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FY16 Belarus Country Opinion Survey Report

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THE WORLD BANK GROUP

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January 2016

Acknowledgements

The Belarus Country Opinion Survey is part of the County Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Jing Guo, Svetlana Markova, and Jessica Cameron. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Belarus country team and the local fielding agency Center of System Business Technologies (SATIO). In particular, PORG is grateful for the support from Irina Oleinik (Operations Officer) who coordinated the survey related activities from Minsk, Belarus.

Country Opinion Surveys
THE WORLD BANK GROUP

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I. Objectives

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

- *General Issues Facing Belarus*
- *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 Belarus*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From November to December 2015, 248 stakeholders of the WBG in Belarus 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 presidential administration; cabinet of ministers; parliament; ministries/committees; 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; the financial sector/commercial banks; non-profit organizations/community based organizations; the media; trade unions; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 142 stakeholders participated in the survey (57% response rate).

Respondents received and returned the questionnaires either via email or mail. Respondents were asked about: general issues facing Belarus; 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 Belarus; and the WBG's communication and information sharing.

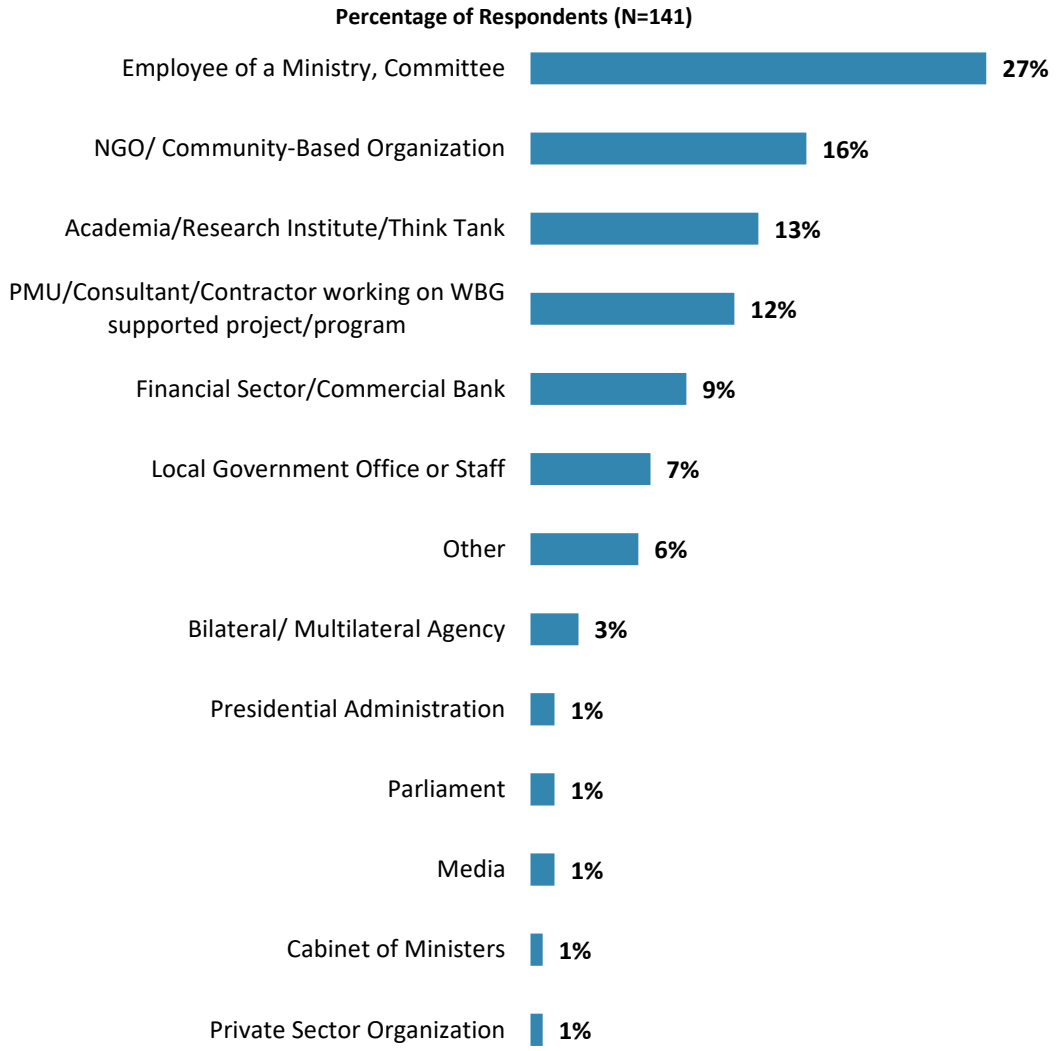
Every country that engages in the Country Opinion Survey must include specific indicator questions that will be aggregated for the World Bank Group's annual Corporate Scorecard. These questions are identified throughout the survey report.

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'13 (response rate is 61%, N=115). 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, means of the FY'16 data and the total number of respondents in both years are slightly different from those of the original data reported in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please see appendix E (page 95).

III. Demographics of the Sample

Current Position

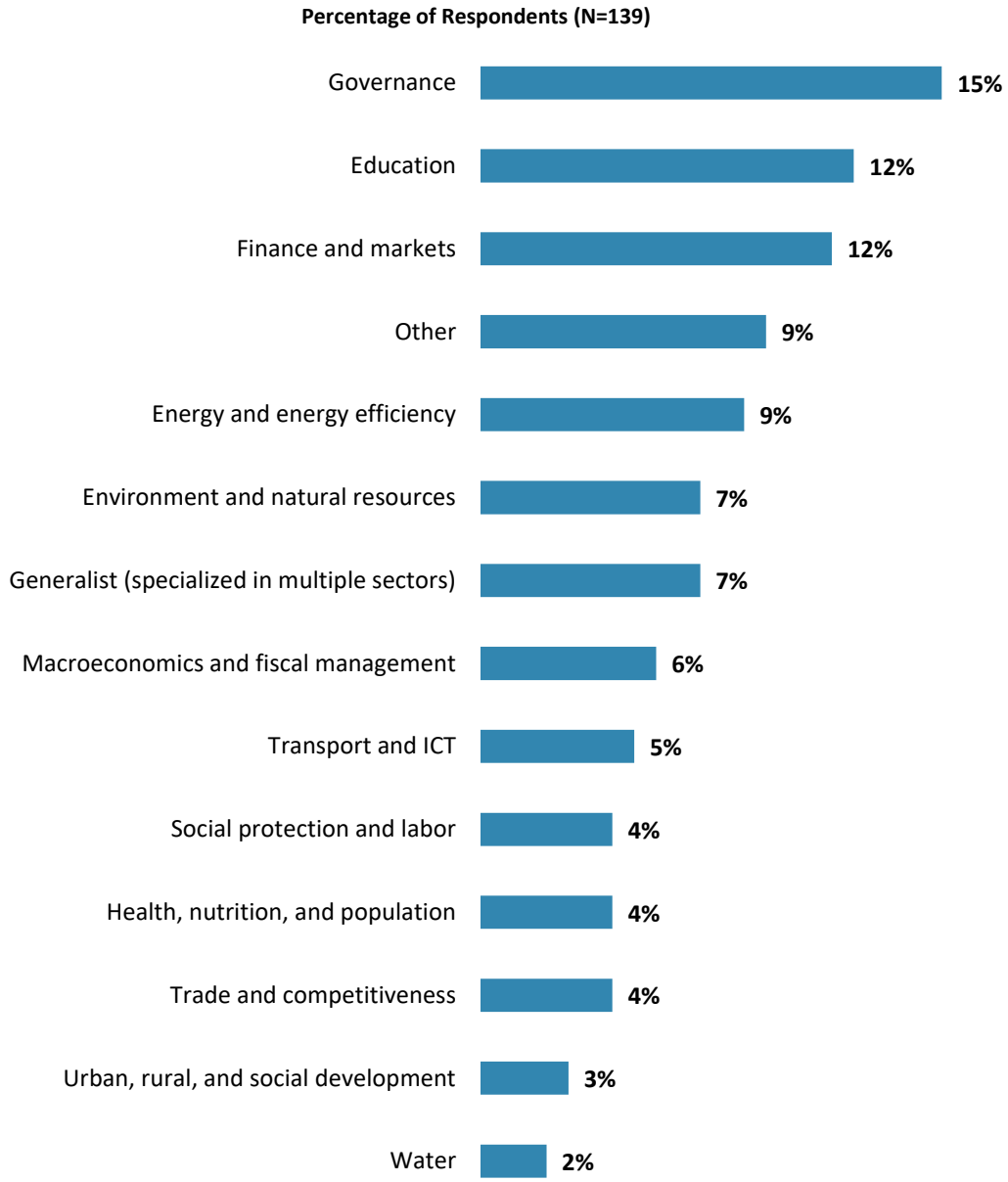
- For further analyses, respondents from the financial sector/commercial banks were combined with those from private sector organizations. Few respondents from the presidential administration, cabinet of ministers, parliament, bilateral/multilateral agencies, media, and other organizations were included in the "Other" category. There were no respondents from the trade unions or 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

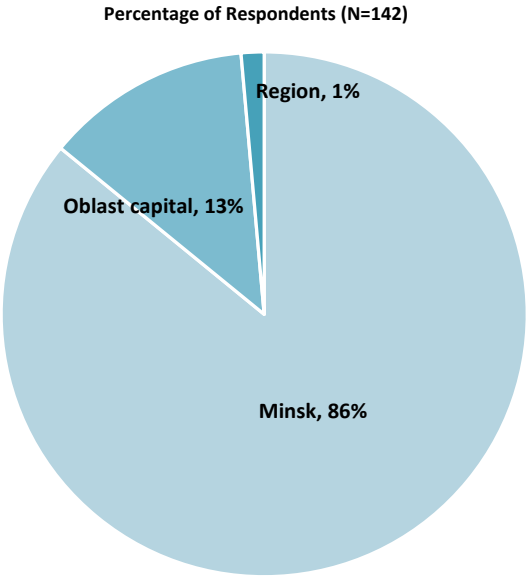


"Please identify the primary specialization of your work." **(Respondents chose from a list.)**

III. Demographics of the Sample (continued)

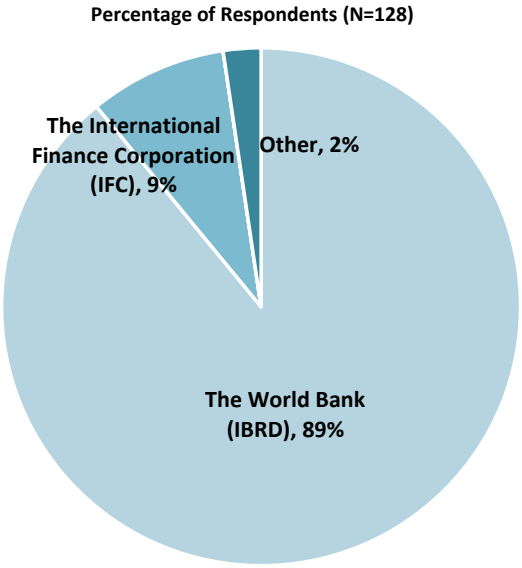
Geographic locations

- For more details of the comparison between geographic locations, please go to appendix C (page 87).



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

Exposure to Agencies within the World Bank Group

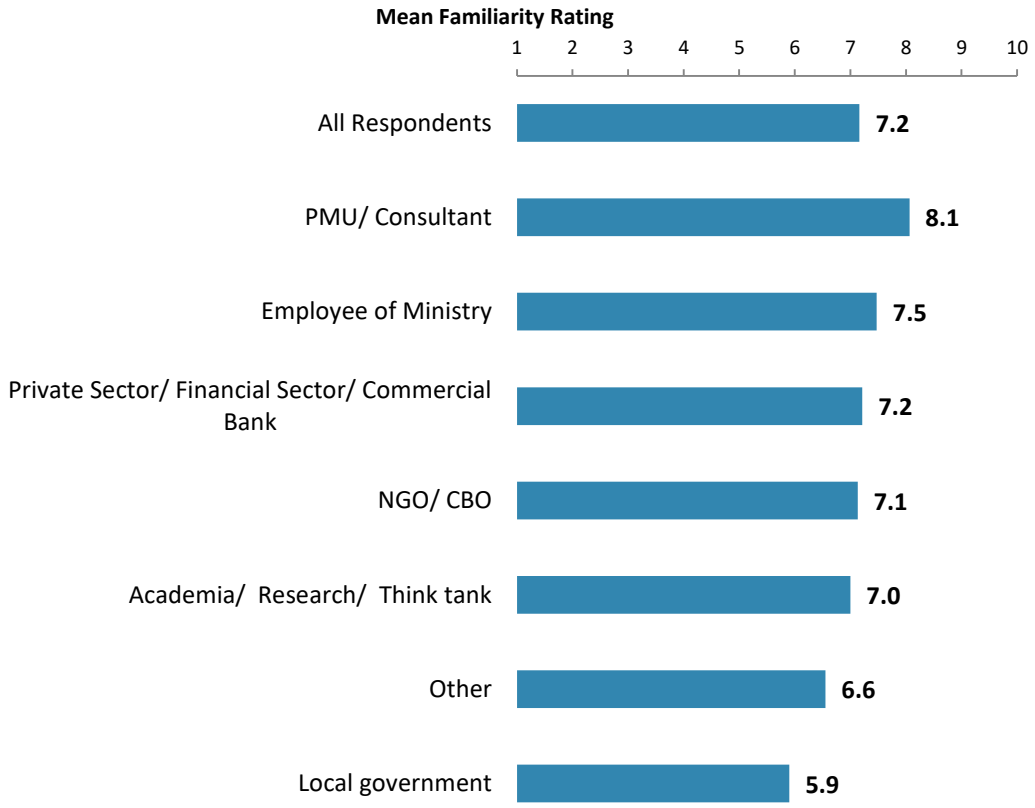


"Which of the following agencies of the World Bank Group do you primarily engage with in Belarus?"
(Respondents chose from a list.)

III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's country survey were significantly more familiar with the World Bank Group than those in the FY'13 country survey (weighted mean in FY'16 = 7.2 weighted mean in FY'13 = 6.6)[1].
- Respondents' levels of familiarity with the WBG were significantly, moderately correlated with their ratings of the WBG's overall effectiveness in Belarus, the extent to which the WBG plays a relevant role in development in Belarus and the extent to which the WBG's work helps to achieve development results in the country.

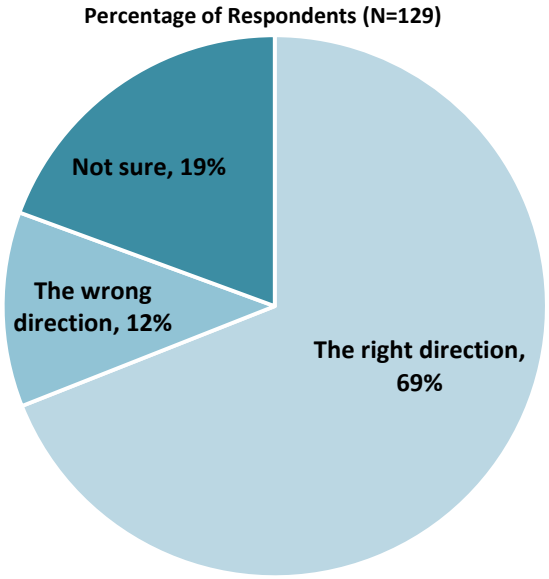


"How familiar are you with the work of the World Bank Group in Belarus?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

[1] Please refer to Appendix E (page 95) for more details on weighting. The means in the chart were calculated based on un-weighted data.

IV. General Issues Facing Belarus

Headed in the Right Direction

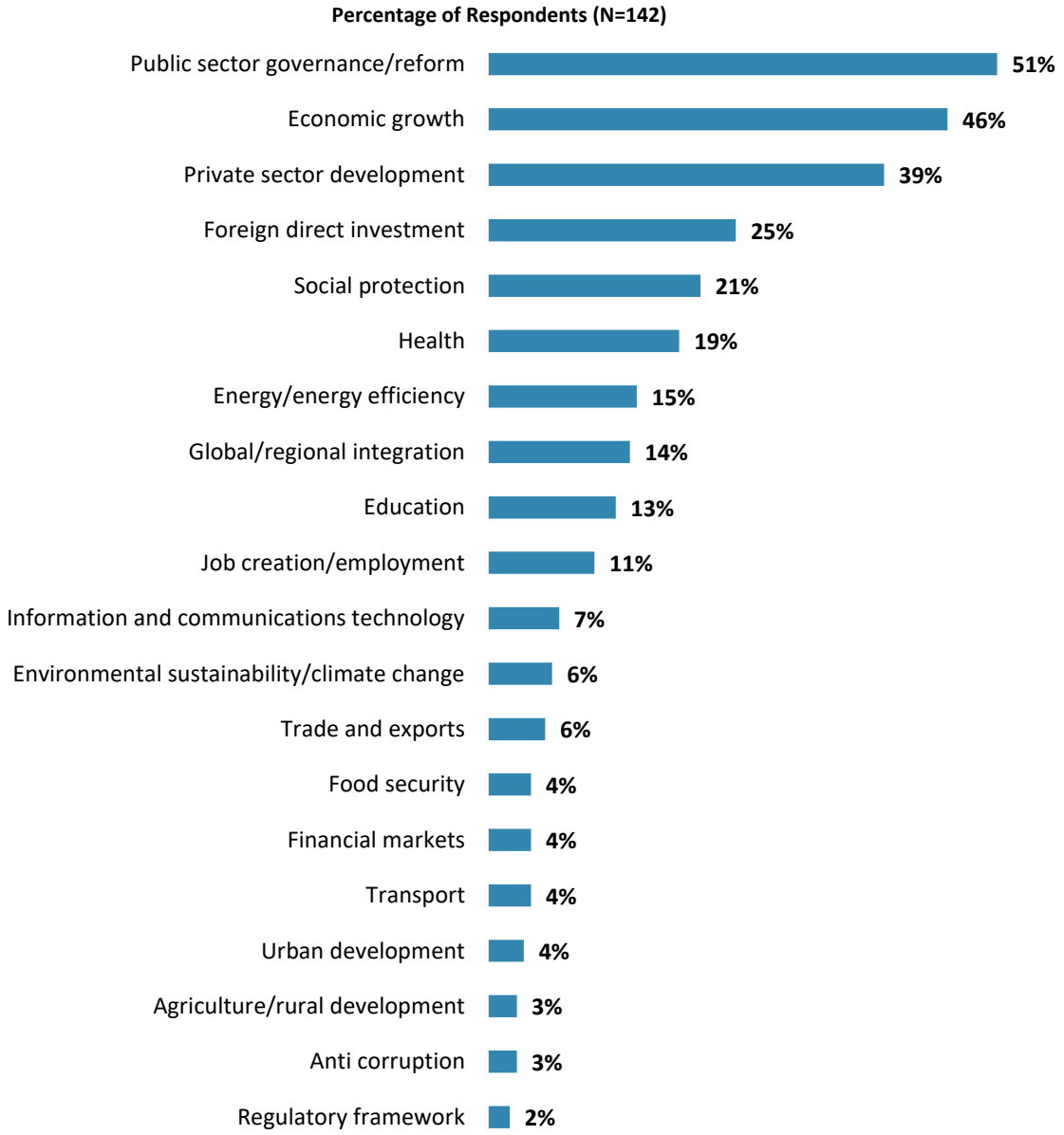


"In general, would you say that Belarus is headed in ...?"
(Respondents chose from a list.)

IV. General Issues Facing Belarus (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the most important development priorities in Belarus were "*private sector development*" (44%), "*public sector reform*" (32%), and "*economic growth*" (23%).



"Listed below are a number of development priorities in Belarus. Please identify which of the following you consider the most important development priorities in Belarus. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 31 response options shown.)

IV. General Issues Facing Belarus (continued)

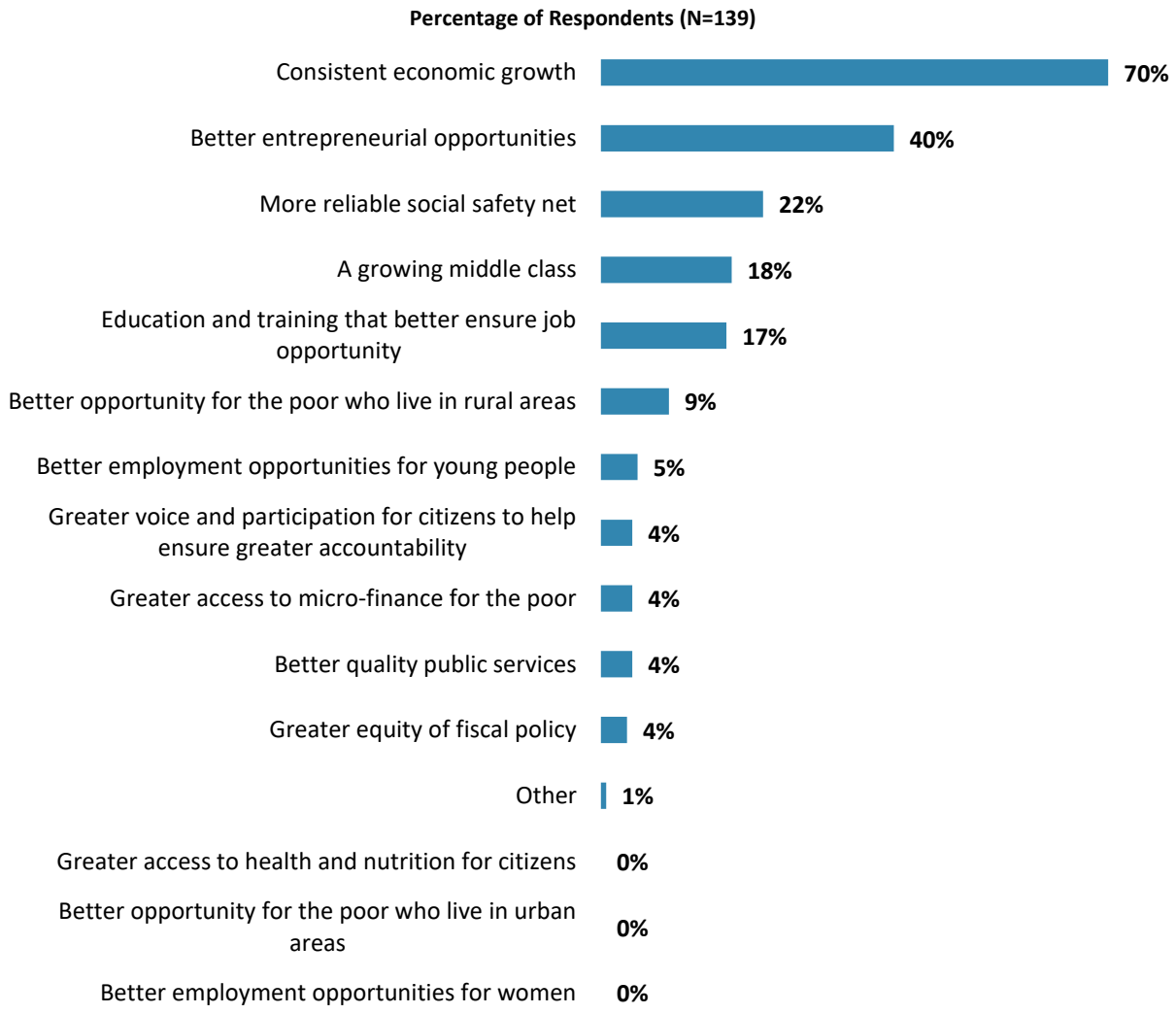
What Would Contribute Most to Reducing Poverty

"The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 Belarus? (Choose no more than THREE)"

(Respondents chose from a list. Responses combined. Top 20 of 30 response options shown.)

IV. General Issues Facing Belarus (continued)

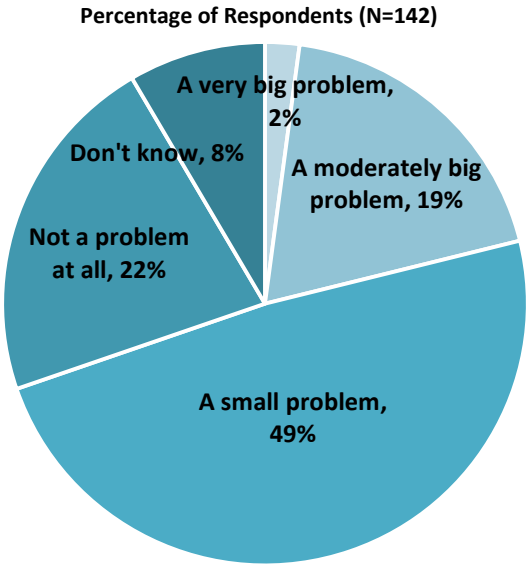
Factors Contributing to "Shared Prosperity"



"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 Belarus? (Choose no more than TWO)"

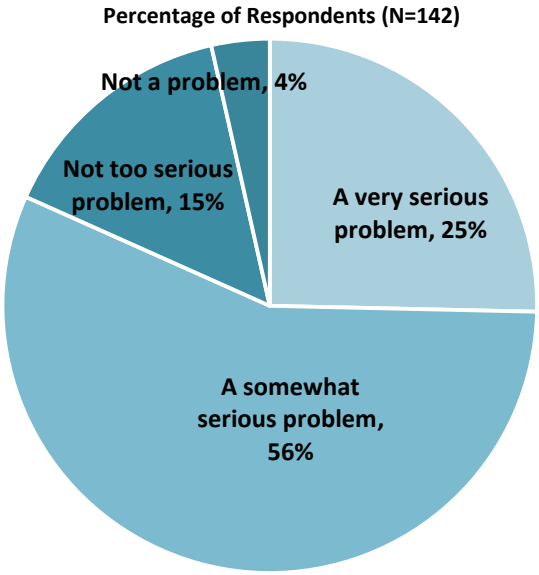
IV. General Issues Facing Belarus (continued)

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 Belarus?" (Respondents chose from a list.)

