



# Ukraine

The World Bank Group  
Country Survey FY 2014

Report of Findings  
January 2014



Country Opinion Surveys  
THE WORLD BANK GROUP

## Acknowledgements

The Ukraine Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Svetlana Markova, Jessica Cameron and Jing Guo. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Ukraine country team and the local fielding agency SOCIAL RESEARCH CENTER OF THE SOCIOLOGY INSTITUTE OF THE NATIONAL ACADEMY OF SCIENCE OF UKRAINE. In particular, PORG is grateful to Dmytro Derkach (Communications Officer) and Anastasia Soltis (External Affairs Assistant) for their ongoing support throughout the Country Opinion Survey process.

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## I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank Group in gaining a better understanding of how stakeholders in Ukraine perceive the Bank Group;
- Obtain systematic feedback from stakeholders in Ukraine regarding:
  - Their views regarding the general environment in Ukraine;
  - Their overall attitudes toward the World Bank Group in Ukraine;
  - Overall impressions of the World Bank Group's effectiveness and results, knowledge work and activities, and communication and information sharing in Ukraine;
  - Perceptions of the World Bank Group's future role in Ukraine.
- Use data to help inform Ukraine country team's strategy.

## II. Methodology

In October 2013, 321 stakeholders of the World Bank Group in Ukraine were invited to provide their opinions on the World Bank Group's assistance to the country by participating in a country survey. Participants in the survey were drawn from the office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries, ministerial departments, or implementation agencies; consultants/contractors working on World Bank Group-supported projects/ programs; project management units (PMUs) overseeing implementation of a project; local government officials; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community based organizations; the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 169 stakeholders participated in the survey (53% response rate).

Respondents received questionnaires via post and returned them accordingly. Respondents were asked about: general issues facing Ukraine; their overall attitudes toward the World Bank Group (WBG); the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Ukraine; and the WBG's communication and information sharing in Ukraine.

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

- A. General Issues Facing Ukraine: Respondents were asked to indicate whether Ukraine is headed in the right direction, what they thought were the top three most important development priorities in the country, which areas would contribute most to reducing poverty and generating economic growth in Ukraine, and how "shared prosperity" would be best achieved in Ukraine.

## II. Methodology (continued)

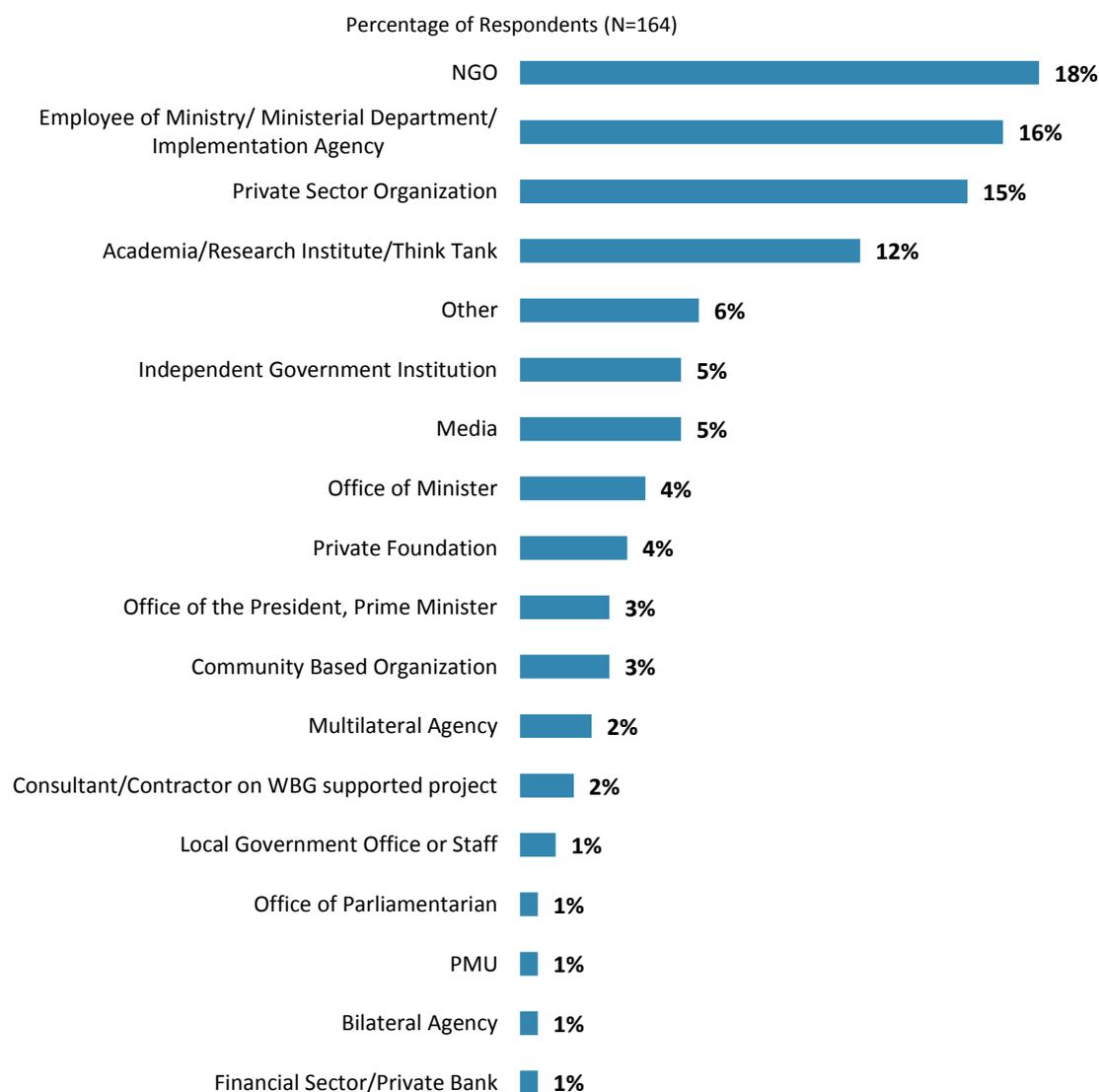
- B. Overall Attitudes toward the World Bank Group (WBG): Respondents were asked to rate their familiarity with the World Bank Group, the WBG's effectiveness in Ukraine, WBG staff preparedness to help Ukraine solve its development challenges, their agreement with various statements regarding the WBG's work, and the extent to which the WBG is an effective development partner. Respondents were asked to indicate the WBG's greatest values and weaknesses, the most effective instruments in helping reduce poverty in Ukraine, with which stakeholder groups the WBG should collaborate more, in which sectoral areas the WBG should focus most of its resources (financial and knowledge services), and to what reasons respondents attributed failed or slow reform efforts.
- C. World Bank Group's Effectiveness and Results: Respondents were asked to rate the extent to which the WBG's work helps achieve development results in Ukraine, the extent to which the WBG meets Ukraine's needs for knowledge services and financial instruments, and the WBG's level of effectiveness across twenty one development areas, such as economic growth, governance, private sector development, education, and job creation.
- D. The World Bank Group's Knowledge Work and Activities: Respondents were asked to indicate how frequently they consult WBG's knowledge work and activities and to rate the effectiveness and quality of the WBG's knowledge work and activities, including how significant of a contribution it makes to development results and its technical quality.
- E. Working with the World Bank Group: Respondents were asked to rate their level of agreement with a series of statements regarding working with the WBG, such as the WBG's "Safeguard Policy" requirements being reasonable, the WBG imposing reasonable conditions on its lending, disbursing funds promptly, and providing effective implementation support.
- F. The Future Role of the World Bank Group in Ukraine: Respondents were asked to indicate what the WBG should do to make itself of greater value in Ukraine, and which services the WBG should offer more of in the country.
- 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 WBG, and their usage and evaluation of the WBG's websites. Respondents were also asked about their awareness of the WBG's Access to Information policy, past information requests from the WBG, and their level of agreement that they use more data from the WBG as a result of the WBG's Open Data policy.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the WBG, their exposure to the WBG in Ukraine, which WBG agencies they work with, and their geographic location.

When possible, responses from respondents completing this year's country survey were compared to responses from 146 respondents (65% response rate) who completed the survey in FY 2008 and to responses from 150 respondents (82% 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

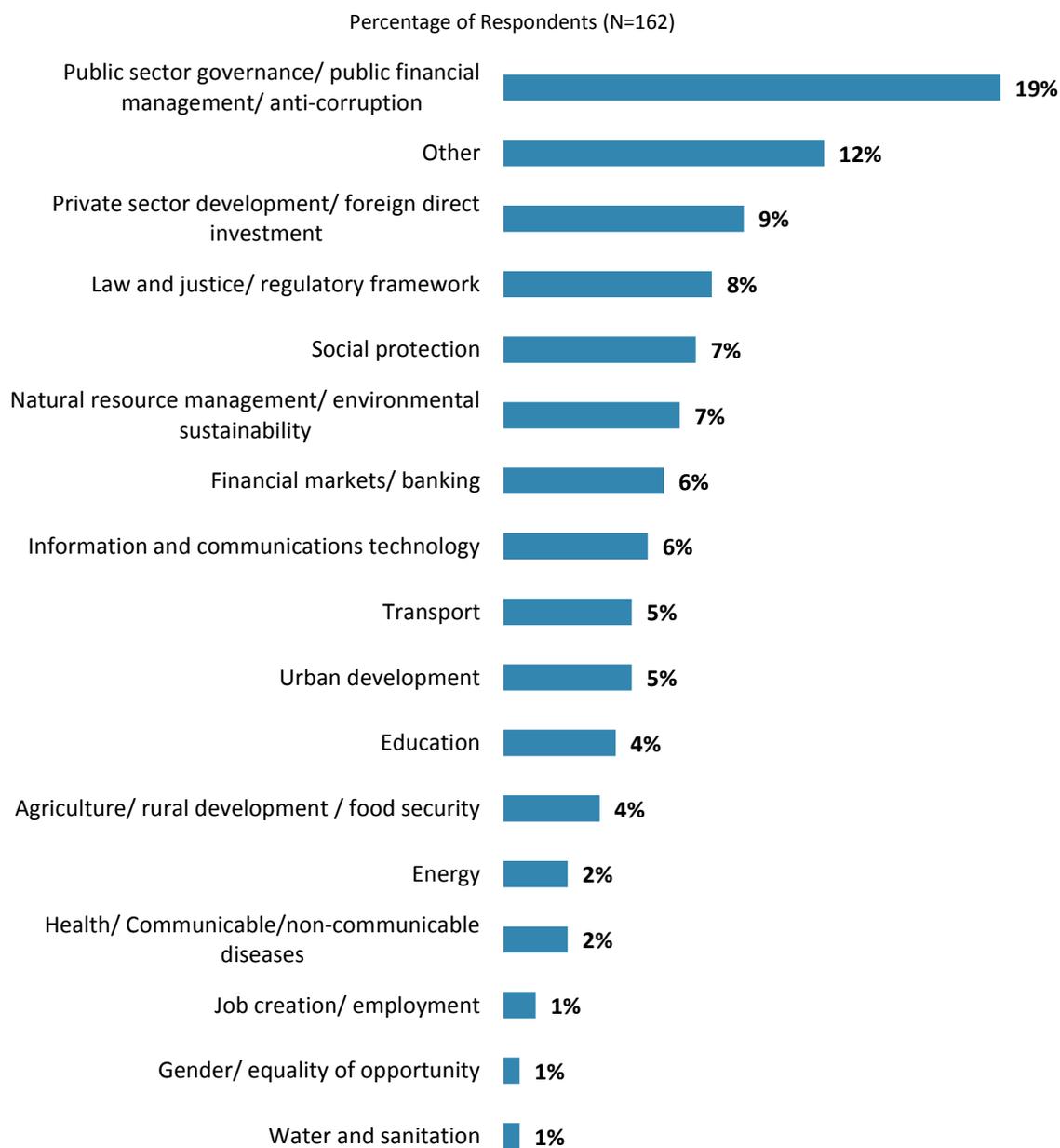
- For further analyses, a small number of respondents from the office of the President, Prime Minister were combined with respondents from the office of a minister; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from community based organizations and private foundations were combined with those from NGOs; and the few respondents from the office of a parliamentarian, local government, bilateral and multilateral agencies, PMUs, and consultants/contractors working on WBG-supported projects/programs were included in the “Other” category. There were no respondents from trade unions, faith-based groups, and the judiciary branch.



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

### III. Demographics of the Sample (continued)

#### Area of Primary Specialization

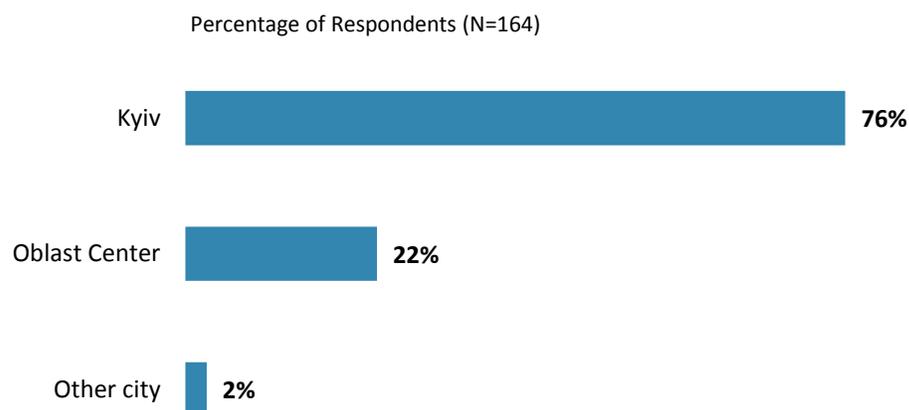


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

### III. Demographics of the Sample (continued)

#### Geographic Location

- The majority of respondents indicated that they were located in Kyiv. Because of the small number of respondents from oblast centers and other cities, these locations were combined under the “Other” category for all further analyses.
- Responses across geographic locations for all country survey questions can be found in 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.

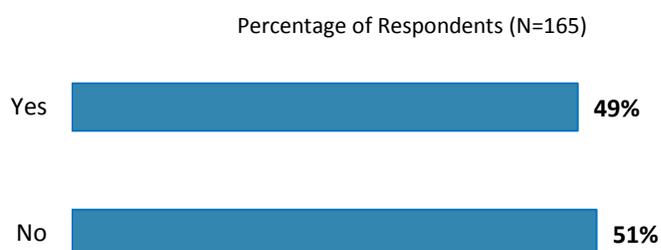


“Which best represents your geographic location?” (Respondents chose from a list.)

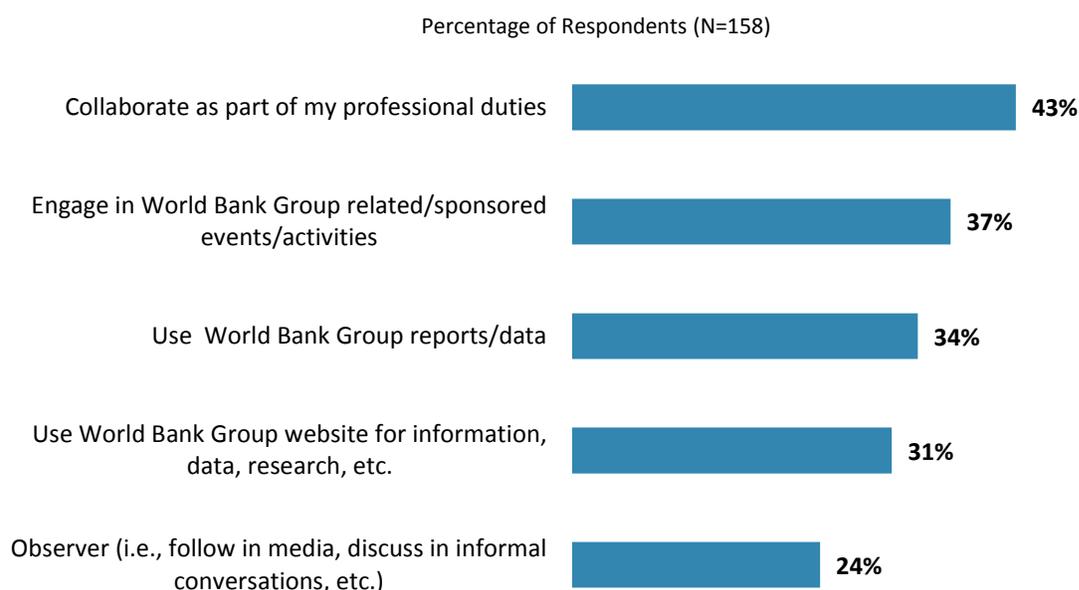
### III. Demographics of the Sample (continued)

#### Collaboration with and Exposure to the World Bank Group

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



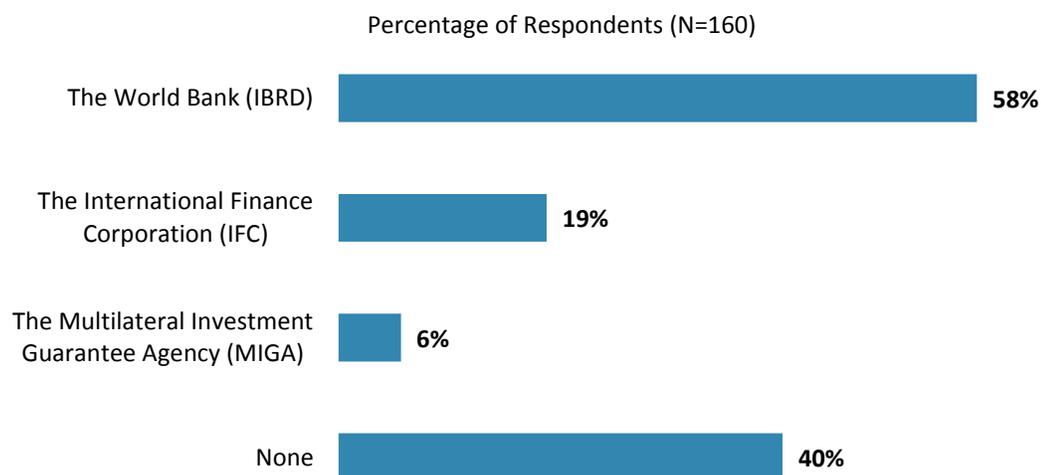
"Currently, do you professionally collaborate/work with the World Bank Group in your country?"



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

### III. Demographics of the Sample (continued)

#### Exposure to Agencies within the World Bank Group

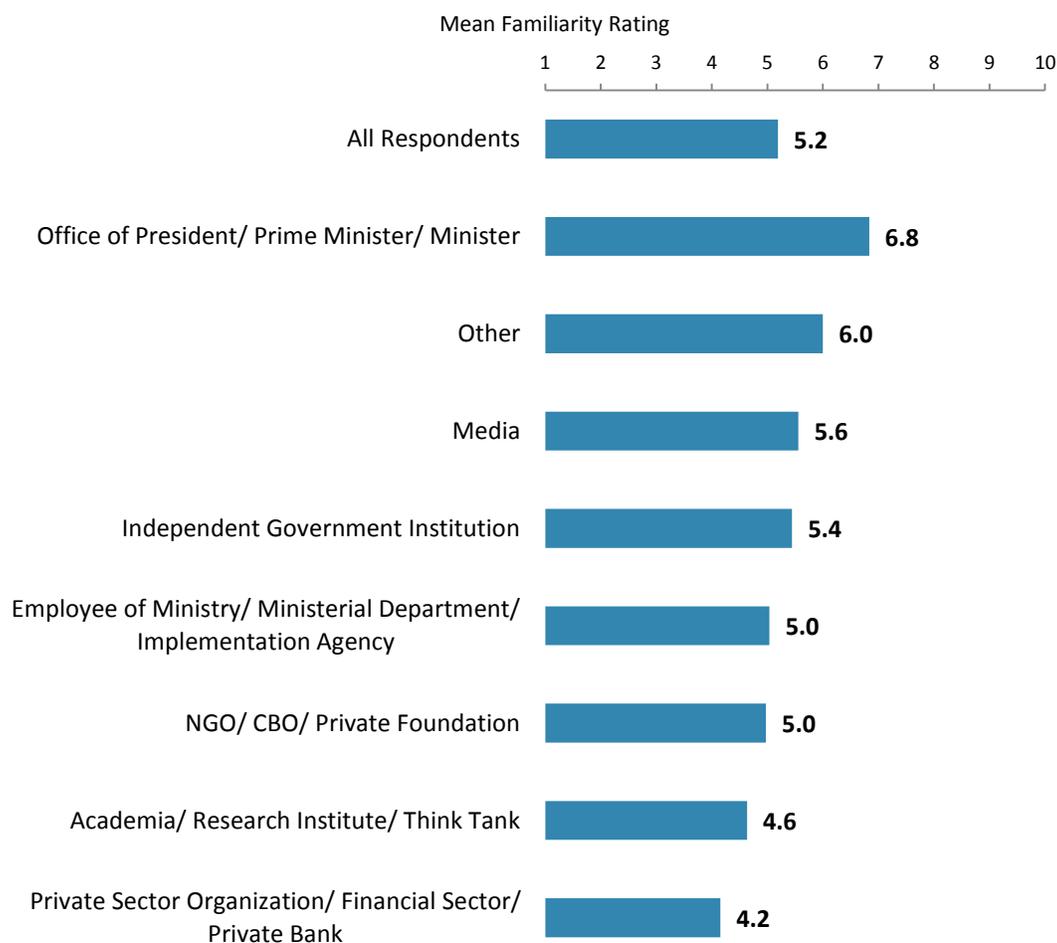


"Which of the following agencies of the World Bank Group do you work with in Ukraine?  
(Select all that apply)." (Respondents chose from a list. Responses combined.)

### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank Group

- Across all respondents, familiarity with the World Bank Group received a mean rating of 5.2; this was significantly *lower* than the mean ratings received in the FY '08 country survey (7.3) and the FY '03 country survey (7.1).
- Respondents from the office of the President/Prime Minister/Minister had the highest levels of familiarity with the WBG whereas respondents from the private sector/financial sector/private banks had significantly lower levels of familiarity.
- Respondents from Kyiv and outside Kyiv had statistically similar levels of familiarity with the WBG in Ukraine.
- Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their perceptions of the WBG's overall effectiveness in Ukraine, and significantly, moderately correlated with their perceptions of the WBG's relevance to Ukraine's development, and the WBG's ability to help achieve development results in Ukraine.

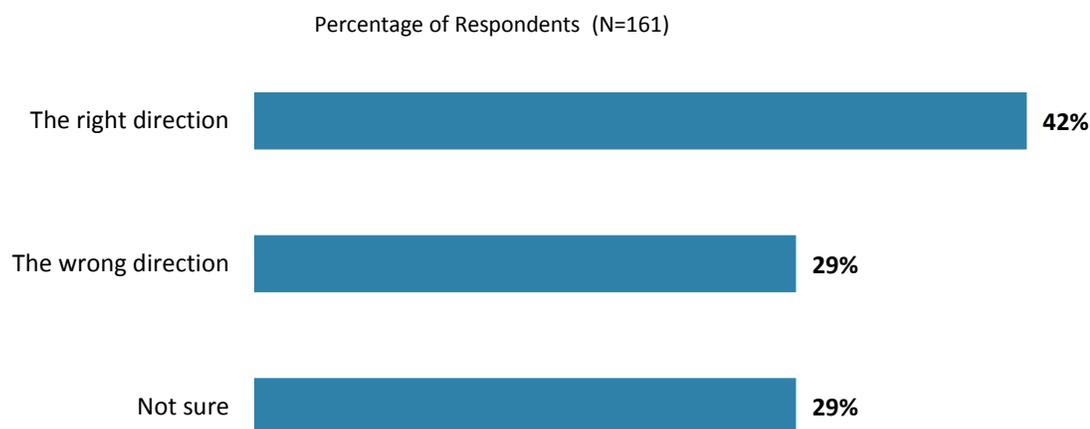


"How familiar are you with the work of the World Bank Group in Ukraine?"  
(1 - "Not familiar at all", 10 - "Extremely familiar")

## IV. General Issues Facing Ukraine

### Headed in the Right Direction

- A majority of respondents from the office of the President/Prime Minister/Minister, employees of ministries/ministerial departments/implementation agencies, and independent government institutions indicated that Ukraine is headed in the right direction.
- Respondents from academia/research institutes/think tanks, NGOs/CBOs/private foundations, and the media tended to indicate that Ukraine is headed in the wrong direction.
- Respondents from the private sector/financial sector/private banks tended to indicate that they were not sure whether Ukraine is headed in the right or wrong direction.

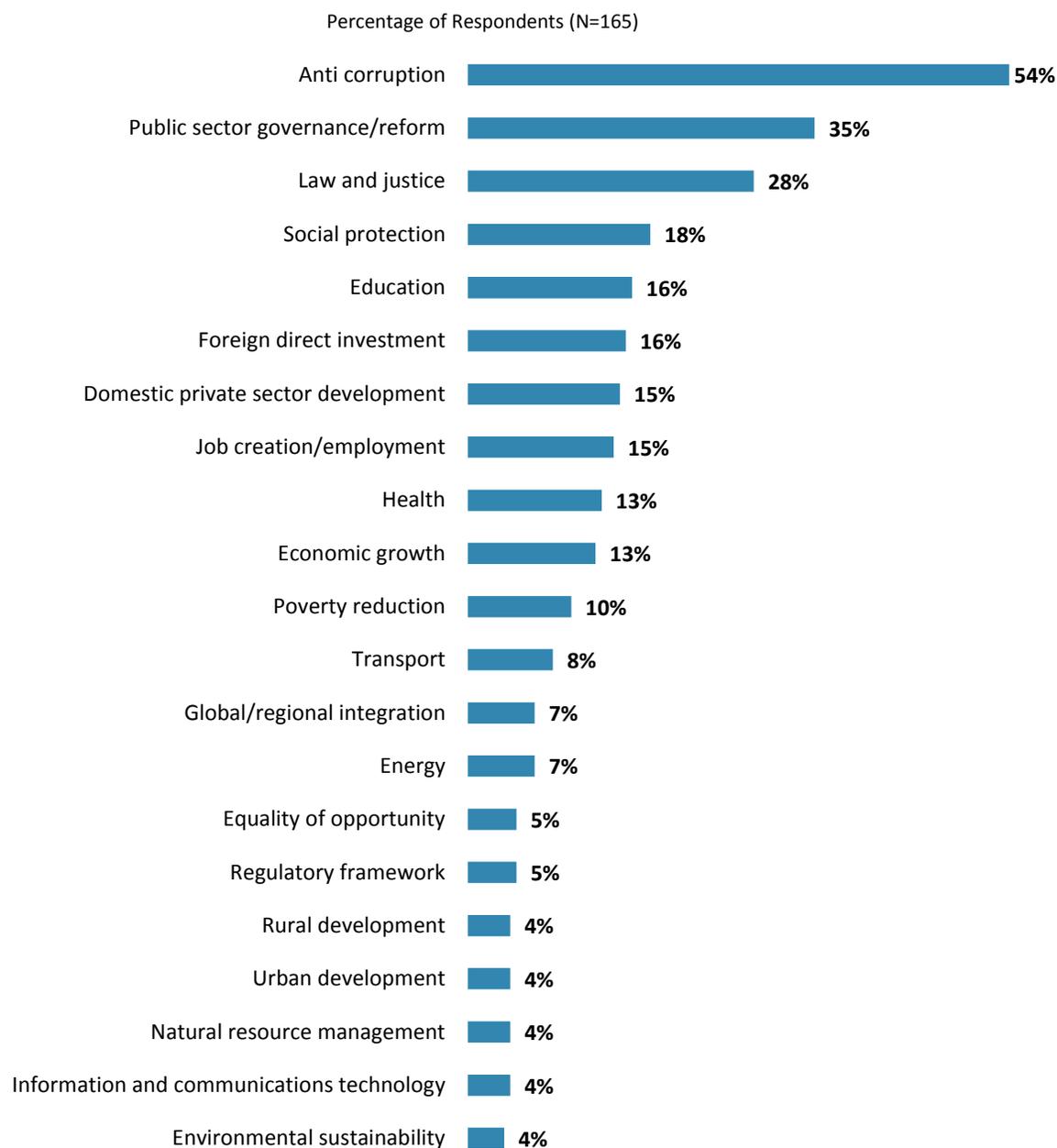


"In general, would you say that Ukraine is headed in ...?"  
(Respondents chose from a list.)

## IV. General Issues Facing Ukraine (continued)

### Development Priority

- In the FY '08 country survey\*, economic growth (62%) was considered the most important development priority for Ukraine.

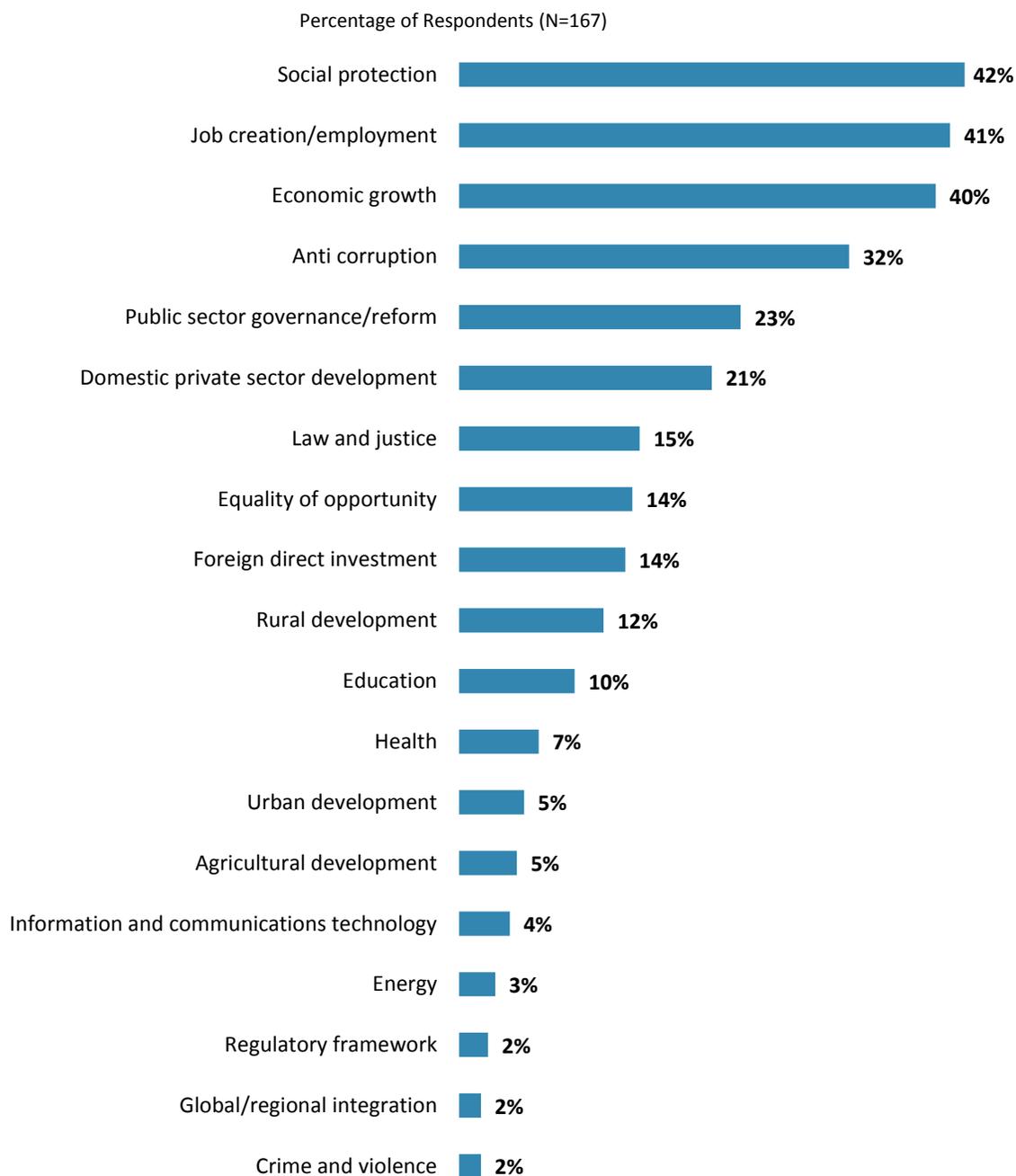


"Listed below are a number of development priorities in Ukraine. Please identify which of the following you consider the most important development priorities in Ukraine. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

\*Not all of the response options provided in the FY '14 survey were provided in the FY '08 survey.

