



World Bank Group Country Survey FY 2026 – Palestinian territories

The World Bank Group has a long-standing history of engagement in the West Bank and Gaza Strip. Recognizing the tragic loss of life and the devastating impact on civilians from the ongoing conflict, as well as the near closure of Gaza's economy and the operational challenges under current circumstances, the World Bank Group will resume activities as soon as the situation permits. This survey reflects an extended period of work in the Palestinian territories and seeks to incorporate respondents' input to guide immediate and enhanced interventions once conditions allow.

You have been identified as an integral partner, leader, or decision-maker in the Palestinian territories, so your perspective is invaluable and essential in this effort for both the West Bank and Gaza Strip.

Note that the survey covers the three organizations of the World Bank Group: **IBRD**, the lending and knowledge arm (commonly known as the World Bank); **IFC**, the private sector arm; and **MIGA**, the political risk insurance arm.

To maintain the integrity and confidentiality of this process, we have engaged Palestinian Center for Public Opinion (PCPO), a reputable local firm, to manage the survey logistics. **Your responses will remain anonymous**, and no feedback will be linked to any specific individual.

Please click the arrow below to begin the survey. By starting the survey, you indicate that you have read the purpose of the survey and voluntarily agree to participate.

If you have any questions or concerns about this survey, please contact:
country-surveys@worldbankgroup.org

Q1. What is your primary professional affiliation? <i>(Select only 1 response)</i>	
1	Office of the President, Prime Minister, Minister
2	Government Institution: Employee of a Ministry / Ministerial Department / Project Implementation Unit / Independent Government Institution (e.g., Central Bank, Regulatory or Oversight Agency) / Judiciary / State-Owned Enterprise
3	Local Government Office or Staff
4	Bilateral or Multilateral Agency (e.g., embassy, development organization, development bank, UN Agency)
5	Civil Society Organization: local and regional (NGO; Community-Based Organization; Private Foundation; Professional / Trade Association, Faith-Based Group, Youth Group)
6	Private Sector: Private Company / Financial Sector Organization / Private Bank
7	Academia / Research Centers
8	Media
9	Other (please specify): _____

Q2. How familiar are you with the World Bank Group's work in the Palestinian territories?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all								Very familiar	

Q3. In the past 3 years, have you worked or collaborated with the World Bank Group (WBG) in the Palestinian territories?	
1	Yes
2	No

[ASK IF Q3=1] Q4. Which of the following WBG agencies have you worked or collaborated with in the Palestinian territories? <i>(Select all that apply)</i>	
1	World Bank (IBRD)
2	International Finance Corporation (IFC)
3	Multilateral Investment Guarantee Agency (MIGA)

SECTION A: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP [ASK ALL]

A1. How much do you **trust** each of the following institutions to do what is right for the Palestinian territories?

		No trust at all										Trust very much										Don't know
		1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	
1	Palestinian Government	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	☐
2	World Bank Group	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	☐
3	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	☐
4	United Nations agencies	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	☐
5	Regional development bank (e.g., Islamic Development Bank)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	☐
6	Private sector	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	☐
7	Civil society	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	☐
8	Academia / research centers	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	☐

A2. How **relevant** is each of the following organizations to the development of the Palestinian territories?

		Not relevant at all										Very relevant										Don't know
		1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	
1	World Bank Group	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	☐
2	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	☐
3	Regional development bank (e.g., Islamic Development Bank)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	☐
4	United Nations agencies	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	☐

A3. How **effective** is each of the following organizations in helping the Palestinian territories achieve development results?

		Not effective at all										Very effective										Don't know
		1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	
1	World Bank Group	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	☐
2	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	☐
3	Regional development bank (e.g., Islamic Development Bank)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	☐
4	United Nations agencies	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	☐

A4. How **effective** is the WBG in terms of the following?

