

# FY17 Ukraine Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



February 2017



## 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), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jing Guo, and Jessica Cameron oversaw design, reporting, and analysis. Calita Woods and Dania Mendoza provided data support. PORG acknowledges the significant contribution from the Ukraine country team and the local fielding agency Center of Social Expertise (CSEP). In particular, PORG is grateful for the support from Dmytro Derkach (Senior Communications Officer) who coordinated the survey related activities from Kyiv, Ukraine.



Country Opinion Surveys  
THE WORLD BANK GROUP



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## I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Ukraine perceive the WBG. The survey explored:

- *General Issues Facing Ukraine*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in Ukraine*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From November to December 2016, 200 stakeholders of the WBG in Ukraine were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the office of the President/Prime Minister, office of a Minister, office of a Parliamentarian, employees of ministries/ministerial departments/implementation agencies, Project Management Units (PMUs) overseeing implementation of WBG projects or consultants/contractors working on WBG-supported projects/programs, local government office or staff, bilateral/multilateral agencies, private sector organizations, the financial sector/private banks, NGOs/community-based organizations (CBOs), the media, independent government institutions, trade unions, faith-based groups, youth groups, academia/research institutes/think tanks, and the judiciary branch. A total of 118 stakeholders participated in the survey (59% response rate).

Respondents received the questionnaires via post or courier and returned it accordingly. Respondents were asked about: general issues facing Ukraine; their overall attitudes toward the 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.

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.

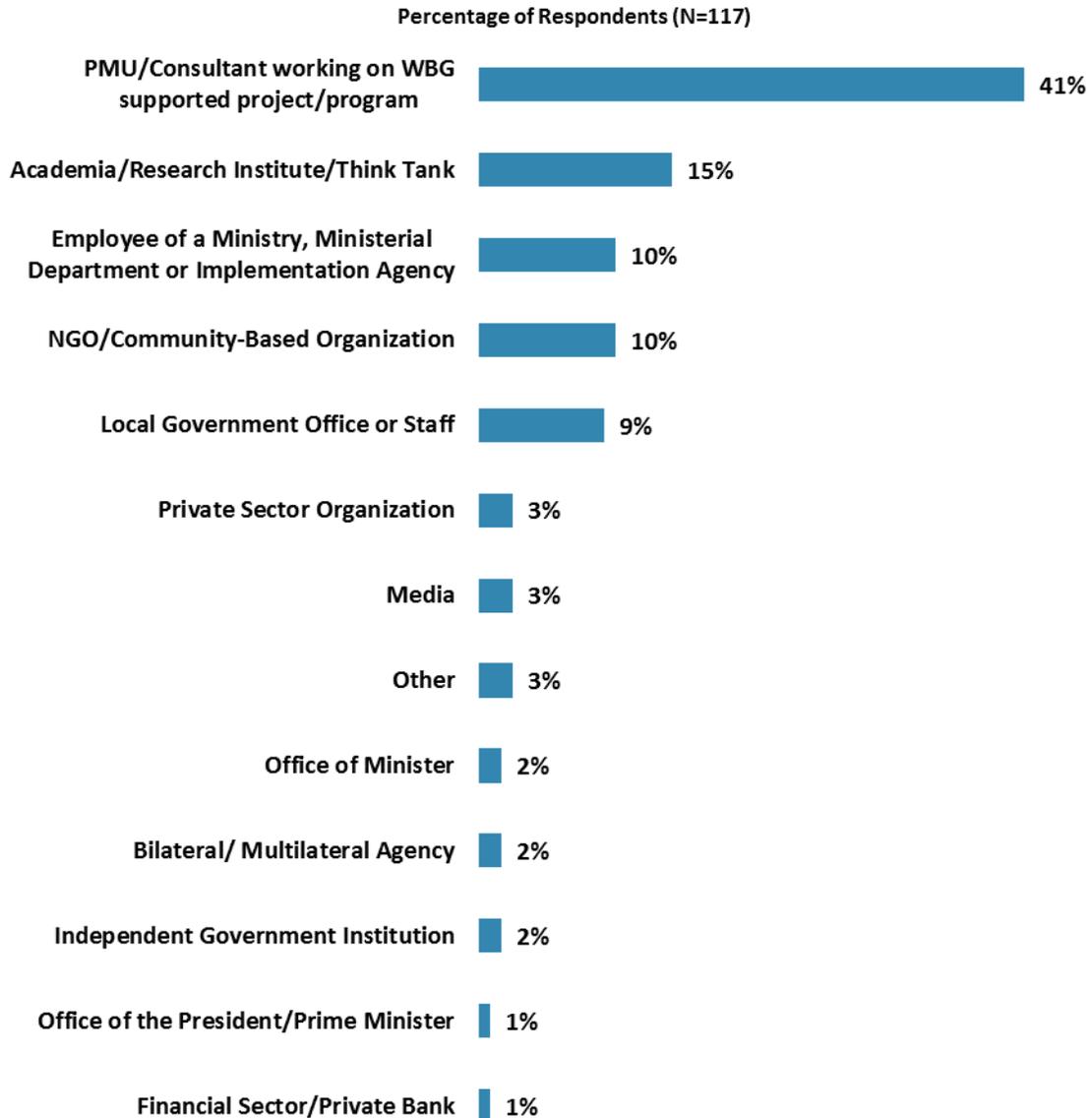
The results of this year's Country Survey were compared to those in the Country Survey conducted in FY '14 (response rate was 53%, N=169). Although the FY '14 and FY '17 COS recruited respondents from the same stakeholder groups, the samples from both years were quite discrepant in the number of respondents that responded from individual stakeholder groups, making it impractical to attempt weighting the samples to achieve approximate equivalence. Thus, it should be noted that differences between the two COS may be due to actual changes within the country, but could also represent changes in the respondent samples across the two years. For more details on the stakeholder breakdown and year comparison results, please refer to Appendix E (see page 95).



### III. Demographics of the Sample

#### Current Position

- The few respondents from the office of the President/Prime Minister, the office of the Minister, bilateral/multilateral agencies, private sector, financial sector/private banks, the media, and independent government institutions were included in the “Other” category for all further analyses.

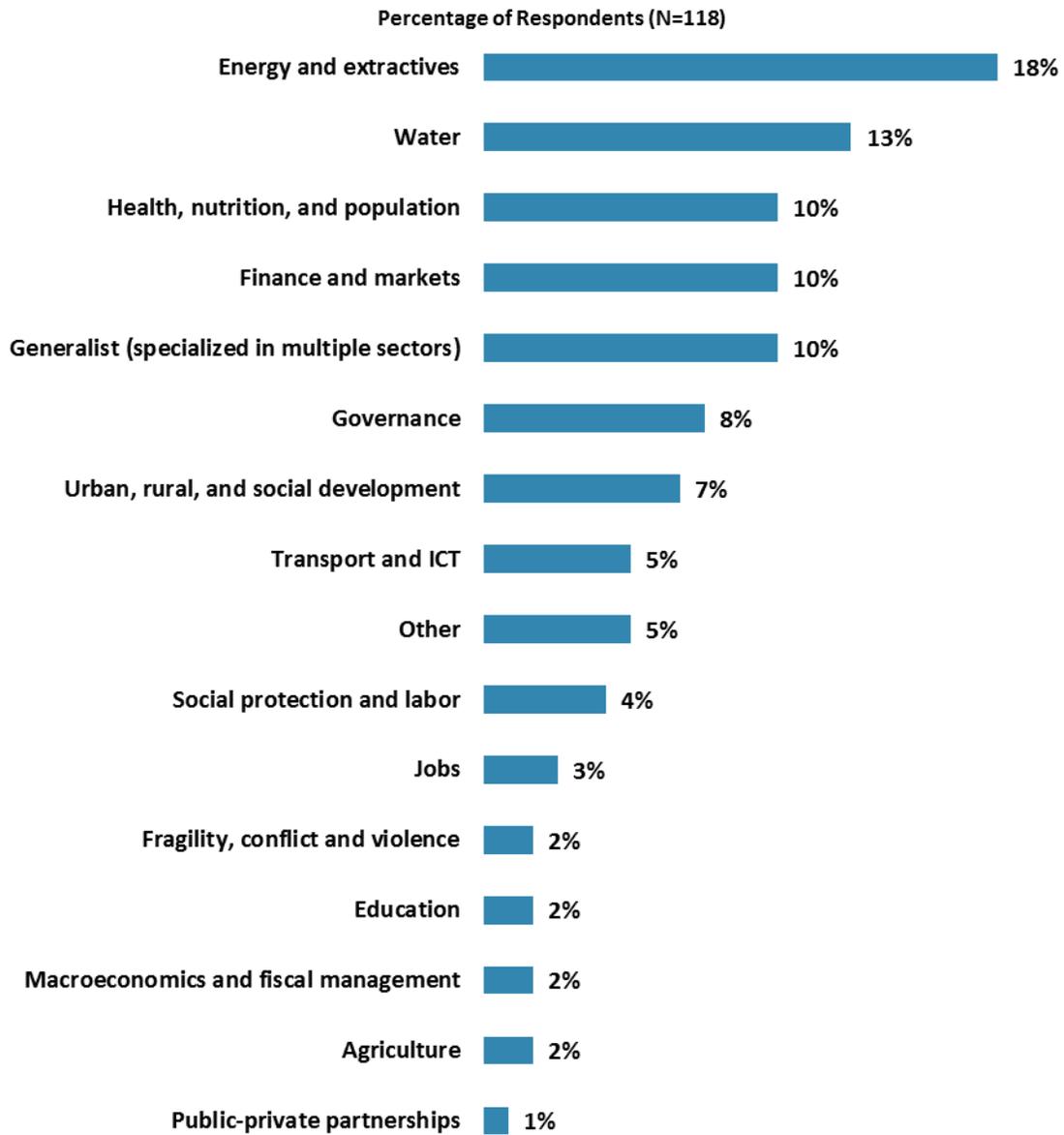


“Which of the following best describes your current position? (Select only ONE response)”  
(Respondents chose from a list.)



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

#### Area of Primary Specialization



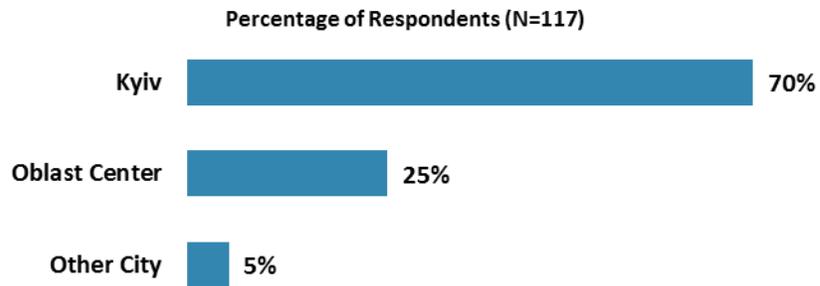
“Please identify the primary specialization of your work. (Select only ONE response)”  
(Respondents chose from a list.)



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

#### Geographic Locations

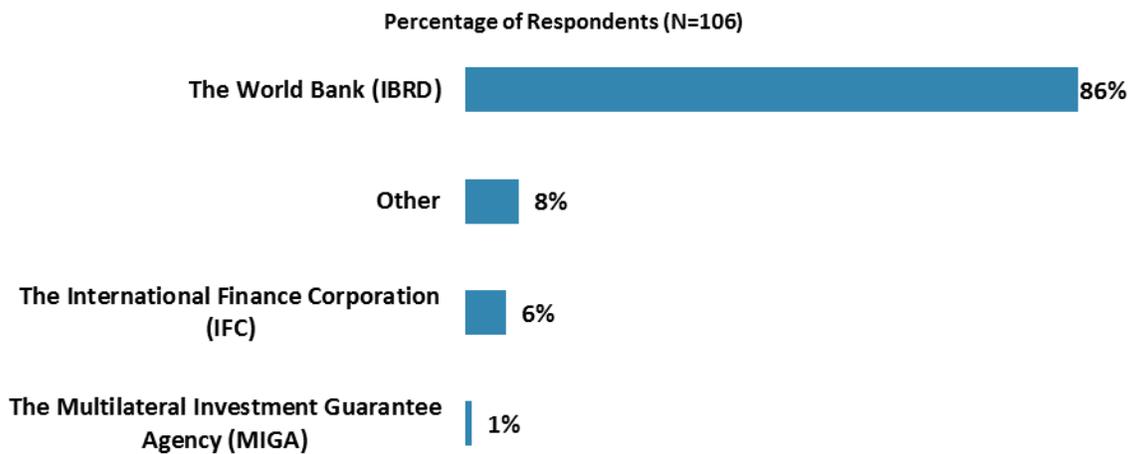
- Because of the small number of respondents from Other Cities, these respondents were combined with those from Oblast Center for all further analyses. Although comparisons between geographic locations are not discussed in the body of this report, a full breakdown can be found in Appendix C (see page 82).



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

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



"Which of the following agencies of the World Bank Group do you primarily engage with in Ukraine? (Select only ONE response)" (Respondents choose from a list)



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey indicated significantly higher levels of familiarity with the WBG compared to respondents from the FY '14 Country Survey (FY '14 = 5.2).
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings of familiarity with the WBG (mean rating = 6.8) compared to respondents who do not collaborate with the WBG (mean rating = 5.2).
- **Impact of Familiarity:** Respondents' ratings of familiarity with the WBG were significantly, moderately correlated with their ratings of the WBG's overall effectiveness in Ukraine, the extent to which the WBG achieves development results, and the extent to which the WBG plays a relevant role in development in Ukraine.



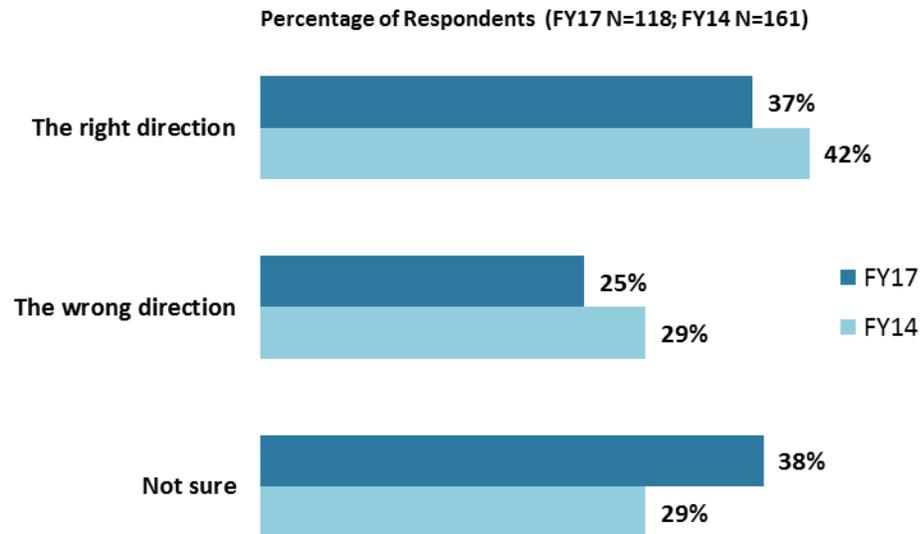
"How familiar are you with the work of the World Bank Group in Ukraine?"  
(1 - "Not familiar at all", 10 - "Extremely familiar")



## IV. General Issues Facing Ukraine

### Headed in the Right Direction

- **Year comparison:** Respondents in the FY '14 Country Survey had statistically similar rates of indicating that Ukraine is headed in the right direction.



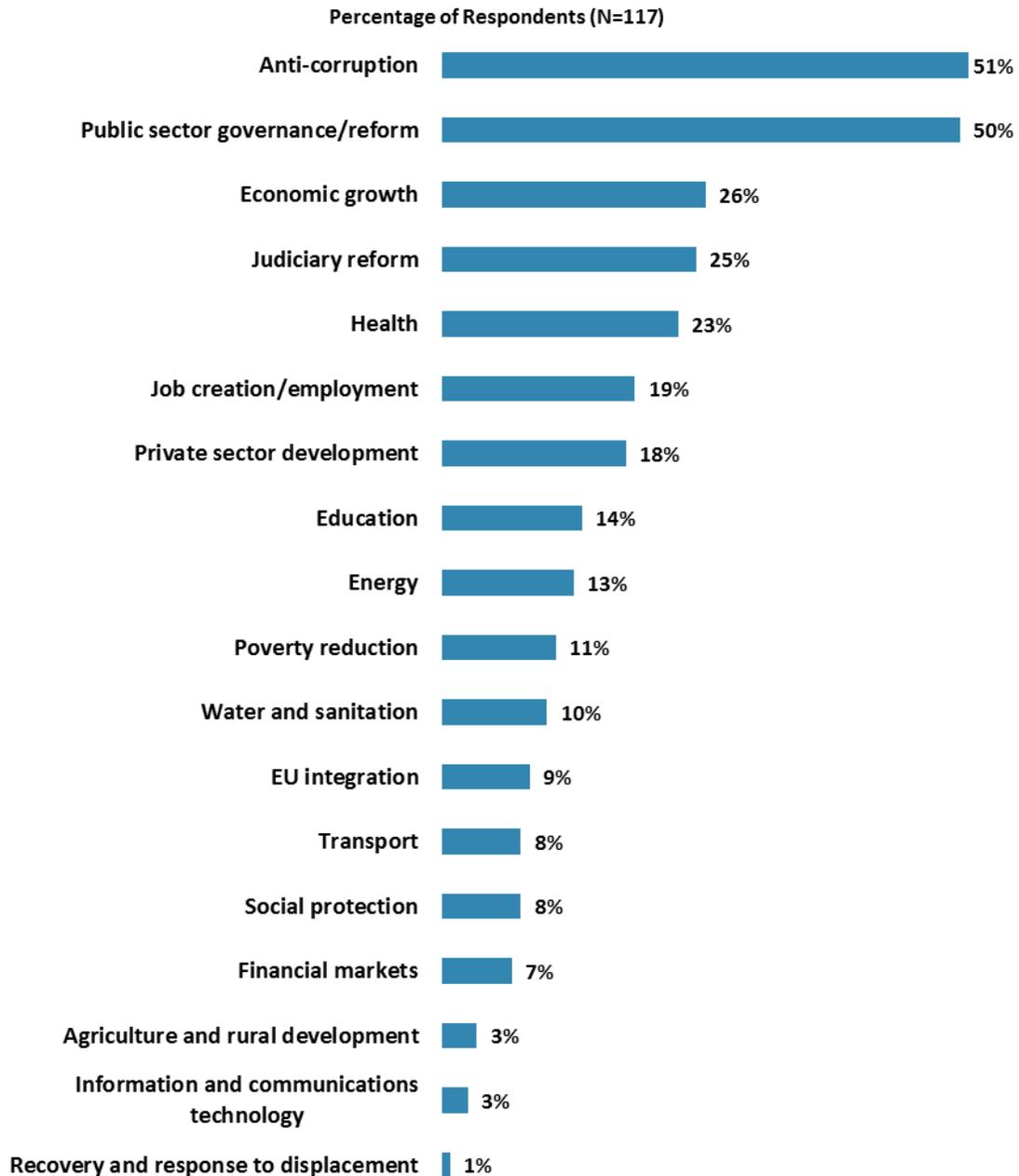
"In general, would you say that Ukraine is headed in ... ?" (Respondents chose from a list.)



## IV. General Issues Facing Ukraine (continued)

### Development Priority

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that the most important development priority in Ukraine was anti-corruption (percentage of respondents = 54%), followed by public sector governance/reform (35%), and law and justice (28%).



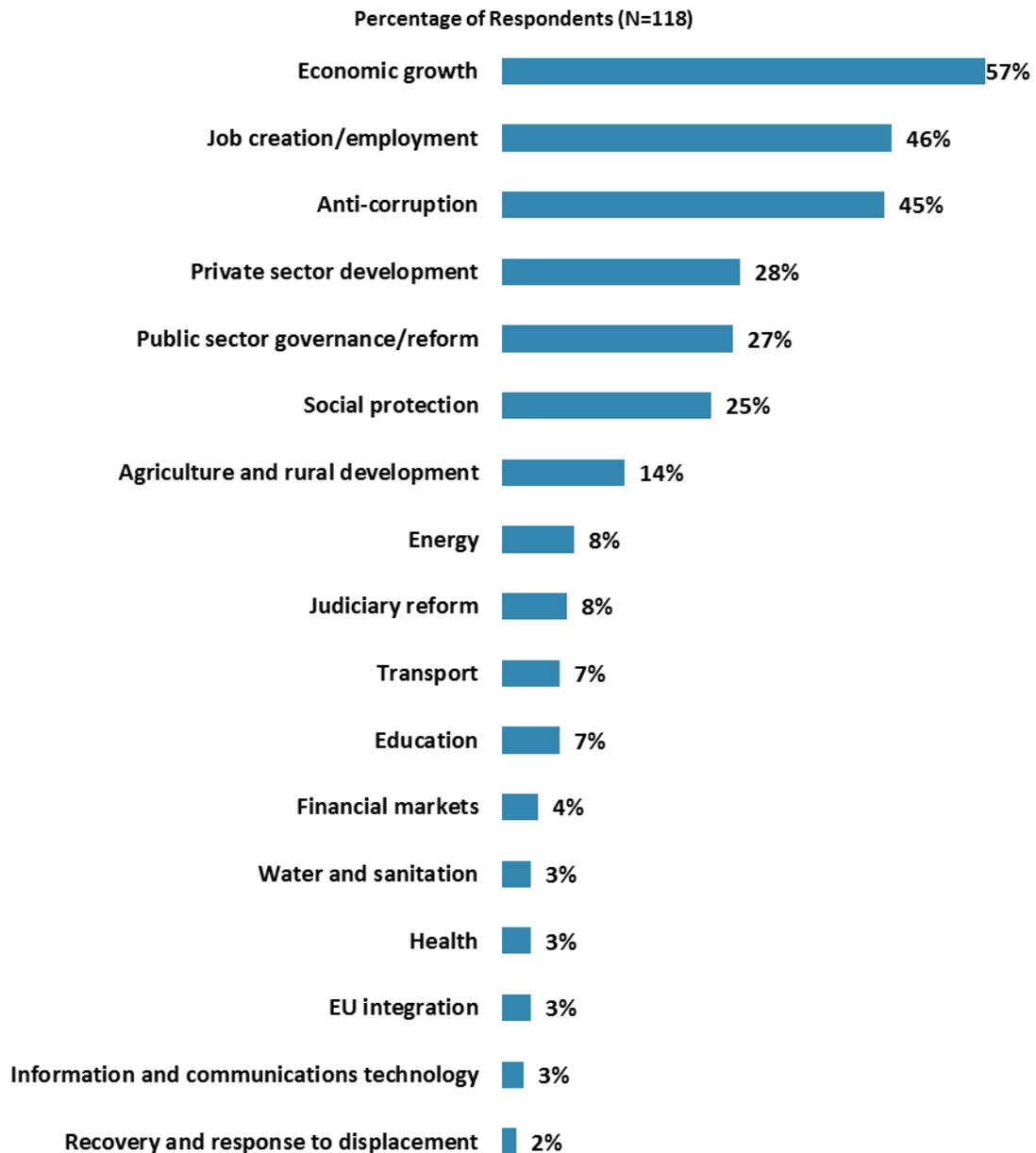
"Listed below are a number of development priorities in Ukraine. Please identify which of the following you consider the most important development priorities in Ukraine. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Ukraine (continued)

### Factors Contributing to Poverty Reduction

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that social protection (percentage of respondents = 42%), job creation/employment (41%), economic growth (40%), and anti-corruption (32%) would contribute most to poverty reduction in Ukraine.



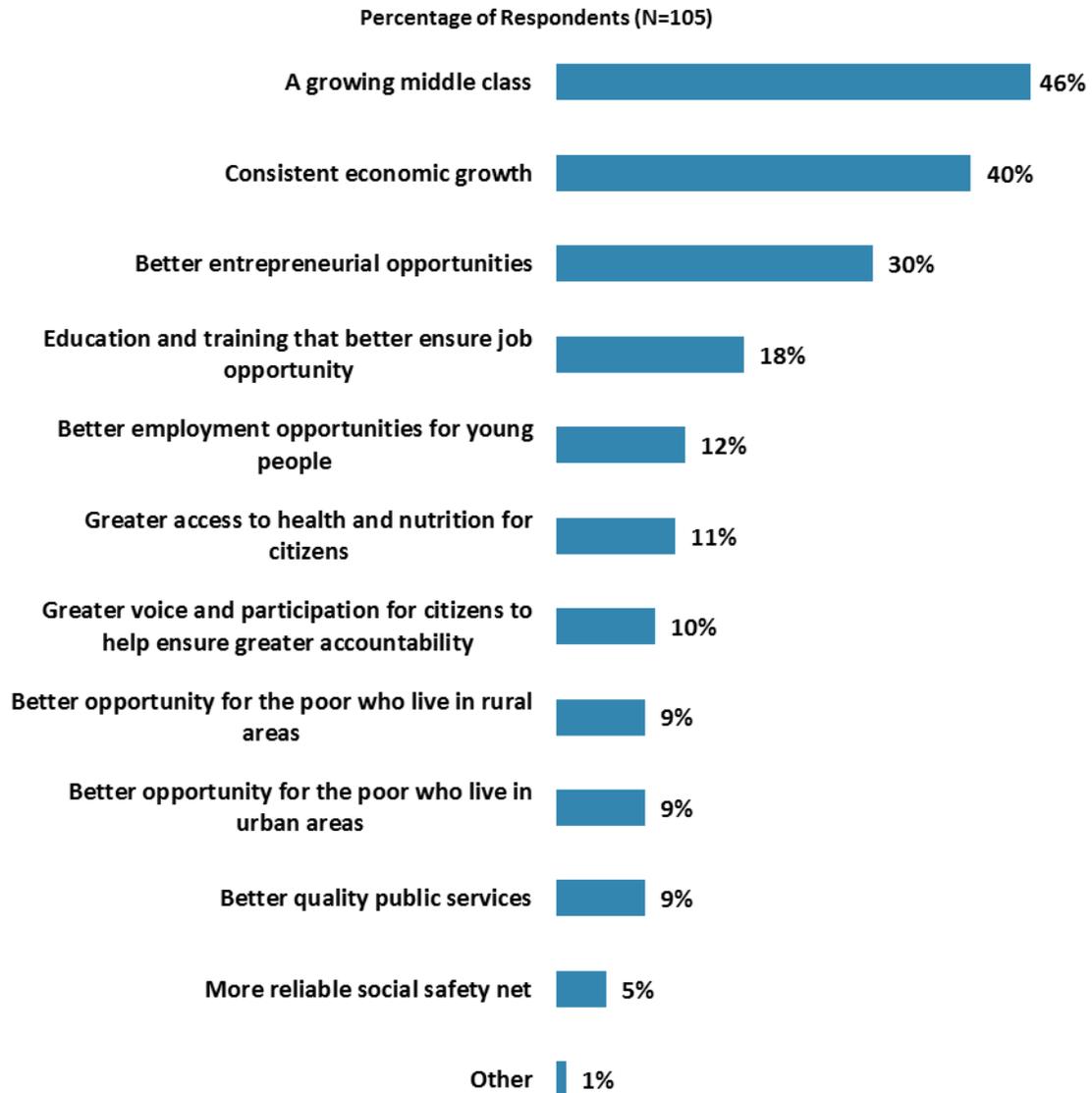
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Ukraine?" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Ukraine (continued)

### Factors Contributing to “Shared Prosperity”

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that a growing middle class (percentage of respondents = 55%) and consistent economic growth (46%) would best illustrate how “shared prosperity” would be achieved in Ukraine.