## IV. General Issues Facing Ukraine (continued)

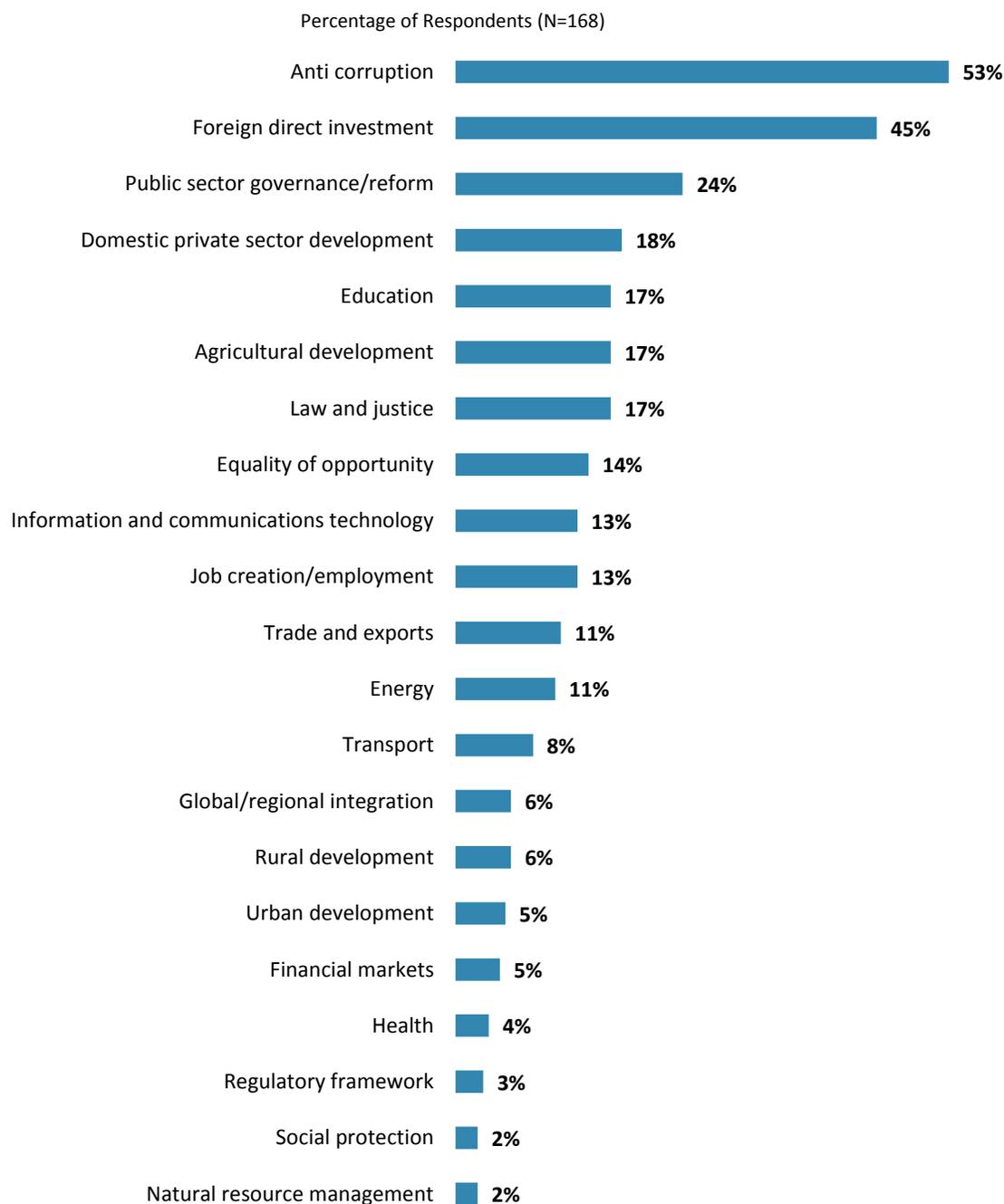
### What Would Contribute Most to Reducing Poverty



"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 Ukraine?"  
(Respondents chose from a list. Responses combined.)

## IV. General Issues Facing Ukraine (continued)

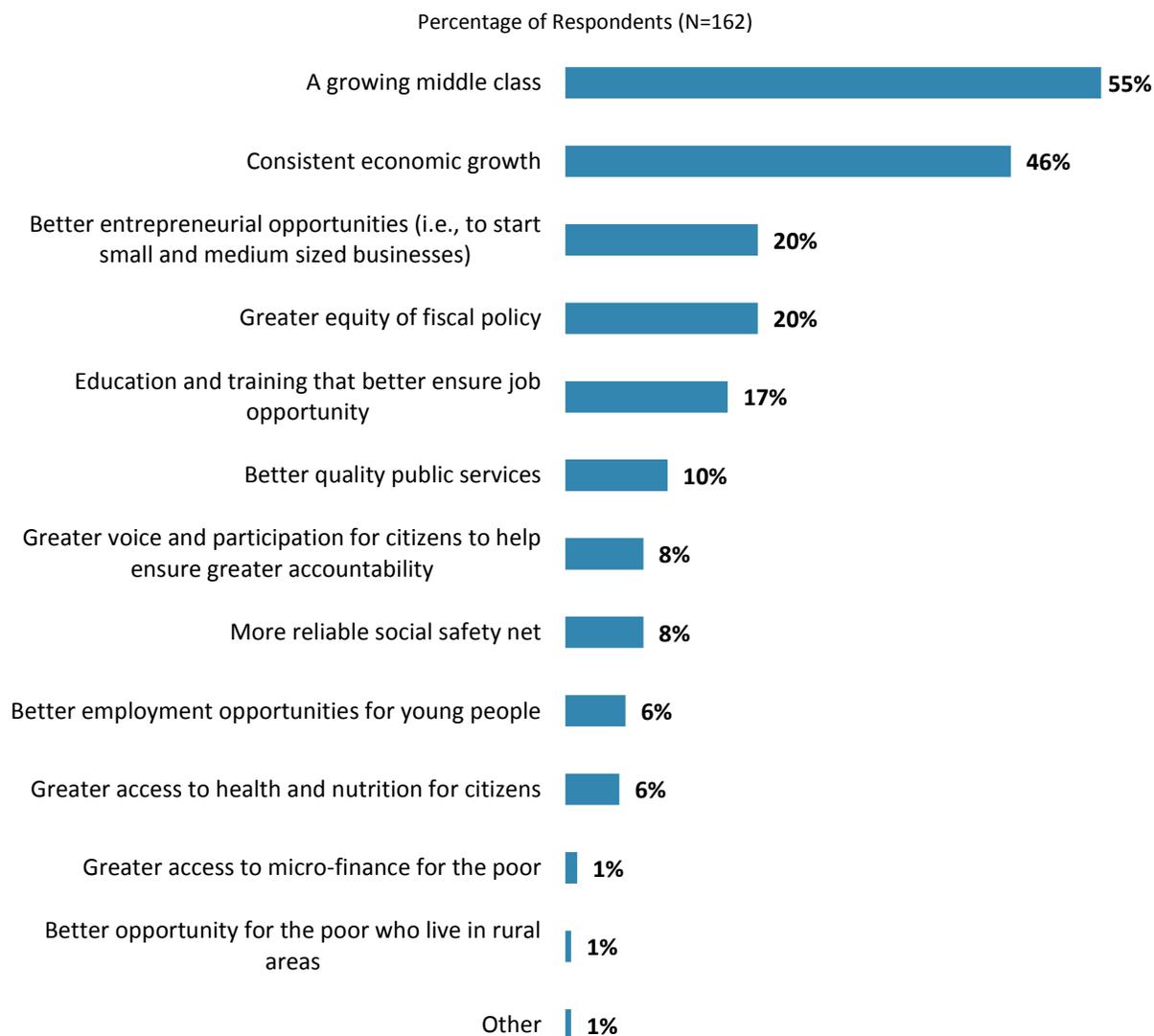
### What Would Contribute Most to Generating Economic Growth



"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 Ukraine? (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined.)

## IV. General Issues Facing Ukraine (continued)

### Factors Contributing to “Shared Prosperity”

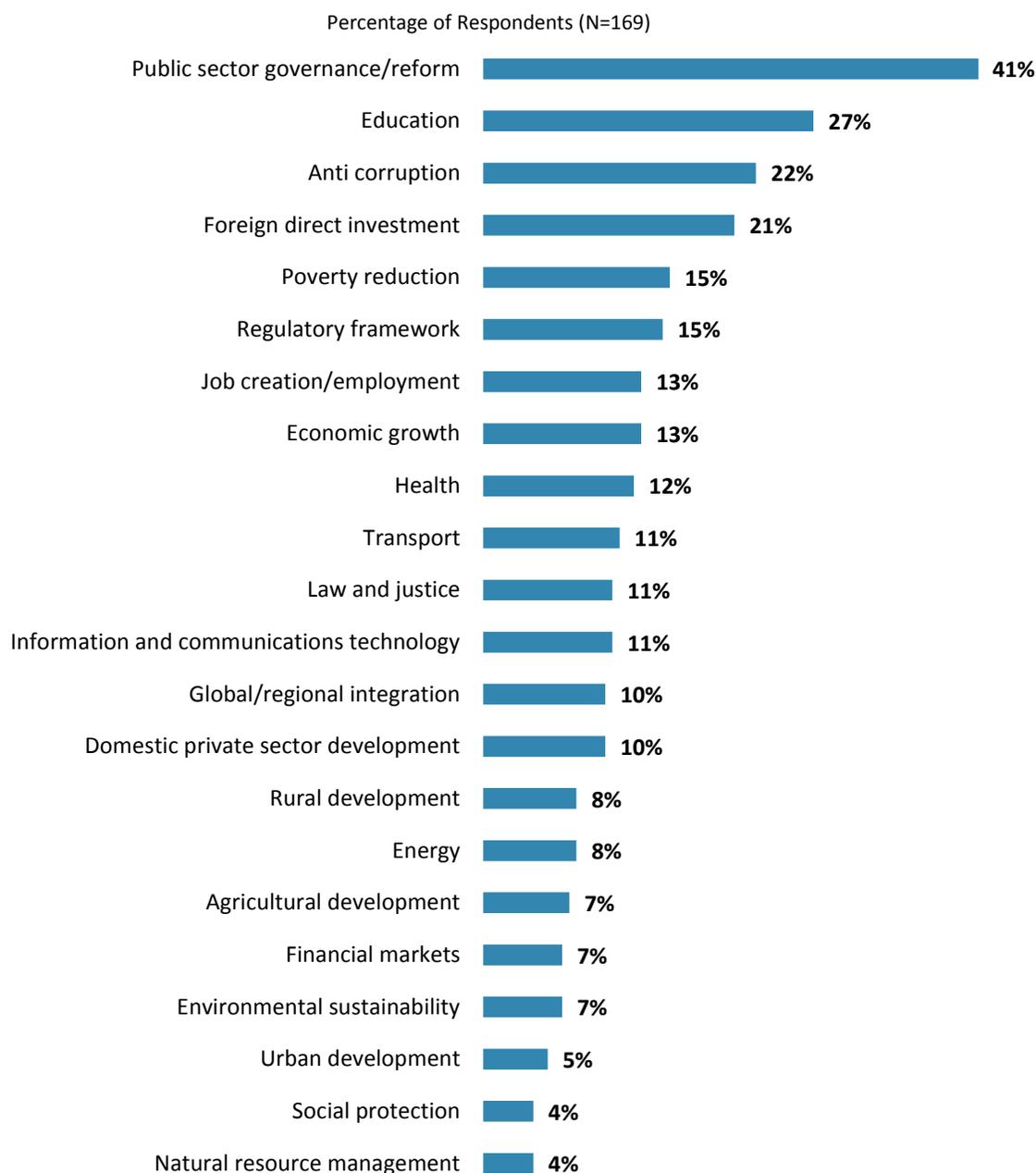


"When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Ukraine? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

## V. Overall Attitudes toward the World Bank Group

### Where the World Bank Group Should Focus its Resources

- In the FY '08 country survey\*, respondents indicated that the Bank should focus its resources on economic growth (32%) and foreign direct investment (30%) in Ukraine.



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

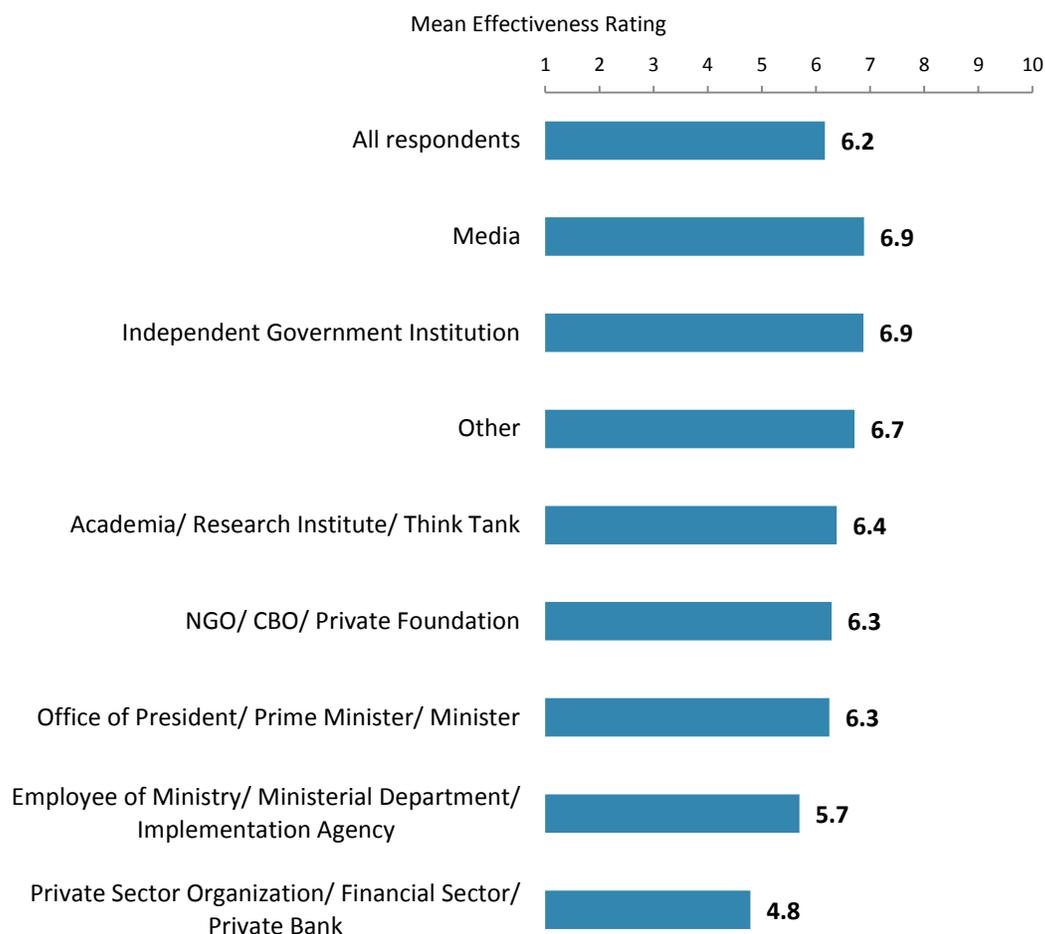
\*Not all of the response options provided in the FY '14 survey were provided in the FY '08 survey.

## V. Overall Attitudes toward the World Bank Group (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 Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

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

- The World Bank Group’s effectiveness in Ukraine received a mean rating of 6.2 across all respondents. This is significantly *lower* than the mean ratings received in the FY ’08 country survey (7.7) and the FY ’03 country survey (7.1).
- Respondents from the media and independent government institutions gave the highest ratings for the WBG’s overall effectiveness whereas respondents from the private sector/financial sector/private banks gave significantly lower ratings.
- Respondents across all geographic locations gave statistically similar ratings for the WBG’s overall effectiveness in Ukraine.

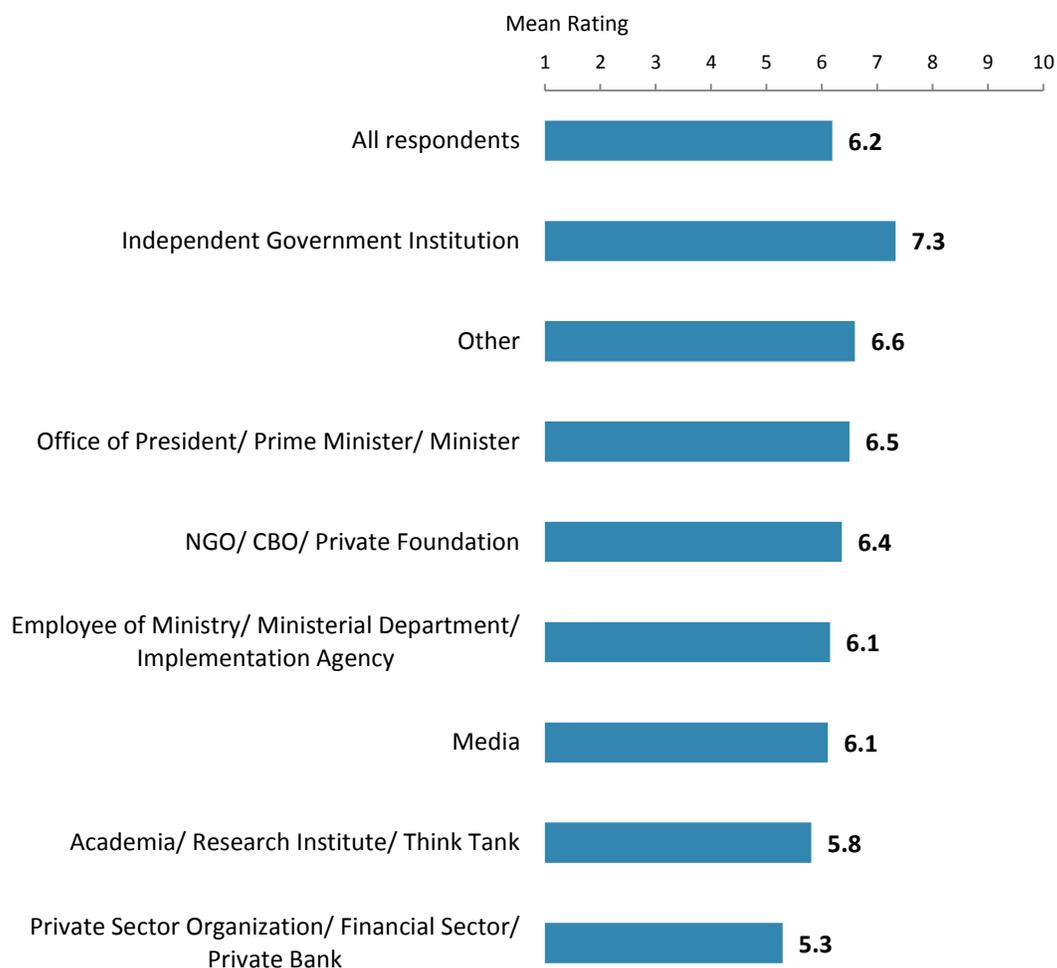


"Overall, please rate your impression of the World Bank Group's effectiveness in Ukraine?"  
(1 - "Not effective at all", 10 - "Very effective")

## V. Overall Attitudes toward the World Bank Group (continued)

### Achieving Development Results (*Indicator Question*)

- Respondents from independent government institutions gave the highest ratings for the World Bank Group helping achieve development results in Ukraine whereas respondents from the private sector/financial sector/private banks gave significantly lower ratings.
- Respondents across all geographic locations gave statistically similar ratings for the WBG helping achieve development results in Ukraine.

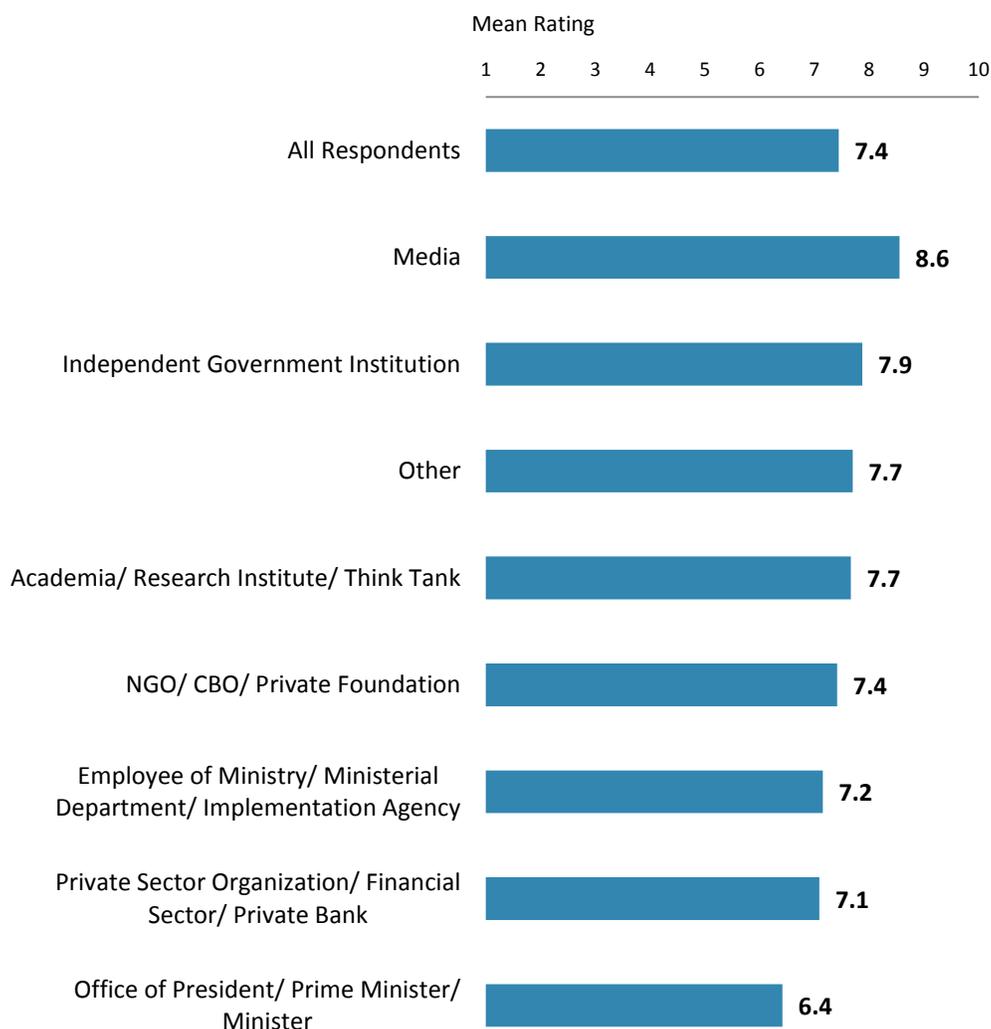


"To what extent does the World Bank Group's work help to achieve development results in Ukraine?"  
 (1 - "To no degree at all", 10 - "To a very significant degree")

## V. Overall Attitudes toward the World Bank Group (continued)

### Staff Preparedness (*Indicator Question*)

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

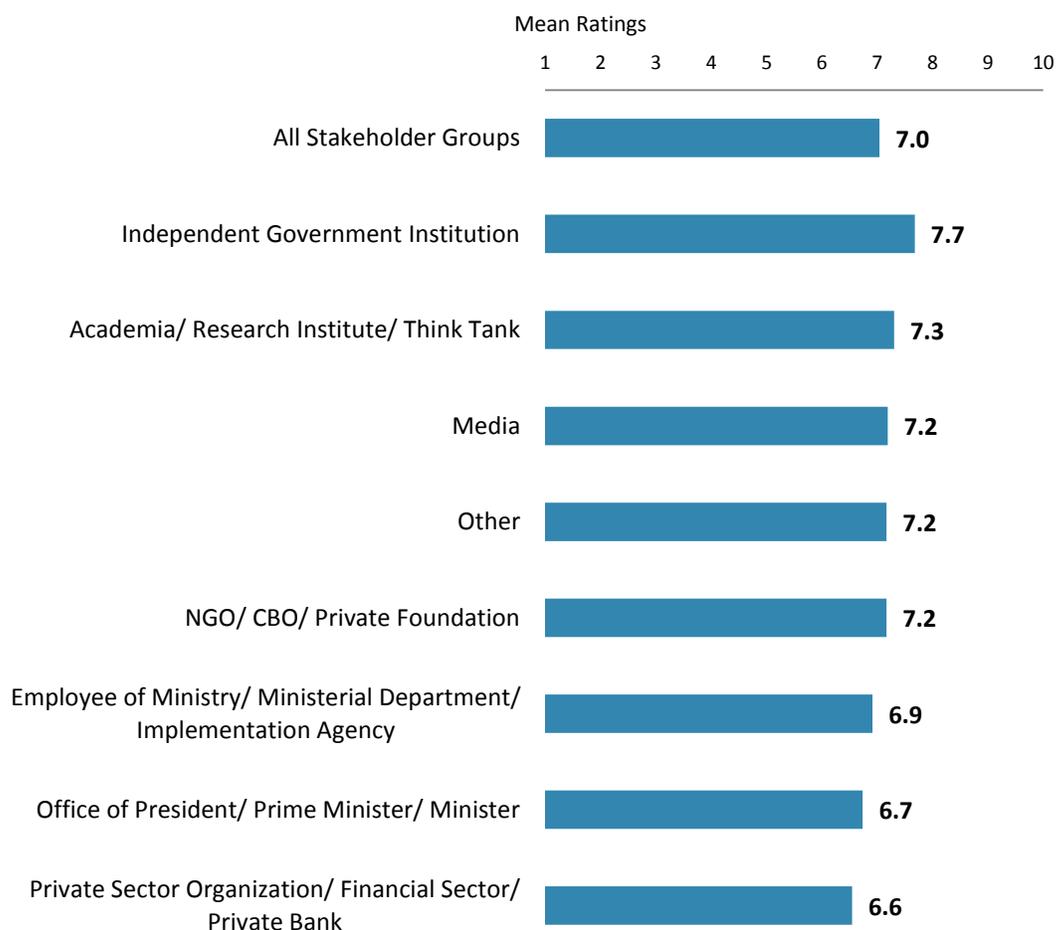


"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Ukraine solve its most complicated development challenges?"  
 (1-"To no degree at all", 10-"To a very significant degree")

## V. Overall Attitudes toward the World Bank Group (continued)

### Overall Ratings for Indicator Questions by Stakeholder Groups\*

- There were no significant differences across stakeholder groups in their aggregated responses to twenty five indicator questions (responses to indicator questions across all stakeholder groups can be found in Appendix F, page 98).



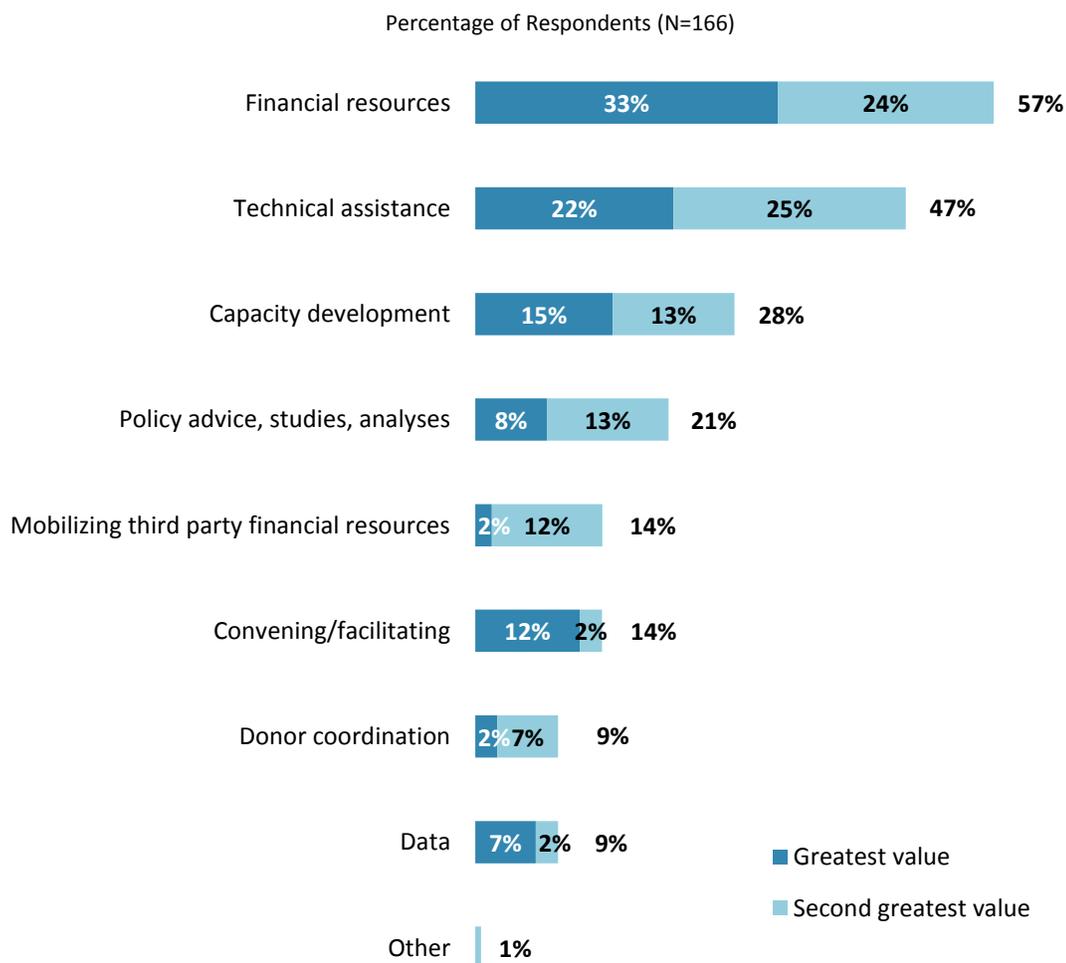
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

\* Responses to all twenty five indicator questions can be found in Appendices E and F.

## V. Overall Attitudes toward the World Bank Group (continued)

### Greatest Value

- In the FY '08 country survey\*, respondents indicated that the Bank's knowledge (51%) was its greatest value in Ukraine.

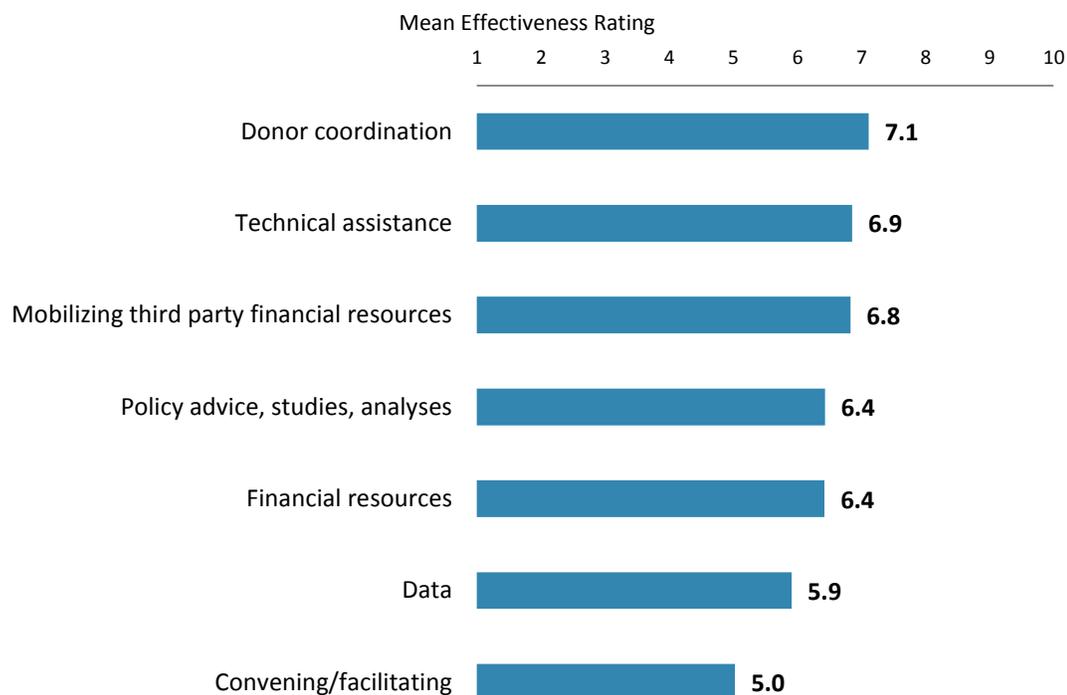


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Ukraine?" (Respondents chose from a list.)

