	1.72	13	8.69	1.65	12	7.58	2.27	33	7.00	2.25	10	8.20	2.30	6	6.83	2.48	8	8.50	1.20	32	6.84	1.92
The World Bank provides effective implementation support*	8	7.00	1.07	31	8.52	1.03	11	8.91	1.22	13	9.00	1.22	13	7.15	2.12	37	7.24	1.77	13	7.38	2.29	7	6.29	2.81	8	8.63	1.60	32	7.28	1.85

**Significantly different between stakeholder groups*

F. The Future Role of the World Bank in Albania

The Future Role of the World Bank in Albania

	Which of the following best describes your current position?																											
	Office of the President/Prime Minister			Employee of Ministry			Consultant on Bank Project			PMU			Private Sector/Financial Sector/Private Bank			Academia/Research			NGOs/CBOs			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Albania's development in the near future?*	8	7.88	1.13	29	8.62	1.35	11	9.82	.60	13	9.00	1.08	14	9.14	.86	42	7.38	2.12	16	7.88	2.22	8	8.63	1.30	10	9.40	.70	36	8.53	1.32

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

F. The Future Role of the World Bank in Albania (continued)

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project	PMU	Private Sector/ Financial Sector/Private Bank	Academia/ Research	NGOs/ CBOs	Media	Independent Government Institution	Other
Improve the quality of its experts as related to Albania's specific challenges	33.3%	13.3%	27.3%	30.8%	13.3%	17.9%	53.3%	25.0%	11.1%	36.1%
Reduce the complexity of obtaining World Bank financing	33.3%	40.0%	18.2%	38.5%	33.3%	12.8%	20.0%	37.5%	44.4%	33.3%
Focus primarily on advocacy issues	0.0%	3.3%	9.1%	15.4%	0.0%	28.2%	13.3%	0.0%	0.0%	2.8%
Improve the competitiveness of its financing compared to markets	33.3%	16.7%	18.2%	23.1%	20.0%	20.5%	26.7%	25.0%	44.4%	27.8%
Ensure greater selectivity in its work	0.0%	16.7%	9.1%	15.4%	6.7%	33.3%	6.7%	50.0%	11.1%	22.2%
Provide more adequate data/knowledge/statistics/figures on Albania's economy	33.3%	23.3%	18.2%	15.4%	26.7%	28.2%	20.0%	37.5%	0.0%	27.8%
Offer more innovative financial products	0.0%	23.3%	36.4%	15.4%	26.7%	15.4%	13.3%	0.0%	33.3%	13.9%
Offer more innovative knowledge services	16.7%	16.7%	18.2%	0.0%	13.3%	23.1%	13.3%	0.0%	22.2%	8.3%
Increase availability of Fee-Based services	16.7%	10.0%	9.1%	0.0%	0.0%	10.3%	13.3%	0.0%	0.0%	5.6%
Work faster	33.3%	26.7%	9.1%	30.8%	13.3%	10.3%	6.7%	0.0%	22.2%	11.1%
Other	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	13.3%	0.0%	11.1%	0.0%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project	PMU	Private Sector/ Financial Sector/Private Bank	Academia/ Research	NGOs/ CBOs	Media	Independent Government Institution	Other
Local newspapers	37.5%	40.6%	0.0%	23.1%	46.7%	9.8%	25.0%	33.3%	40.0%	24.3%
International newspapers	25.0%	6.3%	18.2%	15.4%	6.7%	26.8%	0.0%	0.0%	10.0%	13.5%
Local radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%
Local television	25.0%	31.3%	63.6%	69.2%	26.7%	12.2%	31.3%	33.3%	50.0%	29.7%
International television	0.0%	28.1%	18.2%	7.7%	26.7%	22.0%	25.0%	0.0%	0.0%	10.8%
Periodicals	25.0%	3.1%	0.0%	0.0%	6.7%	12.2%	6.3%	11.1%	0.0%	2.7%
Internet	75.0%	75.0%	90.9%	76.9%	66.7%	80.5%	87.5%	66.7%	60.0%	81.1%
Social media (Facebook, Twitter, YouTube)	0.0%	6.3%	0.0%	0.0%	6.7%	4.9%	6.3%	11.1%	0.0%	5.4%
Blogs	12.5%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	2.7%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	2.7%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	6.3%	9.1%	0.0%	6.7%	9.8%	6.3%	11.1%	10.0%	8.1%

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project	PMU	Private Sector/ Financial Sector/Private Bank	Academia/ Research	NGOs/ CBOs	Media	Independent Government Institution	Other
World Bank website	62.5%	50.0%	45.5%	76.9%	57.1%	73.8%	75.0%	44.4%	60.0%	67.6%
Direct contact with World Bank (i.e., face to face meetings/discussions)	37.5%	28.1%	27.3%	15.4%	42.9%	11.9%	50.0%	33.3%	30.0%	13.5%
e-Newsletters	12.5%	15.6%	27.3%	23.1%	35.7%	4.8%	12.5%	0.0%	10.0%	18.9%
Instant messaging	0.0%	0.0%	0.0%	7.7%	0.0%	7.1%	6.3%	0.0%	0.0%	2.7%
World Bank seminars/workshops/conferences	37.5%	59.4%	63.6%	23.1%	14.3%	33.3%	12.5%	22.2%	30.0%	54.1%
World Bank Public Information Center	0.0%	3.1%	9.1%	0.0%	7.1%	19.0%	0.0%	22.2%	0.0%	8.1%
World Bank publications and other written materials	50.0%	34.4%	9.1%	38.5%	28.6%	35.7%	31.3%	0.0%	70.0%	27.0%
Mobile phones	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%
Social media (Facebook, Twitter, YouTube)	0.0%	0.0%	0.0%	15.4%	0.0%	7.1%	12.5%	22.2%	0.0%	8.1%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

G. Communication and Information Sharing (continued)

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?

