



Armenia

The World Bank
Country Survey FY 2013

Report of Findings
November 2012

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

II. Methodology

In September-October 2012, 213 stakeholders of the World Bank in Armenia 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; the office of the Prime Minister; the office of a Minister; the office of a Parliamentarian; employees of a ministry, ministerial department, or implementation agency; consultants/contractors working on World Bank-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community-based organizations (CBOs); the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; and the judiciary branch. A total of 192 stakeholders participated in the country survey (90% response rate).

Respondents received questionnaires via courier and returned them accordingly. Respondents were asked about: general issues facing Armenia; 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 Armenia; and the Bank's communication and information sharing in Armenia.

Every country that engages in the Country Survey must include specific indicator questions that will be aggregated for the World Bank's annual Corporate Scorecard. These questions are identified throughout the survey report.

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

II. Methodology (continued)

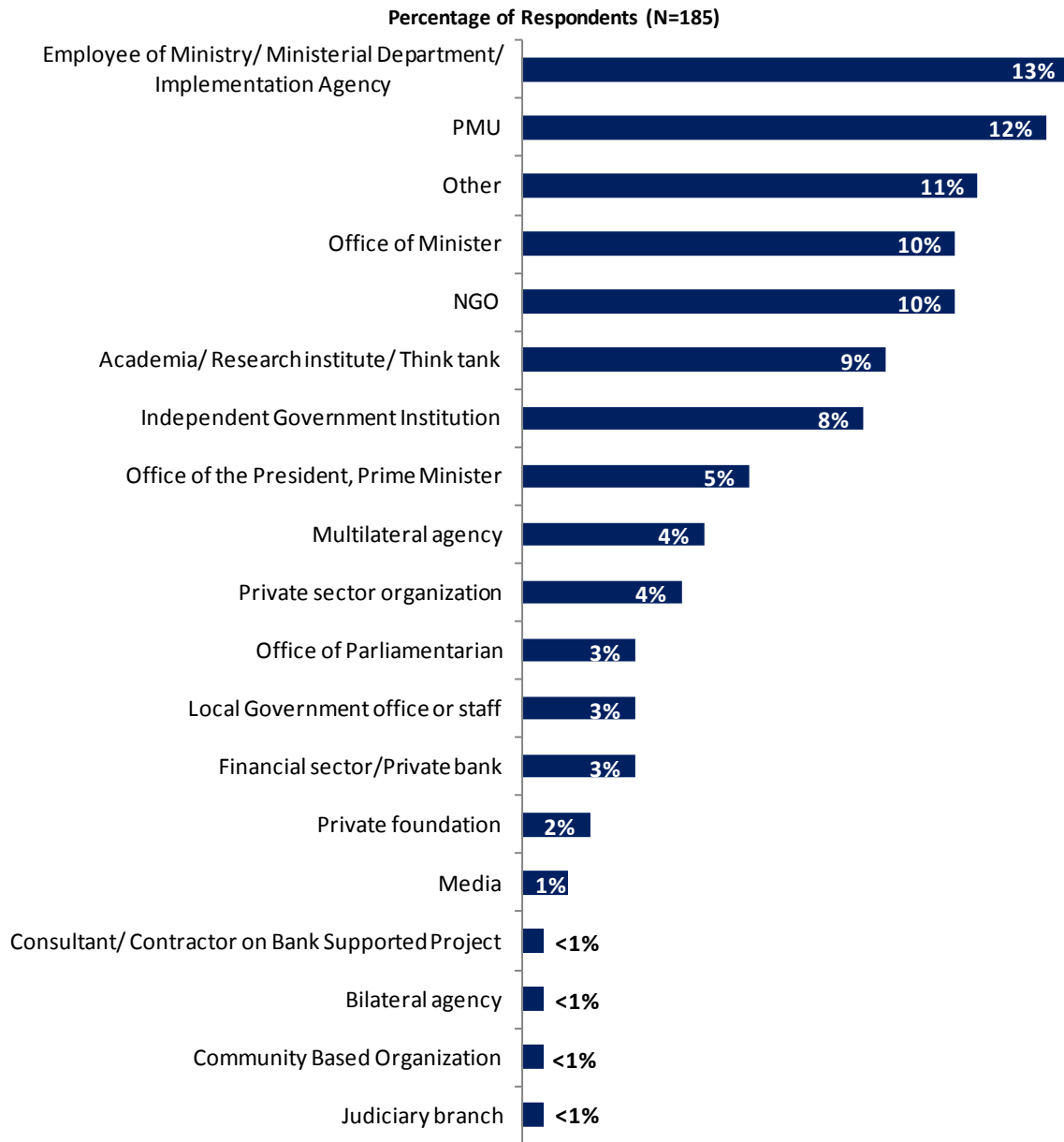
- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in Armenia, Bank staff preparedness to help Armenia solve its development challenges, their agreement with various statements regarding the Bank's work, and the extent to which the Bank is an effective development partner. Respondents were also asked to indicate the sectoral areas on which it would be most productive for the Bank to focus its resources, the Bank's greatest values and greatest weaknesses in its work, the most and least effective instruments in helping to reduce poverty in Armenia, with which stakeholder groups the Bank should collaborate 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 development results in Armenia, the extent to which the Bank meets Armenia's need for knowledge services and financial instruments, and the Bank's level of effectiveness across thirty-one development areas, such as economic growth, governance and anti corruption, job creation, and others.
- 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 it makes to development results, its technical quality, and the extent to which Armenia received value for money from the Bank's fee-for-service products.
- 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, the Bank imposing reasonable conditions on its lending, disbursing funds promptly, increasing Armenia's institutional capacity, and providing effective implementation support.
- F. The Future Role of the World Bank in Armenia: Respondents were asked to rate how significant a role the Bank should play in Armenia's development in the near future and to indicate what the Bank should do to make itself of greater value in Armenia.
- G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the Bank, and their usage and evaluation of the Bank's websites. Respondents were asked about their awareness of the Bank's Access to Information policy, past information requests from the Bank, and their level of agreement that they use more data from the World Bank as a result of the Bank's Open Data policy. Respondents were also asked about 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 Armenia, and their geographic location.

When possible, responses from respondents completing this year's country survey were compared to responses from the 171 respondents (90% response rate) who completed the survey in FY 2005 and the 212 respondents (96% response rate) who completed the survey in FY 2003. Notations and/or charts are included when these comparisons were possible.

III. Demographics of the Sample

Current Position

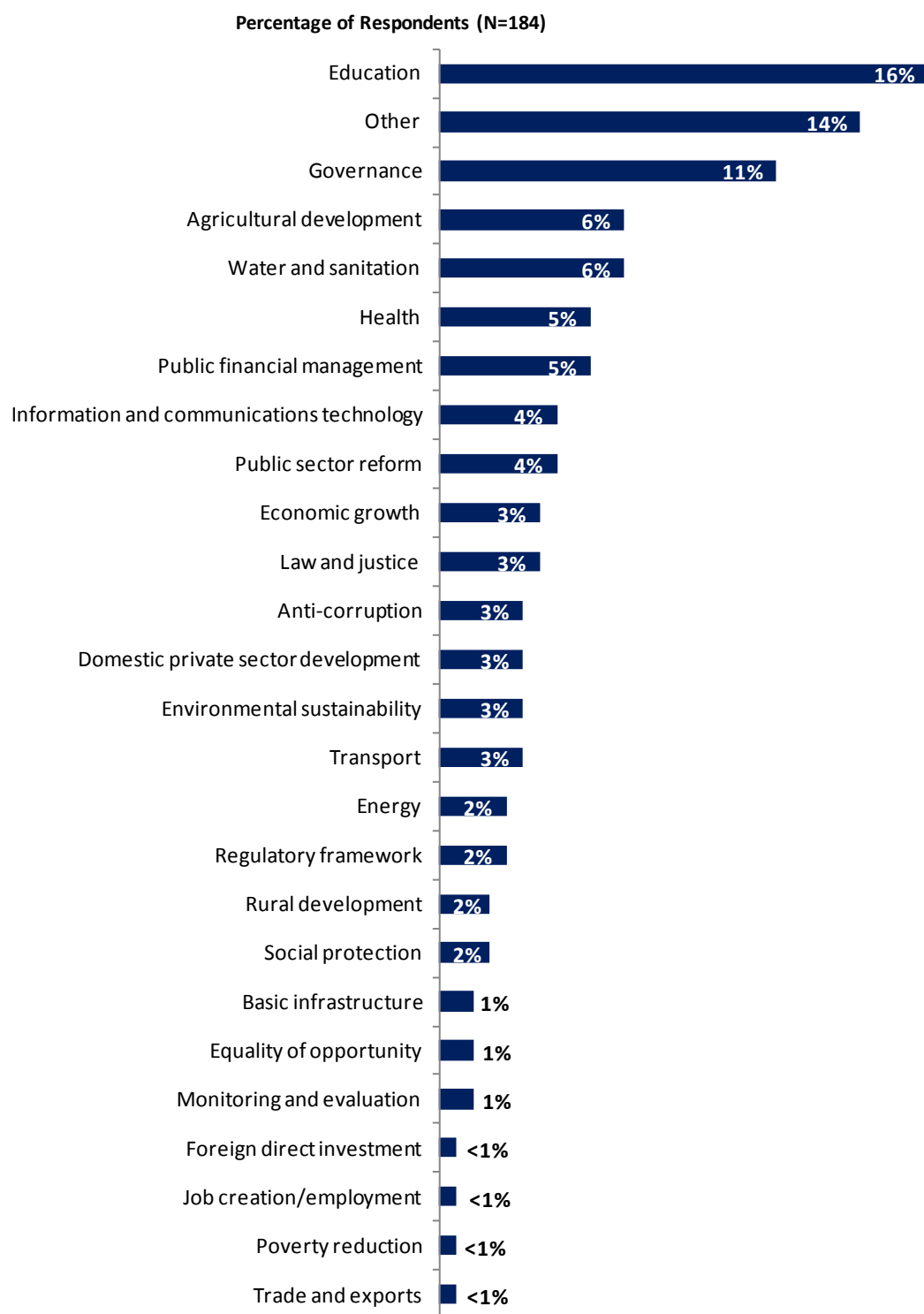
- For further analyses, the small number of respondents from the office of the President and the office of the Prime Minister were combined with respondents from the office of Minister; consultants/contractors working on Bank-supported projects were combined with respondents from PMUs; respondents from private foundations were combined with those from NGOs and CBOs; respondents from the financial sector and private banks were combined with those from private sector organizations; and the few respondents from the office of Parliamentarian, local government, the media, and the judiciary branch were included in the “Other” category. Note that there were no respondents from trade unions and faith-based groups.



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

III. Demographics of the Sample (continued)

Area of Primary Specialization

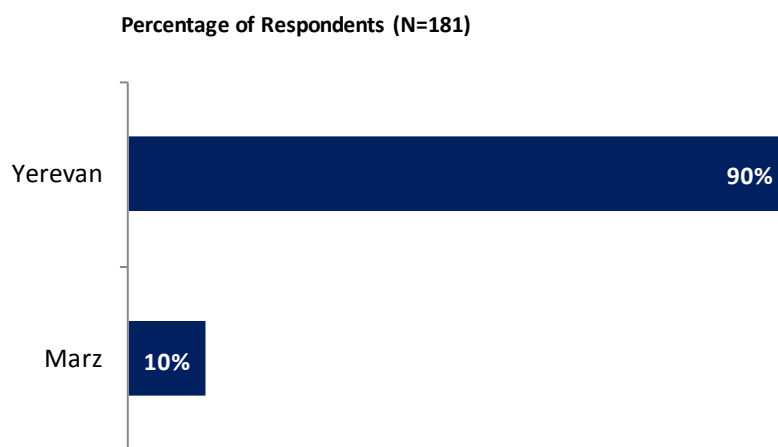


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Geographic Location

- The vast majority of respondents indicated that they were located in Yerevan. Because of the small number of respondents from different provinces (marzer), these locations were combined in the “Marz” category for all further analyses.
- Responses across both geographic locations for all country survey questions can be found in the Appendix C (see page 83). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.

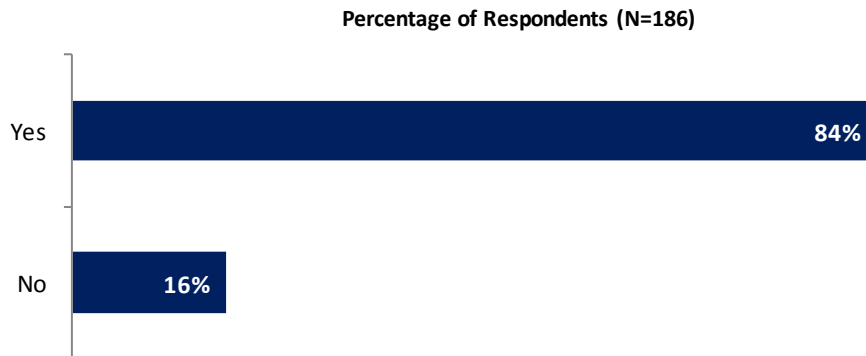


“Which best represents your geographic location?” (Respondents chose from a list.)

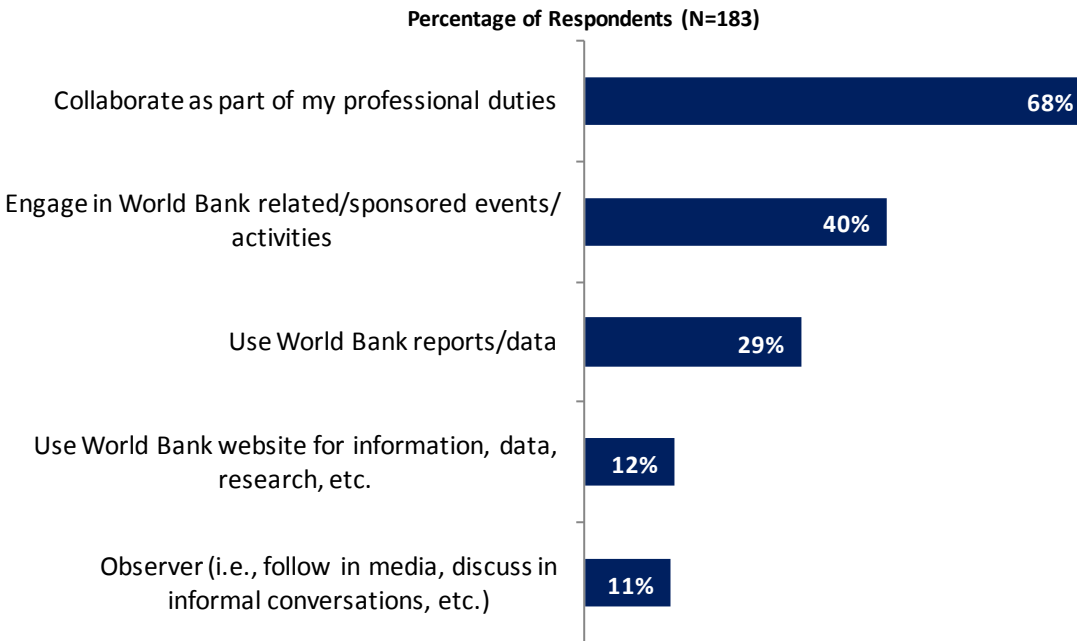
III. Demographics of the Sample (continued)

Collaboration with and Exposure to the World Bank

- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in Armenia, can be found in the Appendix E (see page 97). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.



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

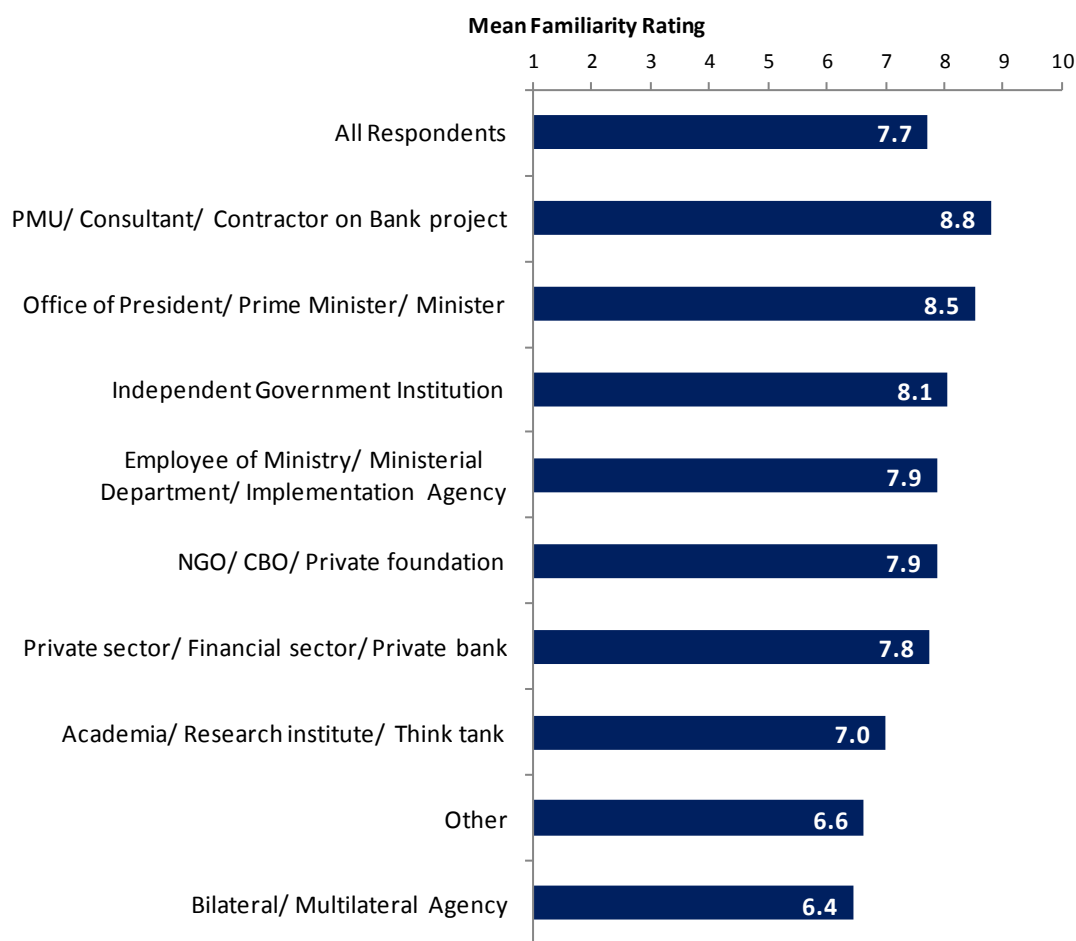


"Which of the following describes most of your exposure to the World Bank in Armenia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

III. Demographics of the Sample (continued)

Familiarity with the World Bank

- Across all respondents, familiarity with the World Bank received a mean rating of 7.7; this was statistically similar to the mean ratings received in the FY '05 country survey (7.8) and the FY '03 country survey (8.0).
 - Respondents from PMUs/consultants/contractors on Bank supported projects and the office of the President/Prime Minister/Minister indicated the highest levels of familiarity whereas respondents from bilateral/multilateral agencies 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 perceptions of the Bank’s overall effectiveness in Armenia, the Bank’s ability to help achieve development results, and the Bank’s relevance to Armenia’s development.

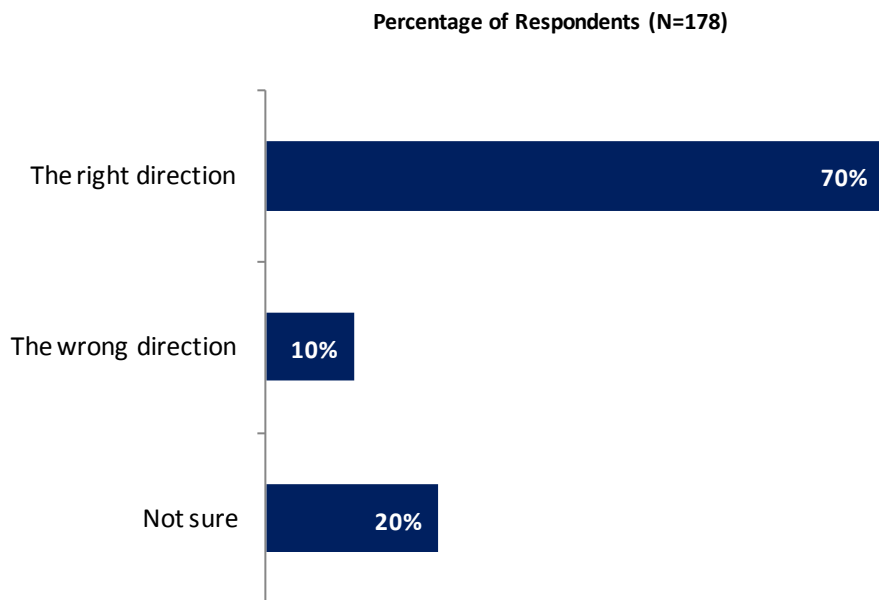


“How familiar are you with the work of the World Bank in Armenia on a ten-point scale?”
 (1 - “Not familiar at all”, 10 - “Extremely familiar”)

IV. General Issues Facing Armenia

Headed in the Right Direction

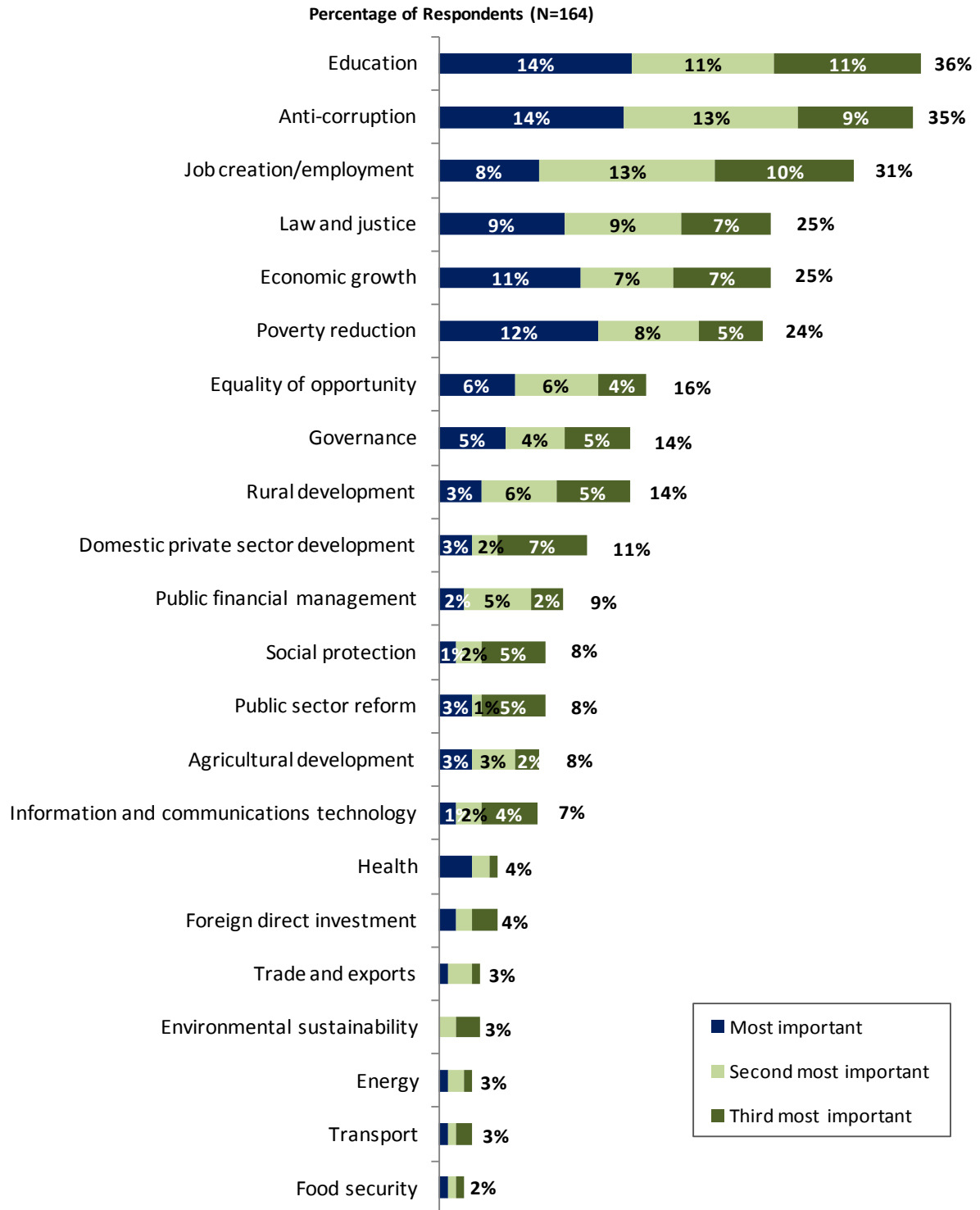
- A majority of respondents across most stakeholder groups indicated that Armenia was headed in the right direction, except respondents from NGOs/CBOs/private foundations who were more likely to indicate that Armenia was headed in the wrong direction and respondents from bilateral/multilateral agencies who tended to indicate that they were not sure whether Armenia was headed in the right or wrong direction.



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

IV. General Issues Facing Armenia (continued)

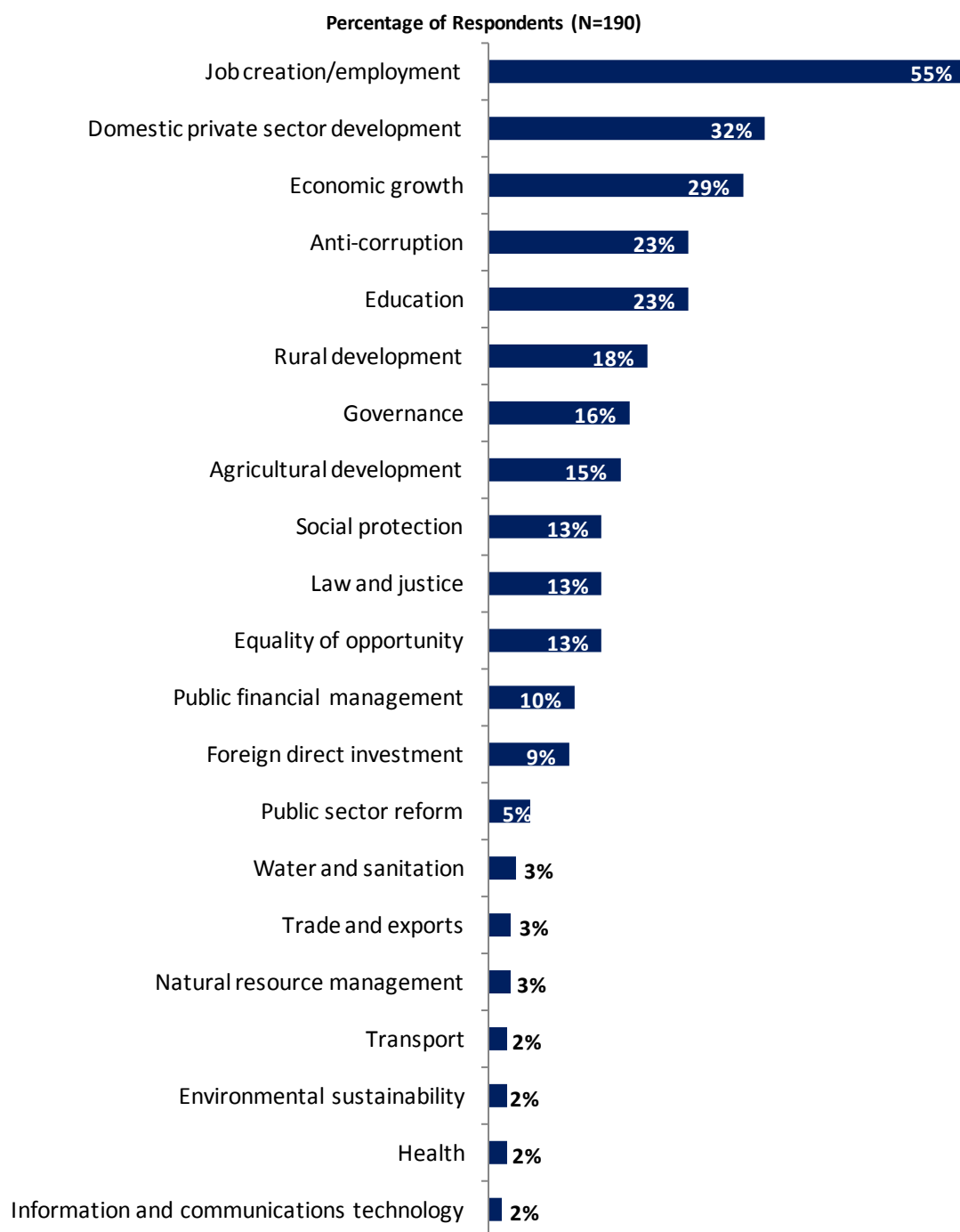
Development Priority



When considering development priorities, which ONE development priority below is the most important in Armenia? Which ONE is the second most important priority? Which ONE is the third most important priority?
 (Respondents chose from a list.)

IV. General Issues Facing Armenia (continued)

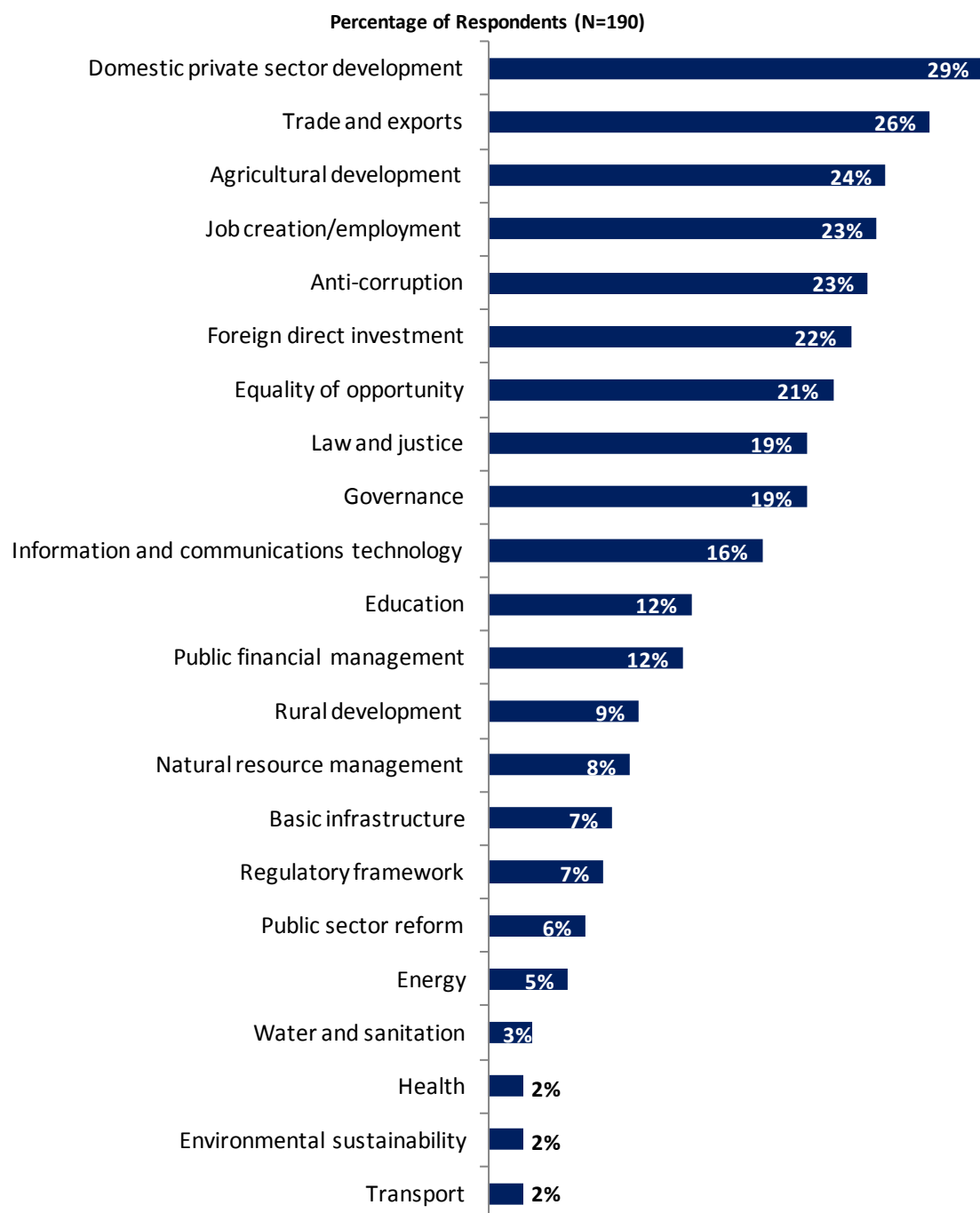
What Would Contribute Most to Reducing Poverty



“Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Armenia? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

IV. General Issues Facing Armenia (continued)

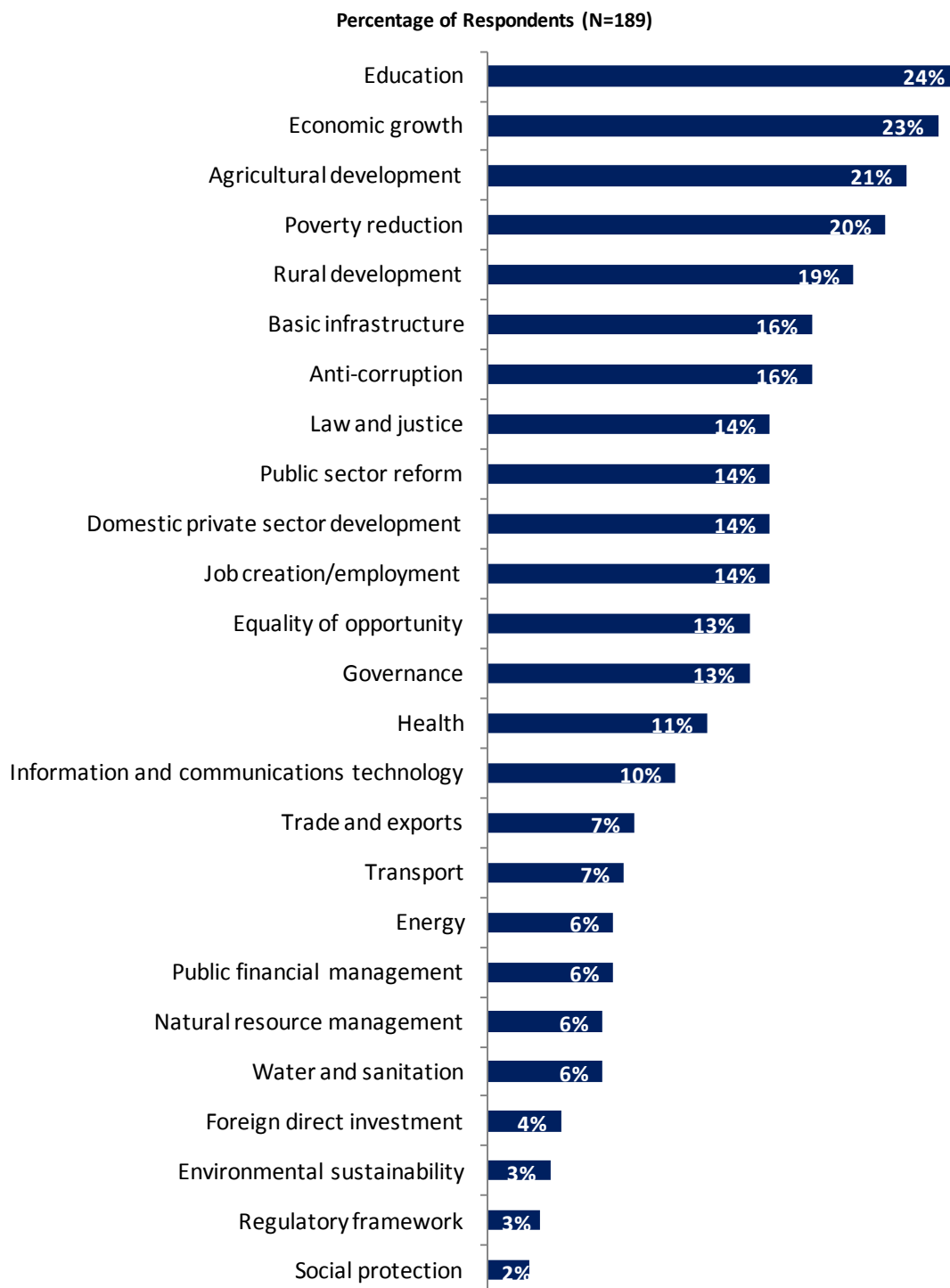
What Would Contribute Most to Generating Economic Growth



“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 Armenia? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined.)

V. Overall Attitudes toward the World Bank

Where the World Bank Should Focus its Resources



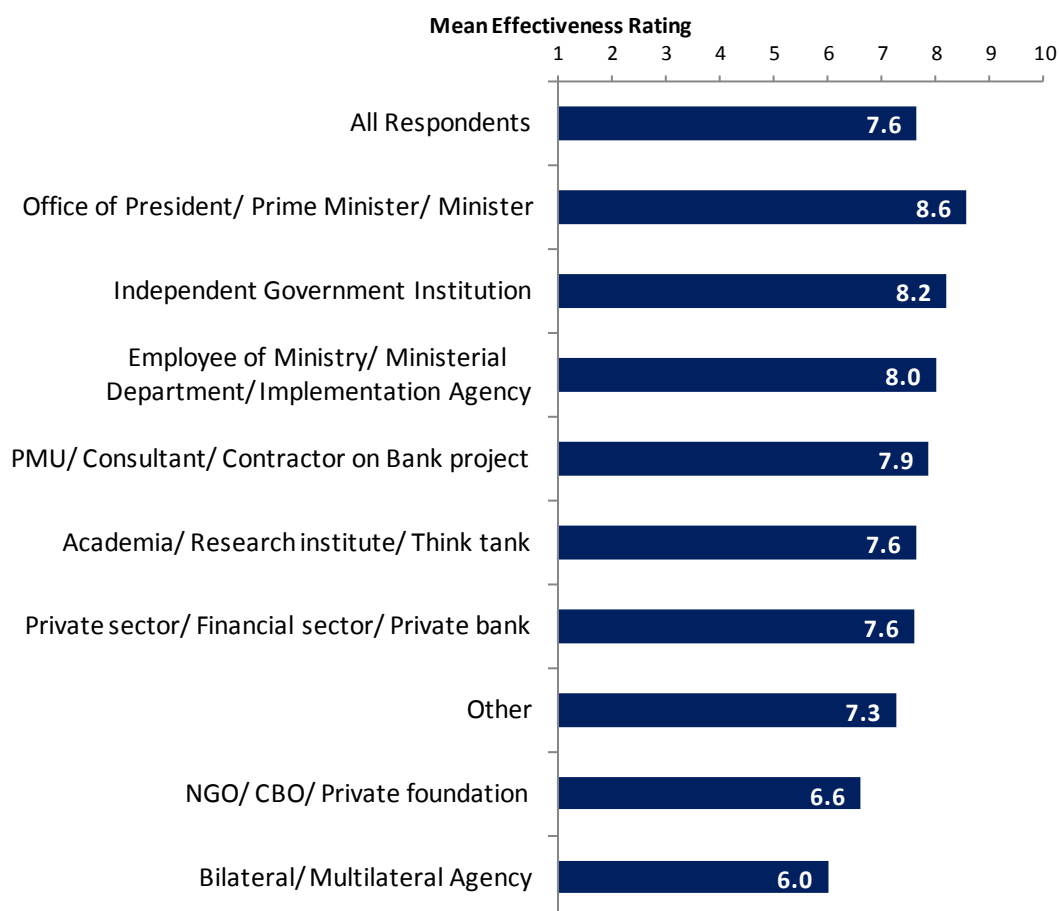
“When thinking about how the World Bank can have the most impact on development results in Armenia, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Armenia? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

V. Overall Attitudes toward the World Bank (continued)

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

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

- Across all respondents, ratings of the World Bank’s overall effectiveness in Armenia received a mean rating of 7.6; this was statistically similar to the mean ratings received in the FY ’05 country survey (7.6) and the FY ’03 country survey (7.8).
- Respondents from the office of the President/Prime Minister/Minister and independent government institutions gave the highest ratings whereas respondents from bilateral/multilateral agencies and NGOs/CBOs/private foundations gave significantly lower ratings.
- Respondents from Yerevan and other geographic areas gave statistically similar ratings for the World Bank’s overall effectiveness in Armenia.