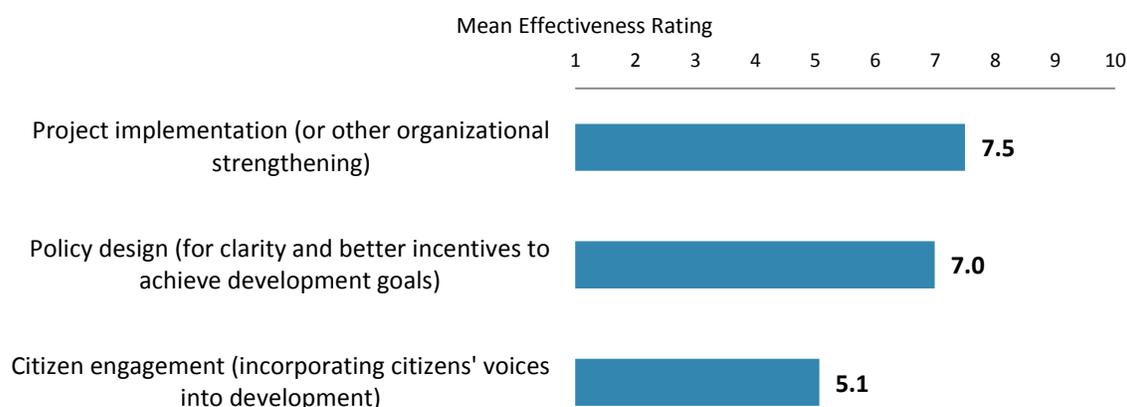
\*Not all of the response options provided in the FY '14 survey were provided in the FY '08 survey.

## V. Overall Attitudes toward the World Bank Group (continued)

### Effectiveness of the WBG Activities



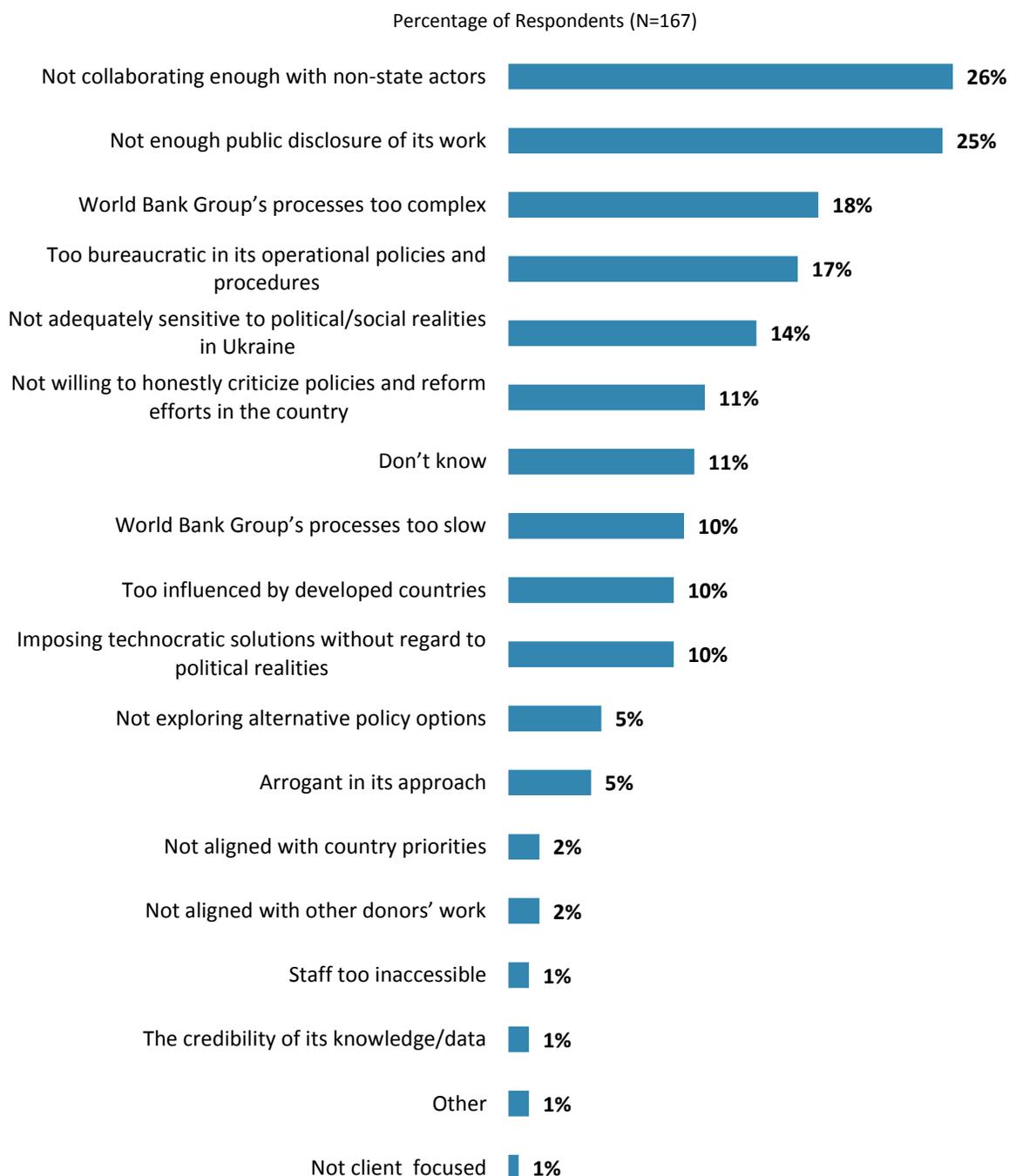
"How effectively do the World Bank Group's activities support Ukraine's efforts to achieve development results?" (1 - "Not effective at all", 10 - "Very effective")



"How effective do you believe the World Bank Group is in terms of the CAPACITY BUILDING work it does in each of the following areas in Ukraine?" (1 - "Not effective at all", 10 - "Very effective")

## V. Overall Attitudes toward the World Bank Group (continued)

### Greatest Weakness

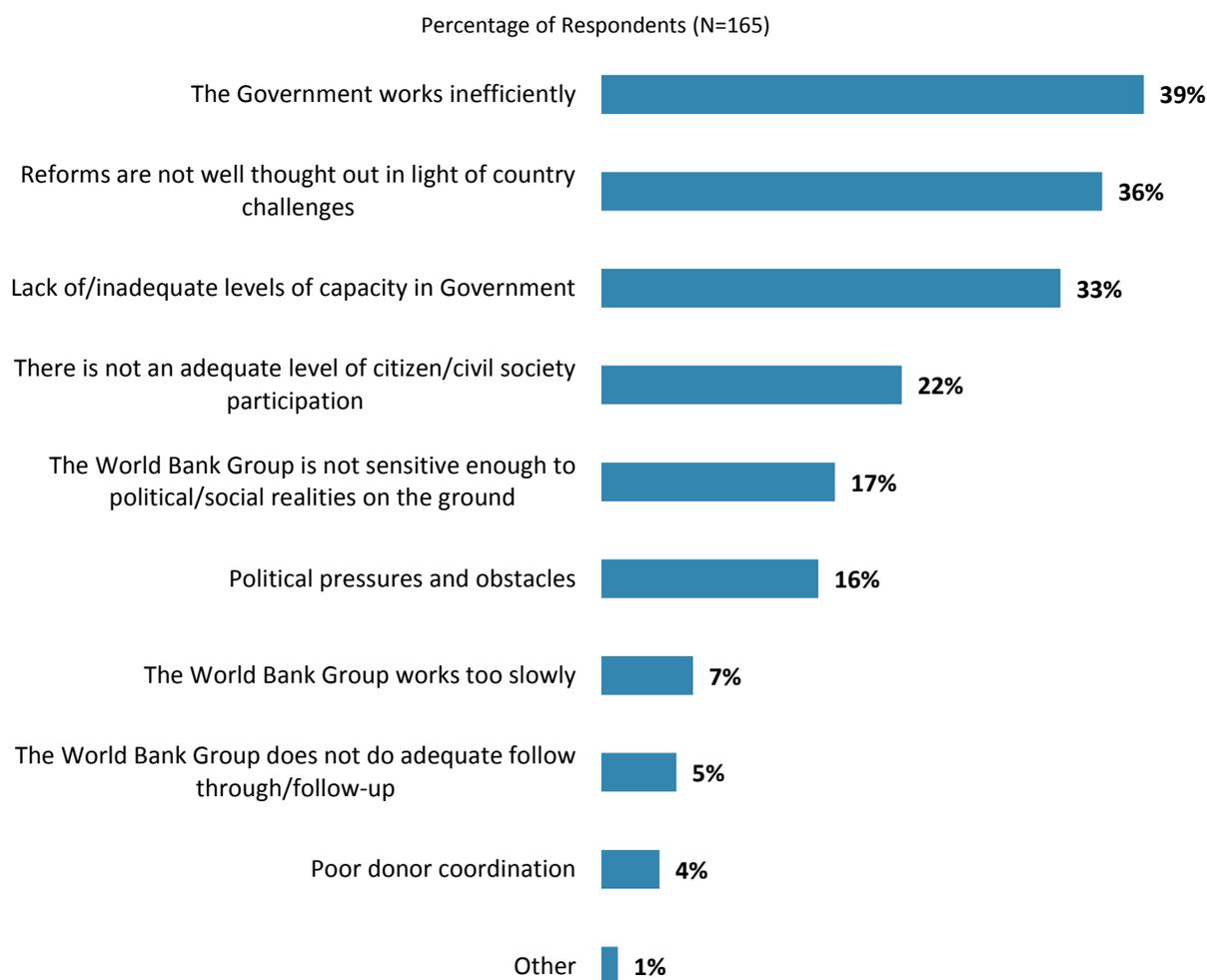


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Ukraine? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

## V. Overall Attitudes toward the World Bank Group (continued)

### Attributing Slow or Failed Reform Efforts

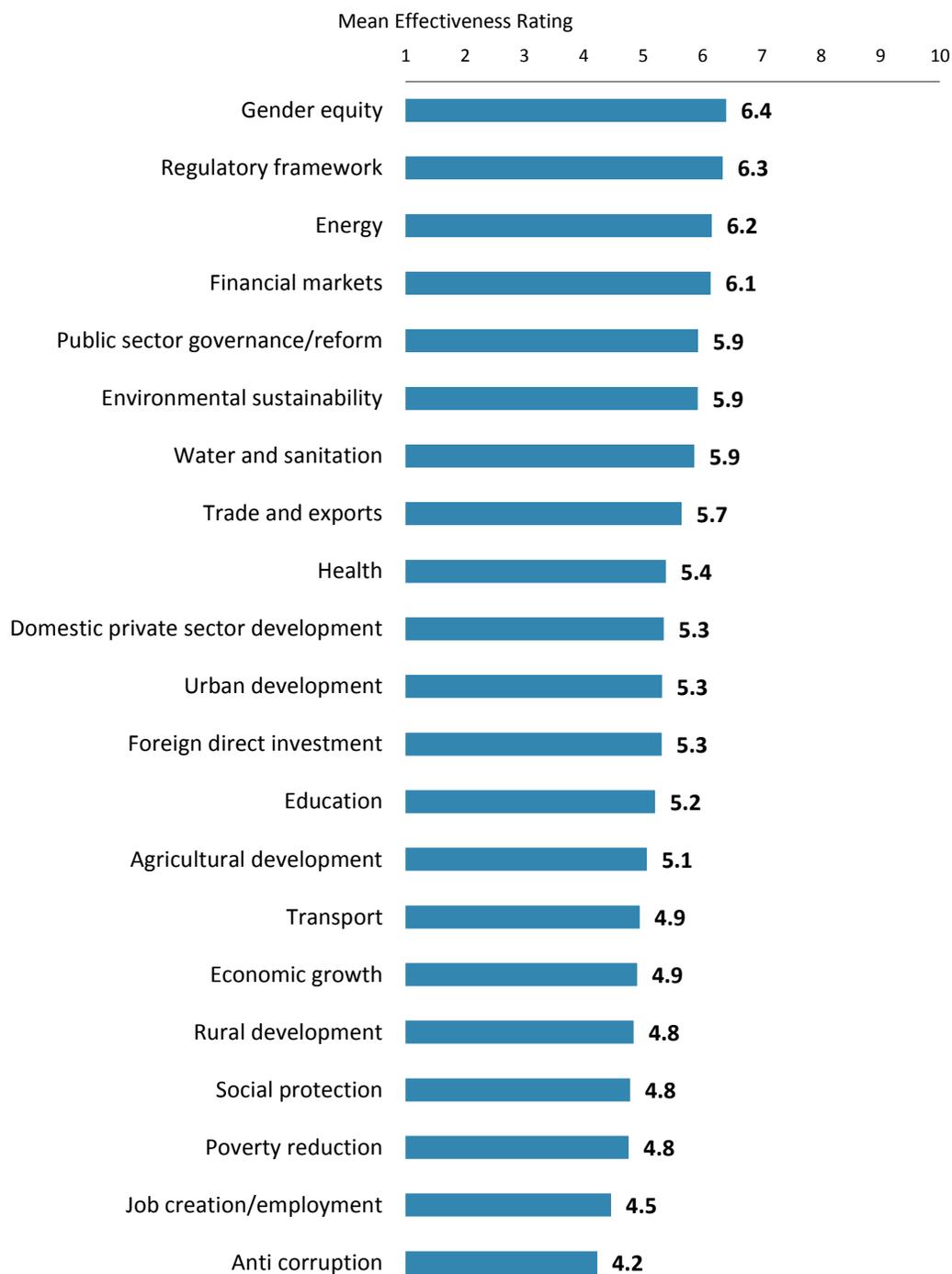
- While respondents from the media, academia/research institutes/think tanks, and NGOs/CBOs/private foundations tended to attribute slow or failed reform efforts to the Government working inefficiently, respondents from the office of the President/Prime Minister/Minister, independent government institutions, and employees of ministries/ministerial departments/implementation agencies tended to indicate that reforms are not well thought out in light of country challenges.



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

## VI. Sectoral Effectiveness

### Specific Areas of Effectiveness



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

## VI. Sectoral Effectiveness (continued)

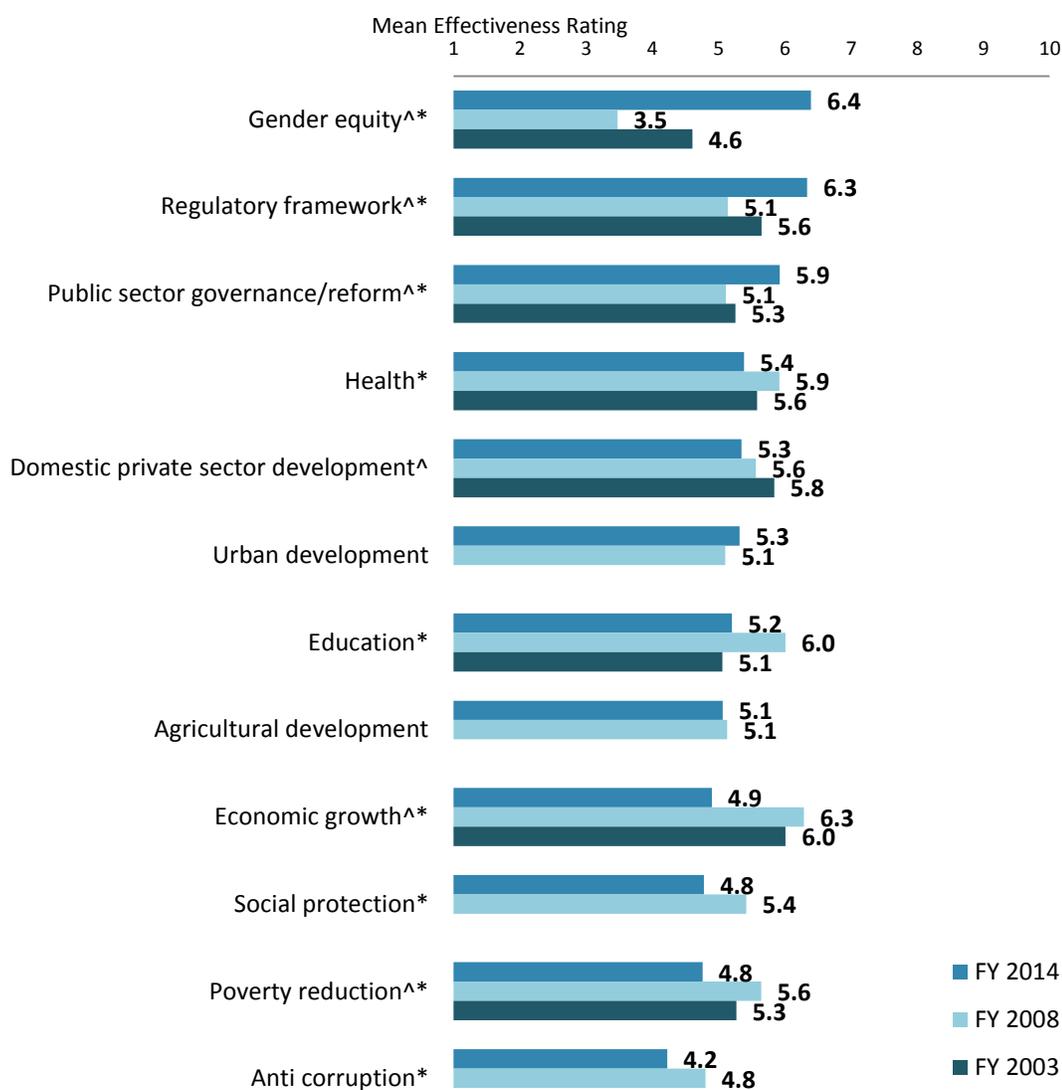
### Specific Areas of Effectiveness (continued)

- There were significant differences across stakeholder groups in their ratings of the WBG's effectiveness across nine of these twenty-one development areas in Ukraine. For the most part, respondents from independent government institutions tended to give the highest ratings for the WBG's effectiveness, whereas respondents from the private sector/financial sector/private banks tended to give significantly *lower* ratings. Those areas with significant stakeholder differences were:
  - "Regulatory framework";
  - "Trade and exports";
  - "Health";
  - "Domestic private sector development";
  - "Foreign direct investment";
  - "Economic growth";
  - "Social protection";
  - "Poverty reduction"; and
  - "Job creation/employment".
  
- There were significant differences between geographic locations across five of these twenty-one areas. Respondents from Kyiv had significantly *higher* ratings for the WBG's effectiveness in "Financial markets" and "Poverty reduction" than respondents from other regions of Ukraine. At the same time, respondents from Kyiv had significantly *lower* ratings for the WBG's effectiveness in "Gender equity", "Trade and exports", and "Anti-corruption" than respondents from other regions.
  
- Responses across all stakeholder groups and geographic locations 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 WBG's effectiveness compared to respondents in the FY'08 and FY'03 country surveys in the following sectors: gender equity, regulatory framework, and public sector governance/reform.
- Respondents in this year's country survey gave significantly *lower* ratings for the WBG's effectiveness at health, education, economic growth, social protection, poverty reduction, and anti-corruption compared to respondents in the FY'08 country survey.
- Respondents in this year's country survey also gave significantly *lower* ratings for the WBG's effectiveness at private sector development, economic growth, and poverty reduction compared to respondents in the FY'03 country survey.



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

(<sup>^</sup>Significantly different between FY 2014 and FY 2003; <sup>\*</sup>Significantly different between FY 2014 and FY 2008)

## VI. Sectoral Effectiveness (continued)

### Drivers of Effectiveness

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

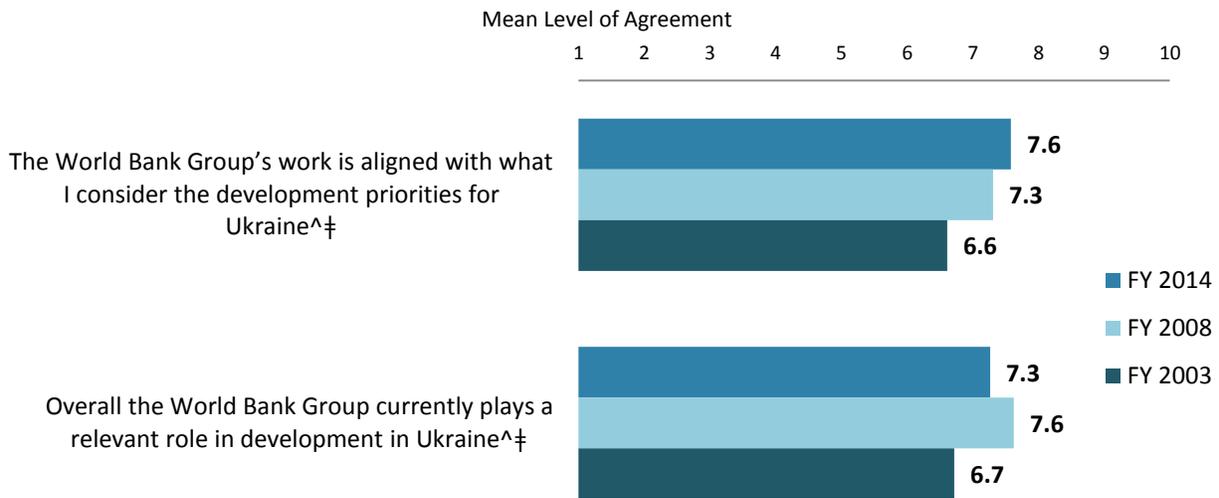
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the WBG's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the WBG's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the WBG'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 WBG's overall effectiveness or perceptions of the WBG'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 WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Ukraine. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at economic growth;
  - The WBG's effectiveness at trade and exports; and
  - The WBG's effectiveness at poverty reduction.
  
- 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 WBG's ability to help achieve development results in Ukraine, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at economic growth;
  - The WBG's effectiveness at regulatory framework;
  - The WBG's effectiveness at energy; and
  - The WBG's effectiveness at education.

## VII. How the World Bank Group Operates

### The World Bank Group’s Work in Ukraine

- Respondents in this year’s country survey had statistically similar levels of agreement with these statements compared to respondents in the FY ’08 country survey, and significantly *higher* levels of agreement with these statements compared to respondents in the FY ’03 country survey.
- There were significant stakeholder group differences in their levels of agreement with the statement that “the WBG’s work is aligned with what I consider the development priorities for Ukraine”. Respondents from the media and NGOs/CBOs/private foundations had the highest levels of agreement, whereas respondents from the office of the President/Prime Minister/Minister and employees of ministries/ministerial departments/implementation agencies had significantly lower levels of agreement.

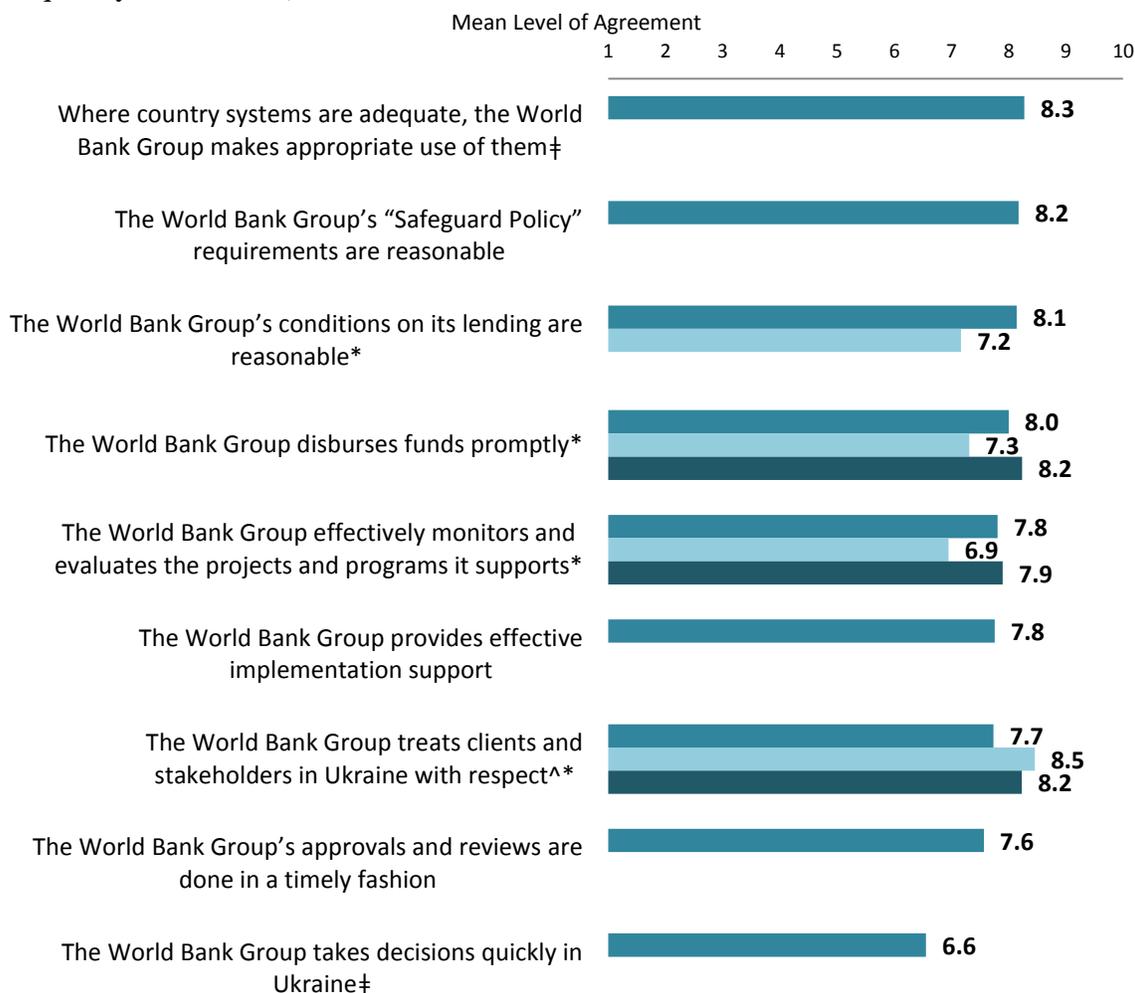


"To what extent do you agree with the following statements about the World Bank Group’s work in Ukraine?" (1-"Strongly disagree", 10-"Strongly agree")  
 (^Significantly different between FY 2014 and FY 2003)  
 ‡Indicator Question

## VII. How the World Bank Group Operates (continued)

### Overall Perceptions

- Respondents in this year's country survey had significantly *higher* levels of agreement that the WBG's conditions on its lending are reasonable, that the WBG disburses funds promptly, and that the WBG effectively monitors and evaluates the projects and programs it supports compared to respondents from the FY '08 country survey.
- Respondents in this year's country survey had significantly *lower* levels of agreement that the WBG treats clients and stakeholders in Ukraine with respect compared to respondents from the FY '08 and FY '03 country surveys.
- Respondents across all stakeholder groups had statistically similar levels of agreement with these statements, including the indicator questions ("Where country systems are adequate, the WBG makes appropriate use of them" and "The WBG takes decisions quickly in Ukraine").



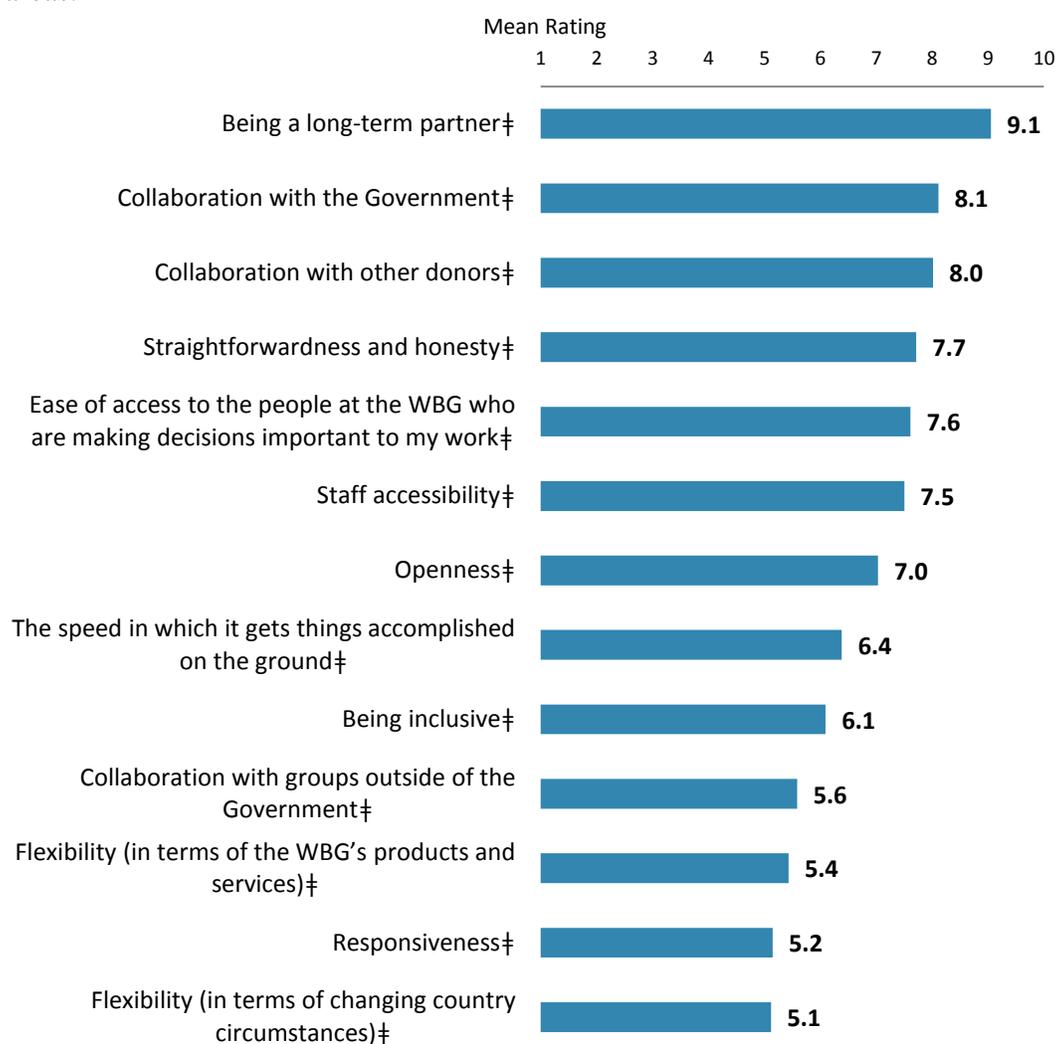
"To what extent do you agree/disagree with the following statements?"  
(1-"Strongly disagree", 10-"Strongly agree")

(^Significantly different between FY 2014 and FY 2003; \*Significantly different between FY 2014 and FY 2008)  
‡Indicator Question

## VII. How the World Bank Group Operates (continued)

### The World Bank Group as an Effective Development Partner

- Respondents across stakeholder groups gave statistically similar ratings for most of the following qualities of the WBG as an effective development partner, except the WBG's openness, collaboration with groups outside of the Government, and flexibility (in terms of its products/services and changing country circumstances). For the most part, respondents from academia/research institutes/think tanks tended to give the highest ratings whereas respondents from the private sector/financial sector/private banks tended to give significantly lower ratings.
- Respondents across geographic locations gave statistically similar ratings for all of these qualities except the WBG's collaboration with groups outside of the Government. Respondents from Kyiv gave significantly lower ratings than respondents from other areas.