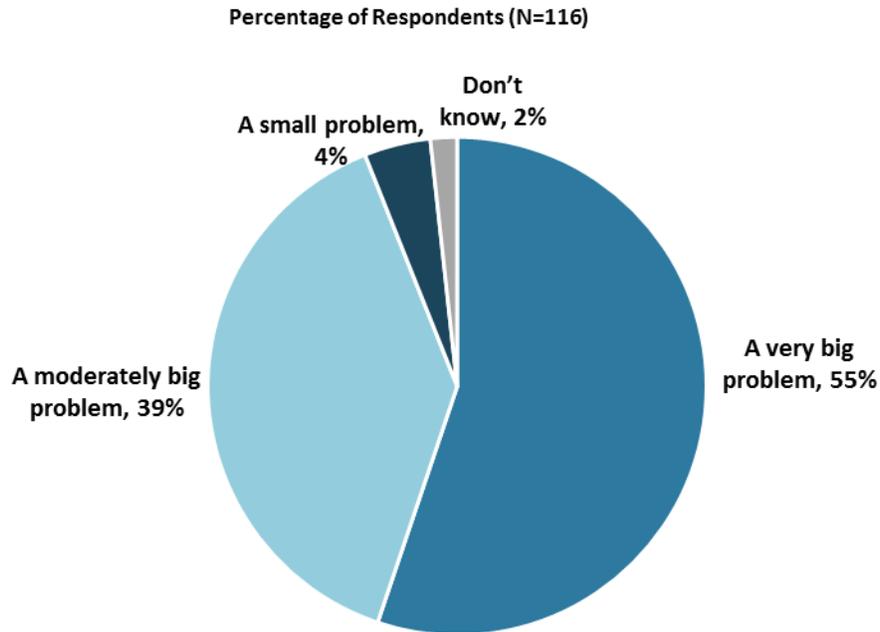


**"When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Ukraine? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Ukraine (continued)

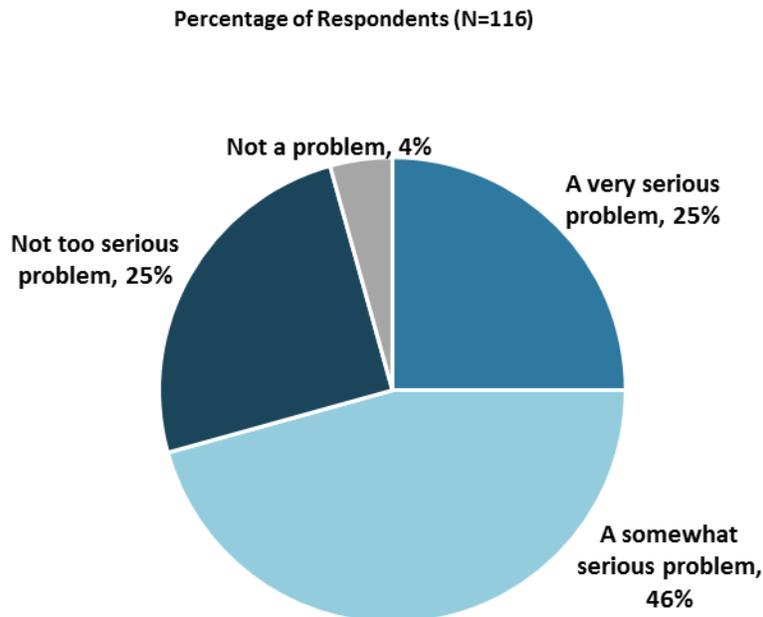
### Gap between the Rich and the Poor



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Ukraine? (Select only ONE response)"  
(Respondents chose from a list.)

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### Global Climate Change



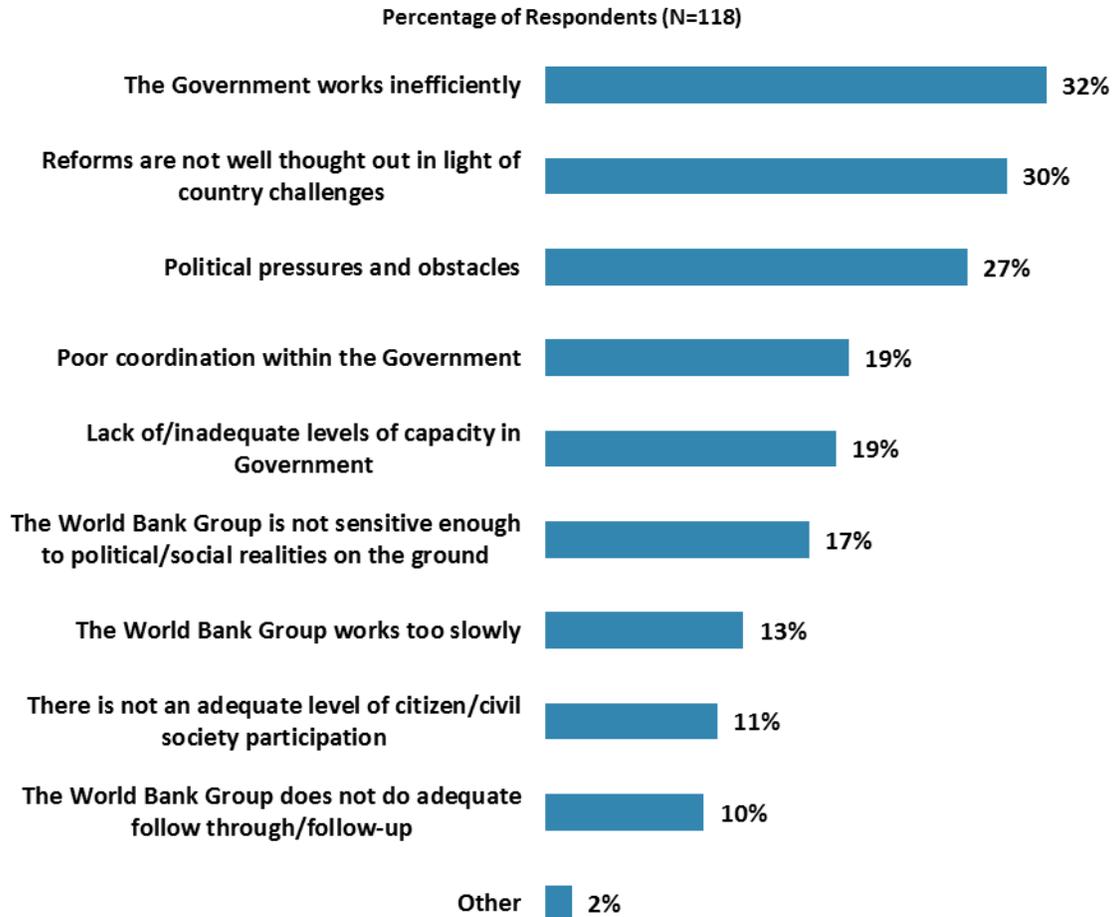
"In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)" (Respondents chose from a list.)



## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that they most often attributed failed or slow WBG assisted reform efforts to the government working inefficiently (percentage of respondents = 39%), reforms not being well thought out in light of country challenges (36%), and an inadequate level of capacity in Government (33%).



"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.)

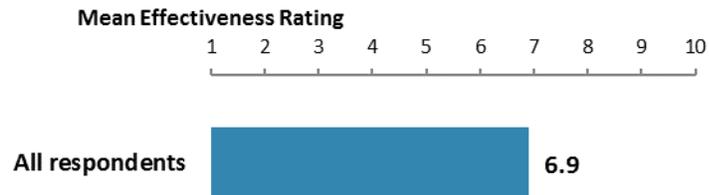


## V. Overall Attitudes toward the World Bank Group (continued)

*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)

- **Year comparison:** Respondents in this year’s Country Survey had significantly higher ratings for the WBG’s overall effectiveness in Ukraine compared to respondents from the FY ’14 Country Survey (mean rating = 6.2).
- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects gave the highest ratings for the WBG’s overall effectiveness in Ukraine whereas respondents from local government and academia gave significantly lower ratings.
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the WBG’s overall effectiveness in Ukraine (mean rating = 7.2) compared to respondents who are not collaborating (mean rating = 5.6).



"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*)

- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the extent to which the WBG achieves development results compared to respondents from the FY '14 Country Survey (mean rating = 6.2).
- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects gave significantly higher ratings for the extent to which the WBG achieves development results whereas respondents from local government gave significantly lower ratings.



"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")

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### WBG Staff Preparedness

- **Year comparison:** Respondents in this year's Country Survey gave significantly higher ratings for the WBG's staff being well prepared compared to respondents from the FY '14 Country Survey (mean rating = 7.4).
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the WBG's staff being well prepared (mean rating = 8.3) compared to respondents who are not collaborating (mean rating = 5.9).



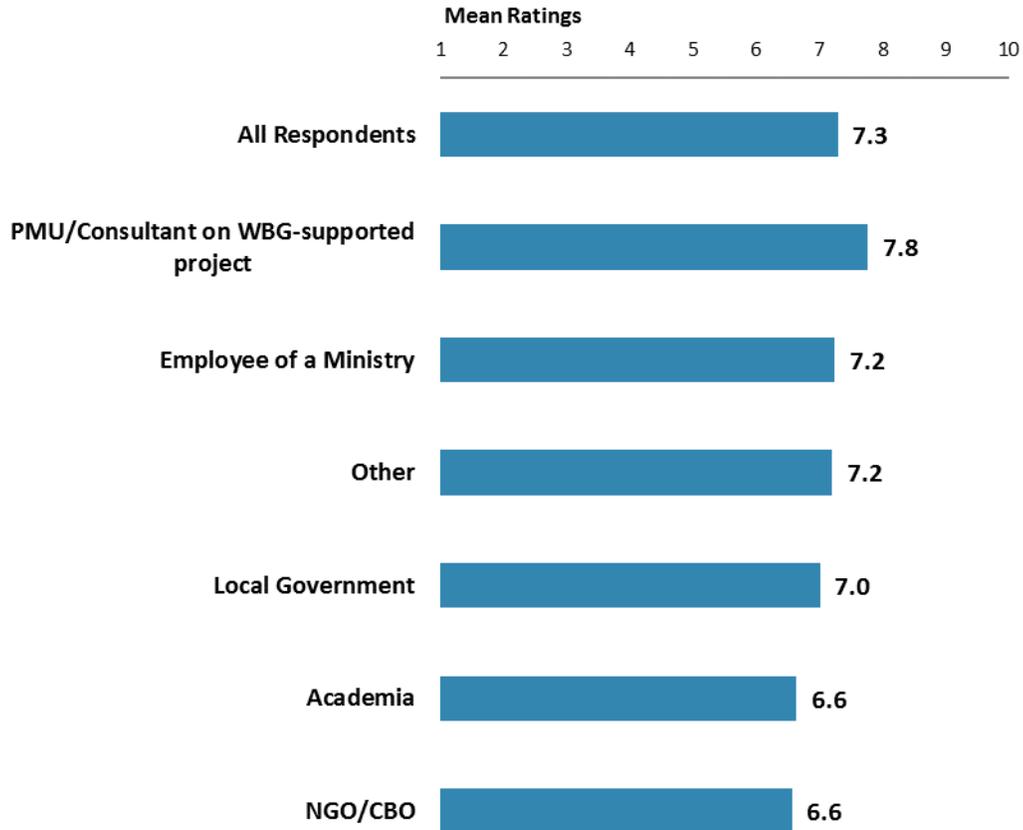
"To what extent do you believe the World Bank Group's staff is well prepared to help Ukraine solve its most complicated development challenges?" (1-"To no degree at all", 10-"To a very significant degree")



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects had the highest mean ratings for the aggregated responses to the twenty-six COS indicator questions whereas respondents from academia and NGOs/CBOs had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 62).
- **Collaboration:** Respondents who collaborate with the WBG had a significantly higher mean rating for the aggregated responses to the twenty-six COS indicator questions (mean rating = 7.6) compared to respondents who do not collaborate with the WBG (mean rating = 6.2). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (see page 101).



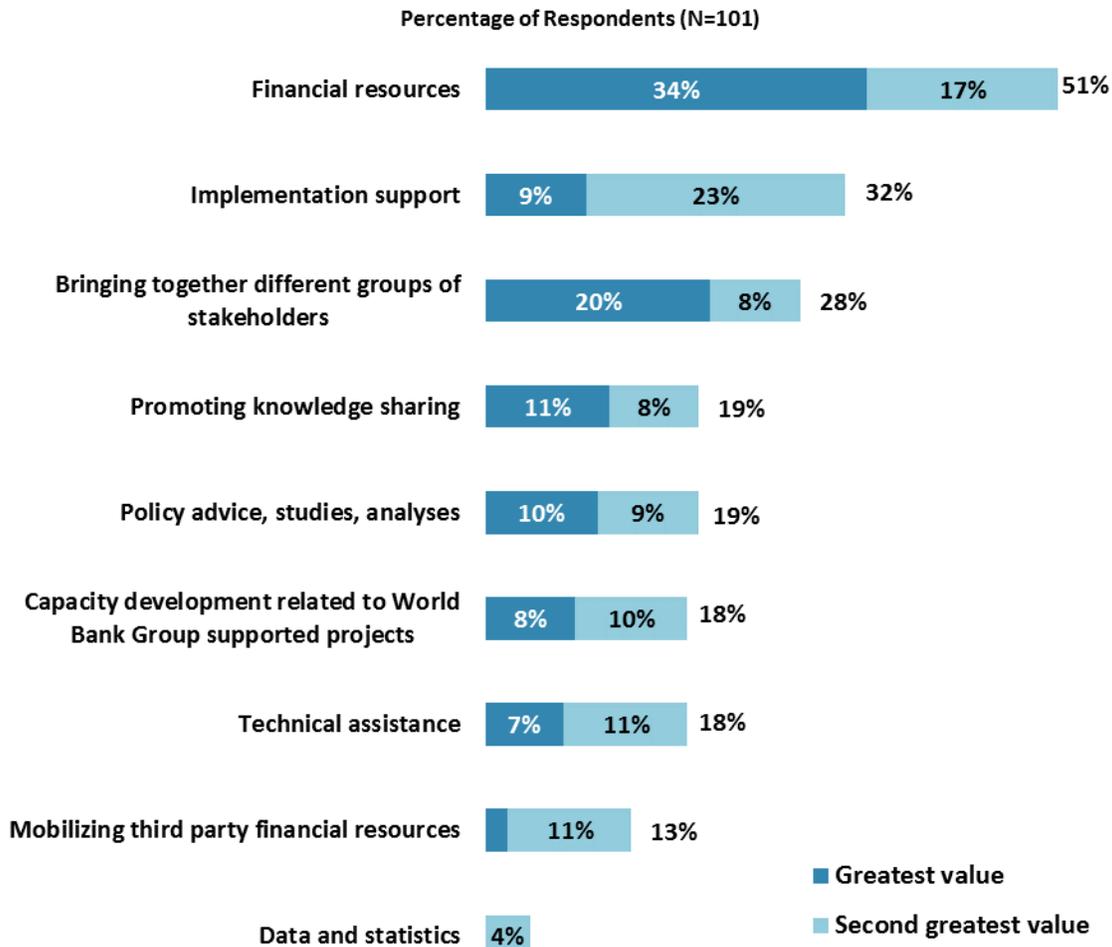
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that the WBG's greatest values to Ukraine was its financial resources (percentage of respondents = 57%) and its technical assistance (47%), followed by its capacity development (28%) and its policy advice/ studies/analyses (21%).



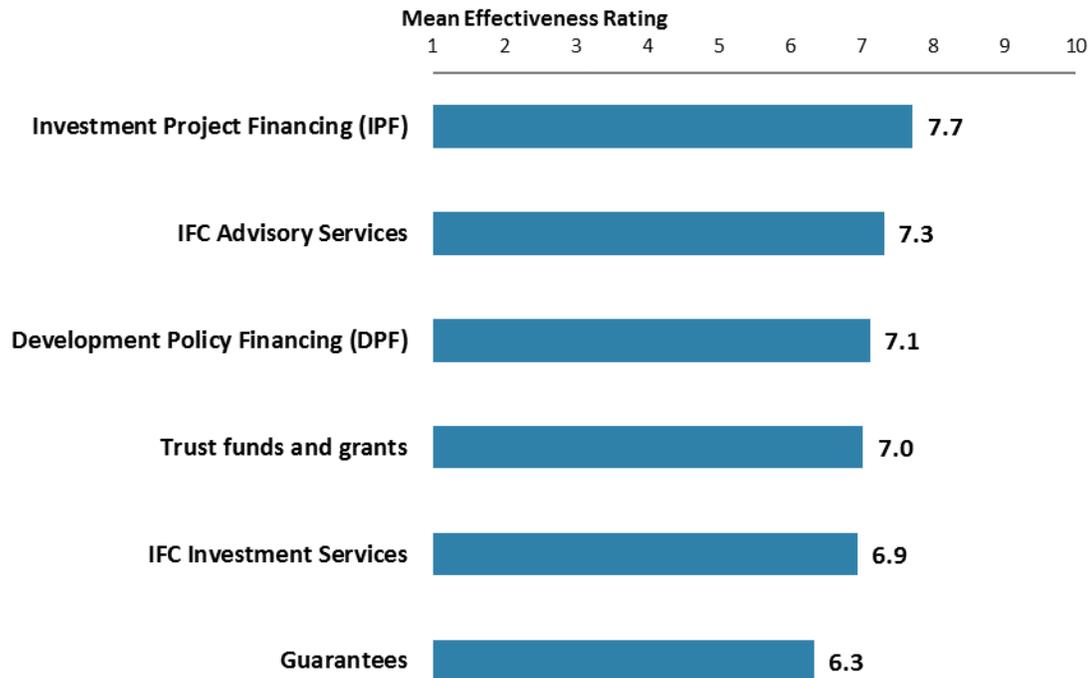
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Ukraine?" (Respondents chose from a list.)



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

### Effectiveness of WBG's Instruments in Reducing Poverty

- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects gave the highest ratings for the effectiveness of most of these WBG instruments whereas respondents from local government, NGOs/CBOs, and academia tended to give significantly lower ratings. Responses for individual instruments by stakeholder groups can be found in Appendix B (see page 62).
- **Collaboration:** Compared to respondents who do not collaborate with the WBG, respondents who collaborate with the WBG gave higher ratings for the effectiveness of all of these WBG instruments, significantly so for all except “Guarantees”. Responses for individual instruments by collaboration with the WBG can be found in Appendix D (see page 88).



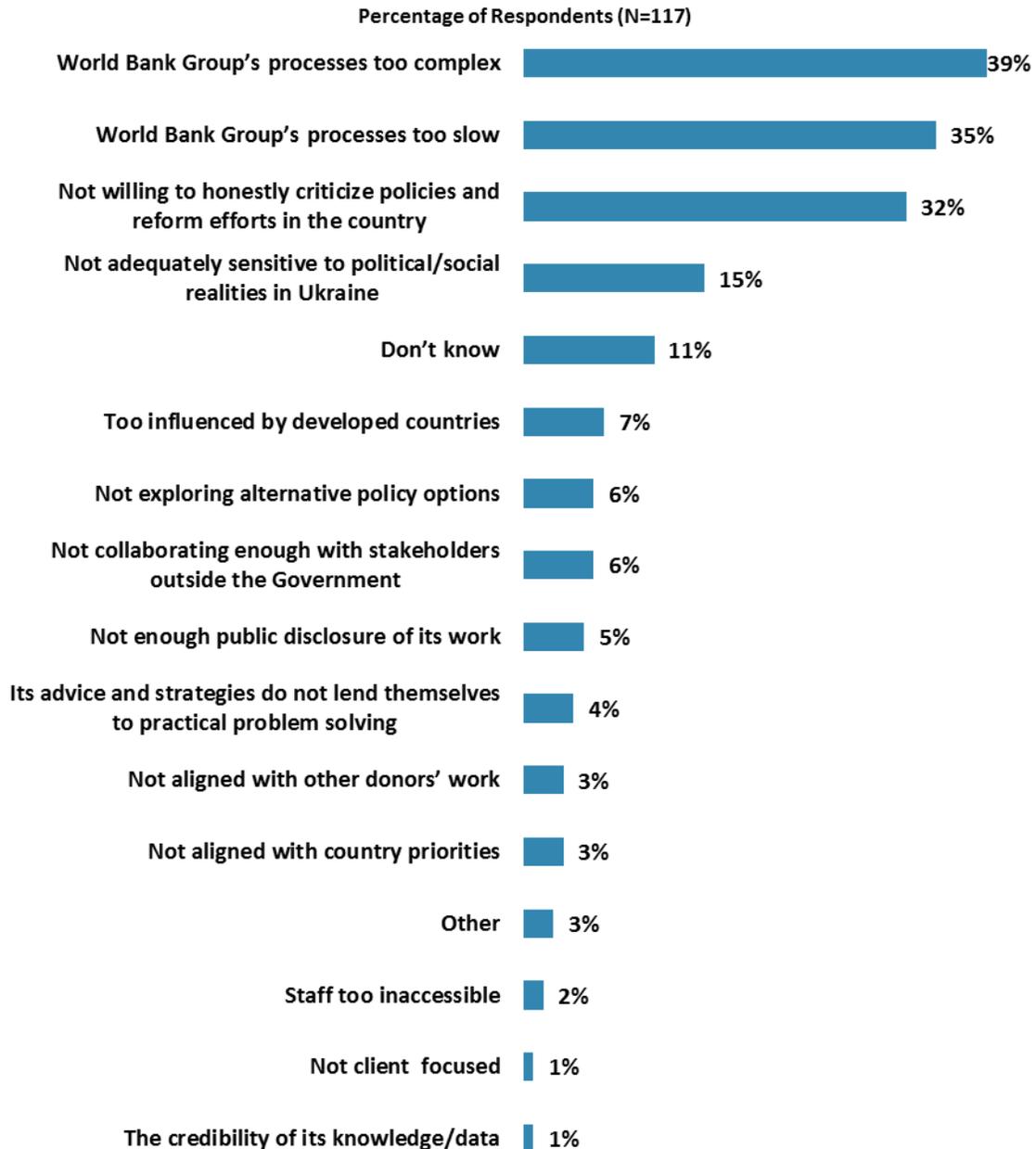
"How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Ukraine Government's efforts to reduce poverty?" (1-"Not effective at all", 10-"Very effective")



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

### Greatest Weakness

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that the WBG's greatest weaknesses in its work in Ukraine were not collaborating enough with non-state actors (percentage of respondents = 26%) and not enough public disclosure of its work (25%), followed by the WBG's processes being too complex (18%) and being too bureaucratic in its operational policies and procedures (17%).

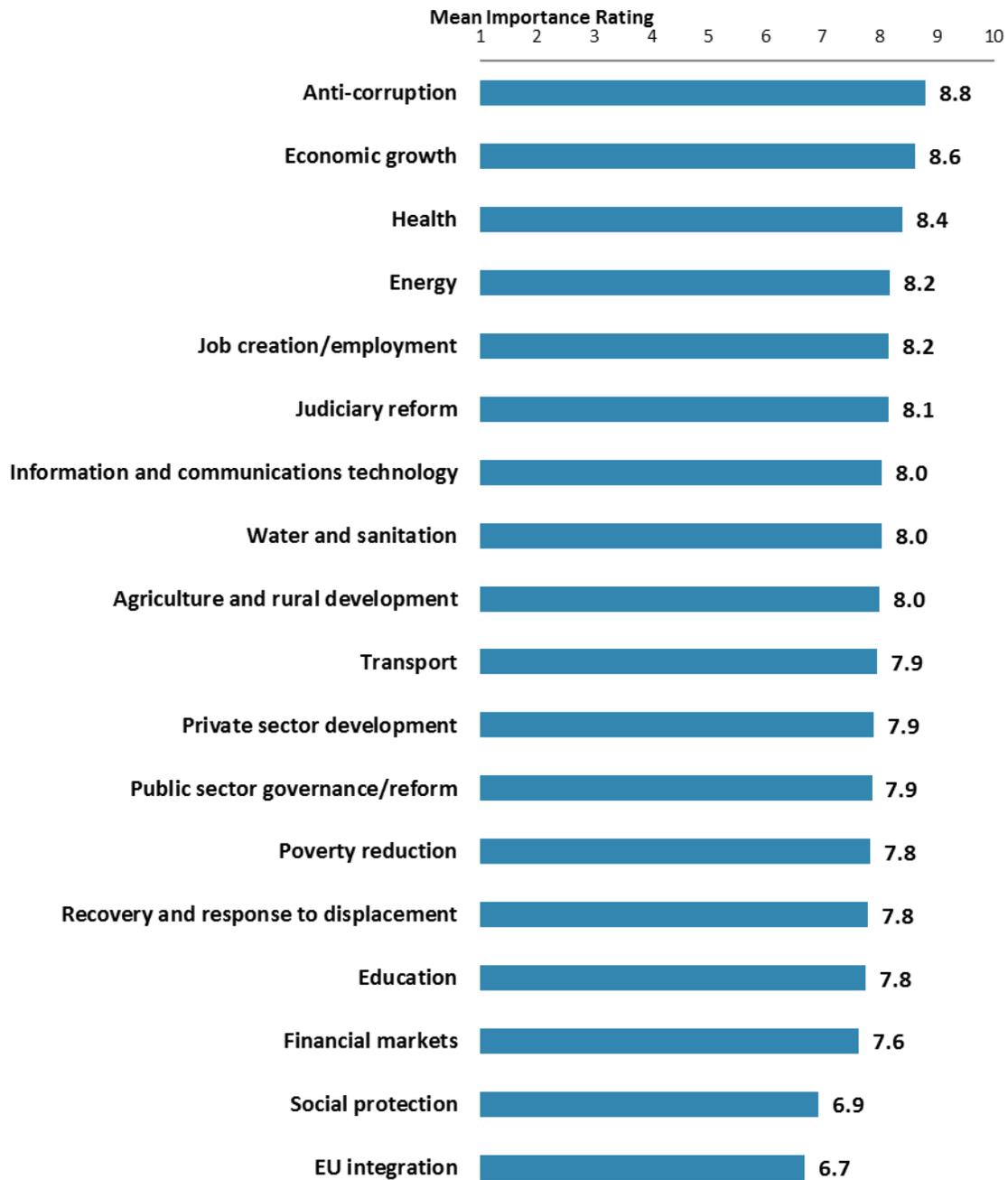


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Ukraine? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## VI. Sectoral Importance and Effectiveness

### Importance of WBG's Support in Sectoral Areas



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



## VI. Sectoral Importance and Effectiveness (continued)

### Importance of WBG's Support in Sectoral Areas (continued)

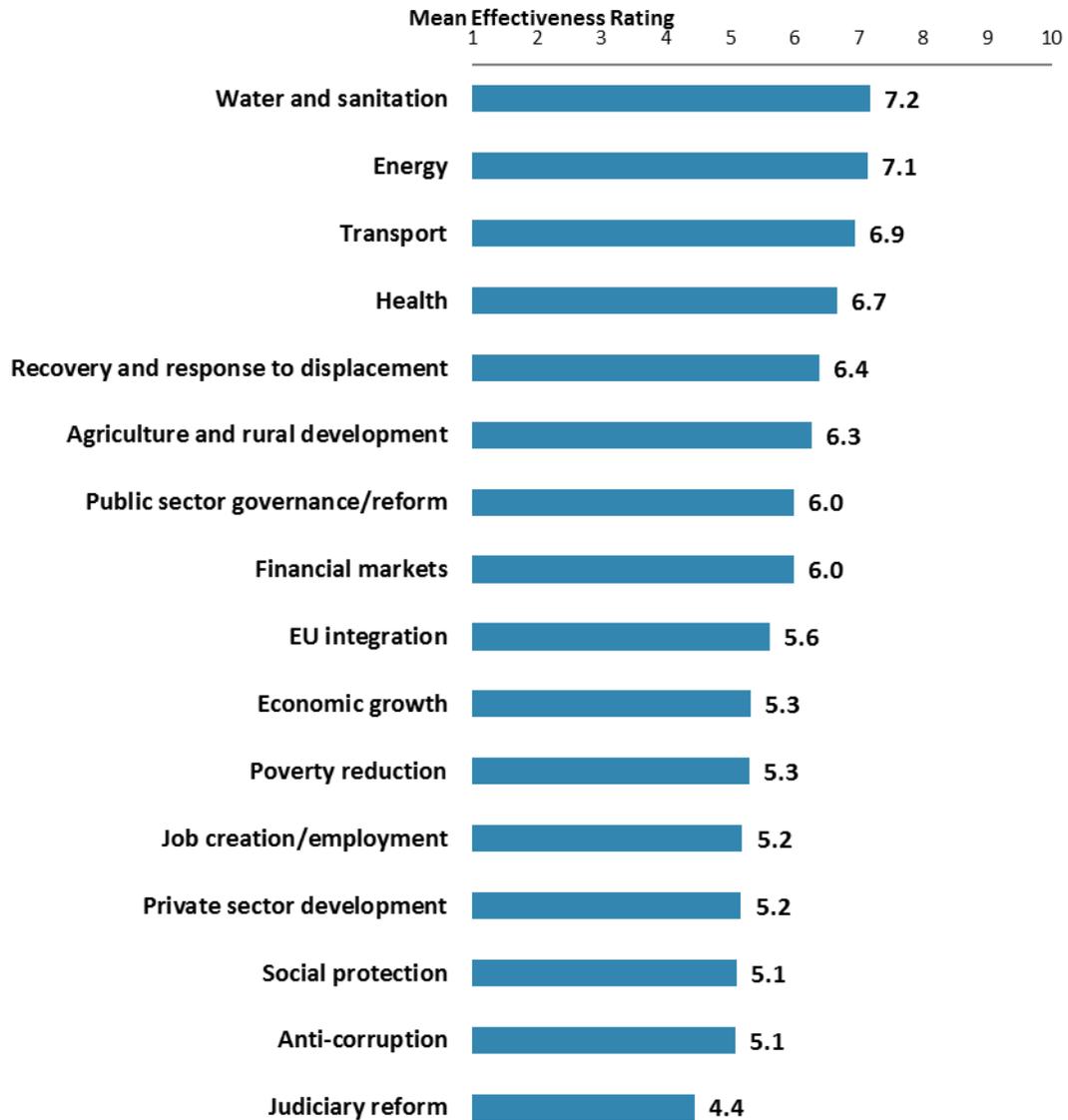
- **Stakeholders:** There were significant stakeholder group differences across six of these eighteen development areas (refer to Appendix B, page 64, for a complete breakdown). For the most part, respondents from NGOs/CBOs tended to give the highest ratings of importance for these areas whereas employees of ministries tended to give significantly lower ratings. Those development areas which had significant stakeholder group differences were:
  - “Private sector development”;
  - “Public sector governance/reform”;
  - “Financial markets”;
  - “Agriculture and rural development”;
  - “Anti-corruption”; and
  - “Judiciary reform”.
  