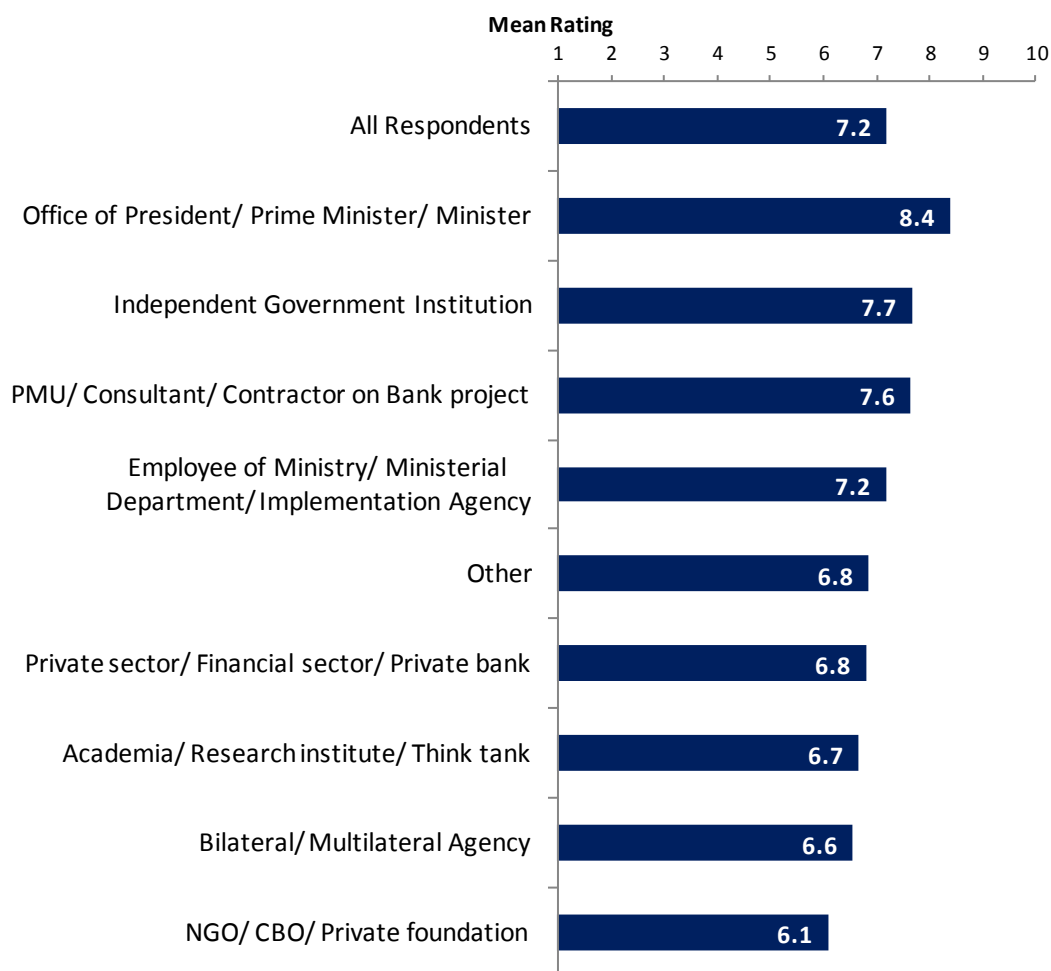


“Overall, please rate your impression of the World Bank’s effectiveness in Armenia, on a ten point scale.” (1-“Not effective at all”, 10-“Very effective”)

V. Overall Attitudes toward the World Bank (continued)

Achieving Development Results (*Indicator Question*)

- Respondents from the office of the President/Prime Minister/Minister gave the highest ratings for the World Bank helping achieve development results in Armenia whereas respondents from NGOs/CBOs/private foundations gave significantly lower ratings.
- Respondents from Yerevan and other geographic areas gave statistically similar ratings.

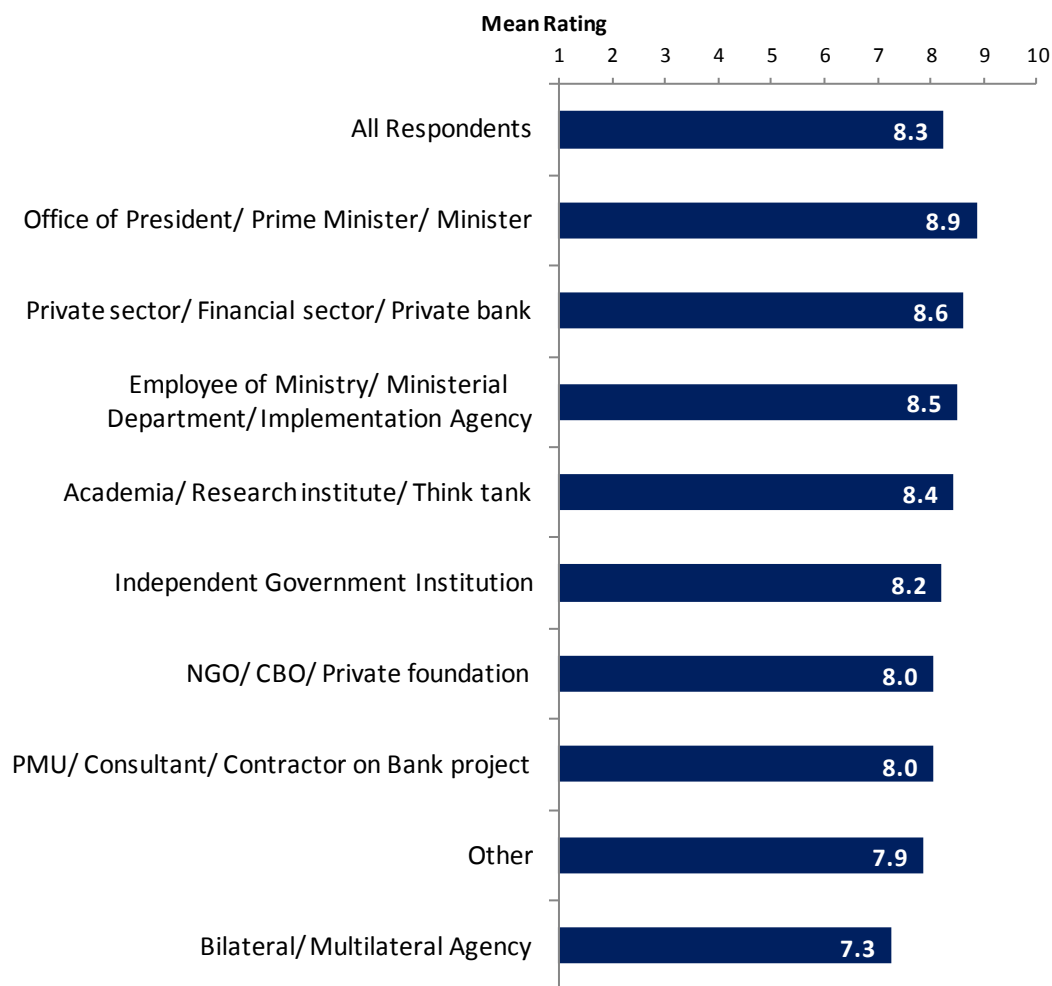


"To what extent does the World Bank's work help to achieve development results in Armenia, on a ten point scale?" (1-"To no degree at all", 10-"To a very significant degree")

V. Overall Attitudes toward the World Bank (continued)

Staff Preparedness (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the World Bank's staff being well prepared to help Armenia solve its most complicated development challenges.

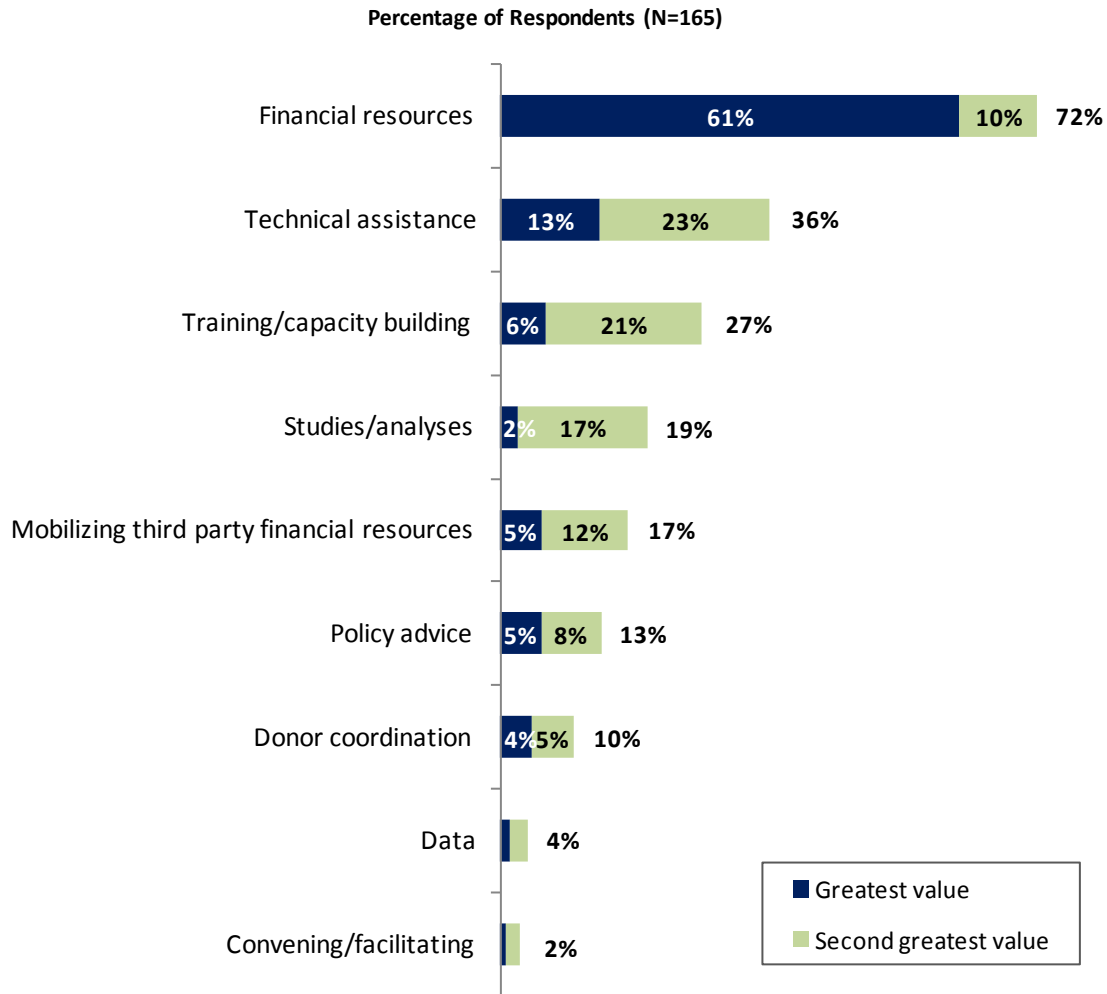


"To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Armenia solve its most complicated development challenges, on a ten point scale?"
(1-"To no degree at all", 10-"To a very significant degree")

V. Overall Attitudes toward the World Bank (continued)

Greatest Value

- Respondents in the FY '05 country survey* indicated that the World Bank's greatest values to Armenia were financial resources (63%) and the Bank's knowledge (42%).

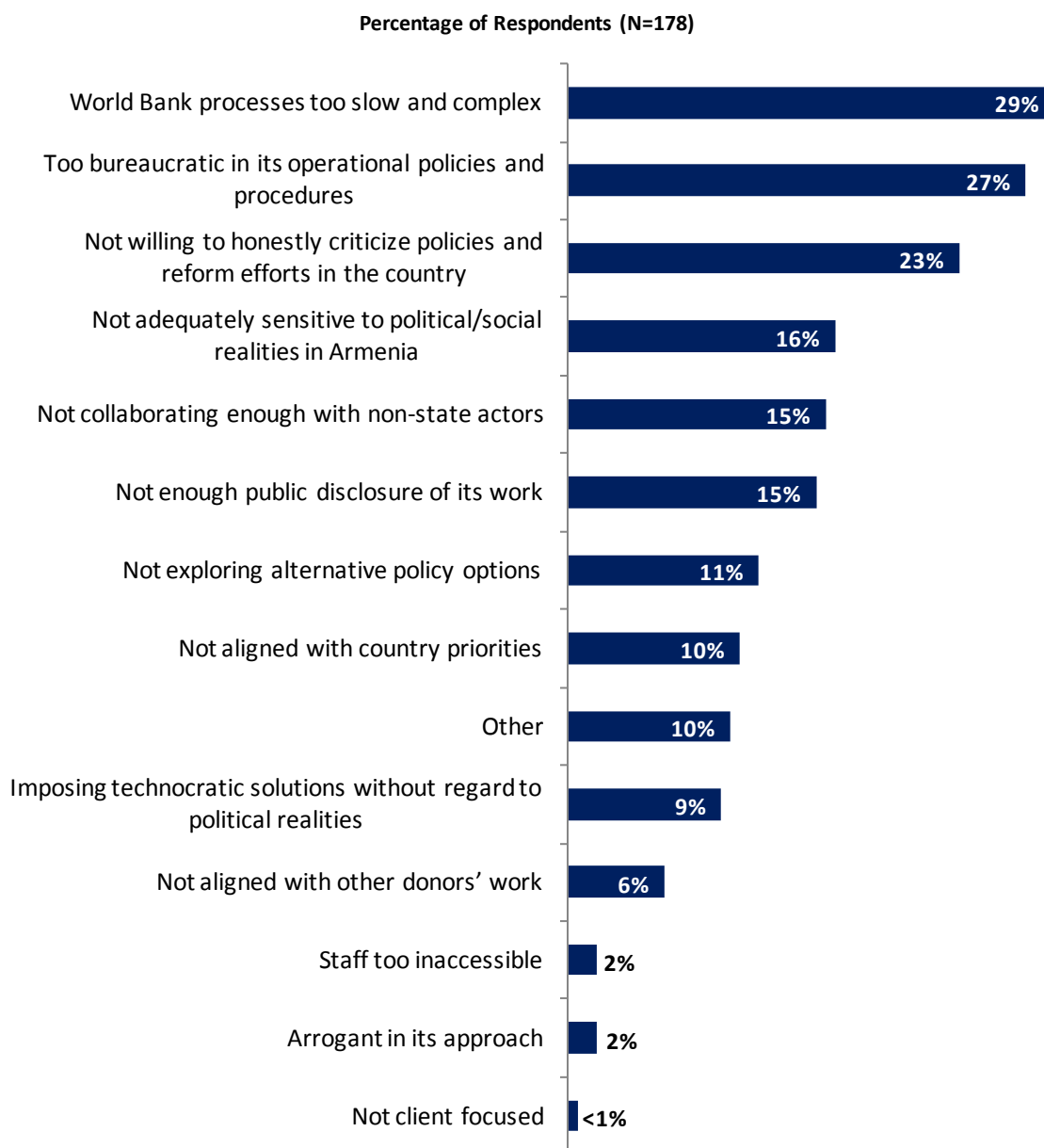


“When thinking about the World Bank’s role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Armenia?” (Respondents chose from a list.)

*Not all of the response options provided in the FY '13 survey were provided in the FY '05 survey.

V. Overall Attitudes toward the World Bank (continued)

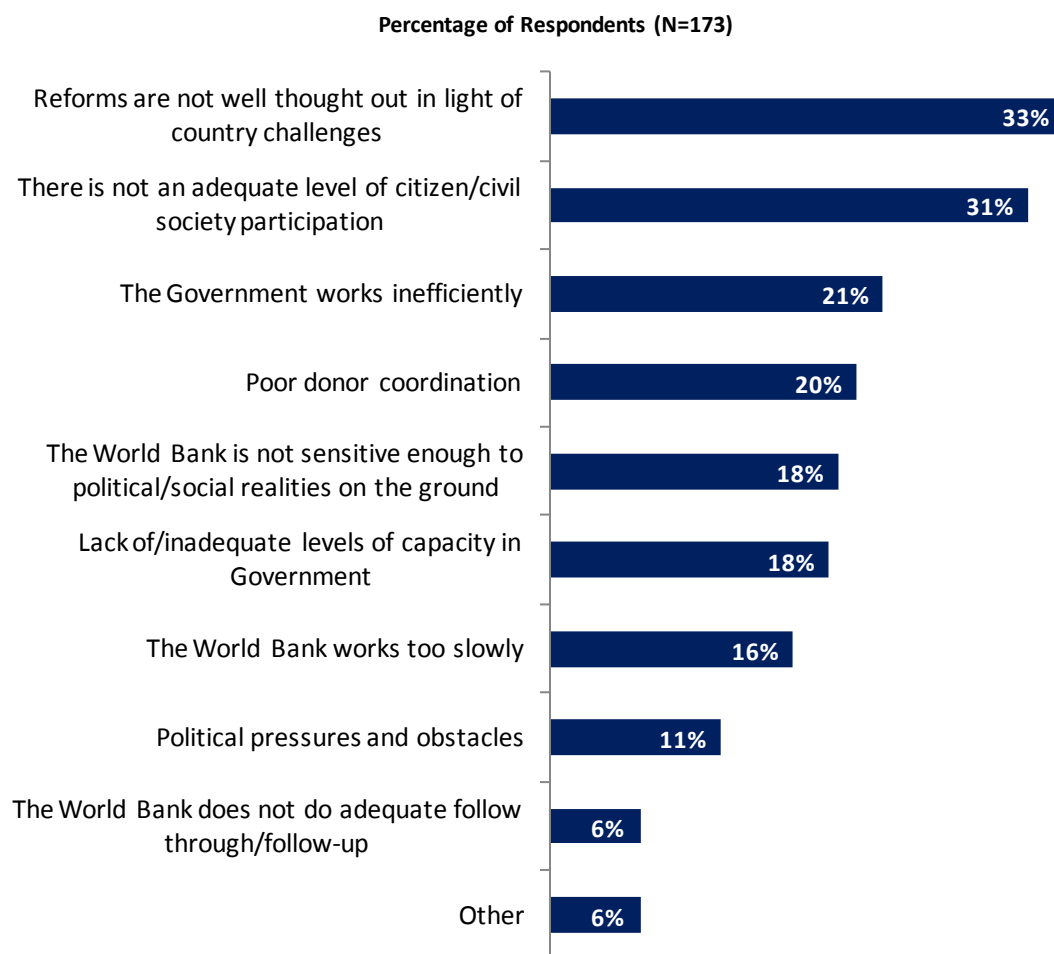
Greatest Weakness



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

V. Overall Attitudes toward the World Bank (continued)

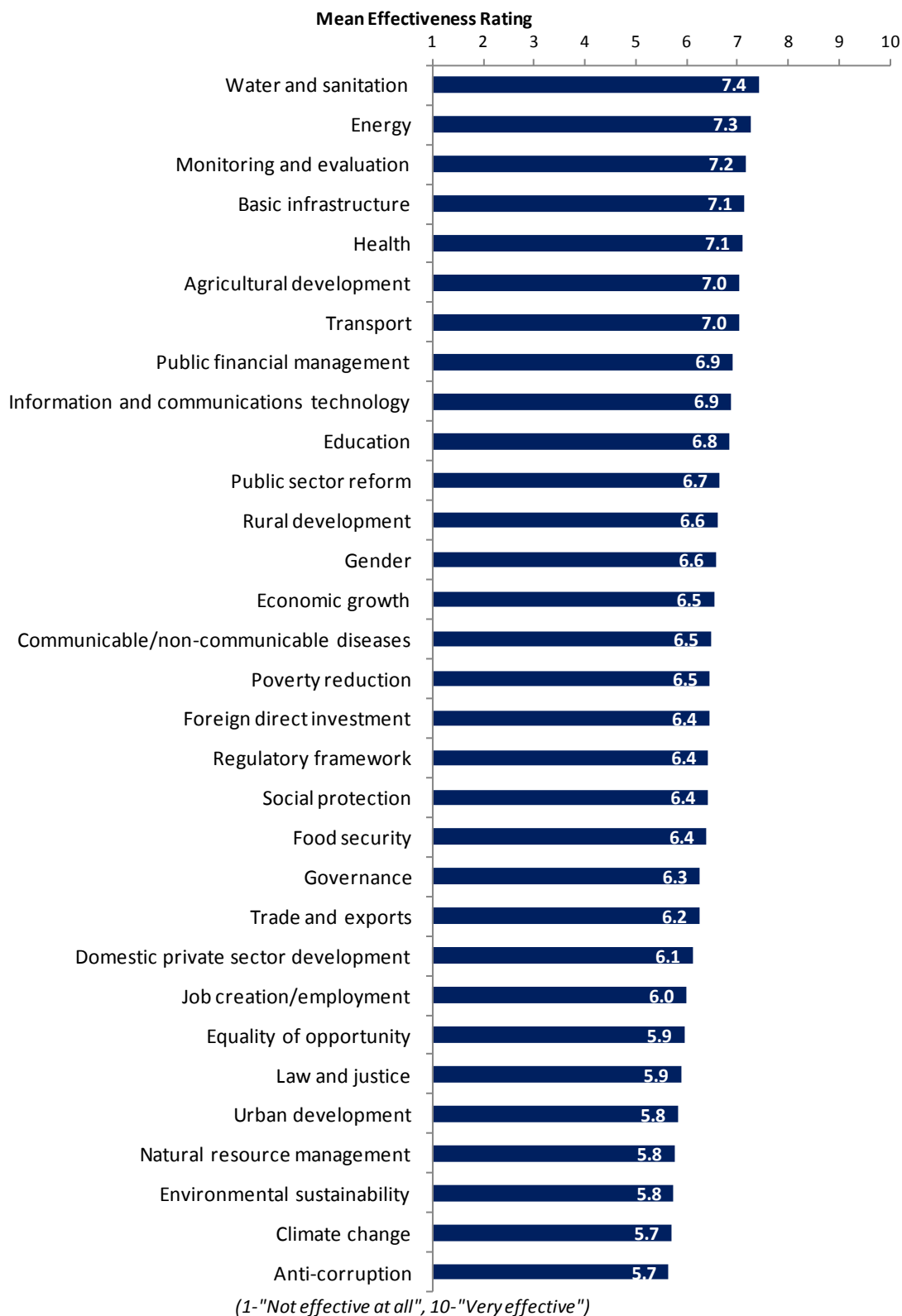
Attributing Slow or Failed Reform Efforts



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

VI. Sectoral Effectiveness

Specific Areas of Effectiveness



VI. Sectoral Effectiveness (continued)

Specific Areas of Effectiveness (continued)

- There were significant stakeholder differences in their ratings of the Bank's effectiveness across twenty-two of these thirty-one areas. For the most part, respondents from the office of the President/Prime Minister/Minister and independent government institutions had the highest ratings across these areas whereas respondents from bilateral/multilateral agencies, NGOs/CBOs/private foundations, and academia/research institutes/think tanks tended to have significantly lower ratings for the Bank's effectiveness across these areas. Those areas with significant stakeholder group differences were:
 - "Water and sanitation";
 - "Energy";
 - "Health";
 - "Agricultural development";
 - "Public financial management";
 - "Information and communications technology";
 - "Education";
 - "Public sector reform";
 - "Rural development";
 - "Gender";
 - "Economic growth";
 - "Communicable/non-communicable diseases";
 - "Poverty reduction";
 - "Foreign direct investment";
 - "Regulatory framework";
 - "Governance";
 - "Domestic private sector development";
 - "Equality of opportunity";
 - "Law and justice";
 - "Natural resource management";
 - "Climate change"; and
 - "Anti-corruption".

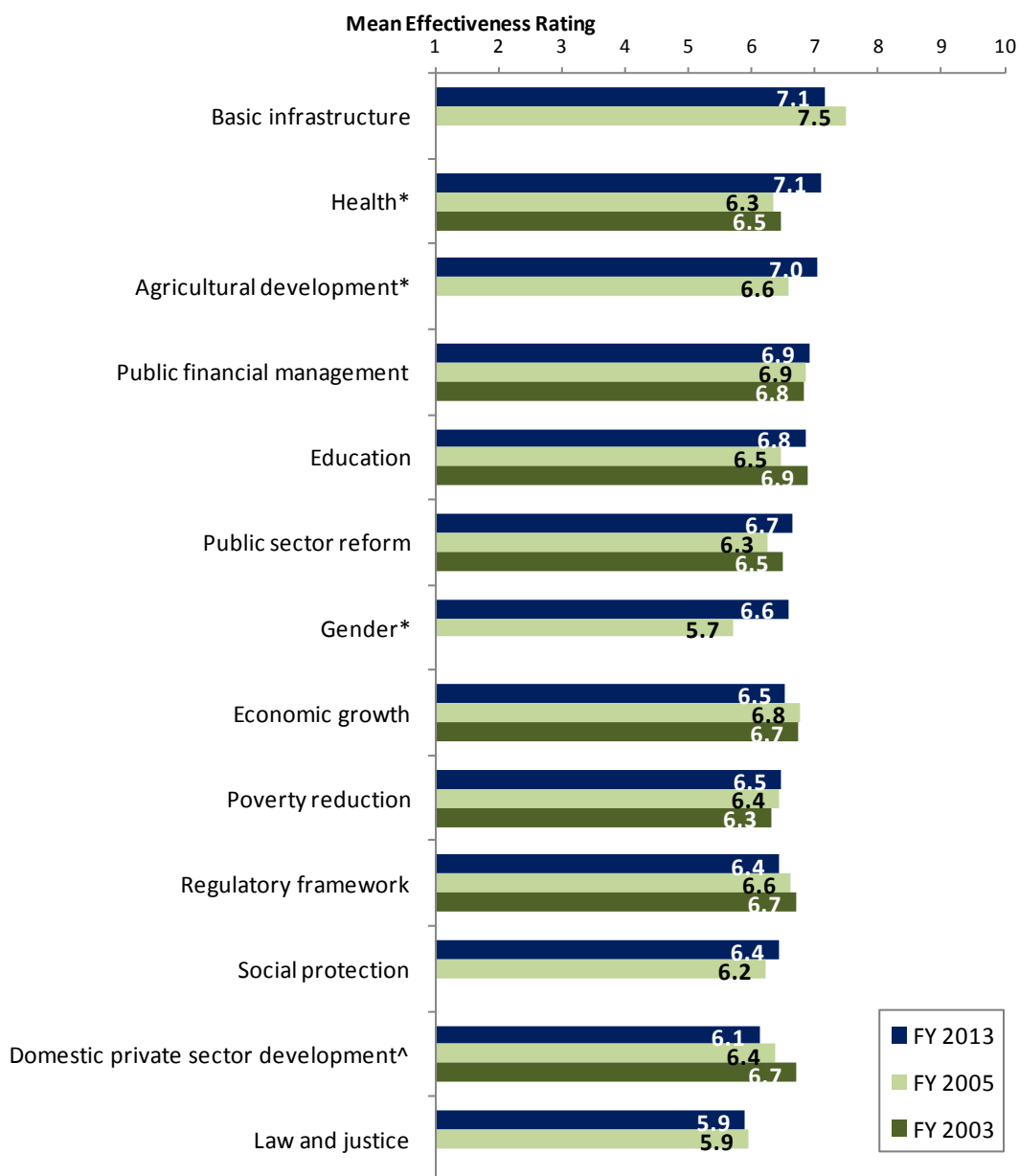
- There were significant differences between geographic locations across three of these thirty-one areas. In all three instances, respondents from Yerevan had significantly lower ratings for the Bank's effectiveness across these areas than respondents from other locations. Those areas with significant differences were:
 - "Regulatory framework";
 - "Governance"; and
 - "Natural resource management".

- Responses across all stakeholder groups, geographic locations, and 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 higher ratings for the Bank's effectiveness compared to respondents in the FY'05 country survey in the following sectors: health, agricultural development, and gender. Respondents in this year's country survey gave significantly lower ratings for the Bank's effectiveness in domestic private sector development compared to respondents in the FY'03 country survey.



([^]FY 2013 significantly different from FY 2003; *FY 2013 significantly different from FY 2005.)

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 development results in Armenia, bivariate correlational analyses were conducted using respondents' ratings of the thirty-one specific areas of effectiveness.

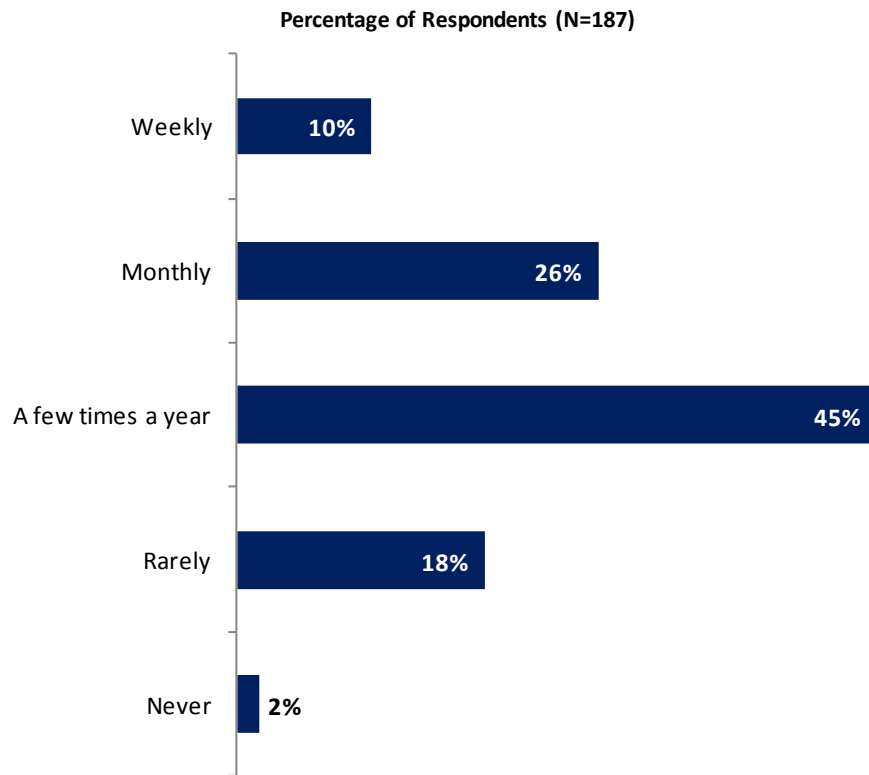
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings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

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in Armenia. The areas determined to be key drivers from these analyses were:
 - Anti-corruption;
 - Poverty reduction; and
 - Equality of opportunity.

- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's ability to help achieve development results in Armenia, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
 - Job creation/employment;
 - Economic growth;
 - Anti-corruption; and
 - Governance.

VII. World Bank Knowledge and Instruments

Knowledge: Frequency of Use

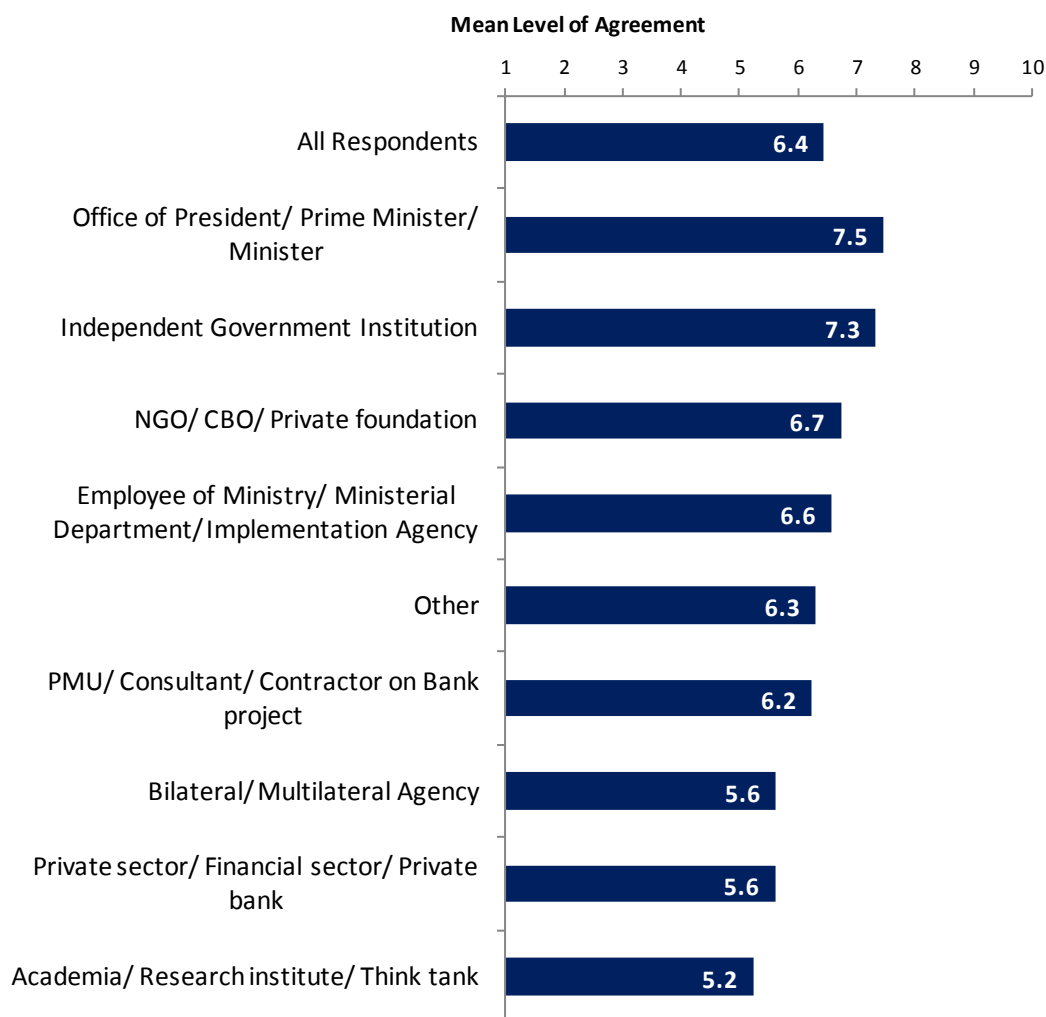


"How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?" (Respondents chose from a list.)

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Meeting Armenia's Knowledge Needs (Indicator Question)

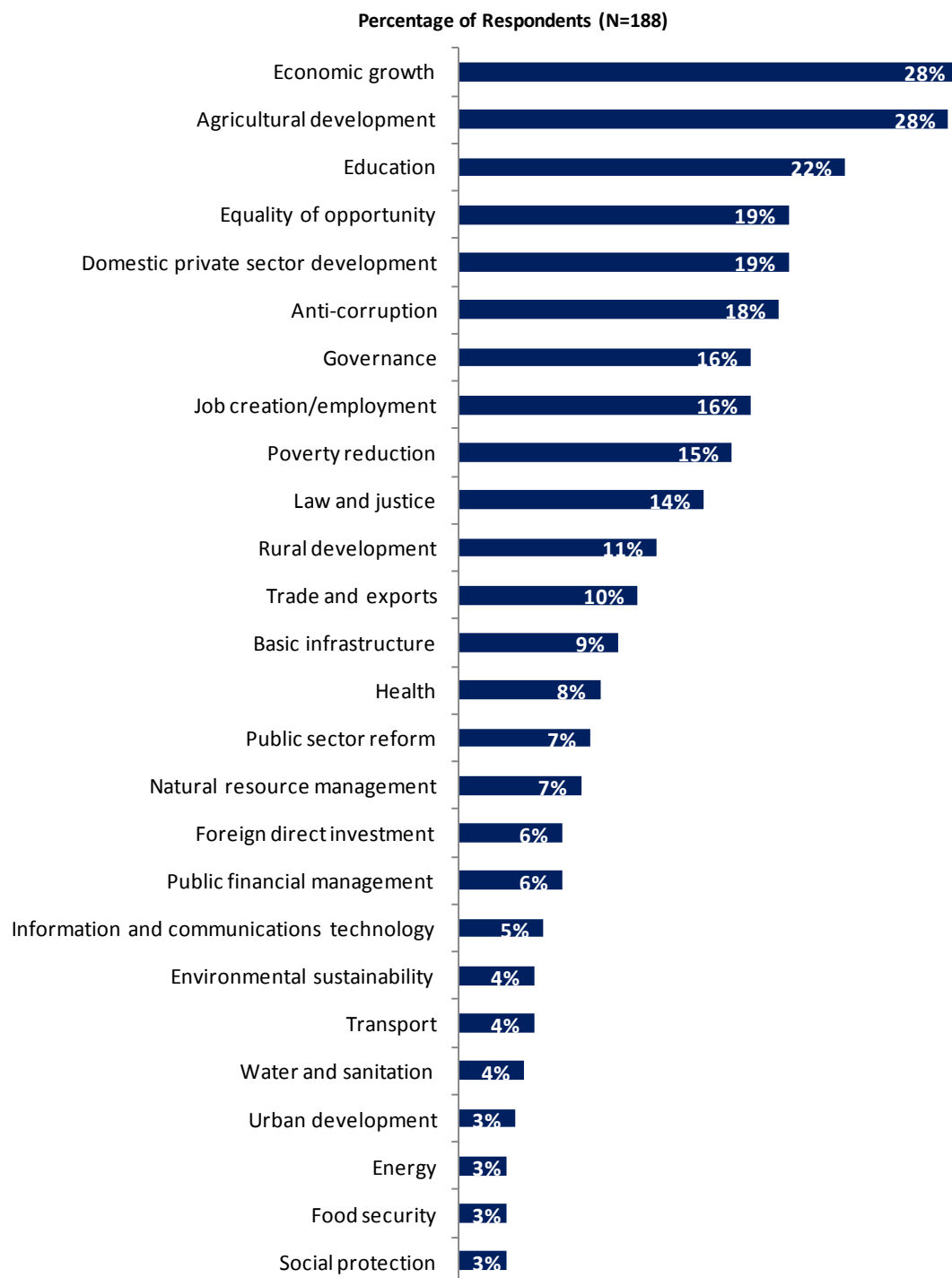
- Respondents from the office of the President/Prime Minister/Minister and independent government institutions had the highest levels of agreement that the World Bank meets Armenia's needs for knowledge services whereas respondents from academia/research institutes/ think tanks had significantly lower levels of agreement.
- Respondents across both geographic locations had statistically similar levels of agreement.



"The World Bank meets Armenia's needs for knowledge services (e.g., research, analysis, data, technical assistance), on a ten point scale." (1-"Strongly disagree", 10-"Strongly agree")

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Focusing Bank Research

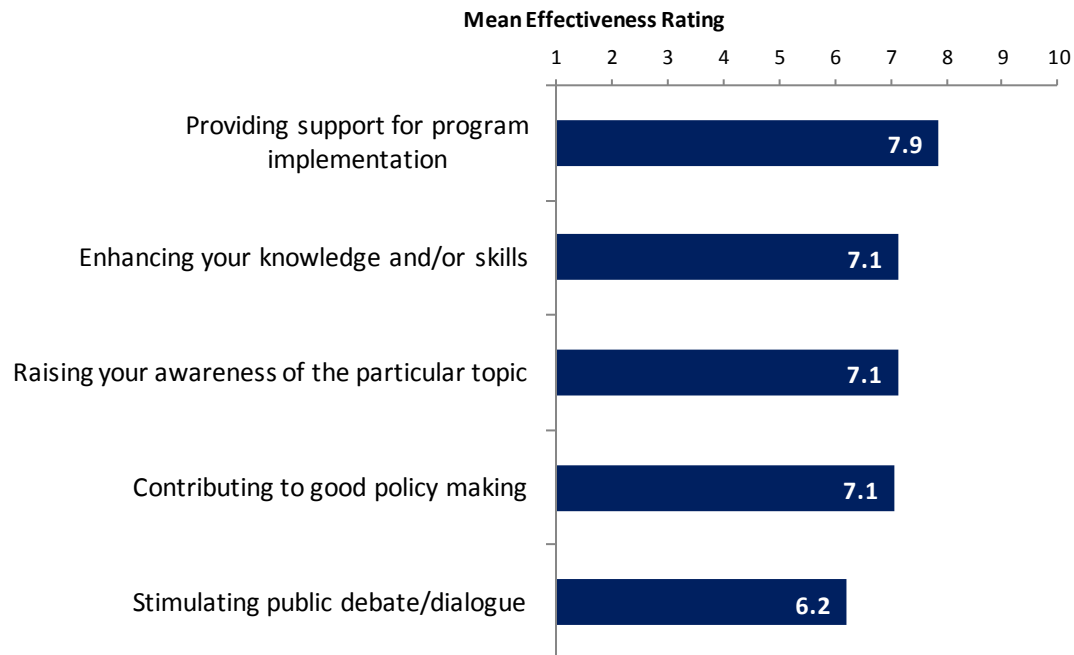


“When thinking about the development challenges in Armenia, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Effectiveness

- There were significant stakeholder group differences in their ratings of the World Bank's knowledge and research effectiveness at all of these aspects, except raising awareness of the particular topic. For the most part, respondents from the office of the President/Prime Minister/Minister tended to give the highest ratings for the Bank's effectiveness at these four aspects whereas respondents from bilateral/multilateral agencies tended to give significantly lower ratings.
- There were significant differences between geographic locations. Respondents from Yerevan gave significantly higher ratings for the Bank's knowledge and research effectiveness at raising awareness of the particular topic than respondents from other geographic areas in Armenia.

