

# FY 2021 Poland Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



September 2021



## Acknowledgements

The Poland Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Strategic Insights Group, led by Sharon Felzer (Senior Communications Officer, Head of the Strategic Insights Group). Jessica Cameron, Yulia Danilina, Nan Lin, and Aditi Routh oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. We acknowledge the significant contribution from the Poland country team and independent fielding agency Kantar Polska S.A. In particular, Strategic Insights Group is grateful for the support from Filip Kochan (External Affairs Officer), Katarzyna Popielarska (Operations Analyst), and Barbara Skwarczynska (Program Assistant) who coordinated the survey related activities from Warsaw, Poland.



Country **Opinion** Surveys  
THE WORLD BANK GROUP



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## POLAND





## I. Objectives

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

- *Overall Context*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Work and Engagement on the Ground*
- *World Bank Group's Support in Development Areas*
- *World Bank Group's Knowledge Work and Activities*
- *The Future Role of the World Bank Group in Poland*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From March to April 2021, 446 stakeholders of the WBG in Poland 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; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; independent government institutions; the judicial system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community based organizations; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the media; and other organizations.

A total of 83 stakeholders participated in the survey (19% response rate). Respondents completed the questionnaire online.

Every country that engages in the Country Opinion Survey (COS) 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 in this year's Country Survey were compared to those in the Country Survey conducted in FY'17 (response rate was 26%, N=109). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'17 COS report and the non-weighted data presented in appendices A, B, C and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 73).

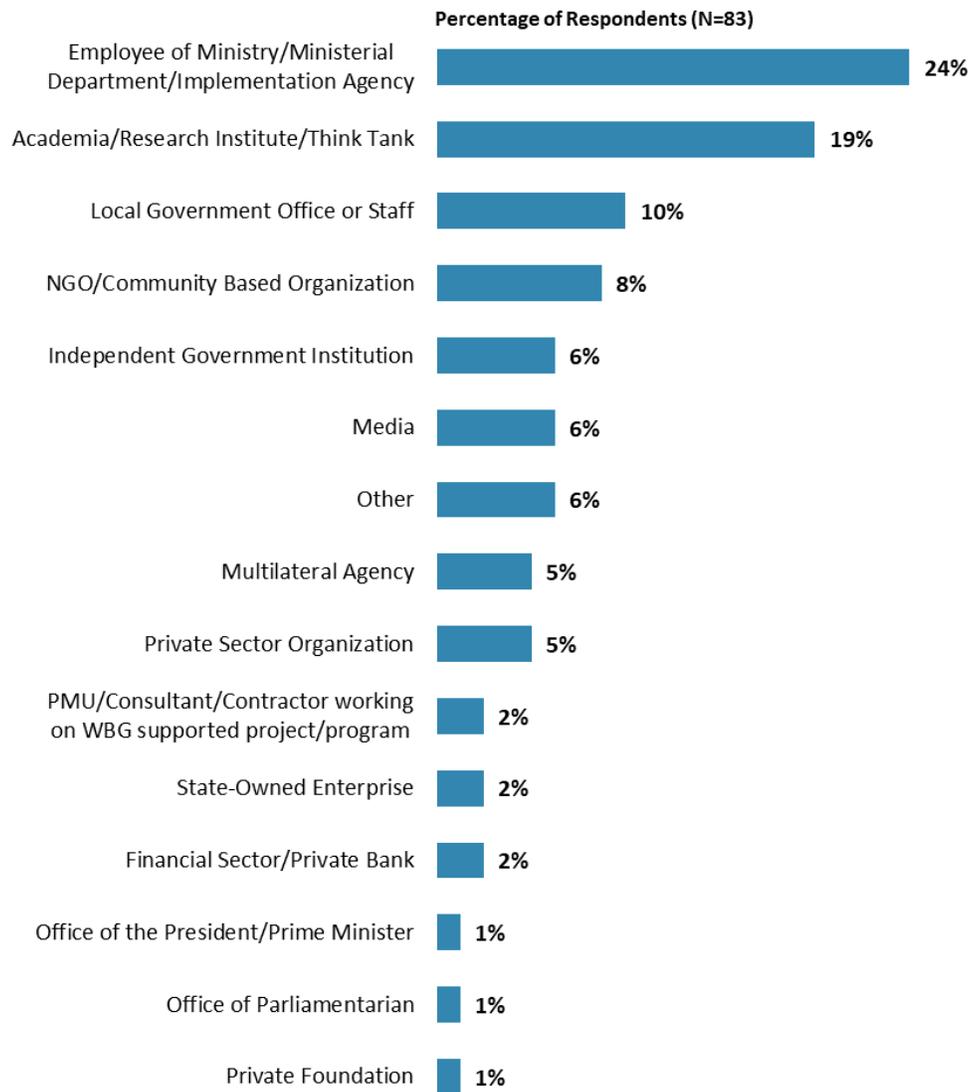
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Position

- Note that for further analyses, some respondent groups were combined.<sup>1</sup>



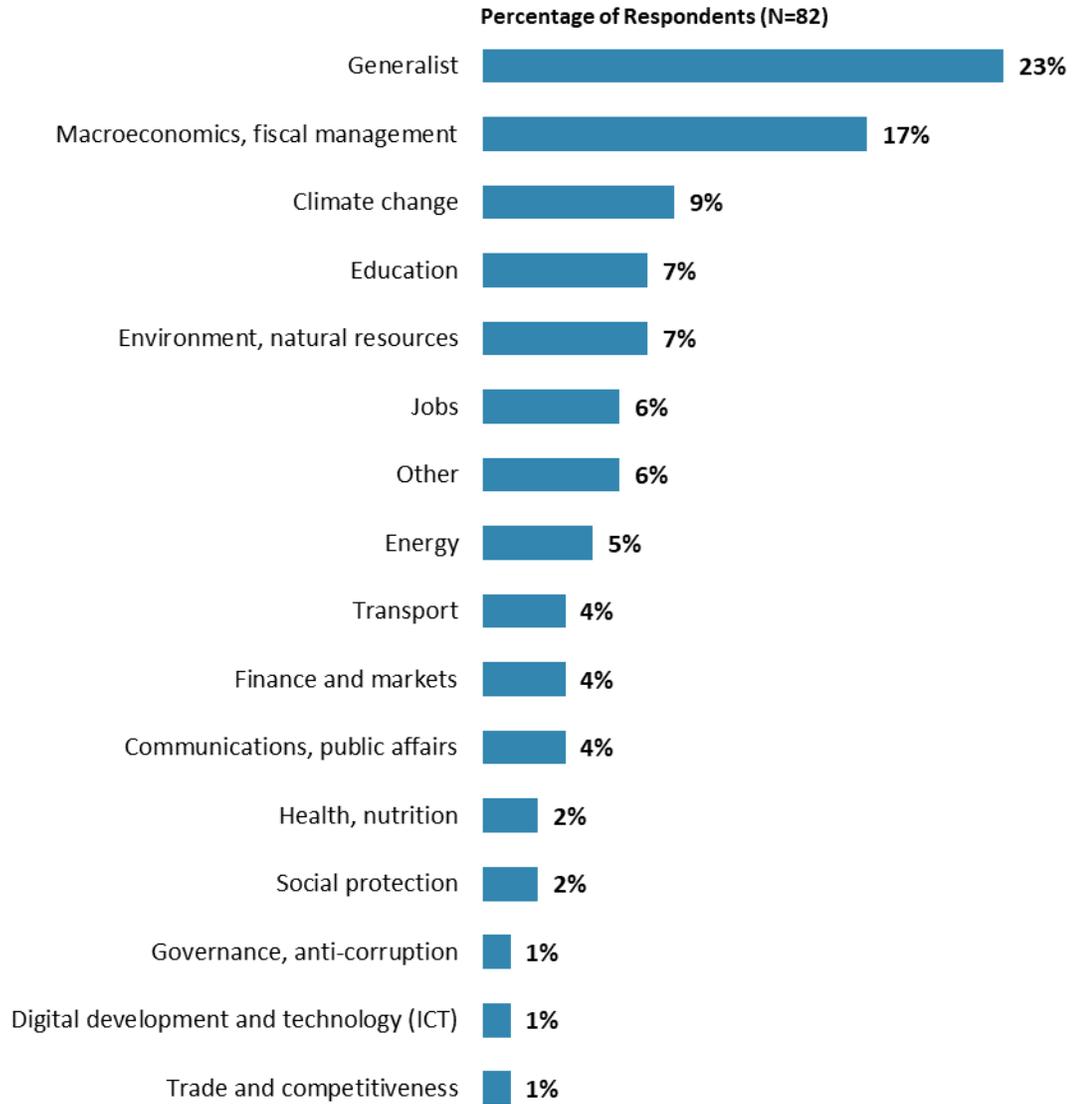
**“Which of the following best describes your current position?”**  
(Respondents chose from a list.)

<sup>1</sup> Employees of ministries/ministerial departments/implementation agencies were combined with PMUs/consultants/contractors working on WBG supported projects; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from private foundations and from NGOs/community based organizations were combined into a “CSO” category. The small number of the respondents from the office of the President/Prime Minister, office of a parliamentarian, and from state-owned enterprises were included in the “Other” category. There were no respondents from the office of a minister, from the judicial system, bilateral agencies, trade unions, faith-based groups, and from youth groups.



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

#### Area of Primary Specialization



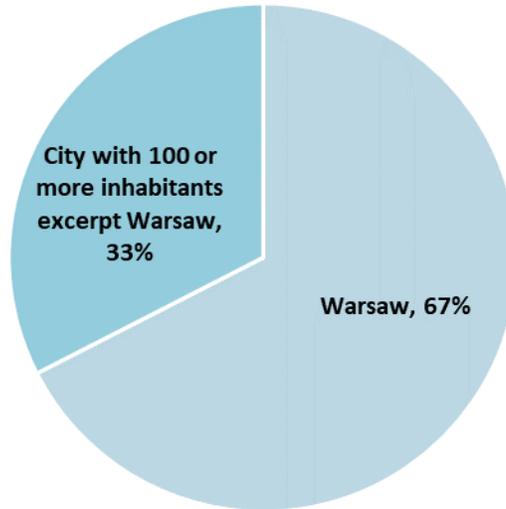
**“Please identify the primary specialization of your work.”**  
(Respondents chose from a list.)



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

#### Geographic Locations

Percentage of Respondents (N=83)

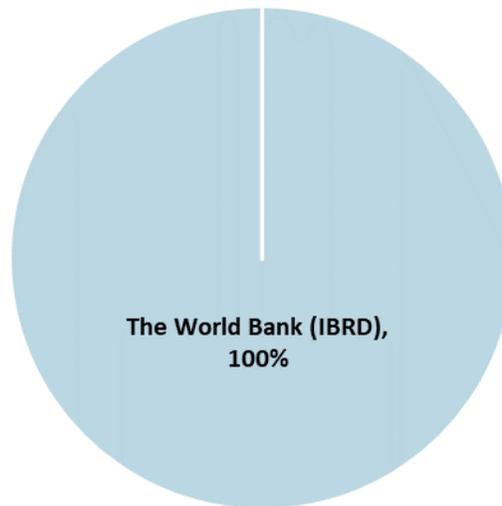


"Which best represents your geographic location?"  
(Respondents chose from a list.)

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

Percentage of Respondents (N=35)



"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Poland?"  
(Respondents chose from a list.)

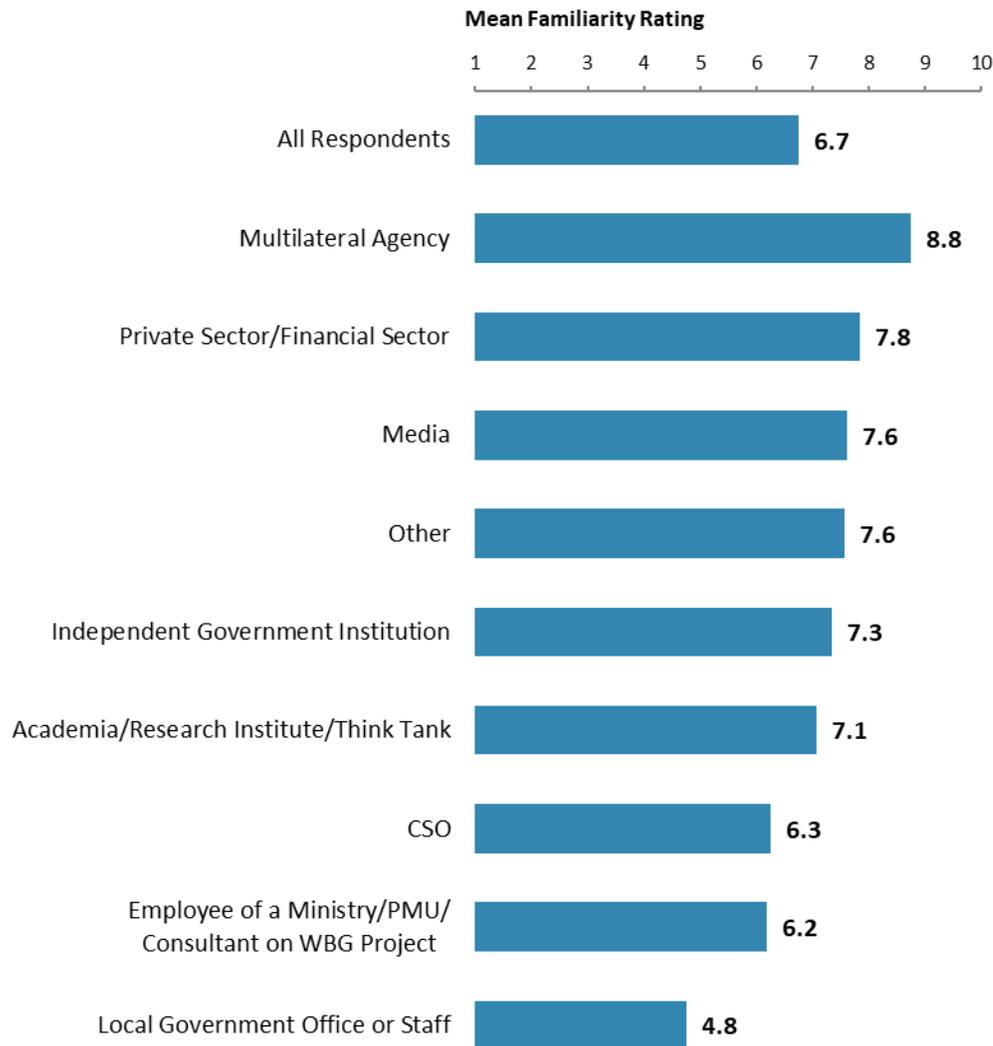
Note: no respondents selected IFC response option



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of familiarity with the WBG compared to respondents in the FY'17 Country Survey (weighted mean in FY'21 = 6.7; weighted mean in FY'17 = 6.3)<sup>2</sup>.



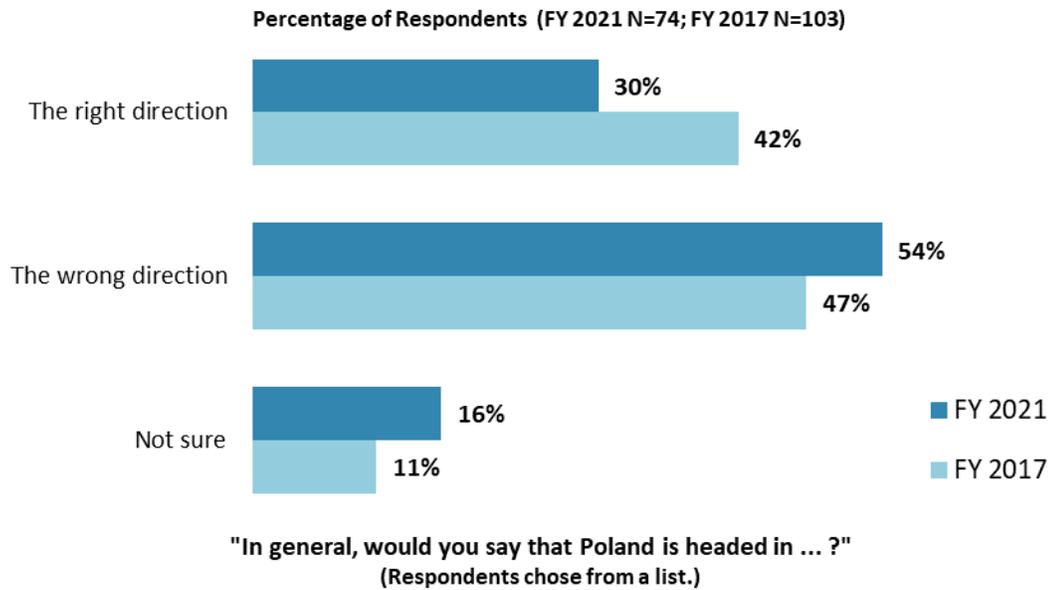
**"How familiar are you with the work of the World Bank in Poland?"**  
(1-"Not familiar at all", 10-"Extremely familiar")

<sup>2</sup> The means in the chart were calculated based on un-weighted data. Please refer to Appendix D (page 73) for more details on weighting.

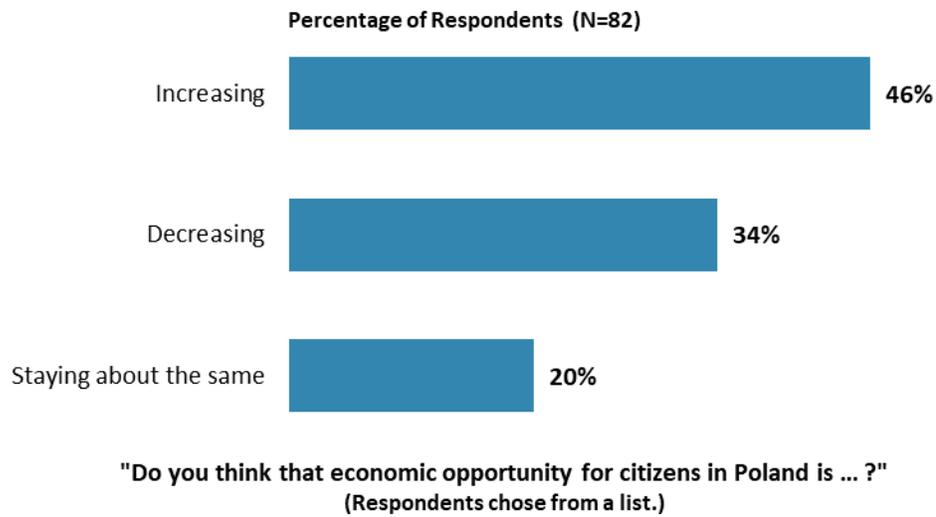


## IV. Overall Context

### Headed in the Right Direction<sup>3</sup>



### Perceptions of Economic Opportunity



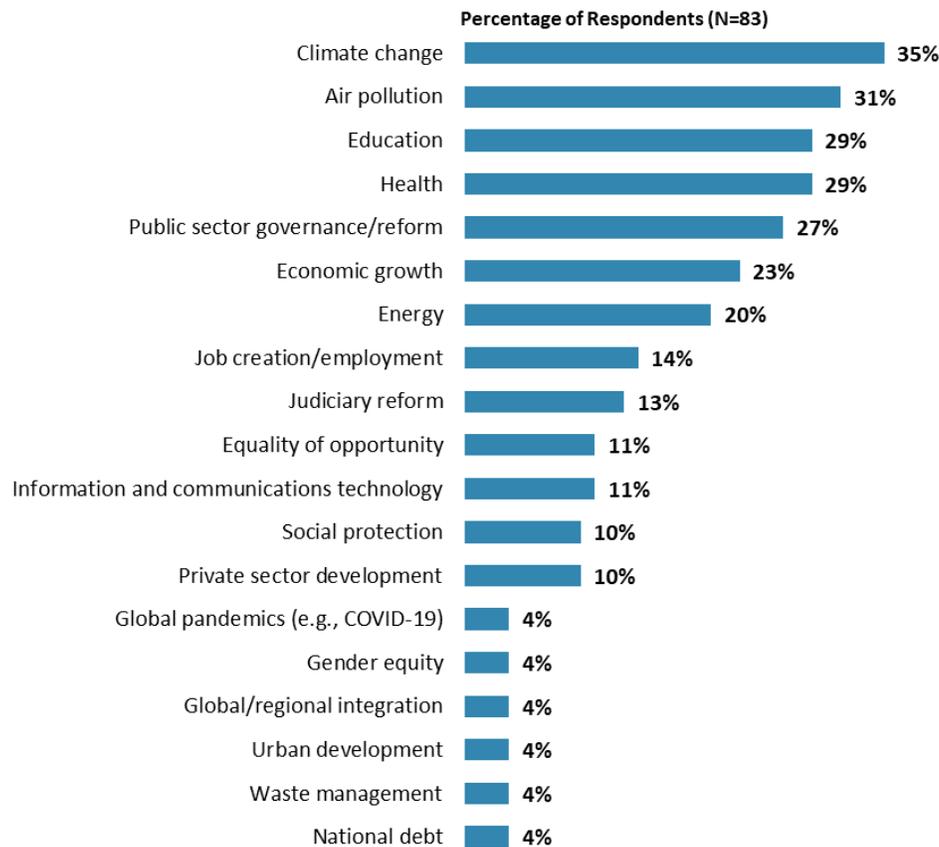
<sup>3</sup> Percentages presented in this chart were calculated based on weighted data.