Global Climate Change

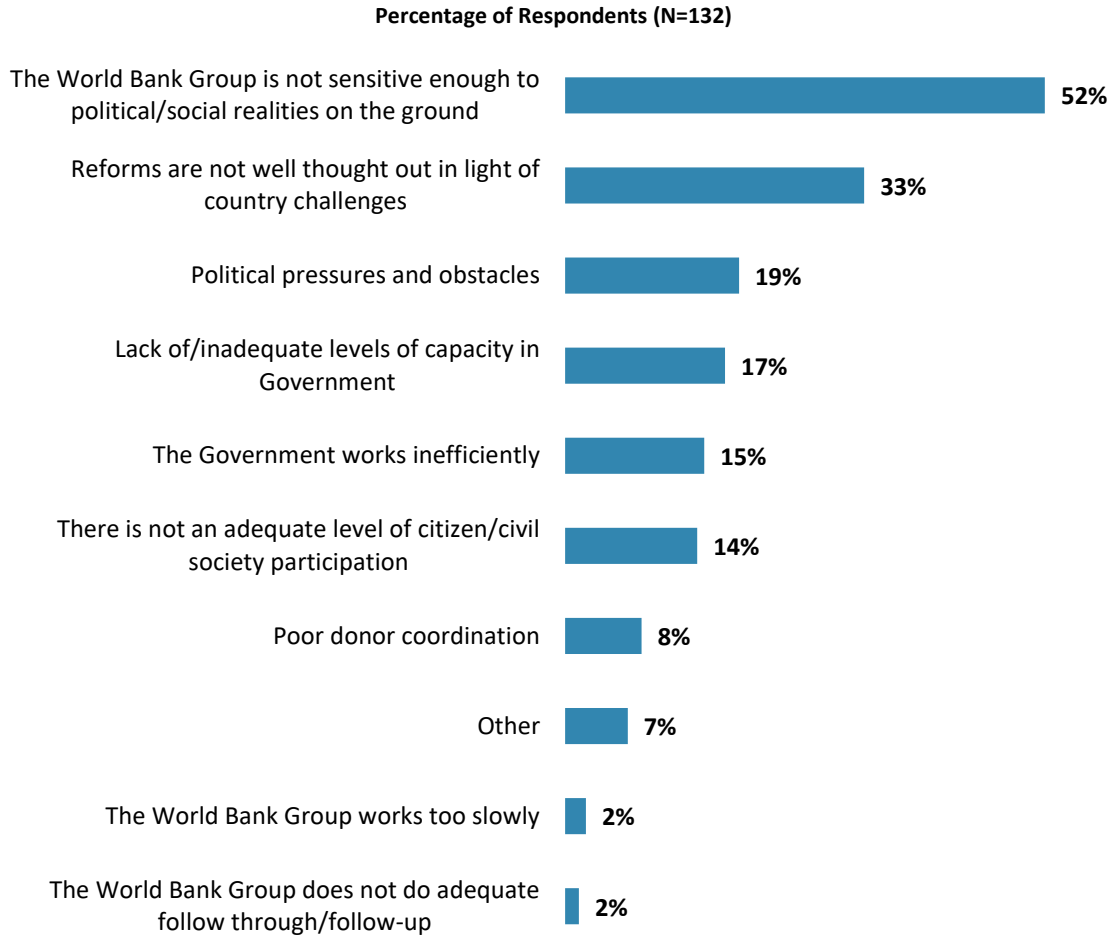


"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list.)

V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison**: Respondents in the previous FY'13 Country Survey indicated that they most often attributed failed or slow World Bank assisted reform efforts to the following: "*the World Bank is not sensitive enough to political/social realities on the ground*" (32%) and "*lack of/inadequate levels of capacity in Government*" (30%).
- **Stakeholder groups**: Among this year's respondents, respondents from PMUs and consultants on the WBG projects were significantly more likely to attribute failed or slow WBG assisted reform efforts to that "*the World Bank Group is not sensitive enough to political/social realities on the ground*" compared to respondents from other stakeholder groups.

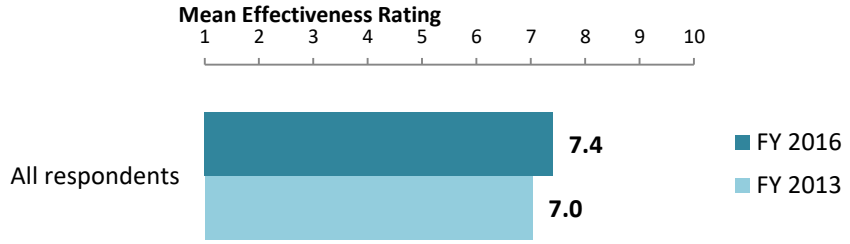


"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

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

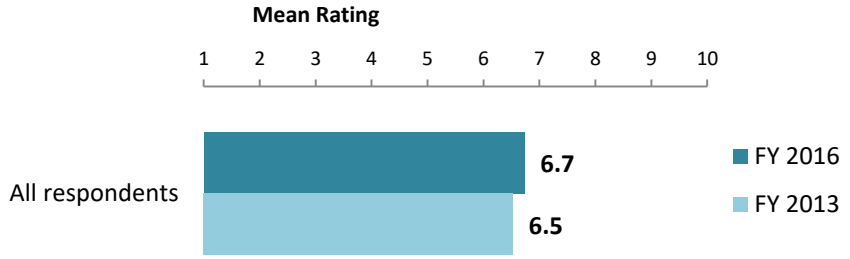
As noted in the "Methodology" section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group's annual Corporate Scorecard.

The World Bank Group's Overall Effectiveness[2] *(Indicator Question)*



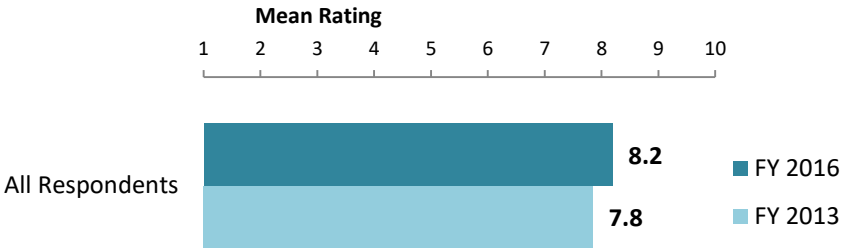
"Overall, please rate your impression of the World Bank Group's effectiveness in Belarus."
(1 - "Not effective at all", 10 - "Very effective")

Achieving Development Results *(Indicator Question)*



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

WBG Staff Preparedness



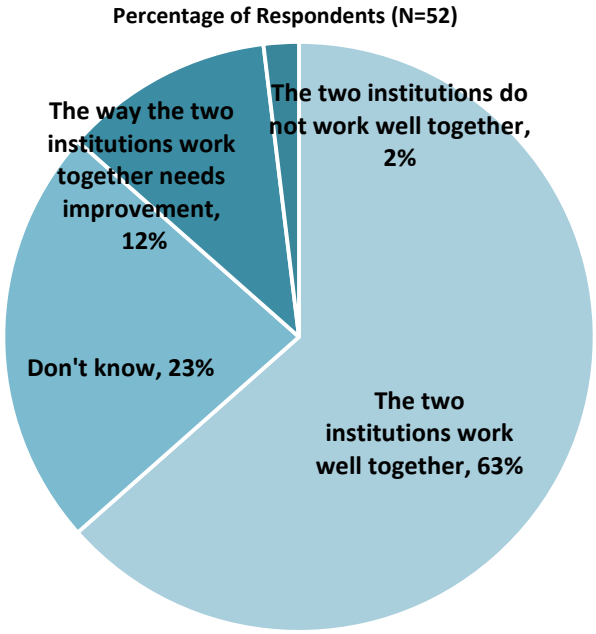
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Belarus solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

[2]All means presented in the charts in this page were calculated based on weighted data from FY'16 and FY'13.

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

The World Bank and the IFC Working Together

- Only those stakeholders who responded "*Yes*" to the question "*Do your projects involve both the World Bank and the IFC?*" provided their views on the working relationship between the World Bank and the IFC.



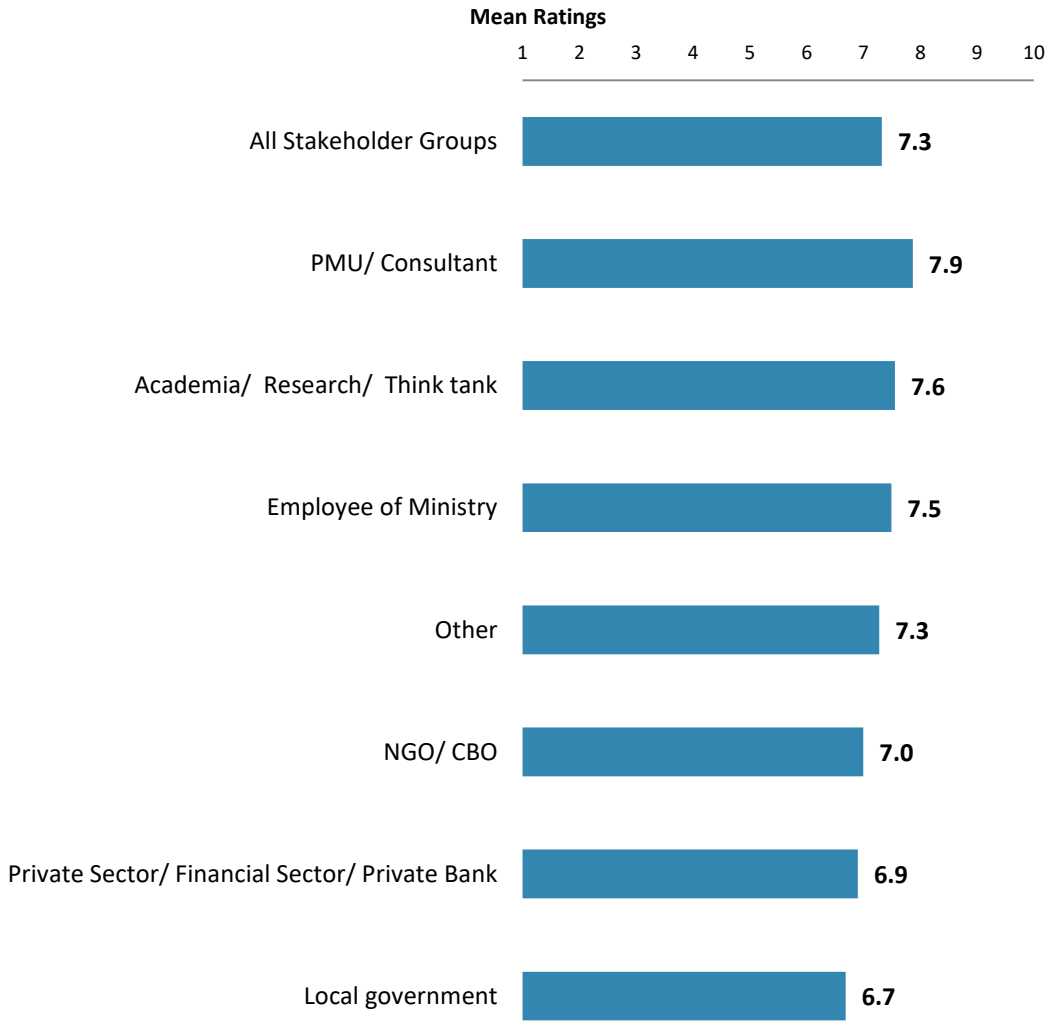
"If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Belarus?" (Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding.)

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

Overall Ratings for Indicator Questions by Stakeholder Groups[3]

- **Stakeholder groups:** respondents across stakeholder groups gave statistically similar overall ratings for the twenty six indicator questions.

- **Collaboration:** respondents who professionally collaborate with the WBG gave significantly higher overall ratings (mean = 7.5) for the twenty six indicator questions than respondents who do not work with the institution (mean = 6.9).



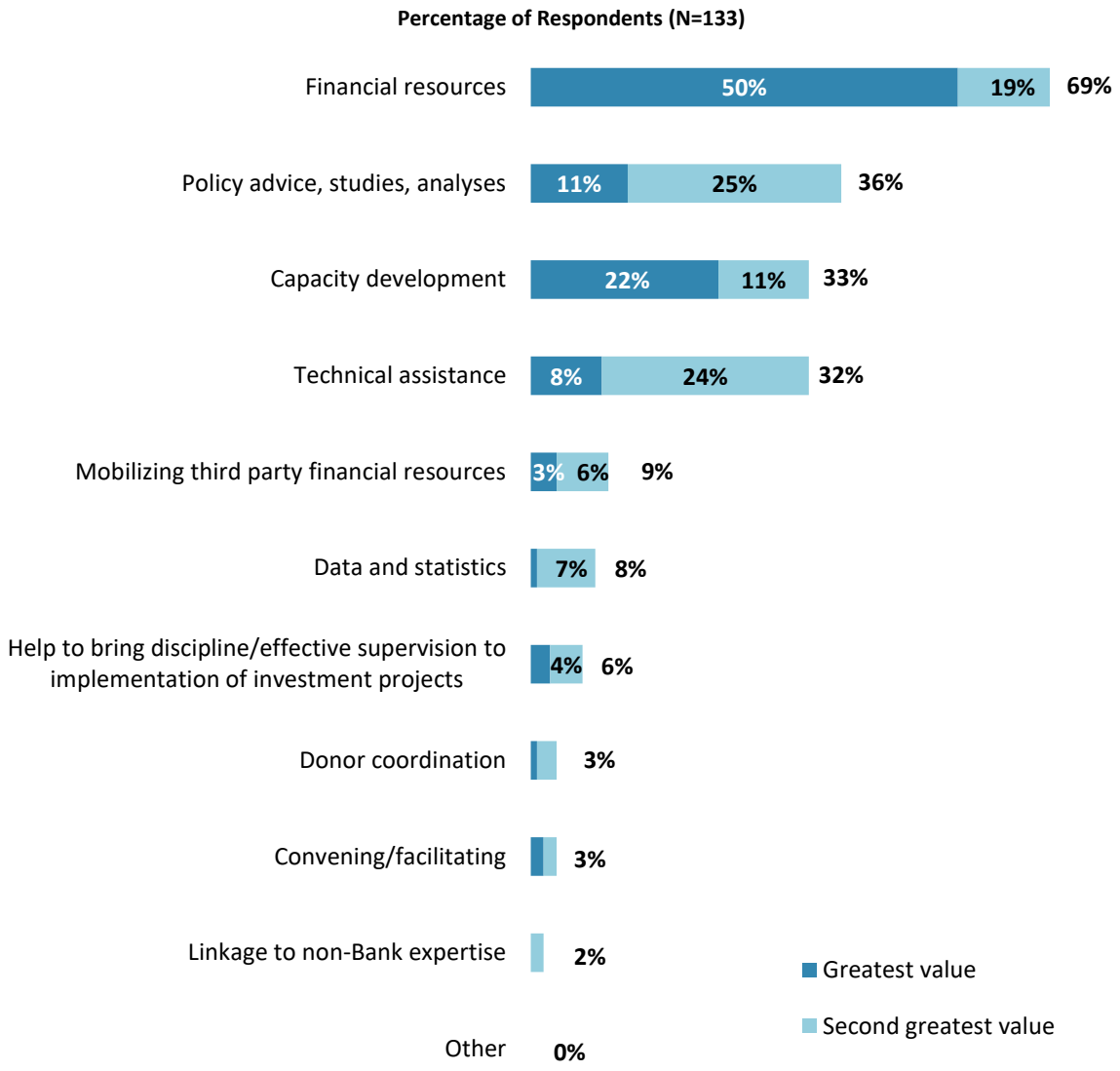
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

[3] Responses to all twenty six indicator questions by stakeholder levels of collaboration with the WBG can be found in Appendix F (page 100).

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 value to Belarus was its "*financial resources: investment lending*" (55%).

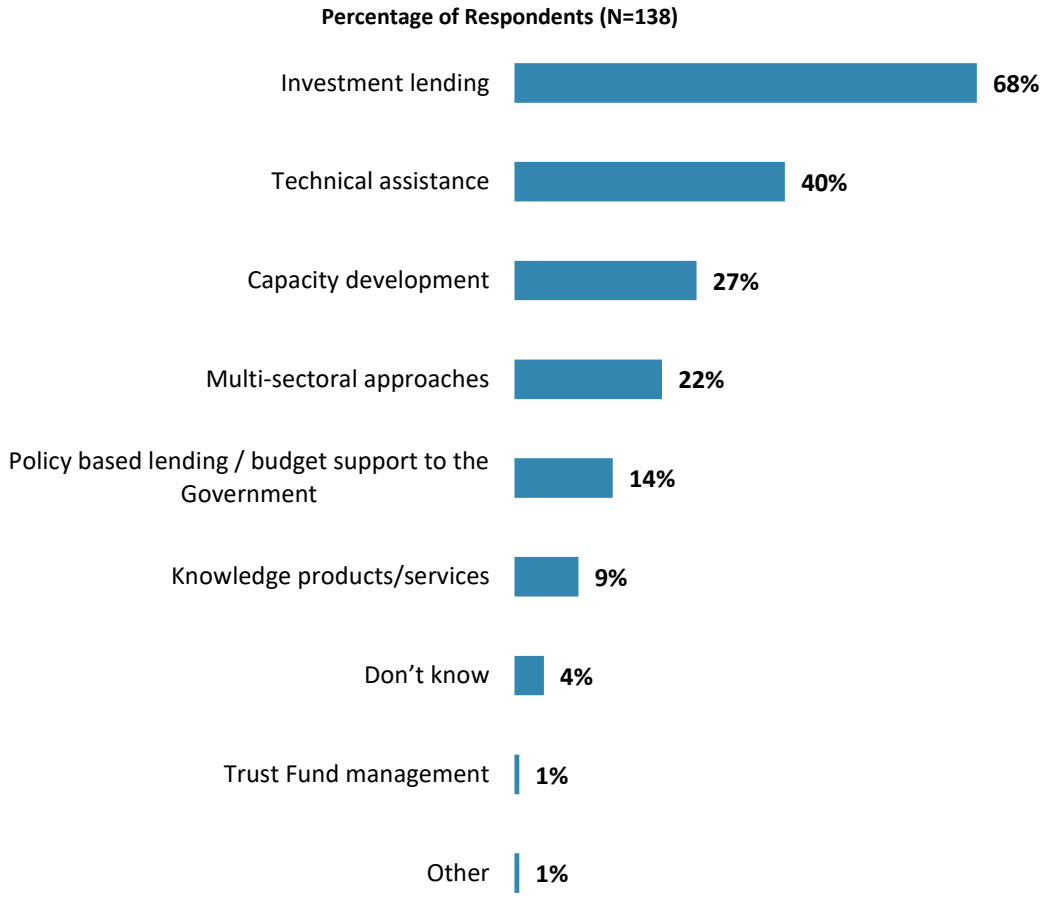


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Belarus?"
(Respondents chose from a list.)

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

Most Effective Instruments in Reducing Poverty

- **Year comparison**: Respondents from the previous FY'13 Country Survey indicated that the most effective World Bank's instruments in reducing poverty in Belarus were "*investment lending*" (64%) and "*technical assistance*" (49%).

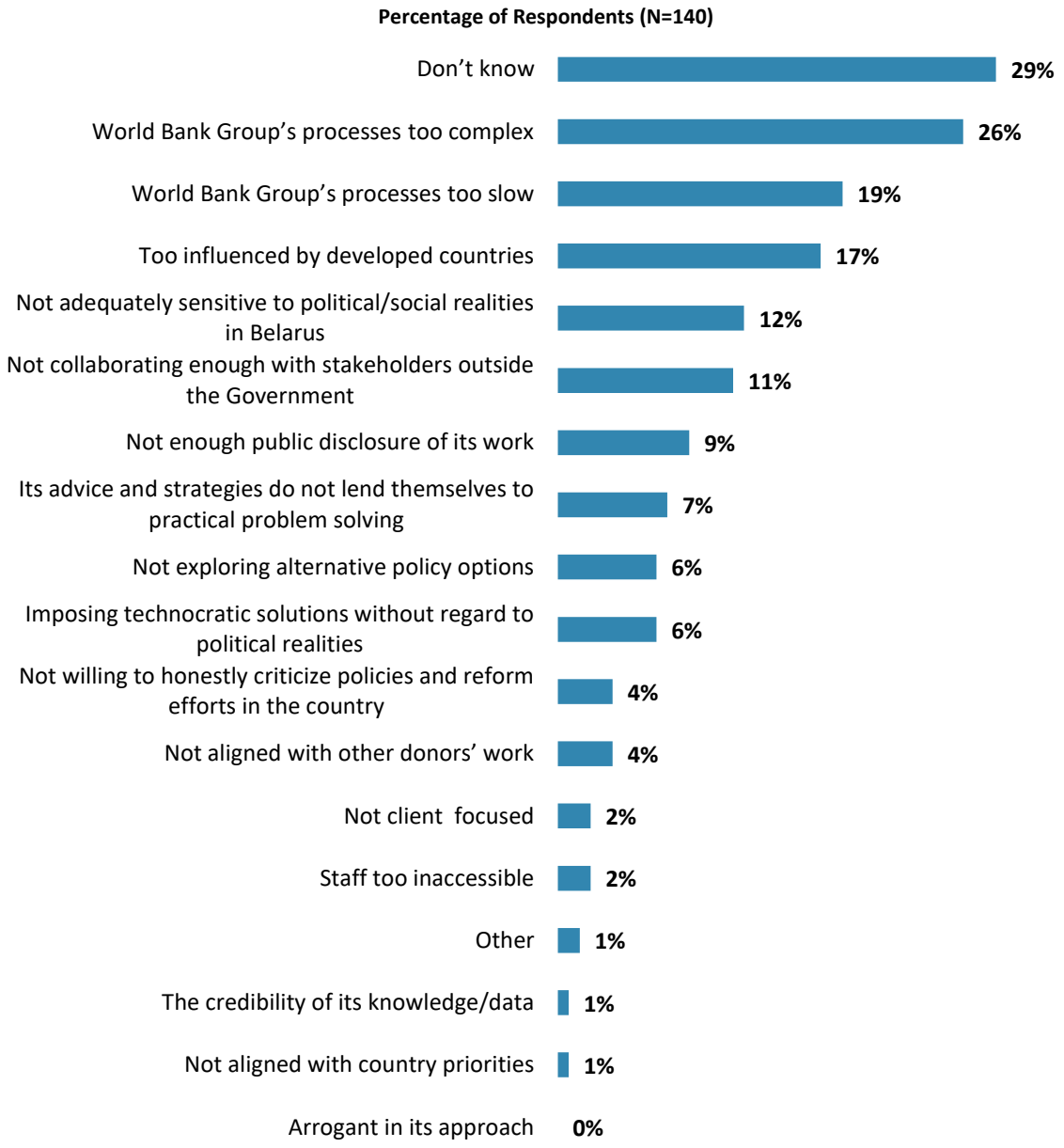


"Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Belarus? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

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

Greatest Weakness

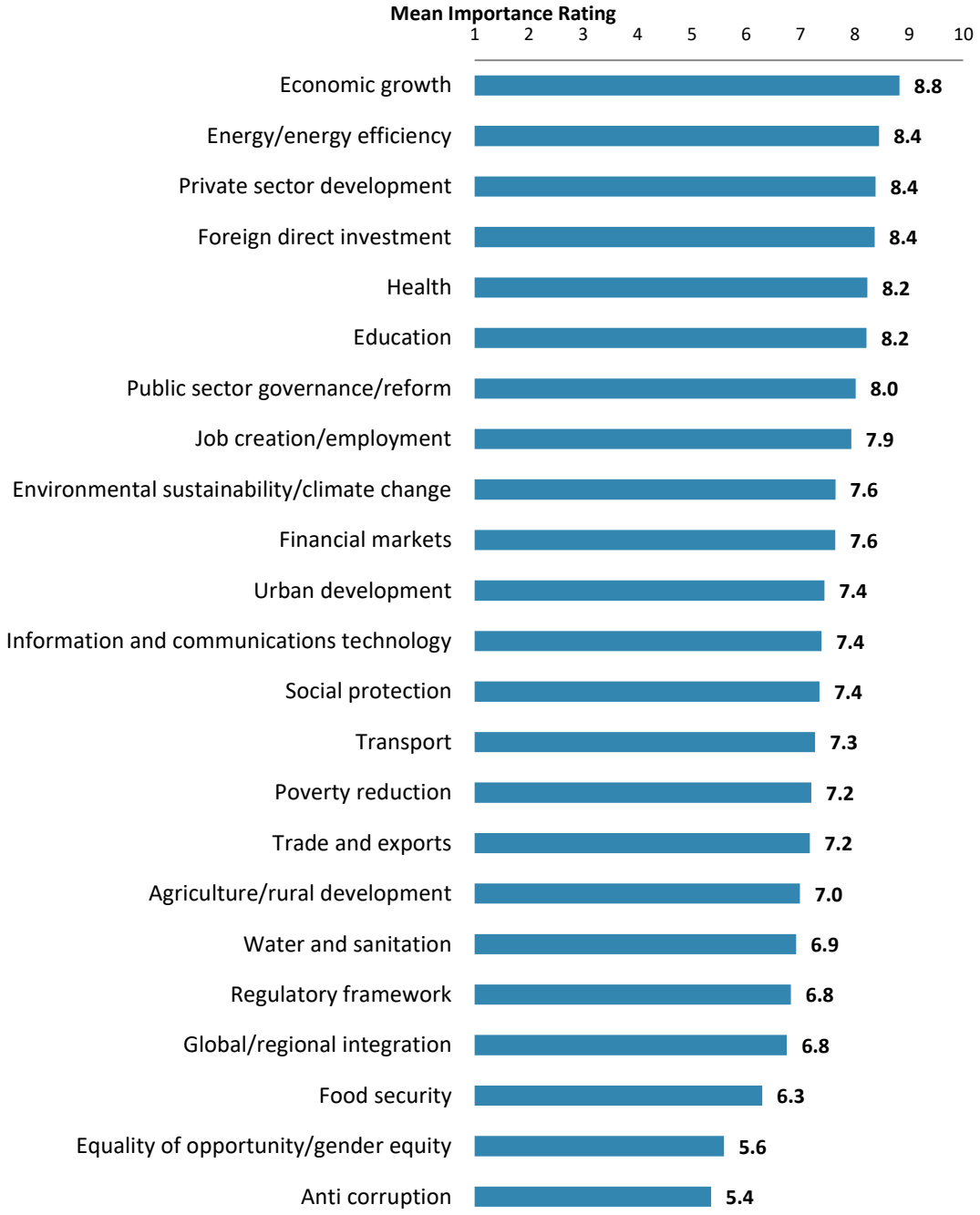
- **Year comparison**: Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest weaknesses in its work in Belarus were being "*not adequately sensitive to political/social realities in Belarus*" (32%) and "*its processes being too slow and complex*" (22%).



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

VI. Sectoral Importance and Effectiveness

Importance of WBG's Support in Sectoral Areas



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

VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison[4]

"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Belarus?" ***(1-"Not effective at all", 10-"Very effective")***
(*Significantly different between FY 2016 and FY 2013)

[4]All means presented in this chart are calculated based on weighted data. See Appendix E for details.

VI. Sectoral Importance and Effectiveness (continued)

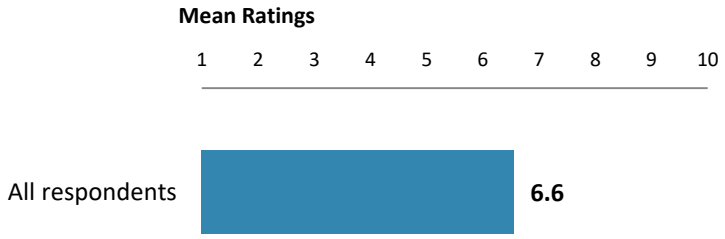
Effectiveness of WBG's Support in Sectoral Areas: Collaboration[5]

"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Belarus?" ***(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 52) 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.

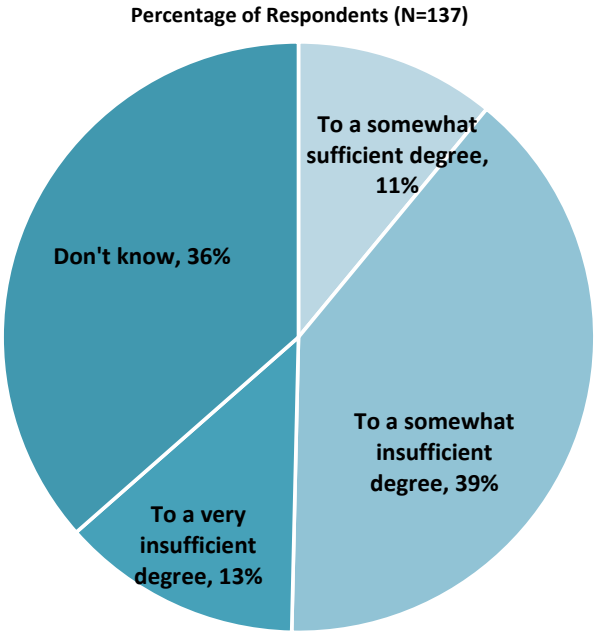
VI. Sectoral Importance and Effectiveness (continued)

The WBG Promoting Private Public Partnerships



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

Helping the Poorest



"To what extent do you believe that the World Bank Group's work and support help the poorest in Belarus?" **(Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)**

VI. Sectoral Importance and Effectiveness (continued)

Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the World Bank Group's overall effectiveness and ratings of its ability to help achieve development results in Belarus, 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.