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the importance of the WBG's involvement in “Recovery and response to displacement”, “Water and sanitation”, and “Agriculture and rural development” (mean ratings = 8.0, 8.3, and 8.2, respectively) compared to respondents who do not collaborate with the WBG (mean rating = 6.8, 6.9, and 7.1, respectively).



## VI. Sectoral Importance and Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas<sup>1</sup>

- **Stakeholders:** Respondents from local government and other organizations gave the highest ratings for the WBG's effectiveness in "Agriculture and rural development" whereas respondents from academia and PMUs/Consultants on WBG-supported projects gave significantly lower ratings of effectiveness.



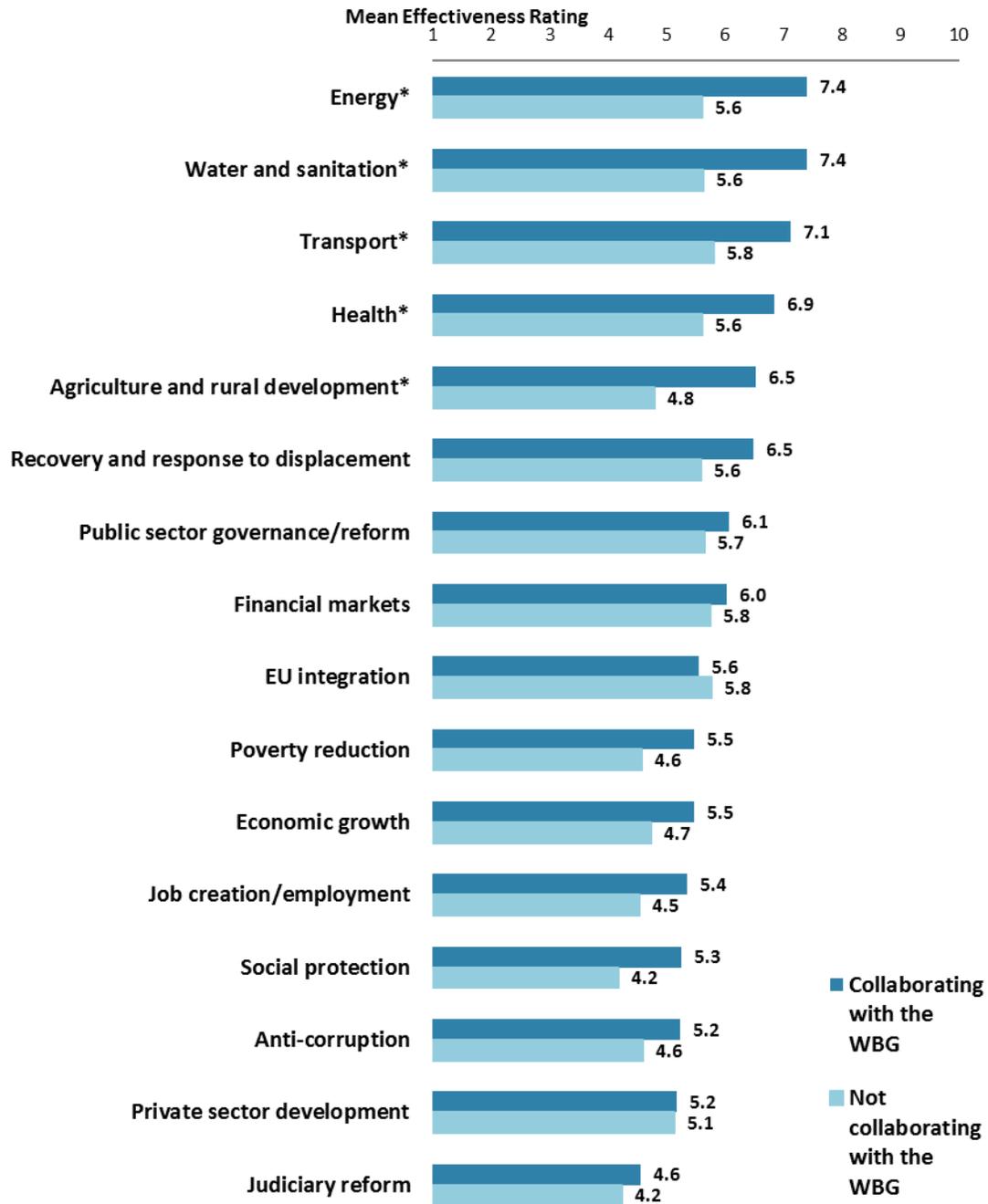
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Ukraine?" (1-"Not effective at all", 10-"Very effective")

<sup>1</sup> Note, primarily informed stakeholders responded to these questions. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas. See Appendix A (page 49) for details.



## VI. Sectoral Importance and Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration

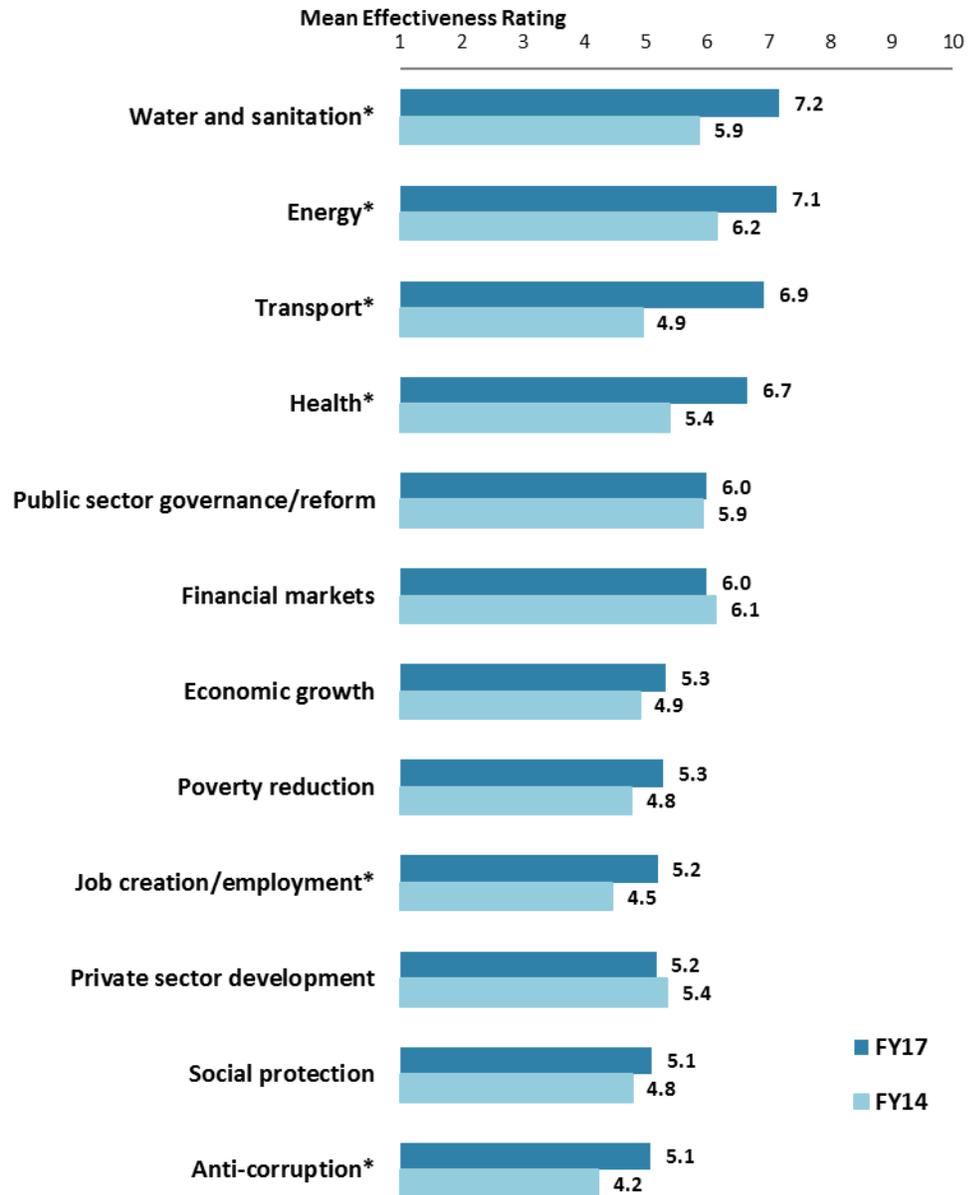


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Ukraine?" (1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between collaborators and non-collaborators)



## VI. Sectoral Importance and Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison



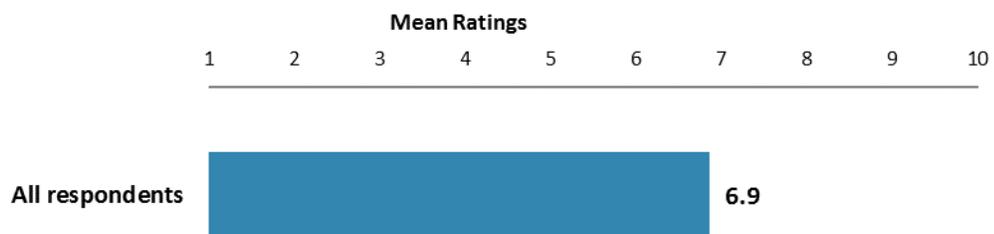
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Ukraine?" (1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between FY17 and FY14)



## VI. Sectoral Importance and Effectiveness (continued)

### The WBG Promoting Private Public Partnerships

- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects gave the highest mean ratings for the extent to which the WBG's work helps to promote private public partnerships in Ukraine whereas respondents from local government gave significantly lower mean ratings.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the extent to which the WBG's work helps to promote private public partnerships in Ukraine (mean rating = 7.2) compared to respondents who do not collaborate with the WBG (mean rating = 5.7).



**"To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Ukraine?"**  
(1-"To no degree at all", 10-"To a very significant degree")



## VI. Sectoral Importance and Effectiveness (continued)

### Drivers of Effectiveness

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

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group'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.

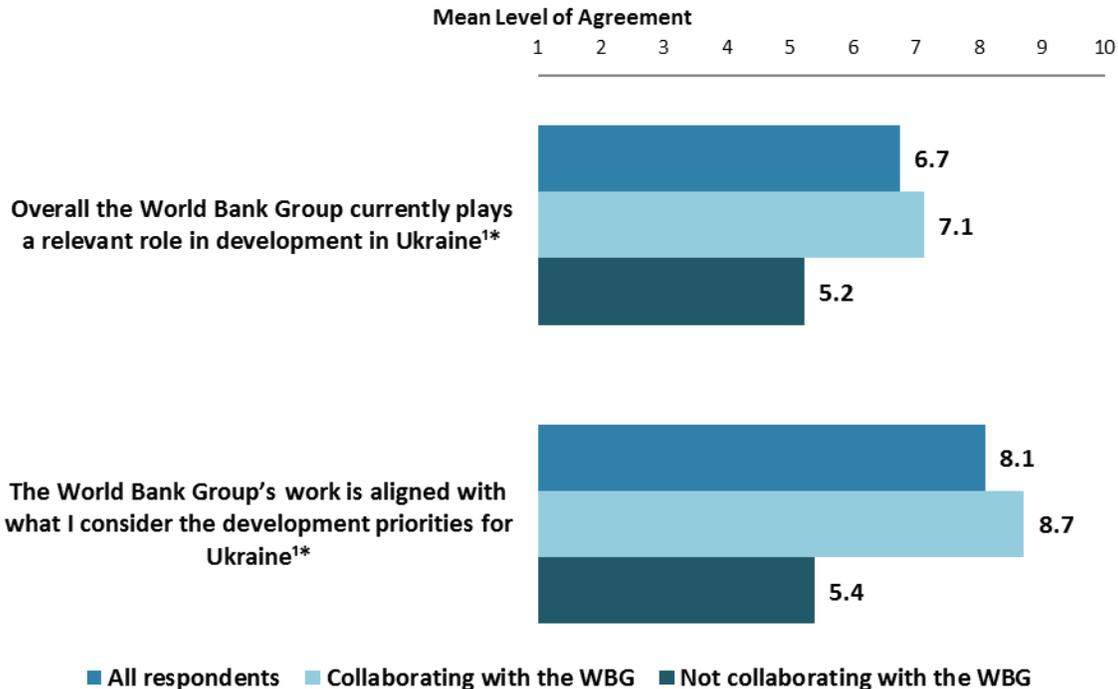
- **Overall Effectiveness:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Ukraine. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at poverty reduction;
  - The WBG's effectiveness at judiciary reform;
  - The WBG's effectiveness at economic growth;
  - The WBG's effectiveness at anti-corruption; and
  - The WBG's effectiveness at social protection.
  
- **Achieving Development Results:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the 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 judiciary reform;
  - The WBG's effectiveness at economic growth;
  - The WBG's effectiveness at anti-corruption;
  - The WBG's effectiveness at poverty reduction; and
  - The WBG's effectiveness at social protection.



## VII. How the World Bank Group Operates

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

- **Year comparison:** Respondents in this year’s Country Survey had significantly higher levels of agreement that “The WBG’s work is aligned with what I consider the development priorities for Ukraine” (mean rating = 8.1) compared to respondents from the FY ’14 Country Survey (mean rating = 7.6). Respondents from both years had statistically similar levels of agreement that “Overall the World Bank Group currently plays a relevant role in development in Ukraine” (refer to Appendix E, page 95, for a complete breakdown).
- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects had the highest levels of agreement that “Overall the World Bank Group currently plays a relevant role in development in Ukraine” whereas respondents from NGOs/CBOs, local government, and other organizations had significantly lower levels of agreement. Employees of ministries and respondents from PMUs/Consultants on WBG-supported projects and other organizations had the highest levels of agreement that “The WBG’s work is aligned with what I consider the development priorities for Ukraine” whereas respondents from academia had significantly lower levels of agreement (see Appendix B, page 62, for a complete breakdown).



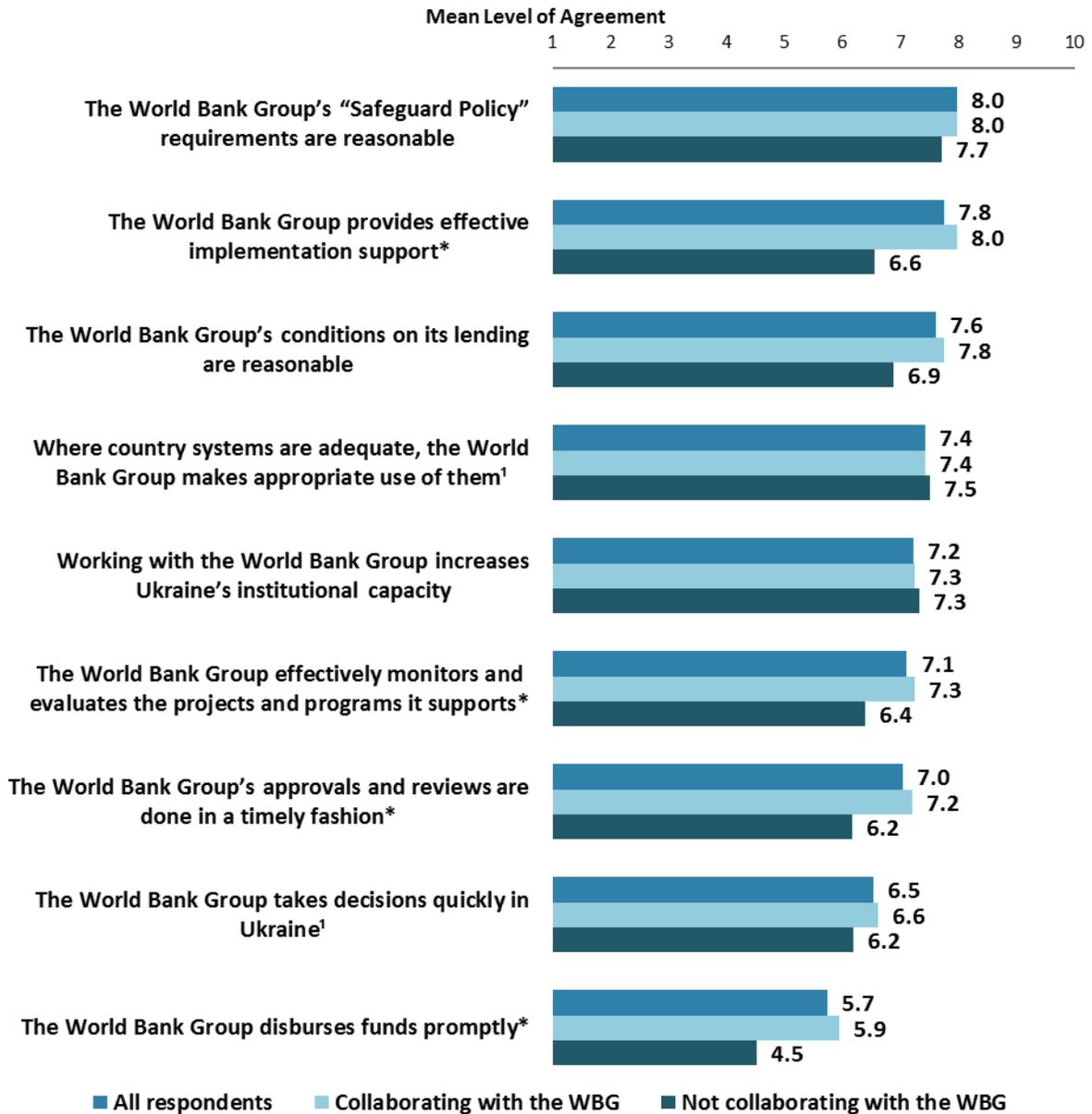
"To what extent do you agree with the following statements about the World Bank Group’s work in Ukraine?" (1-"Strongly disagree", 10-"Strongly agree")

(\*Significantly different between collaborators and non-collaborators) <sup>1</sup>Indicator Question



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

### Overall Perceptions

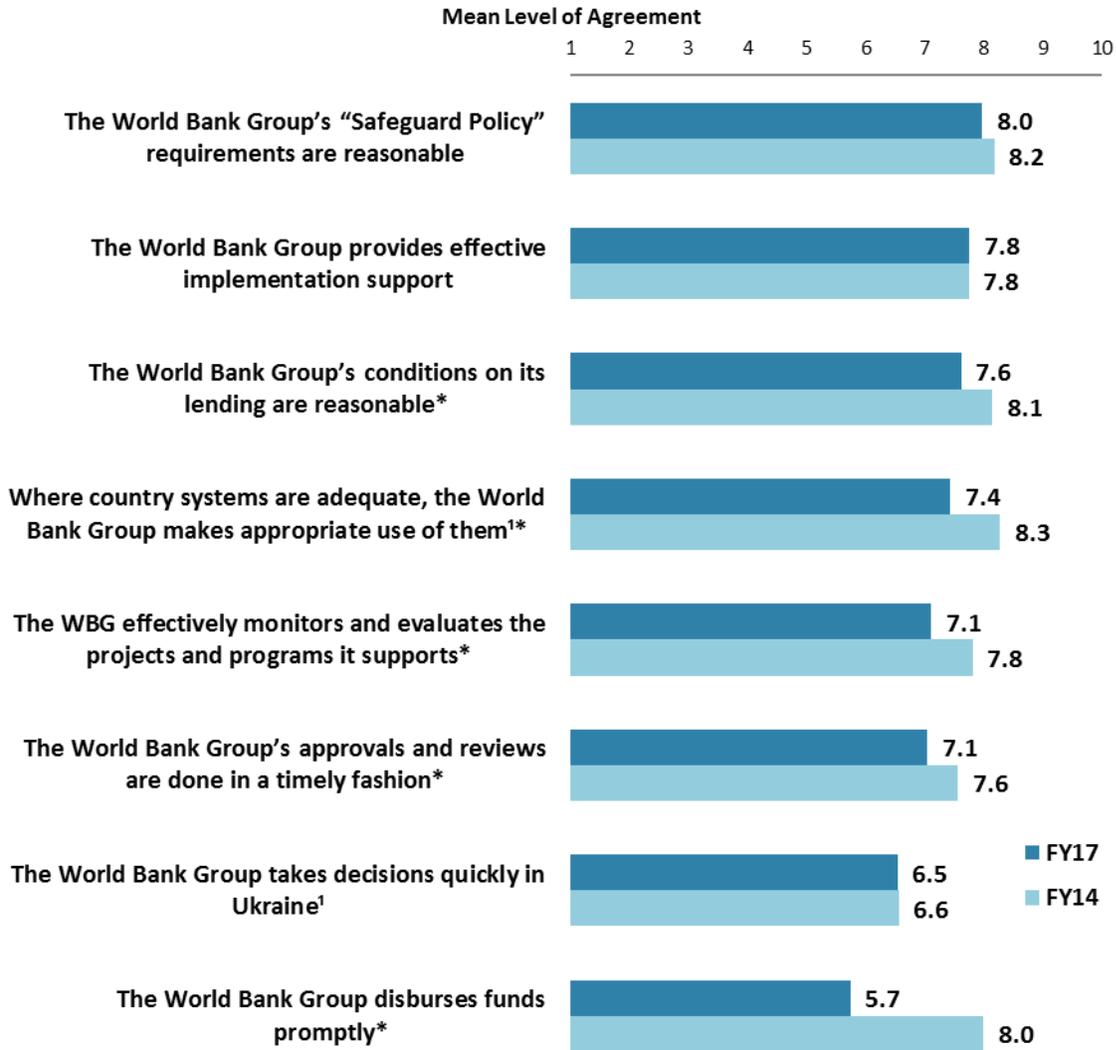


"To what extent do you agree/disagree with the following statements?"  
 (1-"Strongly disagree", 10-"Strongly agree") <sup>1</sup>Indicator question  
 (\*Significantly different between collaborators and non-collaborators)



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

### Overall Perceptions: Year Comparison



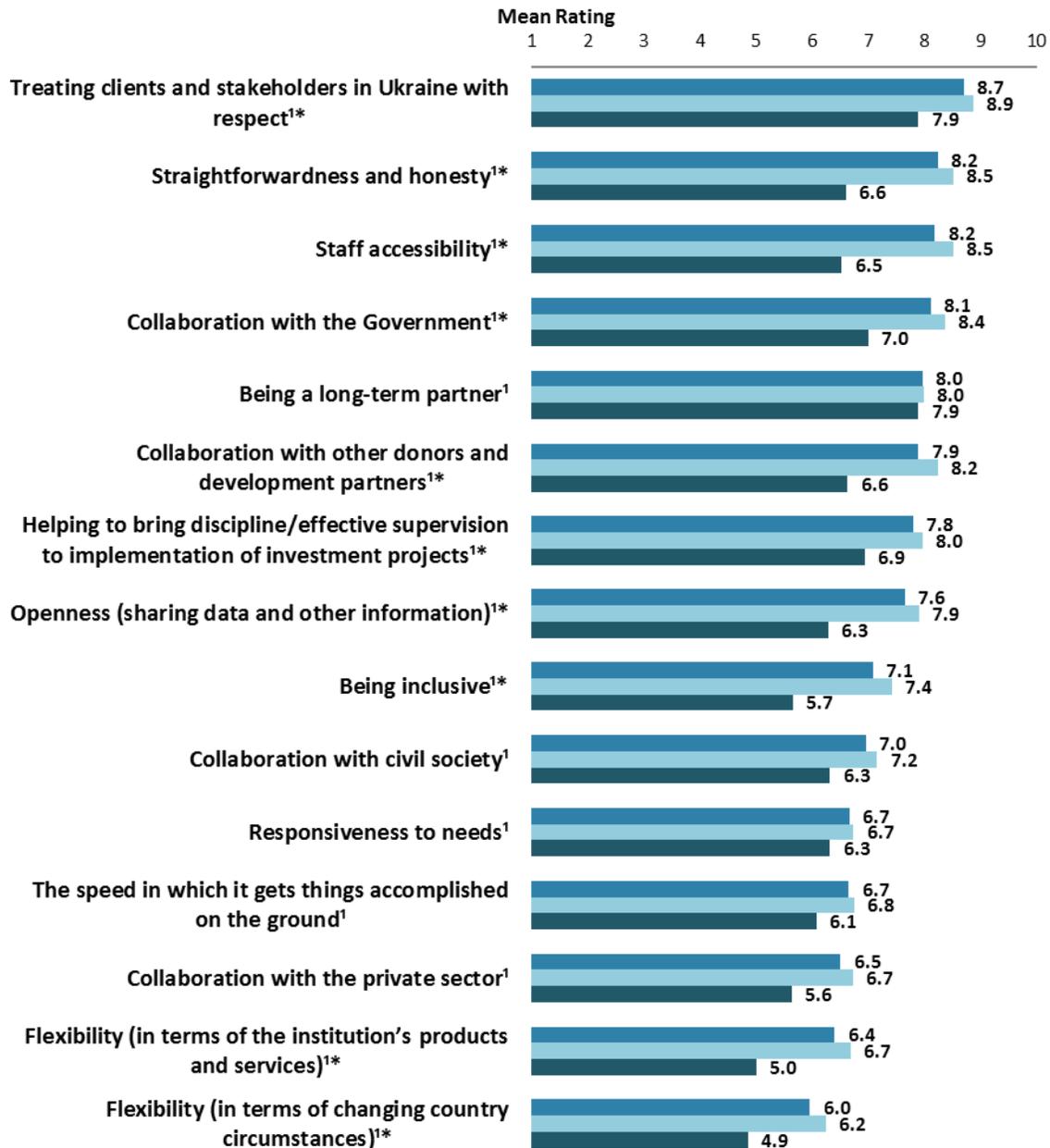
"To what extent do you agree/disagree with the following statements?"  
(1-"Strongly disagree", 10-"Strongly agree") <sup>1</sup>Indicator question  
(\*Significantly different between FY17 and FY14)



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

### The WBG as an Effective Development Partner

- **Stakeholders:** There were significant stakeholder group differences across several of these aspects of how the WBG operates in Ukraine (refer to Appendix B, page 62, for a complete breakdown). For the most part, respondents from PMUs/Consultants on WBG-supported projects tended to give the highest ratings whereas respondents from local government, NGOs/CBOs, and academia tended to have significantly lower ratings.