## IV. Overall Context (continued)

### Development Priority

- Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the most important development priorities in Poland were “*public sector governance/reform*” (53%), “*economic growth*” (44%), “*social protection*” (24%), “*education*” (19%), and “*job creation/employment*” (16%). This year, “*climate change*” and “*air pollution*” emerged as top development priorities, with significant increases compared to FY17 (10% and 7% respectively in FY17). “*Health*” also gained in priority, with twice as many respondents selecting it this year compared to FY17 (13%).
- Specialization:** Respondents who identified their primary specialization of work as “*environment, natural resources*” or “*climate change*” (combined - 16% of the sample) were significantly *more* likely to indicate that “*climate change*” was the most important development priority in Poland, compared to the rest of the respondents (environment/climate change specialists = 62%; others = 30%).<sup>4</sup>



"Listed below are a number of development priorities in Poland. Please identify which of the following you consider the most important development priorities in Poland. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined. Top 19 of 30 response options shown)

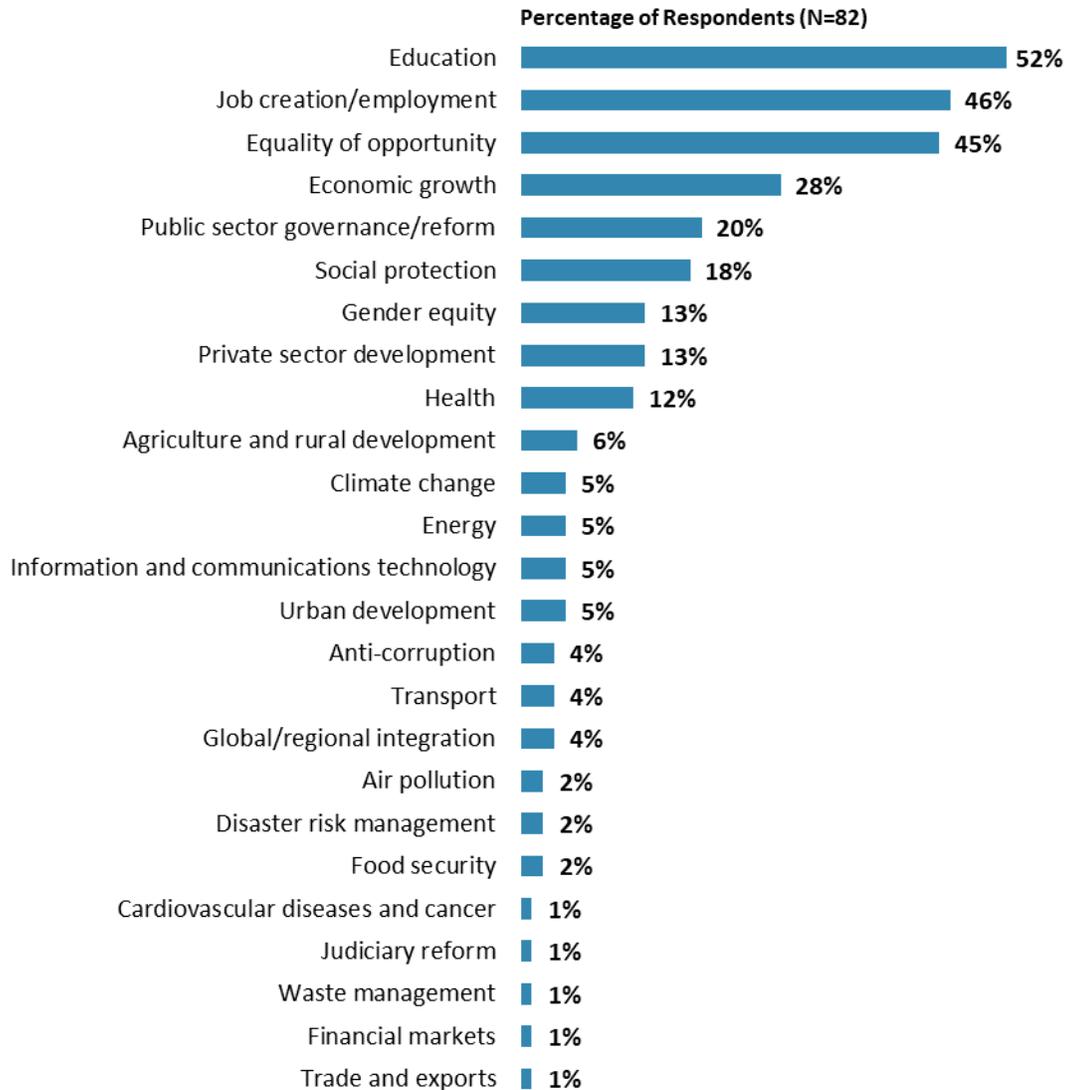
<sup>4</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about the development priorities in the country.



## IV. Overall Context (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the biggest contributors to poverty reduction in Poland were “*economic growth*” (61%), “*job creation/employment*” (42%), “*equality of opportunity*” (41%), “*social protection*” (31%), and “*education*” (30%).

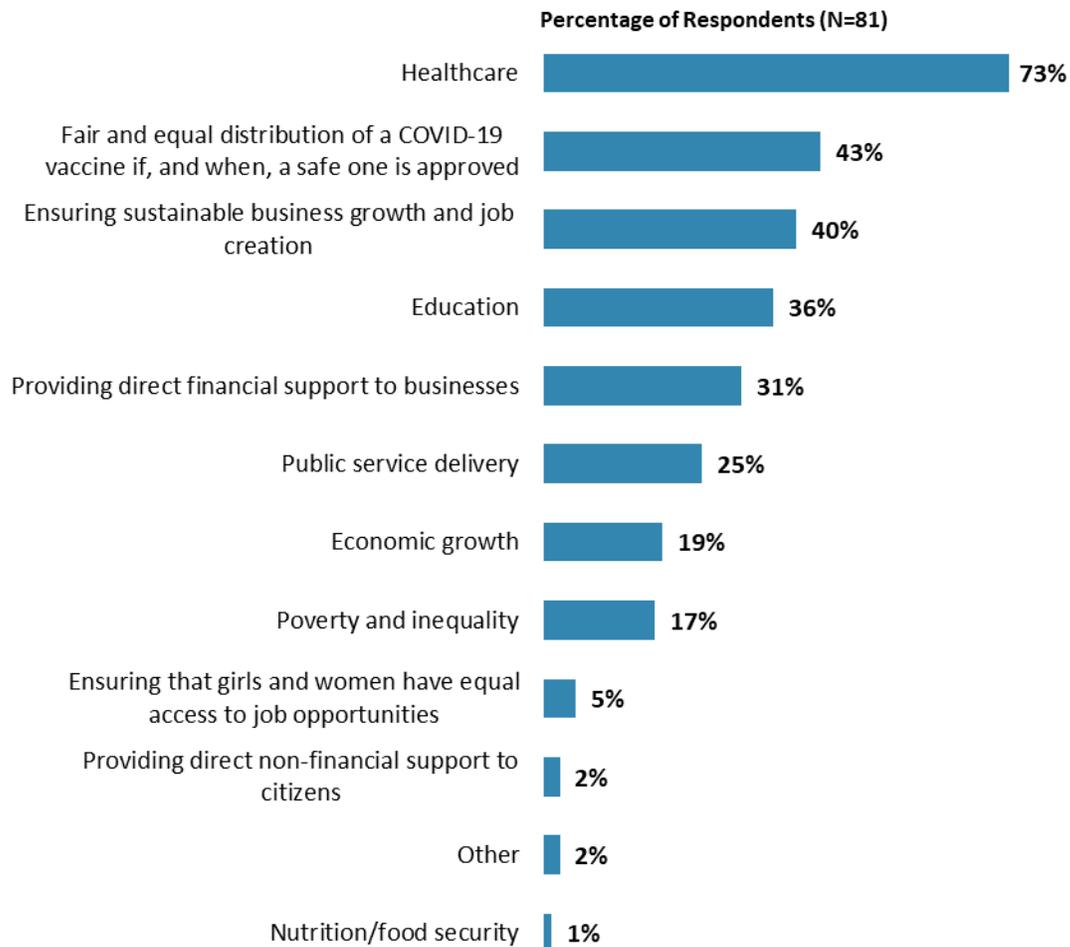


**"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Poland? (Choose no more than THREE)" (Respondents chose from a list. Responses combined)**



## IV. Overall Context (continued)

### COVID-19 Pandemic: Where the Government of Poland Should Focus Efforts

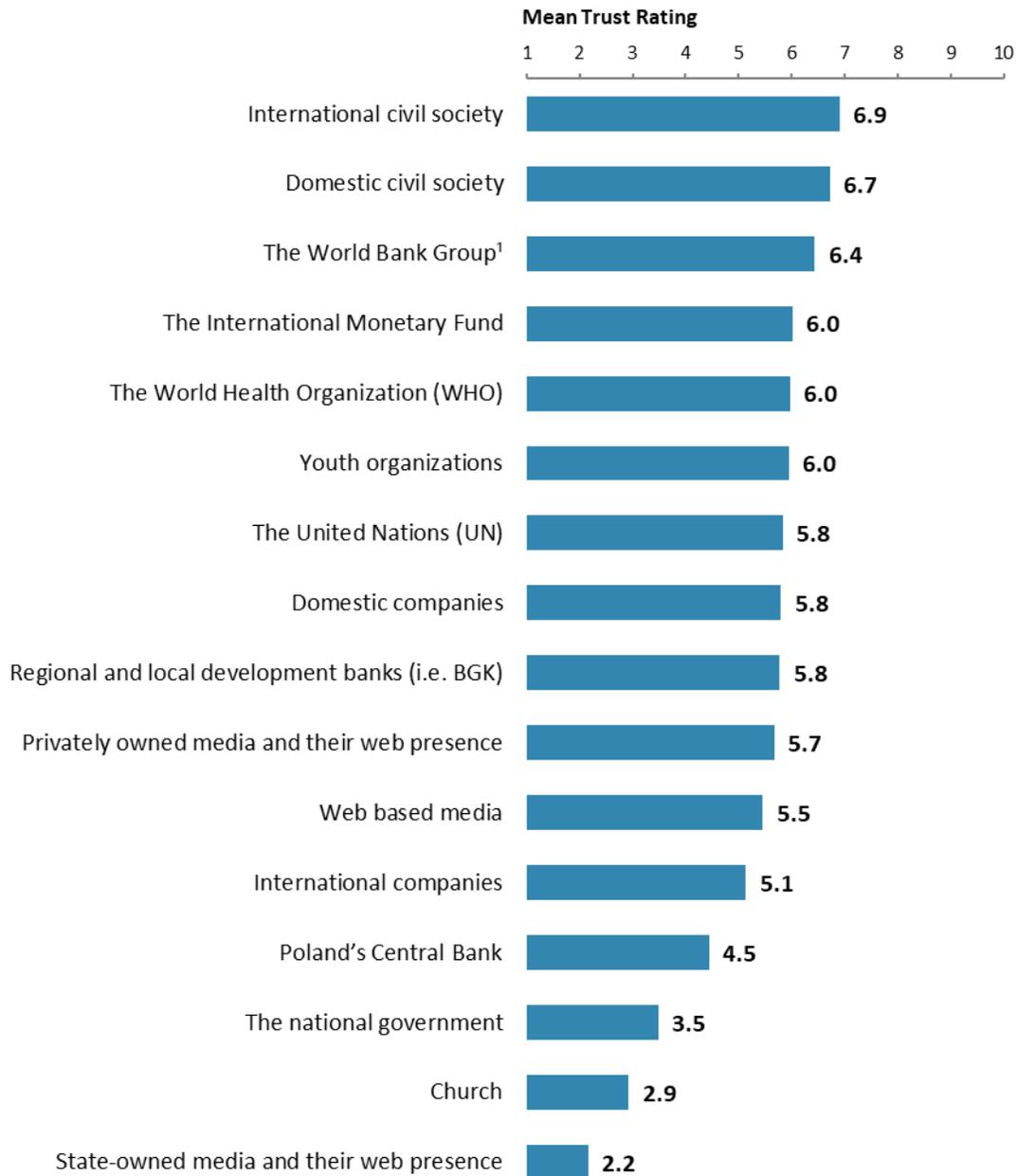


**"The COVID-19 pandemic has stressed many aspects of Poland's growth and development. In which areas would you like to see the Polish government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)**



## IV. Overall Context (continued)

### Trust in Institutions

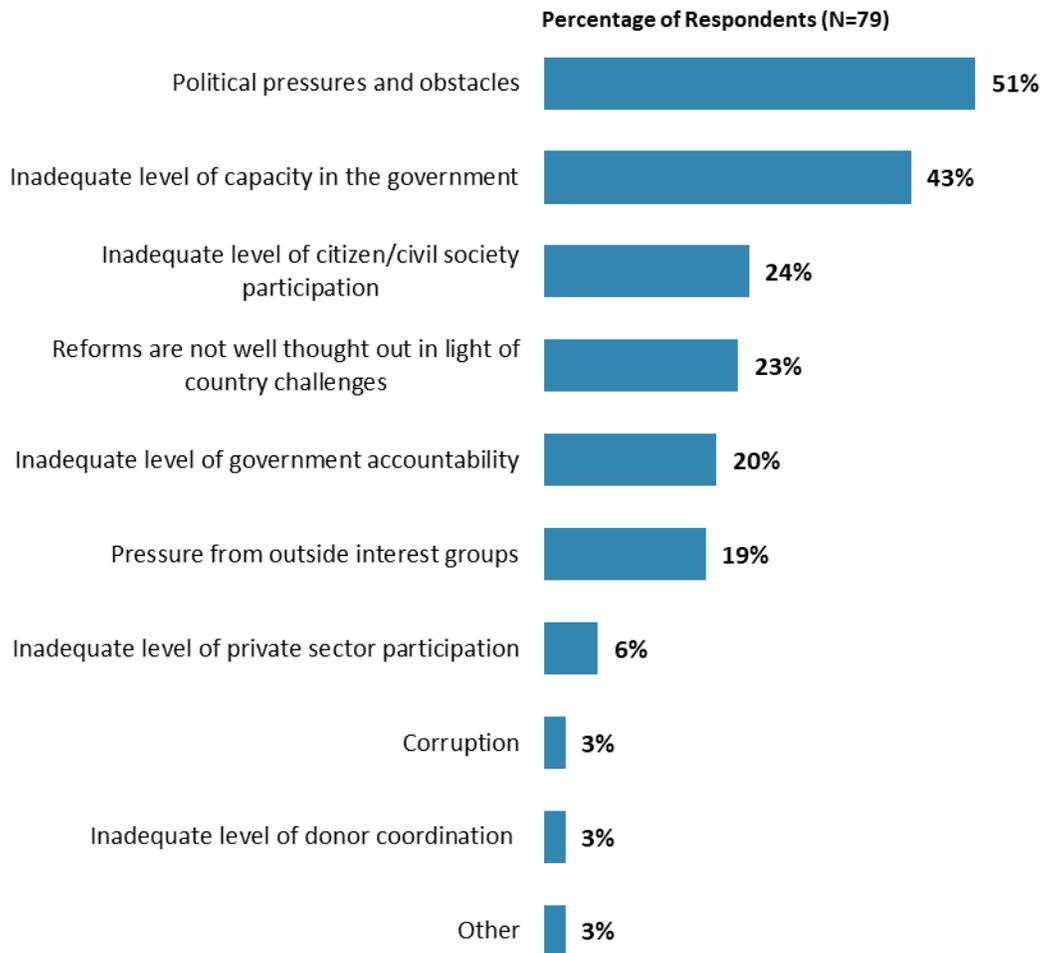


**"To what extent do you trust each of the following groups to do what is right?"**  
(1-"To no degree at all", 10-"To a very significant degree")  
*<sup>1</sup>Indicator Question*



## IV. Overall Context (continued)

### Attributions for Slow/Failed Reform Efforts

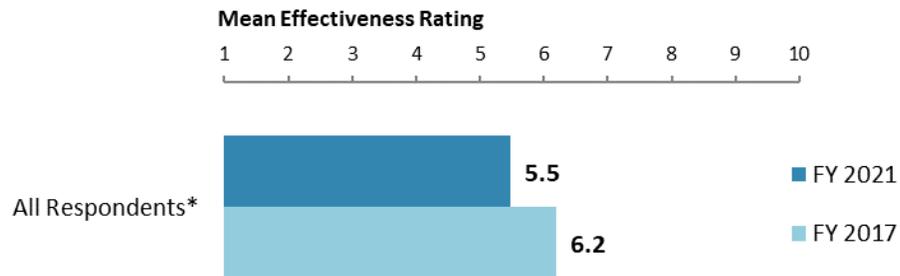


**"When economic and/or social reform efforts fail or are slow to take place in Poland, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



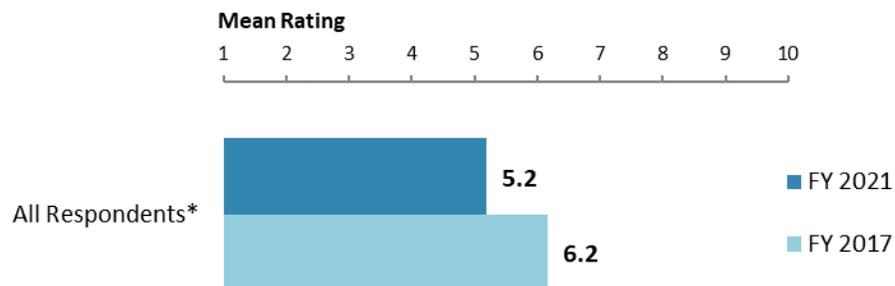
## V. Overall Attitudes toward the World Bank Group

### The World Bank Group's Overall Effectiveness<sup>5</sup> (Indicator Question)



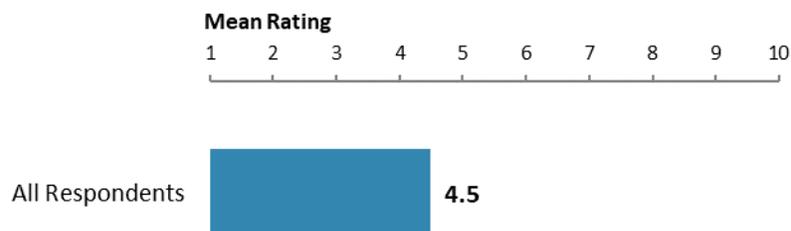
"Overall, please rate your impression of the World Bank Group's effectiveness in Poland." (1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between FY 2021 and FY 2017)

### Achieving Development Results (Indicator Question)



"To what extent does the World Bank Group's work help to achieve development results in Poland?" (1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2021 and FY 2017)

### Influence on Poland's Development Agenda (Indicator Question)



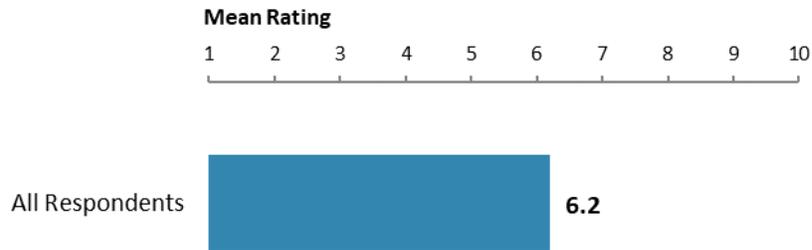
"To what extent does the World Bank Group influence the development agenda in Poland?"  
(1-"To no degree at all", 10-"To a very significant degree")

<sup>5</sup> Means in the first two charts on this page were calculated based on weighted data.



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

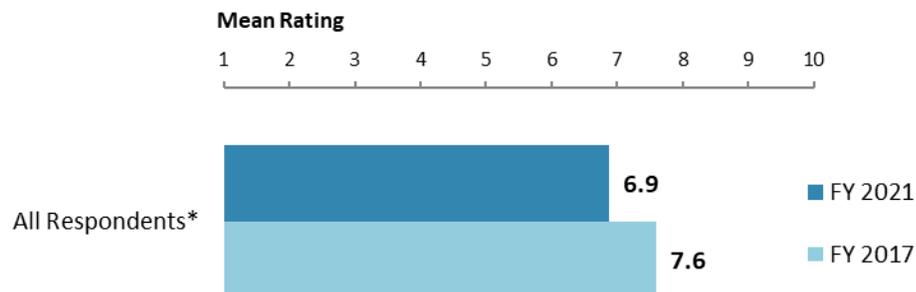
### WBG Staffing in Poland



**"To what extent do you believe the World Bank Group is adequately staffed in Poland?"**  
(1-"To no degree at all", 10-"To a very significant degree")

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### WBG Staff Preparedness<sup>6</sup>



**"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Chad solve its most complicated development challenges?"**  
(1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2021 and FY 2017)

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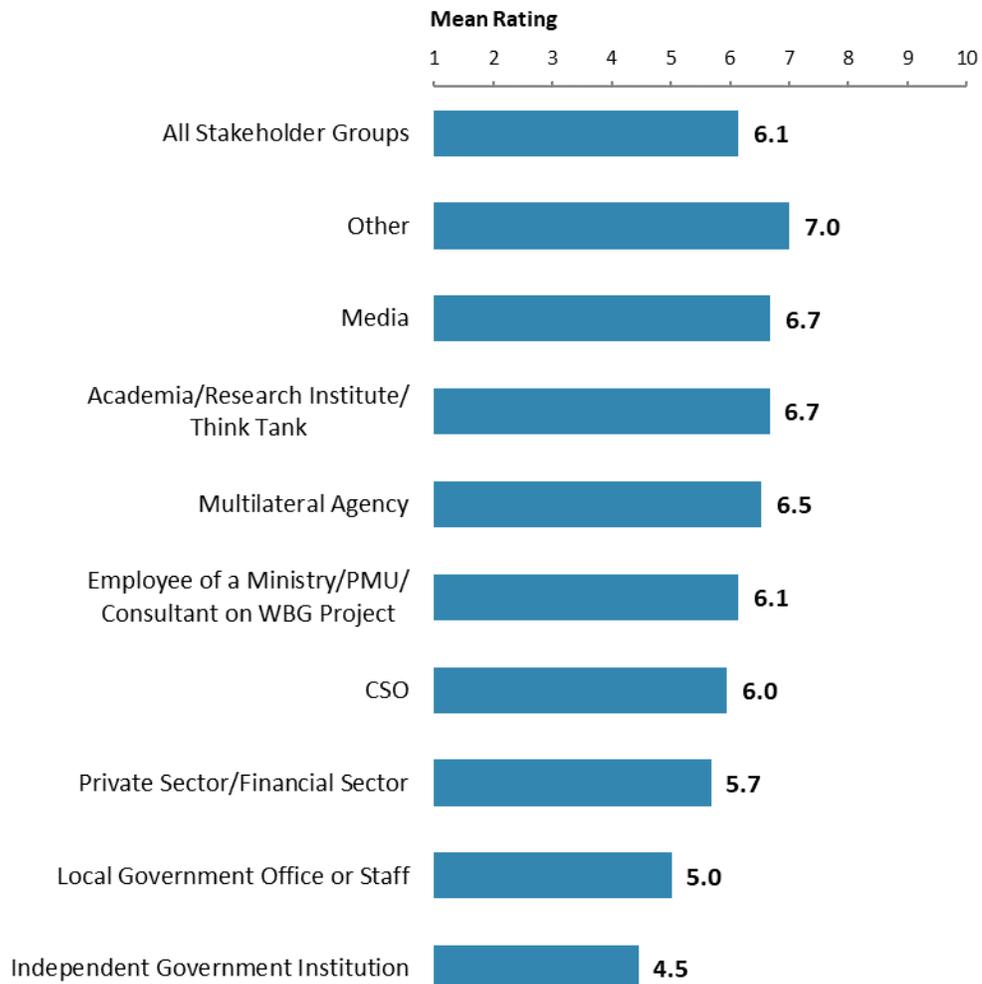
<sup>6</sup> Means in this chart were calculated based on weighted data.