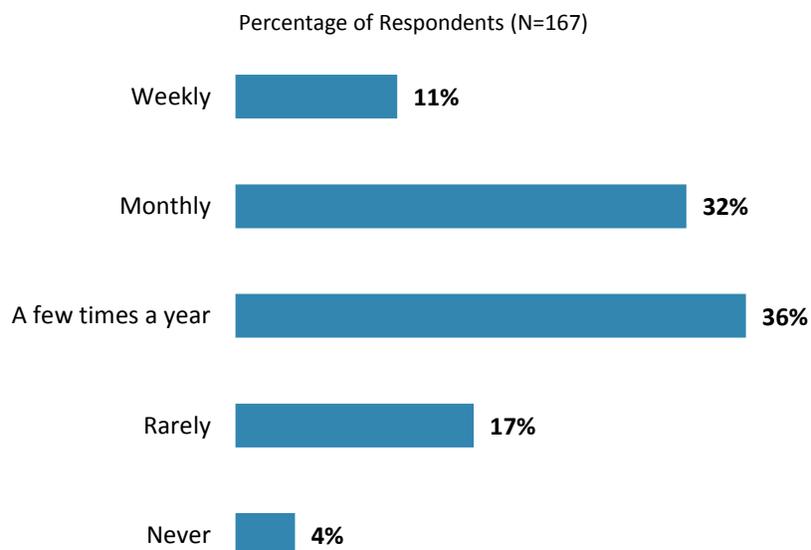
"To what extent is the World Bank Group an effective development partner in Ukraine in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

‡Indicator Question

## VIII. World Bank Group's Knowledge and Instruments

### Frequency of Consulting World Bank Group's Knowledge Work and Activities

- Respondents from independent government institutions, the office of the President/Prime Minister/Minister, and employees of ministries/ministerial departments/implementation agencies tended to indicate that they consulted WBG's knowledge more often than respondents from other stakeholder groups.

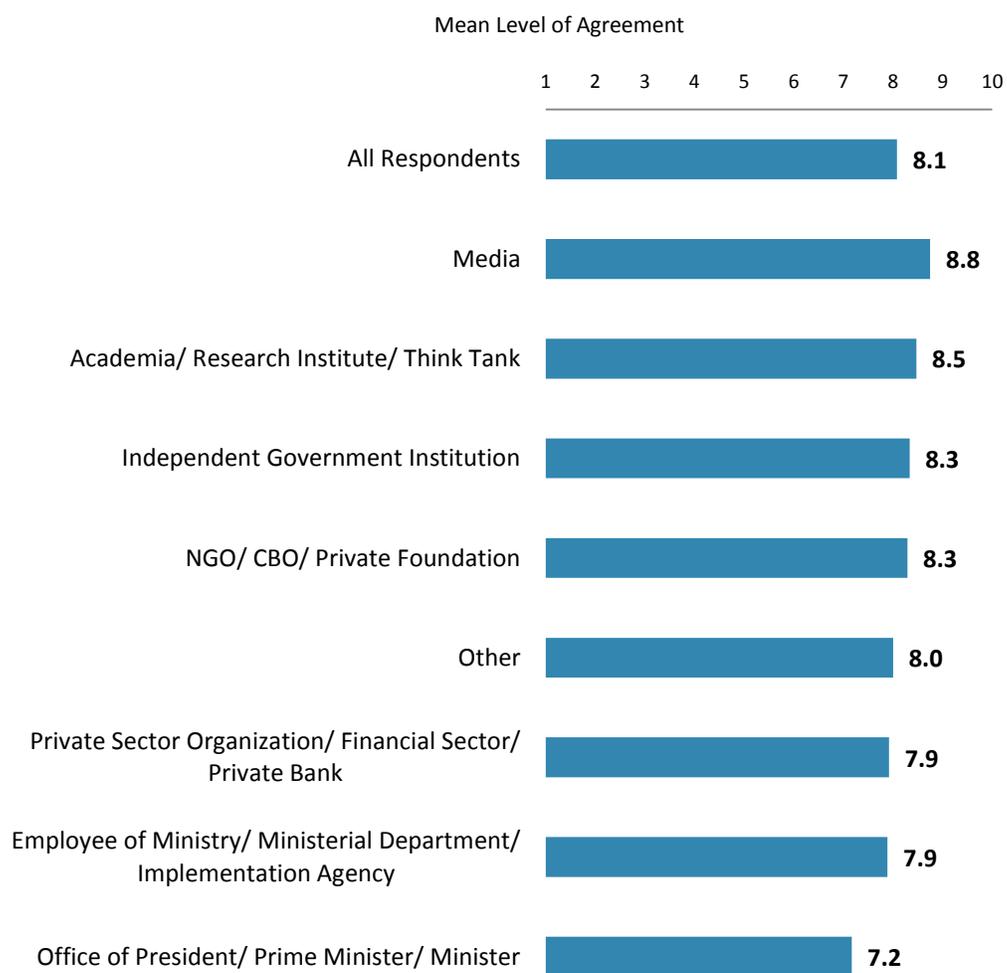


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)

## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Ukraine's Knowledge Needs (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement that the World Bank Group meets Ukraine's needs for knowledge services.

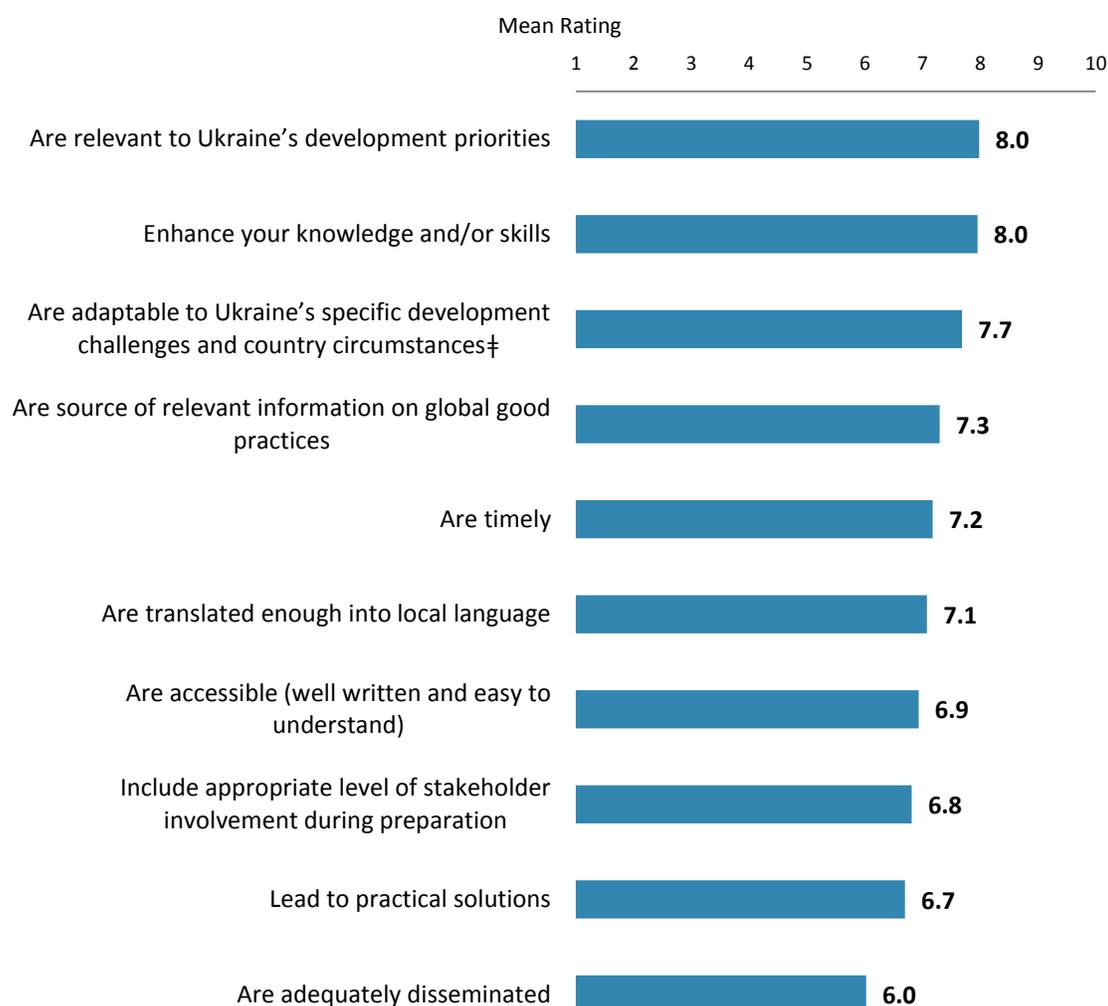


"The World Bank Group meets Ukraine's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

## VIII. World Bank Group's Knowledge and Instruments (continued)

### Qualities of the WBG's Knowledge Work and Activities

- Respondents across stakeholder groups gave statistically similar ratings for most of the following qualities of the WBG's knowledge work and activities, except the WBG's knowledge being a source of relevant information on global good practices, being accessible, and leading to practical solutions. For the most part, respondents from independent government institutions tended to give the highest ratings, whereas respondents from the private sector/financial sector/private banks tended to give significantly lower ratings.
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the indicator question.

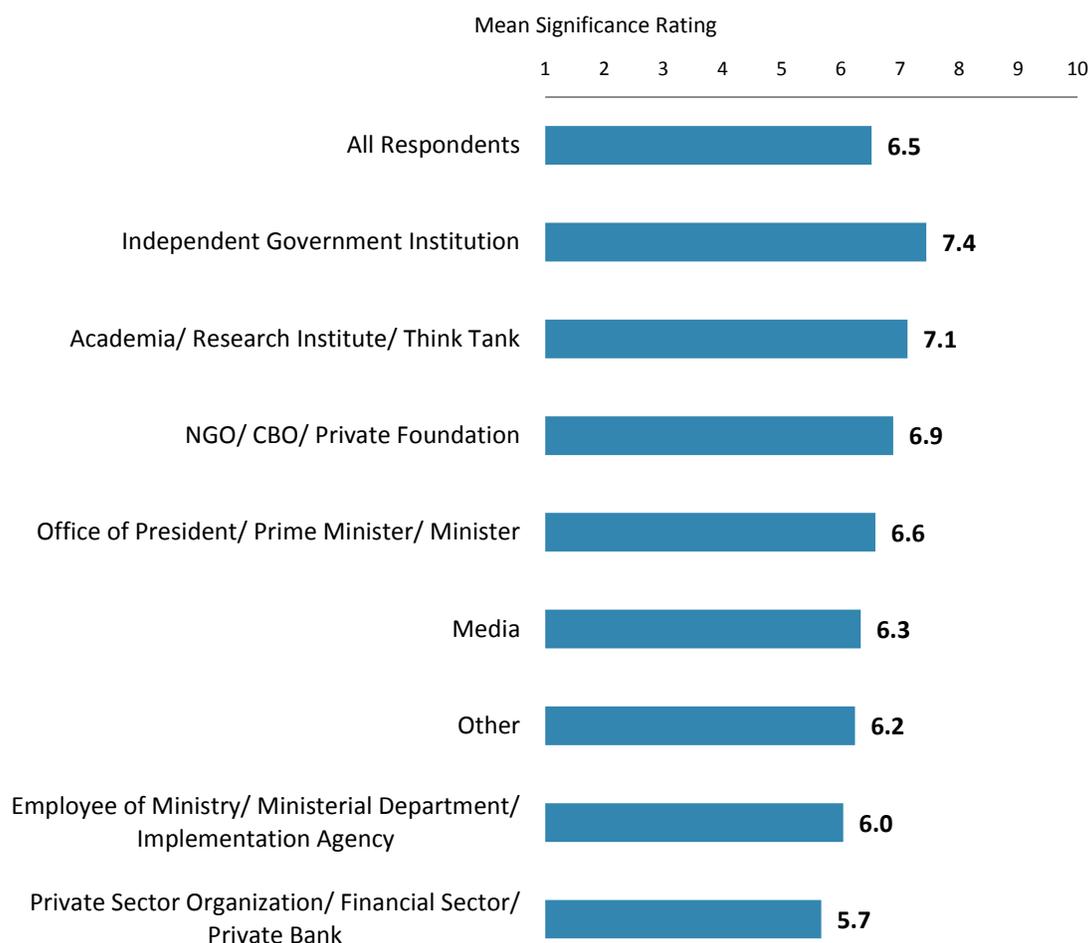


"In Ukraine, to what extent do you believe that the World Bank Group's knowledge work and activities:"  
 (1-"To no degree at all", 10-"To a very significant degree")  
 ‡Indicator Question

## VIII. World Bank Group's Knowledge and Instruments (continued)

### Contribution of the WBG's Knowledge Work and Activities (*Indicator Question*)

- Respondents from independent government institutions and academia/research institutes/think tanks gave the highest ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Ukraine whereas respondents from the private sector/financial sector/private banks gave significantly lower ratings.
- Respondents across all geographic locations gave statistically similar ratings.

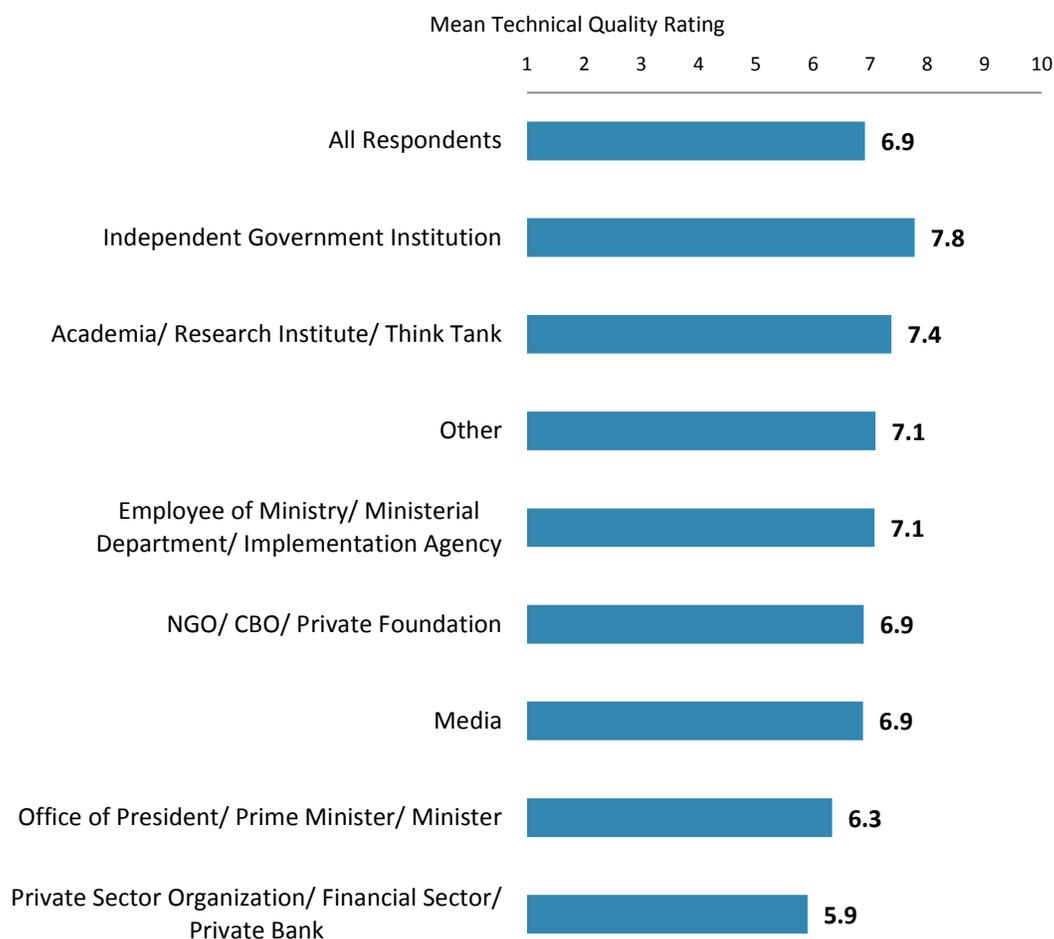


"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"  
 (1-"Not significant at all", 10-"Very significant")

## VIII. World Bank Group's Knowledge and Instruments (continued)

### Technical Quality of the WBG's Knowledge Work and Activities (*Indicator Question*)

- Respondents from independent government institutions and academia/research institutes/think tanks gave the highest ratings for the technical quality of the WBG's knowledge work and activities whereas respondents from the private sector/financial sector/private banks gave significantly lower ratings.
- Respondents across all geographic locations gave statistically similar ratings.



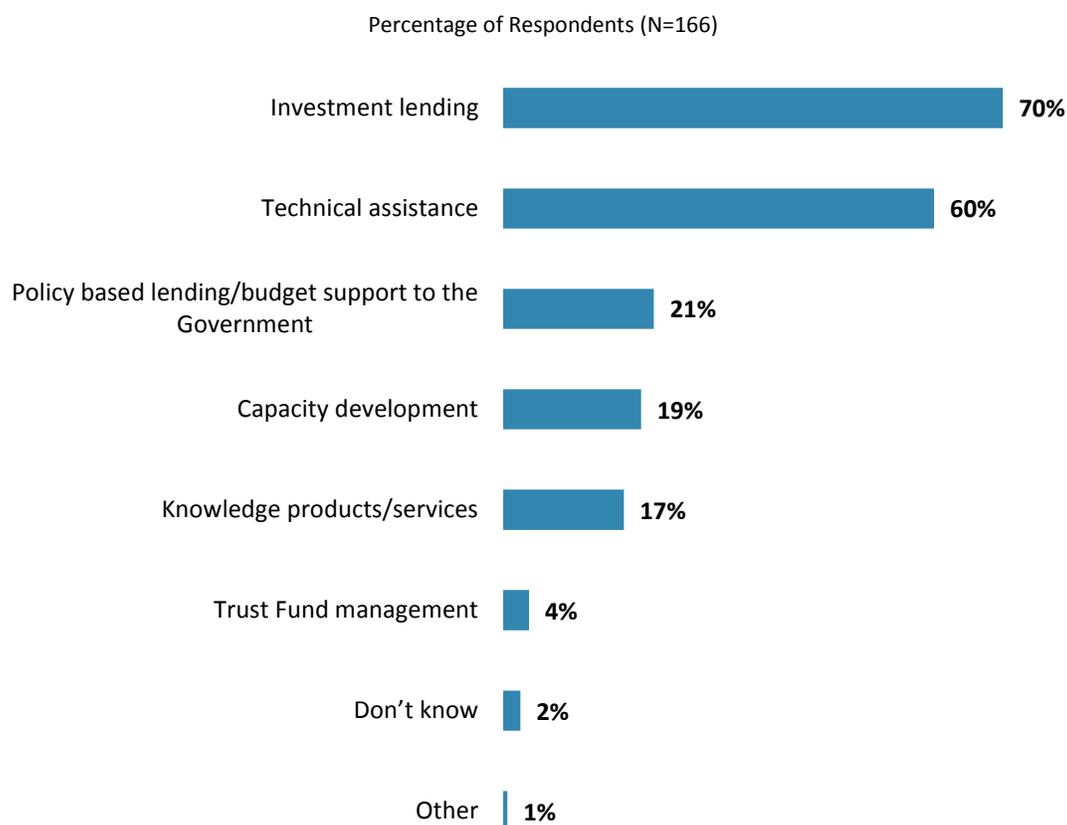
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"

(1-"Very low technical quality", 10-"Very high technical quality")

## VIII. World Bank Group's Knowledge and Instruments (continued)

### Most Effective Instruments in Reducing Poverty

- While a majority of respondents across most stakeholder groups indicated “investment lending” as the WBG’s most effective instrument, respondents from academia/research institutes/think tanks and NGOs/CBOs/private foundations tended to indicate “technical assistance” as the WBG’s most effective instrument in reducing poverty.

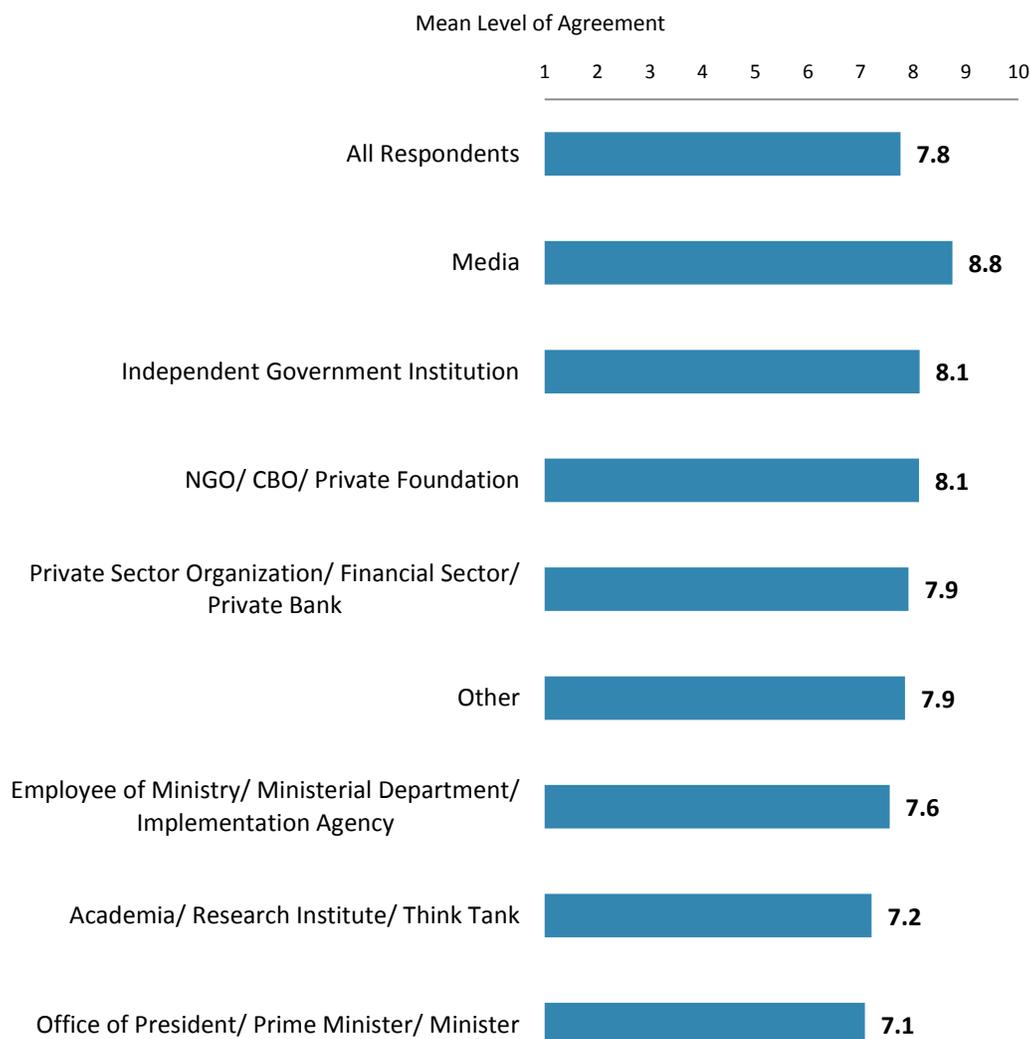


“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Ukraine? (Choose no more than TWO)”  
(Respondents chose from a list. Responses combined.)

## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Ukraine's Needs for Financial Instruments (*Indicator Question*)

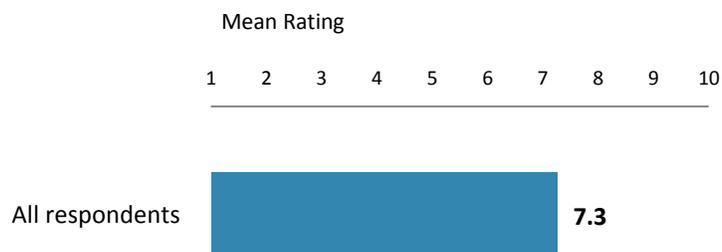
- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement that the WBG's financial instruments meet Ukraine's needs.



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

## VIII. World Bank Group's Knowledge and Instruments (continued)

### WBG's Internal Evaluation Mechanisms

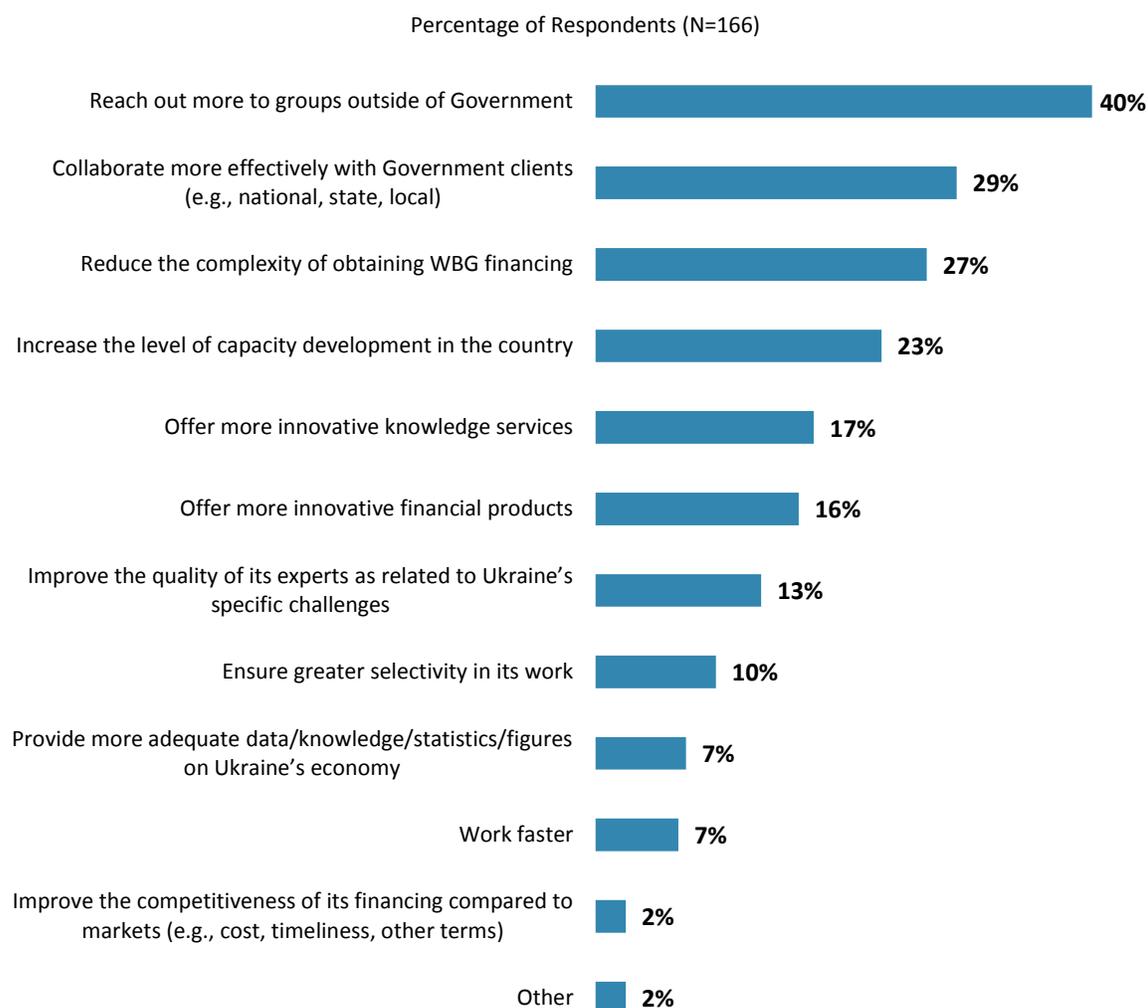


"To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Ukraine?"  
(1-"To no degree at all", 10-"To a very significant degree")

## IX. The Future Role of the World Bank Group in Ukraine

### Making the World Bank Group of Greater Value

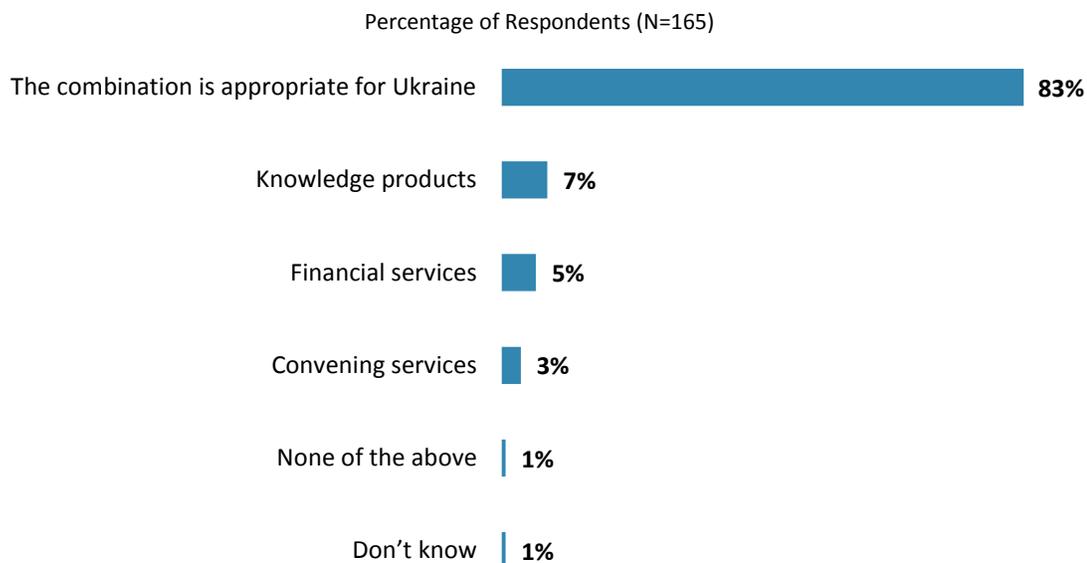
- While respondents from NGOs/CBOs/private foundations, the private sector/financial sector/private banks, the media, and academia/research institutes/think tanks tended to indicate that the WBG should reach out more to groups outside of the Government, respondents from the office of the President/Prime Minister/Minister, employees of ministries/ministerial departments/implementation agencies, and independent government institutions tended to indicate that the WBG should collaborate more effectively with Government clients and reduce the complexity of obtaining its financing to make itself of greater value in the country.



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

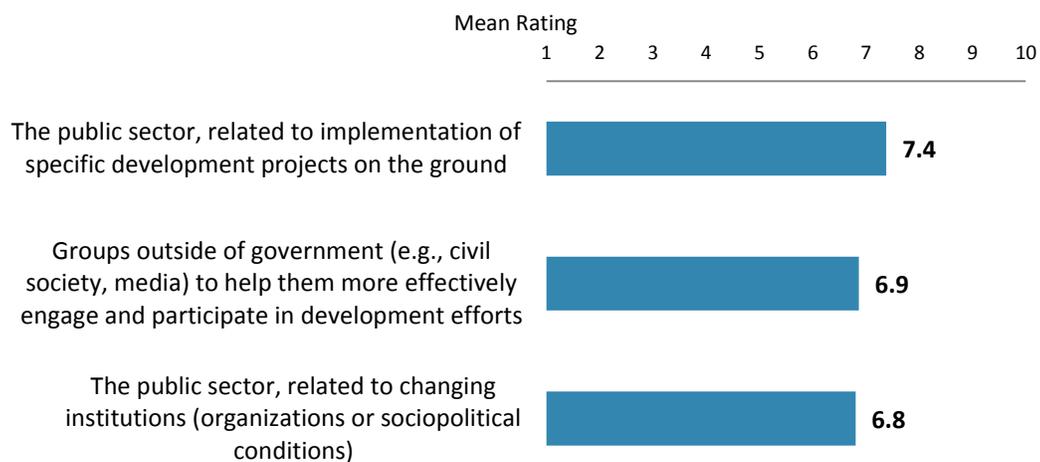
## IX. The Future Role of the World Bank Group (continued)

### World Bank Group's Services in Ukraine



"When considering the combination of services that the World Bank Group offers in Ukraine, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Ukraine?" (Respondents chose from a list.)

