

Appendix E: Bulgaria FY 2012 Questionnaire



World Bank Country Survey FY12 – Bulgaria

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Bulgaria 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 Bulgaria, 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 Bulgaria. The World Bank commissioned an independent firm to oversee the logistics of this effort in Bulgaria. 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 BULGARIA

A1. In general would you say that Bulgaria 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 Bulgaria? 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	Economic growth	☐	☐	☐
2	Convergence of living standards with the EU	☐	☐	☐
3	Transport infrastructure (incl. roads, rail)	☐	☐	☐
4	Water and sanitation	☐	☐	☐
5	Energy and energy efficiency	☐	☐	☐
6	Climate change (incl. mitigation, adaptation, disaster management) and green growth	☐	☐	☐
7	Social protection (incl. pensions, social assistance)	☐	☐	☐
8	Social inclusion (incl. Roma inclusion)	☐	☐	☐
9	Health	☐	☐	☐
10	Education (incl. tertiary education)	☐	☐	☐
11	Research and innovation	☐	☐	☐
12	Business environment and private sector development	☐	☐	☐
13	Financial markets	☐	☐	☐
14	Agriculture	☐	☐	☐
15	Trade	☐	☐	☐
16	Public finance and administration	☐	☐	☐
17	Governance (incl. anti-corruption)	☐	☐	☐
18	Law and justice (incl. judiciary)	☐	☐	☐
19	Rural development	☐	☐	☐
20	Urban development	☐	☐	☐

SECTION A: GENERAL ISSUES

A3. Convergence of living standards with the EU encompasses work in many different areas.	
Which THREE areas of development listed below do you believe would contribute most to achieving convergence of living standards in Bulgaria with the EU? (Choose no more than THREE)	
1	Trade
2	Urban development
3	Social inclusion (incl. Roma inclusion)
4	Law and justice (incl. judiciary)
5	Rural development
6	Business environment and private sector development
7	Education (incl. tertiary education)
8	Economic growth
9	Financial markets
10	Public finance and administration
11	Health
12	Transport infrastructure (incl. roads, rail)
13	Agriculture
14	Water and sanitation
15	Climate change (incl. mitigation, adaptation, disaster management) and green growth
16	Energy and energy efficiency
17	Social protection (incl. pensions, social assistance)
18	Research and innovation
19	Governance (incl. anti-corruption)

SECTION A: GENERAL ISSUES

A4. Economic growth can be driven by a number of factors.	
Which THREE areas below do you believe would contribute most to generating economic growth in Bulgaria? (Choose no more than THREE)	
1	Energy and energy efficiency
2	Transport infrastructure (incl. roads, rail)
3	Research and innovation
4	Education (incl. tertiary education)
5	Law and justice (incl. judiciary)
6	Climate change (incl. mitigation, adaptation, disaster management) and green growth
7	Agriculture
8	Trade
9	Governance (incl. anti-corruption)
10	Financial markets
11	Urban development
12	Social inclusion (incl. Roma inclusion)
13	Health
14	Public finance and administration
15	Rural development
16	Business environment and private sector development
17	Water and sanitation
18	Social protection (incl. pensions, social assistance)

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B1. How familiar are you with the work of the World Bank in Bulgaria, 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 Bulgaria, 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 Bulgaria 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

B4. When thinking about how the World Bank can have the most impact on development results in Bulgaria, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Bulgaria? (Choose no more than THREE)	
1	Education (incl. tertiary education)
2	Social inclusion (incl. Roma inclusion)
3	Transport infrastructure (incl. roads, rail)
4	Business environment and private sector development
5	Law and justice (incl. judiciary)
6	Water and sanitation
7	Public finance and administration
8	Urban development
9	Energy and energy efficiency
10	Climate change (incl. mitigation, adaptation, disaster management) and green growth
11	Social protection (incl. pensions, social assistance)
12	Health
13	Convergence of living standards with the EU
14	Research and innovation
15	Financial markets
16	Trade
17	Economic growth
18	Rural development
19	Governance (incl. anti-corruption)
20	Agriculture