Percentage of Respondents	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project	PMU	Private Sector/ Financial Sector/Private Bank	Academia/ Research	NGOs/ CBOs	Media	Independent Government Institution	Other
Yes	33.3%	35.5%	14.3%	58.3%	28.6%	46.2%	25.0%	25.0%	77.8%	40.0%
No	66.7%	64.5%	85.7%	41.7%	71.4%	53.8%	75.0%	75.0%	22.2%	60.0%

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

Percentage of Respondents	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project	PMU	Private Sector/ Financial Sector/Private Bank	Academia/ Research	NGOs/ CBOs	Media	Independent Government Institution	Other
Yes	16.7%	30.0%	0.0%	41.7%	13.3%	51.5%	14.3%	85.7%	42.9%	29.4%
No	83.3%	70.0%	100.0%	58.3%	86.7%	48.5%	85.7%	14.3%	57.1%	70.6%

**Significantly different between stakeholder groups*

Were you able to obtain this information?

Percentage of Respondents	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project	PMU	Private Sector/ Financial Sector/Private Bank	Academia/ Research	NGOs/ CBOs	Media	Independent Government Institution	Other
Yes	100.0%	100.0%	-	50.0%	50.0%	83.3%	100.0%	83.3%	100.0%	100.0%
No	0.0%	0.0%	-	50.0%	50.0%	16.7%	0.0%	16.7%	0.0%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project	PMU	Private Sector/ Financial Sector/Private Bank	Academia/ Research	NGOs/ CBOs	Media	Independent Government Institution	Other
Yes	100.0%	86.7%	100.0%	100.0%	100.0%	92.7%	100.0%	100.0%	90.0%	93.9%
No	0.0%	13.3%	0.0%	0.0%	0.0%	7.3%	0.0%	0.0%	10.0%	6.1%

Do you use/have used the World Bank website?

Percentage of Respondents	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project	PMU	Private Sector/ Financial Sector/Private Bank	Academia/ Research	NGOs/ CBOs	Media	Independent Government Institution	Other
Yes	100.0%	96.7%	90.0%	84.6%	93.3%	90.5%	100.0%	100.0%	80.0%	88.6%
No	0.0%	3.3%	10.0%	15.4%	6.7%	9.5%	0.0%	0.0%	20.0%	11.4%

Which do you primarily use?

Percentage of Respondents	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project	PMU	Private Sector/ Financial Sector/Private Bank	Academia/ Research	NGOs/ CBOs	Media	Independent Government Institution	Other
The World Bank's country website	62.5%	64.5%	27.3%	53.8%	78.6%	70.0%	75.0%	66.7%	55.6%	54.1%
The World Bank's main website	37.5%	35.5%	72.7%	46.2%	21.4%	30.0%	25.0%	33.3%	44.4%	45.9%

Do you use/have you used the World Bank's Public Information Centers (PICs) in Albania?

Percentage of Respondents	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project	PMU	Private Sector/ Financial Sector/Private Bank	Academia/ Research	NGOs/ CBOs	Media	Independent Government Institution	Other
Yes	37.5%	37.5%	45.5%	46.2%	40.0%	47.6%	12.5%	44.4%	70.0%	27.8%
No	37.5%	46.9%	27.3%	53.8%	40.0%	42.9%	56.3%	22.2%	20.0%	52.8%
I don't know what a PIC is	25.0%	15.6%	27.3%	0.0%	20.0%	9.5%	31.3%	33.3%	10.0%	19.4%

G. Communication and Information Sharing (continued)

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

Communication and Information Sharing

	Which of the following best describes your current position?																											
	Office of the President/Prime Minister			Employee of Ministry			Consultant on Bank Project			PMU			Private Sector/Financial Sector/Private Bank			Academia/Research			NGOs/CBOs			Media			Independent Government Institution			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use more data from the World Bank as a result of the organization's Open Data policy	6	4.50	2.66	22	6.36	2.42	5	7.80	2.28	10	5.70	2.87	11	5.64	2.06	38	6.24	2.39	13	6.23	2.77	5	6.00	3.08	8	7.00	2.93	30	5.83	2.36
The World Bank's PIC is a valuable source of information related to development in Albania	4	5.00	3.16	11	7.00	2.14	3	8.00	2.00	7	7.29	1.38	8	6.38	2.67	31	6.13	2.06	2	6.00	1.41	5	6.40	3.29	5	7.60	1.52	14	5.93	1.86
I find the World Bank websites easy to navigate*	7	6.86	2.27	28	8.64	.91	9	8.67	1.50	11	8.09	2.17	14	6.71	2.33	41	7.22	1.90	14	8.21	1.76	7	7.57	2.30	9	9.00	1.12	32	7.38	1.98
I find the information on the World Bank's websites useful*	7	7.71	1.50	28	8.79	1.03	9	8.89	1.36	12	8.83	1.53	14	7.71	1.98	41	7.68	1.81	12	7.83	1.85	7	9.00	.82	9	9.11	.93	35	7.80	2.01
When I need information from the World Bank I know how to find it*	8	8.00	1.77	28	8.36	1.81	9	7.44	3.24	13	8.15	2.30	14	7.14	2.57	41	6.78	2.65	13	8.00	2.52	8	9.25	1.39	10	9.40	.84	35	6.69	2.30
The World Bank is responsive to my information requests and inquiries*	6	7.83	1.47	26	8.08	1.47	9	8.33	1.87	12	8.25	2.34	13	7.00	1.96	37	6.81	2.30	8	8.00	1.60	7	6.86	3.44	8	9.00	1.31	29	6.10	2.27