		Not effective at all										Very effective	Don't know
1	Being a long-term partner to the Palestinian territories	1	2	3	4	5	6	7	8	9	10		☐
2	Being easy to work with (i.e., simple WBG processes)	1	2	3	4	5	6	7	8	9	10		☐
3	Increasing institutional capacity in the Palestinian territories	1	2	3	4	5	6	7	8	9	10		☐
4	Responsiveness to needs in the Palestinian territories	1	2	3	4	5	6	7	8	9	10		☐
5	Access to WBG staff and experts	1	2	3	4	5	6	7	8	9	10		☐
6	The speed of WBG project approval	1	2	3	4	5	6	7	8	9	10		☐
7	The WBG's expertise being tailored to the context of the Palestinian territories	1	2	3	4	5	6	7	8	9	10		☐

A5. To what extent do you believe the World Bank Group **measures and corrects** its work in real time in the Palestinian territories?

1	2	3	4	5	6	7	8	9	10	☐
To no degree at all									To a very significant degree	Don't know

A6. Creating more and better jobs in client countries is a top priority for the WBG. How **effective** is the WBG at...

		Not effective at all										Very effective	Don't know
1	Helping create the conditions for more and better jobs in the Palestinian territories	1	2	3	4	5	6	7	8	9	10		☐
2	Aligning its support for job creation to the national priorities in the Palestinian territories	1	2	3	4	5	6	7	8	9	10		☐

SECTION B: THE WBG'S OPERATIONS [ASK WBG COLLABORATORS, Q3=1]

Please think about **ONE** WBG-supported project or initiative that you are most familiar with.

B1. If you recall, what was the **name** of this one WBG-supported project or initiative?

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B2. Please select the **development area** that was the primary focus of this WBG-supported project or initiative. (Select ONE only)

1	Local Governance	7	Health
2	Climate / environmental sustainability	8	Private sector development
3	Digital infrastructure and services	9	Social protection
4	Education	10	Transport
5	Energy / electricity	11	Water / sanitation
6	Financial / micro-economic management	12	Other (please specify): _____

B3. How **helpful** was the WBG in achieving the goals of this one project or initiative?

1	2	3	4	5	6	7	8	9	10	☐
Not helpful at all									Very helpful	Don't know

B4. In what way, if any, did this WBG-supported project or initiative **impact the Palestinian people?** *(Please be specific)*

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B5. How **effective** has this WBG-supported project or initiative been at creating sustainable, long-term jobs in the Palestinian territories?

1	2	3	4	5	6	7	8	9	10	☐
Not effective at all									Very effective	Don't know

SECTION C: THE WBG'S COLLABORATION AND PARTNERSHIPS [ASK ALL]

C1. How effective is the WBG at collaborating with the following groups in the Palestinian territories?												
		Not effective at all Very effective										Don't know
		1	2	3	4	5	6	7	8	9	10	
1	National government											☐
2	Local government											☐
3	Parliament / legislative branch											☐
4	Private sector											☐
5	Civil society (e.g., NGOs, CBOs)											☐
6	Other donors and development partners (e.g., the United Nations)											☐
7	Academia / research centers											☐

C2. How effective is the WBG at partnering in terms of the following...												
		Not effective at all Very effective										Don't know
		1	2	3	4	5	6	7	8	9	10	
1	Partnering with the government to improve the business environment in the Palestinian territories?											☐
2	Partnering with the private sector in the Palestinian territories to support business development and investment.											☐
3	Partnering with the donor community to maximize investment through dedicated trust funds.											☐

C3. In addition to its partnership with the national government, which of the following should the WBG collaborate with more to have greater impact in the Palestinian territories? <i>(Select up to 2)</i>		
1	Local government	5 Other donors and development partners (e.g., the United Nations)
2	Private sector	6 Academia / research centers
3	Civil society (e.g., NGOs, CBOs)	7 Other (please specify) _____
4	Media	

SECTION D: THE WBG'S INSTRUMENTS

[ASK ALL] D1. Which WBG instruments do you **value the most** in the Palestinian territories?
(Select up to 2)

1	Convening power (e.g., bringing together different stakeholder groups, donor / development partner coordination, mobilizing third party financial resources)
2	Advisory services (e.g., capacity building and training, policy advice, technical assistance)
3	Financial resources (e.g., budget support, investment lending, grants, trust funds)
4	Data and research (e.g., statistics, reports, research on global development issues)
5	Other (please specify): _____

[ASK GOVT Q1=1-3, COLLAB ONLY FOR Q1 4-8, Q3=1]

D2. To what extent do you agree with the following statements about the WBG's **financial support** to the Palestinian territories?