### Capacity Building Support

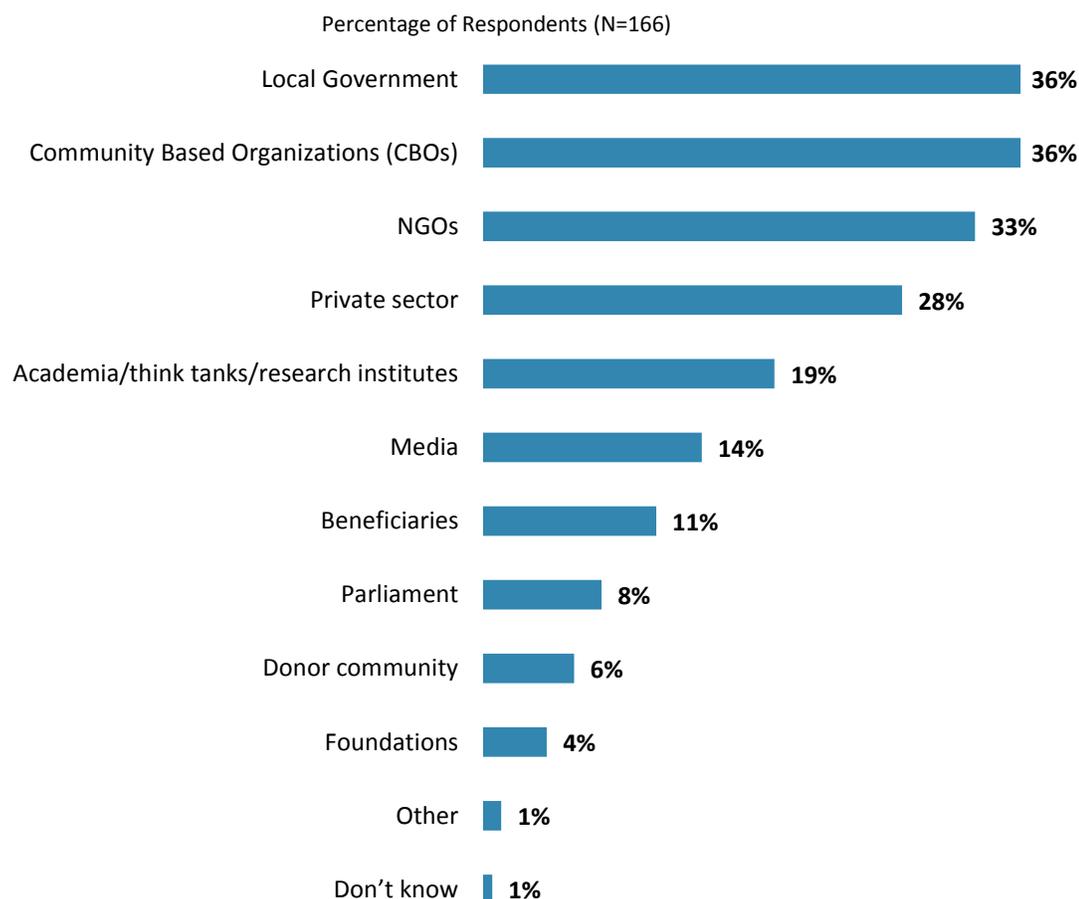


"The World Bank Group can provide capacity building support in a number of ways in Ukraine. To what degree would Ukraine benefit, if capacity building were to support...?"  
(1-"To no degree at all", 10-"To a very significant degree")

## IX. The Future Role of the World Bank Group (continued)

### Collaborating with Stakeholders in Ukraine

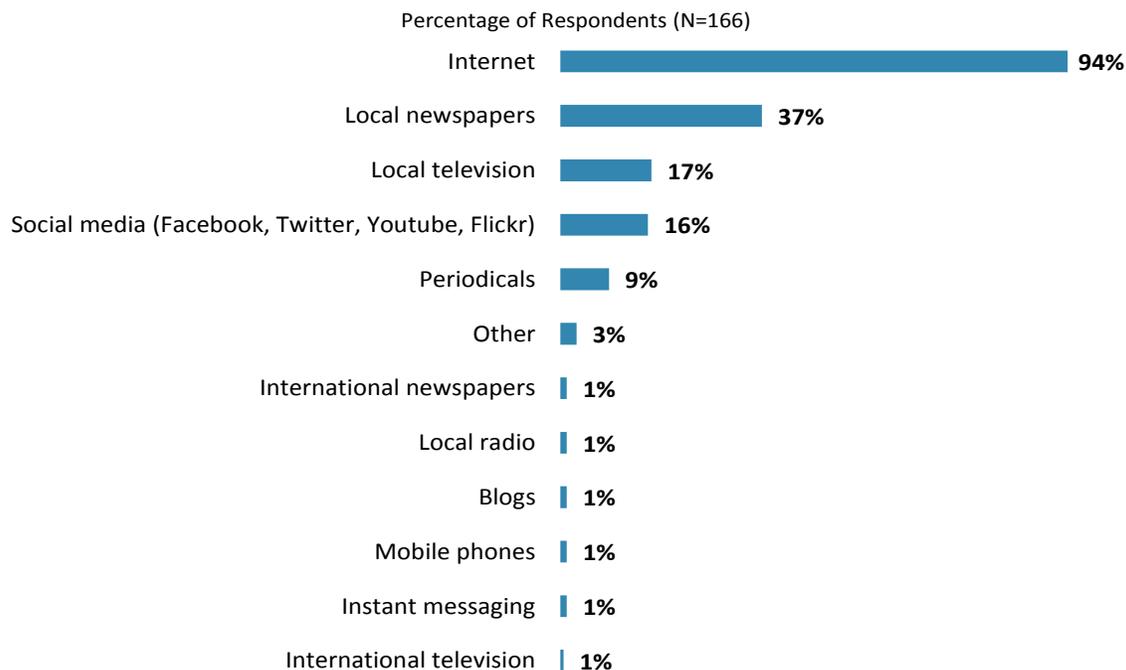
- Respondents from the office of the President/Prime Minister/Minister, employees of ministries/ministerial departments/implementation agencies, and independent government institutions were the most likely to indicate that the WBG should collaborate more with local governments in Ukraine.
- Respondents from NGOs/CBOs/private foundations and the media were more likely to indicate that the WBG should collaborate with CBOs and NGOs.
- Respondents from the private sector/financial sector/private banks were the most likely to indicate that the WBG should collaborate more with private sector.
- Respondents from academia/research institutes/think tanks were the most likely to indicate that the WBG should collaborate more with academia/research institutes/think tanks in Ukraine.



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

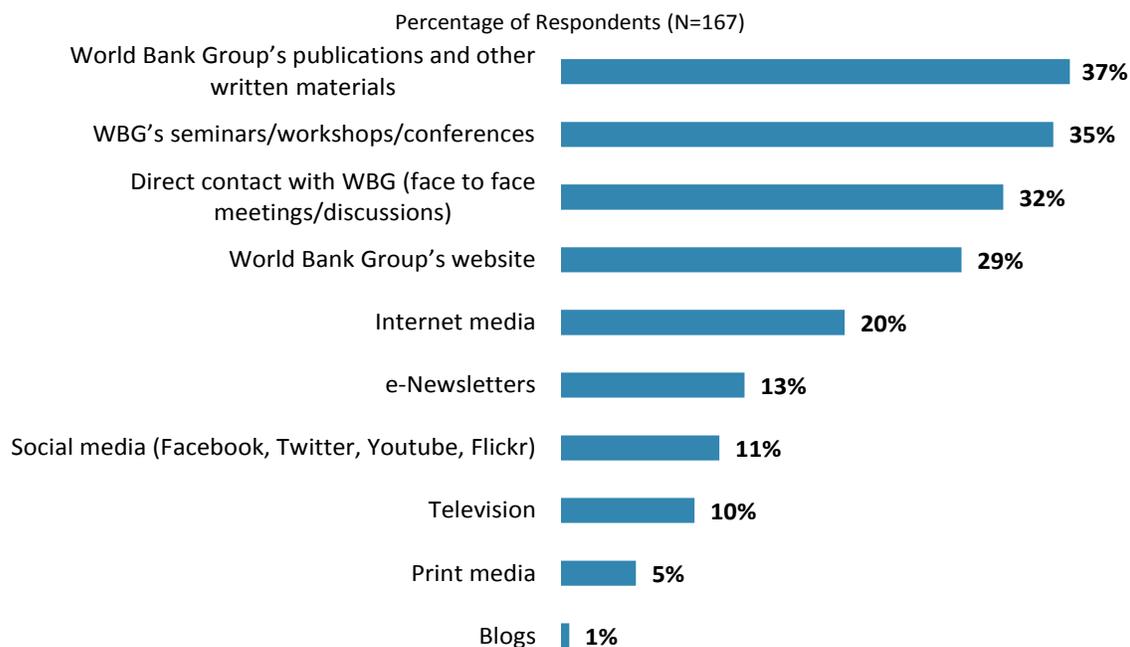
## X. Communication and Openness

### General Information Sources



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

### Preferred Information Sources



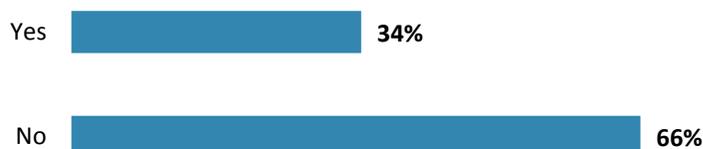
"How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

## X. Communication and Openness (continued)

### Access to Information

- Respondents from the office of the President/Prime Minister/Minister and independent government institutions were significantly *more* likely to be aware of the WBG's Access to Information Policy and to have requested the information from the WBG compared to respondents from other stakeholder groups.

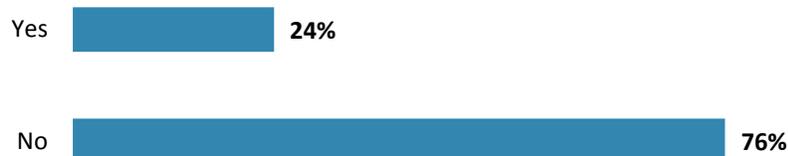
Percentage of Respondents (N=163)



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

- Respondents from Kyiv were significantly *more* likely to have requested the information from the WBG compared to respondents from other geographic areas.

Percentage of Respondents (N=140)



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

- Respondents across all stakeholder groups indicated that they were able to obtain the requested information from the WBG, except respondents from the media.

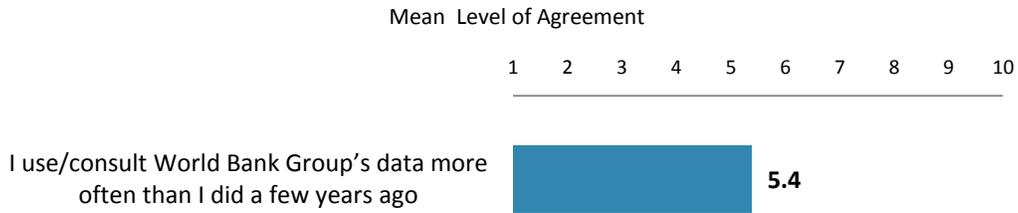
Percentage of Respondents (N=31)



"Were you able to obtain this information?"

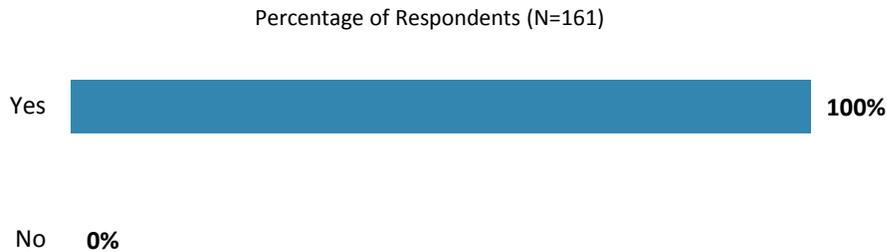
## X. Communication and Openness (continued)

### Access to Information (continued)



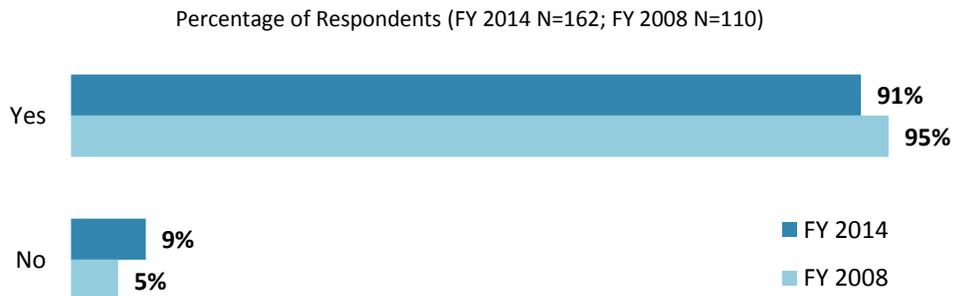
"Please rate how much you agree with the following statements"  
(1-"Strongly disagree", 10-"Strongly agree")

### Internet Access



"Do you have access to the Internet?"

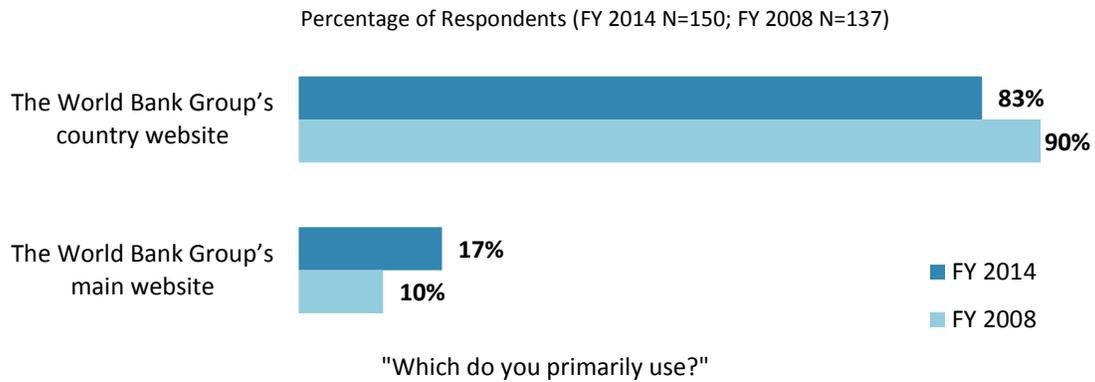
### Website Usage



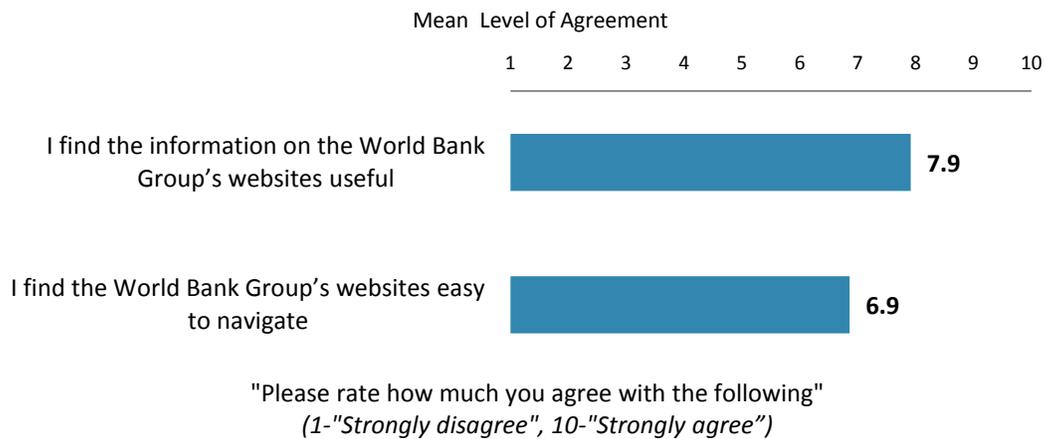
"Do you use/have you used the World Bank Group's website?"

## X. Communication and Openness (continued)

### Website Usage (continued)

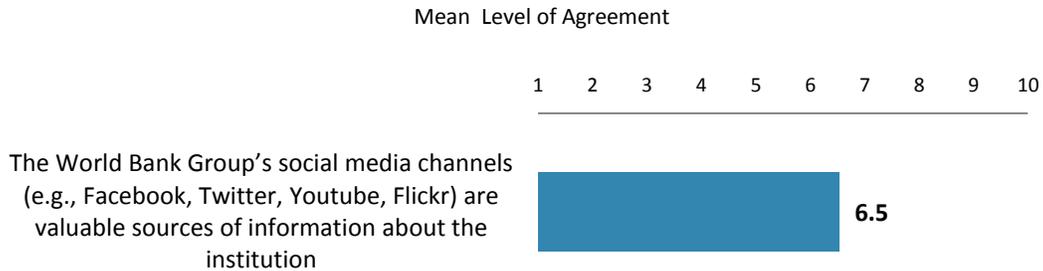


### Website Evaluation



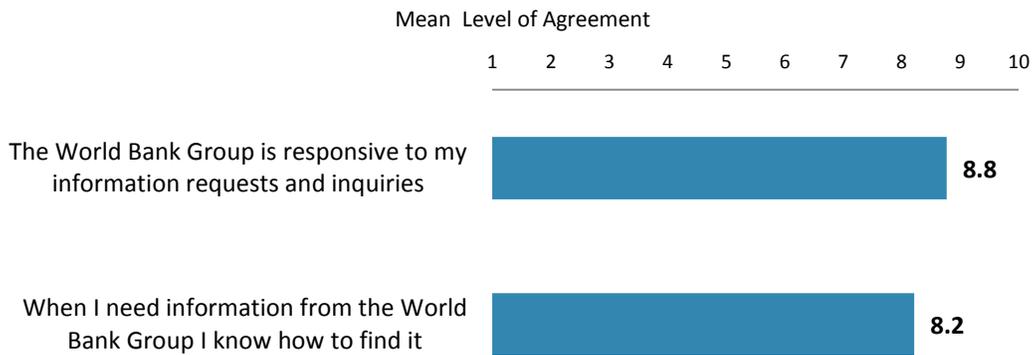
## X. Communication and Openness (continued)

### Evaluation of WBG's Social Media Channels



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

### Information Sharing



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

## XI. Appendices

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### Ukraine



## Appendix A: Responses to All Questions across All Respondents (N=169)

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they "Don't know" (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (\*).

### A. General Issues Facing Ukraine

1. In general would you say that Ukraine is headed in ... ?	Percentage of Respondents (N=161)
The right direction	41.6%
The wrong direction	29.2%
Not sure	29.2%

2. Listed below are a number of development priorities in Ukraine. Please identify which of the following you consider the most important development priorities in Ukraine? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=165)
Anti corruption	53.9%
Public sector governance/reform	34.5%
Law and justice	28.5%
Social protection	18.2%
Education	16.4%
Foreign direct investment	15.8%
Domestic private sector development	15.2%
Job creation/employment	14.5%
Health	13.3%
Economic growth	12.7%
Poverty reduction	10.3%
Transport	8.5%
Global/regional integration	6.7%
Energy	6.7%
Equality of opportunity	4.8%
Regulatory framework	4.8%
Rural development	4.2%
Urban development	4.2%
Natural resource management	4.2%
Information and communications technology	4.2%
Environmental sustainability	3.6%
Financial markets	2.4%
Food security	1.8%
Agricultural development	1.8%
Crime and violence	1.8%
Communicable/non-communicable diseases	1.8%
Trade and exports	1.2%
Gender equity	0.6%
Water and sanitation	0.6%
Climate change	0.0%
Disaster management	0.0%

**A. General Issues Facing Ukraine (continued)**

<b>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 Ukraine? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=167)</b>
Social protection	41.9%
Job creation/employment	40.7%
Economic growth	39.5%
Anti corruption	32.3%
Public sector governance/reform	23.4%
Domestic private sector development	21.0%
Law and justice	15.0%
Equality of opportunity	14.4%
Foreign direct investment	13.8%
Rural development	12.0%
Education	9.6%
Health	6.6%
Urban development	5.4%
Agricultural development	4.8%
Information and communications technology	4.2%
Energy	3.0%
Regulatory framework	2.4%
Global/regional integration	1.8%
Crime and violence	1.8%
Water and sanitation	1.2%
Transport	1.2%
Communicable/non-communicable diseases	1.2%
Financial markets	1.2%
Trade and exports	0.6%
Climate change	0.0%
Gender equity	0.0%
Natural resource management	0.0%
Environmental sustainability	0.0%
Disaster management	0.0%
Food security	0.0%

**A. General Issues Facing Ukraine (continued)**

<b>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 Ukraine? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=168)</b>
Anti corruption	53.0%
Foreign direct investment	45.2%
Public sector governance/reform	24.4%
Domestic private sector development	17.9%
Education	16.7%
Agricultural development	16.7%
Law and justice	16.7%
Equality of opportunity	14.3%
Information and communications technology	13.1%
Job creation/employment	13.1%
Trade and exports	11.3%
Energy	10.7%
Transport	8.3%
Global/regional integration	6.0%
Rural development	6.0%
Urban development	5.4%
Financial markets	4.8%
Health	3.6%
Regulatory framework	3.0%
Social protection	2.4%
Natural resource management	2.4%
Food security	1.8%
Gender equity	0.6%
Crime and violence	0.6%
Climate change	0.0%
Disaster management	0.0%
Water and sanitation	0.0%
Communicable/non-communicable diseases	0.0%
Environmental sustainability	0.0%

**A. General Issues Facing Ukraine (continued)**

<b>5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Ukraine? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=162)</b>
A growing middle class	54.9%
Consistent economic growth	45.7%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	19.8%
Greater equity of fiscal policy	19.8%
Education and training that better ensure job opportunity	16.7%
Better quality public services	10.5%
Greater voice and participation for citizens to help ensure greater accountability	8.0%
More reliable social safety net	8.0%
Better employment opportunities for young people	6.2%
Greater access to health and nutrition for citizens	5.6%
Greater access to micro-finance for the poor	1.2%
Better opportunity for the poor who live in rural areas	0.6%
Other	0.6%
Better employment opportunities for women	0.0%
Better opportunity for the poor who live in urban areas	0.0%

**B. Overall Attitudes toward the World Bank Group**

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Ukraine? (1-Not familiar at all, 10-Extremely familiar)	168	0	5.19	2.13

<b>Overall Effectiveness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in Ukraine? (1-Not effective at all, 10-Very effective)	153	15	6.16	1.97

<b>Staff Preparedness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared to help Ukraine solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	153	15	7.44	1.58

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

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Ukraine, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Ukraine? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=169)</b>
Public sector governance/reform	40.8%
Education	27.2%
Anti corruption	22.5%
Foreign direct investment	20.7%
Poverty reduction	15.4%
Regulatory framework	14.8%
Job creation/employment	13.0%
Economic growth	13.0%
Health	12.4%
Transport	11.2%
Law and justice	10.7%
Information and communications technology	10.7%
Global/regional integration	10.1%
Domestic private sector development	10.1%
Rural development	7.7%
Energy	7.7%
Agricultural development	7.1%
Financial markets	6.5%
Environmental sustainability	6.5%
Urban development	5.3%
Social protection	4.1%
Natural resource management	4.1%
Climate change	2.4%
Communicable/non-communicable diseases	2.4%
Gender equity	1.8%
Equality of opportunity	1.8%
Food security	1.8%
Trade and exports	1.8%
Crime and violence	1.2%
Water and sanitation	1.2%
Disaster management	0.6%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Ukraine?	Percentage of Respondents (N=166)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Financial resources	33.1%	23.6%	56.8%
Technical assistance	21.7%	25.5%	47.1%
Capacity development	15.1%	13.3%	28.4%
Policy advice, studies, analyses	7.8%	13.3%	21.2%
Mobilizing third party financial resources	1.8%	12.1%	13.9%
Convening/facilitating	11.5%	2.4%	13.9%
Donor coordination	2.4%	6.7%	9.1%
Data	6.6%	2.4%	9.1%
Other	0.0%	0.6%	0.6%

How effectively do the World Bank Group's activities below support Ukraine's efforts to achieve development results? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Convening/facilitating	110	54	5.03	2.06
7. Data	134	28	5.91	1.81
8. Policy advice, studies, analyses	148	15	6.43	1.89
9. Financial resources	141	23	6.43	1.91
10. Technical assistance	140	22	6.86	1.64
11. Mobilizing third party financial resources	100	63	6.83	1.85
12. Donor coordination	96	67	7.11	2.03

The World Bank Group can provide capacity building support in a number of ways in Ukraine. To what degree would Ukraine benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
13. Groups outside of government (e.g., civil society, media) to help them more effectively engage and participate in development efforts	161	7	6.87	2.50
14. The public sector, related to implementation of specific development projects on the ground	164	3	7.38	1.97
15. The public sector, related to changing institutions (organizations or sociopolitical conditions)	159	5	6.81	2.41

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Ukraine? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
16. Project implementation (or other organizational strengthening)	96	72	7.50	1.61
17. Citizen engagement (incorporating citizens' voices into development)	102	65	5.07	2.11
18. Policy design (for clarity and better incentives to achieve development goals)	132	35	6.99	1.62

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

<b>19. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Ukraine? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=167)</b>
Not collaborating enough with non-state actors	25.7%
Not enough public disclosure of its work	25.1%
World Bank Group's processes too complex	18.0%
Too bureaucratic in its operational policies and procedures	16.8%
Not adequately sensitive to political/social realities in Ukraine	14.4%
Not willing to honestly criticize policies and reform efforts in the country	11.4%
Don't know	10.8%
World Bank Group's processes too slow	10.2%
Too influenced by developed countries	9.6%
Imposing technocratic solutions without regard to political realities	9.6%
Not exploring alternative policy options	5.4%
Arrogant in its approach	4.8%
Not aligned with country priorities	1.8%
Not aligned with other donors' work	1.8%
Staff too inaccessible	1.2%
The credibility of its knowledge/data	1.2%
Other	1.2%
Not client focused	0.6%

<b>20. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Ukraine? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=166)</b>
Investment lending	69.9%
Technical assistance	60.2%
Policy based lending/budget support to the Government	21.1%
Capacity development	19.3%
Knowledge products/services	16.9%
Trust Fund management	3.6%
Don't know	2.4%
Other	0.6%

<b>21. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=166)</b>
Local Government	35.5%
Community Based Organizations (CBOs)	35.5%
NGOs	32.5%
Private sector	27.7%
Academia/think tanks/research institutes	19.3%
Media	14.5%
Beneficiaries	11.4%
Parliament	7.8%
Donor community	6.0%
Foundations	4.2%
Other	1.2%
Don't know	0.6%
Faith based organizations	0.0%

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

To what extent do you agree with the following statements about the World Bank Group's work in Ukraine? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
22. Overall the World Bank Group currently plays a relevant role in development in Ukraine*	155	9	7.26	1.90
23. The World Bank Group's work is aligned with what I consider the development priorities for Ukraine*	151	11	7.58	1.77
24. The World Bank Group treats clients and stakeholders in Ukraine with respect	151	13	7.74	1.73

To what extent is the World Bank Group an effective development partner in Ukraine, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
25. Responsiveness*	106	59	5.15	2.06
26. Flexibility (in terms of the World Bank Group's products and services) *	106	58	5.43	1.77
27. Flexibility (in terms of changing country circumstances) *	110	53	5.12	1.87
28. Being inclusive*	125	40	6.10	1.83
29. Openness (sharing data and other information) *	150	14	7.03	1.60
30. Staff accessibility*	121	44	7.50	1.41
31. Straightforwardness and honesty*	130	34	7.72	1.42
32. Ease of access to the people at the World Bank Group who are making decisions important to my work*	86	77	7.62	2.00
33. Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector) *	119	44	5.59	2.14
34. Collaboration with the Government*	139	25	8.12	1.34
35. Collaboration with other donors*	109	54	8.02	1.60
36. The speed in which it gets things accomplished on the ground*	88	74	6.39	1.67
37. Being a long-term partner*	148	17	9.05	1.33

38. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=165)
The Government works inefficiently	39.4%
Reforms are not well thought out in light of country challenges	36.4%
Lack of/inadequate levels of capacity in Government	33.3%
There is not an adequate level of citizen/civil society participation	21.8%
The World Bank Group is not sensitive enough to political/social realities on the ground	17.0%
Political pressures and obstacles	15.8%
The World Bank Group works too slowly	6.7%
The World Bank Group does not do adequate follow through/follow-up	5.5%
Poor donor coordination	4.2%
Other	1.2%

### C. World Bank Group's Effectiveness and Results

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Ukraine? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
Anti corruption	105	59	4.23	2.04
Transport	72	92	4.94	2.00
Urban development	91	71	5.32	1.83
Environmental sustainability	100	64	5.92	1.52
Regulatory framework	135	28	6.34	1.53
Poverty reduction	112	51	4.76	1.94
Gender equity	88	71	6.40	1.98
Domestic private sector development	129	36	5.35	1.73
Foreign direct investment	99	65	5.31	2.10
Water and sanitation	81	83	5.86	1.60
Trade and exports	69	94	5.65	1.69
Economic growth	120	44	4.90	2.14
Energy	96	69	6.16	1.48
Public sector governance/reform	136	25	5.93	1.88
Job creation/employment	113	50	4.46	1.71
Financial markets	86	76	6.14	1.50
Health	96	66	5.39	1.64
Rural development	83	79	4.84	1.99
Education	103	60	5.20	1.51
Social protection	64	99	4.78	2.04
Agricultural development	95	69	5.06	1.82

Achieving Development Results	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in Ukraine?* (1-To no degree at all, 10-To a very significant degree)	157	12	6.19	1.70

To what extent do you agree with the following statements about the World Bank Group in Ukraine? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
3. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Results, etc.) meet the needs of Ukraine*	150	19	7.76	1.95
4. The World Bank Group meets Ukraine's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	162	7	8.08	1.80

Internal Evaluation Mechanisms	N	DK	Mean	SD
5. To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Ukraine? (1-To no degree at all, 10-To a very significant degree)	125	44	7.26	1.82

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=167)
Weekly	11.4%
Monthly	31.7%
A few times a year	35.9%
Rarely	16.8%
Never	4.2%

In Ukraine, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	151	14	7.18	1.82
3. Include appropriate level of stakeholder involvement during preparation	129	35	6.81	1.74
4. Are relevant to Ukraine's development priorities	156	7	7.98	1.64
5. Lead to practical solutions	146	18	6.70	1.79
6. Are accessible (well written and easy to understand)	152	13	6.93	1.73
7. Are source of relevant information on global good practices	145	17	7.30	1.68
8. Enhance your knowledge and/or skills	157	7	7.96	1.53
9. Are adequately disseminated	123	39	6.02	2.01
10. Are translated enough into local language	88	74	7.08	2.03
11. Are adaptable to Ukraine's specific development challenges and country circumstances*	156	9	7.69	1.70

Overall Evaluations	N	DK	Mean	SD
12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	158	9	6.52	1.74
13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	152	15	6.91	1.61

**E. Working with the World Bank Group**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	59	108	8.00	1.39
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	113	54	7.81	1.50
3. The World Bank Group's approvals and reviews are done in a timely fashion	85	82	7.56	1.28
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	120	44	8.18	1.41
5. The World Bank Group's conditions on its lending are reasonable	127	40	8.14	1.41
6. The World Bank Group takes decisions quickly in Ukraine	97	70	6.56	1.80
7. Where country systems are adequate, the World Bank Group makes appropriate use of them*	94	70	8.28	1.56
8. The World Bank Group provides effective implementation support	122	44	7.75	1.73

**F. The Future Role of the World Bank Group in Ukraine**

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Ukraine? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=166)
Reach out more to groups outside of Government	39.8%
Collaborate more effectively with Government clients (e.g., national, state, local)	28.9%
Reduce the complexity of obtaining World Bank Group financing	26.5%
Increase the level of capacity development in the country	22.9%
Offer more innovative knowledge services	17.5%
Offer more innovative financial products	16.3%
Improve the quality of its experts as related to Ukraine's specific challenges	13.3%
Ensure greater selectivity in its work	9.6%
Provide more adequate data/knowledge/statistics/figures on Ukraine's economy	7.2%
Work faster	6.6%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	2.4%
Other	2.4%

2. When considering the combination of services that the World Bank Group offers in Ukraine, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Ukraine? (Select only ONE response)	Percentage of Respondents (N=165)
The combination is appropriate for Ukraine	83.0%
Knowledge products	7.3%
Financial services	5.5%
Convening services	3.0%
None of the above	0.6%
Don't know	0.6%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Ukraine? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=166)</b>
Internet	94.0%
Local newspapers	37.3%
Local television	16.9%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	16.3%
Periodicals	9.0%
Other	3.0%
International newspapers	1.2%
Local radio	1.2%
Blogs	1.2%
Mobile phones	1.2%
Instant messaging	1.2%
International television	0.6%
International radio	0.0%

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=167)</b>
World Bank Group's publications and other written materials	36.5%
World Bank Group's seminars/workshops/conferences	35.3%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	31.7%
World Bank Group's website	28.7%
Internet media	20.4%
e-Newsletters	13.2%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	11.4%
Television	9.6%
Print media	5.4%
Blogs	0.6%
Other	0.0%