**Significantly different between stakeholder groups*

H. Background Information

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

Percentage of Respondents	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project	PMU	Private Sector/ Financial Sector/Private Bank	Academia/ Research	NGOs/ CBOs	Media	Independent Government Institution	Other
Yes	85.7%	81.3%	90.9%	84.6%	66.7%	26.2%	31.3%	44.4%	87.5%	27.0%
No	14.3%	18.8%	9.1%	15.4%	33.3%	73.8%	68.8%	55.6%	12.5%	73.0%

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister	Employee of a Ministry	Consultant on Bank project	PMU	Private Sector/ Financial Sector/Private Bank	Academia/ Research	NGOs/ CBOs	Media	Independent Government Institution	Other
Observer	14.3%	0.0%	9.1%	0.0%	26.7%	42.9%	18.8%	33.3%	11.1%	16.7%
Use World Bank reports/data	42.9%	40.6%	9.1%	30.8%	40.0%	42.9%	43.8%	66.7%	66.7%	41.7%
Engage in World Bank related/sponsored events/activities	14.3%	43.8%	27.3%	30.8%	26.7%	7.1%	43.8%	0.0%	0.0%	16.7%
Collaborate as part of my professional duties	42.9%	50.0%	72.7%	76.9%	26.7%	16.7%	25.0%	22.2%	66.7%	27.8%
Use World Bank website for information, data, research, etc.	28.6%	15.6%	18.2%	30.8%	33.3%	66.7%	43.8%	33.3%	22.2%	58.3%

Appendix C: Responses to All Questions by Year[1]

FY '10 Response Number = 200 • FY '12 Response Number = 198

B. Overall Attitudes toward the World Bank

Overall Attitudes toward the World Bank

	year					
	FY 2010			FY 2012		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Albania?*	197	7.17	1.73	197	6.70	2.15
Overall, please rate your impression of the World Bank's effectiveness in Albania.*	193	7.80	1.53	189	7.08	1.87

(1-Not familiar at all, 10-Extremely familiar; 1-Not effective at all, 10-Very effective)
**Significantly different between country surveys.*

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

Greatest Value Percentage of Respondents	FY 2010	FY 2012
Financial resources*	35.0%	48.5%
Policy and economic advice	23.5%	20.6%
Technical assistance	12.0%	7.7%
Studies/analyses	16.0%	6.7%
Training/capacity building	4.5%	5.7%
Data**	-	2.6%
Convening/facilitating	2.5%	4.1%
Ability to mobilize resources from private sector and donors	1.5%	4.1%
Other	5.0%	0.0%

**Includes "Lending when others won't" and "Financial resources" response options from the FY 2010 questionnaire. **Not included in FY 2010 questionnaire.*

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

2nd Greatest Value Percentage of Respondents	FY 2010	FY 2012
Financial resources*	32.3%	11.3%
Policy and economic advice	12.1%	16.5%
Technical assistance	16.7%	18.0%
Studies/analyses	8.6%	12.4%
Training/capacity building	8.1%	16.5%
Data**	-	1.5%
Convening/facilitating	5.6%	8.2%
Ability to mobilize resources from private sector and donors	9.6%	14.9%
Other	7.1%	0.5%

**Includes "Lending when others won't" and "Financial resources" response options from the FY 2010 questionnaire. **Not included in FY 2010 questionnaire.*

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

Percentage of Respondents (Responses Combined)	FY 2010	FY 2012
Imposing technocratic solutions without regard to political realities	29.3%	14.9%
Not exploring alternative policy options	31.9%	11.0%
Too bureaucratic in its operational policies and procedures	38.2%	23.8%
Staff too inaccessible	5.2%	6.1%
Arrogant in its approach	1.6%	0.0%
Not client focused*	-	3.3%
The credibility of its knowledge/data	-	6.1%
Not willing to honestly criticize policies and reform efforts in the country*	-	24.3%
Too influenced by developed countries*	-	17.7%
Not enough public disclosure of its work	41.9%	17.1%
World Bank processes too slow and complex*	-	18.8%
Not aligned with country priorities*	-	5.5%
Not aligned with other donors' work*	-	3.9%
Not collaborating enough with non-state actors*	-	14.9%
Not adequately sensitive to political/social realities in Albania*	-	17.1%
Other	30.9%	4.4%

** Not included in FY 2010 questionnaire.*

[1] Only those questions that were asked in the FY '10 and FY '12 country surveys, with similar response scales/options, are presented.