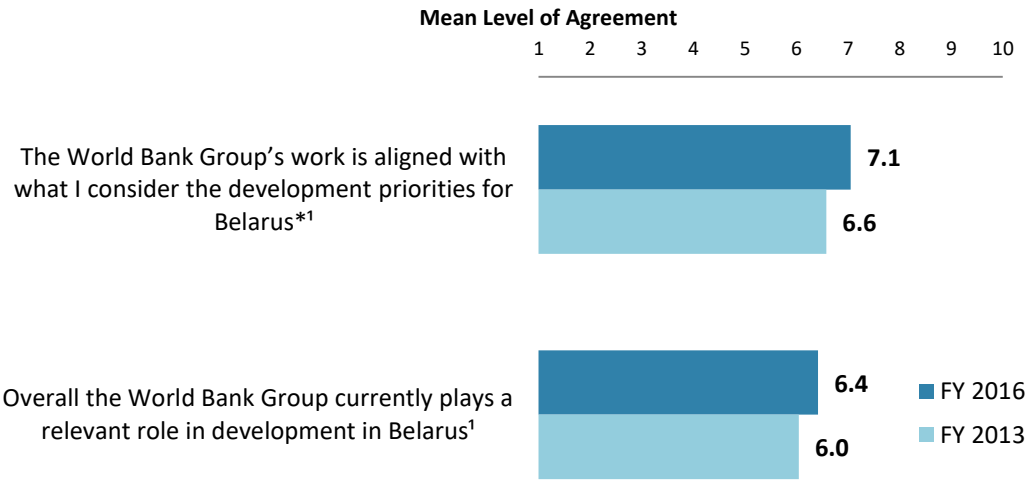
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Belarus. The areas determined to be key drivers from these analyses were:
    - The WBG's effectiveness at education;
    - The WBG's effectiveness at private sector development; and
    - The WBG's effectiveness at urban development.

- 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 Belarus, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
    - The WBG's effectiveness at private sector development;
    - The WBG's effectiveness at public sector governance/reform; and
    - The WBG's effectiveness at education.

VII. How the World Bank Group Operates

The World Bank Group's Work in Belarus: Year Comparison[6]

- **Year comparison**: Respondents in this year's Country Survey had significantly higher levels of agreement with the statement that "*the WBG's work is aligned with what I consider the development priorities for Belarus*," compared to respondents in the FY13 Country Survey.



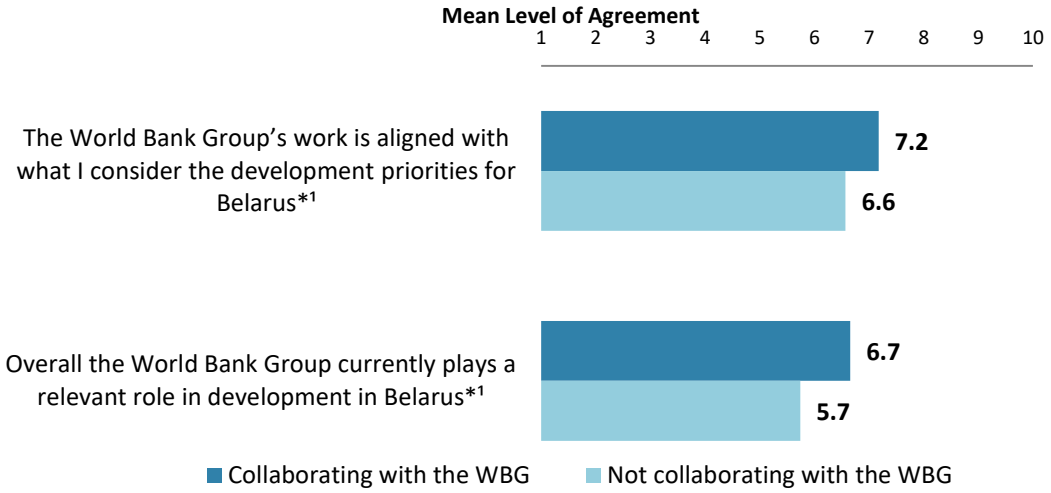
"To what extent do you agree with the following statements about the World Bank Group's work in Belarus?" ***(1-"Strongly disagree", 10-"Strongly agree")***
(*Significantly different between FY 2016 and FY 2013)
¹Indicator Question

[6] Means in the chart were calculated based on weighted data. For more information about weighting, please see Appendix E.

VII. How the World Bank Group Operates (continued)

The World Bank Group's Work in Belarus: Collaboration

- **Collaboration**: Respondents who collaborate with the WBG had significantly higher levels of agreement with the following two statements about the WBG compared to respondents who do not professionally work with the institution.

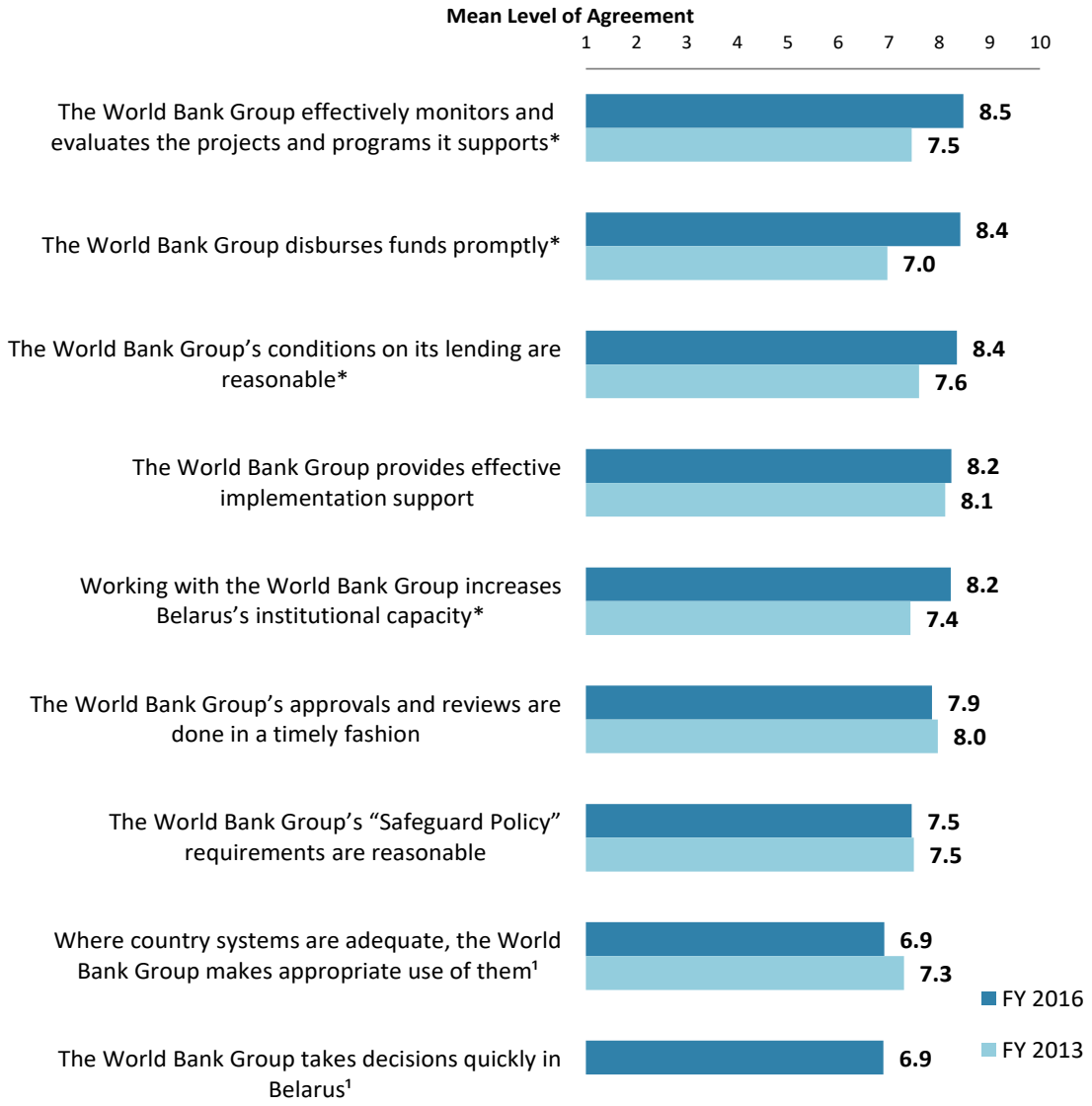


"To what extent do you agree with the following statements about the World Bank Group's work Belarus?" ***(1-"Strongly disagree", 10-"Strongly agree")***
(*Significantly different between collaborators and non-collaborators with the WBG)
¹Indicator Question

VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison[7]

- **Year comparison**: As indicated in the chart below, respondents in this year's Country Survey had significantly higher levels of agreement with a number statements below compared to respondents in the FY'13 Country Survey.



"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2016 and FY 2013)
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")
[1]Indicator Question

VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison[8]

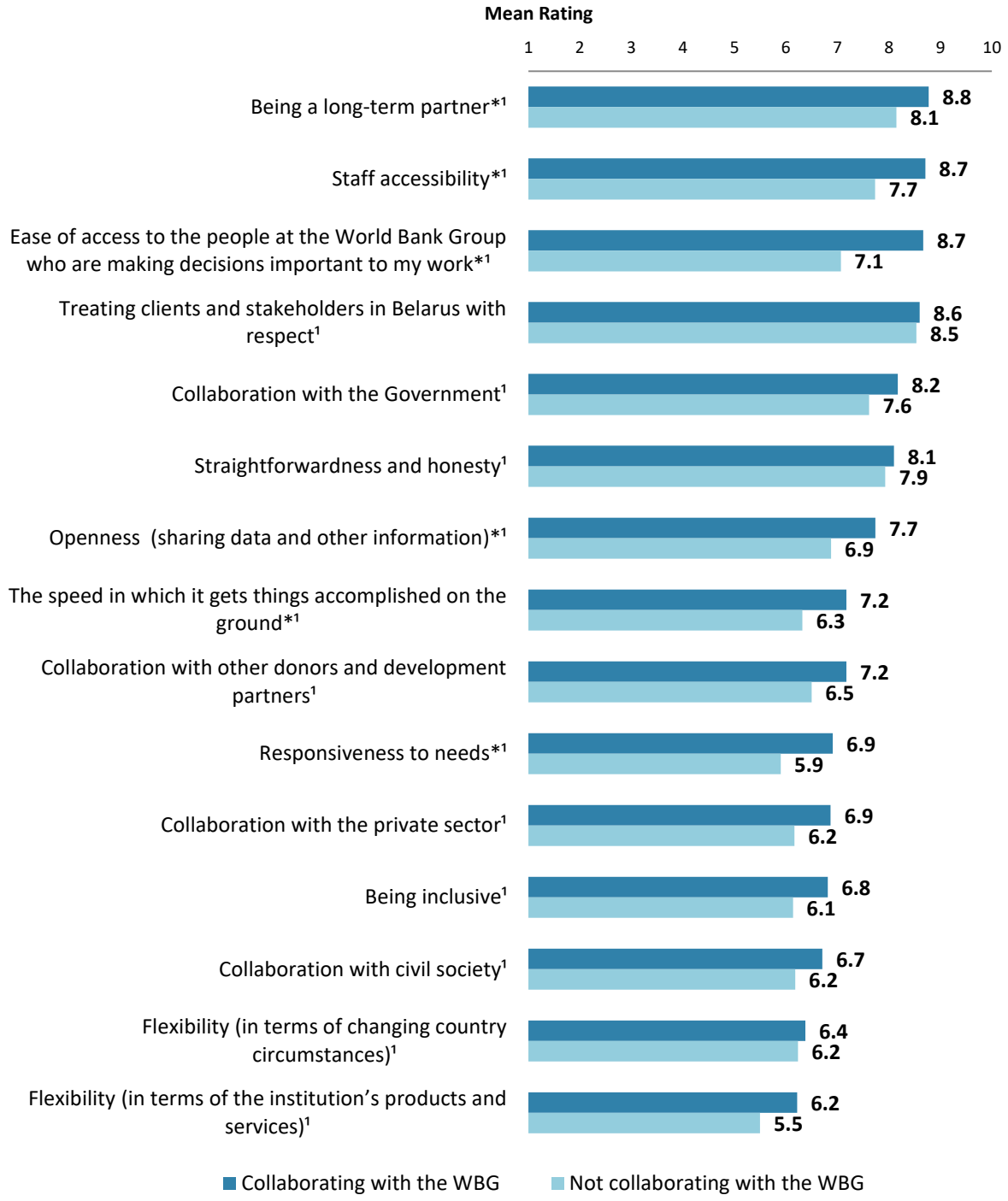
- **Year comparison**: As indicated in the chart below, respondents in this year's Country Survey gave significantly lower ratings for the WBG's "*flexibility in terms of the institution's products and services*" compared to respondents in the FY'13 Country Survey.

"To what extent is the World Bank Group an effective development partner in Belarus, in terms of each of the following?" ***(1-"To no degree at all", 10-"To a very significant degree")***
(*Significantly different between FY 2016 and FY 2013)
¹Indicator Question

[8] All means in this chart were calculated based on weighted data.

VII. How the World Bank Group Operates (continued)

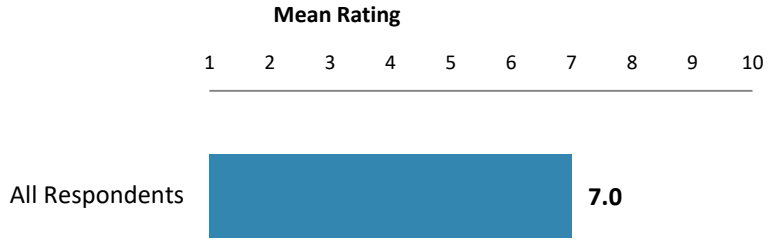
The WBG as an Effective Development Partner: Collaboration



"To what extent is the World Bank Group an effective development partner in Belarus, 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

VII. How the World Bank Group Operates (continued)

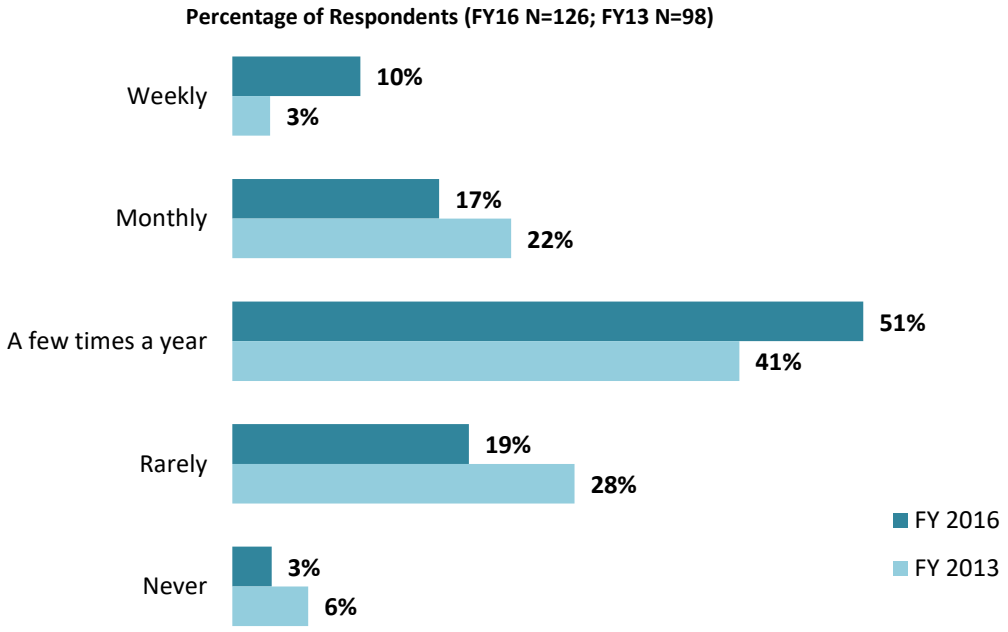
Internal Measuring and Monitoring



"To what extent do you believe the World Bank Group measures and corrects its work in real time in Belarus?" ***(1-"To no degree at all", 10-"To a very significant degree")***

VIII. World Bank Group's Knowledge and Instruments

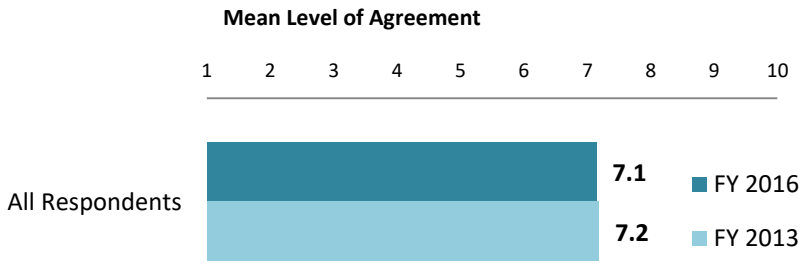
Frequency of Consulting WBG Knowledge Work and Activities



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

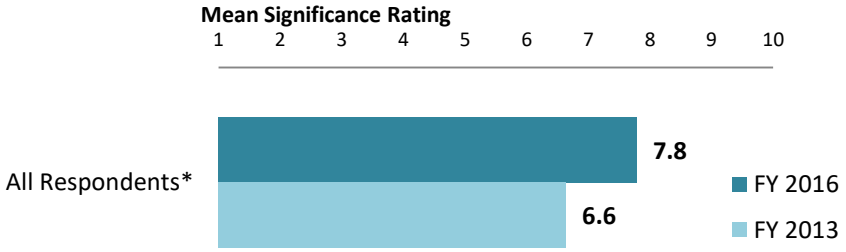
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Belarus's Knowledge Needs[9] *(Indicator Question)*



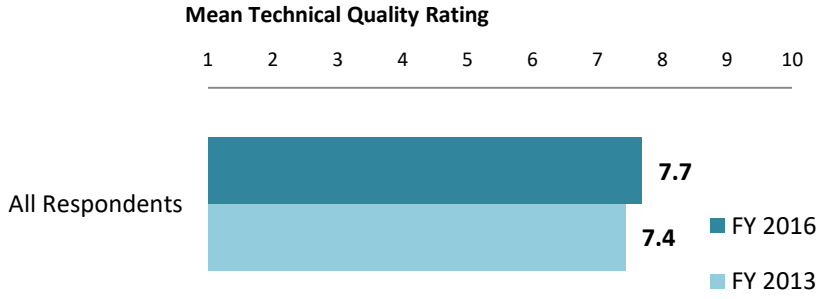
"The World Bank Group meets Belarus's needs for knowledge services (e.g., research, analysis, data, technical assistance)" ***(1-"Strongly disagree", 10-"Strongly agree")***

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")
(*Significantly different between FY 2016 and FY 2013)

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



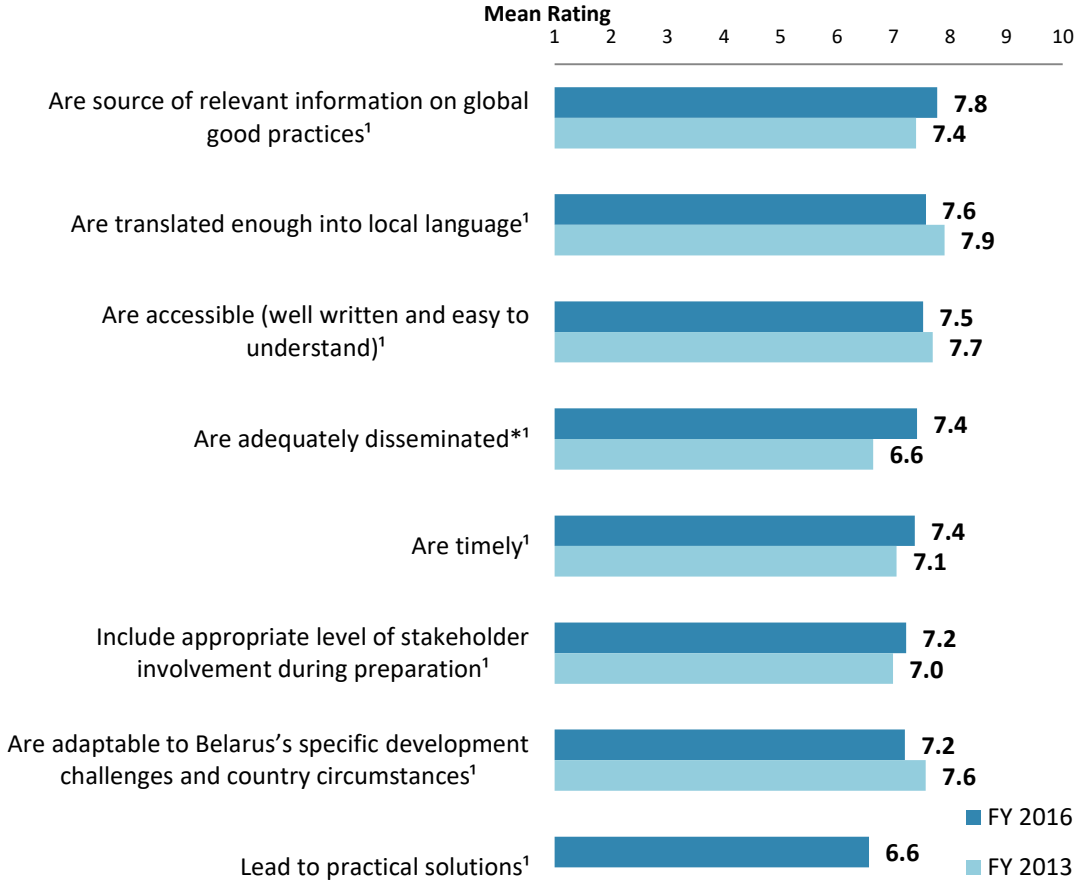
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" ***(1-"Very low technical quality", 10-"Very high technical quality")***

[9]All means in the charts on this page were calculated based on weighted data.

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

Qualities of the WBG's Knowledge Work and Activities[10]

- **Year comparison**: As indicated in the chart below, respondents in this year's Country Survey gave significantly higher ratings for how adequately the WBG's knowledge work was disseminated compared to respondents in the FY'13 Country Survey.

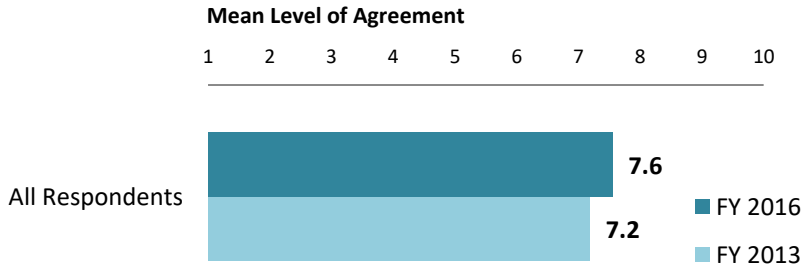


"In Belarus, to what extent do you believe that the World Bank Group's knowledge work and activities:" ***(1-"To no degree at all", 10-"To a very significant degree")***
(*Significantly different between FY 2016 and FY 2013)
¹Indicator Question

[10] All means in this chart were calculated based on weighted data.

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

Meeting Belarus's Needs for Financial Instruments[11] *(Indicator Question)*



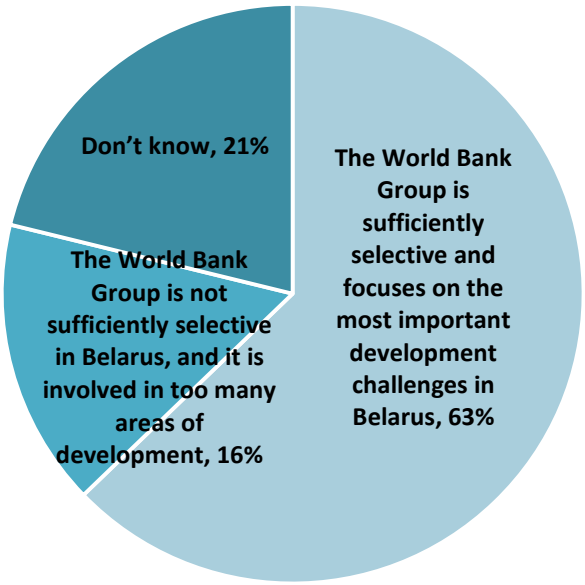
"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Belarus."
(1-"Strongly disagree", 10-"Strongly agree")

[11] Means in this chart were calculated based on weighted data.

IX. The Future Role of the World Bank Group in Belarus

Selectivity of the World Bank Group's Support

Percentage of Respondents (N=137)

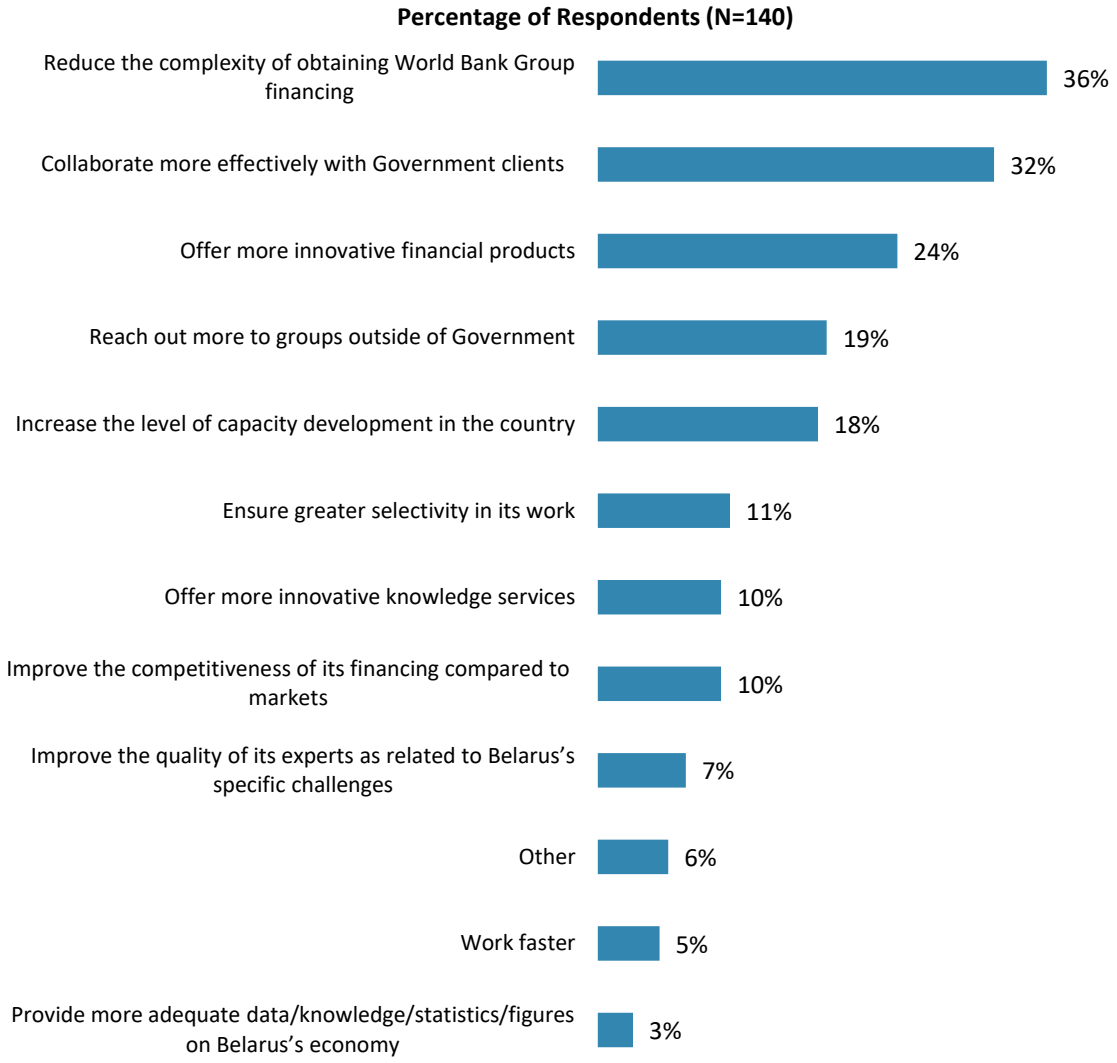


"Which of the following best describes the World Bank Group's support in Belarus?"
(Respondents chose from a list.)