(If you have NO exposure to, or experience with the WBG's financing, please respond "Don't know")

		Strongly disagree										Strongly agree	Don't know
1	The WBG's financial instruments (i.e., budget support, loans, grants, trust funds) meet the needs of the Palestinian territories	1	2	3	4	5	6	7	8	9	10		☐
2	The terms of the WBG's financing are competitive compared to other available options (e.g., other development banks, private financial institutions/ investment banks, etc.)	1	2	3	4	5	6	7	8	9	10		☐
3	The standards and requirements for the WBG's financing are reasonable	1	2	3	4	5	6	7	8	9	10		☐

The following questions ask about the WBG's **knowledge work, including data, research, training, policy notes, and advisory services**, in the Palestinian territories.

[ASK ALL] D3. In the past 3 years, what WBG knowledge work **have you used**?
(Select all that apply)

1	Data resources	5	Online collaboration platforms
2	Research and analytical reports	6	Workshops or training courses (in-person or online)
3	Policy notes	7	Other (please specify) _____
4	Advisory services	8	I have not used WBG knowledge work

[ASK IF, D3=1-7] D4. To what extent do you believe the WBG meets the needs of the Palestinian territories for knowledge services, particularly is analytical work (e.g. Palestinian Economic Updates, <i>Gaza & West Bank Interim Rapid Damage and Needs Assessment</i>)?											
1	2	3	4	5	6	7	8	9	10	☐	
To no degree at all									To a very significant degree		Don't know

[ASK IF, D3=1-7] D5. How would you rate the quality of the WBG's knowledge work (<i>including data, research, training, policy notes, and advisory services</i>) in the Palestinian territories?											
1	2	3	4	5	6	7	8	9	10	☐	
Very low quality									Very high quality		Don't know

[ASK IF D3=1-7] D6. In your opinion, has the WBG influenced a new or existing government policy/action in the Palestinian territories?											
1	Yes										
2	No										

[ASK IF D3=1-7] D7. In your opinion, has the WBG influenced strategies or actions of private sector actors in the Palestinian territories?											
1	Yes										
2	No										

[ASK IF D6=1 OR D7=1] D8. What policy, strategy, or action by the government and/or private sector did the WBG influence, and in what way? (<i>Please be specific</i>)											

[ASK IF D6=1] D9. To what extent has the WBG influenced the government's policies or strategies on employment and job creation in the Palestinian territories?											
1	2	3	4	5	6	7	8	9	10	☐	
Not influential at all									Very influential		Don't know

SECTION E: LOOKING FORWARD [ASK ALL]

E1. Given the WBG's non-political mandate, and recognizing the distinct conditions in the West Bank and the Gaza Strip, how do you think the WBG could most effectively support development in each context? Please provide your answers separately for West Bank and the Gaza Strip in the spaces below. *(Please be specific)*

The West Bank:

The Gaza Strip:

E2. Which areas should the WBG prioritize to have the most impact on development results in the Palestinian territories? *(Select up to 5)*

1	Economic shocks mitigation	11	Climate change
2	Gender equity	12	Poverty reduction
3	Water / sanitation	13	Digital infrastructure development
4	Health	14	Private sector development
5	Transport infrastructure	15	Environment / natural resource management
6	Energy	16	Social protection / inclusion
7	Public sector governance	17	Jobs
8	Agriculture / food security	18	Debt management
9	Limited financial resources	19	Other (please specify): _____
10	Education		

The WBG is proposing to transition to a unified WBG country representation for the International Bank for Reconstruction and Development (IBRD), the International Development Association (IDA), the International Finance Corporation (IFC), and the Multilateral Investment Guarantee Agency (MIGA). The introduction of joint country offices is part of building a stronger WBG.

E3. Are you **aware** that the WBG's County Office in the Palestinian territories now has unified leadership representing the World Bank (IBRD), IFC, and MIGA?