B. Overall Attitudes toward the World Bank

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

Percentage of Respondents (Responses Combined)	FY 2010	FY 2012
NGOs, Community Based Organizations (CBOs)	27.1%	25.1%
Local Government	44.2%	46.7%
Beneficiaries	24.1%	14.9%
Private sector	42.2%	49.2%
Donor community	13.1%	13.3%
Foundations*	-	7.2%
Academia/think tanks/research institutes*	-	19.5%
Parliament	5.5%	8.2%
Media*	-	8.7%
Other	32.2%	1.5%

** Not included in FY 2010 questionnaire.*

To what extent do you agree with the following statements about the World Bank's work in Albania, on a ten point scale?
(1-Strongly disagree, 10-Strongly agree)

Overall Attitudes toward the World Bank

	year					
	FY 2010			FY 2012		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Albania*	192	7.59	1.57	192	7.11	2.14
The World Bank's work is aligned with what I consider the development priorities for Albania*	189	7.33	1.64	181	6.80	2.07
The World Bank supports programs and strategies that are realistic for Albania*	186	7.27	1.44	179	6.82	2.05
The World Bank treats clients and stakeholders in Albania with respect	182	7.87	1.91	180	7.90	1.97

**Significantly different between country surveys.*

C. World Bank Effectiveness and Results

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

World Bank Effectiveness and Results

	year					
	FY 2010			FY 2012		
	N	Mean	SD	N	Mean	SD
Anti-corruption*	163	6.62	2.11	156	5.25	2.42
Law and justice*	145	6.14	2.23	147	5.47	2.20
Urban development	158	6.53	1.92	152	6.32	1.97
Environmental sustainability and natural resource management*	155	6.83	1.88	150	6.05	2.04
Regulatory framework*	155	7.24	1.61	141	6.81	1.91
Domestic private sector development*	157	6.81	1.75	144	6.00	2.25
Economic growth*	170	7.15	1.49	159	6.42	2.14
Public financial management*	161	7.28	1.60	160	6.54	2.08
Health*	151	6.54	2.11	151	6.05	2.20
Agriculture and rural development*	159	6.94	1.84	157	5.92	2.21
Education*	159	6.83	1.76	155	6.01	2.21
Social protection*	156	6.93	1.80	149	5.84	2.39
Climate change*	137	6.23	2.10	130	5.33	2.31
Public sector reform*	164	7.03	1.66	161	6.04	2.06

**Significantly different between country surveys.*

D. The World Bank's Knowledge

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

Percentage of Respondents (Responses Combined)	FY 2010	FY 2012
Public sector reform	6.1%	11.7%
Education	25.5%	35.2%
Domestic private sector development	6.1%	18.9%
Foreign direct investment*	-	16.3%
Water and sanitation	5.1%	2.6%
Trade and exports*	-	8.7%
Economic growth*	-	23.5%
Energy	9.2%	9.2%
Disaster management*	-	1.0%
Monitoring and evaluation	3.6%	4.1%
Governance	13.3%	16.3%
Social protection	7.7%	10.2%
Climate change*	-	1.5%
Law and justice*	-	16.8%
Anti-corruption	12.2%	20.4%
Financial markets	6.6%	5.1%
Urban development	6.6%	5.1%
Regional integration*	-	7.7%
Information and communications technology*	-	4.6%
Transport	4.1%	6.6%
Agriculture and rural development	19.9%	17.3%
Environmental sustainability and natural resource management	8.2%	5.1%
Public financial management	12.2%	10.7%
Job creation/employment	16.8%	8.7%
Health	10.7%	11.2%
Regulatory framework*	-	4.6%
Strengthening property rights*	-	9.2%

** Not included in FY 2010 questionnaire.*

E. Working with the World Bank

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

Working with the World Bank

	year					
	FY 2010			FY 2012		
	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly*	114	7.27	2.05	163	6.29	2.43
The World Bank effectively monitors and evaluates the projects and programs it supports*	127	7.98	1.75	180	7.48	1.95
The World Bank imposes reasonable conditions on its lending*	163	7.87	1.73	158	7.28	1.94
Working with the World Bank increases Albania's institutional capacity*	122	8.05	1.57	184	7.60	1.97

**Significantly different between country surveys.*

F. The Future Role of the World Bank in Albania

The Future Role of the World Bank in Albania

	year					
	FY 2010			FY 2012		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Albania's development in the near future?	192	8.15	1.51	191	8.38	1.72

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

F. The Future Role of the World Bank in Albania (continued)

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

Percentage of Respondents (Responses Combined)	FY 2010	FY 2012
Improve the quality of its experts as related to Albania's specific challenges	25.9%	24.7%
Reduce the complexity of obtaining World Bank financing	29.0%	29.0%
Focus primarily on advocacy issues	2.6%	10.2%
Improve the competitiveness of its financing compared to markets	13.0%	23.1%
Ensure greater selectivity in its work*	-	19.9%
Provide more adequate data/knowledge/statistics/figures on Albania's economy*	-	24.2%
Offer more innovative financial products	13.5%	18.8%
Offer more innovative knowledge services	9.8%	14.0%
Increase availability of Fee-Based services*	-	7.0%
Work faster*	-	15.1%
Other	6.2%	3.8%