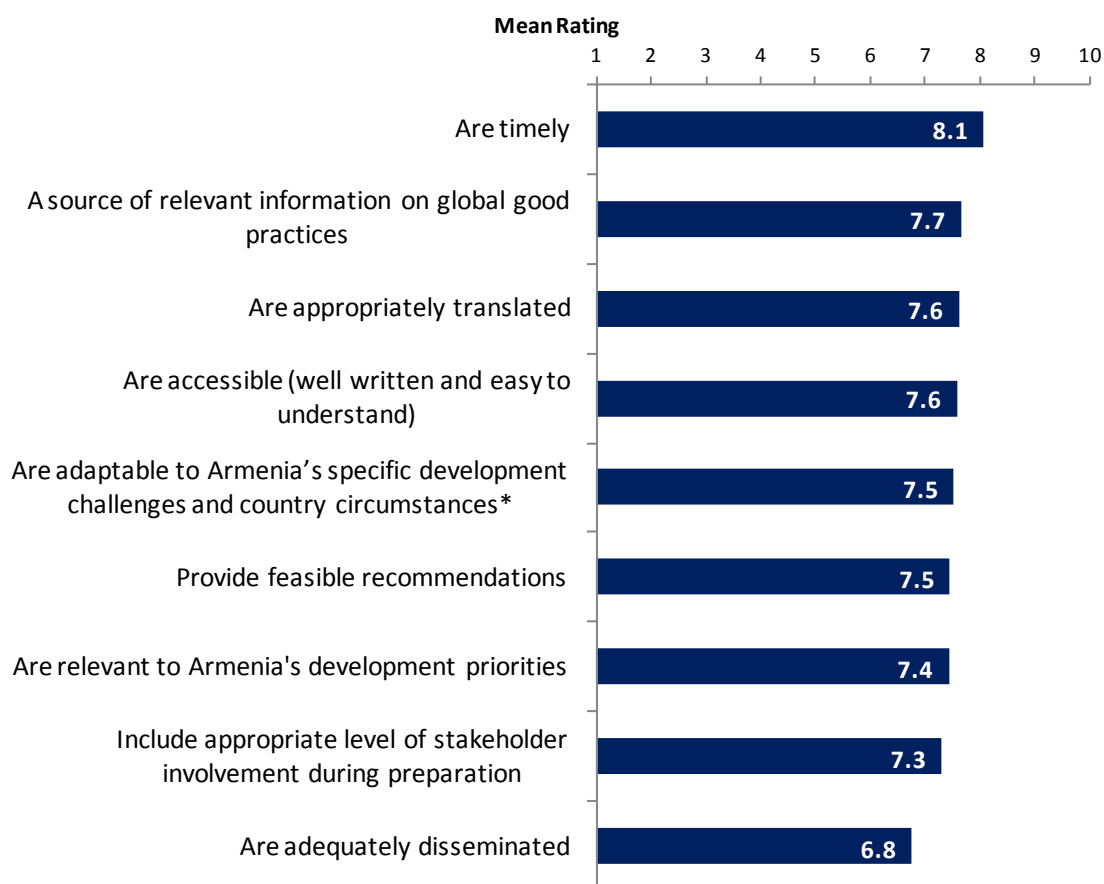


"How effective do you believe the World Bank's knowledge and research are at ... in Armenia?"
 (1- "Not effective at all", 10- "Very effective")

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Qualities

- Respondents in this year's country survey gave significantly higher ratings for the Bank's knowledge and research being adaptable to Armenia's specific development challenges and country circumstances compared to respondents in the FY '05 and FY '03 country surveys.
- There were significant differences between stakeholder groups across two of these qualities of the World Bank's knowledge and research: being accessible (well written and easy to understand) and including appropriate level of stakeholder involvement during preparation. Respondents from the office of the President/Prime Minister/Minister gave the highest ratings regarding these two qualities of the Bank's knowledge and research whereas respondents from bilateral/multilateral agencies gave significantly lower ratings.
- There were significant differences between geographic locations. Respondents from Yerevan gave significantly higher ratings for the accessibility and adequate dissemination of the Bank's knowledge and research in Armenia than respondents from other geographic areas.

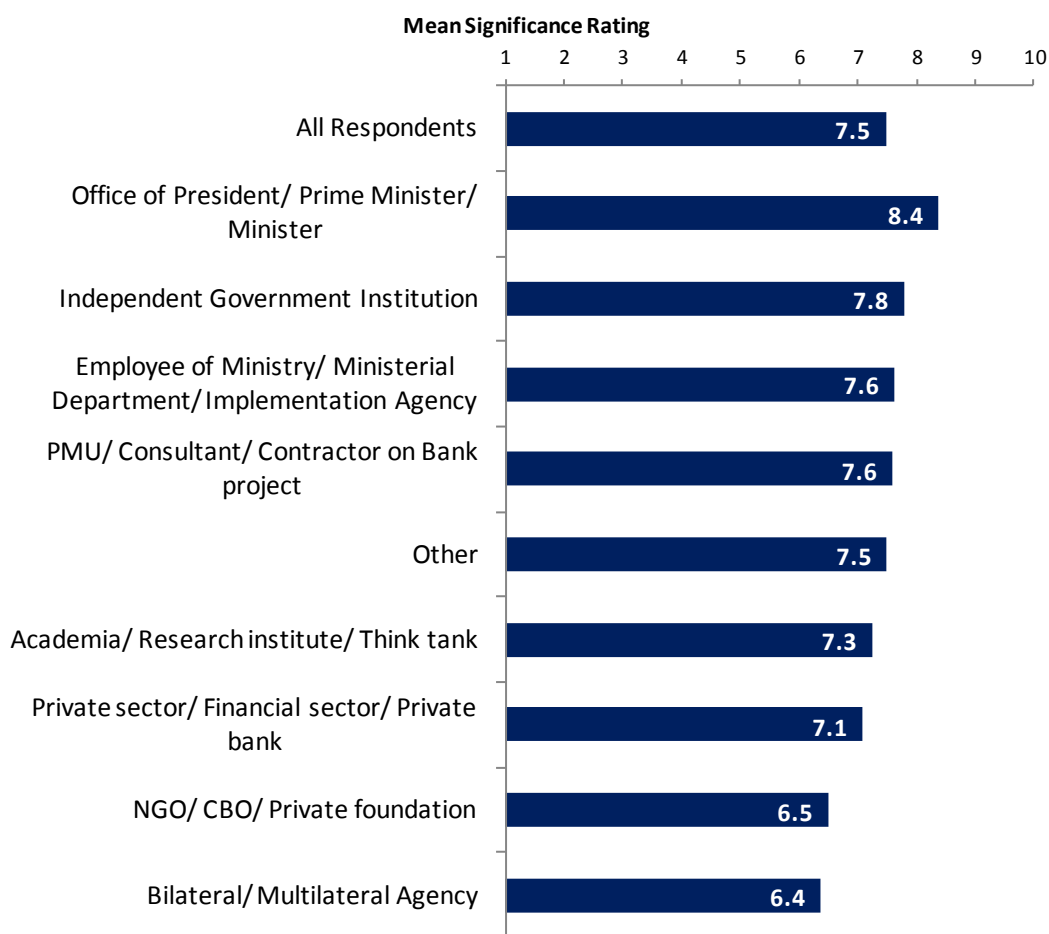


"To what extent do you believe that the World Bank's knowledge and research... in Armenia?"
 (1-"To no degree at all", 10-"To a very significant degree") ***Indicator Question**

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Contribution (*Indicator Question*)

- Respondents from the office of the President/Prime Minister/Minister gave the highest ratings for the significance of the contribution that the World Bank's knowledge and research make to development results in Armenia whereas respondents from bilateral/multilateral agencies and NGOs/CBOs/private foundations gave significantly lower ratings.
- Respondents across both geographic locations gave statistically similar ratings.

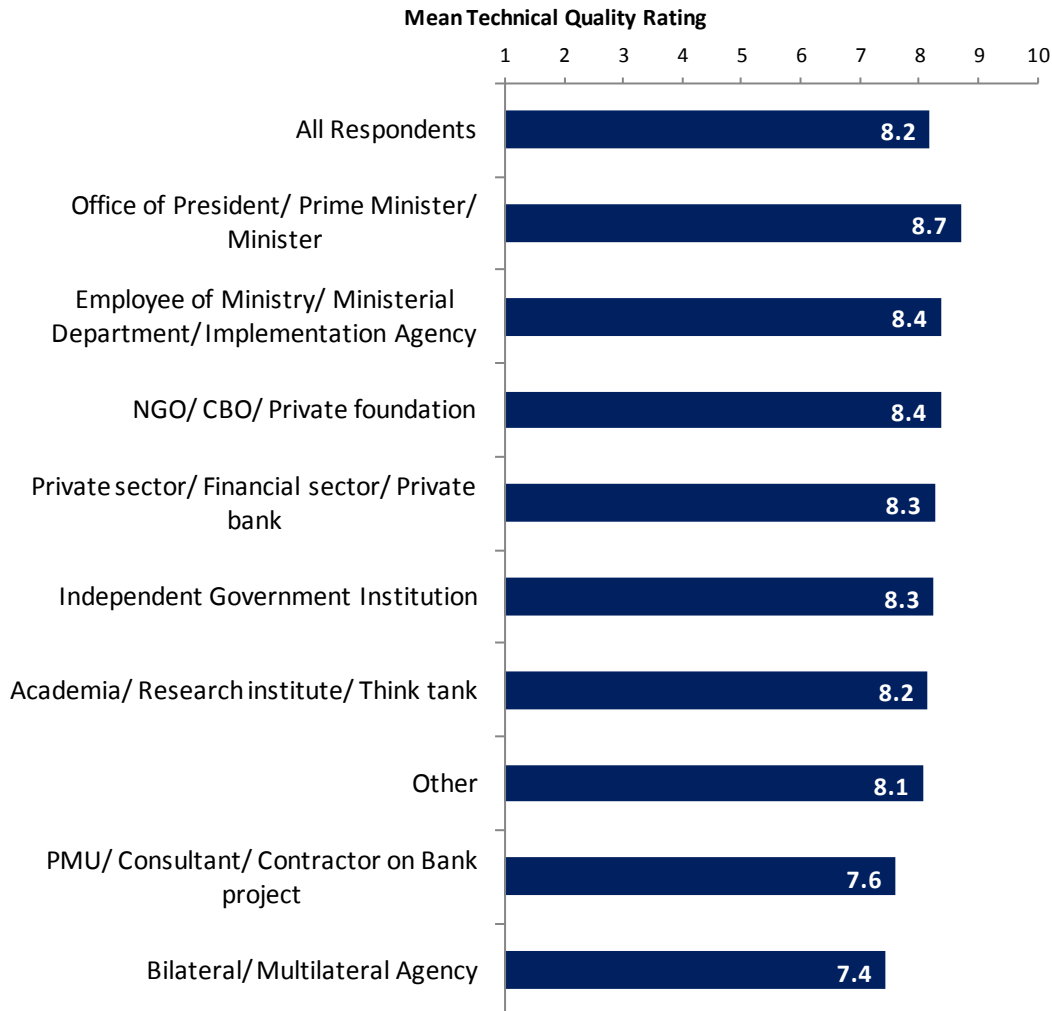


“Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale?
 (1-“Not significant at all”, 10-“Very significant”)

VII. World Bank Knowledge and Instruments (continued)

Knowledge: Technical Quality (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the technical quality of the World Bank's knowledge and research.

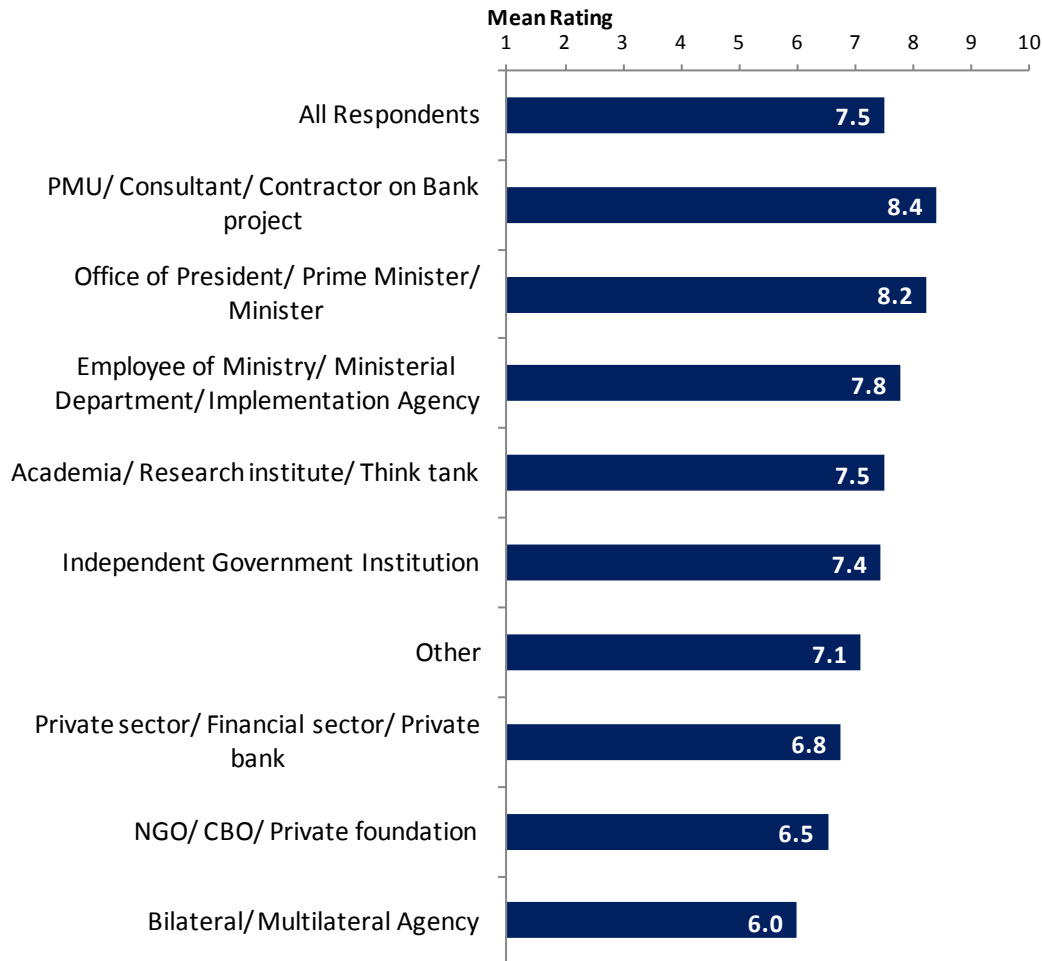


"Overall, how would you rate the technical quality of the World Bank's knowledge/research, on a ten point scale?" (1-"Very low technical quality", 10-"Very high technical quality")

VII. World Bank Knowledge and Instruments (continued)

Knowledge: World Bank' Fee-For-Service Products/Services

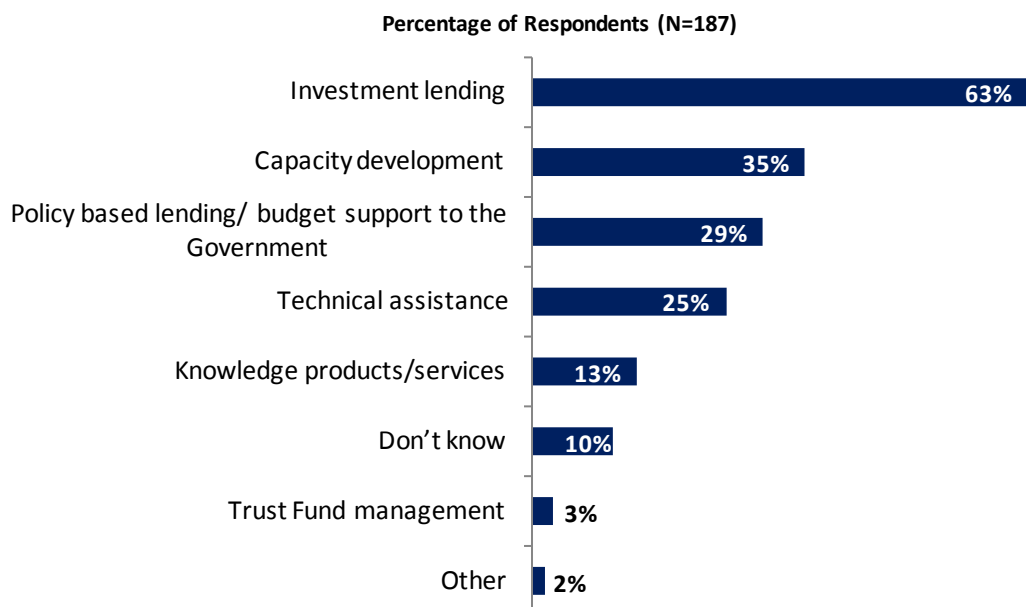
- Respondents from PMUs/consultants/contractors on Bank supported projects and respondents from the office of the President/Prime Minister/Minister gave the highest ratings for the extent to which Armenia received value for money from the World Bank's products/services that were paid for on a fee for service basis whereas respondents from bilateral/multilateral agencies gave significantly lower ratings.



"To what extent do you believe that Armenia received value for money from the World Bank's products/services that were paid for on a fee for service basis), on a ten point scale?"
 (1-"To no degree at all", 10-"To a very significant degree")

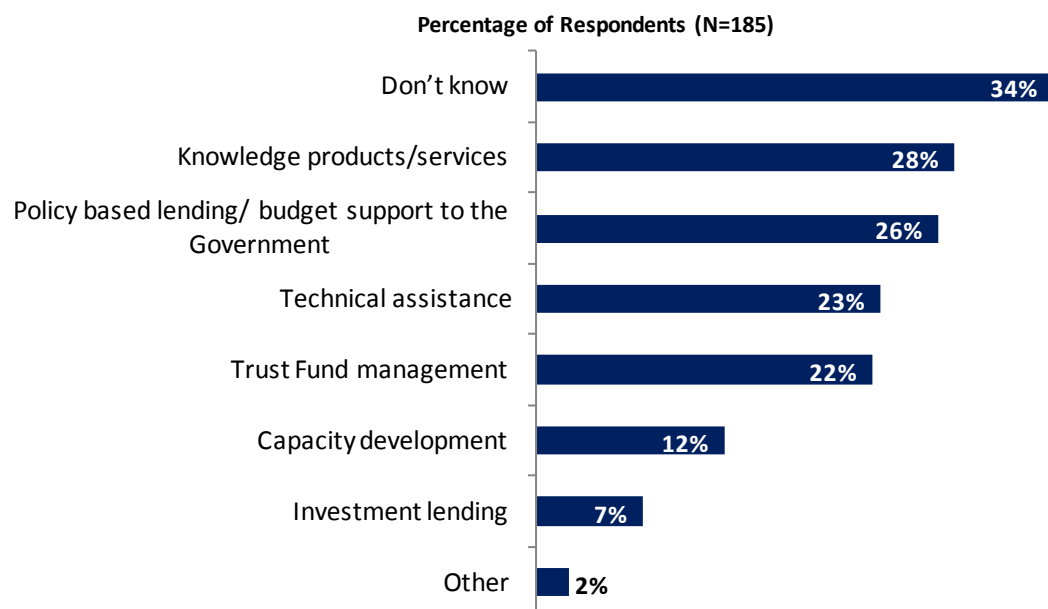
VII. World Bank Knowledge and Instruments (continued)

Instruments: Most Effective



“Which World Bank instruments do you believe are the MOST effective in reducing poverty in Armenia? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

Instruments: Least Effective

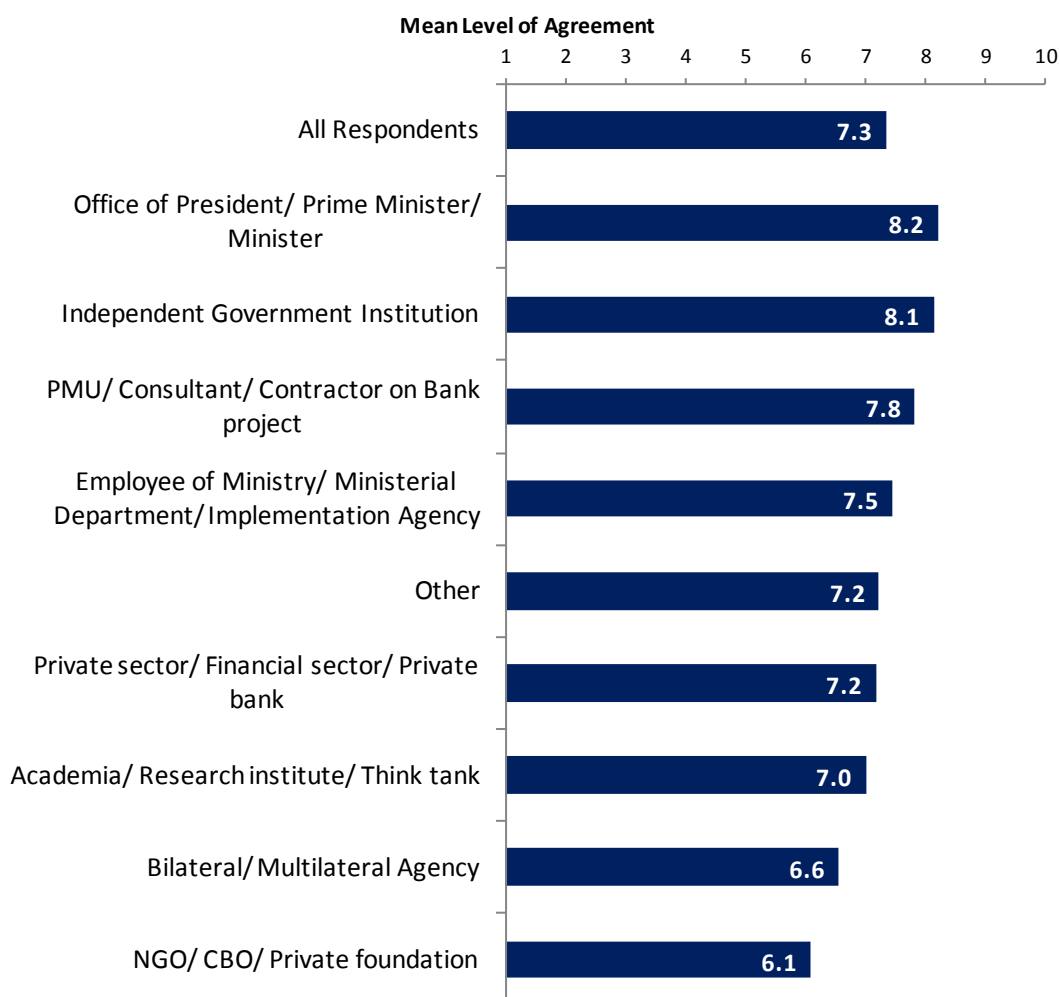


“Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Armenia? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

VII. World Bank Knowledge and Instruments (continued)

Instruments: Meeting Armenia's Needs (*Indicator Question*)

- Respondents from the office of the President/Prime Minister/Minister and independent government institutions had the highest levels of agreement that the Bank's financial instruments meet Armenia's needs whereas respondents from NGOs/CBOs/private foundations had significantly lower levels of agreement.
- Respondents across both geographic locations had statistically similar levels of agreement.

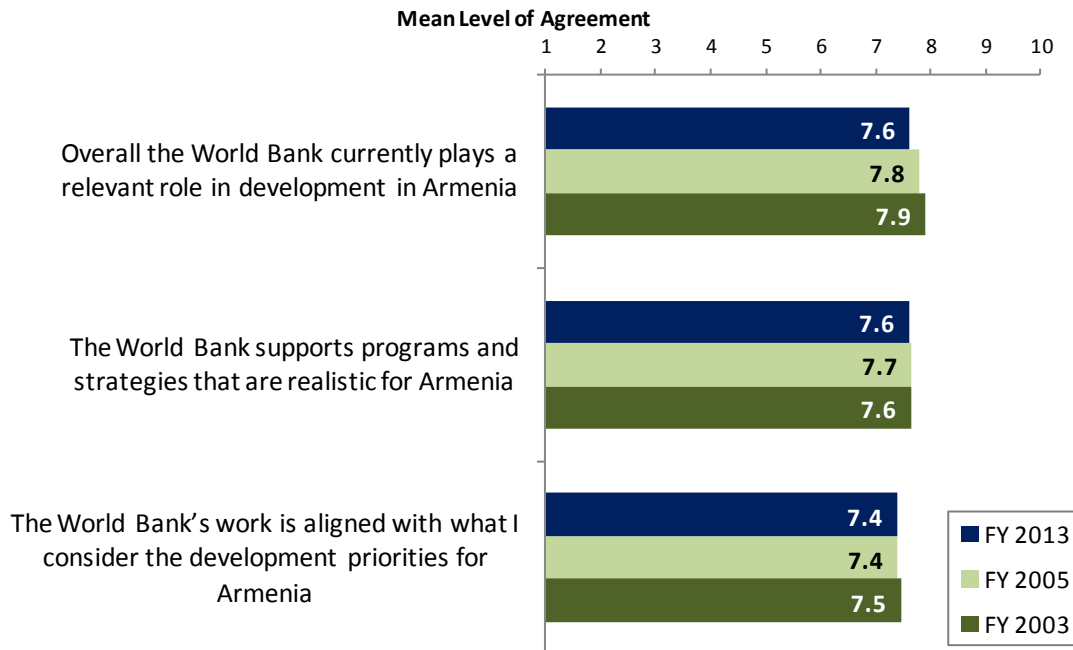


"The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, etc.) meet the needs of Armenia, on a ten point scale." (1-"Strongly disagree", 10-"Strongly agree")

VIII. How the World Bank Operates

The World Bank's Work in Armenia

- Respondents in this year's country survey had statistically similar levels of agreement with all of these statements about the World Bank's work in Armenia compared to respondents in the FY '05 country survey and the FY '03 country survey.
- There were significant stakeholder group differences in their levels of agreement regarding all of these aspects of the Bank's work in Armenia. For the most part, respondents from the office of the President/Prime Minister/Minister and independent government institutions tended to have the highest levels of agreement with these statements, whereas respondents from bilateral/multilateral agencies and NGOs/CBOs/private foundations tended to have significantly lower levels of agreement.
- Respondents across both geographic locations had statistically similar levels of agreement.

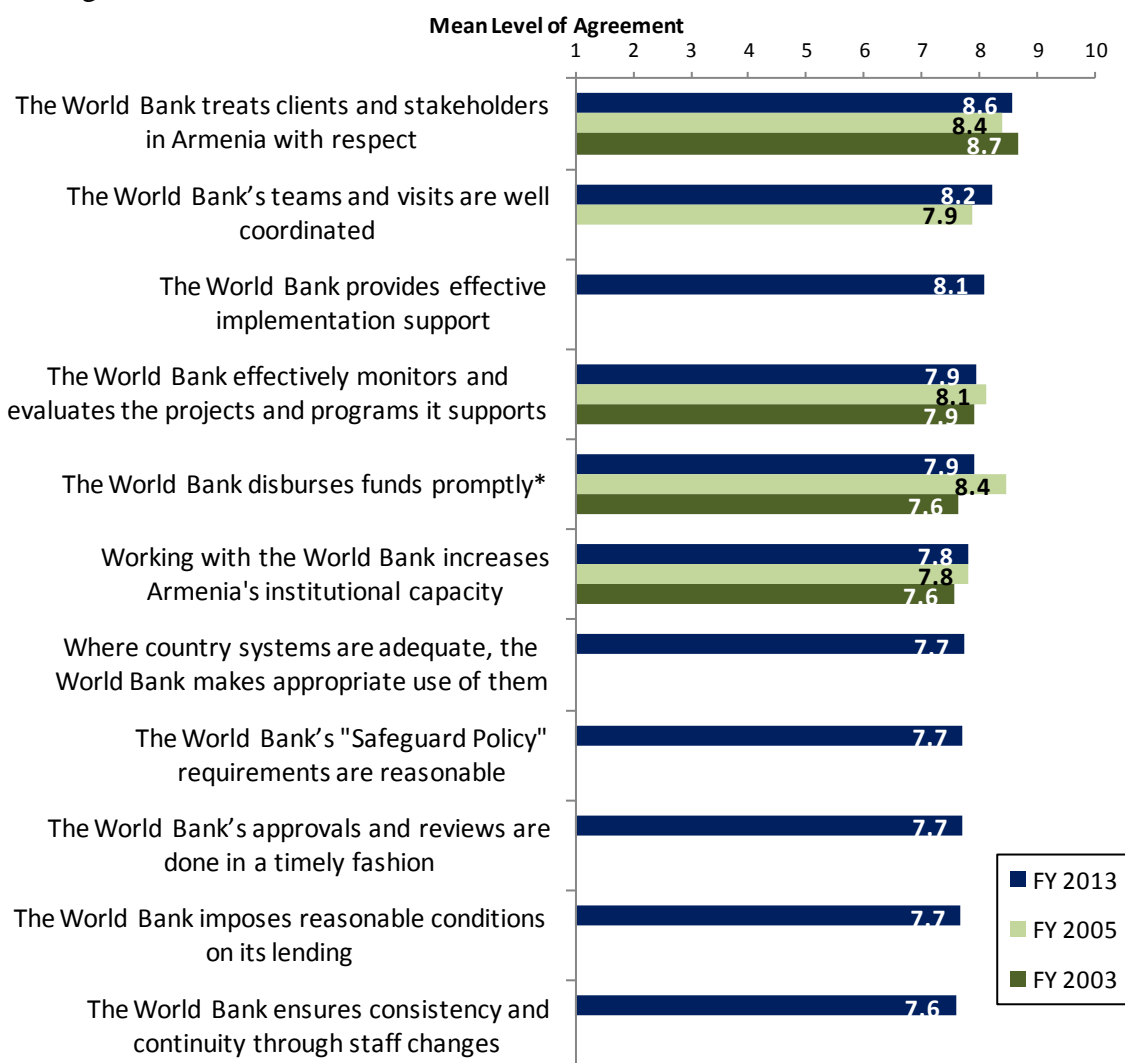


"To what extent do you agree with the following statements about the World Bank's work in Armenia, on a ten point scale?" (1-"Strongly disagree", 10-"Strongly agree")

VIII. How the World Bank Operates (continued)

Overall Perceptions

- Respondents in this year's country survey had significantly lower levels of agreement that the World Bank disburses funds promptly compared to respondents from the FY '05 country survey.
- There were significant stakeholder group differences in their levels of agreement across four of these aspects of how the Bank operates: "The World Bank's teams and visits are well coordinated"; "The World Bank effectively monitors and evaluates the projects and programs it supports"; "Working with the World Bank increases Armenia's institutional capacity"; and "Where country systems are adequate, the World Bank makes appropriate use of them". Respondents from the office of the President/Prime Minister/Minister tended to have the highest levels of agreement with these statements whereas respondents from bilateral/multilateral agencies tended to have significantly lower levels of agreement.

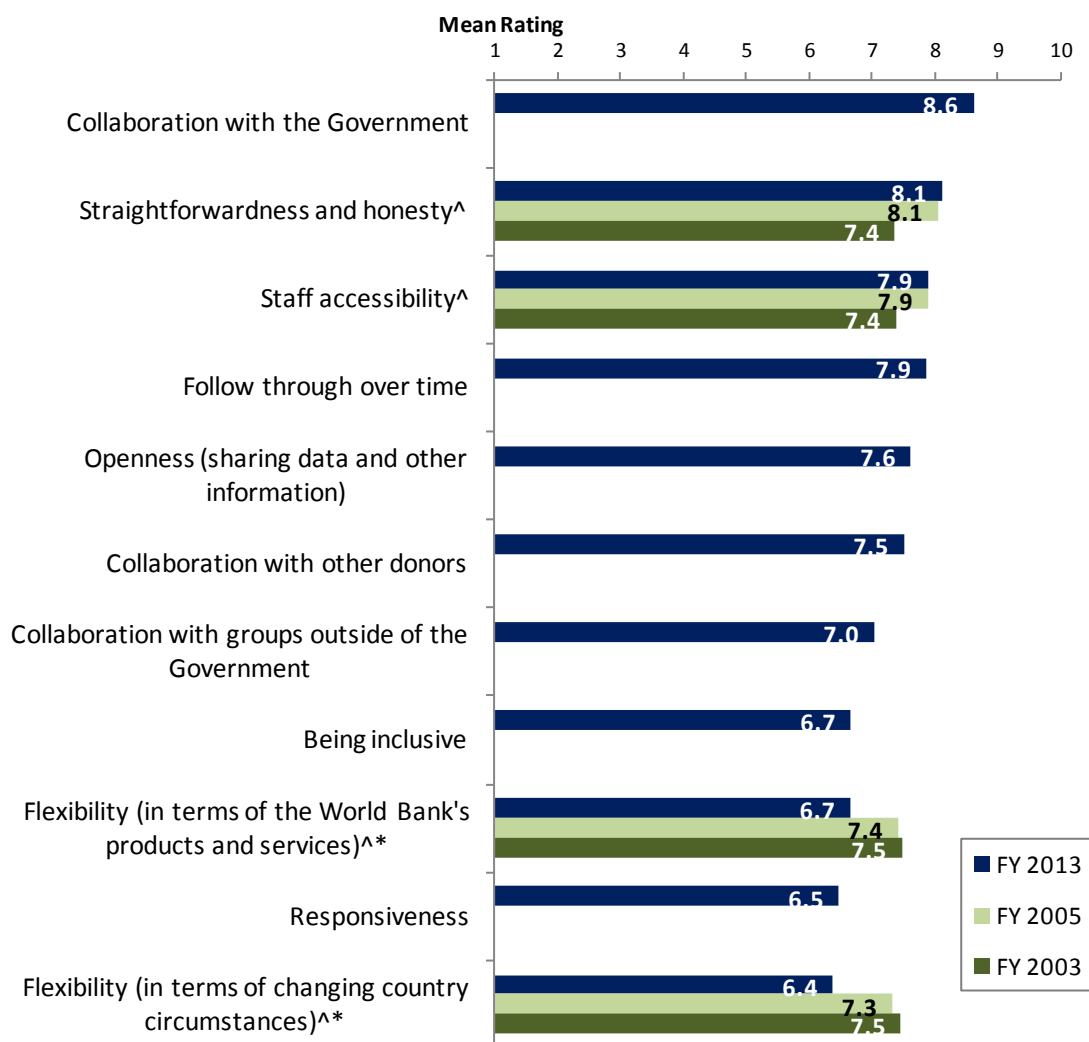


"To what extent do you agree/disagree with the following statements, on a ten point scale?"
 (1-"Strongly disagree", 10-"Strongly agree") (* FY 2013 significantly different from FY 2005)

VIII. How the World Bank Operates (continued)

The World Bank as an Effective Development Partner

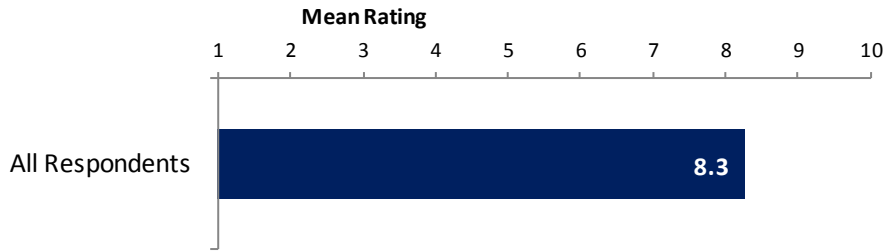
- Respondents in this year's country survey had significantly higher ratings for the Bank being an effective development partner in terms of straightforwardness and honesty and staff accessibility compared to respondents from the FY '03 country survey. Respondents in this year's country survey had significantly lower ratings for the Bank's flexibility (in terms Bank's products and services and changing country circumstances) compared to respondents from the FY '05 country survey and the FY '03 country survey.
- There were significant stakeholder group differences in their ratings across all of these aspects, except Bank's collaboration with the Government and following through over time. For the most part, respondents from the office of the President/Prime Minister/Minister tended to give the highest ratings for these aspects whereas respondents from bilateral/multilateral agencies tended to give significantly lower ratings.



"To what extent is the World Bank an effective development partner in Armenia in terms of each of the following, on a ten point scale?" (1-"To no degree at all", 10-"To a very significant degree")
 (^ FY 2013 significantly different from FY 2003; * FY 2013 significantly different from FY 2005.)