■ All respondents ■ Collaborating with the WBG ■ Not collaborating with the WBG

"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")  
 (\*Significantly different between collaborators and non-collaborators) <sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner: Year Comparison



"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")

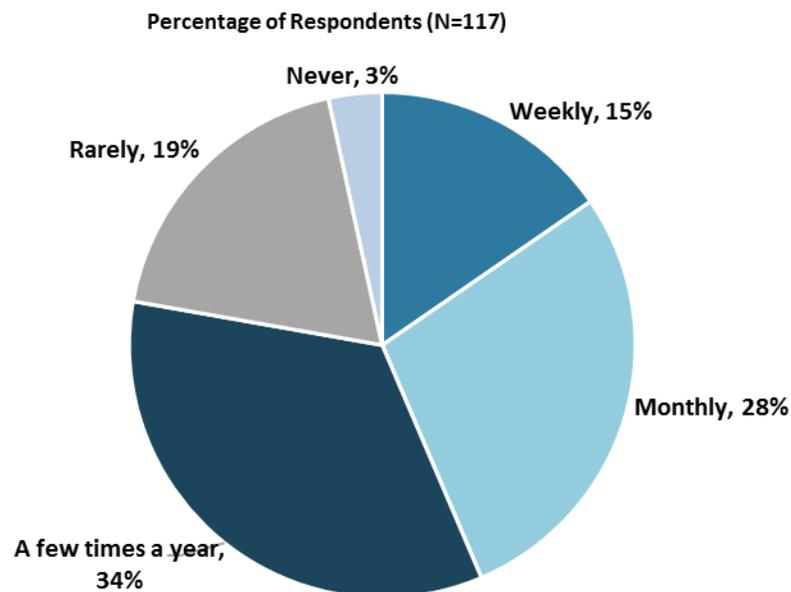
(\*Significantly different between FY17 and FY14) <sup>1</sup>Indicator Question



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

### Frequency of Consulting WBG Knowledge Work and Activities

- **Year comparison:** Respondents in the FY '14 Country Survey had statistically similar frequencies of consulting WBG knowledge work and activities.
- **Stakeholders:** Employees of ministries and respondents from other organizations indicated the most frequent usage of the WBG's knowledge work and activities (percentage of respondents = 67% and 77% weekly/monthly, respectively) whereas respondents from academia indicated significantly less frequent usage (47% rarely/never).



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



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

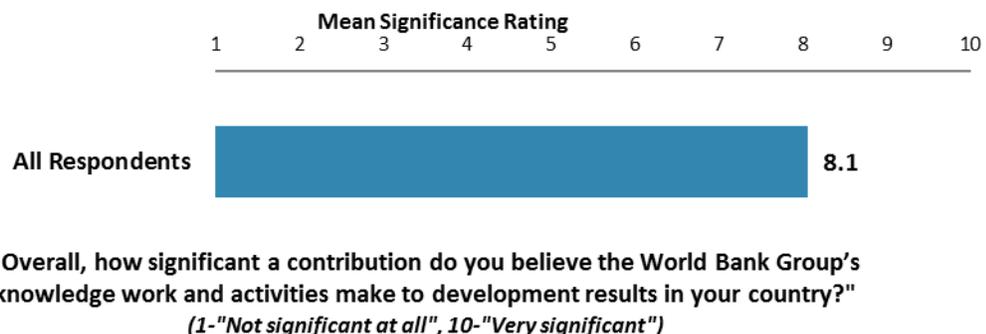
### Meeting Ukraine’s Knowledge Needs (*Indicator Question*)

- **Year comparison:** Respondents in this year’s Country Survey had statistically similar levels of agreement that the WBG meets Ukraine’s needs for knowledge services compared to respondents from the FY ’14 Country Survey (mean rating = 8.1).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher levels of agreement that the WBG meets Ukraine’s needs for knowledge services (mean rating = 8.3) compared to respondents who do not collaborate with the WBG (mean ratings = 6.6).



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

- **Year comparison:** Respondents in this year’s Country Survey had significantly higher ratings for the significance of the contribution of the WBG’s knowledge work and activities compared to respondents from the FY ’14 Country Survey (mean rating = 6.5).

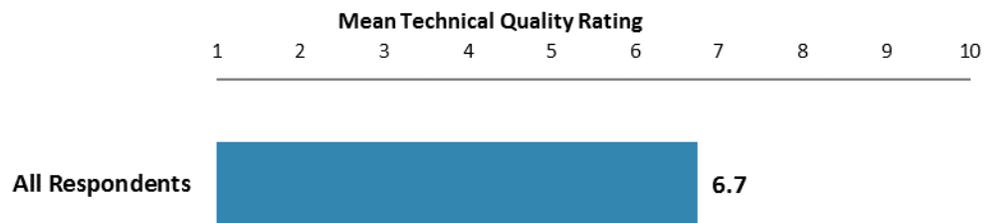




## VIII. World Bank Group's Knowledge and Instruments (continued)

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

- **Year comparison:** Respondents in this year's Country Survey had statistically similar ratings for the technical quality of the WBG's knowledge work and activities compared to respondents from the FY '14 Country Survey (mean rating = 6.9).
- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects gave the highest ratings for the technical quality of the WBG's knowledge work and activities whereas respondents from local government and other organizations gave significantly lower ratings.



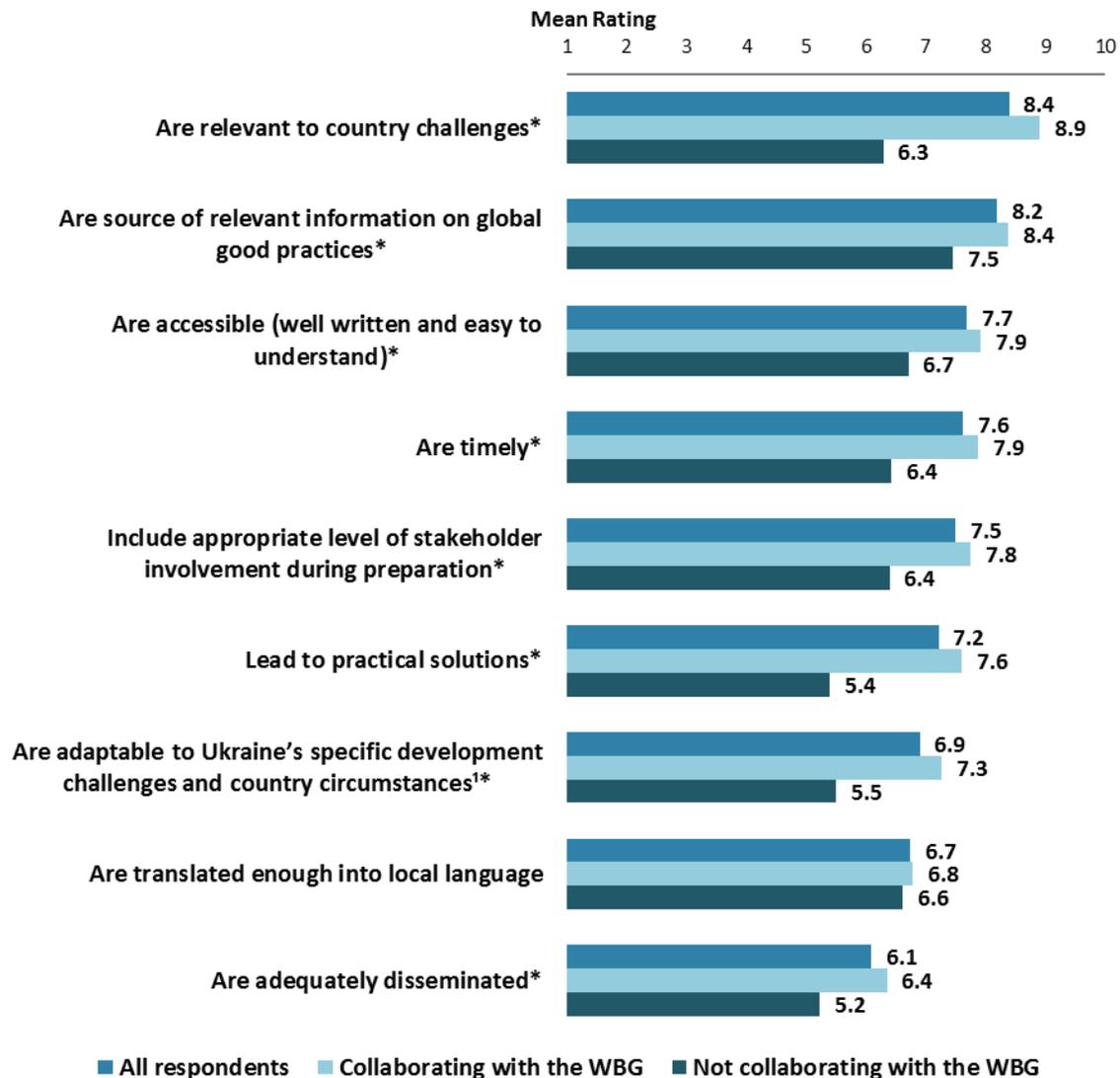
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")



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

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

- **Stakeholders:** There were significant stakeholder group differences across several of these aspects of the WBG's knowledge work and activities (refer to Appendix B, page 62, for a complete breakdown). For the most part, respondents from PMUs/Consultants on WBG-supported projects tended to give the highest ratings whereas respondents from NGOs/CBOs and academia tended to give significantly lower levels of agreement.

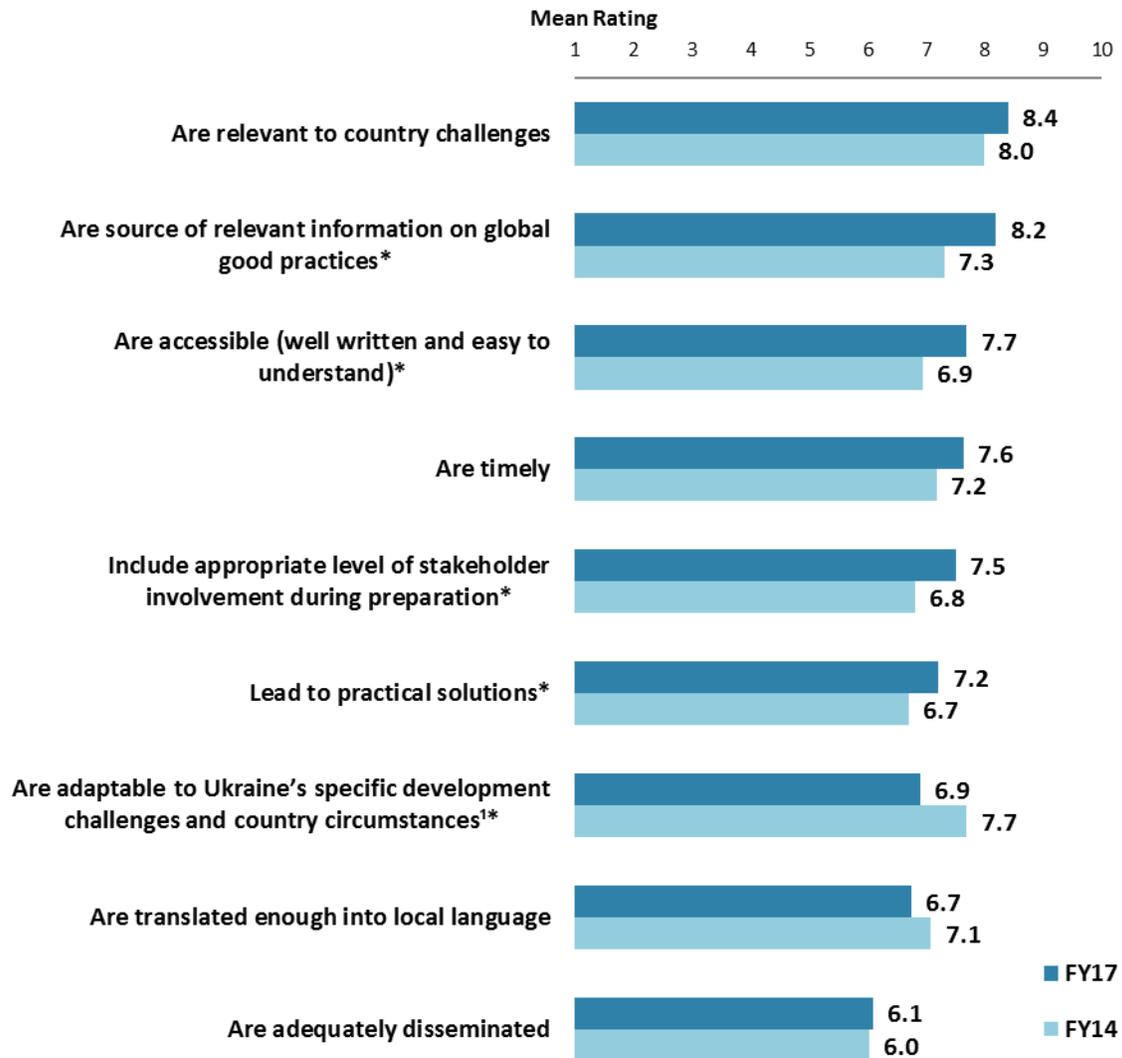


"In Ukraine, to what extent do you believe that the World Bank Group's knowledge work and activities?" (1-"To no degree at all", 10-"To a very significant degree")  
 (\*Significantly different between collaborators and non-collaborators) <sup>1</sup>Indicator Question



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

### Qualities of the WBG's Knowledge Work and Activities: Year Comparison



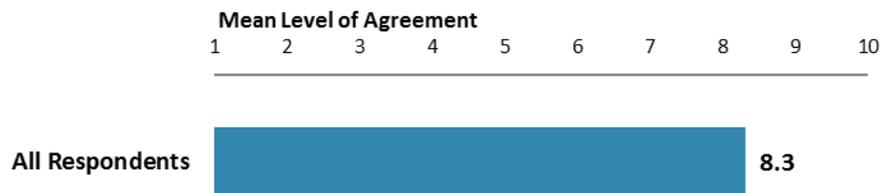
"In Ukraine, to what extent do you believe that the World Bank Group's knowledge work and activities?" (1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY17 and FY14) <sup>1</sup>Indicator Question



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

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

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of agreement that the WBG's financial instruments meet Ukraine's needs compared to respondents from the FY '14 Country Survey (mean rating = 7.8).
- **Stakeholders:** Employees of ministries and respondents from PMUs/Consultants on WBG-supported projects and other organizations had the highest levels of agreement that the WBG's financial instruments meet Ukraine's needs whereas respondents from academia had significantly lower levels of agreement.
- **Collaboration:** Respondents who are collaborating with the WBG had significantly higher levels of agreement that the WBG's financial instruments meet Ukraine's needs (mean rating = 8.8) compared to respondents who are not collaborating with the WBG (mean rating = 5.8).



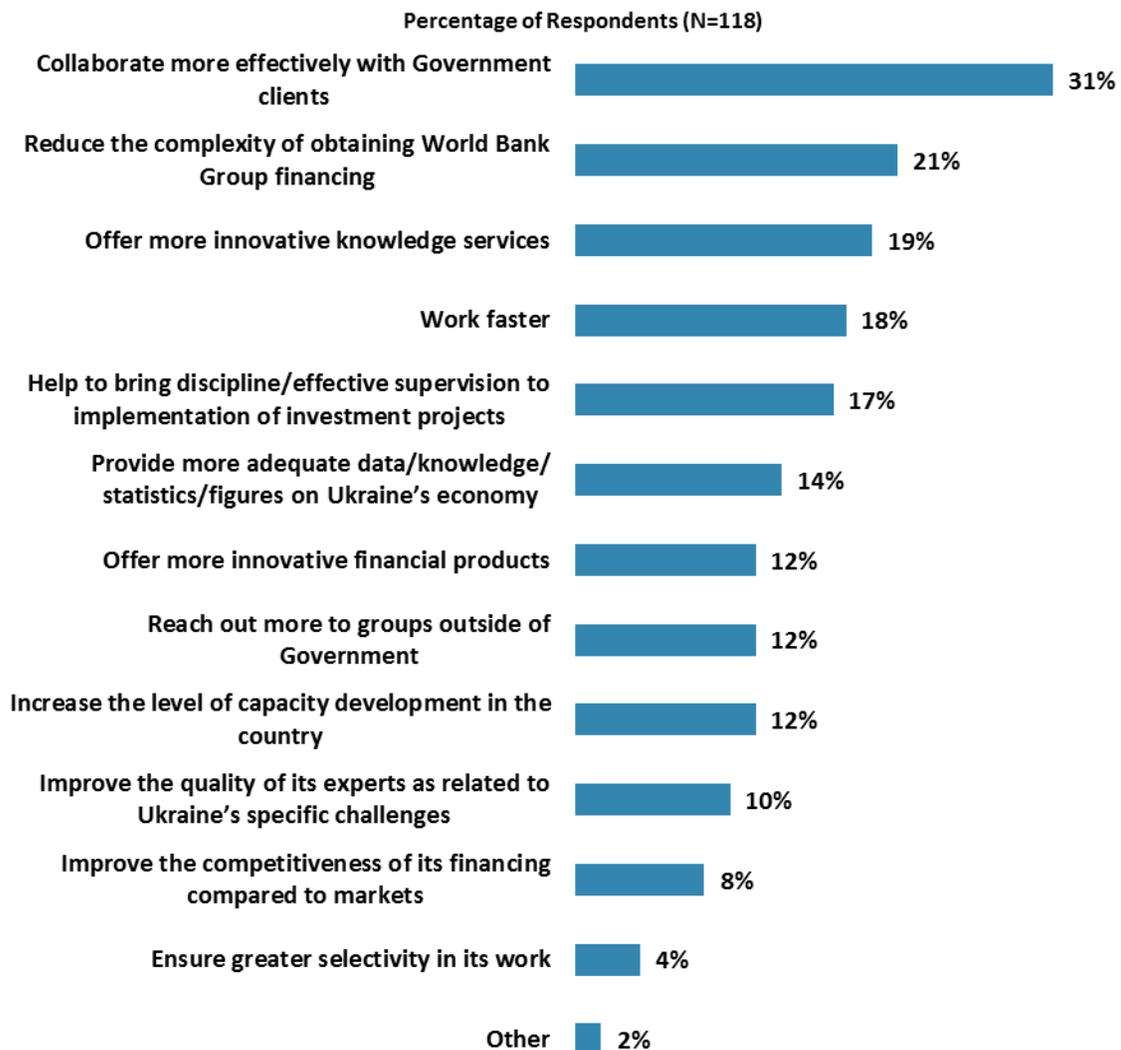
"The World Bank Groups's financial instruments meet the needs of Ukraine."  
(1-"Strongly disagree", 10-"Strongly agree")



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

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that, to make itself of greater value, the WBG should reach out more to groups outside of Government (percentage of respondents = 40%), followed by collaborate more effectively with Government clients (29%), reduce the complexity of obtaining WBG financing (27%), and increase the level of capacity development in Ukraine (23%).



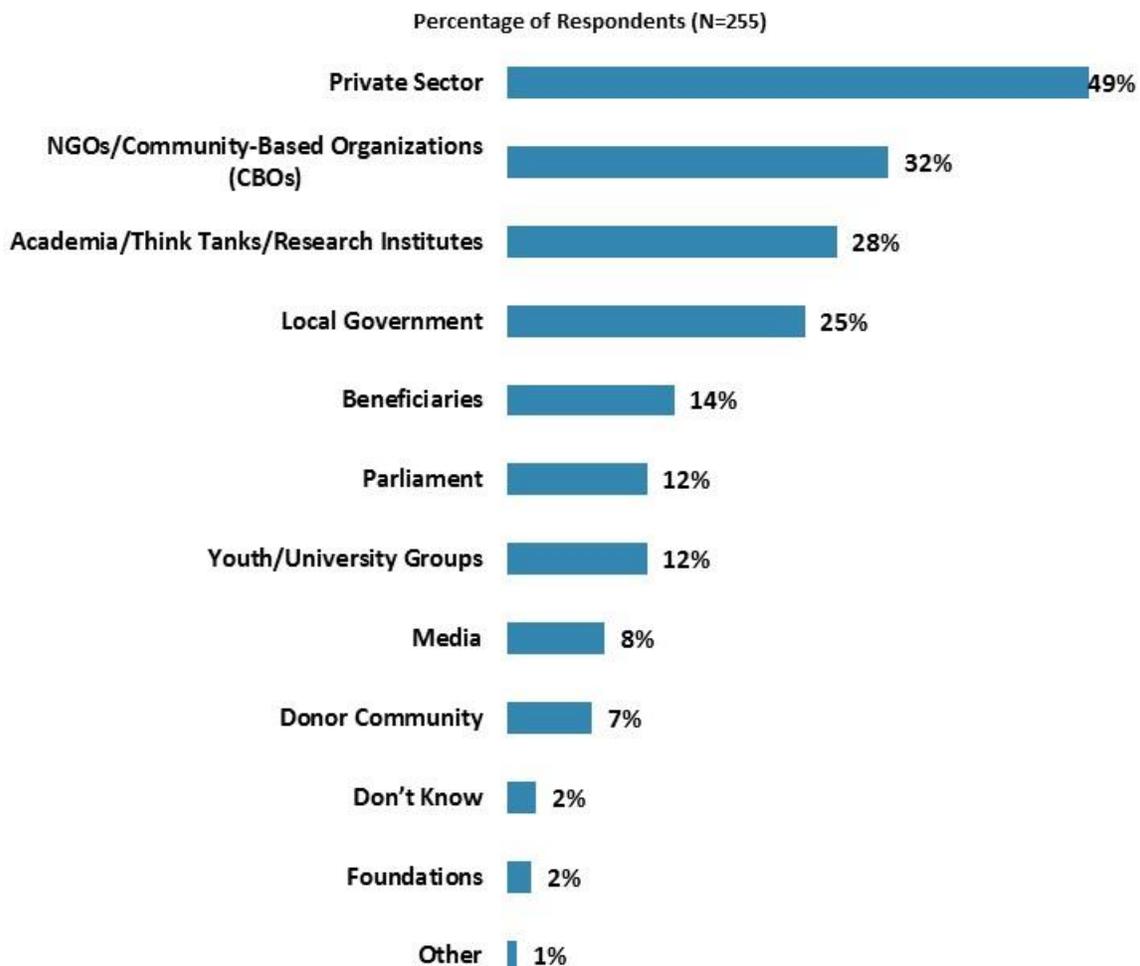
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Ukraine? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## IX. The Future Role of the WBG in Ukraine (continued)

### World Bank Group Should Collaborate More with...

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that the WBG should collaborate more with local government (percentage of respondents = 36%), CBOs (36%), NGOs (33%), and private sector (28%) to ensure better development results.
- **Stakeholders:** Compared to other stakeholder groups, respondents from PMUs/Consultants on WBG-supported projects and local government were significantly more likely to indicate that the WBG should collaborate more with beneficiaries, employees of ministries and respondents from local government and other organizations were significantly more likely to indicate more collaboration with local government, respondents from NGOs/CBOs were significantly more likely to indicate more collaboration with NGOs/CBOs, and respondents from academia were significantly more likely to indicate more collaboration with academia.



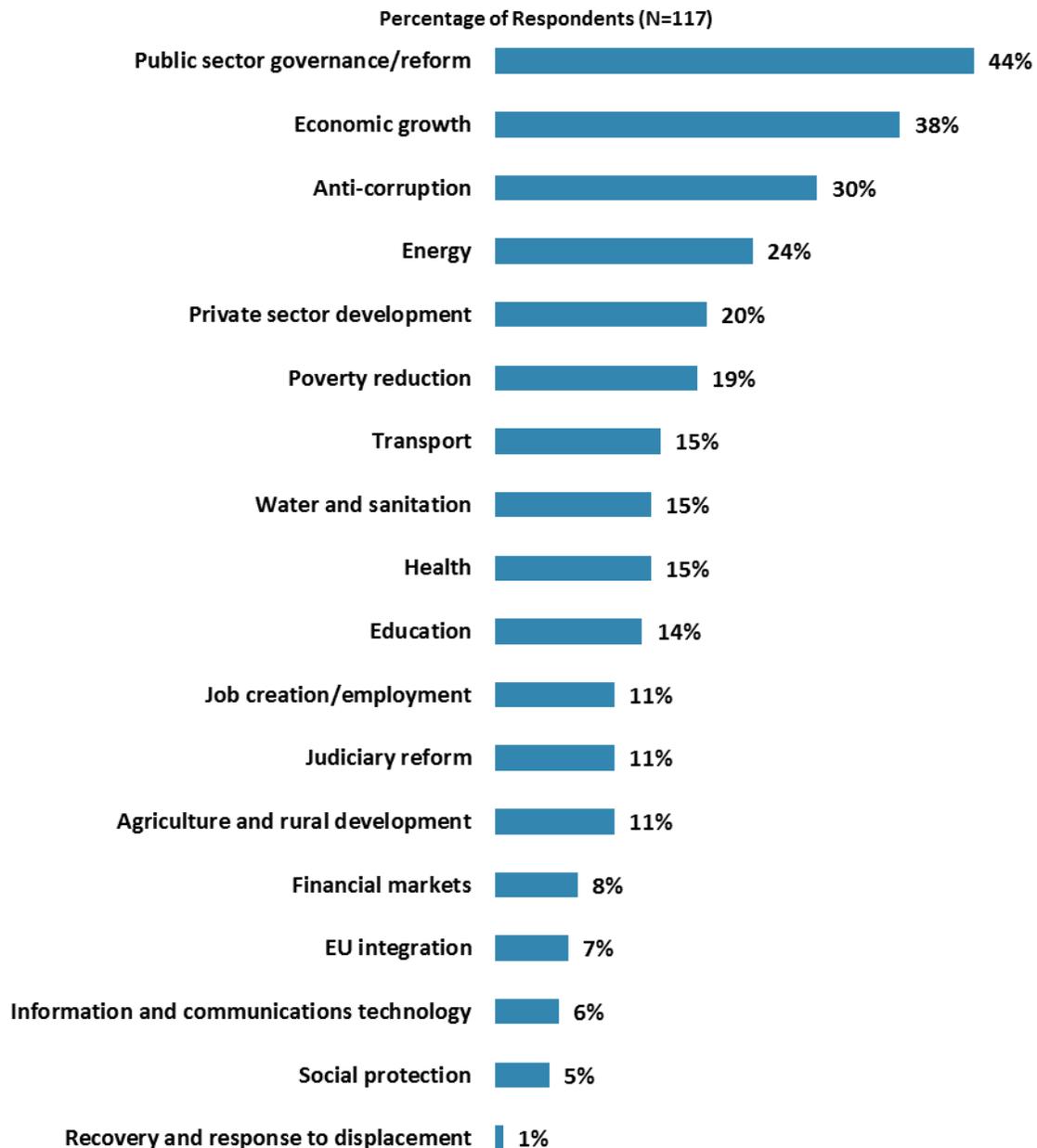
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## IX. The Future Role of the WBG in Ukraine (continued)

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

- **Year comparison:** Respondents from the FY '14 Country Survey indicated that the WBG should focus its resources in Ukraine on public sector governance/reform (percentage of respondents = 41%), followed by education (27%), anti-corruption (22%), and foreign direct investment (21%).