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-nine COS indicator questions (mean rating = 6.6) compared to respondents who do not collaborate with the WBG (mean rating = 5.8).



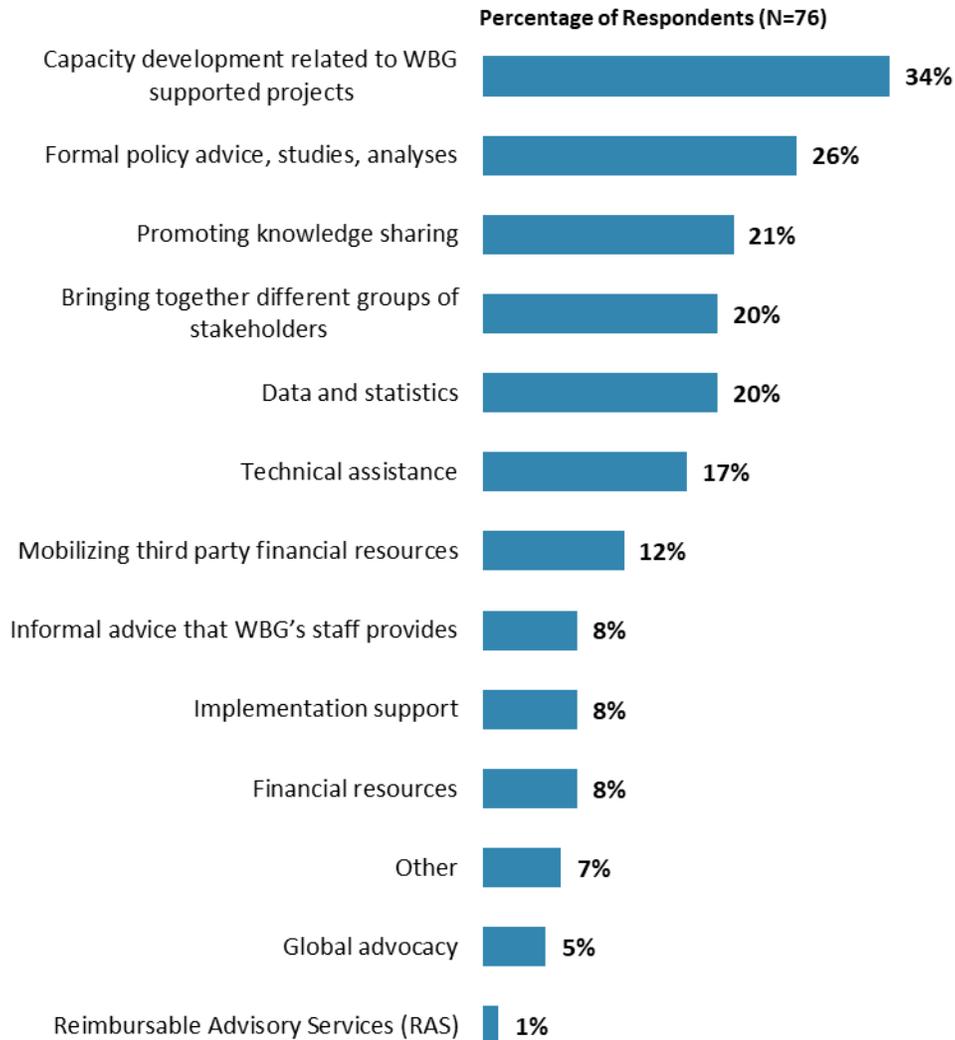
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest values to Poland were "*policy advice, studies, analyses*" (49%), "*capacity development related to World Bank Group supported projects*" (45%), and "*bringing together different groups of stakeholders*" (26%).



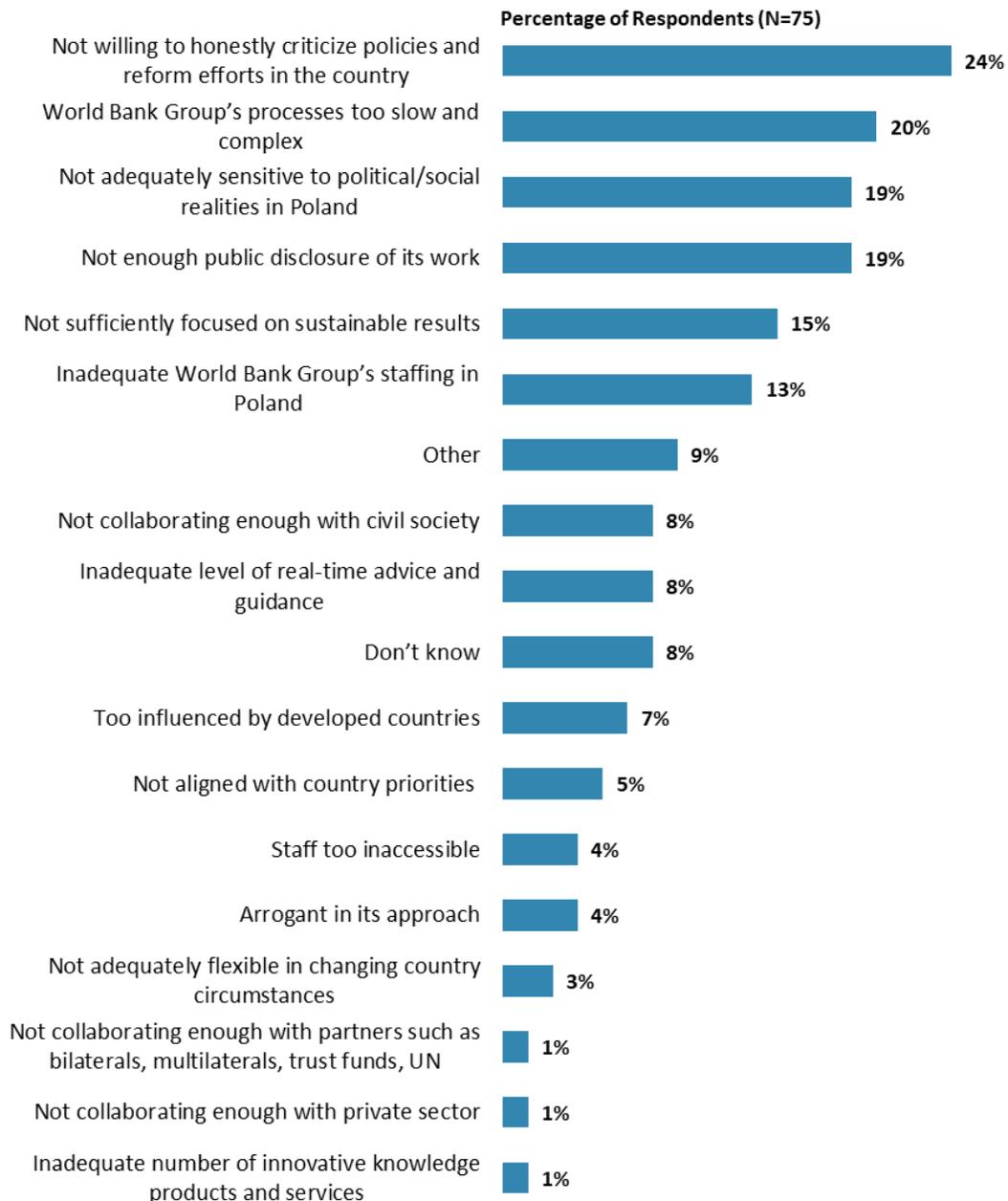
**"When thinking about the World Bank Group's role in Poland, which activity do you VALUE the most? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest weakness in its work in Poland was that *"its advice strategies do not lend themselves to practical problem solving"* (23%).

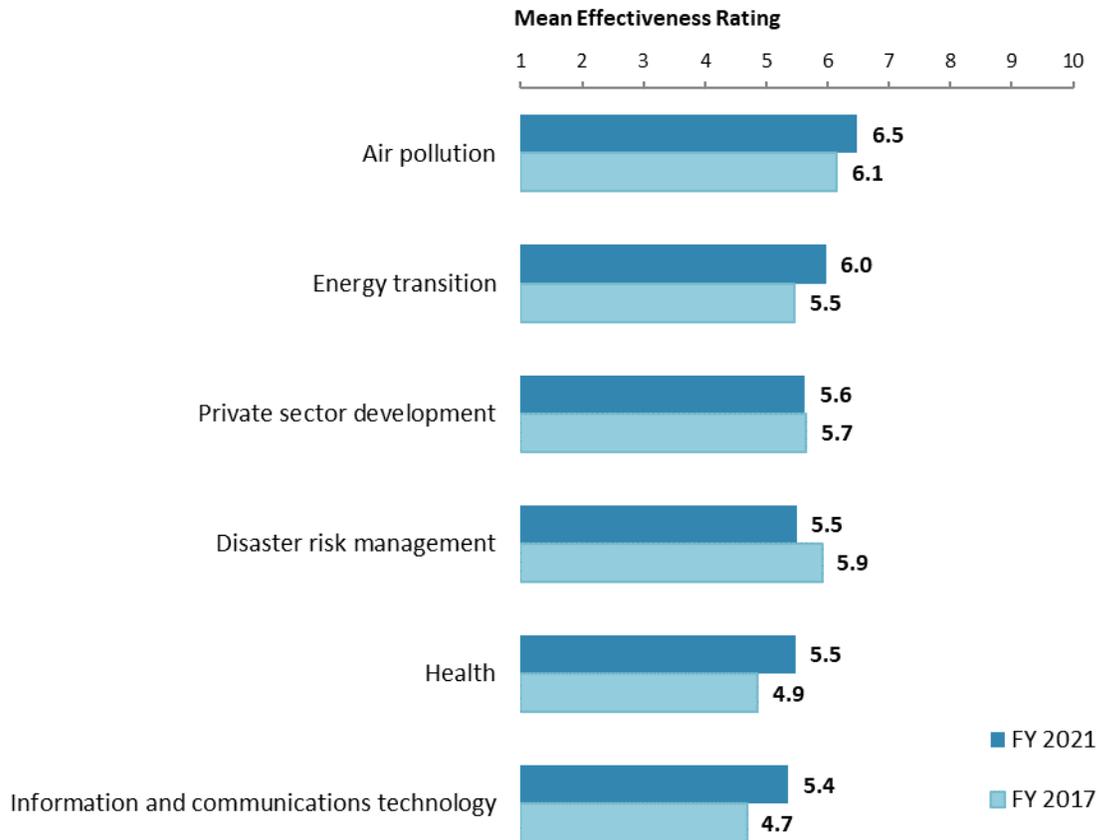


**"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Poland? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## VI. World Bank Group's Support in Development Areas

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>7</sup>



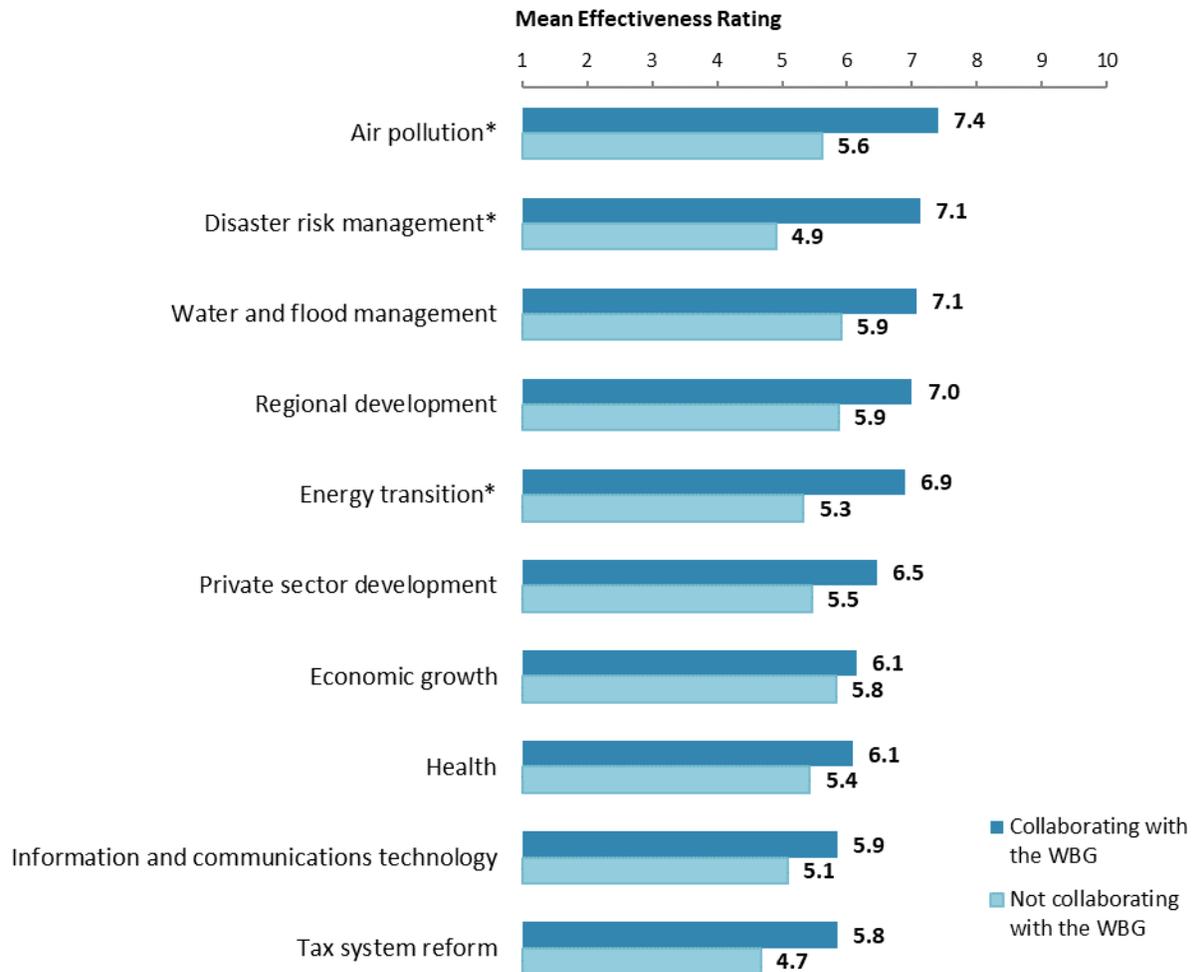
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Poland?"**  
(1-"Not effective at all", 10-"Very effective")

<sup>7</sup> Means presented in this chart were calculated based on weighted data. See Appendix D for details.



## VI. WBG's Support in Development Areas (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>8</sup>



**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Poland?"**

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

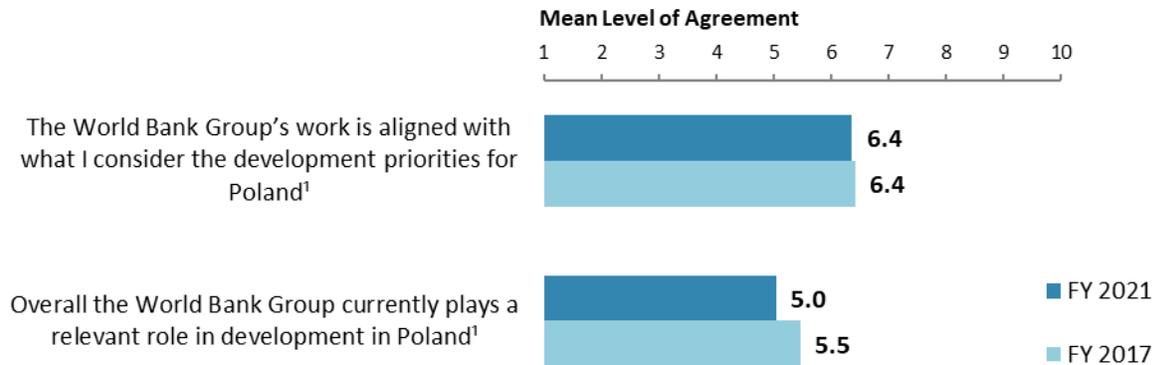
*(\*Significantly different between collaborators and non-collaborators)*

<sup>8</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 37) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



## VII. World Bank Group’s Work and Engagement on the Ground

### The World Bank Group’s Work in Poland: Year Comparison<sup>9</sup>



**"To what extent do you agree/disagree with the following statements about the World Bank Group’s work in Poland?" (1-"Strongly disagree", 10-"Strongly agree")**  
*<sup>1</sup>Indicator Question*

### The World Bank Group’s Work in Poland: Collaboration



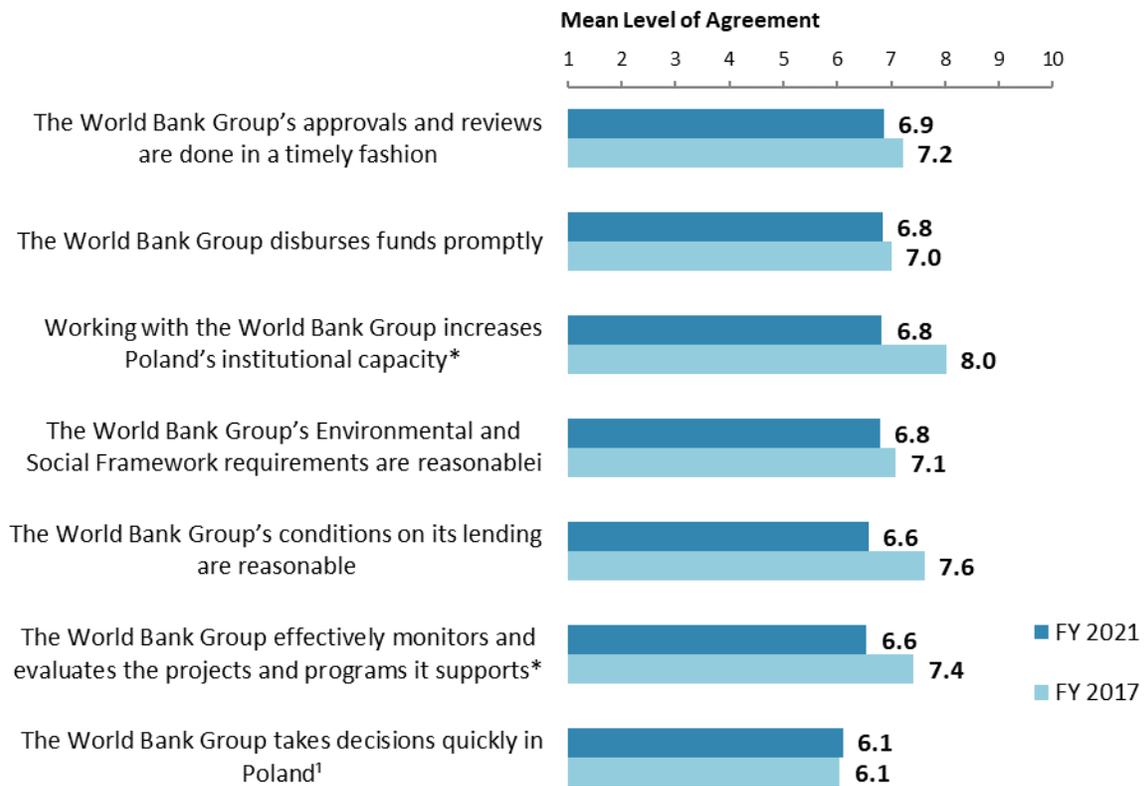
**"To what extent do you agree/disagree with the following statements about the World Bank Group’s work in Poland?" (1-"Strongly disagree", 10-"Strongly agree")**  
*(\*Significantly different between collaborators and non-collaborators)*  
*<sup>1</sup>Indicator Question*

<sup>9</sup> Means in this chart were calculated based on weighted data.