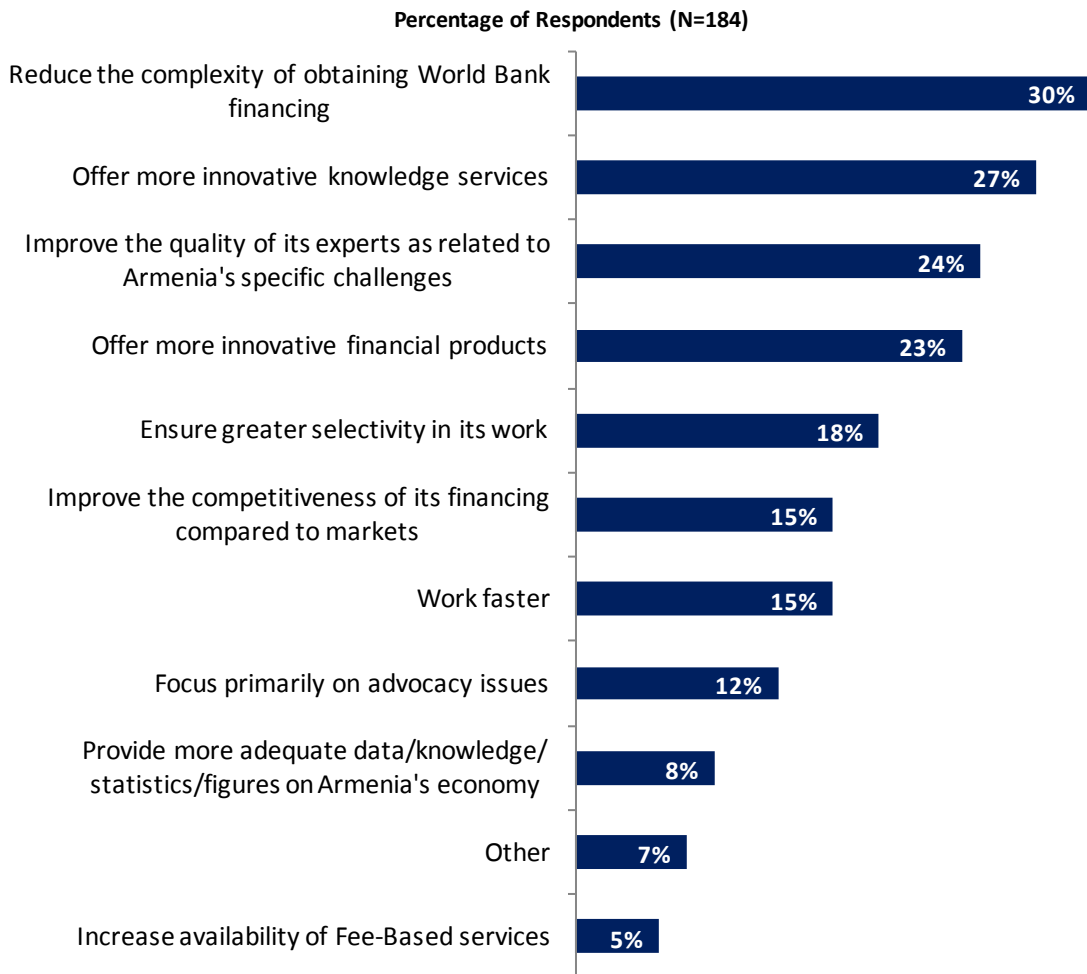
IX. The Future Role of the World Bank in Armenia

Role Significance



“How significant a role do you believe the Bank SHOULD play in Armenia’s development in the near future, on a ten point scale?” (1-“Not significant at all”, 10-“Very significant role”)

Making the World Bank of Greater Value

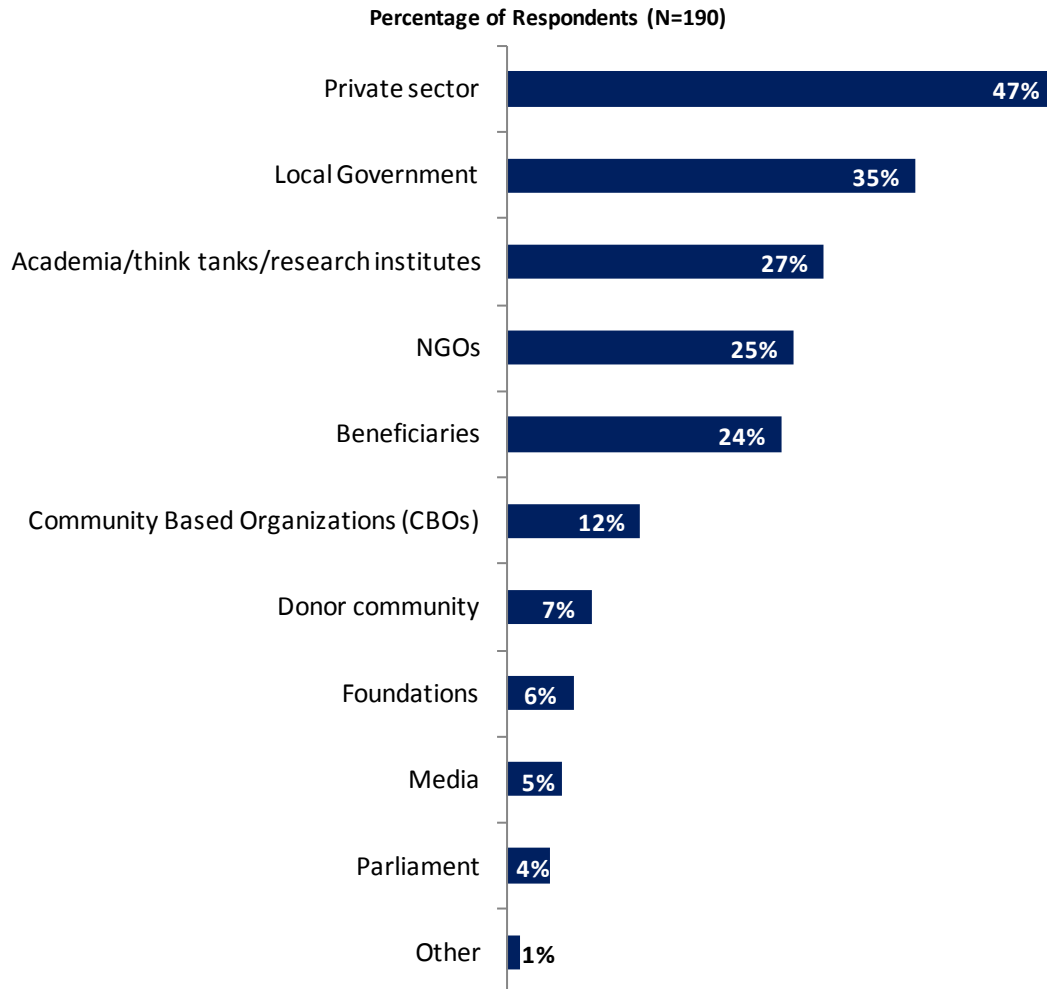


“Which of the following SHOULD the World Bank do to make itself of greater value in Armenia? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

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

Collaborating with Stakeholders in Armenia

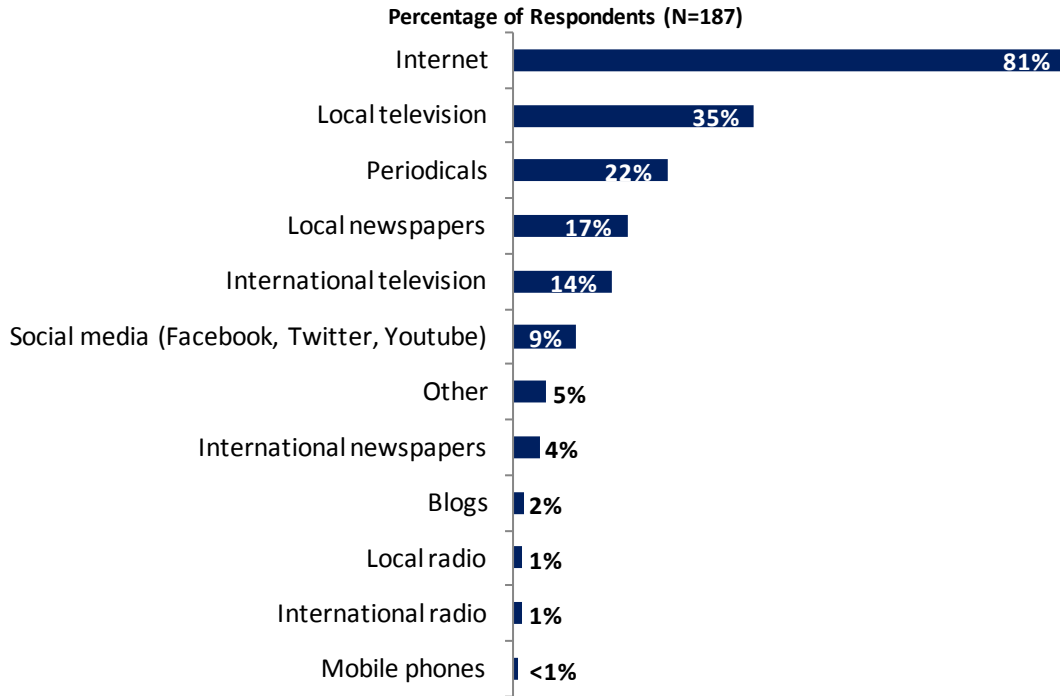
- Respondents indicated that the World Bank should work more closely with the private sector and local governments to ensure better development results in Armenia.



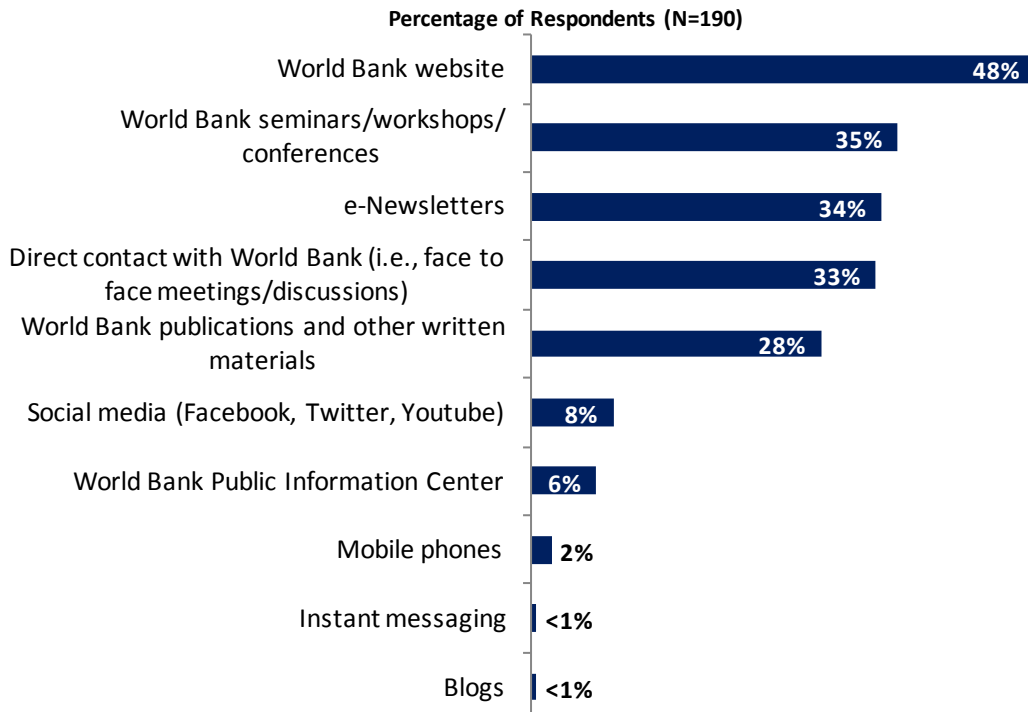
“In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)

X. Communication and Openness

Information Sources



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

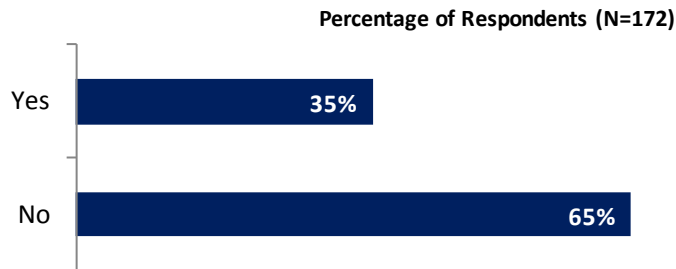


“How would you prefer to receive information from the World Bank? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

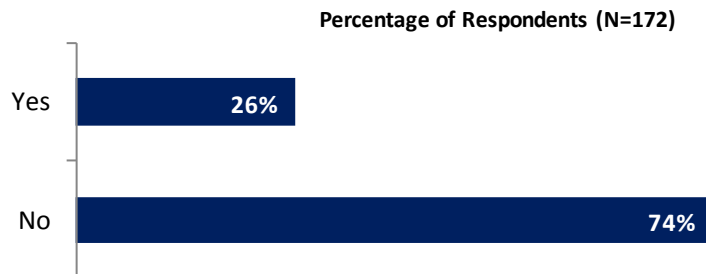
X. Communication and Openness (continued)

Access to Information

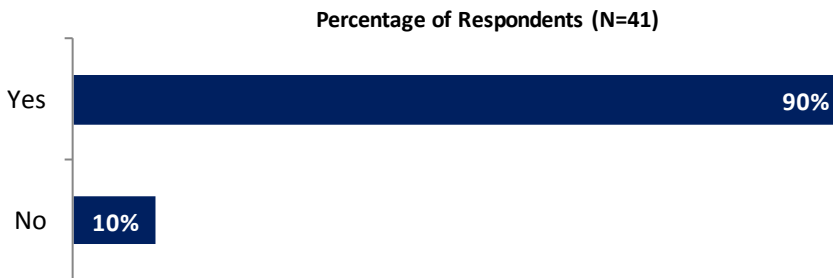
- Although respondents from the office of the President/Prime Minister/Minister and NGOs/CBOs/private foundations were significantly more likely to be aware of the Bank's Access to Information Policy compared to respondents from other stakeholder groups, respondents across all stakeholder groups had statistically similar rates of requesting information from the World Bank in the past year and obtaining their requested information.



"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?"



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

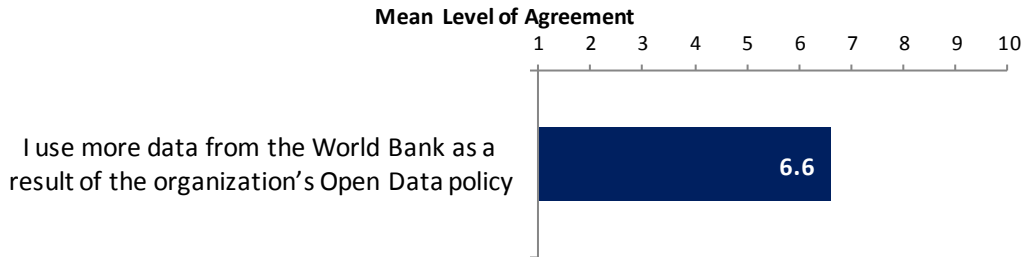


"Were you able to obtain this information?"

X. Communication and Openness (continued)

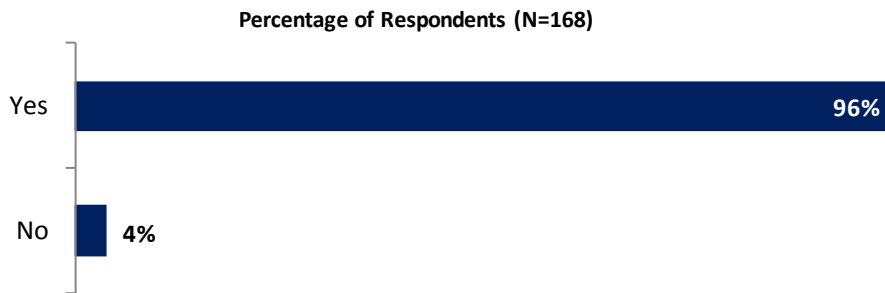
Access to Information (continued)

- Respondents from Yerevan had significantly higher levels of agreement that they used more data from the World Bank as a result of the organization’s Open Data policy than respondents from other geographic locations.



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

Internet Access



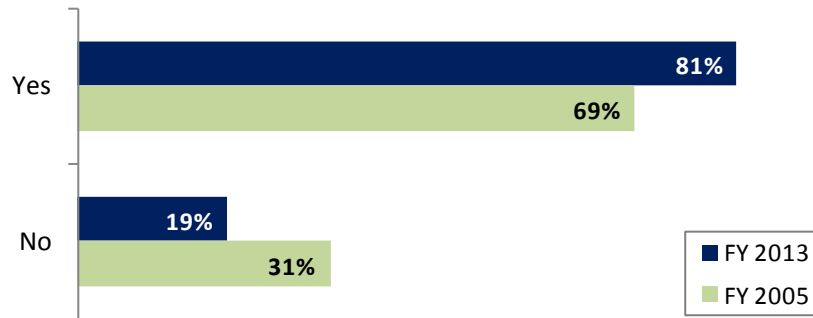
“Do you have access to the Internet?”

X. Communication and Openness (continued)

Website Usage

- A majority of respondents across most stakeholder groups indicated that they use/have used the World Bank website, except respondents from academia/research institutes/think tanks.

Percentage of Respondents (FY 2013 N=178; FY 2005 N=170)



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

- Respondents from Yerevan were significantly more likely to use the World Bank's main website whereas respondents from other geographic locations tended to use more the World Bank's country website.

Percentage of Respondents (FY 2013 N=150; FY 2005 N=117)

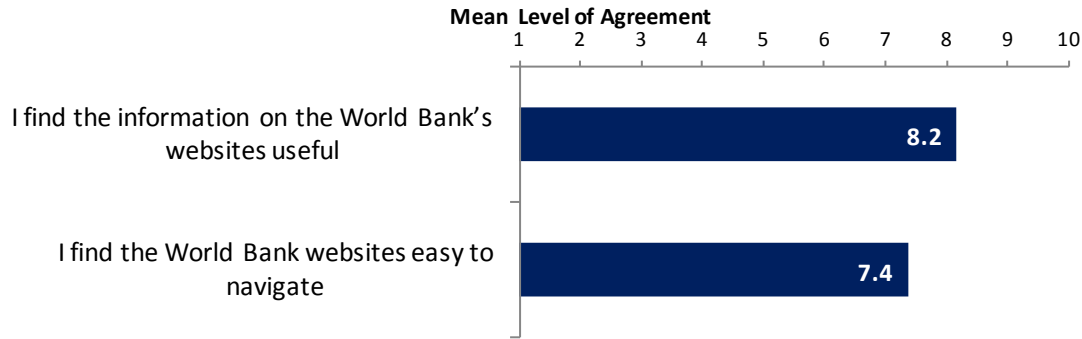


"Which do you primarily use?"

X. Communication and Openness (continued)

Website Evaluation

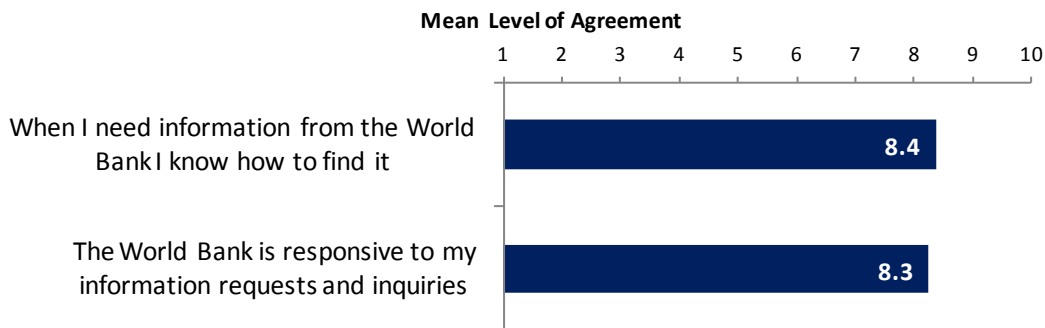
- Respondents from Yerevan had significantly higher levels of agreement that the World Bank websites are easy to navigate whereas respondents from other geographic locations had significantly lower levels of agreement.



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

Information Sharing

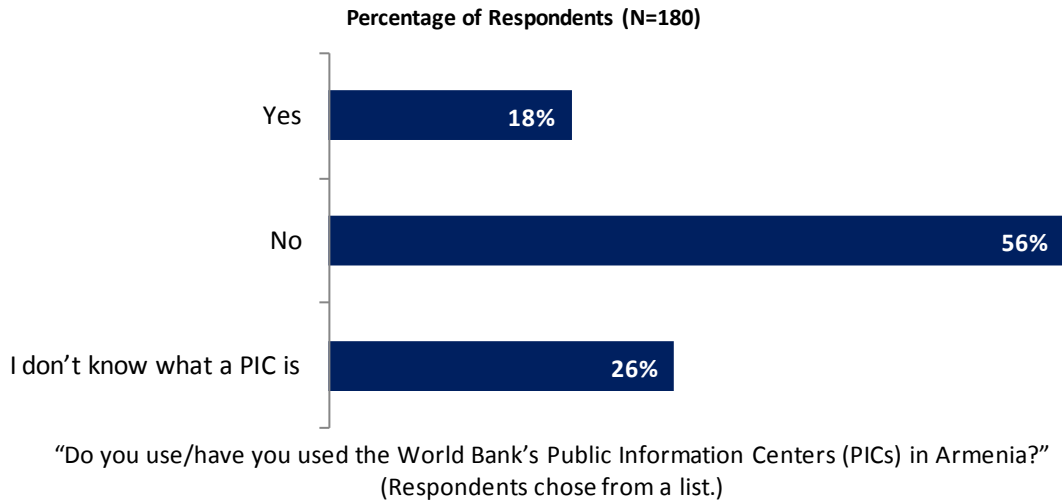
- Respondents from NGOs/CBOs/private foundations, the office of the President/Prime Minister/Minister, and academia/research institutes/think tanks had the highest levels of agreement that the Bank is responsive to information requests and inquiries whereas respondents from bilateral/multilateral agencies had significantly lower levels of agreement.



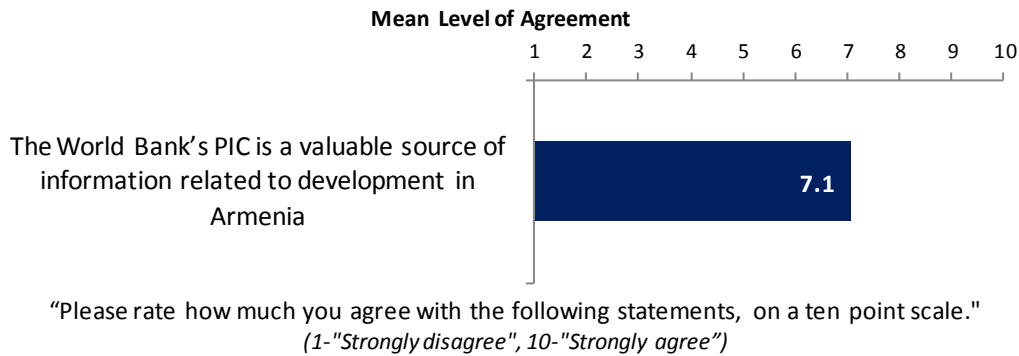
"Please rate how much you agree with the following statements, on a ten point scale."
(1-"Strongly disagree", 10-"Strongly agree")

X. Communication and Openness (continued)

Public Information Services



- Respondents from Yerevan had significantly higher levels of agreement that the World Bank's PIC is a valuable source of information related to development in Armenia whereas respondents from other geographic locations had significantly lower levels of agreement.



XI. Appendices

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ARMENIA



Appendix A: Responses to All Questions across All Respondents (N=192)

A. General Issues Facing Armenia

| 1. In general, would you say that Armenia is headed in...? | Percentage of Respondents (N=178) |
|--|-----------------------------------|
| The right direction | 70.2% |
| The wrong direction | 10.1% |
| Not sure | 19.7% |

| 2. When considering development priorities, which ONE development priority below is the most important in Armenia? Which ONE is the second most important priority? Which ONE is the third most important priority? | Percentage of Respondents (N=164) | | | |
|---|-----------------------------------|--------------------------------------|--------------------------------------|-----------------|
| | <i>Most Important</i> | <i>2nd Most Important</i> | <i>3rd Most Important</i> | <i>Combined</i> |
| Education | 14.4% | 10.6% | 11.0% | 36.0% |
| Anti-corruption | 13.8% | 13.1% | 8.5% | 35.4% |
| Job creation/employment | 7.5% | 13.1% | 10.4% | 31.0% |
| Law and justice | 9.4% | 8.8% | 6.7% | 24.8% |
| Economic growth | 10.6% | 6.9% | 7.3% | 24.8% |
| Poverty reduction | 11.9% | 7.5% | 4.9% | 24.3% |
| Equality of opportunity | 5.6% | 6.3% | 3.7% | 15.5% |
| Governance | 5.0% | 4.4% | 4.9% | 14.3% |
| Rural development | 3.1% | 5.6% | 5.5% | 14.2% |
| Domestic private sector development | 2.5% | 1.9% | 6.7% | 11.1% |
| Public financial management | 1.9% | 5.0% | 2.4% | 9.3% |
| Social protection | 1.3% | 1.9% | 4.9% | 8.0% |
| Public sector reform | 2.5% | 0.6% | 4.9% | 8.0% |
| Agricultural development | 2.5% | 3.1% | 1.8% | 7.5% |
| Information and communications technology | 1.3% | 1.9% | 4.3% | 7.4% |
| Health | 2.5% | 1.3% | 0.6% | 4.4% |
| Foreign direct investment | 1.3% | 1.3% | 1.8% | 4.3% |
| Trade and exports | 0.6% | 1.9% | 0.6% | 3.1% |
| Environmental sustainability | 0.0% | 1.3% | 1.8% | 3.1% |
| Energy | 0.6% | 1.3% | 0.6% | 2.5% |
| Transport | 0.6% | 0.6% | 1.2% | 2.5% |
| Food security | 0.6% | 0.6% | 0.6% | 1.9% |
| Urban development | 0.6% | 0.0% | 0.6% | 1.2% |
| Climate change | 0.0% | 0.6% | 0.6% | 1.2% |
| Water and sanitation | 0.0% | 0.0% | 1.2% | 1.2% |
| Regulatory framework | 0.0% | 0.0% | 1.2% | 1.2% |
| Communicable/non-communicable diseases | 0.0% | 0.0% | 1.2% | 1.2% |
| Natural resource management | 0.0% | 0.0% | 1.2% | 1.2% |
| Basic infrastructure | 0.0% | 0.6% | 0.0% | 0.6% |
| Gender | 0.0% | 0.0% | 0.0% | 0.0% |
| Monitoring and evaluation | 0.0% | 0.0% | 0.0% | 0.0% |

A. General Issues Facing Armenia (continued)

| 3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Armenia? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=190) |
|---|--|
| Job creation/employment | 55.3% |
| Domestic private sector development | 32.1% |
| Economic growth | 29.5% |
| Anti-corruption | 23.2% |
| Education | 23.2% |
| Rural development | 18.4% |
| Governance | 16.3% |
| Agricultural development | 15.3% |
| Social protection | 13.2% |
| Law and justice | 13.2% |
| Equality of opportunity | 13.2% |
| Public financial management | 10.0% |
| Foreign direct investment | 9.5% |
| Public sector reform | 4.7% |
| Water and sanitation | 3.2% |
| Trade and exports | 2.6% |
| Natural resource management | 2.6% |
| Transport | 2.1% |
| Environmental sustainability | 2.1% |
| Health | 2.1% |
| Information and communications technology | 1.6% |
| Monitoring and evaluation | 1.1% |
| Gender | 1.1% |
| Regulatory framework | 1.1% |
| Basic infrastructure | 1.1% |
| Food security | 1.1% |
| Urban development | 0.5% |
| Communicable/non-communicable diseases | 0.0% |
| Energy | 0.0% |
| Climate change | 0.0% |

A. General Issues Facing Armenia (continued)

| 4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Armenia? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=190) |
|--|--|
| Domestic private sector development | 29.5% |
| Trade and exports | 26.3% |
| Agricultural development | 23.7% |
| Job creation/employment | 23.2% |
| Anti-corruption | 22.6% |
| Foreign direct investment | 21.6% |
| Equality of opportunity | 20.5% |
| Law and justice | 18.9% |
| Governance | 18.9% |
| Information and communications technology | 16.3% |
| Education | 12.1% |
| Public financial management | 11.6% |
| Rural development | 8.9% |
| Natural resource management | 8.4% |
| Basic infrastructure | 7.4% |
| Regulatory framework | 6.8% |
| Public sector reform | 5.8% |
| Energy | 4.7% |
| Water and sanitation | 2.6% |
| Health | 2.1% |
| Environmental sustainability | 2.1% |
| Transport | 2.1% |
| Social protection | 1.1% |
| Urban development | 0.5% |
| Food security | 0.0% |
| Climate change | 0.0% |
| Communicable/non-communicable diseases | 0.0% |
| Gender | 0.0% |
| Monitoring and evaluation | 0.0% |

B. Overall Attitudes toward the World Bank

| Familiarity | N | Mean | SD |
|--|----------|-------------|-----------|
| 1. How familiar are you with the work of the World Bank in Armenia, on a ten-point scale? (1-Not familiar at all, 10-Extremely familiar) | 192 | 7.72 | 1.87 |

| Overall Effectiveness | N | Mean | SD |
|---|----------|-------------|-----------|
| 2. Overall, please rate your impression of the World Bank's effectiveness in Armenia, on a ten-point scale. (1-Not effective at all, 10-Very effective) | 179 | 7.65 | 1.80 |

| Staff Preparedness | N | Mean | SD |
|---|----------|-------------|-----------|
| 3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Armenia solve its most complicated development challenges, on a ten-point scale? (1-To no degree at all, 10-To a very significant degree) | 168 | 8.25 | 1.50 |

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 Armenia, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Armenia? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=189) |
|---|--|
| Education | 23.8% |
| Economic growth | 22.8% |
| Agricultural development | 21.2% |
| Poverty reduction | 20.1% |
| Rural development | 18.5% |
| Basic infrastructure | 16.4% |
| Anti-corruption | 16.4% |
| Law and justice | 14.3% |
| Public sector reform | 14.3% |
| Domestic private sector development | 14.3% |
| Job creation/employment | 14.3% |
| Equality of opportunity | 13.2% |
| Governance | 13.2% |
| Health | 11.1% |
| Information and communications technology | 9.5% |
| Trade and exports | 7.4% |
| Transport | 6.9% |
| Energy | 6.3% |
| Public financial management | 6.3% |
| Natural resource management | 5.8% |
| Water and sanitation | 5.8% |
| Foreign direct investment | 3.7% |
| Environmental sustainability | 3.2% |
| Regulatory framework | 2.6% |
| Social protection | 2.1% |
| Food security | 1.1% |
| Urban development | 1.1% |
| Monitoring and evaluation | 0.5% |
| Climate change | 0.0% |
| Communicable/non-communicable diseases | 0.0% |
| Gender | 0.0% |

| 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 Armenia? | Percentage of Respondents (N=165) | | |
|--|--|--------------------------------------|-----------------|
| | Greatest Value | 2nd Greatest Value | Combined |
| Financial resources | 61.2% | 10.4% | 71.6% |
| Technical assistance | 13.3% | 22.6% | 35.9% |
| Training/capacity building | 6.1% | 20.7% | 26.8% |
| Studies/analyses | 2.4% | 17.1% | 19.5% |
| Mobilizing third party financial resources | 5.5% | 11.6% | 17.0% |
| Policy advice | 5.5% | 7.9% | 13.4% |
| Donor coordination | 4.2% | 5.5% | 9.7% |
| Data | 1.2% | 2.4% | 3.7% |
| Convening/facilitating | 0.6% | 1.8% | 2.4% |
| Other | 0.0% | 0.0% | 0.0% |

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 Armenia? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=178) |
|--|--|
| World Bank processes too slow and complex | 28.7% |
| Too bureaucratic in its operational policies and procedures | 27.0% |
| Not willing to honestly criticize policies and reform efforts in the country | 23.0% |
| Not adequately sensitive to political/social realities in Armenia | 15.7% |
| Not collaborating enough with non-state actors | 15.2% |
| Not enough public disclosure of its work | 14.6% |
| Not exploring alternative policy options | 11.2% |
| Not aligned with country priorities | 10.1% |
| Other | 9.6% |
| Imposing technocratic solutions without regard to political realities | 9.0% |
| Not aligned with other donors' work | 5.6% |
| Staff too inaccessible | 1.7% |
| Arrogant in its approach | 1.7% |
| Not client focused | 0.6% |
| The credibility of its knowledge/data | 0.0% |

| 7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Armenia? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=187) |
|--|--|
| Investment lending | 63.1% |
| Capacity development | 34.8% |
| Policy based lending/ budget support to the Government | 29.4% |
| Technical assistance | 24.6% |
| Knowledge products/services | 13.4% |
| Don't know | 10.2% |
| Trust Fund management | 2.7% |
| Other | 1.6% |

| 8. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Armenia? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=185) |
|--|--|
| Don't know | 34.1% |
| Knowledge products/services | 27.6% |
| Policy based lending/ budget support to the Government | 26.5% |
| Technical assistance | 22.7% |
| Trust Fund management | 22.2% |
| Capacity development | 12.4% |
| Investment lending | 7.0% |
| Other | 2.2% |

B. Overall Attitudes toward the World Bank (continued)

| 9. 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=190) |
|---|--|
| Private sector | 47.4% |
| Local Government | 35.3% |
| Academia/think tanks/research institutes | 27.4% |
| NGOs | 24.7% |
| Beneficiaries | 23.7% |
| Community Based Organizations (CBOs) | 11.6% |
| Donor community | 7.4% |
| Foundations | 5.8% |
| Media | 4.7% |
| Parliament | 3.7% |
| Other | 1.1% |

| To what extent do you agree with the following statements about the World Bank's work in Armenia, on a ten point scale? (1-Strongly disagree, 10-Strongly agree) | Level of Agreement | | |
|---|---------------------------|-------------|-----------|
| | N | Mean | SD |
| 10. Overall the World Bank currently plays a relevant role in development in Armenia | 181 | 7.63 | 1.90 |
| 11. The World Bank's work is aligned with what I consider the development priorities for Armenia | 179 | 7.39 | 1.96 |
| 12. The World Bank supports programs and strategies that are realistic for Armenia | 181 | 7.61 | 1.87 |
| 13. The World Bank treats clients and stakeholders in Armenia with respect | 180 | 8.58 | 1.59 |

| To what extent is the World Bank an effective development partner in Armenia in terms of each of the following? (1-To no degree at all, 10-To a very significant degree) | Degree | | |
|---|---------------|-------------|-----------|
| | N | Mean | SD |
| 14. Responsiveness | 166 | 6.48 | 2.20 |
| 15. Flexibility (in terms of the World Bank's products and services) | 157 | 6.66 | 2.05 |
| 16. Flexibility (in terms of changing country circumstances) | 155 | 6.39 | 2.09 |
| 17. Being inclusive | 137 | 6.67 | 1.98 |
| 18. Openness (sharing data and other information) | 171 | 7.63 | 1.96 |
| 19. Staff accessibility | 167 | 7.89 | 1.88 |
| 20. Straightforwardness and honesty | 160 | 8.12 | 1.88 |
| 21. Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector) | 127 | 7.04 | 2.20 |
| 22. Collaboration with the Government | 158 | 8.62 | 1.32 |
| 23. Collaboration with other donors | 121 | 7.51 | 1.86 |
| 24. Follow through over time | 152 | 7.87 | 2.00 |

B. Overall Attitudes toward the World Bank (continued)

| 25. 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) | Percentage of Respondents (Responses Combined; N=173) |
|--|--|
| Reforms are not well thought out in light of country challenges | 32.9% |
| There is not an adequate level of citizen/civil society participation | 30.6% |
| The Government works inefficiently | 21.4% |
| Poor donor coordination | 19.7% |
| The World Bank is not sensitive enough to political/social realities on the ground | 18.5% |
| Lack of/inadequate levels of capacity in Government | 17.9% |
| The World Bank works too slowly | 15.6% |
| Political pressures and obstacles | 11.0% |
| The World Bank does not do adequate follow through/follow-up | 5.8% |
| Other | 5.8% |

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 Armenia, on a ten point scale? (1-Not effective at all, 10-Very effective) | Effectiveness | | |
|--|---------------|------|------|
| | N | Mean | SD |
| 1. Governance | 143 | 6.26 | 1.98 |
| 2. Urban development | 114 | 5.82 | 2.05 |
| 3. Environmental sustainability | 124 | 5.75 | 2.33 |
| 4. Equality of opportunity | 135 | 5.95 | 2.42 |
| 5. Health | 131 | 7.09 | 2.01 |
| 6. Energy | 124 | 7.25 | 2.05 |
| 7. Food security | 97 | 6.39 | 2.00 |
| 8. Climate change | 90 | 5.70 | 2.42 |
| 9. Agricultural development | 134 | 7.03 | 1.95 |
| 10. Trade and exports | 106 | 6.25 | 2.09 |
| 11. Economic growth | 140 | 6.54 | 2.15 |
| 12. Law and justice | 123 | 5.89 | 2.48 |
| 13. Regulatory framework | 116 | 6.43 | 1.99 |
| 14. Communicable/non-communicable diseases | 76 | 6.47 | 2.05 |
| 15. Basic infrastructure | 132 | 7.14 | 1.96 |
| 16. Natural resource management | 107 | 5.76 | 2.46 |
| 17. Rural development | 132 | 6.60 | 2.24 |
| 18. Education | 144 | 6.84 | 2.12 |
| 19. Social protection | 117 | 6.42 | 2.32 |
| 20. Transport | 124 | 7.02 | 2.12 |
| 21. Poverty reduction | 145 | 6.46 | 2.23 |
| 22. Public sector reform | 138 | 6.65 | 2.04 |
| 23. Information and communications technology | 122 | 6.88 | 1.97 |
| 24. Gender | 97 | 6.58 | 2.05 |
| 25. Domestic private sector development | 120 | 6.12 | 2.16 |
| 26. Foreign direct investment | 115 | 6.44 | 2.25 |
| 27. Water and sanitation | 137 | 7.42 | 1.93 |
| 28. Anti-corruption | 127 | 5.65 | 2.53 |
| 29. Monitoring and evaluation | 122 | 7.16 | 1.96 |
| 30. Public financial management | 126 | 6.90 | 1.98 |
| 31. Job creation/employment | 120 | 5.99 | 2.29 |

| Achieving Development Results | N | Mean | SD |
|---|-----|------|------|
| 32. To what extent does the World Bank's work help to achieve development results in Armenia, on a ten point scale? (1-To no degree at all, 10-To a very significant degree) | 176 | 7.19 | 1.94 |

C. World Bank Effectiveness and Results (continued)

| To what extent do you agree with the following statements about the World Bank in Armenia, on a ten point scale? (1-Strongly disagree, 10-Strongly agree) | N | Mean | SD |
|--|----------|-------------|-----------|
| 33. The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, etc.) meet the needs of Armenia | 176 | 7.34 | 1.97 |
| 34. The World Bank meets Armenia's needs for knowledge services (e.g., research, analysis, data, technical assistance) | 160 | 6.44 | 2.14 |

D. The World Bank's Knowledge

| 1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do? | Percentage of Respondents (N=187) |
|---|--|
| Weekly | 9.6% |
| Monthly | 25.7% |
| A few times a year | 45.5% |
| Rarely | 17.6% |
| Never | 1.6% |

| 2. When thinking about the development challenges in Armenia, 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=188) |
|---|--|
| Economic growth | 28.2% |
| Agricultural development | 27.7% |
| Education | 21.8% |
| Equality of opportunity | 18.6% |
| Domestic private sector development | 18.6% |
| Anti-corruption | 18.1% |
| Governance | 16.5% |
| Job creation/employment | 16.5% |
| Poverty reduction | 15.4% |
| Law and justice | 13.8% |
| Rural development | 11.2% |
| Trade and exports | 10.1% |
| Basic infrastructure | 9.0% |
| Health | 8.0% |
| Public sector reform | 7.4% |
| Natural resource management | 6.9% |
| Foreign direct investment | 5.9% |
| Public financial management | 5.9% |
| Information and communications technology | 4.8% |
| Environmental sustainability | 4.3% |
| Transport | 4.3% |
| Water and sanitation | 3.7% |
| Urban development | 3.2% |
| Energy | 2.7% |
| Food security | 2.7% |
| Social protection | 2.7% |
| Climate change | 2.1% |
| Regulatory framework | 2.1% |
| Monitoring and evaluation | 1.6% |
| Gender | 0.5% |
| Communicable/non-communicable diseases | 0.0% |

D. The World Bank's Knowledge (continued)

| How effective do you believe the World Bank's knowledge and research are at ... in Armenia? (1-Not effective at all, 10-Very effective) | Level of Effectiveness | | |
|--|------------------------|------|------|
| | N | Mean | SD |
| 3. Raising your awareness of the particular topic | 161 | 7.12 | 2.08 |
| 4. Stimulating public debate/dialogue | 137 | 6.20 | 2.15 |
| 5. Enhancing your knowledge and/or skills | 165 | 7.13 | 2.13 |
| 6. Contributing to good policy making | 152 | 7.06 | 2.11 |
| 7. Providing support for program implementation | 167 | 7.86 | 1.70 |

| To what extent do you believe that the World Bank's knowledge and research ... Armenia? (1-To no degree at all, 10-To a very significant degree) | Degree | | |
|---|--------|------|------|
| | N | Mean | SD |
| 8. Are timely | 167 | 8.07 | 1.56 |
| 9. Include appropriate level of stakeholder involvement during preparation | 156 | 7.30 | 1.99 |
| 10. Are relevant to Armenia's development priorities | 154 | 7.42 | 1.83 |
| 11. Provide feasible recommendations | 162 | 7.46 | 1.71 |
| 12. Are accessible (well written and easy to understand) | 168 | 7.57 | 1.65 |
| 13. A source of relevant information on global good practices | 168 | 7.65 | 1.85 |
| 14. Are adequately disseminated | 154 | 6.75 | 2.28 |
| 15. Are appropriately translated | 150 | 7.61 | 1.90 |
| 16. Are adaptable to Armenia's specific development challenges and country circumstances | 162 | 7.52 | 1.69 |

| 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) | 181 | 7.48 | 1.80 |
| 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) | 175 | 8.19 | 1.43 |
| 19. To what extent do you believe that Armenia received value for money from the World Bank's products/services that were paid for on a fee for service basis? (1- To no degree at all, 10-To a very significant degree) | 122 | 7.51 | 1.77 |

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 | 156 | 7.91 | 1.77 |
| 2. The World Bank effectively monitors and evaluates the projects and programs it supports | 163 | 7.93 | 1.73 |
| 3. The World Bank's approvals and reviews are done in a timely fashion | 150 | 7.71 | 1.72 |
| 4. The World Bank's "Safeguard Policy" requirements are reasonable | 112 | 7.71 | 1.61 |
| 5. The World Bank imposes reasonable conditions on its lending | 142 | 7.68 | 1.64 |
| 6. Working with the World Bank increases Armenia's institutional capacity | 170 | 7.81 | 1.78 |
| 7. The World Bank ensures consistency and continuity through staff changes | 122 | 7.58 | 1.81 |
| 8. The World Bank's teams and visits are well coordinated | 146 | 8.21 | 1.57 |
| 9. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them | 112 | 7.74 | 1.83 |
| 10. The World Bank provides effective implementation support (i.e., supervision of projects) | 153 | 8.08 | 1.54 |