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

Making the World Bank Group of Greater Value

- **Year comparison**: Respondents in the previous FY'13 Country Survey indicated that the World Bank should "*reach out more to groups outside of government*" (41%) and "*reduce the complexity of obtaining World Bank financing*" (37%) to make itself of greater value in Belarus.

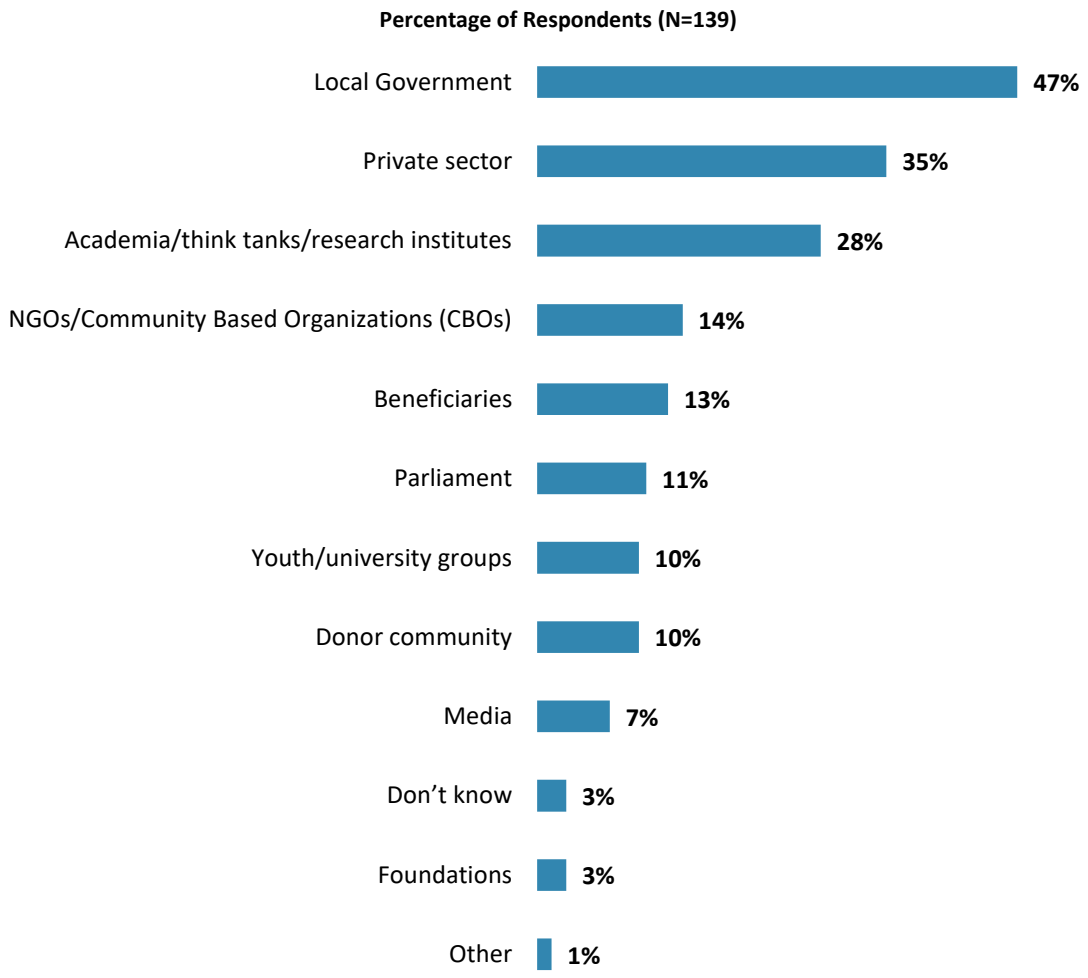


"Which of the following SHOULD the World Bank Group do to make itself of greater value in Belarus? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

IX. The Future Role of the WBG in Belarus (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 governments*" (49%), "*presidential administration*" (37%), and "*private sector*" (34%) to ensure better development results in Belarus.

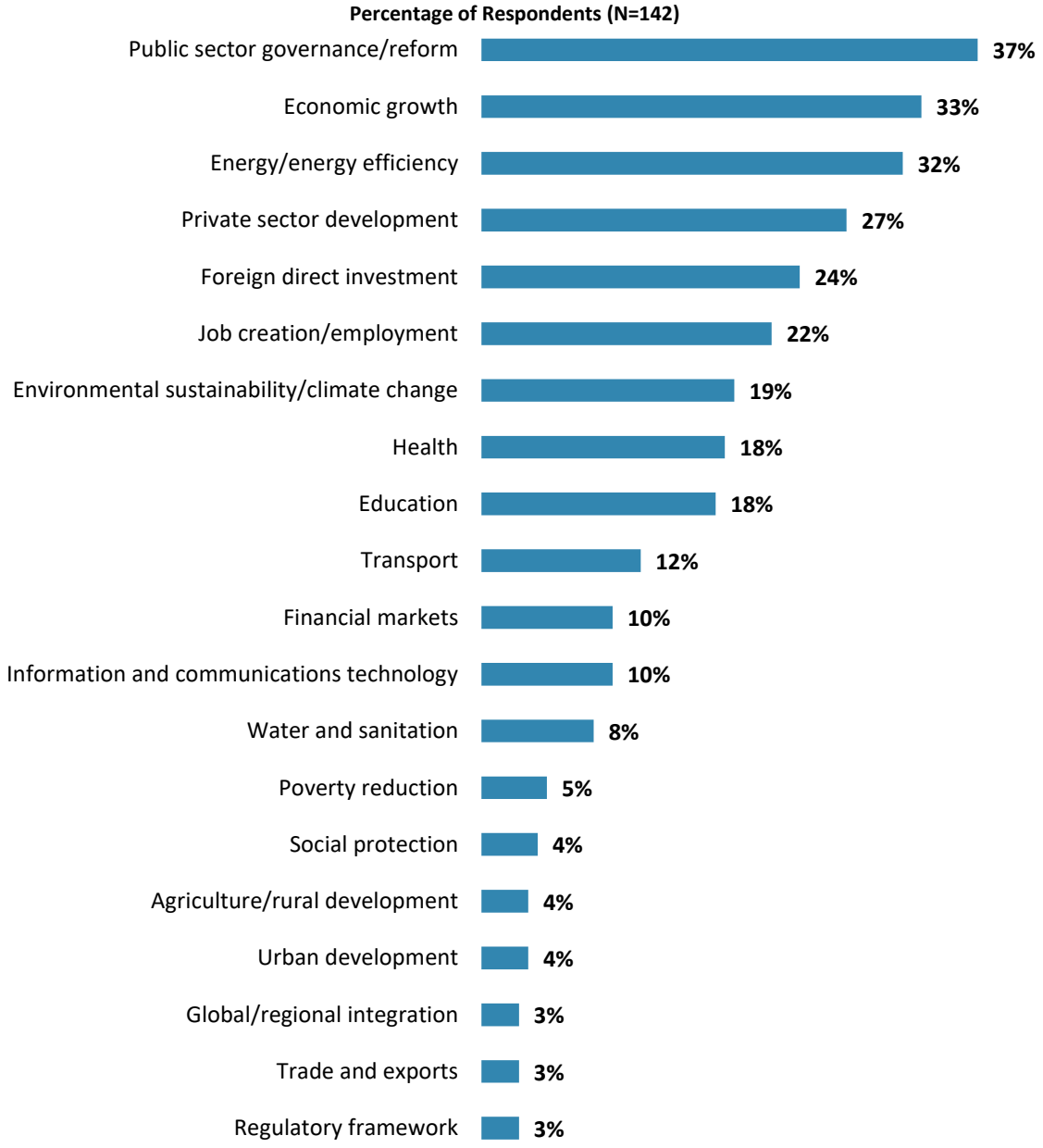


"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)

IX. The Future Role of the WBG in Belarus (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 reform*" (32%) and "*private sector development*" (32%).

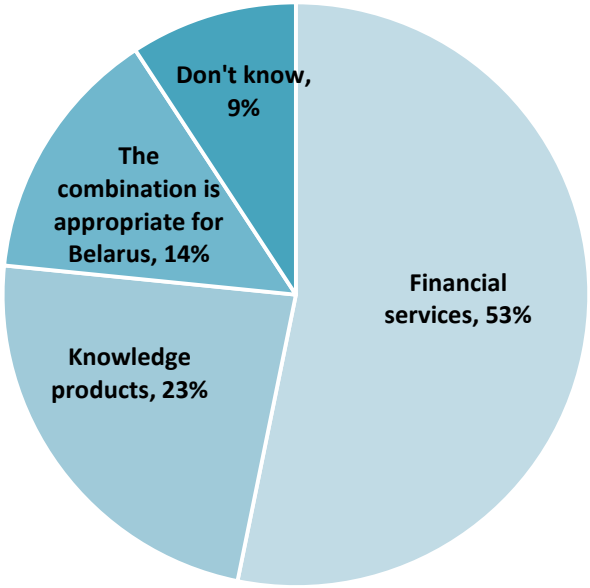


"When thinking about how the World Bank Group can have the most impact on development results in Belarus, in which sectoral areas do you believe the WBG should focus most of its resources in Belarus? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 20 of 31 response options shown.)

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

Future Combination of the WBG services

Percentage of Respondents (N=141)



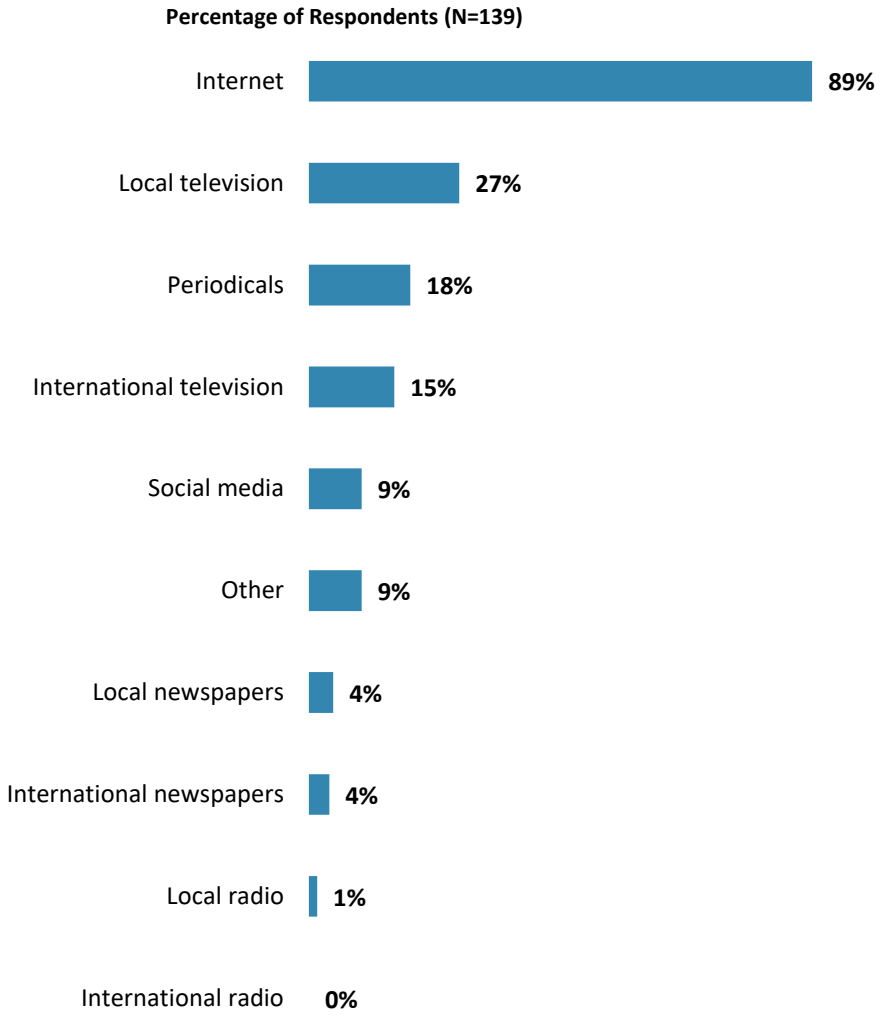
"When considering the combination of services that the World Bank Group offers in Belarus, and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in Belarus?"
(Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding)

X. Communication and Outreach

***Note**: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 66) 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 Belarus from "*the Internet*" (88%) and "*periodicals* (22%)".

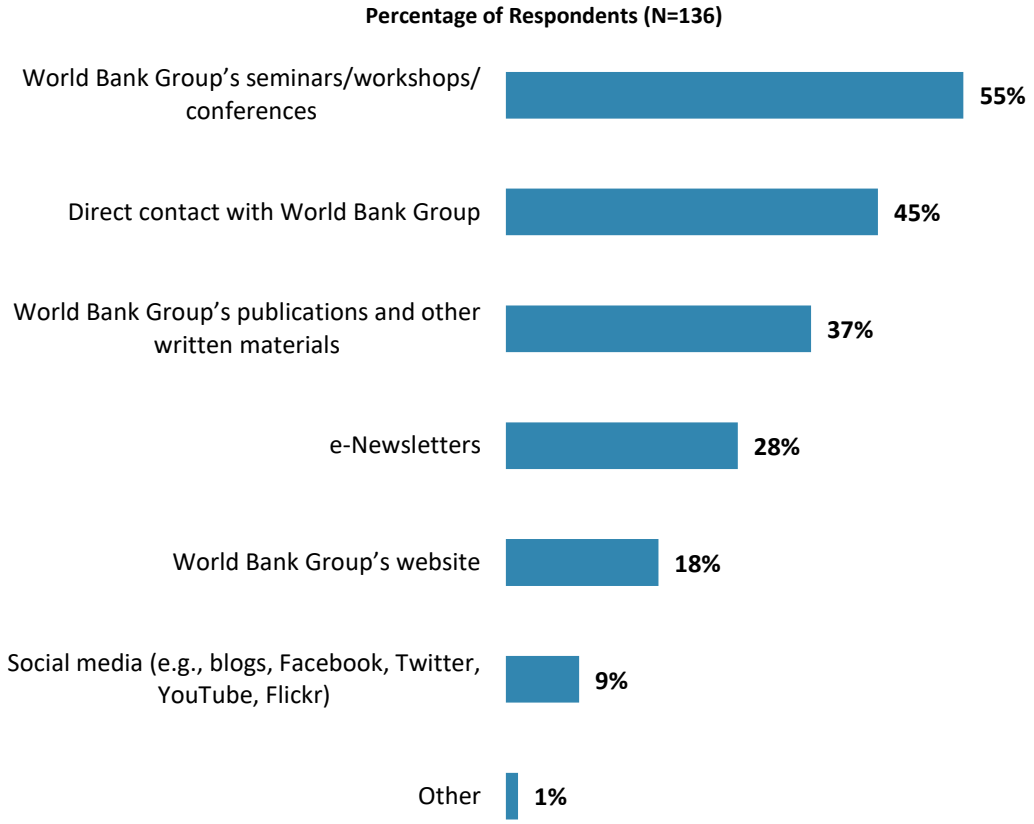


"How do you get most of your information about economic and social development issues in Belarus? (Choose no more than TWO)" **(Respondents chose from a list. Responses combined.)**

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 "*World Bank seminars/workshops/conferences*" (53%), and "*World Bank website* (41%)".



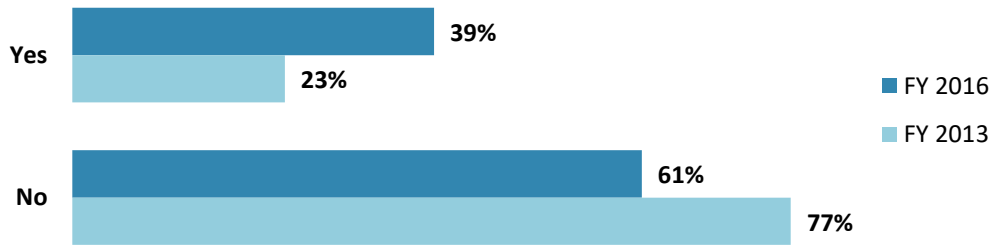
"How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

X. Communication and Outreach (continued)

Access to Information[12]

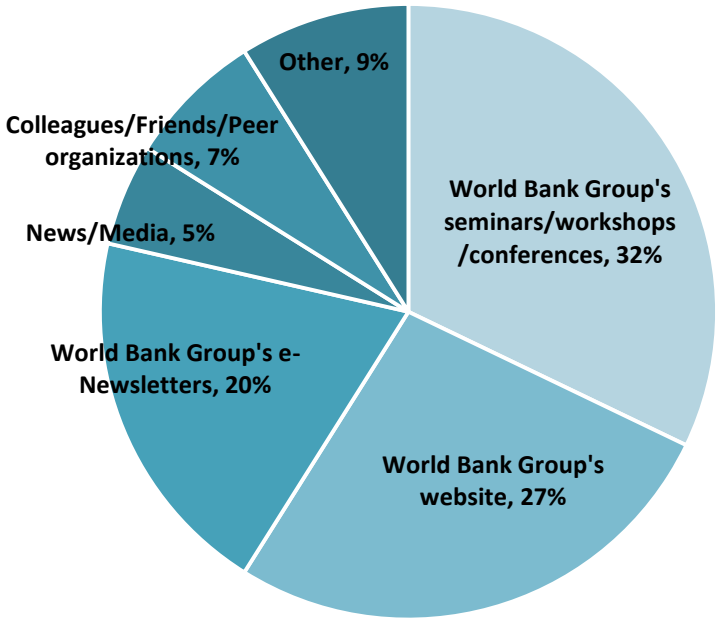
- **Year comparison**: This year's respondents were significantly more likely to be aware of the WBG's Access to Information Policy than the respondents in the FY'13 Country Survey.

Percentage of Respondents (FY 2016 N=121; FY 2013 N=92)



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

Percentage of Respondents (N=56)



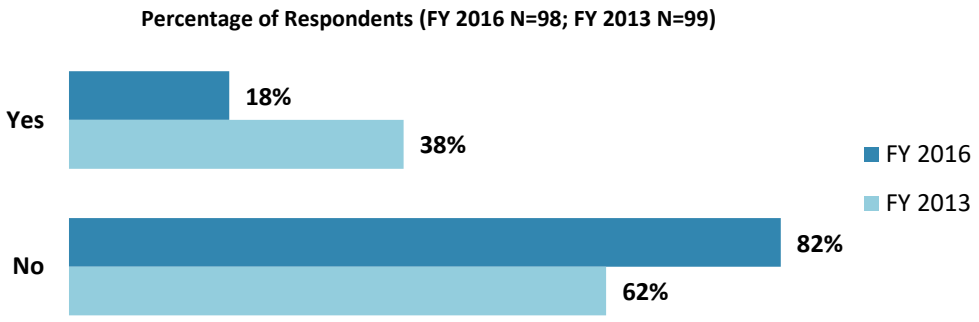
"If you are aware of the Access to Information Policies, from which of the following sources did you learn about them?" (Respondents chose from a list.)

[12]All percentages presented in this chart were calculated based on weighted data.

X. Communication and Outreach (continued)

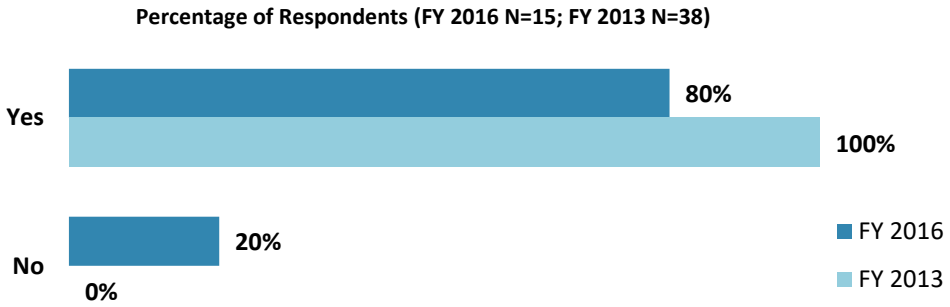
Access to Information[13]

- **Year comparison**: This year's respondents were significantly less likely to have requested information from the WBG than the respondents in the FY'13 Country Survey.



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

- **Year comparison**: This year's respondents were significantly less likely to be able to obtain the information they requested from the WBG than the respondents in the FY'13 Country Survey.

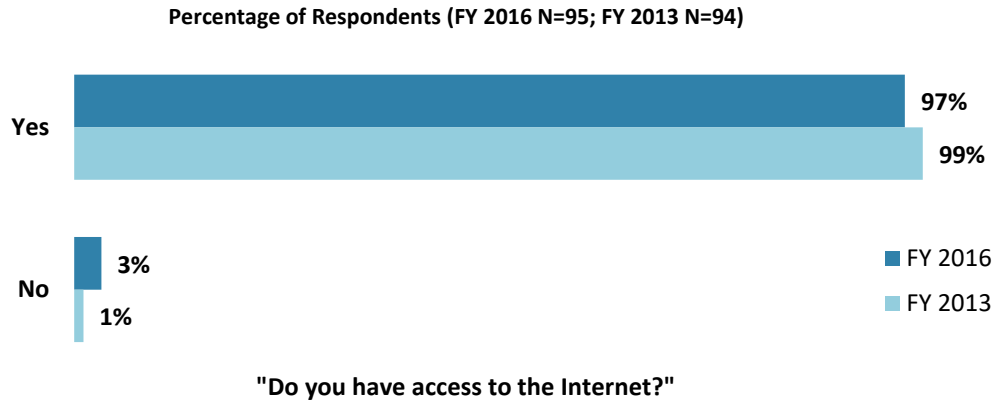


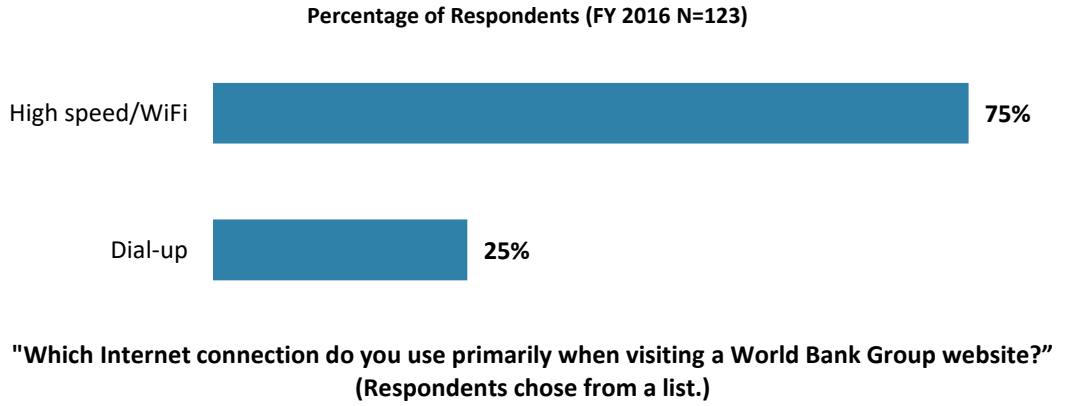
"Were you able to obtain this information?"

[13]All percentages presented in the charts on this page were calculated based on weighted data.

X. Communication and Outreach (continued)

Access to the Internet[14]



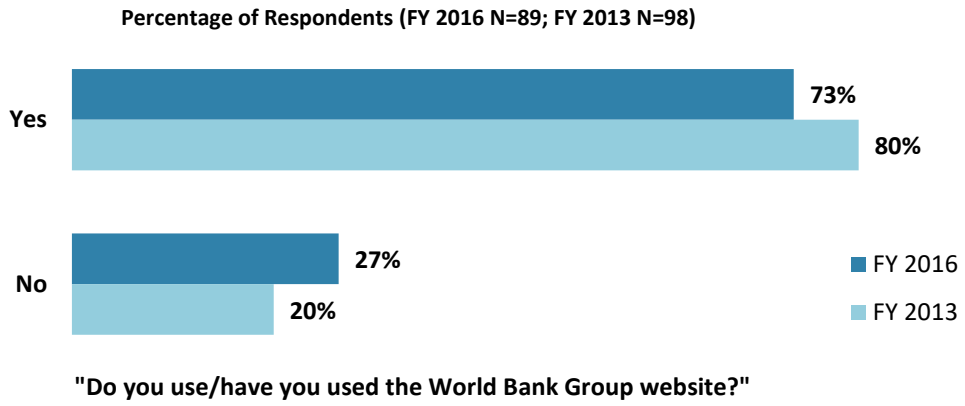


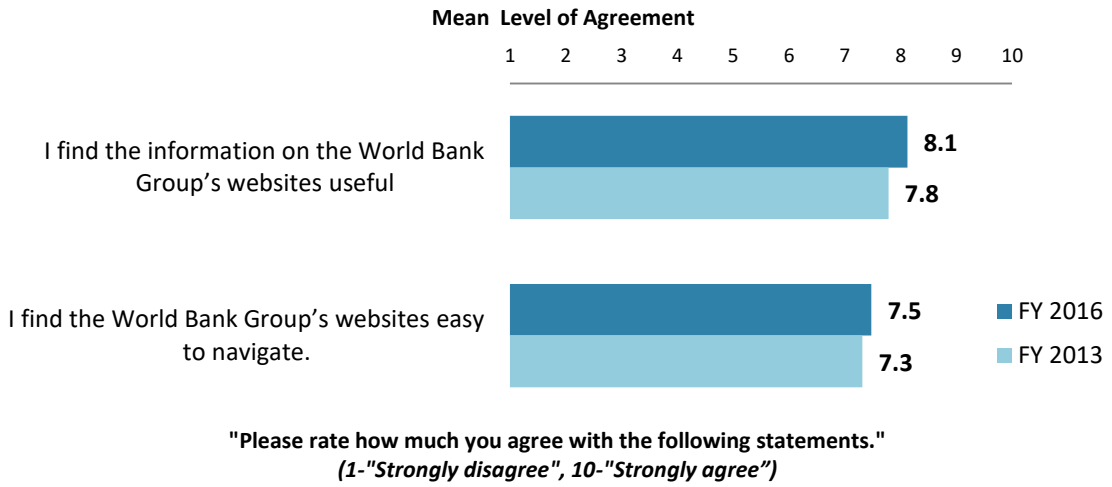
[14] Percentages presented in this chart were calculated based on weighted data.