## VII. WBG's Work and Engagement on the Ground (continued)

### Overall Perceptions: Year Comparison<sup>10</sup>



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

(1-"Strongly disagree", 10-"Strongly agree")

(\*Significantly different between FY 2021 and FY 2017)

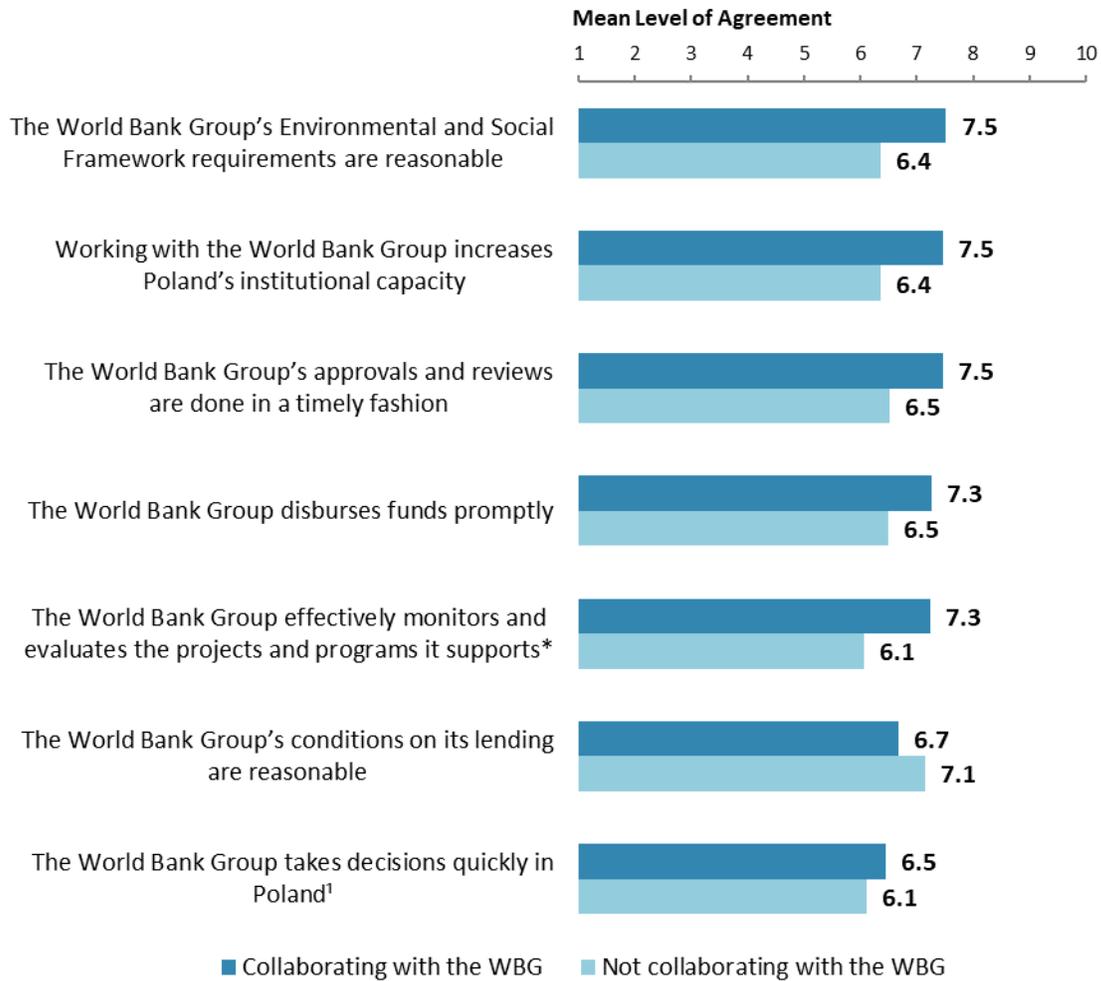
<sup>1</sup>Indicator Question

<sup>10</sup> Means in this chart were calculated based on weighted data.



## VII. WBG's Work and Engagement on the Ground (continued)

### Overall Perceptions: Collaboration



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

(\*Significantly different between collaborators and non-collaborators)

<sup>1</sup>Indicator Question



## VII. WBG's Work and Engagement on the Ground (continued)

### The WBG as an Effective Development Partner: Year Comparison<sup>11</sup>



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

(\*Significantly different between FY 2021 and FY 2017)

<sup>1</sup>Indicator Question

<sup>11</sup> Means in this chart were calculated based on weighted data.



## VII. WBG's Work and Engagement on the Ground (continued)

### The WBG as an Effective Development Partner: Collaboration



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

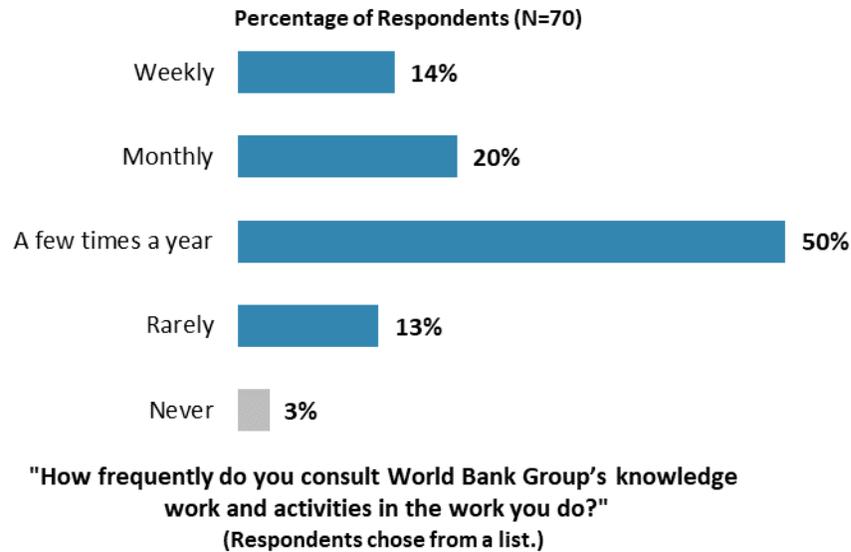
**(\*Significantly different between collaborators and non-collaborators)**

**<sup>1</sup>Indicator Question**

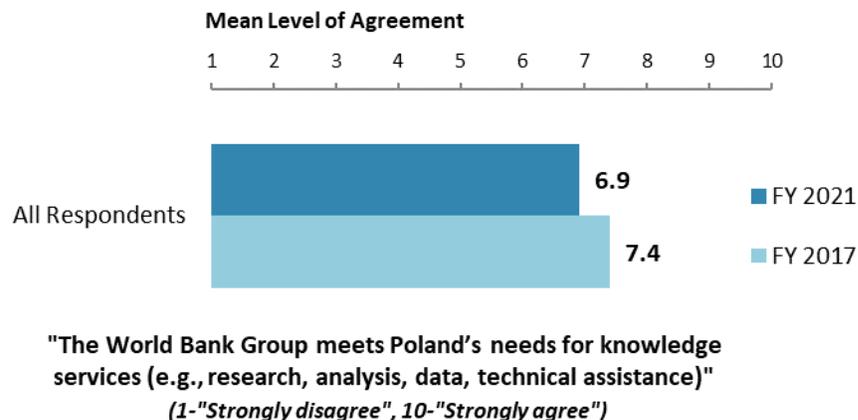


## VIII. World Bank Group's Knowledge and Instruments

### Frequency of Consulting WBG Knowledge Work and Activities



### Meeting Poland's Knowledge Needs<sup>12</sup> (Indicator Question)

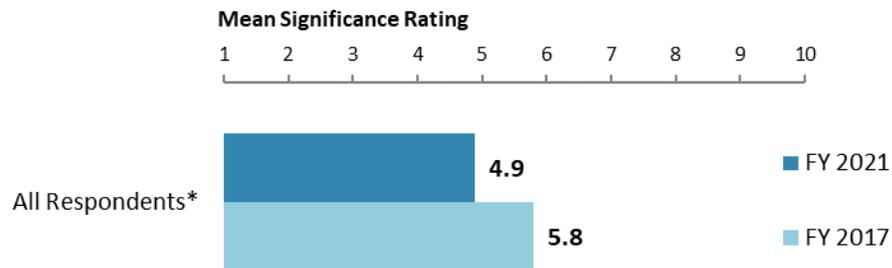


<sup>12</sup> Means in this chart were calculated based on weighted data.



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

### Contribution of the WBG's Knowledge Work and Activities<sup>13</sup> (Indicator Question)



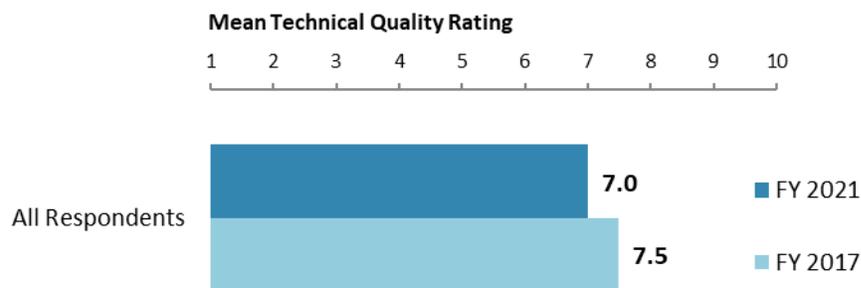
"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"

(\*Significantly different between FY 2021 and FY 2017)

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

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



"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")

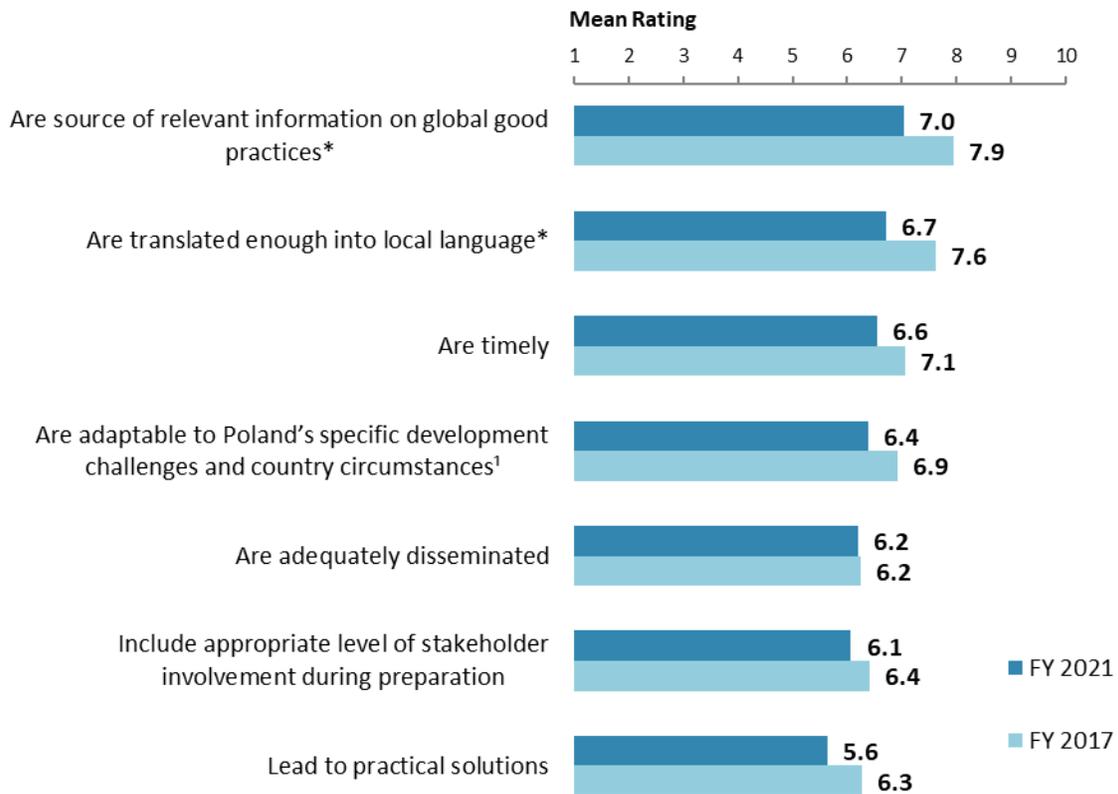
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<sup>13</sup> Means in the charts on this page were calculated based on weighted data.



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

### Qualities of the WBG's Knowledge Work and Activities<sup>14</sup>



"In Poland, 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 FY 2021 and FY 2017)

<sup>1</sup>Indicator Question

<sup>14</sup> Means in this chart were calculated based on weighted data.



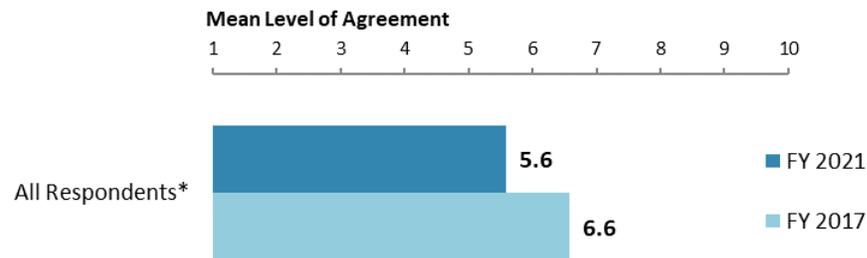
## VIII. World Bank Group’s Knowledge and Instruments (continued)

### Usefulness of the COVID-19 “Approach Paper”



**"The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 “Approach Paper” published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Poland government’s efforts to support citizens throughout this crisis?"**  
*(1-“Not usefull at all”, 10-“Very useful”)*

### Meeting Poland’s Needs for Financial Instruments<sup>15</sup> (Indicator Question)



**"The World Bank Group’s instruments (i.e., investment lending, Trust Funds, Program-for-Results, etc.) meet the needs of Poland"** *(1-“Strongly disagree”, 10-“Strongly agree”)*  
*(\*Significantly different between FY 2021 and FY 2017)*

### WBG’s Global Advocacy Role (Indicator Question)



**"How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?"**  
*(1-“Not important at all”, 10-“Very important”)*

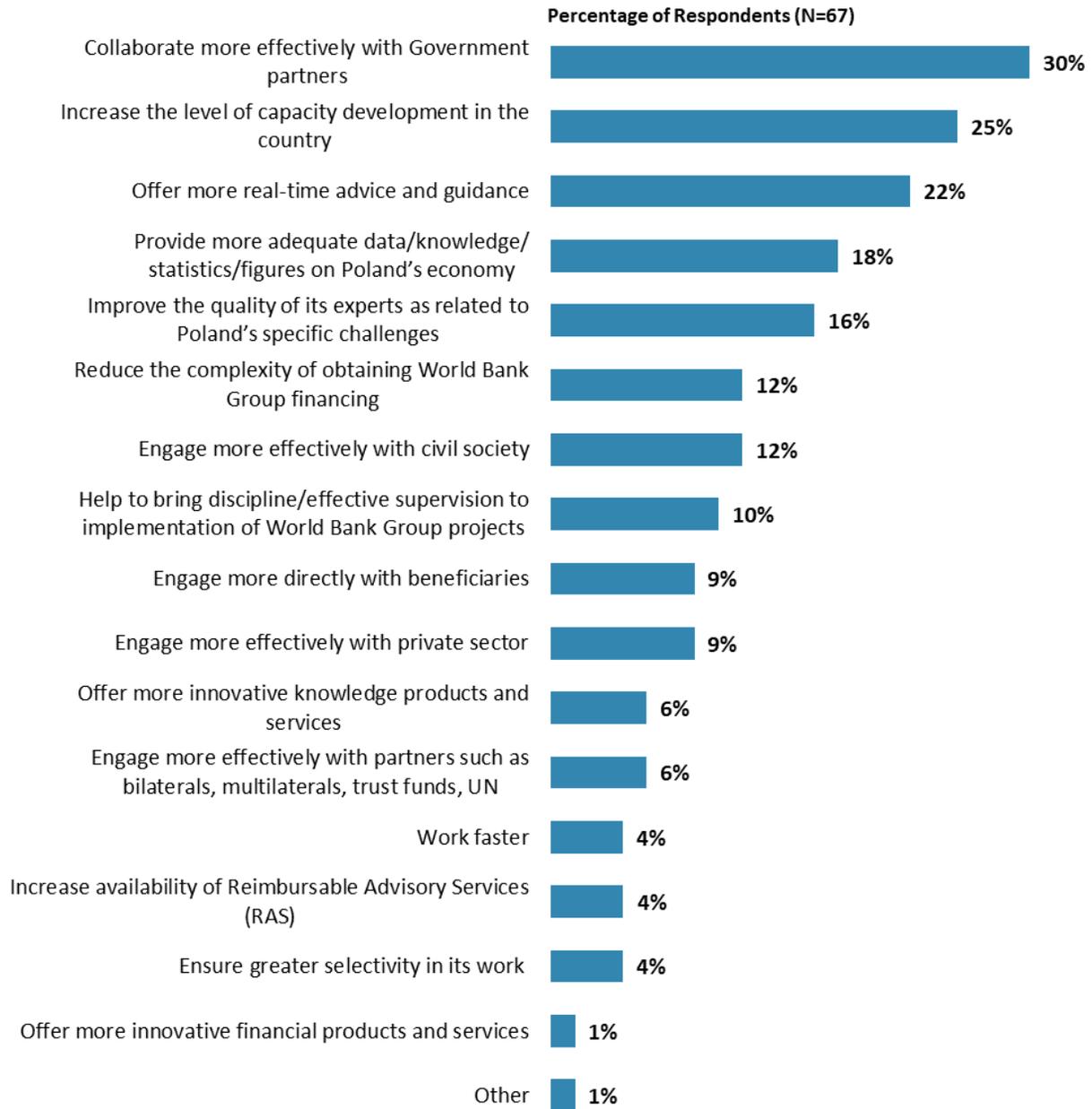
<sup>15</sup> Means in this chart were calculated based on weighted data.



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

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should “*collaborate more effectively with Government clients*” (52%) to make itself of greater value in Poland.



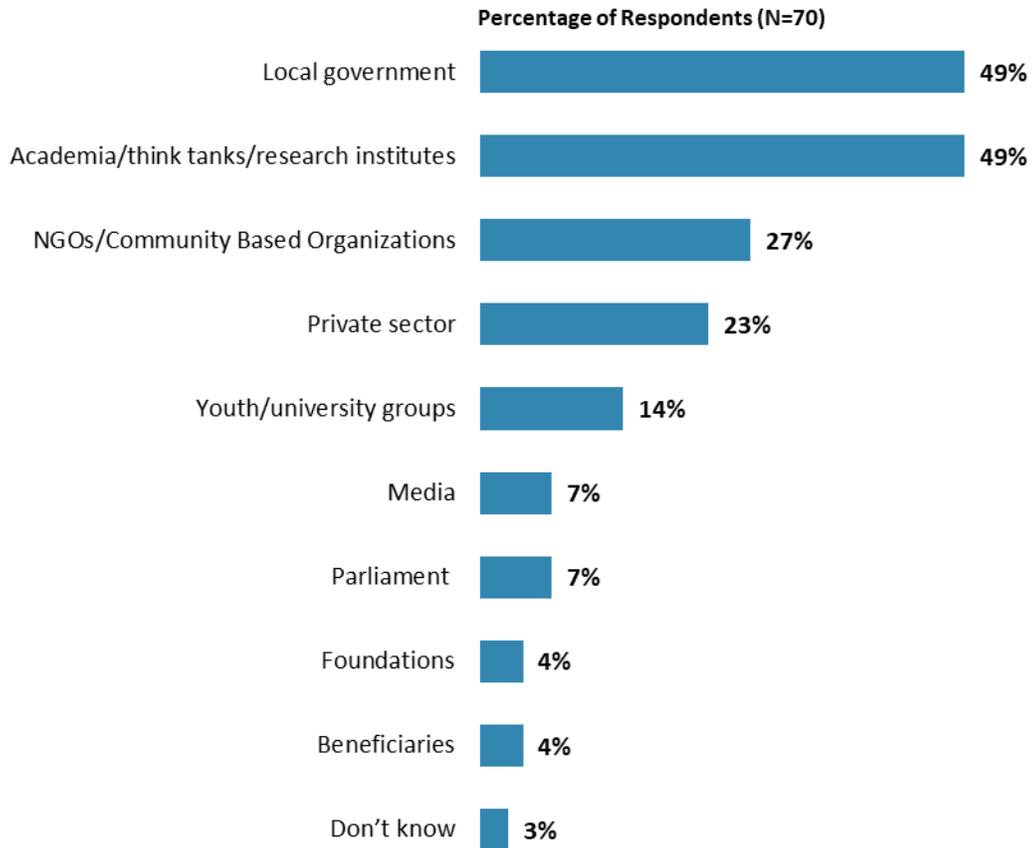
**"Which of the following SHOULD the World Bank Group do to make itself of greater value in Poland? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the FY'17 Country Survey indicated that the WBG should collaborate more with “*academia/think tanks/research institutes*” (48%) and “*local government*” (42%) to ensure better development results in Poland.



