

FY 2017 Poland Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

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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 Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jing Guo, and Jessica Cameron oversaw design, reporting, and analysis. Calita Woods, Dania Mendoza, and Noreen Wambui provided data support. PORG acknowledges the significant contribution from the Poland country team and the local fielding agency Kantar TNS S.A. In particular, PORG is grateful for the support from Filip Kochan (Communications Officer) who coordinated the survey related activities from Warsaw, Poland.



Country Opinion Surveys
THE WORLD BANK GROUP



Table of Contents

I. Objectives	3
II. Methodology.....	3
III. Demographics of the Sample.....	4
IV. General Issues Facing Poland	8
V. Overall Attitudes toward the World Bank Group.....	14
VI. Sectoral Effectiveness.....	19
VII. How the World Bank Group Operates	22
VIII. World Bank Group's Knowledge and Instruments	27
IX. The Future Role of the World Bank Group in Poland	31
X. Communication and Outreach	35
XI. Appendices.....	38





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:

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

II. Methodology

From April to June 2017, 413 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; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 109 stakeholders participated in the survey (26% response rate).

Respondents completed the questionnaire via an online survey platform. Respondents were asked about: general issues facing Poland; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Poland; and the WBG's communication and information sharing.

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.

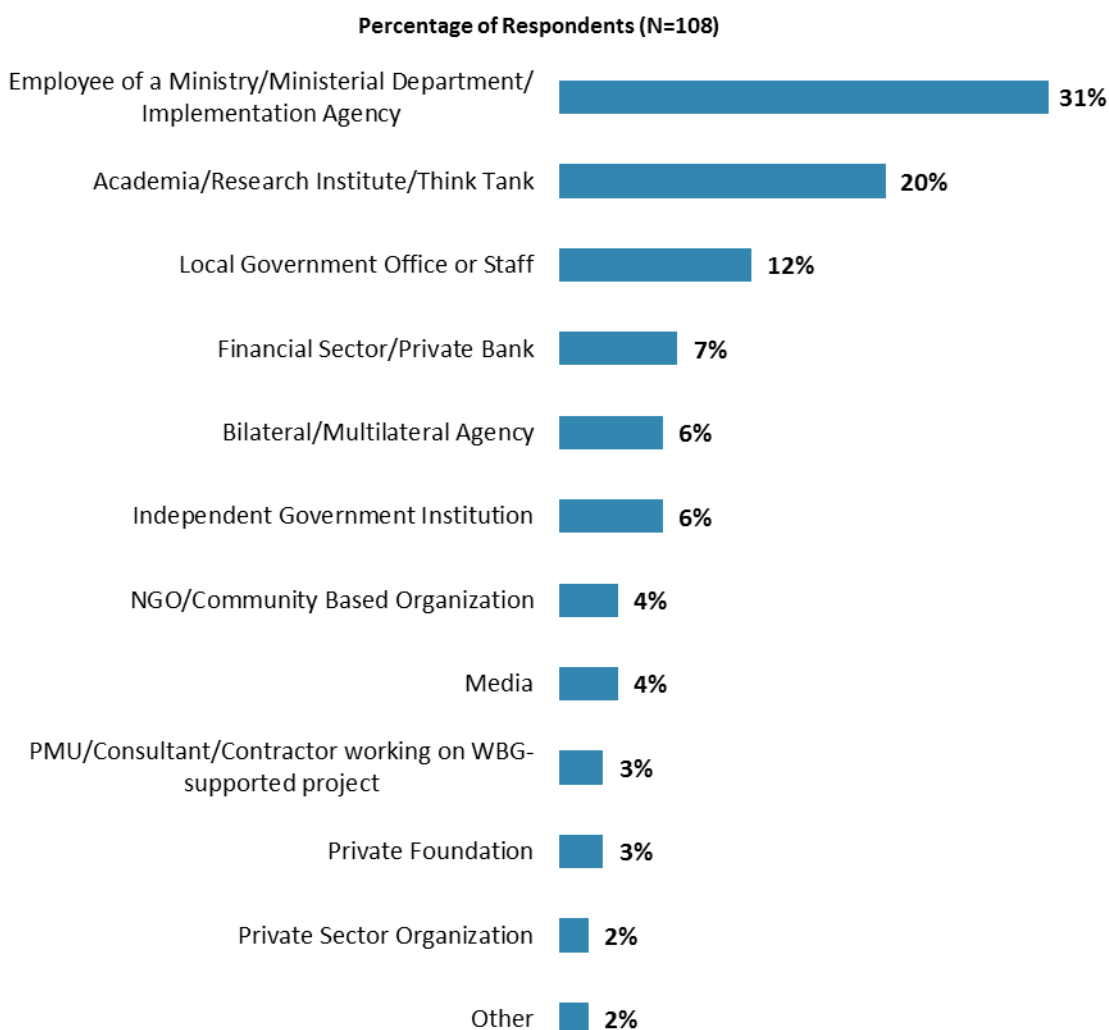
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'13 (response rate was 33%, N=92). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal 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'13 COS report and the non-weighted data presented in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 83).



III. Demographics of the Sample

Current Position

- For further analyses, employees of ministries/ministerial departments/implementation agencies were combined with respondents from 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 NGOs/community based organizations and private foundations were combined in the “CSO” category; and the small number of respondents from the media were included in the “Other” category. There were no respondents from the Office of the President/Prime Minister, the office of a minister, the office of a parliamentarian, trade unions, faith-based groups, youth groups, and the judiciary branch.

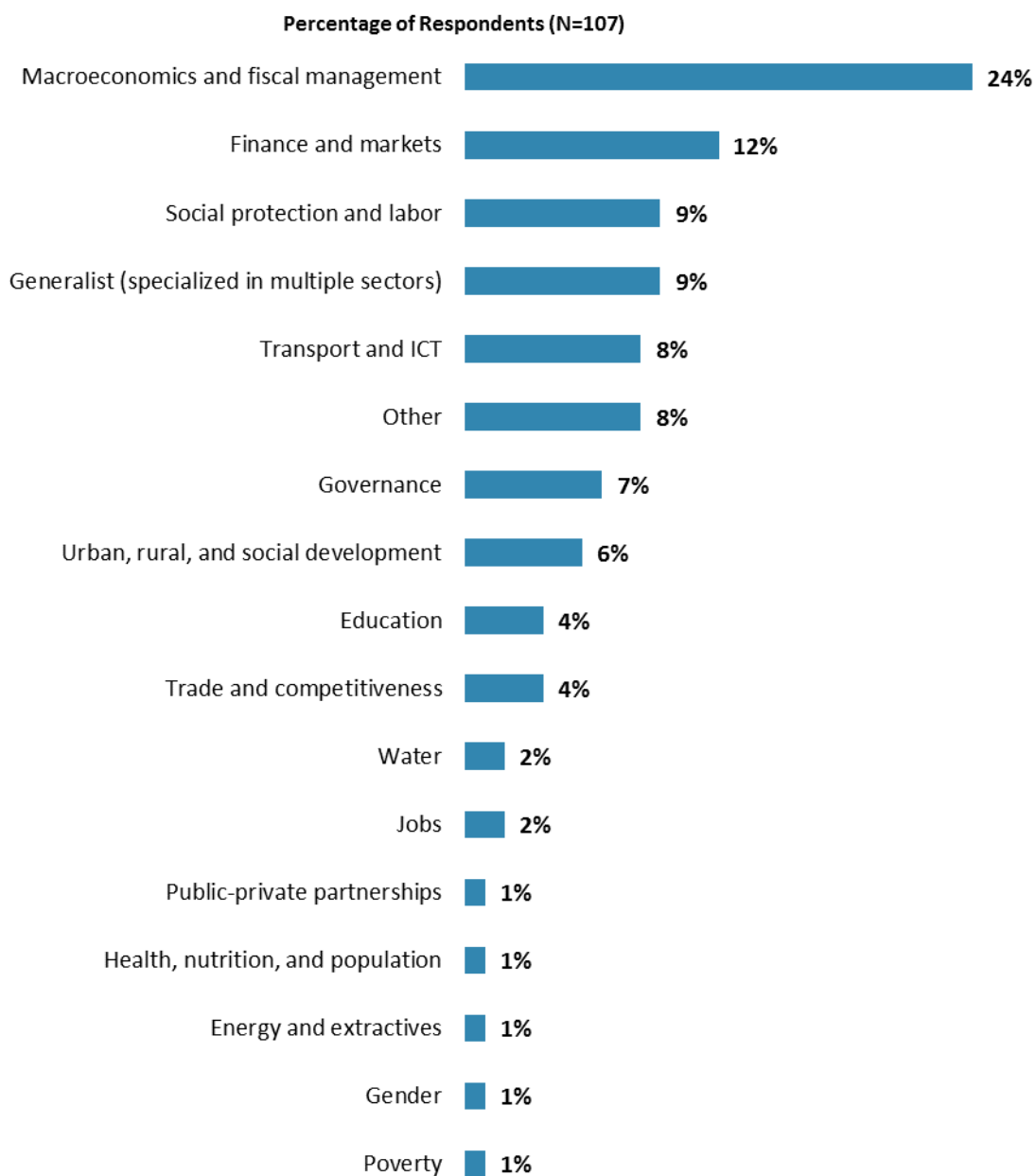


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



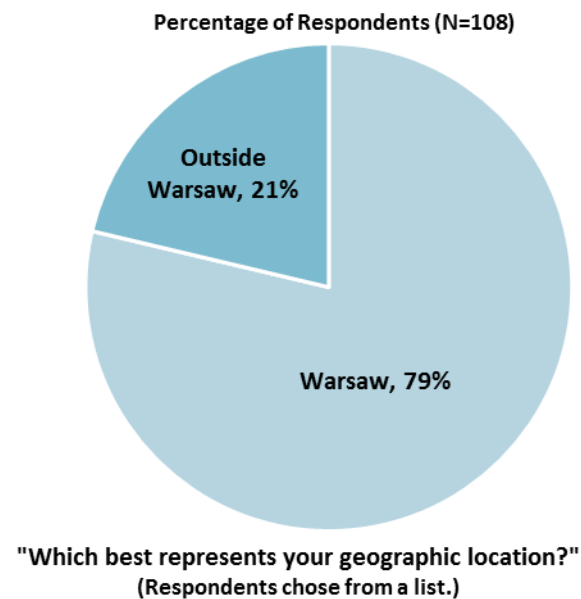
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



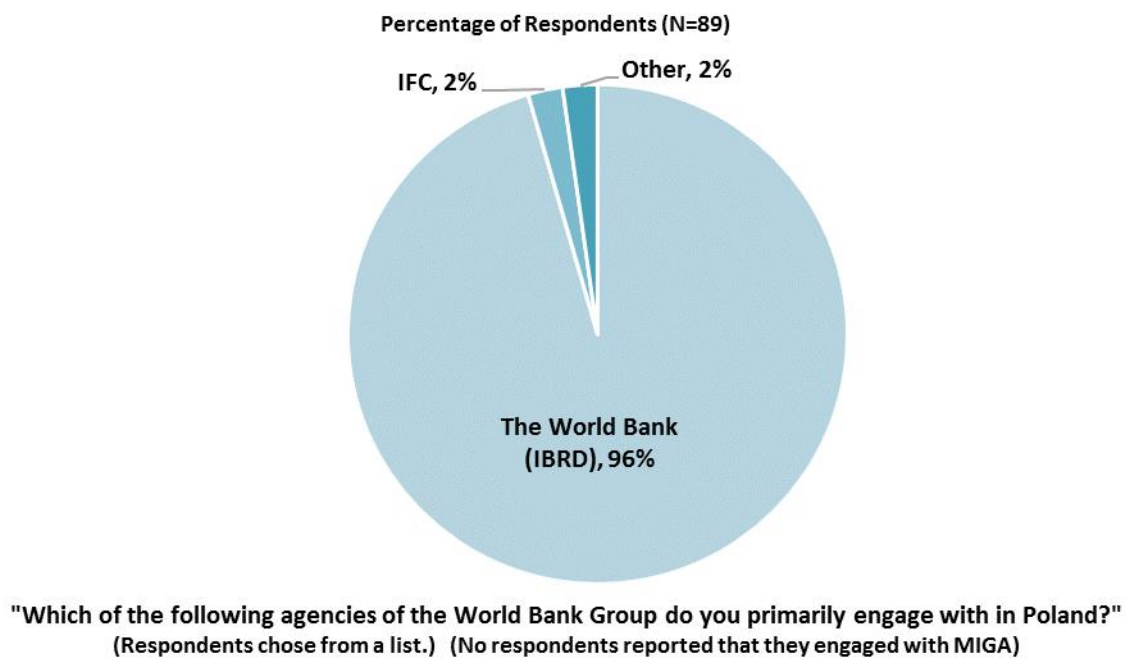
III. Demographics of the Sample (continued)

Geographic Locations

- Geographic location comparisons can be found in Appendix C (page 74).



Exposure to Agencies within the World Bank Group

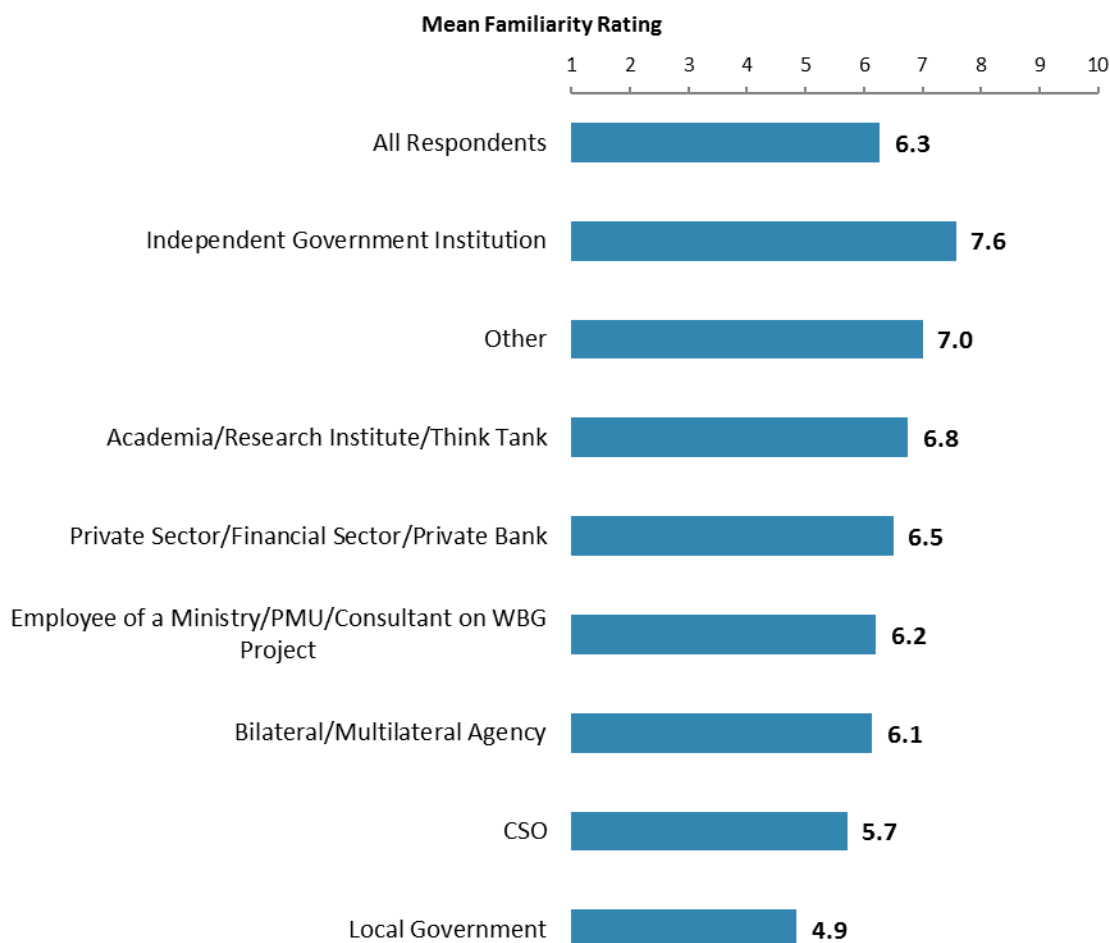




III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'13 Country Survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'17 = 6.3; weighted mean in FY'13 = 6.4)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Poland, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in Poland, and the extent to which the WBG contributes to the country's development results.



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

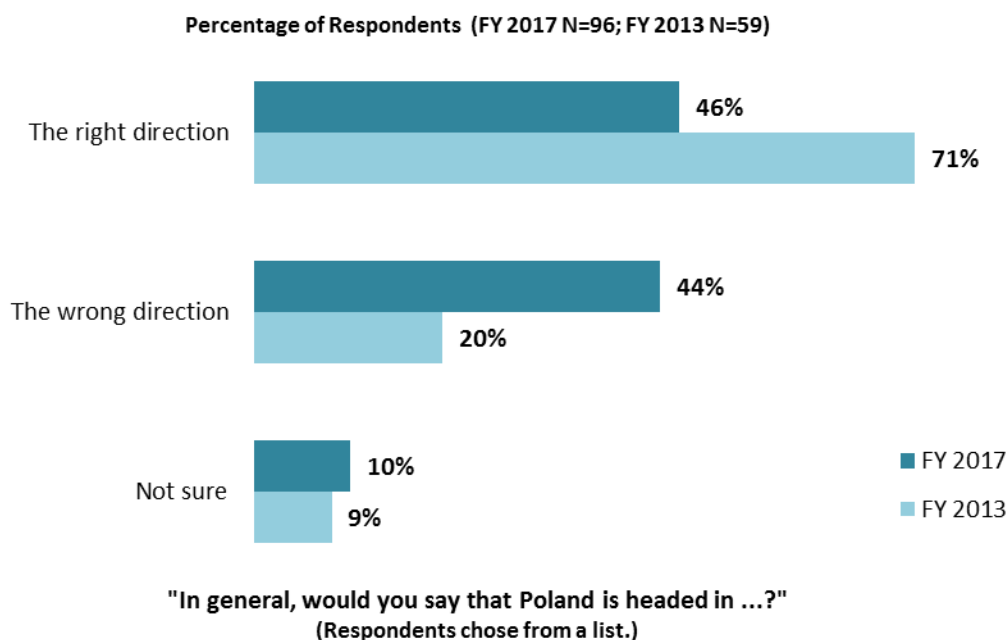
¹ Please refer to Appendix E (page 83) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Poland

Headed in the Right Direction²

- **Year comparison:** This year's respondents were significantly less likely to believe that Poland is headed in the right direction compared to respondents in the FY'13 Country Survey.
- **Stakeholder groups:** In this year's Country Survey, employees of ministries, respondents from PMUs/consultants/contractors working on WBG-supported projects, and respondents from independent government institutions were significantly more likely to indicate that Poland is headed in the right direction, while respondents from CSOs and academia/research institutes/think tanks were significantly less positive about the prospect of Poland.



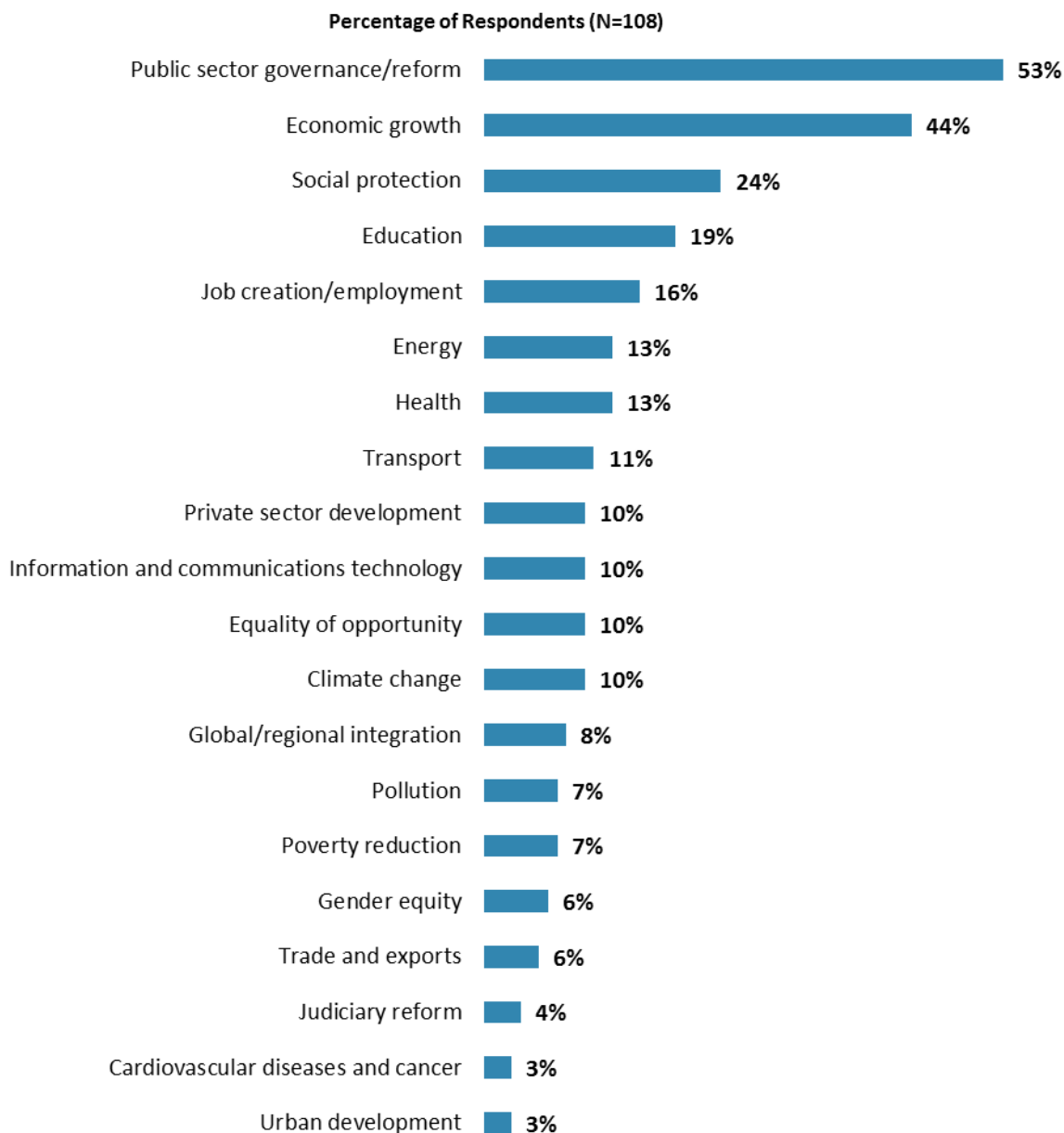
² Percentages presented in the chart were calculated based on weighted data from FY'17 and FY'13.



IV. General Issues Facing Poland (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the most important development priorities in Poland were “*public sector governance/reform*” (54%), “*job creation/employment*” (51%), and “*economic growth*” (42%).



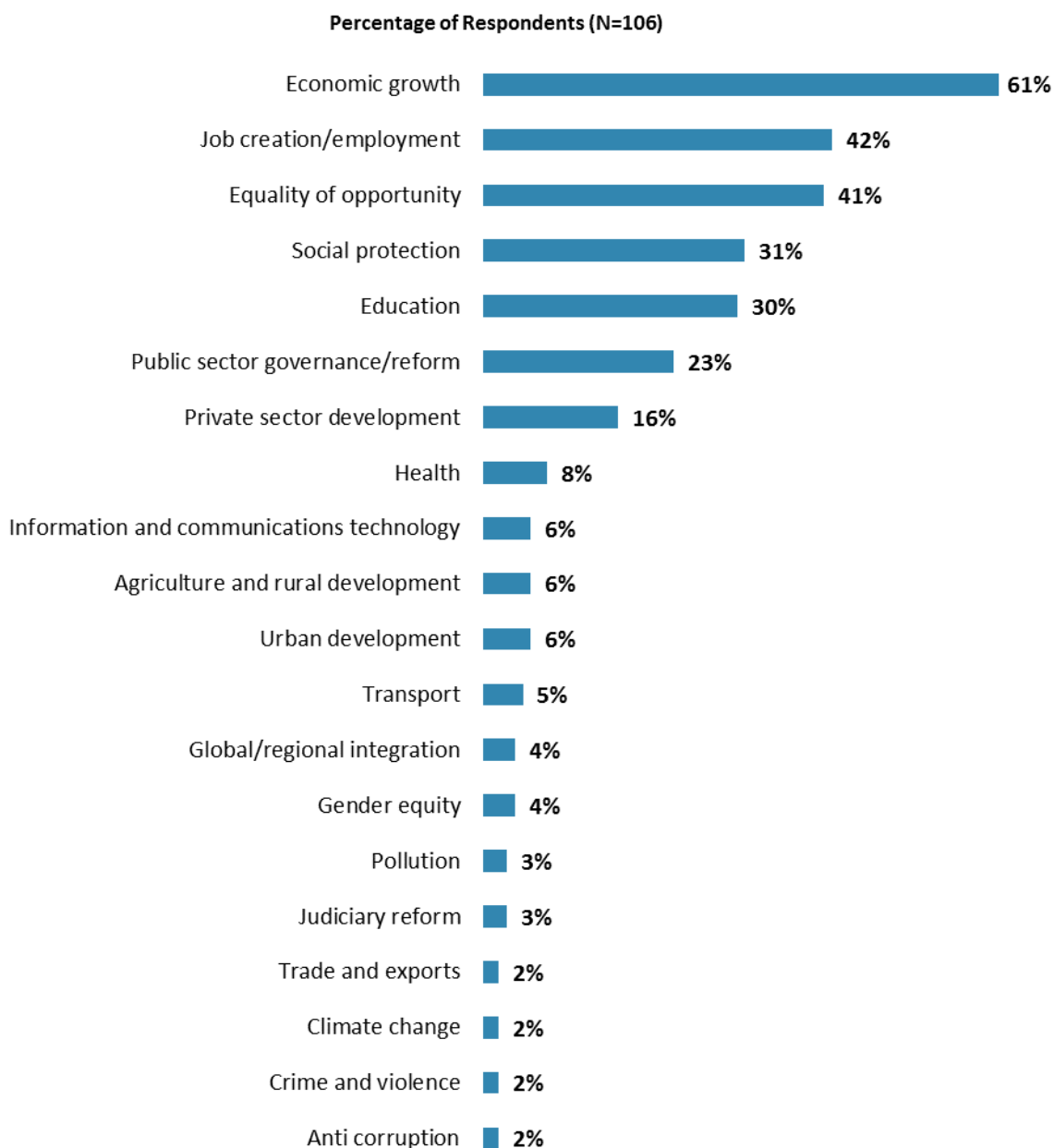
"Listed below are a number of development priorities in Poland. Please identify which of the following you consider the most important development priorities in Poland. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 28 response options shown.)