X. Communication and Outreach (continued)

The WBG Website Usage[15]

- **Stakeholders**: Among this year's respondents, those from local governments were significantly less likely to have used the WBG website than respondents from other stakeholder groups.

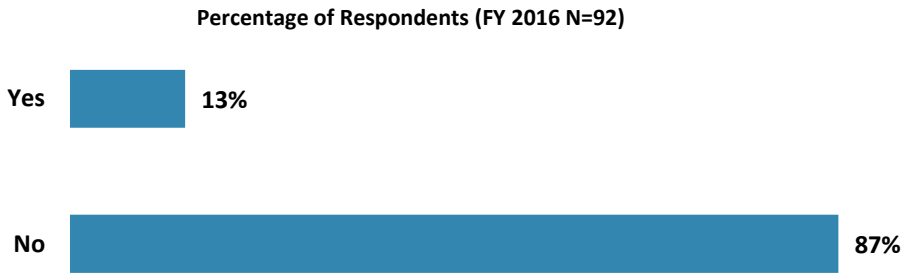




[15] All percentages and means presented in the charts on this page were calculated based on weighted data.

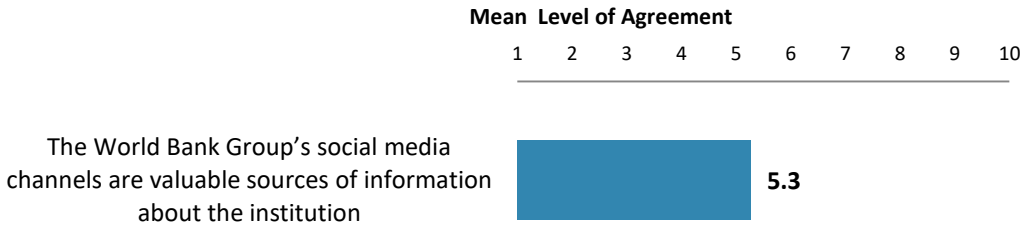
X. Communication and Outreach (continued)

Use of the WBG's Social Media Channels



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

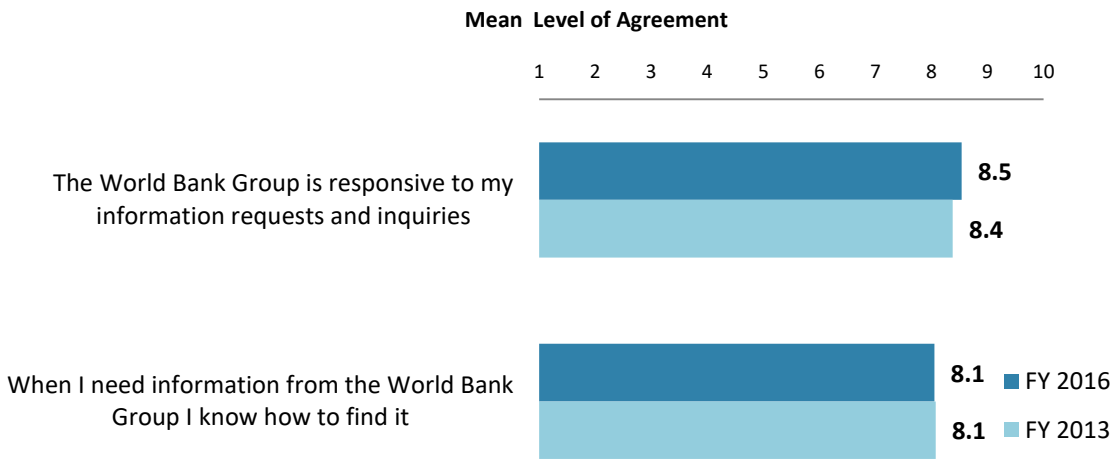
Evaluation of the WBG's Social Media Channels



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

X. Communication and Outreach (continued)

Information Sharing[16]



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

[16] Means in the chart were calculated based on weighted data.

XI. Appendices

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D. Responses to Selected Questions by Level of Collaboration with the World Bank Group 87

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F. Indicator Questions as a Function of Exposure to the WBG..... 98

G. WBG Country Opinion Survey FY16 – Belarus Questionnaire 99

Belarus

Appendix A: Responses to All Questions across All Respondents (N=142)

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 Belarus

1. In general would you say that Belarus is headed in ... ?	**Percentage of Respondents (N=129)**
The right direction	69.0%
The wrong direction	11.6%
Not sure	19.4%

2. Listed below are a number of development priorities in Belarus. Please identify which of the following you consider the most important development priorities in Belarus? (Choose no more than THREE)	**Percentage of Respondents (Responses Combined; N=142)**
Public sector governance/reform	50.7%
Economic growth	45.8%
Private sector development	39.4%
Foreign direct investment	24.6%
Social protection	21.1%
Health	19.0%
Energy/energy efficiency	14.8%
Global/regional integration	14.1%
Education	12.7%
Job creation/employment	10.6%
Information and communications technology	7.0%
Environmental sustainability/climate change	6.3%
Trade and exports	5.6%
Food security	4.2%
Financial markets	4.2%
Transport	4.2%
Urban development	3.5%
Agriculture/rural development	2.8%
Anti corruption	2.8%
Regulatory framework	2.1%
Poverty reduction	0.7%
Water and sanitation	0.7%
Equality of opportunity/gender equity	0.0%

A. *General Issues Facing Belarus (continued)*

3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 Belarus? (Choose no more than THREE)	**Percentage of Respondents (Responses Combined; N=142)**
Economic growth	65.5%
Private sector development	40.8%
Social protection	33.1%
Job creation/employment	31.7%
Public sector governance/reform	29.6%
Trade and exports	15.5%
Foreign direct investment	14.8%
Education	14.1%
Agriculture/rural development	10.6%
Global/regional integration	7.0%
Energy/energy efficiency	7.0%
Urban development	7.0%
Information and communications technology	2.8%
Equality of opportunity/gender equity	2.8%
Anti corruption	2.8%
Environmental sustainability/climate change	2.8%
Health	2.1%
Financial markets	1.4%
Transport	0.7%
Food security	0.7%
Water and sanitation	0.0%
Regulatory framework	0.0%

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 Belarus? (Choose no more than TWO)	**Percentage of Respondents (Responses Combined; N=139)**
Consistent economic growth	69.8%
Better entrepreneurial opportunities	40.3%
More reliable social safety net	22.3%
A growing middle class	18.0%
Education and training that better ensure job opportunity	17.3%
Better opportunity for the poor who live in rural areas	9.4%
Better employment opportunities for young people	5.0%
Greater voice and participation for citizens to help ensure greater accountability	4.3%
Greater access to micro-finance for the poor	4.3%
Better quality public services	4.3%
Greater equity of fiscal policy	3.6%
Other	0.7%
Greater access to health and nutrition for citizens	0.0%
Better opportunity for the poor who live in urban areas	0.0%
Better employment opportunities for women	0.0%

A. General Issues Facing Belarus (continued)

5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Belarus?	Percentage of Respondents (N=142)
A very big problem	2.1%
A moderately big problem	19.0%
A small problem	48.6%
Not a problem at all	21.8%
Don't know	8.5%

6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?	Percentage of Respondents (N=142)
A very serious problem	25.4%
A somewhat serious problem	56.3%
Not too serious problem	14.8%
Not a problem	3.5%
Don't know	0.0%

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 Belarus? *(1-Not familiar at all, 10-Extremely familiar)*	140	0	7.16	1.84

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Belarus? *(1-Not effective at all, 10-Very effective)*	121	19	7.50	1.53

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 Belarus solve its most complicated development challenges? *(1-To no degree at all, 10-To a very significant degree)*	110	29	8.21	1.18

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

4. When thinking about how the World Bank Group can have the most impact on development results in Belarus, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Belarus? (Choose no more than THREE)	**Percentage of Respondents (Responses Combined; N=142)**
Public sector governance/reform	37.3%
Economic growth	33.1%
Energy/energy efficiency	31.7%
Private sector development	27.5%
Foreign direct investment	23.9%
Job creation/employment	21.8%
Environmental sustainability/climate change	19.0%
Health	18.3%
Education	17.6%
Transport	12.0%
Financial markets	9.9%
Information and communications technology	9.9%
Water and sanitation	8.5%
Poverty reduction	4.9%
Social protection	4.2%
Agriculture/rural development	3.5%
Urban development	3.5%
Global/regional integration	2.8%
Trade and exports	2.8%
Regulatory framework	2.8%
Equality of opportunity/gender equity	0.7%
Anti corruption	0.7%
Food security	0.0%

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 Belarus?	**Percentage of Respondents (N=133)**		
	Greatest Value	**2nd Greatest Value**	**Combined**
Financial resources	49.6%	18.8%	68.4%
Policy advice, studies, analyses	11.3%	24.8%	36.1%
Capacity development	21.8%	10.5%	32.3%
Technical assistance	8.3%	24.1%	32.3%
Mobilizing third party financial resources	3.0%	6.0%	9.0%
Data and statistics	0.8%	6.8%	7.5%
Help to bring discipline/effective supervision to implementation of investment projects	2.3%	3.8%	6.0%
Donor coordination	0.8%	2.3%	3.0%
Convening/facilitating	1.5%	1.5%	3.0%
Linkage to non-Bank expertise	0.0%	1.5%	1.5%
Other	0.0%	0.0%	0.0%

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

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Belarus? (Choose no more than TWO)	**Percentage of Respondents (Responses Combined; N=140)**
Don't know	28.6%
World Bank Group's processes too complex	26.4%
World Bank Group's processes too slow	18.6%
Too influenced by developed countries	17.1%
Not adequately sensitive to political/social realities in Belarus	12.1%
Not collaborating enough with stakeholders outside the Government	11.4%
Not enough public disclosure of its work	8.6%
Its advice and strategies do not lend themselves to practical problem solving	7.1%
Not exploring alternative policy options	6.4%
Imposing technocratic solutions without regard to political realities	6.4%
Not willing to honestly criticize policies and reform efforts in the country	3.6%
Not aligned with other donors' work	3.6%
Not client focused	2.1%
Staff too inaccessible	2.1%
Other	1.4%
The credibility of its knowledge/data	0.7%
Not aligned with country priorities	0.7%
Arrogant in its approach	0.0%

7. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Belarus? (Choose no more than TWO)	**Percentage of Respondents (Responses Combined; N=138)**
Investment lending	68.1%
Technical assistance	39.9%
Capacity development	26.8%
Multi-sectoral approaches	21.7%
Policy based lending / budget support to the Government	14.5%
Knowledge products/services	9.4%
Don't know	4.3%
Trust Fund management	0.7%
Other	0.7%

8. To what extent do you believe that the World Bank Group's work and support help the poorest in Belarus? (Choose only ONE response)	**Percentage of Respondents (N=137)**
To a fully sufficient degree	0.0%
To a somewhat sufficient degree	10.9%
To a somewhat insufficient degree	39.4%
To a very insufficient degree	13.1%
Don't know	36.5%

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

9. 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=139)**
Local Government	47.5%
Private sector	34.5%
Academia/think tanks/research institutes	28.1%
NGOs/Community Based Organizations (CBOs)	14.4%
Beneficiaries	12.9%
Parliament	10.8%
Youth/university groups	10.1%
Donor community	10.1%
Media	7.2%
Don't know	2.9%
Foundations	2.9%
Other	1.4%

To what extent do you agree with the following statements about the World Bank Group's work in Belarus? *(1-Strongly disagree, 10-Strongly agree)*	**Level of Agreement**			
	N	**DK**	**Mean**	**SD**
10. Overall the World Bank Group currently plays a relevant role in development in Belarus*	130	8	6.44	1.88
11. The World Bank Group's work is aligned with what I consider the development priorities for Belarus*	121	17	7.02	1.55

To what extent is the World Bank Group an effective development partner in Belarus, in terms of each of the following? *(1-To no degree at all, 10-To a very significant degree)*	**Degree**			
	N	**DK**	**Mean**	**SD**
12. Responsiveness to needs*	121	16	6.66	1.97
13. Flexibility (in terms of the institution's products and services)*	105	27	6.05	1.64
14. Flexibility (in terms of changing country circumstances)*	110	24	6.35	1.69
15. Being inclusive*	89	41	6.58	1.72
16. Openness (sharing data and other information)*	122	12	7.52	1.67
17. Collaboration with the Government*	115	22	8.03	1.44
18. The speed in which it gets things accomplished on the ground*	117	16	6.96	1.84
19. Ease of access to the people at the World Bank Group who are making decisions important to my work*	124	13	8.29	1.73
20. Collaboration with civil society*	61	71	6.54	1.72
21. Staff accessibility*	124	13	8.48	1.56
22. Collaboration with other donors and development partners*	71	63	6.96	1.48
23. Collaboration with the private sector*	71	61	6.62	1.54
24. Straightforwardness and honesty*	112	25	8.07	1.70
25. Treating clients and stakeholders in Belarus with respect*	118	20	8.59	1.60
26. Being a long-term partner*	112	24	8.63	1.29

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

27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than TWO)	**Percentage of Respondents (Responses Combined; N=132)**
The World Bank Group is not sensitive enough to political/social realities on the ground	52.3%
Reforms are not well thought out in light of country challenges	32.6%
Political pressures and obstacles	18.9%
Lack of/inadequate levels of capacity in Government	17.4%
The Government works inefficiently	15.2%
There is not an adequate level of citizen/civil society participation	14.4%
Poor donor coordination	8.3%
Other	6.8%
The World Bank Group works too slowly	2.3%
The World Bank Group does not do adequate follow through/follow-up	1.5%

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 Belarus? *(1-Not important at all, 10-Very important)*	**Importance**			
	N	**DK**	**Mean**	**SD**
1. Financial markets	117	17	7.64	2.16
2. Transport	125	8	7.27	2.02
3. Anti corruption	110	23	5.35	2.84
4. Urban development	124	10	7.44	1.98
5. Environmental sustainability/climate change	124	9	7.65	1.90
6. Trade and exports	116	17	7.17	1.84
7. Information and communications technology	118	15	7.39	1.76
8. Poverty reduction	124	7	7.20	2.27
9. Equality of opportunity/gender equity	113	20	5.59	2.67
10. Private sector development	122	13	8.39	1.64
11. Foreign direct investment	131	5	8.37	1.62
12. Water and sanitation	125	9	6.92	2.13
13. Regulatory framework	121	12	6.83	2.44
14. Economic growth	126	5	8.83	1.37
15. Energy/energy efficiency	130	7	8.45	1.45
16. Public sector governance/reform	123	12	8.02	1.96
17. Job creation/employment	126	9	7.94	1.92
18. Social protection	125	9	7.35	2.14
19. Agriculture/rural development	127	7	6.99	2.34
20. Global/regional integration	121	10	6.75	2.29
21. Food security	125	7	6.30	2.23
22. Health	128	5	8.23	1.50
23. Education	129	4	8.22	1.43

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 Belarus? *(1-Not effective at all, 10-Very effective)*	**Effectiveness**			
	N	**DK**	**Mean**	**SD**
1. Equality of opportunity/gender equity	33	100	5.00	2.57
2. Information and communications technology	40	93	5.60	2.46
3. Transport	83	51	7.69	1.61
4. Urban development	35	98	5.83	1.50
5. Environmental sustainability/climate change	70	63	7.46	1.46
6. Regulatory framework	56	78	6.05	2.19
7. Poverty reduction	42	90	5.24	2.39
8. Anti corruption	31	102	4.55	2.11
9. Private sector development	57	76	6.74	1.69
10. Foreign direct investment	57	76	6.74	1.72
11. Water and sanitation	80	54	7.94	1.55
12. Trade and exports	40	92	5.25	2.48
13. Economic growth	64	70	6.38	2.17
14. Health	58	74	7.00	1.77
15. Public sector governance/reform	68	65	6.21	2.50
16. Job creation/employment	38	95	5.13	2.15
17. Financial markets	48	86	5.73	2.88
18. Energy/energy efficiency	98	42	8.12	1.58
19. Global/regional integration	43	91	5.56	2.15
20. Food security	32	100	4.81	2.05
21. Education	64	69	6.88	1.66
22. Social protection	40	93	5.70	2.71
23. Agriculture/rural development	38	95	5.16	2.43

Achieving Development Results*	**N**	**DK**	**Mean**	**SD**
3. To what extent does the World Bank Group's work help to achieve development results in Belarus? *(1-To no degree at all, 10-To a very significant degree)*	122	17	6.81	1.48

To what extent do you agree with the following statements about the World Bank Group in Belarus? *(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, Program 4 Result, etc.) meet the needs of Belarus*	130	11	7.52	1.78
5. The World Bank Group meets Belarus's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	116	21	7.18	1.52

Measuring and Correcting Work	**N**	**DK**	**Mean**	**SD**
6. To what extent do you believe the World Bank Group measures and corrects its work in real time in Belarus? *(1-To no degree at all, 10-To a very significant degree)*	104	37	7.01	1.79

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=139)**
Weekly	7.9%
Monthly	14.4%
A few times a year	53.2%
Rarely	18.7%
Never	5.8%

In Belarus, 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	114	18	7.32	1.60
3. Include appropriate level of stakeholder involvement during preparation	109	23	7.09	1.87
4. Lead to practical solutions	109	23	6.43	2.24
5. Are accessible (well written and easy to understand)	112	21	7.50	1.57
6. Are source of relevant information on global good practices	120	16	7.67	1.67
7. Are adequately disseminated	110	22	7.29	1.86
8. Are translated enough into local language	113	20	7.59	1.83
9. Are adaptable to Belarus's specific development challenges and country circumstances*	108	25	7.04	1.53

Overall Evaluations	**N**	**DK**	**Mean**	**SD**
10. 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)*	129	9	7.73	1.63
11. 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)*	118	21	7.69	1.37

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	88	50	8.58	1.35
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	109	28	8.55	1.23
3. The World Bank Group's approvals and reviews are done in a timely fashion	94	43	7.91	1.54
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	77	60	7.48	2.03
5. The World Bank Group's conditions on its lending are reasonable	102	36	8.36	1.50
6. The World Bank Group takes decisions quickly in Belarus*	102	35	6.99	1.89
7. Working with the World Bank Group increases Belarus's institutional capacity	119	22	8.09	1.83
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	89	48	6.76	2.55
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	111	28	8.23	1.37

E. Working with the World Bank Group (continued)

WBG Promoting PPP in Belarus	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Belarus? *(1-To no degree at all, 10-To a very significant degree)*	79	60	6.56	1.97

11. Which of the following best describes the World Bank Group's support in Belarus? (Select only one response)	Percentage of Respondents (N=137)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Belarus	62.8%
The World Bank Group is not sufficiently selective in Belarus, and it is involved in too many areas of development	16.1%
Don't know	21.2%

F. The Future Role of the World Bank Group in Belarus

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Belarus? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=140)
Reduce the complexity of obtaining World Bank Group financing	36.4%
Collaborate more effectively with Government clients (e.g., national, state, local)	32.1%
Offer more innovative financial products	24.3%
Reach out more to groups outside of Government	18.6%
Increase the level of capacity development in the country	17.9%
Ensure greater selectivity in its work	10.7%
Offer more innovative knowledge services	10.0%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	10.0%
Improve the quality of its experts as related to Belarus's specific challenges	7.1%
Other	5.7%
Work faster	5.0%
Provide more adequate data/knowledge/statistics/figures on Belarus's economy	2.9%

2. When considering the combination of services that the World Bank Group offers in Belarus, 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 Belarus? (Select only ONE response)	Percentage of Respondents (N=141)
Financial services	53.2%
Knowledge products	23.4%
The combination is appropriate for Belarus	14.2%
Don't know	9.2%
Convening services	0.0%
None of above	0.0%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Belarus? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=139)
Internet	89.2%
Local television	26.6%
Periodicals	18.0%
International television	15.1%
Social media	9.4%
Other	9.4%
Local newspapers	4.3%
International newspapers	3.6%
Local radio	1.4%
International radio	0.0%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=136)
World Bank Group's seminars/workshops/ conferences	55.1%
Direct contact with World Bank Group	44.9%
World Bank Group's publications and other written materials	36.8%
e-Newsletters	27.9%
World Bank Group's website	18.4%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8.8%
Other	1.5%

3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=133)
Yes	44.4%
No	55.6%

4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies?	Percentage of Respondents (N=56)
World Bank Group's seminars/workshops/conferences	32.1%
World Bank Group's website	26.8%
World Bank Group's e-Newsletters	19.6%
News/Media	5.4%
Colleagues/Friends/Peer organizations	7.1%
Other	8.9%

5. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=113)
Yes	14.2%
No	85.8%

6. Were you able to obtain this information?	Percentage of Respondents (N=12)
Yes	83.3%
No	16.7%

G. Communication and Information Sharing (continued)

7. Do you have access to the Internet?	Percentage of Respondents (N=101)
Yes	97.0%
No	3.0%

8. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=94)
Yes	71.3%
No	28.7%

9. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Percentage of Respondents (N=92)
Yes	13.0%
No	87.0%

10. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=123)
High speed/WiFi	74.8%
Dial-up	25.2%

Please rate how much you agree with the following statements. *(1-Strongly disagree, 10-Strongly agree)*	Level of Agreement			
	N	DK	Mean	SD
11. I find the World Bank Group's websites easy to navigate.	93	28	7.60	1.82
12. I find the information on the World Bank Group's websites useful	96	23	8.33	1.37
13. The World Bank Group's social media channels are valuable sources of information about the institution	66	59	5.27	2.79
14. When I need information from the World Bank Group I know how to find it	120	13	8.22	1.60
15. The World Bank Group is responsive to my information requests and inquiries	98	31	8.72	1.41

H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=141)
Employee of a Ministry, Committee	27.0%
NGO/ Community-Based Organization	16.3%
Academia/Research Institute/Think Tank	13.5%
PMU overseeing implementation of project/Consultant/Contractor working on WBG supported project/program	12.1%
Financial Sector/Commercial Bank	9.2%
Local Government Office or Staff	7.1%
Other	6.4%
Bilateral/ Multilateral Agency	2.8%
Presidential Administration	1.4%
Parliament	1.4%
Media	1.4%
Cabinet of Ministers	.7%
Private Sector Organization	.7%

H. Background Information (continued)

2. Please identify the primary specialization of your work. (Please mark only ONE response)	**Percentage of Respondents (N=139)**
Governance	15.1%
Education	12.2%
Finance and markets	11.5%
Other	9.4%
Energy and energy efficiency	8.6%
Environment and natural resources	7.2%
Generalist (specialized in multiple sectors)	7.2%
Macroeconomics and fiscal management	5.8%
Transport and ICT	5.0%
Social protection and labor	4.3%
Health, nutrition, and population	4.3%
Trade and competitiveness	4.3%
Urban, rural, and social development	2.9%
Water	2.2%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)	**Percentage of Respondents (N=141)**
Yes	70.2%
No	29.8%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Belarus? (Select only ONE response)	**Percentage of Respondents (N=128)**
The World Bank (IBRD)	89.1%
The International Finance Corporation (IFC)	8.6%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
Other	2.3%

5. Do your projects involve both the World Bank and the IFC?	**Percentage of Respondents (N=132)**
Yes	39.4%
No	60.6%

6. If yes, what was your view of how the two institutions work together in Belarus? (Select only ONE response)	**Percentage of Respondents (N=52)**
The two institutions work well together	63.5%
Don't know	23.1%
The way the two institutions work together needs improvement	11.5%
The two institutions do not work well together	1.9%

7. Which of the following describes most of your exposure to the World Bank Group in Belarus? (Choose no more than TWO)	**Percentage of Respondents (Responses Combined; N=136)**
Collaborate as part of my professional duties	63.2%
Engage in World Bank Group related/sponsored events/activities	38.2%
Use World Bank Group reports/data	30.1%
Use World Bank Group website for information, data, research, etc.	20.6%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	5.9%

H. Background Information (continued)

8. What's your gender?	Percentage of Respondents (N=142)
Female	44.4%
Male	55.6%

9. Which best represents your geographic location?	Percentage of Respondents (N=142)
Minsk	85.9%
Oblast capital	12.7%
Region	1.4%

Appendix B: Responses to All Questions by Stakeholder Groups[17]

Employee of a Ministry N=38 ● PMU/ Consultant N=17 ● Local government N=10 ● Private Sector/Financial Sector/Commercial Bank N=14 ● NGO/ CBO N=23 ● Academia/Research Institute/Think Tank N=19 ● Other N=20

A. General Issues facing Belarus

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

Percentage of Respondents	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
The right direction	82.9%	63.6%	100.0%	78.6%	33.3%	73.7%	55.6%
The wrong direction	8.6%	0.0%	0.0%	0.0%	28.6%	5.3%	27.8%
Not sure	8.6%	36.4%	0.0%	21.4%	38.1%	21.1%	16.7%

**Significantly different between stakeholder groups*

[17] Only 141 respondents provided the information about their current positions. Thus, only these respondents were included in the across-stakeholder analysis presented in this appendix.