** Not included in FY 2010 questionnaire.*

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	FY 2010	FY 2012
Local newspapers	30.5%	26.0%
International newspapers	9.6%	13.8%
Local radio	1.5%	0.5%
International radio	2.5%	0.5%
Local television	38.6%	31.6%
International television	11.2%	17.3%
Periodicals	9.1%	6.1%
Internet	64.0%	77.0%
Social media (Facebook, Twitter, YouTube)*	-	4.6%
Blogs	13.2%	2.0%
Mobile phones*	-	1.0%
Instant messaging*	-	0.0%
Other	9.6%	7.1%

**Not included in FY 2010 questionnaire.*

Do you have access to the Internet?*

Percentage of Respondents	FY 2010	FY 2012
Yes	99.0%	94.0%
No	0.5%	6.0%

**Significantly different between country surveys.*

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

Percentage of Respondents	FY 2010	FY 2012
Yes	92.2%	91.0%
No	7.8%	9.0%

Which do you primarily use?

Percentage of Respondents	FY 2010	FY 2012
The World Bank's country website (www. worldbank.org.al)	60.3%	62.3%
The World Bank's main website (www.worldbank.org)	39.7%	37.7%

Do you use/have you used the World Bank's Public Information Centers (PICs) in Albania?

Percentage of Respondents	FY 2010	FY 2012
Yes	45.6%	38.5%
No	35.8%	44.6%
I don't know what a PIC is	18.7%	16.9%

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

Communication and Information Sharing

	year					
	FY 2010			FY 2012		
	N	Mean	SD	N	Mean	SD
The World Bank's PIC is a valuable source of information related to development in Albania*	89	8.20	2.01	91	6.41	2.14
I find the World Bank websites easy to navigate*	171	8.29	1.43	175	7.75	1.90
I find the information on the World Bank's websites useful*	176	8.51	1.38	177	8.15	1.71
When I need information from the World Bank I know how to find it*	179	8.44	1.58	182	7.58	2.40
The World Bank is responsive to my information requests and inquiries*	169	8.37	1.51	156	7.31	2.21

**Significantly different between country surveys.*

Appendix D: Indicator Questions as a Function of Exposure to the Bank

Indicator Question	H3. Currently, do you professionally collaborate/ work with the World Bank?		H4. Which of the following describes most of your exposure to the World Bank in Albania? (Choose no more than TWO)									
			Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank's effectiveness in Albania.	6.30	7.72	7.18	6.54	7.10	6.99	6.95	7.40	6.83	7.43	7.20	6.84
The World Bank's financial instruments meet the needs of Albania	5.79	7.35	6.71	6.15	6.66	6.53	6.61	6.58	6.45	6.88	6.64	6.56
The World Bank meets Albania's needs for knowledge services	6.12	7.49	6.91	6.46	6.87	6.74	6.75	7.03	6.48	7.38	6.98	6.59
Overall the World Bank currently plays a relevant role in development in Albania	6.36	7.79	7.22	6.56	7.11	7.06	6.95	7.56	6.88	7.44	7.35	6.72
The World Bank's work is aligned with what I consider the development priorities for Albania	6.04	7.49	6.98	5.88	6.91	6.56	6.51	7.61	6.40	7.35	7.03	6.41
Responsiveness	7.29	8.44	7.99	7.54	7.92	7.88	7.81	8.22	7.82	8.04	8.01	7.75
Openness (sharing data and other information)	6.65	7.65	7.28	6.49	7.04	7.24	6.96	7.71	6.93	7.45	7.41	6.72
Collaboration with groups outside of the Government	6.42	7.34	7.06	6.07	7.02	6.72	6.85	7.03	6.65	7.35	7.02	6.72
Collaboration with the Government	7.47	8.57	8.27	6.97	8.13	7.93	7.93	8.43	7.70	8.59	8.29	7.71
Collaboration with other donors	6.69	7.99	7.74	5.80	7.29	7.59	7.29	7.85	7.10	7.87	7.59	7.17
To what extent does the World Bank's work help to achieve development results in Albania?	6.48	7.78	7.27	6.61	7.33	6.90	7.11	7.27	6.81	7.71	7.27	6.97
Are adaptable to Albania's specific development challenges and country circumstances	6.52	7.87	7.33	6.68	7.22	7.19	7.11	7.54	6.96	7.64	7.39	6.95
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	6.94	8.36	7.76	7.35	7.79	7.54	7.64	7.83	7.39	8.16	7.86	7.43
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	7.63	8.56	8.14	7.91	8.04	8.18	8.08	8.16	7.85	8.49	8.26	7.86
Where country systems are adequate, the World Bank makes appropriate use of them	6.96	8.06	7.79	6.42	7.54	7.58	7.37	8.16	7.26	8.02	7.67	7.41

Yellow highlight indicates significant difference between Yes and No mean.

Appendix E: Albania FY 2012 Questionnaire

World Bank Country Survey FY12 – Albania

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Albania or who observe activities related to social and economic development. The following survey is meant to give the World Bank's team that works in Albania, greater insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in Albania. The World Bank commissioned an independent firm to oversee the logistics of this effort in Albania. This ensures anonymity and confidentiality. We hope you'll be candid. 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.**

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 ALBANIA

A1. In general would you say that Albania is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

SECTION A: GENERAL ISSUES

A2. When considering development priorities, which ONE development priority below is the most important in Albania? Which ONE is the second most important priority? Which ONE is the third most important priority?