<b>3. Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=163)</b>
Yes	33.7%
No	66.3%

<b>4. Have you requested information from the World Bank Group on its activities in the past year?</b>	<b>Percentage of Respondents (N=140)</b>
Yes	23.6%
No	76.4%

<b>5. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=31)</b>
Yes	96.8%
No	3.2%

<b>6. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=161)</b>
Yes	100.0%
No	0.0%

**G. Communication and Information Sharing (continued)**

7. Do you use/have used the World Bank Group's website?	Percentage of Respondents (N=162)
Yes	91.4%
No	8.6%

8. Which do you primarily use?	Percentage of Respondents (N=150)
The World Bank Group's country website	82.7%
The World Bank Group's main website	17.3%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. I use/consult World Bank Group's data more often than I did a few years ago	137	23	5.38	2.35
10. I find the World Bank Group's websites easy to navigate	139	13	6.86	1.87
11. I find the information on the World Bank Group's websites useful	143	9	7.92	1.67
12. The World Bank Group's social media channels (e.g., Facebook, Twitter, Youtube, Flickr) are valuable sources of information about the institution	90	66	6.52	3.01
13. When I need information from the World Bank Group I know how to find it	152	6	8.22	1.76
14. The World Bank Group is responsive to my information requests and inquiries	66	79	8.77	1.36

**H. Background Information**

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=164)
NGO	17.7%
Employee of a Ministry, Ministerial Department or Implementation Agency	16.5%
Private Sector Organization	15.2%
Academia/Research Institute/Think Tank	11.6%
Other	6.1%
Independent Government Institution	5.5%
Media	5.5%
Office of Minister	4.3%
Private Foundation	3.7%
Office of the President, Prime Minister	3.0%
Community Based Organization	3.0%
Multilateral Agency	2.4%
Consultant/Contractor working on World Bank supported project/program	1.8%
Local Government Office or Staff	1.2%
Office of Parliamentarian	0.6%
Project Management Unit (PMU) overseeing implementation of project	0.6%
Bilateral Agency	0.6%
Financial Sector/Private Bank	0.6%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=162)</b>
Public sector governance/public financial management/anti-corruption	19.1%
Other	12.3%
Private sector development/foreign direct investment	9.3%
Law and justice/regulatory framework	8.0%
Social protection	7.4%
Natural resource management/environmental sustainability	6.8%
Financial markets/banking	6.2%
Information and communications technology	5.6%
Transport	4.9%
Urban development	4.9%
Education	4.3%
Agriculture/ rural development / food security	3.7%
Energy	2.5%
Health/Communicable/non-communicable diseases	2.5%
Job creation/employment	1.2%
Gender/equality of opportunity	0.6%
Water and sanitation	0.6%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group in your country?</b>	<b>Percentage of Respondents (N=165)</b>
Yes	49.1%
No	50.9%

<b>4. Which of the following agencies of the World Bank Group do you work with in Ukraine? (Select all that apply)</b>	<b>Percentage of Respondents (Responses Combined; N=160)</b>
The World Bank (IBRD/IDA)	57.5%
The International Finance Corporation (IFC)	18.8%
The Multilateral Investment Guarantee Agency (MIGA)	5.6%
None	40.0%

<b>5. Which of the following describes most of your exposure to the World Bank Group in Ukraine? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=158)</b>
Collaborate as part of my professional duties	43.0%
Engage in World Bank Group related/sponsored events/activities	36.7%
Use World Bank Group reports/data	33.5%
Use World Bank Group website for information, data, research, etc.	31.0%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	24.1%

<b>6. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=164)</b>
Kyiv	75.6%
Oblast Center	22.0%
Other city	2.4%

## Appendix B: Responses to All Questions by Stakeholder Groups

### A. General Issues facing Ukraine

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO/ Private Foundation	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The right direction	91.7%	59.3%	21.7%	33.3%	22.2%	77.8%	0.0%	59.1%
The wrong direction	8.3%	3.7%	30.4%	43.6%	44.4%	0.0%	52.9%	22.7%
Not sure	0.0%	37.0%	47.8%	23.1%	33.3%	22.2%	47.1%	18.2%

\*Significantly different between stakeholder groups

Listed below are a number of development priorities in Ukraine. Please identify which of the following you consider the most important development priorities in Ukraine? (Choose THREE)

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO/ Private Foundation	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social protection	16.7%	26.9%	32.0%	17.5%	22.2%	0.0%	5.3%	13.6%
Transport	8.3%	3.8%	8.0%	10.0%	11.1%	0.0%	0.0%	22.7%
Public sector governance/reform*	41.7%	46.2%	24.0%	20.0%	55.6%	66.7%	36.8%	22.7%
Global/regional integration*	0.0%	3.8%	8.0%	2.5%	0.0%	33.3%	10.5%	4.5%
Gender equity	0.0%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	8.3%	11.5%	8.0%	25.0%	0.0%	33.3%	5.3%	22.7%
Foreign direct investment*	16.7%	42.3%	0.0%	17.5%	11.1%	11.1%	5.3%	13.6%
Water and sanitation*	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Anti corruption*	33.3%	46.2%	48.0%	65.0%	55.6%	11.1%	84.2%	50.0%
Job creation/employment	16.7%	15.4%	24.0%	10.0%	22.2%	11.1%	21.1%	4.5%
Rural development	16.7%	0.0%	12.0%	2.5%	0.0%	0.0%	0.0%	4.5%
Financial markets*	0.0%	3.8%	0.0%	2.5%	0.0%	22.2%	0.0%	0.0%
Urban development	0.0%	0.0%	8.0%	7.5%	0.0%	22.2%	0.0%	0.0%
Environmental sustainability	0.0%	7.7%	4.0%	5.0%	0.0%	0.0%	0.0%	4.5%
Equality of opportunity	0.0%	3.8%	4.0%	2.5%	22.2%	0.0%	15.8%	0.0%
Health	16.7%	11.5%	12.0%	10.0%	0.0%	0.0%	21.1%	27.3%
Education	16.7%	11.5%	12.0%	12.5%	22.2%	0.0%	31.6%	27.3%
Poverty reduction	8.3%	15.4%	8.0%	7.5%	0.0%	11.1%	5.3%	13.6%
Energy	25.0%	7.7%	8.0%	2.5%	0.0%	0.0%	0.0%	9.1%
Food security	8.3%	0.0%	4.0%	2.5%	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%
Agricultural development	0.0%	0.0%	8.0%	2.5%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	3.8%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	4.0%	2.5%	0.0%	0.0%	0.0%	4.5%
Economic growth	25.0%	7.7%	0.0%	17.5%	11.1%	11.1%	15.8%	18.2%
Law and justice	16.7%	19.2%	28.0%	30.0%	55.6%	55.6%	36.8%	18.2%
Regulatory framework	16.7%	7.7%	0.0%	7.5%	11.1%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	8.3%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%	4.5%
Natural resource management	0.0%	3.8%	8.0%	2.5%	0.0%	0.0%	0.0%	13.6%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology*	0.0%	0.0%	20.0%	5.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO/ Private Foundation	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Water and sanitation	0.0%	0.0%	0.0%	2.5%	0.0%	11.1%	0.0%	0.0%
Equality of opportunity	0.0%	7.4%	3.8%	22.5%	22.2%	33.3%	21.1%	13.6%
Economic growth	33.3%	48.1%	34.6%	37.5%	33.3%	22.2%	57.9%	36.4%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	8.3%	0.0%	3.8%	2.5%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	16.7%	7.4%	19.2%	10.0%	22.2%	22.2%	0.0%	9.1%
Urban development*	0.0%	0.0%	19.2%	7.5%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	3.7%	0.0%	5.0%	0.0%	0.0%	5.3%	0.0%
Social protection	33.3%	59.3%	50.0%	37.5%	44.4%	44.4%	36.8%	31.8%
Law and justice	8.3%	18.5%	11.5%	22.5%	11.1%	0.0%	15.8%	13.6%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%
Crime and violence	0.0%	0.0%	3.8%	5.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%	4.5%
Information and communications technology	0.0%	0.0%	15.4%	5.0%	0.0%	0.0%	5.3%	0.0%
Anti corruption*	8.3%	18.5%	30.8%	42.5%	44.4%	0.0%	52.6%	31.8%
Domestic private sector development	16.7%	25.9%	15.4%	27.5%	44.4%	11.1%	5.3%	22.7%
Foreign direct investment	16.7%	22.2%	7.7%	12.5%	11.1%	22.2%	0.0%	22.7%
Education	16.7%	7.4%	3.8%	7.5%	11.1%	22.2%	10.5%	13.6%
Energy	16.7%	7.4%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance/reform*	33.3%	29.6%	11.5%	15.0%	11.1%	66.7%	26.3%	18.2%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	25.0%	7.4%	3.8%	0.0%	11.1%	0.0%	5.3%	13.6%
Agricultural development	16.7%	0.0%	11.5%	2.5%	0.0%	0.0%	0.0%	9.1%
Job creation/employment	50.0%	33.3%	46.2%	32.5%	33.3%	33.3%	52.6%	45.5%
Financial markets	0.0%	3.7%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Trade and exports	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	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 Ukraine (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 Ukraine? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO/ Private Foundation	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Energy	25.0%	3.7%	12.0%	7.5%	11.1%	0.0%	10.5%	13.6%
Gender equity	0.0%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	16.7%	11.1%	20.0%	15.0%	22.2%	0.0%	10.5%	18.2%
Social protection	0.0%	3.7%	0.0%	5.0%	0.0%	11.1%	0.0%	0.0%
Global/regional integration	8.3%	0.0%	8.0%	2.5%	0.0%	0.0%	10.5%	13.6%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption*	0.0%	63.0%	56.0%	57.5%	55.6%	33.3%	73.7%	45.5%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	16.7%	3.7%	12.0%	2.5%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment	33.3%	59.3%	44.0%	47.5%	77.8%	33.3%	31.6%	45.5%
Urban development*	0.0%	3.7%	20.0%	7.5%	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%
Education	25.0%	18.5%	8.0%	15.0%	0.0%	11.1%	36.8%	13.6%
Information and communications technology	0.0%	18.5%	32.0%	10.0%	11.1%	0.0%	5.3%	13.6%
Regulatory framework	8.3%	0.0%	4.0%	5.0%	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%
Trade and exports	16.7%	14.8%	4.0%	12.5%	0.0%	0.0%	15.8%	18.2%
Public sector governance/reform*	25.0%	22.2%	8.0%	20.0%	33.3%	77.8%	26.3%	27.3%
Domestic private sector development	16.7%	14.8%	8.0%	22.5%	33.3%	11.1%	10.5%	31.8%
Job creation/employment	16.7%	14.8%	16.0%	12.5%	11.1%	22.2%	10.5%	9.1%
Agricultural development	33.3%	14.8%	24.0%	12.5%	11.1%	22.2%	10.5%	13.6%
Food security*	16.7%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%
Transport	8.3%	11.1%	8.0%	7.5%	0.0%	22.2%	5.3%	9.1%
Natural resource management	0.0%	3.7%	0.0%	5.0%	0.0%	0.0%	0.0%	4.5%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	16.7%	3.7%	0.0%	0.0%	0.0%	0.0%	5.3%	9.1%
Law and justice	8.3%	11.1%	12.0%	22.5%	11.1%	11.1%	31.6%	13.6%
Crime and violence	0.0%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%
Financial markets*	8.3%	0.0%	4.0%	0.0%	22.2%	44.4%	0.0%	0.0%

\*Significantly different between stakeholder groups

### A. General Issues facing Ukraine (continued)

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO/ Private Foundation	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
	Better employment opportunities for young people	0.0%	3.8%	8.0%	5.3%	0.0%	0.0%	0.0%
Better employment opportunities for women	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Greater access to micro-finance for the poor	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	3.8%	12.0%	7.9%	33.3%	0.0%	5.6%	4.5%
Greater access to health and nutrition for citizens	8.3%	15.4%	8.0%	2.6%	0.0%	0.0%	5.6%	0.0%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	16.7%	0.0%	12.0%	28.9%	33.3%	33.3%	33.3%	18.2%
A growing middle class	41.7%	42.3%	64.0%	60.5%	44.4%	55.6%	55.6%	63.6%
Better opportunity for the poor who live in rural areas	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Consistent economic growth	75.0%	53.8%	52.0%	34.2%	55.6%	33.3%	55.6%	31.8%
More reliable social safety net	8.3%	19.2%	4.0%	7.9%	0.0%	11.1%	5.6%	4.5%
Greater equity of fiscal policy	16.7%	26.9%	16.0%	18.4%	11.1%	22.2%	16.7%	18.2%
Education and training that better ensure job opportunity	16.7%	15.4%	12.0%	21.1%	22.2%	11.1%	11.1%	22.7%
Better quality public services	8.3%	15.4%	8.0%	5.3%	0.0%	33.3%	5.6%	18.2%
Other	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%

### B. Overall Attitudes toward the World Bank Group

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Department/ Implementation Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO/ Private Foundation			Media			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
How familiar are you with the work of the World Bank Group in Ukraine?*	12	6.83	1.95	27	5.04	1.89	26	4.15	1.85	39	4.97	2.10	9	5.56	2.19	9	5.44	1.51	19	4.63	2.41	22	6.00	2.31

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Department/ Implementation Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO/ Private Foundation			Media			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
Overall, please rate your impression of the World Bank Group's effectiveness in Ukraine.*	12	6.25	2.01	26	5.69	1.72	24	4.79	1.89	35	6.29	2.02	9	6.89	1.36	8	6.88	1.73	13	6.38	1.61	21	6.71	1.90

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

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Department/ Implementation Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO/ Private Foundation			Media			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
To what extent do you believe the World Bank Group's staff is well prepared to help Ukraine solve its most complicated development challenges?	12	6.42	2.35	26	7.15	1.54	22	7.09	1.15	36	7.42	1.73	9	8.56	1.13	8	7.88	1.13	15	7.67	1.40	20	7.70	1.26

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

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO/ Private Foundation	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social protection	0.0%	7.4%	3.8%	5.0%	0.0%	0.0%	5.3%	4.5%
Public sector governance/reform	33.3%	44.4%	30.8%	37.5%	33.3%	77.8%	47.4%	40.9%
Transport	8.3%	18.5%	15.4%	5.0%	22.2%	0.0%	5.3%	18.2%
Poverty reduction	16.7%	18.5%	11.5%	12.5%	11.1%	11.1%	21.1%	22.7%
Global/regional integration*	16.7%	3.7%	7.7%	0.0%	22.2%	33.3%	15.8%	13.6%
Gender equity	0.0%	3.7%	3.8%	2.5%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	7.4%	7.7%	15.0%	11.1%	11.1%	5.3%	18.2%
Rural development	16.7%	3.7%	7.7%	7.5%	0.0%	0.0%	0.0%	4.5%
Foreign direct investment	33.3%	33.3%	15.4%	17.5%	33.3%	11.1%	21.1%	13.6%
Water and sanitation	0.0%	3.7%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	16.7%	11.1%	7.7%	5.0%	11.1%	0.0%	0.0%	9.1%
Job creation/employment	0.0%	7.4%	3.8%	20.0%	11.1%	11.1%	21.1%	18.2%
Financial markets*	8.3%	7.4%	0.0%	2.5%	0.0%	55.6%	10.5%	0.0%
Urban development	0.0%	3.7%	11.5%	12.5%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	8.3%	7.4%	7.7%	5.0%	0.0%	0.0%	5.3%	13.6%
Equality of opportunity	8.3%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%
Health	16.7%	18.5%	11.5%	12.5%	0.0%	11.1%	0.0%	22.7%
Education	16.7%	29.6%	53.8%	17.5%	22.2%	22.2%	26.3%	27.3%
Food security	8.3%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%
Climate change*	0.0%	0.0%	0.0%	5.0%	0.0%	22.2%	0.0%	0.0%
Agricultural development	16.7%	7.4%	15.4%	2.5%	0.0%	0.0%	5.3%	4.5%
Trade and exports	0.0%	0.0%	7.7%	2.5%	0.0%	0.0%	0.0%	0.0%
Economic growth	8.3%	14.8%	23.1%	7.5%	22.2%	11.1%	15.8%	9.1%
Law and justice*	8.3%	0.0%	0.0%	22.5%	11.1%	0.0%	21.1%	9.1%
Regulatory framework*	8.3%	14.8%	7.7%	20.0%	55.6%	22.2%	5.3%	9.1%
Communicable/non-communicable diseases	8.3%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	4.5%
Natural resource management*	8.3%	18.5%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%
Anti corruption*	0.0%	11.1%	19.2%	30.0%	33.3%	0.0%	52.6%	9.1%
Information and communications technology	25.0%	3.7%	23.1%	10.0%	0.0%	0.0%	5.3%	13.6%
Disaster management	8.3%	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 Group (continued)**

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

Greatest Value	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO/ Private Foundation	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Convening/facilitating	8.3%	7.7%	16.0%	15.0%	11.1%	0.0%	11.1%	9.1%
Data	16.7%	0.0%	0.0%	5.0%	0.0%	0.0%	16.7%	13.6%
Policy advice, studies, analyses	8.3%	3.8%	8.0%	7.5%	11.1%	0.0%	11.1%	9.1%
Financial resources	33.3%	46.2%	40.0%	30.0%	33.3%	33.3%	27.8%	27.3%
Capacity development	8.3%	15.4%	12.0%	20.0%	22.2%	33.3%	11.1%	9.1%
Technical assistance	25.0%	26.9%	20.0%	15.0%	22.2%	33.3%	22.2%	22.7%
Mobilizing third party financial resources	0.0%	0.0%	4.0%	2.5%	0.0%	0.0%	0.0%	4.5%
Donor coordination	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	4.5%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

2 <sup>nd</sup> Greatest Value	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO/ Private Foundation	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Convening/facilitating	0.0%	0.0%	8.0%	2.6%	0.0%	0.0%	0.0%	4.5%
Data	0.0%	3.8%	4.0%	2.6%	0.0%	0.0%	5.6%	0.0%
Policy advice, studies, analyses	0.0%	3.8%	4.0%	17.9%	22.2%	11.1%	16.7%	27.3%
Financial resources	33.3%	34.6%	28.0%	20.5%	11.1%	22.2%	16.7%	18.2%
Capacity development	16.7%	7.7%	8.0%	15.4%	22.2%	11.1%	16.7%	13.6%
Technical assistance	16.7%	26.9%	28.0%	20.5%	33.3%	44.4%	27.8%	27.3%
Mobilizing third party financial resources	16.7%	19.2%	16.0%	12.8%	0.0%	11.1%	11.1%	4.5%
Donor coordination	16.7%	3.8%	4.0%	5.1%	11.1%	0.0%	5.6%	4.5%
Other	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%

How effectively do the World Bank Group's activities below support Ukraine's efforts to achieve development results? (1-Not effective at all, 10-Very effective)

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Department/ Implementation Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO/ Private Foundation			Media			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
Convening/facilitating	10	5.40	1.58	15	3.80	1.97	14	4.21	2.12	28	5.50	1.82	7	5.14	2.41	7	5.29	2.56	12	5.17	2.17	15	5.33	2.06
Data	10	5.90	1.20	25	5.88	1.99	18	5.06	1.73	30	5.97	1.85	8	6.88	1.73	8	6.25	1.16	13	6.31	2.06	19	5.58	1.74
Policy advice, studies, analyses	12	6.08	1.68	26	6.31	1.98	19	5.89	2.08	37	6.35	1.87	7	7.43	1.51	8	6.88	1.64	16	6.56	1.63	19	6.53	2.04
Financial resources	12	6.50	1.73	27	5.59	2.12	22	6.41	1.99	34	6.65	1.87	8	6.00	2.27	8	8.00	1.07	11	6.45	1.92	17	6.53	1.28
Technical assistance	12	6.33	1.92	26	6.58	1.72	20	6.95	1.61	37	6.92	1.61	7	7.57	0.98	8	8.25	0.71	11	6.73	1.68	18	6.72	1.67
Mobilizing third party financial resources	10	6.50	2.01	15	6.13	1.77	13	6.54	2.26	28	7.18	1.66	6	7.00	2.53	8	8.25	1.28	6	6.83	1.17	13	6.69	1.70
Donor coordination	11	6.64	2.11	14	7.14	1.70	10	7.60	2.01	27	7.11	2.22	5	7.00	2.83	8	8.63	1.06	5	6.80	2.17	14	6.79	1.63

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

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

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Department/ Implementation Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO/ Private Foundation			Media			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
Groups outside of government (e.g., civil society, media) to help them more effectively engage and participate in development efforts*	12	5.67	2.23	22	4.05	1.65	25	6.36	1.98	40	8.65	1.51	9	8.00	2.24	8	5.63	2.62	19	6.95	2.59	21	6.95	2.22
The public sector, related to implementation of specific development projects on the ground	12	8.42	1.31	27	7.22	1.53	23	7.87	1.69	40	7.03	2.08	9	7.89	1.27	9	7.67	2.00	19	6.53	2.59	20	7.85	1.46
The public sector, related to changing institutions (organizations or sociopolitical conditions)	12	7.25	2.14	26	6.77	2.03	24	6.79	2.55	38	6.18	2.60	9	6.78	2.49	9	7.78	1.20	17	7.24	2.41	20	6.85	2.52

\*Significantly different between stakeholder groups

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Department/ Implementation Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO/ Private Foundation			Media			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
Project implementation (or other organizational strengthening)	10	7.40	1.07	12	7.17	1.59	8	6.50	2.27	28	7.54	1.75	3	7.67	0.58	7	8.57	1.13	8	6.88	1.73	16	7.88	1.20
Citizen engagement (incorporating citizens' voices into development)	8	4.63	1.41	10	4.00	2.16	15	4.33	2.82	33	5.39	1.82	6	4.67	1.03	2	3.50	0.71	9	5.56	2.40	14	5.21	1.81
Policy design (for clarity and better incentives to achieve development goals)	11	7.36	1.36	24	7.00	1.77	18	6.28	1.64	34	7.03	1.66	7	6.86	1.46	8	7.75	1.91	11	7.45	0.93	16	7.06	1.34

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

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO/ Private Foundation	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Staff too inaccessible	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%
Not exploring alternative policy options*	0.0%	18.5%	3.8%	0.0%	0.0%	0.0%	10.5%	4.5%
Not adequately sensitive to political/social realities in Ukraine	25.0%	14.8%	7.7%	10.0%	0.0%	11.1%	26.3%	22.7%
Not enough public disclosure of its work	33.3%	25.9%	26.9%	37.5%	11.1%	0.0%	10.5%	27.3%
Arrogant in its approach	16.7%	3.7%	3.8%	0.0%	0.0%	0.0%	5.3%	13.6%
Not aligned with country priorities	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	5.3%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	4.5%
World Bank Group's processes too complex*	16.7%	37.0%	23.1%	10.0%	0.0%	44.4%	15.8%	4.5%
Not willing to honestly criticize policies and reform efforts in the country*	0.0%	3.7%	7.7%	17.5%	44.4%	0.0%	21.1%	4.5%
Too influenced by developed countries	16.7%	18.5%	7.7%	5.0%	0.0%	22.2%	10.5%	4.5%
Imposing technocratic solutions without regard to political realities	8.3%	14.8%	7.7%	0.0%	11.1%	22.2%	15.8%	13.6%
World Bank Group's processes too slow	16.7%	11.1%	3.8%	10.0%	22.2%	11.1%	0.0%	18.2%
Too bureaucratic in its operational policies and procedures	16.7%	18.5%	34.6%	10.0%	11.1%	33.3%	10.5%	9.1%
Not aligned with other donors' work	0.0%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%	4.5%
Not collaborating enough with non-state actors*	16.7%	7.4%	38.5%	45.0%	33.3%	0.0%	5.3%	18.2%
Not client focused	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	3.7%	7.7%	15.0%	22.2%	11.1%	15.8%	13.6%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO/ Private Foundation	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Capacity development	25.0%	7.4%	20.0%	20.5%	11.1%	33.3%	26.3%	19.0%
Policy based lending/budget support to the Government	33.3%	33.3%	24.0%	15.4%	0.0%	44.4%	15.8%	9.5%
Knowledge products/services	16.7%	3.7%	12.0%	20.5%	22.2%	0.0%	26.3%	19.0%
Investment lending	66.7%	85.2%	80.0%	59.0%	100.0%	66.7%	52.6%	71.4%
Technical assistance	50.0%	59.3%	52.0%	61.5%	66.7%	44.4%	68.4%	71.4%
Trust Fund management	0.0%	11.1%	4.0%	2.6%	0.0%	0.0%	5.3%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%
Don't know	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	4.8%

### B. Overall Attitudes toward the World Bank Group (continued)

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO/ Private Foundation	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Academia/think tanks/research institutes*	25.0%	7.4%	12.0%	15.0%	11.1%	0.0%	78.9%	9.5%
Donor community	16.7%	11.1%	0.0%	5.0%	0.0%	11.1%	0.0%	9.5%
Media	8.3%	0.0%	16.0%	20.0%	33.3%	0.0%	15.8%	23.8%
NGOs*	8.3%	3.7%	16.0%	70.0%	33.3%	11.1%	26.3%	33.3%
Local Government*	58.3%	66.7%	36.0%	27.5%	11.1%	66.7%	5.3%	28.6%
Private sector	33.3%	33.3%	40.0%	22.5%	33.3%	22.2%	21.1%	23.8%
Parliament	0.0%	7.4%	8.0%	0.0%	22.2%	22.2%	15.8%	9.5%
Community Based Organizations (CBOs)	33.3%	40.7%	36.0%	37.5%	44.4%	33.3%	15.8%	28.6%
Beneficiaries	16.7%	25.9%	12.0%	2.5%	0.0%	22.2%	5.3%	14.3%
Foundations	0.0%	3.7%	16.0%	0.0%	0.0%	11.1%	5.3%	0.0%
Faith based organizations	0.0%	0.0%	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%	5.3%	4.8%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%

\*Significantly different between stakeholder groups

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Department/ Implementation Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO/ Private Foundation			Media			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
Overall the World Bank Group currently plays a relevant role in development in Ukraine	11	6.73	1.49	27	6.63	1.62	25	6.80	1.96	37	7.62	2.16	8	7.50	1.69	8	7.38	1.30	16	7.38	2.16	19	7.89	1.66
The World Bank Group's work is aligned with what I consider the development priorities for Ukraine*	11	6.73	1.62	27	6.74	1.40	24	7.71	2.07	36	8.06	1.76	9	8.33	1.58	8	7.63	0.92	14	7.29	2.23	19	7.89	1.56
The World Bank Group treats clients and stakeholders in Ukraine with respect*	11	6.91	1.64	26	6.77	1.90	21	6.95	2.09	37	8.41	1.42	9	8.11	1.69	8	7.75	1.04	15	8.20	1.37	20	8.15	1.31

\*Significantly different between stakeholder groups

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

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Department/ Implementation Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO/ Private Foundation			Media			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
Responsiveness	9	4.89	1.45	19	4.89	2.08	14	4.43	2.10	21	5.57	2.34	6	5.17	1.33	7	5.57	2.44	12	5.17	2.08	15	5.53	1.88
Flexibility (in terms of the World Bank Group's products and services)*	9	5.11	0.78	18	4.78	1.63	13	4.23	1.79	22	6.09	1.87	6	5.50	1.38	8	6.13	1.46	12	6.08	2.07	15	5.53	1.73
Flexibility (in terms of changing country circumstances)*	11	4.73	1.27	18	4.50	1.38	12	3.75	1.86	22	6.05	1.84	6	5.67	1.37	8	5.25	1.83	14	5.64	2.10	16	5.00	1.79
Being inclusive	11	5.82	1.40	20	6.00	1.56	15	5.07	2.25	29	6.00	1.83	7	5.57	1.81	8	6.75	1.49	15	6.33	1.63	16	6.75	1.84
Openness*	11	7.00	1.55	26	6.73	1.56	23	6.13	1.49	33	7.12	1.58	8	6.88	1.64	9	7.56	1.24	17	7.65	1.77	19	7.58	1.50
Staff accessibility	11	7.45	1.81	24	7.13	1.75	12	7.50	0.90	28	7.39	1.42	8	6.88	1.55	8	7.88	0.99	11	8.09	1.04	16	8.19	0.98
Straightforwardness and honesty	12	7.50	1.83	24	7.21	1.50	16	7.69	1.49	27	7.93	1.14	8	7.88	1.36	8	7.63	0.74	14	8.00	1.71	17	7.82	1.29
Ease of access to the people at the World Bank Group who are making decisions important to my work	11	8.09	1.64	13	7.38	2.06	8	6.88	1.89	17	7.12	2.20	4	6.25	3.50	7	9.43	0.98	8	8.25	1.28	15	7.73	1.94
Collaboration with groups outside of the Government*	9	5.33	2.06	7	4.43	1.90	19	4.00	1.37	34	6.03	2.11	8	5.13	1.73	6	6.00	2.37	14	6.43	2.34	17	6.12	2.39
Collaboration with the Government	12	7.83	1.99	26	8.31	1.23	23	7.83	0.94	34	8.12	1.43	8	8.00	1.31	8	9.00	0.76	11	7.36	1.57	16	8.50	1.10
Collaboration with other donors	11	7.73	1.90	18	8.28	1.36	15	7.93	1.33	25	8.16	1.65	7	7.86	1.77	8	9.25	0.89	8	7.13	1.64	15	7.73	1.83
The speed in which it gets things accomplished on the ground	9	6.33	1.41	15	6.20	1.66	7	5.29	2.14	23	6.57	1.73	4	5.50	2.08	8	7.63	0.52	5	6.20	2.17	15	6.40	1.40
Being a long-term partner	12	8.92	1.73	26	9.31	1.01	24	8.88	1.96	31	9.10	1.08	8	9.50	0.76	9	9.78	0.44	14	8.71	1.33	20	8.85	1.09

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO/ Private Foundation	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The World Bank Group does not do adequate follow through/follow-up	16.7%	3.8%	0.0%	5.0%	0.0%	22.2%	11.8%	0.0%
There is not an adequate level of citizen/civil society participation	25.0%	7.7%	34.6%	27.5%	22.2%	22.2%	0.0%	22.7%
The World Bank Group is not sensitive enough to political/social realities on the ground*	33.3%	38.5%	3.8%	10.0%	11.1%	11.1%	0.0%	27.3%
Lack of/inadequate levels of capacity in Government*	16.7%	15.4%	38.5%	50.0%	33.3%	0.0%	47.1%	36.4%
Poor donor coordination	0.0%	15.4%	0.0%	5.0%	0.0%	0.0%	0.0%	4.5%
The World Bank Group works too slowly	8.3%	7.7%	11.5%	2.5%	0.0%	22.2%	5.9%	4.5%
The Government works inefficiently*	8.3%	3.8%	42.3%	50.0%	88.9%	0.0%	76.5%	40.9%
Political pressures and obstacles	16.7%	11.5%	15.4%	17.5%	11.1%	22.2%	17.6%	13.6%
Reforms are not well thought out in light of country challenges*	50.0%	53.8%	46.2%	20.0%	11.1%	66.7%	23.5%	36.4%
Other	0.0%	0.0%	0.0%	2.5%	0.0%	0.0%	5.9%	0.0%