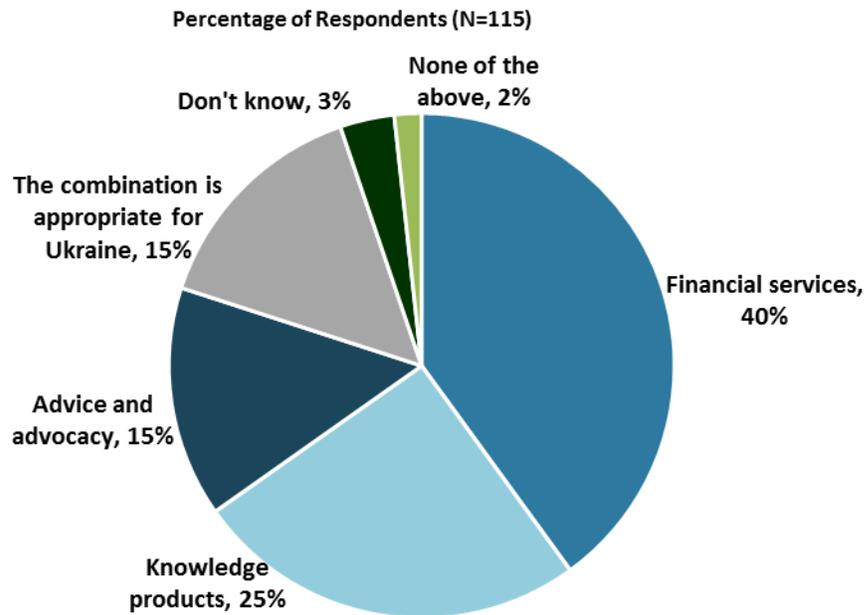
“When thinking about how the World Bank Group can have the most impact on development results in Ukraine, in which sectors do you believe the World Bank Group should focus most of its resources in Ukraine? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)



## IX. The Future Role of the WBG in Ukraine (continued)

### Future Combination of the WBG services

- **Year comparison:** Respondents from the FY '14 Country Survey indicated that the combination of services that the WBG provided in Ukraine was appropriate (percentage of respondents = 83%); just 7% of respondents indicated that the WBG should offer more knowledge products and 5% of respondents indicated that the WBG should offer more financial services.



"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.)

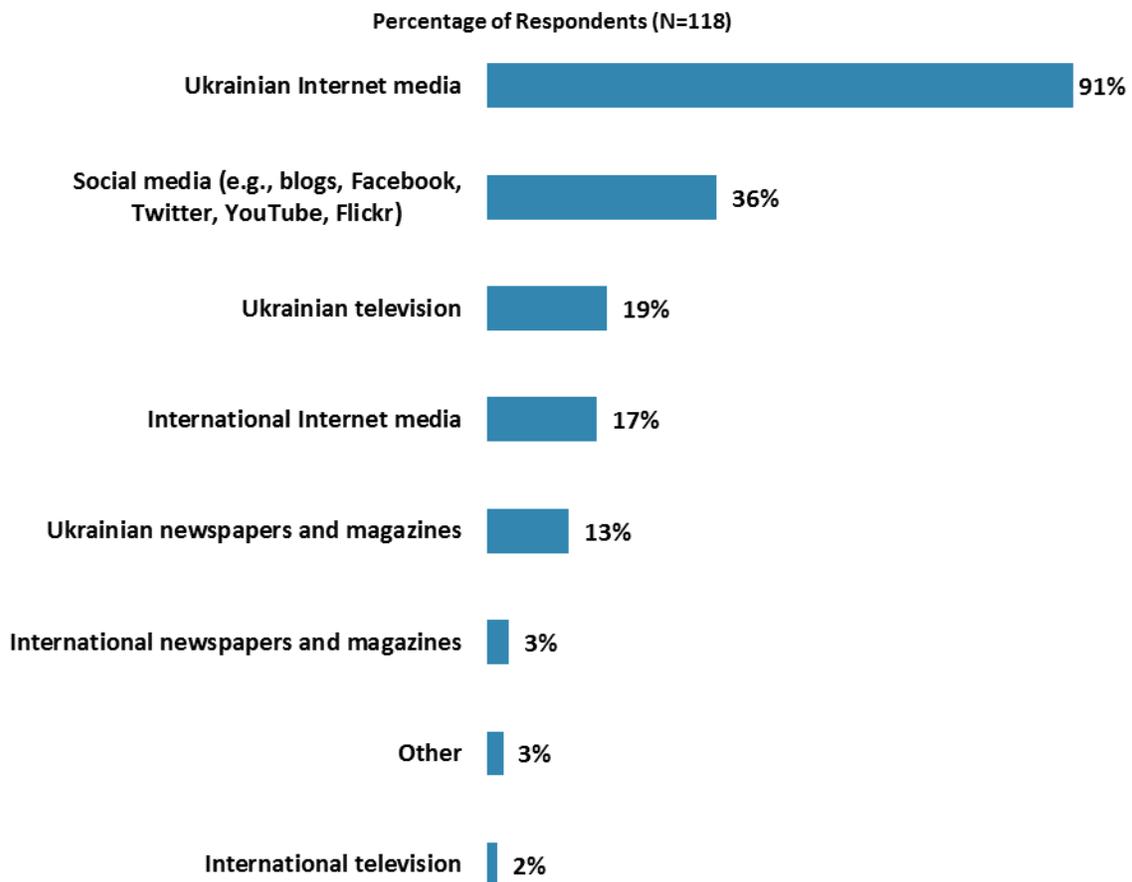


## X. Communication and Outreach

*When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 62) for all responses by stakeholder groups.*

### Information Sources

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that they got most of their information about economic and social development issues from the Internet (percentage of respondents = 94%), followed by local newspapers (37%), local television (17%), and social media (16%).



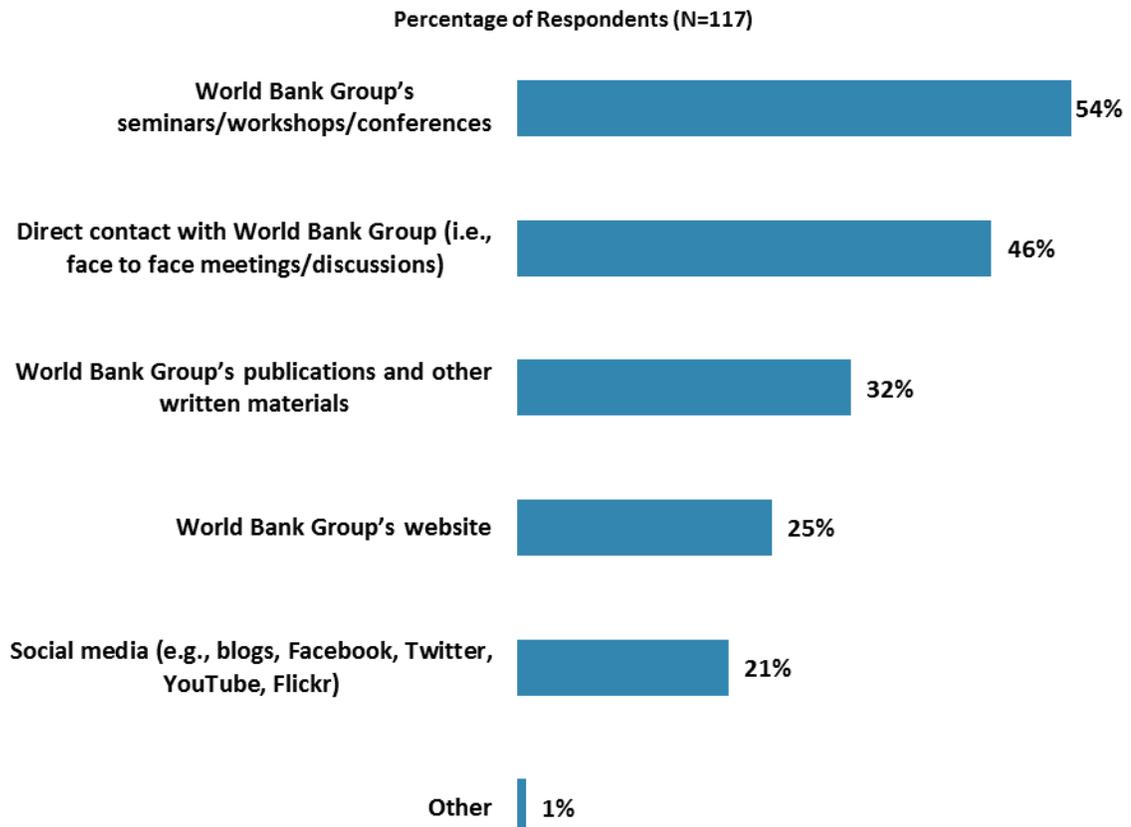
"How do you get most of your information about economic and social development issues in Ukraine? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that they preferred to get their information from the WBG's publications and other written materials (percentage of respondents = 37%), the WBG's seminars/workshops/conferences (35%), direct contact with the WBG (32%), and the WBG's website (29%).



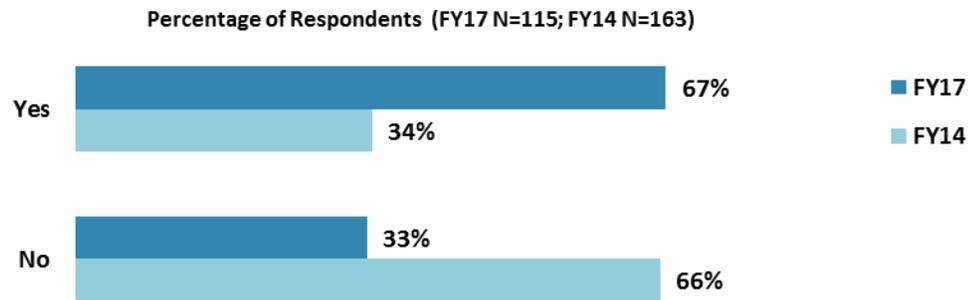
"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Access to Information

- **Stakeholders:** Respondents from academia and NGOs/CBOs were significantly *less* likely to indicate awareness of the WBG's Access to Information Policy compared to respondents from other 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 on a list of exceptions?"

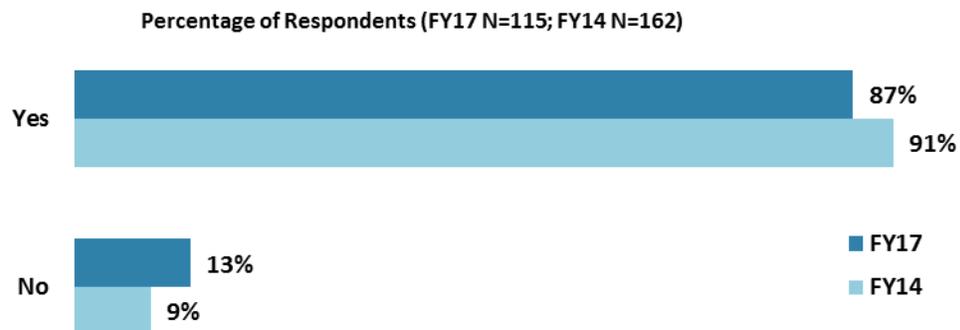
*Significantly different between FY17 and FY14*

### Access to the Internet

- All but one respondent in this year's Country Survey, and all respondents from the FY '14 Country Survey, indicated that they had reliable access to the Internet.

### WBG Website Usage

- **Stakeholders:** Respondents from academia were significantly *less* likely to indicate utilization of the WBG website compared to respondents from other stakeholder groups.

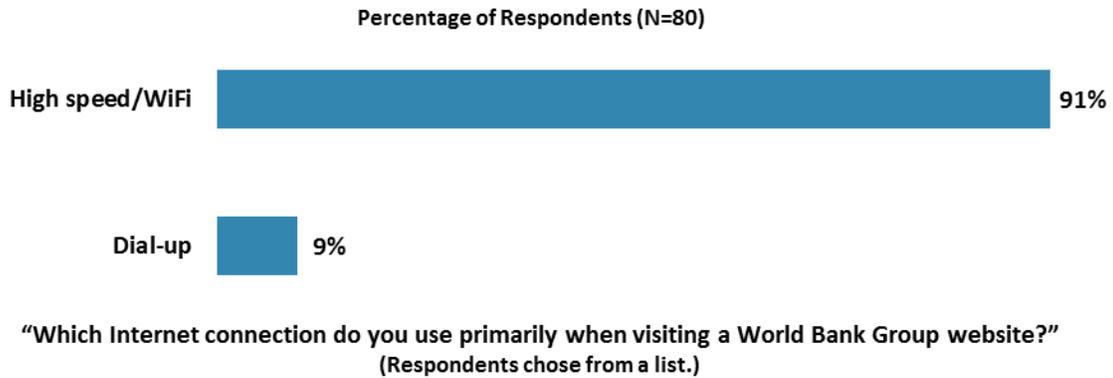


"Do you use/have you used the World Bank Group website?"



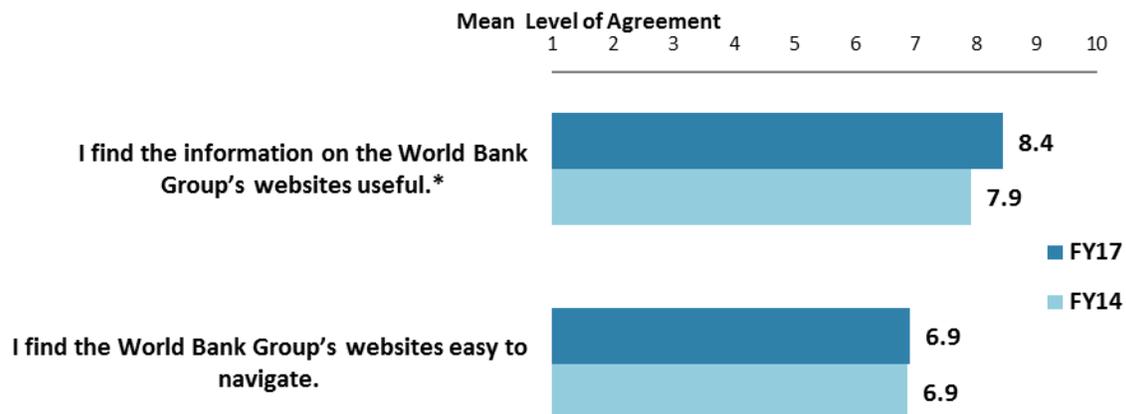
## X. Communication and Outreach (continued)

### WBG Website Internet Access



### WBG Website Evaluation

- **Stakeholders:** Employees of ministries and respondents from academia and other organizations had the highest levels of agreement that “I find the World Bank Group’s websites easy to navigate” whereas respondents from PMUs/Consultants on WBG-supported projects and local government had significantly lower levels of agreement.



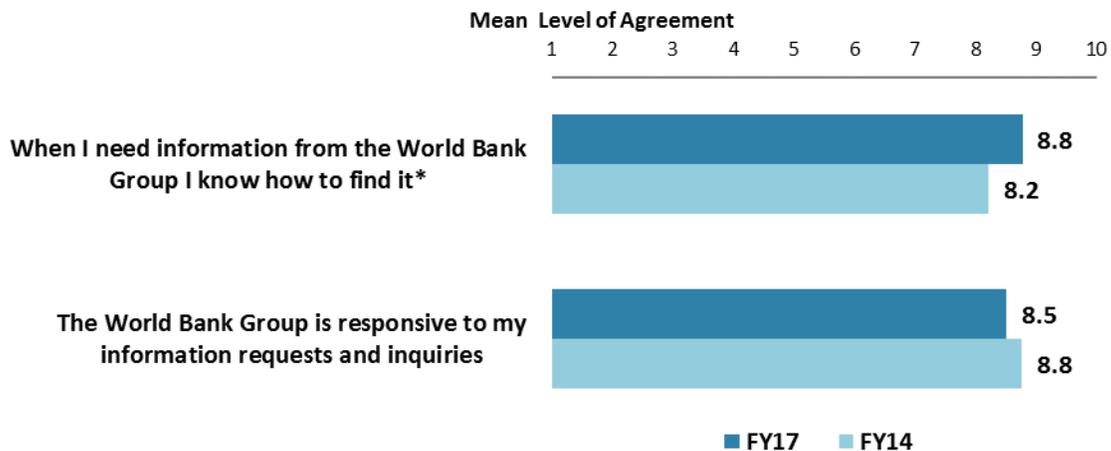
“Please rate how much you agree with the following statements.”  
(1-“Strongly disagree”, 10-“Strongly agree”) \*Significantly different between FY17 and FY14



## X. Communication and Outreach (continued)

### Information Sharing

- **Stakeholders:** Respondents from academia had significantly lower levels of agreement that “When I need information from the World Bank Group I know how to find it” compared to respondents from other stakeholder groups.
- **Collaboration:** Respondents who are collaborating with the WBG had significantly higher levels of agreement that “When I need information from the World Bank Group I know how to find it” (mean rating = 9.0) compared to respondents who are not collaborating with the WBG (mean rating = 7.7).

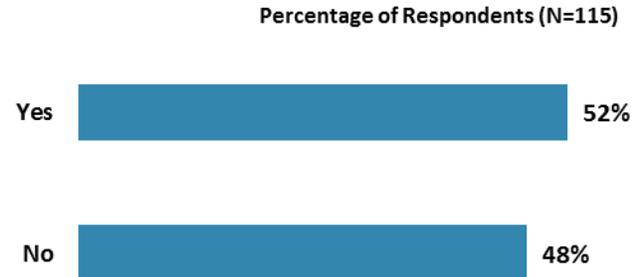


"Please rate how much you agree with the following statements."  
(1-"Strongly disagree", 10-"Strongly agree") \*Significantly different between FY17 and FY14



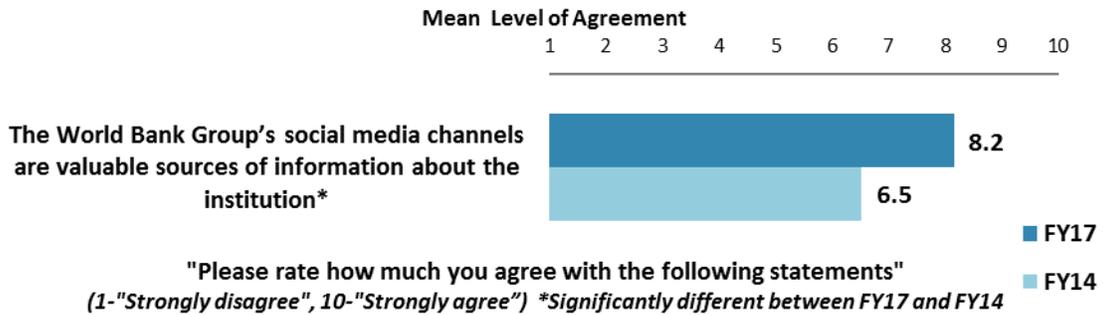
## X. Communication and Outreach (continued)

### WBG Social Media Usage



"Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?" (Respondents chose from a list.)

### WBG Social Media Evaluation





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### UKRAINE





## Appendix A: Responses to All Questions across All Respondents (N=118)

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=118)
The right direction	37.3%
The wrong direction	24.6%
Not sure	38.1%

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=117)
Anti-corruption	51.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	50.4%
Economic growth	25.6%
Judiciary reform	24.8%
Health	23.1%
Job creation/employment	18.8%
Private sector development	17.9%
Education	13.7%
Energy	12.8%
Poverty reduction	11.1%
Water and sanitation	10.3%
EU integration	8.5%
Transport (e.g., roads, bridges, transportation)	7.7%
Social protection (e.g., pensions, targeted social assistance)	7.7%
Financial markets	6.8%
Agriculture and rural development	3.4%
Information and communications technology	2.6%
Recovery and response to displacement	0.9%

**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=118)</b>
Economic growth	56.8%
Job creation/employment	45.8%
Anti-corruption	44.9%
Private sector development	28.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	27.1%
Social protection (e.g., pensions, targeted social assistance)	24.6%
Agriculture and rural development	14.4%
Energy	8.5%
Judiciary reform	7.6%
Transport (e.g., roads, bridges, transportation)	6.8%
Education	6.8%
Financial markets	4.2%
Water and sanitation	3.4%
Health	3.4%
EU integration	3.4%
Information and communications technology	2.5%
Recovery and response to displacement	1.7%

<b>4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. 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=105)</b>
A growing middle class	45.7%
Consistent economic growth	40.0%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	30.5%
Education and training that better ensure job opportunity	18.1%
Better employment opportunities for young people	12.4%
Greater access to health and nutrition for citizens	11.4%
Greater voice and participation for citizens to help ensure greater accountability	9.5%
Better opportunity for the poor who live in rural areas	8.6%
Better opportunity for the poor who live in urban areas	8.6%
Better quality public services	8.6%
More reliable social safety net	4.8%
Other	1.0%
Better employment opportunities for women	0.0%

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

5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Ukraine? (Select only ONE response)	Percentage of Respondents (N=116)
A very big problem	55.2%
A moderately big problem	38.8%
A small problem	4.3%
Not a problem at all	-
Don't know	1.7%

6. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)	Percentage of Respondents (N=116)
A very serious problem	25.0%
A somewhat serious problem	45.7%
Not too serious problem	25.0%
Not a problem	4.3%
Don't know	-

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

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Ukraine? (1-Not familiar at all, 10-Extremely familiar)	117	0	6.41	2.38

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Ukraine? (1-Not effective at all, 10-Very effective)	104	13	6.91	2.13

Staff Preparedness	N	DK	Mean	SD
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)	101	12	7.96	1.92



**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 sectors 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=117)</b>
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	44.4%
Economic growth	37.6%
Anti-corruption	29.9%
Energy	23.9%
Private sector development	19.7%
Poverty reduction	18.8%
Transport (e.g., roads, bridges, transportation)	15.4%
Water and sanitation	14.5%
Health	14.5%
Education	13.7%
Job creation/employment	11.1%
Judiciary reform	11.1%
Agriculture and rural development	11.1%
Financial markets	7.7%
EU integration	6.8%
Information and communications technology	6.0%
Social protection (e.g., pensions, targeted social assistance)	5.1%
Recovery and response to displacement	0.9%

<b>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?</b>	<b>Percentage of Respondents (N=101)</b>		
	<b>Greatest Value</b>	<b>2<sup>nd</sup> Greatest Value</b>	<b>Combined</b>
Financial resources	33.7%	16.8%	50.5%
Implementation support	8.9%	22.8%	31.7%
Bringing together different groups of stakeholders	19.8%	7.9%	27.7%
Policy advice, studies, analyses	9.9%	8.9%	18.8%
Promoting knowledge sharing	10.9%	7.9%	18.8%
Capacity development related to World Bank Group supported projects	7.9%	9.9%	17.8%
Technical assistance	6.9%	10.9%	17.8%
Mobilizing third party financial resources	2.0%	10.9%	12.9%
Data and statistics	0.0%	4.0%	4.0%
Other	0.0%	0.0%	0.0%

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

<b>6. 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=117)</b>
World Bank Group's processes too complex	39.3%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	35.0%
Not willing to honestly criticize policies and reform efforts in the country	32.5%
Not adequately sensitive to political/social realities in Ukraine	15.4%
Don't know	11.1%
Too influenced by developed countries	6.8%
Not exploring alternative policy options	6.0%
Not collaborating enough with stakeholders outside the Government	6.0%
Not enough public disclosure of its work	5.1%
Its advice and strategies do not lend themselves to practical problem solving	4.3%
Not aligned with other donors' work	3.4%
Not aligned with country priorities	3.4%
Other	2.6%
Staff too inaccessible	1.7%
Not client-focused	0.9%
The credibility of its knowledge/data	0.9%
Arrogant in its approach	0.0%

<b>7. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Ukraine Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)</b>	<b>Effectiveness</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. Investment Project Financing (IPF)	97	17	7.71	1.66
2. Development Policy Financing (DPF)	77	38	7.12	2.03
3. Trust funds and grants	64	47	7.02	2.65
4. Guarantees	51	65	6.33	2.26
5. IFC Investment Services	49	64	6.94	1.57
6. IFC Advisory Services	64	51	7.31	2.25

<b>8. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=116)</b>
Local government	53.4%
Beneficiaries	48.3%
Private sector	34.5%
Academia/think tanks/research institutes	19.8%
NGOs/Community Based Organizations	13.8%
Parliament	11.2%
Donor community	9.5%
Media	2.6%
Don't know	1.7%
Other	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
9. Overall the World Bank Group currently plays a relevant role in development in Ukraine*	109	6	6.74	2.56
10. The World Bank Group's work is aligned with what I consider the development priorities for Ukraine*	107	9	8.10	2.17

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)	Level of Agreement			
	N	DK	Mean	SD
11. Responsiveness to needs*	104	13	6.66	1.74
12. Flexibility (in terms of the institution's products and services)*	103	15	6.40	2.00
13. Flexibility (in terms of changing country circumstances)*	99	18	5.96	1.87
14. Being inclusive*	88	29	7.08	2.02
15. Openness (sharing data and other information)*	105	13	7.65	1.84
16. Collaboration with the Government*	92	25	8.12	1.65
17. The speed in which it gets things accomplished on the ground*	98	19	6.65	1.58
18. Helping to bring discipline/effective supervision to implementation of investment projects*	101	16	7.79	1.49
19. Collaboration with civil society*	81	36	6.96	1.76
20. Staff accessibility*	103	13	8.18	1.68
21. Collaboration with other donors and development partners*	75	43	7.89	1.86
22. Collaboration with the private sector*	79	39	6.51	2.05
23. Straightforwardness and honesty*	102	16	8.24	1.59
24. Treating clients and stakeholders in Ukraine with respect	108	10	8.70	1.36
25. Being a long-term partner*	104	14	7.97	2.54

26. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=118)
The Government works inefficiently	32.2%
Reforms are not well thought out in light of country challenges	29.7%
Political pressures and obstacles	27.1%
Poor coordination within the Government	19.5%
Lack of/inadequate levels of capacity in Government	18.6%
The World Bank Group is not sensitive enough to political/social realities on the ground	16.9%
The World Bank Group works too slowly	12.7%
There is not an adequate level of citizen/civil society participation	11.0%
The World Bank Group does not do adequate follow through/follow-up	10.2%
Other	1.7%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Ukraine? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	104	11	6.93	2.59
2. Private sector development	104	13	7.88	2.13
3. Education	106	11	7.75	2.15
4. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	109	8	7.86	2.96
5. EU integration	106	11	6.68	2.89
6. Recovery and response to displacement	100	16	7.80	2.36
7. Energy	109	8	8.18	2.03
8. Water and sanitation	109	8	8.04	2.16
9. Job creation/employment	108	10	8.16	2.08
10. Health	108	10	8.40	2.03
11. Financial markets	99	16	7.64	1.88
12. Transport (e.g., roads, bridges, transportation)	107	11	7.94	2.08
13. Agriculture and rural development	105	13	8.00	2.07
14. Poverty reduction	105	13	7.83	2.32
15. Anti-corruption	109	9	8.81	1.90
16. Judiciary reform	102	16	8.15	2.35
17. Economic growth	114	4	8.62	1.91
18. Information and communications technology	105	12	8.04	2.13