IV. General Issues Facing Poland (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'13 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Poland were “*economic growth*” (65%) and “*job creation/employment*” (63%).

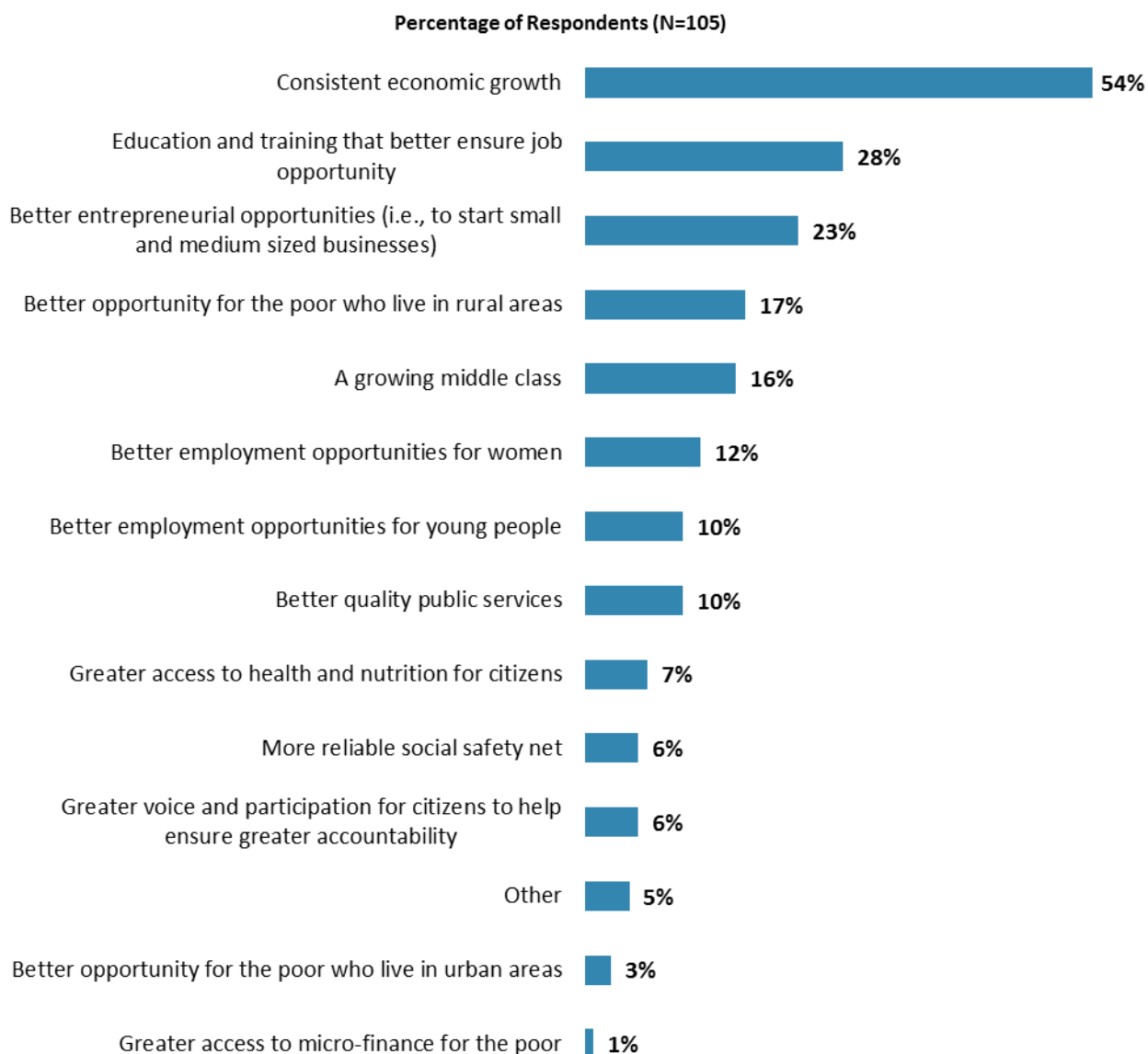


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Poland? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 20 of 27 response options shown.)



IV. General Issues Facing Poland (continued)

Factors Contributing to “Shared Prosperity”



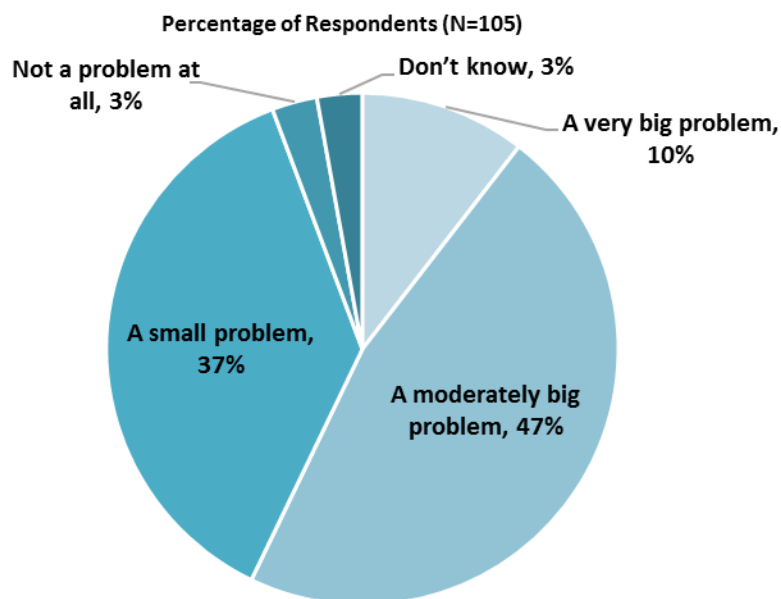
"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off.

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



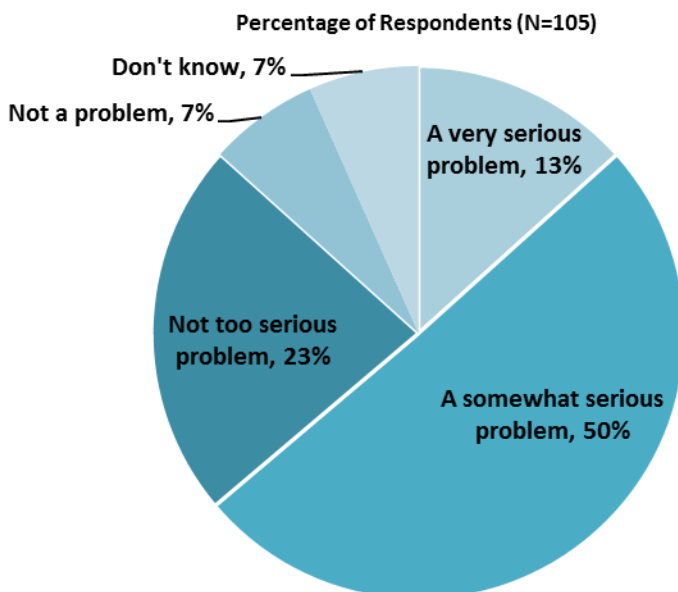
IV. General Issues Facing Poland (continued)

Gap between the Rich and the Poor



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

Global Climate Change

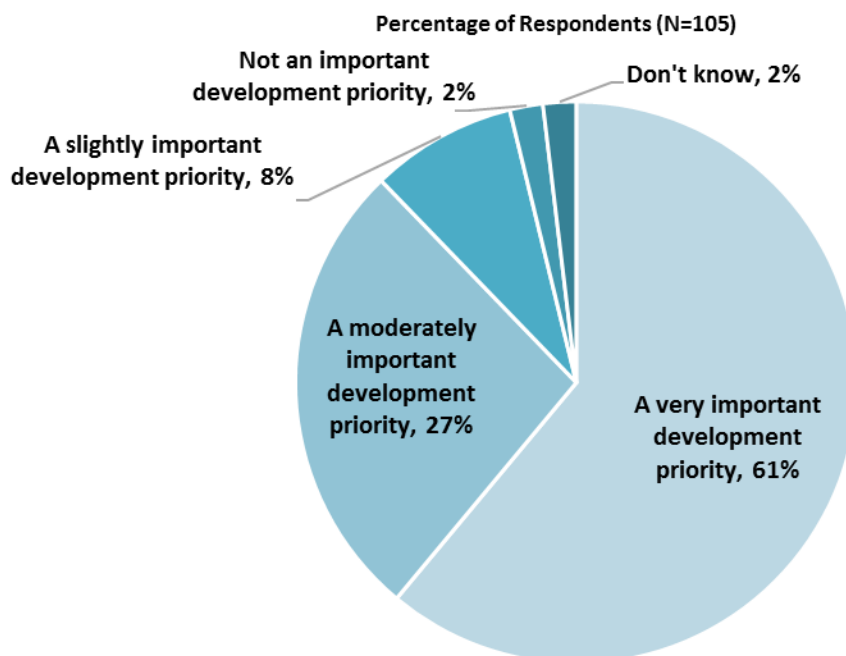


"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list.)



IV. General Issues Facing Poland (continued)

Early Childhood Development



"In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Poland?"
(Respondents chose from a list.)

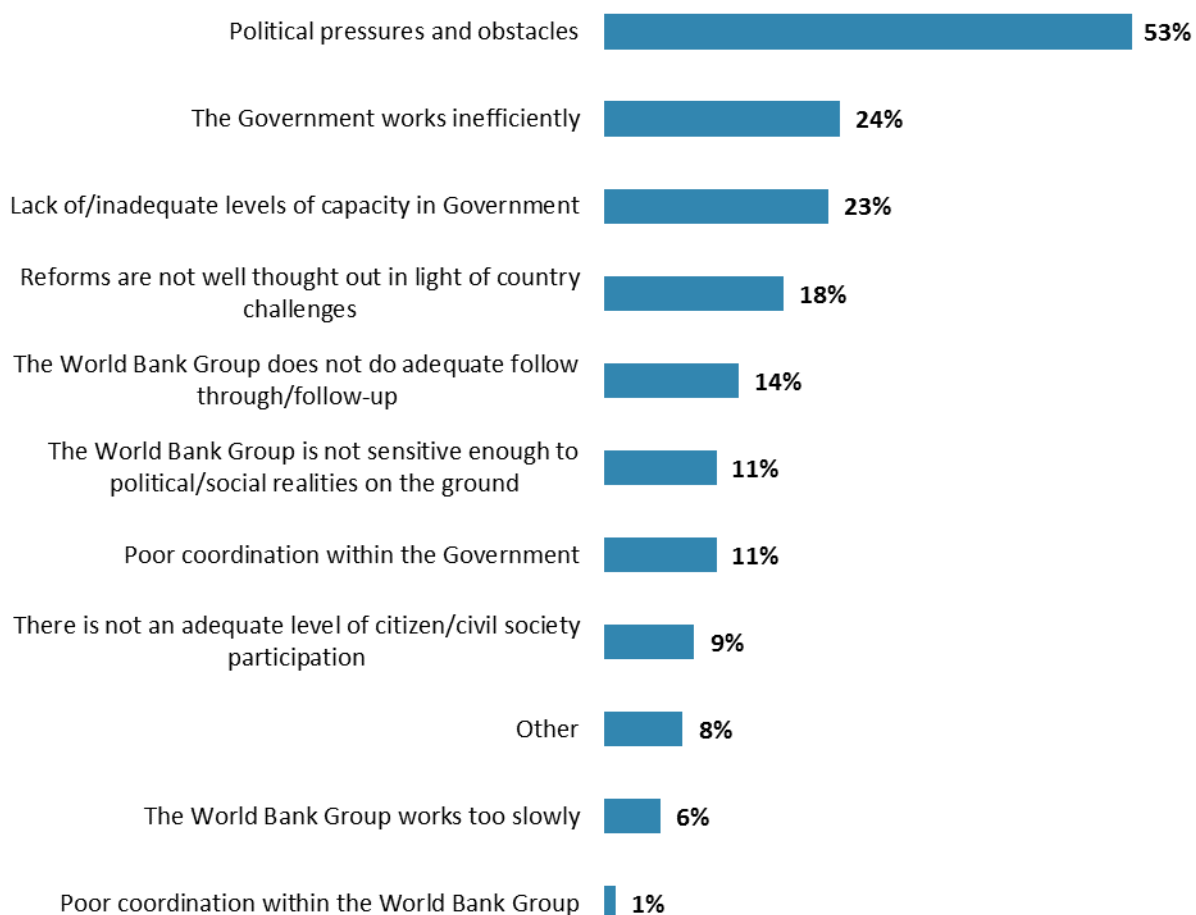


V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'13 Country Survey most often attributed failed or slow World Bank assisted reform efforts to that *“the Government works inefficiently”* (31%), *“lack of/inadequate levels of capacity in Government”* (30%), and *“political pressures and obstacles”* (26%).

Percentage of Respondents (N=88)



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



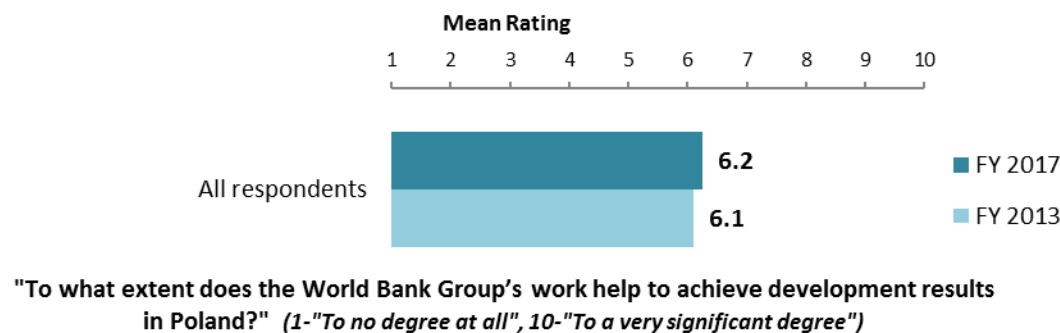
V. Overall Attitudes toward the World Bank Group (continued)

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

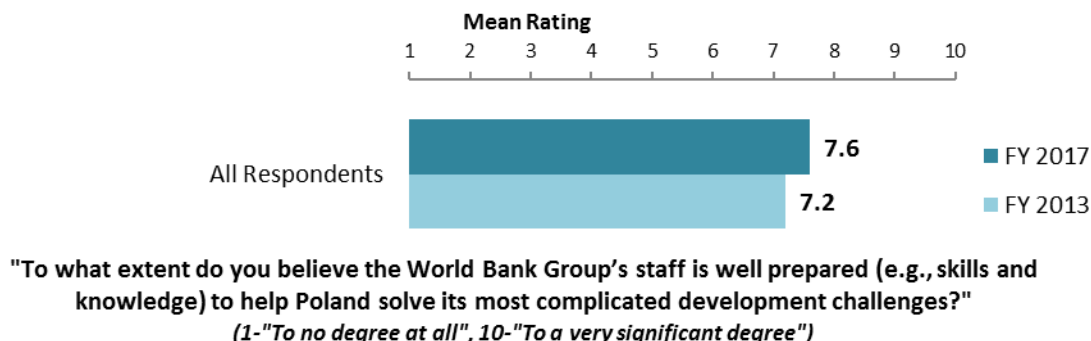
The World Bank Group’s Overall Effectiveness³ (Indicator Question)



Achieving Development Results (Indicator Question)



WBG Staff Preparedness



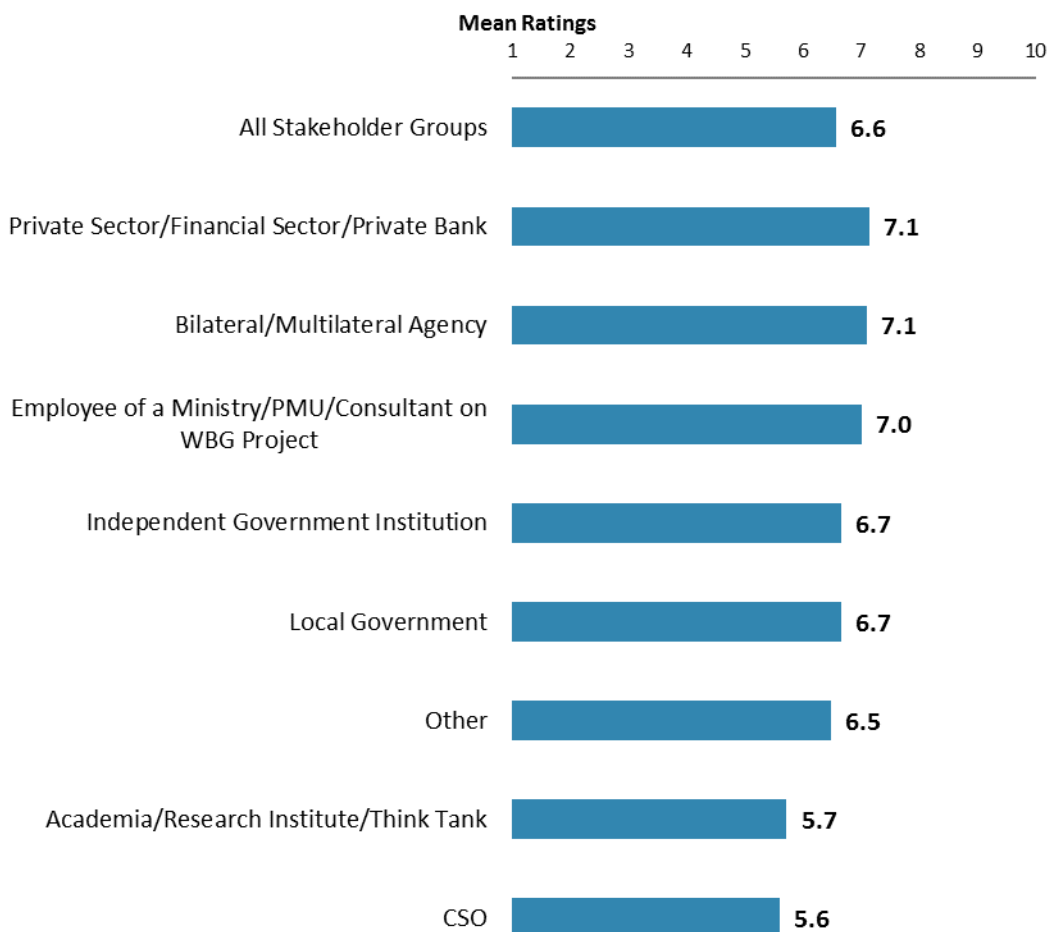
³ Means presented in the charts on this page were calculated based on weighted data from FY'17 and FY'13.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who indicated that they collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-six COS indicator questions (mean rating = 7.0) compared to respondents who do not collaborate with the WBG (mean rating = 6.1). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 88).



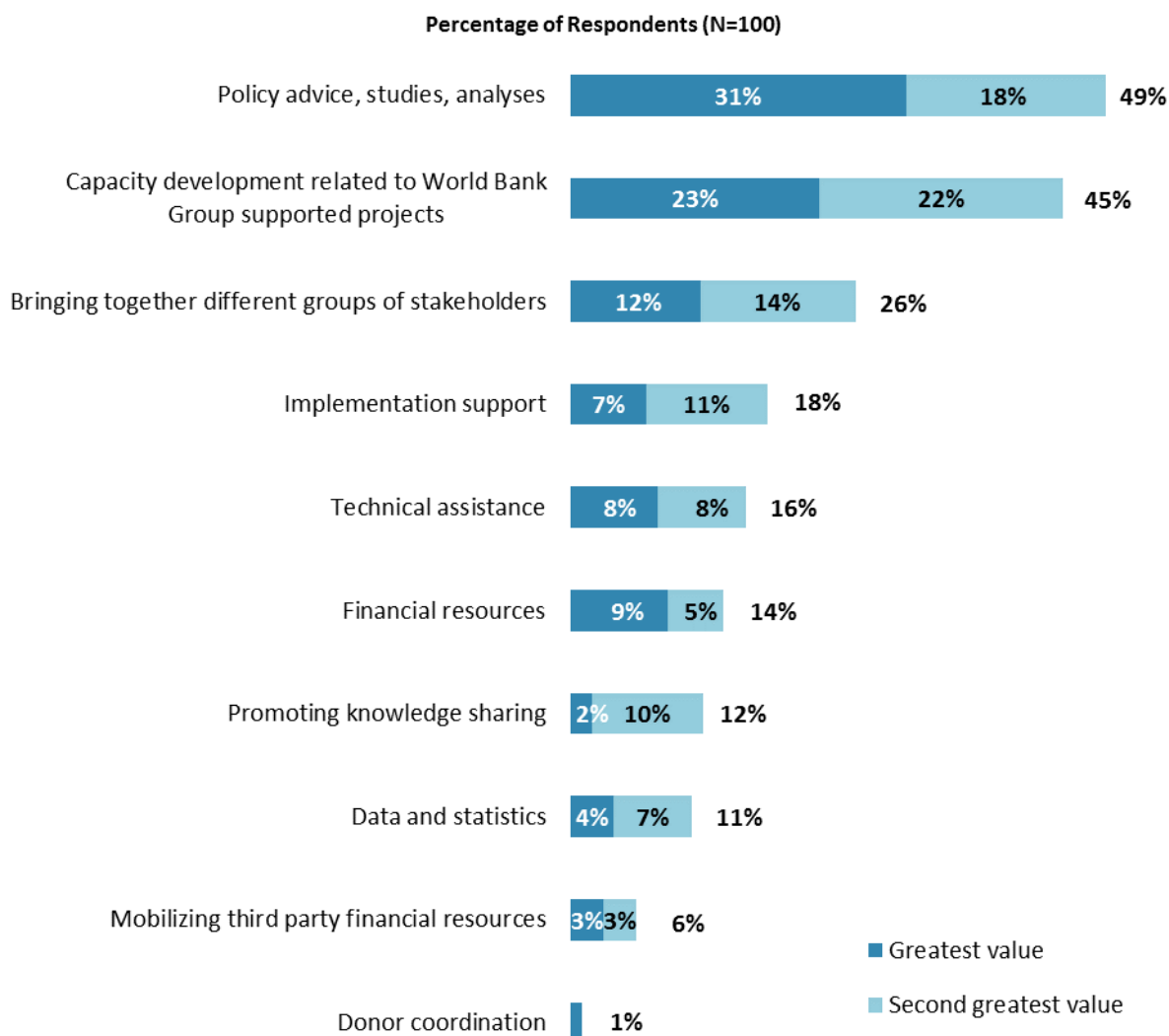
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest values to Poland were its "*policy advice*" (51%) and "*financial resources: investment lending*" (46%).