\*Significantly different between stakeholder groups

### C. World Bank Group's Effectiveness and Results

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Department/ Implementation Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO/ Private Foundation			Media			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
Anti corruption	9	5.11	1.76	10	3.30	1.42	19	3.68	2.03	30	4.60	2.03	7	3.86	1.21	4	3.50	1.73	10	4.70	2.11	11	3.55	2.16
Transport	6	6.17	1.17	9	4.56	2.60	15	4.40	1.35	17	5.29	2.02	6	4.17	2.32	3	4.67	1.53	8	4.75	2.43	8	5.63	2.20
Urban development	6	5.67	1.37	12	4.92	1.24	16	4.63	1.59	24	5.29	1.92	6	4.83	1.33	7	6.14	2.04	10	5.20	1.93	9	6.33	2.40
Environmental sustainability	9	5.44	1.33	18	5.94	1.21	17	5.35	2.03	22	6.32	1.67	6	5.33	1.03	7	6.57	1.72	7	5.71	1.11	12	6.33	1.07
Regulatory framework*	12	6.42	1.78	22	6.36	0.95	24	5.58	1.79	30	6.70	1.44	7	6.29	1.11	8	7.50	1.85	13	5.77	1.88	17	6.65	1.06
Poverty reduction*	10	5.80	1.32	14	4.43	1.83	19	3.47	1.84	30	4.90	1.92	7	5.14	1.35	8	6.25	1.91	8	3.75	1.04	15	5.33	2.26
Gender equity	7	5.86	1.21	14	5.86	1.51	11	6.36	2.66	22	6.45	2.26	5	7.00	2.00	5	7.00	1.00	9	7.00	1.32	11	5.82	2.14
Domestic private sector development*	11	5.73	1.49	23	4.70	1.26	25	4.80	2.02	29	5.79	1.86	7	5.57	1.62	8	6.25	1.91	10	4.50	1.08	15	6.00	1.51
Foreign direct investment*	10	5.70	1.77	17	4.18	1.78	14	4.07	2.30	24	6.17	1.81	6	5.50	2.07	8	6.00	2.33	7	5.57	1.27	13	5.62	2.47
Water and sanitation	6	6.00	1.67	14	5.64	1.60	13	5.00	1.15	18	5.89	1.84	4	5.75	1.71	5	6.60	0.89	8	5.63	1.69	12	6.67	1.56
Trade and exports*	6	5.67	1.75	13	4.85	1.21	14	4.71	1.20	12	6.83	1.75	5	5.60	1.52	5	5.20	0.84	6	6.50	1.52	7	6.29	2.36
Economic growth*	11	4.82	1.40	21	4.19	1.78	20	3.65	1.90	29	5.69	1.73	6	4.50	2.35	7	6.43	2.64	11	5.00	2.49	15	5.47	2.64
Energy	9	6.56	1.74	19	6.00	1.56	18	5.33	1.19	21	6.43	1.47	6	7.17	1.72	6	6.33	0.52	7	5.71	1.60	10	6.60	1.35
Public sector governance/reform	12	6.17	1.75	24	6.00	1.72	24	5.46	1.79	32	5.66	1.96	6	6.83	1.72	7	7.14	1.35	11	5.18	2.23	19	6.53	1.95
Job creation/employment*	11	4.82	1.17	21	3.90	1.22	22	3.64	1.81	25	4.76	1.94	7	4.57	1.40	6	5.00	1.10	10	4.50	1.35	11	5.73	2.15
Financial markets	6	6.33	0.52	16	5.56	1.41	13	5.92	2.10	21	6.38	1.56	6	5.67	0.82	8	6.88	1.64	6	5.83	1.47	10	6.60	1.07
Health*	7	7.00	1.41	17	4.41	1.62	19	4.95	1.54	19	5.68	1.49	6	5.17	1.17	6	5.00	0.63	11	5.73	1.85	11	6.09	1.70
Rural development	5	5.80	1.79	16	4.25	1.53	14	4.36	2.37	20	4.80	2.21	4	5.25	1.26	7	5.57	2.44	9	5.00	1.66	8	5.38	2.00
Education	8	6.13	0.99	19	4.63	1.46	22	4.82	1.82	20	5.05	1.10	6	5.67	0.82	5	5.80	0.84	10	5.30	1.49	13	5.85	1.91
Social protection*	5	6.60	1.14	10	3.20	1.87	7	4.86	1.86	13	4.46	1.85	4	4.25	2.22	4	5.75	1.26	9	4.22	1.30	11	6.09	2.47
Agricultural development	7	5.57	1.90	18	4.39	1.24	18	5.06	2.15	21	5.10	2.00	6	5.67	1.63	5	4.40	0.89	9	5.78	1.30	9	5.11	2.32

\*Significantly different between stakeholder groups

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Department/ Implementation Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO/ Private Foundation			Media			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
To what extent does the World Bank Group's work help to achieve development results in Ukraine?*	12	6.50	1.45	27	6.15	1.70	24	5.29	1.65	36	6.36	1.74	9	6.11	1.17	9	7.33	1.00	16	5.81	2.17	20	6.60	1.43

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

**C. World Bank Group's Effectiveness and Results (continued)**

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Department/ Implementation Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO/ Private Foundation			Media			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
The World Bank Group's financial instruments meet the needs of Ukraine	12	7.08	1.78	27	7.56	2.04	24	7.92	2.12	35	8.11	1.92	8	8.75	1.39	8	8.13	0.83	14	7.21	2.29	20	7.85	1.69
The World Bank Group meets Ukraine's needs for knowledge services	12	7.17	2.21	27	7.89	1.83	24	7.92	2.19	38	8.29	1.96	8	8.75	1.49	9	8.33	0.50	17	8.47	1.37	22	8.00	1.48

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Department/ Implementation Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO/ Private Foundation			Media			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
To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Ukraine?	12	7.33	1.50	20	6.95	2.09	17	6.47	2.48	28	7.79	1.26	7	8.14	1.35	8	8.00	0.76	13	6.85	2.15	18	6.94	1.73

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

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

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO/ Private Foundation	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Weekly	25.0%	22.2%	0.0%	2.5%	11.1%	33.3%	0.0%	22.7%
Monthly	33.3%	51.9%	20.0%	25.0%	33.3%	55.6%	27.8%	31.8%
A few times a year	25.0%	22.2%	36.0%	52.5%	33.3%	11.1%	44.4%	22.7%
Rarely	16.7%	0.0%	44.0%	10.0%	22.2%	0.0%	22.2%	18.2%
Never	0.0%	3.7%	0.0%	10.0%	0.0%	0.0%	5.6%	4.5%

\*Significantly different between stakeholder groups

**D. The World Bank Group's Knowledge Work and Activities (continued)**

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Department/ Implementation Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO/ Private Foundation			Media			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
Are timely	12	6.42	1.73	26	6.58	1.90	23	6.83	1.85	32	7.81	1.75	9	7.00	2.06	9	7.56	1.33	15	7.67	1.45	21	7.00	1.73
Include appropriate level of stakeholder involvement during preparation	12	6.92	1.51	25	6.44	1.66	15	6.13	1.51	29	7.00	2.02	9	7.56	1.33	9	7.78	1.39	13	7.00	2.04	17	6.53	1.62
Are relevant to Ukraine's development priorities	12	7.58	2.23	27	7.33	1.69	24	7.92	1.06	35	8.51	1.72	9	9.00	1.00	9	8.11	1.17	16	7.75	1.69	21	7.81	1.60
Lead to practical solutions*	12	6.83	1.99	25	6.24	1.67	19	5.79	1.69	32	7.25	1.85	9	6.89	1.36	9	7.89	0.78	15	6.27	2.05	22	6.68	1.62
Are accessible (well written and easy to understand)*	12	6.25	2.22	27	6.52	1.48	24	6.21	1.69	32	7.25	1.72	9	7.44	1.13	9	7.89	1.36	15	6.80	1.74	21	7.43	1.60
Are source of relevant information on global good practices*	12	6.58	1.93	26	6.73	1.91	18	6.44	1.62	33	7.52	1.64	9	8.00	1.00	9	7.89	1.54	14	7.93	1.33	22	7.64	1.36
Enhance your knowledge and/or skills	12	7.50	2.15	27	7.70	1.51	23	7.48	1.50	36	8.17	1.72	9	8.22	1.20	9	8.33	0.71	16	7.88	1.50	21	8.38	1.07
Are adequately disseminated	11	5.36	1.43	20	5.10	2.15	15	6.13	1.73	29	6.76	2.31	8	5.63	1.51	8	6.00	2.00	13	6.38	2.02	19	6.11	1.82
Are translated enough into local language	6	6.00	2.00	10	6.80	2.39	9	6.67	1.73	24	7.17	1.74	4	6.75	2.63	3	8.00	0.00	11	7.36	1.96	17	7.12	2.32
Are adaptable to Ukraine's specific development challenges and country circumstances	12	7.17	1.99	25	7.48	1.64	25	7.76	1.51	37	7.95	1.93	8	7.75	0.71	9	8.33	0.87	15	7.73	1.83	21	7.10	1.67

\*Significantly different between stakeholder groups

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Department/ Implementation Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO/ Private Foundation			Media			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
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	12	6.58	1.56	27	6.04	1.58	24	5.67	1.61	35	6.89	1.76	9	6.33	1.73	9	7.44	1.33	16	7.13	2.03	21	6.24	1.34
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	12	6.33	1.50	26	7.08	1.38	21	5.90	1.41	36	6.89	1.72	8	6.88	1.36	9	7.78	1.39	16	7.38	1.75	21	7.10	1.61

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

### E. Working with the World Bank Group

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Department/ Implementation Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO/ Private Foundation			Media			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
The World Bank Group disburses funds promptly	8	7.25	1.28	10	8.00	0.47	5	7.20	3.03	13	8.77	0.93	2	7.50	2.12	5	8.20	0.45	5	7.40	1.95	10	8.30	1.16
The World Bank Group effectively monitors and evaluates the projects and programs it supports	11	7.36	1.69	21	7.38	1.80	16	7.38	2.03	23	8.52	0.90	7	8.00	1.15	8	8.25	0.71	7	7.71	1.25	17	7.71	1.26
The World Bank Group's approvals and reviews are done in a timely fashion	11	7.18	0.98	16	7.69	0.60	8	7.13	2.53	17	8.12	0.99	3	7.00	1.73	7	8.00	1.15	6	8.00	1.26	15	7.13	1.25
The World Bank Group's "Safeguard Policy" requirements are reasonable	10	8.10	0.88	24	7.83	1.63	19	8.16	1.71	26	8.88	0.95	6	8.33	1.75	8	8.00	1.07	10	8.10	1.60	16	7.56	1.21
The World Bank Group's conditions on its lending are reasonable	11	7.82	0.98	25	7.80	1.61	20	8.10	1.89	28	8.57	1.14	6	9.33	0.52	8	7.38	0.74	11	8.27	1.35	17	7.94	1.30
The World Bank Group takes decisions quickly in Ukraine	11	7.09	0.83	18	6.39	1.69	11	5.55	2.16	19	7.16	1.64	5	6.00	2.12	8	6.75	1.16	7	7.14	2.27	17	6.00	1.94
Where country systems are adequate, the World Bank Group makes appropriate use of them	8	8.50	1.51	21	8.10	2.02	14	8.07	1.94	19	8.37	1.12	5	7.60	1.14	8	9.00	0.93	8	8.50	1.77	10	8.40	1.07
The World Bank Group provides effective implementation support	9	8.22	1.09	25	7.40	1.66	17	7.35	2.29	28	8.50	1.07	6	8.67	1.03	8	7.75	1.04	10	6.80	2.44	17	7.41	1.91

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

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO/ Private Foundation	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Provide more adequate data/knowledge/statistics/figures on Ukraine's economy	0.0%	3.7%	4.0%	12.8%	0.0%	11.1%	16.7%	0.0%
Collaborate more effectively with Government clients (e.g., national, state, local)	41.7%	44.4%	24.0%	17.9%	11.1%	44.4%	16.7%	45.5%
Offer more innovative financial products	25.0%	18.5%	20.0%	17.9%	11.1%	33.3%	5.6%	9.1%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	0.0%	3.7%	8.0%	0.0%	11.1%	0.0%	0.0%	0.0%
Reach out more to groups outside of Government*	8.3%	0.0%	48.0%	71.8%	55.6%	11.1%	44.4%	31.8%
Improve the quality of its experts as related to Ukraine's specific challenges*	25.0%	22.2%	4.0%	2.6%	0.0%	11.1%	22.2%	27.3%
Offer more innovative knowledge services	25.0%	25.9%	8.0%	20.5%	33.3%	11.1%	11.1%	9.1%
Ensure greater selectivity in its work	0.0%	18.5%	20.0%	5.1%	0.0%	11.1%	0.0%	13.6%
Increase the level of capacity development in the country	16.7%	11.1%	16.0%	17.9%	22.2%	33.3%	44.4%	40.9%
Reduce the complexity of obtaining World Bank Group financing	33.3%	44.4%	28.0%	20.5%	44.4%	33.3%	11.1%	13.6%
Work faster	16.7%	0.0%	4.0%	5.1%	11.1%	0.0%	16.7%	9.1%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%

\*Significantly different between stakeholder groups

### F. The Future Role of the World Bank Group in Ukraine (continued)

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO/ Private Foundation	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Financial services	16.7%	11.1%	0.0%	0.0%	11.1%	11.1%	5.3%	4.8%
Knowledge products	8.3%	0.0%	8.0%	5.0%	0.0%	11.1%	21.1%	9.5%
Convening services	8.3%	0.0%	4.0%	5.0%	0.0%	0.0%	0.0%	0.0%
None of the above	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The combination is appropriate for Ukraine	66.7%	88.9%	84.0%	90.0%	77.8%	77.8%	73.7%	85.7%
Don't know	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO/ Private Foundation	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Local newspapers	66.7%	40.7%	38.5%	38.5%	33.3%	33.3%	47.4%	13.6%
International newspapers*	0.0%	0.0%	0.0%	0.0%	11.1%	11.1%	0.0%	0.0%
Local radio	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	5.3%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	16.7%	7.4%	11.5%	17.9%	11.1%	0.0%	26.3%	31.8%
International television	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%
Periodicals	0.0%	7.4%	19.2%	7.7%	11.1%	0.0%	21.1%	0.0%
Internet*	100.0%	100.0%	80.8%	94.9%	100.0%	100.0%	84.2%	100.0%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)*	8.3%	0.0%	15.4%	17.9%	22.2%	44.4%	5.3%	27.3%
Blogs	0.0%	0.0%	3.8%	2.6%	0.0%	0.0%	0.0%	0.0%
Mobile phones	0.0%	3.7%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	4.5%
Other	0.0%	0.0%	3.8%	5.1%	0.0%	0.0%	5.3%	4.5%

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)****How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO/ Private Foundation	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Television	8.3%	7.4%	23.1%	10.0%	0.0%	0.0%	10.5%	4.5%
Print media	0.0%	0.0%	3.8%	7.5%	22.2%	0.0%	10.5%	4.5%
Internet media	16.7%	3.7%	15.4%	27.5%	33.3%	11.1%	31.6%	18.2%
Blogs	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	25.0%	29.6%	26.9%	30.0%	44.4%	66.7%	15.8%	40.9%
e-Newsletters	16.7%	7.4%	3.8%	20.0%	0.0%	11.1%	21.1%	13.6%
World Bank Group's seminars/workshops/conferences	33.3%	48.1%	23.1%	40.0%	22.2%	11.1%	47.4%	36.4%
World Bank Group's publications and other written materials*	58.3%	66.7%	23.1%	25.0%	22.2%	44.4%	36.8%	31.8%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	8.3%	0.0%	11.5%	20.0%	11.1%	22.2%	0.0%	13.6%
World Bank Group's website	33.3%	37.0%	42.3%	20.0%	33.3%	33.3%	15.8%	22.7%
Other	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 Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?\***

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO/ Private Foundation	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	50.0%	34.6%	15.4%	25.0%	0.0%	77.8%	38.9%	50.0%
No	50.0%	65.4%	84.6%	75.0%	100.0%	22.2%	61.1%	50.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO/ Private Foundation	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	70.0%	25.0%	4.5%	6.5%	14.3%	77.8%	18.8%	33.3%
No	30.0%	75.0%	95.5%	93.5%	85.7%	22.2%	81.3%	66.7%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO/ Private Foundation	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)****Do you have access to the Internet?**

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO/ Private Foundation	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**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	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO/ Private Foundation	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	96.3%	88.5%	86.8%	100.0%	100.0%	83.3%	90.5%
No	0.0%	3.7%	11.5%	13.2%	0.0%	0.0%	16.7%	9.5%

**Which do you primarily use?**

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO/ Private Foundation	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The World Bank Group's country website	83.3%	87.5%	95.5%	84.2%	100.0%	50.0%	75.0%	75.0%
The World Bank Group's main website	16.7%	12.5%	4.5%	15.8%	0.0%	50.0%	25.0%	25.0%

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

	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Department/ Implementation Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO/ Private Foundation			Media			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
I use/consult World Bank Group's data more often than I did a few years ago	11	6.27	1.10	26	4.54	2.08	16	4.25	2.52	34	5.53	2.40	8	5.50	2.98	9	5.89	1.36	14	5.43	3.46	16	6.31	1.49
I find the World Bank Group's websites easy to navigate.	12	6.58	1.93	26	6.62	1.68	20	6.65	1.79	31	7.06	1.98	7	6.57	1.72	9	7.22	1.20	13	6.62	2.43	19	7.05	1.93
I find the information on the World Bank Group's websites useful.	12	7.67	1.78	26	7.81	1.55	21	7.81	1.54	32	8.00	1.85	8	8.13	1.13	9	8.22	1.20	14	7.36	2.31	18	8.06	1.47
The World Bank Group's social media channels (e.g., Facebook, Twitter, Youtube, Flickr) are valuable sources of information about the institution	5	6.60	2.97	11	4.18	2.79	15	7.40	2.72	21	6.38	3.14	7	6.86	2.67	6	7.83	1.72	11	5.55	3.80	11	7.00	2.45
When I need information from the World Bank Group I know how to find it	12	7.50	2.02	26	8.35	1.16	22	8.23	1.69	34	8.32	1.80	8	8.38	1.77	9	8.89	1.54	17	7.47	2.12	22	8.36	1.97
The World Bank Group is responsive to my information requests and inquiries	9	8.67	1.12	11	9.09	0.70	6	8.67	2.42	13	9.00	1.35	2	6.50	0.71	6	9.33	0.52	6	8.67	1.21	13	8.54	1.56

## H. Background Information

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO/ Private Foundation	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	83.3%	84.6%	23.1%	28.2%	55.6%	87.5%	31.6%	61.9%
No	16.7%	15.4%	76.9%	71.8%	44.4%	12.5%	68.4%	38.1%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO/ Private Foundation	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The World Bank (IBRD/IDA)*	91.7%	88.5%	15.4%	48.6%	55.6%	87.5%	47.1%	75.0%
The International Finance Corporation (IFC)	16.7%	30.8%	15.4%	13.5%	33.3%	25.0%	11.8%	20.0%
The Multilateral Investment Guarantee Agency (MIGA)*	8.3%	15.4%	3.8%	0.0%	0.0%	25.0%	0.0%	5.0%
None*	8.3%	7.7%	80.8%	45.9%	44.4%	12.5%	52.9%	25.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Employee of Ministry/ Ministerial Dep/ Implementation Agency	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO/ Private Foundation	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	0.0%	4.0%	53.8%	36.1%	22.2%	0.0%	18.8%	23.8%
Use World Bank Group reports/data	33.3%	40.0%	11.5%	33.3%	55.6%	37.5%	56.3%	23.8%
Engage in World Bank Group related/sponsored events/activities	25.0%	40.0%	23.1%	44.4%	0.0%	50.0%	37.5%	42.9%
Collaborate as part of my professional duties*	75.0%	92.0%	11.5%	16.7%	77.8%	62.5%	25.0%	52.4%
Use World Bank Group website for information, data, research, etc.*	16.7%	4.0%	53.8%	47.2%	22.2%	12.5%	31.3%	23.8%

\*Significantly different between stakeholder groups

## Appendix C: Responses to All Questions by Geographic Location

### A. General Issues facing Ukraine

In general would you say that Ukraine is headed in ...?

Percentage of Respondents	Kyiv	Other
The right direction	43.2%	34.2%
The wrong direction	29.7%	28.9%
Not sure	27.1%	36.8%

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

Percentage of Respondents (Responses Combined)	Kyiv	Other
Social protection	18.0%	18.4%
Transport	9.0%	7.9%
Public sector governance/reform	35.2%	34.2%
Global/regional integration	8.2%	2.6%
Gender equity	0.0%	2.6%
Domestic private sector development	15.6%	10.5%
Foreign direct investment	16.4%	10.5%
Water and sanitation	0.0%	0.0%
Anti corruption	52.5%	57.9%
Job creation/employment	13.1%	18.4%
Rural development*	2.5%	10.5%
Financial markets	3.3%	0.0%
Urban development*	1.6%	13.2%
Environmental sustainability	4.1%	2.6%
Equality of opportunity	6.6%	0.0%
Health	13.9%	13.2%
Education	16.4%	18.4%
Poverty reduction	8.2%	15.8%
Energy	7.4%	5.3%
Food security	2.5%	0.0%
Climate change	0.0%	0.0%
Agricultural development	0.8%	5.3%
Trade and exports	1.6%	0.0%
Crime and violence	0.8%	2.6%
Economic growth	14.8%	7.9%
Law and justice	31.1%	18.4%
Regulatory framework	4.9%	5.3%
Communicable/non-communicable diseases	2.5%	0.0%
Natural resource management	4.1%	5.3%
Disaster management	0.0%	0.0%
Information and communications technology	3.3%	7.9%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Kyiv	Other
Water and sanitation	0.8%	0.0%
Equality of opportunity	14.5%	15.8%
Economic growth*	44.4%	23.7%
Climate change	0.0%	0.0%
Global/regional integration	1.6%	2.6%
Gender equity	0.0%	0.0%
Rural development	11.3%	15.8%
Urban development*	2.4%	15.8%
Regulatory framework	1.6%	5.3%
Social protection	43.5%	36.8%
Law and justice	15.3%	10.5%
Transport	0.8%	2.6%
Crime and violence	1.6%	0.0%
Communicable/non-communicable diseases	1.6%	0.0%
Information and communications technology*	2.4%	10.5%
Anti corruption	30.6%	39.5%
Domestic private sector development	21.8%	18.4%
Foreign direct investment	12.1%	15.8%
Education	9.7%	10.5%
Energy	4.0%	0.0%
Public sector governance/reform	26.6%	13.2%
Natural resource management	0.0%	0.0%
Environmental sustainability	0.0%	0.0%
Disaster management	0.0%	0.0%
Health	6.5%	7.9%
Agricultural development	4.0%	7.9%
Job creation/employment	38.7%	47.4%
Financial markets	1.6%	0.0%
Trade and exports	0.8%	0.0%
Food security	0.0%	0.0%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Kyiv	Other
Energy	8.9%	17.5%
Gender equity	0.0%	2.5%
Equality of opportunity	17.1%	7.5%
Social protection	1.6%	2.5%
Global/regional integration	6.5%	5.0%
Climate change	0.0%	0.0%
Anti corruption	52.0%	52.5%
Disaster management	0.0%	0.0%
Rural development	4.1%	12.5%
Foreign direct investment	48.8%	35.0%
Urban development*	1.6%	17.5%
Water and sanitation	0.0%	0.0%
Education	18.7%	12.5%
Information and communications technology	12.2%	15.0%
Regulatory framework	2.4%	2.5%
Communicable/non-communicable diseases	0.0%	0.0%
Trade and exports	12.2%	10.0%
Public sector governance/reform	26.8%	17.5%
Domestic private sector development	18.7%	15.0%
Job creation/employment	13.0%	12.5%
Agricultural development	15.4%	20.0%
Food security	2.4%	0.0%
Transport	8.1%	10.0%
Natural resource management	2.4%	2.5%
Environmental sustainability	0.0%	0.0%
Health	3.3%	5.0%
Law and justice	15.4%	17.5%
Crime and violence	0.0%	2.5%
Financial markets	6.5%	0.0%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Kyiv	Other
Better employment opportunities for young people	5.8%	8.1%
Better employment opportunities for women	0.0%	0.0%
Greater access to micro-finance for the poor*	0.0%	5.4%
Greater voice and participation for citizens to help ensure greater accountability	10.0%	2.7%
Greater access to health and nutrition for citizens	5.8%	5.4%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	20.8%	13.5%
A growing middle class	55.8%	54.1%
Better opportunity for the poor who live in rural areas	0.8%	0.0%
Better opportunity for the poor who live in urban areas	0.0%	0.0%
Consistent economic growth	47.5%	40.5%
More reliable social safety net	8.3%	5.4%
Greater equity of fiscal policy*	12.5%	40.5%
Education and training that better ensure job opportunity	17.5%	16.2%
Better quality public services	12.5%	5.4%
Other	0.0%	0.0%

\*Significantly different between locations

**B. Overall Attitudes toward the World Bank Group**

	Kyiv			Other		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Ukraine?	124	5.23	2.04	40	4.98	2.42

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

	Kyiv			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Ukraine.	113	6.11	1.83	36	6.22	2.39

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

	Kyiv			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Ukraine solve its most complicated development challenges?	113	7.39	1.59	36	7.58	1.65

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

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

Percentage of Respondents (Responses Combined)		
	Kyiv	Other
Social protection	4.8%	2.5%
Public sector governance/reform	40.3%	40.0%
Transport*	13.7%	2.5%
Poverty reduction	14.5%	15.0%
Global/regional integration	12.9%	2.5%
Gender equity	1.6%	2.5%
Crime and violence	0.0%	2.5%
Domestic private sector development	8.9%	7.5%
Rural development*	4.8%	17.5%
Foreign direct investment	21.8%	17.5%
Water and sanitation	1.6%	0.0%
Energy	8.1%	7.5%
Job creation/employment*	8.1%	27.5%
Financial markets*	8.9%	0.0%
Urban development*	1.6%	17.5%
Environmental sustainability	7.3%	5.0%
Equality of opportunity	2.4%	0.0%
Health	15.3%	5.0%
Education	29.0%	25.0%
Food security	2.4%	0.0%
Climate change	2.4%	2.5%
Agricultural development	6.5%	7.5%
Trade and exports	2.4%	0.0%
Economic growth	12.9%	15.0%
Law and justice	9.7%	10.0%
Regulatory framework	14.5%	17.5%
Communicable/non-communicable diseases	3.2%	0.0%
Natural resource management	5.6%	0.0%
Anti corruption	22.6%	25.0%
Information and communications technology*	8.1%	20.0%
Disaster management	0.8%	0.0%

\*Significantly different between locations

### B. Overall Attitudes toward the World Bank Group (continued)

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

Greatest Value		
Percentage of Respondents	Kyiv	Other
Convening/facilitating	12.3%	7.7%
Data	5.7%	10.3%
Policy advice, studies, analyses	7.4%	10.3%
Financial resources	34.4%	30.8%
Capacity development	14.8%	12.8%
Technical assistance	23.0%	17.9%
Mobilizing third party financial resources	0.8%	5.1%
Donor coordination	1.6%	5.1%
Other	0.0%	0.0%

2 <sup>nd</sup> Greatest Value		
Percentage of Respondents	Kyiv	Other
Convening/facilitating	2.5%	2.6%
Data	1.6%	5.1%
Policy advice, studies, analyses	12.3%	17.9%
Financial resources	23.0%	23.1%
Capacity development	16.4%	5.1%
Technical assistance	27.9%	15.4%
Mobilizing third party financial resources	11.5%	15.4%
Donor coordination*	4.1%	15.4%
Other	0.8%	0.0%

\*Significantly different between locations

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

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

	Kyiv			Other		
	N	Mean	SD	N	Mean	SD
Convening/facilitating	85	4.91	2.12	21	5.38	1.88
Data	102	5.84	1.74	27	6.11	2.19
Policy advice, studies, analyses	111	6.38	1.81	32	6.78	2.00
Financial resources	106	6.35	1.94	30	6.90	1.52
Technical assistance	106	6.85	1.71	30	6.90	1.47
Mobilizing third party financial resources	75	6.72	1.92	22	7.09	1.69
Donor coordination	72	7.15	1.98	20	6.90	2.25

The World Bank Group can provide capacity building support in a number of ways in Ukraine. To what degree would Ukraine benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)

	Kyiv			Other		
	N	Mean	SD	N	Mean	SD
Groups outside of government (e.g., civil society, media) to help them more effectively engage and participate in development efforts*	118	6.50	2.53	40	7.98	2.08
The public sector, related to implementation of specific development projects on the ground	120	7.38	1.81	40	7.50	2.45
The public sector, related to changing institutions (organizations or sociopolitical conditions)	119	6.81	2.30	37	6.76	2.80

\*Significantly different between locations

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

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

	Kyiv			Other		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	69	7.57	1.50	23	7.39	1.88
Citizen engagement (incorporating citizens' voices into development)*	69	4.71	2.02	30	5.93	2.15
Policy design (for clarity and better incentives to achieve development goals)	100	6.99	1.60	27	7.04	1.58

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Kyiv	Other
Staff too inaccessible	1.6%	0.0%
Not exploring alternative policy options	5.6%	2.6%
Not adequately sensitive to political/social realities in Ukraine	14.5%	15.8%
Not enough public disclosure of its work	25.0%	26.3%
Arrogant in its approach	5.6%	2.6%
Not aligned with country priorities	0.8%	2.6%
The credibility of its knowledge/data*	0.0%	5.3%
World Bank Group's processes too complex	16.1%	23.7%
Not willing to honestly criticize policies and reform efforts in the country	10.5%	13.2%
Too influenced by developed countries	11.3%	5.3%
Imposing technocratic solutions without regard to political realities	9.7%	5.3%
World Bank Group's processes too slow*	13.7%	0.0%
Too bureaucratic in its operational policies and procedures	16.9%	18.4%
Not aligned with other donors' work	0.8%	2.6%
Not collaborating enough with non-state actors	24.2%	31.6%
Not client focused	0.8%	0.0%
Other	0.8%	0.0%
Don't know	10.5%	13.2%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Kyiv	Other
Capacity development	20.5%	17.9%
Policy based lending/budget support to the Government	23.8%	12.8%
Knowledge products/services*	13.1%	28.2%
Investment lending	73.0%	61.5%
Technical assistance	61.5%	53.8%
Trust Fund management	4.1%	0.0%
Other	0.0%	2.6%
Don't know*	0.8%	7.7%

\*Significantly different between locations

### B. Overall Attitudes toward the World Bank Group (continued)

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

Percentage of Respondents (Responses Combined)	Kyiv	Other
Academia/think tanks/research institutes	20.5%	17.9%
Donor community	7.4%	0.0%
Media	15.6%	10.3%
NGOs*	26.2%	51.3%
Local Government	34.4%	38.5%
Private sector*	33.6%	10.3%
Parliament	9.0%	2.6%
Community Based Organizations (CBOs)*	27.9%	59.0%
Beneficiaries*	15.6%	0.0%
Foundations	4.1%	5.1%
Faith based organizations	0.0%	0.0%
Other	1.6%	0.0%
Don't know	0.0%	2.6%

\*Significantly different between locations

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

(1-Strongly disagree, 10-Strongly agree)

	Kyiv			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Ukraine	112	7.13	1.87	38	7.76	1.87
The World Bank Group's work is aligned with what I consider the development priorities for Ukraine	111	7.48	1.70	35	8.03	1.81
The World Bank Group treats clients and stakeholders in Ukraine with respect*	110	7.52	1.71	36	8.47	1.56

\*Significantly different between locations

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

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

	Kyiv			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness	82	5.02	2.05	20	5.60	2.16
Flexibility (in terms of the World Bank Group's products and services)	83	5.30	1.71	19	5.89	2.08
Flexibility (in terms of changing country circumstances)	85	4.99	1.78	21	5.67	2.29
Being inclusive	96	5.95	1.79	24	6.67	2.06
Openness (sharing data and other information)	113	6.96	1.54	33	7.21	1.85
Staff accessibility	96	7.50	1.42	21	7.52	1.36
Straightforwardness and honesty	102	7.65	1.37	24	8.13	1.54
Ease of access to the people at the World Bank Group who are making decisions important to my work	68	7.59	2.01	15	7.47	2.03
Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)*	86	5.30	2.02	31	6.32	2.37
Collaboration with the Government	106	8.14	1.26	29	7.93	1.58
Collaboration with other donors	84	7.95	1.57	22	8.23	1.57
The speed in which it gets things accomplished on the ground	69	6.26	1.65	15	6.87	1.81
Being a long-term partner	111	9.04	1.41	33	9.09	1.04

\*Significantly different between locations

### B. Overall Attitudes toward the World Bank Group (continued)

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

Percentage of Respondents (Responses Combined)	Kyiv		Other	
The World Bank Group does not do adequate follow through/follow-up	4.1%		7.7%	
There is not an adequate level of citizen/civil society participation*	16.5%		35.9%	
The World Bank Group is not sensitive enough to political/social realities on the ground	16.5%		15.4%	
Lack of/inadequate levels of capacity in Government	36.4%		25.6%	
Poor donor coordination	5.0%		2.6%	
The World Bank Group works too slowly	6.6%		7.7%	
The Government works inefficiently	39.7%		41.0%	
Political pressures and obstacles	14.9%		17.9%	
Reforms are not well thought out in light of country challenges	38.8%		28.2%	
Other*	0.0%		5.1%	