1	Yes
2	No

E4. What **outcomes** do you expect from unified leadership representing the World Bank (IBRD/IDA), IFC, and MIGA in the Palestinian territories? *(Select all that apply)*

1	One-stop shop for information about and access to IBRD, IFC, and MIGA products and services
2	Having a single focal point, rather than multiple, at the World Bank Group
3	Integrated public and private sector solutions to better meet the Palestinian territories' unique needs
4	Improved speed and efficiency of WBG operations while maintaining necessary safeguards in the Palestinian territories
5	I do not understand what a unified WBG country representation is about [Exclusive – other options can't be selected]
6	I do not expect any changes [Exclusive – other options can't be selected]
7	I expect other outcomes (please specify): _____

SECTION F: WBG COMMUNICATIONS

[ASK ALL] F1. How would you prefer to obtain information from the WBG? *(Select up to 3)*

1	WBG e-Newsletters	6	WBG websites (including blogs)
2	Direct contact with WBG staff (e.g., in person, virtually, phone, email)	7	WBG podcasts
3	WBG social media channels (e.g., Facebook, LinkedIn, Instagram, Twitter/X)	8	WBG publications
4	WBG direct messaging (e.g., WhatsApp)	9	Other (please specify): _____
5	WBG event / conference / workshop (in person or online)		

[ASK ALL] F2. Do you recall **seeing or hearing anything about the WBG recently?**

1	Yes
2	No

[ASK IF F2=1] F3. **Where do you recall** seeing or hearing this information? *(Select all that apply)*

1	Media (television, radio, newspapers)	6	Podcast
2	Event / conference / workshop (in person or online)	7	Direct messaging (e.g., WhatsApp)
3	WBG websites (including blogs)	8	e-Newsletter
4	Social media	9	WBG publications
5	Direct contact with WBG staff	10	Other (please specify): _____

[ASK IF F2=1] F4. **What do you recall** seeing or hearing about the WBG? *(Select all that apply)*

1	WBG economic forecasts	7	Agribusiness and food security
2	WBG reforms to become a better Bank	8	Women empowerment
3	WBG mission to end poverty on a livable planet	9	Health
4	Climate / environment	10	Energy
5	Job creation / employment	11	Digital transformation
6	Education / skills development	12	Other (please specify): _____

[ASK ALL] F5. What information would be most helpful to you in **understanding the WBG's role** in the Palestinian territories? *(Select up to 3)*

1	Outcomes / results of WBG-supported projects or initiatives	5	Information on how to work / partner with WBG
2	Impact assessments and evaluations of WBG-supported projects	6	Regular updates on WBG activities
3	WBG sector-specific strategies	7	WBG research and knowledge
4	Overview of WBG financial products and services	8	Other (please specify): _____

SECTION G: COUNTRY CONTEXT [ASK ALL]

The next three questions ask about challenges to development in the Palestinian territories.

G1. When economic and/or social reform efforts fail or are slow to take place in the Palestinian territories, which of the following would you attribute this to? <i>(Select up to 3)</i>			
1	Inadequate government accountability	6	Inadequate private sector participation
2	Inadequate donor coordination	7	Reforms are not well thought out in light of country challenges
3	Inadequate capacity in the government	8	Inadequate citizen/civil society participation
4	Political pressures and obstacles	9	Pressure from outside interest groups (e.g., private sector, unions)
5	Corruption	10	Other (please specify): _____

G2. What are the biggest challenges facing private sector development in the Palestinian territories? <i>(Select up to 3)</i>			
1	Access to finance	5	Political instability
2	Regulatory environment	6	Corruption
3	Infrastructure gaps (e.g., energy, transport)	7	Market size / demand
4	Availability of skilled workforce	8	Other (please specify): _____

G3. Which sectors hold the greatest promise to drive job creation in the Palestinian territories? <i>(Please be specific)</i>	

SECTION H: ADDITIONAL INFORMATION [ASK ALL]

H1. What is your gender ?	
1	Female
2	Male
3	Other
4	Prefer not to specify

H2. What is your age ?	
1	25 or younger
2	26-35
3	36-45
4	46-55
5	56 and above
6	Prefer not to specify

H3. Within your organization , would you describe yourself as...	
1	Junior level
2	Mid-level staff
3	Mid-level decision-maker / manager
4	Senior level
5	Prefer not to specify

H4. Which best represents your geographic location ?	
1	West Bank
2	Gaza Strip

Thank you for completing this survey!