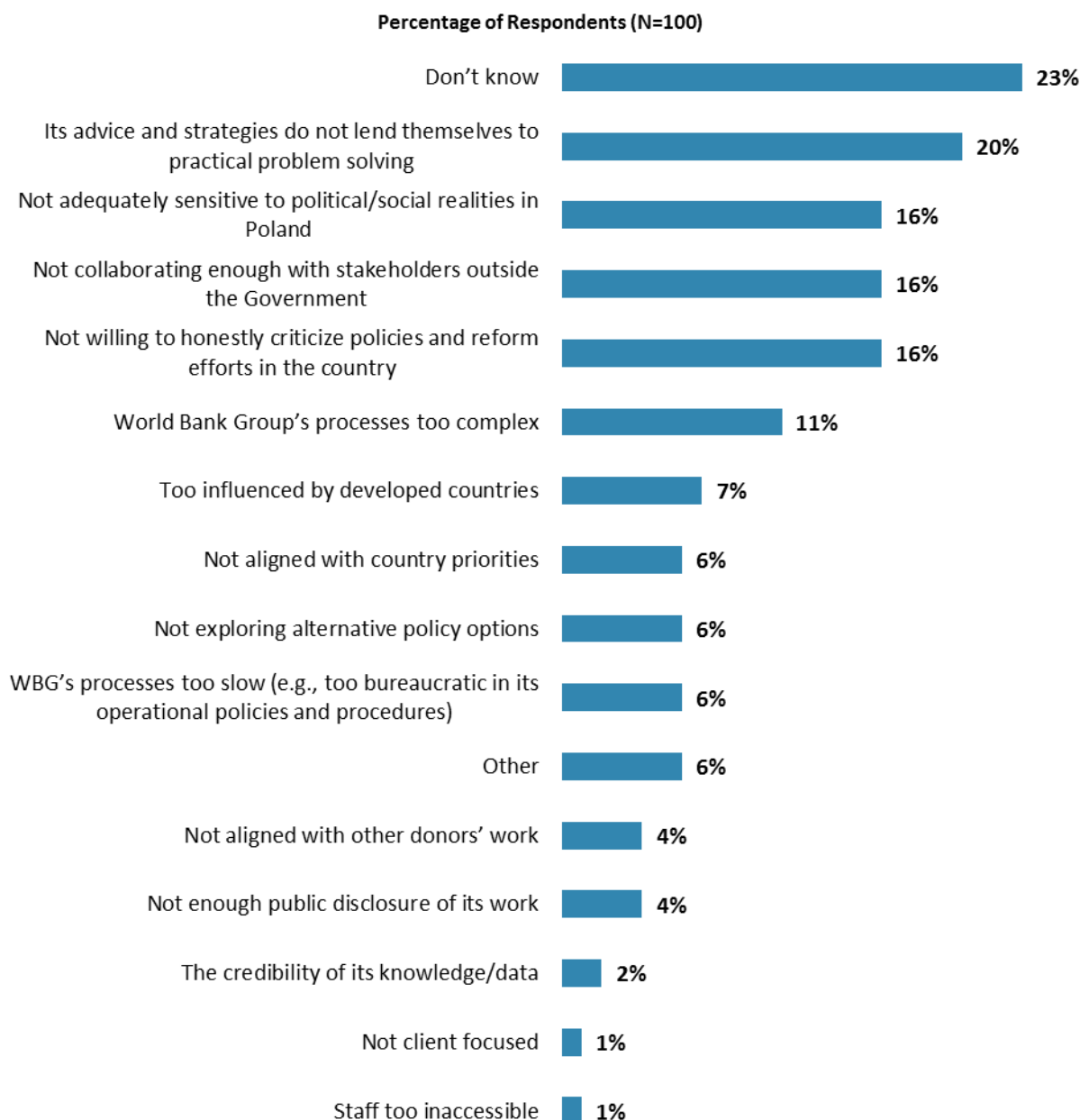
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Poland?"
(Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest weakness in its work in Poland was "*World Bank processes too slow and complex*" (27%).

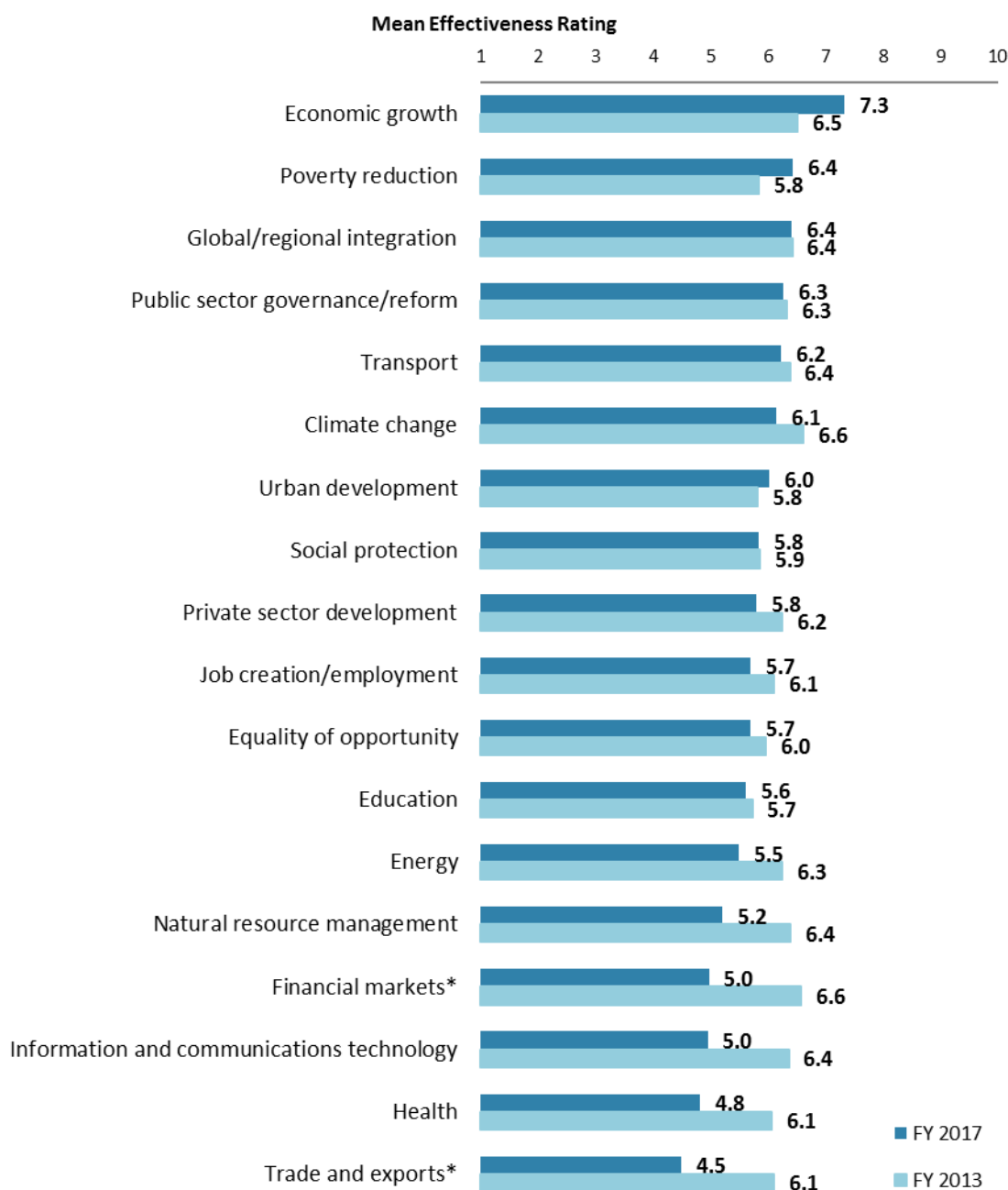


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Poland? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁴



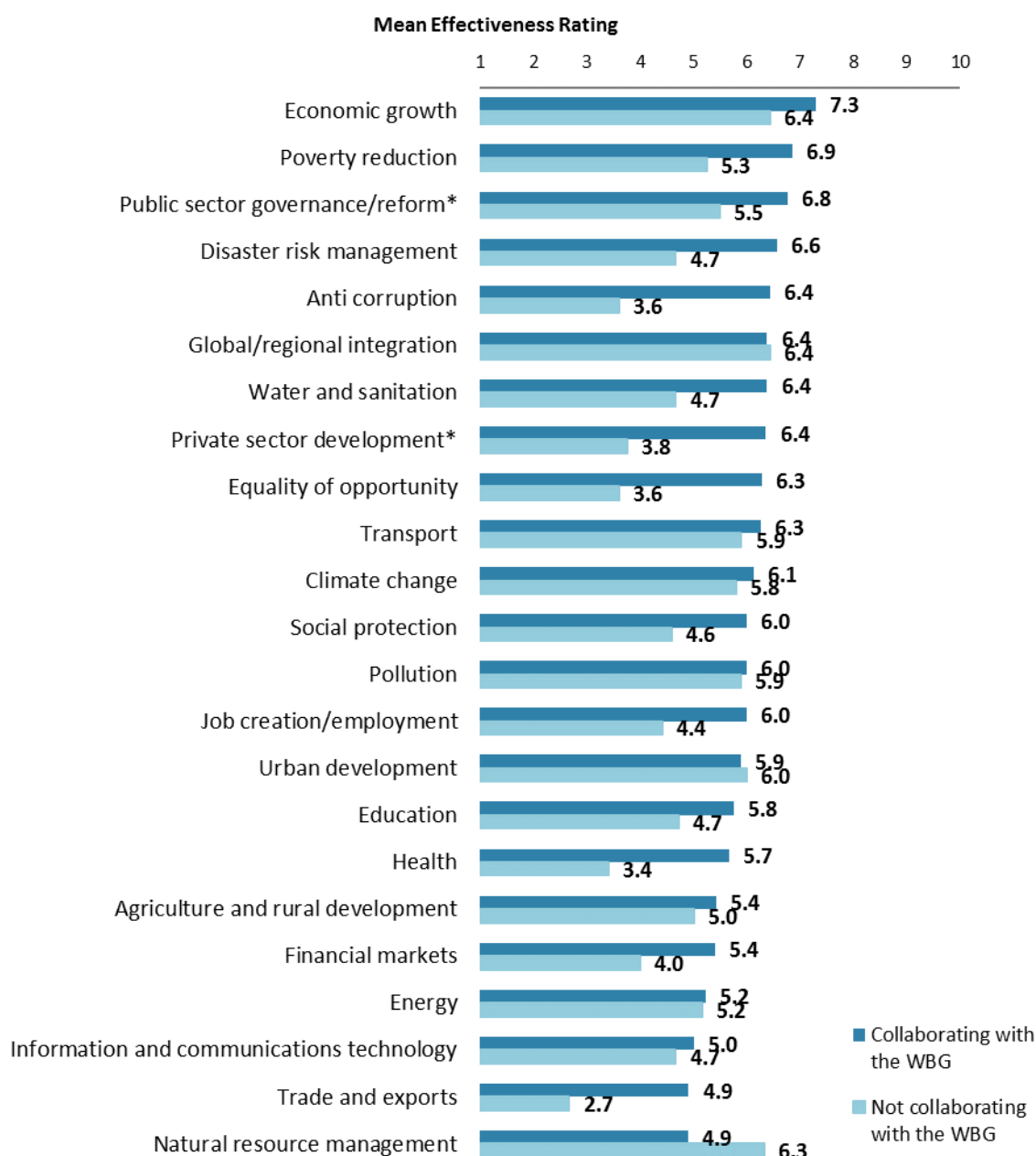
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Poland?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2017 and FY 2013)

⁴ Means presented in this chart were calculated based on weighted data. See Appendix E for details.



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁵



"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 with the WBG)*

⁵ Note in the Appendix on the sectoral effectiveness (Appendix A, page 48) 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.



VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

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

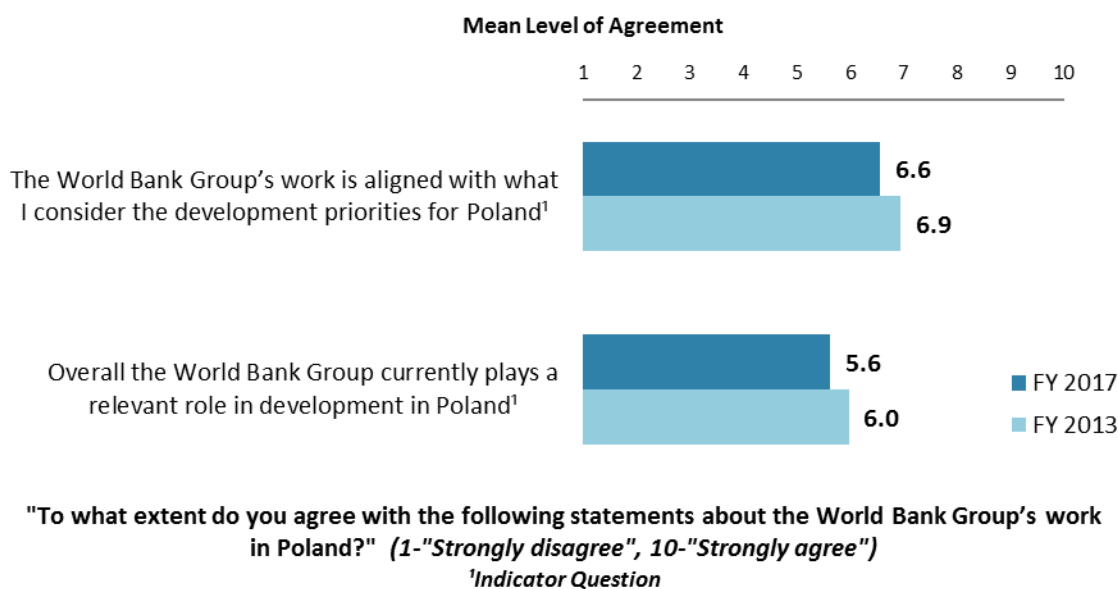
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents'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

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Poland. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at urban development;
 - The WBG's effectiveness at agriculture and rural development; and
 - The WBG's effectiveness at anti-corruption.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Poland, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The area determined to be key driver from these analyses was:
 - The WBG's effectiveness at anti-corruption;
 - The WBG's effectiveness at agriculture and rural development; and
 - The WBG's effectiveness at water and sanitation.

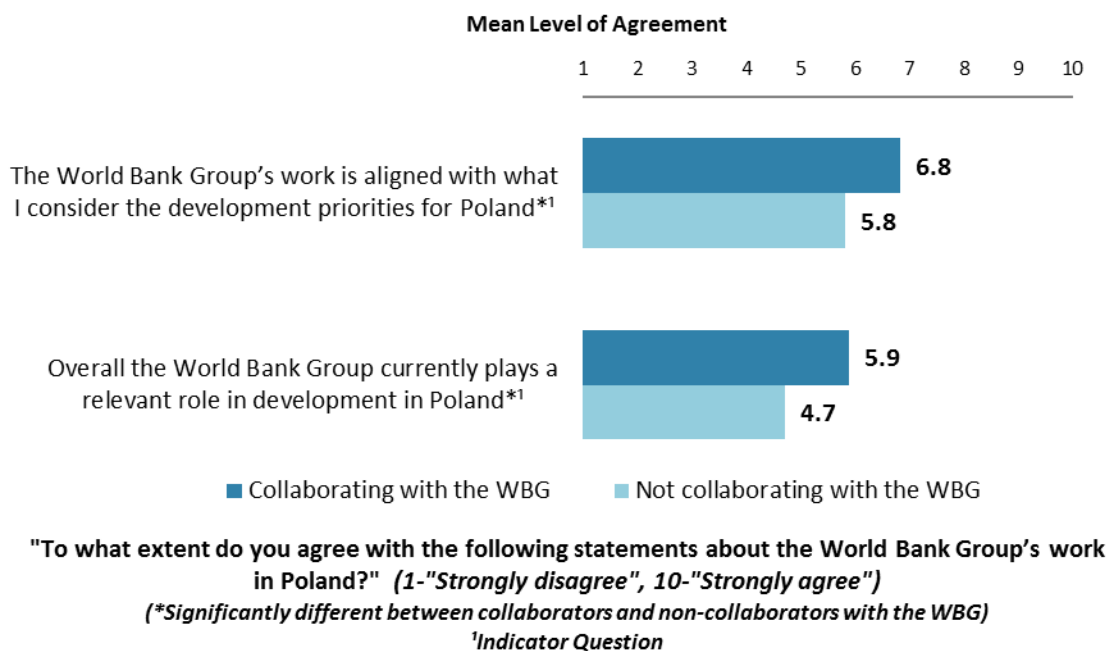


VII. How the World Bank Group Operates

The World Bank Group's Work in Poland: Year Comparison⁶



The World Bank Group's Work in Poland: Collaboration

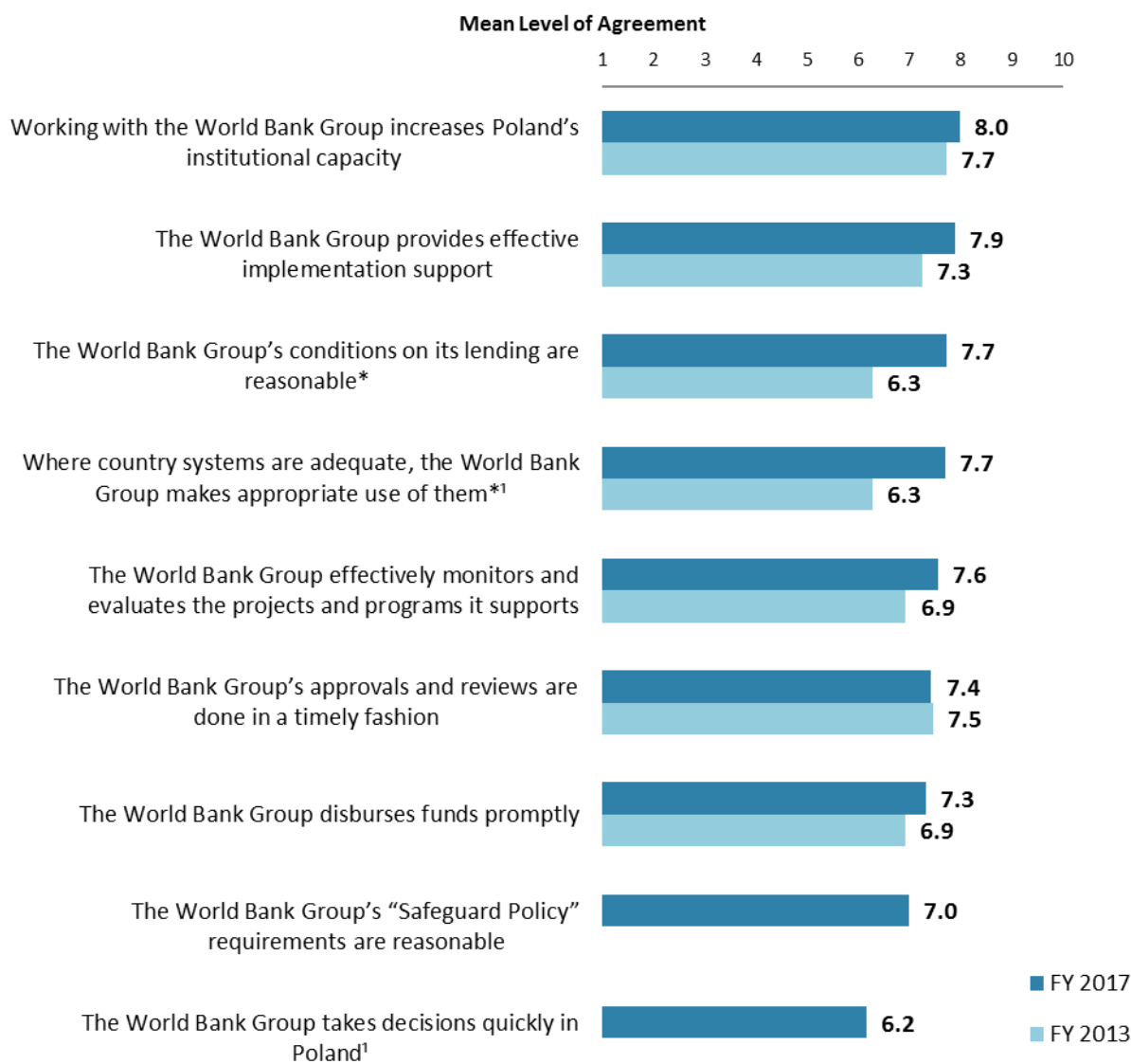


⁶ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁷



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

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

(*Significantly different between FY2017 and FY2013)

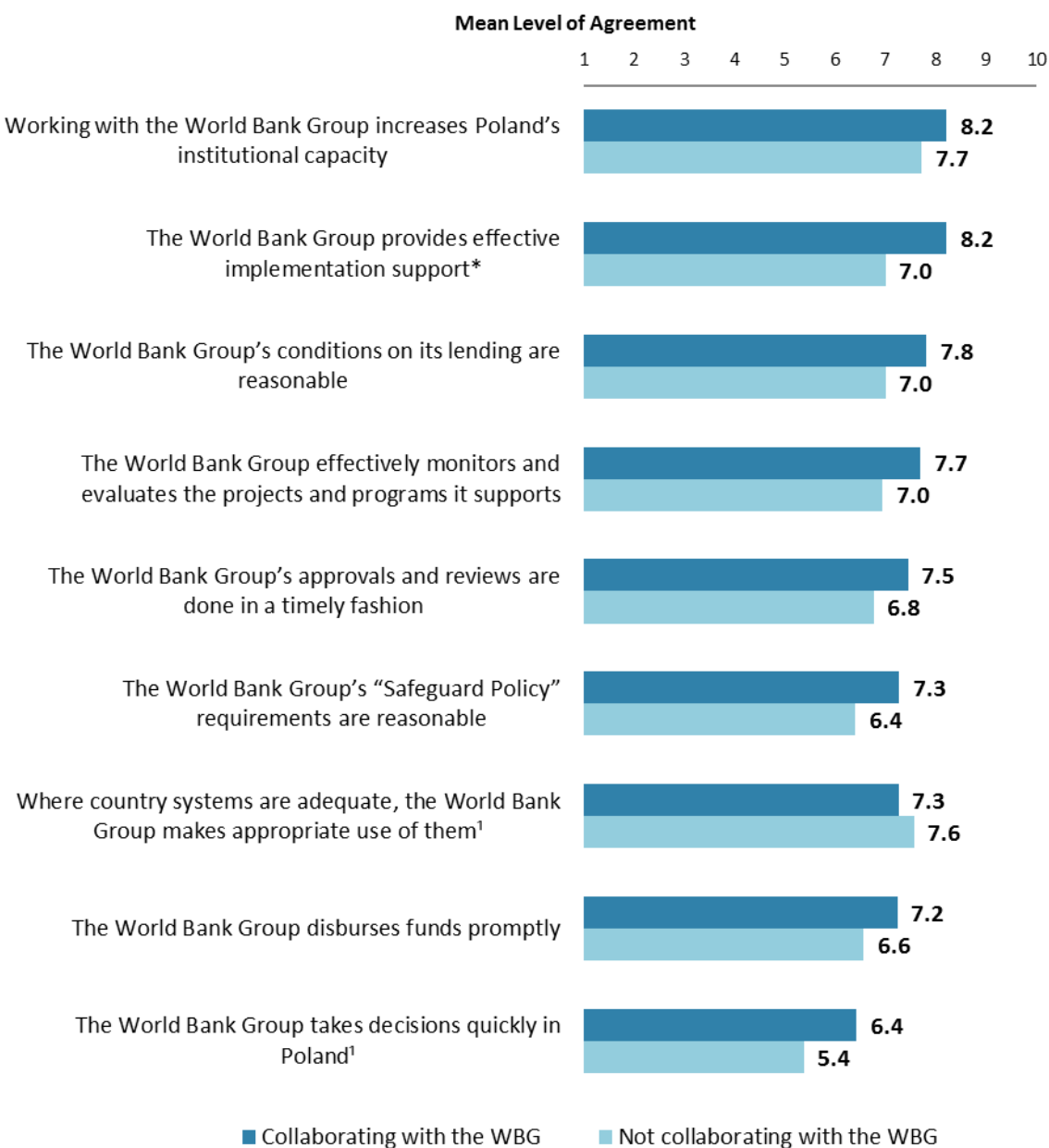
¹Indicator Question

⁷ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (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 with the WBG)
¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁸



"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 FY2017 and FY2013)

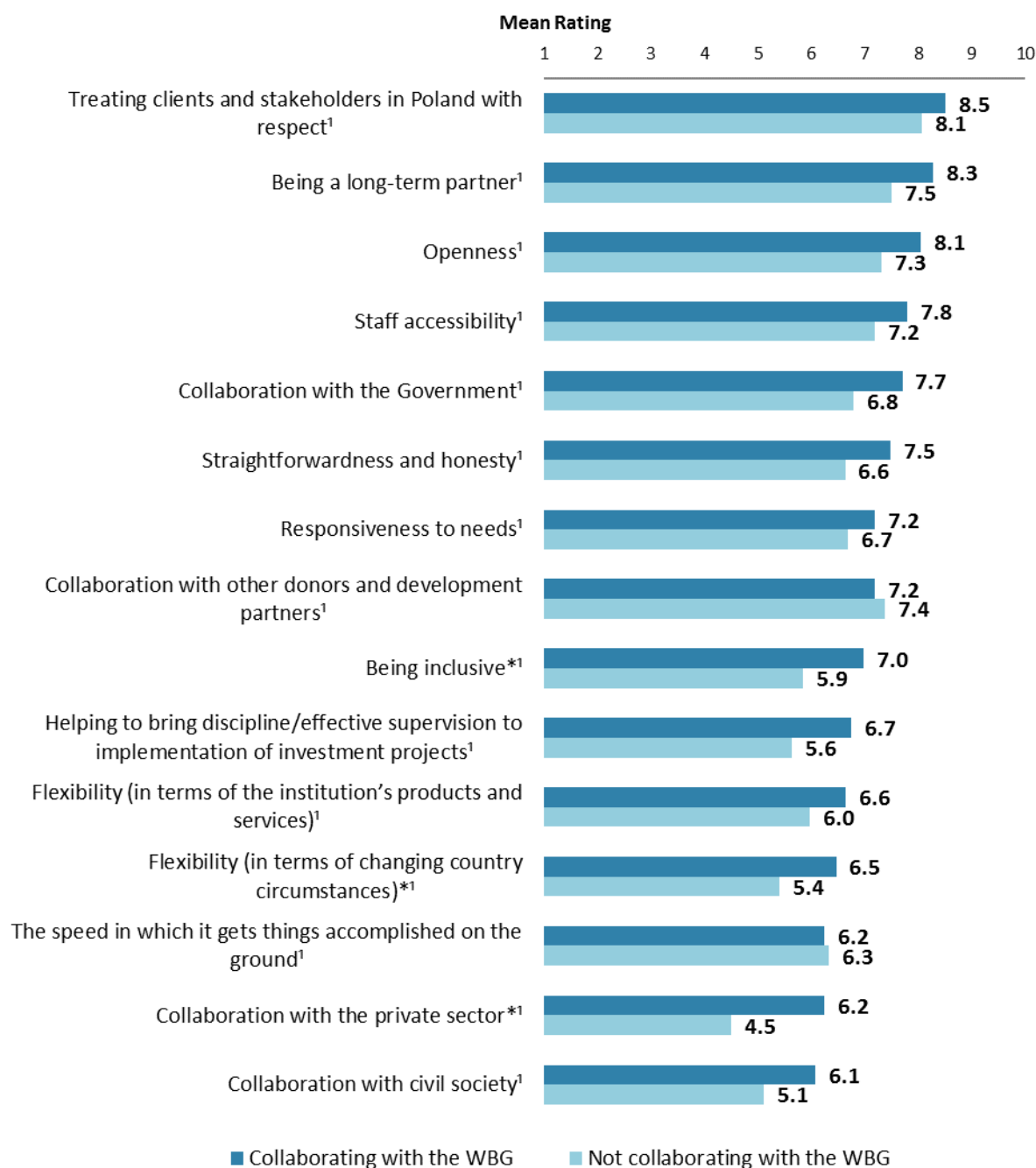
¹Indicator Question

⁸ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (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 with the WBG)