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

<b>2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Ukraine?</b> <i>(1-Not effective at all, 10-Very effective)</i>	<b>Effectiveness</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. Social protection (e.g., pensions, targeted social assistance)	77	40	5.10	2.02
2. Private sector development	76	40	5.17	1.82
3. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	88	29	5.99	1.62
4. EU integration	74	44	5.61	1.91
5. Recovery and response to displacement	70	46	6.39	1.76
6. Energy	84	32	7.13	1.67
7. Water and sanitation	88	30	7.18	1.82
8. Job creation/employment	83	34	5.19	1.78
9. Health	79	39	6.66	1.71
10. Financial markets	70	48	5.99	1.67
11. Transport (e.g., roads, bridges, transportation)	76	42	6.93	1.72
12. Agriculture and rural development	65	53	6.26	1.80
13. Poverty reduction	78	39	5.29	2.10
14. Anti-corruption	74	43	5.08	2.33
15. Judiciary reform	65	53	4.45	2.61
16. Economic growth	90	27	5.32	2.21

<b>Achieving Development Results*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent does the World Bank Group's work help to achieve development results in Ukraine? <i>(1-To no degree at all, 10-To a very significant degree)</i>	108	7	6.34	2.00

<b>To what extent do you agree with the following statements about the World Bank Group in Ukraine? <i>(1-Strongly disagree, 10-Strongly agree)</i></b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Ukraine*	108	10	8.31	1.88
5. The World Bank Group meets Ukraine's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	108	8	7.99	1.95

<b>Reimbursable Advisory Services (RAS)</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
6. To what extent do you believe that Ukraine received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? <i>(1-To no degree at all, 10-To a very significant degree)</i>	124	127	6.61	1.83

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=117)
Weekly	15.4%
Monthly	28.2%
A few times a year	34.2%
Rarely	18.8%
Never	3.4%

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	102	15	7.63	1.85
3. Include appropriate level of stakeholder involvement during preparation	96	20	7.50	1.69
4. Lead to practical solutions	99	17	7.21	1.71
5. Are accessible (well written and easy to understand)	106	10	7.69	1.62
6. Are source of relevant information on global good practices	104	12	8.19	1.47
7. Are relevant to country challenges	103	13	8.39	1.81
8. Are adequately disseminated	100	16	6.09	2.31
9. Are translated enough into local language	90	27	6.74	2.31
10. Are adaptable to Ukraine's specific development challenges and country circumstances*	95	21	6.89	1.97

Overall Evaluations	N	DK	Mean	SD
11. 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)	115	2	8.07	2.03
12. 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)	102	15	6.75	2.04

**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	103	14	5.74	1.75
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	106	11	7.11	1.66
3. The World Bank Group's approvals and reviews are done in a timely fashion	105	12	7.05	1.60
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	74	43	7.97	1.92
5. The World Bank Group's conditions on its lending are reasonable	92	23	7.62	1.89
6. The World Bank Group takes decisions quickly in Ukraine*	95	19	6.54	1.72
7. Working with the World Bank Group increases Ukraine's institutional capacity	107	10	7.23	1.95
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	72	45	7.43	1.69
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	105	11	7.76	1.64

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

WBG Promoting PPP in Ukraine	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Ukraine? (1-To no degree at all, 10-To a very significant degree)	96	21	6.86	2.09

**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=118)
Collaborate more effectively with Government clients (e.g., national, state, local)	31.4%
Reduce the complexity of obtaining World Bank Group financing	21.2%
Offer more innovative knowledge services	19.5%
Work faster	17.8%
Help to bring discipline/effective supervision to implementation of investment projects	16.9%
Provide more adequate data/knowledge/statistics/figures on Ukraine's economy	13.6%
Offer more innovative financial products	11.9%
Reach out more to groups outside of Government	11.9%
Increase the level of capacity development in the country	11.9%
Improve the quality of its experts as related to Ukraine's specific challenges	10.2%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	8.5%
Ensure greater selectivity in its work	4.2%
Other	1.7%

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=115)
Financial services	40.0%
Knowledge products	25.2%
Advice and advocacy	14.8%
The combination is appropriate for Ukraine	14.8%
Don't know	3.5%
None of the above	1.7%

**G. Communication and Information Sharing**

1. 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; N=118)
Ukrainian Internet media	90.7%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	35.6%
Ukrainian television	18.6%
International Internet media	16.9%
Ukrainian newspapers and magazines	12.7%
International newspapers and magazines	3.4%
Other	2.5%
International television	1.7%
Ukrainian radio	0.0%

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

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=117)
World Bank Group's publications and other written materials	32.5%
World Bank Group's seminars/workshops/conferences	53.8%
World Bank Group's website	24.8%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	46.2%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	20.5%
Other	0.9%

3. 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?	Percentage of Respondents (N=115)
Yes	67.0%
No	33.0%

4. Do you have reliable access to the Internet?	Percentage of Respondents (N=114)
Yes	99.1%
No	.9%

5. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=115)
Yes	87.0%
No	13.0%

6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Percentage of Respondents (N=115)
Yes	52.2%
No	47.8%

7. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=80)
High speed/WiFi	91.3%
Dial-up	8.8%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
8. I find the World Bank Group's websites easy to navigate.	103	14	6.91	2.56
9. I find the information on the World Bank Group's websites useful.	105	12	8.44	1.53
10. The World Bank Group's social media channels are valuable sources of information about the institution	55	61	8.15	2.34
11. When I need information from the World Bank Group I know how to find it	108	9	8.78	1.63
12. The World Bank Group is responsive to my information requests and inquiries	93	24	8.51	1.60

**H. Background Information**

<b>1. Which of the following best describes your current position? (Select only ONE response)</b>	<b>Percentage of Respondents (N=117)</b>
PMU overseeing implementation of project/Consultant/Contractor working on WBG supported project/program	41.0%
Academia/Research Institute/Think Tank	14.5%
Employee of a Ministry, Ministerial Department or Implementation Agency	10.3%
NGO/Community-Based Organization	10.3%
Local Government Office or Staff	9.4%
Private Sector Organization	2.6%
Media	2.6%
Other	2.6%
Office of Minister	1.7%
Bilateral/ Multilateral Agency	1.7%
Independent Government Institution	1.7%
Office of the President/Prime Minister	.9%
Financial Sector/Private Bank	.9%

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=118)</b>
Energy and extractives	17.8%
Water	12.7%
Health, nutrition, and population	10.2%
Finance and markets	10.2%
Generalist (specialized in multiple sectors)	10.2%
Governance	7.6%
Urban, rural, and social development	6.8%
Transport and ICT	5.1%
Other	5.1%
Social protection and labor	4.2%
Jobs	2.5%
Fragility, conflict and violence	1.7%
Education	1.7%
Macroeconomics and fiscal management	1.7%
Agriculture	1.7%
Public-private partnerships	.8%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)</b>	<b>Percentage of Respondents (N=117)</b>
Yes	78.6%
No	21.4%

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Ukraine? (Select only ONE response)</b>	<b>Percentage of Respondents (N=106)</b>
The World Bank (IBRD)	85.8%
Other	7.5%
The International Finance Corporation (IFC)	5.7%
The Multilateral Investment Guarantee Agency (MIGA)	.9%

**H. Background Information (continued)**

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=115)</b>
Yes	33.9%
No	66.1%

<b>6. If yes, what was your view of how the two institutions work together in Ukraine? (Choose no more than TWO)</b>	<b>Percentage of Respondents (N=39)</b>
The two institutions work well together	59.0%
The way the two institutions work together needs improvement	10.3%
Don't know	30.8%
The two institutions do not work well together	-

<b>7. 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=116)</b>
Collaborate as part of my professional duties	56.0%
Engage in World Bank Group related/sponsored events/activities	50.9%
Use World Bank Group reports/data	27.6%
Observer	10.3%
Use World Bank Group website for information, data, research, etc.	6.9%

<b>8. What's your gender?</b>	<b>Percentage of Respondents (N=118)</b>
Female	44.1%
Male	55.9%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=117)</b>
Kyiv	70.1%
Oblast Center	24.8%
Other City	5.1%



## Appendix B: Responses to All Questions by Stakeholder Groups<sup>2</sup>

Employee of a Ministry N=12 ● PMU/Consultant on WBG-supported project N=48 ● Local Government N=11 ● NGO/CBO N=12 ● Academia N=17 ● Other N=17

### A. General Issues facing Ukraine

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
The right direction	58.3%	37.5%	36.4%	25.0%	41.2%	29.4%
The wrong direction	25.0%	20.8%	9.1%	33.3%	35.3%	29.4%
Not sure	16.7%	41.7%	54.5%	41.7%	23.5%	41.2%

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)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
Health	16.7%	27.1%	18.2%	16.7%	29.4%	18.8%
Financial markets*	25.0%	4.2%	0.0%	0.0%	0.0%	18.8%
Private sector development	16.7%	27.1%	0.0%	8.3%	11.8%	18.8%
Education	16.7%	8.3%	36.4%	8.3%	5.9%	18.8%
Public sector governance/reform*	91.7%	43.8%	54.5%	66.7%	29.4%	50.0%
EU integration*	8.3%	0.0%	27.3%	8.3%	17.6%	12.5%
Energy	8.3%	18.8%	0.0%	25.0%	5.9%	6.3%
Water and sanitation	8.3%	16.7%	9.1%	0.0%	0.0%	6.3%
Job creation/employment	16.7%	14.6%	0.0%	16.7%	29.4%	31.3%
Transport	0.0%	16.7%	0.0%	0.0%	0.0%	6.3%
Agriculture and rural development	0.0%	2.1%	0.0%	0.0%	5.9%	12.5%
Information and communications technology	0.0%	2.1%	9.1%	0.0%	0.0%	6.3%
Economic growth*	8.3%	41.7%	18.2%	8.3%	29.4%	6.3%
Social protection	25.0%	6.3%	0.0%	8.3%	11.8%	0.0%
Recovery and response to displacement	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%
Poverty reduction	8.3%	8.3%	9.1%	0.0%	23.5%	18.8%
Anti-corruption*	25.0%	47.9%	72.7%	58.3%	76.5%	37.5%
Judiciary reform*	16.7%	14.6%	36.4%	75.0%	17.6%	25.0%

\*Significantly different between stakeholder groups

<sup>2</sup> Only 117 respondents provided the information about their current positions. Thus, only these respondents were included in the across-stakeholder analysis presented in this appendix.

**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)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
Judiciary reform*	0.0%	6.3%	0.0%	41.7%	5.9%	0.0%
Information and communications technology	0.0%	4.2%	0.0%	0.0%	0.0%	5.9%
Social protection	41.7%	22.9%	36.4%	25.0%	11.8%	17.6%
Agriculture and rural development	8.3%	18.8%	0.0%	8.3%	5.9%	29.4%
Economic growth	83.3%	56.3%	45.5%	41.7%	76.5%	41.2%
Recovery and response to displacement	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%
Transport	8.3%	6.3%	0.0%	0.0%	5.9%	17.6%
Energy	8.3%	12.5%	0.0%	16.7%	0.0%	5.9%
Anti-corruption	25.0%	41.7%	63.6%	58.3%	52.9%	35.3%
Water and sanitation	0.0%	6.3%	9.1%	0.0%	0.0%	0.0%
Job creation/employment	41.7%	45.8%	27.3%	41.7%	58.8%	47.1%
Public sector governance/reform	33.3%	20.8%	36.4%	16.7%	35.3%	35.3%
Health	8.3%	4.2%	9.1%	0.0%	0.0%	0.0%
Financial markets	0.0%	6.3%	0.0%	0.0%	0.0%	11.8%
EU integration	8.3%	0.0%	9.1%	0.0%	5.9%	5.9%
Education	8.3%	6.3%	27.3%	8.3%	0.0%	0.0%
Private sector development	16.7%	33.3%	27.3%	41.7%	17.6%	23.5%

\*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)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
Greater access to health and nutrition for citizens	8.3%	16.2%	10.0%	0.0%	18.8%	5.9%
Better entrepreneurial opportunities	33.3%	32.4%	40.0%	16.7%	31.3%	29.4%
A growing middle class	66.7%	48.6%	20.0%	58.3%	31.3%	47.1%
Better opportunity for the poor who live in rural areas	0.0%	10.8%	10.0%	8.3%	6.3%	11.8%
Better opportunity for the poor who live in urban areas*	0.0%	8.1%	30.0%	0.0%	0.0%	17.6%
Consistent economic growth	33.3%	45.9%	10.0%	25.0%	50.0%	47.1%
More reliable social safety net	16.7%	0.0%	0.0%	0.0%	6.3%	5.9%
Greater voice and participation for citizens to help ensure greater accountability*	16.7%	8.1%	0.0%	33.3%	6.3%	0.0%
Education and training that better ensure job opportunity	8.3%	18.9%	40.0%	25.0%	18.8%	5.9%
Better quality public services	16.7%	2.7%	20.0%	16.7%	12.5%	0.0%
Better employment opportunities for young people	0.0%	8.1%	20.0%	8.3%	12.5%	29.4%
Better employment opportunities for women	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%

\*Significantly different between stakeholder groups

Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Ukraine?\*

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
A very big problem	50.0%	69.6%	18.2%	50.0%	58.8%	47.1%
A moderately big problem	50.0%	28.3%	81.8%	50.0%	29.4%	29.4%
A small problem	-	2.2%	-	-	11.8%	11.8%
Not a problem at all	-	-	-	-	-	-
Don't know	-	-	-	-	-	11.8%

\*Significantly different between stakeholder groups



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

In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country?

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
A very serious problem	33.3%	30.4%	18.2%	8.3%	17.6%	29.4%
A somewhat serious problem	33.3%	56.5%	36.4%	58.3%	41.2%	23.5%
Not too serious problem	33.3%	13.0%	45.5%	25.0%	23.5%	41.2%
Not a problem	-	-	-	8.3%	17.6%	5.9%
Don't know	-	-	-	-	-	-

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

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			NGO/CBO			Academia			Other		
	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	6.50	1.73	47	6.74	2.49	11	5.55	1.86	12	6.33	3.09	17	5.65	2.89	17	6.59	1.37

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

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			NGO/CBO			Academia			Other		
	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	6.42	1.44	40	7.80	2.20	11	6.00	2.24	9	7.00	1.80	14	6.07	2.17	17	6.24	1.72

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

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			NGO/CBO			Academia			Other		
	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 WBG's staff is well prepared to help Ukraine solve its most complicated development challenges?	12	7.08	1.73	42	8.52	1.77	11	7.36	2.01	9	8.11	1.54	10	6.90	2.47	16	8.00	1.83

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

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

When thinking about how the World Bank Group can have the most impact on development results in Ukraine, in which sectors 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)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
Education	16.7%	14.9%	36.4%	0.0%	0.0%	17.6%
Public sector governance/reform*	66.7%	19.1%	81.8%	58.3%	47.1%	64.7%
EU integration	8.3%	6.4%	0.0%	8.3%	5.9%	11.8%
Energy	33.3%	25.5%	27.3%	33.3%	11.8%	17.6%
Water and sanitation	8.3%	25.5%	9.1%	0.0%	0.0%	11.8%
Job creation/employment*	8.3%	6.4%	0.0%	8.3%	35.3%	11.8%
Health	25.0%	17.0%	9.1%	8.3%	11.8%	11.8%
Financial markets*	25.0%	2.1%	0.0%	0.0%	0.0%	29.4%
Private sector development	8.3%	29.8%	18.2%	8.3%	11.8%	17.6%
Economic growth	41.7%	44.7%	18.2%	50.0%	29.4%	23.5%
Social protection	8.3%	6.4%	0.0%	8.3%	0.0%	5.9%
Recovery and response to displacement	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	16.7%	17.0%	9.1%	16.7%	41.2%	5.9%
Anti-corruption*	0.0%	34.0%	45.5%	25.0%	58.8%	5.9%
Judiciary reform	0.0%	8.5%	18.2%	8.3%	29.4%	5.9%
Transport	8.3%	21.3%	9.1%	25.0%	0.0%	17.6%
Agriculture and rural development	8.3%	12.8%	9.1%	8.3%	11.8%	11.8%
Information and communications technology*	0.0%	2.1%	0.0%	25.0%	5.9%	11.8%

\*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 Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
Bringing together different groups of stakeholders*	50.0%	13.3%	0.0%	20.0%	12.5%	45.5%
Capacity development related to World Bank Group supported projects	10.0%	8.9%	0.0%	0.0%	12.5%	9.1%
Technical assistance	10.0%	4.4%	25.0%	20.0%	0.0%	0.0%
Policy advice, studies, analyses*	10.0%	2.2%	0.0%	10.0%	43.8%	0.0%
Financial resources	10.0%	35.6%	62.5%	40.0%	25.0%	36.4%
Data and statistics	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Promoting knowledge sharing*	0.0%	22.2%	0.0%	0.0%	0.0%	0.0%
Implementation support	0.0%	13.3%	12.5%	10.0%	0.0%	9.1%
Mobilizing third party financial resources	10.0%	0.0%	0.0%	0.0%	6.3%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
Bringing together different groups of stakeholders	0.0%	4.4%	0.0%	20.0%	18.8%	9.1%
Capacity development related to World Bank Group supported projects	10.0%	11.1%	25.0%	10.0%	0.0%	0.0%
Technical assistance	10.0%	15.6%	12.5%	10.0%	0.0%	9.1%
Policy advice, studies, analyses*	0.0%	4.4%	37.5%	10.0%	18.8%	0.0%
Financial resources*	50.0%	13.3%	0.0%	10.0%	12.5%	27.3%
Data and statistics	0.0%	2.2%	0.0%	20.0%	6.3%	0.0%
Promoting knowledge sharing	20.0%	8.9%	0.0%	0.0%	6.3%	9.1%
Implementation support	0.0%	35.6%	0.0%	20.0%	18.8%	18.2%
Mobilizing third party financial resources	10.0%	4.4%	25.0%	0.0%	18.8%	27.3%
Other	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)**

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)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
World Bank Group's processes too complex*	66.7%	42.6%	36.4%	33.3%	5.9%	52.9%
Not willing to honestly criticize policies and reform efforts in the country	25.0%	31.9%	36.4%	33.3%	23.5%	47.1%
Staff too inaccessible	0.0%	0.0%	0.0%	0.0%	5.9%	5.9%
World Bank Group's processes too slow	41.7%	40.4%	27.3%	25.0%	35.3%	29.4%
Not aligned with other donors' work	16.7%	2.1%	0.0%	0.0%	0.0%	5.9%
Not aligned with country priorities*	0.0%	0.0%	18.2%	8.3%	5.9%	0.0%
Not adequately sensitive to political/social realities in Ukraine*	16.7%	8.5%	0.0%	16.7%	47.1%	11.8%
Too influenced by developed countries	0.0%	6.4%	9.1%	8.3%	5.9%	11.8%
Not exploring alternative policy options*	25.0%	2.1%	18.2%	0.0%	0.0%	5.9%
Not collaborating enough with stakeholders outside the Government	8.3%	4.3%	0.0%	16.7%	5.9%	5.9%
Its advice and strategies do not lend themselves to practical problem solving	0.0%	2.1%	18.2%	0.0%	5.9%	5.9%
Not enough public disclosure of its work	0.0%	4.3%	0.0%	16.7%	11.8%	0.0%
Arrogant in its approach	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not client-focused	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%
Other	0.0%	4.3%	0.0%	0.0%	5.9%	0.0%
Don't know	0.0%	12.8%	9.1%	16.7%	11.8%	5.9%

\*Significantly different between stakeholder groups



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

How EFFECTIVE do you believe the following World Bank Group’s instruments are in supporting the Ukraine Government’s efforts to reduce poverty?

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			NGO/CBO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)*	12	6.92	1.51	43	8.74	1.24	9	7.56	1.24	6	6.00	1.90	9	6.33	1.41	17	7.00	1.41
Development Policy Financing (DPF)*	12	6.67	1.23	28	8.07	2.00	7	5.86	3.13	7	6.71	1.80	9	6.22	1.92	13	6.85	1.57
Trust funds and grants*	9	6.33	1.87	27	8.37	2.72	4	4.50	3.00	6	6.00	2.45	7	6.00	1.92	11	6.36	2.11
Guarantees	10	6.80	1.55	9	5.67	3.24	3	2.67	2.89	5	6.40	0.89	9	6.56	1.88	14	6.79	1.72
IFC Investment Services*	10	7.60	1.35	9	6.56	1.81	4	7.25	0.50	5	6.00	1.58	9	5.89	1.36	12	7.75	1.42
IFC Advisory Services*	10	7.60	1.84	20	8.30	2.45	4	5.25	1.89	5	5.80	2.39	11	6.09	1.87	14	7.79	1.67

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

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
Beneficiaries*	33.3%	70.8%	63.6%	16.7%	18.8%	37.5%
Private sector	41.7%	43.8%	27.3%	16.7%	18.8%	37.5%
Local government*	75.0%	45.8%	81.8%	33.3%	37.5%	68.8%
Donor community	8.3%	8.3%	9.1%	8.3%	0.0%	25.0%
NGOs/Community Based Organizations*	8.3%	4.2%	9.1%	50.0%	31.3%	6.3%
Academia/think tanks/research institutes*	8.3%	10.4%	0.0%	33.3%	75.0%	6.3%
Parliament	25.0%	8.3%	9.1%	0.0%	12.5%	12.5%
Media	0.0%	0.0%	0.0%	8.3%	6.3%	6.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know*	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			NGO/CBO			Academia			Other		
	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*	12	6.67	2.10	43	7.79	2.60	11	5.82	2.79	11	5.55	2.73	15	6.33	1.95	16	5.63	2.09
The WBG's work is aligned with what I consider the development priorities for Ukraine*	12	8.42	2.15	44	8.82	1.40	11	7.64	2.54	11	7.27	3.13	13	5.92	2.02	15	8.47	1.89

\*Significantly different between stakeholder groups

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)

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			NGO/CBO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	12	6.50	1.62	41	6.73	1.64	11	6.36	1.36	9	7.00	2.18	15	6.33	2.50	15	6.80	1.27
Flexibility (in terms of the institution's products and services)	12	6.33	1.67	42	6.76	1.68	9	6.11	2.21	10	6.20	2.78	14	5.36	2.65	15	6.53	1.55
Flexibility (in terms of changing country circumstances)	12	6.08	1.51	37	6.19	1.73	10	5.30	1.95	9	5.89	2.37	14	5.43	2.44	16	6.19	1.68
Being inclusive*	12	6.50	1.51	35	8.37	1.72	6	6.00	1.27	9	6.56	1.74	13	5.92	2.57	12	6.00	1.13
Openness (sharing data and other information)*	12	7.67	1.23	43	8.30	1.64	11	7.36	1.12	9	6.44	2.07	13	6.69	2.59	16	7.38	1.75
Collaboration with the Government	12	8.00	1.48	36	8.67	1.49	6	7.67	1.03	9	7.33	2.40	14	7.43	1.40	14	8.07	1.77
The speed in which it gets things accomplished on the ground	12	6.33	1.50	43	6.72	1.65	9	6.89	0.93	8	6.50	1.77	13	6.00	1.63	12	7.17	1.53
Helping to bring discipline/effective supervision to implementation of investment projects*	12	6.92	1.38	43	8.49	1.49	10	7.60	0.84	7	7.00	0.82	13	7.31	1.49	15	7.33	1.45
Collaboration with civil society	9	6.89	1.76	31	6.77	1.67	6	7.50	1.38	9	7.67	2.00	14	6.64	2.44	11	6.91	0.83
Staff accessibility*	12	8.25	1.36	44	8.68	1.41	8	8.25	1.04	8	7.87	1.13	14	6.57	2.41	16	8.19	1.60
Collaboration with other donors and development partners	10	7.60	1.78	28	8.21	1.87	3	8.33	2.08	6	7.83	1.17	12	6.50	2.11	15	8.47	1.55
Collaboration with the private sector*	10	5.80	1.14	31	7.58	2.28	4	5.50	1.73	9	6.00	2.12	11	5.73	1.74	13	5.69	1.32
Straightforwardness and honesty*	12	7.92	1.78	45	8.82	1.15	8	7.50	1.41	9	8.00	1.23	11	7.00	2.32	16	8.06	1.65
Treating clients and stakeholders in Ukraine with respect	12	8.25	1.71	45	9.16	1.00	11	8.55	1.13	9	8.33	1.12	13	8.31	1.60	17	8.35	1.73
Being a long-term partner	12	8.50	1.51	41	7.12	3.44	11	8.82	0.98	10	8.30	1.70	12	7.83	2.29	17	8.88	0.99

\*Significantly different between stakeholder groups

**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)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
The World Bank Group does not do adequate follow through/follow-up	25.0%	0.0%	9.1%	16.7%	17.6%	11.8%
Political pressures and obstacles	41.7%	31.3%	36.4%	8.3%	11.8%	23.5%
Reforms are not well thought out in light of country challenges*	33.3%	14.6%	36.4%	25.0%	58.8%	41.2%
Poor coordination within the Government	25.0%	16.7%	36.4%	8.3%	23.5%	17.6%
The Government works inefficiently*	8.3%	27.1%	63.6%	58.3%	23.5%	35.3%
The World Bank Group is not sensitive enough to political/social realities on the ground*	16.7%	12.5%	9.1%	0.0%	41.2%	23.5%
Lack of/inadequate levels of capacity in Government	16.7%	22.9%	9.1%	25.0%	11.8%	17.6%
There is not an adequate level of citizen/civil society participation	8.3%	12.5%	0.0%	25.0%	0.0%	17.6%
The World Bank Group works too slowly	16.7%	22.9%	0.0%	0.0%	5.9%	5.9%
Other*	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			NGO/CBO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	11	6.09	2.59	39	7.31	2.43	11	5.64	3.01	11	8.27	2.05	14	7.00	2.32	17	6.41	2.90
Private sector development*	12	6.08	2.71	40	8.20	2.12	10	7.70	2.11	11	8.73	1.27	14	7.93	1.54	16	7.88	2.22
Education	11	6.73	2.45	41	7.56	2.17	11	8.36	2.20	11	9.09	1.45	15	7.80	1.94	16	7.44	2.16
Public sector governance/reform*	12	7.92	2.75	43	6.56	3.70	11	8.55	1.97	11	9.55	0.93	15	8.47	2.36	16	9.13	1.26
EU integration	12	6.00	1.54	41	6.32	3.59	10	6.60	2.37	11	6.91	2.91	14	6.93	2.90	17	7.65	2.00
Recovery and response to displacement	12	7.17	2.44	37	8.22	2.50	11	6.55	2.77	10	8.70	1.49	13	7.62	2.02	16	7.69	2.24
Energy	11	8.18	2.44	45	7.60	2.22	10	9.00	1.33	11	9.09	1.22	14	7.71	2.34	17	8.94	1.14
Water and sanitation	12	8.17	2.37	45	7.84	2.31	10	8.50	1.27	10	7.80	2.25	14	6.86	2.48	17	9.18	1.13
Job creation/employment	11	6.55	2.16	42	8.69	1.87	11	8.00	1.95	11	8.64	1.75	15	7.93	2.25	17	7.76	2.31
Health	11	8.73	2.10	44	7.91	2.24	11	8.36	2.06	11	9.27	1.56	14	8.29	1.94	16	9.00	1.63
Financial markets*	11	7.27	1.62	37	7.19	2.09	10	6.90	1.45	10	8.80	1.87	13	7.77	1.54	17	8.47	1.66
Transport	12	8.00	2.26	42	7.67	2.19	10	7.30	2.11	11	8.91	1.22	14	7.50	2.21	17	8.59	1.87
Agriculture and rural development*	12	8.00	2.45	42	7.62	2.20	10	8.30	1.57	11	8.73	1.35	13	6.92	2.36	16	9.12	1.26
Poverty reduction	12	7.92	2.15	41	7.80	2.51	11	7.09	2.43	11	9.18	1.54	14	7.93	2.20	15	7.27	2.37
Anti-corruption*	11	7.00	2.57	44	9.36	1.26	11	8.64	2.20	11	8.73	2.20	16	9.06	1.06	15	8.33	2.50
Judiciary reform*	11	6.00	2.93	39	7.90	2.22	11	8.36	2.69	11	9.64	1.21	15	8.20	2.46	14	9.07	1.33
Economic growth	12	7.50	2.11	46	9.15	1.41	11	8.55	2.58	11	8.64	2.06	16	8.50	2.22	17	8.18	1.91
Information and communications technology	12	7.42	2.39	41	7.66	2.22	10	9.00	1.63	11	8.45	1.70	15	7.93	2.66	15	8.67	1.45