A. General Issues facing Belarus (continued)

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

Percentage of Respondents (Responses combined)	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
Global/regional integration	15.8%	11.8%	10.0%	7.1%	26.1%	10.5%	10.0%
Food security	5.3%	0.0%	0.0%	7.1%	0.0%	5.3%	10.0%
Public sector governance/reform*	60.5%	41.2%	0.0%	50.0%	56.5%	47.4%	65.0%
Social protection*	18.4%	47.1%	40.0%	0.0%	17.4%	26.3%	10.0%
Equality of opportunity/gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development*	36.8%	23.5%	30.0%	71.4%	43.5%	21.1%	55.0%
Foreign direct investment	28.9%	5.9%	30.0%	35.7%	8.7%	31.6%	30.0%
Urban development	2.6%	0.0%	10.0%	0.0%	8.7%	5.3%	0.0%
Energy/energy efficiency	15.8%	11.8%	50.0%	7.1%	17.4%	5.3%	10.0%
Job creation/employment	5.3%	11.8%	20.0%	21.4%	4.3%	10.5%	15.0%
Agriculture/rural development	2.6%	0.0%	10.0%	0.0%	8.7%	0.0%	0.0%
Financial markets	2.6%	0.0%	0.0%	14.3%	4.3%	0.0%	5.0%
Water and sanitation	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability/climate change	5.3%	0.0%	0.0%	0.0%	21.7%	5.3%	5.0%
Health*	15.8%	47.1%	10.0%	7.1%	0.0%	31.6%	25.0%
Poverty reduction	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport*	0.0%	23.5%	0.0%	0.0%	4.3%	5.3%	0.0%
Education	13.2%	11.8%	0.0%	7.1%	26.1%	15.8%	5.0%
Trade and exports	2.6%	5.9%	10.0%	7.1%	4.3%	10.5%	5.0%
Anti corruption	2.6%	0.0%	0.0%	0.0%	8.7%	5.3%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	7.1%	4.3%	0.0%	5.0%
Economic growth	50.0%	52.9%	70.0%	28.6%	34.8%	47.4%	40.0%
Information and communications technology*	7.9%	0.0%	0.0%	28.6%	0.0%	15.8%	0.0%

**Significantly different between stakeholder groups*

A. General Issues facing Belarus (continued)

The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 Belarus? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity/gender equity	0.0%	0.0%	10.0%	0.0%	8.7%	5.3%	0.0%
Agriculture/rural development	15.8%	0.0%	20.0%	7.1%	13.0%	5.3%	10.0%
Environmental sustainability/climate change	5.3%	0.0%	0.0%	0.0%	4.3%	0.0%	5.0%
Global/regional integration	0.0%	5.9%	10.0%	14.3%	13.0%	5.3%	10.0%
Economic growth*	57.9%	88.2%	90.0%	50.0%	52.2%	78.9%	60.0%
Urban development*	21.1%	0.0%	0.0%	0.0%	4.3%	5.3%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	23.7%	58.8%	50.0%	14.3%	34.8%	26.3%	35.0%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%
Information and communications technology	2.6%	0.0%	0.0%	0.0%	8.7%	5.3%	0.0%
Anti corruption	2.6%	0.0%	0.0%	0.0%	4.3%	5.3%	5.0%
Education	13.2%	11.8%	0.0%	14.3%	21.7%	15.8%	15.0%
Foreign direct investment	10.5%	11.8%	10.0%	35.7%	4.3%	21.1%	20.0%
Energy/energy efficiency	7.9%	5.9%	10.0%	0.0%	13.0%	10.5%	0.0%
Public sector governance/reform	31.6%	23.5%	10.0%	28.6%	39.1%	15.8%	45.0%
Private sector development*	39.5%	17.6%	50.0%	85.7%	34.8%	26.3%	50.0%
Health	2.6%	5.9%	0.0%	0.0%	0.0%	0.0%	5.0%
Job creation/employment	28.9%	35.3%	10.0%	35.7%	39.1%	36.8%	25.0%
Financial markets	2.6%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%
Trade and exports	26.3%	23.5%	0.0%	7.1%	4.3%	26.3%	5.0%
Food security	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**Significantly different between stakeholder groups*

A. General Issues facing Belarus (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 Belarus? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
Consistent economic growth*	56.8%	88.2%	100.0%	66.7%	43.5%	100.0%	65.0%
More reliable social safety net*	40.5%	47.1%	0.0%	0.0%	13.0%	21.1%	0.0%
Greater access to micro-finance for the poor	2.7%	0.0%	20.0%	0.0%	8.7%	0.0%	5.0%
Greater voice and participation for citizens to help ensure greater accountability*	2.7%	0.0%	0.0%	0.0%	21.7%	0.0%	0.0%
Greater access to health and nutrition for citizens	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Better entrepreneurial opportunities	37.8%	17.6%	40.0%	66.7%	52.2%	36.8%	40.0%
A growing middle class	8.1%	5.9%	20.0%	33.3%	21.7%	26.3%	25.0%
Better opportunity for the poor who live in rural areas*	10.8%	5.9%	10.0%	0.0%	4.3%	0.0%	30.0%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Better employment opportunities for young people	5.4%	17.6%	0.0%	0.0%	4.3%	0.0%	5.0%
Better employment opportunities for women	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Greater equity of fiscal policy	8.1%	0.0%	0.0%	0.0%	4.3%	5.3%	0.0%
Education and training that better ensure job opportunity	18.9%	17.6%	10.0%	16.7%	21.7%	5.3%	25.0%
Better quality public services	5.4%	0.0%	0.0%	16.7%	0.0%	5.3%	5.0%
Other	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	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 Belarus?* (Select only ONE response)

Percentage of Respondents	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
A very big problem	2.6%	0.0%	0.0%	0.0%	4.3%	0.0%	5.0%
A moderately big problem	18.4%	11.8%	10.0%	21.4%	26.1%	15.8%	25.0%
A small problem	42.1%	29.4%	60.0%	64.3%	52.2%	63.2%	45.0%
Not a problem at all	36.8%	17.6%	10.0%	14.3%	17.4%	10.5%	20.0%
Don't know	0.0%	41.2%	20.0%	0.0%	0.0%	10.5%	5.0%

**Significantly different between stakeholder groups*

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

Percentage of Respondents	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
A very serious problem	18.4%	29.4%	10.0%	21.4%	43.5%	31.6%	20.0%
A somewhat serious problem	76.3%	64.7%	80.0%	35.7%	30.4%	47.4%	50.0%
Not too serious problem	5.3%	5.9%	10.0%	28.6%	26.1%	15.8%	20.0%
Not a problem	0.0%	0.0%	0.0%	14.3%	0.0%	5.3%	10.0%
Don't know	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

	Which of the following best describes your current position?																				
	Employee of Ministry			PMU/ Consultant			Local government			Private Sector/ Financial Sector/ Commercial Bank			NGO/ CBO			Academia/ Research/ Think tank			Other		
	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 Belarus?	38	7.47	1.77	16	8.06	1.00	10	5.90	2.42	14	7.21	2.01	23	7.13	1.63	18	7.00	1.75	20	6.55	2.06

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

	Which of the following best describes your current position?																				
	Employee of Ministry			PMU/ Consultant			Local government			Private Sector/ Financial Sector/ Commercial Bank			NGO/ CBO			Academia/ Research/ Think tank			Other		
	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 Belarus.*	36	7.81	1.26	14	8.14	1.41	5	7.40	.55	12	6.25	1.71	22	7.32	1.89	15	7.33	1.45	16	7.44	1.31

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

	Which of the following best describes your current position?																				
	Employee of Ministry			PMU/ Consultant			Local government			Private Sector/ Financial Sector/ Commercial Bank			NGO/ CBO			Academia/ Research/ Think tank			Other		
	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 (e.g., skills and knowledge) to help Belarus solve its most complicated development challenges?	35	8.31	.99	12	8.67	.98	6	7.50	1.38	12	8.08	1.56	15	8.13	1.06	15	7.93	1.49	14	8.29	1.14

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

Percentage of Respondents (Responses combined)	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
Health	18.4%	23.5%	20.0%	7.1%	8.7%	26.3%	25.0%
Transport*	2.6%	41.2%	40.0%	0.0%	13.0%	0.0%	10.0%
Global/regional integration	2.6%	0.0%	0.0%	0.0%	13.0%	0.0%	0.0%
Job creation/employment	23.7%	5.9%	40.0%	21.4%	30.4%	10.5%	25.0%
Public sector governance/reform*	42.1%	17.6%	0.0%	57.1%	34.8%	47.4%	45.0%
Social protection	7.9%	5.9%	0.0%	0.0%	4.3%	5.3%	0.0%
Agriculture/rural development*	0.0%	0.0%	20.0%	0.0%	8.7%	5.3%	0.0%
Foreign direct investment	15.8%	23.5%	30.0%	42.9%	17.4%	26.3%	25.0%
Education*	7.9%	17.6%	0.0%	0.0%	30.4%	36.8%	25.0%
Energy/energy efficiency	44.7%	52.9%	20.0%	21.4%	26.1%	21.1%	20.0%
Financial markets*	5.3%	5.9%	0.0%	50.0%	4.3%	5.3%	10.0%
Urban development	5.3%	0.0%	0.0%	0.0%	4.3%	0.0%	10.0%
Economic growth	39.5%	29.4%	30.0%	28.6%	21.7%	52.6%	20.0%
Private sector development*	18.4%	5.9%	30.0%	64.3%	26.1%	26.3%	35.0%
Water and sanitation	18.4%	11.8%	0.0%	0.0%	4.3%	0.0%	10.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability/climate change	15.8%	41.2%	20.0%	0.0%	26.1%	15.8%	15.0%
Information and communications technology	10.5%	11.8%	20.0%	0.0%	13.0%	10.5%	5.0%
Trade and exports	2.6%	0.0%	10.0%	7.1%	0.0%	0.0%	5.0%
Equality of opportunity/gender equity	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%
Regulatory framework	2.6%	0.0%	10.0%	0.0%	0.0%	5.3%	5.0%
Poverty reduction	10.5%	0.0%	10.0%	0.0%	4.3%	5.3%	0.0%
Anti corruption	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%

**Significantly different between stakeholder groups*

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 Belarus?

Greatest Value Percentage of Respondents	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
Policy advice, studies, analyses*	5.4%	0.0%	0.0%	30.8%	23.8%	5.9%	17.6%
Data and statistics	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%
Convening/facilitating	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	5.9%
Financial resources	62.2%	52.9%	40.0%	61.5%	33.3%	47.1%	41.2%
Capacity development	18.9%	35.3%	10.0%	0.0%	28.6%	23.5%	29.4%
Technical assistance	10.8%	5.9%	20.0%	0.0%	9.5%	5.9%	0.0%
Help to bring discipline/effective supervision to implementation of investment projects	0.0%	0.0%	10.0%	0.0%	4.8%	0.0%	5.9%
Mobilizing third party financial resources	2.7%	0.0%	10.0%	7.7%	0.0%	5.9%	0.0%
Donor coordination	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	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%

**Significantly different between stakeholder groups*

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

2nd Greatest Value Percentage of Respondents	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
Policy advice, studies, analyses	35.1%	11.8%	20.0%	23.1%	23.8%	29.4%	11.8%
Data and statistics	2.7%	23.5%	10.0%	0.0%	0.0%	11.8%	5.9%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	5.9%
Financial resources	16.2%	5.9%	30.0%	15.4%	23.8%	17.6%	29.4%
Capacity development	5.4%	17.6%	20.0%	15.4%	4.8%	5.9%	17.6%
Technical assistance	29.7%	23.5%	10.0%	38.5%	14.3%	23.5%	23.5%
Help to bring discipline/effective supervision to implementation of investment projects	0.0%	11.8%	0.0%	0.0%	9.5%	5.9%	0.0%
Mobilizing third party financial resources	2.7%	5.9%	10.0%	7.7%	9.5%	5.9%	5.9%
Donor coordination	2.7%	0.0%	0.0%	0.0%	9.5%	0.0%	0.0%
Linkage to non-Bank expertise	5.4%	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%

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

Percentage of Respondents (Responses combined)	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
Too influenced by developed countries	10.8%	11.8%	20.0%	28.6%	17.4%	31.6%	10.5%
Not exploring alternative policy options	2.7%	0.0%	20.0%	7.1%	13.0%	5.3%	5.3%
Not collaborating enough with stakeholders outside the Government*	5.4%	0.0%	0.0%	28.6%	30.4%	0.0%	15.8%
Its advice and strategies do not lend themselves to practical problem solving	5.4%	5.9%	0.0%	7.1%	4.3%	15.8%	10.5%
Not enough public disclosure of its work*	2.7%	0.0%	40.0%	0.0%	13.0%	10.5%	10.5%
Arrogant in its approach	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not client focused	2.7%	11.8%	0.0%	0.0%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%
World Bank Group's processes too complex	32.4%	47.1%	30.0%	14.3%	13.0%	21.1%	26.3%
Not willing to honestly criticize policies and reform efforts in the country*	2.7%	0.0%	0.0%	0.0%	17.4%	0.0%	0.0%
Staff too inaccessible	0.0%	0.0%	0.0%	0.0%	4.3%	5.3%	5.3%
Imposing technocratic solutions without regard to political realities	16.2%	0.0%	0.0%	7.1%	0.0%	10.5%	0.0%
World Bank Group's processes too slow	16.2%	35.3%	30.0%	0.0%	8.7%	15.8%	31.6%
Not aligned with other donors' work	0.0%	0.0%	0.0%	0.0%	0.0%	10.5%	10.5%
Not aligned with country priorities	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%
Not adequately sensitive to political/social realities in Belarus	16.2%	23.5%	0.0%	7.1%	8.7%	21.1%	0.0%
Other	2.7%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%
Don't know	35.1%	29.4%	20.0%	42.9%	26.1%	15.8%	26.3%

**Significantly different between stakeholder groups*

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

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

Percentage of Respondents (Responses combined)	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
Trust Fund management	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Knowledge products/services*	2.6%	0.0%	0.0%	35.7%	19.0%	15.8%	0.0%
Capacity development	21.1%	37.5%	10.0%	7.1%	38.1%	31.6%	36.8%
Technical assistance	50.0%	12.5%	40.0%	35.7%	23.8%	52.6%	47.4%
Investment lending	71.1%	87.5%	80.0%	78.6%	52.4%	63.2%	57.9%
Policy based lending / budget support to the Government	5.3%	25.0%	20.0%	21.4%	14.3%	10.5%	15.8%
Multi-sectoral approaches	28.9%	18.8%	10.0%	7.1%	28.6%	21.1%	21.1%
Other	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	7.9%	0.0%	0.0%	7.1%	9.5%	0.0%	0.0%

**Significantly different between stakeholder groups*

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

Percentage of Respondents	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
To a fully sufficient degree	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
To a somewhat sufficient degree	13.5%	12.5%	10.0%	21.4%	0.0%	10.5%	10.0%
To a somewhat insufficient degree	37.8%	25.0%	50.0%	28.6%	42.9%	52.6%	40.0%
To a very insufficient degree	16.2%	12.5%	0.0%	35.7%	14.3%	0.0%	10.0%
Don't know	32.4%	50.0%	40.0%	14.3%	42.9%	36.8%	40.0%

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 Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
Parliament	10.5%	0.0%	0.0%	14.3%	23.8%	10.5%	10.0%
Donor community	13.2%	12.5%	0.0%	7.1%	4.8%	21.1%	5.0%
Media	5.3%	6.3%	10.0%	7.1%	4.8%	10.5%	5.0%
Local Government*	57.9%	68.8%	70.0%	14.3%	28.6%	47.4%	45.0%
Private sector*	44.7%	6.3%	60.0%	64.3%	23.8%	15.8%	35.0%
Academia/think tanks/research institutes	26.3%	18.8%	20.0%	28.6%	14.3%	52.6%	35.0%
NGOs/Community Based Organizations (CBOs)*	5.3%	12.5%	0.0%	0.0%	61.9%	5.3%	10.0%
Youth/university groups	5.3%	31.3%	20.0%	7.1%	4.8%	5.3%	10.0%
Beneficiaries	18.4%	12.5%	0.0%	21.4%	14.3%	5.3%	10.0%
Foundations	2.6%	0.0%	10.0%	7.1%	0.0%	0.0%	5.0%
Other	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	5.0%
Don't know	2.6%	6.3%	0.0%	0.0%	4.8%	0.0%	5.0%

**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 Belarus? *(1-Strongly disagree, 10-Strongly agree)*

	Which of the following best describes your current position?																				
	Employee of Ministry			PMU/ Consultant			Local government			Private Sector/ Financial Sector/ Commercial Bank			NGO/ CBO			Academia/ Research/ Think tank			Other		
	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 Belarus	37	6.84	1.77	16	7.00	1.93	7	5.71	.95	14	5.86	2.21	19	5.63	2.09	18	6.61	1.61	18	6.50	1.95
The World Bank Group's work is aligned with what I consider the development priorities for Belarus	35	7.20	1.55	11	7.45	1.81	6	6.50	1.38	14	7.00	1.52	19	6.21	1.65	17	7.65	1.06	18	6.89	1.60

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

	Which of the following best describes your current position?																				
	Employee of Ministry			PMU/ Consultant			Local government			Private Sector/ Financial Sector/ Commercial Bank			NGO/ CBO			Academia/ Research/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	35	6.94	1.78	15	7.00	1.93	7	5.71	1.98	12	5.50	2.24	17	5.94	2.22	18	7.39	1.82	16	6.88	1.71
Flexibility (in terms of the institution's products and services)*	32	6.38	1.60	12	6.25	1.86	5	6.20	.84	10	5.30	1.49	16	4.88	.96	15	6.73	1.33	14	6.14	2.14
Flexibility (in terms of changing country circumstances)	31	6.58	1.89	13	6.31	.95	5	7.20	.84	11	5.64	1.91	16	5.69	1.70	18	6.72	1.71	15	6.40	1.68
Being inclusive	26	6.73	2.18	6	7.00	.63	4	6.00	0.00	9	6.44	1.42	17	6.00	1.66	17	6.76	1.56	10	7.00	1.76
Openness (sharing data and other information)*	35	8.29	1.34	13	7.62	1.19	7	5.71	1.80	14	7.29	1.82	17	7.00	2.00	18	7.44	1.69	17	7.41	1.46
Collaboration with the Government	35	8.51	1.36	12	8.17	1.03	7	8.00	1.15	12	7.50	1.93	19	7.47	1.87	14	7.93	1.07	15	8.00	1.13
The speed in which it gets things accomplished on the ground*	36	7.81	1.60	14	6.93	1.49	7	6.57	1.40	12	5.75	1.91	15	6.40	2.06	16	6.81	2.14	16	6.81	1.76
Ease of access to the people at the World Bank Group who are making decisions important to my work*	35	9.03	1.38	17	8.94	1.09	7	7.00	1.91	12	7.58	1.78	19	7.58	2.27	18	8.00	1.78	15	8.20	1.32
Collaboration with civil society	15	7.47	1.60	4	6.50	1.73	3	7.00	1.73	5	5.80	1.48	15	6.07	2.22	11	6.64	1.29	8	5.88	1.13
Staff accessibility*	36	9.19	1.26	17	8.82	1.07	7	8.00	1.00	12	7.67	1.67	20	8.15	1.93	16	7.94	2.02	15	8.27	1.16
Collaboration with other donors and development partners*	20	7.90	.91	3	7.67	.58	4	5.75	2.06	7	6.86	1.68	14	6.64	1.50	14	6.36	1.55	8	6.63	1.41
Collaboration with the private sector	17	7.24	.97	4	7.25	.96	5	6.60	2.51	10	5.90	1.91	13	5.69	1.44	11	6.73	1.68	10	7.10	1.10
Straightforwardness and honesty	33	7.73	2.32	14	8.36	1.34	6	7.17	1.47	11	8.27	1.56	16	8.25	1.53	16	8.56	1.15	15	8.00	1.13
Treating clients and stakeholders in Belarus with respect	33	8.36	2.52	16	8.63	.96	7	8.43	.98	13	9.00	.82	16	8.31	1.49	18	8.94	.80	14	8.64	1.08
Being a long-term partner	33	9.15	1.15	14	8.71	.83	7	8.14	.69	10	8.50	1.58	17	8.00	1.90	17	8.59	.71	13	8.46	1.45

**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 Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
The Government works inefficiently*	8.8%	6.7%	0.0%	35.7%	23.8%	5.3%	27.8%
Poor donor coordination	14.7%	6.7%	20.0%	0.0%	4.8%	10.5%	0.0%
The World Bank Group is not sensitive enough to political/social realities on the ground*	52.9%	93.3%	70.0%	42.9%	38.1%	47.4%	38.9%
Lack of/inadequate levels of capacity in Government	17.6%	6.7%	10.0%	14.3%	9.5%	26.3%	33.3%
There is not an adequate level of citizen/civil society participation*	8.8%	13.3%	0.0%	0.0%	42.9%	26.3%	0.0%
The World Bank Group works too slowly	0.0%	6.7%	10.0%	7.1%	0.0%	0.0%	0.0%
The World Bank Group does not do adequate follow through/follow-up	0.0%	0.0%	0.0%	7.1%	4.8%	0.0%	0.0%
Political pressures and obstacles*	5.9%	0.0%	20.0%	21.4%	23.8%	31.6%	38.9%
Reforms are not well thought out in light of country challenges	32.4%	40.0%	40.0%	21.4%	33.3%	36.8%	22.2%
Other	8.8%	0.0%	0.0%	14.3%	4.8%	5.3%	11.1%

**Significantly different between stakeholder groups*

C. World Bank Group's Effectiveness and Results

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

	Which of the following best describes your current position?																				
	Employee of Ministry			PMU/ Consultant			Local government			Private Sector/ Financial Sector/ Commercial Bank			NGO/ CBO			Academia/ Research/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Financial markets	30	6.97	3.07	12	7.92	1.51	10	7.00	2.00	14	9.07	.92	15	7.40	1.45	18	7.44	2.20	17	8.18	1.29
Transport*	31	7.65	1.28	14	8.07	1.38	10	6.70	2.50	14	7.14	1.83	18	5.89	2.68	18	7.61	1.69	19	7.37	2.43
Anti corruption*	26	4.31	2.92	14	6.86	2.80	9	3.89	2.15	12	4.67	2.71	18	6.39	2.62	16	5.50	2.58	15	5.80	2.93
Urban development	31	7.94	1.61	13	8.38	1.80	10	6.80	1.99	14	6.36	2.27	19	7.47	1.90	17	7.18	2.04	19	7.32	2.21
Environmental sustainability/climate change*	32	7.53	1.59	13	8.77	1.69	10	7.10	1.79	13	6.23	2.13	19	8.16	1.74	19	7.68	2.11	18	7.78	1.90
Trade and exports*	27	7.00	1.52	13	7.77	1.59	10	6.80	2.53	13	8.23	1.42	16	5.75	1.84	18	7.78	1.73	18	7.00	1.71
Information and communications technology	27	7.15	2.14	14	8.14	.77	10	8.00	1.25	13	7.31	1.49	16	7.25	1.91	19	7.63	1.34	19	6.79	2.20
Poverty reduction	32	6.88	2.73	14	7.21	1.67	10	8.50	.97	14	7.07	2.02	16	7.44	2.25	19	7.58	2.12	19	6.58	2.52
Equality of opportunity/gender equity	27	4.52	2.69	11	6.55	2.98	10	5.50	2.80	13	5.00	3.03	16	6.38	2.13	17	5.88	2.55	19	6.11	2.45
Private sector development	28	8.50	1.64	14	7.93	2.20	10	8.10	1.20	13	9.00	1.35	18	8.44	1.38	19	8.00	1.53	19	8.58	1.92
Foreign direct investment	34	8.26	1.48	15	8.73	.80	10	9.10	.88	14	9.00	.96	19	7.74	2.02	19	8.74	.99	19	7.68	2.54
Water and sanitation	32	7.56	2.20	12	7.75	.97	10	6.40	1.65	14	6.36	2.50	18	6.83	2.15	19	6.53	2.29	19	6.42	2.19
Regulatory framework	32	6.19	3.02	12	7.17	3.01	10	5.20	2.39	14	7.29	2.02	17	7.29	1.05	18	7.28	2.32	17	7.29	1.93
Economic growth	33	8.76	1.39	14	9.29	.83	10	8.70	1.57	14	9.29	.83	17	8.18	2.01	19	9.11	.94	18	8.56	1.42
Energy/energy efficiency	33	8.70	1.61	14	9.00	.88	10	8.60	1.07	14	8.14	1.23	20	8.45	1.39	19	8.32	1.25	19	7.84	1.95
Public sector governance/reform	27	7.96	1.97	15	8.13	1.64	10	6.30	2.00	13	8.38	1.66	19	7.74	2.28	19	8.21	1.93	19	8.68	1.80
Job creation/employment	32	7.31	2.53	14	8.29	2.05	10	8.40	1.17	14	8.50	1.45	20	7.55	1.57	18	8.33	1.61	17	8.12	1.73
Social protection	32	7.16	2.57	13	8.15	1.68	10	6.90	2.08	14	7.43	1.50	18	6.78	2.53	19	7.47	2.04	18	7.67	1.78
Agriculture/rural development	31	6.19	3.13	14	7.36	1.82	10	6.90	2.42	14	7.29	1.82	19	7.05	2.30	19	7.79	1.93	19	6.89	1.73
Global/regional integration	32	5.91	2.86	13	6.92	1.98	10	7.20	1.32	14	7.14	1.75	18	7.17	2.15	17	7.00	2.24	16	6.75	2.18
Food security	32	5.72	2.90	14	6.29	1.59	10	6.60	2.27	14	6.50	2.03	19	6.26	2.26	18	7.06	1.83	17	6.18	1.74
Health	33	8.42	1.32	15	9.00	1.36	10	8.20	1.32	14	7.57	1.99	19	7.95	1.35	18	8.33	1.41	19	8.00	1.70
Education	33	8.30	1.51	15	8.60	1.12	10	7.80	1.55	14	7.79	1.48	19	8.11	1.63	19	8.42	1.12	19	8.21	1.55

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

	Which of the following best describes your current position?																				
	Employee of Ministry			PMU/ Consultant			Local government			Private Sector/ Financial Sector/ Commercial Bank			NGO/ CBO			Academia/ Research/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Equality of opportunity/gender equity	8	2.88	2.75	-	-	-	2	7.00	2.83	3	5.33	3.21	10	5.30	1.49	5	6.00	3.39	5	5.80	1.64
Information and communications technology	11	3.91	3.02	2	7.50	.71	2	8.00	1.41	3	5.33	.58	10	5.50	1.51	7	6.71	2.87	5	6.40	1.52
Transport*	23	8.35	1.37	13	8.15	.80	4	7.25	1.71	7	7.71	1.80	12	6.33	1.97	13	7.54	1.33	10	7.50	1.96
Urban development	7	4.57	1.13	2	7.00	0.00	2	5.00	1.41	2	6.50	2.12	11	6.18	1.72	5	6.80	.84	6	5.50	1.22
Environmental sustainability/climate change	18	7.67	1.28	9	8.00	1.41	4	6.00	2.16	4	8.00	.82	15	6.93	1.62	10	8.10	.74	10	7.10	1.60
Regulatory framework	18	5.28	2.93	2	7.00	1.41	1	7.00	0	10	6.40	1.65	10	5.60	1.71	6	7.00	1.26	8	6.50	1.93
Poverty reduction	10	3.90	3.18	2	7.00	1.41	2	6.00	2.83	4	4.50	1.29	10	5.00	1.94	7	6.29	2.50	7	6.14	1.57
Anti corruption	8	2.75	2.49	1	6.00	0	1	6.00	0	3	4.33	2.08	9	4.78	1.64	5	6.40	1.14	4	4.75	1.50
Private sector development*	11	7.36	1.03	6	8.50	.84	3	7.00	2.00	7	5.57	1.81	11	5.73	1.49	8	6.38	1.92	11	7.09	1.51
Foreign direct investment	17	6.65	1.58	5	8.20	.84	2	6.50	2.12	10	6.50	2.42	9	6.67	1.80	8	7.25	1.04	6	5.67	1.51
Water and sanitation*	24	8.75	1.19	12	7.75	1.36	5	7.40	1.34	3	9.00	1.00	15	7.27	1.75	9	8.22	1.39	11	7.00	1.79
Trade and exports	11	4.36	3.44	3	8.67	.58	2	4.50	.71	4	4.50	1.91	9	5.56	1.51	6	5.17	2.56	5	5.60	1.52
Economic growth	22	6.45	2.22	4	6.75	2.63	2	6.00	2.83	8	5.88	2.36	11	5.55	2.16	8	6.88	2.53	8	7.00	1.51
Health*	19	8.05	1.22	4	7.25	.50	3	7.33	1.53	2	8.50	.71	11	5.36	1.96	10	6.70	1.83	9	6.56	1.51
Public sector governance/reform	17	5.65	3.64	9	7.22	1.30	2	8.00	0.00	8	6.00	2.56	14	5.21	1.72	7	6.29	2.69	10	7.10	1.20
Job creation/employment	9	3.67	3.28	2	5.50	.71	2	6.50	3.54	5	5.20	1.48	8	5.00	1.31	6	5.83	.98	6	6.17	1.60
Financial markets	16	5.25	3.47	2	7.50	.71	1	7.00	0	10	5.80	3.58	7	6.00	1.15	5	5.20	2.95	6	5.67	2.25
Energy/energy efficiency	28	8.64	1.22	14	8.50	1.34	4	8.00	1.41	7	7.43	3.05	20	7.80	1.67	12	8.25	1.14	13	7.38	1.50
Global/regional integration	11	4.09	3.05	3	5.67	1.53	1	5.00	0	5	6.60	2.07	10	6.00	1.49	5	6.00	1.58	7	5.86	1.35
Food security	8	2.88	2.64	1	6.00	0	1	7.00	0	3	5.33	2.31	10	5.40	1.43	4	5.50	.58	5	5.20	1.48
Education*	20	7.60	1.43	5	7.80	.84	3	7.33	2.08	5	6.20	2.17	12	5.75	1.48	9	7.00	1.80	10	6.40	1.43
Social protection	13	5.46	3.84	1	7.00	0	1	8.00	0	4	5.00	2.94	11	5.82	1.60	5	6.00	3.00	5	5.60	1.67
Agriculture/rural development	10	4.20	3.58	2	8.00	0.00	2	5.50	.71	4	4.75	1.71	10	5.00	1.70	5	5.80	2.77	5	5.80	1.30