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 Bulgaria?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources	☐	☐
2	Mobilizing third party financial resources	☐	☐
3	Knowledge and advisory services	☐	☐
4	Policy advice	☐	☐
5	Coordination with European Commission and International Financial Institutions	☐	☐
6	Data	☐	☐
7	Training/capacity building	☐	☐
8	Studies/analyses	☐	☐
9	Convening/facilitating	☐	☐
10	Other (please specify): _____	☐	☐

B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Bulgaria? (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 international partners' work
14	Not collaborating enough with non-state actors
15	Not adequately sensitive to political/social realities in Bulgaria
16	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B7. Which World Bank instruments do you believe are MOST effective in helping Bulgaria improve living standards? (Choose no more than TWO)	
1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Knowledge and advisory services
5	Other (please specify): _____
6	Don't know

B8. Which World Bank instruments do you believe are LEAST effective in helping Bulgaria improve living standards? (Choose no more than TWO)	
1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Knowledge and advisory services
5	Other (please specify): _____
6	Don't know

B9. 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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B10. 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
2	Local Government
3	Beneficiaries
4	Private sector
5	European Institutions and International Financial Institutions
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 Bulgaria, on a ten point scale?

		Strongly disagree										Strongly agree	Don't know
B11	Overall the World Bank currently plays a relevant role in development in Bulgaria	1	2	3	4	5	6	7	8	9	10		☐
B12	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		☐
B13	The World Bank supports programs and strategies that are realistic for Bulgaria	1	2	3	4	5	6	7	8	9	10		☐
B14	The World Bank treats clients and stakeholders in Bulgaria with respect	1	2	3	4	5	6	7	8	9	10		☐

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SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

To what extent is the World Bank an effective development partner in Bulgaria, in terms of each of the following?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B15	Responsiveness											☐	
B16	Flexibility (in terms of the World Bank's products and services)											☐	
B17	Flexibility (in terms of changing country circumstances)											☐	
B18	Being inclusive											☐	
B19	Openness (sharing data and other information)											☐	
B20	Staff accessibility											☐	
B21	Straightforwardness and honesty											☐	
B22	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)											☐	
B23	Collaboration with the Government											☐	
B24	Collaboration with European Commission and International Financial Institutions											☐	
B25	Follow through over time											☐	

B26. 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 coordination with international and European partners
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 Bulgaria, on a ten point scale?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
C1	Climate change (incl. mitigation, adaptation, disaster management) and green growth	1	2	3	4	5	6	7	8	9	10	☐	
C2	Agriculture	1	2	3	4	5	6	7	8	9	10	☐	
C3	Business environment and private sector development	1	2	3	4	5	6	7	8	9	10	☐	
C4	Public finance and administration	1	2	3	4	5	6	7	8	9	10	☐	
C5	Urban development	1	2	3	4	5	6	7	8	9	10	☐	
C6	Economic growth	1	2	3	4	5	6	7	8	9	10	☐	
C7	Education (incl. tertiary education)	1	2	3	4	5	6	7	8	9	10	☐	
C8	Convergence of living standards with the EU	1	2	3	4	5	6	7	8	9	10	☐	
C9	Research and innovation	1	2	3	4	5	6	7	8	9	10	☐	
C10	Transport infrastructure (incl. roads, rail)	1	2	3	4	5	6	7	8	9	10	☐	
C11	Trade	1	2	3	4	5	6	7	8	9	10	☐	
C12	Water and sanitation	1	2	3	4	5	6	7	8	9	10	☐	
C13	Governance (incl. anti-corruption)	1	2	3	4	5	6	7	8	9	10	☐	
C14	Energy and energy efficiency	1	2	3	4	5	6	7	8	9	10	☐	
C15	Social protection (incl. pensions, social assistance)	1	2	3	4	5	6	7	8	9	10	☐	
C16	Law and justice (incl. judiciary)	1	2	3	4	5	6	7	8	9	10	☐	
C17	Social inclusion (incl. Roma inclusion)	1	2	3	4	5	6	7	8	9	10	☐	
C18	Health	1	2	3	4	5	6	7	8	9	10	☐	
C19	Financial markets	1	2	3	4	5	6	7	8	9	10	☐	
C20	Rural development	1	2	3	4	5	6	7	8	9	10	☐	