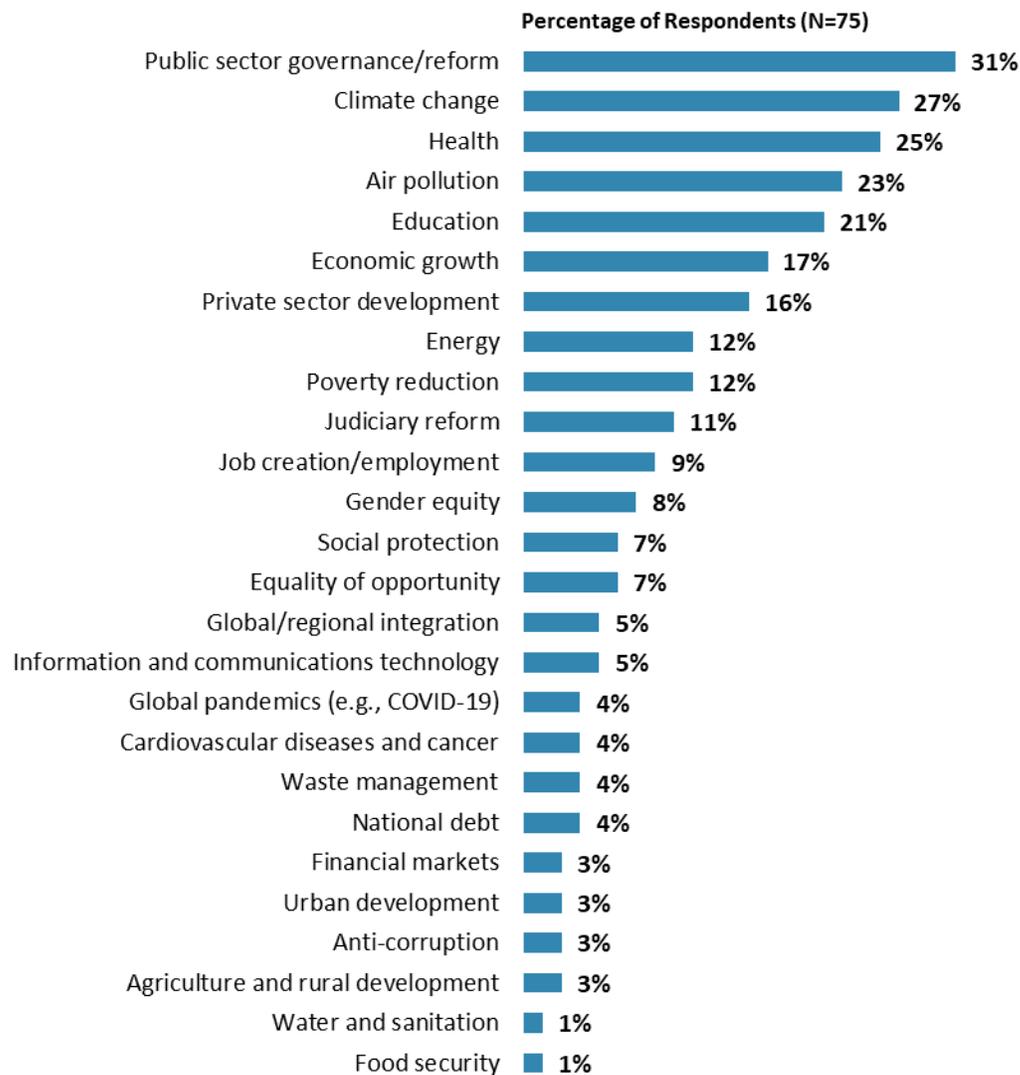
**"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"**



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

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

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should focus its resources on “*public sector governance/reform*” (51%), “*economic growth*” (36%), and “*job creation/employment*” (23%). Consistent with the perceived development priorities, this year more respondents selected “*climate change*”, “*health*”, and “*air pollution*” among the top areas of the WBG’s focus, with significant increases compared to FY17 (10%, 15%, and 11% respectively in FY17).



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

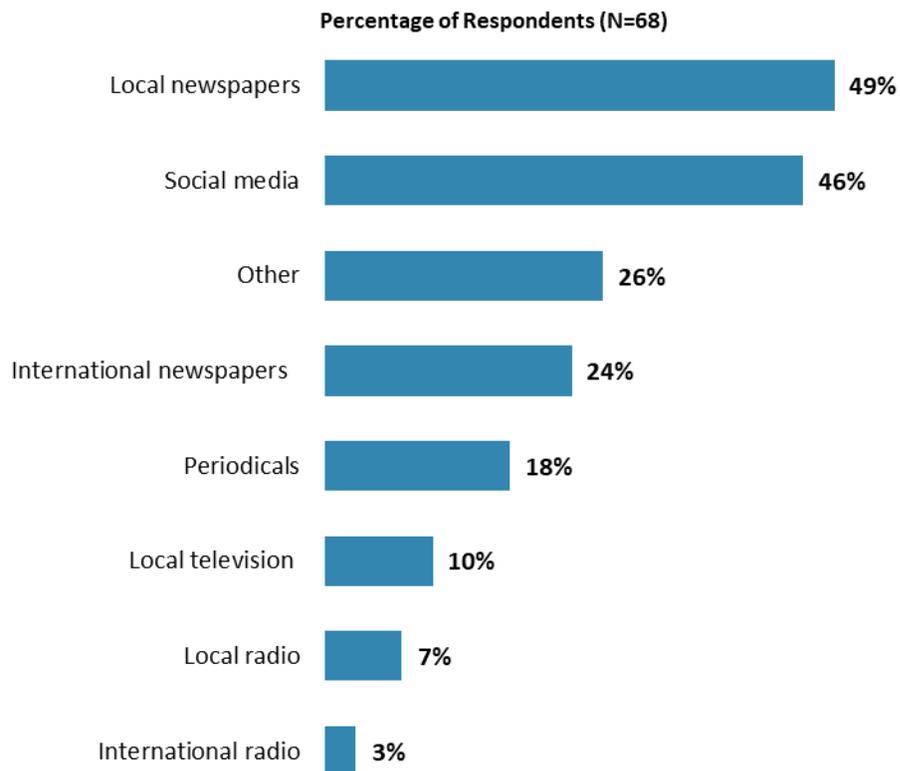


## X. Communication and Outreach

*Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 53) for selected responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY’17 Country Survey indicated that they got most of their information about economic and social development issues in Poland from the “*Internet*” (63%) and from “*periodicals*” (27%).



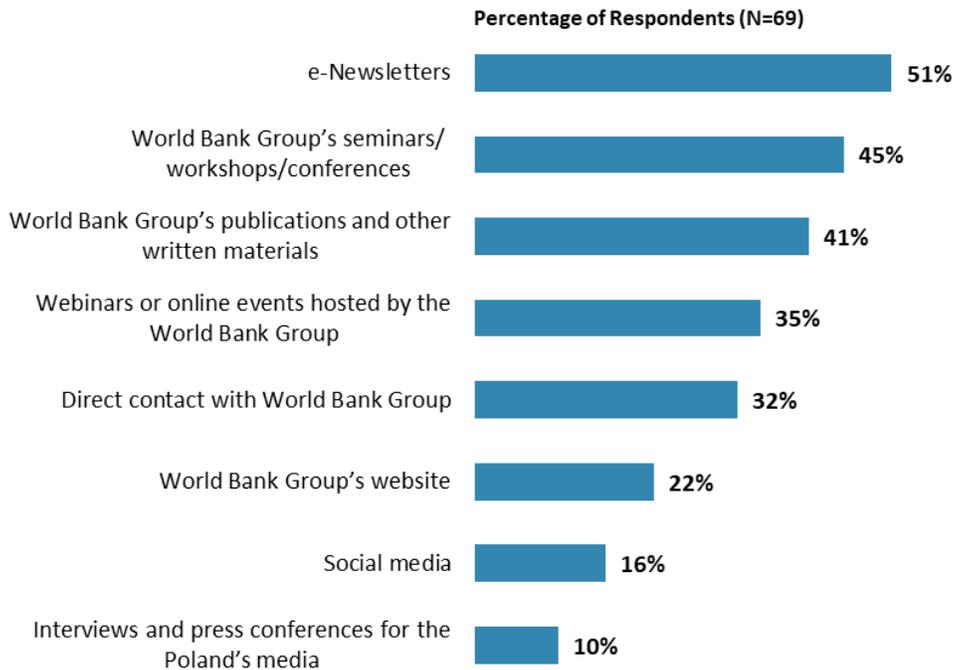
**"How do you get most of your information about economic and social development issues in Poland? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

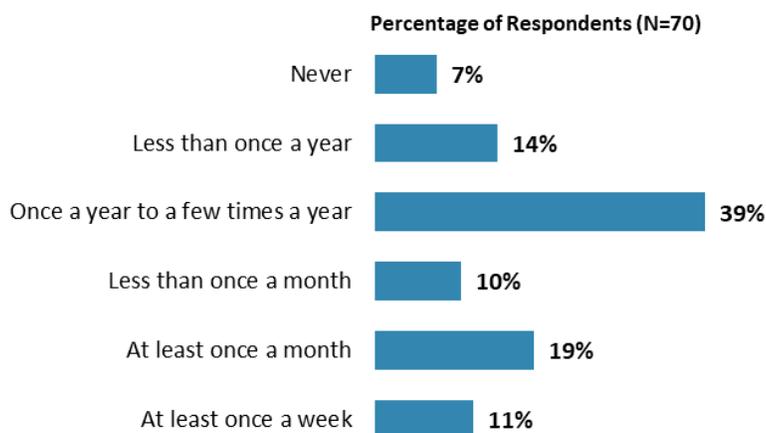
### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that they would prefer to receive information from the WBG through “WBG’s seminars/workshops/conferences” (50%) and through “e-Newsletters” (41%).



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

### WBG Interaction Frequency

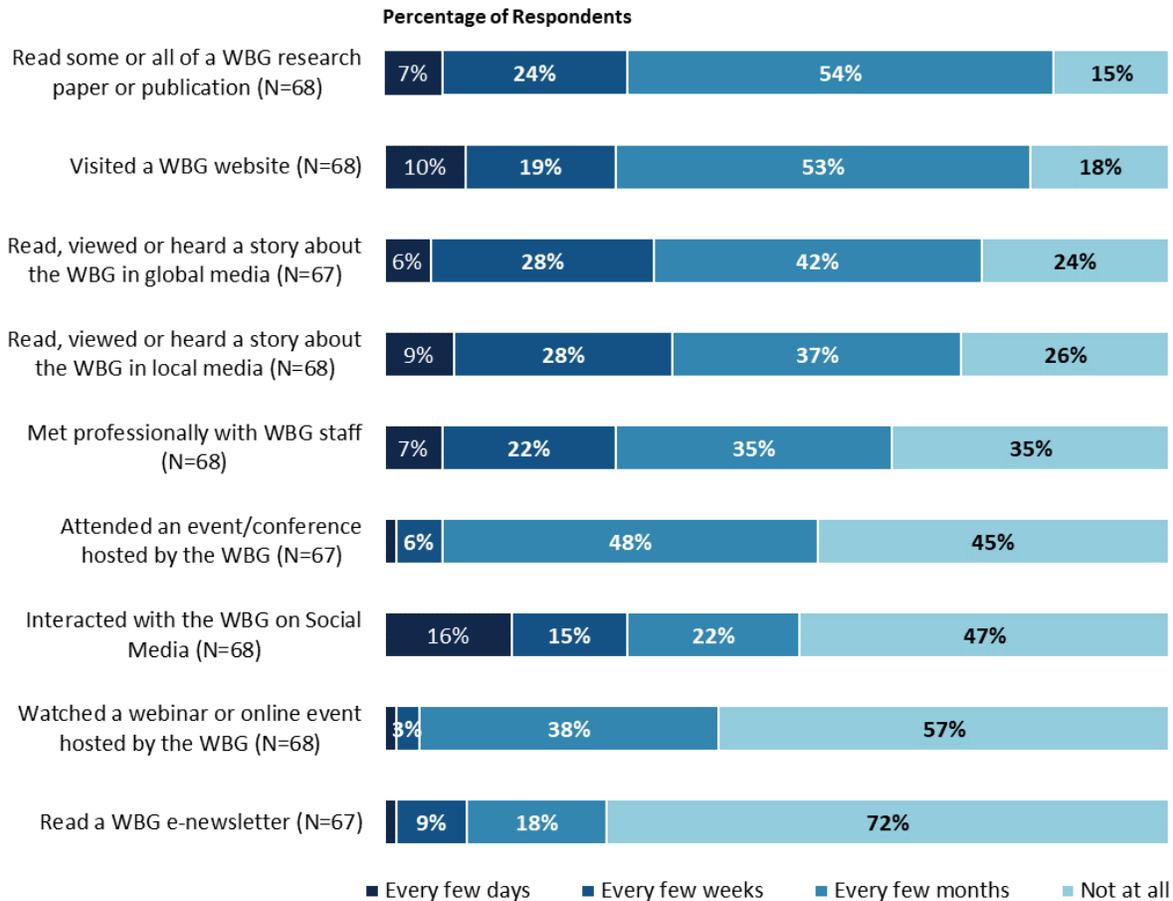


**"How frequently do you interact with the World Bank Group now in Poland?"**  
(Respondents chose from a list.)



## X. Communication and Outreach (continued)

### Frequency of Specific WBG Interactions



"Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?" (Respondents chose from a list.)



## XI. Appendices

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### POLAND





## Appendix A: Responses to All Questions across All Respondents (N=83)

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. Overall Context

<b>1. In general, would you say that Poland is headed in ... ?</b>	<b>Percentage of Respondents (N=81)</b>
The right direction	29.6%
The wrong direction	50.6%
Not sure	19.8%

<b>2. Do you think that economic opportunity for citizens in Poland is ... ?</b>	<b>Percentage of Respondents (N=82)</b>
Increasing	46.3%
Decreasing	34.1%
Staying about the same	19.5%

**A. Overall Context (continued)**

<b>3. Listed below are a number of development priorities in Poland. Please identify which of the following you consider the most important development priorities in Poland. (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=83)</b>
Climate change (e.g., mitigation, adaptation)	34.9%
Air pollution	31.3%
Education	28.9%
Health	28.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	26.5%
Economic growth	22.9%
Energy	20.5%
Job creation/employment	14.5%
Judiciary reform	13.3%
Equality of opportunity (i.e., social inclusion)	10.8%
Information and communications technology	10.8%
Private sector development	9.6%
Social protection (e.g., pensions, targeted social assistance)	9.6%
Global/regional integration	3.6%
Gender equity (closing the gap between women and men, and boys and girls)	3.6%
Urban development	3.6%
Waste management	3.6%
Global pandemics (e.g., COVID-19)	3.6%
National debt	3.6%
Transport (e.g., roads, bridges, transportation)	2.4%
Anti-corruption	2.4%
Trade and exports	1.2%
Disaster risk management	1.2%
Agriculture and rural development	1.2%
Food security	1.2%
Poverty reduction	1.2%
Cardiovascular diseases and cancer	1.2%
Financial markets	0.0%
Water and sanitation	0.0%
Crime and violence	0.0%

**A. Overall Context (continued)**

<b>4. 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 Poland? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=82)</b>
Education	52.4%
Job creation/employment	46.3%
Equality of opportunity (i.e., social inclusion)	45.1%
Economic growth	28.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19.5%
Social protection (e.g., pensions, targeted social assistance)	18.3%
Gender equity (closing the gap between women and men, and boys and girls)	13.4%
Private sector development	13.4%
Health	12.2%
Agriculture and rural development	6.1%
Information and communications technology	4.9%
Energy	4.9%
Urban development	4.9%
Climate change (e.g., mitigation, adaptation)	4.9%
Transport (e.g., roads, bridges, transportation)	3.7%
Anti-corruption	3.7%
Global/regional integration	3.7%
Food security	2.4%
Disaster risk management	2.4%
Air pollution	2.4%
Financial markets	1.2%
Cardiovascular diseases and cancer	1.2%
Trade and exports	1.2%
Waste management	1.2%
Judiciary reform	1.2%
Water and sanitation	0.0%
Crime and violence	0.0%
National debt	0.0%

**A. Overall Context (continued)**

<b>5. The COVID-19 pandemic has stressed many aspects of Poland's growth and development. In which areas would you like to see the Polish government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=81)</b>
Healthcare	72.8%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved	43.2%
Ensuring sustainable business growth and job creation	39.5%
Education	35.8%
Providing direct financial support to businesses (business support packages)	30.9%
Public service delivery (e.g., strengthening policies, institutions)	24.7%
Economic growth	18.5%
Poverty and inequality (e.g., strengthening the social safety net, social assistance)	17.3%
Ensuring that girls and women have equal access to job opportunities	4.9%
Other	2.5%
Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens	2.5%
Nutrition/food security	1.2%

<b>6. When economic and/or social reform efforts fail or are slow to take place in Poland, which of the following would you attribute this to? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=79)</b>
Political pressures and obstacles	50.6%
Inadequate level of capacity in the government	43.0%
Inadequate level of citizen/civil society participation	24.1%
Reforms are not well thought out in light of country challenges	22.8%
Inadequate level of government accountability	20.3%
Pressure from outside interest groups (e.g., private sector, unions)	19.0%
Inadequate level of private sector participation	6.3%
Corruption	2.5%
Other	2.5%
Inadequate level of donor coordination	2.5%

**A. Overall Context (continued)**

7. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national government	71	6	3.48	1.93
2. The World Bank Group*	68	10	6.44	2.38
3. The International Monetary Fund	64	13	6.02	2.22
4. The United Nations (UN)	67	10	5.84	2.42
5. The World Health Organization (WHO)	72	4	5.97	2.47
6. Regional and local development banks (i.e. BGK)	67	9	5.78	1.82
7. Poland's Central Bank	69	8	4.45	2.16
8. International companies	71	6	5.14	1.94
9. Domestic companies	70	7	5.80	2.03
10. International civil society (e.g., NGOs, CBOs)	68	8	6.91	1.80
11. Domestic civil society (e.g., NGOs, CBOs)	70	5	6.73	1.96
12. Youth organizations	59	16	5.95	2.14
13. Church	72	5	2.93	2.13
14. State-owned media and their web presence (e.g., newspapers, TV stations, radio)	72	5	2.17	1.68
15. Privately owned media and their web presence	71	5	5.68	2.22
16. Web based media (i.e., blogs, social media, other web-based news and information sources)	69	6	5.46	2.08

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

1. How familiar are you with the work of these organizations in Poland? (1-Not familiar at all, 10-Extremely familiar)	Familiarity			
	N	DK	Mean	SD
1. The World Bank (IBRD)	77	n/a	6.74	2.19
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	77	n/a	4.05	2.87

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Poland? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in Poland*	71	6	5.25	2.33
3. The World Bank Group's work is aligned with what I consider the development priorities for Poland*	68	8	6.50	2.29

4. Overall, please rate your impression of the effectiveness of these organizations in Poland. (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. The World Bank (IBRD)*	69	7	5.58	2.10
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm*	33	43	4.85	2.03

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Poland? (1-To no degree at all, 10-To a very significant degree)	70	6	5.40	2.46

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

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Poland?* (1-To no degree at all, 10-To a very significant degree)	65	11	4.49	2.13

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Poland? (Select only ONE response)	Percentage of Respondents (N=76)
To a fully sufficient degree	0.0%
To a somewhat sufficient degree	19.7%
To a somewhat insufficient degree	28.9%
To a very insufficient degree	7.9%
Don't know	43.4%

8. When thinking about the World Bank Group's role in Poland, which activity do you VALUE the most? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=76)
Capacity development related to World Bank Group supported projects	34.2%
Formal policy advice, studies, analyses	26.3%
Promoting knowledge sharing	21.1%
Data and statistics	19.7%
Bringing together different groups of stakeholders	19.7%
Technical assistance	17.1%
Mobilizing third party financial resources	11.8%
Financial resources	7.9%
Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)	7.9%
Implementation support	7.9%
Other	6.6%
Global advocacy	5.3%
Reimbursable Advisory Services (RAS)	1.3%
Donor coordination	0.0%

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

<b>9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Poland? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=75)</b>
Not willing to honestly criticize policies and reform efforts in the country	24.0%
World Bank Group's processes too slow and complex	20.0%
Not adequately sensitive to political/social realities in Poland	18.7%
Not enough public disclosure of its work	18.7%
Not sufficiently focused on sustainable results	14.7%
Inadequate World Bank Group's staffing in Poland	13.3%
Other	9.3%
Don't know	8.0%
Inadequate level of real-time advice and guidance	8.0%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	8.0%
Too influenced by developed countries	6.7%
Not aligned with country priorities	5.3%
Staff too inaccessible	4.0%
Arrogant in its approach	4.0%
Not adequately flexible in changing country circumstances	2.7%
Inadequate number of innovative knowledge products and services	1.3%
Not collaborating enough with private sector	1.3%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	1.3%
Inadequate number of innovative financial products and services	0.0%

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

<b>10. When thinking about how the World Bank Group can have the most impact on development results in Poland, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Poland? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=75)</b>
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	30.7%
Climate change (e.g., mitigation, adaptation)	26.7%
Health	25.3%
Air pollution	22.7%
Education	21.3%
Economic growth	17.3%
Private sector development	16.0%
Energy	12.0%
Poverty reduction	12.0%
Judiciary reform	10.7%
Job creation/employment	9.3%
Gender equity (closing the gap between women and men, and boys and girls)	8.0%
Equality of opportunity (i.e., social inclusion)	6.7%
Social protection (e.g., pensions, targeted social assistance)	6.7%
Information and communications technology	5.3%
Global/regional integration	5.3%
Global pandemics (e.g., COVID-19)	4.0%
National debt	4.0%
Waste management	4.0%
Cardiovascular diseases and cancer	4.0%
Financial markets	2.7%
Anti-corruption	2.7%
Agriculture and rural development	2.7%
Urban development	2.7%
Food security	1.3%
Water and sanitation	1.3%
Crime and violence	0.0%
Transport (e.g., roads, bridges, transportation)	0.0%
Disaster risk management	0.0%
Trade and exports	0.0%

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

11. What do you immediately think of when you hear about the IFC? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=73)
World Bank	37.0%
Don't know	27.4%
Impact Investor	19.2%
Private Sector Solutions	19.2%
Multi-lateral financial institution	17.8%
Investment Bank	15.1%
Financial Advisory Solutions	12.3%
Development institution	9.6%
None of the above	6.8%
Innovation and Entrepreneurship	5.5%
Thought leader	4.1%
Asset Manager	2.7%
Other	1.4%
Venture Capital	1.4%
Public-private partnerships	1.4%