\*Significantly different between locations

### C. World Bank Group's Effectiveness and Results

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

	Kyiv			Other		
	N	Mean	SD	N	Mean	SD
Anti corruption*	76	3.96	1.86	27	5.00	2.40
Transport	56	4.93	2.04	13	4.77	2.01
Urban development	65	5.12	1.66	23	5.78	2.28
Environmental sustainability	74	5.84	1.50	22	6.09	1.69
Regulatory framework	105	6.34	1.47	26	6.19	1.81
Poverty reduction*	85	4.95	2.03	23	4.04	1.49
Gender equity*	66	6.15	1.87	19	7.21	2.15
Domestic private sector development	101	5.33	1.73	24	5.25	1.75
Foreign direct investment	81	5.20	2.09	14	5.71	2.37
Water and sanitation	60	5.87	1.47	17	5.65	2.00
Trade and exports*	56	5.45	1.46	10	7.10	2.28
Economic growth	94	4.91	2.16	22	4.86	2.17
Energy	76	6.21	1.44	16	5.75	1.61
Public sector governance/reform	102	5.90	1.77	30	5.83	2.28
Job creation/employment	87	4.54	1.70	22	3.95	1.50
Financial markets*	70	6.30	1.52	12	5.33	1.15
Health	75	5.41	1.61	18	5.56	1.72
Rural development	65	4.98	2.06	15	4.27	1.75
Education	82	5.24	1.59	18	5.06	1.06
Social protection	51	4.86	2.05	11	4.73	2.10
Agricultural development	72	5.15	1.81	19	4.58	1.77

\*Significantly different between locations

	Kyiv			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Ukraine?	116	6.24	1.62	36	6.11	1.88

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

### C. World Bank Group's Effectiveness and Results (continued)

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

(1-Strongly disagree, 10-Strongly agree)

	Kyiv			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Ukraine	112	7.81	1.92	34	7.68	2.03
The World Bank Group meets Ukraine's needs for knowledge services	120	8.11	1.79	37	8.19	1.65

	Kyiv			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Ukraine?	92	7.34	1.81	29	7.10	1.84

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

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

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

Percentage of Respondents	Kyiv	Other
Weekly	13.9%	0.0%
Monthly	35.2%	22.5%
A few times a year	32.8%	47.5%
Rarely	14.8%	22.5%
Never	3.3%	7.5%

\*Significantly different between locations

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

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

	Kyiv			Other		
	N	Mean	SD	N	Mean	SD
Are timely*	115	6.87	1.72	32	8.28	1.76
Include appropriate level of stakeholder involvement during preparation	103	6.86	1.66	22	6.68	1.94
Are relevant to Ukraine's development priorities	118	7.89	1.57	34	8.32	1.74
Lead to practical solutions	112	6.56	1.77	30	7.23	1.81
Are accessible (well written and easy to understand)	115	6.85	1.64	33	7.21	2.01
Are source of relevant information on global good practices*	110	7.16	1.68	31	7.84	1.53
Enhance your knowledge and/or skills	117	7.85	1.44	35	8.40	1.58
Are adequately disseminated	96	5.86	1.90	24	6.46	2.36
Are translated enough into local language	61	6.82	2.05	25	7.72	1.95
Are adaptable to Ukraine's specific development challenges and country circumstances	117	7.62	1.65	34	8.18	1.51

\*Significantly different between locations

	Kyiv			Other		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	118	6.49	1.69	35	6.69	1.86
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	112	6.94	1.56	35	6.94	1.73

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

### E. Working with the World Bank Group

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

	Kyiv			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	45	7.80	1.44	12	8.67	1.07
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	89	7.65	1.45	20	8.65	1.23
The World Bank Group's approvals and reviews are done in a timely fashion	68	7.41	1.28	14	8.07	1.14
The World Bank Group's "Safeguard Policy" requirements are reasonable	92	8.12	1.36	25	8.44	1.39
The World Bank Group's conditions on its lending are reasonable	98	8.13	1.39	25	8.36	1.35
The World Bank Group takes decisions quickly in Ukraine	78	6.46	1.67	15	7.07	2.31
Where country systems are adequate, the World Bank Group makes appropriate use of them	76	8.26	1.59	15	8.53	0.99
The World Bank Group provides effective implementation support	94	7.76	1.57	24	7.88	2.25

\*Significantly different between locations

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

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

Percentage of Respondents (Responses Combined)	Kyiv	Other
Provide more adequate data/knowledge/statistics/figures on Ukraine's economy	7.4%	7.5%
Collaborate more effectively with Government clients (e.g., national, state, local)	28.7%	25.0%
Offer more innovative financial products	16.4%	15.0%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	3.3%	0.0%
Reach out more to groups outside of Government*	33.6%	57.5%
Improve the quality of its experts as related to Ukraine's specific challenges	13.9%	12.5%
Offer more innovative knowledge services	18.0%	17.5%
Ensure greater selectivity in its work	9.0%	12.5%
Increase the level of capacity development in the country	24.6%	17.5%
Reduce the complexity of obtaining World Bank Group financing	29.5%	17.5%
Work faster	8.2%	2.5%
Other*	0.0%	10.0%

\*Significantly different between locations

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

Percentage of Respondents	Kyiv	Other
Financial services	7.3%	0.0%
Knowledge products	7.3%	8.1%
Convening services	1.6%	8.1%
None of the above	0.8%	0.0%
The combination is appropriate for Ukraine	82.1%	83.8%
Don't know	0.8%	0.0%

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Kyiv	Other
Local newspapers	40.7%	28.9%
International newspapers	1.6%	0.0%
Local radio	0.8%	2.6%
International radio	0.0%	0.0%
Local television*	13.8%	28.9%
International television	0.8%	0.0%
Periodicals	9.8%	7.9%
Internet*	95.9%	86.8%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	13.8%	23.7%
Blogs	0.8%	2.6%
Mobile phones	1.6%	0.0%
Instant messaging	0.8%	0.0%
Other*	0.8%	7.9%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Kyiv	Other
Television	11.3%	2.6%
Print media	5.6%	0.0%
Internet media	19.4%	23.7%
Blogs	0.8%	0.0%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	34.7%	23.7%
e-Newsletters	11.3%	15.8%
World Bank Group's seminars/workshops/conferences*	31.5%	50.0%
World Bank Group's publications and other written materials	37.9%	31.6%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	10.5%	15.8%
World Bank Group's website	29.0%	31.6%
Other	0.0%	0.0%

\*Significantly different between locations

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

Percentage of Respondents	Kyiv	Other
Yes	37.2%	21.6%
No	62.8%	78.4%

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

Percentage of Respondents	Kyiv	Other
Yes	29.5%	3.2%
No	70.5%	96.8%

\*Significantly different between locations

Were you able to obtain this information?

Percentage of Respondents	Kyiv	Other
Yes	96.6%	100.0%
No	3.4%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Kyiv	Other
Yes	100.0%	100.0%
No	0.0%	0.0%

### G. Communication and Information Sharing (continued)

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

Percentage of Respondents	Kyiv	Other
Yes	92.6%	86.1%
No	7.4%	13.9%

Which do you primarily use?

Percentage of Respondents	Kyiv	Other
The World Bank Group's country website	81.3%	88.2%
The World Bank Group's main website	18.8%	11.8%

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

	Kyiv			Other		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago	102	5.32	2.27	31	5.55	2.67
I find the World Bank Group's websites easy to navigate	109	6.83	1.85	26	7.04	1.97
I find the information on the World Bank Group's websites useful	111	7.80	1.68	28	8.46	1.45
The World Bank Group's social media channels (e.g., Facebook, Twitter, Youtube, Flickr) are valuable sources of information about the institution	71	6.42	3.04	17	6.88	2.96
When I need information from the World Bank Group I know how to find it	115	8.13	1.81	33	8.52	1.62
The World Bank Group is responsive to my information requests and inquiries	54	8.81	1.30	10	8.70	1.70

### H. Background Information

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

Percentage of Respondents	Kyiv	Other
Yes	60.5%	15.0%
No	39.5%	85.0%

\*Significantly different between locations

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

Percentage of Respondents (Responses combined)	Kyiv	Other
The World Bank (IBRD/IDA)*	65.6%	31.6%
The International Finance Corporation (IFC)*	23.0%	5.3%
The Multilateral Investment Guarantee Agency (MIGA)	7.4%	0.0%
None*	32.0%	65.8%

\*Significantly different between locations

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

Percentage of Respondents (Responses combined)	Kyiv	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)	21.0%	33.3%
Use World Bank Group reports/data	35.3%	28.2%
Engage in World Bank Group related/sponsored events/activities	35.3%	41.0%
Collaborate as part of my professional duties*	53.8%	10.3%
Use World Bank Group website for information, data, research, etc.*	21.8%	59.0%

\*Significantly different between locations

## Appendix D: Responses to All Questions by Year<sup>1</sup>

FY '03 Response Number = 150 • FY '08 Response Number = 146 • FY '14 Response Number = 169

### B. Overall Attitudes toward the World Bank Group

	FY 2003			FY 2008			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Ukraine? <sup>^*</sup>	147	7.06	1.83	145	7.30	1.56	168	5.19	2.13

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

<sup>^</sup>Significantly different between FY14 and FY03 country surveys; \*Significantly different between FY14 and FY08 country surveys

	FY 2003			FY 2008			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Ukraine. <sup>^*</sup>	142	7.09	1.57	142	7.72	1.43	153	6.16	1.97

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

<sup>^</sup>Significantly different between FY14 and FY03 country surveys; \*Significantly different between FY14 and FY08 country surveys

### To what extent do you agree with the following statements about the World Bank Group's work in Ukraine?

(1-Strongly disagree, 10-Strongly agree)

	FY 2003			FY 2008			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Ukraine <sup>^</sup>	147	6.72	2.02	145	7.63	1.78	155	7.26	1.90
The World Bank Group's work is aligned with what I consider the development priorities for Ukraine <sup>^</sup>	147	6.61	2.19	146	7.31	1.65	151	7.58	1.77
The World Bank Group treats clients and stakeholders in Ukraine with respect <sup>^*</sup>	143	8.23	1.81	145	8.46	1.74	151	7.74	1.73

<sup>^</sup>Significantly different between FY14 and FY03 country surveys; \*Significantly different between FY14 and FY08 country surveys

### C. World Bank Group's Effectiveness and Results

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

	FY 2003			FY 2008			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption <sup>*</sup>				142	4.80	1.50	105	4.23	2.04
Urban development				136	5.10	1.28	91	5.32	1.83
Regulatory framework <sup>^*</sup>	121	5.65	1.78	138	5.14	1.34	135	6.34	1.53
Poverty reduction <sup>^*</sup>	127	5.27	2.04	141	5.64	1.35	112	4.76	1.94
Gender equity <sup>^*</sup>	111	4.61	2.19	120	3.48	1.69	88	6.40	1.98
Domestic private sector development <sup>t^</sup>	132	5.84	1.90	142	5.56	1.44	129	5.35	1.73
Economic growth <sup>^*</sup>	136	6.01	1.73	145	6.29	1.47	120	4.90	2.14
Public sector governance/reform <sup>^*</sup>	119	5.25	2.19	139	5.11	1.62	136	5.93	1.88
Health <sup>*</sup>	108	5.58	2.04	139	5.92	1.64	96	5.39	1.64
Education <sup>*</sup>	102	5.06	1.74	137	6.01	1.61	103	5.20	1.51
Social protection <sup>*</sup>				141	5.42	1.24	64	4.78	2.04
Agricultural development				141	5.13	1.36	95	5.06	1.82

<sup>^</sup>Significantly different between FY14 and FY03 country surveys; \*Significantly different between FY14 and FY08 country surveys

<sup>1</sup> Only those questions that were asked in the FY '03, FY '08, and FY '14 country surveys, with similar response scales/options, are presented.

**E. Working with the World Bank Group**

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

	FY 2003			FY 2008			FY 2014		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	98	8.23	2.17	55	7.31	1.79	59	8.00	1.39
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	103	7.89	1.91	57	6.95	1.84	113	7.81	1.50
The World Bank Group's conditions on its lending are reasonable*				143	7.17	1.76	127	8.14	1.41

\*Significantly different between FY14 and FY08 country surveys

**G. Communication and Information Sharing**

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

Percentage of Respondents	FY 2008	FY 2014
Yes	94.5%	91.4%
No	5.5%	8.6%

Which do you primarily use?

Percentage of Respondents	FY 2008	FY 2014
The World Bank's country website	89.8%	82.7%
The World Bank's main website	10.2%	17.3%

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

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 Ukraine? (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 Group's effectiveness in Ukraine.	5.93	6.31	6.43	5.03	5.78	6.74	5.77	6.65	5.85	6.42	6.39	5.40
To what extent do you believe the World Bank Group's staff is well prepared to help Ukraine solve its most complicated development challenges?	7.42	7.45	7.62	6.87	7.17	8.00	7.35	7.63	7.42	7.50	7.53	7.26
Overall the World Bank Group currently plays a relevant role in development in Ukraine	7.15	7.38	7.35	7.17	6.92	8.06	7.04	7.77	7.51	7.06	7.33	7.24
The World Bank Group's work is aligned with what I consider the development priorities for Ukraine	7.59	7.57	7.64	7.65	7.31	8.29	7.49	7.92	7.90	7.34	7.55	7.86
Responsiveness	5.00	5.23	5.19	4.93	4.97	5.46	4.84	5.56	5.30	5.02	5.14	5.18
Flexibility (in terms of the World Bank Group's products and services)	5.38	5.43	5.48	5.06	5.29	5.62	5.14	5.79	5.54	5.29	5.42	5.38
Flexibility (in terms of changing country circumstances)	5.16	5.10	5.24	4.40	4.88	5.51	4.80	5.55	5.29	4.96	5.07	5.27
Being inclusive	5.98	6.19	6.26	5.45	6.03	6.26	5.77	6.53	6.12	6.09	6.22	5.70
Openness (sharing data and other information)	6.86	7.17	7.17	6.52	6.91	7.23	6.88	7.27	6.89	7.17	7.14	6.74
Staff accessibility	7.27	7.64	7.53	7.50	7.40	7.73	7.31	7.81	7.40	7.62	7.62	7.05
Straightforwardness and honesty	7.80	7.70	7.67	8.23	7.87	7.58	7.60	8.02	7.81	7.73	7.81	7.63
Ease of access to the people at the World Bank Group who are making decisions important to my work	6.79	7.96	7.72	6.00	7.46	7.80	6.95	8.17	7.09	7.96	7.84	6.31
Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	5.27	5.89	5.89	4.50	5.24	6.14	4.89	6.57	5.53	5.53	5.92	4.67
Collaboration with the Government	7.82	8.32	8.14	8.06	8.03	8.29	8.06	8.24	7.94	8.32	8.17	8.00
Collaboration with other donors	7.69	8.19	8.02	8.11	8.06	8.00	8.03	8.05	7.84	8.22	7.95	8.36
The speed in which it gets things accomplished on the ground	6.12	6.53	6.46	5.90	6.27	6.60	6.24	6.57	6.31	6.46	6.38	6.41
Being a long-term partner	8.91	9.17	9.04	9.21	9.08	9.08	9.04	9.14	9.00	9.17	9.09	9.05
To what extent does the World Bank Group's work help to achieve development results in Ukraine?	5.76	6.57	6.35	5.67	6.02	6.54	6.04	6.47	6.02	6.41	6.39	5.76
The World Bank Group's financial instruments meet the needs of Ukraine	7.54	7.99	7.81	7.94	7.58	8.36	8.02	7.52	7.72	7.97	7.86	7.79
The World Bank Group meets Ukraine's needs for knowledge services	7.96	8.22	8.19	8.12	7.94	8.62	8.18	8.16	8.06	8.31	8.26	7.96
The World Bank Group's knowledge work and activities are adaptable to Ukraine's specific development challenges and country circumstances	7.62	7.79	7.85	7.51	7.52	8.24	7.77	7.77	7.76	7.77	7.73	7.84
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.35	6.66	6.73	5.83	6.27	6.98	6.15	7.17	6.53	6.50	6.71	6.09
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.50	7.28	7.15	6.09	6.60	7.47	6.65	7.37	6.74	7.10	7.06	6.56
The World Bank Group takes decisions quickly in Ukraine	6.44	6.63	6.60	6.23	6.28	7.03	6.35	6.76	6.67	6.45	6.57	6.43
Where country systems are adequate, the World Bank Group makes appropriate use of them	8.43	8.23	8.27	8.61	8.47	8.10	8.33	8.36	8.37	8.32	8.27	8.65

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix F: Indicator Questions by Stakeholder Groups

Indicator Question	Office of President/ Prime Minister/ Minister			Employee of Ministry/ Ministerial Department/ Implementation Agency			Private Sector/ Financial Sector/ Private Bank			NGO/ CBO/ Private Foundation			Media			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
Overall, please rate your impression of the World Bank Group's effectiveness in Ukraine.*	12	6.25	2.01	26	5.69	1.72	24	4.79	1.89	35	6.29	2.02	9	6.89	1.36	8	6.88	1.73	13	6.38	1.61	21	6.71	1.90
To what extent do you believe the World Bank Group's staff is well prepared to help Ukraine solve its most complicated development challenges?	12	6.42	2.35	26	7.15	1.54	22	7.09	1.15	36	7.42	1.73	9	8.56	1.13	8	7.88	1.13	15	7.67	1.40	20	7.70	1.26
Overall the World Bank Group currently plays a relevant role in development in Ukraine	11	6.73	1.49	27	6.63	1.62	25	6.80	1.96	37	7.62	2.16	8	7.50	1.69	8	7.38	1.30	16	7.38	2.16	19	7.89	1.66
The World Bank Group's work is aligned with what I consider the development priorities for Ukraine*	11	6.73	1.62	27	6.74	1.40	24	7.71	2.07	36	8.06	1.76	9	8.33	1.58	8	7.63	0.92	14	7.29	2.23	19	7.89	1.56
Responsiveness	9	4.89	1.45	19	4.89	2.08	14	4.43	2.10	21	5.57	2.34	6	5.17	1.33	7	5.57	2.44	12	5.17	2.08	15	5.53	1.88
Flexibility (in terms of the World Bank Group's products and services)*	9	5.11	0.78	18	4.78	1.63	13	4.23	1.79	22	6.09	1.87	6	5.50	1.38	8	6.13	1.46	12	6.08	2.07	15	5.53	1.73
Flexibility (in terms of changing country circumstances)*	11	4.73	1.27	18	4.50	1.38	12	3.75	1.86	22	6.05	1.84	6	5.67	1.37	8	5.25	1.83	14	5.64	2.10	16	5.00	1.79
Being inclusive	11	5.82	1.40	20	6.00	1.56	15	5.07	2.25	29	6.00	1.83	7	5.57	1.81	8	6.75	1.49	15	6.33	1.63	16	6.75	1.84
Openness*	11	7.00	1.55	26	6.73	1.56	23	6.13	1.49	33	7.12	1.58	8	6.88	1.64	9	7.56	1.24	17	7.65	1.77	19	7.58	1.50
Staff accessibility	11	7.45	1.81	24	7.13	1.75	12	7.50	0.90	28	7.39	1.42	8	6.88	1.55	8	7.88	0.99	11	8.09	1.04	16	8.19	0.98
Straightforwardness and honesty	12	7.50	1.83	24	7.21	1.50	16	7.69	1.49	27	7.93	1.14	8	7.88	1.36	8	7.63	0.74	14	8.00	1.71	17	7.82	1.29
Ease of access to the people at the World Bank Group who are making decisions important to my work	11	8.09	1.64	13	7.38	2.06	8	6.88	1.89	17	7.12	2.20	4	6.25	3.50	7	9.43	0.98	8	8.25	1.28	15	7.73	1.94
Collaboration with groups outside of the Government*	9	5.33	2.06	7	4.43	1.90	19	4.00	1.37	34	6.03	2.11	8	5.13	1.73	6	6.00	2.37	14	6.43	2.34	17	6.12	2.39
Collaboration with the Government	12	7.83	1.99	26	8.31	1.23	23	7.83	0.94	34	8.12	1.43	8	8.00	1.31	8	9.00	0.76	11	7.36	1.57	16	8.50	1.10
Collaboration with other donors	11	7.73	1.90	18	8.28	1.36	15	7.93	1.33	25	8.16	1.65	7	7.86	1.77	8	9.25	0.89	8	7.13	1.64	15	7.73	1.83
The speed in which it gets things accomplished on the ground	9	6.33	1.41	15	6.20	1.66	7	5.29	2.14	23	6.57	1.73	4	5.50	2.08	8	7.63	0.52	5	6.20	2.17	15	6.40	1.40
Being a long-term partner	12	8.92	1.73	26	9.31	1.01	24	8.88	1.96	31	9.10	1.08	8	9.50	0.76	9	9.78	0.44	14	8.71	1.33	20	8.85	1.09
To what extent does the World Bank Group's work help to achieve development results in Ukraine?*	12	6.50	1.45	27	6.15	1.70	24	5.29	1.65	36	6.36	1.74	9	6.11	1.17	9	7.33	1.00	16	5.81	2.17	20	6.60	1.43
The World Bank Group's financial instruments meet the needs of Ukraine	12	7.08	1.78	27	7.56	2.04	24	7.92	2.12	35	8.11	1.92	8	8.75	1.39	8	8.13	0.83	14	7.21	2.29	20	7.85	1.69
The World Bank Group meets Ukraine's needs for knowledge services	12	7.17	2.21	27	7.89	1.83	24	7.92	2.19	38	8.29	1.96	8	8.75	1.49	9	8.33	0.50	17	8.47	1.37	22	8.00	1.48
The World Bank Group's knowledge work and activities are adaptable to Ukraine's specific development challenges and country circumstances	12	7.17	1.99	25	7.48	1.64	25	7.76	1.51	37	7.95	1.93	8	7.75	0.71	9	8.33	0.87	15	7.73	1.83	21	7.10	1.67
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	12	6.58	1.56	27	6.04	1.58	24	5.67	1.61	35	6.89	1.76	9	6.33	1.73	9	7.44	1.33	16	7.13	2.03	21	6.24	1.34
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	12	6.33	1.50	26	7.08	1.38	21	5.90	1.41	36	6.89	1.72	8	6.88	1.36	9	7.78	1.39	16	7.38	1.75	21	7.10	1.61
The World Bank Group takes decisions quickly in Ukraine	11	7.09	0.83	18	6.39	1.69	11	5.55	2.16	19	7.16	1.64	5	6.00	2.12	8	6.75	1.16	7	7.14	2.27	17	6.00	1.94
Where country systems are adequate, the World Bank Group makes appropriate use of them	8	8.50	1.51	21	8.10	2.02	14	8.07	1.94	19	8.37	1.12	5	7.60	1.14	8	9.00	0.93	8	8.50	1.77	10	8.40	1.07

\*Significantly different between stakeholder groups

## Appendix G: Ukraine FY 2014 Questionnaire



### **World Bank Group Country Survey FY14 – Ukraine**

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Ukraine or who observe activities related to social and economic development. The following survey will give the World Bank Group’s team that works in Ukraine, greater insight into how the Bank’s work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Ukraine.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you’ll be candid.

Finally, the survey relates to the World Bank Group’s work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

**To complete the survey, please circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check “Don’t know”.**

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

#### **SECTION A: GENERAL ISSUES FACING UKRAINE**

<b>A1. In general would you say that Ukraine is headed in ... ?</b>	
1	The right direction
2	The wrong direction
3	Not sure

**SECTION A: GENERAL ISSUES**

<b>A2. Listed below are a number of development priorities in Ukraine.</b>			
<b>Please identify which of the following you consider the most important development priorities in Ukraine? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	17	Education
2	Transport (e.g., roads, bridges, transportation)	18	Poverty reduction
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Energy
4	Global/regional integration	20	Food security
5	Gender equity	21	Climate change (e.g., mitigation, adaptation)
6	Domestic private sector development	22	Agricultural development
7	Foreign direct investment	23	Trade and exports
8	Water and sanitation	24	Crime and violence
9	Anti corruption	25	Economic growth
10	Job creation/employment	26	Law and justice (e.g., judicial system)
11	Rural development	27	Regulatory framework
12	Financial markets	28	Communicable/non-communicable diseases
13	Urban development	29	Natural resource management (e.g., oil, gas, mining)
14	Environmental sustainability	30	Disaster management
15	Equality of opportunity (i.e., equity)	31	Information and communications technology
16	Health		

**SECTION A: GENERAL ISSUES**

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

**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**

<b>A4. Economic growth can be driven by a number of factors.</b>			
<b>Which THREE areas below do you believe would contribute most to generating economic growth in Ukraine? (Choose no more than THREE)</b>			
1	Energy	16	Communicable/non-communicable diseases
2	Gender equity	17	Trade and exports
3	Equality of opportunity (i.e., equity)	18	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Social protection (e.g., pensions, targeted social assistance)	19	Domestic private sector development
5	Global/regional integration	20	Job creation/employment
6	Climate change (e.g., mitigation, adaptation)	21	Agricultural development
7	Anti corruption	22	Food security
8	Disaster management	23	Transport (e.g., roads, bridges, transportation)
9	Rural development	24	Natural resource management (e.g., oil, gas, mining)
10	Foreign direct investment	25	Environmental sustainability
11	Urban development	26	Health
12	Water and sanitation	27	Law and justice (e.g., judicial system)
13	Education	28	Crime and violence
14	Information and communications technology	29	Financial markets
15	Regulatory framework		

<b>A5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Ukraine? (Choose no more than TWO)</b>	
1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	More reliable social safety net
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

<b>B1. How familiar are you with the work of the World Bank Group in Ukraine?</b>									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

<b>B2. Overall, please rate your impression of the World Bank Group's effectiveness in Ukraine.</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

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

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

1	Social protection (e.g., pensions, targeted social assistance)	17	Equality of opportunity (i.e., equity)
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Health
3	Transport (e.g., roads, bridges, transportation)	19	Education
4	Poverty reduction	20	Food security
5	Global/regional integration	21	Climate change (e.g., mitigation, adaptation)
6	Gender equity	22	Agricultural development
7	Crime and violence	23	Trade and exports
8	Domestic private sector development	24	Economic growth
9	Rural development	25	Law and justice (e.g., judicial system)
10	Foreign direct investment	26	Regulatory framework
11	Water and sanitation	27	Communicable/non-communicable diseases
12	Energy	28	Natural resource management (e.g., oil, gas, mining)
13	Job creation/employment	29	Anti corruption
14	Financial markets	30	Information and communications technology
15	Urban development	31	Disaster management
16	Environmental sustainability		

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

<b>B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Ukraine?</b>		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Convening/Facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>How effectively do the World Bank Group's activities below support Ukraine's efforts to achieve development results?</b>													
		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B6</b>	Convening/Facilitating	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B7</b>	Data	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B8</b>	Policy advice, studies, analyses	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B9</b>	Financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B10</b>	Technical assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B11</b>	Mobilizing third party financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B12</b>	Donor coordination	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>The World Bank Group can provide capacity building support in a number of ways in Ukraine. To what degree would Ukraine benefit, if capacity building were to support...?</b>													
		<b>To no degree at all</b>										<b>To a very significant degree</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B13</b>	<b>Groups outside of government</b> (e.g., civil society, media) to help them more effectively engage and participate in development efforts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B14</b>	<b>The public sector</b> , related to implementation of specific development projects on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B15</b>	<b>The public sector</b> , related to changing institutions (organizations or sociopolitical conditions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

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

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B16</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B17</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B18</b>	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**B19. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Ukraine? (Choose no more than TWO)**

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

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****B20. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Ukraine? (Choose no more than TWO)**

1	Capacity development
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

**B21. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)**

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

**To what extent do you agree with the following statements about the World Bank Group's work in Ukraine?**

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B22</b>	Overall the World Bank Group currently plays a relevant role in development in Ukraine	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B23</b>	The World Bank Group's work is aligned with what I consider the development priorities for Ukraine	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B24</b>	The World Bank Group treats clients and stakeholders in Ukraine with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

To what extent is the World Bank Group an effective development partner in Ukraine 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	<input type="checkbox"/>	
<b>B25</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B26</b>	Flexibility (in terms of the World Bank Group's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B27</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B28</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B29</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B30</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B31</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B32</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B33</b>	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"/>	
<b>B34</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B35</b>	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B36</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B37</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**B38. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

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

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

<b>C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Ukraine? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")</b>													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

<b>C2. To what extent does the World Bank Group's work help to achieve development results in Ukraine?</b>											
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

<b>To what extent do you agree with the following statements about the World Bank Group in Ukraine?</b>													
		Strongly disagree										Strongly agree	Don't know
<b>C3</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Ukraine	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C4</b>	The World Bank Group meets Ukraine'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"/>	

<b>C5. To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Ukraine?</b>											
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 D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

<b>D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

<b>In Ukraine, to what extent do you believe that the World Bank Group's knowledge work and activities:</b>													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D4</b>	Are relevant to Ukraine's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D5</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D6</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D7</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D8</b>	Enhance your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D9</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D10</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D11</b>	Are adaptable to Ukraine's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>D12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b>												
1	2	3	4	5	6	7	8	9	10			
Not significant at all									Very significant	Don't know		
										<input type="checkbox"/>		

<b>D13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>												
1	2	3	4	5	6	7	8	9	10			
Very low technical quality									Very high technical quality	Don't know		
										<input type="checkbox"/>		

**SECTION E: WORKING WITH THE WORLD BANK GROUP**

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>E1</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E2</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E3</b>	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E4</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E5</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E6</b>	The World Bank Group takes decisions quickly in Ukraine	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E7</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E8</b>	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN UKRAINE**

<b>F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Ukraine? (Choose no more than TWO)</b>	
1	Provide more adequate data/knowledge/statistics/figures on Ukraine's economy
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Offer more innovative financial products
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Improve the quality of its experts as related to Ukraine's specific challenges
7	Offer more innovative knowledge services
8	Ensure greater selectivity in its work
9	Increase the level of capacity development in the country
10	Reduce the complexity of obtaining World Bank Group financing
11	Work faster
12	Other (please specify): _____

<b>F2. When considering the combination of services that the World Bank Group offers in Ukraine, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Ukraine? (Select only ONE response)</b>	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Ukraine
6	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How do you get most of your information about economic and social development issues in Ukraine? (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 (e.g., Facebook, Twitter, Youtube, Flickr)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

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

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

<b>G3</b>	Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Have you requested information from the World Bank Group on its activities in the past year? <b>(If YES please go to Question G5; if NO please go to G6)</b>	<b>Yes</b>	<b>No</b>
<b>G5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G8. Which do you primarily use? (Select only ONE response)</b>	
1	The World Bank Group's country website (www.worldbank.org.ua)
2	The World Bank Group's main website (www.worldbank.org)

<b>Please rate how much you agree with the following statements.</b>														
		<b>Strongly disagree</b>										<b>Strongly agree</b>		<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G9</b>	I use/consult World Bank Group's data more often than I did a few years ago	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G10</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G11</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G12</b>	The World Bank Group's social media channels (e.g., Facebook, Twitter, Youtube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G13</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G14</b>	The World Bank Group is responsive to my information requests and inquiries	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 H: BACKGROUND INFORMATION**

<b>H1. Which of the following best describes your current position? (Select only ONE response)</b>	
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 Group 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): _____

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Agriculture/ rural development / food security	10	Law and justice / regulatory framework
2	Climate change / disaster management	11	Natural resource management / environmental sustainability
3	Education	12	Private sector development / foreign direct investment
4	Energy	13	Public sector governance / public financial management / anti corruption
5	Financial markets / banking	14	Social protection
6	Gender equity / equality of opportunity	15	Transport
7	Health / communicable/non-communicable diseases	16	Urban development
8	Information and communications technology	17	Water and sanitation
9	Job creation/employment	18	Other (please specify): _____

**SECTION H: BACKGROUND INFORMATION**

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

<b>H4. Which of the following agencies of the World Bank Group do you work with in Ukraine? (Select all that apply)</b>	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	None

<b>H5. Which of the following describes most of your exposure to the World Bank Group Ukraine? (Choose no more than TWO)</b>	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

<b>H6. Which best represents your geographic location?</b>	
1	Kyiv
2	Oblast Center
3	Other city

**Thank you for completing the survey!**