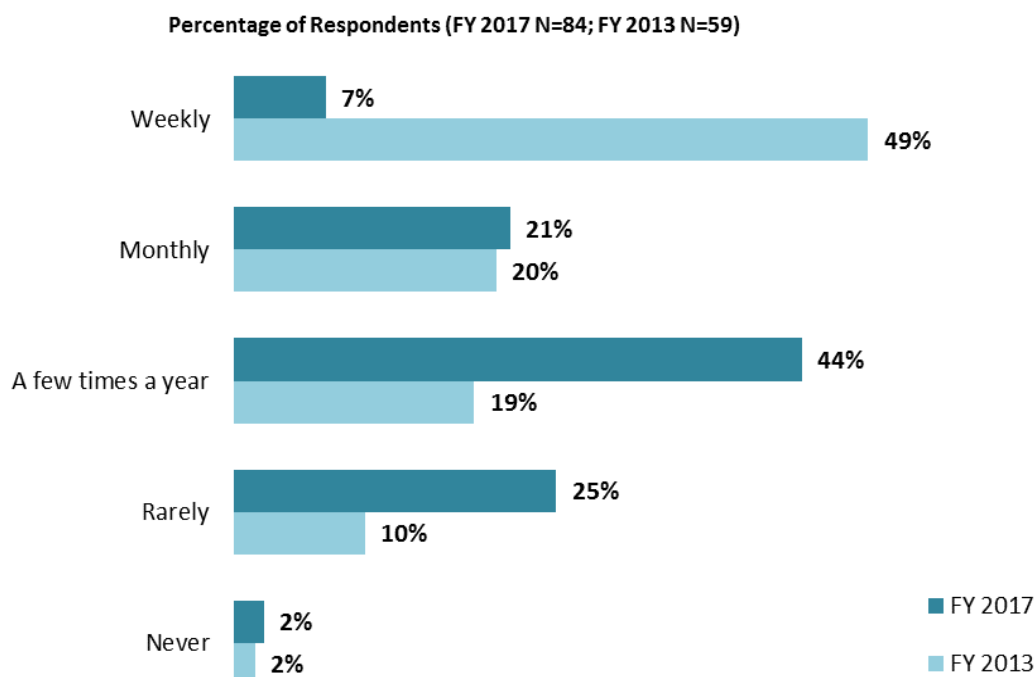
¹Indicator Question



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities⁹

- **Year comparison:** This year's respondents were significantly less likely to consult the WBG's knowledge work and activities on a "*weekly*" basis compared to respondents in the previous FY'13 Country Survey.



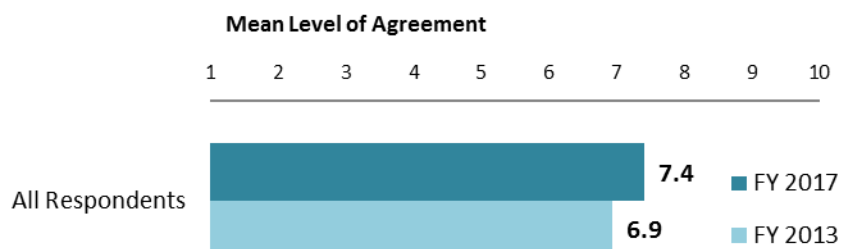
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)

⁹ Percentages in the chart were calculated based on weighted data.



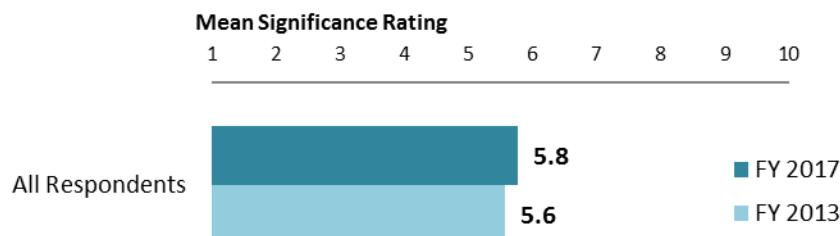
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Poland's Knowledge Needs¹⁰ (*Indicator Question*)



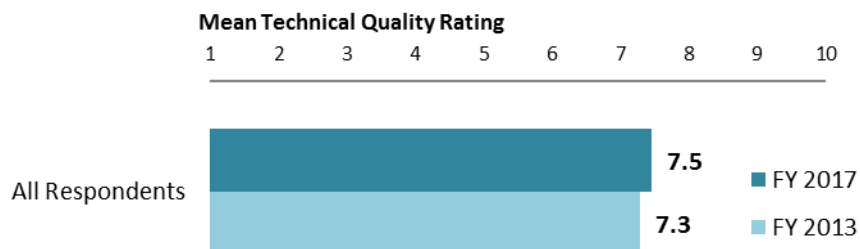
"The World Bank Group meets Poland's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

Contribution of the WBG's Knowledge Work and Activities (*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?" (1-"Not significant at all", 10-"Very significant")

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



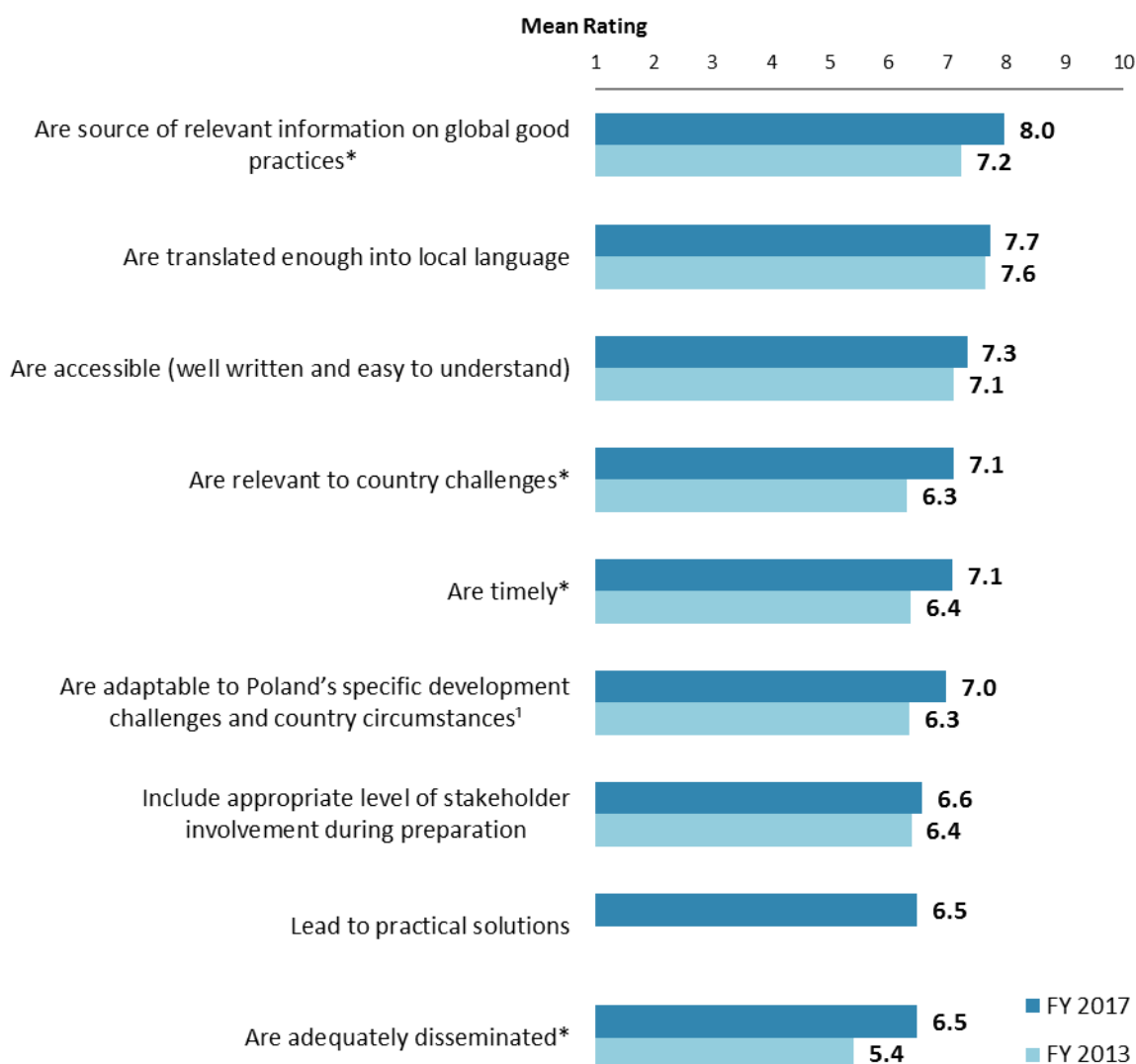
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

¹⁰ 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 Activities¹¹



"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 FY2017 and FY2013)

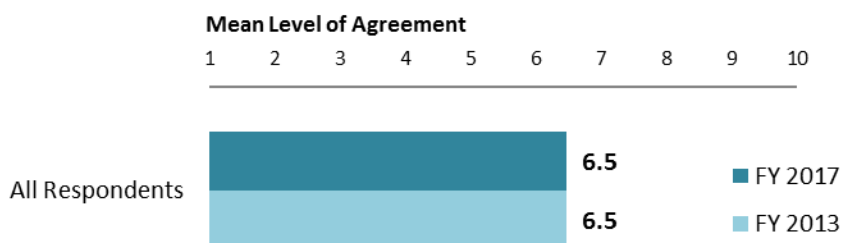
¹Indicator Question

¹¹ Means in the chart were calculated based on weighted data.



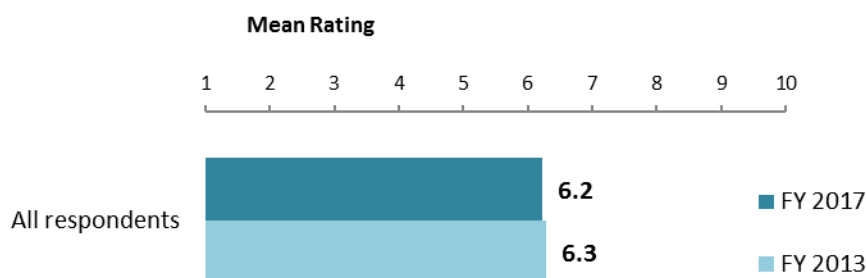
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Poland's Needs for Financial Instruments¹² (*Indicator Question*)



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

WBG's Reimbursable Advisory Services



"To what extent do you believe that Poland received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?"
(1-"To no degree at all", 10-"To a very significant degree")

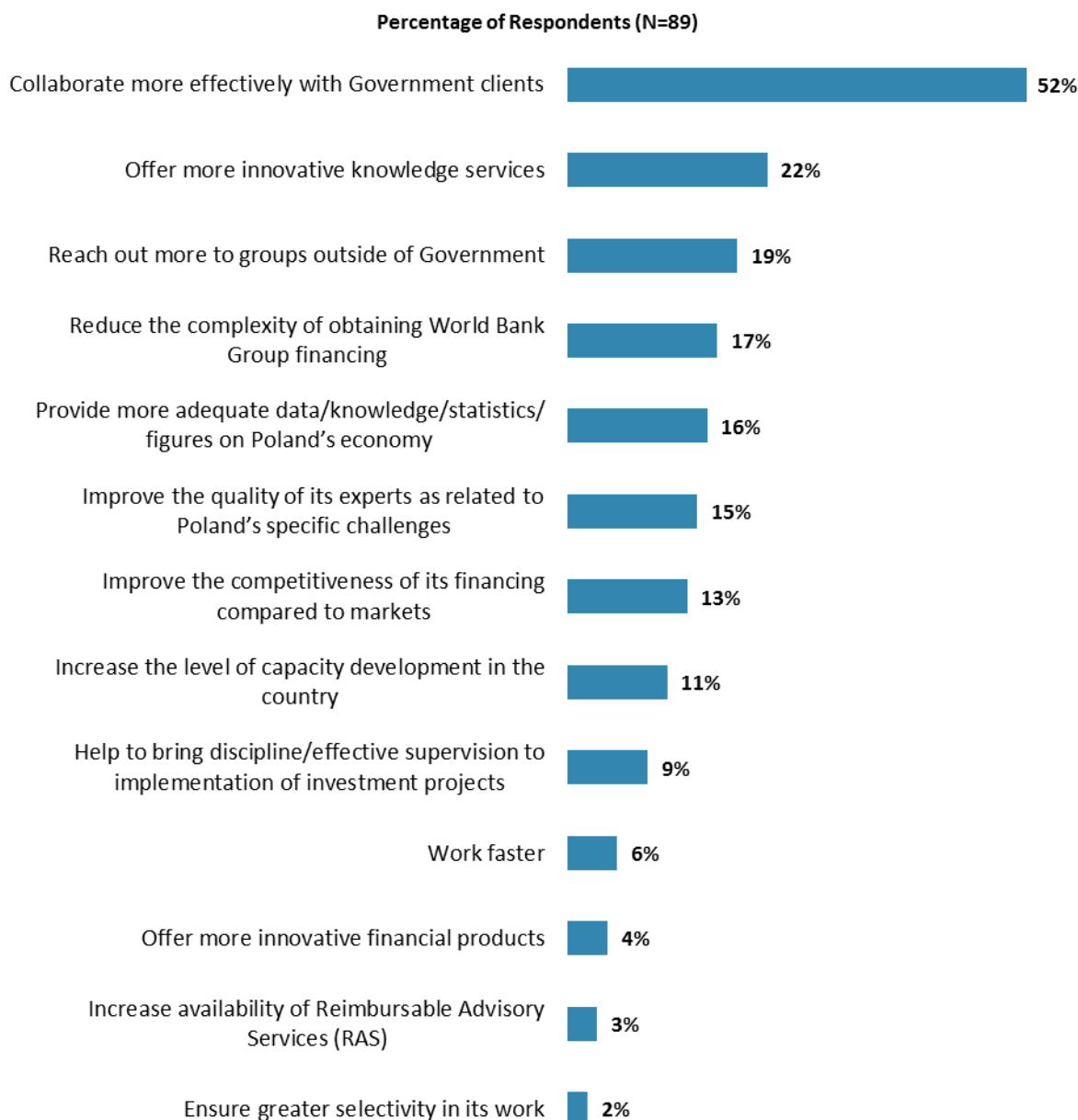
¹² Means in the chart were calculated based on weighted data.



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'13 Country Survey indicated that the World Bank should “*reduce the complexity of obtaining World Bank financing*” (30%) to make itself of greater value in Poland.



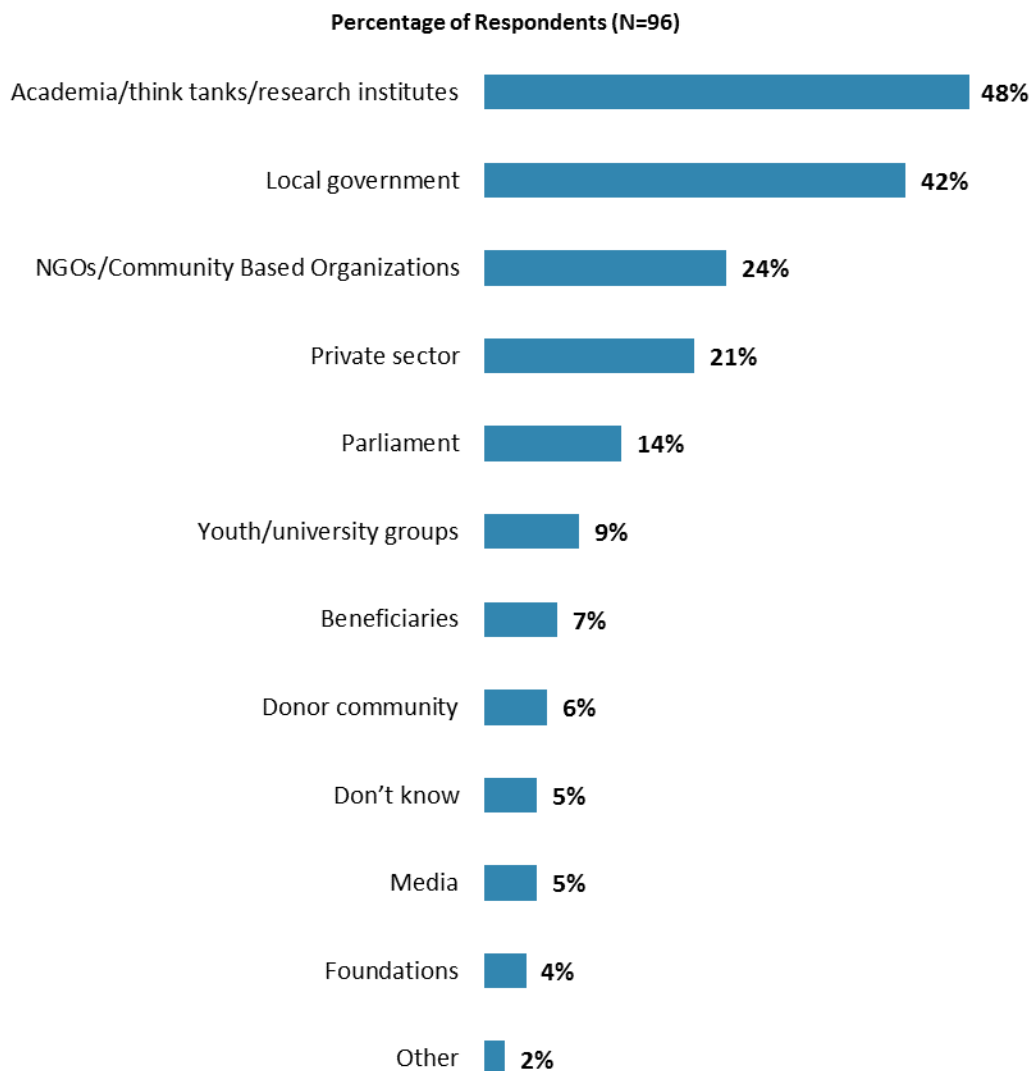
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Poland? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should work more with “*local government*” (71%) to ensure better development results in Poland.



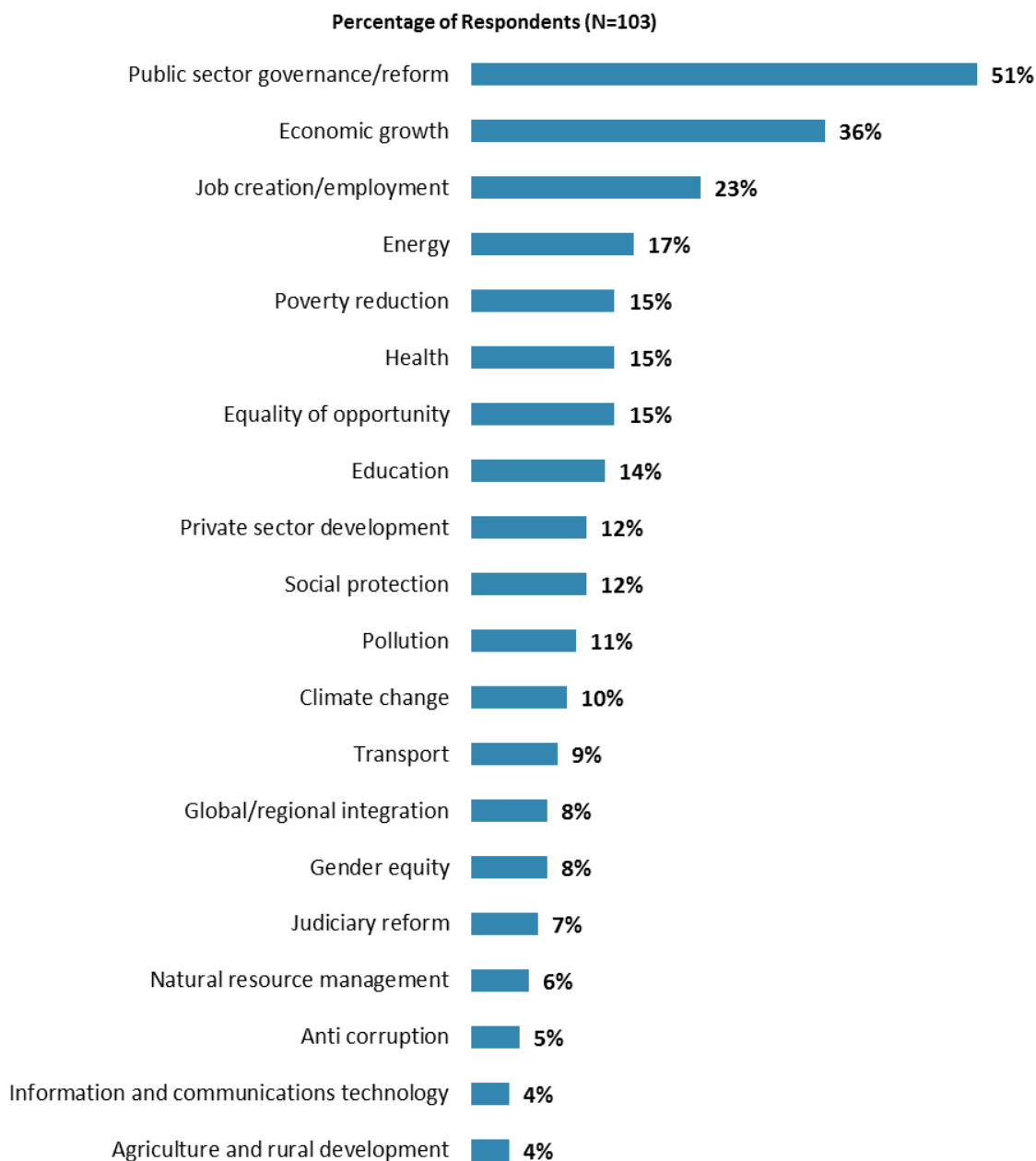
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



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'13 Country Survey indicated that the World Bank should focus its resources on “*public sector governance/reform*” (56%), “*economic growth*” (36%), and “*job creation/employment*” (30%).

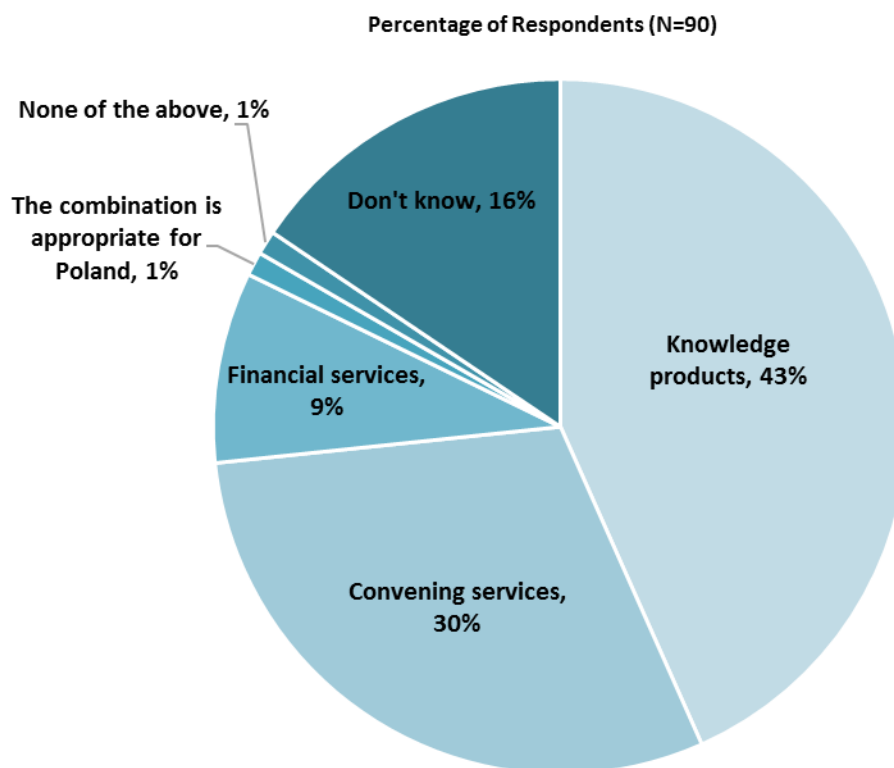


“When thinking about how the World Bank Group can have the most impact on development results in Poland, in which sectoral areas do you believe the WBG should focus most of its resources in Poland? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 20 of 28 response options shown.)