**C. World Bank Group's Work and Engagement on the Ground**

Staff Preparedness	N	DK	Mean	SD
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Poland solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	55	18	6.95	2.11

Staffing adequacy	N	DK	Mean	SD
2. To what extent do you believe the World Bank Group is adequately staffed in Poland? (1-To no degree at all, 10-To a very significant degree)	48	24	6.21	2.11

To what extent is the World Bank Group an effective development partner in Poland, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
3. Responsiveness to needs*	56	14	6.66	2.00
4. Flexibility (in terms of the institution's products and services)*	55	15	5.73	2.33
5. Flexibility (in terms of changing country circumstances)*	54	15	5.61	2.33
6. Being inclusive*	53	15	5.98	2.11
7. Openness (sharing data and other information)*	58	12	7.03	2.43
8. Collaboration with the Government*	52	17	6.48	2.25
9. The speed in which it gets things accomplished on the ground*	55	14	5.73	2.17
10. Helping to bring discipline/effective supervision to implementation of investment projects*	37	32	5.84	2.61
11. Collaboration with civil society*	45	24	6.02	2.12
12. Staff accessibility*	52	17	6.21	2.30
13. Collaboration with other donors and development partners*	35	34	6.17	2.35
14. Collaboration with the private sector*	32	35	6.09	2.41
15. Straightforwardness and honesty*	51	18	6.59	2.52
16. Treating clients and stakeholders in Poland with respect*	57	13	7.70	2.26
17. Being a long-term partner*	48	20	7.31	2.43

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent do you agree/disagree with the following statements? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
18. The World Bank Group disburses funds promptly	36	34	6.97	2.27
19. The World Bank Group effectively monitors and evaluates the projects and programs it supports	51	19	6.63	2.12
20. The World Bank Group's approvals and reviews are done in a timely fashion	49	21	6.98	2.11
21. The World Bank Group's Environmental and Social Framework requirements are reasonable	41	29	6.95	2.04
22. The World Bank Group's conditions on its lending are reasonable	33	36	6.88	2.07
23. The World Bank Group takes decisions quickly in Poland*	40	28	6.28	2.54
24. Working with the World Bank Group increases Poland's institutional capacity	60	9	6.92	2.32
<b>To what extent do you agree/disagree with the following statements about the World Bank Group in Poland?</b> <i>(1-Strongly disagree, 10-Strongly agree)</i>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
25. The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, Program-for-Results, etc.) meet the needs of Poland*	36	33	5.92	2.37
26. The World Bank Group meets Poland's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	56	12	7.07	2.14
<b>Reimbursable Advisory Services</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
27. To what extent do you believe that Poland 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>	31	39	5.39	2.49
<b>COVID-19 "Approach Paper"</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
28. The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Poland government's efforts to support citizens throughout this crisis? <i>(1-Not useful at all, 10-Very useful)</i>	32	38	6.75	2.38
<b>Global role of advocacy</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
29. How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?* <i>(1-Not important at all, 10-Very important)</i>	65	5	7.98	2.23

**D. World Bank Group's Support in Development Areas**

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Poland? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Private sector development	26	41	5.88	2.10
2. Tax system reform	25	41	5.28	2.39
3. Regional development	40	27	6.38	2.10
4. Energy transition	33	34	6.18	2.20
5. Water and flood management	25	41	6.56	2.26
6. Air pollution	33	34	6.70	2.26
7. Health	26	41	5.73	2.29
8. Economic growth	32	35	5.97	2.51
9. Disaster risk management	20	47	5.80	2.44
10. Information and communications technology	18	48	5.39	2.57

**E. 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=70)
Weekly	14.3%
Monthly	20.0%
A few times a year	50.0%
Rarely	12.9%
Never	2.9%

In Poland, 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	60	8	6.72	2.06
3. Include appropriate level of stakeholder involvement during preparation	49	18	6.22	2.42
4. Lead to practical solutions	60	8	5.85	2.43
5. Are source of relevant information on global good practices	63	4	7.17	2.27
6. Are adequately disseminated	59	9	6.32	2.20
7. Are translated enough into local language	54	13	6.89	2.38
8. Are adaptable to Poland's specific development challenges and country circumstances*	56	12	6.57	2.32

Overall Evaluations	N	DK	Mean	SD
9. 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)	53	17	5.09	2.31
10. 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)	59	9	7.17	2.05

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Poland? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=67)</b>
Collaborate more effectively with Government partners (e.g., national, state, local)	29.9%
Increase the level of capacity development in the country	25.4%
Offer more real-time advice and guidance	22.4%
Provide more adequate data/knowledge/statistics/figures on Poland's economy	17.9%
Improve the quality of its experts as related to Poland's specific challenges	16.4%
Reduce the complexity of obtaining World Bank Group financing	11.9%
Engage more effectively with civil society (e.g., NGOs, CBOs)	11.9%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	10.4%
Engage more directly with beneficiaries	9.0%
Engage more effectively with private sector	9.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	6.0%
Offer more innovative knowledge products and services	6.0%
Ensure greater selectivity in its work	4.5%
Increase availability of Reimbursable Advisory Services (RAS)	4.5%
Work faster	4.5%
Other	1.5%
Offer more innovative financial products and services	1.5%

<b>2. 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=70)</b>
Academia/think tanks/research institutes	48.6%
Local government	48.6%
NGOs/Community Based Organizations	27.1%
Private sector	22.9%
Youth/university groups	14.3%
Media	7.1%
Parliament	7.1%
Foundations	4.3%
Beneficiaries	4.3%
Don't know	2.9%
Donor community	0.0%
Other	0.0%

**G. Communication and Information Sharing**

<b>1. How frequently do you interact with the World Bank Group now in Poland?</b>	<b>Percentage of Respondents (N=70)</b>
Never	7.1%
Less than once a year	14.3%
Once a year to a few times a year	38.6%
Less than once a month	10.0%
At least once a month	18.6%
At least once a week	11.4%

<b>2. How do you get most of your information about economic and social development issues in Poland? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=68)</b>
Local newspapers	48.5%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	45.6%
Other	26.5%
International newspapers	23.5%
Periodicals	17.6%
Local television	10.3%
Local radio	7.4%
International radio	2.9%
International television	0.0%

<b>3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=69)</b>
e-Newsletters	50.7%
World Bank Group's seminars/workshops/conferences	44.9%
World Bank Group's publications and other written materials	40.6%
Webinars or online events hosted by the World Bank Group	34.8%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	31.9%
World Bank Group's website	21.7%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	15.9%
Interviews and press conferences for the Poland's media	10.1%

<b>4. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=64)</b>
High speed/WiFi	100%
Dial-up	0%

<b>5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)</b>	<b>Percentage of Respondents (N=68)</b>
Computer/laptop	86.8%
I never visit the WBG websites	8.8%
Phone	4.4%
Tablet	0%

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

6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	68	8.8%	27.9%	36.8%	26.5%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	67	6.0%	28.4%	41.8%	23.9%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	68	16.2%	14.7%	22.1%	47.1%
Visited a WBG website (e.g., read a blog, used data)	68	10.3%	19.1%	52.9%	17.6%
Attended an event/conference hosted by the WBG	67	1.5%	6.0%	47.8%	44.8%
Watched a webinar or online event hosted by the WBG	68	1.5%	2.9%	38.2%	57.4%
Read some or all of a WBG research paper or publication	68	7.4%	23.5%	54.4%	14.7%
Met professionally with WBG staff	68	7.4%	22.1%	35.3%	35.3%
Read a WBG e-newsletter	67	1.5%	9.0%	17.9%	71.6%

**H. Background Information**

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=83)
Employee of Ministry, Ministerial Department, Implementation Agency	24.1%
Academia/Research Institute/Think Tank	19.3%
Local Government Office or Staff	9.6%
NGO/Community Based Organization	8.4%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	6.0%
Media (press, radio, TV, web, etc.)	6.0%
Other	6.0%
Multilateral Agency (UN, regional development bank)	4.8%
Private Sector Organization	4.8%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported pr	2.4%
State-Owned Enterprise	2.4%
Financial Sector/Private Bank	2.4%
Office of the President, Prime Minister	1.2%
Office of Parliamentarian	1.2%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	1.2%
Office of Minister	0.0%
Judicial System (e.g., courts)	0.0%
Bilateral Agency (e.g., embassy, diplomatic, military)	0.0%
Trade Union	0.0%
Faith-Based Group	0.0%
Youth Group	0.0%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=82)</b>
Generalist (specialized in multiple sectors)	23.2%
Macroeconomics, fiscal management	17.1%
Climate change	8.5%
Education	7.3%
Environment, natural resources	7.3%
Jobs	6.1%
Other	6.1%
Energy	4.9%
Transport	3.7%
Finance and markets	3.7%
Communications, public affairs	3.7%
Health, nutrition	2.4%
Social protection	2.4%
Governance, anti-corruption	1.2%
Digital development and technology (ICT)	1.2%
Trade and competitiveness	1.2%
Poverty	0.0%
Water, sanitation	0.0%
Gender	0.0%
Agriculture, rural development	0.0%
Urban development	0.0%
Tourism	0.0%
Fragility, conflict, violence, refugees	0.0%
Demographics, migration	0.0%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in Poland?</b>	<b>Percentage of Respondents (N=83)</b>
Yes	42.2%
No	57.8%

<b>4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Poland? (Select only ONE response)</b>	<b>Percentage of Respondents (N=35)</b>
The World Bank (IBRD)	100.0%
The International Finance Corporation (IFC)	0.0%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=34)</b>
Yes	20.6%
No	79.4%

**H. Background Information (continued)**

<b>6. Which of the following describes most of your exposure to the World Bank Group in Poland? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=83)</b>
Collaborate as part of my professional duties	53.0%
Use World Bank Group reports/data	49.4%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	21.7%
Engage in World Bank Group related/sponsored events/activities	12.0%
Use World Bank Group website for information, data, research, etc.	10.8%

<b>7. What's your gender?</b>	<b>Percentage of Respondents (N=82)</b>
Female	57.3%
Male	42.7%

<b>8. What's your age?</b>	<b>Percentage of Respondents (N=82)</b>
25 and under	0.0 %
26-35	14.6%
36-45	42.7%
46-55	24.4%
56 and above	18.3%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=83)</b>
Warsaw	67.5%
City with 100 or more inhabitants except Warsaw	32.5%
City or town with less than 100 inhabitants	0.0%
Village	0.0%



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

- Employee of a Ministry/PMU/Consultant on WBG Project N=22
- Local Government Office or Staff N=8
- Independent Government Institution N=5
- Multilateral Agency N=4
- Private Sector/Financial Sector N=6 (Private Sector)
- CSO N=8
- Academia/Research Institute/Think Tank (Academia) N=16
- Media N=5
- Other<sup>16</sup> N=9

### A. Overall Context

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

Percentage of Respondents	Employee of a Ministry/PMU/Consultant	Local Government Office or Staff	Independent Government Institution	Multilateral Agency	Private Sector	CSO	Academia	Media	Other
The right direction	23.8%	37.5%	75.0%	50.0%	16.7%	25.0%	25.0%	0.0%	44.4%
The wrong direction*	42.9%	62.5%	25.0%	25.0%	66.7%	75.0%	75.0%	40.0%	11.1%
Not sure*	33.3%	0.0%	0.0%	25.0%	16.7%	0.0%	0.0%	60.0%	44.4%

\*Significantly different between stakeholder groups

<sup>16</sup> Includes the following categories: Office of the President, Prime Minister (N=1), Office of Parliamentarian (N=1), State-Owned Enterprise (N=2) and Other (N=5). There were no respondents from the office of a minister, from the judicial system, from bilateral agencies, trade unions, faith-based groups, and from youth groups.

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Job creation/employment	18.2%	12.5%	0.0%	0.0%	16.7%	25.0%	12.5%	20.0%	11.1%
Global pandemics (e.g., COVID-19)	4.5%	0.0%	20.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%
Gender equity	4.5%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%
Poverty reduction*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%
Education	40.9%	37.5%	20.0%	0.0%	33.3%	12.5%	25.0%	20.0%	33.3%
Public sector governance/reform	31.8%	50.0%	0.0%	0.0%	50.0%	37.5%	18.8%	0.0%	22.2%
Global/regional integration	0.0%	12.5%	0.0%	0.0%	16.7%	0.0%	6.3%	0.0%	0.0%
Urban development	4.5%	12.5%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%
Energy	22.7%	25.0%	40.0%	50.0%	0.0%	25.0%	12.5%	0.0%	22.2%
Social protection	9.1%	12.5%	0.0%	25.0%	0.0%	0.0%	25.0%	0.0%	0.0%
Air pollution	31.8%	12.5%	20.0%	0.0%	50.0%	62.5%	31.3%	40.0%	22.2%
Trade and exports	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%
Health	31.8%	25.0%	60.0%	25.0%	0.0%	12.5%	37.5%	0.0%	44.4%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity*	4.5%	0.0%	0.0%	0.0%	33.3%	0.0%	25.0%	40.0%	0.0%
Information and communications technology	13.6%	37.5%	20.0%	0.0%	16.7%	0.0%	6.3%	0.0%	0.0%
Agriculture and rural development	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Waste management	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	20.0%	0.0%
Climate change	31.8%	0.0%	40.0%	75.0%	33.3%	37.5%	31.3%	40.0%	55.6%
Anti-corruption	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%
Judiciary reform*	0.0%	0.0%	0.0%	75.0%	0.0%	50.0%	18.8%	0.0%	11.1%
Transport	4.5%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%
Private sector development	9.1%	12.5%	20.0%	0.0%	16.7%	12.5%	0.0%	20.0%	11.1%
Cardiovascular diseases and cancer*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%
National debt	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	20.0%	0.0%
Economic growth	27.3%	12.5%	40.0%	25.0%	16.7%	25.0%	12.5%	40.0%	22.2%

\*Significantly different between stakeholder groups



**A. Overall Context (continued)**

When economic and/or social reform efforts fail or are slow to take place in Poland, 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	Local Government Office or Staff	Independent Government Institution	Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Political pressures and obstacles	57.1%	25.0%	50.0%	75.0%	16.7%	62.5%	60.0%	80.0%	25.0%
Pressure from outside interest groups	19.0%	25.0%	0.0%	0.0%	0.0%	25.0%	26.7%	20.0%	25.0%
Inadequate level of private sector participation	0.0%	25.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	25.0%
Inadequate level of citizen/civil society participation	19.0%	25.0%	50.0%	0.0%	33.3%	37.5%	13.3%	40.0%	25.0%
Corruption	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%
Reforms are not well thought out in light of country challenges	28.6%	12.5%	0.0%	25.0%	33.3%	25.0%	6.7%	20.0%	50.0%
Inadequate level of government accountability	23.8%	0.0%	50.0%	0.0%	16.7%	25.0%	40.0%	0.0%	0.0%
Inadequate level of donor coordination	4.8%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%
Inadequate level of capacity in the government	33.3%	75.0%	25.0%	50.0%	50.0%	25.0%	53.3%	20.0%	50.0%
Other	4.8%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%

	Employee of a Ministry/PMU/Consultant		Local Government Office or Staff		Independent Government Institution		Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you trust the World Bank Group to do what is right?	18	5.94	6	4.83	3	4.33	4	6.75	4	7.50	7	6.43	14	7.14	5	6.40	7	7.86

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

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

How familiar are you with the work of these organizations in Poland? (1-Not familiar at all, 10-Extremely familiar)

	Employee of a Ministry/PMU/Consultant		Local Government Office or Staff		Independent Government Institution		Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD)*	21	6.19	8	4.75	3	7.33	4	8.75	6	7.83	8	6.25	15	7.07	5	7.60	7	7.57
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	21	2.24	8	1.88	3	6.00	4	7.75	6	7.17	8	4.00	15	4.73	5	4.40	7	4.71

\*Significantly different between stakeholder groups

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

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

	Employee of a Ministry/PMU/ Consultant		Local Government Office or Staff		Independent Government Institution		Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in development in Poland	18	4.89	7	3.86	3	3.00	4	6.25	6	5.17	7	5.00	15	5.40	5	6.60	6	7.33
The World Bank Group's work is aligned with what I consider the development priorities for Poland	16	5.88	6	5.00	3	6.00	4	7.00	6	6.17	7	6.14	15	7.13	5	7.60	6	7.83

Overall, please rate your impression of the effectiveness of these organizations in Poland. (1-Not effective at all, 10-Very effective)

	Employee of a Ministry/PMU/ Consultant		Local Government Office or Staff		Independent Government Institution		Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD)	19	5.53	8	3.88	2	4.00	4	6.75	5	5.80	7	5.86	15	5.60	3	6.33	6	6.83
The International Finance Corporation (IFC), the World Bank Group's private sector arm	5	4.40	3	3.00	2	2.50	2	6.50	4	4.75	3	4.33	9	5.67	2	5.50	3	5.67

	Employee of a Ministry/PMU/ Consultant		Local Government Office or Staff		Independent Government Institution		Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group's work help to achieve development results in Poland?	18	5.00	7	3.86	3	4.00	4	6.25	6	5.50	7	5.14	14	5.29	5	7.20	6	7.50

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

	Employee of a Ministry/PMU/ Consultant		Local Government Office or Staff		Independent Government Institution		Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group influence the development agenda in Poland?	12	3.67	8	3.13	3	3.33	4	5.00	6	4.17	7	5.29	14	4.79	5	5.60	6	6.00

(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 Poland, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Poland? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Climate change	31.6%	0.0%	0.0%	75.0%	50.0%	37.5%	20.0%	20.0%	14.3%
Private sector development	5.3%	25.0%	66.7%	0.0%	16.7%	12.5%	26.7%	0.0%	14.3%
Water and sanitation*	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Air pollution	10.5%	12.5%	0.0%	25.0%	16.7%	37.5%	26.7%	40.0%	42.9%
Global pandemics (e.g., COVID-19)	5.3%	0.0%	33.3%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%
Health*	21.1%	12.5%	0.0%	25.0%	0.0%	0.0%	53.3%	20.0%	57.1%
Financial markets	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	6.7%	0.0%	0.0%
Social protection	5.3%	0.0%	0.0%	0.0%	16.7%	0.0%	6.7%	0.0%	28.6%
Gender equity	10.5%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	20.0%	0.0%
Judiciary reform	5.3%	0.0%	0.0%	0.0%	0.0%	37.5%	13.3%	20.0%	14.3%
Education	36.8%	25.0%	33.3%	0.0%	0.0%	12.5%	13.3%	40.0%	14.3%
Public sector governance/reform	31.6%	25.0%	0.0%	25.0%	66.7%	50.0%	33.3%	0.0%	14.3%
Urban development	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%
Food security	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	0.0%	0.0%	33.3%	25.0%	16.7%	12.5%	0.0%	20.0%	28.6%
Global/regional integration	15.8%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	21.1%	0.0%	33.3%	25.0%	33.3%	37.5%	0.0%	20.0%	14.3%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	0.0%	0.0%	0.0%	25.0%	16.7%	0.0%	0.0%	0.0%	0.0%
Cardiovascular diseases and cancer	5.3%	0.0%	33.3%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%
Information and communications technology	5.3%	12.5%	0.0%	0.0%	16.7%	0.0%	6.7%	0.0%	0.0%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agriculture and rural development	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%
Energy	10.5%	12.5%	0.0%	0.0%	16.7%	0.0%	13.3%	20.0%	28.6%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Waste management*	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%
National debt	0.0%	12.5%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	14.3%
Poverty reduction	15.8%	12.5%	0.0%	50.0%	0.0%	12.5%	0.0%	20.0%	14.3%
Equality of opportunity	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	20.0%	20.0%	0.0%

\*Significantly different between stakeholder groups



### C. World Bank Group's Work and Engagement on the Ground

To what extent is the World Bank Group an effective development partner in Poland, 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		Local Government Office or Staff		Independent Government Institution		Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs	17	6.59	6	4.83	1	5.00	3	7.67	4	6.75	6	6.50	12	7.33	2	7.00	5	7.20
Flexibility (in terms of the institution's products and services)	16	4.88	6	4.00	2	4.00	3	6.33	4	5.50	5	6.60	12	6.92	2	6.50	5	7.00
Flexibility (in terms of changing country circumstances)	16	5.25	6	4.50	2	3.00	3	6.00	5	4.20	4	6.25	11	7.00	2	6.00	5	6.60
Being inclusive	15	5.87	7	5.86	3	4.33	2	7.50	5	6.20	6	6.00	8	5.13	2	7.50	5	7.40
Openness (sharing data and other information)	16	6.81	7	5.00	3	7.00	3	7.00	5	8.60	5	6.00	12	7.75	2	9.00	5	7.60
Collaboration with the Government	14	6.29	4	5.00	3	5.67	3	7.00	4	5.50	4	6.50	12	6.75	3	7.67	5	7.80
The speed in which it gets things accomplished on the ground	14	5.93	7	5.00	3	3.00	2	6.00	4	4.75	6	5.83	12	6.33	2	7.50	5	6.20
Helping to bring discipline/effective supervision to implementation of investment projects	7	6.57	5	4.60	2	3.00	3	7.67	4	4.00	3	5.00	8	6.13	1	7.00	4	7.75
Collaboration with civil society	6	7.67	6	5.33	3	5.33	3	5.33	3	4.67	6	5.17	11	6.09	2	8.00	5	6.60
Staff accessibility*	16	6.94	7	5.29	2	2.00	3	6.00	3	5.67	4	3.75	10	7.10	2	8.00	5	6.80
Collaboration with other donors and development partners	7	7.14	4	4.75	3	3.67	3	6.00	1	5.00	2	4.50	10	6.80	1	7.00	4	7.25
Collaboration with the private sector	5	6.20	3	5.67	3	5.33	2	6.00	3	4.67	3	5.33	7	6.14	2	8.50	4	7.25
Straightforwardness and honesty	14	6.93	7	4.71	3	5.33	3	5.67	5	6.00	4	6.50	8	7.13	2	9.00	5	8.40
Treating clients and stakeholders in Poland with respect	16	8.31	7	6.00	3	6.33	3	7.00	4	8.00	6	6.67	11	8.36	2	8.50	5	8.60
Being a long-term partner*	11	7.45	6	4.33	2	6.00	3	6.67	4	7.75	5	6.40	10	8.70	2	9.00	5	8.60