Choose only ONE for each column		FIRST priority (Choose only ONE)	SECOND priority (Choose only ONE)	THIRD priority (Choose only ONE)
1	Agriculture and rural development	☐	☐	☐
2	Education	☐	☐	☐
3	Social protection (e.g., pensions, targeted social assistance)	☐	☐	☐
4	Transport (e.g., roads, bridges, transportation)	☐	☐	☐
5	Public sector reform	☐	☐	☐
6	Regional integration	☐	☐	☐
7	Strengthening property rights	☐	☐	☐
8	Domestic private sector development	☐	☐	☐
9	Foreign direct investment	☐	☐	☐
10	Water and sanitation	☐	☐	☐
11	Anti-corruption	☐	☐	☐
12	Monitoring and evaluation	☐	☐	☐
13	Public financial management (e.g., public expenditure, fiscal system reform)	☐	☐	☐
14	Job creation/employment	☐	☐	☐
15	Governance (i.e., government effectiveness)	☐	☐	☐
16	Financial markets	☐	☐	☐
17	Urban development	☐	☐	☐
18	Environmental sustainability and natural resource management	☐	☐	☐
19	Health	☐	☐	☐
20	Energy	☐	☐	☐
21	Climate change (e.g., mitigation, adaptation)	☐	☐	☐
22	Trade and exports	☐	☐	☐
23	Economic growth	☐	☐	☐
24	Law and justice (e.g., judicial system)	☐	☐	☐
25	Regulatory framework	☐	☐	☐
26	Disaster management	☐	☐	☐
27	Information and communications technology	☐	☐	☐

SECTION A: GENERAL ISSUES

A3. 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 Albania? (Choose no more than THREE)	
1	Energy
2	Social protection (e.g., pensions, targeted social assistance)
3	Climate change (e.g., mitigation, adaptation)
4	Anti corruption
5	Disaster management
6	Agriculture and rural development
7	Foreign direct investment
8	Urban development
9	Water and sanitation
10	Education
11	Information and communications technology
12	Regulatory framework
13	Trade and exports
14	Public sector reform
15	Regional integration
16	Domestic private sector development
17	Job creation/employment
18	Strengthening property rights
19	Governance (i.e., government effectiveness)
20	Transport (e.g., roads, bridges, transportation)
21	Monitoring and evaluation
22	Environmental sustainability and natural resource management
23	Health
24	Law and justice (e.g., judicial system)
25	Public financial management (e.g., public expenditure, fiscal system reform)
26	Financial markets

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B1. How familiar are you with the work of the World Bank in Albania, on a ten point scale?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all									**Extremely familiar**

B2. Overall, please rate your impression of the World Bank's effectiveness in Albania, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	☐
Not effective at all									**Very effective**	Don't know

B3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Albania solve its most complicated development challenges, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	☐
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 B: OVERALL ATTITUDES TOWARD THE WORLD BANK

	B4. When thinking about how the World Bank can have the most impact on development results in Albania, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Albania? (Choose no more than THREE)
1	Education
2	Social protection (e.g., pensions, targeted social assistance)
3	Governance (i.e., government effectiveness)
4	Agriculture and rural development
5	Transport (e.g., roads, bridges, transportation)
6	Public sector reform
7	Regional integration
8	Domestic private sector development
9	Foreign direct investment
10	Regulatory framework
11	Water and sanitation
12	Energy
13	Monitoring and evaluation
14	Public financial management (e.g., public expenditure, fiscal system reform)
15	Job creation/employment
16	Financial markets
17	Urban development
18	Environmental sustainability and natural resource management
19	Health
20	Strengthening property rights
21	Climate change (e.g., mitigation, adaptation)
22	Trade and exports
23	Economic growth
24	Law and justice (e.g., judicial system)
25	Anti corruption
26	Information and communications technology
27	Disaster management

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Albania?			
		Greatest Value (Choose only ONE)	**Second Greatest Value (Choose only ONE)**
1	Financial resources	☐	☐
2	Policy and economic advice	☐	☐
3	Technical assistance	☐	☐
4	Studies/analyses	☐	☐
5	Training/capacity building	☐	☐
6	Data	☐	☐
7	Convening/facilitating	☐	☐
8	Ability to mobilize resources from private sector and donors	☐	☐
9	Other (please specify):_____	☐	☐

B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Albania? (Choose no more than TWO)	
1	Imposing technocratic solutions without regard to political realities
2	Not exploring alternative policy options
3	Too bureaucratic in its operational policies and procedures
4	Staff too inaccessible
5	Arrogant in its approach
6	Not client focused
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Not enough public disclosure of its work
11	World Bank processes too slow and complex
12	Not aligned with country priorities
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Not adequately sensitive to political/social realities in Albania
16	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B7. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?

1	2	3	4	5	6	7	8	9	10	☐
To no degree at all									**To a very significant degree**	Don't know

B8. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

1	NGOs, Community Based Organizations (CBOs)
2	Local Government
3	Beneficiaries
4	Private sector
5	Donor community
6	Foundations
7	Academia/think tanks/research institutes
8	Parliament
9	Media
10	Other (please specify): _____

To what extent do you agree with the following statements about the World Bank's work in Albania, on a ten point scale?