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

Future Combination of the WBG Services



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

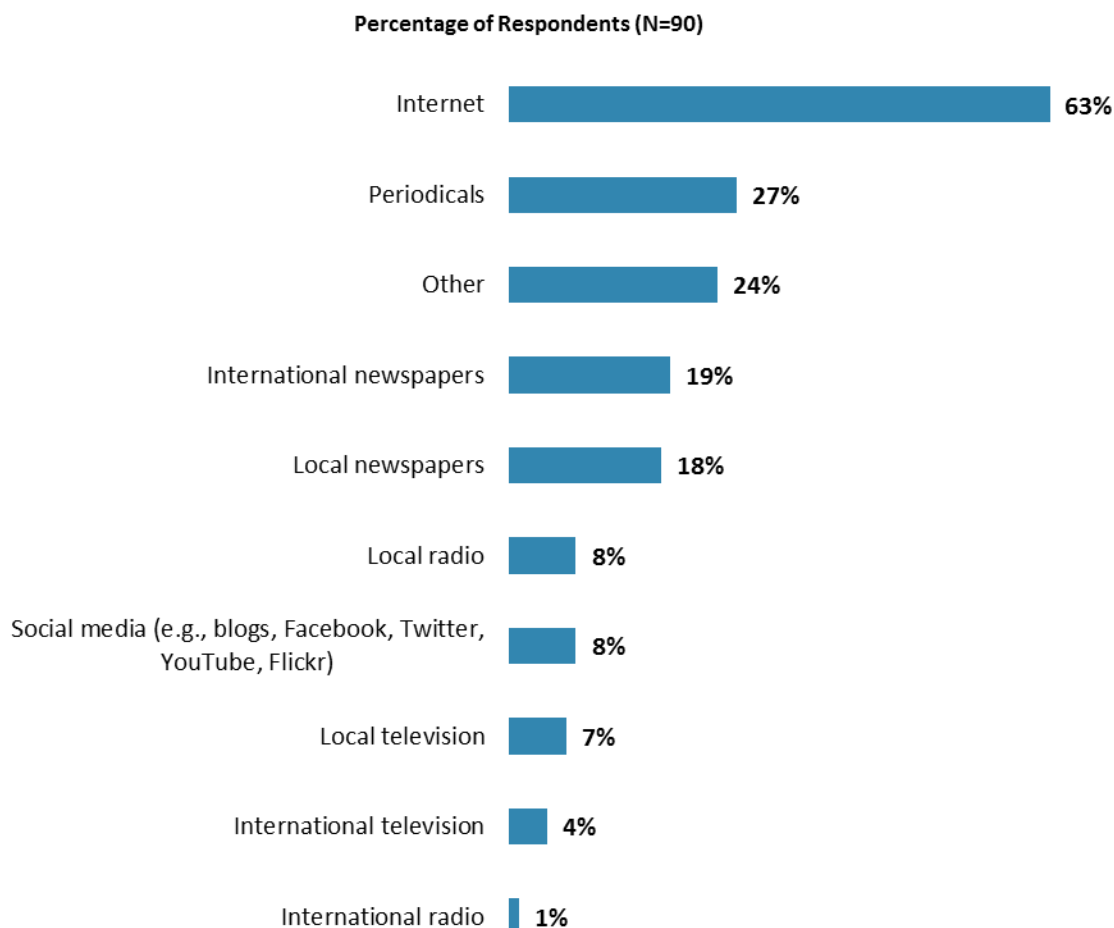


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 54) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that they got most of their information about economic and social development issues in Poland from the “Internet” (76%).



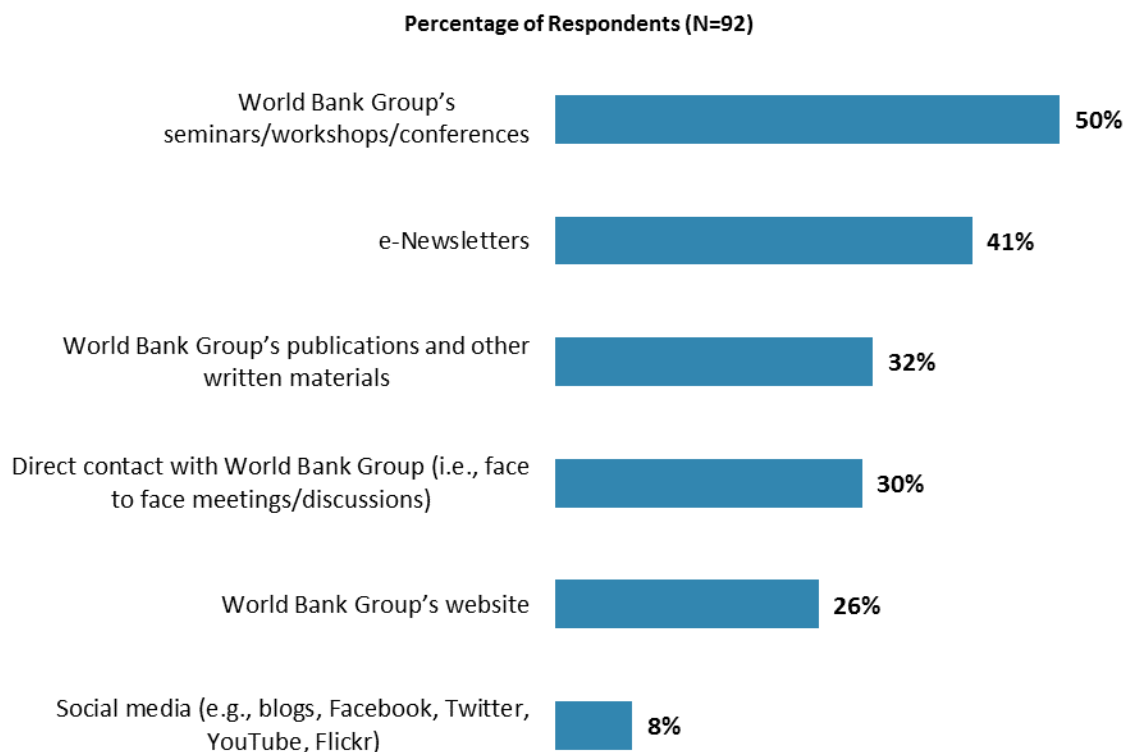
"How do you get most of your information about economic and social development issues in Poland? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that they would prefer to receive information from the World Bank through its “seminars/workshops/conference” (52%).



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



X. Communication and Outreach (continued)

Access to Information

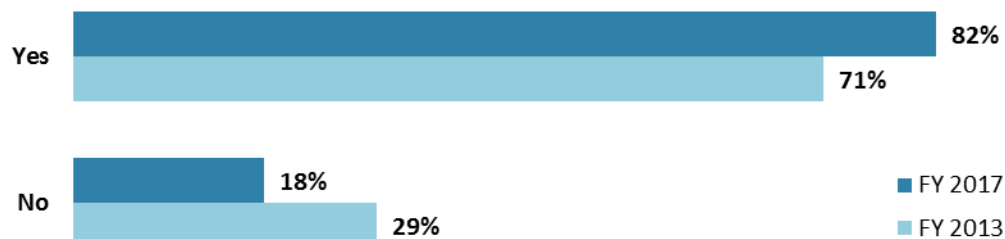
Percentage of Respondents (FY 2017 N=92)



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

The WBG Website Usage¹³

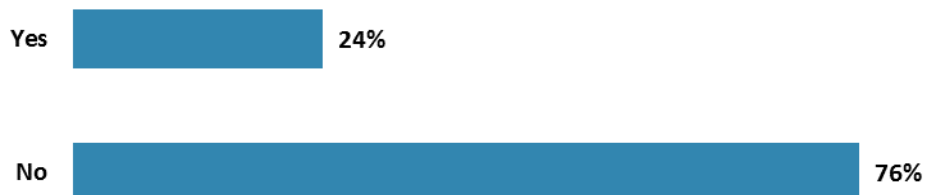
Percentage of Respondents (FY 2017 N=83; FY 2013 N=59)



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

Use of the WBG's Social Media Channels

Percentage of Respondents (FY 2017 N=91)



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

¹³ Percentages presented in the chart were calculated based on weighted data.



XI. Appendices

A. Responses to All Questions across All Respondents.....	39
B. Responses to All Questions by Stakeholder Groups.....	54
C. Responses to Indicator Questions by Geographic Location.....	74
D. Responses to Selected Questions by Level of Collaboration with the World Bank Group	76
E. Responses to Selected Questions by Year.....	83
F. Indicator Questions as a Function of Exposure to the WBG	88
G. WBG Country Opinion Survey FY17 – Poland Questionnaire	89

Poland





Appendix A: Responses to All Questions across All Respondents (N=109)

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

A. General Issues Facing Poland

1. In general would you say that Poland is headed in ... ?	Percentage of Respondents (N=105)
The right direction	42.9%
The wrong direction	45.7%
Not sure	11.4%

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

2. 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; N=108)
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	52.8%
Economic growth	43.5%
Social protection (e.g., pensions, targeted social assistance)	24.1%
Education	19.4%
Job creation/employment	15.7%
Energy	13.0%
Health	13.0%
Transport (e.g., roads, bridges, transportation)	11.1%
Private sector development	10.2%
Information and communications technology	10.2%
Equality of opportunity (i.e., social inclusion)	10.2%
Climate change (e.g., mitigation, adaptation)	10.2%
Global/regional integration	8.3%
Pollution	7.4%
Poverty reduction	7.4%
Gender equity	6.5%
Trade and exports	5.6%
Judiciary reform	3.7%
Cardiovascular diseases and cancer	2.8%
Urban development	2.8%
Food security	1.9%
Financial markets	1.9%
Agriculture and rural development	1.9%
Water and sanitation	0.9%
Natural resource management	0.9%
Crime and violence	0.9%
Anti corruption	0.0%
Disaster risk management	0.0%

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

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Poland? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=106)
Economic growth	61.3%
Job creation/employment	41.5%
Equality of opportunity (i.e., social inclusion)	40.6%
Social protection (e.g., pensions, targeted social assistance)	31.1%
Education	30.2%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22.6%
Private sector development	16.0%
Health	7.5%
Information and communications technology	5.7%
Agriculture and rural development	5.7%
Urban development	5.7%
Transport (e.g., roads, bridges, transportation)	4.7%
Global/regional integration	3.8%
Gender equity	3.8%
Pollution	2.8%
Judiciary reform	2.8%
Trade and exports	1.9%
Climate change (e.g., mitigation, adaptation)	1.9%
Crime and violence	1.9%
Anti corruption	1.9%
Energy	0.9%
Financial markets	0.9%
Disaster risk management	0.0%
Cardiovascular diseases and cancer	0.0%
Water and sanitation	0.0%
Food security	0.0%
Natural resource management	0.0%

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

4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Poland? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=105)
Consistent economic growth	54.3%
Education and training that better ensure job opportunity	27.6%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	22.9%
Better opportunity for the poor who live in rural areas	17.1%
A growing middle class	16.2%
Better employment opportunities for women	12.4%
Better employment opportunities for young people	10.5%
Better quality public services	10.5%
Greater access to health and nutrition for citizens	6.7%
More reliable social safety net	5.7%
Greater voice and participation for citizens to help ensure greater accountability	5.7%
Other	4.8%
Better opportunity for the poor who live in urban areas	2.9%
Greater access to micro-finance for the poor	1.0%

5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Poland? (Select only ONE response)	Percentage of Respondents (N=105)
A very big problem	10.5%
A moderately big problem	46.7%
A small problem	37.1%
Not a problem at all	2.9%
Don't know	2.9%

6. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)	Percentage of Respondents (N=105)
A very serious problem	13.3%
A somewhat serious problem	50.5%
Not too serious problem	22.9%
Not a problem	6.7%
Don't know	6.7%

7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Poland? (Select only ONE response)	Percentage of Respondents (N=105)
A very important development priority	61.0%
A moderately important development priority	26.7%
A slightly important development priority	8.6%
Not an important development priority	1.9%
Don't know	1.9%

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

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Poland? (1-Not familiar at all, 10-Extremely familiar)	104	0	6.27	2.16

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Poland. (1-Not effective at all, 10-Very effective)	93	12	6.17	2.04

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Poland solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	90	14	7.56	1.85

4. When thinking about how the World Bank Group can have the most impact on development results in Poland, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Poland? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=103)
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	51.5%
Economic growth	35.9%
Job creation/employment	23.3%
Energy	16.5%
Poverty reduction	14.6%
Health	14.6%
Equality of opportunity (i.e., social inclusion)	14.6%
Education	13.6%
Private sector development	11.7%
Social protection (e.g., pensions, targeted social assistance)	11.7%
Pollution	10.7%
Climate change (e.g., mitigation, adaptation)	9.7%
Transport (e.g., roads, bridges, transportation)	8.7%
Global/regional integration	7.8%
Gender equity	7.8%
Judiciary reform	6.8%
Natural resource management	5.8%
Anti corruption	4.9%
Information and communications technology	3.9%
Agriculture and rural development	3.9%
Trade and exports	2.9%
Financial markets	2.9%
Disaster risk management	2.9%
Water and sanitation	1.0%
Urban development	1.0%
Crime and violence	1.0%
Food security	0.0%
Cardiovascular diseases and cancer	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Poland?	Percentage of Respondents (N=100)		
	Greatest Value	2 nd Greatest Value	Combined
Policy advice, studies, analyses	31.0%	18.4%	49.4%
Capacity development related to World Bank Group supported projects	23.0%	22.4%	45.4%
Bringing together different groups of stakeholders	12.0%	14.3%	26.3%
Implementation support	7.0%	11.2%	18.2%
Technical assistance	8.0%	8.2%	16.2%
Financial resources	9.0%	5.1%	14.1%
Promoting knowledge sharing	2.0%	10.2%	12.2%
Data and statistics	4.0%	7.1%	11.1%
Mobilizing third party financial resources	3.0%	3.1%	6.1%
Donor coordination	1.0%	0.0%	1.0%
Other	0.0%	0.0%	0.0%

6. 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; N=100)
Don't know	23.0%
Its advice and strategies do not lend themselves to practical problem solving	20.0%
Not adequately sensitive to political/social realities in Poland	16.0%
Not collaborating enough with stakeholders outside the Government	16.0%
Not willing to honestly criticize policies and reform efforts in the country	16.0%
World Bank Group's processes too complex	11.0%
Too influenced by developed countries	7.0%
Not aligned with country priorities	6.0%
Not exploring alternative policy options	6.0%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	6.0%
Other	6.0%
Not aligned with other donors' work	4.0%
Not enough public disclosure of its work	4.0%
The credibility of its knowledge/data	2.0%
Not client focused	1.0%
Staff too inaccessible	1.0%
Arrogant in its approach	0.0%

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

7. 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; N=96)
Academia/think tanks/research institutes	47.9%
Local government	41.7%
NGOs/Community Based Organizations	24.0%
Private sector	20.8%
Parliament	13.5%
Youth/university groups	9.4%
Beneficiaries	7.3%
Donor community	6.3%
Don't know	5.2%
Media	5.2%
Foundations	4.2%
Other	2.1%

To what extent do you agree 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
8. Overall the World Bank Group currently plays a relevant role in development in Poland*	79	19	5.42	2.25
9. The World Bank Group's work is aligned with what I consider the development priorities for Poland*	80	17	6.36	1.93

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
10. Responsiveness to needs*	66	28	6.94	2.11
11. Flexibility (in terms of the institution's products and services)*	65	29	6.35	2.05
12. Flexibility (in terms of changing country circumstances)*	69	25	6.07	2.09
13. Being inclusive*	70	25	6.54	2.05
14. Openness (sharing data and other information)*	78	14	7.73	1.79
15. Collaboration with the Government*	66	29	7.38	2.07
16. The speed in which it gets things accomplished on the ground*	67	28	6.34	1.94
17. Helping to bring discipline/effective supervision to implementation of investment projects*	42	52	6.31	2.35
18. Collaboration with civil society*	45	48	5.80	2.44
19. Staff accessibility*	72	23	7.57	1.96
20. Collaboration with other donors and development partners*	52	42	7.33	2.17
21. Collaboration with the private sector*	45	49	5.62	2.38
22. Straightforwardness and honesty*	73	21	7.18	2.29
23. Treating clients and stakeholders in Poland with respect*	72	22	8.35	1.82
24. Being a long-term partner*	64	31	8.05	1.85

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

25. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=88)
Political pressures and obstacles	53.4%
The Government works inefficiently	23.9%
Lack of/inadequate levels of capacity in Government	22.7%
Reforms are not well thought out in light of country challenges	18.2%
The World Bank Group does not do adequate follow through/follow-up	13.6%
The World Bank Group is not sensitive enough to political/social realities on the ground	11.4%
Poor coordination within the Government	11.4%
There is not an adequate level of citizen/civil society participation	9.1%
Other	8.0%
The World Bank Group works too slowly	5.7%
Poor coordination within the World Bank Group	1.1%
Poor donor coordination	0.0%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Poland? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	80	9	7.44	2.31
2. Gender equity	84	9	5.85	2.97
3. Private sector development	82	8	7.67	2.04
4. Education	85	7	8.05	1.94
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	89	4	8.87	1.55
6. Global/regional integration	84	8	7.30	2.27
7. Food security	76	13	5.22	2.68
8. Urban development	78	11	6.08	2.41
9. Energy	79	10	7.76	2.14
10. Water and sanitation	77	11	6.30	2.47
11. Pollution	84	7	7.71	2.06
12. Job creation/employment	84	6	7.29	2.49
13. Health	81	8	7.63	2.12
14. Financial markets	80	8	6.29	2.56
15. Transport (e.g., roads, bridges, transportation)	79	9	6.53	2.33
16. Agriculture and rural development	80	9	6.38	2.36
17. Trade and exports	76	12	6.00	2.76
18. Crime and violence	73	13	4.48	2.73
19. Natural resource management	76	12	6.37	2.66
20. Climate change (e.g., mitigation, adaptation)	83	7	6.82	2.60
21. Poverty reduction	85	5	7.72	2.09
22. Anti corruption	80	9	6.46	2.98
23. Judiciary reform	77	11	6.78	2.77
24. Economic growth	83	5	8.39	1.71
25. Disaster risk management	76	9	5.76	2.64
26. Equality of opportunity (i.e., social inclusion)	83	7	7.31	2.51
27. Cardiovascular diseases and cancer	75	13	6.19	2.86
28. Information and communications technology	81	9	6.99	2.56

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Poland? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	30	61	5.60	2.28
2. Private sector development	24	66	5.58	2.38
3. Education	29	60	5.45	2.44
4. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	53	37	6.21	2.23
5. Global/regional integration	27	62	6.44	2.28
6. Urban development	13	74	6.00	2.83
7. Energy	17	69	5.47	2.12
8. Water and sanitation	12	76	6.00	2.45
9. Pollution	17	69	6.06	2.25
10. Job creation/employment	28	60	5.39	2.56
11. Health	15	73	5.00	2.51
12. Financial markets	18	68	4.94	2.46
13. Transport (e.g., roads, bridges, transportation)	22	67	6.14	2.40
14. Agriculture and rural development	11	77	5.36	2.42
15. Trade and exports	15	72	4.73	2.74
16. Natural resource management	14	75	5.50	2.47
17. Climate change (e.g., mitigation, adaptation)	22	67	6.14	2.46
18. Poverty reduction	24	65	6.33	2.28
19. Anti corruption	13	76	5.38	3.28
20. Economic growth	38	51	6.95	2.35
21. Disaster risk management	13	74	6.23	2.89
22. Equality of opportunity (i.e., social inclusion)	20	69	5.70	2.74
23. Information and communications technology	16	72	5.13	2.83

Achieving Development Results*	N	DK	Mean	SD
3. 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)	68	24	6.09	1.93

To what extent do you agree with the following statements about the World Bank Group in Poland? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Poland*	55	37	6.56	2.02
5. The World Bank Group meets Poland's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	80	12	7.41	1.72

Reimbursable Advisory Services	N	DK	Mean	SD
6. To what extent do you believe that Poland received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree)	44	48	6.18	2.42

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=92)
Weekly	6.5%
Monthly	22.8%
A few times a year	41.3%
Rarely	26.1%
Never	3.3%

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	77	14	7.03	1.89
3. Include appropriate level of stakeholder involvement during preparation	52	37	6.46	2.30
4. Lead to practical solutions	69	21	6.35	2.42
5. Are accessible (well written and easy to understand)	77	13	7.29	2.16
6. Are source of relevant information on global good practices	74	16	7.95	1.77
7. Are relevant to country challenges	71	18	7.03	1.76
8. Are adequately disseminated	73	17	6.32	2.39
9. Are translated enough into local language	70	20	7.59	2.24
10. Are adaptable to Poland's specific development challenges and country circumstances*	68	19	6.94	2.34

Overall Evaluations	N	DK	Mean	SD
11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	66	23	5.79	2.05
12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	69	21	7.46	1.81

E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	36	53	6.94	2.04
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	50	41	7.40	2.01
3. The World Bank Group's approvals and reviews are done in a timely fashion	49	40	7.27	2.11
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	17	71	7.06	2.19
5. The World Bank Group's conditions on its lending are reasonable	26	61	7.50	2.20
6. The World Bank Group takes decisions quickly in Poland*	43	45	6.09	2.07
7. Working with the World Bank Group increases Poland's institutional capacity	76	14	7.99	1.73
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	27	62	7.37	2.26
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	48	42	7.77	1.90

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

1. 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; N=89)
Collaborate more effectively with Government clients (e.g., national, state, local)	51.7%
Offer more innovative knowledge services	22.5%
Reach out more to groups outside of Government	19.1%
Reduce the complexity of obtaining World Bank Group financing	16.9%
Provide more adequate data/knowledge/statistics/figures on Poland's economy	15.7%
Improve the quality of its experts as related to Poland's specific challenges	14.6%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	13.5%
Increase the level of capacity development in the country	11.2%
Help to bring discipline/effective supervision to implementation of investment projects	9.0%
Work faster	5.6%
Offer more innovative financial products	4.5%
Increase availability of Reimbursable Advisory Services (RAS)	3.4%
Ensure greater selectivity in its work	2.2%
Other	0.0%

2. When considering the combination of services that the World Bank Group offers in Poland, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Poland? (Select only ONE response)	Percentage of Respondents (N=90)
Financial services	8.9%
Knowledge products	43.3%
Convening services	30.0%
None of the above	1.1%
The combination is appropriate for Poland	1.1%
Don't know	15.6%

G. Communication and Information Sharing

1. 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; N=90)
Internet	63.3%
Periodicals	26.7%
Other	24.4%
International newspapers	18.9%
Local newspapers	17.8%
Local radio	7.8%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	7.8%
Local television	6.7%
International television	4.4%
International radio	1.1%

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

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=92)
World Bank Group's seminars/workshops/conferences	50.0%
e-Newsletters	41.3%
World Bank Group's publications and other written materials	31.5%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	30.4%
World Bank Group's website	26.1%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	7.6%
Mobile phones	0.0%
Other	0.0%

3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=92)
Yes	10.9%
No	89.1%

4. Do you have reliable access to the Internet?	Percentage of Respondents (N=92)
Yes	100.0%
No	0.0%

5. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=92)
Yes	82.6%
No	17.4%

6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=91)
Yes	24.2%
No	75.8%

7. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	Percentage of Respondents (N=91)
Weekly	8.8%
Monthly	19.8%
A few times a year	26.4%
Rarely	22.0%
Never	23.1%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
8. I find the World Bank Group's websites easy to navigate	70	4	6.64	2.09
9. I find the information on the World Bank Group's websites useful	70	4	7.49	1.60
10. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	36	53	5.69	2.28
11. When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	79	11	7.29	2.45
12. The World Bank Group is responsive to my information requests and inquiries	51	37	7.94	2.38

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=108)
Employee of a Ministry, Ministerial Department or Implementation Agency	30.6%
Academia/Research Institute/Think Tank	20.4%
Local Government Office or Staff	12.0%
Financial Sector/Private Bank	7.4%
Bilateral/Multilateral Agency	6.5%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	6.5%
NGO/Community Based Organization	3.7%
Media (press, radio, TV, web, etc.)	3.7%
Project Management Unit (PMU) overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	2.8%
Private Foundation	2.8%
Private Sector Organization	1.9%
Other	1.9%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=107)
Macroeconomics and fiscal management	24.3%
Finance and markets	12.1%
Social protection and labor	9.3%
Generalist (specialized in multiple sectors)	9.3%
Transport and ICT	8.4%
Other	8.4%
Governance	6.5%
Urban, rural, and social development	5.6%
Education	3.7%
Trade and competitiveness	3.7%
Water	1.9%
Jobs	1.9%
Public-private partnerships	0.9%
Health, nutrition, and population	0.9%
Energy and extractives	0.9%
Gender	0.9%
Poverty	0.9%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?	Percentage of Respondents (N=106)
Yes	47.2%
No	52.8%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Poland? (Select only ONE response)	Percentage of Respondents (N=89)
The World Bank (IBRD)	95.5%
The International Finance Corporation (IFC)	2.2%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
Other	2.2%