**Significantly different between stakeholder groups*

	Which of the following best describes your current position?																				
	Employee of Ministry			PMU/ Consultant			Local government			Private Sector/ Financial Sector/ Commercial Bank			NGO/ CBO			Academia/ Research/ Think tank			Other		
	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 Belarus?*	35	6.89	1.16	14	7.57	1.16	7	5.43	1.99	13	6.69	1.65	20	5.95	1.50	16	7.38	1.50	16	7.13	1.26

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

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

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

	Which of the following best describes your current position?																				
	Employee of Ministry			PMU/ Consultant			Local government			Private Sector/ Financial Sector/ Commercial Bank			NGO/ CBO			Academia/ Research/ Think tank			Other		
	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 Belarus	32	7.66	1.49	17	7.88	1.65	8	6.50	2.07	14	7.64	1.98	21	6.71	2.26	19	8.11	1.33	18	7.56	1.72
The World Bank Group meets Belarus's needs for knowledge services *	33	7.64	1.64	13	7.69	.85	6	6.67	.82	13	6.85	1.68	17	5.94	1.39	17	7.29	1.16	16	7.38	1.63

**Significantly different between stakeholder groups*

	Which of the following best describes your current position?																				
	Employee of Ministry			PMU/ Consultant			Local government			Private Sector/ Financial Sector/ Commercial Bank			NGO/ CBO			Academia/ Research/ Think tank			Other		
	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 measures and corrects its work in real time in Belarus?	30	6.70	2.20	14	7.36	1.08	6	7.17	.75	10	6.50	2.27	16	6.88	2.19	14	7.64	1.22	13	7.15	1.28

(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? (Select only ONE response)

Percentage of Respondents	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
Weekly	5.3%	6.3%	20.0%	21.4%	0.0%	10.5%	5.0%
Monthly	18.4%	12.5%	0.0%	7.1%	4.8%	21.1%	20.0%
A few times a year	57.9%	62.5%	20.0%	50.0%	66.7%	47.4%	50.0%
Rarely	10.5%	18.8%	40.0%	21.4%	28.6%	21.1%	10.0%
Never	7.9%	0.0%	20.0%	0.0%	0.0%	0.0%	15.0%

In Belarus, 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)*

	Which of the following best describes your current position?																				
	Employee of Ministry			PMU/ Consultant			Local government			Private Sector/ Financial Sector/ Commercial Bank			NGO/ CBO			Academia/ Research/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	32	7.78	1.34	15	7.00	1.51	5	7.40	.55	12	6.83	2.29	18	6.78	1.70	16	7.56	1.71	15	7.47	1.51
Include appropriate level of stakeholder involvement during preparation	33	7.06	2.25	13	7.23	1.83	5	7.60	.89	10	7.20	1.87	15	6.47	1.73	17	7.12	1.83	15	7.40	1.64
Lead to practical solutions	33	5.97	2.82	13	6.77	1.88	6	7.33	1.21	12	6.92	2.31	16	5.88	1.71	15	6.73	2.28	13	6.77	1.79
Are accessible (well written and easy to understand)	34	7.82	1.59	13	7.85	.99	6	6.50	1.05	12	7.58	1.44	17	6.59	1.77	15	7.73	1.22	14	7.71	1.98
Are source of relevant information on global good practices	35	7.63	1.91	13	7.69	1.55	6	7.17	.75	12	8.08	1.16	20	7.55	1.54	17	7.94	1.14	16	7.44	2.45
Are adequately disseminated	31	7.81	1.83	13	7.77	1.59	6	6.50	.84	11	7.18	2.09	14	7.29	1.77	17	7.00	1.66	17	6.65	2.37
Are translated enough into local language*	33	8.52	1.50	14	7.50	.85	6	7.50	1.05	11	7.36	2.16	18	6.33	2.11	16	7.31	1.85	14	7.79	1.97
Are adaptable to Belarus's specific development challenges and country circumstances	31	7.00	1.71	12	6.67	1.30	5	7.60	1.14	10	7.20	2.15	18	7.06	1.59	16	7.25	1.13	15	6.87	1.46

**Significantly different between stakeholder groups*

	Which of the following best describes your current position?																				
	Employee of Ministry			PMU/ Consultant			Local government			Private Sector/ Financial Sector/ Commercial Bank			NGO/ CBO			Academia/ Research/ Think tank			Other		
	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?	36	7.78	1.61	15	7.73	1.67	8	6.88	1.73	13	7.38	1.98	20	7.95	1.67	18	7.94	1.63	18	7.78	1.44
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	34	7.68	1.34	14	8.00	1.24	6	7.67	1.21	12	7.08	1.73	20	7.65	1.23	17	7.53	1.66	14	8.14	1.17

(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)*

	Which of the following best describes your current position?																				
	Employee of Ministry			PMU/ Consultant			Local government			Private Sector/ Financial Sector/ Commercial Bank			NGO/ CBO			Academia/ Research/ Think tank			Other		
	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*	25	9.20	1.22	16	8.88	.81	3	6.67	1.15	8	8.63	.74	12	8.25	2.05	10	8.30	.95	13	8.00	1.35
The World Bank Group effectively monitors and evaluates the projects and programs it supports	28	9.04	1.10	17	8.59	1.00	4	8.00	.82	8	8.50	.93	18	8.06	1.63	18	8.44	.98	15	8.47	1.51
The World Bank Group's approvals and reviews are done in a timely fashion	29	7.59	1.52	17	8.29	1.61	3	7.00	1.73	6	7.83	1.17	13	7.85	1.52	13	8.38	1.50	12	8.00	1.81
The World Bank Group's "Safeguard Policy" requirements are reasonable	24	6.96	2.79	14	8.07	1.38	4	7.50	1.73	6	8.00	2.19	10	7.80	1.48	10	7.60	1.65	8	7.00	1.51
The World Bank Group's conditions on its lending are reasonable*	26	9.04	1.15	15	8.40	1.18	6	6.83	1.47	9	8.56	1.59	13	8.62	1.71	17	8.24	1.60	15	7.60	1.50
The World Bank Group takes decisions quickly in Belarus	30	7.30	1.44	15	7.67	1.23	6	6.33	2.16	10	5.90	2.33	13	6.69	2.18	14	7.00	2.51	13	6.92	1.89
Working with the World Bank Group increases Belarus's institutional capacity	33	7.61	2.73	15	8.73	.80	4	7.75	1.50	12	8.42	1.08	22	8.36	1.29	18	8.17	1.62	14	7.86	1.51
Where country systems are adequate, the World Bank Group makes appropriate use of them	24	5.75	3.08	15	7.80	2.11	5	7.40	1.52	5	6.00	3.32	11	5.73	2.65	15	7.87	1.73	13	7.08	2.06
The World Bank Group provides effective implementation support	29	8.59	1.02	17	8.29	1.05	5	7.20	1.30	10	7.50	1.78	18	8.22	1.73	15	8.67	1.05	16	8.00	1.59

**Significantly different between stakeholder groups*

	Which of the following best describes your current position?																				
	Employee of Ministry			PMU/ Consultant			Local government			Private Sector/ Financial Sector/ Commercial Bank			NGO/ CBO			Academia/ Research/ Think tank			Other		
	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 the World Bank Group's work helps to find solutions that promote private public partnerships in Belarus?	19	5.68	3.09	7	7.71	1.25	4	6.75	1.26	10	6.00	1.70	17	6.76	.97	11	7.00	1.67	10	7.00	1.33

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

E. Working with the World Bank Group (continued)

Which of the following best describes the World Bank Group's support in Belarus? (Select only ONE response)

Percentage of Respondents	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Belarus	59.5%	75.0%	44.4%	64.3%	61.9%	68.4%	60.0%
The World Bank Group is not sufficiently selective in Belarus, and it is involved in too many areas of development	18.9%	6.3%	11.1%	21.4%	23.8%	15.8%	10.0%
Don't know	21.6%	18.8%	44.4%	14.3%	14.3%	15.8%	30.0%

F. The Future Role of the World Bank Group in Belarus

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

Percentage of Respondents (Responses combined)	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
Offer more innovative financial products	16.7%	41.2%	30.0%	21.4%	30.4%	15.8%	20.0%
Ensure greater selectivity in its work	8.3%	0.0%	0.0%	14.3%	17.4%	21.1%	10.0%
Provide more adequate data/knowledge/statistics/figures on Belarus's economy	2.8%	0.0%	0.0%	14.3%	0.0%	0.0%	5.0%
Improve the competitiveness of its financing compared to markets*	2.8%	5.9%	30.0%	21.4%	17.4%	0.0%	5.0%
Reach out more to groups outside of Government*	5.6%	11.8%	10.0%	21.4%	47.8%	26.3%	10.0%
Increase the level of capacity development in the country*	8.3%	23.5%	0.0%	7.1%	4.3%	36.8%	45.0%
Improve the quality of its experts as related to Belarus's specific challenges	2.8%	11.8%	20.0%	7.1%	4.3%	10.5%	5.0%
Offer more innovative knowledge services	13.9%	5.9%	0.0%	14.3%	8.7%	10.5%	10.0%
Collaborate more effectively with Government clients	50.0%	35.3%	30.0%	14.3%	26.1%	15.8%	35.0%
Work faster	5.6%	11.8%	10.0%	14.3%	0.0%	0.0%	0.0%
Reduce the complexity of obtaining World Bank Group financing	41.7%	35.3%	50.0%	50.0%	26.1%	42.1%	20.0%
Other*	16.7%	0.0%	0.0%	0.0%	8.7%	0.0%	0.0%

**Significantly different between stakeholder groups*

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

When considering the combination of services that the World Bank Group offers in Belarus, 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 Belarus?* (Select only ONE response)

Percentage of Respondents	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
Financial services	56.8%	52.9%	80.0%	64.3%	34.8%	42.1%	55.0%
Knowledge products	5.4%	23.5%	0.0%	14.3%	52.2%	47.4%	20.0%
Convening services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
None of the above	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The combination is appropriate for Belarus	29.7%	11.8%	0.0%	21.4%	0.0%	10.5%	10.0%
Don't know	8.1%	11.8%	20.0%	0.0%	13.0%	0.0%	15.0%

**Significantly different between stakeholder groups*

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
Social media	13.2%	0.0%	0.0%	14.3%	21.7%	0.0%	5.0%
International newspapers	0.0%	0.0%	0.0%	7.1%	4.3%	0.0%	15.0%
Local radio*	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%
International radio*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	39.5%	58.8%	10.0%	14.3%	8.7%	11.8%	25.0%
International television	13.2%	29.4%	20.0%	0.0%	21.7%	23.5%	0.0%
Local newspapers	0.0%	5.9%	20.0%	7.1%	4.3%	0.0%	5.0%
Internet*	84.2%	94.1%	60.0%	100.0%	82.6%	100.0%	100.0%
Periodicals*	5.3%	5.9%	20.0%	21.4%	26.1%	41.2%	20.0%
Other*	28.9%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%

**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 Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
Direct contact with World Bank Group	44.7%	70.6%	12.5%	50.0%	26.1%	40.0%	55.0%
World Bank Group's seminars/workshops/ conferences	55.3%	64.7%	75.0%	28.6%	52.2%	73.3%	45.0%
World Bank Group's publications and other written materials	36.8%	17.6%	62.5%	21.4%	30.4%	40.0%	60.0%
World Bank Group's website*	7.9%	23.5%	25.0%	50.0%	21.7%	6.7%	15.0%
Social media	10.5%	5.9%	0.0%	14.3%	21.7%	0.0%	0.0%
e-Newsletters	28.9%	17.6%	25.0%	35.7%	34.8%	40.0%	15.0%
Other	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**Significantly different between stakeholder groups*

G. Communication and Information Sharing (continued)

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

Percentage of Respondents	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
Yes	62.9%	75.0%	10.0%	35.7%	27.3%	52.9%	16.7%
No	37.1%	25.0%	90.0%	64.3%	72.7%	47.1%	83.3%

**Significantly different between stakeholder groups*

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

Percentage of Respondents	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
World Bank Group's seminars/workshops/conferences	28.6%	66.7%	100.0%	0.0%	33.3%	0.0%	33.3%
World Bank Group's website	14.3%	8.3%	0.0%	60.0%	16.7%	62.5%	66.7%
World Bank Group's e-Newsletters	28.6%	16.7%	0.0%	0.0%	16.7%	25.0%	0.0%
News/Media	0.0%	8.3%	0.0%	20.0%	0.0%	12.5%	0.0%
Colleagues/Friends/Peer organizations	4.8%	0.0%	0.0%	20.0%	33.3%	0.0%	0.0%
Other	23.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**Significantly different between stakeholder groups*

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

Percentage of Respondents	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
Yes	3.7%	23.1%	0.0%	23.1%	27.3%	7.1%	14.3%
No	96.3%	76.9%	100.0%	76.9%	72.7%	92.9%	85.7%

Were you able to obtain this information?

Percentage of Respondents	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
Yes	100.0%	100.0%	0.0%	100.0%	100.0 %	0.0%	50.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	50.0%

Do you have access to the Internet?

Percentage of Respondents	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
Yes	95.0%	100.0%	100.0%	100.0%	87.5%	100.0%	100.0%
No	5.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%

G. Communication and Information Sharing (continued)

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

Percentage of Respondents	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
Yes	63.2%	84.6%	11.1%	70.0%	75.0%	100.0%	78.6%
No	36.8%	15.4%	88.9%	30.0%	25.0%	0.0%	21.4%

**Significantly different between stakeholder groups*

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

Percentage of Respondents	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
Yes	16.7%	15.4%	0.0%	10.0%	26.7%	8.3%	7.1%
No	83.3%	84.6%	100.0%	90.0%	73.3%	91.7%	92.9%

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

Percentage of Respondents	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
High speed/WiFi	69.0%	56.3%	57.1%	84.6%	71.4%	82.4%	94.7%
Dial-up	31.0%	43.8%	42.9%	15.4%	28.6%	17.6%	5.3%

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

	Which of the following best describes your current position?																				
	Employee of Ministry			PMU/ Consultant			Local government			Private Sector/ Financial Sector/ Commercial Bank			NGO/ CBO			Academia/ Research/ Think tank			Other		
	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	8.36	1.76	14	8.36	1.15	2	9.00	0.00	9	6.78	1.39	15	7.07	2.22	15	7.27	2.22	16	7.00	1.37
I find the information on the World Bank Group's websites useful	23	8.91	1.00	14	8.50	1.02	2	8.00	0.00	9	8.11	.78	15	7.60	2.16	15	8.73	1.28	17	7.94	1.30
The World Bank Group's social media channels are valuable sources of information about the institution	17	4.53	3.24	6	7.67	1.03	2	4.50	3.54	9	5.56	2.92	15	5.07	2.71	10	5.40	2.27	7	5.14	3.02
When I need information from the World Bank Group I know how to find it*	33	9.03	1.07	17	8.47	.94	4	7.75	.96	12	7.67	2.31	21	8.14	1.82	14	7.50	1.51	19	7.63	1.77
The World Bank Group is responsive to my information requests and inquiries*	30	9.37	.93	17	8.82	.81	3	7.67	1.53	5	8.00	1.73	13	8.92	1.75	13	8.38	1.33	16	8.00	1.86

**Significantly different between stakeholder groups*

H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group in your country?* (Select only ONE response)

Percentage of Respondents	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
Yes	86.5%	100.0%	50.0%	78.6%	21.7%	68.4%	75.0%
No	13.5%	0.0%	50.0%	21.4%	78.3%	31.6%	25.0%

**Significantly different between stakeholder groups*

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

Percentage of Respondents	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
The World Bank (IBRD)	94.4%	100.0%	100.0%	66.7%	76.2%	88.9%	88.9%
The International Finance Corporation (IFC)	5.6%	0.0%	0.0%	33.3%	9.5%	11.1%	11.1%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%

**Significantly different between stakeholder groups*

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

Percentage of Respondents	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
Yes	43.2%	37.5%	40.0%	58.3%	31.6%	26.3%	38.9%
No	56.8%	62.5%	60.0%	41.7%	68.4%	73.7%	61.1%

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

Percentage of Respondents	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
The two institutions work well together	68.8%	100.0%	0.0%	71.4%	0.0%	80.0%	85.7%
The way the two institutions work together needs improvement	6.3%	0.0%	25.0%	14.3%	33.3%	0.0%	14.3%
The two institutions do not work well together	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%
Don't know	25.0%	0.0%	75.0%	0.0%	66.7%	20.0%	0.0%

**Significantly different between stakeholder groups*

H. Background Information (continued)

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

Percentage of Respondents (Responses combined)	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)	5.3%	0.0%	0.0%	14.3%	5.0%	11.1%	5.0%
Use World Bank Group reports/data*	10.5%	11.8%	37.5%	42.9%	50.0%	38.9%	45.0%
Engage in World Bank Group related/sponsored events/activities*	39.5%	35.3%	12.5%	21.4%	65.0%	50.0%	25.0%
Collaborate as part of my professional duties*	84.2%	76.5%	62.5%	57.1%	35.0%	50.0%	55.0%
Use World Bank Group website for information, data, research, etc.*	2.6%	23.5%	12.5%	21.4%	30.0%	33.3%	35.0%

**Significantly different between stakeholder groups*

What's your gender?

Percentage of Respondents	Employee of Ministry	PMU/ Consultant	Local government	Private Sector/ Financial Sector/ Commercial Bank	NGO/ CBO	Academia/ Research/ Think tank	Other
Female	52.6%	58.8%	50.0%	28.6%	34.8%	57.9%	25.0%
Male	47.4%	41.2%	50.0%	71.4%	65.2%	42.1%	75.0%

Appendix C: Responses to Indicator Questions by Geographic Locations

● **Minsk N=122** ● **Oblast capital N=18** ● **Oblast capital N=2**

B. Overall Attitudes toward the World Bank Group

	Which best represents your geographic location?								
	Minsk			Oblast capital			Region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Belarus.	106	7.46	1.51	13	7.92	1.61	2	6.50	2.12

(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 Belarus?
(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?								
	Minsk			Oblast capital			Region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Belarus	116	6.50	1.88	13	6.00	2.00	1	5.00	-
The World Bank Group's work is aligned with what I consider the development priorities for Belarus	109	7.11	1.48	10	6.10	2.13	2	7.00	1.41

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

	Which best represents your geographic location?								
	Minsk			Oblast capital			Region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	107	6.73	1.94	13	6.15	2.27	1	6.00	
Flexibility (in terms of the institution's products and services)	94	6.13	1.68	10	5.50	.97	1	4.00	
Flexibility (in terms of changing country circumstances)	99	6.42	1.70	10	5.80	1.40	1	4.00	
Being inclusive	80	6.61	1.78	8	6.13	.99	1	8.00	
Openness (sharing data and other information)	110	7.62	1.63	12	6.67	1.87			
Collaboration with the Government	102	8.12	1.42	12	7.42	1.44	1	6.00	
The speed in which it gets things accomplished on the ground	107	7.03	1.87	10	6.20	1.40			
Ease of access to the people at the World Bank Group who are making decisions important to my work	110	8.38	1.64	14	7.57	2.24			
Collaboration with civil society	53	6.58	1.75	7	5.86	1.21	1	9.00	
Staff accessibility	108	8.52	1.60	15	8.20	1.26	1	9.00	
Collaboration with other donors and development partners	65	7.00	1.44	6	6.50	1.97			
Collaboration with the private sector	64	6.69	1.47	7	6.00	2.16			
Straightforwardness and honesty	103	8.07	1.72	9	8.11	1.54			
Treating clients and stakeholders in Belarus with respect	108	8.58	1.63	10	8.70	1.25			
Being a long-term partner	100	8.72	1.20	11	7.91	1.92	1	8.00	

C. World Bank Group's Effectiveness and Results

	Which best represents your geographic location?								
	Minsk			Oblast capital			Region		
	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 Belarus?	107	6.93	1.39	13	5.92	1.98	2	6.50	.71

(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 Belarus?
(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?								
	Minsk			Oblast capital			Region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Belarus	113	7.62	1.65	15	6.60	2.50	2	8.50	.71
The World Bank Group meets Belarus's needs for knowledge services*	104	7.30	1.51	10	6.20	1.32	2	6.00	1.41

**Significantly different between geographic locations*

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

In Belarus, 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)*

	Which best represents your geographic location?								
	Minsk			Oblast capital			Region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are adaptable to Belarus's specific development challenges and country circumstances	98	7.00	1.55	9	7.22	1.30	1	9.00	

	Which best represents your geographic location?								
	Minsk			Oblast capital			Region		
	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?	113	7.80	1.59	14	7.00	1.80	2	9.00	1.41
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	105	7.70	1.38	11	7.45	1.21	2	8.50	2.12

(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)*

	Which best represents your geographic location?								
	Minsk			Oblast capital			Region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Belarus	89	7.01	1.88	13	6.85	2.03			
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	79	6.86	2.43	9	5.56	3.32	1	10.00	

Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group[18]

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 FY16 Belarus 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 Belarus, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Belarus?"

Collaborating with the WBG N=99 ● Not collaborating with the WBG N=42

B. Overall Attitudes toward the World Bank Group

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Belarus?*	98	7.49	1.55	41	6.32	2.18

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Belarus.*	88	7.72	1.34	32	6.81	1.79

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	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 Belarus solve its most complicated development challenges?*	84	8.35	1.19	25	7.76	1.09

(1-To no degree at all, 10-To a very significant degree)
**Significantly different between collaborators and non-collaborators*

[18] Only 141 respondents provided the information about whether they collaborate with the World Bank Group (question H3 in the questionnaire). Thus only these respondents were included in the analysis presented in this appendix.

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Health	17.2%	19.0%
Transport	15.2%	4.8%
Global/regional integration*	0.0%	9.5%
Job creation/employment	19.2%	28.6%
Public sector governance/reform	38.4%	33.3%
Social protection	5.1%	0.0%
Agriculture/rural development	2.0%	7.1%
Foreign direct investment	24.2%	23.8%
Education	14.1%	26.2%
Energy/energy efficiency*	37.4%	19.0%
Financial markets	11.1%	7.1%
Urban development	2.0%	7.1%
Economic growth	32.3%	35.7%
Private sector development	26.3%	31.0%
Water and sanitation	10.1%	4.8%
Food security	0.0%	0.0%
Environmental sustainability/climate change	21.2%	14.3%
Information and communications technology	11.1%	7.1%
Trade and exports	3.0%	2.4%
Equality of opportunity/gender equity	0.0%	2.4%
Regulatory framework	2.0%	4.8%
Poverty reduction	4.0%	7.1%
Anti corruption	1.0%	0.0%

**Significantly different between collaborators and non-collaborators*

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Belarus*	94	6.66	1.78	35	5.74	1.95
The World Bank Group's work is aligned with what I consider the development priorities for Belarus*	85	7.18	1.47	35	6.57	1.63

**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 Belarus, in terms of each of the following?
(1-To no degree at all, 10-To a very significant degree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	90	6.91	1.97	30	5.90	1.83
Flexibility (in terms of the institution's products and services)	78	6.22	1.62	26	5.50	1.61
Flexibility (in terms of changing country circumstances)	79	6.38	1.61	30	6.23	1.92
Being inclusive	59	6.81	1.75	29	6.14	1.62
Openness (sharing data and other information)*	88	7.74	1.49	33	6.88	1.93
Collaboration with the Government	80	8.18	1.32	34	7.62	1.63
The speed in which it gets things accomplished on the ground*	85	7.18	1.75	31	6.32	1.99
Ease of access to the people at the World Bank Group who are making decisions important to my work*	93	8.67	1.41	30	7.07	2.07
Collaboration with civil society	38	6.71	1.61	22	6.18	1.89
Staff accessibility*	93	8.71	1.35	30	7.73	1.93
Collaboration with other donors and development partners	46	7.17	1.35	24	6.50	1.64
Collaboration with the private sector	46	6.87	1.34	24	6.17	1.83
Straightforwardness and honesty	82	8.10	1.82	29	7.93	1.28
Treating clients and stakeholders in Belarus with respect	89	8.60	1.72	28	8.54	1.14
Being a long-term partner*	84	8.77	1.15	27	8.15	1.59

**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 Belarus? *(1-Not important at all, 10-Very important)*

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Financial markets	84	7.57	2.25	32	7.75	1.92
Transport*	88	7.70	1.64	36	6.14	2.40
Anti corruption	73	5.47	2.85	36	5.25	2.78
Urban development*	86	7.73	1.80	37	6.81	2.25
Environmental sustainability/climate change	86	7.71	1.83	37	7.54	2.06
Trade and exports	81	7.25	1.83	34	6.97	1.90
Information and communications technology	82	7.48	1.77	35	7.11	1.73
Poverty reduction	88	7.27	2.14	35	7.20	2.39
Equality of opportunity/gender equity	78	5.54	2.80	34	5.65	2.40
Private sector development	84	8.39	1.61	37	8.32	1.72
Foreign direct investment	91	8.48	1.36	39	8.08	2.11
Water and sanitation*	86	7.17	2.04	38	6.26	2.20
Regulatory framework	85	6.68	2.66	35	7.11	1.79
Economic growth	89	8.87	1.29	36	8.69	1.56
Energy/energy efficiency*	91	8.66	1.35	38	7.89	1.56
Public sector governance/reform	84	8.11	1.84	38	7.76	2.21
Job creation/employment	87	7.93	2.08	38	7.92	1.51
Social protection	87	7.53	2.05	37	6.86	2.28
Agriculture/rural development	88	7.07	2.43	38	6.74	2.10
Global/regional integration	84	6.75	2.31	36	6.69	2.25
Food security	87	6.23	2.30	37	6.38	2.06
Health	90	8.30	1.58	37	8.03	1.28
Education	90	8.31	1.37	38	7.95	1.54

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Equality of opportunity/gender equity	19	4.42	2.76	14	5.79	2.15
Information and communications technology	25	5.48	2.74	14	5.79	2.04
Transport*	60	7.93	1.42	22	6.91	1.82
Urban development*	20	5.40	1.43	15	6.40	1.45
Environmental sustainability/climate change	50	7.48	1.52	20	7.40	1.35
Regulatory framework	38	6.03	2.39	18	6.11	1.78
Poverty reduction	24	5.08	2.57	18	5.44	2.18
Anti corruption	18	4.17	2.38	13	5.08	1.61
Private sector development*	38	7.24	1.30	19	5.74	1.94
Foreign direct investment	39	6.92	1.49	18	6.33	2.11
Water and sanitation	59	8.02	1.55	20	7.60	1.54
Trade and exports	24	5.00	2.69	15	5.33	1.88
Economic growth	41	6.41	2.11	22	6.14	2.23
Health*	38	7.39	1.33	19	6.05	2.12
Public sector governance/reform	45	6.56	2.51	22	5.32	2.21
Job creation/employment	24	5.08	2.47	14	5.21	1.53
Financial markets	32	6.03	2.95	15	4.80	2.48
Energy/energy efficiency*	68	8.31	1.40	29	7.62	1.88
Global/regional integration	28	5.32	2.45	15	6.00	1.41
Food security	17	4.29	2.37	15	5.40	1.50
Education*	41	7.29	1.40	22	5.95	1.68
Social protection	22	5.64	3.09	17	5.53	2.03
Agriculture/rural development	21	4.86	2.52	16	5.25	2.11