\*Significantly different between stakeholder groups

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

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)

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			NGO/CBO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	11	5.36	1.86	29	5.38	1.92	8	4.00	2.00	9	5.00	2.65	10	5.20	2.35	10	4.90	1.73
Private sector development	10	5.10	1.37	27	5.30	1.82	7	4.57	1.27	10	5.30	2.75	9	5.22	2.28	13	5.15	1.41
Public sector governance/reform	11	6.18	1.08	31	5.87	1.63	9	5.44	1.01	10	5.60	2.76	10	6.40	1.90	16	6.25	1.07
EU integration	8	4.88	1.36	25	5.68	1.80	5	4.20	1.30	9	5.44	2.19	11	6.36	2.16	15	5.87	2.10
Recovery and response to displacement	10	7.30	0.82	25	5.52	1.50	6	6.67	1.37	9	6.78	2.39	8	6.37	2.33	11	6.91	1.58
Energy	10	7.90	1.20	34	7.00	1.84	6	7.50	0.84	10	6.90	2.47	8	6.25	1.75	16	7.37	0.89
Water and sanitation	11	7.64	0.81	36	7.36	2.03	6	7.00	1.55	9	6.33	2.40	8	5.75	1.91	17	7.53	1.07
Job creation/employment	12	5.67	1.23	32	5.34	1.62	6	4.83	1.60	10	4.40	2.01	10	4.80	2.78	12	5.42	1.68
Health	11	7.18	1.17	28	6.50	1.69	8	7.25	1.17	10	6.20	2.20	9	5.56	2.56	13	7.31	0.75
Financial markets	10	6.50	1.35	23	5.83	1.44	5	5.20	1.30	10	5.70	2.54	8	5.38	2.00	14	6.71	1.27
Transport	9	7.78	0.83	32	6.94	1.81	4	6.25	1.26	10	6.50	2.46	7	6.29	1.98	14	7.21	1.12
Agriculture and rural development*	10	6.60	1.65	23	5.78	1.20	4	7.00	1.83	10	6.30	2.36	6	4.83	2.56	12	7.33	1.44
Poverty reduction	11	5.36	1.21	30	5.87	2.11	6	4.33	1.37	9	4.89	2.93	10	5.00	2.79	12	4.83	1.53
Anti-corruption	9	4.78	1.48	23	5.78	2.02	6	3.33	1.97	10	5.20	3.19	12	5.17	2.66	14	4.71	2.30
Judiciary reform	6	4.17	2.14	21	5.38	2.04	6	1.83	0.75	9	4.44	3.58	11	5.09	2.59	12	3.67	2.81
Economic growth	12	5.25	1.49	36	5.69	2.20	7	3.86	1.57	10	5.60	3.10	10	5.50	2.88	15	4.87	1.69

\*Significantly different between stakeholder groups

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			NGO/CBO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in Ukraine?*	12	6.33	1.56	45	7.09	2.00	11	5.09	1.92	8	6.25	2.05	15	5.80	2.01	16	5.44	1.37

(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)

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			NGO/CBO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of Ukraine*	12	8.67	1.88	46	8.78	1.15	10	7.70	2.67	10	7.40	2.55	12	7.00	2.00	17	8.53	2.00
The WBG meets Ukraine's needs for knowledge services	12	8.75	1.66	44	7.64	2.06	11	8.27	1.95	9	8.33	1.66	14	7.29	1.73	17	8.47	2.04

\*Significantly different between stakeholder groups

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

How frequently do you consult World Bank Group's knowledge work and activities in the work you do? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
Weekly	41.7%	8.5%	9.1%	8.3%	11.8%	29.4%
Monthly	25.0%	25.5%	36.4%	25.0%	11.8%	47.1%
A few times a year	16.7%	40.4%	45.5%	41.7%	29.4%	23.5%
Rarely	16.7%	23.4%	9.1%	16.7%	35.3%	-
Never	-	2.1%	-	8.3%	11.8%	-

\*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)

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			NGO/CBO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	12	7.50	1.24	40	8.23	1.72	9	7.00	1.80	10	6.00	2.45	13	7.46	1.90	17	7.59	1.58
Include appropriate level of stakeholder involvement during preparation	11	7.45	1.04	39	7.74	1.87	9	7.33	0.87	10	6.80	2.44	12	7.08	1.98	15	7.80	1.01
Lead to practical solutions	11	7.00	1.41	40	7.78	1.35	10	6.50	2.01	10	6.90	2.60	12	6.50	2.07	16	7.13	1.31
Are accessible (well written and easy to understand)	12	7.58	1.31	42	8.10	1.59	10	7.50	1.18	9	7.89	1.27	16	6.62	2.31	17	7.76	1.20
Are source of relevant information on global good practices	12	7.83	1.40	39	8.56	1.45	10	7.60	1.65	10	8.10	1.37	16	7.88	1.86	17	8.29	0.99
Are relevant to country challenges*	12	9.00	1.21	39	8.97	1.27	10	7.90	2.42	9	8.11	1.90	16	6.75	2.08	17	8.59	1.70
Are adequately disseminated*	12	5.58	1.38	36	7.44	2.43	9	5.00	2.45	11	4.64	2.25	16	5.75	1.95	16	5.37	1.50
Are translated enough into local language*	12	5.58	1.31	33	7.73	2.36	7	7.43	2.15	9	5.44	1.94	14	6.36	2.47	14	6.07	2.02
Are adaptable to Ukraine's specific development challenges and country circumstances*	12	6.58	1.31	33	7.97	1.94	9	6.44	1.42	10	6.60	2.01	14	5.50	2.28	17	6.59	1.46

\*Significantly different between stakeholder groups

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			NGO/CBO			Academia			Other		
	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 WBG's knowledge work and activities make to development results in your country?	12	8.00	1.71	47	8.23	2.31	11	7.82	2.48	11	7.91	1.58	17	8.24	1.82	16	7.69	1.74
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	12	6.83	1.47	39	7.51	2.25	10	5.70	1.57	10	6.20	2.04	15	6.40	1.88	15	5.87	1.60

(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)

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			NGO/CBO			Academia			Other		
	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	11	5.64	0.67	46	6.11	1.77	10	5.20	2.74	10	4.50	1.84	8	5.88	1.13	17	5.59	1.28
The World Bank Group effectively monitors and evaluates the projects and programs it supports	11	6.64	1.63	45	7.29	1.82	11	7.36	1.29	8	7.25	1.83	14	6.71	1.54	16	6.88	1.41
The World Bank Group's approvals and reviews are done in a timely fashion	11	6.73	1.10	45	7.22	1.74	11	7.18	1.40	8	7.13	1.55	13	6.38	1.33	16	7.06	1.81
The World Bank Group's "Safeguard Policy" requirements are reasonable	11	8.27	2.05	32	7.34	2.06	5	9.20	1.30	7	8.14	2.12	5	7.60	1.82	13	8.69	1.11
The World Bank Group's conditions on its lending are reasonable	12	7.67	1.56	39	7.62	2.01	7	7.71	1.25	8	6.38	2.67	9	7.00	1.66	16	8.38	1.50
The World Bank Group takes decisions quickly in Ukraine	10	6.50	1.18	42	6.83	1.77	7	6.00	2.08	8	5.37	1.77	10	6.90	1.97	17	6.24	1.35
Working with the World Bank Group increases Ukraine's institutional capacity	12	6.75	1.87	43	7.21	2.01	11	7.45	2.02	10	6.90	2.08	14	7.71	1.98	16	7.13	1.78
Where country systems are adequate, the World Bank Group makes appropriate use of them	12	7.25	1.22	30	7.23	2.11	5	7.40	1.95	7	7.43	1.13	6	7.33	1.51	11	8.00	1.00
The World Bank Group provides effective implementation support	11	8.09	1.14	46	7.74	1.83	9	7.89	1.36	8	8.38	1.30	13	7.15	2.04	17	7.59	1.28

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			NGO/CBO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the WBG's work helps to find solutions that promote private public partnerships in Ukraine?*	12	6.92	1.44	36	7.67	2.39	11	5.36	1.86	9	6.56	1.51	12	6.58	2.28	15	6.27	1.28

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



## 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)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
Offer more innovative knowledge services	33.3%	18.8%	45.5%	0.0%	11.8%	17.6%
Collaborate more effectively with Government clients	41.7%	33.3%	27.3%	16.7%	23.5%	41.2%
Work faster	8.3%	29.2%	18.2%	8.3%	5.9%	11.8%
Reduce the complexity of obtaining World Bank Group financing	8.3%	27.1%	0.0%	25.0%	17.6%	23.5%
Help to bring discipline/effective supervision to implementation of investment projects	16.7%	10.4%	27.3%	25.0%	23.5%	11.8%
Offer more innovative financial products	16.7%	8.3%	36.4%	0.0%	11.8%	11.8%
Ensure greater selectivity in its work	0.0%	4.2%	0.0%	0.0%	11.8%	5.9%
Provide more adequate data/knowledge/statistics/figures on Ukraine's economy*	33.3%	2.1%	18.2%	8.3%	23.5%	23.5%
Improve the competitiveness of its financing compared to markets	16.7%	4.2%	0.0%	8.3%	5.9%	23.5%
Reach out more to groups outside of Government*	0.0%	10.4%	0.0%	58.3%	11.8%	0.0%
Increase the level of capacity development in the country	25.0%	14.6%	0.0%	0.0%	11.8%	11.8%
Improve the quality of its experts as related to Ukraine's specific challenges*	0.0%	2.1%	18.2%	16.7%	29.4%	11.8%
Other	0.0%	2.1%	0.0%	8.3%	0.0%	0.0%

\*Significantly different between stakeholder groups

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	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
Financial services*	54.5%	29.8%	63.6%	25.0%	23.5%	68.8%
Knowledge products	18.2%	36.2%	27.3%	16.7%	11.8%	18.8%
Advice and advocacy*	18.2%	2.1%	9.1%	33.3%	47.1%	6.3%
None of the above*	-	-	-	-	11.8%	-
The combination is appropriate for Ukraine	9.1%	27.7%	-	8.3%	5.9%	6.3%
Don't know	-	4.3%	-	16.7%	-	-

\*Significantly different between stakeholder groups



## G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
Ukrainian radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ukrainian newspapers and magazines	25.0%	10.4%	9.1%	25.0%	5.9%	11.8%
International newspapers and magazines*	0.0%	0.0%	0.0%	8.3%	17.6%	0.0%
Ukrainian television	16.7%	14.6%	27.3%	25.0%	23.5%	11.8%
International television	0.0%	0.0%	0.0%	8.3%	5.9%	0.0%
Ukrainian Internet media*	91.7%	97.9%	90.9%	75.0%	76.5%	100.0%
International Internet media	8.3%	14.6%	0.0%	33.3%	35.3%	11.8%
Social media	41.7%	39.6%	36.4%	25.0%	23.5%	35.3%
Other	8.3%	0.0%	0.0%	0.0%	5.9%	5.9%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
WBG's publications and other written materials*	33.3%	16.7%	45.5%	41.7%	56.3%	41.2%
World Bank Group's seminars/workshops/conferences*	25.0%	75.0%	45.5%	25.0%	56.3%	35.3%
World Bank Group's website	25.0%	22.9%	9.1%	33.3%	37.5%	23.5%
Direct contact with World Bank Group*	75.0%	29.2%	72.7%	75.0%	18.8%	58.8%
Social media	8.3%	33.3%	0.0%	8.3%	12.5%	23.5%
Other	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%

\*Significantly different between stakeholder groups

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 a list of exceptions?\*

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
Yes	83.3%	69.6%	81.8%	50.0%	25.0%	88.2%
No	16.7%	30.4%	18.2%	50.0%	75.0%	11.8%

\*Significantly different between stakeholder groups

Do you have reliable access to the Internet?

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
Yes	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%
No	8.3%					

**G. Communication and Information Sharing (continued)****Do you use/have used the World Bank Group website?\***

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
Yes	100.0%	95.7%	81.8%	91.7%	50.0%	88.2%
No	-	4.3%	18.2%	8.3%	50.0%	11.8%

\*Significantly different between stakeholder groups

**Do you currently consult the World Bank Group social media sites?**

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
Yes	66.7%	52.2%	36.4%	41.7%	37.5%	70.6%
No	33.3%	47.8%	63.6%	58.3%	62.5%	29.4%

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
High speed/WiFi	100.0%	84.4%	100.0%	100.0%	100.0%	80.0%
Dial-up	-	15.6%	-	-	-	20.0%

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

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			NGO/CBO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.*	11	8.27	1.35	48	5.77	3.03	9	6.67	2.12	9	7.56	1.01	10	8.40	1.08	15	8.20	1.37
I find the information on the World Bank Group's websites useful.	12	8.75	1.06	48	8.54	1.68	9	7.22	1.99	10	8.60	0.97	10	8.20	1.40	15	8.60	1.35
The World Bank Group's social media channels are valuable sources of information about the institution	6	8.17	1.94	25	8.44	1.98	2	6.00	4.24	5	7.20	3.63	7	8.00	3.22	9	8.33	2.06
When I need information from the World Bank Group I know how to find it*	12	9.00	1.21	47	8.83	1.45	8	8.63	1.60	11	9.00	1.27	13	7.38	2.73	16	9.44	0.89
The World Bank Group is responsive to my information requests and inquiries	12	9.17	1.19	45	8.04	1.88	8	8.63	1.06	7	8.14	1.35	6	9.00	0.63	14	9.21	1.12

\*Significantly different between stakeholder groups



## H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?\*

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
Yes	91.7%	100.0%	81.8%	58.3%	23.5%	76.5%
No	8.3%	-	18.2%	41.7%	76.5%	23.5%

\*Significantly different between stakeholder groups

Which of the following agencies of the World Bank Group do you primarily engage with in Ukraine?\* (Select only ONE response)

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
The World Bank (IBRD)	100.0%	100.0%	81.8%	75.0%	42.9%	81.8%
The International Finance Corporation (IFC)	-	-	18.2%	-	21.4%	9.1%
The Multilateral Investment Guarantee Agency (MIGA)	-	-	-	-	7.1%	-
Other	-	-	-	25.0%	28.6%	9.1%

\*Significantly different between stakeholder groups

Do your projects involve both the World Bank and the IFC?\*

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
Yes	58.3%	19.1%	54.5%	30.0%	17.6%	58.8%
No	41.7%	80.9%	45.5%	70.0%	82.4%	41.2%

\*Significantly different between stakeholder groups

If yes, what was your view of how the two institutions work together in Ukraine?\* (Select only ONE response)

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
The two institutions work well together	71.4%	44.4%	16.7%	100.0%	66.7%	80.0%
The way the two institutions work together needs improvement	-	22.2%	-	-	-	20.0%
The two institutions do not work well together	-	-	-	-	-	-
Don't know	28.6%	33.3%	83.3%	-	33.3%	-

\*Significantly different between stakeholder groups

**H. Background Information (continued)**

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)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
Observer*	0.0%	0.0%	0.0%	27.3%	37.5%	17.6%
Use World Bank Group reports/data	25.0%	33.3%	18.2%	45.5%	12.5%	23.5%
Engage in World Bank Group related/sponsored events/activities	41.7%	52.1%	36.4%	54.5%	56.3%	52.9%
Collaborate as part of my professional duties*	75.0%	72.9%	72.7%	18.2%	6.3%	58.8%
Use World Bank Group website for information, data, research, etc.	0.0%	8.3%	9.1%	9.1%	12.5%	0.0%
Observer*	0.0%	0.0%	0.0%	27.3%	37.5%	17.6%

\*Significantly different between stakeholder groups

**What's your gender?**

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	NGO/CBO	Academia	Other
Female	66.70%	41.7%	63.6%	33.3%	23.5%	52.9%
Male	33.3%	58.3%	36.4%	66.7%	76.5%	47.1%

**Appendix C: Responses to Select Questions by Geographic Locations<sup>3</sup>**

Kyiv N=82 ● Oblast Center and Other Cities N=35

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

	Kyiv			Oblast Center & Other Cities		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Ukraine? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	81	6.46	2.42	35	6.20	2.27

	Kyiv			Oblast Center & Other Cities		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Ukraine. <i>(1-Not effective at all, 10-Very effective)</i>	73	6.86	2.07	30	6.93	2.26

	Kyiv			Oblast Center & Other Cities		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Ukraine solve its most complicated development challenges? <i>(1-To no degree at all, 10-To a very significant degree)</i>	67	8.00	1.83	33	7.82	2.10

**How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Ukraine Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)**

	Kyiv			Oblast Center & Other Cities		
	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)	66	7.65	1.81	30	7.77	1.28
Development Policy Financing (DPF)	57	7.30	1.94	19	6.42	2.17
Trust funds and grants	49	7.06	2.65	14	6.64	2.68
Guarantees	38	6.26	1.91	13	6.54	3.15
IFC Investment Services	38	6.79	1.61	11	7.45	1.37
IFC Advisory Services	50	7.44	2.22	13	6.62	2.29

<sup>3</sup> Only 117 respondents provided the information about their geographic location. Thus, only these respondents were included in the across-location analysis presented in this appendix.

**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)

	Kyiv			Oblast Center & Other Cities		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Ukraine	74	6.54	2.55	34	7.09	2.56
The WBG's work is aligned with what I consider the development priorities for Ukraine	74	8.07	2.24	32	8.12	2.04

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			Oblast Center & Other Cities		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	70	6.44	1.85	33	7.18	1.40
Flexibility (in terms of the institution's products and services)*	71	6.11	1.93	31	7.10	2.04
Flexibility (in terms of changing country circumstances)	68	5.82	1.88	30	6.30	1.86
Being inclusive	65	7.08	2.00	22	6.95	2.06
Openness (sharing data and other information)	71	7.55	1.92	33	7.79	1.67
Collaboration with the Government	70	8.14	1.70	21	7.95	1.50
The speed in which it gets things accomplished on the ground*	68	6.32	1.58	29	7.48	1.27
Helping to bring discipline/effective supervision to implementation of investment projects	67	7.64	1.59	33	8.03	1.21
Collaboration with civil society	60	6.78	1.82	20	7.60	1.39
Staff accessibility	71	8.08	1.80	31	8.35	1.36
Collaboration with other donors and development partners	57	7.86	1.97	17	7.88	1.45
Collaboration with the private sector	61	6.52	2.15	17	6.24	1.52
Straightforwardness and honesty	71	8.20	1.64	30	8.27	1.48
Treating clients and stakeholders in Ukraine with respect	73	8.67	1.34	34	8.74	1.40
Being a long-term partner*	71	7.66	2.79	32	8.87	1.13

\*Significantly different between geographic locations



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

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

	Kyiv			Oblast Center & Other Cities		
	N	Mean	SD	N	Mean	SD
Social protection	72	7.15	2.60	31	6.48	2.55
Private sector development	73	8.03	2.28	30	7.47	1.70
Education	73	7.62	2.25	32	8.16	1.85
Public sector governance/reform	76	7.62	3.28	32	8.66	1.49
EU integration	75	6.41	3.05	30	7.53	2.13
Recovery and response to displacement*	70	8.16	2.24	29	6.86	2.42
Energy	76	8.09	2.16	32	8.50	1.65
Water and sanitation*	74	7.73	2.31	34	8.79	1.55
Job creation/employment	75	8.00	2.18	32	8.47	1.83
Health	74	8.32	2.13	33	8.67	1.74
Financial markets	70	7.71	2.02	28	7.54	1.48
Transport	75	7.97	2.07	31	7.97	2.11
Agriculture and rural development	76	7.84	2.23	28	8.54	1.37
Poverty reduction	75	7.80	2.38	29	8.00	2.16
Anti-corruption	77	8.73	2.00	31	8.97	1.66
Judiciary reform	72	7.97	2.45	29	8.69	2.00
Economic growth	79	8.66	1.92	34	8.50	1.93
Information and communications technology	77	7.86	2.21	27	8.67	1.73

\*Significantly different between geographic locations

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

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			Oblast Center & Other Cities		
	N	Mean	SD	N	Mean	SD
Social protection	58	5.17	1.90	18	4.89	2.47
Private sector development	58	5.09	1.75	17	5.47	2.13
Public sector governance/reform	65	5.91	1.58	22	6.27	1.78
EU integration	56	5.50	1.61	17	6.00	2.74
Recovery and response to displacement	54	6.35	1.84	15	6.60	1.45
Energy	64	7.05	1.78	19	7.53	1.17
Water and sanitation*	63	6.79	1.72	24	8.29	1.65
Job creation/employment	64	4.94	1.62	18	6.11	2.11
Health	60	6.35	1.69	18	7.78	1.31
Financial markets	56	5.91	1.65	13	6.38	1.81
Transport*	59	6.75	1.72	16	7.75	1.48
Agriculture and rural development	52	6.08	1.78	12	7.17	1.70
Poverty reduction	61	5.26	2.07	16	5.44	2.31
Anti-corruption	58	5.03	2.16	15	5.27	3.06
Judiciary reform	49	4.41	2.42	15	4.53	3.34
Economic growth	70	5.34	2.19	19	5.26	2.38

\*Significantly different between geographic locations

	Kyiv			Oblast Center & Other Cities		
	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in Ukraine?	74	6.30	1.84	33	6.39	2.34

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

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

	Kyiv			Oblast Center & Other Cities		
	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of Ukraine	74	8.28	1.90	33	8.36	1.88
The WBG meets Ukraine's needs for knowledge services	74	7.84	1.98	33	8.42	1.80

(1-Strongly disagree, 10-Strongly agree)



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

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

	Kyiv			Oblast Center & Other Cities		
	N	Mean	SD	N	Mean	SD
Are timely	70	7.63	1.96	31	7.55	1.59
Include appropriate level of stakeholder involvement during preparation	66	7.58	1.82	29	7.24	1.33
Lead to practical solutions	67	7.16	1.74	31	7.26	1.67
Are accessible (well written and easy to understand)	74	7.66	1.67	31	7.68	1.51
Are source of relevant information on global good practices	75	8.20	1.48	28	8.11	1.45
Are relevant to country challenges	72	8.57	1.78	30	7.90	1.85
Are adequately disseminated	72	5.92	2.29	27	6.41	2.31
Are translated enough into local language*	65	6.37	2.23	24	7.63	2.24
Are adaptable to Ukraine's specific development challenges and country circumstances	68	6.78	2.08	26	7.08	1.60

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

	Kyiv			Oblast Center & Other Cities		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	80	8.09	1.98	34	7.97	2.15
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	72	6.72	2.03	29	6.69	2.06

(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			Oblast Center & Other Cities		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	69	5.52	1.46	33	6.21	2.22
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	71	6.87	1.66	34	7.68	1.51
The World Bank Group's approvals and reviews are done in a timely fashion	72	6.90	1.55	32	7.44	1.65
The World Bank Group's "Safeguard Policy" requirements are reasonable*	52	7.65	1.99	21	8.90	1.30
The World Bank Group's conditions on its lending are reasonable*	65	7.26	1.92	26	8.62	1.39
The World Bank Group takes decisions quickly in Ukraine*	69	6.32	1.58	25	7.20	1.96
Working with the World Bank Group increases Ukraine's institutional capacity*	73	6.78	1.85	33	8.30	1.74
Where country systems are adequate, the World Bank Group makes appropriate use of them*	51	7.12	1.53	20	8.35	1.73
The World Bank Group provides effective implementation support*	73	7.52	1.66	31	8.42	1.39

\*Significantly different between geographic locations

**E. Working with the World Bank Group (continued)**

	Kyiv			Oblast Center & Other Cities		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the WBG's work helps to find solutions that promote private public partnerships in Ukraine?	69	6.97	2.03	26	6.46	2.20

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

**G. Communication and Information Sharing**

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

	Kyiv			Oblast Center & Other Cities		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	72	6.87	2.70	30	7.20	1.99
I find the information on the World Bank Group's websites useful.*	74	8.62	1.30	30	7.93	1.93
The World Bank Group's social media channels are valuable sources of information about the institution	39	8.28	2.36	15	7.67	2.35
When I need information from the World Bank Group I know how to find it	76	8.72	1.64	31	8.87	1.63
The World Bank Group is responsive to my information requests and inquiries*	64	8.25	1.69	28	9.21	0.96

\*Significantly different between geographic locations



## Appendix D: Responses to Select Questions by Collaboration with the WBG<sup>4</sup>

Currently collaborating with the WBG N=92 ● Not collaborating with the WBG N=25

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Ukraine?*	91	6.77	2.24	25	5.20	2.53

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

\*Significantly different between those who collaborate with the WBG and those who do not.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Ukraine.*	84	7.23	2.10	19	5.63	1.77

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

\*Significantly different between those who collaborate with the WBG and those who do not.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Ukraine solve its most complicated development challenges?*	86	8.29	1.69	14	5.86	1.99

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

\*Significantly different between those who collaborate with the WBG and those who do not.

<sup>4</sup> Only 117 respondents provided the information about their levels of collaboration with the World Bank Group (question H3 in the questionnaire). Thus only these respondents were included in the analysis presented in this appendix.

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

When thinking about how the World Bank Group can have the most impact on development results in Ukraine, in which sectors 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)	Collaborating with the WBG	Not Collaborating with the WBG
Education	12.1%	16.0%
Public sector governance/reform	40.7%	60.0%
EU integration	6.6%	8.0%
Energy	26.4%	16.0%
Water and sanitation	17.6%	4.0%
Job creation/employment*	7.7%	24.0%
Health	14.3%	12.0%
Financial markets	8.8%	4.0%
Private sector development	22.0%	12.0%
Economic growth	40.7%	28.0%
Social protection	6.6%	0.0%
Recovery and response to displacement	1.1%	0.0%
Poverty reduction	17.6%	24.0%
Anti-corruption*	24.2%	52.0%
Judiciary reform	8.8%	16.0%
Transport	18.7%	4.0%
Agriculture and rural development	13.2%	4.0%
Information and communications technology	6.6%	4.0%

\*Significantly different between those who collaborate with the WBG and those who do not.

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Ukraine Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)*	81	7.99	1.56	15	6.13	1.36
Development Policy Financing (DPF)*	63	7.49	1.84	13	5.23	2.01
Trust funds and grants*	53	7.43	2.52	11	5.00	2.37
Guarantees	37	6.59	2.14	14	5.64	2.50
IFC Investment Services*	36	7.28	1.52	13	6.00	1.35
IFC Advisory Services*	48	7.75	2.24	16	6.00	1.75

\*Significantly different between those who collaborate with the WBG and those who do not.

**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)

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Ukraine*	86	7.14	2.55	22	5.23	2.07
The WBG's work is aligned with what I consider the development priorities for Ukraine*	86	8.72	1.59	20	5.40	2.33

\*Significantly different between those who collaborate with the WBG and those who do not.