C21. To what extent does the World Bank's work help to achieve development results in Bulgaria, 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 Bulgaria, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
C22	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Bulgaria	1	2	3	4	5	6	7	8	9	10	☐	
C23	The World Bank meets Bulgaria's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	☐	

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 Bulgaria, where do you believe it would be most valuable for the World Bank to focus its knowledge and advisory services in the next few years? (Choose no more than THREE)

1	Rural development
2	Social protection (incl. pensions, social assistance)
3	Convergence of living standards with the EU
4	Climate change (incl. mitigation, adaptation, disaster management) and green growth
5	Governance (incl. anti-corruption)
6	Health
7	Agriculture
8	Financial markets
9	Business environment and private sector development
10	Law and justice (incl. judiciary)
11	Public finance and administration
12	Trade
13	Urban development
14	Social inclusion (incl. Roma inclusion)
15	Economic growth
16	Research and innovation
17	Transport infrastructure (incl. roads, rail)
18	Energy and energy efficiency
19	Education (incl. tertiary education)
20	Water and sanitation

SECTION D: THE WORLD BANK'S KNOWLEDGE

In Bulgaria, how effective do you believe the World Bank's knowledge and advisory services 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 Bulgaria, to what extent do you believe that the World Bank's knowledge and advisory services:													
		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 Bulgaria'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 Bulgaria'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		

SECTION D: THE WORLD BANK'S KNOWLEDGE

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

D19. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., other middle-income countries or advanced economies)?											
1	2	3	4	5	6	7	8	9	10	☐	
Not effective at all									Very effective		Don't know

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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
		1	2	3	4	5	6	7	8	9	10		
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 Bulgaria'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	☐	

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

F1. How significant a role do you believe the World Bank SHOULD play in Bulgaria'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 Bulgaria? (Choose no more than TWO)

1	Improve the quality of its experts as related to Bulgaria'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 Bulgaria'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 Bulgaria? (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 publications and other written materials
7	Mobile phones
8	Social media (Facebook, Twitter, Youtube)
9	Blogs
10	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.bg)
2	The World Bank's main website (www.worldbank.org)

Please rate how much you agree with the following statements, on a ten point scale.												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
G9	I use more data from the World Bank as a result of the organization's Open Data policy											☐
G10	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>											☐
G11	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>											☐
G12	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)											☐
G13	The World Bank is responsive to my information requests and inquiries											☐

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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
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Consultant/Contractor working on World Bank supported Project/Program
6	Project Management Unit (PMU) overseeing implementation of project
7	Local Government office or staff
8	European Commission staff/representative
9	Diplomatic corps
10	Private Sector Organization
11	Private Foundation
12	Financial Sector/Private Bank
13	NGO
14	Media (Press, Radio, TV, Web, etc.)
15	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
16	Trade Union
17	Academia/Research Institute/Think Tank
18	Judiciary Branch
19	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION

H2. Please identify the primary specialization of your work. (Please mark only ONE response)	
1	Agriculture
2	Business environment and private sector development
3	Climate change (incl. mitigation, adaptation, disaster management) and green growth
4	Convergence of living standards with the EU
5	Economic growth
6	Education (incl. tertiary education)
7	Energy and energy efficiency
8	Financial markets
9	Governance (incl. anti-corruption)
10	Health
11	Law and justice (incl. judiciary)
12	Public finance and administration
13	Research and innovation
14	Rural development
15	Social inclusion (incl. Roma inclusion)
16	Social protection (incl. pensions, social assistance)
17	Trade
18	Transport infrastructure (incl. roads, rail)
19	Urban development
20	Water and sanitation
21	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 Bulgaria? (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	Sofia
2	Outside Sofia

Thank you for completing the survey!