		Strongly disagree									**Strongly agree**	**Don't know**
B9	Overall the World Bank currently plays a relevant role in development in Albania	1	2	3	4	5	6	7	8	9	10	☐
B10	The World Bank's work is aligned with what I consider the development priorities for this country	1	2	3	4	5	6	7	8	9	10	☐
B11	The World Bank supports programs and strategies that are realistic for Albania	1	2	3	4	5	6	7	8	9	10	☐
B12	The World Bank treats clients and stakeholders in Albania with respect	1	2	3	4	5	6	7	8	9	10	☐

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

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

		To no degree at all									To a very significant degree	Don't know
B13	Responsiveness	1	2	3	4	5	6	7	8	9	10	☐
B14	Flexibility (in terms of the World Bank's products and services)	1	2	3	4	5	6	7	8	9	10	☐
B15	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	☐
B16	Being inclusive	1	2	3	4	5	6	7	8	9	10	☐
B17	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	☐
B18	Staff accessibility	1	2	3	4	5	6	7	8	9	10	☐
B19	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	☐
B20	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	☐
B21	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	☐
B22	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	☐
B23	Follow through over time	1	2	3	4	5	6	7	8	9	10	☐

B24. When World Bank 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 works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
5	The World Bank does not do adequate follow through/follow-up
6	Lack of/inadequate levels of capacity in Government
7	Political pressures and obstacles
8	Reforms are not well thought out in light of country challenges
9	The World Bank is not sensitive enough to political/social realities on the ground
10	Other (please specify): _____

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Albania, on a ten point scale?

		Not effective at all									Very effective	Don't know
C1	Anti corruption	1	2	3	4	5	6	7	8	9	10	☐
C2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	☐
C3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	☐
C4	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	☐
C5	Urban development	1	2	3	4	5	6	7	8	9	10	☐
C6	Environmental sustainability and natural resource management	1	2	3	4	5	6	7	8	9	10	☐
C7	Regulatory framework	1	2	3	4	5	6	7	8	9	10	☐
C8	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	☐
C9	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	☐
C10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	☐
C11	Trade and exports	1	2	3	4	5	6	7	8	9	10	☐
C12	Economic growth	1	2	3	4	5	6	7	8	9	10	☐
C13	Energy	1	2	3	4	5	6	7	8	9	10	☐
C14	Disaster management	1	2	3	4	5	6	7	8	9	10	☐
C15	Monitoring and evaluation	1	2	3	4	5	6	7	8	9	10	☐
C16	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	☐
C17	Job creation/employment	1	2	3	4	5	6	7	8	9	10	☐
C18	Financial markets	1	2	3	4	5	6	7	8	9	10	☐
C19	Health	1	2	3	4	5	6	7	8	9	10	☐
C20	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	☐
C21	Governance (i.e., government effectiveness)	1	2	3	4	5	6	7	8	9	10	☐
C22	Strengthening property rights	1	2	3	4	5	6	7	8	9	10	☐
C23	Education	1	2	3	4	5	6	7	8	9	10	☐
C24	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	☐
C25	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	☐
C26	Public sector reform	1	2	3	4	5	6	7	8	9	10	☐
C27	Regional integration	1	2	3	4	5	6	7	8	9	10	☐

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

C28. To what extent does the World Bank's work help to achieve development results in Albania, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	☐
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 in Albania, on a ten point scale?													
		Strongly disagree									**Strongly agree**	**Don't know**
C29	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Albania	1	2	3	4	5	6	7	8	9	10	☐
C30	The World Bank meets Albania's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	☐

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SECTION D: THE WORLD BANK'S KNOWLEDGE

D1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

D2. When thinking about the development challenges in Albania, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)	
1	Public sector reform
2	Education
3	Domestic private sector development
4	Foreign direct investment
5	Water and sanitation
6	Trade and exports
7	Economic growth
8	Energy
9	Disaster management
10	Monitoring and evaluation
11	Governance (i.e., government effectiveness)
12	Social protection (e.g., pensions, targeted social assistance)
13	Climate change (e.g., mitigation, adaptation)
14	Law and justice (e.g., judicial system)
15	Anti corruption
16	Financial markets
17	Urban development
18	Regional integration
19	Information and communications technology
20	Transport (e.g., roads, bridges, transportation)
21	Agriculture and rural development
22	Environmental sustainability and natural resource management
23	Public financial management (e.g., public expenditure, fiscal system reform)
24	Job creation/employment
25	Health
26	Regulatory framework
27	Strengthening property rights

SECTION D: THE WORLD BANK'S KNOWLEDGE

In Albania, how effective do you believe the World Bank's knowledge and research are at:												
		Not effective at all									Very effective	Don't know
D3	Raising your awareness of the particular topic	1	2	3	4	5	6	7	8	9	10	☐
D4	Stimulating public debate/dialogue	1	2	3	4	5	6	7	8	9	10	☐
D5	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	☐
D6	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	☐
D7	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	☐

In Albania, to what extent do you believe that the World Bank's knowledge and research:												
		To no degree at all									To a very significant degree	Don't know
D8	Are timely	1	2	3	4	5	6	7	8	9	10	☐
D9	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	☐
D10	Are relevant to Albania's development priorities	1	2	3	4	5	6	7	8	9	10	☐
D11	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	☐
D12	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	☐
D13	A source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	☐
D14	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	☐
D15	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	☐
D16	Are adaptable to Albania's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	☐

D17. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale?