**H. Background Information (continued)**

5. 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; N=106)
Use World Bank Group reports/data	50.9%
Collaborate as part of my professional duties	45.3%
Engage in World Bank Group related/sponsored events/activities	40.6%
Use World Bank Group website for information, data, research, etc.	17.9%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	16.0%

6. What's your gender?	Percentage of Respondents (N=108)
Female	44.4%
Male	55.6%

7. Which best represents your geographic location?	Percentage of Respondents (N=108)
Warsaw	78.7%
Outside Warsaw	21.3%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁴

- Employee of a Ministry/PMU/Consultant on WBG-supported Project N=36 ● Local Government N=13 ● Bilateral/Multilateral Agency N=7
- Private Sector/Financial Sector/Private Bank N=10 ● CSO N=7 ● Independent Government Institution N=7
- Academia/Research Institute/Think Tank N=22 ● Other N=6

A. General Issues facing Poland

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The right direction	62.9%	46.2%	42.9%	40.0%	0.0%	57.1%	20.0%	33.3%
The wrong direction	17.1%	38.5%	14.3%	60.0%	100.0%	42.9%	80.0%	66.7%
Not sure	20.0%	15.4%	42.9%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

¹⁴ Only 108 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

**A. General Issues facing Poland (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 on WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social protection	16.7%	23.1%	0.0%	50.0%	14.3%	42.9%	31.8%	16.7%
Gender equity	8.3%	0.0%	0.0%	10.0%	0.0%	0.0%	13.6%	0.0%
Private sector development	5.6%	30.8%	0.0%	10.0%	0.0%	28.6%	4.5%	16.7%
Education	11.1%	15.4%	42.9%	10.0%	42.9%	14.3%	31.8%	0.0%
Public sector governance/reform	61.1%	23.1%	28.6%	60.0%	71.4%	57.1%	59.1%	33.3%
Global/regional integration	11.1%	7.7%	0.0%	30.0%	0.0%	0.0%	4.5%	0.0%
Food security	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%
Urban development	0.0%	7.7%	0.0%	0.0%	0.0%	14.3%	4.5%	0.0%
Energy	8.3%	7.7%	42.9%	20.0%	14.3%	28.6%	4.5%	16.7%
Water and sanitation*	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Pollution	8.3%	7.7%	14.3%	0.0%	0.0%	14.3%	9.1%	0.0%
Job creation/employment	8.3%	30.8%	14.3%	10.0%	14.3%	0.0%	27.3%	16.7%
Health	8.3%	7.7%	28.6%	10.0%	14.3%	14.3%	18.2%	16.7%
Financial markets	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	4.5%	0.0%
Transport	16.7%	15.4%	0.0%	10.0%	0.0%	14.3%	4.5%	16.7%
Agriculture and rural development	0.0%	7.7%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	8.3%	0.0%	14.3%	0.0%	14.3%	0.0%	4.5%	0.0%
Crime and violence	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	11.1%	7.7%	28.6%	0.0%	28.6%	0.0%	4.5%	16.7%
Poverty reduction	5.6%	15.4%	0.0%	0.0%	14.3%	0.0%	9.1%	16.7%
Anti corruption	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Judiciary reform	5.6%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	16.7%
Economic growth	52.8%	53.8%	14.3%	50.0%	42.9%	57.1%	18.2%	66.7%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	8.3%	0.0%	14.3%	0.0%	14.3%	14.3%	18.2%	16.7%
Cardiovascular diseases and cancer	2.8%	7.7%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%
Information and communications technology	13.9%	15.4%	0.0%	0.0%	0.0%	0.0%	18.2%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Economic growth*	60.0%	92.3%	14.3%	100.0%	14.3%	28.6%	66.7%	66.7%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	42.9%	30.8%	42.9%	50.0%	71.4%	14.3%	38.1%	33.3%
Cardiovascular diseases and cancer	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	8.6%	7.7%	0.0%	10.0%	0.0%	14.3%	0.0%	0.0%
Social protection	28.6%	7.7%	28.6%	50.0%	28.6%	57.1%	38.1%	16.7%
Agriculture and rural development	8.6%	7.7%	14.3%	0.0%	0.0%	0.0%	4.8%	0.0%
Trade and exports	2.9%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%
Climate change	2.9%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	11.4%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy*	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%
Anti corruption	2.9%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%
Judiciary reform	2.9%	0.0%	14.3%	10.0%	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%
Pollution	0.0%	0.0%	14.3%	0.0%	0.0%	14.3%	4.8%	0.0%
Job creation/employment	42.9%	69.2%	42.9%	10.0%	42.9%	28.6%	42.9%	33.3%
Health	5.7%	15.4%	14.3%	0.0%	14.3%	0.0%	9.5%	0.0%
Financial markets*	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%
Public sector governance/reform	17.1%	0.0%	28.6%	20.0%	57.1%	28.6%	28.6%	33.3%
Gender equity	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	9.5%	16.7%
Private sector development	20.0%	15.4%	14.3%	30.0%	14.3%	0.0%	9.5%	16.7%
Education	22.9%	23.1%	28.6%	20.0%	28.6%	85.7%	33.3%	33.3%
Global/regional integration	8.6%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	2.9%	0.0%	14.3%	0.0%	0.0%	14.3%	14.3%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Poland? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Better opportunity for the poor who live in rural areas	20.0%	7.7%	42.9%	30.0%	0.0%	14.3%	15.0%	0.0%
Better opportunity for the poor who live in urban areas	0.0%	7.7%	0.0%	10.0%	0.0%	14.3%	0.0%	0.0%
Consistent economic growth	71.4%	53.8%	28.6%	60.0%	57.1%	28.6%	35.0%	66.7%
Greater access to health and nutrition for citizens	0.0%	15.4%	14.3%	0.0%	0.0%	0.0%	15.0%	16.7%
Better entrepreneurial opportunities	22.9%	7.7%	0.0%	40.0%	28.6%	0.0%	35.0%	33.3%
A growing middle class	25.7%	15.4%	14.3%	20.0%	14.3%	14.3%	0.0%	16.7%
More reliable social safety net	0.0%	7.7%	14.3%	0.0%	28.6%	0.0%	10.0%	0.0%
Greater access to micro-finance for the poor	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%
Greater voice and participation for citizens to help ensure greater accountability	2.9%	15.4%	14.3%	0.0%	0.0%	14.3%	5.0%	0.0%
Education and training that better ensure job opportunity*	28.6%	15.4%	42.9%	20.0%	14.3%	85.7%	20.0%	16.7%
Better quality public services	11.4%	7.7%	14.3%	0.0%	0.0%	14.3%	15.0%	16.7%
Better employment opportunities for young people	8.6%	15.4%	14.3%	10.0%	14.3%	0.0%	10.0%	16.7%
Better employment opportunities for women*	8.6%	7.7%	0.0%	0.0%	28.6%	0.0%	35.0%	0.0%
Other	0.0%	15.4%	0.0%	0.0%	14.3%	14.3%	5.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
A very big problem	11.8%	7.7%	0.0%	0.0%	14.3%	0.0%	23.8%	0.0%
A moderately big problem	44.1%	61.5%	85.7%	30.0%	71.4%	28.6%	33.3%	50.0%
A small problem	32.4%	15.4%	14.3%	70.0%	14.3%	71.4%	42.9%	50.0%
Not a problem at all	5.9%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	5.9%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
A very serious problem	14.7%	0.0%	42.9%	10.0%	42.9%	14.3%	4.8%	0.0%
A somewhat serious problem	44.1%	53.8%	42.9%	30.0%	42.9%	57.1%	66.7%	66.7%
Not too serious problem	26.5%	23.1%	0.0%	40.0%	14.3%	28.6%	19.0%	16.7%
Not a problem	5.9%	7.7%	14.3%	10.0%	0.0%	0.0%	4.8%	16.7%
Don't know	8.8%	15.4%	0.0%	10.0%	0.0%	0.0%	4.8%	0.0%

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

In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Poland? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
A very important development priority	70.6%	61.5%	28.6%	40.0%	85.7%	42.9%	61.9%	66.7%
A moderately important development priority	20.6%	23.1%	42.9%	50.0%	0.0%	42.9%	28.6%	16.7%
A slightly important development priority	5.9%	0.0%	28.6%	10.0%	14.3%	14.3%	9.5%	0.0%
Not an important development priority	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%
Don't know	2.9%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

B. Overall Attitudes toward the World Bank Group

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Poland?	34	6.21	2.21	13	4.85	1.91	7	6.14	0.69	10	6.50	2.55	7	5.71	3.04	7	7.57	1.51	20	6.75	2.07	6	7.00	1.55

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

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Poland.	31	6.77	1.96	11	5.64	2.06	6	6.67	1.37	6	6.33	1.97	6	4.83	2.14	7	6.29	1.60	20	5.55	2.42	6	6.67	1.51

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

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Poland solve its most complicated development challenges?	31	7.74	1.73	11	6.82	1.78	5	7.80	0.84	8	8.38	1.30	5	7.80	1.10	7	7.14	2.04	18	7.17	2.55	5	8.20	1.64

(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, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Poland? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Energy	18.2%	7.7%	16.7%	10.0%	28.6%	28.6%	14.3%	16.7%
Water and sanitation*	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Pollution	3.0%	7.7%	16.7%	10.0%	14.3%	28.6%	9.5%	33.3%
Job creation/employment	21.2%	38.5%	33.3%	0.0%	14.3%	14.3%	33.3%	16.7%
Health	9.1%	0.0%	33.3%	20.0%	0.0%	28.6%	23.8%	16.7%
Financial markets	0.0%	7.7%	0.0%	10.0%	0.0%	14.3%	0.0%	0.0%
Social protection	9.1%	7.7%	33.3%	20.0%	0.0%	28.6%	9.5%	0.0%
Gender equity	9.1%	0.0%	0.0%	10.0%	0.0%	0.0%	14.3%	16.7%
Private sector development	12.1%	23.1%	0.0%	20.0%	0.0%	0.0%	9.5%	16.7%
Education	9.1%	23.1%	16.7%	10.0%	14.3%	14.3%	14.3%	16.7%
Public sector governance/reform*	57.6%	23.1%	16.7%	60.0%	85.7%	85.7%	52.4%	16.7%
Global/regional integration	9.1%	15.4%	0.0%	20.0%	0.0%	0.0%	4.8%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Judiciary reform	6.1%	0.0%	16.7%	20.0%	0.0%	0.0%	9.5%	0.0%
Economic growth*	42.4%	69.2%	0.0%	40.0%	28.6%	14.3%	33.3%	0.0%
Disaster risk management	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	18.2%	0.0%	33.3%	20.0%	0.0%	14.3%	14.3%	16.7%
Cardiovascular diseases and cancer	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	6.1%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	16.7%
Transport*	12.1%	15.4%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%
Agriculture and rural development	6.1%	7.7%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	3.0%	7.7%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%
Crime and violence	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	9.1%	7.7%	0.0%	0.0%	14.3%	0.0%	4.8%	0.0%
Climate change	12.1%	0.0%	33.3%	0.0%	28.6%	14.3%	4.8%	0.0%
Poverty reduction*	3.0%	15.4%	0.0%	0.0%	57.1%	0.0%	23.8%	50.0%
Anti corruption	3.0%	15.4%	0.0%	0.0%	14.3%	0.0%	4.8%	0.0%

*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	3.0%	15.4%	28.6%	0.0%	14.3%	0.0%	26.3%	16.7%
Capacity development related to World Bank Group supported projects	27.3%	30.8%	14.3%	44.4%	0.0%	33.3%	15.8%	0.0%
Technical assistance	6.1%	0.0%	28.6%	11.1%	0.0%	16.7%	5.3%	16.7%
Policy advice, studies, analyses	39.4%	38.5%	14.3%	22.2%	28.6%	33.3%	31.6%	0.0%
Financial resources	9.1%	7.7%	0.0%	11.1%	0.0%	16.7%	5.3%	33.3%
Data and statistics	3.0%	7.7%	0.0%	11.1%	14.3%	0.0%	0.0%	0.0%
Promoting knowledge sharing	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	5.3%	0.0%
Implementation support*	6.1%	0.0%	0.0%	0.0%	42.9%	0.0%	0.0%	33.3%
Mobilizing third party financial resources	6.1%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%
Donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	3.2%	7.7%	14.3%	22.2%	14.3%	16.7%	26.3%	33.3%
Capacity development related to World Bank Group supported projects*	38.7%	30.8%	28.6%	11.1%	14.3%	33.3%	0.0%	0.0%
Technical assistance	6.5%	7.7%	0.0%	22.2%	0.0%	16.7%	5.3%	16.7%
Policy advice, studies, analyses	19.4%	7.7%	57.1%	11.1%	0.0%	33.3%	21.1%	0.0%
Financial resources	3.2%	0.0%	0.0%	0.0%	14.3%	0.0%	5.3%	33.3%
Data and statistics	3.2%	23.1%	0.0%	0.0%	14.3%	0.0%	10.5%	0.0%
Promoting knowledge sharing	9.7%	23.1%	0.0%	22.2%	0.0%	0.0%	10.5%	0.0%
Implementation support	12.9%	0.0%	0.0%	11.1%	28.6%	0.0%	21.1%	0.0%
Mobilizing third party financial resources	3.2%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	16.7%
Donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Not aligned with country priorities	12.5%	0.0%	0.0%	22.2%	0.0%	0.0%	0.0%	0.0%
Not adequately sensitive to political/social realities in Poland	15.6%	23.1%	0.0%	0.0%	14.3%	14.3%	15.8%	50.0%
Too influenced by developed countries*	3.1%	7.7%	0.0%	0.0%	42.9%	14.3%	5.3%	0.0%
Not exploring alternative policy options	6.3%	7.7%	0.0%	11.1%	14.3%	14.3%	0.0%	0.0%
Not collaborating enough with stakeholders outside the Government	9.4%	0.0%	14.3%	22.2%	28.6%	14.3%	26.3%	33.3%
World Bank Group's processes too complex	6.3%	7.7%	28.6%	0.0%	0.0%	42.9%	10.5%	16.7%
Not willing to honestly criticize policies and reform efforts in the country*	12.5%	0.0%	14.3%	0.0%	28.6%	14.3%	42.1%	0.0%
Staff too inaccessible	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too slow	9.4%	7.7%	0.0%	0.0%	0.0%	0.0%	5.3%	16.7%
Not aligned with other donors' work*	6.3%	0.0%	28.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	12.5%	23.1%	14.3%	22.2%	0.0%	42.9%	31.6%	16.7%
Not enough public disclosure of its work*	0.0%	0.0%	42.9%	0.0%	0.0%	0.0%	5.3%	0.0%
Arrogant in its approach	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not client focused	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%
Other	9.4%	0.0%	0.0%	0.0%	14.3%	14.3%	5.3%	0.0%
Don't know	28.1%	38.5%	28.6%	44.4%	14.3%	0.0%	10.5%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Beneficiaries	13.3%	15.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Youth/university groups	10.0%	7.7%	16.7%	0.0%	0.0%	14.3%	15.8%	0.0%
Private sector	13.3%	30.8%	0.0%	50.0%	28.6%	14.3%	10.5%	60.0%
Local government*	53.3%	69.2%	16.7%	0.0%	71.4%	0.0%	36.8%	40.0%
Donor community	10.0%	0.0%	0.0%	25.0%	0.0%	14.3%	0.0%	0.0%
NGOs/Community Based Organizations	10.0%	15.4%	16.7%	50.0%	42.9%	57.1%	21.1%	40.0%
Academia/think tanks/research institutes*	36.7%	46.2%	16.7%	37.5%	28.6%	42.9%	89.5%	40.0%
Parliament	20.0%	7.7%	16.7%	12.5%	0.0%	28.6%	10.5%	0.0%
Foundations	0.0%	0.0%	0.0%	0.0%	14.3%	14.3%	5.3%	20.0%
Media	10.0%	0.0%	16.7%	0.0%	0.0%	0.0%	5.3%	0.0%
Other*	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	6.7%	0.0%	33.3%	12.5%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)****To what extent do you agree with the following statements about the World Bank Group's work in Poland? (1-Strongly disagree, 10-Strongly agree)**

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Poland*	25	6.24	1.96	8	4.62	1.06	5	5.20	2.59	5	6.20	1.92	5	5.00	2.83	7	5.86	1.95	18	3.94	2.10	5	6.60	3.21
The World Bank Group's work is aligned with what I consider the development priorities for Poland	27	6.85	1.51	9	6.22	1.72	5	6.20	1.92	5	7.60	0.55	5	6.00	2.24	7	6.86	1.68	17	5.24	2.49	5	6.40	2.30

*Significantly different between stakeholder groups

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 on WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	25	7.72	1.93	8	6.75	2.92	4	7.00	1.41	2	6.50	0.71	3	7.67	0.58	5	6.00	1.87	13	6.00	2.38	5	6.40	2.07
Flexibility (in terms of the institution's products and services)	27	6.74	1.99	7	5.86	2.41	3	7.33	2.08	4	6.25	0.96	2	8.00	0.00	5	5.80	2.17	12	5.50	2.11	4	5.75	2.50
Flexibility (in terms of changing country circumstances)*	25	6.80	1.89	8	6.12	2.03	4	7.00	1.41	4	6.50	1.73	2	7.00	0.00	6	6.33	1.51	15	4.33	2.32	4	5.00	0.82
Being inclusive	27	7.11	1.69	10	6.70	2.54	3	6.67	2.31	4	5.50	2.08	4	6.25	1.50	5	7.00	1.22	12	5.25	2.18	4	6.25	2.99
Openness (sharing data and other information)	28	7.75	1.90	8	7.88	1.13	6	7.67	0.52	4	8.00	0.82	4	7.50	1.91	6	8.33	1.51	16	7.31	2.47	5	8.00	2.00
Collaboration with the Government	27	7.70	1.79	7	7.71	1.80	6	7.50	1.38	3	7.00	3.00	3	7.67	1.15	5	8.00	1.73	10	5.60	2.99	4	7.75	1.89
The speed in which it gets things accomplished on the ground	29	6.83	1.75	8	6.00	2.33	4	5.00	1.41	2	7.00	1.41	3	5.67	2.08	6	5.83	2.48	9	5.78	2.17	5	6.40	1.67
Helping to bring discipline/effective supervision to implementation of investment projects	14	7.29	1.9	6	6.50	1.52	2	4.50	2.12	1	6.00	-	2	7.50	0.71	2	5.00	2.83	9	4.56	3.28	5	7.00	1.58
Collaboration with civil society	9	6.56	2.19	6	7.17	1.83	3	6.00	2.65	4	5.00	2.94	4	5.00	2.94	3	5.67	2.31	11	4.64	2.69	4	6.00	1.83
Staff accessibility	29	8.03	1.76	10	8.10	1.52	5	7.60	1.67	4	8.25	1.26	2	6.50	2.12	4	7.00	1.63	12	6.25	2.73	5	7.00	1.87
Collaboration with other donors and development partners	20	7.05	2.26	6	7.50	1.64	4	7.25	2.06	2	9.00	1.41	1	5.00	-	5	8.00	1.00	9	7.22	2.99	4	7.25	2.63
Collaboration with the private sector*	11	6.55	2.38	6	6.00	0.89	4	6.00	1.41	3	5.33	4.16	2	4.50	3.54	5	7.20	1.48	8	3.00	1.85	5	5.40	1.52
Straightforwardness and honesty	29	7.62	1.84	9	8.44	2.19	4	6.75	1.89	3	8.00	2.65	4	6.50	3.11	6	7.17	1.94	12	5.50	2.71	5	6.20	2.17
Treating clients and stakeholders in Poland with respect	27	8.63	1.57	9	8.78	1.72	4	8.75	0.96	3	9.33	1.15	4	8.75	0.50	5	8.80	1.64	14	7.43	2.47	5	6.60	1.82
Being a long-term partner	24	8.50	1.50	6	7.67	1.63	3	8.33	2.08	3	8.67	2.31	3	9.00	1.00	6	8.50	1.22	13	6.85	2.38	5	7.60	2.30

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The World Bank Group does not do adequate follow through/follow-up	19.2%	8.3%	0.0%	12.5%	16.7%	0.0%	16.7%	20.0%
Political pressures and obstacles	57.7%	33.3%	60.0%	50.0%	66.7%	42.9%	61.1%	60.0%
Reforms are not well thought out in light of country challenges	23.1%	16.7%	20.0%	12.5%	0.0%	28.6%	11.1%	20.0%
Poor coordination within the Government	15.4%	16.7%	0.0%	0.0%	16.7%	14.3%	5.6%	20.0%
The Government works inefficiently	23.1%	25.0%	60.0%	25.0%	16.7%	14.3%	22.2%	20.0%
Poor donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	7.7%	8.3%	20.0%	0.0%	16.7%	14.3%	22.2%	0.0%
Lack of/inadequate levels of capacity in Government	26.9%	25.0%	20.0%	12.5%	16.7%	28.6%	16.7%	20.0%
There is not an adequate level of citizen/civil society participation	7.7%	8.3%	0.0%	12.5%	33.3%	0.0%	11.1%	0.0%
The World Bank Group works too slowly	3.8%	8.3%	0.0%	0.0%	0.0%	14.3%	11.1%	0.0%
Poor coordination within the World Bank Group	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	7.7%	8.3%	0.0%	25.0%	0.0%	14.3%	0.0%	20.0%



C. World Bank Group's Effectiveness and Results

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

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	24	7.04	2.31	11	6.91	2.43	5	7.60	1.14	6	9.67	0.52	6	6.83	3.43	6	7.33	1.37	17	8.00	2.42	4	7.25	2.22
Gender equity*	26	4.27	2.63	12	5.17	3.16	4	6.00	1.83	7	6.57	2.99	6	8.00	1.90	7	5.43	2.51	17	7.18	3.23	4	8.00	1.41
Private sector development	23	7.48	1.81	13	8.62	1.33	5	6.00	2.12	7	8.86	1.35	6	7.33	2.34	6	6.50	2.07	18	7.50	2.60	3	8.67	1.15
Education*	25	7.08	1.89	13	7.77	2.68	5	7.40	1.14	7	9.29	0.95	6	8.83	1.83	6	8.00	1.79	18	8.94	1.55	4	8.25	0.96
Public sector governance/reform	27	8.63	1.76	13	8.15	1.95	6	8.50	1.05	7	9.57	0.79	6	9.67	0.82	7	9.29	0.76	18	9.00	1.64	4	9.25	0.96
Global/regional integration	25	7.12	2.20	13	8.31	1.44	5	7.20	1.30	7	7.43	3.55	6	7.00	2.10	6	5.83	2.32	17	7.12	2.62	4	7.75	1.71
Food security	20	4.80	2.19	12	7.42	2.43	5	4.40	2.41	7	5.43	3.15	6	5.83	1.33	6	3.33	2.73	16	4.62	3.07	4	5.75	2.22
Urban development	22	5.91	2.33	12	7.75	2.01	5	6.60	1.14	7	5.71	2.87	5	5.60	1.82	6	5.17	2.64	16	5.50	2.88	4	5.50	1.29
Energy	23	7.43	2.11	13	8.31	1.44	5	7.40	1.52	7	8.29	1.50	5	9.20	1.79	6	6.83	2.32	15	7.67	2.99	4	7.00	2.45
Water and sanitation	21	6.14	2.31	13	7.08	2.36	6	6.33	1.97	7	6.29	2.56	5	7.20	3.11	6	4.67	1.86	14	5.71	3.05	4	7.25	1.71
Pollution	24	7.21	1.93	13	8.08	1.93	6	6.83	2.64	7	8.14	1.57	5	9.20	1.10	6	7.17	1.83	18	7.83	2.46	4	8.25	2.36
Job creation/employment	26	7.23	2.23	13	8.23	1.96	5	6.80	3.11	7	6.43	3.51	5	8.80	2.17	6	5.33	2.07	17	7.59	2.45	4	6.00	3.16
Health	22	7.09	2.18	13	8.23	2.39	5	7.80	1.92	7	8.43	1.81	5	8.20	2.49	6	7.67	1.51	18	7.33	2.40	4	7.50	1.29
Financial markets*	24	5.92	2.65	12	8.17	1.64	5	6.80	1.30	7	6.57	2.37	5	7.00	1.87	6	4.17	1.83	16	6.19	3.02	4	4.25	2.87
Transport*	23	6.61	2.23	12	8.08	1.88	5	5.80	1.64	7	7.00	2.08	5	5.20	1.92	6	4.17	1.94	16	6.69	2.65	4	6.00	2.71
Agriculture and rural development	24	6.21	2.08	12	7.83	1.80	5	6.80	1.30	7	7.00	2.58	5	7.00	2.12	6	4.17	2.64	16	6.00	2.61	4	6.00	3.37
Trade and exports*	21	6.05	2.69	11	8.36	1.57	5	4.80	1.64	7	6.43	2.82	5	6.20	2.59	6	3.83	1.94	16	5.63	3.22	4	3.75	2.06
Crime and violence*	21	4.10	2.17	9	6.22	3.03	5	4.00	1.58	7	5.71	2.98	5	6.40	2.30	6	2.33	2.34	15	3.93	3.10	4	3.00	1.83
Natural resource management	22	6.27	2.59	10	7.20	1.81	4	6.50	1.29	7	6.00	2.89	5	8.00	2.35	6	5.33	1.97	17	6.59	3.34	4	3.50	2.65
Climate change	25	6.52	2.65	12	7.00	2.22	6	6.67	3.01	7	6.43	2.99	5	9.20	1.79	6	7.17	2.14	17	6.24	2.97	4	8.00	1.83
Poverty reduction	26	7.31	1.81	13	8.23	1.79	5	7.20	3.63	7	7.57	2.82	5	10.00	0.00	6	7.17	0.75	18	7.67	2.20	4	7.75	2.87
Anti corruption*	22	5.55	2.89	11	7.09	2.98	5	5.80	2.86	7	7.00	3.51	5	8.60	1.34	6	3.33	2.58	19	7.53	2.65	4	6.50	3.42
Judiciary reform	21	6.05	2.85	11	6.55	2.98	5	6.60	1.52	7	8.43	2.94	5	8.00	1.87	6	5.33	3.14	17	7.29	3.06	4	7.00	0.82
Economic growth*	26	8.58	1.33	12	9.42	1.16	5	6.20	2.68	7	8.14	1.95	5	9.20	1.10	6	8.50	0.55	17	8.12	2.15	4	7.50	0.58
Disaster risk management	20	5.45	2.65	11	7.00	2.28	5	5.00	1.87	7	7.57	2.37	5	6.60	2.41	6	4.17	2.56	17	5.41	3.02	4	4.00	1.41
Equality of opportunity	26	6.58	2.93	11	8.18	1.47	5	6.40	2.70	7	8.57	1.40	5	8.40	1.34	6	6.33	2.73	18	7.39	2.57	4	8.50	3.00
Cardiovascular diseases and cancer*	20	6.30	2.54	11	7.36	2.69	4	5.50	2.52	7	8.14	1.46	5	7.80	2.17	6	3.67	2.50	17	5.29	3.46	4	4.75	2.22
Information and communications technology	23	6.74	2.47	12	8.33	1.83	5	5.20	1.92	7	7.86	1.68	5	8.00	2.92	6	6.00	2.28	18	7.11	2.97	4	4.25	2.63