F. The Future Role of the World Bank in Armenia

| The Bank's Role | N | Mean | SD |
|---|-----|------|------|
| 1. How significant a role do you believe the Bank SHOULD play in Armenia's development in the near future, on a ten point scale? (1-Not a significant role at all, 10-Very significant role) | 180 | 8.26 | 1.74 |

| 2. Which of the following SHOULD the World Bank do to make itself of greater value in Armenia? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=184) |
|--|---|
| Reduce the complexity of obtaining World Bank financing | 30.4% |
| Offer more innovative knowledge services | 27.2% |
| Improve the quality of its experts as related to Armenia's specific challenges | 23.9% |
| Offer more innovative financial products | 22.8% |
| Ensure greater selectivity in its work | 17.9% |
| Improve the competitiveness of its financing compared to markets | 15.2% |
| Work faster | 15.2% |
| Focus primarily on advocacy issues | 12.0% |
| Provide more adequate data/knowledge/statistics/figures on Armenia's economy | 8.2% |
| Other | 6.5% |
| Increase availability of Fee-Based services | 4.9% |

G. Communication and Information Sharing

| 1. How do you get most of your information about economic and social development issues in Armenia? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=187) |
|--|--|
| Internet | 80.7% |
| Local television | 35.3% |
| Periodicals | 22.5% |
| Local newspapers | 16.6% |
| International television | 14.4% |
| Social media (Facebook, Twitter, Youtube) | 9.1% |
| Other | 4.8% |
| International newspapers | 3.7% |
| Blogs | 1.6% |
| Local radio | 1.1% |
| International radio | 1.1% |
| Mobile phones | 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=190) |
|--|--|
| World Bank website | 48.4% |
| World Bank seminars/workshops/conferences | 35.3% |
| e-Newsletters | 33.7% |
| Direct contact with World Bank (i.e., face to face meetings/discussions) | 33.2% |
| World Bank publications and other written materials | 27.9% |
| Social media (Facebook, Twitter, Youtube) | 7.9% |
| World Bank Public Information Center | 6.3% |
| Mobile phones | 2.1% |
| Instant messaging | 0.5% |
| Blogs | 0.5% |
| 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=172) |
|---|--|
| Yes | 34.9% |
| No | 65.1% |

| 4. Have you requested information from the World Bank on its activities in the past year? | Percentage of Respondents (N=172) |
|--|--|
| Yes | 25.6% |
| No | 74.4% |

| 5. Were you able to obtain this information? | Percentage of Respondents (N=41) |
|---|---|
| Yes | 90.2% |
| No | 9.8% |

| 6. Do you have access to the Internet? | Percentage of Respondents (N=168) |
|---|--|
| Yes | 96.4% |
| No | 3.6% |

G. Communication and Information Sharing (continued)

| 7. Do you use/have used the World Bank website? | Percentage of Respondents (N=178) |
|---|--------------------------------------|
| Yes | 81.5% |
| No | 18.5% |

| 8. Which do you primarily use? | Percentage of Respondents (N=150) |
|----------------------------------|--------------------------------------|
| The World Bank's country website | 57.3% |
| The World Bank's main website | 42.7% |

| 9. Do you use/have you used the World Bank's Public Information Centers (PICs) in Armenia? | Percentage of Respondents (N=180) |
|--|--------------------------------------|
| Yes | 18.3% |
| No | 55.6% |
| I don't know what PIC is | 26.1% |

| 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 | 119 | 6.60 | 2.56 |
| 11. The World Bank's PIC is a valuable source of information related to development in Armenia | 51 | 7.06 | 2.19 |
| 12. I find the World Bank websites easy to navigate | 137 | 7.37 | 1.93 |
| 13. I find the information on the World Bank's websites useful | 139 | 8.17 | 1.46 |
| 14. When I need information from the World Bank I know how to find it | 162 | 8.36 | 1.89 |
| 15. The World Bank is responsive to my information requests and inquiries | 132 | 8.25 | 1.78 |

H. Background Information

| 1. Which of the following best describes your current position? (Please mark only ONE response) | Percentage of Respondents (N=185) |
|--|--------------------------------------|
| Employee of a Ministry, Ministerial Department or Implementation Agency | 13.0% |
| Project Management Unit (PMU) overseeing implementation of project | 12.4% |
| Other | 10.8% |
| Office of Minister | 10.3% |
| NGO | 10.3% |
| Academia/Research institute/Think tank | 8.6% |
| Independent Government Institution (i.e., Regulatory Agency, Central Bank) | 8.1% |
| Office of the President, Prime Minister | 5.4% |
| Multilateral agency | 4.3% |
| Private sector organization | 3.8% |
| Office of Parliamentarian | 2.7% |
| Local Government office or staff | 2.7% |
| Financial sector/Private bank | 2.7% |
| Private foundation | 1.6% |
| Media | 1.1% |
| Consultant/Contractor working on World Bank supported project/program | 0.5% |
| Bilateral agency | 0.5% |
| Community Based Organization | 0.5% |
| Judiciary branch | 0.5% |

H. Background Information (continued)

| 2. Please identify the primary specialization of your work. (Please mark only ONE response) | Percentage of Respondents (N=184) |
|--|--|
| Education | 15.8% |
| Other | 13.6% |
| Governance | 10.9% |
| Agricultural development | 6.0% |
| Water and sanitation | 6.0% |
| Health | 4.9% |
| Public financial management | 4.9% |
| Information and communications technology | 3.8% |
| Public sector reform | 3.8% |
| Economic growth | 3.3% |
| Law and justice | 3.3% |
| Anti-corruption | 2.7% |
| Domestic private sector development | 2.7% |
| Environmental sustainability | 2.7% |
| Transport | 2.7% |
| Energy | 2.2% |
| Regulatory framework | 2.2% |
| Rural development | 1.6% |
| Social protection | 1.6% |
| Basic infrastructure | 1.1% |
| Equality of opportunity | 1.1% |
| Monitoring and evaluation | 1.1% |
| Foreign direct investment | 0.5% |
| Job creation/employment | 0.5% |
| Poverty reduction | 0.5% |
| Trade and exports | 0.5% |

| 3. Currently, do you professionally collaborate/work with the World Bank in your country? | Percentage of Respondents (N=186) |
|--|--|
| Yes | 83.9% |
| No | 16.1% |

| 4. Which of the following describes most of your exposure to the World Bank in Armenia? (Choose no more than TWO) | Percentage of Respondents (N=183) |
|--|--|
| Collaborate as part of my professional duties | 67.8% |
| Engage in World Bank related/sponsored events/activities | 40.4% |
| Use World Bank reports/data | 29.0% |
| Use World Bank website for information, data, research, etc. | 12.0% |
| Observer (i.e., follow in media, discuss in informal conversations, etc.) | 11.5% |

| 5. Which best represents your geographic location? | Percentage of Respondents (N=181) |
|---|--|
| Yerevan | 89.5% |
| Marz | 10.5% |

Appendix B: Responses to All Questions by Stakeholder Groups

A. General Issues facing Armenia

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

| Percentage of Respondents | Office of President/Prime Minister/Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | NGO/CBO/ Private Foundation | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---------------------------|---|--|--|--------------------------------|--|-----------------------------|------------------------------------|--|-------|
| The right direction | 92.9% | 82.6% | 57.1% | 44.4% | 63.6% | 40.9% | 86.7% | 56.3% | 79.3% |
| The wrong direction | 3.6% | 4.3% | 0.0% | 0.0% | 9.1% | 50.0% | 0.0% | 12.5% | 6.9% |
| Not sure | 3.6% | 13.0% | 42.9% | 55.6% | 27.3% | 9.1% | 13.3% | 31.3% | 13.8% |

*Significantly different between stakeholder groups

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

| 1st Most Important | Office of President/Prime Minister/Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | NGO/CBO/ Private Foundation | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---|---|--|--|--------------------------------|--|-----------------------------|------------------------------------|--|-------|
| Rural development | 4.0% | 0.0% | 0.0% | 0.0% | 0.0% | 8.7% | 0.0% | 0.0% | 7.4% |
| Education | 8.0% | 10.0% | 5.9% | 22.2% | 12.5% | 8.7% | 33.3% | 36.4% | 14.8% |
| Social protection | 0.0% | 5.0% | 5.9% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Transport | 0.0% | 0.0% | 5.9% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Poverty reduction | 20.0% | 10.0% | 11.8% | 22.2% | 12.5% | 0.0% | 6.7% | 0.0% | 18.5% |
| Public sector reform | 0.0% | 10.0% | 5.9% | 0.0% | 0.0% | 0.0% | 0.0% | 9.1% | 0.0% |
| Information and communications technology | 0.0% | 0.0% | 5.9% | 0.0% | 0.0% | 4.3% | 0.0% | 0.0% | 0.0% |
| Gender | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Domestic private sector development | 4.0% | 0.0% | 0.0% | 0.0% | 12.5% | 0.0% | 0.0% | 0.0% | 3.7% |
| Foreign direct investment | 0.0% | 5.0% | 5.9% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Water and sanitation | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Anti-corruption* | 4.0% | 0.0% | 11.8% | 11.1% | 0.0% | 43.5% | 26.7% | 0.0% | 11.1% |
| Monitoring and evaluation | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Public financial management | 4.0% | 5.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.7% |
| Job creation/employment | 8.0% | 15.0% | 0.0% | 11.1% | 12.5% | 8.7% | 0.0% | 9.1% | 7.4% |
| Governance | 4.0% | 5.0% | 5.9% | 11.1% | 0.0% | 0.0% | 6.7% | 9.1% | 7.4% |
| Urban development | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 9.1% | 0.0% |
| Environmental sustainability | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Equality of opportunity | 0.0% | 5.0% | 17.6% | 0.0% | 12.5% | 13.0% | 6.7% | 0.0% | 0.0% |
| Health | 8.0% | 0.0% | 0.0% | 11.1% | 0.0% | 0.0% | 0.0% | 0.0% | 3.7% |
| Energy | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Food security | 4.0% | 0.0% | 0.0% | 0.0% | 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% |
| Agricultural development | 8.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 7.4% |
| Trade and exports | 0.0% | 5.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Economic growth | 12.0% | 20.0% | 5.9% | 0.0% | 25.0% | 8.7% | 6.7% | 9.1% | 7.4% |
| Law and justice | 12.0% | 5.0% | 11.8% | 11.1% | 12.5% | 4.3% | 13.3% | 18.2% | 7.4% |
| Regulatory framework | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Communicable/non-communicable diseases | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Basic infrastructure | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Natural resource management | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

A. General Issues facing Armenia (continued)

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

| 2 nd Most Important | Office of President/Prime Minister/Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | NGO/CBO/ Private Foundation | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---|---|--|--|--------------------------------|--|-----------------------------|------------------------------------|--|-------|
| Rural development | 8.0% | 5.0% | 0.0% | 11.1% | 11.1% | 8.7% | 0.0% | 9.1% | 0.0% |
| Education | 8.0% | 10.0% | 5.9% | 22.2% | 0.0% | 13.0% | 6.7% | 18.2% | 14.8% |
| Social protection | 0.0% | 5.0% | 0.0% | 0.0% | 0.0% | 0.0% | 13.3% | 0.0% | 0.0% |
| Transport | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.7% |
| Poverty reduction | 8.0% | 10.0% | 17.6% | 11.1% | 11.1% | 0.0% | 6.7% | 0.0% | 7.4% |
| Public sector reform | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.7% |
| Information and communications technology | 4.0% | 0.0% | 0.0% | 0.0% | 0.0% | 8.7% | 0.0% | 0.0% | 0.0% |
| Gender | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Domestic private sector development | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 8.7% | 0.0% | 0.0% | 3.7% |
| Foreign direct investment | 0.0% | 0.0% | 0.0% | 0.0% | 11.1% | 0.0% | 6.7% | 0.0% | 0.0% |
| Water and sanitation | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Anti-corruption | 8.0% | 10.0% | 17.6% | 11.1% | 22.2% | 17.4% | 6.7% | 27.3% | 7.4% |
| Monitoring and evaluation | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Public financial management | 8.0% | 5.0% | 5.9% | 11.1% | 11.1% | 0.0% | 0.0% | 0.0% | 7.4% |
| Job creation/employment | 28.0% | 5.0% | 11.8% | 22.2% | 22.2% | 8.7% | 13.3% | 9.1% | 7.4% |
| Governance | 0.0% | 15.0% | 5.9% | 11.1% | 0.0% | 0.0% | 6.7% | 0.0% | 3.7% |
| Urban development | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Environmental sustainability | 4.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.3% | 0.0% | 0.0% | 0.0% |
| Equality of opportunity* | 4.0% | 0.0% | 0.0% | 0.0% | 11.1% | 13.0% | 0.0% | 27.3% | 3.7% |
| Health | 0.0% | 0.0% | 5.9% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.7% |
| Energy | 0.0% | 0.0% | 5.9% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Food security | 0.0% | 5.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Climate change | 4.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Agricultural development | 4.0% | 0.0% | 5.9% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 11.1% |
| Trade and exports | 4.0% | 5.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.7% |
| Economic growth | 8.0% | 15.0% | 17.6% | 0.0% | 0.0% | 0.0% | 13.3% | 0.0% | 3.7% |
| Law and justice | 0.0% | 10.0% | 0.0% | 0.0% | 0.0% | 13.0% | 26.7% | 9.1% | 14.8% |
| Regulatory framework | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Communicable/non-communicable diseases | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Basic infrastructure | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.3% | 0.0% | 0.0% | 0.0% |
| Natural resource management | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

A. General Issues facing Armenia (continued)

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

| 3 rd Most Important | Office of President/Prime Minister/Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | NGO/CBO/ Private Foundation | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---|---|--|--|--------------------------------|--|-----------------------------|------------------------------------|--|-------|
| Rural development | 7.4% | 5.0% | 11.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 14.8% |
| Education | 3.7% | 20.0% | 5.6% | 0.0% | 33.3% | 21.7% | 6.7% | 8.3% | 7.4% |
| Social protection | 3.7% | 5.0% | 16.7% | 11.1% | 0.0% | 0.0% | 6.7% | 0.0% | 3.7% |
| Transport | 3.7% | 0.0% | 0.0% | 11.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Poverty reduction | 7.4% | 0.0% | 0.0% | 0.0% | 0.0% | 13.0% | 6.7% | 8.3% | 3.7% |
| Public sector reform | 7.4% | 5.0% | 5.6% | 0.0% | 0.0% | 0.0% | 20.0% | 8.3% | 0.0% |
| Information and communications technology | 0.0% | 15.0% | 5.6% | 0.0% | 0.0% | 4.3% | 0.0% | 0.0% | 7.4% |
| Gender | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Domestic private sector development | 3.7% | 10.0% | 5.6% | 11.1% | 0.0% | 8.7% | 13.3% | 0.0% | 7.4% |
| Foreign direct investment | 0.0% | 0.0% | 5.6% | 0.0% | 0.0% | 0.0% | 6.7% | 0.0% | 3.7% |
| Water and sanitation | 0.0% | 5.0% | 5.6% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Anti-corruption | 14.8% | 5.0% | 0.0% | 22.2% | 11.1% | 4.3% | 6.7% | 16.7% | 7.4% |
| Monitoring and evaluation | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Public financial management | 3.7% | 0.0% | 5.6% | 0.0% | 0.0% | 0.0% | 6.7% | 0.0% | 3.7% |
| Job creation/employment | 7.4% | 5.0% | 11.1% | 0.0% | 11.1% | 13.0% | 6.7% | 25.0% | 11.1% |
| Governance | 3.7% | 0.0% | 5.6% | 22.2% | 11.1% | 4.3% | 0.0% | 0.0% | 7.4% |
| Urban development | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Environmental sustainability | 3.7% | 0.0% | 5.6% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.7% |
| Equality of opportunity | 0.0% | 10.0% | 5.6% | 0.0% | 0.0% | 0.0% | 13.3% | 8.3% | 0.0% |
| Health | 0.0% | 0.0% | 5.6% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Energy | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 8.3% | 0.0% |
| Food security | 0.0% | 0.0% | 5.6% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Climate change | 3.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Agricultural development | 3.7% | 0.0% | 0.0% | 0.0% | 0.0% | 4.3% | 0.0% | 0.0% | 3.7% |
| Trade and exports | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 8.3% | 0.0% |
| Economic growth | 11.1% | 5.0% | 0.0% | 22.2% | 11.1% | 4.3% | 0.0% | 0.0% | 7.4% |
| Law and justice* | 0.0% | 5.0% | 5.6% | 0.0% | 22.2% | 21.7% | 6.7% | 0.0% | 3.7% |
| Regulatory framework | 0.0% | 5.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 8.3% | 0.0% |
| Communicable/non-communicable diseases | 7.4% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Basic infrastructure | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Natural resource management | 3.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.7% |

*Significantly different between stakeholder groups

A. General Issues facing Armenia (continued)

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Armenia? (Choose no more than THREE)

| Percentage of Respondents (Responses Combined) | Office of President/Prime Minister/Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | NGO/CBO/ Private Foundation | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---|---|--|--|--------------------------------------|--|-----------------------------------|--|--|-------|
| Domestic private sector development | 20.7% | 33.3% | 29.2% | 33.3% | 45.5% | 30.4% | 33.3% | 25.0% | 39.4% |
| Foreign direct investment | 6.9% | 4.2% | 12.5% | 0.0% | 0.0% | 8.7% | 13.3% | 6.3% | 15.2% |
| Water and sanitation | 10.3% | 0.0% | 4.2% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 6.1% |
| Anti-corruption* | 13.8% | 20.8% | 16.7% | 22.2% | 9.1% | 52.2% | 13.3% | 31.3% | 27.3% |
| Monitoring and evaluation | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 6.7% | 0.0% | 3.0% |
| Public financial management | 6.9% | 16.7% | 8.3% | 11.1% | 36.4% | 4.3% | 6.7% | 12.5% | 6.1% |
| Job creation/employment | 62.1% | 66.7% | 58.3% | 55.6% | 36.4% | 47.8% | 46.7% | 56.3% | 54.5% |
| Rural development | 37.9% | 12.5% | 12.5% | 22.2% | 18.2% | 26.1% | 6.7% | 18.8% | 9.1% |
| Education* | 31.0% | 8.3% | 12.5% | 11.1% | 36.4% | 13.0% | 26.7% | 50.0% | 24.2% |
| Social protection | 6.9% | 20.8% | 4.2% | 44.4% | 18.2% | 17.4% | 13.3% | 6.3% | 12.1% |
| Transport | 3.4% | 0.0% | 12.5% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Public sector reform | 0.0% | 4.2% | 4.2% | 11.1% | 0.0% | 8.7% | 20.0% | 6.3% | 0.0% |
| Information and communications technology | 3.4% | 0.0% | 4.2% | 0.0% | 0.0% | 4.3% | 0.0% | 0.0% | 0.0% |
| Gender | 0.0% | 0.0% | 4.2% | 0.0% | 0.0% | 4.3% | 0.0% | 0.0% | 0.0% |
| Governance | 13.8% | 29.2% | 12.5% | 11.1% | 0.0% | 21.7% | 6.7% | 12.5% | 24.2% |
| Urban development | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.0% |
| Trade and exports | 0.0% | 0.0% | 0.0% | 0.0% | 9.1% | 0.0% | 0.0% | 6.3% | 6.1% |
| Economic growth | 37.9% | 41.7% | 29.2% | 44.4% | 45.5% | 8.7% | 40.0% | 12.5% | 18.2% |
| Law and justice* | 3.4% | 12.5% | 25.0% | 11.1% | 0.0% | 17.4% | 40.0% | 18.8% | 3.0% |
| Regulatory framework | 0.0% | 0.0% | 0.0% | 11.1% | 0.0% | 4.3% | 0.0% | 0.0% | 0.0% |
| Communicable/non-communicable diseases | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Basic infrastructure | 0.0% | 0.0% | 4.2% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.0% |
| Natural resource management | 6.9% | 0.0% | 8.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.0% |
| Environmental sustainability | 6.9% | 0.0% | 0.0% | 0.0% | 0.0% | 4.3% | 0.0% | 0.0% | 3.0% |
| Equality of opportunity | 10.3% | 8.3% | 8.3% | 0.0% | 9.1% | 21.7% | 13.3% | 31.3% | 15.2% |
| Health | 0.0% | 4.2% | 8.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.0% |
| Energy | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Food security | 3.4% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.0% |
| Climate change | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Agricultural development | 13.8% | 16.7% | 20.8% | 11.1% | 18.2% | 4.3% | 13.3% | 6.3% | 18.2% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses Combined) | Office of President/ Prime Minister/ Minister | | | Employee of Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/Consultant/ Contractor on Bank project | | | Bilateral/ Multilateral Agency | | | Private Sector/ Financial Sector/ Private Bank | | | NGO/CBO/ Private Foundation | | | Independent Government Institution | | | Academia/ Research institute/ Think tank | | | 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 | | | |
| Health | 0.0% | | | 4.2% | | | 8.3% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 3.0% | | |
| Energy | 3.4% | | | 8.3% | | | 0.0% | | | 0.0% | | | 0.0% | | | 4.3% | | | 0.0% | | | 6.3% | | | 9.1% | | | | | |
| Food security | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 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% | | | | | |
| Public sector reform | 6.9% | | | 4.2% | | | 4.2% | | | 11.1% | | | 0.0% | | | 4.3% | | | 13.3% | | | 12.5% | | | 3.0% | | | | | |
| Information and communications technology | 10.3% | | | 16.7% | | | 20.8% | | | 0.0% | | | 27.3% | | | 30.4% | | | 6.7% | | | 6.3% | | | 18.2% | | | | | |
| Trade and exports | 37.9% | | | 33.3% | | | 12.5% | | | 22.2% | | | 36.4% | | | 13.0% | | | 26.7% | | | 31.3% | | | 24.2% | | | | | |
| Law and justice | 17.2% | | | 16.7% | | | 20.8% | | | 33.3% | | | 27.3% | | | 13.0% | | | 20.0% | | | 25.0% | | | 15.2% | | | | | |
| Regulatory framework | 3.4% | | | 8.3% | | | 12.5% | | | 11.1% | | | 0.0% | | | 8.7% | | | 0.0% | | | 6.3% | | | 6.1% | | | | | |
| Communicable/non-communicable diseases | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | | | |
| Basic infrastructure | 17.2% | | | 8.3% | | | 8.3% | | | 11.1% | | | 9.1% | | | 0.0% | | | 6.7% | | | 0.0% | | | 6.1% | | | | | |
| Natural resource management | 10.3% | | | 4.2% | | | 8.3% | | | 0.0% | | | 0.0% | | | 13.0% | | | 0.0% | | | 18.8% | | | 12.1% | | | | | |
| Public financial management | 6.9% | | | 16.7% | | | 12.5% | | | 0.0% | | | 18.2% | | | 8.7% | | | 6.7% | | | 18.8% | | | 12.1% | | | | | |
| Job creation/employment | 37.9% | | | 20.8% | | | 29.2% | | | 33.3% | | | 27.3% | | | 8.7% | | | 13.3% | | | 12.5% | | | 24.2% | | | | | |
| Governance | 3.4% | | | 25.0% | | | 16.7% | | | 11.1% | | | 9.1% | | | 26.1% | | | 20.0% | | | 25.0% | | | 27.3% | | | | | |
| Urban development | 3.4% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | | | |
| Environmental sustainability | 6.9% | | | 4.2% | | | 0.0% | | | 0.0% | | | 0.0% | | | 4.3% | | | 0.0% | | | 0.0% | | | 0.0% | | | | | |
| Equality of opportunity* | 3.4% | | | 16.7% | | | 20.8% | | | 0.0% | | | 9.1% | | | 39.1% | | | 60.0% | | | 25.0% | | | 12.1% | | | | | |
| Rural development* | 27.6% | | | 4.2% | | | 4.2% | | | 0.0% | | | 9.1% | | | 4.3% | | | 0.0% | | | 0.0% | | | 15.2% | | | | | |
| Education | 17.2% | | | 4.2% | | | 20.8% | | | 11.1% | | | 9.1% | | | 13.0% | | | 0.0% | | | 31.3% | | | 6.1% | | | | | |
| Social protection | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 6.3% | | | 3.0% | | | | | |
| Transport | 6.9% | | | 0.0% | | | 4.2% | | | 0.0% | | | 0.0% | | | 4.3% | | | 0.0% | | | 0.0% | | | 0.0% | | | | | |
| Agricultural development | 31.0% | | | 25.0% | | | 16.7% | | | 33.3% | | | 36.4% | | | 8.7% | | | 20.0% | | | 12.5% | | | 33.3% | | | | | |
| Gender | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | | | |
| Domestic private sector development | 24.1% | | | 37.5% | | | 25.0% | | | 44.4% | | | 36.4% | | | 30.4% | | | 40.0% | | | 18.8% | | | 24.2% | | | | | |
| Foreign direct investment | 20.7% | | | 20.8% | | | 25.0% | | | 33.3% | | | 27.3% | | | 17.4% | | | 46.7% | | | 12.5% | | | 15.2% | | | | | |
| Water and sanitation | 0.0% | | | 0.0% | | | 8.3% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 9.1% | | | | | |
| Anti-corruption* | 3.4% | | | 20.8% | | | 12.5% | | | 33.3% | | | 9.1% | | | 47.8% | | | 20.0% | | | 31.3% | | | 21.2% | | | | | |
| Monitoring and evaluation | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | 0.0% | | | | | |

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|------|------|--|------|------|--|------|------|-----------------------------------|------|------|---|------|------|---------------------------------|------|------|---------------------------------------|------|------|---|------|------|-------|------|------|---|------|----|--|--|--|
| | Office of President/ Prime Minister/ Minister | | | Employee of Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant on Bank supported project | | | Bilateral/ Multilateral agency | | | Private sector/ Financial sector/ Private bank | | | NGO/ CBO/ Private foundation | | | Independent Government Institution | | | Academia/ Research institute/ Think tank | | | 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 Armenia?* | 29 | 8.52 | 1.68 | 24 | 7.88 | 1.51 | 24 | 8.79 | 1.59 | 9 | 6.44 | 2.13 | 12 | 7.75 | 2.01 | 23 | 7.87 | 1.42 | 15 | 8.07 | 1.28 | 16 | 7.00 | 2.00 | 33 | 6.64 | 2.00 | | | | | | |

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between stakeholder groups

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|------|------|--|------|------|--|------|------|-----------------------------------|------|------|---|------|------|---------------------------------|------|------|---------------------------------------|------|------|---|------|------|-------|------|------|---|------|----|--|--|--|
| | Office of President/ Prime Minister/ Minister | | | Employee of Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant on Bank supported project | | | Bilateral/ Multilateral agency | | | Private sector/ Financial sector/ Private bank | | | NGO/ CBO/ Private foundation | | | Independent Government Institution | | | Academia/ Research institute/ Think tank | | | 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, please rate your impression of the World Bank's effectiveness in Armenia.* | 28 | 8.57 | 1.32 | 21 | 8.00 | 1.38 | 23 | 7.87 | 2.12 | 8 | 6.00 | 1.85 | 10 | 7.60 | 1.96 | 23 | 6.61 | 1.88 | 15 | 8.20 | 0.86 | 14 | 7.64 | 2.24 | 30 | 7.27 | 1.72 | | | | | | |

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

B. Overall Attitudes toward the World Bank (continued)

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------|------|--|------|------|--|------|------|-----------------------------------|------|------|---|------|------|---------------------------------|------|------|---------------------------------------|------|------|---|------|------|-------|------|------|
| | Office of President/ Prime Minister/ Minister | | | Employee of Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant on Bank supported project | | | Bilateral/ Multilateral agency | | | Private sector/ Financial sector/ Private bank | | | NGO/ CBO/ Private foundation | | | Independent Government Institution | | | Academia/ Research institute/ Think tank | | | 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 |
| To what extent do you believe the World Bank's staff is well prepared to help Armenia solve its most complicated development challenges? | 28 | 8.86 | 1.08 | 18 | 8.50 | 0.99 | 24 | 8.04 | 1.85 | 4 | 7.25 | 2.50 | 8 | 8.63 | 1.06 | 23 | 8.04 | 1.58 | 14 | 8.21 | 1.19 | 14 | 8.43 | 1.65 | 28 | 7.86 | 1.74 |

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

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

| Percentage of Respondents (Responses Combined) | Office of President/Prime Minister/Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | NGO/CBO/ Private Foundation | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---|---|--|--|--------------------------------------|--|-----------------------------------|--|--|-------|
| Equality of opportunity | 3.4% | 8.3% | 17.4% | 0.0% | 16.7% | 26.1% | 6.7% | 18.8% | 12.1% |
| Health | 13.8% | 12.5% | 13.0% | 0.0% | 16.7% | 0.0% | 0.0% | 18.8% | 18.2% |
| Energy* | 3.4% | 0.0% | 4.3% | 33.3% | 16.7% | 8.7% | 0.0% | 6.3% | 3.0% |
| Food security | 0.0% | 4.2% | 4.3% | 0.0% | 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% |
| Agricultural development | 31.0% | 12.5% | 21.7% | 0.0% | 25.0% | 17.4% | 20.0% | 0.0% | 36.4% |
| Trade and exports | 10.3% | 8.3% | 0.0% | 0.0% | 25.0% | 0.0% | 20.0% | 0.0% | 9.1% |
| Economic growth | 31.0% | 33.3% | 13.0% | 22.2% | 16.7% | 17.4% | 13.3% | 25.0% | 27.3% |
| Law and justice | 10.3% | 4.2% | 13.0% | 11.1% | 33.3% | 17.4% | 26.7% | 18.8% | 9.1% |
| Regulatory framework | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 8.7% | 6.7% | 6.3% | 0.0% |
| Communicable/non-communicable diseases | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Basic infrastructure* | 31.0% | 25.0% | 4.3% | 33.3% | 16.7% | 13.0% | 26.7% | 0.0% | 9.1% |
| Natural resource management | 10.3% | 0.0% | 13.0% | 11.1% | 0.0% | 8.7% | 0.0% | 6.3% | 3.0% |
| Rural development | 24.1% | 20.8% | 21.7% | 22.2% | 16.7% | 8.7% | 13.3% | 12.5% | 24.2% |
| Education | 20.7% | 20.8% | 21.7% | 11.1% | 16.7% | 26.1% | 26.7% | 50.0% | 21.2% |
| Social protection | 0.0% | 4.2% | 4.3% | 11.1% | 0.0% | 0.0% | 6.7% | 0.0% | 0.0% |
| Transport | 3.4% | 12.5% | 13.0% | 11.1% | 8.3% | 0.0% | 0.0% | 0.0% | 12.1% |
| Poverty reduction | 20.7% | 16.7% | 21.7% | 33.3% | 8.3% | 26.1% | 20.0% | 12.5% | 21.2% |
| Public sector reform | 10.3% | 16.7% | 17.4% | 11.1% | 16.7% | 4.3% | 33.3% | 12.5% | 12.1% |
| Information and communications technology | 10.3% | 12.5% | 13.0% | 0.0% | 0.0% | 21.7% | 6.7% | 6.3% | 6.1% |
| Gender | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Domestic private sector development | 17.2% | 12.5% | 4.3% | 33.3% | 8.3% | 26.1% | 20.0% | 12.5% | 6.1% |
| Foreign direct investment | 3.4% | 4.2% | 4.3% | 0.0% | 8.3% | 0.0% | 6.7% | 12.5% | 0.0% |
| Water and sanitation | 0.0% | 8.3% | 17.4% | 0.0% | 0.0% | 0.0% | 0.0% | 6.3% | 12.1% |
| Anti-corruption | 3.4% | 12.5% | 17.4% | 0.0% | 25.0% | 34.8% | 13.3% | 18.8% | 15.2% |
| Monitoring and evaluation | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 6.7% | 0.0% | 0.0% |
| Public financial management | 6.9% | 8.3% | 8.7% | 11.1% | 0.0% | 4.3% | 6.7% | 6.3% | 6.1% |
| Job creation/employment | 13.8% | 16.7% | 8.7% | 11.1% | 0.0% | 8.7% | 6.7% | 37.5% | 15.2% |
| Governance | 10.3% | 20.8% | 8.7% | 22.2% | 16.7% | 13.0% | 13.3% | 12.5% | 12.1% |
| Urban development | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.3% | 0.0% | 0.0% | 3.0% |
| Environmental sustainability | 10.3% | 4.2% | 0.0% | 0.0% | 0.0% | 4.3% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

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 Armenia?

| Greatest Value | Office of President/Prime Minister/Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | NGO/CBO/ Private Foundation | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|--|---|--|--|--------------------------------|--|-----------------------------|------------------------------------|--|-------|
| Financial resources | 50.0% | 71.4% | 78.9% | 66.7% | 50.0% | 59.1% | 71.4% | 50.0% | 56.0% |
| Mobilizing third party financial resources | 7.7% | 4.8% | 0.0% | 0.0% | 10.0% | 4.5% | 7.1% | 7.1% | 8.0% |
| Technical assistance | 23.1% | 4.8% | 5.3% | 11.1% | 10.0% | 13.6% | 14.3% | 14.3% | 16.0% |
| Policy advice | 7.7% | 0.0% | 0.0% | 0.0% | 20.0% | 4.5% | 0.0% | 14.3% | 4.0% |
| Donor coordination | 11.5% | 4.8% | 0.0% | 0.0% | 0.0% | 4.5% | 0.0% | 0.0% | 8.0% |
| Data | 0.0% | 4.8% | 5.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Training/capacity building | 0.0% | 9.5% | 5.3% | 11.1% | 10.0% | 4.5% | 7.1% | 7.1% | 8.0% |
| Studies/analyses | 0.0% | 0.0% | 0.0% | 11.1% | 0.0% | 9.1% | 0.0% | 7.1% | 0.0% |
| Convening/facilitating | 0.0% | 0.0% | 5.3% | 0.0% | 0.0% | 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% |

| 2nd Greatest Value | Office of President/Prime Minister/Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | NGO/CBO/ Private Foundation | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|--|---|--|--|--------------------------------|--|-----------------------------|------------------------------------|--|-------|
| Financial resources | 15.4% | 0.0% | 0.0% | 11.1% | 40.0% | 13.6% | 14.3% | 7.7% | 7.7% |
| Mobilizing third party financial resources | 15.4% | 14.3% | 16.7% | 11.1% | 10.0% | 9.1% | 0.0% | 7.7% | 11.5% |
| Technical assistance* | 7.7% | 19.0% | 44.4% | 22.2% | 20.0% | 13.6% | 42.9% | 0.0% | 34.6% |
| Policy advice | 19.2% | 4.8% | 0.0% | 11.1% | 0.0% | 4.5% | 14.3% | 15.4% | 3.8% |
| Donor coordination | 7.7% | 9.5% | 11.1% | 0.0% | 0.0% | 0.0% | 0.0% | 7.7% | 7.7% |
| Data | 3.8% | 0.0% | 0.0% | 0.0% | 0.0% | 9.1% | 0.0% | 7.7% | 0.0% |
| Training/capacity building | 19.2% | 28.6% | 16.7% | 11.1% | 10.0% | 27.3% | 14.3% | 38.5% | 15.4% |
| Studies/analyses | 11.5% | 14.3% | 11.1% | 33.3% | 10.0% | 22.7% | 14.3% | 15.4% | 19.2% |
| Convening/facilitating | 0.0% | 9.5% | 0.0% | 0.0% | 10.0% | 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% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses Combined) | Office of President/Prime Minister/Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | NGO/CBO/ Private Foundation | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|--|---|--|--|--------------------------------|--|-----------------------------|------------------------------------|--|-------|
| Imposing technocratic solutions without regard to political realities | 14.8% | 0.0% | 8.3% | 22.2% | 0.0% | 14.3% | 7.7% | 0.0% | 13.3% |
| Not exploring alternative policy options | 14.8% | 12.5% | 0.0% | 11.1% | 0.0% | 23.8% | 7.7% | 6.7% | 16.7% |
| Too bureaucratic in its operational policies and procedures* | 48.1% | 29.2% | 33.3% | 0.0% | 10.0% | 14.3% | 46.2% | 13.3% | 20.0% |
| Staff too inaccessible | 3.7% | 0.0% | 0.0% | 11.1% | 0.0% | 0.0% | 0.0% | 0.0% | 3.3% |
| Arrogant in its approach* | 0.0% | 0.0% | 0.0% | 22.2% | 0.0% | 0.0% | 0.0% | 0.0% | 3.3% |
| Not client focused | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.8% | 0.0% | 0.0% | 0.0% |
| The credibility of its knowledge/data | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Not willing to honestly criticize policies and reform efforts in the country | 14.8% | 12.5% | 16.7% | 22.2% | 30.0% | 47.6% | 15.4% | 40.0% | 23.3% |
| Not enough public disclosure of its work | 11.1% | 12.5% | 4.2% | 33.3% | 20.0% | 9.5% | 7.7% | 26.7% | 23.3% |
| World Bank processes too slow and complex | 33.3% | 29.2% | 29.2% | 22.2% | 40.0% | 9.5% | 38.5% | 20.0% | 36.7% |
| Not aligned with country priorities | 3.7% | 12.5% | 16.7% | 11.1% | 10.0% | 9.5% | 16.7% | 10.0% | 16.7% |
| Not aligned with other donors' work* | 0.0% | 20.8% | 0.0% | 11.1% | 20.0% | 0.0% | 0.0% | 0.0% | 3.3% |
| Not collaborating enough with non-state actors | 11.1% | 16.7% | 12.5% | 0.0% | 20.0% | 23.8% | 23.1% | 20.0% | 6.7% |
| Not adequately sensitive to political/social realities in Armenia | 7.4% | 20.8% | 29.2% | 0.0% | 0.0% | 14.3% | 23.1% | 26.7% | 10.0% |
| Other | 3.7% | 4.2% | 16.7% | 11.1% | 0.0% | 19.0% | 7.7% | 13.3% | 6.7% |

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)**Which World Bank instruments do you believe are the MOST effective in reducing poverty in Armenia? (Choose no more than TWO)**

| Percentage of Respondents (Responses Combined) | Office of President/Prime Minister/Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | NGO/CBO/ Private Foundation | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|--|---|--|--|--------------------------------|--|-----------------------------|------------------------------------|--|-------|
| Investment lending* | 71.4% | 54.2% | 87.5% | 44.4% | 75.0% | 47.8% | 46.7% | 40.0% | 75.0% |
| Capacity development | 25.0% | 33.3% | 45.8% | 22.2% | 41.7% | 34.8% | 46.7% | 46.7% | 31.3% |
| Policy based lending/ budget support to the Government | 39.3% | 33.3% | 16.7% | 33.3% | 33.3% | 13.0% | 46.7% | 20.0% | 31.3% |
| Knowledge products/services | 10.7% | 16.7% | 4.2% | 11.1% | 8.3% | 34.8% | 6.7% | 13.3% | 9.4% |
| Technical assistance* | 28.6% | 16.7% | 8.3% | 33.3% | 25.0% | 26.1% | 40.0% | 53.3% | 12.5% |
| Trust Fund management | 0.0% | 4.2% | 8.3% | 0.0% | 0.0% | 4.3% | 0.0% | 0.0% | 3.1% |
| Other | 3.6% | 4.2% | 0.0% | 0.0% | 0.0% | 4.3% | 0.0% | 0.0% | 0.0% |
| Don't know | 3.6% | 8.3% | 8.3% | 11.1% | 0.0% | 17.4% | 0.0% | 13.3% | 18.8% |