\*Significantly different between stakeholder groups

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

	Employee of a Ministry/PMU/ Consultant		Local Government Office or Staff		Independent Government Institution		Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group takes decisions quickly in Poland*	10	7.00	5	6.00	2	1.00	2	5.00	3	6.67	3	3.67	9	6.78	1	7.00	5	8.00

\*Significantly different between stakeholder groups

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	Employee of a Ministry/PMU/ Consultant		Local Government Office or Staff		Independent Government Institution		Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group's financial instruments meet the needs of Poland*	7	4.29	4	4.25	2	5.50	2	7.50	4	5.00	3	4.33	7	7.14	3	7.67	4	8.50
The World Bank Group meets Poland's needs for knowledge services	14	6.86	5	6.20	2	6.00	2	7.00	5	6.20	7	7.00	12	7.50	4	7.50	5	8.60

\*Significantly different between stakeholder groups

	Employee of a Ministry/PMU/ Consultant		Local Government Office or Staff		Independent Government Institution		Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?	16	7.81	7	6.29	3	7.00	2	8.50	5	7.60	8	8.25	15	8.87	3	6.33	6	9.33

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

**E. 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	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Weekly	27.8%	0.0%	33.3%	0.0%	0.0%	12.5%	0.0%	25.0%	33.3%
Monthly	11.1%	0.0%	33.3%	33.3%	0.0%	12.5%	33.3%	50.0%	33.3%
A few times a year	33.3%	62.5%	33.3%	33.3%	80.0%	62.5%	66.7%	25.0%	33.3%
Rarely	27.8%	25.0%	0.0%	33.3%	20.0%	0.0%	0.0%	0.0%	0.0%
Never	0.0%	12.5%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%



**E. World Bank Group’s Knowledge Work and Activities (continued)**

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

	Employee of a Ministry/PMU/ Consultant		Local Government Office or Staff		Independent Government Institution		Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are adaptable to Poland’s specific development challenges and country circumstances	14	6.14	7	6.14	3	3.67	2	6.50	5	5.00	5	6.80	12	7.58	2	8.00	6	8.17

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

	Employee of a Ministry/PMU/ Consultant		Local Government Office or Staff		Independent Government Institution		Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	10	4.30	5	3.20	3	3.00	2	5.00	4	4.25	7	5.14	14	6.14	3	6.33	5	6.80
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	15	7.20	6	5.00	3	5.00	3	7.00	4	6.50	7	7.14	11	8.36	4	8.25	6	8.00

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

**F. The Future Role of The World Bank Group in Poland**

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Offer more innovative knowledge products and services	20.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%
Engage more directly with beneficiaries	13.3%	0.0%	0.0%	0.0%	40.0%	0.0%	6.7%	0.0%	16.7%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	0.0%	0.0%	0.0%	66.7%	0.0%	0.0%	13.3%	0.0%	0.0%
Work faster*	0.0%	0.0%	0.0%	0.0%	40.0%	0.0%	0.0%	0.0%	16.7%
Reduce the complexity of obtaining World Bank Group financing	6.7%	12.5%	33.3%	33.3%	20.0%	0.0%	6.7%	0.0%	33.3%
Provide more adequate data/knowledge/statistics/figures on Poland's economy	26.7%	0.0%	66.7%	0.0%	0.0%	37.5%	13.3%	25.0%	0.0%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	13.3%	0.0%	16.7%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	6.7%	12.5%	0.0%	0.0%	0.0%	25.0%	6.7%	25.0%	16.7%
Offer more real-time advice and guidance	13.3%	12.5%	33.3%	0.0%	0.0%	37.5%	33.3%	25.0%	33.3%
Offer more innovative financial products and services	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ensure greater selectivity in its work*	0.0%	12.5%	66.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Engage more effectively with civil society	0.0%	0.0%	0.0%	0.0%	0.0%	37.5%	20.0%	25.0%	16.7%
Increase the level of capacity development in the country	26.7%	37.5%	0.0%	33.3%	40.0%	12.5%	26.7%	25.0%	16.7%
Collaborate more effectively with Government partners	33.3%	25.0%	0.0%	33.3%	40.0%	12.5%	46.7%	25.0%	16.7%
Improve the quality of its experts as related to Poland's specific challenges	26.7%	50.0%	0.0%	0.0%	0.0%	25.0%	6.7%	0.0%	0.0%
Engage more effectively with private sector	6.7%	25.0%	0.0%	0.0%	0.0%	0.0%	6.7%	25.0%	16.7%
Other	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**F. The Future Role of The World Bank Group in Poland (continued)**

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	Local Government Office or Staff	Independent Government Institution	Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Local government	44.4%	87.5%	0.0%	66.7%	20.0%	37.5%	40.0%	75.0%	66.7%
Youth/university groups	11.1%	0.0%	66.7%	33.3%	40.0%	12.5%	6.7%	0.0%	16.7%
Private sector	11.1%	50.0%	0.0%	33.3%	20.0%	12.5%	13.3%	25.0%	66.7%
Academia/think tanks/research institutes*	55.6%	37.5%	100.0%	0.0%	20.0%	50.0%	80.0%	0.0%	16.7%
Donor community	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
NGOs/Community Based Organizations	22.2%	12.5%	0.0%	66.7%	20.0%	62.5%	26.7%	25.0%	16.7%
Media	11.1%	0.0%	0.0%	0.0%	20.0%	12.5%	6.7%	0.0%	0.0%
Parliament	5.6%	0.0%	0.0%	0.0%	20.0%	12.5%	13.3%	0.0%	0.0%
Foundations	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	6.7%	25.0%	0.0%
Beneficiaries	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	6.7%	0.0%	16.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing**

How frequently do you interact with the World Bank Group now in Poland?\*

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Never	0.0%	25.0%	0.0%	0.0%	20.0%	12.5%	6.7%	0.0%	0.0%
Less than once a year	5.6%	37.5%	0.0%	33.3%	0.0%	25.0%	13.3%	0.0%	16.7%
Once a year to a few times a year	44.4%	37.5%	33.3%	0.0%	60.0%	37.5%	53.3%	0.0%	16.7%
Less than once a month	0.0%	0.0%	0.0%	33.3%	0.0%	25.0%	20.0%	25.0%	0.0%
At least once a month*	27.8%	0.0%	66.7%	33.3%	0.0%	0.0%	6.7%	50.0%	33.3%
At least once a week	22.2%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	25.0%	33.3%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Local radio	5.6%	16.7%	0.0%	0.0%	20.0%	12.5%	0.0%	0.0%	16.7%
International radio	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	6.7%	0.0%	0.0%
Local newspapers*	66.7%	50.0%	100.0%	33.3%	20.0%	25.0%	26.7%	100.0%	50.0%
International newspapers*	38.9%	0.0%	0.0%	100.0%	60.0%	12.5%	0.0%	25.0%	16.7%
Local television	16.7%	16.7%	0.0%	0.0%	0.0%	0.0%	13.3%	0.0%	16.7%
International television	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Periodicals*	11.1%	0.0%	0.0%	0.0%	0.0%	37.5%	46.7%	0.0%	0.0%
Social media	27.8%	83.3%	33.3%	33.3%	60.0%	37.5%	60.0%	25.0%	50.0%
Other	16.7%	16.7%	66.7%	0.0%	20.0%	62.5%	20.0%	25.0%	33.3%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Multilateral Agency	Private Sector	CSO	Academia	Media	Other
World Bank Group's publications and other written materials	27.8%	57.1%	33.3%	33.3%	40.0%	50.0%	33.3%	75.0%	50.0%
e-Newsletters	55.6%	28.6%	33.3%	33.3%	80.0%	75.0%	40.0%	50.0%	50.0%
World Bank Group's seminars/workshops/conferences*	38.9%	57.1%	0.0%	0.0%	60.0%	25.0%	73.3%	0.0%	66.7%
Social media	11.1%	0.0%	0.0%	0.0%	20.0%	25.0%	13.3%	50.0%	33.3%
Direct contact with World Bank Group	22.2%	14.3%	33.3%	33.3%	20.0%	12.5%	40.0%	75.0%	66.7%
World Bank Group's website	22.2%	14.3%	66.7%	33.3%	40.0%	12.5%	20.0%	0.0%	16.7%
Webinars or online events hosted by the World Bank Group	44.4%	42.9%	0.0%	33.3%	20.0%	37.5%	46.7%	0.0%	16.7%
Interviews and press conferences for the Poland's media	11.1%	14.3%	0.0%	0.0%	20.0%	12.5%	13.3%	0.0%	0.0%

\*Significantly different between stakeholder groups

**H. Background Information**

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

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Yes	59.1%	0.0%	80.0%	50.0%	16.7%	50.0%	25.0%	40.0%	55.6%
No	40.9%	100.0%	20.0%	50.0%	83.3%	50.0%	75.0%	60.0%	44.4%

\*Significantly different between stakeholder groups

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Poland?\* (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Multilateral Agency	Private Sector	CSO	Academia	Media	Other
The World Bank (IBRD)	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
The International Finance Corporation (IFC)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Local Government Office or Staff	Independent Government Institution	Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Observer	4.5%	37.5%	20.0%	25.0%	50.0%	12.5%	31.3%	20.0%	22.2%
Use World Bank Group reports/data	36.4%	25.0%	40.0%	75.0%	66.7%	62.5%	62.5%	60.0%	44.4%
Engage in World Bank Group related/sponsored events/activities	13.6%	12.5%	0.0%	0.0%	16.7%	25.0%	12.5%	0.0%	11.1%
Collaborate as part of my professional duties*	86.4%	50.0%	20.0%	50.0%	33.3%	37.5%	37.5%	20.0%	66.7%
Use World Bank Group website for information, data, research, etc.	9.1%	0.0%	40.0%	25.0%	0.0%	25.0%	6.3%	20.0%	0.0%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group

*Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY21 Poland COS questionnaire: All 10-point scale questions and questions B7, B9, B10, and F1.*

- Collaborating with the WBG, FY21 N=35
- Not collaborating with the WBG, FY21 N=48

### A. Overall Context

**To what extent do you trust each of the following groups to do what is right?**

*(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
The national government	30	3.47	1.50	41	3.49	2.20
The World Bank Group	32	6.81	2.51	36	6.11	2.25
The International Monetary Fund	27	6.33	2.32	37	5.78	2.15
The United Nations (UN)	29	6.17	2.55	38	5.58	2.32
The World Health Organization (WHO)	31	5.87	2.60	41	6.05	2.40
Regional and local development banks (i.e. BGK)	30	5.83	1.80	37	5.73	1.85
Poland's Central Bank	30	4.53	1.83	39	4.38	2.40
International companies	32	5.06	2.12	39	5.21	1.81
Domestic companies	32	5.53	2.08	38	6.03	1.99
International civil society (e.g., NGOs, CBOs)	29	6.97	1.80	39	6.87	1.82
Domestic civil society (e.g., NGOs, CBOs)	31	7.10	1.89	39	6.44	1.98
Youth organizations	32	6.69	2.62	43	7.28	2.96
Church	32	2.72	1.76	40	3.10	2.39
State-owned media and their web presence (e.g., newspapers, TV stations, radio)	32	1.94	1.19	40	2.35	1.98
Privately owned media and their web presence	31	5.87	2.47	40	5.53	2.03
Web based media (i.e., blogs, social media, other web-based news and information sources)	30	5.63	2.34	39	5.33	1.87

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

**How familiar are you with the work of these organizations in Poland?** *(1-Not familiar at all, 10-Extremely familiar)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank (IBRD)*	33	7.52	1.64	44	6.16	2.38
The International Finance Corporation (IFC), the World Bank Group's private sector arm	33	4.18	2.81	44	3.95	2.93

*\*Significantly different between collaborators and non-collaborators*

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

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

*(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 Poland*	32	5.97	2.68	39	4.67	1.84
The World Bank Group's work is aligned with what I consider the development priorities for Poland*	31	7.19	2.37	37	5.92	2.07

*\*Significantly different between collaborators and non-collaborators*

**Overall, please rate your impression of the effectiveness of these organizations in Poland.**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank (IBRD)	32	6.09	2.25	37	5.14	1.87
The International Finance Corporation (IFC), the World Bank Group's private sector arm	12	5.25	2.63	21	4.62	1.63

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Poland?	32	5.91	2.81	38	4.97	2.06

*(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
To what extent does the World Bank Group influence the development agenda in Poland?	28	4.96	2.44	37	4.14	1.81

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

**To what extent do you believe that the World Bank Group's work and support help the poorest in Poland?**

**(Select only ONE response)**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	0.0%	0.0%
To a somewhat sufficient degree	30.3%	11.6%
To a somewhat insufficient degree	18.2%	37.2%
To a very insufficient degree	12.1%	4.7%
Don't know	39.4%	46.5%

**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 Poland?  
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	0.0%	2.3%
Staff too inaccessible	3.1%	4.7%
Not collaborating enough with private sector	0.0%	2.3%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	12.5%	4.7%
Not aligned with country priorities	3.1%	7.0%
Not adequately sensitive to political/social realities in Poland	15.6%	20.9%
Too influenced by developed countries	3.1%	9.3%
Not willing to honestly criticize policies and reform efforts in the country	15.6%	30.2%
Inadequate number of innovative financial products and services	0.0%	0.0%
Not adequately flexible in changing country circumstances	3.1%	2.3%
Not sufficiently focused on sustainable results	12.5%	16.3%
Inadequate number of innovative knowledge products and services	3.1%	0.0%
Not enough public disclosure of its work	18.8%	18.6%
Arrogant in its approach	0.0%	7.0%
Inadequate World Bank Group's staffing in Poland	21.9%	7.0%
Inadequate level of real-time advice and guidance	12.5%	4.7%
World Bank Group's processes too slow and complex	21.9%	18.6%
Other	15.6%	4.7%
Don't know	3.1%	11.6%



**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 Poland, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Poland? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG		Not collaborating with the WBG	
Climate change (e.g., mitigation, adaptation)	37.5%		18.6%	
Private sector development	9.4%		20.9%	
Water and sanitation	3.1%		0.0%	
Air pollution	28.1%		18.6%	
Global pandemics (e.g., COVID-19)*	9.4%		0.0%	
Health	18.8%		30.2%	
Financial markets	0.0%		4.7%	
Social protection	6.3%		7.0%	
Gender equity	9.4%		7.0%	
Judiciary reform*	18.8%		4.7%	
Education	18.8%		23.3%	
Public sector governance/reform	21.9%		37.2%	
Urban development	3.1%		2.3%	
Food security	0.0%		2.3%	
Job creation/employment	9.4%		9.3%	
Global/regional integration	6.3%		4.7%	
Trade and exports	0.0%		0.0%	
Economic growth	12.5%		20.9%	
Disaster risk management	0.0%		0.0%	
Anti-corruption	3.1%		2.3%	
Cardiovascular diseases and cancer	3.1%		4.7%	
Information and communications technology	3.1%		7.0%	
Transport (e.g., roads, bridges, transportation)	0.0%		0.0%	
Agriculture and rural development	0.0%		4.7%	
Energy	15.6%		9.3%	
Crime and violence	0.0%		0.0%	
Waste management	0.0%		7.0%	
National debt	0.0%		7.0%	
Poverty reduction	12.5%		11.6%	
Equality of opportunity (i.e., social inclusion)	9.4%		4.7%	

\*Significantly different between collaborators and non-collaborators

**C. World Bank Group's Work and Engagement on the Ground**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Poland solve its most complicated development challenges?	28	7.11	2.15	27	6.78	2.10

(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
To what extent do you believe the World Bank Group is adequately staffed in Poland?	26	6.00	2.26	22	6.45	1.95

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

**C. World Bank Group's Work and Engagement on the Ground (continued)**

**To what extent is the World Bank Group an effective development partner in Poland, 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	28	7.00	2.05	28	6.32	1.93
Flexibility (in terms of the institution's products and services)	29	6.21	2.54	26	5.19	1.98
Flexibility (in terms of changing country circumstances)	27	6.00	2.35	27	5.22	2.28
Being inclusive	26	6.27	2.15	27	5.70	2.07
Openness (sharing data and other information)	29	7.00	2.39	29	7.07	2.51
Collaboration with the Government	28	6.75	2.05	24	6.17	2.46
The speed in which it gets things accomplished on the ground	27	5.89	2.06	28	5.57	2.30
Helping to bring discipline/effective supervision to implementation of investment projects	17	6.41	2.45	20	5.35	2.70
Collaboration with civil society	21	6.33	2.20	24	5.75	2.05
Staff accessibility	25	6.40	2.25	27	6.04	2.36
Collaboration with other donors and development partners	17	6.41	2.43	18	5.94	2.31
Collaboration with the private sector	14	6.21	2.49	18	6.00	2.43
Straightforwardness and honesty*	23	7.48	2.45	28	5.86	2.38
Treating clients and stakeholders in Poland with respect	28	8.18	1.81	29	7.24	2.57
Being a long-term partner*	25	8.00	1.98	23	6.57	2.68

\*Significantly different between collaborators and non-collaborators

**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	22	7.27	2.31	14	6.50	2.21
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	24	7.25	1.85	27	6.07	2.22
The World Bank Group's approvals and reviews are done in a timely fashion	24	7.46	1.72	25	6.52	2.37
The World Bank Group's Environmental and Social Framework requirements are reasonable	21	7.52	1.54	20	6.35	2.35
The World Bank Group's conditions on its lending are reasonable	19	6.68	2.40	14	7.14	1.56
The World Bank Group takes decisions quickly in Poland	20	6.45	2.42	20	6.10	2.71
Working with the World Bank Group increases Poland's institutional capacity	30	7.47	2.16	30	6.37	2.39

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Poland	21	6.48	2.34	15	5.13	2.26
The World Bank Group meets Poland's needs for knowledge services	29	7.28	2.25	27	6.85	2.03

(1- Strongly disagree, 10- Strongly agree)

**C. World Bank Group's Work and Engagement on the Ground (continued)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Poland received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	15	5.93	2.28	16	4.88	2.63

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Poland government's efforts to support citizens throughout this crisis?*	16	7.56	2.03	16	5.94	2.49

(1- Not useful at all, 10- Very useful) \*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?	29	8.07	1.96	36	7.92	2.44

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

**D. World Bank Group's Support in Development Areas**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Private sector development	11	6.45	1.69	15	5.47	2.33
Tax system reform	13	5.85	2.44	12	4.67	2.27
Regional development	18	7.00	1.81	22	5.86	2.21
Energy transition*	18	6.89	1.84	15	5.33	2.35
Water and flood management	14	7.07	2.20	11	5.91	2.26
Air pollution*	20	7.40	1.79	13	5.62	2.53
Health	12	6.08	2.68	14	5.43	1.95
Economic growth	14	6.14	2.41	18	5.83	2.64
Disaster risk management*	8	7.13	2.03	12	4.92	2.35
Information and communications technology	7	5.86	2.97	11	5.09	2.39

\*Significantly different between collaborators and non-collaborators

**E. World Bank Group's Knowledge Work and Activities**

**In Poland, 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)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	27	7.15	2.25	33	6.36	1.85
Include appropriate level of stakeholder involvement during preparation	26	6.81	2.38	23	5.57	2.33
Lead to practical solutions*	28	6.79	2.42	32	5.03	2.16
Are source of relevant information on global good practices	29	7.69	2.21	34	6.74	2.26
Are adequately disseminated*	26	6.96	2.20	33	5.82	2.10
Are translated enough into local language	25	7.12	2.13	29	6.69	2.61
Are adaptable to Poland's specific development challenges and country circumstances	28	6.96	2.27	28	6.18	2.34

*\*Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	21	6.19	2.20	32	4.38	2.12

*(1- Not significant at all, 10- Very significant) \*Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	30	7.90	1.71	29	6.41	2.13

*(1- Very low technical quality, 10- Very high technical quality) \*Significantly different between collaborators and non-collaborators*

**F. The future role of the World Bank Group in Poland**

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Offer more innovative knowledge products and services	3.4%	7.9%
Engage more directly with beneficiaries	13.8%	5.3%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	6.9%	5.3%
Work faster	3.4%	5.3%
Reduce the complexity of obtaining World Bank Group financing	10.3%	13.2%
Provide more adequate data/knowledge/statistics/figures on Poland's economy*	6.9%	26.3%
Increase availability of Reimbursable Advisory Services (RAS)*	10.3%	0.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	13.8%	7.9%
Offer more real-time advice and guidance	24.1%	21.1%
Offer more innovative financial products and services	3.4%	0.0%
Ensure greater selectivity in its work	6.9%	2.6%
Engage more effectively with civil society (e.g., NGOs, CBOs)	13.8%	10.5%
Increase the level of capacity development in the country	27.6%	23.7%
Collaborate more effectively with Government partners (e.g., national, state, local)	24.1%	34.2%
Improve the quality of its experts as related to Poland's specific challenges	13.8%	18.4%
Engage more effectively with private sector	6.9%	10.5%
Other	3.4%	0.0%

\*Significantly different between collaborators and non-collaborators



## Appendix D: Responses to Selected Questions by Year<sup>17</sup>

All data presented in this appendix are weighted. As a result, means of the FY 2021 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2017 respondents and the total number of respondents indicated may differ from those reported in the FY 2017 COS report.