*Significantly different between stakeholder groups

**C. World Bank Group's Effectiveness and Results (continued)****How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Poland? (1-Not effective at all, 10-Very effective)**

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	8	6.25	1.83	1	5.00	-	3	3.67	2.08	2	5.50	2.12	2	7.00	1.41	4	5.25	2.75	7	4.43	2.37	2	8.50	2.12
Private sector development	6	6.83	1.83	1	5.00	-	1	5.00	-	2	6.00	2.83				2	4.50	3.54	8	4.13	2.17	3	7.00	3.00
Education	5	5.40	3.29	2	7.50	3.54	2	4.00	1.41	2	6.50	0.71	1	6.00	-	3	5.33	2.08	10	4.20	2.15	3	8.00	1.73
Public sector governance/reform*	19	6.84	1.68	4	6.75	2.06	5	7.20	1.48	3	5.33	3.21	3	6.67	2.08	7	6.43	1.27	10	3.80	2.53	1	10.00	-
Global/regional integration	11	6.73	2.53	2	7.00	2.83	2	7.50	0.71							2	5.00	2.83	7	5.57	2.51	2	7.50	0.71
Urban development	4	6.50	4.04	1	5.00	-	2	6.00	1.41				1	8.00	-	2	5.00	1.41	1	1.00	-	1	9.00	-
Energy	3	6.00	3.61	1	5.00	-	1	5.00	-	2	6.50	2.12	1	6.00	-	3	4.33	1.53	3	4.00	2.65	2	7.00	1.41
Water and sanitation	3	7.00	1.00	1	5.00	-	2	7.00	1.41				1	8.00	-	1	2.00	-	2	3.00	2.83	1	9.00	-
Pollution	4	7.00	1.41	1	5.00	-	1	5.00	-	1	4.00	-	2	8.00	1.41	2	4.50	2.12	4	4.50	2.38	1	10.00	-
Job creation/employment	4	5.75	0.96	1	5.00	-	3	4.67	2.52	2	7.50	0.71	3	7.33	1.53	3	5.00	2.65	9	4.11	2.85	2	6.00	5.66
Health	3	6.00	3.00	1	5.00	-	2	6.50	2.12	1	6.00	-	1	7.00	-	1	3.00	-	4	2.75	2.87	1	5.00	-
Financial markets	2	6.50	0.71	1	5.00	-	2	5.00	0.00	2	6.50	3.54				3	5.00	2.65	6	4.17	2.93	1	1.00	-
Transport	7	7.29	1.80	1	5.00	-	1	7.00	-	1	9.00	-	1	6.00	-	2	3.00	0.00	6	4.67	2.80	2	8.00	1.41
Agriculture and rural development	3	5.67	0.58	1	5.00	-							1	7.00	-	2	3.00	0.00	2	4.00	4.24	1	10.00	-
Trade and exports	4	5.25	2.99	1	5.00	-	1	5.00	-							3	4.67	2.89	4	3.75	3.20	1	2.00	-
Natural resource management	4	5.50	3.11	1	5.00	-	1	5.00	-				1	8.00	-	3	5.00	2.65	2	5.50	2.12	1	2.00	-
Climate change	9	6.22	2.64	1	5.00	-	2	6.00	1.41				2	7.00	1.41	3	6.00	2.65	3	4.00	3.00	1	10.00	-
Poverty reduction	5	6.40	1.14	1	5.00	-	1	7.00	-	2	6.50	2.12	2	7.00	2.83	3	7.33	2.08	7	5.00	3.16	2	8.50	2.12
Anti corruption	3	8.00	1.73	1	5.00	-				1	8.00	-				2	3.00	0.00	4	2.50	3.00	1	10.00	-
Economic growth	10	7.90	1.73	3	6.67	2.08	3	5.00	1.00	2	8.50	0.71	1	10.00	-	6	7.67	2.16	10	5.20	2.66	2	8.50	2.12
Disaster risk management	5	8.20	1.48	1	5.00	-										3	5.67	3.21	2	4.00	4.24	1	2.00	-
Equality of opportunity	3	5.00	3.61	2	6.50	2.12	2	5.50	0.71				1	6.00	-	3	6.00	3.61	7	4.71	2.93	1	10.00	-
Information and communications technology	6	5.67	2.88	1	5.00	-										2	5.50	3.54	4	3.75	3.20	2	4.00	2.83

*Significantly different between stakeholder groups

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Poland?	24	6.71	1.57	8	6.13	1.89	4	5.50	0.58	5	6.40	1.67	4	7.50	1.00	7	5.29	2.21	12	4.83	2.33	4	6.25	2.63

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

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

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

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Poland	17	6.82	1.63	6	6.67	1.03	4	7.75	3.30	4	6.25	2.36	4	7.50	2.08	5	5.00	1.58	11	5.82	2.48	3	7.33	1.53
The World Bank Group meets Poland's needs for knowledge services	25	7.56	1.50	9	6.67	1.66	5	8.60	1.34	7	8.71	1.11	5	6.60	2.19	7	7.29	1.11	17	6.94	2.08	4	7.25	2.06

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that Poland received value for money from the World Bank Group's Reimbursable Advisory Services?	21	6.14	2.37	5	5.20	1.92	3	5.67	2.31	1	4.00	-	1	9.00	-	2	8.50	0.71	8	5.88	2.85	2	7.00	4.24

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

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

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Weekly	6.9%	0.0%	0.0%	0.0%	16.7%	14.3%	10.5%	0.0%
Monthly	34.5%	0.0%	42.9%	12.5%	0.0%	14.3%	26.3%	25.0%
A few times a year	41.4%	41.7%	28.6%	75.0%	50.0%	42.9%	31.6%	25.0%
Rarely	13.8%	50.0%	14.3%	12.5%	33.3%	28.6%	31.6%	50.0%
Never	3.4%	8.3%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%

**D. The 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: (1-To no degree at all, 10-To a very significant degree)

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	24	7.00	2.02	8	7.00	1.85	5	7.40	1.52	6	8.17	0.75	5	8.00	0.71	7	7.00	1.83	17	6.24	2.22	4	6.75	2.06
Include appropriate level of stakeholder involvement during preparation	21	7.10	1.92	3	5.00	2.65	4	6.75	1.89	4	7.00	2.71	3	5.67	2.08	3	7.33	2.08	11	4.73	2.33	2	8.00	2.83
Lead to practical solutions	24	6.92	2.12	6	6.50	3.08	4	6.00	2.16	5	7.60	1.67	5	5.80	2.17	6	6.50	2.74	15	5.07	2.63	3	6.00	3.00
Are accessible (well written and easy to understand)	24	7.13	1.96	8	7.38	2.97	5	7.40	1.14	6	8.00	1.10	5	7.20	1.92	7	8.29	1.60	17	6.53	2.76	4	7.75	2.06
Are source of relevant information on global good practices	24	7.88	1.75	6	7.83	2.04	5	8.00	1.41	5	8.40	0.55	5	8.80	1.10	7	8.43	1.13	17	7.24	2.39	4	8.50	1.29
Are relevant to country challenges	21	7.10	1.97	8	7.00	1.69	5	7.00	1.58	6	7.67	1.03	5	8.00	1.22	7	7.86	1.46	15	5.93	1.71	3	6.67	2.08
Are adequately disseminated*	24	6.75	1.89	7	6.71	2.93	4	5.50	2.65	6	7.00	1.79	5	5.00	2.45	7	7.43	1.90	15	4.67	2.38	4	7.75	2.87
Are translated enough into local language	25	7.44	2.04	8	7.88	2.23	2	6.00	4.24	4	9.00	0.82	4	8.00	1.83	6	8.83	1.17	16	6.94	2.57	4	7.00	3.46
Are adaptable to Poland's specific development challenges and country circumstances	21	7.05	2.33	8	6.88	2.42	4	8.00	2.16	5	8.20	0.84	5	8.00	1.41	6	7.33	2.50	16	5.50	2.45	2	7.50	3.54

*Significantly different between stakeholder groups

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	20	5.85	1.93	8	6.25	1.98	5	6.60	1.14	5	6.20	1.79	3	7.33	0.58	5	4.80	2.28	15	4.87	2.36	4	6.00	2.71
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	22	7.68	1.52	9	6.78	1.86	5	8.60	0.89	5	8.00	0.00	4	7.75	1.71	4	8.00	0.82	15	7.07	2.60	4	6.25	2.22

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

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

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

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	11	8.18	1.40	3	7.33	3.06	4	5.50	1.73	3	8.00	1.73	2	7.50	0.71	4	5.75	3.20	5	5.60	1.95	3	6.67	0.58
The World Bank Group effectively monitors and evaluates the projects and programs it supports	17	8.00	1.84	5	8.20	2.39	6	6.83	1.47	3	7.33	2.52	4	8.25	0.96	3	5.67	3.06	8	6.50	2.33	3	7.00	2.00
The World Bank Group's approvals and reviews are done in a timely fashion	19	7.79	1.78	5	7.80	2.17	5	6.20	2.95	3	7.67	2.08	3	7.67	2.31	4	6.50	3.00	5	6.60	2.79	4	6.50	1.29
The World Bank Group's "Safeguard Policy" requirements are reasonable	7	7.00	2.65	2	6.50	3.54	3	7.00	1.73	1	8.00	-				2	5.50	0.71				1	10.00	-
The World Bank Group's conditions on its lending are reasonable	11	7.64	1.86	2	6.50	3.54	4	6.00	2.45	3	8.33	0.58	1	10.00	-	1	3.00	-	2	9.50	0.71	1	10.00	-
The World Bank Group takes decisions quickly in Poland	18	6.67	2.30	4	5.50	2.38	4	6.25	0.96	3	7.33	1.53	1	7.00	-	3	4.67	3.06	5	5.20	1.92	4	4.75	0.50
Working with the World Bank Group increases Poland's institutional capacity	25	8.24	1.39	10	7.00	2.58	5	8.60	1.14	5	8.20	1.10	5	9.40	0.89	6	7.83	1.33	15	7.40	2.10	4	8.50	1.29
Where country systems are adequate, the World Bank Group makes appropriate use of them	9	7.22	2.64	5	7.80	2.28	3	5.00	2.00	1	8.00	-	1	8.00	-	2	7.50	0.71	3	8.67	2.31	2	7.50	3.54
The World Bank Group provides effective implementation support	19	8.32	1.89	6	6.50	2.43	5	7.40	0.89	3	8.33	0.58	2	9.50	0.71	4	7.75	0.96	5	6.40	2.88	3	7.67	1.15



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 on WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Increase availability of Reimbursable Advisory Services	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Help to bring discipline/effective supervision to implementation of investment projects	3.7%	15.4%	0.0%	0.0%	0.0%	0.0%	22.2%	25.0%
Offer more innovative knowledge services	14.8%	30.8%	33.3%	50.0%	33.3%	16.7%	11.1%	25.0%
Collaborate more effectively with Government clients	44.4%	69.2%	33.3%	50.0%	33.3%	83.3%	66.7%	0.0%
Work faster*	3.7%	7.7%	33.3%	0.0%	0.0%	0.0%	0.0%	25.0%
Reduce the complexity of obtaining World Bank Group financing	22.2%	23.1%	16.7%	12.5%	16.7%	16.7%	5.6%	0.0%
Offer more innovative financial products	0.0%	0.0%	0.0%	12.5%	0.0%	16.7%	0.0%	25.0%
Ensure greater selectivity in its work	7.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Poland's economy	14.8%	30.8%	16.7%	25.0%	16.7%	16.7%	0.0%	25.0%
Improve the competitiveness of its financing compared to markets	22.2%	0.0%	0.0%	12.5%	16.7%	16.7%	5.6%	50.0%
Reach out more to groups outside of Government	3.7%	15.4%	16.7%	12.5%	33.3%	33.3%	38.9%	25.0%
Increase the level of capacity development in the country	18.5%	0.0%	16.7%	25.0%	0.0%	0.0%	11.1%	0.0%
Improve the quality of its experts as related to Poland's specific challenges	22.2%	7.7%	0.0%	0.0%	33.3%	0.0%	22.2%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Financial services	7.1%	7.7%	0.0%	0.0%	0.0%	16.7%	11.1%	25.0%
Knowledge products	46.4%	30.8%	83.3%	50.0%	33.3%	33.3%	50.0%	0.0%
Convening services	28.6%	23.1%	16.7%	37.5%	33.3%	33.3%	33.3%	50.0%
None of the above	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The combination is appropriate for Poland	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	10.7%	38.5%	0.0%	12.5%	33.3%	16.7%	5.6%	25.0%



G. Communication and Information Sharing

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 on WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Local radio	11.1%	0.0%	14.3%	0.0%	16.7%	16.7%	0.0%	25.0%
International radio	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%
Social media	3.7%	7.7%	14.3%	12.5%	0.0%	0.0%	11.1%	25.0%
International newspapers	7.4%	15.4%	42.9%	37.5%	16.7%	33.3%	16.7%	25.0%
Local television	14.8%	7.7%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%
Internet	74.1%	61.5%	42.9%	62.5%	100.0%	50.0%	55.6%	25.0%
Periodicals	22.2%	38.5%	0.0%	0.0%	33.3%	33.3%	44.4%	25.0%
International television	3.7%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%
Local newspapers*	7.4%	15.4%	57.1%	50.0%	16.7%	16.7%	11.1%	0.0%
Other	29.6%	23.1%	14.3%	25.0%	0.0%	16.7%	33.3%	25.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
World Bank Group's publications and other written materials*	24.1%	15.4%	42.9%	50.0%	16.7%	83.3%	38.9%	0.0%
e-Newsletters	51.7%	38.5%	42.9%	37.5%	33.3%	0.0%	33.3%	75.0%
World Bank Group's seminars/workshops/conferences	65.5%	53.8%	42.9%	37.5%	50.0%	50.0%	27.8%	50.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Direct contact with World Bank Group	27.6%	30.8%	57.1%	37.5%	16.7%	16.7%	27.8%	50.0%
World Bank Group's website	17.2%	46.2%	0.0%	0.0%	50.0%	33.3%	38.9%	25.0%
Social media	10.3%	0.0%	0.0%	12.5%	16.7%	0.0%	11.1%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	13.8%	0.0%	0.0%	12.5%	0.0%	16.7%	11.1%	25.0%
No	86.2%	100.0%	100.0%	87.5%	100.0%	83.3%	88.9%	75.0%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	82.8%	69.2%	85.7%	75.0%	100.0%	83.3%	83.3%	100.0%
No	17.2%	30.8%	14.3%	25.0%	0.0%	16.7%	16.7%	0.0%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	17.2%	23.1%	16.7%	37.5%	16.7%	16.7%	33.3%	50.0%
No	82.8%	76.9%	83.3%	62.5%	83.3%	83.3%	66.7%	50.0%

How frequently do you consult the World Bank Group's website and/or social media channels for information/knowledge that you can use in your work?

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Weekly	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	22.2%	50.0%
Monthly	17.9%	7.7%	28.6%	25.0%	16.7%	33.3%	27.8%	0.0%
A few times a year	32.1%	23.1%	42.9%	37.5%	33.3%	0.0%	16.7%	25.0%
Rarely	21.4%	46.2%	14.3%	12.5%	33.3%	0.0%	11.1%	25.0%
Never	28.6%	23.1%	14.3%	25.0%	16.7%	33.3%	22.2%	0.0%

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

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

	Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	22	6.50	2.06	9	7.11	1.83	5	5.80	2.39	4	6.75	1.89	6	7.17	1.47	5	6.00	2.00	14	6.93	2.56	4	6.00	2.94
I find the information on the World Bank Group's websites useful	22	7.45	1.26	9	7.00	1.87	5	7.80	1.64	4	7.75	1.89	6	8.00	1.41	5	7.80	1.30	14	7.57	2.17	4	6.75	1.71
The World Bank Group's social media channels are valuable sources of information about the institution	10	5.70	2.26	5	6.00	1.00	2	7.50	2.12	3	7.00	1.00	1	7.00	-	1	8.00	-	10	4.90	3.07	3	4.33	2.08
When I need information from the World Bank Group I know how to find it	24	7.75	2.03	10	6.40	2.37	7	6.29	3.45	7	8.14	0.90	5	6.60	2.07	5	8.00	1.87	15	7.40	3.20	5	6.80	3.11
The World Bank Group is responsive to my information requests and inquiries	19	8.00	2.38	4	6.75	2.63	6	8.50	2.26	2	9.00	1.41	2	7.00	1.41	3	6.67	4.16	9	8.33	2.60	5	7.60	2.19

H. Background Information

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	62.9%	38.5%	57.1%	20.0%	28.6%	85.7%	31.8%	40.0%
No	37.1%	61.5%	42.9%	80.0%	71.4%	14.3%	68.2%	60.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The World Bank (IBRD)	100.0%	100.0%	85.7%	80.0%	100.0%	100.0%	93.3%	100.0%
The International Finance Corporation (IFC)	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	6.7%	0.0%

**H. Background Information (continued)**

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 on WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Observer	8.6%	25.0%	0.0%	30.0%	14.3%	14.3%	18.2%	33.3%
Use World Bank Group reports/data	37.1%	58.3%	42.9%	60.0%	85.7%	42.9%	63.6%	33.3%
Engage in World Bank Group related/sponsored events/activities	48.6%	33.3%	14.3%	50.0%	0.0%	71.4%	40.9%	33.3%
Collaborate as part of my professional duties	57.1%	50.0%	57.1%	30.0%	14.3%	57.1%	36.4%	33.3%
Use World Bank Group website for information, data, research, etc.	17.1%	0.0%	28.6%	10.0%	14.3%	0.0%	27.3%	50.0%

What's your gender?

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Female	52.8%	46.2%	42.9%	20.0%	42.9%	14.3%	54.5%	33.3%
Male	47.2%	53.8%	57.1%	80.0%	57.1%	85.7%	45.5%	66.7%



Appendix C: Responses to Indicator Questions by Geographic Location¹⁵

● Warsaw N=85 ● Outside Warsaw N=23

B. Overall Attitudes toward the World Bank Group

	Warsaw			Outside Warsaw		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Poland.	72	6.39	1.80	21	5.43	2.64

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

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

(1-Strongly disagree, 10-Strongly agree)

	Warsaw			Outside Warsaw		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Poland*	59	5.75	2.19	19	4.26	2.08
The World Bank Group's work is aligned with what I consider the development priorities for Poland	62	6.47	1.79	18	6.00	2.38

*Significantly different between geographic locations

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)

	Warsaw			Outside Warsaw		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	49	7.12	1.87	16	6.38	2.78
Flexibility (in terms of the institution's products and services)	49	6.43	1.98	15	5.93	2.25
Flexibility (in terms of changing country circumstances)	52	6.25	1.86	16	5.31	2.60
Being inclusive	52	6.60	1.94	17	6.24	2.36
Openness (sharing data and other information)	59	7.78	1.60	18	7.56	2.38
Collaboration with the Government*	52	7.63	1.87	13	6.23	2.52
The speed in which it gets things accomplished on the ground	52	6.48	1.85	14	5.64	2.13
Helping to bring discipline/effective supervision to implementation of investment projects	29	6.31	2.42	12	6.17	2.33
Collaboration with civil society	31	5.61	2.50	13	6.00	2.27
Staff accessibility	55	7.47	1.90	16	7.81	2.20
Collaboration with other donors and development partners	37	7.57	1.91	14	6.57	2.71
Collaboration with the private sector	33	5.82	2.42	11	4.73	2.00
Straightforwardness and honesty	56	7.18	2.07	16	7.00	2.97
Treating clients and stakeholders in Poland with respect	55	8.35	1.77	16	8.25	2.08
Being a long-term partner*	50	8.30	1.73	13	7.00	2.04

*Significantly different between geographic locations

¹⁵ 108 respondents provided information about their geographic location. Only these respondents were included in the analysis presented in this appendix.

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

	Warsaw			Outside Warsaw		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Poland?	53	6.02	1.83	15	6.33	2.29

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

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

	Warsaw			Outside Warsaw		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Poland	41	6.34	2.02	13	7.15	1.99
The World Bank Group meets Poland's needs for knowledge services	60	7.52	1.51	19	7.00	2.26

D. The 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)

	Warsaw			Outside Warsaw		
	N	Mean	SD	N	Mean	SD
Are adaptable to Poland's specific development challenges and country circumstances	50	7.16	2.13	17	6.18	2.81

	Warsaw			Outside Warsaw		
	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?	50	5.82	2.08	15	5.53	2.00
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	50	7.74	1.54	18	6.67	2.33

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

*Significantly different between geographic locations

E. Working with the World Bank Group**To what extent do you agree/disagree with the following statements?** (1-Strongly disagree, 10-Strongly agree)

	Warsaw			Outside Warsaw		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Poland	33	5.97	1.99	9	6.44	2.51
Where country systems are adequate, the World Bank Group makes appropriate use of them	18	6.94	2.18	8	8.25	2.43



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁶

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 FY17 Poland COS questionnaire: All 10-point scale questions and question B4 "When thinking about how the World Bank Group can have the most impact on development results in Poland, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Poland?"

● Collaborating with the WBG N=50 ● Not collaborating with the WBG N=56

B. Overall Attitudes toward the World Bank Group

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Poland?*	50	6.80	1.92	52	5.81	2.22

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Poland.*	46	6.63	1.94	45	5.76	2.06

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

	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?	47	7.53	1.85	41	7.59	1.84

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

¹⁶ Only 106 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.