*Significantly different between stakeholder groups

Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Armenia? (Choose no more than TWO)

| Percentage of Respondents (Responses Combined) | Office of President/Prime Minister/Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | NGO/CBO/ Private Foundation | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---|---|--|--|--------------------------------|--|-----------------------------|------------------------------------|--|-------|
| Investment lending | 7.4% | 0.0% | 4.2% | 22.2% | 0.0% | 8.7% | 14.3% | 12.5% | 3.2% |
| Capacity development | 7.4% | 25.0% | 0.0% | 33.3% | 16.7% | 8.7% | 7.1% | 6.3% | 16.1% |
| Policy based lending/ budget support to the Government* | 22.2% | 8.3% | 29.2% | 22.2% | 33.3% | 47.8% | 7.1% | 62.5% | 12.9% |
| Knowledge products/services | 18.5% | 33.3% | 33.3% | 33.3% | 16.7% | 13.0% | 28.6% | 31.3% | 38.7% |
| Technical assistance* | 14.8% | 20.8% | 37.5% | 22.2% | 8.3% | 26.1% | 14.3% | 0.0% | 41.9% |
| Trust Fund management | 29.6% | 16.7% | 4.2% | 33.3% | 33.3% | 26.1% | 35.7% | 25.0% | 19.4% |
| Other | 3.7% | 0.0% | 0.0% | 0.0% | 8.3% | 4.3% | 0.0% | 6.3% | 0.0% |
| Don't know | 37.0% | 37.5% | 37.5% | 0.0% | 33.3% | 30.4% | 42.9% | 18.8% | 38.7% |

*Significantly different between stakeholder groups

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank 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/Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | NGO/CBO/ Private Foundation | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|--|---|--|--|--------------------------------|--|-----------------------------|------------------------------------|--|-------|
| NGOs* | 17.2% | 12.5% | 8.3% | 11.1% | 16.7% | 73.9% | 26.7% | 31.3% | 21.2% |
| Local Government | 44.8% | 45.8% | 29.2% | 11.1% | 16.7% | 17.4% | 40.0% | 37.5% | 48.5% |
| Beneficiaries* | 34.5% | 37.5% | 37.5% | 0.0% | 8.3% | 4.3% | 26.7% | 12.5% | 24.2% |
| Private sector | 51.7% | 29.2% | 50.0% | 44.4% | 83.3% | 47.8% | 60.0% | 31.3% | 42.4% |
| Community Based Organizations (CBOs) | 3.4% | 20.8% | 16.7% | 22.2% | 0.0% | 4.3% | 0.0% | 12.5% | 18.2% |
| Donor community | 6.9% | 4.2% | 8.3% | 22.2% | 0.0% | 8.7% | 0.0% | 0.0% | 12.1% |
| Foundations | 3.4% | 0.0% | 4.2% | 11.1% | 8.3% | 21.7% | 0.0% | 6.3% | 3.0% |
| Academia/think tanks/research institutes* | 31.0% | 25.0% | 25.0% | 11.1% | 33.3% | 13.0% | 33.3% | 68.8% | 18.2% |
| Parliament | 3.4% | 4.2% | 4.2% | 11.1% | 0.0% | 0.0% | 6.7% | 0.0% | 6.1% |
| Media | 0.0% | 12.5% | 4.2% | 11.1% | 8.3% | 4.3% | 0.0% | 0.0% | 3.0% |
| Other | 0.0% | 0.0% | 4.2% | 11.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

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

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|------|------|--|------|------|--|------|------|-----------------------------------|------|------|---|------|------|---------------------------------|------|------|---------------------------------------|------|------|---|------|------|-------|------|------|
| | Office of President/ Prime Minister/ Minister | | | Employee of Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant on Bank supported project | | | Bilateral/ Multilateral agency | | | Private sector/ Financial sector/ Private bank | | | NGO/ CBO/ Private foundation | | | Independent Government Institution | | | Academia/ Research institute/ Think tank | | | 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 |
| Overall the World Bank currently plays a relevant role in development in Armenia* | 29 | 8.52 | 1.12 | 24 | 7.54 | 1.35 | 24 | 7.96 | 2.24 | 8 | 6.88 | 2.23 | 10 | 7.60 | 2.17 | 23 | 6.48 | 2.02 | 15 | 8.27 | 1.53 | 15 | 7.53 | 2.00 | 28 | 7.21 | 2.10 |
| The World Bank's work is aligned with what I consider the development priorities for Armenia* | 28 | 8.64 | 1.25 | 24 | 6.92 | 1.47 | 23 | 7.09 | 2.57 | 9 | 6.89 | 2.32 | 12 | 7.42 | 1.88 | 23 | 6.74 | 2.24 | 15 | 8.00 | 1.46 | 14 | 6.93 | 1.59 | 27 | 7.30 | 1.96 |
| The World Bank supports programs and strategies that are realistic for Armenia* | 29 | 8.55 | 1.38 | 24 | 7.46 | 1.47 | 24 | 7.50 | 2.50 | 9 | 6.11 | 2.15 | 11 | 7.36 | 1.86 | 22 | 6.91 | 1.93 | 15 | 8.33 | 1.45 | 14 | 7.50 | 1.61 | 28 | 7.46 | 1.82 |
| The World Bank treats clients and stakeholders in Armenia with respect | 29 | 9.07 | 1.25 | 22 | 8.73 | 1.03 | 24 | 8.79 | 1.69 | 8 | 7.88 | 2.17 | 12 | 8.25 | 1.71 | 23 | 8.26 | 1.94 | 15 | 9.07 | 0.96 | 15 | 8.33 | 1.88 | 27 | 8.22 | 1.72 |

*Significantly different between stakeholder groups

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

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|------|------|--|------|------|--|------|------|-----------------------------------|------|------|---|------|------|---------------------------------|------|------|---------------------------------------|------|------|---|------|------|-------|------|------|
| | Office of President/ Prime Minister/ Minister | | | Employee of Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant on Bank supported project | | | Bilateral/ Multilateral agency | | | Private sector/ Financial sector/ Private bank | | | NGO/ CBO/ Private foundation | | | Independent Government Institution | | | Academia/ Research institute/ Think tank | | | 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 |
| Responsiveness* | 28 | 7.57 | 1.71 | 23 | 6.00 | 2.04 | 21 | 7.48 | 2.36 | 9 | 5.89 | 2.03 | 10 | 6.00 | 2.58 | 22 | 6.18 | 1.79 | 13 | 6.46 | 2.03 | 12 | 6.83 | 2.33 | 27 | 5.41 | 2.37 |
| Flexibility (in terms of the World Bank's products and services)* | 27 | 7.96 | 1.26 | 22 | 6.41 | 2.04 | 21 | 7.05 | 2.27 | 7 | 5.43 | 1.27 | 8 | 6.75 | 2.38 | 23 | 6.00 | 2.15 | 13 | 6.85 | 1.82 | 10 | 7.40 | 1.65 | 25 | 5.76 | 2.15 |
| Flexibility (in terms of changing country circumstances)* | 26 | 7.62 | 1.79 | 22 | 5.82 | 1.92 | 21 | 6.52 | 1.89 | 6 | 5.50 | 1.87 | 9 | 5.67 | 1.94 | 22 | 6.27 | 2.10 | 12 | 6.50 | 1.73 | 10 | 7.20 | 2.20 | 27 | 5.74 | 2.44 |
| Being inclusive* | 22 | 8.00 | 1.48 | 22 | 6.59 | 1.62 | 17 | 6.82 | 1.98 | 5 | 5.20 | 2.05 | 7 | 6.86 | 1.21 | 19 | 6.16 | 2.43 | 12 | 7.08 | 1.44 | 10 | 6.90 | 1.85 | 22 | 5.86 | 2.17 |
| Openness (sharing data and other information)* | 27 | 8.81 | 1.39 | 24 | 7.42 | 1.77 | 22 | 7.95 | 1.56 | 9 | 6.44 | 1.88 | 10 | 8.40 | 1.17 | 23 | 6.87 | 2.44 | 14 | 8.14 | 1.46 | 13 | 7.62 | 1.89 | 27 | 6.93 | 2.15 |
| Staff accessibility* | 27 | 8.63 | 1.15 | 22 | 7.68 | 1.76 | 23 | 8.13 | 1.87 | 9 | 5.67 | 1.58 | 10 | 8.60 | 0.97 | 22 | 8.18 | 2.08 | 14 | 8.57 | 1.09 | 11 | 8.00 | 2.37 | 26 | 7.27 | 2.03 |
| Straightforwardness and honesty* | 27 | 8.93 | 1.07 | 23 | 8.61 | 1.23 | 21 | 7.95 | 2.04 | 8 | 7.25 | 2.25 | 10 | 8.00 | 2.26 | 19 | 7.53 | 1.95 | 14 | 8.86 | 0.95 | 11 | 7.55 | 2.70 | 25 | 7.48 | 2.26 |
| Collaboration with groups outside of the Government* | 23 | 8.61 | 0.99 | 18 | 7.22 | 1.73 | 14 | 7.36 | 2.17 | 5 | 4.80 | 2.05 | 10 | 7.00 | 1.76 | 20 | 6.05 | 2.52 | 9 | 7.44 | 1.67 | 9 | 6.44 | 2.19 | 18 | 6.67 | 2.68 |
| Collaboration with the Government | 28 | 9.14 | 0.89 | 23 | 8.52 | 0.90 | 19 | 8.00 | 2.47 | 7 | 8.00 | 1.15 | 9 | 8.56 | 0.73 | 21 | 8.95 | 0.86 | 15 | 8.87 | 1.06 | 11 | 8.73 | 1.35 | 23 | 8.22 | 1.31 |
| Collaboration with other donors* | 25 | 8.44 | 1.56 | 19 | 7.47 | 1.12 | 12 | 7.50 | 1.78 | 9 | 5.89 | 2.26 | 8 | 7.50 | 1.60 | 13 | 7.54 | 2.15 | 11 | 8.09 | 1.45 | 7 | 8.00 | 1.53 | 16 | 6.69 | 2.12 |
| Follow through over time | 26 | 8.58 | 1.72 | 23 | 8.13 | 1.71 | 21 | 8.05 | 1.91 | 7 | 7.14 | 1.86 | 8 | 7.63 | 2.39 | 19 | 6.63 | 2.54 | 12 | 7.67 | 1.44 | 13 | 8.54 | 1.66 | 21 | 7.57 | 2.23 |

*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses Combined) | Office of President/Prime Minister/Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | NGO/CBO/ Private Foundation | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---|---|--|--|--------------------------------------|--|-----------------------------------|--|--|-------|
| The World Bank works too slowly | 7.4% | 13.0% | 21.7% | 0.0% | 10.0% | 17.4% | 30.8% | 15.4% | 20.7% |
| The Government works inefficiently* | 18.5% | 4.3% | 8.7% | 37.5% | 20.0% | 47.8% | 23.1% | 30.8% | 17.2% |
| There is not an adequate level of citizen/civil society participation | 29.6% | 34.8% | 34.8% | 12.5% | 30.0% | 26.1% | 23.1% | 53.8% | 27.6% |
| Poor donor coordination | 25.9% | 30.4% | 26.1% | 0.0% | 20.0% | 4.3% | 0.0% | 15.4% | 27.6% |
| The World Bank does not do adequate follow through/follow-up | 7.4% | 4.3% | 0.0% | 0.0% | 10.0% | 4.3% | 7.7% | 0.0% | 13.8% |
| Lack of/inadequate levels of capacity in Government | 25.9% | 13.0% | 13.0% | 50.0% | 20.0% | 21.7% | 7.7% | 15.4% | 13.8% |
| Political pressures and obstacles* | 0.0% | 4.3% | 13.0% | 25.0% | 40.0% | 17.4% | 7.7% | 7.7% | 6.9% |
| Reforms are not well thought out in light of country challenges | 18.5% | 43.5% | 52.2% | 50.0% | 10.0% | 30.4% | 30.8% | 38.5% | 27.6% |
| The World Bank is not sensitive enough to political/social realities on the ground | 18.5% | 17.4% | 13.0% | 12.5% | 20.0% | 13.0% | 30.8% | 7.7% | 27.6% |
| Other | 14.8% | 0.0% | 4.3% | 0.0% | 0.0% | 13.0% | 7.7% | 0.0% | 3.4% |

*Significantly different between stakeholder groups

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 Armenia, on a ten point scale? (1-Not effective at all, 10-Very effective)

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------|------|--|------|------|--|------|------|-----------------------------------|------|------|---|------|------|---------------------------------|------|------|---------------------------------------|------|------|---|------|------|-------|------|------|
| | Office of President/ Prime Minister/ Minister | | | Employee of Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant on Bank supported project | | | Bilateral/ Multilateral agency | | | Private sector/ Financial sector/ Private bank | | | NGO/ CBO/ Private foundation | | | Independent Government Institution | | | Academia/ Research institute/ Think tank | | | 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 |
| Governance* | 25 | 7.40 | 1.15 | 21 | 6.00 | 1.73 | 17 | 6.82 | 1.94 | 7 | 5.29 | 1.98 | 9 | 5.78 | 1.92 | 22 | 5.41 | 2.26 | 11 | 7.27 | 1.35 | 11 | 5.73 | 2.53 | 19 | 6.00 | 2.03 |
| Urban development | 20 | 6.65 | 1.14 | 17 | 5.29 | 1.96 | 15 | 6.07 | 2.37 | 4 | 3.75 | 1.26 | 7 | 6.14 | 2.79 | 16 | 5.63 | 1.96 | 7 | 5.86 | 2.41 | 9 | 6.56 | 2.46 | 18 | 5.50 | 1.98 |
| Environmental sustainability | 20 | 7.10 | 2.22 | 17 | 5.88 | 1.80 | 18 | 6.28 | 1.99 | 4 | 5.00 | 2.16 | 8 | 5.50 | 2.67 | 19 | 4.89 | 2.42 | 8 | 6.50 | 2.14 | 10 | 5.10 | 2.77 | 18 | 5.17 | 2.28 |
| Equality of opportunity* | 22 | 7.73 | 1.42 | 17 | 5.82 | 2.16 | 17 | 6.71 | 2.52 | 6 | 3.67 | 1.75 | 9 | 5.56 | 2.70 | 22 | 5.05 | 2.26 | 12 | 6.25 | 2.26 | 9 | 5.56 | 3.05 | 19 | 5.37 | 2.34 |
| Health* | 24 | 8.13 | 1.92 | 18 | 6.78 | 1.59 | 20 | 7.75 | 1.65 | 7 | 5.86 | 2.97 | 6 | 6.67 | 1.86 | 18 | 6.11 | 2.05 | 9 | 7.89 | 1.76 | 10 | 6.40 | 1.71 | 18 | 7.17 | 1.69 |
| Energy* | 22 | 8.45 | 1.30 | 17 | 6.71 | 1.79 | 20 | 7.55 | 2.04 | 4 | 6.25 | 3.86 | 7 | 7.14 | 2.27 | 16 | 6.63 | 1.67 | 10 | 8.30 | 1.42 | 8 | 6.13 | 2.90 | 17 | 6.76 | 1.99 |
| Food security | 18 | 7.50 | 1.76 | 13 | 6.62 | 1.56 | 13 | 6.31 | 2.14 | 1 | 3.00 | | 6 | 5.17 | 2.64 | 11 | 5.73 | 2.15 | 7 | 6.71 | 1.98 | 10 | 5.60 | 2.17 | 18 | 6.50 | 1.65 |
| Climate change* | 17 | 7.35 | 2.06 | 14 | 5.71 | 1.82 | 10 | 5.40 | 2.07 | 3 | 2.33 | 2.31 | 5 | 4.40 | 3.21 | 11 | 5.09 | 2.34 | 7 | 6.86 | 2.27 | 8 | 4.00 | 2.14 | 15 | 5.93 | 2.31 |
| Agricultural development* | 26 | 8.00 | 1.98 | 18 | 6.94 | 1.26 | 18 | 7.06 | 2.29 | 6 | 6.50 | 2.66 | 8 | 7.13 | 1.13 | 17 | 6.59 | 1.62 | 9 | 7.11 | 2.37 | 10 | 5.40 | 1.90 | 20 | 7.25 | 1.68 |
| Trade and exports | 19 | 6.95 | 2.34 | 15 | 6.00 | 1.60 | 12 | 6.17 | 2.33 | 5 | 6.20 | 2.49 | 9 | 6.89 | 2.15 | 12 | 5.75 | 2.05 | 8 | 6.75 | 2.05 | 8 | 5.00 | 2.00 | 17 | 6.24 | 1.99 |
| Economic growth* | 25 | 7.68 | 1.80 | 17 | 6.65 | 1.66 | 17 | 6.76 | 2.39 | 7 | 6.14 | 2.04 | 10 | 6.60 | 2.17 | 19 | 6.00 | 2.13 | 9 | 7.44 | 2.01 | 12 | 4.17 | 2.41 | 22 | 6.64 | 1.50 |
| Law and justice* | 21 | 7.95 | 1.47 | 15 | 6.07 | 2.37 | 17 | 6.12 | 2.47 | 4 | 5.00 | 2.94 | 7 | 5.57 | 2.57 | 21 | 4.81 | 2.16 | 10 | 6.70 | 2.11 | 8 | 3.88 | 2.03 | 19 | 5.32 | 2.67 |
| Regulatory framework* | 21 | 7.81 | 1.25 | 17 | 6.59 | 1.70 | 13 | 5.77 | 2.92 | 4 | 5.25 | 2.50 | 9 | 5.89 | 1.54 | 16 | 5.38 | 1.59 | 8 | 7.25 | 1.83 | 10 | 5.80 | 1.99 | 17 | 6.82 | 1.70 |
| Communicable/non-communicable diseases* | 17 | 7.71 | 1.31 | 13 | 7.15 | 1.28 | 8 | 5.50 | 2.56 | 3 | 4.00 | 3.61 | 3 | 3.33 | 1.15 | 9 | 5.67 | 1.58 | 4 | 8.25 | 1.71 | 6 | 4.83 | 1.33 | 13 | 6.85 | 1.63 |
| Basic infrastructure | 24 | 8.00 | 1.82 | 18 | 7.33 | 1.28 | 16 | 6.88 | 2.92 | 6 | 7.17 | 2.14 | 8 | 6.50 | 2.56 | 16 | 6.81 | 1.83 | 10 | 7.60 | 1.78 | 10 | 6.10 | 1.73 | 23 | 7.17 | 1.37 |
| Natural resource management* | 18 | 7.17 | 1.72 | 18 | 5.56 | 1.85 | 14 | 5.64 | 2.62 | 4 | 7.25 | 0.96 | 6 | 3.67 | 2.34 | 13 | 4.62 | 2.84 | 6 | 7.00 | 2.61 | 10 | 4.30 | 2.91 | 17 | 6.41 | 2.09 |
| Rural development* | 25 | 7.92 | 1.91 | 18 | 6.61 | 1.65 | 18 | 6.22 | 2.76 | 5 | 6.40 | 2.30 | 8 | 6.38 | 2.13 | 16 | 5.69 | 2.21 | 8 | 7.63 | 2.56 | 10 | 5.40 | 2.37 | 22 | 6.50 | 1.87 |
| Education* | 24 | 7.75 | 1.57 | 20 | 7.10 | 1.86 | 21 | 7.57 | 1.69 | 5 | 6.60 | 2.88 | 8 | 5.25 | 1.91 | 19 | 5.53 | 2.50 | 10 | 7.50 | 1.78 | 14 | 6.43 | 2.71 | 21 | 7.00 | 1.52 |
| Social protection | 19 | 7.68 | 1.73 | 15 | 6.20 | 1.86 | 15 | 6.20 | 2.62 | 7 | 6.29 | 2.36 | 7 | 6.14 | 2.54 | 14 | 5.71 | 2.64 | 10 | 7.40 | 2.22 | 10 | 5.50 | 2.80 | 19 | 6.37 | 1.95 |
| Transport | 23 | 8.17 | 1.72 | 17 | 6.53 | 1.50 | 13 | 7.00 | 2.24 | 6 | 6.67 | 2.66 | 9 | 6.22 | 2.44 | 15 | 6.20 | 2.18 | 10 | 7.80 | 2.44 | 10 | 6.80 | 1.69 | 20 | 7.20 | 2.04 |
| Poverty reduction* | 26 | 7.92 | 1.09 | 21 | 7.05 | 1.69 | 16 | 6.31 | 2.55 | 7 | 5.14 | 2.67 | 10 | 5.30 | 2.16 | 21 | 5.57 | 2.27 | 10 | 7.70 | 2.11 | 11 | 5.00 | 2.68 | 22 | 6.45 | 1.79 |
| Public sector reform* | 26 | 7.42 | 1.30 | 20 | 7.05 | 1.61 | 17 | 6.53 | 2.40 | 5 | 5.80 | 2.17 | 8 | 6.50 | 1.93 | 19 | 5.32 | 2.58 | 12 | 7.75 | 1.14 | 12 | 5.58 | 2.35 | 18 | 7.17 | 1.42 |
| Information and communications technology* | 25 | 8.12 | 1.09 | 18 | 7.17 | 1.65 | 17 | 7.06 | 2.01 | 3 | 5.00 | 2.65 | 8 | 6.00 | 2.07 | 17 | 6.41 | 2.09 | 6 | 7.00 | 1.79 | 11 | 5.55 | 2.46 | 16 | 6.75 | 1.81 |
| Gender* | 18 | 7.61 | 1.20 | 13 | 6.31 | 1.75 | 13 | 6.62 | 2.69 | 1 | 2.00 | | 6 | 5.50 | 2.07 | 14 | 5.79 | 2.04 | 6 | 6.83 | 1.83 | 9 | 6.67 | 2.24 | 15 | 7.00 | 1.56 |
| Domestic private sector development* | 23 | 7.35 | 1.40 | 15 | 5.60 | 1.84 | 16 | 6.69 | 2.44 | 3 | 5.67 | 3.21 | 10 | 6.30 | 1.83 | 14 | 5.14 | 2.11 | 9 | 6.44 | 2.40 | 8 | 5.00 | 1.77 | 21 | 5.81 | 2.34 |
| Foreign direct investment* | 25 | 7.96 | 1.43 | 14 | 6.00 | 2.04 | 16 | 7.63 | 2.45 | 2 | 7.50 | 2.12 | 9 | 4.67 | 1.73 | 14 | 5.50 | 1.91 | 8 | 6.25 | 2.43 | 9 | 5.11 | 2.26 | 17 | 6.12 | 1.96 |
| Water and sanitation* | 25 | 8.44 | 1.39 | 16 | 7.13 | 1.36 | 17 | 7.65 | 1.93 | 5 | 7.40 | 2.30 | 8 | 6.88 | 2.10 | 19 | 6.84 | 1.92 | 11 | 7.82 | 1.99 | 10 | 6.10 | 2.38 | 25 | 7.60 | 1.78 |
| Anti-corruption* | 21 | 7.48 | 1.69 | 18 | 6.39 | 1.85 | 14 | 5.79 | 2.89 | 6 | 3.83 | 2.71 | 8 | 4.63 | 2.67 | 21 | 4.14 | 2.22 | 10 | 6.60 | 1.96 | 10 | 4.50 | 2.68 | 17 | 5.71 | 2.54 |
| Monitoring and evaluation | 24 | 8.17 | 1.31 | 20 | 7.10 | 1.55 | 15 | 7.47 | 2.39 | 3 | 7.00 | 3.46 | 5 | 5.80 | 2.49 | 18 | 6.39 | 1.75 | 10 | 7.70 | 1.77 | 10 | 6.70 | 2.45 | 16 | 7.06 | 1.65 |
| Public financial management* | 23 | 8.00 | 1.38 | 19 | 7.37 | 1.16 | 15 | 6.67 | 2.50 | 3 | 6.33 | 2.08 | 9 | 5.56 | 1.67 | 17 | 5.82 | 2.13 | 9 | 8.22 | 1.39 | 9 | 6.33 | 2.55 | 21 | 6.90 | 1.61 |
| Job creation/employment | 24 | 7.17 | 1.76 | 14 | 5.50 | 2.03 | 20 | 6.35 | 2.32 | 3 | 6.00 | 3.61 | 7 | 5.29 | 2.06 | 14 | 5.50 | 2.28 | 8 | 5.88 | 2.23 | 11 | 4.36 | 2.50 | 18 | 6.33 | 2.25 |

*Significantly different between stakeholder groups

C. World Bank Effectiveness and Results (continued)

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------|------|--|------|------|--|------|------|-----------------------------------|------|------|---|------|------|---------------------------------|------|------|---------------------------------------|------|------|---|------|------|-------|------|------|
| | Office of President/ Prime Minister/ Minister | | | Employee of Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant on Bank supported project | | | Bilateral/ Multilateral agency | | | Private sector/ Financial sector/ Private bank | | | NGO/ CBO/ Private foundation | | | Independent Government Institution | | | Academia/ Research institute/ Think tank | | | 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 |
| To what extent does the World Bank's work help to achieve development results in Armenia?* | 29 | 8.38 | 1.27 | 23 | 7.17 | 1.47 | 22 | 7.64 | 1.87 | 9 | 6.56 | 2.01 | 10 | 6.80 | 1.32 | 23 | 6.09 | 2.50 | 15 | 7.67 | 1.29 | 15 | 6.67 | 2.35 | 26 | 6.85 | 1.87 |

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

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

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|------|------|--|------|------|--|------|------|-----------------------------------|------|------|---|------|------|---------------------------------|------|------|---------------------------------------|------|------|---|------|------|-------|------|------|
| | Office of President/ Prime Minister/ Minister | | | Employee of Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant on Bank supported project | | | Bilateral/ Multilateral agency | | | Private sector/ Financial sector/ Private bank | | | NGO/ CBO/ Private foundation | | | Independent Government Institution | | | Academia/ Research institute/ Think tank | | | 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 |
| The World Bank's financial instruments meet the needs of Armenia* | 29 | 8.21 | 1.24 | 20 | 7.45 | 1.70 | 23 | 7.83 | 2.21 | 9 | 6.56 | 2.35 | 12 | 7.17 | 1.47 | 23 | 6.09 | 2.66 | 15 | 8.13 | 1.51 | 14 | 7.00 | 2.11 | 26 | 7.23 | 1.66 |
| The World Bank meets Armenia's needs for knowledge services* | 26 | 7.46 | 1.75 | 21 | 6.57 | 2.36 | 21 | 6.24 | 2.17 | 8 | 5.63 | 2.88 | 10 | 5.60 | 1.58 | 22 | 6.73 | 2.29 | 12 | 7.33 | 1.67 | 13 | 5.23 | 1.74 | 23 | 6.30 | 1.87 |

*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 | Office of President/ Prime Minister/ Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | NGO/CBO/ Private Foundation | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---------------------------|--|--|--|--------------------------------------|--|-----------------------------------|--|--|-------|
| Weekly | 17.2% | 4.3% | 12.5% | 0.0% | 9.1% | 13.0% | 7.1% | 20.0% | 3.0% |
| Monthly | 27.6% | 34.8% | 37.5% | 22.2% | 27.3% | 26.1% | 21.4% | 13.3% | 15.2% |
| A few times a year | 41.4% | 52.2% | 41.7% | 44.4% | 45.5% | 43.5% | 57.1% | 40.0% | 51.5% |
| Rarely | 13.8% | 8.7% | 8.3% | 33.3% | 18.2% | 17.4% | 14.3% | 26.7% | 21.2% |
| Never | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 9.1% |

D. The World Bank's Knowledge (continued)

When thinking about the development challenges in Armenia, 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/Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | NGO/CBO/ Private Foundation | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---|---|--|--|--------------------------------------|--|-----------------------------------|--|--|-------|
| Climate change | 6.9% | 4.2% | 0.0% | 12.5% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Agricultural development | 31.0% | 33.3% | 39.1% | 25.0% | 33.3% | 8.7% | 20.0% | 18.8% | 36.4% |
| Trade and exports | 6.9% | 12.5% | 4.3% | 25.0% | 16.7% | 4.3% | 0.0% | 12.5% | 15.2% |
| Economic growth | 34.5% | 41.7% | 17.4% | 37.5% | 25.0% | 17.4% | 33.3% | 25.0% | 27.3% |
| Law and justice | 3.4% | 8.3% | 8.7% | 12.5% | 16.7% | 17.4% | 26.7% | 18.8% | 18.2% |
| Regulatory framework | 0.0% | 8.3% | 0.0% | 12.5% | 0.0% | 0.0% | 0.0% | 0.0% | 3.0% |
| Communicable/non-communicable diseases | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Basic infrastructure | 13.8% | 8.3% | 8.7% | 37.5% | 8.3% | 0.0% | 13.3% | 6.3% | 6.1% |
| Natural resource management | 13.8% | 0.0% | 8.7% | 0.0% | 0.0% | 8.7% | 0.0% | 0.0% | 15.2% |
| Governance | 20.7% | 29.2% | 17.4% | 12.5% | 0.0% | 8.7% | 26.7% | 12.5% | 12.1% |
| Urban development | 0.0% | 0.0% | 0.0% | 0.0% | 8.3% | 0.0% | 6.7% | 0.0% | 12.1% |
| Environmental sustainability | 10.3% | 8.3% | 0.0% | 0.0% | 0.0% | 4.3% | 0.0% | 6.3% | 3.0% |
| Equality of opportunity | 6.9% | 16.7% | 17.4% | 0.0% | 16.7% | 39.1% | 26.7% | 12.5% | 15.2% |
| Health | 10.3% | 4.2% | 21.7% | 0.0% | 0.0% | 0.0% | 0.0% | 18.8% | 9.1% |
| Energy* | 0.0% | 0.0% | 0.0% | 12.5% | 16.7% | 0.0% | 0.0% | 0.0% | 6.1% |
| Food security | 6.9% | 8.3% | 4.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Gender* | 0.0% | 0.0% | 0.0% | 12.5% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Domestic private sector development | 17.2% | 8.3% | 8.7% | 37.5% | 25.0% | 26.1% | 20.0% | 12.5% | 24.2% |
| Foreign direct investment | 6.9% | 8.3% | 8.7% | 0.0% | 8.3% | 4.3% | 6.7% | 12.5% | 0.0% |
| Water and sanitation | 3.4% | 8.3% | 8.7% | 0.0% | 0.0% | 0.0% | 6.7% | 0.0% | 3.0% |
| Anti-corruption* | 6.9% | 8.3% | 13.0% | 12.5% | 25.0% | 52.2% | 20.0% | 25.0% | 6.1% |
| Monitoring and evaluation | 0.0% | 4.2% | 0.0% | 0.0% | 0.0% | 4.3% | 6.7% | 0.0% | 0.0% |
| Public financial management | 6.9% | 4.2% | 8.7% | 0.0% | 8.3% | 13.0% | 0.0% | 0.0% | 6.1% |
| Job creation/employment | 27.6% | 20.8% | 17.4% | 12.5% | 8.3% | 8.7% | 0.0% | 18.8% | 15.2% |
| Rural development | 13.8% | 8.3% | 4.3% | 12.5% | 16.7% | 17.4% | 0.0% | 18.8% | 12.1% |
| Education | 24.1% | 12.5% | 21.7% | 12.5% | 16.7% | 21.7% | 20.0% | 56.3% | 12.1% |
| Social protection | 3.4% | 0.0% | 4.3% | 0.0% | 0.0% | 0.0% | 6.7% | 6.3% | 3.0% |
| Transport | 6.9% | 4.2% | 8.7% | 0.0% | 8.3% | 0.0% | 0.0% | 0.0% | 6.1% |
| Poverty reduction | 6.9% | 8.3% | 13.0% | 0.0% | 8.3% | 26.1% | 20.0% | 12.5% | 30.3% |
| Public sector reform | 6.9% | 8.3% | 4.3% | 12.5% | 8.3% | 4.3% | 26.7% | 6.3% | 0.0% |
| Information and communications technology | 3.4% | 8.3% | 13.0% | 0.0% | 8.3% | 8.7% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

D. The World Bank's Knowledge (continued)

How effective do you believe the World Bank's knowledge and research are at ... in Armenia? (1-Not effective at all, 10-Very effective)

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------|------|--|------|------|--|------|------|-----------------------------------|------|------|---|------|------|---------------------------------|------|------|---------------------------------------|------|------|---|------|------|-------|------|------|
| | Office of President/ Prime Minister/ Minister | | | Employee of Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant on Bank supported project | | | Bilateral/ Multilateral agency | | | Private sector/ Financial sector/ Private bank | | | NGO/ CBO/ Private foundation | | | Independent Government Institution | | | Academia/ Research institute/ Think tank | | | 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 |
| Raising your awareness of the particular topic | 27 | 7.89 | 1.78 | 23 | 6.87 | 2.03 | 18 | 7.28 | 1.78 | 7 | 5.71 | 2.63 | 10 | 6.70 | 2.26 | 22 | 7.27 | 2.19 | 14 | 7.36 | 1.69 | 13 | 7.00 | 2.20 | 23 | 6.57 | 2.11 |
| Stimulating public debate/ dialogue* | 25 | 7.32 | 1.65 | 20 | 6.30 | 1.66 | 12 | 6.58 | 1.93 | 8 | 4.63 | 2.33 | 11 | 4.91 | 2.77 | 20 | 5.80 | 2.04 | 11 | 6.64 | 1.63 | 8 | 6.38 | 1.92 | 20 | 6.25 | 2.53 |
| Enhancing your knowledge and/or skills* | 28 | 8.07 | 1.56 | 23 | 6.61 | 2.17 | 19 | 7.84 | 1.61 | 8 | 6.00 | 3.12 | 9 | 6.78 | 2.17 | 22 | 6.59 | 2.36 | 14 | 7.57 | 1.79 | 13 | 7.46 | 1.66 | 26 | 6.65 | 2.28 |
| Contributing to good policy making* | 29 | 8.21 | 1.50 | 21 | 7.00 | 1.90 | 16 | 7.19 | 2.43 | 8 | 6.50 | 2.33 | 9 | 6.67 | 2.00 | 21 | 6.14 | 2.33 | 13 | 7.62 | 1.66 | 13 | 7.23 | 2.01 | 20 | 6.55 | 2.21 |
| Providing support for program implementation* | 29 | 8.45 | 1.43 | 22 | 7.68 | 1.70 | 21 | 8.48 | 1.47 | 8 | 6.00 | 2.45 | 11 | 7.82 | 1.47 | 21 | 7.33 | 1.62 | 14 | 8.29 | 1.38 | 13 | 7.92 | 1.04 | 26 | 7.69 | 1.78 |

*Significantly different between stakeholder groups

To what extent do you believe that the World Bank's knowledge and research ... in Armenia? (1-To no degree at all, 10-To a very significant degree)

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|------|------|--|------|------|--|------|------|-----------------------------------|------|------|---|------|------|---------------------------------|------|------|---------------------------------------|------|------|---|------|------|-------|------|------|
| | Office of President/ Prime Minister/ Minister | | | Employee of Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant on Bank supported project | | | Bilateral/ Multilateral agency | | | Private sector/ Financial sector/ Private bank | | | NGO/ CBO/ Private foundation | | | Independent Government Institution | | | Academia/ Research institute/ Think tank | | | 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 |
| Are timely | 28 | 8.32 | 1.61 | 23 | 8.17 | 1.44 | 19 | 8.37 | 1.64 | 7 | 6.86 | 1.68 | 11 | 8.00 | 1.26 | 21 | 7.71 | 1.74 | 15 | 8.67 | 1.35 | 15 | 8.33 | 1.18 | 26 | 7.73 | 1.66 |
| Include appropriate level of stakeholder involvement during preparation* | 28 | 8.07 | 1.51 | 23 | 7.43 | 1.31 | 20 | 8.05 | 1.79 | 7 | 5.86 | 1.77 | 8 | 7.25 | 2.31 | 20 | 6.55 | 2.42 | 14 | 7.86 | 1.35 | 12 | 6.75 | 1.96 | 24 | 6.67 | 2.51 |
| Are relevant to Armenia's development priorities | 25 | 8.04 | 1.77 | 23 | 7.43 | 1.12 | 16 | 8.06 | 1.48 | 8 | 6.75 | 1.67 | 10 | 6.90 | 2.23 | 21 | 6.90 | 2.49 | 15 | 7.80 | 1.66 | 14 | 6.93 | 2.02 | 21 | 7.24 | 1.76 |
| Provide feasible recommendations | 27 | 8.11 | 1.37 | 23 | 7.30 | 1.29 | 20 | 7.35 | 2.25 | 8 | 6.13 | 2.36 | 10 | 7.30 | 1.70 | 22 | 6.86 | 1.86 | 15 | 8.00 | 1.41 | 13 | 7.62 | 1.39 | 23 | 7.57 | 1.62 |
| Are accessible (well written and easy to understand)* | 27 | 8.33 | 1.39 | 23 | 7.30 | 1.55 | 20 | 7.30 | 1.92 | 8 | 6.50 | 1.60 | 11 | 8.18 | 1.40 | 22 | 7.73 | 1.86 | 15 | 7.93 | 1.39 | 15 | 7.53 | 1.68 | 26 | 6.96 | 1.56 |
| A source of relevant information on global good practices | 27 | 8.19 | 1.82 | 23 | 7.52 | 1.78 | 21 | 7.38 | 2.48 | 8 | 7.13 | 1.46 | 10 | 8.00 | 1.15 | 22 | 7.86 | 1.32 | 14 | 7.93 | 1.49 | 15 | 7.27 | 2.37 | 27 | 7.37 | 2.00 |
| Are adequately disseminated | 25 | 7.64 | 2.12 | 22 | 6.68 | 1.39 | 18 | 6.83 | 2.85 | 8 | 5.88 | 2.10 | 11 | 6.18 | 2.09 | 20 | 6.95 | 2.89 | 13 | 7.46 | 1.71 | 14 | 6.64 | 1.78 | 21 | 6.19 | 2.44 |
| Are appropriately translated | 27 | 8.26 | 1.40 | 23 | 7.22 | 1.98 | 18 | 7.28 | 2.30 | 5 | 7.20 | 1.64 | 9 | 7.44 | 1.81 | 19 | 8.32 | 1.77 | 15 | 7.93 | 1.58 | 10 | 6.50 | 2.37 | 23 | 7.26 | 1.91 |
| Are adaptable to Armenia's specific development challenges and country circumstances | 27 | 8.30 | 1.32 | 21 | 7.43 | 1.89 | 19 | 7.68 | 1.70 | 8 | 6.63 | 1.60 | 11 | 7.64 | 1.63 | 21 | 6.90 | 1.64 | 14 | 7.93 | 1.77 | 14 | 6.93 | 2.06 | 26 | 7.50 | 1.56 |

*Significantly different between stakeholder groups

D. The World Bank's Knowledge (continued)

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|------|------|--|------|------|--|------|------|-----------------------------------|------|------|---|------|------|---------------------------------|------|------|---------------------------------------|------|------|---|------|------|-------|------|------|
| | Office of President/ Prime Minister/ Minister | | | Employee of Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant on Bank supported project | | | Bilateral/ Multilateral agency | | | Private sector/ Financial sector/ Private bank | | | NGO/ CBO/ Private foundation | | | Independent Government Institution | | | Academia/ Research institute/ Think tank | | | 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 |
| Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?* | 29 | 8.38 | 1.95 | 24 | 7.63 | 1.41 | 22 | 7.59 | 1.87 | 8 | 6.38 | 1.69 | 11 | 7.09 | 1.64 | 22 | 6.50 | 2.06 | 14 | 7.79 | 1.31 | 16 | 7.25 | 1.84 | 30 | 7.50 | 1.53 |
| Overall, how would you rate the technical quality of the World Bank's knowledge/research? | 28 | 8.71 | 1.05 | 24 | 8.38 | 1.10 | 23 | 7.61 | 1.85 | 9 | 7.44 | 1.51 | 11 | 8.27 | 1.27 | 22 | 8.36 | 1.43 | 12 | 8.25 | 1.66 | 13 | 8.15 | 1.52 | 29 | 8.07 | 1.31 |
| To what extent do you believe that Armenia received value for money from the World Bank's products/services that were paid for on a fee for service basis?* | 26 | 8.23 | 1.53 | 18 | 7.78 | 1.31 | 15 | 8.40 | 1.40 | 4 | 6.00 | 2.16 | 8 | 6.75 | 2.43 | 17 | 6.53 | 2.10 | 9 | 7.44 | 1.13 | 6 | 7.50 | 1.05 | 19 | 7.11 | 1.85 |

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality; 1- To no degree at all, 10-To a very significant degree) *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)