- FY 2017 Number of comparable respondents = 106
- FY 2021 Number of comparable respondents = 76

By weighting, the FY 2017 and FY 2021 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2017	FY 2021
Government Institutions	39.5%	39.5%
Local Government	11.0%	11.0%
Bilateral/Multilateral Agency	6.0%	6.0%
Civil Society	8.5%	8.5%
Private Sector	8.5%	8.5%
Academia/Research Institute/Think Tank	21.0%	21.0%
Media	5.5%	5.5%

### A. Overall Context

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

Percentage of Respondents	FY 2017	FY 2021
The right direction	41.7%	29.7%
The wrong direction	47.6%	54.1%
Not sure	10.7%	16.2%

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

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Poland? <sup>i</sup>	102	6.32	2.18	72	6.69	2.12

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

<sup>i</sup> In FY 2021, this question was asked separately about the World Bank and the IFC (B1\_1 and B1\_2). For this calculation, variable B1\_1 that refers to the World Bank was compared to question B1 from FY 2017 – “How familiar are you with the work of the World Bank Group in Poland”.

<sup>17</sup> Only those questions that were asked both in FY 2017 and FY 2021 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Poland	76	5.46	2.31	67	5.04	2.25
The World Bank Group's work is aligned with what I consider the development priorities for Poland	78	6.41	1.95	64	6.36	2.29

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Poland.* <sup>i</sup>	92	6.19	2.06	65	5.47	2.09

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

\*Significantly different between FY2017 and FY2021

<sup>i</sup> In FY 2021, this question was asked separately about the World Bank and the IFC (B4\_1 and B4\_2). For this calculation, variable B4\_1 that refers to the World Bank was compared to question B2 from FY 2017 – "Overall, please rate your impression of the World Bank Group's effectiveness in Poland".

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Poland?*	67	6.16	1.94	66	5.19	2.39

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY2017 and FY2021

**C. World Bank Group's Work and Engagement on the Ground**

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Poland solve its most complicated development challenges?*	88	7.59	1.88	51	6.87	2.18

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY2017 and FY2021

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

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

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	63	7.04	2.09	52	6.63	2.02
Flexibility (in terms of the institution's products and services)	63	6.34	2.06	51	5.61	2.34
Flexibility (in terms of changing country circumstances)	67	6.01	2.08	51	5.53	2.31
Being inclusive	68	6.52	2.06	49	5.85	2.10
Openness (sharing data and other information)*	75	7.79	1.80	55	6.98	2.42
Collaboration with the Government*	64	7.41	2.06	48	6.33	2.28
The speed in which it gets things accomplished on the ground	64	6.34	1.95	51	5.66	2.24
Helping to bring discipline/effective supervision to implementation of investment projects	40	6.30	2.39	35	5.66	2.65
Collaboration with civil society	44	5.72	2.44	41	5.97	2.14
Staff accessibility*	68	7.57	1.98	49	6.21	2.35
Collaboration with other donors and development partners*	50	7.34	2.19	31	6.04	2.31
Collaboration with the private sector	42	5.50	2.40	28	5.90	2.43
Straightforwardness and honesty	70	7.16	2.30	48	6.39	2.55
Treating clients and stakeholders in Poland with respect*	69	8.37	1.79	53	7.65	2.33
Being a long-term partner*	61	8.12	1.85	44	7.19	2.50

\* Significantly different between FY2017 and FY2021

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

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	34	7.00	2.04	32	6.84	2.32
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	48	7.42	2.04	47	6.55	2.18
The World Bank Group's approvals and reviews are done in a timely fashion	47	7.22	2.13	45	6.87	2.16
The World Bank Group's Environmental and Social Framework requirements are reasonable <sup>i</sup>	16	7.09	2.29	37	6.79	2.05
The World Bank Group's conditions on its lending are reasonable	25	7.62	2.25	29	6.58	1.99
The World Bank Group takes decisions quickly in Poland	41	6.05	2.09	36	6.11	2.53
Working with the World Bank Group increases Poland's institutional capacity*	74	8.03	1.74	56	6.83	2.36

\* Significantly different between FY2017 and FY2021

<sup>i</sup> In FY 2017, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Poland*	55	6.57	2.02	32	5.58	2.28
The World Bank Group meets Poland's needs for knowledge services	78	7.41	1.72	51	6.92	2.16

\* Significantly different between FY2017 and FY2021

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Poland received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	41	6.25	2.45	29	5.29	2.53

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

**D. World Bank Group's Support in Development Areas**

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

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Private sector development	22	5.65	2.46	23	5.62	2.15
Tax system reform <sup>i</sup>				24	5.13	2.38
Regional development <sup>i</sup>				36	6.10	2.07
Energy transition <sup>ii</sup>	17	5.46	2.14	30	5.97	2.20
Water and flood management <sup>i</sup>				23	6.17	2.14
Air pollution <sup>iii</sup>	17	6.14	2.35	31	6.48	2.27
Health	14	4.86	2.51	24	5.47	2.19
Economic growth <sup>i</sup>				30	5.75	2.50
Disaster risk management	12	5.91	3.04	18	5.49	2.34
Information and communications technology	14	4.68	2.82	18	5.36	2.57

<sup>i</sup> Only FY21 questionnaire had this response option

<sup>ii</sup> In FY17, this option was "Energy"

<sup>iii</sup> In FY17, this option was "Pollution"

**E. 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	FY 2017	FY 2021
Weekly	6.6%	12.1%
Monthly	23.1%	21.2%
A few times a year	41.8%	50.0%
Rarely	25.3%	13.6%
Never	3.3%	3.0%

**In Poland, 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)*

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Are timely	75	7.06	1.86	56	6.55	2.05
Include appropriate level of stakeholder involvement during preparation	51	6.40	2.28	45	6.07	2.39
Lead to practical solutions	69	6.27	2.41	56	5.63	2.37
Are source of relevant information on global good practices*	73	7.94	1.78	59	7.03	2.27
Are adequately disseminated	72	6.24	2.41	55	6.19	2.20
Are translated enough into local language*	69	7.61	2.22	50	6.71	2.40
Are adaptable to Poland's specific development challenges and country circumstances	67	6.92	2.34	52	6.39	2.33

*\*Significantly different between FY2017 and FY2021*

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	64	5.80	2.07	49	4.88	2.24
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	67	7.48	1.83	55	7.00	2.05

*(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)**\*Significantly different between FY2017 and FY2021*



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Not collaborating with the WBG	Collaborating with the WBG
To what extent do you trust the World Bank Group to do what is right?	6.11	6.81
Overall the World Bank Group currently plays a relevant role in development in Poland	4.67	5.97
The World Bank Group's work is aligned with what I consider the development priorities for Poland	5.92	7.19
Overall, please rate your impression of the World Bank's effectiveness in Poland.	5.14	6.09
Overall, please rate your impression of the IFC's effectiveness in Poland.	4.62	5.25
To what extent does the World Bank Group's work help to achieve development results in Poland?	4.97	5.91
To what extent does the World Bank Group influence the development agenda in Poland?	4.14	4.96
Responsiveness to needs	6.32	7.00
Flexibility (in terms of the institution's products and services)	5.19	6.21
Flexibility (in terms of changing country circumstances)	5.22	6.00
Being inclusive	5.70	6.27
Openness (sharing data and other information)	7.07	7.00
Collaboration with the Government	6.17	6.75
The speed in which it gets things accomplished on the ground	5.57	5.89
Helping to bring discipline/effective supervision to implementation of investment projects	5.35	6.41
Collaboration with civil society	5.75	6.33
Staff accessibility	6.04	6.40
Collaboration with other donors and development partners	5.94	6.41
Collaboration with the private sector	6.00	6.21
Straightforwardness and honesty	5.86	7.48
Treating clients and stakeholders in Poland with respect	7.24	8.18
Being a long-term partner	6.57	8.00
The World Bank Group takes decisions quickly in Poland	6.10	6.45
The World Bank Group's financial instruments meet the needs of Poland	5.13	6.48
The World Bank Group meets Poland's needs for knowledge services	6.85	7.28
How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?	7.92	8.07
In Poland, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Poland's specific development challenges and country circumstances	6.18	6.96
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	4.38	6.19
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.41	7.90

Yellow highlight indicates significant difference between Yes and No means.



## Appendix F: Poland FY21 COS Questionnaire



### **World Bank Group Country Survey FY 2021 – Poland**

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Poland or who observe activities related to social and economic development. The following survey will give the World Bank Group’s team that works in Poland, 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 Poland.

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: OVERALL CONTEXT**

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

<b>A2. Do you think that economic opportunity for citizens in Poland is ... ?</b>	
1	Increasing
2	Decreasing
3	Staying about the same

<b>A3. Listed below are a number of development priorities in Poland.</b>			
<b>Please identify which of the following you consider the most important development priorities in Poland. (Choose no more than THREE)</b>			
1	Job creation/employment	16	Equality of opportunity (i.e., social inclusion)
2	Global pandemics (e.g., COVID-19)	17	Information and communications technology
3	Gender equity (closing the gap between women and men, and boys and girls)	18	Agriculture and rural development
4	Poverty reduction	19	Food security
5	Education	20	Crime and violence
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21	Waste management
7	Global/regional integration	22	Climate change (e.g., mitigation, adaptation)
8	Urban development	23	Anti-corruption
9	Energy	24	Judiciary reform
10	Social protection (e.g., pensions, targeted social assistance)	15	Transport (e.g., roads, bridges, transportation)
11	Air pollution	26	Disaster risk management
12	Trade and exports	27	Private sector development
13	Health	28	Cardiovascular diseases and cancer
14	Financial markets	29	National debt
15	Water and sanitation	30	Economic growth

**SECTION A: OVERALL CONTEXT**

**A4. 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 Poland? (Choose no more than THREE)**

1	Anti-corruption	15	Waste management
2	Economic growth	16	Water and sanitation
3	Equality of opportunity (i.e., social inclusion)	17	Job creation/employment
4	Cardiovascular diseases and cancer	18	Health
5	Climate change (e.g., mitigation, adaptation)	19	Global/regional integration
6	Social protection (e.g., pensions, targeted social assistance)	20	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Agriculture and rural development	21	Gender equity (closing the gap between women and men, and boys and girls)
8	National debt	22	Private sector development
9	Crime and violence	23	Education
10	Air pollution	24	Disaster risk management
11	Transport (e.g., roads, bridges, transportation)	25	Food security
12	Energy	26	Urban development
13	Information and communications technology	27	Financial markets
14	Judiciary reform	28	Trade and exports

**A5. The COVID-19 pandemic has stressed many aspects of Poland's growth and development. In which areas would you like to see the Polish government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)**

1	Public service delivery (e.g., strengthening policies, institutions)
2	Healthcare
3	Ensuring that girls and women have equal access to job opportunities
4	Economic growth
5	Poverty and inequality (e.g., strengthening the social safety net, social assistance)
6	Nutrition/food security
7	Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved
8	Ensuring sustainable business growth and job creation
9	Education
10	Providing direct financial support to businesses (business support packages)
11	Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens
12	Other (please specify): _____

**SECTION A: OVERALL CONTEXT**

<b>A6. When economic and/or social reform efforts fail or are slow to take place in Poland, which of the following would you attribute this to? (Choose no more than TWO)</b>	
1	Political pressures and obstacles
2	Pressure from outside interest groups (e.g., private sector, unions)
3	Inadequate level of private sector participation
4	Inadequate level of citizen/civil society participation
5	Corruption
6	Reforms are not well thought out in light of country challenges
7	Inadequate level of government accountability
8	Inadequate level of donor coordination
9	Inadequate level of capacity in the government
10	Other (please specify): _____

<b>A7. To what extent do you trust each of the following groups to do what is right?</b>												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	The national government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The World Health Organization (WHO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Regional and local development banks (i.e. BGK)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Poland's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	International companies	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Domestic companies	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Youth organizations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Church	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	State-owned media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Privately owned media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

<b>B1. How familiar are you with the work of these organizations in Poland?</b>											
		Not familiar at all								Extremely familiar	
1		1	2	3	4	5	6	7	8	9	10
1	The World Bank (IBRD)										
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm										

<b>To what extent do you agree/disagree with the following statements about the World Bank Group's work in Poland?</b>												
		Strongly disagree								Strongly agree		Don't know
B2		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B2	Overall the World Bank Group currently plays a relevant role in development in Poland											<input type="checkbox"/>
B3	The World Bank Group's work is aligned with what I consider the development priorities for Poland											<input type="checkbox"/>

<b>B4. Overall, please rate your impression of the effectiveness of these organizations in Poland.</b>												
		Not effective at all								Very effective		Don't know
1		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
1	The World Bank (IBRD)											<input type="checkbox"/>
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm											<input type="checkbox"/>

<b>B5. To what extent does the World Bank Group's work help to achieve development results in Poland?</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>B6. To what extent does the World Bank Group influence the development agenda in Poland?</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>B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Poland? (Select only ONE response)</b>	
1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

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

<b>B8. When thinking about the World Bank Group’s role in Poland, which activity do you VALUE the most? (Choose no more than TWO)</b>	
1	Promoting knowledge sharing
2	Capacity development related to World Bank Group supported projects
3	Technical assistance
4	Formal policy advice, studies, analyses
5	Donor coordination
6	Global advocacy
7	Bringing together different groups of stakeholders
8	Data and statistics
9	Informal advice that World Bank Group’s staff provides (e.g., memos, short evidence notes, informal discussions and emails)
10	Implementation support
11	Mobilizing third party financial resources
12	Reimbursable Advisory Services (RAS)
13	Financial resources
14	Other (please specify): _____

<b>B9. Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in Poland? (Choose no more than TWO)</b>	
1	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
2	Staff too inaccessible
3	Not collaborating enough with private sector
4	Not collaborating enough with civil society (e.g., NGOs, CBOs)
5	Not aligned with country priorities
6	Not adequately sensitive to political/social realities in Poland
7	Too influenced by developed countries
8	Not willing to honestly criticize policies and reform efforts in the country
9	Inadequate number of innovative financial products and services
10	Not adequately flexible in changing country circumstances
11	Not sufficiently focused on sustainable results
12	Inadequate number of innovative knowledge products and services
13	Not enough public disclosure of its work
14	Arrogant in its approach
15	Inadequate World Bank Group’s staffing in Poland
16	Inadequate level of real-time advice and guidance
17	World Bank Group’s processes too slow and complex
18	Other (please specify): _____
19	Don’t know

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

**B10. When thinking about how the World Bank Group can have the most impact on development results in Poland, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Poland? (Choose no more than THREE)**

1	Climate change (e.g., mitigation, adaptation)	16	Global/regional integration
2	Private sector development	17	Trade and exports
3	Water and sanitation	18	Economic growth
4	Air pollution	19	Disaster risk management
5	Global pandemics (e.g., COVID-19)	20	Anti-corruption
6	Health	21	Cardiovascular diseases and cancer
7	Financial markets	22	Information and communications technology
8	Social protection (e.g., pensions, targeted social assistance)	23	Transport (e.g., roads, bridges, transportation)
9	Gender equity (closing the gap between women and men, and boys and girls)	24	Agriculture and rural development
10	Judiciary reform	25	Energy
11	Education	26	Crime and violence
12	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	27	Waste management
13	Urban development	28	National debt
14	Food security	29	Poverty reduction
15	Job creation/employment	30	Equality of opportunity (i.e., social inclusion)

**B11. What do you immediately think of when you hear about the IFC? (Choose no more than THREE)**

1	Financial Advisory Solutions	9	Impact Investor
2	Asset Manager	10	Innovation and Entrepreneurship
3	Development institution	11	Public-private partnerships
4	Multi-lateral financial institution	12	Venture Capital
5	Private Sector Solutions	13	None of the above
6	World Bank	14	Don't know
7	Investment Bank	15	Other (please specify): _____
8	Thought leader		

**SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

<b>C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Poland 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>C2. To what extent do you believe the World Bank Group is adequately staffed in Poland?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all										To a very significant degree		Don't know

<b>To what extent is the World Bank Group an effective development partner in Poland, in terms of each of the following?</b>												
		To no degree at all					To a very significant degree					Don't know
<b>C3</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C4</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>C5</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C6</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C7</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C8</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C9</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>C10</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>C11</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C12</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C13</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C14</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C15</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C16</b>	Treating clients and stakeholders in Poland with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C17</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
<b>C18</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C19</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>C20</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>C21</b>	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C22</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>C23</b>	The World Bank Group takes decisions quickly in Poland	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C24</b>	Working with the World Bank Group increases Poland's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent do you agree/disagree with the following statements about the World Bank Group in Poland?												
		Strongly disagree								Strongly agree		Don't know
<b>C25</b>	The World Bank Group's instruments (i.e., investment lending, Trust Funds, Program-for-Results, etc.) meet the needs of Poland	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C26</b>	The World Bank Group meets Poland's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>C27. To what extent do you believe that Poland received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?</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>C28. The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Poland government's efforts to support citizens throughout this crisis?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not useful at all									Very useful		Don't know	

<b>C29. How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not important at all									Very important		Don't know	

**SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS**

**D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Poland?** *(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	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Tax system reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Regional development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Energy transition	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Water and flood management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Air pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	



**SECTION E: WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., analysis, studies, research, data, reports, conferences)**

<b>E1. 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 Poland, to what extent do you believe that the World Bank Group's knowledge work and activities:</b>												
		To no degree at all					To a very significant degree					Don't know
<b>E2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E4</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E8</b>	Are adaptable to Poland's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>E9. 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"/>	
Not significant at all									Very significant		Don't know

<b>E10. 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"/>	
Very low technical quality									Very high technical quality		Don't know

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

<b>F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Poland? (Choose no more than TWO)</b>	
1	Offer more innovative knowledge products and services
2	Engage more directly with beneficiaries
3	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
4	Work faster
5	Reduce the complexity of obtaining World Bank Group financing
6	Provide more adequate data/knowledge/statistics/figures on Poland's economy
7	Increase availability of Reimbursable Advisory Services (RAS)
8	Help to bring discipline/effective supervision to implementation of World Bank Group projects
9	Offer more real-time advice and guidance
10	Offer more innovative financial products and services
11	Ensure greater selectivity in its work
12	Engage more effectively with civil society (e.g., NGOs, CBOs)
13	Increase the level of capacity development in the country
14	Collaborate more effectively with Government partners (e.g., national, state, local)
15	Improve the quality of its experts as related to Poland's specific challenges
16	Engage more effectively with private sector
17	Other (please specify): _____

<b>F2. 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>			
1	Local government	7	Media
2	Youth/university groups	8	Parliament
3	Private sector	9	Foundations
4	Academia/think tanks/research institutes	10	Beneficiaries
5	Donor community	11	Other (please specify): _____
6	NGOs/Community Based Organizations	12	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G1. How frequently do you interact with the World Bank Group now in Poland?</b>	
1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

<b>G2. How do you get most of your information about economic and social development issues in Poland? (Choose no more than TWO)</b>			
1	Local radio	6	International television
2	International radio	7	Periodicals
3	Local newspapers	8	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
4	International newspapers		
5	Local television	9	Other (please specify): _____

<b>G3. How would you prefer to receive information from the World Bank Group? (Choose no more than THREE)</b>			
1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	Interviews and press conferences for the Poland's media

<b>G4. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)</b>	
1	High speed/WiFi
2	Dial-up

<b>G5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)</b>	
1	Phone
2	Tablet
3	Computer/laptop
4	I never visit the WBG websites

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?</b>		Every few <b>days</b>	Every few <b>weeks</b>	Every few <b>months</b>	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g., read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

<b>H1. Which of the following best describes your current affiliation? (Select only ONE response)</b>			
1	Office of the President, Prime Minister	12	Private Sector Organization
2	Office of Minister	13	Financial Sector/Private Bank
3	Office of Parliamentarian	14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
4	Employee of Ministry, Ministerial Department, Implementation Agency	15	NGO/Community Based Organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	16	Trade Union
6	Local Government Office or Staff	17	Faith-Based Group
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	18	Youth Group
8	Judicial System (e.g., courts)	19	Academia/Research Institute/Think Tank
9	State-Owned Enterprise	20	Media (press, radio, TV, web, etc.)
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Other (please specify): _____
11	Multilateral Agency (UN, regional development bank)		

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Poverty	13	Agriculture, rural development
2	Macroeconomics, fiscal management	14	Urban development
3	Governance, anti-corruption	15	Transport
4	Education	16	Digital development and technology (ICT)
5	Health, nutrition	17	Tourism
6	Social protection	18	Fragility, conflict, violence, refugees
7	Jobs	19	Demographics, migration
8	Energy	20	Trade and competitiveness
9	Environment, natural resources	21	Finance and markets
10	Climate change	22	Communications, public affairs
11	Water, sanitation	23	Generalist (specialized in multiple sectors)
12	Gender	24	Other (please specify): _____

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

<b>H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Poland? (Select only ONE response)</b>	
1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)

**SECTION H: BACKGROUND INFORMATION**

<b>H5. Do your projects involve both the World Bank and the IFC?</b>	
1	Yes
2	No

<b>H6. Which of the following describes most of your exposure to the World Bank Group in Poland? (Choose no more than TWO)</b>	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

<b>H7. What's your gender?</b>	
1	Female
2	Male

<b>H8. What's your age?</b>	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

<b>H9. Which best represents your geographic location?</b>	
1	Warsaw
2	City with 100 or more inhabitants except Warsaw
3	City or town with less than 100 inhabitants
4	Village

**Thank you for completing the survey!**