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

When thinking about how the World Bank Group can have the most impact on development results in Poland, in which sectoral areas do you believe the World Bank Group should focus most of 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
Energy	18.0%	15.7%
Water and sanitation	2.0%	0.0%
Pollution	8.0%	13.7%
Job creation/employment	26.0%	21.6%
Health	10.0%	17.6%
Financial markets	4.0%	2.0%
Social protection	12.0%	11.8%
Gender equity	8.0%	7.8%
Private sector development	12.0%	11.8%
Education	14.0%	13.7%
Public sector governance/reform	52.0%	49.0%
Global/regional integration	10.0%	5.9%
Food security	0.0%	0.0%
Urban development	2.0%	0.0%
Judiciary reform	4.0%	9.8%
Economic growth	36.0%	37.3%
Disaster risk management	6.0%	0.0%
Equality of opportunity	16.0%	11.8%
Cardiovascular diseases and cancer	0.0%	0.0%
Information and communications technology	4.0%	3.9%
Transport	8.0%	9.8%
Agriculture and rural development	4.0%	3.9%
Trade and exports	2.0%	3.9%
Crime and violence	0.0%	0.0%
Natural resource management	6.0%	5.9%
Climate change	14.0%	5.9%
Poverty reduction	8.0%	21.6%
Anti corruption	2.0%	5.9%

To what extent do you agree 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*	42	5.88	2.09	34	4.71	2.17
The World Bank Group's work is aligned with what I consider the development priorities for Poland*	44	6.82	1.76	34	5.82	2.07

*Significantly different between collaborators and non-collaborators

**B. Overall Attitudes toward the World Bank Group (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	38	7.18	2.00	25	6.68	2.25
Flexibility (in terms of the institution's products and services)	39	6.64	1.99	23	5.96	2.03
Flexibility (in terms of changing country circumstances)*	41	6.46	1.61	25	5.40	2.61
Being inclusive*	40	6.98	1.80	27	5.85	2.27
Openness (sharing data and other information)	43	8.05	1.80	32	7.31	1.75
Collaboration with the Government	40	7.70	1.73	23	6.78	2.50
The speed in which it gets things accomplished on the ground	42	6.24	2.02	22	6.32	1.84
Helping to bring discipline/effective supervision to implementation of investment projects	23	6.74	2.12	16	5.63	2.73
Collaboration with civil society	25	6.08	2.08	18	5.11	2.78
Staff accessibility	42	7.79	1.75	27	7.19	2.30
Collaboration with other donors and development partners	33	7.18	2.08	16	7.38	2.50
Collaboration with the private sector*	25	6.24	2.09	18	4.50	2.41
Straightforwardness and honesty	43	7.47	2.07	27	6.63	2.59
Treating clients and stakeholders in Poland with respect	42	8.50	1.58	27	8.07	2.20
Being a long-term partner	40	8.27	1.66	22	7.50	2.11

*Significantly different between collaborators and non-collaborators



C. World Bank Group's Effectiveness and Results

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	39	7.36	2.07	38	7.76	2.44
Gender equity*	41	4.90	2.92	40	6.75	2.76
Private sector development	39	7.36	1.99	41	7.93	2.11
Education	40	8.05	1.78	42	8.12	2.00
Public sector governance/reform	45	8.82	1.56	41	8.98	1.39
Global/regional integration	41	7.20	2.39	41	7.34	2.19
Food security	37	5.00	2.49	38	5.47	2.88
Urban development	37	5.73	2.38	39	6.38	2.42
Energy	38	7.47	2.15	39	8.08	2.11
Water and sanitation	37	6.08	2.45	38	6.47	2.51
Pollution	40	7.55	2.14	42	7.90	1.99
Job creation/employment	41	7.39	2.42	41	7.27	2.49
Health	38	7.42	2.23	41	7.80	2.09
Financial markets	39	5.85	2.74	39	6.82	2.27
Transport	38	6.34	2.57	39	6.82	2.01
Agriculture and rural development	39	6.36	2.60	39	6.56	2.04
Trade and exports	37	5.70	2.76	37	6.32	2.72
Crime and violence*	34	3.65	2.25	37	5.22	2.93
Natural resource management	36	6.00	2.69	38	6.79	2.56
Climate change	40	6.72	2.65	41	6.93	2.63
Poverty reduction	41	7.66	2.06	42	7.79	2.19
Anti corruption	38	6.00	3.16	40	7.00	2.75
Judiciary reform	36	6.25	2.89	39	7.26	2.67
Economic growth	41	8.68	1.31	40	8.15	2.03
Disaster risk management	36	5.44	2.44	38	6.03	2.86
Equality of opportunity	40	7.23	2.68	41	7.34	2.38
Cardiovascular diseases and cancer	34	5.97	2.87	39	6.44	2.85
Information and communications technology	38	6.74	2.62	41	7.29	2.42

*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	19	6.00	2.08	10	4.60	2.46
Private sector development*	14	6.36	2.13	8	3.75	1.98
Education	16	5.75	2.62	11	4.73	2.28
Public sector governance/reform*	29	6.76	1.48	22	5.50	2.89
Global/regional integration	16	6.38	2.19	9	6.44	2.79
Urban development	9	5.89	2.67	3	6.00	4.36
Energy	9	5.22	2.11	6	5.17	2.32
Water and sanitation	8	6.38	2.20	3	4.67	3.51
Pollution	8	6.00	2.00	8	5.88	2.64
Job creation/employment	15	6.00	1.69	12	4.42	3.20
Health	9	5.67	2.06	5	3.40	2.88
Financial markets	10	5.40	2.37	7	4.00	2.58
Transport	11	6.27	2.10	10	5.90	2.88
Agriculture and rural development	7	5.43	2.37	3	5.00	3.46
Trade and exports	11	4.91	2.39	3	2.67	2.89
Natural resource management	10	4.90	2.42	3	6.33	2.08
Climate change	16	6.13	2.31	5	5.80	3.27
Poverty reduction	14	6.86	1.70	8	5.25	3.11
Anti corruption	7	6.43	2.94	5	3.60	3.58
Economic growth	20	7.30	1.87	16	6.44	2.94
Disaster risk management	9	6.56	2.92	3	4.67	3.21
Equality of opportunity	14	6.29	2.55	5	3.60	2.51
Information and communications technology	9	5.00	2.50	6	4.67	3.27

*Significantly different between collaborators and non-collaborators

	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?	36	6.44	1.70	30	5.77	2.16

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

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

(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's financial instruments meet the needs of Poland	29	6.72	2.02	24	6.29	2.10
The World Bank Group meets Poland's needs for knowledge services	41	7.56	1.69	36	7.28	1.77

	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?	27	6.30	2.25	15	6.00	2.70

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

**D. The 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	41	7.00	1.82	33	7.06	2.03
Include appropriate level of stakeholder involvement during preparation	31	6.81	2.14	18	5.78	2.51
Lead to practical solutions	36	6.50	2.32	30	6.23	2.54
Are accessible (well written and easy to understand)	40	7.35	2.07	34	7.15	2.28
Are source of relevant information on global good practices	40	8.00	1.78	31	7.81	1.82
Are relevant to country challenges	37	7.16	1.80	31	6.87	1.75
Are adequately disseminated	39	6.54	2.11	31	5.81	2.61
Are translated enough into local language	38	7.63	2.43	29	7.34	2.00
Are adaptable to Poland's specific development challenges and country circumstances	37	7.27	2.27	29	6.59	2.34

	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?	36	6.19	2.07	27	5.30	1.94
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	36	7.89	1.63	30	7.00	1.98

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

E. Working with the World Bank Group

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	21	7.24	2.36	14	6.57	1.50
The World Bank Group effectively monitors and evaluates the projects and programs it supports	30	7.70	2.12	19	6.95	1.84
The World Bank Group's approvals and reviews are done in a timely fashion	33	7.45	2.28	13	6.77	1.88
The World Bank Group's "Safeguard Policy" requirements are reasonable	11	7.27	2.65	5	6.40	0.89
The World Bank Group's conditions on its lending are reasonable	16	7.81	2.40	9	7.00	1.94
The World Bank Group takes decisions quickly in Poland	28	6.43	2.20	13	5.38	1.76
Working with the World Bank Group increases Poland's institutional capacity	41	8.22	1.54	32	7.72	1.97
Where country systems are adequate, the World Bank Group makes appropriate use of them	19	7.26	2.42	7	7.57	2.07
The World Bank Group provides effective implementation support*	29	8.21	1.63	17	7.00	2.21

*Significantly different between collaborators and non-collaborators

**G. Communication and Information Sharing**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	33	6.64	2.18	34	6.62	2.09
I find the information on the World Bank Group's websites useful	33	7.73	1.40	34	7.26	1.83
The World Bank Group's social media channels are valuable sources of information about the institution	18	6.28	2.19	16	5.13	2.42
When I need information from the World Bank Group I know how to find it*	41	7.90	2.15	35	6.54	2.64
The World Bank Group is responsive to my information requests and inquiries	33	8.03	2.40	16	7.50	2.39

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to Selected Questions by Year¹⁷

All data presented in this appendix are weighted. As a result, means of the FY 2017 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2013 respondents and the total number of respondents indicated may differ from those reported in the FY 2013 COS report.

FY 2013 Number of comparable respondents = 60 • FY 2017 Number of comparable respondents = 99

By weighting, the FY 2013 and FY 2017 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 2013	FY 2017
Government institutions	50.0%	50.0%
Local Government	13.0%	13.0%
Civil society	6.0%	6.0%
Private sector	12.0%	12.0%
Academia	15.0%	15.0%
Media	4.0%	4.0%

A. General Issues facing Poland

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

Percentage of Respondents	FY 2013	FY 2017
The right direction	71.2%	45.8%
The wrong direction	20.3%	43.8%
Not sure	8.5%	10.4%

*Significantly different between FY2017 and FY2013

B. Overall Attitudes toward the World Bank Group

	FY 2013			FY 2017		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Poland?	60	6.42	1.80	95	6.28	2.25

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

	FY 2013			FY 2017		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Poland.	53	6.34	1.73	84	6.26	2.05

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

	FY 2013			FY 2017		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Poland solve its most complicated development challenges?	52	7.20	1.48	83	7.60	1.86

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

¹⁷ Only those questions that were asked in the FY 2013 and FY 2017 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 with the following statements about the World Bank Group's work in Poland?***(1-Strongly disagree, 10-Strongly agree)*

	FY 2013			FY 2017		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Poland	48	5.97	1.96	70	5.63	2.19
The World Bank Group's work is aligned with what I consider the development priorities for Poland	52	6.95	1.94	73	6.56	1.83

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 2013			FY 2017		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	51	7.28	1.98	59	7.11	2.12
Flexibility (in terms of the institution's products and services)	44	5.84	1.76	61	6.35	2.03
Flexibility (in terms of changing country circumstances)	47	6.41	1.72	63	6.17	2.03
Being inclusive	48	6.22	1.96	66	6.63	2.01
Openness*	52	6.69	1.86	69	7.83	1.80
Collaboration with the Government	45	7.06	2.14	60	7.50	2.03
The speed in which it gets things accomplished on the ground				62	6.48	1.94
Helping to bring discipline/effective supervision to implementation of investment projects				36	6.53	2.26
Collaboration with civil society				38	5.85	2.41
Staff accessibility*	47	6.82	1.92	65	7.71	1.90
Collaboration with other donors and development partners				47	7.37	2.14
Collaboration with the private sector				38	5.76	2.44
Straightforwardness and honesty	46	6.78	2.03	67	7.36	2.21
Treating clients and stakeholders in Poland with respect	51	8.00	2.05	65	8.48	1.74
Being a long-term partner				58	8.21	1.75

**Significantly different between FY2017 and FY2013*



C. World Bank Group's Effectiveness and Results

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

	FY 2013			FY 2017		
	N	Mean	SD	N	Mean	SD
Social protection	27	5.87	1.82	26	5.84	2.18
Private sector development	24	6.25	1.83	20	5.81	2.43
Education	26	5.73	1.73	23	5.62	2.56
Public sector governance/reform	34	6.33	1.54	48	6.28	2.17
Global/regional integration	29	6.43	1.60	24	6.42	2.39
Urban development	21	5.82	1.62	10	6.03	3.13
Energy	27	6.25	1.47	15	5.50	2.22
Job creation/employment	20	6.11	1.88	21	5.71	2.43
Health	19	6.07	1.75	11	4.82	2.48
Financial markets*	24	6.58	0.94	14	4.98	2.61
Transport	33	6.39	1.90	19	6.24	2.45
Trade and exports*	23	6.11	1.35	13	4.50	2.63
Natural resource management	23	6.40	1.66	12	5.21	2.50
Climate change	33	6.62	1.79	20	6.15	2.55
Poverty reduction	29	5.84	1.51	21	6.43	2.20
Economic growth	33	6.51	1.42	33	7.33	2.24
Equality of opportunity	17	5.96	1.57	15	5.70	2.94
Information and communications technology	22	6.37	1.80	14	4.96	2.78

*Significantly different between FY2017 and FY2013

	FY 2013			FY 2017		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Poland?	53	6.09	1.76	64	6.25	1.91

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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2013			FY 2017		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Poland	46	6.47	1.89	50	6.47	1.85
The World Bank Group meets Poland's needs for knowledge services (e.g., research, analysis, data, technical assistance)	53	6.94	1.61	73	7.42	1.65

	FY 2013			FY 2017		
	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)?	31	6.28	1.76	40	6.22	2.42

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

**D. The World Bank Group's Knowledge Work and Activities****How frequently do you consult World Bank Group's knowledge work and activities in the work you do?***

Percentage of Respondents	FY 2013	FY 2017
Weekly	49.2%	7.1%
Monthly	20.3%	21.4%
A few times a year	18.6%	44.0%
Rarely	10.2%	25.0%
Never	1.7%	2.4%

*Significantly different between FY2017 and FY2013

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 2013			FY 2017		
	N	Mean	SD	N	Mean	SD
Are timely*	44	6.38	1.64	69	7.08	1.86
Include appropriate level of stakeholder involvement during preparation	43	6.39	1.62	47	6.56	2.25
Lead to practical solutions				64	6.49	2.39
Are accessible (well written and easy to understand)	53	7.11	1.78	69	7.34	2.14
Are source of relevant information on global good practices*	51	7.24	1.54	66	7.97	1.73
Are relevant to country challenges*	51	6.31	1.62	65	7.10	1.76
Are adequately disseminated*	50	5.40	1.96	67	6.48	2.30
Are translated enough into local language	45	7.65	2.05	66	7.72	2.10
Are adaptable to Poland's specific development challenges and country circumstances	49	6.35	1.75	62	6.98	2.30

*Significantly different between FY2017 and FY2013

	FY 2013			FY 2017		
	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?	52	5.57	2.15	58	5.77	2.06
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	52	7.28	1.40	61	7.46	1.74

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

**E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	FY 2013			FY 2017		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	33	6.91	1.83	31	7.32	2.06
The World Bank Group effectively monitors and evaluates the projects and programs it supports	33	6.93	1.79	42	7.56	2.11
The World Bank Group's approvals and reviews are done in a timely fashion	32	7.47	1.50	44	7.43	2.01
The World Bank Group's "Safeguard Policy" requirements are reasonable				15	6.98	2.39
The World Bank Group's conditions on its lending are reasonable*	32	6.27	1.93	23	7.71	2.12
The World Bank Group takes decisions quickly in Poland				39	6.16	2.23
Working with the World Bank Group increases Poland's institutional capacity	44	7.73	1.74	69	7.98	1.73
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	29	6.28	2.21	23	7.70	2.17
The World Bank Group provides effective implementation support (i.e., supervision of projects)	35	7.25	1.62	43	7.89	1.95

*Significantly different between FY2017 and FY2013

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

Percentage of Respondents	FY 2013	FY 2017
Yes	71.2%	81.9%
No	28.8%	18.1%

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

	FY 2013			FY 2017		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	41	6.54	2.22	62	6.66	2.07
I find the information on the World Bank Group's websites useful	40	7.77	1.60	62	7.50	1.54
When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	56	7.21	2.67	69	7.53	2.21
The World Bank Group is responsive to my information requests and inquiries	37	7.64	1.90	42	7.89	2.44



Appendix F: 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?		Which of the following describes most of your exposure to the World Bank Group in Poland? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Poland.	5.76	6.63	6.34	5.21	6.56	5.81	6.30	6.00	5.57	6.84	6.05	6.75
Overall the World Bank Group currently plays a relevant role in development in Poland	4.71	5.88	5.55	4.50	5.68	5.08	5.21	5.60	5.15	5.62	5.28	5.92
The World Bank Group's work is aligned with what I consider the development priorities for Poland	5.82	6.82	6.46	5.73	6.61	6.14	6.26	6.49	5.90	6.80	6.38	6.27
Responsiveness to needs	6.68	7.18	6.93	7.00	7.43	6.29	7.00	6.88	6.37	7.34	6.82	7.67
Flexibility (in terms of the institution's products and services)	5.96	6.64	6.32	6.20	6.85	5.74	6.23	6.39	5.96	6.55	6.24	6.78
Flexibility (in terms of changing country circumstances)	5.40	6.46	6.23	4.00	6.56	5.50	5.85	6.21	5.37	6.55	6.09	5.70
Being inclusive	5.85	6.98	6.49	6.67	7.24	5.80	6.66	6.35	5.87	7.03	6.47	6.70
Openness (sharing data and other information)	7.31	8.05	7.90	6.00	7.97	7.49	7.73	7.72	7.30	8.13	7.60	8.42
Collaboration with the Government	6.78	7.70	7.67	4.71	7.34	7.36	7.46	7.23	7.00	7.64	7.21	8.37
The speed in which it gets things accomplished on the ground	6.32	6.24	6.33	6.00	6.20	6.42	6.26	6.34	6.63	6.08	6.19	7.12
Helping to bring discipline/effective supervision to implementation of investment projects	5.63	6.74	6.47	4.80	6.86	5.65	6.33	6.18	6.00	6.52	6.13	6.78
Collaboration with civil society	5.11	6.08	5.71	5.83	6.71	4.83	5.79	5.65	4.95	6.37	5.63	6.33
Staff accessibility	7.19	7.79	7.63	6.67	8.11	6.97	7.56	7.54	6.91	8.08	7.59	7.30
Collaboration with other donors and development partners	7.38	7.18	7.37	6.60	7.44	7.13	7.28	7.31	7.20	7.38	7.07	8.20
Collaboration with the private sector	4.50	6.24	5.69	4.40	6.43	4.74	5.42	5.70	4.86	6.23	5.40	6.11
Straightforwardness and honesty	6.63	7.47	7.33	5.63	7.35	6.91	6.97	7.31	6.87	7.33	7.09	7.57
Treating clients and stakeholders in Poland with respect	8.07	8.50	8.40	7.75	8.69	7.94	8.24	8.41	7.84	8.70	8.31	8.44
Being a long-term partner	7.50	8.27	8.12	7.17	8.38	7.68	8.24	7.80	7.50	8.46	7.94	8.56
To what extent does the World Bank Group's work help to achieve development results in Poland?	5.77	6.44	6.20	5.25	6.16	6.03	6.21	5.93	6.03	6.14	6.03	6.50
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Poland	6.29	6.72	6.40	7.43	6.44	6.62	6.67	6.33	6.65	6.43	6.58	6.33
The World Bank Group meets Poland's needs for knowledge services (e.g., research, analysis, data, technical assistance)	7.28	7.56	7.33	7.80	7.57	7.24	7.47	7.31	7.27	7.50	7.33	7.89
The World Bank Group's knowledge work and activities are adaptable to Poland's specific development challenges and country circumstances	6.59	7.27	6.95	6.67	7.00	6.85	7.06	6.74	6.54	7.31	6.86	7.22
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	5.30	6.19	5.77	5.63	5.65	5.85	6.11	5.31	5.60	5.89	5.80	5.50
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.00	7.89	7.49	7.22	7.64	7.29	7.77	7.12	6.82	8.06	7.49	7.22
The World Bank Group takes decisions quickly in Poland	5.38	6.43	6.02	8.00	6.38	5.67	6.00	6.15	5.62	6.35	5.91	6.86
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	7.57	7.26	7.21	9.00	7.44	7.20	6.80	8.09	8.30	6.75	7.17	8.67

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: Poland FY 2017 Questionnaire



World Bank Group Country Survey FY 2017 – 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: GENERAL ISSUES FACING POLAND**

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

A2. 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)			
1	Social protection (e.g., pensions, targeted social assistance)	15	Transport (e.g., roads, bridges, transportation)
2	Gender equity	16	Agriculture and rural development
3	Private sector development	17	Trade and exports
4	Education	18	Crime and violence
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Natural resource management
6	Global/regional integration	20	Climate change (e.g., mitigation, adaptation)
7	Food security	21	Poverty reduction
8	Urban development	22	Anti corruption
9	Energy	23	Judiciary reform
10	Water and sanitation	24	Economic growth
11	Pollution	25	Disaster risk management
12	Job creation/employment	26	Equality of opportunity (i.e., social inclusion)
13	Health	27	Cardiovascular diseases and cancer
14	Financial markets	28	Information and communications technology

**SECTION A: GENERAL ISSUES**

A3. Poverty reduction is a broad term that encompasses work in many different areas.

Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Poland? (Choose no more than THREE)

1	Economic growth	15	Water and sanitation
2	Disaster risk management	16	Pollution
3	Equality of opportunity (i.e., social inclusion)	17	Job creation/employment
4	Cardiovascular diseases and cancer	18	Health
5	Information and communications technology	19	Financial markets
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
8	Trade and exports	22	Private sector development
9	Crime and violence	23	Education
10	Climate change (e.g., mitigation, adaptation)	24	Global/regional integration
11	Transport (e.g., roads, bridges, transportation)	25	Food security
12	Energy	26	Urban development
13	Anti corruption	27	Natural resource management
14	Judiciary reform		

A4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Poland? (Choose no more than TWO)

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

**SECTION A: GENERAL ISSUES**

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

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

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

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

A7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Poland? (Select only ONE response)

1	A very important development priority
2	A moderately important development priority
3	A slightly important development priority
4	Not an important development priority
5	Don't know

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

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

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

B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Poland solve its most complicated development challenges?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

B4. When thinking about how the World Bank Group can have the most impact on development results in Poland, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Poland? (Choose no more than THREE)			
1	Energy	15	Judiciary reform
2	Water and sanitation	16	Economic growth
3	Pollution	17	Disaster risk management
4	Job creation/employment	18	Equality of opportunity (i.e., social inclusion)
5	Health	19	Cardiovascular diseases and cancer
6	Financial markets	20	Information and communications technology
7	Social protection (e.g., pensions, targeted social assistance)	21	Transport (e.g., roads, bridges, transportation)
8	Gender equity	22	Agriculture and rural development
9	Private sector development	23	Trade and exports
10	Education	24	Crime and violence
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25	Natural resource management
12	Global/regional integration	26	Climate change (e.g., mitigation, adaptation)
13	Food security	27	Poverty reduction
14	Urban development	28	Anti corruption

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

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Poland?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

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

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

**B7. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?
(Choose no more than TWO)**

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

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B8	Overall the World Bank Group currently plays a relevant role in development in Poland												<input type="checkbox"/>
B9	The World Bank Group's work is aligned with what I consider the development priorities for Poland												<input type="checkbox"/>

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

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B10	Responsiveness to needs												<input type="checkbox"/>
B11	Flexibility (in terms of the institution's products and services)												<input type="checkbox"/>
B12	Flexibility (in terms of changing country circumstances)												<input type="checkbox"/>
B13	Being inclusive												<input type="checkbox"/>
B14	Openness (sharing data and other information)												<input type="checkbox"/>
B15	Collaboration with the Government												<input type="checkbox"/>
B16	The speed in which it gets things accomplished on the ground												<input type="checkbox"/>
B17	Helping to bring discipline/effective supervision to implementation of investment projects												<input type="checkbox"/>
B18	Collaboration with civil society												<input type="checkbox"/>
B19	Staff accessibility												<input type="checkbox"/>
B20	Collaboration with other donors and development partners												<input type="checkbox"/>
B21	Collaboration with the private sector												<input type="checkbox"/>
B22	Straightforwardness and honesty												<input type="checkbox"/>
B23	Treating clients and stakeholders in Poland with respect												<input type="checkbox"/>
B24	Being a long-term partner												<input type="checkbox"/>

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

B25. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	
1	The World Bank Group does not do adequate follow through/follow-up
2	Political pressures and obstacles
3	Reforms are not well thought out in light of country challenges
4	Poor coordination within the Government
5	The Government works inefficiently
6	Poor donor coordination
7	The World Bank Group is not sensitive enough to political/social realities on the ground
8	Lack of/inadequate levels of capacity in Government
9	There is not an adequate level of citizen/civil society participation
10	The World Bank Group works too slowly
11	Poor coordination within the World Bank Group
12	Other (please specify): _____

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

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Poland?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Natural resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Cardiovascular diseases and cancer	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in 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	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Pollution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Natural resource management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS****C3. To what extent does the World Bank Group's work help to achieve development results in Poland?**

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

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

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

C6. To what extent do you believe that Poland received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?

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

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



SECTION D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

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

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

D11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant		Don't know	

D12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?												
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 E: WORKING WITH THE WORLD BANK GROUP**

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	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"/>	
E3	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"/>	
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	The World Bank Group takes decisions quickly in Poland	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Working with the World Bank Group increases Poland's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN POLAND****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Poland? (Choose no more than TWO)**

1	Increase availability of Reimbursable Advisory Services (RAS)
2	Help to bring discipline/effective supervision to implementation of investment projects
3	Offer more innovative knowledge services
4	Collaborate more effectively with Government clients (e.g., national, state, local)
5	Work faster
6	Reduce the complexity of obtaining World Bank Group financing
7	Offer more innovative financial products
8	Ensure greater selectivity in its work
9	Provide more adequate data/knowledge/statistics/figures on Poland's economy
10	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
11	Reach out more to groups outside of Government
12	Increase the level of capacity development in the country
13	Improve the quality of its experts as related to Poland's specific challenges
14	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Poland, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Poland? (Select only ONE response)

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Poland
6	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How do you get most of your information about economic and social development issues in Poland? (Choose no more than TWO)**

1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

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

1	World Bank Group's publications and other written materials	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	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
4	Mobile phones	8	Other (please specify): _____

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

G7. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?

1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
G8	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>											<input type="checkbox"/>	
G9	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>											<input type="checkbox"/>	
G10	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution											<input type="checkbox"/>	
G11	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)											<input type="checkbox"/>	
G12	The World Bank Group is responsive to my information requests and inquiries											<input type="checkbox"/>	

**SECTION H: BACKGROUND INFORMATION**

H1. Which of the following best describes your current position? (Select only ONE response)			
1	Office of the President, Prime Minister	11	NGO/Community Based Organization
2	Office of Minister	12	Media (press, radio, TV, web, etc.)
3	Office of Parliamentarian	13	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Trade Union
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	15	Faith-Based Group
6	Local Government Office or Staff	16	Youth Group
7	Bilateral/Multilateral Agency	17	Academia/Research Institute/Think Tank
8	Private Sector Organization	18	Judiciary Branch
9	Private Foundation	19	Other (please specify): _____
10	Financial Sector/Private Bank		

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

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

**SECTION H: BACKGROUND INFORMATION**

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

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

**H5. Which of the following describes most of your exposure to the World Bank Group in Poland?
(Choose no more than TWO)**

1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H6. What's your gender?

1	Female
2	Male

H7. Which best represents your geographic location?

1	Warsaw
2	Outside Warsaw

Thank you for completing the survey!