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------|------|--|------|------|--|------|------|-----------------------------------|------|------|---|------|------|---------------------------------|------|------|---------------------------------------|------|------|---|------|------|-------|------|------|
| | Office of President/ Prime Minister/ Minister | | | Employee of Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant on Bank supported project | | | Bilateral/ Multilateral agency | | | Private sector/ Financial sector/ Private bank | | | NGO/ CBO/ Private foundation | | | Independent Government Institution | | | Academia/ Research institute/ Think tank | | | 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 |
| The World Bank disburses funds promptly | 29 | 8.17 | 1.61 | 20 | 8.15 | 1.60 | 24 | 8.17 | 1.86 | 4 | 6.50 | 3.11 | 7 | 8.43 | 1.90 | 20 | 8.00 | 1.52 | 12 | 7.92 | 1.24 | 12 | 8.25 | 1.36 | 25 | 7.00 | 1.96 |
| The World Bank effectively monitors and evaluates the projects and programs it supports* | 29 | 8.52 | 1.24 | 23 | 8.26 | 1.32 | 23 | 8.26 | 1.60 | 5 | 7.40 | 2.07 | 7 | 8.00 | 1.15 | 20 | 6.65 | 2.50 | 12 | 8.25 | 1.22 | 13 | 7.92 | 1.26 | 27 | 7.59 | 1.89 |
| The World Bank's approvals and reviews are done in a timely fashion | 28 | 8.25 | 1.11 | 20 | 8.00 | 1.45 | 23 | 7.57 | 1.88 | 4 | 6.50 | 2.38 | 7 | 8.57 | 1.62 | 19 | 7.42 | 1.64 | 12 | 8.00 | 1.13 | 11 | 7.91 | 1.58 | 22 | 6.82 | 2.11 |
| The World Bank's "Safeguard Policy" requirements are reasonable | 23 | 8.35 | 1.30 | 15 | 8.00 | 1.25 | 17 | 7.82 | 1.98 | 2 | 8.50 | 0.71 | 7 | 6.57 | 2.07 | 15 | 7.33 | 1.45 | 8 | 8.00 | 1.51 | 8 | 7.50 | 1.41 | 16 | 7.44 | 1.46 |
| The World Bank imposes reasonable conditions on its lending | 26 | 8.19 | 1.23 | 21 | 7.95 | 1.47 | 21 | 7.43 | 1.99 | 4 | 7.50 | 0.58 | 9 | 7.33 | 1.58 | 17 | 7.06 | 2.25 | 11 | 8.09 | 1.14 | 11 | 7.45 | 1.69 | 20 | 7.75 | 1.29 |
| Working with the World Bank increases Armenia's institutional capacity* | 28 | 8.57 | 1.10 | 23 | 8.04 | 1.49 | 21 | 7.86 | 2.01 | 7 | 6.29 | 2.50 | 8 | 7.88 | 1.36 | 22 | 6.82 | 2.42 | 15 | 8.80 | 1.01 | 13 | 7.69 | 1.84 | 29 | 7.45 | 1.43 |
| The World Bank ensures consistency and continuity through staff changes | 26 | 8.15 | 1.19 | 18 | 7.72 | 1.45 | 16 | 7.25 | 2.41 | 2 | 6.50 | 0.71 | 6 | 7.67 | 1.63 | 14 | 6.57 | 2.50 | 11 | 8.27 | 1.19 | 10 | 7.90 | 1.45 | 18 | 7.06 | 1.98 |
| The World Bank's teams and visits are well coordinated* | 27 | 8.70 | 1.10 | 22 | 8.59 | 1.33 | 22 | 8.41 | 1.79 | 3 | 5.67 | 3.21 | 6 | 8.50 | 1.52 | 19 | 8.16 | 1.07 | 13 | 8.15 | 1.28 | 12 | 7.75 | 1.36 | 20 | 7.40 | 2.01 |
| Where country systems are adequate, the World Bank makes appropriate use of them* | 23 | 8.61 | 1.03 | 19 | 8.11 | 1.15 | 20 | 7.55 | 2.04 | | | | 4 | 7.75 | 3.20 | 13 | 6.15 | 2.76 | 6 | 7.83 | 1.47 | 10 | 8.10 | 1.37 | 17 | 7.35 | 1.54 |
| The World Bank provides effective implementation support | 29 | 8.72 | 1.10 | 22 | 8.45 | 1.01 | 23 | 7.96 | 1.69 | 2 | 7.00 | 1.41 | 6 | 8.17 | 2.14 | 19 | 7.79 | 1.36 | 12 | 8.17 | 1.11 | 12 | 7.42 | 2.11 | 24 | 7.67 | 1.61 |

*Significantly different between stakeholder groups

F. The Future Role of the World Bank in Armenia

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------|------|--|------|------|--|------|------|-----------------------------------|------|------|---|------|------|---------------------------------|------|------|---------------------------------------|------|------|---|------|------|-------|------|------|
| | Office of President/ Prime Minister/ Minister | | | Employee of Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant on Bank supported project | | | Bilateral/ Multilateral agency | | | Private sector/ Financial sector/ Private bank | | | NGO/ CBO/ Private foundation | | | Independent Government Institution | | | Academia/ Research institute/ Think tank | | | 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 |
| How significant a role do you believe the World Bank SHOULD play in Armenia's development in the near future?* | 29 | 8.97 | 0.91 | 24 | 8.21 | 1.61 | 24 | 8.58 | 2.00 | 8 | 7.00 | 2.14 | 11 | 8.82 | 1.40 | 23 | 7.35 | 2.42 | 15 | 8.93 | 1.03 | 16 | 8.13 | 1.15 | 24 | 7.83 | 1.81 |

(1-Not a significant role at all, 10-Very significant role) *Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses Combined) | Office of President/Prime Minister/Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | NGO/CBO/ Private Foundation | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|--|---|--|--|--------------------------------------|--|-----------------------------------|--|--|-------|
| Improve the quality of its experts as related to Armenia's specific challenges | 37.9% | 21.7% | 26.1% | 22.2% | 9.1% | 31.8% | 20.0% | 25.0% | 16.1% |
| Reduce the complexity of obtaining World Bank financing | 41.4% | 30.4% | 30.4% | 0.0% | 9.1% | 31.8% | 40.0% | 31.3% | 32.3% |
| Focus primarily on advocacy issues* | 3.4% | 8.7% | 26.1% | 11.1% | 18.2% | 31.8% | 0.0% | 0.0% | 6.5% |
| Improve the competitiveness of its financing compared to markets | 20.7% | 13.0% | 8.7% | 11.1% | 9.1% | 13.6% | 20.0% | 18.8% | 16.1% |
| Ensure greater selectivity in its work* | 10.3% | 13.0% | 4.3% | 55.6% | 18.2% | 36.4% | 20.0% | 6.3% | 22.6% |
| Provide more adequate data/knowledge/statistics/figures on Armenia's economy | 0.0% | 8.7% | 8.7% | 11.1% | 18.2% | 4.5% | 6.7% | 12.5% | 9.7% |
| Offer more innovative financial products* | 20.7% | 17.4% | 34.8% | 11.1% | 36.4% | 0.0% | 0.0% | 31.3% | 41.9% |
| Offer more innovative knowledge services | 27.6% | 34.8% | 17.4% | 22.2% | 45.5% | 31.8% | 26.7% | 50.0% | 12.9% |
| Increase availability of Fee-Based services | 10.3% | 0.0% | 4.3% | 0.0% | 0.0% | 0.0% | 6.7% | 6.3% | 9.7% |
| Work faster* | 20.7% | 17.4% | 17.4% | 0.0% | 9.1% | 0.0% | 33.3% | 0.0% | 25.8% |
| Other | 0.0% | 8.7% | 4.3% | 22.2% | 9.1% | 9.1% | 0.0% | 6.3% | 3.2% |

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

| Percentage of Respondents (Responses Combined) | Office of President/Prime Minister/Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | NGO/CBO/ Private Foundation | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---|---|--|--|--------------------------------------|--|-----------------------------------|--|--|-------|
| Local newspapers* | 18.5% | 12.5% | 20.8% | 33.3% | 25.0% | 4.3% | 6.7% | 40.0% | 6.3% |
| International newspapers | 3.7% | 0.0% | 0.0% | 11.1% | 0.0% | 0.0% | 13.3% | 13.3% | 0.0% |
| Local radio | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 6.3% |
| International radio | 0.0% | 0.0% | 4.2% | 0.0% | 0.0% | 4.3% | 0.0% | 0.0% | 0.0% |
| Local television | 22.2% | 41.7% | 41.7% | 11.1% | 50.0% | 34.8% | 40.0% | 40.0% | 37.5% |
| International television | 14.8% | 12.5% | 16.7% | 0.0% | 8.3% | 30.4% | 20.0% | 6.7% | 9.4% |
| Periodicals | 29.6% | 25.0% | 25.0% | 22.2% | 0.0% | 8.7% | 26.7% | 6.7% | 40.6% |
| Internet | 92.6% | 83.3% | 75.0% | 77.8% | 91.7% | 78.3% | 80.0% | 66.7% | 81.3% |
| Social media (Facebook, Twitter, Youtube)* | 7.4% | 4.2% | 0.0% | 11.1% | 8.3% | 26.1% | 0.0% | 20.0% | 6.3% |
| Blogs* | 3.7% | 0.0% | 0.0% | 22.2% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Mobile phones | 0.0% | 0.0% | 4.2% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Instant messaging | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Other | 3.7% | 8.3% | 4.2% | 0.0% | 0.0% | 8.7% | 0.0% | 6.7% | 3.1% |

*Significantly different between stakeholder groups

G. Communication and Information Sharing (continued)

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/Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | NGO/CBO/ Private Foundation | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|--|---|--|--|--------------------------------|--|-----------------------------|------------------------------------|--|-------|
| World Bank website | 51.7% | 50.0% | 45.8% | 22.2% | 41.7% | 65.2% | 46.7% | 37.5% | 50.0% |
| Direct contact with World Bank (i.e., face to face meetings/discussions) | 44.8% | 25.0% | 29.2% | 44.4% | 25.0% | 26.1% | 33.3% | 12.5% | 40.6% |
| e-Newsletters* | 20.7% | 16.7% | 33.3% | 55.6% | 58.3% | 26.1% | 26.7% | 62.5% | 37.5% |
| Instant messaging | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.1% |
| World Bank seminars/workshops/conferences | 44.8% | 50.0% | 50.0% | 11.1% | 33.3% | 21.7% | 26.7% | 50.0% | 21.9% |
| World Bank Public Information Center | 0.0% | 12.5% | 12.5% | 0.0% | 16.7% | 4.3% | 0.0% | 12.5% | 3.1% |
| World Bank publications and other written materials* | 27.6% | 33.3% | 8.3% | 22.2% | 25.0% | 43.5% | 60.0% | 12.5% | 28.1% |
| Mobile phones | 6.9% | 0.0% | 4.2% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Social media (Facebook, Twitter, Youtube) | 0.0% | 0.0% | 8.3% | 22.2% | 0.0% | 8.7% | 6.7% | 12.5% | 15.6% |
| Blogs* | 0.0% | 0.0% | 0.0% | 11.1% | 0.0% | 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% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents | Office of President/Prime Minister/Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | NGO/CBO/ Private Foundation | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---------------------------|---|--|--|--------------------------------|--|-----------------------------|------------------------------------|--|-------|
| Yes | 63.0% | 18.2% | 33.3% | 0.0% | 18.2% | 56.5% | 41.7% | 31.3% | 23.3% |
| No | 37.0% | 81.8% | 66.7% | 100.0% | 81.8% | 43.5% | 58.3% | 68.8% | 76.7% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents | Office of President/Prime Minister/Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | NGO/CBO/ Private Foundation | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---------------------------|---|--|--|--------------------------------|--|-----------------------------|------------------------------------|--|-------|
| Yes | 23.1% | 9.5% | 33.3% | 55.6% | 30.0% | 26.1% | 23.1% | 12.5% | 33.3% |
| No | 76.9% | 90.5% | 66.7% | 44.4% | 70.0% | 73.9% | 76.9% | 87.5% | 66.7% |

Were you able to obtain this information?

| Percentage of Respondents | Office of President/Prime Minister/Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | NGO/CBO/ Private Foundation | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---------------------------|---|--|--|--------------------------------|--|-----------------------------|------------------------------------|--|-------|
| Yes | 100.0% | 100.0% | 85.7% | 80.0% | 100.0% | 100.0% | 100.0% | 100.0% | 80.0% |
| No | 0.0% | 0.0% | 14.3% | 20.0% | 0.0% | 0.0% | 0.0% | 0.0% | 20.0% |

Do you have access to the Internet?

| Percentage of Respondents | Office of President/Prime Minister/Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | NGO/CBO/ Private Foundation | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---------------------------|---|--|--|--------------------------------|--|-----------------------------|------------------------------------|--|-------|
| Yes | 95.8% | 100.0% | 90.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 90.3% |
| No | 4.2% | 0.0% | 10.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 9.7% |

G. Communication and Information Sharing (continued)

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

| Percentage of Respondents | Office of President/Prime Minister/Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | NGO/CBO/ Private Foundation | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---------------------------|---|--|--|--------------------------------|--|-----------------------------|------------------------------------|--|-------|
| Yes | 85.2% | 95.7% | 87.5% | 66.7% | 77.8% | 95.5% | 92.9% | 50.0% | 72.4% |
| No | 14.8% | 4.3% | 12.5% | 33.3% | 22.2% | 4.5% | 7.1% | 50.0% | 27.6% |

*Significantly different between stakeholder groups

Which do you primarily use?

| Percentage of Respondents | Office of President/Prime Minister/Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | NGO/CBO/ Private Foundation | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|----------------------------------|---|--|--|--------------------------------|--|-----------------------------|------------------------------------|--|-------|
| The World Bank's country website | 54.5% | 54.5% | 42.9% | 66.7% | 37.5% | 65.2% | 53.8% | 55.6% | 76.0% |
| The World Bank's main website | 45.5% | 45.5% | 57.1% | 33.3% | 62.5% | 34.8% | 46.2% | 44.4% | 24.0% |

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

| Percentage of Respondents | Office of President/Prime Minister/Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | NGO/CBO/ Private Foundation | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|----------------------------|---|--|--|--------------------------------|--|-----------------------------|------------------------------------|--|-------|
| Yes | 14.8% | 12.5% | 14.3% | 0.0% | 9.1% | 36.4% | 14.3% | 18.8% | 29.0% |
| No | 77.8% | 75.0% | 47.6% | 44.4% | 54.5% | 36.4% | 57.1% | 56.3% | 45.2% |
| I don't know what a PIC is | 7.4% | 12.5% | 38.1% | 55.6% | 36.4% | 27.3% | 28.6% | 25.0% | 25.8% |

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

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------|------|--|------|------|---|------|------|--------------------------------|------|------|--|------|------|------------------------------|------|------|------------------------------------|------|------|--|------|------|-------|------|------|
| | Office of President/ Prime Minister/ Minister | | | Employee of Ministry/ Ministerial Dep/ Implementation Agency | | | PMU/ Consultant on Bank supported project | | | Bilateral/ Multilateral agency | | | Private sector/ Financial sector/ Private bank | | | NGO/ CBO/ Private foundation | | | Independent Government Institution | | | Academia/ Research institute/ Think tank | | | 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 |
| I use more data from the World Bank as a result of the organization's Open Data policy | 24 | 6.96 | 2.44 | 16 | 6.50 | 2.19 | 13 | 7.08 | 3.17 | 3 | 4.00 | 2.65 | 6 | 5.33 | 3.14 | 19 | 6.58 | 2.52 | 10 | 7.70 | 1.83 | 9 | 6.67 | 2.87 | 19 | 6.11 | 2.51 |
| The World Bank's PIC is a valuable source of information related to development in Armenia | 11 | 7.27 | 2.28 | 6 | 7.00 | 1.10 | 3 | 9.00 | 1.73 | | | | 2 | 5.50 | 0.71 | 11 | 7.36 | 1.57 | 3 | 6.00 | 1.73 | 4 | 8.50 | 1.29 | 11 | 6.09 | 3.18 |
| I find the World Bank websites easy to navigate | 22 | 7.91 | 1.63 | 20 | 6.90 | 1.80 | 18 | 7.56 | 2.18 | 6 | 7.67 | 1.37 | 8 | 7.25 | 1.39 | 21 | 7.29 | 1.76 | 14 | 8.36 | 1.95 | 7 | 7.43 | 1.51 | 20 | 6.45 | 2.46 |
| I find the information on the World Bank's websites useful | 22 | 8.82 | 1.14 | 19 | 7.58 | 1.61 | 17 | 8.35 | 1.17 | 6 | 8.00 | 1.55 | 8 | 8.13 | 1.25 | 21 | 8.10 | 1.89 | 15 | 8.53 | 1.41 | 7 | 8.57 | 0.98 | 22 | 7.59 | 1.37 |
| When I need information from the World Bank I know how to find it | 25 | 8.80 | 1.47 | 24 | 8.50 | 1.53 | 20 | 8.45 | 2.14 | 8 | 6.38 | 3.16 | 9 | 7.44 | 2.74 | 21 | 8.52 | 1.83 | 14 | 8.36 | 2.10 | 13 | 8.62 | 1.19 | 25 | 8.32 | 1.60 |
| The World Bank is responsive to my information requests and inquiries* | 23 | 8.78 | 1.35 | 18 | 8.06 | 1.73 | 20 | 8.20 | 1.67 | 5 | 5.80 | 3.11 | 4 | 8.00 | 2.16 | 21 | 8.90 | 1.14 | 10 | 8.20 | 1.48 | 9 | 8.78 | 1.39 | 21 | 7.90 | 2.00 |

*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 Prime Minister/Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | NGO/CBO/ Trade Union | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|---------------------------|-----------------------------------|--|--|--------------------------------|--|----------------------|------------------------------------|--|-------|
| Yes | 96.3% | 95.7% | 83.3% | 77.8% | 100.0% | 69.6% | 100.0% | 62.5% | 78.8% |
| No | 3.7% | 4.3% | 16.7% | 22.2% | 0.0% | 30.4% | 0.0% | 37.5% | 21.2% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses Combined) | Office of Prime Minister/Minister | Employee of Ministry/ Ministerial Dep/ Implementation Agency | PMU/Consultant/ Contractor on Bank project | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | NGO/CBO/ Trade Union | Independent Government Institution | Academia/ Research institute/ Think tank | Other |
|--|-----------------------------------|--|--|--------------------------------|--|----------------------|------------------------------------|--|-------|
| Observer (i.e., follow in media, discuss in informal conversations, etc.)* | 7.1% | 4.2% | 4.3% | 0.0% | 10.0% | 21.7% | 0.0% | 31.3% | 19.4% |
| Use World Bank reports/data | 39.3% | 16.7% | 8.7% | 22.2% | 30.0% | 52.2% | 33.3% | 37.5% | 25.8% |
| Engage in World Bank related/sponsored events/activities* | 21.4% | 41.7% | 73.9% | 22.2% | 50.0% | 47.8% | 40.0% | 31.3% | 25.8% |
| Collaborate as part of my professional duties | 78.6% | 79.2% | 60.9% | 66.7% | 60.0% | 43.5% | 73.3% | 62.5% | 74.2% |
| Use World Bank website for information, data, research, etc. | 14.3% | 12.5% | 0.0% | 33.3% | 10.0% | 21.7% | 6.7% | 6.3% | 12.9% |

*Significantly different between stakeholder groups

Appendix C: Responses to All Questions by Geographic Location

A. General Issues facing Armenia

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

| Percentage of Respondents | Yerevan | Marz |
|---------------------------|---------|-------|
| The right direction | 68.0% | 93.8% |
| The wrong direction | 11.8% | 0.0% |
| Not sure | 20.3% | 6.3% |

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

| 1 st Most Important | | |
|---|---------|-------|
| Percentage of Respondents | Yerevan | Marz |
| Rural development* | 1.4% | 23.1% |
| Education | 13.7% | 15.4% |
| Social protection | 1.4% | 0.0% |
| Transport* | 0.0% | 7.7% |
| Poverty reduction | 10.8% | 23.1% |
| Public sector reform | 2.9% | 0.0% |
| Information and communications technology | 1.4% | 0.0% |
| Gender | 0.0% | 0.0% |
| Domestic private sector development | 2.2% | 7.7% |
| Foreign direct investment | 1.4% | 0.0% |
| Water and sanitation | 0.0% | 0.0% |
| Anti-corruption | 15.8% | 0.0% |
| Monitoring and evaluation | 0.0% | 0.0% |
| Public financial management | 2.2% | 0.0% |
| Job creation/employment | 6.5% | 15.4% |
| Governance | 5.8% | 0.0% |
| Urban development | 0.7% | 0.0% |
| Environmental sustainability | 0.0% | 0.0% |
| Equality of opportunity | 5.8% | 0.0% |
| Health | 2.9% | 0.0% |
| Energy | 0.0% | 0.0% |
| Food security | 0.7% | 0.0% |
| Climate change | 0.0% | 0.0% |
| Agricultural development | 2.2% | 7.7% |
| Trade and exports | 0.7% | 0.0% |
| Economic growth | 12.2% | 0.0% |
| Law and justice | 9.4% | 0.0% |
| Regulatory framework | 0.0% | 0.0% |
| Communicable/non-communicable diseases | 0.0% | 0.0% |
| Basic infrastructure | 0.0% | 0.0% |
| Natural resource management | 0.0% | 0.0% |

*Significantly different between locations

A. General Issues facing Armenia (continued)

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

| 2nd Most Important | | |
|---|----------------|-------------|
| Percentage of Respondents | Yerevan | Marz |
| Rural development | 5.0% | 0.0% |
| Education | 11.5% | 0.0% |
| Social protection | 2.2% | 0.0% |
| Transport* | 0.0% | 7.1% |
| Poverty reduction* | 5.0% | 28.6% |
| Public sector reform | 0.7% | 0.0% |
| Information and communications technology | 2.2% | 0.0% |
| Gender | 0.0% | 0.0% |
| Domestic private sector development | 2.2% | 0.0% |
| Foreign direct investment | 1.4% | 0.0% |
| Water and sanitation | 0.0% | 0.0% |
| Anti-corruption | 13.7% | 14.3% |
| Monitoring and evaluation | 0.0% | 0.0% |
| Public financial management | 5.0% | 7.1% |
| Job creation/employment | 13.7% | 7.1% |
| Governance | 5.0% | 0.0% |
| Urban development | 0.0% | 0.0% |
| Environmental sustainability | 1.4% | 0.0% |
| Equality of opportunity | 6.5% | 0.0% |
| Health | 1.4% | 0.0% |
| Energy | 1.4% | 0.0% |
| Food security | 0.7% | 0.0% |
| Climate change | 0.7% | 0.0% |
| Agricultural development* | 2.2% | 14.3% |
| Trade and exports | 2.2% | 0.0% |
| Economic growth | 7.2% | 7.1% |
| Law and justice | 8.6% | 7.1% |
| Regulatory framework | 0.0% | 0.0% |
| Communicable/non-communicable diseases | 0.0% | 0.0% |
| Basic infrastructure* | 0.0% | 7.1% |
| Natural resource management | 0.0% | 0.0% |
| 3rd Most Important | | |
| Percentage of Respondents | Yerevan | Marz |
| Rural development | 5.6% | 7.1% |
| Education | 11.9% | 7.1% |
| Social protection | 5.6% | 0.0% |
| Transport | 1.4% | 0.0% |
| Poverty reduction | 4.2% | 0.0% |
| Public sector reform | 5.6% | 0.0% |
| Information and communications technology | 4.2% | 7.1% |
| Gender | 0.0% | 0.0% |
| Domestic private sector development | 7.0% | 7.1% |
| Foreign direct investment | 2.1% | 0.0% |
| Water and sanitation | 1.4% | 0.0% |
| Anti-corruption | 9.8% | 0.0% |
| Monitoring and evaluation | 0.0% | 0.0% |
| Public financial management | 2.1% | 7.1% |
| Job creation/employment | 9.1% | 14.3% |
| Governance | 5.6% | 0.0% |
| Urban development | 0.7% | 0.0% |
| Environmental sustainability | 2.1% | 0.0% |
| Equality of opportunity | 3.5% | 7.1% |
| Health | 0.0% | 0.0% |
| Energy | 0.7% | 0.0% |
| Food security | 0.7% | 0.0% |
| Climate change | 0.7% | 0.0% |
| Agricultural development* | 0.7% | 14.3% |
| Trade and exports | 0.7% | 0.0% |
| Economic growth | 5.6% | 14.3% |
| Law and justice | 7.0% | 7.1% |
| Regulatory framework | 1.4% | 0.0% |
| Communicable/non-communicable diseases | 1.4% | 0.0% |
| Basic infrastructure | 0.0% | 0.0% |
| Natural resource management* | 0.7% | 7.1% |

*Significantly different between locations

A. General Issues facing Armenia (continued)

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Armenia? (Choose no more than THREE)

| Percentage of Respondents (Responses Combined) | Yerevan | Marz |
|---|---------|-------|
| Domestic private sector development | 30.4% | 47.4% |
| Foreign direct investment | 8.1% | 21.1% |
| Water and sanitation* | 1.2% | 15.8% |
| Anti-corruption | 25.5% | 15.8% |
| Monitoring and evaluation | 1.2% | 0.0% |
| Public financial management | 10.6% | 5.3% |
| Job creation/employment | 57.1% | 52.6% |
| Rural development | 18.0% | 15.8% |
| Education | 24.2% | 10.5% |
| Social protection | 15.5% | 0.0% |
| Transport* | 1.2% | 10.5% |
| Public sector reform | 5.6% | 0.0% |
| Information and communications technology | 1.9% | 0.0% |
| Gender | 0.6% | 5.3% |
| Governance | 17.4% | 5.3% |
| Urban development* | 0.0% | 5.3% |
| Trade and exports | 1.9% | 5.3% |
| Economic growth | 31.1% | 10.5% |
| Law and justice | 11.8% | 10.5% |
| Regulatory framework | 1.2% | 0.0% |
| Communicable/non-communicable diseases | 0.0% | 0.0% |
| Basic infrastructure* | 0.0% | 10.5% |
| Natural resource management* | 1.9% | 10.5% |
| Environmental sustainability | 1.9% | 5.3% |
| Equality of opportunity | 14.9% | 0.0% |
| Health | 2.5% | 0.0% |
| Energy | 0.0% | 0.0% |
| Food security | 0.6% | 5.3% |
| Climate change | 0.0% | 0.0% |
| Agricultural development* | 13.0% | 31.6% |

*Significantly different between locations

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 Armenia? (Choose no more than THREE)

| Percentage of Respondents (Responses Combined) | Yerevan | Marz |
|---|---------|-------|
| Health | 2.5% | 0.0% |
| Energy | 3.8% | 10.5% |
| Food security | 0.0% | 0.0% |
| Climate change | 0.0% | 0.0% |
| Public sector reform | 6.3% | 0.0% |
| Information and communications technology* | 18.1% | 0.0% |
| Trade and exports | 26.3% | 26.3% |
| Law and justice | 18.8% | 10.5% |
| Regulatory framework | 8.1% | 0.0% |
| Communicable/non-communicable diseases | 0.0% | 0.0% |
| Basic infrastructure | 7.5% | 10.5% |
| Natural resource management | 8.1% | 15.8% |
| Public financial management | 11.3% | 5.3% |
| Job creation/employment | 21.3% | 36.8% |
| Governance | 19.4% | 10.5% |
| Urban development | 0.6% | 0.0% |
| Environmental sustainability | 2.5% | 0.0% |
| Equality of opportunity | 23.1% | 5.3% |
| Rural development* | 6.3% | 21.1% |
| Education | 11.9% | 10.5% |
| Social protection | 0.6% | 5.3% |
| Transport | 1.9% | 5.3% |
| Agricultural development* | 21.9% | 42.1% |
| Gender | 0.0% | 0.0% |
| Domestic private sector development | 30.0% | 31.6% |
| Foreign direct investment | 23.1% | 15.8% |
| Water and sanitation* | 0.6% | 21.1% |
| Anti-corruption | 24.4% | 15.8% |
| Monitoring and evaluation | 0.0% | 0.0% |

*Significantly different between locations

B. Overall Attitudes toward the World Bank

| | Which best represents your geographic location? | | | | | |
|--|---|------|------|------|------|------|
| | Yerevan | | | Marz | | |
| | N | Mean | SD | N | Mean | SD |
| How familiar are you with the work of the World Bank in Armenia? | 162 | 7.77 | 1.84 | 19 | 7.32 | 2.03 |

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

| | Which best represents your geographic location? | | | | | |
|--|---|------|------|------|------|------|
| | Yerevan | | | Marz | | |
| | N | Mean | SD | N | Mean | SD |
| Overall, please rate your impression of the World Bank's effectiveness in Armenia. | 151 | 7.64 | 1.82 | 18 | 7.83 | 1.79 |

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

| | Which best represents your geographic location? | | | | | |
|--|---|------|------|------|------|------|
| | Yerevan | | | Marz | | |
| | N | Mean | SD | N | Mean | SD |
| To what extent do you believe the World Bank's staff is well prepared to help Armenia solve its most complicated development challenges? | 141 | 8.33 | 1.43 | 17 | 7.65 | 2.09 |

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

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

| Percentage of Respondents (Responses Combined) | Which best represents your geographic location? | |
|---|---|-------|
| | Yerevan | Marz |
| Equality of opportunity | 13.8% | 10.5% |
| Health | 12.5% | 5.3% |
| Energy | 6.3% | 10.5% |
| Food security | 1.3% | 0.0% |
| Climate change | 0.0% | 0.0% |
| Agricultural development* | 20.0% | 42.1% |
| Trade and exports | 8.8% | 0.0% |
| Economic growth | 21.9% | 15.8% |
| Law and justice | 14.4% | 10.5% |
| Regulatory framework | 3.1% | 0.0% |
| Communicable/non-communicable diseases | 0.0% | 0.0% |
| Basic infrastructure | 16.9% | 15.8% |
| Natural resource management | 5.0% | 5.3% |
| Rural development* | 15.0% | 47.4% |
| Education | 23.8% | 21.1% |
| Social protection | 1.9% | 0.0% |
| Transport* | 5.6% | 21.1% |
| Poverty reduction | 21.3% | 15.8% |
| Public sector reform | 14.4% | 5.3% |
| Information and communications technology | 10.6% | 0.0% |
| Gender | 0.0% | 0.0% |
| Domestic private sector development | 15.0% | 10.5% |
| Foreign direct investment | 3.8% | 0.0% |
| Water and sanitation* | 4.4% | 21.1% |
| Anti-corruption | 18.1% | 10.5% |
| Monitoring and evaluation | 0.6% | 0.0% |
| Public financial management | 6.9% | 0.0% |
| Job creation/employment | 13.1% | 21.1% |
| Governance | 14.4% | 5.3% |
| Urban development | 0.6% | 5.3% |
| Environmental sustainability | 3.1% | 0.0% |

*Significantly different between locations

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 Armenia?

| Greatest Value | | |
|--|---------|-------|
| Percentage of Respondents | Yerevan | Marz |
| Financial resources | 60.4% | 84.6% |
| Mobilizing third party financial resources | 4.9% | 0.0% |
| Technical assistance | 14.6% | 0.0% |
| Policy advice | 5.6% | 0.0% |
| Donor coordination | 3.5% | 7.7% |
| Data | 1.4% | 0.0% |
| Training/capacity building | 6.9% | 0.0% |
| Studies/analyses | 2.8% | 0.0% |
| Convening/facilitating | 0.0% | 7.7% |
| Other | 0.0% | 0.0% |

| 2 nd Greatest Value | | |
|--|---------|-------|
| Percentage of Respondents | Yerevan | Marz |
| Financial resources | 8.3% | 0.0% |
| Mobilizing third party financial resources | 11.8% | 16.7% |
| Technical assistance | 22.2% | 41.7% |
| Policy advice | 7.6% | 8.3% |
| Donor coordination | 4.9% | 8.3% |
| Data | 2.8% | 0.0% |
| Training/capacity building | 21.5% | 16.7% |
| Studies/analyses | 18.8% | 8.3% |
| Convening/facilitating | 2.1% | 0.0% |
| Other | 0.0% | 0.0% |

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

| Percentage of Respondents (Responses Combined) | Yerevan | Marz |
|--|---------|-------|
| Imposing technocratic solutions without regard to political realities | 8.4% | 11.8% |
| Not exploring alternative policy options | 11.6% | 11.8% |
| Too bureaucratic in its operational policies and procedures | 27.7% | 11.8% |
| Staff too inaccessible | 1.9% | 0.0% |
| Arrogant in its approach | 1.9% | 0.0% |
| Not client focused | 0.6% | 0.0% |
| The credibility of its knowledge/data | 0.0% | 0.0% |
| Not willing to honestly criticize policies and reform efforts in the country | 25.2% | 5.9% |
| Not enough public disclosure of its work | 14.8% | 17.6% |
| World Bank processes too slow and complex | 27.1% | 47.1% |
| Not aligned with country priorities | 9.0% | 17.6% |
| Not aligned with other donors' work | 5.8% | 5.9% |
| Not collaborating enough with non-state actors | 14.2% | 23.5% |
| Not adequately sensitive to political/social realities in Armenia | 16.1% | 11.8% |
| Other* | 8.4% | 23.5% |

*Significantly different between locations

Which World Bank instruments do you believe are the MOST effective in reducing poverty in Armenia? (Choose no more than TWO)

| Percentage of Respondents (Responses Combined) | Yerevan | Marz |
|--|---------|-------|
| Investment lending* | 58.9% | 89.5% |
| Capacity development | 34.2% | 42.1% |
| Policy based lending/ budget support to the Government | 30.4% | 26.3% |
| Knowledge products/services | 14.6% | 10.5% |
| Technical assistance | 25.3% | 10.5% |
| Trust Fund management | 3.2% | 0.0% |
| Other | 1.9% | 0.0% |
| Don't know | 10.8% | 10.5% |

*Significantly different between locations

B. Overall Attitudes toward the World Bank (continued)

Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Armenia? (Choose no more than TWO)

| Percentage of Respondents (Responses Combined) | Which best represents your geographic location? | |
|--|---|-------|
| | Yerevan | Marz |
| Investment lending | 8.3% | 0.0% |
| Capacity development | 14.1% | 0.0% |
| Policy based lending/ budget support to the Government | 26.9% | 26.3% |
| Knowledge products/services* | 24.4% | 52.6% |
| Technical assistance | 23.1% | 26.3% |
| Trust Fund management | 22.4% | 26.3% |
| Other | 1.9% | 5.3% |
| Don't know | 32.1% | 42.1% |

*Significantly different between locations

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) | Which best represents your geographic location? | |
|---|---|-------|
| | Yerevan | Marz |
| NGOs | 26.7% | 15.8% |
| Local Government* | 30.4% | 68.4% |
| Beneficiaries | 22.4% | 36.8% |
| Private sector | 48.4% | 47.4% |
| Community Based Organizations (CBOs) | 11.8% | 10.5% |
| Donor community | 8.1% | 0.0% |
| Foundations | 6.2% | 5.3% |
| Academia/think tanks/research institutes | 28.6% | 15.8% |
| Parliament | 3.7% | 0.0% |
| Media | 5.6% | 0.0% |
| Other | 1.2% | 0.0% |

*Significantly different between locations

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

(1-Strongly disagree, 10-Strongly agree)

| | Which best represents your geographic location? | | | | | |
|--|---|------|------|------|------|------|
| | Yerevan | | | Marz | | |
| | N | Mean | SD | N | Mean | SD |
| Overall the World Bank currently plays a relevant role in development in Armenia | 154 | 7.60 | 1.88 | 17 | 7.82 | 2.27 |
| The World Bank's work is aligned with what I consider the development priorities for Armenia | 152 | 7.45 | 1.91 | 17 | 7.00 | 2.42 |
| The World Bank supports programs and strategies that are realistic for Armenia | 153 | 7.67 | 1.80 | 18 | 7.39 | 2.48 |
| The World Bank treats clients and stakeholders in Armenia with respect | 154 | 8.62 | 1.60 | 16 | 8.44 | 1.71 |

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

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

| | Which best represents your geographic location? | | | | | |
|--|---|------|------|------|------|------|
| | Yerevan | | | Marz | | |
| | N | Mean | SD | N | Mean | SD |
| Responsiveness | 142 | 6.45 | 2.18 | 16 | 6.31 | 2.65 |
| Flexibility (in terms of the World Bank's products and services) | 137 | 6.66 | 2.06 | 13 | 6.38 | 2.33 |
| Flexibility (in terms of changing country circumstances) | 132 | 6.32 | 2.04 | 16 | 6.69 | 2.60 |
| Being inclusive | 120 | 6.72 | 1.89 | 12 | 6.00 | 2.80 |
| Openness (sharing data and other information) | 147 | 7.61 | 1.97 | 16 | 7.31 | 2.09 |
| Staff accessibility | 142 | 7.99 | 1.83 | 17 | 7.12 | 2.37 |
| Straightforwardness and honesty | 139 | 8.14 | 1.87 | 15 | 7.80 | 2.24 |
| Collaboration with groups outside of the Government | 112 | 7.08 | 2.25 | 10 | 6.50 | 2.07 |
| Collaboration with the Government | 137 | 8.65 | 1.30 | 13 | 8.38 | 1.61 |
| Collaboration with other donors | 109 | 7.50 | 1.88 | 5 | 7.60 | 1.67 |
| Follow through over time | 134 | 7.80 | 2.07 | 11 | 8.55 | 1.21 |

B. Overall Attitudes toward the World Bank (continued)

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)

| Percentage of Respondents (Responses Combined) | Yerevan | Marz |
|--|---------|-------|
| The World Bank works too slowly | 16.9% | 6.3% |
| The Government works inefficiently* | 24.3% | 0.0% |
| There is not an adequate level of citizen/civil society participation* | 27.0% | 56.3% |
| Poor donor coordination | 18.9% | 37.5% |
| The World Bank does not do adequate follow through/follow-up | 5.4% | 12.5% |
| Lack of/inadequate levels of capacity in Government* | 20.3% | 0.0% |
| Political pressures and obstacles | 10.8% | 18.8% |
| Reforms are not well thought out in light of country challenges | 31.8% | 31.3% |
| The World Bank is not sensitive enough to political/social realities on the ground | 18.2% | 18.8% |
| Other | 5.4% | 6.3% |

*Significantly different between locations

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 Armenia, on a ten point scale? (1-Not effective at all, 10-Very effective)

| | Which best represents your geographic location? | | | | | |
|---|---|------|------|------|------|------|
| | Yerevan | | | Marz | | |
| | N | Mean | SD | N | Mean | SD |
| Governance* | 124 | 6.12 | 1.99 | 11 | 7.45 | 1.63 |
| Urban development | 98 | 5.80 | 1.99 | 10 | 6.30 | 2.50 |
| Environmental sustainability | 105 | 5.68 | 2.31 | 11 | 6.45 | 2.42 |
| Equality of opportunity | 116 | 5.84 | 2.44 | 12 | 6.83 | 2.04 |
| Health | 114 | 7.01 | 2.05 | 11 | 8.00 | 1.67 |
| Energy | 107 | 7.19 | 2.13 | 8 | 7.75 | 1.39 |
| Food security | 83 | 6.29 | 2.00 | 9 | 7.56 | 1.67 |
| Climate change | 79 | 5.52 | 2.41 | 9 | 6.67 | 2.24 |
| Agricultural development | 113 | 7.04 | 1.92 | 13 | 7.31 | 2.14 |
| Trade and exports | 94 | 6.23 | 2.01 | 8 | 6.88 | 2.42 |
| Economic growth | 122 | 6.54 | 2.19 | 10 | 6.90 | 1.91 |
| Law and justice | 107 | 5.79 | 2.44 | 10 | 6.30 | 3.23 |
| Regulatory framework* | 104 | 6.37 | 1.92 | 6 | 8.17 | 1.83 |
| Communicable/non-communicable diseases | 67 | 6.36 | 2.09 | 7 | 7.43 | 1.40 |
| Basic infrastructure | 113 | 7.12 | 1.87 | 12 | 8.08 | 1.56 |
| Natural resource management* | 92 | 5.48 | 2.38 | 9 | 7.44 | 2.35 |
| Rural development | 114 | 6.55 | 2.25 | 12 | 6.83 | 2.52 |
| Education | 124 | 6.79 | 2.12 | 11 | 7.91 | 1.58 |
| Social protection | 102 | 6.36 | 2.33 | 9 | 7.22 | 2.33 |
| Transport | 105 | 7.04 | 2.09 | 12 | 7.50 | 2.32 |
| Poverty reduction | 126 | 6.40 | 2.29 | 12 | 7.17 | 1.90 |
| Public sector reform | 120 | 6.60 | 2.09 | 10 | 7.30 | 1.57 |
| Information and communications technology | 106 | 6.77 | 1.93 | 9 | 7.44 | 2.30 |
| Gender | 83 | 6.42 | 2.10 | 8 | 7.13 | 1.55 |
| Domestic private sector development | 103 | 6.00 | 2.13 | 12 | 6.83 | 2.59 |
| Foreign direct investment | 98 | 6.30 | 2.28 | 11 | 7.45 | 2.21 |
| Water and sanitation | 115 | 7.33 | 1.89 | 15 | 7.87 | 2.17 |
| Anti-corruption | 112 | 5.54 | 2.54 | 8 | 6.38 | 2.13 |
| Monitoring and evaluation | 108 | 7.06 | 1.98 | 9 | 7.78 | 1.92 |
| Public financial management | 109 | 6.87 | 2.00 | 10 | 7.70 | 1.57 |
| Job creation/employment | 103 | 5.96 | 2.30 | 11 | 6.09 | 2.70 |