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)

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	84	6.74	1.67	19	6.32	2.11
Flexibility (in terms of the institution's products and services)*	83	6.69	1.75	19	5.00	2.45
Flexibility (in terms of changing country circumstances)*	79	6.24	1.60	20	4.85	2.43
Being inclusive*	71	7.42	1.82	17	5.65	2.23
Openness (sharing data and other information)*	87	7.91	1.66	17	6.29	2.23
Collaboration with the Government*	73	8.37	1.53	18	7.00	1.68
The speed in which it gets things accomplished on the ground	83	6.75	1.55	14	6.07	1.73
Helping to bring discipline/effective supervision to implementation of investment projects*	84	7.96	1.43	16	6.94	1.61
Collaboration with civil society	62	7.16	1.62	19	6.32	2.06
Staff accessibility*	85	8.51	1.35	17	6.53	2.21
Collaboration with other donors and development partners*	59	8.24	1.66	16	6.63	2.03
Collaboration with the private sector	63	6.73	2.06	16	5.63	1.82
Straightforwardness and honesty*	86	8.51	1.25	15	6.60	2.32
Treating clients and stakeholders in Ukraine with respect*	89	8.87	1.19	18	7.89	1.84
Being a long-term partner	86	7.99	2.60	18	7.89	2.32

\*Significantly different between those who collaborate with the WBG and those who do not.



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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	82	7.15	2.48	21	5.95	2.80
Private sector development	82	7.87	2.25	21	7.86	1.62
Education	83	7.67	2.24	22	7.95	1.76
Public sector governance/reform	86	7.71	3.08	22	8.36	2.50
EU integration	83	6.70	2.90	22	6.45	2.91
Recovery and response to displacement*	80	8.01	2.22	19	6.79	2.72
Energy	87	8.15	2.15	21	8.24	1.48
Water and sanitation*	88	8.27	2.09	20	6.90	2.17
Job creation/employment	85	8.12	2.08	22	8.23	2.16
Health	86	8.48	2.02	21	8.00	2.12
Financial markets	79	7.54	1.92	19	7.89	1.70
Transport	85	8.11	2.09	21	7.19	1.91
Agriculture and rural development*	84	8.20	1.96	20	7.05	2.31
Poverty reduction	83	7.95	2.34	21	7.24	2.21
Anti-corruption	85	8.95	1.86	23	8.22	2.02
Judiciary reform	79	8.10	2.36	22	8.23	2.39
Economic growth	90	8.64	1.88	23	8.48	2.09
Information and communications technology	82	8.07	2.04	22	7.82	2.46

\*Significantly different between those who collaborate with the WBG and those who do not.

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

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)

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	64	5.25	1.89	12	4.17	2.52
Private sector development	62	5.18	1.82	14	5.14	1.92
Public sector governance/reform	70	6.07	1.52	17	5.65	2.06
EU integration	56	5.55	1.78	18	5.78	2.32
Recovery and response to displacement	59	6.49	1.55	10	5.60	2.68
Energy*	71	7.41	1.48	13	5.62	1.90
Water and sanitation*	77	7.40	1.67	11	5.64	2.16
Job creation/employment	69	5.35	1.60	13	4.54	2.50
Health*	65	6.85	1.44	13	5.62	2.53
Financial markets	58	6.03	1.58	12	5.75	2.14
Transport*	65	7.12	1.52	11	5.82	2.40
Agriculture and rural development*	55	6.53	1.53	10	4.80	2.49
Poverty reduction	63	5.48	1.88	14	4.57	2.88
Anti-corruption	56	5.23	2.28	17	4.59	2.58
Judiciary reform	47	4.55	2.65	17	4.24	2.61
Economic growth	74	5.47	2.12	15	4.73	2.58

\*Significantly different between those who collaborate with the WBG and those who do not.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in Ukraine?	87	6.51	2.01	20	5.55	1.82

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of Ukraine*	88	8.83	1.34	19	5.84	2.09
The WBG meets Ukraine's needs for knowledge services*	88	8.26	1.90	19	6.63	1.64

(1-Strongly disagree, 10-Strongly agree)

\*Significantly different between those who collaborate with the WBG and those who do not.



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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely*	82	7.88	1.72	19	6.42	1.92
Include appropriate level of stakeholder involvement during preparation*	77	7.75	1.51	18	6.39	2.06
Lead to practical solutions*	80	7.60	1.28	18	5.39	2.20
Are accessible (well written and easy to understand)*	84	7.92	1.39	21	6.71	2.13
Are source of relevant information on global good practices*	81	8.38	1.32	22	7.45	1.79
Are relevant to country challenges*	81	8.91	1.30	21	6.29	2.03
Are adequately disseminated*	77	6.35	2.36	23	5.22	1.95
Are translated enough into local language	72	6.78	2.25	18	6.61	2.59
Are adaptable to Ukraine's specific development challenges and country circumstances*	75	7.27	1.74	20	5.50	2.19

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

\*Significantly different between those who collaborate with the WBG and those who do not.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	91	8.13	2.09	23	7.96	1.72
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	81	6.93	2.05	20	6.15	1.87

(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)

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	88	5.94	1.70	15	4.53	1.64
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	87	7.25	1.67	18	6.39	1.46
The World Bank Group's approvals and reviews are done in a timely fashion*	86	7.21	1.57	18	6.17	1.47
The World Bank Group's "Safeguard Policy" requirements are reasonable	66	7.98	1.96	7	7.71	1.70
The World Bank Group's conditions on its lending are reasonable	75	7.75	1.86	16	6.88	1.89
The World Bank Group takes decisions quickly in Ukraine	79	6.61	1.74	16	6.19	1.64
Working with the World Bank Group increases Ukraine's institutional capacity	85	7.25	1.85	21	7.33	2.27
Where country systems are adequate, the World Bank Group makes appropriate use of them	62	7.42	1.75	10	7.50	1.27
The World Bank Group provides effective implementation support*	88	7.98	1.57	16	6.56	1.63

\*Significantly different between those who collaborate with the WBG and those who do not.

**E. Working with the World Bank Group (continued)**

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the WBG's work helps to find solutions that promote private public partnerships in Ukraine?*	78	7.17	1.99	17	5.65	2.09

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

\*Significantly different between those who collaborate with the WBG and those who do not.

**G. Communication and Information Sharing**

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	90	6.83	2.70	12	7.58	1.17
I find the information on the World Bank Group's websites useful.	90	8.44	1.56	14	8.29	1.38
The World Bank Group's social media channels are valuable sources of information about the institution	46	8.39	1.96	9	6.89	3.66
When I need information from the World Bank Group I know how to find it*	89	8.99	1.30	18	7.72	2.54
The World Bank Group is responsive to my information requests and inquiries	85	8.49	1.64	7	8.57	1.27

\*Significantly different between those who collaborate with the WBG and those who do not.



## Appendix E: Responses to Select Questions by Year<sup>5</sup>

*Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. Although the FY14 and FY17 COS recruited respondents from the same stakeholder groups, the samples from both years were quite discrepant in the number of respondents that responded from individual stakeholder groups, making it impractical to attempt weighting the samples to achieve approximate equivalence. Specifically, several of the stakeholder groups in FY17 had so few respondents, that placing more emphasis on their responses would be ill-advised statistically. Similarly, respondents from Government Institutions in FY17 represented more than half of the total sample, so reducing their emphasis to more closely resemble the sample size of Government Institutions in FY14, would make the overall FY17 sample prohibitively small. Thus, all data presented in this appendix are unweighted and it should be noted that differences between the two COS may be due to actual changes within the country, but could also represent changes in the respondent samples across the two years.*

Percentage of Respondents	FY14		FY17	
	N	% of Respondents	N	% of Respondents
Office of the President/Prime Minister/Minister	12	7.3%	3	2.6%
Government Institutions	41	25.0%	62	53.0%
Local Government	2	1.2%	11	9.4%
Bilateral/ Multilateral Agency	5	3.0%	2	1.7%
Private Sector	26	15.9%	4	3.4%
NGO/CBO	40	24.4%	12	10.3%
Media	9	5.5%	3	2.6%
Academia	19	11.6%	17	14.5%
Other	10	6.1%	3	2.6%
No response	5		1	
<b>Total Number of Respondents</b>	<b>169</b>		<b>118</b>	

### A. General Issues facing Ukraine

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

Percentage of Respondents	FY14	FY17
The right direction	41.6%	37.3%
The wrong direction	29.2%	24.6%
Not sure	29.2%	38.1%

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Ukraine?*	168	5.19	2.13	117	6.41	2.38

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between FY17 and FY14 respondents.

<sup>5</sup>Only those questions that were asked in the FY '14 and FY '17 country opinion surveys, with similar response scales/options, are presented.

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Ukraine.*	153	6.16	1.97	104	6.91	2.13

(1-Not effective at all, 10-Very effective) \*Significantly different between FY17 and FY14 respondents.

	FY14			FY17		
	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?*	153	7.44	1.59	101	7.96	1.92

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY17 and FY14 respondents.

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Ukraine	155	7.26	1.90	109	6.74	2.56
The World Bank Group's work is aligned with what I consider the development priorities for Ukraine*	151	7.58	1.77	107	8.10	2.17

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between FY17 and FY14 respondents.

**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)**

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	106	5.15	2.06	104	6.66	1.74
Flexibility (in terms of the institution's products and services)*	106	5.43	1.77	103	6.40	2.00
Flexibility (in terms of changing country circumstances)*	110	5.12	1.87	99	5.96	1.87
Being inclusive*	125	6.10	1.83	88	7.08	2.02
Openness (sharing data and other information)*	150	7.03	1.60	105	7.65	1.85
Collaboration with the Government	139	8.12	1.34	92	8.12	1.65
The speed in which it gets things accomplished on the ground	88	6.39	1.67	98	6.65	1.58
Collaboration with civil society*	119	5.59	2.14	81	6.96	1.76
Staff accessibility*	121	7.50	1.41	103	8.18	1.68
Collaboration with other donors and development partners	109	8.02	1.60	75	7.89	1.86
Straightforwardness and honesty*	130	7.72	1.42	102	8.24	1.59
Treating clients and stakeholders in Ukraine with respect^*	151	7.74	1.73	108	8.70	1.36
Being a long-term partner*	148	9.05	1.33	104	7.97	2.55

^This statement was asked on a 10-point agreement scale (1-Strongly disagree, 10-Strongly agree) in FY14.

\*Significantly different between FY17 and FY14 respondents.



### 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)

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Social protection	64	4.78	2.04	77	5.10	2.02
Private sector development	129	5.35	1.73	76	5.17	1.82
Public sector governance/reform	136	5.93	1.88	88	5.99	1.62
Energy*	96	6.16	1.48	84	7.13	1.67
Water and sanitation*	81	5.86	1.60	88	7.18	1.82
Job creation/employment*	113	4.46	1.71	83	5.19	1.78
Health*	96	5.39	1.64	79	6.66	1.71
Financial markets	86	6.14	1.50	70	5.99	1.67
Transport*	72	4.94	2.00	76	6.93	1.72
Poverty reduction	112	4.76	1.94	78	5.29	2.10
Anti-corruption*	105	4.23	2.04	74	5.08	2.33
Economic growth	120	4.90	2.14	90	5.32	2.21

\*Significantly different between FY17 and FY14 respondents.

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Ukraine?	157	6.19	1.70	108	6.34	2.00

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

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Ukraine*	150	7.76	1.95	108	8.31	1.88
The World Bank Group meets Ukraine's needs for knowledge services	162	8.08	1.80	108	7.99	1.95

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between FY17 and FY14 respondents.

**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	FY14	FY17
Weekly	11.4%	15.4%
Monthly	31.7%	28.2%
A few times a year	35.9%	34.2%
Rarely	16.8%	18.8%
Never	4.2%	3.4%

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Are timely	151	7.18	1.82	102	7.63	1.85
Include appropriate level of stakeholder involvement during preparation*	129	6.81	1.74	96	7.50	1.69
Lead to practical solutions*	146	6.70	1.79	99	7.21	1.71
Are accessible (well written and easy to understand)*	152	6.93	1.73	106	7.69	1.62
Are source of relevant information on global good practices*	145	7.30	1.68	104	8.19	1.47
Are relevant to country challenges^	156	7.98	1.64	103	8.39	1.81
Are adequately disseminated	123	6.02	2.01	100	6.09	2.31
Are translated enough into local language	88	7.08	2.03	90	6.74	2.31
Are adaptable to Ukraine's specific development challenges and country circumstances*	156	7.69	1.70	95	6.89	1.97

*(1-To no degree at all, 10-To a very significant degree)**^This was asked "Are relevant to Ukraine's development priorities" in FY14.**\*Significantly different between FY17 and FY14 respondents.*

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?*	158	6.52	1.74	115	8.07	2.03
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	152	6.91	1.61	102	6.75	2.04

*(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)**\*Significantly different between FY17 and FY14 respondents.*

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

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	59	8.00	1.39	103	5.74	1.75
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	113	7.81	1.50	106	7.11	1.66
The World Bank Group's approvals and reviews are done in a timely fashion*	85	7.56	1.28	105	7.05	1.60
The World Bank Group's "Safeguard Policy" requirements are reasonable	120	8.18	1.41	74	7.97	1.92
The World Bank Group's conditions on its lending are reasonable*	127	8.14	1.41	92	7.62	1.89
The World Bank Group takes decisions quickly in Ukraine	97	6.56	1.80	95	6.54	1.72
Where country systems are adequate, the World Bank Group makes appropriate use of them*	94	8.28	1.56	72	7.43	1.69
The World Bank Group provides effective implementation support	122	7.75	1.73	105	7.76	1.64

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between FY17 and FY14 respondents.

**G. Communication and Information Sharing**

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 a list of exceptions?\*

Percentage of Respondents	FY14	FY17
Yes	33.7%	67.0%
No	66.3%	33.0%

\*Significantly different between FY17 and FY14 respondents.

Do you have reliable access to the Internet?^

Percentage of Respondents	FY14	FY17
Yes	100.0%	99.1%
No	-	0.9%

^Note in the FY14 COS, this question did not include the qualifier, "reliable".

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

Percentage of Respondents	FY14	FY17
Yes	91.4%	87.0%
No	8.6%	13.0%

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

Please rate how much you agree with the following statements.

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	139	6.86	1.87	103	6.91	2.56
I find the information on the World Bank Group's websites useful.*	143	7.92	1.67	105	8.44	1.53
The World Bank Group's social media channels are valuable sources of information about the institution*	90	6.52	3.01	55	8.15	2.35
When I need information from the World Bank Group I know how to find it*	152	8.22	1.76	108	8.78	1.63
The World Bank Group is responsive to my information requests and inquiries	66	8.77	1.36	93	8.51	1.60

*(1-Strongly disagree, 10-Strongly agree) \*Significantly different between FY17 and FY14 respondents.***H. Background Information**

Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?\*

Percentage of Respondents	FY14	FY17
Yes	49.1%	78.6%
No	50.9%	21.4%

*\*Significantly different between FY17 and FY14 respondents.*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)	FY14	FY17
Collaborate as part of my professional duties*	43.0%	56.0%
Engage in World Bank Group related/sponsored events/activities*	36.7%	50.9%
Use World Bank Group reports/data	33.5%	27.6%
Observer*	24.1%	10.3%
Use WBG website for information, data, research, etc.*	31.0%	6.9%

*\*Significantly different between FY17 and FY14 respondents.*

Which best represents your geographic location?

Percentage of Respondents	FY14	FY17
Kyiv	75.6%	70.1%
Oblast Center	22.0%	24.8%
Other City	2.4%	5.1%



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

Indicator Question	Which of the following describes your level of interaction with the WBG?		Which of the following describes most of your exposure to the World Bank in Ukraine? (Choose no more than TWO)									
	Not Collaborating	Currently Collaborating	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG 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.	5.63	7.23	7.11	4.89	6.56	7.74	7.08	6.75	6.66	7.10	6.97	6.14
Overall the World Bank Group currently plays a relevant role in development in Ukraine	5.23	7.14	6.95	4.91	6.43	7.50	6.98	6.51	6.29	7.10	6.82	5.50
The World Bank Group's work is aligned with what I consider the development priorities for Ukraine	5.40	8.72	8.36	5.60	7.81	8.78	8.04	8.16	7.33	8.73	8.26	6.12
Responsiveness to needs	6.32	6.74	6.68	6.50	6.81	6.30	6.44	6.88	6.63	6.69	6.68	6.33
Flexibility (in terms of the institution's products and services)	5.00	6.69	6.47	5.50	6.60	5.90	5.98	6.81	6.20	6.54	6.43	6.00
Flexibility (in terms of changing country circumstances)	4.85	6.24	6.07	4.75	6.04	5.77	5.71	6.23	5.67	6.18	6.02	5.14
Being inclusive	5.65	7.42	7.18	6.22	6.64	7.97	7.43	6.69	6.32	7.66	7.11	6.60
Openness (sharing data and other information)	6.29	7.91	7.81	5.89	7.34	8.39	7.84	7.47	7.05	8.08	7.65	7.60
Collaboration with the Government	7.00	8.37	8.33	6.22	7.70	8.94	8.44	7.84	7.34	8.75	8.11	8.25
The speed in which it gets things accomplished on the ground	6.07	6.75	6.69	6.14	6.94	6.03	6.64	6.67	6.32	6.89	6.65	6.80
Helping to bring discipline/effective supervision to implementation of investment projects	6.94	7.96	7.87	6.88	7.62	8.20	8.13	7.50	7.30	8.16	7.81	7.40
Collaboration with civil society	6.32	7.16	7.06	6.30	7.07	6.74	6.65	7.27	7.03	6.91	7.03	5.33
Staff accessibility	6.53	8.51	8.33	6.80	7.84	9.15	8.18	8.19	7.70	8.54	8.21	7.60
Collaboration with other donors and development partners	6.63	8.24	8.00	6.86	7.52	8.56	8.24	7.54	7.25	8.37	7.94	6.67
Collaboration with the private sector	5.63	6.73	6.58	5.87	5.84	7.71	7.46	5.58	5.49	7.40	6.53	6.00
Straightforwardness and honesty	6.60	8.51	8.34	7.11	8.04	8.72	8.36	8.13	7.75	8.60	8.31	7.00
Treating clients and stakeholders in Ukraine with respect	7.89	8.87	8.74	8.33	8.50	9.19	8.82	8.60	8.35	8.97	8.74	8.17
Being a long-term partner	7.89	7.99	7.97	8.00	8.57	6.63	7.27	8.67	8.53	7.57	7.96	8.17
To what extent does the World Bank Group's work help to achieve development results in Ukraine?	5.55	6.51	6.46	5.20	6.19	6.71	6.56	6.14	6.04	6.56	6.32	6.67
The WBG's financial instruments meet the needs of Ukraine	5.84	8.83	8.49	6.13	8.25	8.47	8.18	8.44	7.72	8.76	8.38	7.43
The World Bank Group meets Ukraine's needs for knowledge services	6.63	8.26	8.11	6.80	8.27	7.29	7.31	8.62	8.11	7.90	7.98	8.20
Are adaptable to Ukraine's specific development challenges and country circumstances	5.50	7.27	7.10	5.36	6.53	7.72	7.21	6.58	6.16	7.53	6.96	6.00
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to	7.96	8.13	8.21	6.55	7.71	8.94	8.44	7.69	7.76	8.29	8.10	7.38
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.15	6.93	6.90	5.30	6.49	7.38	7.04	6.47	6.38	7.04	6.77	6.43
The World Bank Group takes decisions quickly in Ukraine	6.19	6.61	6.62	5.33	6.81	5.97	6.38	6.69	6.47	6.58	6.51	7.00
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.50	7.42	7.46	6.67	7.84	6.83	7.20	7.72	7.42	7.43	7.38	8.25

Yellow highlight indicates significant difference between Yes and No means.



## Appendix G: Ukraine FY 2017 Questionnaire



### **World Bank Group Country Survey FY 2017 – 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	Health	10	Transport (e.g., roads, bridges, transportation)
2	Financial markets	11	Agriculture and rural development
3	Private sector development	12	Information and communications technology
4	Education	13	Economic growth
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	14	Social protection (e.g., pensions, targeted social assistance)
6	EU integration	15	Recovery and response to displacement
7	Energy	16	Poverty reduction
8	Water and sanitation	17	Anti corruption
9	Job creation/employment	18	Judiciary reform

<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	Judiciary reform	10	Water and sanitation
2	Information and communications technology	11	Job creation/employment
3	Social protection (e.g., pensions, targeted social assistance)	12	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Agriculture and rural development	13	Health
5	Economic growth	14	Financial markets
6	Recovery and response to displacement	15	EU integration
7	Transport (e.g., roads, bridges, transportation)	16	Education
8	Energy	17	Private sector development
9	Anti corruption		

**SECTION A: GENERAL ISSUES**

**A4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. 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)**

1	Greater access to health and nutrition for citizens
2	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
3	A growing middle class
4	Better opportunity for the poor who live in rural areas
5	Better opportunity for the poor who live in urban areas
6	Consistent economic growth
7	More reliable social safety net
8	Greater voice and participation for citizens to help ensure greater accountability
9	Education and training that better ensure job opportunity
10	Better quality public services
11	Better employment opportunities for young people
12	Better employment opportunities for women
13	Other (please specify): _____

**A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Ukraine? (Select only ONE response)**

1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don’t know

**A6. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)**

1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don’t know

**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

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in Ukraine, in which sectors 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>			
1	Education	10	Economic growth
2	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	11	Social protection (e.g., pensions, targeted social assistance)
3	EU integration	12	Recovery and response to displacement
4	Energy	13	Poverty reduction
5	Water and sanitation	14	Anti corruption
6	Job creation/employment	15	Judiciary reform
7	Health	16	Transport (e.g., roads, bridges, transportation)
8	Financial markets	17	Agriculture and rural development
9	Private sector development	18	Information and communications technology

**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	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>B6. 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>	
1	World Bank Group's processes too complex
2	Not willing to honestly criticize policies and reform efforts in the country
3	Staff too inaccessible
4	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
5	Not aligned with other donors' work
6	Not aligned with country priorities
7	Not adequately sensitive to political/social realities in Ukraine
8	Too influenced by developed countries
9	Not exploring alternative policy options
10	Not collaborating enough with stakeholders outside the Government
11	Its advice and strategies do not lend themselves to practical problem solving
12	Not enough public disclosure of its work
13	Arrogant in its approach
14	Not client focused
15	The credibility of its knowledge/data
16	Other (please specify): _____
17	Don't know

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

**B7. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Ukraine Government's efforts to reduce poverty?** (If you have NO exposure to/experience with the instruments listed below, please select "N/A")

		Not effective at all										Very effective	N/A
		1	2	3	4	5	6	7	8	9	10		
1	Investment Project Financing (IPF)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Development Policy Financing (DPF)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Trust funds and grants	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Guarantees	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	IFC Investment Services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	IFC Advisory Services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**B8. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?**

**(Choose no more than TWO)**

1	Beneficiaries	6	Academia/think tanks/research institutes
2	Private sector	7	Parliament
3	Local government	8	Media
4	Donor community	9	Other (please specify): _____
5	NGOs/Community Based Organizations	10	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>B9</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>B10</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"/>	

**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	
<b>B11</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B12</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B13</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B14</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B15</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B16</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B17</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>B18</b>	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B19</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B20</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B21</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B22</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B23</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B24</b>	Treating clients and stakeholders in Ukraine with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B25</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**B26. 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	Political pressures and obstacles
3	Reforms are not well thought out in light of country challenges
4	Poor coordination within the Government
5	The Government works inefficiently
6	The World Bank Group is not sensitive enough to political/social realities on the ground
7	Lack of/inadequate levels of capacity in Government
8	There is not an adequate level of citizen/civil society participation
9	The World Bank Group works too slowly
10	Other (please specify): _____

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

<b>C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Ukraine?</b>													
		<b>Not important at all</b>										<b>Very important</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	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"/>	
5	EU integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Recovery and response to displacement	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	



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

**C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Ukraine? (If you have NO exposure to/experience in working in any of the sectors 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		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	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"/>	
4	EU integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Recovery and response to displacement	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**C3. To what extent does the World Bank Group’s work help to achieve development results in Ukraine?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all										To a very significant degree	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>C4</b>	The World Bank Group’s financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Ukraine	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C5</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"/>	



**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>												
		<b>To no degree at all</b>					<b>To a very significant degree</b>					<b>Don't know</b>
<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>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D5</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D6</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D7</b>	Are relevant to country challenges	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D8</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D9</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D10</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>D11. 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	<input type="checkbox"/>	
<b>Not significant at all</b>									<b>Very significant</b>		<b>Don't know</b>

<b>D12. 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	<input type="checkbox"/>	
<b>Very low technical quality</b>									<b>Very high technical quality</b>		<b>Don't know</b>

**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
<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>	Working with the World Bank Group increases Ukraine's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E8</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>E9</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"/>

<b>E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Ukraine?</b>												
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>To no degree at all</b>										<b>To a very significant degree</b>		<b>Don't know</b>

**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	Offer more innovative knowledge services
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Work faster
4	Reduce the complexity of obtaining World Bank Group financing
5	Help to bring discipline/effective supervision to implementation of investment projects
6	Offer more innovative financial products
7	Ensure greater selectivity in its work
8	Provide more adequate data/knowledge/statistics/figures on Ukraine's economy
9	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
10	Reach out more to groups outside of Government
11	Increase the level of capacity development in the country
12	Improve the quality of its experts as related to Ukraine's specific challenges
13	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	Advice and advocacy
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	Ukrainian radio	6	Ukrainian Internet media
2	Ukrainian newspapers and magazines	7	International Internet media
3	International newspapers and magazines	8	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
4	Ukrainian television	9	Other (please specify): _____
5	International television		

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

1	World Bank Group's publications and other written materials	4	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	World Bank Group's seminars/workshops/conferences	5	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's website	6	Other (please specify): _____

<b>G3</b>	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Do you have reliable access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G5</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	<b>Yes</b>	<b>No</b>

**G7. Which Internet connection do you use primarily when visiting a World Bank Group website?**

1	High speed/WiFi
2	Dial-up

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>G8</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>G9</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>G10</b>	The World Bank Group's social media channels (e.g., blogs, 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>G11</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>G12</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"/>

**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	10	NGO/Community Based Organization
2	Office of Minister	11	Media (press, radio, TV, web, etc.)
3	Office of Parliamentarian	12	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	13	Trade Union
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	14	Faith-Based Group
6	Local Government Office or Staff	15	Youth Group
7	Bilateral/Multilateral Agency	16	Academia/Research Institute/Think Tank
8	Private Sector Organization	17	Judiciary Branch
9	Financial Sector/Private Bank	18	Other (please specify): _____

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate Change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

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

**SECTION H: BACKGROUND INFORMATION**

**H4. Which of the following agencies of the World Bank Group do you primarily engage with in Ukraine? (Select only ONE response)**

- |   |                                                     |
|---|-----------------------------------------------------|
| 1 | The World Bank (IBRD)                               |
| 2 | The International Finance Corporation (IFC)         |
| 3 | The Multilateral Investment Guarantee Agency (MIGA) |
| 4 | Other (please specify): _____                       |

**H5. Do your projects involve both the World Bank and the IFC?**  
*(If YES please go to Question H6; If NO please go to H7)*

- |   |     |
|---|-----|
| 1 | Yes |
| 2 | No  |

**H6. If yes, what was your view of how the two institutions work together in Ukraine?**  
**(Select only ONE response)**

- |   |                                                              |
|---|--------------------------------------------------------------|
| 1 | The two institutions work well together                      |
| 2 | The way the two institutions work together needs improvement |
| 3 | The two institutions do not work well together               |
| 4 | Don't know                                                   |

**H7. Which of the following describes most of your exposure to the World Bank Group in Ukraine?**  
**(Choose no more than TWO)**

- |   |                                                                           |
|---|---------------------------------------------------------------------------|
| 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.        |

**H8. What's your gender?**

- |   |        |
|---|--------|
| 1 | Female |
| 2 | Male   |

**H9. Which best represents your geographic location?**

- |   |               |
|---|---------------|
| 1 | Kyiv          |
| 2 | Oblast Center |
| 3 | Other City    |

**Thank you for completing the survey!**