**Significantly different between collaborators and non-collaborators*

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Belarus?*	86	7.05	1.34	35	6.23	1.68

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators*

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Belarus*	95	7.74	1.63	34	6.88	2.07
The World Bank Group meets Belarus's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	82	7.44	1.41	33	6.52	1.64

**Significantly different between collaborators and non-collaborators*

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Belarus?	76	7.12	1.75	27	6.70	1.92

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

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

In Belarus, 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)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely	80	7.49	1.51	33	6.94	1.78
Include appropriate level of stakeholder involvement during preparation	80	7.15	2.03	28	6.96	1.40
Lead to practical solutions	77	6.56	2.39	31	6.13	1.88
Are accessible (well written and easy to understand)	79	7.67	1.60	32	7.06	1.46
Are source of relevant information on global good practices	83	7.69	1.70	36	7.56	1.59
Are adequately disseminated*	78	7.53	1.80	31	6.61	1.84
Are translated enough into local language*	82	7.80	1.66	30	6.93	2.10
Are adaptable to Belarus's specific development challenges and country circumstances	75	7.04	1.58	32	7.03	1.45

**Significantly different between collaborators and non-collaborators*

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	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?	91	7.66	1.51	37	7.92	1.91
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	82	7.80	1.28	35	7.40	1.56

(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)*

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	72	8.63	1.28	16	8.38	1.63
The World Bank Group effectively monitors and evaluates the projects and programs it supports	83	8.61	1.19	25	8.28	1.34
The World Bank Group's approvals and reviews are done in a timely fashion	78	7.94	1.59	16	7.81	1.33
The World Bank Group's "Safeguard Policy" requirements are reasonable	60	7.30	2.17	17	8.12	1.27
The World Bank Group's conditions on its lending are reasonable	79	8.39	1.44	23	8.26	1.74
The World Bank Group takes decisions quickly in Belarus	81	7.06	1.75	20	6.70	2.45
Working with the World Bank Group increases Belarus's institutional capacity	85	8.11	1.93	33	8.06	1.58
Where country systems are adequate, the World Bank Group makes appropriate use of them	71	6.62	2.70	17	7.47	1.77
The World Bank Group provides effective implementation support	85	8.26	1.34	25	8.12	1.51

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Belarus?	53	6.57	2.23	26	6.54	1.33

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

G. Communication and Information Sharing

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	65	7.63	1.75	28	7.54	2.03
I find the information on the World Bank Group's websites useful	68	8.40	1.08	28	8.18	1.93
The World Bank Group's social media channels are valuable sources of information about the institution	42	5.14	3.10	24	5.50	2.19
When I need information from the World Bank Group I know how to find it*	88	8.49	1.37	32	7.47	1.95
The World Bank Group is responsive to my information requests and inquiries	82	8.77	1.33	16	8.50	1.79

**Significantly different between collaborators and non-collaborators*

Appendix E: Responses to Selected Questions by Year[19]

***All data presented in this appendix are weighted. As a result, means of the FY 2016 data and the total number of respondents each year will be slightly different from those in FY 2012 appendices.**

FY '13 Number of comparable respondents = 101 • FY '16 Number of comparable respondents = 130

By weighting, FY 2013 and FY 2016 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	FY2013	FY2016
Office of the President; Office of the Prime Minister; Office of Minister	5.00%	5.00%
Government institutions	25.00%	25.00%
Local government	10.00%	10.00%
Bilateral/multilateral agencies	5.00%	5.00%
Civil society	20.00%	20.00%
Private sector	15.00%	15.00%
Academia	15.00%	15.00%
Media	5.00%	5.00%

B. Overall Attitudes toward the World Bank Group

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Belarus?*	128	7.23	1.78	99	6.56	1.95

*(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY2016 and FY2013*

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Belarus.	113	7.40	1.55	84	7.03	1.62

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

	year					
	FY 2016			FY 2013		
	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 Belarus solve its most complicated development challenges?	103	8.19	1.24	73	7.84	1.73

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

[19] Only those questions that were asked in the FY '13 and FY '16 country opinion surveys, with similar response scales/options, are presented.

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 Belarus?
(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Belarus	119	6.42	1.87	92	6.04	2.26
The World Bank Group's work is aligned with what I consider the development priorities for Belarus*	113	7.05	1.56	94	6.58	1.84

**Significantly different between FY2016 and FY2013*

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	111	6.61	2.00	86	6.96	1.76
Flexibility (in terms of the institution's products and services)*	95	6.11	1.70	84	6.67	1.71
Flexibility (in terms of changing country circumstances)	99	6.40	1.70	82	6.33	1.75
Being inclusive	86	6.65	1.71	82	6.92	1.84
Openness (sharing data and other information)	114	7.46	1.70	85	7.37	1.74
Collaboration with the Government	105	7.94	1.51	82	8.02	1.51
The speed in which it gets things accomplished on the ground	103	6.89	1.90			
Ease of access to the people at the World Bank Group who are making decisions important to my work	116	8.14	1.79			
Collaboration with civil society	59	6.55	1.71			
Staff accessibility	114	8.31	1.62	84	7.93	1.82
Collaboration with other donors and development partners	69	6.89	1.55	63	6.89	1.76
Collaboration with the private sector	73	6.57	1.63			
Straightforwardness and honesty	105	8.13	1.58	80	7.69	1.90
Treating clients and stakeholders in Belarus with respect	109	8.67	1.46	91	8.51	1.59
Being a long-term partner	104	8.57	1.31			

**Significantly different between FY2016 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 Belarus? *(1-Not effective at all, 10-Very effective)*

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Equality of opportunity/gender equity*	32	5.13	2.47	43	6.29	1.77
Information and communications technology	40	5.89	2.28	44	6.05	1.87
Transport*	76	7.57	1.76	51	6.85	1.86
Urban development	34	5.87	1.56	42	5.60	1.94
Environmental sustainability/climate change	63	7.38	1.55			
Regulatory framework	55	6.13	1.97	58	6.39	1.87
Poverty reduction	42	5.52	2.26	52	6.36	1.98
Anti corruption	30	4.74	1.97	37	4.95	2.15
Private sector development	57	6.49	1.67			
Foreign direct investment	54	6.65	1.77	60	6.18	1.94
Water and sanitation*	72	7.74	1.68	59	6.73	2.05
Trade and exports*	37	5.11	2.25	44	6.50	1.86
Economic growth*	58	6.28	2.15	57	7.12	1.45
Health*	52	6.81	1.79	32	5.54	2.29
Public sector governance/reform	65	6.20	2.36	54	6.88	1.86
Job creation/employment	38	5.38	1.98	49	6.09	1.98
Financial markets	46	5.83	2.75	45	5.71	2.00
Energy/energy efficiency	87	8.00	1.67	64	7.49	1.74
Global/regional integration	42	5.83	1.96	35	5.42	2.23
Food security	30	5.04	1.82	30	4.84	2.31
Education*	58	6.78	1.73	36	5.73	2.26
Social protection	36	5.78	2.51	46	6.17	2.46
Agriculture/rural development	35	5.08	2.16	37	5.30	2.11

**Significantly different between FY2016 and FY2013*

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Belarus?	113	6.73	1.53	94	6.52	1.80

(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 Belarus?
(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Belarus	122	7.55	1.82	93	7.18	1.91
The World Bank Group meets Belarus's needs for knowledge services (e.g., research, analysis, data, technical assistance)	109	7.14	1.53	90	7.18	1.96

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 2016
Weekly	3.1%	10.3%
Monthly	22.4%	16.7%
A few times a year	40.8%	50.8%
Rarely	27.6%	19.0%
Never	6.1%	3.2%

In Belarus, 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)

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Are timely	106	7.38	1.67	87	7.06	1.75
Include appropriate level of stakeholder involvement during preparation	102	7.23	1.82	81	6.99	1.89
Lead to practical solutions	100	6.57	2.19			
Are accessible (well written and easy to understand)	105	7.53	1.63	89	7.70	1.90
Are source of relevant information on global good practices	111	7.78	1.54	85	7.40	1.81
Are adequately disseminated*	102	7.42	1.85	82	6.64	1.79
Are translated enough into local language	106	7.57	1.93	80	7.90	1.64
Are adaptable to Belarus's specific development challenges and country circumstances	101	7.21	1.56	85	7.57	1.68

**Significantly different between FY2016 and FY2013*

	year					
	FY 2016			FY 2013		
	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?*	119	7.79	1.64	90	6.64	2.04
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	109	7.69	1.41	87	7.43	1.66

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)
**Significantly different between FY2016 and FY2013*

E. Working with the World Bank Group

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	74	8.42	1.41	70	6.97	1.96
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	96	8.48	1.30	81	7.46	1.93
The World Bank Group's approvals and reviews are done in a timely fashion	81	7.86	1.56	68	7.97	1.60
The World Bank Group's "Safeguard Policy" requirements are reasonable	64	7.46	1.95	47	7.50	1.59
The World Bank Group's conditions on its lending are reasonable*	93	8.35	1.59	70	7.60	1.78
The World Bank Group takes decisions quickly in Belarus	90	6.90	2.03			
Working with the World Bank Group increases Belarus's institutional capacity*	108	8.23	1.71	84	7.43	1.90
Where country systems are adequate, the World Bank Group makes appropriate use of them	74	6.91	2.53	48	7.30	1.74
The World Bank Group provides effective implementation support	100	8.24	1.51	69	8.12	1.55

**Significantly different between FY2016 and FY2013*

G. Communication and Information Sharing

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

Percentage of Respondents	FY 2013	FY 2016
Yes	22.8%	38.8%
No	77.2%	61.2%

**Significantly different between FY2016 and FY2013*

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

Percentage of Respondents	FY 2013	FY 2016
Yes	38.4%	18.4%
No	61.6%	81.6%

**Significantly different between FY2016 and FY2013*

Were you able to obtain this information?*

Percentage of Respondents	FY 2013	FY 2016
Yes	100.0%	80.0%
No	0.0%	20.0%

**Significantly different between FY2016 and FY2013*

Do you have access to the Internet?

Percentage of Respondents	FY 2013	FY 2016
Yes	98.9%	96.8%
No	1.1%	3.2%

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

Percentage of Respondents	FY 2013	FY 2016
Yes	79.6%	73.0%
No	20.4%	27.0%

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	88	7.48	1.79	74	7.32	1.72
I find the information on the World Bank Group's websites useful	89	8.12	1.43	73	7.79	1.59
When I need information from the World Bank Group I know how to find it	109	8.06	1.62	92	8.08	1.91
The World Bank Group is responsive to my information requests and inquiries	86	8.54	1.65	67	8.38	1.87

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 Belarus? (Choose no more than TWO)									
			Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
	Not collaborating with the WBG	Collaborating with the WBG	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 Belarus.	6.81	7.72	7.50	7.29	7.63	7.17	7.44	7.58	7.24	7.64	7.53	7.35
Overall the World Bank Group currently plays a relevant role in development in Belarus	5.74	6.66	6.43	6.75	6.64	6.00	6.48	6.40	5.91	6.75	6.50	6.25
The World Bank Group's work is aligned with what I consider the development priorities for Belarus	6.57	7.18	7.04	7.14	6.95	7.23	6.97	7.16	7.13	6.99	7.13	6.67
Responsiveness to needs	5.90	6.91	6.66	7.00	6.89	6.20	6.63	6.75	6.22	6.93	6.70	6.59
Flexibility (in terms of the institution's products and services)	5.50	6.22	6.04	6.33	6.11	5.93	6.20	5.85	5.79	6.20	6.18	5.62
Flexibility (in terms of changing country circumstances)	6.23	6.38	6.34	6.38	6.34	6.37	6.32	6.38	6.19	6.43	6.52	5.67
Being inclusive	6.14	6.81	6.56	7.00	6.60	6.57	6.39	6.84	6.77	6.46	6.55	6.79
Openness (sharing data and other information)	6.88	7.74	7.59	6.88	7.70	7.19	7.65	7.38	7.27	7.69	7.55	7.50
Collaboration with the Government	7.62	8.18	8.02	7.83	8.16	7.69	7.93	8.14	7.66	8.19	7.99	8.09
The speed in which it gets things accomplished on the ground	6.32	7.18	6.95	7.29	7.17	6.48	6.91	7.07	6.73	7.11	6.99	6.90
Ease of access to the people at the World Bank Group who are making decisions important to my work	7.07	8.67	8.43	7.14	8.62	7.67	8.36	8.35	7.77	8.64	8.35	8.38
Collaboration with civil society	6.18	6.71	6.54	6.80	6.86	6.09	6.68	6.42	6.14	6.97	6.56	6.58
Staff accessibility	7.73	8.71	8.54	8.00	8.67	8.09	8.41	8.66	8.16	8.67	8.60	8.09
Collaboration with other donors and development partners	6.50	7.17	7.07	6.33	7.20	6.67	7.00	7.00	6.81	7.13	6.96	7.20
Collaboration with the private sector	6.17	6.87	6.69	6.33	6.66	6.66	6.67	6.64	6.40	6.86	6.69	6.50
Straightforwardness and honesty	7.93	8.10	8.09	8.25	8.19	7.88	8.00	8.26	8.24	8.03	7.98	8.59
Treating clients and stakeholders in Belarus with respect	8.54	8.60	8.60	8.63	8.59	8.64	8.38	8.90	8.73	8.53	8.61	8.57
Being a long-term partner	8.15	8.77	8.71	7.83	8.79	8.30	8.72	8.57	8.30	8.85	8.71	8.45
To what extent does the World Bank Group's work help to achieve development results in Belarus?	6.23	7.05	6.84	6.86	6.97	6.57	6.83	6.86	6.58	6.99	6.78	7.04
The World Bank Group's financial instruments meet the needs of Belarus	6.88	7.74	7.62	7.33	7.69	7.43	7.55	7.69	7.51	7.66	7.60	7.64
The World Bank Group meets Belarus's needs for knowledge services	6.52	7.44	7.25	7.43	7.32	7.15	7.36	7.08	7.12	7.35	7.25	7.31
The World Bank Group's knowledge work and activities are adaptable to Belarus's specific development challenges and country circumstances	7.03	7.04	7.05	6.20	6.96	7.12	6.88	7.19	6.92	7.06	6.95	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?	7.92	7.66	7.77	7.14	7.65	7.92	7.64	7.89	7.58	7.82	7.70	7.88
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.40	7.80	7.74	7.29	7.79	7.57	7.59	7.93	7.68	7.73	7.62	8.09
The World Bank Group takes decisions quickly in Belarus	6.70	7.06	6.96	7.75	7.20	6.33	6.95	7.05	6.93	7.01	6.88	7.53
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.47	6.62	6.61	9.00	6.59	7.17	6.79	6.69	7.31	6.51	6.58	7.50

Yellow highlight indicates significant difference between Yes and No means.

Appendix G: Belarus FY 2016 Questionnaire

World Bank Group Country Survey FY16 – Belarus

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

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 BELARUS

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

SECTION A: GENERAL ISSUES

A2. Listed below are a number of development priorities in Belarus. Please identify which of the following you consider the most important development priorities in Belarus? (Choose no more than THREE)			
1	Global/regional integration	13	Water and sanitation
2	Food security	14	Environmental sustainability/climate change
3	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	15	Health
4	Social protection (e.g., pensions, targeted social assistance)	16	Poverty reduction
5	Equality of opportunity/gender equity	17	Transport (e.g., roads, bridges, transportation)
6	Private sector development	18	Education
7	Foreign direct investment	19	Trade and exports
8	Urban development	20	Anti corruption
9	Energy/energy efficiency	21	Regulatory framework
10	Job creation/employment	22	Economic growth
11	Agriculture/rural development	23	Information and communications technology
12	Financial markets		

A3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 avoiding threat of poverty in Belarus? (Choose no more than THREE)			
1	Water and sanitation	12	Anti corruption
2	Equality of opportunity/gender equity	13	Education
3	Agriculture/rural development	14	Foreign direct investment
4	Environmental sustainability/climate change	15	Energy/energy efficiency
5	Global/regional integration	16	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
6	Economic growth	17	Private sector development
7	Urban development	18	Health
8	Regulatory framework	19	Job creation/employment
9	Social protection (e.g., pensions, targeted social assistance)	20	Financial markets
10	Transport (e.g., roads, bridges, transportation)	21	Trade and exports
11	Information and communications technology	22	Food security

SECTION A: GENERAL ISSUES

A4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Belarus? (Choose no more than TWO)	
1	Consistent economic growth
2	More reliable social safety net
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Better employment opportunities for young people
11	Better employment opportunities for women
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify):_____

A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Belarus? (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 global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)	
1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in Belarus?									
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 Belarus.										
1	2	3	4	5	6	7	8	9	10	☐
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 Belarus solve its most complicated development challenges?										
1	2	3	4	5	6	7	8	9	10	☐
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 Belarus, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Belarus? (Choose no more than THREE)

1	Health	13	Economic growth
2	Transport (e.g., roads, bridges, transportation)	14	Private sector development
3	Global/regional integration	15	Water and sanitation
4	Job creation/employment	16	Food security
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Environmental sustainability/climate change
6	Social protection (e.g., pensions, targeted social assistance)	18	Information and communications technology
7	Agriculture/rural development	19	Trade and exports
8	Foreign direct investment	20	Equality of opportunity/gender equity
9	Education	21	Regulatory framework
10	Energy/energy efficiency	22	Poverty reduction
11	Financial markets	23	Anti corruption
12	Urban development		

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 Belarus?

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Policy advice, studies, analyses	☐	☐
2	Data and statistics	☐	☐
3	Convening/facilitating	☐	☐
4	Financial resources	☐	☐
5	Capacity development	☐	☐
6	Technical assistance	☐	☐
7	Help to bring discipline/effective supervision to implementation of investment projects	☐	☐
8	Mobilizing third party financial resources	☐	☐
9	Donor coordination	☐	☐
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	☐	☐
11	Other (please specify): _____	☐	☐

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Belarus? (Choose no more than TWO)

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B7. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Belarus? (Choose no more than TWO)	
1	Trust Fund management
2	Knowledge products/services (analytical work, studies, surveys, etc.)
3	Capacity development
4	Technical assistance (advice, best practice, international experience, etc.)
5	Investment lending (financing specific projects)
6	Policy based lending / budget support to the Government
7	Multi-sectoral approaches
8	Other (please specify): _____
9	Don't know

B8. To what extent do you believe that the World Bank Group's work and support help the poorest in Belarus? (Select only ONE response)	
1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

B9. 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	Parliament	7	NGOs/Community Based Organizations (CBOs)
2	Donor community	8	Youth/university groups
3	Media	9	Beneficiaries
4	Local Government	10	Foundations
5	Private sector	11	Other (please specify): _____
6	Academia/think tanks/research institutes	12	Don't know

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

		Strongly disagree									**Strongly agree**	Don't know
B10	Overall the World Bank Group currently plays a relevant role in development in Belarus	1	2	3	4	5	6	7	8	9	10	☐
B11	The World Bank Group's work is aligned with what I consider the development priorities for Belarus	1	2	3	4	5	6	7	8	9	10	☐

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

		To no degree at all									To a very significant degree	Don't know
B12	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	☐
B13	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	☐
B14	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	☐
B15	Being inclusive	1	2	3	4	5	6	7	8	9	10	☐
B16	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	☐
B17	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	☐
B18	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	☐
B19	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	☐
B20	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	☐
B21	Staff accessibility	1	2	3	4	5	6	7	8	9	10	☐
B22	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	☐
B23	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	☐
B24	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	☐
B25	Treating clients and stakeholders in Belarus with respect	1	2	3	4	5	6	7	8	9	10	☐
B26	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	☐

B27. 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 Government works inefficiently
2	Poor donor coordination
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	There is not an adequate level of citizen/civil society participation
6	The World Bank Group works too slowly
7	The World Bank Group does not do adequate follow through/follow-up
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Belarus?

		Not important at all									**Very important**	Don't know
1	Financial markets	1	2	3	4	5	6	7	8	9	10	☐
2	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	☐
3	Anti corruption	1	2	3	4	5	6	7	8	9	10	☐
4	Urban development	1	2	3	4	5	6	7	8	9	10	☐
5	Environmental sustainability/climate change	1	2	3	4	5	6	7	8	9	10	☐
6	Trade and exports	1	2	3	4	5	6	7	8	9	10	☐
7	Information and communications technology	1	2	3	4	5	6	7	8	9	10	☐
8	Poverty reduction	1	2	3	4	5	6	7	8	9	10	☐
9	Equality of opportunity/gender equity	1	2	3	4	5	6	7	8	9	10	☐
10	Private sector development	1	2	3	4	5	6	7	8	9	10	☐
11	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	☐
12	Water and sanitation	1	2	3	4	5	6	7	8	9	10	☐
13	Regulatory framework	1	2	3	4	5	6	7	8	9	10	☐
14	Economic growth	1	2	3	4	5	6	7	8	9	10	☐
15	Energy/energy efficiency	1	2	3	4	5	6	7	8	9	10	☐
16	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	☐
17	Job creation/employment	1	2	3	4	5	6	7	8	9	10	☐
18	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	☐
19	Agriculture/rural development	1	2	3	4	5	6	7	8	9	10	☐
20	Global/regional integration	1	2	3	4	5	6	7	8	9	10	☐
21	Food security	1	2	3	4	5	6	7	8	9	10	☐
22	Health	1	2	3	4	5	6	7	8	9	10	☐
23	Education	1	2	3	4	5	6	7	8	9	10	☐

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 Belarus? *(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	Equality of opportunity/gender equity	1	2	3	4	5	6	7	8	9	10	☐
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	☐
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	☐
4	Urban development	1	2	3	4	5	6	7	8	9	10	☐
5	Environmental sustainability/climate change	1	2	3	4	5	6	7	8	9	10	☐
6	Regulatory framework	1	2	3	4	5	6	7	8	9	10	☐
7	Poverty reduction	1	2	3	4	5	6	7	8	9	10	☐
8	Anti corruption	1	2	3	4	5	6	7	8	9	10	☐
9	Private sector development	1	2	3	4	5	6	7	8	9	10	☐
10	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	☐
11	Water and sanitation	1	2	3	4	5	6	7	8	9	10	☐
12	Trade and exports	1	2	3	4	5	6	7	8	9	10	☐
13	Economic growth	1	2	3	4	5	6	7	8	9	10	☐
14	Health	1	2	3	4	5	6	7	8	9	10	☐
15	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	☐
16	Job creation/employment	1	2	3	4	5	6	7	8	9	10	☐
17	Financial markets	1	2	3	4	5	6	7	8	9	10	☐
18	Energy/energy efficiency	1	2	3	4	5	6	7	8	9	10	☐
19	Global/regional integration	1	2	3	4	5	6	7	8	9	10	☐
20	Food security	1	2	3	4	5	6	7	8	9	10	☐
21	Education	1	2	3	4	5	6	7	8	9	10	☐
22	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	☐
23	Agriculture/rural development	1	2	3	4	5	6	7	8	9	10	☐

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 Belarus?										
1	2	3	4	5	6	7	8	9	10	☐
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 Belarus?												
		Strongly disagree									**Strongly agree**	Don't know
C4	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Belarus	1	2	3	4	5	6	7	8	9	10	☐
C5	The World Bank Group meets Belarus's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	☐

C6. To what extent do you believe the World Bank Group measures and corrects its work in real time in Belarus?										
1	2	3	4	5	6	7	8	9	10	☐
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 Belarus, 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	☐
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	☐
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	☐
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	☐
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	☐
D7	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	☐
D8	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	☐
D9	Are adaptable to Belarus's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	☐

D10. 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	☐
Not significant at all									**Very significant**	Don't know

D11. 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	☐
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	☐
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	☐
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	☐
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	☐
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	☐
E6	The World Bank Group takes decisions quickly in Belarus	1	2	3	4	5	6	7	8	9	10	☐
E7	Working with the World Bank Group increases Belarus's institutional capacity	1	2	3	4	5	6	7	8	9	10	☐
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	☐
E9	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	☐

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Belarus?										
1	2	3	4	5	6	7	8	9	10	☐
To no degree at all									**To a very significant degree**	Don't know

E11. Which of the following best describes the World Bank Group's support in Belarus? **(Select only one response)**	
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Belarus
2	The World Bank Group is not sufficiently selective in Belarus, and it is involved in too many areas of development
3	Don't know

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN BELARUS

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

F2. When considering the combination of services that the World Bank Group offers in Belarus, 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 Belarus? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Belarus
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 Belarus? (Choose no more than TWO)			
1	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Periodicals
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	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	5	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
2	World Bank Group's seminars/workshops/ conferences	6	e-Newsletters
3	World Bank Group's publications and other written materials	7	Other (please specify): _____
4	World Bank Group's website		

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? **(If YES please go to Question G4; if NO please go to G5)**	**Yes**	**No**

G4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)	
1	World Bank Group's seminars/workshops/conferences
2	World Bank Group's website
3	World Bank Group's e-Newsletters
4	News/Media
5	Colleagues/Friends/Peer organizations
6	Other (please specify): _____

G5	Have you requested information from the World Bank Group on its activities in the past year? **(If YES please go to Question G6; if NO please go to G7)**	**Yes**	**No**
G6	Were you able to obtain this information?	**Yes**	**No**
G7	Do you have access to the Internet?	**Yes**	**No**
G8	Do you use/have you used the World Bank Group website?	**Yes**	**No**
G9	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	**Yes**	**No**

SECTION G: COMMUNICATION AND INFORMATION SHARING

G10. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
2	Dial-up

Please rate how much you agree with the following statements.

		Strongly disagree									**Strongly agree**	Don't know
G11	I find the World Bank Group's websites easy to navigate. *(Only answer if you have used a World Bank Group website)*	1	2	3	4	5	6	7	8	9	10	☐
G12	I find the information on the World Bank Group's websites useful. *(Only answer if you have used a World Bank Group website)*	1	2	3	4	5	6	7	8	9	10	☐
G13	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	☐
G14	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	☐
G15	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	☐

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (Select only ONE response)			
1	Presidential Administration	9	Financial Sector/Commercial Bank
2	Cabinet of Ministers	10	NGO/Community Based Organization
3	Parliament	11	Media (press, radio, TV, web, etc.)
4	Employee of a Ministry, Committee	12	Trade Union
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	13	Academia/Research Institute/Think Tank
6	Local Government Office or Staff	14	Judiciary Branch
7	Bilateral/Multilateral Agency	15	Other (please specify): _____
8	Private Sector Organization		

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

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

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Belarus? (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):_____

SECTION H: BACKGROUND INFORMATION

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

H6. If yes, what was your view of how the two institutions work together in Belarus? **(Select only ONE response)**	
1	The two institutions work well together
2	The way the two institutions work together needs improvement
3	The two institutions do not work well together
4	Don't know

H7. Which of the following describes most of your exposure to the World Bank Group in Belarus? **(Choose no more than TWO)**	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H8. What's your gender?	
1	Female
2	Male

H9. Which best represents your geographic location?	
1	Minsk
2	Oblast capital
3	Region

Thank you for completing the survey!