*Significantly different between locations

C. World Bank Effectiveness and Results (continued)

| | Which best represents your geographic location? | | | | | |
|---|---|------|------|------|------|------|
| | Yerevan | | | Marz | | |
| | N | Mean | SD | N | Mean | SD |
| To what extent does the World Bank's work help to achieve development results in Armenia? | 152 | 7.20 | 1.91 | 15 | 7.20 | 2.51 |

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

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

(1-Strongly disagree, 10-Strongly agree)

| | Which best represents your geographic location? | | | | | |
|--|---|------|------|------|------|------|
| | Yerevan | | | Marz | | |
| | N | Mean | SD | N | Mean | SD |
| The World Bank's financial instruments meet the needs of Armenia | 152 | 7.38 | 1.97 | 14 | 6.71 | 2.43 |
| The World Bank meets Armenia's needs for knowledge services | 138 | 6.52 | 2.17 | 13 | 5.92 | 1.93 |

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 | Yerevan | Marz |
|---------------------------|---------|-------|
| Weekly | 10.7% | 0.0% |
| Monthly | 27.7% | 10.5% |
| A few times a year | 43.4% | 52.6% |
| Rarely | 18.2% | 21.1% |
| Never | 0.0% | 15.8% |

When thinking about the development challenges in Armenia, 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) | Yerevan | Marz |
|--|---------|-------|
| Climate change | 2.5% | 0.0% |
| Agricultural development* | 24.5% | 57.9% |
| Trade and exports | 8.8% | 21.1% |
| Economic growth | 28.3% | 26.3% |
| Law and justice | 14.5% | 10.5% |
| Regulatory framework | 1.9% | 5.3% |
| Communicable/non-communicable diseases | 0.0% | 0.0% |
| Basic infrastructure | 8.2% | 10.5% |
| Natural resource management | 6.3% | 10.5% |
| Governance | 16.4% | 10.5% |
| Urban development* | 1.9% | 10.5% |
| Environmental sustainability | 4.4% | 0.0% |
| Equality of opportunity | 20.8% | 5.3% |
| Health | 8.2% | 10.5% |
| Energy | 2.5% | 5.3% |
| Food security | 2.5% | 5.3% |
| Gender | 0.6% | 0.0% |
| Domestic private sector development | 18.9% | 21.1% |
| Foreign direct investment | 5.0% | 0.0% |
| Water and sanitation | 4.4% | 0.0% |
| Anti-corruption | 20.1% | 10.5% |
| Monitoring and evaluation | 1.9% | 0.0% |
| Public financial management | 6.3% | 0.0% |
| Job creation/employment | 17.0% | 15.8% |
| Rural development | 10.7% | 10.5% |
| Education | 22.6% | 10.5% |
| Social protection | 3.1% | 0.0% |
| Transport* | 1.9% | 21.1% |
| Poverty reduction | 15.7% | 15.8% |
| Public sector reform | 8.8% | 0.0% |
| Information and communications technology | 5.0% | 5.3% |

*Significantly different between locations

D. The World Bank's Knowledge (continued)**How effective do you believe the World Bank's knowledge and research are at ... in Armenia?***(1-Not effective at all, 10-Very effective)*

| | Which best represents your geographic location? | | | | | |
|---|---|------|------|------|------|------|
| | Yerevan | | | Marz | | |
| | N | Mean | SD | N | Mean | SD |
| Raising your awareness of the particular topic* | 141 | 7.22 | 2.12 | 11 | 5.82 | 1.25 |
| Stimulating public debate/dialogue | 124 | 6.23 | 2.17 | 8 | 5.88 | 1.89 |
| Enhancing your knowledge and/or skills | 144 | 7.17 | 2.20 | 14 | 6.79 | 1.63 |
| Contributing to good policy making | 134 | 7.11 | 2.10 | 9 | 6.11 | 2.52 |
| Providing support for program implementation | 144 | 7.85 | 1.72 | 15 | 8.00 | 1.81 |

Significantly different between locations*To what extent do you believe that the World Bank's knowledge and research ... in Armenia?***(1-To no degree at all, 10-To a very significant degree)*

| | Which best represents your geographic location? | | | | | |
|--|---|------|------|------|------|------|
| | Yerevan | | | Marz | | |
| | N | Mean | SD | N | Mean | SD |
| Are timely | 144 | 8.14 | 1.54 | 14 | 7.50 | 1.91 |
| Include appropriate level of stakeholder involvement during preparation | 136 | 7.35 | 1.99 | 12 | 6.75 | 2.18 |
| Are relevant to Armenia's development priorities | 138 | 7.46 | 1.83 | 10 | 6.80 | 2.15 |
| Provide feasible recommendations | 141 | 7.52 | 1.64 | 13 | 7.00 | 2.52 |
| Are accessible (well written and easy to understand)* | 146 | 7.69 | 1.63 | 14 | 6.36 | 1.78 |
| A source of relevant information on global good practices | 145 | 7.70 | 1.77 | 15 | 7.27 | 2.71 |
| Are adequately disseminated* | 137 | 6.87 | 2.26 | 10 | 5.30 | 2.75 |
| Are appropriately translated | 129 | 7.66 | 1.83 | 13 | 7.46 | 2.50 |
| Are adaptable to Armenia's specific development challenges and country circumstances | 139 | 7.50 | 1.74 | 15 | 7.67 | 1.63 |

**Significantly different between locations*

| | Which best represents your geographic location? | | | | | |
|--|---|------|------|------|------|------|
| | Yerevan | | | Marz | | |
| | 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? | 155 | 7.46 | 1.85 | 17 | 7.71 | 1.49 |
| Overall, how would you rate the technical quality of the World Bank's knowledge/research? | 150 | 8.19 | 1.45 | 16 | 8.13 | 1.54 |
| To what extent do you believe that Armenia received value for money from the World Bank's products/services that were paid for on a fee for service basis? | 105 | 7.47 | 1.80 | 11 | 7.73 | 1.85 |

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality; 1- To no degree at all, 10-To a very significant degree)

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)

| | Which best represents your geographic location? | | | | | |
|---|---|------|------|------|------|------|
| | Yerevan | | | Marz | | |
| | N | Mean | SD | N | Mean | SD |
| The World Bank disburses funds promptly* | 133 | 8.00 | 1.67 | 14 | 6.79 | 2.29 |
| The World Bank effectively monitors and evaluates the projects and programs it supports | 138 | 7.90 | 1.73 | 16 | 7.94 | 1.95 |
| The World Bank's approvals and reviews are done in a timely fashion | 130 | 7.76 | 1.71 | 12 | 7.08 | 1.68 |
| The World Bank's "Safeguard Policy" requirements are reasonable | 98 | 7.79 | 1.60 | 8 | 6.75 | 1.98 |
| The World Bank imposes reasonable conditions on its lending* | 123 | 7.75 | 1.58 | 11 | 6.73 | 2.24 |
| Working with the World Bank increases Armenia's institutional capacity | 146 | 7.77 | 1.85 | 15 | 8.00 | 1.07 |
| The World Bank ensures consistency and continuity through staff changes | 108 | 7.65 | 1.79 | 8 | 6.75 | 2.38 |
| The World Bank's teams and visits are well coordinated | 125 | 8.23 | 1.43 | 13 | 7.62 | 2.72 |
| Where country systems are adequate, the World Bank makes appropriate use of them | 97 | 7.76 | 1.84 | 8 | 6.75 | 2.05 |
| The World Bank provides effective implementation support | 130 | 8.12 | 1.55 | 14 | 7.50 | 1.65 |

*Significantly different between locations

F. The Future Role of the World Bank in Armenia

| | Which best represents your geographic location? | | | | | |
|---|---|------|------|------|------|------|
| | Yerevan | | | Marz | | |
| | N | Mean | SD | N | Mean | SD |
| How significant a role do you believe the World Bank SHOULD play in Armenia's development in the near future? | 156 | 8.26 | 1.76 | 15 | 8.27 | 1.71 |

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

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

| Percentage of Respondents (Responses Combined) | Yerevan | Marz |
|--|---------|-------|
| Improve the quality of its experts as related to Armenia's specific challenges | 26.9% | 0.0% |
| Reduce the complexity of obtaining World Bank financing | 29.5% | 47.4% |
| Focus primarily on advocacy issues | 12.2% | 10.5% |
| Improve the competitiveness of its financing compared to markets | 14.1% | 10.5% |
| Ensure greater selectivity in its work | 17.9% | 26.3% |
| Provide more adequate data/knowledge/statistics/figures on Armenia's economy | 7.7% | 15.8% |
| Offer more innovative financial products | 21.2% | 36.8% |
| Offer more innovative knowledge services | 28.2% | 10.5% |
| Increase availability of Fee-Based services | 3.8% | 10.5% |
| Work faster | 13.5% | 26.3% |
| Other | 7.1% | 5.3% |

G. Communication and Information Sharing

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

| Percentage of Respondents (Responses Combined) | Yerevan | Marz |
|---|---------|-------|
| Local newspapers | 14.6% | 15.8% |
| International newspapers | 3.8% | 0.0% |
| Local radio | 1.3% | 0.0% |
| International radio | 1.3% | 0.0% |
| Local television | 36.1% | 31.6% |
| International television | 13.9% | 15.8% |
| Periodicals | 20.9% | 36.8% |
| Internet | 82.3% | 73.7% |
| Social media (Facebook, Twitter, Youtube) | 10.1% | 5.3% |
| Blogs | 1.9% | 0.0% |
| Mobile phones* | 0.0% | 5.3% |
| Instant messaging | 0.0% | 0.0% |
| Other | 5.1% | 5.3% |

*Significantly different between locations

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

| Percentage of Respondents (Responses Combined) | Yerevan | Marz |
|--|---------|-------|
| World Bank website | 47.2% | 63.2% |
| Direct contact with World Bank (i.e., face to face meetings/discussions) | 32.9% | 36.8% |
| e-Newsletters | 35.4% | 21.1% |
| Instant messaging* | 0.0% | 5.3% |
| World Bank seminars/workshops/conferences | 36.0% | 31.6% |
| World Bank Public Information Center | 7.5% | 0.0% |
| World Bank publications and other written materials | 26.1% | 31.6% |
| Mobile phones | 2.5% | 0.0% |
| Social media (Facebook, Twitter, Youtube) | 7.5% | 10.5% |
| Blogs | 0.6% | 0.0% |
| Other | 0.0% | 0.0% |

*Significantly different between locations

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

| Percentage of Respondents | Yerevan | Marz |
|---------------------------|---------|-------|
| Yes | 36.1% | 16.7% |
| No | 63.9% | 83.3% |

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

| Percentage of Respondents | Yerevan | Marz |
|---------------------------|---------|-------|
| Yes | 27.2% | 11.8% |
| No | 72.8% | 88.2% |

Were you able to obtain this information?

| Percentage of Respondents | Yerevan | Marz |
|---------------------------|---------|-------|
| Yes | 91.9% | 50.0% |
| No | 8.1% | 50.0% |

Do you have access to the Internet?

| Percentage of Respondents | Yerevan | Marz |
|---------------------------|---------|-------|
| Yes | 97.9% | 84.2% |
| No | 2.1% | 15.8% |

Do you use/have used the World Bank website?

| Percentage of Respondents | Yerevan | Marz |
|---------------------------|---------|-------|
| Yes | 83.6% | 61.1% |
| No | 16.4% | 38.9% |

Which do you primarily use?*

| Percentage of Respondents | Yerevan | Marz |
|----------------------------------|---------|-------|
| The World Bank's country website | 54.6% | 85.7% |
| The World Bank's main website | 45.4% | 14.3% |

*Significantly different between locations

G. Communication and Information Sharing (continued)

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

| Percentage of Respondents | Yerevan | Marz |
|----------------------------|---------|-------|
| Yes | 18.7% | 16.7% |
| No | 56.8% | 50.0% |
| I don't know what a PIC is | 24.5% | 33.3% |

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

(1-Strongly disagree, 10-Strongly agree)

| | Which best represents your geographic location? | | | | | |
|---|---|------|------|------|------|------|
| | Yerevan | | | Marz | | |
| | N | Mean | SD | N | Mean | SD |
| I use more data from the World Bank as a result of the organization's Open Data policy* | 102 | 6.76 | 2.56 | 11 | 4.82 | 2.56 |
| The World Bank's PIC is a valuable source of information related to development in Armenia* | 44 | 7.45 | 1.81 | 7 | 4.57 | 2.88 |
| I find the World Bank websites easy to navigate* | 123 | 7.49 | 1.84 | 8 | 5.25 | 2.60 |
| I find the information on the World Bank's websites useful | 123 | 8.21 | 1.47 | 10 | 7.50 | 1.51 |
| When I need information from the World Bank I know how to find it | 141 | 8.40 | 1.91 | 14 | 7.79 | 2.08 |
| The World Bank is responsive to my information requests and inquiries | 118 | 8.31 | 1.73 | 10 | 7.30 | 2.45 |

*Significantly different between locations

H. Background Information

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

| Percentage of Respondents | Yerevan | Marz |
|---------------------------|---------|-------|
| Yes | 86.8% | 57.9% |
| No | 13.2% | 42.1% |

*Significantly different between locations

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

| Percentage of Respondents (Responses Combined) | Yerevan | Marz |
|---|---------|-------|
| Observer (i.e., follow in media, discuss in informal conversations, etc.) | 10.2% | 22.2% |
| Use World Bank reports/data | 29.9% | 22.2% |
| Engage in World Bank related/sponsored events/activities | 40.8% | 38.9% |
| Collaborate as part of my professional duties | 68.8% | 66.7% |
| Use World Bank website for information, data, research, etc. | 12.7% | 5.6% |

Appendix D: Responses to All Questions by Year¹

FY '03 Response Number = 212 • FY '05 Response Number = 171 • FY '13 Response Number = 192

B. Overall Attitudes toward the World Bank

| | year | | | | | | | | |
|--|---------|------|------|---------|------|------|---------|------|------|
| | FY 2003 | | | FY 2005 | | | FY 2013 | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| How familiar are you with the work of the World Bank in Armenia? | 211 | 7.97 | 1.65 | 171 | 7.75 | 1.91 | 192 | 7.72 | 1.87 |

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

| | year | | | | | | | | |
|--|---------|------|------|---------|------|------|---------|------|------|
| | FY 2003 | | | FY 2005 | | | FY 2013 | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Overall, please rate your impression of the World Bank's effectiveness in Armenia. | 208 | 7.84 | 1.63 | 171 | 7.63 | 1.80 | 179 | 7.65 | 1.80 |

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

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

(1-Strongly disagree, 10-Strongly agree)

| | year | | | | | | | | |
|--|---------|------|------|---------|------|------|---------|------|------|
| | FY 2003 | | | FY 2005 | | | FY 2013 | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Overall the World Bank currently plays a relevant role in development in Armenia | 209 | 7.91 | 1.75 | 170 | 7.79 | 2.16 | 181 | 7.63 | 1.90 |
| The World Bank's work is aligned with what I consider the development priorities for Armenia | 206 | 7.46 | 1.87 | 168 | 7.40 | 2.17 | 179 | 7.39 | 1.96 |
| The World Bank supports programs and strategies that are realistic for Armenia | 206 | 7.64 | 1.79 | 170 | 7.66 | 1.94 | 181 | 7.61 | 1.87 |
| The World Bank treats clients and stakeholders in Armenia with respect | 206 | 8.66 | 1.57 | 166 | 8.40 | 2.17 | 180 | 8.58 | 1.59 |

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

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

| | year | | | | | | | | |
|--|---------|------|------|---------|------|------|---------|------|------|
| | FY 2003 | | | FY 2005 | | | FY 2013 | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Flexibility (in terms of the World Bank's products and services) ^{**} | 177 | 7.48 | 1.87 | 144 | 7.42 | 1.94 | 157 | 6.66 | 2.05 |
| Flexibility (in terms of changing country circumstances) ^{**} | 182 | 7.47 | 1.86 | 143 | 7.33 | 1.91 | 155 | 6.39 | 2.09 |
| Staff accessibility [^] | 202 | 7.38 | 2.09 | 165 | 7.90 | 1.97 | 167 | 7.89 | 1.88 |
| Straightforwardness and honesty [^] | 205 | 7.37 | 1.91 | 163 | 8.05 | 1.83 | 160 | 8.12 | 1.88 |

[^]Significantly different between FY13 and FY03 country surveys; ^{**}Significantly different between FY13 and FY05 country surveys.

¹ Only those questions that were asked in the FY '03, FY '05, and FY '13 country surveys, with similar response scales/options, are presented.

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 Armenia, on a ten point scale? (1-Not effective at all, 10-Very effective)

| | year | | | | | | | | |
|--|---------|------|------|---------|------|------|---------|------|------|
| | FY 2003 | | | FY 2005 | | | FY 2013 | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Health* | 186 | 6.46 | 2.00 | 149 | 6.35 | 1.98 | 131 | 7.09 | 2.01 |
| Agricultural development* | | | | 156 | 6.58 | 1.76 | 134 | 7.03 | 1.95 |
| Economic growth | 207 | 6.73 | 1.70 | 169 | 6.75 | 1.72 | 140 | 6.54 | 2.15 |
| Law and justice | | | | 160 | 5.94 | 1.95 | 123 | 5.89 | 2.48 |
| Regulatory framework | 195 | 6.69 | 1.77 | 151 | 6.60 | 1.66 | 116 | 6.43 | 1.99 |
| Basic infrastructure | | | | 164 | 7.48 | 1.67 | 132 | 7.14 | 1.96 |
| Education | 195 | 6.90 | 1.92 | 158 | 6.47 | 1.80 | 144 | 6.84 | 2.12 |
| Social protection | | | | 153 | 6.22 | 1.94 | 117 | 6.42 | 2.32 |
| Poverty reduction | 204 | 6.31 | 1.82 | 166 | 6.44 | 1.77 | 145 | 6.46 | 2.23 |
| Public sector reform | 198 | 6.49 | 1.73 | 157 | 6.26 | 1.81 | 138 | 6.65 | 2.04 |
| Gender* | | | | 136 | 5.72 | 1.89 | 97 | 6.58 | 2.05 |
| Domestic private sector development [^] | 202 | 6.70 | 1.80 | 160 | 6.36 | 1.71 | 120 | 6.12 | 2.16 |
| Public financial management | 201 | 6.81 | 1.76 | 157 | 6.86 | 1.92 | 126 | 6.90 | 1.98 |

[^]Significantly different between FY13 and FY03 country surveys; *Significantly different between FY13 and FY05 country surveys.

D. The World Bank's Knowledge

To what extent do you believe that the World Bank's knowledge and research ... in Armenia?

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

| | year | | | | | | | | |
|---|---------|------|------|---------|------|------|---------|------|------|
| | FY 2003 | | | FY 2005 | | | FY 2013 | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Are adaptable to Armenia's specific development challenges and country circumstances [^] | 205 | 6.64 | 1.75 | 163 | 6.70 | 1.86 | 162 | 7.52 | 1.69 |

[^]Significantly different between FY13 and FY03 country surveys; *Significantly different between FY13 and FY05 country surveys.

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)

| | year | | | | | | | | |
|---|---------|------|------|---------|------|------|---------|------|------|
| | FY 2003 | | | FY 2005 | | | FY 2013 | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| The World Bank disburses funds promptly* | 175 | 7.64 | 2.08 | 141 | 8.45 | 1.59 | 156 | 7.91 | 1.77 |
| The World Bank effectively monitors and evaluates the projects and programs it supports | 182 | 7.90 | 1.92 | 141 | 8.11 | 1.99 | 163 | 7.93 | 1.73 |
| Working with the World Bank increases Armenia's institutional capacity | 172 | 7.55 | 1.79 | 143 | 7.81 | 1.71 | 170 | 7.81 | 1.78 |
| The World Bank's teams and visits are well coordinated | | | | 134 | 7.89 | 1.98 | 146 | 8.21 | 1.57 |

*Significantly different between FY13 and FY05 country surveys.

G. Communication and Information Sharing

Do you use/have used the World Bank website?

| Percentage of Respondents | 2005 | 2013 |
|---------------------------|-------|-------|
| Yes | 68.8% | 81.5% |
| No | 31.2% | 18.5% |

Which do you primarily use?

| Percentage of Respondents | 2005 | 2013 |
|----------------------------------|-------|-------|
| The World Bank's country website | 61.5% | 57.3% |
| The World Bank's main website | 38.5% | 42.7% |

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

| Indicator Question | Currently, do you professionally collaborate/work with the World Bank in your country? | | Which of the following describes most of your exposure to the World Bank in Armenia? (Choose no more than TWO) | | | | | | | | | |
|---|--|----------|--|----------|---------------------|----------|-------------------------|----------|-------------|----------|----------------|----------|
| | No Mean | Yes Mean | 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 |
| Overall, please rate your impression of the World Bank's effectiveness in Armenia. | 7.04 | 7.75 | 7.68 | 7.50 | 7.70 | 7.58 | 7.87 | 7.38 | 7.24 | 7.86 | 7.67 | 7.64 |
| To what extent do you believe the World Bank's staff is well prepared to help Armenia solve its most complicated development challenges? | 7.60 | 8.38 | 8.32 | 8.05 | 8.22 | 8.46 | 8.33 | 8.24 | 8.11 | 8.38 | 8.30 | 8.21 |
| Overall the World Bank currently plays a relevant role in development in Armenia | 7.04 | 7.73 | 7.74 | 6.62 | 7.60 | 7.63 | 7.64 | 7.57 | 7.27 | 7.77 | 7.62 | 7.57 |
| The World Bank's work is aligned with what I consider the development priorities for Armenia | 6.60 | 7.53 | 7.50 | 6.39 | 7.31 | 7.55 | 7.31 | 7.48 | 7.16 | 7.48 | 7.40 | 7.24 |
| Responsiveness | 5.96 | 6.57 | 6.53 | 6.17 | 6.57 | 6.31 | 6.56 | 6.39 | 6.08 | 6.68 | 6.56 | 6.00 |
| Openness (sharing data and other information) | 6.75 | 7.80 | 7.73 | 6.76 | 7.60 | 7.66 | 7.59 | 7.65 | 7.23 | 7.79 | 7.70 | 7.00 |
| Collaboration with groups outside of the Government | 5.87 | 7.18 | 7.16 | 6.00 | 7.00 | 7.07 | 7.22 | 6.71 | 6.59 | 7.24 | 6.98 | 7.36 |
| Collaboration with the Government | 8.68 | 8.62 | 8.62 | 8.63 | 8.53 | 8.83 | 8.66 | 8.56 | 8.61 | 8.63 | 8.64 | 8.53 |
| Collaboration with other donors | 6.60 | 7.62 | 7.54 | 7.15 | 7.36 | 7.78 | 7.63 | 7.26 | 7.06 | 7.67 | 7.64 | 6.31 |
| To what extent does the World Bank's work help to achieve development results in Armenia? | 6.36 | 7.34 | 7.23 | 6.80 | 7.20 | 7.12 | 7.27 | 7.03 | 6.73 | 7.39 | 7.21 | 6.91 |
| The World Bank's financial instruments meet the needs of Armenia | 6.35 | 7.51 | 7.40 | 6.85 | 7.29 | 7.44 | 7.42 | 7.22 | 7.09 | 7.46 | 7.38 | 7.05 |
| The World Bank meets Armenia's needs for knowledge services | 5.30 | 6.68 | 6.57 | 5.61 | 6.33 | 6.73 | 6.61 | 6.24 | 5.98 | 6.70 | 6.51 | 6.00 |
| The World Bank's knowledge and research are adaptable to Armenia's specific development challenges and country circumstances | 6.75 | 7.66 | 7.63 | 6.90 | 7.47 | 7.68 | 7.43 | 7.70 | 7.39 | 7.60 | 7.58 | 7.24 |
| Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country? | 6.68 | 7.62 | 7.53 | 7.05 | 7.49 | 7.42 | 7.61 | 7.25 | 6.98 | 7.71 | 7.46 | 7.50 |
| Overall, how would you rate the technical quality of the World Bank's knowledge/research? | 7.79 | 8.26 | 8.24 | 7.95 | 8.24 | 8.13 | 8.23 | 8.17 | 8.00 | 8.30 | 8.21 | 8.19 |
| Where country systems are adequate, the World Bank makes appropriate use of them | 6.70 | 7.84 | 7.86 | 6.93 | 7.78 | 7.66 | 7.61 | 7.95 | 7.76 | 7.74 | 7.79 | 7.42 |

Yellow highlight indicates significant difference between Yes and No mean.

Appendix F: Armenia FY 2013 Questionnaire



World Bank Country Survey FY13 – Armenia

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

| A1. In general would you say that Armenia 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 Armenia? Which ONE is the second most important priority? Which ONE is the third most important priority? | | FIRST priority (Choose only ONE) | SECOND priority (Choose only ONE) | THIRD priority (Choose only ONE) |
|---|--|---|--|---|
| Choose only ONE for each column | | | | |
| 1 | Rural development | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | Education | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | Social protection (e.g., pensions, targeted social assistance) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | Transport (e.g., rural roads) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | Poverty reduction | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | Public sector reform | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | Information and communications technology | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | Gender | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 | Domestic private sector development | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 | Foreign direct investment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11 | Water and sanitation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12 | Anti-corruption | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 13 | Monitoring and evaluation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 14 | Public financial management (e.g., public expenditure, fiscal system reform) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 15 | Job creation/employment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 16 | Governance (i.e., government effectiveness) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 17 | Urban development | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 18 | Environmental sustainability | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 19 | Equality of opportunity (i.e., equity) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 20 | Health | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 21 | Energy | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 22 | Food security | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 23 | Climate change | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 24 | Agricultural development | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 25 | Trade and exports | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 26 | Economic growth | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 27 | Law and justice | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 28 | Regulatory framework | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 29 | Communicable/non-communicable diseases | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 30 | Basic infrastructure | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 31 | Natural resource management | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

SECTION A: GENERAL ISSUES

| A3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Armenia? (Choose no more than THREE) | |
|--|--|
| 1 | Domestic private sector development |
| 2 | Foreign direct investment |
| 3 | Water and sanitation |
| 4 | Anti-corruption |
| 5 | Monitoring and evaluation |
| 6 | Public financial management (e.g., public expenditure, fiscal system reform) |
| 7 | Job creation/employment |
| 8 | Rural development |
| 9 | Education |
| 10 | Social protection (e.g., pensions, targeted social assistance) |
| 11 | Transport (e.g., rural roads) |
| 12 | Public sector reform |
| 13 | Information and communications technology |
| 14 | Gender |
| 15 | Governance (i.e., government effectiveness) |
| 16 | Urban development |
| 17 | Trade and exports |
| 18 | Economic growth |
| 19 | Law and justice |
| 20 | Regulatory framework |
| 21 | Communicable/non-communicable diseases |
| 22 | Basic infrastructure |
| 23 | Natural resource management |
| 24 | Environmental sustainability |
| 25 | Equality of opportunity (i.e., equity) |
| 26 | Health |
| 27 | Energy |
| 28 | Food security |
| 29 | Climate change |
| 30 | Agricultural development |

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 Armenia? (Choose no more than THREE) | |
| 1 | Health |
| 2 | Energy |
| 3 | Food security |
| 4 | Climate change |
| 5 | Public sector reform |
| 6 | Information and communications technology |
| 7 | Trade and exports |
| 8 | Law and justice |
| 9 | Regulatory framework |
| 10 | Communicable/non-communicable diseases |
| 11 | Basic infrastructure |
| 12 | Natural resource management |
| 13 | Public financial management (e.g., public expenditure, fiscal system reform) |
| 14 | Job creation/employment |
| 15 | Governance (i.e., government effectiveness) |
| 16 | Urban development |
| 17 | Environmental sustainability |
| 18 | Equality of opportunity (i.e., equity) |
| 19 | Rural development |
| 20 | Education |
| 21 | Social protection (e.g., pensions, targeted social assistance) |
| 22 | Transport (e.g., rural roads) |
| 23 | Agricultural development |
| 24 | Gender |
| 25 | Domestic private sector development |
| 26 | Foreign direct investment |
| 27 | Water and sanitation |
| 28 | Anti-corruption |
| 29 | Monitoring and evaluation |

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

| | | | | | | | | | |
|---|---|---|---|---|--------------------|---|---|---|----|
| B1. How familiar are you with the work of the World Bank in Armenia, 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 Armenia, on a ten point scale? | | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 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 Armenia solve its most complicated development challenges, on a ten point scale? | | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| To no degree at all | | | | | | | | | To a very significant degree | Don't know |

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 Armenia, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Armenia? (Choose no more than THREE) | |
|--|--|
| 1 | Equality of opportunity (i.e., equity) |
| 2 | Health |
| 3 | Energy |
| 4 | Food security |
| 5 | Climate change |
| 6 | Agricultural development |
| 7 | Trade and exports |
| 8 | Economic growth |
| 9 | Law and justice |
| 10 | Regulatory framework |
| 11 | Communicable/non-communicable diseases |
| 12 | Basic infrastructure |
| 13 | Natural resource management |
| 14 | Rural development |
| 15 | Education |
| 16 | Social protection (e.g., pensions, targeted social assistance) |
| 17 | Transport (e.g., rural roads) |
| 18 | Poverty reduction |
| 19 | Public sector reform |
| 20 | Information and communications technology |
| 21 | Gender |
| 22 | Domestic private sector development |
| 23 | Foreign direct investment |
| 24 | Water and sanitation |
| 25 | Anti-corruption |
| 26 | Monitoring and evaluation |
| 27 | Public financial management (e.g., public expenditure, fiscal system reform) |
| 28 | Job creation/employment |
| 29 | Governance (i.e., government effectiveness) |
| 30 | Urban development |
| 31 | Environmental sustainability |

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 Armenia?

| | | Greatest Value (Choose only ONE) | Second Greatest Value (Choose only ONE) |
|----|--|-------------------------------------|--|
| 1 | Financial resources | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | Mobilizing third party financial resources | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | Technical assistance | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | Policy advice | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | Donor coordination | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | Data | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | Training/capacity building | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | Studies/analyses | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 | Convening/facilitating | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 | Other (please specify): _____ | <input type="checkbox"/> | <input type="checkbox"/> |

B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Armenia? (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 | Not enough public disclosure of its work |
| 10 | World Bank processes too slow and complex |
| 11 | Not aligned with country priorities |
| 12 | Not aligned with other donors' work |
| 13 | Not collaborating enough with non-state actors |
| 14 | Not adequately sensitive to political/social realities in Armenia |
| 15 | Other (please specify): _____ |

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

| B7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Armenia? (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 products/services (analytical work, studies, surveys, etc.) |
| 5 | Technical assistance (advice, best practice, international experience, etc.) |
| 6 | Trust Fund management |
| 7 | Other (please specify): _____ |
| 8 | Don't know |

| B8. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Armenia? (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 products/services (analytical work, studies, surveys, etc.) |
| 5 | Technical assistance (advice, best practice, international experience, etc.) |
| 6 | Trust Fund management |
| 7 | Other (please specify): _____ |
| 8 | Don't know |

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B9. 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 | Community Based Organizations (CBOs) |
| 6 | Donor community |
| 7 | Foundations |
| 8 | Academia/think tanks/research institutes |
| 9 | Parliament |
| 10 | Media |
| 11 | Other (please specify): _____ |

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

| | | Strongly disagree | | | | | | | | | | Strongly agree | Don't know |
|------------|--|-------------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| B10 | Overall the World Bank currently plays a relevant role in development in Armenia | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| B11 | The World Bank's work is aligned with what I consider the development priorities for Armenia | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| B12 | The World Bank supports programs and strategies that are realistic for Armenia | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| B13 | The World Bank treats clients and stakeholders in Armenia with respect | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |

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

| To what extent is the World Bank an effective development partner in Armenia, 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 | | |
| B14 | Responsiveness | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| B15 | Flexibility (in terms of the World Bank's products and services) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| B16 | Flexibility (in terms of changing country circumstances) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| B17 | Being inclusive | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| B18 | Openness (sharing data and other information) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| B19 | Staff accessibility | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| B20 | Straightforwardness and honesty | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| B21 | Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| B22 | Collaboration with the Government | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| B23 | Collaboration with other donors | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| B24 | Follow through over time | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |

| B25. 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 Armenia, on a ten point scale? | | | | | | | | | | | | Very effective | Don't know |
|--|--|-----------------------------|---|---|---|---|---|---|---|---|----|-----------------------|--------------------------|
| | | Not effective at all | | | | | | | | | | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| C1 | Governance (i.e., government effectiveness) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C2 | Urban development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C3 | Environmental sustainability | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C4 | Equality of opportunity (i.e., equity) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C5 | Health | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C6 | Energy | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C7 | Food security | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C8 | Climate change | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C9 | Agricultural development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C10 | Trade and exports | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C11 | Economic growth | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C12 | Law and justice | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C13 | Regulatory framework | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C14 | Communicable/non-communicable diseases | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C15 | Basic infrastructure | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C16 | Natural resource management | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C17 | Rural development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C18 | Education | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C19 | Social protection (e.g., pensions, targeted social assistance) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C20 | Transport (e.g., rural roads) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C21 | Poverty reduction | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C22 | Public sector reform | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C23 | Information and communications technology | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C24 | Gender | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C25 | Domestic private sector development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C26 | Foreign direct investment | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C27 | Water and sanitation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C28 | Anti-corruption | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C29 | Monitoring and evaluation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C30 | Public financial management (e.g., public expenditure, fiscal system reform) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C31 | Job creation/employment | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

| C32. To what extent does the World Bank's work help to achieve development results in Armenia, on a ten point scale? | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|------------------------------|--------------------------|--|------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | | |
| To no degree at all | | | | | | | | | To a very significant degree | | | Don't know |

| To what extent do you agree with the following statements about the World Bank in Armenia, on a ten point scale? | | | | | | | | | | | | |
|---|--|-------------------|---|---|---|---|----------------|---|---|---|----|--------------------------|
| | | Strongly disagree | | | | | Strongly agree | | | | | Don't know |
| C33 | The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, etc.) meet the needs of Armenia | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C34 | The World Bank meets Armenia's needs for knowledge services (e.g., research, analysis, data, technical assistance) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

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 |

PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.

SECTION D: THE WORLD BANK'S KNOWLEDGE

D2. When thinking about the development challenges in Armenia, 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 | Climate change |
| 2 | Agricultural development |
| 3 | Trade and exports |
| 4 | Economic growth |
| 5 | Law and justice |
| 6 | Regulatory framework |
| 7 | Communicable/non-communicable diseases |
| 8 | Basic infrastructure |
| 9 | Natural resource management |
| 10 | Governance (i.e., government effectiveness) |
| 11 | Urban development |
| 12 | Environmental sustainability |
| 13 | Equality of opportunity (i.e., equity) |
| 14 | Health |
| 15 | Energy |
| 16 | Food security |
| 17 | Gender |
| 18 | Domestic private sector development |
| 19 | Foreign direct investment |
| 20 | Water and sanitation |
| 21 | Anti-corruption |
| 22 | Monitoring and evaluation |
| 23 | Public financial management (e.g., public expenditure, fiscal system reform) |
| 24 | Job creation/employment |
| 25 | Rural development |
| 26 | Education |
| 27 | Social protection (e.g., pensions, targeted social assistance) |
| 28 | Transport (e.g., rural roads) |
| 29 | Poverty reduction |
| 30 | Public sector reform |
| 31 | Information and communications technology |

SECTION D: THE WORLD BANK'S KNOWLEDGE

| How effective do you believe the World Bank's knowledge and research are at ... in Armenia? | | | | | | | | | | | | |
|---|--|----------------------|---|---|---|---|---|---|---|----------------|----|--------------------------|
| | | Not effective at all | | | | | | | | Very effective | | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| D3 | Raising your awareness of the particular topic | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D4 | Stimulating public debate/dialogue | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D5 | Enhancing your knowledge and/or skills | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D6 | Contributing to good policy making | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D7 | Providing support for program implementation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

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

| 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 | <input type="checkbox"/> |
| 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 | <input type="checkbox"/> |
| Very low technical quality | | | | | | | | | Very high technical quality | Don't know |

| | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|------------------------------|--------------------------|
| D19. To what extent do you believe that Armenia received value for money from the World Bank's products/services that were paid for on a fee for service basis? | | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| To no degree at all | | | | | | | | | To a very significant degree | Don't know |

SECTION 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 | <input type="checkbox"/> | |
| E2 | The World Bank effectively monitors and evaluates the projects and programs it supports | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E3 | The World Bank's approvals and reviews are done in a timely fashion | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E4 | The World Bank's "Safeguard Policy" requirements are reasonable | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E5 | The World Bank imposes reasonable conditions on its lending | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E6 | Working with the World Bank increases Armenia's institutional capacity | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E7 | The World Bank ensures consistency and continuity through staff changes | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E8 | The World Bank's teams and visits are well coordinated | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 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 | <input type="checkbox"/> | |
| E10 | The World Bank provides effective implementation support (i.e., supervision of projects) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |

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 F: THE FUTURE ROLE OF THE WORLD BANK IN ARMENIA

| | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|-----------------------|--------------------------|
| F1. How significant a role do you believe the World Bank SHOULD play in Armenia's development in the near future, on a ten point scale? | | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 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 Armenia? (Choose no more than TWO) | |
| 1 | Improve the quality of its experts as related to Armenia'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 Armenia'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 Armenia? (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 now discloses 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.am) |
| 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 Armenia? | |
|--|--------------------------|
| 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 |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 10 | 9 | <input type="checkbox"/> |
| 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 | 10 | 9 | <input type="checkbox"/> |
| G11 | The World Bank's PIC is a valuable source of information related to development in Armenia. <i>(Only answer if you have used the PIC)</i> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 10 | 9 | <input type="checkbox"/> |
| G12 | I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 10 | 9 | <input type="checkbox"/> |
| G13 | I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 10 | 9 | <input type="checkbox"/> |
| 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 | 10 | 9 | <input type="checkbox"/> |
| G15 | The World Bank is responsive to my information requests and inquiries | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 10 | 9 | <input type="checkbox"/> |

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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 | Bilateral Agency |
| 9 | Multilateral Agency |
| 10 | Private Sector Organization |
| 11 | Private Foundation |
| 12 | Financial Sector/Private Bank |
| 13 | NGO |
| 14 | Community Based Organization |
| 15 | Media (Press, Radio, TV, Web, etc.) |
| 16 | Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution) |
| 17 | Trade Union |
| 18 | Faith-Based Group |
| 19 | Academia/Research Institute/Think Tank |
| 20 | Judiciary Branch |
| 21 | Other (please specify): _____ |

SECTION H: BACKGROUND INFORMATION

| H2. Please identify the primary specialization of your work. (Please mark only ONE response) | |
|---|--|
| 1 | Agricultural development |
| 2 | Anti-corruption |
| 3 | Basic infrastructure |
| 4 | Climate change |
| 5 | Communicable/non-communicable diseases |
| 6 | Domestic private sector development |
| 7 | Economic growth |
| 8 | Education |
| 9 | Energy |
| 10 | Environmental sustainability |
| 11 | Equality of opportunity (i.e., equity) |
| 12 | Food security |
| 13 | Foreign direct investment |
| 14 | Gender |
| 15 | Governance (i.e., government effectiveness) |
| 16 | Health |
| 17 | Information and communications technology |
| 18 | Job creation/employment |
| 19 | Law and justice |
| 20 | Monitoring and evaluation |
| 21 | Natural resource management |
| 22 | Poverty reduction |
| 23 | Public financial management (e.g., public expenditure, fiscal system reform) |
| 24 | Public sector reform |
| 25 | Regulatory framework |
| 26 | Rural development |
| 27 | Social protection (e.g., pensions, targeted social assistance) |
| 28 | Transport (e.g., rural roads) |
| 29 | Trade and exports |
| 30 | Urban development |
| 31 | Water and sanitation |
| 32 | 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 Armenia? (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 | Yerevan |
| 2 | Marz (<i>please indicate the name of your marz and community</i>) _____ _____ |

Thank you for completing the survey!