1	2	3	4	5	6	7	8	9	10	☐
Not significant at all									**Very significant**	Don't know

D18. Overall, how would you rate the technical quality of the World Bank's knowledge/research, on a ten point scale?

1	2	3	4	5	6	7	8	9	10	☐
Very low technical quality									**Very high technical quality**	Don't know

SECTION E: WORKING WITH THE WORLD BANK

To what extent do you agree/disagree with the following statements, on a ten point scale?												
		Strongly disagree									Strongly agree	Don't know
E1	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	☐
E2	The World Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	☐
E3	The World Bank's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	☐
E4	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	☐
E5	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10	☐
E6	Working with the World Bank increases Albania's institutional capacity	1	2	3	4	5	6	7	8	9	10	☐
E7	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	☐
E8	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	☐
E9	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	☐
E10	The World Bank provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	☐

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SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN ALBANIA

F1. How significant a role do you believe the World Bank SHOULD play in Albania's development in the near future, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	☐
Not a significant role at all									**Very significant role**	Don't know

F2. Which of the following SHOULD the World Bank do to make itself of greater value in Albania? (Choose no more than TWO)	
1	Improve the quality of its experts as related to Albania's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advocacy issues
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
5	Ensure greater selectivity in its work
6	Provide more adequate data/knowledge/statistics/figures on Albania's economy
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Increase availability of Fee-Based services
10	Work faster
11	Others (please specify): _____

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Albania? (Choose no more than TWO)	
1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	
1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-newsletters
4	Instant messaging
5	World Bank seminars/workshops/conferences
6	World Bank Public Information Center
7	World Bank publications and other written materials
8	Mobile phones
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Others (please specify): _____

G3	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 on a list of exceptions?	**Yes**	**No**
G4	Have you requested information from the World Bank 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 website?	**Yes**	**No**

SECTION G: COMMUNICATION AND INFORMATION SHARING

G8. Which do you primarily use?	
1	The World Bank's country website (www.worldbank.org.al)
2	The World Bank's main website (www.worldbank.org)

G9. Do you use/have you used the World Bank's Public Information Centers (PICs) in Albania?	
1	Yes
2	No
3	I don't know what PIC is

Please rate how much you agree with the following statements, on a ten point scale.

		Strongly disagree									Strongly agree	Don't know
G10	I use more data from the World Bank as a result of the organization's Open Data policy	1	2	3	4	5	6	7	8	9	10	☐
G11	The World Bank's PIC is a valuable source of information related to development in Albania. *(Only answer if you have used the PIC)*	1	2	3	4	5	6	7	8	9	10	☐
G12	I find the World Bank websites easy to navigate. *(Only answer if you have used a World Bank website)*	1	2	3	4	5	6	7	8	9	10	☐
G13	I find the information on the World Bank's websites useful. *(Only answer if you have used a World Bank website)*	1	2	3	4	5	6	7	8	9	10	☐
G14	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	☐
G15	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	☐

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SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (Please mark only ONE response)	
1	Office of the President, Prime Minister, Minister, Parliamentarian
2	Employee of a Ministry, Ministerial Department or Implementation Agency
3	Consultant/Contractor working on World Bank supported Project/Program
4	Project Management Unit (PMU) overseeing implementation of project
5	Local Government Office or Staff
6	Bilateral Agency or Multilateral Agency
7	Private Sector Organization, Financial Sector/Private Bank
8	Academia/Research Institute/Think Tank
9	NGOs, including CBOs (Community Based Organization)
10	Media (Press, Radio, TV, Web, etc.)
11	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
12	Trade Union
13	Judiciary Branch
14	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION

H2. Please identify the primary specialization of your work. (Please mark only ONE response)	
1	Agriculture and rural development
2	Anti corruption
3	Climate change (e.g., mitigation, adaptation)
4	Disaster management
5	Domestic private sector development
6	Economic growth
7	Education
8	Energy
9	Environmental sustainability and natural resource management
10	Financial markets
11	Foreign direct investment
12	Governance (i.e., government effectiveness)
13	Health
14	Information and communications technology
15	Job creation/employment
16	Law and justice (e.g., judicial system)
17	Monitoring and evaluation
18	Public financial management (e.g., public expenditure, fiscal system reform)
19	Public sector reform
20	Regional integration
21	Regulatory framework
22	Social protection (e.g., pensions, targeted social assistance)
23	Strengthening property rights
24	Trade and exports
25	Transport (e.g., roads, bridges, transportation)
26	Urban development
27	Water and sanitation
28	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION

H3. Currently, do you professionally collaborate/work with the World Bank in your country?	
1	Yes
2	No

H4. Which of the following describes most of your exposure to the World Bank in Albania? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank reports/data
3	Engage in World Bank related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank website for information, data, research, etc.

H5. Which best represents your geographic location?	
1	Tirana and Durres
2	North Albania
3	Central Albania
4	South Albania

Thank you for completing the survey!